

## Update on PEC's National Network – Also Becoming UPS Access Point Locations

Package Express Center Inc., has been working with UPS Corporate to add another level of UPS services to your store's location. By your store also becoming an Access Point location for your community:

- Your store will become a valuable UPS delivery and pick-up point for your customers
- Internet Sales and the effects of them are not going away, but growing. By becoming an AP location, you are taking advantage of a portion of this Internet growth.
- Hopefully bring new customers that may not currently shop in your store
- Get your regular customers coming in more often
- Offer the service that a competitor might have to level the playing ground
- Expect these UPS Access Point people to “pick something up” since they are in the store

- And of course, get rebated back a fee on every package you handle

Since UPS released the press release (1/30/20) about working with PEC to roll-out AP locations to our existing PEC network – PEC has over 1,000 locations that have said YES – they want to add this capability to their existing PEC Shipping Center.

During these times of uncertainty, we also have had many locations state “Maybe later.”

PEC is continuing to contact the rest of our PEC National Network to ask if your store location is a Yes, No or Maybe.

If you have additional questions regarding this program, please call us at **1-800-274-4732** or email us at [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com).

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## Impact of the Coronavirus on UPS Service Guarantee

*Within the U.S., UPS is designated among the government's critical infrastructure and, therefore, continues to operate. The Novel Coronavirus pandemic has created unprecedented complexities, which have required us to constantly reassess our operations. Our highest priority is to help ensure the health and safety of our employees, customers, and suppliers.*

### **Suspension of Service Guarantee**

**Effective March 24, 2020 and until further notice,** the UPS Service Guarantee is suspended for all U.S. origin shipments (U.S. Domestic and International) at any service level. As the effects of the Coronavirus impact our infrastructure, we will continue to seek guidance from local, state, and national government entities to ensure that we fully align with their regulations while continuing to meet the service levels you have come to expect. We are committed to continue operating globally except where constrained by government restrictions.

Prior to shipping, please check to see if your recipient's location is open, since business opening hours may have changed due to local restrictions. If the location is closed, we will hold your shipment and attempt to complete the delivery at a later date if the receiving location has indicated to UPS that it will re-open within 9 days. However, if the location is closed indefinitely, UPS will return the package to the sender. Please continue to visit this site for the most up-to-date information regarding the impact of Coronavirus

on UPS services.

For your convenience, The UPS Store and UPS Access Point locations all provide access to your vital deliveries. Where available, you can sign up for free UPS My Choice which enables you to provide more specific delivery instructions such as where to leave deliveries, or redirect deliveries to another location, and also provides you with the ability to receive delivery notifications.

### **Signature Suspension Notification**

To help promote the safety of our employees and customers, UPS signature guidelines are being temporarily adjusted for all shipments within the United States, with the exception of Adult Signature Required (ASR) shipments. Our goal is to minimize physical interactions and, therefore, customers may be asked to verify a recipient's identity in a manner in lieu of a physical signature.

Service guarantees are subject to change. For further details, see the [UPS Tariff/Terms and Conditions](#).

# UPS List of Prohibited Articles for Shipping

The following information can also be found on UPS's website at the link below:

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

## Prohibited Items

**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

Also prohibited are: goods moving under ATA Carnet and all temporary exports and imports; goods moving under FCR, FCT and CAD (Cash Against Document); shipments with inherent vice, which by their nature are likely to soil, impair or damage persons, merchandise or equipment; goods, the carriage of which is prohibited by law in the country of origin, transit or destination (eg. ivory and ivory products), goods which attract excise duty or which require special facilities, safety precautions or permits. Under applicable law, certain goods may be transported only under prescribed conditions and certain goods are prohibited from transportation by air (eg. liquids in glass containers).

It is the shipper's responsibility to comply with current government regulations or laws applicable in each country. Shipments are subject to inspection and possible delay by customs or representatives of other government authorities.

We reserve the right to refuse or suspend transportation of any package which does not set out contact details for shipper and receiver and of goods which, in our opinion, are not practicable for transportation or are not adequately described, classified or packed and labeled in a manner suitable for transportation and accompanied by necessary documentation.

We will not transport any goods which are prohibited by law or regulation of any federal, state or local government in the origin or destination countries or which may breach any applicable export, import or other laws or endanger the safety of our employees, agents and subcontractors or the means of transportation or, which in our opinion, soil, paint or otherwise damage other goods or equipment or which are economically or operationally impractical to transport.

### Shipping prohibited articles on a contractual basis with UPS

Certain items we list as prohibited will be accepted by UPS on a contractual basis for shippers with regular volume and the ability to comply with all applicable regulations.

The items we can carry under certain criteria are:

- Alcoholic Beverages
- Animal products, non-domesticated (e.g., mother of pearl inlay, snakeskin watch bands)
- Articles of high/unusual value
- Biological substances, Category B and exempt human or animal specimens
- Dangerous goods
- Electronic cigarettes
- Firearms and weapons (including inert and replica explosive weapons)
- Furs
- Gold or other precious metals
- Live animals
- Perishables
- Personal effects
- Plants
- Seeds
- Tobacco

***Not all commodities can be shipped to all countries.***

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# The Tech Corner

by Tyler Hutchinson



## Working from Home Tips and Tricks

During the COVID-19 crisis, learning to work from home is a great life skill to develop, and some of these skills will carry over to everyday use.

- **Chrome remote desktop**
  - › Setting up chrome remote desktop is a super simple, no tech degree required, way to access any of your computers from one another or even from your cell phone!
  - › Simply go to [remotedesktop.google.com](https://remotedesktop.google.com) on each of your computers to set up this service to access each of your computers from one another.
  - › This makes accessing certain systems and files that are stored locally at separate locations easier and more intuitive.
- **Zoom!**
  - › Zoom has been the go-to meeting and communication application for many people during COVID-19.
  - › Zoom is great for setting up video or just voice communications for both business and personal use.
  - › Learning this software will help your productivity remotely.
- **Windows Your Phone or syncing services like Pushbullet**
  - › Learning how to easily integrate your mobile device into your workflow will greatly increase your productivity.
  - › Any text or files you need on your mobile or your computer can simply be sent back and forth with the correct application setup.
  - › Using these features, you can take text conversations or notes on the fly remotely, then sync with your computer for follow up.



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## Critical Infrastructure

### Service Alerts 1/1

**Summary** (Last updated: 03/23/2020; 09:58) UPS is Open for Business

**UPS is Open for Business** - UPS operations are considered to be critical infrastructure by the Department of Homeland Security and will continue to pick up and deliver, even in restricted areas.

Your store as part of the PEC shipping network and by offering UPS services is deemed critical infrastructure. As such your store has the ability to stay open even in restricted areas to offer UPS services. We hope everyone is safe and healthy at this time, and we value your obligation to the community. In response to COVID-19 developments, we want to proactively provide guidance for unexpected closures. In the event you have to close your doors or adjust your operating hours, we kindly ask for you to call PEC (1-800-274-4732) so we can guide you through the temporarily lull in your offering of shipping services.

If you don't call us and warn us of your temporary closure

we CAN NOT help you when it comes to getting pickup fees waived, getting removed from locator to make sure your local customers don't assume you're up and operational, or any other issues that might arrive from this miscommunication. Calling PEC will make sure the temporary closure is done correctly. Calling PEC as soon as you are ready to begin shipping is incredibly important as well. PEC and UPS are both dealing with an influx of unique support issues due to COVID-19. Giving PEC prior warning will ensure that your pickups are resumed in a timely manner and that your store is correctly listed on the UPS.com locator. You can also email PEC at [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com).

# May Specials

## Windows 10 Special

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



**\$329**

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



## ALL Toners

### Toner Cartridges

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

F.O.B. Greenville, TN

## Decal Deal



- 10" door decal
- 8"x6" window decal
- 3' cabinet decal

**Buy 2 -Get 2**  
any combination



F.O.B. Greenville, TN

## Scanner



**\$49<sup>95</sup>**

Regularly  
**\$69<sup>95</sup>**

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

F.O.B. Greenville, TN

## Do you know the principles of shipping?

- What you **CAN** ship
- What you **CAN'T** ship
- What you **CAN** do
- What you **SHOULDN'T** do



Call us today for the answers!



P.O. Box 1178 Phone: (800) 274-4732  
Greenville, TN 37744 Fax: (800) 570-0683  
[www.packageexpresscenters.com](http://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.