

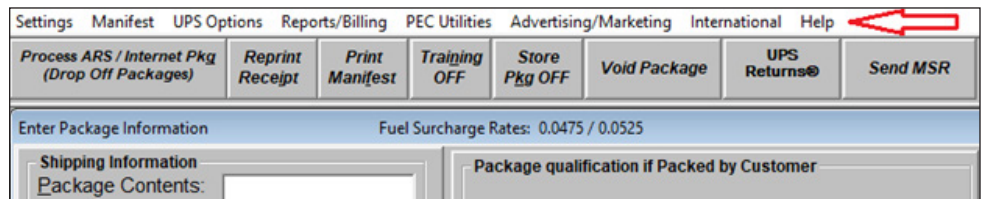


Stephanie Hopson
President, CEO

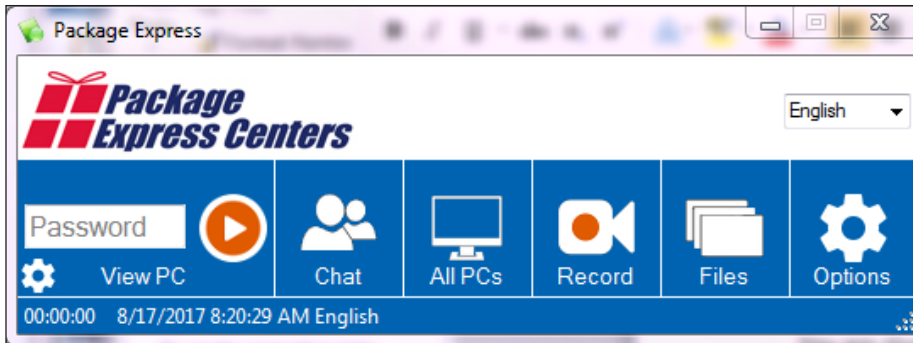
Remote Technical Support Capabilities To Better Serve You

You are stuck. You don't know what to do and you don't have time to sit on the phone with tech support taking direction that you may not feel all that comfortable with. We hear many times when giving verbal instruction to make adjustments in the software that the caller is "not tech savvy," or that they have customers and may need to call back during down time.

Luckily PEC has integrated ShowmyPC remote support capabilities directly into The Total Shipping Software. All you have to do is click on Help and then on Remote Help. This will bring up the ShowmyPC



feature and it then automatically creates a password for you. Once you have this password, this is all you need to supply a PEC support person and we will take it from there. This allows



any member of our tech support team to simply remote into the computer with your clerk only having to make 2 clicks of the mouse. Showmypc provides a way for us to seamlessly navigate through your software for you in order to fix any issues you may be having or to change settings or features. This frees the clerk up to tend to customers and daily activities.

Customer Receipt Labels – Get Ready for the Holidays

Be sure to always be stocked up on receipt labels especially around the holidays. You can call PEC any time to place your order and we will have them shipped out to you ASAP. If you do run out, while waiting for your labels to arrive, you may use paper. Make sure to use clear packing tape entirely over the top of the label to prevent tearing.

Please Note: Remember to keep your printer stocked with regular paper and only add label paper to the top when you are ready to print a label you have processed. Receipts for drop off packages, daily manifests, and monthly reports should be printed on regular paper as they are not a shipping label and do not require a sticky backing.

Packing As An Additional Profit Center & Customer Convenience During Peak Shipping

Some of our stores choose not to take advantage of packing for their customers. We understand that you may not have room to keep additional supplies such as boxes, tape, and packing materials on hand throughout the year. During the holiday season, however you should offer this needed additional service. Often time customers are more than willing to pay an additional fee for packing with the stresses and limited time available during this time of year.

Also by your store being prepared to assist your customer in packing; you will be able to add packing material, use a larger size box if needed, add tape, etc... which could/will also help prevent damage and ultimately prevent claims due to improper packing.

To prepare you should start saving boxes and packing materials from incoming deliveries. In addition to standard packing tape, we suggest that you purchase our kraft tape which is a solid brown paper like material that will cover any previous labels that may have been used on the boxes you save. This month we have a special on our packing tape and our Kraft tape (see page 4 of this newsletter). You may want to check out Uline.com for their packing materials such as boxes in every size you could ever want. It's possible you will see such a demand for a packing service from your customers that you may adopt the value added convenience year round. You can set The Total System Software to ask at the end of each package to ask "Did you pack this package?" as a reminder to add a service fee. When you do charge a fee you will simply choose to add a service charge at the end of processing the package, like shown here.

The screenshot displays a shipping software interface with the following components:

- Menu Bar:** Settings, Manifest, UPS Options, Reports/Billing, PEC Utilities, Advertising/Marketing, International, Help.
- Buttons:** Process ARS / Internet Pkg, Reprint, Print, Training, Store, Void Package, UPS.
- Header:** Add/Remove options and Complete your Shipment. Fuel Surcharge Rates: 0.0475 / 0.0525.
- Shipping Methods Table:**

Shipping Methods	Carrier Sub-Total	Delivery Date
Currently Selected:		
UPS® Ground (Residential)	18.09	Tue, Aug 22
Alternate Methods Available:		
UPS® Ground (Commercial)	12.78	Tue, Aug 22
UPS 3 Day Select		
UPS 2nd Day Air		
UPS Next Day Air		
UPS Next Day Air		
UPS Next Day Air		
- Enhanced Features Table:**

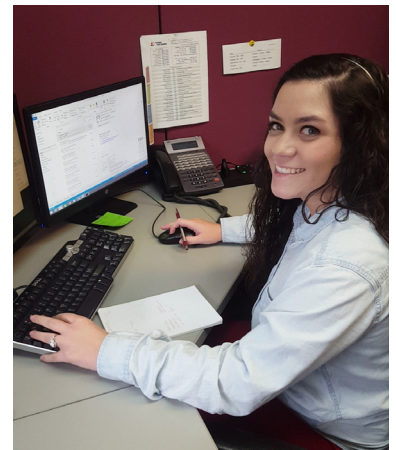
Enhanced Features	Amount
<input type="checkbox"/> Addr. Corr. / P.O. Box	\$13.40
<input type="checkbox"/> COD	\$12.90
<input type="checkbox"/> Coupon	\$0.00
<input type="checkbox"/> DCR	\$0.00
<input type="checkbox"/> Large Package	\$0.00
<input type="checkbox"/> Notify by Email/Fax	\$0.00
<input checked="" type="checkbox"/> Service	\$0.00
<input type="checkbox"/> Shipper Release	\$0.00
<input type="checkbox"/> UPS Handling Charge	\$10.85
- Service Charge Dialog Box:** A pop-up window titled "Service Charge" with the text "Enter Service Amount:" and a text input field containing "\$7.00". It has "OK" and "Cancel" buttons.
- Summary:**

An additional \$4.20 has been added to the shipping charges for the Extended Delivery Area Surcharge

Enhanced Sub-Total:	\$ 0.00
Carrier Sub-Total:	\$ 18.09
Shipping Total:	\$ 18.09
- Buttons:** Finish, Cancel.

Say Hello to Callie Johnson

If you have called in to our office for any reason, chances are you have spoken with Callie as she is as fast as lightning at catching incoming phone calls. She started out as a part-time employee while in high school performing entry level tasks. Callie is now working on her college degree for nursing as a full-time student. Her desire is to work in a hospital Birthing Center when she completes her RN. She has been working almost full-time now in addition to her on-going classes. Callie has been cross-trained to handle almost any type of call that we receive, including some of the most difficult customer service calls, many tech support issues and has become our top trainer for new accounts. We consider Callie a very valuable part of our crew and would like to give her the recognition she deserves.



How to Train Everyone To Process UPS Packages Quickly, Easily and In Their Spare Time For Peak Shipping Season

The PEC website is full of important material while being 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 power point presentations providing information from the basics of all the options in the software and processing a package, to advertising, and packing advice.

“Package Express Center Training”

This presentation will follow what is gone over in a typical new account training when trained 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 too will provide great information whether your store is a known established shipping location in your area as well as if you are just trying to get the word out about the new service you are offering. This presentation will provide options from social media advertising to newspaper, radio, flyers, bag and statement stuffers. There are many options to suit your audience.

“Packing Advice from the Experts” Being aware of how packages that leave your store will be handled in UPS’s system in general is priceless knowledge to keep in mind when customers bring in their fragile and 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.



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

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
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
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.

The Total System End of Day Instructions

1. Run your manifest
2. Run your RPDO (Drop-off) manifest
3. Back-up data
4. Set next pick-up date
5. Exit Total System Software
6. **TURN OFF** computer, leaving monitor on (*auto updates, if any, will automatically run when you turn the computer back on and log in on Total System Software*)

Any questions contact us at 800.274-4732 or help@packageexpresscenters.com

OCTOBER SPECIALS

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Christmas 6 ft. Banner

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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

**Buy 1 Scanner
Get 1 FREE**



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

FOB Greenville, TN

Be prepared for Peak Shipping Season with our

Christmas Packing Kit



Kraft 2" tape
6 rolls



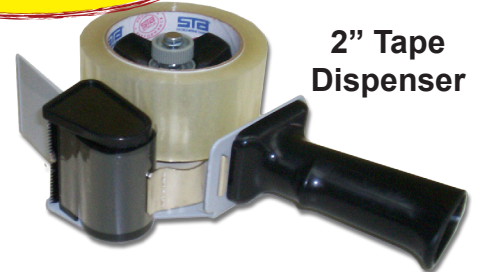
Bubble padded envelopes
8.5"x12"
9.5"x14.5"
6 of each



2" Clear tape
12 Rolls



2" Tape Dispenser



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www.packageexpresscenters.com

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