



## Executive Board

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**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*

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The summer has flown by and hopefully everyone was able to enjoy the nice weather and take some vacation time. There are several activities planned for the upcoming months that you won't want to miss. Be sure to mark you calendars and try to attend our upcoming events.

Our next event is October 1, "Weapons of Influence: Effective Negotiation Skills", the fourth session in KCMSMA's Professional Development Leadership Track. Our final event of the year will be held November 19, "Do's and Don'ts of Professional Dress". The November event will also

## P R E S I D E N T ' S M E S S A G E

include the presentation of certificates for those that have successfully completed our Professional Development Leadership Track and we will also install newly elected KCMSMA Executive Board. It will be lots of fun, so plan on attending.

I am sure everyone is in the process of preparing budgets and if possible be sure to include some educational activities to ensure you are keeping up with the industry and its ever changing environment. Be sure to include funding for the KCMSMA Chapter events. I think there is still time to register for the fall MAILCOM in Las Vegas, but if you can't make that, try to get scheduled for the spring event. This is a great opportunity to network as well as gain a tremendous amount of knowledge.

The KC MSMA Executive Board is working on the schedule of events for 2009 and would really appreciate your input on possible educational events and/or topics and tours of your facilities. Please contact Derace Martin our VP of Programs or any of the executive board members. We welcome you input to make this organization successful and meaningful to all its members.

I hope to see you at one of our upcoming events.

*Lenez Hendrix, CMDSMA*

## J U L Y M E E T I N G M A I L C E N T E R S E C U R I T Y " R I S K Y B U S I N E S S "

After the tragic events of 9/11, businesses across the country ramped up security measures to prevent breaches in their company's infrastructure. However in some places, mail center security was altogether ignored, overlooked, or minimal security measures

were hastily put together. In an effort to bring resolve to these issues, the KCMSMA held our fourth program of the year on mail center security. Terrell Bix, Operations Manager of Burns & McDonnell, equipped attendees to be able to identify what their

valuable assets and security deficiencies were. He also gave great anecdotes, revealing just how easy it is for breaches to happen inside the mail center. Also presenting was Denise Mercer, an inspector with the USPS. She advised managers to have

## JULY MEETING MAIL CENTER SECURITY "RISKY BUSINESS"

contingency plans in place in the event that your mail center is not operational due to terrorist attacks or natural disasters. Denise encouraged us to enforce security rules no matter how small or insignificant they may seem. "If they have them in place, they must be needed." She said. The best insight she gave our members was the need to have a family emergency plan. She said that in most

cases, when natural disasters or terrorists attacks happen that affect your job, your first thought is making sure your family is okay. She admonished us to think family first, and job second in the event of emergencies within our company and city.



## ONLY TWO MEETINGS LEFT ON THE KCMSMA PROGRAM CALENDAR!

*Navigo  
Consulting has  
reduced it's  
clients shipping  
and mailing costs  
by more than  
thirty percent!*

On October 1<sup>st</sup>, the KCMSMA will host our fifth program of the year, Negotiating Skills for Carriers and Life. The feature speaker for this event will be Rob Martinez, President of Navigo Consulting Services in San Diego, CA. Rob is a partner at Navigo Consulting Group, a leading transportation consultancy

that represents large shippers in their carrier contract negotiations. Since 1995, Navigo has reduced its clients shipping and mailing costs by more than 30%. Rob has 18 years of transportation industry experience including executive positions at DHL and Stamps.com.

On November 19<sup>th</sup>, the KCMSMA will end it's

year in style! Join us at our final event for 2008, Dress for Success!! Come and see your very own KCMSMA Executive Board "rip the runway" with both high fashion and fashion faux pas. Also included will be the installation of the new executive board leadership for "09-"10, and special end of the year giveaways for members!!

## KCMSMA MEMBER PROFILE SHAWN LANG

Shawn Lang is a lifelong Kansas City resident, and is employed by DST Mailing Services as a Manager of Postal Relations. Her duties at DST are maintaining relationships between DST, the USPS, and vendors. She also bridges communications between

Operations and Client Services. Shawn is a certified Mail Quality Control, and Address Quality Specialist, and one of three KCMSMA members taking the CMDSM Certification test this fall. Shawn currently resides in Lee's Summit with her husband and five

children. She enjoys watching movies and spending time with family and friends.



**Shawn Lang**

## KCMSA EMPLOYEE PROFILE DAVID FLOWERS

David Flowers currently serves on the KCMSA Executive Board as the VP of Web Communications. He has twenty years of experience in the mail service industry, and is currently employed by IBS Industries. IBS is a non-profit organization dedicated to finding employment for disabled individuals. During his tenure at IBS he created and implemented a bar code system designed for tracking and logging accountable mail. The system, using a bar code reader and Microsoft Access,

greatly reduced the time, and increased the accuracy of accountable mail records and delivery. David was invited to be a guest speaker at MailCom 2002 as a part of the "Voices of the Automated Workstation" presentation. A self professed "music enthusiast", David has played guitar for many local bands in various genres such as blues, rock, and country.



David Flowers

## LIFE IN FOCUS BY CARLOS JOHNSON



As a kid, one of my favorite commercials was for Tombstone pizza. The beginning of each commercial would begin with someone asking, "what do you want on your tombstone?" The person would respond with a request for pizza. I always found it humorous that here this person was facing execution, and when asked how they wanted to be remembered, they would ask for a

pepperoni pizza! Now I know what you're thinking. This guy is writing about death? No, not necessarily. This isn't an article about your mortality or death. Nor is it a plea for you to increase your life insurance policy. (Cue voice over guy: For just a penny a day....) But I want to pose a simple question to you: How do you want to be remembered? A Life Coach would phrase it, "what do you want your legacy to be?"

In life, I've come to realize that's it not always what people say in your presence that matters most. It's what they say in your absence that carries a lot of weight. Understand that every day you live, you are writing a biography of your life that managers co-workers, subordinates and family members read. Your "story" has the power to motivate and encourage, or hinder and hurt those who will follow the trail you created. Those few words that are placed on your "tombstone" are simply the words that summarize your life. But at the end of the day that's all they are: words. It's the experiences and relationships you cultivate with those in the workplace and in your personal life that create a lasting legacy. So with that in mind, what do you want on your tombstone?