



Postal Customer Council Advisory Committee

Charter

(Updated May 2016)

Function

The Postal Customer Council Advisory Committee (PCCAC) is to function as an oversight body, providing guidance on Postal Customer Council (PCC) practices and bringing PCCs together for mutual gain in accomplishing the PCC Mission.

Vision

To develop and implement sustainable programs that enhances the PCC Network now and for the foreseeable future.

Mailing Address

United States Postal Service
National PCC Program Manager
Customer and Industry Marketing
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PCC Mission Statement

- Promote local cooperation and support and to foster a close working relationship between the U.S. Postal Service (USPS) 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; and
- Help PCC members and their organizations grow and develop professionally through focused educational programs.

PCCAC Membership Requirements

- Two (2) voting industry and postal members as appointed by the National Chair, Vice President, Consumer and Industry Affairs of the Postal Service, in his/her sole discretion.
- Two (2) voting industry and postal members as appointed by the National Chair in his/her sole discretion from the pool of National PCC Leadership Program and /or PCC Premier Program award winners.
- National Chair will serve as the tiebreaker when necessary.
- Non-voting postal members: Manager – Customer Outreach, National PCC Program Manager, HQ PCCAC Subcommittee Postal Co-Chairs, and such other Postal employee as the National PCC Postal Co-Chair may identify in his or her sole discretion.

Leadership Requirements

- National PCC Postal Co-Chair, Manager, Industry Engagement & Outreach, or such other Postal employee as the National Chair shall identify from time to time in his or her sole discretion.
- National PCC Industry Co-Chair (to be appointed by the National Chair in his or her sole discretion).
- Manager, Customer Outreach (to be appointed by the National Chair in his or her sole discretion).
- National PCC Program Manager to serve as Secretary (appointed by the National PCC Postal Co-Chair in his or her sole discretion).

Term Requirements

- National PCC Postal Co-Chair to serve for an indefinite period of time, at the discretion of the National Chair.
- Non-voting postal members to serve for an indefinite period of time, at the discretion of the National PCC Postal Co-Chair.
- Industry members serve at the discretion of the National Chair for a one-year term up to a maximum three-year term. Past Industry members may be asked to serve on PCCAC sub committees for a one-year term renewable up to a maximum two year term. Former Industry Co-Chair may be invited to attend any meeting of the PCCAC Executive Committee.
- Voting postal members, with the exception of the National PCC Postal Co-Chair, serve at the discretion of the National Chair for a maximum three-year term.

Meetings Requirements

- Arranged at the request of the National PCC Postal Co-Chair, with at least seven (7) calendar days advance written notice to the members, or such lesser time as may be agreed to in writing by all voting members in advance.
- Agendas will be developed by the National PCC Postal Co-Chair.
- National PCC Postal Co-Chair must be in attendance at all meetings.
- Meetings held at a designated physical location or teleconference.
- Minutes will be recorded by the Secretary, but must be approved by the National PCC Postal Co-Chair before distribution to committee members.
- All matters to be voted upon by the PCCAC shall be decided by a majority vote. A quorum must be present in order for a vote to take place. A quorum shall consist of at least three (3) postal voting members and at least two (2) industry voting members.
- Votes may be taken at meetings of the PCCAC at which a quorum is present, or during special telephonic meetings at which a quorum is present, or by written consent, in which case all voting members must vote for the consent to be effective.

PCCAC Responsibilities

1. Play a critical role in educating PCC members on the use of postal products and services to help them grow their business.
2. Develop benchmarks that will enhance the overall success of all PCCs.
3. Capture and communicate best practices to PCC members.
4. Provide creative ideas for PCC programs and PCC growth.
5. Ensure the views of all PCC members (small, medium and large mailers) are heard.
6. Participate in defining PCC recognition programs and selecting PCC award winners.
7. Play a major role in the planning for and execution of major PCC events at National Postal Forums, National PCC Week, etc.
8. Review the PCCAC Charter once each year and make changes as necessary.
9. Review PCC activities and practices from time to time to verify that they comply with Publication 286 (03/07 version).