



Hunt Midwest

Kansas City's USPS Stamp Fulfillment Center Finds Success Underground *New services fuel growth at underground location in SubTropolis*

Quietly operating in 300,000 square feet of space underground in SubTropolis, the United States Postal Service's (USPS) **Stamp Fulfillment Center** is now offering more services than ever for businesses and consumers worldwide. SubTropolis, the world's largest underground business complex, provides an ideal environment for this unique operation.

This Kansas City operation has been selling commemorative stamps, first-day covers and Forever stamps online to buyers all over the world for several years now. The USPS first moved to Hunt Midwest SubTropolis in 1991 with just 82 employees.

Fast-forward 18 years and today the technologically advanced center employs 180 people who rarely touch each stamp order until sealing it, addressing it and sending it off for mailing. A maze of computer-controlled conveyor belts, stamp bins and mechanical grabbers do the rest.

The Stamp Fulfillment Center's daily inventory of stamps ranges from 400 million to 600 million, with a fulfillment rate of 12,000 to 15,000 orders per day. And most of those orders have a turnaround time of just 24 – 36 hours. Sales at the facility reached \$468 million in 2009.

New offerings make buying stamps faster and more convenient

One new offering that is beginning to generate significant "buzz" is the **STAMPS Now** program. STAMPS Now allows businesses to order postage on an as-needed basis, selecting the format, denomination and stamp designs to meet their mailing needs. From First-Class to Priority Mail, presorted First-Class to presorted Standard, every account is customized to the specific needs of each business customer.

One STAMPS Now customer – a financial institution with 8,000 offices cross the United States – relies on STAMPS Now for the postage to send correspondence from each local office to nearby customers. Another large STAMPS Now customer has stamps shipped regularly to its 1,800 offices across the U.S. A third has 500,000 stamps automatically shipped to its headquarters every month.

"We have a variety of business customers with a myriad of postage needs," said Khalid Hussain, Manager, Stamp Fulfillment Services. "Thanks to our state-of-the-art fulfillment system and our skilled employees, we are able to process and ship all of their orders on a timely basis."

Another offering – a unique service that is quickly gaining in popularity with both consumers and business customers – is the **Personalized Stamped Envelopes** program. With Personalized Stamped Envelopes, the return address and postage appear on every envelope, eliminating the need for return address labels, stamps or postage meters. Plus, there are a number of options to choose from:

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- four different fonts
- three different font sizes
- two distinctive postage designs
- a variety of envelope sizes and styles
- customized messages to appear on the envelopes

With easy online ordering just now becoming available on the Postal Service's website (www.usps.gov), the USPS expects orders for Personalized Stamped Envelopes to increase exponentially.

Yet another new service being introduced is **Stamp Fulfillment Services (SFS)**, a world class fulfillment center. With more than four decades of experience in providing reliable and best-in-class products and services to philatelists (stamp collectors), mail use customers and postal units alike, the SFS really delivers for its customers. Providing comprehensive, turnkey mailing services that include packages, DVDs, and promotional materials in addition to envelopes, the SFS will insert a customer's mail pieces, warehouse its stock and maintain its databases. "Once companies learn about our Stamp Fulfillment Services, we expect we'll need to ramp up in a big way," said USPS Sales Analyst Mary Sue Derks.

With Personalized Stamped Envelopes, STAMPS Now and Stamp Fulfillment Services all underway, things are really humming at the USPS operation in SubTropolis. Hussain remarked, "We're thrilled to be introducing these new programs at this time. We know that many consumers are not aware of all the services the USPS provides, and we hope that – once the word gets out – they'll take advantage of some wonderful options that can make their lives easier."

Underground location meets unique needs

One reason the USPS chose SubTropolis to house its Stamp Fulfillment Services operation was its convenient location in the center of the country, with easy access to Kansas City International Airport and several major highways. Plus SubTropolis is served by over 300 truck lines and a rail line, making nationwide shipping a breeze.

Hussain commented "We were looking for a convenient location that allowed us to deliver anywhere in the country within a few days. In addition, locating in SubTropolis allowed us the ability to expand – which we've done several times in the past 18 years – while providing us with several other amenities such as a constant temperature, lack of humidity and a clean, well-maintained facility."

Security was also extremely important to the USPS, and something that is abundant at SubTropolis. Its underground location gives the Stamp Fulfillment Center total protection from the elements, including weather disasters such as tornadoes or floods, plus SubTropolis has security staff on site 24/7.

The USPS found all these benefits and more in Hunt Midwest SubTropolis, which is owned and operated by the family of legendary sports pioneer, Lamar Hunt. "We have been very pleased with our decision to locate in SubTropolis," said Hussain. "It has served us well for over 18 years, and the Hunt Midwest team has been very good to work with."

To learn more about the real estate solutions SubTropolis provides, call **800-551-6877** or visit **SubTropolis.com**.