



RECEIVED
SEP 29 2023

September 26, 2023

Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7020 3160 0002 0327 8560

Dear Ivan:

This is in further reference to the Postal Service's correspondence dated January 10 (enclosed), regarding the testing of a work order ticketing system in the Facilities Maintenance Organization (FMO) to enhance the visibility of work orders in the system.

As previously informed, the test began in the Nevada-Utah District for 180 days and was subsequently expanded to all Districts. The Postal Service has determined that the subject ticketing system proved successful during the test. As such, the Postal Service considers the testing period concluded and intends to leave the new FMO ticketing system in place.

Applicable handbooks and manuals are being evaluated to determine what changes, if any, need to be made to reflect the FMO ticketing system.

If there are any questions, please contact Tom Elias at 301-300-5022.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon R. Richardson", with a long horizontal flourish extending to the right.

Shannon R. Richardson
Director
Contract Administration (APWU)

Enclosure



January 10, 2023

Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7020 3160 0002 0327 1103

Dear Ivan:

As a matter of general interest, the Postal Service plans to test a work order ticketing system in the Facilities Maintenance Organization (FMO) to enhance the visibility of work orders in the system.

Currently, the FMO uses the Electronic Maintenance Activity Reporting and Scheduling System (eMARS) to enter and track work orders assigned under the FMO and facilities utilizes the Electronic Facility Maintenance System (eFMS). However, there is no communication between the two systems that tracks when escalation of a work order is required. Rather, reconciliation of completion and/or declinations for non-emergencies must be manually entered in both systems. This process results in limited visibility for Postal Service management to track the progress of maintenance requests.

In an effort to improve the visibility of maintenance requests from submission to completion, the subject test will automate the submission of the PS Form 4805, *Maintenance Work Order Request*, from a hard copy paper form requiring manual entry to an electronic request ("Help Ticket") that is entered directly into a web-based platform by the requestor.

The test is scheduled to begin January 23 in the Nevada-Utah District and take place for 180 days. It is anticipated that testing will be expanded to additional Districts during the test period. The districts and associated time-periods will be provided in advance.

Please contact Tom Elias at 301-300-5022 if there are any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson
Director
Contract Administration (APWU)

Enclosure