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## I Have Seen A lot of Unnecessary UPS Claims Over the Years

We have seen a large marble counter-top shipped with only a layer of cardboard wrapping it, a Grandfather clock with one layer of bubble wrap, a full size stove with no packing, an 84 piece set of china all in one box with one piece of foam sheet between each

dish, a long mirror with a layer of paper, a large high-valued bronze statue that weighed considerably was only packed with a few peanuts, a guitar placed in a box with some newspaper, and the list of damaged items goes on and on. Most claims are entirely avoidable. The following is a quick checklist of what to look at and consider when shipping packages.

### Start with the BOX:

Does your box look good and sturdy, or is the box already crushed, dented, and overly taped just to hold it together? While inspecting the box, tear off old labels. Do not reuse boxes with alcohol symbols or other prohibited items that are printed on the outside of the box. UPS does not know that those items are not in the box and it will be returned to your store. Do not use any used boxes bearing HazMat or DOT labels or markings. Once again, UPS will return these to your store. Also keep in mind that according to

UPS tariffs: **UPS does not provide special handling for Shipments with “Fragile,” orientation markings (e.g., “UP” arrows or “This End Up” markings), or any other similar markings.**

### Next Step is the Contents:

Are the contents breakable? If so, how are they packed? Actually look inside and don't rely on your customer saying “I packed that really well”. How valuable are the contents? A good rule of thumb is the higher the value of the contents the more attention and scrutiny the packing should be subjected to. You cannot just have packing at the top or bottom; the item must have packing all the way around it and be packed correctly. You or your customer cannot cut up cardboard, use trash, plastic bags, or old rags as packing material. Breakable items, electronics, musical instruments, and many other items need to be double boxed with enough packing in the first box and between the boxes.

**Remember:** Your store has the right to inspect any package prior to shipment and your store has the right to refuse to ship any item if not properly packed. According to UPS tariffs regarding your store: It is the responsibility of the Shipper to ensure that proper packaging is used and that contents are adequately and securely packed, wrapped, and cushioned for transportation.

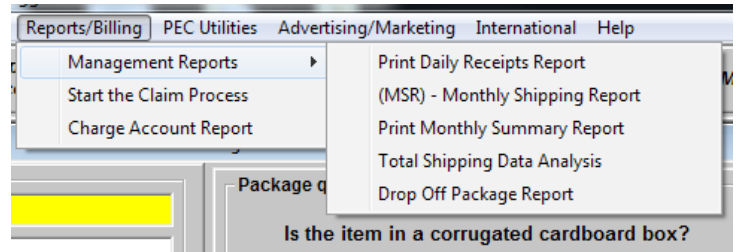
*The guitar below is a VERY good example of a claim that could have been avoided. This was packaged in a used box that was not sturdy, was not double boxed, nor did it have any type of packing materials inside that would protect it, such as peanuts or bubble wrap, and had excessive labels.*



# Reports, Reports, Reports...Then Some More Reports

Your Total System shipping software has an array of reports to help you break down and see how shipping in your store is performing. From daily reports to monthly reports all the way to quarterly and yearly breakdowns your software can generate reports to answer questions regarding shipping you didn't even know you had. Taking advantage of these reports is key to identifying positives trends in your store and rectifying any negatives that might be creeping up according to your data. To find these reports simply open your software as if you were going to process a package, and then at the top of your software will be the Reports/Billing button. If you require any assistance interpreting these reports you can always call PEC at 1-800-274-4732 and we can easily train you on how to read the reports. These are the short and sweet descriptions of each report.

- MSR – Your monthly breakdown and invoice with Package Express Centers
- Daily Receipts Report – A detailed cost breakdown of a single day
- Monthly Summary Report – Separate from MSR but also breaks down a month of performance.
- Total Shipping Data Analysis – The most detailed and versatile report able to breakdown your shipping into multiple time periods of performance to pinpoint trends and the execution of your shipping.
- Drop Off Package Report – A versatile report designed exclusively to analyze your drop off package performance in a number of ways.



## UPS Adds Saturday Deliveries to Meet Online Shopping Demand

*Bloomberg article by Mary Schlangenstein*

United Parcel Service Inc. will add Saturday ground deliveries, making one of the biggest shipping-time changes in its 109-year history in response to rising demand from online shoppers.

Homes and businesses will no longer have to wait until Monday to receive packages, while online and brick-and-mortar retailers can send goods on Saturday for Monday delivery. The expansion of a test program that began last year will eventually add 6,000 jobs, Atlanta-based UPS said in a statement Monday.

Deliveries to residences are expected to account for more than half of UPS's total by 2019. Saturday operations will help the world's largest package-delivery company defend against FedEx Corp., which already drops off ground-shipped items at homes that day, and the U.S. Postal Service, which also makes Sunday deliveries in some markets for Amazon.com Inc.

UPS in February announced a series of initiatives designed to curtail the costs of home deliveries, which generate less profit because drivers drop off an average of 1.1 packages to residential stops but more than three to businesses. The company plans to expand automation at 70 warehouses across the globe within five years, while revamping its mapping program to make drivers work more efficiently.

Saturday deliveries will begin this month in 15 metropolitan areas, including New York, Chicago and Boston, UPS said. That builds on test operations that started in Atlanta, Philadelphia and Los Angeles last year. Coverage will expand to 4,700 cities and towns by November and to 5,800 next year, UPS said.

About 62 percent of online shoppers choose ground delivery for their packages, UPS said. Overnight or next-day air shipments are more expensive. The new option may persuade more people to buy over the internet, with retailers saying 46 percent of shoppers abandon a purchase for reasons that include shipping time that is too long, according to a UPS study.



Photographer: John Taggart/Bloomberg



# The Tech Corner by Daniel Wilhoit



## UPS Efficiency and Some Examples of How Their ORION System Operates

As a company that travels billions of miles per year, UPS has made enormous strides to reduce fuel consumption and save time on routes. UPS has invested billions of dollars in research to make advancements in routing algorithms, fuel efficient vehicles, and alternative fuels.

To a worldwide leader in shipping, cutting minutes or seconds off of driver routes can add up to millions less miles traveled, millions less gallons of fuel, and millions of dollars of savings. For this purpose, UPS has developed and integrated the On-Road Integrated Optimization and Navigation (ORION) system. According to UPS, ORION can perform tens of thousands route optimizations per minute and saves about 100 million miles per year. That is equivalent to 10 million gallons of fuel, which reduces fuel emissions by 100,000 metric tons. Early studies show reducing one mile per driver per day can save UPS up to \$50 million. UPS also goes as far as to record the amount of time it takes for a driver to buckle his seatbelt and insert the key into the ignition. They have standardized the “technique” to do this in one motion shaving seconds off each pickup/delivery. In urban areas where a driver may make 300 stops in a day, this could shave an extra 15 minutes off of a driver’s workday, allowing him/her to

deliver packages faster and get home to their families earlier.

UPS doesn’t turn left. This is a little too literal, but UPS and ORION have found that reducing the number of left-hand turns in their routes can increase fuel efficiency and cut time off of routes. Left turns go against the flow of traffic and usually require idle time. They see this as precious seconds lost and designs routes against it.

UPS has also incorporated vehicles that use alternative fuels into their fleet and has been using them for years. There are thousands of alternative fuel vehicles active today such as propane, electric, and hybrid engines. UPS also uses electric-powered bicycle couriers in highly urban areas.

UPS embraces many different technologies in order to save money and become more efficient. PEC strives to adapt to any UPS advancements while making advancements of our own. The Total System Software continues to adapt to new technology by adding new features and automating easy tasks to save you time and money every day.



# May Savings Are In Bloom

Offers cannot be combined and are available while supplies last or until 5/31/17.

## Dell Optiplex 580 Desktop

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

**Windows 10 Professional**

**\$349<sup>95</sup>**



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## Buy 1 Toner

**Get 50% OFF**

**2nd Toner**



### HP Toner Cartridges

Item Number	Fits Printer Model	Wholesale Price	3 Or More
TONRM12W	HP M12W	\$45.99 ea.	<b>\$42.99 ea.</b>
TONR1100	HP 1100	\$47.99 ea.	<b>\$43.99 ea.</b>
TONR1012	HP 1012 & 1020	\$59.99 ea.	<b>\$56.99 ea.</b>
TONR5L6L	HP 5L & 6L	\$41.99 ea.	<b>\$36.99 ea.</b>
TONR1000	HP 1000 & 1200	\$55.99 ea.	<b>\$49.99 ea.</b>
TONR1505	HP 1505	\$69.99 ea.	<b>\$66.99 ea.</b>
TONR1006	HP 1006	\$64.99 ea.	<b>\$61.99 ea.</b>
TONR1102	HP 1102	\$64.99 ea.	<b>\$61.99 ea.</b>

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## Drop-Off Signs

**SAVE 25%**

**4 ft. Horizontal**  
Indoor/outdoor permanent sign



**2 ft. Vertical**  
Indoor/outdoor permanent sign

## 6' Banners

Your choice

**\$39<sup>95</sup>** each



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## Original Yellow Sign Package

**\$74<sup>95</sup>**

**SAVE 50%**

**4 ft. Horizontal**  
Indoor/outdoor permanent sign



**Window Decal**  
Size: 16" x 16"



**Door Decal**  
Size: 6" x 8"



**2 ft. Vertical**  
Indoor/outdoor permanent sign

Item# - ORYELLPACK

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## Scanner

**Regularly \$69<sup>95</sup>**



Plug & Play  
USB Scanner

**\$49<sup>95</sup>**



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