

UPS Access Point® Locations –Details On Set-up Now Available–

READY – SET – GO

- Go to <https://www.packageexpresscenters.com/ap-headquarters>
- We will be happy to explain anything you might have questions about, regarding the new AP Agreement. Please call 800-274-4732, or email info@packageexpresscenters.com here at PEC so we can help.
- Click on the document image to DocuSign the agreement.
- Watch the UPS AP Training Webinar. You can watch this numerous times and it's available 24/7 online. Enter your PEC account number when you have finished watching this AP Webinar.
- Once you have signed and returned the AP Agreement and watched the AP Webinar, PEC will contact UPS on your behalf to inform them you are ready to become a new AP Location.
- While you are waiting to begin accepting AP Packages, get your area ready for holding packages. (Up to 7 days)
- Print out the additional training materials on PEC's website for additional training and reference.
- Some AP locations write the last name on the side of packages and alphabetize them for quick & easy retrieval.
- Decide how you will scan your incoming packages. If you don't have a scanner already, now is the time to get one. You can buy one locally or purchase from PEC. It's your choice.
- Have you checked to see where the nearest AP locations are in your area? Maybe you have a local CVS you can check? If there aren't any other UPS AP locations close by, then try going to a Walgreens. Most of them offer the same service, (but just through FedEx) and check out their set-up.
- Decide how you will have your customer sign for their package. Are you going to have your monitor so that the clerk and customer can see and use your mouse to sign for packages? Are you going to add a signature pad to this terminal for this purpose? Or are you going to see how it goes and decide later?
- Have you always wanted to move your shipping center to another area in your store? Now would be the time to do so.
- Will this draw more customers in? Of course. Is it going to be an extra process to handle those packages in order to do so? Yes.

Run Your Retail & RPDO Manifest Everyday – Why It Is REQUIRED

Running your manifest 10-15 minutes prior to your driver arriving or when you see your driver pulling in to your location needs and has to be a part of your PEC's Shipping Center routine on a day to day basis. Running your manifest is important to not only you, but UPS and your customers as well.

If you ship an air package and it does not arrive on time, you will not be able to request a refund for your customer unless a manifest has been ran. UPS will not honor any service guarantee if the manifest was not ran in a timely manner (by the time your driver makes it back to their hub for the hub scan).

If you don't upload daily – you will be billed by UPS for “average billing.” UPS can estimate your billing if you have not uploaded the billing details for the packages by uploading your manifest.

If you are not uploading your RPDO packages daily and on time you will NOT get paid a quarterly rebate for any of these! Call today and have our new AUTO upload feature turned on for these types of packages. Most of our PEC network is on Auto Upload for the drop off packages. If you're not part of this great program we offer within the shipping software, please give us a call at 800-274-4732 where one of our tech support members will be happy to assist you!

Prohibited Items, Restricted or Hazardous Materials

The very first question the software asks you when shipping a package is what are the “**Package Contents.**” This is very much intentional and very important. Knowing what you are shipping is either the green light to move forward or the stop light to inform the customer that they are unable to ship the item they have brought into their store.

UPS has introduced a new prohibited item fee of **\$150!** The list can be found at <https://www.ups.com/us/en/help-center/shipping-support/prohibited-items.page>. You can also check your PEC receipt for prohibited items listed there as well. You can always call Package Express Centers at 1-800-274-4732 to discuss any item(s) - you might be concerned about as well. Avoiding this new fee is very important. UPS is making the information public and informing stores what the prohibited items are now: so you must be educated to avoid this fee. Below is a list of examples that UPS provides when visiting the link above.

- **Ammunition**
- **Bank bills, notes or currency (other than coin)**
- **Corpses, cremated or disinterred remains**
- **Fireworks**
- **Hazardous waste**
- **Ivory**
- **Marijuana, including marijuana intended for medicinal use**
- **Postage stamps**
- **Shark fins**
- **Shipments prohibited by law**
- **Watches exceeding the value of \$500 (US)**

Also Don't Ship:

- **Items in any box that has Hazardous DOT markings, liquor or food or any other markings on the outside. Use tape or marker to mark out all markings/labels – and show only the ship to label.**
- **Batteries – contact UPS Hazmat for instruction (800-554-9964)**
- **OVERSIZE – huge bill back – \$ 850 for trying to ship something too big in UPS's system!**

Remember you can always call Package Express Centers (1-800-274-4732) whenever you are unsure if your store should ship an item or not. The majority of all items shipped by PEC's National Network are small, low-weight and non-breakable. Great news! When you do get the rare: weird, huge, or never seen package contents; take a couple of minutes and verify you can ship the item safely in UPS's system.

The Tech Corner

by Tyler Hutchinson



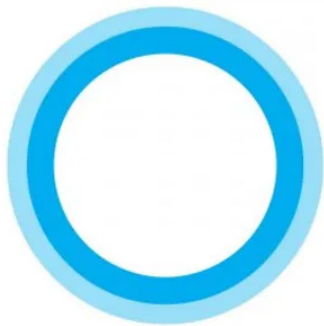
Windows 10 May Cortana Update

Windows Update automatically installs many updates, but some updates are optional. Now, there's a new screen that shows all these updates in one place.

Hardware driver updates, big feature updates like the May 2020 Update itself, and monthly non-security quality updates like the C and D updates will appear here.

To find this screen after updating to the May 2020 Update, head to Settings > Update & Security > Windows Update > View optional updates. You can then choose which updates you might want to install.

Windows Update will still automatically install many hardware driver updates, but sometimes there are additional updates that may not automatically be installed. In the past, you had to dig through the Device Manager and select a specific device to update. Now, all optional hardware driver updates will appear on this screen. Microsoft says "if you're having a problem, one of those optional drivers might help."



A New Cortana Experience (With Typing)

Cortana's new conversational interface on Windows 10.

Microsoft is advertising a "new Cortana experience" with a "brand-new chat-based UI." You can now type queries to Cortana rather than say them out loud. The history of your conversation with Cortana will appear as if it was a chat window, so you can see the results of recent queries just by opening Cortana from the taskbar.

The Cortana panel is now a more normal window, too. You can resize it and move it around on your desktop by dragging the title bar, just like other windows. It supports both Windows 10's light and dark themes, too.

Beyond the new design, Microsoft says it has "updated Cortana with new speech and language models" as well as "significantly improved performance" of the voice assistant. Microsoft says you'll be able to use Cortana in any of its supported languages, even if your Windows operating system is set to use a display language Cortana doesn't support.

Cortana is now all business. Rather than trying to be a do-everything smart assistant that competes with Amazon's Alexa, Google Assistant, and Apple's Siri, Cortana is focusing on productivity.

Microsoft says that "as part of Cortana's evolution into a personal productivity assistant in Microsoft 365," it's making some changes. Many "consumer skills" like support for music services, connected smart home devices, and other third-party skills have been removed.

Cortana can still help you send emails, review calendar items, find files, search the web, set alarms, and open apps. Cortana can still tell you a joke, too. But don't expect Cortana to control your smart home's lighting or music-streaming service anymore.

What Are Your Expectations? – How Can We Help You? – Want To Increase Your Profit?

-OK-
Like it for my
community

-Recommend-
Brings More Traffic

-A Must-
Would like to add
more packaging
and Access Point

-Love-
Every store should
have this added
value

June Specials

Dell Desktop Computer

Dell Desktop with Windows 10 professional Pre-loaded, ready to ship

\$329.95

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



F.O.B. Greenville, TN

Authorized Service Provider Sign



\$19.95 each

2 foot Vertical
1 sided
24"W x 36"H



When You Buy 2 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	\$99.99 ea.	\$89.99 ea.

F.O.B. Greenville, TN

Decal Deal



- 2 door decals - 10"
- 2 window decals - 8"x6"

\$29.95

57% Savings

F.O.B. Greenville, TN

Spring Banner & Scanner Package



\$69.95



F.O.B. Greenville, TN



P.O. Box 1178 Phone: (800) 274-4732
Greenville, TN 37744 Fax: (800) 570-0683
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 \$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.