



The technology behind
every important delivery.

Parcel Shipping Index 2026 report

There is a new leader in total parcel volume, while the national carriers shift toward higher-margin parcels, and away from chasing volume-at-all-costs. Rising prices and increased surcharges, including fuel, continue to drive shipping complexity, making it difficult to deliver consistent customer experiences.



Introduction

The Pitney Bowes U.S. Parcel Shipping Index is a trusted industry benchmark, tracking parcel volume, revenue, and carrier dynamics across business and consumer shipping. It provides a comprehensive view of how ecommerce, carrier strategy, and market forces are reshaping the shipping landscape.

In 2025, the market continued its steady expansion, with total parcel volume reaching 23.1 billion shipments, up 3.3% year-over-year, and revenue growth outpacing volume as carriers prioritized profitability.

This year's Index highlights a major industry shift: Amazon Logistics has surpassed the traditional Big 3 carriers to become the largest parcel delivery provider by volume. At the same time, alternative carriers and regional networks are rapidly gaining share, intensifying competition and diversifying shipper options.

Key trends from this year's Index include:

- Continued growth in total parcel volume and long-term expansion outlook
- Rising revenue per parcel driven by pricing strategies and surcharges
- A shifting competitive landscape led by Amazon and fast-growing alternative carriers
- Increasing pressure on traditional carriers as market share redistributes.

Together, these trends underscore a parcel market that is growing, fragmenting, and becoming more dynamic than ever.



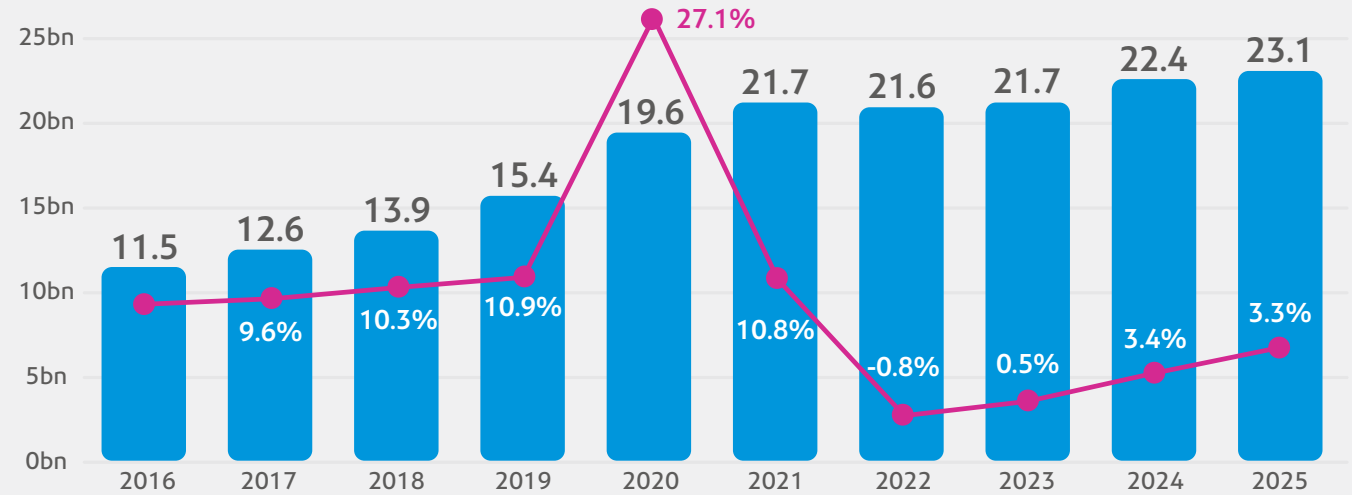
Parcel volume

In 2025, U.S. parcel volume saw significant growth, reaching 23.1 billion shipments, a 3.3% increase from 2024's 22.4 billion.

This growth trend is expected to continue with projections showing volumes reaching 31 billion by 2031.

In 2025, U.S. parcel revenue increased by 6.2% Y-o-Y, exceeding volume growth after two consecutive years of decline.

US parcel volume (in billions) and growth rates (%)



US parcel volume breakdown



In 2025, parcel volume reached **23.1bn**, up from **22.4bn** in 2024



732 parcels were generated every second. **63.3M** each day.



171 parcels shipped per household in 2025



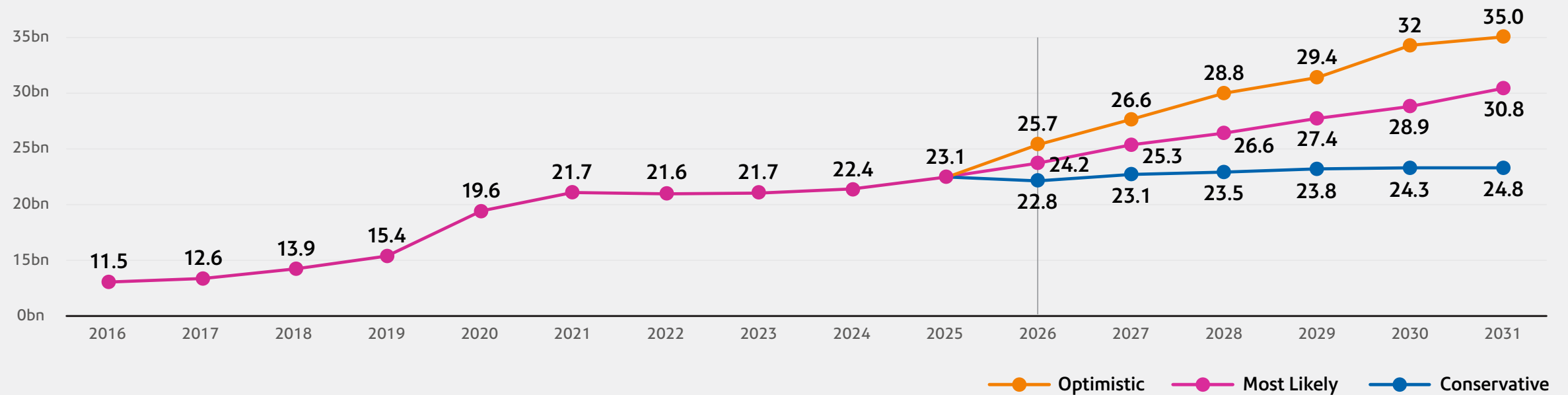
67 parcels shipped per person

Parcel volume forecast

We forecast that parcel volume will continue to grow at strong single-digit rates.

US parcel volume forecast
CAGR 2026 - 2031

Optimistic: 8%
Most likely: 5%
Conservative: 1%



Parcel volume by carrier

2025 parcel volume for FedEx, Amazon, and Other/Alternative carriers increased, while UPS and USPS declined.

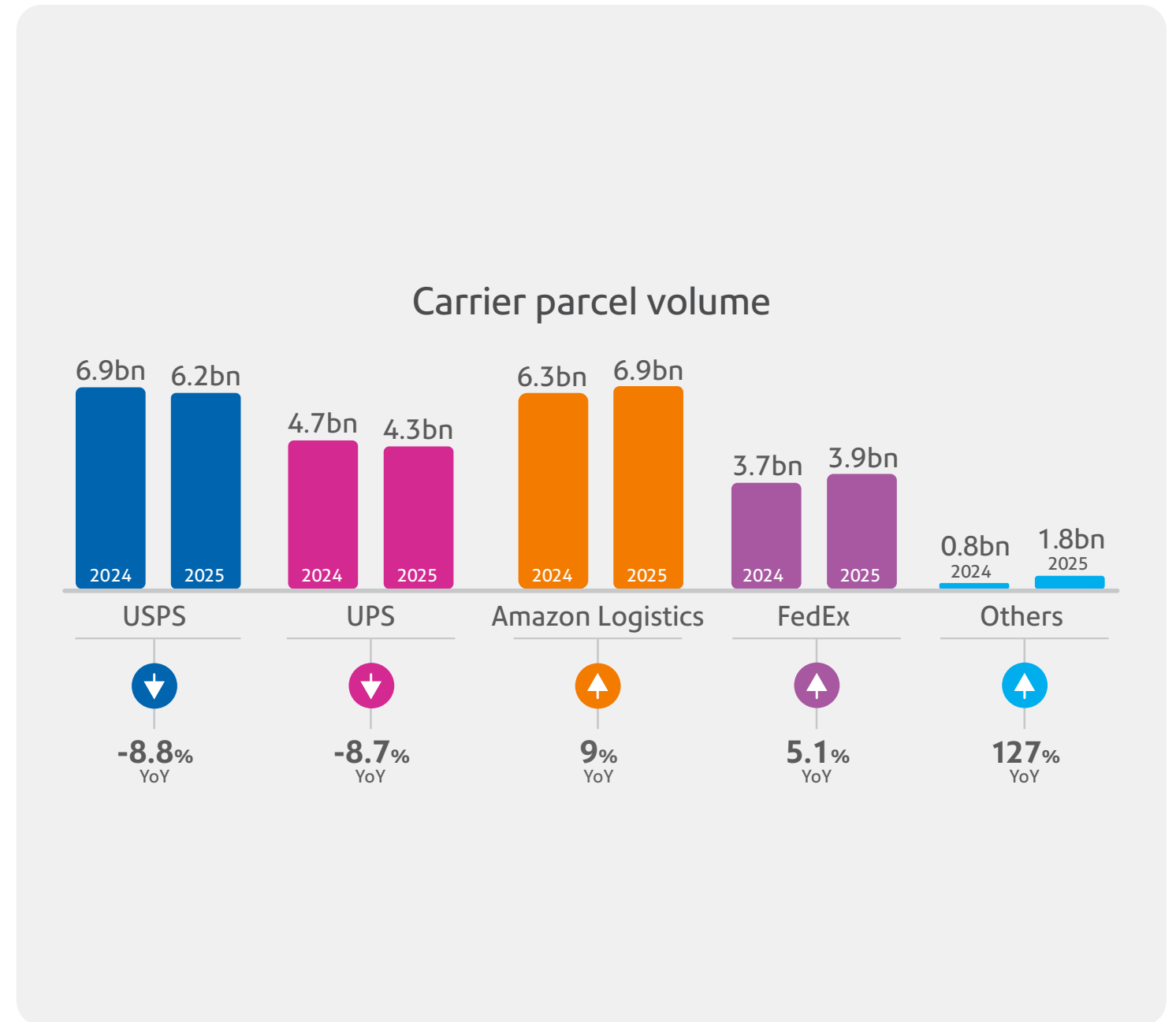
As in 2024, Amazon Logistics and Others saw the highest Y-o-Y growth in 2025. With 9% growth, Amazon overtakes USPS handling a total of 6.9bn parcels.

Others increased volume by 127% driven by continued increase in volume from Shein and Temu.

Others include alternative carriers:

Regional carriers, such as OnTrac, GLS, LSO, Spee-Dee.

Last-mile startups, such as Veho, UniUni, Gofo, Jitsu, SpeedX, and Better Trucks.

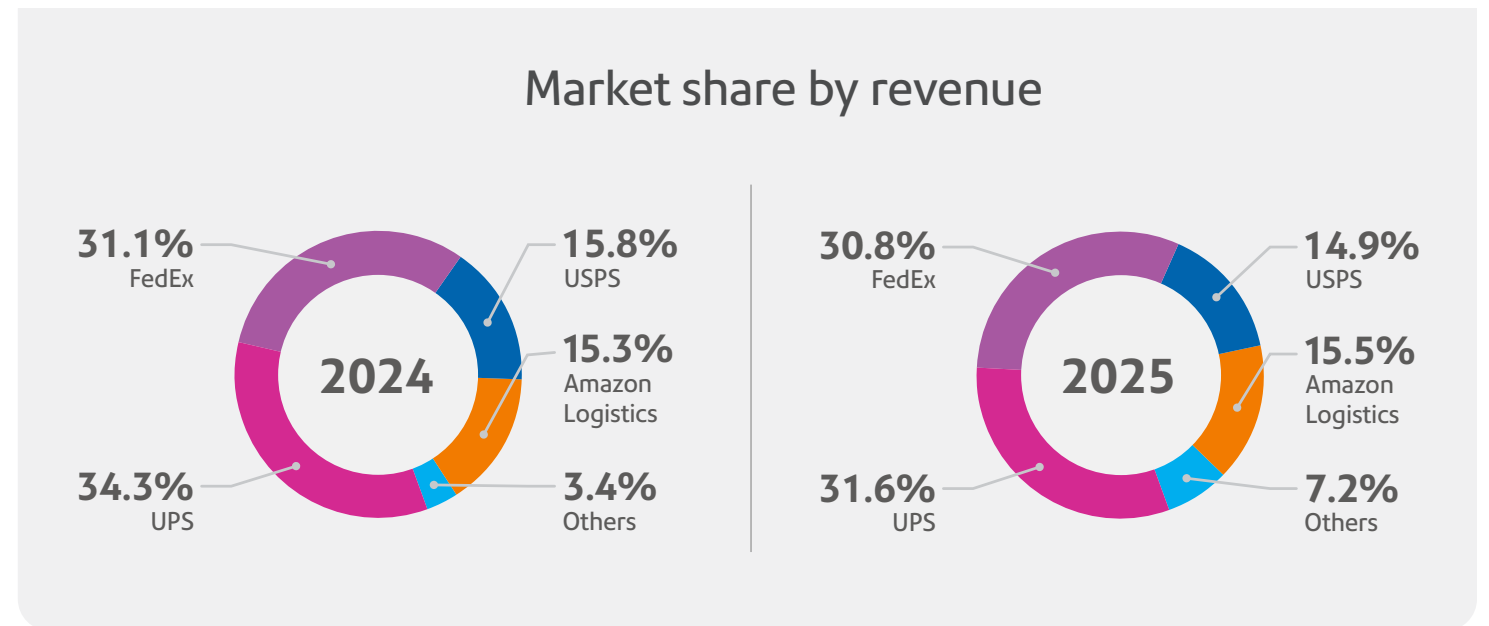
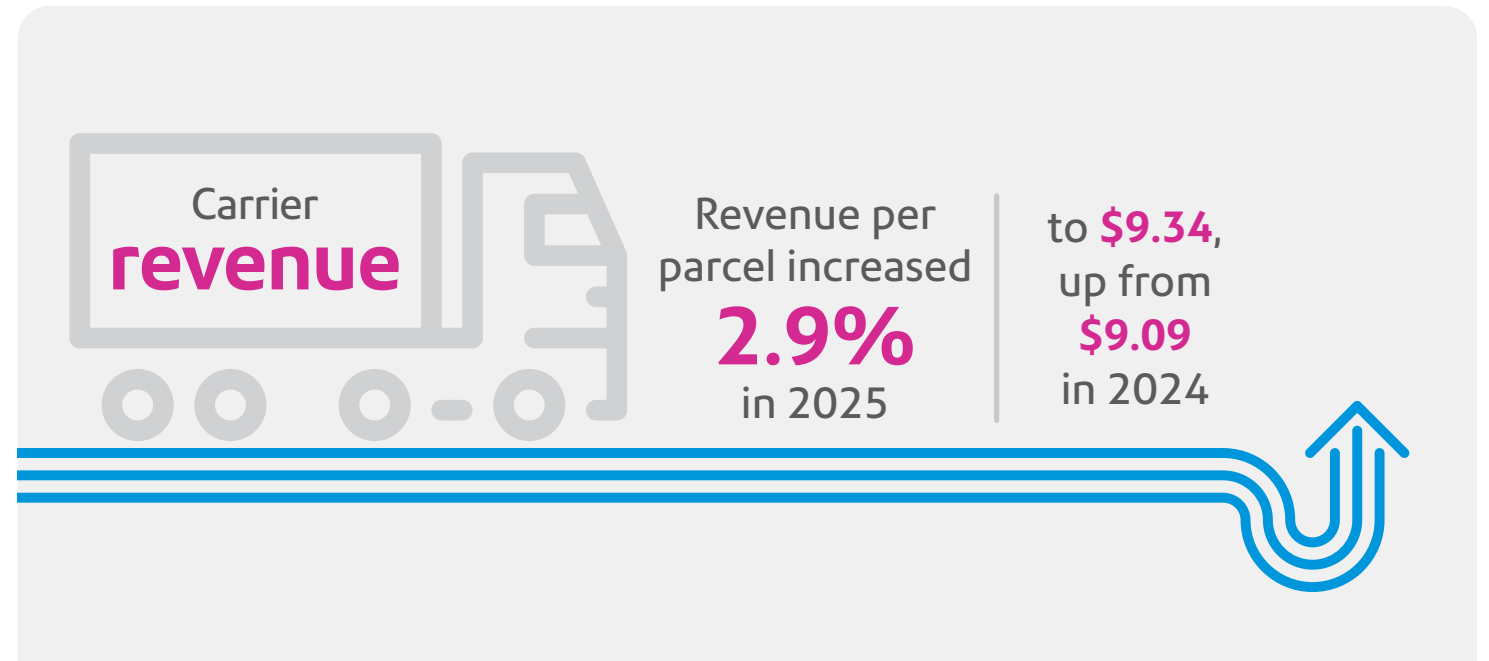


Parcel revenue

In 2025 revenue per parcel increased by 2.9%, a contrast to the decline in 2024 and 2023, reflecting increased pricing and normalized capacity.

There's a shift in revenue share away from the traditional major carriers. "Other" carriers more than doubled their share from 3.4% in 2024 to 7.2% in 2025, indicating growing competitive pressure and diversification in the market.

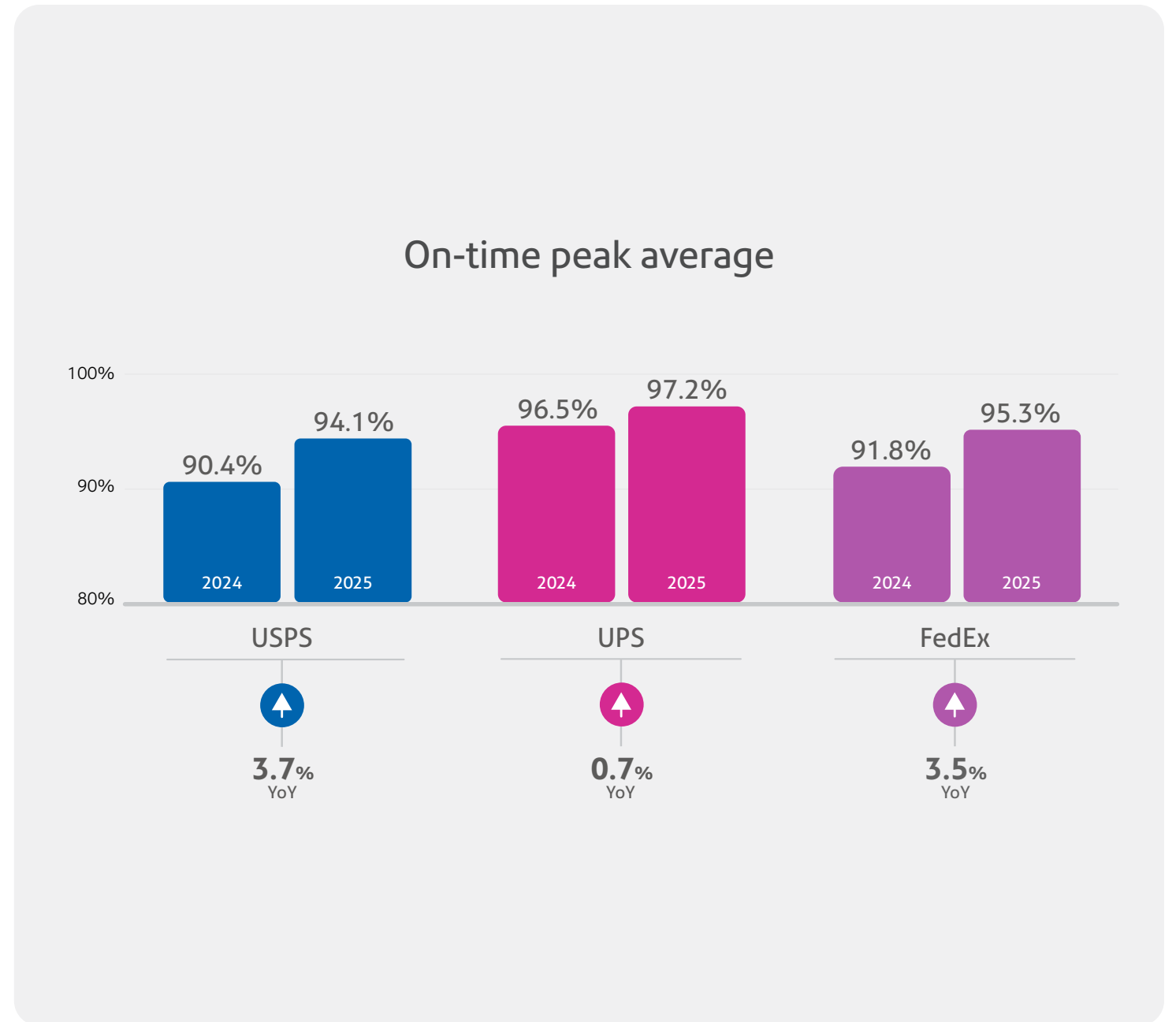
Amazon Logistics, USPS and FedEx revenue share stayed about flat from 2024 to 2025, but UPS saw a more significant decline from 34% in 2024 to 31.6% in 2025.



Comparative performance of the big 3 in 2025 peak season

All carriers improved on-time delivery performance YoY Peak season.

- Expanded market capacity reduced network strain.
- Adjusted delivery commitments (e.g., later guaranteed delivery windows) improved measured on-time performance.
- Ongoing network optimization improved execution, including better routing, automation, and inventory positioning.



Other / Alternative parcel carriers

Regional carriers and last-mile startups are reshaping the competitive landscape.

- Other / Alternative carriers are now the fastest growing segment in U.S. parcel delivery — outpacing all Big 3 carriers on a growth-rate basis.
- Alternative carriers are winning on price and regional speed in the DTC and ecommerce markets.
- Delivery tracking and reliability are opportunities for improvement for continued profitable scale.

127% volume increase
Y-o-Y



Regional Parcel Carriers

OnTrac GLS, LSO, Spee-Dee.

Focus on dense metro lanes and offer lower cost compared to UPS/ FedEx by leveraging ground-based operations and regional expertise. B2B-capable.



Ecommerce last-mile startups

Veho, UniUni, Gofo, Jitsu, SpeedX, and Better Trucks.

Specialize in affordable residential delivery, often utilizing gig-style networks and technology-driven platforms to optimize routes and reduce operational costs.

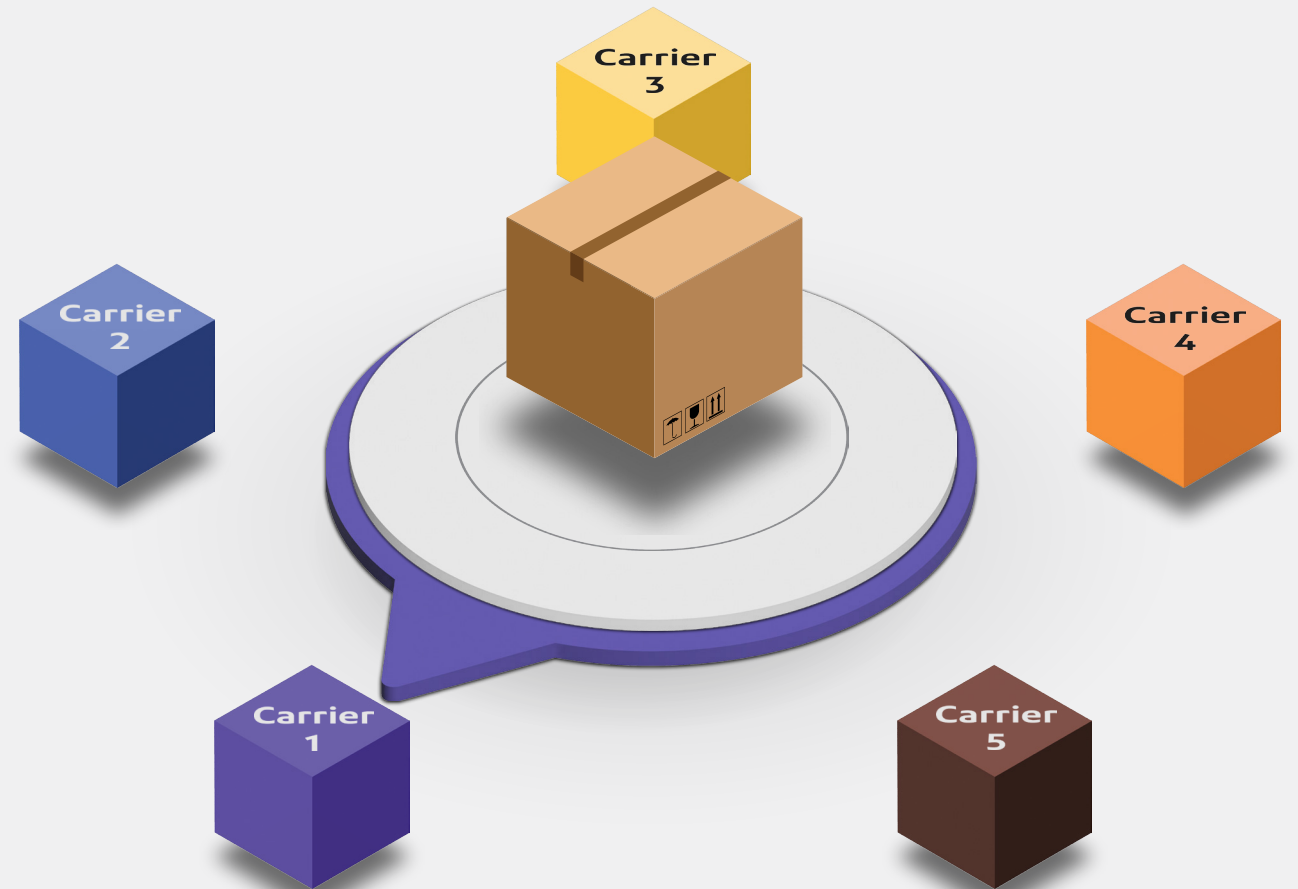
How well can you pivot?

Market conditions in parcel shipping are constantly shifting, driven by rate increases, surcharges, service changes, and evolving carrier networks. In this environment, agility is essential.

A multicarrier strategy empowers shippers to adapt in real time, balancing cost, speed, and reliability across a diverse carrier mix. By reducing dependence on any single provider, businesses can respond quickly to disruption, capitalize on new opportunities, and maintain control over their shipping operations, regardless of how the market evolves.

Key challenges multicarrier helps address:

- Managing rising and unpredictable shipping rates and fees.
- Increasing flexibility to adapt from dependence on a single carrier.
- Maintaining service levels during delivery disruptions or capacity constraints.
- Expanding delivery speed and price options to meet customer expectations.
- Improving leverage in carrier negotiations for competitive rates and terms.



A multicarrier strategy empowers shippers to adapt and pivot in real time, balancing cost, speed, and reliability across a diverse carrier mix.



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