

## It's Here! Peak Shipping Season...

Most of our National Network of retail shippers are seasoned veterans at going through Peak Shipping Season... well prepared and highly experienced on peak shipping season. Our existing locations, including locations we set-up from our first year of business - understand the secrets to Peak Shipping Season. The Secrets of Peak Shipping Season are:

- Always have someone on staff that knows how to process UPS Packages.
- Have your shipping area highly visible in your store and easily accessible for your customers.
- Have extra supplies on hand such as customer receipts, toner, packing materials and tape.
- Make sure to always run your Daily Manifest PRIOR to the UPS driver getting there.
- Make sure you are always scanning in your RPDO and AP packages.
- Need help? PEC is always here for you. Call us: 800-274-4732 or email us: [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com)

Package Express will be celebrating our 40th Anniversary in business next month of setting up independent retail stores in Small Town America to offer UPS Services for their community. We certainly appreciate all of our customers, who include many different types of independent retail establishments.

**Package Express Center Inc. hopes that you have a prosperous  
December year-end retail sales and shipping month.**



## Upgrade Your Advertising For FREE

As a member of Package Express Center's National Network of Retail Shippers, you are immediately granted a number of free advertising avenues (including the UPS.com Locator and UPS provided and managed Google SEO), but there are a number of ways to boost your advertising presence for free. Many high-performing Package Express Center locations implement and utilize all of the methods we will discuss.

Most importantly, creating your Google Business Listing and keeping it up to date can have a huge impact on the foot traffic in your store. There are a huge number of resources online to help you with this. Keeping your operating hours and photos updated is a great way to positively present your store to the community, but you should also add shipping to your categories to give your searchability a boost.

Another simple addition is adding to your phone greeting or hold message. Simply adding "and UPS Shipping" to your existing greeting is a great way to inform customers who are unaware that you offer the service. During your pre-recorded hold-messages, mention UPS retail package processing, free UPS package drop-offs, UPS Access Point services, and/or packing services.

Utilize the coupon area of your package receipts to discount and/or advertise more packages or even retail items in your store. We have many pre-designed coupons to choose from, or you can create your own. You can even distinguish different coupons for retail package customers versus drop-off package customers. You should also consider the inverse by offering UPS shipping coupons to your normal retail customers.

Last, but not least, you should advertise your shipping services on your store's website. Listing all the UPS services you offer, especially all of the various free services, are a great way to create that recognition for your customers.

# Training, Retraining, and Training Again

There is never a better time, than before the peak holiday season, to brush up on your UPS shipping knowledge. PEC continues to offer trainings throughout the season, and continued available 24 hour support. We will train, retrain, and train your staff again, if needed. Processing a label for a retail customer, scanning drop-offs, and scanning in and out of Access Point packages, are all very standard processes that your staff should be able to easily process. Please call us at 800-274-4732 to schedule trainings for brushing up before the holidays, training of new employees, or retraining of existing staff. You may also access the resources we have provided to the PEC national network of UPS Authorized Service Providers on our website at [packageexpresscenters.com](http://packageexpresscenters.com). As always, call us with any questions or issues, to help your customer standing in front of you. We always answer our phones live, with no automation 9:00am-6:00pm Monday-Friday ET, and after-hours on-call service is available for your emergencies.



## 2023 U.S. UPS Holiday Op

Holiday	2023	2023	UPS® Domestic Air & International
	Day	Date	
Veterans Day	Saturday	11-Nov-23	Open
Thanksgiving Day	Thursday	23-Nov-23	Closed
Day after Thanksgiving	Friday	24-Nov-23	Open
Christmas Eve	Sunday	24-Dec-23	Closed
Christmas Day	Monday	25-Dec-23	Closed
New Year's Eve	Sunday	31-Dec-23	Closed
New Year's Day	Monday	1-Jan-24	Closed

\*The information listed on this calendar is subject to change. For more information regarding changes to UPS holiday operations or services, please visit [ups.com](http://ups.com). UPS Express Critical® service is available for urgent packages every day of the year, including UPS holidays. Call 1-800-714-8779 or visit [upsexpresscritical.com](http://upsexpresscritical.com).

1 The UPS Store® locations may be closed. Check with your local store for specific hours of operation.

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# 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>

# Operations Schedule\*

UPS Store® Express Ground, International	The UPS Store® Locations	UPS® Forwarding (Air and Ocean)	UPS Express Critical®
Open	Open	Open	Available
Closed	Closed	Closed	Available
Open	Open	Open	Available
Closed	Limited Locations <sup>1</sup>	Closed	Available
Closed	Closed	Closed	Available
Closed	Limited Locations <sup>1</sup>	Closed	Available
Closed	Closed	Closed	Available

# December Specials

## Choose Your Sign



**RECYCLING DROP-OFF**  
Bring us your used boxes and packing materials for recycling.

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

Each sign is Indoor/  
Outdoor, measures  
24" x 36" and  
is single sided.

Recycle Sign



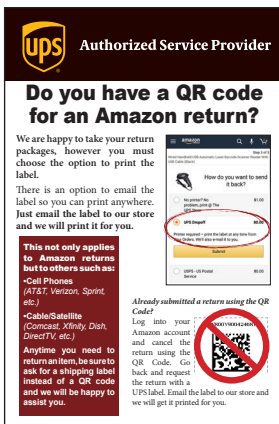
**We DO NOT accept QR codes**



**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.

Indoor/Outdoor QR Code Signs



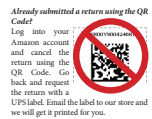
**UPS Authorized Service Provider**

**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, DirectTV, etc.)

Anytime you need to return items, 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.



Ship and drop off packages here.



Authorized Service Provider



Ship, pick up and drop off packages here.



Authorized Service Provider

UPS AP or Non- AP

F.O.B. Greenville, TN

## Toners

**Buy 1, Get 2nd**

**30% 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>

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## Dell Desktop Computer

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



**\$299<sup>95</sup>**

90 days warranty if not used for PEC Shipping.

Lifetime warranty if used for your PEC Shipping Center

F.O.B. Greenville, TN

## Scanner

**\$69<sup>95</sup>**



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

Lifetime warranty if used for your PEC Shipping Center

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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. Greenville, TN and billed to your UPS Account.