



**GREATER BOSTON  
POSTAL CUSTOMER COUNCIL**

[www.bostonpcc.org](http://www.bostonpcc.org)



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**PCC SPOTLIGHT**

**USPS TEAM PLAYER**

***SPOTLIGHT* ON MIKE RICHARDSON**



Mike Richardson is a phenomenal USPS Team Player who is always willing to lend a hand to our customers.

Mike started with the USPS 30+ years ago keying on the Letter Sorting Machines (LSMs) in the Brockton plant. He eventually transitioned to Automation, operating a machine that sorts letter mail in sequential order. He spent a few years as a window clerk in Duxbury, learning about quality customer service.

With each new job, Mike learned a little more about how the USPS works for the customer. He joined Boston Consumer Affairs in 2014 and was proud to have been a part of such a talented and supportive group. After a few years in Consumer Affairs, Mike was promoted to a Business Service Network Representative. The Business Service Network (BSN) is the link between our customers and Postal operations. Mike’s work as a BSN Representative in unmatched.

George Kippenhan, PCC Executive Board member and former Manager of the BSN states that “Mike provides an excellent customer experience for every business in the Massachusetts/ Rhode Island District. He knows our customers and always exceeds their expectations.”

# PCC SPOTLIGHT ON MIKE RICHARDSON... continued

Mike states: "I see my primary role as solving problems--collaborating with people in our organization to help to solve any mail-related problems for our customers. The tougher the problem, the more gratifying it can be to root out the causes and get a great resolution for the customer."

Betsy Shortell, of Harvard University and one of Mike's BSN Accounts states: "Mike is one of the people that I rely on heavily to get help with any customer service issue. He responds quickly and always has the answer!"

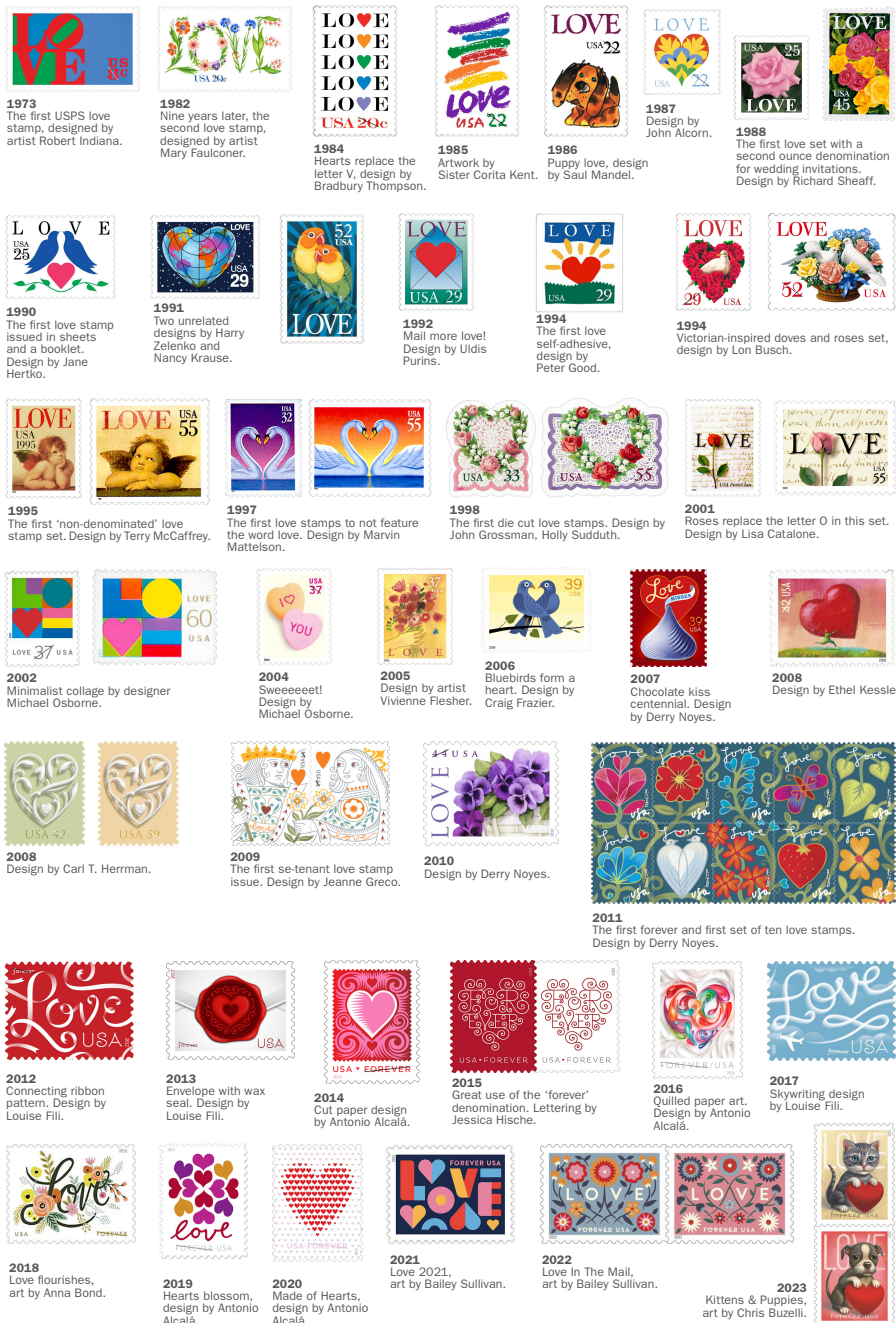
## A HISTORY OF LOVE STAMPS

Valentine's Day 2023 has come and gone but love is always in season!

The first LOVE stamp was issued in 1973. The Portland Stamp Company has designed a poster displaying the 50-year history of LOVE stamps from 1973 to 2023.

Feel free to download the poster at: <https://theportlandstampcompany.com/wp-content/uploads/2019/02/Love-stamp-poster2023.pdf>

All stamp artwork ©USPS, design:  
The Portland Stamp Company



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# INTRODUCING ... OUR FIRST GUEST COLUMN ...

## ALL IN THE FAMILY

### TIM O'CONNELL AND HIS WESTFORD LEGACY

- Miss Henrietta R. McNiff - Tim's Aunt - Acting Postmaster - 08/31/1946
- John J. O'Connell - Tim's Grandfather - Acting Postmaster 11/30/1968  
Postmaster - 06/26/1971



Westford is a small, quaint American town with rolling hills, lakes, and apple orchards. Westford's numerous ponds and proximity to the Merrimack and Nashua Rivers make the town an ideal location in which to establish roots. Originally Westford was noted for its farms and woolen mills, but today is mostly a close-knit community with an emphasis on high tech. Westford, with five of its villages listed on the National Register of Historic Places, and its five cemeteries soon to be listed, has a rich and

interesting history. A history that I like to call personal to my own as my family not only has been part of Westford for over 100 years, but I also chose to currently call home with my family.

Fun fact! The Post Office Department was founded in 1775 by the Founding Fathers, making it the second oldest Federal department. The Second Continental Congress wanted a "Postmaster General" to hold office in Philadelphia, and the postal service was born. Benjamin Franklin was the first Postmaster General. Well, I am proud to say that I have two family members who chose to be part of the legendary service we call the Post Office. In 1946, my aunt, Miss Henrietta R. McNiff was Acting Postmaster. Then my grandfather, John J. O'Connell started as a letter carrier and then was promoted to both Acting Postmaster (1968) and Postmaster (1971). Each served their community proudly as they took on the responsibility of managing mail distribution, letter carrier routes and supervision of the clerks and the office rules and procedures. They personally greeted new members of the community each day and were well-respected as they served with dedication.

Growing up in a small town is memorable especially when one has a story like mine. I was a teenager - and like so many others with similar tales of late summer nights out with friends - I was never to escape the eyes of a parental figure as I am very proud to share that not only was my grandfather the postmaster, but my own dad, John J. O'Connell Jr., was the Lt. of the Westford Center Fire Department Company 1 and Engine 5 and my Grandfather's cousin, Joe Connell was the Police Chief. When I was growing up, I always felt that my siblings and I were held to a higher standard as three men held local town government positions.

Fast forward to the early 1990's and to the present and I, too, have chosen a career in the mail industry, as I have held various positions for the company Pitney Bowes for over 25 years. Currently, I am a Major Sales Account Manager for the Greater Boston Area. Pitney Bowes Inc. is an American

technology company most known for its postage meters and other mailing equipment and services, and with expansions into e-commerce, software, and other technologies. Mail is still essential for communication and for keeping businesses thriving and being relevant. I would like to feel that my part in consulting and offering various products assists with the same goal as the first official post office and letter carrier - to ensure freedom to write a card and to mail through a system worldwide - to inform and to engage for customer loyalty.

The mail industry connection continues to weave throughout my life when I married my wife, Elizabeth (1997) as she too has a connection to the postal system. My father-in-law, Thomas A Guiler (Commander US Navy) created a company that served the branches of the US Military. Military Art (formerly Military Art China) has provided superior-quality, American-made career collectibles to Active Duty, Reserve, and Retired U.S. military personnel worldwide. Mr. Guiler's commitment to honor those who serve is reflected in his paying special attention to detail and quality control so that every personalized keepsake would last a lifetime. By partnering with the US Postal Service and utilizing their services for this mail order business, the company grew and is still thriving today.



In closing, as I look back, I see and appreciate the legacy - a story of those familiar who made Westford safe and a true community center where communication was processed. Many in my family chose to work in roles that supported the local community and were part of the fabric that made Westford a town to cherish.

Tim is currently Industry Co-Chair of the Greater Boston PCC and a Major Sales Account Manager for Pitney Bowes.



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## MORE THAN THE MAIL:

### POSTAL CARRIER SHOVELS WALK FOR ARLINGTON RESIDENT

On February 28, Wanderly Duarte, a letter carrier, shoveled snow off the walk of an elderly Arlington resident. No fuss. No fanfare. He declined a reward and regarded it as "just a courtesy".

"Our carriers are out in every neighborhood every day and watching out for our customers, especially the elderly during this season," said Steve Doherty, a USPS spokesperson. "But it's always nice to see when someone is recognized for their actions as Mr. Duarte is here."

For a heart-warming story, go to:

<https://www.wcvb.com/article/usps-mail-carrier-seen-shoveling-walkway-for-elderly-arlington-mass-resident/43124972#>

## **MAIL DESIGN PROFESSIONALS: DID THEY PASS?**

On March 22, Boston PCC Members sat for the Mail Design Professional (MDP) Exam. The MDP Exam is a 10-module course that contains: classes of mail, basic mail design, addressing and 7 other sections covering topics such as pricing and automation. It was proctored by Betsy Shortell at Harvard University Mail Services. Lively discussion was had, and hopefully the 16 students will all earn the USPS Certification! Stay tuned ... in our next Newsletter, find out if they passed!

For more detail about the course and the session, go to <https://www.bostonpcc.org/event-5227368>

Consider certifying as a Mail Design Professional yourself. The next MDP Certification event will be held on October 17, 2023 at Harvard University. To register, go to [bostonpcc.org](https://www.bostonpcc.org).



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## **WHERE IS YOUR PACKAGE?**

On March 14, the Greater Boston PCC hosted a webinar presented by Bob Dixon, Director of Product Technology Innovation at USPS, on modern tracking tools that can locate packages in real time. Mr. Dixon oversees the development of new technology-based products and services for consumers and businesses. Many of his innovations are part of the Informed Delivery platform but also include independent products.

The Greater Boston PCC has followed the development of Informed Delivery from the beginning and highly recommends it for all customers.

# AMERICAN GATEWAYS HONORING RAILROAD STATIONS: THEIR ROLE AND THEIR ARCHITECTURE

The U.S. Postal Service commemorated the history and romance of train travel by unveiling Railroad Stations Forever stamps at the spectacular art deco Union Terminal in Cincinnati.

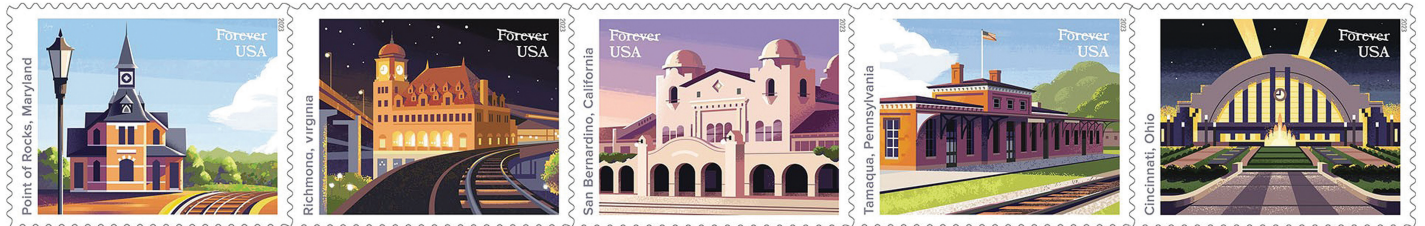
News of these stamps was shared with the hashtag #RailroadStationsStamps and the series was unveiled on March 9 in Cincinnati.

Noteworthy railroad stations began brightening the American landscape by the 1870s. This issuance features five architectural gems that continue to play an important role in their communities: Tamaqua Station in Pennsylvania; Point of Rocks Station in Maryland; Main Street Station in Richmond, VA; Santa Fe Station in San Bernardino, CA; and Union Terminal in Cincinnati.

Just as the railroad represents progress and movement, railroad stations hold stories of industry and commerce, of migration and hope for the future, of reunions and goodbyes. They are gateways and crossroads where lives meet.

All five of the stations featured on these stamps are listed in the U.S. Department of the Interior's National Register of Historic Places.

Derry Noyes served as art director for the project. Down the Street Designs designed and created the digital illustrations and typography.



## USPS LAUNCHES NEW PROGRAM **LEAD**ing Together

The Postal Service recently launched a program, LEADing Together, for employees to help generate small business leads. A mailing was sent to all postal employees that includes:

- 1) a letter from PMG Louis DeJoy
- 2) a letter from Sheila B. Holman, USPS VP of Marketing
- 3) a fact sheet on USPS core products
- 4) a card for employees to carry that includes conversation starters and key facts about postal products and
- (5) a small flyer describing how employees can enter a lead for follow-up by a USPS salesperson.

LEADing Together supports the objectives outlined in the Delivering for America plan to better serve the public and particularly, local small businesses. Engaging all employees in this effort to serve local small businesses, the customers they know best, is an excellent approach!

# USPS IS HIRING IN THE 021/022/024 AREA

The Postal Service is the second largest employer in the United States. We offer our team variety, training, and ways to move up. We have specific programs for recent grads and skills matching for applicants with military experience.

From mail carriers to corporate management, we all work together to provide efficient, affordable service to the American public. USPS is an excellent workplace for self-motivated individuals who enjoy independence and measurable goals with the added satisfaction of serving our communities.

## Benefits

Great benefits include more than good pay. USPS has competitive salaries and premium benefits.

- Multiple health and life insurance choices
- Retirement and thrift savings plans
- Vacation time and sick leave
- Qualifying education assistance

## Building a Career at USPS

Our workers are the backbone of USPS service. We want to develop and advance their careers within USPS, so our development programs train and prepare our employees for promotions and growth in a variety of USPS business areas.

## Diversity, Equity & Inclusion

It is the policy of the Postal Service to provide equal employment opportunity and prevent employment discrimination. We seek to attract and retain a diverse workforce in which employees respect and value each other's differences and work to promote collaboration, flexibility, and fairness so that all employees are able to participate and contribute to their full potential. Should you become a USPS employee, you will be required to perform your duties in a manner that complies with these policies and objectives.

## Employment requirements

- 18 years old at the time of appointment or 16 years old with a high school diploma
- United States citizen, permanent resident, or citizen of American Samoa or other U.S. territory
- Recent employment history
- Ability to pass a criminal background check, drug screening, and medical assessment
- Residency requirement for background checks
- Safe driving record (if applicable to the position)
- Must be registered with Selective Service if applicable

If you know of someone interested in joining the USPS Team, please contact [greaterbostondistricthiringmanagers@usps.gov](mailto:greaterbostondistricthiringmanagers@usps.gov) or [alison.maher@usps.gov](mailto:alison.maher@usps.gov)

## USPS POST-ELECTION REPORT: USPS REPORTS STRONG PERFORMANCE DELIVERING ELECTION MAIL

The United States Postal Service issued its 2022 Post-Election Analysis Report of delivering the nation's Election Mail during the 2022 midterm elections. The Postal Service reported it successfully delivered 54.4 million ballots\* to and from voters during the general election, with 98.96 percent of ballots delivered from voters to election officials in just three days. On average, completed ballots were delivered from voters to election officials in under two days.

"Once again, our entire Postal Service team has successfully delivered the nation's ballots securely and on time," said Postmaster General and CEO Louis DeJoy. "We take great pride in the role our organization plays in the vote-by-mail process. The American people can continue to feel confident in using the U.S. Mail to fulfill their democratic duty."

"These results speak for themselves. The Postal Service has performed at a very high level as it has done since the late 1800s. The entire team - from the Postmaster General, to the senior leadership team, to the 655,000 men and women of the Postal Service - is dedicated to ensuring excellence when it comes to delivering our nations' election mail for the American people. And we will continue to look for opportunities to improve operational effectiveness of this critical service in future elections," said Amber McReynolds, Chair of the USPS Board of Governors Election Mail Committee.

\*Between Sept. 6 and Dec. 6, the Postal Service delivered more than 54.4 million ballots to and from election officials to voters through the U.S. Mail to support elections across the country.

Of these ballots:

- **98.96 percent** of ballots sent by voters to election officials were delivered within three days
- **99.82 percent** of ballots sent by voters to election officials were delivered within five days
- **99.93 percent** of ballots sent by voters to election officials were delivered within seven days
- **Less than two days** average to deliver completed ballots from voters to election officials.

The Postal Service's role in the vote-by-mail process is to transport, process and deliver ballots to and from election officials and voters. In July, the Postal Service announced the permanent formation of the Election and Government Mail Services Team to focus year-round on the timely and secure delivery of Election Mail as interest and the use of vote-by-mail offerings continues to grow nationally.

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## A HISTORY OF LOVE STAMPS... continued

And for next Valentine's Day or another romantic occasion, consider a LOVE stamp jigsaw puzzle

1,000 pieces, 24" x 30", which you can purchase from:

[https://store.usps.com/store/results?Ntt=love+stamps+jigsaw+puzzle&\\_requestid=830135](https://store.usps.com/store/results?Ntt=love+stamps+jigsaw+puzzle&_requestid=830135)





## THE USPS CARRIER RETENTION TEAM INNOVATION

Joshua Balcunas, Acting Postmaster of Boston, on the heels of a hiring spree for USPS, has assembled a team to assist new carriers in navigating their careers through their first few months of employment.

Postmaster Balcunas states; “We are trying to build a culture of engagement and empowerment. Newer employees will be more likely to embrace a career with us if they feel valued and feel like they are a part of a team. Having our management staff facilitate an initiative like this will also create empowerment with them, which works towards building a stronger and more diverse leadership team.”

“It’s imperative that the new employees know that we have their backs and want them to succeed,” states Bob Munroe, Wollaston Manager and Retention Team Member. George Kippenhan, Retention Team Member and PCC Executive Board Member states, “We want the new employees to feel comfortable in contacting an experienced Postal worker with any questions they may have.”

The Retention Team consists of Managers and Supervisors who understand the ins and outs of USPS Delivery. The program has been a success since introduced in January, 2023.

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## WHY YOU SHOULD JOIN THE PCC

The Postal Customer Council is a valuable resource for business mailers, large and small. Local PCCs serve as an open channel for USPS-to-business communication, providing information and best practices for cost-effective and profitable mailing, education and training, and solving local challenges. Though most PCC members include large business mailers, government agencies, and business mail service providers, small businesses benefit from PCC membership, too. The award-winning Greater Boston PCC offers these benefits:

- Learn from postal experts about marketing through the mail.
- Find new sources for mailing lists, printing, database management, and more.
- Get discounts to major mailing industry events.
- Network with other mailers, business mail service providers, and USPS executives to discover new ways to make your mailings more efficient and profitable
- Hear first-hand from other decision-makers on how they deal with the same challenges you face.
- Leverage best practices to improve mailing effectiveness, efficiency, and profitability.
- Gain knowledge about postal products, services, and tools to improve mail quality through workshops and events—and earn a professional certificate to boot.
- You can even score tickets to a Boston sports team and socialize with colleagues while cheering them on!

**[VISIT BOSTONPCC.ORG](https://www.bostonpcc.org)**

# Greater Boston PCC Corporate Sponsors



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**GREATER BOSTON  
POSTAL CUSTOMER COUNCIL**

**JOIN THE GBPCC**

The Greater Boston Postal Customer Council (GBPCC) is a United States Postal Service (USPS) sponsored organization comprised of a local network of business mailers, mail service providers and USPS representatives. GBPCC offers opportunities to participate in educational programs, networking events and discussions focused on changing postal regulations, rates and local/national mailing issues. If you are interested in becoming a member please use

**MEMBERSHIP RESPONSE FORM**

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City, State & Zip \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax( ) \_\_\_\_\_

Email \_\_\_\_\_

Membership Levels (check one):

- General (No fee, individual member)
- Premiere (\$40, individual member)
- Corporate (\$150 unlimited members)
- Corporate Sponsorship (\$250 unlimited members)

Member information (if more space is needed please use additional page):

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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Please send checks payable to:

Greater Boston PCC  
PO Box 51234  
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Or visit:

[www.bostonpcc.org](http://www.bostonpcc.org)

to register and pay by credit card



GREATER BOSTON  
POSTAL CUSTOMER COUNCIL

PO Box 51234  
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To register for PCC events, visit our website:

[www.bostonpcc.org](http://www.bostonpcc.org)

First Class Mail  
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## Boston Red Sox PCC Networking Event



Wednesday  
06/14/2023

**Boston Red Sox**  
vs.  
**Colorado Rockies**

5:00 PM - Loretta's Last Call  
(1 Lansdowne St, Boston)  
Networking, complimentary  
appetizers & cash bar



7:10 PM - Game Time

**For tickets, go to [bostonpcc.org](http://bostonpcc.org)**

For more information about the Greater Boston PCC, visit us at: [www.bostonpcc.org](http://www.bostonpcc.org)