



*Stephanie Hopson
President, CEO*

Wow...What a Peak Shipping Season

Over 5,000 Phone Calls

Yes, Package Express Center answered over 5,000 in-bound phone calls during the 2017/2018 Peak Shipping Season. Many new accounts were going through their first Peak Shipping Season, many high value package authorizations were issued, many questions about the first-ever UPS Peak Season Surcharges, and of course lots of general shipping, packaging and weather questions.



New and returning customers for your store

Many of the people in your store for this peak shipping season were there for the first time ever! Think of all the exciting new opportunities these brand new customers will provide throughout the years, thanks to one peak season of providing shipping for your community. Turning peak shipping customers into permanent customers is one of the most exciting benefits of the busy season.



With the huge shipping season over, we are now moving into the largest drop off/return package season of the year. January is peak returns season, so you will be seeing new faces thanks to all those unwanted gifts as well. Don't forget just because a customer only dropped off a package on their very first visit to your store doesn't mean they won't be back, and to purchase something next time, now that you are their preferred drop off location!

Good news for FedEx and UPS: People just opened \$90 billion in unwanted gifts

Excerpt from Article by Leslie Josephs, CNBC

Consumers will return about \$90 billion worth of goods this holiday season, estimates Optoro, a firm that specializes in the business of return shipments. That sum amounts to close to a quarter of the total value of goods returned each year, an amount that has been growing steadily as consumers shift their shopping online, according to Optoro.

Both FedEx and UPS have been trying to capture a bigger share of the returns business as retailers contend with demanding shoppers who want a generous and user-friendly return policy. In an effort to get a bigger slice of the pie for both deliveries and returns, both companies are making drop-off locations convenient for consumers.

FedEx has pick-up and drop-off locations in supermarkets,

drugstores and other locations to better capitalize on the booming business of returns. The company has set up such centers at more than 7,500 Walgreens drugstores, as well as at some Kroger and Albertson's supermarkets.

UPS also operates the Access Point network, which has more than 27,000 drop-off points, including those in local businesses, such as dry cleaners and hardware stores.



The Tech Corner

Know the Hardware Architecture of Your Computer – 32-bit or 64-bit? Why Does it Matter?

There are two main types of architecture for most personal computing machines- 32-bit and 64-bit. Most older computers operate on the 32-bit platform, whereas most newer machines are built to be 64-bit capable. The main differences between the two pertain to software compatibility. A 32-bit operating system is not capable of running programs and applications made for 64-bit systems. The central processing unit, or CPU, determines what bit operating system can be installed. The newer 64-bit architecture is what is known as backwards compatible-meaning it can run programs made for 32-bit machines. You could technically install a 32-bit operating system on a cpu designed for 64-bit, but it would fall below its full potential due to the way that RAM, or random-access memory, is used within the computer. The 32-bit systems are able to use a maximum of only four gigabytes of RAM, but a 64-bit system can use up to 1024 gigabytes more ram. A 64-bit computer that has more than 4 gb of RAM installed would be much more responsive and faster. Essentially, the more programs you use on a daily basis, the more RAM you will want available within the computer. Eventually, 32-bit CPU architectures will be phased out of the market and replaced by the 64-bit alternatives. As more programs and applications are produced for only 64-bit

systems, it becomes imperative to upgrade to a capable machine so that you are able to install and run the latest software provided by vendors. Another important reason to upgrade to a 64-bit capable system is because of advancements being made in software technology. Newer programs and applications support more features, have new enhancements, and are generally more comprehensive; however, the trade-off to the better software is that



in many cases the software, itself, generally consumes more system resources, such as RAM. As the programs being released provide the end-user with more benefits, the applications, themselves, tend to grow in size and scope and require a more up-to-date system to efficiently run it. Many popular programs use several gigabytes of RAM to run efficiently, such as video editing and photo editing software. Photoshop, AutoCAD, and their open-source equivalents – Gimp and Blender

– are



extremely popular utilities used to produce movies, graphic designs, and edited photography. Applications such as these function more efficiently when they're used with computers that have more system resources, and multi-threaded capabilities. 64-bit architectures are designed to improve multi-threading over their 32-bit counterparts. Multi-threading is where the CPU within the computer is able to run multiple processes in parallel, simultaneously. A comparison of the time periods in which these respective technologies were initially developed and released provides insight as to the age of each. 32-bit architectures were introduced in the early 1990's- meaning using such systems in a production environment is the equivalent to using technology nearly thirty years old. 64-bit systems, however, were introduced in the early 2000's and are still being actively developed today with an increasing initiative from the technology industry to transition support and development to, primarily, 64-bit systems.

So how do you know if your computer system is 32 bit or 64 bit? Go to their control panel under System Properties and it will tell you in the specifications listing.

Being Prepared to Ship Packages

It is important for your shipping software to be up to date and be able to communicate with Package Express and UPS regularly. In order for communication to happen you must close out of the software at the end of the day and re-open at the start of your business day. Closing and re-opening prompts any files to be transmitted from Package Express and UPS to your shipping software. If you fail to ever close out of the system there is a good chance you do not have the proper files needed to accurately run your software. In the same token it is important for you to reboot your computer

regularly. This means at the end of the day you should close out of your shipping software and turn off your computer. In the morning as soon as you come in, before you have your first customer, you should then turn on your computer and open your shipping software. This will ensure if you have any windows updates for your computer, or PEC and UPS updates for your software, they may be completed before you are left standing there in front of your first customer of the day waiting on these important communications.

DID You Know...

You can schedule a Smart Pick-up on UPS.com if your UPS driver does not come by that day

If you are on Smart Pick-up, PEC created a UPS.com user name and password for your account. This has been configured in your software. This allows the Total System software to seamlessly schedule Smart Pick-ups for you when entering your first package of the day. If your internet, computer, or software is not functional temporarily you may still schedule a Smart Pick-up from another computer in your store on UPS.com. You will first login to your UPS.com account by going to UPS.com and clicking on the login link.

ups QUICK START Tracking

Log in.

New To UPS? [Sign up](#)

Use one of these sites.

Facebook Twitter

Or enter your own information.

* Indicates required field

Email or User ID*

PackageExpressCenters

Password*

.....

[I forgot my User ID or Password](#)

Remember my user ID.

By logging in, I agree to the [UPS Technology Agreement](#).

Log In

You will then click on Shipping at the top of the page, then click on schedule a pick up.

ups QUICK START Tracking Shipping

NEW SHIPMENTS	EXISTING SHIPMENTS	MORE SHIPPING OPTIONS
Create a Shipment Package & Freight	View Shipping History	Batch File Shipping
Calculate Time & Cost	Void Shipment	Create Import: UPS Import Counsel
Schedule a Pickup		International Toolset: UPS TradeAbility
Manage Online Orders: Monitored Shipping		Service Guide
Create a Return		Order Supplies

This will bring up your stores Smart Pick-up information. You can simply click submit at the bottom of the page and it will schedule a smart pick up for you. If it is before your notify time, it will schedule for the same business day. If it is after your notify time, it will schedule

for the following business day. You will see what day you pick up is schedule for once you have submitted the request. If you have made this pick up request in error and you do not need a pick up, you may click cancel at the bottom of the screen.

Schedule a Pickup

Pickup Request Complete [Print](#)

Thank you for choosing UPS. Your Pickup Request has been successfully received. Please print this page for future reference.

A UPS Driver was requested for this [UPS Account's pickup location](#) for 01/11/2018

Pickup Request Number: **GP5081Z05H**

PICKUP DATE AND TIME

Pickup Date:

Earliest Pickup Time: 9:00 AM

Latest Pickup Time: 5:00 PM

PICKUP ADDRESS

Company or Name: PACKAGE EXPRESS CENTERS

Contact Name: 302 CCU BLVD
GREENEVILLE, TN 37745

[Cancel Pickup](#)

If you would like to check to see what your notify time is you can click on Pick up Account Details to display the time.

Schedule a Pickup

PACKAGE FREIGHT

Enter Pickup Information

Required fields are indicated with *

ACCOUNT INFORMATION

Payment Method: 871W7A-Package Express Centers

[Pickup Account Details](#)

Pickup Schedule: Pending On-Call Pickups for this account: Yes | Show All

Smart Pickup Status:

A Smart Pickup has not been requested for this [UPS Account's pickup location](#) for 01/11/2018

Notify Time: Your Smart Pickup must be requested before 03:37 PM.

Select an action:

If submitted before notify time on 01/11/2018, a UPS driver will make a pickup at this UPS Account's pickup location 01/11/2018.

Schedule an additional [UPS On-Call pickup](#). UPS Smart Pickup customers may schedule an Air or International pickup at no charge.

302 CCU BLVD
GREENEVILLE, TN 37745
US

[DROP OFF YOUR PACKAGE FOR FREE AT A NEARBY UPS ACCESS POINT LOCATION OR OTHER UPS SITE. END LOCATIONS](#)

Submit

It is very important that when you access your UPS.com acct you DO NOT alter your password. If for some reason you do change your password you must let Package Express Centers tech support know immediately at 800-274-4732. This change will alter your configured settings within your shipping software.

How much time do I have to file a claim, etc?

Lost or damaged shipments within the U.S:

You can report a lost or damaged package to UPS Customer Service up to nine months from the date of expected delivery. You can report an uncollected C.O.D. either online or to UPS Customer Service up to 45 days from the date of expected delivery.

Lost or damaged International shipments:

You can report a problem up to 60 days from the date of expected delivery.

Delivery Money-Back Guarantee:

You must notify UPS in writing or by telephone within 15 days from the date of scheduled delivery.

Invoice Adjustment:

Requests for an invoice adjustment (e.g., adjustment of Charges based on an incorrect rate, billable weight, account number, failure to tender a Shipment, type of service, shipping charge correction, etc.) or a refund due to a duplicate payment must be received by UPS within 180 days of receiving the contested invoice, or any billing dispute is waived.

FEBRUARY SPECIALS

Dell Optiplex 580 Desktop

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

Windows 10 Professional



\$329⁰⁰

FOB Greenville, TN

HPToners Buy 2 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

It's not too early to start thinking about Spring with a colorful 6' banner!



\$49⁹⁵

Also check our website for Spring bag stuffers.

FOB Greenville, TN

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 **Spring** or regular **UPS** signs.

\$99⁹⁵



- ARS (Authorized Return Service)
- RS (Return Service)
- Internet Processed (UPS.com)

FOB Greenville, TN

Refurbished Monitors 19" Flat Screen \$99⁰⁰



Shipped monitor may not be exact model shown.



P.O. Box 1178 Phone: (800) 274-4732
Greenville, TN 37744 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. Greenville, TN and billed to your UPS Account.