

Have Questions About Your PEC Package Processing & Shipping Center?

Package Express Center, Inc. is committed to offering LIVE answering of all calls with a real person! We are also further dedicated to helping our National Network of PEC Centers with clear, concise and correct answers to all of their questions. In 2022, PEC answered or made on average almost 400 calls a day!

Many stores in the past couple of years have stopped calling and started emailing info@packageexpresscenters.com, our email volume to this email address has greatly increased. Stores have found out that this email address is monitored by many people per day and most of the time they quickly get a resolution, answer or help without even having to call anyone. Please remember when emailing this PEC help email address – to give all your details and if needed copies of UPS bill, PEC invoice number or all of your claim information for PEC to better serve you more quickly.

Package Express Center, Inc. has also offered for over 3 decades now an emergency support line for after hours

and weekend emergencies. Our support person on staff will return your call as soon as possible - to assist by you calling the regular PEC 800 number.

Questions from PEC Package Processing & Shipping Centers vary so much- such as: can I ship this, questions on my UPS or PEC invoice, how to process something unusual, is this hazardous, questions on Access point packages, how to use the Total Shipping Software, high value authorizations, reports contained in the software, what can I charge for packing, etc.....

Package Express Center, Inc. has tried to make offering this UPS shipping service for your community very fast & easy for your store to offer and we also have tried to make getting support and getting your questions answered also very fast and easy!

Please call us at 1-800-274-4732, fax 1-800-570-0483 or email us at info@packageexpresscenters.com with any inquiries you have and remember no question is silly, stupid or not worth asking – that is why we are here!

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>

Packing – Lite, Medium or Will Pack Anything

There are disagreements among PEC stores about the level of packing they will perform for a customer. Package Express Center, Inc. provides you with a FREE tape gun and FREE roll of tape in your Starter Kit, so at the very minimum you should be able to tape closed any of the RPDO packages you are accepting. Yes...you can charge a fee for doing this if you feel the need.

Your store should also be able to add packing material around an item, if needed, before shipment. None of us want a claim! Your store receives inbound packages almost daily, which contain packing materials in corrugated boxes that you could reuse. Make a small area in your store to break down boxes flat so that they take minimum space and save some packing such as airbags, shredded paper, and brown paper. These are FREE to your store!

As your community's UPS Authorized Service Provider you should offer the service of at least minimal packing. If needed, you can also offer to double-box items or properly pack their packages for shipment. What cost do you have when using recycled items? Practically nothing but labor, and the service fee you charge for packing can far outweigh the minimal time taken to properly ship a package for a customer.

Some PEC retailers have taken advantage of this

additional revenue stream of offering packing and make an average of over \$20.00 per package or more! Some retailers will help with packing of low-value, non-breakable items, while other PEC accounts will pack anything, any way, for the ultimate customer experience of shipping via UPS.



Bottom Line: Being listed on UPS.com as an Authorized Shipping Provider for your community will bring hundreds, if not thousands of additional traffic into your store (without any marketing on your stores part). And depending on market demographics, population levels, store hours, and other qualifying criteria, it is up to your store to decide, at what level you serve these additional customers with packing options and support. Cross-marketing is vital to have these shipping customers also purchase store items, become interested in your store's offerings, and become loyal store customers. Based on a UPS Corporate survey and study, over 30% of drop-off customers also purchased something while in your store. Something to think about!

Turning UPS Customers Into Your Store's Customers!

Sometimes a UPS customer is a new customer to your store, they came in to use your PEC Package Processing & Shipping Service that they found your store on UPS.com. How can you encourage, promote and stimulate a UPS customer to become a store customer that is also buying products and items from your store:

The number one FREE advertising cross-marketing tool you should be utilizing is the COUPON area of the Total System Customer Receipt. You can change this coupon as often as you want and feature your store's specials, on-sale or new promotions. The Total System offers over 160 designs to choose from, and of course you can create your own.

Where you have your PEC Shipping Counter – have items impulse items to purchase nearby so the customer can be looking & browsing while someone handles their package.

Does your store e-market to your community? Or want to start this type of adverting? You can turn on the email gather option in the

Total System Software and gain email addresses for all of your shipping customers and then be able to email market store specials, promotions and information about your store.

How do you know if your shipping customers are not seeing products and not coming back to purchase later when they have time or have discussed purchase with partner or significant other?

According to a UPS Corporate marketing study – over 30% of UPS drop off customers – also make a purchase while in your store! Something to think about and how to get more UPS customers – to also be your store's customers by using some or all of the advice or try something you think or know will accomplish this mission.

CUSTOMER RECEIPT Operator ID/Retailer: 123 PEC-ASAP Account #: RATING RATE API TEST 800-999-9999 123 TEST ST GREENEVILLE TN 37745 Weight: 15 LBS SZ: 12X12X12	Sender: TEST 111-111-1111	
Ship To: AV HOTEL 307 E MOUNTCASTLE DR JOHNSON CITY TN 37601	Freight: \$16.86 Packing Chgs.: \$0.00 Additional Charges: \$0.00 Other Chgs.: \$0.00 Coupon \$0.00 Total Due: \$16.86	

Markings & Labels on Boxes—What Helps, What Doesn't

When shipping packages it is very helpful, useful and necessary to know what labels and markings help and which are a warning sign to not ship the way it is packaged. For example, the following are when labels are a warning to your store and not to anyone in UPS's delivery system:

UPS's sorting and delivery system is automated and there are no allowances or acknowledgment of a label on the box being read of the warnings of the label directions being followed. For example if you see the label or hand written on a box that is marked FRAGILE – this label will not do any good. You will need to ask customer what it is and how it is packed and have proper packing to ensure safe delivery and not rely on a label that will do nothing.

Another dangerous label is THIS SIDE UP. This label is like every other label and will not be granted special treatment in UPS's system. If it is an item that cannot be turned on it's side, rolled over, or turned

upside down – Don't ship it!

Department of Transportation (DOT Labels) are also serious labels! If you ask why there are DOT labels and markings – and the explanation does not match the contents – then you CANNOT use this recycled box. UPS does not know the contents and will return shipment due to the fact you cannot ship HAZMAT items and they have no proper HazMat paperwork. If you want to ship a recycled box that has DOT labels or markings – you will need to peel off, cover or use a marker to completely cover all DOT information. If it is a HazMat box **requiring** DOT markings – of course you can NOT ship it.

Written instructions on the box for the driver, notes that can be entered at the end of the package processing directed to the UPS driver can be immensely helpful and sometimes necessary! For example: when shipping to a destination that include the name of the company/college, then a building name, a floor in the

building, a room number on that floor, attention a person name and then finally the street address and city state. You can not fit 7 lines of an address with all the pertinent information on an address label. What you can do for the delivery driver is write next to or above the shipping label all the information you could not contain in the address label.

Another option for getting information to the driver for the last step of the delivery is to use the Total System to enter notes into the software for the UPS driver. Safe to leave package on front porch – dogs will not eat, please leave package at side door in case it rains, or please leave package in carport.

Knowing what labels, markings and instructions on the exterior of the box you are shipping can make the difference in a successful shipment, a returned shipment or a claim.

Access Point Quick References

Visit our website to download these helpful reference sheets.
packageexpresscenters.com/ap-headquarters

March Specials

Dell Desktop Computer

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



\$399⁹⁵

90 days warranty if not used for PEC Shipping.
Lifetime warranty if used for your PEC Shipping Center

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All Toners

**Buy 1, Get
35% Off 2nd**

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.
TONR1102	HP 1102	\$49.95 ea.	\$45.95 ea.
TONR2020	Samsung M2020	\$59.95 ea.	\$54.95 ea.
TONR2502	Pantum 2520	\$74.95 ea.	\$69.95 ea.

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Scanner



\$49⁹⁵

Regularly \$69.95

Stop manually entering tracking numbers! Save TONS of labor hours!

Lifetime warranty if used for your PEC Shipping Center

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\$49⁹⁵ EACH



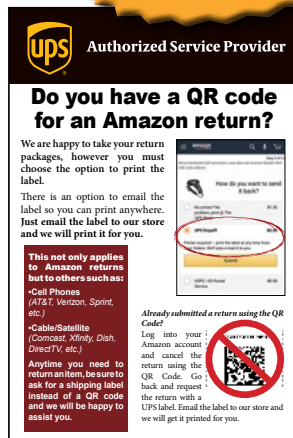
Indoor/Outdoor 4ft. Sign

2 sided | 48"W x 26"H | \$70.00 Regular price

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Your Choice

\$29⁹⁵ EACH



Indoor/Outdoor QR Code Signs

1 sided | 24"W x 36"H | \$39.95 Regular price

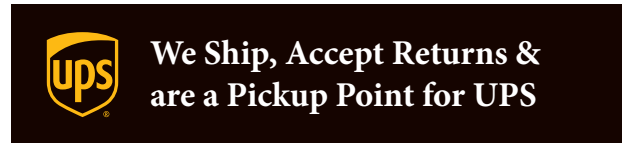
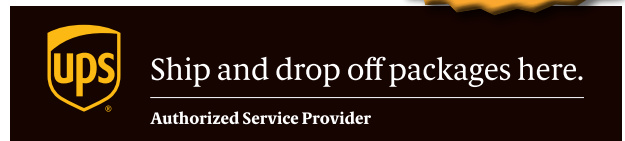
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Banner Specials

Your Choice

\$29⁹⁵ EACH

6 ft Banners | 1 sided



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P.O. Box 1178 Phone: (800) 274-4732
Greeneville, 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 \$9.95. **SHIPPING ON ALL EQUIPMENT & SIGNS:** All equipment, including computers, monitors, printers & scales, and all signs are shipped F.O.B. Greeneville, TN and billed to your UPS Account.