

BACK MOUNTAIN BUSINESS SPOTLIGHT: THE UPS STORE

Local franchise is family owned and operated

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One thing Larry Sprinkle, 67, owner of The UPS Store in the Dallas Shopping Center, and his wife Sally, 62, said they enjoy most about running the business is the element of surprise contained in each work day.

"It's fun," Sally said. "You never know what will come in the door. It (the job) can be problem solving... That's what makes it fun and interesting. It's never a dull day."

A short while after saying this, the Sprinkles watched a customer, Marilyn King, of Kingston Twp., walk in with a horse saddle she needed to ship to a buyer she'd just sold to over the Internet. The UPS Store Assistant Manager Harry Harter, of Trucksville, set to work immediately measuring the saddle to find the right size box, then he and Larry carefully lifted the saddle, testing it in a couple different boxes to be sure of the perfect fit.

This certainly wasn't the most unusual item the store ever shipped, however.

Not even close. That, according to the Sprinkles, would be a Texas Longhorn, as wide as a car hood, with curly tips they feared would break off should they package it in an incorrect manor.

Packing and shipping is the store's specialty, and Larry said UPS (United Parcel Service) is the "number one" service for overnight shipping. He added the store provides a "Pack and Ship Guarantee," which means if an item which was packaged by The UPS Store associates using new materials purchased there and shipped from that store is damaged or lost in transit, the customer will be reimbursed for the packaging and shipping costs, as well as the item's value, repair or replacement cost.

The UPS Store will ship any item, regardless of the size and follows its trademark of "Big or small, we ship it all!"

"Grandma's heirloom chair. A hand-carved mahogany pool table. Even your car," states a store pamphlet. "No matter how big or small it is, we can get it to wherever it needs to go."

Packing materials, packing and shipping, however, is only a part of the variety of products and services offered at The UPS Store. Larry said the store also offers notary services, faxing, passport photos, a wide variety of printing services, mailbox services, office supplies, greeting cards and more.

"We try to let the customers utilize the store as an office for themselves," he said.

Those with "house accounts" receive 24-hour access via a key to the front door, so they can check their mail and use the copier whenever they desire. The mailbox services provide an actual street address, rather than a post office box number. Customers can also receive packages at the store through a service called "My Choice."

Larry said the most outstanding aspect of the business is its customer service, which is his top priority.

"If you don't serve the people and help them, they won't come back here. That's so important," he said, adding the people are the best part about running the business.

Sally agreed. "We enjoy serving the people," she said and Larry added, "And we know so many of them."

Larry purchased the business in 2001 which originally opened in 1996. Sally often helps in the store, but teaches French at Wyoming Seminary as her primary



Elizabeth Baumeister photos | The Dallas Post
Larry Sprinkle, left, owner, and Harry Harter, assistant manager, measure a saddle in order to find the perfect size box in which to ship it for customer Marilyn King at The UPS Store.



Displaying suitcase boxes used to ship luggage as an alternative to carrying it on airplane trips are, from left, Harry Harter, assistant manager; Sally Sprinkle and Larry Sprinkle, owner, The UPS Store, 62 Dallas Shopping Center, Dallas.

job. The two pointed out the business is truly "locally and family owned and operated," as Sally grew up in the area and Harter is her brother.

Their advice to other small business owners is to "be on top of your expenses" and "build a good customer base."

"You have to treat them right," Larry said. "Be fair and honest."

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Dallas artist exhibits his work at Friedman Gallery

Jason Brady will be among the featured artists when the Pauly Friedman Art Gallery at Misericordia University presents "Capturing Realism 2013," a biennial exhibit of works by instructors, alumni and apprentices from the nationally-renowned studios of the Ani Art Academics and acclaimed modern master Anthony J. Waichulis.

The installation will be on display Sept. 7 through Oct. 31.

The 24-year-old Brady is a life-long resident of Dallas. He will have the charcoal drawing "Rebirth" on display and a second drawing "Desert Pilgrimage" will be unveiled.

His drawings have also been exhibited in "The Big Gamble" exhibit at Rehs Galleries in New York, N.Y., as well as in the "New Season, New Works" exhibit at Mainstreet Galleries in Kingston. His drawing "Just a Game" also won first place in the drawing category in the Art Renewal Center's 2012/2013 International Salon.

Brady describes his drawing "Rebirth" as "a charcoal drawing that portrays the shells that make up the layers of an individual. The shells serve as a façade to protect, hide and deceive

others from what truly dwells within, a pearl. Unfathomable probabilities occurred for this rare beauty to take shape."

The exhibit will open with a Meet the Artists Reception from 5 to 8 p.m. on Saturday, Sept. 7 in the Pauly Friedman Art Gallery. Gallery hours are 10 a.m. to 8 p.m. Tuesday through Thursday, 10 a.m. to 5 p.m. Friday and 1 to 5 p.m. Saturday and Sunday.



Jason Brady's charcoal drawing "Rebirth" will be among those on display at the Pauly Friedman Art Gallery at Misericordia University from Sept. 7 through Oct. 31.

For more information, call 674-6250.

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