

## An Update on PEC/UPS Access Points in 2021

Package Express Centers partnered with UPS in January 2020 to offer the Access Point program to all of our PEC Centers nationally. Since then - PEC has signed up hundreds of accounts to offer this added UPS service feature. This package service was added to better service the community with added ways on how they can receive their UPS package(s) if they were not at home or a UPS driver could not leave their package at delivery address.

A few important reminders to keep in mind when processing Access Point packages:

- When the driver brings your Access Point packages to your location-you must scan the packages within 30 minutes of the UPS driver dropping off or you will not receive credit for those packages.
- When the customer comes to your location to pick up their package, you must scan them out as the

customer is standing in front of you and verify their ID.

Please refer to our website: [www.packageexpresscenters.com/ap-headquarters](http://www.packageexpresscenters.com/ap-headquarters) for any additional training on how to scan in/out your Access Point packages and other beneficial tips. There is also a AP Training Webinar on our website for retraining or training new employees.

Also - if for some reason your internet/computer has went down, there is still a way to log your Access Point packages so you can receive credit. There is a manual form that can be filled out and this can be found on our website. It would be ideal to print a few copies of this form to keep on hand in the event this happens to your store.

Any questions about your existing UPS Access Point Service or becoming a UPS Access Point, please email PEC at [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com) or call us at 1-800-274-4732.

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## Helping Customers Ship A Package At Your Store

We highly suggest that all of our shippers also provide packaging services and supplies for customers that do not want to or know how to properly package their shipments. This additional service can be charged simply by choosing the service fee option in your shipping software. If you choose to not offer full blown stock and packaging services it is important that you can at least tape up a box, add a bit more packing when needed. You should always have at least a small supply of tape, packing materials, mailers and boxes in your shipping center.

You can also utilize recycling of materials from your incoming shipments to provide to customers when needed. Please call PEC today to check on items available for packaging at 800-274-4732, or see our order form on our website at [www.packageexpresscenters.com](http://www.packageexpresscenters.com).

- 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.
- 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.



# Why You Should Become An Access Point Now

CVS, Advance Auto Parts, and Michaels: What do all these stores have in common? They see the incredible value in being an access point location with UPS. PEC has negotiated on behalf of all its members to make sure they are eligible to join this program, which is another way to capture foot traffic and increase your retail sales. PEC offered this exciting program starting in late 2019 and to date hundreds and hundreds of PEC accounts are taking advantage, but what about the stores that aren't? PEC and its members that have added the service have learned it's an easy add to their existing in store shipping solution. Adding AP is as easy as checking a box and suddenly you now have even more customer traffic thanks to PEC and UPS.

There is one more incredibly important reason to add AP to your store now instead of mulling it over any longer. UPS really wants AP locations NOW. As we have discussed CVS, Advance Auto Parts, and Michaels have been integrated into this program type and there are talks more large chains are to come. Adding AP to your independent location shows UPS that they have this need taken care of in your community and they do not need to add AP near your store since you are the local AP! You already enjoy



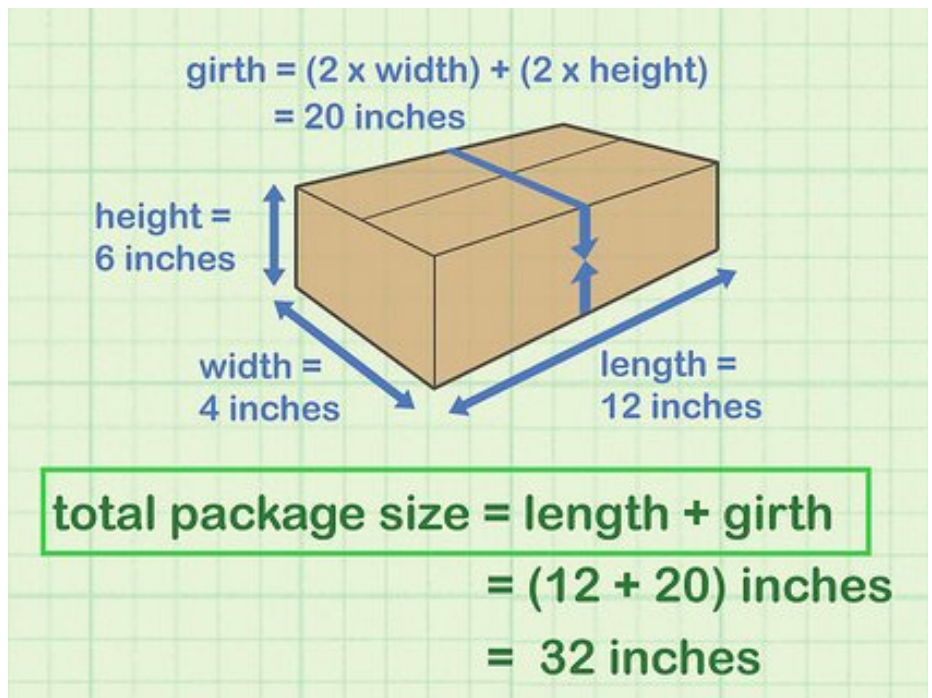
your PEC program and would hate to have someone near by start benefiting from UPS packages just like your store does. Becoming an AP solves every service type that UPS could want in an area: Retail packages, drop off packages, and AP packages. Choosing to not add AP now could come back to haunt you when UPS determines your area is under-served and needs AP representation; therefore, a competitor must be added near you. Be proactive today and become the full service location that PEC has fought to be able to offer you and enjoy the additional traffic flow to your business today!

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# Why Measuring & Rounding up Matters so much when Shipping Packages

Label creation is a delicate process. Entering accurate information is extremely vital to your customer's satisfaction, your ease of processing, and your billing accuracy. While you may be tempted to estimate dimensions and weight, take your customer's word for it, or even round down to help your customer, things like this can lead to large billing discrepancies or even undeliverable packages. One single pound or even a single inch variance can mean all the difference during rate calculations. Rates are often very similar for similarly sized packages; however, additional accessorial fees can apply even with such a small difference. This is why it is so important to take this process seriously and be sure to always round up to the nearest pound and inch. Check for package bulging. From corner to corner the package may measure out to 12 inches, but if the item inside causes the middle to bulge UPS's automatic scanning will detect this and use the larger dimension causing you to be billed an adjustment for the difference. Measure correctly today – will save time and possible issues later.





# Package Contents - What's In There?

Package contents: The very first thing the software asks for when you process a label. Why is it the very first thing it asks for? Because its actually incredibly important. Knowing what your customer is attempting to ship is the first question because it's a huge DO NOT PROCEED sign depending on the answer. There are a multitude of items not accepted by UPS such as guns, batteries not in their original devices, unset or uncut gems, and that's just scratching the surface. On your UPS receipts you will also find a long list of items not allowed to be shipped per PEC. This list includes: TV's, motors, and alcohol. If you are ever in doubt, please call PEC at 1-800-274-4732 for verification of the item you are planning on shipping. It is very important to get a good description of the item from your customer. Any vague term is unusable: gifts – this term could apply to literally anything. Electronics – this term yet again is so broad in range in today's world it is unusable. In this example get down to the type and even throw in a model number. Shipping items that are not allowed according to UPS can lead to suspension



of your UPS account so please take the time to ask for a detailed description of the item before shipping.

## UPS Guaranteed Service Refund

Effective April 5, 2021, the UPS Guaranteed Service Refund was reinstated only for UPS Next Day Air services and UPS Worldwide Express services.

The guaranteed delivery time for UPS Next Day Air Saver deliveries has been extended to end-of-day (11:59 p.m. on the guaranteed day of delivery).

The Guaranteed Service Refund remains suspended for all other UPS shipments from any origin to any destination.



The dialog box shown below pops up in your Total System software when you are attempting to process a package such as mentioned above that would normally have a Guaranteed Service. This is to alert you to the changes that UPS has made to those service guarantees so that you can make your customer aware.

