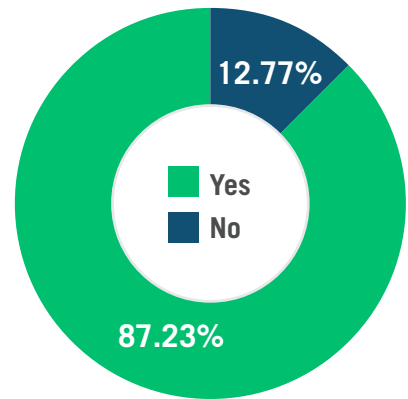


# SURVEY: HOW OUR READERS RATE THE CARRIERS

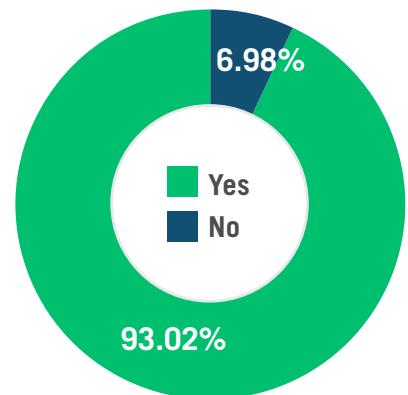
By Amanda Armendariz

2020 was certainly a tumultuous year for parcel shippers, and 2021 is shaping up to be no different. This year's survey showed a slight decrease in both the number of our readers who use FedEx and some of its scores, while the number of shippers who utilize UPS and USPS has increased slightly, as have some of their scores. (If you're curious about how our readers ranked the carriers in the past, you can head to [PARCELindustry.com/magazine](https://www.parcelindustry.com/magazine). This will take you to our digital archives, where you'll be able to view past September/October issues, as the survey is always in that edition). Since we have a lot of info and not a lot of room, without further ado, let's get to the results.

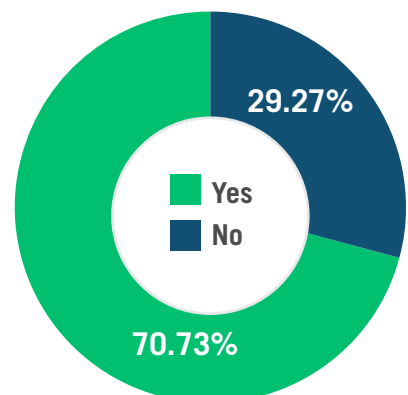
Did you use FedEx in the last 12 months for domestic parcel shipping?



Did you use UPS in the last 12 months for domestic parcel shipping?



Did you use USPS in the last 12 months for domestic parcel shipping?



## Carrier Performance

On a scale of 1-5, with 5 being the highest rating.

### Customer Service



### On-time Service Performance



### Delivery Performance

(driver courtesy, package handling)



### Claims Processing



### Refunds for Late Delivery



**Pricing** (published rates for service levels, willingness/fairness of negotiations)

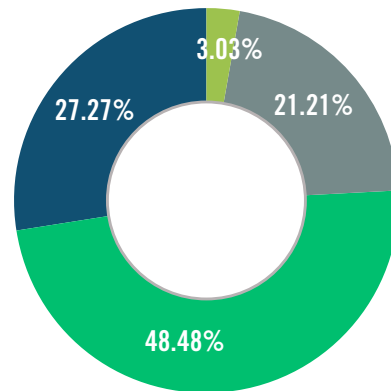


## Other Insights into Our Industry

Seventy percent of our readers reached out to their carrier(s) to discuss COVID concerns last year, so this year's 83% is a decent increase.

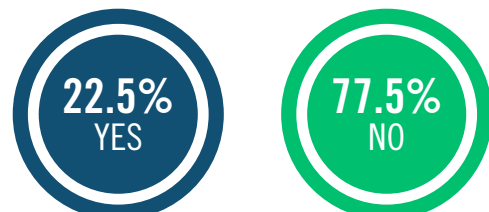


The number of our readers who said the carriers handled their concerns regarding COVID-19 "very well" grew compared to last year, but so did the number of those who said their concerns were handled "not at all well."



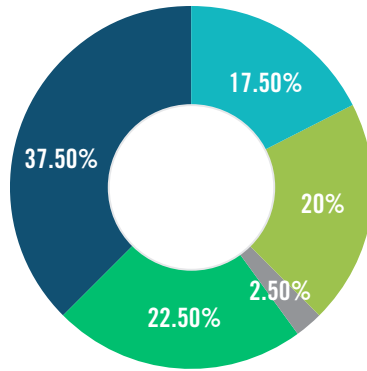
- Very well; they addressed all concerns and handled them to the best of their abilities
- Somewhat well
- Not at all; we experienced significant disruptions that we feel could have been handled by the carriers to at least some extent
- Other

Do you think that there is enough competition in the parcel delivery market to keep pricing reasonable and service good?



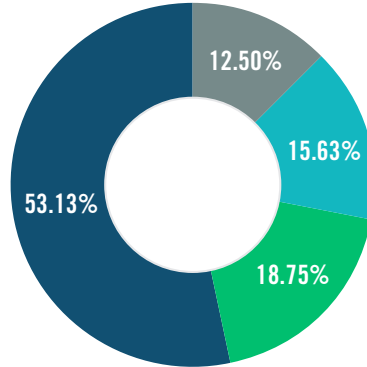
### How important are regional carriers to your mix?

- Not at all important
- Somewhat unimportant
- Somewhat important
- Important
- Very important



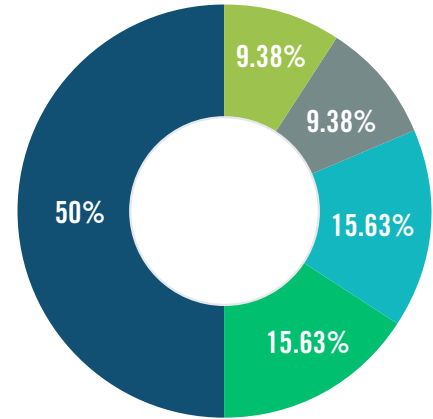
### If regional carriers are part of your shipping mix, what percentage of parcels do you ship with regional carriers?

- 1-5%
- 6-10%
- 11-25%
- 26-50%
- more than 50%

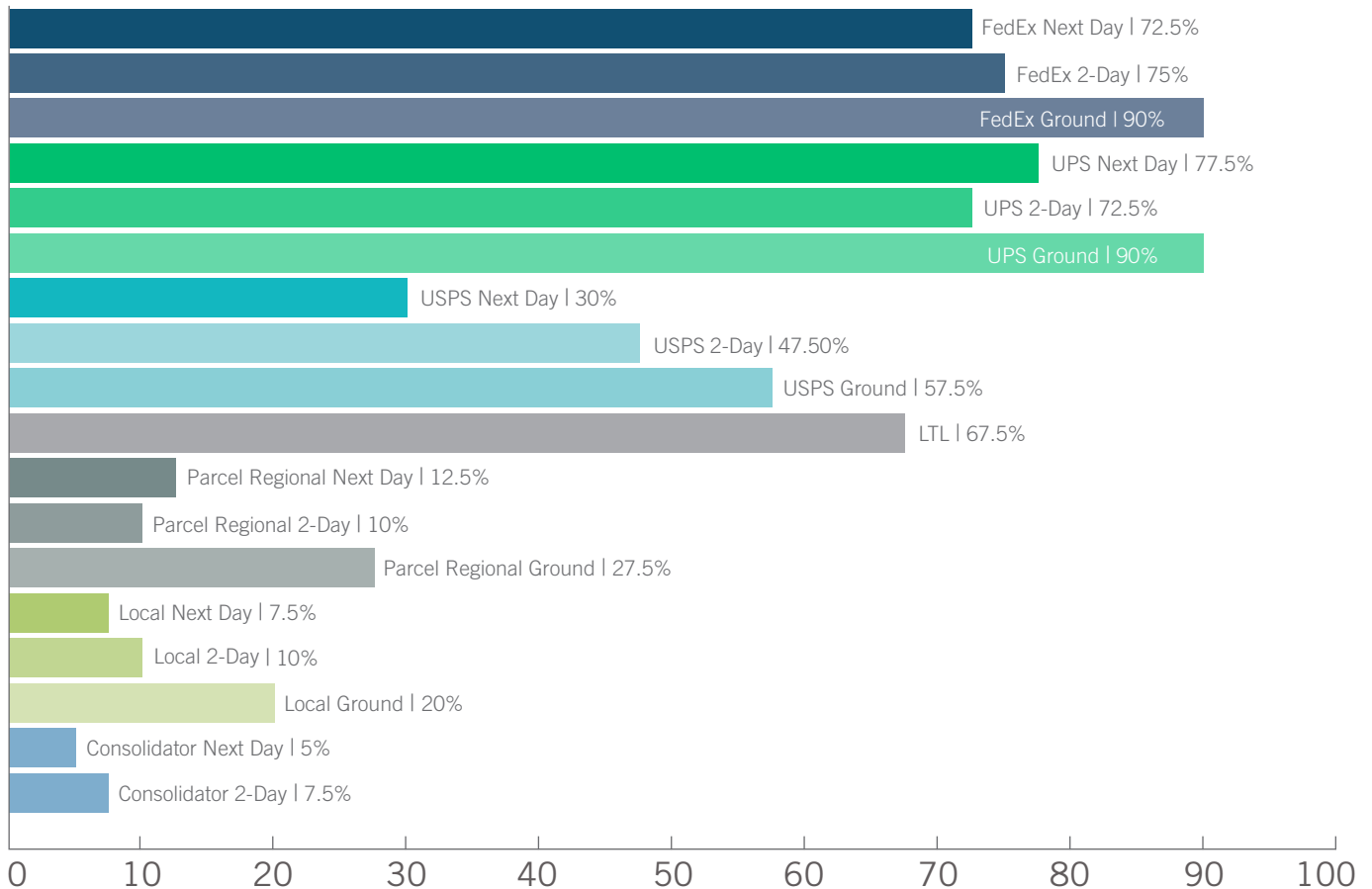


### If you use regional carriers, what is the PRIMARY reason you chose to do so?

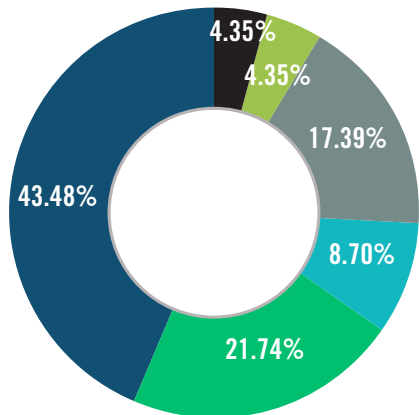
- Cost
- Service
- Speed
- Reliability
- Other



### Carriers and levels of service used so far in 2021

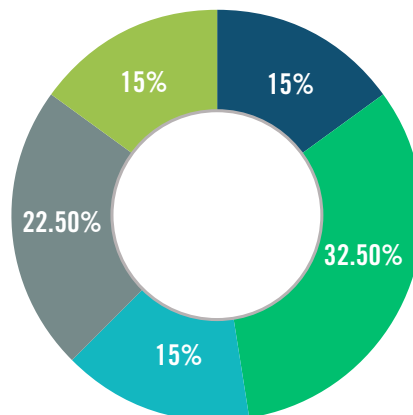


**If you have modified your PRIMARY carrier in 2021, what was your main reason for doing so?**



- Needed to achieve better pricing
- Dissatisfied with service
- Changed our level of service (i.e., air to ground)
- Diversified to use more carriers
- Reduced the number of carriers used
- Previous carrier was unable to help us effectively during the COVID-19 pandemic

**What is your ANNUAL volume of OUTBOUND parcels?**



- <100,000
- 100,000-499,999
- 500,000-1 million
- 1-4 million
- >4 million

**What is your biggest complaint about your primary domestic parcel carrier?**

