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Shipping Vapes, E-liquids, and Tobacco What Are the UPS Shipping Regulations?

We have recently had some questions regarding shipping vapes and e-liquids. Both E-cigarettes (vapes) and the liquid for these smokeless items may be shipped via UPS. Vapes are powered by lithium ion batteries. As you

may already know lithium ion batteries have been given new requirements recently. As long as you are shipping the vape including the battery and have not removed the battery to be shipped separately you may ship it. However there are some guidelines to keep in mind when dealing with lithium ion batteries when contained in the item it powers.

According to UPS.com: *Lithium-ion batteries--the rechargeable cells that power most high-tech devices--store a lot more power than typical dry cells. Because of this, shipping electronics requires extra precautions.*

Air transit in particular brings air-pressure and temperature changes causing build-ups in static electricity. A high-powered device like a laptop can also create a lot of heat in a closed container if accidentally powered on in transit. Enough static electricity or several hours of extreme heat can cause a lithium battery-powered device to short-circuit, smolder, or even set fire.

But today's global trade means that a gadget may ship halfway around the world before reaching stores, so retail packaging addresses these issues for you. Strict international safety regulations govern the retail packaging of lithium battery-powered devices, so it's best to leave your gift unopened in the manufacturer's original packaging when you pack it in your shipping box. If you need to pre-program your present before sending it, pay close attention to how the device is packaged when you remove it. Repack the same way and with the

same materials as originally packaged, and be sure the device's power is off before it goes back in the box.

If you don't have retail packaging to work with, the most important things to ensure are that battery terminals are not exposed and that power buttons can't be turned on. Electronics are designed to keep batteries grounded when attached, so don't disconnect removable batteries. Cover or secure power buttons with electrical tape or cardboard, and place the device inside a plastic bag to insulate it from static electricity.

The double (over) boxing method is a great way to ship fragile items like electronics. Simply put, a double (over) box is a box within a box. This keeps the item away from the container's outer walls to minimize impacts. In addition, the layers of padding inside each box help absorb vibrations from bumps or jostling. If the electronic device you're shipping is still in its original retail box, and it doesn't shift around when you move the box in your hands, the retail packaging can serve as your inner container. Otherwise, find a sturdy box about six inches larger than your device in height, length, and width. Wrap the item in several layers of bubble wrap and set it inside the box with at least two inches of padding on all six sides. Pack the box as tight as you can with bubble wrap, foam inserts, or tightly-wadded kraft paper. (Don't use polystyrene "packing peanuts" or other types of loose-fill packaging--they create static electricity and won't keep your device from sliding around.) Seal the box with packing tape. Now cover your inner box in more bubble wrap and seal that box inside another container, again with two inches or more of padding on all sides. Now when it comes to the liquids that are used in the vapes, you may also ship those. *Also, as a Commercial Counter still may not ship tobacco. Any questions: please call prior to shipping these items.*

How Much Money Are Retailers Losing Due To Returns?

Source: Wall Street Journal | April 5, 2018

U.S. retailers lost more than \$351 billion in sales last year due to merchandise returns, and an estimated \$22.8 billion of that came from fraudulent and abusive returns, according to a report by Appriss Inc., a Louisville, Ky., data analytics firm that acquired Retail Equation in 2015. The company said it used a recent survey conducted by the National Retail Federation to determine the losses.

UPS More Than Tripled Their “Over Max” Accessorial Charge For 2018

What to be Aware of and How to Avoid This Charge

In 2018 UPS more than tripled their “Over Max” charge, increasing this charge from \$150 to \$500 per instance. In the 1980’s the heaviest package able to be shipped through UPS was only 70 pounds. The weight limit then increased to 100 pounds and then UPS increased the limit once again and now they accept up to 150 pound packages. The max length plus girth calculated started at combined length and girth of 130 inches and is now increased to a combined length and girth of 165 inches.

Utilizing UPS small package carrier for these larger items is great in some ways as it is much less expensive than shipping via a freight carrier. On the other hand, just because you can ship via UPS these extremely large and/or heavy items does not always mean you should. What point is there in your customer saving money to ship an item if there is not really a chance it will make it to its destination undamaged? (Please see previous newsletters regarding not shipping items such as furniture, ovens, grandfather clocks, slabs of marble, servers, engines etc.....to list a few items that have been shipped, damaged, and denied.)

The whole point of all this data about weights, sizes and the new over max surcharge amount is to give you some pointers on how to try to prevent ever getting charged this for shipping something that should not be shipped. Always measure accurately; round up to the closet inch

and when a package has any bulges you need to measure the largest point on each side. The Total system software will prevent you from shipping a package that is too large if you enter in the actual dimensions of the box.

In the event UPS electronically scans your package while it is in their system and comes up with different measurements and your audited dimensions incur a charge back it may put you over the over max dimensional threshold. This would result in an additional freight calculated charge based on the audited dimensions along with a \$500.00 over max charge. We have for years now asked centers to send in a copy of your customer receipt to help you, to see what you measured item at and a copy of your UPS invoice to see what the audited dimensions state. **We will contact UPS for you, to try to get this surcharge credited off.**

If you want to dispute a charge like this or you would like PEC to do this for you, you have 16 weeks to do so. In the meantime that bill with the over charge would still need to be paid, per UPS, while waiting on a credit decision or your account may be suspended for non-payment as is the case with any other unpaid UPS invoice. The best scenario, we would like to help you with, is to be able to avoid any OverMax Surcharge to begin with.

Sam I am...

Hi, my name is Samantha (Sam) Bledsoe. I started out at PEC as a part-time employee during my Sophomore year of high school and continued here until I graduated. I took a big leap and moved to the other side of Tennessee to attend college for a short while and quickly discovered it was not for me. East Tennessee is, and always will be, my home.



Thankfully, my PEC family welcomed me back with open arms, and I am now here as a full-time employee. My days here consist of assisting customers with any technical issues they may have, and working with Sarah Bradley (COO) to get new accounts set up and ready to ship. After work I go home and tend to my 4 dogs and chickens, and living on a family farm always means there’s just more work to be done after my work at the office is finished.

Eye on Retail: Nearly half of online orders to be delivered within two hours by 2028

By Deena M. Amato-Mccoy | Source: www.hbsdealer.com

To satisfy online consumers that want a faster purchasing experience, 78% of logistics companies expect to provide same-day delivery by 2023. Meanwhile, 40% anticipate two-hour delivery windows by 2028, according to the “Future of Fulfillment Vision study,” from Zebra Technologies.

To better meet the growing expectations of the on-demand economy, 76% of retailers use store inventory to fill online orders, and 86% of companies plan to implement buy online/pick up in store in the next year. Retailers are also investing in retrofitting stores to double as online fulfillment centers, and shrinking selling space to accommodate e-commerce pickups and returns.

What is Transport Layer Security (TLS)?

Transport Layer Security is a protocol standard for the secure transmission of data. By implementing TLS in network security, end-users can be assured that their data is not modified or tampered with while it is in transit to its destination. Attackers could, potentially, intercept the data; however, the information obtained would be encrypted and, therefore, completely unintelligible. The attacker would not be able to make any use of the data.

TLS is a next-generation technology which ensures that the server and client- individual computers attempting to access data from the servers- establish a secure link for communication through the exchange of cryptographic keys. The use of these keys is what makes the exchange of personal information over the internet a possibility. Without Transport Layer Security, financial and medical information would be dangerous to send online; however, with the use of cryptographic keys we are able to ensure that only the individuals intended to access the information are able to do so.

The PCI, or Payment Card Industry, sets standards of compliance for sites that are e-commerce-based and which rely on secure transactions in the digital world. To be able to use these sites after a deadline of June 30th, 2018, individuals are going to have to ensure that TLS version 1.1 or higher is enabled in their web-browser. At the time of this publication, version 1.2 is recommended. Currently, most sites accept TLS version 1.0 AND previous versions of SSL, such as SSL 2.0 & SSL 3.0. Given that the standards are being raised to the more secure versions of TLS,- and that SSL is no longer accepted in its entirety- it is important to make this adjustment on your personal and business computers. Generally, you have the option to adjust the security under the settings tab or settings option within the web browser. Increasing the security protocols that your web-browser uses has the

benefit of keeping your transmissions of data secure from those who would take malicious advantage of an unsecured network. SSL is no longer considered a secure enough option, and its going to be phased out completely- along with the original implementation of TLS version 1.0.

Due to the aforementioned changes in the standard for compliance and due to UPS changes, PEC has had to make multiple changes in our Total System Shipping Software. You may have noticed during the final quarter of 2017 and during the first quarter of 2018 that there seemed to be several updates that we were releasing on a regular basis. Some of the changes made required re-coding the software in anticipation of TLS being mandated for versions 1.1 and 1.2- meaning that previous versions of our software would have been unable to transmit data after the regulatory compliance changes goes into affect. Because of this- as well as other factors that need addressed on an annual basis, such as rate changes- PEC released several incremental updates to provide customers with the latest edition of our software on a timely basis. As the updates and new features became ready for production, we wanted to ensure that our accounts had that available to them. As security practices and methodologies improve, Package Express Centers strives to produce our Total System Shipping software in compliance with the security recommendations of the technological sector for the safety and security of the end-user.



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