



**MAY, 2021 ISSUE**

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916-373-8194

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**USPS**

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Cheri Valdivia 916-373-8194

**Customer Relations Coordinator:**  
Gina Segura 916-263-7161

**Business Mailer Support Analyst:**  
Randy Holt 916-263-7116

**Manager, Business Mail Entry:**  
Tammy Talso 916-373-8723

**Manager, Consumer & Industry Contact:**  
Toni Higgins 916-373-8605

**Mailing Standards Specialist:**  
Steve Benson 916-373-8721

**Manager, USPS Sales:**  
Veronica Mendoza 916-373-8383

**PCC NEWSLETTER**

**Address Change:**  
Sacramento District Marketing Secretary  
916-373-8700 | fax 916-373-8068

**Publishing:** Communications Chair  
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*The Congressional Inquiry Portal will allow congressional staffers to submit service requests on behalf of constituents.*

## Streamlined service

### Postal portal to expedite congressional inquiries

The Postal Service will soon introduce an online portal to help expedite service inquiries sent by consumers to U.S. lawmakers and their staffers.

The Congressional Inquiry Portal, slated to debut in May, will feature a user-friendly interface that streamlines the process for resolving inquiries, while replacing the need for follow-up phone calls and emails.

Here's how it will work:

- Congressional staffers will create an account on the portal in order to submit service inquiries on behalf of constituents. The staffer will then receive a confirmation email that includes a service request reference number.
- The requests will then be routed to the Postal Service's Customer 360 platform, also known as C360, where managers can respond and take steps to resolve the issues.

The Congressional Inquiry Portal will also contain dashboards that generate reports.

"The Postal Service values every customer, and we want to provide a timely response to every individual who contacts us to address a service-related issue. Our new Congressional Inquiry Portal will be an important tool in our efforts to ensure we're delivering the excellent service that each customer deserves, and we're excited and proud to share this new technology with our congressional partners," said Tammy Edwards, the Postal Service's acting consumer advocate, whose office manages the portal.

The Postal Service is providing area marketing managers, district managers, and district consumer and industry contact managers with training on how to use the portal and how it routes service requests to C360.

The training offers an overview of the portal, steps for submitting service requests, best practices for training staffers and more. The next training sessions, conducted via Zoom, are scheduled for April 13 at 11 a.m. and 2 p.m. Eastern time.



Postal Co-Chair:  
Cheri Valdivia



## Industry Co-Chair Corner

John Millet

Wow, I looked back at some of the Co-Chair Corner letters from the past ... and this has been a really strange year. Normally I would be reviewing how much fun we had at our Annual Networking Breakfast. We would

be looking forward to traveling to Nashville for the National Postal Forum, planning our May barbecue or an outing to a River Cats game. There are things to be thankful for!

I am happy that we have a strong PCC to help us through the tough times that we are having. I am even happier that everyone in the PCC and our friends at the USPS have and remained healthy and safe from Covid-19. I hope for most of you that your lives are returning to normal and that you have been able to take advantage of the vaccinations available. If that is your choice. I hope that business will soon be coming back to normal levels for everyone. I think that you all will agree that we are living in most interesting times.

We have some most interesting changes afoot at the Postal Service. We were part of the Pacific Area, and we are now part of the Western Pacific Area. We were the Sacramento District; we are now California 2. As for our PCC, we have a new Postal Co-Chair, Cheri Valdivia, Marketing Manager. Anne Briggs has agreed to be our new Secretary. We really need a Membership Chair, so if you are interested, please contact Gina Segura.

Speaking of new things: the USPS has just published a 10-year Plan entitled *Delivering For America*; you owe it to yourself to download the pdf and give it a read. It is an interesting read for interesting times. You can download it at the link below:

[https://about.usps.com/what/strategic-plans/delivering-for-america/assets/USPS\\_Delivering-For-America.pdf](https://about.usps.com/what/strategic-plans/delivering-for-america/assets/USPS_Delivering-For-America.pdf)

As I said, I really will miss the trip to Nashville, but on May 3-4, the NPF 2021 will be presenting two full days of exclusive sessions and workshops orchestrated to keep you on track for record success! In your office or at home, experience it all from a front-row seat...

- Monday and Tuesday Exclusive USPS Executive Leadership Panel Presentations
- USPS and Top Industry Leaders Host 16+ Sessions and Educational Workshops

Registration is open at <https://npf.org/>! \$149.00 buys you a front row seat.

I hope that in the next newsletter we are talking about our first meeting back at Royal Oaks, or Mail Design Professional course at the plant, or maybe a night out at the River Cats. All socially distanced and safety first!

Glad to be back!!



### The NPF 2021 Spring Virtual Event is on, and registration is open!

The anticipation has reached an intense pitch. Now it's time to hit the virtual stage. On May 3-4, the NPF 2021 will be presenting two full days of exclusive sessions and workshops orchestrated to keep you on track for record success! Join us at what is the only premier Mailing and Shipping event that works directly with USPS leadership, bringing you the most comprehensive educational and networking platform in the industry.

In your office or at home, experience it all from a front-row seat...

- Monday and Tuesday Exclusive USPS Executive Leadership Panel Presentations
- USPS and Top Industry Leaders Host 16+ Sessions and Educational Workshops
- Partner Resource Center providing the solutions you need to succeed
- Special Events to celebrate the industry and more!

**All in for \$149** – Registration is open! <https://npf.org/>

Stay tuned to the very latest happenings in Mailing and Shipping – Program Guide coming

## Services alerts

# Business mailers service disruptions



### Business mailers

#### Current processing/delivering issues

[Coronavirus FAQs for business customers](#)

Not accepting drop shipments  
Mail Service Disruption Report  
Service alert mapping



### International

#### Delivery issues around the world

International Posts Action Log  
Japan money orders  
Shipping lithium batteries

For the most up to date information and detailed information regarding Service Disruptions, please visit Service Alerts at <https://about.usps.com/newsroom/service-alerts/>.

Business mailers get more detailed information about USPS mail processing facilities, and the operating status of delivery units, as well as any impacts on mail delivery overseas.

Contact the Business Service Network *headquarters* communications manager for additional information or to report a disruption. Email us at [mailserviceupdate@usps.gov](mailto:mailserviceupdate@usps.gov).

Need more support? Have questions? Contact your *local* Business Service Network or visit PostalPro, <https://postalpro.usps.com/>.

#### Sacramento District Business Service Network Team

Manager, Consumer & Industry Contact Toni Higgins  
Business Service Network Representative David Lai  
Business Service Network Representative Evelyn Jovez

[toni.l.higgins@usps.gov](mailto:toni.l.higgins@usps.gov)  
[David.k.lai@usps.gov](mailto:David.k.lai@usps.gov)  
[evelyn.c.jovez@usps.gov](mailto:evelyn.c.jovez@usps.gov)



PCC's newest Secretary is Ann Briggs who serves as the Postal Liaison from the Franchise Tax Board (FTB). She has been at the FTB for 25 years and has been the Postal Liaison for 11 years. She has enjoyed attending PCC meetings so much that when the opportunity to serve on the board was made available she drove in.

According to the webpage <https://www.ftb.ca.gov/>, tax day is May 17, 2021.



# IN TUNE WITH THE TIMES

*Orchestrating Our Future Together*

## MONDAY, MAY 3, 2021

- 10:00 AM - 12:15 PM (EST) **Delivering for America**  
*USPS Postmaster General and Executive Leadership Team*
- 12:30 PM - 1:00 PM (EST) **PARTNER RESOURCE CENTER**  
Exclusive time to meet and consult with top industry experts.
- 1:15 PM - 2:15 PM (EST) **The Incremental Value of Mail**
- 1:15 PM - 2:15 PM (EST) **Informed Delivery - The Future is Now**
- 1:15 PM - 2:15 PM (EST) **Addressing Basics to Best Practices for 2021 and 2022**
- 1:15 PM - 2:15 PM (EST) **Use SBA COVID-19 Programs to Support, Adapt, and Grow Your Business**
- 2:45 PM - 3:45 PM (EST) **Overview of the International Landscape**
- 2:45 PM - 3:45 PM (EST) **Safety & Security in Your Mailroom**
- 2:45 PM - 3:45 PM (EST) **Marketing Your Brand Through Mail Innovations**
- 2:45 PM - 3:45 PM (EST) **Commercial Mail: Smarter, Faster, Cheaper**
- 4:00 PM - 4:45 PM (EST) **CLOSING SESSION**  
*with Guest Speaker Doug Lipp*

## TUESDAY, MAY 4, 2021

- 10:00 AM - 12:15 PM (EST) **Inspiring Mail**  
*USPS Executive Leadership Team*
- 12:30 PM - 1:00 PM (EST) **PARTNER RESOURCE CENTER**  
Exclusive time to meet and consult with top industry experts.
- 1:15 PM - 2:15 PM (EST) **A Focus on Wellness: Taking Care of You**
- 1:15 PM - 2:15 PM (EST) **Overview of the Shipping Marketplace**
- 1:15 PM - 2:15 PM (EST) **Securing our Nation's Mailing Ecosystem from Evolving Cyberthreats**
- 1:15 PM - 2:15 PM (EST) **Addressing and Geospatial Technology Converge**
- 2:45 PM - 3:45 PM (EST) **The Hybrid Workforce: Reimagining the Employee Experience**
- 2:45 PM - 3:45 PM (EST) **Real-Time Visibility for Real-World Decisions**
- 2:45 PM - 3:45 PM (EST) **Double your Direct Mail Business in 2021**
- 2:45 PM - 3:45 PM (EST) **Do it Now**
- 4:00 PM - 4:45 PM (EST) **CLOSING EVENT**  
*with DJ Troy Adams*



SACRAMENTO  
POSTAL CUSTOMER COUNCIL

# 2020-2021

## Membership List

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DST Output and Mail Services  
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Mailing Systems, Inc.  
Mailrite Print & Mail, Inc.  
Pitney Bowes  
Pitney Bowes Presort Services

### PRIORITY MEMBERS

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Factor Systems  
Kern U.S.A.  
Micronite Inc.  
Response Envelope Company

Sacramento Postal Customer Council  
P.O. Box 980093  
West Sacramento, CA 95798-0093

First-Class Mail  
Postage & Fees PAID  
USPS  
Permit No. G-10

RETURN SERVICE REQUESTED

## Upcoming Events 2021

# 5.13

### Sac PCC "Town Hall"

May 13, 2021, 9am PST

**Presenting:**

**Seamless Acceptance updates &  
Mailer Score Cards**

**Keynote Speaker:**

**Tammy Talso**

**Manager, Business Mail Entry**

**Special Guest Randy Holt, HQ Business  
Acceptance Perf Specialist**



*Executive Board Meetings  
are held the last Thursday  
of every month.*

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](mailto:webmaster@sacpcc.com).