UPS Package Processing & Shipping
Did you know?

Timeliness is key!

As the first cog in the machine of UPS, you are an integral part of a global logistics network. One key aspect of your role is ensuring the timeliness of package scans. Whether you're entering a dropoff, retail, or AP package, these scans are crucial as they trigger real-time updates in the tracking system, allowing customers to monitor their package's journey accurately and ensuring accurate billing. Prompt scanning ensures that the system reflects the true status of each package, maintaining customer trust and satisfaction.

Accuracy is key!

Your role in package processing is vital in providing an excellent customer experience. The accuracy of your data entry cannot be overstated. Every detail you input, from the recipient's address to the package's weight and dimensions, plays a critical role in the shipping process. Accurate data ensures proper routing, pricing, and delivery, thereby minimizing errors and delays. It's essential to double-check the information you input, as any error can lead to delays or billing adjustments to account for the mistake.

Leveraging UPS API-Integrated Software

PEC's Total System software is integrated heavily with UPS APIs, designed to streamline your workflow and enhance the efficiency of package processing. This software is a powerful tool in your hands. It connects your actions directly with the broader UPS system, ensuring that the data you input is instantly synchronized across the network. These systems help across all steps of package processing including address accuracy, package rates, guaranteed delivery times, etc.

Free training is available!

PEC offers various training materials on our website on top of free remote training sessions with our package processing and software experts. Have an unexpected change in employees? Need a refresher course before peak shipping? PEC can ensure you're on top of your game with a quick 30 minute phone training session.

Q4 2023 Rebate Checks Are Hitting Your Mailboxes

Over the past 4 consecutive quarters PEC has disbursed over 1 million dollars in rebates per quarter to you, our national network of UPS Authorized Service Provider retail shippers. This check represents your UPS drop off package volume and Access Point package volume and the number of stores that have added and embraced the Access Point service. These types of packages are continuing to show double digit volume percentage increases quarter over quarter and year over year. Your rebates are continuing to increase due to the volume increases. Keep in mind every retail package, RPDO package, and AP package coming into your store is being carried in by a person. UPS performed a 3rd party survey which showed 30% of the time that person makes a purchase in your store while shipping their package at your store, not to mention the potential for future visits to your store and future consequential or planned purchases.

Bring Your Own Device
A Great Addition To Processing AP Packages

Bringing the all-new UPS Access Point service to the Package Express Center National Network has been a very exciting process and has come with a lot of new and exciting opportunities for our centers. PEC is dedicated to making the addition of this service as smooth and successful as possible. This program is not simply another type of package that you can accept, but another way to get a customer in your store. It's very important as a business owner/manager to recognize this opportunity and capitalize on it.
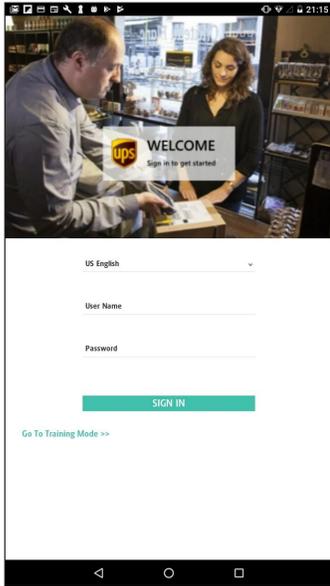
While the Access Point service is no more difficult than the package processing you're familiar with, it is still important to make this process quick, clean, and easy for your customer to provide the best experience. Access Point package processing can be greatly simplified by BYOD (Bring Your Own Device). UPS has directly responded to request from existing Access Point service providers by allowing external devices to be used for scanning. Do you have an old device lying around gathering dust? Put it to use! The UPS Access Point mobile app is available on the Google Play Store and Apple App Store. Package Express will assist you in registering your device with UPS to begin scanning Access Point packages. Doing this does not prevent you from using your computer to check in these packages. You can install the UPS Access Point app on multiple devices and use them all simultaneously while having all of the functionality of processing them on your computer! This can be extremely helpful in cases where the driver delivers packages far from your shipping counter. You can also check your package inventory on-the-go. This includes packages scanned by any of your devices.

Call Package Express Centers today to register your devices for the Access Point BYOD. Please be prepared with the full model name/number of the device along with the serial number. Finding this information will vary for most devices, so you may need to do a quick internet search if you're not familiar with your device's settings.

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.
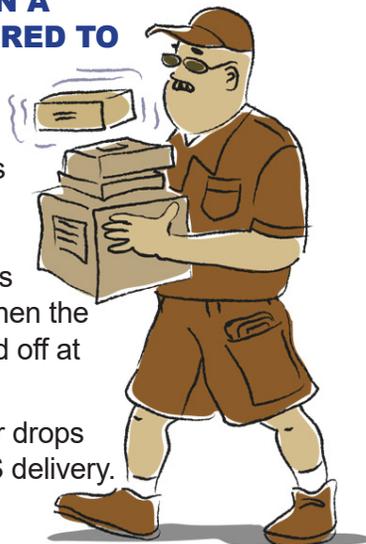
ALWAYS SCAN WHEN A PACKAGE LEAVES YOUR LOCATION

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.

UPS Branded Signage – Available Only to PEC Accounts

Ship and drop off packages here.

Authorized Service Provider

4 foot Horizontal
2 sided   45"W x 26"H | $70.00 each
Item number - UPS4

Ship and drop off packages here.

Authorized Service Provider

2 foot Vertical
2 sided   24"W x 36"H
$35.00 each
Item number - UPS2

Decals

Ship and drop off packages here.
Authorized Service Provider

3 ft. Cabinet Decal
1 sided   36""W x 9"H | $30.00 each
Item number - UPSCAB

Ship and drop off packages here.
Authorized Service Provider

Door Decal
8"W x 6"H
$15.00 each
Item number: UPSDEC
(Decal only available in
version at left, without
pick up.)

Ship and drop off packages here.
Authorized Service Provider

Monitor Sign
1 sided   22"W x 15"H $32.00 each
Item number - UPSMON

Ship and drop off packages here.
Authorized Service Provider

6 ft Banner
1 sided   72"W x 17"H $60.00 each
Item number - UPSBAN

ALL decals and signs are available for Access Point locations also.

Ship, pick up and drop off packages here.
Authorized Service Provider

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

Specialty signs

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.

How do you want to send it back?

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
$29.99 each
Item number - UPSQR

Shipping Guidelines
1 sided   26"W x 20"H $30.00 ea.
Item number: UPSGUI

UPS Authorized Service Provider

SHIPPING GUIDELINES

We reserve the right to inspect any and all packages shipped through this location.

This Shipping Center will not ship any of the following items:

• Firearms/Ammunition
• Fireworks/Explosives
• Tobacco
• Televisions/Furniture
• Cash/Currency/Coins
• Items Valued Over $25,000
• Alcoholic Beverages

• Cigarette Lighters
• Live Animals
• Unset Precious Stones
• Blood - Human Remains
• Money Orders/Stamps
• Illegal Drugs
• HAZARDOUS MATERIALS*

NO CLAIMS on any of the above items will be honored.

* HAZARDOUS MATERIALS INCLUDE THE FOLLOWING (WITHOUT LIMITATION) ACIDS, ADHESIVES, AEROSOLS, AIR BAGS, ALCOHOLS, BATTERIES, CHEMICALS, CORROSIVE MATERIALS, DRY ICE, ENAMELS, ENGINES, FLAMMABLE MATERIALS, FREON, FUEL OR GASOLINE, GASES, GLUES, HOUSEHOLD CLEANING SUPPLIES, INSECTICIDES, MERCURY, MOTOR OIL, MOUTHWASH, NAIL POLISH REMOVER, PAINT OR PAINT-RELATED MATERIALS, OFFICE/INDUSTRIAL CLEANING SUPPLIES, PERFUME, PESTICIDES, PHOTO SUPPLIES, POISONS, POLYURETHANE SPRAYS, POOL SUPPLIES, PRINTER INK, RADIOACTIVE MATERIAL, RESINS, TURPENTINE, YARD AND GARDEN PRODUCTS.

Please note that limited quantities of hazardous materials that may be used by individuals/consumers ("ORM-D") may NOT be shipped here.

This Shipping Center WILL ship the following items but with certain restrictions:

• Airline Tickets**
• Gift Cards**

• Prepaid Phone Cards**
• Vouchers**

• Checks**
• Perishables+

** If lost or stolen, UPS will reimburse the Reissue Fee, not the Face Value.
+ UPS will not cover perishable items.

PACKING:
Some items require double-boxing to ensure safe delivery. These include:
Electronics   Antiques   Musical Instruments
Art Work   High Value Breakables

Jewelry or other small items should be placed in a box large enough to avoid being lost or stolen.

Exterior containers are not included in declared value coverage.

TERMS & CONDITIONS:

1. **CARRIER OF CHOICE:** This Shipping Center uses UPS as its carrier. UPS has the right to refuse shipment of any package accepted from a Customer. If UPS refuses shipment, this Shipping Center will contact the Customer to arrange for pick up. This Shipping Center will not be responsible for storing such package after 7 days from notification of the Customer and may discard the package after 7 days from notification.
2. **CONTRABAND:** THIS SHIPPING CENTER WILL NOT SHIP STORE OR PACKAGE HAZARDOUS MATERIALS, ILLEGAL ITEMS, FIREARMS, EXPLOSIVES, ALCOHOL, OR MATERIAL OF UNUSUALLY HIGH VALUE.
3. **DELIVERY TIME:** THIS SHIPPING CENTER IS NOT LIABLE FOR ANY FAILURE OR DELAY IN MAKING A TIMELY DELIVERY. THIS SHIPPING CENTER SHALL ONLY ESTIMATE A DATE AND TIME OF DELIVERY AND DOES NOT WARRANT THEM IN ANY MANNER. SUCH ESTIMATE IS MERELY AN OPINION. IN NO EVENT SHALL THIS SHIPPING CENTER BE LIABLE FOR ANTICIPATED OR LOST PROFITS OR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM DELAYS IN SHIPPING OR DELIVERY. FURTHERMORE, THIS SHIPPING CENTER SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE RESULTING FROM DELAYS IN SHIPPING OR DELIVERY.
4. **LIABILITY:** This Shipping Center will receive and forward package(s) for the Customer. The risk of loss of the package passes to UPS at the time of acceptance by UPS. This Shipping Center assumes no liability of the package after acceptance by UPS. This Shipping Center will assist the Customer in filing and processing their claim if any package is lost or damaged. This Shipping Center will have no liability if UPS or any other declared value provider denies any claim or only provides partial recovery. This Shipping Center will not be liable for damages to any package not packed by this Shipping Center. On request, this Shipping Center will explain packaging standards for shock, vibration and compression.
5. **ADDRESS CORRECTION:** A fee of up to $18.00 will apply if an incorrect address is used. UPS may be able to correct the address and deliver the package. However, UNDELIVERABLE packages will be returned and you will be billed an additional return freight charge for the same amount as originally paid.
6. **DECLARED VALUE COVERAGE:** 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.
7. **FILING A CLAIM:** Notice of any claim must be made to this Shipping Center within 10 days for air shipments or 60 days for ground shipments. Otherwise, all claims are hereby waived. The Customer must provide all requested information, including proof of value/repair cost, to the declared value coverage provider within 60 days after filing the claim. If the package is accepted by the recipient without noting damage on the delivery record, any and all claims are waived.
8. **CLAIMS ON DAMAGE:** Do not dispose of any packing material or merchandise until claim has been paid or investigated by PEC. In no event will consequential damages or expenses be covered. In the event of partial loss or partial damage, 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 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.
9. **CLAIMS ON LATE DELIVERY OR LOST PACKAGE:** Claims for reimbursement for a late package must be made within 10 days of estimated delivery date or no reimbursement can be made.
10. **INTERNATIONAL SHIPPING:** International packages may be subject to duties, taxes, and brokerage fees, as determined by the destination country, to be paid by the receiving party. These duties and taxes cannot be prepaid or estimated by this Shipping Center.

By shipping any package that does not comply with these Terms & Conditions, the Shipper hereby releases Package Express Centers Inc. and the Retailer from any liability and understands that the package will be solely covered by UPS.

If you have any questions about your shipment, please ask us. We're here to help.

Sign placement is critical, which is why we provide numerous sizes that can be used in different locations. You can order more signs in addition to the ones provided in your starter kit by either calling us at **800-274-4732**, or e-mailing us at *info@packageexpresscenters.com*
Please note that all signs are shipped F.O.B. Greeneville, TN.