



Stephanie Hopson
President, CEO

The Real Story About Drop Off Packages

UPS Drop off (return packages) started showing up in retail locations, well over a decade ago. Slowly at first and then this category has been increasing ever since in quantity. UPS's goal was to let their customers know where they can take these drop off's and also to be able to ship – by listing their Authorized Shipping Outlets, Alliance Partners, and Authorized Service Providers (PEC Locations) on their locator on ups.com.

The package game changer for PEC's National Network of Package Processing and Shipping Centers - begun in the 4th quarter of 2012; when UPS offered to list PEC locations on UPS.com. The increase in package volume to both new and existing PEC Shipping Centers was surprising. In the past 6 years this category continues to increase – most of the time double digit increases – over the previous quarters/ years.

According to a WSJ article on 12/24/18:

- Of the 800 Million packages delivered during 2018 holiday season – 24 million are returns
- About 1/3rd of all on-line sales are returned – about \$123 billion in on-line sales returns in 2018
- By 2020, e-commerce returns are expected to top \$550 Billion

RPDO (Retail Package Drop Off) packages are here to stay and only going to be increasing in volumes according to the experts.

Everything was firing on all cylinders – until centers starting seeing customers walking in their stores with a smart phone and showing them a QR code and asking them to scan them to produce a return label. It is not that your scanner cannot scan a QR code – it is due

continued on page 4

Having issues with those Amazon return QR codes? It's not as hard as it seems...we promise!

PEC sent out the information below in an email blast to all stores

Amazon has implemented a new option for returns that works great for those who live close to a corporate UPS Store®. For the rest of us, this option just causes extra headaches.

Using the QR code option will cost an extra \$1, and you need to present the QR code at a UPS Store® counter. The UPS Store® is usually located farther from your store and you are the more convenient option.

We recommend using the print label option.

If your customers do not have a printer, you can "forward return label to a friend to print." Have your stores email publicly displayed for these emails to be sent to. Your store can then charge a small convenience fee to print the label for the customer at your store. You can even provide packing at this point for even more incidental income

What if they have 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. Either print or email the store the label. Tape the label to your box or bring it in and we will tape it to the box for you.

We also created a new sign to place in your store!

Make sure your customers understand what to do when they have those Amazon (or any other) returns.



36" H x 24" W Indoor/Outdoor sign

Do you have a QR code for an Amazon return?



We accept your UPS packages here

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:

- Call 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.

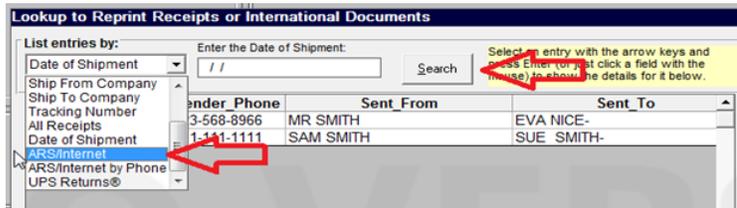
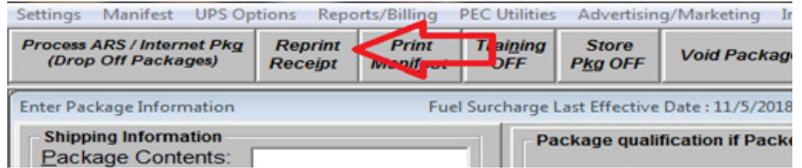



FDB Greenville, TN

Needing to re-print a drop off package receipt?

Simply go back into the software and use the Reprint Receipt Option

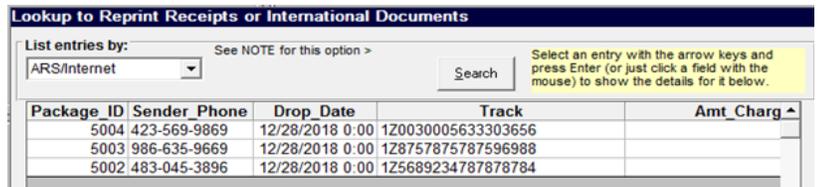
You are able to look up all packages entered; including Drop Off Packages under the Reprint Receipt option. When you initially view the reprint receipt option, by default, the retail packages that you created a label for are listed by date. You have many options to search through these packages in order to find what you are looking for. You also have the ability in this menu to search for your Drop off packages that you entered and reprint if needed.



You'll simply choose the ARS/Internet option in the list and click search to display all drop off packages you have entered by date. You'll also notice you have an option named ARS/Internet by phone. This option will allow you to search the phone number that was initially entered upon processing the dropped off package. This

is why it is important to ask the customer, if available, to provide their actual phone number for later inquiries.

See the listing at right, showing all drop off packages entered.



How to set-up an email address for your Store to provide to PEC, for email Communications

Package Express Centers does not send junk emails, nor share our data with anyone. It is important that we have your email address on file for emails that would benefit your store. First is our monthly Traffic & Profit newsletter. Other emails would include; important information regarding industry news, software update notifications, and reminders if we have not received your Monthly Shipping Report for that month and we are trying to avoid your store getting charged a late fee.

You'll then see "Create an Account" in the upper right hand corner. Click "Create an Account".



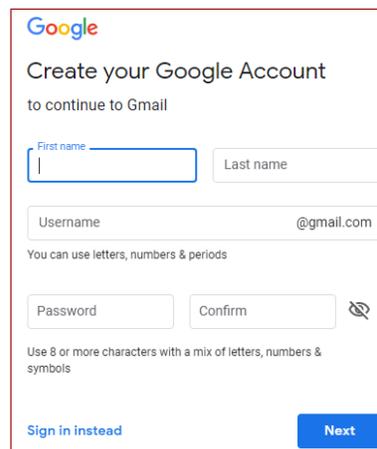
If you do not have an email that you feel comfortable providing to PEC as partners with you for your UPS shipping needs - then you need to make an email especially for this information to be received. Again the information we send is targeted and important.

Here are the steps to setup a simple Gmail account:

First open Google Chrome or simply navigate to Google via your preferred web browser. You'll see "Gmail" in the upper right hand corner. Click Gmail.



You'll then see the Google Create your account page.



It is easy to follow along providing the necessary info to get your account created. Once finished with these simple steps - voila you now have an email address you can provide to PEC for important UPS Shipping information and also it can take the place of your standard email when dealing with Amazon returns if you are allowing customers to send those

to you via email to process their drop off packages. If you need any help with this process – please call 1-800-274-4732 for assistance.

PEC stores have good things to say about their shipping service...

Aaron-Owner, at Rylees Ace Hdwe. in Grand Rapids, MI

"Very happy with service and everything is very easy to use. PEC's service has been great and we have seen more people coming into the store since adding it."

Eric-Owner, at Ace Hdwe. of Buckhannon in Buckhannon, WV

"Service is going good. Processing packages seems easy enough. Mostly seeing new faces and receiving positive feedback from community."

Yvonne-Owner, at Wagner Hdwe. in Hawthorne, NV

"Service is easy."

Carly-in Charge of PEC/UPS Shipping Center, at Custom Promotional Products in Harrodsburg, KY

"Service is doing good. Lots of new faces, but not sure how much core business has been gained from the traffic."

Dale-Owner, at Trustworthy Hdwe. in Lesueur, MN

"Service is doing well and increasing all the time. Lots of new faces are entering the store and some core business has been gained."

Alura-Store Contact, at Newton's, Inc. in Cherryvale, KS

"Going good so far. Seeing a fair amount of new faces and some core business has been gained from the traffic."

Tou-Owner, at Loyalty Pharmacy in Delhi, CA

"Good so far. Have seen some new faces."

John-Asst. Mgr., at Northern Lakes Co-op in Hayward, WI

"Service is doing good and we've been processing quite a few packages with little to no problems. Seeing new faces in the store."

Joseph-Store Contact, at Self Storage Solutions, LLC in Joshua, TX

"Extremely excited about the program and have had lots of

interest in the area since putting up the signs."

Karen-Owner, at Shenandoah General Store in Shenandoah, VA

"Just getting started but already encouraged by the feedback from the community."

Sandy-Store Contact, at Karen's Floral, LLC in Grandview, WA

"Service is working out well. Continuing to see new faces with core purchases. Looking forward to continued growth and future impact on the business."

Chet-Owner, at Proline Printing in Viroqua, WI

"Service is doing ok. Seeing new faces in the shop, just not sure if any new core business has been gained."

Kimberly-in Charge of PEC/UPS Shipping Center, at Mega Peddler's Mart in Monticello, KY

"Service is doing ok. Continuing to see new faces and some new core business has been picked up from the traffic."

Clint-in Charge of PEC/UPS Shipping Center, at Ace Hdwe. of Salem in Salem, IN

"Service is continuing to grow. Seeing new faces daily."

Jordan-in Charge of PEC/UPS Shipping Center, at Jacobson's Hdwe. in Eau Claire, WI

"Process seems smooth and fluid."

Kevin-in Charge of PEC/UPS Shipping Center, at Estill Gun & Pawn in Irvine, KY

"Service is running smoothly. The software is about as easy to use as anything he's ever used. Seeing lots of new faces and some are making core purchases."

Chad-Owner, at Centermart, LLC in Centerville, MN

"Service is going good so far. Starting to "get the hang of it and really like seeing new faces. Very pleased with our first full month."

Tony-Owner, Obitco in Berkeley Springs, WV

"Service is going and growing. Very pleased with the impact this is having on their core business. Lots of new faces and some have made purchases or had service done on their computers."

Greg-Owner, Owens True Value in Imperial, NE

"Service is going good. I like the software."

Doug-Owner, Oil City Agway in Oil City, PA

"Like the service. Feel that the community is learning about us shipping packages."

Kent-Owner, at Weber City Drug in Weber City, VA

"Received from having UPS service and looking forward to future growth."

Rob-Owner, at Scheff's Office Supplies in Mattoon, IL

"Service is going good. Seeing new faces and many have made purchases."

Helen-in Charge of PEC/UPS Shipping Center, at Sabetha Hardware in Sabetha, KS

"Service is running pretty smoothly. Seeing new faces, some of which browse."

Debbie-in Charge of PEC/UPS Shipping Center, at Emmanuel Gift Shop in Pulaski, VA

"Service is doing good. Software is easy to use. If I can do it anybody can do it. Seeing new faces, some of which have created core business. Very pleased."

Michael-Owner, at Telestar Multiservice, LLC in Brentwood, NY

"Service is good and we like the traffic."

Christina-Store Contact, at Buckingham Market in Constantia, NY

"Very happy with the service. Have seen new faces coming in for drop-offs and some have been shipping."

Drop Off Packages

continued from page 1

to the fact you are not a franchised “The UPS STORE”. These locations are the only locations that can accept QR codes (primarily Amazon returns). UPS Corporate owns these locations and right or wrong are trying to drive traffic into these particular locations.

Now to try to make you feel better that you cannot process QR Codes: not only PEC locations cannot process them – but no one else can either! Authorized Shipping Outlets (their primary business is shipping) cannot process QR Codes. Also, franchised locations such as PostalAnnex , PostNet , Pak Mail, Safe Ship, AIM Mail Centers, Postal Connections , and Parcel Plus locations – NONE of these locations can process QR Codes either. Not even UPS’s own hubs/service centers can process a QR Code, crazy I know.

Bottom Line: you cannot change the arrival of QR codes. But, as PEC has tried to shed light on – there are options available to both you and your customers. You can get your customers to cancel the QR Code and request a label instead, you print label out for customer, etc.... Continued training of your customers (especially when

the closest The UPS Store is 30-60 miles away) will be the best win-win solution for your customers and your store.

Holiday Delivery Statistics Are Finally In.....

And the winner is UPS. Between November 18th through December 29th – UPS delivered 98.5 % of all packages on time!

Source: 1/7/19 Wall Street Journal

Offers cannot be combined and are available while supplies last or until 2/28/19.

February Specials

**Buy 1, Get 2nd
toner 30% 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.
TONR1100	HP 1100	\$34.95 ea.	\$30.95 ea.
TONR1012	HP 1012 & 1020	\$49.95 ea.	\$45.95 ea.
TONR5L6L	HP 5L & 6L	\$36.95 ea.	\$32.95 ea.
TONR1000	HP 1000 & 1200	\$38.95 ea.	\$34.95 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.	\$55.95 ea.

FOB Greenville, TN

Windows 10 Professional

Dell Optiplex 580 Desktop

- 3.2GHz Processor
- 8GB Memory
- 320GB HDD



Limit 2

\$249⁰⁰

FOB Greenville, TN



P.O. Box 1178 Phone: (800) 274-4732
Greenville, TN 37744 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.