

COVID-19 Impact on Carrier Services

September 2020





USPS, UPS and FedEx are considered essential businesses and have continued to operate and serve customers throughout the pandemic.



As a result of the pandemic, in May 2020 alone, e-commerce sales rose to \$82.5B, eclipsing the entire online 2019 holiday shopping season numbers.

Source: Adobe Digital Economy Index report



In response to increased expenses and heightened demand, carriers have adjusted their rates and services accordingly.

Key carrier COVID related changes



**Service
delays &
limitations**



**Revised
signature
processes**



**Suspended
delivery
guarantees**



**Temporary
surcharges &
rate increases**

Impacted USPS shipping services

As of September 4, 2020



Service Delays & Limitations

- Priority Mail and First-Class Package Service (FCPS) two- and three-day service commitments are extended to three and four days respectively.
- Global Express Guaranteed Services also have been altered. Visit [USPS.com](https://usps.com) for more details.
- Limitations on international shipping services due to country restrictions including:
 - Priority Mail Express International®
 - Priority Mail International®
 - First-Class Package International Service®

Signature Services

- Temporary adjustments to the signature service process:
 - Carrier representative will request recipient's first initial and last name
 - Carrier representative will enter it onto device screen or hardcopy receipt

Service Guarantees

- Suspended guarantee on Priority Mail Express International to 7 destinations: France, Great Britain, Spain, Sweden, Switzerland, China and Hong Kong.
- Priority Mail Express to parts of Alaska are "Loss Only" guarantees.

Visit [USPS.com](https://about.usps.com/newsroom/service-alerts/) for their latest service updates:

<https://about.usps.com/newsroom/service-alerts/>

NEW: USPS temporary rate change

Effective October 18 – December 27, 2020



USPS Services	Current 2020 USPS Commercial Rates	2020 USPS Commercial Rate Increase
Priority Mail Express Commercial	Starts at \$22.75	\$1.50
Priority Mail Commercial	Starts at \$7.02	\$0.40
Parcel Select Ground	Starts at \$6.92	\$0.40
Parcel Select DSCF	Starts at \$4.37	\$0.40
Parcel Select DNDC	Starts at \$5.98	\$0.40
FCPS Commercial	Starts at \$2.74	\$0.25
Parcel Select Destination Delivery Unit (DDU)	Starts at \$3.19	\$0.24
Parcel Return Service	Starts at \$3.05	\$0.24
Parcel Select Lightweight	Starts at \$1.81	\$0.24

Some Parcel Select Ground rate cells will be charged less than \$0.40 to not exceed USPS Retail Ground retail prices.

What does this mean for SendPro customers?

These temporary commercial rates will be seamlessly accessible through SendPro Online, SendPro Enterprise and your SendPro device. There is no action needed on your end. **You'll continue to save up off USPS retail prices – up to 38.4% off Priority Mail* and up to 14.93% off Priority Mail Express**.**

*Priority Mail savings based on a 10lb, Zone 4 shipment.

**Priority Mail Express savings based on a 10lb, Zone 5 shipment.

Impacted UPS shipping services

As of September 4, 2020



Service Delays & Limitations

- UPS Next Day Air Saver and UPS 2nd Day Air AM commit times extended to end of day.
- International delays and temporary service suspensions in effect. For more information visit UPS.com.

Service Guarantees

- Service guarantees have been suspended on all services from any origin to any destination.
- Commit times suspended for some services (e.g. extended to 'by end of day').

Signature Services

- Signatures will not be obtained. Temporary adjustments to the signature process in place including:
 - Carrier representative to contact the recipient upon delivery
 - Recipient to acknowledge that UPS is making the delivery at that time

Temporary Surcharges & Increases

- Implementing a peak holiday surcharge for customers that ship 1k+ packages / week or ship 10+ large or additional handling packages / week. Surcharges* include:
 - Additional Handling (\$5/package)
 - Large Package (\$50/package)
 - Over Maximum Limits (\$250/per package)

**Effective Oct 4, 2020 – Jan 16, 2021*

Visit [UPS.com](https://www.ups.com) for their latest service updates:

<https://www.ups.com/us/en/about/news/important-updates.page>

Impacted FedEx shipping services

As of September 4, 2020



Service Delays & Limitations

- International delays and temporary service suspensions in effect. Visit [FedEx.com](https://www.fedex.com) for more information.

Service Guarantees

- Money back guarantees are suspended on all services including FedEx Express, FedEx Ground, FedEx Freight and FedEx Office services.

Signature Services

- Suspended Signature Services availability on most shipments.
- Still available for Adult Signature Required.
- Customers may be asked to verify recipients name in lieu of physical signature.

Temporary Surcharges & Increases

- International COVID surcharge (varies by origin / destination) due to the various COVID-19 containment restrictions issued in countries around the world.
- Temporary \$0.30 residential delivery charge on qualifying US domestic residential FedEx Express® and FedEx Ground® packages. (*Ending November 1, 2020*)
- Temporary \$30 oversized charge on US Express Package Services, US Ground Services, International Ground Service. (*Ending November 1, 2020*)

Visit [FedEx.com](https://www.fedex.com) for their latest service updates:

<https://www.fedex.com/en-us/coronavirus.html>

NEW: FedEx temporary surcharges

Effective November 15, 2020 – January 16, 2021



Surcharge Name	Applicable Services	Surcharge	Effective Date
Peak — Oversize Charge¹	U.S. Express Package Services, U.S. Ground Services, International Ground Service	\$52.50 per package	Oct. 5, 2020–Jan. 17, 2021
Peak – Ground Unauthorized Package Charge¹	U.S. Ground Services, International Ground Service	\$350.00 per package	Oct. 5, 2020–Jan. 17, 2021
Peak — Additional Handling Surcharge¹	U.S. Express Package Services, U.S. Ground Services, International Ground Service	\$4.90 per package	Oct. 5, 2020–Jan. 17, 2021
Peak Surcharge	FedEx SmartPost [®] Package Services ²	\$1.00 per package	Nov. 2, 2020–Nov. 29, 2020
		\$2.00 per package	Nov. 30, 2020–Dec 6, 2020
		\$1.00 per package	Dec. 7, 2020–Jan. 17, 2021
Peak — Residential Delivery Charge³	U.S. Express Package Services, U.S. Ground Services	See rate chart on FedEx.com: https://www.fedex.com/en-us/shipping/current-rates/surcharges-and-fees.html	Nov. 2, 2020–Jan. 17, 2021

Footnotes

1. See the [FedEx Service Guide](#) for the criteria and characteristics of these surcharges.
2. FedEx SmartPost is a contract-only service. The temporary surcharge on all FedEx SmartPost packages that began June 8, 2020, will end on Nov. 1, 2020.
3. The Peak — Residential Delivery Charge on qualifying U.S. domestic residential FedEx Express[®] and FedEx Ground[®] packages that began June 8, 2020, will end on Nov. 1, 2020.



For more information visit:
pb.com/postalinfo

We are committed to helping you stay on top of these changes. The impacted services and rates outlined are as of September 4, 2020.

We recommend visiting individual carrier websites frequently for their latest service and COVID related updates.