



## Chapter of the Year

Each year the Mail Systems Management Association takes special pride in recognizing one of its chapters for the Chapter of the Year Award. This award acknowledges the outstanding efforts and achievements of the chapter's officers and members in meeting the mission statement of the MSMA.

### Chicago is the 2008 MSMA Chapter of the Year

The Chicago Chapter finished 2008 with a membership of 120, and continues to have a consistent and increasing membership each year. Their Executive Board is made up of high performing professionals in the industry, and committed to ensuring the organization continues to be successful and provide value to its members and participants. Several of the Board Members have been with the Chicago Chapter since its inception in 1996. Chicago is a strong advocate of the CMDSM and CMDSS certification programs and has at least five very successful Member Educational Meetings each year.

Their Executive Board includes: Trevor Ward, President; Barbara Fahy, Executive VP; Jeff Harrington, Secretary/Treasurer; VP of Education Chuck Wittmer, CMDSS; V P Membership Mary Allen, CMDSM, and Immediate Past President, Mike Lathrop, CMDSM.



## Distinguished Service Award

The Distinguished Service Award recognizes an individual who illustrates leadership and dedication by encouraging others to share their experience and knowledge. This year's winner exemplifies this award is Isaac Webb, CMDSM. Isaac serves as the Immediate Past President of the Metro DC Chapter.

His dedication and courage throughout the years has given this Chapter the inspiration to constantly move forward. His stewardship efforts single handedly brought in many new members to the Chapter and he continues to promote MSMA at all times.



Isaac continues to be a pioneer in the development of education, innovation and outreach for mail management. He shares his knowledge freely on Education disciplines within the mailing community including developing training sessions for managers studying for the CMDSM exam.

Isaac is the Distribution and Receptionist Services Manager for Booz, Allen & Hamilton in McLean, VA.

(From left) Lance Humphries, CMDSM presents the Distinguished Service Award to Isaac Webb, CMDSM.

## Manager of the Year

The recipient of this Award is recognized by their peers for his/her professional accomplishments and for sharing their experiences with others.

In his current newly created position, this year's recipient now has responsibilities for managing postal operations, shipping, and postal equipment contract management for all 500+ Continental, US Liberty Mutual offices. He earned his CMDSM certification in 1994, and also is also a Past President of the MSMA Wisconsin Chapter. With over 30 years in the mailing industry, Marv Anderson is well known in the Wisconsin area as a leader in the mailing industry both by the USPS and other businesses. Through his efforts managing Liberty Mutual's mail, shipping and allied services operations, significant expense savings, cost avoidance and process improvements have been implemented. When not at work saving his company money, Marv can be seen riding his Harley probably listening to his favorite Packer radio station at 75 miles per hour.



(From left) Lance Humphries, CMDSM presents Manager of the Year award to Marv Anderson, CMDSM.

**From the desk of**

**Ron Goglia, CMDSM - National President**

The summer season is almost upon us and with that hopefully the opportunity to enjoy vacation time with family and friends. During this period, we also begin planning for next year's budget cycle and the opportunities that lie ahead in our personal and professional lives.

I encourage you to consider attending the MAILCOM conference from September 14 - 16 and possibly become a CMDSM or CMDSS. All the information you need is at your fingertips by visiting the MAILCOM or MSMA websites. Please review the accompanying articles throughout this edition of Postscripts.

Additionally, there is still time to apply for the coveted Cliff Bennett Memorial Education Award, given annually at the Fall Conference. For many years, Cliff contributed to the education and professional career development of thousands of Mail and Distribution Managers worldwide during his lifetime. This award, given annually, is a legacy to Cliff's commitment to the professional development of Mail and Distribution Center Managers. Details of the program can be viewed on the National website.

My best wishes to you and your families for a safe and enjoyable summer and look forward to seeing you at MAILCOM in September.

**Newest  
CMDSM/CMDSS**

Congratulations to the following people who received their Certification during the recent MAILCOM Conference in Atlantic City:

**CMDSM**

Shawn Lang

Bill McCart

**CMDSS**

Trevor Ward

Randy Dunn

Ann Marie Kozloski

The next CMDSM & CMDSS Exams will be administered during the Fall MAILCOM Conference in Las Vegas. Details on the upcoming MSMA National CMDSM/CMDSS Study Group will be available soon.



Elizabeth Lombard,  
CMDSM, CMDSS (Director  
of Certification Services).



(L to R) Mary Wells, CMDSM  
and Shawn Lang, CMDSM.



(L to R) Mary Wells, CMDSM and  
Trevor Ward, CMDSS.



(L to R) Mary Wells, CMDSM and  
Randy Dunn, CMDSM, CMDSS.

# Intro: CMDSM/CMDSS Certification Study Sessions

To recognize distinguished professionals in the mailing industry, the Mail Systems Management Association (MSMA) has established the Certified Mail and Distribution Systems Manager (CMDSM) Certified Mail and Distribution Systems Supplier (CMDSS) programs.

This accreditation process provides for an individual to be evaluated, tested and certified on the body of technical knowledge, sales skills and management skills necessary for performance in the profession.

Each exam consists of 135 multiple-choice questions and five essay questions. It is a timed, four-hour exam. You must achieve a score of 75% or more to pass.

## How Will You Benefit:

For those who have wanted to take either the CMDSM or the CMDSS exam but were unsure of where to find material to study or intimidated for fear of failing, the MSMA is pleased to announce a partnership with Pitney Bowes Management Services' Educational Development & Performance Department in offering a CMDSM/CMDSS Webinar Study Session Program.

## What You Will Cover:

This 8-week program will help participants through the learning process and provide in depth knowledge on every technical area contained within each exam.

## Dates:

Participants are required to attend at least 6 of the 8 sessions; start times for the CMDSM participants are 1:30 Eastern and 2:30 Eastern for CMDSS participants. Each call is approximately one hour, here are dates:

**June 18** - 12:00 to 1:00 Certification/Study Session Information Webinar

**July 16** - 1:30 to 2:30 CMDSM/S Study Session Welcome and Orientation

**July 23** - Session 1

**July 30** - Session 2

**August 6** - Session 3

**August 13** - Session 4

**August 20** - Session 5

**August 27** - Session 6

**September 3** - Session 7

**September 10** - Session 8

## Method of delivery:

Webinar in conjunction with the CMDSM/CMDSS Study Guide

## How to Qualify / Register:

To qualify, an individual must:

- ▶ Currently employed in the mailing field for five or more years with at least three of those years in management or as a sales executive
- ▶ Attain 150 professional expertise points in the following areas:
  - Professional experience
  - MSMA experience
  - Non-MSMA experience
  - Education

The CMDSM/CMDSS Study Sessions will be led by Erik Warner of Pitney Bowes: [erik.warner@pb.com](mailto:erik.warner@pb.com)

Interested MSMA members should contact Barbara Fahy, MSMA Executive Administrator at [bfahy@msmanational.org](mailto:bfahy@msmanational.org) no later than June 8th.

## Attention all CMDSM/CMDSS's

We are looking for people to serve on one of the Education Committees that reviews/updates the CMDSM/CMDSS Study Guide. If you are a CMDSM or CMDSS and are interested in this Committee, please contact Elizabeth Lombard, Director of Certification Services at [Elizabeth.Lombard@pb.com](mailto:Elizabeth.Lombard@pb.com).

## Fall MAILCOM Conference

The Fall MAILCOM Conference will be held September 14 -16th at the Riviera Hotel in Las Vegas.

For additional information visit the MAILCOM website: [www.mailcom.org](http://www.mailcom.org)





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Visit the MSMA Web-site: [msmanational.org](http://msmanational.org)

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