



How to Prevent Small Package Shipping Delays

No one likes late deliveries.
Here are some tips to get your
shipments delivered on time.

As a shipper, you know too well that package delivery delays are inevitable, particularly during peak season and weather-related events. There are many moving parts in your supply chain and unfortunately breakdowns occasionally happen. **However, there are proactive steps to minimize package delays, lessen the burden on your business and keep customers happy.**

Worldwide Express is a part of the largest non-retail authorized reseller of UPS® in the nation, and we are here to provide tips and expertise on how you can mitigate delays by tuning up your shipping operations. In fact, as an industry-leading third-party logistics (3PL) provider, we help small-to-medium-sized businesses (SMBs) with all their small package shipping challenges.

In this guide, we outline important considerations shippers must evaluate to get packages delivered on time and create overall shipping success!

▶▶▶ Carrier Services

SMBs can avoid shipping delays by better understanding their carrier capabilities and processes. Below are five tips to help you become better informed about your carrier and stay current on shipping trends.



Understand trends and options

Worldwide Express can help educate you on new shipping trends and services that impact your business utilizing [our parcel shipping resources](#). We provide blogs, infographics and e-guides about carrier services and parcel shipping topics. This is important since the industry evolves quickly and new carrier options can show up with little fanfare.



Consider parcel alternatives

Standard shipping may be your go-to for parcel delivery. However, shippers need to consider when NOT to ship via parcel. In fact, alternate modes give you options that simply aren't available with parcel-only carriers. In many cases, they can help you save money and avoid delays. This is particularly true with large or oversized shipments. That's why knowing your freight, air and rail alternatives can help you create a balanced shipping strategy.



Know the accessorial fees

Unexpected fees (accessorials) are common charges for services not included in base rates and can affect your bottom line. There are many circumstances — such as an address change or when no one is available to receive your package — where a fee will be assessed, and a delay will occur. By [understanding carrier accessorial fees](#), you'll also understand many of the reasons why packages are delayed and learn how to avoid them.



Talk to your carrier (a lot)

The more you discuss challenges with your carrier, the easier it will be to find solutions. In fact, carriers may be open to services that aren't advertised. For example, if your location is far from the carrier's hub, you could experience delays. By communicating with your carrier, you may be able to negotiate an earlier pickup time and get your packages to the hub quicker. It never hurts to ask about options!

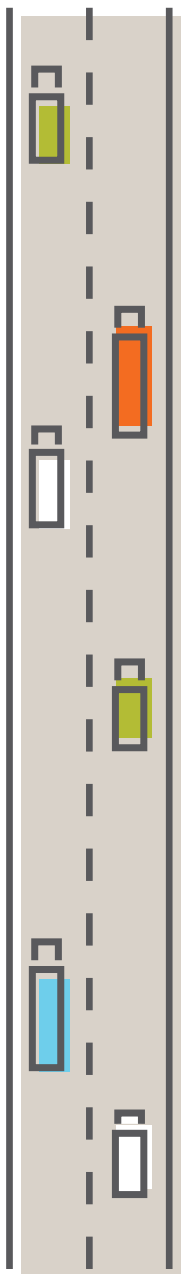


Navigate capacity issues

When consumer demand skyrockets, it can be difficult to get packages on trucks due to lack of capacity, causing package delays. By working with a 3PL like Worldwide Express and through our relationship with UPS, we can negotiate shipping rates and get shipments on trucks when capacity is tight.

Shipping Services

When working with Worldwide Express and UPS, you have top small parcel shipping solutions that will help avoid unnecessary package delays. But knowing which services to choose and how best to optimize them on your own can be a challenge. **Here are a few tips on how to best utilize small package shipping services.**



Choose the fastest service

When speed is the most important factor when choosing a shipping service, delays must be avoided at all costs. However, did you know that standard shipping can sometimes get packages to their destination in the same time as expedited shipping? **Shipping zones** make that possible and are an example of why it's important to fully understand all your parcel services.

Incorporate freight shipping

Many parcel shippers find success in combating delays by incorporating freight into their strategy. It's practically a necessity if you're shipping packages near the 150-pound parcel weight limit. In fact, if your package is overweight, you can be assessed a \$1,000+ fee, and there's no guarantee your package will be delivered. However, by **switching from parcel to less-than-truckload (LTL) freight shipping**, you can send large packages all day long — without hefty fees or delays.

Combine your packages

There are times when the process of elimination can prevent delays. For example, by sending packages in bulk you're simply cutting down on the amount of documentation, logistics and other factors that can lead to delays. With **UPS Hundredweight Service®**, you can ship multiple packages in one multi-piece shipment as long as each parcel weighs less than 150 pounds. Plus, there's no cap on the total weight!

Tackle last-mile delivery

It takes carriers additional time to maneuver through city streets and deliver to rural areas. This is referred to as last-mile logistics, and there can be associated delays. One solution is **UPS SurePost®**, an economy, residential-bound ground service designed for small, lightweight parcels. This option combines UPS ground trucks and hubs with the local delivery infrastructure of the United States Postal Service for last-mile logistics. Talk about a winning combo!

Build in a cushion

When possible, it can be wise to build a cushion into your small package shipping schedule. That just means getting shipments out the door earlier than you had planned. Or you can extend your estimated deliveries to 3-5 days instead of promising 1-2. It may take a couple extra days, but you can build a reputation as a shipper who delivers by the date that is promised.

Optimize Your Shipping Operations

Often times, service and solution optimization are only part of the equation to avoiding package delays. **By streamlining your shipping operations, you can do your part to ensure timely deliveries. Here's how.**

Utilize multiple locations

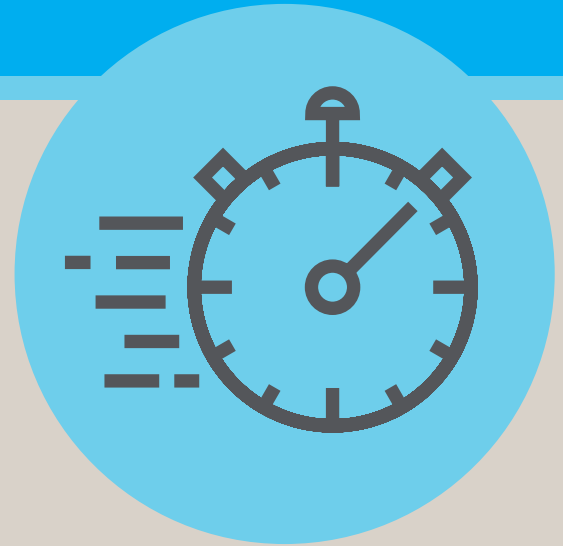
If you're a business with multiple warehouses and plenty of inventory, you can be proactive by setting up e-commerce processes that will ship your products from the warehouse that is closest to the customer. This solves all kinds of logistical problems. It's cheaper and packages are less likely to get lost and — you guessed it — delayed.

Use proper packaging

Your products are important. But your packaging is, too, as that will determine if they are damaged and often whether shipments are delayed. For example, different modes of transportation have different **packaging requirements**. Exceeding these dimensions can result in additional handling, fees and delays. Secondly, if your packaging falls apart during transit, there is no guarantee it will make it to its destination at all.

Ensure proper documentation

What are the chances your package will make it to its destination on time if the wrong address is listed? It's unlikely. That's why making sure all documentation, including shipping labels, is filled out correctly. That includes addresses, contact information, special instructions, selected services, and any other information carriers need to know. Incorrect information is a major cause of delays. But it's also one that you have control over.



Know your products

There are many items that are regulated for shipping by local, state and federal law. Often, they are categorized as **hazardous materials**. It's the responsibility of shippers to ensure packages do not violate these laws. UPS reserves the right to inspect shipments, and if there are prohibited items, they won't be shipped ... which will cause delays. You do have options to move hazardous items. But knowing which carriers can ship them is key.

Embrace technology

You need innovative technology to navigate modern shipping. For example, a 3PL like **Worldwide Express** **can provide e-commerce solutions** for billing, invoicing, tracking, ordering and other essential tasks, which in turn will mitigate delays. A 3PL can also provide e-commerce integrations, so their platforms work seamlessly with your systems to provide a superior customer experience.



Communication is key to avoiding package delays! Talk to recipients and carriers.

Recipient communication

Communication is essential in making sure packages are delivered on time. That means talking to the recipient about potential roadblocks in advance, including locked doors, inaccessible entrances and other obstacles. By understanding these challenges and developing strategies to overcome them, you can ensure your packages will arrive in a timely fashion. It may seem like extra work (it is), but it will save you so many headaches and delayed packages.

Carrier communication

Communicating with your carrier before and during delivery is essential. This is particularly important during peak season, bad weather, supply chain disruptions, global crises and other events that can cause shipping delays. While you may not be able to prevent delays in these circumstances, you can definitely keep your customers updated and let them know the status of their shipments. This can go a long way with your customers, particularly if the delay is no fault of your own.



How a 3PL Like Worldwide Express Can Help

Keep these tips in mind to keep customers happy with timely shipments. As an industry-leading 3PL provider with a mission to help SMBs, Worldwide Express knows you are always looking for ways to optimize shipping and avoid delays whenever possible. **To help shippers, we provide the following 3PL solutions and services:**



Strategic and operational support

With our expertise and decades of experience, you can find efficiencies and extra time in the day to focus on your business and stop worrying about shipping delays.



Negotiated rates with UPS

A part of the largest authorized reseller of UPS in the nation, you get top rates and personalized support to book the appropriate service for your packages.



Supply chain and logistics trends

Our shipping experts provide you with industry insights and a deep understanding of the challenges your company is currently facing. Supply chain disruption? Driver shortage? Something that's going to happen tomorrow? We give you on-going advice on both the expected and unexpected.



Innovative tools

Our transportation management system (TMS), SpeedShip®, lets you book orders, create shipping labels, compare transit times, review invoices, add insurance and track UPS shipments.



Freight carrier relationships

Worldwide Express has a network of 75+ LTL freight carriers that have been carefully vetted. When you need freight options, we can negotiate rates and get your products on trucks when capacity is tight.



Dedicated account team

Our customers are assigned a dedicated account team that helps them with all their shipping needs – from small challenges to escalated issues. The team includes experts in technology, account management, customer service and all key shipping areas.

Worldwide Express is ready to be your partner to push your small package operations to the next level. Contact us today, and let us help simplify your shipping and avoid delays!

▶▶▶ [Schedule a free consultation.](#)

Additional resources:

- [Why was my package delayed in transit?](#)
- [7 Ways to Get Ahead of Parcel Holiday Shipping Delays](#)
- [8 Reasons Why We're Your Small Package Shipping Experts](#)
- [Which UPS Pickup Option Offers the Most Value](#)
- [Why to Use a 3PL for Small Package Shipping](#)
- [Your E-Commerce Shipping Deserves Worldwide Express](#)