

## How To Turn a QR Code into a Drop off Package

Amazon QR packages might come across as impossible to deal with at first, but they are actually just a one-time education experience for your customer - that will turn into a steady stream of drop offs. Any Amazon QR return can easily be turned into a standard Amazon drop off label.

Simply have your customer cancel their return through their Amazon account and redo the return choosing the UPS Drop Off option instead of the UPS Store option. It is important at this point to stop for just a second and inform them from now on to ALWAYS choose the UPS Drop Off option. This should ensure your customer never brings another QR code to your store and always brings the correct label.

If your customer does not have a printer at home, we recommend using your stores email (some stores even set up a separate email just for this service, for example returns@123hardware.com) and having the customer forward you the label for you to print for them. Providing

good customer service and education during the QR into drop off label process will help capture and retain the customer to your store and shipping service and ensure they become or stay a loyal shipping and shopping customer.

Any questions about the above process please email us at info@packageexpresscenters.com or call us at 1-800-274-4732.



## Thank You for Calling ABC Hardware & UPS Shipping

How many customer calls does your store answer on a daily, weekly or yearly basis? By adding “And UPS Shipping” to your phone greeting when answering your phone – you are advertising your “UPS Package Processing & Shipping Center” at no charge! Many stores we call day to day have added this live greeting when they answer their phone or have added this content if they have an automated answering system.

If you are one of PEC’s National Accounts that only advertise your UPS Service(s) by displaying signage – this is additional great way to get the news out or to reinforce to your customers that you are the go to store in your community to take their packages to ship, bring in returns to drop off or have their packages delivered to your location.

Other great free or low cost options to advertise and promote your PEC Shipping Center is to: add it to your social media sites like Facebook, add this service to your store’s Google information, add this service offering to your store’s website page, Tweet about it, Instagram pictures of your shipping center, packages going out or of your UPS driver, and don’t forget to take advantage of your couponing/bounce back area you can customize on your Total System Software customer receipts. Happy Advertising & create More Customer Traffic and profit by processing more packages!


**ATTENTION**

**PEC Access Points**

**Look inside for the UPS Quick Reference Guide - Part 2**



# Quick Reference Procedures



## UPS DRIVER DELIVERY

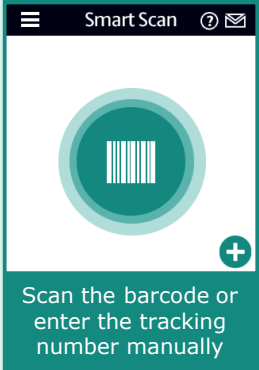
For packages being delivered to the UPS Access Point for customer pickup

**1**

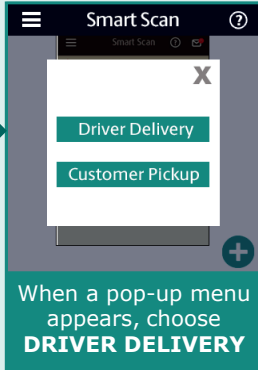
### SCAN EACH PACKAGE

using the UPS Access Point app

You can refuse a package that is more than 44 lbs or 38" long



Scan the barcode or enter the tracking number manually

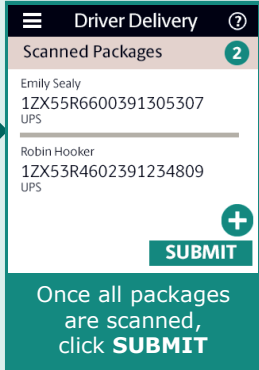


When a pop-up menu appears, choose **DRIVER DELIVERY**

**2**

### SECURE PACKAGES

in the designated staging area



Once all packages are scanned, click **SUBMIT**

## Customer Identification Guidelines

Compare the customer's ID to the package label. If the following criteria are not met, do NOT release the package.

Do these match on the ID and label?	Ask for additional info (if needed).	
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Last Name</li> <li><input checked="" type="checkbox"/> Address</li> </ul>		Release Package to Customer
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Last Name</li> <li><input checked="" type="checkbox"/> Address</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Proof of Residence (e.g. utility bill)</li> </ul>	Release Package to Customer
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Full Name</li> <li><input checked="" type="checkbox"/> Address</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Matching Tracking #</li> </ul>	Release Package to Customer
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Last Name</li> <li><input checked="" type="checkbox"/> Address</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Matching Tracking #</li> </ul>	Release Package to Customer
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Valid ID</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Package Release Code (from shipper)</li> </ul>	Release Package to Customer


## How to Identify UPS Access Point Packages

The three label configurations to the right will help you differentiate UPS Access Point packages from those being delivered for your store



Notation on box by UPS Driver

N11 | 12:55  
JD | 2/22




SHOP ASSISTANT labels with customer info and your store's address



Directed to Retailer Indicator

Customer and/or Store Info    D2R



## CUSTOMER PICKUP

For packages being picked up by a customer

**1**

### RETRIEVE PACKAGE(S)

from the secure staging area

**2**

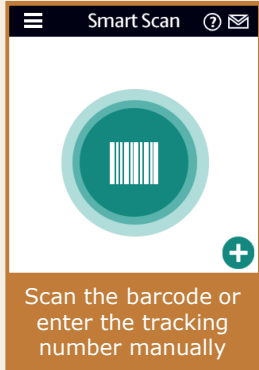
### CHECK ID

using the guidelines in the upper right of this page

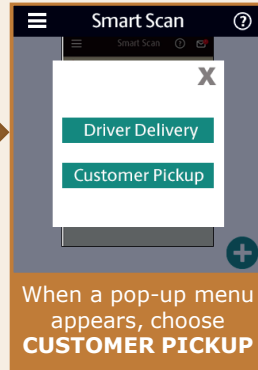
**3**

### SCAN EACH PACKAGE

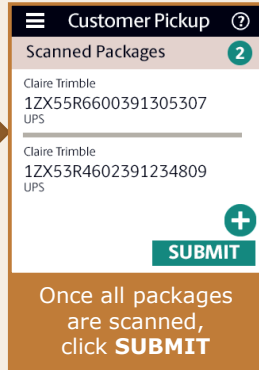
using the UPS Access Point app



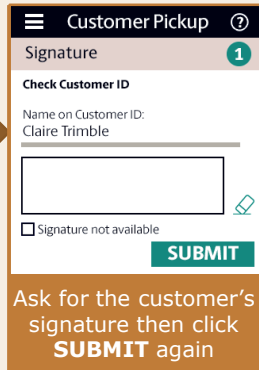
Scan the barcode or enter the tracking number manually



When a pop-up menu appears, choose **CUSTOMER PICKUP**



Once all packages are scanned, click **SUBMIT**



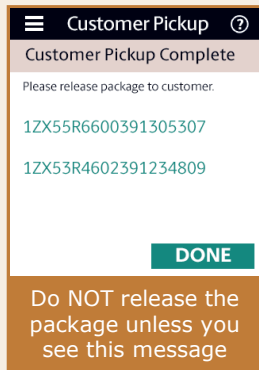
Ask for the customer's signature then click **SUBMIT** again

**4**

### RELEASE PACKAGE(S)

when **CUSTOMER PICKUP COMPLETE** appears on the screen

If prompted, offer enrollment in UPS My Choice®



Do NOT release the package unless you see this message

# June Specials

## Dell Desktop Computer

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

**\$349<sup>95</sup>**



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

## Scanner

**\$59<sup>95</sup>**



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

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

F.O.B. Greenville, TN

## UPS Decal Combo

**\$54**  
per set

(Combo includes Four (4) 8"x6" Door decals and One (1) 36"x9" Cabinet Decal)

Regularly \$90

**40% OFF**



**Door Decal**  
8"W x 6"H



Ship and drop off packages here.

Authorized Service Provider

**Cabinet Decal**  
36"W x 9"H

F.O.B. Greenville, TN

BUY ONE

**FREE**

GET ONE

## 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>
TONRM15W	HP M15 & M29	\$34.99 ea.	<b>\$30.99 ea.</b>
TONR1012	HP 1012 & 1020	\$49.95 ea.	<b>\$45.95 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>\$54.95 ea.</b>

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