

## Rebate Checks for PEC's National Network of UPS Shippers for the 2nd Quarter of 2023

Rebate checks went out weeks ago - for the 2nd quarter of 2023. We had record breaking amounts rebated back to our accounts for total sent, individual store amounts and record gains for most PEC accounts. Over a million dollars was sent to our PEC accounts. These checks contained rebates on RPDO packages, AP packages and auto reimbursement of 50% of any address correction fees.

Retail Package Drop Off (RPDO) started in the 4th quarter of 2012 and has only shown growth over the years since then. It certainly has not hurt to also have UPS Corporate list all of our PEC Accounts on their UPS.com page as a Authorized Shipping Provider showing our independent retailers name, address, phone number, hours of operation, pick-up time, etc. This makes it so easy for customers in your community to find you.

The newest program – The Access Point Program is currently the fastest growing program for the last 3-4 years that PEC has kicked off. More PEC locations have added and new accounts sign-up from the beginning. Another great way to get customer traffic into your store without discounting, coupons, advertising dollars or loss leader items.

Address Corrections are also the lowest percentage of packages these charges have ever been in the history of PEC Corporate. Stores have been embracing the use of our Address Validation Program, entering all needed information for delivery, Googling when needed, and if they do get an address correction – stores are taking the updated information provided by UPS and updating their Ship To Database. Having UPS automatically rebate dollars for any of these adjustments is just another added bonus if a store does have any adjustments.

Finally let's talk about the most important type of package, which is the Retail package you process for your customer. To qualify to be a PEC account and a ASP account with UPS you must also process any retail packages your customers need to ship. These packages are easy and fast to do, especially if your customer has previously shipped with you before. These type of retail packages also are the money makers, with ground packages the highest profit they have ever been and air and international averages even higher. Want to know what your retail packages are averaging for profit? Look at your Monthly Shipping Report that prints automatically the first day of the month or reprint it and see.

Any questions on RPDO, AP, AC, Retail or MSR please email PEC at [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com).



### 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. You have 60 days to notify UPS and PEC of a claim or claim will not be honored.**

**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 any liability and understands that the package will be solely covered by UPS.*

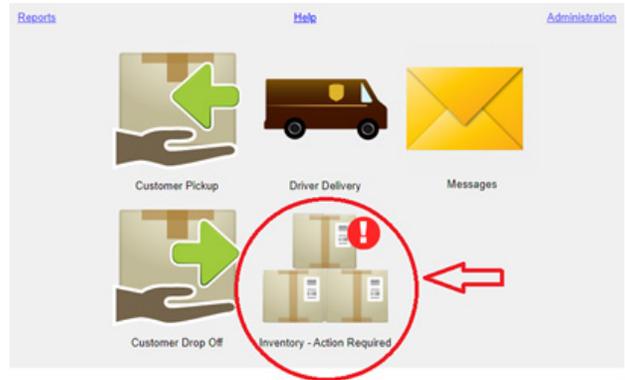
The Terms & Conditions shown at left prints on every shipping customer's receipt that you print in your store. Please review this so that you are fully aware of what it contains, especially prior to Peak Shipping Season when you get a higher rate of questions and concerns.

# AP Packages in 3 Easy Steps

## Step #1

### Return packages that “aged-out”

Check for Inventory items that Require Action. Packages that customers have neglected to pickup within 7 days need to be marked for UPS return. Simply select the packages with Status – “Ready for UPS” and click Return to UPS. Make sure your driver is aware of these packages when they come for pickup.



## Step #2

### Scan in Driver Deliveries

When your driver delivers an Access Point package, simply click the Driver Delivery button and scan the tracking number. This adds the package to your Inventory making it available for Customer Pickup.

## Step #3

### Scan out Customer Pickups

When a customer arrives to pickup their Access Point package, click the Customer Pickup option, select the package from your inventory list, scan the tracking number barcode, and follow the prompts to complete the transaction. The Pickup Summary screen will remind you, but be sure to verify your customer’s ID and click the appropriate Signature button to have the customer sign for the package.



## AVOID Any UPS Adjustments or Billbacks

Package pricing depends on 3 items: weight, size and where it is going. Follow the following package processing rules & guidelines:

### Always round up to the next pound when entering weight.

- If the package is over the weight limit – The Total System Software will not allow it to be processed.

### When measuring the size of a package – round up to the next inch for each measurement.

- If the package is too large to ship – The Total System Software will not allow it to be processed.

### When entering the address:

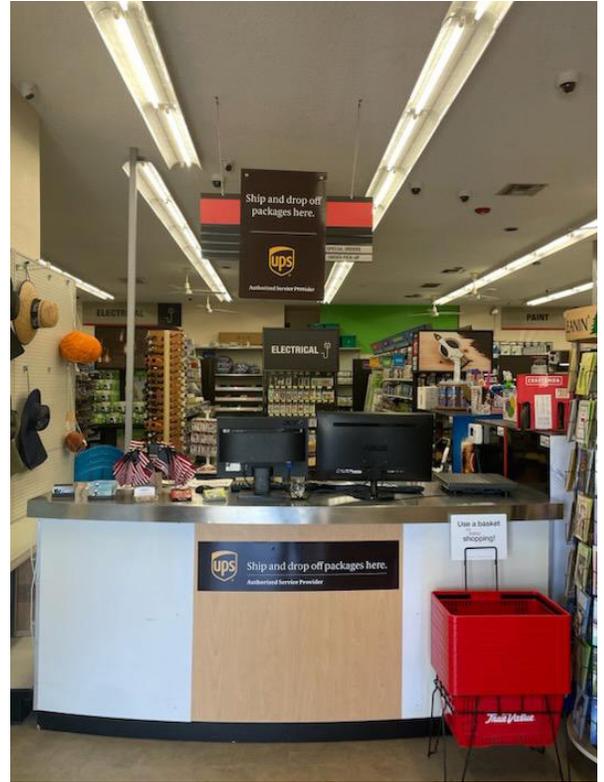
- Make sure you have the Address Validation feature turned on for all shipments
- Enter all needed information for delivery and that includes apartment number or suite numbers
- If your customer is in doubt – google or use USPS to find the correct address

Measuring, weighing and entering all the data correctly while processing a package will go a long way in avoiding any invoice adjustments by UPS. *Please also remember you only have 30 days from your UPS invoice date to contest an adjustment if you have had one you disagree with.*

# Peak Shipping Season & How to Start Getting Ready Now!

Peak Shipping Season will be here before you know it and now is a great time to address, fix, add, train, or change any of the following items to prepare your employees for Package Processing & Shipping this Season:

- Please see photo at right, from a new account. You can see that any customer that comes in to this location can easily find where to take their UPS package to be processed! Is the PEC Shipping Center in your store easy to locate for your customers?
- Do you have your scale and monitor/keyboard set up facing your shipping customer? If NOT, please change. You cannot easily process a package with the equipment set-up on back counters with your back facing your customer. This one change will be a game changer.
- Always have supplies on hand – especially getting ready for Peak Shipping Season! Have extra customer receipt labels, extra toner, tape, markers, etc. Don't run out of basic supplies.
- Check with your employees if they are all comfortable processing packages if needed. There are training programs on [www.packageexpresscenters.com](http://www.packageexpresscenters.com) that any of your employees can view at any time for a refresher training. Processing any type of package is not hard and most employees in your store should be able to handle the basic customer packages.
- Signage should be displayed at a minimum of one outside of the store and one inside of store. PEC also has optional, charming seasonal signage available for Peak Shipping Season.



**Your Christmas Shipping Headquarters** We Ship via **UPS**



- Advertising: Yes – there are now tons of FREE ways to promote your UPS Authorized Shipping Service! Update your store's Google listing and add UPS Services in the listing, add service information to your store's Facebook page, add service details to your store's website, and the stoutest suggestion is to change your phone greeting to Ace Hardware & UPS Shipping when answering your store's phone! Every single suggestion listed here is FREE!

**There are no secrets to having a successful PEC Shipping Center for your community. Have a shipping area customers can find in your store - that trained staff can assist processing packages during the hours your store is open and promote your UPS service in effective and at a minimum using FREE options available to everyone.**

Offers are available while supplies last or until 10/31/23.

# October Specials

## All Christmas Signs



**We're Your Christmas Shipping Headquarters**

Guaranteed Delivery or Your Money Back  
Free Package Tracking  
Free Coverage on Packages with \$100 DV or Less

**4 foot Horizontal**  
2 sided 48"W x 26"H  
\$70.00 Regular price

**2 foot Vertical**  
2 sided 24"W x 36"H  
\$35.00 Regular price

**WE SHIP UPS**

**We're Your Christmas Shipping Headquarters**

Guaranteed Delivery or Your Money Back  
Free Package Tracking  
Free Coverage on Packages with \$100 DV or Less

### Decals

**Your Christmas Shipping Headquarters**

**3 ft. Cabinet Decal**  
1 sided 36"W x 9"H  
\$12.00 Regular price

**Door Decal**  
8"W x 6"H  
\$15.00 Regular price

**Monitor Sign**  
1 sided 22"W x 15"H  
\$32.00 Regular price

**6 ft Banner**  
1 sided 72"W x 17"H  
\$60.00 Regular price

**Your Christmas Shipping Headquarters** We Ship via UPS

F.O.B. Greeneville, TN

## ALL UPS/PEC Signs and Decals

**25% OFF**



**Ship and drop off packages here.**

**Authorized Service Provider**

**Do you have a QR code for an Amazon return?**

**Ship, pick up and drop off packages here.**

**Authorized Service Provider**

**SHIPMENT GUIDELINES**

**Ship, pick up and drop off packages here.**

**Authorized Service Provider**

F.O.B. Greeneville, TN

## Scanner



**\$48.95**

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. Greeneville, TN

**Purchase \$200.00 or more of retail product**

**GET 20% OFF**

Cannot be combined with other specials.

## Dell Desktop Computer

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

**\$279.95**



90 days warranty if not used for PEC Shipping.

Lifetime warranty if used for your PEC Shipping Center

F.O.B. Greeneville, TN

## Toners

Get ready for peak shipping season!

**Buy 1, Get 2nd**

**30% OFF**

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>
TONR1102	HP 1102	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR2020	Samsung M2020	\$59.95 ea.	<b>\$54.95 ea.</b>
TONR2502	Pantum 2520	\$74.95 ea.	<b>\$69.95 ea.</b>

F.O.B. Greeneville, TN



P.O. Box 1178  
Greeneville, TN 37744  
www.packageexpresscenters.com

Phone: (800) 274-4732  
Fax: (800) 570-0683

**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. Greeneville, TN and billed to your UPS Account.