

## **APPENDIX**

**1994 Newsletter**

**GBPCC Membership Application**

**2000 Breakfast Meeting Program**

# The Postal Customer Council of Greater Boston Cordially Invites You to Become a Contributing Member!

## Benefits of Contributing Membership Include:



**Get Informed!** Get the latest information from the USPS on rates, products and procedures.



**Get Noticed!** Contributing members qualify for free listings on the new Greater Boston PCC Web Site.



**Get Networked!** Meet with experts from every area of the mailing profession.



**Get Discounts!** Contributing Members receive discounts to events sponsored by the Greater Boston PCC.

**All this at an amazing low rate!**

Contributing Organizations/Corporations: \$20.00 per person  
(min. 2 people)

Contributing Individuals: \$25.00

**Fill out the enrollment form on the reverse side and return to begin enjoying member benefits as soon as possible!**

**Postal Customer Council of Greater Boston**  
**PO Box 1234**  
**Boston MA 02205-1234**

Company Name: \_\_\_\_\_ URL: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip + 4: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Are there other people in your company who should receive notices from the PCC?

Name(s): \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Please Circle The Appropriate Category For Your Business

**COMMUNICATIONS**

- Advertising
- Marketing
- Newspapers
- Printing & Publishing
- Periodicals

**COMPUTER TECHNOLOGY**

- Computer Hardware
- Computer Personnel
- Internet Services
- Software

**EDUCATION**

- College/University
- Other Schools

**FINANCIAL**

- Accounting
- Banking
- Financial Services
- Insurance

**GOVERNMENT**

- Local/Municipal
- Federal
- State

**HEALTH & HUMAN SERVICES**

- HMO
- Hospitals
- Medical
- Products, Services & Supplies
- Nursing Home

**HEAVY INDUSTRY**

- Construction
- Manufacturing
- Transportation
- Utilities

**MAILING**

- Catalogue
- Database Services
- Fulfillment
- Mailing Equipment
- Sales & Service
- Mailing Services
- Mailing List Rental
- Presort Bureau

**ORGANIZATIONS & ASSOCIATIONS**

- Professional
- Religious

**RETAIL SALES**

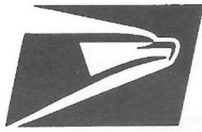
- Auto
- Electronic
- Entertainment
- Food
- Home & Garden
- Office Supplies
- Real Estate
- Recreation

**SERVICES**

- Legal
- Medical & Dental
- Personnel
- Trades

**OTHER - Please Describe:**

\_\_\_\_\_



**PCC**

**POSTAL CUSTOMER COUNCIL OF GREATER BOSTON**  
PO Box 1234, BOSTON, MA 02205-1234



*Nancy George, New England Area Manager of Customer Service and Sales, Mike Coughlin, and former Boston PCC Co-Chair Rui Moura enjoy the Mega Meeting activities.*

## **Mega Meeting Held in Boxborough**

**W**hen the Postal Customer Councils from Eastern Massachusetts joined forces, the result could only be a success! The second annual Mega Meeting and Vendor Show was held this year at the Boxborough Host Hotel and Conference Center in Boxborough, Massachusetts. This opportunity to concentrate resources and information drew over 600 participants who came to learn and to contribute.

Major speakers included Deputy Postmaster General Michael Coughlin, who addressed the full assembly. Mailing industry veteran Ruthie Ewers, President of Lee Datamail of Dallas, Texas, entertained the group with her lively talk. *For more on this successful event, see inside!*

## **PCC Postal Tips** *Hints For Automation*

- Addresses should be typewritten or computer printed to guarantee the best service.
- Check the quality of the print for clarity, sharpness, and smudges before addressing letters and envelopes.
- When using a window envelope, be sure that the entire address is visible and stable so that it does not shift out of the window area.
- Include company logo information or other designs with the return address information in the upper left-hand corner so as not to interfere with the destination address.
- Be sure to leave 5/8" at the bottom of the envelope clear of any printing. Automation equipment will spray a barcode in this area.
- Use white or pastel colored envelopes for the best mailing results.

**FOR ADDITIONAL MAILING TIPS,  
CONTACT A CUSTOMER SERVICE  
REPRESENTATIVE IN THE POSTAL  
BUSINESS CENTER AT (617) 654 - 5725.**

## **Message From the Co-Chair of Greater Boston's PCC**

**I**t gives me great pleasure to assume the position of Co-Chair of the Greater Boston Postal Customer Council, serving alongside our new Postmaster and Co-Chair, Paul Lanzi. First, we thank our predecessor Rui Moura for his enthusiastic and imaginative leadership in shaping Boston's very successful and dynamic PCC. We intend to carry forward Rui's initiative and to launch new ones in the same spirit.

We look forward to the same close working relationship that must characterize industry and Postal Service to secure the best results for our customers. This partnership is the cornerstone of the Greater Boston Postal Customer Council. As professional mailers, we must work together to satisfy our customers needs and to educate each other in how we operate and what we need to successfully carry out our mutual obligations.

As the industry and the Postal Service continue to modernize, harnessing new technology, ongoing communication and close working relationships are necessary to advance together.

I have every confidence in the continuing success of our partnership and I invite your participation in it.

*Al Silverstein, Industry Co-Chair*

## Paul Lanzi Takes Over As Boston's Postmaster



*Paul Lanzi, New Postmaster / Boston*

We enthusiastically welcome Paul Lanzi as Boston's new Postmaster and Postal Customer Council Co-Chair. Paul comes to us from Manchester, New Hampshire where he served as District Manager. In his new role, Paul is responsible for all marketing and client relationships of the Boston District. We wish him great success and offer our support!

A belated farewell to Suzanne Henry, Boston's former Postmaster, who was promoted to Vice President of Employee Relations and left Boston to assume her new responsibilities at Postal Headquarters in Washington, D.C. We enjoyed and appreciated Suzanne's commitment and sincerity during her tenure in Boston. We wish her the very best of luck in her future endeavors.

### Mini-Seminar Series Launched Savings Workshop a Hit In Waltham

Participants offered high praise for the presentation and content of a recent mini-seminar sponsored by the Greater Boston Postal Customer Council at the Bentley College Conference Center in Waltham. The thirty six attendees represented large and small companies, publications, associations, printers, non-profit organizations, and others. The September 21st seminar was the first in a series aimed at fulfilling one of the Customer Council's primary objectives: to improve education and expand learning opportunities for its members.

The hands-on active learning experience consisted of a game of Preopardy, a quiz game about how to prepare Third-Class bulk mailings. Volunteer contestants vied for points, while audience members leapt to the rescue when contestants were stumped. The seminar, a cooperative effort of many individuals, was led by senior staff of the Boston Office of Mailing Requirements, the Boston Business Center, and Waltham Postmaster Ron Pauline. Brought to the area in the form of brief sessions, mini-seminars are aimed at busy people. The seminars address highly focused issues, which in the future will include ZIP + 4, Computers and Mailing, and Mail Piece Design.

*For more information, or to request a seminar in your area, call Alice Gordon at (617) 893 - 8000, or write to her at BCA, 411 Waverly Oaks Road, Waltham, MA 02154.*

### Technology Links PCCs Nationwide

Over half the PCC's in the country participated in a spring meeting on March 17, 1994. The meeting, made possible through a satellite hook-up, featured a session with Postmaster General Marvin Runyon. He fielded questions submitted via telephone from PCCs all over the country. Most questions centered around USPS plans for future rates. Broadcast from a Tampa, Florida Mega Meeting of 5 PCCs, Mr. Runyon and other Postal officials were seen and heard over satellite TV here in Boston and in more than 125 other locations throughout the United States. In Boston, not the least important was the corned beef and cabbage luncheon served here on St. Patrick's Day!

#### **JOBS! JOBS! JOBS! JOBS! JOBS!**

In the future, the PCC Executive Board would like to use its newsletter as an opportunity for job seekers to find prospective employment and for employers to fill their open positions. If you have job listings for the next edition of the newsletter, please contact ----- at ----- with specific information.

#### **JOBS! JOBS! JOBS! JOBS! JOBS!**

## Second Annual Mega-Meeting and Vendor Show Hits Town!



*Pat Ring, Customer Service Support Manager enjoys the day with Mike DiGregorio, Middlesex Central Manager of Customer Service Support.*



*Mike Coughlin, Deputy Postmaster/ USPS addresses the audience.*



*Postal Staff play Hollywood Squares in "The Price is Slight"*

Participants at the Mega Meeting learned the latest techniques in mailing list management, the basics of bulk mail, and up-to-date automation requirements. In addition to seminars on these topics, vendor exhibits offered the latest in mailing industry equipment, supplies and technologies.



*John Platt, Boston Plant Manager and Winnie Groux, former Manager of Boston Field Operations.*



*Joe MacDonald and Al Silverstein of the PCC Executive Board discuss the day.*



*Leo Raymond of Postal Headquarters speaks on new Domestic Mail Manual*



*Eileen Trahan, Postal Business Center Manager, leads "The Price is Slight" Activity with Anne Harrison, Manager of Consumer Affairs and Claims.*

## New Faces in the Boston Postal Team

The U.S. Postal Service's recent organizational changes have formed a leaner, more customer oriented management structure. Due to these changes, some new faces and titles have been added to the Boston customer service district roster.

Paul Lanzi, former District Manager of Manchester, New Hampshire now serves as District Manager/ Postmaster of the Boston Customer Service district. John Platt, formerly Director of City Operations, is the new Plant Manager for the Boston District. Both managers are active members of the Boston Postal Customer Council Executive Board.

Listed below is a directory of Postal Representatives who can assist you with mailing services and answer your postal-related questions. We are committed to providing you with extraordinary customer service and satisfaction.

### **Boston District Customer Support Department**

#### **Customer Service Support**

*This office oversees the entire customer service support function*

**Patrick Ring, Manager**

(617) 654 - 5700

#### **Customer Service Representatives**

**Sr: Donna Mooers** (617) 654 - 5347

Martha Duffley (617) 654 - 5342

Charlie Kowalski (617) 654 - 5734

Bill Paine (617) 654 - 5344

Ted Rumsey (617) 654 - 5251

#### **Consumer Affairs**

*This office responds to customer concerns on service issues*

**Joanne Killackey, Manager**

(617) 654 - 5001

#### **Postal Business Center**

*The Business Center services small and mid-sized business mailers.*

**Eileen Trahan, Manager**

(617) 654 - 5725

#### **Business Mail Entry**

*The BME assists business mailers in mail preparation*

**Peter Bombassaro, Manager**

(617) 654 - 5444

#### **Mailpiece Design Specialist**

**Ken Walker** (617) 654 - 5068

#### **Sales**

*The Sales office is responsible for selling postal products and services to our business customers*

**Ruel Longfellow, Manager**

(617) 654 - 5366

#### **Account Representatives**

**Sr: Tim Regan** (617) 654 - 5993

Maureen Arnold (617) 340 - 1304

Rosemary Boyle (617) 969 - 2105

Bob Colandeo (617) 654 - 5803

Dick Gately (617) 536 - 0153

Scott Raeside (617) 654 - 5838

#### **Express Mail Specialist**

**Joe Mac Donald** (617) 654 - 5038



*New Millennium Breakfast Seminar*

*January 13, 2000*

*Greater Boston Postal Customer Council*



*New Millennium Breakfast Session Schedule*

7:30 am – 8:30 am  
8:30 am – 9:30 am

Registration  
Breakfast

Welcome Comments

John W. Powers III  
PCC Postal Co-Chair  
Postmaster, Boston

Alice K. Gordon  
PCC, Industry Co-Chair  
President, Business Corporation of America

Postal Update

William J. Downes,  
District Manager  
Customer Service & Sales

**Keynote Speaker - Ruthie Ewers – “Is There Life After Mailing?”**

Ruthie Ewers was a co-founder of Lee Distribution Services in 1974. Ruthie and her co-founders went on to build the company into Lee Marketing which in 1999 billed nearly \$30 million for services. Lee is a full service company with letter shop, fulfillment, presort services, data printing and the list goes on. Ruthie is now a consultant to the firm. She has been a leader in PCC activities, served on the National PCC Executive Board and was recognized by the U.S.P.S. as a postal leader with the presentation of the Partnership for Progress Award at the National Postal Forum.

<i>TIME</i>	<i>SESSION</i>	<i>LOCATION</i>
<i>9:45-10:45</i>	<b><i>The most creative mailpieces ever designed</i></b> Presenters: John R. McDonald, V.P., Field Companies John K. Powers, Mailpiece Design Analyst, USPS Alvin B. Silverstein, V.P. Operations, JLS Mailing Services	<i>Arlington Room</i>
	<b><i>Is your data base mail-ready</i></b> Presenters: Carol Lewis, President, J.P. Office Services Paul Greene, Executive Director, Industry Relations Pitney Bowes Software Systems	<i>Berkeley Room</i>
	<b><i>Getting your mail accepted</i></b> Presenters: Ruthie Ewers, Consultant Marion Tholander, Business Mail Entry Analyst USPS	<i>Clarendon Room</i>
	<b><i>Management: The keys to success</i></b> Presenter: Mark Fallon, VP, Document Technology & Delivery, State Street Bank	<i>Stanbro Room</i>
	<b><i>Managing in a union environment</i></b> Presenter: Richard V. Leazott, Director Boston University Mail Services	<i>Stanbro Room</i>
<i>11:00-noon</i>	<b><i>Most creative mailpieces ever designed</i></b>	<i>Arlington Room</i>
	<b><i>Is your database mail-ready</i></b>	<i>Berkeley Room</i>
	<b><i>Getting your mail accepted</i></b>	<i>Clarendon Room</i>
<i>9:45-11:45</i>	<b><i>International: It's a small world</i></b> Presenters: Maureen Arnold, Account Manager, USPS Alfred Paynter, Account Representative, Johnson & Hayward	<i>Alcott Room 4thflr</i>

## Greater Boston Postal Customer Council Executive Board

Alice K. Gordon (Co-Chair)  
President, Business Corporation of America

John R. McDonald (Vice Co-Chair)  
Vice President, The Field Companies

Debra Visco, (Treasurer)  
Manager, Distributions Operations  
The New England Journal of Medicine

James W. Clark, President  
JLS Mailing Service

Alfred Fantini (Fred), Assistant Treasurer  
Town of Arlington

Penny Guyer, Manager, Mail Services  
Massachusetts Institute of Technology

Richard V. Leazott  
Director Boston University Mail Services  
Boston University

Patrick J. Ring  
Manager, Marketing  
Boston District

Steve Smith, Director  
Distribution Services & Postal Affairs  
Christian Science Publishing Society

John W. Powers (Co-Chair)  
Postmaster, Boston

Deborah Fitzgerald-Connell (Secretary)  
Director Circulation & Acquisition  
Saga Travel

Peter W. Bombassaro  
Manager, Business Customer Relations  
Boston District

Joan C. Dill, Director  
John Hancock Mutual Life Insurance

Beth Fidellow  
Senior Account Executive  
Pitney Bowes Software Systems

Karen Kjellman, President  
Fulfillment Express

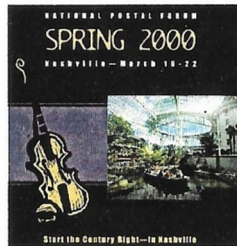
Ed Messina, Vice President  
MFS Service Center

Alvin B. Silverstein  
Vice President Operations  
JLS Mailing Services



### PCC Golf Tournament

Wayland Country Club  
June 15, 2000  
For information call 617-654-5725



### National Postal Forum

Nashville, Tennessee  
March 19-22, 2000  
For information call 1-703-218-5015

### National PCC Day

Providence, Rhode Island  
May 18, 2000  
For information call 1-800-322-0377