

Re delivery of a package to Washington by Federal Express:

There is no local pickup for such services as Purolator, and to get a United Parcel pickup I have to call Handover at least a day before, so I used Federal Express. If I had not I'd have had to go into town to the post office, with a car that would be in second gear almost all those 15 miles (round trip), then I'd have the first-class charge plus the special delivery charge, and aside from the time saved my cash cost would have come to or perhaps exceeded the \$11.40 Federal Express charge.

I did not need the 10 a.m. guaranteed service so I saved a few bucks. This way they guarantee Friday a.m. and tell me it will probably be delivered tomorrow.

What happens to this Washington delivery, picked up by the branch that is at Mathersburg, which is half way to Washington? It goes to the Washington airport, is flown to Memphis, is routed back to and flown from there to Washington and is then delivered.

This is because to be as fast as they are they have to route everything to Memphis and do the routing there is a single vast and fast operation.

As my late grandmother would have said, America goniff. Goniff means crook and literal translation destroys the idiom.

But isn't it something the way it works?

HW 5/9/84