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President, CEO

## Do You Know Everything About Shipping UPS and The Total System Software?

PEC was started back in 1984 and we still have accounts from then. Your store has probably not been shipping for over 35 years. I don't think many centers, even our accounts from 1984, know every single thing about shipping all items and every function The Total System Software provides. This is understandable - as no one does know it all. Below are great things to add to your "Package Processing and Shipping" knowledge, especially now prior to Peak Shipping Season:

**(Also don't forget – you can call us toll-free 24 hours a day – 7 days a week – if you have a pressing time sensitive issue.)**

- Customers love utilizing used boxes. Many boxes that come in your store might have come from a food store, alcohol store, etc. You cannot use these boxes as is, with markings from the distributor such as "contains liquid" etc. UPS does not know they do not really contain wine or foods. Always make sure you use tan tape, or black markers to cover up all writing on used boxes. This also goes for any labels you can't peel off. Another type of box you can never re-use is a box with DOT HazMat codes, pictures or graphics on it. Always cover all markings on all used boxes.
- The best advice when using the Total System Software, especially this time of the year when more employees are helping to process packages – is to always read the message boxes on the screen during the processing of the package label. Call if you have questions. You can also get your 2nd string or bench players a training from PEC training staff prior to the 4th quarter, so they feel more prepared to process packages during the busiest time of year.
- Always know what is in the box, does it rattle, move around, etc. Your store not only needs to be able to process the package, but also quickly determine if it should even be shipped as is. Why ship it in the first place if it will not make it there safely or it is something you should not be shipping at all.
- Know that there are items you can ship, but can't place a claim on such as food, perishables, gift cards, etc... and then there are items you cannot ship from your location such as guns, electronics without double boxing, high value items without a PPP authorization code, batteries, many type of chemicals, etc... If you don't know if you can ship it or not: please call PEC.
- Another great hint is to always have your computer turned on, Total System Software Open, ready for your first customer. Don't run out of tape, packing material, markers, toner or customer receipts this time of the year. Be able to help your shipping customer if something is not properly packed or taped.
- Make sure you have your UPS Service mentioned in your free Google advertising, Facebook page, on your store's website, and included in any other type of advertising your store does.
- Cut out and save UPS's Holiday schedule PEC publishes in upcoming newsletters so that you will know what days air packages take longer to deliver, when people have to ship by to get it there by Christmas, and what days UPS will or will not be picking up or delivering.
- December 16th will be the peak shipping day and that week will be the Peak Shipping Week. Be prepared with extra help and have the area ready for the extra shipping customers.

## Windows 7 Support Ends in 2020

Windows 7 support will be ending on January 15, 2020. If you are a store running this operating system: you have over 4 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 lifetime Maintech or something else.

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

# Smart Pick-Up Scheduled, But Driver Is Not Stopping and/or Not Seeing the Notification On Their Device

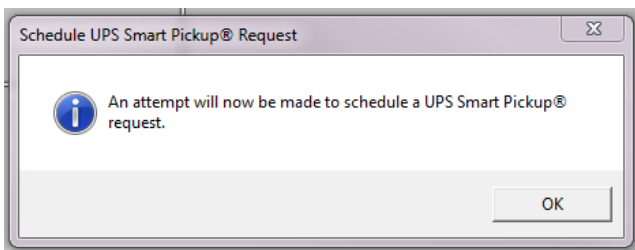
When you have not received a pick up it is **usually** due to one of two things. #1 you didn't schedule a smart pick-up or #2 you successfully scheduled a smart pick up but the driver isn't "seeing" the request on his board. Of course there are other reasons for missed pick-ups like substitute driver etc..... but that is up to UPS to determine and correct. We would still provide the same info to UPS in order to rectify whatever the issue may be.

Some stores are on first name basis with their UPS drivers and even communicate with them regularly via cell phone call/text. This is fine but any discussions with your driver for pick-up may impact how your software functions. One example would be if you allow your driver to make pick-ups at the time of his deliveries which is prior to your notify time. This will give you an error when trying to schedule a smart pick-up that particular day.

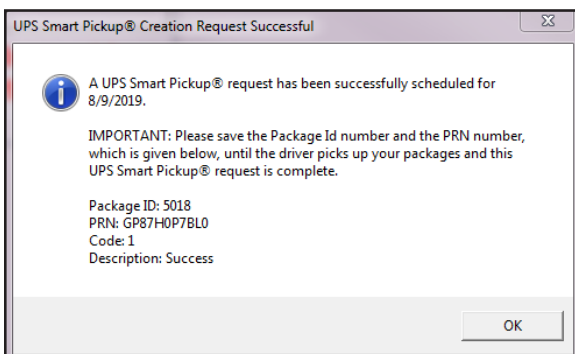
If you ever get any kind of smart pick-up error this means the notification did not go through and you will not get a pick-up. You will need to call PEC ASAP if you ever see that your smart pick up was not successfully scheduled.

Any clerks processing packages need to understand that upon processing the first package of the day - they will see notifications that show smart pick up is being scheduled and that a confirmation that a successful smart pick up request was made. (See Total System Shipping Software Screens below).

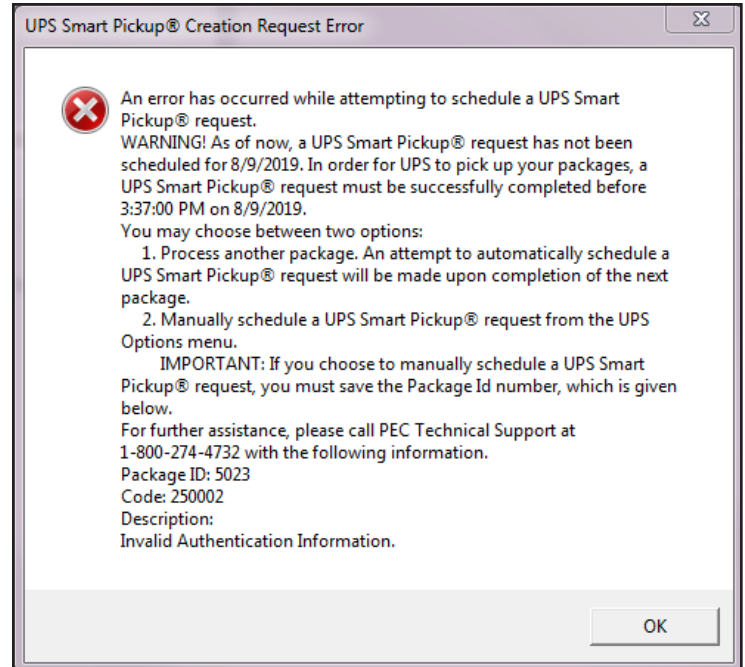
**After you click to print your label you will see**



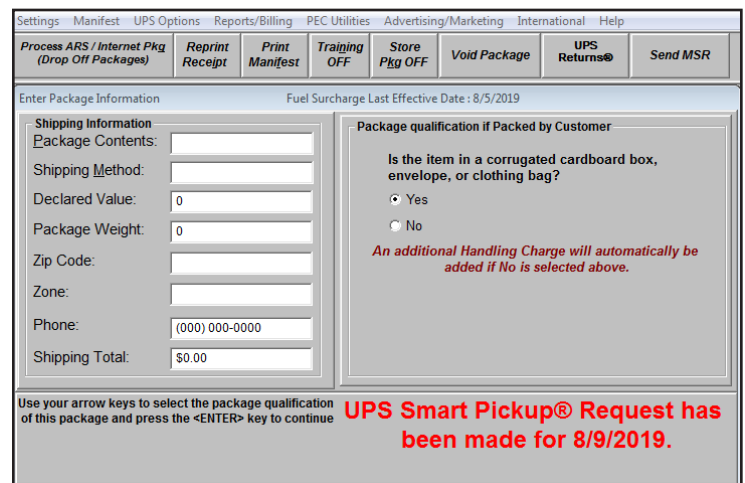
**After you click ok you will see if your request was successful.**



**If your request was not successful you will see the following.** If you see the below error you will need to contact PEC ASAP. PEC will figure out why Pick-up Request could not finalize, correct it, schedule your store a pick-up, etc.



**Once all message boxes are gone and you have successfully scheduled a smart pick up you will see the following displayed on your front shipping screen.**



**If anytime you are not scheduling a Smart Pick-up properly, please call immediately for assistance.**

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# The Tech Corner

by Tyler Hutchinson

## What Makes Web Browsers Secure?



Like antivirus software, browsers rely on patching vulnerabilities to ensure security. Unfortunately, most patches are rolled out after hackers have poked and prodded the browser. Ultimately, it's always a race between the developers and hackers.

Even updated browsers differ in how they approach security. That's evident in their security architecture and features.

Browsers can consult a blacklist, such as the Google Safe Browsing service. It provides a list of URLs that contain malware or phishing content. Most popular browsers use this service to filter out unwanted URLs.

One prominent piece of security architecture that modern browsers use is a sandbox, an isolated environment for the browser that limits access to your operating system. Even if a vulnerability is exploited, the sandboxed environment should keep malware contained.

### How to Tighten Your Defenses on Most Browsers

Before you do anything else, update your browser. Users get notifications when browser updates are ready and just a click away. Configure your browser security and privacy settings so that you feel comfortable with them. Important settings include blocking malicious sites and third-party cookies, disabling Flash, blocking pop-ups and turning off tracking.

Keep in mind that no browser is completely secure, no matter the security architecture. In fact, studies have shown the weakest link in the security chain is the user. There's no substitute for using reason while browsing. Please note that even using any of our best VPN providers won't protect you from being silly while on the web.

Of course, browsers haven't stopped improving their security. They could all plausibly claim they are safe for the average user. The differences come down to slim margins.

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## UPS Refund Requests for Service Guarantee Packages Better act fast, you only have 15 days!

If your store ships a next day, second day, or three day select package that wasn't delivered on time, your customer might request a refund for his/her package. Do not worry, just act fast.

UPS has a service guarantee policy for all air packages. Within this policy, UPS reserves the right to deny any refund/credit requests if the following is not met:

1. Did you request the refund/credit within 15 days? Your store only has 15 calendar days after the actual delivery date to request a refund/credit!
2. Did your store run the manifest in a timely manner? Timely manner meaning same day as processed before the package(s) left your store. You should always run your manifest before your driver comes to pick up your packages for the day, and have him/her sign it.
3. Was the delay caused by an "Act of God"? Always remember weather conditions may cause a delay and if anything is considered An Act of God – these types of packages are not refundable.
4. 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.
5. Did this package require additional handling? Additional handling is applied to a package if it is not in a corrugated cardboard box, envelope, or clothing bag. Additional handling will also apply if package exceeds 70 lbs in weight, or if the dimensions for the longest side exceeds 48 inches or second-longest side exceeds 30 inches. Adding DCR to your package will also release it from being guaranteed on time.

**If for any reason your store ever has a service guarantee refund/credit request, please do not hesitate to call, if it is still within the 15-day time-frame and you did not have any of the above issues to your package. You can give us a call at 800-274-4732.**



# October Specials

## Buy 2, Get 3<sup>rd</sup>

**50% OFF**



### 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	\$39.99 ea.	<b>\$35.99 ea.</b>
TONR1100	HP 1100	\$34.95 ea.	<b>\$30.95 ea.</b>
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>
TONR1505	HP 1505	\$49.95 ea.	<b>\$45.95 ea.</b>
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>

FOB Greenville, TN

## Windows 10 Special

Dell Optiplex 580 Desktop  
Windows 10 Professional

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

**Preloaded and ready to Ship**

Maintech Coverage as long as you are part of our National Network of UPS Authorized Shipping Providers (excludes OS upgrades and viruses)



**\$249<sup>95</sup>** +tax

FOB Greenville, TN

## Scanner

Plug & Play USB

**\$49<sup>95</sup>**



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

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

FOB Greenville, TN

## Your choice Buy 1, Get 1 FREE

**Do you have a QR code for an Amazon return?**

We are happy to take your return packages, however you must choose the option to print the label. There is an option to email the label so you can print anywhere, but email the label to our store and we will print it for you.

**This not only applies to Amazon returns but returns such as:**

- Cell Phones (AT&T, Verizon, Sprint, etc.)
- Cable/Satellite (Comcast, Dish, DirecTV, etc.)

Anything you need to return has been checked out for a shipping label instead of a QR code and we will be happy to assist you.

Always submitted a return using the QR Code? Log into your Amazon account and cancel the return using the QR code. Go back and request the return with a UPS label. Email the label to our store and we will get it printed for you.

Authorized Service Provider

**Ship your packages Here!**

**RECYCLING DROP-OFF**

Bring us your used boxes and packing materials for recycling.

**Ship your packages Here!**

Free of Charge! **UPS DROP-OFF Packages**

ARS (Authorized Return Service) • RS (Return Service) • Internet Processed (UPS.com)

36"H x 24"W Indoor/Outdoor signs

FOB Greenville, TN

Monitor sign - 1 sided  
23" x 15"

**WE SHIP via UPS**

We're Your **Christmas Shipping Headquarters**

Guaranteed Delivery or Your Money Back  
Free Package Tracking  
Free Coverage on Packages with \$100 DV or Less

2 ft. wide 2 sided indoor/outdoor sign

**WE SHIP via UPS**

Your **Christmas Shipping Headquarters**

Guaranteed Delivery or Your Money Back  
Free Package Tracking  
Free Coverage on Packages with \$100 DV or Less

**WE SHIP via UPS**

We're Your **Christmas Shipping Headquarters**

Guaranteed Delivery or Your Money Back  
Free Package Tracking  
Free Coverage on Packages with \$100 DV or Less

4 ft. wide 2 sided indoor/outdoor sign

FOB Greenville, TN

**30% OFF**

**ALL Christmas Signs & Banner**

## Your Christmas Shipping Headquarters

We Ship via **UPS**

6 ft. wide 1 sided indoor/outdoor banner



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