Package Express Centers
Certified Retail Provider
Traffic & Profit
The #1 In-Store Retailing Network of Package Shippers in the US – Serving Independent Retailers Since 1984
September 2020

Happy Anniversary Package Express Center, Inc. – Soon to be 37 Years Old

Package Express Center was incorporated in 1983 and set up their first retail stores to "processing and ship UPS packages" in 1984. PEC has developed over the years; a successful, long-term, positive and fruitful relationship with UPS Corporate for our PEC National Network's Benefit.

- **1984** - PEC sets up their first accounts and our main retail channel was Independent Pharmacies. * Mail Box Etc. was started in 1980. (which later became The UPS Store in 2001, when UPS Corporate purchased this chain.)
- **1989** - Package Express Center creates the Package Protection Program (PPP) , a package replacement program to help stores and their customers with UPS Denied Claims.
- **1990** - PEC branches out into many different retail channels including hardware, gift/gift, farm/supply and print/copy stores. Hardware stores for over 15 years- now make up our premier channel of accounts.
- **1999** - PEC set-ups their first accounts using our in-house designed package processing and shipping software instead of stores having to use the manual logbooks and rate charts.
- **2003** - UPS required any package processing and shipping software to be summitted to UPS Corporate to be tested for updated UPS Businesses Rule testing and be certified for use by UPS. Package Express Center's Total System Software has been "UPS Certified" and "UPS Ready" for 18 years now. PEC is about to begin our UPS software certification process for 2021.
- **2005** - UPS granted PEC the right to use the UPS Logo on all of our signage for our National Network of Shippers
- **2006** - UPS stopped setting up retail locations to process and ship packages for their customers. These locations were not managed by UPS or anyone overseeing their UPS service and these locations had wildly different pricing, incorrect signage, denied claims, etc… which resulted in the UPS end customer that might not have had the best UPS shipping experience.
- **2010** - PEC stopped sending out disks and CD's and created an upload/download web services that could push any updates or data back and forth from our corporate offices and a stores locations. No more missing disks, or center's software getting outdated.
- **2012** - UPS offered PEC to list our locations on their UPS.com website in their "find a shipping location" feature. This resulted in customers nationally being able to find out PEC Locations much easier and increased foot traffic dramatically into PEC locations - since this package processing and shipping service was offered in-store as added service to their current retail offerings; which a customer many not realize was service in the store.
- **2012** - UPS offered to pay all of our National Locations a rebate on all the return packages (RPDO) packages that their community was dropping off in their store. This program has been double digit volume increases year after year and most of the time - drives hundreds if not thousands of additional customers into a store's location annually.
- **2018** - UPS, for the first time in history, gave Package Express Centers discounts off ground freight costs, so that PEC centers were maintaining - if not making more profit – while being the most cost competitive, it had ever been for the end customer.
- **2019** - UPS announced PEC had the right to use the New All UPS Branded Signage in UPS Brown/Yellow colors. This all new UPS Branded signage program was rolled out in 2020.
- **2019** - UPS announced their desire to set-up PEC locations, mainly in Small Town America, to also become UPS Access Points for UPS customers in their community.
- **2020** - Rolled out PEC/UPS AP Locations and we are currently in the processing of setting up hundred(s) of existing PEC locations to add this additional UPS traffic builder of having UPS deliver packages to our locations instead of the customer's home (by customer or UPS choice).

By PEC being a loyal UPS Partner for 37 years while maintaining a well-advertised, trained network, in great independent retail locations has awarded our National Network many new opportunities, programs and benefits from UPS!

DO NOT CHANGE passwords provided to you by PEC!

Your store will be provided a user name and password upon becoming a UPS Access Point. Your store may also be provided your UPS.com acct user name and password that was created upon signing up to start shipping UPS packages. If you are provided any username and password information from PEC it always comes with a disclaimer. DO NOT CHANGE THE PASSWORD. Do not click "forgot password" or "reset password." Trying to correct your password issue on your end without our help will not result in you being able to fix this yourself. Please call us for help. Logging in multiple times with the same incorrect password will leave your account locked for a period of time and you will be unable to scan and upload packages timely, you may also end up with pick up issues. We at PEC have logged these credentials in your shipping software in order for it to communicate and function correctly with UPS systems. If you change this password, various functions required during processing and uploading packages for your customers will be disrupted until the new password is entered in your shipping software. If at any time you forget your password please call PEC at 1-800-274-4732 or email info@packageexpresscenters.com and we will have this information on file.

QR Codes

QR Codes are a very hot topic in the UPS shipping world and seem to only be growing as online returns continue to grow. While these types of packages aren't as easy as a simple scan of a barcode, it's still important to capitalize on these as the volume of them is too attractive to pass up.

Your goal for QR Code returns should be to make the process as quick and painless as possible for your customer and clerk in order to provide the best customer experience and to maximize their value towards your drop-off package rebate. If you, or your staff, is not familiar with how to handle these types of returns it may be best to prepare a sort of script or to simply post the basic steps for your customer to accomplish canceling the QR Code return and choosing to print their own label. PEC offers signage directed towards customers with QR Code returns with instructions on how to convert this QR code return into an actual label without ever having to leave your store. It is important for your customer to feel that it's more beneficial to handle this return in your store rather than driving to the next UPS franchise location.

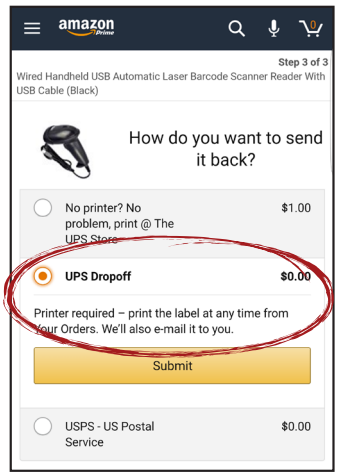
Remember, your store can charge for any additional service for your customer beyond accepting a prepared drop-off package. This is important when accounting for added materials and labor for you and your staff. While it is important for this transaction to be as appealing as possible for your customer, it also needs to be worth your time, effort, and materials.

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.

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.

The Tech Corner

by Daniel Wilhoit

Backup Data

Backing up data often ends up being the last thing on the mind of a store owner. While this process can be extremely important dependent on the subject matter, PEC aims to make this process as simple as possible for you, leaving you to focus your attention on more time-sensitive issues. Below we'll discuss how to setup your Total System Software to handle these backups for you free and without hassle.

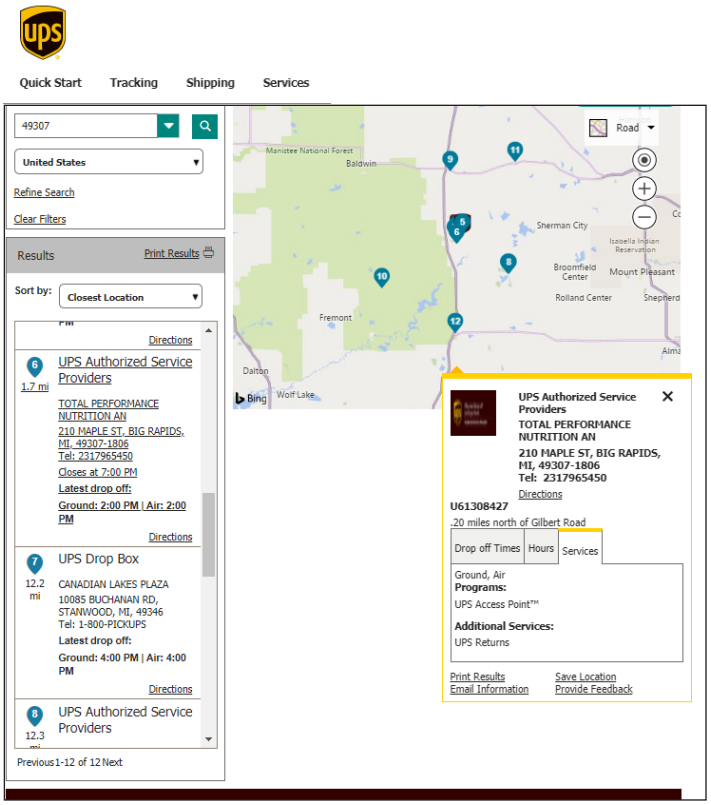
The Total System Software is designed to save your backups to the same location you saved them last time, meaning once you decide where that location is and backup your data to a specific location one time it will default to that same location each time. You may have also noticed that you will be automatically prompted to backup each time you run a manifest. This will help you stay on track with your backups without needing a reminder to do so. While these backups don't necessarily need to be ran daily, the backups are quite small and named based on the date and time they were created, making it much easier to navigate. Each backup file you create will encompass every setting and database record your system contains, NOT simply a backup of entries since your last backup. This means you can safely archive or delete backups that are no longer needed.

The location of these backups is also important. By default, your backups will save to your User's Documents folder. We highly recommend changing this to an external media (flash drive) or another location on your store's network. This is very important, because if your computer goes down and there is no way to get to your backup folder, those backups you have been running will be of no use. Saving to another device allows you to carry this data over to a new computer in the event of hardware failure. This can potentially keep you from losing thousands of records of packages, customer addresses, destinations, etc.

See? Quick, easy, free.

UPS SEO & You

UPS is investing in each and every PEC store across the nation by sinking time, money, and resources into a project to help drive even more traffic to your store through your PEC program. UPS is designing web pages with information specific to your store such as hours of operation and address and then injecting that web page with TONS of keywords for search engine optimization (SEO). SEO is the act of designing your web presence to show up more often and more correctly when people search relevant keywords. Your store has been on the ups.com locator, but now people can randomly search on Google, Bing, Yahoo, and many other search engines and your store will hopefully show up thanks to this SEO program being rolled out by PEC and UPS.



Before, customers would search "UPS near me" and your store would not show up. NOW customers will search "UPS near me" and your stores address will pop up under the name "UPS Authorized Service Provider". How amazing is it that not only is your store on the official UPS.com locator but now PEC and UPS are pushing you onto general web searches to help reach and bring in even more foot traffic! This amazing program is constantly being monitored and edited so try it out and search some UPS and shipping related terms in your area and see if you can naturally find your stores SEO listing. If you have any questions about the listing please reach out to PEC at 1-800-274-4732.

Offers are available while supplies last or until 9/30/20.

September Specials

Dell Desktop Computer

Windows 10 Pro
SSD – 120 GB
CPU – i5-2400
RAM – 8 GB

$329.95

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

F.O.B. Greeneville, TN

Save 25% when you purchase ANY **TWO** toners

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	$99.99 ea.	**$89.99 ea.**

F.O.B. Greeneville, TN

Scanner

$59.95

Regularly $69.95

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

F.O.B. Greeneville, TN

Data SAFE STORAGE — Never Lose Your Shipping Data Again!

With Package Express Center's Data Safe Storage, your data gets backed up each month. If you ever have a problem that causes you to lose your data all you have to do is contact us and we will send you a CD or e-mail your data to you. It's that simple!

Get 1 full year $39.95

NEW

UPS Branded Sign

$29.95

(24"W x 36"H)
Item number - UPS2

F.O.B. Greeneville, TN

NEW

UPS Branded Door Decals

2 for $24.95

8"W x 6"H
Item number: UPSDEC

F.O.B. Greeneville, TN

Package Express Centers
P.O. Box 1178
Greeneville, TN 37744
Phone: (800) 274-4732
Fax: (800) 570-0683
www.packageexpresscenters.com

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. Greeneville, TN and billed to your UPS Account.