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## Customer Wants to Ship it Anyway

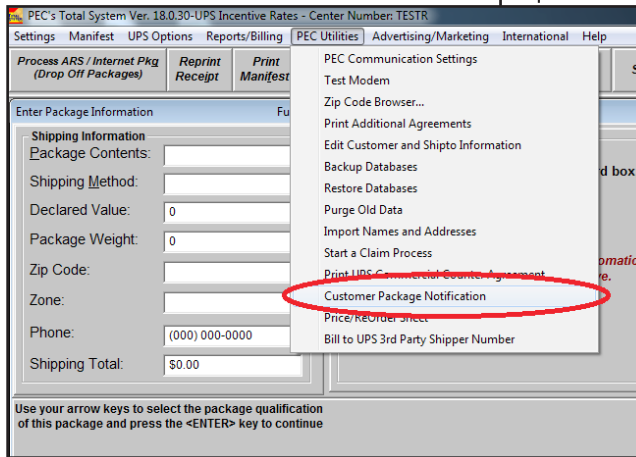
Sometimes a customer will come in that does not have their items packed properly and does not want to re-pack it, nor do they want you to re-pack it. What do you do?

Contained in our software is our **Package Notification Form**.

PEC Accounts have requested a form that their customer can sign, stating they were told the item(s) were not properly packed or the customer was shipping an item such as food - that

claims cannot be placed on.

You can see on the PEC Utilities Drop Down menu in The Total System Software, that the form is called Customer Package Notification, and it will print out a copy for both the customer and store to retain. It is easier to go ahead and print these out and have ready for these type of customer packages that should not be shipped as is or so the customer is aware of what cannot be covered.



### Protect Yourself and Your Customers.

If your customer insists on shipping an item that isn't properly packaged, or that is restricted, **always have the customer complete the waiver form below.** This protects you against claims and your customer against avoidable damage or loss.

Check the appropriate boxes and enter the package ID on both of the forms below. **Have your customer sign the top section** (you will keep this for your records). Cut or tear the bottom section and give it to your customer.

### Package Notification

- Customer has been advised that this package is not properly packaged and customer wants to proceed to ship this package.
- Customer has been advised they are shipping a restricted item such as food, alcohol, etc.

Customer understands the above and requests to ship the package(s) with the understanding a claim with the carrier cannot be processed.

Customer Signature \_\_\_\_\_ (Required)  
Date \_\_\_\_\_ (Required) Package ID# \_\_\_\_\_ (Required)

Retailer: Keep the signed form and provide your customer with the copy below.

### Package Notification

Customer has been advised that this package is not properly packaged and customer wants to proceed to ship this package.

Customer has been advised they are shipping a restricted item such as food, alcohol, etc.

Customer understands the above and requests to ship the package(s) with the understanding a claim with the carrier cannot be processed.

Customer Signature \_\_\_\_\_ (Required)  
Date \_\_\_\_\_ (Required) Package ID# \_\_\_\_\_ (Required)

Retailer: Provide this copy to your customer.

The waiver sheet you have signed states that you understand the package we are shipping for you is not properly packaged or that it contains items that are not insurable. **Perishable items** such as baked goods are not prohibited but there is no guarantee that the item will arrive fresh and undamaged. **Improperly packed items** may be damaged in transit. If this happens, we will not be responsible for the item. **Prohibited items** such as food, alcohol, etc. are not covered against damage or loss and there is always the possibility that the item may be considered hazardous. Thank you for shipping with us!

## Lowe's Survey Says: Tall coin spent on holiday spirit

About 70% of Americans will renovate their home for the holidays.

BY HBSDEALER STAFF November 30, 2018

According to a recent survey conducted in conjunction with Lowe's, the average American will spend about \$100,000 in their lifetime on "holiday spirit."

The survey showed that 70% of Americans will renovate their home before entertaining holiday guests while 69% said they will spend more on their home now than any other time of year and 27% planned to paint their home prior to the holidays.

Other improvements include kitchen upgrades (22%), the guest room (21%), the dining room (21%), and the guest bathroom (17%).

Lowe's also says the average person will spend more than \$1,500 for the holidays with roughly \$235 spent on holiday décor, \$328 put toward cleaning and storage essentials, and more than \$300 for the kitchen, including dining products.

When it comes to gifts, spending about \$375 is the average with more than half of survey respondents saying they will buy gifts for others and themselves.

The survey was conducted by OnePoll, a market research company.

### HOLIDAY SPENDING BREAKDOWN

**Holiday Decor** \$235  
(Home decor/ festive/holiday decorations)

**Food and drink** \$301

**Kitchen** \$317  
(and dining essentials)

**Cleaning** \$328  
(and storage essentials)

**Holiday Gifts** \$375

# Timing is Everything

There are things that must be done in a timely manner in order for your shipping service to run smoothly. The following are the top 3 items you need to make happen – when they should.

The first and most important thing that you need to make sure you or your staff is doing is **uploading your Daily UPS Manifest**. You must upload your manifest prior to the UPS driver arriving. We suggest uploading the manifest 30 minutes prior to the driver picking up. If you have additional packages between the time you upload the manifest and the time that the driver picks up, simply run it again. UPS can/will deny all service guarantees for packages when a manifest has not been uploaded and when a manifest was uploaded but not “timely”.

The second item considered time sensitive is uploading your Drop off Package Manifest - also known more correctly as your **RPDO manifest**. If you are uploading the above mentioned UPS Daily Manifest, there should be no issue with uploading the RPDO manifest timely since they are processed consecutively during the manifest process. However we call between 150-200 accounts every quarter, to get them back on track with uploading the RPDO manifest. When PEC sends out quarterly RPDO checks, we check all the accounts that

should have gotten payments and did not – due to not uploading any drop off data for the entire quarter. Some stores state they only run manifest(s) weekly or longer periods of time, and this should not be handled this way. A manifest should be run any day you have any type of package.

The third time sensitive item to address is service guarantees. Given that you have been uploading your above mentioned retail manifest timely, UPS provides a service guarantee that packages that are supposed to arrive by a certain date are guaranteed to do so such as a Next Day Air package. However if your customers Next Day Air package does not arrive on time, and you should know this within 1 day, you only have 15 days from the original scheduled delivery date to contact UPS to request a refund. We at Package Express are here to help you with these types of requests and will do so as long as the 15 day window has not passed.

**To review, the 3 most time sensitive items to ensure your staff is aware of and completing properly are uploading the Daily UPS manifest timely, uploading the RPDO manifest, and being aware of the 15 day window for service guarantee refunds.**

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## Avoiding a Damaged Package Prior to Shipment is the Best Way to Prevent a Claim

*If you do have a claim, below are the rules, steps and information to file a claim.*

The claims process might be the most unenjoyable part of UPS shipping, but thankfully PEC makes it easier than ever to quickly get through this process. We have been paying claims for our PEC centers and helping them file claims with UPS for 34 years now. So we have some experience when it comes to quickly and painlessly dealing with claims. Here are just a few things to always remember to make your claims process easier:

- Keep EVERYTHING. Yes, keep all the broken packaging, keep the item if returned to your store. Keep any piece of pertinent information associated with the claim. Throw nothing away.
- Claim paperwork. The receipt for that package, the manifest associated with that package, the UPS invoice for that package, UPS approval or denial of claim letter for that package and POV. These are your main documents to get you started on the claims process.
- Always get this information together and ready to send off then call UPS claims at 1-800-833-9947. They will request what they need for the process and you can send them copies.
- Once UPS has been informed call PEC at 1-800-274-4732 and provide everything that UPS asked for and any additional information PEC might request to finish the claim.
- There is even a built-in claim button in the software to help get you started!

The screenshot shows a software interface with a menu open. The menu items are: PEC Communication Settings, Test Modem, Zip Code Browser..., Print Additional Agreements, Edit Customer and Shipto Information, Backup Databases, Restore Databases, Purge Old Data, Import Names and Addresses, **Start a Claim Process** (highlighted), Print UPS Commercial Counter Agreement, Customer Package Notification, Price/ReOrder Sheet, and Bill to UPS 3rd Party Shipper Number. The background shows a form with fields for Shipping Information, Package Contents (highlighted in yellow), Shipping Method, Declared Value (0), Package Weight (0), Zip Code, Zone, Phone ((000) 000-0000), and Shipping Total (\$0.00). At the bottom, it says 'Enter the package contents and press <ENTER>'.



## Does A Dirty Computer Matter?

Computers might be magical, but they can be brought down by the smallest of creatures...dust bunnies.

This is a computer returned to PEC non-operational, as part of our maintech program we offer all of our accounts, if they elect to purchase PEC's equipment. PEC dusted, shopped vacuumed, and cleaned this machine - before ever attempting to boot it and low and behold the poor thing ran again. The pictures of this particular computer are not as bad as many other computers PEC has received. We have also received many computers back with cobwebs, bugs, and other trash like lint inside and out.

Rarely thought of, but very important, your computer in your store actually needs to be cleaned and well maintained to run correctly. Dust blocking access to airflow prevents proper ventilation and can cause the machine to temporarily malfunction or even permanently damage it. Just like changing heat pump filters and oil filters in cars, a computer needs to be able to have the air vents clear and not blocked. PEC recommends a simple can of compressed air kept in the store and the occasional blow out of the computer whenever you can see dust accumulating. A can of compressed air can be bought any many local stores for about \$ 10.00 and you would be able to clean out the vents on your computer numerous times with one can. Always unplug your computer before opening the case.



These pictures detail a machine well past the point of needing cleaned. Though electrical and mostly full of non-moving parts, keeping a PC clean does improve performance and prevent damages.

## What UPS.com says about Package Express Center, Inc.



QUICK START ▾

Tracking

Shipping

Services

### Package Express Centers™ (PEC)



For Independent Retailers looking to add an in-store UPS Commercial Counter as a value-added customer service program, UPS has teamed up with Package Express Centers to manage the implementation of and provide personal support for the Small-Town America channel of distribution.

With 28 years of experience in the retail shipping industry, PEC has been the market leader for this service to independent retailers since 1984. Their business concept promotes increased store traffic and provides a potential profit center by adding a retail UPS shipping center within the store.

PEC provides everything needed for the retailer to begin shipping for the public: UPS certified shipping software, UPS branded signage, claims support, hardware, marketing materials, training and 24-hour live support.



# January Specials

**It's not too early to start thinking about Spring!**



Get a 6' banner for only

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

We also have our Spring design available in other sign sizes. Call for details & pricing.



FOB Greenville, TN

## Shipping Tips 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 - \$44<sup>99</sup> Only**  
**Banner - \$99<sup>00</sup> with stand**

FOB Greenville, TN



**New LOWER pricing FOR ALL toners** effective 1/01/19



### Toner Cartridges

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>
TONR1100	HP 1100	\$34.95 ea.	<b>\$30.95 ea.</b>
TONR1012	HP 1012 & 1020	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR5L6L	HP 5L & 6L	\$36.95 ea.	<b>\$32.95 ea.</b>
TONR1000	HP 1000 & 1200	\$38.95 ea.	<b>\$34.95 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>\$55.95 ea.</b>

FOB Greenville, TN

## Brand New Design!

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

**\$29<sup>99</sup>**

FOB Greenville, TN



36"H x 24"W Indoor/Outdoor sign

## Scanner

**\$39<sup>95</sup>**



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

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

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## Windows 10 Professional

### Dell Optiplex 580 Desktop

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

**Limit 2**

**\$249<sup>00</sup>**



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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.