



**Maintenance Handbook MS-45
Field Maintenance Program**

**Transmittal Letter 4
June 15, 2006**

A. Explanation

This Maintenance Series (MS) handbook supports field maintenance of the Field Maintenance Program. Updated versions or change packages will be issued, as future needs demand.

B. Additional Copies

Order additional copies of MS-45, by submitting a PS Form 7380, *MDC Supply Requisition*, to the Topeka Material Distribution Center, specifying HBKMS45 in the Postal Service Item Number (PSIN) column. If ordering by Touchtone Order Entry, use PSN 7610-03-000-9352. To order 3-ring handbook binders, use PSIN O399A or PSN 7510-02-000-8125.

C. Rescissions

MS-45 (TL-4, 06-15-06) rescinds MS-45 (TL-3, 08-01-87). Please discard all previous TL-3 versions.

D. Comments and Questions

Suggestions for improving this handbook are solicited from all sources. To send us your comments and suggestions, or to report MS Handbook errors, please use the Comments/Suggestions link at <http://www.mtsc.usps.gov> or use the preaddressed comment cards at the back of this handbook.

A handwritten signature in black ink that reads "Earl J. Jones".

Earl J. Jones
Manager



FIELD MAINTENANCE PROGRAM

*Maintenance Series Handbook
MS-45*

TL-4, June 15, 2006

FRONT MATTER

Published by:

MAINTENANCE TECHNICAL SUPPORT CENTER
MAINTENANCE POLICIES AND PROGRAMS
UNITED STATES POSTAL SERVICE
600 WEST ROCK CREEK ROAD
PO BOX 1600
NORMAN, OK 73070-6708

This handbook may be used only by USPS personnel for training and maintenance. Other than for these purposes, no part of this publication may be reproduced or divulged to third parties in any form or manner without written permission from the Maintenance Technical Support Center.

Access electronic handbooks from the MTSC Electronic MS Handbooks web site at:

<http://www.mtsc.usps.gov/msbooks/ElectronicHB.cfm>

Select either “HTML Version” for an online interactive handbook or “PDF Version” to download and print selected portions of this handbook.

Suggestions for improving this handbook are solicited from all sources. To send us your comments and suggestions, or to report MS handbook errors, please use the Comments/Suggestions link at:

<http://mtsc.usps.gov/msbooks/CommentsCard/ContactForm.cfm>

Comment cards may also be submitted by completing and mailing the preaddressed comment cards at the back of this handbook.

Order additional copies of documents in this series either by submitting a completed Form 7380 (*MDC Supply Requisition*) to the Topeka Materiel Distribution Center using the PSIN, or by using the PSN when ordering by touch-tone phone.

MS-45 Series Handbook PSIN: HBKMS45
 PSN: 7610-03-000-9352

Binder

8.5 by 11 inch 3-ring binder with 1 inch capacity

PSIN: O339A
PSN: 7510-02-000-8173

EFFECTIVE PAGES

EFFECTIVE PAGES

The following is a list of effective pages and the current version of each page in the handbook.

PAGE NUMBER	EFFECTIVITY	PAGE NUMBER	EFFECTIVITY
i to viii	TL-4		
1-1 to 1-2	TL-4		
2-1 to 2-2	TL-4		
3-1 to 3-4	TL-4		
4-1 to 4-2	TL-4		
5-1 to 5-2	TL-4		
6-1 to 6-2	TL-4		

TABLE OF CONTENTS

TABLE OF CONTENTS

CHAPTER 1 INTRODUCTION	1-1
110 SCOPE	1-1
120 RESPONSIBILITIES.....	1-1
120.1 Safety and Health	1-1
120.2 Headquarters Responsibilities.....	1-1
120.3 Area Responsibilities	1-1
120.4 Host Maintenance Management Office Responsibilities.....	1-1
120.5 Field Maintenance Office Responsibilities.....	1-1
120.5.1 Administration.....	1-1
120.5.2 Resources	1-2
120.6 Local Responsibilities	1-2
120.6.1 Management	1-2
120.6.2 Operator	1-2
120.7 Facilities Single Source Provider.....	1-2
CHAPTER 2 MAINTENANCE IN ASSOCIATE OFFICE FACILITIES.....	2-1
210 GENERAL	2-1
211 Maintenance Responsibility.....	2-1
212 Responsibility Determination	2-1
220 MAINTENANCE PROGRAM.....	2-1
230 SCHEDULED MAINTENANCE	2-1
231 General	2-1
232 Definitions	2-1
232.1 Preventive Maintenance.....	2-1
232.2 Corrective Maintenance	2-1
232.3 Modifications	2-1
232.4 Other.....	2-1
240 UNSCHEDULED MAINTENANCE.....	2-2
241 General	2-2
242 Other Unscheduled Maintenance	2-2
243 Emergency Repairs	2-2
250 REQUEST FOR WORK	2-2
CHAPTER 3 FIELD MAINTENANCE PROGRAM ADMINISTRATION.....	3-1
310 GENERAL	3-1
320 MAINTENANCE TASKS	3-1
321 Definitions	3-1
321.1 Plant Equipment.....	3-1
321.2 Operating Equipment	3-1
322 Maintenance Task Classifications	3-1
322.1 Housekeeping (Custodial).....	3-1
322.2 Building Maintenance	3-1
322.3 Operating Equipment Maintenance.....	3-1
322.4 Administrative Tasks	3-1
322.5 Other Maintenance Tasks	3-1
330 ASSIGNING THE MAINTENANCE TASKS	3-1
331 General	3-1
332 In-House Tasks	3-1
333 FMP Tasks.....	3-2
334 Supplemental Staff Tasks.....	3-2
335 Contractor Maintenance	3-2
340 TRAINING FOR THE FMP	3-2
341 General	3-2
342 Requirements Determination.....	3-2

FRONT MATTER

343 Informal Training.....	3-2
343.1 FMP Employee Training.....	3-2
343.2 Installation Head Training	3-2
344 Formal Training	3-2
345 Training Records	3-2
350 MANAGING THE WORK.....	3-3
351 General.....	3-3
351.1 Working Relationships.....	3-3
351.2 Inspections	3-3
351.3 Priority	3-3
352 Acceptance of Work	3-3
352.1 Work Request Validity.....	3-3
352.2 The Contracting Option	3-3
352.21 Decision to Contract.....	3-3
352.3 Postal Work	3-3
353 Accomplishing the Work.....	3-3
353.1 Prioritize Work Orders.....	3-3
353.2 Schedule and Assignment	3-3
353.3 Perform Work	3-3
353.4 Review and Follow-up.....	3-3
354 Record Keeping.....	3-4
360 TRAVEL AND TRANSPORTATION.....	3-4
361 General.....	3-4
362 Vehicle Maintenance	3-4
363 Vehicle Safety.....	3-4
364 Limits on Vehicle Use	3-4
365 Travel Time.....	3-4
366 Overnight Travel	3-4
367 Travel Expenses.....	3-4
CHAPTER 4 CONTRACTOR-PERFORMED WORK.....	4-1
410 INTRODUCTION.....	4-1
411 Definition.....	4-1
412 Scope.....	4-1
420 PROCEDURES FOR OBTAINING NON-POSTAL WORK.....	4-1
421 Procurement and Administration	4-1
422 Reference Documents.....	4-1
423 Local Purchasing Authority.....	4-1
430 PERFORMANCE.....	4-1
430.1 Contractor Safety.....	4-1
430.2 Monitoring the Work	4-1
440 PAYMENT	4-2
450 CONTRACTOR CLEANING.....	4-2
460 REPAIR SOURCE CALL LIST	4-2
461 Emergency Repairs	4-2
CHAPTER 5 TOOLS AND PARTS	5-1
510 TOOLS	5-1
511 Issuing Tools	5-1
512 Issuing Tools Permanently	5-1
513 Issuing Tools Temporarily	5-1
514 Tools for Local Use.....	5-1
520 PARTS.....	5-1
521 Exchanging Units and/or Parts.....	5-1
522 Determining Need for Local Parts Stock	5-1
523 Ordering Parts	5-1

TABLE OF CONTENTS

524 Locally Purchased Parts and Supplies.....	5-2
524.1 Supplies.....	5-2
CHAPTER 6 FMO RECORD KEEPING	6-1
610 GENERAL	6-1
620 REQUIRED FILES INFORMATION	6-1
621 Inventories	6-1
622 Resources.....	6-1
623 History.....	6-1
624 Inspections.....	6-1

THIS PAGE INTENTIONALLY LEFT BLANK

**CHAPTER 1
INTRODUCTION**

110 SCOPE

This handbook describes policies for the Field Maintenance Program (FMP). The FMP is designed to provide maintenance support to Associate Offices (AO), including the Stations and Branches of those AO's, that are within a designated geographic area and are not maintenance capable or do not have employees with the requisite skill level.

120 RESPONSIBILITIES

120.1 Safety and Health

All Postal Service employees must observe safe working practices and Postal Service safety rules as a primary responsibility mandated by EL-814 *Postal Employees Guide to Safety* and the Occupational Safety and Health Administration (OSHA) under Public Law 91-596, as amended by the Postal Employees Safety Enhancement Act (PESEA). Refer to HBK EL-803 *Safety Procedures For Maintenance Employees*

120.2 Headquarters Responsibilities

Headquarters, through Maintenance Policies and Programs, prescribes policy by which the FMP operates. Maintenance Policies and Programs is responsible for:

- a. Developing new or revised policy guidance on the role and functions of field maintenance offices, and acquisition, maintenance, and disposal of equipment.
- b. Issuing technical information in maintenance handbooks and other publications.
- c. Approving field maintenance training programs for maintenance personnel.
- d. Providing technical support for the FMP.

120.3 Area Responsibilities

The Area Maintenance Support Manager, or the designated representative, is responsible for:

- a. Defining geographic areas to be served by individual Field Maintenance Offices (FMO) and designating the responsible Host Maintenance Management Office (HMMO).
- b. Reviewing and approving FMO staffing.
- c. Auditing the FMOs periodically to review their performance.
- d. Administering Area FMP training policy.

120.4 Host Maintenance Management Office Responsibilities

The maintenance-capable Host Maintenance Management Office (HMMO) is designated by the Area Office as a FMO site and is responsible for:

- a. Supporting FMP Administration.
- b. Exchanging parts or equipment items, and using the host plant stock room and mail transportation services, when possible.
- c. Approving attendance and scheduling FMO training.

120.5 Field Maintenance Office Responsibilities

120.5.1 Administration - The FMO administers the day-to-day operation and control of the FMP by prioritizing work, establishing a work schedule, and ensuring that maintenance tasks are completed quickly and economically. Each FMO must have a designated Manager, Field Maintenance Operations, (MFMO) to oversee the FMP. Administration of the day-to-day operations of the FMP may be accomplished by the MFMO and/or a designated Supervisor, Maintenance Operations.

120.5.2 Resources - The MFMO or designated supervisor assists the installation head to ensure AOs that do not have internal maintenance capability are adequately maintained. This may be accomplished using a variety of resources including postal employees and contractor performed maintenance. The FMO should assist in obtaining contractor maintenance when needed. Provisions of the *Administrative Support Manual (ASM)* must be followed.

120.6 Local Responsibilities

120.6.1 Management - The installation head is responsible for maintaining the building and its equipment (including customer service equipment, mail processing equipment, support equipment) and custodial services in the facility in accordance with MS-110, *Associate Office Postmaster's Facilities Maintenance Guidelines*.

120.6.2 Operator - Personnel who operate equipment may have responsibilities for certain types of maintenance. Normally, this maintenance is delineated as operator duties in the operating instructions for specific pieces of equipment. In addition, the operator may at times be requested to ship whole units or subassemblies back to a designated office for repair.

120.7 Facilities Single Source Provider

The Facilities Single Source Provider (FSSP) program provides a single point of contact for building support and facility maintenance-related calls. Requests for assistance are routed through a call center operated by the Facilities Service Office (FSO). The FSO screens calls for completeness, maintenance responsibility, and emergency status. The FSO handles issues when the lessor has maintenance responsibility. The FSO contracts work declined by the FMO after an evaluation is completed by the FMO. FSSP works closely with the FMO in responding to work requests, and is the first contact for maintenance-related calls from non-maintenance capable facilities.

**CHAPTER 2
MAINTENANCE IN ASSOCIATE OFFICE FACILITIES**

210 GENERAL

211 Maintenance Responsibility

AOs may be owned by the Postal Service, leased, or controlled by another government agency. The Postal Service maintains postal-owned buildings using a variety of resources. In leased or government-owned buildings, the lease or inter-agency agreement specifies maintenance responsibility. Where the Postal Service is responsible for maintenance, the work must be accomplished in the most efficient manner. Management must ensure compliance with all current handbooks, manuals, and other applicable guidelines.

212 Responsibility Determination

If a leased facility requires maintenance, the FSSP will determine if the work is the responsibility of the Postal Service or the lessor. Copies of the lease are available to both the leased facility and the FMO through the FSO. Questions pertaining to the lease must be directed to the appropriate FSO. In facilities where another government agency has maintenance responsibility, that agency must be contacted regarding needed repairs. The FSO will contact the lessors and other government agencies.

220 MAINTENANCE PROGRAM

The installation head is responsible for the maintenance of each AO facility. The MFMO may assist the installation head in carrying out this responsibility. Provisions of the *Administrative Support Manual* (ASM) and Facilities Single Source Provider (FSSP) must be followed.

230 SCHEDULED MAINTENANCE

231 General

Scheduled maintenance is work planned in advance. It may include preventive maintenance (PM), corrective maintenance (CM), modifications, or other planned maintenance activities.

232 Definitions

232.1 Preventive Maintenance

Preventive maintenance is the scheduled, systematic inspection, examination, cleaning, lubricating, adjusting, and servicing of equipment to maintain it in top operating condition. Preventive maintenance and follow-up repair work (scheduled repair or parts replacement) are scheduled in advance.

232.2 Corrective Maintenance

Corrective maintenance is repair or replacement of a failed or defective part, subassembly, or assembly of an equipment item, or portion of a building or facility, which returns the equipment or system to optimum condition. Corrective maintenance may be performed through routine *scheduled* maintenance (when the imminent failure of a part is detected) or *reactive* (when the failure occurs without warning).

232.3 Modifications

Modifications are changes to the present configuration of a building, building system, or operating equipment. Modifications are authorized by Headquarters on configuration-controlled equipment or by the local authority for non-configuration-controlled equipment.

Modifications that change the building structure are classified as repair and alteration projects. These projects are the responsibility of the Facilities Service Office and are not performed at the local level. However, management at any level or their designee may identify and request the need for such projects.

232.4 Other

Other scheduled maintenance activities may include projects not otherwise classified, such as rearranging workroom layouts and inspection activities.

240 UNSCHEDULED MAINTENANCE

241 General

Unscheduled maintenance is unplanned during normal scheduled maintenance. Unscheduled maintenance is categorized as either "other unscheduled" or "emergency repairs" maintenance.

242 Other Unscheduled Maintenance

Maintenance employees or building occupants may discover maintenance issues during the normal course of activities. These maintenance issues may also be identified during other maintenance activities, such as routine inspections or repairs.

243 Emergency Repairs

An emergency is an unforeseen circumstance or combination of circumstances that calls for immediate action in a situation not expected to be of a recurring nature.

Circumstances calling for immediate action include, but are not limited to:

- Safety hazards to employee(s) or patrons
- Endangerment of employee(s), mail, or property security
- Interruption of the Postal Service mission
- Continuation of loss, damage, or degradation of Postal Service property

If an emergency is beyond local capabilities or the pre-arrangement with a contractor fails to address required repairs, the AO must report the exact nature of the problem to the FSSP call center.

250 REQUEST FOR WORK

Requests for facility related work should be made through the FSSP. Requests for other work should follow procedures as directed by the Field Maintenance Office (FMO).

The information must include the requesting office location and contact information, a clear description of the work requested, the location of the work, the date required, and safety concerns (asbestos, lead paint, etc.) that may affect how the job is performed.

A request for work may be initiated through a telephone call, fax, e-mail, voice mail, hardcopy, or other form of communication. The FSSP or FMO, as appropriate, ensures that the request is from the installation head or other proper authority. A hard copy or signature is not required.

CHAPTER 3
FIELD MAINTENANCE PROGRAM ADMINISTRATION

310 GENERAL

The Field Maintenance Program (FMP) requires administrative planning including estimating the activities and resources needed to adequately maintain AOs. Maintenance tasks and an overview of work orders and expenses may be used as planning resources. This chapter outlines some important areas that must be properly managed if the FMP is to fulfill its purpose.

320 MAINTENANCE TASKS

321 Definitions

321.1 Plant Equipment - A facility's physical plant includes the building, grounds, equipment such as heating, ventilation, air-conditioning (HVAC), plumbing, electrical systems, and support equipment (lawnmower, vacuum cleaner, etc.).

321.2 Operating Equipment - Operating equipment is that used in daily business operations, such as mail processing equipment, customer services equipment, and mail processing support equipment (scales, stamp vending machines, canceling machines, security containers, cases, dock lifts, etc.).

322 Maintenance Task Classifications

Maintenance tasks fall into five categories: housekeeping (custodial), building maintenance, operating equipment maintenance, administrative tasks, and other maintenance tasks not classified above.

322.1 Housekeeping (Custodial)- Refer to *MS-47, Housekeeping, Postal Facilities*, guidelines for estimating custodial work hours necessary to maintain a clean, safe, and healthful condition. The MFMO, along with the installation head should apply the criteria in *MS-47* when preparing the estimated custodial budget worksheet. The MFMO may assist in the development of custodial routes or in the development of the scope of work for the subcontracting of cleaning services where applicable.

322.2 Building Maintenance - Handbook *MS-1, Operation and Maintenance of Real Property* may be used as a general guide for determining maintenance tasks related to the physical plant.

322.3 Operating Equipment Maintenance - The guidelines for determining the maintenance tasks related to operating equipment are found in directives, manuals, handbooks and bulletins

322.4 Administrative Tasks - These involve activities and time spent in nonproductive duties such as travel, training, and record keeping.

322.5 Other Maintenance Tasks - In cases where maintenance guidelines do not exist, derive maintenance tasks from an analysis of historical data of similar equipment or from the manufacturer's suggested maintenance guidelines.

330 ASSIGNING THE MAINTENANCE TASKS

331 General

The FMO is not the sole performer of AO maintenance tasks. Maintenance tasks can be assigned to in-house personnel, FMO, supplemental staff, or contractor resources.

When the need for a maintenance task is determined and properly requested, the MFMO decides how to prioritize and accomplish the work. All decisions must be in accordance with all current handbooks, manuals, and other applicable guidelines.

332 In-House Tasks

In-house tasks can be assigned to maintenance personnel employed at an AO. When in-house labor is used, the installation head must ensure that the individual assigned to do the work has the training and skills necessary to properly perform the task.

333 FMP Tasks

FMP tasks can be assigned to area maintenance technicians, area maintenance specialists, mechanics, and other designated personnel assigned to the FMP.

334 Supplemental Staff Tasks

When a particular task exceeds the capability of the FMP workforce, the FMP may be assisted by supplemental staff from other facilities.

335 Contractor Maintenance

Contractor maintenance is work completed by non-postal personnel. All arrangements for maintenance work by non-postal personnel must comply with the *Administrative Support Manual* (ASM); current *Purchasing Manual* instructions, and "Cleaning Services Local Buying Agreement Guidelines."

340 TRAINING FOR THE FMP

341 General

The FMP is enhanced by formal and informal training. Installation heads, supervisors, non-FMP employees, MFMO, and FMP employees may receive training. The MFMO or local installation head, as appropriate, must ensure that any employee assigned to a maintenance task is familiar with the importance of safe practices, the equipment, the type of work (corrective or preventive), and any required forms or paperwork.

342 Requirements Determination

Training ranges from introductory courses for installation heads to in-depth technical training for area maintenance technicians and specialists. Formal training is available through the National Center for Employee Development, the Postal Employee Development Centers, and other local resources. Informal training is "on the job" or "hands on" instruction. To determine training needs, the MFMO must examine the potential tasks and the current skills of FMO employees. In addition, the FMO must consider the type of equipment and level of maintenance expected. The MFMO and the immediate manager should determine the training needs.

343 Informal Training

343.1 FMP Employee Training - The Host Maintenance Office and/or MFMO can arrange for informal training to be given by a Subject Matter Expert (SME) or On the Job Trainer (OJT). Training should occur on site, where the trainer can instruct the employee in the proper procedure.

343.2 Installation Head Training - AO postmasters/installation heads should receive informal training on facility maintenance. A new postmaster may receive indoctrination and instructions from the local Manager Post Office Operations (MPOO), or the MFMO, while an incumbent postmaster or installation head may receive instruction at seminars and meetings. Training and instruction should include such topics as field maintenance program procedures, procurement procedures, safe combination changes, vending equipment, custodial scheduling, housekeeping inspections, inspection forms and procedures, safety and health issues, and other topics required under the FMP.

344 Formal Training

The Host Maintenance Office and/or the MFMO determine formal training requirements to ensure that FMP employees are adequately trained. Requirements must be coordinated with the Host Maintenance Manager in order to meet the initial call for training billets in the coming year. When the Host Maintenance Office receives the requested billets, FMP employees can be scheduled for training in accordance with Article 38 of the APWU National Agreement. The MFMO works with the Postal Employee Development Center (PEDC) to ensure the employee has taken prerequisite courses and is ready for the training.

345 Training Records

Training records are contained in the National Training Database for any training that has a national course number. Records are also kept in the Automated Enrollment System (AES), electronic maintenance activities, reporting and scheduling (eMARS) system, and local PEDCs. Training records for FMP employees should be maintained by the PEDC (and locally by the MFMO) and for AO employees by the local installation head.

350 MANAGING THE WORK

351 General

351.1 Working Relationships – A line of communication must exist between the AO installation head, FMO, the Host Maintenance Office, the District Office, the Area Maintenance Support office, and the FSO. Work requests, work orders, reports, technical advice pertaining to facilities, contracts, and repair and alteration projects; procurement requests; lease amendments, renewals and lessor maintenance, may flow through any or all of these communication channels.

351.2 Inspections - Maintenance inspection requirements are established by Headquarters. This policy is normally distributed through handbooks and maintenance bulletins. The Area Office may establish additional inspection requirements.

351.3 Priority – Priority must always be given to emergency repairs as defined in Section 243. Urgent requests are those that need quick attention or action, may pose a potential threat or danger that could lead to an emergency if left unattended, but do not yet interrupt the core mission of the Postal Service. Requests not classified as emergency or urgent are considered routine.

352 Acceptance of Work

352.1 Work Request Validity - The MFMO must evaluate the work request to ensure that it is valid FMP work as defined in Chapter 2. Requests must be submitted, and contain all required information, and must have proper management approval. Project work must meet the FSO criteria for a valid project.

352.2 The Contracting Option - The MFMO or designee is responsible for assigning work so that it is efficiently performed. The MFMO may evaluate the use of contractor-performed maintenance as a resource.

352.21 Decision to Contract - After evaluation, a decision can be reached to assign the work to postal maintenance employees or to contract the work.

352.3 Postal Work - All work requests assigned to postal maintenance employees will be entered and tracked using nationally established Computerized Maintenance Management Information System (CMMIS), currently eMARS.

353 Accomplishing the Work

353.1 Prioritize Work Orders - The MFMO or designee assigns priorities to accepted work requests. Priorities are based upon the severity of the problem and availability of resources. Priority must always be given to emergencies first, urgent requests second, and routine requests last. Changes in priority status may create a need to reconsider the Contracting Option (Paragraph 352.2).

353.2 Schedule and Assignment - The MFMO approves and schedules work. When considering work assignments, the MFMO must consider available resources and any limitations in the available work force. Maintenance employees assigned to AOs and other employees assigned duties under the FMP may be responsible to a supervisor other than the MFMO. When making assignments under the FMP, the MFMO must work with any other supervisors/managers involved to ensure compliance with current handbooks, manuals, and other applicable guidelines. Issues that arise during the scheduling and assignment process may necessitate reconsideration of the Contracting Option (Paragraph 352.2).

353.3 Perform Work - Issues arising during the performance of the work may require subsequent work requests or reconsideration of the Contracting Option (Paragraph 352.2).

353.4 Review and Follow-up - The MFMO will review the work of all employees assigned duties by the FMP. A review or follow-up is not required for every job task. Reviews and follow-ups should evaluate work methods, safety, quality control, customer satisfaction, and other items as needed. Issues discovered during the review may create new work requests or reconsideration of the Contracting Option (Paragraph 352.2).

354 Record Keeping

The nationally established Computerized Maintenance Management Information System (CMMIS) must be used for scheduling, tracking, and reporting FMP work. As this system changes over time, the FMP reporting procedure should be changed accordingly. Tracking system information can be found in Handbook MS-63, *Maintenance Operations Support*. Time will be recorded and tracked separately for CMMIS travel, work, administrative duties, and training time categories.

360 TRAVEL AND TRANSPORTATION

361 General

To the maximum extent possible, government transportation must be provided for field maintenance employee travel. Some facilities have vehicles dedicated to the FMP; in others, the FMP employee may use whatever government transportation is available (carrier vehicle, Vehicle Maintenance Facility (VMF) vehicle, administrative vehicle, etc.). A privately owned vehicle may be used only as a last resort, and must be in accordance with current handbooks, manuals, and other applicable guidelines. If the FMP requires additional vehicles, a request must be made through the appropriate VMF.

362 Vehicle Maintenance

Postal vehicles are the responsibility of the appropriate VMF. If directed by the VMF, vehicle maintenance may be procured from a local gas or service station. In all cases, when the vehicle reaches the scheduled date or mileage for routine maintenance, the operator will be contacted by a supervisor or the VMF to schedule the maintenance. The operator must report defects promptly to the VMF and MFMO.

363 Vehicle Safety

While operating any government-owned vehicle, personnel must follow all USPS vehicle safety requirements as outlined in the following:

- a. *Postal Operations Manual (POM)*, Chapter 7
- b. *Employee and Labor Relations Manual (ELM)*, Chapter 8
- c. *Notice 76, Expanded Vehicle Safety Check*

- d. HBK EL-801, *Supervisor's Safety Handbook*
- e. Additional guidelines as issued

364 Limits on Vehicle Use

When field maintenance personnel stay overnight at a remote location, a government vehicle may be used for transportation to lodging and restaurants, in compliance with HBK F-15, *Travel & Relocation* and current directives.

365 Travel Time

Maintenance visits should be scheduled to minimize travel. The FMP employee must maintain accurate daily travel time and mileage records. Time records should be submitted daily as part of the work record. Mileage records must be submitted as required by the VMF.

366 Overnight Travel

When scheduled repair work at an AO is not completed during regular working hours, the MFMO must determine the most efficient method of completing the work. The following are possible considerations:

- a. The employee returns to home office that day and another visit is scheduled to complete the work.
- b. The employee completes the work on overtime and returns to the home office that day.
- c. The employee stays overnight, completes the work the next day, and then travels to the next assignment.

367 Travel Expenses

When a field maintenance employee must stay overnight at a remote location, the employee is allowed the per diem rate prescribed in HBK F-15, *Travel & Relocation*. When reporting travel and per diem expenses, the employee will prepare a Form 1012, *Travel Voucher*, or electronic equivalent and submit it to the MFMO.

**CHAPTER 4
CONTRACTOR-PERFORMED WORK**

410 INTRODUCTION

411 Definition

Contractor-performed work is performed by non-postal personnel.

412 Scope

This chapter describes procedures to be used when an installation head requires contractor-performed work. It describes FMO responsibilities relating to contractor-performed work developed and procured by the installation head or the FSO (FSSP).

420 PROCEDURES FOR OBTAINING NON-POSTAL WORK

421 Procurement and Administration

The FMO does not procure or administer contracts. The MFMO or designee may assist local installation heads in the development of local contracts.

- a. The installation head is responsible for initiating action to obtain local contracts.
- b. If the MFMO makes the decision to decline an FSSP Response Line work request, Article 32 considerations will be completed within the FSSP call response software and become part of the problem history. The FSO (FSSP) then procures and administers the contract.

422 Reference Documents

All FMP management personnel who assist local installation heads in contracting must be familiar with procurement rules and regulations. The following references may be consulted:

- a. *Administrative Support Manual (ASM)*
- b. HBK MS-63, *Maintenance Operations Support*
- c. HBK MS-47, *Housekeeping, Postal Facilities*
- d. *Cleaning Services Local Buying Agreement Guidelines*
- e. HBK AS-709, *Credit Card Policies and Procedures for Local Buying*

- f. *EL-800 Managing Contract Safety and Health Compliance*

- g. Local Procurement field guides

423 Local Purchasing Authority

An installation head may use their local purchasing authority to procure contractor-performed work, as defined in the ASM section 535. The MFMO may assist the local installation head in arranging for contractor-performed work.

430 PERFORMANCE

430.1 Contractor Safety

All contractors must meet all requirements of the *EL-800 Managing Contract Safety and Health Compliance* prior to performing any work in a postal facility.

430.2 Monitoring the Work

The contracting officer or representative ensures that contract work is performed as required by the contract. The contracting officer or representative should be from the organization that issues or requests the contract, not the FMO. When local purchasing authority is used, the person with local purchasing authority (or designee) is the contracting officer responsible for monitoring the work.

Headquarters, the Area Office, or other postal management organizations may request FMO assistance in reviewing contractor-performed work and providing comments to the COR if required.

440 PAYMENT

After the work has been satisfactorily performed and inspected by the contracting officer or representative, payment can be authorized.

450 CONTRACTOR CLEANING

New cleaning contracts must not include lawn care, snow removal, or other higher cost labor rate items. These items should be provided for in separate contracts. Refer to *Cleaning Services Local Buying Agreement Guidelines*. Headquarters sets policy for using local purchasing authority for other services. See applicable management instructions for this policy.

460 REPAIR SOURCE CALL LIST

Working together, the installation head, the FSO, and the MFMO should establish a call list of contractors that may be contacted in case the need arises for routine or emergency repairs. The call list ensures the availability of such contractors. The call list should be kept in the local office and at the FSSP Response Line. The list should include the following:

1. Contractor Name
2. Contractor address
3. Contractor telephone number
4. Type of work contractor performs
5. Procedures to contact the contractor

NOTE

The installation head must review and update the call list as needed. Assistance may be requested from the responsible FSO or MFMO if necessary to accomplish this activity.

The FSSP becomes the custodian of this information.

461 Emergency Repairs

See Section 243, Emergency Repairs for definition of emergency repairs.

Emergency repairs may be accomplished in the most expeditious method available in the judgment of management. The FSSP should be contacted for emergency repairs.

**CHAPTER 5
TOOLS AND PARTS**

510 TOOLS

511 Issuing Tools

Maintenance employees in the FMP must have access to the minimum set of tools required to safely perform maintenance duties. There are two methods by which field maintenance employees may be issued tools:

- a. Permanent tool loan from the FMP
- b. Temporary tool loan from the FMP

512 Issuing Tools Permanently

All postal maintenance employees in the FMP, who perform maintenance, must be permanently issued a toolbox and tools in compliance with HBK MS-63, *Maintenance Operations Support*. Lockout devices and personal protective equipment must be provided in the tool kit. Tools issued to an employee must be inventoried and tracked in the current version of the CMMIS. Based upon an employee's specific skills and the type of work to be performed, tools may be added as needed. The MFMO must initial, and the employee sign for, all tools that are issued. This check and balance ensures that only necessary tools are issued, as often stockroom personnel do not know what tools and equipment are necessary.

513 Issuing Tools Temporarily

When the work requires it, an employee may be temporarily issued a special tool. (Usually, a job requiring a special tool is performed by FMO personnel who may withdraw the special tool from the central supply room.) This tool must be signed out to the employee according to the process in effect at the particular central supply room. If an employee at a remote location requires a special tool, the FMO can ship it. The tool is withdrawn from the supply room, and the date, employee name, and the office to which the tool is to be sent, is recorded in the central supply room. It is the responsibility of the employee receiving the tool and the MFMO or designated supervisor to ensure that the tool is returned to the central supply room.

514 Tools for Local Use

An installation head should use local purchasing authority to obtain small hand tools (screwdrivers, pliers, etc.) needed to perform incidental repairs in the facility.

520 PARTS

521 Exchanging Units and/or Parts

If an exchange is to be used, the replacement unit or part may be shipped to the AO. Personnel in the AO detached facility exchange the unit or part and return the defective unit or part to the designated repair point in the container used to ship the replacement unit to the facility. Exchange units or parts may be tracked by work order in the current CMMIS. Exchanges should always be considered when maintenance needs arise.

522 Determining Need for Local Parts Stock

The local installation head, with assistance from the MFMO or designee, is responsible for establishing the type and quantity of repair parts if any, kept at a facility, and establishing a reorder point. Equipment inventories, local availability of parts, and past maintenance records should be used to determine what repair parts are required to be stocked at the AO.

523 Ordering Parts

When a required part is not on hand, the installation head may request the part from the FMO. After FMO approval, the request is forwarded to the appropriate stockroom or centrally located parts room where the cost of the part is recorded against a work order in the CMMIS, and a copy forwarded to the FMO indicating the part and cost to be filed in the AO file. Shipment must be made by the most expedient means, which is normally postal transportation.

A part needed at the AO considered a "repairable part" must be sent by express mail or other trackable means. The defective part must then be returned to the appropriate stock room or centrally located parts room.

524 Locally Purchased Parts and Supplies

An installation head is responsible for local purchase of off-the-shelf repair parts within spending authority. However, an installation head must ensure that proper purchasing procedures are followed.

524.1 Supplies

The FMO and AOs shall make maximum use of MRO (Maintenance, Repair & Operations) Products and Services obtained through the Environmental & MRO Category Management Center. Using the national ordering agreement (NOA) contracts for products and services helps to reduce costs and assure that materials purchased are of best value to the USPS. The MRO for Products and Services is periodically updated by the Environmental & MRO Category Management Center.

**CHAPTER 6
FMO RECORD KEEPING**

610 GENERAL

Basic building and building system information are required for each AO to provide a basis for scheduling and planning maintenance activities.

620 REQUIRED FILES INFORMATION

The following information must be maintained in the FMO for each AO in its designated geographic area:

- a. Inventories
- b. Resources
- c. History
- d. Inspections

621 Inventories

Data includes information on the building, building systems, operating equipment, and facility maintenance personnel. At minimum, it must include the following:

- a. Form 4897, *Building Equipment Inventory* where the postal service has maintenance responsibilities.
- b. Form 4869, *Building Inventory* (see HBK MS-47, *Housekeeping, Postal Facilities*) for offices that have cleaning services.
- c. Facility contact information

NOTE

If an equivalent, automated version of the data exists in a nationally supported format and is available to the FMO, hard copies are not required.

622 Resources

Resource information should contain the following:

- a. Call list (see section 460)
- b. Location of nearby facilities where maintenance employees with appropriate skills are assigned.
- c. Travel distance from offices that may provide maintenance to this facility.

623 History

The FMO must maintain a history for each AO. The record should contain correspondence, work orders, parts usage, local contracts, etc.).

624 Inspections

Postmasters are required to send copies of Form 4851 *Housekeeping Inspection* to the FMO. These copies must be kept for two years at the FMO for all facilities with postal custodians.

Boiler, elevator, and unfired pressure vessel inspections must be posted near the equipment with copies at the FMO. Copies of semiannual safety inspection reports may also be kept by the FMO.

Deficiencies on inspection reports that are abated by the FMO should be documented and a copy of the CMMIS work record attached to the inspection report and maintained for two years.

THIS PAGE INTENTIONALLY LEFT BLANK