

PEC/UPS Access Point – Questions & Answers

Package Express Center has received replies from our calls and emails to our National Network of Shippers from about 1,000+ stores that have said they want to add being an UPS Access Point to their existing shipping services. If you are one of those 1,000+ accounts please go to www.packageexpresscenters.com and on the right click on AP Shipping Headquarters to get started! The following are some of the questions we are getting while we are making calls:

- Your store is rebated quarterly .40 cents for every package you receive from UPS for customers, whether they pick them up or not.
- UPS has waived some of their store hour requirements to become an AP location, especially at times like this.
- To sign-up you only have to complete 2 items! Less than 30 minutes of your time! Electronically sign the PEC/UPS AP agreement and watch the AP Training Webinar.

Seriously that is it.

- Once you sign the AP Agreement and you enter your Account Number after watching the AP Training Webinar on our website we will notify UPS to get you active as a new Access Point Location.
- To go live as a new AP Location takes about a week depending on how many sign up requests UPS encounters at one time.
- If you add Access Point services to your store and decide it is not a good fit you can cancel the Access Point service specifically and maintain your normal PEC Package Processing & Shipping Center.

Go to www.packageexpresscenters.com today to get going to become your community's AP location today! If you have any questions not answered above – please email PEC at info@packageexpresscenters.com or call 1-800-274-4732.

Auto-Upload To UPS.com Feature for RPDO Packages

In 2019, Package Express Centers created and implemented the Auto-Upload feature to help evolve the Total System Software to aid our centers in adhering to UPS's new, stricter guidelines regarding RPDO (drop-off) package uploads timely; not late, daily, prior to packages getting to hub. As many of you are aware, drop-off/return packages continue to grow and sometimes heavily outweigh retail package shipping in small-town America or if they don't, they are close to it. We understand that rebate payment for these packages are vital to your success and growth as a PEC Authorized UPS Service Provider.

This is why Package Express Centers, Inc. has developed and released a feature to help our centers make sure

their drop-off packages are uploaded "timely" in accordance to UPS's new guidelines. This feature provides an alternative to the daily drop-off package manifest that is very time-sensitive and easy to forget. The Auto-Upload feature uploads your drop-off packages to UPS in real-time as you scan or enter them into your system eliminating the possibility of forgetting to upload them before it is too late and then these "late" uploaded packages are not eligible for payment. Since this feature was released PEC has noted a massive decrease in "late-uploads" reported by UPS.

We have featured this auto upload feature for over a year now via newsletters, emails and calls to stores and now have about 60%+ of our National Network using this automatic upload feature to

ensure payment for drop off packages. PEC would like to see 100% of our centers using this automatic feature.

This feature is really a no-brainer. If you're familiar with the phrase "set it and forget it" – this is it. The upload process literally takes seconds on almost any computer (only dependent on your internet connection) and can really be all the difference in missing out or receiving your full rebate. Please call PEC today at 1-800-274-4732 or email info@packageexpresscenters.com to get on the right track in automating these uploads to make your life easier and more effective and to ensure quarterly RPDO payments without payment of late RPDO uploads being deducted.

COVID-19, Lock-downs, Quarantines, Store Closures, Curbside or Drive-thru Service Only, Protests, and Now a Recession

As an Independent Store owner, the past few months have had to be very trying and difficult, and your decisions are probably questioned – no matter what you decide. PEC Corporate has seen many stores temporarily closing, shorter hours/days, drive thru service only, curbside pick-up only, or stores that have stayed open with regular hours all these months and it has mainly been decided by our government, store owner or percentage/growth of virus cases in stores' communities.

PEC hopes that your store, your local economy, your community, and employees are fine and looking forward to a brighter, safer and healthier future. Any updates about your store status – just email us at info@packageexpresscenters.com.

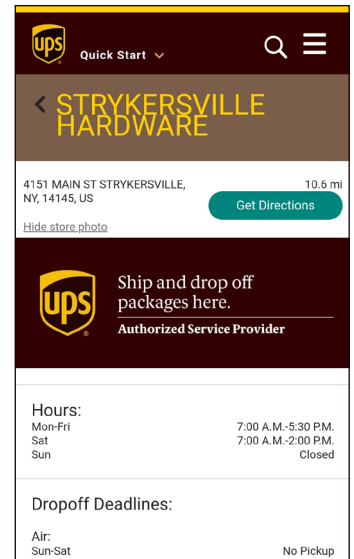
UPS Locator Changes and SEO Implementation

UPS has changed your listing on the UPS.com locator and added your stores shipping service to an all new SEO (Search engine optimization) program! UPS started investing in promoting Package Express Center's National Network this year by providing SEO on all the major Internet search engines. UPS corporate has also committed to continue their SEO work for our stores in upcoming years also.

Your store was already enjoying showing up as an official UPS location when customers searched on UPS.com, but now your store will display as an official UPS location on any general web search as well! This huge step taken by UPS and PEC will drive additional organic shipping-based traffic to your store and is another huge upgrade provided by PEC to your traffic generating abilities. UPS and PEC will continue to improve your locator listing and your SEO listings as time goes by.

As you can tell from the sample to the right UPS has taken your UPS.com information and used it to fill in your SEO details.

Check your listing for inaccuracies and if you happen to find any mistakes please contact PEC at 1-800-274-4732 or email us at info@packageexpresscenters.com and we will gladly work with UPS to rectify any mistakes.



Welcome Craig

My name is Craig Gorneault and I have lived in Tennessee for the past 3 years. I moved here due to having family that live in this area. People are so friendly, easy going and laid back in this area, especially compared to people in New Jersey. I've been at Package Express Centers for about 4 months now. I am a Technical Customer Support Specialist.

I was born in Maine but raised in New Jersey. I graduated top of my class with a 4.0 GPA from The Chubb Institute College in Parsippany, NJ as a Network Technician. After graduating I started out at a level 1 tech computer help desk company for a large global company and received 3 promotions ending up as a Subject Matter Expert after 5 years of working for this company. I also had the opportunity to go to Hyderabad, India and stayed for 6 months to train a help desk of over 100+ employees for my previous employer.

Not long after being hired at PEC, we were asked to work remotely from home due to COVID-19. Everyone worked together to handle calls and all of customers' requests. The PEC team helped me out greatly when I was still very new to the company, and I think I learned a lot faster from the remote working experience.

I'm excited to start my new journey as a part of this awesome company. Everyday I'm learning something new so I can better assist every customer that calls in. We have a good team and I am proud to be part of it.

Please don't hesitate to contact us if you have any questions about your software or if you're getting errors.



UPS List of Prohibited Articles for Shipping

The following articles are prohibited from shipment to all countries served by UPS:

- Ammunition (except as expressly provided in the "UPS Tariff/Terms and Conditions of Service - United States" beginning on page 136)
- Bank bills, notes or currency (other than coin)
- Corpses, cremated or disinterred remains
- Fireworks
- Hazardous waste
- Ivory
- Marijuana, including marijuana intended for medicinal use
- Postage stamps
- Shark fins
- Shipments prohibited by law
- Watches exceeding the value of \$500USD



For more details on prohibited items visit:

<https://www.ups.com/us/en/help-center/shipping-support/prohibited-items.page>

July Specials

Dell Desktop Computer

Dell Desktop with Windows 10 professional Pre-loaded, ready to ship

\$329.95

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. Greenville, TN

Scanner



\$49.95

Regularly \$69.95

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

F.O.B. Greenville, TN

Buy any toner, GET



Buy any 2 toners, GET



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.
TONR1100	HP 1100	\$34.95 ea.	\$30.95 ea.
TONR1012	HP 1012 & 1020	\$49.95 ea.	\$45.95 ea.
TONR5L6L	HP 5L & 6L	\$36.95 ea.	\$32.95 ea.
TONR1000	HP 1000 & 1200	\$38.95 ea.	\$34.95 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	\$99.99 ea.	\$89.99 ea.

F.O.B. Greenville, TN

Tape & Dispenser Package

\$39.95

- 2" tape dispenser
- 10 rolls of clear tape



F.O.B. Greenville, TN

19" Monitor



\$109.95

Actual monitor may be different than pictured

F.O.B. Greenville, TN



P.O. Box 1178 Phone: (800) 274-4732
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.