



## Postal Customer Council Advisory Committee

### Charter

(Updated February 2011)

#### Function

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

#### Mailing Address

United States Postal Service  
National PCC Program Manager  
Customer and Industry Marketing  
475 L'Enfant PLZ SW RM 2P546  
Washington, DC 20260-0546

#### 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.

#### PCCAC Membership Requirements

- Four (4) voting postal members as appointed by the Vice President, Consumer and Industry Affairs of the Postal Service in his/her sole discretion, and four (4) voting industry members. Vice President, Consumer and Industry Affairs of the Postal Service will serve as the tiebreaker when necessary.
- Four (4) non-voting postal members: National PCC Program Manager, backup National PCC Program Manager and such other Postal employees as the National PCC Postal Co-Chair may identify in his or her sole discretion.

### **Leadership Requirements**

- National PCC Postal Co-Chair (Manager, Customer and Industry Marketing, or such other Postal employee as the Vice President, Consumer and Industry Affairs, shall identify from time to time in his or her sole discretion).
- National PCC Industry Co-Chair (to be appointed by the Vice President, Consumer and Industry Affairs in his or her sole discretion).
- National Industry Co-Chair and National Postal Co-Chair (to be appointed by the Vice President, Consumer and Industry Affairs in his or her sole discretion).
- National PCC Program Manager to serve as Secretary (appointed by the National PCC Postal Co-Chair in his or her sole discretion).

### **Term Requirements**

- National PCC Postal Co-Chair to serve for an indefinite period of time, at the discretion of the Vice President, Consumer and Industry Affairs of the Postal Service.
- Non-voting postal members to serve for an indefinite period of time, at the discretion of the National PCC Postal Co-Chair.
- Industry members serve at the discretion of the Vice President, Consumer and Industry Affairs, for a maximum three-year term.
- Voting postal members, with the exception of the National PCC Postal Co-Chair, serve at the discretion of the Vice President, Consumer and Industry Affairs, for a maximum three-year term.

### **Meetings Requirements**

- Arranged at the request of the National PCC Postal Co-Chair, with at least seven (7) calendar days advance written notice to the members, or such lesser time as may be agreed to in writing by all voting members in advance.
- Agendas will be developed by the National PCC Postal Co-Chair.
- National PCC Postal Co-Chair must be in attendance at all meetings.
- Meetings held at a designated physical location or teleconference.
- Minutes will be recorded by the Secretary, but must be approved by the National PCC Postal Co-Chair before distribution to committee members.
- All matters to be voted upon by the PCCAC shall be decided by a majority vote. A quorum must be present in order for a vote to take place. A quorum shall consist of all voting Postal members, or such lesser number as is sufficient to constitute a majority of those voting, and at least one (1) voting industry member.
- Votes may be taken at meetings of the PCCAC at which a quorum is present, or during special telephonic meetings at which a quorum is present, or by written consent, in which case all voting members must vote for the consent to be effective.

## **PCCAC Responsibilities**

1. Play a critical role in educating PCC members on the use of postal products and services to help them grow their business.
2. Develop benchmarks that will enhance the overall success of all PCCs.
3. Capture and communicate best practices to PCC members.
4. Provide creative ideas for PCC programs and PCC growth.
5. Ensure the views of all PCC members (small, medium and large mailers) are heard.
6. Participate in defining PCC recognition programs and selecting PCC award winners.
7. Play a major role in the planning for and execution of major PCC events (i.e., PCC Leadership Conference at National Postal Forums, National PCC Days, etc.).
8. Review the PCCAC Charter once each year and make changes as necessary.
9. Review PCC activities and practices from time to time to verify that they comply with Publication 286 (03/07 version).