

# WNY PCC NEWSLETTER

October 2018



Greater Rochester PCC



In September, The Greater Rochester PCC along with the USPS held their first annual Golf Tournament. Many members from The Greater Rochester PCC and the Buffalo Niagara PCC were in attendance along with Postal leaders. The District Manager, Jean Lovejoy was there to get us off to a great start. The tournament was a huge success. The Greater Rochester PCC raised over \$1,300! Congratulations on such a successful event.



# National PCC Day

## September 26, 2018

This year The Buffalo Niagara PCC joined forces with the Greater Rochester PCC for National PCC Day. The event was held at the Batavia Country Club. Our guest speaker was Robert Cintron VP of USPS Network Operations. We had presentations on Informed Delivery and Informed Visibility presented by local Sales Executive Carl Mazziotti and Senior Plant Manager Terry Morrow.

PCC of the year award was presented by Robert Cintron to the Buffalo Niagara co-chairs Roselle Murrell and Steve Rost. Many local awards were presented as well.





## National Postal Forum (NPF) 2019

We live in a high-tech world. The NPF is the ideal way to stay in sync with all the advances and trends that affect the rapidly progressing and changing mailing and shipping industry.

The NPF is the premier mailing and shipping conference that works directly with the US Postal Service to provide the most comprehensive educational and networking platform for meeting the needs of the industry. Offering 130+ educational workshops, providing US Postal Service Officer-led sessions and being the largest mailing and shipping industry trade show, the NPF is the ideal opportunity for the industry professional to learn, collaborate and grow their business.

This is also the only event that brings together all senior level US Postal Service executives, leaders of the mailing and shipping industry, as well as major industry supplier and shipping partners. You can't afford to miss this opportunity.

For information please visit [NPF.org](http://NPF.org).

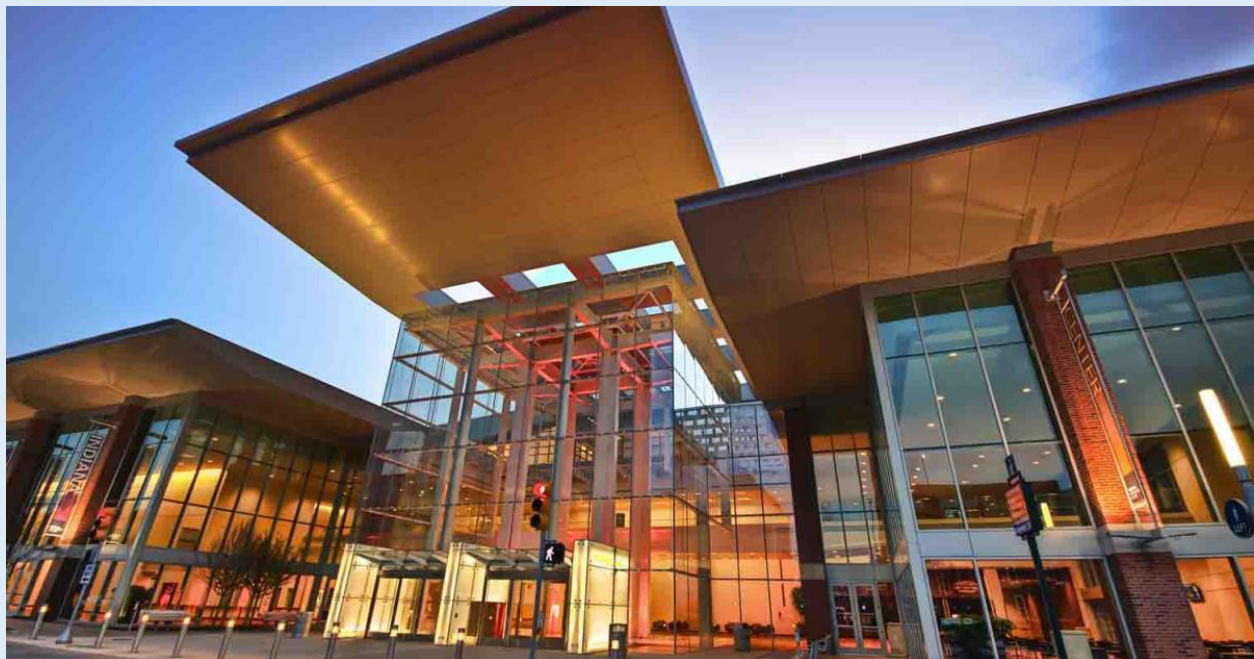
We hope to see you at:

**The Indianapolis Convention Center**

100 South Capitol Avenue

Indianapolis, IN 46225

**From: Sunday, May 5 to Wednesday, May 8, 2019**



# BSN



## eSERVICE

The Business Service Network (BSN) continues to deliver new technology and incorporate different channels to better serve your needs.



### Manage Service Requests Online

The BSN eService tool provides you with the perfect complement to our traditional services. This interactive tool offers a range of options for you to choose from.

#### Some benefits of eService include:

- Access to the system 24 hours a day, seven days a week
- An Interactive Chat
- A Live Agent service that allows you to chat live with your BSN Representative
- A password-protected security for your company's account
- The ability to track the progress of your service issue
- An updated log of the past service requests that enables you to find a resolution quickly
- A direct line to provide feedback on the service you received

#### Get Quick Results with a Simple Process

BSN eService has a fast, straightforward, and secure process to manage your service requests.

Within eService, you can also receive updates on the progress of your request online, check your company's eService log for similar requests, update your contact information, and change your password

#### To Get Started:

Contact your BSN Representative. They will send you a Promo Code, CRID, and instructions for registration.

#### Don't know who your BSN Representative is?

Go to [gateway.usps.com](http://gateway.usps.com) and register to request a promo code and CRID.

Call your BSN representative to learn more about eService or visit us online at [USPS.COM](http://USPS.COM)



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- Please note eService is only available for BSN Managed Accounts

## Contact Information

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## Online Resources

**Business Customer Gateway**  
<https://gateway.usps.com/eAdmin/view/signin>

**Zip Code**  
<https://tools.usps.com/go/ZipLookupAction!input.action?mode=0&refresh=true>

**Quick Service Guides**  
<http://pe.usps.gov/text/qsg300/q000.htm>

**Mail Service Updates**  
<http://about.usps.com/news/service-alerts/welcome.htm>

**PostalPro**  
<https://postalpro.usps.com/>

**National Customer Support Center**  
**1-800-238-3150**

Article suggestions or ideas for upcoming newsletters please email either PCC.