



Stephanie Hopson
President, CEO

Want to Enhance your “PEC Package Processing & Shipping Center”?

You signed up with PEC to increase foot traffic in your store, your store information is listed on UPS.com and many times you are the *go to* place for shipping...but are there even more ways to increase your volume, increase productivity, improve profit, and reduce costs?

Returns/Drop Off Packages: Many customers do not need or want a receipt for their drop off packages. Have you thought about providing a spot for customers to leave them and your employees process them as they have time? While other stores would never do this; as they want the opportunity to interact with the customer and be able to give their customer a receipt with an ever-changing store coupon on it. Which is more important to you?

Finding Frequent Shippers: Most shippers are infrequent shippers, but there is a secret to finding more frequent ones. If you reach out to your network of area business owners and contacts and find out they have UPS pick-up but rarely ship, tell them to ship with you. You could also offer them pick-up and billing terms.

Utilize your Total System Shipping Software Correctly: Knowing what you are doing when shipping packages will always lead to fewer mistakes that can cost you money. For example: Not using our Address Validation feature could lead to bill backs decreasing your profits. Spend some time each week or month going through the software presentations, menus, training mode, etc..... Be a shipping expert.

Placement: Is where a customer has to take a package to in an easy to see, highly accessible area of your store?

How does the area look? Organized, tidy, with impulse buy items around it? Or does it look the complete opposite? If you were a customer – would you want to ship at your counter area?

Signage: Did you sign up 30 years ago and lose all your signs, they look horrible, or you took them down to remodel and they never got re-hung? A lot of stores will not advertise this service or even incorporate this into their existing advertising if they do any; so the most important thing that all stores should be doing correctly is proper placement of signage and the correct amount of signage.

Packing: Packing is a huge profit center for many stores. Yet on the flip side other stores do not want to even offer customers used boxes or help tape boxes closed. Yet again this is a mentality of a store owner that can often make or break how customers view your shipping center and how successful you are now and in the future with this service.

Employees: Do all your employees know how to process a package if you had a customer? It is really easy and takes 2-3 minutes. You would not believe how many stores we have that most employees can't do this!

Are you confident that you have done everything you can to have the best, most awesome, UPS Shipping Point in your community? Have a friend be a secret shipper and find out what they say about shipping at your center!

Have you visited the PEC Website Lately?

The Package Express Centers website is full of important material that is very easy to navigate and concise. You could review the entirety of the information provided in a short time.

The portion we will focus on here is the "Training" tab. While it is named training this information is good to refer to whether you have been shipping for years, or are gearing up to ship your first package.

Currently there are 3 PDF files that provide information, including the basics of the options in the software, processing a package, advertising, and packing advice.

Package Express Center Training – This information follows along with what is gone over in a typical new account training done by one of our reps over the phone. If you have employee changes, or just need a refresher on the software in general, this would be a great tool for reference.

How to advertise and promote – This will provide great information, whether your store is a well-known and established shipping location in your area, as well as if you are trying to get the word out about the new service you are offering. This information will provide ideas for social media advertising, newspaper, radio, flyers and bag and statement stuffers. There are many options to suit your audience.

Packing Advice from the Experts – Being aware of how packages are handled in the UPS system in general is very valuable information to keep in mind when customers bring in fragile and/or especially high value packages. Even items that are not considered fragile become damaged in the UPS conveyor systems. In reviewing this presentation you can quickly and easily determine if your customer should package or allow you to package their item properly. This information will decrease the likelihood of encountering a claim on a damaged package.

Take some time when you and/or your employees are not so busy, and review information on processing, promoting and packing. You may also get to this web page by clicking below if you are viewing the digital version of this newsletter.



The #1 In-Store Retailing Network of Small Package Shippers in the US Serving Independent Retailers Since 1984

Certified
Retail
Provider



HOME

Advertising

Support

Training

Training Files

Utilities

Supplies

Library

CONTACT US

Training

The presentations here will assist you in the different tasks of being able to operate your new "Package Processing & Shipping" center.

Package Express
Center Training



This tutorial will lead you - step-by-step - through each of the menu items in our software as well as shipping a package.

How To Advertise
& Promote

Your PEC "Package and Processing Center."



This manual will assist you in the best ways to advertise and promote your shipping service to help bring in more customers.

Packing Advice From the
Experts

Packing tips and guidelines for your PEC package and processing center



If you are planning to package shipments for your customers or not, you will need to know the correct way that items should be packaged. This will show you the proper ways to package and avoid unnecessary claims.



Hardware Warranty That Lasts Forever?

Did you know, if you received equipment from PEC when you started shipping, or purchased equipment from PEC after the fact, that equipment is covered under PEC's Maintech warranty program? Maintech is a lifetime warranty and covers defective equipment, as long as the equipment's sole use is for shipping purposes. Maintech covers hardware and software issues, excluding virus/malware removal and Windows upgrades. Equipment is always replaced with units of equal or better quality and is also covered under the same warranty. A lifetime warranty is unheard of, especially when considering the short lifespan of computers and printers. The only cost to you is the cost to ship the defective equipment back to PEC.

In addition to hardware replacement, Package Express also provides technical support. If our technical support team cannot fix the issue you're experiencing by

providing instructions over the phone, we can also provide remote support. Whether you are having trouble with installation, getting an error message, or are just confused about how something works in general, a member of our technical support team can remote into your computer and provide support with just a few quick steps. If needed, we can provide unattended support, so that you can get back to any work you need to attend to in your store while we work on the problem.

And....if having a lifetime hardware warranty and technical support is not enough, we also have assistance for any emergency with our toll-free hotline after hours and on weekends. We have you covered, so you will always be able to process a package!

How to Quickly & Easily Obtain a PPP Authorization

If your software prompts you to call us for a high value authorization you can expect to answer a few short questions regarding the package prior to being given this approval code. **Be prepared and get your authorization superfast.**

When you call, you will need to provide us with your PEC center number. This can be found at the top of your screen. We will then ask what the contents of the package is. This needs to be as specific as possible. We cannot authorize **parts, electronics or tools**. If you are not aware of the specific item you are shipping you will need to clarify with your customer. Then we need to know the declared value you have entered. We will also need to know what method of shipment you have chosen. As you can see you have already entered all of these things into the software before calling so this information will be readily available for you to relay.

Then we will be asking you for the dimensions and weight of the package, and how it is packaged. You will need to know in detail how the item is packaged including the materials used for packing. If you do not know, you will be asked to open the box and explain what you see. Even though the software has not prompted you to enter this information at this point you will need to go ahead and weigh and measure while on the phone and provide this info. Always round up to the next highest number on weight and dimensions. What is the reason for shipment...

such as repair, return, being sold, what is the case?

Based on how it is packaged and what the item is, we will either authorize, or provide with you some additional packing guidelines to get the item properly packaged. Once this is done you may call us back to obtain the authorization. Keep in mind any additional packing requirements are in your store and your customer's best interest. These high value and sometimes delicate packages are handled the same as any other package in the UPS system. They are sorted by conveyor belts that force packages to fall as much as 6 feet sometimes before reaching the next conveyor. These packages tumble down the conveyors with packages up to 150lbs. All packages shipped from your store will encounter this type of handling.

The final step in obtaining an authorization number will be to provide us the receipt number displayed on the screen in the software, then you will be given an authorization.

A screenshot of a software interface. At the top, there are tabs for 'Store', 'Void Package', 'UPS Returns', and 'Send MSR'. Below the tabs, there is a 'Coverage' section with a red box that says '>>FREE FROM UPS<<' and another red box that says 'The first \$100 of Declared Value Coverage is FREE!'. Below that, it says 'Your Post Office would have charged \$2.65 for this service!'. At the bottom, there is a dialog box titled 'PPP Authorization Required For This Package' with the text 'You MUST call PEC at 1-800-274-4732 to obtain your PPP Authorization or this package is NOT covered.' and a field for 'Your Receipt Number is: 6013'.

July Specials

**This is
ONE HOT DEAL!**



Scanner

Plug & Play
USB Scanner

6' Banner



Dell Optiplex 580 Desktop

- 3.2GHz Processor
- 8GB Memory
- 320GB HDD
- Windows 10 Professional**



FOB Greenville, TN

\$359⁰⁰



**FREE
8GB Flash Drive**

with your retail
order of
\$75 or more



FOB Greenville, TN

Actual item may vary from
one shown but will be 6GB.

Item# - FLASHDRV

Original Yellow Sign Package



\$74⁹⁵

4 ft. Horizontal
Indoor/outdoor
permanent sign



Window Decal
Size: 16" x 16"

FOB Greenville, TN



Door Decal
Size: 6" x 8"



2 ft. Vertical
Indoor/outdoor
permanent sign

Item# - ORYELLPACK

Buy 2 Toners

**Get 1
FREE**



FOB Greenville, TN

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.



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.