



Asset Management



Providing Excellence in Supporting Postal Operations

| Agenda

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**Who We Are
& Our Mission**

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**Asset Management:
By the Numbers**

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Innovations

| Our Role & Mission

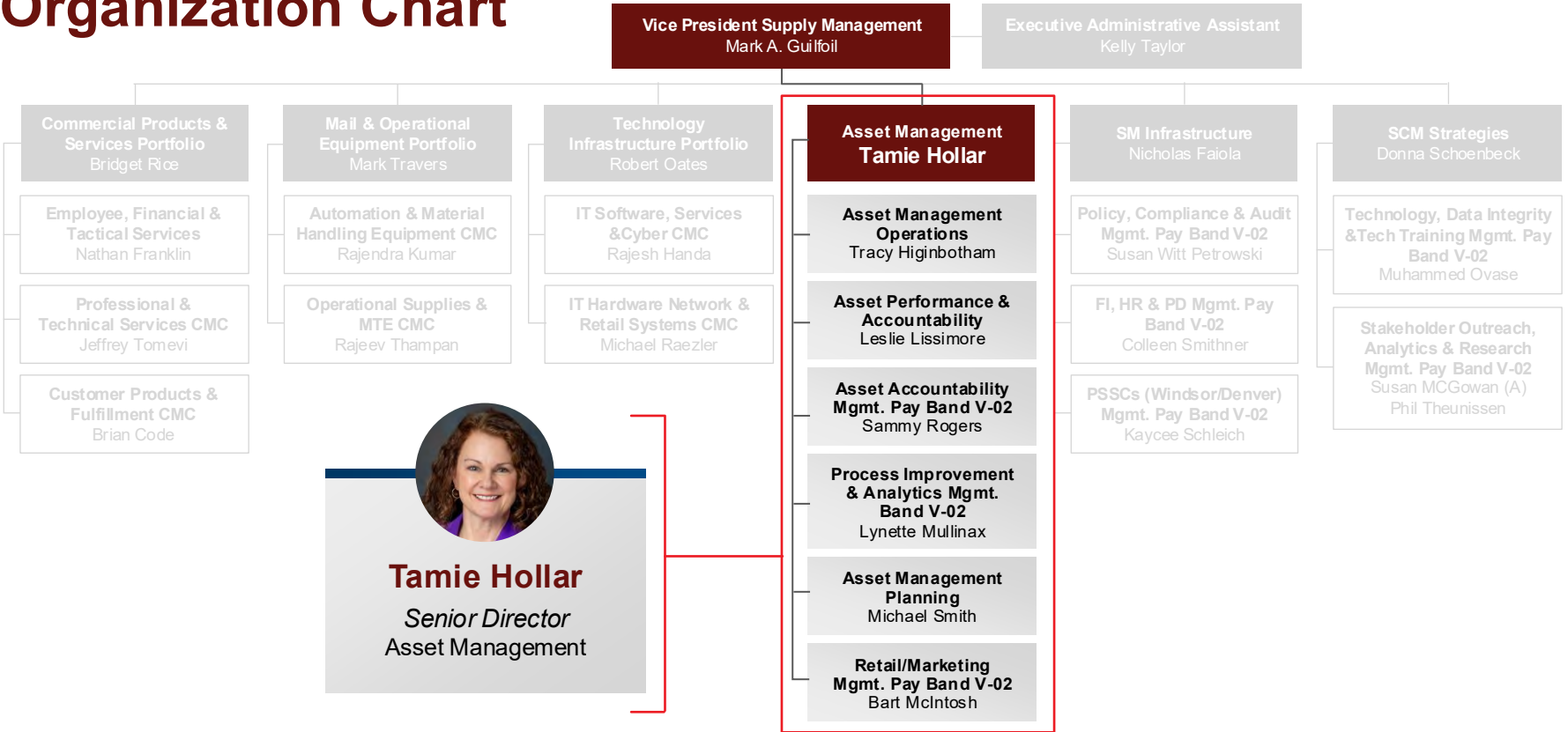
Our Role:

The Asset Management (AM) organization of Supply Management plays a pivotal role in ensuring availability of mission-critical products and services supporting Postal Service HQ and Field operational performance activities.

Our Mission:

Optimize the flow of materials through the supply stream

Organization Chart



About Us



Tamie Hollar

Sr. Director, Asset Management

Footprint:

10
Offices/Facilities

Atlanta, GA
Chicago, IL
Dallas, TX
Denver, CO
Pittsburgh, PA

San Diego, CA
Topeka, KS
Washington, DC (2)
Windsor, CT

Organizational Structure:

529
Authorized
positions

388
Bargaining Unit
employees (2 unions)

141
Non-Bargaining
employees

Budgets/Finances:

\$81,089,500

14
Admin
Budgets

3
Capital
Budgets

8
Program
Budgets



Tracy Higinbotham

Asset Management Operations –
Executive Manager

Asset Management Operations

- ▶ Asset Management Operations Support
- ▶ Material Distribution Center (MDC)
- ▶ National Materials Customer Service (NMCS)
- ▶ National Printing Center (NPC)



Michael Smith

Asset Management Planning –
Executive Manager

Asset Management Planning

- ▶ Planning
- ▶ Non-Mail Freight Logistics



Leslie Lissimore

Asset Performance & Accountability –
Executive Manager

Asset Performance & Accountability

- ▶ Asset Accountability Service Centers (AASCs)
- ▶ Investment Recovery
- ▶ Finance & Analytics
- ▶ Mail Recovery Center (MRC)
- ▶ Process Improvement & Analytics

Fun Facts



Boing!

The Postal Service ordered more than **488.9 million** rubber bands in FY2025, totaling about **26,986 miles** of rubber bands that could wrap around Earth **1.1 times!**



May I Help You?

In 2025, the National Materials Customer Service team answered **318,000** inquires, providing support to internal and external customers.



Thank You For Your Service!

In 2025, the Topeka Material Distribution Center shipped **24,413** American Flags, **29,096** POW/MIA Flags, and **335,349** Veterans Administration Burial Flags, which were also warehoused.



Roll On!

Point-of-Sale tape shipped from the Topeka Material Distribution Center can stretch from the US east coast to west coast **37.2 times.**



Lost & Found!

The Mail Recovery Center's **249-year** history of handling lost mail can be traced back to **1777.**

| Proven Customer Support...

...specializing in centralized logistics, demand and supply planning, fulfillment and customer support, and asset end-of-life support and services

...specializing in **unique** and **one-of-a-kind** USPS logistics support



| System Solutions

System-driven logistics support, analytics, and decision-making capabilities and expertise



Asset & Material Management



Call Center Management & Support



Forecasting



Print Production Management



Automation & Robotic Control Systems



Reporting, Metrics, & Dashboards



Asset Management: By the Numbers

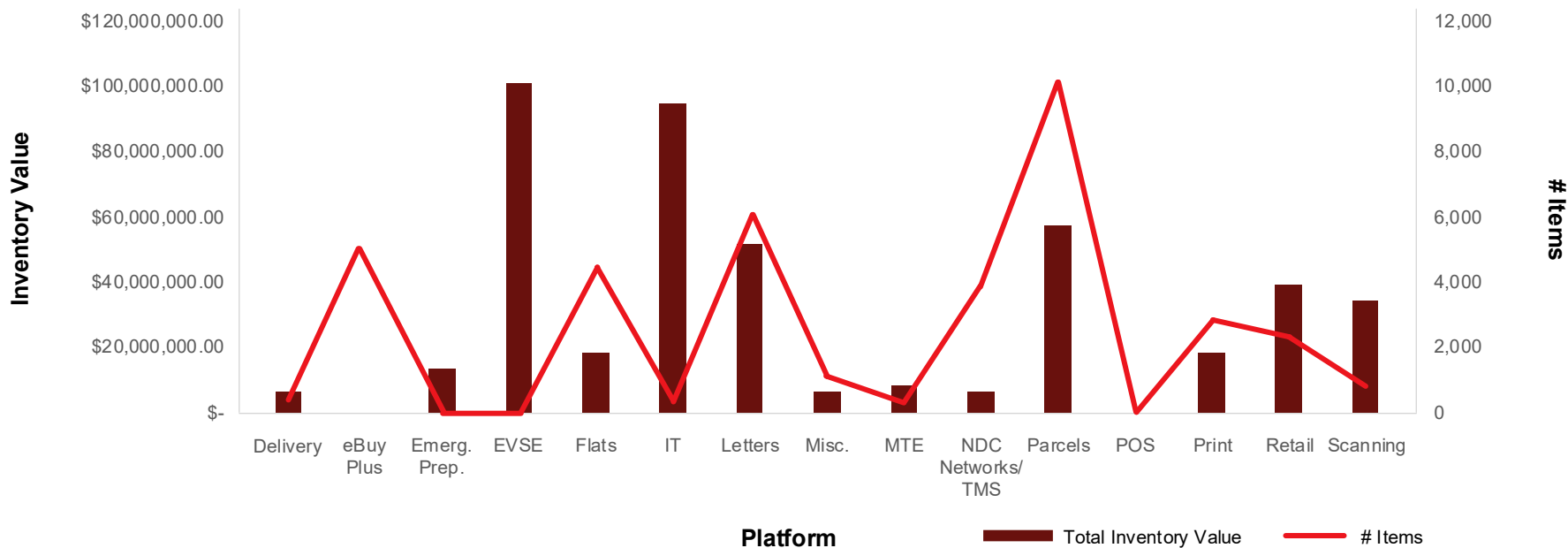
Topeka Operations Complex

Building(s)	Use	Inventory Value	Square Footage
301	Bulk Inventory & Parcel Robotic Sorter System	\$80,359,535	200,800
302	Shipping/Receiving, Parts & Supplies	\$85,425,150	200,100
303	National Printing Center/National Material Customer Service/Money Order and Prepaid Shipments/Inventory Planning Dept.	\$16,305,986	200,000
7	Serialization Deployments/IT Imaging	\$132,031,417	207,684
3	Electronic Vehicle Supply Equipment (EVSE) & High Security Collection Boxes	\$75,567,715	169,892
5	Emergency Preparedness Inventory	\$13,650,554	181,921
2	Long-Term storage	\$39,184,326	129,000
1, 8, 10, 11	Central Repair Facility (CRF) Machine/ Refurbishment Activities, Long-Term Storage, and Not Ready for Issue (NRFI) Receipts	\$1,087,488	663,874
		\$443,612,275	1,953,271



Topeka Inventory

Total Inventory Value vs # Items by Platform



Asset Management – Operations



- ▶ **Material Distribution Center (MDC)**
- ▶ **National Printing Center (NPC)**
- ▶ **National Materials Customer Service (NMCS)**

¹Material Distribution Center (MDC)

²Family Medical Leave Act (FMLA)

³National Printing Center (NPC)



18
Strategic Stocking
Location Support



1.5M
MDC¹ Order
Lines



230
Employees:
31 non-bargaining
199 bargaining



11
Warehouse
Buildings



99.1%
Order
Accuracy



1M
FMLA² Packets
Printed Annually



24/7/365
Emergency
Support



6,281
DVD SKU



30,377
SKUs



46K
eBuyPlus
Assisted Calls



\$443M
Value of
Inventory



365M
Impressions
Printed
Annually



16.4M
NPC³
Order Lines



3.08M
Payroll & Commercial
Checks Printed Monthly



108M
We Deliver For
You! Forms
Printed Annually

Asset Management – Planning



- ▶ Flats & Delivery Team
- ▶ Letter & Scanning Technology Team
- ▶ Parcels Team
- ▶ Print Team
- ▶ Retail & Non-Mail Freight Logistics
- ▶ Retail Replenishment

¹ Expedited Packaging Supplies (EPS)



3.54M
EPS¹ &
ReadyPost®
Shipments



31K
Retail
Offices
Supported



44
Employees:
44 non-bargaining



0.85%
Back Order
Rate



98.7%
Customer
Service Level



\$491M
Inventory
Shipments



45K
Non-Mail Freight
Shipments



16,162
Auto-replenished
Retail Offices



\$31M
Credit Card Spend



6,698
Credit card buys



\$2.8M
3D Printed
Parts Savings



1,862
Custom
Print Jobs



Footprint
2 Offices/Facilities:
Topeka, KS
Washington, D.C.



99.01%
Perfect Order



\$33M
Non-Mail Freight
Spend

Asset Management – Performance & Accountability



▶ Asset Accountability

- Asset Accountability Service Centers (7)
- Investment Recovery

▶ Finance & Analytics

▶ Mail Recovery Center (MRC)

▶ Process Improvement & Analytics

¹Mail Recovery Center (MRC)

²Solution for Enterprise Asset Management (SEAM)

³National Materials Customer Service (NMCS)



67K

Lost Mail Items in Inventory



55M

Money Orders Managed via SEAM²



281

Employees:
63 non-bargaining
218 bargaining



175K

Facility Square Footage



110M

SEAM Tracked GPS Events



66M

Lost Mail Items Processed



2.4M

Stamp Order Lines Processed in SEAM



1.3M

Searched Lost Mail Items



724K

IT Equipment in SEAM



3,170

NMCS³ Supported Missing Mail Inquiries



\$619M

Book Value of Audited Capital Property Assets



1.2M

Missing Mail Search Requests Submitted



Footprint

10 Offices/Facilities:

Atlanta, GA
Chicago, IL
Dallas, TX
Denver, CO
Pittsburgh, PA

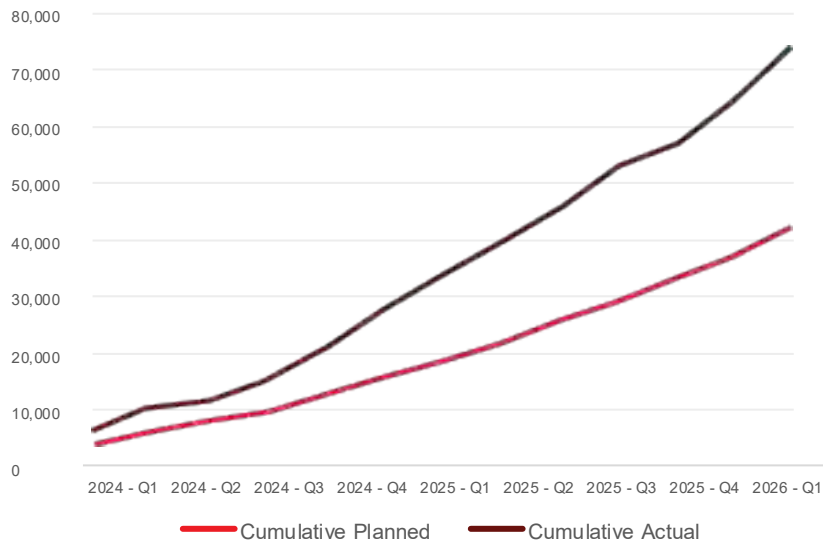
San Diego, CA
Topeka, KS
Washington, D.C. (2)
Windsor, CT

By the Numbers: Sustainability

Volume: Wooden Pallets Resold

FY2026 target is 20,000 pallets recycled
FY2030 target is 32,000 pallets recycled

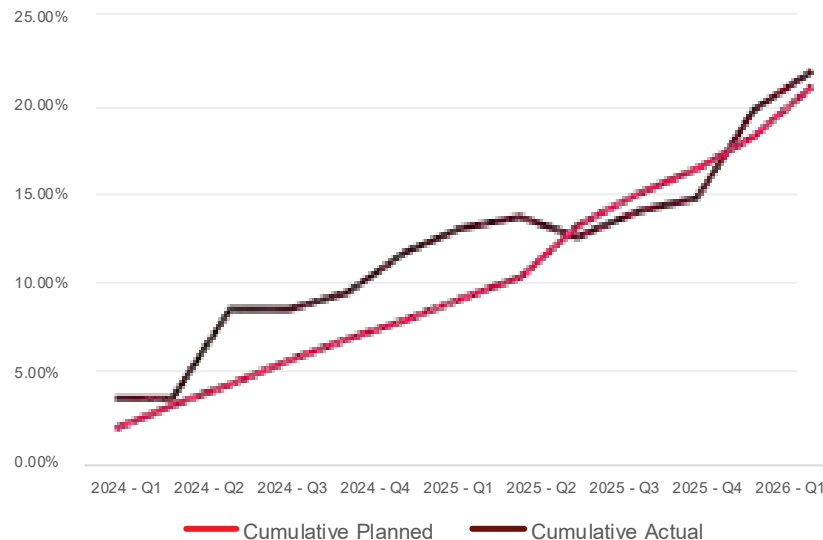
Total Pallets Recycled



Facility Participation Rate: Wooden Pallet Resale

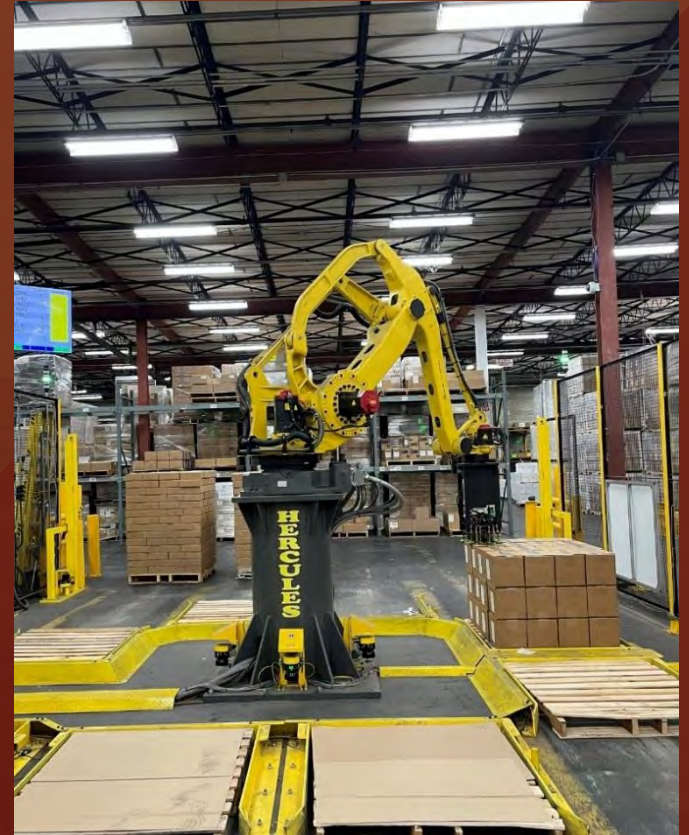
FY2026 target is 25% pallets recycled
FY2030 target is 60% pallets recycled

Facility Participation Rate



Innovations

Vision: Be a proactive service organization providing innovative and creative solutions that add value with proven results



Technology Investments | Implemented



**Autonomous
Mobile Robot**



Flex Rover



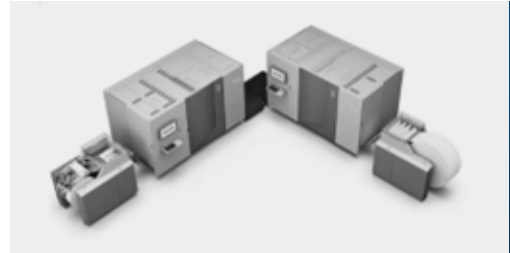
MICR Printer



**Solimar Print
Director (SPD)**



**Quadient
Inserter**



VC40000

Technology Investments

Asset Management Dashboard Library



Parcel Locker
Lookup
Dashboard



AASC
Maintenance
KPI Dashboard



Electric Vehicle
Supply
Equipment
Dashboard



Capital
Property
Dashboard



Security Lock &
Key Order
Lookup
Dashboard



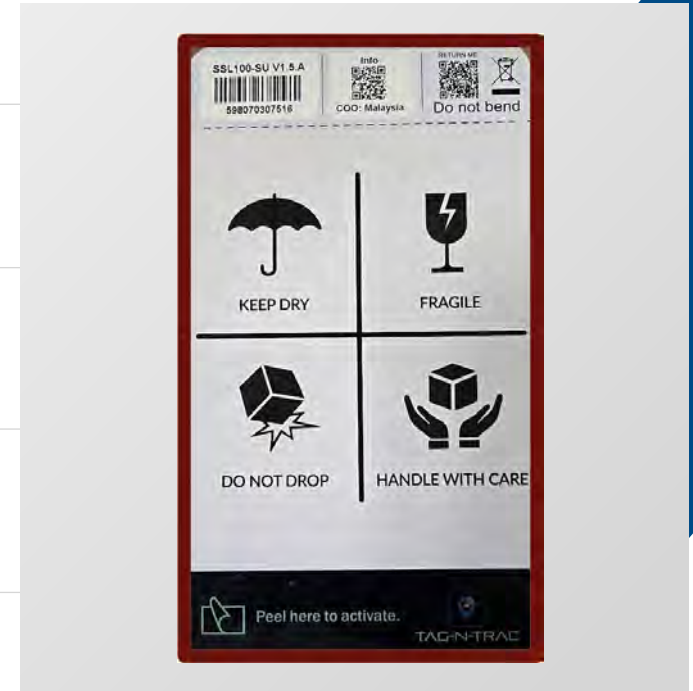
Retail/
ReadyPost®
Auto
Replenishment
Inventory
Dashboard



Material
Distribution
Center
Dashboard

Technology Investments: FY26 In Progress

- ✓ Container Management (Proof of Concept)
- ✓ High Value Asset Visibility & Tracking
- ✓ RICOH Cut Sheet Printers/Inserters
- ✓ Bookbinder Finishing Equipment
- ✓ Robotic Process Automation (RPA)/AI Improvements



Technology Investments: FY26/FY27 Planned

- ✓ Automated Parts Replenishment for Critical Spares
- ✓ Autonomous Mobile Robot Expansion
- ✓ Automated Storage and Retrieval System (AS/RS)
- ✓ Capital Asset Tracking
- ✓ Container Management
- ✓ Demand & Supply Planning Technology Tools using AI
- ✓ Manual Sortation Appliance (MSA) with Passive Overhead Scanners
- ✓ Money Order Replenishment
- ✓ Robotic Process Automation (RPA)/AI Improvements



Technology Investments: Looking Ahead

- ✓ Item Scanning/Dimensioning/Camera/X-ray Technology
- ✓ Production/Workhour Tracking and Data Management/Measurement
- ✓ Robotics/Automation: Trailer Unload/Load
- ✓ Robotics/Automation: Handling/Packaging/Labeling/Scanning
- ✓ Robotics/Automation: Item Picking/Sorting/Handling



Asset Management: Learn More

Asset Management's Website (Internal USPS Employees)



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tamie.s.hollar@usps.gov

?

How can Asset Management help your Postal organization with innovative products and services?

?

How can suppliers help Asset Management with our future technology needs?

?

How can we all support the USPS strategic initiatives and daily operational needs?

Questions?
