Parcel Carriers delivered Merry Christmas to consumers in 2025 Peak

January 12, 2026: ShipMatrix data on millions of parcels shipped during peak of 2025 (December 1 thru 31, 2025) shows that the on-time performance for the three national carriers based on their actual commit times for all parcel services (express, deferred, ground and last mile) combined was as follows: FedEx at **95.3** percent, UPS at **97.2** percent, and the U.S. Postal Service at **94.1** percent.

All three carriers performed better than in they did in peak of 2024 resulting from capacity being in excess of demand with many new players in the market. For comparison, peak of 2024 results were as follows: FedEx at 91.8 percent, UPS at 96.5 percent, and the Postal Service at 90.4 percent.

The gap between FedEx and UPS on-time performance is partly a function of differences in their commit times during the peak period. For express, FedEx A.M. commit times of 12 noon or earlier were increased by 90 minutes such that 10:30 am changed to 12 noon and 12 noon to 1:30 pm. However, UPS changed all 12 noon or earlier time definite commitments to 3 pm, which resulted in UPS having a higher OTP for overnight express service.

Similarly, for Ground service, UPS added an extra day to more lanes than FedEx, which had the impact of packages that would be late per FedEx commitment to be on time for UPS.

It is also worth highlighting that OTP for Ground Advantage service of the Postal Service in 2025 compared very favorably to that of Ground services of FedEx and UPS, and its rapid growth in volume surpassed the volume of Parcel Select for the first time in many years. And, its Priority Mail service was the major contributor in a lower overall OTP and decline in volume.

In addition, even with a shorter peak period in 2025, the parcel industry delivered about 2.3 billion parcels for a 5 percent increase over peak of 2024 and consist with the previous forecast by SMx on September 29, 2025.

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 four years, ShipMatrix has been recognized by the national carriers as having the most accurate OTP reporting.

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