Great Feedback from New Accounts

Stephanie Hopson
President, CEO

PEC calls every new account we sign up for the first 5 months to see how they are doing with the service and answer any questions they may have. Below are some comments that have been made by new accounts so far this year during those monthly calls.

- "Seeing new faces in the store and some store purchases have been made by shippers."
- "PEC/UPS service has been great."
- "LOVE our UPS driver!"
- "Continuing to see new faces and store purchases made by shippers."
- "Seeing new faces and many shippers have made some sort of store purchase!"
- "Had no idea there was such a demand for shipping!"
- "Continue to see a lot of new faces and some of these are making store purchases."
- "Seeing a lot of new faces and some CORE purchases have been made by shippers."
- "Overall service is off to a better start than expected."
- "Appreciate PEC's IT Department and like that they can remote in as needed."
- "LOVE our driver Bob."
- "Have been seeing new faces."
- "Service has been picking up recently."
- "Seeing new faces in the store and the community is happy we ship."
- "Started shipping two weeks ago, but we are already seeing some new faces and a store purchase has been made as a result of this."
- "Just getting started but the service is starting to pick up already."
- "Seen new faces and some have either browsed and/or made store purchases."
- "People are starting to find us."

- "A few new faces have shown up, one who found us on the Global Locator."
- "PEC reps have been awesome whenever we have called for help."
- "We are pleased with the shipping service so far."
- "It is doing everything we had envisioned."
- "Virtually every UPS customer has been a new face and a fair amount of these are at least browsing the store."
- "Continue to see new faces. Some browse and a few store purchases as a result of this."
- "Service is going GREAT!"
- "Seeing new faces, some are making store purchases."
- "Multiple customers say they didn't know we were here."
- "Seeing new faces and many browse the store and have already returned to buy products."
- "Very happy with the impact this service is having on our business."
- "PEC/UPS service level is EXCELLENT."
- "Seeing new faces and as a result have already seen new store purchases."
- "PEC/UPS service has been good."
- "See new faces on a regular basis and we have picked up some new business as a result."
- "Pleased with the impact UPS is having."
- "Have picked up some store business from the shipping traffic."
- "Starting to see new faces and have received a number of phone inquiries."

Yes...You Can Do *UPS Returns* In PEC's Total System Software

"UPS Returns" is an option in your shipping software that allows you to process an additional label to be placed in your outgoing shipment so the recipient can then ship it back to the customer or even have it arrive at your store. There are 3 circumstances where this is not an option:

1) If your outgoing package's declared value is greater than $1,000.00, 2) If your outgoing package was processed as a Next Day Air Saver (Next Day Air is acceptable but not the "Saver" option), 3) If your outgoing package was processed as a 2nd Day Air AM (2nd Day Air is acceptable but not the AM option).
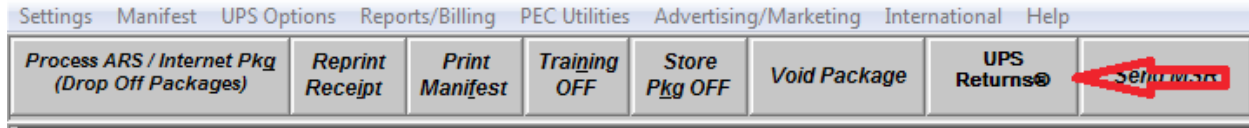
UPS Returns are not drop-off packages or a package that is dropped off at your store already labeled. Those are referred to as Authorized Returns Service (ARS) packages, Internet packages, RPDO packages, or Drop-Off packages.

How to:

1. Process the outgoing package as you normally would.

2. Run the retail Manifest. (It is fine to run an additional Manifest if you accept more packages before the driver arrives.)

3. Click the "UPS Returns" quick access button at the top of your software. You can then search for your original package there. When you find the package, click on it to highlight and choose "UPS Returns Request".

4. Choose whether you want the return package to come back to the customer or come back to the store.

5. The second portion on this page is whether you simply want to print a return label. It will be the default option chosen. It will display the charge for the additional label here.

6. The last choice to make is shipment method. You'll choose whether you want the label for the package being returned to be processed as ground, NDA, etc.

7. Finally, you will simply click ok to print the label. You will then place this label inside the outgoing shipment.

2017 1st Quarter RPDO Rebate Checks Mailed

Since PEC began offering the program, rebates to accounts on RPDO have totaled more than $1,678,961.

The Tech Corner   by Daniel Wilhoit

UPS Technology
– Continued from May Newsletter

UPS handles around 20 million packages on a daily basis reaching up to 30 million packages per day during peak holiday shipping. With such an immense workload every day, UPS relies heavily on their technology and technology employees. With a workload this large, 1 technology employee can take the place of 100 drivers when it comes to route-planning, delivery intercepts, tracking requests, etc. ORION (which we discussed in detail in last month's newsletter) uses advanced algorithms to optimize driver routes. UPS loves the word "logistics" and technology is what makes it all happen. PEC integrates some of these technologies into your Total System Shipping Software to provide you numerous, automated, quality of life systems such as Time-In-Transit, RPDO, Smart Pickup, and more.

UPS currently has over 21,000 active servers with 25 petabytes (over 25 million gigabytes) of storage. For this number to mean anything to you, you must first understand what a petabyte is and the sheer size of it. As a comparison, 50 petabytes is said to be able to store the entire written works of mankind, from the beginning of history, in all languages as plain text. The average

MP3 averages about 1 megabyte per minute. In this case, 1 petabyte would last over 2,000 years. This allows UPS to store years' worth of packages and tracking data for tens of thousands of shippers. This also allows UPS to update and service over 130,000 DIAD boards (UPS drivers' handheld Delivery Information Acquisition Device) daily. This, of course, provides UPS with a massive amount of data to use for market, rates and logistical analysis.

UPS.com offers many features to edit shipments in progress, manage your account, and find locations to ship packages. This explains why the website gets an average of 26.2 million page views and 101.5 million tracking requests per day. ***Keep this in mind, everyone who has signed up for the RPDO rebate program and benefited from this free advertising.** UPS has also recently completely redesigned their website to make the process easier and more intuitive. Ordering supplies and using UPS's new website has never been easier, so make sure to give it a test drive at ups.com!

Third Party Shipping – The Whole Story

You might have called PEC before, because someone came into your store requesting you to ship something and bill their shipper number instead of charging them. This is referred to as a Third Party Package. Your Total System Software is setup to not allow these types of packages by default. You might wonder why and this article will explain any questions you might have.
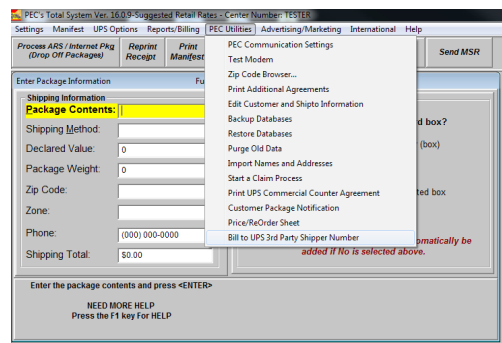
Third Party Packages have additional layers of liability that a standard package does not. If the third party you try to bill denies the charges for the shipping, not only will your store be charged the shipping charge, but UPS will also charge a $13.00 refusal charge. Third party packages not only have this additional liability, but they also provide ZERO profit. Unless you add a service charge for processing the package the cost of shipping is just applied to the third party's account number with no currency being exchanged.

Package Express Centers has noticed that clerks call in asking how these packages work and how to send them. PEC always tries to explain why it's turned off and why we don't recommend billing to a 3rd party, but sometimes a clerk can be apathetic and just wanting to please the customer in front of them. This article is for the owners/managers of the business so they can better understand the risks involved for zero profits that their store takes every time they ship a third party package.
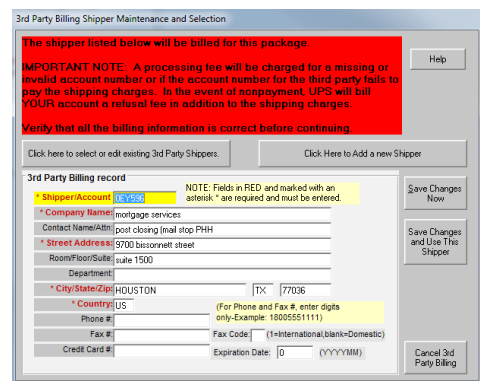
It's Getting Hot...So Are These Deals

Offers cannot be combined and are available while supplies last or until 6/30/17.

Dell Optiplex 580 Desktop

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

Windows 10 Professional

Regularly $449.95
Save $100

$349⁹⁵

FOB Greeneville, TN

Scanner

Regularly $69⁹⁵

Plug & Play USB Scanner

$49⁹⁵

Buy 1 Toner
Get 1/2 OFF 2nd Toner

HP Toner Cartridges			
Item Number	Fits Printer Model	Wholesale Price	3 Or More
TONRM12W	HP M12W	$45.99 ea.	$42.99 ea.
TONR1100	HP 1100	$47.99 ea.	$43.99 ea.
TONR1012	HP 1012 & 1020	$59.99 ea.	$56.99 ea.
TONR5L6L	HP 5L & 6L	$41.99 ea.	$36.99 ea.
TONR1000	HP 1000 & 1200	$55.99 ea.	$49.99 ea.
TONR1505	HP 1505	$69.99 ea.	$66.99 ea.
TONR1006	HP 1006	$64.99 ea.	$61.99 ea.
TONR1102	HP 1102	$64.99 ea.	$61.99 ea.

FOB Greeneville, TN

6' Banners
Your choice $39⁹⁵ each

Ship *your packages* Here!
Free of Charge! UPS DROP-OFF Packages
We accept your UPS packages here
ARS (Authorized Return Service) • RS (Return Service) • Internet Processed (UPS.com)

UPS Shipping Service
Grand Opening
We accept your UPS packages here

Ship *your packages* Here!
We accept your UPS packages here
ARS (Authorized Return Service) • RS (Return Service) • Internet Processed (UPS.com)

FOB Greeneville, TN

Bag Stuffers... great advertisement.

Stuff one in the customer's bag to *immediately* increase awareness of your shipping service.

Your Store Name
Street - City, St, Zip
Phone: (555) 123-4567
Store Hours: Monday - Friday: 8:00 am - 6:00 pm; Saturday: 8:00 am - 5:00 pm

We Accept UPS Drop-Off Packages FREE!
We accept:
- ARS (Authorized Return Service)
- RS (Return Service)
- Internet (UPS.com)

We ship via UPS

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

$24⁹⁹ for 2,000

Actual size: 8.5" x 3.6"

Drop-Off Signs
SAVE 25%

$26²⁵
UPS Drop-Off Packages
Free of Charge!
RS (Return Service) ARS (Authorized Return Service) Internet (UPS.com)
2 ft. Vertical
Indoor/outdoor permanent sign

4 ft. Horizontal
Indoor/outdoor permanent sign
We accept your UPS packages here
We accept UPS Drop-Off Packages
RS (Return Service) ARS (Authorized Return Service) Internet (UPS.com)
$52⁵⁰

Package Express Centers

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 $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.