

Do You have 5 Minutes?

This question is directed to the store owner, manager or person that usually handles the “PEC Package Processing & Shipping Center” in your store. If you do have a couple of minutes here and there, PEC suggests that you check the following:

- Is the Daily Retail Manifest being run prior to the UPS Driver picking up, while they are there or as soon as they leave your store? This is VERY important to run this report daily and on time. Stores that do not run their manifest on time or for days on end will end up getting “adjustment billings” due to package information being uploaded.
- Are you running your Daily RPDO (Drop-off) Manifest timely? If you do not have the AUTO upload feature on, you need to upload your RPDO manifest daily to be paid for these packages quarterly.
- Have you read the latest PEC Monthly newsletter to keep up with what is going on or topics you might find

interesting?

- Do you have any new hires or existing people that would like a training or retraining with PEC?
- Print out the last Monthly Shipping Report and review the 2 pages of management reports. These reports show what you are making from this UPS Service in your store, how many new customers have come in, and many other items.



Please call 1-800-274-4732 or contact us at info@packageexpresscenters.com if you have any questions about the above suggestions.

Is Your Store's Information Correct?

UPS has undertaken a huge project for UPS Authorized Shipping Providers – which are what PEC locations are now recognized as (ASP's). UPS wants to make sure that every PEC account is listed on UPS.com and ALL the information associated with the store is correct. PEC accounts have been listed on UPS.com since 2012 and a lot of things have changed in the last 12 years.

In the past 12 years we have had PEC centers listed on UPS.com and your store hours might have changed, the days you are open, when the driver comes by, your address, etc.

In the past 90 days PEC has sent UPS Corporate hundreds of changes to make on behalf of our stores – after we emailed and called them to see if their information was correct. UPS is still updating information PEC has sent them.

It is always a great idea to be proactive when and how you are checking your store information is reflected on-line. Your store should be checking the following and

more based on what other on-line presence your store has:

- Check information contained on UPS.com
- Check the information contained on your Google Listing
- Check your Facebook page
- Check your own store's website
- Check your store listing on your hardware or pharmacy wholesaler websites
- Google your store and also see what comes up and if everything is correct

Checking the Internet for information about your store and if everything is correct - doesn't take that long but it is vitally important for customers out there looking for information about you. Take a couple minutes every month and make sure your information is correct and always make sure and change information with everyone if you do make any changes to your store's operational hours/days.

Reminder: UPS ID Check Requirements

What are the identification requirements for picking up a package from a UPS Access Point location?

One of the following identification requirements must be met when you pick up your package at a UPS Access Point™ location:

- **Option 1:** Present a government-issued photo ID where the last name and full address (including the suite or apartment number, if applicable) on the ID match the last name and full address on the package.
- **Option 2:** Present a government-issued photo ID where the last name matches the last name on the package. If the address on the ID doesn't match the address on the package, please bring proof of residency that matches the address on the package--for example, a current utility bill.
- **Option 3:** Present a government-issued photo ID where the full address or name on the ID matches the full address or name on the package. If the last name or full address doesn't match, you will need to provide the package tracking number to the UPS Access Point representative.
- **Option 4:** Present a government-issued photo ID and your shipper-provided package release code (if required).*

What are the ID requirements for tendering a shipment to UPS?

Consumers who originate and tender a shipment to any retail shipping location are required to show a government-issued photo ID as a form of identification. The photo must match the person tendering the shipment.

This procedure includes all retail shipping locations worldwide, including authorized shipping outlets, alliance and MBE locations, plus The UPS Store® franchisees.

Customers who have already prepared a shipping label--for example, through their business or personal UPS account--are not currently required to present an ID.

Source: <https://www.ups.com/us/en/help-center/sri/access-point-id-requirements.page>

UPS Changed How They Bill for Packages/Freight Charges – Effective 1/01/2021

UPS's billing change occurred in January of 2021. UPS now charges for packages once they have been delivered instead of, charging the week they were processed and uploaded via your manifest.

This UPS Billing Change is actually better for your store's cashflow. If you already ran your manifest and then realize you need to void a package, you actually do not have to void that package. The package will never be billed to you since packages are not billed until they are delivered. You do not have to call PEC or log on to UPS.com to void the package.

As long as you did not let the package leave your store with the label on it you will never be billed for it. If you created a label and then voided it but accidentally or unknowingly allowed the customer to leave with the label on the package and say they drop it in a drop box and it actually does get shipped then once it is delivered your store will be charged for it.

Your UPS invoice might show package that was "shipped but not previously billed" meaning you never uploaded your daily manifest billing information for that package



you thought would not be shipped. Uploading billing information is the same as uploading the manifest, you need to run your Daily Manifest DAILY.

Always contact PEC for any questions regarding your UPS shipping service including UPS billing questions at 800-274-4732 or email us at info@packageexpresscenters.com.

**UPS Closed for Memorial Day
on 05/30/22 – PEC available for
emergency support by calling
1-800-274-4732**

Do you know how many new Shipping Customers You Had Last Month?

CUSTOMER INFORMATION BREAKDOWN					
CUSTOMER COUNT (NEW VS. REGULAR)					
	Month	% Total		Year to Date	% Total
New	17	30.91%		54	38.85%
Regular	38	69.09%		85	61.15%
Total	55	100.00%		139	100.00%

Did you know the Total System Shipping Software keeps up with customer metrics? One of, if not the most important, major benefits of being a UPS Authorized Service Provider on top of your regular retail business is that you're able to "double-dip". Being the pillar of your community's UPS shipping capabilities allows you profit from the massive increases in shipping customers over the last few years while also turning those shipping customers into customers for your existing retail business.

While not 100% of customers will make a retail purchase while entering your store to ship a package, they've stepped foot in your store, seen the goods you offer, and have gained a comfortability that they may not have for one of your competitors. It's also very common for shoppers to take advantage of the convenience factor of picking up some needed retail items from a store that they may not have normally stopped at, simply to avoid an additional stop in their errands.

In summary, it's vitally important to capitalize on new customers and focus on getting these customers to make additional purchases by having impulse items near your shipping counter, or to revisit your store by offering shipping customers coupons for retail items.

Package Express Center has made this information easy to access on page 3 of your Monthly Shipping Report (MSR) alongside other useful metrics, such as this.

PACKAGE EXPRESS CENTERS MONTHLY MANAGEMENT/PROFIT REPORT													
Acct. No:	4966A			Software Version:	22.0.7			Report For:	April, 2022				
TYPES OF PACKAGES (includes store packages)													
	Monthly Shipments	% Total		Year to Date	% Total								
Next Day Air Ltr	1	0.15%		2	0.07%								
Next Day Air Pkg	0	0.00%		4	0.14%								
Second Day Air Ltr	1	0.15%		3	0.10%								
Second Day Air Pkg	2	0.30%		4	0.14%								
3 Day Select	2	0.30%		2	0.07%								
Ground Commercial	17	2.56%		54	1.83%								
Ground Residential	42	6.33%		154	5.21%								
International	0	0.00%		0	0.00%								
RPDO	590	88.99%		2697	91.27%								
3rd Party	4	0.60%		17	0.58%								
Store Packages	4	0.60%		18	0.61%								
Grand Total of Packages	663	100.00%		2,955	100.00%								
GROUND ZONES SHIP TO (includes store packages)													
	2	3	4	5	6	7	8	44	45	46	Total	%Total	
Residential	14	8	9	2	6	4	3	0	0	0	46	73.02%	
Commercial	5	1	1	1	3	3	3	0	0	0	17	26.98%	
CUSTOMER INFORMATION BREAKDOWN													
CUSTOMER COUNT (NEW VS. REGULAR)													
	Month	% Total		Year to Date	% Total								
New	17	30.91%		54	38.85%								
Regular	38	69.09%		85	61.15%								
Total	55	100.00%		139	100.00%								
PACKAGES PER CUSTOMER													
	Month	% Total		Year to Date	% Total								
One	46	83.64%		97	68.79%								
Two	5	9.09%		19	13.48%								
Three & Up	4	7.27%		25	17.73%								
Grand Total	55	100.00%		141	100.00%								
OTHER INFORMATION													
Rate Structure	UPS Incentive Rates												
Rates Effective	2022A												

June Specials

Authorized Service Provider



\$29⁹⁵

3 foot Horizontal
2 sided 36"W x 17"H
\$35.00 Regular price

Promotional Buttons

Worn by your employees can make customers aware that you ship.



2.25" diameter plastic pin-on buttons

6 - \$9.95
12 - \$14.95
20 - \$19.95

2 foot Vertical
2 sided 24"W x 36"H
\$35.00 Regular price



PEC Shipping Guidelines

CLAIMS: Do not dispose of any packing material or merchandise until the claim is paid or investigated by PEC. In no event will consequential damages or expenses be covered. In the event of partial loss or partial damages, coverage will be pro-rated based on total contents and total declared value of contents and only partial reimbursement will be made. Claims on antiques must have a prior appraisal or other proof of value within the last 9 months of shipping. PEC retains the salvage rights and will keep the items on claims that are paid. Claim payments will be made for the lowest of: repair cost, original cost, replacement cost, or declared value. You have 60 days to notify UPS and PEC of a claim or claim will not be honored.

THIS RETAILER WILL NOT SHIP: Guns, ammunition, furniture, TV's, motors, engines, hazardous materials, alcoholic beverages, perishables, packages valued over \$25,000, or any item prohibited by the carrier according to their stated tariffs. NO CLAIM on these items will be honored.

By shipping any package that does not comply with these Terms & Conditions, the Shipper hereby releases Package Express Center Inc. and the Retailer from any liability and understands that the package will be solely covered by the carrier.

\$29⁹⁵

\$24⁹⁵



Does this package contain electronics, liquid, fragile or breakable items, perishables, or potentially hazardous items such as lithium batteries, mercury, or perfume?

2 foot decal

1 sided 24"W x 12"H
\$30.00 Regular price



We Ship, Accept Returns & are a Pickup Point for UPS

\$34⁹⁵

6 ft Banner

1 sided 72"W x 17"H | \$60.00 Regular price

All Toners B1G1

Toner Cartridges

40% OFF

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.
TONR1006	HP 1006	\$39.99 ea.	\$35.99 ea.
TONR1102	HP 1102	\$49.95 ea.	\$45.95 ea.
TONR2020	Samsung M2020	\$59.95 ea.	\$54.95 ea.

F.O.B. Greenville, TN

Dell Desktop Computer

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

\$379⁰⁰



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



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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 \$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.