



WEBINAR

# Meeting New Threats at UPS



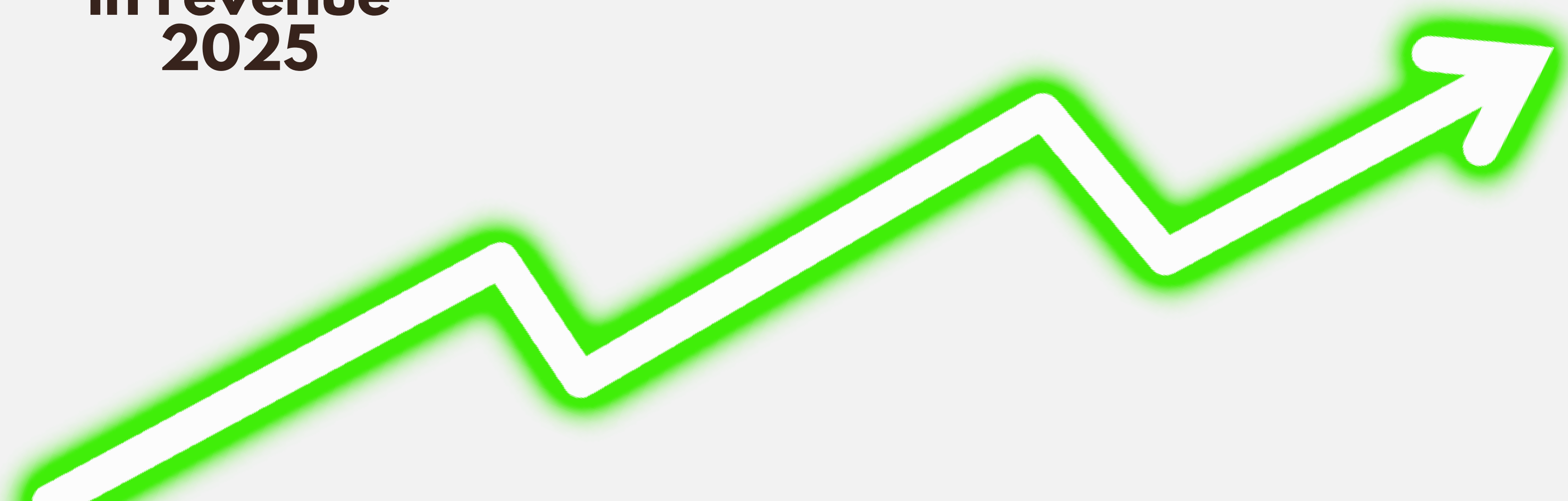



**\$89.7  
billion**  
in revenue  
2025

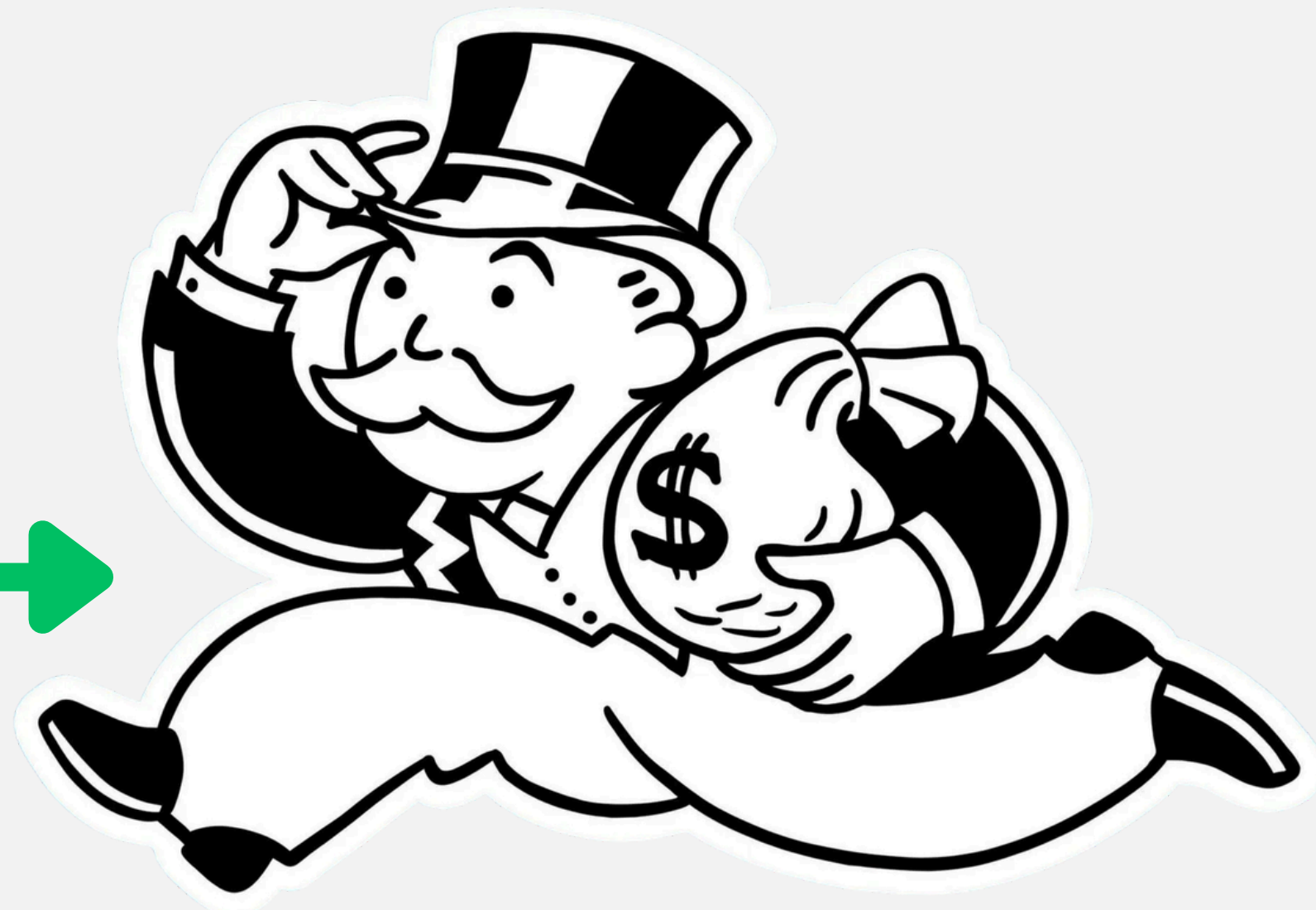
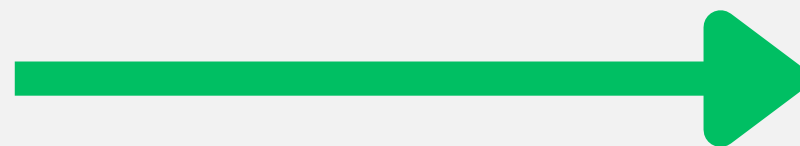


**\$8.6  
billion**  
in profits  
2025

UPS share  
price up  
**37%**  
in past 5 months



**\$6.4  
billion**



**shareholders**

# WHY IS VOLUME DECLINING?

- **Coming down from the pandemic package boom**
- **UPS is focusing on high profit packages**





# UPS: The Pandemic Boom & Post-Pandemic Rebalance

## 2020-2021: THE PANDEMIC BOOM

**Package Volume Peaks at 25.2 Million Per Day**

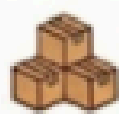
A massive influx of residential (B2C) deliveries drove record volume in 2021.

25.2M

543k

## PRE-PANDEMIC (2019)

### 2019 Baseline



Avg. Daily Volume:  
**21.9 Million**



Total Employees:  
**495,000**



## Workforce Swells to a High of 543,000

UPS scaled its workforce in 2020 to manage the unprecedented package surge.



## 2023-2024: THE GREAT REBALANCE



## A Return to Pre-Pandemic Levels

Both daily volume and employee numbers have returned near 2019 figures.

### Volume Normalizes

Daily volume fell from a 25.2M peak back to ~22.4M, similar to 21.9M in 2019.

### Headcount Resets

The workforce is now ~490,000, nearly identical to the 495,000 employees in 2019.

Avg. Daily Volume:  
**22.4 Million**

Total Employees:  
**~490,000**

DIVE BRIEF

## UPS, Postal Service reach 'preliminary agreement' in Ground Saver talks

The carriers have made progress on terms for volumes and rates as UPS looks to tap back into the agency's final-mile capabilities.

Published Oct. 29, 2025



[Max Garland](#)  
Senior Reporter

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## Why UPS is Slashing Amazon Shipping Volumes by 50%

By [Libby Hargreaves](#)

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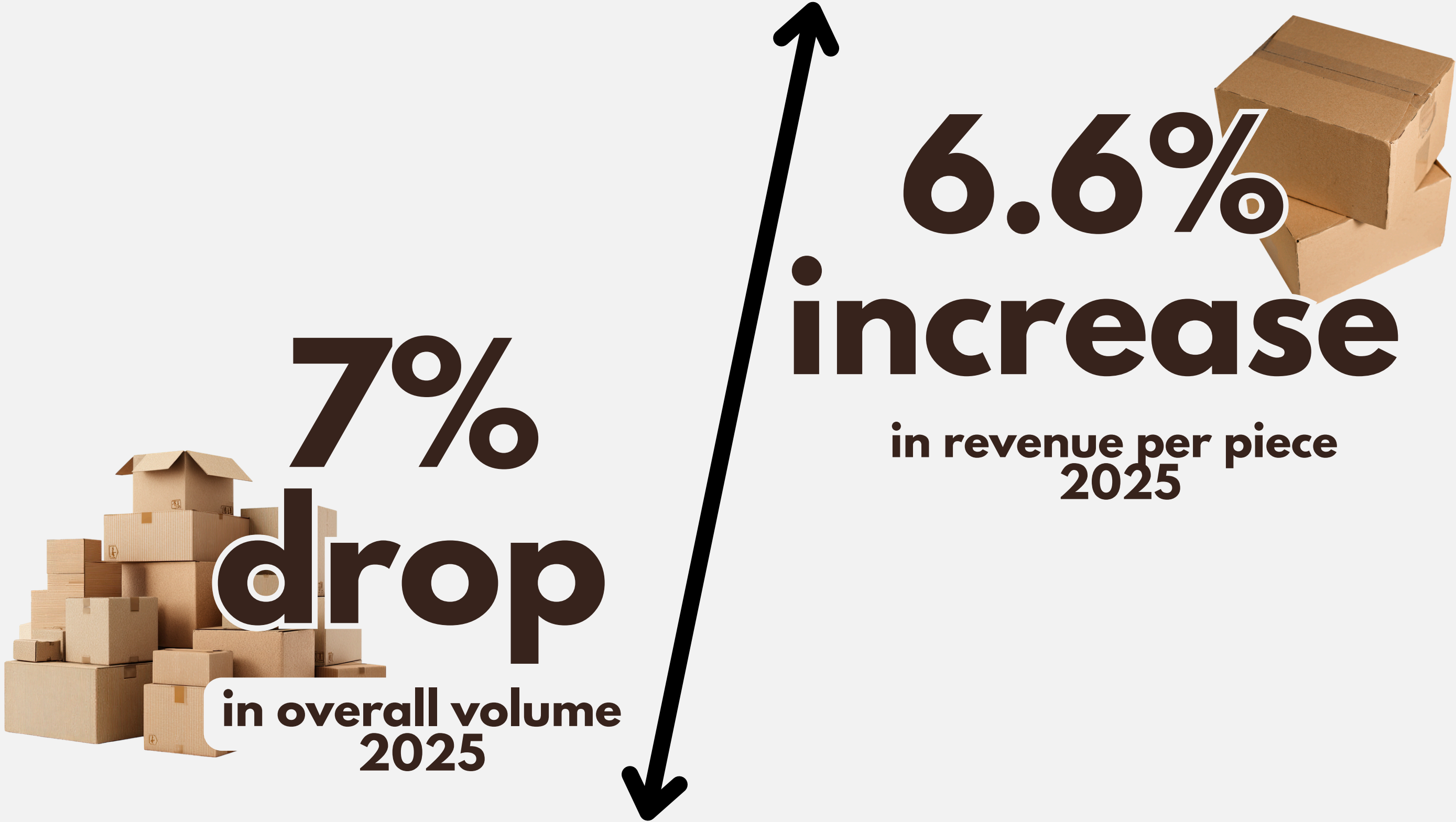
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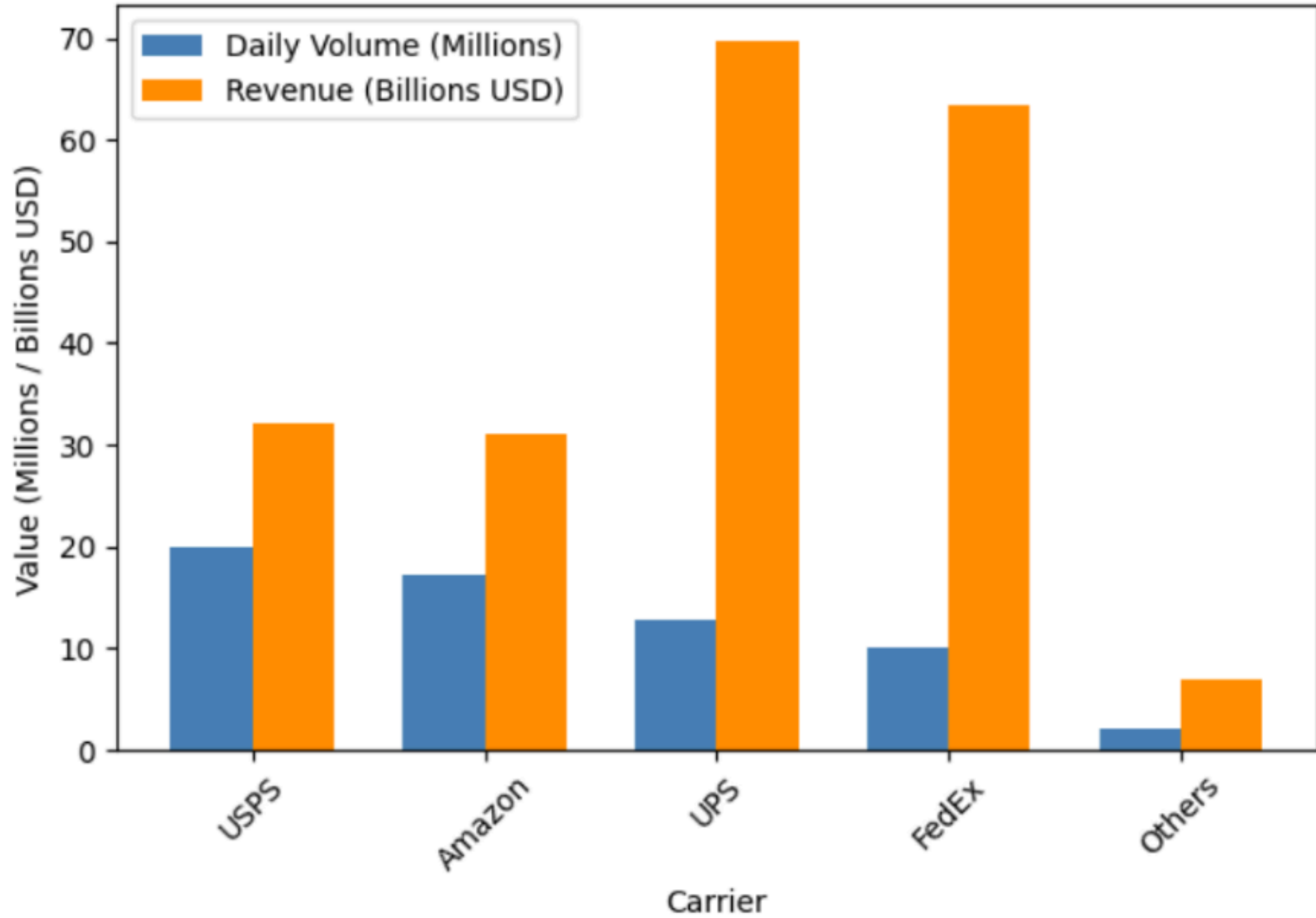


**In 2024, Amazon accounted 25% of packages but just 11% of revenue.**

# UPS's Goal is to Increase Profits Per Package



### Daily Parcel Volume vs Annual Revenue by Carrier



# Why UPS Beats Amazon & FedEx for Commercial Deliveries





# FedEx Can't Compete With UPS Teamsters

- UPS workers are Teamsters in a career – that means less turnover, more skill, and deep knowledge of the work.
- FedEx uses 3rd party contract drivers with high turnover and inconsistent training.
- FedEx's network is notoriously unreliable.

# WHAT "BETTER NOT BIGGER" MEANS AT WORK

- **Layoffs**
- **Speed-up**
- **Subcontracting**
- **Outsourcing**
- **Automation**

