



THE UPS STORE, INC. COMPANY PROFILE

The UPS Store, Inc., a UPS company, is the world's largest franchisor of retail shipping, postal, printing and business service centers. There are more than 5,500 independently owned The UPS Store® locations in the U.S. and Canada, providing convenient and value-added business services to the small-office/home-office (SOHO) market, corporate "road warriors," and consumers.

History

Originally, the Mail Boxes Etc. concept was introduced in 1980 as a convenient alternative to the post office. Throughout its evolution, the company has continued to define and lead the business services category it created. In 2001, UPS acquired Mail Boxes Etc., Inc and in 2003, the two companies introduced The UPS Store brand. On April 7, 2003, approximately 3,000 Mail Boxes Etc. retail locations in the United States (at the time, nearly 90% of the domestic U.S. network) re-branded as The UPS Store and began offering lower UPS-direct shipping rates (around 20% on average). The centers remain locally owned and operated and continue to offer a variety of shipping, freight, postal, digital online printing, document and business services, with convenient locations and world-class service.

Growth

In the year following the re-branding, Mail Boxes Etc., Inc. sold more than 500 new The UPS Store locations in the United States – a record for the company and phenomenal growth for a quarter-century-old franchise. Non-traditional site development has also grown steadily with locations within existing retail and hardware stores, pharmacies, in hotels and convention centers and on college campuses and military bases. Non-traditional sites create an opportunity to provide services to consumers, regardless of where they live, work or travel.

In addition to its U.S. network, MBEC Communications, Inc. has had a master license agreement in place for Canada since 1988. In 2005, more than 260 Mail Boxes Etc. locations in Canada re-branded as The UPS Store.

In October, 2012, Mail Boxes Etc., Inc., was officially renamed as The UPS Store, Inc., to better align with its retail locations.

Throughout the company's historic growth, one thing has remained constant: the commitment of its retail owners to providing personalized and convenient business solutions and a world-class customer experience.

Industry Recognition

In 2024, *Entrepreneur* magazine's annual "Franchise 500," a ranking of franchise opportunities based on factors like financial strength, growth rate and size, rated The UPS Store #4 overall among the top 500 franchise opportunities in America, and #1 in the "Postal and Business Services" category for the 34th consecutive year*. This is the eighth year in a row The UPS Store remains in the top five overall ranking. Additionally, the company has a rich tradition of award-winning marketing and public relations campaigns, among other accolades.

* 1990-2003 listed under the Mail Boxes Etc. brand

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THE UPS STORE, INC. FACT SHEET

COMPANY: The UPS Store, Inc.
GLOBAL HEADQUARTERS: 6060 Cornerstone Court West
San Diego, CA 92121-3795
TELEPHONE NUMBER: (858) 455-8800
FACSIMILE NUMBER: (858) 546-7498
INTERNET ADDRESS: www.theupsstore.com

PARENT COMPANY: UPS® (www.ups.com)
55 Glenlake Parkway, NE
Atlanta, GA 30328

START-UP DATE: First retail location sold in 1980; first area franchise sold in 1982; Canadian master license sold in 1988; launched The UPS Store brand in 2003 in the U.S. and Puerto Rico, and in 2005 in Canada.

NETWORK: There are more than 5,500 The UPS Store® retail locations in the United States and Canada.

U.S. The UPS Store locations: 5,237*
Canadian The UPS Store locations: 383*
*As of December 31, 2023

LEADERSHIP: Sarah Casalan Bittle, president
Brett Battes, senior vice president of operations
Robert Caliendo, regional vice president of operations
Steve Chambers, vice president of retail and business development
Bryan Clements, managing attorney
Jamie Cunningham, vice president of retail special projects
Michael Franklin, vice president of design and construction
Herb Garrett, vice president of human resources and training
Efrain Inzunza, senior vice president of strategy and transformation, product development and customer experience
Clay McFarland, regional vice president of operations
Sean O'Neal, vice president of retail operations
Elizabeth Orden, regional vice president of operations
William Smith, regional vice president of operations
Michelle (Cervantez) Van Slyke, senior vice president of marketing and sales
Bram Welsh, chief financial officer

CONCEPT : The UPS Store is a network of locally owned retail locations offering a range of products and services designed specifically to help and support small business owners in the local community. The UPS Store locations offer small business owners a time-saving, one-stop shop for printing, notarizing, packing, shipping, shredding, mail and package receiving, and more.

PRODUCTS/SERVICES:

The UPS Store locations offer more than just packing and shipping with a full range of business services, including: domestic and international shipping; full-service packing; online and digital printing; black-and-white and color copies; document finishing (binding, laminating, etc.); printing services (business cards, letterhead, rubber stamps, etc.); notary; custom crating and shipping for large items (e.g., furniture, artwork, motorcycles); mailbox and postal services; office and packaging supplies; and more.

Through its corporate retail solutions program, the company offers a suite of retail products and services designed to help businesses operate more efficiently. Offerings include: The UPS Store corporate card, alternative delivery locations, returns and exchanges, and business services. These business solutions provide a value proposition no other company can match.

STORE PROFILE:

Typically located in shopping centers and commercial real estate complexes, The UPS Store locations can also be found in non-traditional locations such as within existing retail and hardware stores, pharmacies, in hotels and convention centers and on college campuses and military bases. Location sizes range from 500-1,800 square feet. The UPS Store retail owners generally employ a full-time staff of two or more associates, including the owner/operator. Hours of operation vary, but locations are typically open Monday-Friday, from 9 a.m. - 7 p.m. and Saturday from 9 a.m. - 5 p.m. Many locations have longer operating hours and are open on Sundays.

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THE UPS STORE, INC. MILESTONES

2024

- Ranks #4 in Entrepreneur magazine's annual "Franchise 500" list, retaining consistent ranking in the top five for the eighth year in a row
- Ranks #1 in Entrepreneur magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 34th consecutive year
- Wins Tournament of Roses® Parade Bob Hope Humor Award for its float "The Beat of Achievement," inspired by the Start Small, Grow Big program with Junior Achievement USA

2023

- Ranks #4 in Entrepreneur magazine's annual "Franchise 500" list, retaining consistent ranking in the top five for the seventh year in a row
- Ranks #1 in Entrepreneur magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 33rd consecutive year
- Ranks #1 in Forbes Best Customer Service List

2022

- Wins Tournament of Roses® Parade *Sweepstakes Award* for its childhood literacy-inspired float, "Rise, Shine & Read!", marking the third year that The UPS Store won the parade's prestigious top prize
- Ranks #2 in *Entrepreneur* magazine's annual "Franchise 500" list, retaining consistent ranking in the top five for the sixth year in a row
- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 32nd consecutive year
- Introduces Start Small, Grow Big, a national corporate social responsibility program benefitting Junior Achievement USA

2021

- Ranks #3 in *Entrepreneur* magazine's annual "Franchise 500", retaining consistent top five ranking for the fifth year in a row
- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 31st consecutive year
- Opens 5,000th United States retail location
- Wins Franchise Innovation Award in the category of Most Innovative Building Design, Remodel, or Prototype
- Sarah Casalan Bittle named president of The UPS Store, Inc.

2020

- Wins Tournament of Roses® Parade *Sweepstakes Award* for its childhood literacy-inspired float, "Stories Change Our World," marking the second year The UPS Store won the top award
- Ranks #5 in *Entrepreneur* magazine's annual "Franchise 500" list, retaining consistent top five ranking for the fourth year in a row
- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 30th consecutive year
- Ranks #1 in *Entrepreneur* magazine's "Top 100 Franchises for Less Than \$150,000"
- Launches new and contemporary design of its retail stores

2019

- Wins Tournament of Roses® Parade *Sweepstakes Award* for its childhood literacy-inspired float, "Books Keep Us On Our Toes"
- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 29th consecutive year
- Ranks #5 in *Entrepreneur* magazine's annual "Franchise 500 list, retaining consistent top five ranking for the third year in a row
- Hosts first national Small Biz Challenge competitions in Los Angeles and New York

2018

- Celebrates 10th anniversary of the Toys for Tots Literacy Program
- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 28th consecutive year.
- Ranks #4 in *Entrepreneur* magazine's annual "Franchise 500 list, retaining consistent top five ranking for the second year in a row.
- Wins Tournament of Roses® Parade *Extraordinaire Award* for its childhood literacy-inspired float, "Books Bring Dreams to Life"
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2017

- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 27th consecutive year
- Ranks #4 in *Entrepreneur* magazine's annual "Franchise 500 overall, achieving the company's highest ranking in history
- Opens 5,000th retail location in North America
- Reaches \$4 million in donations collected for Toys for Tots Literacy Program
- Wins Tournament of Roses Parade® *Isabella Coleman Award* for its childhood literacy-inspired float "Books Bring Us Together"

2016

- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 26th consecutive year
- Ranks #25 overall in Franchise Gator's annual ranking of top franchise opportunities
- Ranks #33 overall in Franchise Direct's ranking of global franchise opportunities

2015

- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal, business, printing and communications services" category for the 25th consecutive year
- Ranks #8 in *Entrepreneur* magazine's list of "100 Veteran Friendly Franchises"
- Ranks #1 in the "Postal and Shipping" category in *Franchise Times* magazine's annual "Top 200" listing

2014

- Expands 3D Print Services to nearly 100 retail locations across the United States.
- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal and business services" category for the 24th consecutive year
- Ranks #1 in American Brand Excellence Awards in the retail category
- Reaches \$3 million in donations collected for Toys for Tots Literacy Program

2013

- Becomes first national retailer to test 3D printing services in its retail locations
- Introduces Main Street franchise model designed to support opening The UPS Store locations in small towns and rural communities within the U.S.
- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal and business services" category for the 23rd consecutive year.

2012

- Mail Boxes Etc., Inc. (MBE) officially re-named as The UPS Store, Inc.
- Tim Davis named president of The UPS Store, Inc.
- Reaches \$2 million in donations collected for Toys for Tots Literacy Program
- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal and business services" category for the 22nd consecutive year

2011

- Ranks #1 in *Entrepreneur* magazine's annual "Franchise 500" in the "Postal and business services" category for the 21st consecutive year

2010

- Ranks #1 in *City Business Journals* “American Brand Excellence Awards” retail category for the second consecutive year and 11th ranking overall, up from 15th in 2009
- Ranks #1 in *Entrepreneur* magazine’s annual “Franchise 500” in the “Postal and business services” category for the 20th consecutive year

2009

- Italy’s Fineffe Group acquires the Mail Boxes Etc. international network outside the U.S., Puerto Rico and Canada
- City Business Journals honors The UPS Store network as the recipient of the sixth annual American Brand Excellence Awards in the retail category
- Toys for Tots Literacy Program wins PR News’ Platinum PR Award for Best Community Relations Campaign

2008

- Expands existing sponsorship with the Marine Toys for Tots Foundation and establishes the Toys for Tots Literacy Program

2007

- Named the Most Competitive Retailer for 2007 by National Retail Federation Foundation and Kanbay Research Institute (KRI)

2006

- Launches the “Design Dale’s Ride” coloring contest, giving children ages 5 -12 a chance to design Dale Jarrett’s *The UPS Store/Toys for Tots* racecar
- Latin America operations expands with the opening of the first retail location in Brazil

2005

- Celebrates company’s 25th anniversary
- More than 260 Mail Boxes Etc. locations in Canada re-brand as The UPS Store
- Signs on as national sponsor for the Marine Corps Toys for Tots Foundation

2004

- Opens 5,000th worldwide retail location
- Announces new master license agreement in Mexico, with plans to expand to 300 centers in the Mexican market over the next 10 years

2003

- More than 3,000 Mail Boxes Etc. locations in the United States re-brand as The UPS Store

2002

- Stuart Mathis named president
- 1,000th international retail location opens in Berlin, Germany

2001

- Acquired by UPS® (www.ups.com)
- Introduces new tagline, “There’s help in here. Real help.”™

2000

- Opens 4,000th retail location worldwide
- Opens centers in Sweden and the Republic of Korea
- Announces ValueCard™ program for corporate clients, to provide business support services and simplified billing processes for “road warriors”

1999

- Introduces a new center design and décor package to its global franchise system with an updated floor plan, color scheme and high-impact graphics
- Introduces technology platform to U.S. franchisees that links network technology with point-of-sale (POS) computer systems, enhancing business capabilities and improving efficiency

- Opens locations in Tokyo and Vienna
- Features winner of the “See Your Small Business on the Super Bowl Search II” during Super Bowl XXXIII commercial

1998

- Establishes We Deliver Dreams Foundation to fulfill dreams of individual children who are victims of abuse, neglect, poverty, violence or illness
- Signs master license agreement for Japan
- Features winner of the “See Your Small Business on the Super Bowl Search” during Super Bowl XXXII commercial, testifying to MBE’s commitment to the small-office/home-office (SOHO) market
- Opens 3,000th retail location in the United States

1997

- Acquired by US Office Products (USOP)
- 500th international location opens in Philippines
- Debuts tagline, “Making Business Easier. WorldwideSM” during Super Bowl XXXI commercial
- CEO A.W. DeSio retires, named Chairman Emeritus

1996

- Advertises on the Super Bowl for the first time
- Grows to 3,000 retail locations worldwide
- James H. Amos, Jr. joins the company as president

1995

- Launches first national ad campaign, “It’s not what we do, it’s how we do it. ®”

1994

- 100th international location opens in Canada
- Establishes national media fund

1993

- Grows to 2,000 retail locations worldwide
- Introduces No-limit Shipping Program (now called Total Shipping™)

1990

- Grows to 1,000 retail locations worldwide

1988

- First international location opens in Canada
- Signs Canada as first master license agreement

1986

- Name changed to Mail Boxes Etc.
- Becomes a publicly traded company

1982

- Sells first area franchise

1981

- A.W. DeSio named president

1980

- U.S. Mail Boxes founded by Gerald Aul, Pat Senn and Robert Diaz
- Name changed to Mail Boxes Etc. USA
- Herb Goffstein named president
- Sells first retail location in Carlsbad (San Diego County), California

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