



Stephanie Hopson
 President, CEO

RPDO Checks Are in the Mail

By the time you get this monthly PEC Newsletter you would have already received and probably cashed your 2nd Quarter RPDO PEC/UPS rebate check. It is so exciting to see the rebates our stores are receiving from UPS to accept these UPS Drop-offs from customers. PEC started the RPDO Program nationally for our PEC Network in the 4th quarter of 2012 with UPS Corporate. When this program started in 2012 – this also marked the first time that UPS listed our PEC accounts on their store locator program on UPS.com. This used to be a huge complaint for our existing

locations – not being shown on UPS.com as a location that customers could visit to have their UPS shipping needs met.

Not only is your store listed as a place for customers to take their Drop-offs, but your store is now also listed as an official UPS Authorized Service Provider.

The amount of Drop-offs being accepted at PEC locations have been growing each quarter and each year since the program begun. PEC Corporate expects these 6 yearlong trends of growth to not only continue, but to also show increased gains; but also show greater growth in the coming future due to the forecast of growing on-line sales and returns.

It is wonderful to be in a position to have an existing service in your store for a program that is already much needed and will continue to grow rapidly. This allows you to enjoy the growth the logistics industry will be bringing to your location.

The screenshot shows the UPS.com store locator interface. At the top, there are tabs for Tracking, Shipping, and Services. Below these are filters for 'UPS Access Point™' and 'UPS Authorized Service Providers'. A search bar is set to 'Near: Use my current location' with a dropdown menu showing '7 SOUTH STREET MEMBER #'. The location is set to 'United States'. A map displays several service provider locations marked with numbered pins. A detailed view of a provider is shown, including the name 'UPS Authorized Service Providers', address 'HANOVER TRUE VALUE, 7 SOUTH ST, HANOVER, NH, 03755-2162', and phone number 'U45243698'. Below this, there are sections for 'DROPOFF TIMES', 'HOURS', and 'SERVICES'. The 'DROPOFF TIMES' section shows a table of latest drop off times for Ground and Air services.

	Ground	Air
Mon	--	5:00 PM
Tue	--	5:00 PM
Wed	--	5:00 PM
Thu	--	5:00 PM
Fri	--	5:00 PM
Sat	--	--
Sun	--	--

PEC's Automatic Invoicing & Billing

Almost every single PEC account across the nation is set-up with automatic billing, which makes it so easy for the store. Your Monthly Shipping Report (MSR) prints out automatically the first business day of the month and then you are automatically billed the 10th day of the month. No need for reminders! If you have any changes to be made to the info on file please contact PEC ASAP. But, if you have the credit card or bank information you have a on file get compromised, closed or expires you do have to call us prior to our automatic billing and give us billing information.

Please email us at: act@packageexpresscenters.com or call us at 1-800-274-4732 to give us updated billing information on time.

The Tech Corner by Tyler Hutchinson

What Variables Can Affect Your Internet Speed

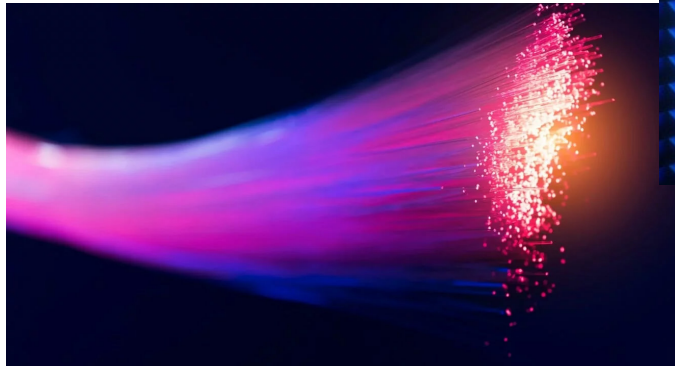


Hardware

Your internet speed heavily depends on your network equipment, such as the router or cable. For example, an ethernet connection is generally more stable and quicker than Wi-Fi. If you're using a Wi-Fi connection, your internet speed might decrease as more devices connect to the same network. Last, but not least, your online work might be slowed down by the hardware of the computer itself – for example, if you have a weak processor.

A little extra for Wi-fi users

If your Wi-Fi router is located far from the devices, your internet speed won't be optimal. To solve this problem, consider getting a wireless repeater. These are little signal copiers that can be placed between the router and the device to double the strength of the Wi-Fi signal. Physical obstacles placed between the router and devices,



especially water and metal, can also reduce internet speed. So, move away metal boards, if any, and aquariums.

Viruses

Once a virus or malware kicks in, it might be running in the background, connecting to the internet without your permission and draining your computer's resources. Take precautions by installing an antivirus program, and only

get add-ons and extensions from trusted sources.

The software you run

If you run too many apps that need to connect to the internet at the same time, things will naturally go slower. Some of them might run in the background without you noticing. Check the auto-update, sync or backup settings, for example, in file-sharing apps you use. Also, make sure you keep only the necessary add-ons and toolbars in your browser. Each of them is a separate small app that can take up a share of your bandwidth.

Number of users

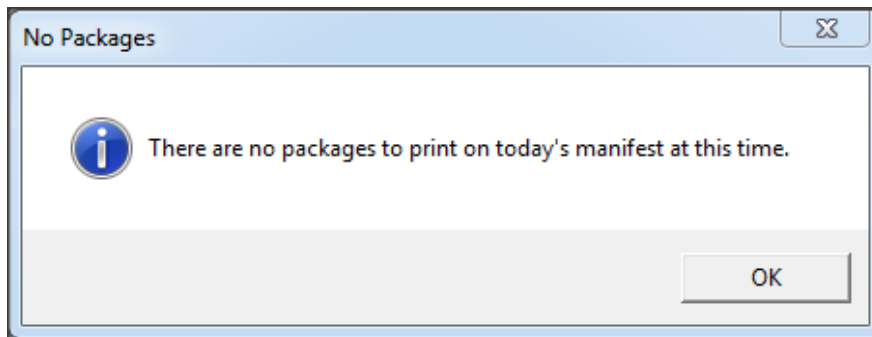
Internet speed slowdowns will occur when a large number of people try to connect to the internet at the same time. These often happen during peak activity hours, such as after work hours when everyone gets home and tries to connect to the web. Similarly, on a crowded public Wi-Fi where many users are using one network (at the airport for example), slow internet speeds are typical.

Do You Have Multiple Store Locations?

So many of our National Network of Package Express Center Package Processing & Shipping Locations have more than one store. PEC Corporate has many accounts that own 2 or more locations, up to 100 locations for some stores. We want you to think about adding this great traffic and profit building service to your additional stores in 2019. Call today to see if your additional store locations can qualify and see what awesome incentives we can offer you if you sign-up additional locations by the end of 2019.

Explaining Your Total System Software (RPDO) Dropoff Report

Have you ever gone to run your RPDO manifest and been greeted with “There are no packages to print on today’s manifest at this time”?



This is no cause for panic and is usually, in fact, a good thing. If you know you’ve entered the packages into the Total System software, these packages have either been voided by someone in your store or have already been manifested; the latter being the most common. Luckily, this is very easy to check!

You can, at any time, check your Dropoff Report to verify the status of your (RPDO) drop-off packages. You can do this by navigating to Reports/Billing (**menu at the top of the program**) -> **Management Reports** -> **Dropoff Package Report**.

Your Drop-offs will always have one of three “statuses”: Pending Upload, Uploaded, or Failed. “Pending Upload” means that the package has been entered into your system and will be upload with the next manifest. “Uploaded” means that the package has already been uploaded/manifested successfully and will be accompanied by the date that it uploaded. “Failed” means that the package has attempted to upload/manifest, but failed due to an invalid tracking number. In this case you should attempt to re-enter/rescan the drop-off package tracking number into Total System.

The Dropoff Package Report can be viewed for a customizable range of dates, daily, quarterly and/or yearly as ways to search your RPDO data and also provides a summary for the selected range of packages. This RPDO report is also searchable by the customer’s phone number. (Shown Below)

A screenshot of the "Drop Off Report" window. At the top, there is a "Select Reporting Period" section with a dropdown menu set to "Analysis by Month" and a date selector set to "August 2019". To the right are "Print" and "Close" buttons, and a "Search by Phone Number" button. Below this is a section labeled "DATE RANGE: August 2019". The main content area contains two tables. The first table is titled "DROP OFF PACKAGE INFORMATION" and has columns for Tracking Number, Weight, Date Uploaded by Center, and Status. The second table is titled "UPLOAD STATUS" and has columns for Total, Uploaded, and Failed.

Tracking Number	Weight	Date Uploaded by Center	Status
12000000000000000000	1	8/9/19	Uploaded
12111111111111111111	1	8/9/19	Pending Upload

Upload Status	Uploaded	Failed
Total	2	1
		0

Reminder: UPS will not rebate your store for accepting RPDO packages that are uploaded late. PEC suggests you run both your retail package and drop off package manifest(s) 10-15 minutes prior to your driver picking up for the day. PEC also released a Total System Software Update that will upload any pending packages that night (providing your computer is on).

September Specials

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.
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

FOB Greenville, TN

Scanner

Plug & Play USB



Regularly \$69⁹⁵

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

FOB Greenville, TN

Be prepared for Peak Shipping Season



- 2" tape dispenser
- 6 rolls of clear tape



Your choice

Authorized Service Provider

Ship your packages Here!

RECYCLING DROP-OFF
Bring us your used boxes and packing materials for recycling.

\$24⁹⁵ each

36"H x 24"W Indoor/Outdoor signs
FOB Greenville, TN

Monitor sign - 1 sided
23" x 15"

WE SHIP via 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

2 ft. wide 2 sided in-door/outdoor sign

WE SHIP via UPS

Your **Christmas Shipping** Headquarters

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

WE SHIP via 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

4 ft. wide 2 sided indoor/outdoor sign

33% OFF
ALL Christmas Signs & Banner

Your Christmas Shipping Headquarters

We Ship via **UPS**

6 ft. wide 1 sided indoor/outdoor banner

FOB Greenville, TN



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