



Premier Awards PCC Program

“Providing Benchmarks for Excellence”

(This document is not to be altered.)

Award Nomination Qualifying Period

(May 1, 2015 – May 31, 2016)

Nomination Submission Deadline

(June 1, 2016)

October 2015

1. PREMIER PCC PROGRAM - OVERVIEW

Please note that all practices and activities must be consistent with *Publication 286 (March 2007)*.

The Premier PCC Program provides PCCs with a set of national standards that serve as the benchmarks for PCC excellence and recognizes industry best practices that support business growth opportunities for the Postal Service and its PCC members.

These standards and practices will support the National PCC Program's Mission Statement which is:

- Promote local cooperation and support and foster a close working relationship between the U.S. Postal Service and all businesses that use the mail to communicate and interact with their customers.
- Share information and facilitate the exchange of ideas about new and existing Postal Service products, programs, services and procedures that affect all businesses that use the mail.
- Help industry members and their organizations develop professionally through focused education programs.

Based on the established national standards, PCCs will be recognized as performing at a **Bronze**, **Silver** or **Gold Level** of excellence.

As an overall requirement, PCCs must operate in a manner consistent with the guidelines and requirements imposed by Postal Regulations and Publication 286; Postal Customer Council Program Policies and Rules, March 2007.

The standards that have been established for the **Bronze Level** are designed for startup PCCs or those that are revitalizing their operations to perform at maximum level. The Bronze Level standards represent the core and fundamental operations of all PCCs.

Performing at the **Silver Level** demonstrates that a PCC has effectively expanded its core operations and implemented additional educational, networking and communication programs to enhance the value of PCC membership.

To qualify as a **Gold Level** performer, a PCC will be at the top of its game. This includes taking advantage of all available resources, maintaining sound business practices, conducting a variety of educational programs, implementing creative strategies that increase membership, and making continuous improvements to enhance the value of PCC membership.

Following the criteria for Bronze, Silver and Gold will support PCC growth and member participation. PCCs are encouraged to build the Premier PCC Program criteria into their annual planning calendars. Establishing a file for criteria documentation will make submitting a nomination simple and easy during the nomination submission period. National PCC programs and tools have been developed to aid PCCs to excel.

2. PREMIER PCC PROGRAM: SELF-NOMINATION PROCESS

1. **Determine** which award level – Bronze, Silver or Gold – your PCC qualifies for and **complete** the appropriate *2016 PCC Premier Award Nomination Form* available on the PCC Blue Share site at <http://ca.blueshare.usps.gov/sites/igo/PCC/default.aspx>. Nominations are limited to only one award level. For example, if your PCC qualifies for the Gold Level, you only need to complete and submit the *Gold Level Requirements Nomination Form*.
2. **Provide** the completed *2016 PCC Premier Award Nomination Form* including any supporting documentation to your respective District Manager for review and verification of each requirement.
3. **Ensure** you provide the District Manager with **only one (1) piece of supporting documentation** for each requirement that proves the requirement has been met. For example, if the requirement is “conduct two (2) educational workshops,” then submit a copy of the PCC meeting notice listing the workshops. If the requirement is “communicate with members via USPS mail,” then submit the front copy of each issue supporting that requirement rather than entire newsletters. Telecom / Webinar documentation may include copy of meeting announcement.
4. **Identify** each piece of documentation with a notation that corresponds to the requirement it is supporting.
5. The **completed 2016 PCC Premier Award Nomination Form** **MUST** be approved and signed by your District Manager.
6. Next, you **also need to complete** a *2016 PCC Premier Award Certification Form* on the PCC Blue Share site.
7. Once you have completed the certification form, attach a copy of the **approved 2016 PCC Premier Award Nomination Form** and **submit electronically** to the PCC Blue Share site **no later than June 1, 2016**.

IMPORTANT REMINDER: To be considered for recognition, a PCC’s nomination **MUST** be approved by their respective District Manager.

3. PREMIER PCC PROGRAM – PRESTIGIOUS PLATINUM AWARD

The **Prestigious Platinum Award** recognizes PCCs that have **achieved Gold Level for five consecutive years including 2016**.

Self-nomination to receive this award is **NOT** necessary; the National PCC Program office will notify those PCCs that qualify for this award based on previous earned recognition.

4. PCC PREMIER AWARDS PROGRAM – CALENDAR

- **May 1, 2015 – May 31, 2016: Qualifying Recognition Period**
- **June 1, 2016: Nomination Submission Deadline** (Submissions **MUST** be submitted electronically to the PCC Blue Share Site by June 1, 2016 to be eligible for evaluation.)
- Award winners will be announced prior to National PCC Week.

Note: A copy of this guide, the *2016 PCC Premier Award Nomination Submission Form* and *2016 PCC Premier Award Certification Form* can be found on the PCC Blue Share site: <http://ca.blueshare.usps.gov/sites/igo/PCC/default.aspx>