



**KCMSMA
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American Academy of Family Physicians

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Tension Envelope



**P R E S I D E N T ' S M E S S A G E
J U N E 2 0 1 0**

I can't believe it is June already. Many of our members were fortunate enough to be able to attend either the National Postal Forum or most recently the Spring MailCom. Both of these events prove to be very beneficial to those that attend. The educational opportunities are very worthwhile and certainly an opportunity for everyone to share that knowledge with their organizations and peers throughout the industry.

One of the benefits of the MSMA organization is to network with our peers and learn from those that have been fortunate enough to attend these conferences. There are many years experience and knowledge within the Kansas City Chapter from dealing with day to day activities within our industry and is reason enough to participate in the chapter events and activities. We continue to encourage you to bring guests and tell your peers in the industry about our organization.

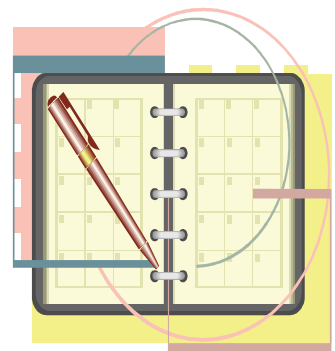
We need your assistance in making this organization beneficial for everyone, so if you have thoughts and ideas of activities that could benefit our membership or peers in the industry, don't hesitate to contact myself or any of the executive board members. We welcome your feedback.

I would also like to encourage everyone to visit our web site at www.kcmsma.com to see what is in the news and to obtain links to knowledge and other resources in the industry.

Thanks to all the current members and their support of our organization. I hope to see everyone at our next event. Keep checking the web site for updates on upcoming events.

K C M S M A C A L E N D A R A T - A - G L A N C E

- July 21, 2010 — Quality Control in the Inbound Mail and Shipments Processing
- August 25, 2010 — How to Influence Others in your Organization
- October 20, 2010 — Quality in the Purchasing Decision
- December 1, 2010 — Customer Service in the Electronic Age



MAY MEETING – A “QUALITY” EVENT BY DERACE MARTIN

The May 19th KCMSMA meeting was held at the American Academy of Family Physicians.

Host Diane Chastain and her team gave an enlightening tour of the mailing and image functions. Diane shared how processes and procedures have evolved over the years at the Academy into the present state of the art practices now in place.

KCMSMA thanks Diane and her staff for their hospitality.


ILLUSTRATION BY MICHAEL LESTER

QUALITY CONTROL

EDUCATION SPOTLIGHT



CERTIFICATE CLASSES JULY 21 CONTINUE WITH INBOUND MAIL PROCESSING

Greater Kansas City MSMA 2010 Professional Leadership Development Track continues in July with our third in-depth look at Quality Processes in the mailing industry. We are finalizing our agenda to include a tour and in-depth discussion on “In-bound Mail Processing that Works”. There is a variety of technology available to help Mail Center Managers to manage inbound mail. Discussions will include how to receive and track mail internally, particularly those Overnight envelopes and packages, as well the age old question of how to handle incomplete addressed mail. These are but a few of the items on our agenda. Mark your calendar for **July 21 at 8:30 am**. Watch your mail and email for additional details coming soon!

IS YOUR CMDSM/CMDSS RECERTIFICATION DUE?

If you were originally certified in 2007 or recertified in 2007 for CMDSS or CMDSM, this year is a year for recertification to assure that your MSMA certification remains current. No test is required however an application with fee and minimum number of points must be maintained. The deadline for receipt of this application is Dec 31, 2010 so there is still time.

The application can be found at www.msmanational.org under certifications. If you need additional assistance, please don't hesitate to contact Alison Hall at Alison.hall@pbpresortservices.com or 816-221-9003.

WE'RE ON THE WEB!
WWW.KCMSMA.COM



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The Kansas City MSMA is a local chapter of the Mail Systems Management Association, founded in 1981. The MSMA started with a simple mission: To provide a meeting place for mail systems managers to share information, build professional recognition and grow as professionals.

The Kansas City MSMA's mission is to provide an avenue for the professional development of people involved in the management, supervision and support of mail and distribution systems for business, industry, government and institutions in the Kansas City area.