



**GREATER BOSTON
POSTAL CUSTOMER COUNCIL**

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POSTAL CUSTOMER COUNCIL NEWSLETTER

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PCC SPOTLIGHT



WELCOME TO DAVID GUINEY, NEW POSTMASTER OF BOSTON



David Guiney was appointed
Executive Postmaster of Boston in August 2021.

Postmaster Guiney's career started over 34 years ago as a letter carrier in the City of Cambridge, Massachusetts. Over a ten-year span, Dave worked in multiple offices in the Boston District learning and growing as a carrier. Recognized for his work ethic, Dave entered USPS Management as a Plant Supervisor.

Mr. Guiney knew that his true strength and passion was in Customer Service. He moved back into delivery and excelled in leading the following offices with great success: Wellesley Hills, Fenway, Fort Point, Malden/Melrose and Cambridge. With a sterling

reputation, Dave was awarded the position of Postmaster of Portland, Maine. From there, he began a long stint as the Officer in Charge of the New Haven, CT Post Office. With great success in these positions, Dave was selected as the Postmaster of Hollywood, Florida in the Southern Area. His achievements there led him to the Postmaster position in the City of Fort Lauderdale.

A successful detail as the District Manager of Western Pennsylvania brought Dave back home to Boston where he was appointed the city's Executive Postmaster. Dave is a huge advocate of the Postal Customer Council. He brings not only a large skill set and extensive experience but a contagious enthusiasm to his job and to the Greater Boston PCC Executive Board. We look forward to working with our new Postmaster, Dave Guiney!

TAP DANCE STAMP DEDICATED AT PERFORMING ARTS SCHOOL

On Saturday, August 14, George Kippenhan, PCC Executive Board Member and USPS Manager of Consumer Affairs, dedicated the new “Tap Dance” stamp to the Capachione School of Performing Arts before their production of “Chicago” at Massasoit Buckley Center in front of a crowd of 400 patrons.

Kippenhan spoke about the efforts of Teresa Capachione (Owner) and her staff to provide a place where children can create, act, sing and dance but also do so in a safe environment as the school went through a major rehaul to be in compliance with CDC guidelines.

Students Abby Parcels, who starred as Olive Ostrovsky in the school’s production of “The 25th Annual Putnam County Spelling Bee” and

Scotty Kippenhan, who starred as Troy Bolton in the school’s production of “High School Musical” assisted in unveiling the “Tap Dance” stamp. A commemorative plaque was given to Teresa Capachione stating simply “Thank you for bringing Theater back to us.”



LinkedIn As A Resource

The Greater Boston Postal Customer Council (GBPCC) has a separate, non-USPS affiliated LinkedIn™ site. The similar name is the Greater Boston Postal Community. <https://www.linkedin.com/groups/8334439/>

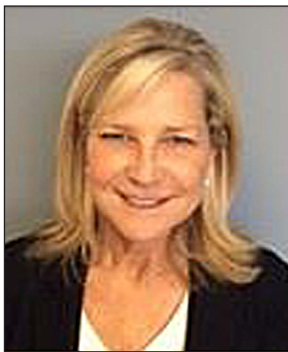
LinkedIn™ provides a professional business clearing center of Contacts, Content – both created and shared from other sources, potential leads, news and importantly, resources for multiple interests worldwide. This link is meant to provide a go-to resource for professionals at every stage of the career journey – just at a more regional level.

Contributors to the Greater Boston Postal Community (GBPC) post many of the latest USPS advisories, notices, charts, and commentary. Postings try to represent the regional mailing activity to include all rates of domestic and international mail. The custom of the GBPC site also encourages requests to post specific, simplified content or historical precedent to share with staff and senior management. Typically, there is a posting per week with some weeks seeing postings every day. The utility of this social connection is the content curation. The postings can reside on the site until the creator removes them. In some cases, posters leave content up a year from the date of original entry.

Who is our audience? Entry, mid-level, and senior industry and postal readers. They are located not only throughout New England but extending to other parts of the country, as far south as Texas and west to the Pacific coast. This is a community of shared interest – Postal. Readers discover new resources to address questions we have in common. The benefit is this site is then shared as another trusted resource. We welcome your request to join and see what our contributors (perhaps even you) find interesting, urgent, and helpful. <https://www.linkedin.com/groups/8334439/>

A LOOK BACK, A PATH FORWARD

2020-2021 stressed our systems and our very selves. When life as we knew it came to a sudden halt, mail – the lifeblood of our organizations – became more critical than ever at the same time that its movement was impeded at every turn. Rising to the challenge, our mailing community found ways to press on. Leaders had to figure out not only how to accomplish routine operations (routine before the onset of the pandemic!) but also how to meet new demands. Managing changed volume and/or responsibility with fewer resources might stymie a lesser group but our mailing community leaders, undaunted, devised creative and caring solutions to get the job done while protecting the most precious resource – the staff that made it all happen.



RECAP by MODERATOR, KAREN McCORMICK,

Government Relations Manager, USPS Office of Inspector General

On May 11, a knowledgeable panel of postal industry experts and leaders came together to speak about some of the challenges their organizations experienced during the coronavirus pandemic, and the opportunities they see ahead for the mailing community. Moderated by Karen McCormick, currently with the USPS Office of the Inspector General and former Co-Chair of the GBPCC Executive Board, the panel members shared their experiences, solutions they employed and what items are likely to carry over into the future.

Working in the midst of COVID patients, handling an exponential increase in incoming volume and figuring out a totally altered distribution map posed many challenges to Receiving and Mail Services at MGH.



FROM JIM BURNS, MASSACHUSETTS GENERAL HOSPITAL,

Operations Manager, Receiving and Mail Services

Suddenly, hospital operations were dispersed because a large percentage of hospital staff were directed to work remotely. This caused major changes in mail distribution. Mail operations became a storage unit as we had to set up a staging area for departments working remotely and set up the system to send mail to home addresses once a week.

It was important to keep staff not only physically safe but to address the personal anxiety and stress we all experienced working during the pandemic. This became part of our daily routine. To help staff leave work behind and shift their attention to home, we used a Going Home Checklist to acknowledge and let go one thing that was difficult, then 3 things that went well.

To comply with safety protocols, MGH set up employee COVID-testing clinics onsite for self-testing or administered testing.

MGH received 100 pallets of donations during the course of the pandemic and it was our job to inventory what came in and send the information to a Donations Committee who would then instruct us where to deliver the donations.

Throughout the pandemic and for the foreseeable future, we expect challenges to remain with inbound shipments. The volume of packages throughout all shipping vendors networks has increased tremendously. This has resulted in changes to guaranteed delivery times which has negatively impacted our operations. Packages (including perishables or on dry ice) are arriving later in the day which means later delivery to our customers who are frustrated by the delays. When customers see from tracking that their package has arrived at the loading dock, they expect it to be on their desk within the hour. Communication with customers about the magnitude of incoming volume, later incoming delivery times and internal system requirements to record the receipt of all purchase orders has not changed expectations for rapid distribution. This has resulted in increased stress and anxiety for staff because they don't want to disappoint customers. As leaders, we strive to balance meeting the expectations of internal customers while looking out and caring for our employees' well-being. One thing that we've stayed consistent pre- and post-pandemic is recognizing how hard our employees work and letting them know we appreciate all their efforts, especially over the past year and a half.

We were uplifted by the outpouring of support and the spotlight on the value of mail.

How do you run a production company when part of your staff needs to remain at home? Jet-Mail Services overcame the challenge with management ingenuity.



FROM SEAN HUNT, JET-MAIL SERVICES, Account Manager

What was the single biggest hurdle the business/organization faced and overcame during the pandemic?

One of our biggest challenges was adapting to the hybrid model in a production facility. Even the smartest machines do not run themselves! Staff needs to be onsite. Our number one goal was the safety of all employees first and foremost, so we took all the steps necessary to maintain distance, cleaning areas often and changing seating to keep within all guidelines. In turn, we found a positive direction to make sure we cross-trained as many employees as possible so that coverage for the day-to-day operations could be handled by multiple people and not restricted to individual, specialized roles. This allowed our company to enhance the knowledge of each employee, showing all departments the full scope of day-to-day activities occurring throughout the entire company. It allowed for more collaboration among all employees who previously typically did not interact. It also provided different and fresh views on the approach to each activity. As we move into the new normal, our company is stronger now because of this cross-training as it allows each employee to wear multiple hats during each business day if needed. Another effect of the pandemic was that it heightened the value of mail for our customers.

Harvard's Mail and Distribution Services became the foundation for managing COVID on campus while upholding its mail distribution function at the same time.



FROM BETSY SHORTELL, HARVARD UNIVERSITY MAIL SERVICE,
Director, Mail and Distribution Services

We've had to alter the way that we do day-to-day business and have had to adapt to the University's needs and our customers' changing service levels. Three major areas of change are:

- 1) The University depends on getting mail. While certainly there have been fewer people on campus, we have still received the U.S. Mail and our customers are still relying on HUMS to get mail delivered. While volumes have decreased, we have been doing deeper sorting of the mail, processing and sending mail off campus to folks working at home. Pre-COVID we would do one sort and deliver only to addresses on campus. We've been processing a lot more forwarding for students as well.
- 2) Early in the pandemic we were asked to manage a COVID supply stockroom, which houses cleaners, disinfectants, gloves, masks and other PPE and equipment. This has been a major undertaking, from receiving and inventory management to processing and delivery of product across campus. My team has been responsible for that whole process.
- 3) And third, in September the University began self-administered COVID-testing to those students, faculty and staff on campus. My team manages the inventory of tests at the COVID stockroom, processes orders and then also handles the pickup of tests dropped at about 50 locations across campus. My team brings the completed tests to labs on campus for consolidation and then to a lab off campus for processing. We do this work 7 days a week, from 7 a.m. to 10 p.m. This has been a major change from our pre-COVID schedule.

I think the biggest hurdle for us was keeping everyone working in a safe environment. My team did a fantastic job of being here and following new guidelines of workplace safety (i.e. masks, gloves, working behind plexiglass). Additionally we had to do things differently, i.e. the Harvard COVID-mandate that only one person can ride in Harvard vehicles (mail trucks) required that we change how we've done things and some deliveries that used to go on one truck with two drivers are now done using two trucks and two drivers. My team likes doing things efficiently and I think this is hard sometimes that the safe way isn't always the most efficient.

We are expecting that the safety measures in place including testing will be in place through the fall. This means that the student move-in process (where we are expecting a record size class) will have to be done completely differently. This is a huge process for us, that usually spans over a month—handling parcel delivery of thousands of packages for the College at our Package Depots and managing the First Year Mail Center. Both operations will be done with social distancing and will require more resources (like space) and staff. In fact, we anticipate that safety measures will continue over the next few years and space will be a challenge.

Mail services received recognition for the value it added to the University and that was rewarding for the team that had worked so hard throughout.

When everyone else went home to work, a core Distribution team at NEJM kept the organization's essential functions going even in the face of worldwide shutdowns.



FROM DEB VISCO, NEW ENGLAND JOURNAL OF MEDICINE,
Director, Distribution and Postal Affairs

Providing a safe environment for staff to work was key early in the pandemic with so much of the risk unknown. 99% of the company was in work-at-home status and we limited the number of production staff to a group of 8 at the start and slowly over the course of 6 months brought the entire crew of 26 back onsite. Years of maintaining a strong cross-training program paid off with a multitude of tasks being capably handled by a small group of staff.

We were focused on handling the necessities: incoming company mail, outgoing financial mail, printing & mailing of publications, processing weekly invoice and renewal retention mailings. Changes in processing incoming mail included pulling out priority items and sending them out while holding other mail. Acquiring supplies to keep work areas disinfected and staff outfitted with protective gear was challenging. Worldwide distribution of the NEJM became a major problem with many countries in lockdown and limited air transportation options available to move mail. At times, copies were held at our UK printer until suspensions were lifted.

A key part of the solution was having a dedicated and conscientious work team who wanted to be onsite to support key company functions. Our team was focused on getting the job done and we made sure folks working the longest period onsite during the pandemic were given time off to avoid burnout. The mental stress of working under these conditions was just as tough to deal with as the physical aspects of the job.

Moving forward we expect to continue supporting folks working from home and at corporate headquarters through our offsite production location. We are all looking forward to seeing more departments working onsite and to continue modifying our mail operation as we move along into the future.

None of this would have been possible without the heroic efforts of USPS to carry on – no matter what.



FROM JIM HOLLAND, USPS, Manager, Customer Relations

The Postal Service quickly adapted to the ever-changing environment during the pandemic. The mail makeup changed dramatically from letters and flats to a package operation as e-commerce exploded around the country. The main challenge was the delivery of medications and the size of the packages as we had limited space in our vehicles. Carriers had to make multiple trips because they couldn't fit all the packages in their mail trucks at the same time. Some even used their own vehicles. The

2020 Presidential Election was a huge challenge for the organization as a majority of the States allowed Vote by Mail. This caused an influx of 135 million ballots to be entered into the mail stream, and we successfully delivered 99.9% of the ballots within 7 days.

Our biggest challenge over the past year was keeping everyone safe. This included social distancing, staggered schedules for letter carriers, working remotely where possible and providing PPE for all the employees. As hand sanitizers quickly disappeared, we switched our focus and began making our own and distributed them to all Postal facilities in Greater Boston.

Because half the staff was on site and half working remotely, management had to pivot between the two groups and communicate in different ways to keep everyone informed and connected.

The lingering challenge for the Postal Service is retooling operations to better align with growing e-commerce. We recently announced new delivery vehicles which will allow for more cube space for packages. The other challenge is employee availability. We are in the midst of an aggressive hiring campaign to address this issue.

The outpouring of goodwill from the public to USPS was a source of pride to Postal employees who showed their commitment by coming to work every day.

To listen to the full webinar, A LOOK BACK, A PATH FORWARD, go to <https://bostonpcc.org/Presentations>

11 May 2021 Webinar – A Look Back, A Path Forward: A Mailing Community Event



MGH Inundated with Deliveries



Harvard University Mail Services

UNITED STATES POSTAL SERVICE

POSTAL PROUD

2020 COVID-19 Woburn DMU

1918 Flu Pandemic

Woburn Carrier Neil Doherty is Postal Proud to carry on the tradition of delivering the mail, regardless of the situation.

Letter Carriers Deliver No Matter the Pandemic!

Greater Boston District

ANDRE GOWER TO BE PCC CELEBRITY PODCAST GUEST ON OCTOBER 27



Born in Los Angeles, California, Andre Gower began his career at the age of five years as a child actor. His first substantial role was as Brookes Prentiss on the CBS soap opera *The Young and the Restless* from 1981 to 1982. He continued with guest starring roles on *The A-Team*, *T. J. Hooker*, and *The Wizard*. In 1986, he starred with Oscar-nominated Piper Laurie in an episode of *The Twilight Zone*, "The Burning Man".

In 1987, Gower starred as Sean Crenshaw, the lead in the comedy/horror film *The Monster Squad* which would become a cult classic.

Later that year, he starred for two seasons on the Fox series *Mr. President* with George C. Scott. From 1988 to 1989, Gower had a recurring role on *The Hogan Family*.

Since 2016, Gower and one of his *The Monster Squad* castmates, Ryan Lambert, have been co-hosts of the *Squadcast w/Ryan & Andre Podcast*, for Fitterpiper Entertainment. The podcast covers *The Monster Squad*, as well as other films, and conventions that Gower and Lambert attend in support of *The Monster Squad* and its legacy.

In 2018, Gower produced and directed a documentary about the legacy, cult following, and fans of *The Monster Squad*, titled *Wolfman's Got Nards*.

Mr. Gower will be appearing on the Greater Boston PCC Celebrity Podcast Series on October 27 at 11:00 AM. Please register at www.bostonpcc.org

PCC HOLDS FOURTH CELEBRITY VIDEO PODCAST WITH JERRY THORNTON



Jerry Thornton of Barstool Sports was the most recent guest on the Greater Boston Celebrity Podcast Series on June 2, 2021.

Jerry spoke of his life growing up on the South Shore and loving everything "Sports/Comedy" related. While working a day job as a clerk in the Justice Department, Jerry wrote articles for an up- and-coming newsletter called "Barstool Sports". Based on Jerry's writing, he was offered his dream job at WEEI, Boston's Premier Sports Radio Station. He explained that it was his wife who encouraged him to take a shot at his dream job and leave his day job. Jerry returned to Barstool (which had become a Global Media Company) and his columns remain fun, fantastic and insightful.

Jerry also explained the arduous task of writing 3 New England Patriots centered books: "From Darkness to Dynasty", "5 Rings" and "6 Rings"...and describes ***the moment*** - a moment where Coach Bill Belichick asked him to sign one of his books for him.

Jerry explained how important the mail is to him as one of his sons served in the Marines overseas. One of the only methods of communication was writing letters. He treasures these letters more than any Superbowl trophy that the Patriots could bring to him. Jerry thanked the USPS for all that they do.

Upcoming scheduled Celebrity Podcast Guests will include: Andre Gower (Documentarian/Actor, *The Monster Squad*), Courtney Fallon (correspondent, NFL Network, ESPN), Scott Schwartz (Actor, *The Toy/A Christmas Story*) and Mike O'Malley (Actor, *Glee*, *Sully*, *Snowpiercer*). Please keep an eye out for dates. These are fun and not to be missed.

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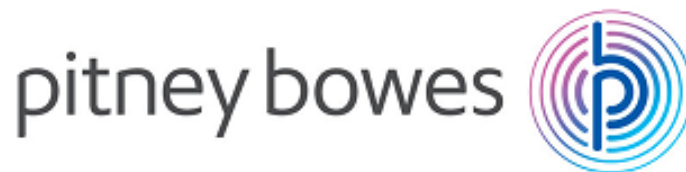


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MAIL AND DISTRIBUTION

THE MAIL GROUP
Worldwide Mail Solutions



Worcester Envelope Company



**GREATER BOSTON
POSTAL CUSTOMER COUNCIL**

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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Company_____

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City, State & Zip_____

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Membership Levels (check one):

- ☐ General (No fee, individual member)
- ☐ Premiere (\$40, individual member)
- ☐ Corporate (\$150 unlimited members)
- ☐ Corporate Sponsorship (\$250 unlimited members)

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NEW POSTAGE RATES IN EFFECT AS OF AUGUST 29, 2021

TEMPORARY PEAK SEASON RATES October 3-December 26, 2021

For a quick overview and comparison of old and new rates, see https://www.postaladvocate.com/wp-content/uploads/2021/08/August-2021-USPS-Rate-Change-Comparison-Grid_Final.pdf

Temporary, peak season increased package rates will be in effect from October 3, 2021 to December 26, 2021.

A full list of commercial and retail pricing can be found on the Postal Service's Postal Explorer website <https://pe.usps.com/text/dmm300/Notice123.htm>

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