

Sacramento PCC Meeting Schedule 2008/09

General Membership Meetings

All meetings 8:30 am at Royal Oaks Post Office unless noted.
2000 Royal Oaks Drive, Room 117.

June 11

Educational Meeting—"The Power of Positive No"

Presented by Paul Starkey, this one hour session explores the concept of the "positive no"—recently introduced in William Ury's popular book, The Power of the Positive No. In this presentation, Paul discusses how delivering a positive "NO" can lead to improved communication and better outcomes, especially in the context of conflict in the workplace. The session is interactive, and attendees will be encouraged to share their own skills, knowledge, and experience with other participants to uncover the possibilities of creative dispute resolution.

No Meeting in July

Summer Vacation

August 13

Educational Meeting—Tour of California State Capitol

National PCC Day, September 16

Educational Meeting—(Location to be Announced)

Do you have a suggestion for a meeting topic, a tour or a good speaker for a meeting? If so, please share your suggestion with any board member, or email webmaster@sacpcc.com.

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sacramento

JUNE. 2009

POSTAL SERVICE ENDS SECOND QUARTER WITH \$1.9 BILLION LOSS YEAR-END CASH SHORTFALL POSSIBLE DESPITE AGGRESSIVE COST REDUCTIONS; MAIL INCENTIVE PROGRAMS INTRODUCED TO OFFSET UNPRECEDENTED VOLUME DECLINES

WASHINGTON — The U.S. Postal Service ended its second quarter (Jan 1 – March 31) with a net loss of \$1.9 billion, as the economic recession and longer-term financial pressures, such as the diversion of letter mail to electronic alternatives, continued to reduce mail volume and revenue. Despite aggressive actions to reduce costs and grow revenue, the Postal Service will likely face a cash shortfall of over \$1.5 billion at the end of the fiscal year.

The Postal Service has incurred net losses from operations in 10 of the last 11 fiscal quarters. The year-to-date net loss is \$2.3 billion, compared to a loss in the same period last year of \$35 million. A significant portion of the losses over this period can be attributed to an unprecedented decline in mail volume. In the second quarter, mail volume totaled 43.8 billion pieces, down 7.5 billion pieces, or 14.7 percent, compared to a year ago.

The second-quarter results include operating revenue of \$16.9 billion, a decrease of nearly \$2 billion, or 10.5 percent, from the same period last year, and operating expenses of \$18.8 billion, a reduction of \$782 million, or 4.0 percent, from the second quarter of last year.

"The economic recession has been tough on the mailing industry, and we have seen an unprecedented decline in mail volumes and revenue that continued to accelerate during the second quarter," said Postmaster General John Potter during today's Board of Governors meeting. "We are aggressively realigning our costs to match the lower mail volumes, while also maintaining the high level of service and reliability our customers expect. We are also taking a number of steps to grow revenue."

The Postal Service has recently developed incentive programs to increase mail volume, including advertising mail and Priority Mail. In addition USPS has proposed a summer sale for Standard Mail, which is currently under review by the Postal Regulatory Commission.

The Postal Service continues to support H.R. 22, a House bill that would redirect a portion of the Postal Service's prior payments to the Postal Service Retiree Health Benefits Trust Fund to pay its share of contributions for current retiree health benefits through 2016. If enacted, the legislation would reduce the projected 2009 net loss by approximately \$2 billion and help enable the Postal Service to meet its 2009 financial obligations. The bill was introduced by Rep. John McHugh (R-NY) and co-sponsored by Rep. Danny Davis (D-IL). As of today, the bill has 297 co-sponsors.

Cost Reductions — "We are aggressively reducing work hours and other costs to limit losses, preserve cash and improve productivity," said Joseph Corbett, chief financial officer and executive vice president. Initiatives designed to match work hours to reduced volume have resulted in a work-hour decline of 58 million hours – the equivalent of a reduction of 33,000 full-time employees – in the first half of FY 2009, despite an increase in the number of delivery points by 1.1 million from the same period last year. The work-hour reduction is on pace to meet the goal of reducing work hours by more than 100 million for the entire year, the equivalent of 57,000 full-time employees.

Corbett said other savings are coming from consolidating excess capacity in mail processing and transportation networks, realigning carrier routes, halting construction of new postal facilities, freezing Postal Service officer and executive salaries at 2008 pay levels, reducing travel budgets and similar measures.

Lisa Giannetta

Lisa Giannetta, Manager
Customer Relations (A) Sacramento District



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Industry Co-Chair Notes

Dorothy Cottrill

I will be providing an update of the National Postal Forum in next month's newsletter. This month, I am pleased to announce our speaker for the June 11 meeting, Mr. Paul Starkey, J.D. Paul is a coach and trainer for Star*Key Learning and has agreed to be our guest speaker. Paul is presenting a session on the concept of the "positive no"—recently introduced in William Ury's popular book, *The Power of the Positive No*. In this presentation, Paul discusses how delivering a positive "NO" can lead to improved communication and better outcomes, especially in the context of conflict in the workplace. The session is interactive, and attendees will be encouraged to share their own skills, knowledge, and experience with other participants to uncover the possibilities of creative dispute resolution. As we all try to do more with less, this free seminar should be of interest to everyone. I hope you can make it; I'm looking forward to it.

Here is a little more about Paul Starkey – he is a graduate of the University of Notre Dame and earned his Juris Doctor degree from University of the Pacific, McGeorge School of Law. Paul is a member of the State Bar Labor & Employment Law Section and is a past member of the Executive Committee of the Labor & Employment Law Section of the Sacramento County Bar Association (SCBA). He is a past Director of the Industrial Relations Association of Northern California (IRANC). Paul teaches a labor-management relations course in the certificate program administered by UC Davis Extension. Paul has provided instruction and various presentations and seminars about the workplace to management, union leaders, and neutrals for over 20 years.

We want to acknowledge and thank Michael McDonald of McDonald Advertising and Marketing for arranging for this speaker. Michael is a long standing member and advocate of the Sacramento PCC. I'd like to take this time to remind all our members, if you have suggestions for seminars or meeting content, please pass it on to a board member.

We won't have a meeting in July. August we're planning a tour of the State Capitol, so watch for further information in the July and August newsletter. September 16 is National PCC Day. Sacramento is partnering with Bay Valley PCC in this project. We expect a venue and costs to be determined by early June and will be passing on this information at the June meeting.

Business Mail Entry Potpourri

The Customer Registration ID and Recent Mailing Services Changes

What is a CRID and where did you find the definition? CRID is the Customer Registration ID (CRID) and is used as standard identifier across USPS applications. The Customer Registration ID is a unique identifier -- up to 15 digits long -- created by the Customer Registration system to uniquely identify the USPS customer Business at a physical address. For each unique combination of Company Name and physical address, the Postal Service will create a new CRID to identify customers and associate customer data. The CRID is the single unique ID that connects a company's information at a specific geographic location across all postal applications. A CRID will be associated to every Permit Number and Mailer ID that is issued (there may be multiple Permit Numbers or MIDs associated to a single CRID). CRIDs are assigned during the initial login at the Gateway. New users are recommended to register with the same business information that the Business Service Administrator (BSA) entered for the desired location. A different CRID may unintentionally be issued by the system from address variance entered by users registering for a service that has business locations with variations in the address.

New Mailing Services Prices and Standards

Mailing Services standards throughout the Domestic Mail Manual were revised effective May 11, 2009, to support the pricing changes approved by the Governors of the U.S. Postal Service. Mailing Services include First-Class Mail, Periodicals, Standard Mail, Parcel Post, Parcel Select, Bound Printed Matter, Library Mail, Media Mail, and Extra Services. Highlights of the price change include:

- The price of a First-Class Mail stamp increased 2¢, to 44¢. No changes were made to the additional-ounce price or the nonmachinable surcharge.
- New options for preparing First-Class Mail automation letters and Standard Mail automation and machinable letters were created.
- Machinable and automation letter characteristics for First-Class Mail (commercial) and Standard Mail were aligned to be the same.
- New Standard Mail saturation mail initiatives were created to encourage growth.
- Parcel Post was simplified to a one price list.
- A new Bronze tier for small-volume Confirm users was added

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For more information on Flat Rate Boxes and online postage discounts contact the Sacramento Business Development Team at (916) 373-8438.

BUSINESS FOCUS: Business Customer Gateway

The new Business Customer Gateway replaces the National & Premier Accounts page and is intended for all business mailers. The Business Customer Gateway gives you a single, unified landing point to access the online business offerings from the Postal Service™. These channels include the services that support the Intelligent Mail® Full-Service option. These include *PostalOne!*®, FAST®, CLDS (Customer Label Distribution System), and Mailer IDs (MIDs).

Users who accessed Mail Tracking & Reporting or eServices through National & Premier Accounts may continue to access these programs through the Business Customer Gateway. Most *PostalOne!*, FAST and CLDS users may access their services through the Gateway with their existing Usernames. ****Attention PostalOne! and FAST users: you will need to login using your existing Username in all Capital Letters.****

As Intelligent Mail Full-Service is enhanced, this Gateway will evolve to support an improved customer experience displaying a full range of products and services for your convenience.

The Business Customer Gateway is available through a link at the bottom right of the **USPS.COM**® Web page.