

UNITED STATES GOVERNMENT
MEMORANDUM

DATE: March 24, 2004

REPLY TO

ATTN OF: Superintendent, Departmental Account Representative Division

SUBJECT: Reorganization of Customer Services

TO: Printing and Publishing Official of the Federal Government

We, the staff of Customer Services, Departmental Account Representative Division (DARD), would like to let all of you know what a pleasure it has been helping you to obtain your printing and binding needs. It has been an experience that we all cherish.

As you know, the Government Printing Office (GPO) has been undergoing a reorganization, which in turn requires a change in the Departmental Account Representative Division. The concept of the change is to have each department/agency report directly to a team that will be able to provide the full range of services required in the processing of your jobs (one-stop shopping). Attachment A, "Phase I Teams" lists the new teams under this concept and the departments/agencies each team will serve. These changes were effective Monday, March 22, 2004.

The departments/agencies not assigned to a Phase I Team will continue to be served by the Departmental Account Representative Division for the time being. Changes in workload, however, have necessitated restructuring of these teams also effective, Monday, March 22, 2004. Each department/agency and its new DARD team assignment is listed on Attachment B "New DARD." As future phases of the reorganization are implemented, all departments/agencies will be moved to teams under the new concept.

If you have any questions concerning "Phase 1 Teams" attachment, please call Tom Sullivan on 202-512-0320. If your have any questions concerning the "New DARD" attachment, please call Spurgeon Johnson on 202-512-0238.

Spurgeon F. Johnson, Jr.
Superintendent, DARD

Attachments