

LETTER FROM
POSTAL CO-CHAIR

Judy

The National Postal Forum in May was tremendous--- so much information for all mailers. Our Greater Kansas City PCC had many members attend. We all came back with ideas for educational programs to provide for you for the next year.

Please check out our new web site at www.greaterkcpcpc.com. You can register for upcoming events, get current postal news, and find out about future educational programs.

National PCC Day on Wednesday, September 17, will be free to all members but limited to 101 attendees. We will have tours of the Kansas City, Missouri Plant and Distribution Center, awards and the live broadcast of Postmaster General Jack Potter and other headquarters dignitaries. Put it on your calendar and register now so that you participate.

Our annual golf tournament in June had great weather and participation. We tried an earlier start time which included breakfast and lunch. The jury is still out on whether you prefer an earlier or later tee off time. Let us know what you think.

I encourage you to attend as many PCC events as possible. I promise that you will always come away with additional knowledge about the business of mail. As technology advances, changes will continue to occur with the preparation and movement of mail. Let us help you stay on the cutting edge by being a member and participating in our events. Enjoy the last few days of summer.

THE USPS CONSUMER AFFAIRS AND CLAIMS OFFICE IS HERE FOR OUR CUSTOMERS

Submitted by OT Newman
USPS Acting Manager, Consumer Affairs and Claims

The Consumer Affairs and Claims Office listens to the voice of our customers and then amplifies this message to Postal management. This office focuses on the customer by providing information about Postal products and services and responding to questions and complaints through integrated communication channels. Independent measurement systems provide a barometer of customer satisfaction and guide Postal managers in actions needed to improve operating and service performance.

Functions within Consumer Affairs and Claims provide a voice for the customer and support our organization in meeting customer needs at the local level. The dialogue between the Postal Service and our customers on Postal policy and procedures allows our customers to get the most from their Post Office and is vital to the success of the Postal Service.

POSTAL SERVICE WILL BE READY FOR INTELLIGENT MAIL BARCODES IN MAY 2009

WASHINGTON, DC — Speaking to the Mailers’ Technical Advisory Committee, Tom Day, Senior Vice President, Intelligent Mail and Address Quality, said the Postal Service will be ready for mail bearing Intelligent Mail Barcodes next May as planned.

“We believe the benefits of an information-rich mail stream will be evident for our mailers and the entire mailing industry, and investments to make that a reality will prove to be very much worthwhile,” continued Day. “However, given the volatility of the economy, decreasing mail volumes, and our own financial situation, it would be premature for us to commit to a pricing structure for the Intelligent Mail Barcode at this time.”

Intelligent Mail is a comprehensive, integrated program designed to revolutionize all aspects of how the Postal Service accepts, processes, and transports mail by using the Intelligent Mail Barcode. The Intelligent Mail Barcode notifies mailers when a mailing is inducted into the mail stream and allows them to track individual mail pieces as they travel through the postal network.

The Postmaster General’s Mailers’ Technical Advisory Committee is a venue for the Postal Service to share technical information with mailers and to receive advice and recommendations from mailers on matters concerning mail-related products and services in order to enhance customer value and expand the use of these products and services for mutual benefit. For more information, go to <http://ribbs.usps.gov/mtac.html>.

Three Intelligent Mail Barcode Federal Register Notices (FRNs) have been issued since January of this year. They can be found at <http://pe.usps.gov/FederalRegisterNotices.asp>.

Submitted by
Sandra L. Vielhauer
USPS Manager, Business Mail Entry & USPS Acting Manager,
Business Development Team

FREE eBay SEMINAR SEPTEMBER 24 IN SMKS

With the click of the mouse, you never have to leave the house ... or office ... to conduct your U. S. Postal Service business. To show customers how to save time, money, and gas, the Shawnee Mission Post Office, 6029 Broadmoor, Shawnee Mission, Kansas (61st and Metcalf, north of Target) is hosting two FREE 90-minute eBay seminars on Wednesday, September 24: first at 10:30 a.m. and again at 3:00 p.m.

Experts will demonstrate how to:

- photograph and download pictures online
- write effective descriptions of merchandise
- post items on eBay
- set attractive starting bid prices
- use the “Buy It Now” option
- sell items on eBay
- pay postage and print labels
- request free package pick-up
- order free, environmentally friendly packaging
- use Click-N-Ship and PC Postage to save an average 3.5%

To RSVP, call (816) 374-9438 by September 17.

Submitted by Glenda D. Butner
USPS Customer Relations Coordinator, SMKS.

PLANS FOR AN EXCITING AND REWARDING YEAR IN 2009 ARE ALREADY UNDER WAY!

Submitted by Amanda Henry, Database Manager of The World Company and Vice Chairperson of the GKCPCC

With 2008 half over, your GKCPCC is already planning a big 2009! At the Executive Board annual planning meeting, lots of creative discussion and productive dialogue surrounded the following items:

- Where we have been
- Where we are
- Where we want to be

1. Back in the 80s, the GKCPCC was once a thriving source of information and education for Industry and Postal members alike. As happens with many organizations, however, the committees became less active, the board did not renew itself with “fresh” membership and ideas, and the GKCPCC fell into a state of rest. Stagnation was the result.
2. About four years ago, the board was rejuvenated. Outreach to encourage new membership and expanded committee work were launched with great success! Our membership flourished, our education sessions grew, and our annual Trade Show exploded with the attendance of vendors and attendees! With as fast as the changes were coming from the USPS, the GKCPCC was staying ahead of the curve and truly serving its constituency. With this incredible momentum, Gold Status was issued in 2007, and this is where we sit today.

A GOLD SPONSOR OF THE GREATER KANSAS CITY POSTAL CUSTOMER COUNCIL

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As a proud community leader, the Deluxe Corporation Foundation has contributed more than \$83 million to education, arts, and human services programs and nonprofits since 1952. Deluxe has also awarded more than \$8 million in scholarship funding to children of Deluxe employees in the past 10 years through the company’s Hotchkiss Foundation. Deluxe has received several prestigious awards for its responsible corporate citizenship and governance.

In 2007, Deluxe introduced a packaging innovation -- a more streamlined, flat check mailing package. By working directly with the USPS, Deluxe was able to create a design that increased customer value and met new Postal Service requirements. Deluxe also partners closely with the Postal Service to improve package accuracy and delivery speed. “We recognize the complexity of the Postal Service, and we continually gather information to improve our relationship,” Knaus said.

A Fortune 1000 company, Deluxe prides itself on listening to and understanding their customers’ needs and creating and delivering innovative solutions to meet them. Led by Chief Executive Officer Lee Schram, Deluxe’s 2007 annual revenues were \$1.6 billion.

3. So we find ourselves on this freight train of positive energy. We have to harness all of this newfound interest and fresh ideas in a way that meets the purpose of the PCC: to serve as a viable information source for Industry members regarding the USPS. With all of this in hand, your PCC has set forth our goals for 2009.

4. Our utmost goal is to become PCC of the Year. We want PMG Jack Potter in our house--talking to our mailers--about our mail. We plan to do this through:

- Intensive outreach of our education programs by diversification of locations and offerings
- Continued growth of our vendor sponsorship programs
- Fresh membership in our committees
- Expanded efforts to increase the visibility of our Mailers Forum and Trade Show

I have no doubt we will reach these goals. Our team is talented and driven, and our membership is strong!

Sound exciting? Join us as we look forward to a year filled with excellence and positive changes!