



*From Aberdeen to Zillah and the 39
counties in between,
The Washington Chapter of UPMA
presents the*

Cascade Connection Summer 2023



FOR BETTER AND WORSE

BY C. SCOTT CHRISTIANSEN

I sit here reflecting upon all that has happened as of late; continued progression in the PMGs 10-year plan implementation, the roll out of S&DCs, and the climate and culture that we as EAS in the postal service find ourselves.

I often wonder if positive changes can be made for the Postal Service and where we go from here, for both its Patrons and Employees. Additionally, will the change be not just enough but soon enough. The PMG was just quoted in response to the imposition of additional Postal Regulatory Commission oversight: "the days of doing things the way they have always been done are over" - PMG DeJoy. I agree in many regards, we need to change with the times. The Postal service is at a crossroads and a juncture, we have an opportunity to morph into the Postal Service of the future. But what will that entail... what will it look like? Are we a service? An institution of the public good? Or are we a governmental corporation ran with a business-like directive? We have, at least since 1971 when the Post Office Department became the United States Postal Service, fell somewhere in between. It is my hope that when my children come of age the service will be one in which I would promote as the employer of choice. As it stands, I'm not sure that I could give my blessing. **The Postal Service of today is not that of yesterday, nor have we discovered what it will look like tomorrow.** It has changed somewhat for the better and somewhat for the worse.

Each of you reading this today is a leader, a leader of the Postal Service or your community, your church, perhaps a civic organization and especially your family. Leadership requires no title. It can be among your subordinates, peers and even up the chain to your manager. How you handle yourself in the days that make up your lifetime define you. Many have the best of intentions but give in to the stress of the workplace, financial concerns, or personal and professional strife. My ask of you during this time of change and throughout your careers is that of doing right by your people. Your people are your family, friends, coworkers, employees, customers and many more. Treat people the way you want to be treated. By taking into consideration this perhaps small change in perspective, can have large implications. You'll become a better leader, a better manager, and a better person. You'll impact systemic change within yourself and the Postal Service at large. You can be fair, yet firm, in your responsibilities and to quote a friend; "you can be compassionate without being lenient."

To change the culture of the Postal Service is everyone's responsibility. Just because it happened to you or because that "was" the environment you were brought up in doesn't mean it was or is right. Do better than those that came before you. Do right by your employees, do right by your families, friends, peers, and coworkers. Let's not just change the Postal Service from the outside in (that of processes, modernization, etc.) but let's change the culture and climate of the Postal Service from the inside out. We can once again become the employer of choice, where we aren't counting down the days until retirement but choose to stay because its an enriching and rewarding experience working for the Postal Service.

UPMA exists to support its membership through communication, education, and representation. We are your peers in support of our common interests. We are the UNITED Postmasters and Managers of America. If you are a new member of UPMA or are considering joining, we would be glad to have you. I hope that you, like myself, will not just join our organization, but become involved in your future with a seat at the table where your voice and perspectives can be heard. Reach out and invite a friend to join us today, nothing could be more valuable to their career then membership in UPMA. Feel free to contact me, or any member of the executive board, should you have any questions on the value of membership.

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Choose to be Happy by Kristen Luther

Welcome to summer. It has come fast and furious in our area. The weather is above average, and we are beginning cherry harvest. Thank you to those who supported the scholarship fund and buying cherries they will be going out soon.

It is never too early to be hiring for your office for Peak season. Are you staffed now? If not then you need to start, it takes 2-3 months to get them up and running. If you need help hiring, please give me a call or send me an email and I will see what I can do to help.

As an EAS you should have web Alias in ARIS for etravel. We need to make sure we are getting our employees paid for the travel they are doing. I hear so often that employees are not getting paid and there is no reason for this. If you are an ap-

prover for etravel, you can't have web-alias. Not many have that access but most all should have web-alias.

Do you have a great employee that is a City Carrier or Rural Carrier? We need trainers for academy. Are they outgoing, positive and have the appreciation of engaging our new hirers? Please get them nominated and let's get them into training to be our next academy trainers.

Thank you all for what you do day in and out for your customers and employees. Our daily lives are not what they used to be. BUT remember only you can choose how you deal with it. Always choose to do the right thing every time. Choose to be the best you can for your employees and coworkers. Choose to be happy and do your best that is all that you can do. You can only control what you can control. Don't stress what you can't.

Special Spotlight: Kristen Luther

Editor's note: Over the next few issues I will be highlighting one our Executive Board Members. This Edition Features the Honorable Kristen Luther. She is the Treasurer for the Washington State UPMA, and serves as Postmaster for Mabton Washington. Kristen is an inspirational person to so many people around her. Speaking personally, she has lifted me up when I was struggling, and is a perfect representative of what UPMA stands for. She wants to help others reach their potential and develop a deep and strong network of peers to achieve great success for everyone.

I have had the pleasure of serving as your state treasurer since I became an EAS member. I was an OIC in Oct 2005 and joined NAPUS and was promoted to Postmaster in Sept 2006 and that is when my service as your state treasurer began for the great state of Washington, we were NAPUS and I have run every two years since to continue my service to our members.

Why would I want to serve as your treasurer for so long? It is simple, I have had the pleasure of getting to meet so many people from across our great state and members from across the country in NAPUS and now UPMA. I helped when we merged the 2 organizations to make it one. I have helped assist so many Presidents, guiding them financially and helping them with all their chapter duties.

I have been referred to as protective, tight and fiscally responsible with members' funds. If you ever want to become active in the chapter, it will be very rewarding. I have served our great state for 17 years and hope to continue my service till I'm able to retire.

Thank you all for allowing me to continue my service.

HR82 UPDATE BY TERESA GOSS

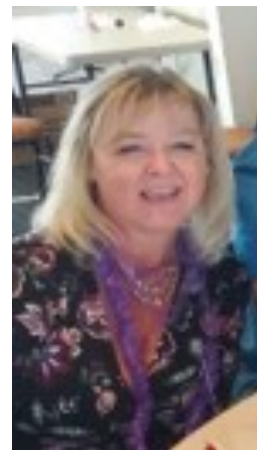
Hello everyone and Happy Sunny days! I hope you are all doing well. I had a rough start to July as I ended up in the hospital with terrible stomach flu which they were looking to see if it could be an ulcer. It's not like many of us have stress. I am going to make some positive changes in my life to feel better. I hope you all take time for you and your health.

We had such a good time in Kennewick, and it was so nice to see so many new and old faces. I am encouraged by the increase in our membership.

We have 287 sponsors now for HR82. WE need 3 more to support HR82. Check Congress.gov to see if your representatives sponsored this bill and thank them. Remember this would eliminate the unfair government pension offset which in various instances reduces SS benefits for spouse, widows, and widowers who also received government pension of their own.

Thank you all again for your donations to PAC at the convention. I am sure the \$550.00 raised will be used in a very helpful way.

I hope everyone has a wonderful Summer!! Say hello to Teresa and Kevin's grandkiddos!





Wendy Fleming and Debi Bernsen announced this years Guy Reed Ramsey scholarship application winners.

Debi showed off her amazing Vana skills at the auction.

Thank you to all who participated to raise money for the scholarship fund, and good luck to our winners! We hope they have amazing careers





WASHINGTON CHAPTER GUY REED RAMSEY MEMORIAL SCHOLARSHIP APPLICATION 2023

Winners

Tanner Williams is the son of Toni and retired Postmaster Gordon Williams. Tanner is attending Washington State University majoring in human development. After graduation, he plans on working towards a career in the health care community with an emphasis in the area of mental health. While in High School, he helped to create a clothing bank at a church in Aberdeen that hosts a local program called Feed The Hungry. Way to go Tanner and Congratulations



Kionoah Mitchell is the grandson of Retired Postmaster Annette Evanson. He graduated from Sehome High School in Bellingham this year and will be pursuing a business degree at California State University Fullerton this fall. While in high school he was the captain of his soccer team for 3 years and led the team to one state championship. He raised funds, spoke publicly and also advocated in DC for the Arthritis Foundation for the last 10 years. Congratulations Kionoah!



IDEAS, PERSPECTIVE & EXPERIENCE

by Wendy Morris-Heller

What a fabulous UPMA convention in Kennewick at the wonderful Clover Island Inn. It always amazes me how much I learn and grow at these events. I know many think it is a waste of time. Using your own leave and monies are sometimes an issue, but I am on my 25th year with the postal service and a 19-year Postmaster, but I learn something that will help me with my work life and my home life at every event. I get a chance to network and learn different approaches to the same problems that affect us all. It is better person to person, having that conversation and seeing the other person's reactions. Not the same when you phone a friend.

Let's face it, most of us that are in our close proximity have the same outlook on things. We need to **listen to the differences to learn and motivate ourselves**. The training that we had was very beneficial and I would like to personally thank everyone that attended.

You made it such a great convention for myself and "Mo", and I believe others as well. It was wonderful to see second timers, their observations taught me new things also. It takes more than just a small group to make it, it takes all of us to come together, share our ideas, perspectives, and experiences to help the greater good; and give us all the support we need at this time. I hope you are all safe and well this summer.

P.S. UPMA Mo Kitty has healed up and is full of life!



OATH OF OFFICE



Special Guest Ina Beutler swore in Postmaster Annie Jones, Supervisors Gabe Bauer and On Bong Wong, while Special Guest Tania Cason swore in UPMA officers Dan Fleming, Teri Johansen, Rita Hazard, Darby Keels, Brenda Nickels, and Scott Christiansen.





LUNCH ANYONE? BY TERI MOORE

Everyone Please welcome our new Vice President Dan Fleming! He will be a great asset to the board and someone to be fun to work with.

I want to thank everyone who made it to Clover Island Inn for the Washington State UPMA convention. It was fun as always. I realize I need to practice playing cornhole. Gordon Williams- our newest retiree has created a Facebook web page for the retirees. It is called **RETIREE UMPA WA CHAPTER**. This will be a great way for us to keep in touch and meet up when we are in the area. Please become a member so we can stay connected. We have a picture of a good-looking group that was at the last convention on our page but missing George Pollock and Gordon Williams from the picture. We will get them next time. Any news I get I will


post on this site so we all can be aware as to what's going on.


Since we have only had one convention the board has allowed the retirees to have an auction separate from the scholarship auction at the next convention. This will help bring in some money for the retirees. ***PLEASE PLEASE PLEASE*** start thinking, collecting, and making (any quilters out there???) something for our auction. This is always fun and what items we come up with are amazing.


Also depending on when the next convention is, we thought as retirees we would do lunch again. pulled pork always seemed to be a hit but we are open for suggestions. More about this will be put on the Retiree UMPA WA chapter website so stay tuned.

HR82 the Social Security Fairness Act is at 287 we only need 3 more cosponsors to progress this further. This is the earliest it has ever gotten. We still need Adam Smith and Marie Gluesenkamp Perez to get on board from Washington State. to contact their office call [202-224-3121](tel:202-224-3121).

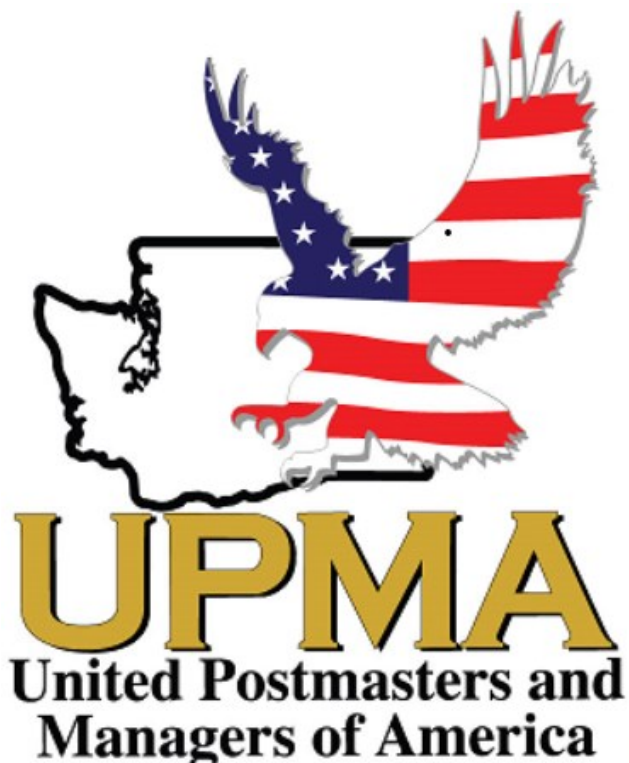
Hope everyone had a healthy and safe 4th of July and see you in Denver.



	<h2 style="margin: 0;">UPMA PAC CONTRIBUTION CARD</h2>	
	<p>Mail to: United Postmasters and Managers of America Political Fund 8 Herbert Street Alexandria, VA 22305-2600</p>	
Date _____		
<div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> \$ _____</div><div><input type="checkbox"/> Check Enclosed</div><div><input type="checkbox"/> Credit/Debit Card (one time)</div><div><input type="checkbox"/> Credit/Debit Card (recurring monthly)</div></div>		
Member ID: (if known) _____	Credit/Debit Card Contributions:	
Name: _____	Acct.# _____ CW: _____	
Address: _____	Exp. Date: ____/____/____	
City St Zip: _____	Signature: _____	
<p>UPMA PAC will neither favor nor disadvantage anyone based on the amount of contribution, or the decision not to contribute to the non partisan political action fund.</p>		







Make A Difference 2023 Recipient

Congratulations to this years Washington State UPMA Make A Difference award winner, Ina Beutler.

Ina has been instrumental in developing and assisting others in making a career out of the United States Postal Service. She has been a carrier, a supervisor, OIC, Postmaster, and is currently MPOO for Area F. (Fun, Friends, Family are some of the Favorite F words we use in Area F.) Ina has over 2 decades of service under her belt and is going strong. She continues to mentor not only those in her own group, but all over the District and WestPac Area. She has an amazing family, and is expecting her second grandchild! Congratulations Ina!





DENVER

COLORADO

7th UPMA National Convention

Aug. 26-Sept. 1, 2023

Official Registration Form

Registration also available at www.unitedpma.org

Please complete one form per registrant. Photocopy the form for additional registrations.

Register
on-site in
St. Louis
and save!

First Name: _____ Last Name: _____

Title:

- ☐ Postmaster/OIC
☐ Supervisor
☐ Manager
☐ EAS Professional
☐ Associate
☐ UPMA Retired
☐ Spouse
☐ Guest

First Name (for your badge): _____

Post Office You Represent City: _____ State: _____

Your Mailing Address: _____

City: _____ State: _____ ZIP+4: _____

Cell Phone: _____

E-mail: _____

Active First-Timer?

☐ Yes ☐ No

UPMA Retired First-Timer?

☐ Yes ☐ No

Convention Registration (only one person per form):

Please circle the appropriate fee:

	8/20/22- 8/25/22	8/26/22- 3/31/23	4/1/23 6/30/23	After 6/30/23
Postmaster/Manager/Supervisor/ Associate/OIC/EAS Professional	\$150	\$165	\$200	\$250

Daily registration is available at \$75/day.

First-Timer*—Active	\$95	\$95	\$95	\$95
UPMA Retired or Guest ¹ (UPMA Retired Luncheon included)	\$122.50	\$133.75	\$160	\$197.50

Auxiliary/Spouse/ Postmaster Guest (Does NOT include UPMA Retired Luncheon)	\$140	\$155	\$190	\$245
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Children (17 and under) \$80; includes child's meal at the Grand Banquet.

*First-timers must pay their registration fee in advance using this form; online registration not available. After attending the convention, they must submit a form to the National Office to be reimbursed.

¹UPMA Retired member may have one guest (not an active member) register for the same price.

Grand Banquet: Aug. 31, 2023

Payment Information

Convention Fee: \$ _____

Additional tickets for UPMA
Retired Luncheon @ \$35 each \$ _____

Total Payment: \$ _____

☐ Check payable to UPMA

☐ Visa/MasterCard

Card number: _____

Card security code: _____ Expiration date: _____
(3- or 4-digit code imprinted on card)

Signature: _____

**Mail with full payment to UPMA National Convention
Registration, 8 Herbert St., Alexandria, VA 22305-2600.**

Hotel Reservation

UPMA has a special rate at the convention hotel beginning Sept. 3, 2022. You must call the hotel directly to make a reservation. The National Office will not handle room reservations. **To make a reservation, you must make a deposit to the hotel in the amount of your first night's lodging; this deposit is non-refundable after July 24, 2023.** All room cancellations must be made directly with the hotel. To secure the special UPMA rate, you must identify yourself as part of the UPMA convention. The rate is available only until July 24, 2023, or all rooms in the block are sold, whichever comes first. The group rate is available five days pre- and post convention based on availability.

Sheraton Denver Downtown Hotel
1-888-627-8405

\$159—single/double/triple/quad

**Be sure to request the
UPMA group code: UPMA 2023**

Registration Cancellation Refund Policy

Requests for cancellation refunds must be made in writing to the UPMA National Office. Requests must be postmarked by June 1, 2023; no refunds after that date. All refunds are subject to a \$40 handling fee.

Registrations are non-transferable.

**Questions?
Call 703-683-9027**

Chasing Squirrels By Brenda Nickels

Ever feel like you are chasing squirrels who are running on marbles in the middle of an earthquake? Oh I guess it is just me.....

Seriously, there are times when we feel so overwhelmed that we are literally paralyzed. How do you keep moving? This is the dilemma I find myself faced with. I am not talking about just work, but home, and everywhere else. Why is there always so much to do?

I digress. Let's focus on just work. How do you find focus? I find that I need a checklist. I feel like a headless chicken without my checklist. Granted each office has unique items on their daily checklist, but I would love to see what you have on your checklist. Nothing is as satisfying as putting a checkmark next to a completed task.

Here is my challenge to you. Send me your daily checklist. What do you have on it, that ensures that your team will succeed? I have found that when there is no checklist, others assume that someone else is doing "it". What is it? How can we act as a team? Does everyone on the team know how to do the items on the checklist? If you are away, do members of your team know how to complete items on the list, such as DMS, CPMS, SPMS, MyPO, etc? What are your daily, weekly, and monthly items? Who is responsible for completing them?

You know I can't write an article without mentioning safety. SHMT now has a MONTHLY fire extinguisher visual inspection. Did you know that each office must initiate their own inspection? Did you know that anyone in your office can do the visual inspection? Do they know how to do the inspection? Watch your emails from the Safety Office. There are a couple of amazing attachments that guide you through the entire process. Train your clerks and carriers how to do the inspections, as well as custodians. Get the team involved. If you aren't sure how to do it, reach out to me. The monthly inspection is only a few questions and is easy to complete.

Stay hydrated friends! Remember to encourage your team to drink water and electrolytes every 15 minutes. Get out on the street and do your safety observations, and bring your carriers an ice cold water or Gatorade. They will appreciate seeing you out there checking on them. Please, please, please, keep an eye on the newbies. Many of them are not yet acclimated to the summer heat. Now go get yourself some quality H₂O!

I hope to see you all in Denver.







Form 1187

Request and Authorization for Voluntary Allotment of Compensation for Payment of Employee Organization Dues

*Fill Out Form On-line, Print it out, and Return to
UPMA National Office at the Address Below for Processing*

Section A: All New Members Complete *Your title determines whether you also complete Section B or C*

USPS Employee Identification Number (EIN)	Social Security Number	Date of Birth	Gender Male <input type="checkbox"/> Female <input type="checkbox"/>
Name of Employee (PRINT Last Name, First, MI)		Home Telephone ()	
Home Address (Street and Number/Box)	City	State	ZIP+4
Personal E-mail Address			

Section B: To Be Completed by Postmaster

Post Office	City/State	ZIP code	Post Office Finance Number
Post Office Level	Postmaster's Direct Post Office Telephone ()		

Section C (Check One): ☐ Manager/Supervisor ☐ Associate ☐ PMR-Only Complete

Employee Title	PO/City/State/ZIP
Post Office Telephone Number	Employee Pay Schedule Level
Home Payroll Office Finance Number	Employee Designation Code

Section D: For Use by the Employee Organization

P

Mail completed form to: **United Postmasters and Managers of America (UPMA)**
8 Herbert Street
Alexandria, Virginia 22305-2600

Section E: Authorization by Employee

I hereby authorize the above-named agency to deduct from my pay each pay period the amount certified above as the regular dues the (UN-P) United Postmasters and Managers of America (UPMA) and to remit such amounts to that employee organization in accordance with its arrangements with my employing agency. I further authorize any change in the amount to be deducted that is certified by the above-named employee organization as a uniform change in its dues structure.

I understand that this authorization is a pay periods deduction. It will become effective the first pay period, following its receipt in the employee organization's headquarters office: UPMA, 8 Herbert Street, Alexandria, VA 22305-2600.

I further understand that revocation forms Standard Form No. 1188, "Revocation of Voluntary Authorization for Allotment of Compensation for Payment of Employee Organization Dues" are available from my employing agency and that I may revoke this authorization at any time by filling such a revocation form or other written revocation request "Certified Mail" directly to the employee organization's headquarters office: UPMA, 8 Herbert Street, Alexandria, VA 22350-2600. Such revocation will not be effective, however, until the first full pay period following March 1 or Sept. 1 of any calendar year, whichever date first occurs after the revocation is received in the employee organization's headquarters office.

Signature of Employee	Date
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Section F

☐ Check this box to signify you've read and understood the terms in Section E of this form.

Who/what most influenced your decision to join UPMA?

UPMA NATIONAL OFFICE FOR PROCESSING



FORM 1187-R

Request and Authorization for Voluntary Allotment of
Compensation for Payment of Employee Organization Dues

Please complete and mail to:

UPMA National Office
8 Herbert St.
Alexandria, VA 22305-2600
(703) 683-9027

*OPM assigns the CSA number to all Civil Service and FERS annuitants and/or surviving spouse

Social Security Number

			-			-				
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My Annuity Number is:

CSA			-							-	
-----	--	--	---	--	--	--	--	--	--	---	--

Name of Retired Employee (PRINT Last Name, First, Middle)			Date of Birth		
Street and Number/PO Box		City	State	ZIP+4	
Month/Year Retired	Home or Cell Number ()	Gender Male _____ Female _____	Chapter		
Email Address		Sponsored by:			

Note: If not receiving an annuity contact National Office for information on membership.

SECTION A – Authorization

The United States Office of Personnel Management is authorized to make an appropriate deduction from my annuity payments, not to exceed the amount certified by the **United Postmasters and Managers of America (UPMA)** as the amount of dues for which I am obligated, and to pay the deducted sum to **UPMA**. This authorization shall apply to any and all dues changes certified by **UPMA**. This authorization shall be valid until **UPMA** receives and processes my written notice of cancellation in accordance with its agreement with the United States Office of Personnel Management. Any disputes regarding this allotment authorization shall be a matter between **UPMA** and me; I hold the United States Office of Personnel Management harmless for any erroneous deductions made pursuant to this authorization.

I also request the United States Office of Personnel Management to disclose any information necessary to execute this request.

Signature	Date:
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Washington Chapter of UPMA - Fall Conference

September 29th – 30th, 2023

Embassy Suites & Conference Center at
Sea-Tac International Airport
15920 West Valley Hwy
Seattle, WA 98188

(425) 227 - 8844

Join us for this one-day event on Sept 30th for fun filled day of training, networking, and camaraderie. Our chapter has business to conduct and we want to hear from you on how to best serve your needs as a Postal Professional in the United States Postal Service today.

Mention UPMA for the reduced room rate.

Room Rate: \$179.00 taxes not included.
(single, double & triple occupancy rooms)
Room Block Rate is good through 08/30/2023

Full Name _____

Circle: Postmaster Manager OIC Supervisor MPOO Associate Auxiliary Retiree Guest

Current or Retired Position & Office _____

Mailing address _____

City _____ State _____ Zip _____

Phone # _____ Email address _____ @ _____

Check if first timer _____

Registration includes catered lunch on Saturday (breakfast included with room rental)

Registration Fees		
Postmarked before Aug 31 st	Postmarked before Sept 23 rd	Onsite Registration
\$25.00	\$35.00	\$45.00

Total Payment: \$ _____

Make check payable to Washington Chapter of UPMA

Mail with full payment to: Washington UPMA Convention Planning Committee
c/o Wendy Fleming
350 Matson Road
Kalama, WA 98625-9719 Cell: (360) 430-4890

Registration Refund Policy: Refund requests must be submitted in writing to the WASH-UPMA Convention Planning Committee to be refunded up to 50% before Sept 20th. Refunds after Sept 20th must receive concurrence from the executive board.



WESTPAC OFFICERS CONFERENCE



Come join us in sunny Phoenix for the second annual WOC. There will be Leadership training, technical training, and great speakers. See where your potential can take you!

Registration \$125

(\$150 after September 1, 2023)

Name _____

Chapter _____

Address _____

City, ST _____

Email _____

Phone _____

(Please indicate if you have any special food needs) _____

October 13 thru 14, 2023

Phoenix Airport Crowne Plaza

4300 E. Washington

Phoenix, AZ 85034

1-855-729-6011 (Ask for UPMA rate)

Room rate is \$169/per night (\$269-suite)



PLEASE MAIL PAYMENTS TO:

WOC c/o Oregon UPMA

PO Box 511

Jefferson OR 97352-0511

oregonupmast@gmail.com 559-740-3617

RRECS Corner By Rita Hazard, RRECS POC, WA District

You know the old saying “No news is good news.”? Typically, this is a pretty good rule of thumb, however in the case of RRECS, no news is just plain frustrating. Every day I answer emails and phone calls from the masses asking, “When do we get to cut our routes!!” The plain and simple answer is that we just don’t know yet. There has been very little communication from HQ on the process to make cuts and when they will be implemented.

In the meantime, please keep thanking your employees for being patient, for coming to work, and for being loyal Postal Warriors! What we also need to do in the meantime is focus on proper scanning and utilization of the additional RRECS activity scans in order to build the proper evaluations for our routes when the time comes to make those adjustments. Continue to review all 24 scans daily, have those discussions with your carriers, and help them understand how it benefits them to capture all the additional credits, and stay on top of the monthly edit book and mapping updates.

Knowledge is power, be sure to share it with all your people!



“DID YOU KNOW CORNER”

- * Did you know that making a change in WebEES or eUARS will count as an edit book submission?
- * Employees are not supposed to stop at their personal vehicle while they are on the clock?
- * For Rural Carriers, using the restroom is considered a “comfort stop” and is not considered break time, however if they get something to eat or drink during the comfort stop, some sort of break time should be recorded.
- * You can use the package lookahead feature on the scanner to see where your next package is based on your route order and your location at the time. At the end of the day, if there are packages left on this list, you may have missed a scan!



204B Supervisor Training Manual

by Gabe Bauer

My name is Gabe Bauer and when I first started my postal adventure into management, I was trained by someone who had very little knowledge, but I did not know that.

I wrote down everything and thought I had created a little cheat sheet to start my journey successfully. A few weeks later I was getting in trouble for doing things wrong and I fought back saying no I was right and here is the step by step of what I did and why. To my surprise literally everything I had written down was wrong on so many levels. I was embarrassed and wanted to go back to being a carrier.

That Sunday I decided I wanted to try and help others in my situation not go through the same roller coaster that I had been on. So—while running Sundays for the next few months I created step by step procedures on how to open and close a level 24 station on the customer service side if you have access to the programs. What started off as a few pages has been updated yearly until 2019 when I went to all rural stations and didn't need to use all the city stuff anymore. But after becoming the Postmaster of Ravensdale I started helping at other offices again and in 2023 started updating my training manual again. It is now up to 38 pages with screen shots of actual pages and instructions on how to do each item step by step.

My original goal was to have it published and shared so we could use it as a living document that anyone could add or take away from because we all know how frequently things change in the post office. But when I sent it in, they told me I needed to fix all the grammar and punctuation before they would consider it. I think I was more annoyed that they didn't even care about the content and how useful it could be for new supervisors or 204Bs. So, I just kept it to myself and have given it to everyone I have trained for the last 7 years. Anytime I go through an office, and I see a new 204b or supervisor struggling and complaining I tell them about my manual and how they wouldn't put it out because of grammar and punctuation. But, I would email it to them and give them the help they need now that none of our trainings we offer management really help or explain step by step how to do everything we need to know.

Is my manual perfect? Absolutely not, probably far from it but it is a great starting point that I would love to share with anyone who feels they are not getting mentored or trained appropriately. We all have different levels of experience that we can share with others this way we can all come together and learn more. I am sure if we put all our knowledge together and created a real training manual for management it would be thousands of pages long. But that knowledge could be passed along to everyone and continue to be edited and changed as we grow and change.

I would love everyone who has it to add and change things as needed and send me back a copy of what changes you made so together, we can have something to help our new EAS grow and feel better support. If you would like to email me, I can send you a copy any time. Gabriel.L.Bauer@usps.gov. Please help me make learning to be a supervisor an easier experience for all 204bs. So they don't give up and go back to craft before having the opportunity to see what we are capable of doing as EAS that work together and support each other.





First Timer By On Bong Wong

Last month, I attended my first-ever convention in my postal career. It was with UPMA in Kennewick, WA for 2 and a half days. As a newly joined member of the UPMA, I was immediately invited to the convention by the president, Scott Christiansen. I have been with NAPS for over 10 years, and no one has invited me to their conventions and the ZERO communication from NAPS, so I immediately felt valued and excited when I was contacted by Scott regarding the convention.

I didn't realize how packed the convention schedule was, we were all ready to go in our seats by 8am on the first day and it lasted all day. Luckily, lunch and dinner were provided, and they were amazing. The convention gave me an opportunity to meet with colleagues and retirees in a fun and relaxing atmosphere. I also learned a lot from all the different speakers. I felt very welcome and can't wait to attend again.



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