

## Did Your Store Sign-up to Become a UPS Access Point Last Year? If not...

Hundreds of PEC independent retailers – signed up last year and added being a UPS Access Point Location to their existing UPS Services they offer.

- UPS is needing Access Points in Small Town America, where our PEC accounts are located, in order to drop off UPS packages at the local PEC Center for customer pick-up later – that they can't deliver to a house for

whatever reason.

- Just another reason for a customer to come into your location

According to a recent UPS Survey – 30% of customers coming in to pick-up an AP package – will purchase something while in the store.

## If you have been trying to decide if you want to add this additional UPS Service:

- UPS does have a limit on how long you keep the package, a limit on how heavy, how large and the value of packages - they ask you to accept and hold.
- Your store has to be open a minimum of 4 hours on the weekends
- If your store does not add this UPS Access Point Service and UPS has a need for this type of UPS service in your

community – UPS has the right to add this UPS service level to another store location in your town. \* Please be aware of this.

- If you have questions, concerns or want more information about becoming a UPS Access Point in 2021, please call PEC at 1-800-274-4732 or email us at [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com)

## File Your Claim Within 60 Days –Effective 10/05/2020

As of 10/05/2020, you must notify UPS and PEC of any lost or damage packages claims within 60 days from date of delivery or scheduled delivery date. If you do not notify UPS or PEC no claim will be honored on said lost or damaged package.

When you contact UPS to initiate your claim, you will also need to contact PEC within the same day.

When contacting UPS to file a claim you will provide your shipper number as well as the tracking number for the package.

When contacting PEC, you will need to provide your PEC account number, tracking number, date of shipment from your store, declared value, lost or damaged, did UPS approve or deny, where the package is or who has it, and if damage to the item repairable.


You will then need to provide a copy of the customer receipt and manifest (from your software), proof of value (from your

customer), UPS decision/copy of payment (approval/denial letter / copy of check).

In the event your customer was not aware, please refer them the “Terms & Conditions” box on their receipt. Within this box it states, “You have 60 days to notify UPS and PEC of a claim or claim will not be honored.”

<p><b>CUSTOMER RECEIPT</b> Operator ID/Retailer: UKN PEC-ASAP Account #: TESTR TEST INC 800-999-9999 123 TEST ST GREENEVILLE TN 37745 Weight: 10 LBS SZ: 10X10X10</p> <p>Ship To: AVN PACKAGE EXPRESS CENTERS 302 CCU BLVD GREENEVILLE TN 37745</p> <p>Ship Date: 12/22/2020 Via: GROUND COMMERCIAL XDAS Track#: 1Z XXX XXX 03 0005 0250 Zone: 2 Package ID: 5025 Contents: TEST Declared value: 100</p> <p>Paid By:</p>	<p>Sender: TEST 800-274-4732</p> <p>Freight: \$16.91</p> <p>Packing Chgs.: \$0.00 Additional Features: \$0.00 Other Chgs.: \$0.00 Coupon: \$0.00 <b>Total Due: \$16.91</b></p>	<p><i>Thank You for Shipping &amp; Shopping with us!</i></p> <p>FREE coverage on packages with \$100 or less DV • FREE Package Tracking We hope you'll tell your friends about our service.</p> <p>Limit one coupon per customer. Expires on 01/21/2021</p> <p>TS2000 Version # 21.0.0</p> <p><b>CLAIMS:</b> 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. You have 60 days to notify UPS and PEC of a claim or claim will not be honored.</p> <p><b>THIS RETAILER WILL NOT SHIP:</b> Guns, ammunition, furniture, TVs, 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.</p> <p>By shipping any package that does not comply with these Terms &amp; Conditions, the Shipper hereby releases Package Express Center Inc. and the Retailer from any liability and understands that the package will be solely covered by UPS.</p>
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# Top 5 EASY Ways To Stay Trained/Updated For Running Your PEC “Package Processing & Shipping Center”



- EXIT your software every night and re-open the Total System Software in the morning prior to having a UPS shipping customer. PEC & UPS will automatically install any and all updates you need. \*PEC distributed the 2021 UPS Rate Update over a month ago and we have hundreds of accounts that have never exited their software and went back in to receive this update! Yes - We have emailed out notices to these accounts.
- Read the Monthly PEC Newsletter we send via email to the email address your store has on file with PEC. This newsletter covers changes in the shipping industry, training topics and need to know information. \*An archive of previous newsletters you might have missed are also contained on [www.packageexpresscenters.com](http://www.packageexpresscenters.com).
- If PEC Corporate is calling your store back for service and cannot get ahold of anyone – we go ahead and send an email with the information you need. If you do not have an email address on file with PEC – we send a fax. \*Please be on the look out for these items and information we send your store.
- If you call UPS Corporate or you call your Wholesaler or Cooperative for help with PEC questions or concerns – this only delays the time it takes PEC to help you. All calls to UPS Corporate or to your Wholesaler/Cooperative only get routed back to PEC to handle. \* Please Call PEC directly at 1-800-274-432 or email at [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com). Please remember we also have emergency support available 24/7.
- Have a problem? Do not ignore any issue and let this go on for months prior to calling PEC. As soon as you have an error, problem with a password or transmission errors call us when it happens. \* *Ignoring a problem could cost your store money and/or larger issues later.*

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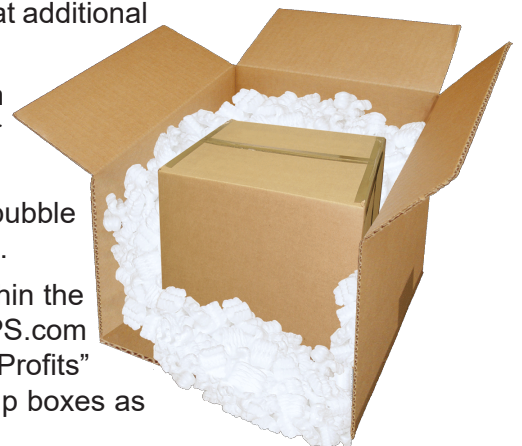
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## Helping Customers Ship A Package At Your Store

Does your shipping counter offer packing or packing supplies for your customers? If so, great! If not, why not?

- If a customer brings in an item not packaged do you offer to wrap and box it? Do you turn them away?
- Do you carry materials such as boxes, bubble wrap, tape to sell to your customer so they may go package the item themselves? You can charge for this service.
- Packaging items for your customers does not assign responsibility to you or your store if a claim were to arise.
- Just take the time spent and the cost of supplies provided and determine your charge. Simply apply the charge under the service charge feature in your shipping software while processing your label.
- You should be able to add packing materials and tape boxes securely at a minimum.
- Packing for your customers is not very time consuming and can be a great additional profit builder for your shipping program.
- Some centers bring in more profits from offering packing services - than the profits from packages themselves. Also, check out our sign for recycled packaging materials.
- Recycled boxes are great for packaging non breakables and recycled bubble wrap, packing peanuts, Styrofoam pieces are just as great for protection.

**Please Note:** ALL PEC Centers that are Authorized Shipping Providers within the PEC National Network of UPS Package Processing centers and listed on [UPS.com](http://UPS.com) as a ASP UPS provider and your store is enjoying the “Increased Traffic and Profits” this service brings your store – at a minimum you need to be able to tape up boxes as needed and add packing material as needed.



# What is the MOST IMPORTANT Thing About Shipping a Package? The Package CONTENTS

The very first and most important question when shipping a package is to actually ask your customer what the package CONTENTS are! I can tell you what the package CONTENTS are not: **Stuff, misc., gifts or other!**

By NOT asking the customer what is actually in the box you could be shipping something illegal or prohibited to ship, you could be shipping hazardous materials, you could be shipping something that has to be packed a certain way based on what is being shipped, you could be shipping anything! Without asking what is in the box – how do you know you should even be shipping it!

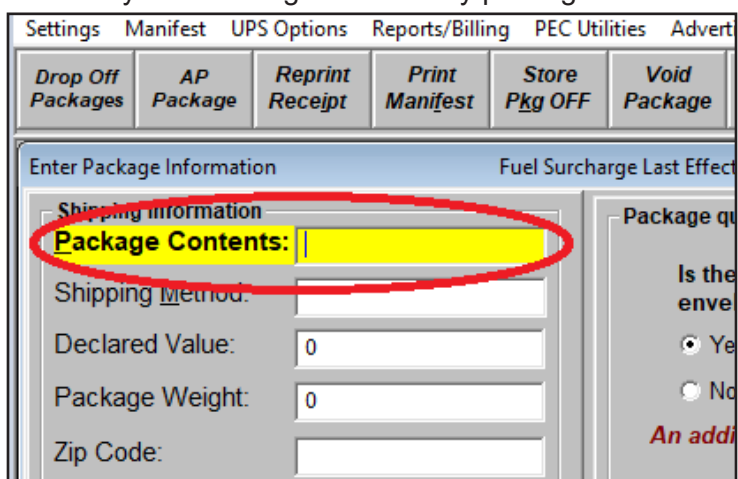
Also when filing a claim, you cannot send in a customer receipt and have the customer claim their “MISC” got broke. You need to note what you are shipping PRIOR to shipment.

If someone will not tell you what is in the box – you should not ship it. If a customer brings in a box and says their friend asked them to ship it and they do not know what is in the box – you should not ship it. PEC wants your store to ship all the packages you can – if you know what you are shipping.

Ask your customer if you can open the box. You DO have the right to open a box that is shipped with your location

to verify that the item is what your customer stated it was and also if you want to verify packing due to it rattling, moving around or making noise. Many times, UPS will return these type of boxes – due to the fact they should not be making any type of noise and UPS assumes they are damaged. (If you shipping Legos, blocks or some other item that makes noise and you can't prevent it .... Write in Black Marker on the top “Rattle OK”.

**Bottom Line:** You have to ask your customer the actual contents and this information does have to go on the customer receipts. There are liability, fines and claim issues if you are doing this on every package.



The image shows a screenshot of the UPS shipping software interface. At the top, there are navigation tabs: Settings, Manifest, UPS Options, Reports/Billing, PEC Utilities, and Advert. Below these are buttons for Drop Off Packages, AP Package, Reprint Receipt, Print Manifest, Store Pkg OFF, and Void Package. The main section is titled 'Enter Package Information' and includes a 'Fuel Surcharge Last Effect' link. The 'Shipping Information' section is highlighted with a red oval, and the 'Package Contents:' field is highlighted in yellow. Other fields include Shipping Method, Declared Value (0), Package Weight (0), and Zip Code. On the right side, there are radio buttons for 'Is the envelope' and 'No', and a red 'An add' button.

## Great Things To Know About RPDO Program Packages

- You must upload your Retail Package and Drop Off Package manifest(s) daily & timely in order to receive credits and/or rebates for these packages. Timely means same day as processed, before the packages leave your store with your driver.
- It is recommended that you run your daily manifest(s) 10-15 minutes prior to your driver arriving to your store or while the UPS Driver is in your store picking up your packages.
- You may upload your manifests as early and or as often as you would like. You must upload these manifests prior to your UPS driver leaving your store at the time of pick up.

- The Auto Upload feature for your RPDO packages can be enabled to ensure all of your RPDO packages are uploaded timely as well, as UPS will not pay your store for late or non-uploaded drop off packages. \* Not all drop off packages are compensable\*

In the event, your computer is out of commission and you are unable to access your software and enter your packages, you need to contact PEC ASAP.

You can still accept drop off packages manually in order to receive the credit for those packages on a temporary computer until your replacement computer has been setup.

You must contact PEC for your login and you will need to access <https://ap.ups.com/REAP/>. From here, you will go to the “customer drop off” option then enter the tracking number and click “add”.

**It is vitally important that you do not change your password for this link. You will no longer enter drop off packages through this site once you have your replacement computer is up and running.**

If you have any questions or ever experience any issues with uploading your daily retail or drop off manifests - it is very important that you contact Package Express Centers Tech Support group 800-274-4732 that day - ASAP to get any issues resolved.

# February Specials

## Dell Desktop Computer

Windows 10 Pro

SSD – 120 GB

CPU – i5-2400

RAM – 8 GB

**\$399<sup>29</sup>**



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. Greenville, TN

## Buy 3 Toners GET 1 FREE

### Toner Cartridges

Item Number	Fits Printer Model	Wholesale Price	3 Or More
TONRM102	HP M102	\$69.99 ea.	<b>\$65.99 ea.</b>
TONRM12W	HP M12W	\$39.99 ea.	<b>\$35.99 ea.</b>
TONRM15W	HP M15 & M29	\$34.99 ea.	<b>\$30.99 ea.</b>
TONR1012	HP 1012 & 1020	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR1505	HP 1505	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR1006	HP 1006	\$39.99 ea.	<b>\$35.99 ea.</b>
TONR1102	HP 1102	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR2020	Samsung M2020	\$99.99 ea.	<b>\$89.99 ea.</b>

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**\$29<sup>95</sup>**  
Each

## QR Code sign

**ups** 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.

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

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## UPS Picked Up or Not Picked Up Sign

**\$14<sup>95</sup>**  
Each

OR

**GET 1 FREE**  
with a toner purchase

Now your customers can know at a glance whether UPS has picked up for that day or not.

Just flip the sign to "HAS picked up" once UPS has picked up for the day and back to "HAS NOT picked up" at the beginning of each day.

**ups** **HAS NOT** picked up today.  
Authorized Service Provider

**ups** **HAS** picked up today.  
Authorized Service Provider

Picked Up Indicator Sign  
2 sided 12"W x 8.5"H \$32.00 each  
Item number - UPSPICK

F.O.B. Greenville, TN



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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. Greenville, TN and billed to your UPS Account.