



*Stephanie Hopson  
President, CEO*

## Retailing Trends

Package Express Center's "UPS Package Processing Service Center" has been placed into almost every type of retail business there is out in the retailing world. PEC has learned over the years what factors are important for this service to work, but there is also a factor that you can't look up the data on or even quantify and that is the owners or managers attitude toward this service. A negative attitude or non-attitude toward this service will go a long way in not making this service as successful, effective, and positive as it could be.

Finally, the last factor Package Express Center Corporate looks at yearly is Retailing Trends. Because of the ever shifting retailing developments we have been able to identify new or changing markets to target. The following trends have all been found in Wall Street Journal and all within the last month. Some are interesting, some hard to believe, and some we expected.

### According to Wall Street Articles:

- Walmart is opening fewer stores in 2019 – only 24 stores (smallest number in more than 25 years, to cut costs). Walmart is also making the shopping bags smaller to save 20 Million and the register receipts skinnier to save 7 more million. Walmart has also gone to zero based budgeting – which is every expense must be justified.
- According to the latest Apple data, smart phone users pull out/use their Smart Phone on average 80 times a day/30,000 a year. Research also shows "as the brain grows dependent on technology, the intellect weakens".
- Many owners of empty malls are seeking and renting out spaces to Churches, they have also turned to movie theaters, restaurants, medical and wellness clinics, and bowling alleys to fill up space to replace retail outlets lost due to online shopping.
- Time Inc. will be cutting out weekly editions by 1/3rd and other magazines it owns to try to cut costs by \$400 Million
- It has been 10 years since the Amazon kindle reader was introduced, but now E-book sales fell 17% last year and printed book revenue increased 4.5% last year. The sales of EBooks are a fraction of a book publisher's revenue. The article goes on to state "The shift is a surprise reversal for an industry that experts just a decade ago predicted was facing radical change, if not a slow death, because of digitization and changing reading habits."
- Between 20% and 25% of American malls will close within five years, according to a new report out this week from Credit Suisse. That kind of plunge would be unprecedented in the nation's history.
- According to the National Retail Federation U.S. sales (which run from November through December) are expected to increase 3-4% up from \$ 655.87 Billion.
- Non-store sales and on-line sales are raising 11-15% to around \$ 140 Billion. On line sales now account for 23 percent of all sales and unfortunately we have seen this figure rising every year.
- Another interesting fact is that Amazon alone accounts for 40% of all on-line sales.

# UPS Smart Pick-Up Need To Know Details

- If you happen to be using the Smart Pick-up option integrated into our Total System software, you have a UPS.com user name and password. You can log into your UPS.com acct and view your smart pick up status and notify time. Once logged in, go to shipping, then schedule a pick up. This shows your notify time and whether a pick up request has been made. If the first package you enter of the day is before the notify time the driver will pick up your package same day. If the first package you enter of the day is after the notify time the driver will pick up on the following business day.

Home > Shipping > Schedule a Pickup

## Schedule a Pickup

PACKAGE **FREIGHT**

### Enter Pickup Information

Required fields are indicated with \*

1 ACCOUNT INFORMATION

Payment Method:  
567V12 - Store Name

▼ Pickup Account Details

Smart Pickup Status:  
A Smart Pickup has not been requested for this UPS Account's pickup location for 10/18/2017.

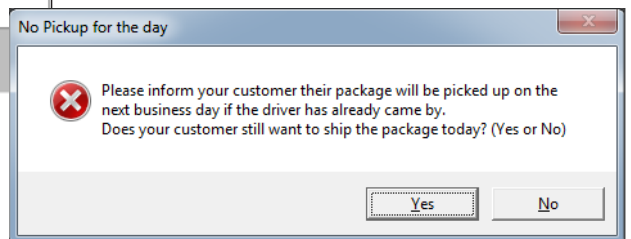
Notify Time: Your Smart Pickup must be requested before 03.00 PM.

Select an action: \*

If submitted before notify time on 10/18/2017, a UPS driver will make a pickup at this UPS Account's pickup location 10/18/2017.

Schedule an additional **UPS On-Call pickup** . UPS Smart Pickup customers may schedule an Air or International pickup at no charge.

- If you are entering a package and the notify time has passed a box will pop up explaining the package will not be picked up until the following business day if the driver has already picked up for the day so you have the opportunity to let your customer know this in case they must have this package picked up the same day.



- Below is a receipt showing where it displays whether the package will be picked up the same day or the following business day.

<b>CUSTOMER RECEIPT</b>		Sender:	TEST TEST
Operator ID/Retailer: 123	PEC-ASAP Account #: Test	111-111-1111	
Test	800-999-9999		
123 Test Street	Test TN 00000		
Weight: 5 LBS	SZ: 5X5X5	Freight:	\$12.78
<b>Pickup Next Business Day</b>		Packing Chgs.:	\$0.00
Ship To: AV		Additional	Features: \$0.00
TEST TEST		Other Chgs.:	Coupon \$0.00
302 CCU BLVD		<b>Total Due:</b>	<b>\$12.78</b>
GREENEVILLE TN 37745			

Thank You for **Shipping & Shopping** with us!

FREE coverage on packages with \$100 or less DV • FREE Package Tracking

We hope you'll tell your friends about our service.

Limit one coupon per customer. Expires on 11/17/2017

- If you successfully scheduled a smart pick up but your driver did not pick up you will also need to call PEC tech support. We will verify your system scheduled correctly and then get with the appropriate department at UPS to resolve the issue on their end.
- If you ever receive a smart pick up error you will need to call PEC tech support at 800-274-4732 right away because an error means the notification did not go through and the driver will not be picking up.
- Many stores have developed a relationship with their driver and have their cell phone #. This is very handy if you experience one of these situations to be able to call the driver to let him know there is an issue but you do indeed have packages that need to be picked up. If you do not have your drivers number you may want to ask him for it.

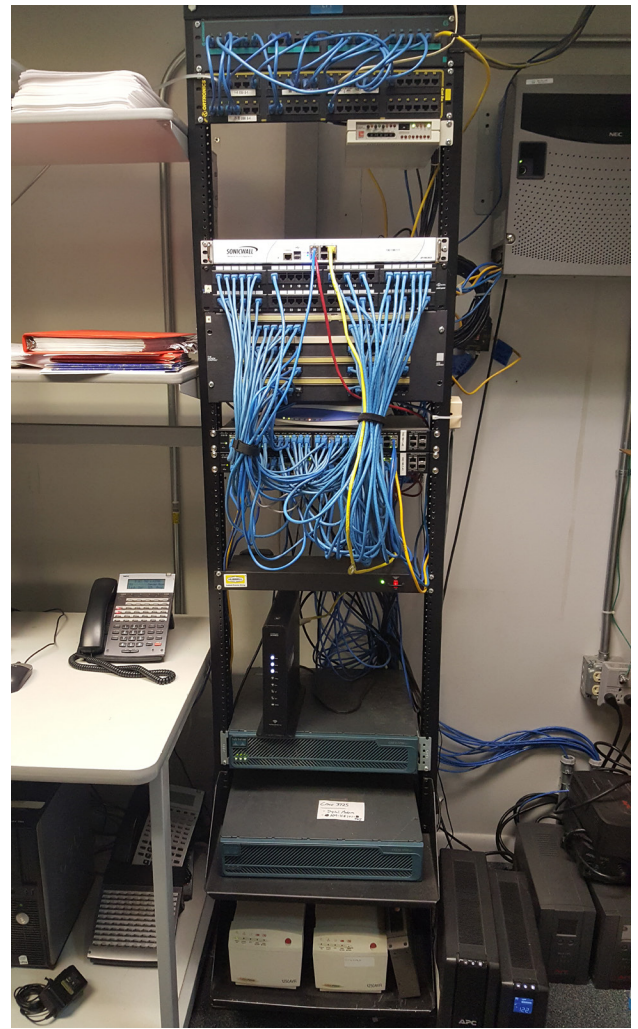
# Thank You for Calling Package Express Centers...

All calls into our 800 help line are answered live: all day, every day. If you have called in and been asked to briefly hold then you might have heard the following line: To Further Assist our Customers we Record All Calls.” That’s right we record every phone call that comes into our 800 number. We also store these call from PEC accounts for years. We can pull up any call from a store and listen to it, email it or burn it to a disk. We have approximately 50 phone extensions; some extensions on our phone system are even in different physical sites such as our order fulfillment warehouse.

Having the ability to pull up a call and replay it back is invaluable and we have had this technology for over 20 years. For example a store may call back in and say – I did not know to do that or you did not tell me that, or that is not the answer we got: We can go back into the data and pull the call to check it for accuracy, clarity and correctness.

We also monitor the data and line usage. We have never in our 35 year history had a customer get a busy signal. We have always had enough lines coming in that will not happen to a customer.

Don’t want to call, then please email us at:  
[help@packageexpresscenters.com](mailto:help@packageexpresscenters.com).



## Say Hello to Peyton

Hi there, I’m Peyton Henley and I am a part-time customer service representative here at Package Express Centers. I started working here in August doing entry level tasks, but have worked my way up to more challenging tasks, such as training new accounts and setting up new accounts on RPDO and UPS Smart Pickup. Besides working here part-time, I am also currently a full-time student at Tusculum College and will be graduating in May with a bachelors degree in Political Science. My future plans are to parlay that into a law degree after graduation. I recently took the LSAT in September and once I receive my score, will begin applying to different law schools. My aspirations, once I receive my law degree, are to move back to my hometown of Bristol, Tennessee and begin my career as an attorney.



## All New Sidewalk Sign

Some stores have requested a sidewalk sign to be able to adhere to local sign ordinances based on being downtown, in a historical section of the city or a limited area to advertise from the store front. This sign has a metal frame and signage is on both sides. Call today about availability and pricing.



# NOVEMBER SPECIALS

Save **50%** on our **Christmas sign kit**

**\$59<sup>95</sup>**

4 ft. wide 2 sided indoor/outdoor sign

2 ft. wide 2 sided indoor/outdoor sign



**Your Christmas Shipping Headquarters** We Ship via UPS

6 ft. wide indoor/outdoor banner

FOB Greenville, TN

**Buy 2 Toners  
Get 1 FREE**



## 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>

FOB Greenville, TN

## Dell Optiplex 580 Desktop

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

## Windows 10 Professional

**\$349<sup>00</sup>**



FOB Greenville, TN

## Scanner

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



Plug & Play USB

Why waste time keying in drop-off packages when you can scan them, plus avoid mistakes.

FOB Greenville, TN

## Bag & Statement Stuffers

Don't let a bag or envelope leave your store without one of these to promote your shipping service.



Christmas stuffers printed in color really get your customers attention!  
Actual size: 4.25" x 5.5"

**\$20 for 1,000**

**\$15 for 500**

Standard stuffers will let your customers know that you ship via UPS.

Actual size: 3.66" x 8.5"

Store Name Here  
Your Street Address • City  
Phone: 555-123-1234  
Store Hours: Monday-Saturday 9-6 • Sunday 1-6



We Accept UPS Drop-Off Packages FREE!

- ARS (Authorized Return Service)
- RS (Return Service)
- Internet (UPS.com)

Guaranteed Delivery or Your Money Back! • Free Package Tracking • Free Coverage on Packages with \$100 or Less DV

## Be prepared for Peak Shipping Season with our Christmas Packing Kit

Kraft 2" tape  
6 rolls

**\$75<sup>00</sup>**



Bubble padded envelopes  
8.5" x 12"  
9.5" x 14.5"  
6 of each

2" Tape Dispenser



2" Clear tape  
12 Rolls



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Fax: (800) 570-0683

[www.packageexpresscenters.com](http://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.