



Stephanie Hopson
President, CEO

Spring is Here



Spring means a lot of things to different people such as: spring cleaning, getting your garden ready, putting up your winter clothes, taking down Christmas decorations (just kidding 😊), or starting fresh on a project or job you have been wanting to start.

Here are some great Spring Projects for your PEC's Package Shipping & Processing Center:

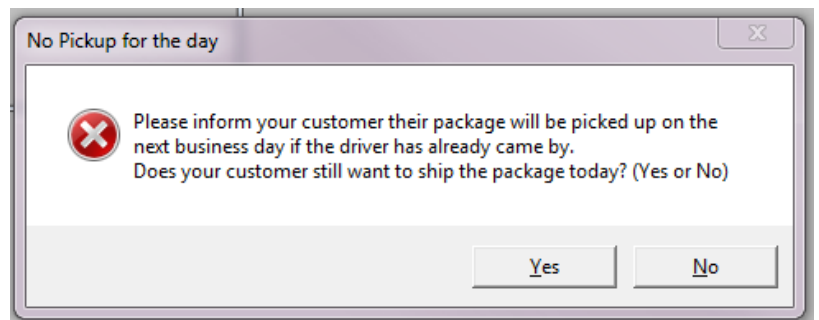
- How do your signs, banners and, decals look? Or..... do you even have any displayed?
- How nice does your PEC Center look? Is it noticeable, have enough area for you and your customer?
- How is your inventory of: markers, customer receipts, recycled packaging material, tape, toner, etc....?
- Have you updated your Facebook page to reflect your offer UPS Services?
- Have you incorporated the fact you offer UPS Services into your existing store advertising?
- When was the last time you were trained on our Total System Software or watched the

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Package Processed Today...To Be Picked Up Tomorrow

When entering packages, in general, there may be informational pop up boxes throughout the processing of the label. It is important that you actually read any information that pops up and make an informed choice.

One notification that is very important to your customer is the one that displays after your Smart pick up notify time has passed. If you are processing any package after your notify time for that day a box will pop up stating **“Please inform your customer their package will be picked up on the next business day if the drive has already came by. Does your customer still want to ship the package today? (Yes or No).”**



CUSTOMER RECEIPT	Sender:
Operator ID/Retailer: 123	JOHN DOE
PEC-ASAP Account #: TESTR	111-111-1111
TEST INC	
800-999-9999	
123 TEST ST	
GREENEVILLE TN 37745	
Weight: 5 LBS	Freight:
SZ: 1X1X1	Packing Ch
Pickup Next Business Day	Additional
Ship to: AVN	Features:
JANE DOE	Other Chgs
456 SUMMER ST	Coupon
JOHNSON CITY TN 37601	Total Due:

You

must then ask your customer before making a choice. If you proceed with your package you will see for you and your customers information that “Pickup Next Business Day” is displayed on the customer receipt (see below).

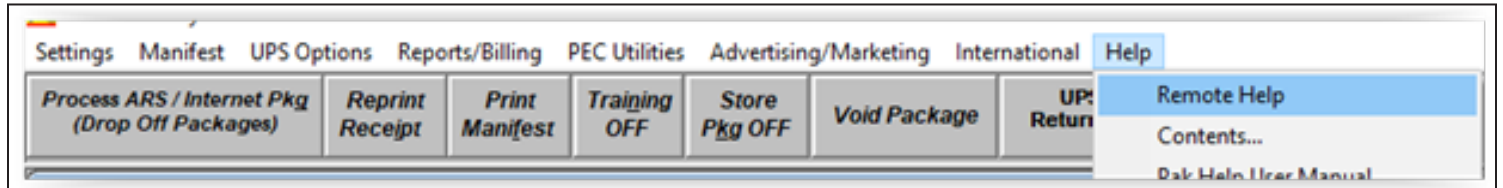
If it is a time sensitive package - the customer may have a problem with it not being picked up until the following business day. You have options. If the package in question is an Air shipment you may call UPS and ask for an on call pick up. As a Smart pick up customer you are allowed an additional pick up same day at no charge if you have an Air package. **IF it is not too late for an additional pick up in your area** UPS will agree and let you know they will send out another driver for pick up of this Air package.

Show My PC – Remote Desktop Connection

Have you ever encountered a software issue that was unable to be fixed via phone conversation? Maybe your printer stopped printing and you can't produce a label, or maybe you just need someone to walk you through how to complete a task. With the help of a remote desktop connection, our technical customer support specialists can connect to and control your computer, allowing us to quickly and easily assist you in solving these problems. Package Express Centers utilizes a remote desktop application called Show My PC. This powerful tool allows us to take control of the mouse and keyboard as if we were there. We can even transfer files to and from your computer without ever leaving the office.

In the event that one of our specialists needs to connect to your computer, you can easily access Show My PC one of two ways.

1. From within the software itself navigate to help and then remote help.

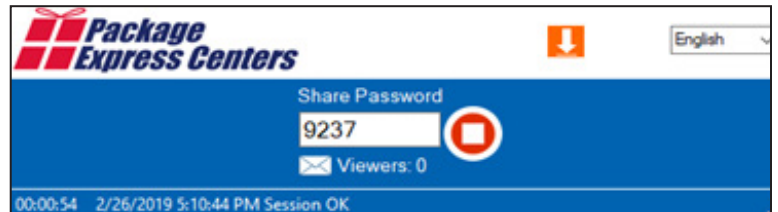


2. You can also double click this icon located on your main desktop screen.



This will open up the PEC Support window, and it will generate a 4-digit code. You can give this code to our customer support specialist to access your computer.

If at any time you are experiencing technical difficulties or simply need assistance, please call us at 1-800-274-4732.



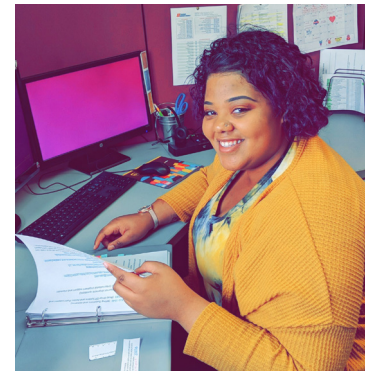
Spring *continued*

- training presentations?
- Have you changed the customer receipt coupon to something on sale in your store or chosen a new coupon to feature?
 - Have you recently cleaned up your computer's old files, run ccleaner, or deleted unused programs/data?
 - Upgraded to using a scanner instead of entering 18 digits on every drop off package?
 - Monitors are so cheap now, have you thought about buying one for running a personalized store PowerPoint presentation on it, which people can watch while you ship their package?

You can choose to do one or none of the above items for your PEC Center. I have always been told that if you want to succeed at anything – it is up to you to put the effort into it. Take a couple minutes or days to spring clean your PEC Center for the coming rest of the year.

Meet Majora

Hi, My name is Majora. I'm one of the newest Technical Support Team members here at Package Express Center Corporate. I have been with the company since October of 2018, and I absolutely love working for this company. I have learned so much in a few short months and continue



to learn more and more each and every day. Also within a few short months I have went from a part time employee to a full time employee. My work days consist of assisting customers with any and all technical issues, finishing up new account setups, and any and all tasks that may come my way. I have been a Greeneville native since birth and I am very lucky to have a local job like this. While I am working at Package Express I am in the process of finishing out my cosmetology licensing. I have been working on this and training since high school and I am very lucky to have found a job locally that will work with my school schedule, an amazing staff to work with along the way.

The Tech Corner by Tyler Hutchinson



Microsoft to End Windows 7 Support in January 2020

If you're one of the many still holding on to the nearly nine-year-old Windows 7 OS, it might be time for an upgrade. Microsoft is set to end extended support for Windows 7 on January 14, 2020, putting a halt to the free bug fixes and security patches for most who have the operating system installed.



Though official mainstream support for Windows 7 already ended in January 2015, extended support is now also scheduled to come to an end. This means that anyone still running the operating system on their PCs will need to pay up to Microsoft to get continued updates. For most consumers, that is obviously not an option, so an upgrade to Windows 10 would be the better way to stay updated against the latest viruses and other security issues. But – most of the time – computers are so cheap now that upgrading the operating system and hardware is usually the better and most used option people choose.

The end of support for Windows 7 could be good news for Windows 10 adoption rates in 2020, but it also raises concerns for those who could be running older hardware not supported by Windows 10. As for Windows 8, which never was popular with consumers due to its tablet-style interface, Microsoft is set to end free support for it on January 10, 2023.

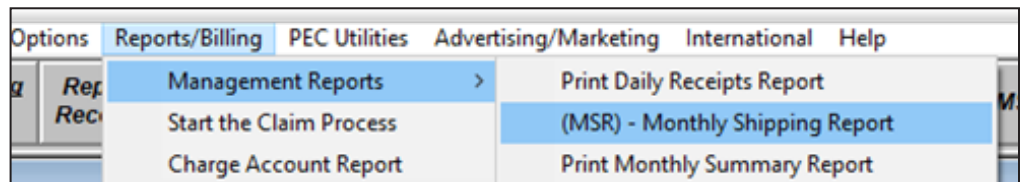
How PEC's Billing Works

99% of our accounts are on automatic billing using either a credit card or bank account information. So how do you know what and when PEC will charge you?

Within the first few days of the month, PEC's Total System shipping software will prompt you to print out your Monthly Shipping Report (MSR). This report shows how many packages you shipped the previous month, what PEC will charge to your credit card or bank account and should be given to your bookkeeper. The software will also transmit your totals to us at this time. If for any reason it fails to transmit, you will need to print it out and fax it to 800-570-0683. You can also try to re-transmit by clicking on the Send MSR button located on the toolbar.



It is the stores responsibility to make sure we get these totals, so if none of the above works, be sure to give us a call and we will be happy to take your totals over the phone. If at any time you need to reprint this report, you may do so by going to the Reports/Billing menu, selecting Management Reports and (MSR) – Monthly Shipping Report.



PEC will charge your credit card or draft from your bank account on the 10th of the month so your totals need to be in before this date. If for any reason, we are unable to do so a late fee of \$25 will apply. These reasons include shipping totals not received and posted, declined credit cards and returned debits or checks. As a courtesy, we do send out reminder emails before the 10th to let you know if we haven't received your monthly totals so you need to make sure that PEC has a current working email address on file.

If at any time you need to update the billing information that you have on file, you may email me at tmc Murray@packageexpresscenters.com, or give us a call at 800-274-4732.

April Specials

**Buy 1, Get 2nd
toner 50% 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

FREE 16GB Flash Drive
with your retail order
of \$75 or more



Actual item may vary from photo but will be 16GB.

FOB Greenville, TN

Recycling Sign

\$28⁹⁹

Show your customers you care about the environment. They'll appreciate the effort and visit your store more often.

FOB Greenville, TN

36"H x 24"W Indoor/
Outdoor sign



Windows 10 Special

Get prepared now...Microsoft will discontinue support of Windows 7 in early 2020.

**Dell Optiplex 580 Desktop
Windows 10 Professional**

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



FOB Greenville, TN

\$239⁹⁹

ASP Sign

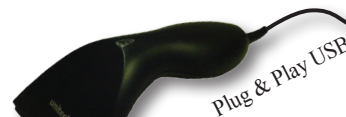
\$25⁹⁹

FOB Greenville, TN

36"H x 24"W Indoor/
Outdoor sign



Scanner



Plug & Play USB

\$39⁹⁵

Regularly \$69⁹⁵

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

FOB Greenville, TN

6' Spring Banner

Regular price \$60

\$29⁹⁹ each



ARS (Authorized Return Service) • RS (Return Service) • Internet Processed (UPS.com)

FOB Greenville, TN

Buy 6, Get 6 FREE

2" x 55 yds.
Clear Tape

\$2.99 per roll



FOB Greenville, TN



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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.