Northern Kentucky University
Educational Outreach
Campbell Hall 270
Highland Heights, KY 41099

March 11, 2013

To the Outstanding PACE Student Selection Committee:

Mark Farrell has worked for me in the IT department at the U.S. Postal Service for several years. He is an invaluable asset, and often has gone above and beyond the call of duty to help streamline our facility's operations.

Over the past few years, he has worked tirelessly in developing many applications that have been used by our facility and other Postal facilities across the nation. He is always willing to lend a hand to other departments as needed.

For his programming efforts, he received a letter of commendation from U.S. Postmaster General John Potter in 2010. That was for developing a program with a convenient GUI (Graphical User Interface) that automatically pulled reports from our FMPCS (Fixed Mechanization Process Control System) UNIX servers and provided the data on our intranet in HTML format so that supervisors did not need to travel to the computer room in our large facility (several acres under a roof) to get printed reports, saving time and printing needs, as well as providing management current data at their fingertips. The program is now used at several of the 21 Network Distribution Centers (NDCs) across the U.S.

In 2011, Mark received a letter of commendation from VP Thomas Day in HQ for developing a Windows-based program called DECOPRA (Delivery COnfirmation Problem Resolving Application), which interfaces with our FMPCS UNIX servers. DECOPRA has a allowed us to expeditiously provide internal information about parcels and more quickly make programming changes with a GUI when customers call with problems. The program is also used by clerks and electronic technicians to help diagnose problems. Additionally, it is set up so that if a parcel has been "flagged" (requested to be held-out) at a customer's request, the program will automatically send internal people an email if the parcel is re-inducted, enabling us to better respond to customer requests. Several other NDCs have also adopted this program.

In 2012, Mark was awarded another letter of commendation from VP Thomas Day for developing the program PASFAR (Program for Automatically Sending Flagged APPS Requests). PASFAR interfaces with our APPS (Automated Package Processing System) and allows us to expeditiously flag parcels that may be inducted on the APPS with a GUI at our desktop, allowing us to more easily capture parcels at customers' requests.

I have also provided him a letter of commendation in the past for developing a program that automatically queried our Oracle database, associated with our Vehicle Transportation and Analysis Program, and provided information on trucks in color-coded format regularly to help prevent delays. Our previous plant manager also has provided Mark a letter of commendation for his hard work and dedication. Additionally, he received an award from the largest weekly IT magazine, *Computerworld*, in 2012 for a program that he developed.

Mark is an exemplary employee, and I would like to see him selected as NKU's Outstanding PACE Student.

Sincerely,

Wayne Creech, Manager Information Systems
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