



Stephanie Hopson  
President, CEO

I WISH.....



I am 6' 2", and have been since I started the 8<sup>th</sup> grade. I would be a millionaire if I had a dollar for every time that someone has asked me:

**"Just how tall are you?"**

**"Do you play basketball?"**

I would sit around and say "I wish I was not so tall", and then one day after I said it yet again, the smartest person I have ever known, my mom, said to me

***"Don't wish your life away on things you cannot change, and if it IS something you can change – do something about it."***

When speaking to PEC center's across the nation, sometimes we hear from store owners or managers that they "wished" they shipped more packages. Below are some things you can do, some are very easy, some are free, and all could help your store to ship more packages. And if you don't – at least you tried.

- List your UPS Shipping Services on your Facebook page, Twitter account, store website, existing radio or newspaper ads for your store, and include your UPS Service in any other advertising your store does.
- Have a company van, car or truck for your business? Buy inexpensive magnetic signs for the doors that show your store information and tag line the bottom "We ship UPS".
- Have your PEC Shipping Center in a great, easy to see, easy to get to location in your store.
- Use PEC bag and statement stuffers for every customer that buys something – put one in their bag.
- Are you in the local Rotary Club, involved with the Chamber of Commerce, part of the AMA Chapter (American Marketing Association) or countless other networking groups? Use these contacts to spread the word, ask for business, volunteer to be a speaker on a subject, ask about using their email lists, and the exposure can be priceless.
- Offer free package pick-up to other businesses.
- Offer free packing.
- Visit your closest competition and ship a package. How do you stack up compared to them on all points?
- Ask a 3<sup>rd</sup> party to come in and ship a package, then ask their truthful thoughts about the area, service and value.
- PEC was founded 35 years ago with an interest in installing and promoting this service in independent entrepreneurs stores. You have, no doubt, done your fair share of advertising and marketing for your store and have noticed that some methods work and some do not.

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

**Barry-Owner, at Jim's Sporting Goods in Clinton, MO**

"Very happy with the service and rate PEC and UPS at a 10."

**Nancy-Shipping Clerk at Cheek Pharmacy in Cross City, FL**

"Service is going good and we are proud to offer the new service to the town."

**John-Asst. Mgr., at Northern Lakes Cooperative in Hayward, WI**

"Service doing well as usual. We are very pleased with the volume and traffic we are seeing coming through our door. Lots of new faces and core purchases being made. We are continuing to promote UPS on our large exterior electronic board to complement the UPS locator and PEC supplied signage. PEC/UPS service level has been solid."

# The Growing Importance of Running Your Daily UPS Manifest In A Timely Manner

The UPS Manifest is becoming more and more important to PEC – UPS daily shipping operations and is now **vital** to billing and compliance. The following items are things that **every** employee that handles the shipping computer should know and understand:

- **Service Guarantees** – The timely handling of your customer's packages relies heavily on your manifest being ran in a timely manner. The manifest uploads critical Package Level Detail to UPS. Not only can this impact the package making it to its destination in time, but UPS can release all responsibility of on-schedule delivery, meaning no invoice credits or reimbursements if you fail to run your manifest on the date it was picked up, prior to driver leaving your store.
- **Accurate Billing** – Not only does UPS exempt themselves from their Service Guarantee,

but additional charges can apply from various sources. UPS implemented a major change beginning 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.** A fee like this can quickly eat into your package profits if ignored. If UPS doesn't receive your billing information (in the form of your daily manifest) within the weekly billing cycle they can also bill you for packages based on estimated weight and distance. This kind of inconsistency can cause major confusion when analyzing your costs and profits. It can also cost your store time and labor to try to rectify with UPS billing when you finally do upload your past due manifest(s).

- **UPS updates** – The Total System Software also checks for mandatory UPS updates

every time a manifest is ran. This is crucial to making sure your software is constantly up-to-date and packages are being processed correctly.

- **Dropoff Rebates** – Don't forget to also run your daily RPDO manifest. This manifest will also run automatically after your retail package manifest and will ensure that you're on schedule to receive your rebate payment when due.

Another important thing to remember is that your manifest does not have to be your "End of Day Only" activity. A manifest could safely be run on every retail package you process with no adverse effects to your account. If you're not sure if someone will be around to run the manifest for your driver when he/she arrives, run it early and have it prepared. If you happen to accept another package before the driver arrives you should absolutely run a 2<sup>nd</sup> manifest.

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## Automate Your Delivery or Money Back Guarantees

Was your package delivered on time? No! Don't worry there's a solution. UPS now has an automated system you can call for all your Service Guarantee refunds/credits for all Next Day, Second Day, and 3 Day Select packages.

For instance, say you had a customer come in your store and ship some very important documents for a business deal on Monday that absolutely have to be there by end of day Tuesday. The first thing you're going to do is process as a Next Day Air parcel/letter. Everything is fine and good to go; at least you thought it was. That same customer comes in Wednesday very irritated with you and wants to know where his package is, why it wasn't delivered on time, and now wants a refund. What do you do?

- First step: Track the package on UPS.com. Tracking the package will give you detail as to where the package may be, why the package may have been delayed, or if someone had accepted the package and the customer didn't know.
- Second step: Call UPS Customer Service if tracking fails to give you details. 800-742-5877
- Third Step: You will give the automated system the tracking number for this package and you will tell them yes for a domestic shipment, once a Customer Service Representative takes your call explain to them you are calling about a failed Service Guarantee, and you will then be transferred to the automated system.
- You will give the automated system the tracking number for the package one more time, and the process for requesting a refund/credit will begin.
- Once tracking number is given, the automated system will tell you your request is pending, from then you should call back every single day to check on the status of your request, doing this will be a great way to calm your customer and keep them updated and stay on top of the UPS refund process.

# Did You Know?

## Your Access To UPS.com and The Resources Available

Did you know that all of our centers have a UPS.com username and password that you can use to login to the UPS website? Here you can use the search function and menu options to find features that will aid you in shipping.

For instance, you can order additional shipping supplies by simply typing “supplies” into the search bar. These include: express envelopes and boxes, customer receipts, heavy package Over 70lbs, and Saturday delivery stickers. These items are free of charge and will be shipped directly to your store.

In the event that you need to void a package after you have ran your daily manifest, you may still do so, as long as your driver hasn't already picked up the shipment. You need only type “void” and then click on the “void package” page. Then you must enter the tracking number and it will be removed from your manifest.

Anyone can use the UPS website to track a package, but when you log in to your account and track a package you are given additional options while the package is still in transit, including changing the delivery address before it has arrived.

Finally, you can access the online billing center to update your credit card/EFT Information at any time as well as view your Delivery Service Invoices.

**If you need help finding your UPS.com login information, or simply need assistance, please call us at 800-274-4732.**

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## Automate *Continued*

The most important things you need to know when requesting any refund/credit from UPS are as follows:

- You only have 15 calendar days from original expected delivery date to request a credit/refund from UPS.
- Some packages may be delayed due to an “Act of God”, always remember weather conditions and other actions beyond UPS's control may cause a delay and these are not refunded.
- If address credentials were entered incorrectly, a delay will happen so UPS can correct the address to ensure the package is delivered to the correct address. Incorrect addresses causing the delay will not be

refunded.

- In order for any package to be eligible for a refund the manifest had to have been run in a timely manner; meaning same day package was processed. You should always run your manifest before your driver comes to pick up your packages for the day, and have him/her sign it.

***Also remember UPS does have the right to deny any credit/refund if any of the above actions or tasks that were not completed properly or timely – especially not running your manifest prior to your driver picking up that day.***

Offers are available while supplies last or until 5/31/19.

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TONR1012	HP 1012 & 1020	\$49.95 ea.	<b>\$45.95 ea.</b>
TONR5L6L	HP 5L & 6L	\$36.95 ea.	<b>\$32.95 ea.</b>
TONR1000	HP 1000 & 1200	\$38.95 ea.	<b>\$34.95 ea.</b>
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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>\$55.95 ea.</b>

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