

> *New 2018 USPS Rates
& Regulation Changes*

> *Security 2017 Training:
Detect & Protect*



> *Creating & Improving
Your Mail Services Guide*

> *Becoming A Better
Manager And Leader*

Mailer Penalties & Mailer's Scorecard Safety & Security For Mail Operations How To Become A Better Manager

One Day Training Program

Thursday, November 16, 2017

Holiday Inn Capitol / Washington, DC

550 C Street SW, Washington, DC 20024

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*
 - + New Postal Service rates and regulations for 2018
 - + *Potential security threats and custom responses*
- + Creating & Improving Your Mail Services Operations Guide

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

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

New Postage Rates & Regulations For 2018

Business mail operations face postage rate hikes in 2018 as well as Move Update assessments for poor mail quality. This workshop details the changes ahead as well as how to use your Mailer Scorecard to monitor mail quality across several USPS programs, including Full-Service, eInduction and Seamless Acceptance. You will learn 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.

Thursday, November 16, 2017, Time TBA

Choosing the Best Move Update Method for your Mail

NCOALink[®], ACS[™], and Ancillary Service Endorsements provide the information to maintain an up-to-date mailing list, but which one is best for the mail you send? Do you qualify for Move Update Alternative methods? Plus learn what you need to do to meet the requirements for free Full Service and Basic OneCode ACS[®] in 2018.

Thursday, November 16, 2017, Time TBA

Creating (& Improving) Your 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 its 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.

Thursday, November 16, 2017, Time TBA

Detect and Protect: Mail Screening for all Budgets

Explore the options for blending mail screening techniques into your mail center, from basic inspection to full scope threat detection. The incorporation of mail screening initiatives and procedures into Mail Center operations is no longer "optional". Federal entities are required to have all inbound mail and parcels inspected and reviewed for mail-borne threats. CBRNE threats and while powder hoaxes have become more and more prevalent and easy to introduce into facilities through the mail stream, creating a new sub-sector of mailroom management-mail screening services.

Thursday, November 16, 2017, Time TBA

Identifying Essential Security Training for Mail and Admin Personnel

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.

Thursday, November 16, 2017, Time TBA

Why You Need TNT in Your Government Mail Center

Learn the importance of "Training and Teamwork" in your Mail Center. Discuss techniques for strengthening your mail services support staff, fostering a positive and productive work environment, and participate in an interactive session with team building exercises! This is a great session for all managers of mail operations in government, corporations, and institutions.

Thursday, November 16, 2017, Time TBA

Manager vs Leader

We have all worked for them, the good and bad managers or leaders. But what is the real difference between a manager and a leader? Most managers do not even realize that they are just managing their operation and not leading their greatest assets, their employees. Come discuss the differences between the two and how to transition from a manager to a leader. Learn techniques to catapult not only your career, but also that of your teammates or other managers that you might supervise. Learning to "lead" will arm you with the tools to elevate you and your program to new heights that would never be achieved by just "managing" daily operations.

Thursday, November 16, 2017, Time TBA

Safety & Security Training Requirements and Compliance

This session will provide an overview of current safety and security training requirements for federal and commercial mailrooms. This is a facilitated discussion on general training requirements as outlined in 41 CFR and Best Practices along with more advanced training options you may want to consider, and the various methods your mailroom can use to fulfill those needs.

Thursday, November 16, 2017, Time TBA

REGISTRATION FORM

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DELEGATE INFORMATION

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

- | | |
|--|-------|
| <input type="checkbox"/> Early-Bird Rate (By 11/3/17) | \$375 |
| <input type="checkbox"/> Regular Full Rate (After 11/3/17) | \$395 |

Group Rate Enrollment *(per person)*

- | | |
|--|-------|
| <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.

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

FAX: 1-609-264-0121 Email: bill.mcquade@mailcom.org Questions? Call 609-264-0120