Any mailers have asked us: “What does the Postal Service think of the Postal Modernization Act of 2000, H.R. 22?”

This bill would fundamentally reform and modernize our nation’s postal laws before a crisis threatens the U.S. Postal Service’s ability to provide affordable, universal service to everyone, everywhere, every day.

It would give the Postal Service some tools to adapt, grow, compete and survive in the face of enormous challenges caused by changing technology and a dynamic communications marketplace. At the same time, H.R. 22 ensures that in using these new tools to compete, the Postal Service does not use its government status unfairly.

The Act maintains a universal service mandate and requires the Postal Service to develop and recommend standards that define universal service, for consideration by Congress. Similarly, the Postal Rate Commission would be required to develop an annual estimate of the costs of universal service.

There’s good news and bad news for eTailers (online retailers). The good news? A recent Jupiter Communications study indicates that by 2005, consumers will spend almost $200 billion online annually. The bad news? They’ll be spending more than triple that amount offline.

Let’s face it, eTailers; your website needs to be easy for eShoppers (online shoppers) to navigate and inviting for them to buy. Your product needs to be priced right. And, of course, your company needs a shipper that goes everywhere and helps you provide free return shipping.

The U.S. Postal Service not only has what you need — we go everywhere, we’re affordable and we provide an easy way to return online purchases — we’ve now made it easy for your website to link to ours by using the right Web tools.
APPLICATIONS FOR THE 2000 USPS MAILING EXCELLENCE AWARD (MEA) ARE STILL BEING ACCEPTED THROUGH JULY 14. Eligibility for the award is based on the innovative and effective use of the U.S. Postal Service as the primary vehicle for delivering a product, message or campaign during the 1999 calendar year. Each entry will be evaluated on the strategy, creative execution and quantifiable results for each piece or campaign. Entries for 2000 may be in the following categories: Business, Government, Nonprofit, eCommerce and Multicultural.

THE MEA WILL BE PRESENTED at the 2000 Fall National Postal Forum in Anaheim, CA. The winner in each category will receive:

- National and local press coverage.
- Special National Postal Forum honors.
- Recognition at National Postal Forum events within the mailing industry.
- A unique award designed for the National Postal Forum by Stueben.

APPLICATIONS FOR THE 2000 AWARD are available through the Forum Website <www.npf.org> or by contacting one of the cosponsors: Association for Postal Commerce (PostCom); Direct Marketing Association (DMA); Envelope Manufacturers Associations (EMA); Flexographic Technical Association (FTA); Mail Advertising Services Association (MASA); Printing Industries of America, Inc. (PIA); Association of Asian American Advertising Agencies (A5); and the Association of Hispanic Advertising Agencies (AHAA).

THE POSTAL SERVICE AND THE NATIONAL POSTAL FORUM created this prestigious mailing industry award in 1998 to honor outstanding performance and creativity in the field of direct mail.

In a false billing scheme, a swindler sends you an authentic-looking, professionally produced invoice for products or services that you never ordered or received.

Some false billers simply prepare or obtain lists of businesses and mail invoices to them. The swindler hopes your company will process and pay the invoice without scrutiny.

In recent years, false billers have tele-phoned companies before mailing the false billings. High-pressure telephone salespersons then entice employees into purchasing a variety of products at exorbitant prices. These salespersons falsely represent that the business has already ordered the product, either currently or in the past.

TO PROTECT YOUR BUSINESS

1. Do not buy from new suppliers until you have verified their existence and reliability. Verify all billing authorizations, and don’t pay until all invoices are verified on receiving reports.
2. Notify your local postmaster or nearest postal inspector if you receive a questionable invoice or have been taken in a false billing scheme.
3. Maintain sound accounting practices to reduce your chance of becoming a victim of false billing schemes.

TO FIND OUT VARIATIONS OF THIS SCHEME, CHECK OUT THE POSTAL INSPECTION SERVICE WEBSITE AT <WWW.USPS.GOV/POSTALINSPECTORS>.
Join a PCC and become a star in your company

If you are a serious mailer and haven’t joined a local Postal Customer Council (PCC) then you are truly missing the boat.

What is a PCC? It’s an association of business mailers and postal officials who work together at the local level, and they’re all across the nation. Mailers who join their local PCCs learn:

- new ways to reduce postage costs;
- new ways to increase sales;
- secrets to improving mail service;
- shortcuts in mail preparation;
- networking opportunities; and
- important postal contacts to know.

By reducing work hours, saving money and/or improving mail service for their company, many PCC members have used their new knowledge to earn raises and even promotions. In short, they became stars in their company.

If nothing else, PCC members usually learn something new at PCC meetings, which are held monthly, quarterly or yearly. Your local postmaster or Postal Business Center can help you find the location of the nearest PCC.

NATIONAL PCC DAY

Six years ago, the PCC Advisory Committee recognized that with over 250 PCCs across the country and only one Postmaster General to go around, a great solution was to bring the nation’s PCCs together via satellite through National PCC Day.

This year, live from Providence, RI, Postmaster General William Henderson and Rep. John McHugh, chairman of the Postal Service Subcommittee, discussed H.R. 22, the Postal Modernization Act of 2000. Chief Postal Inspector Ken Weaver was also on hand to discuss identity theft, suspicious packages and mailroom security. As an added attraction this year, following the satellite broadcast, 50 PCCs across the nation had an officer of the Postal Service participate in a Q&A session.

HOW TO BE BEST IN CLASS

The night before PCC Day, the co-chairs of seven PCCs from across the nation were honored at a special banquet for their award-winning efforts, as judged by the PCC Advisory Committee, from over 100 nominations.

Following are the stories of three of the seven winners’ accomplishments presented during the “Best Practices Panel” at PCC Day and a list of the other categories and winners.

THE STARS

Harley “Buddy” Morrison
Georgia Power

Most Creative PCC Event
The Greater Atlanta PCC went “all out” to get attendees to “Come See the Stars” at last year’s National PCC Day where board members dressed as ushers in red blazers and served “hot dogs” and popcorn. They made customers feel they were the stars by having videos taken at their companies and shown at the innovative event.

Shenandoah Smith
Owner, Garrette II

Best PCC Co-Chairs
The “Most Outstanding PCC Co-Chair Team” award went to Greater Phoenix PCC “Sonny and Cher” team of Shenandoah Smith, owner of Garrette II in Chandler, AZ, and Phoenix Postmaster Johnray Egelhoff. Since September 1998, under this co-chair team’s guidance, the Greater Phoenix PCC has more than doubled its membership.

Johnray Egelhoff
Phoenix Postmaster

Marjorie Brown
Atlanta Postmaster

Most Innovative PCC
From networking and educational seminars, to community service and golf tournaments, the Greater New Haven, CT, PCC kept its members working together to improve business and the communities in which they live.

2000 PCC Day Award Winners

Category 1
Most Innovative PCC
Greater New Haven
RUNNERS-UP
Greater Phoenix, Denver

Sheldon Rinehart
New Haven Postmaster

Category 2
Best New Membership Campaign
Western Massachusetts, RUNNERS-UP
Dallas, Greater Phoenix

Category 3
Best Single PCC Event
Greater Atlanta, RUNNERS-UP
Omaha, Sacramento

Category 4
Best Multi-PCC Event
Central Missouri/Capitol City Missouri
RUNNERS-UP
Dallas/Ft. Worth, Denver/No. Colorado, United South Carolina State PCCs

Category 5
Best PCC Newsletter
Metro Washington
RUNNERS-UP
Central Ohio, Des Moines

Category 6
Best PCC Contributor
Mary Williams, So Suburban PCC
RUNNERS-UP
Ken Plummer, Milwaukee; Jerry Kidwell, Central Ohio; Chuck Winkle, Greater St. Louis

Category 7
Best PCC Co-Chairs
Greater Phoenix
RUNNERS-UP
Greater Philadelphia, Central Massachusetts, Denver
MEMO to MAILERS

JULY 2000

Another puff piece” is what PostCom Bulletin editor Gene Del Polito wrote about the recent External First-Class (EXFC) measurement quarterly results.

Postal employees, however, believe that moving the local First-Class Mail delivery from the low 80th-percentile range in the early 1990s to the 94th-percentile range of today is definitely not puff ... but worthy of praise.

Postal employees believe that moving the local First-Class Mail delivery from the low 80th-percentile range in the early 1990s to the 94th-percentile range of today is definitely not puff ... but worthy of praise.

Even more important, it’s a reflection of their dedication, focus and continued hard work.

PricewaterhouseCoopers reports that during the March 4 through May 19 time frame, 94 percent of its overnight First-Class Mail was delivered on time. This is a 1-percent increase over the previous year’s result.

Besides local service, the results of two- and three-day First-Class Mail service have been publicly reported at every Postal Service Board of Governors meeting since the testing began.

However, some mailers have privately wondered why those numbers do not equal the local overnight result.

So here’s the deal. It’s true that in the early years of EXFC measurement, the Postal Service concentrated first on improving the local First-Class Mail service because it represents nearly half of the First-Class Mail volume.

It’s also true that two- and three-day First-Class Mail performance has lagged behind local service. But even that has improved some 15 points from the high 70’s (in the case of two-day mail) to the high 80’s.

Frankly, two- and three-day service is harder to fix because it involves more than local transportation connections. It includes airline, train and trucking connections and travels through a number of different postal plants. But we’re working on it.

To move the two- and three-day numbers even higher, postal management is held accountable for this service result.

Finally, to clear up any misunderstanding of what is measured by PricewaterhouseCoopers, here are the facts:

1. Both metered and stamped mail are tested — and have been for years. (During the past 18 months, we independently tested indicia mail with 18 major mailers. While the results were confidential between the USPS and companies involved, we can say that they were comparable to EXFC results.)

2. Both businesses and households are tested (street addresses and post office boxes).

3. Testing mirrors “real” mail flows.

4. EXFC tests the most “mail handling” steps; therefore the result reflects a true end-to-end measure of performance for those ZIP Codes tested.

5. EXFC is a reflection of what the customer actually experiences. It is not a “step-by-step process” measure.

THE BEST IN THE NATION

Where is the best local service in the nation? In postal quarter III, fiscal year 2000, the Dakotas and the Central Plains led the nation with a 97 percent on-time result. Tied for second place at 96 percent are the Appalachian, Kentuckiana, Albany, Springfield (M A), North Florida, Big Sky, Honolulu, Seattle, Rio Grande, Suncoast, Van Nuys, Western New York, Albuquerque and Akron Performance Clusters.

Two-day service nationwide matched that of the same period last year at 87 percent on-time. Three-day service nationwide is down one point over the previous year at 86 percent on-time.

“The Postal Service is committed to improving service performance,” says Lizbeth Dobbins, manager of Customer Satisfaction Measurement.

Leading the nation with a 91 percent on-time delivery in two- and three-day combined service is the Pittsburgh cluster.
For further information, contact Frank Ippolito in Consumer Affairs at (202) 268-4681.

**EXFC Clusters (85)**

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<th>LOCAL RESULT</th>
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* Two-day service
broken bundles are no joy

MEMO to MAILERS
JULY 2000

Maybe it doesn’t sound like a serious problem to you, but to flats mailers and the Postal Service the extra mail handling costs are estimated at over $100 million a year. In addition, service may suffer, and pieces — costing the sender from a few cents to several dollars per piece to produce — may be damaged.

To reduce breakage in bundles (called “packages” in the Domestic Mail Manual”), members of the Mailers’ Technical Advisory Committee (MTAC) — who meet with postal officials quarterly in Washington, DC — formed the Package Integrity Work Group.

Russell Shores, of the Brown Printing Co., in Waseca, MN, and Industry Co-Chair of the MTAC Package Integrity Work Group, says his group observed flats coming into a number of postal plants around the country and consequently they were able to determine some of the root causes.

The main culprit?
“That’s right,” says Shores. “It’s the good old sack.”

Shores says that mailers may carefully place their flats bundles in the sacks, but due to the way that sacks are loaded, transported and processed, the bundles often break open.

“In fact, we found that a vast majority of the broken bundles originate in sacks delivered to the Postal Service.”

What’s the cure? Shores says the ideal is using pallets instead of sacks.

The Work Group estimates a failure rate at the first Postal Service handling of packages of almost 18 percent for sacked mail packages and just over 1 percent for palletized mail. Also, once improperly secured bundles are entered into the mailstream, even more breakage can occur.

But what if you are a small volume mailer that does not have the volume for a pallet? The Package Integrity Work Group is reviewing a variety of options to ensure better package integrity, such as using shrink-wrapping or double banding.

“The high incidence of broken flats bundles results in Postal Service productivity slowdowns when lines stop;
additional labor to repackage the loose product; and additional sorting costs for pieces that can’t be returned to original packages,” says Package Integrity team member Sander Glick from Project Performance Corporation in Washington, DC. “These costs inevitably translate to increased postal rates for flats mailers.”

The group also observed the following:

- Bundles of mail with glossy covers break at a high rate. For the majority of this type of mail, shrink-wrap appears to ensure better package integrity than other packaging methods.

- In general, Periodical and Standard Mail (A) bundles break at the same rate. Bundles secured with only one rubber band, one string or one strap break at a significantly higher rate.

If nothing else, the MTAC Package Integrity Work Group hopes that the “owners of the mail” reading this article become aware of the magnitude of the broken bundle problem and how much this contributes to increased postal costs that translate into higher rates for flats.

In the next few months, the Work Group plans a controlled testing of various packaging methods to come up with specific recommendations to improve the packaging of sacked and palletized mail.

However, until then, they recommend that mailers do the following:

- Visit your printer’s plant to observe how they package your mail and how they work.

- Take a tour of your local mail processing plant to see how your mail is processed. A little understanding goes a long way.

- Know that different mailpiece and package characteristics may require different packaging methods. For example, shrink-wrap over one plastic strap will secure a package of glossy magazines much better than two rubber bands or even two plastic straps.

- In most instances, two banding straps were better than one.

- Note whether the strapping is bending and bowing your package. If so, consider shrink-wrapping.

- Watch the package weight. It must not exceed 20 pounds; smaller weight limits are even better.

- Make pallet weights as low as possible (within DM M section M 041 standards) to minimize sack usage.

- Shrink-wrapped and double-banded bundles

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**LEGAL UPDATE**

continued from page 1

sal service so that Congress can better understand those costs, and provide the necessary protections in the future.

Under the Act, the Postal Service would operate in competitive markets on the same terms and conditions as faced by its private sector competitors. The Postal Service would be given pricing flexibility in connection with these products but their pricing, collectively, would be required to cover overhead costs to the same extent as all postal products, on average. The Postal Service’s competitive products would also be subject to — among others — antitrust laws, fair-trading laws and equal customs procedures.

H.R. 22 would subject postage rates on non-competitive services to price caps based on inflation. It would also require the Postal Service to prepare annual reports on the quality of service provided by all of its non-competitive services. H.R. 22 also includes new incentives for improved postal efficiency, and prohibits the Postal Service from charging users of monopoly services with overhead costs that should be allocated to its competitive ventures; competitive services must stand or fall on their merits.

**THE POSTAL MODERNIZATION ACT OF 2000: WHERE IT STANDS**

Rep. John M. McHugh (R-NY), Chairman of the Subcommittee on the Postal Service, introduced H.R. 22 on the first day of the current Congress. On April 29, 1999, the Subcommittee approved Chairman McHugh’s revised bill by voice vote and sent it to the full Committee on Government Reform for consideration.
WEB TOOLS continued from page 1

To get started just go to <uspsprioritymail.com/> and click “online retailer” and then click “Web Developer’s Tool Kit” to give your customers — and employees — easy access to important shipping information including delivery information, rates and more, right from your Internet or intranet site.

The tool kit is not a hammer and wrench, but is actually an easy way to link the Postal Service’s cool products to your site.

Here’s a list of the free Application Program Interfaces (APIs) that you can add to your website.

TRACK/CONFIRM
Lets your customers (and employees) find out the delivery status of Priority Mail® and Parcel Post packages using a Delivery Confirmation™ number. It also provides tracking for Express Mail® and Priority Mail Global Guaranteed shipments — up to five lookups per transaction.

RATE CALCULATOR
Provides automated online access to domestic rates for Express Mail, Priority Mail and Parcel Post, as well as international rate information for Global Priority Mail and Express Mail International.

ELECTRONIC MERCHANDISE RETURN
Facilitates the prompt return of merchandise to you from your customers who will be able to download and print postage-paid labels directly from your website. No other shipper offers a return solution like this.

DELIVERY CONFIRMATION
Enables you to generate a graphic Delivery Confirmation Label for Priority Mail, Parcel Post, Bound Printed Matter, Library Rate and Special Standard, with distinct numbers and barcodes.

EXPRESS MAIL SERVICE COMMITMENTS
Answers questions about Express Mail service and guarantees from one ZIP Code to another.

PRIORITY MAIL SERVICE STANDARDS
Estimates delivery times between ZIP Codes for Priority Mail.

STANDARD MAIL (B) SERVICE STANDARDS
This API provides estimates on delivery times between three-digit ZIP Codes for Parcel Post, Bound Printed Matter, Library Rate and Special Standard.

It’s easy to get started. After registering for the APIs, you will receive all necessary documentation, along with a programmer’s guide and sample applications by e-mail.
# National Postal Forum

**DEPARTMENT 946, MCLEAN, VA 22109-0946**  
**PHONE 703/218-5015  FAX 703/218-5020**

**Registration Form**

Anaheim, California ■ September 10-13, 2000

*Only one registrant per form, please. Photocopy this form for additional attendees.*

**PLEASE TYPE OR PRINT ALL INFORMATION.**

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**Have you ever attended a Forum?**  
- [ ] Yes  
- [ ] No  

**Are you a PCC Co-Chair?**  
- [ ] Yes  
- [ ] No  

**Are you a member of a PCC?**  
- [ ] Yes  
- [ ] No  

**Name of PCC:**

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**THESE RATES ARE FOR PRE-REGISTRATION ONLY.**

*On-Site Registration: a $50 processing fee will be added to all categories except One Day and Exhibit Hall Only*

**SELECT ONE OF THE FOLLOWING.**  
*(Registration will be accepted ONLY if accompanied by full payment OR Government Training Forms.)*

- [ ] **Full (01)$750**  
  Includes the full menu: Business and General Sessions, Consultation Centers, Exhibits, Welcoming Reception, PCC Event, Continental Breakfasts, Lunches, Wednesday evening event.
- [ ] **U.S. Postal Service (20)$695**  
  Same as Full Registration.
- [ ] **Group (02) (per person)$695**  
  PCC members pay this rate. For a group of four or more registrants from the same company, the group rate will be extended if all registrants are submitted at the same time, along with full payment. (Registration includes all other Forum sessions, meals and social activities.)
- [ ] **Business (03)$650**  
  Same as Full or Group Registration except Wednesday evening event.
- [ ] **Monday (04)$350**  
  Includes Business and General Sessions, Consultation Centers, Exhibits, Continental Breakfast and Lunch on the day chosen.
- [ ] **Tuesday (05)$350**  
  Same options as Monday.
- [ ] **Wednesday (06)$350**  
  Same options as Monday.

**OPTIONAL FEES:**

- [ ] **Guest/Spouse (11)$195**  
  (Food and social functions only)
- [ ] **NPF Golf Tournament, Saturday, Sept. 9, 2000$115**  
  The Oak Creek Golf Club. Includes a shotgun start at 1:00 p.m., greens fees, cart, transportation, awards, lunch, reception and prizes. Forms must be received by Aug. 18, 2000, as long as space is available.
- [ ] **NPF 5K Walk/Run, Tuesday, Sept. 12, 2000$15**  
  **REGISTRATION**  
  (See Note on back of form.)

- [ ] Charge $_____ to my  
  [ ] American Express  
  [ ] MasterCard  
  [ ] VISA  
  [ ] Diners

**Card #__________**  
**Expiration ____ / ____**

**PAYMENT:**  
[ ] Check No. _______ in the amount of $___________.  
Make checks payable to NPF. (NPF PIN 52-608-0759.)

**DO NOT SEND CHECK OR MONEY ORDER FOR HOTEL TO NPF.**

See cancellation penalty information on reverse side.

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**HOTEL ASSIGNMENTS WILL NOT BE MADE WITHOUT A PAID AND COMPLETED FORUM REGISTRATION.**

**INDICATE YOUR HOTEL SELECTION. CIRCLE RATE CATEGORY PREFERRED.**

**HOTEL ASSIGNMENTS ARE ON A FIRST-COME, FIRST-SERVE BASIS. SUBJECT TO AVAILABILITY.**

<table>
<thead>
<tr>
<th>Preference (1, 2 &amp; 3)</th>
<th>Single</th>
<th>Double</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anaheim Hilton</td>
<td>$170</td>
<td>$170</td>
</tr>
<tr>
<td>Anaheim Marriott</td>
<td>$170</td>
<td>$170</td>
</tr>
<tr>
<td>Hyatt Regency</td>
<td>$139</td>
<td>$139</td>
</tr>
<tr>
<td>Disneyland Hotel</td>
<td>$152</td>
<td>$152</td>
</tr>
<tr>
<td>Disneyland Pacific</td>
<td>$142</td>
<td>$142</td>
</tr>
<tr>
<td>Westcoast Anaheim</td>
<td>$118</td>
<td>$118</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Arrival Date</th>
<th>Departure Date</th>
</tr>
</thead>
</table>
| [ ] HOTEL GUARANTEE |  [ ] American Express  
  [ ] MasterCard  
  [ ] VISA  
  [ ] Diners

**Card #__________**  
**Expiration ____ / ____**

See reverse of this form for more information about hotel reservations.

**Special Requests**  
(disabled, non-smoking, crib, King, 2 doubles, govt.-rate rooms, etc.):

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Visit us on the Internet at npf.org or at NationalPostalForum.org

(Over)
Registration and Housing Policies and General Information
National Postal Forum
Anaheim, California ■ September 10-13, 2000

Note: Housing and transportation are not included in the Registration Fees.

Register Now
Registration Forms and Fees received by August 25, 2000: You will receive your full confirmation IN THE MAIL.
Registration Forms and Fees received after August 25, 2000: DO NOT MAIL. Bring your forms and fees to register on-site.

Cancellations
Cancellations received by the National Postal Forum prior to August 11, 2000, are subject to a $25 processing fee.
Cancellations received between August 12, 2000 and August 25, 2000 are subject to a $100 processing fee.
No refunds, full or partial, will be issued for cancellations received by the National Postal Forum after August 25, 2000.
All cancellations must be received in writing by the National Postal Forum.
Cancellation of registration will automatically cancel your hotel room.

Send completed Registration Form as follows:
Paying Registration by check, send to: NPF
Department 946
McLean, VA 22109-0946

Overnight must be mailed via U.S. Postal Service Express Mail
Paying Registration by credit card, fax to: Fax 703/218-5020 — Do not fax if paying by check.

Questions?
Call 703/218-5015

Hotels

Check-in time 4:00 p.m.
First night deposit is required and will be immediately charged to credit card. DO NOT SEND HOTEL PAYMENT TO THE POSTAL FORUM.
Suites will be assigned by the National Postal Forum. Call 703/293-2315 for further information on rates and availability of suites only.

NOTE: Hotel reservations will not be made if form does not include arrival/departure dates, paid registration, and credit card information for hotel.

Government Rate Rooms: Please call the NPF Housing line at 703/293-2325.

Confirmation: Hotels will send confirmations to you within 14 working days of receiving the housing form from NPF.

USPS Area Hotel Assignments:
Pacific ............................................ Hilton
Southwest ........................................... Hilton
Great Lakes ........................................ Marriott
West .................................................. Marriott
Midwest ............................................ Marriott
Southeast ......................................... Disney Pacific
Northeast .......................................... Disney Pacific
New York Metro ................................. Disneyland
Allegheny ......................................... Disneyland
Mid-Atlantic ..................................... Hyatt
D.C. Metro ....................................... Hyatt
ON TOP OF THE WORLD
Take a global bow. The Postal Service was honored with two World Mail Awards 2000 at the 11th World Express and Mail Conference in Paris. The Postal Service earned the Internet Commerce Award for its Electronic Merchandise Return Service and the Innovation Award for Address Management’s fast forward program.

POSTAL SERVICE NAMES
Top 10 Quality Supply Award Winners for 2000

In early June, the U.S. Postal Service named the 2000 Quality Supplier Award winners that provided their very best — from tools to equipment to materials to services — that enabled postal employees to deliver record service to Americans once again.

Keith Strange, vice president of Purchasing and Materials, said the 10 winners passed a rigorous seven-step evaluation that mirrors the Malcolm Baldrige National Quality Award process.

To put the award into context, the Postal Service, during fiscal year 1999, awarded more than 64,000 contracts worth more than $9.1 billion.

Following is the list of 2000 Quality Supplier Award categories and winners:

SMALL BUSINESS
Operational Services
Amplex Corporation of Grand Prairie, TX
Stamp fulfillment services to retail outlets
Twin Cities Air Service, Inc., of Auburn, ME
Air taxi mail service
Professional & Consultant Services
General Technology, Inc. (GTI) of Newport Beach, CA
Computer software and support
Merrick & Company of Aurora, CO
Architecture/engineering services
Manufacturing
Boneal, Inc., of Means, KY
Parts and accessories for mail processing equipment
Light Corporation of Grand Haven, MI
Manufacturer of light fixtures

LARGE BUSINESS
Operational Services
J.E. Dunn Construction Company of Kansas City, MO
General construction services
Professional & Consultant Services
SRA International of Fairfax, VA
Y2K, information technology and systems integration services
The Gallup Organization of Lincoln, NE
Customer satisfaction and Voice of the Employee surveys
Manufacturing
Systems & Electronics, Inc. (SEI) of St. Louis, MO
Loading/unloading systems

GSA NAMES TOP FED MANAGERS
The General Services Administration’s Office of Governmentwide Policy names the winners of its first annual Federal Mail Best Practice Awards for demonstrating the “strongest commitment to innovative policies and practices in mail communications.”

Federal Mail Manager of the Year — Leonard A. Bartels, Official Mail manager, Department of Defense.

Federal Mail Center Excellence — Mary R. Anderson, Alvan Majors, and Tony Nellums, Mail Services Team, Department of Energy.

POSTAL FORUM APPOINTS TWO NEW DIRECTORS
Two new directors were appointed to the National Postal Forum, announced Michael J. Genick, executive director and chief operating officer. They are Michael S. Coughlin, an account executive partner with the Computer Services Corp., and past deputy postmaster general from 1987 to 1999; and C. Neil Benson, who served as deputy postmaster general under William Bolger from 1980 to 1983.

GOVERNORS NAME NEW SECRETARY
U.S. Postal Service Board of Governors Chairman Einar Dyhrkopp today named David G. Hunter to serve as Secretary to the Board of Governors.

As Secretary to the Board, Hunter will serve as the Governors’ primary staff assistant. In 1999, Hunter received the Postal Service’s Vice President’s Award for his leadership in developing and managing the POS ONE retail platform.

NICE JOB
Automatic Data Processing (ADP) praised the Postal Service during its recent proxy season for “accurate and timely delivery” of three million, two-pound proxy packages relating to the large mergers between Pfizer and Warner Lambert and MCI WorldCom and Sprint. ADP experienced a 30 percent increase in volume, which the company says the Postal Service processed “flawlessly.”
Call us and we’ll come running

Did you know that the U.S. Postal Service will pick up all prepaid Express Mail®, Priority Mail® and Parcel Post packages from your office or home for one fee of $8.25? Just call (800) 222-1811. (And include any other pieces of mail that you’d like to deposit — as long as we can fit them in our vehicle.)

Here are some answers to typical questions.

Q How do I pay for the pickup service fee?
A The postal carrier will accept cash, check, postal money order, meter strip and good ole’ American stamps.

Q How do I “prepay” postage on Express, Priority and packages?
A Larger businesses prepay primarily using postage meters. Smaller companies tend to use PC Postage (electronic postage) or postage stamps. Many small businesses keep special flat rate stamps on hand: $3.20 for the Priority Mail 2-lb. rate and $15.75 for the Express Mail 2-lb. rate. Express and Priority Mail envelopes and boxes are free and available at local post offices or you can order them in advance by calling 800-527-1950 and we’ll ship them to you for free.

Q How can I determine the cost for each item?
A If you know the weight of your item and ZIP Code destination, the folks at the (800) 222-1811 number will give you the rate. You can also use the rate calculator on the Postal Service Website, usps.com. To figure out the weight, larger businesses use a postage scale. SOHOs (small offices, home offices) and individuals can weigh themselves on their bathroom scale — without the package and then with the package — to figure out pound rates.

Q Can I hand you packages without postage and have you bill me later?
A No. For our pickups, postage must be already on the packages. The Postal Service does not offer a billing service.

Q How late can I call for pickup?
A Any time up to two hours before your local post office closes.

NO, this is not a pickup — we’re offering to pickup — your mail, that is.