

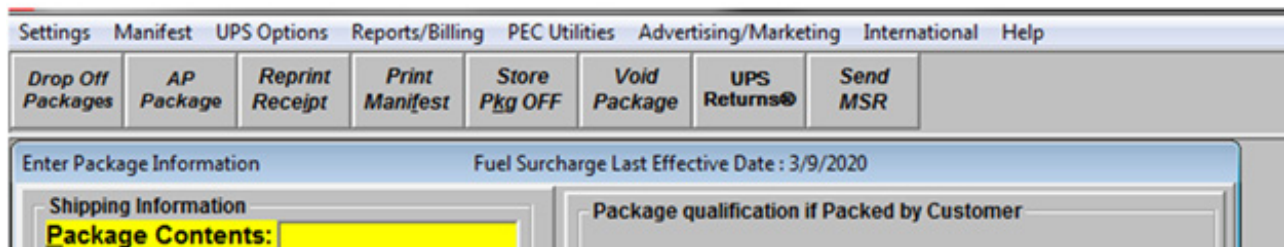
## Covid-19 Prep

PEC plans on staying open and available to our National Network through this global happening. You can reach us at 1-800-274-4732, fax 1-800-570-0683 or email us at [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com).

## Another New Benefit From UPS Becoming a PEC/UPS Access Point Location

Since last month's newsletter, hundreds of PEC locations have requested to become PEC/UPS Access Point locations. Becoming an AP Location is just another way to increase your customer traffic even more and get paid for each package you accept as an AP account.

Many of the stores PEC has talked to have said they love being able to offer full-service shipping, accepting drop-offs, and now, becoming AP locations for their communities. Package Express Centers are almost exclusively located in Small Town America where there are very few opportunities to have expanded UPS service available for their town.



Shown above is the new AP Package Button that will be available in a future release of our Total System Shipping Software. When AP accounts click on this button – it will take them to the UPS.com URL to then choose what they are wanting to process on the AP selection options.

Please Note: your store will not hold packages for an indefinite amount of time. Any package that is not picked up within 7 days is returned to UPS and you get paid for these – even though the customer never picked it up.

Call today to be put on the PEC National List of Locations requesting to add this new level of UPS Service options to their store, or email PEC [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com).

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## UPS Policy Change Regarding Restricted Items Effective 7/1/2020

As of 7/1/2020, UPS will charge \$150.00 fine for shipping restricted items.

When processing a retail package, you are required to enter "Package Contents." When entering the contents, you need to be as specific as possible, as some items are restricted through UPS. If your customer refuses to tell you the contents, you are allowed to open the package, or refuse to ship package.

Attached to every customer receipt in your store is a list of items that cannot be processed through your store. You can also review the UPS Tariffs/Terms, and

Conditions on [www.ups.com](http://www.ups.com) for further information on restricted items that are prohibited to be shipped through your store, or call PEC and ask.

If your store does not take the proper precaution to ensure you are not shipping restricted items, PEC will not be able to assist with a credit or refund for this fine. This fine has been put in place to prevent restricted items to be shipped in the future, as UPS has had too many situations where restricted items have been shipped causing Hub shut downs, late shipments, and other logistical problems.

# The Tech Corner

by Randall Roderick

## Chkdsk – A repair utility for hard drives



Sometimes, computer hardware will begin to develop issues after substantial use. A computer- just like a car- requires regular maintenance to function efficiently. Over the course of time, your hard-drive may begin to transfer data more slowly if not properly cleaned and maintained, periodically. In our January, 2020 newsletter, we discussed options for cleaning out your hard-drive. Today, we'll consider something a little more technical, but certainly as important as the content previously discussed.

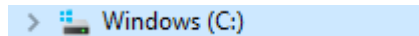
On a Windows-based Operating System, your C drive is the drive, or partition, with all of your user information and operating system files. Over time, sectors within your hard-drive can become corrupted. If left unresolved, the hard-drive may eventually fail to boot. Regular maintenance on your computer is absolutely vital to ensuring that you're using a productive, efficient, and fast machine.

Microsoft provides various utilities to enable their users to repair hard-drive errors and issues. The utility we will examine and discuss today is Chkdsk, or Check Disk.

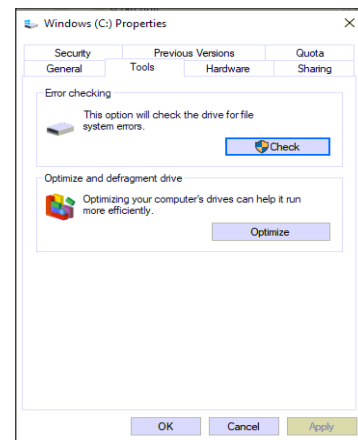
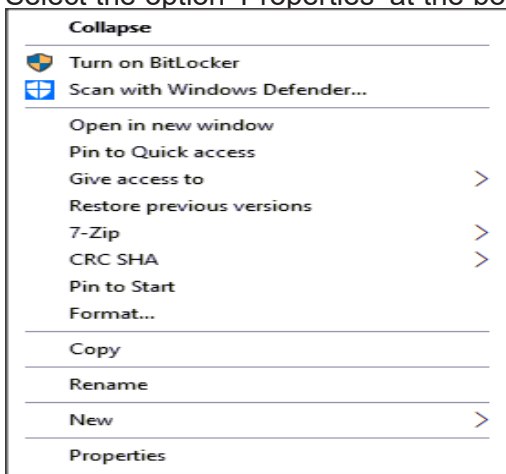
Chkdsk is a program that functions to scan the integrity of the file system and file system metadata on a disk volume and fix any logical file system errors that it finds. Check Disk will attempt to repair the bad sectors it is able to locate, and our recommendation is to periodically run this utility at least once every few months.

To use Chkdsk on your Windows-based computer, follow the steps below!

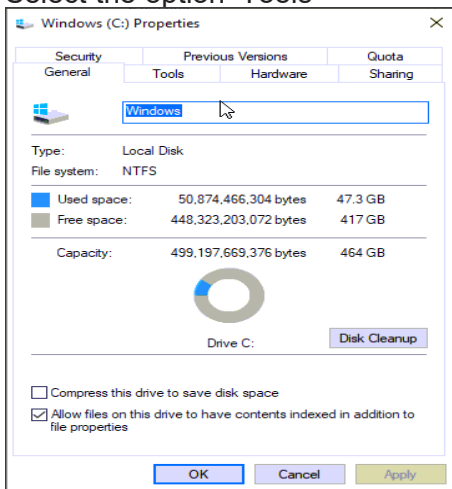
1. Locate your Windows (C:) drive and right-click the drive.
4. Select the option 'Check' as detailed below



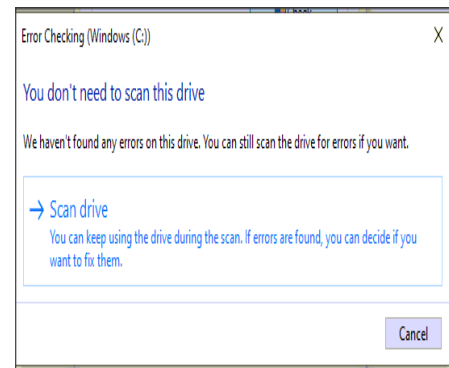
2. Select the option 'Properties' at the bottom



3. Select the option 'Tools'



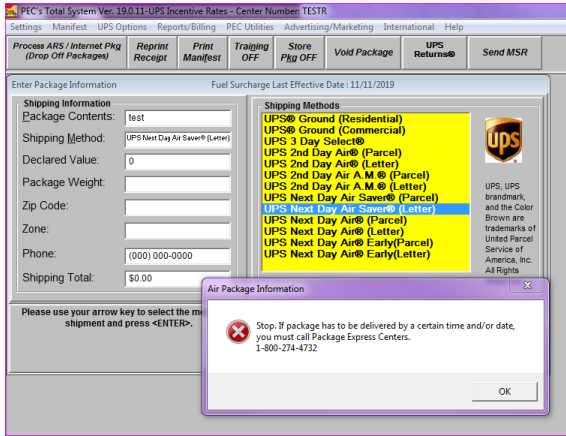
5. Finally, select the option below to 'Scan Drive' to begin scanning your hard drive for errors, bad sectors, and damaged file-systems.



It's important remember to use this built-in Windows feature to ensure the productivity of your computer system. You will be able to use your computer while this program runs in the background. Using the Windows Check Disk utility – in conjunction with the content discussed in our February 2020 Tech Corner article- will ensure that your computer runs more smoothly, experiences less issues, and is a more productive asset to your company!

# Service Guarantee - Why Call PEC?

Stop! Does the package you're processing need to be delivered by a certain time and/or date? If so, your software will prompt you to call PEC. You must call Package Express Centers at 800-274-4732 to guarantee delivery for a certain time and/or date.



Not all shipments qualify for a service guarantee. Ground packages do not qualify for a service guarantee. Service Guarantees are for the following shipping methods:

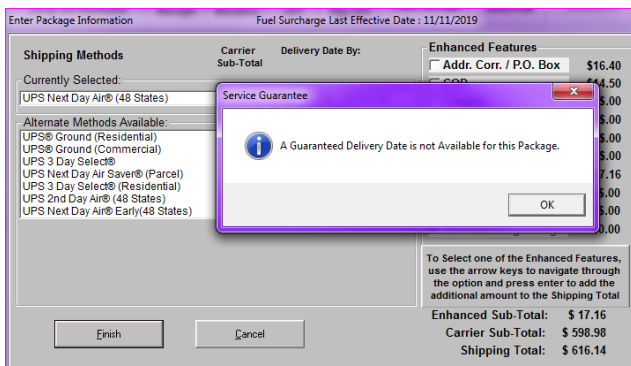
- UPS Next Day Air Early
- UPS Next Day Air
- UPS Next Day Air Saver
- UPS 2<sup>nd</sup> Day Air A.M
- UPS 2<sup>nd</sup> Day Air
- UPS 3 Day Select

Less than 4% of all national packages are service guarantee packages. These packages have a higher cost and they are time sensitive.

Time sensitive meaning it has to be delivered within 1 to 3 days and/or delivered by a certain time. If you do not call when the popup shows on your screen, you are putting your customers package at risk of not being delivered, which will void the service guarantee policy with UPS.

In order for a service guarantee to stay active with a package, the following has to take place:

- Call PEC for a service guarantee call. If you do not contact PEC, we will not be able to assist you with contacting UPS for a refund.
- Manifest must be uploaded timely. Timely means same day as processed before it leaves your store, with your UPS driver. If the manifest isn't uploaded timely the service guarantee is voided.



- Acts of God – Any form of a weather delay. This is out of UPS and PEC control.
- Service guarantee does not apply if it is an LPS package, has a DCR added or additional handling added- and this is now noted on the customer receipt.

If one of the above service failures doesn't take place and the package delivery was delayed due to other reasons, you only have 15 days from the delivery date to contact PEC and request assistance with the money back service guarantee. When you call PEC for a service guarantee, we will ask detail as far as:

- Your name and account number?
- Store zip code and destination zip code?
- What time does your driver normally pickup in your store?
- Residential or Commercial?

Once we have taken this information, we will be able to tell you:

- Latest time the package can be picked up from your store.
- The time it is guaranteed to be delivered by.
- If the package will not be picked up by the latest pick up

Service	Time
UPS Next Day Air® Early <b>Latest Pickup Time:</b> 2:00 P.M. Monday November 18, 2019 <b>Schedule by:</b> 1:00 P.M.	Days In Transit 1 <b>Delivered By:</b> 11:00 A.M. Tuesday November 19, 2019 Guaranteed
UPS Next Day Air® <b>Latest Pickup Time:</b> 2:00 P.M. Monday November 18, 2019 <b>Schedule by:</b> 1:00 P.M.	Days In Transit 1 <b>Delivered By:</b> By End of Day Tuesday November 19, 2019 Guaranteed
UPS Ground <b>Latest Pickup Time:</b> 2:00 P.M. Monday November 18, 2019 <b>Schedule by:</b> 1:00 P.M.	Days In Transit 1 <b>Delivered By:</b> By End of Day Tuesday November 19, 2019 Guaranteed
UPS 2nd Day Air® <b>Latest Pickup Time:</b> 2:00 P.M. Monday November 18, 2019 <b>Schedule by:</b> 1:00 P.M.	Days In Transit 2 <b>Delivered By:</b> By End of Day Wednesday November 20, 2019 Guaranteed
UPS 3 Day Select® <b>Latest Pickup Time:</b> 2:00 P.M. Monday November 18, 2019 <b>Schedule by:</b> 1:00 P.M.	Days In Transit 3 <b>Delivered By:</b> By End of Day Thursday November 21, 2019 Guaranteed

- time, we will give you an option to contact UPS for a fee.
- You can then charge to your customer as a service fee. This fee is \$6.90 if you have to contact UPS and request an early air pickup. We will let you know the latest time you can call to schedule this pickup as well.
- You can also explain to your customer you cannot guarantee delivery by a certain time and/or date requested due to your driver picking up after the guaranteed time. As long as your customer is okay with not having a service guarantee, you may continue processing.

If the call has taken place, there were no additional features on the package and the manifest was upload timely, and there was no issue with the shipment such as the Act of God, the package will still be eligible for the money back service guarantee under the 15-day policy.

# April Specials

## Dell Optiplex 790 Desktop

- Windows 10 professional
- Quad-core processor
- 8 GB Ram

**\$349.95**



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

## QR Code Sign

**\$24<sup>95</sup>** each

Regularly \$29.99

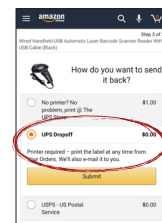


Authorized Service Provider

### 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.



2 foot Vertical | 1 sided | 24"W x 36"H  
\$29.99 each  
Item number - QRSIGN

## Buy 2 Get 1 FREE

### Toner Cartridges

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>
TONR1100	HP 1100	\$34.95 ea.	<b>\$30.95 ea.</b>
TONR1012	HP 1012 & 1020	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR5L6L	HP 5L & 6L	\$36.95 ea.	<b>\$32.95 ea.</b>
TONR1000	HP 1000 & 1200	\$38.95 ea.	<b>\$34.95 ea.</b>
TONR1505	HP 1505	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR1006	HP 1006	\$39.99 ea.	<b>\$35.99 ea.</b>
TONR1102	HP 1102	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR2020	Samsung M2020	\$59.95 ea.	<b>\$55.95 ea.</b>

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## Scanner



**\$49<sup>95</sup>**

Regularly \$69<sup>95</sup>

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

F.O.B. Greeneville, TN

## Let Us Help You

Call today and schedule:

- Total System re-training
- A conference call on all reports contained in your TS Software
- or a review of what not to ship



P.O. Box 1178 Phone: (800) 274-4732  
Greeneville, TN 37744 Fax: (800) 570-0683  
[www.packageexpresscenters.com](http://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.