

7 Easy Ways To Simplify Your PEC Package Processing & Shipping Center

1. Always turn on your computer in the mornings and allow any updates to install prior to your first shipping customer coming in. (Yes – exit software and turn off computer at night)
2. This sounds obvious, but always have someone on staff that knows how to process packages.
3. Always know exactly what you're shipping and check packing prior to shipment. Avoid claims by take a few extra seconds now.
4. Ensure you're entering correct dimensions of packages and always round up the weight.
5. Read the customer receipt guidelines that print on every receipt, that you give your customers.
6. Keep updated by reading PEC's monthly newsletters and emails from PEC. Take time to review PEC training presentations, webinars, and booklets to keep updated on how to process and ship UPS packages.
7. Learn how to read your UPS bills and your Total System Software management and data reports.

Need help?

PEC has always, and will continue to answer our phones live. Call us at 800-274-4732, for quick answers to any question!

Like email better? Send us your questions or comments to info@packageexpresscenters.com. Emails are responded to as quickly as possible, during normal office hours.

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.

Source: <https://www.ups.com/us/en/help-center/sri/access-point-id-requirements.page>

What You Need To Do & When – Processing UPS Packages

When running your PEC Package Processing and Shipping center, your store's responsibility is to process packages and run reports within a defined time-frame, according to UPS' Guidelines. The deadlines you must process different types of packages are as follows:

- Your shipping center processes retail packages as they come in – but you have to run your Daily Retail Manifest, prior to your driver picking up (Monday thru Friday).
- If you do not run your Daily Retail Manifest – you will be charged \$ 2.15 for every package delivered that did not have the manifest run prior to delivery.
- As soon as you get any deliveries from the UPS Driver of AP packages, these must be scanned in immediately.
- You have 30 minutes upon receipt of these type of packages to get them scanned into your AP package inventory.
- RPDO packages need to be scanned in and the RPDO Daily Manifest printed prior to your driver picking up the drop off packages.

- Not running your Daily RPDO manifest on time, will result in no rebate payments from UPS/PEC on these packages.
- When a customer picks-up their AP packages, you must scan them out at time of pick-up.
- You also need to be checking your AP Message Box daily for aged out packages to be scanned and returned to the UPS driver timely.
- Reminder: UPS requirement is also checking their ID.

Bottom Line: You must run/print/upload your “Daily Manifests” for retail or drop off packages daily. PEC suggests these reports are run prior to the UPS driver showing up. You can run additional manifests if packages are accepted prior to the UPS driver showing up. You must scan all AP packages as soon as they come in or go out. UPS has to have this data uploaded and/or scanned for trackability for their internal needs, the customer needs and for their delivery network requirements.

Current Terms & Conditions for UPS Packages

(prints on every customer store receipt)

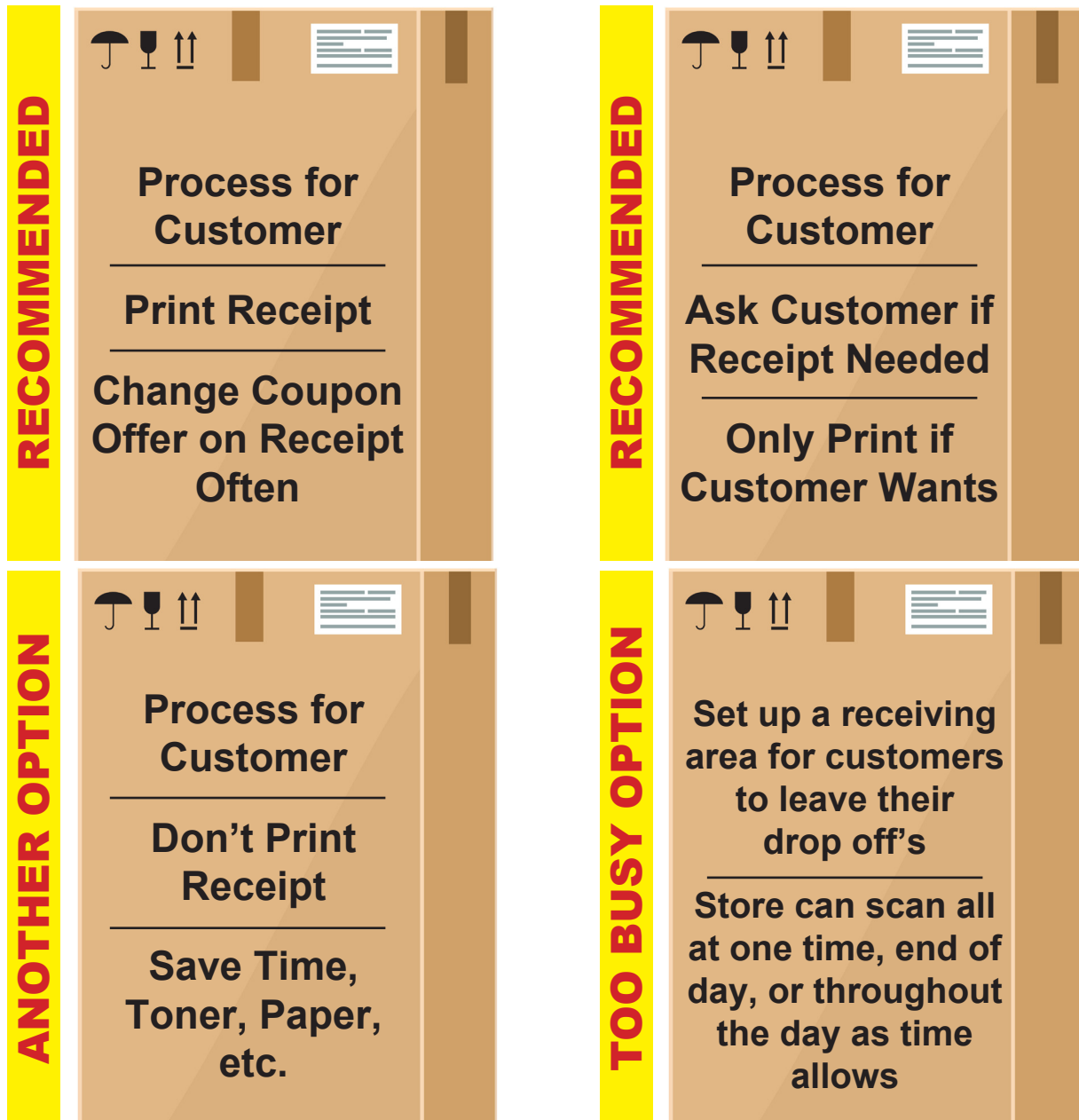
TERMS & CONDITIONS

CLAIMS: *Do not dispose* of **any** packing material or merchandise until the claim is paid or investigated by PEC. In no event will **consequential damages** or **expenses** be covered. In the event of **partial loss** or **partial damages**, coverage will be **pro-rated** based on total contents and total declared value of contents and only partial reimbursement will be made. Claims on **antiques** must have a **prior appraisal** or other proof of value within the last 9 months of shipping. PEC retains the **salvage rights** and **will keep** the items on claims that are paid. **Claim payments will be made for the lowest of: repair cost, original cost, replacement cost, or declared value. You have 60 days to notify UPS and PEC of a claim or claim will not be honored.**

THIS RETAILER WILL NOT SHIP: *Guns, ammunition, furniture, TV's, motors, engines, hazardous materials, alcoholic beverages, perishables, packages valued over \$25,000,* or any item **prohibited** by the carrier according to their stated tariffs. **NO CLAIM** on these items will be honored.

By shipping any package that does not comply with these Terms & Conditions, the Shipper hereby releases Package Express Center Inc. and the Retailer from any liability and understands that the package will be solely covered by UPS.

FOUR (4) Different Ways to Process RPDO packages



Why are there so many different ways to be able to process a drop-off package? Some stores will only process a drop off – only by interacting with the customer and providing a customer receipt. This helps the store feature various changeable coupons contained within the drop off package receipt. They also have racks, end caps, and/or featured impulse items near their shipping station to increase these type of store sales. This is the number one option most stores use and it is the highest recommended way PEC suggests to process RPDO (Retail Package Drop Off) packages.

Another option is to allow the store to ask the customer if they want, or need a receipt - many times the answer is no. This saves the store labor, toner, paper, and time - using this method of customer receipt choice. Yet another option is to never print a receipt – after processing for the customer.

The last option is used rarely and most often by non-retail stores such as printers, newspaper offices, tax preparers, etc. These types of non-retail and lower-staffed locations have set up an area or large container for customers to drop their RPDO packages in a container. These types of locations can then scan the packages when they have time and/or at the end of the day, all at once prior to the driver coming for pick-up.

There are many different options on how your store can choose to process an RPDO package.

Call today if you have any questions on the options displayed above.

February Specials

Scanner



Plug & Play USB

\$59⁹⁵

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

F.O.B. Greeneville, TN

All New UPS Branded Promotional Marketing Materials Available ONLY from PEC Corporate

3 foot Horizontal
2 sided 36"W x 17"H
\$35.00 Regular price

Authorized Service Provider



ups PEC Shipping Guidelines

CLAIMS: Do not dispose of any packing material or merchandise until the claim is paid or investigated by PEC. In no event will consequential damages or expenses be covered. In the event of partial loss or partial damage, coverage will be provided based on total contents and total declared value of contents and only partial reimbursement will be made. Claims or employees must have a prior appraisal or other proof of value within the last 90 days of shipping. PEC retains the salvage rights and will keep the items on claim that are not paid. Claims payments will be made for the lowest of repair cost, original cost, replacement cost, or declared value. You have 90 days to notify UPS and PEC of a claim or claim will not be honored.

Promotional Buttons
Worn by your employees can make customers aware that you ship.



2.25" diameter plastic pin-on buttons

6 - \$9.95
12 - \$14.95
20 - \$19.95

2 foot Vertical
2 sided 24"W x 36"H
\$35.00 Regular price

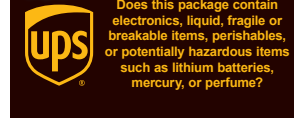
\$29⁹⁵

F.O.B. Greeneville, TN



We Ship, Accept Returns & are a Pickup Point for UPS

\$24⁹⁵



Does this package contain electronics, liquid, fragile or breakable items, perishables, or potentially hazardous items such as lithium batteries, mercury, or perfume?

2 foot decal
1 sided 24"W x 12"H
\$30.00 Regular price

6 ft Banner
1 sided 72"W x 17"H | \$60.00 Regular price

Order Today by phone or email!

All Toners

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. Greeneville, TN

Dell Desktop Computer

Windows 10 Pro

SSD – 237 GB

CPU – i5

RAM – 8 GB



\$399⁹⁵

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



P.O. Box 1178 Phone: (800) 274-4732
Greeneville, 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. Greeneville, TN and billed to your UPS Account.