



GREATER BOSTON  
POSTAL CUSTOMER COUNCIL

[www.bostonpcc.org](http://www.bostonpcc.org)



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## PCC SPOTLIGHT

### GREATER BOSTON PCC FEATURED IN NATIONAL PCC *Spotlight*

Greater Boston was honored to be featured in PCC *Spotlight* in March, 2022. Here is a recap of the article.

In spite of the pandemic, the Greater Boston PCC (GBPCC) continues to be a resilient and thriving PCC. During the pandemic they adjusted their communications by switching to remote for all meetings and workshops. They committed to having at least one webinar per month to keep the industry engaged and updated to changes within the Postal Service. One of their biggest challenges was keeping everyone connected as many of their members were working from home during these challenging times. One way they were able to successfully accomplish this was through the commitment of their Executive Board. They vowed to continue with "business as usual" although everything around them was anything but.

The GBPCC is very strong, energetic and understands that one of the keys to success is keeping everyone educated and connected. They consider their PCC to be unique and innovative. An example of this is the monthly "Celebrity Podcast Series" where they interview a local celebrity and talk about their career and how they use the Postal Service to connect with people. In 2021, as a group they participated virtually in National PCC Day by sharing and listening to the Postmaster General Louis DeJoy's broadcast

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## GREATER BOSTON PCC FEATURED IN NATIONAL PCC *Spotlight* ...Continued

during the Fall Virtual National Postal Form. Today, they continue to host monthly virtual events based on the topics relevant to their members' needs.

A few of GBPCC's most popular in-person events include their annual Boston Red Sox Baseball and Celtics Basketball outings. These events typically attract more than 50 attendees and are a great way for their members to network while relaxing and cheering on the home team. In addition, they also host an annual Veterans Day event where they go to the local VA Hospital and recognize military veterans, usually attracting between 75-100 participants.

The GBPCC top goals include sharing information through monthly events, growing the PCC membership and giving back to the community.

Greater Boston PCC is most proud of their deep, strong connection between the Industry and the Postal Service. Their ability to come together to share ideas and information helps keep the Mailing Industry and the Postal Service moving forward, participating together in events such as USPS stamp unveilings, Operation Santa, the Veteran's Day Program, and much more.

GBPCC committees include Membership, Education and Communication. This is where most of their work is accomplished. Every Executive Board is expected to serve on at least one of these Committees.

The Greater Boston PCC is currently led by:

- Postal Co-Chair – David Guiney, Postmaster Boston, Massachusetts Post Office, MA – RI District, USPS
- Industry Co-Chair, Timothy O'Connell, Pitney Bowes
- Industry Vice-Chair, Sean Hunt, Jet Mail
- Postal Administrator, George Kippenhan, Manager Consumer Affairs, MA – RI District, USPS
- Treasurer, Jim Burns, Massachusetts General Hospital
- Secretary, Betsy Shortell, Harvard University
- District Manager, Mike Rakes, MA – RI District, USPS

GBPCC has been recognized over the years for its achievements with many awards.

### Awards:

2019 Innovation of the Year – <i>Silver</i> Award	2016 PCC Industry of the Year <i>Silver</i> Award – Betsy Shortell
2018 Communication Program Excellence – <i>Gold</i> Award	2016 PCC Partnership of the Year Award
2018 Membership Excellence – <i>Silver</i> Award	2009 and 2011 – 2021 Premier Certificate <i>Gold</i> Award
2018 PCC Postal Member of the Year <i>Silver</i> Award – George Kippenhan	2015 – 2021 Premier Certificate <i>Platinum</i> Award
2018 Membership Excellence – <i>Bronze</i> Award	

The article included some “*fun facts*” about the Boston Area:

1. Richard Fairbank’s Tavern, in what is now Boston, Massachusetts, was the official repository for mail received from overseas, and is thus the first American Post Office.
2. Home of the oldest city public park in the U.S. dating back to 1634 – the ***Boston Common***.
3. Alexander Graham Bell’s first phone call, which was to his assistant Thomas Watson took place in his Boston laboratory on March 10, 1876.
4. The first chocolate made in the U.S. was manufactured in 1765, in Dorchester Lower Mills by John Hannon and James Baker who brought cocoa beans home from the West Indies.
5. Since 2001, Boston has been the home of 12 National Championships including: six New England Patriot Super Bowl Championships, four Boston Red Sox World Series Championships, one Boston Celtics NBA Championship, and one Boston Bruins Stanley Cup championship.

**For more information on the Greater Boston PCC  
please visit our website at [www.bostonpcc.org](http://www.bostonpcc.org)**

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## **USPS CONNECT - POSTAL SERVICE EXPANDS NEXT-DAY DELIVERY OPTIONS FOR BUSINESSES**

The USPS Connect program offers four delivery options to help businesses of all sizes meet growing consumer demand for affordable, fast local, regional and national deliveries and returns:

- **USPS Connect Local** is a new way for local businesses to affordably and quickly reach local customers. USPS Connect Local offers affordable next-day service in all locations, with same-day delivery, Sunday delivery and pickup options in select locations. This offering also includes **USPS Connect Local Mail**, an affordable First-Class Mail option for documents up to 13 ounces. Businesses can enter USPS Connect Local packages and mail at the receiving dock of the designated postal facility or take advantage of free en-route pickup when their carrier delivers their mail. Free flat-rate bags, boxes and envelopes are available via Click-N-Ship.
- **USPS Connect Regional** provides next-day regional entry and delivery of Parcel Select packages and Parcel Select Lightweight packages. Businesses should consult with USPS representatives to identify the entry points and options that work best for them. Most packages will be delivered the next day within a broad specified region.
- **USPS Connect National** provides delivery solutions for businesses of all sizes. They can benefit from the Postal Service’s new mail processing equipment and reconfigured network to receive reliable delivery of packages through First-Class Package Service, Parcel Select Ground and Retail Ground.
- **USPS Connect Returns** is a service for businesses to offer their customers convenient returns, with free en-route pickup by their carrier or drop-off at a nearby Post Office location.

Businesses interested in learning more may visit [uspsconnect.com](http://uspsconnect.com), call 855-MYUSPSCONNECT (855-698-7772), email [uspsconnect@usps.gov](mailto:uspsconnect@usps.gov) or visit [usps.com/business/business-shipping.htm](http://usps.com/business/business-shipping.htm).

Delivery times stated for USPS Connect offerings are expected, but not guaranteed, and require entry of packages at the designated facility nearest package destinations or authorized pickup. Businesses should speak with a USPS representative about requirements.



## OUR PCC TEAM SHINES AT 2022 NATIONAL POSTAL FORUM IN PHOENIX AZ

Between May 15-18, over 3,000 members of the postal, mailing, and shipping industry traveled to Phoenix, Arizona to attend IN PERSON the 2022 National Postal Forum (NPF), the premiere conference for America's mailing industry. It was exciting to assemble again for the first time since NPF went virtual to protect the industry and USPS from COVID-19.

USPS Postmaster General Louis DeJoy provided the Keynote address where he described strategies to modernize the postal network, invest in infrastructure, and improve operations for ongoing innovations. He emphasized the vision for the future embodied in the Delivering for America 10-year plan and applauded the energy and commitment of all segments of the Postal Service to transform the Postal Service and make the vision a reality.

Over 100+ workshops, sessions and certification classes were led by USPS executives and mailing industry experts. A huge attraction was the NPF Exhibit Hall and checking out the new USPS Next Generation Delivery Vehicle on display!

Several members of the Greater Boston PCC Executive Board participated in the event- Jim Burns, Mail Services Manager at Mass General Hospital; Pat Ring, Director of Mail Services at Boston University Mail Services; Betsy Shortell, Director of Harvard University Mail & Distribution Services; Karen McCormick, Government Relations Manager at USPS Office of Inspector General. Each was energized with new information and insights gained at NPF 2022.



Betsy Shortell and PMG Louis DeJoy at NPF



Jim Burns, Karen McCormick and Betsy Shortell at NPF



Jim Burns, Betsy Shortell and Pat Ring at NPF



Jim Burns, Mark Fallon with attendee at NPF





## SHEL SILVERSTEIN STAMP DELIGHTS KIDS OF ALL AGES

The Shel Silverstein Forever stamp features artwork from one of his most famous books, “The Giving Tree”.

George Kippenhan, Greater Boston PCC Executive Board and MA/RI USPS Manager of Consumer Affairs, held a special dedication of the stamp, for students in grades 1 through 5 at the William Gould Vinal School in Norwell, Massachusetts. Again, on June 16, George Kippenhan presented the stamp at the Greenmount Avenue Elementary School in Dracut, Massachusetts as part of his presentation on the Power of Mail. Photos are from the Greenmount Avenue event.

Shel Silverstein was one of the 20<sup>th</sup> century’s most imaginative authors and illustrators. “The Giving Tree”, published in 1964 by Harper and 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. The story ends with the boy, now an old man, returning to rest against the tree’s stump. The best-selling tale of selflessness, which is accompanied by the author’s elegantly simple black-and-white illustrations, is considered a classic of children’s literature.

Silverstein’s zany, self-illustrated books of poetry are similarly revered. “Where the Sidewalk Ends” (1974), “A Light in the Attic” (1981), “Falling Up” (1996) and “Every Thing On It” (2011) feature clever and, at times, playfully nonsensical verse that is adored by young people all over the world. Children are enthralled by Silverstein’s poetry, which is full of fantastical imagery and often deals with the joys and fears of childhood. The four distinctive collections of poetry were best-sellers. The New York Times named “Where the Sidewalk Ends” an Outstanding Book of 1974; Silverstein’s album version of the book earned a Grammy Award for Best Recording for Children.

Extraordinarily versatile, he also wrote and illustrated books for adult readers. He recorded his own songs in addition to writing hits for other artists. Silverstein’s music has appeared in many films. In the 1980s, he wrote plays performed off-Broadway in New York.



George Kippenhan with students at Silverstein dedication



In 2002, Silverstein (1930-1999) was inducted posthumously into the Nashville Songwriters Hall of Fame. Three of Silverstein’s books have also been published posthumously: “Runny Babbit” (2005), a children’s story chock full of clever spoonerisms; “Every Thing On It;” and “Runny Babbit Returns” (2017). His diverse body of work, which has been translated into 47 languages, remains beloved by adults and children alike.

George Kippenhan with teachers at Silverstein dedication

## **GREATER BOSTON DISTRICT TEAM PLANS, PERFORMS AND LOOKS AHEAD**

Once again, in February, the MA-RI District Postal leadership participated in a wide-ranging panel discussion answering questions about many aspects of recent Postal operations. Introduced by Jim Holland, Customer Relations Manager for the MA-RI District and moderated by Sean Hunt, Account Manager at Jet-Mail, the panel consisted of Mike Rakes, MA-RI District Manager, David Guiney, Executive Postmaster of Boston, and Lawrence Buddy Crosby, Senior Plant Manager.

Notable is the breadth of experience and knowledge each has, having worked as letter carriers, plant staff and rising to supervisory and management positions and all working as a team over many years.

Postmaster Guiney took pride in delivering a huge increase in volume, with exponential growth in delivering medications. Dave Guiney ranked first in growth among a group of 10 Postmasters with 11 million more pieces delivered than the previous year.

Looking back, the panelists noted meeting the pandemic challenges of keeping employees safe, delivering medications, stimulus checks and COVID tests, working with 6 or 7 distilleries in MA, RI and NH in the making of hand sanitizer, and conducting 250 Thank You stamp dedications in the communities.

Looking ahead, the executive team cited current challenges:

- Hiring and retaining staff in a very competitive environment
- Processing the huge increase in package volume
- Acquiring the new equipment needed for package processing
- Getting new vehicles of the right type to replace aging, unreliable ones
- Keeping up with technology

Planning for peak began last summer and once again will begin this July. We could not have a better team at the helm.



**David Guiney**



**Lawrence (Buddy)  
Crosby**



**Mike Rakes 2021**



## THE POSTAL SERVICE THANKS *CHEERS*

Excerpted from a presentation by David Guiney, Postmaster of Boston

In February 2022, with a Thank You stamp dedication, USPS thanked ***Cheers***, the neighborhood eatery made famous in the TV program of the same name.

Postmaster David Guiney pointed out that the changes wrought by COVID-19 showed that “essential workers” were heroes.

“USPS understands what it means to be “essential” – to show up when nobody else does, to put forth an extra effort to ensure that a need is met...and we would like to take this time to acknowledge the extra effort that Cheers gave when it was needed. During the COVID-19 pandemic front-line workers are typically thought of as doctors, nurses and other healthcare providers. However, high on the list of essential workers are restaurant employees and fast-food workers. During unsettling times people look for signs of normalcy. Staying open gave the local community a sense of normalcy.

On August 21, 2020, the USPS issued a Forever Stamp that perfectly states what everybody is thinking when Cheers is mentioned...THANK YOU! The two simple words are highlighted in gold foil in cursive script and an elegant floral design swirls through and around the words. Dana Tanamachi, stamp designer and lettering artist, drew the original sketches by hand and then created the final art digitally.

***Cheers*** is deserving of a Thank You for a “job well done.” You were there for Boston when you were needed most.”





## WHAT ARE THE ODDS? 20,000 POSTCARDS FOR 48 SEATS

How do you capture a dinner reservation at an exclusive Maine restaurant with only 48 seats? By phone? No. Submit online? No. **SEND A POSTCARD!**



Possibly the most innovative use of the mail in any sector, The Lost Kitchen in Freedom, Maine books reservations from postcard requests. With only 48 seats, open 4 nights a week, and with a reputation for fabulous food, the restaurant is in high demand. The owner, Erin French, decided to take reservation requests by postcard. When the reservation system was first started, the postcards were entered into a table lottery. Endlessly creative, the restaurant now requires that reservation seekers first make a donation to a specific charitable cause on the restaurant's website just to find out where to mail the postcard.

The restaurant receives about 20,000 postcards a year from which it draws the winners.

For the mathematicians out there, what are the odds of getting a reservation?

Do you know of really unusual and creative uses of the mail? Please share them with your PCC by sending a description to

**Greater Boston PCC • PO Box 51234 • Boston MA 02205-1234**



## PCC OF GREATER BOSTON NIGHT AT THE RED SOX

Our 9th Annual Networking Red Sox was held on June 14th. It was a lot of fun!

First, we met at Lorretta's for some tasty pre-gaming and networking. In addition we were given commemorative Red Sox/Jimmy Buffet hats in celebration of a Sox/Buffer theme night. It was so good to see some new faces in the group, as

**Betsy Shortell, Harvard University  
and Peter Shepherd, Winn Solutions**

well as familiar returnees. This year was another Sellout! To cap it off the Red Sox defeated the A's 6-1. Pictured here is the Commemorative Cap!



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## **BE ON LOOKOUT - WATCH FOR INFORMATION ON PCC DAY, 2022**

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### **CELEBRITY PODCAST WITH COURTNEY FALLON, SPORTS REPORTER: SHE VISITS A POST OFFICE WHEREVER SHE TRAVELS**



The Greater Boston PCC Celebrity Podcast Series continued on May 9 with special guest Courtney Fallon.

Ms. Fallon is a National TV Host, Sports Reporter and entrepreneur with over a decade of experience in the industry.

She has a resume which includes becoming a National Correspondent for the NFL Network, ESPN and CBS Sports Network. She currently works on the broadcast team with the 3x World Champion Miami Heat.

In addition, Courtney also hosts a sports podcast called "Bad Signal," which can be streamed on all media platforms.

Ms. Fallon inspired the audience with her perseverance in a male-dominated industry and the hurdles she has overcome to become one of the most respected voices on the sports scene.

She also spoke of her love of the mail. As Courtney travels consistently for work, her first visit is always to a nearby Post Office to ensure that she knows where to go if she needs to meet a deadline. She also collects stamps. Her favorites include "Sesame Street," "John Lennon" and "Bugs Bunny."

Courtney's ideas that you have to 'bet on yourself' and 'follow your dreams' were both motivating and inspirational.

Our next guest will be James Jackson Jr., star of the 2022 Tony Award winning Best Musical "A Strange Loop." Please check out our website at [www.bostonpcc.org](http://www.bostonpcc.org) for registration information.

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**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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## **USPS RAISES RATES EFFECTIVE JULY 10, 2022**

The Postal Regulatory Commission ordered that the rate hikes in the “United States Postal Service Notice of Market-Dominant Price Change, filed April 6, 2022, are consistent with applicable law and may take effect as planned.” Implementation of the higher rates will be at 12:01 am ET on July 10, as previously announced. Because there were no changes to the proposed prices, the rate charts distributed on the day USPS proposed the rates are now official.

Still, US postage rates are the lowest in the world, a true bargain.

Complete rate detail is available in “July 2022 – Notice 123 PDF” in Postal Explorer.

**<https://pe.usps.com/pricechange/index> Click on Notice 123**

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