

# Packing Advice From the Experts

Packing tips and guidelines for your PEC package and processing center



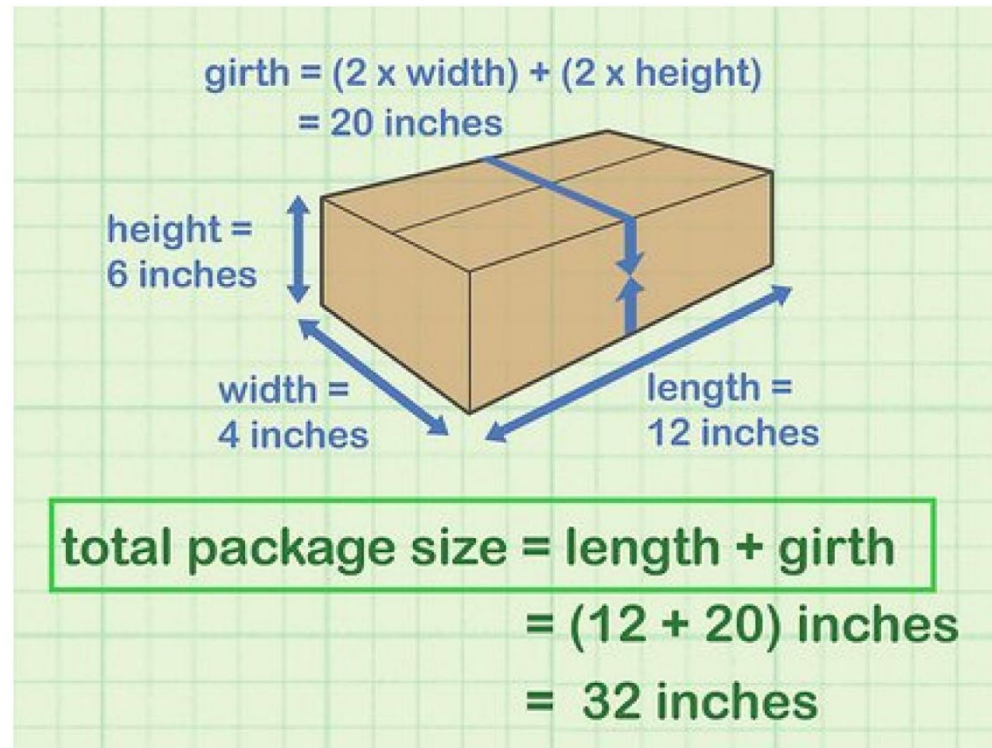
# Why this is important.

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- Choosing to pack for your customers is a great service that creates an opportunity to increase profit.
- It is important to review all information in this training EVEN IF you do not plan to pack for your customers. This information will teach you to inspect packages prior to shipment. Recognizing if you should send a package and informing the customer it needs additional packing is an important part of your shipping service.

# Why Measuring & Rounding up Matters so much when Shipping Packages

Label creation is a delicate process. Entering accurate information is extremely vital to your customer's satisfaction, your ease of processing, and your billing accuracy. While you may be tempted to estimate dimensions and weight, take your customer's word for it, or even round down to help your customer, things like this can lead to large billing discrepancies or even undeliverable packages. One single pound or even a single inch variance can mean all the difference during rate calculations. Rates are often very similar for similarly sized packages; however, additional accessorial fees can apply even with such a small difference. This is why it is so important to take this process seriously and be sure to always round up to the nearest pound and inch. Check for package bulging. From corner to corner the package may measure out to 12 inches, but if the item inside causes the middle to bulge UPS's automatic scanning will detect this and use the larger dimension causing you to be billed an adjustment for the difference. Measuring correctly today will save time and possible issues later.



# Helping Customers Ship A Package At Your Store

Does your shipping counter offer packing or packing supplies for your customers? If so, great! If not, why not?

- If a customer brings in an item not packaged do you offer to wrap and box it? Do you turn them away?
- Do you carry materials such as boxes, bubble wrap, tape to sell to your customer so they may go package the item themselves? You can charge for this service.
- Packaging items for your customers does not assign responsibility to you or your store if a claim were to arise.
- Just take the time spent and the cost of supplies provided and determine your charge. Simply apply the charge under the service charge feature in your shipping software while processing your label.
- You should be able to add packing materials and tape boxes securely at a minimum.
- Packing for your customers is not very time consuming and can be a great additional profit builder for your shipping program.
- Some centers bring in more profits from offering packing services - than the profits from packages themselves. Also, check out our sign for recycled packaging materials.
- Recycled boxes are great for packaging non breakables and recycled bubble wrap, packing peanuts, Styrofoam pieces are just as great for protection.

**Please Note:** ALL PEC Centers that are Authorized Shipping Providers within the PEC National Network of UPS Package Processing centers and listed on UPS.com as a ASP UPS provider and your store is enjoying the “Increased Traffic and Profits” this service brings your store – at a minimum you need to be able to tape up boxes as needed and add packing material as needed.



# What is the MOST IMPORTANT Thing About Shipping a Package? The Package CONTENTS

The very first and most important question when shipping a package is to actually ask your customer what the package CONTENTS are! I can tell you what the package CONTENTS are not: **Stuff, misc., gifts or other!**

By NOT asking the customer what is actually in the box, you could be shipping something illegal or prohibited to ship, you could be shipping hazardous materials, you could be shipping something that has to be packed a certain way, you could be shipping anything! Without asking what is in the box - how do you know you should even be shipping it!

Also when filing a claim, you cannot send in a customer receipt and have the customer claim their "MISC" got broke. You need to note what you are shipping PRIOR to shipment.

If someone will not tell you what is in the box – you should not ship it. If a customer brings in a box and says their friend asked them to ship it and they do not know what is in the box – you should not ship it. PEC wants your store to ship all the packages you can – if you know what you are shipping.

Ask your customer if you can open the box. You DO have the right to open a box that is shipped with your location

to verify that the item is what your customer stated it was and also if you want to verify packing due to it rattling, moving around or making noise. Many times, UPS will return these type of boxes - due to the fact they should not be making any type of noise and UPS assumes they are damaged. (If you are shipping Legos, blocks or some other item that makes noise and you can't prevent it .... Write in Black Marker on the top "Rattle OK".)

**Bottom Line:** You have to ask your customer the actual contents and this information does have to go on the customer receipts. There are liability, fines and claim issues if you are doing this on every package.

The screenshot shows a software interface for entering package information. At the top, there are navigation tabs: Settings, Manifest, UPS Options, Reports/Billing, PEC Utilities, and Advert. Below these are buttons for Drop Off Packages, AP Package, Reprint Receipt, Print Manifest, Store Pkg OFF, and Void Package. The main section is titled 'Enter Package Information' and includes a 'Fuel Surcharge Last Effect' link. The 'Shipping information' section contains a 'Package Contents' field, which is highlighted in yellow and circled in red. Other fields include Shipping Method, Declared Value (0), Package Weight (0), and Zip Code. On the right side, there is a 'Package qu' section with a 'Is the enve' label and radio buttons for 'Ye' and 'No', and a red 'An addi' label at the bottom.

# Levels of helping

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- Even if your store chooses to not help pack everything from the ground up you should always keep a small stash of supplies on hand to help customers who might not know everything about packing and shipping
- Having these supplies on hand will cost barely anything and provide you an opportunity to help your customers who have poorly packed their packages, and of course you can set your own margins for these materials to make it worth your store's time.

# Knowing what not to ship

- The first step of packing is knowing what should never be packed and shipped to begin with.

## TERMS & CONDITIONS

**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 understands that the package will be solely covered by UPS.*

## Prohibited Items, Restricted or Hazardous Materials

The very first question the software asks you when shipping a package is what are the “Package Contents.” This is very much intentional and very important. Knowing what you are shipping is either the green light to move forward or the stop light to inform the customer that they are unable to ship the item they have brought into your store.

UPS has introduced a new prohibited item fee of **\$150!** The list can be found at <https://www.ups.com/us/en/help-center/shipping-support/prohibited-items.page>. You can also check your PEC receipt for prohibited items listed there as well. You can always call Package Express Centers at 1-800-274-4732 to discuss any item(s) - you might be concerned about as well. Avoiding this new fee is very important. UPS is making the information public and informing stores what the prohibited items are now: so you must be educated to avoid this fee. Below is a list of examples that UPS provides when visiting the link above.

- **Ammunition**
- **Marijuana, including marijuana intended for medicinal use**
- **Bank bills, notes or currency (other than coin)**
- **Corpses, cremated or disinterred remains**
- **Fireworks**
- **Shark fins**
- **Hazardous waste**
- **Shipments prohibited by law**
- **Ivory**
- **Postage stamps**
- **Watches exceeding the value of \$500 (US)**

### **Also Don't Ship:**

**Items in any box that has Hazardous DOT markings, liquor or food or any other markings on the outside.**

**Use tape or marker to mark out all markings/labels – and show only the ship to label.**

**Batteries – contact UPS Hazmat for instruction (800-554-9964)**

**OVERSIZE – huge bill back – \$850 for trying to ship something too big in UPS's system!**

Remember you can always call Package Express Centers (1-800-274-4732) whenever you are unsure if your store should ship an item or not. The majority of all items shipped by PEC's National Network are small, low-weight and non-breakable. Great news! When you do get the rare: weird, huge, or never seen package contents; take a couple of minutes and verify you can ship the item safely in UPS's system.



## Prohibited Articles for Shipping continued

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 UPS 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.***

# UPS Tariffs

Located right on your software is a link straight to all rules and tariffs provided by UPS.

If you are unsure about the viability of shipping certain items checking this link will be very helpful

Total System Software Suite Program Selection

**TOTAL SHIPPING SOFTWARE**  
from Package Express Center, Inc.

UPS Ready

**PROCESS PACKAGES**

**TRAINING MODULES**

- **Getting Started**  
Introduction to Shipping  
*(Internet connection required)*
- **Total Shipping Software Training**  
*(Internet connection required)*
- **Packing**  
3 Training Levels  
*(Internet connection required)*
- **Marketing Advertising Tips**  
*(Internet connection required)*

**PROGRAM INFORMATION**

- **DataSafe Storage Information**  
Printable sign-up sheet included.
- **Training Manual** Printable PDF file.

**IMPORTANT**

- Watch this presentation before accepting International Shipments.
- **International Training**  
*(Internet connection required)*

**IMPORTANT** ● [packageexpresscenters.com](http://packageexpresscenters.com)  
● **UPS Tariff/Terms & Conditions**

**SUPPORT MENU**

# File Your Claim Within 60 Days –Effective 10/05/2020

As of 10/05/2020, you must notify 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 UPS or PEC, no claim will be honored on said lost or damaged package.

When you contact UPS to initiate your claim, you will also need to contact PEC within the same day.

When contacting UPS to file a claim you will provide your shipper number as well as the tracking number for the package.

When contacting PEC, you will need to provide your PEC account number, tracking number, date of shipment from your store, declared value, lost or damaged, did UPS approve or deny, where the package is or who has it, and if damage to the item is repairable.

You will then need to provide a copy of the customer receipt and manifest (from your software), proof of value (from your

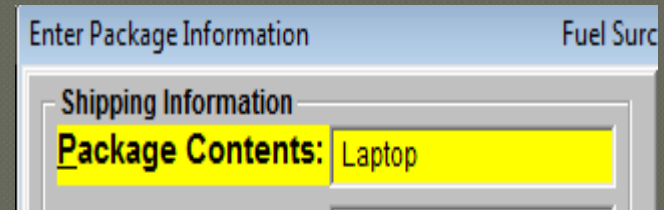
customer), UPS decision/copy of payment (approval/denial letter / copy of check).

In the event your customer was not aware, please refer them to the "Terms & Conditions" box on their receipt. Within this box it states, "You have 60 days to notify UPS and PEC of a claim or claim will not be honored."

<b>CUSTOMER RECEIPT</b> Operator ID/Retailer: UKN PEC-ASAP Account #: TESTR TEST INC 800-999-9999 123 TEST ST GREENEVILLE TN 37745 Weight: 10 LBS SZ: 10X10X10	Sender: TEST 800-274-4732	
Ship To: AVN PACKAGE EXPRESS CENTERS 302 CCU BLVD GREENEVILLE TN 37745	Freight: \$16.91 Packing Chgs.: \$0.00 Additional Features: \$0.00 Other Chgs.: \$0.00 Coupon \$0.00 <b>Total Due: \$16.91</b>	
Ship Date: 12/22/2020 Via: GROUND COMMERCIAL XDAS Track#: 1Z XXX XXX 03 0005 0250 Zone: 2 Package ID: 5025 Contents: TEST Declared value: 100	TS2000 Version # 21.0.0	<b>TERMS &amp; CONDITIONS</b> <b>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 prorated 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.</b> <b>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.</b> 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 understands that the package will be solely covered by UPS.

# Contents

- When asking for the contents of the package we want to be as specific as possible.
- Vague answers such as gifts or electronics are basically useless for identifying the contents of the package



The image shows a screenshot of a shipping form titled "Enter Package Information" with a "Fuel Surc" button in the top right corner. Below the title is a section labeled "Shipping Information". Within this section, there is a field labeled "Package Contents:" which contains the text "Laptop". The text "Package Contents:" and the value "Laptop" are highlighted in yellow.

# When to inspect

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- ⦿ When to ask about and inspect the package is determined by a few factors.
- ⦿ If the item is breakable or of higher value inspecting the package becomes more important.
- ⦿ The higher the weight, size, and value of the package, the more important inspecting becomes.
- ⦿ Do not ship a package that you don't believe can survive UPS's system.

# High Value Approval Needed

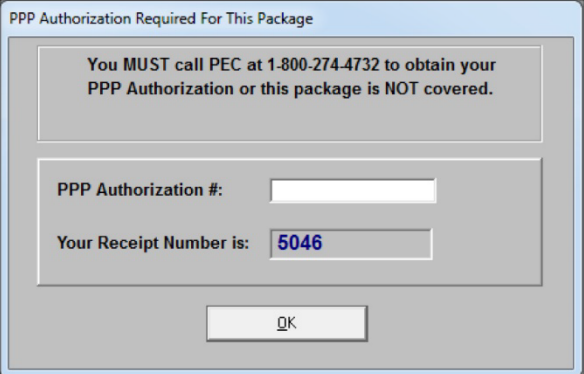
For these types of packages, you'll notice the popup below:

We require all centers call Package Express Center in the event of a high value package, mainly as a safeguard for your store. By calling PEC, we are able to gather the details of the package and provide expert advice on how to handle them.

PEC may ask various questions about your shipment depending on the situation, but there is a small list of details that we require to be able to ship these types of packages. This being the case, it is strongly advised to have this information prepared when calling to be able to handle your customer as quickly as possible. Most of you being retailers know the importance of handling customers quickly during the holiday season.

- Package contents – It is important to be very detailed and precise with this information. Think of this as an inventory. PEC will need to know 'what' and 'how many' of each item.
- Declared Value – You shouldn't need to ask the customer how much the package is worth when PEC requests this information. We are simply requesting the amount you entered into the Declared Value box.
- Reason for shipment – Is the item being sold, repaired, returned, etc.? What is being repaired on the item? Why is it being returned? This information will affect your packing instructions.
- Shipping method – Ground, Next Day Air, etc. You shouldn't need to ask your customer how they want to ship it. You will have already chosen the shipping method by the time you were prompted to call us.
- Dimensions & Weight – Please remember to round up to the nearest inch or pound, respectively.
- Packing information – PEC needs to know very detailed packing information This is the most important part of the call. Is the item double-boxed? What type of packing material was used? Is it in a case? You may ask your customer for this information or open the package.

Based on the information you provide, PEC will be able to provide you with the appropriate instructions to finish up the package and move on to the next!



The image shows a screenshot of a software popup window titled "PPP Authorization Required For This Package". The window has a light blue header and a grey body. Inside the body, there is a message: "You MUST call PEC at 1-800-274-4732 to obtain your PPP Authorization or this package is NOT covered." Below this message, there are two input fields. The first is labeled "PPP Authorization #:" and is empty. The second is labeled "Your Receipt Number is:" and contains the number "5046". At the bottom center of the window, there is an "OK" button.

# UPS's system

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- UPS's system is an automated system using tons of conveyer belts and scanners to decide where packages are going inside their warehouses and processing plants.
- These automated systems have drop of up to 6ft! Making sure a package can survive the drop sometimes isn't enough. The package on the belt right behind your customer's could be one hundred pounds and could drop 6ft right onto your customer's package.
- Making sure the package can survive situations like these are not apparent to people who do not ship often, or are not aware of how UPS's systems operate.

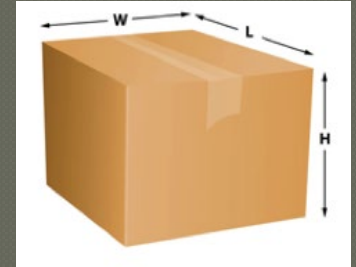
# Example of UPS's System





## Can That Huge and/or Heavy Package Even be Shipped via UPS?

Your store, like all other UPS Authorized Service Providers, is shipping via UPS which is a “small package carrier”. You may only ship items up to 150lbs and or up to 165 inches in length plus girth (girth =  $2 \times \text{width} + 2 \times \text{height}$ ). If you try to ship a package that is greater than 150lb or greater than 165 inches in length plus girth your software will not allow the shipment to be processed. This is for your store and your customers protection.



In the 1980's the heaviest package able to be shipped through UPS small package carrier service, which is what your store ships, was only 70lbs. Shortly after they increased this to 100lbs and now they accept up to 150lb packages. The max length plus girth calculated started at 130 inches and is now 165 inches. Utilizing UPS small package carrier for these larger items is great in some ways as it is much cheaper than shipping via freight even with the added over max charge.

If a package larger than 150lbs or 165 inches is somehow processed incorrectly as a smaller package in your software your store will be back charged \$920.00 BY UPS as an “Over Maximum limits” charge as all packages are scanned throughout the transit process up to 3 times checking for weight and dimensions. \* Its also possible that your package may be held or returned due to this.

UPS does not want these large items in their small package carrier system which is why the fine for shipping an Over maximum size package has dramatically increased since 2018 from \$150.00 per instance to the current charge of \$920.00. Packages over 150lbs and over 165 inches should only be shipped via freight line. Authorized Service Providers do not process freight shipments. Please keep in mind the majority of all packages you will process – will be smaller and lighter weight packages - so when you do see the unusual, huge, heavy or different package – carefully measure, weigh and decide if it should even be shipped. Items such as furniture, stoves, mirrors, grandfather clocks, slabs of marble, arcade games, etc.... have all been shipped and should not have been.

*\* Your customer would need to contact UPS freight at 800-333-7400 in order to arrange for pick up and delivery of the large package.*

## Tiny & Small, Big and/or Really Heavy and High Value Packages - What to Look For

**Very small or too small:** Does your customer have a tiny box/envelope to ship? The smaller the package the more likely to be lost, as they can easily slide under an item or be missed. In the event your customer has a tiny package, it should be placed in another larger box or repackaged to aid in preventing loss of the package. We suggest that you don't ship smaller than a 5 x 5 x 5, small shoe box size, or larger.

**Huge size or too heavy:** Does your customer have a big/heavy box to ship? You should be aware that your store cannot ship a package over 150 lbs or over a combined length and girth of 165 inches. If the package is too large to ship, your software will notify you. In the event that happens do not ship said package. If the package is too large to ship and you process it through by altering the weight and dimensions in any way, you put your store at risk of receiving an over maximum size charge. This charge cannot be reversed and can be \$920 or more for shipping something that is too large or heavy! Many times, when shipping something too large – it cannot be properly packed because is already too large and packing cannot be added. Do NOT ship something if you cannot use packing. If something is too large and/or too heavy it should not be shipped via UPS at all – the package needs to be shipped via freight. PEC has seen shipments that were too large and too heavy that should have been sent via freight and ALL ended up as denied claims – such as an oven, grandfather clock, furniture, slab of marble, Pac-Man game console, huge speakers, toilets, 100 plus china set in one box, etc.

**High Value:** Does your customer have a high value package to ship? High declared value packages should be packaged to protect the item. Proper packaging for these would be double boxed with 3 to 4 inches of bubble wrap or foam between the two boxes. This is to prevent damage to the high value item. You will be requested to STOP what you are doing and call PEC for extremely high value packages so that we determine what is being shipped, how you are shipping it and how it is packaged. Even when NOT prompted to call PEC for extremely high values you should be questioning your customers on all packages as to what is being shipped and how it is packaged to prevent damage and claims.

Most of all packages that are shipped are under 15 pounds, most of the time unbreakable and a low value. So when they are not the usual low weight, low value and unbreakable package, take a minute and check the above items if it's a tiny, big, heavy, or a high value package you want to ensure they are packaged correctly.

# The importance of tape

- You should always keep tape in your store for a multitude of reasons.
- It is very likely that you will have packages come in not taped, taped with scotch tape, or not enough tape.
- Having tape on hand at all times will be very helpful to your customers.



\*There are many more things wrong with this package than just tape.

# Being Frugal

- Your store probably receives orders of supplies of some type.
- Saving the packing materials from your own orders to use for your customers is a great savings technique that your store should practice.



# Frugal Boxes

- You can also reuse boxes that your store might receive
- Many of your customers will probably pack their items in a used box to begin with.
- **IMPORTANT** : When using used corrugation it is important to mark out any labels, barcodes or any other copy.



# When to NOT use a used box

- Never use a used box for a breakable or heavy item
- Used boxes are great for saving money but awful for protecting breakables and heavy items
- Always use a new, sturdy box for shipping any breakables and heavy items



# Basic Packing Rules

## Packaging Tips

Help prevent claims with a step-by-step packaging approach



**1** Pack your items in a **new** corrugated box.



**2** Use at least 2" of adequate cushioning material.



**3** Securely seal package and affix completed label.

- Electronics, breakables and other high value packages will need double boxed. Taking the example box and adding 2" or more of additional cushioning and putting it into a larger box is considered double boxed.

# Small packages

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- High value small items have the highest loss rate of all packages in UPS's system.
- Watches, jewelry and small electronics are just a few examples of this type of items.
- These should always be double boxed in a minimum of an 8x8x8 or shoebox sized box to decrease the chance of loss.





# Visualizing proper packing

## Suggestions for a well packed box

Bubble cushioning  
and/or packing  
peanuts at least 2"  
on all sides.

Packing tape on all  
seams. No masking,  
cellophane or duct  
tape.



Sender's &  
recipient's address  
on the inside and  
outside.

New box designed  
to withstand  
shipping stresses.  
No wrapping or  
string on exterior.

# Irregular Shaped Items

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- Although the minimum packing material surrounding the item must be 2 inches, you must be able to identify when an item needs more due to shape.
- In the following slide, we will see a saddle. Saddles are notorious for damage done to their horns
- Any kind of item with irregular pieces will need additional padding and cushioning so if weight is applied they will not be damaged.

# Example of improper packing



# Saddle

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- ⦿ As you can see, the saddle is inserted into a used box. **First Strike**
- ⦿ Secondly, the saddle has no packing whatsoever. The packing is supposed to surround the item on all sides at a MINIMUM of 2 inches. **Second strike.**
- ⦿ Thirdly, the box was barely taped, which leads to a much higher chance of loss or damage. **Final Strike.**
- ⦿ Three strikes on one package is bad enough, but just one strike can equal a claim for your store. Make sure you know how to properly package.

# China Hutch



# Where to begin.

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- ⦿ Used Corrugation.
- ⦿ Single box for a breakable item with GLASS. This item needed to be double boxed.
- ⦿ Less than 2" of packing material surrounding the item.
- ⦿ Shipping furniture is not recommended in the first place.
- ⦿ Very little tape.
- ⦿ Obvious claim waiting to happen. And it DID happen.

# Pioneer SX1980



# Expensive Electronics

- Does the package in the previous slide look safe to ship something worth thousands of dollars to you?
- Used corrugation.
- Barely Taped.
- Not Double Boxed.
- No packing Material.
- Item damaged in multiple ways





# Dishes/Breakables



12/29/2014



12/29/2014

# Dishes

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- ⦿ Entire set of dishes stacked on each other with no packing between pieces.
- ⦿ Too many dishes in one box, and too heavy of a box with dishes, are common issues when it comes to dishes, china and other glass items.
- ⦿ Also, this claim was in a non-shipping box with little tape.

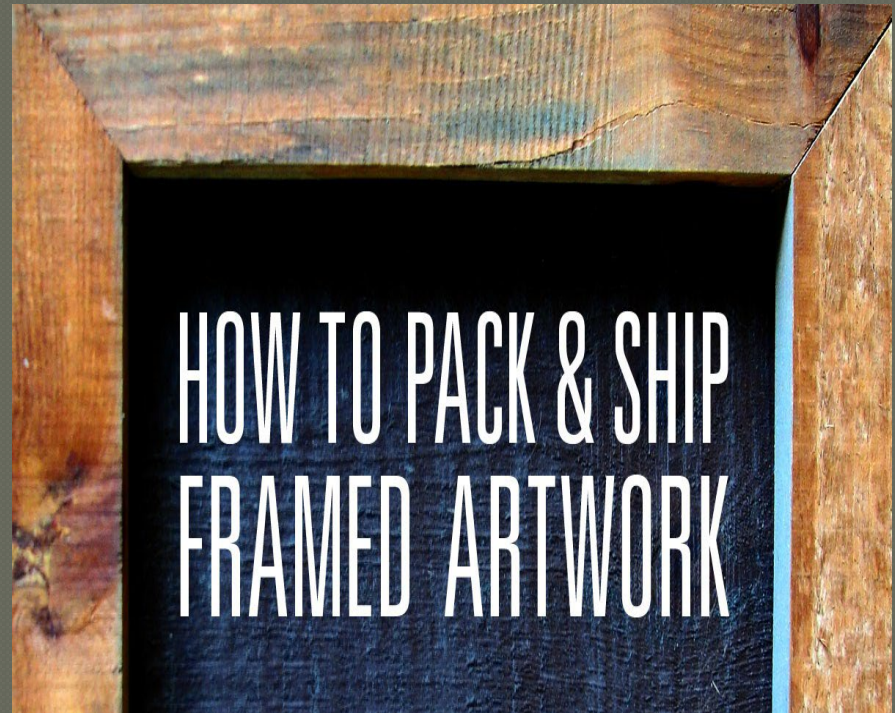
# Guitars and other musical instruments

- Guitars are very common claims with UPS. Guitars and other instruments must have all strings loosened before shipment. They must also have additional packing around the neck.
- The hard case must be surrounded by 2-3 inches of packing material and then placed into an additional box.



# Glass Artwork

- Any kind of print or painting with glass must have its corners reinforced.
- Packing material of 2-3 inches around the artwork and placed in the first box, then that box to be covered with 2-3 inches of packing material and placed into a second box is the suggested practice.
- New boxes must be used due to the nature of being a breakable item.



# Conclusion

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- ⦿ Extra packing is never a bad thing.
- ⦿ Avoiding claims and keeping your customer's packages safe is a great thing.
- ⦿ If you have any questions regarding something that you're not sure is packed correctly you can always call PEC at **800-274-4732**