



# PostScript

## MSMA National Awards at MAILCOM, Atlanta 2015

During the Atlanta MAILCOM Conference, MSMA present will four National Awards: Chapter of the Year, Distinguished Service, Manager of the Year and Supplier of the year. This Special Edition of PostScript presents the finalists for this year's awards. Winning recipients will be announced during the Tuesday Keynote Luncheon in Atlanta, GA.

### Chapter of the Year

- Chicago
- Houston
- Metro DC
- Metro NY/NJ

### Supplier of the Year

The recipient of this Award is recognized by peers for professional accomplishments within the industry.

- Chris Henkel
- Gordon Glazer, CMDSM, CMDSS, MDC

### Distinguished Service

- Connie Compton, CMDSM, MDC
- Marlene O'Hare, CMDSM, MDC
- Roderick Toney, MDC

### Manager of the Year

- Darlene Handy, CMDSM, MDC
- Floyd Creecy, MDC
- Mark Hale, CMDSM, MDC



*Congratulations to all of our nominees!*

### Connie Compton, MSMA Distinguished Service Nominee

Connie Compton, EMCM, MTP currently manages 16 associates providing distribution of all inbound mail throughout various W&SFG campus locations. Her team is also responsible for sorting and preparing outbound mail and packages to W&S District Offices, Producers and External Wholesalers. She has completed nearly 41 years of service with the Western & Southern Financial Group (W&SFG) in Cincinnati, Ohio. She initially worked for Columbus Life Insurance Company which is a W&SFG company. Connie has held many positions over the years and was appointed Manager of the Distribution Center in 1998.



Connie has been an active board member of MSMA since 1999 and served as President of the Ohio Valley chapter from 1999-2012. She currently serves as Immediate Past President and Acting Secretary/Treasurer and is a member of MSMA National Marketing/Communications committees. Connie served in various positions on the Cincinnati Postal Customer Council (CPC) from 1999-2013. Throughout Connie's mail industry career, she achieved many personal awards, but none greater than experiencing her associates promoting to higher positions within W&SFG. Connie consistently worked on developing her associates through cross-training and provided support for their career goals.

Connie lives in Amelia, Ohio and has been married to Mason for 43 years. They have a son, Jason Compton, who lives and works in West Virginia.

### Marlene, O'Hare, Distinguished Service Nominee

Marlene O'Hare, CMDSM, MDC, MDP has been Supervisor of Office Services for Linde North America, Inc. at their headquarters campus in Murray Hill NJ since 1988. She manages the mail center, in-plant print shop, shipping & receiving and all MFDs at all locations nationwide. Marlene was a junior high school teacher in the NJ school systems both



public and private before joining Linde. She is a past president of the Metro NJ – NY MSMA, as well as past Vice-President of Communications on the board of the Greater NJ PCC. She has presented at MAILCOM, National Postal Forum, In Demand and IPMA.

### **Roderick Toney, Distinguished Service Nominee**



Roderick Toney, EMC, MDC is Manager of Mail Distribution and Transport System for Johns Hopkins Hospitals, School of Medicine and University. He has over 25 years in the mailing industry and is responsible for the oversight of mail processing,

distribution, customer services, retail packaging kiosks and strategic initiatives. Rod serves on a variety of committees and local organizations which includes the Washington Metro Chapter of the Mail Systems Management Association Executive Board, the Baltimore USPS Postal Customer Council Executive Board, and recently the Johns Hopkins Labor Negotiations Team. He holds the United States Postal Services designation as Executive Mail Center Manager (EMCM), and recently attained MSMA's Mailpiece Design Consultant (MDC) certification. Rod will also be a speaker at MAILCOM-Atlanta in March. He has been an MSMA Washington Metro Chapter member since 2009 and joined their Executive Board in 2014.

### **Darlene Handy, MSMA Manager of the Year Nominee**

Darlene Carla Handy, LSSGB, CMDSM, MDC holds a bachelor degree in business management, minor in marketing and has worked for Universal American Corp in various capacities over 9 years. Currently Director of Intake Center Operations and Claims Fulfillment, Darlene



provided Universal with vast experience in sales, marketing and print from previous positions with advertisers, print shops, non-profits, and the federal government in Houston, Atlanta and her native Washington, DC.

The floor to ceiling wall length trays of returned mail at UAC prompted Darlene to survey departments to locate the

source. That research led to educational and networking opportunities in mail and a valuable relationship with MSMA and HPCC resulting in acquisition of the CMDSM certification. Continual training has also afforded Darlene lead positions on several projects in various function areas.

Darlene is currently VP of Education for the Houston Chapter MSMA, and a Member at Large - HPCC. She is married to Benjamin Handy, III and between them have 4 adult daughters, and one grandson, Caleb.

### **Floyd C. Creecy, Manager of the Year Nominee**



Floyd Creecy, PMP, ITILv3, EMC, MDC serves as the National Oceanic and Atmospheric Administration's (NOAA) primary liaison with the Department of Commerce (DOC) Mail Manager in support of HeiTech Services' Onsite Copying/Printing, Mailing, Courier Services, and Personnel Support contract. He manages all matters related to mail management within NOAA encompassing 230 locations.

Floyd possesses the USPS Executive Mailroom Center Management (EMCM), MSMA's Mailpiece Design Consultant (MDC), Information Technology Infrastructure Library (ITIL) and Project Management Professional (PMP) certifications. He has 18 years management, 14 years mail management, and 6 years project management experience. With state-of-the-art mail technology constantly changing, Floyd says that education is his primary goal to increase the value of himself and HeiTech Services. Industry education aids us in our ability to exceed the customers' expectations.

Floyd joined MSMA Washington Metro Chapter in 2010 and began serving as the VP of Education in December 2013. He is also a member of Northern Virginia Postal Customer Council (NOVAPCC), Washington Metro Postal Customer Council (WMPCC), and Government Mailers Advisory Council (GMAC).

Floyd enjoys sports, traveling and family time. He is a devoted husband to Carol, and they are the proud parents of 5 children and 10 grandchildren.

### **Mark Hale, Manager of the Year Nominee**



Mark Hale, SM, CMDSS, EMC is an Account Executive for OMG, LLC servicing American Modern Insurance Group. Mr. Hale is responsible for managing all services related to incoming and outgoing mail in a two building facility servicing over 1,000 associates and more than 150 individual mail drop locations. His team is also responsible for managing the paperless document front end imaging process, consistently converting 100,000 pages to digital images per month with a quality rate of 99.98%.

Mr. Hale achieved re-certification of USPS Mailpiece Design Professional certification in 2014 as well as re-certification of MSMA Certified Mail and Distribution Service Supplier (CMDSS) certification in 2014

Mark serves as Director of Certification for MSMA National Board and has helped to update certification study manuals as well as presenting educational seminars at chapter meetings across the country.

### **Gordon Glaser, CMDSM, CMDSS, MDC, Supplier of the Year Nominee**

Gordon first became involved in mail while working for an automotive aftermarket accessory supplier in 1981 while I was finishing my degree at San Diego State University. He received his BS in Business Administration (Marketing) at the end of that year and ended staying on with that company for 5 years as Marketing Manager. Mail was an important tool that was used to stay in touch with over 5000 dealers and distributors.

In 1986, Gordon co-founded San Diego Postal and Shipping Equipment. We started out as a rebuilder of PB equipment and added independent lines of equipment the other established dealers didn't want to carry. In 1988, we became a secondary dealer for Ascom Hasler and the next year I bought out my Partner, acquired the other Hasler dealership in 1993 and sold the business in 2008.

In early 2013 he left and joined longtime friend and MSMA-San Diego founder Rob Martinez at Shipware, LLC. Shipware saves parcel shippers 10-20% on their small parcel spend by helping them negotiate

better FedEx and UPS contracts. We also audit their freight bills and recover service failures, voids and other recoverable opportunities. In 2005 Gordon earned his CMDSM and helped create the new CMDSS certification and then the new MDC certification and the conversion and maintenance of all 3 tests to our cloud based portal.

### Chris Henkel, Supplier of the Year, Nominee

Chris Henkel was born, raised and educated in Cincinnati Ohio. Prior to joining the Pitney Bowes in June 2014, Chris spent over nineteen years in field sales and sales management in the Print and Mail industry serving Ohio and West Virginia. Chris is excited to rejoin a leadership role within the MSMA and plans to lead the group within our dynamic and constantly evolving industry.



Chris lives in Terrace Park Ohio which is a small village just outside of Cincinnati. He spends his time with his wife, three children, dog and two fish. Chris enjoys coaching and cheering for his children's sports teams. Chris is also huge fan of Cincinnati based professional and college sports teams. Chris is also a Certified Barbeque Judge for the Kansas City Barbeque Society and judges contests whenever possible on the weekends.

### DC Metro Chapter, MSMA Chapter of the Year Nominee

Aug 20, 2014 1st Annual Member Appreciation Day MSMA Washington Metro Chapter: Chapter President Jim Barlow, Past President Dana McCormick, MAILCOM Managing Director Lance Humphries, Chapter VP Membership Floyd Creecy, MSMA President Barbara Fahy, Past President Isaac Webb and Chapter Executive VP Willie Coleman.



2014 was "The Year of Revitalization" for the Metro DC Chapter MSMA. We saw membership grow from 40 at the beginning of 2014 to 61 by year's end. We offered a membership bonus through 2015 for any signups in the fourth quarter of 2014. Interest grew in the fourth quarter for Board membership as well. The Chapter doubled the Executive Board to ten, including a new Treasurer, Secretary and VP of Education.

Collaboration became our motto as we sought out opportunities with other area service and mail groups to share events. We are cosponsoring with Washington Metro PCC and Government Mailers Advisory Council (GMAC); members and vendors. Our event venues are hosted by Board member locations and our collaborative partners to help keep our events fresh and interesting for 2015.

In 2013 Jim Barlow took over as President and Floyd Creecy stepped in as VP of Membership. The first planning meeting was held in February at MAILCOM in Atlantic City. Board members, Willie Coleman, Executive VP, Floyd Creecy, VP of Membership, and President, Jim Barlow discussed how to increase membership while we planned events for the year. Jim took the May event, a security event in June, a member appreciation event in August with an October event and then the Holiday event in Early December; five events! We later added a two day MDC Training in November. It turned out to be a huge success with 12 attending and all passing.

The August event was truly special, our "1st Annual Member Appreciation Day." We celebrated while relaxing and enjoying a luxurious luncheon boat cruise on the beautiful Potomac. We had an awards ceremony and a well-known speaker, MAILCOM Managing Director Lance Humphries accompanied by MSMA National President Barbara Fahy. It was a resounding success bringing back old members and new ones, as well as adding new Board members. The December Holiday event was another very successful key event. It was held at the historical National Postal Museum with guest speaker Gerald Roane, Postmaster, Washington DC. This was the beginning of our collaborative efforts with the WMPCC for events in 2015.



### MSMA Chicago Chapter, Chapter of the Year Nominee

The MSMA Chicago Chapter has been one of the most consistent and stable MSMA Chapters, since inception in 1996. We provide our membership with networking and educational programs; guest speakers provide a mix of industry topics along with leadership and motivational topics. Our speakers are often from the MSMA National Speakers Bureau and local membership.

In 2014 had a total of 5 member meetings, including our November Anniversary Meeting. We are proud that many of our Chapter Board members have been with Chicago MSMA since 1996 and serve along with new members, all committed to continue to serve as our Chapter grows and moves forward.

### Houston MSMA Chapter, Chapter of the Year Nominee

The Houston Chapter was formed in 1993. Of the original five members who also became the first chapter officers; Linda Henry, Mike Meyers, John Stubee and Sally Rowland-Ketley are still here and are charter members of the Houston Chapter.

Houston has hosted some great meetings during the years including presenters; David Pina and Russ Pickering were speakers at MAILCOM and we brought them to Houston because they had a message that resonated with everyone in the industry. We had meetings at the Houston Rodeo, the Astros games in the Astrodome, Enron Field and



(continued...)

Minute Maid Park. We toured many great companies in Houston including a walk through the underground one year.

We will celebrate our 22nd year in 2015. The Houston Chapter has had 8 presidents and 3 treasurers during our 20 year existence. Many of us have served several terms to keep our chapter active and alive. Our current board is planning and looking forward to 2015 and hopefully another 20 years.

### **The Metro New Jersey – New York MSMA Chapter of the Year Nominee**

Like many professional associations, we have had issues with membership and participation yet we grew significantly in 2014. We provided a number of valuable networking and educational opportunities in 2014 with five spectacular events and one hosted webinar. We are proud to highlight our annual 9/11 Remembrance event, this

year held Linde North America. Our members continue to support MAILCOM both in registration attendance and session presentations. We are particularly proud of Board Member (and author) Nick Staffieri, CMDSM who was a Keynote Speaker at MAILCOM Denver in May 2014 and is a National MSMA Board member.

Though the Metro Chapter in its current form is relatively new, the New Jersey Chapter was started 2/19/1981. During our long tenure, we have experienced ups and downs in the industry as well as dramatic changes in business processes and the way we run our operations. The Chapter had two significant losses in 2014: Jim Mullan stepped down as president of the Chapter. Jim's contributions to the MSMA and the industry cannot be listed here as they are too numerous and wide reaching. We also were saddened by the passing

of Gerald LeComte, a Charter member since 1982. Gerry was elected five times President of the Jersey Chapter and was the recipient of the Franklin Award and the Distinguished Service Award among others.

What is next for the Metro Chapter in 2015? Our goal is to continue to provide networking and educational opportunities while finding ways to evolve and meet the needs of our membership in the age of Social Media and the "information superhighway." As communication channels change and member's time becomes increasingly at a premium, the Metro MSMA looks to develop programs and communications to benefit our membership which take all these factors in consideration. Finally, we also look to address our industries' ever expanding scope.

**Stop by the MSMA Booth  
(Number 106) in the MAILCOM  
Exhibit hall to speak with  
MSMA National and Chapter  
Board Members and find out  
"What's New with MSMA."**



## **PostScript**

PostScript is published quarterly by Mail Systems Management Association. It serves to educate members about activities, issues and events within our organization.

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