

Baltimore PCC Baseball Night at Camden Yards

By Tina Dickens, GBPCC Vice Chair

The night out with the O's at Camden Yards on Friday, July 10, 2015, was so exciting, and a huge success! The game was completely sold out; in fact, there were a lot of tourists clamoring for tickets! A family of six out-of-towners even joined in our festivities — if only all our tourists were that much fun!

It was a perfect night for a ball game. The weather was clear and this year our seats provided both a great view of the field and a sheltering overhang

that gave wonderful shade from the setting sun.

The Greater Baltimore Postal Customer Council (GBPCC) Board Members, along with their family, friends, and some business associates, came out to support the GBPCC event. Several of our friends from The Baltimore Post Office attended and showed their support, as usual, and we certainly appreciate their participation.

One of the board member's clients, Gwendolyn Graves of Healthcare Management Solutions LLC, brought

her mother, Gertrude Moore, who had such a good time that the member received this email, "Thank you so so much. You just don't know how that lifted my mom's spirits. She's an avid Orioles fan and she is still talking about the game and your hospitality. We had a blast."

A win was just outside of the O's grasp, but it was still such an exciting game.

Thanks to all who came out to support the GBPCC. A special thanks to Constance Hall who worked hard to get us the great seats!



Baltimore PCC
Box 1010
Baltimore, MD 21203



GBPCC members, family, and clients rooting for the home team



Gertrude Moore, an avid Orioles fan

Greater Baltimore Postal Customer Council Executive Board 2015

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USPS-Postmaster Baltimore

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GBPCC

GREATER BALTIMORE POSTAL CUSTOMER COUNCIL

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Board Certification

Congratulations to Rod Toney, Jen Hoyer and Marilyn Lenhart!

The Executive Board of the GBPCC would like to congratulate three of our members for their continuing achievements, and to recognize their dedication to learn, grow, and hone their skills to better serve their employers, clients, and the greater community. Thank you for setting good examples for the rest of us. For anyone else who is interested, see www.msmanational.org for CMDSM certification and <http://www.nced.com/bma/> for MDP registration information.

Roderick Toney of Johns Hopkins and an executive board member recently fulfilled all requirements to qualify as a Certified Mail and Distribution Systems Manager (CMDSM), one of only 365 certified professionals in the country.

The CMDSM program was established by MSMA in 1987 with an objective of accreditation of mailing professionals to:

- Raise the standard of the profession.
- Establish a defined body of knowledge for effective performance in the profession.
- Establish a learning and experience path for people to follow in developing their career in the mailing and shipping profession.
- Recognize those who have demonstrated a high level of

competence and ethical fitness for the profession.

- Improve performance in the profession by encouraging participation in a continuing program of professional development.

Jen Hoyer of CMS and an executive board member was re-certified in October as a Mail Design Professional (MDP).

This course is ideal for those who wish to maximize their proficiency in designing letter-size and flat-size mail to meet USPS® standards and obtain certification as a Mailpiece Design Professional. The course includes:

- Postal addressing standards
- Classes of mail and processing categories
- POSTNET™, Intelligent Mail® and parcel barcode formats and print specifications
- Designing automation letters and flats (tabbing, polywrap, deflection, flexibility, etc.)
- Reply mail (Business, Courtesy, Meter, Permit Reply and Merchandise Return Service)
- Address Information products and Move Update

Learners will also receive information on design standards for:

- Customized Market Mail
- Repositionable Notes
- Election Mail Logos
- Privately Printed Labels
- Reusable Envelopes

Marilyn Lenhart of AT Direct and a PCC member was certified as an Executive Mail Center Manager (EMCM).

The Executive Mail Center Management (EMCM) program is a comprehensive training program designed for individuals who wish to develop Mail Center Management skills.

The EMCM program provides training specifically designed for mailing industry professionals. The program teaches skills needed to...

- Manage more effectively
- Improve mail center safety and security
- Boost productivity
- Cut costs

Training is offered at the National Center for Employee Development (NCED) located in Norman, Oklahoma. The EMCM course can be delivered in your city through sponsorship by your PCC®. For more details about what is covered in the program go to our Curriculum page.

Program Highlights

- USPS® Certified Training
- Comprehensive exam administered as part of training
- Training offered at Norman, OK or at your local office through your PCC

To apply or to learn more about the program, please contact us at emcm@usps.com.

The Greater Baltimore PCC Wins Platinum, Silver and Gold Awards

For five consecutive years, the Greater Baltimore Postal Customer Council (GBPCC) has earned the Gold Award under the Premier PCC Program, but this year we upped our game! We not only took the gold again, but we also earned a silver for Best Industry Co-Chair (for the effervescent Judy Antisdell), as well as the ultimate prize: a platinum award, which is achieved by earning

a gold award for five consecutive years.

We hope you were there with us to witness this recognition at our 2015 National PCC Day event.

The program requires PCCs to follow a set of national standards for excellence. "The Baltimore PCC and Baltimore District have been growing together for over 50 years, educating

and providing business customers with the tools they need to grow their business," said Baltimore Postmaster Gary Vaccarella. "The success of this PCC is evident by the awards announced today."

Guest speakers included Mary Anderson, USPS Director of Small Business, and Jack Weber, PCC executive board member.



Board members celebrate their achievements and are recognized by Gary Vaccarella, Baltimore Postmaster



The GBPCC very gratefully acknowledges Anchor Computer Software for sponsoring our Fall Holiday Event. Thank you!



Welcome Postmaster Gary Vaccarella



Gary Vaccarella was inducted on June 18, 2015, as Postmaster of Baltimore in a ceremony enhanced by breathtaking views of the Inner Harbor from the World Trade Center, Baltimore. The ceremony began with a color guard presentation and included a number of speakers lauding Mr. Vaccarella for his

experience, achievements, work ethic, and dedication.

The Greater Baltimore Postal Customer Council is thrilled to have Mr. Vaccarella as our Postal Chairperson and believe he will be an excellent leader and resource within the Baltimore USPS.

Mr. Vaccarella's postal career began in 1985 in Ft. Pierce, Florida. He held numerous positions with increasing responsibility. He spent six years

as a supervisor in Ft. Pierce and Melbourne, FL. In 1994 he was promoted to his first position as a manager at the Orange Blossom Station in Orlando, FL. Mr. Vaccarella has also held Postmaster positions in Maitland, Ocoee and Kissimmee, FL. He previously served as Manager, Post Office Operations, in Kissimmee, Vero Beach, Cocoa, and St. Cloud. Most recently he served as Postmaster of Orlando. We welcome him to Baltimore!

New Postmaster Installation

By Tina Dickens

All members of the Board for the Postal Customer Council were given the wonderful opportunity to be present at the Oath of Office and Installation Ceremony of new Baltimore Postmaster Gary J. Vaccarella on Thursday, June 18, 2015, at The World Trade Center.

The ceremony was held on the penthouse level of The World Trade Center in the Inner Harbor. From this height we were treated to a 360-degree view of the city and the harbor. Views out of the windows alone were enough to keep us occupied for the rest of the day.

The food was great and the company was fantastic! Gary was accompanied by many of his family members, including his wonderful wife and children. The Board offers a hearty and whole-hearted welcome to Gary and his family to Baltimore!



Kristin Seaver AVP area Vice President, Constance Hall CRS USPS, Judy Antisdell Industry Co-Chair GBPCC, Angela Curtis District Manager USPS, Gary Vaccarella Postmaster USPS, Barbara Morgan Marketing Manager USPS, Tina Dickens Vice Co-Chair GBPCC, Terry Mullins TSU.