Parcel Carriers reach New High for Delivery of Online Orders

December 12, 2023 (12 noon): Great news for online retailers and consumers. ShipMatrix, Inc. data on millions of parcels shipped during Cyber Week shows the parcel carriers delivering online orders at levels better than in last several years. The combined on-time performance for the three domestic parcel services for each of the three largest carriers was very impressive as follows: FedEx at **97.8%,** UPS at **98.0**%, and the United States Postal Service at **95.2%**.

With the parcel market flushed with capacity of 120 million parcels per day and the demand for this peak season estimated at 82 million average daily volume (compared to 90+ million in peak of 2022), the excess capacity should allow these carriers to maintain such high service for the rest of the season. For this same period in 2022, OTP was as follows: FedEx at 95.3%, UPS at 96.6% and USPS at 95.8%.

And, for consumers buying from Amazon, many more of those deliveries in this peak season will be done by people wearing Amazon uniform. This is in contrast to Amazon using U.S. Postal Service and UPS for millions of its parcels in the prior peak seasons.

However, retailers and consumers should note that the transit times for this peak season have been relaxed by the national carriers with an extra data added to many lanes. So, parcels shipped via FedEx or UPS from New York City to Chicago in 2 days before, now have a commit time of 3 days. And parcels shipped via UPS from Massachusetts to Savannah, GA now have 4 days commit time compared to 3 days before, while parcels shipped via FedEx from Los Angeles to New Jersey now have 5 days commit time compared to 4 days before.

However, with over 90% of peak season shopping being done for Christmas Eve, the orders will be delivered in time unless the consumers procrastinate and wait to place the order till the day before.

About ShipMatrix, Inc.:
ShipMatrix proprietary software is used by hundreds of customers to manage visibility, shipping and customer experience. These OTP results are based on millions of parcels shipped from over 100,000 locations.

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