

MAINTENANCE TECHNICAL SUPPORT CENTER
HEADQUARTERS MAINTENANCE OPERATIONS
UNITED STATES POSTAL SERVICE



Maintenance Management Order

SUBJECT: Work Codes for eMARS Reporting

DATE: March 31, 2015

NO: MMO-030-15

TO: All Maintenance Capable Offices

FILE CODE: Q5

msch:mm14175ac

This Maintenance Management Order (MMO) supersedes MMO-149-98. It provides information regarding work code reporting instructions. All reporting offices are to use the information provided by this bulletin.

This bulletin reflects the addition of:

25 ASBESTOS CONTAINING BUILDING MATERIALS

Work hours and material expended on asbestos containing building materials shall be reported using work code 25.

26 PREDICTIVE MAINTENANCE INSPECTIONS (PdM)

Work hours and material expended on predictive maintenance (PdM) inspections shall be reported using work code 26.

27 PREDICTIVE MAINTENANCE CORRECTIONS

Work hours and material expended on corrections identified while performing work code 26 shall be reported using work code 27.

The attachment provides all work codes, their definitions, and instructions on how and when they are to be used. The new work codes have been added and others have been revised.

Direct any questions or comments concerning this bulletin to the HelpDesk, online at <https://tickets.mtsc.usps.gov/login.php> or call (800) 366-4123 or (405) 573-2123.

A handwritten signature in black ink, appearing to read "Robert E. Albert".

Robert E. Albert
Manager
Maintenance Technical Support Center
HQ Maintenance Operations

Attachment Work Codes For eMARS Reporting (Detailed)

ATTACHMENT

WORK CODES FOR eMARS REPORTING (DETAILED)

01 OPERATING

Work hours and material to operate, monitor, complete logs, and make adjustments on building equipment using work code 01. This maintenance is performed by personnel who operate and maintain building equipment to keep the equipment in optimum condition. Primary responsibilities of personnel performing this maintenance are to operate, monitor, complete logs, and make adjustments. Repairs in excess of 0.3 hours (18 minutes) shall be scheduled and reported using work code 05 (**Corrective**).

02 INSPECTION

Work hours and material expended on condition based maintenance, such as inspection, performance measurement and trending, etc. shall be reported using work code 02. This maintenance is performed by personnel who operate and maintain mail processing and building equipment to keep the equipment in optimum condition. Primary responsibilities of personnel performing this maintenance are to inspect and document the condition of equipment. Repairs in excess of 0.3 hours (18 minutes) shall be scheduled and reported using work code 05 (**Corrective**).

03 ROUTINE

Work hours and material expended on routine preventive maintenance shall be reported using work code 03. This maintenance is performed by personnel who maintain mail processing and building equipment to keep the equipment in optimum condition. Primary responsibilities of personnel performing this maintenance are to replace worn parts, adjust, and calibrate. Repairs in excess of 0.3 hours (18 minutes) shall be scheduled and reported using work code 05 (**Corrective**).

04 CLEAN AND LUBE

Work hours and material expended maintenance tasks such as cleaning and lubrication shall be reported using work code 04. This maintenance is performed by personnel who maintain mail processing and building equipment. Primary responsibilities of personnel performing this maintenance are to wipe, vacuum or remove dust, lint, old grease or sediments from the equipment and replace lubricants (oil, grease, etc.) when the levels are low according to manufacturer or master guideline specifications. Repairs in excess of 0.3 hours (18 minutes) shall be scheduled and reported using work code 05 (**Corrective**).

05 CORRECTIVE

Work hours and material expended, **to correct conditions** identified while performing work code 01, 02, 03, or 04 maintenance, shall be reported using work code 05. This maintenance is performed by personnel that accomplish work or make repairs to keep

the equipment in optimum condition. Primary responsibilities of personnel performing this maintenance are to troubleshoot, remove, replace, or repair defective assemblies, subassemblies, or parts using a work order that provides information for planning repairs and estimating required labor and material. When corrective maintenance work resulting from a PM cannot be completed during the PM window or during the same day, the "Corrective" (Code 05) work order should be changed to code 07, and the work should be scheduled accordingly.

06 BUILDING SERVICES

Work hours and material expended on building services maintenance shall be reported using work code 06. This maintenance is performed by personnel who clean and service buildings to maintain them in optimum condition. Building services maintenance is administered by the MS-47, Facility Cleaning Handbook.

07 PLANNED CORRECTIVE

Work hours and material expended on planned maintenance (not covered by work code 05 or work code 16) shall be reported using work code 07. This maintenance is performed by personnel who accomplish work or make repairs to keep the equipment in optimum condition. Primary responsibilities of personnel performing this maintenance are to troubleshoot, remove, replace, or repair defective assemblies, subassemblies, or parts. This requires a work order that provides information for planning and estimating required labor and material.

08 BREAKDOWN

Work hours and material expended on breakdown maintenance (repair of malfunctioning equipment that is scheduled and/or required for operation) shall be reported using work code 08 whenever the equipment repair time exceeds 0.3 hours (18 minutes). This maintenance is performed by personnel who accomplish work or make repairs to keep the equipment in optimum condition. Primary responsibilities of personnel performing this maintenance are to troubleshoot, remove, replace, or repair defective assemblies, subassemblies, or parts. This requires a work order to record required labor and material. A breakdown shall be reported anytime equipment scheduled for operation cannot perform its function at an acceptable performance level for 0.3 hours (18 minutes) or more. If operations does not require the equipment to meet its commitments or the malfunctioning subassembly will not prevent operations from meeting its commitments, then breakdown work code 23 can be used to report a non-impact breakdown instead of a work code 08. Breakdowns consist of three types of downtime: due to maintenance, parts unavailable, and other. (Refer to MS-63, the Maintenance Operations Support Handbook, for details.)

09 OPERATIONAL

Work hours and material expended on Operational Maintenance shall be reported using work code 09. This maintenance is performed by personnel who maintain selected mechanization and automation mail processing equipment to keep the equipment in optimum operating condition. Primary responsibilities are to look and listen, monitor

overall condition, wipe, and/or vacuum to remove dust and lint, and make minor adjustments. Normally, this maintenance is performed while the equipment is operating. When performing Operational Maintenance, a checklist (National or Local) is required.

10 CONTRACT

Reserved. Do not use. The system will automatically assign this work code to contract costs entries in the Completed Actions module.

11 MODIFICATIONS (OTHER)

Work hours and material expended on modifications (other) (other than safety or energy projects) shall be reported using work code 11. These are projects approved by other than the Engineering Change Board (ECB). Modifications projects must be limited to maintenance that can be returned to the original equipment configuration within 24 hours.

12 MODIFICATIONS (ECB)

Work hours and material expended on modifications (ECB) (other than safety or energy projects) shall be reported using work code 12. These are projects approved by the Engineering Change Board (ECB), with an Engineering Change Order (ECO) issued by Engineering, and a Modification Work Order (MWO) by MTSC.

13 CONSTRUCTION OR ALTERATIONS

Work hours and material expended on construction or alterations shall be reported using work code 13. This maintenance is performed by personnel who accomplish work or make repairs to keep the building, building equipment, or grounds and approaches in optimum condition. Primary responsibilities of personnel performing this maintenance on components of the building include installation or renovation of walls, ceilings, flooring, windows, utility lines, and fixtures at the direction of a work order which will provide planning information, labor estimates, and material estimates.

14 OVERHAUL

Work hours and material expended on an overhaul shall be reported using work code 14. This maintenance is performed by personnel who accomplish work or make repairs to overhaul equipment to keep the equipment in optimum condition. Primary responsibilities of personnel performing this maintenance are to dismantle, inspect, and replace, repair, reassemble, and check out equipment. This requires a work order that provides information for planning and estimating required labor and material within either a predetermined operational schedule or as needed.

15 ASSISTANCE

Reserved. Do not use.

16 INDIRECT

Work hours expended on indirect maintenance (miscellaneous work to support the maintenance effort) shall be reported using work code 16. This maintenance is performed by personnel who accomplish work or make repairs to keep the building and equipment in optimum condition. Primary responsibilities of personnel performing this maintenance are to prepare drawings, assemble furniture, move equipment, mount bulletin boards, set up meeting rooms, etc. Indirect maintenance is any maintenance other than preventive, corrective, planned, breakdown, operational, or reactive maintenance. This requires a work order that provides information for planning and estimating required labor and material. Travel outside of the office to Stations, Branches, and Associate Offices, or Field Maintenance Offices to perform preventive, precision, planned, breakdown, operation, indirect, or reactive maintenance shall be reported as work code 16.

17 SAFETY CORRECTIONS (ECB)

Work hours and material expended on safety correction (ECB) projects shall be reported using work code 17. These are projects approved by the Engineering Change Board (ECB), with an Engineering Change Order (ECO) issued by Engineering, and a Modification Work Order (MWO) by MTSC.

18 SAFETY CORRECTIONS (other)

Work hours and material expended on safety corrections (other) projects shall be reported using work code 18. These are projects approved by other than the Engineering Change Board (ECB). Safety corrections are usually recommended on PS Form 1767 (Report of Hazard, Unsafe Condition, or Practice), or by safety inspections, employee observations, etc. Work orders created with a code 18 will automatically be given a priority code of "A." This requires completion within 24 hours.

19 ENERGY CONSERVATION (ECB)

Work hours and material expended on energy conservation (ECB) projects shall be reported using work code 19. These are projects approved by the Engineering Change Board (ECB), with an Engineering Change Order (ECO) issued by Engineering, and a Modification Work Order (MWO) by MTSC.

20 ENERGY CONSERVATION (OTHER)

Work hours and material expended on energy conservation (other) projects shall be reported using work code 20. These are projects approved by other than the Engineering Change Board (ECB). Energy conservation projects must be limited to maintenance that allows the equipment to be returned to its original configuration within 24 hours.

21 REACTIVE

Work hours and material expended on reactive (unplanned work or repair of an immediate nature) shall be reported using work code 21. This maintenance is performed by personnel whose primary duty is to accomplish work or, to troubleshoot, and make repairs necessary to keep the building, building equipment, and mail processing equipment operational.

Reactive maintenance shall be used when:

1. Unplanned work or repair is performed on building and building systems. If the maintenance cannot be completed prior to the end of the tour a work order shall be generated using work code 07 to provide information for planning, estimating, and accounting for required labor and material for the next tour. The work hours expended prior to the end of the tour shall be claimed on work code 21.
2. Unplanned work or repair is performed on mail processing equipment during a mail processing operational window, and the time to repair is 0.3 hours (18 minutes) or less. If the equipment cannot be returned to operational condition in 0.3 hours (18 minutes) or less, a work code 08 or work code 23 maintenance work order shall be generated. All of the work hours expended shall be recorded as work code 08 or work code 23.
3. Unplanned work or repair, not found during normal PM, is performed on mail processing equipment during a mail processing operational window. If the maintenance cannot be completed prior to the end of the tour a work order shall be generated using work code 07 to provide information for planning, estimating, and accounting for required labor and material for the next tour. The work hours expended prior to the end of the tour shall be claimed as work code 21.

Examples or “Commonly Questioned Scenarios

It does not replace work code 08 or work code 23. Example: The feed section of a piece of mail processing equipment becomes jammed. A technician spends 10 minutes clearing the jam and getting the machine back in operation. The technician logs this as work code 21. Same problem – A technician spends 45 minutes clearing the jam before the machine is operational. The technician creates a work code 08 or work code 23 work order to report the 45-minutes down time on the machine.

A mechanic is taken off a scheduled activity (planned or preventive maintenance) and sent to help clean up a spill on the work room floor. The mechanic spends 2 hours working on the spill before returning to complete the scheduled work. The mechanic logs the entire 2 hours as work code 21. Note

that there was no equipment downtime involved, therefore no need for a work code 08 work orders.

Limits for work code 21:

1. Work must be in response to something that occurred after the beginning of the tour. Otherwise, it must be planned maintenance.
2. Work reported using work code 21 cannot cross to another tour.
3. If the work involves equipment and caused the equipment to be out of service, the time cannot be longer than 0.3 hours (18 minutes). If the activity takes longer than 0.3 hours (18 minutes), it must be reported as work code 08 or work code 23 work orders.
4. Reactive work that does not involve equipment downtime can continue until the end of the tour. If the work is not finished at the end of the tour, it cannot be continued on the next tour or carried over to the next day as work code 21.

NOTE: *Reactive Work that is not finished by the end of the tour must be placed on a work order with an appropriate work code other than work code 21.*

22 TRAINING

Work hours and material expended on **hands-on** training (productive work) shall be reported using **acronym TRNG** and work code 22. Primarily this work code is used for On-the-Job Training (OJT). All other training should not be reported as productive work.

23 NON-IMPACT (NI) BREAKDOWN

Work hours and material expended on non-impact (NI) breakdown maintenance (repair of malfunctioning equipment that is or could be scheduled for operation but is not currently being used or needed by operations) shall be reported using work code 23 whenever the repair time exceeds 0.3 hours (18 minutes). Work code 23 shall only be used to report the work hours and/or material for the amount of time that machine was unavailable with no impact to and as determined by operations. (NI breakdowns consist of three types of downtime: due to maintenance, parts unavailable, and other. Refer to MS-63, the Maintenance Operations Support Handbook, for details.)

24 MAIL SEARCH

Work hours and materials expended on mail search shall be reported using work code 24. This work code is used for all mail searches. This maintenance is performed by personnel who inspect and search mail processing equipment for loose, fallen, or misplaced mail.

25 ASBESTOS CONTAINING BUILDING MATERIALS

Work hours and **material** expended on asbestos containing building materials shall be reported using work code 25. Work on asbestos containing building materials shall only be conducted by personnel who meet the qualifications defined by OSHA and Postal Service qualifications for performing these tasks. Currently this work code is automatically assigned to a work order by eMARS when the user adds a work order and responds "yes" to the initial prompt that the work involves asbestos containing building material.

26 PREDICTIVE MAINTENANCE INSPECTIONS (PdM)

Work hours and material expended on predictive maintenance (PdM) inspections shall be reported using work code 26. Primary responsibilities of personnel performing this maintenance use airborne ultrasound, infrared thermography, oscilloscope, and etc.; to **troubleshoot**, remove, and replace defective assemblies, subassemblies, or parts using a work order that provides information for planning repairs and estimating required labor and material.

27 PREDICTIVE MAINTENANCE CORRECTIONS

Work hours and material expended on corrections identified while performing work code 26 shall be reported using work code 27. This maintenance is performed by personnel that accomplish work or make repairs to keep the equipment in optimum condition. Primary responsibilities of personnel performing this maintenance is to remove and replace defective assemblies, subassemblies and parts identified as approaching failure mode during predictive maintenance inspections. This requires a work order that provides information for planning and estimating required labor and material within either a predetermined operational schedule or as needed.