

How Easy Processing Retail Packages Is!

Some accounts think or feel that processing a retail package is hard, time-consuming or costly to your customer and none of these statements are true!

Easy & Quick to Process Retail Packages & Print a Label:

The Total System software will always highlight a path to guide you through shipping a retail package. The next required field will always appear highlighted in yellow. PEC calls this “Follow the yellow brick road”. If you have a customer that has shipped before (determined by phone number) and/or is shipping to a location you’ve entered before, both pieces of information will be auto-populated. Your store employees should be able to process a retail package in 2-3 minutes tops! These types of packages are not only required to process – but carries the highest profit level with an average of anywhere from \$ 5.00 – \$ 6.00 on average due to the discounts off the freight costs offered to PEC accounts from UPS!

Cost of shipping a UPS Package at your Store:

Package Express Centers across the nation charge UPS’s Suggested Retail Rates. These are the SAME rates offered to customers shipping on UPS.com, going to The UPS Store and many other UPS retail shipping locations! Of course, customers might complain about price, especially on the very low weight and close by packages, but these are more price sensitive due to USPS pricing. Also, the USPS does not include the \$ 100.00 declared value coverage automatically and USPS packages usually will not get delivered as fast, on average. The old saying you get what you pay for. On the higher weight packages a customer will usually see very favorable pricing. Also, these days, what customers are not complaining about pricing on every retail category from food costs, housing, services and maybe even other items in your store or simply ordering on-line without mentioning pricing. Many times, pricing is a fixed cost or maybe very Inflexible to discount due to margins.

As a PEC Authorized Service Provider, you are required to process and ship retail packages. If you think your employees are taking too much time to process, then we suggest a review of our training programs contained on www.packageexpresscenters.com or set-up a personalized training with a Total System trainer at PEC to walk your employees thru how easy and fast this process truly is. Also, it is well known, the more you do something the faster and better you become at it as our top shippers in the nation know and have incredible speeds in processing a retail package!

Call 1-800-274-4732 or email us at info@packageexpresscenters.com about UPS pricing or training for retail packages!



Fragile Stickers/Marking DON'T Help & Why

Many consumers think that if they put stickers on boxes, OR write on boxes: Fragile, This WAY UP, don't drop, breakable, etc., this will help their delicate items make it safely to their destination, and this is simply not true. Packages are shipped with as little human manual labor as possible. A customer's package will be picked up and taken to the nearest hub to be sorted on conveyer belts, machines, and lasers, that read Maxi-code and barcodes on the labels that will sort and off-load packages to different areas and most are all handled without any human interaction. These machines that have been used, invented and utilized to speed the package shipment process, cannot read warning labels or handwritten directions consumers add to their packages.



To get a good idea of how UPS packages are sorted and handled – the following You Tube video shows how impressive one the largest logistical package hubs in the world is and handles over 2 million packages per day. UPS built this hub in 2002 that is 5.2 million square feet at a cost of 1.2 billion dollars. This video is over 47 minutes long – but will you give you a lifetime learning of what the packages you are accepting from customers might be going through during the delivery process.

Bottom Line: Be very wary of stickered up boxes! If fragile – ask how contents are packed and as the customer receipt states – breakables and electronics must be double boxed with appropriate packaging materials around item(s) and between the 2 boxes. If item(s) are properly packed, there is no need for stickers or written directions on the box to begin with.

Watch the video below today to see UPS packages being sorted during the delivery process & much more about UPS.

<https://www.youtube.com/watch?v=Cd0b29LztcY>



Service Guarantees

Service Guarantees are in effect for Next Day Air packages, Next Day Air Saver packages- UPS recently updated Next Day Air Saver Services to now be guaranteed by end of day 11:59pm on the guaranteed day of delivery, and Next Day Air Early packages. Service guarantees have not been in effect for 2nd Day Air or 3-day select since March of 2020 due to the effects of Covid-19 globally.

Your shipping software alerts your clerk to call PEC for service guarantee specifics regarding 1. Uploading your manifest including the Next day Air Package prior to the deadline time and 2. Ensuring your UPS driver picks up prior to deadline time. This call takes less than 30 seconds to ensure your customer's package arrives on time.

If your package is delayed, UPS has an automated system you can call for Service Guarantee refunds for any Next Day Air, Next Day Air Saver, and Next Day Air Early packages arriving after the guaranteed time.

The most important things you need to know when requesting a service guarantee refund from UPS are as follows:

- You only have 15 days from original date of expected delivery to request a refund from UPS.
- Some packages may be delayed due to an "Act of God." Always remember, weather conditions may cause a delay and these are not refundable.
- If address credentials were entered incorrectly, this will cause a delay so that UPS can correct the address to ensure the package is delivered to the correct address. Incorrect address causing the delay will not be refunded.

Please contact us at PEC anytime with any questions or concerns at 800-274-4732.

What Would Someone Say About Your PEC “Package Processing & Shipping Center”?

If a customer or a secret shopper came to your store to ship a UPS package, drop off a UPS package, or pick-up a UPS Access Point package, what would that customer have to say about your store and their UPS shipping experience:

- Does your store have exterior and interior UPS signage displayed?
- Even if your store chooses not to offer supplies and packing – could you still help a customer add packaging and tape up their box for them?
- Could a customer easily find your PEC shipping counter and knowledgeable personnel to assist them with the UPS service for handling their package?

The above are just the basics of being a PEC “UPS Authorized Service Provider”, for your community. UPS Corporate has listed your store location on UPS.com to bring customers to your location and UPS expects a certain level of proficiency, expertise, skill and service from your location to help the customer.

Package Express Center has developed over the years numerous ways to keep your store employees updated on the UPS services your store offers and on-going training at store level.

- The Total System Shipping (UPS Ready Certified) Software has a built-in training module in it.
- You can call PEC to schedule a conference call training with your Team.
- UPS developed a AP training webinar on our website you can have your employees review as often as you wish.
- PEC has developed many training guides, reports and brochures on numerous subject that can be emailed to you.
- You can have your employees view many different type of training presentations when they have time at www.packageexpresscenters.com
- Monthly newsletters that are emailed to your store - are full of up to date news on industry, changes and other need to know information for your staff.
- And of course, the most valuable resource PEC offers your store is the ability to call our 800 number, get a real person answering your call and helping you with your questions.



Contact PEC:

Call: 800-274-4732 | E-mail: info@packageexpresscenters.com | Fax: 800-570-0683

Remember we also offer emergency after hours support 24 hours a day – 7 days a week.



January Specials

Your Choice

Indoor/Outdoor 4Ft. Signs

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

\$34⁹⁵ 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.

F.O.B. Greeneville, TN

Dell Desktop Computer

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



\$379⁹⁵

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

F.O.B. Greeneville, TN

Scanner

\$69⁹⁵



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

Lifetime warranty if used for your PEC Shipping Center

F.O.B. Greeneville, TN

THANK YOU!
SEE YOU NEXT YEAR!



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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.