

EVP updates



Timothy C. O'Malley

Good news: The branches, NBAs and organizers continue to grow our membership. The organizing rate for city carrier assistants (CCAs) now stands at 82.4 percent. We would like to welcome all the new CCAs to the NALC. Our overall membership percentage organized now stands at 91.1 percent. Excellent job, everyone; please continue your efforts.

Our future is based on our ability to grow our business. It is extremely important for all letter carriers to participate in the Customer Connect program. Below are a couple of success stories that have resulted in bringing in large revenues to the U.S. Postal Service. There also is a story of an

office attaining 100 percent participation. We would like to thank everyone who participates in the program.

Region 15, Northeast Area, Triboro District—Flushing, NY Branch 294 member Patrick Glynn submitted a Customer Connect lead for National Battery, located in College Point, NY. The company is a nationally recognized supplier of high-quality batteries and service primarily for commercial battery users.

At the time of the initial visit from Field Sales Representative (FSR) Alexander Kurilova, National Battery was doing an equal amount of shipping volume with both the USPS and UPS. There was no opportunity on the first visit, since the business did not wish to shift its volume over to USPS and lose its high value discount with UPS.

After visiting the business more than a year ago and staying in touch with the customer, Kurilova received a call from the company's shipping manager saying that the company was in a better position to move volume over to the USPS and wished to meet again. Kurilova visited the company again and met with President Stan Tasse. After the products were evaluated for size and weight, it was found that USPS could offer the company better rates with a Cubic CPP agreement. The DIM weight pricing that UPS announced also was shared with the customer.

Tassev was very pleased with the presentation and signed off on the CPP agreement, which will generate \$291,300 in new revenue for Priority Mail Cubic.

Region 3, Great Lakes, Central IL District—The sight of trucks from multiple competitors parked at the dock as he made his mail deliveries prompted letter carrier Nick Hardy to submit a Customer Connect sales lead.

Senior Sales Executive Edwin Lasak followed up on the sales opportunity involving an auto parts fulfillment company. The auto parts manager expressed concerns about package pick-up and transportation issues.

Postmaster Yulanda Shum-Williams stepped in and resolved transportation and pick-up issues to close the sale. The sale produced \$1 million in new package revenue.

Region 12, Eastern Area, South Jersey—Coordinator Debbie Caldwell and Branch Manager Jim Nalbone went above and beyond by encouraging every carrier in their Trenton-Circle Branch station to submit a Customer Connect lead.

A total of 115 leads were submitted by all 57 carriers in the Circle Branch. Caldwell was given time by management to go out canvassing with NALC District Coordinator Karen Sweerus. Because of the participation by everyone involved, they achieved 100 percent target participation. A celebratory breakfast is in the works for all of the employees.

As we move into December, we continue to deal with the political issues confronting us in the House and the Senate. The good news is that we are continuing to make an operating profit. This gives us credibility, and the naysayers can no longer hide that fact. Please stay prepared to answer the call from President Rolando in the event a bill is moved forward—whether it be a negative or positive bill. We must be prepared to contact our legislators and request their assistance. Remember, we need to prevail to protect everyone, whether you are an active or retired carrier. Everyone can help by writing to his or her legislators by voting and by contributing to COLCPE.

The holidays are upon us, and our thoughts turn to this festive time of the year with our families and friends. I would like to wish everyone a happy, healthy and enjoyable holiday. May there be joy, love, peace and understanding in your hearts this holiday season and throughout the coming new year.



Above, left: Station Manager Mark D. Velez, letter carrier Patrick Glynn and Business Development Specialist Trenell Weeks



Above, right: Letter carrier Nick Hardy and Senior Sales Executive Edwin Lasak