

2018 UPS/PEC Rate Update



Stephanie Hopson
President, CEO

This year's Total System software update will be the largest update PEC has produced since we started offering "processing & shipping software" in 1991. The reason that the update is so large is mainly because UPS has upgraded their security protocols. We had to update our .NET framework version, upgrade DLL's, and many other enhancements to handle these upgrades, in addition to the 2018 UPS business rules and rates. For several years now, our stores have been able to

enjoy installing online updates, we believe this update will be better, easier, and faster to physically install from a CD.

During hundreds of hours of testing of the 2018 software update we have already identified what stores will have issues with. We know that ones who have not installed the necessary Windows updates will be missing critical files and patches from Windows. Many stores will not install updates due to the time it takes to install. ***It is imperative if you are one of the 43% of Windows 7 users that you stop what you are doing one night or one weekend and install these necessary Windows updates!*** If you have not been doing these updates it can take up to 6 hours to install all of them. We are requesting that you take time now, weeks prior to the 12/24/17 Total System update, and run your Windows Operating System updates. This will allow you to install the Total System Shipping software much easier and with less issues.



The best way to access updates for Windows 7 and Windows 8 is through the Control Panel. In these versions, Windows Update is included as an applet in the Control Panel. It is complete with configuration options, update history, and much more. Just open Control Panel and then choose Windows Update. Tap or click Check for updates to check for updates that have not been installed. Installation sometimes happens automatically or may need to be done by you with the Install updates button, depending on what version of Windows you're using and how you have Windows Updates configured.

Retail Package Drop Off (RPDO Program)

Your 3rd quarter PEC/UPS RPDO checks have already been mailed by the time you receive this month's newsletter. PEC continues to see huge growth across the board in this category of "PEC Package Processing and Shipping". This 3rd quarter of 2017 compared to the previous 3rd quarter of 2016 is in fact up 32% percent!

In the month of November, PEC conducted a survey of a group of our national network of accounts and asked the question, "Do you think that the increase in drop off packages will continue?" The majority of store owners/managers agreed that they expect the retail package drop -offs to continue to grow in their location and add even more customer traffic into their store's locations. Increasing customer traffic without having to spend advertising dollars...priceless.

Peak Season Surcharges

Peak Surcharges implemented by UPS begin on November 19th. These surcharges are applicable during defined periods, depending on service level and package characteristics. You will not have to do anything to add these surcharges as they will be programmed into the shipping software with auto updates.

UPS is taking action based on what they see in clients' shipping data and their respective cost models. The dramatic rise in e-commerce sales is creating a surge in residential shipments—especially during holidays—causing many operational headaches that ultimately increases costs for UPS.

The fact that there is a gap from Dec. 2 to Dec. 17 on the ground services surcharge is because UPS is simply pinpointing the times that cause them the most holiday grief. Those being Black Friday, Cyber Monday and “procrastination week” leading up to Christmas.

While some of your customers may feel that Priority Mail can be a less expensive option for residential deliveries since USPS doesn't add these surcharges you might remind them that reliability and customer experience should be considered. The Postal Service is not known for reliability during peak Holiday season.

UPS Service Guarantee Changes

UPS is changing its published guarantee times to allow additional time-in-transit as follows: From Nov. 20 to Dec. 30, a limited number of UPS Ground and Standard packages, with transit times of three or more days, and with specific origins and destinations, will require an additional day in transit. Go to www.ups.com/holidays to use the Holiday Ground Impact Tool to identify changes by ZIP code. All UPS Second-Day Air and Three-Day Select packages tendered Dec. 18-19 will require an additional day in transit. UPS Three-Day Select packages tendered on Dec. 19 will be delivered after Christmas.

UPS Air and International Air packages picked up or delivered within the United States are guaranteed throughout the holiday season. However, 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 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 for all UPS Ground shipments, including shipments to and from Alaska, Hawaii and Puerto Rico, and UPS Standard shipments picked up or scheduled for delivery from Nov. 27-Dec. 24 will be suspended.

November 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
19	20	21	22	23	24	25
Ground Surcharge = \$0.27						
Large Package Surcharge = \$24.00						
Over Maximum Limit Package Surcharge = \$249.00						
26	27	28	29	30		
Ground Surcharge = \$0.27						
Large Package Surcharge = \$24.00						
Over Maximum Limit Package Surcharge = \$249.00						
December 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
GRD Surcharge = \$0.27						
LP Surcharge = \$24.00						
Over Max. Limit Surcharge = \$249.00						
3	4	5	6	7	8	9
Large Package Surcharge = \$24.00						
Over Maximum Limit Package Surcharge = \$249.00						
10	11	12	13	14	15	16
Large Package Surcharge = \$24.00						
Over Maximum Limit Package Surcharge = \$249.00						
17	18	19	20	21	22	23
Ground Surcharge = \$0.27						
2nd Day & 3 Day Surcharge = \$0.97						
Next Day Surcharge = \$0.81						
Large Package Surcharge = \$24.00						
Over Maximum Limit Package Surcharge = \$249.00						

Meet Ben

Hi, my name is Ben Paul, one of the tech supporters at Package Express Centers (PEC). I am a junior at a private school in Johnson City, Tennessee and recently joined the staff of PEC about two months ago as my first job ever. I live on a farm, which is home to beef and dairy cows, a variety of chickens, sheep, goats, two donkeys, and even a llama. One weird and unique fact about me is that I also keep bees and I have been a beekeeper since the sixth grade. My family has two dogs, Bosely (a basset hound) and Heidi (a dachshund).

I have not decided yet where I might go to college, but I would like to go into a field of Science. Recently I have also decided to go into Dentistry or Meteorology. I am a Boy Scout and have been since my 8th grade year and am scheduled to get my Eagle Scout rank in the next month. I play acoustic, electric, classical, and bass guitar and play many Sundays and Wednesday nights at my church in Greeneville, TN. Thanks to everyone here at PEC, I am having a wonderful first job experience.





The Total System End of Day Instructions

1. Run your manifest
2. Run your RPDO (Drop-off) manifest
3. Back-up data
4. Set next pick-up date
5. Exit Total System Software
6. **TURN OFF** computer, leaving monitor on (*auto updates, if any, will automatically run when you turn the computer back on and log into Total System Software*)

Any questions contact us at 800.274-4732 or help@packageexpresscenters.com

WASHINGTON

USPS Reports Loss For 11th Year in Row

The beleaguered U.S. Postal Service reported a financial loss Tuesday for the 11th straight year, citing declining mail volume and costs of its pension and health-care obligations even as it predicted another strong holiday season of package deliveries.

It pleaded for more freedom to raise stamp prices to help keep pace with consumer demand for ever-quicker deliveries from online shopping.

The Postal Service reported a loss of \$2.7 billion for the fiscal year that ended Sept. 30. That was better than a \$5.6 billion loss in the prior year but was mainly because of fluctuations in interest rates that reduced workers' compensation expenses.

-Associated Press

When you need help, we're here for you.

Call: 800-274-4732

Fax: 800-570-0683

E-mail: info@packageexpresscenters.com

**We also have a Contact Us form on our website
at www.packagepresscenters.com to send inquiries.**

24 Hour Technical Support

Calls placed outside of regular hours (*Monday - Friday 9:00 AM - 6:00 PM Eastern Time*) are directed to an answering service which then notifies a member of our technical support staff. If you have an emergency situation and are unable to process and ship a package you will receive a return call as soon as possible but no longer than 4 hours from your call time. All other calls will be returned on the next business day during regular hours.

DECEMBER SPECIALS

All new 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 Christmas or regular UPS signs.

\$99⁹⁵

FOB Greenville, TN

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.	\$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 Greenville, TN

Christmas 6 ft. Banner

Your Christmas Shipping Headquarters We Ship via UPS

\$24⁹⁵

Dell Optiplex 580 Desktop

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

Windows 10 Professional

\$349⁰⁰



FOB Greenville, TN

Scanner



Plug & Play USB

\$49⁹⁵

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

FOB Greenville, TN

Be prepared for Peak Shipping Season with our Christmas Packing Kit



Kraft 2" tape
6 rolls

\$75⁰⁰

Bubble padded envelopes
8.5"x12"
9.5"x14.5"
6 of each

2" Tape
Dispenser

2" Clear tape
12 Rolls



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www.packageexpresscenters.com

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