

Important Update from Package Express Center Regarding PEC – UPS Access Point Locations – Deadline: 10/15/20 –

In January of this year, UPS Corporate entered into a new partner project with PEC. UPS is wanting to set-up more UPS Access Point Locations in Small Town America to make it more convenient for customers to be able to pick-up their packages from a retail location if they desire or if the UPS driver did not want to leave packages unattended at a delivery address. UPS gave PEC the first chance to offer this additional UPS service option to our National Network of Package Processing and Shipping Centers the opportunity to have this option for their community and customers prior to UPS trying to set-up any other location to become an UPS Access Point in cities that there are existing PEC locations.

Package Express Center talks to hundreds of existing and possible new stores weekly and we have heard the thoughts, feelings and opinions of independent store owners over the last 7 months due to COVID-19. Store owners have shared with us their news of being closed by government or by their own decision, offering drive thru service only, curbside business only, shorten hours of operation, or not closed at any time throughout this pandemic.

This national pandemic has affected everyone globally and has changed our way of life, the way businesses are ran and is an on-going issue that we have no idea when it will get better, end, or get worse.

Package Express Center is fully aware of the trials and tribulations at store level due to COVID, yet we have reached a point that we are needing a YES or NO from the rest of our National Network of Shipping Centers prior to the beginning of the 4th quarter of 2020.

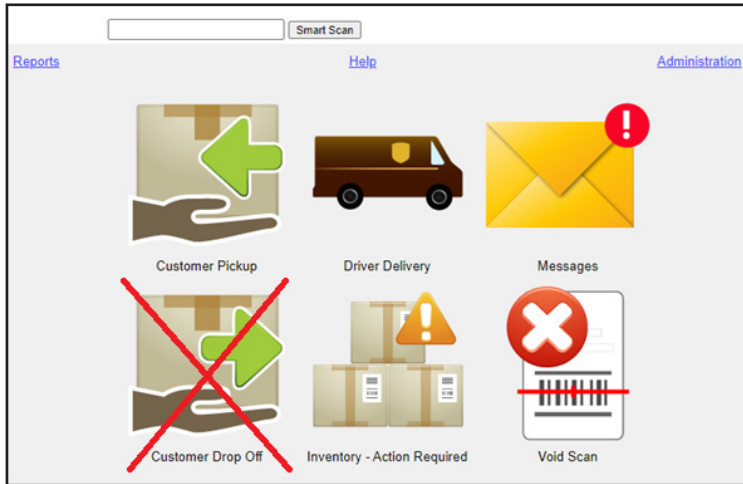
PEC has received hundreds of YES's from accounts, yet these stores have not proceeded in completing 2 Steps to activate their AP Service. Yes – that is all you have to do if you said yes – is 2 items that do not take hardly any time! Just go to www.packageexpresscenters.com and click on AP Headquarters tab. You will need to e-sign the UPS Agreement and then watch a 15-minute webinar. That is, it! **We are asking everyone that has told PEC that they want this program to complete these 2 steps by 10/15/20.**

If you do NOT want to add this additional UPS service to your stores existing shipping and drop off UPS services – and you are aware that UPS might at a later date add another store in your community to offer AP UPS package consolidation services, just let PEC know by emailing us at info@packageexpresscenters.com or by calling 800-274-4732.

Please either GO or let us know NO GO by 10/15/20!

To all the existing PEC Locations that have add this new UPS service this year, we have added a reminder instructional sheet inside this newsletter that you can review or place at your shipping counter for your clerks convience. You may also have any existing or new employee watch the AP Training Webinar hosted on PEC's website at any time or as many times as you need.

UPS Access Point Responsibilities



- It is important to check as early as possible each morning for **Messages** and whether **Inventory** items need action, like marking aged packages as **Ready for UPS** retrieval.
- It is also important to never use the **Customer Drop Off** button. Your package drop-offs are to be entered within the Total System Software.

If you want to practice any of the following procedures, you can use the training login to be able to use these features on fake packages.

-User ID: training_US

-Password: training_US

What do I do when

First and foremost, it is important to be logged into the REAP web portal. You can do this by clicking the AP Package button in the Total System Software (new in version 20.0.3) or by navigating to ap.ups.com in your web browser. Keep this open and ready to access throughout the day.

...UPS drops packages off for me to hold? – Complete the following ASAP. This is time-sensitive.

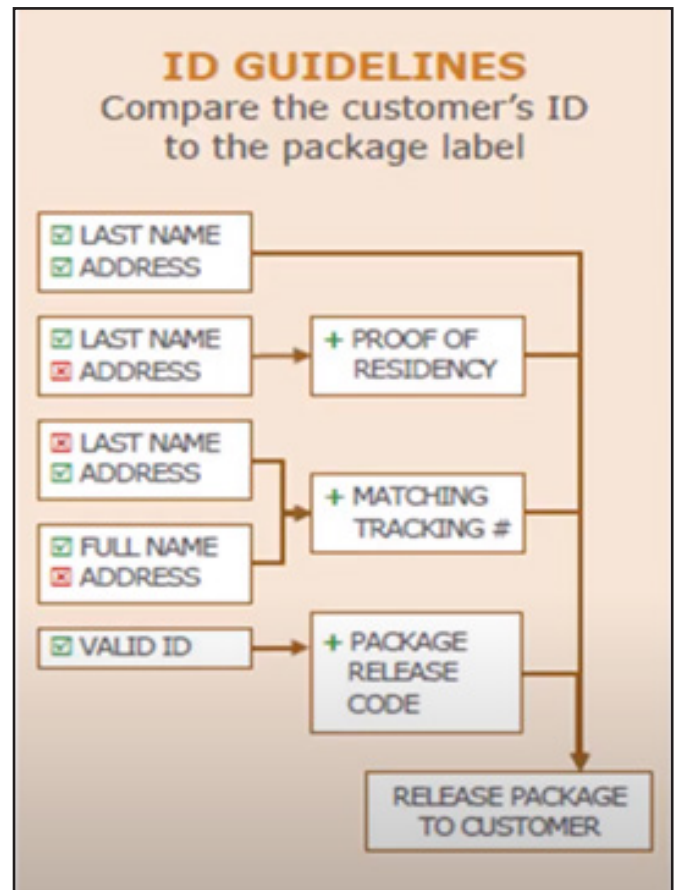
1. Select Driver Delivery
2. Scan all packages
3. Click Submit
4. Store packages in a separate, designated area for AP packages to avoid mixing them up. You want to avoid your driver confusing packages for pickup with the packages you are holding for AP.

...a customer comes in to pickup a package?

1. Select Customer Pickup
2. Search for the customers package by Shipper Name, Customer Name, or Tracking Number. You can also sort the list of packages by clicking the column headers. The package should have a status – **Accept**.
3. Click Scan Packages
4. Scan or type the Tracking Number and click Submit
5. Verify the customers identity against the package label using the ID Guidelines
6. Have the customer sign for the package
7. Click Submit and release the package to the customer

...I make a mistake?

Call PEC at 800-274-4732 or email support@packageexpresscenters.com so we can guide you based on the nature of the issue.



Attention New Access Point Locations

What Is An InfoNotice and How Important Is It?

When UPS attempts to deliver a package to the recipient but they are not home they may route the package to your location. When the driver does this he leaves an "InfoNotice" on the recipients door. The InfoNotice (below) instructs the recipient that their package is in transit to a nearby Access Point location. They list the location in the area designated on the InfoNotice. The notice states that the package will be delivered to the Access Point on the next UPS delivery day typically by 1pm. Each infoNotice also shows an InfoNotice number in the top right corner for trackability. The notice instructs the recipient to track the InfoNotice number to determine if the package has in fact reached the Access Point location. Of course, full tracking information can always be viewed on ups.com as well using the tracking number if the recipient has that information. If customers come to pick up their package same day or too early on the next pick up day please refer them to their InfoNotice left on their door by the UPS driver for these instructions and information to determine where the package is in transit.

ups

InfoNotice # 0000 0000 000 0

Sorry we missed you...

Track your package(s) at ups.com using the UPS InfoNotice® receipt number (provided above), or see the back for more details.

Free delivery alerts!
ups.com/join

TO _____

DATE / PACKAGE(S) FROM _____

Package(s) will be delivered to a **UPS Access Point®** location on the next UPS delivery day typically by 1 p.m. **IS YOUR PACKAGE THERE YET?** Track your UPS InfoNotice® number at ups.com to confirm availability prior to pickup at:

LOCATION NAME / STREET ADDRESS

Package(s) will be available at this location for 7 calendar days

We will try again on the next UPS delivery day
Your action is required.

A) Someone must be here to accept delivery and sign for your package(s)
 Must be 21 years of age or older

B) We can leave your package(s) on the next UPS delivery day if you sign the back of this UPS InfoNotice® receipt

C) Your package(s) has a C.O.D. due \$ _____ See back for payment details.
 Cashier's check or money order only

Your package was left at: Neighbor/Office/Other _____

This was our final attempt Pickup attempted

Need more help? Read the back or go to ups.com/infonotice

Attention: PEC/UPS Access Point Locations

One of the MAIN duties of an Access Point Location is **SCANNING**. You must scan the incoming and outgoing AP Packages as they are dropped off from the UPS driver and when a customer picks them up.

As a new PEC/UPS Location – our new AP Locations are seeing very few incoming packages on average, and UPS is stating that PEC/AP Locations are NOT doing a good job in scanning these AP packages. Since this is a new service and will take time to build awareness, it is vitally important that you set-up guidelines in your store to scan these incoming packages in a timely manner. If you don't scan them for UPS, your store, and the UPS end customer to have visibility for tracking purposes, you WILL NOT get paid or rebated for these packages.

- The AP Agreement states you should scan any incoming AP Packages within 30 minutes. If you get busy and can't hit this time window – then SCAN them as soon as you can.
- Of course, you scan the outgoing packages that customers pick-up – at the time of pick-up.

**Any questions regarding the above please call: 1-800-274-4732 or
email: info@packageexpresscenters.com**

Offers are available while supplies last or until 10/31/20.

October Specials

Dell Desktop Computer

Windows 10 Pro

SSD – 120 GB

CPU – i5-2400

RAM – 8 GB

\$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. Greenville, TN

Save



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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Scanner



Plug & Play USB

\$59.95

Regularly \$69.95

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

F.O.B. Greenville, TN

NEW

UPS Branded Banners

\$35.98 Each

Regular price \$ 89.95

60% OFF



Now **Access Point Location**

Ship, pick up and drop off packages here

UPS Authorized Service Provider



Grand Opening

Ship and drop off packages here

UPS Authorized Service Provider



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. Greenville, TN

Your choice ANY 2 foot sign \$19.95 each



Ship and drop off packages here.



Authorized Service Provider

Ship, pick up and drop off packages here.



Authorized Service Provider

F.O.B. Greenville, TN



P.O. Box 1178
Greenville, TN 37744

Phone: (800) 274-4732
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 \$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.