

MAINTENANCE TECHNICAL SUPPORT CENTER
HEADQUARTERS MAINTENANCE OPERATIONS
UNITED STATES POSTAL SERVICE



Maintenance Management Order

SUBJECT: Electronic Work Hour Estimator Program

TO: Headquarters Maintenance Operations and
Maintenance Capable Offices

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This Maintenance Management Order (MMO) **supersedes** **MMO-102-18, MMO-057-12, MMO-110-09**, and establishes guidelines for estimating maintenance work hours and determining the number of positions in each functional area. This MMO implements the electronic Work Hour Estimator Package (eWHEP) for calculating the annual maintenance staffing work hour allotment (staffing package) for each site. This MMO applies to all plants (Processing and Distribution Centers (PDC), Network Distribution Centers (NDC) and all other maintenance capable facilities) including the subordinate facilities associated with them such as: stations, branches, Air Mail Centers (AMC), annexes, etc. This bulletin applies to Acronym ADMIN and Class Code EA.

This MMO provides guidance for calculating the work hours required for supporting Mail Processing Equipment (MPE), Building Equipment Maintenance (BEM), Field Maintenance Operations (FMO), Maintenance Operations Support (MOS), and Building Services (Custodial) staffing. This MMO also addresses staffing allowances for special case situations that only exist at Network Distribution Centers (NDC).

Staffing packages should be reviewed and updated annually, or when conditions arise that warrant a change in staffing. ~~Changes that would require a staffing package update include, but are not limited to, building/grounds modifications, space type reclassification, workload reduction/increase, and addition or reduction of mail processing equipment.~~ If the current Staffing Package changes in Full Time Equivalent (FTE) "Up or Down" all facilities **MUST** provide explanations for the changes in writing within the software staffing application for review by Headquarters (HQ) Maintenance Operations.

All facilities **MUST** submit their proposed staffing package (eWHEP) by the first day of the calendar month in which the facility is due as determined by Headquarters Maintenance Operations.

Attachment 1 contains staffing information needed for all postal facilities. Attachment 2 contains staffing information needed only for NDC(s).

5.0 EXCEPTIONS REQUIRING MANUAL INPUT

Based on local conditions, sites may request additional higher-level positions in lieu of lower level positions over the eWHEP estimated number of positions on the Standard Craft Position sheet. The need for additional higher-level positions in place of lower level positions should be determined jointly with the approving authority with a business case to justify the request. The grand total number of authorized positions should not exceed the grand total number of eWHEP estimated positions.

In the following example (Figure 1-1), the site proposed 10 ETs, which is 3 over the estimated number and 4 MMs which is 3 under estimated number, keeping the total number of positions in the Proposed column (29.9) consistent with the Estimated column (29.98).

STANDARD CRAFT POSITION

Description	Last Auth.	Estimated	Proposed	Difference	Authorized
Postal Support Employee	0	0.0	0.0	0.0	0
Electronic Technician Level 10	10	7.0	10.0	0.0	10
Mail Processing Equipment Mechanic Level 9	6	5.6	6.0	0.0	6
Area Maintenance Technician Level 9	0	0.0	0.0	0.0	0
Building Equipment Mechanic Level 9	2	1.0	1.0	-1.0	1
Area Maintenance Specialist Level 8	0	0.0	0.0	0.0	0
Maintenance Support Clerk Level 7	1	1.0	1.0	0.0	1
Maintenance Mechanic Level 7	4	7.0	4.0	0.0	4
Maintenance Mechanic Level 5/6	0	0.5	0.0	0.0	0
Group Leader Level 5	0	0.0	0.0	0.0	0
Building Maintenance Custodian Level 5	0	0.0	0.0	0.0	0
Custodian Level 4	8.84	0.0	7.9	-0.9	7.9
Custodian Level 3	0	7.9	0.0	0.0	0
Standard Craft Position Total:	31.84	29.98	29.9	-1.94	29.9

Figure 1-1. Exceptions Requiring Manual Input Example

6.0 INVENTORIES

Each maintenance capable office shall complete and verify an accurate inventory of all maintained equipment and systems.

Mail Processing Equipment (MPE)

- This includes Mail Processing Equipment (MPE) and other miscellaneous equipment. Do not enter items not requiring maintenance or items that are under contracted maintenance support.
- Utilize the eMARS equipment module, previous staffing packages and physical inventories of equipment to assure this requirement is met.

eWHEP software calculates staffing hours for maintaining Mail Processing Equipment (MPE) platforms based on published maintenance support documentation. For MPE platforms currently lacking Article 19 approved maintenance support documentation, local management will add those platforms as an exception under a page (form) in the staffing software called Section 2C "Other Requirements".

Field Maintenance Operations (FMO)

Utilize historical FMO work hours to calculate annual FMO staffing. Historical hours are now found in both register x20 and register x50. The staffing module calculates and forwards totals to the appropriate summaries.

Maintenance Support Clerk

The eWHEP calculates the number of recommended Maintenance Support Clerk (MSC) positions based on the latest updated Staffing Criteria for MSC positions listed in Table 1-1.

Table 1-1. Staffing Criteria for MSC

Number of positions	0-19	20-39	40-59	60-79	80-100	101-125	126-150	151-175	176-200	201-225	226-250	251-285
MSC Positions Authorized	0	1	2	3	4	5	6	7	8	9	10	11
Number of positions supported	286-320	321-355	356-390	391-425	426-460	461-495	496-530	531-565	566-600	601-635	636-670	671-705
MSC Positions Authorized	12	13	14	15	16	17	18	19	20	21	22	23

In addition to the number of recommended MSC positions based on the above chart, NDCs are allocated one (1) additional MSC position provided there are at least 20 maintenance positions supported.

Number of positions supported calculation in the eWHEP does not include Station/Branch maintenance personnel.

The local site may request a variance to the Maintenance Support Clerk staffing chart, adding one additional Maintenance Support Clerk position. The Area Office will consider the request and, based on site-specific requirements, may approve one additional Maintenance Support Clerk position.