



*Stephanie Hopson
President, CEO*

PEC's Package Protection Program (PPP)

You've probably noticed that a vast majority of retail package customers opt for the free \$100 of Declared Value coverage provided by UPS, but you must be prepared, especially during peak shipping season, for high value packages. While these are not very common, they are much more prevalent during the holiday season.

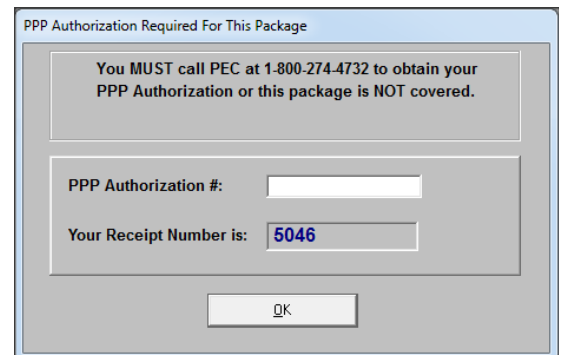
For these types of packages, you'll notice the popup below:

We require all centers call Package Express Center in the event of a high value package, mainly as a safeguard for your store. By calling PEC, we are able to gather the details of the package and provide expert advice on how to handle them.

PEC may ask various questions about your shipment depending on the situation, but there is a small list of details that we require to be able to ship these types of packages. This being the case, it is strongly advised to have this information prepared when calling to be able to handle your customer as quickly as possible. Most of you being retailers know the importance of handling customers quickly during the holiday season.

- **Package contents** – It is important to be very detailed and precise with this information. Think of this as an inventory. PEC will need to know 'what' and 'how many' of each item.
- **Declared Value** – You shouldn't need to ask the customer how much the package is worth when PEC requests this information. We are simply requesting the amount you entered into the Declared Value box.
- **Reason for shipment** – Is the item being sold, repaired, returned, etc.? What is being repaired on the item? Why is it being returned? This information will affect your packing instructions.
- **Shipping method** – Ground, Next Day Air, etc. You shouldn't need to ask your customer how they want to ship it. You will have already chosen the shipping method by the time you were prompted to call us.
- **Dimensions & Weight** – Please remember to round up to the nearest inch or pound, respectively.
- **Packing information** – PEC needs to know very detailed packing information This is the most important part of the call. Is the item double-boxed? What type of packing material was used? Is it in a case? You may ask your customer for this information or open the package.

Based on the information you provide, PEC will be able to provide you with the appropriate instructions to finish up the package and move on to the next!



PPP Authorization Required For This Package

You MUST call PEC at 1-800-274-4732 to obtain your PPP Authorization or this package is NOT covered.

PPP Authorization #:

Your Receipt Number is:

What You Need To Know About PEC And UPS Billing

It is very important that PEC and UPS have valid billing information on file for your account. If at any time, your account falls past due, UPS may suspend your shipper number, along with any other shipper numbers associated with your location. If this happens, your pickup will stop and your location will be removed from the global locator. Once your account is back in good standing, you will have to request that your pickup resume and that your location be placed back on the global locator.

If at any time you need to update your billing information with PEC and/or UPS, you will need to contact PEC. We will email or fax you the form that you will need to complete to update your billing information. Once received, we will update your information on our end and forward it to UPS so that they may update their system. Please keep in mind that it can take up to 14 days for UPS to complete this process.

You may contact us by calling 800-274-4732 or sending a fax to 800-570-0683. You may also send an email to info@packageexpresscenters.com.

Service Guarantee Air Packages

Stop! Does the package you're processing need to be delivered by a certain time and/or date?

If so, you have to call Package Express Centers at 800-274-4732 to guarantee delivery for a certain time and/or date.

Parcels and letters that qualify for a service guarantee have the following shipping method applied:

- UPS Next Day Air Early
- UPS Next Day Air
- UPS Next Day Air Saver
- UPS 2nd Day Air A.M.
- UPS 2nd Day Air
- UPS 3 Day Select

When processing a next day, 2nd day, or 3 day select air package in your shipping software, you will be prompted to contact PEC to guarantee the service. Do not skip over this pop-up, as you put your customer's package at risk for not having guaranteed service.

For example, your customer needs to ship a letter next day air and needs it delivered by 12pm. Your software will prompt you to call PEC once you select the shipping method. When your store contacts PEC you will be asked to provide your name, your PEC account number, and the destination zip code. Our technical support/customer service specialist will then be able to guarantee delivery based off of UPS requirements for the shipping method being used. We will then provide you detail regarding the latest possible pick up time, to guarantee delivery by a certain time and/or date.

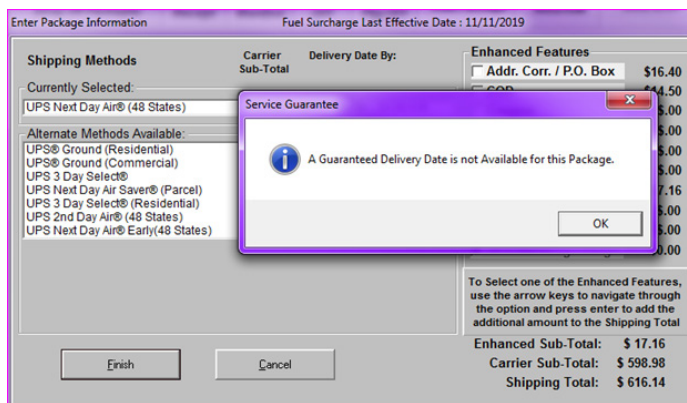
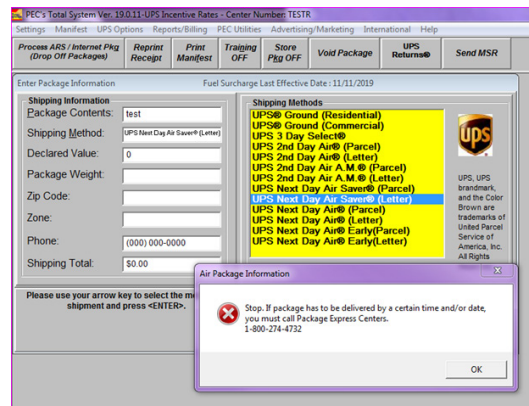
If your driver picks up in your store prior to the latest determined pick up time, you will need to make sure you run your daily manifest timely to ensure the package is guaranteed delivery. If your driver picks up after the latest determined pick up time, you will be given the following options.

Service	Time
UPS Next Day Air® Early [?] Latest Pickup Time: 2:00 P.M. Monday November 18, 2019 Schedule by: 1:00 P.M.	Days In Transit 1 Delivered By: 11:00 A.M. Tuesday November 19, 2019 Guaranteed
UPS Next Day Air® [?] Latest Pickup Time: 2:00 P.M. Monday November 18, 2019 Schedule by: 1:00 P.M.	Days In Transit 1 Delivered By: By End of Day Tuesday November 19, 2019 Guaranteed
UPS Ground [?] Latest Pickup Time: 2:00 P.M. Monday November 18, 2019 Schedule by: 1:00 P.M.	Days In Transit 1 Delivered By: By End of Day Tuesday November 19, 2019 Guaranteed
UPS 2nd Day Air® [?] Latest Pickup Time: 2:00 P.M. Monday November 18, 2019 Schedule by: 1:00 P.M.	Days In Transit 2 Delivered By: By End of Day Wednesday November 20, 2019 Guaranteed
UPS 3 Day Select® [?] Latest Pickup Time: 2:00 P.M. Monday November 18, 2019 Schedule by: 1:00 P.M.	Days In Transit 3 Delivered By: By End of Day Thursday November 21, 2019 Guaranteed

- Option 1: Contact UPS and request an earlier pick up (by the guarantee time) for a \$6.90 fee that will be billed to your UPS invoice. If you choose to do so, you can then charge your customer a service fee of \$6.90 to cover this charge.
- Option 2: Explain to your customer you cannot guarantee delivery by a certain time and/or date requested due to your driver picking up after the guaranteed time. As long as your customer is okay with not having a service guarantee, you may continue processing.

Regardless of the option you choose, you will need to run your retail manifest timely to ensure proper service guarantee. Timely meaning same day

as processed, before the package(s) leaves your store. If your store fails to contact PEC and/or run your manifest, no refund will be honored by UPS or PEC. Other factors that will make the shipment non-refundable by UPS or PEC are, but are not limited to Acts of God or mechanical issues.



Selling store? Going out of business? New owner?

Businesses close, store owners retire, and new owners take over. If your store is planning on closing or selling, please contact Package Express Center as soon as possible, so we can prepare to place another shipper in your town.

Don't leave your town without a shipping service. By giving us adequate notice prior to going out of business or selling, PEC can place another shipper in your area so there is no lapse in service to the town. We will assist whomever will be taking over the account by updating payment information,

and getting them trained on the program.

It is important that you let us know prior to intent of stopping so that we may review any terms such as notice, cancellation fee, or any leased equipment you have which would need to be returned or purchased by you. If you find yourself in this position, please reach out to Jalyssa in cancellation and transfers at 800-274-4732 ext 325, as soon as possible, so she can guide you through the process.

The Tech Corner

by Randall Roderick



What are ports?

When your shipping machine is connected to the internet, it uses channels of communication called ports for the transfer of data. There are thousands of ports on each computer, and they can either be in one of two states- opened or closed. In the event that the port is open, other computers across the Internet can connect to the ports to transfer any necessary data. If a port is closed, however, the transfer of data is not allowed as it's essentially a closed door.

Your PEC Total System Shipping Software uses multiple ports for various functionality of the software.

It is extremely important that your computer allow access to these specific ports as these various features will NOT function if the requisite port is closed.

Let us review the ports and their purpose within your shipping software!

4683: Alert- The message system built into the software

Did you know that, when necessary, PEC will message EVERY account across the United States with important information? This allows us the opportunity to quickly contact our thousands of accounts

to inform them of ANY vital changes, implementations, or alterations to procedure or the software.

This is one of the fastest methods we have to contact our accounts, and it

ensures they receive the message as this dialogue box will “pop up” within your software to inform you of any changes.

4732: AutoUpdate – This feature within the software allows your shipping computer to connect to Package Express Center servers to download additional updates to your software. When newer versions are released- generally to remain compliant with any applicable changes made by UPS or to resolve any potential issues- the auto-update feature automatically downloads and installs the newest version of your software.

712: PEServices – This feature ensures that your monthly shipping report is able to successfully transmit to Package Express Centers by simply clicking the “Send MSR” button. Some of our accounts have to manually send this report and information to PEC via email or fax- the reason for this is most likely due to port 712 being closed on the shipping computer. If this port is opened then the software would be able to transmit the monthly shipping report by selecting “Send MSR” as opposed to having to use an alternative- and more time-consuming- method of getting this information to PEC.

Furthermore, this port ALSO ensures that your weekly UPS fuel surcharges are updates. UPS updates they fuel surcharges every Monday. Sometimes, the actual rates do not

change from week to week;

however, occasionally there will be changes to the fuel surcharge rate and it is absolutely vital that we ensure this information is appropriately updated within the software.

Now, you may be wondering if your software is correctly configured with these ports open.

Generally, if your company does not have an I.T. department or does not subcontract an I.T. company, then these ports will most likely be open by default. If you DO have an I.T. department then it's quite possible that these ports may be closed for security-related purposes- the presumption is always that the fewer ports you have open, the better. Most I.T. companies operate under this idea, and rightly so. There are instances, however, when ports need to be opened for legitimate and appropriate applications. Total System would certainly be one of these instances, and we recommend that you provide this article to your i.t. department, personnel, or company. They will be able to assist you in opening these ports, if necessary.

As always, we thank you for partnering with Package Express Centers and we wish all of our friends a very Merry Christmas, and a wonderful New Year.

Windows 7 Support Ends in Less Than 30 Days

Windows 7 support will be ending on January 15, 2020. If you are a store running this operating system: you have about a month to decide if you will be upgrading the operating system, changing over to a different computer in your store or getting a PEC computer that has lifetime Maintech or something else.

PEC's Maintech Program does not cover operating system upgrades.

January Specials

**Stock Up Now –
All Toners**

**23%
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	\$39.99 ea.	\$35.99 ea.
TONR1100	HP 1100	\$34.95 ea.	\$30.95 ea.
TONR1012	HP 1012 & 1020	\$49.95 ea.	\$45.95 ea.
TONR5L6L	HP 5L & 6L	\$36.95 ea.	\$32.95 ea.
TONR1000	HP 1000 & 1200	\$38.95 ea.	\$34.95 ea.
TONR1505	HP 1505	\$49.95 ea.	\$45.95 ea.
TONR1006	HP 1006	\$39.99 ea.	\$35.99 ea.
TONR1102	HP 1102	\$49.95 ea.	\$45.95 ea.
TONR2020	Samsung M2020	\$59.95 ea.	\$55.95 ea.

FOB Greenville, TN

Windows 10 Special

**Dell Optiplex 580 Desktop
Windows 10 Professional**

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

Preloaded and ready to Ship

Maintech Coverage as long as you are part of our National Network of UPS Authorized Shipping Providers (excludes OS upgrades and viruses)

\$249⁰⁰ +tax



FOB Greenville, TN

Be prepared for Return Season

\$39⁹⁵

- 2" tape dispenser
- 12 rolls of clear tape



FOB Greenville, TN

Decal Sign Kit



~~\$70~~

**NOW
\$49⁹⁵**

- 1 - 10" door decal
- 2 - 8"x6" window decal

FOB Greenville, TN

**Your ANY 6 foot
choice Banner**



Indoor/Outdoor
1 sided | 6'W x 17"H

\$34⁹⁵ each
Regularly \$60



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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.