Package Express Centers
Certified Retail Provider
Traffic & Profit
The #1 In-Store Retailing Network of Package Shippers in the US – Serving Independent Retailers Since 1984
August 2021

How to Turn a QR Code Into a Drop-Off Package

Amazon QR packages might come across as impossible to deal with at first, but they are actually just a one-time education experience for your customer that will turn into a steady stream of drop offs. Any Amazon QR return can easily be turned into a standard Amazon drop off label. Simply have your customer cancel their return through their Amazon account and redo the return choosing the UPS Drop-Off option instead of the UPS Store option. It is important at this point to stop for just a second and inform them from now on to ALWAYS choose the UPS Drop-Off option. This should ensure your customer never brings another QR code to your store and always brings the correct label. If your customer does not have a printer at home, we recommend using your stores email (some stores even set up a separate email just for this service) and having the customer forward you the label for you to print for them. Providing good customer service and education during the QR drop off process will help enamor the customer to your store and shipping service and ensure they become or stay a loyal customer.

Can PEC Get in Contact with Your Store?

PEC corporate ensures we collect adequate contact information from you - for your store in the form of owner name, manager, contact person, phone number, fax number, owner cell number, and email address when you start your PEC shipping services.

Package Express Center Inc. will only contact you when it is necessary. We do not spam your email or call without reason. If you need to update your store's information regarding the shipping contact name, email, and phone number please call 1-800-274-4732 or email info@packageexpresscenters.com to ensure we can reach you for various important reasons such as-we may need to contact you regarding time-sensitive matters including - but not limited to compliance or performance of your store, a loss or damage claim, a message for your store from UPS corporate, UPS Hazardous Materials department or International shipments department/Customs brokers may need to relay or collect information regarding a particular shipment.

Please take our calls and help us help you. If PEC is unable to reach anyone at the store to talk with to handle "UPS package processing & shipping issues", we always follow up and send an email to the email address on file informing you why we are trying to reach you or a decision-maker and to please call us or email us back to get it handled.

Important, Vital & Necessary PEC/UPS Shipping Tasks

Run DAILY Retail Package Manifest *~prior to UPS driver picking up~*

Run DAILY RPDO Package Manifest *~prior to UPS driver picking up~*
unless you have AUTO Upload enabled

Scan every incoming AP package within 30 minutes of receipt and always scan outgoing at the time of customer pick-up

Failure to timely upload, run reports or scan can result in non-payments.

FOUR (4) Different Ways to Process RPDO packages

Why are there so many different ways to be able to process a drop-off package? Some stores will only process a drop off – only by interacting with the customer and providing a customer receipt and change their store featured coupons on The Total System Receipt regularly and also have racks, end caps, and/or featured impulse items near their shipping station to increase these type of store sales. This is the number one option most stores use and it is the highest recommended way PEC suggests to process RPDO (Retail Package Drop Off) packages.

Another option is to allow the store to ask the customer if they want, or need a receipt - many times the answer is no. This saves the store labor, toner, paper, and time - using this method of customer receipt choice. Yet another option is to never print a receipt – after processing for the customer.

The last option is used rarely and most often by non-retail stores such as printers, newspaper offices, tax preparers, etc. These types of non-retail and lower-staffed locations have set up an area or large container for customers to drop their RPDO packages in a container. These types of locations can then scan the packages when they have time and/or at the end of the day, all at once prior to the driver coming for pick-up.

There are many different options on how your store can choose to process an RPDO package.

Call today if you have any questions on the options displayed above.

How to Train Staff to "Process & Ship Packages via UPS" with Package Express Center's UPS Certified Total System Shipping Software

Do you have new or existing employees who need to be trained or retrained on the Total System Software?

We have multiple options to help get everyone trained.

- PEC Training PDF
- Webinar for AP
- Training mode in software

The PEC Training PDF will show you how to process retail and drop-off packages and how to use your Fast Access buttons within the software. The training takes you step by step and also gives very important reminders when processing a package. This training can be found on our website under the resources tab at packageexpresscenters.com/resources.

The Access Point webinar can also be located on our website under the AP Headquarters tab. This video will walk your employees through how to properly check in and check out an Access Point package. It also gives examples of how an Access Point package will look like when dropped off by the driver so you know to hold the package.

Also within the software, you have a safety feature called Training Mode located in the PEC Utilities tab. When training mode is activated, it will turn the screen green and have an indicator that states Training Mode On. This will allow employees to practice entering a retail package without the worry of creating an actual label for shipping.

If you have completed all the training options above and still have questions you can reach our Tech Support at 800-274-4732. Our staff can walk you through, over the phone, a 30–45-minute training to ensure all your questions or concerns are handled.

What is a PPP Authorization in The Total System Shipping Software?

You may, from time to time have a customer that brings in a very high dollar value package that needs extra protection, safeguards, and precautions to ensure it will be protected during transit. When processing a high-value package, you will see a screen appear in your software that states to give PEC a call to obtain your PPP authorization. Yes, our friendly customer service representatives will ask you some questions in regards to the item your customer is shipping.

You might be asked some or all of the following questions: the weight, dimensions, how it is packaged, if the customer does not know – we might ask you to open the package and explain the current way it is packed, if the customer has proof of value, the reason for shipment (repair, return, sale, etc.) and the shipping method being used. You might even have to add packing, and/or double box the item and call back with the new dimensions of the package.

Depending on the responses, it may need to be re-packaged, and/or a different method of shipment could be needed for the item to be shipped from your location. The answers from you need to be concise and as accurate as possible. We at PEC want to ensure your customer's valuable packages get from Point A to Point B as safely as possible.

Offers are available while supplies last or until 8/31/21.

August Specials

Dell Desktop Computer

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

$349.95

Maintech Coverage as long as you are part of our National Network of UPS Authorized Shipping Providers (excludes OS upgrades and viruses)

F.O.B. Greeneville, TN

$24.95 Each

Authorized Service Provider

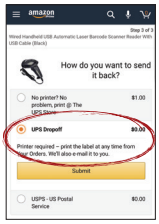
QR Code sign

2 foot Vertical
1 sided
24"W x 36"H
Item number - UPSQR

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.

F.O.B. Greeneville, TN

UPS Branded Banners

$29.95 Each

YOUR CHOICE

Now Access Point Location
Ship, pick up and drop off packages here
UPS Authorized Service Provider

Grand Opening
Ship and drop off packages here
UPS Authorized Service Provider

Ship and drop off packages here.
Authorized Service Provider

Ship, pick up and drop off packages here.
Authorized Service Provider

All Banners are 72"W x 17"H and indoor/outdoor

F.O.B. Greeneville, TN

ALL toners

25% OFF

NO LIMIT

Toner Cartridges

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.**
TONR1006	HP 1006	$39.99 ea.	**$35.99 ea.**
TONR1102	HP 1102	$49.95 ea.	**$45.95 ea.**
TONR2020	Samsung M2020	$59.95 ea.	**$54.95 ea.**

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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 $7.95. **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.