



Bring The UPS Store
to your campus.

The UPS Store®



The UPS Store adds convenience and efficiency to the Belmont University Mailroom.

When Belmont University in Nashville, Tenn. needed to upgrade the on campus mail facility, The UPS Store® franchisees Les Jackson and Jim Thien were more than up for the task. Seasoned franchisees with multiple nontraditional store locations, Jackson and Thien were able to implement new services and technologies in the existing mail facility to streamline mail management for the university and service the needs of the community, all within one The UPS Store location. Today, the store offers everything from locker and mailbox services to shipping and printing for both the students and the surrounding community.

“We recognized that The UPS Store could provide a much more efficient method for package services. In fact, the store was able to cut down the time it takes to retrieve packages by close to 60 percent compared to the old system.”

– Les Jackson, Franchisee

Time for an Upgrade

Upon taking over the facility, the front of the building was converted into a The UPS Store location while the back maintained the mail services setup. As the central mail center for the university, The UPS Store handles all incoming mail and packages. The franchisees revamped the entire software program for tracking mail and packages to make things more efficient for the more than 8,800 students and faculty at Belmont University.

“We recognized that The UPS Store could provide a much more efficient method for package services,” said Jackson. “In fact, the store was able to cut down the time it takes to retrieve packages by close to 60 percent compared to the old system.”



Locker Services Add Convenience

During the process of upgrading the mail management system, the franchisees recognized an opportunity to add more convenience for students and installed an electronic locker system. The UPS Store at Belmont University became the first The UPS Store location nationwide to offer this locker service for easier package retrieval.

The process is simple and convenient. When students or faculty receive a package, they can choose to stop by The UPS Store to retrieve it or pay in advance for locker service and pick it up at their convenience. Students simply enter the confirmation code they receive via email, and the locker pops open with their parcel inside. The lockers come in various sizes to accommodate packages big and small. With The UPS Store offering 100 lockers and 24-hour access, the latter option offers an added layer of flexibility for students with busy class schedules who want to pick up their packages quickly or after hours.

“Opening a The UPS Store location on campus allowed us to add convenience for our students, faculty and staff and increase the breadth of services while providing a cost savings to the university,” said Dr. Bob Fisher, president of Belmont University. “The UPS Store provides an integral service for our university with the mail services as well as added benefits like the lockers and shipping during campus move in. It’s been a win-win to have them on campus.”

Serving the Community

In addition to this unique offering, The UPS Store provides a variety of services, including Computer Time Rental, notary services, printing and even shipping services on campus during student move outs. Essentially, it’s a one-stop shop so faculty, staff and students don’t have to leave campus to get their errands done. However, The UPS Store is not limited to serving the student body.

It’s also a full service store for the local neighborhood, conveniently located on the corner of the Belmont University campus and offering a public parking lot easily accessible from a main street.

“We wanted to work together with the university to provide an asset not only to the faculty and students, but to the surrounding community,” said Jackson. “And we can only get bigger and better as we go.”

The UPS Store® locations are independently owned and operated by franchisees of The UPS Store, Inc. in the USA and by its master licensee and its franchisees in Canada. Services, pricing and hours of operation may vary by location. This information is not an offer to sell a franchise. Any franchise offer is made only after a Franchise Disclosure Document has been provided. Copyright © 2018 The UPS Store, Inc. MS210_21930718



The UPS Store brings trusted services to LSU students, faculty and staff.

At the beginning of each semester, the Louisiana State University (LSU) campus comes alive with students, faculty and staff gearing up for classes. With such a large and diverse community, the university needed a trusted partner and a team of experts to help serve their needs – from package and mail receiving to shipping and printing, The UPS Store® was a natural fit.

Customized solutions

Located on the first floor of LSU's Student Union, The UPS Store location sits at the heart of the university, providing easy access to serve the student body as well as staff and faculty. Taking over the previous mailroom, the center manages all mail operations on behalf of the school. This includes 5,500 student mailboxes and an average of 900 packages received on any given day during the beginning of a new semester.

Franchisees Donald Winters and Steve Valentine are no strangers to the fast-paced environment of owning a nontraditional store location at a university. They have owned and operated a The UPS Store location at Florida State University since 2009. Aaron Thomas, part of Winters' and Valentine's management team, relocated from the Florida State University location to Louisiana to manage the new LSU location.

"Working at a university is a unique environment that we really enjoy and we provide much-needed services to the school and the students," said Winters.



"Working at a university is a unique environment that we really enjoy and we provide much-needed services to the school and the students."

– Donald Winters, Franchisee



The UPS Store®





Quality, convenient printing and more

In addition to packing and shipping, printing is the biggest service utilized at The UPS Store location on LSU's campus. Undergraduate students take advantage of printing services for resumes, while graduate and doctoral students appreciate the ease of printing large research posters. The center offers administrative departments and student organizations access to high-quality print machines with the convenience of an on-campus print production facility.

"Having The UPS Store managing mail, packaging and printing on campus is great," said John Davis, print production manager. With more than 40 years in the printing industry, Davis remarks that The UPS Store has a great relationship with the university and LSU loves having an on-site print shop that can take care of their needs.



The UPS Store® locations are independently owned and operated by franchisees of The UPS Store, Inc. in the USA and by its master licensee and its franchisees in Canada. Services, pricing and hours of operation may vary by location. This information is not an offer to sell a franchise. Any franchise offer is made only after a Franchise Disclosure Document has been provided. Copyright © 2018 The UPS Store, Inc. MS210_21950718

Arizona State University – Case Study

Parcel and Mail Management

The Challenge

With a student body the size of ASU's, handling mail and packages was similar to managing postal, parcel and shipping services for a small city. When the university directly handled mail for on-campus students, they had a manual system which delivered mail individually to mailrooms inside each residence hall. They were tasked with hiring students to sort and deliver mail to multiple locations throughout campus, without a database or tracking system. The process led to issues with lost packages and misplaced mail. And with claims of lost packages, the university experienced unpredictable replacement expenses.

The Solution

Realizing that parcel and mail management was outside its area of expertise, ASU administrators decided to work with an expert in the field – The UPS Store® – to streamline their student parcel and mail management services. The UPS Store, Inc.'s organization condensed 14 delivery locations into two store locations and implemented a state-of-the-art Parcel Management System to monitor packages after delivery. Implementing the system greatly improved delivery accuracy.

"We find that students order a lot of products online. Our package count continues to increase and we have the capabilities to handle the increases without forfeiting quality service," said The UPS Store franchisee, David Anderson.

"We are very pleased with our partnership with

The UPS Store," said ASU Senior Director Melissa Krewson. "The store provides a customer service oriented solution to mail management – interacting with our residents daily, while also providing added services by having a fully functional UPS Store with printing and packing services."

The two locations on campus provide parcel and mail management services to approximately 9,000 student mailboxes. In addition to eliminating lost packages and mail, The UPS Store locations created custom solutions to make things easier for the university and its students, such as "Home-to-Home" delivery services.

About Arizona State University

Arizona State University (ASU) is a public metropolitan research university located on several campuses spread across the Phoenix, Ariz. Metropolitan Area. It is the largest public university in the United States by enrollment, with more than 70,000 students across all campuses. Currently, ASU ranks as one of the Top 25 research institutes in the U.S. and one of America's Best Colleges by U.S. News & World Report. ASU's campus housing accommodates one of the largest residential populations in the nation with over 13,000 residents: a figure that will increase each year as the university continues to build more on-campus housing.



The UPS Store®



With its Home-to-Home services, The UPS Store locations have completely streamlined the move in/out process to ease the challenges during fall and spring semesters. Before a student moves onto campus, The UPS Store location sends boxes to their home address. The student (or parent) calls for a UPS® pick-up of their boxed move-in items and then, The UPS Store location delivers the boxes to the residence halls prior to their designated move-in date. Custom software allows The UPS Store to manage the sign-up process, so students can enroll in the Home-to-Home service online – making access to this service more convenient for students. During the move-out period, The UPS Store locations also offer pickup services at the residence halls, bringing convenience to parents and students during this hectic time.

When students head home for the summer, The UPS Store locations also provide a variety of shipping options, as well as professional packing services and supplies to get their belongings home safely.

The UPS Store locations also allows students to keep their mailbox no matter how many times they move, either on or off campus—providing a low-cost option for mail delivery. This allows students to keep their mailing address for the duration of their time at ASU, so they don't have to risk important information being sent to the wrong address.

Benefits to the university:

- Parcel and mail management services provided by a world-class brand and experts in the field
- Provides convenience and a positive student experience
- State-of-the-art tracking Parcel Management System
- Reduced parcel congestion
- Potential cost savings through outsourcing
- More time to concentrate on core competencies

Benefits to students:

- Reliable postal, parcel and mail services
- Home-to-Home delivery services for move-in/move-out
- Full range of printing services, including ability to remotely send documents to the store to print
- Faxing, notary and computer services

In partnership with the university, The UPS Store locations employ approximately 30 students. The UPS Store location management takes into account their individual class schedules to ensure that students can easily work their shifts without missing classes or taking away from their academic success.

“We like to give our students opportunities to be employed on campus, and it's an added bonus that The UPS Store hires students,” said ASU Senior Director Melissa Krewson.

“The best benefit The UPS Store provides is that taking the burden of parcel management off of the school so they can focus on education and residential life for students. It is very much a partnership.”

– David Anderson, Franchisee

“I appreciate not having to worry. We let the experts do what they do, and that is to provide mail services to students on campus.”

– Melissa Krewson, ASU Senior Director



The UPS Store® locations are independently owned and operated by franchisees of The UPS Store, Inc. in the USA and by its master licensee and its franchisees in Canada. Services, pricing and hours of operation may vary by location. This information is not an offer to sell a franchise. Any franchise offer is made only after a Franchise Disclosure Document has been provided. Copyright © 2018 The UPS Store, Inc. MS210_12060718

Florida State University – Case Study

Campus Print Services

The UPS Store® Challenge

In addition to the many human services and amenities they provide to the student body, colleges and university officials are tasked with sourcing and implementing a variety of administrative services needed to keep their institutions operating. Among these are campus print services. At Florida State University (“FSU”) in Tallahassee, this means far more than simple printing, faxing and copying. By partnering with The UPS Store, Inc., the university has an enterprise-wide resource for not just students and faculty, but the entire academic departments, the individual colleges comprising the university and the institution as a whole.

The UPS Store, inc. was originally contracted to provide on-site postal services for FSU. Soon after, however, the university realized the greater capabilities of a The UPS Store® location and seized upon a great opportunity to address its campus-wide printing needs. Like most universities with such a large enrollment (over 40,000 students), FSU has a never-ending list of major print requests, including stationery, newsletters, invitations, manuals and student handbooks—coming from the various colleges, athletics department, human resources and student services divisions and every other sector of the university.



“We took the time to talk to the campus about their vision and gathered a volume of information in order to provide a custom solution that delivered exactly what they wanted.”

– Don Winters, Franchisee





The UPS Store® Solution

To fulfill these needs, The UPS Store franchisee set about upgrading FSU's existing "Print Shop" infrastructure and services. The franchisee knew that based on the volume of work, and the quality and service level required, simple walk-up copiers wouldn't be sufficient. In a mere three weeks, The UPS Store franchisee procured and installed new enterprise-level copiers and other equipment from approved vendors and staffed the FSU Print Shop with adequate full and part-time employees. By doing this, The UPS Store location has become Florida State University's operational partner—one that has successfully off-loaded all of the university's campus print services and freed the school from the burdensome, but very necessary role of being a one-stop shop for high-volume, high quality campus print projects.

Today, The UPS Store location manages and is the sole provider of all enterprise-level on-campus print services at FSU — while still serving its more traditional role as a retailer of print, packing, shipping and other services for individual students, faculty and staff — and the university couldn't be more pleased.

Additional print services The UPS Store at FSU provides and fulfills include:

- Wide-format (signs, banners, posters, etc.)
- Business cards
- Letterhead
- Binding
- Proposals
- Event tickets
- Game day programs for sporting events
- Course books
- Promotional materials

"The biggest improvement we've given this campus is a much higher quality of service — we hold ourselves to higher standards, have faster turnarounds and availability," says The UPS Store franchisee partner, Don Winters. "We've also initiated new services, such as class course pack production, as we continue to meet the demands of the university."

Universities and colleges across the country invariably have unique print needs. As evidenced by its success at Florida State University, The UPS Store, Inc. has the flexibility to meet those needs. The UPS Store, Inc. offers comprehensive print services for these locations and strives to be these institutions' operational partner and exclusive campus print provider.

The UPS Store® locations are independently owned and operated by franchisees of The UPS Store, Inc. in the USA and by its master licensee and its franchisees in Canada. Services, pricing and hours of operation may vary by location. This information is not an offer to sell a franchise. Any franchise offer is made only after a Franchise Disclosure Document has been provided. Copyright © 2018 The UPS Store, Inc. MS210_219402018

The UPS Store and Shippensburg University—the key to student success.



Every fall, more than 7,000 students flock to the campus of Shippensburg University in Pennsylvania to begin a new academic year. They have books to ship, projects to print and packages to receive – and The UPS Store® location at Shippensburg University is there to serve the unique needs of the thousands of students, faculty and community members that visit the campus each day.

Proactive Problem Solving

When a The UPS Store location opened in Shippensburg's student union four years ago, it had one mission – to provide mail services to the 2,000 students living on campus. But what started as a need for mailboxes has quickly become a partnership in problem solving.

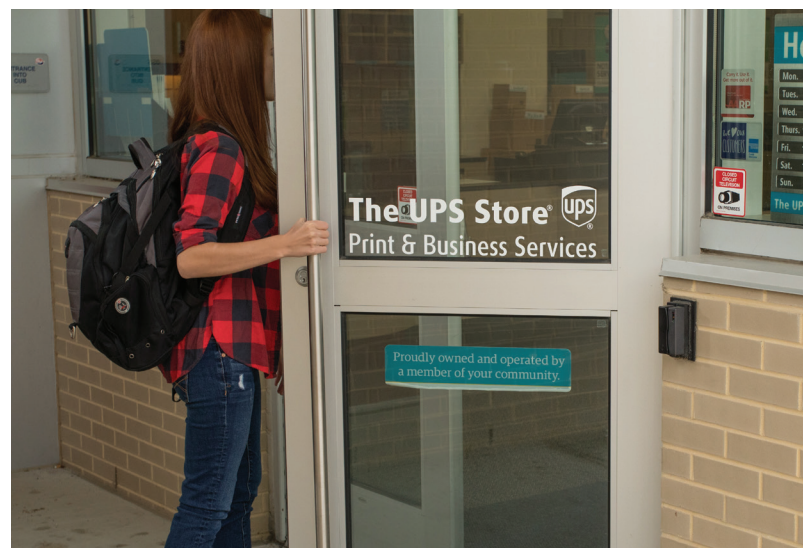
"The UPS Store team consistently finds ways to solve problems and provide better, more efficient services for the campus," said Roger Serr, who oversees the student union as Vice President for Student Affairs at Shippensburg University. "They suggest fresh ideas and creative solutions to make existing offerings better."

One of the first examples of proactive problem solving by franchisee Justin Chaudrue was simplifying the distribution and collection of student mailbox keys. For years, the university had handled this process through the residence halls, but Justin and his team saw a way to make this more efficient.

"The UPS Store suggested that it might be better to distribute the keys from the student union," Serr said. "We were open to the idea, so Justin said, 'We'll do it.' He and his team figured out the entire process and now have full responsibility over that task."

With the mailboxes set up and the key distribution process streamlined, Justin was ready to solve another problem for students – package delivery notification.

It's no secret that the average college student spends a lot of time on his or her cell phone. In that fact, Justin and his team recognized the opportunity.





“The UPS Store came up with an innovative solution to notify students about their packages. The students currently get emails, which is a big improvement over the previous system we used,” Serr said. “But even emails aren’t the best way to communicate now. The students want to receive text messages. So The UPS Store is currently working to implement a program to alert students via text message when they have a package.”

According to Serr, The UPS Store location’s proactive approach and innovative solutions have been a huge success.

“The UPS Store has created a much more secure and efficient residence hall mail delivery service,” Serr said. “This service is overwhelmingly better and stands out.”

Customized Solutions

The majority of the Shippensburg The UPS Store location’s customers are students, but The UPS Store location serves other groups as well, including faculty and staff of the university. All employees of the university are required to have background checks, and part of that process is fingerprinting.

“We asked The UPS Store to purchase a fingerprinting machine and install it in-store so applicants and employees don’t have to go elsewhere, and they said yes quickly,” Serr said. “Now, employees can take care of their fingerprinting at The UPS Store, making it easy and convenient and allowing the hiring process to move along smoothly.”

Community Partners

At the core of the success of The UPS Store location at Shippensburg is the sense of community that comes from being located on campus. The university and The UPS Store are true partners, a relationship that wouldn’t be possible with an offsite store.

“It’s a very positive relationship; it’s a partnership,” Serr said. “Our relationship with The UPS Store is very fluid, very responsive and very service-focused. They feel like a part of the community, and they contribute to the goals and the mission of the university.”

Located just steps away from the high-traffic student union bookstore and lounge, the employees at The UPS Store location make personal connections with students, staff and visitors every day.

“The fact that the services are available on the campus, in close proximity to thousands of people coming and going each day – visitors, faculty, staff and students – makes this a great service and a nice partnership,” Serr said.

It is a partnership that continues to evolve as the university’s needs evolve, but Serr and Chaudrue look forward to continuing to create shared value – an experience Serr recommends other universities consider.

“Every institution is different, but The UPS Store customizes their services and makes sure the offerings are working for what you need,” Serr said. “I would definitely encourage other universities to explore what The UPS Store could offer.”



The UPS Store® locations are independently owned and operated by franchisees of The UPS Store, Inc. in the USA and by its master licensee and its franchisees in Canada. Services, pricing and hours of operation may vary by location. This information is not an offer to sell a franchise. Any franchise offer is made only after a Franchise Disclosure Document has been provided. Copyright © 2018 The UPS Store, Inc. MS210_22020818



A new class of on-campus solutions.

Residential Life Mailroom Management

- All the help without the hassle.

Campus Mail Management

- Added convenience for staff and faculty.

Personal Parcel Receiving Services

- A secure spot for package pickup.

Campus Print Services

- No job is too big or too small.

Move-In/Move-Out Assistance

- We pack it and ship it all.

You help transform the future. The UPS Store can help transform your business solutions so you can concentrate on what you do best – inspiring and empowering the new generations that will help create a more promising future

Contact us for more information and next steps.

Non-Traditional Development

1.877.623.7253

universities@upsstore.com

The UPS Store

