

Easy Way to Ship More Packages Faster and with Less Problems or Claims

The number one issue at store level right now when “processing & shipping UPS packages” is employee training. Some stores are having staffing problems, low number of employees, new employees and part-time employees. Offering a UPS shipping service for your community requires someone in your store at all times – that knows how to process a retail package, a drop off package or how to accept or release a AP package.

Package Express Center has tons of training topics and resources such as:

- The all-NEW International Training Presentation – talked about in more detail on the next page of this newsletter
- The main training presentation on how to easily step through the process of shipping a Retail package
- Both a video webinar (created by UPS Corporate for PEC Accounts) and also a slide show presentation on how to accept and release AP packages.
- There is also a Packing Presentation for centers that also offer either Lite packing (such as adding tape or cushioning to a box) or full packing services. Many

stores have learned that packing service is a whole profit center within itself.

- Besides Presentations and Webinars – the www.packageexpresscenters.com website also contains many training booklets, charts, diagrams and other great training items that can be printed out, posted or used for training new or existing employees.

The greatest things about PEC having their website so full of training options is the fact your employees can access, view, read, print and review 24 hours a day and 7 days a week. By having your store employees understanding the basics of UPS shipping – they will be able to be very productive, faster, and have no issues when processing a UPS package for your store’s customers.

Of course – PEC also offers individual store trainings conducted over the phone that traditionally take 30-45 minutes per training. All new accounts go through this detailed training and many existing stores have taken advantage of this PEC benefit.

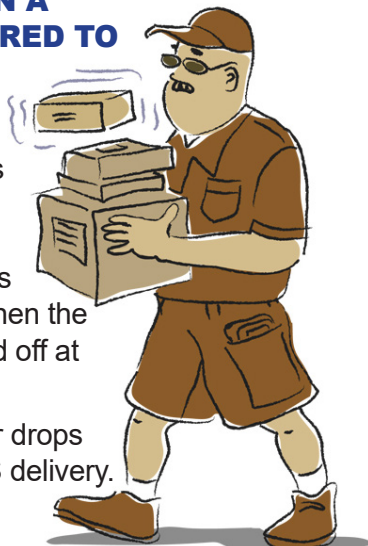
How will your store use all the training options for your UPS Shipping Service in 2023?

KNOWING WHEN TO SCAN UPS ACCESS POINT PACKAGES

There are two instances when you scan the packages...
When they are dropped off and when they leave your location.

ALWAYS SCAN WHEN A PACKAGE IS DELIVERED TO YOUR LOCATION

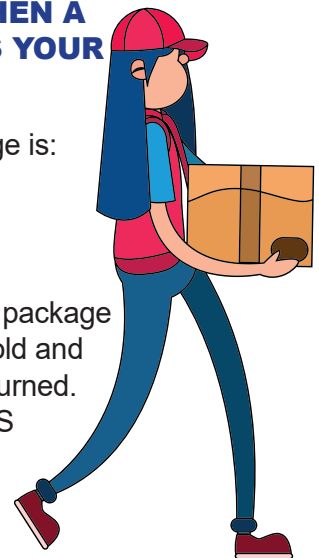
- Whenever the UPS driver drops packages off, you need to scan them in and take possession. This helps the customer know when the packages are dropped off at your location.
- Whenever a customer drops off a package for UPS delivery.



ALWAYS SCAN WHEN A PACKAGE LEAVES YOUR LOCATION

Scan when the package is:

- Picked up by the customer.
- Returned to UPS:
 - Scan when the package is over 8 days old and needs to be returned.
 - Scan when UPS request the package be returned.



The All New & Easy International Shipping Methods in the Total System Package Processing & Shipping Software

International shipping is as easy as you make it. Many accounts do not offer International Shipping due to having never looked into it, processed training packages or watched our International Training Presentation. If you are looking at offering shipping international packages – PEC suggests that you have your employees watch the NEW International Training presentation PRIOR to actually offering international shipping. You can view this international training resource visit www.packageexpresscenters.com – along with many other training presentations, webinars and training booklets.

Besides having a different list of shipping methods to choose from, many elements of international shipping are the same as domestic shipping with the exception of having to fill out export documents. The average profit on international packages is over \$24.00!

There, of course, are additional documents you'll need to print for your driver, but the Total System Software has built in resources to help you determine which documents are needed based on the contents of the package, the destination, and the declared value.

International Documents Required

UPS uses export documents you or your customer prepare to properly declare your shipment to customs in both the US and the country of import.

The following documents may be required for this shipment. You can quickly enter the information needed step-by-step and we will print the documents for you, or you can use documents your customer has prepared.

1 An Invoice is required for all packages containing items other than printed documents
Check here if an Invoice is not required ----> [To see if one is required, Click here](#)
 Enter and print a completed invoice for the shipment now **Click to Enter Invoice Info**
 Enter required info. for UPS from invoice supplied by customer

2 A USMCA Certificate of Origin is required for shipments to Canada or Mexico
Check here if Cert. of Origin is not required -> [To see if one is required, Click here](#)
 Enter and print a completed Certificate of Origin for the shipment now **Click to Enter C/O Info**
 Enter required info. for UPS from customer-supplied Certificate of Origin

3 A Shipper's Export Declaration is required if value > \$2,500 or an export license is required
Check here if an S.E.D. is not required ---> [To see if one is required, Click here](#)
 Enter and print a completed S.E.D. for the shipment now **Click to Enter SED Info**
 Enter required info. for UPS from S.E.D. supplied by customer

Click the Close button when you have finished completing all the documents required for this shipment.

Help

Close

Choosing and printing your international documents is as easy as 1, 2, 3. Entering the required information for these documents is a guided process. After just a few times processing international packages these choices will be become second nature, but until then you can use the built-in information within the application or use the International Package Processing Guidelines on www.packageexpresscenters.com/resources for a detailed walk-through on the entire process and direct links to helpful UPS materials. This document is designed to guide a complete shipping novice through a full international shipment and is very helpful to have on-hand.

Package Express Centers recommends downloading this document and having an easy to access shortcut to it or simply a printed copy. This can go miles in efficiently handling your international shipping customers and providing a good experience.

Don't Ship It UPS! Don't Do The Following!

When shipping UPS Packages, thankfully the majority of all packages shipped are ground, under 20 pounds, under \$ 300.00 of declared value and are non-breakable! This makes the majority of shipping UPS packages low risk and very easy to process.

This means that approximately 5% of the time you have to know what you should NOT be shipping:

- Stated on the customer receipt for both your store and your customer's knowledge are a list of items you cannot ship.
- Some of these cannot ship items include: engines, TV's, furniture, HAZ MAT items, non-shippable according to UPS Terms & Conditions contained in the UPS Tariffs.
- Breakable items or electronics not double boxed with correct packaging
- Items of inherit risk such as stain glass, musical instruments, artwork not properly packaged or sewing machines in only original packing – all require inspections and thought regarding shipping at all based on packing.

UPS denied claims shipped by our National Network of UPS Shippers are the highest they have been in the history of the company.

By paying attention and utilizing the additional training that was addressed on the front page of this newsletter to deal with the 5-10% of packages that are breakable, very heavy or high value and not shipping items you are not allowed to will help cure, reduce and hopefully eliminate these claim issues.

Do It When Shipping UPS Packages!

The following topics, items and requirements you need to be doing when "Processing & Shipping" UPS packages:

- Always answer the first question in the Total System Shipping Software, which is what are the package CONTENTS! You should not leave it blank – because you now have NO idea what you are shipping and you cannot put something generic like a gift – which does not tell you the contents.
- If you do NOT know the contents then how do you know it is shippable?
- Always measure the package when entering the dimensions. You cannot look and estimate dimensions or enter all zeros for that matter. UPS uses these dimensions your store enters to calculate dimensional weight which may or may not apply. When you store employees do not enter the correct dimensions and the UPS dimensional weight applies – you will get a UPS dim weight bill back and it is not UPS's fault the package was not measured correctly when entered into the software.
- Always round up dimensions to the next highest inch.
- Always round up weight to the next highest weight.
- Have UPS's address validation program turned on! This UPS API will help check if the address you entered is a valid address.
- If you are not sure if the address is commercial or residential – always choose residential.
- You must use full & complete delivery addresses. If the customer did not supply you with the Suite Number, Apartment number or any other needed part of the address – this again is not UPS's fault for not having the information in order for the UPS driver to deliver the package.

NOT sure if you should ship something? DO call PEC at 1-800-274-4732 and check prior to doing so. For 38 years PEC has always answered their calls with a live person. Taking this extra step will take minimal time to do prior to shipping!

Following the BASICS of UPS Package Processing and Shipping will lead to a better UPS shipping experience for your store and for your UPS shipping Customers!

February Specials

Dell Desktop Computer

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

\$389⁹⁵



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

F.O.B. Greenville, TN

All Toners Buy 1 Get 2nd



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.

F.O.B. Greenville, TN

Scanner

\$59⁹⁵

Regularly \$69.95



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

Lifetime warranty if used for your PEC Shipping Center

F.O.B. Greenville, TN

What will YOU choose?

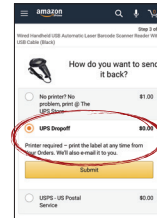


\$24⁹⁵ EACH

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 a Code? Log into Amazon and cancel return using QR Code back and the return UPS label we will generate.

1 sided
24"W x 36"H
\$39.95
Regular price

We DO NOT accept QR codes

\$24⁹⁵ EACH



1 sided
24"W x 32"H
\$39.95
Regular price

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.

Any UPS Sign

30% OFF



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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. Greenville, TN and billed to your UPS Account.