### **Fraffic OProfit** Package Certified Retail Provider **Express Centers** May 2024

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

## Huge Revenue Profit Center – You can Add on Today

Packing your customer's UPS shipments, and or selling packing supplies is another way to provide additional profits, more retail and drop off package volume, and customer satisfaction. You may choose to simply offer the purchase of packing supplies, or you may fully pack your customer's shipments. We highly suggest that all of our shippers provide packaging services and supplies for customers that do not want to, or know how to properly package their shipments.



This additional service can he charged to the customer by choosing the service fee option in your shipping software. This line item is not affected by PEC in any way. The service fees you add for packing are 100% profit for your store. If you choose to not offer full blown stock and packaging services it is important that you can at

least tape up a box and add a bit more packing when needed. You should always have at minimum, a small supply of tape, packing materials such as; bubble wrap or peanuts, mailers and boxes in your shipping center. You can also utilize recycling of materials from your incoming shipments to provide to customers when needed.

Check out more ideas in our "Packing Advice from the Experts" information on our website at packageexpresscenters. com/resources. As always, give us a call at 800-274-4732 or send an email to us at info@packageexpresscenters. com as needed.

# **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<sup>™</sup> 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 governmentissued 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



### Understanding and Preventing Charge Adjustments Due to Dimension and Weight Variations

Your packages are subject to audits. UPS verifies the dimensions and weight of all packages shipped. The information you enter when processing a package determines the cost of that package. Entering the correct information is vital to ensuring you are charging the customer correctly and thus being charged correctly by UPS. If you enter dimensions of a package as 12x12x12 when it was really 13x13x13 you will receive a bill from UPS showing that the package was audited and found to be larger than what you entered. This ends up costing you more than what you charged your customer. We always suggest rounding up to the next inch and the next pound when processing the package. UPS also sets limits for package sizes. You may have noticed when you enter a particular set of large measurements your software will notify you that based on the size additional charges are applied. UPS also charges an audit fee. When an audit occurs you are now subject to an additional charge for being audited.

The good part of this is that you can avoid all of these charges by following some simple rules...

- 1. Always measure all packages and round up to the next inch and pound. Do not let your customer tell you the size and weight. You must measure and weigh packages yourself to ensure accuracy.
- When the software makes adjustments to the charge based on information entered do not change the info to get around these charges or you will be left with the additional amount due once UPS processes the actual package size.
- 3. Be aware of how to read your UPS bills to understand if this is happening to you-we can help you. Call us at 800-274-4732 or email us at info@packageexpresscenters.com.



## 1 Daily Task That Must Be Performed... Upload Your Manifests

Your UPS billing accuracy and payment from UPS depends on your timely uploading of your retail, drop off, and Access Point packages. You must upload your manifest every day that you have accepted packages.

- You must upload and print your retail manifest for your driver to sign each day.
- The best time to upload your manifests is 10 MINUTES PRIOR TO YOUR UPS DRIVER PICK UP TIME. Don't make your driver wait on this task.
- Did you know if you do not upload your retail manifest before the package becomes delivered you get charged an additional \$3.85 on that package by UPS?
- If you're not sure if a manifest has been uploaded just click the "print

No Packages

There

time.

manifest" button at the top of your screen and if a package has not been uploaded, it will be uploaded now. If all packages have been uploaded previously, the pop up box will let you know there are no packages to be uploaded at this time.

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Offers are available while supplies last or until 5/31/24.

### May



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