



Innovations

Special COPCC Bulletin

August/September 2010

National PCC Day September 15, 2010

National PCC Day promises to be an educational and informational-packed day you won't want to miss!

Kick-off the new PCC season in style and stay in front of the pack, with opportunities to:

- Attend a Live Satellite Broadcast from PMG John Potter
- Hear from Postal Service Executives & Support Teams
- Earn your Quality Addressing and Mailing Insight Professional Certificate
- Attend Multiple Workshops Geared Towards the "Hot Topics" in our Industry Today
- Take a Tour of the USPS Citygate Processing Facility
- Enjoy Pizza & Networking with Local Business Partners!

**When: Wednesday,
September 15, 2010
8:00 a.m. – 3:00 p.m.**

**Where: USPS Citygate
Processing Facility
2323 Citygate Drive
Columbus, OH 43218**

Register or discover more information online at www.copcc.com!

ALSO IN THIS ISSUE

New COPCC Board Members	p. 2
Executive MailCenter Manager Program	p. 3
Upcoming Membership Meetings	p. 3
Becoming a COPCC Sponsor	p. 4

****Register to attend full EMCM training Oct. 5-8 (details about EMCM training are in this newsletter) and receive FREE admittance to National PCC Day!**

****Register to attend EMCM Re-Certification (ATP) training Oct. 8 and receive 50% OFF admittance to National PCC Day!**

Watch your mail for the official invitation with specifics on educational workshops, event agenda & tour information.

Sheri Spriggs
Industry Co-Chair

Rose Spraggins
Postal Co-Chair

Welcome your new COPCC Board Members!



Misty Gillem

Area Customer Service Manager

Pitney Bowes Presort Services

Number of years in mailing industry: 2

Number of years with the COPCC: 2

Career: I began my career as a quality assurance analyst at the T. Marzetti Co. soon after graduating from OSU. After being with the company for 6 years – I decided that I needed a change in careers. At that time, I began working as a customer service administrator at Pitney Bowes Presort Services. After 2 years of service, I've been promoted to the role of customer service manager. I feel that being more involved with the COPCC will assist my professional growth in the mailing industry.

Goals: My goal for the COPCC is to increase the participation rate by reaching out to the Pitney Bowes Presort Services customer base. The COPCC would be a great learning tool for our customers & could greatly increase participation within the COPCC organization.

Greatest Challenge Facing the Mail

Industry: One of the greatest challenges the industry is facing today is the use of the Internet. Increased use of email & online documentation is decreasing the need for physical mail pieces.



Michael T. Foy

Manager of Data & Digital Services

Baesman Group, Inc.

Number of years in mailing industry: 12

Number of years with the COPCC: 1+

Career: I began my career as a data processing programmer with Vertis Direct Marketing in Bristol, Pennsylvania in 1998. After various opportunities and advancements that took me from Pennsylvania to Florida to New Jersey and then back to Pennsylvania again – I began my current role in the industry here in Central Ohio, providing direction for my team of programmers and digital laser operators, specializing in direct mail.

Goals: My goals as a member of this board are to learn, to contribute, and to connect with my industry peers. I'm also excited by the opportunity to share my thoughts and ideas on the business of mail and how it continues to evolve.

Greatest Challenge Facing the Mail

Industry: The greatest challenge I see facing the mail industry is the decline in sales vs. increases in postage vs. attempted postal regulations ("Do Not Mail" initiatives).



Debra Mathias

Sales & Logistics Manager

Best Courier, Inc.

Number of years in mailing industry: 20+

Number of years with the COPCC: 3

Career: I began my career as an account representative in the courier industry bringing on new business. I concentrated on mail service and facility management. I was given the title of Sales and Logistics Manager with Best Courier, Inc. in 2005 and continue to work closely with mailroom executives, providing exceptional service to all.

Goals: My goal is to help bring members into the COPCC, and make strides to bring awareness of the benefits of the COPCC for all organizations.

Greatest Challenge Facing the Mail

Industry: The greatest challenge facing the mailing industry today is providing exceptional service at a fair market price.

Innovations

Central Ohio

Postal Customer Council Newsletter

Editors

Jennifer Rodenberg, Pitney Bowes
Michael T. Foy, Baesman Group Inc.

Contributing Writers

Rose Spraggins, USPS
Sheri Spriggs, Grange Insurance

Layout

Michael T. Foy,
Baesman Group, Inc

Newsletter materials and production courtesy of

Baesman Group, Inc.
www.baesman.com

No endorsement by the Postal Service or the PCC
is given or implied by this acknowledgement.

Innovations is published four times a year, with special editions published as necessary. The circulation is 1,300+ and the mailing list is maintained by the COPCC.

Send address changes to Central Ohio Postal Customer Council, PO Box 1866, Columbus, OH 43216-1866. For additional information, contact Jennifer Rodenberg, 614-439-9526, or Michael T. Foy, 740-751-5513.

Mark Your Calendars & Plan to Attend

Executive Mail Center Manager Program

Training includes three 8-hour days, with the fourth 4-hour day for the Annual Training Program (ATP). ATP is for EMCM graduates (which include those currently taking this course) to receive a 2010 certification for the EMCM program.

The EMCM program is an industry-recognized designation for individuals who wish to enhance their competence in Mail Center management. The program purpose is to develop mail center management skills, promote professionalism and excellence within the industry as well as enhance credibility for the profession. The program is sponsored by the U.S. Postal Service and was developed by a professional committee with representatives from the mailing industry.

The course teaches skills to manage more effectively, boost productivity and cut production costs. Topics included in the EMCM course are:

- People Management
- Sales and Marketing
- Managing Mail Center Operations
- Mail Center Safety and Security
- Mail Center Technology
- Planning and Policy Making
- Mail Center Quality
- Finances

The EMCM program is normally a week-long program offered in Norman, Oklahoma at a cost of \$1500. Visit www.nced.com/bma for more information. As a cost savings and convenience method for the Ohio area PCC members, we have arranged to offer the EMCM program in Columbus, OH – using the same instructors who conduct training for

the USPS – at the discounted price of \$960 for the 4-day training and certification - which includes training, materials, lunch, graduation and certificate presentation on the final day. Re-certification for previous graduates attending the ATP session is \$100 – and includes training, materials, lunch, graduation and certificate presentation as well.

Please consider taking advantage of this unique opportunity to receive valuable training for yourself or your Mail Center staff. For additional information, please contact Sheri Spriggs at 614-445-2553 or via email at spriggss@grangeinsurance.com.

Advanced registration is required. Seating is very limited so please reserve your spot by going to the COPCC website at www.copcc.com TODAY!!

Full EMCM Class Registration

Oct. 5-8, 2010: \$960.00

Certification achieved Oct. 8, 2010

ATP Re-Certification

Oct. 8, 2010: \$100.00

Certification achieved Oct. 8, 2010

**Take action by moving forward
and establish yourself as a
Certified Executive Mail Center Manager!**

Other upcoming COPCC General Membership Meetings...

Wednesday, September 15, 2010

Tuesday, November 16, 2010

Thursday, March 24, 2011

Wednesday, May 18, 2011

Central Ohio Postal
Customer Council
P.O. Box 1866
Columbus, OH 43216-1866

Official Business

Please route to
appropriate staff.

FIRST-CLASS MAIL
POSTAGE & FEES
PAID
USPS
PERMIT NO. G-10

COPCC MISSION STATEMENT

The mission of the Central Ohio Postal Customer Council is to foster the best postal service possible, seek communication and cooperation between customers and the United States Postal Service, and to develop ideas and suggestions regarding improvement of the postal service through meetings, seminars and various other programs.

WWW.COPCC.COM

Choose to become a COPCC Sponsor in 2010!

Open enrollment has begun – and will continue until November, 2010.

Choosing to be a Member of our COPCC will not cost your organization member dues. You will receive newsletters throughout the year, invitations to educational events and workshops at the Member rate, the opportunity for email blasts of important information, access to our website, and unlimited opportunities for networking.

Choosing to be a Sponsor will cost your organization sponsor dues, based on the level of participation you choose below. There are many additional, wonderful benefits to becoming a Sponsor. You will be invited

to attend educational events and workshops at a Sponsor rate. Sponsors pay \$25 for general membership meetings while the Member rate is \$35. Becoming a Sponsor will ultimately save your organization money!

Your decision in membership will not affect your ability to attend and participate in any of our activities held throughout the year. Whether you are a Member or a Sponsor, you will continue to be part of one of the most esteemed and interactive PCC's in the country. Outlined below is a list of the available Sponsor tiers.

- **"Forever Stamp" Sponsor: Annual Dues \$20.00**
 - Level available to individuals who have retired from the mailing industry or the USPS, but continue to enjoy learning about the industry and networking.
- **"Postcard" Sponsor: Annual Dues \$30.00**
 - Level targeting one person shops.
- **"Letter" Sponsor: Annual Dues \$50.00**
 - Level for smaller organizations, sending two or less associates to COPCC events at a time.
- **"Parcel" Sponsor: Annual Dues \$100.00**
 - Level for mid-size organizations, sending up to four associates at a time to the meetings.
- **"First Class" Sponsor: Annual Dues \$250.00**
 - Unlimited number of associates of your company attend meetings at the Sponsor rate
 - Listing as a First Class sponsor on our COPCC Website
 - Corporate recognition in one issue of our COPCC Innovations newsletter
 - 10% discount on the cost of vendor participation at any vendor event
 - Corporate recognition at all events

- **"Priority" Sponsor: Annual dues \$500.00**
 - Unlimited number of associates of your company attend meetings at the Sponsor rate
 - Two free event tickets for you to use or give out to your customers to use for any of our general membership meetings
 - Listing as a Priority sponsor on our COPCC Website
 - Corporate recognition in two issues of our COPCC Innovations newsletter
 - 20% discount on the cost of vendor participation at any vendor event
 - Corporate recognition at all events
 - Ability to have a tabletop display at one of our general membership meetings
- **"Express" Sponsor: Annual dues \$1000.00**
 - Unlimited number of associates of your company attend meetings at the Sponsor rate
 - Four free event tickets for you to use or give out to your customers to use for any of our general membership meetings
 - Listing as an Express sponsor on our COPCC Website
 - Corporate recognition in each issue of our COPCC Innovations newsletter
 - 30% discount on the cost of vendor participation at any vendor event
 - Corporate recognition at all events
 - Ability to have a tabletop display at two of our general membership meetings
 - Ability to request reserved seating for up to eight registered participants at each general membership meeting.

E-mail questions to Biffath@ameritech.net or kestep@msbv.com.

Register & Pay online at: www.copcc.com or send dues to:

The Central Ohio Postal Customer Council P.O. Box 1866 Columbus, OH 43216-1866