

Avoiding Claims During Peak Shipping Season

The easiest, fastest and most productive way to avoid Claims during Peak Shipping Season is knowing exactly what you are shipping.

- The first question the Total Shipping Software asks you is for the Package Contents. Vague responses such as gifts, electronics, or other generic categories do not qualify. You need to know exactly what the contents are in order to prevent shipping fragile or prohibited items.
- Based on the contents, if the item is not breakable or prohibited by UPS to be shipped you may proceed processing.
- If item is breakable – stop and check packing. Why ship packages that are not going to make it to their destination? All breakables and electronics need to be double boxed with packaging around item and in between both boxes. Most customers bringing in their packages do not know this and are not properly packed.
- Almost all UPS denied claims are due to “improper packing”
- Also, there are many things you can ship – but you

cannot place a claim on such as cookies, candies, perishables, etc.

- During Peak Shipping Season – UPS obviously has more packages in their system than any other time of the year – and this is yet another reason that packages need to be better packaged.
- For the high value items you ship, when you call into PEC have all the information about your shipment prior to calling and it should be a very short call to give you an authorization or to advise you of additional packaging that will be needed prior to shipment.
- Stop and take a couple extra minutes to avoid a claim before the package even leaves your store.
- If you have ANY questions about whether an item is shippable, how it should be packaged, or any other questions regarding getting that UPS package to its final destination safely, call us! PEC answers all calls live – no trying to find someone to talk to or entering numbers while waiting to talk to a person. 1-800-274-4732

Reminder: UPS ID Check Requirements

What are the identification requirements for picking up a package from a UPS Access Point location?

One of the following identification requirements must be met when you pick up your package at a UPS Access Point™ location:

- **Option 1:** Present a government-issued photo ID where the last name and full address (including the suite or apartment number, if applicable) on the ID match the last name and full address on the package.
- **Option 2:** Present a government-issued photo ID where the last name matches the last name on the package. If the address on the ID doesn't match the address on the package, please bring proof of residency that matches the address on the package--for example, a current utility bill.
- **Option 3:** Present a government-issued photo ID where the full address or name on the ID matches the full address or name on the package. If the last name or full address doesn't match, you will need to provide the package tracking number to the UPS Access Point representative.
- **Option 4:** Present a government-issued photo ID and your shipper-provided package release code (if required).*

What are the ID requirements for tendering a shipment to UPS?

Consumers who originate and tender a shipment to any retail shipping location are required to show a government-issued photo ID as a form of identification. The photo must match the person tendering the shipment.

This procedure includes all retail shipping locations worldwide, including authorized shipping outlets, alliance and MBE locations, plus The UPS Store® franchisees.

Customers who have already prepared a shipping label--for example, through their business or personal UPS account--are not currently required to present an ID.

UPS Billing Need to Know Information

The average PEC account has been shipping for over 10 years with PEC! PEC still has active accounts that started shipping in 1984, when PEC first began setting up “PEC Shipping & Processing Centers, nearly 38 years ago.

As many of you well know, a lot has changed since your store(s) has begun shipping with UPS. PEC aims to make these changes as smooth as possible, but our PEC account/stores have done an amazing job of adapting and learning about the shipping industry - while juggling the responsibilities of their primary business.

In 2020, UPS changed their billing model to only bill for packages the Saturday following the day they were delivered, not the Saturday following the day they were shipped. This provided a few advantages to PEC Centers that may not be easily noticed.

- Increased Cashflow – The retail price you collect from your customer will normally be cash on-hand days longer now.
- Never billed for unshipped packages – Previously, when packages were billed when they were manifested, you may have mistakenly uploaded package(s) that you may have forgotten to void, prior to running your manifest. If the package is never shipped, it can't be delivered and more

importantly your store will never get billed.

- Easier to read – Previously, billing adjustments reflected on your weekly UPS invoice may have been applied to packages that were already billed on a previous invoice, because the corrected details were found during shipping and billed on a later UPS invoice. Now you will see any adjustments billed at the time the package was billed and almost always including on the same invoice simplifies billing adjustments.
- Another need-to-know change is UPS needs you to print your Daily Manifest DAILY. If you have packages delivered and your store does not upload your Daily Manifest you will be billed a new charge of \$ 2.00 per package. Easy to not get charged this fee - if you run Daily Manifest daily.

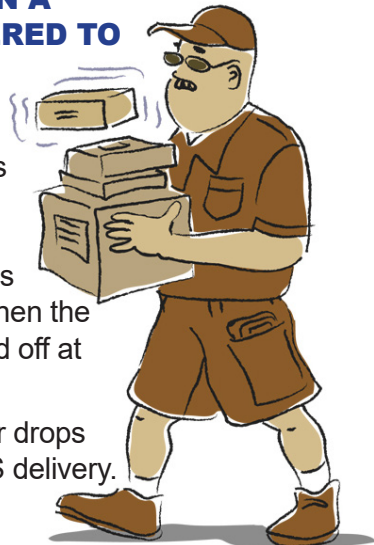
Reminder: Avoid late charges by UPS by signing up for EFT or Credit Card automatic billing with UPS if you are not already set-up with these method of payments – for PEC Accounts that has been requested by UPS Corporate. Package Express Centers can help facilitate any changes to your payment methods.

KNOWING WHEN TO SCAN UPS ACCESS POINT PACKAGES

There are two instances when you scan the packages...
When they are dropped off and when they leave your location.

ALWAYS SCAN WHEN A PACKAGE IS DELIVERED TO YOUR LOCATION

- Whenever the UPS driver drops packages off, you need to scan them in and take possession. This helps the customer know when the packages are dropped off at your location.
- Whenever a customer drops off a package for UPS delivery.



ALWAYS SCAN WHEN A PACKAGE LEAVES YOUR LOCATION

Scan when the package is:

- Picked up by the customer.
- Returned to UPS:
 - Scan when the package is over 8 days old and needs to be returned.
 - Scan when UPS request the package be returned.




How Many People in Your Store Know How to “Process a Package”?

When your store signed up with Package Express Center, Inc and became a UPS Authorized Shipping Location, your location agreed to accept drop-offs, processed retail packages, and in many cases you are a UPS Access Point location for your community. Often stores choose to assign a single person to the expert for their UPS “Shipping Center”, but this practice can easily end with an unsatisfied customer when this person is unexpectedly out, on lunch, on vacation, etc. It is always beneficial to have other employees in the store that are also trained to be able to process and ship UPS packages and run your end-of-day manifest. We have many options available to accommodate for this, such as training presentations on our website, additional phone trainings, and accepting calls live to answer any questions.

Training Materials You can use Anytime to train Anyone:

- Your Total System Software Includes a Training Mode. When you activate this feature your clerks can practice processing different type of packages and it will not save any of this practice data.
- There are numerous PowerPoint training programs that include: Package processing, Packing, Advertising this Service and International shipping.
- There is also a new AP Webinar on PEC’s website on how to process AP packages that UPS Corporate developed for PEC accounts to use for training.
- Many resources are contained on www.packageexpresscenters.com that are downloadable and printable, such as Frequently Asked Questions, How to Read a UPS Bill, QR Code Information, How to File a Claim and many more topics.
- You can also call PEC and have us remote into your software and walk you through a personalized training of existing or new employees.
- It is always a great idea to read the monthly PEC newsletter, any emails PEC sends about need to know updates to your software and/or updates from UPS, review PEC help materials on our website and also review the UPS tariffs and service guide quarterly to keep up to date on changing policies, updates or changes that might occur to shipping regulations.
- Let us know if you have any questions on the package processing training options listed above – info@packageexpresscenters.com



2021 Year-End Holiday Schedule

2021 Holiday Season Recommended Last Days to Ship For Dec. 24 Delivery

U.S. DOMESTIC ¹		U.S. TO CANADA ¹		U.S. TO MEXICO ¹		U.S. TO OTHER DESTINATIONS
SHIPPING VIA	SHIP DATE	SHIPPING VIA	SHIP DATE	SHIPPING VIA	SHIP DATE	
UPS® Ground shipping	Check ups.com/ctc for details	UPS® Standard services (From the 48 contiguous states only)	Check ups.com/ctc for details	UPS® Standard services (From the 48 contiguous states only)	Check ups.com/ctc for details	For recommended last days to ship from the U.S. to other international destinations, please visit Calculate Time and Cost at ups.com/ctc .
UPS 3 Day Select®	Dec. 21	UPS Worldwide Expedited®	Dec. 21	UPS Worldwide Expedited®	Dec. 21	
UPS 2nd Day Air® services	Dec. 22	UPS Worldwide Express® services	Dec. 25	UPS Worldwide Express® services	Dec. 22	
UPS Next Day Air® services	Dec. 23					

THANKSGIVING	CHRISTMAS	NEW YEAR'S
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<p>Wednesday, Nov. 24</p> <p>Normal pickup and delivery service. All UPS Next Day Air® packages tendered to UPS on this day will be scheduled for delivery on Friday, Nov. 26. UPS 2nd Day Air® packages picked up today will be scheduled for delivery on Monday, Nov. 29 (except those processed and labeled for delivery on Saturday, Nov. 27).</p> <p>Thursday, Nov. 25, Thanksgiving Day (UPS Holiday)</p> <p>No UPS® pickup or delivery service. UPS Express Critical® is available. Call 1-800-714-8779 or visit ups.expresscritical.com.</p> <p>Friday, Nov. 26</p> <p>Normal pickup and delivery service.</p>	<p>Monday, Dec. 20</p> <p>Normal pickup and delivery service.²</p> <p>Tuesday, Dec. 21</p> <p>Normal pickup and delivery service. This is the last day to ship UPS 3 Day Select® packages for delivery on Friday, Dec. 24.²</p> <p>Wednesday, Dec. 22</p> <p>Normal pickup and delivery service. This is the last day to ship UPS 2nd Day Air® packages for delivery on Friday, Dec. 24.</p> <p>Thursday, Dec. 23</p> <p>Normal pickup and delivery service. This is the last day to ship UPS Next Day Air® packages for delivery on Friday, Dec. 24 with a UPS On-Call Pickup®, a UPS Smart Pickup®, or other prearranged, scheduled pickup, or by tendering a shipment at a The UPS Store® location or a UPS Authorized Service Location.</p> <p>Friday, Dec. 24, Christmas Eve</p> <p>Normal delivery service. Pickup service available only for Air and International Air® packages if prearranged by Tuesday, Dec. 21. UPS On-Call Pickup® service and UPS® Drop Box locations are available for Air and International Air® packages. UPS Next Day Air® packages picked up today will be scheduled for delivery on Monday, Dec. 27.</p> <p>Saturday, Dec. 25, Christmas Day (UPS Holiday)</p> <p>No UPS pickup or delivery service. UPS Express Critical® service is available. Call 1-800-714-8779 or visit ups.expresscritical.com.</p>	<p>Dec. 27-Dec. 29</p> <p>Normal pickup and delivery service.</p> <p>Thursday, Dec. 30</p> <p>Normal pickup and delivery service. UPS Next Day Air® packages picked up today will be scheduled for delivery on Friday, Dec. 31. UPS 2nd Day Air® packages picked up today will be scheduled for delivery on Monday, Jan. 3. UPS 3 Day Select® packages picked up today will be scheduled for delivery on Wednesday, Jan. 5.</p> <p>Friday, Dec. 31</p> <p>Delivery of UPS Air and International Air® packages only. Pickup service available only for Air and International Air® if prearranged by Wednesday, Dec. 29. UPS On-Call Pickup® service and UPS® Drop Box locations available for Air and International Air® packages. UPS Next Day Air® packages picked up today will be scheduled for delivery on Monday, Jan. 3.</p> <p>Saturday Jan. 1, New Year's Day (UPS Holiday)</p> <p>No UPS pickup or delivery service. UPS Express Critical® service is available. Call 1-800-714-8779 or visit ups.expresscritical.com.</p> <p>Monday, Jan. 3</p> <p>Normal UPS pickup and delivery service resumes.</p>
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¹References to “UPS Air and International Air” packages include UPS Next Day® Early, UPS Next Day Air®, UPS Next Day Saver®, UPS 2nd Day Air A.M.®, UPS 2nd Day Air®, UPS Worldwide Express Plus®, UPS Worldwide Express®, UPS Worldwide Saver®, and UPS Worldwide Expedited®.

²The reference to “UPS Ground service on Saturday” includes UPS 3 Day Select® Service, UPS® Ground, UPS® Ground with Freight Pricing, UPS Hundredweight Service®, and UPS Hundredweight Service® Ground shipments.

Visit ups.com/tariff for the UPS Tariff/Terms and Conditions. The information contained in this schedule and all service guarantees are subject to change.

Packages exceeding UPS weight or size requirements are not accepted for transportation.

³Shipments to certain destinations may require an earlier shipping date. Please check ups.com/ctc for the most up-to-date transit times.

Offers are available while supplies last or until 12/31/21.

December Specials

Dell Desktop Computer

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



\$375⁹⁵

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

\$24⁹⁵ Each

QR Code sign

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

F.O.B. Greenville, TN

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.

Scanner



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

F.O.B. Greenville, TN

\$59⁹⁵

Buy 1 Get 20% OFF **Buy 2 or more Get 25% OFF**

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

Your choice of 2ft signs

\$29⁹⁵ Each

2 foot Indoor/Outdoor
 2 sided 24"W x 36"H

Ship and drop off packages here.



Authorized Service Provider

Ship, pick up and drop off packages here.



Authorized Service Provider



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 Greenville, TN 37744 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. Greenville, TN and billed to your UPS Account.