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LABOR RELATIONS



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 blue ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson
Director
Contract Administration (APWU)

Enclosure

Ticketing System Pilot

Background

- Field maintenance (FMO) uses the Electronic Maintenance Activity Reporting and Scheduling system (eMARS) to enter and track FMO scope work orders throughout their lifecycle
- Facilities (FSO) uses the Electronic Facility Maintenance System (eFMS) to enter and track FSO scope work orders throughout their lifecycle
- Currently no integrated system between FMO and FSO systems for transaction escalation
 - requires manual reconciliation and “declinations” for non-emergencies
- Local FMO uses “Registers” to manually enter and track workload for field work
- Recorded workload | hours worked | travel is a factor in staffing considerations

Pilot Key Points

- Convert manual PS 4805 manual work order into electronic request (Help Ticket)
- Customer focused approach to provide visibility from request to completion
 - Auto-populate fields based on requester profile
 - Prepopulate dropdown menus for common requests and standardization
 - Ticket interface to allow customers easy access for follow up
 - Auto e-mail feeds to keep customers informed of ticket status and changes
 - Allow customer to reopen ticket if work is not adequately resolved
- Improved documentation and visibility to accurately estimate cycle time and work credit
- Additional screening prior to “declining” workload
- Enable system capability to pass a ticket to eFMS when appropriate

Interface – Web Based



Field Maintenance Ticketing System

Welcome JASON HEWITT

Office Selection

Area: WESTPAC RETAIL & DELI | District: INDIOT | Office: LAS-DOWNTOWN-RTL | FDS Facility: DOWNTOWN LAS VEGAS

Input a Ticket for DOWNTOWN LAS VEGAS

Submitter Information

First Name: JASON
Last Name: HEWITT
Job Title: DIR RETAIL & POST OFFICE OPS MAINT
USPS Email: Jason.d.hewitt@usps.gov
Contact Number: 999-999-9999

Contact Information

Same as Submitter: Yes No
First Name: JASON
Last Name: HEWITT
Job Title: DIR RETAIL & POST OFFICE OPS MAINT
USPS Email: Jason.d.hewitt@usps.gov
Contact Number: 999-999-9999

Please Submit Contact Information to Confirm



Office Request Information

Urgency Level: Urgent
Ticket Generated: Genba
Repair Type: Postal Equipment
Sub-Repair Type: Postal Equipment-Outside Equipment - Arrow Lock Repair/Replace
Work Location: Collection Box Address
Best Time to Contact: From 0800 To 2000
Best Days for Repairs: Mon-Fri
Upload Pictures: You will be able to after Submitting
Description of Problem: 555 Front Street and Smith Street, Can't Open Collection Box - Needs new Arrow Key Lock