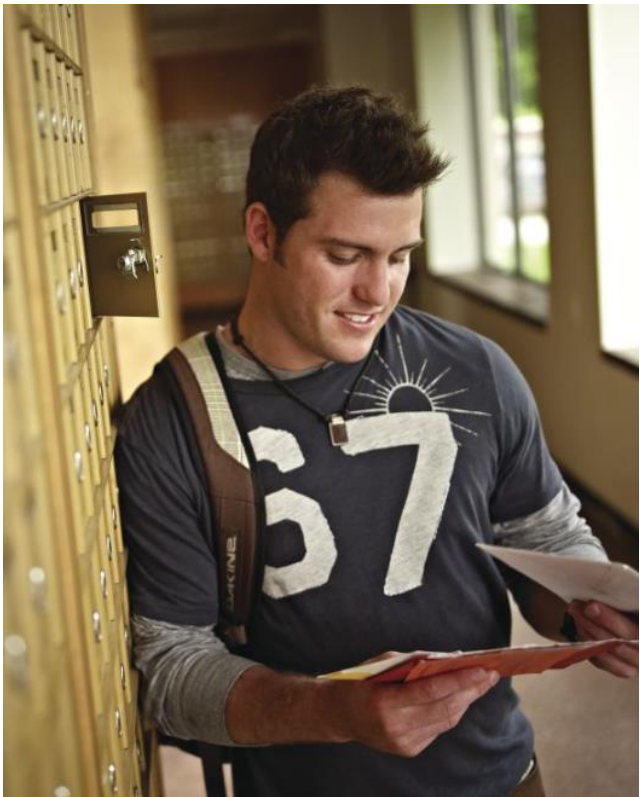


The UPS Store University Services Overview

The UPS Store 



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Summary

The UPS Store, Inc.® is a wholly owned subsidiary of United Parcel Service, Inc.® (UPS) and the franchisor of The UPS Store®. The goal of The UPS Store, Inc. and our university campus model is to develop a business relationship that generates potential efficiencies that are common to non-educational services at universities. Additionally, by offering supplemental services that are not currently offered on campus, we can create additional revenue opportunities and added convenience for students, faculty and staff.

The retail services that we can offer include: print services, document finishing services, fax services, mailbox services as well as our full range of packaging and shipping services. Additionally, we offer a suite of Residential Life Logistics services that were specifically developed for the university setting. Services such as: campus mail management, residential life mailroom management, campus print management, move-in/move-out assistance and summer storage. The UPS Store has the flexibility to meet your current needs and ability to develop additional business solutions as future needs arise.

The UPS Store, Inc. understands that the quality of the campus experience is of the utmost importance. In turn, our business model is centered around helping universities raise the quality of services available for students, faculty and staff while allowing University employees to focus on other areas of need and growth. The UPS Store, Inc. believes that our unique university solutions, combined with our core retail business strengths, can help to enhance the overall student experience.

About The UPS Store

Company Profile

The UPS Store, Inc., is the world's largest franchisor of retail shipping, postal and business service centers and franchises under The UPS Store brand. The UPS Store retail network comprises more than 5,000 independently owned locations around the world, providing convenient and value-added business services to the small-office/home-office (SOHO) market, corporate "road warriors," and consumers.

History

The UPS Store, Inc. was originally founded as Mail Boxes Etc., Inc. (MBE) in 1980 as a convenient alternative to the post office. In 2001, UPS acquired Mail Boxes Etc., Inc. In 2003, the two companies introduced The UPS Store brand. On April 7, 2003, nearly 90% of the domestic U.S. network re-branded as The UPS Store. In October 1st, 2012, MBE Home Office changed its name to The UPS Store, Inc.

Growth

After the re-branding, The UPS Store locations in the United States expanded from 3,000 to over 4,700 locations. Non-traditional site development also has grown with locations on college campuses, hotels, military bases, convention centers, and other areas. Non-traditional sites create an opportunity to provide services to consumers, regardless of where they live, work or travel. Throughout the company's historic growth, one thing has remained constant: the commitment of its franchisees to providing personalized and convenient business solutions and a world-class customer experience.

Industry Recognition

In 2019, Entrepreneur magazine's annual "Franchise 500," a ranking of franchise opportunities based on factors such as financial strength, growth rate and size, rated The UPS Store franchisee opportunity #1 in the postal and business services category for the 27th consecutive year. Additionally, the company has a rich tradition of award-winning marketing and public relations campaigns, among other accolades.

Experience

The UPS Store has been operating in University campuses since 1987 and has considerable experience offering all of the services outlined in this document.

The UPS Store Locations on Campus

Venue	City	State	Opened
American University	Washington	DC	September, 1987
George Washington University	Washington	DC	February, 1987
Columbia University	New York	NY	June, 1992
Indiana University	Bloomington	IN	April, 2004
Arizona State University*	Tempe	AZ	August, 2004
Yale University	New Haven	CT	September, 2004
Temple University	Philadelphia	PA	July, 2007
University of Pittsburgh	Pittsburgh	PA	October, 2007
Florida State University**	Tallahassee	FL	August, 2009
Purdue University	West Lafayette	IN	November, 2009
University of Texas, San Antonio	San Antonio	TX	January, 2010
Portland State University	Portland	OR	March, 2010
University of North Florida	Jacksonville	FL	June, 2012
Shippensburg University*	Shippensburg	PA	August, 2012
George Mason University	Fairfax	VA	August, 2012
Alamo Colleges*	San Antonio	TX	September, 2012
Jackson State University*	Jackson	MS	August, 2013
University of Colorado, Boulder*	Boulder	CO	August 2013
Stony Brook University ⁺	Stony Brook	NY	August 2013
University of California, Irvine	Irvine	CA	March, 2013
Kennesaw State University ⁺	Kennesaw	GA	April, 2014
University of Buffalo	Buffalo	NY	March, 2015
University of Maryland	College Park	MD	September, 2015
Belmont University**	Nashville	TN	August 2016
Louisiana State University (LSU)*	Baton Rouge	LA	August 2016
Oklahoma Baptist University	Shawnee	OK	February 2018
Alabama A&M University**	Huntsville	AL	January 2019
<i>University of Miami</i>	<i>Miami</i>	<i>FL</i>	<i>Fall 2019</i>

*includes Residential Life mailroom management

⁺Includes Campus Print

Product and Service Offering

The UPS Store seeks to become an integral part of the increased level of service offered to students, professors, faculty and visitors. We are seeking to enhance the student experience by helping to create a community environment. It is our goal to create a relationship that supports the university community with our products and services. Additional products and services can be included upon the university's request and at our discretion.

The UPS Store set up would include all of the standard services offered in our retail locations with a wide array of shipping and business-related services that will serve students, faculty and staff. The store will have an inviting and proven retail design that represents The UPS Store brand standards and has state-of-the art technology and equipment to meet the needs of all customers.

Standard Retail Services

- Mail and postal services
 - Retail mailbox services
 - Shipping via all major carriers
 - Electronic (text or email) parcel notification
 - Mail forwarding
 - Metered mail and stamps
 - Full-service packaging, including freight, wood-crating and fragile items
- Retail print services
 - Full-color and black-and-white digital printing and copying
 - Business cards and letterhead
 - Flyers, newsletters, brochures and postcards
 - Signs, posters, banners and oversized prints
 - Presentations, manuals and booklets
 - Online printing
 - Photo printing
- Document finishing
 - Binding
 - Laminating
 - Folding
 - Padding
 - Collating
 - Cutting & drilling
- Passport photos, button making
- Notary public, fax services and other business services
- Retail packaging, mailing and shipping supplies
- Scanning

Residential Life Logistics Services

In addition to the standard retail services outlined above, The UPS Store can provide the following services from our Residential Life Logistics suite of services.

Campus Print Services

The UPS Store can offer a wide range of printing services, including color copies, black and white copies, digital printing, offset printing for business cards and brochures, wide format printing for posters and banners, binding, laminating, and other finishing options. In addition our centers offer online printing which provides added convenience for users to upload preview, and submit print projects through an e-commerce web site.

Campus Mail Management

The UPS Store can manage the university's entire campus mail operation, providing both inbound and outbound service to all campus departments. The UPS Store can receive and sort all incoming mail for each department on campus. Mail can then be delivered to delivery points already established on campus or to a centralized mailbox facility. In terms of efficiency, the centralized facility option would allow the university to realize significant savings in inbound mail processing costs.

Residential Life Mailroom Management

The UPS Store would seek to consolidate the residential mail and parcel receiving processes into a centrally located facility (or facilities). Unlike a P.O. Box, The UPS Store offers students a mailbox with a real street address, through a standard mailbox or new high-density mail folder solution. This allows students to receive express carrier parcels in addition to USPS mail. All parcels are electronically logged and stored to limit liability and allow tracking to the end recipient. Students are notified via text or email that a package has arrived and are then able to pick up their parcels at The UPS Store retail counter.

Alternatively, should space for a consolidated facility not be available, we have the ability to deliver to existing mailboxes located within the residence halls. We also have the ability to provide High Density (HD) Mailboxes to consolidate space as well as package lockers to allow for students to pick up packages on their own timetable and avoid lines.

Personal Parcel Receiving Services

The UPS Store can act as an alternate delivery location for students, faculty and staff wishing to receive personal parcels on campus. The UPS Store offers a secure and convenient delivery point for students, faculty and staff who will not be at home to receive parcels during school hours.

Consolidated Express Carrier Delivery and Pick-Up Point

The UPS Store can provide a consolidated express carrier delivery and pick-up point, minimizing delivery vehicle traffic on campus and ensuring the latest possible pick-up times for time critical shipments.

Move In/Move Out Assistance

To address the logistical challenge of the fall-semester transition, students may have items shipped to The UPS Store prior to arrival at the university. This allows The UPS Store to consolidate each student's belongings and have them ready for pick-up when students arrive on campus.

During the move-out period, The UPS Store offers customized UPS shipping services and professional packing services so items are professionally prepared for travel by plane or by car to arrive safe and sound. The UPS Store also offers shipping supplies such as moving boxes, tapes and cushioning material for students who prefer to pack their belongings themselves. The UPS Store may also offer dolly rentals for move-in and move-out to help students during this critical transition.

Summer Storage

The UPS Store offers summer storage services for students that may need to store large items such as televisions, refrigerators and other personal belongings between semesters. By consolidating items into larger storage facilities, The UPS Store can keep the cost down and offer a reasonable and convenient alternative to shipping or transporting items home.

Convention/Event Assistance

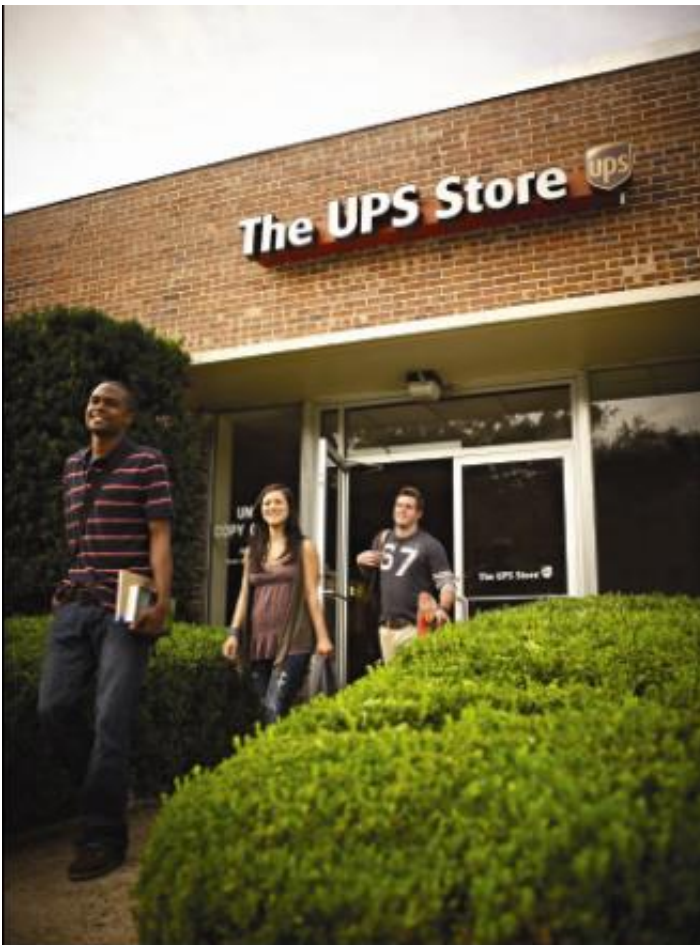
The UPS Store has the ability and experience to set up temporary shipping stations for the convenience of any special conventions, conferences or meetings that might occur on campus. We can also provide temporary mailbox services for visitors who may be on-campus for an extended period of time.

Layout and Design

The UPS Store designs incorporate a flexible floor plan that can be customized to fit a diverse range of sites. Once The UPS Store and the university have executed a contract, our Retail Center Design team will make custom designs for the space(s) provided. The design will utilize our flexible design elements to maximize retail exposure as well as the operational flow to meet the specific needs of the university.

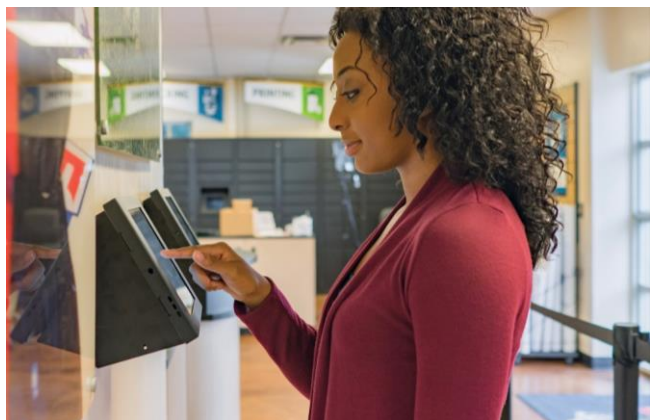
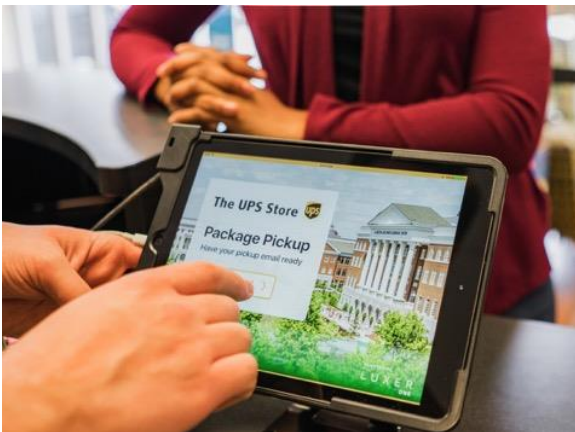
The UPS Store franchisee will provide store design, construction, equipment, and signage in compliance with university building requirements and cover the expenses of the build out once the university has provided a shell. Any build out of space will comply with university design guidelines and with all codes, to include the Americans with Disabilities Act.

The images below depict a typical The UPS Store on campus:





The picture above shows a package locker installation at Belmont University.



Conclusion

The UPS Store solution can be customized for each university to provide a service solution specific to the university's needs. With the above in mind, we are open to further discuss any other specific needs or requests to create the optimal solution for the university's students, faculty and staff.

Thank you,

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