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MEMBERSHIP

RE-MEMBER MEMBERSHIP!

We had two great membership Cafés at the end of November, which focused on making new PCC members feel welcome. The notes will be distributed to all call-in attendees. In case you don't see them, here are three ideas to take into the new year:

- ✓ Introduce new members/attendees/postal staff at your meetings. Then make sure a board member is “assigned” to new members for a few months. There’s nothing like having someone show you the ropes in a network like ours.
- ✓ Make sure quarterly meetings include something for everyone. The best meetings combine district staff participation (for postal news updates and face-to-face conversations) with new educational information shared by industry representatives who actually use the services and products under discussion. Plant tours are always a good idea.
- ✓ Don't forget to stay in touch electronically, too. The perks of a PCC membership include networking, education and staying on top of issues that arise. Make sure you have signed up for the National PCC Database (Go to the [PCC Page](#) on RIBBS and follow the instructions in the “Subscribe here” link under “PCC National Database Subscription.”)

During this holiday season, be sure to reach out to others, include them in your activities and remember *Membership*. It's up to everyone.

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EDUCATION

PCCAC EDUCATION SUBCOMMITTEE 2015 HIGHLIGHTS

The Education Subcommittee released 12 workshops-in-a-box via *PCC Alerts* in 2015. If you didn't see the Alerts, you can still access the workshops on the [PCC Page](#) on RIBBS as well as the PCC BlueShare page (Postal Service internal only).

Here is a list of the FY15 workshops-in-a-box available to you:

- ✓ Secure Destruction
- ✓ 2015 Mailing Promotions
- ✓ Database Management for Executive Board Members
- ✓ Extra Services
- ✓ Pickup Services
- ✓ USPS Returns
- ✓ Collect on Delivery (COD) Including the New Electronic Funds Transfer (EFT) Option
- ✓ Hold For Pickup
- ✓ Power of Mail
- ✓ Leveraging the National Customer Support Center (NCSC) RIBBS site
- ✓ Rethink Shipping
- ✓ Keeping Your PCC Strong When the Good Times Pass

We are continuing with workshops-in-a-box for FY16. Here is what we have released so far:

- ✓ Every Door Direct Mail (EDDM)
- ✓ Lithium Battery and Hazardous Materials
- ✓ Business Mail 101
- ✓ Designing Mail for Success

We had 110 Mailpiece Design Professional (MDP) and Executive Mail Center Manager (EMCM) certifications earned through PCCs in 2015. Stay tuned as we unveil a new certification at the 2016 National Postal Forum (NPF), Certified Direct Mail Professional (CDMP)

We hosted a Customer Café in March and have another one coming up on Tuesday, Dec. 29. Please plan to attend this café and meet our new PCCAC Education Subcommittee Co-Chair, Cathy Rupard. We will be discussing the PCC Boot Camp track taking place at the NPF and soliciting your ideas on educational offerings for the upcoming year.

The Education Subcommittee is venturing into recorded webinars. The first webinar, *2015 PCC Leadership Award Winner Successes and How You Replicate*, took place Dec. 1. The recording will be available on the PCC RIBBS page. We have an upcoming *Undeliverable as Addressed (UAA)* webinar in January 2016 and are also developing an *Industry Resource Guide* webinar.

This is an exciting time to be a part of the Education Subcommittee. If you want to join the fun, please send an email to the PCC mailbox at PCC@usps.gov and give us some background information on yourself. We look forward to a rewarding 2016, as we continue to provide you with workshops and webinars that are relevant, timely and add value to your PCC membership.

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COMMUNICATION

UPCOMING PCC POSTAL CUSTOMER CAFÉ

In 2015, the Postal Customer Council Advisory Communication Subcommittee hosted 24 PCC Cafés that were well attended. Each month the café focused on a particular topic such as membership, education, policy administration and communication. Our goal was to help support you in these key areas and keep the lines of communication open to include your invaluable feedback. We hope we accomplished that.

We are excited to announce the ***Postal Customer Café Calendar and Schedule*** for the next 6 months. We received your feedback and we will continue the cafés each month! Once again your registration is required for participation and the cafes are open to all PCC Executive Board members.

Please note: Your participation in this café qualifies you as meeting the “Gold” or “Silver” level requirement of participation in at least one (1) of the nationwide PCC telecoms/webinar hosted by the PCC Advisory Committee or National PCC Team.

You will need to provide your PCC name at the end of the café in the poll/survey to receive credit.

On the date of the café, the same session is offered twice. You can select the time that works best for you and register by following the link next to the date and time.

We are inviting the PCC Industry Co-Chairs, Postal Co-Chairs and PCC Postal Administrators to participate. However, if they cannot take part, please feel free to invite another board member to participate.

Don't delay... Register now for this month's Café listed below:

PCC Café — Education Focus

Wednesday, December 29, 2015 1 p.m., Eastern Standard Time (New York)

Event number: 992 809 511

Event address for attendees:

<https://usps.webex.com/usps/onstage/g.php?d=992809511&t=a>

Or

Wednesday, December 29, 2015 3 p.m., Eastern Standard Time (New York)

Event number: 999 290 707

Event address for attendees:

<https://usps.webex.com/usps/onstage/g.php?d=999290707&t=a>

WEDNESDAY, JANUARY 27, 2016

STATE OF THE BUSINESS

1 p.m. EST [Click here to Register](#)

3 p.m. EST [Click here to Register](#)

WEDNESDAY, FEBRUARY 24, 2016

POLICY AND PCC TOOLS

1 p.m. EST [To be provided](#)

3 p.m. EST [To be provided](#)

WEDNESDAY, MARCH 30, 2016

MEMBERSHIP – NPF PCC BOOTCAMP

1 p.m. EST [To be provided](#)

3 p.m. EST [To be provided](#)

TUESDAY, APRIL 26, 2016

LEADERSHIP AWARDS

1 p.m. EST [To be provided](#)

3 p.m. EST [To be provided](#)

THURSDAY, MAY 26, 2016

COMMUNICATION FOCUS

1 p.m. EST [To be provided](#)

3 p.m. EST [To be provided](#)

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**POLICY
ADMINISTRATION**

ONBOARDING NEW EXECUTIVE BOARD MEMBERS

Does your PCC provide orientation to new people on your Executive Board? It can take time for someone to acclimate to the board and its activities. So you may want to consider mentoring during a transition period. If a current board member would like to move from a leadership role (i.e., co-chair or other officer position) — and they have identified a qualified individual to take on the duties — there can be more than one person from the same organization on the PCC board. However, only one of the members from the same organization can serve in a leadership capacity (i.e., vice chair, treasurer, industry co-chair, committee chairperson, secretary, etc.).

Here are some guidelines to consider, and remember that the PCC Postal Co-Chair has the final approval:

- ✓ The exact number allowed should be included in a PCC's bylaws.
- ✓ Only one of the members from the same company has voting rights.
- ✓ Even though a member can belong to more than one PCC, that board member can belong to only one PCC Executive Board.

Building a strong team of individuals on the Executive Board will help the PCC become more productive and perform at the highest level.

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NOTICES

NATIONAL POSTAL FORUM 2016 MONTHLY HIGHLIGHT

Plan now to attend the National Postal Forum (NPF) in Nashville, TN.

- ✓ **Dates:** March 20-23, 2016
- ✓ **Theme:** *Tune in to.....*
- ✓ **PCC Opening Session:** Sunday, March 20
- ✓ **PCC Education:** PCC Boot Camps **New**
- ✓ **PCC Reception:** *It's back!* **New**
- ✓ **NPF Registration:** Register today at npf.org to take advantage of early savings.

PCC MEETING AND EVENT PHOTOS

- ✓ The National PCC Program Office is asking PCCs to send photos taken at their meetings and events to be sent to the PCC mailbox at PCC@usps.gov. On the subject line of your email, please type PCC Photos. Your photos should be sent as a .jpg file.

NEWLY RELEASED PCC WORKHOP-IN-A-BOX

- ✓ Business Mail 101

Note: All PCC workshops-in-a-box are posted on [RIBBS](#).

INFO@USPS

YOUR LINKS TO MAILING RESOURCES

[U.S. Postal Service](http://usps.com): usps.com

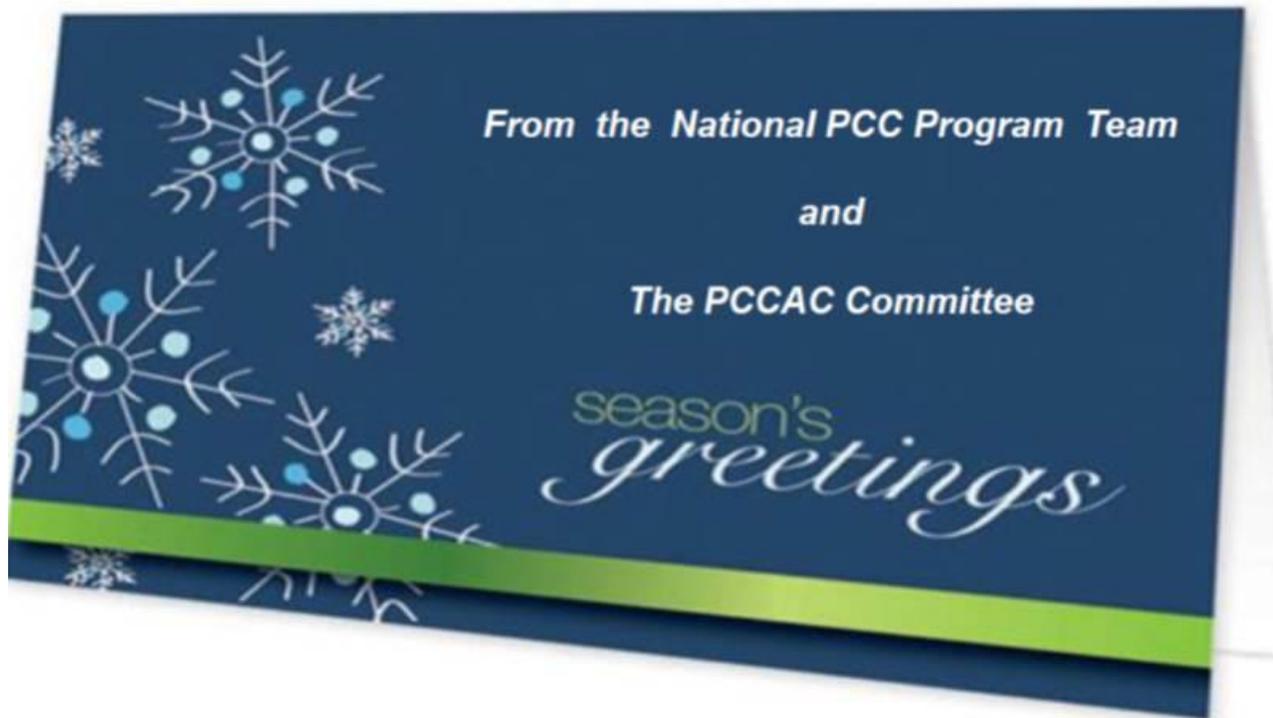
[National PCC Network](http://usps.com/pcc): usps.com/pcc

[RIBBS](http://ribbs.usps.gov): ribbs.usps.gov

Questions? Comments? [Send an email](mailto:pcc@usps.gov) to pcc@usps.gov

[Sign up](#) for *PCC Insider*

PCC Insider online archives



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