



Stephanie Hopson
President, CEO

Test Locations – Would Your Store Like to Participate?

In the first quarter of 2018, Package Express Center, Inc. will be testing All New UPS Rates offered by UPS to select PEC locations. These rates are very different than the retail rates our National Network are currently charging. These new Retail Rates are the exact rates being charged on UPS.com, by The UPS Store and by Staples. The store would be charged the new rate by UPS and this is the same rate they would in-turn charge their customer. Where is the profit for the store in this scenario? The rates UPS charges you will be discounted. The discounted amount would be your profit.

With this new pricing structure, UPS has seen; stores gaining back more low weight packages from competitors, reduced overall costs for residential packages, while stores have been able to maintain and/or increase their overall profit margin. Of course if all of this is true – why not have every PEC account change to the discounted UPS rates? This is what PEC will be testing with select PEC centers.

If you are interested in being chosen as part of this Test Group, let us know by calling 1-800-274-4732 or by emailing us at info@packageexpresscenters.com. An ideal test location would be one whose concerned about their overall profit per month, quarter and year, not individual profit per package. Additionally if you have competition near you, customers shipping via UPS.com, or wanting to gain more retail volume – then this is something for you to consider trying out.

Once we have selected and have our Test Locations running the new rates we will then share our data with our Network and our future plans regarding retail package pricing.



Below are the Terms & Conditions of shipping packages from your PEC “Package Processing and Shipping” Center that prints on every customer receipt. Please make sure all of your employees that are trained to use The Total System Shipping Software are aware of these Terms & Conditions. Also pay particular attention to the second paragraph, as it covers the items that should never be shipped from your location.

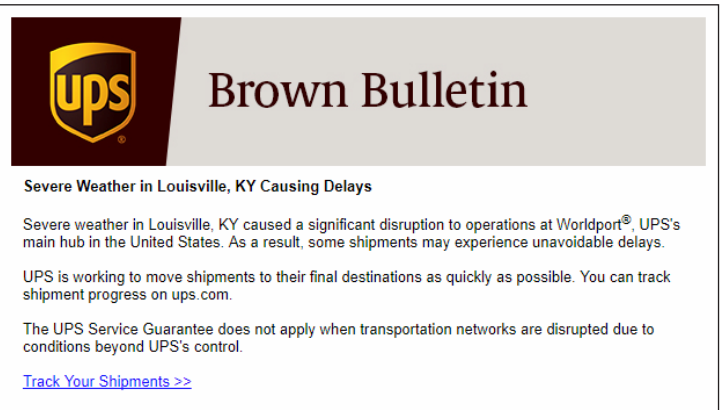
TERMS & CONDITIONS

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, 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 may, at some time, receive emails from UPS like the one shown below. We are featuring this email example as a reminder, that if any packages were delayed this Holiday Season (or any other time of the year) due to weather or any other conditions beyond UPS’s control then the UPS Service Guarantee will not apply.



The Tech Corner by Randall Roderick

Why is it Important to Run Windows Updates?

Today we will be discussing Windows Updates- what they are and how they're beneficial to your computer, and why it's important to install the updates automatically:

Windows updates serve many functions that improve the security and performance of your computer. Many Windows updates are security-related patches that are released to increase the security of your computer. Most people have anti-virus software installed on their computer- and that's an excellent way to increase the security and to help ensure that malicious software does not get installed on your system and wreak havoc; however, anti-virus software itself is not a full-proof solution because it does not protect against vulnerabilities within operating system, itself. Norton, McAfee, Kaspersky, and the many other well-known vendors provide a layer of security, but cannot protect your computer from a malicious person exploiting a vulnerability within the operating system. When security issues that affect the Windows platform are discovered, it leaves potentially millions of computers at risk. Microsoft creates fixes for the issues- known as patches – to protect the end consumer of their products. These patches are then rolled out by the Windows updates.

By being pro-active in installing all available updates, you're increasing your computer's security by using multiple layers of protection- anti-virus software as a layer and the security patches by Microsoft as an additional layer. Without installing these vital updates, your computer will be extremely vulnerable to malicious programs that can,

essentially, bypass your anti-virus software and cause issues with your system;

therefore, it is highly recommended that you not only install these updates whenever they are available, but that you enable automatic installation of the updates within Windows. ***Windows updates are also needed and vital for use by our "package processing and shipping software" (The Total System Software) because of the need for the newest DLL's that Windows updates install.***

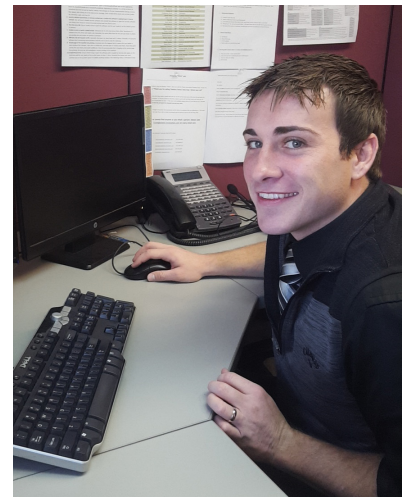
Another function of Windows updates is that they improve the performance of the operating system by, occasionally, adding additional features that Windows rolls out to their customers and by fixing various issues within the operating system known as "bugs". Microsoft strives to continuously improve upon their products and provide the improvements free of charge to customers through these updates. Over time, Microsoft reviews the known issues with their operating system and reprogram certain aspects to fix these issues. By installing the available updates, you improve the stability and functionality of your computer. Software development is a continually improving field as better versions of software are released to consumers. It is important- especially in a production environment- that you use the best software versions available for your Windows operating system to enhance the security and stability of your system and the best method to ensure that you are doing so is by enabling automatic installation of Windows updates.



Meet Randall

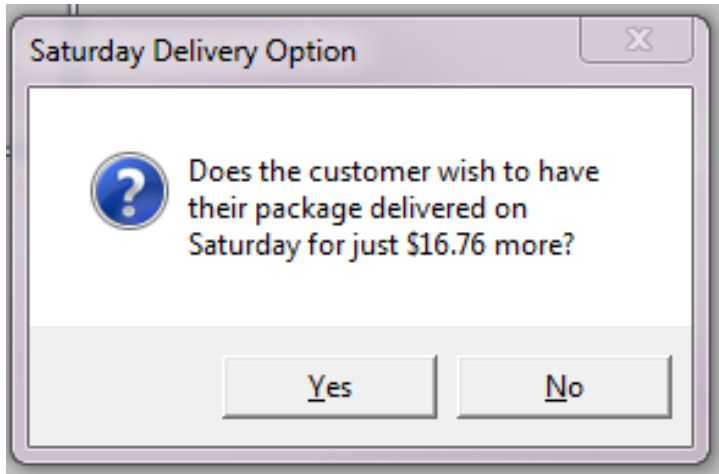
My name is Randall. I'm the newest member of the Technical Support Team here at Package Express Center Corporate. I have previous experience with network administration, Windows and Linux-based computer repairs. I also have four years of computer repair and network administration experience as a technician at my previous employment and two years' experience working in telecommunications sales. I also reprogram and jailbreak Amazon firestick, Apple and Android phones as a side business. In my spare time I also maintain a YouTube channel dedicated to information science and provide tutorials for those who are interested in learning more. Tutorials demonstrate things such as imaging hard-drives and conducting forensic analysis, others on how to crack encrypted wireless networks, etc. I have several tutorials on anonymity-enhancing technologies such as Tor, I2P, and Freenet. There are also video tutorials on conducting denial of service attacks on remote web-

servers, remote operating system identification, port scanning techniques, dns resolution techniques, and stenography. In my free time I enjoy working on computer systems and testing out open-source security software, reading about emerging technologies in computer science, and playing chess. I have a wife and three children with whom I spend most of my time and I've been a native of Greeneville, TN for eighteen years.

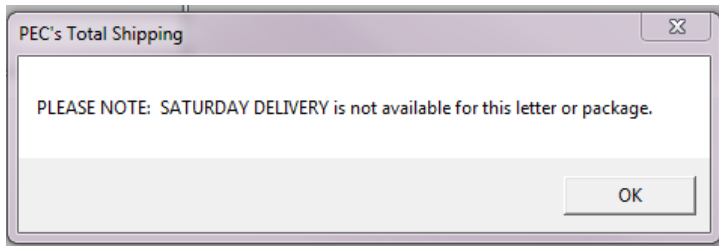


UPS Next Day Air Saturday Delivery Option

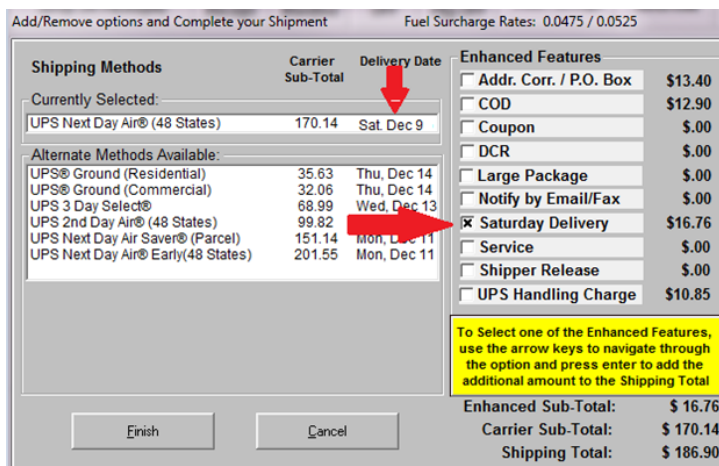
UPS offers Next day Air for urgent packages. These packages will be delivered the following business day. If the package is processed on Friday the day of delivery would be Monday which is the next business day. When processing a Next Day Air package on Friday your software will pop up a box after entering the ship to info asking if the customer would like to pay an additional charge of \$16.76 for Saturday delivery. You have to click Yes on the box in order to confirm that your customer would in fact like Saturday delivery.



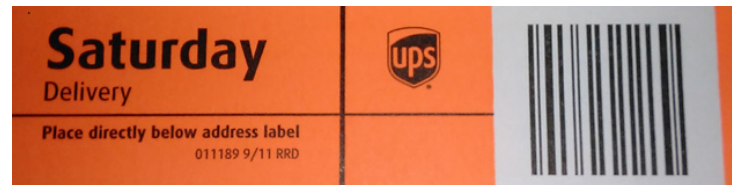
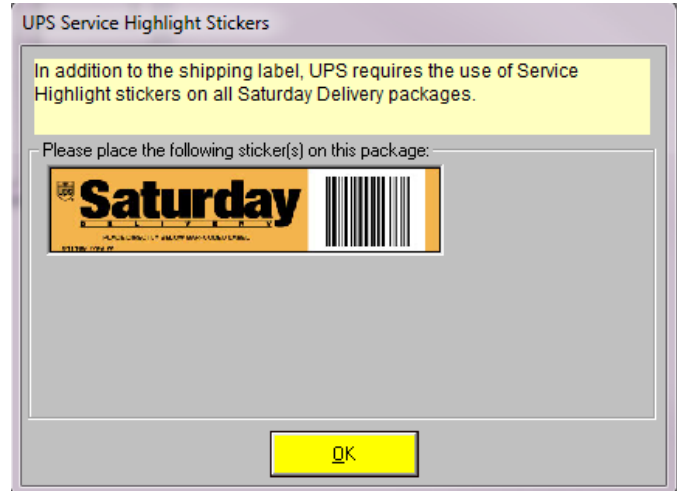
If Saturday delivery is not available in the area you are shipping this package to, you will see a box pop up that makes you aware that you are unable to have this package delivered on Saturday



On the final screen of processing the package you may take note that under enhanced features it shows that Saturday Delivery has been chosen with the additional charge.



After you have chosen to print your label a box will pop up to remind you to place a Saturday delivery sticker on the package. This will help your driver in the sorting process. You have been provided an initial supply of these stickers in your starter kit from Package Express but if you have since ran out you may re order more Saturday Delivery stickers free from UPS.



When your receipt and label prints you may verify Saturday delivery, once again, by checking the label for an "S". The receipt portion also shows the method of shipment is NDA PKG 48 STATES-SAT.



JANUARY 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

HPToners Save 25%



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

Dell Optiplex 580 Desktop

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



Windows 10 Professional and Scanner



\$399⁰⁰

FOB Greenville, TN

All Signs 25% OFF



6 ft Banner
6'w x 17"t \$45.00 each



4 foot Horizontal
2 sided 48" w x 33" t \$52.50 each



2 foot Vertical
2 sided 24" w x 33" t \$26.25 each



Door Decal
2-Sided
8" w x 6" t
\$11.25 each



Window Decal
2-Sided
12" x 12"
\$15.00 each



Monitor Sign
23" w x 15" t \$24.00 each



3 foot Cabinet Decal
36" w x 9" t \$9.00 each

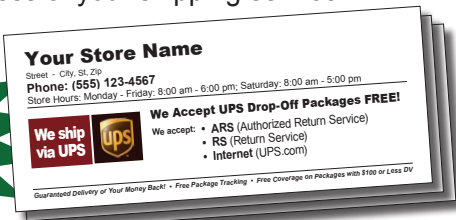


Shipping Guidelines
26" w x 20" t
\$22.50 each

Bag Stuffers... great advertisement.

Stuff one in the customer's bag to immediately increase awareness of your shipping service.

\$24⁹⁹
for
2,000



Actual size: 8.5" x 3.6"

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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.