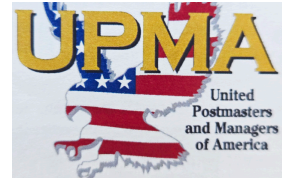


The Hawkeye Heartlander



The Iowa United Postmasters and Managers of America Publication
Volume 10 Issue 11

Sept/Oct 2025

Our 76th Postmaster General Mr. David Steiner with UPMA National President Mr. Tony Leonardi at a sit down chat during the 2025 National Convention at Dallas, Texas



Photo Lynn Wilson

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Printed below is the UPMA Adverse Action Legal Defense Plan. This plan is available to all active EAS members after one year of membership. We are here to help you should the need arise. If you are called in for an Investigative Interview, contact us immediately. It doesn't mean you're about to lose your job. Investigative interviews can be positive; often to air out differences or misunderstandings.

Cut out the box below and keep it in your office. If a Postal Inspector or OIG comes to your office and the questions are related directly to you, ask the question 'AM I UNDER INVESTIGATION?' If they say yes, tell them you will not talk to them until your Chapter Member Rep is present.

IF YOU RECEIVE A VISIT FROM THE INSPECTION SERVICE OR THE OIG

Statement to be read to Postal Inspectors or OIG:

I request to talk to my UPMA representative before answering any additional questions. If I am a suspect in a criminal matter, please so advise me. If so, I wish to contact my attorney.

Chapter Member Rep: Greg Snow(who will assign & send someone) Phone: 515-371-1094

If I am under arrest, I request you to so advise me and inform me of the reason or reasons. I will not resist arrest.

I do not consent to a search of my person or property. However, I will not physically resist or obstruct such a person. If you have a search warrant I request to see it at this time.

I will cooperate with you fully, but I will not sign a waiver-of-rights form. I will not admit or deny any allegations, I will not make any written or oral statement unless my attorney and/or UPMA Representative are personally present and so advise me.

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UPMA MISSION STATEMENT:
 United Postmasters & Managers
 of America exists to support our
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 cation, education, and representa-
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Iowa UPMA President

Hello all Iowa UPMA Family!

The Fall weather seems like it upon us, at least for a little bit. Cooler weather has been nice! I hope you all are enjoying the beautiful weather.

The 2025 UPMA National Convention wrapped up a few weeks ago, we all missed those that couldn't make it this year. Next year will be an amazing location and hopefully you all will be able to attend. Next year will be in San Juan Puerto Rico and it will be the first week in August. The 2027 National Convention will be in Salt Lake City.

I was on the district manager's telecom today and she wanted me to reach out to all of you and cover a few points that will be critical for the 2026 Fiscal year.

The first thing she stressed to me is that we will be targeting SPLY (Same Period Last Year) on pretty much everything, with the declining mail volumes and the upcoming changes, she believes working towards bettering SPLY will get us to a better NPA, and that will be more of our metrics we will need to

strive for. That means less work hours than 2025, what can you do in your office to help yourself reach that goal? It may be pretty simple, less mail may automatically decrease our hours, but sometimes, that may not be the case. What can you do to promote efficiency, really take a look at your schedules, would changing your start times help or hinder your operation. I moved my carriers start time back by 30 minutes. Do I like it, absolutely not, but it did decrease the waiting times due to my clerk staffing. Will I move them back. That is the plan but first I need to evaluate and correct some clerk bids to promote a smooth work flow.

Change, that is something we all dread, but sometimes change is good. Sometimes it allows us to grow and see a different side of the operation. Fort Dodge went through a major change when we lost three morning clerks to the retirement incentive, one of which was our long time VOMA. He was with us for 48 years and not having him at the office is really weird. We have not been able to replace the three and hopefully soon we can have the bids where they need to be. But as with all change, it is not speedy and without growing pains. We will get there and be better for it.

The next item the District Manager brought up to me was pretty much clock rings by correcting our budgets by assigning the resources (hours) to the right functions. We have a lot of errors, most of them we are not even aware of. I recently had a DSS (delivery support specialist) come in and do a GEMBA where I scored 80%. He brought up some good points that I will work on implementing and it all deals with correcting the hour allocation. He suggested we have a huddle board directed at the function 4 clerks. I was scoffing at the idea but after he explained his reasoning, it did make sense. It is merely an incentive to reach the goals, 300 parcels per hour, shows the good and the bad days just to keep the goal in front of us. I will implement and see if it has the desired effect on my clerks!

Now on to UPMA—I have so many ideas that I would like to try in the Iowa UPMA family. I feel like I am busting at the seams. My mind is a running, every meeting, I think, that would be great, exciting, or will be down right just a good thing to do. I plan on starting a monthly ZOOM meeting for all who wants to attend, it will deal with whatever the hot topic is at the moment, hiring, labor, retirement, managing your manager, and many more. Let me know what you would like to have more information on and we will better Iowa UPMA for it!

I again want to thank each and every one of you for everything you do to make this world and the Post Office a better place. Without you and your hard work, we would have failed long ago I know you do not hear how good you are. I am right there in the trenches with you, right there on the negative telecoms, and right there in your corner when you have a problem.

Please, be proud of yourself for everything you do. It may go unnoticed by our bosses, but YOU know how good you are doing, be proud of yourself. That is where it really matters.

UPMA Iowa Secretary/Treasurer



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Well, it seems that yet another summer is winding down. Both National UPMA Convention and Labor Day have come and gone. Mini Mail Survey is behind us and the new rural guarantee year is one PP away. Most of your MOU employees should have returned from their vacations. The daylight hours are significantly dwindling. That tell-tale nip is in the air in the mornings. No matter that the temperatures in the afternoon might top out in the 80's or maybe even the 90's. We are already beginning the ramp up for the USPS four letter word PEAK!!! I still cannot fathom how the slower it seems I am moving only serves to speed up the passing of the days, weeks, months, and years! It feels like only last week, I was beginning my USPS career and my boys were 11, 13, and 15 years old. Now I just welcomed my 8th grandchild into the world on Aug. 11th. I will have 19 years of career service on the last day of this month!

But, speaking of peak season, and in keeping with my recent previous articles regarding postage due, what to look for and how to combat it, I am going to expound on this issue on another very much "over abused" category of postage --- cubic postage. This is a significantly

discounted postage rate reserved for smaller, lighter weight parcels. However, similar to Media Mail, I think that mailers see the "cheaper rates" in the list of choices and jump at the chance to lower their postage expenses on the shoulders of the USPS and severely undertrained employees who don't understand or know what to look for to hold mailers accountable.

Priority Cubic postage rates are limited to parcels equal to or less than .50 cubic feet, less than 20 pounds, and no dimension over 18 inches. I believe the last 3 postage rate increases, equal to or less than 1.0 cubic foot, 20 pounds, and no dimension greater than 18 inches for Ground Advantage postage rates. The good news is that the Package Validate process that now captures both weight and dimensions of parcels is a quick way to capture the postage due amounts for these parcels. The bad news is that unless you train your clerks on specifically what to look for, dishonest and naïve mailers will continue to get away with severely abusing this postage category. My office specifically has found at least 6 instances where the VERY SAME mailer has significantly misrepresented the weight and/or dimensions of his parcels being mailed to a specific customer within my delivery ZIP Code, resulting in hundreds of dollars of lost revenue had it not been for the sharp eyes of my clerks. It has gotten so bad and angered me to the point that I have instructed the carrier to bring me every single parcel that he sees for this particular customer for verification before I will allow him to deliver the parcels!!! In the first instance that we caught, there were duplicate labels (meaning only one of the parcels even

had any postage whatsoever on it) with Ground Advantage cubic postage on one parcel packaged in two Priority Box #7's pieced together to make them twice the size of the original box.. Second parcel was significantly larger and heavier than even remotely allowed for cubic postage in the first place!! Those two parcels alone totaled a postage due amount of over \$130!!! AND Package Validate cannot capture the postage due on duplicate labels nor can it tell the difference between modified Priority packaging and regular, not expedited mailing boxes found by the mailers. Since that incident, there have been four more from the VERY same mailer, including one just today that measured in at 2.49 cubic feet (more than twice the maximum) and over 20 pounds and a length of 23". All 3 of those parameters are well over the allowed amounts. The postage actually paid for that parcel was less than \$12, when in actuality the retail rate was nearly \$170 --- another loss of over \$150 postage on a SINGLE package!! I have reported every single one of those instances in the Revenue Assurance Incident Reporting Tool AND sent scans of the labels including the weights and dimensions to Mr. Greg Johnson in the revenue assurance branch of the USPS Inspection Service. The fact that I am still seeing these huge mistakes bothers me for two very important reasons: 1st Is the USPS not following up with this mailer and suspending his account, 2nd If he has attempted to pull the wool over our eyes in my office on at least 6 separate instances, how many hundreds of other times has he done it to so many other offices whose clerks are completely oblivious to the situation and how to rectify it??? A very large part and extremely important part of our jobs is being mindful and vigilant in finding these issues and holding mailers accountable!! This is our retirement that these dishonest, crooked people are "messaging" with!!!

Job Aid 17-A and sections 223.3 and 283.3 in the Domestic Mail Manual are HUGE helps in explaining this category and how to calculate. I highly recommend that you print off these 3 references and sit down with your clerks and go over this!!! It could easily be worked into the quarterly "clerk conversations" that we are required to do!!! Calculating the cubic feet of parcels is relatively simple. For rigid parcels (boxes) you simply multiply the length by the width by the height (all rounded to the nearest ¼") and divide by 1728 (which is equal to 1 cubic foot --- 12.00" X 12.00" X 12.00"). Any amount over the even tenth (.1, .2, .3 etc.) automatically rounds up to the next tenth (example both .1035 and .1935 would round up to .20). For "soft pack" parcels, you add the length and the width, again rounded to the nearest ¼", and then refer to the Tier chart provided in all of the previously mentioned references. Another thing to keep in mind with the soft pack parcels --- the mailers do NOT get to "fold over" the extra, empty portions of oversized plastic mailing bags!!! It must be "permanently" prepared with that "extra" secured down not just folded over when capturing the dimensions!

Again, capturing postage due \$'s and reporting mailers appropriately is a very important part of our jobs. Unfortunately, most of the training for new retail staffers is spent on how to mail OUT their customer's items and very little time and effort is spent on training them on what to look for and how to calculate, capture, and report the issues. Print the Job Aid and DMM references and keep them near your retail window and/or your parcel sorting area and have a conversation with your clerks!

One parting thought --- only YOU can allow your integrity to be compromised. Do the RIGHT thing --- ALWAYS! And you will never then have to explain yourself or attempt to justify your actions. The most important person that you have to live with is yourself --- make it be someone that you don't mind spending time with!! ☺

Until next issue,

Wanda

Iowa UPMA Retiree President



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Well, we have flipped the calendar to September, the “unofficial” start of Fall! And with the first weekend of the NFL, and the weather this past week, it is starting to feel more like Fall. That means the UPMA Fall Tour is coming up October 21 thru 23. Three locations this year are LeMars, Urbandale, and Cedar Rapids. Look for full details elsewhere in the Hawkeye/Heartlander for times and locations. I do know National President Tony Leonardi is planning on being here again this year. He is always full of good information, even for Retirees. So hopefully some retirees will be able to attend these meetings.

At our National Convention this year in Dallas, Retirees elected 2 new National Officers to start their 2-year terms January 1, 2026. Elected to President was Louise Nix from Georgia and elected Vice President was Rosa Gonzales from Texas. Knowing both these individuals, I am confident we will be in good hands for the next 2 years. Also passed at the convention will be a dues increase for Retirees. There have been some questions about it so I am copying National President Charley Peters response from the August 27 UPMA Gold. Hope this answers any questions you may have.

Q: Why are UPMA Retired monthly dues increasing to \$10.00 by 1/1/2028?

A: At the 2025 National Convention in Dallas, members approved a bylaws amendment to gradually raise retiree dues from \$5.73 per month to \$10.00 per month over a 3-year period ending December 31, 2028. Beginning in 2029, dues may only increase once per year, and by no more than the COLA increase.

This change was necessary because over the past nine years dues were raised only four times, while retiree membership has declined by over 5% per year and operating costs have continued to rise. Retiree dues help support expenses such as the UPMA Leader magazine, computer systems, national convention costs, legislative advocacy, and retiree services from the National Office as well as maintenance and utilities for the National Office in Alexandria VA.

It is also important to note that when a member retires, they receive six months of free membership, with full benefits, before paying dues — an added cost absorbed by the National Office. To cover the true costs of retiree services and operations, it is estimated that \$118 per member per year is needed (this estimate was put together 3 years ago but never acted on). The dues adjustment ensures UPMA can continue to serve and represent all retirees effectively.

Charles R Peters, UPMA Retired National President

On a personal note, I would like to say Thank You to those of you who reached out to me when my mom passed away July 16. Thank you for your expressions of sympathy. She will be missed.

Listed below are the Retirees I have been informed of who have died recently.

IN MEMORY

Bernadine Hansen, Retired Postmaster, Moorhead who died January 23

Jane Weinschenk, Retired Postmaster, Andrew who died July 29

Iowa UPMA V/P - Membership

Hello Fall Iowa



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It seems just yesterday that the sun was up at 5:15 in the morning and the sky didn't get dark until 10 pm. Or maybe it was just yesterday. Point being, Fall is here. Summer has left us with just memories. I hope that we all have good ones.

Seasons of change, everyone loves spring, where there is a new inspiration of what may be. Summer, Summer the season that never lasts long enough. Fall, Fall that is just the day before winter And Winter which is not usually the favorite season, and we all think about Winter as a need to get to Spring. Just make sure you don't have to stock up for Winter items and don't forget to complete that survey. We won't talk too much about Winter just yet.

What can I say is Summer did indeed go by too quickly. Summer brought a lot of changes and get togethers. Whether it was a family reunion or a day off work to enjoy the sun, I am sure that a new memory was made.

In August, UPMA had its 9th Annual Convention in Dallas TX. To me this event is much like a family reunion. We get to meet people that we want to spend time with and catch up on what is new in their lives. The Convention brought with it a ton of opportunities to get to know what differences we have with the rest of the country as well as what similarities we all share. We also got to listen to keynote speakers from USPS such as the CRDO, all the way up to the New Postmaster General. Each presenter did a great job explaining a little bit about the changes that have happened and the those which are to take place and what is expected of us.

So many issues with the unknown value of things, like the Triangulation Report and how it will benefit the USPS with the data driven capabilities of our organization. This report can also help us prove our needs or guide us where to find information that can help us achieve a goal. Depending on what you are looking to achieve, the data driven CRDO, Power BI, Radar and Triangulation reports are very extensive in full form. There are layers and layers within each spectrum of the programs. It isn't an 8 to 5 job anywhere within the USPS. The True 24 HR clock can be drilled into, and root cause analysis is completed within a few minutes and to top that off you can find the location of the last ping to the search.

One of the big topics this year will be the sampling failures. There should be no such thing as a denied or ignored scan for sampling requests. We are seeing discipline being issued for failures to provide the sampling requested. The Triangulation report can help with information on this report. You can prove that the sample was completed and where it was completed. Yes, you read that correctly. We can use this same report to help us prove we did our best and didn't just pass the item off to someone else. If you haven't taken the time to drill into this report, take some time. It might just save you some discipline or aid in the non-compliance of craft employees because these reports can help prove that the employee did their job, something didn't communicate the way we expected it to. Or it might help you see that you need to get out there and do an address audit. The goal is to make everyone of us as visible and transparent as possible, in everything we do. I remember years ago my MPOO told me to learn about the Informed Delivery programs. She was right. (She may be reading this article, and she should pat herself on the back) Who would have thought that informed delivery programs would develop into something this big!

So many changes are coming and trying to keep up at times is a struggle. So many new acronyms and analogies that if we over think them or try to cram them into an 8-hour day is nearly impossible. Each time they send out something on the CRDO or the Triangulation or how to drill to this or that. Please take notes and share those notes with your neighbor. We all learn from each other, and you never know when one of us will be in need of that information.

Watch for the new NPA reports and the new Supervisor Differential package that should come out in the next week. Make sure that all the LTATs are completed timely. If you need some help just reach out, we are all here to help.

Lastly, I want to remind everyone to look out for the Iowa Fall Tour coming to an area near you.

Please, please come out and join us and bring a friend. I would love to meet them and see all of you.

Dates and locations are October 21-23 2025

October 21 Pizza Ranch LeMars

October 22 Pizza Ranch Urbandale

October 23 Pizza Ranch Cedar Rapids

Lots for me to talk about but I thought I better keep it short

Together we can

Sherri L Lingle



Photo Lynn Wilson

Iowa UMPA VP Legislative / PAC



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WOW!!! What a busy legislative few months we have had since my last article. Last article I asked and even pleaded for everyone to call your Congressman/women and Senators.

Since then a lot has happened. May 22nd the House of Representatives voted to pass HR1 (Big Beautiful Bill) 215-214. Then HR1 was sent to the Senate to be voted on. They made some changes to it and then voted on July 1 to pass HR1 with a 50-50 vote with Vice President Vance being the deciding vote. Then it had to go back to the House of Representatives to be voted on with the changes that the Senate made. On July 3rd the House of Representatives voted to pass HR1 218-214. Then HR1 had to be presented to President Donald Trump to be signed into law. And on July 4th President Donald Trump signed HR1 into law. So if anyone is old like me and remembers the early morning Saturday cartoon about how a bill becomes a law this comes in handy when trying to figure this all out.

Now to what this really means to all of us Iowa UPMA members. The original bill included articles that would (1) take away the social security supplement which allows a federal employee to retire before age 62 receive a portion of your social security benefit till you become social security eligible at age 62. You can then decide to take social security then or wait. But the social security supplement will end at age 62. (2) Included in the bill were words that would change how your pension is calculated from high 3 to the proposed high 5 and (3) also wording that would raise everyone to contribute 4.4% of your biweekly paycheck to the management of the FERS retirement account. Employees that became career before 2016 currently pay .8%.

But GREAT news. All of these things were removed from the bill before it was signed into law on July 4th.

It's hard to tell if any of the Iowa Congressman/women or Senators helped us out in removing any of these hurtful articles but all the calls and emails you made were very much appreciated by me.

I have talked with all 4 Iowa Congressman/women and both of our Senators since the July 4th passing from a bill to a law and they all told me that the Iowa UPMA members sure are passionate about their pay and benefits. LOL. Well, Duh. I already knew that, but it was nice to hear your voices were heard.

I hope I'm wrong but I'm pretty positive this is going to be a very long 3 ½ years before the next presidential election. I personally believe that we are not done fighting to keep what we all have worked so many years to earn. I'm already hearing about President Trump putting a wage freeze on all federal employees starting in 2026. If this talk continues, we will have another battle on our hands, and I will again be asking for everyone's help to protect what we all have earned and been promised from day 1.

Until next time,

Jeffrey Stoltz

Iowa UPMA Vice President Legislative/PAC

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Iowa UMPA V\P Education Chair



Debra Droz

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Yee-Haw!!! What a round-up we had at the National Convention in Dallas, Texas this year! Our days and nights were filled with learning, fun, networking, training, trying to win prizes, fellowship, some sightseeing, and being inspired by where we are headed with UPMA.

I was able to attend sessions on Rural Route Management, the UPMA program for free eCareer help for all members, retirement guidance, and benefits. These classes were lead by USPS and UPMA national managers. EXPERTS! We had time to ask questions that pertained to our own offices, collect cards from contacts around the nation, and find SME's to call when we needed help. The resources that I gathered was priceless.

One of the message at the General Session that had the biggest take-aways for me was the Key CRDO Leadership Themes.

- Take personal responsibility of your operations- Own your operations
- Hold ourselves accountable above all else
- Communicate with staff with dignity and respect
- Be a student of leadership – cultivate self-discipline and personal growth
- Explain to staff how they contribute to the organization's goals
- Take pride in this institution and our roles to keep the Postal Service relevant.

We ARE leaders! WE set the tone for our offices. We are held responsible for our performance and strive to excel. And as we face the daily challenges we also have to remember that we are also a TEAM! A team spelled U-P-M-A.

Fall Meetings will be held soon. I hope to see you there! We will be bringing some of the information that we learned at the National Convention to share with you.

October 21st – LeMars Pizza Ranch

October 22nd – Urbandale Pizza Ranch

October 23rd – Cedar Rapids Pizza Ranch

UPMA National President Tony Leonardi has graciously agreed to join us! What an honor and commitment it is for him to join us for 3 nights of open questions, discussions, and presentation about his vision. Don't miss this opportunity to speak with him one-on-one! He is charismatic but never loses sight of the horizon and where he wants to lead us.

Bring a friend from a neighboring office. Bring someone from your office that may be looking for upward mobility. Make your own commitment to be a part of the future vision of UPMA and be there!

Respectfully submitted,

Deb Droz

Postmaster, Columbus Junction, IA





Earl Husbands-National Membership



Mari Beth Kirkland-Executive Assistant



Jim Dunlap-Executive Director



Tony Leonardi-National President



David Steiner-PMG



Doug Tulino-Deputy PMG



Charley Peters-UPMA Retired President



Louise Nix-newley elected Retiree President



Photos by Lynn Wilson



Top left-Sherri Lingle, Randy Snow, Greg Snow, and Wanda Lenhart
Middle- Crocodile Man
Topright-Greg Snow receiving Star Chapter Award
Middle left-Jeanice



& Jeff Arment ready for a hoe down
Middle right-National Guard
Lower left-Kerry Nichols & Darcie Renze matching in green

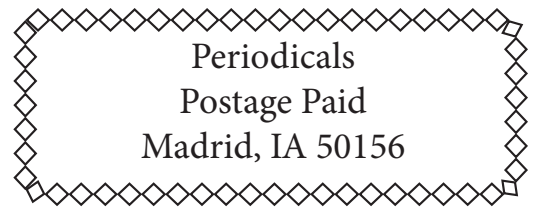


Darcie Renze & Lisa Eittrheim checking out the bull



Wanda Lenhart singing closing song

Wanda Lenjart
Secretary/ Treasurer
6766 460th St.
Sutherland, IA 51058



In honor of Veteran's Day, we would like to express our THANKS for their heroic service for our country. Please send any pictures, articles, or anything else that shows our respect for them by Nov 3rd. Let's show them how much they mean to us.

Article Due Dates

Nov/Dec: Nov 3rd
Veterans Edition
Jan/Feb: Jan 12th
March/April: March 7th

Please remember that all members are welcome to submit articles. All content is subject to the approval of the Editor & State President.
Submit to: upmaiaeditor@gmail.com

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Upcoming Event

Fall Tour
October 21 - 23

°LeMars
Oct. 21

6:00 Pizza Ranch

°Urbandale
Oct. 22

6:00 Pizza Ranch

°Cedar Rapids
Oct. 23

6:00 Pizza Ranch

UPMA IS NOT A UNION. IT IS A PROFESSIONAL ASSOCIATION.

It is an organization of people who hold proud titles. It does not discriminate by race, gender, or salary level. It is a vehicle, an avenue, a method and a tool that can and does help, assist, benefit, and encourage members to be better Postal Managers.