



Postal Customer Council Advisory Committee

Charter

I. Purpose

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

II. PCCAC Leadership

The PCCAC Governing Board consists of the National Chairpersons, National Vice-Chairpersons, Members-at-Large, PCC Field Committee Co-Advisors, PCC Program Manager, PCC Legal Advisors, and the Co-Chairs of the four Sub-Committees:

- 1) Communications and Marketing
- 2) Education Programming
- 3) Membership Growth and Recruitment
- 4) Strategic Innovation and PCC Policy

III. Vision

To grow and enhance the PCC network by developing and implementing sustainable and effective programs.

IV. Mailing Address

United States Postal Service
National PCC Program Office
Industry Engagement and Outreach, Marketing
475 L'Enfant PLZ SW RM 4411
Washington, DC 20260-4411

V. PCC Mission

- a. Promote local cooperation and support of U.S. Postal Service (USPS) initiatives.
- b. Foster a close working relationship between the USPS and all businesses that use the mail to communicate and interact with their customers.
- c. 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.
- d. Help PCC members and their organizations grow and develop professionally through focused educational programs.

VI. PCCAC Structure

- a. Two National Chairperson positions:
 - Postal Chairperson, Corporate Affairs Vice President (or equivalent position)
 - Industry Chairperson, appointed by the National Postal Chairperson
- b. Three National Vice-Chairperson positions; all appointed by the National Postal Chairperson:
 - Two Postal Vice-Chairpersons
 - Director, Industry Engagement and Outreach (or equivalent position)
 - Manager, Customer Outreach (or equivalent position)
 - One Industry Vice-Chairperson (must serve in a PCCAC leadership position prior to selection)
- c. Two Member-at-Large positions; appointed by the National Postal Chairperson

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- d. Two PCC Field Committee Co-Advisor positions, appointed by the National Postal Chairperson:
 - District Manager
 - Director Customer Relations (Area)
- e. PCC Legal Advisor(s), assigned to the PCCAC by the USPS Legal Team
- f. One National PCC Program Manager (or equivalent position)
- g. National PCCAC Sub-Committees, led by one Postal Co-Chair and one Industry Co-Chair:
 - 1) Communications and Marketing
 - 2) Education Programming
 - 3) Membership Growth and Recruitment
 - 4) Strategic Innovation and PCC Policy

VII. Roles and Responsibilities

Refer to the Roles and Responsibilities documents.

VIII. Term Requirements*

- a. National Postal Chairperson
 - Serves indefinitely while in the USPS Vice President position that oversees PCCs
- b. National Industry Chairperson
 - Serves for a maximum of three years
- c. National Postal Vice-Chairperson
 - Serves during his or her tenure in the Postal management position that oversees PCCs
- d. National Industry Vice-Chairperson
 - Serves for a maximum of three years
- e. Postal Sub-Committee Co-Chair
 - Serves during his or her tenure in the Postal department that oversees PCCs
- f. Industry Sub-Committee Co-Chair
 - Serves for a maximum of three years
- g. Industry Member-at-Large
 - Serves for a maximum of three years
- h. PCC Field Committee Co-Advisor
 - Serves for a maximum of two years
- i. PCC Program Manager
 - Serves during his or her tenure in the Postal department that oversees PCCs
- j. PCC Legal Advisor
 - Serves during his or her tenure in the Postal department that advises PCCs

IX. Meeting Requirements

- a. Monthly touchpoints held for a maximum of one hour via WebEx. Meetings occur the last Monday of every month (subject to change).
- b. In-person meetings will be held once a quarter for a maximum of three hours. Meeting dates and locations will be determined prior to the start of each calendar year.
- c. Attendance is expected on monthly touchpoints and in-person meetings.
- d. Minutes will be recorded by the Communications and Marketing Committee. Minutes must be approved by the National PCC Postal Vice-Chairperson before distribution to committee members.

**The National Postal Chairperson reserves the right to terminate any person serving in a PCCAC leadership position due to just cause.*