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President, CEO

## Does Your Store Install Auto-Updates to The Total Sytem Software from PEC

Whenever UPS or PEC has changes, we stage an auto-update for all accounts at once. When you exit The Total System Software and re-enter the software, you will be updated. It's that easy.

Theoretically, EVERY account should have their Total System updated within 24 hours of PEC Corporate releasing an update. We know this is unrealistic due to outside influences such as:

- Some centers have a firewall or sonic wall blocking any automatic updates.
- Some stores have anti-virus software that blocks updates.
- Some accounts don't exit their software and will not allow an update to install.

To let stores know when we have an automatic update ready PEC does the following:

- Email stores to let them know an update is waiting.
- We also send a message into The Total System software to the *Message Waiting Button*, letting you know there is an automatic update waiting.
- If you know your store blocks automatic updates, no problem – just go to [www.packageexpresscenters.com](http://www.packageexpresscenters.com) and download the update from there.

Installing the upcoming update in a timely manner will be important due to UPS Corporate changing the link on ups.com that is currently being used to upload your RPDO packages. The ups.com link is expiring on 9/27/18. PEC is waiting on the needed information from UPS and as soon as we receive the necessary information we will stage an auto-update. Any store that has not updated by this date will get an error that the UPS Link has expired and will not be able to upload their RPDO packages. **Reminder: Don't forget, if you have installed the update or not, if you can upload or not at that time, always enter all drop offs into The Total System Software to be saved.**

## UPS Cares

Last year, The UPS Foundation provided \$50.7 million in global philanthropy to non-profit organizations.

Additionally, UPS employees and retirees contributed \$51.3 million to United Way, and UPS employees and their families recorded 1.8 million hours of volunteer service on six continents to help make our world more sustainable.

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

**Page 4 of this month's newsletter is a calendar that shows dates that are crucial Peak Shipping times. Please print this calendar out and keep it close to your shipping area.**

# Your customers package didn't arrive on time, now what?

UPS has service guarantees for all available shipment methods within your shipping software. This means they will provide credits or refunds if your package arrives late with some conditions, of course. It is up to you to make sure the conditions at your store level are met. The #1 most important thing you can do, to make sure you have completed all things related to the shipments you process, is run your manifest and have the driver sign it. The manifest process is what sends the billing information to UPS. If you experience a delay in a package but never ran your manifest that day, UPS will not issue a credit of any kind citing that the billing information was not received timely. This is a step that is to be completed on the same day your package is entered. At the end of every day you must run your manifest. Then when the driver pick up those packages he must sign, note the pick up time, and the number of packages he is accepting. It would be a good idea for you to the initial and date the manifest when he gives it back to you. As always it is important for you to keep these signed manifests on hand for 9 months in the event you need to request credits, refunds, or need to file a claim. Also remember: You must submit a refund request within 15 days.

Date: 05/18/18	UPS HIGH VALUE REPORT	Page 1 of 1			
PICKUP RECORD NO: 4606 6010 75		UPS SHIPPER NO.: 123555			
DECLARED VALUE FROM \$1000 UP TO \$5999		DECLARED VALUE \$6000 AND OVER			
Package ID	Tracking Number	Insured Value	Package ID	Tracking Number	Insured Value
Total # of High Value Packages \$1000-\$5999:			Total # of High Value Packages \$6000+:		
RECEIVED BY: _____		PICKUP TIME: _____		PKGS: _____	

<b>PICKUP SUMMARY BAR CODE REPORT</b> SHIP DATE: MAY 18, 2018 SHIPPING RECORD: 4606 6010 75 ACCOUNT NUMBER: 123-555 CUSTOMER PACKAGE EXPRESS CENTERS 640 WINTERS AVENUE PARAMUS KS 67840		
<b>DRIVER SUMMARY</b> TOTAL NUMBER OF PACKAGES =1		
1DA 0	INT'L pkgs 0 / shpts 0	
2DA 1	CODS 0	
3DS 0		
91 123 555 4606 60107 00001 3		
		
SHIPMENTS SUBJECT TO TERMS OF AGREEMENT ON FILE		
Received By: _____		
Pickup Time: _____ Pkgs: _____		
<small>File: 18.8 Microsoft XPS Document Writer 99.5V 04/2018</small>		

You may not run your manifest regularly and you may not have had any issues thus far. Just because it is not negatively affecting you yet does not mean it won't. Let's say your customer ships an important next day air package that does not arrive on time but you did not run your manifest until the following day. Because you did not upload billing information timely your service guarantee is not valid. There are additional conditions and exclusions listed on UPS.com in the 2018 UPS Tariff/Terms and Conditions of Service page 25.



## Starting Up Your Computer Faster

Having multiple programs selected to start up as soon as your computer boots can cause your PC to come under heavy load right when you start it. A large number of newer programs like to install themselves with startup permissions. Below you will find the steps to find and disable programs that have startup permissions that you think should not have those permissions.



### For Windows 10

#### Step 1

*Right-click* on an empty area on the **Taskbar** and *select* **Task Manager**.

#### Step 2

When **Task Manager** comes up, *click* the **Startup** tab and look through the list of programs that are enabled to run during startup. Then to stop them from running, *right-click* the program and *select* **Disable**.

Notice in this version, you have other options to help you get a better idea of what each application does before disabling it.

After a time, we end up installing so many programs that we forget what they're for. But it allows you to open an application's file location, properties, or if that doesn't help, you can search for it online.

Another cool thing in Windows 10 is the Startup impact column where you can see how much or little a program is affecting the startup time.



### For Windows 7

#### “What is the MSConfig Utility?”

MsConfig.exe has been around for a while. It's a Microsoft-built utility so you can trust it as well. Essentially, it's used to reconfigure your startup items within all Windows 7, Vista, or XP as well as several other things, if you stick to the Step-by-Step How-To below, you should be okay.

#### Step 1

*Click* the **Start Menu Orb** then in the search box *Type* **MSConfig** and *Press Enter* or *Click* the **msconfig.exe** program link.

#### Step 2

From within the System Configuration tool, *Click* **Startup** tab and then *Uncheck* the **program boxes** that you would like to prevent from starting when Windows starts. *Click* **OK** to save changes when finished.

#### Step 3

Now that you've saved changes *Restart Windows* and the selected programs should no longer automatically start up.


**Cleaning up unnecessary startup programs should help your PC boot easier. Don't forget Package Express Centers, INC. recommends shutting down your PC completely every night and booting it back up in the morning and launching your shipping software so that any and all updates from both windows and/or Package Express Centers will be downloaded and applied in a timely fashion.**

# December 2018

November '18						
S	M	T	W	T	F	S
		1	2	3		
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

January '19						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February '19						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
NOVEMBER 11/21 - ND Air shipping today, delivered on 11/23 2 Day air delivered on 26-Nov	NO UPS Pick-up on 11/22/18	<b>2018 UPS Holiday Reminders &amp; Shipping Tips</b>			<b>Do you have enough:</b> tape, boxes, bubble envelopes and packing materials?	<b>1</b>
<b>2</b>	<b>3</b> Use the Next 2 Weeks To Get Ready	<b>4</b> Do you have an Extra Toner on Hand?	<b>5</b>	<b>6</b> Make Sure you have Plenty of Customer Receipts	<b>7</b>	<b>8</b>
<b>9</b>	<b>10</b> Starting to pick-up this week But - next week will be the BIG Shipping Week	<b>11</b>	<b>12</b> <b>Reminder:</b> Run your Manifest(s) When UPS picks up	<b>13</b>	<b>14</b> Enter all Your Drop off Packages	<b>15</b>
<b>16</b>	<b>17</b> High Volume Shipping Day!	<b>18</b> Another Big Shipping Day	<b>19</b> Ship 2nd Day Air Today Delivery on 12/24/18	<b>20</b> Ship 2nd Day Air Today Delivery on 12/24/18	<b>21</b> Ship Next Day Air Today Delivery on 12/24/18	<b>22</b>
<b>23</b>	<b>24</b> Delivery but ..... <b>NO UPS Pick-up</b> Unless prearranged by 12/20 for air only	<b>25</b> Christmas Day <b>NO UPS Pick-up</b> <b>NO UPS Delivery</b>	<b>26</b> Normal UPS Pick-up and Delivery	<b>27</b>	<b>28</b>	<b>29</b>
<b>30</b>	<b>31</b> UPS Delivers Air Only <b>NO UPS Pick-up</b> Unless prearranged by 12/27/18 for air only	Packages Shipped from 11/19/18 thru 12/28/18, and transit time is usually 3 or more days - then an additional delivery day will be required due to the excess of packages in UPS system.				<b>Reminder:</b> UPS delivery guarantees are not in effect if packages are delivered late due to weather conditions such as fog, snow, flooding or other issues beyond UPS control.

# OCTOBER SPECIALS

**Buy 1  
Get 1 FREE** Limit 2 Free



## 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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**6' Banners** Your choice

Regular price \$60

**\$24<sup>99</sup>** each



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

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## Scanner



Plug & Play  
USB Scanner

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

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

FOB Greenville, TN

## Dell Windows 10 Pro CPU

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



**\$299<sup>00</sup>**

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.

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Monitor sign - 1 sided  
23" x 15"



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Prices shown reflect discount



2 ft. wide 2 sided indoor/outdoor sign



4 ft. wide 2 sided  
indoor/outdoor sign

FOB Greenville, TN



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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.