

Customer Connect success stories



**Timothy C.
O'Malley**

Quip NYC Inc. is a two-year-old oral hygiene e-commerce company that just moved from Denver to downtown Brooklyn, NY. It specializes in shipping small dental items, such as toothbrushes, toothpaste and dental floss, worldwide.

Upon moving to New York, the company reached out to its local letter carrier to ask how it can have the post office pick up and ship its packages. The carrier on the route, Brooklyn Branch 41 member Daniel Randall, was all too happy to assist. Randall took down Quip NYC's business contact information and submitted it to his customer service supervisor.

With the additional savings using First Class and Priority Mail, the company is now able to ship up to 1,000 pieces per day. These sales generated \$370,500 of projected revenue for the Postal Service. Thanks, Dan, for a great lead.

After a recent Customer Connect stand-up talk at the Elkridge, MD, post office, Baltimore Branch 176 member Danny Lopez submitted a lead for Wireless Buybacks, a small electronics company. Lopez recognized that an opportunity existed, as this customer was using a competitor to ship its equipment. The carrier informed the company's owner, Kevin Schiavone, that the Postal Service could save him money and grow the business.

While working with sales representatives, it was determined that the customer qualified for no-fee pick-up on demand, which further reduced its costs and resulted in a sale

of \$279,000 in Priority Mail annual revenue for the Postal Service. We extend our gratitude to Danny for recognizing an opportunity.

Spokane, WA Branch 442 member Brian Hoch from Riverside Station started talking with Thomas Hammer Coffee about its shipping needs. The carrier noticed the large amount of UPS boxes going out daily. Hammer Coffee saw how it could save money and switched to the Postal Service.

This new stream of annual revenue is estimated at \$104,700. Way to go, Brian!

The e-Activist Network and the Letter Carrier Political Fund

Being an e-Activist and donating to the Letter Carrier Political Fund are more important today than ever. As an e-Activist, you can join the tens of thousands of other letter carriers to make your voice heard. NALC will send you e-mail alerts when it's time to act on issues affecting active and retired letter carriers and the future of the Postal Service.

What is LCPF? Though recently renamed, the Letter Carrier Political Fund dates back to 1975. It is a non-partisan fund used to develop educational programs for letter carriers about critical political topics and to support candidates for federal office. It is our lifeline to protect the USPS, our retirement program, life insurance and health benefits. It is essential to all of our futures, whether you are an active member or a retired member. Everyone needs to contribute to protect our interests.

Active members can use PostalEase online to sign up. Retired members can join by sending a letter to: U.S. Office of Personnel Management, Retirement Operations Center, P.O. Box 45, Boyers, PA 16017. Be sure to include your CSA number, the amount you want to contribute monthly and the organization name: National Association of Letter Carriers – LCPF.

Currently, there are 66,401 letter carriers who are e-Activists. That's about 23.15 percent of the membership. There are 22,804 members contributing to the LCPF, about 8.10 percent.

In order to be effective, we need everyone to participate in both. We have a lot of work to do to be able to get the majority of the membership to belong. Protecting our benefits is important—please consider making a payroll or annuity contribution and becoming an e-Activist.

Organizing update

The latest number of organized city carrier assistants is 84.9 percent. This number continues to rise as CCAs see the value in being members of the NALC. Fourteen of the 15 regions are now at 80 percent or higher. We now have 209,020 in our craft. This brings our total organized percentage to 91.7 percent. Please continue to talk to CCAs and any non-members to encourage them to join the NALC.



The Elkridge, MD, post office recently celebrated Customer Connect success. Pictured (l to r) are Baltimore Branch 176 President Mike Smith, Baltimore District Manager Angela Curtis, Branch 176 member Danny Lopez, NALC Executive Vice President Timothy O'Malley and Branch 176 shop steward Greg Samples.