

# ARMCUMS *Messenger*

Association of Rocky Mountain College and University Mail Services Newsletter

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Thom Roylance,  
ARMCUMS President
- 2018 Award  
Recipients
- 2019 Conference -  
Save the Date!

Utah State University



Logan, Utah

September 27—  
October 1, 2019

## 2018 Conference Report

The 2018 ARMCUMS Conference was held in Bozeman, Montana, September 21-26.

It was an awesome event, so please read on to hear (and see) all about it!

### Conference Update *by Thom Roylance, ARMCUMS President*

WHAT AN AWESOME CONFERENCE!!!! That may sound a bit biased, especially seeing how this year's conference was my last ARMCUMS conference as an employee of BYU, but all bias aside, it was a REALLY GREAT conference! Hats off to all of those who put in so much time and effort to making this one of the best, if not THE best ever! Jennie Miller and the staff at Montana

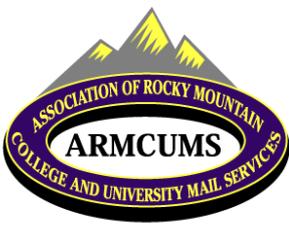
State, the host school, were fabulous. Becky Goldsmith, along with help and support of her husband, Doug, contributed both before and during the conference, helping things run smoothly. Richard Boudrero put hours into getting vendors and speakers committed to attending. (Please forgive me for not mentioning the many other who contributed.) It was a team effort that resulted in a fabulous conference.

Saturday's trip to Yellowstone, sponsored by Neopost, was breathtaking and wonderful. There were nearly 30 people on the bus



Old Faithful in Yellowstone National Park

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## Conference Update *continued*

and the guided tour by one of Jenny's staff (who was a former Yellowstone tour guide) added considerably to the trip. In addition to the scenery and wildlife, we were also given an update from Anna Pascarella on the Mailers' Technical Advisory Committee and a Living a Healthy Lifestyle from Mary Calahan.

We held our annual Member's Meeting where a few changes to the by-laws were announced and approved unanimously. One of the major changes was the addition of a new membership level: Emeritus Membership. This level of membership is open to any individual who has been a member of ARMCUMS for a minimum of five years and who has retired from a college and/or university. While this level has no voting privileges, emeritus members are encouraged to participate on committees and with conferences. We believe ARMCUMS will benefit from their knowledge and experience.

The sessions throughout the three and a half days were full of pertinent and helpful information. Some sessions included the USPS Mailer's Scorecard, Exceeding Customer Expectations, Achieving Operational Excellence, Emerging Trends/Technology in C&U Mail Centers, and USPS Customs Forms. There was also round table discussions where specific topics were addressed. We also received updates about the USPS Delivery Partner, Informed Delivery, and Informed Deliverability programs from Liz Flannery from USPS HQ.

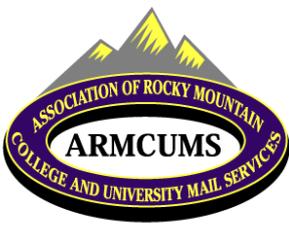
In addition to the great educational content, there were plenty of opportunities for networking. One of the most repeated comments I received from first-timers was how everyone was so willing to share their experiences and knowledge. There was a real feeling of brother- and sisterhood throughout the conference. ARMCUMS really is a family! Plus, there was plenty of good food and meals! We even had a surprise visitor on the last day of the conference as we happened to be in the same hotel as Donald Trump, Jr. He was gracious enough, at Richard's insistence, to stop by and say hello.



During the Awards Banquet on Monday evening, we recognized a few individuals for their contributions to ARMCUMS and to our industry. They included the following:

- Jennie Miller - ARMCUMS 2018 Conference Host
- Lori Sultzer – ARMCUMS Treasurer 2009-2017
- Ryan Stott – Outstanding Team Member 2018
- Cheance Adair - Alan Burke Mail Manager of the Year Award 2018
- Becky Goldsmith – Special Presidential Recognition for Excellence in Leadership
- Thom Roylance – Lifetime Service and Excellence Award

Finally, on a personal note, I would like to extend my sincere appreciation to all those who made me *almost* regret my decision to retire! I received so many kind gestures of love and appreciation.

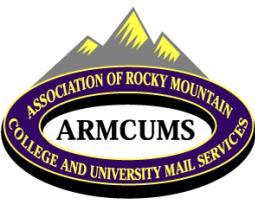


## Conference Update *continued*

I was moved by the “Y” stickers everyone wore for my last presentation. And the gifts of shirts from each of your schools was so kind and generous. It was by far my most rewarding and memorable experience of my 35 year career. Thank you. And thank you to each one of you as members of ARMCUMS. I know many of you would love to attend the annual conference but, for one reason or another – usually budget and manpower – you’re unable to make it. Please know that your contributions and support are appreciated.



Top: The Wearing of the “Y” 2nd: Award Winners 3rd: Ronnie, Thom and Richard  
4th: Thom and Richard Bottom: Kurt, Cheance and Mary



## 2018 ARMCUMS Awards

### 2018 Conference Host



#### Jennie Miller

Jennie Miller is the Mail Services Manager for Montana State University located in Bozeman, Montana.

Jennie has worked in Mail Services for twelve years (1.5 years as a Mail Clerk/Carrier, 9.5 years as the Mail Services Accounting Associate III, and 1 year as the manager).

Jennie currently serves on the ARMCUMS board as a member-at-large.

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### Outgoing Treasurer 2009-2017



#### Lori Sultzer

Lori Sultzer served as the ARMCUMS Treasurer from 2009 through 2017 while working at Occidental College in California. Lori spent many years in dedicated service to ARMCUMS as the Treasurer and serving on several committees.

Lori was also instrumental in getting ARMCUMS incorporated.

Lori continues to share her knowledge of ARMCUMS and the facts and processes necessary for the Treasurer position with our current Treasurer.

Lori been an active member of NACUMS, ARMCUMS and CUMSA. She is currently serving on the NACUMS and CUMSA boards.

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### Outstanding Team Member of the Year



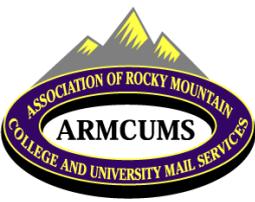
#### Ryan Stott

Ryan J Stott is the Bulk mail expeditor at Utah State University. (Home of the Aggies, Go Big Blue!!) Ryan has been working with the Utah State University for 6 combined years. Ryan brings 20 years of managerial

experience from the Auto industry on the service side of the business. He is excited to be back and working in mail services again.

Ryan is exceptionally organized, highly detailed, extremely motivated and profoundly efficient. He demonstrates a work ethic that all should emulate.

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## Awards *continued*

Ryan has been happily married for 29 years and his wife, Carrie, works at Utah State. His daughter, Danica, also works at Utah State, and they are graduates of USU. His son, Dalton, is attending USU right now. The blood in the Stott family runs very Blue! Ryan's 3<sup>rd</sup> child's name is Duggie, a 2018 Jeep Wrangler. The family loves to spend time in the hills and rocks getting dusty, dirty and muddy. Ryan's 2 grandson's (John-5 and Patrick-2) love to go for rides in Grandpa's Jeep.

Ryan loves to spend time with his family and also loves to golf.

USU has just received a new Mail Master 465 inserter and Ryan is very excited to use it and provide a niche product, resource and valuable asset to Utah State University.

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### The Alan Burke Mail Manager of the Year



#### **Cheance Adair**

Cheance Adair is the Mail Center Manager at the University of San Diego and has been an integral part of the mailing community for the past 28 years. Cheance looks for opportunities to improve not only herself and her Mail Center operation, but also the lives of cancer

survivors and a multitude of homeless pets.

Cheance's leadership has blessed the lives of colleges nationwide through her service as an elected board director for both NACUMS and ARMCUMS. Cheance serves in a unselfish fashion providing her peers with insightful knowledge that assists the leadership of these organizations.

Cheance is highly respected in higher education and was, therefore, selected to host the NACUMS educational conference at the University of San Diego in 2008.

Due to Cheance's desire and willingness to share her wisdom, skills and abilities, she is the 2018 recipient of the prestigious Alan Burke Mail Center Manager of the Year Award.

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### Presidential Excellence in Leadership

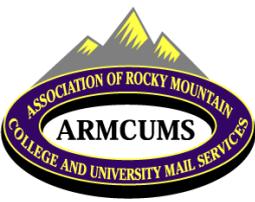


#### **Becky Goldsmith**

Becky Goldsmith has spent thousands of hours over the course of the last dozen years serving her peer institutions both on a national and regional basis.

She is an individual with uncanny organizational skills which she empowers employees with lightning speed.

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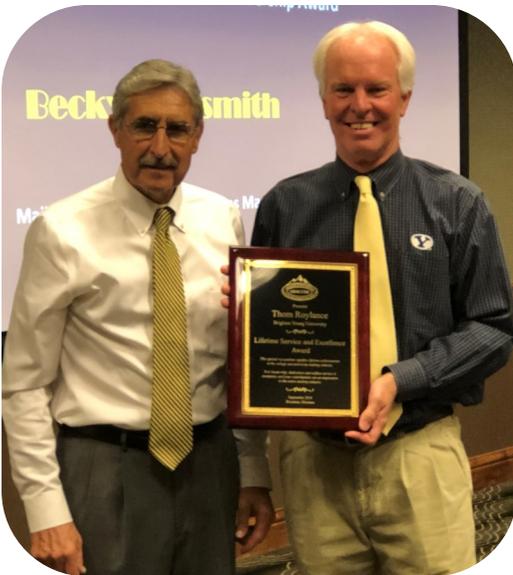


## Awards *continued*

Becky has been instrumental in the coordination and planning of both NACUMS and ARMCUMS conferences. In the past, she has assisted the president of both organizations in planning, coordinating and ensuring that monthly board calls and annual board meetings were run in an efficient and timely fashion.

Becky hosted the ARMCUMS Conference at Yavapai College in Prescott, Arizona in 2010. Not only was this an exceptional learning experience, it proved to be one of the most economical and delicious conferences as well. She is a long time Board Director of NACUMS and ARMCUMS, and currently serves as the Liaison Director for ARMCUMS on the NACUMS board.

## Lifetime Service and Excellence



### Thom Roylance

Thom has served the college and university mailing industry with distinction for over 35 years. If there is one name synonymous with NACUMS and ARMCUMS it is Thom Roylance. Thom's life and career has been focused on service. Thom's devotion to blessing his peers is evident as the co-host of four EduSpeak Conferences and host of

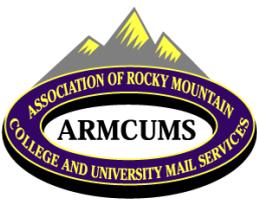
ARMCUMS and NACUMS 2016 at his beloved BYU. His desire has been to provide educational opportunities to all colleges both large and small.

Thom was instrumental in the creation and founding of both NACUMS and ARMCUMS. He served twice as NACUMS President, including founding President. He served NACUMS as the first MTAC representative to the Postmaster General's (Mailing Technical Advisory Committee) for 20 years. Thom has served in many position on the ARMCUMS board over the years, including current President. Thom is a frequent, eloquent, knowledgeable and humorous speaker at NACUMS, the National Postal Forum, MailCom and regional mailing organizations, including ARMCUMS.

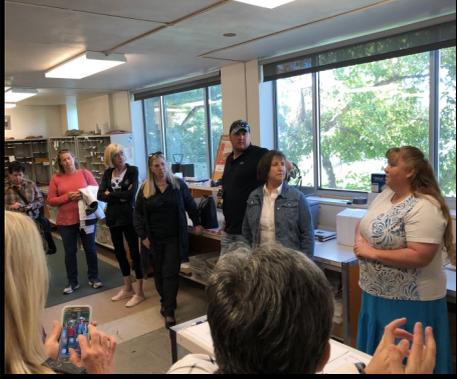
Thom is a gifted musician and has been a member of his own bluegrass band for almost 20 years. He has faithfully served his church and is passionate about golf. He and his wife Diane have been married forty years, they are the parents of five children and soon to be ten grandchildren.

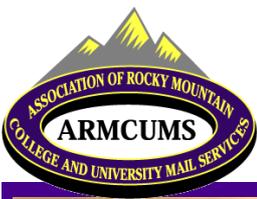


Thom Roylance serenading Richard Boudrero



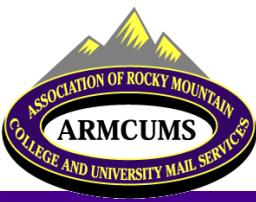
# Montana State University Tour





# T-Shirt Exchange





## T-Shirt Exchange *continued*



## Conference Fun!

