

## Package Express Center's Peak Shipping Season 2022

Peak Shipping Season is right around the corner. Is your store and staff ready for the December increase in retail packages? If you need easy and quick re-training for your new or existing staff, Package Express Center Corporate has pre-planned for this event. At any time, from anywhere, and any person can access training presentations from PEC's website. Training presentations on how to quickly and correctly process a retail package, how to pack something, how to ship an international package and even how to process AP packages, are all contained on PEC's website under Resources.

Besides the training presentations, that could be reviewed by your staff at anytime, are tons of informational brochures, booklets, flowcharts and training documents. Take the opportunity in the next 3-4 weeks and have your staff review all the support, training and help documents available prior to Peak Shipping Season.

This past year PEC has seen a tremendous increase of existing and new PEC Centers signing up to also offer UPS Access Point Services for their community. All PEC accounts are still experiencing huge double-digit growth of drop off packages (RPDO) and this trend has continued to grow since 2012 – and that is also the year that UPS Corporate also started listing our National Network of PEC Locations on the locator on UPS.com as UPS Authorized Shipping Locations – driving even more traffic into our retail locations.

Many stores have been able to cross-market the UPS shipping customers to also make purchases in their store while they are shipping. PEC has over 180 predeveloped coupons to change your offerings on your customer receipt or even personalize a coupon for something you are featuring in your store! UPS had a 3rd party do a study

that found out that over 30% of UPS drop off customers also purchased something else while in your store!

In 2022, handling QR codes has also become easier for many stores. PEC has produced new signage that states “We do NOT handle QR Codes” to display or for centers that want to educate/train their customers – signage and instructions are available for that also.

PEC has recently released an all-new Total System Update that has been in the coding and testing stages for over 9 months. UPS has made it easier to ship international packages and PEC took advantage of this new UPS benefits by reprogramming our software, developing new international training program and resources and now encouraging all stores to offer International Shipping. The average profit per package on international packages is over \$23.00!

Many times, a center asks how to ship more packages. This monthly newsletter addresses this every month. The answer is: Pay attention to this service, have people trained to help shipping customers and take advantage of this additional traffic coming into your store.

Please visit [www.packageexpresscenters.com](http://www.packageexpresscenters.com) for training presentations, resource materials and documents for how to process packages via UPS. And, of course call our awesome live service help line at 800-274-4732. PEC has always, and will always, answer ALL calls with a live person – ready to help! When you call PEC you will NOT get a recording, a busy signal, or asked to enter an extension number! When you call PEC you will always have someone answer the phone and say: “Thank you for calling Package Express Centers, This is Stephanie, How may I help you?”

From all of us at Package Express Centers

*We wish you a Merry Christmas  
and Prosperous New Year!*





# 2022 Year-End Holiday Schedule

## 2022 Holiday Season Recommended Last Days to Ship For Dec. 24 Delivery

U.S. DOMESTIC <sup>1</sup>	
SHIPPING VIA	SHIP DATE
UPS® Ground shipping	Check <a href="https://www.ups.com/ctc">ups.com/ctc</a> for details
UPS 3 Day Select®	Dec. 20
UPS 2nd Day Air® services	Dec. 21
UPS Next Day Air® services	Dec. 22

U.S. TO CANADA <sup>1</sup>	
SHIPPING VIA	SHIP DATE
UPS® Standard services <i>(From the 48 contiguous states only)</i>	Check <a href="https://www.ups.com/ctc">ups.com/ctc</a> for details
UPS Worldwide Expedited®	Dec. 19
UPS Worldwide Express® services	Dec. 22

U.S. TO MEXICO <sup>1</sup>	
SHIPPING VIA	SHIP DATE
UPS® Standard services <i>(From the 48 contiguous states only)</i>	Check <a href="https://www.ups.com/ctc">ups.com/ctc</a> for details
UPS Worldwide Expedited®	Dec. 19
UPS Worldwide Express® services	Dec. 21

**U.S. TO OTHER DESTINATIONS**

For last days to ship from the U.S. to other international destinations, please visit Calculate Time and Cost at [ups.com/ctc](https://www.ups.com/ctc).

<sup>1</sup>Shipments to certain destinations may take longer. Check [ups.com/ctc](https://www.ups.com/ctc) for details.

### THANKSGIVING

#### Wednesday, Nov. 23

Normal pickup and delivery service. All UPS Next Day Air® packages picked up today will be scheduled for delivery on Friday, Nov. 25. UPS 2nd Day Air® packages picked up today will be scheduled for delivery on Monday, Nov. 28 (except those processed and labeled for delivery on Saturday, Nov. 26).

#### Thursday, Nov. 24, Thanksgiving Day (UPS Holiday)

No UPS® pickup or delivery service. UPS Express Critical® service is available. Call 1-800-714-8779 or visit [upsexpresscritical.com](https://www.upsexpresscritical.com).

#### Friday, Nov. 25

Normal pickup and delivery service.

### CHRISTMAS

#### Monday, Dec. 19

Normal pickup and delivery service.

#### Tuesday, Dec. 20

Normal pickup and delivery service. This is the last day to ship UPS 3 Day Select® packages for delivery on Friday, Dec. 23.<sup>2</sup>

#### Wednesday, Dec. 21

Normal pickup and delivery service. This is the last day to ship UPS 2nd Day Air® packages for delivery on Friday, Dec. 23. UPS 3 Day Select® packages picked up today will be scheduled for delivery on Tuesday, Dec. 27.<sup>2,3</sup>

#### Thursday, Dec. 22

Normal pickup and delivery service. This is the last day to ship UPS Next Day Air® packages for delivery on Friday, Dec. 23.<sup>3</sup>

#### Friday, Dec. 23

Normal pickup and delivery service.<sup>3</sup>

#### Saturday, Dec. 24, Christmas Eve

Normal delivery service. Pickup service available only for Air and international Air\* packages if prearranged by Wednesday, Dec. 21. UPS On-Call Pickup® service and UPS® Drop Box locations are available for Air and international Air packages. UPS Next Day Air® packages picked up today will be scheduled for delivery on Tuesday, Dec. 27.

#### Monday, Dec. 26, 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](https://www.upsexpresscritical.com).

### NEW YEAR'S

#### Tuesday, Dec. 27

Normal pickup and delivery service.

#### Wednesday, Dec. 28

Normal pickup and delivery service.

#### Thursday, Dec. 29

Normal pickup and delivery service. UPS 2nd Day Air® packages picked up today will be scheduled for delivery on Tuesday, Jan. 3. UPS 3 Day Select® packages picked up today will be scheduled for delivery on Wednesday, Jan. 4.

#### Friday Dec. 30

Normal pickup and delivery service. This is the last day to ship UPS Next Day Air® packages for delivery on Saturday, Dec. 31 with a UPS On-Call Pickup®, a UPS SmartPickup®, or other prearranged, scheduled pickup, or by tendering a shipment at a The UPS Store® location or a UPS Authorized Service Location.

#### Saturday, Dec. 31, New Year's Eve

Delivery of UPS Air and international Air\* packages only. Pickup service available only for Air and international Air\* if prearranged by Thursday, Dec. 29. UPS On-Call Pickup® service and UPS® Drop Box locations available for Air and international Air\* packages. UPS Next Day Air® packages picked up today will be scheduled for delivery on Tuesday, Jan. 3.

#### Monday, Jan. 2, New Year's Day (UPS Holiday)

No UPS® pickup or delivery service. UPS Express Critical® service is available. Call 1-800-714-8779 or visit [upsexpresscritical.com](https://www.upsexpresscritical.com).

#### Tuesday, Jan. 3

Normal UPS® pickup and delivery service resumes.

<sup>2</sup>Shipments to certain destinations may require an earlier shipping date. Please check [ups.com/ctc](https://www.ups.com/ctc) for the most up-to-date transit times.

<sup>3</sup>Saturday delivery options may be available for certain shipments to certain destinations, for delivery on Saturday, Dec. 24.

### 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®, and UPS Worldwide Expedited®.

Visit [ups.com/tariff](https://www.ups.com/tariff) 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.

# UPS/PEC Claims – Everything You Need to Know

The best way to handle a claim is – not to have one.

The first question the Total System Software asks you is what are the package contents. This is your first opportunity to ask how is it packed, if it is breakable. The 3rd question asked by the software is the DV and this is your 2nd opportunity to ask more questions – the higher the DV is, the more questions you asked about packing! The next clues are the weight and size. This is your 3rd opportunity: that if it is huge or extremely heavy to be wary and find out more details. Of course: high declared, heavy and huge are not the norm in UPS package shipping and that is why these types of shipments should stand out from all your other UPS shipments and you should be questioning the packing for the safety of shipping the item.

The need to know items about shipping are contained on the actual Total System Shipping Customer Receipt that your customer is given a copy of at the time of shipment: (Shown Below)

- Do not dispose of any package material or merchandise until the claim is paid or investigated by PEC.
- In no event will consequential damages or expenses be covered.
- In the event of partial loss or particle damages, coverage will be pro-rated based on total contents and total declared value of contents and only partial reimbursement will be made.
- Claims on antiques must have a prior appraisal or other proof of value within the last 9 months of shipping.
- PEC retains the salvage rights and will keep the items on claims which were paid.
- Claim payments will be made for the lowest of: repair costs, original costs, replacement costs, or declared value.
- You have 60 days to notify UPS and PEC of a claim or will not be honored.
- This retailer (your store) will NOT ship: Guns, ammunition, furniture, TV's, motors, engines, hazardous materials, alcoholic beverages, perishables, packages valued over \$ 25,000.00, or any item prohibited by the carrier (UPS), according to their stated tariffs. No claim on these items will be honored.

***By shipping any package that does not comply with these Terms & Conditions, the Shipper hereby releases Package Express Center, Inc, and the Retailer from any liability and understands the package will be solely covered by UPS.***

## TERMS & CONDITIONS

**CLAIMS:** Do not dispose of any packing material or merchandise until the claim is paid or investigated by PEC. In no event will **consequential damages** or **expenses** be covered. In the event of **partial loss** or **partial damages**, coverage will be **pro-rated** based on total contents and total declared value of contents and only partial reimbursement will be made. Claims on **antiques** must have a **prior appraisal** or other proof of value within the last 9 months of shipping. PEC retains the **salvage rights** and **will keep** the items on claims that are paid. **Claim payments will be made for the lowest of: repair cost, original cost, replacement cost, or declared value. You have 60 days to notify UPS and PEC of a claim or claim will not be honored.**

**THIS RETAILER WILL NOT SHIP:** ***Guns, ammunition, furniture, TV's, motors, engines, hazardous materials, alcoholic beverages, perishables, packages valued over \$25,000, or any item prohibited*** by the carrier according to their stated tariffs. **NO CLAIM** on these items will be honored.

***By shipping any package that does not comply with these Terms & Conditions, the Shipper hereby releases Package Express Center Inc. and the Retailer from any liability and understands that the package will be solely covered by UPS.***

Offers are available while supplies last or until 12/31/21.

# 4<sup>th</sup> Quarter 2022 PEC Sales Specials

## Dell Desktop Computer

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



**\$399<sup>95</sup>**

90 days warranty if not used for PEC Shipping.  
Lifetime warranty if used for your PEC Shipping Center

F.O.B. Greeneville, TN

## All Toners

**Buy 1, Get 50% Off 2nd**

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>
TONR1006	HP 1006	\$39.99 ea.	<b>\$35.99 ea.</b>
TONR1102	HP 1102	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR2020	Samsung M2020	\$59.95 ea.	<b>\$54.95 ea.</b>

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## Scanner



**\$49<sup>95</sup>**

Regularly \$69.95

Stop manually entering tracking numbers! Save TONS of labor hours!

Lifetime warranty if used for your PEC Shipping Center

F.O.B. Greeneville, TN

## Authorized Service Provider

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



Indoor/Outdoor ASP Sign

2 sided | 36"W x 17"H | \$35.00 Regular price

F.O.B. Greeneville, TN

## Your Choice

**\$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.

**UPS 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 (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.

F.O.B. Greeneville, TN

Indoor/Outdoor QR Code Signs

1 sided | 24"W x 36"H | \$39.95 Regular price

## All Christmas Signs

**30% Off**

**We're Your Christmas Shipping Headquarters**

Guaranteed Delivery or Your Money Back  
Free Package Tracking  
Free Coverage on Packages with \$100 DV or Less

**4 foot Horizontal**  
2 sided 48"W x 26"H  
\$70.00 Regular price

**2 foot Vertical**  
2 sided 24"W x 36"H  
\$35.00 Regular price

**Decals**

**Your Christmas Shipping Headquarters**

3 ft. Cabinet Decal  
1 sided 36"W x 9"H  
\$12.00 Regular price

**Door Decal**  
8"W x 6"H  
\$15.00 Regular price

**Monitor Sign**  
1 sided 22"W x 15"H  
\$32.00 Regular price

**6 ft Banner**  
1 sided 72"W x 17"H  
\$60.00 Regular price

**Your Christmas Shipping Headquarters**

We Ship via UPS

F.O.B. Greeneville, TN



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[www.packageexpresscenters.com](http://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. Greeneville, TN and billed to your UPS Account.