


QR Codes 2 Choices

Decide how your store chooses to deal with QR codes. QR codes are an Amazon option intended to be taken to “The UPS Store” not UPS Authorized Service Providers, or any other UPS affiliated shipper. You may choose to assist your customer by explaining they need to choose the print label option in their Amazon app, or you may simply explain you do not accept QR codes. See 2 options for signs regarding QR codes for drop off packages.


We DO NOT accept QR codes



At This Location

UPS Authorized Service Providers cannot accept QR codes. You may change your request from a QR code to a label for acceptance at this location.

OR

 **Authorized Service Provider**

Do you have a QR code for an Amazon return?

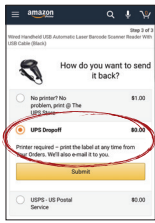
We are happy to take your return packages, however you must choose the option to print the label.

There is an option to email the label so you can print anywhere. Just email the label to our store and we will print it for you.


This not only applies to Amazon returns but to others such as:

- Cell Phones (AT&T, Verizon, Sprint, etc.)
- Cable/Satellite (Comcast, Xfinity, Dish, DirectTV, etc.)

Anytime you need to return an item, be sure to ask for a shipping label instead of a QR code and we will be happy to assist you.



Already submitted a return using the QR Code? Log into your Amazon account and cancel the return using the QR Code. Go back and request the return with a UPS label. Email the label to our store and we will get it printed for you.



PEC & UPS Support of Windows 7 Has Ended



What happens when Windows 7 support ends?

As defined in the policy, after the Extended Support period for a product ends, Microsoft no longer publishes updates or security updates for that product. This may create security and compliance issues and expose an organization's applications and business to serious security risks.

PEC Corporate **has less than 100 stores** still using the Windows 7 operating system and PEC has contacted all of them and made them aware they are using an outdated operating system and PEC has no idea when PEC and UPS support for this system would end – the end date is now.

Effective June 1, 2024 PEC & UPS will no longer support any account still using Windows 7

If you are one of these 100 stores that have waited until you were notified and also made aware of the end date for your Windows 7 computer - here is your notification. PEC wants to make your transition to Windows 10 as easy as possible for you and your store. PEC will be offering you the option of monthly payments on a very special priced Windows 10 Dell computer preloaded with your personalized Total System Software ready to go or if you prefer, PEC can also apply your future RPDO/AP quarterly rebates to this purchase. Please call or email PEC about this one-time offer. *Offer only good for PEC accounts using Windows 7 for their UPS processing and shipping and limit of one computer per location.

UPS Prohibited Items

Examples of items prohibited by UPS include, but are not limited to the following:

- Shipments prohibited by law
- Bank bills, notes or currency
- Common fireworks
- Hazardous waste or hazardous waste service
- Human remains, fetal remains, human body parts, human embryos or components thereof
- Ivory
- Marijuana, including marijuana intended for medical use and Cannabidoil ("CBD") derived from Marijuana
- Postage stamps
- Shark fins
- Vape products within, to or from the U.S

Also prohibited are: Goods moving under ATA Carnet and all temporary exports and imports; goods moving under FCR, FCT and CAD (Cash Against Document); Shipments with inherent vice, which by their nature are likely to soil, impair or damage persons, merchandise, or equipment; goods, the carriage of which is prohibited by law in the country of origin, transit, or destination (such as ivory); Goods which attract excise duty (ex. spirits), or which require special facilities, safety precautions or permits.

For the full list of Prohibited and Restricted Items: [UPS Tariff Terms and Conditions of Service UPS Restricted Items](#)


1 Daily Task That Must Be Performed... Upload Your Manifests

Your UPS billing accuracy and payment from UPS depends on your timely uploading of your retail, drop off, and Access Point packages. You must upload your manifest every day that you have accepted packages.

- You must upload and print your retail manifest for your driver to sign each day.
- The best time to upload your manifests is **10 MINUTES PRIOR TO YOUR UPS DRIVER PICK UP TIME**. Don't make your driver wait on this task.
- Did you know if you do not upload your retail manifest before the package becomes delivered you get charged an additional \$3.85 on that package by UPS?
- If you're not sure if a manifest has been uploaded just click the "print manifest" button at the top of your screen and if a package has not been uploaded, it will be uploaded now. If all packages have been uploaded previously, the pop up box will let you know there are no packages to be uploaded at this time.

PICKUP SUMMARY BAR CODE REPORT	
SHIP DATE: JAN 07, 2021	
SHIPPING RECORD: 4445 0510 85	
ACCOUNT NUMBER:XXX-XXX	
CUSTOMER	
TEST INC	
123 TEST ST	
GREENEVILLE TN 37745	
	
DRIVER SUMMARY	
TOTAL NUMBER OF PACKAGES =2	
1DA 0	INT'L pkgs 0 / shpts 0
2DA 0	CODS 0
3DS 0	
91 XXX XXX 4445 05108 00002 6	
	
SHIPMENTS SUBJECT TO TERMS OF AGREEMENT ON FILE	
Received By: _____	Pkgs: _____
Pickup Time: _____	
PE 21.0 Microsoft XPS Document Writer 12.5V 04/2019	

No Packages

 There are no packages to print on today's manifest at this time.

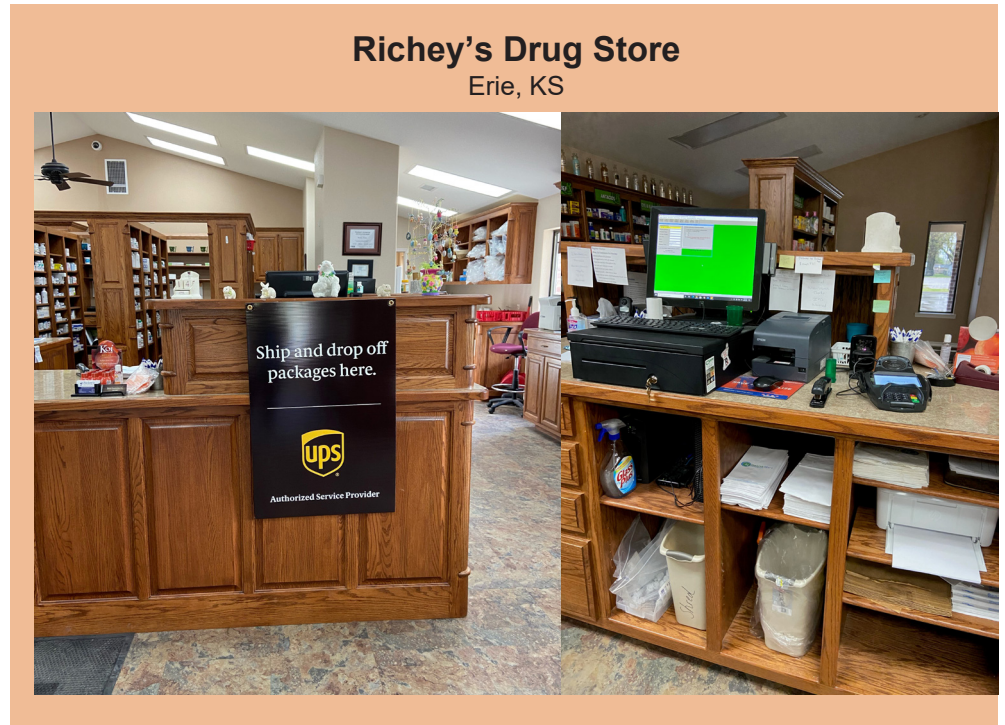
OK

Where Is Your PEC Package Processing Counter & Is It Facing Your Customer?

All shipping locations should make sure that your shipping counter is easily and readily accessible for your shipping customers. Having a shipping counter that is near the front of the store and easily visible is key for successfully providing the service to your area. Customers will often come in with multiple packages to send and having your shipping counter near the front of the store will make for an easier shipping experience for both you and your customers. Consider the amount of time that will be saved if customers are able to directly access the shipping counter without needing to ask multiple staff for directions on where the shipping counter is located.

Is your shipping counter hidden, or out of view? If so, you want to make sure your customers are able to easily navigate through the store and find the area where you will process their packages. Having UPS signage that directs them to the shipping counter, arrows, or other signage is important for making their shipping

process seamless and easy, ensuring that you will have repeat shipping customers. PEC offers many different types of signage that can accommodate your store in directing customers to your designated shipping area.



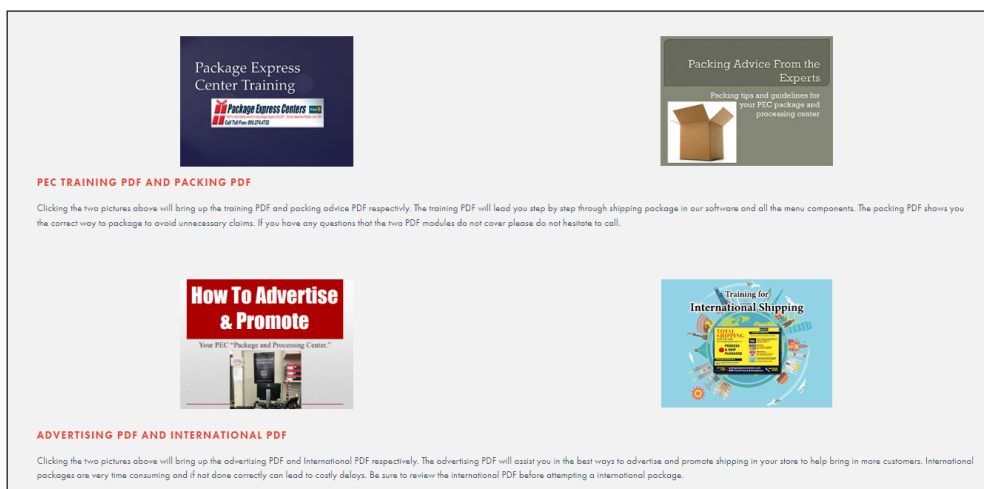
Training, Re-training and Employees Knowing How to Process a Package

As a store owner/manager, one of your key responsibilities is ensuring that your employees are well-trained in package processing. A strong customer experience is important to converting your shipping customers into retail customers. A good place to start is software training. Efficient navigation within the Total System Software is crucial for effectively managing your shipping clients.

PEC offers various training materials on our website (www.packageexpresscenters.com/resources) on top of free remote training sessions with our package processing and software experts. Have an unexpected change in

employees? Just need a refresher course? You can ensure you're on top of your game with a quick 30 minute phone training session.

Check your email and read your monthly newsletter. PEC aims to keep you updated on UPS and other industry changes whenever necessary and these are our most common avenues of communication.



PEC TRAINING PDF AND PACKING PDF

Clicking the two pictures above will bring up the training PDF and packing advice PDF respectively. The training PDF will lead you step by step through shipping package in our software and all the menu components. The packing PDF shows you the correct way to package to avoid unnecessary claims. If you have any questions that the two PDF modules do not cover please do not hesitate to call.

ADVERTISING PDF AND INTERNATIONAL PDF

Clicking the two pictures above will bring up the advertising PDF and International PDF respectively. The advertising PDF will assist you in the best ways to advertise and promote shipping in your store to help bring in more customers. International packages are very time consuming and if not done correctly can lead to costly delays. Be sure to review the international PDF before attempting a international package.

April Specials

Dell Desktop Computer

Refurbished
Windows 10 Pro
 SSD – 237 GB
 CPU – i5
 RAM – 8 GB



F.O.B. Greeneville, TN

\$349⁹⁵

90 days warranty if not used for PEC Shipping.
 Lifetime warranty if used for your PEC Shipping Center

ALL NEW SIGN/DECAL KIT

Includes:

- 1 - 4ft. sign
- 1 - 3ft sign
- 2 Door Decals

Ship and drop off packages here

\$87⁷⁵



Authorized Service Provider

1 sided | 24"W x 36"H
 \$35.00 Regular price

That's
35%
 savings!

Toners

Mention "NEWSLETTER" code via email or phone to get

23% OFF

Item Number	Fits Printer Model	Wholesale Price	3 Or More
TONRM102	HP M102	\$69.99 ea.	\$65.99 ea.
TONRM12W	HP M12W	\$39.99 ea.	\$35.99 ea.
TONRM15W	HP M15 &M29	\$34.99 ea.	\$30.99 ea.
TONR1012	HP 1012 & 1020	\$49.95 ea.	\$45.95 ea.
TONR1505	HP 1505	\$49.95 ea.	\$45.95 ea.
TONR1102	HP 1102	\$49.95 ea.	\$45.95 ea.
TONR2020	Samsung M2020	\$59.95 ea.	\$54.95 ea.
TONR2502	Pantum 2520	\$74.95 ea.	\$69.95 ea.

F.O.B. Greeneville, TN

Scanner

\$64⁹⁵



Stop manually entering tracking numbers! Save TONS of labor hours!

Lifetime warranty if used for your PEC Shipping Center

F.O.B. Greeneville, TN



Ship and drop off packages here.

Authorized Service Provider

2 sided | 48"W x 26"H | \$70.00 Regular price



Ship and drop off packages here.

Authorized Service Provider

1 sided
 8"W x 6"H
 \$15.00 Regular price



P.O. Box 1178 Phone: (800) 274-4732
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SHIPPING & HANDLING POLICY - FREE SHIPPING on retail product orders of \$75 or more (does not include equipment or signs). **HANDLING FEE:** Orders less than \$75 are subject to a flat handling fee of \$9.95. **SHIPPING ON ALL EQUIPMENT & SIGNS:** All equipment, including computers, monitors, printers & scales, and all signs are shipped F.O.B. Greeneville, TN and billed to your UPS Account.