Greater OK PCC Newsletter

What You Missed in January!

The Greater OK Postal Customer Council (GO-PCC), the Tulsa Postal Customer (TPCC) and the U. S. Postal Service hosted an educational ZOOM session on Wednesday, January 18, 2023.

The topic of the session was the *"USPS 2023 Price Changes"* and the keynote speaker was Mark Waugh, Manager Customer Relations, U. S. Postal Service.

The USPS 2023 Price Changes went into effect on January 22, 2023*.*   These rate changes are part of a balanced approach under "Delivering for America," the Postal Service's 10-year plan for achieving financial sustainability and service excellence. With full implementation, the 10-year plan reverses a projected $160 billion in losses over the next 10 years. The meeting concluded with a question-and-answer session.

Coming in February!

The Greater Oklahoma Postal Customer Council (GO-PCC) invites you to join us for our first quarterly meeting of the year. This virtual educational session will be held Tuesday, February 14, 2023, from 9:00 AM CST – 10:00 AM CST.

The topic of the session will be *"Your Software is talking, are you Listening?"*

Chris Lien

Your CASS certified software provides essential clues to help you reduce undeliverable as addressed mail, but only if you listen to what the software is telling you! Become a data detective as we will look at the return code clues from the various USPS data sets to achieve complete, correct, and current addresses and make every mail piece count.

Our keynote speaker will be Chris Lien, Executive Vice President of Postal Affairs for BBC Software, Isanti, Minnesota.

To receive an electronic invitation to attend this event, send your email address to Sonya Dulan, Customer Relations Coordinator – USPS at sonya.r.dulan@usps.gov by Monday February 13, 2023.

The GO-PCC Program Committee is proud to announce that all virtual educational sessions are now being posted on the GO-PCC website! To access the recordings, visit www.greateroklahomapcc.org and simply click on the "Events" tab.

Average Time to Deliver Across Postal Network Steady at 2.5 Days

The United States Postal Service reported new delivery performance metrics for the third week of the second quarter for fiscal year 2023 showing delivery performance improvements in First-Class Mail and Periodicals. The average time for the Postal Service to deliver a mailpiece or package across the nation was 2.5 days.

FY23 second quarter service performance scores covering Jan. 1 through Jan. 20 included:

- **First-Class Mail:** 91.7% of First-Class Mail delivered on time against the USPS service standard, an increase of 0.7 percentage points performance from the fiscal first quarter.
- **Marketing Mail:** 93.9% of Marketing Mail delivered on time against the USPS service standard, consistent with performance from the fiscal first quarter.
- **Periodicals:** 85.3% of Periodicals delivered on time against the USPS service standard an increase of 0.7 percentage points performance from the fiscal first quarter.

One of the goals of *Delivering for America*, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

With the implementation of the Delivering for America plan, the Postal Service continues its focus on improving service reliability for the American public and business customers by modernizing the outmoded and aging postal network across the nation.

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