



POSTAL CUSTOMER COUNCIL NEWSLETTER

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PCC SPOTLIGHT

KEN TOY

OPERATIONS SUPERVISOR, HARVARD MAIL SERVICES

Ken Toy has been a part of the team at the Harvard Mail Communications Center since 1991. He joined the group full time processing invoices for the bulk mailing unit which was at that time associated with the Harvard Printing and Publications group. He spent the next several years slowly familiarizing himself with bulk mail operations and digital print which at that time was slowly gaining traction versus traditional offset print. He worked with Harvard Print specializing in data processing and data sorting for bulk mail projects in the Mail Communications Department.

In 1991, the bulk mail group was absorbed into Harvard University Mail Services and he continued in his role as an assistant manager in charge of bulk mail services and overseeing an in-plant digital print service. Over the last 22 years, he’s continued to build his knowledge base in both print and mail services. He’s been able to maintain the print operation, now Harvard In-Plant Print and Mail, in conjunction with bulk mail services to provide a one-stop solution for departmental projects including non-profit bulk mailings, presorts, office supplies, business cards, large format prints, and as a mail piece design specialist for various projects.

Harvard University Mail Services provides campus delivery of USPS packages to faculty, staff, and students, bulk mail services including marketing and non-profit presorting, presort metering, print services, large format printing, courier services, mail room management, and inter-library delivery services between Harvard libraries. Mail Services employs approximately 40 employees across their business lines.

During the Covid pandemic, one our proudest achievements was providing the courier services for the pickup and delivery of all Covid test kits to and from departments and the testing laboratory. Our

dedicated staff worked tirelessly transporting the tests back and forth to make sure that our community stayed safe and healthy.

Ken is the youngest of three raised by his Chinese immigrant parents who were able to navigate life in a new country. He was born and raised in Boston – Allston to Brighton and settled in West Roxbury with his wife, Sophie, and his two children Ashley (23) and Jason (22). He's immensely proud of his public school education and more so that his two children were able to experience it as well, attending Boston Latin School just like their Mom and Dad. In his spare time, Ken enjoys gardening, movies, fantasy sports, and hanging out with friends.

"I'm so fortunate that I was able to find a career that continues to surprise me, intrigue, and blessed by the friends and colleagues that I've had the opportunity to engage with over the years"



Ken at work



Ken with family in Harvard Yard at daughter Ashley's graduation May 2022

DO IT NOW!

On February 27, 2024, Mark Fallon, former long-time PCC Executive Board member, gave a webinar entitled DO IT NOW.

He addressed the common habit of making plans but waiting, waiting, waiting ...waiting to take action on those plans. Waiting for more information, waiting for a situation to stabilize, waiting for the perfect moment.

If this describes you, you may benefit from Mark's webinar recorded at <https://postalpro.usps.com/node/12835>

Think about upcoming events that you'd like to register for. **DO IT NOW!**

REGISTER FOR NPF! REGISTER FOR SCAVENGER HUNT! REGISTER FOR PODCASTS!

GUEST COLUMN — DEBRA VISCO AND THE NEW PUPPY

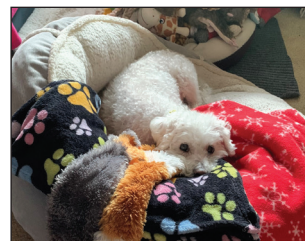


Faster than a speeding bullet, more powerful than a vacuum, able to leap tall things in a single bound, look up in the air! It's a bird! It's a squirrel! No, it's Donte the Superpup!

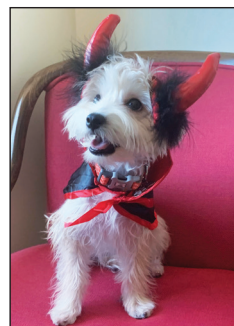
Our little guy, a Morkie (Maltese/Yorkie), arrived last July weighing in at a tiny 3.4 pounds. A little peanut, we were so worried about stepping on him which really was a challenge during the first week. Mom and I live together, and it was my idea, and she keeps emphasizing that to me and telling everyone else too, to welcome another fur baby. We had just lost our beloved Dino, a 15-year-old Bichon Frise, a few months earlier and as the days rolled by the environment at home just wasn't feeling quite right.

Dino had several medical conditions including diabetes during his last three years and taking care of him brought lots of work in the form of insulin shots twice a day, a special diet, many veterinarian appointments, etc. He got the best of care, the best of everything, including double cataract surgery. Losing Dino was really hard. Mom and I knew when the day came there would be a huge void.

Starting with Mom, there has been a long line of fur babies, both cats and dogs. The list of names over the years includes: Spitzzy, Lucky, Tippy, Princess, Trixie, Nickie, Randy, Reggie, Toby, Dino, & now Donte. Each one has had their own special personality, from cuddling, to howling, to hiding treats. My Mom even won a Prince Pasta Company essay contest when she was 12 years old, a Cocker Spaniel puppy was the grand prize, and she fittingly named her Princess.



Having a new puppy in the house has been a huge change as we went from a senior to a very energetic baby. My Mom keeps telling me, Donte is not like any of the others, he's the devil!! Well, guess what I dressed him up as on Halloween? Yup, the devil, with horns! Donte has a pretty good resume; he has destroyed about two dozen or so dog toys, two dog beds, a pair of shoes, several mats, an ottoman, and a few more things I'll keep quiet about not to get him into further trouble.



There have been fights about everything including toys, blankets, even ice cream cones. Donte seemingly possesses the ability to fly like a bird and jump on and off the couch with fantastic speed mastering the art of parkour. The word "No" said firmly can trigger a serious case of the "zoomies". It's amazing he can dart around the room and not manage to run headfirst into anything. His tank will empty, he will fizzle out and then become a prince sitting on his throne of blankets. Well, he thinks they are his.

Yes, there should be more discipline, but seeing him fly is pretty entertaining. Aside from being a bird, Donte is also a Kleenex thief! My Mom always has Kleenex stuffed in her pockets and he knows exactly where the stash is. Every so often you see his head in her pocket and then the chase is on, drop it! Thief! You devil!!



He arrived as a little golden boy, but his hair color keeps lightening up after every grooming. Donte weighs a whopping 9.6 pounds now and isn't expected to get much bigger than 10 pounds. He is the smallest breed we have had, which was intentional, as I hope to travel with him in the future.

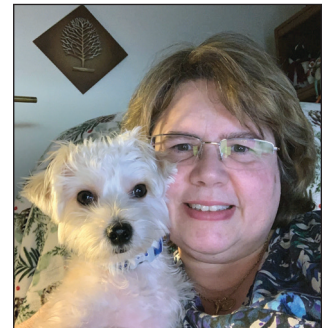


Donte has been healthy and just went through his neutering procedure combined with having a dangling dew claw removed. Two weeks of wearing the cone but he made it through, or should I say we all made it through. Trying to keep a puppy from jumping and running is a lost cause, but we kept him as subdued as much as possible.



Every day Donte gets his teeth brushed, hair combed, and wiped down. He has a tiny tear stain issue we are working to get a handle on but hopefully it will get resolved soon. It's a common problem he inherited from his Maltese side. There is work involved to care for him, or perhaps it's just called pampering.

Donte is full of spunk, affectionately dishes out kisses, and loves playtime. There are many things that can contribute to a great day, but what can make any lousy day a fantastic one is coming home to a four-legged, tail-wagging puppy. He doesn't care what did or didn't go so well, if it was a stressful day or not, he just wants to share his affection. What better way to put a smile on your face.



There are songs about dogs, but a recent favorite of mine is one of Jimmy Buffett's last music videos made for the ASPCA, Like My Dog. Give it a watch if you're a dog lover.

LOVE 2024



Each year we look forward to the new LOVE stamp issued by USPS. Perfect for sending Valentine's Day cards.

Here is USPS's description of 2024's interesting design.

"Geometric shapes come together to form the highly stylized white bird. Set against a rich red background, the bird carries in its beak a pink envelope sealed with a red heart."

Print quantity for this stamp: 200,000,000!

The LOVE theme fits in with our focus this quarter on our pets, those creatures who give us unconditional love!

WE LOVE OUR PETS



Elena Elliot and vanGogh



Mike Shields with Stella and Bella



Alison Maher and Biscuit



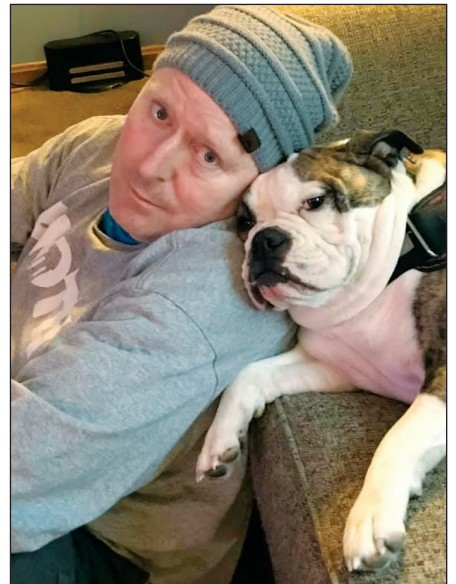
Chris Makolandra and Leo



Alice Gordon and Granddog Tiny



Sean Hunt with Kiwi and Summer



George Kippenhan and Hexi the Bulldog



NOW ★ HIRING



LOOKING FOR A CAREER? USPS WANTS YOU! USPS LAUNCHES MAJOR RECRUITING EFFORT

Are you stuck in a job? What are your opportunities for advancement? Do you need training? Do you have good benefits? Do you feel trapped working at a desk indoors?

Check out the opportunities at USPS. On-the-job training. Great benefits not often found in the private sector anymore. Opportunities to move up. Spend the day mostly outdoors in some jobs.

The Massachusetts/Rhode Island district has been working hard to bring our staffing levels where they need to be. We currently need to hire more than 700 carriers across MA & RI. It isn't easy trying to find new ways to think outside the box and spread the word that we're hiring. We've set up hundreds of hiring events at Post Offices across the district, we had a flash mob that got network TV coverage, we've attended channel 25 Zip trips, purchased billboards, radio ads, newspaper articles and plenty of banners. We've had tables set up at sporting events and races, food pantries, MassHire events, county fairs, high school job fairs and more. Despite our aggressive recruitment efforts, we are still battling to keep up with retirements fill positions, especially in the carrier craft.

We have several entry level positions available ranging from clerks & letter carriers to mail handlers and administrative staff that require no experience and include on-the-job training as needed. The Postal Service offers competitive wages, outstanding benefits, and opportunities for career advancement. Continuing education and skills-building courses are available to qualified individuals at no cost to them.

If you or someone you know is interested in a job with the Postal Service, stop by your local Post Office and speak with someone today.

Here are some dates in April for hiring events in local Post Offices.

Tuesdays

Brockton Plant, 225 Liberty Street 02301 • 11:00 AM - 1:00 PM

Lawrence Post Office, 431 Common Street 01840 • 10:00 AM - 2:00 PM

Wednesdays

Nantucket Post Office, 144 Pleasant Street 02584 • 11:00 AM - 1:00 PM

Thursdays

Mashpee Post Office, 11 Market Street 02649 • 11:00 AM - 1:00 PM

Woburn Post Office, 462 Washington Street 01801 • 10:00 AM - 2:00 PM

GMF- 25, Dorchester Avenue 02205 • 10:00 AM - 2:00 PM

In addition, here is a date in Oak Bluffs.

April 26th, Oak Bluffs Post Office, 24 E Kennebec Avenue 02557 • 11:00 AM - 1:00 PM

Or you can go to usps.com/careers and search, by state, for available jobs near you. Then use your laptop to apply from the comfort of your own home.

PCCAC Innovation Presents THINKING OUTSIDE THE BOX THE PCC IN THE COMMUNITY

THE ORIGINS OF THE GREATER BOSTON PCC IN ELEMENTARY SCHOOLS

On my son's first day of school in 2015, he came home with an art project. It was a picture of our house (or something that resembled our house...he was 6 years old), and clearly (in the teacher's printing) was his name, our address, town, state, and zip code. He knew that I was connected to this mysterious puzzle. "Dad, this is what you do at work?" It was...but now I wanted to show him just how much I was connected to it.

I brought the idea of doing an original program to the Greater Boston PCC Executive Board. My mind was going a mile a minute and my mouth was trying to catch up. "I can go to elementary schools and talk to them about letter writing and about the cost of stamps and the different stamps we have and about why we write letters and talk to them about the power of mail." The Board stopped me. Yes. The power of mail.

Talk to the kids about the power of mail. Make it entertaining. Make it worthy. Make it honest. Make it relatable. I wrote a 30-minute presentation called "The Power of Mail". I share stories about writing and receiving mail from my favorite baseball player Cal Ripken Jr. when I was their age 40 years ago (and showing them the framed 8x10 that I still have) and how my son repeated the action and got the same result (from WWE superstar John Cena). I talk about the sheer goodness of sending thank you cards to your Grandparents or get-well cards to less fortunate children in hospitals. I explain that you can send a letter anywhere in the country for less than 70 cents much to the amazement of the grade schoolers.



George Kippenhan in class presenting the Power of Mail



George Kippenhan helps the children unveil the Jack O' Lantern stamp

At the end of the presentation, a few excited children are invited on stage to dedicate a child-friendly USPS stamp removing its ceremonial curtain for dramatic effect.

A commemorative plaque is presented to the school's Principal in recognition of their participation.

A Charlie Brown Christmas, Jack O' Lanterns, Scooby Doo, Rudolph the Red Nosed Reindeer, John F. Kennedy and many more stamps have been dedicated at 50+ elementary schools over the past 9

years with support from the Greater Boston Postal Customer Council and the USPS Massachusetts/Rhode Island District. This PCC program became so popular that many local news outlets published articles and I became known as “the stamp guy”. I was the guest speaker at an elementary school for an assembly that got kids out of math class for a half hour. It was cool! My favorite part was going to the town’s social media pages after I spoke and seeing if the presentation had any impact on the students. I would almost always see a comment from a parent asking, “Does anyone know why Jimmy wants to write a letter to Gronk?” All of this happened because of our PCC Team’s support in having me trying something different and my son bringing home a weird drawing with our address on it.

INNOVATION BEGETS INNOVATION

Especially when we have George on our Executive Board! The success of the school program generated other ideas, now at the other end of the age spectrum.

Based on the success of the original “Power of Mail” program that educates elementary school children, the Greater Boston PCC brainstormed and wanted to bring a program to a generation that utilized the mail throughout their lives. A new program was created called “Mail through the Years” and we reached out to Senior Centers, Nursing Homes, and Elder Affair Facilities to present it.



The program was the brainchild of the Greater Boston Events Committee and was constructed to bring quality engagement to our seniors after the pandemic. The format was simplistic in concept but complicated to pull off. We wanted to have a discussion of the forgotten art of letter writing with the generations that grew up with this as their primary source of communication. I researched important letters in US history and found many engaging and inspiring ones to bring to our audience.

The first event was planned with the Hancock Park Nursing Home in Quincy, Massachusetts in the Spring of 2023. The activities director brought me to the recreation room to a very inviting group (which included two retired letter carriers who immediately embraced me as a brother). As a former letter carrier, I asked the two former USPS employees to share a few stories with their friends. They offered memories of trudging through winter snow, knowing the names of all the kids on their route, and their never-ending battle with dogs (no leash laws back in the day). The audience was already engaged before the program started. I moderated an open conversation about how new generations will never know the glorious feeling of receiving a birthday card from Grandma or ripping open an envelope to learn that you were accepted to college. The audience were free to talk about their own experiences. They spoke about exchanging letters through war, through long distance relationships in college, having an elementary school pen pal...the conversation flowed easily. I then read some letters from the past.

1. A letter from Gandhi to Hitler asking him, as the “one person in the world who can prevent a war” to do so.
2. A letter from Stephen Fry, an English actor and comedian, to a lady suffering from severe depression. Mr. Fry had also suffered through depression. He sent a beautiful letter encouraging

her to stay with us. He compared life to weather. "It may be dark and rainy for two weeks in a row, but it will be sunny one day. It isn't under one's control as to when the sun comes out but come out it will."

3. A letter from Conan O'Brien to an 11th Grader who asked him to her prom. Although he declined, he wrote a letter to her explaining why. "Thank you for the flattering offer. It's great to know I have a fan out there and I'm sure you'd be a great prom date (I didn't go to mine-very sad story). I got married recently and my wife doesn't let me go to proms anymore with cute 16-year-olds. Still, it was so cool for you to ask me."
4. A letter from President Bill Clinton to College sophomore Chris Webber after the NCAA Basketball Finals. Webber infamously called a time-out (with none left) leading to a change of possession and losing the National Championship. President Clinton's letter stated, "I have lost two political races and made countless mistakes over the last twenty years. What matters is the courage you bring to the effort. That is certainly what you've done. Don't let this take away from the satisfaction of what you have accomplished. You have a great future."

Another great discussion followed with tremendous feedback from these four letters and the power of the written word. As the program was ending, a commemorative framed stamp (flowers) was dedicated to Hancock Park which now hangs in the hallways of the building. It was a tremendous day.

Based on the success of this event, the Greater Boston PCC was contacted by the Braintree Massachusetts Office of Elder Services. They were told of this event and asked if it could be presented at "Grandparents Day" the following month. It went over phenomenally.

In Autumn of 2023, due to the incredible response, both Hancock Park and Braintree Elder Affairs asked me to return and present out to new groups in their facilities. I did. They asked to continue the relationship with the Greater Boston PCC to make this a yearly event. The owners of the facilities appreciated and admired the Stamp Art from USPS and the Postal Customer Council. Moreso, the audience felt heard. The mail is something they have a deep connection to. It's something that they can speak about intelligently. It's something that they all have a history with. It's something that brings happy memories. The Greater Boston PCC took their original program that was taught to elementary school children, tweaked it and made it a celebration for those who used it as their primary communication throughout their lives.



George Kippenhan with seniors



Braintree Elder Affairs PCC Stamp Dedication!
(l-r) Charles Kokoros, Braintree Mayor, George Kippenhan, Customer Service Support Specialist and his Mom, Carol Kippenhan, retiree USPS Employee who enjoys the daily activities the Senior Center offers.

Massachusetts/Rhode Island District

CELEBRITY VIDEO PODCAST SERIES: AYLA BROWN



On January 30, the Greater Boston PCC, was pleased to welcome Ayla Brown, Musician, Radio Host, NCAA Division 1 Basketball Player and *American Idol* Finalist, to our Award-Winning Celebrity Video Podcast.

We discussed Ayla's journey from Division 1 Basketball prospect (she went to Boston College) which was interrupted by a life-changing detour to the golden lights of Hollywood's biggest television program "*American Idol*" (where she made it to 13th place).

During this international fame, she went to college, played basketball, sang, seized opportunities, and lived her best life. Musically, Ayla has released two full length albums, *Heroes & Hometowns* and *Let Love In*, both to critical acclaim. All her music, including her various singles and a duo project with musician Rob Bellamy called *Make it Mean Something* are available on all digital platforms. Some of her favorite performances

include her Grand Ole Opry performances, the Orange Bowl, the Boston Pops 4th of July spectacular, Fox & Friends, ESPN's Monday Night Football, and The Huckabee Show.

Most recently, she has been named as the Morning Show host at Country 102.5 in Boston. "*Country Mornings with Jonathan and Ayla*" can be heard weekdays from 5:30 to 9:00 AM on WKLB-FM.

Ayla also frequents her local Post Office and mails homemade baby bibs (check out her Instagram page @aylabrownofficial for purchases). The clerks enjoy her patronage, and she loves the assistance that the USPS employees provide to her. Ayla was an amazing guest and loves USPS.

CELEBRITY VIDEO PODCAST SERIES:

LITE 105's #1 MORNING SHOW HEATHER AND MATTY

On February 27, the Greater Boston Postal Customer Council was thrilled to have #1 Morning Drive Time Team in Southern New England of Heather Gersten and Matty Blake as our guests on the Award-Winning Celebrity Video Podcast Series. Lite 105's "*Heather and Matty*" is the ultimate morning show with nonstop laughter and wonderful segments like "*Heather's in Hollywood*", "*The Matty Minute*", and "*The Heather and Matty Olympics*". The dynamic duo joined the Greater Boston PCC and discussed their brilliant chemistry, their love of laughter and family, and their connection with USPS.

Heather told a story about how her son (a student at Boston University) had to make an emergency payment to New York City. Heather went to the Auburndale Post Office with her son on Saturday and spoke with one of the clerks. They were walked through the best way to ensure that they got a certified letter, with a return receipt, and signature for only \$8.30. It was a relief for both. Matty continues to use the Barrington, Rhode Island Post Office daily to correspond with his fans from his hit show *Drilling Down: The Curse of Oak Island*. It was a fun conversation with two of the best personalities on the radio.



STAMP DEDICATION AT THE PEANUT GALLERY MIDDLEBORO MA



Shel Silverstein's "The Giving Tree", published in 1964 by Harper & Row, is about a friendship between a motherly tree and a boy. As the child grows older, the tree gives him its shade, apples, branches, and trunk, each appropriate to the stage of the boy's life. The story ends with the boy returning as an old man to sit upon the tree's stump. The tree has given the boy everything until it



has nothing left to give the old man except its stump. The bestselling tale of selflessness, which is accompanied by the author's elegantly simple black-and-white illustrations, is considered a classic of children's literature.



In 2022, to honor Shel Silverstein, USPS issued The Giving Tree stamp showing a young boy catching an apple.

On March 19, 2024, Sarah Etro and Alison Maher, both of USPS and the Greater Boston PCC Executive Board, dedicated the framed art of "The Giving Tree" to the Peanut Gallery Pre-school in Middleboro MA. The Peanut Gallery just marked its 45th year in operation. It was the first licensed pre-school in Middleboro.



After giving the children in the community 45 years of knowledge and care, Etro and Maher thought this was a fitting stamp to dedicate to the school.

Hally Ferriera, the school's founder and administrator read The Giving Tree, her favorite children's book, to the students before the dedication.



Paul Kelliher, a real-world letter carrier from Middleboro, came to the event to collect the letters and let the children explore the LLV (Long Life Vehicle). The children also got their pictures taken in the letter carrier photo booth showing them how they would look in a postal uniform. Hopefully, we get some future hiring!



JILLIAN LOMBARDI, FIRST FEMALE POSTMASTER OF MIDDLEBORO MA, DEDICATES *WOMEN VOTE* STAMP



March is Women’s History Month. On March 26, Sarah Etro and Alison Maher, both of USPS and members of our PCC Executive Board, represented us at a dedication of the *WOMEN VOTE* stamp.

How fitting that Jillian Lombardi, the first female Postmaster of Middleboro MA, participated in the dedication. Postmaster Lombardi addressed the group.

“It’s an honor for me to be here today, during Women’s History month, as the first female Postmaster of Middleboro. We’re here today to dedicate the 19th Amendment stamp. Stamps provide an opportunity to learn about the nation’s past and honor important events and people in our country’s history.

This stamp was released in August 2020, which marked 100 years since American women were granted the right to vote.

For many years, women’s rights activists across the nation united and rallied for the courageous cause to demand equality and to prohibit the United States from denying the right to vote to citizens based on sex. This stamp commemorates their determination in securing this essential right for themselves and future generations.

The photo was chosen to depict the struggle for suffrage and the dream realized as females across the country demanded their right to vote. The colors displayed are the official colors of the National Woman’s Party — purple, white, and gold.

Women were serving in Postal positions more than a century before the amendment was passed. In 1775, Mary Goddard became the first female Postmaster. Today, 45% of the USPS workforce is female. It is a privilege for me to stand here before you today and to serve the community as I take on my new position as your Postmaster.”

SPOTLIGHT NOMINATION SOLICITATION WHO WILL YOU NOMINATE FOR PCC SPOTLIGHT?

Your favorite letter carrier? Your amazing co-worker? The person who helps you with mail piece design? Your boss? Your local Postmaster? The driver who delivers your mail to the BMEU? The printer who doesn’t flinch at your impossible deadlines?

Help us **spotlight** our industry and Postal heroes. We will publish a spotlight article on selected nominees.

Email your nominations to akg@zipnet.com. Include the name of your nominee, the person’s employer and position, what his or her job is and why you want to shine a **spotlight** on your nominee.

Looking forward to hearing from you!



CONNECTING AT THE CROSSROADS

INNOVATION. EDUCATION. PARTNERSHIP. GROWTH.

DELIVERING FOR AMERICA® | JUNE 2-5, 2024, INDIANAPOLIS

NATIONAL POSTAL FORUM WILL CONVERGE IN INDY JUNE 2-5, 2024

Join NPF 2024 at the Indiana Convention Center and explore the intersection of USPS innovation and Industry expertise! Optimize your mailing and shipping operations...while forming meaningful and impactful industry connections.

NPF, in partnership with the United States Postal Service, presents a dynamic forum for education, networking and growth. At NPF, attendees gain direct access to USPS executive leadership, providing a unique opportunity for insight and dialogue. In addition, the Forum features 120+ educational workshops and sessions, all designed to enhance your industry knowledge and mailing and shipping strategies.

Registration is now open.

Take advantage of online savings through 5/1/24.

For more information and to register, go to <https://www.npf.org>

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**GREATER BOSTON
POSTAL CUSTOMER COUNCIL**



Scan QR Code to fill out New Member Form

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

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Membership Levels (check one):

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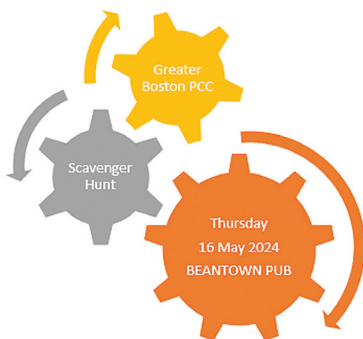
First Class Mail

Postage & Fees Paid

USPS

Permit No. G-10

SCAVENGER HUNT — MAY 16, 2024 — 5:00 PM



Please join the Greater Boston PCC for a Scavenger Hunt on Thursday, 16 May 2024 starting at 5:00 pm. This fun filled event will begin and end at the Beantown Pub located at 100 Tremont Street, Boston MA.

This networking event will include creating teams to participate in a scavenger hunt around Boston Common and will end with a game of trivia focusing on Postal history.

Come join us and network with colleagues. The event is free, cash bar. Rain or shine.



For more information about the Greater Boston PCC, visit us at: www.bostonpcc.org