

Parcel Carriers achieved high on-time deliveries in Cyber Week

December 15, 2025: Another year of good news for online retailers and consumers. ShipMatrix data on millions of parcels processed between Monday, December 1 and Saturday December 6, shows that the carriers handled the surge in online order deliveries with great results.

Given that online orders placed during early December are mostly for holiday gifts to be received in time for Christmas, the appropriate combined on-time performance for the three national carriers using end of day delivery for express/deferred and an extra day for ground was impressive with FedEx at 98.3 percent, UPS at 98.9 percent, Postal Service at 97.2 percent.

This compares very favorably to similar results for the same week of 2024 when FedEx was at 98.7 percent, UPS at 98.9 percent, and the Postal Service at 97.4 percent.

Furthermore, these results were achieved while the big three carriers along with Amazon, Walmart, other private fleets and smaller regional and last mile carriers collectively handled in excess of 568 million parcels. It represents a 30 percent higher parcel volume than during off-peak evidencing carriers great planning for such spike in volume.

However, retailers and consumers should not let such high level of performance result in procrastination since orders placed after December 17 will require premium shipping and even then, not make it under the Christmas tree due to bad weather-related delays which are excluded from on time percentages reported above.

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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