



Stephanie Hopson  
President, CEO

## Peak Shipping Season is Just Around the Corner

While most people are still busy with summer activities and getting through this long, hot, dry season, this is also the time to decide how your **PEC Shipping Center is going to operate November 27 through January 22.**

The 9 weeks of “Peak Shipping” will be the highest average volume that your store ships during the entire year. If you are not prepared to handle the additional packages, shipping customers and drop-off packages, you will not have a stress-free Peak Shipping Season. Get prepared now by planning your advertising, ordering extra supplies (tape, toner, and receipts for example), organize shipping area and be sure that employees are trained on

how to process a package. Some of the most common questions from customers are about the package tracking information given on ups.com. Below is an explanation from UPS of their status terminology when tracking a package.

## UPS Tracking Terminology

Source: UPS.com

### I've been tracking my package, but it doesn't seem to be moving. Why?

Your package is still within the UPS network and, unless otherwise noted, should be delivered on the scheduled delivery date. Shipment movement information is captured each time a tracking label is scanned in the UPS delivery system. There may be several days between scans if the shipment is going cross-country or moving between countries.

If your shipment is expected to be in transit for more than a day between tracking scans, we will display the day and date of the **Next Expected Tracking Event** in the **Shipment Progress** area. This message does not mean that your shipment is behind schedule or stopped moving; it simply means that the tracking label might not be scanned for a while. We display the **Next Expected Tracking Event** so you can rest assured that your shipment is still moving even though no new tracking scans may appear for a while.

### Common scans include the following:

- **Arrival Scan:** The shipment has arrived at a UPS facility.
- **At Local Post Office:** The package, which displays a UPS Returns® Flexible Access label, has been received by the United States Postal Service®. It will then be given to UPS for delivery

back to the original shipper.

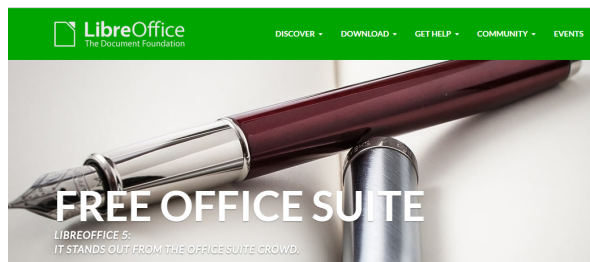
- **Delivered:** The shipment has reached its destination, and the date and time of delivery have been recorded. In the U.S. and Canada, residential deliveries that do not require a signature may be left in a safe place, out of sight and out of weather. This could include the front porch, side door, back porch, or garage area. If you have instructed the driver to leave the shipment with a neighbor or leasing office, the driver will leave a UPS InfoNotice® at the delivery address.
- **Departure Scan:** The shipment has departed a UPS facility and is on its way to the next UPS facility. The shipment is moving; however, there may be several days between scans if the shipment is going cross-country or moving between countries.
- **Destination Scan:** The shipment has arrived at the local UPS facility responsible for final delivery.
- **Exception: Action Required:** The shipment is currently within the UPS network; however, more information regarding the delivery address is needed. The sender must provide the correct shipping address information to UPS.
- **Export Scan:** The shipment has cleared export procedures in the origin country.

continued on page 2

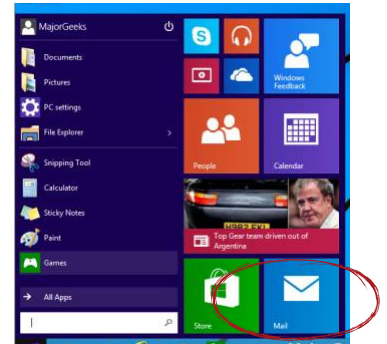
# The Tech Corner by Daniel Wilhoit

## Want to save Hundreds of Dollars Every Year on Your Business Software?

A large percentage of business computing today requires products like Microsoft Word, Excel, Access, Outlook, etc. Microsoft dominates this market with their Office suite, so much so that many companies think they are an absolute requirement to create and edit files. The majority of customers in this market are simply unaware of the vast amount of free solutions to fulfill this need. LibreOffice is the most popular, free solution to office products and is very similar to the Microsoft Office Suite. According to Microsoft.com the cost of Microsoft 365 is **\$ 10.00 per month per user** (if you pay monthly). One of the main concerns of using an alternative to a Microsoft Office product is the inability to open or modify documents that were created using a Microsoft product. LibreOffice does an excellent job of providing compatibility with Microsoft Office documents by making document formatting and style nearly 100% identical. A change like this can save companies over \$100 per computer, every year.



Unfortunately, LibreOffice does not provide an email client like Microsoft's Outlook, but there are many other free alternatives to this, as well. Surprisingly, Microsoft includes a free email client pre-installed in Windows 10 called Windows Mail. This application



has a large majority of the same features as Outlook and can even connect to an Exchange server. It is also regularly updated automatically, along with other Windows updates.

In some cases, premium Office products can have a few more "ease-of-use" features than free alternatives, but freeware can be an excellent solution for a business owner seeking to cut costs. I personally know of many high end users that are extremely happy with the LibreOffice Suite. Try it out and see if this could be something, you or your office might adapt business wide.

## Terminology continued from page 1

- **Given to Post Office for Delivery:** At the request of the sender, UPS has given the package to the U.S. Postal Service to make the final delivery. This contractual service may require an additional one to two days for delivery.
- **Import Scan:** The shipment has cleared import procedures in the receiving country.
- **Order Processed; In Transit to UPS:** The shipment has been processed by the sender. Once the shipment is within the UPS network, an expected delivery date will be made available.
- **Order Processed; Ready for UPS:** UPS has received the electronic transmission of the shipment details and billing information for this shipment from the sender. Once the shipment is moving within the UPS network, the tracking status will be updated.
- **Origin Scan:** UPS has received the shipment.
- **On Vehicle for Delivery:** The shipment has reached the local UPS facility responsible for delivery and has been dispatched to a UPS driver. Other than time-definite air deliveries, shipments are generally delivered anytime between the hours of 9:00 a.m. and 7:00 p.m. (and sometimes later) to residences, and by close of business for commercial addresses. UPS cannot schedule a specific delivery time within that window. Up to three delivery attempts will be made, excluding weekends and holidays.



# 2017 Year-End Holiday Schedule

## THANKSGIVING

### Tuesday, Nov. 21

Normal pickup and delivery service. All UPS 2nd Day Air® packages picked up today will be delivered on Friday, Nov. 24.

### Wednesday, Nov. 22

Normal pickup and delivery service. All UPS Next Day Air® packages picked up today will be delivered on Friday, Nov. 24. UPS 2nd Day Air packages picked up today will be delivered on Monday, Nov. 27 (except those processed and labeled for delivery on Saturday, Nov. 25).

### Thursday, Nov. 23, Thanksgiving Day (UPS Holiday)

No UPS® pickup or delivery service. UPS Express Critical® service available.

### Friday, Nov. 24

Normal pickup and delivery service in all areas.

### Saturday, Nov. 25

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 Plus®, 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. 23, Dec. 25 and Jan. 1—there is no movement of any packages tendered to UPS. UPS Express Critical® service is available for urgent packages every day of the year, including UPS holidays. Call **1-800-714-8779** or visit [ups.com/ups-express-critical](http://ups.com/ups-express-critical).

**Additional time-in-transit:** From Nov. 20 to Dec. 30, 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](http://ups.com/holidays) beginning June 30 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. 18–19 will require an additional day in transit. UPS 3 Day Select packages tendered on Dec. 19 will be delivered after Christmas.

**The most up-to-date time-in-transit details will be available at [ups.com/ctc](http://ups.com/ctc) at the time of shipping.**

## CHRISTMAS

### Monday, Dec. 18

Normal pickup and delivery service. This is the last day to ship UPS 3 Day Select® service for delivery before Christmas Day (delivery on Friday, Dec. 22).

### Tuesday, Dec. 19

Normal pickup and delivery service. UPS 3 Day Select shipments picked up today will be scheduled for delivery on Tuesday, Dec. 26.

### Wednesday, Dec. 20

Normal pickup and delivery service. This is the last day to ship UPS 2nd Day Air packages for delivery before Christmas Day (delivery on Friday, Dec. 22).

### Thursday, Dec. 21

Normal pickup and delivery service. UPS 2nd Day Air service is available for delivery before Christmas Day (delivery on Saturday, Dec. 23). Please note that these packages must be processed and labeled for Saturday Delivery. Saturday Delivery is not available to all ZIP codes. All UPS Next Day Air packages picked up today will be delivered on Friday, Dec. 22.

### Friday, Dec. 22

Normal pickup and delivery service. This is the last day to ship UPS Next Day Air packages to be delivered before Christmas Day (delivery on Saturday, Dec. 23). Please note that these packages must be processed and labeled for Saturday Delivery. Saturday Delivery is not available to all ZIP codes.

### Saturday, Dec. 23

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. 24, Christmas Eve

No UPS pickup or delivery service. UPS Express Critical service available.

### Monday, Dec. 25, Christmas (UPS Holiday)

No UPS pickup or delivery service. UPS Express Critical service available.

### Tuesday, Dec. 26

Normal pickup and delivery service resumes. UPS 3 Day Select packages picked up today will be delivered on Friday, Dec. 29.

## NEW YEAR'S

### Wednesday, Dec. 27

Normal pickup and delivery service. All UPS 2nd Day Air packages picked up today will be delivered on Friday, Dec. 29.

### Thursday, Dec. 28

Normal pickup and delivery service. All UPS Next Day Air packages picked up today will be delivered on Friday, Dec. 29. UPS 2nd Day Air packages picked up today will be delivered on Tuesday, Jan. 2 (except those processed and labeled for delivery on Saturday, Dec. 30). Saturday Delivery is not available to all ZIP codes.

### Friday, Dec. 29

Normal pickup and delivery service. UPS Next Day Air packages picked up today will be delivered on Tuesday, Jan. 2 (except those processed and labeled for delivery on Saturday, Dec. 30). Saturday Delivery is not available to all ZIP codes.

### Saturday, Dec. 30

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\* (excludes UPS Worldwide Express Freight®) 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, Jan. 1, New Year's Day (UPS Holiday)

No UPS pickup or delivery service. UPS Express Critical service available.

### Tuesday, 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. 24 and Dec. 18–23 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. 27–Dec. 24. Visit [ups.com](http://ups.com) for the **UPS Tariff/Terms and Conditions**. Service guarantees are subject to change.

**Peak charges:** To learn more about peak charges and when they apply, visit [ups.com/rates](http://ups.com/rates).



# August Specials

**Buy 2 Toners  
Get 1 FREE**



### HP Toner Cartridges

Item Number	Fits Printer Model	Wholesale Price	3 Or More
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>

FOB Greenville, TN

**New**

**Christmas  
Window/Door  
Decal**



8" w x 6" h  
1 sided

**\$6<sup>95</sup>**

**\$29<sup>95</sup>**



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



**\$19<sup>99</sup>**

Monitor sign - 1 sided  
23" x 15"

**\$24<sup>95</sup>**



We're Your  
**Christmas Shipping  
Headquarters**

2 ft. wide 2 sided  
indoor/outdoor sign

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

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

**\$29<sup>95</sup>**

6 ft. wide indoor/  
outdoor banner

## Christmas Sign Package

Includes

- 4 ft. sign
- Monitor sign
- 6 ft. banner

**\$74<sup>95</sup>**



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

## Dell Optiplex 580 Desktop

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

**Windows 10  
Professional**

**\$379<sup>00</sup>**



P.O. Box 1178 Phone: (800) 274-4732  
Greenville, TN 37744 Fax: (800) 570-0683  
[www.packageexpresscenters.com](http://www.packageexpresscenters.com)

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