



*Stephanie Hopson  
President, CEO*

## **Warning – Do NOT Process A Shipment Without the Package**

Do you have customers that call in and ask if you can process a package over the phone?

One PEC store account processed a package over the phone. The customer came in later, pays for it, and ships it out. The store got charged hundreds in bill-backs due to weight and measurement of the package was incorrect.

Or maybe a customer comes in without the package to have a label created, because they “forgot it at home”, or “they still have to package it”? Do not be fooled by this!

Your store should never process a package for a customer without physically weighing and measuring the package being shipped. You cannot just take the above customer’s word.

- Always process a package in store. Your store is responsible for making sure packages are weighed and measured properly. Avoid bill-backs due to your customer telling you the dimensions of any package!
- Never use a ruler, or anything other than a tape measure to measure customer packages.
- Never give a customer your store’s UPS shipper number. Giving out your shipper number puts your store at high risk for fraudulent activity, misuse and bill-backs when packages are not properly processed.
- Most importantly: remember to never take a customer’s word for the weight or dimensions of a package - EVER - over the phone, in the store or at all.

Following the above rules will protect your store from extra charges on your UPS Bill. Charges for incorrect weight and dimensions or fraudulent activity could be hundreds, or thousands of dollars. UPS will not refund or credit your store for these charges if you didn’t properly process said packages in your store in the first place.

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## **What You Need to Know About Shipping Items Not Boxed**

Are your customers shipping items without a corrugated cardboard box, envelope, or clothing bag? If they are - there are a few things you need to know about shipping these types of un-boxed items.

UPS does not cover items not packaged. Items not in a corrugated cardboard box, envelope, or clothing bag are prone to damage, as they have no form of protection surrounding the actual item.

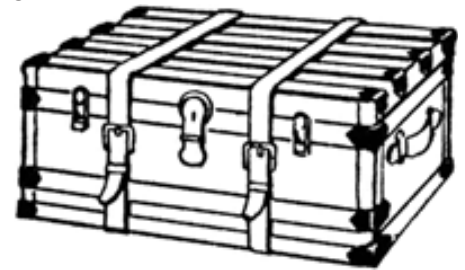
UPS uses a conveyor belt for sorting packages; the following items such as:

- Coolers – could be busted and or squished ruining the contents.
- Suitcases/luggage – could pick up oil, dirt, or even be torn because there was nothing surrounding it.
- Pet Crates – could collapse or end up bent in some way or form.
- Trunks – could be dented or bust open.
- Duffel Bags – rip, tear, zipper breaks, soiled from conveyor belts

The above items are typically the most common to be

shipped without boxing.

The next time you see an item without any form of packaging you should discuss this with your customer and the damage that will likely occur to



the item. Not only does boxing protect their item(s), it helps minimize the risks of damage to their item(s). You never know how valuable an item is or what it may mean to them. Simply advising your customer to package differently could help prevent their un-boxed item getting damaged during the shipment process.

\* Also do not forget to choose “un-boxed” in your Total System Software – as this costs an additional UPS handling fee of \$ 14.25.

# Time Sensitive Air Packages, What You Need To Know

Air packages make up on average a small percentage of packages shipped when compared to ground packages, from our PEC National Network of Retailers. Air packages are time sensitive and require some additional knowledge in order to help your customer get their package where they need it, when they need it, to the best of your abilities.



Next Day Air simply means the package will be delivered the following business day and this could mean - depending on the destination zip code: 10:30am, noon, 2:30pm or even by "end of day". Also, some areas of the country cannot meet this need -if it has passed a certain time of day when the package is processed or picked up. Also when choosing any of the Early AM delivery options, "early" in some cases is still afternoon based on the zip code of where the package is going.

**If your customer wants a package delivered "early" or by a certain time you should first check to see if it is possible for the delivery area zip code.**

This does take an extra minute but it is not difficult. First, login to your UPS.com account, then go to **Shipping** and choose **Calculate Time and Cost**. The ONLY thing you have to enter on the Calculate Time and Cost page is the **destination zip code**. To the right all shipment methods will be displayed with information about what time the package has to be picked up in order to meet the requirements along with what time the package will be delivered by

which is important if you are choosing any of the early AM delivery options. **\* If the shipment method is altogether not available then it will not be listed.**

See package 1 on the left from 37745 to 90210 NDA Early is available and "Early" means 8:30am for this destination.

See package 2 on the right from 37745 to 56711 NDA Early is not listed. The destination does not have an option for early delivery, so the software would automatically choose standard Next day Air.

| SHOWING RESULTS FOR:<br>GREENEVILLE, 37745 UNITED STATES TO 90210 UNITED STATES  |   |
|--|---|
| SERVICE  | TIME  |
| UPS Next Day Air® Early <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M.   | Days In Transit 1<br>Delivered By:<br>9:30 A.M., Friday<br>April 26, 2019<br>Guaranteed     |
| UPS Next Day Air® <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M.         | Days In Transit 1<br>Delivered By:<br>10:30 A.M., Friday<br>April 26, 2019<br>Guaranteed    |
| UPS Next Day Air® Savers® <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M. | Days In Transit 1<br>Delivered By:<br>By End of Day Friday<br>April 26, 2019<br>Guaranteed  |
| UPS 2nd Day Air® <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M.          | 1 Saturday™<br>Delivered By:<br>By End of Day Saturday™<br>April 27, 2019<br>Guaranteed     |
| UPS 2nd Day Air® <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M.          | Days In Transit 2<br>Delivered By:<br>By End of Day Monday<br>April 29, 2019<br>Guaranteed  |
| UPS 3 Day Select® <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M.         | Days In Transit 3<br>Delivered By:<br>By End of Day Tuesday<br>April 30, 2019<br>Guaranteed |
| UPS Ground <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M.                | Days In Transit 4<br>Delivered By:<br>By End of Day Wednesday<br>May 1, 2019<br>Guaranteed  |

| SHOWING RESULTS FOR:<br>GREENEVILLE, 37745 UNITED STATES TO 56711 UNITED STATES  |   |
|--|---|
| SERVICE  | TIME  |
| UPS Next Day Air® <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M. | Days In Transit 1<br>Delivered By:<br>By End of Day Friday<br>April 26, 2019<br>Guaranteed  |
| UPS 2nd Day Air® <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M.  | Days In Transit 2<br>Delivered By:<br>By End of Day Monday<br>April 29, 2019<br>Guaranteed  |
| UPS 3 Day Select® <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M. | Days In Transit 3<br>Delivered By:<br>By End of Day Tuesday<br>April 30, 2019<br>Guaranteed |
| UPS Ground <a href="#">[i]</a><br>Latest Pickup Time:<br>2:00 P.M., Thursday<br>April 25, 2019<br>Schedule by:<br>1:00 P.M.        | Days In Transit 4<br>Delivered By:<br>By End of Day Wednesday<br>May 1, 2019<br>Guaranteed  |

## Meet Jalyssa

Hello, my name is Jalyssa and I have been with Package Express Centers for over a year now. I started with this company in May of 2018 and have enjoyed working here ever since. While you can always call me for technical support or any other customer service needs, I do much more here at PEC. I have the pleasure of calling our new accounts and getting them set up so they can become a part of this amazing company. If you're running low on customer receipts, give me a call and I will get them ordered for you. This company has given me so many opportunities to grow. Each day, I am learning something new so I can better assist our customers in the future with any issue that may arise. I was born and raised in beautiful Greeneville, TN, and have been here for 22 years. I graduated from a local community college with my Pharmacy Technician certificate and I hope one day to pursue my career in becoming a pharmacist. When I am not working full time at PEC, I am at home working full time with my two daughters. During the spring/summer, we have beautiful weather here in East Tennessee, so I enjoy taking them outside to play on their swing set, jump on the trampoline, and teaching my four-year-old how to ride her bike!



# The Tech Corner by Tyler Hutchinson

## Adding Even More Customer Traffic – Using Google Ad Words



The tech corner this month is a mashup of tech and advertising. Google AdWords is a technology that your company should be taking advantage of due to the amount of customers using the internet to look for items to purchase. The main reason using Google Ad Words is the same idea of you adding your Package Express Centers package processing and shipping customers and that was to drive traffic into your store.

Using AdWords is super customizable. You can set your exact daily budget your willing to spend, you can turn it off and on whenever you want and get great reports from Google to see just how well this method of advertising is working. You only get charged when people click on your ad and visit your website, landing page, your Facebook page – however you set it up. You can customize the geographic location that your ad gets shown to, that way only people close to your store that you want to advertise to are the ones targeted. You can also feature a landing page on your website that has special offers to drive customers into your store and take advantage of any retail specials you are running.

Let's say you are featuring plants, spring décor, pots, garden items this spring and want to draw customers to these items you think customers are looking for; you can use ad words such as spring and garden plants, outdoor items, etc.... If a customer in your let's say 10 mile drawing area is searching the internet for any of the key Google ad words you choose – then if (any only if) they click on it – it brings up your store information and that is the only time you are charged by Google.

Adding AdWords to your store is just another way of adding additional traffic which you can turn into sales and returning customers. It's also a great way to feature seasonal items, new product lines or overall items your store specializes in – year round.

## PEC stores have good things to say about their shipping service...

### Google Reviews

**John Whitver** - 2 weeks ago

Offering PEC/UPS services at our shop as been very helpful for our community. It allows people on short time schedules to find a place close to them and quickly get their packages shipped out. Any time a new situation comes up Customer Service is able to help walk you through it. Definitely a beneficial addition to our business.

**D Palma Mercantile** - 2 months ago

We signed up for the Package Express Center and We like it very much. From the initial Conversation with Charlie to get an understanding of how it works, to the hands on training via our computer with Dakota, they had us up and running. We are very happy with there software and able to call them when we had any questions. One month into our program and the numbers

are great for an added profit for our existing store. Thank you Package Express Center for all your help and professionalism.

**Lisa Rogers** - 2 months ago

Package Express Center has allowed our small town business to gain more in-the-door traffic by offering UPS shipping services. They provided detailed training and are always available for support whenever we have questions. Our account manager Fran is friendly, always reachable and ready to offer guidance whenever needed.

**Supply House Ace 16731** - 2 months ago

PEC has been a great addition to our store. We have experienced a steady increase in traffic just by offering the UPS drop-off service. We have several small communities around us like our own that had to drive a couple of hours to the

nearest drop-off location and we have received very positive feedback within our community for now having this service closer to them. Their technical support is also top notch. They are always very friendly and will resolve any issues or answer any questions you may have. I would highly recommend adding this service to your store. It will increase your traffic and your community will thank you for it.

**Centralia Prenger Foods** - 2 months ago

Package Express has been helpful with letting us provide the service to the community so they don't have to drive 30 minutes to another location. Also, if I ever have any problems with software they are always getting me up and running in a few minutes. They also check in to make sure if we need supplies and how things are going.

# June Specials

**Additional  
25% OFF**

**All New  
Lower Prices**



## 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

## Windows 10 Special

Preloaded and ready to go –  
Plug & play

### Dell Optiplex 580 Desktop Windows 10 Professional

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



**\$229<sup>00</sup>** +tax

FOB Greenville, TN

## Your choice

**\$24<sup>95</sup>** each

Authorized Service Provider

**Ship your packages Here!**

**RECYCLING DROP-OFF**  
Bring us your used boxes and packing materials for recycling.

36" H x 24" W Indoor/  
Outdoor signs

FOB Greenville, TN

## Scanner



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

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

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

FOB Greenville, TN

## Your choice

**Ship your packages Here!**

ARS (Authorized Return Service) • RS (Return Service) • Internet Processed (UPS.com)

**Now Offering UPS Shipping Services**

We accept your UPS packages here

**\$32<sup>95</sup>** each

**Ship your packages Here!**

Free of Charge! **UPS DROP-OFF Packages**

ARS (Authorized Return Service) • RS (Return Service) • Internet Processed (UPS.com)

**UPS Shipping Service Grand Opening**

**\*\*Ask for your FREE gift to be included when ordering from this page.\*\***



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