

National Returns Day



Stephanie Hopson
President, CEO

The following was an article that was posted to UPS.com as a press release. PEC is featuring this information due to the fact it covers internet shipping data and the large amount of internet sales that are returned, which then drives drop off packages to our locations.

US 12/27/16 Atlanta, GA

- **UPS to deliver 1.3 million returns packages to retailers in a single day**
- **More than 5.8 million returns packages shipped by UPS in one week**
- **Retailers responding to consumer demand with improved customer experience**
- **Reverse logistics increasingly important to recovering \$260 Billion in lost sales**

This year's record ecommerce sales are driving another record that will help usher in the New Year. National Returns Day, when the most UPS returns packages are sent back to retailers, will reach a new peak on **Thursday, January 5**, according to UPS.

Holiday shoppers are projected to return 1.3 million packages with UPS on National Returns Day and more than **5.8 million packages during the first full week of January 2017**. In 2016, shoppers returned more than 1 million packages on National Returns Day and 5 million packages during the peak returns week.

"Online shoppers want the same level of choice, control and convenience making their returns as they do making their purchases," said Teresa Finley, chief marketing officer for UPS. "UPS helps retailers provide shoppers with a satisfying returns experience while managing rising returns volume and the complexities of providing a seamless omnichannel shopping experience."

According to the UPS Pulse of the Online Shopper™ study, online shoppers are seeing the improvements that retailers have made to returns programs over the last five years. Between 2012 and 2016, consumers consistently reported fewer issues paying for returns shipping (decreasing from 66% to 50%), paying restocking fees (decreasing from 43% to 27%), and experiencing a delay in receiving credits or refunds (decreasing from 41% to 27%).

"While returns can't be eliminated, an easy to use returns

experience should be one of several retail strategies to enhance customer loyalty and manage the cost of returns processing,"¹ continued Finley. According to the UPS study, 70 percent of online shoppers made an additional purchase when they returned an item to a store and 45 percent made an additional purchase when processing their return on the retailer's website.

The returns process begins with including the necessary returns paperwork or instructions for the customer to effortlessly complete the transaction. Online shoppers report the best returns experience includes free returns shipping (60%), a hassle-free returns policy (51%), easy-to-print return labels (44%), timely refunds (42%), and a return label in the box (40%).

"Retailers are continuously improving their returns programs," continued Finley. "The next great opportunity is to unlock the value of these returned products through a sophisticated reverse logistics program." According to the National Retail Federation, merchandise returns cost U.S. retailers more than \$260 Billion in lost sales.²

UPS recently formed a strategic alliance with Optoro, a technology company that helps retailers and manufacturers manage, process and sell returned and excess inventory. Together, the companies provide a one-stop shop reverse logistics solution that combines UPS's operational and logistics expertise with Optoro's software platform that maximizes recovery value and reduces environmental waste.

UPS's portfolio of technology-driven returns services that help retailers deliver the experience shoppers desire include:

UPS (NYSE: UPS) is a global leader in logistics, offering a broad range of solutions including transporting packages and freight; facilitating international trade, and deploying advanced technology to more efficiently manage the world of business. Headquartered in Atlanta, UPS serves more than 220 countries and territories worldwide. The company can be found on the web at ups.com® and its corporate blog can be found at longitudes.ups.com. To get UPS news direct, visit pressroom.ups.com/RSS or follow @UPS_News on Twitter.

PEC's Total System Annual Rate Update

This year the revised UPS rates went into effect on December 26, 2016. Package Express Centers had the update available for download via our website prior to that date. But even better, we had an auto-update that was so easy! All your store had to do was exit the software, go back into the Total System Shipping Software and answered Y (yes) you wished to install.

This prompted it to immediately install.

For those stores still using a dial-up connection, you received a CD in the mail for installation, as the online download will not support dial-up accounts. If you are a dial-up account your Monthly Shipping

Report will no longer transmit automatically to us each month. This report will need to be printed and faxed to Package Express Centers at 800-570-0683 by the 10th of each month. In addition, dial-up accounts will need to manually update the UPS Fuel Surcharge each month. *If you have high speed internet in your store but have

yet not connected your shipping computer now would be a great time to do that. It will save you time and money!

We have sent 5 emails over the last month to stores that have not installed this year's update and have contacted you via phone also. We are down to less than 5% of all accounts that have not installed this year's update! **By far the best, fastest, easiest and most installed software update ever.**

By far the best, fastest, easiest and most installed software update ever.

You can check your manifest to make sure you are running the most current version. It will list the version number as well as show an effective date for your rates. If the Effective Date of

Rates does not say 2017 you are not running the current version or for that matter the correct rates.

If you have any questions don't hesitate to give us a call at 800-274-4732.

Now would be a good time to make sure we have the correct email address on file for your store as we send important messages about the update and other items to your email address.

UPS Notice Effective 1/1/17

On January 1, 2017 UPS once again updated their guidelines regarding the shipment of lithium ion batteries (which you can NOT ship) or metal cells when using any air method of shipment: Next Day Air, Second Day Air and Three Day Select, UPS Express Critical, UPS Worldwide Express Plus, UPS Worldwide Express, UPS Worldwide Saver, UPS Worldwide Expedited as well as ground shipments to Alaska and Hawaii.

Lithium ion batteries or metal cells being shipped without equipment can only be shipped by UPS accounts who have a UPS Dangerous Goods service agreement in place. PEC members do not have such an agreement in place and hence will be prohibited from shipping any lithium ion batteries or metal cells not in equipment. Any lithium ion batteries or metal cells that are installed in their equipment can be shipped via any method without any special agreements needed.



For more information visit ups.com and search for Shipping Batteries or Devices with Batteries.



Making Sure You Understand How to Get Your Quarterly Rebate Checks

If you have been shipping since the beginning of the RPDO program back in 2012 you've probably noticed that there's been many changes and updates, since Day 1. As UPS' RPDO website changes and is upgraded, we continue to make updates and upgrades to our automated RPDO manifest process to accommodate for this. Of course, there's only so many things we can do to make sure your packages upload.

Last month PEC called 144 RPDO accounts that did not receive a rebate check for the previous quarter. We re-educated these accounts on how to run the manifest, ran the manifest for them or found out the store had changed their ups.com password, preventing the packages to upload to ups.com. In about 2 weeks, PEC helped these 144 accounts upload approximately **50,000 dropoff packages**. That is about **\$30,000.00** that these stores would have never received, simply because they didn't know how to run the RPDO manifest or just did not run the drop off manifest. **The great thing about the RPDO process is that, even if there is a problem with the configuration or it's just being ran incorrectly, all of your packages will remain pending until you successfully attempt to upload them.** This will make sure that you don't miss out on getting a rebate for any packages you receive when you're having difficulties.

Possible issues include: changing your ups.com password, changes to the ups.com website, closing the manifest without running it, etc. If you ever forget your ups.com login information or need to change your password, please contact us for help. If this information is changed without making the necessary adjustments in your shipping software your packages will not upload properly and you will not receive your quarterly rebate in a timely manner.

If you're ever concerned that your packages didn't upload, you can always check the Dropoff Package Report located under Reports/Billing at the top of the Total System Shipping Software. If the status says **Uploaded**, then the package successfully uploaded and you will receive credit for it.

If the status says **Failed**, then the package was entered with an incorrect tracking number and you will need to re-enter or rescan the package. If many of your packages show as **Failed**, you should double check when you are typing your tracking numbers or make sure you are scanning the correct barcode. First and foremost, you have to make sure you actually run the manifest.

If the status says **Pending**, then a manifest simply hasn't been ran for that package yet. If you're not sure

what to do or how it works please give us a call and we'll gladly walk you through the whole process.

Drop Off Report

Select Reporting Period

Analysis by Month: January 2017

DATE RANGE: January 2017

DROP OFF PACKAGE INFORMATION

Tracking Number	Weight	Date Received by Center	Status
1Z1272A09098828188	5	1/2/17	Uploaded
1Z1A54029098861487	3	1/2/17	Uploaded
1Z24Y8340392871005	20	1/2/17	Uploaded
1Z24Y8340393756012	41	1/2/17	Uploaded
1Z24Y834039375628	18	1/2/17	Uploaded
1Z26X36E909112628	2	1/2/17	Uploaded
1Z3F8W049091855702	2	1/2/17	Uploaded
1Z3Y51819002360331	7	1/2/17	Uploaded
1Z3Y51819003042530	5	1/2/17	Uploaded
1Z3Y51839007826156	3	1/2/17	Uploaded
1Z3Y51839010251369	2	1/2/17	Uploaded
1Z3Y51839011262275	4	1/2/17	Uploaded
1Z3Y51839011605216	3	1/2/17	Uploaded
1Z3Y51839012314047	2	1/2/17	Uploaded

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1Z24Y8340393756012	41	1/2/17	Failed
1Z24Y834039375628	18	1/2/17	Failed
1Z26X36E909112628	2	1/2/17	Failed
1Z3F8W049091855702	2	1/2/17	Failed
1Z3Y51819002360331	7	1/2/17	Failed
1Z3Y51819003042530	5	1/2/17	Failed
1Z3Y51839007826156	3	1/2/17	Failed
1Z3Y51839010251369	2	1/2/17	Failed
1Z3Y51839011262275	4	1/2/17	Failed
1Z3Y51839011605216	3	1/2/17	Failed
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1Z24Y8340392871005	20	1/2/17	Pending Upload
1Z24Y8340393756012	41	1/2/17	Pending Upload
1Z24Y834039375628	18	1/2/17	Pending Upload
1Z26X36E909112628	2	1/2/17	Pending Upload
1Z3F8W049091855702	2	1/2/17	Pending Upload
1Z3Y51819002360331	7	1/2/17	Pending Upload
1Z3Y51819003042530	5	1/2/17	Pending Upload
1Z3Y51839007826156	3	1/2/17	Pending Upload
1Z3Y51839010251369	2	1/2/17	Pending Upload
1Z3Y51839011262275	4	1/2/17	Pending Upload
1Z3Y51839011605216	3	1/2/17	Pending Upload
1Z3Y51839012314047	2	1/2/17	Pending Upload

Sweet February Deals



Dell Optiplex 380 Desktop

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

Windows 10 Professional

\$349⁹⁵

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Item Number	Item Description	Wholesale Price	3 Or More
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TONR1012	Fits HP 1012 & 1020	\$59.99 ea.	\$56.99 ea.
TONR5L6L	Fits HP 5L & 6L	\$41.99 ea.	\$36.99 ea.
TONR1000	Fits HP 1000 & 1200	\$55.99 ea.	\$49.99 ea.
TONR1505	Fits HP 1505	\$69.99 ea.	\$66.99 ea.
TONR1006	Fits HP 1006	\$64.99 ea.	\$61.99 ea.
TONR1102	Fits HP 1102	\$64.99 ea.	\$61.99 ea.

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Scanner



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USB Scanner

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SAVE 75%

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Window Decal
Size: 16" x 16"

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