

What Would Someone Say...

If a person or a secret shopper came to your store location to ship a UPS package, drop off a UPS package or pick-up a UPS Access Point package what would they have to say about your location?

- **Does your store have exterior and interior UPS signage displayed?**

Thank you to UPS Corporate that has shipped new UPS branded signage to many of our PEC accounts this year in time for Peak Shipping Season 2020. The stores that received these signage gifts from UPS Corporate did so by responding to our UPS Access Point inquiry and, if opted-in, completed the Access Point Setup process.

- **Even if your store chooses not to offer supplies and packing – could you still help a customer add packaging and tape up their box for them?**
- **Could a customer easily find your PEC shipping counter and knowledgeable personnel to assist them with the UPS service?**



The above are just some basics of being a PEC UPS Authorized Shipping Provider. UPS Corporate has listed your store location on UPS.com to bring customers to you and UPS expects a certain level of proficiency, expertise, skill and service from your location to help the UPS customer that they are driving into your location.

Package Express Center has developed over the years numerous ways to keep updated on UPS services and on-going training at store level.

- The Total System Shipping (UPS Ready Certified) Software has a built-in training module in it.
- You can call PEC to schedule a conference call training with your Team.
- UPS developed an AP training webinar on our website you can have your employees review as often as you wish.
- PEC has developed many training guides, reports and brochures on numerous subjects that can be emailed to you.
- Monthly newsletters are full of up to date news on industry changes and other need to know information for your staff.
- And of course, the most valuable resource PEC offers your store is the ability to call our 800 number and get a real person answering your call and helping you with your questions.

Contacting PEC

Call: 1-800-274-4732

Email us at: info@packageexpresscenters.com

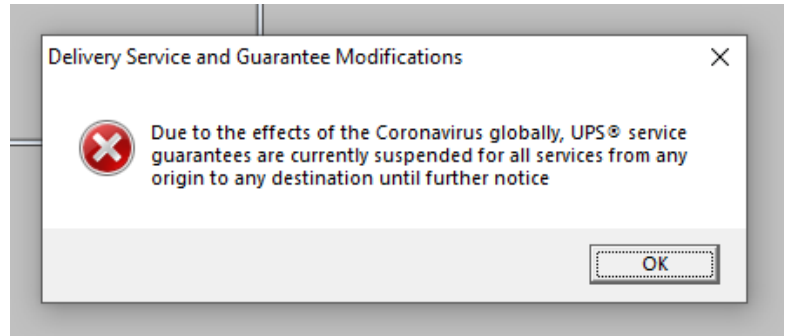
Fax us at: 1-800-570-0683

Remember we also offer emergency after hours support 24 hours a day – 7 days a week.

Delivery Service and Guarantee Modifications

According to UPS – “Effective March 26, 2020 and until further notice, we have suspended the UPS Service Guarantee (also referred to as the UPS Money Back Guarantee) for all shipments from any origin to any destination.” This, effectively, means that no refunds will be awarded for packages that are delivered “late” based on the Shipping Method you or your customer choose. It is important that your customer understands this before shipping as most Air packages are time-sensitive and you want to avoid a misunderstanding with your customers. UPS has not provided a date as to when this modification will be removed.

In our latest version of the Total System Software (20.0.6) the notification in the image at right has been added to appear when you are processing an air package that would normally have a guaranteed delivery date. This is being shown as a reminder for your clerk to communicate this information to the customer.



Reminder

The PEC Monthly Shipping Report is due to PEC by the 10th of each month. If for some reason your data does not transmit automatically due to firewall, SonicWall, anti-virus software, Internet issues, etc.... from your location; PEC will email you a reminder prior to the due date - that you have not sent this monthly package data report in. You can email it to info@packageexpresscenters.com or fax to **1-800-500-0683**. Make sure you have an email address on file with PEC – that someone monitors. PEC sends important information out each month about UPS, software updates, monthly newsletters, need to know information and other important items regarding your PEC Package Processing and Shipping Center.

UPS Holiday Schedule

Want it there for the holidays? Make sure you send it by these dates.



December 15 – UPS® Ground

December 21 – UPS 3 Day Select®

December 22 – UPS 2nd Day Air®

December 23 – UPS Next Day Air®

December 25 – UPS Closed on Christmas Day

UPS has suspended their on-time guarantee since March 2020 due to COVID until further notice. You cannot get your money back from UPS on any packages delivered late.



2020 Year-End Holiday Schedule

2020 Holiday Season Recommended Last Days to Ship For Dec. 24 Delivery

| U.S. DOMESTIC ¹ | | U.S. TO CANADA ¹ | | U.S. TO MEXICO ¹ | | U.S. TO OTHER DESTINATIONS | | | |
|----------------------------|-----------|--|-----------|---|-----------|--|--|--|--|
| SHIPPING VIA | SHIP DATE | SHIPPING VIA | SHIP DATE | SHIPPING VIA | SHIP DATE | For last days to ship from the U.S. to other international destinations, please visit Calculate Time and Cost at ups.com/ctc . | | | |
| UPS® Ground | Dec. 15 | UPS Standard <i>(From the 48 contiguous states only)</i> | Dec. 15 | UPS Standard <i>(From the 48 contiguous states only)</i> | Dec. 16 | | | | |
| UPS 3 Day Select® | Dec. 21 | UPS Worldwide Expedited® | Dec. 22 | UPS Worldwide Expedited® | Dec. 21 | | | | |
| UPS 2nd Day Air® | Dec. 22 | UPS Worldwide Express® services | Dec. 23 | UPS Worldwide Express® services | Dec. 22 | | | | |
| UPS Next Day Air® | Dec. 23 | UPS Worldwide Express Freight® <i>(To select destinations only)</i> | Dec. 23 | UPS Worldwide Express Freight® | Dec. 22 | | | | |

¹ Shipments to certain destinations may require an earlier ship date. Check ups.com/ctc for details.

THANKSGIVING

Wednesday, Nov. 25

Normal pickup and delivery service. All UPS Next Day Air® packages picked up today will be scheduled for delivery on Friday, Nov. 27. UPS 2nd Day Air® packages picked up today will be scheduled for delivery on Monday, Nov. 30 (except those processed and labeled for delivery on Saturday, Nov. 28).

Thursday, Nov. 26 Thanksgiving Day (UPS Holiday)

No UPS® pickup or delivery service. UPS Express Critical® is available. Call 1-800-714-8779 or visit upsexpresscritical.com.

Friday, Nov. 27

Normal pickup and delivery service.

Notes

*References to "UPS Air and international Air" packages include UPS Next Day® Early, UPS Next Day Air®, UPS Next Day Saver®, UPS 2nd Day Air A.M.®, UPS 2nd Day Air®, UPS Worldwide Express Plus®, UPS Worldwide Express®, UPS Worldwide Saver®, UPS Worldwide Expedited®, and UPS Worldwide Express Freight®.

Visit ups.com for the *UPS Tariff/Terms and Conditions*. The information contained in this schedule and all service guarantees are subject to change.

Packages exceeding UPS weight or size requirements are not accepted for transportation.

CHRISTMAS

Monday, Dec. 21

Normal pickup and delivery service. This is the last day to ship UPS 3 Day Select packages for delivery on Thursday, Dec. 24. ⁽²⁾

Tuesday, Dec. 22

Normal pickup and delivery service. This is the last day to ship UPS 2nd Day Air packages for delivery on Thursday, Dec. 24. ⁽²⁾

Wednesday, Dec. 23

Normal pickup and delivery service. This is the last day to ship UPS Next Day Air® packages for delivery on Thursday, Dec. 24 with a UPS On-Call Pickup® service or prearranged, scheduled pickup, or by visiting a The UPS Store® location or a UPS Authorized Service Location.

Thursday, Dec. 24, Christmas Eve

Normal delivery service. Pickup service available only for Air and international Air* packages if prearranged by Monday, Dec. 21. UPS On-Call Pickup service and UPS Drop Boxes are available for Air and international Air packages. UPS Next Day Air packages picked up today will be scheduled for delivery on Monday, Dec. 28 (except those processed and labeled for delivery on Saturday, Dec. 26).

Friday, Dec. 25, Christmas Day (UPS Holiday)

No UPS pickup or delivery service. UPS Express Critical service is available. Call 1-800-714-8779 or visit upsexpresscritical.com.

Saturday Dec. 26

Normal pickup and delivery service for Air and international Air* services only.

NEW YEAR'S

Monday Dec. 28

Normal pickup and delivery service.

Tuesday Dec. 29

Normal pickup and delivery service.

Wednesday Dec. 30

Normal pickup and delivery service. UPS Next Day Air packages picked up today will be scheduled for delivery on Thursday, Dec. 31. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Monday, Jan. 4 (except those processed and labeled for delivery on Saturday, Jan. 2). UPS 3 Day Select packages picked up today will be scheduled for delivery on Wednesday, Jan. 6.

Thursday Dec. 31

Delivery of UPS Air and international Air* packages only. Pickup service available only for Air and international Air* if prearranged by Tuesday, Dec. 29. UPS On-Call Pickup service and UPS Drop Boxes available for Air and international Air* packages. UPS Next Day Air packages picked up today will be scheduled for delivery on Monday, Jan. 4 (except those processed and labeled for delivery on Saturday, Jan. 2).

Friday Jan. 1, New Year's Day (UPS Holiday)

No UPS pickup or delivery service. UPS Express Critical service is available.

Saturday Jan. 2

Normal pickup and delivery service for Air and international Air* services only

² Shipments to certain destinations may require an earlier ship date. Check ups.com/ctc for the most up-to-date transit times.

December Specials

Dell Desktop Computer

Windows 10 Pro

SSD – 120 GB

CPU – i5-2400

RAM – 8 GB

\$399



Maintech Coverage as long as you are part of our National Network of UPS Authorized Shipping Providers (excludes OS upgrades and viruses)

F.O.B. Greenville, TN

Save **33%** off 2nd toner when you buy one at regular price

Toner Cartridges

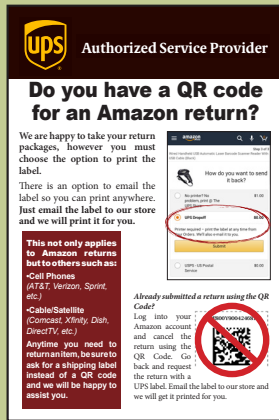
| Item Number | Fits Printer Model | Wholesale Price | 3 Or More |
|-------------|--------------------|-----------------|--------------------|
| TONRM102 | HP M102 | \$69.99 ea. | \$65.99 ea. |
| TONRM12W | HP M12W | \$39.99 ea. | \$35.99 ea. |
| TONR1100 | HP 1100 | \$34.95 ea. | \$30.95 ea. |
| TONR1012 | 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 | \$99.99 ea. | \$89.99 ea. |

F.O.B. Greenville, TN

QR Code Sign

\$29.95 each

2 foot Vertical
1 sided
24"W x 36"H



F.O.B. Greenville, TN

UPS Branded Banners

\$39.95 Each

55% OFF

Regular price \$ 89.95

Now Access Point Location
Ship, pick up and drop off packages here
UPS Authorized Service Provider

Grand Opening
Ship and drop off packages here
UPS Authorized Service Provider

Ship and drop off packages here.
Authorized Service Provider

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

F.O.B. Greenville, TN

Scanner



\$59.95

Regularly \$69.95

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

F.O.B. Greenville, TN



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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.