



Stephanie Hopson  
President, CEO

## What can I do in 5 minutes or less each day to have an improved PEC shipping center location in my store?

Do you have 5 minutes a day to manage by walking around and/or checking on some or all of the following items that affect the overall success of your “PEC/UPS Processing and Shipping Center”?

- Walk by the PEC Shipping Area in your store and verify the computer is on and The Total System Software is open. You don't want a shipping customer to wait to ship a package if they are the first shipping customer of the day.
- Walk by the PEC Shipping Area again at night and verify that someone in the store is exiting all the way out of The Total System Software (The only way you will get automatic updates is by exiting and going back into The Total System Software, thus if you never exit it, you will never update.)
- Check UPS.com to make sure your store is listed as an Authorized Service Provider, your store information is correct and your hours are correct. \* If you become past due with UPS and are suspended or turned over to collections you will be de-listed from UPS.com. UPS will not automatically add your store information back once you have paid your past due bills; you have to request this be done. Call PEC – we can have this done for you.
- How many shipments does your store receive a day? Are you breaking down these boxes and storing them somewhere for customers? Are you saving all the packing materials somewhere? You would not want to either lose a shipping customer due to them needing a box/packing – nor would you want to ship something that needed another box/packing and a claim happened due to improper packing. Note: Did you know some centers make as much or more on offering packing supplies and packing than on processing packages? Might be something to think about expanding in your location.
- Do you have enough people on staff that know how to easily ship a regular package?
- Look around your store – do you have signage inside and out? Yes, you can say that you have shipped packages for years and everyone knows who you are; but we also need to think about the 14-20% of people moving in and out of some communities on a yearly basis.
- Does the PEC Center look tidy, have enough space, is it easy to get to, and easy to find? There is still plenty of time to move it, change it, and re-do it for this Peak Shipping Season.
- Around the PEC Center do you have stocked end caps, impulse items, items on special or clearance merchandise that might catch your customers eye while they are standing there waiting on their shipping receipt?
- Did you know you can turn on a feature in the software that will add an email address you can ask for when a customer ships a package? You can use these emails to do email marketing and add to your existing email database if you have one. Call today and we can help you turn this feature on in less than a minute.
- Who is your competition? It is always nice to know who you are up against and what their shipping center looks like, what their hours are, etc.

**With Peak Shipping Season right around the corner, please call PEC for any of your training, supplies, or advertising needs at 1-800-274-4732 or email [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com).**

# Peak Shipping Season Tips, Advice and Warnings

Peak shipping season is approaching and this means a few things that are always true for this time of year. UPS will have a greatly increased volume of packages that will enter their systems during the holiday season. Increase in packages for your store and UPS means an increase in all things package related.



1. Guaranteed delivery of a package delayed? Remember you only have 15 days to call UPS for a credit. \* Always run your manifest prior to or at the time of your UPS Pick-up.
2. Customer needs to track a package but doesn't use a computer. Great service would include your store using the tracking feature within the software to track for your customer. You could also have them call the tracking hotline for current tracking info at 800-457-4022.
3. You have many customers and are in a hurry but need help regarding shipping? Call PEC anytime. We do not have an automated phone system with lengthy menus and hold times. PEC answers all calls quickly and with a live shipping expert. We are also available after hours for any emergencies, just call our main number and our answering service will route your info to the on call tech.
4. Finally, you should be mindful of the nature of the item you are shipping. If the item is considered fragile by any means you must make sure it is packaged properly and or you may ask yourself "should this even be shipped?" This is very important to understand with UPS package volume to the max, claims on damaged and lost packages also increase. During the holidays higher value packages that are more breakable in nature are commonly being sent as gifts, etc. Be sure to have additional packing items on hand even if packing is "not something your store does". Saving your incoming shipments packing and boxes for use during this time as mentioned in "What Can I do in 5 Minutes" can mean the difference in a package making it to its destination for Christmas day and having a claim on your hands.

## Guidelines for Good Packaging

You can help to ensure that your package arrives safely and on time with these packaging guidelines and procedures developed from UPS research

- Use a rigid box with flaps intact
- Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
- Wrap all items separately
- Use adequate cushioning material
- Use strong tape designed for shipping
- Do not use string or paper over-wrap
- Use a single address label that has clear, complete delivery and return information
- Place a duplicate address label inside the package

Source: [ups.com](http://ups.com)

## Meet Teresa McMurray Director, Accounts Receivable

Package Express Center Corporate, has put me in charge of Accounts Receivable, handling updating billing terms, and working with UPS's billing. Next month I will be celebrating 6 years with PEC. If you need to update your billing information with PEC or UPS, please call me at extension #

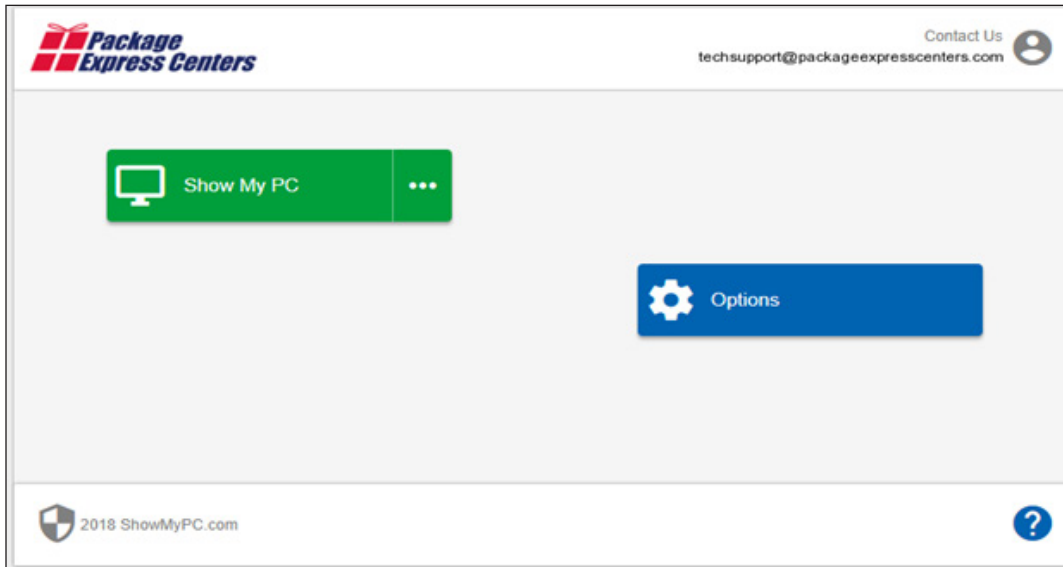
304 at 1-800-274-4732 or email me at [tmcmurray@packageexpresscenters.com](mailto:tmcmurray@packageexpresscenters.com). You can also call me if you need copies of any invoices, statement emailed or have any questions on your invoices.

On a personal note, I enjoy living in the country with my significant other and our two dogs. I like to get together for cookouts with friends and family. In my free time, I like to cross-stitch, work puzzles, read or just watch TV. I like music and have sang in my significant other's rock band.



# The Tech Corner by Tyler Hutchinson

## Package Express Center's Remote Technical Support Through ShowMyPC



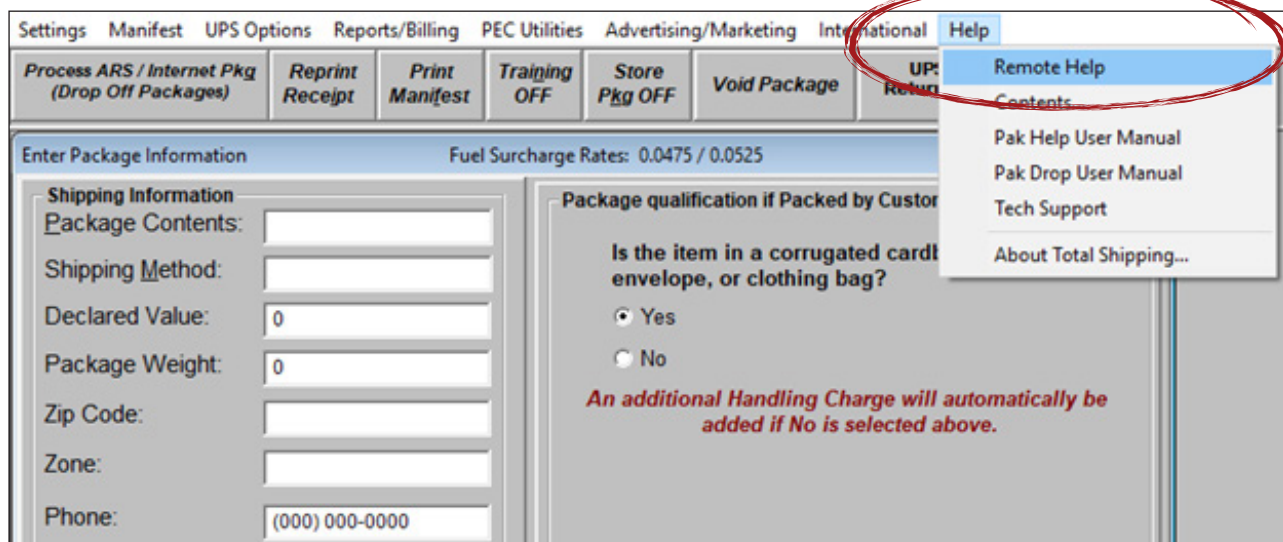
Right at the top of your software is the help button. The very first option inside help is Remote Help. **Clicking Remote help will start your ShowMyPC and generate a 4-digit code.** Sharing this code with your PEC customer service representative will get someone on the case just like that. You can even go ahead and generate this code before calling Package Express Centers to speed up your call if you know you

Package Express Centers has partnered with ShowMyPC to make technical issues with your shipping software an even easier issue to tackle. ShowMyPC lets a skilled Package Express Centers technician easily remote into your computer at your store and see exactly what problems your having and fix them then and there. ShowMyPC is built straight into your shipping software for your convenience! Sometimes we remote in instead of walking you thru the software; if we fill it would be a time saver, a convenience or easy for your staff to see what problems you are having vs. you trying to explain the hardware or software issues you might be having.

need technical assistance!

Once you have provided PEC this 4-digit code our support team then can remotely control your computer so that your clerk can go about doing something else while we are diagnosing any problem(s). Once we are done working on your computer/software – we leave a note up on your screen stating we are done and you are ready to process you next package.

Easy, fast and stress-free for your store.





# NOVEMBER SPECIALS

**Brand New Design!**

Show your customers you care about the environment. They'll appreciate the effort and visit your store more often.

**\$29<sup>99</sup>**



**RECYCLING DROP-OFF**  
Bring us your used boxes and packing materials for recycling.

36"H x 24"W Indoor/  
Outdoor sign

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## Scanner

**\$39<sup>95</sup>**



Regularly \$69<sup>95</sup>

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

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**SAVE 30% on ALL Toners**  
**Limit 6**



### HP Toner Cartridges

Item Number	Fits Printer Model	Wholesale Price	3 Or More
TONRM102	HP M102	\$69.99 ea.	<b>\$65.99 ea.</b>
TONRM12W	HP M12W	\$45.99 ea.	<b>\$42.99 ea.</b>
TONR1100	HP 1100	\$47.99 ea.	<b>\$43.99 ea.</b>
TONR1012	HP 1012 & 1020	\$59.99 ea.	<b>\$56.99 ea.</b>
TONR5L6L	HP 5L & 6L	\$41.99 ea.	<b>\$36.99 ea.</b>
TONR1000	HP 1000 & 1200	\$55.99 ea.	<b>\$49.99 ea.</b>
TONR1505	HP 1505	\$69.99 ea.	<b>\$66.99 ea.</b>
TONR1006	HP 1006	\$64.99 ea.	<b>\$61.99 ea.</b>
TONR1102	HP 1102	\$64.99 ea.	<b>\$61.99 ea.</b>

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## Dell Windows 10 Pro CPU

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

**Limit 3**

**\$279<sup>00</sup>**



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Reminder: this is NOT a regular computer – it is covered by PEC's exclusive Maintech Program and will be supported and replaced during lifetime you own if using for PEC Center. Excluded support of operating system upgrades/viruses.

**Give us your testimonial and get a FREE Christmas Banner**

**Your Christmas Shipping Headquarters** We Ship via **UPS**



We talk with hundreds of stores each year that want to see testimonials from other PEC Locations. So tell us in your experience how adding UPS service has been beneficial to your store. Has service greatly increased traffic, how long have you offered service, improved impulse buys, community loves it, or what else? Bottom line: what has been your personal experience in offering this service and why would you recommend someone else offering this shipping service? Please submit a testimonial of at least 100-200 words, and include your name/title of your store location.

Submit to: [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com)

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## Sidewalk Signs



- Simply slide in 2 of our 36"H x 24"W rigid sign panels.
- Durable black powder-coated steel for longtime exterior use.
- Includes 2 signs of your choice. Order either Christmas or regular UPS signs.

**\$99<sup>95</sup>**

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[www.packageexpresscenters.com](http://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.