



*Stephanie Hopson
President, CEO*

Too Large to Ship UPS & You Ship Anyway

UPS has increased their largest size package from 130 combined inches length and girth up to the present 165 inches. UPS also increased their weight limit from 70 pounds, to 100 pounds, to the current 150 pounds weight limit. While increasing the size and weights of packages allowed to be shipped via UPS, it has also led to new charges introduced or increased by UPS as a result.



When a package is over the 130 inches combined length and girth or one side is longer than 96" a Large Package Surcharge is charged. This LPS charge has gone from \$ 67.50 to 70.00 to now \$ 80.00 over the last 3 years. The Total System Software will automatically add this to the package freight total for you, so you don't have to worry about this accessorial charge.

The Over Max Charge is the charge that *The Total System Software* will never "catch" and will never bill your customer - and the reason for this is- because we designed *The Total System Software* to **NOT** let you ship an Over Max Package. You should NOT be shipping packages that UPS does not accept and our software will not accept them either.

Please keep in mind – less than 1% of packages per year shipped nationally, would come close to or is affected by the Over Max fee.

Also remember that many very large packages that this charge could apply to: many times should not even be shipped such as furniture, grandfather clocks, huge mirrors, appliances, large heavy computer servers, etc. These items need to be palletized and shipped via a freight line.

*We have seen some occasions over the past couple of years, where a store employee will purposely lower the actual dimensions of the package in order to get it to go through our software, and then UPS will bill the \$ 650.00 Over Max charge to the store for doing so. **Warning: Always enter correct dimensions into The Total System Software. There is no way to get an Over Max charge credited.***

The UPS OVER MAX charges have increased as shown below:

2016 \$ 110.00 - 2017 \$ 150.00- 2018 \$ 500.00 - And another increase in 2018 to \$ 650.00

Bottom Line - go through the following steps when dealing with the rare large or huge packages that might come into your store:

First decide if the package should even be shipped UPS or via a freight line

Always round up when entering dimensions

If software will **NOT** let you process package – it is **TOO** Large to ship

Don't lower dimensions to get package to process through software – you will be charged the Over Max charge by UPS and will not get credited back for it.

Any questions – call 1-800-274-4732 **before** shipping

Can you Ship Dry Ice Via UPS?

Dry Ice is commonly shipped with medical related shipments; however it may keep any number of items cold and safe from spoilage during transit. The recently updated UPS Rate and Service Guide As of 7/09/18) states shipments of dry ice may require additional contracts and paperwork. **If you find yourself shipping dry ice you'll need to be aware that you may ship dry ice ground with no restrictions.** You can also ship dry ice via shipped Air - up to 5.5lbs with no additional paperwork or requirements.

If it is a medical shipment there is no restriction on the amount of dry ice contained in the package but per the UPS hazardous materials hotline, you must have clearly marked the outside of the box with "dry ice used for medical or diagnostic purposes" along with the weight of the dry ice itself. If you have a non- medical dry ice over 5.5 pounds going air, your shipping customer will need to go to another location that has a UPS Hazardous Materials contract and they will need to fill out 49 C.F. R. shipping papers with this shipment.

2018 Year-End Holiday Schedule

THANKSGIVING

Wednesday, Nov. 21
Normal pickup and delivery service. All UPS Next Day Air® packages picked up today will be delivered on Friday, Nov. 23. UPS 2nd Day Air® packages picked up today will be delivered on Monday, Nov. 26 (except those processed and labeled for delivery on Saturday, Nov. 24).

Thursday, Nov. 22, Thanksgiving Day (UPS Holiday)
No UPS® pickup or delivery service. UPS Express Critical® service is available.

Friday, Nov. 23
UPS pickup and delivery service in all areas.

Saturday, Nov. 24
Delivery of UPS Worldwide Express®, UPS Next Day Air and UPS 2nd Day Air packages processed and labeled for Saturday Delivery.

Pickup service available for UPS Air and international Air packages* for regular Saturday pickup customers. UPS On-Call Pickup® service is available to all customers for UPS Air and international Air packages. Pickup and delivery of UPS® Ground on Saturday** packages will be available in many metro area ZIP codes.

*References to "UPS Air and International Air packages" in the schedule include the following UPS service options: UPS Next Day Air® Early, UPS Next Day Air®, UPS Next Day Air Saver®, UPS 2nd Day Air A.M.®, UPS 2nd Day Air®, UPS Worldwide Express Next Business Day®, UPS Worldwide Express®, UPS Worldwide Saver®, UPS Worldwide Expedited®, and UPS Worldwide Express Freight.

**UPS 3 Day Select® Service, UPS® Ground, UPS Ground with Freight Pricing, UPS Hundredweight Service®, UPS 3 Day Select and UPS Hundredweight Service Ground shipments are included.

Time-in-transit notes: On UPS holidays—Nov. 22, Dec. 25, and Jan. 1—there is no movement of any packages tendered to UPS, regardless of the date of tender. UPS Express Critical® service is available for urgent packages every day of the year, including UPS holidays. Call 1-800-714-6779 or visit [upsselectcritical.com](http://ups.com/upsselectcritical).

Additional time-in-transit: From Nov. 19 to Dec. 28, a limited number of UPS® Ground and UPS® Standard packages, with transit times of three or more days, and with specific origins and destinations, will require an additional day in transit. Visit ups.com/holidays beginning August 31 to use the Holiday Ground Impact Tool to identify changes by ZIP code pairs. All UPS 2nd Day Air and UPS 3 Day Select packages tendered Dec. 17-18 and all UPS 2nd Day Air packages tendered Dec. 19 will require an additional day in transit.

The most up-to-date time-in-transit details will be available at ups.com/ctc at the time of shipping.

CHRISTMAS

Monday, Dec. 17
UPS pickup and delivery service. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Thursday, Dec. 20. UPS 3 Day Select packages picked up today will be scheduled for delivery on Friday, Dec. 21.

Tuesday, Dec. 18
UPS pickup and delivery service. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Friday, Dec. 21. UPS 3 Day Select packages picked up today will be scheduled for delivery on Monday, Dec. 24.

Wednesday, Dec. 19
UPS pickup and delivery service. UPS 2nd Day Air packages picked up today will be scheduled for delivery on Monday, Dec. 24.

Thursday, Dec. 20
UPS pickup and delivery service. This is the last day to ship UPS 2nd Day Air packages for delivery on Monday, Dec. 24. UPS 2nd Day Air service may also be available for delivery on Saturday, Dec. 22. These packages must be processed and labeled for Saturday Delivery, which is not available to all ZIP codes. All UPS Next Day Air packages picked up today will be delivered on Friday, Dec. 21.

Friday, Dec. 21
UPS pickup and delivery service. This is the last day to ship UPS Next Day Air packages for delivery on Monday, Dec. 24. UPS Next Day Air service may also be available for delivery on Saturday, Dec. 22. These packages must be processed and labeled for Saturday Delivery, which is not available to all ZIP codes.

Saturday, Dec. 22
Delivery of UPS Worldwide Express, UPS Next Day Air and UPS 2nd Day Air packages processed and labeled for Saturday Delivery.

Pickup service available for UPS Air and international Air packages* for regular Saturday pickup customers. UPS On-Call Pickup service is available to all customers for UPS Air and international Air packages. Pickup and delivery of UPS Ground on Saturday** packages will be available in many metro area ZIP codes.

Sunday, Dec. 23
No UPS pickup or delivery service. UPS Express Critical service is available.

Monday, Dec. 24, Christmas Eve
UPS delivery service. Pickup service available only for Air and international Air® packages if prearranged by Thursday, Dec. 20. UPS On-Call Pickup service and UPS Drop Boxes are available for Air and international Air packages.

Tuesday, Dec. 25, Christmas (UPS Holiday)
No UPS pickup or delivery service. UPS Express Critical service is available.

NEW YEAR'S

Wednesday, Dec. 26
Normal pickup and delivery service. UPS 2nd Day Air packages picked up today will be delivered on Friday, Dec. 28. UPS 3 Day Select packages picked up today will be delivered on Wednesday, Jan. 2.

Thursday, Dec. 27
Normal pickup and delivery service. UPS Next Day Air packages picked up today will be delivered on Friday, Dec. 28. UPS 2nd Day Air packages picked up today will be delivered on Monday, Dec. 31 (except those processed and labeled for delivery on Saturday, Dec. 29).

Friday, Dec. 28
Normal pickup and delivery service. UPS Next Day Air packages picked up today will be delivered on Monday, Dec. 31 (except those processed and labeled for delivery on Saturday, Dec. 29).

Saturday, Dec. 29
Delivery of UPS Worldwide Express, UPS Next Day Air and UPS 2nd Day Air packages processed and labeled for Saturday Delivery.

Pickup service available for UPS Air and international Air packages* for regular Saturday pickup customers. UPS On-Call Pickup service is available to all customers for UPS Air and international Air packages. Pickup and delivery of UPS Ground on Saturday** packages will be available in many metro area ZIP codes.

Monday, Dec. 31
Delivery of UPS Air and international Air® packages only. Pickup service available only for Air and international Air packages if prearranged by Thursday, Dec. 27. UPS On-Call Pickup service and UPS Drop Boxes are available for Air and international Air packages.

Tuesday, Jan. 1, New Year's Day (UPS Holiday)
No UPS pickup or delivery service. UPS Express Critical service is available.

Wednesday, Jan. 2
Normal UPS pickup and delivery service resumes.

Holiday season service guarantees: UPS Air and International Air packages* picked up or delivered within the United States are guaranteed throughout the holiday season. Commitment times for Air and International Air packages scheduled for delivery Nov. 23, Dec. 17-22, Dec. 24, and Dec. 31 will be extended as follows: UPS Next Day Air Early and UPS Worldwide Express Plus services will be extended by 90 minutes and all other Air and International Air services will be extended to end-of-day. The guarantee is suspended for all UPS Ground shipments, including shipments to and from AK, HI and PR, and UPS Standard shipments picked up or scheduled for delivery Nov. 26-Dec. 24. Visit ups.com for the UPS [Tariff Terms and Conditions](#). The information contained in this schedule and all service guarantees are subject to change.

Peak surcharges: To learn more about the most recent peak surcharges and when they apply, visit ups.com/peaksurcharges. Packages exceeding UPS weight or size requirements are not accepted for transportation.

Important Dates/Deadlines

- Claims for service guarantee on late packages must be submitted within 15 calendar days of the scheduled delivery date or the date listed in the ups.com tracking details or your proof of delivery, whichever is later.

TRACK PACKAGES & FREIGHT UPS MY CHOICE® QUANTUM VIEW FLEX GLOBAL VIEW

Track by Number —

>>> UPS could not locate the shipment details for this tracking number. Details are only available for shipments made within the last 120 days. Please verify your information.

[Tracking or Info/Notice Numbers.](#) ⓘ

1Z13684X0341207506

By selecting the Track button, I agree to the [Terms and Conditions](#) ⓘ.

Track

RECENTLY TRACKED

Login or Sign up to view your recently tracked shipments

- You have 9 months from the date of expected delivery to file a claim with UPS.
- Once PEC notifies you via email or the Message Waiting Button in the software, you have 10 business days to update your software, or PEC will not be liable for any non-update issues.
- As you can see from the UPS screen on the left, tracking details online are only available for shipments made within the last 120 days.



Need More Space On Your Hard Drive?

Routinely clearing out your temp folder in Windows is a great way to conserve hard drive space for important things (like customer and shipment data). **Package Express Centers has run into multiple centers with temp folders so large they were taking up the majority of their entire hard drive!**

Below you will find the step by step instructions on how to get rid of these unimportant files that are taking up room on your hard drive.

How to Delete Temporary Files in Windows

- In Windows 10, click or tap in the Cortana search box just to the right of the *Start* button on the taskbar.
 - In Windows 8.1 or later, *right-click* or *tap-and-hold* on the *Start* button and then choose *Run*.
 - In Windows 8.0, the easiest way to access *Run* is from the *Apps* screen. In earlier versions of Windows, click on *Start* to bring up the *search* box or find *Run*.
 - Another way to open the *Run* dialog box is to enter the Windows Key + R keyboard shortcut.
1. In the *Run* window or *search* box, type the following command exactly: **%temp%**

This command, which is technically one of many environment variables in Windows, will open the folder that Windows has designated as your Temp folder, probably `C:\Users\[username]\AppData\Local\Temp`.

2. Select all of the files and folders within the *Temp* folder that you want to delete. Unless you have a reason to otherwise, select them all.
 - Tip: If you're using a keyboard or mouse, click on one item and then use the Ctrl+A keyboard shortcut to select every item within the folder. If you're on a touch-only interface, choose Select all from the *Home* menu at the top of the folder.
 - Important: You don't need to know what each temp file you're going to delete is for, or what or how many files are included in any subfolders you select. Windows won't let you delete any files or folders that are still in use. More on that in a bit.
3. Delete all the temporary files and folders you have selected, either using the *Delete* key on your keyboard or the *Delete* button from the *Home* menu.
 - Note: Depending on your version of Windows, and how your computer is configured, you might be asked to confirm that you wish to *Delete*

Multiple Items.

You may even have to click Yes on a special *Confirm Multiple File Delete*

window that appears. Handle any messages about hidden files in this folder the same way—it's fine to delete those, too.



4. Tap or click Skip if you're presented with a *File In Use* or a *Folder In Use* warning during the temporary file deletion process.
 - This is Windows telling you that the file or folder you're trying to delete is locked and still in use by a program, or maybe even Windows itself. Skipping these allows the deleting to continue with the remaining data.
 - Tip: If you're getting a lot of these messages, check the Do this for all current items checkbox and then tap or click Skip again. You'll have to do it once for the file messages and again for the folder ones, but warnings should stop after that.
 - Note: Rarely will you see a message like *Error Deleting File or Folder* that will stop the temp file deleting process completely. If this happens, restart your computer and try again. If even that doesn't work, try starting Windows in *Safe Mode* and repeating the steps above.
5. Wait while all the temp files are deleted, which could take anywhere from a few seconds if you only have a few files in this folder, and up to several minutes if you have many and they're large.
 - You won't be prompted when the process is complete. Instead, the progress indicator will just disappear and you'll see your empty, or almost empty, temp folder up on the screen. Feel free to close this window.
 - If you happen to be deleting so much data that not all of it can be sent to Recycle Bin, you'll be told that they'll be permanently removed.
6. Finally, locate Recycle Bin on your Desktop, *right-click* or *tap-and-hold* the icon, and then choose *Empty Recycle Bin*.
 - Confirm that you want to delete the items, which will permanently remove those temporary files from your computer.

SEPTEMBER SPECIALS

Buy 2 or more
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Item Number	Fits Printer Model	Wholesale Price	3 Or More
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TONRM12W	HP M12W	\$45.99 ea.	\$42.99 ea.
TONR1100	HP 1100	\$47.99 ea.	\$43.99 ea.
TONR1012	HP 1012 & 1020	\$59.99 ea.	\$56.99 ea.
TONR5L6L	HP 5L & 6L	\$41.99 ea.	\$36.99 ea.
TONR1000	HP 1000 & 1200	\$55.99 ea.	\$49.99 ea.
TONR1505	HP 1505	\$69.99 ea.	\$66.99 ea.
TONR1006	HP 1006	\$64.99 ea.	\$61.99 ea.
TONR1102	HP 1102	\$64.99 ea.	\$61.99 ea.

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