



PCC Direct Connection

Dedicated to Building Postal-Customer Relations

Fall 2010

POSTAL REGULATORY COMMISSION DENIES EXIGENT PRICE INCREASE REQUEST STATEMENT FROM THE POSTMASTER GENERAL

The Postal Service® filed a request with the Postal Regulatory Commission for an exigent price increase, enabling us to change postage prices above the proscribed Consumer Price Index. The request was denied on September 30, 2010. John Potter, Postmaster General and CEO, stated:

“We are disappointed to learn that the Postal Regulatory Commission (PRC) has denied our price filing. But we are encouraged by their acknowledgment and understanding of the larger financial risk we face through the mandated prefunding of Retiree Health Benefits.

Clearly, the Postal Service is a viable business. Maintaining that status requires elimination of several legislatively-imposed constraints that hamper our ability to operate efficiently and profitably. Specifically: 1) enable us to alter frequency of delivery consistent with use of the mail; 2) allow us to close unprofitable post offices; 3) restructure our obligation under a 2006 law to prefund retiree health benefits, an obligation not applicable to any other private or government entity; 4) permit us to create and offer products and services beyond mail; 5) assure that arbitrators consider the financial health of the Postal Service when agreement cannot be reached with our labor unions; and 6) resolve overfunding of our pension systems. Legislation has been introduced in Congress to address these issues...”.

The Postal Service now has a few options under the Postal Accountability and Enhancement Act of 2006. At press time, there was nothing further to report - more in the Winter newsletter. If you would like ongoing updates on this issue, please join our confidential e-mail list (see reverse).

NATIONAL PCC DAY – NH PCC WINS GOLD!

SEPTEMBER 15, 2010



Presenting the Gold Award from left to right: Bill Zapor, Customer Service Program Analyst (NE Area); Eric Flinton, NH PCC Industry Co-chair; Debbie Essler, NNED District Manager; Walter Rowland, NH PCC Postal Co-chair

The New Hampshire and Southern Maine Postal Customer Councils partnered to provide a memorable National PCC Day on Wednesday, September 15, 2010. Over forty customers from Maine and New Hampshire met at the Portsmouth, NH Processing and Distribution Facility for a day of educational sessions, networking, good food, a plant tour, and a special remote broadcast from John “Jack” Potter, Postmaster General and CEO of the U.S. Postal Service. Mr. Potter discussed the Postal Service’s need for fundamental legislative, labor, and operational changes to keep mail service viable now and for future decades. Members who attended the full day received certification from USPS® Headquarters as a *Quality Addressing and Mailing Insight Professional*, giving them bragging rights in all their communications.

During the national broadcast, PCCs around the country are recognized for their hard work. It is with great pleasure to announce the NH PCC earned a **GOLD** award in the Premier PCC awards and a **BRONZE** in Communication Program Excellence!

DID YOU KNOW?
Beginning May 2011, Intelligent Mail® barcodes will be required for automation discounts, business reply mail, and Confirm® service.

POSTAL SERVICE EXPANDS PARTNERSHIP

GATEWAY TO GLOBAL TRADE SIMPLIFIED

The Postal Service recently expanded its partnership with the U.S. Department of Commerce to help support the government's newly established National Export Initiative (NEI). The initiative, unveiled earlier this year by President Obama, calls for a doubling of exports over the next five years. This will be achieved by providing foreign-market expertise to businesses interested in expanding their exports. The USPS Global Business team will work with the Commerce Department's International Trade Administration and U.S. Commercial Service to provide free resources and tools to interested businesses. The first phase of this initiative will target businesses currently shipping to one foreign market through USPS.

Business customers interested in learning more about exporting and the partnership can visit export.gov. To learn more about international shipping, customers can go to usps.com/international.



Commerce Secretary Gary Locke and PMG John Potter

Important changes to note

- ◆ The NH PCC has a new Web site!
- ◆ September 7 – new endorsement for returned mailpieces “Returned to Sender, Item Contains Nonmailable Contents”
- ◆ October 3 – price consequence for June 7 commercial flats “droop test” change
- ◆ January 2, 2011 – Move Update threshold **INCREASES** from a 70% to a 75% passing score

WE ARE LOOKING FOR YOUR IDEAS ON INNOVATION



During the National PCC Day broadcast, Postmaster General John Potter stressed that long-term sustainability for the Postal Service will be achieved through fundamental change. “The Postal Service must have the ability to manage its business and to adapt quickly to the needs of our customers and the marketplace,” said Potter. “And our business model must change to reflect the reality of a volatile economy and a communications marketplace that has been undergoing a transformation as profound as anything that has ever come before.” With new products like a “Regional Rate Box”, the summer sale, and “Reply Rides Free”, the USPS is looking for additional ideas from the industry. Do you have an innovative idea, a new product, or a new service to help grow the Postal Service? **Please send an e-mail to nhpcc@usps.gov with details.** Become a part of the USPS “era of innovation”!

Save These Dates!

November 12, 2010

IM[®] BC and Postal Inspection Service
Manchester, NH PO

December 10, 2010

IM[®] BC and Postal Inspection Service
Cheshire Med. Ctr., Keene, NH

May 1-4, 2011

National Postal Forum
San Diego, CA

NH PCC Executive Board

Industry Co-Chair:

Eric Flinton, Formax, 603-749-5807

Postal Co-Chair:

Walter Rowland, USPS, 603-626-6888

www.nhpcc.net

Would you like to be on our confidential e-mail list to receive postal updates and participate in postal webinars? Simply e-mail NHPCC@usps.gov with the subject “PCC E-mail”. Easy!