

NewsRelease

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MEDIA CONTACT: GARY SOMERSET 202.512.1957, 202.355.3997 cell gsomerset@gpo.gov

GPO'S PUEBLO DISTRIBUTION CENTER SCORES HIGH ON CUSTOMER SATISFACTION SURVEY

WASHINGTON—The U.S. Government Printing Office's (GPO) Congressman Frank Evans Document Distribution Center in Pueblo, Colorado achieved a high score for its customer service. The American Customer Satisfaction Index (ACSI) measures the customer satisfaction of more than 225 companies and 100 Government agencies in more than 47 industries. GPO's Pueblo facility received an overall customer satisfaction score of 84 points with low complaints at only one percent. The ACSI surveyed customers on their satisfaction with catalog, Web site, phone, and order processing. This high customer satisfaction score builds upon the Pueblo distribution center's reputation for excellent customer service and high scores from previously conducted surveys.

Employees at the Congressman Frank Evans Pueblo Document Distribution Center work with the General Services Administration's Federal Citizen Information Center to process customer orders. The center is responsible for processing and distributing orders for consumer publications. The facility opened for business in 1971, and since that time, it has distributed approximately one billion publications worldwide.

Link to video on GPO's distribution services: <http://www.youtube.com/watch?v=Uz8b5qCenNk>

"The Pueblo distribution center has an excellent reputation for customer satisfaction and I am proud of the employees for their hard work," said Acting Public Printer Davita Vance-Cooks. "For more than 40 years, the center has distributed important consumer-related publications around the world and this survey is a testament to their diligent work."

GPO is the Federal Government's primary resource for producing, procuring, cataloging, indexing, authenticating, disseminating, and preserving the official information products of the U.S. Government in both digital and tangible formats. GPO is responsible for the production and distribution of information products and services for all three branches of the Federal Government, including U.S. passports for the Department of State as well as the official publications of Congress, the White House, and other Federal agencies. In addition to publication sales, GPO provides for permanent public access to Federal Government information at no charge through GPO's Federal Digital System (www.fdsys.gov) and through partnerships with approximately 1,220 libraries nationwide participating in the Federal Depository Library Program. For more information, please visit www.gpo.gov. Follow GPO on [Facebook](#), [Twitter](#), and on [YouTube](#).

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