

Postal Points

ISSUE 3, WINTER 2009

Greater Pittsburgh Postal Customer Council

National PCC Day 2009

GPPCC Gold Award Winner!



The goal of the Premier PCC Program is to provide PCCs with a set of national standards that serve as benchmarks of PCC excellence and address the PCC Network's core growth strategy: "implement and leverage network best practices to create business growth opportunities for the Postal Service and PCC members." PCCs strive for excellence by meeting the requirements of this program at the bronze, silver or gold

level. The program is intended to give every PCC an opportunity to become the best they can be, regardless of size.

Each year during the National PCC Day live satellite broadcast, the U.S. Postal Service recognizes the outstanding achievements of PCCs around the country. The winners represent the "best of the best." The Greater Pittsburgh Postal Customer Council demonstrated the following success factors:

- Creativity, originality and membership involvement
- Positive impact on membership growth
- Effective communications with membership using various channels
- Positive impact on PCC operations
- In depth education for business mailers on postal services, procedures and polices to help them grow their business
- Enhanced PCC membership value through educational networking opportunities

The GPPCC received the GOLD Award! Rocco and Pam would like to extend their sincere thanks to the GPPCC Executive Board as well as each and every member of the PCC for their contributions. Rocco D'Angelo, Postal Co-Chair states, "We value your opinion, we need your feedback and we encourage you to continue to participate in all PCC activities". If you would like to present a Workshop in a Box at our General Meetings or speak on behalf of your company and tell us what the PCC means to you or what you need the PCC to do for you and your business, talk to Rocco or Pam. We need members to get involved, we are here to support each other's businesses, and by doing so, we all win.

Pittsburgh is truly a City of Champions!

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Meet the New Boss!

Charles P. McCreadie

District Manager — Western PA District

by Tad Kelly, APR Corporate Communications



After only six months at his new post, it would appear as if Western PA District Manager Charles “Chuck” McCreadie has amassed years of experiences to reflect upon. But no time for reflection – not during the past year when the Postal Service experienced historic declines in mail volume and revenue and quickly launched countless countermeasures to capture critical savings and improve operational efficiencies. But reflect we must.

In April of 2009, the former Erie and Pittsburgh Districts of the United States Postal Service were combined to form the new Western PA District. The Eastern Area tabbed the former Erie Senior Manager of Post Office Operations as the man to lead the newly named territory. “I was extremely humbled by the selection and the trust placed in me,” McCreadie said. “I was prepared to retire and so, after much discussion with my wife, we both agreed that this was a great opportunity.”

Within days of taking over his new post, McCreadie was at work consolidating duplicate District operations and finding positions for employees affected by the merge. “We had over a hundred displaced employees and we found places for them all,” he added. Before he could sit back and take stock on his accomplishments, the newborn District found itself thrust into the central planning behind the historic Pittsburgh G-20 Summit held in September.

“I think that was a big one,” McCreadie said speaking of 2009 accomplishments. “We had a downtown that was literally walled off. We had Post Offices that G-20 security ordered closed and so we moved our entire delivery operations completely out of the Golden Triangle and still managed to deliver and collect the mail to the restricted areas. That shows you the quality of employees I have.”

If that wasn’t enough, overlapping studies to consolidate mail processing operations, in two of the District’s plants, were launched during the spring and summer months along with numerous initiatives to improve mail collections, dispatch, delivery and scanning performance. His Blackberry and office computer hummed 24 hours daily with data updates.

This manager is not without his diversions however. An avid golfer, hunter and fisherman, McCreadie says he’s comfortable in any outdoors setting. “But what I really enjoy is just spending time with my wife and family.” McCreadie and his wife (Deborah) of 35 years have three children and nine grandchildren to keep them busy when they are not volunteering with organizations such as the United Way, City Mission or Habitat for Humanity.

McCreadie began his career with the Postal Service in 1977 as a part-time clerk and, throughout his over three decades of service, has held numerous positions of authority to include postmasterships in New Castle and Grove City. “Now my focus is here,” he says. “I believe we have the proper pieces in place to put the Western PA District at the top in all categories; service, customer relations and employee relations.”

What McCreadie wants most is for customers to know, in him, they have a postal steward they can count on. “We are here for the customers, no matter the size of their company or organization. My vision is for this District to realize the excellence that is there and still yet to be tapped. I am humbled by this opportunity to lead this District and I am going to put forth every ounce of energy I can muster to provide the service our customers deserve.” Perhaps, by next year, there’ll be some time to reflect some more.

MQC to MDP

USPS HQ Business Mail Acceptance has made the decision to discontinue the Mailpiece Quality Control (MQC) course. It is currently offered as part of the Mail Design Professional (MDP) course. The next offering of the MDP course is scheduled for February 2010 at the National Center for Employee Development (NCED) in Norman, OK. Currently underway is the development of an online version of the MDP course which we hope it will be introduced at the National Postal Forum (NPF) in Nashville, TN in April 2010.

GPPCC Committee Corner

Membership Committee

Committee Members

Maureen N. Kennedy — Committee Chairperson — Federated Investors, Inc.

Mike Duddy — Neopost

Frank Hayes — County of Allegheny

Jerry Sterling — Pitney Bowes

The Committee members consist of a variety of business disciplines with a multitude of work responsibilities. The Committee works with the Executive Board and Postal Representatives to identify new members from the prospect list and on the retention current members. The Committee members are the greeters at each General Meeting and Specials Functions — where they hand out the name badges and presentation materials.

The Committee has accepted the responsibility this year to contact all past member or interested persons on the mailing which number into the hundreds. This assignment has proven to be extremely interesting — it gives us the opportunity to chat with individuals we man not have seen in several years and encourage them to renew friendships with the group. It also provides us with the opportunity to meet new perspective members and encourage them to attend upcoming meetings.

For information on the GPPCC visit — www.greaterpittsburghpcc.com.

We look forward to seeing our PCC pals during the upcoming months at a meeting.

Special Events Committee

Committee Members

Diana Graves— Committee Chairperson — OCE Business Services

Cindy Capozzoli — Mid-Atlantic Data Services, Inc.

Mike Duddy — Neopost

Brian Henciak — Pittsburgh Mailing

Theresa McArdle — USPS

Jane Rahenkamp — USPS

The mission of the Special Events Committee is to provide a relaxed, enjoyable environment enabling business mailers and the USPS officials the opportunity to exchange ideas and suggestions, and make valuable contacts. In addition to the networking opportunities, we typically enjoy a great meal and chances to win some awesome prizes.

The Committee is comprised of PCC Executive Board members representing both business mailers and USPS officials. The Committee plans two events per year, one in early summer and a holiday event. Past events have been held at various venues — PNC Part, the Gateway Clipper, the Pittsburgh Zoo, PPG Aquarium, Dave & Buster's, and the Sheraton at Station Square. We are always looking for new locations. Email Diana Graves at gravesd@pepperlaw.com if you have a suggestion for a location.

2010 New Shipping Services Prices Announced

The 2010 Shipping Services prices which take effect January 4, 2010.

Some of the innovative approaches for Priority Mail are:

- cubic volume-based pricing for large commercial Priority Mail shippers;
- a decrease in the domestic Priority Mail Flat Rate Envelope retail price;
- a new Priority Mail Flat Rate padded envelope for Commercial Plus shippers.

Please note that prices for First-Class Mail, Standard Mail, Parcel Post and other mailing services products will not change.

A complete listing of the 2010 Shipping Services prices is available on Postal Explorer at <http://pe.usps.com> under the "Jan. 4 2010 Price Change" button.



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Postal Customer Council
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FIRST-CLASS MAIL
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Upcoming GPPCC Events

February 9, 2010
General Meeting
General Mail Facility
2:00-4:00

April 6, 2010
General Meeting
General Mail Facility
9:30-11:30

Postal Forum
April 11-14, 2010
Nashville, TN

Summer Event
TBA

