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MEMBERSHIP

OFF AND RUNNING!

We're off and running for the new PCC year! To help boost PCC membership, we are collaborating with the National Postal Forum (NPF) to enhance participation for both members and non-members who attend the forum. We're working to leverage the PCC events and sessions at NPF, so that more people take advantage of the valuable information available, both at the Forum and all year long through their local PCCs.

Mailers attending NPF have already shown their interest by investing in the national sessions. Now, together with NPF, we will be letting attendees know about an important local investment as well — their PCCs. It's a great chance for us to share local networking opportunities available to all mailers, particularly our premier networking event, National PCC Day.

Speaking of National PCC Day, the award presentations are always a highlight. In the Membership area, we are excited to share that we have plans to open a new category for next year: the Membership Program Excellence Category. We're also looking at the possibility of changing some of the award criteria, making it easier to submit award documents. Stay tuned for details.

We will also be continuing our recognition of excellent PCC growth. Whether through educational programs, communication methods or successful board engagement, we want to hear how you've grown your PCC in ways that can be replicated nationally. Can't wait until next year to share your results? Please contact Ellie Alexander at eaalexander@dstrs.com with your success story. Who knows, it could appear in the next *PCC Insider*!

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EDUCATION

PCC EDUCATIONAL OPPORTUNITIES ONLINE

Many exciting and ongoing educational and training opportunities are available to your PCC, courtesy of the Postal Service, NPF, and the Postal Inspection Service among others. Information is available through webinars, videos, DVD presentations as well as both PowerPoint and PDF presentations.

The presentations focus on service enhancements, features, benefits, how to get started and information to help stakeholders acquire the knowledge and skills needed to effectively use these products and services.

The presentations are available online for your convenience, by following the instructions below.

2015 recorded webinar presentations

Navigate to the Industry Outreach page on [RIBBS](#), as shown below, and select *USPS Webinars and Workshops* for the upcoming webinar schedule. Prior to each webinar, you will receive an Industry Alert outlining the topic, description and attendee information.

- Industry Outreach
- Industry Outreach
- Mail Prep & Entry Steering Committee
- Major/Minor Release Schedule
- MDA Customer Svc Help Desk
- Move Update
- MTAC
- Operations
- PCC
- Updates

- **Mailers' Technical Advisory Committee (MTAC) Open Session**
 The *MTAC Open Session* (formerly known as the USPS Leadership Forum for Stakeholders) is a quarterly meeting that provides an opportunity for a wide range of interested mailing industry stakeholders to hear about current initiatives and issues directly from the Postal Service's senior leadership. A *USPS Stakeholders' Reception* immediately following the *MTAC Open Session* allows stakeholders and postal leaders, managers, and key staff to interact in a more relaxed environment. To receive an invitation to the Open Session and reception, please email IndustryFeedback@usps.gov.

MTAC Open Session Dates
 November 17, 2015
 January 12, 2016
 July 12, 2016
 November 1, 2016

- [2015 Agendas for MTAC Open Session](#)
- [2015 Presentations for MTAC Open Session](#)
- [MTAC Open Session Archives](#)

- **The National Postal Forum (NPF)**
 The National Postal Forum is the ideal way to stay in sync with all the advances and trends that affect the rapidly progressing and changing mailing industry. It is the largest tradeshow of its kind.
The 2015 National Postal Forum will be held May 17- 20 at the Anaheim Convention Center, located in Anaheim California.
 - [National Postal Forum 2014 Keynote Address](#)

USPS Webinars and Workshops

- [USPS Webinar Schedule](#)
- [Webinar Archives](#)
- [National Postal Forum \(NPF\)](#)

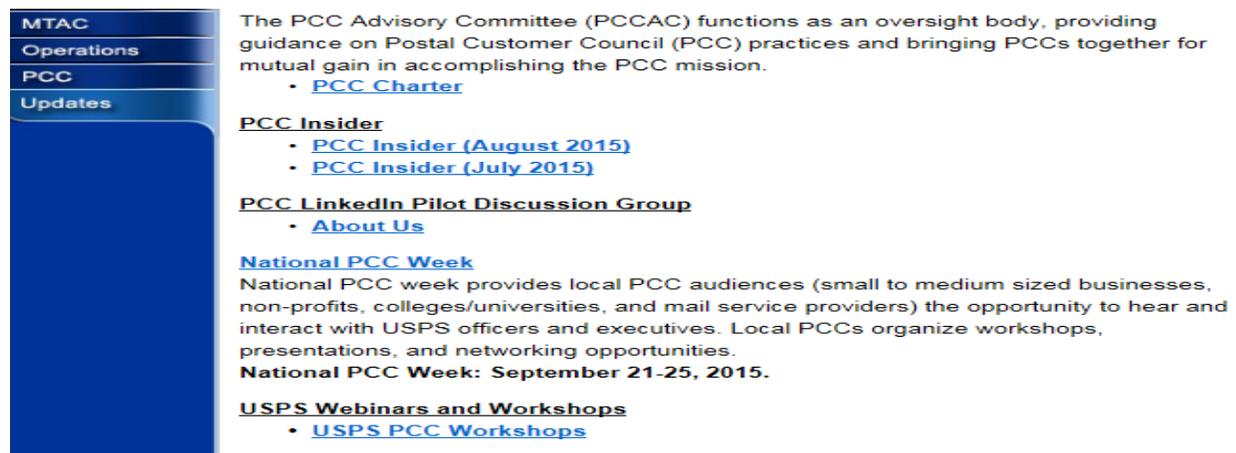
National Customer Support Center presentations

Presentations given by Postal Service managers from the National Customer Support Center at this year's NPF covered a range of topics from avoiding undeliverable mail, to Coding Accuracy Support System and National Change of Address software, to mail preparation workflow, and more. The presentations are available on [RIBBS](#) by selecting the *Site Index A-Z* tab and searching for *National Postal Forum*, as can be seen in the example below.

The screenshot shows the RIBBS website interface. At the top, there is a search bar and navigation tabs: Home, Site Index A-Z, Site Index by Topic, Locators/ Lookups, Document Locator, and Contact Us. The main content area is titled "Site Index A - Z" and has tabs for "99% - C", "D - H", "I - M", "N - P", "Q - Z", and "ALL". Under the "99% - C" tab, a list of links is displayed, including "National Postal Customer Council (PCC) Website", "National Postal Forum (NPF) Presentations", "NCOA", "NCSC ACH Payment Instructions", "Network Distribution Center", "Network Rationalization", "Official Mail/OMAS", "OneCode Solution™", "Optional Procedure Mailing System", "Passport", "PAVE™", "Pending Route Adjustment Effective Dates", "Periodicals Accuracy, Grading, and Evaluation (PAGE)", "Picture Permit™ indicia", "Polywrap Manufacturers", "Postage Price Tables", and "Postal Bulletin". On the right side, there is a blue sidebar titled "IMPORTANT UPDATES" with an RSS icon and several red links for updates, such as "Click here for 2015 Network Consolidations" and "Click here for Mail Processing Current and Future Operating Plan".

PCC workshops-in-a-box

PCC workshop-in-a-box PowerPoint presentations can also be found on [RIBBS](#), as shown below. Selecting the *PCC* tab on the left-hand side of the page and then select *USPS PCC Workshops*.



The screenshot shows a navigation menu on the left with the following items: MTAC, Operations, PCC, and Updates. The main content area on the right contains the following text:

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

- [PCC Charter](#)

PCC Insider

- [PCC Insider \(August 2015\)](#)
- [PCC Insider \(July 2015\)](#)

PCC LinkedIn Pilot Discussion Group

- [About Us](#)

National PCC Week

National PCC week provides local PCC audiences (small to medium sized businesses, non-profits, colleges/universities, and mail service providers) the opportunity to hear and interact with USPS officers and executives. Local PCCs organize workshops, presentations, and networking opportunities.

National PCC Week: September 21-25, 2015.

USPS Webinars and Workshops

- [USPS PCC Workshops](#)

U.S. Postal Inspection Service

The U.S. Postal Inspection Service website contains a wealth of information to protect consumers from becoming victims of fraud. Visit <https://postalinspectors.uspis.gov/> to learn more.

National Postal Forum Presentations

If you weren't able to attend NPF this year, you can still take advantage of the many informative presentations given by postal and industry representatives.

Visit npf.org and select the *Education/Networking* tab; then select *2015 Downloadable Presentations*.



The screenshot shows the NPF website header with the text: "NPF NATIONAL POSTAL FORUM", "Success", "What will be on your playlist?", "March 20-23, 2016 • Opryland Hotel & Convention Center • Nashville, Tennessee". Below the header is a navigation menu with the following items: Home, About, Attending, Education/Networking, Exhibit Hall, To Exhibit, and Engage. The "Education/Networking" menu is open, showing the following options: Overview & Highlights, Professional Training & Certification, 2015 Downloadable Presentations, Networking Events, and Apply for USPS Professional Certificate.

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COMMUNICATION

COUNTDOWN TO NATIONAL PCC WEEK



The countdown is on to the largest PCC event of the year!

National PCC Week 2015 is Sept. 21-25. This event brings together thousands of mailers, industry partners and customers nationwide. It's time for us to recognize our partners' contributions to the Postal Service, outline future plans and goals and hear the annual state of the business address by Postmaster General Megan Brennan.

We are excited that more than 122 PCCs will be holding events — with postal leadership speaking at

more than 85 of them — and an estimated 8,000 members attending. It's a wonderful opportunity to gain educational insight, connect and build stronger partnerships. Make sure you register today to attend!

The PCC Communication Committee wants to make sure we keep you informed and connected, so we invite you to join our PCC National Database. You can subscribe to receive information you need by opting in on the RIBBS [PCC Page](#).

Our next PCC Café is scheduled for Sept. 29 on PCC Week Insights. Register to join in to share and exchange your ideas.

Stay tuned as the top 10 NPF workshops will be posted on RIBBS and a PCC Alert will be coming!

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POLICY

TOP FIVE POLICY QUESTIONS

As PCC week approaches we thought you'd like to hear the top five Policy questions.

Q: Who is authorized to sign contracts on behalf of the PCCs?

A: *Publication 286* states that the Postal Co-Chairs must sign all contracts for their PCCs.

Q: If a venue for a PCC event requests that the PCC have insurance to cover liabilities for loss and damage caused by attendees at the event, does the Postal Service provide this insurance?

A: The Postal Service self-insures and sometimes the venue will accept a letter to this effect from the Postal Service. Please consult with the PCC Program Office regarding this letter. An alternative that also has been used successfully is for the PCC to take out an insurance policy to cover the particular event, using PCC funds to pay for this insurance.

Q: Can PCCs conduct silent auctions to raise funds to support PCC activities?

A: Yes, under certain specific circumstances. One option is for the industry members to run the silent auction independently of any Postal Service employee or organizational involvement, and then donate the funds to the PCC. State or local laws also may apply, which should be researched at the local level. Another alternative is for the PCC to run the silent auction and follow the existing rules and restrictions. If your PCC is interested in a silent auction, please consult with the PCC Program Office for details.

Q: Can the PCCs pay speaker fees and reimburse for speaker expenses?

A: The following points apply to speakers.

- Whenever possible, speakers should be invited on a volunteer, non-paid basis.
- If speakers are paid fees and travel expenses from PCC funds that are banked using the Postal Service tax ID, the Postal Service is required to file a tax form, if the payment is in excess of a certain threshold established by the IRS. Presently, there is no Postal Service system in place for this form to be filed, however, the PCC Program Office is revisiting this issue to determine if a system can be put in place.
- If a PCC believes there is a compelling reason to pay an individual a speaker fee and/or travel expenses, the PCC should consult with the PCC Program office.

Q: What about door prizes at PCC events?

A: Prize drawings and raffles may only be conducted if participants are not required to pay a fee to enter. Postal employees who participate in PCC events are not eligible to receive awards, prizes, free admission, or other gifts unless such awards, prizes, etc. are paid for in their entirety with Postal Service funds.

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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