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## MEMBERSHIP

## PCC MEMBERSHIP TOOLKIT 2.0

Our motto this year is: *Yes We Can and Here is How We Do It!* And as part of that mission, we're updating the PCC Membership Toolkit to include even more useful information.

The Membership Toolkit 2.0 will cover many topics, including:

- How to use Excel to build and manage your membership database.
- How to create custom membership reports.
- How to use an event planning tool.
- How using an email program (NOT Microsoft) can help you manage and even GROW your membership.

Your PCC Advisory Committee (PCCAC) Membership Subcommittee is actively working to update the toolkit with plans to distribute it before the 2017 National Postal Forum (May 21-24).

Speaking of the PCCAC Membership Subcommittee, we are looking for a few people to join us for 2017. You need to be a current PCC member, have served on a committee for that PCC and/or be currently serving on the executive board of a PCC. If interested, please send an email to [pcc@usps.gov](mailto:pcc@usps.gov).

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## EDUCATION

## PCC BOOT CAMP UPDATE

We have completed five boot camps so far and have certified over 140 PCC members as "Boot Camp Professionals." The feedback has been amazing. We even had our Chief Operating Officer and Executive Vice President Dave Williams attend the boot camp for the Eastern Area in Philadelphia. If we haven't come to your area yet, please make plans to attend.

We've made a few tweaks to the calendar: added a date in February for New York, moved the Sacramento

boot camp to Oakland, and changed the Carol Stream session to April 12.

### Updated PCC Boot Camp schedule

Day	Date	Area	Location
Thursday	Feb. 9, 2017	Eastern	New York, NY
Thursday	Feb. 16, 2017	Pacific	Oakland, CA
Thursday	March 23, 2017	Pacific	Los Angeles, CA
Wednesday	April 12, 2017	Great Lakes	Carol Stream, IL
Tuesday	April 25, 2017	Capital Metro	Charlotte, NC
	May 2017 - OPEN		
Wednesday	June 14, 2017	Western	Denver, CO
Wednesday	July 12, 2017	Western	Seattle, WA

### PCC Education Success Story

The Certified Direct Mail Professional (CDMP) program made its debut at the 2016 National Postal Forum in Nashville. The Greater St. Louis PCC is the first PCC in the country to offer the CDMP certification program to its membership during February and March 2017. Their members appreciate any training that increases their skills as mailing professionals. So far they have had six major mailers register.

The event has been promoted through an email announcement (with flyer) to local PCC members and guests from previous events, and to nearby PCCs. They have also provided information to local chambers of commerce and Post Offices to share with customers.

Here are event details, including registration instructions:

- Date and Time: Feb. 28 (8 a.m. – 4 p.m.) and March 1 (9 a.m. – 4 p.m.)
- Location: Edward Jones North Campus, 130 Edward Jones Blvd, Maryland Heights, MO 63043
- Cost: \$450 per person (includes all course materials and lunch each day)
- Registration and full payment is due by Feb. 17.
- Register [here](#).

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#### COMMUNICATION

### PCC CAFÉ CHANGES

The PCC Council Advisory Committee (PCCAC) Communication Subcommittee hosted many popular PCC Postal Customer Cafés throughout 2016. Each month the café focused on a particular topic such as membership, education, policy administration, or communication. Our goal was to help support you in these key areas and to open the lines of communication to include your feedback. We hope we accomplished that.

After receiving very positive comments from members, we are excited to announce the 2017 schedule for the PCC Postal Customer Cafés. Only two or three cafés will be scheduled at a time. As before, your registration is needed to participate. The cafés are open to all PCC executive board members, including co-chairs and postal administrators. In 2017 we will host eight cafes with only one café scheduled each day. We believe this will enhance the user experience since all attendees will be available for the discussion.

**Note:** *Your participation in this café qualifies you as meeting the Gold level requirement of participation in at least one of the nationwide PCC Co-Chair Telecoms/Webinars/Focus Groups hosted by the PCCAC or National PCC team.*

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

Your input is invaluable as each café is designed just for you. We appreciate that you share your PCC

knowledge and passion during the discussions, which is what makes them so successful.

## PCC Postal Customer Café Schedule

Wednesday, March 15	National Postal Forum – Top 7 Reasons to Attend	2 p.m. ET	Register <a href="#">here</a> – Add to calendar
Tuesday, April 18	PCC Awards Discussion	2 p.m. ET	Register <a href="#">here</a> – Add to calendar
Wednesday, May 10	Informed Delivery Rollout	2 p.m. ET	Register <a href="#">here</a> – Add to calendar

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### POLICY ADMINISTRATION

## PCC CENTRAL

The RIBBS website has been redesigned and launched as PostalPro. It includes the PCC Portal, a repository for essential PCC information and documents, such as PCC bylaws and *Publication 286*. It also includes educational resources, membership information, archived issues of *PCC Insider*, upcoming and past events and more.

We invite the PCC community to check out the new PCC Portal and share your feedback. PCC members and the general public can access it by going to <https://postalpro.usps.com/pcc> and following the link to “PCC Portal: Collaboration Space for PCC Leadership.”

To send comments, just use the **Feedback** icon on the left side of every page. As we continue to add content to the *PCC Portal*, your feedback will help us to better meet your needs.

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### NOTICES

## NATIONAL POSTAL FORUM

- **May 21-24, 2017**
- **Baltimore, MD**

## PCC WEEK 2017

- **Sept. 25-29, 2017**

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## INFO@USPS

### YOUR LINKS TO MAILING RESOURCES

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

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

[PostalPro: postalpro.usps.com/pcc](https://postalpro.usps.com/pcc)

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

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

[Sign up](#) for *PCC National Database*

