The GPO*Express* Card

GPO*Express*℠ Program
Convenient access to cost-effective
document solutions for federal government agencies

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KELLY CAMPBELL
1111-00 TSTPAB (A)

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FedEx Kinko's is now FedEx Office

Agenda

- About the program
- Program benefits and features
- About FedEx Office
- Document solutions
- Signs and graphics
- Direct mail
- FedEx Office℠ DocStore
- FedEx Office DocStore demonstration
- Resource information
- Summary

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The GPO*Express*℠ program

- The U.S. Government Printing Office (GPO) has contracted with FedEx Office to provide copy and print services, signs and graphics services, and more at discount prices to federal government agencies
- Through the program, you have access to cost-effective, consistent, high-impact document services at discounted rates through a digitally connected network of FedEx Office locations

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Agencies using the program

- Dept. of Veterans Affairs
- Dept. of Agriculture
- Dept. of State
- Dept. of Labor
- Dept of Interior
- Dept. of Justice
- Dept. of Commerce
- U.S. Courts
- U.S. Merchant Marines

- Peace Corps
- National Guard
- GSA
- NASA
- NIH
- FEMA
- TSA
- EEOC
- HUD
- FTC

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How the program works

- Agency employees use the GPO*Express*^{SM} card to make online and in-store purchases at guaranteed rates
- FedEx Office bills the GPO, which in turn bills the agency
    - Agencies are billed on the normal GPO billing schedule
    - The value of each purchase made by the agency will be rounded up to the next whole dollar per the IPAC agreement
    - For questions about GPO billing and program details, including the identifying jacket number, contact your GPO National Account Manager
    - Program training information is available at www.gpo.gov/gpoexpress

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Program benefits

- **Convenience:** access to a network of more than 1,800 FedEx Office locations nationwide

- **Ordering options:** place in person or online, or request a pickup

- **Free proofs:** request by phone, in person or online

- **Free delivery:** within the local delivery zone of each FedEx Office Print & Ship Center[SM]

- **Free cost estimates:** request by phone, in person or online

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Program benefits

- **Pricing:** no GPO surcharges
  - Agencies pay listed prices
  - Pricing guide available at www.gpo.gov/gpoexpress
- **Receipts:** attached to each completed job
  - Includes job details and line-item charges
- **Agency job reference:** captured at time of order
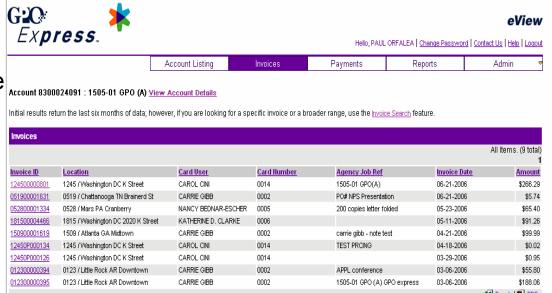 - Information appears on invoice

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Program benefits

- **eView:** Your account's transactions available online
  - Transaction data within 24 hours after purchase
  - Access available to all cardholders, managers and administrators
  - View up to three years of invoice data
  - Export information to a PDF or XLS file

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GPO*Express*℠ card

- Single method of payment at all FedEx Office locations
  - Guarantees you receive your contracted rates
- Per-transaction limit established by agency program coordinator
  - FedEx Office can process projects in excess of card limit only with manager approval

GPO Express℠

000500579-0286

JOHN SMITH
BAC 12345 USDA (Z)

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GPO*Express*℠ spending limits

GPO *Express*℠

0000500579-0286

JOHN SMITH
BAC 12345 USDA (Z)

- Per-transaction spending limit is indicated by the A-Z alpha character in parentheses on your card

  - Refer to the following chart to determine your spending limit

  - No approvals required if the transaction is below your limit

  - FedEx Office and the GPO require pre-approval from your manager via e-mail for transactions over your limit before placing your order

  - Request a quote at the time you place your order to determine if approval is required

Letter	Spending Limit	Letter	Spending Limit	Letter	Spending Limit
A	$100	I	$900	R	$8,000
B	$200	J	$1,000	S	$9,000
C	$300	K	$2,000	T	$10,000
D	$400	L	$2,500	U	$15,000
E	$500	M	$3,000	V	$25,000
F	$600	N	$4,000	W	$50,000
G	$700	O	$5,000	X	$100,000
H	$800	P	$6,000	Y	$250,000
		Q	$7,000	Z	Unlimited

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Customer support

- FedEx Office GPO*Express*℠ account team 1.866.815.4428
  - Your account executive is your key contact for:
    - Location of the nearest FedEx Office team for production support
    - Details about your contract and available products and services
    - Answers to questions about your program features and benefits
    - Proactive follow-up to ensure outstanding customer service
    - Helpful information about contract and program updates
- GPO National Account Manager
  - Your GPO National Account Manager is your key contact for:
    - Questions about your GPO contract and GPO billing
    - Continued consultative support
    - Go to www.gpo.gov/customerservices/nams.htm or call 1.202.512.1904 for contact information

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Customer support

- FedEx Office locations
  - Each knowledgeable center manager is committed to providing excellent service; primary source for issue resolution
  - All center team members can process your order and provide quotes
  - Senior project coordinators can answer questions related to your project
- GPO*Express*℠ Help Desk 1.866.654.6567
  - Dedicated support for GPO*Express* customers
  - Available 24 hours a day, 7 days a week for:
    - General program information
    - Location of a nearby FedEx Office center
    - Technical assistance

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A look at FedEx Office

- FedEx Office Print & Ship Centers provide a comprehensive range of business services to meet your unique needs
  - Copying, printing, direct mail, and signs and graphics services
  - High-speed Internet access, computer use, Wi-Fi services and videoconferencing
  - A full range of FedEx Express® and FedEx Ground® shipping services

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The FedEx Office℠ network

- More than 1,800 digitally connected FedEx Office locations strategically located in high-traffic areas

- Open 7 days a week with extended business hours, and 24-hour-a-day access available at hundreds of locations

● FedEx Office Print & Ship Center℠
● FedEx Office℠ Ship Center

FedEx Office℠

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The GPO*Express*℠ program for document solutions

- Copying and printing services
  - State-of-the-art black & white and color copying equipment
  - High-output equipment with outstanding image resolution
  - Large-format production: presentation boards; trade show graphics; and architectural, construction and engineering drawings
  - Cutting, folding and stapling
  - Wide range of paper colors, stocks and sizes available
  - Trained, experienced team members who can provide specialized advice and assistance
  - FedEx Office℠ DocStore to manage, store, print and distribute your projects

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The GPO*Express*℠ program for document solutions

- Binding options
  - Choose book binding, booklet making, coil binding, comb binding, tape binding and velo binding
- Finishing options
  - Choose folding, cutting, drilling, laminating, stapling and mounting
- Document-creation options
  - Choose business cards, brochures, proposals, flyers, reports, presentations, announcements, invitations, and much more

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The GPO*Express*℠ program for signs and graphics

- Take advantage of all our services, or just have us help you with a few steps in the process
    - Full range of sign capabilities
    - Experienced sign specialists
    - Quick turnaround time (one to five days)
    - Capacity to handle orders of virtually any size

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The GPO*Express*℠ program for signs and graphics

- **Outdoor banners.** Banners and signs that can last for years outdoors

- **Indoor banners.** Full-color banners to advertise your message

- **Rigid signs.** Aluminum, plastic and corrugated plastic

- **Specialty prints.** High-quality photo enlargements, backlit prints, window clings, floor graphics and many types of point-of-purchase signage

- **Specialty signs.** Lettering, graphics, decals, and vehicle and promotional magnets

Rigid Signs

Outdoor Banners

Vinyl Outdoor Banners

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The GPO*Express*℠ program for direct mail

- We offer the convenience of a one-stop resource where you can take advantage of our full array of services, or just have us help you with a few steps in the process
  - Document creation and personalization
  - Printing and finishing services like folding, inserting and sealing
  - List services and address cleansing, verification and updating
  - Postal discounts and delivery
  - Virtually any budget, and volumes ranging from 100 to 100,000 pieces

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FedEx Office℠ DocStore

- Whether you need to facilitate just-in-time printing or establish an online catalog, FedEx Office DocStore is your solution

  - **Send & Print.** Authorized users have the power to upload files directly from their computer and send them to any FedEx Office location for printing and distribution

  - **Online Catalog.** Use this virtual storage room for all your company's most frequently printed documents, which you can revise, customize, print and ship at any time. Simply log in, then select and order the document you need

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FedEx Office℠ DocStore

- The benefits of Send & Print:
  - Distribute documents in hours instead of days or weeks
  - Save money by printing only what you need
  - Save money by having files printed at the destination of your choice
  - Control user access and spending limits
- The benefits of Online Catalog:
  - Eliminate storage and inventory hassles
  - Access, customize and order materials anytime, anywhere
  - Add, delete and update documents as needed
  - Simplify ordering with convenient shopping-cart and address-book features
  - Keep documents secure by employing firewalls, passwords and encryption

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FedEx Office℠ DocStore demonstration

- Go to www.gpo.gov/gpoexpress and select *Send an Order*

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The GPO*Express*.Card

Cost-Effective Document Solutions for Federal Government Agencies

FedEx Office℠ DocStore demonstration

- Enter your user name and password

- The default user name is your agency e-mail address, and the default password is "gpoexpress!"

- Select *Continue*

FedEx Office℠ DocStore demonstration

- To get an estimated cost
  - Select *GPOExpress℠ Cost Calculator*

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- The calculator tool will provide estimates for the most commonly used print specifications

- For additional options or for a detailed quote, contact the FedEx Office location that will produce your order

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FedEx Office℠ DocStore demonstration

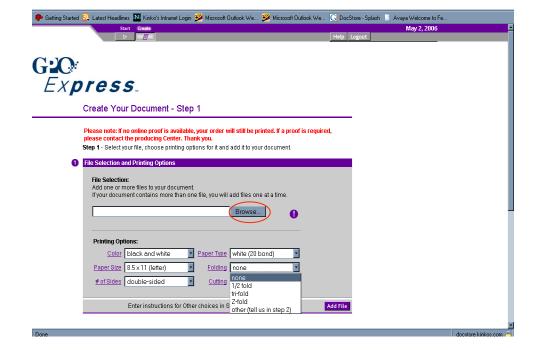- To place your order, select *Send & Print Your Documents at FedEx Kinko's*

FedEx Office℠ DocStore demonstration

- Select *Browse* to locate and upload your file

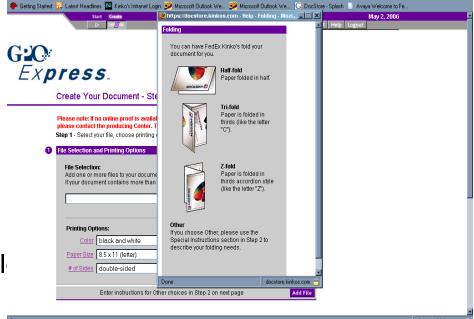- Select various drop-down menus to customize printing options for your file

FedEx Office℠ DocStore demonstration

- If you click a printing option name, a window will open, providing pictures and descriptions of each option to assist you in making decisions
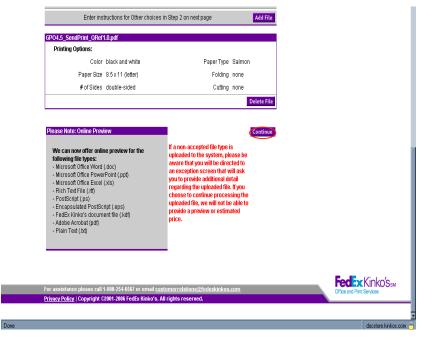- Select *Add File* to upload your file and prepare it for preview

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FedEx Office℠ DocStore demonstration

- Once your file is loaded, the site will display the file name and the selected printing options. The site allows you to add multiple files to create your document

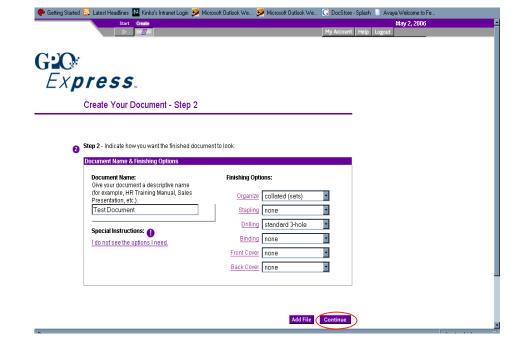- Select *Continue* to proceed to document finishing options

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- Name your document
- Select your finishing options
- Select *Continue* to preview your document

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- *Preview* enables you to review and edit your entire document
- You can get online preview for the following file types:
  - Adobe® Acrobat®
  - Microsoft® Office Word, Microsoft Office PowerPoint® and Microsoft Office Excel®
  - PostScript® and Encapsulated PostScript
  - Rich Text and Plain Text

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FedEx Office℠ DocStore demonstration

- *Please note*: While nonstandard file formats will not preview, the order will still be placed
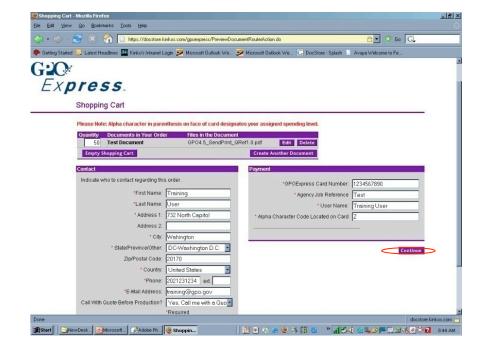
- Select *Continue to Cart* to proceed to checkout

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FedEx Office℠ DocStore demonstration

- Some information on the Shopping Cart screen will already be completed based on your user profile

- Enter all additional information in the required fields, including the number of copies required

- If you would like to have the FedEx Office location that will be producing your order call you with a quote, select that option

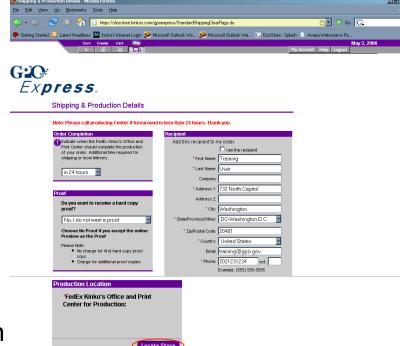- Select *Continue* to add delivery information

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FedEx Office℠ DocStore demonstration

- Use the drop-down menu to select the due time for your document

- Select your proof option; it is recommended you always request a proof

- Enter the recipient information; if you are the recipient, check *I am the recipient*, and your contact information will automatically populate

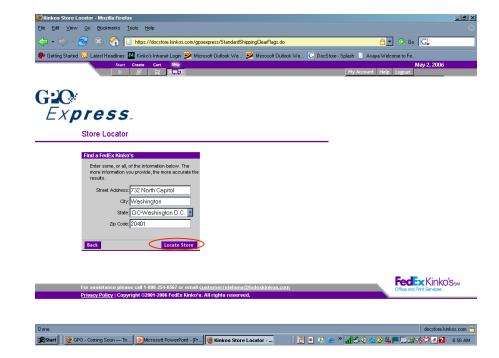- Select *Locate Store* to find a FedEx Office Print & Ship Center℠

FedEx Office℠ DocStore demonstration

- Your recipient information automatically populates the Store Locator
- Select *Locate Store* to start the search

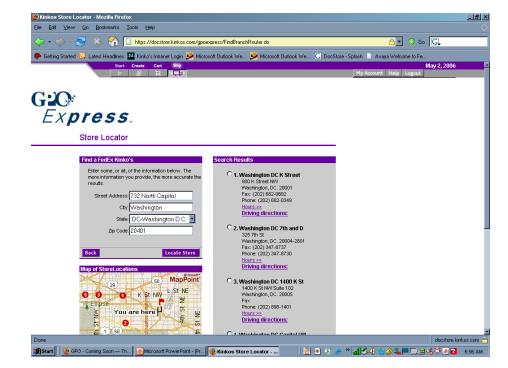## FedEx Office℠ DocStore demonstration

- The Store Locator will provide up to five location results

- The map, hours of operation and local driving directions are also provided

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FedEx Office℠ DocStore demonstration

- Choose a delivery method from the drop-down list

- *Please note*: Delivery is free within the local delivery zone of each FedEx Office Print & Ship Center℠

- Select *Continue* to proceed to the order confirmation page

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FedEx Office℠ DocStore demonstration

- Use the order confirmation screen to review your order and make changes in job options where necessary
- Select *Place Order* to confirm your order

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FedEx Office℠ DocStore demonstration

- You may print the confirmation page as a receipt
- The site will give you an order number that you can use to track your order
- The system will send you an e-mail confirming receipt of your order. You will also receive a confirmation e-mail once your order is completed

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GPO*Express*℠ program resources

Finding a location

- Go to gpo.gov/gpoexpress
- Select *Store Locator*

Placing an order

- Go to your local FedEx Office Print & Ship Center℠
- Call your local center to schedule a pickup
- Submit your order online via FedEx Office℠ DocStore

FedEx Office DocStore

- Go to https://docstore.kinkos.com/gpoexpress
- User name is your agency e-mail; password is "gpoexpress!"

Order questions

- Contact the local center that is processing your order and ask for the senior project coordinator

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GPO*Express*℠ program resources

Service issues

- Contact the local center that is processing your order and ask for the center manager

eView

- Go to https://eview.fedexkinkos.com
- For access issues, send an e-mail to gpoexpresseview@gpo.gov

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GPO*Express*℠ program resources

FedEx Office GPO*Express* account team 1.866.815.4428

- Questions about program services
- Questions about local production support
- Proactive customer service follow-up

GPO National Account Manager

- Questions about your GPO contract and GPO billing
- Continued consultative support
- For contact info go to www.gpo.gov/customerservices/nams.htm or call 1.202.512.1904

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Cost-Effective Document Solutions for Federal Government Agencies

GPO*Express*℠ program resources

GPO*Express* Help Desk 1.866.654.6567

- For questions or issues related to:
  - General program information
  - After-hours support 24 hours a day, 7 days a week
  - Location of a nearby FedEx Office center
  - Technical assistance

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GPO*Express*℠ program resources

FedEx Office Solution Center

- Online resources to help educate program users about products and services available through FedEx Office.

- Features ideas and samples to help meet your agency needs
  - Document services
  - Signs and graphics
  - Direct mail services

- Go to fedex.com/solution center

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Testimonials from current participants

The U.S. Fish and Wildlife Service is very pleased with the GPO*Express*[SM] contract. The customer service, ease of use and quality of the end products make this contract a winner. It is an excellent tool that supplements our existing term contracts, small purchase and one-time bid procurements.

Mark Newcastle
Branch of Printing & Publishing
U.S. Fish and Wildlife Service

The Transportation Security Administration has greatly benefited from the GPO*Express* program. TSA personnel especially like the flexibility of using any FedEx Office in the country while they are traveling. Overall, the GPO*Express* program is a fantastic and user-friendly tool for TSA to satisfy many of its print requirements in a timely fashion.

Kathleen Rubus
Transportation Security Administration

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Testimonials from current participants

GPO*Express*[SM] is an innovative, streamlined printing procurement tool that will handle the emergency and administrative copying and duplication requirements of agency offices, particularly those without printing expertise.

Bert Simon
Chief, Materials Management
U.S. Geological Survey

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