

## Peak Shipping Season 2021

### What can you expect, plan for or be aware of prior to the start of Peak Shipping Season this year?

The following information, suggestions and recommendations should be put into place in order to have a successful, organized and positive Holiday Shipping Season:

- Always have your system on in the mornings prior to opening – The Total System Software open and ready to process your first package of the day.
- Have multiple store staff trained on how to process & ship packages.
- Don't run out of supplies! Order additional toner, tape, customer receipts, etc. Prior to Peak Shipping Season.
- Have the bare packing essentials on hand to add tape to a package, add packing when needed, etc.
- Always run your Retail and RPDO manifest prior to your driver getting there – so you don't forget and you are not holding up your driver during their busiest time of the year.
- Starting December 13th thru to the new year will be your busiest shipping period. Plan for this.
- Be aware that UPS has suspended their money back – on-time delivery guarantee on most packages.
- Contact PEC at 1-800-274-4732 or email [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com) if you have any questions PRIOR to shipping something.
- Be aware that UPS's system will have more packages than any other time of the year and your need to make sure items are packed properly prior to shipment – don't have a huge amount of damage packages due to not checking prior to shipment.
- Don't ever ship anything too big or too heavy and get Huge Charge Backs from UPS. Our Total System Software has been designed to NOT let you ship these items. The only way you can is if you lower the size or weight to make the NOT shippable package – shippable.

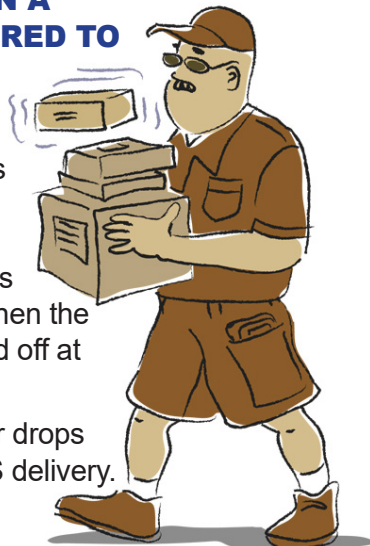
Bottom line – Your store is a “PEC/UPS Package Processing & Shipping Center” listed on UPS.com as a UPS Authorized Shipping Provider. Be ready to take care of your UPS customers that need to ship, drop off or pick-up their UPS packages.

## KNOWING WHEN TO SCAN UPS ACCESS POINT PACKAGES

There are two instances when you scan the packages...  
When they are dropped off and when they leave your location.

### ALWAYS SCAN WHEN A PACKAGE IS DELIVERED TO YOUR LOCATION

- Whenever the UPS driver drops packages off, you need to scan them in and take possession. This helps the customer know when the packages are dropped off at your location.
- Whenever a customer drops off a package for UPS delivery.



### ALWAYS SCAN WHEN A PACKAGE LEAVES YOUR LOCATION

Scan when the package is:

- Picked up by the customer.
- Returned to UPS:
  - Scan when the package is over 8 days old and needs to be returned.
  - Scan when UPS request the package be returned.



# Packing During Peak Shipping

Some of our stores choose not to take advantage of packing for their customers. We understand that you may not have room to keep additional supplies such as boxes, tape, and packing materials on hand throughout the year. During the holiday season however you should offer this additional service. Often time's customers are more than willing to pay an additional fee for packing with the stresses and limited time available during this time of year. To prepare you should start saving boxes and packing materials from incoming deliveries etc, and purchase tape. In addition to standard packing tape, we suggest that you purchase our kraft tape which is a solid brown paper like material that will cover any previous labels that may have been used on the boxes you save. This month we have a special of 25% off on any tape with an additional purchase of \$75. You may want to check out Uline.com for their packing materials such as boxes, bubble wrap, or peanuts. Uline also carries a spray that will cover any previous labels on your boxes or you could simply use brown or black spray paint that you may have readily available in your store.

One way to advertise this service, especially if you do not pack throughout the rest of the year, is by creating a box display. Simply tape up some boxes and make a tower. It's possible you will see what a desired service packing for your customers can be that you may adopt the value added convenience year round. To charge an additional fee for packing you will simply choose to add a service charge at the end of processing the package.

The screenshot shows a shipping software interface with a menu bar at the top (Settings, Manifest, UPS Options, Reports/Billing, PEC Utilities, Advertising/Marketing, International, Help) and a toolbar with buttons like Process ARS / Internet Pkg, Reprint, Print, Training, Store, Void Package, and UPS. The main window is titled 'Add/Remove options and Complete your Shipment' and displays 'Fuel Surcharge Rates: 0.0475 / 0.0525'. It features a 'Shipping Methods' table with columns for 'Carrier Sub-Total' and 'Delivery Date'. A dialog box titled 'Enter Service Amount:' is open, showing a yellow input field with '\$7.00' and 'OK' and 'Cancel' buttons. Below the dialog, a red message states: 'An additional \$4.20 has been added to the shipping charges for the Extended Delivery Area Surcharge'. The 'Enhanced Features' section on the right lists options like 'Addr. Corr. / P.O. Box' (\$13.40), 'COD' (\$12.90), 'Coupon' (\$0.00), 'DCR' (\$0.00), 'Large Pack' (\$0.00), 'Notify by Email/Fax' (\$0.00), 'Service' (\$7.00), 'Shipper Release' (\$0.00), and 'UPS Handling Charge' (\$10.85). A summary at the bottom right shows: 'Enhanced Sub-Total: \$ 7.00', 'Carrier Sub-Total: \$ 18.09', and 'Shipping Total: \$ 25.09'. 'Finish' and 'Cancel' buttons are at the bottom.

# Receipt Labels

Be sure to always be stocked up on receipt labels especially around the holidays. You can call PEC any time to place your order and we will have them shipped out to you ASAP. If you do run out, while waiting for your labels to arrive, you may use paper. Make sure to use clear packing tape entirely over the top of the label to prevent tearing. Remember to keep your printer stocked with regular paper and only add label paper to the top when you are ready to print a label you have processed. Receipts for drop off packages, daily manifests, and monthly reports should be printed on regular paper as they are not a shipping label and do not require a sticky backing.

# Perishables, Alcohol, and Breakables in December

If you have never seen these items pass through your shipping counter you can be sure you will see them during the holidays. Many packages are shipped containing cookies, cakes, liquors and wines, and of course fragile gifts. In order to make it through the holidays you need to know what these items mean to UPS and your store. As a rule your stores receipt shows that your location as an Authorized Service Provider will not ship perishables or alcohol, however sometimes these items are not disclosed to you.



If someone ships grandma a fruit cake and it spoils in transit, a claim will not be paid. Even if you Next Day Air this package and it doesn't make it in time, perishables are never covered so your customer is shipping at their own risk. You as the shipper must also keep in mind that ground is not a guaranteed service meaning they can estimate a delivery date but especially during the holidays that

date may be delayed. Alcohols are liquid and almost always in a glass container. This makes them very likely to leak or break during transit considering the conveyor systems they are subjected to. Wines and liquors are high on the list for Christmas gifts and the average customer may not be aware of the risks. Alcohols are another item that will

not be covered if they do not make it to their destination. If the package leaks or is found wet along the way, it will simply be discarded by UPS. Breakables should always be heavily padded and double boxed. These packages will tumble down conveyors with packages up to 150lbs and drop from one

conveyor to the next up to 6 feet. If your item is not packaged to withstand such treatment then it should not be shipped. Review the packing advice link on our website under training at [www.packageexpresscenters.com](http://www.packageexpresscenters.com).

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## Who, In Your Store, Should Be Processing UPS Packages?

Your store, in addition to your core business, ships UPS packages. You may have added UPS shipping for the public as a service to your community, want to capture the added revenue from additional traffic in your store, or like the idea of the profits you will see directly from shipping packages. Whatever the case may be, your store has chosen to be the destination spot in your community for UPS package processing and drop offs. When PEC first signed you up, we do have a qualifying process that tells you and PEC if this would be a good fit for your location based on many factors such as customer count, competition, square footage, services you currently offer, years in business, expectations, population, etc.... Once your store is signed up, the ball is basically in your court as to how well your store does with this service based on many factors including placement of shipping center, signage, and we have seen in past years much of the success if store employee attitudes toward this service and the customers it brings into your store. Your employee who acts like they want to process UPS packages will be more likely to put their best

face forward for your shipping customers.

This employee should be able to type adequately for processing the labels correctly, have supplies ready and available to offer additional packing or adding tape to boxes. Maybe even offer discounts for military personnel or seniors. It would be optimal for this person to know of helpful additional features that are available in the shipping program such as the choice to turn on the email option and encourage customers to leave their email address during package processing. Your store may then use this information to send material at regular intervals of your choice about your store and/or shipping. Another feature to be familiar with are any bounce back offers you have chosen to print on your receipt in the coupon section. They should be ready by phone or for walk ins to track, through the software, any package that has been shipped at your store. Being ready and willing to answer questions properly and courteously will speak volumes as to how much you "Love your UPS customers."

Offers are available while supplies last or until 10/31/21.

# October Specials

## Dell Desktop Computer

**Windows 10 Pro**  
**SSD – 237 GB**  
**CPU – i5**  
**RAM – 8 GB**



**\$379<sup>95</sup>**

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

**\$24<sup>95</sup>** Each

## QR Code sign

2 foot Vertical  
 1 sided  
 24"W x 36"H  
 Item number - UPSQR

F.O.B. Greeneville, TN

**UPS** 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, DirecTV, 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.

## Scanner



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

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

F.O.B. Greeneville, 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>
TONRM15W	HP M15 & M29	\$34.99 ea.	<b>\$30.99 ea.</b>
TONR1012	HP 1012 & 1020	\$49.95 ea.	<b>\$45.95 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	\$59.95 ea.	<b>\$54.95 ea.</b>

F.O.B. Greeneville, TN

Monitor sign - 1 sided  
 23" x 15"



2 ft. wide 2 sided indoor/outdoor sign



4 ft. wide 2 sided indoor/outdoor sign

**25% OFF**

**ALL Christmas Signs & Banner**

## Your Christmas Shipping Headquarters

We Ship via **UPS**

6 ft. wide 1 sided indoor/outdoor banner

FOB 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.