



*Stephanie Hopson
President, CEO*

Shipping Trends The Past, 2017, and Beyond

Package Express Centers always has our ear to the ground regarding changes in the shipping industry and important information. This month we wanted to discuss the subject of drop off packages and the current trends we have seen and expect moving forward.

Since the start of the Retail Package Drop Off (RPDO) program in 2012 we have been able to track more data regarding drop off packages than in prior years. Because of the growth in online shopping, not just on Cyber Monday, but year round we have seen tremendous growth in this category. Our national network has seen year after year increases of over 10%. We expect 2017 will again prove to be a high growth year for drop off packages.

In many cases we see stores who have more drop off packages than retail packages. Nationwide the average is about 1 to 1; however some stores are seeing 3, 4 or even 5 to 1. This means more customers are coming into your store which gives you more opportunities to “sell” them on the benefits of shopping locally with you. RPDO members receive rebates for these packages.

One area that really surprised us is the amount of growth stores experienced after joining the RPDO program. Since RPDO was just introduced in 2012 any PEC member who joined prior to 2012 didn't have the benefits of the rebates RPDO pays and the exposure of

being listed on the UPS.com locator as an Authorized Service Provider. Since that time the vast majority of our members have joined RPDO and not looked back.

One example is a member who has a hardware store in Michigan with a city population of 9,000. This member had seen a slow decline in package volume even though they were the only one in town and had been shipping since 1990. They joined RPDO in late 2013. In 2014 this store experienced a small increase in retail package volume. But, in 2015 they saw a 37% increase and in 2016 an additional 40% increase! This is just one example of how being on RPDO and being listed on UPS.com can help your package processing and shipping service.

In a recent review of RPDO package volumes we found some interesting facts: It is not always the store with the highest retail package volume who has the highest amount of RPDO packages. The same holds true for local population; bigger doesn't necessarily mean more packages. This may be due to shopping habits in your community and consequently the amount of returns that have to be made. Did you know that nearly 30% of online purchases are returned?

If you are one of the few stores who have not signed up for RPDO don't wait, call us today! The sign up process is easy and the benefits are real! Who wouldn't want rebates for the pre-paid packages you take in and free advertising on UPS.com?

Free of Charge! **UPS DROP-OFF Packages**

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



2016 Year-End Holiday Schedule

NEW YEAR'S

Tuesday, Dec. 27

- Normal pickup and delivery service. UPS 3 Day Select packages picked up today will be delivered on Friday, Dec. 30.

Wednesday, Dec. 28

- Normal pickup and delivery service. All UPS 2nd Day Air packages picked up today will be delivered on Friday, Dec. 30.

Thursday, Dec. 29

- Normal pickup and delivery service. All UPS Next Day Air packages picked up today will be delivered on Friday, Dec. 30. All UPS 2nd Day Air packages picked up today will be delivered on Tuesday, Jan. 3 (except those processed and labeled for delivery on Saturday, Dec. 31).

Friday, Dec. 30

- Normal pickup and delivery service. All UPS Next Day Air packages picked up today will be delivered on Tuesday, Jan. 3 (except those processed and labeled for delivery on Saturday, Dec. 31).

Saturday, Dec. 31 - New Year's Eve

- 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.

Sunday, Jan. 1, 2017 - New Year's Day

- No UPS pickup or delivery service.

Monday, Jan. 2, 2017 - UPS Holiday

- No UPS pickup or delivery service.

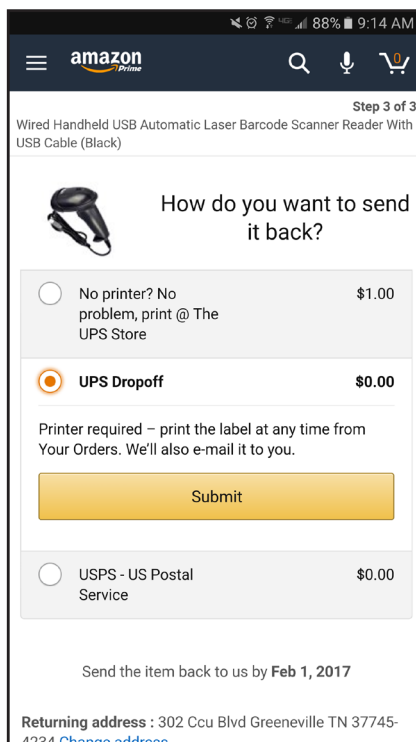
Peak-season service guarantees: UPS Air and international Air packages* picked up or delivered within the United States are guaranteed throughout the holiday season. Commitment times for Air and international Air packages scheduled for delivery Nov. 25, Dec. 18 - Dec. 24 and Dec. 31 will be extended as follows: UPS Next Day Air Early and UPS Worldwide Express Plus will be extended by 90 minutes and all other Air and inter-national Air services will be extended to end-of-day. The guarantee is suspended for UPS Ground and UPS Standard shipments picked up or scheduled for delivery between Nov. 27 - Dec. 3 and Dec. 18 - Dec. 24. For further details, visit ups.com for the UPS Tariff/Terms and Conditions. Service guarantees are subject to change.

UPS Return Packages With QR Codes

Have You Seen A Customer Try to Ship a Package by Showing you a QR Code on their Smart Phone Yet?

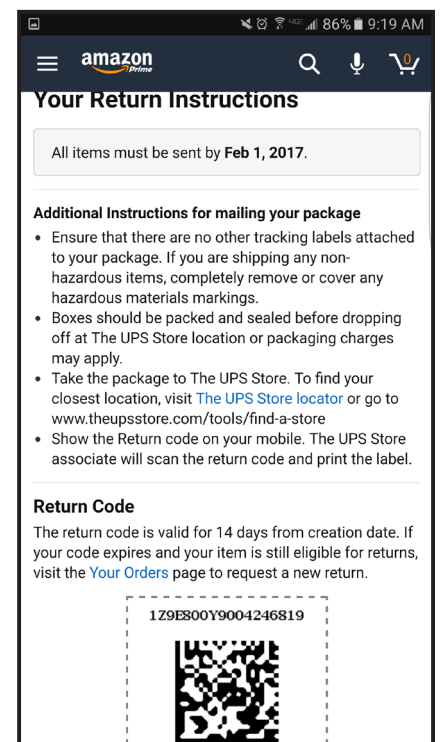
Recently we started getting phone calls from stores asking us how to process a UPS drop off package when their customer only has a QR code on their smart phone. The answer is you can't. If a customer has ordered something using the Amazon App on a Smart Phone and then decides they don't want it and goes back to their Amazon Mobile Application on their phone to return it, the image at right is what they will see.

Notice that the customer does have a choice of how they want to send the package back. The customer can choose to pay \$1.00, in which case they can take their package to The UPS Store, who will print the return label and accept



the package. If the customer chooses UPS Drop Off instead, they will be able to print their own return label from their Amazon account. Amazon will also e-mail a label if this option is chosen as well. By choosing the second method the customer can drop off the package at any UPS outlet.

Some of our largest accounts have not even see one of these UPS QR Codes yet and others have seen quite a few. If your store is located very far away from a UPS Store, then the customer can choose to drop off and bring your store a UPS label as usual. The same goes for the customer not wanting to pay anything to drop off a package. Also shown at right, are the directions for dropping off an Amazon return package, but these could apply to all returns.



The Tech Corner

by Daniel Wilhoit



I Want a New Computer... What Should I Be Looking For?

Many people who are looking to buy a new computer, when asked why, often state “I need something faster.” This can mean a variety of things, because different hardware components provide “speed” or performance for different things. There are 3 main components you should check before purchasing a computer: CPU, RAM, and hard drive. Each of these can impact performance in different ways.

Pure processing speed is determined by the CPU (Central Processing Unit). A common misconception is that you can measure a CPU's performance based on clock speed (for example: 1.8GHz vs 2.6GHz). Now, this can be true, but only when dealing with similar CPU's. As new CPU's are developed and as technology and algorithms are improved, they can accomplish more work per clock cycle.

Your decision shouldn't be based solely on creation date or brand either, because companies regularly develop cheaper models of certain CPU's. For a true comparison, you should check out benchmarking and comparison websites such as www.cpuboss.com. This will give you a cross-brand evaluation with detailed findings.

RAM is also very important in determining performance, but for a much different reason. Random-access memory is actually a form of temporary data storage. While RAM only holds a very small portion of data, it stores the most commonly and most recently used data. It does this, because it is much faster to access this data from RAM



than the hard drive. RAM, like the CPU, also has a clock speed, but is not quite as important to note. Far more important is the storage size. The difference between 4GB to 8GB can be very substantial, but will only be noticeable when running many processes at once, i.e., when the 4GB of space is full.

The hard drive is obviously important, because the required storage heavily depends on what you plan to do on the computer. For optimal performance you should not exceed 80% of your available hard drive space. An important thing to remember is that, though you may not constantly download or install new things, your hard drive will slowly fill due to Windows Updates, temporary files, etc. This can be combatted by running Disk Cleanups, but this can only do so much. Solid-state drives (SSD) are hard drives with no moving parts and can boost performance exponentially. Imagine replacing your hard drive with an equally large stick of RAM. SSDs are finally becoming more prevalent in the consumer market as prices become more reasonable, but they are still roughly 4x as expensive as a common hard drive.

This process can be difficult as new hardware components are released regularly. This is why a little research is needed if you want to be sure you're buying the correct computer. Happy Shopping.

UPS Follow My Delivery

Now you can track your UPS package as it drives around town, on a live animated map.

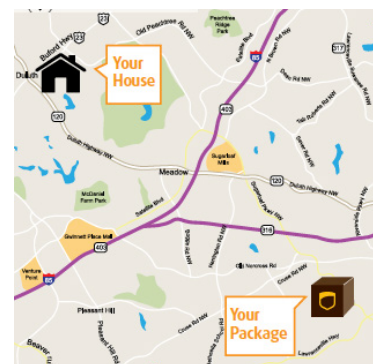
The UPS Follow My Delivery, which launched this year, uses GPS information from the companies' trucks and package scanning information.

The program won't tell you exactly when your package will arrive, but it does allow users to gauge delivery times based on the map so they can plan their day.

Customers who register for the free service will be alerted via email or text message when they are to receive a package that is eligible for the service. The day delivery

is scheduled, they can view the animated map on a computer or other devices, such as a smart phone or a tablet. The map updates every few minutes.

United Parcel Service is the first to have the live action service and hopes to expand the program eventually to all of its delivery services.



January Specials

Offers cannot be combined and are available while supplies last or until 1/31/17.

Dell Optiplex 380 Desktop



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

Windows 10 Professional

\$349⁹⁵

FOB Greenville, TN

6 ft. Banner

Regular price \$60

\$29⁹⁹

Ship your packages **Here!**

Free of Charge! UPS **DROP-OFF** Packages

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



FOB Greenville, TN

ORIGINAL YELLOW SIGN PACKAGE

SAVE 75%

\$31⁹⁵

2 ft. Vertical
Indoor/outdoor permanent sign



4 ft. Horizontal
Indoor/outdoor permanent sign



Window Decal
Size: 16" x 16"

FOB Greenville, TN

Scanner **SAVE 50%**



Plug & Play USB Scanner

\$34⁹⁸

Regularly \$69⁹⁵

FOB Greenville, TN

HP Toner Cartridges

Buy 2 Get 1 Free



Item Number	Item Description	Wholesale Price	3 Or More
TONR1100	Fits HP 1100	\$47.99 ea.	\$43.99 ea.
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.

FOB Greenville, TN



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.