Package Express Centers Certified Retail Provider UPS

Traffic & Profit

The #1 In-Store Retailing Network of Package Shippers in the US – Serving Independent Retailers Since 1984

March 2022

Want To Process & Ship "Some" Packages Or "More" Packages?

From ancient philosophers to modern day successful people – a lot of people throughout time have quoted the following in some manner:

"The amount of effort you put in is directly related to the amount of gains you will make."

Package Express Center Corporate will hear accounts, especially; newer accounts state I want to ship more packages than I am, I am not happy I am not getting more package volume, I would like to see more customers shipping at my location, etc.

When questioned about that they have done to help increase package shipments into their location, many times the store owner/manager will say, "Well I put up my UPS signs provided by PEC and UPS put my store information on UPS.com as a Authorized UPS Shipping Provider." While accepting, processing and holding UPS packages is a service that will build volume over time - without additional effort on a store's part – there are no shortcuts in increasing package volume faster. If your goal is to increase package volumes you will need to put effort into this project. Below are some ways your store can accomplish putting some effort into promoting and increasing the UPS Service in your store, whether you are a brand-new account or an account from 1984 when we first started offering in-store UPS services to independent retailers.

- Change your phone greeting, For example: Hanover True Value & UPS Shipping
- Voice mail recording might state your message and then also Ship Here now with UPS
- Add UPS shipping services to your hold messages that play when customers are waiting for someone to pick-up
- Many stores have Facebook – but have never added "Your local UPS Shipping Center" on their main page or anywhere on their Facebook page.
- Have a website for your store? Do you advertise your UPS Shipping Services are available in the store?
- Yes – some stores still advertise with print media. Do you incorporate "Ship where you Shop" message in traditional advertising media your store does?
- Have you ever printed bag/statement stuffers for this service (contained in your Total System UPS Ready Certified Software) and inserted them in every customer bag or stapled to every prescription for a week or a month; quarterly or twice a year?
- Have you updated your Google store listing to offer include – offering UPS Shipping Service?
- How viable and easy to get to is your PEC "UPS Shipping Center" in your store?
- Is the UPS customer experience a good one?
- Can you assist a UPS shipping customer with taping up their package, add additional packing or help them with their QR code package?

There are a lot of ways you can put some time and effort into increasing the package volume into your location. You choose if you are going to do all, some or none of the above. The results of increasing package volume faster will be based on what you choose or not choose to act on.

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

Reminder Regarding Filing Claims on Damaged or Lost Packages

As of 10/05/2020, you must notify both UPS and PEC of any lost or damage packages claims within 60 days from date of delivery or scheduled delivery date. If you do not notify both UPS and PEC no claim will be honored on said lost or damaged package. * This warning is also stated on your customer receipt for your store and for your customer's information

Do You Like Facts?

Here Are Some Interesting Facts About The Package Shipping Industry

- UPS was found in 1907 in Seattle, Washington by Jim Casey with a $ 100.00 loan in a basement and was called the American Messenger Company
- UPS now has approximately 540,000 employees and had sales in 2020 of 84.6 Billion Dollars
- FedEx has 425,000 employees
- 57% of FedEx's revenue comes from Air packages
- FedEx delivers 18 Million Packages a day
- UPS delivers 24.7 Million Packages a day
- FedEx was not founded until 1971 and corporate headquarters are in Memphis, TN

- The UPS Store franchise was started in 1980 and is now owned by UPS Corporate
- PEC was founded in 1984
- The UPS truck color of brown was chosen due to not being able to see dirt on the package cars because of dirt roads
- USP corporate is located in Atlanta, GA

Sources: UPS.com, Fedex.com, Google

How To Turn a QR Code Into a Drop Off Package

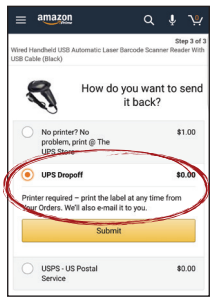
Amazon QR packages might come across as impossible to deal with at first, but they are actually just a one-time education experience for your customer that will turn into a steady stream of drop offs. Any Amazon QR return can easily be turned into a standard Amazon drop off label. Simply have your customer cancel their return through their Amazon account and redo the return choosing the UPS Drop Off option instead of the UPS Store option. It is important at this point to stop for just a second and inform them from now on to ALWAYS choose the UPS Drop Off option. This should ensure your customer never brings another QR code to your store and always brings the correct label. If your customer does not have a printer at home, we recommend using your stores email (some stores even set up a separate email just for this service) and having the customer forward you the label for you to print for them. Providing good customer service and education during the QR drop off process will help enamor the customer to your store and shipping service and ensure they become or stay a loyal customer.

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.

Recycling Boxes the Right Way, Correct Way and Acceptable Way

Many stores get tons of store shipments and keep their boxes, other stores will also go out of their way to collect boxes from grocery stores or liquor stores, and also some stores have local corrugation companies in their area that sell "as is" boxes at great rates. However you get your supply of recycled boxes, you need to know a few things about reusing boxes that may not be rated for shipping.

- Always use these types of boxes for lower value, non-breakable, lower weight shipments – which is what most UPS packages shipped are anyway. Did you know that based on a recent PEC study of package data from our National Network of PEC shippers – over 53% of package shipped are 10 pounds or less.

- Always mark out any labels, words or markings. You cannot ship boxes with DOT markings, liquor names or other things marked on your box. Use a maker or brown tape over anything displayed on the sides of the boxes.
- Use additional tape on these types of boxes and always use the H tape pattern on the bottom and top.
- Yes – you can charge for packing when using recycled boxes.
- Many stores double, or even triple their average profit per package by also offering packing. Many stores think it is too time consuming – but your cost of goods is low using recycled boxes and the time it takes to is very small for someone to pack non-breakable items.
- Some PEC accounts also offer Free Packaging as another way of getting even more customers in their store.

As a "UPS Authorized Service Provider" your store should be able to help your customer with taping up their package, adding additional packing and even provide a box if needed. Packaging services are a great way to increase your profit margin for this service category you offer in your store.

Want Faster Service & Answers from Package Express Center Corporate?

PEC understands your independent store is busy, under the gun and fighting fires. We get this and try to be available and ready to help. PEC answers all their inbound calls with a live and trained person – how often do you still find that? No pushing a button for this problem or a number for that issue! You cannot even leave a voicemail for a call back - because we answer your call!

Help us – help you faster. Please have your 5-digit PEC number when you call in. This is the first thing that we will ask you when you call in - is what is your "PEC Account of Center Number"? This account number is on the top left hand of your Total System Software. Write this number down and put it on your monitor, printer, files, etc.

PEC has to have this account number at the beginning of your call because we can access all your information on your account - like what software version you are on, account status, invoice details, any pending issues, claim information, etc…. we have access to it all.

If you find that your call cannot go thru, PEC's internet down, phone issues or you just like asking questions via email please email PEC at info@packageexpresscenters.com and let us know your account number and what you would like help with. We have over 20 people on staff that monitor this email address throughout the day, so that we can quickly reply in most cases and get you taken care of.

Don't forget, if it is after hours – and need immediate help with shipping a package, we also offer 24 hours a day – 7 days a week emergency shipping a package support at our main 800 number: 1-800-274-4732.

Offers are available while supplies last or until 3/31/22.

March Specials

Scanner

$59.95

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

$29.95

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 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/or that the package will be solely covered by

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

$29.95

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

Ask Me How to Ship Here

Ship Here

Ship Where You Shop

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

2.25" diameter plastic pin-on buttons

F.O.B. Greeneville, TN

$34.95

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

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

$24.95

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

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

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)

F.O.B. Greeneville, 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. Greeneville, TN and billed to your UPS Account.