
Subject: Re: UPS letting us down!

Posted by [gofar99](#) on Fri, 31 Jan 2014 03:43:45 GMT

[View Forum Message](#) <> [Reply to Message](#)

Hi, Your remarks are quite true but miss the point that was at least to me key in this thread. I doubt that anyone would say that handling huge number of packages in a day is easy, what the problem is not providing the level of service that is desired. I really don't care if there is a 100% increase of deliveries on a given day, only that mine didn't arrive. I suspect that the companies know pretty much when they can expect higher workloads (if they don't then they should get out of the business) and correspondingly they need to have a plan to ramp up capabilities. I see another issue that relates to the situation. I will provide an example (actually 2). I ordered some components from California (about 600 miles away). Using the shipping company's own tracking service the parts made it from California to Phoenix in about 24 hours. That is really good and worthy of praise. Then the parts sat in Phoenix for 3 business days and 2 weekend days before being sent here for local delivery (a distance of 175 miles). It still took another business day to get the parts. If you can find someone to believe this is a good thingI'll be glad to sell you the Grand Canyon at a really good discount. BTW the shipments were not at Christmas or any other "peak" time. I'm sorry if I offended any diligent and concerned employees but what I have experienced with ever increasing frequency is mediocre service by delivery companies. Having run a logistics company in the past and now a small business that relies heavily on deliveries I find the trend appalling. Just my 2 cents, I hope your results are better.
