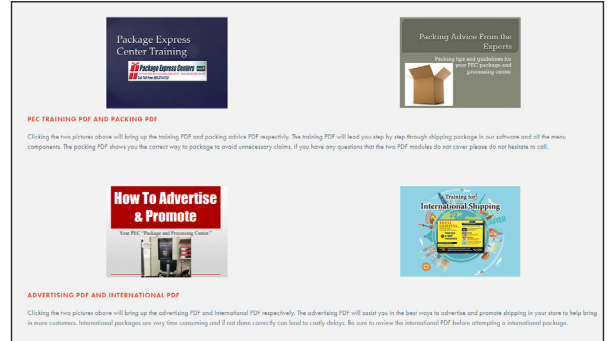


Reviewing Your “PEC/UPS Shipping Services” for Success In 2024

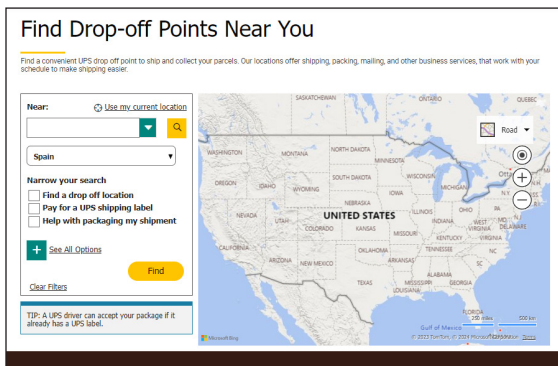
Training

Your store should have someone trained to process retail packages, enter drop-off pre-labeled packages and accept, or release Access Point packages during your normal business hours. If you need additional training, please contact PEC and we can schedule a one-on-one training via phone, and answer any questions you have. There are also many training materials on our website at packageexpresscenters.com. Customer service reps are available 9-6 Mon-Fri. They answer incoming calls live and can help you on the fly with shipment questions as needed. Don't hesitate to call 800-274-4732 or email info@packageexpresscenters.com anytime. We also have an on-call service available 24/7 for emergency needs when you call our toll-free number.



Advertising

Your store is listed on the ups.com locator as a UPS Authorized Service Provider which are to include services of creating labels for shipments and accepting drop-off pre-labeled packages at no charge. Much of the PEC National Network of Retail Shippers are also listed as an Access Point location which accept and release Access point packages. This is great for driving customers into your store for these services you offer. There are also many other ways for you to promote your shipping service for free such as posting that you are now a UPS ASP on your stores website, Facebook, Google business listing and mentioning it on your phone systems automated messages or greetings. Also add to your stores existing radio, newspaper, print advertising etc. that you also offer UPS shipping.



Packing

All shipping locations should, at a minimum, have on hand packing tape and at least a small recycled supply of some sort of packing to help shipping customers. You may charge for simply placing tape on the box for your customer. Some PEC locations have beefed up their packing to the point that charges for simply boxing up customer items and ensuring that they are packaged well to then be shipped are exceeding profits from shipping otherwise. Whether you choose to carry minimum supplies or advertise full on packing services and carry many packing materials, boxes, etc., you should at least have packing tape and a tape gun on hand as this was provided to your store at no charge within your starter kit from PEC.

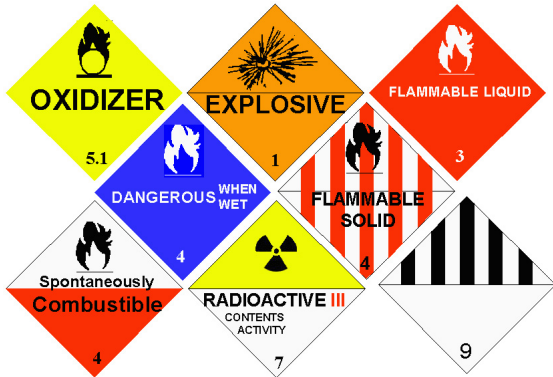


Stay in the know

Your store has provided an email address to PEC for important communication of PEC/UPS updates, PEC's monthly newsletter, payment issues, etc. Please monitor this email address for any important updates. If you need to update the email address on file please call or email us.

NO – You Cannot Ship Packages Containing HAZARDOUS Materials

How do you know if the package that has come into your store contains something hazardous? The majority of the time: if this ever happens, you will know very quickly by just looking at the package. Hazardous packages have The Department of Transportation (DOT) labels on them. By displaying DOT labels on the box, this shows the package carrier that the box contains something hazardous and has to have special handling by the carrier.



Being a UPS Hazardous Materials package shipper is a contract service that requires an additional UPS agreement, special training and your location has been set-up to be a retail shipper (processing and shipping regular packages) and as UPS Authorized Shipping Locations, you do not qualify to become a UPS hazardous shipping location – nor would you want to.

The next safety check of your location not shipping anything hazardous, is when you go to process your package and it does not show any DOT labels on the box, our Total System Software's first question is: Package Contents. The customer should tell you exactly what is in the box. If your

customer replies batteries, chemicals, paint, sealants or anything along these lines, you will need to get more details of the shipment and then call PEC or UPS Hazardous Materials Support Center (800-554-9964) to find out if the item is classified as a HAZMAT item and if you can ship it.

If you have accidentally shipped a HAZMAT package and UPS finds it in their system, they will notify the shipper and let them know that they should not have shipped the package, and then will dispose of the item.

PEC does encourage reusing corrugation by PEC centers, especially for smaller, non-breakables and non-electronics: but you must inspect the box for any labels on the box. You will need to remove all labels and inspect for DOT labels. You must remove, mark out completely, or cover all previous labels or markings in order to reuse a box. UPS does not know there is nothing hazardous in your package if you reuse a box that has DOT markings on it and will follow their HAZMAT protocol.

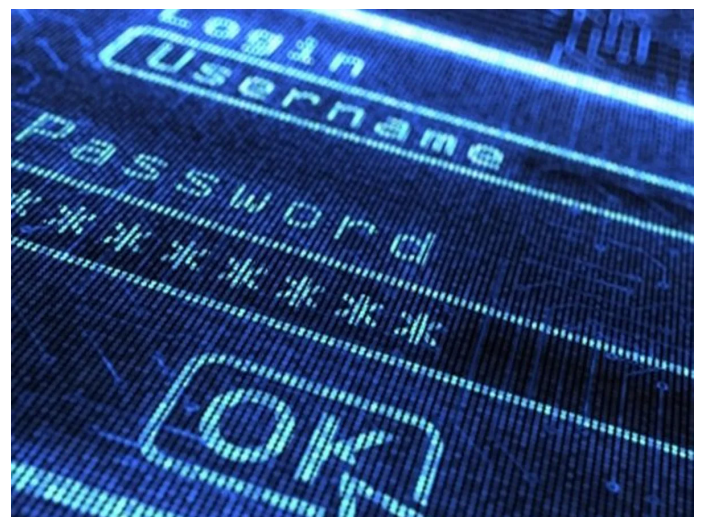
PEC & UPS PASSWORDS

Passwords are the keys to our digital world, granting access to essential services. While changing them regularly for security is common advice, the complex web of interconnected services makes random changes a potential source of disruption.

Consider a single password linked across vital services. Changing it abruptly can trigger a cascade of issues, affecting software functionality reliant on those credentials. This is how your PEC Total System Software operates.

This interdependence highlights the delicate balance between security practices and the seamless functionality of interconnected services. It emphasizes the need for a more nuanced approach to password management—one that prioritizes security without compromising the smooth operation of essential systems.

Package Express Centers asks that before you make any changes to any passwords pertaining to UPS or PEC that you call in and inform us so we can guide you through this transition seamlessly. Your software utilizes your passwords in a myriad of ways and one change can undo the whole system! Please remember to call us at 1-800-274-4732 or email us at info@packageexpresscenters.com if you have any additional questions.



PEC & UPS Support of Windows 7 Has Ended



What happens when Windows 7 support ends?

As defined in the policy, after the Extended Support period for a product ends, Microsoft no longer publishes updates or security updates for that product. This may create security and compliance issues and expose an organization's applications and business to serious security risks.

PEC Corporate **has less than 100 stores** still using the Windows 7 operating system and PEC has contacted all of them and made them aware they are using an outdated operating system and PEC has no idea when PEC and UPS support for this system would end – the end date is now.

Effective June 1, 2024 PEC & UPS will no longer support any account still using Windows 7

If you are one of these 100 stores that have waited until you were notified and also made aware of the end date for your Windows 7 computer - here is your notification. PEC wants to make your transition to Windows 10 as easy as possible for you and your store. PEC will be offering you the option of monthly payments on a very special priced Windows 10 Dell computer preloaded with your personalized Total System Software ready to go or if you prefer, PEC can also apply you future RPDO/AP quarterly rebates to this purchase. Please call or email PEC about this one-time offer. *Offer only good for PEC accounts using Windows 7 for their UPS processing and shipping and limit of one computer per location.

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>

February Specials

Your Choice

Indoor/Outdoor 4Ft. Signs

2 sided | 48"W x 26"H | \$70.00 Regular price

\$39⁹⁵ EACH



Ship and drop off packages here.

Authorized Service Provider



Ship, pick up and drop off packages here.

Authorized Service Provider

F.O.B. Greeneville, TN

Toners

All Toners



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.
TONRM15W	HP M15 & M29	\$34.99 ea.	\$30.99 ea.
TONR1012	HP 1012 & 1020	\$49.95 ea.	\$45.95 ea.
TONR1505	HP 1505	\$49.95 ea.	\$45.95 ea.
TONR1102	HP 1102	\$49.95 ea.	\$45.95 ea.
TONR2020	Samsung M2020	\$59.95 ea.	\$54.95 ea.
TONR2502	Pantum 2520	\$74.95 ea.	\$69.95 ea.

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Dell Desktop Computer

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



\$389⁹⁵

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

F.O.B. Greeneville, TN

Get in on these
SWEET
deals before
they're gone!



Scanner **\$69⁹⁵**



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

Lifetime warranty if used for your PEC Shipping Center

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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 \$9.95. **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.