



The News Source for Employees of the Northland District

Northland Leader

March 2018

Follow the established procedure



*Anthony C. Williams
Northland District Manager*

The simplest way to accomplish a task successfully is this: follow procedure. Every task has procedures, the steps necessary to bring about the desired result.

I realize it's sometimes easier to do what we want to do instead of what we should do. That, my friends, is not acceptable. If we individually operate that way we are setting ourselves up for failure.

Working outside the Postal Service's Lean Six Sigma Operating Instructions and Standard Work processes will not only impact employees and our valuable customers, but the organization's overall operations and revenue.

Every single day we have a plan: deliver the mail. That is a good plan — a vital plan, but without taking the established steps, without following procedure, that plan will not be executed effectively.

If you aren't sure about how to accomplish any given task within your job, ask. Go to your manager and ask what the correct procedure is, not only so you can finish the job, but so you can finish it well.

We have a 24-hour clock for mail delivery. It is a step-by-step process that enables us to deliver the mail efficiently. Any breakdown in the process results in a breakdown in service to our customers. That process will especially break down when individuals neglect set procedures.

We need to be on the same page; we need to be following the same procedures.

"Ask Northland DM"

"Ask Northland DM" is an email address dedicated solely for employee inquiries and comments. This email site, AskNorthlandDM@USPS.gov, is your one stop cyber-comments and concerns box.

It is available 24-hours a day, seven days a week and 365-days a year.

Please Share District Stories

The Northland Leader is a great place to share stories and photos from around the district.

Whether it's a newsworthy story about an individual or a team of postal employees, we want to hear about it!

Submit your stories and photos to: northlandleader@usps.gov

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Promotions and New Assignments

We are pleased to announce the following selections for management positions in the Northland District. Management appointments are important career milestones that we need to recognize.

Please join us in congratulating these folks and give them your full support.

Anthony C. Williams
Northland District Manager

Roy T. Reynolds
Senior Plant Manager

Jill Rollenhagen, Plant Manager-24	Mankato, MN, P&DC
Dave Emerson, Manager Distribution Operations-22	Minneapolis, MN, P&DC
Justin Peters, Manager Maint. Operations Support-20	Minneapolis, MN, P&DC
Michele Lawson, Postmaster-18	Blooming Prairie, MN, Post Office
Zachary Otto, Postmaster-18	Mapleton, MN, Post Office
Christy Schmakel, Postmaster-18	Stanchfield, MN, Post Office
James Spilker, Postmaster-18	Braham, MN, Post Office
Tony Binder, Supervisor Distribution Operations-17	Saint Paul, MN, P&DC
John Moudy, Supervisor Customer Services-17	Cha-Carrier Annex
Ademola Onanuga, Supervisor Customer Services-17	Minneapolis, MN, Post Office
Andrew Vanzelst, Product Information Quality Analyst-17	Northland District

Sick call procedure

In the throes of a prolonged flu season, the Postal Service reminds employees of the reporting procedure for sick calls.

When reporting unscheduled leave, the Interactive Voice Response system must be called at: 877-477-3273. Call as soon as possible. To request unscheduled leave, select option 4 when prompted.

Have your employee identification number ready, you'll be asked to enter it to report your absence. Expect to be asked to specify the type of illness and length of absence. If your speech is impaired you can use your phone's numerical key pad.

When your call is completed, you'll receive a confirmation number. You should record this number as your receipt.

Employees are also being reminded to take precautions to during this year's influenza outbreak.

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Princeton Postmaster helps locate wedding documents

When a customer of the Princeton, MN, Post Office sought help from Postmaster Erin Jeandron about a lost package, Jeandron took action.

The customer, a young woman, was a bride-to-be with a mid-February wedding planned in the Dominican Republic. She had sent important wedding documents to a company in Texas. The documents needed to be translated into Spanish in order for her overseas nuptials to occur. When the documents were not returned in a timely manner, the customer sought help at the Princeton Post Office.

Jeandron tracked the package and found it had been looping between St. Paul and Houston, TX. Eventually, the package was returned to the sender in Texas. The sender put it back into the mail stream and it still did not reach Princeton. As it turned out, the address had been detached from the package.

The bride-to-be was in a panic, knowing her wedding was not going to occur without the necessary documents.

A Postal Service team Jeandron was working with in Minnesota and Texas were finally able to get ahold of the package in Houston and immediately sent it to Princeton. It arrived on Feb. 13, one day before Valentine's Day and two days before the customer left with her fiancé for the Dominican Republic. They were married Feb. 20.

Postmaster Jeandron stated, "...the day [the customer] received the package she cried with joy because the wedding wouldn't have to be canceled."

Thanks to Jeandron, this lost package story had a happy ending.

Breast Cancer Awareness stamp challenge winners



Breast Cancer Awareness (BCA) stamp challenge winners from the Circle Pines, MN, Post Office displayed BCA stamp totes.

Pictured are: Victoria, MN, Postmaster Karla Bogucki, Circle Pines, MN, Postmaster Kathleen Wurster, Retail Associates Melanie Druckemiller, Mary Wynne, Matthew Schwartz and Julianne Anderson.

Bogucki was present to award the BCA award on behalf of the Northland District Diversity Committee.

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Rural carrier Craig Myhre makes national news

Craig Myhre, rural carrier for the Osseo, WI, Post Office was recently featured in a Wall Street Journal article. A farmer by trade, Myhre was included in a lengthy article about farming operations and the need for farmers to work supplemental jobs.

Myhre has been with the Osseo Post Office for four years, working one or two days a week to cover days off for regular carriers.

His Postmaster, Gary Cummings, said, "Craig is a very reliable RCA. When I need him to work he often changes his schedule around to make himself available. He takes pride in his job and the importance of it, paying attention to detail and making sure to get things correct."



Rural Carrier Craig Myhre casing mail at the Osseo, WI, Post Office.

A matter of policy: Sanctity of the mail

The Postal Service must preserve and protect the security of the mail in its custody from unauthorized opening, inspection, and reading of contents. The Postal Service must also prevent tampering, delay, or other unauthorized acts. This public trust is vested in each Postal Service employee.

Mail that is accepted by any employee must be protected. If an employee has a question about mail security procedures, is unable to consult a manager, and the procedures are not clearly and specifically answered by Postal Service regulations or by written direction of the Postal Inspection Service or General Counsel, then the employee must resolve the question by protecting the mail in all respects and moving the mail, or letting the mail move, without interruption to its destination.

Examples of unacceptable conduct relating to security and sanctity of the mail include theft, destruction, damage, or delay of mail.