



CELEBRATING 60 YEARS OF THE PCC. PLEASE FORWARD THIS INFORMATION TO YOUR EXECUTIVE BOARD MEMBERS AND GENERAL MEMBERSHIP.

July 9, 2021

National Center for Employee Development Update on Certification Programs

The National Center for Employee Development (NCED) offers two certification programs for PCCs to host locally or virtually.

The Executive Mail Center Manager (EMCM) course is a comprehensive training program designed for individuals who wish to develop Mail Center Management skills. It offers a professional designation that emphasizes professionalism in Mail Center Management. The course teaches skills needed to manage more effectively, boost productivity and cut costs. The program is sponsored by the U.S. Postal Service and developed by a professional committee with representatives from the mailing industry. Participants are required to complete eight modules to earn certification.

Here is what you will learn in the EMCM Program:

- **Executive Mail Center Manager**
 - Basic Mail Design
 - Mail Center Administration
 - Mail Center Operations
 - Mail Center Security
 - Management Essentials
 - Sales and Marketing
 - Technology
 - Tools and Resources

The Mail Design Professional (MDP) course provides in depth training on postal standards related to designing letter and flat mail, to facilitate processing on high-speed automated equipment, while maximizing cost effectiveness, and reducing processing delays.

Here is what you will learn in the MDP Program:

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- **Mail Design Professional**
 - Addressing
 - AIS Products
 - Automation Flats
 - Automation Letters, First-Class Mail, and Standard Mail
 - Basic Mail Design
 - Classes of Mail
 - Intelligent Mail Barcode Formats
 - Postage Payment Methods
 - Reply Mail
 - Tads and Tidbits

This is a great opportunity to offer the EMCM Program or the MDP Program to your PCC membership. Please contact Cherlyn.D.Ruggeri@usps.gov, Darlene.E.Pace@usps.gov, and Bernadette.M.Morgan@usps.gov, for information regarding scheduling the program including availability of dates and pricing.

“Get Connected and Grow”

National PCC Program Office, Industry Engagement and Outreach, Corporate Affairs

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