
Subject: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [PeregrineStudios](#) on Sun, 14 Oct 2012 20:26:54 GMT
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Put simply, for the sake of your customers, it's time to tell UPS to print a steel rod and stick it somewhere. They are the single most expensive and manipulative shipping group in the world - aside from the questionable legality of slapping brokerage fees on unsuspecting buyers (even though the law says both parties must be aware of terms and agree to costs beforehand, and UPS never told me I'd have to fork over extra cash), there's also the fact that those fees are outrageously high and completely unnecessary.

I don't understand why any company or individual would use UPS if they have any choice in the matter. We, as your customers, do not have a choice, because you've arbitrarily decided to use UPS and nobody else. You, Shapeways, do have a choice, and you can choose different shipping agents. If you care about your customers, you'll switch over to an alternative as soon as possible.

Subject: Re: It's Time to Stop Using UPS
Posted by [mkroeker](#) on Sun, 14 Oct 2012 21:06:08 GMT
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Let me guess - you are a Canadian ? From all I have seen here, this seems to be an issue with the Canadian branch of UPS (for whatever reason - do they have to collect import taxes, or are they simply in such a strong position in the Canadian market that they can charge additional fees at will?) I have no problem with UPS over here in Germany (except maybe their outrageous parking habits, but they are on par with German Postal Service in the disguise of Documents Hopelessly Lost). Shapeways surely is well aware of the problems their Canadian customers are experiencing, but it may not be easy to find another shipping solution (chances are that they got a special deal from UPS in return for an exclusive and/or long term contract).

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Sun, 14 Oct 2012 21:12:19 GMT
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Good guess!

Yes, I'm Canadian, and no, the fees they charge are not import taxes. Sometimes there are import taxes, and I happily pay them, but UPS will often charge brokerage fees approaching 50% of the total order when all they did was sign a couple pieces of paper and pay a very small import fee (probably 3 to 10 dollars).

For example, I recently ordered some Shapeways prints that totalled \$55 - I had to pay \$20 in brokerage fees, not to Canada customs, not as import tax, but for the privilege of UPS signing a couple papers for me. It's possible - after a lot of grappling, arguing, and occasionally legal-threatening - to self-clear the shipment and not have to pay those brokerage fees, but I don't order bulk. I order various small shipments, and I don't have time to grapple with UPS to self-clear every single one of them.

This is a really serious concern. I don't know where Shapeways is based, but my UPS receipt shows the shipper as Shapeways, based in New York - if it's coming from the US, the USPS is an infinitely greater choice for shipping than UPS for us Canadians.

EDIT: Let me just add that I would be happy to pay more shipping to the USPS than pay low shipping and a huge brokerage fee to UPS. \$6.50 shipping is great, but I'm betting USPS shipping would be cheaper once you factor in the extra cost (and aggravation) of UPS and their moneygrubbing.

Subject: Re: It's Time to Stop Using UPS
Posted by [mkroeker](#) on Sun, 14 Oct 2012 21:30:57 GMT
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Ouch. This does sound "interesting" at least. Well, at least you are still better off than that poor chap over in the General Discussion forum who cannot order any of his stuff at all as he lives in Russia... maybe you should team up and meet mid-way to live in Reykjavik, Iceland
Problem from shapeways' side of this is probably that "all of us" (non-Canadian customers, that is) may have to pay more if UPS loses its exclusive status.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Sun, 14 Oct 2012 21:35:05 GMT
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Yep, and that's how they get you. Give you cheap shipping to entice you in, and oh by the way, please don't ship with anyone else ever, and then they !@#\$ you on the rebound.

I don't want to make other people pay more shipping - that's the last thing on my list. On the other hand, I also resent it if Shapeways' opinion on the matter is, 'yeah, well, to hell with those Canadians, who cares about their shipping costs.' If I can't use a shipping agent other than UPS here I'll just have to go elsewhere - which would be a bum deal for me and Shapeways, because they'd lose a customer, and I'd have to deal with much more sketchy companies, most of whom don't even offer metal printing.

Subject: Re: It's Time to Stop Using UPS
Posted by [Chris Mears](#) on Sun, 14 Oct 2012 23:42:24 GMT
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I agree.

Furthermore UPS is the single reason why I just can't get excited or interested about placing any future orders with Shapeways.

I live in Prince Edward Island and until only a couple of weeks ago we had no actual UPS office anywhere in our province. Instead our local Purolator company acted as an agent for UPS. With both of my purchases I went through the exact same scenario: UPS will not leave a card at my house to notify me if I missed their delivery driver so I have no way of knowing that my parcel is even on PEI. My only option is to obsessively check the UPS website to know when it might have arrived. The first time I ordered from Shapeways the UPS website advised that I needed to call UPS regarding it's delivery. If you have a great deal of time to waste you should really try calling UPS and try to get a human to talk to. They just don't hire them. After a number of tries and a tremendous period of time I finally did find a human in there. That guy must have been new and accidentally answered the phone:

"We've tried delivering three times to your address already and if you do not pick up your parcel we're going to have to return it" was their advice.

"First I've heard of it" I replied

"Where do you pick up a parcel?" I asked. The guy on the phone told me they don't share that kind of information.

I really love the brokerage surprise when you do finally get your parcel. There's no precise calculation and the Purolator office insists that you can not pay by credit card. Only cash or cheque. Apparently, and I quote: "UPS won't accept credit cards". Funny, their website says they

do.

In retrospect I see now the trend my rant is taking and I'll curtail it here.

UPS service is crap and their terrible service has become the face of Shapeways to me. I can't separate the two.

The face of a company is the person that serves you. Shapeways is just a website and they're building a business with a lousy sales team on the front end. You have to really want something from them to deal with their shipping team. The product is awesome. I really, genuinely wish the shipping thing could be fixed.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Mon, 15 Oct 2012 00:08:29 GMT
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Well said, I agree completely, you're absolutely right.

If Shapeways is partnering with UPS and forcing us to use them, and only them, as a shipping agent, then Shapeways is saying, "We are comfortable with the level of service UPS provides. We think they reflect favourably on us and our work. Our level of care and concern for you our customers has led us to UPS."

And I'm not comfortable working with a company that would have such low standards for customer service and quality that they would see how UPS behaves and say, "Yes, this is acceptable, and we want this trend to continue."

Subject: Re: It's Time to Stop Using UPS
Posted by [stonysmith](#) on Mon, 15 Oct 2012 01:40:56 GMT
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You need to take into account the fact that most of the models are shipped from the Netherlands.

I live in the US, so I don't know what the exact situation is, but I imagine that it's rather hard to flag down a USPS mailperson every day when you are in Eindhoven, NL. It's not like there's a USPO on every street corner.

Yes, I feel your pain.. UPS is not my favorite either, but I do know that it's difficult for a multi-national company to get good shipping rates to all locations.

For them to have two separate shippers, I can imagine that the labor in their distribution process has to at least increase by 50%.

Give them time.. they'll work out something.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Mon, 15 Oct 2012 02:14:12 GMT
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Are you certain they are shipped to ME from the Netherlands? My shipping receipt has the shipper (Shapeways Inc.) listed as being in New York. Even if they are printed in the Netherlands, they seem to be shipped to me from New York. In which case, there would be a USPO on every street corner.

Even if it's shipped to me direct from the Netherlands, it's still completely unacceptable to offer only one shipping method. It's unethical and disrespectful to the customers to make us suffer with lousy shipping so Shapeways can make a deal with them.

I hope they are working on something, but I haven't seen any indication that they are. It would be nice if they could at least let us know they give a damn and solutions are being looked for. I'm trying to sell a lot of my creations on Etsy, and I'm having to mark up my products significantly more than my competition to deal with these damned UPS fees. If it gets to the point that my business is suffering I'll have to take it elsewhere.

Subject: Re: It's Time to Stop Using UPS
Posted by [terenceyan](#) on Mon, 22 Oct 2012 13:55:31 GMT
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I'm pretty sure they ship to Canada from US, not from Netherlands. It's my first time ordering from Shapeways so I don't know if this is always the case. I live in Toronto and the UPS tracking list initial point of tracking as Louisville, Kentucky. The delivery notice on my door from UPS also says package from USA.

Around Toronto, there's quite a few UPS outlets but none of them actually deal with delivery, just franchise for shipping out. Even in a major Canadian city I have drive 1 hour to pickup at their depot.

Compared to all the other shipping services from US to Canada, UPS is the worst by far. USPO shipping is delivered by Canada Post (our national mailing) so there's plenty of pickup points. Same with FedEx and DHL, great customer services despite they are not Canadian delivery services. UPS is the only one I ever had drop packages outside my door on a rainy day... So I feel your pain.

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Thu, 15 Nov 2012 07:04:28 GMT
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terenceyan wrote on Mon, 22 October 2012 13:55

Compared to all the other shipping services from US to Canada, UPS is the worst by far. USPO shipping is delivered by Canada Post (our national mailing) so there's plenty of pickup points. Same with FedEx and DHL, great customer services despite they are not Canadian delivery services. UPS is the only one I ever had drop packages outside my door on a rainy day... So I feel your pain.

I just posted about this issue in another thread, but you said it more eloquently. UPS is by far the worst, and i can't believe they are still in business. To pick up anything, I'd have to drive an hr from Vancouver, and they are only open M-F??? People have jobs.

OK, enough venting. It gives me a bit comfort knowing that I am not alone.

This is my first shapeways order and I am very unsatisfied right now.....not Shapeway's fault, but it does play a huge factor when thinking about future orders.

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Thu, 15 Nov 2012 07:10:13 GMT
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Until a more reasonable shipping company is used, I'd recommend reship.com. I've used them before for orders that are not available in Canada. Basically, they send the shipments to a facility in portland OR (no sales tax). Then they reship it to Canada or wherever (you have to pay for the shipping of course) and at least they take it to Canada Post so you'd actually have easier access to your purchase. I recently changed my shipment to the reship.com address solely due to the horrible Canada/UPS issue. You do pay for double shipping (shapeways/ups and reship/canadapost), but at least you have access to your product.

Subject: Re: It's Time to Stop Using UPS
Posted by [PlainOrb](#) on Thu, 15 Nov 2012 09:31:23 GMT
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I've just saw UPS tracking that says " Invalid tel# Unable to clear customs" , doesn't shapeways UPS bill include tel # of the recipient ?

Subject: Re: It's Time to Stop Using UPS
Posted by [glehn](#) on Thu, 15 Nov 2012 10:00:10 GMT
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Although Canadians have been louder about this issue, it is not restrict to Canada. I have the same issues here in Brazil. I also want to have alternative shipping options.

Regards
Luis

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Fri, 23 Nov 2012 17:27:35 GMT
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Another Canuck speaking out as I have on MANY occasions about the expensive UPS shipping. At least I don't live on PEI... that sounds like a lousy situation.

Quite apart from the expense there just doesn't seem to be a way of calculating exactly how much you will be charged at the door. Unlike the previous poster I wasn't lucky enough to find that stupid human who answered the phone!

I'm not sure what the mentioned issue is with them NOT accepting credit cards, though - I used to be able to pay by cash but now they will ONLY accept payment by credit card.

Re the Etsy issue: Yes, I agree absolutely with the point that factoring in the UPS charges simply makes your product way pricier than most on the site; I swear some people sell their items at a LOSS there they are so damn cheap sometimes! How can you compete with that?

I regularly buy from a jewellery supplier in the US, with packages of comparable size and weight. They, however, give me an option to ship via postal service and how much do they charge me? \$5.80 !! Yes, they say it could take four weeks to get to me and sometimes it does, but for the most part it's about two weeks.

Since no-one from Shapeways seems to want to weigh in here - they're probably so sick of answering the same damn complaints! - I will tell you that I have been told Shapeways is *considering* opening up a Canadian shipping point, and that will make things a lot cheaper for us. How far those plans have come I have no idea.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Sat, 15 Dec 2012 06:05:38 GMT
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I would adore - ADORE - a Canadian shipping point. As it is stands, I'm restricted to orders under \$20, because as soon as I go over \$20, UPS starts slappin' the brokerage fees on, hugely increasing my markup for resale and making it impossible to sell to anyone at the exorbitant prices resulting from it.

It's just simple math. Better shipping options means I'll be able to make models over \$20, order larger quantities at one time, and reduce my markup, meaning more customers will buy them from me, meaning I'll order even more, meaning more money for Shapeways. This is why their insistence on UPS-only baffles me. It's detrimental to me their customer, and to themselves as well. A USPS or FedEx shipping option would alleviate a lot of those problems, and a Canadian shipping point would eliminate them altogether.

Subject: Re: It's Time to Stop Using UPS
Posted by [lancer525](#) on Sat, 15 Dec 2012 12:09:46 GMT
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It's all about the buckage.

Who can make the most of it, and screw the end-customer as much as you can, because the fat cats at the top are not going to take a hit on their profits.

Case in point:

My model was "Origin Scanned" in in Maspeth, NY, on Monday, December 10, 2012 at 7:01 PM.

It was placed on the truck for delivery on Wednesday, December 12, at 8:25 A.M. for a transit time

of 1 Day, 13 Hours, 24 Minutes.

The UPS website had it originally listed to be delivered by close of business on Wednesday, December 12. It has been on the truck, marked "out for delivery" for a grand total of 2 Days, 7 Hours, 35 Minutes. Almost TWICE as long as it took to get from New York, to the distribution center in Swainsboro, Georgia, some 36 miles away.

I called UPS, and was told "It was sent to an incorrect distribution facility, and that error has been corrected. It is now at the Pleasantdale, Ga distribution center, awaiting delivery to you. Mind you, it is still marked as "out for delivery" on their tracking website. No mention of a re-route to another facility. UPS merely changed the projected delivery date on Wednesday, on Thursday, and on Friday.

Here's the problem: Swainsboro is 35 miles away. Pleasantdale is just outside Doraville, Ga, which is 149 miles away.

The UPS rep did not know that Pleasantdale is over 110 miles further away from me than Swainsboro. I don't live in the largest city in Georgia, but that's totally ridiculous, to send a package to a distribution center that is over 100 miles farther away! What are they thinking?

The projected date of delivery is now December 18.

That just happens to be the exact day I needed it in hand. I now won't have any time to do anything to it, if there is anything that needs to be done with it. I can't paint it, I can't use it, and I feel like I have wasted the money I spent on it, because it is now a completely useless thing to me. I ordered when I did, and from whom I did, because it was clear that my order would be delivered on time, and before I needed it.

Unless or until Shapeways gives the people who give them money another shipping option, they won't get my business any longer.

I'm voting with my wallet. Shapeways won't get any more money from me. I don't care how good their stuff is. It's my money, and I choose where I spend it.

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Sat, 15 Dec 2012 14:10:38 GMT
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@PeregrineStudios - I am in total agreement with everything you said there. I am sick of getting shafted by UPS. I've said it before; if I buy from a company in the US who only offers UPS for

shipping I will write to them and request postal delivery. If they want my business they do so, otherwise at least I've let them know they lost my business because of that.

@lancer525 - While I understand where you're coming from (see above!) I'm afraid I'm "locked into" Shapeways. Despite the cost I cannot find a cheaper alternative. I like Shapeways and for the most part love their Customer Support team, but business is business and if a service of equal quality - but cheaper - came along I would have to seriously consider jumping ship.

We are told that Shapeways is "working on" the UPS problem... but we've been told that for at the very least one year...

Glenn

Subject: Re: It's Time to Stop Using UPS
Posted by [natalia](#) on Mon, 17 Dec 2012 20:59:10 GMT
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Glenn, and everyone, we ARE working on alternatives to UPS. It's a very large project and not something that can be changed overnight, like fixing a simple bug on the website, hence we will continue to work on it for some time to come!

As I'm sure you are aware, there are pros and cons to using various mail carriers - for Canadians, USPS would be great as it eliminates brokerage fees, for locals, UPS is great as it provides tracking...the list goes on.

It's not a simple solution, and any solution is not going to please everyone, just like UPS does not please everyone right now.

It's not just a question of the "buckage" either - but a combination of tracking, shipping, cost and location services.

Please know that we DO hear that it is an issue and we are, and continue to, find a good solution for (almost) everyone!

Best,
Natalia

Subject: Re: It's Time to Stop Using UPS

Posted by [lensman](#) on Mon, 17 Dec 2012 21:49:25 GMT

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I can appreciate the logistics of it and please note that I'm not saying to get rid of UPS completely - but rather keep it as an option; give the customer the choice. I'm sure there will be times when I will have to choose UPS myself if I'm in a hurry, even if I don't want to.

Glenn

Subject: Re: It's Time to Stop Using UPS

Posted by [PeregrineStudios](#) on Tue, 18 Dec 2012 00:01:31 GMT

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Summed up pretty much exactly right, Glenn. We're not looking for UPS to be dismantled or anything, and there are times when we'd probably pay for the extra speed. But it's that we have no options that irks me. The only reason I've even using Shapeways at all right now is because there are no brokerage fees on orders under \$20, so as long as I restrict myself to that then I don't need to pay extra - that, and \$6.50 for overnight shipping is great. But again, that's only so long as I restrict myself and my models to under \$20 per order.

It's great to hear from Shapeways and hear that you're working on the problem. That definitely raises my spirits.

Subject: Re: It's Time to Stop Using UPS

Posted by [PlainOrb](#) on Tue, 18 Dec 2012 02:04:44 GMT

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apparently UPS didn't pay attention in protecting the packages. Here is what I received yesterday from UPS:

Guess UPS delivers by a pickup without rain cover ?

File Attachments

1) [DSC09409.JPG](#), downloaded 844 times

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Tue, 18 Dec 2012 03:23:32 GMT
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Ouch - yep, I've been there, PlainOrb. If they don't have any money to collect from you, they drop it on your step, bang on the doorbell a few times to let you know it's there, then take off. Not at home? Well then 'up yours', apparently, because they will absolutely leave it on your front step in a blizzard or a rainstorm. I just barely caught one of mine the other day before a windstorm picked it up and would have blown it god knows where. No matter the condition of the box, I hope your order was fine!

Subject: Re: It's Time to Stop Using UPS
Posted by [PlainOrb](#) on Tue, 18 Dec 2012 07:48:07 GMT
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UPS dropped it, no doorbell no phone call. I just happened to check the tracking and found it was delivered. Someone else had signed on their screen.

Subject: Re: It's Time to Stop Using UPS
Posted by [bartv](#) on Wed, 19 Dec 2012 09:27:08 GMT
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@PlainOrb I'll forward this story to customer service :-/

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Wed, 19 Dec 2012 12:58:42 GMT
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Yes, I too can confirm that when they don't have to collect money they will often (but not always) just leave it at the front door. Luckily, this has never been an issue for me, but in some places I can't imagine that package staying there too long whether it leaves with Man's or Nature's help

Glenn

Subject: Re: It's Time to Stop Using UPS
Posted by [PlainOrb](#) on Fri, 21 Dec 2012 01:05:06 GMT

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@bartv Thanks. UPS should be aware of this.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Fri, 21 Dec 2012 01:35:30 GMT
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Kimotion wrote on Thu, 15 November 2012 07:10: Until a more reasonable shipping company is used, I'd recommend reship.com. I've used them before for orders that are not available in Canada. Basically, they send the shipments to a facility in portland OR (no sales tax). Then they reship it to Canada or wherever (you have to pay for the shipping of course) and at least they take it to Canada Post so you'd actually have easier access to your purchase. I recently changed my shipment to the reship.com address solely due to the horrible Canada/UPS issue. You do pay for double shipping (shapeways/ups and reship/canadapost), but at least you have access to your product.

I don't know why, but I only now really clued in to this post. It's a fantastic idea, and most importantly, it would get around the brokerage fees, my biggest issue with UPS, and would get around UPS leaving packages out in the rain/snow, other people's biggest concerns.

I'll have to give this a try until a more reasonable solution is found.

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Fri, 21 Dec 2012 02:25:49 GMT
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I missed that post, too, somehow.

@Kimotion would you care to share some of your experiences with reship.com... i.e. costs, time frame for delivery, etc.

Glenn

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Fri, 21 Dec 2012 06:02:21 GMT
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After about 6 months of using Reship, I have mixed feelings about it (but a bit more on the positive

side). With Reship you can have anything shipped to Canada by choosing USPS/Canada Post, but the one big drawback is that they seem to take their time. No brokerage fees, but if you choose USPS priority mail (cheapest option) the delivery time is not predictable. Once Shapeways UPS drops it off at reship, it stays at their facility for a whole day (sometimes 2, but once I saw it sit there for 3 days). Then they ship it and it can sit in customs for about 2-3 days, plus a few days for delivery time. So overall, from time of ordering to receiving, it can take from 2.5 weeks to maybe a month.

They have USPS Global Express option (rarely in customs for over 2 days cus they need to move fast), but it can be about \$35 - \$55.

If your item(s) from shapeways total above \$20 and want no brokerage fees, AND if time isn't that much of an issue, I'd definitely use reship.com for shipping to Canada.

Hope this info helps!

-Jeff

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Fri, 21 Dec 2012 11:08:33 GMT
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Yeah, 2.5 weeks to a month is about what I expect when I get a US company to ship by USPS so that doesn't surprise me. But what about the cost? How much for regular USPS/Can Post. The cost for Global Express is way too high.

Glenn

Subject: Re: It's Time to Stop Using UPS
Posted by [glehn](#) on Fri, 21 Dec 2012 11:45:21 GMT
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I am currently testing reship.com as well. The package left their facilities a few days ago and should be here in a few weeks.

Unlike Canada, here in Brazil, UPS charges their fees on every package. Besides that, there are federal and state taxes that I have to pay when importing through UPS, which add to over 100% of the product value. Yes, we pay a LOT of taxes around here.

If I import through normal mail (USPS), only the federal tax apply and it is "only" 60% , And packages are selected by sampling, which means that not all packages are taxed.

So I really don't mind a longer wait as I can save a lot when importing through USPS.

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Fri, 21 Dec 2012 14:39:24 GMT
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60% tax! - What kind of insanity is that?!! Wow...

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Fri, 21 Dec 2012 18:04:00 GMT
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lensman wrote on Fri, 21 December 2012 11:08Yeah, 2.5 weeks to a month is about what I expect when I get a US company to ship by USPS so that doesn't surprise me. But what about the cost? How much for regular USPS/Can Post. The cost for Global Express is way too high.

Glenn

My last Reship was for a bunch of Christmas ornaments from Shapeways. They were in a small-medium size box and it USPS Priority cost was about \$11 I think. Reship also charges a service fee of \$5, so the total ended up being around \$16. I would only use Reship if your order is like over \$40. Otherwise the UPS COD charges may be cheaper than Reship costs.

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Fri, 21 Dec 2012 18:37:58 GMT
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Good to know, thanks.

Subject: Re: It's Time to Stop Using UPS
Posted by [DavidMulder](#) on Mon, 24 Dec 2012 08:43:03 GMT
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Hmm~ Just after all the negativity I wanted to point out a few things when I got into this thread by

chance:

- In Europe UPS does a pretty solid job, and as far as I know the same counts for the US the majority of the time.
- Canada is a pretty small country when it gets to population* (smaller even than a country like Spain)... not that that makes it 'ok' or anything to allow those customers to be treated badly, but my point is more that if the problems are *mostly* limited to you guys it would be an acceptable cost/trade.
- Getting to my last point, a close relative of mine has worked for various companies (for example warehouses) building the shipping integration with various postal services... and from what I heard from him it's a HUGE job. Purely on the technical side the first company for whom he had to do it expected it to take 1 or 2 months... and it ended up taking more than half a year to get the basis done. Every single postal service has different expectations and systems and their documentations tend to be one huge complex mess... so aside of any special deals they would supposedly have with UPS according to you guys... it's not as simple as you think to just slap on another postal service.

Oh well, in the end it all boils down to how much benefit they would get for the added costs of adding more postal services, and it seems that right now it's not worth it. Still... after reading this stuff I kinda hope that TNT Express won't be bought by UPS... though chances are they will

* Totally offtopic tip, check out this map to get a bit more of a fair worldview It's awesome xD

Subject: Re: It's Time to Stop Using UPS
Posted by [stannum](#) on Mon, 24 Dec 2012 19:36:03 GMT
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No, it's not just Canada, it's every place where UPS can charge you extra for the service of handling customs clearance, for example Brazil has been mentioned too. Any address where nobody is just behind the door, waiting, can be problematic too. Or away from urban areas.

A Switzerland case was reported when shipping was included in the material prices, and the person had to pay a lot because "the label must be wrong, zero shipping is impossible, so we will raise the number what we want and then tax everything" (no idea if/how it was solved). If EU wouldn't have free trade, it would be in the same boat than everyone except USA. So UPS just has to be happy with charging more for crossing weak frontiers (use the map you posted, NY to Oregon \$6.50, NL to Germany, \$9.50) or whatever other excuse they can find. And Russia is even worse, no shipping (unless you use a company address?). PO boxes are not supported at all.

So pretty understandable that people complain. Shipping quality should look beyond the initial price. Population size should not matter as much as sales forecast and viability of keep on trading.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Mon, 24 Dec 2012 19:40:02 GMT
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It's also about more than just the bottom line profit margin. It's about serving your customers. Are you correct in saying that Canada has a lower population per area than a lot of other countries? Absolutely, but you know what, I'm Shapeways' customer, and the number one rule of any business is serve your customer. I go all-out for my customers no matter what job I'm in or what the situation because that's how it works. Refusing to serve your customers properly because it's not as profitable as you like is just plain bad business.

Subject: Re: It's Time to Stop Using UPS
Posted by [DavidMulder](#) on Tue, 25 Dec 2012 15:56:49 GMT
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First of all, let me be clear that I wasn't trying to say that the current situations is good, as I said "not that that makes it 'ok' or anything to allow those customers to be treated badly, but my point is more that if the problems are *mostly* limited to you guys it would be an acceptable cost/trade."... Either way, I am absolutely a proponent of other shipping options, personally I think the current shipping rates are great, but I was just trying to show a bit of the other side of the coin, as this thread was far too one sided. Take the last comment by "PeregrineStudios", if you really would do what you say you do, than a single client who keeps on complaining would ruin your entire business. That's just not how life works, good businesses still have people complaining, the trick is in treating them well (for example by Shapeways people actually reading this thread and replying to it) and trying to look for improvements whenever possible if it is worth the cost (which seems to be the case for Shapeways as well)... going 'all-out' for every single customer would not be an option, as that would for example mean they would ship it by hand with another postal service because you don't like UPS in which case they wouldn't have manpower left to man the machines.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Tue, 25 Dec 2012 19:25:48 GMT
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I'm not saying they should go 'all-out' for us and have our packages hand-delivered to us by Shapeways elves who recite an epic poem upon delivery (although if you need ideas, Shapeways, feel free to use that one). But I am saying that customer service is a priority - or should be - and as it stands I don't feel I'm receiving adequate customer service in the area of shipping. There are some other areas where Shapeways' customer service is completely fantastic, but this is most definitely not one of them... yet. But they've promised to look into it, and that's good enough for now.

Looking back over your post, my only real objections are both to your implication (you didn't say as such, but it was definitely implied) that the Canadian market just doesn't matter as much, or is less important. Which I object to strenuously; I'm sick and tired of getting the short end of the stick because I'm not in the U.S. and frankly, won't stand for it.

The other thing you mentioned was that this topic has been very one-sided - which I also object to, since that implies that we are in some way being unfair to ask for reasonable shipping options. Being forced to use a reshipping agent is a bandaid solution that should not be looked at as an actual alternative - it's a temporary measure to fix a greater problem that must be addressed in full, and soon.

I realize it's not possible to please and delight every customer, and I know I haven't done that. But it's very possible to try as hard as you can to do so, and I definitely do that. All I ask is that other business do the same for me when the situation is reversed. I know that Shapeways is trying - looking into the problem - and that's sufficient for the moment.

Subject: Re: It's Time to Stop Using UPS
Posted by [DavidMulder](#) on Tue, 25 Dec 2012 21:01:54 GMT
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Nah, the only 'anti-Canadian' sentiment i have is that you guys tend to be pretty lucky with lots of services being available to you guys only because you're right next to the US, whilst being neither from an economical or population based point of view more significant than lots and lots of other countries. Still, I have friends who come from Canada, so I can hardly call it an anti-Canadian sentiment... it just felt over the top the way some comments here were implying that *because* you were in Canada you somehow were more important than other countries... still I didn't mean that as negative as you took it. (Btw, @your pre last post, I never mentioned anything about 'per area', I was simply talking about population... when you get to population per area Canada would probably disappear just realized that when reading back your posts carefully)

And with unfair I meant that the vast majority who didn't encounter any problems won't ever post here, so it becomes pretty one sided. Not that that's necessarily a bad thing, but if someone stumbles upon this thread (like me) without any prior knowledge it seems like both shapeways and UPS are big evils. Personally I even started getting a pretty negative image of UPS till I spoke with that relative of mine I mentioned and found out that the troubles you guys describe happen all over the world with lots of different postal services... and that if you dig around in all the paperwork the postal services provide you can normally also figure out what you can exactly expect... though the postal services tend to be so huge that it's pretty hard (if not impossible) to get a global overview. Either way, my point is, this discussion was pretty one sided no matter how you turn it.

Either way, we understand each other probably and I too am happy to see that shapeways is looking into more shipping options, but ach, why in the world did I even get into this forum topic .

Subject: Re: It's Time to Stop Using UPS
Posted by [Keam](#) on Mon, 28 Jan 2013 10:22:46 GMT
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Just got an outrageous 70 USD fee from UPS.
The products cost me 150 USD, overall paid more than 220 USD for 3 small products.

This is my first order on Shapeways and I had no idea about UPS' extra charge "policy".

Needless to say, I'm furious

Should These Cost 220 USD?

File Attachments

1) [20130128121752489.jpg](#), downloaded 686 times

Subject: Re: It's Time to Stop Using UPS
Posted by [Twopounder](#) on Sat, 16 Feb 2013 18:09:25 GMT
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UPS is the best shipper here in the states. USPS destroys everything it touches and frequently delivers late. Fed Ex doesn't like to deliver, ever. The drivers actually walk up to the door with the sticker and no package. I had one cuss at me when I walked out, because he had to go back to the truck and get the package. I've even had them put the sticker on the outer glass door when they could clearly see I was inside.

USPS rejects all claims outright. I ship glass domes where I work, and UPS is the only company that actually honors claims when there is breakage. USPS will deny the claim, even if the packaging is acceptable by UPS standards. The funny thing is, UPS almost never breaks them, maybe 1 in 100. USPS is more like 1 in 5.

Subject: Re: It's Time to Stop Using UPS

Posted by [lensman](#) on Sat, 16 Feb 2013 18:15:10 GMT

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Some very good points, Twopounder, but clearly we need to have a choice. Whereas I likely wouldn't use USPS to have a ceramic item delivered to me I would have no problem with most of the acrylics/nylons (unless the design made it inherently fragile).

Glenn

Subject: Re: It's Time to Stop Using UPS

Posted by [PeregrineStudios](#) on Sat, 16 Feb 2013 18:15:33 GMT

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See, this is exactly why we need options. If UPS works for you, you should be able to use it, and if it doesn't, you shouldn't be forced to use it. Maybe there are different standards in the States than in Canada for UPS drivers - a week or two ago I actually saw the driver THROW the package at my door FROM HIS TRUCK, as in, without even getting out. He's lucky I wasn't dressed or I would have run out there to give him a piece of my mind.

I don't think anyone is asking for UPS to stop being an option - we just want other options as well. Personally, I've never had anything come damaged or mishandled with USPS / Canada Post, though that's just me.

Subject: Re: It's Time to Stop Using UPS

Posted by [Roy_Stevens](#) on Sun, 17 Feb 2013 16:02:44 GMT

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This has been a heated discussion with no reply from an official Shapeways representative. I have a number of potential customers in Canada that won't order from me because of the brokerage charges UPS tacks onto their shipments across the northern border. It seems like a simple thing to fix but I guess that Shapeways doesn't think that 34 million potential customers separated from us by an arbitrary political division shouldn't enjoy this service.

Subject: Re: It's Time to Stop Using UPS

Posted by [Twopounder](#) on Sun, 17 Feb 2013 16:47:42 GMT

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I agree that options are good. Even the drivers can make a difference in which shipping company you prefer.

Roy_Stevens wrote on Sun, 17 February 2013 16:02 This has been a heated discussion with no reply from an official Shapeways representative. I have a number of potential customers in Canada that won't order from me because of the brokerage charges UPS tacks onto their shipments across the northern border. It seems like a simple thing to fix but I guess that Shapeways doesn't think that 34 million potential customers separated from us by an arbitrary political division shouldn't enjoy this service.

It's not a political division, and Shapeways has responded in this thread. They're working on it, but it's not a simple fix. I doubt there are many USPS offices in Denmark, and there may be no DHL or Fed Ex shipping locations either. Remember that they are limited to the options available in their own country as well. If they only have one or two choices, and those companies only hand off to UPS, then their hands are tied.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Sun, 17 Feb 2013 16:53:41 GMT
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Two-pounder wrote on Sun, 17 February 2013 16:47 I agree that options are good. Even the drivers can make a difference in which shipping company you prefer.

Roy_Stevens wrote on Sun, 17 February 2013 16:02 This has been a heated discussion with no reply from an official Shapeways representative. I have a number of potential customers in Canada that won't order from me because of the brokerage charges UPS tacks onto their shipments across the northern border. It seems like a simple thing to fix but I guess that Shapeways doesn't think that 34 million potential customers separated from us by an arbitrary political division shouldn't enjoy this service.

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My packages are always shipped from New York State in the U.S., not Denmark.

And I agree it's not an easy fix, and I'm happy to wait for them to solve it - however, it should be a priority. This isn't a minor inconvenience, it's a big problem. They said they're working on it and that's great, but I haven't seen any evidence of that yet or heard anything about it since then. It

would be nice to be kept updated on what they're doing to solve this issue.

Subject: Re: It's Time to Stop Using UPS
Posted by [Twopounder](#) on Sun, 17 Feb 2013 19:28:42 GMT
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PeregrineStudios wrote on Sun, 17 February 2013 16:53Twopounder wrote on Sun, 17 February 2013 16:47I agree that options are good. Even the drivers can make a difference in which shipping company you prefer.

Roy_Stevens wrote on Sun, 17 February 2013 16:02This has been a heated discussion with no reply from an official Shapeways representative. I have a number of potential customers in Canada that won't order from me because of the brokerage charges UPS tacks onto their shipments across the northern border. It seems like a simple thing to fix but I guess that Shapeways doesn't think that 34 million potential customers separated from us by an arbitrary political division shouldn't enjoy this service.

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You're assuming there is something to post or update about. This could well be a priority for them, but there are logistical problems that could take months to sort out. They might be programming a system to select carriers on check out, but this requires building off the existing UPS/USPS/DHL/Fed Ex API. They also have a development road map they need to follow. Even if this is a priority, they can't drop everything and work on it. Things don't get done when you take that approach, so it gets added to the list and will be addressed when it's turn comes up.

Subject: Re: It's Time to Stop Using UPS
Posted by [stonysmith](#) on Sun, 17 Feb 2013 23:10:40 GMT

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Another item to consider is the cost(s) in some new shipper. I took a quick look on USPS.com this morning and I saw no option for getting a box to Canada for less than \$30. I assumed that I picked the wrong options, but that's not the point. USPS is losing money, raising rates, and cutting services every day. By signing a bulk-ship deal with UPS, they got a good price. Breaking that agreement is going to raise the rate, and it's likely to go UP to near whatever the highest priced shipper currently charges.

It is currently difficult enough for Shapeways to deal with keeping all the peices of your order together from separate sub-vendors. Adding a multitude of shipper choices on top of that is going to complicate their internal processes. I can see it requiring nearly double the staff to stay on top of what package goes where.

I know I know, someone is going to declare "it can be done for 'nothing' with software", but that's not entirely accurate. I write software every day. There is always some portion of the operation that requires and depends upon humans.

Yes, I have heard the horror stories, and I feel bad that such things have happened. All that I'm saying here is:

- 1) Please be patient, it will take time for them to work this out, and I'm not talking days.. it could be many months yet before this gets fixed.
- 2) Be careful what you ask for. This flexibility may come at a price we're not willing to pay.

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Sun, 17 Feb 2013 23:31:26 GMT
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Actually where we will "pay" is in delivery times - USPS being much slower than UPS especially when coming across the border. And, yes, you did pick the wrong choice. I have regularly purchased items from the US and a regular supplier charges \$5.80. No robbery at my front door. Yes, I have to wait a lot longer, but if I'm not in a hurry, so what?

Glenn

Subject: Re: It's Time to Stop Using UPS
Posted by [gordonparker](#) on Wed, 06 Mar 2013 02:05:26 GMT

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My 2 Canadian cents worth ...

I understand that UPS has an excellent reputation in the US, however, it is another story up here. The so called brokerage fees are an quasi legal charge for what the Post office does for free. I have never had a problem having things sent USPS or any European postal service. I pay for my shipping and I get my package, UPS have been running this scam for years and I refuse to pay it! And it is arbitrary. The first package from Shapeways arrived quickly, no problems and NO extra charges. Now, for my \$31.00 HP o/400 they are demanding \$15.00 on top of the shipping I have already paid. Must I cancel all my future orders until Shapeways stops using UPS?

Gord

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Wed, 13 Mar 2013 01:14:21 GMT
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They've done it again - tracking numbers show 'Delivered', but I was downstairs waiting all day. UPS truck didn't even show up on the street. Contacted Shapeways support, asked them to put a tracer on it (since apparently they want the shipper to do that, not the receiver). Not looking forward to potentially being forced to re-order my items because UPS' incompetence misplaced them. Hopefully I won't have to pay again if that's the case!

Subject: Re: It's Time to Stop Using UPS
Posted by [rjbeeth](#) on Mon, 25 Mar 2013 15:59:26 GMT
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Well I was just told to check out this thread by Shapeways support after telling them that I didn't want to ship via UPS

Unfortunately it doesn't solve my problem - I absolutely refuse to purchase from outside into Canada if the only shipping option is UPS. To say that they are rip-off artists is an understatement.

My worst case came from when we stayed at a hotel in California - when we got home we realized that we had left something back at the hotel, we contacted them and they found it and said they would ship it to us free of charge! Which to me was amazing service. Unfortunately, I forgot to tell them to use US Post, they expedited it via UPS instead.

It arrived at our door a couple of days later, and the man in brown said that our cost would be \$150! We refused to pay and told him to return to sender. It never arrived back at California - the hotel there was enraged and has since changed shippers.

UPS inside the country (be it USA or Canada or ?) is usually great, they are indeed fast and a very affordable alternative. But when they deliver internationally they are a disaster. The odd time that I missed, or did not realize the shipper was UPS the over all additional cost was anywhere from 50% to 75% higher.

If UPS is Shapeways only shipping option from New York then I really have no option but to cancel what I've already put in my shopping cart and look for another option for my current and future 3D printing needs.

If Shapeways wants to grow, it needs to fix this and fix it soon!

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Mon, 25 Mar 2013 16:29:52 GMT
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This has been an ongoing concern since Shapeways opened up shop. I realise it must be difficult to have to implement another shipping option, HOWEVER, I was in contact with another 3DP company in the US recently and told them that since they only use UPS I would not be using their service. About three weeks later management sent me an email saying that they can now ship via US postal service...

Glenn

Subject: Re: It's Time to Stop Using UPS
Posted by [NimlothCQ](#) on Tue, 26 Mar 2013 18:50:31 GMT
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Hi guys,

I just wanted to pop in here and let you know that we hear and share your concerns about shipping options, and about shipping to Canada.

We understand that for some of you the (lack of) shipping options and process can be quite

frustrating, and wanted to let you know that we hear your concerns despite not being able to bring "fix dates" to the table as part of the good news just yet.

That said, we have identified a few possible solutions to both problem areas. We do not have an exact timeframe for when we can put them into place as there are a few things with a higher priority under the banner of "Customer Happiness" right now such as fixing/improving the "rejections" process.

Again, we apologize for any frustration and inconvenience and ask that you be patient with us until we are able to resolve said frustrations.

Best,

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Tue, 26 Mar 2013 19:31:57 GMT
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Hey,

I just wanted to let you know that I definitely appreciate being kept in the loop like this. To me it's the surest sign that the problem is indeed being looked at, as opposed to just P.R. jargon. I definitely can understand that there are issues you want to work out before this one, and I'm just looking forward to when you have time to fix this one

Subject: Re: It's Time to Stop Using UPS
Posted by [gordonparker](#) on Thu, 04 Apr 2013 19:36:27 GMT
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So in addition to not having my Shapeways Handley-Page 0/400 as I refused to pay the UPS's brokerage fees, UPS have now sent me a bill for the fees!

Outrageous! And I still don't have my model!

I don't see myself ordering from Shapeways again until they stop using UPS in Canada.

I thought I would post here before I phone the b@#\$%rds and scream at them.

Gordon Parker

Subject: Re: It's Time to Stop Using UPS

Posted by [lorddragonmaster](#) on Thu, 11 Apr 2013 02:58:40 GMT
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Quite simply I have stopped using shapeway.

It was great while it lasted, and while I may sell things on here, I simply refuse to buy anything anymore.

UPS with their garbage brokerage fees just ruined it.

Nothing like getting a bill for another \$25 in brokerage 3 weeks after the item arrived (which only cost \$25 to start).

The last thread was from 2011, and you guys talk about working on it and it may take months? It has been years!

It is time for some REAL progress or wait until a location/competitor opens up in Canada.

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Thu, 11 Apr 2013 03:39:05 GMT
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I've stopped buying from Shapeways as well. I would have around 10 models in my cart and just change my mind at the last minute because of the UPS issue. I have suggested reship.com, but I can't help feeling that it should have to be this way: to have the customer word out a third party shipper to avoid fees (and also have it delivered about 2 weeks after UPS delivers it to the reship address).

I have ordered from other places where they use primarily UPS, BUT use USPS for other countries. I am sure there are complication regarding multiple shippers, but I think losing customers is the biggest complication of all

Subject: Re: It's Time to Stop Using UPS
Posted by [3rdboxcar](#) on Sun, 05 May 2013 15:29:53 GMT
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Got to come to Shapeways defense here, I live in the UK, my models come from Eindhoven that involves being picked up by truck in Eindhoven, Holland and taken to their depot, transferred on to another truck to Koeln in Germany, transferred on to a plane to Castle Donnington UK, transferred on to a truck to Leeds UK, transferred on to a truck to be delivered to me and all in about 18

hours, the price is probably slightly higher than other methods of post. UPS here in the UK will not just leave it on the doorstep.

I buy a lot of stuff from the USA, if you think UPS is expensive you want to look at what USPS charges to post to Europe. Yes I have to pay brokerage fees and it can be very frustrating [£1.80 VAT £10.00 brokerage fee] so it happens everywhere and it is not the carriers fault but your governments rules about you buying from overseas.

There are swings and roundabouts for everybody and I think not one solution fits everybody so shapeways do their best for an all found compromise.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Sun, 05 May 2013 15:33:29 GMT
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While I do agree that UPS IS the best option for some, I need to reiterate: Brokerage fees have NOTHING to do with the government. They are NOT levied or charged by the government. If I order the exact same thing and ship it with USPS or FedEx, there is NO brokerage fee. UPS' brokerage fees are levied BY UPS themselves, and nobody else.

Subject: Re: It's Time to Stop Using UPS
Posted by [3rdboxcar](#) on Sun, 05 May 2013 16:35:46 GMT
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Sorry I was maybe a bit vague, but I did not say the government set brokerage fees, what I should maybe have said clearer was that your government DOES set any import duty, VAT or whatever tax rates apply to your country and any carrier not collecting that tax / duty is not conforming to the laws of your country and luckily for us some do not apply the laws rigidly.

Would you do work for somebody else and not expect recompense for doing it? Why should UPS collect taxes and forward them to the government at their expense. I suppose they could drop the brokerage fee and just up the shipping rate for everybody to cover the cost of tax collection.

As I said unfortunately there is no one solution for everybody and in Shapeways case UPS works for me, heaven forbid if I had to trust delivery to our Royal Mail, I cant trust them to deliver a letter to the other side of town never mind receiving a parcel from a foreign country.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Sun, 05 May 2013 16:42:39 GMT
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The primary issue people have with UPS is the brokerage fee. VAT, import tax etc. is fine. Nobody here is arguing against paying import duties. The reason we want to ship with someone other than UPS is because we specifically don't want the BROKERAGE fees, which are BY FAR more expensive than any VAT ever could be. Generally speaking, for every \$2 you import, UPS charges you \$1 in brokerage! Paying half the total cost of the package all over again just to get it is absolutely unacceptable, especially considering that - again - it isn't levied by the government, it's just slapped on by UPS. The ridiculous expense of importing anything over \$20 is 100% the fault of UPS.

I also need to reiterate, nobody is suggesting we GET RID of the option to ship using UPS. The problem we have is that right now it is the ONLY option. It's either UPS or nothing. We want options for those of us who simply can't use UPS, that's all.

Subject: Re: It's Time to Stop Using UPS
Posted by [terenceyan](#) on Sun, 05 May 2013 16:49:10 GMT
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Well, of course the parcel carrier should be compensated for clearing customs. The problem is everytime the brokerage fee is different. I can order the same item twice from shapeway, shipped to Canada from US by UPS, the brokerage fee is different each time. Looking at the UPS web page, one can never quite figure out what the brokerage fee is ahead of time. It almost feels like a random number made up by the person doing the delivery.

Another point: they don't accept cash for brokerage fee. Either pay with cheque or credit card. With credit card, it's not swiped or cleared in front of you. They write your credit card number down and a few days (one time, weeks later), it shows up on your credit card bill. The whole thing just feels very insecure.

Why does it have to be one or the other? Give us more than 1 shipping option. For people happy with UPS, keep using it. I think those of us in Canada complaining just want another option besides UPS. I'll take FedEx or USPS over UPS any day.

Subject: Re: It's Time to Stop Using UPS
Posted by [lgrfbs](#) on Sun, 05 May 2013 18:12:01 GMT
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stonysmith wrote on Mon, 15 October 2012 01:40

Yes, I feel your pain.. UPS is not my favorite either, but I do know that it's difficult for a multi-national company to get good shipping rates to all locations.

For them to have two separate shippers, I can imagine that the labor in their distribution process has to at least increase by 50%.

Give them time.. they'll work out something.

I do not believe you, for a multi-national company like Mouser a electronic company can offer: UPS, FedEx and DHL to good price to, so that thing about that will be expensive do I not believe.

I can tell you that here in Sweden we must be at home under working time if we not want to have problem with the delivery. If we have the luck to have the phone number to the driver at UPS, it will only help a little for them most drive out and see a locked door. After this I can call the driver the day after to tell him that I are at work and maybe can take the box at work or my unemployed friend can take the shapeways box instead of my.

I prefer this:

- 1; The nation post-office, I can go over AFTER work and get my box.
- 2; UPS, as long I have the phone number.
- 3; DHL
- 4; Worst case FedEx, really hard to have to deal with.

Subject: Re: It's Time to Stop Using UPS
Posted by [Mechanoid](#) on Wed, 29 May 2013 15:35:39 GMT
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I am a retired trucker, and after carefully reading thru everything, I finally thought I would add my 2 cents to this. Just something for everyone to keep in mind when dealing with different shipping companies in different countries.

As a trucker, I had to send in documents to the company after each load was done. Here in North America I mainly used FED-EX. For documents handling, there were great. After I retired, I found that my once prized FED-EX may have been great with shipping documents thru out North America. But for actual packages, they sucked like a shop-vac. I've had FED-EX drivers pull up, run up and THROW the package at my front door, and then run like the wind, in hopes they could escape before I got to the door and seen what stupidity they left me. For some reason my local office of FED-EX didn't seem to care one bit about my packages. Infact some of my packages look as if FED-EX people were using it for soccar practice. Sorry that would be FOOTBAL to the rest of you in the world. Sadly FED-EX has tried to weasle their way out of the damage claims I have filed against them. But I had video to prove it, and FED-EX ain't happy about that fact I can

tell you.

Were as my local branch of UPS seems to honestly care about how they drop my packages off. They even take a moment to greet me. But sadly I ran into an issue when I sent a very pricey piece of electronic equipment to Detroit using UPS. It seems their branch of UPS is like my branch of FED-EX. And they totally destroyed the equipment costing me nearly 2 grand to replace it right.

I've had packages sent to me from Germany, via German Post that have gotten to me without issue or error. And since DHL has mostly shut down their American operations, all German Post items, once they get into America, are handled by the USPS. Which have managed to actually treat my goods as if they ment something.

Then I sadly must mention our over worked, out dated USPS. I once had a package sent to me from 1,400 miles away, via Priority Mail. Now one would think Priority Mail would take no more than 3 days for service inside the USA. My package went to Saudi Arabia for a 2 week vacation before it got to me. What should have been no more than 3 days, took 17 days, and traveled half way around the world, to go 1,400 miles. And the funny part is, the USPS has YET to apologize for it. The act like it ain't their fault. That I should have been more clear in the addresses that were printed by a computer that a blind man on the moon could see.

I have mentioned these things, mainly as a means to provide context to the shipping company stupidity that our Canadian neighbors to the north seem to be dealing with. What your dealing with where you are, may infact be an isolated event. In other places maybe it's worse, someplaces maybe it's no where near what your dealing with. I know that for myself I have had ShapeWays send me packages from the Neatherlands, where it only took 4 days to travel nearly 8,000 miles. That was before they starting printing stuff in New York. Now it seems to take every bit of 5 days shipping time. And they don't have to deal with customs. So I have to ask why UPS takes longer to ship something 5,500 fewer miles, than it used to take when they had to go thru US customs.

So I feel your pain. Sadly I think stupidity seems to be the letter of the day for most companies these days. Just remember, someone, someplace does have it much worse. Sadly at times I don't see how, but they do.

Subject: Re: It's Time to Stop Using UPS
Posted by [Steve_Storm](#) on Wed, 12 Jun 2013 17:08:17 GMT
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Hello,

I also wanted to voice my concern about Shapeways shipping methods. - Location (TO-Canada).

My first 3 models I received from Shapeways were fine, with no addition charges from UPS, so I was very surprised when my 4rth part cost me an additional 14\$. My 4rth part was a small metal part, about 1 inch by 1 inch, which cost me 20\$ to build + 6.50\$ shipping from Shapeways, so all together I paid 40.5\$ for a 1 inch part! ...

So from here I have decided that I am no longer going to take any chances with UPS and have started looking for a local 3d printing studio, I did intend on ordering a bunch of models from Shapeways but I'm afraid that UPS will *Ding me again!

One sad customer

Steve

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Wed, 12 Jun 2013 17:30:27 GMT
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Yeah, Steve, in general (and this is by no means always the case) any plastic part under \$20 won't incur UPS extra charges. Go over that \$20 magic mark and expect to be hit with a \$10+ handling fee plus duties and HST combined (I never have figured it out exactly).

Good luck with finding a local company but if you do let me know!

Subject: Re: It's Time to Stop Using UPS
Posted by [Arnaud3D](#) on Thu, 13 Jun 2013 08:00:23 GMT
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Custom taxes is a little bit like the lottery. True for UPS but also Fedex to Toronto. The only way to avoid this would be to use a classic Airmail service but now you have to deal with insurance and shipping delay...

Subject: Re: It's Time to Stop Using UPS
Posted by [rjbeeth](#) on Thu, 13 Jun 2013 14:53:19 GMT
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Sigh... Arnaud3D it's NOT about the taxes...

It's about the ripoff brokerage fees that UPS charges based on "their" evaluation of what the product being shipped is worth!

Of all shippers UPS is the worst - FEDEX's fees are expensive but at least more consistent. The Post Office is the most reasonable - a flat \$5 fee regardless of the packages worth.

I have personally had items, which due to unforeseen or unavoidable circumstances, double and once tripled in cost once their brokerage fees are added! Plus, as noted, the more expensive the object is, it would seem the higher the percentage UPS charges for themselves!

This has nothing to do with customs or taxes - I gladly pay those but I will not pay UPS's highway robbery fees for "handling" those extra charges!

Subject: Re: It's Time to Stop Using UPS
Posted by [Arnaud3D](#) on Fri, 14 Jun 2013 08:50:17 GMT
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For people living in the GTA, try to have your parcel delivered to the UPS Buffalo unit and then go shopping at the Niagara Falls Outlet, buy amazing clothes and pick up your package at the same time. You can even bring the family, make a lot of savings and have a good time

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Fri, 14 Jun 2013 12:18:50 GMT
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Shapeways - unlike their major competitor - don't allow you to ship to an address that isn't in the country you reside...

I have had to use the "other company" a couple of times for this very reason and it sure is handy.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Tue, 06 Aug 2013 20:27:17 GMT
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I'm beginning to think that if Shapeways is refusing to use another shipping agency (still heard nothing about it) we should start holding them accountable for the brokerage fees.

Subject: Re: It's Time to Stop Using UPS
Posted by [Steve_Storm](#) on Tue, 06 Aug 2013 23:02:11 GMT
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Make sure you fill out the survey they sent out. And please mention this topic! Thanks!

Subject: Re: It's Time to Stop Using UPS
Posted by [lancer525](#) on Wed, 07 Aug 2013 03:32:43 GMT
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I haven't posted in a very long while, because I have not utilized, and won't ever utilize Shapeways ever again.

Unless or until everyone who is dissatisfied with their shipping options stops using their service, thereby taking revenue away from them, and also explaining in detail WHY there won't be any repeat patronage of Shapeways, they won't care or change. If enough people stop using the service, and telling them that the reason they stopped using it was the extreme failure to follow the wishes of their customer base, then they'll just keep on taking money from the ones who enable them to laugh all the way to the bank.

I voted with my wallet.

Subject: Re: It's Time to Stop Using UPS
Posted by [3rdboxcar](#) on Wed, 07 Aug 2013 08:37:49 GMT
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DavidMulder wrote on Tue, 25 December 2012 21:01 I spoke with that relative of mine I mentioned and found out that the troubles you guys describe happen all over the world with lots of different

postal services... and that if you dig around in all the paperwork the postal services provide you can normally also figure out what you can exactly expect... .

It is about time that people direct their disgust about brokerage fees at the appropriate place, Shapeways have no control over brokerage fees.

Brokerage fees are applied by the carrier to cover their costs in administering your tax system. If you are unhappy about the brokerage rates contact UPS.

I wonder how many of you would come to UPS defence if they ignored your countries tax laws and were prosecuted?

I wonder how many of the moaners here would run a business and do work for other people for nothing?

As I have said in previous posts UPS provide an excellent service to me.

Alexander

PS - that said I do sympathise, when I buy from US or Canada into the UK I am hit with brokerage fees.

Subject: Re: It's Time to Stop Using UPS

Posted by [PeregrineStudios](#) on Wed, 07 Aug 2013 12:39:39 GMT

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3rdboxcar wrote on Wed, 07 August 2013 08:37DavidMulder wrote on Tue, 25 December 2012 21:01I spoke with that relative of mine I mentioned and found out that the troubles you guys describe happen all over the world with lots of different postal services... and that if you dig around in all the paperwork the postal services provide you can normally also figure out what you can exactly expect... .

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As I have said in previous posts UPS provide an excellent service to me.

Alexander

PS - that said I do sympathise, when I buy from US or Canada into the UK I am hit with brokerage fees.

Our disgust is being directed to exactly the right place. Shapeways does not charge the brokerage fees. But they force us to exclusively use the only carrier that charges them.

In the ideal, perfect universe, brokerage fees would cover the carrier's costs. That's the 'idea'. I'm sorry, but the carrier's 'costs' for signing a piece of paper are never \$40, \$70, \$100+. It's a cash grab, plain and simple. Other carriers don't even charge the brokerage fee, because we already paid them to ship our package.

No one is suggesting that UPS ignore tax laws.

Again, no one is suggesting that they do work for nothing. They have already been paid to ship our package.

I'm glad they work so well for you. They do not for a great many of us. We need options.

Subject: Re: It's Time to Stop Using UPS
Posted by [thewild](#) on Wed, 07 Aug 2013 12:49:04 GMT
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I also agree to this message! I'm from Switzerland and just received the shipment from Shapeways...UPS charged me around Euro 20 brokerage fees for an item i paid Euro 16.05!

I work a lot with courier companies due to my job in the aviation industry, and in Switzerland UPS does have the highest brokerage fees. So, they decide how much the charge, not any law nor regulations. If i see what for example Fedex or the classic Mail (Post) charges, it is less than half of the price! For example the Swiss Post charges nothing for goods below Euro 50, because private persons do not have to pay any VAT below a value of approx Euro 50. Therefore they don't have any expenditure and they don't charge anything.

The only thing i wonder is, why Shapeways does not allow the customer to choose the way of shipping?! If they would, their customer could not complain, since they made the shipping decision not Shapeways.

As long as Shapeways does not give the customer the possibility to choose the freight forwarder, i don't order anything.

Subject: Re: It's Time to Stop Using UPS

Posted by [AmLachDesigns](#) on Wed, 07 Aug 2013 12:49:18 GMT

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UPS works perfectly for me, I could not be more happy with it. But for all those for whom it does not, you have my sympathies.

A suggestion - perhaps as the Shapeways contract with UPS is presumably worth something and they therefore have some leverage (and perhaps more importantly a specified contact at UPS) Shapeways could undertake to:

1. Find out what the charges should be and why/if they must be levied. Perhaps there could be some discretion at some point and SW could get this to happen;
2. Find out the parameters such that if they must be charged they may be minimised by clever order size etc.

If you cannot add an extra delivery option SW, perhaps you can use your connection to get some kind of interim solution.

Subject: Re: It's Time to Stop Using UPS

Posted by [PeregrineStudios](#) on Wed, 04 Sep 2013 01:57:16 GMT

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The situation with UPS is becoming completely intolerable. After I filed a claim a couple weeks ago (they lost two packages), they've started requiring a signature every time, with every delivery (the drivers can't 'release' the packages anymore). That in and of itself was acceptable, if annoying; but NOW, they've rolled out 'Operation: F--k You!' They're now only making ONE delivery attempt before they turn around and drop those packages off at the UPS store.

I'm in College and I work, okay? Not often am I there for the first attempt. Basically this means that, EVERY SINGLE TIME I miss ONE delivery, they expect me to bus for forty minutes, pick up my packages (often 20+), and, carrying my 20+ packages, bus forty minutes back. I've been on the phone with them three times now. Each time they told me they would fix it, and they didn't. I'm going down to my local warehouse to complain in person tomorrow.

Shapeways, you can make the argument that UPS is at fault here all you want; the truth is, YOU

ARE. You are FORCING me to ship using UPS because you steadfastly REFUSE to offer me any alternative. This is 100% YOUR fault and I find the way I have been treated insulting, demeaning, and disrespectful. This has been 'on your radar' for how long now? That's a neat way of saying, 'we're burying our heads in the sand and hoping the problem will go away if we ignore it long enough', but I'm SICK of waiting around while you sit there with your thumb up your arse pretending everything is okay. I NEED a solution, and you are REFUSING to offer me one.

Subject: Re: It's Time to Stop Using UPS
Posted by [stannum](#) on Wed, 04 Sep 2013 23:41:03 GMT
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20 orders in 20 boxes? Or less orders split among 20 boxes?

Subject: Re: It's Time to Stop Using UPS
Posted by [bartv](#) on Thu, 05 Sep 2013 08:05:00 GMT
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Hey PeregrineStudios,

for what it's worth, Natalia and I have been fighting to get other shipping options provided for over a year for exactly these reasons, but other issues seem to take precedence. We'll keep doing that, even if we can't give you an ETA..

What I CAN do for you now is dig in to this issue - from what I understand, these are not the conditions of our contract with UPS. I'll talk to our contact to see if we can put some pressure on them. Are you okay with me sharing your contact information with them?

Bart

Subject: Re: It's Time to Stop Using UPS
Posted by [rjbeeth](#) on Thu, 05 Sep 2013 16:20:51 GMT
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Well I'm really REALLY pleased to see someone from Shapeways finally respond to this forum - it's amazed me that so many people have posted here about the problems with UPS and all have (for lack of a better word) been completely ignored!

I have not used Shapeways since my first experience with them because of UPS shipping - and

from what I can see here it is a global phenomenon not just a US/Canada one!

I was very VERY pleased to receive an online survey today, which appeared to be extremely Shapeways orientated, about 3D printing. There were multiple opportunities to once again try to get the message across that they have a problem with shipping and until they fix that, many (most?) who try to use their service either won't, or will never again, use their capabilities.

Shapeways can be a great 3D service for anyone, anywhere. There would be no need to buy personal 3D printers if everyone used Shapeways... but that will NEVER happen until they fix their shipping issues (and again we aren't talking about paying the taxes and duty - we are talking about the rip-off extra charges put on items by UPS) by opening up their shipping to other services such as Post - it may be a little slower sometimes BUT they don't rip off the customer with bogus charges!.... sorry...

Hopefully the slumbering Shapeways giant is finally starting to wake up and notice.... and ideally fix the problem.... it's long over due.

Subject: Re: It's Time to Stop Using UPS
Posted by [AmLachDesigns](#) on Thu, 05 Sep 2013 17:14:04 GMT
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Quote:...and from what I can see here it is a global phenomenon not just a US/Canada one!
Not true at all - works absolutely perfectly for me here in continental Europe.

Subject: Re: It's Time to Stop Using UPS
Posted by [terenceyan](#) on Thu, 05 Sep 2013 17:44:32 GMT
[View Forum Message](#) <> [Reply to Message](#)

AmLachDesigns wrote on Thu, 05 September 2013 17:14Quote:...and from what I can see here it is a global phenomenon not just a US/Canada one!
Not true at all - works absolutely perfectly for me here in continental Europe.

Global doesn't mean everybody. Global means it happens in other parts of the world as well.

Subject: Re: It's Time to Stop Using UPS

Posted by [AmLachDesigns](#) on Thu, 05 Sep 2013 19:05:13 GMT
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Quote:Global doesn't mean everybody. Global means it happens in other parts of the world as well. You are mistaken. Global means it happens everywhere in the world.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Thu, 05 Sep 2013 19:12:42 GMT
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AmLachDesigns wrote on Thu, 05 September 2013 19:05Quote:Global doesn't mean everybody. Global means it happens in other parts of the world as well. You are mistaken. Global means it happens everywhere in the world.

Which it does.

We're missing the point here, though. It doesn't matter if someone else DOESN'T have this problem, the fact remains that MANY of us do, because Shapeways refuses to offer alternatives. I WANT to believe the above response that you've 'been fighting for it', but so far all I've seen is lip service. Let's see some results, then we'll talk.

I DO appreciate you looking into UPS' side of this, however.

Subject: Re: It's Time to Stop Using UPS
Posted by [AmLachDesigns](#) on Thu, 05 Sep 2013 21:05:19 GMT
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Of course everyone who has problems with UPS has my sympathies, it must be terrible - I was just replying to this one point.

Subject: Re: It's Time to Stop Using UPS
Posted by [lancer525](#) on Thu, 05 Sep 2013 21:35:26 GMT
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In other words, you had nothing constructive or valuable to contribute on point, so you decided to quibble pedantically over semantics.

Check.

The fact is this: If Shapeways were the least bit interested in providing any kind of acceptable customer service, they would have had shipping alternatives other than just UPS available months ago.

Since there are still people who don't care enough about this issue to still continue to purchase from them, they have no reason to act on it.

Only when it is seriously and measurably cutting into their profits will they ever take any action, and it appears then only grudgingly, based on their rather flabby comment in this thread.

Yet another reason why I won't ever purchase from them again. No respect for customers.

Subject: Re: It's Time to Stop Using UPS
Posted by [AmLachDesigns](#) on Fri, 06 Sep 2013 06:11:59 GMT
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lancer525 wrote on Thu, 05 September 2013 21:35In other words, you had nothing constructive or valuable to contribute on point, so you decided to quibble pedantically over semantics.
Check.

No, you were stating that UPS is a problem everywhere, for everyone and I was simply offering an alternative experience.

Subject: Re: It's Time to Stop Using UPS
Posted by [3rdboxcar](#) on Fri, 06 Sep 2013 06:55:20 GMT
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I agree with AmLachDesigns, UPS have never failed for me, delivered to the UK from Eindhoven in under 24 hours every time.

As I have said in previous posts it is unfortunate some people are having problems but since this thread is not a zillion pages long I suspect the problems are in the extreme minority and unfortunately with life as it is in today's mass markets things are going to go wrong from time to

time, if UPS or any shipper were to increase their charges by say 5 times to guarantee a 100% service there would be a thread about their extortionate costs.

And before there is a vicious reply about UPS costs may I say that shipping by Dutch post would be more expensive and slower for me.

I would hope that Shapeways would take up any shipping complaints with UPS.

PeregrineStudios wrote on Wed, 04 September 2013 01:57 they've started requiring a signature every time, with every delivery (the drivers can't 'release' the packages anymore). T.

That has always been the system here in the UK, they will only accept a signature from the delivery address. What's wrong with that, if they delivered to somebody else and you did not get your package then there would be complaints all over.

Subject: Re: It's Time to Stop Using UPS
Posted by [Innovo](#) on Fri, 06 Sep 2013 07:49:21 GMT
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AmLachDesigns wrote on Thu, 05 September 2013 17:14Quote:...and from what I can see here it is a global phenomenon not just a US/Canada one!
Not true at all - works absolutely perfectly for me here in continental Europe.

Same here even though I support the alternative of regular post for a more economic available option.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Fri, 06 Sep 2013 12:01:57 GMT
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H-okay.

Firstly, it's hardly an extreme minority. If UPS is working fine for you, then I am THRILLED for you - for a GREAT many of us, UPS is NOT working at all. Hence, the need for more than ONE shipping option. They're called choices, and you'll find them on every website except this one.

For ME (not for everyone, but for ME and a GREAT many others), UPS is the least desirable choice. Their customer service is impenetrable, many of their drivers do not give a single sh!t, they charge ludicrous brokerage fees, their UPS Stores are built in (I swear) the most inconvenient locations they can find... The list goes on. For many of you, a lot of these problems don't apply - maybe you live right next to a UPS store, and maybe your driver is actually your nephew, and a pretty nice guy. That's why we need OPTIONS. You can pick what works for you, and I can pick what works for me.

Subject: Re: It's Time to Stop Using UPS
Posted by [bartv](#) on Mon, 16 Sep 2013 12:32:35 GMT
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Hey PeregrineStudios,

I had a talk with our customer service people. Apparently it's up to the discretion of the driver in certain areas to plan multiple deliveries, require a signature etc. That's super unhelpful, I know. Let me just say that Natalia and I seem to be making some progress convincing the team to work on other delivery options

Bart

Subject: Re: It's Time to Stop Using UPS
Posted by [lancer525](#) on Tue, 17 Sep 2013 13:06:17 GMT
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bartv wrote on Mon, 16 September 2013 12:32Hey PeregrineStudios,

I had a talk with our customer service people. Apparently it's up to the discretion of the driver in certain areas to plan multiple deliveries, require a signature etc. That's super unhelpful, I know. Let me just say that Natalia and I seem to be making some progress convincing the team to work on other delivery options

Bart

Once again, I call BS. What they told you simply isn't true. All of the major shipping/delivery services have computer-planned routes, GPS control over what route the drivers take, and not every package is tagged for signature delivery.

If the fact that you're all losing customers because you steadfastly refuse to acknowledge that you have a huge customer service deficit isn't enough, then you won't ever convince them that you need to work on other delivery options.

The statement that your "team" isn't the least bit interested in giving your paying customers what they want is enough to "convince" me to go out of my way to not only avoid using your services ever, but also to spread the word far and wide that you don't care a damn bit about your customers needs and wants. Maybe, just maybe if you lose enough business to make a definitive hole in your income, you'll understand that in the marketplace, the customer drives everything. Oh sure, you'll get stupid people who will keep using your service because they don't know better, but the vast majority of us who have had major problems won't continue to bend over and take it.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Tue, 17 Sep 2013 13:42:33 GMT
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Actually, Bart is correct in one respect and not correct in another. I have - after many painful hours yelling at UPS - confirmed two things. Firstly, my packages themselves are NOT tagged for requiring a signature. However, because I once filed a claim (they lost two of my packages), their security department marked my address as 'No Driver-Release'. Meaning any package, coming from any company, will require a signature for UPS, even if the packages were not marked as such. The drivers DO have discretion to request a signature or not - if it's a sketchy neighbourhood and they're delivering a laptop, they'll request a signature rather than driver-release and leave it on the step, for example. My local drivers have made it quite clear that if it were up to them, they would driver-release at my house as I want, but it's not - their little 'UPS driver pinpads' lock up and say 'No Driver Release' if they try to.

Secondly, I'm happy to hear that you're making progress - you'll forgive me if I don't simply accept that at face value, though. I don't want to be rude, but in all frankness, I've heard it before. Many times. There's been an awful lot of vague, unmeasurable, 'progress' on this problem, for months now. 'It's on our radar', 'we're exploring other options', 'we're making progress'. I'll be pleased when I see something definitive, not before. Once bitten, twice shy.

Subject: Re: It's Time to Stop Using UPS
Posted by [HazelwoodModels](#) on Wed, 18 Sep 2013 06:33:01 GMT
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I confirm that I have not had any problems with UPS at our locations.
- and my local driver supports Arsenal too, so that can't be bad!

Subject: Re: It's Time to Stop Using UPS
Posted by [Scishape](#) on Wed, 18 Sep 2013 17:51:12 GMT
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I understand Shapeways needs UPS for international shipping but i believe UPS is a bad choice for a large part of Europe.

Using UPS to ship packages to me personally is pretty much useless. The box needs to be signed for and doesn't fit through the letterbox and the UPS delivery times are the same a the hours i'm expected to be at work. There is no way UPS can hand me this package and UPS doesn't seem to have a plan when they cannot hand over the package. It took me hours and trips to two different depots before i actually got my stuff.

PostNL (and by extension BPost, USPS.. and all the other old fashioned mail carriers) can be picked up every day between 8:00 and 20:00 at the supermarket just around the corner. I can manage and track parcels to me via their website.

I'll pay extra to not have to use UPS / Fedex / DHL

Subject: Re: It's Time to Stop Using UPS
Posted by [Scishape](#) on Wed, 18 Sep 2013 17:55:22 GMT
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The funny thing is, it would have been quicker for me to drive to Shapeways in Eindhoven than to hunt down the package in UPS Depots.

Does Shapeways allow local pickup ?

Subject: Re: It's Time to Stop Using UPS
Posted by [MitchellJetten](#) on Thu, 19 Sep 2013 07:32:41 GMT
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ivo_knutsel wrote on Wed, 18 September 2013 17:55The funny thing is, it would have been quicker for me to drive to Shapeways in Eindhoven than to hunt down the package in UPS

Depots.

Does Shapeways allow local pickup ?

Sure, send an email to service@shapeways.com with your order number and ask for a pickup
In addition, you can also choose to send the package to your work address?

At the Shapeways Eindhoven office we get a lot of packages every day from postnl with stuff that employees have ordered somewhere else

Subject: Re: It's Time to Stop Using UPS
Posted by [lgrfbs](#) on Thu, 19 Sep 2013 21:34:13 GMT
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All may not work on a workplace as allow me as employee to use the company's goods reception for privet goods, I will make a deal with my local pizza place, food store or petrol station for a tiny compensation for take my package.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Mon, 23 Sep 2013 20:42:24 GMT
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Bart, after MORE phone calls with UPS, I've received another suggestion. I've been informed that when you make the shipping label, you are able to request certain services, ie 'three delivery attempts'. Are you requesting that service? If you are, I'm not receiving it, and it's NOT due to the driver - his supervisors are threatening to write him up if he doesn't ADL my packages, despite the fact that I (and thus Shapeways) paid for that service, and despite the fact that I have explicitly requested it. That's grounds for you, as the shipper, to make one HELL of a scene on my behalf. And if you have not explicitly requested that service, please do.

Apparently I'm part of a 'pilot project' that UPS is testing in certain undisclosed areas of Canada where they will not make three attempts. That is unacceptable to me and I've never made it very clear on several occasions, which they don't care about. In a perfect world I wouldn't be forced to use UPS at all, but for now, I need Shapeways to start throwing some weight around.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Mon, 23 Sep 2013 20:46:09 GMT

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I think it's also worth mentioning that I'm learning how to make jewelry the conventional way to avoid dealing with this bullsh!t as much as possible. No offense to those of you at Shapeways who genuinely care and want to help out, but you're the exception, not the rule; and everything I've seen so far indicates that Shapeways doesn't give one single damn about my business. If you wanted it, you wouldn't drive me away with this crap. I fully intend to deal with Shapeways as little as humanly possible until you wise up as soon as I've got more conventional jewelry methods up and running.

Subject: Re: It's Time to Stop Using UPS
Posted by [Phxman](#) on Mon, 23 Sep 2013 22:47:13 GMT
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Peregrine Studios: - you sound as though you are in an out of the way place in Canada.
- it does not take much to be off the beaten track to expect these problems.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Mon, 23 Sep 2013 22:49:11 GMT
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Phxman wrote on Mon, 23 September 2013 22:47
Peregrine Studios: - you sound as though you are in an out of the way place in Canada.
- it does not take much to be off the beaten track to expect these problems.

I'm in the middle of Ottawa >.<

Subject: Re: It's Time to Stop Using UPS
Posted by [Phxman](#) on Mon, 23 Sep 2013 23:01:42 GMT
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PeregrineStudios wrote on Mon, 23 September 2013 22:49Phxman wrote on Mon, 23 September 2013 22:47
Peregrine Studios: - you sound as though you are in an out of the way place in Canada.
- it does not take much to be off the beaten track to expect these problems.

I'm in the middle of Ottawa >.<

So, the place to start is with your local UPS Office.

It seems to me there are several solutions to your problem.
but you may not be selling it in a way to get results

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Mon, 23 Sep 2013 23:08:17 GMT
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Phxman wrote on Mon, 23 September 2013 23:01PeregrineStudios wrote on Mon, 23 September 2013 22:49Phxman wrote on Mon, 23 September 2013 22:47
Peregrine Studios: - you sound as though you are in an out of the way place in Canada.
- it does not take much to be off the beaten track to expect these problems.

I'm in the middle of Ottawa >.<

So, the place to start is with your local UPS Office.

It seems to me there are several solutions to your problem.
but you may not be selling it in a way to get results

So now it's MY fault for not doing a good enough job convincing UPS to perform the service I paid them to do in the first place?

You are incorrect. There is ONE solution to my problem that I can pursue myself, and I have been pursuing it since day one. I've been down the local UPS office, I've been on the phone with customer service (who got the local UPS office to call me back), I've spoken to the drivers and even had them act as intermediaries and take notes to their supervisors. Tomorrow I plan to - once again - go down to the local UPS office and - once again - voice my complaints.

UPS - at least here - doesn't give a single sh!t about its customers, and I'm becoming increasingly convinced that Shapeways as a whole (with a few exceptions) doesn't either.

Subject: Re: It's Time to Stop Using UPS
Posted by [Phxman](#) on Tue, 24 Sep 2013 00:10:17 GMT
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I suggest you write outlining your experience to:-

D. Scott Davis
Chairman & Chief Executive Officer
United Parcel Service
55 Glenlake Pkwy NE,
Sandy Springs, GA 30328

Subject: Re: It's Time to Stop Using UPS
Posted by [Innovo](#) on Tue, 24 Sep 2013 05:23:41 GMT
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Phxman wrote on Tue, 24 September 2013 00:10
I suggest you write outlining your experience to:-

D. Scott Davis
Chairman & Chief Executive Officer
United Parcel Service
55 Glenlake Pkwy NE,
Sandy Springs, GA 30328

I don't think the CEO will ever get this letter in his hands, let alone read it. Every company has complaint departments to handle these issues.

Subject: Re: It's Time to Stop Using UPS
Posted by [Phxman](#) on Tue, 24 Sep 2013 05:43:11 GMT
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Agreed, but his name is on it should it cause embarrassment elsewhere.

Subject: Re: It's Time to Stop Using UPS
Posted by [rapierrdragon](#) on Mon, 30 Sep 2013 07:40:59 GMT

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What Shapeways should do for those in Canada is VERY SIMPLE.

Offer an option where if the package contents is over \$20 Canadian they will list the package contents as \$20 Canadian and then have some kind of second bill for us to pay to cover the insurance difference.

See, UPS can't slap us with their bogus \$10+ "brokerage fee" if the item is under \$20 Canadian.

Only way this could possibly maybe backfire is if Customs Canada opened a package (they only open and inspect maybe 5% of stuff) and found something expensive inside.

However, I've found that when UPS ships to Canada, almost always the only thing that Canada Customs sees is the paper copy.

So the majority of small to mid-range items, say, in the \$20 to \$50 range, even if by some super-rare case Canada Customs pulls an inspection, they'd be unlikely to know the real value of the box contents other than its small bits of plastic, at which point all they can do is guess the value based upon the weight of the plastic... which is so low that any fee or fine they throw onto the package would still be less than the \$10+ "brokerage fee" that UPS is b.s.'ing us with.

Subject: Re: It's Time to Stop Using UPS
Posted by [3rdboxcar](#) on Mon, 30 Sep 2013 08:47:21 GMT
[View Forum Message](#) <> [Reply to Message](#)

rapierdragon wrote on Mon, 30 September 2013 07:40What Shapeways should do for those in Canada is VERY SIMPLE.

Offer an option where if the package contents is over \$20 Canadian they will list the package contents as \$20 Canadian and then have some kind of second bill for us to pay to cover the insurance difference.

Are you suggesting that shapeways break the law?

It is an offence in most if not all countries to put false values on a customs declaration.

You are moaning about paying \$10 Canadian for somebody to do work for you, the brokerage fee in the UK is £10.00 [\$16.60 Canadian]. And no doubt there are other countries with an even

higher fee.

Subject: Re: It's Time to Stop Using UPS
Posted by [FreeRangeBrain](#) on Mon, 30 Sep 2013 21:02:32 GMT
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It is ill-advised to counsel another to commit fraud. Yes, the brokerage is excessive and... excremental. It sucks to have to pay it, but it's the cost of getting product from another country. I'd suggest buying either under or well over the threshold. I prefer to gang up my orders so as to still only have a single flat rate shipping fee, brokerage be damned.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Mon, 30 Sep 2013 21:15:07 GMT
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Yeah, I'm all against the brokerage fees, but deliberately declaring a lower value on a package? That's called tax evasion (at best), and it's not looked kindly upon.

You are moaning about paying \$10 Canadian for somebody to do work for you, the brokerage fee in the UK is £10.00 [\$16.60 Canadian]. And no doubt there are other countries with an even higher fee.

And all of those fees are needless and greedy. It's money-grubbing, plain and simple. I already paid UPS to bring my package into the country. The brokerage fee is what UPS thinks is 'fair' to charge you for signing a piece of paper in your place.

Within certain limits, the brokerage is \$10. Over a certain value threshold, it goes up. Then again. And again. You usually wind up paying brokerage that equals to about half the value of your package. If I order \$300 worth of goods, no, sorry, it's not even remotely fair for me to be charged around \$150 for that.

Even the base \$10 is ludicrous. I would be thrilled to have a job where I was paid \$10 for every (very simple) form filled out.

Subject: Re: It's Time to Stop Using UPS

Posted by [rapierrdragon](#) on Tue, 01 Oct 2013 03:39:23 GMT
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I have no problems with paying Canada Customs. Its UPS I'm sick of. From the two times I've had to pay, the actual amount that was due to Customs was like a measly FOUR BUCKS and yet by the type UPS was done with its "brokerage fee" and "convience fee" (I WAS HOME ALL DAY EVERY DAY THAT ENTIRE WEEK) and assorted other b.s. fee's, I ended up having to fork over something like \$14 one time and \$20 the other.

No, I'm not suggesting Shapeways break the law. Just find some way to "trick" UPS into thinking the package contents are less than they are. Maybe stick a nice note on the inside of the box reading "If this is Canada Customs, please note the actual value is (whatever) and we just tell UPS that the value is (whatever) cause UPS tricked us into this supposedly "international flat rate" deal and then they slam our customers with bogus fees which are nothing but cash-grabs."

LEGO uses DHL and the one time I went over \$20, DHL decided to throw on some \$18 of b.s. fees... which when I complained about, LEGO was kind enough to reimburse me what I had to pay, cause there was no flipping way that my order had an \$18 import tariff (DHL doesn't seem to do this UPS-style b.s. when its one person shipping a toy to another... but when its a big company like LEGO, they seem to think they have out-smarted LEGO by sticking all their little tricky loopholes in a micro-dot on the contract or something. One guy once told me LEGO collects all those customer rebursements and then sticks them all together to sue DHL as "package never reached" and "packet lost" and other such insurance gibberish so that they can legally get the money back from DHL.

Maybe that's a route Shapeways should go. If the end-customer had to pay extra cause of UPS b.s., Shapeways can go "and does UPS have a signature proving said person received their package? No? Well then, we want the value of that package back."

3rdboxcar wrote on Mon, 30 September 2013 08:47rapierrdragon wrote on Mon, 30 September 2013 07:40What Shapeways should do for those in Canada is VERY SIMPLE.

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You are moaning about paying \$10 Canadian for somebody to do work for you, the brokerage fee

in the UK is £10.00 [\$16.60 Canadian]. And no doubt there are other countries with an even higher fee.

Subject: Re: It's Time to Stop Using UPS
Posted by [lgrfbs](#) on Tue, 01 Oct 2013 07:06:42 GMT
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rapierdragon will it be the same thing then a package go from outside country business to business inside Canada ?

As it is now instead of a package go from outside country business to private home and you will get this "brokerage fee" .

So IF b2b not will get this "brokerage fee" can you not make a deal with the local pizza place/food store or whats ever good place so you packages will come to that place instead of you home and just pick up the packages after work?

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Fri, 04 Oct 2013 11:52:28 GMT
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It doesn't matter who's importing, you get stuck with brokerage fees.

Claiming a lower value on a package is against the law, period. It's not an option.

Subject: Re: It's Time to Stop Using UPS
Posted by [BernatPujol](#) on Wed, 09 Oct 2013 16:15:08 GMT
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This is my first post here and i was little affraid of what could happen to my order with the ups guys...

i ordered few things (first time i use shapeways) on 25 sept, the order was shipped yesterday morning and i got all the things today at home.

NL-Spain 1 day. Not bad! Even more when our spanish post service works really bad...

Just wanted repport my case to this post!

Sorry for the mistakes

Subject: Re: It's Time to Stop Using UPS
Posted by [natalia](#) on Thu, 10 Oct 2013 15:32:46 GMT
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Hey guys,

I know shipping has been a burning issue for some time now so I'm REALLY excited to report todays release heralds the beginning of the Shipping Solutions for everyone incrementally.

For those shipping to the United States, you'll now be able to choose from the following options on Shapeways: Standard, Two Day and Next Day. This enables you to get your Shapeways products faster than ever! We want to make these options affordable and accessible, so we've priced them as low as we can. Standard shipping will cost \$6.50, with Two Day costing \$9.50 and Next Day costing \$15.50. You've asked for improved shipping solutions for some time, and these updates are the foundation for future enhancements.

To make shipping options available as fast as possible to our entire community across the globe, we'll be unveiling expanded shipping options by region as they become available. As we move forward, we'll be able to iron out any kinks along the way, ensuring a smooth transition. We're committed to offering multiple shipping options to our worldwide customers and ask that you please be patient with us as we build relationships with new carriers around the world.

We really have heard you and this REALLY is the first in a series of exciting shipping enhancements on Shapeways so THANK YOU all for your patience, and insistence, about this issue. It feels really awesome to be able to show you that we ARE improving it, bit by incremental bit.

I'll be posting here more as we continue to roll out improvements. Your feedback is an essential part of how we continue to improve. So please, as always, let us know what you think!

Best,
Natalia (on behalf of the shipping ninjas)

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Thu, 10 Oct 2013 19:24:46 GMT
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Why did you edit out the part where you mentioned USPS to Canada?

I'm happy to see that progress - measurable, actual progress - is finally being made! Hopefully it won't be long before I can stop dealing with those UPS thugs once and for all. I do appreciate your efforts in this regard.

Subject: Re: It's Time to Stop Using UPS
Posted by [natalia](#) on Thu, 10 Oct 2013 20:42:51 GMT
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So I will not be accused of untruths down the road mainly! ... I also didn't want to get ahead of ourselves about promising what can be done, especially since I know how tricky this first step has been!

But that said, I'm happy about the measurable, actual progress too. I'm sure ill be back here soon to post more tangible steps

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Thu, 10 Oct 2013 20:50:36 GMT
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So there's still a chance Canada won't get a USPS option?

Excitement gone.

Subject: Re: It's Time to Stop Using UPS
Posted by [stannum](#) on Fri, 11 Oct 2013 01:23:15 GMT
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natalia wrote on Thu, 10 October 2013 15:32Standard shipping will cost \$6.50, with Two Day costing \$9.50 and Next Day costing \$15.50.
All via UPS as before? Or different companies now?

Subject: Re: It's Time to Stop Using UPS
Posted by [Scishape](#) on Fri, 11 Oct 2013 06:24:22 GMT
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This is hopeful for my UPS problem : Picking up UPS packages at the local supermarket.

http://translate.google.com/translate?sl=nl&tl=en&js=n&prev=_t&hl=en&ie=UTF-8&u=http%3A%2F%2Fwww.telegraaf.nl%2Fdf%2Fbedrijven%2Fpostnl%2F21965686%2F___UPS_opent_afhaalpunten_bij_Albert_Heijn___.html

I wonder if there are similar initiatives in other countries.

Subject: Re: It's Time to Stop Using UPS
Posted by [natalia](#) on Fri, 11 Oct 2013 15:53:56 GMT
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stannum - its still all via UPS, that's why we are able to offer it, because UPS can guarantee those service levels within the USA.

Peregrine - don't lose excitement or hope! This step is the very foundation upon which alternative shipping solutions will be built.

Subject: Re: It's Time to Stop Using UPS
Posted by [takadonet](#) on Fri, 18 Oct 2013 15:36:14 GMT
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Well I cannot justify buying anything from shapeways till there is a better shipping offer for Canadian customers. The shipping cost sometime are more then the item itself because UPS.

So... please hurry up and find a better alternative so I can print more!

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Sun, 03 Nov 2013 16:25:24 GMT
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I just got hit with a \$24 broker fee for an order that was valued at \$26. There is seriously something wrong here.

Subject: Re: It's Time to Stop Using UPS
Posted by [TrainThingz](#) on Sun, 03 Nov 2013 19:02:47 GMT
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You know, instead of complaining to Shapeways (who has no control over this...) or even UPS (who has little interest in changing it) why don't you direct your complaints to Ottawa? At least they could potentially do something about it.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Sun, 03 Nov 2013 19:08:23 GMT
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TrainThingz wrote on Sun, 03 November 2013 19:02 You know, instead of complaining to Shapeways (who has no control over this...) or even UPS (who has little interest in changing it) why don't you direct your complaints to Ottawa? At least they could potentially do something about it.

UPS brokerage toes the line of legality. The government can't do anything about it.

I beg to differ that Shapeways has no control over it. There is one easily accessible and ready-made solution to the problem that Shapeways ought to have presented us with long ago - not forcing us to exclusively use UPS.

Subject: Re: It's Time to Stop Using UPS
Posted by [stannum](#) on Sun, 03 Nov 2013 19:33:21 GMT
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TrainThingz wrote on Sun, 03 November 2013 19:02 You know, instead of complaining to Shapeways (who has no control over this...) or even UPS (who has little interest in changing it) why don't you direct your complaints to Ottawa? At least they could potentially do something about it.

UPS has lots of interest on charging it! Otherwise they would no excuse to charge for such service. They pay the tax in advance (24-X), and want that money back, but also for the paperwork (manual? doubtly) they ask a lot of money (X). Canada GST is 5%, do the maths if the item was 26.

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Sun, 03 Nov 2013 19:39:43 GMT
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stannum wrote on Sun, 03 November 2013 19:33TrainThingz wrote on Sun, 03 November 2013 19:02You know, instead of complaining to Shapeways (who has no control over this...) or even UPS (who has little interest in changing it) why don't you direct your complaints to Ottawa? At least they could potentially do something about it.

UPS has lots of interest on charging it! Otherwise they would no excuse to charge for such service. They pay the tax in advance (24-X), and want that money back, but also for the paperwork (manual? doubtly) they ask a lot of money (X). Canada GST is 5%, do the maths if the item was 26.

He said changing, not charging

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Sun, 03 Nov 2013 19:57:04 GMT
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Sorry if I reopened Pandora's box again. I just needed to vent my frustration while waiting for the USPS/Canada Post option

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Sun, 03 Nov 2013 19:59:33 GMT
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@Kimotion - My last three items were exactly like that (I live north of Toronto), \$39 for a \$38 item, etc. I started another thread on this subject. I looked into it and have been working with Customer Service. SOMETHING has indeed changed in the shipping dept because I found the reason for the extra high charges is because the items are being shipped by GROUND instead of AIR. UPS told me directly that when items are shipped by Ground there is more paperwork and they increase the brokerage fees. Check that item in the Brokerage Fees section of the customs slip you get with the package. Normally (and I have kept literally hundreds of these) that fee is \$10. Now it varies from over double to more than triple that amount!!

Shapeways is working on offering another shipping option to us (and, yes, I believe it is close), and for some reason I think this is affecting our packages.

AS A WORKAROUND I have been told to let CS know when I place an order and make a direct request that it get shipped by Air.

Subject: Re: It's Time to Stop Using UPS
Posted by [stannum](#) on Sun, 03 Nov 2013 22:02:21 GMT
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Ooops. *blush*

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Sun, 03 Nov 2013 23:35:39 GMT
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lensman wrote on Sun, 03 November 2013 19:59@Kimotion

AS A WORKAROUND I have been told to let CS know when I place an order and make a direct request that it get shipped by Air.

That is very good to know. Thanks!

Subject: Re: It's Time to Stop Using UPS
Posted by [miyusuwo](#) on Thu, 07 Nov 2013 18:35:05 GMT
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I just want to chime in as well in this UPS nonsense. I've just ordered something about \$28 and has gone through at least 4 phone calls and listening to 5 voicemails from UPS repeatedly trying to have me consent to them being my customs broker. I have told them this is a personal shipment and I do not have my own broker and have consented a few times already. They also will only give me an estimate of \$10 and no commitments on the brokerage fee they will be charging. Frankly, \$10 (could be more when I find out later!) for an item \$28 only as a fee (and not taxes or duties!) is quite ridiculous. If I had known about this fee I would have either not ordered the part, or get it shipped to the US and drive down to pick it up. I'm still lucky because I'm close enough to justify driving across the border from time-to-time, but what about the rest of us Canadians?

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Thu, 07 Nov 2013 18:42:22 GMT
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Yesterday I received a package from shapeways WITHOUT the customs broker fee. i was actually quite confused. The label said it was shipped UPS AIR. There was a message in this forum how UPS Air don't get charged as much. I didn't even tell Shapeways about it but maybe people at Shapeways saw that post and are now deciding to ship by UPS Air? If so, and if the brokerage fees go away, it's fantastic.

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Thu, 07 Nov 2013 19:08:40 GMT
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Kimotion you were probably NOT charged anything because the item you bought was valued at less than \$20. That frequently happens to me. Shapeways has not just now decided to start shipping by Air - they somehow started to ship by Ground which is where all the increased costs came from.

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Thu, 07 Nov 2013 19:12:04 GMT
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miyusuwo wrote on Thu, 07 November 2013 18:35..... Frankly, \$10 (could be more when I find out later!) for an item \$28 only as a fee (and not taxes or duties!) is quite ridiculous . If I had known about this fee I would have either not ordered the part, or get it shipped to the US and drive down to pick it up. I'm still lucky because I'm close enough to justify driving across the border from time-to-time, but what about the rest of us Canadians?

Unfortunately, miyusuwo any item over \$20 will incur a minimum \$10 brokerage fee plus taxes. And the "solution" to ship to an address in the US won't work UNLESS you change your address in Shapeways system to the US one. A buyer cannot have an item shipped to a country that is different to where they reside... One of my pet peeves which causes me to lose business.

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Thu, 07 Nov 2013 19:31:48 GMT
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The label does say "UPS 2 Day Air." Maybe they only ship the under \$20 contents by air?

Subject: Re: It's Time to Stop Using UPS
Posted by [terenceyan](#) on Thu, 07 Nov 2013 19:36:02 GMT
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The label does say "UPS 2 Day Air." Maybe they only ship the under \$20 contents by air?

All items under \$20 are not charged with customs duty.

Subject: Re: It's Time to Stop Using UPS
Posted by [miyusuwo](#) on Thu, 07 Nov 2013 19:47:02 GMT
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Hey lensman thanks for the response - I'm confused daily about this!

So, from what I gathered tho, is it true that if Shapeways goes with USPS instead of UPS, my order would NOT have been charged with a customs brokerage fee? Or will all shipments above \$20 get charged with a broker fee no matter who it's shipped with?

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Thu, 07 Nov 2013 22:33:14 GMT
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Well, I can't answer you, I'm afraid. From what little I know about shipments from the US by anyone the brokerage, etc will be a little hit and miss. Sometimes you could get charged and sometimes not. All I DO know is if UPS is used anything above \$20 WILL be charged...

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Thu, 07 Nov 2013 22:35:44 GMT
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Yes, terenceyan, but additionally - and most importantly - MOST times UPS will NOT charge brokerage either, thus having nothing to pay at the door.

Subject: Re: It's Time to Stop Using UPS

Posted by [PeregrineStudios](#) on Thu, 07 Nov 2013 23:09:36 GMT

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Right, let's clear up some misconceptions and questions about the UPS brokerage fees. Bear in mind that this is from a purely Canadian point of view.

- 1) It is NOT import duty or tax. It is NOT levied by the government. It is a fee that UPS charges.
- 2) The reason they charge this fee is: paperwork. When a parcel's total value is over \$20, it is subject to import taxes. In the case that your package incurs import taxes, UPS acts on your behalf - as a 'broker' - signing the papers and paying the taxes. For this 'service', they charge you not only the taxes they paid, but a brokerage fee on top of it.
- 3) For shipments by air, the brokerage fee is always \$10.
- 4) For shipments by ground, the brokerage appears to always be \$6 - however, there is also a \$7 'entry prep fee' that is applied to ground that is not applied to air.
- 5) GST is also applied to the brokerage fee.
- 6) UPS will ALWAYS CHARGE brokerage if your package is over \$20. Always.

I've attached two typical brokerage invoices from my brokerage account with UPS - one air, one ground.

So, how does that differ with USPS? Firstly, there is no brokerage fee. You pay any applicable taxes or duties upon receipt of the package, plus a small handling fee that varies with the size and weight. This happens occasionally. Canada Post will not ALWAYS charge import taxes - they do so randomly.

File Attachments

1) [forms.jpg](#), downloaded 268 times

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Thu, 07 Nov 2013 23:33:18 GMT
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I agree with everything you said there, except on point number 4. My brokerage forms from UPS are different to yours. They don't indicate how shipped. I had to call UPS just to find out where the extra charges were coming from and THAT is when I was told the packages were now being shipped by Ground. The rep explained the Brokerage fees are MUCH greater on Ground parcels - more than you stated. The only way I can tell how it was shipped is to check the Point of Entry - if it's the airport that gives me a big clue!

One of my recent forms shows this: Value for Duty \$20.56 - Brokerage Fee \$17.25 !! PLUS taxes, etc bringing the total COD charges to \$22.16 for a product that cost \$20.56!!

EDIT: Which only goes to show that - as usual when dealing with UPS - NO CHARGES seem to be applied exactly the same anywhere!

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Thu, 07 Nov 2013 23:39:52 GMT
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Do you have a brokerage account? The forms I uploaded are the format you get when you do so. I got one so I wouldn't have to pay at the door - I'm invoiced every two weeks I believe.

It could be that phone support just didn't distinguish between the 'Bond Fee' and 'Entry Prep Fee', just choosing to call it all 'Brokerage'. \$17.25 on a \$20.56 package is more or less in line with the numbers I laid out.

Not that it's at all reasonable !@#\$\$@APPLSAUCE@#%&^*^\$PIGS

Subject: Re: It's Time to Stop Using UPS
Posted by [alyvalli](#) on Thu, 07 Nov 2013 23:40:14 GMT
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I'm sure folks will chime in with more details on the blog, but we just went live with a far better shipping solution to Canada using USPS that will avoid brokerage fees:
<http://www.shapeways.com/support/shipping>

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Thu, 07 Nov 2013 23:47:36 GMT
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You know that music from Indiana Jones as they open the Ark of the Covenant? That's playing in my head as I'm clicking that link.

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Thu, 07 Nov 2013 23:47:50 GMT
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Talk about timing!

Subject: Re: It's Time to Stop Using UPS
Posted by [miyusuwo](#) on Thu, 07 Nov 2013 23:50:24 GMT
[View Forum Message](#) <> [Reply to Message](#)

That's awesome! Thank you Shapeways

Subject: Re: It's Time to Stop Using UPS
Posted by [PeregrineStudios](#) on Thu, 07 Nov 2013 23:51:21 GMT
[View Forum Message](#) <> [Reply to Message](#)

Sweet merciful lord, we thank you for this bounty....

Can't remember that last time I've been happier with Shapeways

Subject: Re: It's Time to Stop Using UPS
Posted by [alyvalli](#) on Thu, 07 Nov 2013 23:55:44 GMT
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Oh wow. Thank you for bearing with us.

Subject: Re: It's Time to Stop Using UPS

Posted by [lensman](#) on Fri, 08 Nov 2013 00:01:19 GMT
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Yes, great news!

Subject: Re: It's Time to Stop Using UPS
Posted by [natalia](#) on Fri, 08 Nov 2013 01:39:02 GMT
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WELL ALY beat me to it, but he's actually Canadian so that's ok.

Here's some more details....on no more UPS to Canada!

That's right, you made it loud and clear that UPS and the resultant brokerage fees were a huge problem so now we're shipping to Canada exclusively through the United States Postal Service.

What does this mean for you? It means that you'll now be paying an upfront fee of \$11.50 but that you won't be paying those expensive and unpredictable brokerage fees that many of you have been hit with in the past. Keep in mind that although the upfront price of USPS is a little bit higher than UPS, you'll be saving \$30+ in brokerage fees. We know that many of you have been asking for this for a while and hope it makes your Shapeways experience ten times better!

We're working hard to make sure that Canadian Shapies have the best shipping options in time for the holidays. So keep on 3D Printing and let us know what else we can do to make your lives easier!

- Natalia

I HAVE BEEN WAITING TO TELL YOU THIS FOR DAYS NOW!! Do you know how hard it was to keep this secret?! But we had to implement a WHOLE new shipping provider into our system so that took some time as you can imagine. Now it's here YAY!!

Subject: Re: It's Time to Stop Using UPS
Posted by [takadonet](#) on Fri, 08 Nov 2013 01:41:13 GMT
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Thank you so much Natalia!

Subject: Re: It's Time to Stop Using UPS
Posted by [natalia](#) on Fri, 08 Nov 2013 01:52:48 GMT
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Oh I didn't do this - besides convey how important it was - all the hard work was a true team effort!

YAY!

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Fri, 08 Nov 2013 02:14:30 GMT
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First order placed!

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Fri, 08 Nov 2013 02:31:23 GMT
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THANK YOU SO MUCH!!!!!!

Subject: Re: It's Time to Stop Using UPS
Posted by [FreeRangeBrain](#) on Fri, 08 Nov 2013 04:35:58 GMT
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"... no more UPS to Canada!"

Bless your blessed, collective hearts! I don't mind the slightly slower service if it means I can escape UPS brokerage fees.

UPS has actually been pretty good in delivering quickly. (NY to Edmonton overnight? Wow!) The latest shipments, however, have been substantially slower. This last shipment is now in "limbo" bouncing between truck and depot in Edmonton for two days now. They claim the "business was closed" and couldn't deliver yesterday. Big. Fat. Lie. It was to be delivered to my workplace, to the receiving department. They were rather expressly OPEN at the time UPS claims they were closed. Yes, I intend to call them out on it tomorrow, as they didn't manage to deliver today either.

Subject: Re: It's Time to Stop Using UPS
Posted by [bartv](#) on Fri, 08 Nov 2013 08:42:26 GMT
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YESSSSSSS!

I can't tell you how pleased I am that we can offer you this now. Also, I hope it goes to show that we DO listen to you and no, we don't get annoyed if you keep repeating your complaints. On the contrary - bring them on, this gives us more leverage to improve things!

natalia wrote on Fri, 08 November 2013 01:39[size=3]I HAVE BEEN WAITING TO TELL YOU THIS FOR DAYS NOW!! Do you know how hard it was to keep this secret?! But we had to implement a WHOLE new shipping provider into our system so that took some time as you can imagine. Now it's here YAY!!

+1

Subject: Re: It's Time to Stop Using UPS
Posted by [glehn](#) on Fri, 08 Nov 2013 10:21:15 GMT
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That's great news... for Canadians.

Any plans to have USPS as an option to other countries as well? I am particularly concerned with Brazil...

For us, besides the brokerage fee (around 10 dollars), taxes are higher when importing goods through a carrier rather than the post office.

Brazilian import taxes are 60% over the item price plus shipping. When importing through UPS they add another 18% on top of that for a state tax. When you add all this, in the end, it costs us twice the price to get the item in our hands.

Because of that, I am pretty sure Shapeways currently does not have many Brazilian customers...

Regards,
Luis

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Fri, 08 Nov 2013 10:56:46 GMT
[View Forum Message](#) <> [Reply to Message](#)

FreeRangeBrain wrote on Fri, 08 November 2013 04:35..... The latest shipments, however, have been substantially slower. This last shipment is now in "limbo" bouncing between truck and

depot in Edmonton for two days now.....

I would assume that is because it was likely shipped by Ground. When all this first started I sent my package back with the driver to have his office explain the triple-high COD charges. He did so, and once I got my answer I decided to bite the bullet and pay the fees and thus requested a re-ship back to me. This has been indicated in the online tracking info and yet the package has been locked in a depot for over a week now... Screw 'em. Keep it. It'll actually be less of a loss than if they did deliver it and I had to try and sell it...

Subject: Re: It's Time to Stop Using UPS
Posted by [Kimotion](#) on Fri, 08 Nov 2013 16:24:05 GMT
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I can't emphasize how important this was: until now I only bought my own products to test them before selling them. Now I feel more free to actually SHOP and get other shopowners' items!

Subject: Re: It's Time to Stop Using UPS
Posted by [natalia](#) on Fri, 08 Nov 2013 16:29:02 GMT
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glehn - thanks for letting us know about Brazil. Now that we have two shipping providers, we have even more options and Im sure we will continue to improve shipping options for all our customers worldwide

Subject: Re: It's Time to Stop Using UPS
Posted by [FreeRangeBrain](#) on Fri, 08 Nov 2013 18:35:48 GMT
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Quote:I would assume that is because it was likely shipped by Ground.
Actually, this one came via air (unless someone was bookin' it big time between Secaucus, NJ and Louisville, KY), though not as direct a route as previous shipments.

Subject: Re: It's Time to Stop Using UPS
Posted by [lancer525](#) on Tue, 17 Dec 2013 03:11:42 GMT
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http://news.yahoo.com/blogs/oddnews/android-tablet-delivered-by-ups-left--%e2%80%98in-black-trash-can%e2%80%99-215157631.html?soc_src=copy

Try this on for size... And read some of the comments as well...

It's a good thing that there are now other options besides UPS.

As I've said from the beginning, I will NEVER spend money with ANY company that requires me to use UPS.

And the news story linked above explains why.

Subject: Re: It's Time to Stop Using UPS
Posted by [leandroarndt](#) on Thu, 02 Oct 2014 19:23:57 GMT
[View Forum Message](#) <> [Reply to Message](#)

glehn wrote on Fri, 08 November 2013 10:21 That's great news... for canadians.
Any plans to have USPS as an option to other countries as well? I am particularly concerned with Brazil...

For us, besides the brokerage fee (around 10 dollars), taxes are higher when importing goods through a carrier rather than the post office.

Brazilian import taxes are 60% over the item price plus shipping. When importing through UPS they add another 18% on top of that for a state tax. When you add all this, in the end, it costs us twice the price to get the item in our hands.

Because of that, I am pretty sure Shapeways currently does not have many brazilian customers...

Regards,
Luis

I second you, Luis! Taxes here total 87.2% if shipped through courier (UPS). Aside of this, UPS adds a US\$ 15.00 fee for anticipated payment of taxes and US\$ 10.00 for discovering our taxpayer number (it could simply call us at the phone number indicated by Shapeways, but it doesn't). If one wants to buy a cross bookmark for US\$ 2.90, he/she will have to pay US\$ 19.90 for freight costs and US\$ 25.00 for UPS fees. In my case, I paid US\$ 29.00 to print my first order, but more than US\$ 89.00 to bring it to Brazil, of which US\$ 54.90 were paid to UPS. If Shapeways used USPS or the Netherlander official postal service, we would pay R\$ 12,00 (less than US\$ 5.00) for customs clearance services.

PS: I wasn't informed beforehand of the UPS US\$ 25.00 fee.

Subject: Re: It's Time to Stop Using UPS
Posted by [Chrys](#) on Sun, 25 Jan 2015 09:14:12 GMT
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Since my Thread in General Diskussion has been deleted or moved or sth.

I would mouch appriciate a different delivery service for Europe as well. At the moment I pay 10 Euros for a 10 Euro Item...It is really hard to get only one model iteration. You literally always have to order in bulk. It is a little bit anyoing. DHL should be a good option aswell.

But just my 2c on the UPS pricing situation.

Subject: Re: It's Time to Stop Using UPS
Posted by [CybrankNight](#) on Sun, 25 Jan 2015 13:29:57 GMT
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Chrys wrote on Sun, 25 January 2015 09:14l would mouch appreciate a different delivery service for Europe as well. At the moment I pay 10 Euros for a 10 Euro Item...It is really hard to get only one model iteration. You literally always have to order in bulk. It is a little bit anyoing. DHL should be a good option aswell.

Canada is in the same boat as well.

Luckily for me between manufacturing times and shipping and doubling that for items that have issues and get re-printed I usually have time to make up 50-100\$ worth of new prints to test/buy!
xD

Subject: Re: It's Time to Stop Using UPS
Posted by [lensman](#) on Sun, 25 Jan 2015 20:14:30 GMT
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CybrankNight wrote on Sun, 25 January 2015 13:29
Canada is in the same boat as well.

Canada used to be in the same boat. We now have a postal option. Cheaper but slower. Can't

have everything :)

Subject: Re: It's Time to Stop Using UPS
Posted by [CybrankNight](#) on Sun, 25 Jan 2015 20:51:20 GMT
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But we still only have a single option that's still pretty expensive for what we get considering there aren't any oceans between us and the US-based factory.

It's not the worst but still, individual I tend to make miniatures that cost 5-15\$ which means that on average shipping costs as much as a product would. Luckily for now I'm developing a lot of models so I can easily wait and buy a bunch of different designs at once but that's not the case for everyone.

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [Chrys](#) on Mon, 26 Jan 2015 09:41:04 GMT
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My point exactly, if shipping makes up to 100% of the price that cant be right. I know comparing to Amazon is kinda crappy but if I d order an item of similiar size and price the shippig would come down to about 50 - 30% of the total sum. I just think this is an important issue that should be addressed. But seems something is happing since Canada already has different shipping so I ll just wait.

I was just suprised the other day when I wanted to order a 10Äçâ€šÄ¬ model and had to pay 9,32 of shipping...was kind of...wrong.

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [lensman](#) on Mon, 26 Jan 2015 13:14:13 GMT
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I completely understand the frustrations - and, trust me, I've been there, but in reality we can't expect a business to carry all kinds of different shipping options and prices. There is the labour costs involved too; it takes just as much effort to put that tiny item into a small envelope as compared to a one-size-fits-all box. In fact it takes more effort because now the employee has to think "Does the size and fragility warrant a larger box or can it go in this envelope?" He ends up

putting it in the envelope to save the customer money and now it gets damaged in transit: -
Customer complains "Why can't you guys just use one standard size box and shipping rate?" !!

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [manuschwendener](#) on Sat, 07 Mar 2015 13:18:26 GMT
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I wholeheartedly agree with the original post (sorry, didn't read all the replies). As long as this isn't sorted I can't order from Shapeways again and I have to warn my friends in Switzerland of doing so, too - although they love the Shapeways products I showed them.

Shapeways products, order total including shipping costs: €51.40 [= ca. CHF 54,95]
Additional UPS Switzerland costs CHF 28.30

€1Shapeways products, order total including shipping costs: €50.86 [= ca. CHF 54,37]
Additional UPS Switzerland costs CHF 27.75

€1Shapeways products, order total including shipping costs: €56.53 [= ca. CHF 60,43]
Additional UPS Switzerland costs CHF 2€19€1.60€1

Seriously, I doubt many people in Switzerland use Shapeways more than once.

(<https://en.3drucken.ch/2012/11/drucken-bei-shapeways.html> - last paragraph)

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [lensman](#) on Sat, 07 Mar 2015 18:06:23 GMT
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Those are exactly the sorts of problems we faced in Canada until Shapeways started shipping via US mail. Now, SOMEtimes we still get hit with customs fees but not all the time.

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)

Posted by [PeregrineStudios](#) on Sat, 07 Mar 2015 18:18:53 GMT
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And when we do, it's FAR more reasonable. I had a \$700 package the other day, and I only had to pay around \$60 GST.

If that had been UPS, their brokerage fee would have been somewhere between \$300 and \$400 (despite whatever UPS's website might say, their brokerage fees are almost always about half the value of a given package).

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [Chrys](#) on Sat, 07 Mar 2015 19:09:04 GMT
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It is really hard to see why UPS is so important for Shapeways. I regularly buy stuff from GB or France. Granted all Eurorpean Union Member States so does only apply in parts to Switzerland. Some of them use DHL, some Hermes. I can not remember one time I had to pay more then 10%-20% of the items price as shipping. Additonally, when I order something lets say for about 100 to 200€ in GB I usually dont even pay shipping. Not that I want to add this to the list of please-improve points but it seems rather strange that UPS seems to be the only option for european countries.

I hope they will find a way to make it better.

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [glehn](#) on Mon, 28 Mar 2016 23:43:13 GMT
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Today I received my latest order from Shapeways. It was a while since I last ordered anything from Brazil and I was surprised with some new UPS fees... :(

Here is the breakdown of my order:

Order amount: \$70.40

Shipping: \$0 (it was ordered during the free shipping promotion)

Then this is what UPS is charging me:

Import taxes (60%): \$42.24 (outrageous, but not really UPS or Shapeways fault. This is the cost of living in Brazil)

State taxes (28.8%): \$20.28 (also outrageous, but in my State this is only charged when importing through a Courier service. When importing through normal mail this is not charged. So please,

please, add USPS as an option for Brazil as well).

UPS fee for paying the taxes for me: \$27.30 (this is new, in the past they charged me just around \$10 for processing the import taxes)

UPS fee for finding my CPF number (similar to a Social Security number in the US) because it was not present in the invoice: \$10.90 (this is also new, they have never charged me this before)

Airport fees: \$0.38 (no big deal)

So, in the end, I bought \$70.40 worth of goods and I am paying \$101 in taxes and fees (total of \$171.40 for 3 small models). If I had the option of using USPS I could reduce near \$60 from this amount. So, please, please, please, give us more shipping options.

Regards,
Luis

PS: And I did not even mention the huge devaluation that our currency suffered during the past few months, which is also not UPS or Shapeways fault, but makes Shapeways business even less attractive around here. :(
Sorry for the rant but I had to vent...

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [manuschwendener](#) on Tue, 29 Mar 2016 05:44:44 GMT
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:-)

I warned all my friends against using shapeways, for this one reason.

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [Youknowwho4eva](#) on Tue, 29 Mar 2016 17:36:35 GMT
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glehn, Contact service with your breakdown. It would be good for them to know this (if they don't already) and maybe there is something we can do differently to reduce some of these fees. They can also forward on your request of adding USPS to Brazil.

Subject: Re: It's Time to Stop Using UPS--(we did! USPS inside)
Posted by [jens_nybacka](#) on Tue, 21 Jun 2016 08:09:45 GMT
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I'm waiting for my first printed part from Shapeways and WAS really excited. Then I saw the delivery is with UPS. Those Three words represent, to me, three days of god damn phonecalls and idiocy, stupid forms and retarded paragraph CRAP!
I cannot fathom how a company like UPS still exists and it's completely IMPOSSIBLE to understand how anyone can use this schoolbook example of the total opposite on how to do good customer service should be done.

Everything is a total disaster.

- They cant print Ã...Ã,,Ã– on the package, so my adress is unreadable.
- The deliver the packade at my house and require a signature. "Before the end of the day" so I have to stay home from work?!
- I can't change adress until they tried to deliver it to my empty home.
- Their drivers dont have cell phones so even if you're home they might not find the adress (happend three times before)
- They can deliver the package to a pickup spot, that is on the other side of Stockholm.

WHY ARE YOU USING UPS?!

Sorry to say, this is a total deal breaker, I'm not ordering anything more.
Bye.
