

## Where is your PEC/UPS Package Processing & Shipping Center in your Store?

Some stores like the customer convenience of having their shipping center in the front of their store or at their customer service area. Some stores desire to have their PEC Center at the back of their store so that their shipping customer can walk through the entire store and look at their store's merchandise on the way to the back of the store to drop off their package. Other stores have implemented their shipping center where they had space to do so. Anywhere your store has decided to process their PEC/UPS packages will generally work - if you also incorporate these helpful UPS shipping customer guidelines:

- Always have interior signage directing your shipping customer to where to take their package – so they are not wandering around looking to where to go with their package. \* Of course, we also suggest that all stores display at least one exterior sign.
- Is anyone around the PEC Shipping Center in your store that can assist your customer? The last thing you want is your shipping customer bringing in a package to process and not being able to find anyone to assist or help them.
- Can your store – no matter where your shipping counter is located – also help them add packaging, tape it up and do the basics needed to be able to return or ship a package.
- According to a UPS Corporate Study – over 30% of customers that drop off a package at your store will also make a store purchase.
- Can this percentage be increased at your store location? Of course! Do you have impulse buy items near your shipping counter? Are you using, changing and offering store coupons on your shipping customer receipt at the end of this customer transaction?
- UPS.com and your signs are bringing customers into your store to process their UPS package and then once you have the customer in the store – how are you treating them, couponing them, and advertising to them once they are actually inside.
- The average PEC account is bringing in over 125 shipping customers per month. This equals over 1,500 more customers coming in per year to your store. How many of these customers are coming in for the first time, or see something that they purchase that day or come back to purchase? Customer traffic in these days of e-commerce is needed, desired and necessary.

Where you choose to place your PEC/UPS package Processing & Shipping Center is important, but there are many other matters to consider when doing so.

## Data by The Numbers – Reports Available in The Total System Software

Have you ever wanted to know about freight costs, number of new UPS customers by month/year, package profit by month/year, or endless other UPS shipping data? The Total System Software has all the data you could want and more.

### The Monthly Shipping Report Invoice & Management Report:

This monthly report prints automatically and is automatically transmitted to PEC on the first business day of the month. This MSR report is the most comprehensive report out of all the reports available in the Total System Shipping Software. The first page is the breakdown of the previous month's shipping activity, the charges and profit for the month. Pages 2 and 3 are reports for store owner/management to review. The numbers reflected on these 2 pages show profit and costs for that month and also year to date numbers. This report also shows weight shipped, zones shipped to, new customers, average profit per package, etc.

### Daily Receipt Report:

Shows the breakdown on the packages shipped that day. Profit, cost, additional charges, etc.

### Daily UPS Manifest:

This UPS report shows the tracking number, package ID, costs, declared values, and additional information on retail packages processed that day.

### Monthly Summary Report:

This report is a breakdown of all your shipping data by a calendar month.

### Data Analysis Report:

Great report to run for any time period. You enter the date range you want to look at and this report will show all activity for that date range. Look at a week, month, quarter, etc... of UPS shipping activity.

**To access all these reports In the Total System Software - Click on Reports & Billing and then choose Management Reports. All these reports will be listed in this drop-down box. If you have any questions on how to get to these reports or how to review the numbers, please call PEC and we will walk you through these reports.**

# Shake, Rattle & Roll

Your store is busy, sometimes limited time, resources or staff. All retail channels have had their challenges pre and post COVID. One of the things that take very little time – but is vital when processing UPS packages for your customers is the question: Package Contents. You cannot process a package – without this first question being answered in our UPS Ready Certified Software – The Total System Shipping Software.

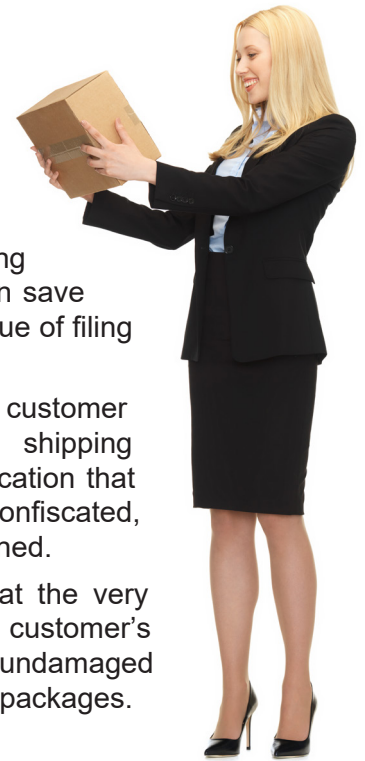
This question of what you are shipping is the MOST important question there is when shipping anything out of your store location because:

- You do not want to ship anything prohibited, illegal or hazardous.
- You need to know if it is a breakable.
- You need to know how it is packed. If you shake it and you hear rattling or rolling, these noises are a clear sign to you that it is not properly packaged.
- These noises are also a clear sign to UPS employees there is probably damage, and it will be returned to

sender.

- Take 2 minutes to find out the package contents prior to shipping and check the packaging. By checking this one thing – you can save the time, hassle and issue of filing a claim with UPS.
- You will also save your customer having to go through shipping something from your location that ended up getting confiscated, damaged or being returned.

Taking a little bit of time at the very beginning of shipping a customer's package will ensure safe, undamaged and proper delivery of your packages.



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## Measuring & Weighing Packages for Shipment – Basics and Beyond

When shipping UPS packages thru your PEC Package Processing & Shipping Center, two of the most basic and important functions are to correctly measure the size of your package and correctly enter the weight. Below are some shipping tips to complete measuring and weighing of your packages correctly and what to look out for:

- Always round up to the nearest inch when measuring
- If a package has a bulge in it – you need to measure the widest part of any side of a package
- If a package is irregularly shape, you must also measure the widest part of every side
- The Total System Software will automatically add the additional handling fee if the package qualifies to have this additional charge added if package dimensions demand it.
- Your PEC shipping software will also automatically change the weight of the package based on the dimensions. Changing the weight of the package based on the size of the package is called Dim Weight pricing.
- Do not edit, alter or change the weight back to the original weight – as UPS will bill you the dim weight that you mistakenly changed.
- Your customer receipt will reflect that Dim Weight pricing was applied to your customer's shipment.
- UPS has a MAX size that you cannot ship OVER. A message will come up in the software that states “This package is too large to ship”. Unfortunately, some store associates have reduced the measurements to be able to ship the package – even though the software stated you cannot ship it. The result has been the store being billed over a \$1,000 over max charge.
- To prevent a store from lowering the measurements to ship a package that is NOT shippable based on size of package, PEC locked the shipping software down some years ago. Now when a clerk enters dimensions that state you cannot ship the package, the software then will not allow you to do anything until you call PEC. Once you call in: PEC customer service person will obtain the clerks name, the dimension, contents of package and inform clerk that item is NOT shippable, to not alter the size of the package and the ramifications of store getting billed a huge UPS adjustments charge for doing so and we have all the information on this package on file if they try to do so.
- UPS also has a MAX weight. Do not try to adjust this weight, just in order to ship a package. You will get package returned in many cases, freight charges will not be reimbursed and you will also be charged a billing adjustment charge for trying to ship something

# Measuring & Weighing *continued*

that is not allowed in UPS's system for being overweight.

- Never take your customer's word for the package weight. You must weigh the package.
- You need to also realize - many times a package that is very large or very heavy should not even be shipped via UPS. These types of packages need to be shipped via freight.
- Your store cannot ship furniture, appliances, TV's, etc.....

Note: You can avoid billing adjustments from UPS if you follow the above guidelines for measuring and weighting of UPS packages. Please contact PEC if you do get any size and weight adjustments to see if we can assist your store with these and prevent any of these type of charges in the future.

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## The UPS End Customer's Experience

PEC has had a partnership with UPS Corporate in order to set-up, train, manage and help independent retail locations in Small Town America to offer UPS Services to their customers and community. In offering UPS services, the store receives additional store traffic and improved profits. The UPS customer is able to have a local option to utilize to conduct their UPS business. A win-win situation.

When you have been set-up as a Authorized UPS Shipping Provider with UPS and are listed as a ASP on UPS.com there are expectations on UPS Corporate part, PEC's end and from the UPS customer. Below are some basic Authorized Shipping Provider responsibilities your store should be offering, providing and supporting in your store for this service:

- We suggest you display one exterior and one interior sign or decal to indicate your store offers UPS Services. You have been supplied a free signage kit when you sign up – but if you have removed these signs or decals over the years, we have a huge selection of UPS branded signage that we regularly put on special for this reason.
- Make sure your store hours and location are correctly stated on UPS.com
- Once a customer comes in your store, can they clearly tell where to take their package to be processed?
- Your store needs to make sure the computer has been turned on and the Total System Software has been opened. UPS will periodically send updates that will need to be installed. By doing this when you open the store and not when a customer walks up to ship a package, the customer and clerk will not have to wait to be able to process a package.
- Your store needs to be able to ship and handle a package for a customer any days or hours your store is open.

- Your store also needs to have someone in the store at all times that knows how to ship a package.
- The Total System Shipping Software was designed with easy to follow impute fields for retail locations to easily ship a package in 3-4 minutes.
- If you need help processing any package – please call us. PEC answers all of our calls live and can immediately assist with processing your customer's package.
- If you would like additional training set-up for more store employees, please call or email PEC at [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com); and we would be more than happy to schedule and offer your store a personalized training session.
- Your store also needs to have an email address on file with PEC that is monitored by someone in your store so that we can communicate any updates you need to know about regarding your shipping center from PEC or from UPS.
- As a Authorized Service Provider your store should be able to add additional packing to an existing shipment or be able to tape a box closed or add additional tape. Also, many times a high value item will need to be double boxed to be able to be shipped and your location should also be able to accomplish this.

As an independent retail store owner, you try to assist all your customers with their needs, purchases, transactions to ensure they have a great experience in your store. By offering the above basics to your UPS customers you can accomplish this. *\*Also based on a UPS study UPS completed – it showed that over 30% of UPS drop off package customers also purchased something in the store while they were there.*

# April Specials

## Scanner



**\$59.95**

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

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## Dell Desktop Computer

Refurbished  
Windows 10 Pro  
SSD – 237 GB  
CPU – i5  
RAM – 8 GB



**\$379.00**

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

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## Buy One Get One

**35% OFF**

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

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