



MSMA & YOU: Operations Management, Communications, Logistics and More

# Post Script

**JUNE 2018**

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## MSMA 2018 Webinar Schedule. MARK YOUR CALENDARS!!!!

**You're invited!** - The MSMA National Board is excited to bring to the membership a way to learn through the MSMA Education Webinar Series. These one hour webinars will occur monthly, normally on the

**Here is the upcoming schedule for 2018:** 3rd Thursday of the month  
3:00pm EST, 2:00pm CST, 12:00pm PST

. September 13<sup>th</sup>, 2018 – Marjorie Mitchell – Topic TBD

. November 15<sup>th</sup>, 2018 – Sally Pfabe - Security

**Do you enjoy the rewards and personal satisfaction of teaching others?** Then become a subject matter expert for one of our education Webinars! Contact Barbara Fahy at

[bfahy@msmanational.org](mailto:bfahy@msmanational.org) if you are interested in presenting.



**MSMA National Website:** [www.msmanational.org](http://www.msmanational.org)

**PHONE:** 800-714-MSMA

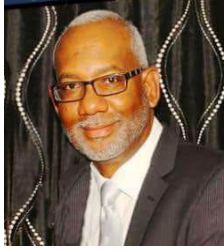
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**MSMA Manager of the Year Award – Robert Chmiel, MCOM** - Rob is the Administrative Services Supervisor for Securitas in Parsippany, New Jersey. He runs their mail and distribution center, overseeing the printing and shipping of payroll and invoices for states East of the Mississippi and all of Canada. He also manages the company's desktop shipping program for more than 900 users nationwide and is responsible for all shipping and receiving at his facility. He has been with Securitas for 22 years. Rob is a member of the Metro NY/NJ Chapter and serves on the MSMA National Membership Committee. A 19 year MAILCOM delegate, Rob holds his MCOM master certification and was awarded the Cliff Bennett Memorial Education

**Distinguished Service - Floyd Creecy, CMDSM, MDC** – Floyd is employed at HeiTech Services Inc. in Landover, Maryland and is the Mail Manager/Deputy Project Manager on the National Oceanic and Atmospheric Administration (NOAA)'s Onsite Personnel for Mail Room, Reproduction and Printing, Personal Property, Data Processing, Personal Property, Financial Recordkeeping, and Related support Services contract. Floyd currently serves as MSMA National Vice-President, MSMA Metro DC Chapter President, and executive board member of the Northern Virginia Postal Customer Council. He is a compassionate motivational speaker, mentor, and empowering leader. He is a regular keynote and presenter at MAILCOM, MSMA and PCC events. With state-of-the-art technology and economic demands constantly changing, Floyd says that, "Industry



**Supplier of the Year – Sally Pfabe, CMDSM, OSP, EMCM** – For over a decade, Sally has focused on the mailroom and administrative contract management arenas, with a concentration on inbound mail screening and security. She has written over 150 proposals and has secured close to \$90M in business for her company, BrightKey. Her speaking engagements have allowed her to provide valuable educational training to over 1,000 individuals across the nation. Outside of work, Sally shares her business and industry-specific knowledge with Wounded Warriors through the 100 Entrepreneurs organization and has been a featured speaker at local schools, showing students how technology is applied in the mailroom

**Co-Chapters of**

**the Year – Chicago and Kansas City**



**Office Services Center of the Year – Bronze – AAFP (member of Kansas City Chapter)**

**Office Services Center of the Year – Gold – IMRF (member of Chicago Chapter)**

**Office Services Center of the Year – Silver – UAA Wellcare (member of Lone Star Chapter)**

**Thank you to those that served on the Awards Committee –**

**Deb Visco, Floyd Creecy, Lance Humphries and Mark Hale**

## **Mail Safety and Security**

In light of the recent incidents in Texas, we wanted to share some tips with you on how to keep your Operations and Employees safe and secure:

- Be looking for packages that are not expected, things that have not been ordered by procurement or supply departments.
- Items that are received for personnel who do not normally receive packages.
- Non-descript markings - no return address, sloppy handwriting, the characteristics as shown in USPS Poster 84

- Review the return address to make sure it is from a location that is recognized and "trusted" (those of us in the mail screening arena have no trusted sources, ever)
- Use double gloves on personnel handling mail; if you can open the mail as far from the interior of the building the better; inspect on a loading dock if possible. Sounds like you have a central location for mail intake.
- Employee education and awareness are crucial

From what we have read on the Austin bombings, the bomber did in fact use the carriers, shipping his devices, and that they were victim operated (so that when the recipient opened the package it detonated as the circuit was completed.)

Anything on a package that seems odd (a package that should be light but is heavy) is a big red flag. Obvious signs like oily stains, wires, residue, noises - clear the area and initiate response protocols. Until we learn more on the design of his packages we don't know if remote detonators like cell phones were used. These are often used when a package is shipped with a tracking number as the bomber has confirmation from the shipper that the package has been delivered; he then calls the cell phone included in the package which acts as a switch and detonates the package. Based on what law enforcement releases, we may not know for sure what was included in the devices.

If you are attending the Fall 2018 MAILCOM Conference in Las Vegas, there will be several sessions on Mail Center Security, so be sure to check your Conference agenda.



**ACCORDING TO SALLY -**  
*The Importance of Mail*

Today's mail centers not only sort and deliver the inbound mail but are also challenged to ensure that all items entering the building are free from mail-borne threats. Many facilities include access point security guards and x-ray technology as safeguards against harmful items entering the building through laptop bags, purses, and totes but mail and parcels are not permitted to be screened through these check points. The mail center staff are expected to perform stand-alone inspections of all items introduced into the facility through the mail center.

With the trend towards reducing administrative budgets (where most mail center funds reside), mail center managers are feeling the pressure to provide the technology and training to meet the security requirements without the available funding for a fully fashioned strategy. In the Federal sector, there are many publications that outline mail screening directives such as the 41 CFR 101-9 Federal Mail Management, the 41 CFR 101-192 Federal Management Regulation Mail Management, the GSA Mail Center Security Guide, and the United States Postal Service's Best Practices for Mail Center Security. These documents provide valuable content on the importance of mail screening but do not define a clear method of developing and deploying a mail center security program.

So if mail centers are supposed to have comprehensive security procedures in place with little direction on how to develop them, and most likely limited financial resources, how can a viable plan be executed? A good place to start is through leveraging industry contacts. Consider the following ideas to bolster your mail center security initiatives:

- **Leverage your MSMA contacts.** Connect with your fellow MSMA members who are subject matter experts in mail screening. They will be happy to discuss your needs for technology, training, and outsourced options. Additionally, many MSMA members are in positions of operational mail center management and have experience in the application of mail security plans within their own facilities. Touch base with these individuals and ask for advice on the techniques they used and the results they have experienced when deploying a mail security program.
- **Attend MailCom and MSMA educational sessions** to gain valuable knowledge and training on mail screening and safety techniques.

- **Create a Building Security Committee.** If your mail center is located in a multi-tenanted facility, consider establishing a security committee comprised of a representative from each tenant. Develop suggestions for a centralized point of entry for all inbound mail, including screening procedures, and present it to the building manager as an “insurance policy” against a facility quarantine should an active mail threat be realized.
- **Collaborate with Building Security.** Reach out to those in charge of physical facility security to coordinate response efforts in the event of a mail-borne threat. Establish threat response protocols, incident points of contact, evacuation assembly locations, and drill schedules collectively with facility security stakeholders to encourage a comprehensive approach to overall building and personnel safety.
- **Consider used equipment:** X-ray technology suppliers offer used or refurbished units with the same functionality as new units (typically these “pre-owned units” are turned in at the end of a lease or as the result of a company upgrade). When coupled with initial training, a maintenance plan, and annual refresher courses, these units stand to provide a mail screening solution that is both cost effective and technologically sound.

Mail screening is no longer an option – it is a necessary component of every mail center environment. With a little research, some networking, and collaboration, the development of a comprehensive security plan will be a seamless and valuable part of your mail center operation.

Mail Systems Management Association announces partnership with the:

### **Association of Office Service Professionals (AOSP)**

**“The Mail Systems Management Association is proud to be in partnership with the Association of Office Service Professionals and look forward to forging many successful educational opportunities for all members moving forward.”**

*Barbara Fahy, MDC*

### **MSMA Board Members**

**President** – Barbara Fahy, MDC [fahyb@aol.com](mailto:fahyb@aol.com)

**Executive Vice President** – Floyd Creecy, CMDSM, MDC [Floyd.creecy@noaa.gov](mailto:Floyd.creecy@noaa.gov)

**Immediate Past President** - Ron Goglia, CMDSM [ron.goglia@cigna.com](mailto:ron.goglia@cigna.com)

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**Director at Large** – Paul Dreifuss, CMDSM, MDC [pdreif@aol.com](mailto:pdreif@aol.com)

## **Rise Above Change At MAILCOM Fall Convention!**

Everything is changing in mail, document and distribution management. New technology, regulations, and tight budgets challenge managers to do more with less.

**You are the key to your company's success. At MAILCOM Las Vegas you will be re-energized. Join us at MAILCOM's Fall Convention** this September 24-26, 2018 at the Tuscany Hotel in Las Vegas to make a difference in your career and company.

VISIT US & REGISTER: <https://MAILCOM.ORG>



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## Message from MSMA National President, Barbara Fahy, MDC:

Happy Summer!! It's hard to believe it's June already - for us here in the Midwest the flowers are finally blooming and weather is beginning to warm up! Your MSMA National Board continues to work on our Strategic Planning Goals/objectives and as you have seen in our communications to you several initiatives from Marketing/Communications, Membership, and Education. The MSMA National Website is in the process of being updated – so stay tuned for the launch of the new and interactive Website.

OSPC in partnership with MSMA will be offering the new Office Service Professional Certification (OSPC) at the Fall MAILCOM Conference in Las Vegas. There has been a lot of interest in this new certification, which will be available to everyone soon after the Exam in Las Vegas.

The MSMA National Board and Chapter Presidents Group are planning to meet in Las Vegas prior to the MAILCOM Conference for a full day Workshop. We are looking forward to a productive meeting and coming away energized with new ideas/initiatives to continue to grow the National Association and Local Chapters.

The MSMA Chapter of the Year, Distinguished Service and Manager of the Year, Supplier of the Year, and Office Service Center Awards were presented at the Spring MAILCOM Conference. Congratulations to all the recipients!! The Cliff Bennett Memorial Education Committee will be meeting early in July to review the nominations submitted and select a recipient of this very valuable Award. The Award will be presented at the Fall MAILCOM Conference.

The Fall MAILCOM 2018 will be at the Tuscany Suites Hotel and Casino, in Las Vegas September 24 – 26th and I hope to see many of you there. One of the many benefits of membership is a discounted rate on the best conference in our industry. In addition to the networking and educational programs, two particular items to note is that the Mailpiece Design Consultant (MDC) Review & Exam will be offered once again at MAILCOM, along with the MDSM/CMDSS Exam. This is a great value-add to use in promoting attendance and your professionalism.

You have my commitment as the National President that your Board of Directors will continue to work hard to grow and strengthen our Association. Do not hesitate to contact me or any of the MSMA National Board if you have any questions. Thank you again for your dedication and support of MSMA and I look forward to seeing you and meeting you at the Fall MAILCOM 2018 in Las Vegas.

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