

One Day Training Program

**Wednesday, July 19, 2017**

Doubletree Hotel / Chicago O'Hare Rosemont, IL

5460 North River Road, Rosemont, IL 60018

## Mail Center Leadership Training

### Security Strategies For Mail/Parcel Processing

### Mailer's Scorecard Management

> *Cost Saving Ideas  
To Beat Your Budget!*

> *USPS Full Service  
Mail Regulations*

> *Mail Piece Design  
Requirements*



> *Mail Security  
Compliance*

> *Digital Mail  
Distribution Strategies*

> *Creating A Mail  
Services User Guide*

**Don't miss MAILCOM's One-Day **Critical Issues In Mail Management** Training Program where you will learn:**

- + Best Practices in leading your team and keeping your facilities safe
  - + *Full Service Mail & Mailer's Scorecard Regulations & Deadlines*
- + Federal government and Postal Service regulations and requirements
  - + *Potential security threats and custom responses*
- + Strategies for increasing mail center value and beating your budget
- + *Bringing Accountability, Credibility & Professionalism to Your Mail Center*

**Featuring leading experts in mail management, government mail operations, mail security, and facilities management PLUS experts from the U.S. Postal Inspection Service.**

**MCOM-Accredited Management Certificate Issued To Attendees Completing The Program**

## ONE DAY PROGRAM SCHEDULE

**7:30-8:30am** Registration & Coffee Hour

**8:30-9:30am** Keynote Presentation

**9:30-12:30pm** Training Sessions

**12:30pm - 1:30pm** Luncheon Served

**1:30pm - 4:30pm** Training Sessions

**4:30-5:00pm** Networking Reception

## TRAINING SESSION DESCRIPTIONS

### Leadership Training for Supervisors & Managers

This session will focus on channeling coaching and leadership techniques for managers and supervisors. Attention will be directed towards techniques for prudent decision-making and tips for self-managing your career. The course offers all the ability to take a new leadership approach back to your company and implement them upon your return with great success. Driven from a philosophy of “participative leadership” this course delivers many new and old leadership styles that have been tested and proven. The goal is for attendees to leave MAILCOM as a confident manager/supervisor and bring a positive impact to your operation.

### Full Service & Mailer’s Scorecard Management

The Mailer Scorecard is a tool which enables mailers to monitor their mail quality across several USPS programs, including Full-Service, eInduction and Seamless Acceptance. This workshop demonstrates how to access the Mailer Scorecard and the information available, who can see it and what it means. Attendees will learn how to use drill-down reports, access piece-level data to identify quality issues, and understand the postage assessment process. Mail Preparer, Mail Owner and Transportation Carrier visibility will also be discussed. Attendees will also learn how to avoid postal penalty assessments on their mailings and strategies for updating address information.

### Creating a Mail/Delivery Services Operations Guide

One of the most difficult challenge any operation faces is communicating to the company what services are provided and a service standard for each. Developing and publishing a Standard Operating Procedures manual for mail and delivery services is critical to it’s success and to ensure that every employee has a document of services rendered. It also benefits in the training process of new employees to learn how things are done and how to operate all the equipment located in the operation center. If you ever considered or are looking at creating an operations guide then this session is for you.

### MailPiece Design: Tips to Ensure Your Mail Pieces Meet Design Requirements

This session will address high level Mail Piece Design requirements and how to ensure you meet the requirements before going to production. Set up a process for your company or business partners to submit designs through an internal program.

### Cost Savings Ideas to Beat Your Budget

Learn key cost savings techniques that will help you beat your budget. This session covers: tracking mail center volumes, task-to-employee work-charts, definition of service performance

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**TRAINING SESSION DESCRIPTIONS** cont'd

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standards and more. You will learn “best practices” that will help you shape your Mail Center into a lean, mean mailing machine.

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**Security Forum: Training for Mail Center & Administrative Personnel**

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As international and domestic terrorism events increase around the world, security directors and mail center managers face the constant challenge of providing personnel with up-to-date training with minimal disruption. This facilitated open forum addresses the most current security topics, the application of Federal regulations, and the role training plays in helping your organization mitigate risk. We will discuss a variety of training methods and how each can be used to enhance threat understanding and awareness.

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**Digital Mail: Real World Applications in Digitized Distribution**

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Digital Mail is an initiative that when deployed in mail centers can have a tremendous impact across the business enterprise. This course will provide attendees with the next step in planning to convert to a digital environment. The benefits outlined will include green initiatives, shipping and handling, labor reduction, and costs associated with moving and re-forwarding of mail.

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**Bringing Accountability, Credibility & Professionalism to Your Mail Center**

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A Mail Center operation performs the impossible on a daily basis. Other people's and department's poor planning becomes the Mail Center's emergency; how do you handle this? Do you respond irrationally, having to apologize later or do you take the high road and be a true professional. This session details specifics and responses that will allow you to be the ultimate professional under any circumstance. Examples and open discussions will allow participant's a full range of interactive collaboration.

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**Security Strategies for Screening and Processing Mail & Parcels**

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Finding the perfect solution that meets your customers and your needs! In today's world, one of the vulnerabilities of government mail is that it can be used as a way to create a malicious attack on a government official or department. In this workshop you will hear how the State of Colorado developed their screening program to keep the intended recipient out of harms way from powders, chemicals, incendiary devices, bombs, or any other malicious materials. You will learn how to implement security strategies for screening and processing mail and parcels.

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**REGISTRATION FORM**

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**DELEGATE INFORMATION**

FIRST NAME _____	EMAIL _____
LAST NAME _____	ADDITIONAL NAME _____
TITLE _____	ADDITIONAL EMAIL _____
AGENCY/COMPANY _____	ADDITIONAL NAME _____
ADDRESS _____	ADDITIONAL EMAIL _____
CITY/STATE/ZIP _____	ADDITIONAL NAME _____
PHONE _____	ADDITIONAL EMAIL _____

**CONFERENCE ENROLLMENT**

Enrollment includes all sessions, keynote, luncheon, and receptions as well as supporting documentation. A certificate signifying program completion will be sent to attendees participating.

**Enrollment Fee**

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|--|-------|
| <input type="checkbox"/> Early-Bird Rate (By 6/28/17)      | \$375 |
| <input type="checkbox"/> Regular Full Rate (After 6/28/17) | \$395 |

**Group Rate Enrollment** *(per person)*

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|--|-------|
| <input type="checkbox"/> Two People From Same Agency/Company | \$365 |
| <input type="checkbox"/> Three People From Same Agency/Co.   | \$345 |
| <input type="checkbox"/> Four + People From Same Agency/Co.  | \$325 |

**PAYMENT INFORMATION**

- Check (payable to MAILCOM)  
 Credit Card:  Visa  MC  Amex

NAME: \_\_\_\_\_

CARD #: \_\_\_\_\_

Security Code: \_\_\_\_\_

EXP DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

**You can register online at [www.mailcom.org](http://www.mailcom.org).**

**MAIL FORM TO:** MAILCOM 2017, P.O. Box 451, Brigantine, NJ 08203-0451

**FAX: 1-609-264-0121 Email: [bill.mcquade@mailcom.org](mailto:bill.mcquade@mailcom.org) Questions? Call 609-264-0120**