Package Express Centers
Certified Retail Provider UPS

Traffic & Profit

The #1 In-Store Retailing Network of Package Shippers in the US – Serving Independent Retailers Since 1984

February 2020

Contents

UPS Makes Announcement of New Billing

UPS — We're streamlining your bill

The shipping charges on your invoice will be streamlined beginning **January 25, 2020**. Your shipments will be billed based on a UPS package scan, typically upon delivery*. Previously, the billing process began when you processed a package for shipment. The change to scan-based billing will consolidate most cost adjustments and surcharges onto one invoice.

UPS strives to help you improve efficiency, and this enhancement simplifies the processing of your invoices. Consolidating adjustments makes it easier to reconcile your charges, and aligns them with the actual delivery of the package. Invoicing the shipment later in the process, and including most charges on one invoice, may also help to improve your cash flow.

Check out a sample of the new invoice at right. Please call 1-800-811-1648 if you have any questions.

Thank you for your business!

*These changes will be effective on 1/25/20. In some cases, packages may be billed upon UPS's receipt of the package. Packages may be billed regardless of whether the package is delivered. All applicable terms and conditions, including but not limited to the UPS Tariff/Terms and Conditions of Service and the UPS Rate and Service Guide, will continue to apply.

Current Billing Example
This is an example of a customer who ships 500 packages per week. Billing is based on when packages are uploaded or transmitted.

Delivery Service Invoice
Invoice Date: January 25, 2020
Invoice Number: 0000123ABC872
Shipper Number: 123ABC
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Outbound
Host Manifest

Pickup Date	Pickup Record	Message Codes	Number of Packages	Published Charges	Incentive Credit	Billed Charge
01/20	111222789	ag bf	100	1,306.00	-65.30	1,240.70
01/21	111222801	ag	75	979.50	-97.95	881.55
	111222812		25	326.50	-32.65	293.85
01/22	111222821	ag bf	100	1,306.00	-130.60	1,175.40
01/23	111222832	ag bf	100	1,306.00	-130.60	1,175.40
01/24	111222843	ag bf	100	1,306.00	-130.60	1,175.40
Total Host Manifest			500	6,530.00	-587.70	5,942.30
Total Outbound			500	6,530.00	-587.70	5,942.30

New Billing Examples Effective January 20, 2020
Although 200 packages were shipped on Thursday and Friday, only the 10 packages that were delivered on Friday are included on the January 25 invoice. The remaining 90 packages are delivered and billed the following week.

Delivery Service Invoice
Invoice Date: January 25, 2020
Invoice Number: 0000123ABC872
Shipper Number: 123ABC
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Pickup Date	Pickup Record	Message Codes	Number of Packages	Published Charges	Incentive Credit	Billed Charge
01/20	111222789	ag bf	100	1,306.00	-65.30	1,240.70
01/21	111222801	ag	75	979.50	-97.95	881.55
	111222812	ag bf	25	326.50	-32.65	293.85
01/22	111222821	ag bf	100	1,306.00	-130.60	1,175.40
01/23	111222821	ag bf	10	130.60	-13.06	117.54
01/24	111222843	ag bf	0			0.00
Total Host Manifest			310	4,048.60	-339.56	3,709.04
Total Outbound			310	4,048.60	-339.56	3,709.04

10 of the 100 packages shipped on Thursday were Next Day, delivered on Friday and will appear on the current invoice. The other 90 packages were Ground and delivered the following week

All 100 packages shipped on Friday were delivered the next week and therefore will be shown on the February 1, 2019 invoice

Delivery Service Invoice
Invoice Date: February 1, 2020
Invoice Number: 0000123ABC872
Shipper Number: 123ABC
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Outbound
Host Manifest

Pickup Date	Pickup Record	Message Codes	Number of Packages	Published Charges	Incentive Credit	Billed Charge
01/23	111222832	ag bf	90	1,175.40	-117.54	1,057.86
01/24	111222843	ag bf	100	1,306.00	-130.60	1,175.40
01/27	111222851	ag bf	100	1,306.00	-130.60	1,175.40
01/28	111222862	ag bf	0			0.00
01/29	111222873	ag bf	100	1,306.00	-130.60	1,175.40
01/30	111222882	ag bf	22	287.32	-28.73	258.59
01/31	111222893	ag bf	0			0.00
Total Host Manifest			412	5,380.72	-538.07	4,842.65
Total Outbound			412	5,380.72	-538.07	4,842.65

The remaining delivered packages shipped the prior week will appear on this weeks invoice of the delivery

Tech Talk

Top 5 Things Your Computer Needs Regularly, and Why

1. Windows Updates!

Windows Updates are a vital aspect of properly maintaining a Windows computer. Keeping your machine up to date with the latest software enhancements and releases from Microsoft ensures that potential security threats are mitigated, peripheral devices such as printers have updated firmware, and that the machine generally runs more efficiently as various updates will, of course, include updates which fix certain software applications.

2. Cleaning out Temp folders.

Occasionally deleting the temporary data that is saved and retained in the temp folder will free up additional space on your hard-drive. If hard-drive space is an issue then cleaning out the content saved in this folder may very well resolve any negative performance issues your computer experiences due to insufficient available storage space.

Your Temp folder is located at: C:\Windows\Temp

Merely traverse to the temp folder and highlight all items you find located within this folder, and delete them!

3. Empty recycle bin.

When documents, icons, files, folders, and other data is deleted from a Windows machine, there is residual data stored within your recycle bin. The concept behind the recycle bin is that it provides you the opportunity to "restore" an item to your computer in the event that you unintentionally delete said item. Items will remain within your recycle bin until you permanently remove them by emptying the recycle bin. Even after you simply delete files and folders, they remain on your hard-drive and continue to use space until they're completely removed.

4. Backups!

Backing up your data is vitally important in the event of a system crash! By default, Total System Shipping Software uses the Documents folder to save your retained data in reference to your customer information. The backups are compressed in what are known as zip files, and available within your Documents folder. Issues arise, however, when the computer, itself, crashes. In the event that this transpires, the Documents folder and your backups would be unavailable- meaning you would lose ALL of your data!

Our recommendation is to either use an external flash-drive to store these zip files on – which would allow you access to your data in the event of a computer crash- or to sign up for Package Express Centers Data Safe Storage! Our Data Safe Storage Protection Plan allows you to have peace of mind in knowing that your data is automatically transmitted to PEC, and that we will be able to restore this data in the event that it is needed. This plan is available starting at only $3.99 per month if selected on a monthly basis. If the yearly option is selected, the total cost is even less- only $43.09 for a full year! Your software saves the customer information entered for every retail package you ship- many stores have years of data retained within their software database. Losing this important data is an absolute worst-case scenario, and utilizing one of the two recommended options for data retention will prevent this from being an issue at your store!

If using the Data Safe Storage Option, it is imperative that your network allow the transmission of your data to PEC. Our highly trained technical support personnel are available to assist you in taking advantage of this great offer, and are only a phone call away!

5. Customizing Microsoft Edge!

Adding custom options within Microsoft Edge can make certain shipping-related tasks easier and faster. Occasionally, you may need to, for instance, track a package via UPS.com.

Perhaps you'd like to have Package Express Centers software download readily available so that you always have access to the latest version. This can be very convenient when you need to reinstall the software, and is always a better option than relying on the CD which was originally shipped with your starter kit. The reason for this is that the version hosted on our server- and available for download via our website- is always the most up-to-date version. The installation cd you were originally provided may very well be outdated. We have seen instances in which we receive calls related to stores attempting to reinstall Total System from a cd which was provided years prior! Given that we regularly update the software, this is an extremely discouraged practice as using a legacy version of the software will cause issues to manifest. Perhaps you would like to ensure that you can easily and quickly receive tech support from Package Express. As you are aware, we provide a utility within Total System which allows us to remote into your computer to provide technical support. Occasionally, however, you may have an issue which prevents the software from opening. All of our partners who opted to purchase a shipping computer from Package Express Centers have a utility installed on the desktop which allows us to remote-in to provide support in the event that the software will not open. Unfortunately, our partners who use their own computer systems generally do not have this utility installed. This utility is certainly something you would want to install and have quick access to when needed, and today we will cover how to add these hyperlinks- or web address- to your Microsoft Edge web browser!

1. Left-click the Windows icon at the bottom-left corner of the screen.
2. Type "Edge"

PEC Accounts

What they are saying about us...

Jodie-Store Contact at Eagle Drug in Winters, CA
"Service has been great, better than expected. We rate it as a 10. See many new faces, many of which browse and/or come back with the receipt/coupon. Customers love the service. Our only issue has been with Amazon customers not understanding, but that has not even been a big deal, once we educate them."

Jeannie-Owner at Creswell Healthmart Pharmacy in Creswell, OR
Seeing new faces in the store and some have made core purchases."

Tonya-Shipping Clerk at Brewer Ace Hdwe. in Faison, NC
"Service is going great. Customers are purchasing extra items in the store. Happy with PEC service."

Shailyn-Owner at Sorehead's Gifts & Sundri in Hartford, KY
"Service has been going well. Lots of new faces and many are at least browsing the store. PEC service level has been solid."

Joel-Shipping Clerk at Pellicci Ace Hdwe. in Rosemont, MN
"We've had a mix of new and existing faces coming to the store, including a few businesses that have become repeat customers."

Connor-Owner at Burdette Hdwe. in Fountain Inn, SC
"Service is going even better than expected. Bringing new faces in and improving traffic. PEC staff has been very responsive."

Tom-Booze and Screws in Port Clinton, OH
"Things are going great. Really like the traffic that shipping has brought to the business. It was easy to get started and everyone has been very helpful. Can't think of one thing that is wrong with the service."

Brian-Mancelona Hardware & Rental in Mancelona, MI
"Very happy with the program. We shipped for years on our own and now that we have partnered with PEC, we are making money by shipping. Getting paid for drop-offs has been huge for the business."

Bill-Owner & Dennis-Manager at Crawfordsville Town & Country in Crawfordsville, IN
"Business has been phenomenal. We estimate that 80% of UPS customers have been new. We have an impulse item area near the shipment center that encourages store purchases. We feel confident in the long term benefit of offering retail UPS."

Will-Pioneer Do It Best Hardware in Pioneer, OH
"Things are going great. People are coming into the store for the shipping and buying other things."

Marilyn-Manager at Yoder's Bremen Hardware in Bremen, IN
"Service is going well and I would rate it an 8/9. Seeing alot of new faces with many browsing or making core purchases."

Melissa-PEC Contact at Niehaus Lumber in Robinson, IL
"Service is going good. Traffic has been strong and some core purchases have been made. A good chunk of traffic are new faces."

Jenna-Owner at Dunlap Lumber & Home Supply in Dunlap, IA
"Like having this for the community and the town is happy that we are shipping now."

John-Owner at Chowchilla Do It Best Hardware in Chowchilla, CA
"Service is going just fine and would rate it at a 9. Nothing special being done regarding marketing. PEC service has been solid."

Brad-Mgr. at Trinity Lumber Building Supply in Weaverville, CA
"We've been seeing some new faces and a few core purchases. PEC Tech Support has been great."

Tech Talk *continued*

3. Your Microsoft Edge Web Browser will appear. Simply left-click to select it from this point.
4. After Edge opens, click the 3 dots "…" on the upper right-hand corner of the screen- it's directly under the "x" icon that closes the program.
5. Select the "Settings" option.
6. Under the "Import or export" button is an option which states, "Show the favorites bar"
7. Ensure that it is turned on.
8. Browse to the respective links listed below- one at a time.
9. Once the respective page is opened, click the star icon to the right of the URL address bar.
10. From here, you are able to name and save the shortcut.
11. Ensure that "Save In" is set to "Favorites Bar"
12. Hit, "Add"
13. Congratulations! You have now added a short-cut to your web browsers tool bar.

Short-Cuts you may wish to add to your web-browser for convenience!

https://www.ups.com/track?loc=en_US&requester=ST/
https://www.packageexpresscenters.com/software
https://pec.showmypc.com/

February Sales Specials

Computer/Banner/Scanner Package

- **Dell Optiplex 580 Desktop with Windows 10 Professional**
- **6ft. Indoor/Outdoor banner**
- **Scanner**

$299.95

F.O.B. Greeneville, TN

Tape & Dispenser Package

$39.95

- 2" tape dispenser
- 12 rolls of clear tape

F.O.B. Greeneville, TN

Buy 1 Get 1 50% OFF

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.

F.O.B. Greeneville, TN

Your choice — ANY 2 foot sign

$19.95 each

F.O.B. Greeneville, TN

Shipping Tips Banner

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.

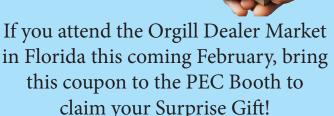**May be hung or mounted on the *optional* X-Banner Stand as shown at left.**

Banner - Only $44.99

Banner - with stand $99.00

F.O.B. Greeneville, TN

Claim Your Gift

If you attend the Orgill Dealer Market in Florida this coming February, bring this coupon to the PEC Booth to claim your Surprise Gift!

Package Express Centers

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Greeneville, TN 37744
www.packageexpresscenters.com

Phone: (800) 274-4732
Fax: (800) 570-0683

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.