



PRINTING SERVICES BUSINESS LINE


Service Description

 The Printing Office produces a complete range of high-quality printed products comparable to those available from a full-service commercial enterprise. These include:

- Reports
- Books
- Pamphlets and Brochures
- Public Information Materials
- Presentation and Promotional Posters
- Forms and Letterhead
- Development of Printing Requirements and Specifications

 Other printing-related services are:

- Mailing/Shipping of printed materials
- Distribution Preparation Services (labeling, consolidation and packaging)
- Automated Mail List Maintenance

 In addition, this business line involves:

- Production of Government Printing Office (GPO) printed inserts to the daily Federal Register
- Production and duplication of various electronic informational media such as compact discs, video diskettes and magnetic tapes.
- Court reporting and transcription services

Pricing Policy

Board Adopted Policy

Organizations will pay for direct printing costs as well as Federal Register costs.

Pricing Method (Billing Calculation)

Program offices pay the actual cost of printing, vendor postage, federal register, vendor color copying, and court reporting services.

Budget Estimating Method

Budgetary estimates are developed based upon the 12 month period prior to issuance or submission of IRB and OMB budgets. In other words, budget estimates published in June of the Fiscal Year reflect actual usage charges for June through May of the preceding year. Extraordinary or unusual charges in usage patterns, as well as

purchases of new equipment are not anticipated in the Fund's estimates. To the extent that such anomalies can be foreseen by the program customer, the cost impact of these charges should be added or subtracted (as appropriate) from the Funds estimate. Also, possible variations in consumption due to expected changes in staffing levels are not considered in the Fund's estimates.

Annual Projections

WCF projections of current Fiscal Year usage and costs are updated monthly and provided with each bill. Projections are calculated based upon fiscal year-to-date costs multiplied by a straight forward annualization factor. For example, the annual projection calculated as of April would be as follows:

Total YTD Cost (October - April) divided by 7 multiplied by 12 equal projected annual cost.

Billing Cycle

All printing services are billed monthly, based upon prior month actual usage. There are no charges for this business line that are assessed annually or quarterly.

Availability of Detailed Usage Information

Program offices may receive upon request, copies of summary data for printed products, vendor postage, vendor color copying, federal register and court reporting services. This information includes job title, date received, estimated cost, actual cost and the program contact(s) placing the job order(s).

Service Standards

- Will schedule planning conference with customer within eight hours of request to discuss printing requirements which include job specifications and anticipated turnaround times.
- Representatives from the printing staff are available to provide planning assistance during the developmental stages of projects. We encourage customers to seek assistance as soon as project discussion begins.
- The standard turnaround time to process most printed products ranges from five to 10 working days.
- Distribution of most printed material within one to three days.
- Complex projects (i.e., Science Bowl, Ethnic History Months, Press Briefings, 4-color process brochures, publications, etc.) require negotiation of time frames which typically are 20 to 30 working days.
- A courtesy call will normally be provided to the point of contact when a job is completed; however, it is recommended that the point of contact call printing and graphics staff to check the status of the project.

- Will provide detailed usage and management reports on an as-requested-basis within 24 hours.

Points of Contact

Fund Manager: Willie Mae Ingram, 202-586-2002

Business Line Manager: Mary Anderson, 202-586-2129

Service Point of Contact: Dallas Woodruff, 202-586-4326

FREQUENTLY ASKED QUESTIONS ABOUT THE PRINTING BUSINESS LINE

Q. How can my office save on printing charges?

A. Program elements can save on printing charges by planning projects in advance. The printing staff is available to attend customer's planning conferences on upcoming projects. This can eliminate surcharges associated with meeting quick turnaround times and allow for alternative specifications to be applied.

Q. Who do I call to find out how we have been spending money on printing?

A. You can call the service point of contact, Dallas Woodruff, on (202) 586-4326. If he is not available, the business line manager, Mary Anderson, should be contacted on (202) 586-4318./P>

Q. Can I get a summary of how we spent money last year?

A. Yes, a detailed summary is available at the customer's request. Standard turnaround time of a detailed summary is 24 hours. Program offices may receive upon request, copies of summary data for: printed products, vendor postage, vendor color copying, and Federal Register and court reporting services. This information includes job title, date received, estimated cost, actual cost and the program contact(s) placing the job order(s). This information can be provided at any time, as requested for any period (e.g., current month or year-to-date) during the current fiscal year, as specified.

Q. Can I ask MA to restrict who can order printing services?

A. Yes, program elements can establish signature authority on who can order printing services for them by sending a memorandum to the business line manager, Mary Anderson.