

PACKAGEHUB[®]

BUSINESS CENTERS



COMPANY PROFILE

About Us

PackageHub[®] is the fastest-growing and second-largest logistics franchise in the industry. Known for its innovative non-traditional franchise model, PackageHub empowers local entrepreneurs by combining their independence with the collective strength of a national brand. With a commitment to community and customer experience, PackageHub continues to transform logistics with advanced, accessible solutions.

PackageHub is revolutionary in its approach, offering a non-traditional franchise model that maintains the independence of local entrepreneurs while providing them the collective strength of a national brand. This model has proven essential for small business owners looking to grow and thrive in a competitive market, allowing them to leverage national partnerships with logistics giants such as FedEx, UPS, and Pitney Bowes.

At the heart of PackageHub's operation is a strong commitment to the local community and the end consumer. Each PackageHub store is tailored to offer a personal touch, maintaining strong community ties, and ensuring that every customer experience is seamless. Its innovative solutions, such as the no-box, no-label PackageHub Returns process, pioneered in partnership with Pitney Bowes, ensure convenience and efficiency, enhancing the consumer's retail experience.

Industry History

Our stores have been around for a long time. In some cases, they've been open since the 1970's! A lot of little shipping shops (independently owned & operated) started opening all across the states in the 70's, 80's, and 90's, offering a collection of essential business services like faxing, printing, key duplicating, packing & shipping, and mailbox rental.

The USPS saw us as mailbox rental competitors. UPS and FedEx saw us as small-time Mom & Pop shops—and they would eventually create their own stores to directly compete with us. The first "The UPS Store" opened in 1980; and FedEx bought Kinko's in 2004 and called themselves "FedEx Office".

In recent years, Amazon has developed a logistics network that now rivals FedEx and UPS. They are turning the industry upside down, and we didn't want our stores to disappear while these giants fought it out. As a result, we began to unite under one name.

AT A GLANCE

COMPANY:

PackageHub Business Centers[®]

HEADQUARTERS:

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WEBSITE

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START-UP DATE

The PackageHub[®] franchise concept was announced in August of 2019 at the Retail Shippers Expo in Las Vegas. The first franchise was approved in March of 2020.

NETWORK REACH

1,000+

Franchisee locations in the U.S.

* As of May 2024

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Our Story

In March 2020, as the world faced the onset of an extraordinary global pandemic, PackageHub Business Centers® launched with the signing of our first franchisee. Despite the global economic slowdown, we defied expectations, expanding our network from a solitary member to an astounding 300 in just six months.

Although our pace decelerated slightly in 2021, our expansion in strategic partnerships and digital platforms was nothing short of phenomenal. As trailblazers in the retail shipping industry, we actively engaged in industry events, enhanced our nationwide marketing efforts, welcomed new

partners, and expanded to an impressive 700 franchise members.

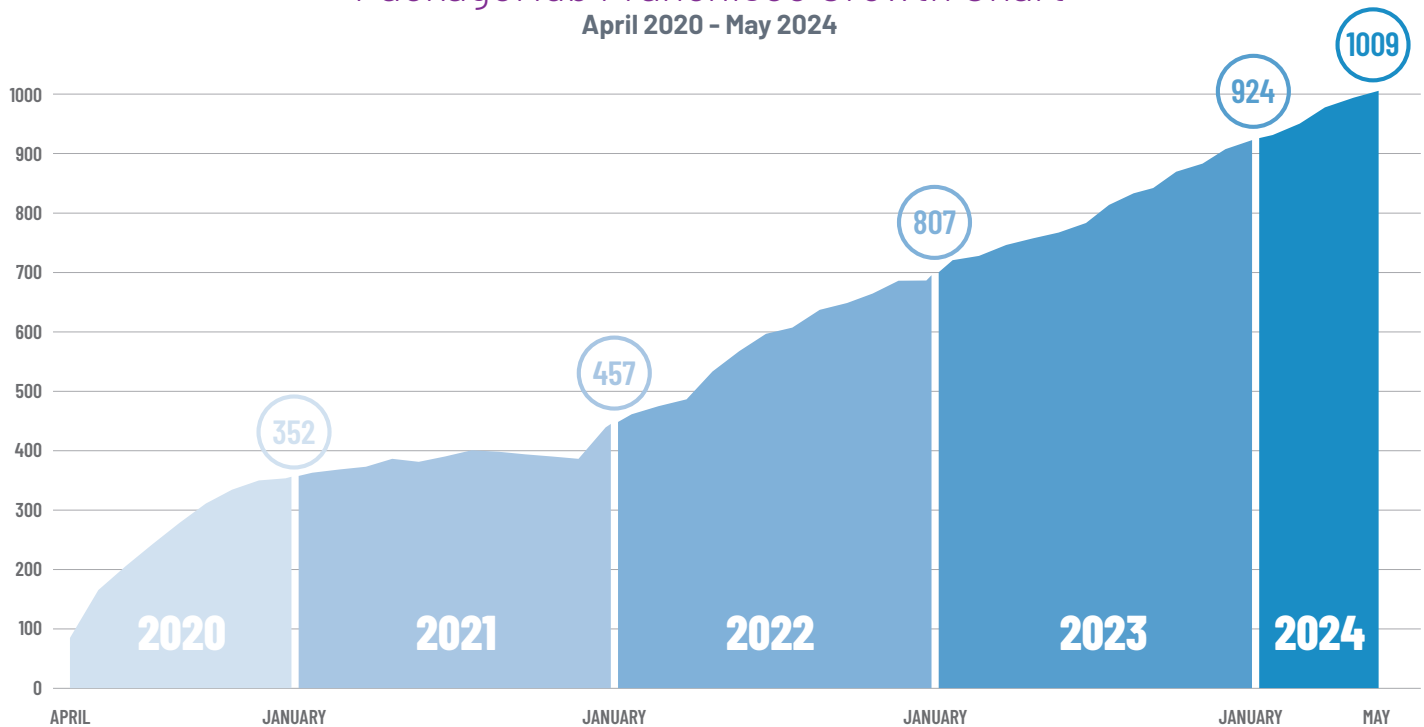
The remarkable growth and thriving partnerships we've experienced in our initial three years can be attributed to the dynamic community of retail shippers across the United States. Their steadfast confidence in PackageHub's vision and delivery has been the driving force behind our success, catapulting our membership to over 900 in just four years.

As we move forward, PackageHub remains committed to pioneering innovation and

excellence in the retail shipping sector. Our journey thus far has been marked by rapid growth and strategic achievements, but we believe this is just the beginning. We continue to embrace the challenges and opportunities that lie ahead, with a focus on fostering enduring partnerships and expanding our community.

PackageHub® is the protector of the little shipping shops, the small guys, the underdogs – because PackageHub believes that Mom & Pop shops have always been, and always will be, the heart of every community.

PackageHub Franchisee Growth Chart April 2020 - May 2024



Leadership Team

BRANDON GALE – President & Co-Founder

RUTLEDGE SCARBOROUGH – IT Director & Co-Founder

STEVEN S. WEIGMAN – Chief Financial Officer & Co-Founder

PETER WIXSON – Creative Director & Co-Founder

GREG OJEDA – Senior Vice President of Strategy

RAJAN DORASAMI – Vice President of Operations

KYLE CHEUNG – Vice President of Engineering

TONYA BENTON – Franchise Support Manager

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Franchise Concept

The PackageHub Business Centers® (PBC) national store network is a non-traditional franchise model that unites the best-of-the-best independent retail shipping stores into a nationally-branded network. This network will help entrepreneurs take their business to the next level and profit from new opportunities in the digital economy.

To become a PBC member, store owners must first meet the network requirements, successfully complete the membership application and approval process, agree to the terms of the PBC Franchise Agreement, and pay monthly membership fees.

Products & Services

PackageHub's network of independently owned retail shipping locations offer a variety of products and services catering to small business owners, remote employees and the local community. Our locations can provide a robust list of solutions, including; professional packing, retail & eCommerce returns, domestic & international shipping, print & copy services, document finishing, private mailbox rentals, notary services, fingerprinting, secure document destruction, office supplies and more.

Typical Franchisee

The PackageHub franchise uses a conversion model, that is, all franchisees had an existing retail shipping store location prior to joining PackageHub. At this time, PackageHub does not offer a path for starting a franchise from the ground up. Following are some general statistics on a typical location.

STORE SIZE: 800-2000 square feet

OWNER OPERATED: Yes

STAFF (Including Owner): 1-5

CARRIERS: UPS, FedEx, DHL, USPS

OPEN HOURS: Monday - Saturday

YEARS IN OPERATION: 1-15+

ANNUAL REVENUE: \$200K - \$1.0M

MAJOR MILESTONES

2020 Milestones

MARCH | 001

The first PackageHub Business Centers® franchise agreement was signed.

APRIL | 100

PackageHub® achieved a significant milestone with 100 franchisees, notably expanding our national franchise network.

MAY | 200

A month following, we commemorated the signing of our 200th franchisee.

JUNE

Coverage of our inaugural franchisee and rapidly growing network featured on the front cover of RS News, a leading industry magazine.

JULY

Subsequently, we launched a dedicated support website, a unique platform for our franchisees to access resources & information. We launched our official, customer-facing website: www.PackageHub.net

AUGUST | 300

A few months after our initial franchise signing, we welcomed our 300th franchisee.

NOVEMBER | 350

We initiated our first digital National Advertising Campaign. However, between August and November, we only added 50 franchisees; a discernible slowdown in growth likely attributable to COVID-19.

2021 Milestones

FEBRUARY

The inaugural episode of "State of the Hub" was released. Hosted by the President of PackageHub®, this video series provides current news updates to our franchisees.

MAY

The official launch of the PackageHub® Marketplace now offers branded merchandise for purchase.

SEPTEMBER

Our digital National Advertising Campaign has achieved over 35 million impressions.

OCTOBER | 400

The President of PackageHub® delivered the closing speech at an online event (*A Slice of Expo* - by Retail Shipping Associates), featuring representatives from UPS to announce our new business relationship with UPS. Additionally, we announced a new business relationship with RJ Young.

Gaining momentum, our franchise network celebrated reaching 400 members. PackageHub® released a series of brief promotional videos for in-store display for franchisees.

DECEMBER | 450

Within just two months, our franchise network expanded to an impressive total of 450 members.

2022 Milestones

JANUARY

An alliance for package drop-offs was formed between PackageHub®, Pitney Bowes, & PostalMate.

MARCH | 500

A big milestone for any franchise, we proudly reached 500 members.

MAJOR MILESTONES

2022 Milestones *(continued)*

MAY | 600

We swiftly reached our next major membership milestone, attaining 600 members.

JUNE

The Postal Connections franchise officially became part of the PackageHub® franchise network.

SEPTEMBER | 650

Adding another 50 members to our franchise is no small achievement.

OCTOBER

Featured on the RS News magazine cover again, the article highlighted the one-year anniversary of our partnership with UPS.

NOVEMBER

This is the two-year mark of our on-going digital National Advertising Campaign.

DECEMBER | 700

In 2022, we welcomed over two hundred new members, bolstering our franchise network to a robust 700.

2023 Milestones

MARCH | 750

With consistent monthly growth, PackageHub® welcomed its 750th member.

MAY

Members previously operating as sub-brands were able to transition to fully branded PackageHub® stores.

JUNE

We announced our new business partnership with FedEx.

JULY | 800

Onwards and upwards, we reached 800 members. RS News magazine featured the new PackageHub® and FedEx partnership as their cover article.

AUGUST

Marking four years since its debut, PackageHub Business Centers® was first introduced at the 2019 RS Expo & Trade Show. PackageHub® attends the RS Expo & Trade Show as a Platinum Sponsor.

NOVEMBER

The President of PackageHub® announced the upcoming launch of a consolidation program called PackageHub Returns™.

DECEMBER | 900

From our first franchise signing in 2020, we grew to sign our 900th member by the close of 2023.

2024 Milestones

MAY | 1,000

With continued and steady growth, PackageHub® welcomed its 1,000th member.