

See how Harris' Salt Lake and Boise teams doubled their USPS footprint by standardizing HVAC maintenance documentation and improving asset visibility.

The Power of Standardized Documentation: Harris as a Partner to USPS

Harris' Salt Lake and Boise teams support United States Postal Service (USPS) facilities through a national subcontracting agreement managed by JLL. For the USPS, preventive maintenance isn't optional or routine, it's a contractual deliverable that must stand up to both operational review and rigorous compliance scrutiny across locations. Harris had already built a reputation with USPS for dependable field execution. As a trusted partner, Harris is always looking for opportunities to improve services, and with enhanced technology now available, we realized we could bring a new level of dedication and consistency to the way work was documented. This would offer USPS stakeholders enhanced visibility across their entire portfolio.

The Opportunity

USPS facilities range from busy urban hubs to quiet rural routes. Each location has unique equipment profiles and specific inspection requirements. To keep things running smoothly, documentation must clearly support inspection findings, refrigerant verification, equipment validation and repair recommendations.

When we took over these sites, we inherited equipment records from prior providers that were incomplete or outdated. Model and serial information did not always match the equipment physically sitting on the roof or in the mechanical room. Required inspection items like refrigerant checks were being flagged even when the equipment did not contain refrigerant.

This created unnecessary confusion during the review process. It forced field teams and stakeholders to spend time clarifying basic details. Without a consistent documentation standard, facility managers had limited visibility into how inspection findings connected to our service and repair recommendations. That made it difficult for them to evaluate work consistently across different locations.

At Harris, we view documentation as a practical tool. It reinforces performance, ensures accountability and provides long-term asset visibility.

The Improvement

To drive improvements, our Salt Lake and Boise teams implemented a USPS-specific preventive maintenance workflow. We aligned this workflow directly to our contractual inspection requirements.

We standardized our documentation process to include:

- Required inspection responses
- Refrigerant verification + confirmation if not applicable
- Equipment data plate validation
- Site verification images



We replaced handwritten forms with structured digital reports. This produced a consistent and review-ready deliverable across all serviced locations. We embedded compliance checkpoints directly into the process to ensure our technicians capture required information clearly and systematically.

This workflow prompts required inspection questions while technicians are on site. We validate model and serial information directly from the equipment. Technicians explicitly confirm refrigerant status. Every visit generates a standardized digital report that facility managers can review across sites.

In short: USPS now receives documentation that is just as strong as the service work being executed.

The Results

100% Regional Footprint Growth

USPS chose to expand the number of sites Harris managed from 17 to 34 (100% growth) as a direct result of these coordinated and thorough improvements. This is the level of performance required to be competitive in our rolling evaluation environment.

Zero Documentation Revision Requests

During USPS' most recent preventive maintenance cycle, our team reported zero documentation revision requests. Workflows now ensure required inspection questions are answered correctly the first time.

More Efficient Repair Authorization

Repair approvals follow established authorization thresholds. By attaching structured documentation and equipment photos directly to our quotes, we provide immediate clarity into field conditions. Approvals move efficiently once stakeholders review the documentation. This reduces back-and-forth communication and supports timely execution. Clear documentation strengthens confidence in our field recommendations and supports consistent evaluation of service and repair work across all locations.

Improved Asset Visibility and Compliance Alignment

Structured data capture and equipment validation photos improve equipment record clarity across all the facilities we service. This supports accurate asset tracking and reinforces refrigerant-related documentation requirements when applicable.

A Scalable Model for National Expansion

USPS locations are evaluated individually over time. That makes documentation consistency a serious competitive advantage. The disciplined approach we implemented in Salt Lake and Boise now serves as a framework all Harris regions implement when supporting USPS facilities. As additional locations enter evaluation cycles, this standardized model allows USPS to work with one partner to ensure consistency and excellence across their portfolio.

Moving Forward

Looking at all this from within, as Harris considers the best means by which to grow our business and continue offering unbeatable service to all clients and partners, regardless of size, the benefits speak for themselves. When documentation is delivered at the same industry-leading standard as our field execution, footprints grow, revision requests diminish and relationships deepen.

Our revised workflows not only doubled the regional footprint for our Salt Lake City and Boise teams, they also improved repair authorization clarity, strengthened asset visibility and established a scalable foundation for national account growth.

The result is a service model defined by consistency, transparency and operational discipline. We provide a dependable partnership for businesses in both the private and public sectors that supports daily performance and long-term expansion.