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President, CEO

Total System Shipping Software Version 19.0.008

You should have noticed that you have had an automatic software update recently. The most up to date software version is 19.0.008. If you do not see this version number at the top of your shipping software, please contact PEC at 800-274-4732 so that we may help you update from our website www.packageexpresscenters.com.

It is up to you to click on "Print Manifest" in your shipping software in order to upload your packages each day that you accept packages. UPS requires your retail and RPDO manifest run prior to UPS picking up. If you have any more packages prior to the driver

coming, you can run another manifest with no issues. Not running your Retail and RPDO manifest timely comes with consequences such as:

1. No service guarantees will be honored on late retail packages.
2. No RPDO packages uploaded late will be paid on your quarterly rebate check. Just to name a few issues of not running your manifest(s) on time.

Please be aware that a portion of this update was programmed with an automatic upload at night if you have forgotten to run your manifest(s). This function will ensure that if you do not close your software at the end of each day the software will automatically upload any pending manifests for you (keeping in mind the software cannot account for any errors or issues during an unattended process). The majority of centers do run their manifests daily and on time, so this automatic process is not needed for most centers - but it will check all centers for any forgotten uploaded packages.

This automatic end of day upload if you do not run your daily manifests will also solve the problem of UPS billing not previously billed packages, average billed packages and having weeks' worth of packages billed all at one time. *Please keep in mind: This will not solve the issue of trying to obtain any type of refund, credits or reimbursements on your retail packages manifest not run on time, but it will upload your RPDO packages prior to the end of the day so that they are not considered uploaded late.*

Coming Soon

Another great feature we are adding to protect your store - is a safety measure to try to prevent your store ever getting billed the new \$ 850.00 charge if you ship something too big for UPS's system. Our software currently states "Your package is too large to be shipped via UPS" and we have had stores go back and lower the dimensions in order to by-pass this screen and ship the package anyway. The store then gets billed the \$ 850.00 Over Max charge. We now have The Total System Shipping & Processing Software stopping and making the user/store call PEC - so that we may explain not to ship, not to lower dimensions and what will happen if they do. This feature is not in 19.0.8. If you haven't had the chance lately to check out your customized and personalized reports built into your Total System UPS Shipping Software; take a few minutes and check out your daily receipts report, the Monthly Management Report that will show both monthly and year to date totals, your Monthly Summary report or your Date Range Data Analysis Report.

Windows 7 OS Support Ends Soon

Are Your Computers still Running Windows 7? Windows 7 support will end on January 14, 2020, so you only have about 6 Months left to upgrade. Check out the back page of this newsletter for Windows 10 Pro Dell Computer at an unbelievable price. Better than the price, is the warranty offered by Package Express Center Inc. on your computer as long as you offer PEC's Package Processing & Shipping in your location. *System upgrades and viruses are not served under this Maintech program.

Why You Should Upgrade to Windows 10



1. Microsoft ending support

Microsoft has announced that it will end technical assistance and security updates for Windows 7 on Jan. 14, 2020. After that, if you're still running that outdated operating system, you'll open up your company to hacks, malware, viruses and other potential future security flaws.

2. Ransomware prevention

Computers running older versions of Windows are more vulnerable to ransomware. Windows 10 has a feature to thwart ransomware from locking up a user's work and personal documents on their computer.

The Windows Defender Security Center tool in Windows 10 lets you whitelist, or approve, which apps can access and change files saved in the Desktop, Documents, Music, Pictures and Videos folders.

3. Stronger malware security tools

Windows 10 comes with Windows Defender Exploit Guard, which scans for, quarantines, and removes malware. In addition to ransomware protection, it includes other tools that can be used to stop zero-day attacks, to block and quarantine malicious programs on your computer or office network, and to isolate infected computers on your network.

Upgrading to Windows 10 gives you the option of subscribing to Windows Defender Advanced Threat Protection. It's a more sophisticated, cloud-based service for managing security threats across your business's Windows 10 computers.

4. Safer web browsing

Windows Defender Application Guard is available in Windows 10 Enterprise and Professional. It lets you use the Edge browser inside a virtual machine. If you or an employee unknowingly contracts malware by visiting a malicious website, it won't be able to damage the computer or the network, because it will be confined inside this virtual machine.

5. Keeping your frequent business contacts on the taskbar

The My People feature lets you pin your business contacts as shortcut icons on the Windows 10 taskbar. Click the icon of a person to email them or start a video call through Skype. You can pin up to 10 contacts on the taskbar.

6. More efficient updates for Windows 10

A technology feature in the Windows Update tool, the Unified Update Platform (UUP), significantly streamlines the update process. UUP identifies new changes to Windows 10 that your computer needs and downloads only those specific updates. Your computer won't have to download a larger package.

Microsoft says UUP can reduce the download size of Windows updates by up to 35 percent, sparing storage space on your computer and the time it takes to install updates.

Windows 10 is the most sophisticated, safest, and smartest choice for operating system in today's business environment.

Having Your Email Address On File With PEC Only Helps You

PEC only emails important information specific to your location and our monthly newsletter. It is vital that you read any emails and review the newsletter every month. PEC will not send you junk emails, PEC does not share our email list nor do we abuse your email addresses to inundate you with unnecessary emails. In order for your store to keep abreast of industry changes and functionality of your shipping software you must provide an active and regularly monitored email address to PEC.

Do you have questions regarding accepting Amazon returns?

We have created new signage and brochures regarding this. This information has been emailed separately and much more additional info on the matter has been provided in our monthly newsletters.

Have you ever been charged a late fee for not submitting your MSR by the 10th?

We send out reminders via email prior to the 10th of each month if we have not yet received your MSR in order to avoid late fees for your store.

Have you ever had a package that you shipped arrive late?

UPS provides service guarantees on all packages. You may get credits for packages delivered late. Information has been provided via our monthly newsletter about how to identify time sensitive packages ensure the package is picked up on time to meet requirements and the ability to get a credit if delivered late.

** PEC has also been informing and educating our National Network with months' worth of newsletter articles that if you do not run your manifest timely – you may not even get the service guarantee refund at all.*

Do you know that UPS updates Rates at least yearly (the prices you charge your customers that directly affect your profit per package)?

This is provided to you via automatic updates. However if you do not automatically (that could be due to firewalls, sonic walls, anti-virus blocking, etc... just to name a few reasons) our automatic updates cannot run, PEC sends several reminders and instructions for updating so that you may be informed about charging correct rates. PEC also provides automatic software updates throughout the year for continued compliance and improved functionality of your Total System Package Processing & Shipping Software.

All these above items, issues and information and others have all been covered via email to our national network.

If you do not currently receive a monthly email from PEC including our newsletter we do not have your email address on file. Please contact PEC ASAP to put your active and regularly monitored email address on file.

Signs, signs and more signs

Sign placement is critical, which is why we provide numerous sizes that can be used in different locations. You can order more signs in addition to the ones provided in your starter kit by either calling us at 800-274-4732, or e-mailing us at info@packageexpresscenters.com. Please note that all signs are shipped F.O.B. Greeneville, TN.



4 foot Horizontal
2 sided 48"W x 33"H | \$70.00 each
Item number - PS4ASP



3 foot Cabinet Decal
36"W x 9"H | \$12.00 each
Item number - CABPEC3



2 foot Vertical
2 sided 24"W x 36"H
\$35.00 each
Item number - PS2ASP



6 ft Banner
6'W x 17'H | \$60.00 each
Item number - BANNER6



Monitor Sign
23"W x 15"H | \$32.00 each
Item number - MONSIGN



Shipping Guidelines
26"W x 20"H | \$30.00 ea.
Item number: GUIDE



Window Decal
2-Sided - 10" x 10"
\$20.00 each
Item number: DECAL10



Door Decal
2-Sided - 8"W x 6"H
\$15.00 each
Item number: DECAL1

Specialty signs and banners



6 ft Banner
6'W x 17'H | \$60.00 each
Item number - CBANNER6



6 ft Banner
6'W x 17'H | \$60.00 each
Item number - GOBANNER



6 ft Banner
6'W x 17'H | \$60.00 each
Item number - SPBANNER



6 ft Banner
6'W x 17'H | \$60.00 each
Item number - NOBANNER



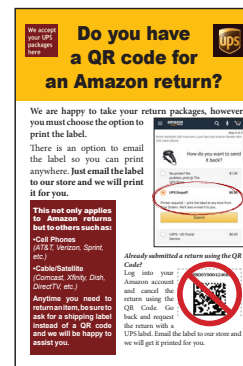
2 foot Vertical
2 sided | 24"W x 36"H
\$29.99 each
Item number - RSIGN

Placement of this banner in your shipping area will not only direct customers to the right place but will give them some tips on how to ship properly.

Shipping Tips Banner
25"W x 67"H
Banner Only
\$44.99 each
Item number: BNSSIGN
Banner with stand
\$99.00 each
Item number: BANSTAND



Sidewalk Sign
Includes metal frame and 2 vertical signs - 24"W x 36"H
\$99.95 each
Item number: SIDESIGN



2 foot Vertical
2 sided | 24"W x 36"H
\$29.99 each
Item number - QRSIGN



2 foot Vertical
2 sided | 24"W x 36"H
\$29.99 each
Item number - 2FTSIGN

August Specials

Stock Up For Peak Shipping Season



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 Special

Dell Optiplex 580 Desktop
Windows 10 Professional

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

Preloaded and ready to Ship

Maintech Coverage as long as you are part of our National Network of UPS Authorized Shipping Providers

Unbelievable Price

\$219⁹⁵ +tax



FOB Greenville, TN

Your choice

\$19⁹⁵ each

Indoor/Outdoor
2 sided | 24"W x 36"H

FOB Greenville, TN

ANY 2 foot sign

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 label so you can print here. Just email the label here and we will print it for you.

QR code not only applies to Amazon returns but to others such as:
• Cell Phones
• AT&T, Verizon, Sprint, etc.
• Cable/Satellite (Comcast, Xfinity, Dish, DirecTV, 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.

Authorized Service Provider

Ship your packages Here!

RECYCLING DROP-OFF

Bring us your used boxes and packing materials for recycling.

Ship your packages Here!

Free of Charge! **UPS DROP-OFF Packages**

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

Your choice **ANY 6 foot Banner**

\$26⁹⁵ each

FOB Greenville, TN

Ship your packages Here!

Free of Charge! **UPS DROP-OFF Packages**

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

Indoor/Outdoor
1 sided | 6"W x 17"H

UPS Shipping Service Grand Opening

Now Offering UPS Shipping Services

We accept your UPS packages here

Your Christmas Shipping Headquarters We Ship via UPS

Ship your packages Here!

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



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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. Greenville, TN and billed to your UPS Account.