Package Express Centers
Certified Retail Provider
Traffic & Profit
The #1 In-Store Retailing Network of Small Package Shippers in the US – Serving Independent Retailers Since 1984
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Stephanie Hopson
President, CEO

Urgent

UPS Package Shipping Security Process Change

As you may have heard on the news, an explosive device detonated inside a FedEx facility in San Antonio, Texas on March 21st. Your safety and the safety of your local community is our primary concern.

Effective immediately, please begin following the temporary process below until further notice:

- When a customer brings a package into your location without a label, or with a handwritten label, you must ask the customer to open the package for a visual inspection of the contents.
- If you see or hear anything suspicious, report it immediately to local authorities.
- If the customer refuses to open their package for inspection, you must refuse the shipment.
- If you do not identify anything suspicious, you should then seal the package and ship as normal.

This does not apply to any drop-offs or packages you received prior to receiving this message.

Please know that UPS is cooperating with law enforcement authorities investigating the situation. During this time we ask you to use extra precaution when accepting packages and ensure you are following the security process listed above. If asked, do not speculate on the cause or nature of these incidents with customers.

Your safety and the safety of those around you is important. As always, please remember to:

- Follow the UPS ID check policy for all packages shipped from your location.
- Listen for ***trigger terms*** when processing shipments.
- If you see or hear anything suspicious, report it immediately to local authorities. Do not take any chances with your personal security or safety.

If you have any questions about this email or the security process, please contact 1-800-274-4732.

Check out Randall's tech article this month on Adware, very informative. Also check out our monthly specials on the back of this month's newsletter, where we have a special on a Windows 10 Pro Dell computer for only $ 299.00 this month (supplies limited).

Make Sure That You Are Using The PEC/UPS Labels... Correctly

When processing a package using PEC's Total System UPS Certified Ready software, the last step is printing the shipping label. The UPS shipping label you produce from your Total System shipping software is intended to only be used when it is placed on a package at your store and it is shipped from your store. As you can see on the label below your store information is the return address – due to you being the shipper and not your customer.

CUSTOMER RECEIPT
Operator ID/Retailer: LGM
PEC-ASAP Account #: TESTR
TEST INC
800-999-9999
123 TEST ST
GREENEVILLE TN 37745
Weight: 35 LBS
~~$2: 10X10X10~~

Sender:
TEST DOE
123-444-5678

Freight:	$32.74
Packing Chgs.:	$0.00
Additional Features:	$0.00
Other Chgs.:	
Coupon	$0.00
Total Due:	$32.74

Ship To: AVN
FRED DUCK
(336) 456-2789
200 N HWY
THOMASVILLE NC 27360

Thank You for **Shipping & Shopping** with us!
FREE coverage on packages with $100 or less DV • FREE Package Tracking
We hope you'll tell your friends about our service.
Limit one coupon per customer. Expires on 04/08/2018

TS2000 Version # 18.0.5

Ship Date: 03/09/2018 **Via:** GROUND RESIDENTIAL
Track#: 1Z 871 W7A 03 0005 0084 **Zone:** 3
Package ID: 5008
Contents: dishes
Declared value: 99

Paid By: Cash

TERMS & CONDITIONS

CLAIMS: ***Do not dispose*** of ***any*** packing material or merchandise until the claim is paid or investigated by PEC. In no event will ***consequential damages*** or ***expenses*** be covered. In the event of ***partial loss*** or ***partial damages***, coverage will be ***pro-rated*** based on total contents and total declared value of contents and only partial reimbursement will be made. Claims on ***antiques*** must have a ***prior appraisal*** or other proof of value within the last 9 months of shipping. PEC retains the ***salvage rights*** and ***will keep*** the items on claims that are paid. ***Claim payments will be made for the lowest of: repair cost, original cost, replacement cost, or declared value.***

THIS RETAILER WILL NOT SHIP: ***Guns, ammunition, furniture, TV's, motors, engines, hazardous materials, alcoholic beverages, perishables, packages valued over $25,000,*** or any item ***prohibited*** by the carrier according to their stated tariffs. ***NO CLAIM*** on these items will be honored.

By shipping any package that does not comply with these Terms & Conditions, the Shipper hereby releases Package Express Center Inc. and the Retailer from any liability and understands that the package will be solely covered by UPS.

You can see what an issue this would create if this label is placed on a package where your store is not point A, the originating address. You, as the shipper, are expected to be the package gate keeper. You must physically see the package you are shipping, and have the opportunity to inspect the package, to make sure you are not shipping something dangerous and/or prohibited. The next step is to assess it, put your eyes on it to make or suggest adjustments to the packing quality based on the nature of the item itself, shipment method, or value if needed.

The very first question our Total System Software asks you is the "package contents." If your label is not placed on a package in your possession leaving your store all bets are off. Anything you know to be true about the transportation or coverage of the package is voided. Claims for loss and/or damage would, of course, not be covered and the liability of illegitimately producing labels for unknown shipments is frightening. Don't let this happen at your PEC "Package Processing & Shipping Center."

To see how to create a "Return Label" for a package your store has previously processed, see the detailed article in our June issue of the Traffic and Profit Newsletter which explains how to process these packages/labels.

All Traffic & Profit newsletters, past and present, are available on our website at www.packageexpresscenters.com, under the Library tab on the left.

Did You Know?

According to 2018 UPS® Tariff/Terms and Conditions of Service – United States, Updated December 24, 2017...

Packages may not have a value of $5,000.00 or more if delivered or shipped to a UPS Access Point location or a value of $1,000.00 or more if dropped off as pre-paid UPS packages.

The Tech Corner

by Randall Roderick

AD-WARE – The Good, Bad and Ugly

Most of us are probably familiar with downloading free software that suites our particular needs. It could be something for productivity such as a word processor, a web browser, or a pdf reader. Maybe you enjoy playing games on your computer- there are many, many free games available. In fact, there are thousands upon thousands of free programs that we can download online and install onto our computers.

The fact that there are so many different programs available for free is great, but it also raises the question as to how they generate revenue if they distribute their program(s) for free? Writing programs and applications takes an investment of time, money, energy, and effort. These programs are offered for free, but in most cases are bundled with additional software, known as adware. This automatic bundling is the method in which they generate revenue. Most programs offer an "easy install" option as well as an "advanced install" option. These terms might seem a little confusing to some people, but the difference between "easy install" and "advanced install" is usually that easy install automatically installs the additional, bundled software whereas the advanced option allows you to deselect the bundled software, thus ensuring it is not installed. Selecting the "advanced install" option is the best course of action as it will allow you to install the software you want, and keeps your hard-drive running faster by keeping the additional adware off of the machine.

In a lot of instances, these adware programs, once inadvertently installed, are added to the list of programs that automatically start and run each time your computer is powered on. People who find themselves in this type of situation experience a much slower machine, and may even assume that their computer is plagued with viruses. The reality is, however, that in a lot of instances these adware programs can simply be uninstalled and any issues which were caused by the program or applications- such as annoying pop up boxes - would then cease to exist.

There are many people who even take their computers to repair technicians and pay for this adware to be removed! Do not let this happen to you. Please, be aware of the "easy" install and "advanced" install options. When possible, always deselect any additional software that is bundled together when attempting to install the legitimate program you want. By following this simple procedure, you can help keep many unwanted programs and applications from being installed onto your machine. You save the system resources from being consumed and you allow your computer to function better by not loading the processor with additional tasks.

It is always best practice to read the prompts when you are installing software because the applications will attempt to bundle additional software in most instances if the program is being downloaded free of charge, and it will inform you and allow you the option to not install the additional program(s). If you already have bundled software installed- in which case millions of people do- simply going to "uninstall or change a program" in Windows allows you to uninstall any and all applications that you wish to remove. Going through this list and removing software you do not use and are unfamiliar with- such as games that get bundled with legitimate productivity software- is a great method to clean out your pc and make it run much better.

Testing Locations - Different UPS Rates

PEC announced a couple of months ago, we would likely be contacting some interested existing locations to test different rates. Due to delays, postponements, re-programming software and also setbacks in negotiations with UPS, this program is not complete or prepared to be offered at this time. We will update you as new information is completed or received regarding this test.

Offers cannot be combined and are available while supplies last or until 4/30/18.

April Specials

Dell Optiplex 580 Desktop

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

Windows 10 Professional

~~$329.00~~ NOW **$299.00**

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Sidewalk Sign

- 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 Spring or regular UPS signs.

$99.95

FOB Greeneville, TN

HPToners

Buy 1 - Save 33%

Buy 2 or more - Save 50%

HP Toner Cartridges

Item Number	Fits Printer Model	Wholesale Price	3 Or More
TONRM102	HP M102	$69.99 ea.	**$65.99 ea.**
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.**

FOB Greeneville, TN

6' Banners Your choice

Regular price ~~$60~~

$39.95 each

FOB Greeneville, TN

Package Express Centers

P.O. Box 1178
Greeneville, 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. Greeneville, TN and billed to your UPS Account.