

We need help we are being Duo'd

Who do you call? What do you do?

I have talked with lots of folks about this issue and everyone has an opinion. The bottom line is this—we have got to help each other.

As President of our IOWA Napus Val Langbehn has the authority to appoint a committee of as many retired or active postmasters she sees to fit to act as her direct report to handle this situation.

There is no way that she can run her office and daily handle the inquiries that are coming in about Duo.

I believe that we need to have such a committee formed to educate and solidify members confidence that we are indeed hearing their cries for help and assisting them as much as possible.

What are a few things that you can do yourself if you get duo'd

The first thing is the re-read Kevin Schwab's excellent article on this process and what he did to push back on what is happening in his office.

If you don't understand the article please write down the exact question that you need answered and send it to

KAREN LENANE AND YOUR POOM TO HAVE THIS RESOLVED.

The district is sending a strong message about this process.

1. Postmasters will complain about duo but will not follow through with any push back,
2. the district is in a position to continue to implement this process and try and look at results later.

If you think this is not happening look around you.

We have a checklist on the Napus web site

We have a training guide

We have FAQs on the Napus web site that answer many questions.

I have been in contact with Area VP Don Knoth of MO. As of today JULY 11th 2011 he has ZERO REOLUTION LOGS from the states of IOWA or MISSOURI concerning DUO or anything else.

It has been proven that the resolution log works. This log is also available on the national and state Napus web sites.

Many postmasters are in need of support in our Napus family for Duo that contact is our President Val Langbehn

She already has a list of your office and she already knows you are being duo'd.

IT IS NOT UP TO HER TO CONTACT YOU.

If you are confused, irritated, or just not sure what to do. Read the material. Read Kevin's article, contact Val asap.

You are the driver of your destiny, we know that the process itself is not black and white. We know that the district is not following the guidelines to the letter or to the intent that was originally proposed. But if we do not have postmasters that are affected by the process, start a resolution log. Stating what is broken how can we fix the problem?

Not one item alone in the Duo process is a deal breaker but many items not done in many offices ARE DEAL BREAKERS AND COULD BE ADDRESSED These infractions should be brought to the attention of :

YOUR POOM AND THE DUO COORDINATOR KAREN LENANE

If you get no answer or an unsatisfactory response,

THEN contact VAL

If she doesn't know, she will suggest a resolution log

YOU WILL COMPLETE THE LOG WITH YOUR DOCUMENTATION AND
SUBMIT TO HER

Keep a copy for yourself please

VAL WILL CONTACT DISTRICT MANAGER GAIL DUBA

If she receives an unsatisfactory answer or no answer she will give this resolution log to

DON KNOTH AREA VP FOR NAPUS

He will contact WESTERN AREA VP SYLVESTER BLACK

If Don does not get any satisfaction at area

DON WILL SEND THIS PACKET OF INFORMATION TO CHARLIE MOSER AT
NAPUS HEADQUARTERS.

Charlie will contact POSTAL HEADQUARTERS and if needed he will confer with
our national president Robert Rapoza.

A lot of people believe all of us should have a direct line to our national president Robert Rapoza, A lot of people think ROBERT RAPOZA should fix this for us. PLEASE, let's be realistic here. If we haven't submitted even one resolution log after all this time. HOW WOULD BOB even know this is a problem? We need hard data to show headquarters. We need to know where the district is failing to take into account all the data that needs to be reviewed.

Let us follow the process that is laid out and is proven to work. Let us work together by getting together. There is no reason counties and districts cannot get together and brainstorm on what to submit on a resolution log. All of us need to be educated about many new aspects of our job not just DUO and all of us need to share what we know with our fellow postmasters.

VAL CANNOT DO IT ALONE AND NEITHER CAN BOB.

I would like to share this email with all Iowa napus postmasters asap I am sending this out to everyone that I have emails for, If you know of any other emails I have missed please forward this message to those postmasters.

Sincerely yours

Brenda Gibbs National PM Representative for NAPUS