

money

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Holiday deliveries already falling behind

Influx of online purchases contribute to delays

By Abha Bhattarai
The Washington Post

If it seems like your online orders are arriving later than expected, you're not alone.

An influx of online purchases — particularly during Cyber Monday, the busiest online shopping day in U.S. history — is testing the limits of carriers like UPS and FedEx, despite their heavy investment in new warehouses

and seasonal employees. Americans spent a record \$6.59 billion online on Cyber Monday, according to data from Adobe Analytics.

The number of late deliveries typically doubles during the holidays, leading to headaches for shoppers and retailers alike, according to data from LateShipment.com, an Orlando-based startup that tracks shipment delays.

UPS, the world's largest

delivery company, warned last week that some deliveries would be delayed by one or two days, as staffers worked extended hours to manage the rush. UPS expects its holiday load to rise 5 percent, to 750 million packages, this holiday season, while FedEx says it's planning for up to 400 million parcels.

And pilots who deliver for DHL and Amazon's

DELIVERIES continues on D-2



UPS says some package deliveries are being delayed due to an unexpected flood of orders from online shoppers after Thanksgiving. (AP Photo/Patrick Semansky)



work wanted
candace moody

Change your life by finding your purpose on the job

Lindsay Pollack, who writes on millennial issues in the workplace, recently posted some thoughts about the Japanese concept "ikigai." She writes, "It's a combination of the words 'ikiru,' which means 'life,' and 'kai,' translated as 'the realization one hopes for.'" The Japanese describe ikigai as "a reason to get up in the morning, or ... purpose."

We coach candidates to ask about all kinds of things as they evaluate a job offer: leadership styles, company culture, professional development, even how and how often the team has fun together. But we seldom ask about the sense of purpose the job inspires.

Companies worry about cultural fit with new employees, but studies indicate purpose is one of the key factors in attracting and retaining young workers.

It's a high-stakes challenge; Gallup reports turnover among millennials costs the U.S. economy \$30.5 billion each year.

Most young workers say connecting their work to a higher purpose is an important factor in whether they stay engaged. But Gallup also reports only 26 percent of millennials say, in the past week, they have "heard someone talk about how their daily work connects with their organization's mission."

Connecting work to a compelling mission creates higher engagement, and both the company and its customers benefit. One powerful way to connect workers with mission is to tell stories about the impact your company has on the people you touch. Loan processors aren't just pushing paper; they're helping people achieve their dreams of home ownership or starting a business.

Construction workers are creating a place where families will gather and thrive. Connecting the customer's stories and helping workers see how they play a part in the outcome makes their work feel more personal and more important.

Another benefit of purpose is a commitment to excellence. If the work matters, it matters that it's done right. Entry-level workers sometimes don't perform routine tasks well because they don't see how the task contributes to the greater mission. Speaker Michael "Doc" Norton says purpose and excellence are deeply interconnected. He calls purpose "connection," which he defines as "what makes a community. Internally, organizations need cohesion within and between all teams; one collective, united toward a common cause."

Simon Sinek is a business consultant and author of "Start with Why: How Great Leaders Inspire Everyone to Take Action." He encourages people and leaders to figure out why they get up in the morning and what matters to them.

"When we discover our WHY," he writes, "we are better able to find the clarity and confidence to choose the careers, organizations, communities and relationships that are most likely to inspire us." Connecting with your inner and your company's ikigai can transform your work and personal life.

Candace Moody is vice president of communications for CareerSource Northeast Florida. Her column appears every Wednesday in the Times-Union, and she can be reached at cmoody@careersourcefla.com.



The Wawa store and gas station at Wilson Boulevard and Lane Avenue opens Wednesday along with one at 678 Blanding Blvd. in Orange Park. There are now 132 Wawas in Florida, with 11 more openings planned this month alone. (Roger Bull/Times-Union.)

Wawa opens 2 area stores

Pennsylvania-based chain plans to open 30-40 more in Northeast Florida

By Roger Bull
roger.bull@jacksonville.com

The first two Wawa stores in the Jacksonville area open this week. The third opens next week. Then another six come next year. In all, the gas station/convenience store chain plans 30 to 40 stores in the area.

The first two open Wednesday at Wilson Boulevard and Lane Avenue in Jacksonville, and 678 Blanding Blvd. in Orange Park. The third store opens Thursday, Dec. 21, at 4866 Gate Parkway at the Town Center.

At an invitation-only ceremony Tuesday at the Wilson Boulevard store, Brian Duke, regional director of real estate, said the company has a total of 16 sites under contract in the



area. Another half-dozen have contracts pending. After next year, he said, he expects the company to open three to five each year in Clay, Duval and St. Johns counties. At some point, he said, they'll move into Nassau County.

Growth in Northeast Florida is a little more aggressive than it was when the company first came to Florida in 2012.

"We were just in Tampa and Orlando then," he said. "But now we're in Southeast Florida, too. We have total brand recogni-

tion on the Mid-Atlantic states. We're growing that in Florida."

The company has about 770 stores in six states and has been averaging one new store a week recently, he said. There are now 132 in Florida with 11 more openings planned this month alone.

The chain is based in Pennsylvania and Florida is the first state in which it has opened stores south of Virginia.

Duke said Wawa created a new prototype for Florida stores, which includes the new Jacksonville stores. The food service counter is right in the center of the store, where the cashiers usually are. The cash registers are off to the side. That's something other stores, including Gate, have also start-

WAWA continues on D-2

MOD Pizza to celebrate opening at Bartram Village

Free pies offered to first 52 guests; first day's proceeds to go to charity

By Ann Friedman
For the Times-Union

MOD Pizza is making its Jacksonville debut Tuesday in Bartram Village.

The 2,475-square-foot Southside location has an outdoor patio, as well as original artwork and a hand-painted mural by Jacksonville artist Joe Stark, along with MOD's signature "Wall of Fame," a photo collage that pays homage to the local community and people from the MOD journey.

BBX Capital is the exclusive franchisee of the MOD Pizza brand for the

state of Florida.

"Along with the incredible pizza, the MOD brand is a purpose-led organization that is committed to making a positive impact on as many lives as possible by offering well-paying jobs, career development opportunities and partnering with local nonprofits that support the community," said Brick Kerge, vice president of operations for BBX's MOD Pizza business in Florida.

MOD Pizza offers individual, artisan-style pizzas with any combination of more than 30 toppings, as well as a menu of MOD



MOD Pizza, which will open Tuesday in Bartram Village, cooks pizza at 800 degrees. (Provided by MOD Pizza)

classics.

The price remains the same — \$8.17 — regardless of the number of top-

pings. Pizzas are cooked in an 800-degree oven in minutes and salads are individually hand-tossed for

each customer.

The menu is rounded out with handspun milkshakes, house-made lemonades and iced teas, and local craft beers and wine.

To celebrate the store's grand opening, MOD Pizza will be offering a free artisan-style pizza to the first 52 guests. After that, 100 percent of all pizza sales on opening day will be donated to Boys and Girls Club of Northeast Florida, a nonprofit agency dedicated to helping young people improve their lives by developing values and skills during their critical period of growth.

MOD Pizza will be open from 10:30 a.m. to 10 p.m. Monday through Sunday.

For more information, visit modpizza.com.

DELIVERIES

Continued from D-1

Prime Air say they are already experiencing delays, which are likely to grow worse in coming weeks. (Jeff Bezos, the founder and chief executive of Amazon, owns The Washington Post.)

"It looks like the next three weeks are going to be challenging, particularly with serving Amazon," said Robert Kirchner, a pilot for Atlas Air Worldwide Holdings and executive council chairman of Teamsters Local 1224, a labor union that represent pilots and crew members from 11 airlines. "Amazon is already expecting delay problems — we know this from UPS and certainly from our own flight problems — and we're expecting that it's going to get worse in the next two weeks leading up to Christmas."

Atlas, he said, now has 12 cargo planes devoted to Amazon deliveries, up from two last year.

But morale is low among pilots, with one-third of them actively looking for employment elsewhere, according to a recent union survey. Roughly 220 pilots have quit this year, leaving the company with about 1,500 active pilots. (Atlas Air did not immediately respond to requests for comment.)

"Working conditions are getting worse, which means pilots are getting sick, they're dealing with fatigue," Kirchner said, adding that the union is currently in contract negotiations with Atlas. "When a pilot calls in sick this time of year, there are very few replacements available."

United Parcel Service said it has staffers working extended hours to manage the rush. About 89 percent of UPS Express packages were delivered on time between Nov. 27 and Dec. 2, compared to 99 percent at FedEx, according to ShipMatrix, a Pennsylvania-based company that tracks deliveries.

UPS, which had plans to hire 95,000 temporary workers this holiday season, also recently implemented a 70-hour, eight-day workweek for its drivers.

They previously worked 60 hours over seven days.

WAWA

Continued from D-1

ed to do.

Catherine Pulos, chief operations officer for Wawa, wouldn't say what percentage of sales its sandwiches, soups, etc., are compared to the more traditional convenience store items. She'd only say it's the fastest growing area of the business.

Wawa's Florida stores also have outside seating.

"That's something we've never had up north," Duke said.

At Tuesday's celebration, employees handed out samples of food and I (heart) Wawa buttons. There were music, dancing mascots and speeches.

City Councilman Garrett Dennis thanked the store for coming to his district, for hiring 40 people per store and developing what had been a blighted corner.

And then he made the first ceremonial hoagie.

The two Jacksonville stores open at 8 a.m. Wednesday. Ribbon-cutting will be at 9 a.m. at the Wilson Boulevard store and 1 p.m. at the Orange Park store.

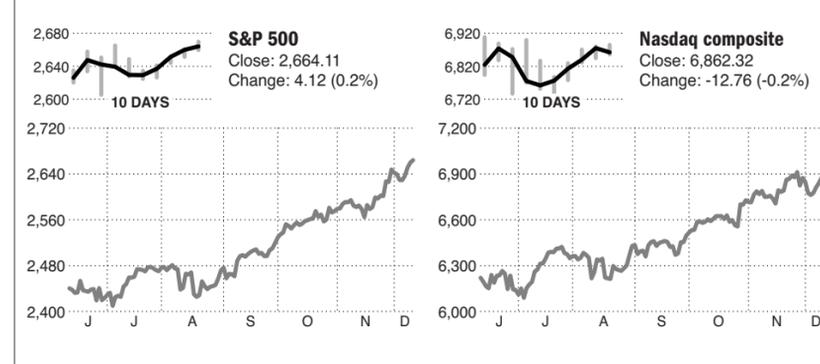
Dilbert



▲ DOW 24,504.80 +118.77	▼ NASDAQ 6,862.32 -12.76	▲ S&P 500 2,664.11 +4.12	▲ 10-YR T-NOTE 2.40% +0.1	■ 30-YR T-BOND 2.78% ...	▼ CRUDE OIL \$57.14 -0.85	▼ GOLD \$1,238.50 -5.20
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Stocks recap

	NYSE	NASD																								
Vol. (in mil.)	3,393	1,769	Vol. (in mil.)	3,393	1,769	Pvs. Volume	2,926	1,706	Advanced	1,338	1,287	Declined	1,589	1,607	New Highs	118	94	New Lows	26	53						
DOW	24552.97	24443.83	DOW Trans.	10404.25	10346.20	DOW Util.	759.41	747.93	NYSE Comp.	12717.08	12674.89	NASDAQ	6884.81	6856.30	S&P 500	2669.72	2659.78	S&P 400	1891.65	1883.62	Wilshire 5000	27682.83	27593.04	Russell 2000	1525.11	1515.95

Local stocks

NAME	TICKER	PE	CLOSE	CHG	CHG YTD	NAME	TICKER	PE	CLOSE	CHG	CHG YTD
AT&T	T	14	38.10	+1.20	+3.3	Mondelez Intl	MDLZ	30	42.88	+0.1	-3.3
Adv Micro Dev	AMD	...	9.90	-2.6	-12.7	Nelnet Inc	NNI	12	55.53	+2.8	+5.0
Aetna Inc	AET	18	181.31	-2.6	-0.1	Northrop Grumman	NOC	27	307.26	+2.70	+0.9
Allbaba Group Hldg	BABA	49	174.64	-4.65	-2.6	Oasis Petroleum	OAS	dd	8.33	-1.73	-17.2
Allstate	ALL	15	103.55	+1.18	+1.2	PHH Corp	PHH	dd	11.17	+0.3	+0.3
Alps Alerian MLP	AMLP	q	10.73	+0.09	+0.8	Parkervision	PRKR	dd	1.16	-0.5	-4.1
Ambev S.A.	ABEV	6	6.47	+1.3	+2.1	Patriot Transport	PATI	11	17.25	...	-21.3
Apple Inc	AAPL	20	171.70	-0.97	-0.6	Penney JC Co Inc	JCP	14	2.87	-3.3	-10.3
Asbury Automotive	ABG	11	66.45	-1.10	-1.6	Petrobras	PBR	...	9.94	+2.0	+2.1
Atlantic Coast Fin	ACFC	25	9.09	+0.4	+0.4	Pfizer Inc	PFE	15	36.59	+3.8	+1.0
AutoNation Inc	AN	14	54.48	-0.97	-1.7	Powersh QQQ Trust	QQQ	q	155.69	-2.1	-0.1
BB&T Corp	BBT	17	50.29	+5.4	+1.1	ProShs Ultra VIX ST	UVVX	q	11.30	+0.4	+0.4
Banco Bilb Viz Arg	BBVA	...	8.47	-0.56	-0.7	Procter & Gamble	PG	23	89.85	-3.8	-0.4
BankAmerica Corp	BAC	17	29.32	+3.8	+1.3	Proteostasis Tehrep	PTI	...	6.14	+3.79	+161.3
Barc iPath Vix ST	VXX	q	29.38	+0.9	+0.3	Prudential FncI	PRU	12	116.39	+1.3	+0.1
CSX Corp	CSX	28	56.98	+0.1	...	Rayonier AdvMats	RYAM	35	19.11	-4.2	-2.2
Chesapk Engy	CHK	6	3.81	-0.2	-0.5	Rayonier Inc.	RYN	87	31.41	+1.1	+0.4
Citigroup	C	15	76.15	+3.0	+0.4	REG 24	REG	24	68.56	+8.8	+1.3
CocaCola Co	KO	28	45.29	-0.05	-0.1	RF	RF	18	17.31	+3.3	+1.9
Comcast Corp A	CMCSA	19	39.51	+1.07	+2.8	RIOT	RIOT	...	28.20	+5.12	+22.2
Convergys Corp	CVG	13	23.96	+3.0	+1.3	SPY	SPY	q	266.78	+4.7	+0.2
CS VelSh 3xLongNatG	UGAZ	q	5.80	-0.79	-12.0	St Joe Co	JOE	57	18.80	+2.0	+1.1
Digital Power Corp	DPW	dd	4.16	+3.4	+8.9	Snap Inc A	SNAP	...	15.93	-2.9	-1.8
Exxon Mobil Corp	XOM	32	82.77	-2.6	-0.3	Sthwstn Energy	SWN	40	5.54	-2.7	-4.6
FRP Holdings	FRPH	15	43.90	+2.0	+0.5	Sprint Corp	S	dd	5.68	+2.4	+4.4
FedEx Corp	FDX	20	239.50	+8.9	+0.4	Square Inc	SQ	...	38.08	-2.2	-0.6
Fidelity Natl FncI	FIN	16	40.23	-0.40	-1.0	SPDR Financial	XLF	q	28.22	+2.8	+1.0
Fidelity Natl Info	FIS	23	94.29	+1.48	-1.5	SPDR Utility	XLU	q	55.25	-9.6	-1.7
Ford Motor	F	11	12.59	+0.1	+0.1	Stein Mart	SMRT	dd	1.23	+0.2	+1.7
Freeport McMoran	FCX	dd	15.72	+7.0	+4.6	Sun Trust	STI	17	65.53	+0.1	+1.4
Gen Electric	GE	15	17.93	+2.8	+1.6	TEVA	TEVA	5	16.52	+0.8	+0.5
General Motors Co	GM	6	41.53	-1.4	-0.3	UPS	UPS	20	118.18	+1.3	+0.1
Group Inc	GRPN	...	5.55	-3.1	-5.3	US Nat Gas Fund	UNG	q	5.36	-2.0	-3.6
Home Depot	HD	25	181.76	-0.49	-0.3	Vale SA	VALE	...	11.06	+2.2	+2.0
iShares Brazil	EWZ	q	40.09	+1.00	+2.6	Valeant Pharma	VRX	5	21.87	+1.32	+6.4
iShs Emerg Mkts	EEM	q	45.86	-3.1	-0.7	VanE Vect Gld Miners	GDX	q	21.42	-0.9	-0.4
iShares Rus 2000	IWM	q	150.88	-0.47	-0.3	Verizon Comm	VZ	11	53.21	+1.37	+2.6
IBM	IBM	12	156.77	+1.36	+0.9	Vulcan Matl	VMC	38	121.51	-1.41	-1.1
Johnson & Johnson	JNJ	21	142.83	+1.69	+1.2	Wal Mart Stores	WMT	22	96.70	-2.3	-0.2
LandStar	LSTR	31	104.00	+1.5	+0.1	Web.com Group	WEB	9	22.00	-1.00	-4.3
LendingClub Corp	LCT	dd	4.21	+3.2	+8.2	Wells Fargo & Co	WFC	15	60.35	+1.48	+2.5
Liberty Property	LPT	21	44.14	-0.8	-0.2	WestRock Co	WRK	...	63.92	-5.0	-0.8
Lowe's Cos	LOW	19	84.99	-0.55	-0.6	Weyerhaeuser	WY	30	35.64	+2.0	+18.4
Medtronic Inc	MDT	18	81.99	+1.72	+0.9	Xunlei Ltd	XNET	...	15.89	+3.9	+2.5
Micron Tech	MU	9	41.86	-1.15	-2.7						
Microsoft Corp	MSFT	30	85.58	+3.5	+0.4						

Interest rates

TREASURIES	YEST	PVS	NET CHG	WK	MO	QTR	1YR
3-month T-bill	1.32	1.31	+0.01	▲	▲	▲	.52
6-month T-bill	1.48	1.49	-0.01	▼	▲	▲	.64
52-wk T-bill	1.67	1.67	...	▼	▲	▲	.85
2-year T-note	1.84	1.82	+0.02	▲	▲	▲	1.15
5-year T-note	2.17	2.16	+0.01	▲	▲	▲	1.89
10-year T-note	2.40	2.39	+0.01	▲	▲	▲	2.48
30-year T-bond	2.78	2.78	...	▲	▼	▲	3.15

The yield on the 10-year Treasury note rose to 2.40 percent on Tuesday. Yields affect rates on mortgages and other consumer loans.

PRIME FED RATE FUNDS

YEST	4.25	1.13
6 MO AGO	4.00	.88
1 YR AGO	3.50	.38

Commodities

FUELS	CLOSE	PVS.	%CH.	%YTD
U.S. crude oil	57.14	57.99	-1.47	+6.4
Ethanol (gal)	1.30	1.31	+0.61	-18.9
Heating Oil (gal)	1.93	1.95	-0.87	+13.5
Natural Gas (mm btu)	2.68	2.83	-5.30	-28.1
Unleaded Gas (gal)	1.70	1.73	-1.68	+2.0

METALS

CLOSE	PVS.	%CH.	%YTD	
Gold (oz)	1238.50	1243.70	-0.42	+7.7
Silver (oz)	15.58	15.70	-0.73	-2.2
Platinum (oz)	875.70	892.80	-1.92	-2.9
Copper (lb)	3.00	2.99	+0.38	+20.1
Palladium (oz)	1015.70	1012.10	+0.36	+48.8

AGRICULTURE

CLOSE	PVS.	%CH.	%YTD	
Cattle (lb)	1.16	1.15	+0.85	-2.4
Coffee (lb)	1.17	1.19	-1.64	-14.6
Corn (bu)	3.36	3.37	-0.22	-4.6
Cotton (lb)	0.73	0.73	-0.12	+3.2
Lumber (1,000 bd ft)	423.50	429.90	-1.49	+33.8
Orange Juice (lb)	1.50	1.51	-0.70	-24.3
Soybeans (bu)	9.76	9.82	-0.69	-2.1
Wheat (bu)	3.87	3.88	-0.13	-5.1

Foreign Exchange

MAJORS	CLOSE	CH.	%CH.	6MO. AGO	1YR. AGO
USD per British Pound	1.3314	-0.024	-1.8%	1.2657	1.2671
Canadian Dollar	1.2870	+0.017	+1.3%	1.3329	1.3142
USD per Euro	1.1737	-0.049	-4.2%	1.1208	1.0630
Japanese Yen	113.58	+0.6	+0.5%	109.79	115.12
Mexican peso	19.1882	+1.504	+7.8%	18.1460	20.2550

The dollar rose against the euro, British pound and Japanese yen. The dollar also rose against the Canadian dollar and Mexican peso.

EUROPE/AFRICA/MIDDLE EAST

Israeli Shekel	3.5487	-0.015	-5.3%	3.5439	3.8109
Norwegian Krone	8.3471	+0.004	+3.3%	8.4640	8.4425
South African Rand	13.6788	-0.003	-4.1%	12.8142	13.6063
Swedish Krona	8.4286	+0.009	+7.6%	8.7335	9.1716
Swiss Franc	99.23	-0.010	-1.0%	96.84	1.0144

ASIA/PACIFIC

Australian Dollar	1.3233	-0.044	-3.3%	1.3263	1.3356
Chinese Yuan	6.6263	+0.014	+1.9%	6.7981	6.9152
Hong Kong Dollar	7.8067	+0.005	+0.1%	7.8000	7.7579
Indian Rupee	64.558	+1.93	+3.0%	64.480	67.419
Singapore Dollar	1.3526	+0.014	+1.0%	1.3844	1.4250
South Korean Won	1093.11	+4.66	+4.3%	1131.18	1165.14
Taiwan Dollar	30.05	+0.4	+1.3%	30.15	31.69

Real estate agents face danger on the job

Report: 52 percent men, 57 percent women carry weapons with them

By Alison Bowen
Chicago Tribune

CHICAGO | Sonia Figueroa was spooked. So she decided to get a gun.

The Century 21-affiliated real estate broker has been working in Chicago for more than a decade. She knows the basics of staying safe, tactics many in the field said they follow: Let someone know where you are, don't post too many personal details online.