

## YES or NO

### Do You Know The Answers To Your Package Express Center Shipping Service?

#### NO

- You can NOT charge a fee for accepting drop off's. You are being paid quarterly from PEC/UPS for accepting these free of charge at store level. Charging for RPDO packages will break your agreement/contract with UPS and PEC and you will lose your ability to offer any type of UPS services.
- You may not add any other carrier. Your store must ONLY ship via UPS.
- You cannot get behind on paying your UPS bill. UPS will suspend your service and will delist you from UPS.com. You will then have to request to be relisted on UPS.com as they do not automatically do so.
- You will not get paid for RPDO packages unless you have scanned them prior to the UPS driver taking them out of your store.

#### YES

- You should always have at least one sign outside and one sign inside displaying your UPS services.
- You have to report to PEC & UPS any claim as soon as possible. You only have 90 days to report claim from shipment date.
- You need to check ID when releasing AP package(s) to customers.
- You only have 15 days from scheduled delivery date to file a money back guarantee for late delivery of Next Day Air packages.
- You should be able to add needed packing and be able to tape boxes closed for customers.
- PEC's Total System Software will prompt you to call in for an authorization for high value packages. This is a valuable benefit that protects both your store and your customer.
- PEC suggests to add "UPS Shipping Services" to your store's Google ad listing, your social media presence, your store's website and your other store advertising - if you want to grow your shipping service in your community.
- By offering packing you can increase your profit margins quicker and easier.
- If you have any problems with UPS service, UPS billing, customer questions, PEC reports, or training, email [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com) for fast answers or call **800-274-4732** for live help!
- Stay trained and updated for shipping with your existing or current staff. Go to [packageexpresscenters.com](http://packageexpresscenters.com) for booklets, brochures, webinar and training presentations.
- Your store is listed on UPS.com as an Authorized Service Provider because you are part of our National Network of PEC Locations!
- You have seven days a week – LIVE 24-7 emergency PEC support.
- No UPS Peak Shipping Surcharges in December for this year as a PEC account!
- Your rates are highly competitive, as your store is charging UPS's suggested retail rate.
- PEC has a cooperative advertising program for PEC accounts promoting this service.

#### According to the UPS Tariff's & Service Guide

To obtain money back on a Next Day Air Service level only – you must follow these rules:

You notify UPS via UPS's Interactive Voice Response system or through UPS's online Billing Center at [ups.com](http://ups.com)/ billing of a service failure within fifteen (15) calendar days of the date of scheduled Delivery or the date by which UPS has amended or corrected the actual time of Delivery in tracking detail or proof of Delivery, whichever is later, and is advised of the Consignee's name and address, date of shipment, Shipment weight, and UPS tracking number.

# Reminder: UPS ID Check Requirements

## What are the identification requirements for picking up a package from a UPS Access Point location?

One of the following identification requirements must be met when you pick up your package at a UPS Access Point™ location:

- **Option 1:** Present a government-issued photo ID where the last name and full address (including the suite or apartment number, if applicable) on the ID match the last name and full address on the package.
- **Option 2:** Present a government-issued photo ID where the last name matches the last name on the package. If the address on the ID doesn't match the address on the package, please bring proof of residency that matches the address on the package--for example, a current utility bill.
- **Option 3:** Present a government-issued photo ID where the full address or name on the ID matches the full address or name on the package. If the last name or full address doesn't match, you will need to provide the package tracking number to the UPS Access Point representative.
- **Option 4:** Present a government-issued photo ID and your shipper-provided package release code (if required).\*

## What are the ID requirements for tendering a shipment to UPS?

Consumers who originate and tender a shipment to any retail shipping location are required to show a government-issued photo ID as a form of identification. The photo must match the person tendering the shipment.

This procedure includes all retail shipping locations worldwide, including authorized shipping outlets, alliance and MBE locations, plus The UPS Store® franchisees.

Customers who have already prepared a shipping label--for example, through their business or personal UPS account--are not currently required to present an ID.

Source: <https://www.ups.com/us/en/help-center/sri/access-point-id-requirements.page>

## Be Ready when UPS Driver Arrives

Your store has an assigned time that your UPS driver should arrive by (check your store listing on UPS.com for this time if you do not know it). You should be getting a pick-up around this time. Of course, a lot of drivers take vacations in the summer, if you have a new driver or your regular driver is out – this may not always occur every day, on time. But the point is, your store needs to be ready and done by the time you see your UPS driver.

**PEC suggests you prepare everything 30 minutes prior to when your UPS driver usually arrives.**

You need to prepare the following:

- Run & print your daily manifest
- Make sure you have scanned ALL your drop off packages for the day – especially if you are using the “Drop Off Here” box method.
- Don't start preparing the End of Day UPS process when you actually see your driver.

Drivers can, and have filed complaints against some stores that have asked to have packages and their report ready and some stores refuse to cooperate or care about having their UPS driver wait on them.

UPS is our partner and as partners we should strive to make each other's lives easier.





## When Was the Last Time You Updated Your Coupon?

Your total Shipping software has over 160 pre-designed coupons that can be changed weekly, monthly, or even daily. Almost all of these are barcoded for easy entry.

### Changing your coupon is easy:

1. Choose "Advertising/Marketing" then "Receipt Coupons" from the menu in your software.

1. Choose "Advertising/Marketing" then "Receipt Coupons" from the menu in your software.
2. Choose either "Customer Receipt Coupons" or "Drop Off Receipt Coupons."
3. Browse the pre-designed coupons by clicking on a retail group button.
4. Select by clicking on the coupon.
5. Choose the expiration date.
6. Apply the coupon.
7. Click on the "Create Your Own" button.
8. Click on "Add a New Coupon" and enter up to 5 lines of type.
9. Click the "Update This Coupon" button.
10. Check the box at the bottom and you're done!

Customer Receipt Coupon Maintenance and Selection

These are the coupons that print on the Customer Receipt portion of the shipping label. To update, select a record, change the lines, then press the Add button, enter the lines, then press the Update button. Check the box at the bottom to select the Coupon that will print on the receipt.

Click arrows to select an existing Coupon

10

9

8

7

6

5

4

3

2

1

Update This Coupon

Close

Offers are available while supplies last or until 8/31/23.

# August Specials

## Choose Your Banner

**NOW only**  
**\$29<sup>95</sup>** EACH

**Your Christmas Shipping Headquarters** We Ship via **UPS**



Ship and drop off packages here.

Authorized Service Provider



**Now Access Point Location**

Ship, pick up and drop off packages here

UPS Authorized Service Provider



Ship, pick up and drop off packages here.

Authorized Service Provider

All Banners are 72"W x 17"H and indoor/outdoor

## Choose Your Sign

**\$29<sup>95</sup>** 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.



Authorized Service Provider

**Do you have a QR code for an Amazon return?**

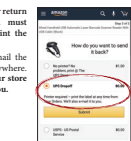
We are happy to take your return packages, however you must choose the option to print the label. There is an option to email the label so you can print anywhere. Just email the label to our store and we will print it for you.

This not only applies to Amazon returns but to others such as:

\*Cell Phones  
\*ATV's, Motors, Sprint, etc.)

\*Cable/Satellite (Comcast, DirectTV, Dish, etc.)

Anyone you need to return items to, please ask for a shipping label instead of a QR code and we will be happy to assist you.



**Authorized Service Provider**



Ship and package



Authorized Serv

Ship, pick up and drop off packages here.



Authorized Service Provider

Indoor/Outdoor QR Code Signs  
1 sided | 24"W x 36"H

Indoor/Outdoor ASP Sign  
2 sided | 36"W x 17"H

Indoor/Outdoor UPS Sign  
1 sided | 24"W x 36"H  
AP or Non- AP

## Dell Desktop Computer

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

**\$349<sup>95</sup>**



90 days warranty if not used for PEC Shipping.

Lifetime warranty if used for your PEC Shipping Center

## Toners

**Buy 1, Get 2<sup>nd</sup>**

**25% OFF**

Item Number	Fits Printer Model	Wholesale Price	3 Or More
TONRM102	HP M102	\$69.99 ea.	<b>\$65.99 ea.</b>
TONRM12W	HP M12W	\$39.99 ea.	<b>\$35.99 ea.</b>
TONRM15W	HP M15 & M29	\$34.99 ea.	<b>\$30.99 ea.</b>
TONR1012	HP 1012 & 1020	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR1505	HP 1505	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR1102	HP 1102	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR2020	Samsung M2020	\$59.95 ea.	<b>\$54.95 ea.</b>
TONR2502	Pantum 2520	\$74.95 ea.	<b>\$69.95 ea.</b>

F.O.B. Greeneville, TN



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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 \$9.95. **SHIPPING ON ALL EQUIPMENT & SIGNS:** All equipment, including computers, monitors, printers & scales, and all signs are shipped F.O.B. Greeneville, TN and billed to your UPS Account.