



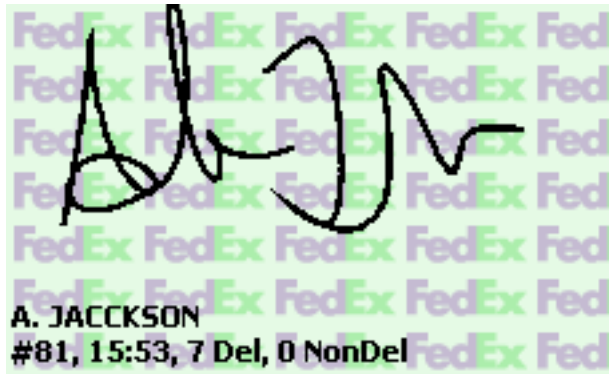
May 27, 2017

Dear Customer:

The following is the proof-of-delivery for tracking number **128318100005050**.

Delivery Information:

Status:	Delivered	Delivery location:	55 GLENLAKE PARKWAY NE Atlanta, GA 30328
Signed for by:	AJACCKSON	Delivery date:	May 23, 2017 15:55
Service type:	FedEx Ground		
Special Handling:			



Shipping Information:

Tracking number:	128318100005050	Ship date:	May 19, 2017
		Weight:	0.7 lbs/0.3 kg

Recipient:
Mr. David P. Abney
Chief Executive Officer
United Parcel Service, Inc.
55 Glenlake Parkway, NE
Atlanta, GA 30328

Shipper:
SHERIDAN, PAUL V
22357 COLUMBIA ST
DEARBORN, MI 481243431 US

Thank you for choosing FedEx.

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

18 May 2017

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

Subject: *Ongoing Abuse of Customer Goodwill - Address Change Fee (\$13.00)*
Reference 1: *My Letter to you of 10 March 2017*
Reference 2: *Letter to me from UPS of "04/02/2017"*

Dear Mr. Abney:

Reference 2 did not at-all surprise me, and at two levels:

- It is standard executive practice, especially among those who ignore or lack an intrinsic understanding of goodwill, to hide behind their employees.
- The attached UPS letter is a falsification.

But, once again, some perspective.

Perspective

I have been a customer of UPS for so many decades I have lost track; Four? Five decades or longer? During this patronage I have never been treated with such bad form as in the current subject. I have been a customer both as a prolific shipper, and certainly as enormous recipient. It seems not a week goes by that I do not receive a UPS package from someone.

But let us be specific . . . I rented at 22351 Columbia Street, Dearborn, Michigan for two years: 1982 to 1984. In May 1984 I purchased my current house, just up the street at 22357. For many years UPS packages would come to 22357, but with the prior 22351 Columbia address:

- How many times during that latter period do you think the UPS drivers initiated an 'address correction fee'?
- Perhaps you would like to inquire with your UPS drivers, that deliver to Columbia Street, about my person, and my decades-old relationship with them.

Is any of this getting through?

That UPS letter, Reference 2, is not a mistake; it's a bold-faced falsification

Reference 2 asserts the following claim; that UPS was “*provided*” the following address:

52 S Park Ave.
Springfield, MA 01106-1155

Assuming the preposterous, that you indeed were “*provided*” that address:

- You, Mr. Abney, did not get that address from the Carolina Cookie Company, and you certainly did not get it from me; especially that falsified zip code.

Here is a screenshot from the email I received from the Carolina Cookie Company on ‘Thursday, February 09, 2017, 12:58 PM’ :

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

The above email from the Carolina Cookie Company, with the true zip code provided to UPS, was already included in Reference 1 . . . As another example, do you see an “S” anywhere in our ‘52 Park Avenue’ address? Just so it is clear: There is no such location as ‘South Park Avenue’ anywhere in Springfield. Please explain your Reference 2.

18 May 2017

Mr. David P. Abney
Page 3 of 3

Additional Perspective

Perhaps you should actually take the time to read Reference 1 . . . especially as it related to building configurations/logistics and zip codes.

But as additional perspective, you are actually trying to convince someone that, it cost \$9.95 to ship the package from North Carolina all the way to Massachusetts . . . but . . . **it took an ADDITIONAL \$13 to deliver it next door ?!**

Conclusion and Request

I am enclosing the thirteen dollars, in cash, for payment of this “outstanding debt.”

Perhaps you would be so kind as to forward these thirteen dollars to the good people at the Carolina Cookie Company. Their address is:

Carolina Cookie Company
1010 Arnold Street
Greensboro, NC 27405.

Cordially,

Paul V. Sheridan

P.S. There is no doubt in my mind that Ms. Perez is a very nice person; her letter (Reference 2) is a result of your UPS corporate policy, as already discussed in Reference 1.

Attachments/enclosure

cc: Carolina Cookie Company
Mr. Joseph Franco, Esq

United Parcel Service

55 Glenlake Parkway, N.E.
Atlanta, GA 30328
404.828.6000 Tel



04/03/2017

Paul Sheridan
22357 Columbia Street
Dearborn MI 48124

Dear Paul,

Thank you for contacting us about your unsatisfactory experience with UPS. Our goal is to provide superior service to each of our customers. When we fail to meet that commitment it is a matter of serious concern to us.

The address provided to UPS was:

52 S Park Ave.
Springfield MA 01106-1155

UPS corrected the address and delivered to:

51 Park Ave.
West Springfield MA 01089

We sincerely apologize for the inconvenience that you were caused. By taking the time to bring your concern to our attention, you enable us to continually improve our level of customer service. We value the trust you place in UPS, and look forward to the opportunity to serve you again.

Sincerely,

A handwritten signature in black ink that reads "Lani Perez".

Lani Perez
UPS Customer Relations

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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Carolina Cookie Company

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

STATEMENT

DATE
04/30/17
ACCOUNT NUMBER
546605

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

PAGE 1

REFERENCE	DATE	CODE	DESCRIPTION	AMOUNT	BALANCE
563305A	03/03/17		CHARGES FOR INVOICE: A	13.00	13.00
CODES: C = CR MEMO P = PAYMENT A = DISCOUNT ALLOWED F = FINANCE CHARGE S = SERVICE/CHARGE D = DR MEMO I = INVOICE B = BALANCE W = WARRANTY CR = CASH REFUND				TOTAL DUE	13.00 DB
CURRENT	31 - 60 DAYS	61 - 90 DAYS	OVER 90 DAYS	TERMS	
0	13.00	0	0	NET 30 DAYS	



Carolina Cookie Company

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

B I L L T O
 Mr. Paul Sheridan
 22357 Columbia St
 Dearborn, MI 48124-3431

Invoice No.	Date	Page
563305A	03/03/17	1
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 H I P T O

Warehouse	Ship Via	Total Wt.	Zone	# Packages
	INV	0.0		0

Message:

Qty.	B/O	Shipped	Item #	Description	Unit Price	Disc	Extension
1	0	1	UPSADDCOR	UPS Address Correction Fee	13.0000	--	13.00
				561781 JOE FRANCO			
				03/03/17			
				MERCHANDISE INVOICE TOTAL \$			13.00
				INVOICE TOTAL \$			13.00
				BALANCE \$			13.00
				PAYMENT DUE ON 04/02/17			

