

The UPS Store®



Dear PRC Official,

Re: Docket # **MC2012-2**, Comments of The UPS Store #6017

Submitted: 07/29/2012

I am writing to share with you my opposition to the new “enhanced” post office box services that are presently under review with your office. I am a small business owner, and am facing significant struggles trying to remain solvent. Four and a half years ago I invested 100% of my life savings to open this franchise. Most of The UPS Store franchise owners are similar...people that have invested everything they have at the chance of owning a small business that allows them to maintain some independence, and employ a few people, and this is an important part of our economy.

In the past 3 years, the Providence-area cooperative of The UPS Stores has lost 5 of 22 stores. That’s 23% of all store owners in Rhode Island and Southeastern Mass that have lost everything. These are not stores that were able to sell their business...they were simply forced to close. When that happens, they re-coup nothing. It’s all for nothing. Similar to the post office losing volume (1st class letters being replaced with texting and online bill paying), The UPS Stores are losing shipping volume (because the market is going to online shipping). So although UPS may be doing fine from a shipping perspective, The UPS Stores are losing ground daily (because online shipping excludes them from the process). This has forced us to struggle to “reinvent” ourselves. Part of this reinvention is to focus on print services and mailbox services.

For over 3 decades, our franchise has been able to differentiate themselves from the post office with their mailbox services. And we’ve done that even with a disadvantage in that the post office does not allow our boxholders to set up a mail-forwarding after their term with us expires. But the post office does allow that for themselves. If the post office is allowed to offer these enhanced services, and at the same time have a set of rules that favors them at the expense of other service providers like The UPS Stores, then you will be encouraging the demise of small businesses that were built with the sweat and capital of hard-working citizens that were trying to make an impact in their part of the world. And you will be supporting a quasi-governmental organization that has proven to be inefficient and represents a tremendous financial drain to taxpayers. I am well aware of all the language about how the post office does not receive taxpayer assistance. That is no longer true! When congress voted to provide stop-gap funding, when they refuse to let the post office downsize (as it should), and when they allow the post office to adopt predatory marketing practices that disadvantage companies that were not paid for by taxpayers, and never will be....this is UNFAIR.

I mentioned that 23% of The UPS Stores in my little corner of the world have had to close in the past 3 years. No taxpayer bailout saved them. No legislation came to their aid. They had to face

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the humiliation and negative consequences of failing completely on their own. Most of them didn't deserve to fail. But either way, they failed. Allowing the USPS to adopt predatory practices to maintain income at the expense of legitimate businesses in this country will continue to force more of those private businesses to fail. And what will we have at the end? We will still have a bloated USPS that needs to dramatically downsize because there is no market for the majority of what they provide. They also undercut legitimate shipping companies with their shipping rates. This is also wrong. The government should not be in the business of propping up its own enterprises at the expense of legitimate, tax-paying businesses that have played by all the rules and are now falling victim to predatory practices.

I implore you to not grant approval to these "enhanced" mailbox services, and instead, allow the post office to downsize and charge more for their services to help correct their present deficit situation.

Regards, Jim White, Owner of The UPS Store #6017

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Online Printing: <https://print.theupsstore.com/login.aspx?StoreID=6017&brand=ups>

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