

<http://www.unitedpackagesmashers.com/smf/index.php?action=printpage;topic=230.0>

The United Package Smashers Forums

UPS Customers => Unhappy Customers => Topic started by: Keith on February 06, 2004, 12:32:56 pm

Title: **UPS Better Business Bureau Reports**

Post by: **Keith** on **February 06, 2004, 12:32:56 pm**

People are constantly e-mailing me asking about UPS's BBB report and where it can be found. A direct link to their main report is shown below. It is important to note that while the BBB gives UPS a satisfactory rating, this is only because the respond to the BBB's letters and explain how they are not to blame for the issue at hand.

The BBB doesn't work the way most people think it does. Companies pay several thousand dollars a year to be a part of the BBB. People trust companies that display the BBB logo and the BBB knows this. They also know that companies will not pay the BBB to bash them. Therefore, the BBB only gives an unsatisfactory rating to member companies when those companies have so many complaints that the BBB begins to look biased if they don't give them a bad rating.

Non-member companies will get an unsatisfactory rating upon receipt of the first complaint that goes unresolved. This is because the BBB doesn't make any money from this company because they aren't a member and so the BBB has nothing to lose by slamming that company.

If you call as the owner of a company, they push this aspect quite heavily. I did call them once to look into it. If only I would have recorded the conversation, I would have had enough evidence against them to justify a BBB Sucks website.

The bottom line is: Don't trust UPS because the BBB says you can. The BBB has its own agenda and for a company like UPS that has several paying memberships with them that each cost several thousand dollars, they are more than willing to overlook many things.

>> <http://atlanta.bbb.org/WWWRoot/Report.aspx?site=39&bbb=0443&firm=8866>

Title: **UPS Better Business Bureau Reports**

Post by: **fuse** on **March 01, 2004, 03:08:32 pm**

Keith,

It wouldn't surprise me if UPS paid BBB to give them a "satisfactory" rating. They haven't been afraid of paying off OSHA.

Peace.

Title: **UPS Better Business Bureau Reports**

Post by: **Keith** on **March 21, 2004, 02:12:21 pm**

Quote from: "fuse"

They haven't been afraid of paying off OSHA.

Like the modern day equivalent of the mafia. Paying everyone off.

:lol: :lol:

Title: **UPS Better Business Bureau Reports**

Post by: **upsslave** on **October 08, 2004, 12:29:18 am**

Ask your local federal elected official just how much cash and or family members are employed by the BOX NAZIS. It will blow you away at just how bought and payed for are government is. :evil:

Title: **UPS Better Business Bureau Reports**

Post by: **Fighting Cancer & UPS** on **March 11, 2005, 09:23:45 am**

Thanks for the BBB link!

Just filed a complaint Thursday with the Atlanta BBB reporting the UPS "hit-and-run" property damage & all the **BS** & lies afterwards by the dishonest criminal-coward driver & his weasel-mouthed "ghost" BS-artist mgr/supv.

Title: **UPS Better Business Bureau Reports**

Post by: **FanOfDJ** on **March 17, 2005, 12:05:01 pm**

Can one register a complaint about the BBB on their own website? :?

Title: **UPS Better Business Bureau Reports**

Post by: **tj** on **October 27, 2005, 10:45:17 pm**

fuse safety meetings are just to make them look good. and the eri. i had suspicions that something wasn't right. because most workers strongly disagree with ups. TEAMSTERS!

Title: **UPS Better Business Bureau Reports**

Post by: **Keith** on **October 22, 2006, 12:57:49 am**

Quote from: "FanOfDJ"

Can one register a complaint about the BBB on their own website? :?

You could try to send that in, but they'd probably close it with a status of "Administratively Closed" which means, in BBB terms: "BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer."

Title: **Re: UPS Better Business Bureau Reports**
Post by: **Keith** on **May 21, 2007, 06:50:18 am**

Hmm, now this is interesting.

For the last several days, the report has been showing the following message:

"The Bureau's information on this company is being updated, and no report is available at this time."

Title: **Re: UPS Better Business Bureau Reports**
Post by: **upsmancro** on **July 11, 2007, 02:31:56 am**

Come on now..... Ups does not pay off the bbb, Dont believe everything u read!!!!!!! ::)

Title: **Re: UPS Better Business Bureau Reports**
Post by: **Keith** on **July 29, 2007, 12:08:54 am**

Hmm, BBB report is still being updated. Now isn't that interesting? When they finally finish the update, I guess the report is gonna be much more detailed than it was, since if they are still updating, my god, it must be one hell of a huge update, to be taking this long.

Title: **Re: UPS Better Business Bureau Reports**
Post by: **plot** on **July 29, 2007, 12:30:58 am**

Really now, all the BBB does is tell people if a company sucks. i don't think they have any power beyond that.

everyone already knows UPS sucks, so why does it even matter?

Title: **Re: UPS Better Business Bureau Reports**
Post by: **Keith** on **December 19, 2007, 03:45:52 am**

[Quote from: plot on July 29, 2007, 12:30:58 am](#)

Really now, all the BBB does is tell people if a company sucks. i don't think they have any power beyond that.

everyone already knows UPS sucks, so why does it even matter?

The BBB doesn't even tell that. Its simply a place to register a complaint, when legal action happens (Class Actions) and its determined that a certain class of people are entitled to damages, the BBB is often searched for complaints that meet the requirements. Its a way to go on record as having a complaint.

Title: **Re: UPS Better Business Bureau Reports**
Post by: **fm43** on **January 24, 2009, 02:33:46 pm**

I am seriously thinking of reporting UPS myself. I have never, and I mean ever received a package on time. I never use UPS because I know better but sometimes when you shop online the seller ships UPS even when begged not to. Every experience I have had with UPS has been dreadful. Xmas gifts lost, late etc. Drivers putting delivery notices on my door when they don't even have my package with them to deliver, shipping my packages across the US/canada border several times and causing the COD import charges (plus UPS hidden fees) to be almost 100 dollars. UPS is the worst possible way to get anything anywhere, they are over priced, deliver a horrible service, there is never an assurance that you will even receive what you ordered/shipped when it's given to UPS (U pick up your own shit) . The lastest dealing I had with them i ordered something online from California and when it got to canada they shipped my package from Calgary, CA back to Redmond (US) and back to calary then back to redmond three times before it reached me and I got charged three times the import charges plus received my expensive delicate package nearly destroyed and had to pay the driver 70 dollars due to their incompetence.....that's retarded. This is my 10th time being screwed by UPS from online shopping. >:(I think im going to file a claim with the BBB especially for my two incidents where (with no door bell or knock) they put delivery attempts notices on my door and when I came out to get my package was informed "I don't have it, we are told to do that when the packages are late" by the UPS driver and the lost/damaged packages from every order I have ever placed ::). UPS sucks, we need T-Shirts! I will walk into UPS (not to mail anything god no) just so they can see the shirt.