Get Ready NOW for Peak Shipping Season

If you consider the official start date of Peak Shipping Season starts the day after Thanksgiving 11/27/20 and continues well into mid-January, how many items of this checklist will you be able to get done in the next 45 days?

- Start fresh and clean. When was the last time you tore apart your shipping counter and put it back together after a good cleaning?

- Review what UPS tags you need. This time of the year you will need the Saturday delivery stickers, the over 70 pound stickers, next day envelopes, etc…

- Review receipt supplies. Order enough customer receipts now for the next 6 months. They are FREE!

Access Point Specialists

Seated L to R: Taylor Hawk, Mikayla Chandler, Kayla Pruitt, Majora Davis, Jalyssa Shelton
Standing L to R: Daniel Wilhoit, Sarah Bradley, Brian Bradley, Craig Gorneault

Previously: Package Express Center partnered with UPS and rolled out the RPDO program in the 4th quarter of 2012. UPS allowed our PEC National Network of centers to be placed on the UPS.com locator and receive quarterly rebates for accepting drop off's free of charge. This program is now 8 years old and still shows tremendous growth year after year.

New: This past year UPS wanted to partner with PEC on their Access Point Location program. Your store once again accepts packages free of charge for your customers to pick-up and your store receives a quarterly rebate for these packages. UPS states there is a real need of this type of UPS service in Small Town America. Again, your store is identified on UPS.com as an Authorized Service Provider and as a UPS Access Point Location. UPS believes this program will continue to grow in volume and necessity in years to come.

Above, you will find PEC's Access Point Specialists. If you have any questions regarding joining this new program and/or questions on how your AP Location is currently handing AP packages. Please call or email any of our specialists for help, suggestions, or answers!

Get Ready *continued*

- Order an extra toner. There is nothing worse than not being able to process a package because your toner ran out and you did not have an extra on the self.

- Offer a bounce back or coupon on your Total System Software customer receipt and change often.

- Stores get tons of boxes from their inbound shipments. Start now – saving them and let your customers have them free when they ship with you or charge a fee to help pack and or repack items to ship.

- Make sure you have markers, tape, tape gun and box cutters. Even if your store does not offer packing – you will still need to be able to offer some packing assistance.

- Some of our larger shippers that pack offer two lines for package customers. One line is for customers that their package is ready to ship and one line is for customers that require their packages packed.

- Some accounts set-up a large box for drop off customers - that don't require or want a receipt and then the store can scan the box full of drop off's during a lull or before the UPS driver gets to your store.

- December 14th thru Christmas will be the busiest shipping days of December. Make sure someone is always on staff that can process packages during these days and add additional help when needed.

WARNING NOTICE

4th quarter UPS package volume increases. Be on the lookout for the following when "processing and shipping packages" and it will save you time, money, labor, claims, headaches and aggravation:

- Always know what you are shipping. The first thing our UPS Ready Certified PEC Total System Software Shipping Software asks is: what are the package contents. Do not, for example, put "gifts". Do not ship something illegal, hazardous, or prohibited. Yes, you do have the right to open the box prior to shipping.

- Do not ever try to ship something too large. The over max shipping charges are over $ 1,000.00!

- Do not accept electronics, breakables and other fragile items in used boxes, not proper packaging materials, not double boxed, high value items without checking the packing, – a claim will happen!

- Do not ship extremely heavy crated items that state "this side up". These items should be shipped via freight.

- UPS has suspended their on-time service guarantee this year due to COVID and when you call PEC for time in transit information on air packages – we tell you this. (as well as other service levels).

- Food, perishables and alcohol are not covered any time of the year. These types of items are shipped a lot in the 4th quarter. * This is also noted on your customer receipts.

- Your store only has 60 days from date of shipment to notify UPS of a claim on any package! PEC will not process any claim over 9 months old from date of shipment. Do not dispose of item or packaging until PEC has settled claim.

- If you ever have any question about what you are shipping, how it is packed or any other issues: please call us PRIOR to shipping at 1-800-274-4732. We answer our phones live, not pressing buttons, holding or any other issues – we can immediately help you!

Source: UPS Tariffs (55.3)
### *Regarding Filing a Claim With UPS On a Damaged or Lost Package*

Time Limit for Notice and Filing of Claims for Loss or Damage to Property As a condition precedent to recovery, all claims for loss or damage to property must be noticed and filed in writing or electronically with UPS within the following time limits: – For domestic Shipments (including shipments to and from Puerto Rico), **UPS must receive notice of claims within sixty days after Delivery of the Package** or, in case of failure to make Delivery, within sixty days after the date of scheduled Delivery. Claims must be filed within nine months after Delivery of the Package or, in case of failure to make Delivery, within nine months after the date of scheduled Delivery.

The Tech Corner   by Daniel Wilhoit

Send MSR - What Could Be Easier?

The **Send MSR** button is easily one of the most convenient features that have ever been added to the Total System Software. Many of our older accounts that have had trouble transmitting their Monthly Shipping Report know what kind of hassle it can be to print & fax or call with their monthly totals. Luckily, the addition of the **Send MSR** button to the program can make this much less of an inconvenience.
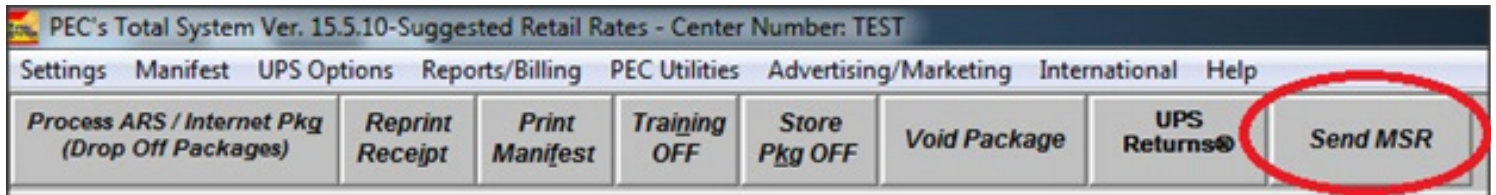
The program has always and will always attempt to transmit your totals to us at the beginning of every month. If you're not the person that opened the program the first time of the month you may not know if your MSR has transmitted. This transmission can also fail for many reasons that can be difficult to pinpoint at times (if your internet is down at the time of transmission, if you have a strict firewall, etc.). If you see a message box on the screen or are receiving emails that state that your MSR failed to transmit or that we haven't received it yet, the solution could be as easy as retrying. The **Send MSR** does just that and is located in the Quick-Access buttons, across the top of the program. If you know the transmission failed at some point or if you're not sure if it has been sent yet you will be able to click this button to immediately send your previous month's totals. You can do this whenever you want and as many times as you want. As long as we receive the MSR before the 10th of every month, you will not receive a late fee.

We understand that things can get busy, shipping or otherwise, especially with peak shipping season right around the corner. Our goal is to save you time and effort by making this process as painless as possible. I would absolutely recommend using the **Task Scheduler** built into Windows to display a simple message reminder to click the **Send MSR** button on the same day every month. This should eliminate the guessing game of questioning whether the totals sent and save everyone involved time and effort. If you're still having transmission issues and can't make any adjustments to your Antivirus programs or Firewall, please feel free to call (800-274-4732), fax (800-570-0683), or email [(msr@packageexpresscenters.com)](mailto:msr@packageexpresscenters.com) us with your totals.

November Specials

Dell Desktop Computer

Windows 10 Pro
SSD – 120 GB
CPU – i5-2400
RAM – 8 GB

Limit 3

$329.95

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. Greeneville, TN

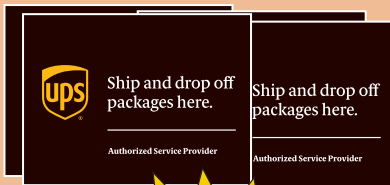**Save 50%** off 2nd toner when you buy one at regular price

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	$99.99 ea.	**$89.99 ea.**

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Buy 4 Door Decals

8"W x 6"H

UPS Ship and drop off packages here. Authorized Service Provider

$36⁰⁰

40% OFF
Regular Price: $15.00 ea.

(Decal only available in version shown, without pick up.)

F.O.B. Greeneville, TN

Scanner

$49⁹⁵

Plug & Play USB

Regularly $69⁹⁵

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

F.O.B. Greeneville, TN

NEW

UPS Branded Banners

$58⁵⁰ Each

35% OFF

Regular price $ 89.95

UPS **Now Access Point Location**
Ship, pick up and drop off packages here
UPS Authorized Service Provider

UPS **Grand Opening**
Ship and drop off packages here
UPS Authorized Service Provider

UPS **Grand Opening**
Ship, pick up and drop off packages here
UPS Authorized Service Provider

All Banners are 72"W x 17"H and indoor/outdoor

F.O.B. Greeneville, TN

Package Express Centers

P.O. Box 1178
Greeneville, TN 37744
www.packageexpresscenters.com

Phone: (800) 274-4732
Fax: (800) 570-0683

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. Greeneville, TN and billed to your UPS Account.