

22357 Columbia Street
Dearborn, MI 48124-3431
313-277-5095
pvs6@cornell.edu

10 March 2017

Mr. David P. Abney
Chief Executive Officer
United Parcel Service, Inc.
55 Glenlake Parkway, NE
Atlanta, GA 30328
404-828-6000

Subject: Abuse of Customer Goodwill - Address Change Fee

Dear Mr. Abney:

According to multiple sources, notably Bloomberg, **you received nearly \$12,000,000.00 in compensation during 2016.** One of the funding sources of that income is described below. But first, some delivery perspective . . .

It is not as though we put 'Massachusetts' but really meant Montana. It is not as though we said '52 Park Avenue' but really meant 9100 Trent Boulevard. It is not as though we got the zip code incorrect; we did not. But most indicative . . . it is not as though the UPS driver could not read the 'Law Offices of Joseph Franco' on the door, and it is not as though UPS drivers have not been delivering to that law office for the last trillion years or so . . . they have!

When I telephoned UPS billing they had the audacity to explain-away your abusive policy (a UPS corporate policy they are compelled to enforce) by declaring, with gala, that were it not for the fact that the Carolina Cookie Company has a UPS account, you would have charged us \$19 rather than *"only thirteen dollars"* (an exact quote).

So, given the delivery scenario described above, one we are confident is not singular, here is what we want you to do with your \$13 . . . We want you to apply it to your next bonus check . . . the last thing we would want is for you to go underpaid in 2017.

Cordially,

Paul V. Sheridan

P.S. What kind of cookies do you like?

Attachments

cc: Carolina Cookie Company
Mr. Joseph Franco, Esq.



INDUSTRIAL & SECTOR * AIR FREIGHT & LOGISTICS INDUSTRY * UPS

United Parcel Service-cl B (UPS:New York)

UPS On Other Exchanges

Snapshot News Charts Financials Earnings **People** Ownership Transactions Options

Overview Board Members Committees

Executive Profile*

David P. Abney

Chairman and Chief Executive Officer United Parcel Service, Inc.

Age 61 Total Calculated Compensation \$11,292,243
 As of Fiscal Year 2015

This person is connected to 22 board members in 3 different organizations across 6 different industries.
 See Board Relationships

Background*

Mr. David P. Abney has been the Chief Executive Officer of United Parcel Service, Inc. and United Parcel Service of America, Inc. since September 1, 2014. Mr. Abney serves as the Chief Executive Officer of UPS Supply Chain Solutions, Inc. He served as the Chief Operating Officer of United Parcel Service of America, Inc. and United Parcel Service, Inc. from January 8, 2007 to September 1, 2014. Mr. Abney served as the Chief Operating Officer of UPS International at UPS ...

[Read Full Background](#)

From Around the Web

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Corporate Headquarters*

55 Glenlake Parkway, NE
Atlanta, Georgia 30328

United States

Phone: 404-828-6000
Fax: —

Board Members Memberships*

2009-Present
Independent Director
Johnson Controls International plc

2014-Present
Chairman and Chief Executive Officer
United Parcel Service, Inc.

2014-Present
Chairman and Chief Executive Officer
United Parcel Service of America, Inc.

Education*

BBA
Delta State University (Inc)

Annual Compensation*

Salary	\$1,018,764
Total Annual Compensation	\$1,018,764

Stock Options*

Restricted Stock Awards	\$7,900,221
All Other Compensation	\$27,722
Exercisable Options	50,194
Exercisable Options Value	\$1,360,182
Unexercisable Options	42,202
Unexercisable Options Value	\$191,412
Total Value of Options	\$1,551,593
Total Number of Options	92,396

Total Compensation*

Total Annual Cash Compensation	\$1,679,964
Total Short-Term Compensation	\$1,018,764
Other Long-Term Compensation	\$7,927,943
Total Calculated Compensation	\$11,292,243





Carolina Cookie Company

1010 Arnold Street
Greensboro, NC 27405
(336) 294-2100 • Fax (336) 294-9537

SUMMARY COPY

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Mr. Paul Sheridan
22357 Columbia St
Dearborn, MI 48124-3431

Invoice No.	Date	Page	
563305*	03/03/17	1	S-0001429228

Customer No.	Sales I.D.	Reference #
546605	/YSS	

Ordered By	Phone Number
	(313) 277-5095

Media Code	Terms
C /CC	NET 30, DUE:04/02/17

S
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Warehouse	Ship Via	Total Wt.	Zone	# Packages
	INV	0.0		1

Message:

Qty.	B/O	Shipped	Item #	Description	Unit Price	Disc	Extension	
1	0	1	UPSADDCOR	UPS Address Correction Fee 561781 JOE FRANCO 03/03/17	13.0000	--	13.00	
							MERCHANDISE INVOICE TOTAL \$	13.00
							INVOICE TOTAL \$	13.00
							BALANCE FOR THIS ORDER \$	13.00





Proof of Delivery

[Close Window](#)

Dear Customer,

This notice serves as proof of delivery for the shipment listed below.

Tracking Number:	1Z84066W0320393702
Service:	UPS Ground
Weight:	3.00 lbs
Shipped/Billed On:	02/10/2017
Delivered On:	02/16/2017 1:21 P.M.
Delivered To:	WEST SPRINGFIELD, MA, US
Received By:	DAZELLE
Left At:	Office

Thank you for giving us this opportunity to serve you.

Sincerely,

UPS

Tracking results provided by UPS: 03/09/2017 6:28 P.M. ET

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[Close Window](#)

From: weborders@carolinacookie.com
Sent: Thursday, February 09, 2017 12:58 PM
To: pvsheridan@wowway.com
Subject: Carolina Cookie Company Order Confirmation #188693



CAROLINA COOKIE COMPANY

The Only Way, Fresh Every Day
Since 1987

Thank you, Paul Sheridan, for ordering from Carolina Cookie Company. Your order has been received. Below you will find details about your current order. You may wish to save this confirmation for possible future reference.

Order ID: 188693

Billing Information

Paul Sheridan
22357 Columbia Street
Dearborn, MI 48124
United States

Email: pvsheridan@wowway.com
Phone: 313-277-5095

Payment Information

Payment Method: PayPal

Comments:

Shipping Information

Recipient 1

Mr. Joe Franco
Law Offices
52 Park Avenue
Springfield, MA 01089
United States
4132210794

Gift Message: For Joe and Beth: Thank you for the privilege of working with you on a very important case (CRUZ). These cookies go great with global warming and hot coffee, but only with Bailey's! Paul Sheridan
Shipping Method: UPS Ground
Requested Ship Date: 2017-02-10

Qty	Item #	Description	Price
1	GLDST18CT	Gold Script Thank You Cookie Gift Tins - GLDST18CT - 18 cookies Chunky Chocolate 1.5 ounce	\$22.95

Subtotal: \$22.95
Shipping Rate: \$9.95
Total: \$32.90

Grand Totals:

Subtotal: \$22.95
Shipping Total: \$9.95
Tax Total: \$0.00
Grand Total: \$32.90

Thank you for your order! Please review this confirmation concerning the details about your order. Information concerning the gift ship date and delivery date are listed with each address. If you have concerns, please contact Customer Service at 800-447-5797.

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