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2019 PCC Recognition Programs





PCC Recognition Programs

Overview:

- Key Dates for 2019
- 2019 Premier PCC Guides and Forms
- Bronze, Silver, and Gold Level Requirements Updates
- 2019 PCC Leadership Guide and Form Updates
- 2020 PCC Recognition Programs Plan



Key Dates for 2019

- **Award Nomination Qualifying Period**
 - **May 1, 2018 – May 31, 2019**
- **Nomination Submission Deadline**
 - **June 1, 2019 – June 14, 2019**
- **Award Ceremony – Proposed Date**
 - **August 13, 2019 at HQ (Confirmation pending)**



Premier Certification Awards Program

- The Premier Postal Customer Council (PCC) Program provides PCCs with a set of national standards that serve as the benchmark for PCC excellence and recognizes industry best practices that support business growth opportunities for the Postal Service and its PCC members.
- Based on the established national standards, PCCs will be recognized as performing at a **Bronze, Silver, or Gold Level** of excellence.
- As an overall requirement, PCCs must operate in a manner consistent with the guidelines and requirements established by Postal Regulations and *Publication 286* (Postal Customer Council Program Policies and Rules, March 2007).



Bronze Level Requirements for 2019

Bronze Level Requirements
2019 Premier Award Nomination Form
 (PCC must self-nominate to qualify.)

Qualifying Period: May 1, 2018 – May 31, 2019

Deadline for District Manager's Approved Nominations: By June 14, 2019

It is the PCC's responsibility to ensure this nomination is approved by the DM to meet the above deadline.

Name of PCC:
 Point of Contact:
 Phone Number:
 Email Address:
 Dated Submitted:

IMPORTANT: This form **MUST** be approved and signed by your respective District Manager (DM). Approval includes a review of supporting documentation and verification of each requirement by the DM. It is the sole responsibility of the PCC to provide supporting documentation to the DM.

Next, complete the **2019 PCC Premier Award Certification Form** on the PCC BlueShare site. Once completed, attach a copy of the approved **2019 PCC Premier Award Nomination Form** and submit electronically to the PCC BlueShare site **no later than June 14, 2019.**

To complete this form, insert an "x" next to the requirement in the Achieved column (as appropriate).
 ✓ IEO will verify prior to award evaluators.

Administrative Requirement	Achieved
1. Establish a PCC Executive Board that consists of at least a Postal and Industry Co-Chair, Vice Chair, Secretary, and Treasurer.	
2. PCC events (meetings, trainings, vendor shows, conferences, seminars, etc.) must be listed on PostalPro through Teamsite (Minimum of 2).	✓
Meeting & Education Requirement	
3. Hold a minimum of four Executive Board meetings per year. May be conducted face-to-face or by telecom.	
4. Conduct at least two general membership meetings per year, including educational workshops.	
5. Participate in National PCC Week by hosting an individual or a joint event that enables PCC members to view the Postmaster General's message.	✓
6. Active involvement by the Area Vice President, Area Marketing Manager, District Manager, District Marketing Manager or Plant Manager in PCC activities/events via phone for PCC meetings (board or general).	
7. Have PCC representatives (PCC Postal Co-Chair or PCC Postal Administrator) attend the monthly Area PCC Coordinator teleconference held with their assigned HQ PCC Liaison.	✓
Communication Requirement	
8. Communicate at least four times with members via U.S. Postal Service mail.	
9. Submit at least one PCC success story article to be included in the bi-monthly PCC Insider newsletter. (Article to be sent to the PCC mailbox at PCC@usps.gov.)	✓

District Manager's Signature _____ Date: _____
 (By signing this form, you are certifying that the information above is accurate, has been verified, and the requirements have been met by this PCC.)

- Notes:
- Use form dated 12/10/18
 - requirements will be verified by HQ Program office



Bronze Level Requirements for 2019

Administrative Requirement	Achieved
1. Establish a PCC Executive Board that consists of at least a Postal and Industry Co-Chair, Vice Chair, Secretary, and Treasurer.	
2. PCC events (meetings, trainings, vendor shows, conferences, seminars, etc.) must be listed on PostalPro through Teamsite (Minimum of 2).	✓
Meeting & Education Requirement	
3. Hold a minimum of four Executive Board meetings per year. May be conducted face-to-face or by telecom.	
4. Conduct at least two general membership meetings per year, including educational workshops.	
5. Participate in National PCC Week by hosting an individual or a joint event that enables PCC members to view the Postmaster General's message.	✓
6. Active involvement by the Area Vice President, Area Marketing Manager, District Manager, District Marketing Manager or Plant Manager in PCC activities/events via phone for PCC meetings (board or general).	
7. Have PCC representatives (PCC Postal Co-Chair or PCC Postal Administrator) attend the monthly Area PCC Coordinator teleconference held with their assigned HQ PCC Liaison.	✓
Communication Requirement	
8. Communicate at least four times with members via U.S. Postal Service mail.	
9. Submit at least one PCC success story article to be included in the bi-monthly PCC Insider newsletter. (Article to be sent to the PCC mailbox at PCC@usps.gov .)	✓

✓ When you submit this form to your HQ Liaison, provide the required documentations for the requirements checked.



Silver Level Requirements for 2019

Silver Level Requirements
2019 Premier Award Nomination Form
(PCC must self-nominate to qualify.)
Qualifying Period: May 1, 2018 – May 31, 2019
Deadline for District Manager's Approved Nominations: By June 14, 2019
It is the PCC's responsibility to ensure this nomination is approved by the DM to meet the above deadline.

Name of PCC: _____
Point of Contact: _____
Phone Number: _____
Email Address: _____
Dated Submitted: _____

IMPORTANT: This form **MUST** be approved and signed by your respective District Manager (DM). Approval includes a review of supporting documentation and verification of each requirement by the DM. It is the sole responsibility of the PCC to provide supporting documentation to the DM.

Next, **complete** the **2019 PCC Premier Award Certification Form** on the PCC BlueShare site. Once completed, attach a copy of the approved **2019 PCC Premier Award Nomination Form** and **submit electronically** to the PCC BlueShare site **no later than June 14, 2019.**

To complete this form, insert an "x" next to the requirement in the **Achieved** column (as appropriate).
 IEO will verify prior to award evaluations.

Administrative Requirement	Achieved
1. Establish a PCC Executive Board that consists of at least a Postal and Industry Co-Chair, Vice Chair, Secretary, and Treasurer.	
2. Establish working committees: Education, Membership, and Communication.	
3. Conduct a local PCC recognition program.	
4. PCC events (meetings, trainings, vendor shows, conferences, seminars, etc.) must be listed on PostalPro through Teamsite (Minimum of 4).	✓
Meeting & Education Requirement	
5. Hold a minimum of six six Executive Board meetings per year. May be conducted face-to-face or by telecomm.	
6. Conduct at least four general membership meetings per year, including educational workshops. Two meetings may be a telecomm/webinar.	
7. Participate in National PCC Week by hosting an individual or joint event that enables PCC members to view the Postmaster General's message.	✓
8. Participate in at least one nationwide PCC telecomm/webinar hosted by the PCC Advisory Committee or National PCC Team.	
9. Attend the PCC Sunday session at the most recent National Postal Forum (NPF) – (i.e. attendance by an Executive Board member or designee of the PCC).	
10. Active involvement by the Area Vice President, Area Marketing Manager, District Manager, District Marketing Manager or Plant Manager in PCC activities/events via phone for PCC meetings (board or general).	
11. Have PCC representatives (PCC Postal Co-Chair or PCC Postal Administrator) attend the monthly Area PCC Coordinator teleconference held with their assigned HQ PCC Liaison.	✓
Communication Requirement	
12. Promote the National PCC Database (i.e. through meetings, newsletters, workshops).	
13. Communicate at least four times with members via U.S. Postal Service mail.	
14. Submit at least one PCC success story article to be included in the bi-monthly PCC insider newsletter. (Article must be sent to the PCC mailbox at PCC@usps.gov).	✓

District Manager's Signature: _____ Date: _____
(By signing this form, you are certifying that the information above is accurate, has been verified, and the requirements have been met by the PCC.)

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- Notes:
- Use form dated 12/10/18
 - requirements will be verified by HQ Program office
 - Item # 9 – Attend the PCC Sunday Session at NPF – Executive Board or designee



Silver **Level Requirements for 2019**

Administrative Requirement	Achieved
1. Establish a PCC Executive Board that consists of at least a Postal and Industry Co-Chair, Vice Chair, Secretary, and Treasurer.	
2. Establish working committees: Education, Membership, and Communication.	
3. Conduct a local PCC recognition program.	
4. PCC events (meetings, trainings, vendor shows, conferences, seminars, etc.) must be listed on PostalPro through Teamsite (Minimum of 4) .	✓
Meeting & Education Requirement	
5. Hold a minimum of six Executive Board meetings per year. May be conducted <u>face-to-face</u> or by telecom.	
6. Conduct at least four general membership meetings per year, including educational workshops. Two meetings may be a telecom/webinar.	
7. Participate in National PCC Week by hosting an individual or joint event that enables PCC members to view the Postmaster General's message.	✓
8. Participate in at least one nationwide PCC telecom/webinar hosted by the PCC Advisory Committee or National PCC Team.	
9. Attend the PCC Sunday session at the most recent National Postal Forum (NPF) – (i.e. attendance by an Executive Board member or designee of the PCC).	
10. Active involvement by the Area Vice President, Area Marketing Manager, District Manager, District Marketing Manager or Plant Manager in PCC activities/events via phone for PCC meetings (board or general).	
11. Have PCC representatives (PCC Postal Co-Chair or PCC Postal Administrator) attend the monthly Area PCC Coordinator teleconference held with their assigned HQ PCC Liaison.	✓
Communication Requirement	
12. Promote the National PCC Database (i.e. through meetings, newsletters, workshops).	
13. Communicate at least four times with members via U.S. Postal Service mail.	
14. Submit at least one PCC success story article to be included in the bi-monthly PCC insider newsletter. (Article must be sent to the PCC mailbox at PCC@usps.gov).	✓

✓ When you submit this form to your HQ Liaison, provide the required documentations for the requirements checked.

Gold Level Requirements for 2019

Gold Level Requirements
2019 Premier Award Nomination Form
(PCC must self-nominate to qualify.)
Qualifying Period: May 1, 2018 – May 31, 2019
Deadline for District Manager's Approved Nominations: By June 14, 2019

It is the PCC's responsibility to ensure this nomination is approved by the DM to meet the above deadline.

Name of PCC:
Point of Contact:
Phone Number:
Email Address:
Dated Submitted:

IMPORTANT: This form **MUST** be approved and signed by your respective District Manager (DM). Approval includes a review of supporting documentation and verification of each requirement by the DM. It is the sole responsibility of the PCC to provide supporting documentation to the DM.

Next, **complete** the **2019 PCC Premier Award Certification Form** on the PCC BlueShare site. Once completed, attach a copy of the approved **2019 PCC Premier Award Nomination Form** and **submit electronically** to the PCC BlueShare site **no later than June 14, 2019.**

To complete this form, insert an "x" next to the requirement in the **Achieved** column (as appropriate).
 IEO will verify prior to award evaluations.

Administrative Requirement	Achieved
1. Establish a PCC Executive Board that consists of at least a Postal and Industry Co-Chair, Vice Chair, Secretary, and Treasurer.	
2. Establish working committees: Education, Membership, and Communications.	
3. Establish a local PCC website.	✓
4. PCC events (meetings, trainings, vendor shows, conferences, seminars, etc.) must be listed on PostalPro through Teamsite (Minimum of 6).	✓
5. Conduct a local PCC recognition program and a mentoring program with another PCC.	✓
Meeting & Education Requirement	
6. Hold a minimum of eight Executive Board meetings per year. May be conducted face-to-face or by telecon.	
7. Conduct at least six general membership meetings per year, including educational workshops. Three may be via telecon/webinar.	
8. Participate in National PCC Week by hosting an individual or joint event that enables PCC members to view the Postmaster General's message.	✓
9. Participate in at least one of the nationwide PCC telecon/webinars hosted by the PCC Advisory Committee or National PCC Team.	✓
10. Attend the PCC Sunday session at the most recent National Postal Forum (NPF) – (i.e. attendance by an Executive Board member or designee of the PCC).	
11. Active involvement by the Area Vice President, Area Marketing Manager, District Manager, District Marketing Manager or Plant Manager in PCC activities/events via phone for PCC meetings (board or general).	
12. Have PCC representatives (PCC Postal Co-Chair or PCC Postal Administrator) attend the monthly Area PCC Coordinator teleconferences held with their assigned HQ PCC Liaison.	✓
Communication Requirement	
13. Promote the National PCC Database (i.e. through meetings, newsletters, workshops, etc.).	
14. Communicate at least four times per year with members via U.S. Postal Service mail.	
15. Submit at least two PCC success story articles to be included in the bi-monthly PCC Insider newsletter (articles to be sent to PCC mailbox at PCC@usps.gov).	✓

District Manager's Signature _____ Date: _____
(By signing this form, you are certifying that the information above is accurate, has been verified, and the requirements have been met by the PCC.)

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- Notes:
- Use form dated 12/10/18
 - requirements will be verified by HQ Program office
 - Item # 10 – Attend the PCC Sunday Session at NPF – Executive Board or designee



Gold Level Requirements for 2019

Administrative Requirement	Achieved
1. Establish a PCC Executive Board that consists of at least a Postal and Industry Co-Chair, Vice Chair, Secretary, and Treasurer.	
2. Establish working committees: Education, Membership, and Communications.	
3. Establish a local PCC website.	✓
4. PCC events (meetings, trainings, vendor shows, conferences, seminars, etc.) must be listed on PostalPro through Teamsite (Minimum of 6).	✓
5. Conduct a local PCC recognition program and a mentoring program with another PCC.	✓
Meeting & Education Requirement	
6. Hold a minimum of eight Executive Board meetings per year. May be conducted face-to-face or by telecom.	
7. Conduct at least six general membership meetings per year, including educational workshops. Three may be via telecom/webinar.	
8. Participate in National PCC Week by hosting an individual or joint event that enables PCC members to view the Postmaster General's message.	✓
9. Participate in at least one of the nationwide PCC telecoms/webinars hosted by the PCC Advisory Committee or National PCC Team.	✓
10. Attend the PCC Sunday session at the most recent National Postal Forum (NPF) – (i.e. attendance by an Executive Board member or designee of the PCC).	
11. Active involvement by the Area Vice President, Area Marketing Manager, District Manager, District Marketing Manager or Plant Manager in PCC activities/events via phone for PCC meetings (board or general).	
12. Have PCC representatives (PCC Postal Co-Chair or PCC Postal Administrator) attend the monthly Area PCC Coordinator teleconference held with their assigned HQ PCC Liaison.	✓
Communication Requirement	
13. Promote the National PCC Database (i.e. through meetings, newsletters, workshops, etc.).	
14. Communicate at least four times per year with members via U.S. Postal Service mail.	
15. Submit at least two PCC success story articles to be included in the bi-monthly PCC Insider newsletter (articles to be sent to PCC mailbox at PCC@usps.gov).	✓

✓ When you submit this form to your HQ Liaison, provide the required documentations for the requirements checked.



2019 PCC Leadership Awards Guide

- The Leadership Awards have only **ONE winner** for each award category.
- If you won last year, you cannot submit again.
- PCCs must meet Premier Program Gold Level requirements to be eligible for PCC of the Year, Large or Small Market.*
 - **PCC of the Year – Large Market*** (Level 24 Post Office and above.)
 - **PCC of the Year – Small Market*** (Level 23 Post Office and below.)
 - **Mentor of the Year – NEW**
 - **District Manager of the Year**
 - **PCC Partner of the Year – REMOVED from the 2019 categories**



2019 PCC Leadership Awards Guide

Awards are presented at the Bronze, Silver, and Gold levels.

A PCC can *only* present one submission for each category.

The prior year Gold winner in each award category *IS NOT* eligible for Gold in the current year; however, the PCC is eligible to compete for Silver or Bronze.

- **PCC Industry Member of the Year**
- **PCC Postal Service Member of the Year**
- **PCC Innovation of the Year**
- **Communication Program Excellence**
- **Education Program Excellence**
- **Membership Program Excellence**



2019 PCC Leadership Nomination Form

For each award category selected, a separate nomination form must be submitted.
Qualifying Period – May 1, 2018 – May 31, 2019
Deadline to submit – June 14, 2019

Award Category (CHECK ONE)	<input type="checkbox"/> PCC Industry Member of the Year <input type="checkbox"/> PCC Postal Service Member of the Year <input type="checkbox"/> PCC Innovation of the Year <input type="checkbox"/> PCC of the Year Large Market <input type="checkbox"/> PCC of the Year Small Market	<input type="checkbox"/> Mentor of the Year <input type="checkbox"/> Membership Program Excellence <input type="checkbox"/> Communication Program Excellence <input type="checkbox"/> Education Program Excellence <input type="checkbox"/> District Manager of the Year (AVP must approve submission)
PCC® Name		
Name of Individual Award Nominee		
Contact Person		
Telephone		Date Submitted:
Email Address		

Please note: There is a maximum limit of two (2) pages not to exceed a total word count of 1000 words. If the 2-page limit is exceeded, you will be disqualified. Submissions must not duplicate prior year's submissions. Each submission must be original and unique to the current year. Any duplication will result in a disqualification.

Objective – Describe the objective. What was the goal or goals? What did you want to accomplish? Explain in detail why you chose this objective and what were the challenges and desired outcome.

Action – What actions did your PCC® take to complete the objective? What initiatives and innovative approaches were demonstrated?

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Results – What were the results? Did your PCC® accomplish the desired outcome? Include the quantifiable results. Be specific.

Notes:

- Use form dated 12/10/18
- Do not use more than 2-pages, single sided
- Not more than 1,000 words total for Objective, Action, Results and Comments
- One form per award

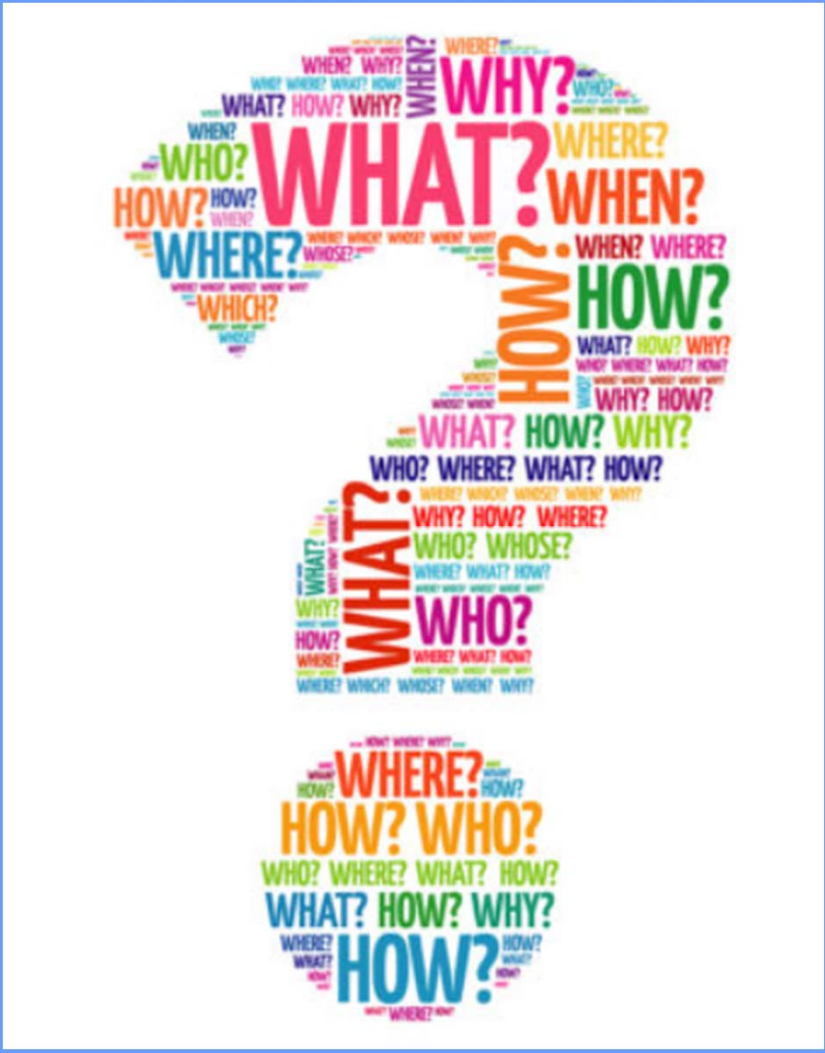
Comments – Add any additional comments.

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Proposed 2020 PCC Leadership Awards Celebration Plan

- Award Ceremony will be held at the National Postal Forum in 2020, not at HQ
- 2020 Requirements will be overlapped with some of your 2019 requirements
 - Qualifying Period for 2020 Awards:
 - January 1, 2019 thru December 31, 2019





POSTAL CUSTOMER COUNCIL

