



Stephanie Hopson
President, CEO

PEC Holiday Season 2018

I received the below email from UPS on 7/2/18. Is it too early to worry about Peak Shipping Season and if I have this much time to plan prior to the Holiday Shipping Peak; what can I be doing to prepare?*



- Where is your PEC Shipping Center located in your store? Is it clean, well organized and easy to get to?
- Planning 4th quarter store specials and advertising? Add a tag line in your advertising: “Ship Where You Shop” or just “Ship Your Package Here”.
- Is your Address Validation Module turned on to automatically check every address?
- Have you advertised PEC Shipping Service on your store’s social media sites and registered it with Google?
- Pick one of 160 barcoded coupons built into the Total System Software or design your own. Print them on customer receipts at any given day/week/month you desire.
- Longer store hours during the Holidays? Let us know, so we can update your store listing on ups.com.
- Always have extra customer receipts, tape, toner and markers on hand. You will be glad you did.
- Need a re-training session? We have a Training Module built into the software as well as a Training Presentation you can view on our website. Or would you prefer one of our PEC Shipping Experts train you or your staff over the phone? It’s your choice.

*UPS has been hard at work to ensure a smooth 2018 holiday season and to provide the reliable service that you trust us to deliver year-round. We are committed to expanding our global smart logistics network, which will provide increased capacity, real-time technology and operational efficiencies.

Investments in new aircraft and facilities, advanced operational technology, detailed network planning and enhanced efficiencies will allow us to better process dramatic increases in holiday volume. You can rest assured that we are prepared and ready to deliver during the holiday season and throughout the year.

Please note the holiday resources below to help you plan ahead for your year-end shipping needs:

- Download our 2018 Year-End Holiday Schedule at https://www.ups.com/assets/resources/media/UPS_PeakSeason.pdf
- Visit [ups.com/holidays](https://www.ups.com/holidays) for more information on holiday shipping

Ensure Delivery During the Holiday Season and Christmas To help you get an early start on Cyber Week shipping, we are offering pickup and delivery service in all areas on Friday, November 23. From November 19 through

December 28, a limited number of UPS® Ground and UPS® Standard packages with transit times of three or more days, and with specific origins and destinations, will require an additional day in transit. Beginning August 31, use the Holiday Ground Impact Tool to identify changes by ZIP code pairs.

All UPS 2nd Day Air® and UPS 3 Day Select® packages picked up December 17 and 18, and all UPS 2nd Day Air packages picked up December 19, will require an additional day in transit. The most up-to-date transit time details will be available at [ups.com/ctc](https://www.ups.com/ctc) at the time of shipping.

Note the following last days to ship to ensure delivery before Christmas Day for the following service levels:

- UPS 2nd Day Air: Thursday, December 20 (delivery on Monday, December 24)
- UPS Next Day Air®: Friday, December 21 (delivery on Monday, December 24)

For more information on the most recent peak surcharges and when they apply, visit [ups.com/peaksurcharges](https://www.ups.com/peaksurcharges). Learn more about ways to manage your shipments through the **UPS Access Point™** network and by registering for **UPS My Choice®** service.

Additional Information – New Retail Rates

In previous newsletters and emails Package Express Center had shared with you that UPS granted PEC's National Network of UPS Shippers the ability to begin charging their brand new Retail Rates and in turn they started charging centers the retail rates. As earlier reported, PEC accounts are now receiving discounts off ground freight rates based on weight, which is shown each week on their UPS Invoice.

These new Retail Rates were designed to lower the cost of residential rates, make residential rates simplified by now including the delivery area surcharge, residential surcharge, and fuel surcharge. These new retail rates are also designed for the end UPS shipping customer to have more uniformity in pricing if they ship a package at a UPS Store, Staples, An Authorized Shipping Outlet, a PEC Center, or using ups.com.

We have over 1,000 accounts using the new Total System Software with the new Retail Rates and have almost another 1,000 that need to update. PEC's updates are automatic - if you exit your software and then go back in, there will be an update that will automatically start installing. Please do not click out of this and not install when it tries to start the software update. Please do this as soon as possible. If your system blocks automatic updates from Package Express Center, please go to www.packageexpresscenters.com to manually install the update.

All NEW Total System Software Design & Informational Software Update (Ver. 18.0.24)

What time of the Day Are Packages Delivered? Of course, ground packages are usually delivered on the estimated day, **by end of day**. End of day – is technically by midnight. But did you know, depending on the type of Next Day Air Service for example you had chosen and how rural your shipment address is: your ND Air package could be delivered by 8am, 10:30am, noon, 2:30pm, 5pm or even by end of day.

When shipping a time critical package it is nice to know exactly what the commitment time is for that town/zip code. Now you know with this latest Version of The Total System Software. As you can see on the left side of the finish package screen the method of shipment is shown and now directly to the right of it, the delivery commitment time now shows.

Please be aware that you only have 15 days Calendar days to request money back service guarantee from UPS.

The screenshot shows the 'Finish Package' screen in the Total System Software. At the top, there are menu options: Settings, Manifest, UPS Options, Reports/Billing, PEC Utilities, Advertising/Marketing, International, and Help. Below these are several buttons: Process ARS / Internet Pkg (Drop Off Packages), Reprint Receipt, Print Manifest, Trailling OFF, Store Pkg OFF, Void Package, UPS Returns®, and Send MSR. The main area is titled 'Add/Remove options and Complete your Shipment' with 'Fuel Surcharge Rates: 0.0475 / 0.0525'. It is divided into 'Shipping Methods' and 'Enhanced Features'. The 'Shipping Methods' section has a table with columns for 'Carrier Sub-Total' and 'Delivery Date By:'. The 'Enhanced Features' section has a list of options with checkboxes and prices. A red circle highlights the shipping methods table. A yellow box contains instructions: 'To Select one of the Enhanced Features, use the arrow keys to navigate through the option and press enter to add the additional amount to the Shipping Total'. At the bottom, there are 'Finish' and 'Cancel' buttons, and a summary of costs: Enhanced Sub-Total: \$.00, Carrier Sub-Total: \$ 11.58, Shipping Total: \$ 11.58.

Shipping Methods	Carrier Sub-Total	Delivery Date By:
Currently Selected:		
UPS® Ground (Residential)	11.58	Fri, Jul 6 11:59 P.M.
Alternate Methods Available:		
UPS® Ground (Commercial)	11.58	Fri, Jul 6 11:59 P.M.
UPS 3 Day Select®	23.60	Fri, Jul 6 11:59 P.M.
UPS 2nd Day Air® (48 States)	28.07	Mon, Jul 9 11:59 P.M.
UPS Next Day Air Saver® (Parcel)	49.23	Fri, Jul 6 3:00 P.M.
UPS Next Day Air® (48 States)	49.93	Fri, Jul 6 10:30 A.M.
UPS Next Day Air® Early(48 States)	84.50	Fri, Jul 6 8:30 A.M.

Enhanced Features	Price
<input type="checkbox"/> Addr. Corr. / P.O. Box	\$15.90
<input type="checkbox"/> C.O.D.	\$13.50
<input type="checkbox"/> Coupon	\$.00
<input type="checkbox"/> DCR	\$.00
<input type="checkbox"/> Large Package	\$.00
<input type="checkbox"/> Notify by Email/Fax	\$.00
<input type="checkbox"/> Service	\$.00
<input type="checkbox"/> Shipper Release	\$.00
<input type="checkbox"/> UPS Handling Charge	\$12.00

Enhanced Sub-Total: \$.00
Carrier Sub-Total: \$ 11.58
Shipping Total: \$ 11.58

The Tech Corner

by Tyler Hutchinson

Need to Know: The Total System Software

By the time you are reading this article your software should be updated to Version 18.0.24. You can check this by looking at the top of your software. The Total Shipping Software has an awesome auto update system built in. Your store should be shutting down your shipping computer every night and following that procedure should result in your shipping software always being automatically being updated. The shipping software has a feature that checks every time it is opened for updates which is very handy. Always make sure to start the computer and software in the morning before your first customer in case there are updates waiting. Just in case the auto update isn't playing nice with your internet provider - we also host the newest version of our software 24/7 on our website at packageexpresscenters.com/software. The software download is actually hosted on Amazon Web Services or AWS for short. AWS is the number one cloud computing service available in the world. About 50% of the worlds cloud computing is done through AWS. Knowing our software download is backed by the strength of AWS means you will always be able to download or reinstall the software at a moment's notice.

This update is jam packed with bug fixes and change requests to the software. The biggest change is your reports due to the UPS Retail Rate Update. All your reports now reflect your freight discounts you receive on your UPS weekly invoices to show you your profits as they happen real time. The software is continuously improving - so we want to make sure your store is taking advantage of all features available.

Does your store still receive address correction adjustments on your UPS weekly invoice? PEC developed an automatic address validation checking system years ago and I still receive calls from centers to this day that do not take advantage of this system! If you are still getting address correction adjustments please call us at 1-800-274-4732 and ask your customer service representative to please help you turn on the automatic address validation and they will be happy to help!

Package Express Centers has been in business for over 30 years and in those 30 years we have collected a lot of data, and valuable data at that. Package Express Centers has three different backup and restore systems in place in case of a hardware or data point failure. Data is valuable and as such should be treated as a valuable asset. Your software asks you to back up every bit of information it collects every time you run a manifest. It is an extremely short and easy process that will ensure you never lose any of your customer or shipment information. Please make sure you choose a place to save your backup that isn't on the same hard drive as the software itself! The Total System Software give you options of backing up to a disk, flash drive, etc. Backing up your data does not help if it is being backed up where the data is originally located. Any questions about this latest, newest, and helpful update please contact us at 1-800-274-4732 or info@packageexpresscenters.com.



The Total System End of Day Instructions

1. Run your manifest
2. Run your RPDO (Drop-off) manifest
3. Back-up data
4. Set next pick-up date
5. Exit Total System Software
6. **TURN OFF** computer, leaving monitor on (*auto updates, if any, will automatically run when you turn the computer back on and log into Total System Software*)

Any questions contact us at 800.274-4732 or help@packageexpresscenters.com

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Item Number	Fits Printer Model	Wholesale Price	3 Or More
TONRM102	HP M102	\$69.99 ea.	\$65.99 ea.
TONRM12W	HP M12W	\$45.99 ea.	\$42.99 ea.
TONR1100	HP 1100	\$47.99 ea.	\$43.99 ea.
TONR1012	HP 1012 & 1020	\$59.99 ea.	\$56.99 ea.
TONR5L6L	HP 5L & 6L	\$41.99 ea.	\$36.99 ea.
TONR1000	HP 1000 & 1200	\$55.99 ea.	\$49.99 ea.
TONR1505	HP 1505	\$69.99 ea.	\$66.99 ea.
TONR1006	HP 1006	\$64.99 ea.	\$61.99 ea.
TONR1102	HP 1102	\$64.99 ea.	\$61.99 ea.

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