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## POSTAL CUSTOMER COUNCIL NEWSLETTER

### Greater Boston PCC Board Members

Debra L. Visco, New England Journal of Medicine – Industry Co-Chair  
Leroy Middleton, USPS - Postal Co-Chair  
Timothy O'Connell, Pitney Bowes- Industry Vice Co-Chair  
Jim Burns, Mass General Hospital - Treasurer  
Betsy Shortell, Harvard University - Secretary  
Helaine Rich, RRD  
Pat Ring, Boston University Mail Services  
David Schreiner, Quadient  
Sean Hunt, JetMail  
Mike Fahie, MIT  
Ben Durand, Point2Point Global  
Bob McGinnity, Harvard Business School  
Mike Shields, ShieldsGraphix  
Alice K. Gordon, Emeritus  
Karen McCormick, Emeritus  
Steve W. Smith, Emeritus  
Al Silverstein, Emeritus  
Tim Gallagher, USPS  
James J. Holland, USPS  
George Kippenhan, USPS  
Michael Richardson, USPS



### Debra Visco Industry Co-Chair

Please join the Greater Boston PCC in welcoming Debra L Visco as the Industry Co-Chair for 2020. Debra started on the Board in 1998 and became Treasurer in December of 1999, serving in that role through December 2017. While Treasurer, Debra was also instrumental in developing and maintaining the Greater Boston PCC website. In 2017, she assumed the position of Vice Chair.

In her day job, Debra is Director, Distribution & Postal Affairs at *The New England Journal of Medicine (NEJM)*. She started in the mailing industry 34 years ago, working at the Massachusetts Medical Society and its publication *NEJM* in Waltham, MA. Debra has held various management positions throughout the years in mailing operations, overseeing postal presorting, bulk mail fulfillment, warehouse services, global shipping, and digital printing. She is responsible for overseeing worldwide distribution of the *NEJM* and other corporate publications.

Deb plays a leading role in many sectors of the mailing industry. She is the Managing Director of Membership for MSMA National, President of the MSMA New England Chapter and Board Member of the Alliance of Nonprofit Mailers

Recognized for her knowledge, talents, and contributions, Debra was the recipient of the Cliff Bennett Memorial Education Award (MSMA) in 2016 and was the Greater Boston PCC Member of the Year in 2014 and 2015. Taking full advantage of educational opportunities, she holds mailing industry certifications of CMDSM, CMDSS, MDC, EMCM, MDP and CDMP.

# SAVE THE DATE

## PCC WEEK 2020

Tuesday to Thursday  
September 22nd to 24th  
10:00 AM to 11:00 AM



### Virtual 3-Day Event

Presented by:

- Central MA PCC
- Greater Boston PCC
- Providence PCC



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



## Thank you, Mike Shields!

We would also like to thank Mike Shields of ShieldsGraphix, the outgoing Industry Co-Chair (2017-2019), who stepped down in November 2019.

During his time as Industry Co-Chair, Mike worked tirelessly to connect people through PCC events. These included events to honor veterans and PCC sports nights at Red Sox, Celtics and Bruins games to provide networking opportunities and enhance the relationships among PCC members.

The Greater Boston PCC Board would like to thank Mike for all of his work and continued support!

## Matty Blake Receives “Arnold Palmer” USPS Stamp from the Greater Boston Postal Customer Council



Matty Blake, star of History Channel's "The Curse of Oak Island", host of the podcast "Monsterland" and former on-air personality of "The Golf Channel" was presented with a plaque from the Greater Boston Postal Customer Council featuring the new "Arnold Palmer" USPS Stamp on May 28, 2020.

Mr. Blake has used his podcast platform (which has amassed over 100,000 downloads) to promote the Greater Boston PCC and USPS. An avid golfer, Mr. Blake was touched by the framed art piece.

"I am truly humbled that the Greater Boston PCC and USPS would present me with this beautiful plaque. Arnold Palmer was one of my Dad's favorites and as I often mention on my podcast, I am a golf fanatic! During this hectic time, I remain in awe of what the Postal Service does for our community. Thank you to the Postal Customer Council and USPS for this gift of recognition."

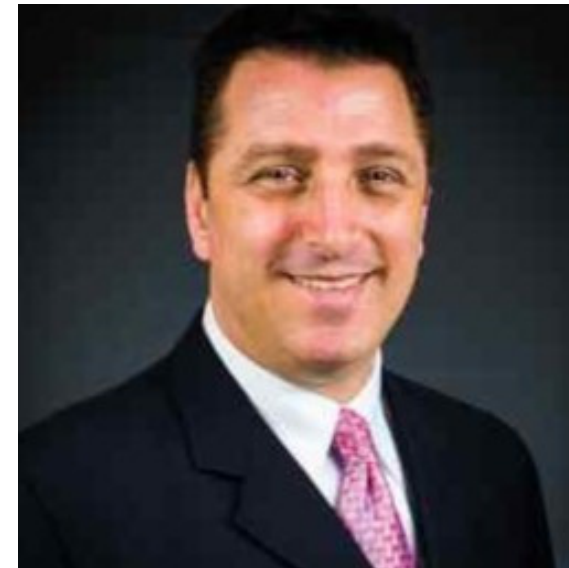
Matty is heading out to Michigan to start shooting the new season of "Oak Island" and hopes to get a few rounds of golf in on his days off. "Hopefully, the inspiration of my new Arnold Palmer stamp décor will help my short game!" he joked.

# Greater Boston

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## Mike Rakes Raising the Stakes



Mike Rakes, Greater Boston USPS District Manager, is on a mission to keep all employees safe during these unprecedented times. Mike, along with the Greater Boston District Leadership Team, declared that each employee (carrier/clerk/mail handler/custodian/supervisor) should have access to hand sanitizer. As we all know, hand sanitizer is a hard-to-get item during the quarantine with most stores being sold out. Thinking outside the box, Mike enlisted the assistance of Fran Squatrito, Maintenance Manager, in an effort to produce our own hand sanitizer. After researching the ingredients, Mr. Squatrito realized that he would be able to generate enough hand sanitizer for every employee in the District. Within a week, all 15,000

USPS employees in the Greater Boston District were given their own bottle of hand sanitizer. The extra efforts made by the USPS Leadership Team in the Greater Boston District have been nothing short of outstanding during the past few months.

## Greater Boston PCC Gains 3 New Board Members

### Board Member Bios:

**Sean Hunt** brings over 10+ years of experience to the Greater Boston PCC from his tenure working as an Account Manager for Jet Mail Services, Inc. Sean has tremendous knowledge providing sales and account management solutions in print and mailing services and also has a Mailpiece Design Consultant (MDC) Certification.

**Ben Durand** is a Managing Partner and Co-Founder of Point2Point Global and has been working in the international logistics space for the past few years. Ben has strong knowledge regarding the intricacies of international shipping and is very excited to be serving on the Greater Boston PCC Board.

**Michael Fahie** has over 30 years of experience in the mailing industry and currently functions as the Manager of MIT's Mail Services department. Mike started as a letter carrier in 1986 delivering mail in Boston for 5 years before becoming a supervisor of Customer Service for the Postal Service in 1992. He left the Postal Service in 2002 and has been with MIT ever since then!



Pictured left to right: Sean Hunt, Ben Durand, Michael Fahie



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 the form below or find us online: <https://bostonpcc.org/>

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MAIL AND DISTRIBUTION



# MGH and BSN Work Together During Covid-19 Pandemic

A Report by Jim Burns, Director, MGH Mail Center

When Covid-19 became a reality for Boston and Governor Baker encouraged businesses to keep employees at home, Mass General encouraged all departments that could work from home to close. Now you would think these orders wouldn't apply to a hospital and yes, all essential employees are here working, including our Mail Center staff. Still, MGH leadership was able to identify some departments whose employees could work remotely. We went from 27,000 employees coming into the Hospital every day to under 10,000.

My phone quickly began to ring off the hook and I was inundated with emails from frantic customers. "My department is going to be working from home for the foreseeable future. What's going to happen to our mail?"

Many of these employees work in offsite locations in ten different buildings in and around Boston. Their mail is delivered routinely by US Postal Service employees to these locations. Without staff there, how would they get their mail? I compiled a list of street addresses and suite numbers so I could reach out to my USPS Business Service Network representative Tim Gallagher. Tim was quickly able to loop in Station Managers at our local Post Offices and work with them on a solution. The US Postal Service offered to have the mail to offsite locations forwarded to our main campus location or to hold it for a department representative to go and pick up the mail.

Our communication and collaborative efforts with the US Postal Service ensured that mail would continue to flow in for MGH. We even decided with some departments to send their mail to an employee's home address once a week.

In these unprecedented and challenging times, when departments implemented their contingency plans, I was very happy to hear from all of them and the concern they had for their mail. This speaks volumes to the value that mail has as a communication tool for our healthcare industry.

About MGH's Mail Center: we receive 8 million pieces of incoming mail and send out 1.8 million pieces of mail annually. Our mail is sorted into 450 different locations across 15 buildings within our Main Campus location. Hats off to our Mail Center staff and to USPS to keep the mail flowing.

## Greater Boston Postal Community Delivers During COVID-19

