



Minneapolis



TWIN CITIES
POSTAL CUSTOMER COUNCIL

Fall/Winter 2023 Newsletter



St. Paul



Suzi Oswald
Industry Co-Chair
SeaChange

Summer is winding down, and the Twin Cities PCC® is looking forward to PCC Day on September 20th. We will be gathering at Brookview Golden Valley. We have excellent speakers with Isaac Cronkhite, USPS's Chief Processing and Distribution Officer and Executive Vice President, along with Glen Swyers, Imagine, Director of Marketing Integration and MTAC Member. PCC Day is also an excellent opportunity to meet our MN-ND District Manager, Angela Bye, and interact with local USPS representatives, along with industry and vendor colleagues.

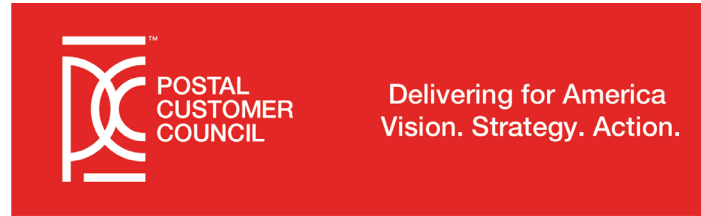
The Twin Cities PCC was awarded PCC Metro of the Year, and I was honored with Industry Member of the Year - Gold Level. More about this on page 4.

The Twin Cities PCC will finish the year strong with three Scorecard classes, PCC Volunteer Day with Second Harvest, and a networking event in December you will want to attend. We look forward to connecting with you at PCC Day and the remaining 2023 PCC events.

If using the USPS plays a role in the success and growth of your business, you need to be part of the Twin Cities PCC!

Get Connected and Grow!

Suzi Oswald
TCPCC Industry Chair



Twin Cities PCC Wins Big at USPS National Awards:
Metro PCC of the Year and Industry Member of the Year (details on page 4)

Save the Dates:

• Twin Cities PCC Day - Sept 20

• Scorecard - Oct 4

Transition from Paper Statements

• Scorecard - Oct 11

New to BCG Class

• Scorecard - Oct 25

Advanced Class

• PCC Volunteer Day - Nov

Second Harvest

• Networking - Dec

2023 Twin Cities PCC Executive Board Members

Industry

| | | | |
|---------------------|---------------------------|--------------------|------------------------------------|
| Suzi Oswald | Industry Co-Chair | SeaChange | suzi.oswald@seachangemn.com |
| Tim Schwarzrock | Industry Vice-Chair | OnTrac | tschwarzrock@ontrac.com |
| Melissa Manning | Treasurer, Facilities | Impact Connections | mmanning@impactconnects.com |
| Pam Corbeille-Lepel | Membership\Communications | Lorton Data Inc. | pcorbeille-lepel@lortondata.com |
| Kari Miller | Web Master | Venture Solutions | kari.miller@venturesolutions.com |
| Laura Barber | Facilities | Impact Connections | lbarber@impactconnects.com |
| Anna Klein | Survey | IWCO | anna.klein@iwco.com |
| Diana Kern | Photographer | King Solutions | diana.kern@kingsolutionsglobal.com |
| Angela Bye | MN-ND District Manager | US Postal Service | Angela.L.Bye@usps.gov |
| Shawneen Betha | Postal Co-Chair | US Postal Service | shawneen.l.betha@usps.gov |
| Ken Johnson | Postal Co-Chair | US Postal Service | kenneth.a.johnson@usps.gov |
| Mark Janda | Education Chair | US Postal Service | mark.a.janda@usps.gov |
| Shauna Rettig | Charity | US Postal Service | shauna.rettig@usps.gov |
| Cheryl Pendleton | Secretary/ Postal Admin | US Postal Service | cheryl.l.pendleton@usps.gov |
| Greg Tate | Board Member | US Postal Service | Gregory.J.Tate@usps.gov |
| Randy Elsen | Board Member | US Postal Service | randy.m.elsen@usps.gov |
| Eric Ziegler | Board Member | US Postal Service | Eric.J.Ziegler@usps.gov |

Join the Twin Cities PCC for PCC Day!

Wednesday, September 20, 9:30 am - 1:00 pm

Brookview

316 Brookview Parkway S
Golden Valley, MN 55442

Featuring video presentation from
Postmaster General Louis DeJoy,
Delivering for America Plan

Celebrate our
PCC Metro of the Year Award

**If using the USPS plays a role in the success and growth of
your business, you need to be part of the Twin Cities PCC Day!**

Join us for keynote speakers Isaac Cronkhite, USPS's Chief Processing and Distribution Officer and Executive Vice President, Glen Swyers, Imagine, Director of Marketing Integration, and MTAC Member.

PCC Day is an excellent opportunity for updates on the Delivering for America plan and the USPS. Having Isaac Cronkhite will give us great insight into the processing and distribution side of the USPS. Glen Swyers will get us enthusiastic about direct mail as he shares why direct mail is still a powerful tool in communication. Glen will also share Direct Effect and Leaders Connect, two robust programs to connect the younger generation and people new to the mailing industry. Leaders Connect is a great way to give back and mentor someone new to the mailing industry.

PCC Day is also an excellent opportunity to meet and interact with the USPS, MN-ND District Manager, Angele Bye, additional managers from MN-ND District, local USPS representatives, and industry and vendor colleagues.



\$40 includes lunch
Registration is required

Register at

<https://www.twincitiespcc.org/upcoming-events>

Door Prizes and Drawings

1 - Free NPF Registration

4 - Twins Tickets for Third Base Dugout Seats
Plus Additional Prizes



Isaac Cronkhite



Glen Swyers

Isaac Cronkhite - USPS, Chief Processing and Distribution Officer and Executive Vice President

Isaac Cronkhite was named chief processing and distribution officer and executive vice president in June 2022. He reports to the Postmaster General and chief executive officer. In this role, Cronkhite leads more than 140,000 employees in all Postal Service facilities that process and distribute mail and packages to the organization's logistics and delivery partners. He plays a key role in transforming and standardizing the Postal Service's plant infrastructure and processes. He is also responsible for setting and implementing strategy for all processing and distribution operations and facilities across the country. With his leadership team, he manages all operations occurring within the four walls of processing facilities from receipt to dispatch. His team focuses on creating precision, reliability and efficiency by empowering people and implementing standardized processes. Before this role, Cronkhite served as chief logistics and processing officer and executive vice president, where he led logistics and processing operations and was responsible for the day-to-day activities of 160,000 career employees working in 308 logistics and processing facilities.

Cronkhite began his Postal Service career in 2004 as an industrial engineering trainee in Boston, Massachusetts. Previously, he served as chief human resources officer and executive vice president, where he executed strategies to engage the Postal Service workforce and developed solutions that strengthened the workplace experience to cultivate talent across the organization. He led the continued modernization of the integrated human resource platform and leveraged technology, data and business intelligence to equip, empower and engage employees. He has also served as vice president, Enterprise Analytics; and manager, Processing Operations at Postal Service Headquarters in Washington, DC; senior plant manager in Richmond, Virginia; plant manager in Brockton, Massachusetts; and manager, in-plant support at the Northwest Boston, Massachusetts, facility. Cronkhite holds a bachelor's degree in industrial and systems engineering from Virginia Tech and a master's degree in business administration as a Sloan Fellow at the Massachusetts Institute of Technology.

Glen Swyers - Imagine, Director of Marketing Integration

- Served in roles in the pre-media, pressroom, bindery, client services and the board room.
- Spent a year as Marketing Director for Joshua Revolution, the conference division for WNY-YFC, as well as in Market Research at Walt Disney World.
- Being a Professor at Erie Community College, in the Visual Communication Program, taught him that his core gift was really being a learner and teacher.
- His lifelong principle is to help both our clients and organizations by connecting the right audience with the right message at the right time.

Twin Cities PCC offers 3 levels of Scorecard classes

With the discontinuance of hardcopy postage statements set for January 28, 2024, we decided to offer three levels of classes on the USPS Scorecard. The Twin Cities PCC has teamed up with the USPS MN-ND Manager of Business Mail Entry, Eric Ziegler, and Mail Operations Manager Anna Klein from IWCO.

**Scorecard Class 1
Transitioning from Paper Statements to Electronic Statements**

Introduction to electronic statements using Postal Wizard on the USPS Gateway, with a walk-through on the process. We have time set aside during the webinar for your questions. Our instructor will be Eric Ziegler, USPS Manager of Business Mail Entry MN-ND District.

Date: Oct 4 2023
Time: 11 am - Noon
Location: Webinar
Cost: Free
Registration is required



Learning more starts here by scanning the QR Code and signing up today!



**Scorecard Class 2
New to the USPS Scorecard**

Join us for an introduction to the USPS Scorecard for an in-depth look at the USPS Business Customer Scorecard with a focus on key areas. This class will be in-person with a large screen for viewing the scorecard. We have time set aside during the course for your questions. Our instructors will be Eric Ziegler, USPS Manager of Business Mail Entry MN-ND District, and Anna Klein, Mail Operations Manager with IWCO.

Date: Oct 11, 2023
Time: 8:30 am - 11:30 am
**Location: Lorton Data
Anderson Center
2 Pine Tree Drive Room 301E, Arden Hills MN 55112**
Cost: \$25 (Coffee & Snacks provided)
Registration is required



Learning more starts here by scanning the QR Code and signing up today!



**Scorecard Class 3
Advanced USPS Scorecard**

Due to the request from the Industry, the Twin Cities PCC will offer another Advanced USPS Scorecard Class; join industry members as we cover the following topics: By/For Errors, Undocumented Mail Pieces, Causes and Prevention, STID Errors, MID & CRID Errors, Move Update Errors, and COA Errors. We will examine how to provide documentation to support your assessment challenge. The course will be in-person, and we will have widescreen projectors for viewing the scorecard. Please bring your questions; we will take time for questions and answers.

Our instructors will be Eric Ziegler, USPS Manager of Business Mail Entry MN-ND District, and Anna Klein, Mail Operations Manager with IWCO.

Date: Oct 23, 2023
Time: 8:00 am - 12:00 Noon
**Location: Lorton Data
Anderson Center
2 Pine Tree Drive Room 208, Arden Hills MN 55112**
Cost: \$25 (Coffee & Snacks provided)
Registration is required



Learning more starts here by scanning the QR Code and signing up today!



Twin Cities PCC Wins Big at USPS National Awards

Ken Johnson, Twin Cities Postal Co-Chair, and Suzi Oswald, Industry Co-Chair, headed to USPS Headquarters in Washington, DC, for the National PCC Awards on June 28th where the Twin Cities PCC was awarded PCC Metro of the Year! The Twin Cities was competing against Metro PCCs across the country. We are thrilled with the award! The award represents all the hard work and dedication from industry and USPS Board Members past and present along with our corporate sponsors. Together, we have built a great organization that supports the mailing community.

Suzi Oswald was awarded PCC Industry Member of the Year - Gold Level. To Suzi, the award represents all the wonderful mentors she has had in her journey with the mailing industry.



Suzi Oswald, Postmaster General Louis DeJoy and Ken Johnson



Postmaster General Louis DeJoy and Suzi Oswald

Picture from our Twin Cities PCC Spring Mail Piece Design Class



Meeting our new MN-ND District Manager Angela Bye



National Postal Forum - Charlotte NC



TC PCC Industry Co-Chair Suzi Oswald
TC PCC Postal Co-Chair Shawneen Betha
MN-ND District Manager Angela Bye
TC PCC Postal Co-Chair Ken Johnson



TC PCC Industry Co-Chair
Suzi Oswald and a group of
PCC Members from Aberdeen, SD.

Pictures from our Twin Cities PCC 3rd Annual Golf Event!





PCC Golf Tournament Hole Sponsors





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www.twincitiespcc.org



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Join the Twin Cities for PCC Day!

Wednesday, September 20, - 9:30 am - 1:00 pm

Special Thanks to our
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If you are interested in becoming a corporate sponsor, please contact Pam Corbeille-Lepel at pcorbeille-lepel@lortondata.com or (651) 203-8205.



Join the Twin Cities PCC for our Second Harvest Heartland
food packing event in November!

Watch our website for more information.

101 Winnetka Ave, Brooklyn Park MN 55428