# Treasure State Postmaster

mtnapus.wordpress.com -Doing together what we could not do alone.

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Thanks and Good Luck! Don Knight, Postmaster East Helena, President MT Napus Chapter 1 Area 20 Vice President



As we approach the end of 2014, I am sure that you all are working had to make "This is Our Season", a success in your offices. Looking back over the year, we are all very aware of the changes that have occurred. Many Postmasters were fortunate not to have been impacted, some decided to pursue opportunities in the private sector, others decided to change the direction of their postal career, and many decided to take give retirement their full attention. Much success to

Prior to the final implementation of POStPlan , Postmasters were again impacted and dealt a decisive blow by the arbitration decision of the APWU grievance on September 22, 2014. The decision again presented challenges to Postmasters, this time with countless teleconferences, changes in their offices staffing, hiring, and trying to understand MOU's and the "pecking order" for staffing the 2, 4 and 6 hour RMPO's in their respective clusters. All this and it must be accomplished within such a short period of time while moving into the busiest time of the year. Due to this, I commend and thank Postmasters for their continued resolve in acceptance of these challenges to achieve what is expected of them.

As NAPUS continues to address Postmaster issues and concerns, kudos to President Tony, the national office, and the New Jersey NAPUS chapter for the great national convention in Atlantic City in September. This was a great opportunity to meet and hear PMG Donahoe and other headquarters manager's presentations regarding the current state of the Postal Service and the direction that the USPS will be moving toward in 2015. Take time to read about what was said and presented in the October/November issue of the Gazette. Also, remember that NAPUS is currently involved in a membership drive through December 31st to strengthen our membership going into the future. Please read about the

incentives and details important to the success of the membership drive in this issue of the TSPM.

This will be my last article as the State President of Montana Chapter No 1. I would like to thank our state NAPUS Postmasters and the Montana Chapter executive board for their support during this last year. Although this is my second term as the state president, I continue to learn more about the NAPUS organization, and the resources and services available to our membership. I urge all members to make every effort to attend and become involved with not only your state convention, but also the national leadership conference and the national convention. You cannot fully understand your importance as a Postmaster until you have an opportunity to network with other Postmasters and retirees from all parts of the country. These meetings validate to you how important you are and how your concerns and goals are so akin to others in your NAPUS family. Yes, you are and feel like a family member when you return home from these meetings.

Just a reminder: be sure and check your NPA for FY2014. Should you have any questions or concerns, discuss them with your MPOO. The PFP Matrix can be found on the NAPUS website. If you believe that there are circumstances which may have had an impact on your operation and performance during FY2014, and therefor in your overall ratings; address them now. There are time limitations to submission of mitigating factors, so become aware of these requirements and be prepared.

Finally, my thanks to the Montana, Utah and Wyoming NAPUS Postmasters for their support and confidence as their Area 20 Vice President on the national executive board. This first year of my two year term has been a rewarding experience. As I have said earlier, the opportunity to build on my knowledge of our organization's challenges and commitments to our membership has been rewarding. The future of our organization is important and I am committed to the success and financial viability and remain open to any comments or suggestions from the members I represent. As Postmasters we must continue "doing together what we cannot do alone".

Before closing, I want to extend my best wishes to all Postmasters, and all postal employees for a joyous holiday season. Merry Christmas and a prosperous and Happy New Year in 2015.

## Give Thanks Kae McCloy, 1st Vice President Postmaster, Worden, MT.



As we reflect on Thanksgiving and head toward Christmas, we have also finished another fiscal year with the Post Office and should reflect on it as well

Let us give thanks where we can:

 for NAPUS leaders that have vision to move us ahead and represent us during these changing times

- for our current MPOOS - that have a most difficult job but who work tirelessly long hours to do the best they can for all

- for our fellow Postmasters we can network with
- for Postal Headquarters. Mr. Donahue has strived for financial security and with that has come some vision, some painful decisions, but also with a hopeful and caring heart we should wish him peace and happiness as he moves to retirement
- for Megan Brennan as she takes the helm as the new Postmaster General. She has huge shoes to wear as she wades through the red tape of politics, survival and the speed of change
- -for our Montana Chapter as we face retirements, POStPlan, loss of PMRs, changing times
- for the enthusiasm of the applicants for Postmaster of PTPO 6 offices
- for our retirees who work so hard to help us
- for our customers who continue to rely on and trust in us.

Sometimes it would be easy to not be thankful as we all face the distinct and even unique challenges in our offices and area. It would appear some changes aren't helpful or cost saving. However, hind sight will always be 20-20. Instead of second guessing what we cannot change, if we continue to be thankful for all the good in our lives NAPUS and Postal Service, our future will remain brighter and easier to accept.

Let's don't get caught up in the woulda, coulda, shouldas but instead give thanks. Take a couple minutes and write a quick thank you to someone. It will make them and you feel good and will be revenue for your office! Merry Christmas and Happy New Year to all!

Kae

# NAPUS to Infinity and Beyond!

Janice Erfle Postmaster Retired Secretary/Treasurer

#### Well, Buzz Lightyear we are

**not**, but our Membership Drive is to assure NAPUS goes into the future to protect and fight for Postmasters and their benefits for years to come! Ask your neighboring Postmasters to join.

The Leadership/Legislative Conference in March is another way NAPUS trains Chapter officers to interact with Congress one-on-one to educate the members and their



staffs about the future of Postmasters and the Postal Service. Go to DC in March and meet your Congressional Delegation - Senator Jon Tester, Senator –elect Steve Daines and Congressman-elect Ryan Zinke.

Attend State Convention in June in Billings and meet your National Vice President Don Knight. President-elect Kae McCloy will be hosting. Come and learn what the latest is with NAPUS and the Postal Service. Network with your fellow Postmasters. Get some training! If you are interested in a tour of the Billings Plant, let Kae know.

For those of you retiring, let me know if I can help. Also, I will send you an 1187-R and get you to join our online Retiree Network. Meanwhile, have a very Merry Christmas and a Happy New Year to Infinity and Beyond!

Janice <u>Erfle46@bresnan.net</u> 406-671-5499

## Be Postmaster Strong Clarajean Merrill, 2nd Vice President, PAC Chair, PM Hobson

Becoming Postmaster Strong so as to fight the Giants that come our way, we all have heard the story of David and Goliath. How David defeated the giant Goliath applies to us as Postmasters.

We as Postmasters have our own giants (or what seems like giants to us at the time); late trucks, scanner issues cyber-attacks, winter storms, sick calls; the list can go on and on. In order to fight these giants we as Postmasters need to be mentally strong!!!!



I recently read an article on this very subject. It really hit home to me and I wanted to share some of the points that stood out to me:

**Don't waste time Feeling Sorry for Yourself--**-Life is not fair and it's never going to be. Learn from your mistakes and take responsibility for your actions. Every time you mess up, you will know what not to do next time!

**Don't Give Away your Power**—As Eleanor Roosevelt once said "no one can make you feel inferior without your consent." You are the one in control of your actions and in control of your reactions. Don't let others make you feel bad.

**Don't be afraid of Change**—it is what it is....change. If anything defines what is happening to Postmasters it is change. Keep your focus on where you're at and where you want to go. Look for the light at the end of the tunnel.

Don't Waste Energy on things you can't Control----You can't control everything, so don't let things you can't control overwhelm you and waste energy dwelling about them. Control the one thing you can—and that is you, your reactions and more important your attitude.

**Don't dwell on the Past---** What is in the past is in the past. Learn from mistakes and find joy in your accomplishments. Lessons are learned from both. Take that learned energy and put it into dealing with today's challenges and planning for your future.

**Don't Give up after Failure---**Missed scans, upset customers, missing packages, reports etc....

Postmasters have a lot of responsibilities so there is a lot of opportunity to fail. It seems I fail at something every day and I have to pull myself up from the floor. Every failure is a learning opportunity and one step closer to a perfect day.

I hope you all got as much thought out of the list as I did. It certainly gave me a chance to reflect on how I can improve in these areas.

One thing that I have learned by attending my NAPUS meetings and talk with my fellow NAPUS members is that I'm not alone, we all have the same issues. I encourage all of you to get involved in this great organization and let's help each other fight the giants that we come up against.

I hope you and your families have a healthy and prosperous Holiday Season!





# Looking Forward, Looking Back

By Jasmine Krotkov, Editor Emeritus, PM Retired

A week before I retired, my MPOO came to my office for a visit. My first response when I saw her was a clenching in my gut, along with the fear that I was in trouble. Even though I did my job conscientiously, by the book and with all the best intentions in the world, experience told me that that was no reason to feel complacent. If I got noticed, it was not a good thing.



This time it was a good thing, though. My MPOO Denise Nopper came to give me a certificate which spoke of commemorating my achievement in years of service on "the occasion of your separation". Upon reading that, for a minute there, we were

both confused. Did we get a divorce? Denise did know that I was retiring, not being given an honorable discharge. She did not write the text on the certificate, and she did drive a long way to present this to me in person. That is a lot more than some other MPOOs have done. I remember writing about a much more honorable Postmaster than myself, who got a letter in the mail, with her name spelled wrong. It can happen.

Denise and I had a lovely chat, and she seemed to genuinely wish me well, for which I'm grateful. I'm also grateful to the USPS for giving me this opportunity to leave. There is so much more in life to look forward to, post-postally. People have been telling me for years what a great job this is, but I never did quite understand it. The pay, as a Level 55 Postmaster was not quite enough to live on. The responsibilities were way out of proportion to the amount of authority vested in the position. I moved to a small town located not quite in the middle of nowhere, but just sort of south and east of nowhere for this job, and built a house here. We don't have a thriving real estate market, so even if I wanted to leave, it could be hard. It was nice being able to ride my bike to work. It was quiet, before the computers came.

Looking back over my career gives me a perspective I couldn't have while I was in the thick of it. The view from here is strange. My experience as a Postmaster was decidedly mixed. The thread that holds together both the positive and negative experiences is a sort of malignant, ravenous severity or solemnity to everything Postmasterly: "get this training done by X, or the world will end!", "Scan it this way but not that way, or its public pillory for you!", "Never, ever even dream about having a take-a-penny-leave-a-penny dish!", "The OIG is watching!", "Don't you dare wear sandals or a box will fall on your toe, it will get gangrene, fall off, and then WE will have to pay worker's comp, unless we can prove that you signed a paper saying you knew that wearing sandals was unsafe, and YOU DID IT ANYWAY!", and my personal favorite, that gem of passive-aggressiveness: "Don't you want us to succeed?"

On the flip side of that was the scary-real respect I got from people in the world who learned that I was a Postmaster. And the happy-real trust I got from my customers. They never came into the office fearing that we were going to try to cheat them. Everyone complains that it costs too much, but they also know that the postal service is well-regulated. No Enron shystersharks here. Made it hard to sell insurance, but the warm-fuzzy feeling was worth it.

Was my career worth it? Maybe I'll be able to answer that question better when I have a little bit of a longer view, after I see what it is like trying to make a new career in a difficult job market at the ripe old age of now-I-definitely-qualify-for-age-discrimination. While I was working as a Postmaster, it was easy to concentrate on the problems, and hard to concentrate on the solutions, but I knew that if I paid attention to the problems, they'd get bigger, while paying attention to solutions made them get bigger. And though I don't want to gloss over the hard parts, now is the time for gratitude, for all that I learned through my job, and especially all that I gained from being active in NAPUS.

My dossier is ponderous with both achievements and failures. Working on the Chapter Board, attending conventions, meeting with and creating lasting relationships with my Congressional delegation, finding out how to be a professional writer, editor, publisher and computer-flunky; all these things gave me opportunities to meet with disaster and with unexpected gifts. They vulcanized me. Like a pebble on the beach, the bashing of the waves polished the rough edges off of me until I became easier to hold, and more buoyant. It is wonderful to hand these opportunities over to Dawn and the next generation of volunteers in NAPUS. What a gift.

# Hang Tough! We Need to Come Together by Iris Kill Eagle Vice President, PM Malta

Greetings! Hope everyone is energized and ready to meet the Holiday season head on. This has always been one of my favorite times of year, personally and professionally. I have enjoyed the challenges of the busy holiday rush. This year, however has presented more intense challenges. During my 29 year Postal career there have been many changes but none quite as drastic as this last year. It saddens me to talk to Postmasters who tell me they have gotten to a



point where they dread going to work because of the demands that have been put upon them due to losing employees and gaining extra responsibilities.

I would like to take this opportunity to encourage these Postmasters to hang tough. There was a time when it was a goal and an accomplishment to work yourself up to be selected

Postmaster. I would love to see that become a reality again. We need to come together as a group to support and encourage each other. I also encourage you to keep your pride in the work that you do because you are an important part of the Postal organization as all employees are.

The Postal Service is showing signs of overcoming financial obstacles and hopefully that will continue. To accomplish this there were changes that needed to be made. We might not agree with the all the changes that were made but we can try our best to adapt and maybe strive to be actively involved in becoming a voice to be heard. I ask all Postmasters to become involved and attend our future meetings. It's great to meet, visit and share our experiences, you will find it comforting and inspiring.

Happy Holidays to everyone!

# What a Deal! by Darla Day Membership Chair, PM Huntley

What a deal to offer to non members – You can join and get six months free – you can go to <a href="https://www.napus.org">www.napus.org</a> or contact me and I'll sign you up.

I feel strongly that as a Postmaster, you need to belong to a Postmaster organization that represents Postmasters. I am very proud to be a member of NAPUS, National Association of Postmasters of the United States.

I went to my first state convention in Glasgow, MT. I remember competing against Kerry Bouchard for the first timer's award. We each had a notebook and we were to introduce ourselves to people and have them sign our book. Let me tell you, the competition was tough, indeed. I was a shy gal, but I was determined to win. I met some new friends in the bar, in the swimming pool, in the restaurant, in stores, etc. Kerry started following me to see just where I had guts to go. Kerry and I still laugh about our first competition. We still share a joke that we laugh at every time we tell it. Of course, she tells me that I don't say it right. I just tell her "That's Nice" I have many fond memories of the conventions I have attended. I don't believe I have missed one, yet. In fact, I got a speeding ticket in Wisconsin coming back for the state convention held in Billings, MT. It was worth it to get back in time for the President's reception Monday night.

I want to thank Earline Oset, Ginger Macrow, and Minnie Krause for encouraging me to go to a national convention. Once I went, I didn't want to miss another one. As Kerry and I have said many times, "without NAPUS, we would not have seen many parts of our country. I have been to Niagra Falls, the Grand Ole Opry, New Mexico, and Hawaii, just to name a few places. You meet Postmasters from all over the United States that you develop friendships with. The education and the opportunity to meet people from Headquarters is just awesome. The opportunity to network

volume 5 issue 4 December 2014

with other Postmasters who are facing the same issues that you face here in Montana is rewarding, also. I still remember a trip to DC for Leadership when Janice Erfle arranged a meeting with the Postal Rate Commission for us Montana Postmasters. I remember thinking we were just going to have a tour of the offices when we were led into a room and actually sat down with the Commission and discussed Postal issues with them. I had a better understanding after the meeting what their responsibilities were and I think they had a little better understanding of what rural Montana Postmasters faced, also.

We were able to attend a board of governor's meeting, also. It pays to have a friend who has connections (Janice). We have had some great times together going to leadership or national conventions. I know there are people who are not joiners, don't have the time to participate, or feel they need to belong in order to have representation. You just don't know what you are missing. We used to have 10 days of convention leave, but we lost there just were not enough folks who took advantage of the leave. The only out of pocket expenses you have are the gas to get there, motel room, and meals. As a member your registration cost is free. Check with your accountant to see if you can write this off as a deduction for education as it pertains to your job. I don't know how many of you are unhappy with what you got for your PFP, but this is what your Postmaster Organizations worked so hard to get for you. Take some of the increase that you will receive and join NAPUS if you have not already joined. If you are a member, consider giving to PAC. We need to fight the fight for Postmasters and we can do that by giving to PAC. We have a full time lobbyist who is very respected on the hill. The PAC funds are used to support people who support us on the hill.

Please, please consider joining if you are not already a member. If you are a member, call a neighboring Postmaster and ask them to join if they are not already a member. Ask them to come with you to convention.

Take care and be good to yourself, your family, your friends, and your fellow





Congratulations Jasmine!

Nothing is more rewarding when attending a national convention than seeing a Postmaster from your state chapter recognized for their contributions and professional achievements. This was the case in Atlantic City, on the opening day of the convention. Jasmine Krotkov, Postmaster of Neihart MT, and Montana NAPUS Editor was recognized nationally and awarded the 2014 John Fitzgerald Gold Shield Award for Editorial Excellence. This award is the top editorial honor presented each year during the national convention. As those of us who know Jasmine, and have enjoyed the special way that she can describe an event, or tell a story, explains why Jasmine is so deserving of this recognition.

It was great to attend the Editors Award Reception later during the convention and hear from other state Chapter Editors about how they enjoyed reading the articles and networking with Jasmine, and the friendship that they developed during Jasmine's years as Montana's TSPM Editor. During this Editorial Awards reception, Jasmine received recognition for contributions in Best Feature or Human Interest Story and Best Use of Photography from the national organization.

At the Montana convention last June, Jasmine made the decision not to continue as our chapter Editor, and since then decided that it was time to make a change in her life. Jasmine retired from her Postmaster position in Neihart on September 30, 2014. Our congratulations and best wishes go to Jasmine for the contributions made to the betterment of the Montana Chapter of NAPUS and the United States Postal Service. You will be missed.

-Don Knight, President MT Chapter 1, Area 20 VP and Postmaster, East Helena.

**Huntley MT took first place** in Breast Cancer Stamp Sales for Breast Cancer Awareness Month in October for the Dakotas District which includes South Dakota, North Dakota, and Montana.

Darla Day, Postmaster, on the left was Pink n Purty and Karen Robinson, PTF clerk, was Pretty in Pink on the last day of the promotion, which was Halloween– we sold over two thousand dollars.

The postal service has raised more than \$78 million in voluntary contributions for breast cancer research since July 1998, and sales of the stamp have been extended until December 31, 2015



Guess who we ran into at National? It's our own *Candice Olson!* Now a PM in Juneau, AK, and Editor for the Alaska Chapter of NAPUS.



The Montana Delegation
to 2014 NAPUS National Convention in Atlantic City



Towering above all the rest, Don casts Montana's vote



The National Office will be sending out a packet scheduled to be printed and mailed on October 28<sup>th</sup> to all non-members 18 and above. The packet will be mailed jointly with the NAPUS Federal Credit Union and will contain the following:

- A letter from me describing the benefits and reasons they should join NAPUS.
- A list of benefits they will receive if they join the credit union.
- An 1187 and a business reply envelope so they can easily return it to us.

The contest will run from September 19th to December 31st as follows:

- Any new active member signed up during the contest period will receive free membership for six months, regardless
  of how long they have been in office.
- \$25 to the Sponsor that signs up a new Postmaster.
- \$10 to the Sponsor that signs up a OIC, PMR, or Retired Postmaster.
- All new members' names will be put into a raffle. We will pull five names in January, and they will receive free registration to the National Convention in Mobile (non-transferable).
- All Sponsors of the new members will have one ticket with their name placed in a raffle for each member they sign up. We will pull three names in January for the following cash reward:

First Prize \$250 Second Prize \$150 Third prize \$100

Here is what I need from every officer and member of NAPUS. We need to prioritize and concentrate our efforts on membership especially from now until the end of the year. We have some great incentives for both the active and retired Postmasters to get involved. We also have great incentives for new member's to join. I need each and every National Vice President to touch base with their states and insure we are organized and get personally involved to sign up new members. I am declaring the first week of November NAPUS National Membership Week.

We need to get all our state officers and every member that wants to help and divide up our Non-member list. We need our State Presidents and membership chairs to get the District phone directories and make copies for everyone calling. This will insure everyone calling has the most accurate information and phone numbers. We need to call every non-member and talk to them one on one about signing up. It is ok to assign more than one member to call each person to insure we get them all. We will provide a script with talking points to assist them in their conversations. I will have telecon's next week with the State presidents and membership chairs to also make sure they are organized and prepared for this challenge. The national office will be here to assist you and help in any way they can. Membership has never been more important than it is today.

MONTANA NAPUS CHAPTER 1

#### Script / Outline New Member First Contact

#### 1. The Handshake...

Hello, my name is <u>insert name here</u> and I am currently the <u>insert position / title and city here</u>. As a <u>insert state name here</u> state NAPUS member I am contacting you to say congratulations on your appointment as the <u>Postmaster / PMR /OIC</u>.

Also I want to let you know that now would be a good time to take the second most important step in your career by joining the National Association of Postmasters of the United States, (NAPUS).

If you have a minute or two I would like to talk to you a little about NAPUS. I would also like to go over some of the many reasons to join NAPUS.

**If No:** I understand, as a fellow <u>Postmaster / PMR / OIC</u> I know just how busy it can get in an office. Would it be ok if I leave you my number for a possible future conversation or perhaps call you back at a more convenient time?

If so, leave a good contact phone number, or set up a good time and date to re-contact them and continue with your conversation below. **If Yes:** Continue with the conversation below...

#### 2. A little about NAPUS:

A. NAPUS was founded more than a century ago. We are the largest Postmaster organization, and you will be joining more than 28,000 other Postmasters, PMR's, officers-in-charge, Postmasters Retired, and associate members that make up our family. We have active chapters in all 50 states including Puerto Rico/Virgin Islands. Over the many years these members have gained additional insight, ideas and career assistance by networking with their fellow NAPUS members.

These chapters conduct state conventions that are, in effect, mini-national conventions. Chapter officers are elected, proposed policy changes are debated, Postmaster training is conducted, scholarships are presented and there still are ample opportunities for fun, fellowship and entertainment!!!!!!

Most NAPUS chapters also conduct district meetings within their states throughout the year and several chapters join neighboring state chapters each year to conduct training seminars and joint conferences.

**B.** While NAPUS wishes that no Postmaster would ever get in to trouble, and works diligently to prevent problems before they occur, we do support and finance the finest representation system for Postmasters.

To that end, NAPUS consistently has maintained a motivated and highly skilled team of Postmaster representatives. This team is known as the National Postmaster Representation Committee. In addition to these national PM reps, most NAPUS state chapters also have a PM rep committee or at least a PM rep to assist Postmasters. Many of these chapter reps work in conjunction with their national counterparts in coordinating assistance to Postmasters who find themselves in trouble in their offices. If the issue is still not able to be resolved, then we have a legal defense attorney that will get involved, and you will receive the best legal defense plan offered by any organization.

- C. In addition we are the ONLY organization that has a fulltime Government Relations Director, Bob Levi, who works with Congress to help secure and ensure that our legislative agenda is advanced, including making sure that health and retirement security will be there for us now and in the future.
- D. If you are not sold yet let me tell you about another incredible benefit you receive when you join NAPUS. We have our very own outstanding full service NAPUS <u>Credit Union</u> with better than competitive rates! I urge you to continue reading about the great offers at <u>www.NAPUSfcu.org</u>.

#### 3. THE CLOSING:

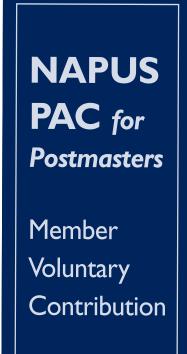
Do you have any questions? If not, we want to offer you this opportunity to join us with no risk involved. You can take a test ride to see just how valuable an organization we are. NAPUS is now offering FREE MEMBERSHIP for any Postmaster, OIC or PMR for six months if you sign up from now until December 31, 2014. Your name will also be placed in a drawing for a FREE REGISTRATION to our 2015 National Convention in Mobile, AL. I can help you complete your 1187 right now if you will give me the following information. Ask name, address, etc.

Or, you may simply fill out the 1187 enclosed with your packet and mail it the NAPUS National Office at 8 Herbert Street, Alexandria, Virginia 22305-2600.

You may also join us online on our website, <u>www.napus.org.</u> Click on "Join Now" at the very top of the "Home" screen and it will take you to the form. Please check out other NAPUS benefits while visiting our website.

If you need further assistance, we have a full-time staff available from 8:30AM-5:00PM EST to assist you in signing up. So feel free to call them at 1-703-683-9027 and ask for Cora, Gerri, or Dave, and they would be happy to assist you.

Thank you for your time and please do not hesitate to call if you need any further information or have any questions.



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volume 5 issue 4 December 2014



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