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**December 16, 2021** 



## A PCCAC Farewell Tribute and Thank You

During this season of giving thanks, the National PCC Program Office would like to recognize, celebrate, congratulate, and **thank** two of our dedicated National Postal Customer Council Advisory Committee (PCCAC) leaders whose terms will be coming to an end on December 31, 2021. Our "dynamic duo" include: Glen Swyers, Education Programming Sub-Committee Industry Co-Chair, and Margaret Vickers, Membership Growth and Recruitment Sub-Committee Industry Co-Chair.

For 60 years and counting, the Postal Customer Council (PCC) has provided opportunities for business mailers and Postal Service management to work together for mutual gain and benefit. As with any business or organization, strong leadership is key to success. Over the past years under their leadership, our "dynamic duo" have accelerated the PCC Community to new heights. Their dedication and significant contributions helped build and strengthen a solid foundation for the well-established partnership between the PCC Network and the Postal Service, positioning the PCC on a trajectory for success for many years to come.



GLEN SWYERS
INDUSTRY CO-CHAIR, EDUCATION PROGRAMMING SUB-COMMITTEE

Glen has been a longtime advocate for the PCC Community, serving as the PCCAC Industry Co-Chair Education Programming Sub-Committee since 2018. Glen was named as the PCC Ambassador for the USPS Direct Effect Ambassador program in 2021.

During his PCCAC tenue, Glen was instrumental in implementing various national PCC educational programs and resources such as the PCC Summer Series, the Industry Speaker's Bureau Listing, PCC Orientation Programs, National PCC Day events, PCC University, PCC Boot Camps and the USPS Direct Effect Ambassador program to name a few.

Glen is the Director of Marketing Integration for Classic Graphics at the IMAGINE Group Charlotte. He is also the Mailing and Fulfilment Subject Matter Expert for IMAGINE nationally, which includes locations in Burbank CA, Minneapolis and Shakopee MN, Grayslake, IL, and Charlotte NC. Glen has degrees in Graphic Arts & Visual Communications and Business Management & Economics.

Glen is also known for spreading the magic of mail as a speaker at the National Postal Forums, XPLOR, XUG, Idealliance, and other industry conferences. Topics include: "Mailing in a Secure World," "This is Not Your Parents Post Office," and "Disney Class Customer Service in a Mailing Organization." He also serves as a MTAC Representative for the Association for Print Technologies, and GCM Advisory Board – Appalachian State University.

Glen is also the Industry Co-Chair for the Greater Charlotte PCC. Under his leadership the Greater Charlotte PCC has won: the PCC Large Market of the Year Award – 2017; PCC Innovation of the Year Award, Gold – 2016, and Bronze – 2018; the Education Excellence Silver Award – 2018; Mentor of the Year Award – 2019; and the PCC Partnership of the Year Award – 2018. In addition, Glen won the Gold, Industry Member of the Year PCC Leadership Award – 2018, and Bronze Award – 2017.



## MARGARET VICKERS INDUSTRY CO-CHAIR, MEMBERSHIP GROWTH & RECRUITMENT SUB-COMMITTEE

Since being appointed as the Industry Co-Chair for the PCCAC Membership Growth & Recruitment Sub-Committee on January 1, 2021, Margaret hit the ground running. Bringing her PCC passion, enthusiasm, innovative ideas, and larger than life personality, Margaret has been a tremendous asset to the PCCAC and PCC Community. In addition to providing guidance on PCC best practices and bringing PCCs together for mutual gain in accomplishing the PCC mission, she has been instrumental in hosting many national PCC educational webinars, Cafes, participating in the 2021 National PCC Day PCCAC Roundtable, and launching the highly anticipated "Membership Tip of the Month."

As the Director of Enterprise Business Solutions at American Fidelity Assurance Company since 2013, Margaret has continued to oversee American Fidelity's Press, Mail Center and Document Management areas.

Margaret has been with American Fidelity for over 35 years. During her tenure, she has held numerous positions including, AVP Life Sales & Marketing, AVP Training & Project Management, AVP Third Party Administrators, AVP New Business, Customer Service, Underwriting, Licensing, Commission and Premium Accounting. Margaret has also served on numerous internal committees and was acknowledged as *Employee of the Month*.

In addition, Margaret was recognized and awarded the "Great Place to Work® For All" Leadership Award and recipient of the Greater Oklahoma PCC Industry Member of the Year Award – 2020. In the past, she also participated as a panelist at the Great Place to Work® Summit.

Margaret has served as the Industry Co-Chair of the Greater Oklahoma PCC since 2019, and a Greater Oklahoma PCC Executive Board member and Membership Committee Chair since 2009.

Margaret will be stepping down from her PCCAC position on December 31, 2021, as she prepares to begin the next exciting chapter in her life – Retirement!

Once again, on behalf of the United States Postal Service and the PCC Community, we applaud and *Thank You* for your many years of incredible service and stellar contributions.

Congratulations to you both, and Best of Luck in all your future endeavors.

Celebrating 60 Years of the PCC. Get Connected and Grow!

**Customer Outreach, Corporate Affairs** 

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