



Stephanie Hopson
President, CEO

What Happened June 4th, 2018?

UPS applied new rates to our National Network of PEC Shippers and also applied discounts to the stores on their shipping costs. This was the first time in PEC's 35 year history of working with UPS that they:

- Made retail rates more competitive for our centers to charge their customers
- Gave our centers discounts on the package freight charges shown on their weekly UPS invoice
- Informed PEC Corporate that based on their research, stores would gain profit margins

Since this huge pricing change took place less than a year ago, PEC has been tracking package data details to see how this change has affected profit margins for our network. PEC still does not have a full year's worth of data to track yet, but it does show that profit margins have increased due to these pricing changes in 2018 and UPS freight discounts.

December data will distort and alter package averages due to this one month's packages are generally higher in weight, being shipped longer distances, have more declared value placed on them, and more air packages are shipped. Even taking our December data – profit margins look improved.

Please take a couple minutes to find out if this pricing change with discounts affected your location's profit. You can run your Monthly Shipping Reports by month and reprint each month and you can also run a Total System Data Analysis for any date range you wish. Remember; call us if you have any questions in running or examining your data.

Email Address On File with PEC?

Does your store have an email address on file with PEC to send you information regarding changes, important information, updates, and other issues that affect your PEC "package processing & shipping center"? Please see last month's newsletter on how to set up a Google email address. Take a couple minutes to do this and supply PEC with this new email address and we will include your manager, store associate, and/or store owner important PEC information via email.

**All NEW
Lower Toner Prices**
effective 1-1-19
See page 4 for pricing

Microsoft To End Windows 7 Support in 2020

Windows 7 support will be ending on January 15, 2020. If you are a store running this operating system: you have over 11 months to decide if you will be upgrading the operating system, changing over to a different computer in your store or getting a PEC computer that has life time maintech or something else.

PEC's Maintech Program does not cover operating system upgrades.

Very Important Reminder According to UPS - Your daily Manifest Must Be Run in a Timely Manner

UPS is denying money back guarantees on late package deliveries due to stores not running their manifests when they are supposed to. UPS can also use this same reason to not give you any adjustments on anything else: such as address corrections, dim weights, etc.....You cannot wait until the next day or even weeks later to run your Daily Manifest. UPS can deny any type of credit or adjustment due to you not running your daily manifest when you are supposed to.

Suggestion: Most UPS drivers come around the same time of day each day. Set a timer for your PEC Package Processing & Shipping Computer to prompt you to run your manifest at a certain time. Post a note when to run it or set an alarm in your phone. PEC suggests you run your manifest 30 minutes prior to when your driver arrives to your store and you can avoid having any UPS adjustments denied due to not running your daily manifest daily. If you get another package after you have run your daily manifest – you can always run another daily manifest that day. Worst case scenario – run your manifest when the driver is picking up.

Please be aware of another issue that UPS has implemented in 2019: **A processing fee of \$2.00 per package will be charged when Package Level Detail (PLD) is not provided to UPS prior to delivery.**

Bottom line – run your daily manifest as soon as you see the Brown Truck picking up if not sooner!

PEC's Terms and Conditions

Terms and Conditions are displayed on every customer receipt printed, or reprinted. Below is an explanation of each part.

- 1. Claims: Do not Dispose of any packing material or merchandise until the claim is investigated by PEC.** PEC has the right to ask for pictures of the packing or damage to the item. PEC also has salvage rights to the items if the claim is paid. See #5 for info regarding salvage rights.
- 2. In no event will consequential damages or expenses be covered.** Let's say someone sends their house payment NDA but it did not arrive on time. Your customer may be charged a late fee by their lender. The late fee will not be covered or credited to you or your customer due to this is a consequential damage.
- 3. In the event of partial loss or partial damages coverage will be pro rated based on the total contents and total declared value of contents and only partial reimbursement will be made.** Lets say you are shipping a package that contains 4 plates with a declared value of \$200. When the package arrives 2 of the 4 pieces are damaged. Your claim will be paid at 50% since 50% of the contents were destroyed and 50% of the contents are not damaged. The payment would be \$100.00.
- 4. Claims on Antiques must have a prior appraisal or other proof of value within the last 9 months of shipping.** When a claim is processed for an antique, it is understood these items may not have a receipt from purchase. Example if the item was a family heirloom etc. If a proof of value is not available you must have had an appraisal completed on the item being shipped within 9 months prior to shipment in order for a claim to be paid.
- 5. PEC retains salvage rights and will keep the items on claims that are paid.** If a claim is paid on

CUSTOMER RECEIPT Operator ID/Retailer: 123 PEC-ASAP Account #: TESTA TEST INC 800-999-9999 123 TEST ST GREENEVILLE TN 37745 Weight: 5 LBS DWT: 6 LBS SZ: 12X10X8	Sender: SUSAN SCHWARTZ 489-582-9966
Ship To: AVN TOM SCHWARTZ 589 UPLAND BLVD BEVERLY HILLS CA 90210	Freight: \$26.23 Packing Chgs.: \$2.00 Additional Features: \$0.00 Other Chgs.: \$0.00 Coupon \$0.00 Total Due: \$28.23
Ship Date: 02/06/2019 Via: GROUND RESIDENTIAL Track#: 1Z 9V8 088 03 0005 0105 Zone: 8 Package ID: 5010 Contents: Boots Declared value: 500 Paid By: Cash	<div style="border: 1px dashed black; padding: 5px;"><p>Thank You for Shipping & Shopping with us!</p><p>FREE coverage on packages with \$100 or less DV • FREE Package Tracking We hope you'll tell your friends about our service.</p><p>Limit one coupon per customer. Expires on 03/08/2019</p></div> <p>13.0000 Version # 19.0.3</p> <div style="border: 1px solid black; padding: 5px;"><p>TERMS & CONDITIONS</p><p>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. Claims will not be paid if not filed with PEC within 9 months from ship date.</p><p>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.</p><p>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 UPS.</p></div>

an item PEC may request that you ship the item to PEC to keep. You may have claim payment or you may keep your item. You may not have both.

- 6. Claim payments will be made for the lowest of: repair cost, original cost, replacement cost, or declared value.** If your item cost you \$200 today but when you ship it you only place \$100 declared value on the package, you will only be paid the \$100.00 with the provided \$200 proof of value.
- 7. Claims will not be paid if not filed with PEC within 9 months from ship date.** Claims initiated 9 months or more from the date shipped will be denied.
- 8. This retailer will not ship: Guns, Ammunition, furniture, TV's, motors, engines, hazardous materials, alcoholic beverages, perishables, packages valued over \$25,000.00, or any item prohibited by the carrier according to their stated tariffs. No claim on these items will be honored.** If any of these items are shipped and lost or damaged no claim will be paid. This is in the customer and your stores best interest. These items are known to have a high likelihood of damage and/or are not shippable at all per UPS Tariffs.

9. By shipping any package that does not comply with these terms and 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 UPS. If your customer lies to you and says they are shipping books but it is really a TV and it gets damaged while in transit, your store and PEC do not have any liability regarding this shipment.

TERMS & CONDITIONS

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. Claims will not be paid if not filed with PEC within 9 months from ship date.**

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.

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The Tech Corner by Sarah Bradley

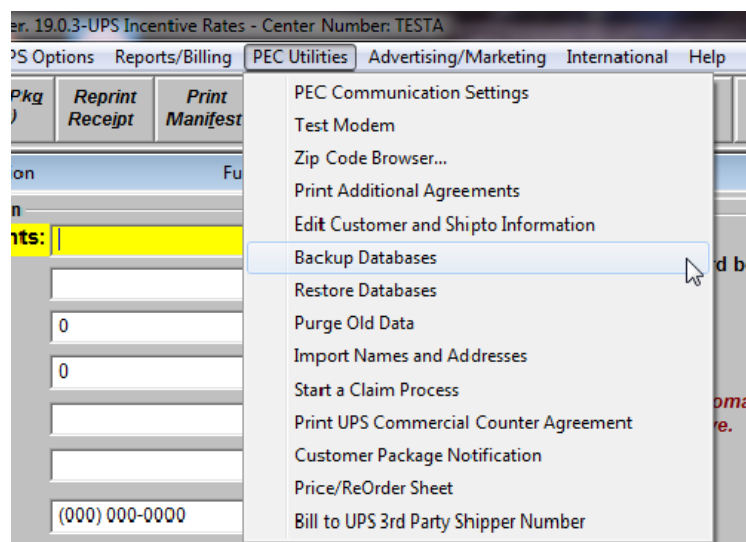
You Won't Need A Backup...Until You Do



Do you back up your customer/package database daily, weekly, regularly, or at all? If you just close out of that back up screen that pops up every day after running your manifest as a reminder, you may get away with not performing this simple step until there comes a time where your computer decides to operate like any other piece of man-made equipment and eventually fails.

When you have a computer issue that requires installing the software on another CPU you want to be sure you can upload all of your prior customer/package info onto that new unit for convenience of your staff and customers. Lesson #1 make sure to back up often if not daily.

Now that we have that down the next lesson is; don't back up the file to be saved only onto your computer. If your computer fails and the only backups are contained within that computer, they're as good as not having them. Backups should be backed up onto something external like a USB/ZIP/thumb drive. Your PEC data files are not large and a standard USB/ZIP/thumb drive, able to be purchased at Wal-Mart, Staples, Amazon, etc., will handle the job. In backing up these files to an external drive of some sort you are now able to plug that drive into the new CPU and upload that saved database of package/customer info. Lesson #2 always back up to a removable drive. See this month's specials regarding free zip drive with your purchase.



Also call PEC about their automatic Data Safe Storage Program for less than \$ 45.00 a year.

You may still process packages if you have installed on a different CPU but don't have a backup of previous info. But when return customers come in for the first time after having done this, you'll need to enter their full info. And if a customer comes to you for a reprint of a receipt or a claim or any issue that requires data/paperwork you'll be at a loss.

If backing up when prompted after your manifest is uploaded is not a good time for you, you may access the ability to back up at any time. You will simply navigate to the PEC Utilities option on your Total System toolbar and choose backup databases. So why not grab something and go get a back-up today?

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

Eric-Shipping Clerk, at Fox Computer & Networking in Waupin, WI

"Service is growing. Seeing new faces and people are at least looking at the services. PEC services level has been great."

Adrian-Owner, at Vans Appliance in Hannibal, MO
"Just getting started but service is very easy."

Karen-Owner, at Shenandoah General Store in Shenandoah, VA

"Service has done what I thought it would. Continuing to see new faces and some Core purchases have resulted from the traffic."

Allen-Owner, at The Printed Word in Lyman, WY

"The community loves that we ship because it is more than 60 miles to another shipper."

Kevin-Owner, at Morganfield Home Center in Morganfield, KY

"Service is going well. Lots of new faces, just not sure if any of the traffic is making core purchases."

Daniel-Owner, at The Supply House in Knox City, TX

"Like the service and having no problems. Community likes that they can drop off at the store. Everyone in the store is trained and like PEC's customer service."

Offers cannot be combined and are available while supplies last or until 3/31/19.

March Specials

**Buy 1, Get 2nd
toner 50% OFF**



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	\$59.95 ea.	\$55.95 ea.

FOB Greenville, TN

Computer/Scanner Package

**Dell Optiplex 580 Desktop
Windows 10 Professional**

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



\$259⁰⁰

Save 25%

FOB Greenville, TN

FREE 16GB Flash Drive
with your retail order
of \$75 or more



Actual item may vary from photo but will be 16GB.

FOB Greenville, TN

All NEW ASP Sign

\$29⁹⁵

36" H x 24" W Indoor/
Outdoor sign

Authorized Service Provider



Ship your packages Here!

FOB Greenville, TN

6' Banners Your choice
Regular price **\$60**

\$49⁹⁵ each



FOB Greenville, TN

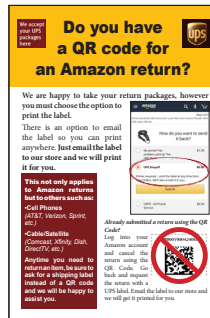
QR Code Sign

36" H x 24" W Indoor/
Outdoor sign

Make sure your customers understand what to do when they have those Amazon (or any other) returns.

\$23⁹⁵

FOB Greenville, TN



Shipping Tips Banner

Placement of this banner in your shipping area will not only direct customers to the right place but will give them some tips on how to ship properly.

Banner - \$44⁹⁹ Only

Banner - \$99⁰⁰ with stand

May be hung or mounted on the optional X-Banner Stand as shown at left.



P.O. Box 1178 Phone: (800) 274-4732
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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.