

**Stuart Mathis**  
President

6060 Cornerstone Court West  
San Diego CA 92121  
858.455.8800 Tel



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## **NEWS FLASH!**

### **UPS Customer Centers to Move to Retail Rate in 2004**

Beginning January 5, 2004, UPS Customer Centers (formerly known as UPS Customer Counters) will move to the UPS Retail Rate. Now the rate will be the same at both the UPS Customer Centers and The UPS Store locations. This change is a result of input from franchisees channeled through regional coordinators, area franchisees and committee representatives.

We're excited to be able to share this news with you. Look for more information about this and other changes from UPS in tomorrow's Notes & News.

Sincerely,

A handwritten signature in cursive script that reads "Stuart Mathis".

Stuart Mathis