

Utilizing your PEC “Package Processing & Shipping Center” to Drive Impulse Purchases

Your shipping service is an amazing traffic generation tool. Think of the hundreds of additional customers that this service brings into your store. Now, think about all the ways you turn those additional customers into sales. You do have programs in place to make those customers buy something when they come in, don't you?

UPS has conducted a study that finds approximately 30% of all your customers coming in to drop off packages also commit to a purchase while they are in your store. Are you below that percentage? Are you meeting that percentage? How can you beat the average and become an above average business?

Have you walked to a checkout area of a retail store recently and thought wow it's a corridor of items while I wait in line? The retail space has always embraced impulse purchases but the location of the items and how they are presented are a huge part of the success of impulse purchasing! Before the customer can make an impulse decision to buy something, they have to know its even an option! Is your shipping counter/drop off area surrounded by impulse items? If not why? Is there a line of impulse or on sale items your customers have to walk in/out of your store to utilize your shipping service? If not why?

These are some of the easiest ways to upgrade your returns from your shipping service. Contact Package Express Centers for even more tips and tricks by calling us at 1-800-274-4732 or emailing us at info@packageexpresscenters.com.

10 Simple Steps

The following are 10 simple steps you can take to ensure your PEC “package processing & shipping center” is running correctly, updated and/or according to UPS's guidelines:

1. Turn on AUTO upload of your RPDO packages. This ensures you do not have disqualified uploaded packages due to your employees forgetting to manually upload them at the end of the day.
2. EXIT out of The Total System software each night, so that when you open the software the next morning – the software will automatically check for any PEC and/or UPS updates as needed.
3. Turn OFF your computer each night. Just a good rule of thumb for computer usage and clearing memory.
4. SCAN drop off packages. It is worth getting a scanner to save on labor costs and keying mistakes that prevent you from getting rebated for these packages.
5. PRINT your Daily Manifest as soon as you see your driver show up and have him/her sign.
6. DON'T run out of customer receipt labels, toner, tape and any other necessary supplies.
7. Make sure SOMEONE is always in the store that knows how to process and ship packages
8. Make sure your customers can clearly FIND your PEC “package processing and shipping” center
9. Are you CHANGING your coupons on your customer receipt weekly or monthly and featuring store items and taking advantage of your shipping receipts to cross promote within your store?
10. YES – at a minimum you should be able to help tape up, add packaging and help customers with lite packing needs.



Can That Huge and/or Heavy Package Even be Shipped via UPS?

Your store, like all other UPS Authorized Service Providers, is shipping via UPS which is a “small package carrier”. You may only ship items up to 150lbs and or up to 165 inches in length plus girth (girth = 2x width + 2x height). If you try to ship a package that is greater than 150lb or greater than 165 inches in length plus girth your software will not allow the shipment to be processed. This is for your store and your customers protection.

In the 1980's the heaviest package able to be shipped through UPS small package carrier service, which is what your store ships, was only 70lbs. Shortly after they increased this to 100lbs and now they accept up to 150lb packages. The max length plus girth calculated started at 130 inches and is now 165 inches. Utilizing UPS small package carrier for these larger items is great in some ways as it is much cheaper than shipping via freight even with the added over max charge.

If a package larger than 150lbs or 165 inches is somehow processed incorrectly as a smaller package in your software your store will be back charged \$920.00 BY UPS as an “Over Maximum limits” charge as all packages are scanned

throughout the transit process up to 3 times checking for weight and dimensions. * Its also possible that your package may be held or returned due to this.

UPS does not want these large items in their small package carrier system which is why the fine for shipping an Over maximum size package has dramatically increased since 2018 from \$150.00 per instance to the current charge of \$920.00. Packages over 150lbs and over 165 inches should only be shipped via freight line. Authorized Service Providers do not process freight shipments. Please keep in mind the majority of all packages you will process – will be smaller and lighter weight packages - so when you do see the unusual, huge, heavy or different package – carefully measure, weigh and decide if it should even be shipped. Items such as furniture, stoves, mirrors, grandfather clocks, slabs of marble, arcade games, etc.... have all been shipped and should not have been.

* Your customer would need to contact UPS freight at 800-333-7400 in order to arrange for pick up and delivery of the large package.

Coupon Options in your PEC Total System Software – For Your Customer Receipts

Coupons work. Some shoppers have their preferred stores and will avoid shopping at other locations at all costs, while others base their shopping on the best deal and where they see a sale. This is a prime opportunity to pick-up business from both of these demographics. With little to no competition in your area, package shippers are highly likely to use your location for shipping services and our goal is to help you keep those same customers using your primary focus of business, as well.

One of the most underutilized features in the Total System Shipping Software is the ability to use coupons. PEC has supplied you with nearly 200 predesigned coupons available for you to select and change at a moment's notice. Not only that, but if none of these coupons meet your specifications you are able to create your own custom coupons and messages. PEC has found that focusing coupons on in-store items, rather than packages, is a great way to transform your shipping customers into your primary retail or service customers. Coupons not only bring the customer back to your store, but provide a physical piece of advertising in your customer's home. Your customer may have a package receipt with your store's name on it as a constant reminder on their kitchen counter for weeks! Injecting advertising into your customer's home is something only TV commercials and direct mailings can accomplish. Don't forget to take advantage of all of your available Advertising & Marketing tools!

Select Coupons

Click on the coupon you want to apply to your customer receipt. You must use your mouse.

FREE House Key With any purchase of 200 or more	30% Off all Pet Supplies with \$50 purchase	10% Off your next purchase of Lawn & Garden products
20% Off your Next Rental	FREE Light Bulbs with any \$20 purchase	25% Off all Yard Art with \$22 minimum purchase of Lawn & Garden merchandise
20% Off Custom Window Blinds & Treatments	20% OFF Carpet	FREE Citronella Candle with any \$10 purchase
20% OFF Insecticides	FREE Pound of Nails with any \$20 or more purchase	\$10 Off any \$40 or more purchase on your BIRTHDAY!
FREE Flashlight with any purchase of \$20 or more	FREE Plunger with \$10 or more purchase of plumbing supplies	10% Off your next Plumbing purchase
20% OFF Carhartt wear	Free Installation on water heater	FREE Installation on any Major Appliance

Close Next Page

Total System AUTO install Update Notice– Also Includes Exciting Processing Updates

Version # 21.0.7 will Automatically install if you exit the software and go back in. If it does NOT, you will need to call PEC because you either have anti-virus, sonic wall or other security issues blocking this download or you are not running as administrator user on this machine.

This latest Total System package processing & shipping software contains updated UPS business rules, UPS changes, updates, etc. But PEC wanted to add updates that you can see, are beneficial to your store and your UPS customers:

Total System Version 21.0.7 contains these exciting new user options for store and your customers:

- Ability to never print an RPDO receipt
- Ability to always print an RPDO receipt
- Ability to print an RPDO receipt when needed or wanted
- Leaves the RPDO screen open at all times to enter the next drop off package, or close screen to process a retail package
- Detects if you have already scanned or entered the same tracking numbers and tells you when you did

To access these exciting new options – go to settings, system set-up, advanced shipping options tab, and click configure RPDO and then choose any existing new option you want!

We also suggest while changing your settings that you change to AUTO upload. What this means is that as soon as you enter that drop off package – it is uploaded to UPS for payment right then. We still have stores “forgetting” or not running their manifest at the end of the time “on time” to receive payment. Don’t be a store that is missing out on any rebate payments!

New UPS Branded Signage

Is your store using your new UPS branded signage that is not only UPS Brown – but also displays the UPS Logo on it? Are you advertising your UPS services with the signage provided to you? You should be! The new attention-grabbing UPS branded signage is a great way to advertise your UPS shipping services.

Advertising your UPS shipping services brings more foot traffic into your store! If you don’t advertise - how will your community know you ship? Word of mouth is great, but the new signage will boost your traffic even more, and who doesn’t love more traffic?

Placing your new signage in and outside of the store will let your community know your store can assist them with their UPS needs. The signage will help you advertise all of your UPS services as an Authorized Service Provider, such as:

- Retail package processing
- Drop off package processing, and your
- UPS Access Point service
- Pick Up Indicator sign - * this new sign will let your customers know if UPS has picked up for the day already.

~ There are also specialty signs such as: QR Code informational sign and Shipping Guidelines sign

This new UPS Branded signage is exclusive to the PEC Network only! Want more signage? Call PEC today, to purchase more of the brand-new UPS signage to place in store today!

New UPS Branded Signage – Available Only to PEC Accounts

 <p style="font-size: 8px;">4 foot Horizontal 2 sided - 45"W x 32"H \$70.00 each Item number - UPS4</p>	 <p style="font-size: 8px;">2 foot Vertical 2 sided - 24"W x 36"H \$35.00 each Item number - UPS2</p>	<p style="text-align: center; background-color: #FFD700; margin-bottom: 5px;">Decals</p>  <p style="font-size: 8px;">3 ft. Cabinet Decal 1 sided - 36"W x 9"H \$80.00 each Item number - UPSCAB</p>  <p style="font-size: 8px;">Door Decal 8"W x 4"H \$15.00 each Item number: UPDEC (Decal only available in version 21.0.7 without pick up.)</p>
 <p style="font-size: 8px;">Monitor Sign 1 sided - 22"W x 15"H \$32.00 each Item number - UPSMON</p>	 <p style="font-size: 8px;">6 ft Banner 1 sided - 72"W x 17"H \$60.00 each Item number - UPSBAN</p>	
<p style="font-size: 8px;">ALL decals and signs are available for Access Point locations also.</p>  <p style="font-size: 8px;">Picked Up Indicator Sign 2 sided - 12"W x 8.5"H \$32.00 each Item number - UPSPIC</p>		
Specialty signs		
 <p style="font-size: 8px;">2 foot Vertical 1 sided - 24"W x 36"H \$29.99 each Item number - UPSQR</p>	 <p style="font-size: 8px;">Shipping Guidelines 1 sided - 26"W x 20.7"H \$30.00 ea. Item number: UPSGUL</p>	

Sign placement is critical, which is why we provide numerous sizes that can be used in different locations. You can order more signs in addition to the ones provided in your starter kit by either calling us at 800-274-4732, or emailing us at info@packageexpresscenter.com

Please note that all signs are shipped F.O.B. Greenville, TN.

April Specials

Dell Desktop Computer

Windows 10 Pro

SSD – 237 GB

CPU – i5

RAM – 8 GB

\$349⁹⁵



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

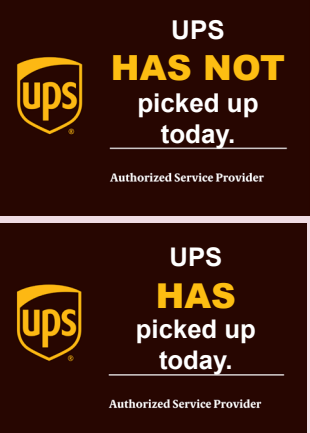
F.O.B. Greenville, TN

UPS Picked Up Indicator Sign & QR Code Sign Combo

\$27⁹⁵ Each Set

Now your customers can know at a glance whether UPS has picked up for that day or not.

Just flip the sign to "HAS picked up" once UPS has picked up for the day and back to "HAS NOT picked up" at the beginning of each day.



UPS **HAS NOT** picked up today.
Authorized Service Provider

UPS **HAS** picked up today.
Authorized Service Provider

Picked Up Indicator Sign
2 sided 12"W x 8.5"H
\$32.00 each
Item number - UPSPICK

UPS Branded Banner & Scanner Combo

Combo includes one scanner and your choice of ONE banner.

\$69⁹⁹



ups 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.

Help your customers understand how to handle those returns that have a QR code and avoid some frustrations with this sign that explains just how it works.

2 foot Vertical
1 sided | 24"W x 36"H
Item number - UPSQR

Now Access Point Location



Ship, pick up and drop off packages here

UPS Authorized Service Provider



Grand Opening

Ship and drop off packages here

UPS Authorized Service Provider



Ship and drop off packages here.

Authorized Service Provider



Ship, pick up and drop off packages here.

Authorized Service Provider

All Banners are 72"W x 17"H and indoor/outdoor



Savings on total order of 2 or more

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.
TONRM15W	HP M15 & M29	\$34.99 ea.	\$30.99 ea.
TONR1012	HP 1012 & 1020	\$49.95 ea.	\$45.95 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.	\$54.95 ea.

F.O.B. Greenville, TN



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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. Greenville, TN and billed to your UPS Account.