

Parcel Carriers providing exceptional On Time Delivery of Online Orders

December 13, 2024 (10 am): Great news for online retailers and consumers. While handling over one hundred million parcels per day during Cyber week, ShipMatrix data on millions of parcels shipped between December 1 and December 7, shows that the carriers handled the surge in online order deliveries with remarkable results.

Given that online orders during Cyber week were mostly for holiday gifts, the appropriate combined on-time performance for all domestic parcel services for the three national carriers using end of day delivery for express and an extra day for ground was very impressive with FedEx at **98.7%**, UPS at **98.9%**, and the United States Postal Service at **97.4%**.

Unlike prior years, over 30 million parcels per day will be delivered by other than these three national carriers. In addition to Amazon online orders primarily delivered by its contracted drivers, even Wal-Mart is fulfilling more online orders from local stores and using Ubereats, Doordash and other such gig workers for same day or next day delivery.

With the market capacity at 120 million parcels per day and this peak season demand estimated at 106 million per day compared to 82 million in 2023, the excess capacity should ensure high level of timely delivery for the rest of the season.

However, such high level of delivery should not give reasons for consumers to procrastinate as orders placed after December 18 will cost more to ship and carry a risk of not being delivered in time like it happened during Christmas week of 2013.

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 actual parcels shipped across the country from over 100,000 locations.

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P.S. With 100+ million parcels shipped per day, even 99% OTP results in 1 million being delayed, so anecdotal reports of late deliveries do not imply that carriers are facing delivery challenges.