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District Manager Mike Powers Retires

On Thursday, June 22, 2017 at the Charlestown Knights of Columbus Hall, Mike Powers, stood in front of family, friends and colleagues and said goodbye to his beloved Greater Boston District after 37 years with the Postal Service.

When Mike began his career with the USPS as a clerk in the fall of 1980, he had no idea what the future held for him. Rising through the ranks as a supervisor, superintendent and manager, Mike excelled at both the Mail Processing and Delivery & Customer Service sides of the business.

Mike's early years in management were largely connected to the Boston Post Office. Among the positions he held were Manager, Customer Services, Executive Postmaster for the Boston Post Office, Senior Manager, Distribution Operations and Manager, Distribution Operations. These assignments were followed by promotions to the District Manager positions for the Massachusetts and Southeast New England District. Since April 2014, Mike Powers held the position of District Manager for the Greater Boston District.

Mike always showed his willingness to accept responsibility and assignments for the good of the organization. He was never reluctant to take on any project needed to advance the efficiency of a unit regardless of the size or impact.



Asked to what he attributed his success, Mike replied "It's the people. You can chase and move numbers all day, but unless you factor in and do right by the people affecting those numbers, you'll never improve them." He added, "I've been fortunate to meet and work with some extraordinary people in my career, both within the Postal Service and in the local business community, and without them I couldn't have been successful"

Heartfelt speeches were made by Mike Rakes, Acting District Manager, Nick Francescucci, Postmaster of Boston, Rick Uluski, former Northeast Area Executive Vice President and Dottie Powers, Mike's devoted wife (who spoke alongside their five beautiful daughters).

Through Mike's dedication to the Postal Service, he leaves behind a legacy of continuous improvement and a framework that will ensure forward momentum and continued success for years to come. The Boston Postal community will miss his leadership and friendship.

Mark Your Calendar!

National PCC Day—September 25, 2017

**We invite you to attend the
premier North East Region**

**National Postal Customer Council
Day**

Monday, September 25th 2017

Putnam Club

Gillette Stadium

Foxboro, Massachusetts

Register at <https://bostonpcc.org/event-2587201>



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



Check your mailbox from your phone!

Informed Delivery from the USPS provides mobile users with a scan of the front of letter-size mail pieces for their residential address. Up to ten Letter size images come before 08:00 AM each delivery day. Expansion to flat-size images will be announced later. New features planned include color image presentation and access to interactive content associated with mail images.

For Consumers, Informed Delivery is part of a growing suite of pre-delivery options beginning with MyUSPS.com, an online dashboard that gives customers instant visibility to all packages addressed to their residence without entering a tracking number. Customers can select how they receive updates (texts or e-mail), direct where a package should be left, and reschedule delivery of a missed package on a more convenient day. Enhancements to MyUSPS.com enable the USPS to aggregate information about a household's mail and shipments, communicate delivery status and provide functionality to control delivery through options like USPS Package Intercept.

For more information or to sign up: <https://informedelivery.usps.com>

What is Informed Delivery?

Informed Delivery is a consumer-facing feature that gives eligible residential consumers the ability to see a daily digital preview of their household's mail.



Boston PCC Honors Board Members

The Greater Boston PCC recently recognized Al Silverstein (Former Industry Co-Chair) and Jack Shea for their years of service to the Board and the mailing community of Greater Boston. They were both celebrated at a special breakfast meeting in their honor. Combined, they have over 50 years of tenure on the Board as well as helping mailers throughout the area.



(Jack Shea with Postmaster Nick Francescucci and Adam Lewenberg)



(Al Silverstein with Postmaster Nick Francescucci, and Adam Lewenberg)

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National Postal Forum Recap

This year saw one of the largest National Postal Forums (NPF) in a decade, with over 4,400 people attending the show in Baltimore over 4 days. With the theme of "Make Informed Connections", the NPF was filled with opportunities for vendors to connect with customers, mailers to connect with postal executives, and industry professionals to connect with each other.

To kick off the week, The Berkshire Company hosted attendees from the Greater Boston Postal Customer Council at a welcoming luncheon on Sunday. Members had the opportunity to meet up and make plans before the hectic activities began.

The fast pace of the conference was consistent with Postmaster General Megan Brennan's keynote address. In her remarks, PMG Brennan reminded attendees that the pace of change is only speeding up, fueled by new technologies. The United States Postal Service (USPS) and mailers must demonstrate their resilience by not only adapting, but exploiting new communication platforms. In 2017, that means tightening the connection between physical and digital with the twin pillars of Informed Delivery and Informed Visibility.

The keynote may have sounded a bit like a commercial for these new services, but the message was well-received by the audience. Every session on the topics was packed – and some had to be repeated. While still in the emerging stages, both of these programs are already successes. Jim Cochrane, the USPS Chief Customer and Marketing Officer, laid out improvements that will be available in the coming months. However, when it comes to transforming mail into a physical and tangible connection with people – the future is now.

As in the past, attendees took advantage of the educational sessions. Whether it was 8:00 in the morning, or the last session on the last day, people actively participated in the classes. As both an instructor and a student, audience involvement is so important to the success of the lesson. Board members Jim Burns, Mark Fallon, Karen McCormick, Patrick Ring, Betsy Shortell, and Steve Smith all presented classes.



(Boston PCC members at the Berkshire Company Luncheon)

Upcoming PCC Events—Join Us!

- PCC Day 2017 - Gillette Stadium -
 - Sept. 25th, 2017 7:30 AM • Gillette Stadium, Foxboro MA