



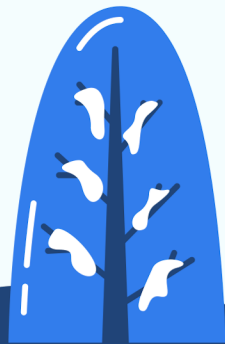
LATESHIPMENT.COM

# 2023 State Of Holiday Shipping In The U.S.

✦✦ SIXTH EDITION



An **On-time Delivery Performance** and **2023 Holiday Season Forecast Report** for **UPS** and **FedEx** based on factual observations made for small parcels shipped by e-commerce merchants in **the United States of America.**



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# About This Report

The “**2023 State of Holiday Shipping in the U.S.**” report focuses on understanding the impact of the surge in order volumes and supply chain disruptions on the on-time delivery performance of **UPS and FedEx** in the United States during the peak season.

## DATA REPORTING AND ANALYSIS

In order to extract meaningful insights which can be used to better understand and forecast the on-time delivery performance of UPS and FedEx during the upcoming 2022 Holiday season, we analyzed shipment data during the following periods:

### Holiday Period 2022

(Nov 26 – Dec 31, 2022)

### Regular Operating Period 2023

(Jan 1 – Oct 31, 2023)

This report emerges from a trend analysis done on statistically relevant and verifiable shipment data collected from millions of e-commerce packages tracked and monitored by LateShipment.com during the above mentioned period.

## WHO CAN USE THIS REPORT

This report is an attempt to bring more transparency to the workings of the autonomous small parcel shipping industry.

Retail Analysts | Media Personnel | Retail & E-commerce Leaders | E-commerce Logistics & Supply Chain Leaders

Insights in this report enables retail leaders, publications and analysts focusing on Holiday sales and e-commerce logistics with carrier performance metrics for package delays across **key states and cities, carrier service types, and retail categories**. Retail merchants can leverage this report to make data-backed decisions to optimize their supply chain during the critical Holiday season and beyond.

# Holiday Sales 2023 by the Numbers

E-commerce during the 2023 Holiday Season will continue to grow in double digits – with an average **10.3% and 12.8% YoY growth projected by Deloitte** despite inflationary challenges. While predictions this year reflect that consumer optimism is holding strong, it is expected that peak sales will happen only later in the holiday season this year with shoppers hoping to take advantage of discounts. However, supply chain, inventory, and fulfillment issues will be in the spotlight during the Holiday Season.

Similar to the last couple of years, some shoppers are starting their holiday shopping earlier in 2023 to get their products on-time at guaranteed prices. To go with that, major retailers are pushing early sales with lucrative deals. Amazon launched a second Prime Day, and stores like Target and Walmart followed suit with early fall holiday deals.

## 2023 HOLIDAY SALES HIGHLIGHTS

- ✓ The **National Retail Federation** expects sales in November and December to rise by **3% to 4% YoY**, between **\$957.3 billion and \$966.6 billion** in spending during the Holiday shopping season.
- ✓ According to **Deloitte's** annual holiday retail forecast, e-commerce sales will grow between **10.3% and 12.8%** this holiday season when compared to 2022.
- ✓ Holiday retail sales are likely to increase between **3.5% and 4.6% in 2023**, according to **Deloitte's** annual holiday retail forecast.

Undoubtedly, one of the main spurs behind this rise in e-Commerce sales is the widespread adoption of online shopping in the post-pandemic world coupled with the willingness of people to spend and celebrate this holiday season with much flair than before.

# The Impact of Mixed Economic Signals and Supply Chain Disruptions on Holiday Shipping

**Major shipping carriers in the U.S. including FedEx and UPS** are grappling with lower volumes, 25% lesser than the previous year, as the pandemic-induced e-commerce boom slows down and their customers navigate high inflation. However, supply chain disruptions combined with **record high shipping costs, shipping network congestion and labor shortage** will negatively impact the **2023 Holiday Season**. The operational efficiency of shipping carriers will remain a major concern for both, **FedEx and UPS**.

## KEY UPDATES FROM UPS AND FEDEX FOR THE 2022 HOLIDAY SEASON

- ✓ UPS expects package volumes to peak a little later this Holiday Season. UPS is also flexing up its capacity through efforts like hiring **100,000** seasonal employees.
- ✓ FedEx Corp. is preparing for a moderate peak season in terms of demand. FedEx claims to be ready for the Holiday Season and is hiring only certain Seasonal positions.
- ✓ Carriers delivered an average **90 million** parcels a day during the 2022 holidays, but that number is expected to drop to **82 million** this year, according to ShipMatrix.

This year, retailers will be taking extraordinary measures to attract consumers, maximising discounts in the month of November and December which will result in Holiday sales to peak a little later. This means offering fast delivery times for last-minute gifts will be of heightened importance.

All major carriers in the U.S., FedEx, UPS and the U.S. Postal Service (USPS) are preparing to collectively handle over 100 million packages per day. While carriers will respond with more fulfillment and distribution capacity besides some hiring temporary workforce, the on-time delivery performance is projected to significantly stay impacted.

# UPS and FedEx : On-time Delivery Performance Analysis

The following section is the result of a trend analysis conducted on packages shipped between the **2022 Holiday season (Nov 26 - Dec 31)** and **2023 Regular Operating Period (Jan 1 - Oct 31)**. You will find a detailed breakdown of package delays by **UPS and FedEx** across key *States, Cities, Service-types, and Retail Categories* in the United States.

## KEY HIGHLIGHTS FROM THE ANALYSIS

- ✓ For UPS packages shipped to key U.S. states, the delay rate in **Florida** was the highest with **10.16%**. And during the regular operating months of January to October, 2023, packages shipped to **Florida** faced most delays at **10.3%**.
- ✓ For UPS, **California** witnessed the lowest package delay rate at **5.03%** during 2022 Holidays, while only **5.97%** of packages shipped to California during the 2023 regular operating period were delayed.
- ✓ For **FedEx** packages shipped to key U.S. states, **Illinois** recorded the highest number of package delays at **10.09%** during the Holiday Season. During the regular operating period in 2023, packages shipped to **New York** faced the most delays with **6.63%** packages delayed.
- ✓ For packages shipped through **FedEx**, the state of Texas faced the least delays with a delay rate of **4.55%** during the 2022 Holiday Season, where as during the regular operating period of 2023, **4.9%** of were delayed.
- ✓ Amid key cities in the U.S, **UPS** packages shipped to **Chicago** faced the most delays at **7.91%** during the 2022 Holiday Season. During the regular operating period in 2023, **Miami** faced the most package delays at **8.92%**, closely followed by **Los Angeles** at **6.93%**.
- ✓ For **FedEx**, among key cities in the U.S which witnessed package delays during the 2022 Holiday season, **Chicago** faced the most delays at **11.12%**. During the regular operating period in 2023, packages shipped to **Chicago** faced the highest delay rate at **6.1%**.
- ✓ For **UPS**, among states on the West Coast which witnessed Holiday package delays during 2022, the **Washington** faced the most delays at **15.68%**. During the regular operating period in 2023, **Washington** faced the most delays at **12.64%**.
- ✓ For **UPS**, in the Central Region, during the 2022 Holidays, packages shipped to **Louisiana** faced the most delays at **11.34%**. During the regular operating period in 2023, packages shipped to **Arkansas** recorded the highest package delay rate at **7.76%**.
- ✓ For **UPS**, among the states on the East Coast in the U.S, two states witnessed the most package delays during the 2022 Holidays, **Florida** and **New York** at **10.16%** and **9.16%** respectively. During the regular operating period in 2023, packages shipped to **Florida** faced the most package delays at **9.73%**.

-  For **FedEx**, amid states on the West Coast which witnessed Holiday package delays during 2022, **Washington** faced the most delays at **20.64%**, followed closely by **Oregon** at **15.26%**. During the regular operating period in 2023, **Washington** faced the most delays at **6.42%** followed by Oregon at **6.32%**.
-  In the Central Region, 2022 Holiday packages shipped through **FedEx** to **Nebraska** faced the most delays at **9.07%**. During the regular operating period in 2023, packages shipped to **Louisiana** faced the highest delay rate at **6.24%**.
-  For **FedEx**, on the East Coast, states in the U.S which witnessed the most package delays during the 2022 Holidays, are **Georgia and Florida** at **9.65% and 6.44%** respectively. During the regular operating period in 2023, packages shipped to **Georgia** faced the most package delays at **8.31%**.
-  During the 2022 Holiday Season, **UPS Ground** service recorded a package delay rate of **7.75%**. During the regular operating period in 2023, packages shipped through **UPS Ground** service recorded a delay rate of **7.04%**.
-  Packages shipped through **FedEx Ground** service recorded a delay rate of **8.97%** during the 2022 Holidays. During the regular operating period in 2023, FedEx Ground services faced a package delay rate of **6.3%**.
-  Packages shipped through **FedEx Ground** service recorded a delay rate of **8.97%** during the 2022 Holidays. During the regular operating period in 2023, **FedEx Ground** services faced a package delay rate of 6.3%.
-  During the 2022 Holiday season, **UPS Next Day Air** service witnessed the highest delay rate at **11.83%**. And during the regular operating period in 2023, **10.1%** of packages shipped through **UPS 3 Day Select** service were delayed.
-  During the 2022 Holidays, **FedEx Overnight** service recorded a delay rate of **8.53%** whereas during the regular operating period in 2023 the delay rate was **9.69%**. **FedEx 2 Day** service recorded a delay rate of **8.02%** during the 2022 Holiday season and **5.03%** during the regular operating period in 2023.
-  For packages shipped with **UPS** during the 2022 Holidays, **Apparel and Food & Beverages** retailers observed the most package delays at **9.31%** and **9.38%** respectively. During the regular operating period in 2023, **Electronics and Apparel** category saw a delay rate of **8.86%** and **7.37%** respectively.
-  For packages shipped with **FedEx** during the 2022 Holiday season, **Sports, Electronics and Apparel** goods faced the most delays at **9.60%, 9.15% and 9.12%** respectively. During the regular operating period in 2023, **Jewelry and Electronics** retailers observed a delay rate of **8.28%** and **7.41%** respectively.

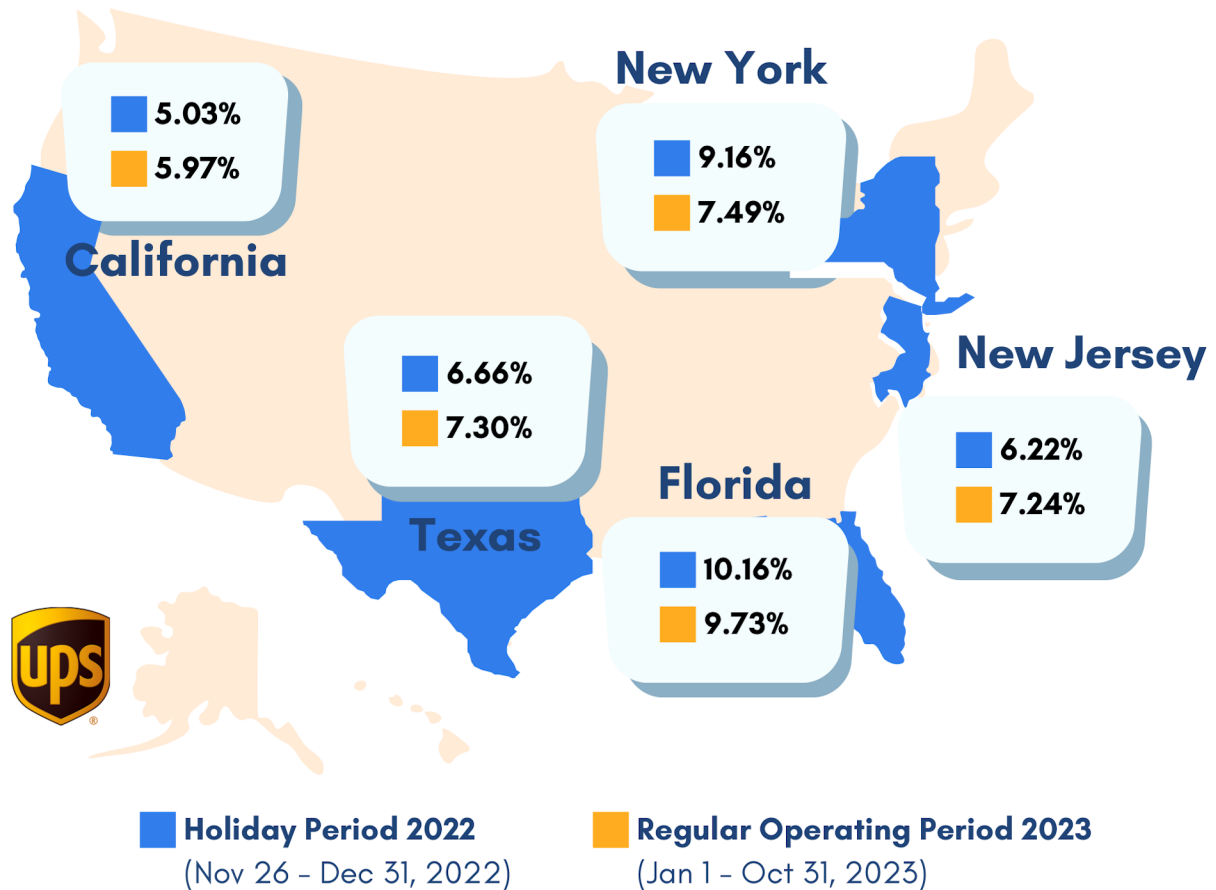


# Delivery Delays Across Key U.S. States

## UPS PACKAGE DELAYS IN TOP STATES

Amid the Holiday season rush during 2022, the package delay rate in **Florida** was the highest with **10.16%**. Furthermore, during the months **January to October, 2023**, packages shipped to **Florida** faced most delays with **9.73%** of packages arriving late.

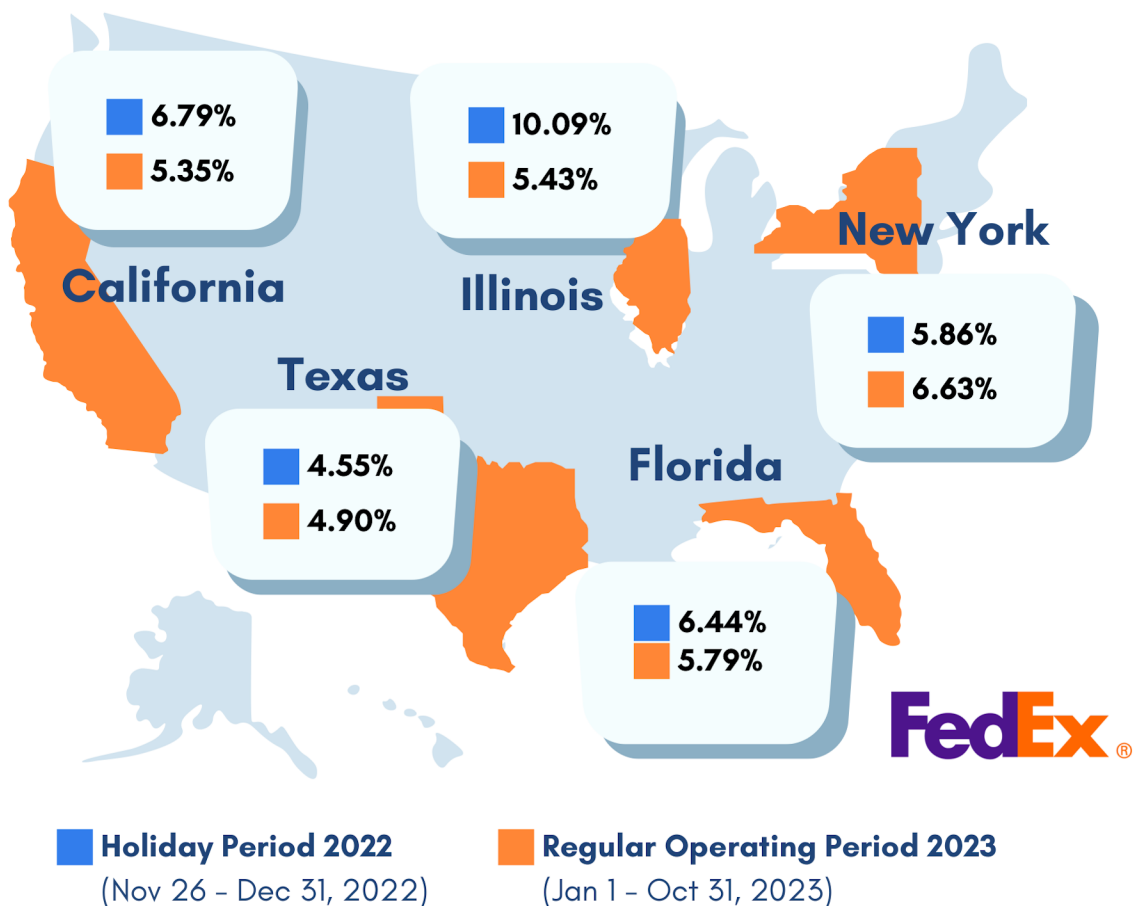
**California** witnessed the lowest package delay rate at **5.03%** during 2022 Holidays, while only **5.97%** of packages shipped to **California** during the 2023 regular operating period were delayed.



## FEDEX PACKAGE DELAYS IN TOP STATES

During the 2022 Holiday season, **Illinois** recorded the highest number of package delays with **10.09%** of Holiday orders delivered later than expected. During the regular operating period in 2023, packages shipped to **New York** faced the most delays with **6.63%** packages delayed.

And for packages shipped through FedEx, **Texas** faced the least delays with a delay rate of **4.55%** during the 2022 Holiday Season, where as during the regular operating period of 2023, **4.9%** of packages faced delays.

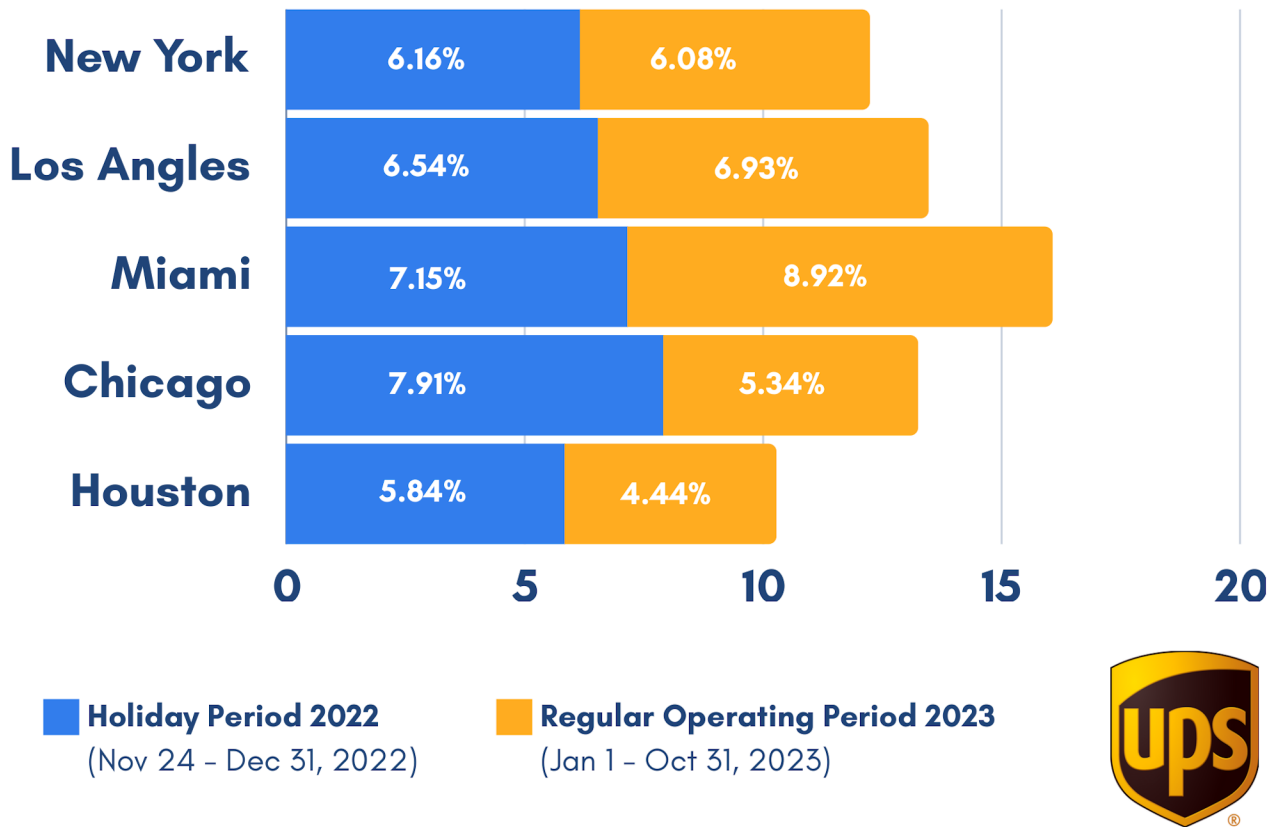


# Delivery Delays Across Key U.S. Cities

## UPS PACKAGE DELAYS IN TOP CITIES

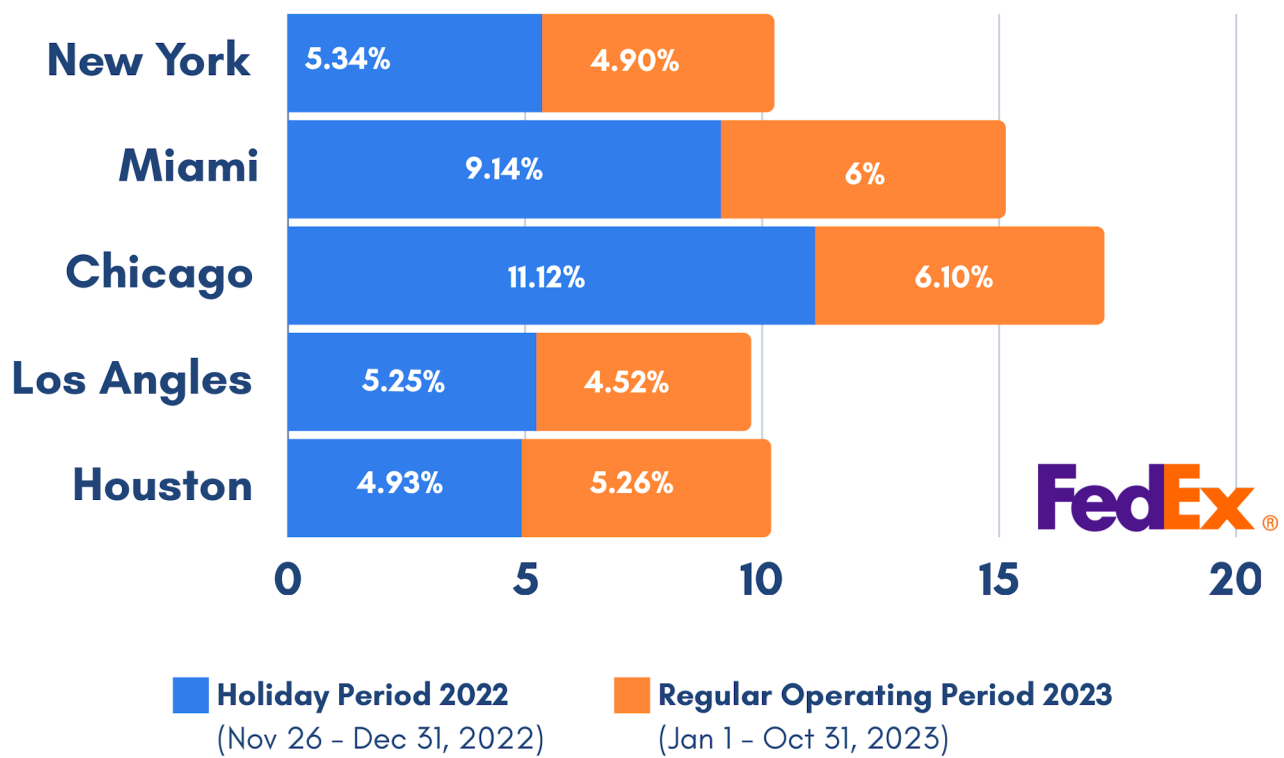
Amid key cities in the U.S which witnessed package delays during the 2022 Holiday season, **Chicago** faced the most delays at **7.91%**.

During the regular operating period in 2023, packages shipped through **UPS** to **Miami** faced the most delays at **8.92%**, followed by **Los Angeles** at **6.93%**.



## FEDEX PACKAGE DELAYS IN TOP CITIES

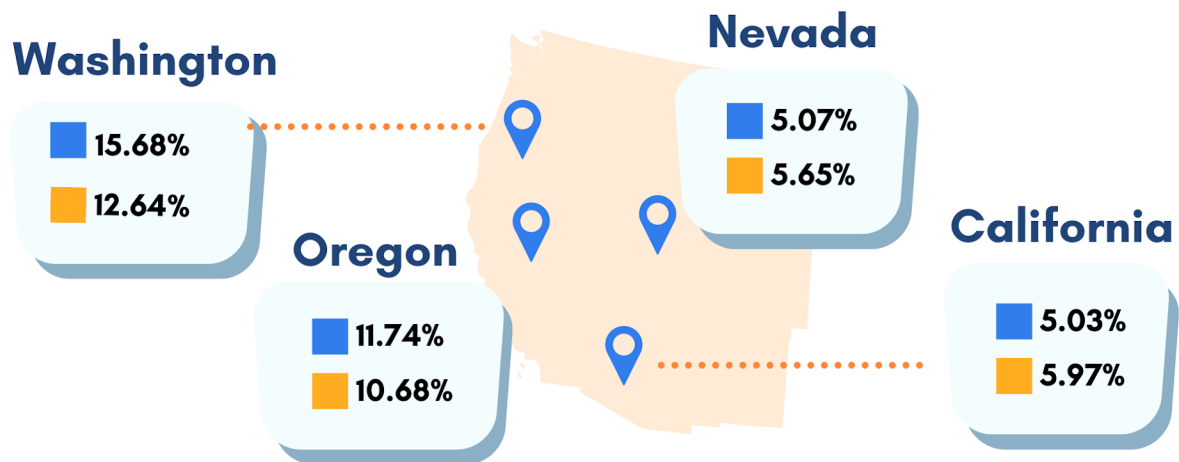
Among key cities in the U.S which witnessed package delays during the 2022 Holiday season, **Chicago** faced the most delays at **11.12%**. During the regular operating period in 2023, packages shipped to **Chicago** faced the highest delay rate at **6.1%**.



# Delivery Delays Across West Coast, Central Region and East Coast

## UPS PACKAGE DELAYS ON THE WEST COAST

Among states on the West Coast which witnessed Holiday package delays during 2022, the **State of Washington** faced the most delays at **15.68%**. During the regular operating period in 2023, packages shipped through UPS to the **State of Washington** faced the most delays at **12.64%**.



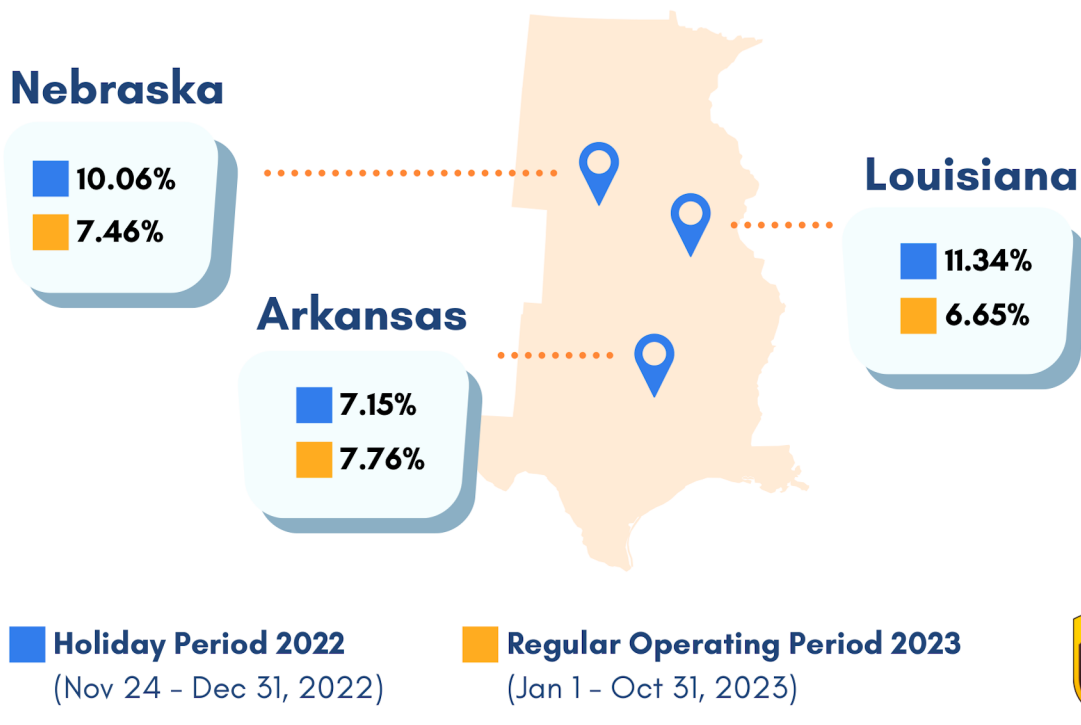
**Holiday Period 2022**  
(Nov 24 - Dec 31, 2022)

**Regular Operating Period 2023**  
(Jan 1 - Oct 31, 2023)



## UPS PACKAGE DELAYS IN THE CENTRAL REGION

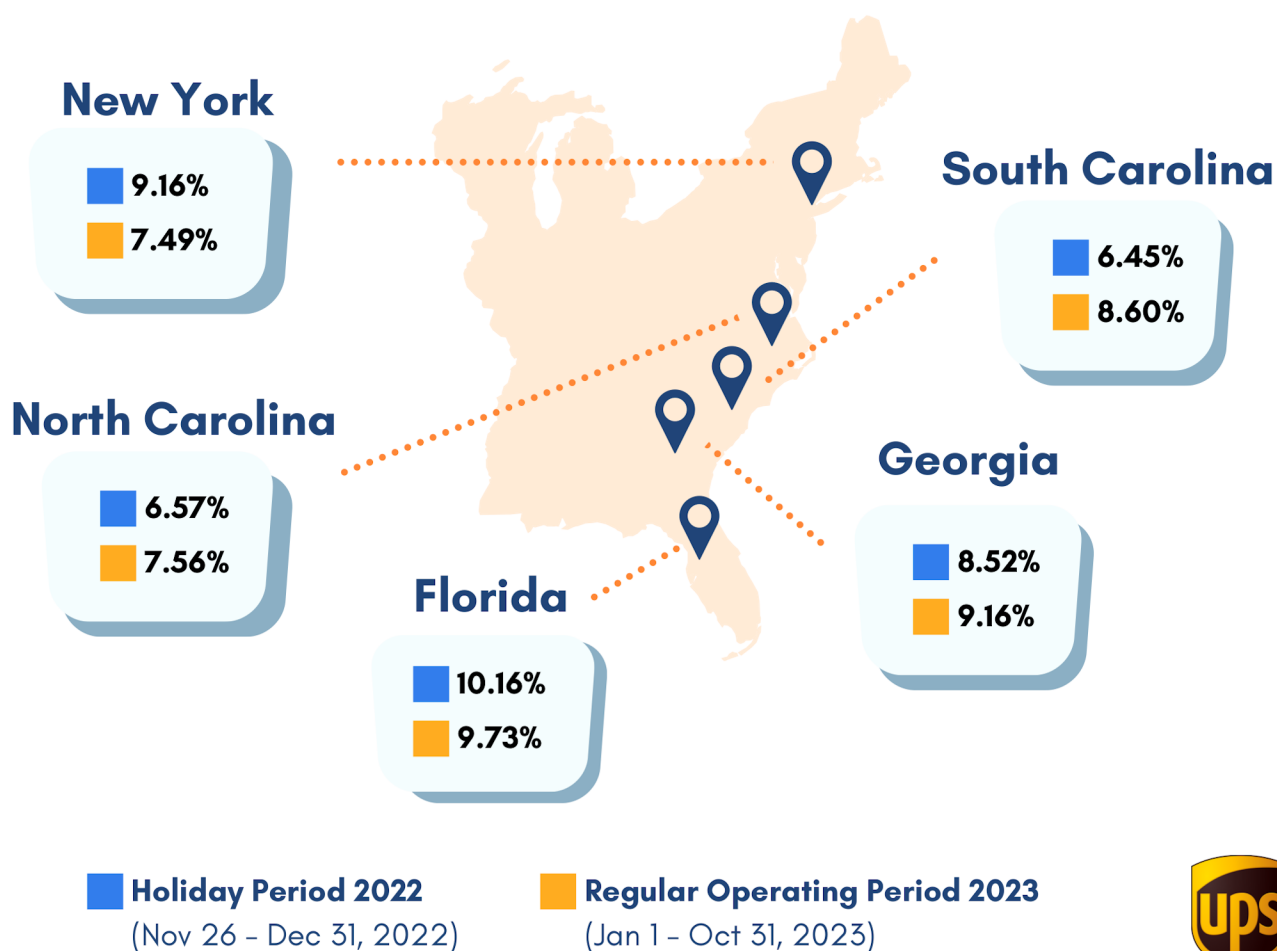
In the Central Region, during the 2022 Holidays, packages shipped to **Louisiana** through UPS faced the most delays at **11.34%**. During the regular operating period in 2023, packages shipped to **Arkansas** through UPS recorded the highest package delay rate at **7.76%**.



## UPS PACKAGE DELAYS ON THE EAST COAST

Among the states on the East Coast in the U.S, two states witnessed the most package delays during the 2022 Holidays, and they are **Florida and New York** at **10.16%** and **9.16%** respectively.

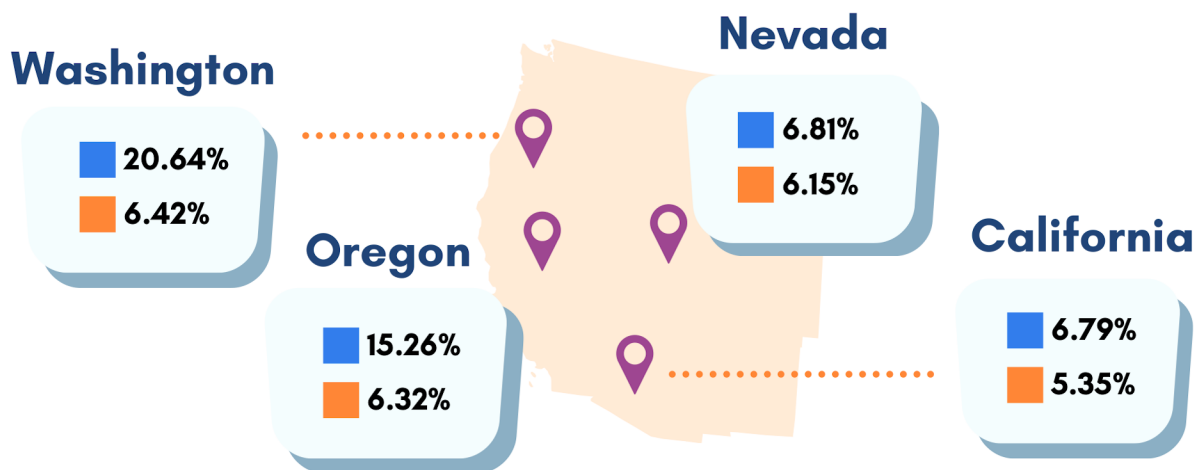
During the regular operating period in 2023, packages shipped to **Florida** through UPS faced the most package delays, recording a delay rate of **9.73%**.



## FEDEX PACKAGE DELAYS ON THE WEST COAST

Amid states on the West Coast which witnessed Holiday package delays during 2022, **Washington** faced the most delays at **20.64%**, followed closely by **Oregon** at **15.26%**.

During the regular operating period in 2023, packages shipped through FedEx to **Washington** faced the most delays at **6.42%** followed closely by **Oregon** at **6.32%**.



**Holiday Period 2022**  
(Nov 26 - Dec 31, 2022)

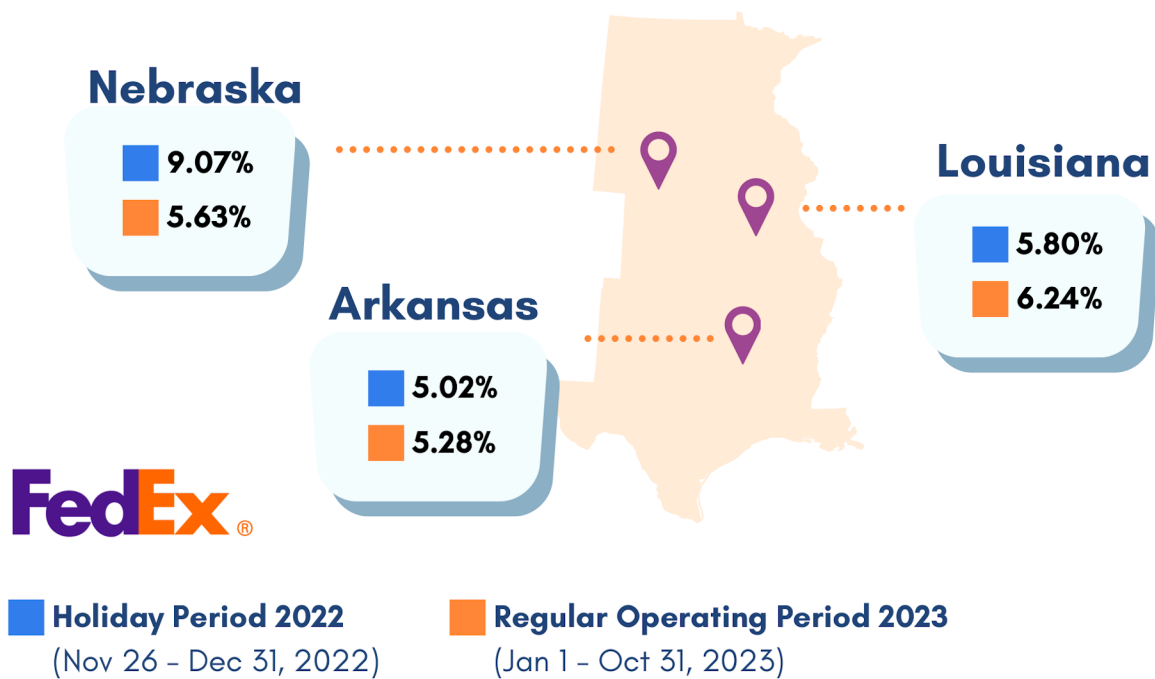
**Regular Operating Period 2023**  
(Jan 1 - Oct 31, 2023)



## FEDEX PACKAGE DELAYS IN THE CENTRAL REGION

In the Central Region, Holiday packages shipped to **Nebraska** through FedEx faced the most delays during 2022 at **9.07%**.

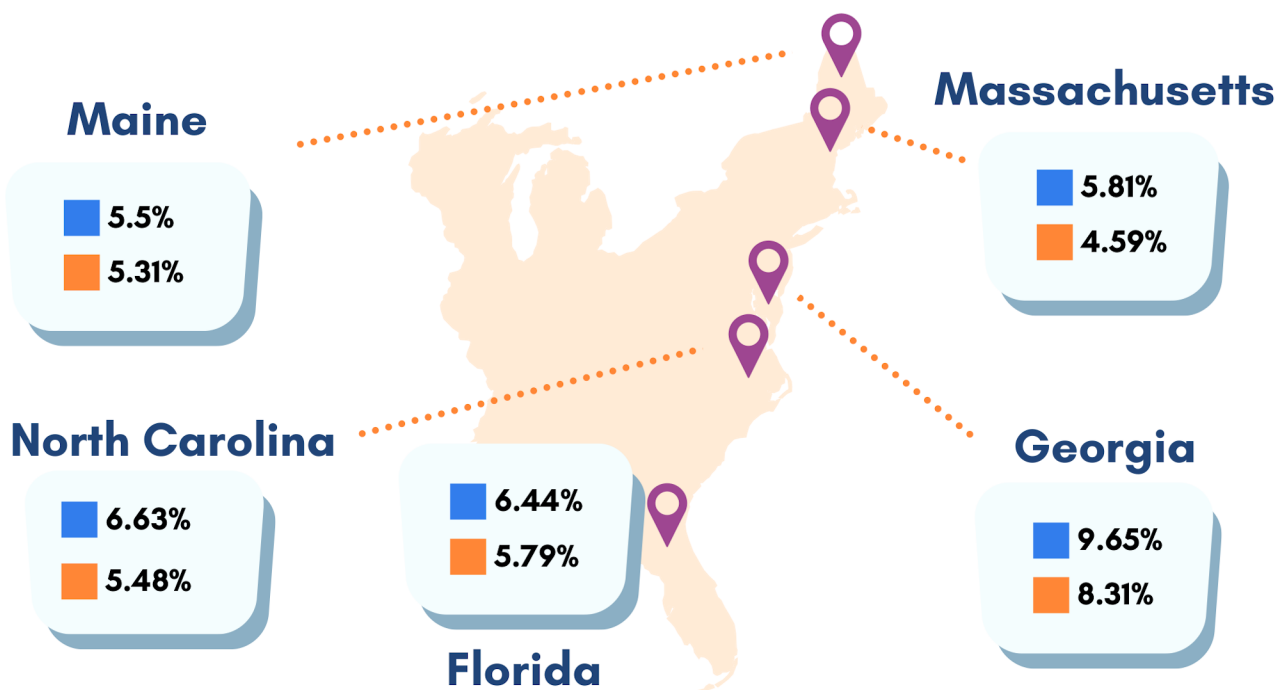
During the regular operating period in 2023, packages shipped to **Louisiana** through FedEx faced the highest delay rate at **6.24%**.



## FEDEX PACKAGE DELAYS ON THE EAST COAST

On the East Coast, states in the U.S which witnessed the most package delays during the 2022 Holidays, are **Georgia** and **Florida** at **9.65%** and **6.44%** respectively.

During the regular operating period in 2023, packages shipped to **Georgia** through FedEx faced the most package delays, recording a delay rate of **8.31%**.



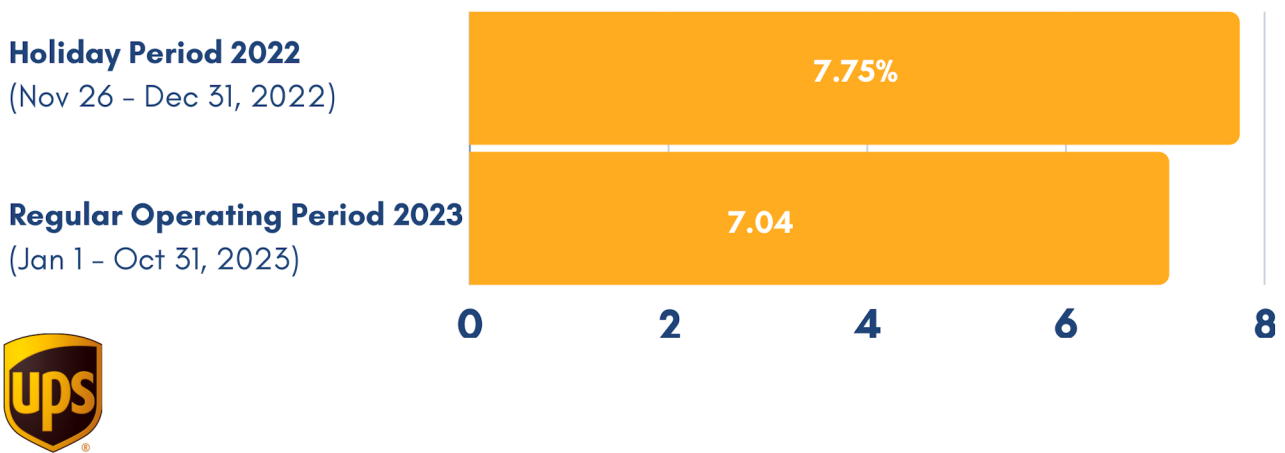
**Holiday Period 2022**  
(Nov 26 - Dec 31, 2022)

**Regular Operating Period 2023**  
(Jan 1 - Oct 31, 2023)

# Delivery Delays Across Key Carrier Service Types

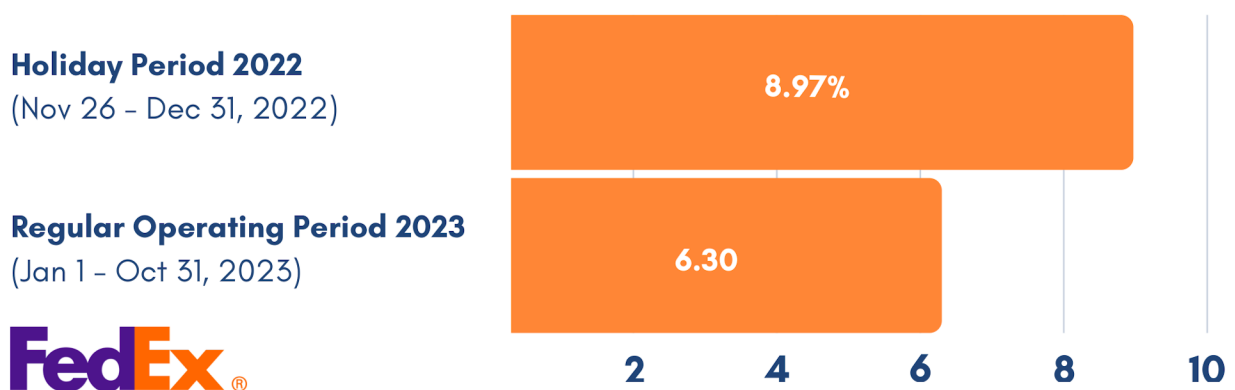
## UPS GROUND SERVICE PACKAGE DELAYS

Surge in Holiday shipments during 2022, and straining UPS Ground networks resulted in a package delay rate of **7.75%**. During the regular operating period in 2023, UPS packages shipped through their Ground services recorded a delay rate of **7.04%**.



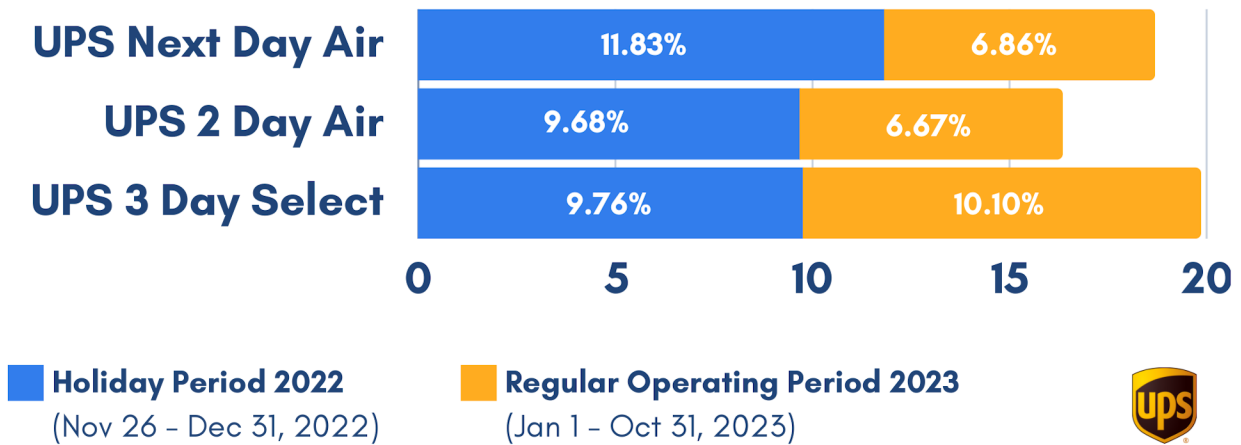
## FEDEX GROUND SERVICE PACKAGE DELAYS

Packages shipped through FedEx Ground service, the most popular e-commerce shipping service, recorded a delay rate of **8.97%** during the 2022 Holidays. During the regular operating period in 2023, FedEx Ground services faced a package delay rate of **6.3%**.



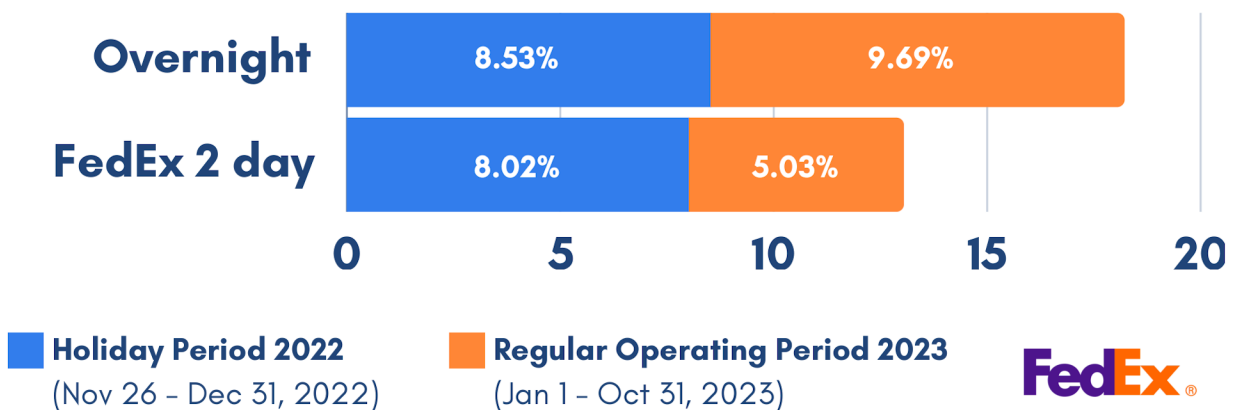
## UPS EXPRESS SERVICE PACKAGE DELAYS

During the 2022 Holiday season, **UPS Next Day Air**, a popular express shipping service observed the highest delay rate at **11.83%**. And during the regular operating period in 2023, due to unexpected demand and congestion, a record **10.1%** of packages shipped through **UPS 3 Day Select service** were delayed.



## FEDEX EXPRESS SERVICE PACKAGE DELAYS

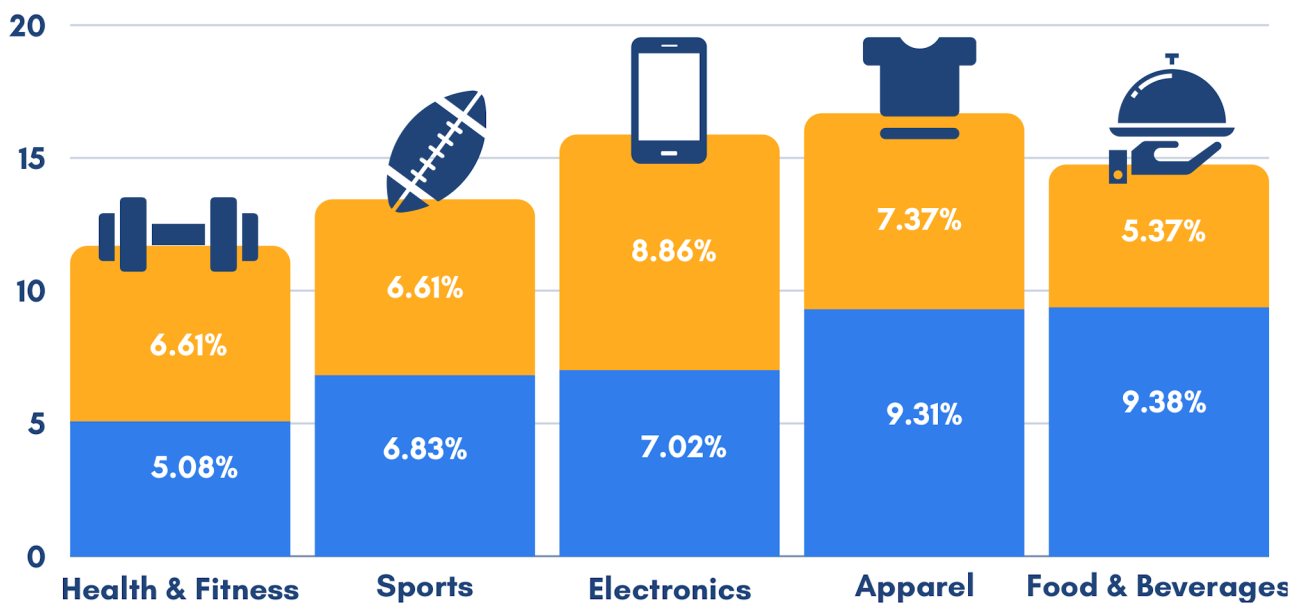
During the 2022 Holidays, **FedEx Overnight** service recorded a delay rate of **8.53%**, while the same service recorded a package delay rate of **9.69%** during the regular operating period in 2023. **FedEx 2 Day** service recorded a package delay rate of **8.02%** during the 2022 Holiday season and during the regular operating period in 2023, **5.03%** of packages delivered through the same service type were delayed.



# Delivery Delays Across Key Retail Categories

## UPS PACKAGE DELAYS ACROSS RETAIL CATEGORIES

During the 2022 Holiday season, both **Apparel and Food & Beverages** retailers observed the most package delays at **9.31% and 9.38%** respectively. And during the regular operating period in 2023, **Electronics and Apparel** category saw a delay rate of **8.86%** and **7.37%** respectively.



**Holiday Period 2022**  
(Nov 26 - Dec 31, 2022)

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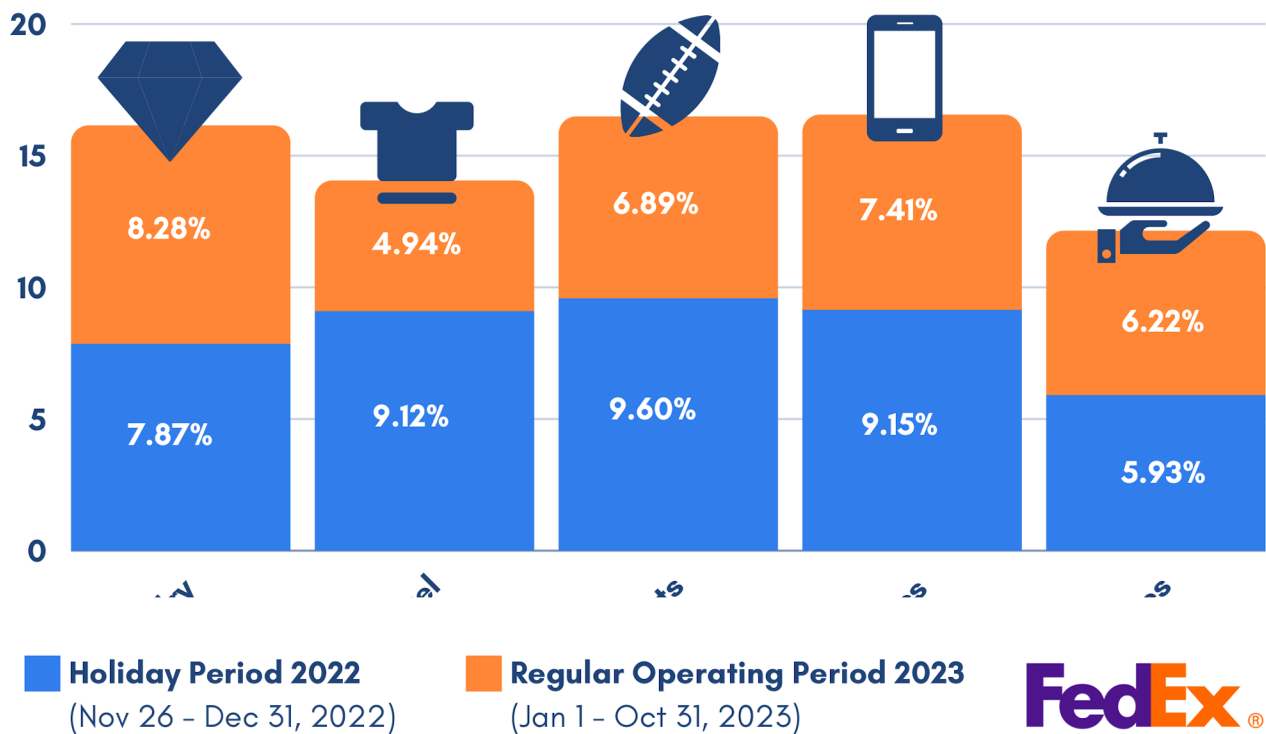


## FEDEX PACKAGE DELAYS ACROSS RETAIL CATEGORIES

With FedEx struggling to cope with the surge in online shopping, combined with disruptions in shipping networks, a broad range of products in various categories shipped through FedEx faced delays.

During the 2022 Holiday season, retailers dealing with **Sports, Electronics and Apparel** goods observed the most package delays at **9.60%, 9.15% and 9.12% respectively**.

And during the **regular operating period in 2023, Jewelry** retailers observed a delay rate of **8.28%** while **Electronics** retailers witnessed a package delay rate of **7.41%**.





## Holiday Shipping 2023 : Forecasting On-time Delivery Performance

This holiday season will be a combination conservative consumer spending due to inflationary challenges and heavy discounts to appeal to budget-conscious shoppers amidst excessive stockpiling by merchants. The National Retail Federation (NRF) has said holiday sales, including e-commerce and non-store sales, would rise between **3% and 4%** to **\$957.3 billion and \$966.6 billion** during November and December. This compares with a 5.4% rise from the 2022 Holiday Sales numbers.

Clearly, the traditional peak season challenges compounded with increased order volumes and supply chain constraints will result in a spike in delivery disruptions. The Supply chain will remain top of mind for retailers in order to ensure timely dispatch and delivery of Holiday orders. Additionally peak season surcharges and increased shipping rates will escalate the cost to fulfill Holiday orders.

Undoubtedly, shipping carriers like **UPS and FedEx** will be stretched to the limits in order to meet on-time delivery promises this Holiday season.

# Holiday Shipping 2023 Predictions, Trends & Insights

A broader trend of increase in conservative consumer spending has been playing out over the course of the year. As the pandemic-induced online sales slowed down, consumer behavior has been gradually normalizing, with many going back to physical stores. This has resulted in e-commerce inventory levels to be at an all-time high. Sales will peak later during the Holiday season, when merchants resort to heavy discounting due to excessive inventory for inflation-wary shoppers to shop during this period.

- ✓ **Consumer caution and inflation:** Despite many retail analysts echoing a slower growth in retail sales, consumer spending trends this year has shown strength and resilience. Merchants will provide purchase incentives ranging from discounts, early access to deals and widened return windows.
- ✓ **Holiday Season Discounts:** Due to high inventory levels and lower sales, holiday season discounting is expected to be at an all-time high, with peak sales happening later during the Holiday Season.
- ✓ **Shipping Costs:** Merchants are showing signs of favoring less expensive shipping types and carriers, in an attempt to lower fulfillment costs.
- ✓ **On-time Delivery:** **UPS** is expected to outperform **FedEx** across all shipping types going by performance indicators from the past 12-24 months. The average delay rate during the Holiday Season is expected to be **1.8x to 2.2x** the average delay rates observed during regular operating periods.
- ✓ **Shipping Speed:** Popular e-commerce service types, **Ground** and **Express** services offered by both **UPS** and **FedEx** will remain affected, resulting in increased delivery delays during the 2023 Holiday Season.
- ✓ **Seasonal Hires:** While **UPS** is hiring 100,000 seasonal employees, **FedEx** has made no particular mention. This is likely to impact the operational efficiency of **FedEx** resulting in package delays during the Holiday Season.
- ✓ **Returns:** Returns are expected to trend higher than what we saw during the 2022 Holiday Season.

The overall number of holiday packages that will be sent out will exceed the handling capacity of shipping carriers, thereby missing promised delivery windows. In the run up to the holidays, the supply chain will take center stage and the winners are going to be those retailers who will take measures to mitigate the impact of delivery delays on customer experience and loyalty.





## The Post-purchase Customer Experience Mandate

E-commerce post-purchase issues are nothing out of the ordinary, even during times like the Holiday Season. The impact they have are catastrophic – *wrecking customer experience, straining customer support teams, and ultimately threatening the profit margins.*

The friction points that hurt customer experience and loyalty occur mostly after orders have been shipped. Knowing what's coming and staying ahead of delivery and return-related issues is key to perfecting post-purchase. Regardless of who the shipping partner is, a leading carrier or a 3PL, some hard truths that you deal with are:



of shipments face ISSUES such as late delivery, attempted-failed delivery, lost or damaged in transit



of customer inquiries are WISMO (Where Is My Order), Lost/Damaged shipment or Return related



of all products purchased online are RETURNED.

In this section we'll cover everything you need to know about creating an e-commerce post-purchase strategy that will **improve customer experience, boost customer retention, and reduce shipping cost** this Holiday Season and beyond.

# The Big Post-purchase Customer Experience Gap

In today's retail market, there are hundreds of shipping carriers worldwide that specialize in e-commerce deliveries.

However, regardless of who your shipping partner is, the truth is that :



~10% of all parcels shipped are either delayed, lost or damaged



Customers blame and penalize the brand they shop from and **NOT** the shipping carriers for delivery failures



**1-in-3** consumers will switch to a competitor after just **ONE** bad post-purchase experience with a brand

## > 40%

of all customer support tickets created are either **Shipping, Delivery or Returns** related.

All of these lead to a **big post-purchase CX gap** that has a negative impact on customer satisfaction and ultimately affects your profits.

## THE BIG POST-PURCHASE CX GAP IN ONLINE RETAIL



ORDER RECEIVED



ORDER SHIPPED



You do not proactively update customers about their order delivery status, including delivery delays



You don't offer self-serve, brand-owned order tracking experiences to your customers



Your returns process is not customer friendly and complex, discouraging shoppers to buy again from you



You don't insure your shipments to avoid financial losses due to package loss and damage during transit



ORDER DELIVERED

# 7 Strategies To Ensure Post-purchase CX Success

Taking measures to close the post-purchase CX gap and provide customers with a frictionless delivery experience can cement you as their preferred brand to shop from. Adopting the following ways to improve your post-purchase CX will ensure a positive impact on both your customers' lifetime value and the retention rate of your business.



## PROACTIVELY IDENTIFY AND RESOLVE DELIVERY RELATED ISSUES

Third-party shipping services are highly error prone. Monitoring your in-transit parcels in real-time and being in the know about parcels facing delivery issues will ensure proactive and faster resolution of delivery-related customer issues.



## REDUCE CUSTOMER ANXIETY WITH AUTOMATED SHIPPING NOTIFICATIONS

Effectively engaging with your customers throughout the order delivery lifecycle will strengthen customer relationships and foster brand loyalty. With timely email and SMS alerts, keep customers informed about their order delivery status, including critical delivery issues.



## OFFER CUSTOM-BUILT BRANDED TRACKING EXPERIENCES ON YOUR ONLINE STORE

To ensure seamless brand experiences, every customer interaction should be owned by the brand. Default order tracking pages provided by shipping carriers are dull and off-brand. Providing brand consistent order tracking pages on your store drives customer delight and increases brand loyalty.



### **MAKE ORDER TRACKING SELF-SERVICE TO REDUCE DELIVERY RELATED SUPPORT TICKETS**

Over 30% of customer support tickets created are shipping related, with most tickets being WISMO (Where Is My Order) enquiries. Addressing such tickets can be both time consuming and expensive. Enable your customers to track their orders from within your website or app to significantly reduce customer support enquiries.



### **LEVERAGE ORDER TRACKING MOMENTS TO INCREASE SALES AND REDUCE RETURNS**

On average, customers track their orders 6 to 8 times before order delivery, that's 6-8 additional marketing touchpoints with customers post-checkout. Boost repeat sales with product recommendations on order tracking pages, besides providing relevant product usage information to reduce returns.



### **PROTECT YOUR BUSINESS FROM FINANCIAL LOSSES DUE TO PACKAGE LOSS AND DAMAGE**

E-commerce businesses face an estimated \$8B in annual losses from packages getting lost or damaged during transit. By opting for a third-party shipping insurance provider and automatically insuring your packages (and products) from loss or damage, you can save substantial money when compared to any carrier-provided insurance.



### **OPTIMIZE YOUR RETURNS PROCESS TO MAKE IT HASSLE-FREE WHILE MAINTAINING PROFITABILITY**

Be transparent and establish trust with a clear returns policy. Make product returns effortless for your customers, while providing return methods that encourage exchanges and store credit options to ensure revenue retention.



# Parcel Audit and Shipping Refunds for Shipping Cost Savings

## How can your business save up to 20% on shipping costs?

Did you know your business might be overpaying shipping bills by up to **20%** by not claiming refunds from shipping carriers for service failures and billing errors?

The **Money Back Guarantee** policy of shipping carriers promises **100% refunds** on shipping charges if a parcel is delayed even by 60 seconds. You can claim refunds for **50+ service failures and billing errors** that include late deliveries, incorrect surcharges, lost or damaged packages and more.



**Audit invoice for  
50+ service failures  
& billing errors**



**Recover refunds  
and save up to 20%  
on shipping costs**



**Get better service-  
quality from  
shipping carriers**

However, claiming refunds from carriers can be both exhaustive and expensive, making it extremely challenging to recover refunds for valid claims before their eligibility window expires. Auditing your shipping invoice regularly can help you receive better service quality, and save you up to 20% on shipping expenses.

# About LateShipment.com

At LateShipment.com, we are driven by an overarching mission to bring more transparency to the world of shipping. Our retail logistics solutions include cloud tools for small parcel shippers with a focus on post-purchase delivery experience and shipping cost optimization.

Trusted by thousands of companies worldwide, at LateShipment.com we have tracked over **150 million packages** shipped through **80+ shipping carriers** globally. With our unique industry position, we're able to leverage our global shipping data and expertise in fulfillment logistics to publish unbiased carrier performance reports aimed at empowering readers with insights about the workings of the parcel shipping industry.

## OUR SOLUTIONS

LateShipment.com is the world's only cloud-based **Post-purchase Success** platform built to enable retail parcel shippers of all sizes to provide **memorable order delivery and returns experiences – besides reducing shipping costs by up to 20%**.

Our feature-packed **Delivery Experience Management** platform helps improve shipment visibility and drive customer delight post purchase. Our customer-first **Returns Management** platform makes returns effortless and efficient – all while retaining revenue. Our **Automated Shipping Refunds** solution brings better performance accountability to shipping carrier services by recovering millions of dollars in refund claims.

LateShipment.com seamlessly **integrates with over 600 shipping carriers and business tools** that include *E-commerce platforms, Order Management Systems, CRM and Marketing Automation tools* to help you craft delightful post-purchase experiences, at scale.

Visit [www.lateshipment.com](https://www.lateshipment.com) to find out more.

Drive delight beyond the buy button  
with LateShipment.com

» Learn more



# Disclaimer

The data and information in this report has been solely drawn from shipments tracked by LateShipment.com, on behalf of its customers. While particular care has been taken to ensure that all data sets analyzed are accurate and statistically relevant across the small parcel shipping industry, LateShipment.com is not responsible for any errors or omissions whatsoever.

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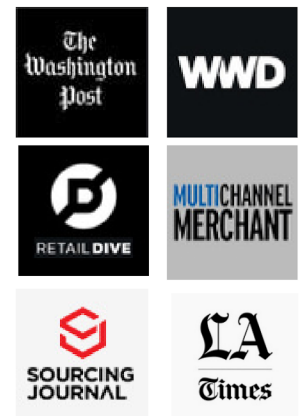
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