Parcel Carriers encountered challenges with deliveries in 2024 Peak

January 27, 2025: ShipMatrix, Inc. data on millions of parcels shipped during peak period of 2024 (December 1 thru 31, 2024) shows that the on-time performance (OTP) for the three national carriers based on their specific commit times for all their parcel services (express, deferred, ground and last mile) combined was as follows: FedEx at **91.8%,** UPS at **96.5**%, and the U.S. Postal Service at **90.4%**.

For comparison, peak of 2023 was as follows: FedEx at 98.3 percent, UPS at 98.7 percent and Postal Service at 96.5 percent.

The larger drop in OTP for the Postal Service in 2024 compared to the prior year may be due to USPS implementing Delivering for America plan. Furthermore, if Parcel Select parcels are excluded (since it is just the last mile of the total journey), Postal Service's OTP for Ground Advantage and Priority Mail parcels drops to **84.7** percent.

In addition, even with a shorter peak period in 2024, the parcel industry delivered over 2.2 billion parcels. However, the more noteworthy development was that Amazon, as a shipper delivered over 25 million parcels per day of its own and FBA online orders, exceeding the volume delivered by FedEx, UPS and even USPS if its last mile deliveries are excluded.

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. In addition, over last three years, ShipMatrix has been recognized by the national carriers as having the most accurate OTP reporting.

Media contact:
Satish Jindel, President
(sjindel@shipmatrix.com)
(724) 934-1400 x101 ET (office hours)
(724) 494-9465 (cell) evenings