



# NEWSLETTER

## A NEW YEAR'S MESSAGE TO OUR MMS FAMILY

As 2025 begins, we want to take a moment to reflect on the past year and express our heartfelt gratitude to each of you for your hard work, dedication, and commitment to excellence. Whether you're behind the wheel of a truck, in the office, or supporting operations in any capacity, you play an integral role in our shared success, and we couldn't do it without you.

2024 was a year of growth and challenges, and you rose to every occasion with resilience and determination. To our drivers, your professionalism and focus on safety ensure that our roads are safer, and our customers satisfied. To our office and support teams, your behind-the-scenes efforts keep everything

running smoothly. Together, we've built something truly special at MMS – a company that values its people and takes pride in delivering excellence.

As we look to 2025, our vision remains clear: to grow stronger as a team, prioritize safety in everything we do, and continue striving for success in all areas of our work. Let's make this year one of new opportunities, personal achievements, and collective wins.

On behalf of everyone at MMS, we wish you and your

families a Happy New Year filled with health, happiness, and prosperity. Thank you for being part of the MMS family and for all you do to make this company great.

Here's to a safe and successful 2025!

Warm regards,

*Jon Borgen & Dan Borgen*





# We Want to Hear from You!

Have a topic or story idea you'd love to see featured in our newsletter? Let us know! We welcome your input as we work to make our newsletter the best it can be. Submit your suggestions via email to:

[info@mailmanagementservices.com](mailto:info@mailmanagementservices.com).

We look forward to hearing from you!

## Introducing the Regional Driver of the Quarter Winners: 3rd Quarter 2024

To celebrate their achievements, each winner received a \$500 check, certificate of recognition, a special design MMS hat and more! Please join us in congratulating our three winners:

### STEVEN BOWER PORTLAND, ME NORTHEAST REGION

Congratulations to Steven Bower, our Driver of the Quarter for the Northeast Region!

Steven was born and raised in Portland, Maine, where his career journey and passion for the road began early. Reflecting on his roots, Steven shared, "I used to go with my uncle and cousin Luke on the same mail run I'm currently driving now – although back then, I was just sleeping in the bunk!"

Before earning his CDL in 2018, Steven spent four years working as an order selector at a grocery distribution center. He then began his driving career with Sysco, followed by Keith Shorey, which later became part of MMS.

Steven's dedication and professionalism didn't go unnoticed. His Site Manager, Glen Johnston, had high praise.

"Steve consistently goes the extra mile to assist and exceed expectations at every USPS location. He maintains a friendly and professional attitude with both fellow drivers and USPS staff," he said. "His expertise and thorough understanding of his role were invaluable during my transition to Manager. Steve is exceptionally punctual and demonstrates excellent compliance with HOS regulations, as well as meticulous attention to pre- and post-trip inspections."

Steven's strong work ethic, teamwork, and friendly demeanor have made him a standout at MMS. We're proud to have him on our team and celebrate his well-deserved recognition. Congratulations again, Steven!





## GERARD “JERRY” BIXENMANN LINCOLN, NE NORTHWEST REGION



Mail Management Services is proud to recognize Jerry as the Northwest Region's Driver of the Quarter! Jerry's dedication to safety, professionalism, and excellence behind the wheel is a testament to his unwavering commitment to the values that define MMS.

A proud resident of Grand Island, Nebraska, Jerry's journey to this achievement has been remarkable. He pursued his higher education at the University of Nebraska-Lincoln, earning a degree that propelled him into a distinguished career in education. For over 30 years, Jerry served as a secondary and college-level mathematics instructor, as well as an athletic director and physical education teacher.

After retiring from education in 2015, Jerry embarked on a new adventure, joining MMS in 2017. Since then, he has brought the same level of discipline, passion, and dedication that defined his teaching career to the transportation industry.

Jerry's accomplishments extend beyond his daily work. Earlier this

year, he showcased his skills as a contestant in MMS' Truck Driving Rodeo held in San Antonio, Texas. This prestigious event highlighted Jerry's exceptional abilities and his commitment to continuous improvement.

Jerry was nominated for Driver of the Quarter by one of MMS' owners, Jon Borgen, who summed up Jerry's excellence succinctly: "Jerry's excellent in all areas!" Outside of his professional life, Jerry is a lifelong sports enthusiast who enjoys staying active through sand volleyball and pickleball. While his busy six-day work schedule often limits his time for golf, he remains committed to fitness and nutrition, embodying a healthy lifestyle.

Above all, Jerry treasures his role as a family man. He is the proud father of two children and grandfather to six grandchildren, who remain the greatest joys of his life. Congratulations, Jerry, on this well-deserved honor! Your dedication to excellence and passion for life inspire us all.

## BRIAN BOESE COLORADO SPRINGS, CO SOUTHWEST REGION



Congratulations to Brian Boese, the Driver of the Quarter for the Southwest Region! A proud Colorado native, Brian has always had a deep appreciation for the great outdoors, finding joy in fishing, camping, and exploring everything the Centennial State has to offer.

Brian's career began in the air express industry, where he gained experience delivering packages door-to-door before transitioning to air and ground operations at Denver International Airport (DIA) for a major express carrier. Later, he worked in the oil and gas fields on a frac crew, which is where he earned his CDL. In 2005, Brian joined the COS location under a former USPS contractor, eventually becoming a valued member of the MMS team. Nearly two decades later, Brian continues

to enjoy his work, crediting the camaraderie of the "great crew" he works alongside.

Brian was nominated by his Site Manager, Becky, who praised his exemplary qualities.

"Brian is always punctual, extremely reliable, respectful, and takes pride in his truck and any equipment he operates," she said. "He does everything with a positive attitude."

Brian also enjoys coin collecting and gardening in his free time, further reflecting his well-rounded interests. On being recognized for his hard work, Brian shared, "I am proud to be honored with this award by the MMS team." Congratulations, Brian, on this well-deserved recognition, and thank you for your dedication and exceptional contributions!

# LOCATION SPOTLIGHT

## LUFKIN, TX

Operating since  
January 2020

## ROY COX

Site Manager



## Lufkin, TX Driver Team

ERNIE BALARES  
JOHN BURNETTE  
JAIME FERNANDEZ  
TIM FULLER  
THOMAS HARRIS  
JESUS ILO JR  
HERNANI JACILDO  
CHRIS MORGAN  
ALVARO ROBLES  
CHASSITY ROLLE  
JAMES THOMPSON  
JAMES WATSON

With over 12 years of service, Site Manager Roy Cox has built a reputation for reliability and dedication, ensuring that no load is ever missed. Alongside Roy, many of our team members have been with USPS for years, bringing invaluable experience and commitment to our operations. James Thompson, with an impressive 25 years in the industry, plays a key role in keeping everything running smoothly day in and day out.

Our facility may be a bit dated, but it's a testament to the resilience of

our team. With 13 dock doors – five of which are automatic and the rest manual – our crew maximizes every resource at hand, showing the adaptability and work ethic that sets us apart.

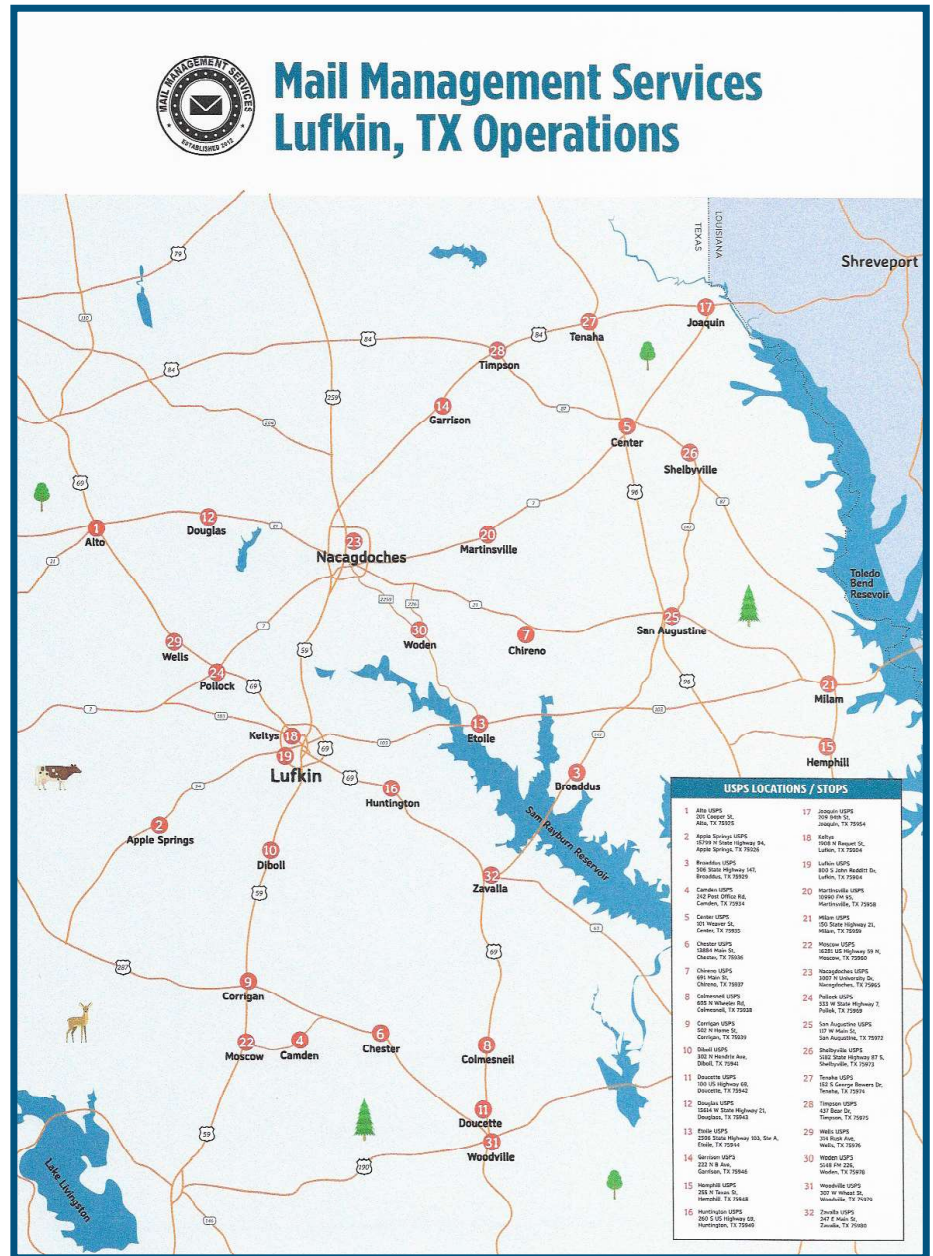
At MMS, teamwork is at the heart of everything we do. Whether it's helping each other out on the floor or offering support outside of work, our team exemplifies what it means to work together. Tim Fuller's daily prayers serve as a reminder of the unity and strength we share as a company, creating a culture of mutual respect and support.

Our partnership with Enterprise for truck contracts has been a game-changer for our operations, providing us with reliable daily transportation.

Did you know that many of our team members are also musicians? Roy, who's dedicated to managing operations, is a skilled musician and teacher, offering lessons in guitar, piano, violin, and trumpet. He even has plans to set up his own recording studio to produce original music. Chris Morgan, one of our drivers, is a talented drummer. This blend of professionalism and creativity makes our team truly one of a kind.

"It's an absolute pleasure to work alongside such a talented, professional, and dedicated group of individuals, said Roy. "We are proud of the work we do and the community we've built together."

Here's to many more years of success, collaboration, and creative expression!





# MANAGER SPOTLIGHT

## JAMIE ARMSTRONG

Field Manager  
Kansas City, KS  
Chillicothe, MO  
and Ft Scott, KS

Meet Jamie Armstrong, Field Manager overseeing Kansas City, MO, Chillicothe, MO, and Ft. Scott, KS. Jamie has been with MMS since March 2022, starting his journey as a driver and working his way up to Field Manager.

A proud veteran of the Missouri National Guard, Jamie helped lead a barge through the Panama Canal in 1992. His love for adventure doesn't stop there. He's traveled to 49 states, with Alaska being the only one still on his bucket list. Jamie also has a passion for history, drawing, and exploring historical sites.

Jamie's leadership and dedication have not gone unnoticed. Nominated by multiple colleagues, he's praised for his calm and consistent demeanor, even in high-pressure situations.



"Jamie Armstrong goes above and beyond on a daily basis. His demeanor and tone are constant regardless of the situation or stress level. His leadership at one of the most chaotic distribution centers (K.C.MO, P&NDC) in which MMS operates is outstanding," said driver Vincent Brenneman.

"Since taking over his management role, Jamie has done a great job



making sure his three locations run smoothly. He's incredibly efficient with DQF documents, contacting drivers promptly, and ensuring event coaching is completed quickly," added Jesus Del Real added. "Jamie is always eager to learn and improve his skills, whether it's working with Samsara and Lytx technologies, coaching drivers, or installing ELDs. His positive attitude and ability to turn challenges into learning experiences make him a standout leader."

Thank you, Jamie, for your dedication, leadership, and continuous pursuit of excellence!

## CALL FOR MANAGER SPOTLIGHT NOMINATIONS!



We want to celebrate the exceptional members of our team! Do you have a favorite Site Manager, Supervisor, or corporate team member who goes above and beyond? Now's your chance to recognize their hard work and dedication!

Nominate them today! Simply submit your nomination to [info@mailmanagementservices.com](mailto:info@mailmanagementservices.com) and tell us why they deserve the spotlight. Let's give our outstanding colleagues the appreciation they deserve!

Originally from Bosnia and Herzegovina, Amela came to the United States as a refugee in 1997, seeking safety and a new beginning. Since then, her journey has taken her across the country, living in Iowa, Utah, Arizona, and Nebraska. Now, Amela and her husband are embarking on a new adventure, hitting the road in their RV with their two dogs, Aspen and Alaska, and Mufasa the cat, to explore the breathtaking landscapes of this beautiful nation.

For Amela, the transportation industry is more than a career – it's a calling. Her deep connection to the industry began shortly after arriving in the U.S., as her father and brother pursued careers as over-the-road owner-operators. Witnessing their dedication and bravery, Amela quickly became immersed in the operations side of trucking, gaining firsthand insight into the challenges drivers face.

In 2008, Amela officially began her career in transportation at CR England. Over the next 17 years, she held various roles, from Dispatcher and Fleet Driver Manager to Director of Operations and Vice President of

a small trucking company. Since joining MMS in 2019, Amela has discovered her true passion as Safety Director.

"I finally found my purpose," said Amela. "I'm in a role where I can truly make a difference – protecting lives and supporting our drivers by championing effective safety policies and implementing best practices. It's about doing everything I can to ensure they come home safely every day." Amela's commitment to safety extends beyond her day-to-day responsibilities. She has built a close working relationship with the Nebraska State Patrol and members of the FMCSA, ensuring collaboration to uphold and enhance industry standards. Additionally, she serves as Vice President of the Nebraska Trucking Association's Safety Management Council, where she works tirelessly to advocate for driver safety and industry excellence. Amela's dedication is also reflected in her professional development, having earned several certifications within the transportation industry.

Outside of work, Amela's life is rich with love for her family and a zest for adventure. She cherishes

## PROFILE SPOTLIGHT

### AMELA BEKTIC

Safety Director  
Lincoln, NE



celebrating special occasions with loved ones and creating memories at family gatherings. Her hobbies reflect her adventurous spirit, with a love for horseback riding, skydiving, and jet skiing. She has also traveled extensively, visiting 11 countries and 27 U.S. states, with aspirations to one day see even more of the world.

## PROFILE SPOTLIGHT

### AMANDA PATTON

Regional Safety Support  
Lincoln, NE



Hailing from Seward, Nebraska, Amanda is a proud plant parent with a growing collection of indoor greenery that she lovingly tends to because let's be real, houseplants are like little green children (and they're way easier than the human kind, right?). When she's not nurturing her plants, you'll find her

enjoying quality time with her two sisters, brother, and four energetic nephews who keep her on her toes and probably more active than any gym routine ever could!

Amanda's love for staying active extends beyond family chaos. She's all about balance, whether it's hitting the gym, going on long walks, or simply enjoying the great outdoors (preferably with a coffee in hand and a good podcast in her ears). Though we suspect her plants get more sun than she does, Amanda's all about finding those moments to recharge because self-care and a little fresh air are key!

On the professional side, Amanda brings over 10 years of experience in transportation and safety. She began her career in the garbage and recycling industry, where she honed her skills in safety and operational efficiency. Since joining MMS in June 2022 as the Safety Assistant, Amanda

has continued to build on her expertise, ensuring the safety and well-being of everyone involved. Her passion for safety doesn't stop there. Amanda earned the Certified Director of Safety (CDS) certification from NATMI in July 2024, further solidifying her commitment to promoting safe practices in the transportation industry.

Outside of her day-to-day work, Amanda is also an active volunteer with the Nebraska Trucking Association. She serves on the Nebraska Truck Driving Championships Steering Committee and is a proud member of the Women's Council.

Whether you're looking for a safety tip, plant-growing advice, or just someone to laugh with about life's daily hustle, Amanda's your go-to gal. Just don't ask her how to keep outdoor plants alive. She's still figuring that one out.

**Human traffickers use America's transportation systems to facilitate unimaginable crimes.**

## REPORT WHAT YOU SEE

**National Human Trafficking Hotline**  
**1-888-373-7888 | text 233733 or BEFREE**



Scan this code to learn the signs and indicators.

**YOUR ROADS. THEIR FREEDOM.**



### Mail Management Services– Health Plan Programs



**Apta Health Care Coordination Team** - healthcare team to assist you with any of your plan needs, precertification, benefits, claim or billing questions, nurse coaching, finding lowest cost care solutions, locating providers, ordering ID cards and much more. Access the care team by downloading the MyQHealth app, or calling 1-877-610-8817, or the website at <https://mailmanagementservices.myaptahealth.com>



**UMR (claims administrator)**

**UnitedHealthcare**  
Choice Plus Network



**Pharmacy Benefit Manager – Liviniti** – for retail pharmacy coverage and prior authorizations, phone (800)710-9341 website [www.liviniti.com/members](http://www.liviniti.com/members), includes expanded generic preventive drug list covered at 100% on all plans, email [support@liviniti.com](mailto:support@liviniti.com)



**Scriptsourcing** (sourcing Name Brand medications) – call (410)902-8811 or go to [www.scriptsourcing.com/med-finder](http://www.scriptsourcing.com/med-finder) to see what medications are available for sourcing - covered at 100% no cost on all plans - Manufacturer's Assistance Program medications required to be filled through Scriptsourcing, International Pharmacy program also available



**Healthiest You Complete Bundle Telemedicine** – available for all covered members at NO Cost - download the app - talk to a doctor 24/7, expert medical services, Behavior Health, Back Care, Dermatology, Nutrition counseling all included



**Apta Cash** – healthcare concierge service for high-end radiology and planned surgeries – call (855) 378-0770, covered with reduced out of pocket on all plans



**One Pass Select** –This program provides a subscription-based fitness & well-being program to help support a healthier lifestyle. 5 membership tiers available, ranging from \$10 to \$144 per month. Membership includes gym membership and free grocery delivery. Go to [OnePassSelect.com](http://OnePassSelect.com) to view participating gyms and to sign up.



## Test Your Knowledge!



### PREVIOUS QUESTION:

NAME ALL THE STATES MMS OPERATES IN!

**ANSWER:** CO, KS, LA, ME, MI, MO, NE, OR, TN, TX, WA & WI

**WINNER:** SHANNON SMITH, SPRINGFIELD, MO

**TEST YOUR KNOWLEDGE FOR A CHANCE TO WIN!**

**Q:** What is the maximum number of hours a truck driver can drive in a single day under the Hours of Service (HOS) regulations?

Think you know the answer? Text your response to **402-440-9990** for a chance to win exciting prizes! Stay tuned for the correct answer and the lucky winner in our next issue. Good luck!



# 2025 Birthdays



## January

Dextrone B Baton Rouge  
Kimberly G Baton Rouge  
Joseph W Baton Rouge  
Keegan W Baton Rouge  
Margaret B Colorado Springs  
Rashad R Colorado Springs  
Francis G Everett  
Alexis N Everett  
Charles H Fort Scott  
Vince R Fort Scott  
Doug D Lincoln  
Eric G Memphis  
Bruce J Memphis  
David M Memphis  
Trevon G San Antonio  
Travis C Springfield

## February

Ashley B Abilene  
Jaime H Amarillo  
William W Baton Rouge  
William Y Chillicothe  
Rico C Cincinnati  
GC C Cincinnati

David H Cincinnati  
Galen P Cincinnati  
Fernando B Colorado Springs  
Jesus S Colorado Springs  
Jen G CORP  
Gregory J Denver  
Alexander R Everett  
Rico S Everett  
Deneena V Everett  
Joshua C Kansas City  
Jaime F Lufkin  
Steven B Medford  
Carl H Medford  
Michael G Memphis  
Richard P Memphis  
Boyce A Midland  
Jessie C Saginaw  
Alan H Saginaw  
Michael C San Antonio  
Thomas P San Antonio  
Sergio T San Antonio  
Jeffrey A Springfield  
Logan B Springfield  
James B Springfield  
Robert H Springfield

Richard H Springfield  
Corey P Springfield  
Mike R Springfield  
Randy S Springfield  
Richard G Topeka

## March

Gregory A Baton Rouge  
Christopher J Amarillo  
Hillery B Baton Rouge  
Joseph B Baton Rouge  
Roger N Baton Rouge  
Jason R Baton Rouge  
Jermaine W Baton Rouge  
Lawrence S Cincinnati  
Arnes B Colorado Springs  
Bill C Colorado Springs  
Scott H Colorado Springs  
Luis M CORP  
Christopher N CORP  
Thomas F Denver  
Timothy D Everett

Luckman D Everett  
Shane H Everett  
Wayne S Everett  
Jeffrey S Kansas City  
Timothy F Lufkin  
Chassity R Lufkin  
Donald G Medford  
Diana M Medford  
Shawn P Medford  
Deondra G Memphis  
Ericka E Midland  
Albert F Midland  
Hector H Midland  
Kevin G Saginaw  
Zachary J Saginaw  
Daniel J Springfield  
Heather M Springfield  
Dusty R Springfield  
Larry S Springfield  
Greg W Springfield  
Richard C Topeka

# 2025 Anniversaries



## January

Tradvis G Baton Rouge  
Charles M Baton Rouge  
Douglas L Cleveland  
Arthur B Colorado Springs  
Conner M CORP  
Wayne S Everett  
Bob A Kansas City  
John B Lufkin  
Roy C Lufkin  
Timothy F Lufkin  
Jesus I Lufkin  
Chris M Lufkin  
James W Lufkin  
Alvaro R Lufkin  
Victoria D Midland  
Manuel R Midland  
Joe B Midland  
Tracy B San Antonio  
Timothy B San Antonio  
Jason C San Antonio  
Robert C San Antonio  
David C San Antonio  
Nancy D San Antonio

Mariano F San Antonio  
Denise G San Antonio  
Jessica J San Antonio  
Victor L San Antonio  
Felipe M San Antonio  
Emenike N San Antonio  
Reginald O San Antonio  
Teresa P San Antonio  
Thomas P San Antonio  
La Kiesha R San Antonio  
Ivan S San Antonio  
Georgi S San Antonio  
Darryl S San Antonio  
John T San Antonio  
Roland D San Antonio  
Richard R San Antonio  
Robert H Springfield  
Randy S Springfield  
Logan B Springfield  
Richard C Topeka

## February

Fernando B Colorado Springs  
Gary A Colorado Springs  
Roderick P Colorado Springs  
Tonda G CORP  
Michael C Everett  
Kurt C Everett  
James C Everett  
Timothy D Everett

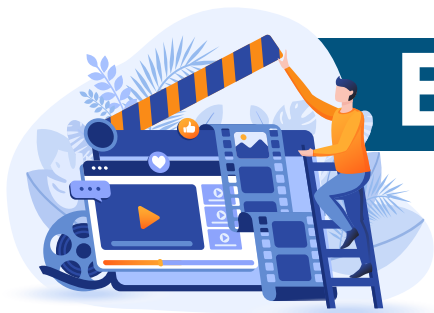
Jonathan D Everett  
Randy D Everett  
Shane H Everett  
Grant L Everett  
Jason M Everett  
Patrick M Everett  
Michael M Everett  
Jeffrey M Everett  
Francisco R Everett  
Rico S Everett  
Greg S Everett  
Cameron V Everett  
Jerry B Lincoln  
Steven B Lincoln  
Jason F Memphis  
Ben B Memphis  
Dontavious C Memphis  
Claude C Memphis  
Mario F Memphis  
David M Memphis  
Richard P Memphis  
Joseph S Memphis  
David T Memphis  
Fatimata T Memphis  
Marlon V Memphis  
Kendrick W Memphis  
Christine M Memphis  
Erma P Memphis  
Lachandler R Memphis  
Quinton S Memphis

Jeremy S Memphis  
James W Memphis  
Scott G Memphis  
Bruce J Memphis  
Timothy L Memphis  
Richard L Saginaw  
Corey C San Antonio  
Brent J Springfield  
Stacy K Topeka  
Jorge R Topeka

## March

Sean P Colorado Springs  
Ashley B CORP  
Shane B Denver  
Thomas F Denver  
Ryan C Everett  
Paul W Everett  
Logan C Portland  
Rudy F San Antonio  
Lawrence S San Antonio  
D.J. S Springfield  
Shannon S Springfield





# BEHIND THE SCENES



Amanda Patton and her family soaking in the festive magic of the Holiday Zoo Lights show in Lincoln, NE.



Congratulations to Jesus Del Real and Ariane on the exciting news – it's a girl! Surrounded by family and friends, their joy lit up the reveal party.



**Mail Management Services**  
2025 1ST QUARTER NEWSLETTER

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Lincoln, NE 68506  
(402) 890-2244  
info@mailmanagementservices.com



Our Safety Director participating in the Nebraska State Patrol's Post-Crash Investigation & Accident Reconstruction training in October 2024. (Part 1)



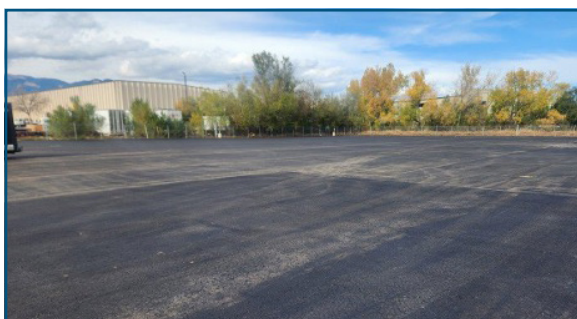
Part 2: This exclusive program is the only one of its kind in the nation for officers investigating commercial motor vehicle (CMV) accidents. The class brought together 31 officers from across the U.S.



Amanda Patton (Safety), Jon Bargaen (Owner), Paul Wigoda (Driver), Amela Bektic (Safety) and Nebraska State Patrol Lt. Mike Maytum, attending the Nebraska Trucking Association Awards Banquet.



Conner McKenna proudly displays his impressive harvest: an eight-point whitetail deer. A memorable moment from a successful hunting season!



Doesn't she look beautiful? The newly upgraded MMS yard in Colorado Springs, CO!



Luis and his family cheering on the Eagles during the thrilling Eagles vs. Cowboys game.



Amber Ramirez and her sister Andi having a great time at the Raiders vs. Chiefs game.