



Business services
made convenient.



Global opportunities
made clear.



MAIL BOXES ETC.

A UPS® Company

Being a master licensee requires the same ingenious vision, leadership, and long-term commitment that made MBE a leader in the U.S.



“As we approach our first one hundred centers in our territory, we continue to strive to be the best service provider in the region. Our franchise network is strong, and I am very excited about what the future holds for the Mail Boxes Etc. brand not only in our region, but around the world.”

— **Kenneth Landau, CEO & Managing Director Franchise Operations**
MBE Latin America (Argentina, Bolivia, Brasil, Colombia, Ecuador, Mexico, Paraguay, Peru, Uruguay, Venezuela)

“Building a network of franchises in the countries we represent is not an easy task. Benefiting from MBE’s experience means that we have saved time and expense otherwise needed to learn everything on our own.”

— **Paolo Fiorelli, CEO & Managing Director**
MBE Italy, MBE Germany, MBE Spain, MBE Austria



If you have the commitment, drive, and dedication, you too could reach new heights as part of the MBE global network.

Global vision.

The concept was simple: Provide small businesses and individuals with a better, more convenient way to meet their basic business needs. Consumers responded positively to the Mail Boxes Etc.® (“MBE”) concept, and franchising opened up the opportunity for thousands of entrepreneurs and families.

Since that time, the number of small businesses and consumers around the world that demand quality services and time-saving convenience has grown. As our customers demanded more, MBE adapted its operations and services to meet their needs. This is why our centers now offer expanded account services for businesses of all sizes.

Today, MBE is a global network with more than 6,000 locations, serving more than 60 million customers a year.* MBE has been consistently rated in Entrepreneur magazine as the #1 Postal and Business Services franchise for 18 consecutive years.** On top of that, we have joined forces with United Parcel Service, Inc. (“UPS”)®, the world’s leading express carrier and largest package delivery service. UPS serves more than 200 countries and territories, and generates annual revenues of more than \$42 billion, delivering more than 3.9 billion packages and documents worldwide.

Today, with the enormous resources and full support of UPS, becoming an MBE master licensee or franchisee can be more rewarding than ever.

In 1980, the first Mail Boxes Etc. center opened in the US. By 1988, the first international location opened in Canada.

Three levels of opportunity.

Master License

Own the exclusive rights to lead and manage the growth of the MBE network throughout one or more countries. MBE master licensees function as the “headquarters” for MBE in their territory and are responsible for adapting the MBE concept locally, selling franchises to local entrepreneurs and providing training and support to local franchisees.

Area Franchise

Own the rights to participate in the growth and development of the MBE network in an exclusive territory. Area franchisees work in connection with the master licensee to provide local assistance in selling franchises and supporting franchisees within the area franchise territory. Area franchisees will also own and operate one or more MBE centers.

Individual or Multiple Franchise(s)

Own and operate an MBE center in your city. Franchisees receive extensive training and support from local master licensees and area franchisees who understand the specifics of the local market. MBE also offers the opportunity for qualified parties to become multiple center owners. Multiple franchise ownership is one of the fastest growing trends in the MBE network.

The UPS Store® / Mail Boxes Etc.® has been consistently rated in Entrepreneur magazine as the #1 Postal and Business Services franchise for 18 consecutive years.

Global
opportunity

* Mail Boxes Etc. and The UPS Store™ locations combined.

** Entrepreneur Magazine '91 – '08 (listed as The UPS Store in '04 – '08)

A world of change

Global trends, global demand.

Technology and globalization have re-shaped companies and the way they do business. We continue to see rapid growth in the small business and small-office/home-office (SOHO) sectors, as well as a growing demand for outsourcing. Simultaneously, demographic and lifestyle changes have led to changes in consumer behavior around the world. People are doing more and have less time for themselves. As a result, world-class service and time-saving convenience have become increasingly important factors in people's buying decisions.

These developments are highly positive for MBE. Our commitment to personalized and convenient business solutions can satisfy even the most demanding customers. It starts with knowing our customers' names and not only meeting their needs, but also understanding them, anticipating, and exceeding them.

Special Venues

In addition to the traditional shopping center locations, Special Venues are an important part of the strategic development of the network. These "non-traditional" locations may include military bases, college campuses, convention centers, hotels or may be co-branded or located inside other retail outlets such as malls, supermarkets and mass merchandisers.

These locations increase the number of access points to your customers in markets that do not have available traditional retail locations.



MBE Center in Moscow, Russian Federation





"MBE's market presence in Japan has increased greatly over the past two years. The successful infiltration of the Japanese market is a result of MBE's total business solution concept. It is clear that the number of MBE centers in Japan will greatly increase in the near future."

— Masashi Kojima, President
MBE Japan

"The emerging Russian market provides a lot of opportunities for our network. MBE centers are being recognized by our clients as an excellent outsourcing resource, therefore we are constantly increasing our operations in order to provide the best business services available. Due to the ongoing support, high international standards and unique vision, we are the leaders in the market. In the next 2-3 years we believe the MBE concept will become an integral attribute of the new Russian Federation economy."

— Andrey Seleznev, Managing Director
MBE Russia



New opportunities
worldwide

Products and services.

In many countries, the retail market for business products and services is highly fragmented. MBE centers consolidate this market by offering businesses and consumers a range of products and services in one convenient location.

By understanding our customers' needs and challenges, we help them do more while saving time and money. And by combining services, we can offer even more complete and personalized solutions.



Parcel and Express Courier Services

MBE center customers have a range of parcel service and express courier options, including UPS®, FedEx®, DHL®, TNT, and others.



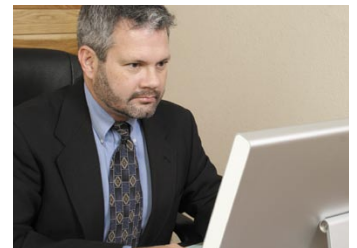
Mailbox Services

MBE locations can provide a full-service business address offering privacy, security, and convenience. Mail and packages from any country can be received and forwarded and customers can call in to check the arrival of an item. Most locations offer 24-hour access to mailboxes and copy machines.*



Office, Packaging & Mailing Supplies

Convenient, one-stop-shopping for business and shipping products are part of the appeal of MBE centers.



Computer Services

Many MBE locations offer computer time rental with Internet and e-mail access, Microsoft Office® and other popular software, as well as access to printing and scanning services.

*At participating locations

Printing & Fax Services

MBE centers can meet a broad range of printing needs, including printing business cards, stationery, name badges, and labels. Customers can also send, receive, and forward faxes around the corner or around the world.

International Forwarding

Through its affiliates, MBE can provide international customers with a U.S. address for receiving mail, parcels, and products purchased through catalogs or the Internet. Items are then shipped to the customer's local MBE center.*

Postal Services

MBE works closely with the national postal services of many countries, offering their parcel, express courier and basic mailing services. In the U.S., MBE offers a wide range of U.S. Postal Service Products.

E-Business Solutions

The MBE network is ideal for e-commerce transactions and for the delivery of online purchases. MBE centers can hold packages in a secure location for pickup and if something needs to be returned, we can handle that, too.



S
service



Document Services

MBE locations offer a wide range of services including color and black-and-white photocopying, laminating, binding, high-volume copying, and digital printing from computer files.*



Packing Services

From fragile art objects to computer equipment, customers count on us to prepare items properly for shipping.

One-stop
convenience

*At participating locations

Ongoing support.

Over a quarter century of experience has proven that the MBE concept works in a variety of economic and cultural environments. Put the MBE concept to work in your country.

As part of the MBE network, you will receive: A proven operating system. We know how to get a business up and running. Since 1980, we have done it more than 6,000 times. We have developed a highly effective, proprietary business system. In addition, you will learn from our experiences and capitalize on this expertise to meet the needs of your market.

Training, guidance, and ongoing support. Training is provided for all levels of ownership. Master licensees receive training at the MBE Home Office covering all aspects of MBE center ownership and operation. This training is designed to help you develop and manage a thriving network of MBE centers across a country or territory. Our operations team regularly visits master licensees to assist with specific needs as the business grows. Area Franchisees and franchisees receive training from their master licensee. In addition, there are opportunities to share ideas and network with members of MBE's worldwide family at regional and global conferences.



Proven Business model





Global network, global brand.

There is strength in numbers. Negotiating strength and purchasing power can lead to significant bottom-line results. Your power is enhanced when you are part of MBE's global network. As the MBE network expands in your country, there is an opportunity to develop corporate account programs similar to the ones in the U.S. that service large, multinational companies such as Xerox®, Qwest®, IKON® and many more. Participation in the global network also allows you to share business ideas with thousands of franchisees and master licensees. This open exchange of information is crucial in building your business.

Brand awareness and recognition. Known and immediately recognized in the U.S., the MBE name continues to gain recognition around the world. The association with MBE will benefit you when negotiating with local vendors and suppliers. In addition, MBE's reputation of world-class service will help drive customers into your business.

Research and business development. New products and services are continually being developed at MBE. As we conceptualize, test, and implement new programs, we create a stronger, more diverse MBE concept.

Mail Boxes Etc., Inc. has global presence in over 30 countries worldwide.



Ingenious vision.

If you want to lead MBE's development in your country, it will take more than investment capital and management skills. It will require the same ingenious vision, long-term commitment, and leadership that makes MBE a leader in the global market.

As an MBE master licensee, you and your team will function as the "MBE Headquarters" for your country. With training and support, our proven models and systems will help you grow your MBE network and maximize center performance. Through franchising, you will be in a position to grow your MBE network rapidly and generate revenues from the sale of franchises and the collection of ongoing royalties from MBE centers in your area.

The next step to be considered for a Mail Boxes Etc. Master License or franchise is to complete the 'Request for Information' form by visiting the International Opportunities page on www.mbe.com. All information will be held in the strictest confidence. Submitting this questionnaire does not obligate you in any way. Upon receipt of your request, we will contact you and provide additional information and guidance.

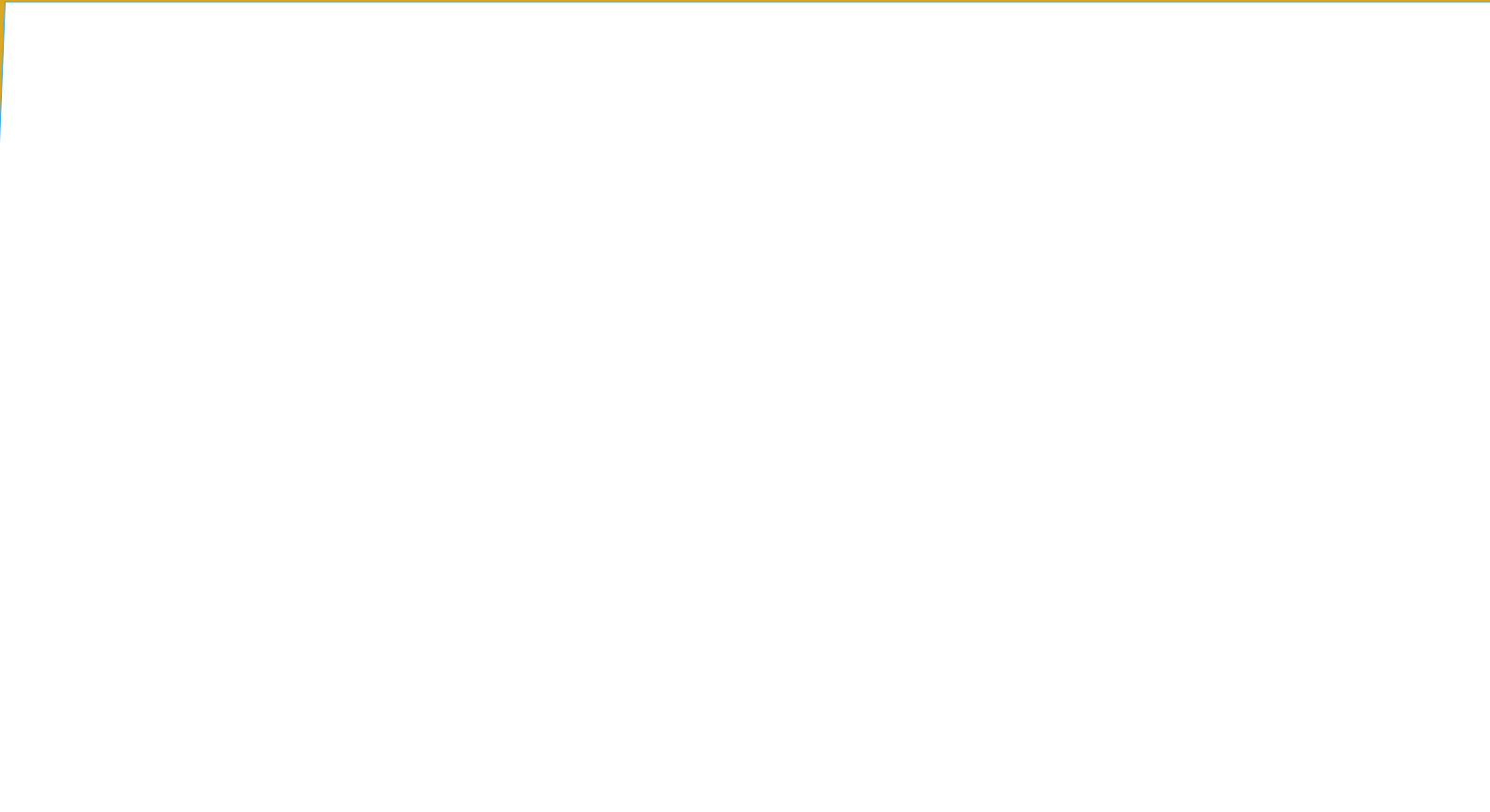
For additional information about MBE and our franchise opportunities around the world, please call us at +1-858-597-8513 or visit our web site at www.mbe.com.



"MBE's 25-plus years of experience, industry leadership and innovation offer the perfect combination for growth and development in the retail business-services industry. We're looking for leaders with vision, commitment and drive to be part of our dynamic worldwide organization."

— Tom Crockett, VP Worldwide Sales and Marketing

Inspired
leadership



Take the next step.

Apply today.



Core Values:

Caring

Trust

Honesty

Respect

Fairness

Commitment

Integrity

Accountability

Our Mission:

Making business easier worldwide through our service and distribution network, delivering personalized and convenient business solutions with world-class customer service.

www.mbe.com



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A UPS® Company

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