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President, CEO

What is the “Secret” To Shipping Packages?

I don't know.

When Package Express Center signs up new accounts, we want to make sure they will be successful and not go through setting them up and then having them cancel. In order to try to verify an account will be successful - we have a list of qualifying questions. Number of years in business, customer count, population, nearest shipping competitor, number of employees, etc.....and then come up with a probability of success score. The higher the score, the more successful we feel the store will be.

Does this qualifying sheet we have used for over a decade work? Not always. We have had huge highly successful stores not do very well with adding a shipping service, and then we have had other stores that did not qualify very well that have done superior shipping volumes, and run a first-rate PEC Shipping Center. I believe you cannot always qualify stores on paper because there are factors that you cannot ask on a questionnaire.

Let me share some stories. I have gone up to a door and had employees look at me until the exact second they were supposed to open and then let me in, while I have had other stores that say – come on in (before the exact opening time). I have been in stores and have asked for help and been told where to go in the store and in another store someone took me where I needed to find something. I have been in stores that have told me – I can't help you, while other stores have told me that they can look up something to order for me or give me a different solution to fix my problem.

How do you find out what “type” of store is wanting to add this service from asking questions on a piece of paper over the phone or internet - versus shopping in their store in person and getting to see, feel, and experience how your shopping experience was.

I asked a very successful store owner why he was so successful with his PEC Center. His answer was what I considered flippant when he said that anyone can be successful with this service if they want to be. And he truly believes that you have to want to help your customer pack it, look up an address, carry packages in from the car for them, do whatever they need, and he does and his shipping volume shows this attitude. Attitudes are not on any new qualifying sheet PEC has, nor have I seen that question on others. But attitude might be the secret sauce to being successful in the shipping business.

US Postal Service Proposes Biggest Stamp Price Increase In Decades

SOURCE: BRIANA KOENEMAN Oct 11th 2018

The U.S. Postal Service wants to up the price of its first-class stamp in its ongoing battle against declining revenue. The agency announced Wednesday it's looking to raise the cost of its first-class mail Forever stamp from 50 cents to 55 cents, among other price changes. If the proposed increase is approved by the Postal Regulatory Commission, it will be the biggest since 1991. The new numbers have already been approved by the Governors of the Postal Service. The USPS said in a statement, "The Governors believe these new rates will keep the Postal Service competitive while providing the agency with needed revenue."

The postal service has been struggling financially for a while now. In 2017, it reported its 11th straight year of losses, thanks to a decline in mail along with pension and health care costs for its employees. If approved, the price changes will go into effect in January.

UPS 2017 Statistics

Source - 2017 UPS Annual Report

1907	Year Founded
68.8	Billion in Revenue
454,000	Employees
10.5	Million Customers
119,000	Vehicles in Delivery Fleet
2,500	Operating Facilities Worldwide
5.1	Billion Delivery Volume
27,850	Access Points Worldwide
143	Million Daily On-line Tracking

Revenue breakdown

62% US Pkgs | 20 % international | 18% other
Earnings increased 4.5% to \$ 6.01 – a record high
20 Million packages delivered per day
Small Pkg Business grew 6.4% over 2016
International pkg business grew 9.3%
UPS Paid out 2.9 Billion in dividends

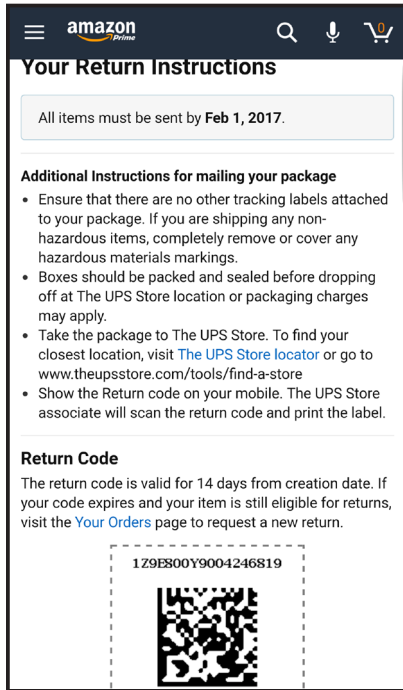
Employee Statistics

374,000 US employees
80,000 International employees
81, 000 Management (40% are part-time positions)
373,000 hourly (49% of these are part-time)
280,000 employees are in a union
2,700 are Pilots
3,100 are Mechanics

UPS Return Packages With QR Codes

Have You Seen A Customer Try to Ship a Package by Showing you a QR Code on their Smart Phone Yet?

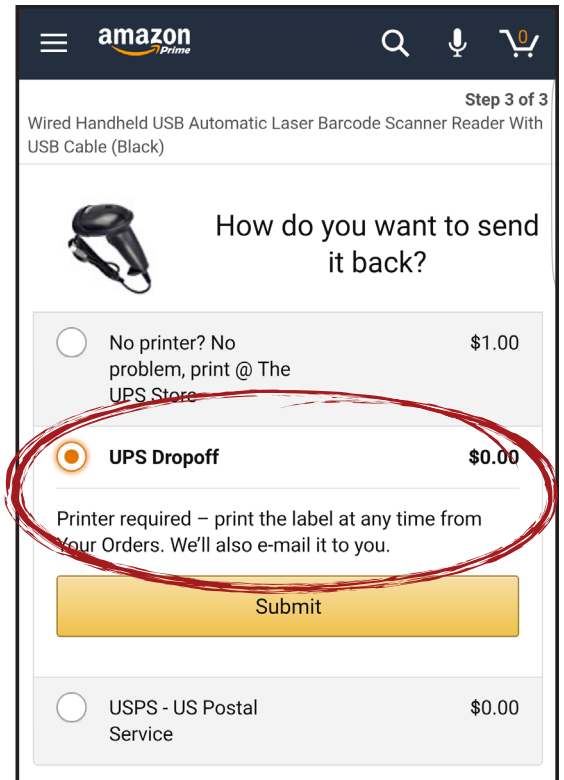
If a customer has ordered something using the Amazon App on a Smart Phone and then decides they don't want it and goes back to their Amazon Mobile Application on their phone to return it, the image at right is what they will see.



Notice that the customer **DOES** have a choice of how they want to send the package back. The customer can choose to pay \$1.00, in which case they can take their package to The UPS Store, who will print the return label and accept the package. **If the customer chooses UPS Drop Off instead, they will be able to print their own return label from their Amazon account. Amazon will also e-mail a label if this option is chosen as well. By choosing the second method the customer can drop off the package at any UPS outlet.**

Some of our largest accounts have not even see one of these UPS QR Codes yet and others have seen quite a few. If your store is located very far away from a UPS Store, then the customer can choose to drop off and bring

your store a UPS label as usual. The same goes for the customer not wanting to pay anything to drop off a package. Also shown at left, are the directions for dropping off an Amazon return package, but these could apply to all returns.



How to Make Peak Shipping Season Go Smoothly

1. Turn on your shipping CPU and open your software first thing. Be sure to close out of the software each night and shut down your CPU for continued proper function of your equipment. In doing so you will need to go ahead and get things up and running before your first customer arrives to ensure they will not have to unnecessarily wait on this process.
2. Check your customer receipt inventory now. If you are low please call in to order more ASAP.
3. Make sure to have a spare toner or 2 on hand. Don't get stuck shaking your toner over and over to get that last bit out this time of year. You'll end up printing and having to reprint which takes valuable time. If it is upon your conscience to get every last drop out of that toner, save it for January.
4. Even if you don't normally offer packing services for your customers, this is the time of year to do so. Many customers will take advantage of paying an additional service fee for these services year round and especially during the busy holidays. One way to make this easier or more cost effective for you is to save all boxes and packing materials taken in by your own receiving department for use at your shipping counter. Also keep large sharpies on hand to mark out any additional markings on used boxes to ensure only the shipping label is prominent. You may also want to take advantage of the Recycling sign special on the back on this newsletter.
5. The predicted BIG shipping week will be the week of December 17th. We have provided a special event calendar in our October Traffic & Profit newsletter including this type of info for your information to help you prepare for this peak shipping season. You should print and hang this for you and your customers' information near your shipping station. Please see any previous newsletters archived on our website at www.packageexpresscenters.com/resources

The Tech Corner by Tyler Hutchinson

Checking to make sure your Operating System is always updated



Package Express Centers software requires the latest in Windows updates at all times to run correctly. The changes made to your software throughout the year are made with the assumption that your computer is running the latest version of Windows for stability and bug fix reasons.

Checking your computer regularly to make sure that Windows is successfully updated takes no time at all, but makes sure you're running securely. PEC has run into accounts that have even disabled Windows updates! We extremely advise against this. Windows is constantly updating it's security for your protection, and improving itself so programs such as your Total System Shipping can run better.

Here are a few steps to check your system and what your Windows update screen should show.

- Windows 10 periodically checks for updates so you don't have to. When an update is available, it's automatically downloaded and installed, keeping your device up to date with the latest features and security improvements.
- To check for updates now, select the Start button, and then go to Settings > Update & security > Windows Update, and select Check for updates. If Windows Update says your device is up to date, you have all the updates that are currently available.
- Windows 7 also periodically checks for updates so you don't have to. Select Start > Control Panel > Windows Updates. Check to make sure your auto updates are turned on and that you don't have any pending updates.

Package Express Centers and UPS designs all software and websites with an updated Windows environment in mind. Keeping your Windows updated is step one in making sure your computer runs like its supposed to. If you have an odd issue with your PC always check your Windows updates first! It was probably already fixed in an operating system update.

UPS To Temporarily Suspend Money Back Guarantee— During The 2018 Holiday Shipping Season On Specific Dates

UPS Air

- Air packages scheduled for delivery November 23, December 17 through 22, December 24, and December 31) will be extended as follows:
 - UPS Next Day Air Early will have the guarantee extended by 90 minutes
 - UPS Worldwide Express Plus will have the guarantee extended by 90 minutes
 - All other air and international services will be extended to end-of-day (i.e. Next day noon delivery will be guaranteed to arrive by the end of the day and not noon)

UPS Ground

The money-back guarantee for all UPS Ground will be suspended temporarily

for packages picked up or scheduled for delivery on November 26, through December 24, 2018.

Packages requiring an additional day in transit

- From November 19 to December 28, a limited number of UPS Ground and Standard packages, with transit times of three or more days, and with specific origins and destinations, will require an additional day in transit.
 - Use the UPS Holiday Ground Impact Tool to identify these
- All UPS 2nd Day Air packages tendered December 17 through 19 will require one additional day in transit.
- 3 Day Select packages tendered December 17 through 18 will require one additional day in transit.

Remember there is no movement of any UPS packages on the following dates:

- November 22, December 25, or January 1, 2019

To ensure delivery before Christmas Day, these are the last days to tender packages for the following service levels:

- UPS 2nd Day Air: Thursday, December 20 (delivery guaranteed by December 24)
- UPS Next Day Air: Friday, December 21 (delivery guaranteed by December 24)



December Specials

Brand New Design!

Show your customers you care about the environment. They'll appreciate the effort and visit your store more often.

\$29⁹⁹

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



36"H x 24"W Indoor/Outdoor sign

FOB Greenville, TN

All New Banner!

Placement of this banner in your shipping area will not only direct customers to the right place but will give them some tips on how to ship properly.

May be hung or mounted on the optional X-Banner Stand as shown at left.

Banner - \$44⁹⁹ Only
Banner - \$99⁰⁰ with stand

FOB Greenville, TN



Buy one Toner Get One 50% OFF

Toner Cartridges

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.
TONR2020	Samsung m2020	\$61.99 ea.	\$55.99 ea.

FOB Greenville, TN

Dell Optiplex 580 Desktop

- 3.2GHz Processor
- 8GB Memory
- 320GB HDD

Windows 10 Professional and Scanner



\$299⁰⁰

FOB Greenville, TN

Brand New Design!

Make sure your customers understand what to do when they have those Amazon (or any other) returns.

\$29⁹⁹

FOB Greenville, TN

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 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 QR code and we will be happy to assist you.

36"H x 24"W Indoor/Outdoor sign

6' Banners Your choice
Regular price \$60 **\$24⁹⁹ each**

Ship your packages Here!

UPS DROP-OFF Packages

ARS (Authorized Return Service) • RS (Return Service) • Internet Processed (UPS.com)

UPS Shipping Service

Grand Opening

Your Christmas Shipping Headquarters We Ship via UPS

FOB Greenville, 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 \$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.