



REFERENCE

FAQ

Frequently Asked Questions

*about In-Store Retail
“Package Processing & Shipping”*

Package Express Centers
P.O. Box 1178 • Greeneville, TN 37744
Phone: 800.274.4732 • Fax: 800.570.0683
www.packageexpresscenters.com

Initial Billing

I'm new at this - would you explain these initial charges?

You will begin receiving a UPS bill after you have received your equipment even though you may not have yet begun shipping for the public.

IMPORTANT

Setting up EFT with UPS

UPS requires as payment an automatic bank draft from your checking or savings account (Electronic Funds Transfer or EFT) and no longer accepts a standing credit card. Your Regional Account Manager has begun this process by sending EFT Authorization Form to you. When you return this form with a copy of your canceled check, we send this information to UPS.

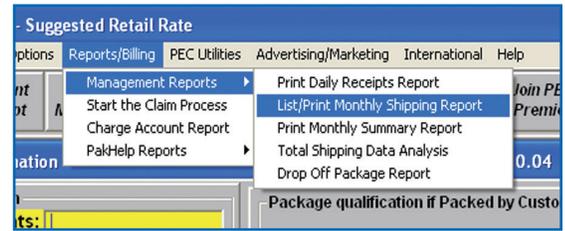
Setting up this process can take several weeks - something over which PEC has no control. Watch your first few invoices from UPS for the words **“PAY THIS AMOUNT.”** This means that UPS has not completed setting up EFT from your bank and you need to remit payment to them. Once your account has been set up for EFT, Your UPS Invoice will note that **“YOUR BANK ACCOUNT HAS BEEN DRAFTED...”**

If your account is suspended due to non-payment, UPS will remove you from the locator on UPS.com. Persistent non-payment will result in not being re-listed.

Billing and Reports

Shipping Reports, Management Reports, Summary Reports... How are they different?

Your bookkeeper will want to look at a report that lets him/her reconcile billing while the manager who oversees the shipping will want to look at a report that shows results. The information below will help you understand the reports available in your software.



Can I print reports from my software to help me manage this part of my business?

Management Reports in your Total Shipping software can help you keep track of packages, customers, billing, and profits. To access these, open your software as though you were going to process a package. Choose “**Reports/Billing**” from the menu bar at the top of the screen and then choose “**Management Reports**” from the drop-down menu. You will see:

- Daily Receipts Report**
- Monthly Shipping Report (MSR)**
- Monthly Summary Report (calendar month)**
- Data Analysis**
- Drop-Off Report**

Daily Receipts Report shows daily shipping activity.

The Monthly “Package Processing & Shipping” Invoice shows the amount you are to pay PEC for the prior month. It prints automatically during the first week of the month, followed by a 2 page report detailing in-

formation on all packages shipped during the month and also shows year-to-date data. You can access these reports by choosing *Monthly Shipping Report* from the Management Reports menu.

The Monthly Summary Report was designed for your accountant or bookkeeper because it summarizes your shipping by *calendar month*.

The Data Analysis report details individual package information by month, quarter, year, or specific date range so that you can see exactly what the customer was charged, how much coverage was placed on the package, and what was the freight charge.

Drop-Off Package Report When you enter drop-off packages in your software, this report gives you how many you are receiving each day.

How can I be sure my shipping data uploaded correctly?

Always check your Monthly Shipping Report to verify that your information has uploaded successfully: if it has not, a notice to fax your information to us will be printed on the form.

Even though your software is set to automatically upload your shipping totals during the first few days of each month, there are several reasons why this may not happen.

- Software was not exited/closed at end of day
- Software was not turned on for several days or manifest was not printed.
- A new firewall has been installed.
- The shipping computer shares an Internet connection with a fax machine.
- Store associate canceled the upload to save time.

Call us if you have problems with the automatic upload.

More Important Notes on Billing

UPS Fuel Surcharge: Toward the end of each month, UPS sets a new fuel surcharge for ground and air packages shipped the following month. **This charge is automatically updated in your software when you upload your shipping data to us.** If the upload is not successful, you will need to manually change this.

EFT and Standing Credit Card: UPS requires every Commercial Counter to be set up on one of the above methods of payment. Since this is something we handle for UPS, we set up your payment to us at the same time.

Your payment to Package Express Centers is due on or before the 10th of each month.

Training

We've had our phone training - what's next?

Training presentations are a great way to train new employees or refresh those who have already been trained. All of the training presentations may be accessed from the opening screen of your Total Shipping software or from the Training tab on the left of our web site. An Internet connection is required in both instances.



Getting Started

The “Getting Started” video training is an introduction to your Total System that will help you get set up and introduce you to some of our valuable marketing materials.

The “Total Shipping” presentation in your software is a step-by-step presentation on shipping a package. Hopefully, you will have watched this as soon as you received and set up your equipment. This is also a good presentation to use when training new store employees.

International Training

Do not offer International Shipping unless you have watched this training presentation. The time involved in processing an International package is often hard to justify for many retailers.

If, after watching the training presentation, you still wish to offer this service, we strongly suggest you estimate the cost for your customer before processing any International packages. Many times, customers will change their mind after learning how much it costs to send an International package.

Remember to call the UPS number below prior to processing the package to make sure the item is indeed shippable to that country and what, if any, fees or taxes may be due upon arrival.

**UPS International:
800.782.7892**

Learn to Pack Training

The “Learn to Pack” (called simply “Packing” in your software) training presentation is actually divided into three sections: unbreakables, breakables, and electronics. Unless you have the time and space for properly packing breakables or electronics, you may wish to offer packing for only unbreakables.

Each of these training sessions leads you, step-by-step, through packing a sample item from the category.

Marketing Help Presentation

The “Marketing” presentation will make you aware of the many advertising and marketing tools that are available from PEC at little or no cost. This marketing help is just as useful for your retail store as it is for your “Package Processing & Shipping” service.

Accepting & Processing Packages

If the customer packed their own box, can I really ask to inspect it?

If the package they bring to your store is suspicious, not shippable, or is likely to be damaged, you have a responsibility to inspect the package. Always ask before the customer leaves the store and, whenever possible, inspect the package in their presence.

My customer refuses to let me inspect their package and I have a bad feeling about it...

You not only have the right, but you also have the responsibility to inspect and know that what is in your customer's package is not illegal or hazardous. Since you are shipping for the public under a UPS Commercial Counter agreement, the "ship from" address is that of your store.

If the package contains contraband such as illegal drugs or weapons, the origin of the package will be your store.

Politely tell your customer that you are required to know what is in the package to make certain it is packed properly so that it won't be damaged in shipment. Remind them that this is for their own protection.

If they still refuse to tell you what is in the package, tell them they will need to take it elsewhere to ship. *You have the right to refuse any package for any reason and are NOT REQUIRED to ship every package that is brought into your store.*

The package my customer just brought in rattles - what do I do?

Many items such as Legos, wood blocks, toys, etc., make noise when the box is moved. If the package rattles, ask the customer if it is supposed to make noise or if something might be broken inside.

If the customer says this is normal for the item, write on the top of the box "Rattle OK," so that UPS will not ship the box back to you thinking something is broken.

If the item is NOT supposed to rattle, tell the customer that you need to open the package to make sure nothing is already damaged.

Is there a quick list of things I CANNOT ship?

Most Common:

- GUNS
- AMMUNITION
- ARTICLES OF UNUSUAL VALUE
- COINS, MONEY, UNSET DIAMONDS/GEMS
- HAZARDOUS WASTE
- HUMAN REMAINS
- Packages OVER 150 POUNDS in weight
- Packages OVER 108" in LENGTH
- Packages OVER 165" in LENGTH & GIRTH
[Length +(2xH)+(2xW)]
- ITEMS VALUED OVER \$25,000
- *Plus any other items prohibited by the UPS Rate and Service Guide.*

You *can ship perishables* such as cakes and cookies, *claims cannot be placed on these* if damaged.

Alcohol should not be shipped – but you cannot catch every bottle - especially at Christmas. *You cannot place a claim on alcoholic beverages.*

Accepting & Processing Packages

We sometimes get unusual requests and odd situations. How do I handle these?

While most of the packages you process for your customers will be unbreakable items weighing less than 10 pounds, you may run into an unusual request now and again. Below are a few examples. If you need help, always feel free to call - that's what we're here for!

Can I add messages for the driver about the package?

Notes keyed into the “Additional Comments or Special Instructions” section are uploaded and viewed by the UPS driver who delivers the package. For example, if there is a dog that barks but doesn't bite, you might want to let him/her know that it's safe to leave the package. Or perhaps the customer wants the package left on the side porch - just tell them! As you finish processing the package, click “Yes” when the software asks if you want to enter any additional comments of special instructions.

The address of the business we shipped to is considered residential - why?

If you are shipping to home based businesses, it is still considered to be a residential address. If in doubt, process as a residential address. Also, remember that, if you are shipping to someone who is never home as they are working, it is up to UPS whether they want to “leave it” at their door. If in doubt, ship to their work address.

Address Validation checks a customer's address and provides suggested alternatives if an error is discovered. This can help you reduce operating costs, decrease the number of delivery delays due to an incorrect address entry and improve customer service.

Can I ship to soldiers overseas?

UPS does not deliver to Army Post Office (APO) and Fleet Post Office (FPO) addresses.

My customer loves to recycle boxes - is this OK, or should the box be new?

By all means, recycling is great! Just be aware that some boxes, though sturdy, should not be used for breakable or heavy items and that extra care should be taken to make sure all old labels are removed or covered.

For example, you cannot use a liquor box and expect UPS to know that there is no liquor in the box; if you ship it, it will come right back to you. You also cannot use a box with DOT “Haz Mat” labeling on it for the same reason.

Old address labels can cause an incorrect delivery or return of the package.

The best way to avoid problems with used boxes is to remove or mark out all labeling with a marker, and use tape over anything that may show through. Be careful to make sure that the UPS shipping label is clearly visible and not covered.

Why do you make me call for approval on high value packages?

One of the best things about being part of PEC's National Network is the Package Protection Program. *This program covers any claims that are denied by the carrier up to \$25,000.* Without this coverage, your store would be liable to the customer for denied claims.

Since we cover these denied claims for you, we need to ensure that the packages are properly packed.

If you call for approval on a high value package that is not properly packed we will deny the authorization until the package has been repacked correctly. **If the package is not repacked and the value is dropped below the limit to avoid authorization we will not pay for any claims on damages to that package.**

Avoiding Claims

How do packages become damaged in shipping when they appear to be packed well?

Insufficient or improper packing is the most common cause of claims. Especially susceptible are electronics, glassware, ceramics, musical instruments, framed artwork, and heavy items. *Items of this nature must be packaged properly as described below.*



Is the corrugation sturdy and undamaged?

Is the item breakable?

Would you feel safe dropping the package?

Don't Forget...



The most common damage, compression, is caused when a heavy package presses against or is placed atop another package.

Avoid claims of this type by making sure the corrugation is in good condition. Yes, it's fine to re-use boxes as long as they are not damaged. Never use a shirt box or other thin walled cardboard for shipping.

Sufficient packing material (a minimum of 2 inches on all sides) will also protect items from compression. If the item is breakable, double boxing is needed so that the compression of the packing material will be dispersed against the second, inside box - not the fragile item itself.

It's not just the outside of a box that counts. Vibration and shock can cause multiple items in the same box to strike each other and can damage electronics and other breakable items.

Wrapping each item in bubble wrap before placing in the shipping box and then filling the box with packing material will help avoid damage from vibration.

Electronics require the extra protection of double boxing with bubble wrap and peanuts or custom molded foam packing.

DO NOT ship any televisions regardless of how they are packaged.

Packages fall from drops on conveyor belts. They may be tossed when loaded or unloaded.

Proper packing is especially critical for electronics. Molded packing material such as spray foam is the best way to safeguard against shock. If not available, double boxing is the next best thing.

Don't forget to fill the void! Hollow, breakable items such as vases, cookie jars, etc. need packing material placed INSIDE as well as around the outside of the item to avoid damage by compression. Make sure the packing material is firmly packed.

Note: Separate multiple pieces by wrapping each in bubble wrap or placing in separate inner boxes.

Unfortunately, claims still happen.

If your customer reports a claim, your first step is to file a claim with UPS. UPS Declared Value Coverage covers the first \$100 of the claim. DO NOT discard any packaging or packing material. DO NOT dispose of the damaged item. Once you receive a letter from UPS stating either acceptance or denial of the claim, report your claim to us - even if UPS denies the claim. Denied claims are covered by your Package Protection Program from PEC.

Accepting & Processing Packages

Should we offer packing for the public?

Packing for the public is a great way to quickly add more profit to your shipping center even if you choose to limit the types of packages you pack. Many retailers offer packing for only unbreakable items, others do not pack electronics or high value items. Before you decide, view all three levels of the packing training presentation in your software.

What is the best way to pack multiple items in the same box?

When shipping multiple items within a single box, each item should be individually wrapped with bubble wrap before placing into the box.

Exceptions to this are items that cannot be damaged from compression such as clothing. If using foam peanuts as the packing material, make sure the box is tightly filled so that the items do not shift in the foam and touch each other.

Old sheets or blankets do not make good packing materials because they do not absorb compression. Newspapers need to be crumpled for the same reason - when placed in the box flat or between items, they easily transfer compression instead of cushioning.

Is it okay to ship items that are not packed in a corrugated box?

Especially during peak shipping season, customers will ship more trunks, suitcases, storage box containers, and other items that will not be in a corrugated box. Though not advisable, these items may be shipped.

On the screen in your Total Shipping software when it asks if the item is packed in a corrugated cardboard box, make sure to choose no so that the Additional Handling Charge will be applied. This option also applies to tires and pails.

UPS **does** charge extra if not boxed and you could be left with the additional charge if you don't pass it along to your customer.

Remember: the exterior container WILL get damaged and this type of damage is not covered in a claim.

How do I know what to charge for packing?

If you want to offer only simple packing, set up a display (stack or wall mount) of boxes you will sell. Download box price labels from our web site; you can choose our recommended prices for both packed and empty boxes or set your own.

If you intend to offer to pack more complex jobs such as musical instruments and electronics, estimate the cost for the customer before you begin. Set prices for the items you use such as bubble-wrap, peanuts, etc. Add a labor charge (by the quarter hour makes it easier to add to smaller jobs.)

Remember to watch all three of our packing training videos on our web site before you decide what level of packing you want to offer. and make sure your employees review these videos often.

Where can I get supplies for packing?

We carry a large line of packing materials at great prices. You can print an order form from your software or from our web site at packageexpresscenters.com. You'll also want to watch the monthly newsletter you receive for special offers (see page 11 for more information on these).

Even if you decide not to pack for the public, you will want to keep some packing tape, a box knife, a few permanent markers, and sheets of newsprint around to help make sure your customer's package is properly packed.

Signs

Why are there so many different sizes of signs?

Sign placement is critical - this is why we have included different sizes for different locations. Below are some basic guidelines for effective sign placement. You may also find additional details on the label included on each sign.

Need more signs? Call 800.274.4732 or order online at www.packageexpresscenters.com.



2 Foot Vertical Indoor/Outdoor



The 2 feet wide sign you receive in your starter kit is one of the most versatile signs we stock. It may be hung from the ceiling, placed in a window, or otherwise used inside or outside of your store. All permanent signs are printed on durable corrugated plastic and are grommeted and ready to hang.

Cabinet Decal



The 3 feet wide cabinet decal is designed to be placed at the top front of the cabinet you are using to “Process & Ship” packages so that your customers know that this is the place to bring their packages.

4 Foot Horizontal Indoor/Outdoor



This 4 feet wide horizontal sign may be used inside or outside. This bold sign is visible from a great distance and looks great on outside walls or hanging from the ceiling if you have room.

Window & Door Decals



The 8x6 inch window decal and 12 inch square door decal are designed to be placed directly on the inside of the glass. They are printed on both sides so they are visible from both the inside and outside.

Monitor Sign



The purpose of this sign is to add a finished look to your shipping counter when placed in front of your monitor.

Important Note

As a Commercial Counter, you are not authorized to use the UPS Logo in any advertising or marketing materials.

The signs shown here have been approved by UPS for use by our National Network. In order to protect the UPS brand, PEC places certain requirements on the retailers who use these signs such as offering light packing.

Our National Sign program is still available.

Banner



The banner is grommeted at the top and bottom for easy and secure hanging. The material on which it is printed is tear proof and should last for several years unless exposed to high winds. We see many retailers displaying their banners on chain link fences, on store fronts, and even inside above the door or shipping counter.

Information, Supplies & More

Watch for specials in your monthly Traffic & Profit newsletter!

We work to create a personal relationship with every account we serve. Once you are set up and shipping, you will receive a call for the first six months to help you through your first shipping reports. After that, you will receive a call at least once every year just to see how you are doing and to see if you need anything. In addition to our toll free telephone lines, you'll also receive a monthly newsletter and periodic emails and faxes.

Newsletters & Communications



Every month you will receive a newsletter filled with pertinent information on how to improve your "Package Processing & Shipping" service as well as photos and stories of retailers just like you who have proven that this service works well in Small Town America.

You may also receive periodical emails and faxes regarding information we feel is important to your shipping service.

Watch for specials each month on marketing materials, supplies and equipment.

Can I order packing supplies and retail products from you?



A retail order price sheet is available in your Total Shipping software and also on our website at www.packageexpresscenters.com.

Our prices are set to allow a nice margin for resale. Shipping is free on orders of \$75 or more (excluding equipment).

A display of tape, bubble envelopes, and other packing supplies near your shipping counter can add profit from impulse purchases.

Where can I get replacement toners for my printer?



In order to maintain the MainTech service agreement on your laser printer (see information at right), you **must** purchase toners from us. We have found that poor quality replacement toners is the leading cause of printer problems.

Our replacement toners are priced to meet or beat pricing through Quill, Staples, Office Depot and others.

Always keep an extra toner on hand.

What if I have a problem with the equipment you sent?

The equipment you receive from us is covered by a program called **MainTech** which provides free replacement of equipment that is defective due to normal wear and tear. (More information on this agreement is found in your software.)

If you should have a problem with your equipment, call us. We will try to resolve any issues you may have over the phone. If we are unable to do so, we will ask you to pack it well and ship it to us (the replacement is free but you pay shipping).

We will ship a replacement unit to you and bill you **ONLY** for shipping. Defective equipment must be received by PEC within 7 days.

How do I contact Package Express Centers?

Call us whenever you have a question, want to place an order, or just make a comment - we love to hear from you!

Phone: 800.274.4732

Fax: 800.570.0683

Web Site: info@packageexpresscenters.com

Support

When you need help, we're here for you.

24 Hour Technical Support

Because we understand that not everyone keeps the same hours, we provide technical service and support 24/7.

Regular office hours are Monday through Friday from 9 AM until 6 PM Eastern Time. Calls placed outside of these hours are directed to an answering service which then pages a member of our technical support staff. You will receive a return call as soon as possible but no longer than 4 hours from your call time.

We're here to help...
Call toll free: 800.274.4732

(Monday - Friday 9:00 AM - 6:00 PM Eastern Time)

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