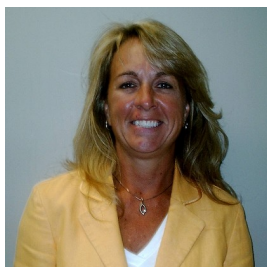




**KANSAS CITY CHAPTER  
FOR 2008**  
Volume 2 2008  
April  
[WWW.KCMSMA.COM](http://WWW.KCMSMA.COM)

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## President's Message



Spring has sprung and so have many activities within the industry. Our March session on “Dealing with Industry Change” was informative and useful. As we all are working in the ever changing business world, we must constantly deal with change and innovation to stay up with business demands. The KCMSMA Executive board would like to thank the presenters and panel of members that shared their experiences during our March event. There is still time to obtain a certificate for completing the

Leadership Development Education Track. In order to obtain the certificate, one must attend 3 of 4 sessions. We still have 3 sessions left in 2008.

Our next event is May 14, “Win-Win Customer Service”. The presenter is Maureen Dunlevy, Director Client Services, Pitney Bowes PSI Presort Services. Maureen will share with us how to serve customers internally and externally and explain how to educate your customers about their mailing issues. Watch for more information in your mailbox or visit our website for registration information.

Our membership drive is still in place to encourage participation as members in our organization. We are looking for returning members and new members at all time to continue to bring industry knowledge and ideas to the chapter. Please tell your peers and any new managers and employees to the industry about our organization. The MSMA is a great place to gain that knowledge through our activities and just through developing relationships with members and the networking opportunities.

Visit our website for past and present meeting information. We welcome your input and suggestions. Thanks to all of those supporting the organization and continued support.

See you in May!!!

*Jimmy Vandus KCMSMA*

## **March Meeting: Dealing with Industry Change**

This event was a very informative and enlightening meeting highlighted by Barbara Knight, the keynote speaker on dealing with change in an ever changing industry. Barbara brought valuable insight on how to deal with change not only in the workplace, but also in areas of personal life. Also, Diane Chastain and Carlos Johnson, brought diversity to the meeting with presentations on various challenges they were faced with in their respective job functions.

## **Why Become A Member Of KCMSMA? By John Minnis**

I have people ask me “why become a member of the KC MSMA?” My answer is very simple; it is a way for you to gain even more knowledge about our industry. Knowledge is power and the more we know the more power we have as individual to help our organizations.

Our industry is changing at a very rapid pace with rate cases, mail integrity and tracking, securing our

customer’s personal information, outsourcing and all the new information coming in from the industry. The MSMA is a great avenue to learn about these topic and many others.

Another added benefit to becoming a member of the KC MSMA is that you get to network with your peers.

## **Membership Article Cont'd.**

The meetings we have every other month are attended by a wide variety of people within our industry. When attending these events we encourage discussion about how to run operations, how to gain discounts and how others are trying to differentiate their organization in the industry. You can also find vendor to discuss the latest solution offerings to allow your business to grow.

So if you are a member, thank you. If not, please join and see the benefits. If you know someone who could benefit please have them get in touch with a board member or email me at [john.minnis@pb.com](mailto:john.minnis@pb.com).

The KC MSMA is here to help our industry be the best.

John P. Minnis  
KC MSMA – V.P. of Membership

## Membership Promotion

While we are on the topic of membership... Do you know anyone who could benefit from the programs offered by the KCMSMA? Invite them to become a member of the MSMA and bring them to our May 14<sup>th</sup> (Win-Win Customer Service) meeting. By doing so you will be given a twenty-five dollar Plaza gift card! For more info contact John Minnis at [john.minnis@pb.com](mailto:john.minnis@pb.com).

## KCMSMA Education

### CMDSM/CMDSS test is coming to the Midwest This Fall

For those interested in taking their CMDSM (Certified Mail and Distribution Systems Manager) or their CMDSS (Certified Mail and Distribution Systems Supplier), the test is coming to Des Moines, IA in October. Omaha, Des Moines, and Kansas City Chapters are invited to participate in this regional testing opportunity scheduled tentatively for Saturday, October 11, 2008. The test requires a minimum of 5 participants. Study groups start in June. Contact Alison Hall at 816-221-9003 or [Alison.hall@psigroupinc.com](mailto:Alison.hall@psigroupinc.com) for more details.

## Professional Leadership Development Track continues May 14

This exciting new Education Track program is drawing attention as it helps Kansas City mail managers and professionals to learn skills to use immediately in their mail center environment. Our first session in March discussed key ways to manage the ever present changes in our industry today. The remaining classes which apply to the Professional Leadership Development Track are:

May 14 - WIN-WIN Customer Service

July 23 - Mail Center Security

October 1 - Negotiating Skills for Carriers...and Life

## Education Cont'd.

These classes will be held from 8:30 – 10 am at Union Station in Kansas City, MO. Three classes are required to receive the certificate showing completion of the Professional Leadership Development Track. These certificates will be awarded in



November at our final session, "Do's and Don'ts of Professional Dress".

For more detailed information, contact Alison Hall at 816-221-9003 or [Alison.hall@psigroupinc.com](mailto:Alison.hall@psigroupinc.com).

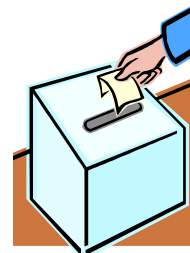
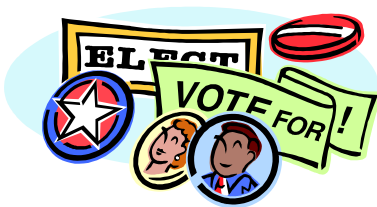


New to the KCMSMA website for 2008: The ability to pay for registration fees and membership dues online using PayPal!! PayPal provides you with safe and convenient ways to pay dues and registration fees. With PayPal, you can

pay with your credit card, debit card, or bank account, and your info is never exposed to the merchant. You will also receive e-mail confirmation of each payment made using the online application. The ability to pay for meetings online is available to both members and non members. Visit our website, [www.kcmsma.com](http://www.kcmsma.com) today to sign up for our next meeting and use the online payment option. For more information on PayPal visit [www.paypal.com](http://www.paypal.com).



As we all know, this year is a HUGE election year... for the KCMSMA! We are looking for dedicated hard working people like yourself (yes you) to become members of our Executive Board! Members will serve a two year term on the board beginning in 2009. If you know someone or think that you would make a great addition to the team, be prepared to submit a nomination in the days to come...Be on the lookout for more info from the Nomination Committee.



### Executive Board

**President:** Lenez Hendrix, CMDSM, Xerox Corporation  
**Executive Vice President:** Terrell Bix, CMDSM, Burns & McDonnell Engineering

**Secretary:** Linda Vestal, CMDSM, Park University  
**Treasurer:** Jerome Toson, Jr., KC Convention & Visitors Association  
**Vice President –Education:** Alison Hall, CMDSM, Pitney Bowes PSI Presort Services

**Vice President-Membership:** John Minnis,  
*Pitney Bowes Inc.*

**Vice President-Publications:** Carlos  
Johnson, *Burns & McDonnell Engineering*

**Vice President-Programs:** Derace Martin,  
CMDSM, *Pitney Bowes Management  
Services*

**Vice President Web/Communication:**  
David Flowers, *IBS Industries, Inc.*

**Director-At-Large:** Diane Chastain, EMCM,  
*American Academy of Family Physicians*

**Director-At-Large:** Kimberly Tarpley,  
*Strahm Printing and Mailing*

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