



Stephanie Hopson
President, CEO

Great Changes for Our National Network & How They Affect You

Package Express Centers has made some exciting new changes to the Total System Software to make processing and shipping packages faster and much easier with automated data uploads.

PEC understands how busy our stores are, so we've added features to upload your drop-offs for you, without

you needing to remember to run your RPDO daily manifest on time. Approximately 25% of our National Network has already opted-in to this new and exciting feature! Call today to have this feature turned on for you. Please note that you must still run your Daily Retail Package Manifest.

Another addition in the latest version of Total System, is the ability to disable the requirement to enter the package weight and customer phone number when entering a drop-off package. Scan it and done. We have had tremendous feedback from stores that have started using both of these new features.

Call us today at 1-800-274-4732 if you want to turn on one or both of these great and all new package processing & shipping options!

UPS Policies

Daily manifests (both Retail & RPDO) need to be run daily – but not only daily – but on time. On time means that PEC has always suggested you run 10-15 minutes prior to your driver picking up or at the time UPS is actually picking up.

If your packages are scanned at the Hub prior to you running your daily manifest(s) then they are considered late uploaded. You will not be rebated for any of your RPDO packages due to this.

Also - if the retail manifest is not run daily – then you cannot recover service guarantees on uploaded late Retail Packages.

The article below is being inserted again due to the importance of knowing about this UPS policy.

UPS Refund Requests for Service Guarantee Packages Better act fast, you only have 15 days!

If your store ships a next day, second day, or three day select package that wasn't delivered on time, your customer might request a refund for his/her package. Do not worry, just act fast.

UPS has a service guarantee policy for all air packages. Within this policy, UPS reserves the right to deny any refund/credit requests if the following is not met:

1. Did you request the refund/credit within 15 days? Your store only has 15 calendar days after the actual delivery date to request a refund/credit!
2. Did your store run the manifest in a timely manner? Timely manner meaning same day as processed before the package(s) left your store. You should always run your manifest before your driver comes to pick up your packages for the day, and have him/her sign it.
3. Was the delay caused by an "Act of God"? Always remember weather conditions may cause a delay and if anything is considered An Act of God – these

types of packages are not refundable.

4. If address credentials were entered incorrectly, a delay will happen so UPS can correct the address to ensure the package is delivered to the correct address.
5. Did this package require additional handling? Additional handling is applied to a package if it is not in a corrugated cardboard box, envelope, or clothing bag. Additional handling will also apply if package exceeds 70 lbs in weight, or if the dimensions for the longest side exceeds 48 inches or second-longest side exceeds 30 inches. Adding DCR to your package will also release it from being guaranteed on time.

If for any reason your store ever has a service guarantee refund/credit request, please do not hesitate to call, if it is still within the 15-day time-frame and you did not have any of the above issues to your package. You can give us a call at 800-274-4732.

Windows 7 Support Ends in 2020

Windows 7 support will be ending on January 15, 2020. If you are a store running this operating system: you have over 3 months to decide if you will be upgrading the operating system, changing over to a different computer in your store or getting a PEC computer that has lifetime Maintech or something else.

PEC's Maintech Program does not cover operating system upgrades.

Peak Season Surcharges

UPS will not apply additional Peak Surcharges for residential deliveries this year, except by contractual exception or for those packages requiring special handling.

The elimination of residential Peak Season Surcharges demonstrates UPS' commitment to help all customers grow their business. With Thanksgiving on November 28 this year, customers facing a shorter than usual holiday shopping season can now plan with greater certainty for a successful peak shipping period.

Getting Ready for Peak Shipping Season

1. Turn on your shipping CPU and open your software first thing. Be sure to close out of the software each night and shut down your CPU for continued proper function of your equipment and to install any necessary automatic updates from UPS or PEC. In doing so you will need to go ahead and get things up and running before your first customer arrives to ensure they will not have to unnecessarily wait on this process.
2. Check your customer receipt inventory now. If you are low please call in to order more ASAP.
3. Make sure to have a spare toner or 2 on hand. Don't get stuck shaking your toner over and over to get that last bit out this time of year. You'll end up printing and having to reprint which takes valuable time. If it is upon your conscience to get every last drop out of that toner, save it for January. You may also want to take advantage of the recycling sign special on back of this newsletter.
4. Even if you don't normally offer packing services for your customers, this is the time of year to do so. Many customers will take advantage of paying an additional service fee for these services year round and especially during the busy holidays. One way to make this easier or more cost effective for you is to save all boxes and packing materials taken in by your own receiving department for use at your shipping counter. Also keep large sharpies on hand to mark out any additional markings on used boxes to ensure only the shipping label is prominent. You may also want to take advantage of the Recycling sign special on the back on this newsletter.
5. We have also provided a special event calendar in this Traffic & Profit newsletter including information to help you prepare for this peak shipping season. You should print and hang this for you and your customers' information near your shipping station. Please see any previous newsletters archived on our website at www.packageexpresscenters.com/resources.

Being Able To Pack Is Important !

Choosing to pack for your customers is not only a great service you can provide to customers, but it also provides your store an amazing opportunity to take advantage of a great margin generating service as well. Packing is 100% controlled by your store at store level. PEC and UPS receive 0% of the income generated by your store from packing services. The margins are wholly set by your store and are an excellent way to generate extra income off of transactions already taking place in your store! PEC has multiple centers that make much more off their shipping service thanks to adding packing services alongside standard shipping. Some PEC centers can pack anything, crate anything and specialize in being able to ship or freight anything anywhere.

Even if your store chooses to not help pack everything from the ground up you should always keep a small stash of supplies on hand to help customers who might not know everything about packing and shipping. Even just providing tape and additional packing materials to customers who did not sufficiently tape a box or have enough packing material are things that you should always have on hand since you are offering a "package processing & shipping

center". Many stand-alone shipping centers will charge you for a single strip of tape, and your store can provide that same service! Having these supplies on hand will cost barely anything and provide you an opportunity to help your customers who have poorly packed their packages, and of course to reiterate you can set your own margins for those materials to make it worth your stores time.

The number one thing to remember about packing is knowing the things you cannot ship!

TERMS & CONDITIONS

CLAIMS: 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. Claims will not be paid if not filed with PEC within 9 months from ship date.

THIS RETAILER WILL NOT SHIP: Guns, ammunition, furniture, TV's, 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.

By shipping any package that does not comply with these Terms & Conditions, the Shipper hereby releases Package Express Center Inc. and the Retailer from

If you have any questions about an item not listed here then please do not hesitate to call PEC at 1-800-274-4732.

The Tech Corner

by Tyler Hutchinson

Windows 10 Storage

How to Use and Manage Data



The Storage section of Windows 10 brings many more features than you may be used to in the average Windows system menu. It was designed to be a hub connecting all your data management features, allowing you to quickly review and change things to reorganize or open up new space. This is a giant step forward – but it also means you can mess up or lose your data very easily if you don't know what you are doing. We'll start with the most basic of steps, where to find Storage in Windows 10.

Cortana and the search menu are happy to help out and take you directly there if you search for "storage." If you prefer a more traditional way, head over to Settings, then choose System. In System you will see a sidebar with a series of categories, among them Storage.

When you first bring up Storage, it looks very basic. It seems to be a description of your drives, how much data space they are using in GBs, and how much free space is left. We are used to seeing this part – but the real magic happens when you click on one of your drives and open up a whole new set of options, including the ability to dive deeper into what's taking up your disk space and delete any data you decide you don't need.

Looking to create some more room for your Windows device? Storage is the place to be. Start by heading over to your C: drive, which is often called "This PC." This will bring up the Storage usage window, in which you can see where most of the data on your computer is kept.

You should notice several sections here, including "System and Reserved," "Apps and Games," and "Documents." You can click on any of these three to bring up even more categories that show you just where data is being used. "System and Reserved" typically contains the lion's share of Windows data, which makes it a good place to start if you want to clear out disk space. Let's go over some of the most effective Storage tricks to get rid of unnecessary data.

Nonessential software: Now let's talk about "Apps and Games." Less storage is freed up here, but this data tends to be more superfluous – you can get rid of it without changing the way your computer operates. Note that you can search for specific apps by name or sort them according to size or location when looking. If you want to get rid of an app, just click on it to bring up an instant Uninstall button – this works for all apps on your computer, not just those downloaded from the Windows Store. Also note the blue command at the top of the window to manage optional features. These are extensions and plugins used in software all over your computer that you don't really need.

Temporary files: Let's go all the way back to the first C: Drive menu, where you can scroll down to find a section on Temporary files, Downloads, and the Recycle Bin. These are all potential sources of files you can delete. Temporary files are probably the safest to get rid of

because...well, they're temporary, and would eventually be discarded anyway. The Recycle Bin is a classically safe place to clear space, and you can visit it directly from this menu. Downloads are also a safe area to clean house, as they represent files you've downloaded from the Internet. Usually, any file of important is then moved elsewhere by the user. Installers, meanwhile, don't have a purpose after software is installed.

Managing and storing clean data - are the some of most important and critical tasks for any computer user/owner.

Year End Schedule

| THANKSGIVING | CHRISTMAS | NEW YEAR'S |
|--|---|---|
| <p>Wednesday, Nov. 27</p> <p>Normal pickup and delivery service. All UPS Next Day Air® packages picked up today will be scheduled for delivery on Friday, Nov. 29. UPS 2nd Day Air® packages picked up today will be scheduled for delivery on Monday, Dec. 2 (except those processed and labeled for delivery on Saturday, Nov. 30).</p> <p>Thursday, Nov. 28 Thanksgiving Day (UPS Holiday)</p> <p>No UPS® pickup or delivery service. UPS Express Critical® is available. Call 1-800-714-8779 or visit upsexpresscritical.com.</p> <p>Friday, Nov. 29</p> <p>Normal pickup and delivery service.</p> <p>Notes</p> <p>*References to "UPS Air and International Air" packages include UPS Next Day® Early, UPS Next Day Air®, UPS Next Day Saver®, UPS 2nd Day Air A.M.®, UPS 2nd Day Air®, UPS Worldwide Express Plus®, UPS Worldwide Express®, UPS Worldwide Saver®, UPS Worldwide Expedited®, and UPS Worldwide Express Freight®.</p> <p>** The reference to "UPS Ground on Saturday" includes UPS 3 Day Select® Service, UPS® Ground, UPS Ground with Freight Pricing, UPS Hundredweight Service®, and UPS Hundredweight Service® Ground shipments.</p> <p>Visit ups.com for the UPS Tariff/Terms and Conditions. The information contained in this schedule and all service guarantees are subject to change.</p> <p>Packages exceeding UPS weight or size requirements are not accepted for transportation.</p> | <p>Friday, Dec. 20</p> <p>Normal pickup and delivery service. This is the last day to ship UPS 2nd Day Air packages for delivery on Tuesday, Dec. 24. All UPS Next Day Air packages picked up today will be scheduled for delivery on Monday, Dec. 23 unless processed and labeled for Saturday Delivery. These packages will be scheduled for delivery on Saturday, Dec. 21.</p> <p>Saturday, Dec. 21</p> <p>Normal Saturday pickup and delivery service.</p> <p>Sunday, Dec. 22</p> <p>No UPS pickup or delivery service. UPS Express Critical is available. Call 1-800-714-8779 or visit upsexpresscritical.com.</p> <p>Monday, Dec. 23</p> <p>Normal pickup and delivery service. This is the last day to ship UPS Next Day Air packages for delivery on Tuesday, Dec. 24 with a UPS On-Call or prearranged, scheduled pickup, or by visiting a The UPS Store location or a UPS Authorized Service Location.</p> <p>Tuesday, Dec. 24, Christmas Eve</p> <p>Normal delivery service. Pickup service available only for Air and international Air® packages if prearranged by Thursday, Dec. 19. UPS On-Call Pickup service and UPS Drop Boxes are available for Air and international Air packages.</p> <p>Wednesday, Dec. 25, Christmas Day (UPS Holiday)</p> <p>No UPS pickup or delivery service. UPS Express Critical service is available. Call 1-800-714-8779 or visit upsexpresscritical.com.</p> | <p>Thursday, Dec. 26</p> <p>Normal pickup and delivery service. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Monday, Dec. 30 (except those processed and labeled for delivery on Saturday, Dec. 28). UPS 3 Day Select packages picked up today will be scheduled for delivery on Thursday, Jan. 2.</p> <p>Friday, Dec. 27</p> <p>Normal pickup and delivery service. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Tuesday, Dec. 31.</p> <p>Saturday, Dec. 28</p> <p>Normal Saturday pickup and delivery service.</p> <p>Monday, Dec. 30</p> <p>Normal pickup and delivery service. UPS Next Day Air packages picked up today will be scheduled for delivery on Tuesday, Dec. 31. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Thursday, Jan. 2. UPS 3 Day Select packages picked up today will be scheduled for delivery on Monday, Jan. 6.</p> <p>Tuesday, Dec. 31</p> <p>Delivery of UPS Air and international Air® packages only. Pickup service available only for Air and international Air® if prearranged by Fri., Dec. 27. UPS On-Call Pickup service and UPS Drop Boxes available for Air and international Air® packages.</p> <p>Wednesday, Jan. 1, New Year's Day (UPS Holiday)</p> <p>No UPS pickup or delivery service. UPS Express Critical service is available.</p> <p>Thursday, Jan. 2</p> <p>Normal UPS pickup and delivery service resumes.</p> |

Offers are available while supplies last or until 11/30/19.

November Specials

20% OFF

Every Toner

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. |

FOB Greenville, TN

Windows 10 Special

Dell Optiplex 580 Desktop

Windows 10 Professional

- 3.2GHz Processor
- 8GB Memory
- 320GB HDD

Preloaded and ready to Ship

Maintech Coverage as long as you are part of our National Network of UPS Authorized Shipping Providers (excludes OS upgrades and viruses)



\$249⁹⁵ +tax

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Scanner

Plug & Play USB

\$39⁹⁵

Regularly \$69⁹⁵

Why waste time keying in drop-off packages when you can scan them, plus avoid mistakes.

FOB Greenville, TN

ANY 6 foot Banner

\$29⁹⁵ each

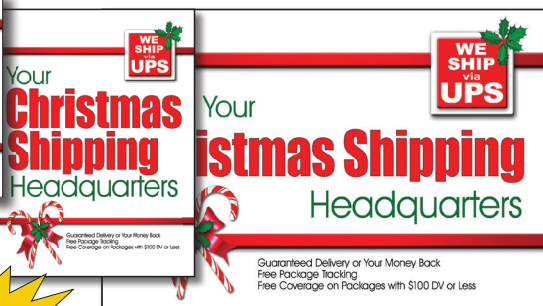
Indoor/Outdoor | 1 sided | 6"W x 17"H



Monitor sign - 1 sided 23" x 15"



2 ft. wide 2 sided indoor/outdoor sign



4 ft. wide 2 sided indoor/outdoor sign



6 ft. wide 1 sided indoor/outdoor banner

FOB Greenville, TN

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Buy 1, Get 2nd ALL Christmas Signs & Banner

50% OFF

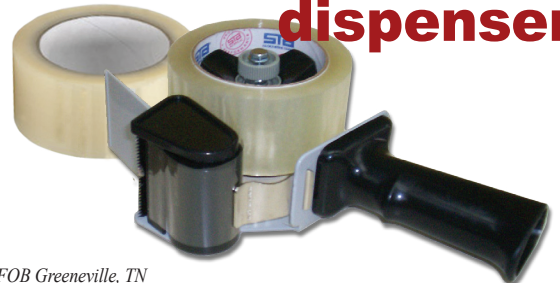
Buy 24 rolls of tape

2" x 55 yds. Clear Tape

Get 1 FREE

\$2.99 per roll

2" tape dispenser



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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.