

## Transcript for Your Postal Podcast, 17<sup>th</sup> Edition

Source: [yourpostalpodcast.com](http://yourpostalpodcast.com)

Welcome to Your Postal Podcast. This is Richard Watkins from the office of Corporate Communications. In this edition, we'll hear about the challenges facing the Postal Service when it comes to competing with online bill paying. We'll also hear from an enterprising young customer in Missouri, whose business plan to help the environment includes extending a helping hand to the Postal Service. And finally, we'll find out the reason the Postmaster General is already planning a trip to Portland, Oregon, next year.

### (Online Bill Pay Segment)

**Watkins:** Nearly every company is trying to get you to pay online. The message, "Save a stamp, pay online" is printed on millions of envelopes delivered each day. But postal employees have a different message: "Save a job, buy a stamp." David Rupert reports.

**Rupert:** Electronic billing is huge, as companies e-mail or text a bill directly to their customers, Credit card, insurance and mortgage companies all offer this service and many will automatically debit your account, completely eliminating any mail.

One cellular provider – T-Mobile – is now charging an extra fee if you choose a paper bill. Others are sure to follow.

We always knew that electronic diversion of commerce would impact us. And it has. This year, total cancelled volume is down nine percent as more and more people pay their bills online.

I asked postal employees in Reno Nevada what they thought of electronic diversion. The opinions were varied

I spoke to 010 supervisor Johnny Meno about the impact of electronic billing on the Reno plant.

**Meno:** It's killing us. I tell you why. In this facility alone where we cancel letters. An example is tonight. Last year today we cancelled 190,000 letters. Tonight, we cancelled 161,000. So on every day on average we are losing 25,000-40,000 less from last year. That's only one facility. Can you imagine across country what's it doing. It's crazy. It's really killing us.

**Rupert:** He uses the mail now, but once used electronic billing himself.

**Meno:** When it first came out I gotta be honest. I started used it. But then I saw what was going on around here and I realized I had to sell my own product.

**Rupert:** General Clerk Chuck Grimes tells us how he sends his bills.

**Grimes:** By mail. Totally. I work here. It's my income. Right now, it's scarce. Mailing a letter is a burden to people. I try to steer them back into using stamps.

**Rupert:** Tony Amadoni , an electronics technician uses both methods

**Amadoni:** Certain ones I do pay by check, by mail. ...Especially the longer distance. If they're local, I'll go ahead and mail them. If it's got to cover some distance, I go ahead and do it electronically.

**Rupert:** Expeditor Jeff Kudia

**Kudia:** I pay my bills by mail. Cause it's my job. Gotta keep the business going

**Rupert:** Monica is a clerk

**Monica:** I pay them by check through the mail because I know they get there and they get there on time. It's right here in our hot little hands.

**Rupert:** Susan is a city carrier

**Susan:** I pay by check with a stamp to secure my future with the Post Office. They talk about mail theft, but I think it's a bigger concern on line.

**Rupert:** Here's Maria, who is an unassigned regular

**Maria:** Because I want to support the post office. Can you imagine if all the employees do that. That's a lot of First-Class Mail for us.

**Rupert:** Expeditor Eugene Malcom

**Malcom:** I pay by check just to protect my job.

**Rupert:** Supervisor Customer service support Desni Czipka sees postal jobs on the line

**Czipka:** "I don't use electronic billing because I like to think that by mailing a check every month I'm protecting my job and the jobs of others. I refuse to pay electronically. I think everyone should just think about saving a job and using a stamp. It's the best investment in your career you can make."

**Rupert:** What do you think? Do you use electronic billing? What do you think about it? Got to [yourpostalblog.com](http://yourpostalblog.com) and tell us how you feel. Or call our hotline, 303 313 5134 and we'll put you on the next Your Postal Podcast.

(Jackie Megee Segment)

**Watkins:** When you ask young Jackie Megee of Greenwood, Missouri, if she can change the world, she'll simply say, I can do it. The 11-year-old has embarked on a national crusade to collect one million aluminum cans, which she then turns into a recycler for cash. The money she raises goes to community and charitable causes.

Earlier this year she was intrigued by the concept of economic stimulus and wanted to know how it worked. Her parents, Ruthie and Marvin Megee, explained how in our economy one industry is tied to another. They told Jackie how individual actions, especially when combined with others, can impact change. Jackie wanted to put her education to work. Her first thought was her local Post Office, and how difficult postal

finances might affect Postmaster Sam Teghtmeyer. Recently I traveled to Greenwood, which is located about 30 minutes south of Kansas City, to talk with Sam and one of his best and brightest customers, Jackie Megee. Sam, tell us a little bit about Jackie Megee and your relationship with her. She's been coming in here for a few years to the Greenwood, Missouri, Post Office.

**Sam Teghtmeyer:** Yes, about 5 years Jackie's been coming down. She first was noticed when this little arm came up above the counter and dropped some change on the counter. It made noise, rolled around a little bit. I thought what was that? So I came up to the counter and there was this nice young lady who couldn't see over the top of the counter, and she was inquiring about buying some stamps. And she looked over the stamps that were on display and purchased a few. We counted out the change she had to tell be able to tell her how much she could get back then. Ever since then she's been coming down doing special things for other people buying stamps for her folks. She'd bring things down in a little red wagon and we kind of enjoyed talking to each other over the years.

**Watkins:** Jackie tell us a little about the can initiative -- Jackie's Cans?

**Jackie Megee:** It's like supposed to help the United States, and so I can get a million cans. It will help the world!

**Watkins:** What will people find when they log on to your website, Jackie's Cans?

**Megee:** They'll find like these few paragraphs about the stimulus plan and this page that tells how many cans I have, and like there's this page where you can print out and put this label thing on your packages and send it.

**Watkins:** And send them through the U.S. Post Office, right?

**Megee:** Yes.

**Watkins:** Absolutely. Do you know about how many cans or how many pounds you've gotten in so far?

**Megee:** I've got about 1,500 cans.

**Watkins:** And where do they come from?

**Megee:** They come from everywhere, sort of, not foreign countries yet.

**Watkins:** But you're working on that?

**Megee:** Yes, yes I am.

**Watkins:** Jackie's efforts are gaining traction. Arizona State and Wake Forest Marketing Departments have both used Jackie's business to test viral marketing. Students fan out in their community, spreading news of Jackie's effort through word-of-mouth and then track the results.

Others are expected to join in the effort this fall, according to her parents.

Young Jackie was honored at the Greenwood City Council for her efforts. Her first purchase was for a new flagpole at city hall, because the old one didn't hold the flag high enough without interfering with the roof.

For all the details, go to [jackiescans.com](http://jackiescans.com). The mailing address is Jackie's Cans, P.O. Box 312, Greenwood, MO, 64034-0312.

(Postal Customer Council Segment)

**Watkins:** In our next story, Peter Hass explains why the Pacific Northwest is already planning to welcome an important visitor next year.

**Peter Hass:** It's not often you get word a year in advance that Postmaster General Jack Potter will be visiting your city -- but that's just what members of Oregon's Greater Portland Postal Customer Council learned recently after their organization was awarded National large city PCC of the Year Award by Mr. Potter at National PCC Day festivities in New York City. The GPPCC was recognized for its outstanding programs serving large and small mailers in the Portland metropolitan area.

Greater Portland PCC Co-chair Tracey Dunlap of Beaverton's Epiq Systems is also a member of the National PCC Advisory Committee.

She says the fact PCCs exist benefits mailers -- and postal employees.

**Tracey Dunlap:** We've found a tremendous partnership with our local postal representatives. From letter carriers to clerks to the postmasters, all benefit from this strong relationship. Educating postal customers enhances mailers as well as the Postal Service.

**Hass:** Dunlap and the GPPCC already have their eyes on next September's visit from the Postmaster General.

**Dunlap:** We will continue to provide our excellent programs. In addition, our plans are already under way in preparation for the honor of hosting National PCC Day.

**Watkins:** Thank you for listening to Your Postal Podcast. And special thanks to Portland Customer Relations Coordinator Ron Anderson for his contribution to this month's podcast. Now, we'd like to hear from you. Send your story ideas and feedback to [yourpostalpodcast@usps.com](mailto:yourpostalpodcast@usps.com). A production of Western Area Corporate Communications. Copyright 2009, all rights reserved.