

UPS Billing Change

Effective September 10, 2022

UPS Corporate gave our National Network of PEC Accounts a Special Weekly Daily Pick-up fee for the last 2 years. This special weekly pick-up fee with UPS has now expired. Effective September 10, 2022 - UPS will be increasing the Weekly Pick-up fee for Daily Pick-up.

Want to avoid this UPS Pick-up fee price increase and also save more than you are currently paying?

Of course - you do.

This is how you do it:

- Email us at info@packageexpresscenters.com that you would like to change your UPS Daily Pick-up Option to the UPS SMART Pick-up option.
- Once UPS has coded your account for Smart pick-up, PEC will make a quick call and enable this option in your Total System Shipping Software.
- Now you are on the road to paying even less than you are paying now for UPS pick-ups.
- The current weekly pick-up fee you are paying is \$10.42, The new discounted fee will be \$8.83.

Smart Pick-up is a cost saving UPS pick-up option that UPS is embracing. This UPS pick-up option only sends the driver to your store on days you actually have packages. If you do not have any packages that day – then UPS saves money by not having to stop for no reason.



**UPS Closed for Labor Day on 09/05/22 –
PEC available for emergency support by
calling 1-800-274-4732**

Efficiency is Key

Running your PEC Package Processing & Shipping Center efficiently makes everything easier for both you and your customers. Below is a list of easy ways to adjust how you operate to make things run smoother, easier, faster and without issues:

- Open your software before your store opens. Such a simple tip that will save you and your first customer of the day too much time to imagine. Your shipping software does almost ALL of its work on first open. It will auto update if there are any updates available. It will update the fuel surcharges based on the newest costs from UPS. It will update zip codes from UPS if they have made any changes. Each and every one of those are possible time wasters if you don't pull up the software before your first customer appears.
- On the flip side. Close your software!!! Every single day at the end of the stores open hours you should be closing the software because the software has functions built in that happen when you close the software and increase the productivity of that day's efforts and prepares the software for tomorrows opening and installs any software updates from UPS and/or PEC.
- Drop off handling: Now or Later. The number one thing you need to remember is the drop off has to be uploaded before your driver takes off with them from the store. Besides that, the most efficient method if up to you. Do you prefer to scan drop offs the second the customer brings it in? Or do you prefer to let customers drop off their package without employee interaction and then upload a pile of packages all at once? Whatever is most efficient for you don't forget: Upload before the driver takes them...
- Scanning: The easiest way to speed up processing the majority of packages shipped is to get a scanner to scan in RPDO packages. No keying errors, fast processing, reduced labor costs and a scanner is a low cost item that can accomplish all this!
- AP Package Receiving Reminder: Must be scanned in within 30 minutes of receiving them.
- Training. A very simple but important factor is making sure at least one employee is well trained when it comes to the Total System Shipping Software. PEC actually recommends more then one employee be trained and its incredibly simple to have multiple people trained at one time over the phone by PEC. If you would like to schedule a retraining for your store to reinvigorate your staff with knowledge, just give us a call at 1-800-274-4732.
- PEC Website: PEC's website has tons of resources such as PowerPoint training presentations, AP training webinar, printable training booklets, guides to display at store level, archived newsletters, etc. Take advantage of all these materials for your store, employees and customers.

FREE & Easy Ways to Increase Package Volume

Is free advertising a real thing? Advertising is by far the most effective way of increasing your store's UPS package volume, but tv ads are expensive and how effective are radio and newspaper ads? Fortunately, there are plenty of other ways to advertise your UPS shipping services to your community and many of which are 100% free.

Having an online presence is a must for any retail location, and lucky for you, you already have a head start. By default, your store is listed as a UPS Authorized Service Provider on the UPS Locator, but that's only the basics. Social media is a great way to advertise the service even if you don't currently invest in actively managing it or regularly create posts. Simply mentioning the UPS service and posting some pictures of your shipping signage and shipping counter is a great way to inform a casual web surfer. You can easily build on this by offering promotions and utilizing the coupon option in the Total System Shipping Software. Be sure to request ownership and manage your Google Business listing. A very high percentage of your customers use your Google Business listing to determine your store hours. This is another opportunity to serve pictures and/or information to a potential customer.



Modify your incoming call tagline to mention your UPS shipping service. It is a very minimal impact policy change to simply add "ABC Hardware and UPS Shipping" to the end of your store's name. This pairs well with online advertising, because it passively notifies a customer that may prioritize calling a business and asking a question over doing a web search.

Signage is another very effective way of advertising the service. Additional signage, of course, comes at an additional cost, but it's important to maximize the effect of the signage you were sent when you began shipping. Make sure you have signs located in high traffic areas and also point your customers to the UPS shipping counter.

Use your existing retail business to promote your shipping service AND vice versa. Stuff your retail customers bags with materials promoting the UPS shipping service and use the coupon feature in the Total System Shipping Software to promote items from your retail side of business. Many customers save these coupons and effectively you'll be advertising your business every time they see it. Any questions about any of the above advertising suggestions, just let us know: info@packageexpresscenters.com.

QR Code Packages

You Have

Two Choices

YES

For many years now Package Express Center Corporate has advised stores that they can teach or help educate their UPS Shipping customers on how to cancel a QR code and request a label. We have offered signage that shows this process and have also emailed informational brochures on how to assist your QR customers. Many stores will print out the label in the store or have customers email labels to them – and charge a service fee.

NO

Now many accounts are stating that no, they do not want to try to handle customers that come in with QR codes due to the fact that educating and assisting customers with QR codes is not helpful and time consuming and would rather be upfront and state “this location does not accept QR codes.” PEC has heard this group of locations and have designed the new sign (below) that you can post at your PEC Package Processing & Shipping Center location in your store.

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, 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.

50% OFF

\$19⁹⁸ EACH

We DO NOT accept QR codes

At This Location

UPS Authorized Service Providers cannot accept QR codes. You may change your request from a QR code to a label for acceptance at this location.

1 sided | 24"W x 36"H
\$39.95 Regular price
FOB

1 sided | 24"W x 32"H
\$39.95 Regular price
FOB

*You can also request a PDF of this sign that you may choose to print out in color if wanted, laminate it, etc.

It's your decision, how will your store handle customer's QR code packages?

Any questions, email PEC at info@packageexpresscenters.com or call us at 800-274-4732.

September Specials

Dell Desktop Computer

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

\$299⁹⁵



90 days warranty if not used for PEC Shipping.
Lifetime warranty if used for your PEC Shipping Center

F.O.B. Greenville, TN

All Toners Buy 1 Get 1 Toner Cartridges

33% OFF

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.

Scanner

\$44⁹⁵

Regularly \$69.95



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

Lifetime warranty if used for your PEC Shipping Center

F.O.B. Greenville, TN

What will YOU choose?

50% OFF

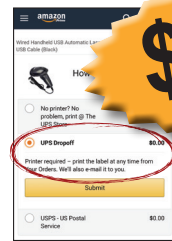


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P.O. Box 1178 Greenville, TN 37744
Phone: (800) 274-4732 Fax: (800) 570-0683
www.packageexpresscenters.com

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.