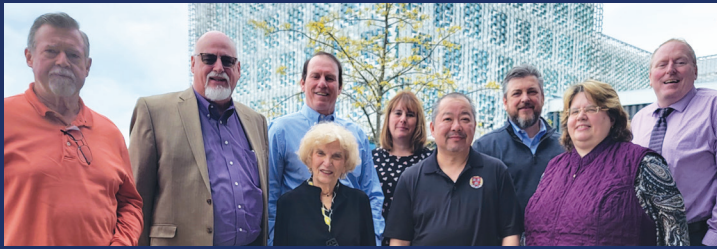




**GREATER BOSTON  
POSTAL CUSTOMER COUNCIL**

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



# POSTAL CUSTOMER COUNCIL NEWSLETTER

## Greater Boston PCC Board Members

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Karen McCormick, Emeritus

George Kippenhan, USPS

## PCC SPOTLIGHT

**SPOTLIGHT ON BOSTON**  
**THE POSTMASTER GENERAL**  
**IS COMING TO BOSTON**  
**NATIONAL PCC DAY WITH THE PMG**  
**WEDNESDAY, SEPTEMBER 20, 2023**



**Louis DeJoy,**  
Postmaster General

**SAVE THE DATE!** The Greater Boston PCC will hold its National PCC Day event on Wednesday, September 20, 2023 in the Great Hall of the Boston General Mail Facility. In recognition of our winning METRO PCC OF THE YEAR, 2022, **Postmaster General Louis DeJoy** will honor us by attending our event and delivering the keynote address. Be on the lookout for registration information.

## ADRIANNA KUNEVICH WILL SING ON NATIONAL PCC DAY

Adrianna Kunevich may be small in stature but has a powerhouse voice that would make any Broadway star blush. This 4-foot 9 inch 13-year-old girl was ecstatic to be asked to sing the National Anthem for Greater Boston's upcoming PCC Day on Wednesday September 20, 2023.

## PCC SPOTLIGHT ON ADRIANNA KUNEVICH... continued



Adrianna is a resident of Hanover, MA and studies voice, dance and acting at the Capachione School of Performing Arts. The Capachione School won the 2022 Broadway Cup in Atlantic City at the Access Broadway National Awards... naming it the top Performing Arts School in the country. Adrianna was a member of the competition team that contributed to the win. In addition to musical theatre, Adrianna also enjoys playing soccer and flag football and loves to ski, read, and hang out with friends. She also loves volunteering for her church.

Adrianna started singing at 6 years old and soon fell in love with theatre. Shortly after enrolling in the Capachione School, she landed her first role as the Evil Stepsister in Cinderella. As the years progressed, the roles increased. She portrayed Matilda in “Matilda,” Pinocchio in “Shrek” and Martha in “High School Musical.” Her favorite role has been Patty Simcox, the perky and despised cheerleader in “Grease.” Adrianna states, “I really enjoyed learning how to twirl the baton for Grease. The character was very obnoxious. It really showed when I got to twirl the baton in Danny Zuko’s face and he just yells ‘Stop that!’ I loved how funny that scene was.”

Adrianna achieved national recognition at the “Access Broadway” Competition. Her team’s performance of “Shrek” received the first standing applause in the competition. Adrianna also received a “Platinum” award (the highest honor) for her age group (duet/trio under 14 years old) as she performed Johnny and June Carter Cash’s classic song “It Ain’t Me Babe.”

As for USPS, Adrianna attended a Shel Silverstein stamp dedication for her homeschooling community. She loves watching her younger sister Eliza running to get the mail every day from their letter carrier. “I love getting Christmas Cards and letters from friends. I have a pen pal in Georgia who I love writing to.”

When asked about singing the National Anthem for over 200 people including the Postmaster General of the United States, Adrianna stated, “I am just so grateful to be asked. It is a big honor for me. I love singing and can’t wait to be a part of this special day.”

Don’t miss PCC Day on September 20, 2023! Hear Postmaster General Louis DeJoy AND Adrianna Kunevich **in person!**

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**THE PMG IS COMING TO BOSTON  
FOR NATIONAL PCC DAY  
WEDNESDAY SEPTEMBER 20, 2023**

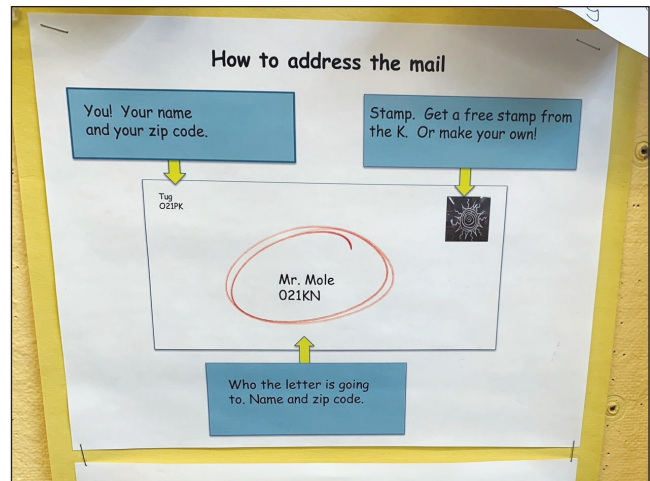
# OUR FAVORITE POST OFFICE: FAYERWEATHER SCHOOL KINDERGARTEN RUNS A REAL POST OFFICE!

On Tuesday, April 12, George Kippenhan, PCC Executive Board Member, visited the Fayerweather School in Cambridge for a tour of the “Kindergarten Post Office” and special stamp dedication.

The Fayerweather School Kindergarten class has a working Post Office for the school. Each student has a job and a Post Office Uniform. They sort letters, cancel stamps, and deliver all mail to the different locations in the school. They take their job very seriously. The students explained that each section of the school has its own “unique zip code” which assists them in proper and accurate delivery.

They had several interesting questions as well. They asked about the first Postmaster Benjamin Franklin. They asked about the Pony Express. There was a lively discussion about mail delivery to the Grand Canyon. USPS uses donkeys!

Finally, a dedication of the new “Love” Stamp (a puppy and kitten clutching a heart) was met with cheers. The teachers state that the Post Office is a huge part of their Kindergarten curriculum. They offered a standing invitation for the Postal Customer Council to come back for the new crop of students every year.



## **GUEST COLUMN — HIGHLIGHT OF THE DAY**

### **BETSY SHORTELL AND THE DAILY MAIL**



Like many of my peers, I didn't plan to work in the mailing industry. I didn't have a history of family members working for the Post Office (that I know of) and never imagined that I would work in Mail. However, mail has always been a part of my life. To my dad, who passed away in 2016, getting the mail was an event that he looked forward to each day. An avid collector of many things, including Fire Engine models, the arrival of the daily mail was an anticipated event. It was special if you got to be the one to walk to the mailbox to see what was in it. I grew up in Michigan, and my grandparents and other family were on the East Coast. At holidays and on birthdays, my brother and I each anxiously anticipated what would be coming in The Mail. I also remember mail-ordering things from mail order catalogs and from the back of comics and cereal boxes-- Sea Monkeys and other silly things. The excitement of seeing if one of these

"prizes" was in the mail of the day is something I shared with my dad, and I still experience, with the help of Informed Delivery!

As my dad neared the end of his life, he was confined to his house. Still an avid collector of Fire Engine models, every day he anticipated the mail with that excitement. He relied on the mail until the day he passed. The last Fire Engine model he purchased was received a few weeks before he died. That joy and anticipation of getting the mail is something he lived for, and the mail delivery brought him happiness. I am proud to be in this industry, and I hope the job I do brings this joy to others!

Betsy Shortell is Director of Harvard University Mail and Distribution Services



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## **STAMP DEDICATION AT HANCOCK PARK REHABILITATION AND NURSING CENTER**

On April 11, 2023, George Kippenhan, Supervisor of Customer Service Support (USPS) and Greater Boston PCC Executive Board Member, visited the Hancock Park Rehabilitation and Nursing Center for a special stamp dedication. It was the perfect opportunity to celebrate spring and America's' love for flowers as the Tulip Blossoms Forever Stamp was dedicated.

A wonderful discussion was had between George and the residents of Hancock Park. The residents highlighted the importance of mail in their lives, then and now. They spoke of the need for mail when a loved one was stationed overseas as it was the only way to communicate. Many residents stated that they love receiving 'Thank You' cards from their grandchildren.

# GRANDPARENTS AND GRANDCHILDREN ATTEND STAMP DEDICATION AT BRAINTREE DEPARTMENT OF ELDER AFFAIRS

George Kippenhan, PCC Administrator, brought his “Power of Mail” presentation to the “Braintree Department of Elder Affairs” for their annual “Grandparents Day” on April 18, 2023.

Over 100 people (Grandparents and Grandchildren) enjoyed the presentation and dedication of the Tulip Blossoms Forever Stamp. Michelle Watts, Activity Director for the Senior Center, stated, “It’s so nice to have organizations like the Postal Customer Council and USPS offer a free event that is important to all generations. This was easily the most well attended and well received event that we have hosted.”

Bert Trembley, veteran of the US Marine Corps, was in attendance and told stories of how excited the soldiers would be to get a letter from home while stationed overseas.

The event culminated when the Grandchildren of the members pulled the drape off the enlargement and introduced the brand-new Tulip Blossom Forever Stamp to the cheering crowd.

“It’s so cool to be in a room with so many different generations of family and have them enjoy an open conversation about letter writing and the way it connects all of them.”



George Kippenhan with his daughter and his mother



One resident, Bob Madsen, a retired Letter Carrier after a 30-year career, shared stories of his days of walking his route. He spoke about how he and other letter carriers are the one constant in a neighborhood. He knew all the kids and watched them grow up. He also told funny stories about his interactions with dogs in the 70’s prior to “leash laws.”

It was an excellent event. Many thanks to Michael Hammerle, Activities Director for Hancock Park, for helping put this event together with the PCC.



Pictured is George Kippenhan, PCC Executive Board Member, Bob Madsen, a retired Letter Carrier and Michael Hammerle, Activities Director for Hancock Park.

# GEORGE GOES TO NPF - MY FIRST NATIONAL POSTAL FORUM

By George Kippenhan

As I boarded the plane for the National Postal Forum in Charlotte, NC on May 21, I had that nervous, excited feeling akin to the first day of school. I had no idea what to expect. Thankfully, I wasn't traveling alone. I'd be accompanying Mike Rakes, Massachusetts/Rhode Island District Manager and Joshua Balcunas, Acting Postmaster of Boston and Greater Boston PCC Co-Chair. I knew it was going to be one heck of an experience and a chance for us to learn and network. I also knew that we would see many familiar faces.

After arriving in Charlotte and checking into our hotel (which was connected to the Charlotte Convention Center), we were given our name badges with a QR code. These QR codes were very cool as they would be scanned when we entered each workshop (a survey would then generate via email asking our opinion of the presentation). After a general session welcoming us to the NPF in the main Ballroom, Mike and Joshua were whisked off to USPS Leadership meetings and I was off to my first class/workshop. I settled on "Time Management in the Hybrid Work Environment" which was presented by Glen Swyers, from The Imagine Group. I had a few excellent takeaways such as arrange your office so that it is comfortable, effective and personal. If you listen to music while working, choose music without lyrics to avoid distraction.

After the class, I ran into a familiar face, Jim Burns, of our PCC Executive Board and Mass General Hospital. We hugged like we hadn't seen each other in years (it had been a little over a month). Traveling for work events is tough (being away from family) so to see a friend or colleague is very comforting. That night, Mike, Joshua, and I attended the NPF Welcome Reception with Dave Guiney (Acting District Manager of Connecticut and former Greater Boston PCC Postal Co-Chair). It was held outdoors on a beautiful night. We saw Karen McCormick, PCC Executive Board member. I hadn't seen Karen in person since pre-pandemic, so this reunion was extra special. I got back to my hotel room exhausted. I Facetimed my family who were just excited to see my hotel room. Whenever I travel for work, my kids always ask about my hotel room. They were impressed that THIS hotel had a couch along with a bed. I glanced over the schedule for the rest of the week and realized that we would be going non-stop until we left on Thursday.

Monday morning started with Postmaster General Louis DeJoy's Keynote Address in the Crown Ballroom. He spoke about the "Delivering for America" plan that positions USPS to be on a positive trajectory with new opportunities for the mailing and shipping industry. This was followed by another workshop called "Delivering in a Crisis: National Infrastructure and USPS". PMG DeJoy along with members of the White House COVID-19 Response Team and members of his Executive Leadership team told the success story of how USPS and the White House worked together to deliver 700 million COVID Test Kits to the American public. It was inspiring to hear the behind-the-scenes stories of how this program came together so quickly. This session proved how vital USPS is to America.

After lunch, Mike, Joshua, and I attended the "Learn How the Postal Inspection Service Protects You and Your Business" workshop. Facilitated by Gary Barksdale, Chief Postal Inspector, the session featured videos of criminals attempting to steal mail and the actions taken by the Inspection Service to thwart them. Chief Inspector Barksdale advised that all citizens deposit mail in mailboxes close to pick-up times. The Inspection Service's motto is "Prevent, Protect, Enforce." New high security collection boxes are being designed and will be deployed.

Following the Inspection class, I attended "Prescription for PCC Health: Diagnosis Revealed". Even though Greater Boston had 1 of the 8 perfect scores in the Nation for the PCC Health Check, I wanted to have some takeaways on what we can do to make our PCC even stronger.

My last seminar for the day was entitled "Strategies to Attract and Retain Essential Talent". The Facilitators were Chris Lien and Clayton Rozario, of BCC Software. As a member of the Carrier Retention team for the Postmaster of Boston, one of my duties is to ensure that we do everything in our power to properly train and retain our Part Time Flexible Carriers. The facilitators spoke of the different working mindsets between the Baby Boomer Generation, Generation X and Millennials. My key takeaway was the necessity for a proper work/lifestyle balance for our new employees.



**George Kippenhan,  
Dave Guiney,  
Pat Ring,  
Betsy Shortell,  
Karen McCormick,  
Steve Smith**

The PCC Reception was held that evening with great food and great company. After another day, it was time for a call home and sleep.

Tuesday's morning session in the Crown Ballroom was led by the USPS Executive Leadership Team. They spoke about optimizing mail and package flow through newly created Sortation and Delivery Centers. After this meeting, I met up with Betsy Shortell, PCC Executive Board member representing Harvard. Betsy and I went for a quick walk around the Convention Center discussing our National PCC Day in September (we are on our National PCC Day Committee). We visited the Exhibit/Vendor Hall and met PCI, a family-run company more than 50 years old and we arranged with them to participate in several ways at our Boston National PCC Day! That's the power of the PCC and NPF.

Later that day, we attended the Exhibitors' Reception and enjoyed all the booths and innovative machines that are revolutionizing the mailing industry. It was another amazing day. I finally got to the Hotel and Facetimed the family. They were not impressed with my 11,000-step count, but they did want to see the couch in my room again.

On Wednesday morning (before their Leadership Meetings), Mike, Joshua, and I attended the USPS Officer presentation "USPS Shipping Solutions: Powerful Products, New Solutions, Powered by our Transforming Network". We learned about USPS Ground Advantage and other innovations that will quickly find their way to our customers to meet their business needs. The Q and A led by the Postmaster General was answered confidently and backed up by additional subject matter experts.

At lunch, we had an amazing inspirational speaker: Robyn Benincasa, a world champion adventure racer, 2014 CNN Hero, full time firefighter, New York Times Best Selling Author, and 3-time Guinness World Record Endurance Kayaker. She spoke about the importance of teamwork and never giving up. Truly Inspiring! This was also the time that USPS and the Postmaster General recognized our Industry Award Winners.

My final Workshop was run by Joseph Banks, Judy Caldwell, Suzi Ozwald and Eric Roberts, all key members of the National PCCAC (both Postal and Industry). Their workshop "Strength in Numbers: PCC Executive Board Strategies" was excellent. We strategized with other PCC's on how to firm up their Executive Boards with quality relationships. The key takeaway was buy-in from District leadership which thankfully Greater Boston has with District Manager Mike Rakes and Acting Postmaster Joshua Balcunas.

Our closing event was held at the NASCAR Hall of Fame. It was very cool. I tried a NASCAR simulator. Unfortunately, I crashed going around the first corner. I continued to drive around the track backwards. It was not my finest hour. As Postmaster Balcunas advised: I should stick with USPS. With my NASCAR dreams literally up in virtual smoke, I headed back to the hotel.

I thought about the experience I had been through at the NPF. The knowledge I had obtained. The new colleagues I had met. The friends that I grew closer too. The ideas that I want to make realities. The innovations that USPS is creating. An amazing week to say the least. I went back to my room. I Facetimed my family. The kids were excited that I was coming home tomorrow. I packed the suitcase. Exhausted but motivated, I went to bed. Mike, Joshua, and I caught our 11:30 flight from Charlotte to Boston. As we waited for our luggage to arrive, we talked about the excellent experience we all had. We waited for what seemed like hours at the carousel, until Mike said, "George, I don't think your suitcase made it." I went to baggage customer assistance and filled out the required forms.

## IN MEMORY OF AL SILVERSTEIN



It is with great sadness that we announce the death of Al Silverstein on June 26, 2023. Al was a pillar of the mailing industry and of the Greater Boston PCC. He will be deeply missed. We extend heartfelt condolences to Al's family and to all his colleagues. We plan to revisit his career in our next Newsletter.

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## USPS LAUNCHES GROUND ADVANTAGE

Starting in July 2023, USPS will launch USPS **Ground Advantage** service, an affordable and reliable way to ship packages up to 70 lbs for delivery in 2 to 5 business days.

USPS **Ground Advantage** will combine USPS Retail Ground, First-Class Package, and Parcel Select Ground services (including returns options such as First-Class Package Return service and Ground Returns) into a single, streamlined ground shipping service.

USPS **Ground Advantage** is a perfect option for shippers of all sizes who want affordable domestic ground shipping to all 50 states, U.S. military bases, territories, possessions, and Freely Associated States.

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## TIME TO UPDATE YOUR PROFILE

Springtime is a good time for a "clean-up." We are asking our membership to check their profiles on the Greater Boston PCC website (GBPCC.org) so that we can efficiently communicate all the latest information, educational opportunities, and exciting events that have been planned. The best way to stay informed and engaged is to ensure that your profile is accurate and complete. If you are no longer the primary contact, please provide the credential information of the new individual to either Sean Hunt (shunt@jet-mail.com) or Jim McClymont (JimM@ConnollyPrinting.com). Thank you.

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## RATES

On June 15, our PCC hosted a webinar presented by Adam Lewenberg, President of Postal Advocate, Inc. on the new July 9, 2023 rates.

For a comparison of old and new rates, visit [postaladvocate.com](https://postaladvocate.com)

For the complete list of new rates, go to Postal Explorer, <https://pe.usps.com/text/dmm300/Notice123.htm>



## MAIL DESIGN PROFESSIONALS - THEY PASSED! - WILL YOU?

The Greater Boston PCC is proud to count among its Executive Board members and its general membership Certified Mail Design Professionals. In our last Newsletter, we reported that 16 students took the MDP exam on March 22. **THEY ALL PASSED!**

The MDP Exam is a 10-module course that covers: classes of mail, basic mail design, addressing and 7 other sections covering topics such as pricing and automation

For more detail about the course and the session, go to <https://www.bostonpcc.org/event-5187936>

Do you qualify as a Mail Design Professional? 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).



## PCC NIGHT AT THE RED SOX



On Wednesday, June 14, we had our annual PCC Red Sox night at Fenway.

First, we gathered for our pre-game networking event at Loretta's Last Call on Lansdowne Street. Then, onto the ballgame where upon entry we received a colorful Kiki Hernandez Tank Top given to the first 7,500 fans to scan their ticket and enter Fenway Park.

The Sox Bats were HOT and they overtook the Rockies 6-3. A good night for all those in attendance.

Be on the lookout for tickets to next year's PCC Night at the Red Sox.

**KIKÉ HERNÁNDEZ CITY CONNECT TANK\***  
**WEDNESDAY, JUNE 14 VS. ROCKIES**



*Presented by Coca-Cola | 7,500 Fans*

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**GREATER BOSTON  
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**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

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**GMF, BOSTON**



Louis DeJoy, Postmaster General

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