

PROFESSIONAL CERTIFICATIONS FOR THE
MAILING INDUSTRY



AGENDA

- Importance and Objectives of Certifications
- Mailing Industry Certifications Offered
 - Government Services Administration (GSA) Training Program
 - U.S. Postal Service Certifications
 - Mail Systems Management Association (MSMA) Certifications
 - In-Plant Printing & Mailing Association (IPMA) Certifications
- Questions & Answers

IMPORTANCE OF CERTIFICATIONS

The management of mail and distribution systems today calls for many more skills and knowledge than in the past. With the changing attitudes of executive management toward the importance of employing managers with higher skill levels, a new breed of mail management professional has emerged. Organizations of all sizes are beginning to recognize that they cannot afford to entrust the management of their mail and distribution operation to unequipped managers. A professional manager is required in order to achieve an efficient mail operation that is capable of providing maximum quality services at minimum operating cost.

OBJECTIVE OF CERTIFICATIONS

The objectives of Certification Programs are:

- To raise professional standards and management skills.
- To establish for employers, as well as people in the profession, a defined body of knowledge for effective performance in the profession.
- To establish guidelines for achievement and a learning experience path for people to follow in developing their career in the mailing industry profession.
- To award recognition to those who have demonstrated a high level of competence and ethical fitness for the profession.
- To improve performance in the profession by encouraging participation in a continuing educational program for professional development.

GSA TRAINING PROGRAM



FEDERAL MAIL MANAGEMENT TRAINING PROGRAM

**Office of Government-Wide Policy,
Federal Transportation Officer Training Program**

<http://transportationofficer.golearnportal.org/>

- Basic (Level 1)
- Intermediate (Level 2)

U.S. POSTAL SERVICE CERTIFICATIONS



EMCM

Executive Mail Center Manager

This program is a comprehensive training program sponsored by the United States Postal Service that is designed for individuals who wish to develop advanced mail center management skills (<http://www.nced.com/bma/>).

Local PCC Offering:

Washington Metropolitan Postal Customer Council

For information, please contact Corey Adams
WMPCC Administrator
(202) 636-2244
corey.l.adams2@usps.gov

Northern Virginia Postal Customer Council

For information please contact LaNeta Roth
U.S.P.S. Customer Relations Coordinator (A)
(703) 698-6573
Laneta.G.Roth@usps.gov

EMCM

Cost

\$1,200 PCC Members

\$690 per PCC Member (minimum of 10 with a maximum of 14)

Discounts increase with additional paid attendees

4 day course with an exam after completion of each chapter

Course Contents

- People Management
- Managing Mail Center Operations
- Sales, Marketing and Quality
- Managing Mail Center Finances
- Mail Center Safety and Security
- Mail Design
- Planning and Managing Technology
- Tool and Resources

MDP

Mail Design Professional

Developed by the USPS for those who wish to enhance their knowledge of the requirements associated with mailpiece design and help the USPS automation goal. The USPS maintains a directory of those that have successfully passed the MDP Certification exam.

Cost

Online study material and exam: \$90.00

Local PCC's provide training and exam plus materials cost

NPF testing with registration. Next NPF May 21-24, 2017 Baltimore, MD

MSMA CERTIFICATIONS



Certified Mail & Distribution Systems Manager

This accreditation program, developed by MSMA provides recognition for managers to be evaluated, tested, and certified on the body of technical knowledge and management skills necessary for performance in the mailing profession. Successful candidates gain professional recognition as a Certified Mail and Distribution Systems Manager (CMDSM). Today there are over 350 CMDSM accredited professionals in the mail system management profession. The program covers the job categories of:

- Mail Services Management, e.g., Manager or Supervisor
- Distribution, Messenger, Shipping, Receiving or Fulfillment Manager or Supervisor
- Administrative, Office Services, or Facilities Manager with responsibility for Mail and other Distribution Systems
- Vendor or Consultant, serving the equipment supply or service needs of the mail management field.

Certified Mail & Distribution Systems Supplier

This accreditation program, developed by MSMA provides certification and exam for suppliers. Certification incorporates Supplier Themes as they relate to doing business with Mail & Distribution Management within companies. While the CMDSS exam maintains the same integrity elements of the CMDSM exam, it is tailored to include quality assurance, customer relationship management, business ethics, negotiation, selling and presentation skills and other topics salient to Supplier Excellence.

Mailpiece Design Consultant

MSMA has developed a mailpiece design consultant certification program similar to the MDP program offered by the USPS. The MDC is based on the same information as the MDP and is also designed to increase your knowledge of proper mailpiece design and acceptance requirements of the U.S. Postal Service for domestic mailings, MSMA maintains a directory of those that have successfully passed the MDC Certification exam.

MailCom MDC Offering: The MailCom conference also offers the MDC training. The next conference is scheduled for [August 22-24, 2016 Las Vegas, NV](#).

Washington Metro Chapter of MSMA: The Washington Metro Chapter of MSMA offers the opportunity to obtain the coveted MDC certification with an exciting two day program of review and testing from two MDC certified experts to help guide you through the material you need to know, take the test and achieve the designation "Mailpiece Design Consultant- MDC"

ASSOCIATED FEES



CMDSM & CMDSS Application Fee:

Mail Systems Management Association (MSMA) member: \$475.00

Non-MSMA member: \$675.00

Eligibility: 150 total points required to qualify to take the exam in the same 4 categories (Work Experience; MSMA Activities and Membership; Non-MSMA Activities and Membership; and Education)

The exam will be offered at each spring and fall MAILCOM Conference.

MDC Fees:

Cost for Members: \$55.00

Cost for Non-Members: \$65.00

Course Outline: Open Book 100 questions (90% Pass On-Line Exam)

The MDC should be renewed every two years.

IPMA CERTIFICATIONS



CMM

Certified Mail Manager

The In-Plant Printing and Mailing Association's (IMP A) - Certified Mail Manager designation establishes a professional standard of proficiency for the in-house mail management profession. Certification is achieved through demonstrated management experience, professionalism and successful completion of a comprehensive examination. The objectives of the CMM designation are; To encourage individual professional growth and attainment of technical and managerial knowledge; To create a positive image and advance the stature of effective in-house mail managers; To emphasize the knowledge and expertise required to excel in the in-house mail management field; To identify, through the CMM designation, those managers who have attained a high level of competence and professionalism.

CMM REQUIREMENTS

Experience Requirements: Five (5) years of mail management experience in an in-plant environment.

Written Exam: CMM exam is a four-part test containing multiple choice and essay questions.

Cost for members: \$300.00

Cost for non-members: \$600

IPMA membership: \$300.00

IPMA certification information can be found at www.ipma.org/certification.

?? QUESTIONS ??

THANK YOU



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