



## Greater OK PCC Newsletter

### What You Missed in February!

The Greater Oklahoma Postal Customer Council (GO-PCC) hosted our first quarterly meeting of the year on February 14, 2023. The meeting was virtual, and the topic of the session was ***"Your Software is talking, are you Listening?"*** The keynote speaker was Chris Lien, Executive Vice President of Postal Affairs for BBC Software, Isanti, Minnesota. Chris provided outstanding information for helping your company reduce undeliverable mail. The recorded session is posted on the GO-PCC website at [www.greateroklahomapcc.org](http://www.greateroklahomapcc.org).

### Coming in March!

The GO-PCC invites companies of all sizes to join us as we present a workshop and a facility tour.



Technology is developing at a rapid pace and changing many established methods of manufacturing mail. The print industry is an excellent example of an area seeing these changes and innovations. Our workshop will be ***"New Printing Technology"*** and the facilitator will be Sam Ward, Production Print Specialist, Standley System, OKC, OK.

We will conclude our session with a tour of the American Fidelity Assurance Company where you will have the opportunity to network, exchange ideas and collaborate with fellow mailing counterparts, as we feast your eyes on the latest and greatest mailing equipment in the mailing industry.

Make plans today to join us at American Fidelity Assurance Company, 9000 Cameron Parkway, OKC, OK 73114. This event will take place on Friday, March 24, 2023, from 9:00am – 10:30am. Admittance to the facility will be granted only to the individuals whose names appear on the registration list. Please RSVP by Wednesday, March 22, 2023,

To register contact Sonya Dulan, Customer Relations Coordinator, USPS at [sonya.r.dulan@usps.gov](mailto:sonya.r.dulan@usps.gov) or by phone at (405) 815-2302.

# JOINT AIM MEETING SOUTHERN & ATLANTIC AREAS

**Tuesday, March 7  
10:30 AM - 1:00 PM EST**

Register here:

[https://usps.zoomgov.com/webinar/register/5316757776369/WN\\_sMUwG9TQTOguS1lQquEfv](https://usps.zoomgov.com/webinar/register/5316757776369/WN_sMUwG9TQTOguS1lQquEfv)

## Scheduled Speakers



**Dr. Joshua Colin**  
Chief Retail & Delivery Officer and Executive VP



**Steve Monteith**  
Chief Customer & Marketing Officer and Executive VP



**Judy de Torok**  
VP, Corporate Affairs

TIME	TOPIC	PARTICIPANTS
10:30 AM – 10:35 AM	Opening	<b>Mike Cook</b> Director Customer Relations, Southern Area, USPS AIM National Postal Co-Chair  <b>Felicia Jackson</b> Director Customer Relations, Atlantic Area, USPS AIM Postal Co-Chair
10:35 AM – 10:45 AM	Welcome	<b>Tim Costello</b> Vice President Retail & Delivery Operations Southern Area, USPS  <b>Scott Raymond</b> Vice President Retail & Delivery Operations Atlantic Area, USPS
10:45 AM – 11:30 AM	CRDO Update	<b>Dr. Joshua Colin</b> Chief Retail & Delivery Officer and Executive Vice President, USPS
11:30 AM – 12:15 PM	CCMO Update	<b>Steve Monteith</b> Chief Customer and Marketing Officer and Executive Vice President, USPS
12:15 AM – 12:45 AM	NPF & MTAC Update	<b>Judy de Torok</b> Vice President Corporate Affairs, USPS  <b>Danielle Young</b> Manager Industry Engagement Strategy, USPS
12:45 AM – 1:00 PM	Closing	<b>Felicia Jackson</b> Director Customer Relations, Atlantic Area, USPS AIM Postal Co-Chair  <b>Mike Cook</b> Director Customer Relations, Southern Area, USPS AIM National Postal Co-Chair  <b>Kim Waltz</b> Vice President Client Relations & Postal Affairs, Cathedral Corporation AIM National Industry Co-Chair

## National Postal Forum May 21- 24, 2023

Make plans to attend the 2023 National Postal Forum. Please take advantage of the discounts being offered. Visit [www.npf.org](http://www.npf.org) for additional information.

National Postal Forum  
Charlotte, NC  
MAY 21 - 24, 2023

FOR ADDITIONAL INFO VISIT [WWW.NPF.ORG](http://WWW.NPF.ORG)



### Triple Savings Opportunity

Up to \$500!

 <p><b>Early Bird Discount</b></p> <p><b>Save \$300</b></p> <p>When you purchase a Full Registration</p> <p>\$250 on a Three-day Registration \$200 on a Two-day Registration \$150 Education Only</p> <p>Savings are based from the onsite rate</p> <p>Now through 12/16/22</p>	 <p><b>Postal Customer Council Savings</b></p> <p><b>Save \$100</b></p> <p>PCC members take \$100 off a Full Registration</p> <p>\$50 off a Three-Day Registration</p> <p>You must be a PCC member to qualify</p>	 <p><b>NPF Preferred Partner Hotel Stay</b></p> <p><b>Save \$100</b></p> <p>When you purchase a Full or Three-day Registration and book your stay through NPF</p> <p>Rooms are limited and are available on a first-come, first-served basis while they last.</p>
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## Postal Service Delivery Continues to Average 2.5 Days

The United States Postal Service reported new delivery performance metrics for the sixth week of the second quarter for fiscal year 2023 showing consistent delivery performance across all mail categories. The average time for the Postal Service to deliver a mailpiece or package across the nation remained at just 2.5 days.

FY23 second quarter service performance scores covering Jan. 1 through Feb. 10 included:

- **First-Class Mail:** 90.9% of First-Class Mail delivered on time against the USPS service standard, consistent with performance from the fiscal first quarter.
- **Marketing Mail:** 94.3% of Marketing Mail delivered on time against the USPS service standard, consistent with performance from the fiscal first quarter.
- **Periodicals:** 86.2% of Periodicals delivered on time against the USPS service standard, an increase of 1.5 percentage points 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.

### Platinum Sponsors



### Gold Sponsors



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