

the Communicator

Baltimore Postal Customer Council

Winter 2010/2011 Volume 8.9

Fall General Membership Meeting

The Baltimore PCC held its annual Fall General Membership meeting on December 3rd at Martin's East. Approximately one hundred and ten mailers, small business customers and local postal officials attended the event. Guests enjoyed a delicious buffet lunch and had the opportunity to obtain the latest news in the local mailing community.

USPS Acting Area Vice President James Nemecek was the guest speaker at the event, which was also attended by USPS District Manager Bill Ridenour and Baltimore Postmaster John Budzynski

Special thanks go to the vendors who displayed their services and participated in the festivities:

- Anne Tisdale
- DHL Global Mail
- Edgerton-Becker
- MCS
- Pitney Bowes Presort
- The Scale People
- Shannon Business Systems
- Whitaker Brothers
- United States Postal Service

The event benefited Toys For Tots, and many attendees brought donations of holiday gifts for local children. In the afternoon a rousing version of "Minute to Win It" was played, and door prizes were awarded – including a big screen TV. A good time was had by all!

Another well-attended Fall General Membership Meeting at Martin's East



Events

BPCC Education Seminar & Business Exposition
March 24, 2011 • 8 am to 3:30 pm
Univ. of Balt. Thumel Business Ctr

Executive Mail Center Manager (EMCM) Program
June 7-9, 2011 • 8 am to 5 pm
Merrifield P&DC Merrifield, VA 22081



Participants were generous in their donations to Toys For Tots, as well as the Door Prizes

See more photos from the Fall Meeting on pages 2, 3 & 6...

Baltimore PCC Mailer's Education Seminar and Business Expo

"Celebrating 50 years of education and service to the mailing community"

The area's premier mailing industry education event is right around the corner and we are celebrating our 50th year of education and service to the mailing community. The annual Baltimore PCC Mailer's Education Seminar and Business Expo will be held Thursday, March 24th, 2011 from 8:00 a.m. to 3:30 p.m., at the University of Baltimore Thumel Business Center, 11 W. Mt Royal Avenue, Baltimore, MD 21201. If you haven't received the registration packet in the mail, check it out on our website, BaltimorePCC.com under "Upcoming Events." **You can NOW register and pay online!**

This one day event is filled with exciting education opportunities to help our members keep up with the latest information essential to doing business with the U. S. Postal Service and growing their businesses. Ten informative sessions have been planned for this year and they will be conducted by knowledgeable postal and industry specialists. We will have our standard, much sought after, sessions and these five new sessions:

Learn How to Incorporate Multi Channel Marketing with Your Direct Mail Campaign

Mailing Grows Trees and Gives Us Air to Breathe

Making the Most of Customer Complaints

Navigating the Business Customer Gateway

Mailroom Security

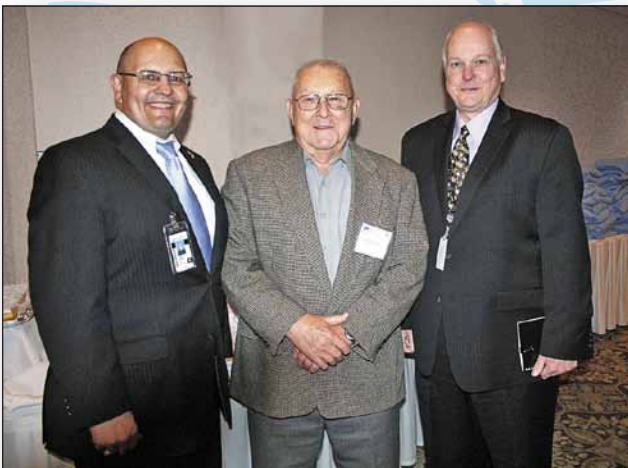
Our regular Postal Sessions will be on: *Mailpiece Design/Mail, Quality & Intelligent Mail Barcode; Address Management/Endorsement/ACS & Move Update; Non-Profit Mail; Postal One & Other Electronic Document Submission and Presorted Standard Mail and Flats.* Our Closing Session will feature: **The New US Postal Rates for April 17th and USPS Baltimore District Changes for 2011.**

In addition, we will be having local mailing industry vendors exhibiting the latest in postal related equipment, products and services. There will be a special table for the USPS Baltimore District Business Service Network for you to pick up the most recent postal information publications or speak with your BSN representative.

PRIZE DRAWINGS!!! In celebration of the Baltimore PCC's 50th anniversary of education and service to the mailing community, we will have multiple prize drawings for gift cards. Drawings will also be held for other prizes in support of our vendors' participation. A punch card will be handed out to the attendees at registration. In order to qualify, the attendee must have each vendor punch their card and place it in a box in the Atrium for the drawing. In addition, there will be a drawing for a Barnes & Noble "Nook Color Wi-Fi eReader" in support of the "Please Help Support Our Troops" donation drive, see the article enclosed. The drawings will be held at the end of the Closing Session.

Make plans now to attend this informative and fun filled event and at the same price as last year. BPCCC Members and any other PCC member that registers by March 4, 2011 pay only \$65.00! The cost afterwards will be \$75.00. Cost for non-PCC Members is \$90.00. However, join the PCC by March 4, 2011 and pay only \$65.00 - a savings of \$25.00! To join, visit our website — download the membership application and send it in today. The seminar fee includes workshop sessions, vendor exhibits, continental breakfast (beginning at 8:00 a.m.), lunch and parking. The complete Seminar and session information is available on our website, BaltimorePCC.com.

The Education Committee strives to provide education opportunities for the Baltimore PCC members in partnership with the US Postal Service. Education events facilitate the exchange of ideas about new and existing U. S. Postal Service products, programs, services and regulations that affect all businesses that use the mail. Please check our website BaltimorePCC.com for "Upcoming Events." If you have any questions about this event or ideas about possible future Education Seminar sessions or events for our planning process, please let us know. You can reach me at 410-321-8821, jamesbarlow@comcast.net or Barbara Morgan, Education Committee Vice-Chair at 410-347-4332 barbara.a.braxton-morgan@usps.gov.



< James Nemecek (l) and USPS District Manager Bill Ridenour (r) acknowledge with appreciation the many years Joe Fetcho has served the PCC. Joe will be missed as he retires from the PCC!



A rather tall elf in the person of Baltimore Postmaster John Budzynski collects balloons from frantic participants in the Balloon Game challenge

Member Spotlight

In this issue, we spotlight John Budzynski, Postmaster, Baltimore Post Office

Please describe your particular role within the Post Office.

I am the Postmaster of the Baltimore Post Office. As Postmaster, I am responsible for the delivery, collection and retail operations of thirty-three stations and branches.

How did you get into the business initially?

I joined the Postal Service as a letter carrier in 1982 and was promoted into my first management position in 1987. My management positions include supervisor, superintendent, station manager, customer service operations manager, district operations support manager, and postmaster of three different post offices.

How different is the postal industry today from when you first entered the field? What has improved and what has not?

The biggest change in the Postal Service during my career is the focus on improving service to our customers. This

includes improved on time delivery of all classes of mail and our customer service in our retail facilities.

How have you responded to recent and ongoing Postal Regulation changes?

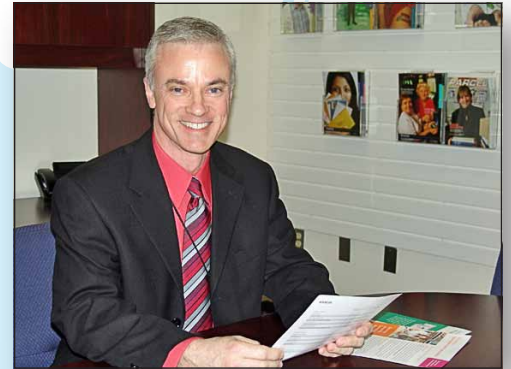
The best I can do is to stay informed and to share as much information on the issues with our employees.

How has the recession affected the Post Office?

Like any business, the Postal Service has experienced a drop in business and revenue. In response, post offices are looking at every way to reduce cost by streamlining operations, and at the same time promoting new products and services to generate new revenue.

We keep hearing about the eventual demise of the Postal Service because of electronic media and increased competition. What is your response to the doomsayers?

Don't count the Postal Service out just yet. This organization has very dedicated



John Budzynski

employees that take great pride in the service we provide. In my 29 years I've seen a lot of change and it's my belief that the Postal Service will adapt to the new market place with new products and services that keeps us competitive.

What are your favorite and least-favorite aspects of your job?

My favorite part is that I love working with people, our customers and employees. The least favorite part is all the meetings that keep me from having the time to spend with customers and employees.



< *Guest speaker James Nemec, Acting VP Capital Metro Area*

> *There was an exceptional display of quality door prizes this year, with many winners*



PCC 50th Anniversary

By Lewis L. Johnson, National PCC Team

The Postal Customer Council (PCC) Program began in 1961 with the formation of local mailer users' councils, also known as citizens' advisory councils. The old Post Office Department organized the councils to improve communications between Postal Service customers and local Postal Service managers. The councils first came into prominence supporting the "mail early" campaign in the mid-1960s. In 1971, the name was changed to Postal Customer Councils.

The early mail users' councils were designed to focus on both residential and business mailing issues. However, it did not take long for the local Postal Service managers to realize that business mailers had the biggest impact on their local operations. Gradually, as citizens' advisory committees (CAC) were created to address residential mailing issues, PCCs became more business mailer Postal Service manager-focused.

Once business customers and local Postal Service managers began working together, they found that many problems could be resolved easily. Processing and delivery improved; customer satisfaction and business and Postal Service revenue rose; and business and Postal Service resources and equipment were used more productively.

Today, there are more than 200 PCCs representing over 100,000 active mailers. Through regular meetings, vendor events, educational sessions, and networking opportunities, PCC members keep abreast of the latest Postal Service developments and work closely with local Post Offices to make mail service more efficient, timely, relevant, and profitable.

As it has since 1961, the Postal Service supports the PCC Network with management and resources, and it views the PCC Network as an important partnership for improving customer service, customer satisfaction and sustaining a viable Postal Service well into the future.

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More photos from the Fall General Membership Meeting



The Board of the 2010 Baltimore PCC poses for a group photo, with retiring member Joe Fetcho at center

The gentleman behind the table contemplates the reward of a likely win in the "stacking cups" category!



Lisa Kline and John Budzinski present the Grand Prize to Chuck Cassidy



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Please, Help Support Our Troops Overseas!



The Baltimore PCC would like to ask for your help in supporting our Troops. We will sponsor a donation drive that will be held on March 24th during our BPCC Education Seminar. We encourage those who plan on attending the Education Seminar to please bring an item(s) from the list provided. You will receive one raffle ticket that will enter you for a chance to win a Barnes & Noble “Nook Color Wi-Fi eReader” one ticket per person. In addition, we will be collecting names/addresses for troops serving overseas; if you have a family member or friend that is currently serving overseas and you would like to have a package sent to his/her unit, please be sure to bring their name/address information to the Education Seminar. We will divide all items received into an equal number of packages and send them over for our men/women in uniform. We at the BPCC hope you can join us in donating a little to those that have already given so much!



Please Send:

- Cookies (small packs)
- Snacks (small packs)
- Bug Repellent (DEET) (no aerosol cans)
- Sun Screen-SPF 45+ & Aloe Vera Gel
- Beef Jerky/Slim Jims
- Socks: Black, Olive, White (cotton & wool)
- Nuts, Seeds & Dried Fruit (small packs)
- Tissues (travel size)
- Coffee/Tea (regular, instant & herbal)
- Wipes & Hand Sanitizer (travel size)
- Hot Chocolate Packets
- Sugar Packets or Small Box
- Instant Drink Packets (Crystal Light, etc.)
- Gold Bond, Foot & Baby Powder
- Eye Drops & Nasal Spray
- Deodorant (travel size)
- Gum (regular, sugar-free & caffeinated)
- Tooth Brushes/Toothpaste (travel size)
- Mints & Cough Drops
- Candy (no chocolate April-Sept)
- Shampoo/Conditioner (travel size)
- Body Wash (travel size)
- Old Bay/Salt & Pepper (travel size)
- Microwave & Non-Perishable (no cans)
- Mouthwash (travel size)
- Q-tips & Cotton Balls (small packs)
- Cereal (small boxes or packs)
- Cheese & Peanut Butter Cracker packs
- Razors (disposable) / Shave Cream (no cans)
- Hand/Foot Warmers
- Pens, Writing Paper & Envelopes
- Batteries: AA, AAA & C
- Books – Paperbacks (new & used)
- Small Flashlights
- Local Newspapers
- Feminine Hygiene Products
- Crossword Puzzle, Sudoku, etc. Books
- Combs & Nail Clippers
- Magazines
- Hair Gel (female troops)
- Pre-Paid Phone Cards (international)
- Tylenol, Motrin, Advil, Aspirin Packets
- Card Games (playing cards, UNO, etc.)
- Multi-Vitamins
- Small Day Planners / Calendars
- Movies & Games – DVD (new & used)
- Duct Tape (black or green) & Dust Masks
- Air Fresheners
- Moleskin & Shoe Insole Cushions
- Sunglasses
- Winter Knit Hats & Small Blankets
- Chap Stick / Lip Balm

Do Not Send:

- Home-Baked Food
- Canned Food
- Aerosol Cans
- VHS Tapes
- Glass Bottles or Jars
- Hotel Samples
- Lighters, Fluid or Matches
- Hard-cover Books

BPCC

BALTIMORE POSTAL CUSTOMER COUNCIL



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