Package Express Centers
Certified Retail Provider
Traffic & Profit
The #1 In-Store Retailing Network of Package Shippers in the US – Serving Independent Retailers Since 1984
September 2021

UPS Services - Competition is Brewing!

Your Package Express Centers service utilizing UPS is becoming more popular then ever! A number of big franchise level players have seen the value in such a service being added to their stores. Advanced Auto Parts, CVS, Michael's are just a few of the huge corporations that took the time to study the market and see why they should add UPS service as a traffic generation tool. Package Express Centers prides itself as a company that works with and for independent retailers. Package Express Centers partners with over 2,000 independent owners!!!

PEC would love to add any additional locations you own - but haven't added the PEC service into yet, or if you have any fellow independent retail owners who you believe PEC would make a great fit in their store, please let PEC know. Package Express Centers is offering a $200 check* to every owner who sets up an additional location or refers a friend who gets set up! These huge players entering the market is a great sign that adding PEC/UPS services are the correct choice; but it also means you need to setup your service ASAP. Once UPS sees the needs of an area being met by a PEC center, they will not be pressed to setup anyone else in that area. Seize the opportunity early and sign up or refer a friend to sign up today!

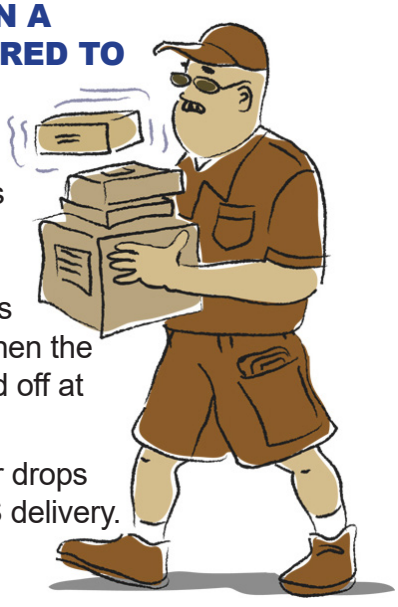
**New center must begin shipping before reward check will be issued.*

KNOWING WHEN TO SCAN

UPS ACCESS POINT PACKAGES

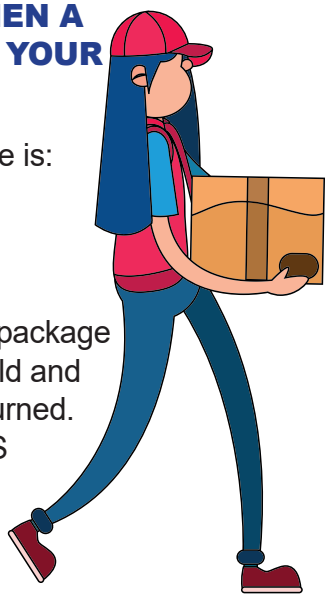
There are two instances when you scan the packages...
When they are dropped off and when they leave your location.

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.

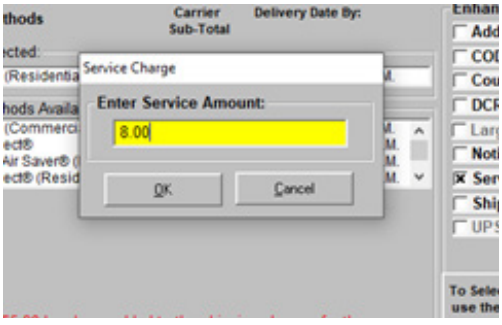
The Easiest and Best Thing You Can Do to Be Prepared for Your First Customer

It is important for your shipping software to be up to date and be able to communicate with Package Express and UPS regularly. In order for communication to happen you must close out of the software at the end of the day and re open at the start of your business day. Closing and reopening prompts any files to be transmitted from Package Express and UPS to your shipping software. It is important for you to reboot your computer regularly. This means at the end of the day you should close out of your shipping software and turn off your computer. In the morning as soon as you come in, before you have your first customer, you should then turn on your computer and open your shipping software. This will ensure if you have any windows updates for your computer, or PEC and UPS updates for your software they may be completed before you are left standing there in front of your first customer of the day waiting on these important communications.

Packing During Peak Shipping – It's Already Time to Be Thinking About This

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 the holidays.

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. We do carry tape for purchase. See our order form available on our website at https://www.packageexpresscenters.com/resources. 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.

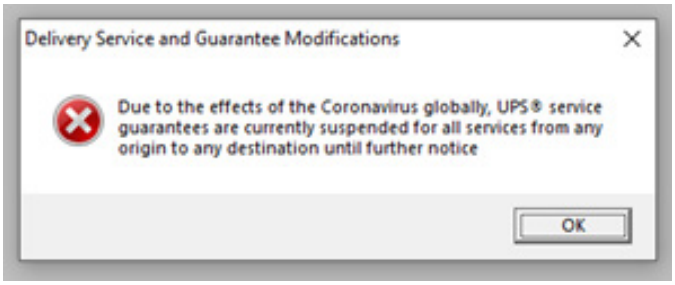


One way to advertise this service, especially if you do not pack throughout the rest of the year, is by creating a box display like the one in the picture below. Simply tape up some boxes and make a tower. It's possible you will see what a desired service packing for your customers can be that you may 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.

Peak Shipping 2021

Peak shipping season is approaching and this means a few things that are always true for this time of year. UPS will have a greatly increased volume of packages that will enter their systems during the holiday season. Increase in packages for your store and UPS means an increase in all things package related.

1. You shipped a Next day air package and it arrived late? Next day air packages are currently the only guaranteed shipment method. Service guarantees for other methods of shipment have been suspended due to Covid-19 since March of 2020. Remember you only have 15 days to call UPS for a refund if your NDA package were to arrive late. Remember you must upload your manifest timely in order to get these refunds.



2. Customer needs to track a package but doesn't use a computer. Great service would include your store using the tracking feature within the software to track for your customer. You could also have them call the tracking hotline for current tracking info at 800-457-4022.

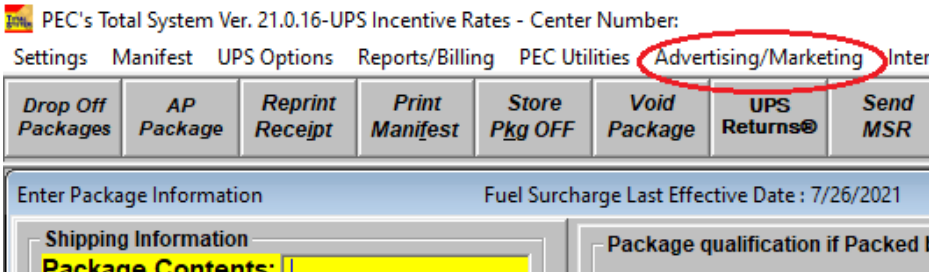
3. You have many customers and are in a hurry but need help regarding shipping? Call PEC anytime. We do not have an automated phone system with lengthy menus and hold times. PEC answers all calls quickly and with a live shipping expert. We are also available after hours for any emergencies, just call our main number and our answering service will route your info to the on call tech.

4. Finally, you should be mindful of the nature of the item you are shipping. If the item is considered fragile by any means you must make sure it is packaged properly and or you may ask yourself "should this even be shipped?" Understand with UPS package volume to the max, claims on damaged and lost packages also increase. During the holidays higher value packages that are more breakable in nature are commonly being sent as gifts, etc. Be sure to have additional packing items on hand even if packing is "not something your store does". Saving your incoming shipments packing materials and boxes for use during this time can mean the difference in a package safely arriving at its destination for Christmas day or having a claim on your hands.

Receipt Labels And Coupons

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.

Speaking of receipts, those coupons in the upper right corner can be changed to feature other items within your store. You can choose from many pre made coupons from within your shipping software or simply type custom promotions within the box provided. Check this out under Advertising/Marketing option on your toolbar in your Total System shipping software.



Offers are available while supplies last or until 9/30/21.

September Specials

Dell Desktop Computer

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

$339.95

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

UPS Branded Banners

$29.95 Each

YOUR CHOICE

Now Access Point Location
Ship, pick up and drop off packages here
UPS Authorized Service Provider

Grand Opening
Ship and drop off packages here
UPS Authorized Service Provider

Ship and drop off packages here.
Authorized Service Provider

Ship, pick up and drop off packages here.
Authorized Service Provider

All Banners are 72"W x 17"H and indoor/outdoor

F.O.B. Greeneville, TN

$24.95 Each

Authorized Service Provider

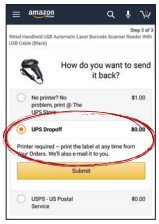
QR Code sign

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

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.

F.O.B. Greeneville, TN

BUY ONE GET ONE 33% 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

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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.