



PCC Policy Administration Starter Kit

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Let's Pretend!



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PURPOSE

The purpose is simply to make sure that all PCCs are focusing on the same mission and have a consistent message and value across the country.

Note: *This Policy Administration Starter Kit* is not meant to replace *Publication 286: Postal Customer Council Program Policies and Rules* ("Publication 286"). Publication 286 is the authoritative document governing the Postal Customer Councils, and this *Starter Kit* is subject to and qualified by Publication 286. To the extent that anything in this *Starter Kit* conflicts with Publication 286, Publication 286 governs and controls.



PCC MISSION STATEMENT

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.



PUBLICATION 286 AND ADDENDUMS

- *Publication 286* is intended for use by all Postal Customer Council (PCC) members and postal employees who are involved with PCCs. The Publication provides policies and procedures and rules of operation for the PCCs.
- If you have questions about how any of these PCC policies and procedures, please contact your Headquarters PCC Liaisons or send an email to pcc@usps.gov

Here is the link to *Publication 286 and Addendums*:

<https://postalpro.usps.com/pcc#section-4>



BYLAWS

Bylaws should contain:

- What officers you need to run your PCC? What are their job descriptions? (See Slide 7 for details.)
- How often does your board meet? (And how many meetings can people miss before they are no longer active as Executive Board members?)
- According to *Publication 286* what is the voting process – for board members and other issues?

Please click here to see the bylaws template provided by the National PCC Program Office and a sample bylaws:

<https://postalpro.usps.com/pcc#section-4>



DESCRIPTION OF BOARD RESPONSIBILITIES

- While each PCC board is different, there are some board duties that should be identified.
- **Board Co-Chairs** (Industry is voted on; Postal is appointed – usually Postmaster, but not necessarily)
- **Secretary**
- **Treasurer**
- Other suggested roles/duties:
 - Program/Events Committee Chair
 - Membership Committee Chair
 - Communications/Marketing/Newsletter Committee Chair
 - Policy Administration/Bylaws Person
- Please look over a sample board description of responsibilities and discuss what works or doesn't work for you:
 - <https://postalpro.usps.com/pcc#section-4>



BOARD MINUTES

- To make sure that all of your important work during a board meeting ends with actions and resolutions, make sure that your Board minutes reflect your meeting and include:
 - **Date**
 - **Members present** (either in person or on the phone); **members excused**; **members not excused**.
 - **Co-Chair's report**
 - **Committee reports**
 - **Old Business**
 - **New Business**
 - **Action Items for Next Meeting**
 - Here's an example of one PCC's Board minutes:
 - <https://postalpro.usps.com/pcc#section-4>



BOARD RE-COMMITMENT LETTER

- We know that both industry and postal Executive Board members volunteer their time and talents. We also know that it's important to your PCC that you can continue with energy and enthusiasm.
- To make sure that each Board Member takes the time to think about their PCC commitment, we strongly suggest that you consider a recommitment letter from each member for the upcoming year.

Here is an example: <https://postalpro.usps.com/pcc#section-4>



ROBERT'S RULES OF ORDER

- Sometimes, it's hard to start (or end) a meeting. Or, perhaps there is confusion on how to discuss and vote on a topic.

You can rely on these abbreviated Robert's Rules of Order to help:

http://diphi.web.unc.edu/files/2012/02/MSG-ROBERTS_RULES_CHEAT_SHEET.pdf



HOW TO SET BOARD GOALS

- Each year, it's important to determine what your PCC wants to accomplish. For example:
 - We want to achieve Gold level participation for this upcoming year.
 - We want to increase membership by 5% in this upcoming year.
 - We want to host at least one event with a speaker from HQ during the year.
 - We want to provide at least four networking/meeting opportunities this year for all members that results in an **89.0%** rating or above.
- As you set your goals, determine how you'll measure success. In other words: What will be different? By when? How will you measure it successful?
 - Here's a link to see how one PCC set up their Goals:
 - <https://postalpro.usps.com/pcc#section-4>



UNITED STATES POSTAL SERVICE COMMITMENT

"The Postal Customer Councils (PCCs) are essential to the success of our mailing industry and critical to the continuing success of the Postal Service. We value your accomplishments in building collaboration among industry leaders and postal personnel. The PCC's ability to share ideas, address common concerns, and foster a spirit of innovation and creativity results in more business for the mailing and shipping industry at large. The partnership between business and the Postal Service works and is critical to our success. We look forward to our strong future together."

__Postmaster General and Chief Executive Officer Megan J. Brennan



NEXT STEPS

- Please include your discussion on this presentation in your board minutes and send them to pcc@usps.gov with any comments on what you liked or didn't like about this education.
- We are trying to make sure all 150+ active PCCs across the country have the same, basic information to develop a strong PCC. As we move towards growing membership, it is important that you have the foundations in place for a successful organization.
- Have questions? We want to hear from you!
- Please contact us at pcc@usps.gov with questions, comments or for additional information.



If you need help, please talk to
your HQ Postal Liaison
or

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Thank You!