



CERTIFIED MAIL AND DISTRIBUTION SYSTEMS MANAGER (CMDSM) Application

CMDSM QUALIFICATION POINTS REQUIREMENTS

A total of 150 qualification points are required to take the CMDSM Examination. There are 240 points possible in all four categories. **The applicant is required to provide verification for all points claimed on the application.** These qualification points are earned from the categories listed below.

WORK EXPERIENCE, PROFESSIONAL ACTIVITIES and EDUCATION	MAXIMUM POINTS POSSIBLE
Mail/Distribution Systems Work Experience	80
MSMA Activities and Membership	60
Non-MSMA Activities and Membership	40
Education	60

The job categories below are included in the Mail and Distribution Systems Field:

- Mail Systems Management (e.g. Vice President, Director, Manager or Supervisor)
- Distribution, Messenger, Shipping, Receiving or Fulfillment (Vice President, Director, Manager or Supervisor)
- Administrative, Office Services or Facilities Manager with responsibility for Mail and other Distribution Systems
- Vendors or Consultants serving the equipment (hardware or software) supply or service needs of Mail.
- Other reasonable categories of job descriptions that are directly involved in mailing and shipping operations. *These will be subject to the review of the Educational Committee.*

Administered only under the direction of:
Mail Systems Management Association
Education Committee
P O Box 3002
Oak Brook, IL. 60522

All the information required for qualifying to take the CMDSM Certification Examination is contained in this application. Please insure that all questions are answered thoroughly and accurately. **All points claimed by applicants must have supporting documentation. The types of required documentation will be noted in each section for your reference.** Any incomplete applications will be returned, resulting in a delay in processing. For additional information, please contact the MSMA Vice President of Education from the National MSMA website: www.msmanational.org.

APPLICATION INSTRUCTIONS

This is an electronic form

- The CMDSM application must be filled in electronically.
- To complete the form electronically:
 - Save the form (go to your menu bar and click on “File”, then click on “Save As” and save to the appropriate file. Note: the “save as type” should be set to “Word 7.0” or “Word document” for Word 97 users).
 - Scroll to page 3, “Applicant Information”. Use the tab key to get to the gray block by “Name”.
 - Type the appropriate information and use the tab key to go to the next block.
 - When you come to a box that you wish to mark “x”, use the space bar and an “x” will appear or left click once on the box. If you need to remove the “x”, space again or left click in the box again.
 - Continue until all blocks are filled in.
 - If you need to go back to a block you missed, you can use your scroll bar to take you to the appropriate box. Left click once on the box and then fill it in.
 - If you just need to back up, hold down your shift key and press the tab key. This will move you back one block.
 - When all blocks are filled in, save your form, print and sign your name on pages four, five, six and ten.
- Be sure to attach all documentation to the appropriate section.
- If you are claiming MSMA Activities and Membership points, you must submit the form to your Chapter President for verification prior to sending to the Educational Committee.
- Mail completed form, attachments and a check for the application fee to:

MSMA Education Committee
P.O. Box 3002
Oak Brook, IL. 60522

**Note: Use scroll bar to view the sections of the application that do not require to be filled in.

CMDISM

APPLICANT INFORMATION

Application must be received six weeks prior to scheduled exam

The Mail Systems Management Association has established the Certified Mail and Distribution Systems Manager program. Today there are many professionals who carry the coveted designation of CMDISM. It is important to note from the outset, a candidate does not have to be a member of the MSMA to participate in the program. However, the program application fee for non-members does include one year of membership. Certification does not waive membership dues after the first year of MSMA membership. Membership in MSMA does not lower the prerequisite requirements for Certification.

CMDISM APPLICATION FEES

\$475.00 for MSMA member

\$675.00 for Non-MSMA members

CMDISM APPLICANT INFORMATION

NAME: (first name) (m.i.) (last name)

TITLE:

COMPANY:

ADDRESS:

(city) (state) (zip+4 code)

Please check the box(es) below indicating your preference for contacts:

PHONE NUMBER: ()

FAX NUMBER: ()

E-MAIL ADDRESS (business):

E-MAIL ADDRESS (home or other):

RESIDENCE ADDRESS:

(city) (state) (zip+4 code)

SEND ALL MAIL TO (Check One): **RESIDENCE** **BUSINESS**

CHECK-OFF SHEET for CMDSM APPLICATION©

Please make sure you have completed your CMDSM Application and provided all supporting documentation for qualification points. If you have any questions concerning the validity of your qualification points, please contact the MSMA Vice President of Education from the National MSMA Website: www.msmanational.org

SECTION 1 -MAIL/DISTRIBUTION SYSTEMS MANAGEMENT WORK EXPERIENCE	Total Points	For Office Use Only
<ul style="list-style-type: none"> • Employment dates with duties and responsibilities • Recommendation letter from your current manager on your company's letterhead 		
SECTION 2 – MSMA ACTIVITIES AND MEMBERSHIP		
<ul style="list-style-type: none"> • MSMA membership & number of years being claimed • Attendance at MSMA meetings • National Webinar attendance • Positions held within MSMA • Speaking/hosting/publishing points being claimed • Mailpiece Design Consultant (MDC) certification • Attendance at MAILCOM 		
SECTION 3 – NON-MSMA ACTIVITIES AND MEMBERSHIPS		
<ul style="list-style-type: none"> • PCC or mail/shipping association memberships & number of years claimed • Attendance at PCC or other mail/shipping meetings • Executive board positions held in PCC or other mail/shipping organizations • Speaking/hosting/publishing points being claimed • Attendance at professional mail/distribution certificate programs • Attendance at National Postal Forum 		
SECTION 4 – EDUCATION		
<ul style="list-style-type: none"> • Associate’s Degree • Bachelor’s or Master’s Degree • College level courses claimed for educational points 		
TOTAL POINTS: MAXIMUM POINT VALUE = 240 POINTS		
<p>I verify all the information contained in this application for CMDSM Certification is true.</p> <p>Date: _____ Signed: _____</p>		

Section 1	MAIL/DISTRIBUTION SYSTEMS	
	MANAGEMENT WORK EXPERIENCE	
	The following items must be attached to this section	
<u>Employer Verification</u>		
<p>A letter from your current employer giving employment dates that verify being in the Mail/Distribution Systems field for a minimum of:</p> <ul style="list-style-type: none"> • Five years with at least three years of management responsibilities <i>or</i> • Three years of management responsibilities and two years as a member of MSMA (can be concurrent) <p>Contact the National MSMA Vice President of Education with any questions concerning job categories qualifying within the Mail/Distribution Systems Field.</p>		
10 POINTS PER YEAR OF EXPERIENCE, 80 POINTS MAXIMUM		
CURRENT POSITION		
Start date:	Position:	
Company:	Address:	
Duties and responsibilities:		
PREVIOUS EMPLOYMENT		
Years experience: From	To	Position:
Company:	Address:	
Duties and responsibilities:		
PREVIOUS EMPLOYMENT		
Years experience: From	To	Position:
Company:	Address:	
Duties and responsibilities:		
		Total Points
		For Office Use Only
TOTAL POINTS: Maximum Point Value = 80 Points		

Employer verification

NAME: _____

TITLE: _____

DATE: _____

SIGNATURE: _____

Section 2	MSMA ACTIVITIES AND MEMBERSHIP		
	Documentation for the following items must be attached to this section		
<u>MSMA MEMBERSHIP</u>		(5 POINTS PER YEAR)	Total Points
Must attach written verification by the local Chapter President (for MSMA Chapter Members) or by the National MSMA Vice President of Membership (for MSMA National Members-At-Large)			For Office Use Only
Date joined:	MSMA Chapter:		
<u>MSMA CHAPTER MEETING ATTENDANCE</u>		(2 POINTS EACH, 10 POINTS MAXIMUM)	
Must attach written verification by Chapter President			
Total meetings attended:			
<u>SERVICE AS LOCAL MSMA CHAPTER EXECUTIVE OFFICER</u>		(5 POINTS PER YEAR)	
Must attach written verification by Chapter President			
Title and years served:			
<u>SERVICE ON MSMA COMMITTEE – LOCAL OR NATIONAL</u>		(2 POINTS PER YEAR)	
Must attach written verification by Chapter President			
Committee:			
<u>SPEAKER AT MSMA CHAPTER MEETING</u>		(5 POINTS EACH)	
Must attach written verification by Chapter President or copy of the invitation			
Topic/Date:			
Number of meetings:			
<u>HOSTING MSMA TOUR OR HOLDING SPECIAL SEMINAR AT YOUR COMPANY</u>		(5 POINTS EACH)	
Must attach written verification by Chapter President or copy of the invitation			
Number of events claimed:			
List events:			
<u>MAILCOM FULL-REGISTRATION CONFERENCE</u>		(5 POINTS EACH)	
Provide proof of attendance (e.g. copy of badge, accounts payable printout of check record, etc. or request in writing documentation from MAILCOM Managing Director)			
Location and dates:			
<u>PUBLISHING AN ARTICLE FOR LOCAL OR MSMA NEWSLETTER</u>		(5 POINTS EACH)	
Must attach a copy of each article being claimed			
Name of article:			
<u>MSMA MAILPIECE DESIGN CONSULTANT (MDC) EDUCATIONAL PROGRAM</u>		(3 POINTS EACH)	
Must be verified by attaching a copy of each certificate awarded			
Date of awarded certificate(s):			
<u>MSMA NATIONAL WEBINAR ATTENDANCE</u>		(2 POINTS EACH)	
Must attach written verification from MSMA VP of Education			
List date(s) attended:			
TOTAL POINTS:	Maximum Point Value = 60 Points		

MSMA Local or National Chapter President Verification

NAME: _____ DATE: _____

SIGNATURE: _____

Section 3	NON-MSMA ACTIVITIES AND MEMBERSHIP	
	Documentation for the following items must be attached to this section	
<u>PCC OR PROFESSIONAL MAIL/SHIPPING ASSOCIATION MEMBERSHIP</u> <i>(2 POINTS PER YEAR, 10 POINTS MAXIMUM)</i>	Total Points	For Office Use Only
Must attach written verification by PCC Industry or Postal Co-Chair		
Date joined: _____ Association name: _____		
<u>LOCAL PCC MEETING OR PROFESSIONAL MAIL/SHIPPING MEETING ATTENDANCE</u> <i>(2 POINTS PER MEETING, 10 POINTS MAXIMUM)</i>		
Must attach verification by PCC Industry or Postal Co-Chair		
Date(s) of meeting(s) attended: _____		
<u>EXECUTIVE OFFICER ON PCC BOARD OR PROFESSIONAL MAIL/SHIPPING ASSOCIATION</u> <i>(5 POINTS PER YEAR, 10 POINTS MAXIMUM)</i>		
Must attach written verification by PCC Industry or Postal Co-Chair		
Title and years served: _____		
<u>PROFESSIONAL MAIL/DISTRIBUTION EDUCATIONAL PROGRAMS</u> <i>(5 POINTS EACH, 10 POINTS MAXIMUM)</i>		
EMCM=5, CMM=5, Pitney Bowes MMS=5, MDP=2, CFM=2		
Must be verified by attaching a copy of each certificate awarded		
Programs: _____		
<u>NATIONAL POSTAL FORUM (NPF) ATTENDANCE</u> <i>(5 POINTS EACH, 10 POINTS MAXIMUM)</i>		
Must attach written verification by PCC Industry or Postal Co-Chair or provide a copy of proof of attendance (e.g. copy of badge, accounts payable printout of check record, etc.)		
List Forum date: _____		
<u>ARTICLE FOR LOCAL OR NATIONAL PUBLICATION</u> <i>(5 POINTS PER ARTICLE, 10 POINTS MAXIMUM)</i>		
Must attach a copy of each article being claimed		
List the name of the publication: _____		
TOTAL POINTS: Maximum Point Value = 40 Points		

Section 4	EDUCATION		
	A copy of the diploma or copies of transcripts for college level courses from the educational institution must be attached to this section		
<u>ASSOCIATES DEGREE</u>		(25 POINTS)	Total Points
Date received:			For Office Use Only
<u>BACHELORS DEGREE</u>		(50 POINTS EACH)	
Cannot be claimed in conjunction with Associate's Degree			
Date received:			
<u>MASTERS DEGREE</u>		(10 POINTS)	
To include terminal type degree(s) received.			
Date received:			
<u>COLLEGE LEVEL COURSES</u>		(5 POINTS EACH)	
In order for class to qualify, must attain:			
<ul style="list-style-type: none"> • "C" grade level • Minimum value of 3 Continuing Education Units (CEU) per course • The course(s) claimed must have been completed within the past seven years 			
Points must be verified with the following:			
<ul style="list-style-type: none"> • Certificate of completion • CEU value • Grade transcript 			
List Classes:			
TOTAL POINTS:		Maximum Point Value = 60 Points	

Scroll down to view a list of acceptable generic courses on the next page.

GENERIC COURSE DESCRIPTIONS

The following generic list of course outlines will provide a guideline for the specific college-level courses. Upon submission of documentation verifying course completion, the MSMA Education Committee shall review the course content (copy of course description from college catalog is acceptable proof of content) to determine course acceptance for CMDSM Certification points.

ORGANIZATIONAL BEHAVIOR: Presents a behaviorally oriented course combining the functions of management with the psychology of leading and managing people. Focuses on the effective use of human resources through understanding human motivation and patterns, conflict management and resolution, group functioning and process, the psychology of decision-making and the importance of recognizing and managing change. Lecture three hours per week.

BUSINESS MATHEMATICS: Applies mathematics to business process and problems such as checkbook records and bank reconciliation, simple interest, present value, bank discount notes, depreciation, commercial discounts, markup and markdown, distribution of profit and loss in partnerships, distribution of corporate dividends, sinking funds, compound interest, amortization, annuities, and multiple payment plans. Lecture three hours per week.

BUSINESS COMMUNICATIONS: Teaches the techniques of oral and written communication. Emphasizes writing and presenting business-related materials. May require completion of English 101. Lecture three hours per week.

INTRODUCTION TO INFORMATION SYSTEMS: General concepts of processing data on computer information systems. Presents terminology and effects of computers on daily life. Discusses available hardware and software, as well as their applications. Exposes students to the system development process. Includes "hands-on" experience on the personal computer using word processing, electronic spreadsheets and database software. Lecture or lab three hours per week.

QUALITY AND PRODUCTIVITY MANAGEMENT: Focus on the key quality improvement concepts regarding products and services, customers and suppliers and systems and processes that make quality a part of the work life of an organization. Course will emphasize the role of teams, including team meeting skills and techniques and a variety of quality improvement tools such as flowcharts, run charts, pareto diagrams, cause and effect diagrams, evaluation matrices, implementation roadmaps, etc. Students will be required to complete a quality improvement course project. Lecture three hours per week.

PRINCIPLES OF SUPERVISION: Teaches the fundamentals of supervision, including the primary responsibilities of the supervisor. Introduces factors relating to the work of the supervisor and subordinates. Covers aspects of leadership, job management, work improvement, training and orientation, performance evaluation, and effective employee/supervisor relationships. Lecture three hours per week.

PRINCIPLES OF MANAGEMENT: Teaches management and the management functions of planning, organizing, directing and controlling. Focuses on application of management principles to realistic situations managers encounter as they attempt to achieve organizational objectives. Lecture three hours per week.

SALES MANAGEMENT: Presents an in-depth examination of managing a sales force. Introduces methods of training, compensating, motivating and evaluating the sales force. Explores forecasting techniques and quotas. Lecture three hours per week.

CMDSM PROFESSIONAL CODE OF ETHICS

Certified Mail and Distribution Systems Managers should maintain high professional standards in the performance of their duties. This Code of Ethics is provided as a guideline for professional conduct and is to be strictly adhered to by Certified Mail and Distribution Systems Managers. Therefore, all applicants are required to read and agree with this professional Code of Ethics.

THE APPLICANT'S SIGNATURE AT THE END OF THE ETHICS STATEMENT IS REQUIRED.

I acknowledge that I:

- Have a responsibility to conduct myself so that my good faith or integrity shall not be open to question.
- Will at all times practice and promote the highest possible professional standards.
- Shall conform to all existing laws and regulations governing the mail and other materials entrusted to my care and disposition and shall never knowingly be party to any illegal or improper activities relative thereto.
- Shall be prudent in the use of information acquired in the course of my duties. I shall not use information, confidential or otherwise, for any personal gain or in a manner, which would be detrimental to the welfare of others.
- Shall not accept gifts or gratuities from clients, business associates, or suppliers as inducements to influence any procurement or decisions I shall make.
- Shall use all reasonable care to obtain factual evidence to support opinions.
- Shall strive for continuing proficiency and effectiveness in this profession and shall contribute to further research, development and education. It is my professional responsibility to encourage those interested in Mail and Distribution Systems Management and offer assistance, whenever possible, to those who enter the profession and to those already in the profession.
- Shall practice high ethical standards in dealing with fellow executives and with subordinates as well. Department employees shall be given a pride in the high ethical standards of the department.
- Have an obligation to my suppliers or vendors: therefore, I shall uphold the highest standards of business ethics, making only reasonable requests from them as I serve my customers.
- Have an obligation to my employer or employees whose trust I hold: therefore, I shall endeavor to discharge this obligation to the best of my ability, to guard their interest and give counsel wisely.
- Have an obligation to my customers: therefore, to affirm and retain their confidence, I shall adhere to a policy of truth in business interchange and shall promise only that which can be fulfilled.
- Accept these obligations as a personal responsibility, I hereby promise that I will abide by the Professional Code of Ethics as declared for Certified Mail and Distribution Systems Managers.

DATE: _____

SIGNED: _____