

USPS Honors Suppliers For Outstanding Performance

10 Companies Recognized for Delivering Excellence



Back row (left to right)

Susan M. Brownell, Vice President, Supply Management, **U.S. Postal Service**

Michael Tubbs, Executive Vice President, **The Korte Company**, Supplier Excellence Award

Tom Welsh, President, **Eagle Software Group, Inc.**, Supplier Excellence Award

Bob Kenyon, President, **Atlas Oil Company**, Supplier Excellence Award

Tim Carroll, President and Owner, **Automated Control Technologies LLC**, Supplier Excellence Award

Letitia Farrell, President, **Southern Mail Service, Inc.**, Supplier Excellence Award

Front row (left to right)

Laura Ernst, Partner, Portfolio Management, **Universal McCann**, Supplier Performance Award

Beverly Drew, President, **Asset LifeCycle LLC**, Supplier Sustainability Excellence Award

Todd Gustafson, President, **HP Federal LLC**, Supplier Performance Award

Susan Hare, National Account Sales Director, **Hallmark**, Supplier Innovation Award

Michael Maiorana, Senior Vice President, Public Sector, **Verizon**, Supplier Performance Award

The U.S. Postal Service has honored 10 companies for superior supply chain performance and delivering optimum solutions that reduce costs, enhance performance, maintain high levels of service, and provide innovative and sustainable solutions.

The companies recognized for performance during 2017 received awards in the following categories: Supplier Performance, Supplier Excellence, Supplier Innovation, and Supplier Sustainability Excellence. Suppliers are nominated by postal stakeholders for providing services or innovative solutions that exceed expectations and provide a notable contribution.

This is the 28th year of the awards. The following link displays [*a poster of the honorees*](#).

“This is an important event for the Postal Service because it gives us the opportunity to acknowledge — and celebrate — the contributions of our top performing suppliers,” Supply Management Vice President Susan M. Brownell told the recipients at the recently held Supplier Performance Awards ceremony in Potomac, Maryland.

“The focus that these suppliers have placed on performance, communication, innovation and continuous improvement has been instrumental in helping the Postal Service deliver high quality service to our customers,” Brownell said.

Special thanks to the Supply Management Individuals and Teams that submitted nominations for suppliers to consider for recognition for this cycle. We received well-documented nominations and competition was fierce.

Thanks to all for your support of the Supplier Performance Awards Program!

The winners for 2017 performance are:

Supplier Performance Award: Eligibility is reserved for the suppliers designated by the Postal Service during 2017 as a “Key Supplier.” A supplier is designated as “key” based on business impact, market complexity, spend, and other business considerations. The nomination criteria for this category is patterned after the Supplier Excellence Awards category (described below), but additional factors are used in these selections, such as active involvement in the Postal Supplier Council, active diversity outreach or mentor-protégé programs, and documented progress against supplier development plans. Other factors include significant contributions to Postal Service cost reduction, service improvement, and revenue generation efforts.

■ **HP Federal LLC**, Washington, DC



HP Federal LLC (HP), a subsidiary of original equipment manufacturer HP Inc., has worked in close partnership with the Postal Service for the past 26 years to help design, build, and deploy reliable and cost-effective distributed computing infrastructure to support USPS business operations. HP has made significant contributions enabling the USPS to reduce costs and attain key business objectives. HP provides client-use hardware, accessories, and support services to refresh the USPS computing environment across the network. In FY 2017, HP executed almost 15,000 transactions under the contract and also provided a comprehensive approach to managing the USPS printer fleet under the Managed Print Service program.

“It’s an honor for HP to be recognized by the U.S. Postal Service for the Supplier Performance Award. We have had the privilege of partnering with USPS for the last 24 years to bring technology innovation – both PC and Print – to support their company initiatives in efficiency and digital IT. We look forward to deepening our partnership in the future – and keeping pace to deliver more!” — Todd Gustafson, President, HP Federal LLC.

■ **Universal McCann, New York, NY**



Universal McCann (UM) is a global media and advertising agency and a subsidiary of the Interpublic Group of Companies. UM is a large business and is now in its sixth year of working with the Postal Service. UM is responsible for developing and overseeing the USPS annual strategy for television, radio, digital, and social media. UM has provided excellent service by implementing improvements in brand perception among key customers. To ensure the best results, UM has developed a measurement plan for each campaign. Applying learnings of what works, and what doesn’t work, to future campaigns has helped to maximize performance.

“We are immensely proud to have been singled out for this award,” said Kasha Cacy, CEO, US, Universal McCann. “USPS has been a collaborative, innovative client for many years. I am truly grateful to have been a member of the team from the start, when we first won the business in 2013. Since then, it has been my pleasure to watch our UM team grow and evolve, working alongside the incredibly talented people at USPS to consistently deliver best-in-class work across the board. All of us at UM look forward to a future of continued success with such a trusted and valued partner.”

■ **Verizon, Ashburn, VA**



Verizon Business Networks (Verizon) provides equipment and services critical to maintaining and keeping the Postal Service’s telecommunications infrastructure fully operational. It provides network connectivity services to more than 6,000 critical USPS locations, enabling web applications, mail processing applications, Voice-over-Internet-Protocol phone services, Inspection Service communications, and a host of other connectivity needs. Last year, Texas, Florida, California, Puerto Rico, and the U.S. Virgin Islands were devastated by storms that affected many of our facilities. Verizon made USPS a priority and quickly reconnected the Postal Service’s broadband and LAN/WAN locations in areas where many were scrambling to restore services.

“Verizon is proud that USPS trusted Verizon in such an unprecedented, critical moment. By working as partners with the USPS, we were able to develop a solution that allowed mail service to quickly resume, which not only ensured delivery of essential items, but helped the citizens of Puerto Rico regain some sense of normalcy. We run to a crisis, and we value our relationships with our USPS partners.” — Michael Maiorana, Senior Vice President, Public Sector, Verizon

Supplier Excellence Award: This award recognizes Postal Service suppliers that have demonstrated exemplary contract performance, innovation, and supply chain integration, or played a significant role in helping the Postal Service reduce costs or achieve other strategic objectives.

■ **Atlas Oil Company, Taylor, MI**



Atlas Oil Company (Atlas) offers single-source solutions for fuel, transportation, and logistics. It is one of the largest fuel distributors in the country, delivering over 1 billion gallons of fuel annually to customers in 47 states.

Atlas provides the Postal Service with emergency fueling support when fuel is not available from usual retail sources. Atlas exceeded expectations for the Postal Service by responding to five hurricane deployments over a 14-month span, including Hurricanes Matthew, Harvey, Irma, and Maria, allowing the Postal Service to maintain mission-critical operations during each event.

“Despite the unique challenges of the 2017 hurricane season, our team worked day and night with our partners at USPS to ensure that this essential national service remained operational. I’m proud of the Atlas team for their hard work and excited to share this award with them. There is no better feeling than helping your country in a time of need. We are blessed to live in this great country and proud to be the fueling partner of choice for USPS.”
— Bob Kenyon, President, Atlas Oil Company

■ **Automated Control Technologies LLC, Tempe, AZ**



Automated Control Technologies LLC (ACT) provides automated material handling, software, and complete systems to support the USPS mission. Since 2002, ACT has played a major role in supplying postal solutions for material-handling equipment for letters, flats, and packages. ACT letter-processing designs have significantly

improved the ability of the Postal Service to prepare and present letters, flats, and small and large packages for facing and cancellation. The package sorters that ACT designed and installed are an important component of the Postal Service expanding package processing capabilities.

“It is an honor to win this year’s Supplier Excellence Award. ACT is very proud of our reputation and project performance as a systems integrator for the Postal Service and this award validates our efforts.” — Tim Carroll, President, Automated Control Technologies LLC

■ **Eagle Software Group, Inc., Fairfax, VA**



Eagle Software Group, Inc. (Eagle) has worked with the Postal Service for the past 27 years, providing high-quality custom software development services, management

consulting, statistical analysis, and program management to the USPS. Eagle’s expertise is in technical development and documentation, enabling it to deliver services and solutions quickly to the Postal Service. Using its efficient approaches and broad technical knowledge, the Postal Service is on track to replace two legacy systems below budget. Eagle has provided superior performance and high-quality results.

“USPS has always been one of our very best customers, and it is our great honor to be commended as one of their finest suppliers. All of the ESGI staff, some of whom have

worked on USPS projects for over 20 years, are delighted to have USPS recognize their dedication and hard work.” — Tom Welsh, President, Eagle Software Group, Inc.

■ **Southern Mail Service, Inc., Conroe, TX**



Southern Mail Service, Inc., is a large, woman-owned business providing highway contractor services for the Postal Service since 1986. Southern Mail Service is a national transportation supplier based in Houston. Last year, Southern Mail Service transported mail more than 45 million miles across the United States, operating over 1.1 million hours. The company operated over and beyond its contractual duties during Hurricane Harvey, providing exceptional service to the Postal Service at the North Houston Processing and Distribution Center by establishing communication to ensure a continuation of operations to and from all cities impacted by flooding water.

“For Southern Mail Service, customer service is a continual, day-in, day-out activity that is communicated to all levels within the company. We are proud to work for the USPS and we show it every day. Hurricane Harvey devastated the Texas Gulf Coast in August, 2017 but brought out the best in Southern Mail Service’s employees. As roads became passable, employees based throughout the state volunteered to cover extra trips moving supplies into flood ravaged areas and assisting with the backlog of Houston mail resulting from the torrential rains caused by Harvey. Our employees share the company’s customer service philosophy and are always willing to go that extra mile to ensure the success of our customer, the USPS.” — Letitia Farrell, President, Southern Mail Service, Inc.

■ **The Korte Company, Highland, IL**



The Korte Company (Korte) specializes in design-build, construction management, and construction services. The USPS Processing and Distribution Center and Vehicle Maintenance Facility in Portland, Oregon, consolidated operations from three existing processing sites. Korte was responsible for the design and construction of the 18-acre Plant and Distribution Center, as well as a 30,000 square-foot Vehicle Maintenance Facility in Portland. Korte completed the project within 18 months — six months less than the 24-month construction period.

“The Korte Company is very thankful for this award. It is an acknowledgement of a mutually beneficial strategic partnership between The Korte Company and the USPS that spans almost 40 years. This partnership includes over 45 completed projects, with the 45th project being the largest project, the P&DC / VMF in Portland, Oregon. The USPS and KORTE have together delivered the best quality, best value projects, with superior design. We look forward to our future together!” — Michael L. Tubbs, Executive Vice President and Project Executive, The Korte Company

Supplier Innovation Award: This award recognizes Postal Service suppliers for innovative efforts that benefit the Postal Service in a special way.

■ **Hallmark, Kansas City, MO**



Hallmark Marketing Company LLC (Hallmark) is a private, family-owned company and is the largest manufacturer of greeting cards in the United States. Hallmark has partnered with the USPS Retail Marketing and Strategies Group to offer greeting cards in USPS lobbies to help the Postal Service realize its

goals of delivering a world-class customer experience, continued revenue growth, and providing value. Hallmark designs and produces unique products for the Postal Service that promote the USPS brand. The holiday stationery offerings, such as the Letter to Santa, were designed around the holiday stamps. In addition, Hallmark designed and manufactured “quick-set” Greeting Card Displays and other various fixtures and signs to fit USPS requirements.

“Hallmark prides itself on being an outstanding business partner to its customers,” said Hallmark Cards, Inc., CEO Don Hall. “It is especially gratifying to be recognized by the USPS for our innovative supply chain management efforts that have enabled a quality selection of our greeting cards for customers in more than 13,000 post office lobbies across the country.”

Supplier Sustainability Excellence Award: This award recognizes excellence in implementing environmentally preferred business practices that help the Postal Service achieve its sustainability goals and reduce its carbon footprint.

■ **Asset LifeCycle LLC, Topeka, KS**



Asset LifeCycle LLC (ALC) is a woman-owned small business that provides complete investment recovery, asset disposal, and destruction services for responsible recycling on a national level. ALC analyzes USPS commodity assets which have reached end of life and

de-manufactures and recycles them. ALC supports the USPS Advanced Computing Environment licensing practices by securing and erasing data stored on the computing device, recording the results and health of the machine, and feeding confirmation of the machine’s retirement to the Postal Service’s Desktop Computing Group.

“Asset LifeCycle LLC is incredibly honored to receive the Supplier Sustainability Excellence Award from the USPS. This award illustrates the commitment and dedication of USPS to seek the highest levels of supplier performance, achieving excellence in conjunction with environmental stewardship and continued sustainability. The partnership between our organizations has contributed to the accomplishment of vast responsible recycling initiatives. Through continued collaboration between USPS and Asset LifeCycle, the opportunities for environmental sustainability are boundless.” — Beverly Drew, President, Asset LifeCycle LLC