How likely are you to recommend UPS to a friend or colleague?

Not at all likely										Extremely likely
0	1	2	3	4	5	6	7	8	9	10
○	○	○	○	○	○	○	○	○	○	⊗

Why?

Reliable shipping, decent rates (when using Stamps.com instead of our own UPS account with UPS Worldship software)
Regular UPS driver shows up reliably at the same time each workday for pickup.
Package damage or loss seems to be about 1 package in 800 packages shipped & received.

My company has dealt with UPS for over 25 years with great satisfaction. Shipping can sometimes be cheaper with FedEx ground, but their drivers are poorly paid independent contractors and have this attitude that they "work for themselves", their trucks are not

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The only thing I didn't like when dealing with UPS, is that: a few years ago UPS assigned some "DEI hire" "account manager" or some such other (essentially useless) job title who insisted on meeting with me at our facility. The whole meeting with this person was unwelcome and uncomfortable to me. The main focus of the meeting (as far as I was concerned) was to get better shipping rates for my company. So naturally, when you (UPS) send some "DEI hire" to evaluate my shipping rates, the whole affair had the feeling of what a Soviet era "Struggle Session" must have been like.

The racial / social class politics of this encounter were clear to me: Some "DEI hire" with an axe to grind with a White, Male business owner, is going to try and "stick it" to the White European "oppressor" by giving him higher shipping rates, to make up for "slavery", "colonialism", "the patriarchy" or other any number of other Marxist / leftist causes & crusades these "DEI hires" make it their life's mission to wage, in lieu of doing their real job. (It makes me wonder if some "protected class" / minority got substantially lower rates than me, as an attempt by UPS to comply with DEI / ESG mandates or policies that Blackrock floats down the "financial food chain".

Here is some advice: Ditch DEI (Diversity Equity & Inclusion) and go back to hiring by MERIT and competency. Screw Globalism, think local and support small business. Don't be in the business of picking winners & losers based on DEI objectives from Globalist financial corporations run by people who have no contact or relation to the people who actually produce tangible things, create value, and make this economy function.