



THE UPS STORE, INC. COMPANY PROFILE

The UPS Store, Inc., a UPS company, is the nation's largest franchisor of retail shipping, postal, printing and business service centers. There are more than 5,800 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. 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 2026, *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 #7 overall among the top 500 franchise opportunities in America, and #1 in the "Postal and Business Services" category for the 36th consecutive year*. This is the 10th year in a row The UPS Store remains in the top 10 overall ranking. Additionally, the company has a rich tradition of award-winning marketing 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.
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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 5,800 The UPS Store® retail locations in the United States and Canada. U.S. The UPS Store locations: 5,503* Canadian The UPS Store locations: 364* *As of December 2025
LEADERSHIP:	Sarah Casalan, president Brett Battes, senior vice president of operations Robert Caliendo, regional vice president of operations Steve Chambers, vice president of franchise and business development Bryan Clements, managing attorney Jamie Cunningham, vice president of solutions 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 Leigh Kennedy, regional vice president of operations Clay McFarland, regional vice president of operations Sean O'Neal, vice president of retail operations Elizabeth Orden, regional vice president of operations Nazem Trama, director of software engineering Michelle (Cervantez) Van Slyke, senior vice president of marketing and sales
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, mailbox and postal services, 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; 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 Commerce Ready Services, the company offers a suite of retail products and services designed to help businesses operate more efficiently. Offerings include 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 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

2026:

- Ranks #7 in *Entrepreneur* Magazine's Franchise 500 list, marking its 10th consecutive year in the Top 10, and earned the #1 spot in the Postal and Business Centers category for the 36th consecutive year.
- Recognized for 43 consecutive years on the *Entrepreneur* Franchise 500 list, earning a distinction in the Franchise 500 Hall of Fame, and ranked #1 in the Postal and Business Centers category for 36 years.
- Ranks #15 in *Entrepreneur* Magazine's list of Fastest-Growing Franchises in the U.S. and Canada.
- Ranks #1 in the *Forbes* Best Customer Service list for the third consecutive year.
- Ranks #2 in *Franchise Direct's* list of top global franchise brands.
- Earns five stars in *USA Today's* list of companies excelling in customer service and experience for the second consecutive year.
- Implemented radio frequency identification (RFID) labels at all The UPS Store locations as part of UPS' package sensing rollout, improving end-to-end shipment visibility and reliability.
- Sets a GUINNESS WORLD RECORDS™ title for the largest animatronic fish at the 2026 Rose Parade with its 34-foot seahorse centerpiece featured on the float, "Sharing Skills for Success."
- Receives the Director Award from the Tournament of Roses® for its float, "Sharing Skills for Success," recognizing the most outstanding artistic design and use of floral and non-floral elements.

2025

- Ranks #1 in *Entrepreneur* magazine's list of Best of the Best Franchise Brands in the Postal and Business Centers category.
- Ranks #6 in *Entrepreneur* magazine's Franchise 500 list, and #1 in the Postal and Business Centers category for the 35th consecutive year.
- Recognized for 42 consecutive years on the *Entrepreneur* Franchise 500 list, earning a distinction in the Franchise 500 Hall of Fame. Ranks #1 in the Postal and Business Centers category for 35 years.
- Ranks #26 in *Entrepreneur* magazine's list of Fastest-Growing Franchises in the U.S. and Canada.
- The UPS Store ranked #8 in *Entrepreneur* magazine's list of Top Brands for Multi-Unit Owners.
- Ranks #1 in *Entrepreneur* magazine's list of Top Franchises for Less Than \$150,000 for the second consecutive year.
- Ranks #13 in *Entrepreneur* magazine's list of Top Global Franchises.
- Ranks #3 in *Franchising.com's* ranking of top brands by number of multi-unit franchisees.
- Ranks #1 in the *Forbes* Best Customer Service 2025 list for the second year in a row.
- Ranks #1 for the second consecutive year in *Franchise Direct's* list of top global franchise brands.
- Ranks #30 in *Franchise Times' Top 400*
- Earns 5 stars in *USA Today's* list of companies excelling in customer service and experience.
- Earns five stars in *USA Today's* list of retailers and stores providing top-notch shopping experiences.
- Wins Tournament of Roses® Parade Judges Award for its float, "Helping Dreams Take Flight," showcasing support for future small business owners in collaboration with Junior Achievement USA

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
- Ranks #1 in *Entrepreneur* magazine's list of Best of the Best Franchise Brands in the Postal and Business Centers category
- Ranks #1 in *Entrepreneur* magazine's list of Top Franchises for Less Than \$150,000
- Ranks #2 in *Entrepreneur* magazine's Top Franchises for Veterans list
- Ranks #1 in *Forbes* Best Customer Service List
- Ranks #1 in *Franchise Direct's* ranking of Top 100 global franchise opportunities
- Ranks #9 in *Entrepreneur* magazine's list of Top Franchises for Multi-Unit Owners
- 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 and Business Centers" category for the 33rd consecutive year
- Ranks #1 in *Entrepreneur* magazine's list of Top Franchises for Less Than \$150,000
- Ranks #5 in *Entrepreneur* magazine's list of Top Franchises for Veterans
- Ranks #7 in *Entrepreneur* magazine's list of the Top Brands for Multi-Unit Owners
- Ranks #2 in *Franchise Direct's* ranking of global franchise opportunities

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 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 competition in Los Angeles and New York

2018

- 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"

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
- 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

2013

- Becomes first national retailer to test 3D printing services in its retail locations
- 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.
- 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

2005

- Celebrates company's 25th anniversary
- More than 260 Mail Boxes Etc. locations in Canada re-brand as The UPS Store

2004

- Opens 5,000th worldwide retail location

2003

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

2001

- Acquired by UPS® (www.ups.com)

2000

- Opens 4,000th retail location worldwide

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

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

1980

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