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
December 2019

Stephanie Hopson
President, CEO

UPS Predicting Record Drop-off's This Peak Shipping Season

The shipping industry as a whole has under gone massive changes, shake ups, and expansions in the last 12-24 months. Most of these as a result of dealing with, planning for and handling e-commerce package increases. One of the winners of this industry changing and growing in certain channels is PEC's National Network of UPS "Package Processing & Shipping Centers". It does not matter if you signed up with us in 1984 or in 2019, almost all stores have been seeing tremendous growth in accepting packages.

Most stores originally added this service to increase traffic, and that is what this service has proven to do. Since 2012, UPS has been listing our centers as Authorized Service Providers on their website and locator map so that customers may find them. This has driven hundreds, if not thousands, more customers into our PEC shipping locations. How many advertising dollars would a store have to spend to get these kinds of results? This service has proven to be priceless to many PEC accounts for that fact alone.

Now comes Peak Shipping Season 2019. UPS is projecting record drop-off's. UPS has also stated in their 11/4/19 press release, that starting the week before Christmas - drop-off volume will be 1.6 million in returns being processed per day! UPS has also named January 2nd, National Returns Day with 1.9 million in returns being processed. That's up 26% from last year!

Are you ready to take advantage of this additional traffic flowing into your store this holiday season? Do you have your PEC shipping center in a great location in your store, merchandise around it for impulse item purchases, great coupons/bounce backs on your customer receipts, and are you and your staff happy to see all these UPS shippers? PEC is also expecting phenomenal record-breaking volumes at our locations across the nation this year and wish you great results from this 2019 Holiday Shipping Season.

Get Ready... Do The Basics And It Will Be Hassle Free

The following suggestions are about how to handle Peak Shipping Season more easily. These might seem common sense to many PEC accounts that have been shipping for years, but these recommendations can be very timely for new accounts or existing accounts that have new employees/managers. When you first open your store for the day, turn your computer on and it will check for any needed UPS updates, etc. Don't make your first customer of the day wait for you to turn on your "package processing & shipping center". If you are changing your coupons/bounce backs on your customer receipts weekly or bi-monthly – this is also a great time to change your Total System customer receipt offer.

Always have tape, extra packaging materials, markers and the basics on hand to help your customer finish their boxing properly. Having bubble envelopes and saving your used boxes for double boxing is also very important this time of year. There is a disclaimer form in the software that states: "Items they are shipping like food, are not covered for claims and/or an item is not properly packed and they want to ship item as is". Print these forms out in advance so that the customer can sign for your store's benefit to keep on hand if a claim were to arise. Obviously, you will always want to have a sufficient supply of customer receipt labels and toner on hand. *Don't forget to back-up your data off-site to PEC if you signed up with PEC to have Data Safe Storage or to a flash drive so you will have a copy of your customer data if something were to happen to your computer and/or hard drive.

The week of Christmas will be extremely busy with both shipping customers and drop-off customers. The first week of January will also be very busy according to UPS. Plan accordingly, by having enough staff to be able to handle the Peak Shipping Season rush. Have a Great Holiday Shipping Season in your store this year!

Terms & Conditions

TERMS & CONDITIONS

CLAIMS: ***Do not dispose*** of ***any*** packing material or merchandise until the claim is paid or investigated by PEC. In no event will ***consequential damages*** or ***expenses*** be covered. In the event of ***partial loss*** or ***partial damages***, coverage will be ***pro-rated*** based on total contents and total declared value of contents and only partial reimbursement will be made. Claims on ***antiques*** must have a ***prior appraisal*** or other proof of value within the last 9 months of shipping. PEC retains the ***salvage rights*** and ***will keep*** the items on claims that are paid. ***Claim payments will be made for the lowest of: repair cost, original cost, replacement cost, or declared value. Claims will not be paid if not filed with PEC within 9 months from ship date.***

THIS RETAILER WILL NOT SHIP: ***Guns, ammunition, furniture, TV's, motors, engines, hazardous materials, alcoholic beverages, perishables, packages valued over $25,000***, or any item ***prohibited*** by the carrier according to their stated tariffs. ***NO CLAIM*** on these items will be honored.

By shipping any package that does not comply with these Terms & Conditions, the Shipper hereby releases Package Express Center Inc. and the Retailer from

The above Terms & Conditions are printed on your Total System Customer Receipt. You need to review these PEC and/or UPS Policies – especially prior to Peak Shipping Season. These policies cover that food/perishables of any kind are not covered to be able to place claims on, what items you cannot ship and what you can or cannot do prior to a claim being paid and many more important need to know topics about shipping items.

Please also review UPS's current Tariffs, Terms & Conditions: https://www.ups.com/assets/resources/media/en_US/terms_service_us.pdf. I would suggest having your staff review these at least annually. PEC also offers additional phone training for new or existing employees. When you call to schedule a training; let us know if you want us to focus our training on using the software itself, packing tips and techniques, using and understand the reports in The Total System Software or any other topic you have in mind.

New RPDO Features And UPS Policies Regarding Quarterly Rebates

PEC released a brand-new auto-update in September, to make processing RPDO (Retail Package Drop Off) packages even faster and easier, and the ability to upload immediately after each package entered for on-time uploading. PEC's new drop off feature now includes the ability to only scan the tracking number and you are done!

PEC also added the new feature of auto uploading each drop package after you enter it. No more uploading any drop off packages late! If you have not called to turn on either or both of these new RPDO features, call today to have PEC activate these new drop off features for your store. PEC now has over 40% of our National Accounts automation uploading after entering a RPDO package. Call today to have this new money saving feature turned on for you store.

UPS Polices & Procedures

Daily manifests (both Retail & RPDO) need to be run daily – but not only daily – but on time. On time means that PEC has always suggested you run 10-15 minutes prior to your driver picking up or at the time UPS is actually picking up.

If your packages are scanned at the Hub prior to you running your daily manifest(s) then they are considered late uploaded. You will not be rebated for any of your RPDO packages due to this.

Also - if the retail manifest is not run daily – then you cannot recover service guarantees on uploaded late Retail Packages.

Automatic Transmission of Your Monthly Shipping Report (MSR) Invoice

The MSR should automatically transmit to PEC the first business day of the month, but there are several reasons why it will not transmit.

1. If you have virus scan or a firewall on the shipping computer, it may be blocking the software from transmitting.
2. If your internet service is down, it cannot transmit.
3. If you do not close your software every night and reopen the next morning, it will not prompt it to transmit.
4. You can test it by clicking the "Send MSR" button. It will try to transmit and a message will pop up telling you whether it was successful or not.

If none of the above apply, you may call our tech support at any time to have them take a look at your system.

The Tech Corner

by Tyler Hutchinson

Reinstalling Total System

Reinstalling Your Total System software from PEC is an easy process but should still be done with utmost care. The latest version of the software is available at all times at *www.packageexpresscenters.com/software*. Whether you are moving to a new computer or fixing a current computer and you need to reinstall, you should always call PEC prior to, and after re-installation to confirm that your settings and reinstall were successful. PEC's customer service representatives are highly trained to quickly confirm your settings are correct so that your Total System software will run perfectly.

Calling PEC prior to re-installation helps us confirm you have a valid backup. We confirm all your working settings and make sure they are copied over correctly and that all features of your software are configured and good to go. These settings are the most important part of your software, from your pick-ups all the way to compensation for drop-off's! Confirming these settings are of utmost importance.

You might not get compensated for drop-off's if reinstalled incorrectly. You might lose customer data if reinstalled incorrectly. You might have settings you previously enjoyed turned off if reinstalled incorrectly. There are so many reasons to take just a couple of minutes out of your day to call PEC at 1-800-274-4732, to go over your software when going through a re-installation.

Windows 7 Support Ends in 2020

Windows 7 support will be ending on January 15, 2020. If you are a store running this operating system: you have about a month to decide if you will be upgrading the operating system, changing over to a different computer in your store or getting a PEC computer that has lifetime Maintech or something else.

PEC's Maintech Program does not cover operating system upgrades.

Year End Schedule

THANKSGIVING

Wednesday, Nov. 27

Normal pickup and delivery service. All UPS Next Day Air® packages picked up today will be scheduled for delivery on Friday, Nov. 29. UPS 2nd Day Air® packages picked up today will be scheduled for delivery on Monday, Dec. 2 (except those processed and labeled for delivery on Saturday, Nov. 30).

Thursday, Nov. 28
Thanksgiving Day (UPS Holiday)

No UPS® pickup or delivery service. UPS Express Critical® is available. Call 1-800-714-8779 or visit upsexpresscritical.com.

Friday, Nov. 29

Normal pickup and delivery service.

Notes

*References to "UPS Air and international Air" packages include UPS Next Day® Early, UPS Next Day Air®, UPS Next Day Saver®, UPS 2nd Day Air A.M.®, UPS 2nd Day Air®, UPS Worldwide Express Plus®, UPS Worldwide Express®, UPS Worldwide Saver®, UPS Worldwide Expedited®, and UPS Worldwide Express Freight®.

** The reference to "UPS Ground on Saturday" includes UPS 3 Day Select® Service, UPS® Ground, UPS Ground with Freight Pricing, UPS Hundredweight Service®, and UPS Hundredweight Service® Ground shipments.

Visit ups.com for the *UPS Tariff/Terms and Conditions*. The information contained in this schedule and all service guarantees are subject to change.

Packages exceeding UPS weight or size requirements are not accepted for transportation.

CHRISTMAS

Friday, Dec. 20

Normal pickup and delivery service. This is the last day to ship UPS 2nd Day Air packages for delivery on Tuesday, Dec. 24. All UPS Next Day Air packages picked up today will be scheduled for delivery on Monday, Dec. 23 unless processed and labeled for Saturday Delivery. These packages will be scheduled for delivery on Saturday, Dec. 21.

Saturday, Dec. 21

Normal Saturday pickup and delivery service.

Sunday, Dec. 22

No UPS pickup or delivery service. UPS Express Critical is available. Call 1-800-714-8779 or visit upsexpresscritical.com.

Monday, Dec. 23

Normal pickup and delivery service. This is the last day to ship UPS Next Day Air packages for delivery on Tuesday, Dec. 24 with a UPS On-Call or prearranged, scheduled pickup, or by visiting a The UPS Store location or a UPS Authorized Service Location.

Tuesday, Dec. 24, Christmas Eve

Normal delivery service. Pickup service available only for Air and international Air* packages if prearranged by Thursday, Dec. 19. UPS On-Call Pickup service and UPS Drop Boxes are available for Air and international Air packages.

Wednesday, Dec. 25, Christmas Day (UPS Holiday)

No UPS pickup or delivery service. UPS Express Critical service is available. Call 1-800-714-8779 or visit upsexpresscritical.com.

NEW YEAR'S

Thursday, Dec. 26

Normal pickup and delivery service. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Monday, Dec. 30 (except those processed and labeled for delivery on Saturday, Dec. 28). UPS 3 Day Select packages picked up today will be scheduled for delivery on Thursday, Jan. 2.

Friday, Dec. 27

Normal pickup and delivery service. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Tuesday, Dec. 31.

Saturday, Dec. 28

Normal Saturday pickup and delivery service.

Monday, Dec. 30

Normal pickup and delivery service. UPS Next Day Air packages picked up today will be scheduled for delivery on Tuesday, Dec. 31. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Thursday, Jan. 2. UPS 3 Day Select packages picked up today will be scheduled for delivery on Monday, Jan. 6.

Tuesday, Dec. 31

Delivery of UPS Air and international Air* packages only. Pickup service available only for Air and international Air* if prearranged by Fri., Dec. 27. UPS On-Call Pickup service and UPS Drop Boxes available for Air and international Air* packages.

Wednesday, Jan. 1, New Year's Day (UPS Holiday)

No UPS pickup or delivery service. UPS Express Critical service is available.

Thursday, Jan. 2

Normal UPS pickup and delivery service resumes.

Offers are available while supplies last or until 12/31/19.

December Specials

Buy 1 Toner Get 50% OFF Each additional 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.**
TONR1100	HP 1100	$34.95 ea.	**$30.95 ea.**
TONR1012	HP 1012 & 1020	$49.95 ea.	**$45.95 ea.**
TONR5L6L	HP 5L & 6L	$36.95 ea.	**$32.95 ea.**
TONR1000	HP 1000 & 1200	$38.95 ea.	**$34.95 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.	**$55.95 ea.**

FOB Greeneville, TN

Windows 10 Special

Dell Optiplex 580 Desktop

Windows 10 Professional

- 3.2GHz Processor
- 8GB Memory
- 320GB HDD

Preloaded and ready to Ship

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

$249.00 +tax

FOB Greeneville, TN

ALL Signs 25% OFF

4 foot Horizontal
2 sided 48"W x 33"H | $70.00 each
Item number - PS4ASP

3 foot Cabinet Decal
36"W x 9"H | $12.00 each
Item number - CABPEC3

Monitor Sign
23"W x 15"H $32.00 each
Item number - MONSIGN

Shipping Guidelines
26"W x 20"H $30.00 ea.
Item number: GUIDE

Door Decal
2-Sided – 8"W x 6"H
$15.00 each
Item number: DECAL1

Placement of this banner in your shipping area will not only direct customers to the right place but will give them some tips on how to ship properly.

Shipping Tips Banner
25"W x 67"H
Banner Only
$44.99 each
Item number: BNSSIGN
Banner with stand
$99.00 each
Item number: BANSTAND

Sidewalk Sign
Includes metal frame and 2 vertical signs – 24"W x 36"H
$99.95 each
Item number: SIDESIGN

Window Decal
2-Sided – 10" x 10"
$20.00 each
Item number: DECAL10

All 6 ft Banners
6'W x 17"H | $60.00 each

2 foot Vertical
2 sided 24"W x 36"H
$35.00 each
Item number - PS2ASP

2 foot Vertical
2 sided | 24"W x 36"H
$29.99 each
Item number - RSIGN

2 foot Vertical
2 sided | 24"W x 36"H
$29.99 each
Item number - QRSIGN

2 foot Vertical
2 sided | 24"W x 36"H
$29.99 each
Item number - ?????

Package Express Centers
P.O. Box 1178
Greeneville, TN 37744
Phone: (800) 274-4732
Fax: (800) 570-0683
www.packageexpresscenters.com

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.