

# GPO Express

## *Procedures and Guidelines*



## Welcome to GPOExpressSM!

### *What is GPOExpressSM?*

GPOExpressSM is a nationwide GPO convenience contract with FedEx Kinko's that allows Government personnel with a GPOExpressSM card to walk into any FedEx Kinko's Print Center, day or night, including weekends, and obtain small printing services at GPO negotiated rates. Such jobs may also be processed online through the FedEx Kinko's website.

Out of the five GPO quality levels with Level 1 being the highest, FedEx Kinko's is rated at Level 3 which means good or above average quality.

All production is of an unclassified nature.

Services include:

- Full-color vinyl banners, posters, brochures, manuals, presentations, newsletters, and flyers.
- Design and finishing services for professional looking digital prints and copies in either black and white or color.
- Binding, mounting, and other finishing services.
- Document scanning into various formats.
- Digital oversize printing.
- Free estimates and proofs.
- FedEx Express and FedEx Ground shipping services using your Interior contract FedEx account.
- Free delivery within local delivery zone around each FedEx Kinko's Center.

### Training

This service guide incorporates the GPOExpressSM training outlined at <http://www.gpo.gov/gpoexpress/training.htm> to the extent this guidance is applicable to Interior bureaus and offices. Where this service guide differs from the GPO training, the instructions provided in this service guide shall govern.

### GPOExpressSM Program Management

The GPOExpressSM Program Manager resides at Main GPO and oversees the program for GPO. The Program Manager is reachable at [gpoexpress@gpo.gov](mailto:gpoexpress@gpo.gov).

The Interior GPOExpressSM Program is managed by the Department of the Interior Publishing Council, which is comprised of bureau printing officers. The Chair serves as the Interior Program Coordinator and Liaison for the Program with GPO. The Council members serve as Bureau GPOExpressSM Coordinators as outlined below.

### The Bureau GPOExpressSM

Coordinators (identified in Appendix C) are responsible for administering the program within their respective bureaus and completing the necessary requirements for their bureau's participation in the program.

The GPOExpressSM Account Manager is the office manager requesting participation in the GPOExpressSM Program and assumes the responsibilities for managing the GPOExpressSM account for the office or offices acquiring the services under this contract. The GPOExpressSM Account Manager designates the employees to receive the GPOExpressSM cards.

### The GPOExpressSM Card

The GPOExpressSM card, issued to designated employees as determined by the GPOExpressSM Account Manager, is the only means by which offices may obtain FedEx Kinko's services at special contract prices significantly lower than retail. Therefore, the government charge card may not be used to obtain GPOExpressSM services.

The GPOExpressSM card is for official use only and is nontransferable. The GPOExpressSM cardholder is the sole individual who must initiate GPOExpressSM transactions.

### Basis for Obtaining a GPOExpressSM Card

It is impractical to issue GPOExpressSM cards to every employee who desires to have their own personal card. Within the Department, cards shall be issued in a manner that maximizes the use of the card in the service of groups of organizational components or activities. This is particularly relevant as requirements can be ordered online by a single cardholder serving any number of offices nationwide. Under such situations, a cardholder would authorize the client to execute the jobs (delivery and pickup) with the local servicing FedEx Kinko's. Taking this approach lessens the need of having to establish new GPO Billing Account Codes (BACs) for activities having one-time or infrequent requirements. This also

reduces the potential of such limited use cards being misplaced, lost, or stolen.

Further, where there are already established printing support organizations serving groups of offices such as the tenants of a building with their printing needs, the central printing support organization would be the logical service entry point to obtain the service from GPOExpressSM. These activities have at their disposal various GPO term contracts that will likely have a cost advantage over GPOExpressSM, and would select the most efficient and less costly means to obtain the services requested. GPOExpressSM can be more expensive than negotiated term contracts or when printing professionals obtain printing services under the GPO simplified purchase agreement (SPA) program. As such, whenever practical, the GPOExpressSM card should reside with the organization that has the most resources for obtaining printing services.

Therefore, to obtain the GPOExpressSM card, an office must meet either of these conditions.

- The office has a GPO BAC or a GPO deposit account, and is not being supported by a central printing activity that has the GPOExpressSM card, OR
- The office is not supported by an Interior central printing organization, but has requirements that are often referred to GPO on a printing requisition (Standard Form 1) or frequently requires a waiver from GPO to obtain work locally.

### Purchase Limit

Interior is implementing GPOExpressSM as a convenient means of processing non-complex, small printing jobs. As such, a maximum purchase limit of \$2500 per transaction has been established. A GPOExpressSM Account Manager may stipulate an amount that is less than the \$2500 per transaction limit on individual cardholders. A job may not be split to stay within the card limit.

### Application

The GPOExpressSM Account Manager shall complete the U.S. Department of the Interior GPOExpressSM Program Participation form (DI Form 3311) outlined in Appendix A and forward the same to the appropriate Bureau GPOExpressSM Coordinator (Appendix B) who prepares the requisition and forwards the requirement to GPO. Once GPO completes its internal processing, the GPOExpressSM card(s) will be sent

to the GPOExpressSM Account Manager for distribution to the employee(s).

GPOExpressSM Account Managers who wish to receive a GPOExpressSM card themselves must also be separately identified as a cardholder on the application.

### **Annual Renewal to Participate**

To continue participating in the program, the Bureau GPOExpressSM Coordinators must submit a new requisition for each account annually to GPO. As such, the GPOExpressSM Account Manager must submit a new application (selecting Annual Renewal on the form) for the ensuing year. This practice also provides account managers the opportunity to account for and validate their cardholders.

This application is to be submitted to Bureau GPOExpressSM Coordinators by September 1 of each year to ensure that the annual requisitions are submitted to GPO prior to the beginning of the new fiscal year.

Noncompliance with this requirement shall jeopardize the office's continual participation in the program.

### **Establishing the GPOExpressSM Account**

GPOExpressSM Account Managers shall specify if they wish to have their account established for billing through the traditional GPO BAC, a GPO deposit account, or to have the account linked to a Government charge card.

- Traditional BAC billing will occur after receipt of GPO statements of activity mailed the bureau and offices. Charges will be processed against the billing account number provided in block 5a of the application.
- GPO Deposit Accounts. Account managers who elect to establish GPO deposit accounts for this program are to indicate on the application the initial amount they wish to deposit into the new deposit account. The managers will receive their account number and a PIN for Web access to view their account activity. Further instructions regarding preparation of requests to replenish their accounts will also be provided when they receive their deposit account information.
- Government Charge Card Option requires compliance with Interior micropurchase authority policy. Under such an application, the GPOExpressSM Account Manager is the cardholder's supervisor who approves charge card

transactions. Further, the application can only designate the selected cardholder for which the GPO account will be established.

It is Interior's policy also that this option is available only on existing charge cardholders or others who may be justified to obtain the purchase line for reasons other than GPOExpressSM. Participating in GPOExpressSM shall not be used as a basis for obtaining a charge card.

### **What to Expect After Signup for GPOExpressSM**

After receiving the GPOExpressSM cards, cardholders can expect to get an orientation from FedEx Kinko's. This will include introduction of the regional account manager and local print center manager for customer service support, and a complete overview of the program. During the presentation, cardholders will be introduced to the online ordering process.

### **Additional resources can be found at these Web pages.**

Store Locator: <http://www.kinkos.com/locations/index.php>

#### *DocStore:*

<http://www.gpo.gov/gpoexpress/pdfs/GPOExpressQuickReferenceGuide.pdf>

### **Pricing**

The GPOExpressSM Card Pricing Guide provides current contract prices that Interior bureaus and offices shall pay.

While there are no additional GPO fees, it is GPO practice to round up charges to the next whole dollar. Therefore, cardholders and account managers should keep this in mind when they reconcile their job receipts' charges with the actual charges billed.

Pricing may vary at International FedEx Kinko's locations as a result of foreign exchange rates.

See the pricing guide at: [http://www.gpo.gov/gpoexpress/pdfs/GPO\\_FedExKinkoPriceGuide.pdf](http://www.gpo.gov/gpoexpress/pdfs/GPO_FedExKinkoPriceGuide.pdf).

Federal Depository Library Program (FDLP)

The contract calls for all documents produced to be automatically sent to GPO's Superintendent of Documents (SuDocs) for consideration for inclusion in the FDLP. FedEx Kinko's shall provide GPO digital deliverables of all publications produced under this contract

that are of public interest.

### **Copyright and Trademark**

Copyrighted material cannot be reproduced without the author's permission. This also applies to trademarks which must be approved by the owner.

### **Tax Exempt**

When ordering products and services, the cardholder should inform FedEx Kinko's that the purchase is for official U.S. Government purposes and, therefore, is not subject to state or local sales taxes (not applicable in all cases). The back of the GPOExpressSM card is imprinted with "U.S. Government Tax Exempt" for additional clarification.

### **Job Reference Number**

Jobs are billed to the assigned BACs of the cards used in the transactions. In some cases, this is sufficient for billing assignment purposes. However, when the charges are to be distributed to a third party, the GPOExpressSM Account Manager may require the cardholders to specify the third party's billing account number when the order is placed via telephone or online or at the time of checkout at the FedEx Kinko's center.

This third party billing account number would be specified in the reference field of the FedEx Kinko's data entry application. The populated reference field would then appear on the GPO statements for financial reconciliation and internal billing purposes.

### **Customer Receipt and Invoice**

Receipts and invoices are provided with each job, which includes job details and line item charges. A sample of the job receipt and invoice are provided as Appendix B.

### **Billing**

Billing coincides with the Treasury's Intra-governmental Payment and Collection System Account (IPAC) system billing schedule which is the 5th, 10th, 15th, and 20th of every month. If deposit accounts are used, they must have sufficient funds on deposit to cover charges. Failure to maintain sufficient funds in such accounts may lead to suspension or termination of assigned GPOExpressSM cards.

Participating bureaus and offices are to remain in good standing financially by paying GPO bills promptly. Failure to do so can jeopardize a bureau's participation in the program.

## Disputes

If you are not satisfied with the service or product you received, please contact the FedEx Kinko's center manager at the location where the job was completed. If you are not able to resolve your dispute, contact the FedEx Kinko's dedicated customer service care center at 1-866-654-6567. However, FedEx Kinko's stresses that problems are ordinarily handled by the local print center manager.

## Lost or Stolen GPOExpressSM Card

In the event a cardholder's card is lost or stolen, the following actions will be taken immediately.

- The cardholder shall inform the GPOExpressSM Account Manager.
- The cardholder shall call FedEx Kinko's at 1-866-654-6567 and report the card lost or stolen and ask that the card be deactivated.
- The GPOExpressSM Account Manager shall send an email to the Bureau GPOExpressSM Coordinator indicating the status of the card and that FedEx Kinko's had been notified to deactivate the card.
- The Bureau GPOExpressSM Coordinator shall report the matter to the GPOExpressSM Program Manager.

The responsible office managing the account remains liable for any purchases after the card is lost or stolen until the card is nullified.

## Normal Deactivation of a GPOExpressSM Card

When a card is no longer to be used by a cardholder because of transfer, separation, or for management reasons, the following actions are to be taken immediately upon determination.

- The cardholder shall surrender the card to the GPOExpressSM Account Manager.
- The GPOExpressSM Account Manager should reconcile all job receipts with the cardholder.
- The GPOExpressSM Account Manager shall destroy the card.
- The GPOExpressSM Account Manager shall send an email to the Bureau GPOExpressSM Coordinator indicating that the card (identified by account number and the cardholder's

name) has been retrieved, destroyed, and is to be deactivated.

- The Bureau GPOExpressSM Coordinator shall report the matter to the GPOExpressSM Program Manager for deactivation.

## GPOExpressSM Program Terms and Conditions

These terms and conditions apply to both the GPOExpressSM cardholder and account manager as appropriate for utilizing GPOExpressSM services and for ensuring compliance in accordance with this guidance, respectively.

*GPOExpressSM Cardholders shall:*

- Use the GPOExpressSM card in a prudent manner and for official purposes only.
- Place all orders under this contract and shall not allow anyone else to use their assigned GPOExpressSM card.
- Only purchase materials and services that relate to the job(s) being produced and that such materials are included in the contract.
- Not split jobs that would exceed their authorized limit.
- Not to divert work to GPOExpressSM for which a GPO term contract already exists to produce the work.
- Order print products to be produced on recycled paper which meets or exceeds the standard of a minimum 30 percent postconsumer content.
- Resolve disputes and defective issues directly with FedEx Kinko's.
- Ensure that third party billing account numbers are provided to the FedEx Kinko's salesperson to ensure the financial assignment of charges to the appropriate customer.
- Be aware that unauthorized purchases may result in any or all of the following:
  - 1) the cardholder being billed the full cost of the purchase plus interest and administrative debt collection fees as authorized by the Debt Collection Act;
  - 2) referral of the unauthorized purchases to the Office of the Inspector General for investigation or prosecution; or

3) disciplinary action, up to and including removing the employee from Federal service. Intentional use of this card for unauthorized purposes shall be considered as an attempt to commit fraud against the U.S. Government.

*The GPOExpressSM Account Manager shall:*

- Only request the number of cards necessary to fulfill the needs of the office or organization under the criteria expressed in this guide.
- Be responsible to the Bureau GPOExpressSM Coordinator to maintain accountability of all GPOExpressSM cards issued under the prescribed GPOExpressSM Account.
- Submit an annual Program Participation form to the Bureau GPOExpressSM Coordinator by September 1 of each year in order to participate in the program for the ensuing year.
- Ensure that the account remains in good standing with GPO by paying GPO bills promptly.
- Complete and ensure that the necessary actions are accomplished as outlined in this guide if a card is lost or stolen, and for deactivating a card under normal circumstances.

# Appendix A

## GPO Express Program Participant Form (DI-3311)

<b>U.S. Department of the Interior GPOExpress<sup>SM</sup> Program Participation</b>			For FY	Bureau	Date
<b>Requested Action</b>	New Participant (X)	Annual Renewal (X)	Change (Specify: Add/Delete cardholders, cancel program participation.)		
FFS Billing Account Number	Billing Account Code (BAC)	GPO Deposit Account Number	<b>GPOExpress<sup>SM</sup> Coordinator Use</b>		
<b>New GPO Account</b> (If you do not have a BAC or a GPO Deposit Account, specify "New" in your account of preference above. BAC account is billed to the FFS Billing Account Number you provide above. A Deposit Account requires upfront funding through a funds transfer to GPO)				Amount of First Deposit for new GPO Deposit Account	
<b>Employees to Receive the GPOExpress<sup>SM</sup> Card</b> The <b>GPOExpress<sup>SM</sup></b> card is being requested for the following employees. The purchase limit per transaction is \$2500 unless otherwise indicated. Cards are to be sent to this <b>GPOExpress<sup>SM</sup></b> Account Manager identified below. Employees have taken the required <a href="#">GPOExpress<sup>SM</sup> training</a> and shall adhere to the guidance provided in the U.S. Department of the Interior <b>GPOExpress<sup>SM</sup></b> Service Guide.					
Name	Email	Telephone No.	Fax No	Limit	
				\$2500	
<b>GPOExpress<sup>SM</sup> Account Manager Certification:</b> By completing and processing this request, I certify that I am assuming the responsibilities of the <b>GPOExpress<sup>SM</sup></b> Account Manager for the account specified and agree to the terms and conditions outlined in the U.S. Department of the Interior <b>GPOExpress<sup>SM</sup></b> Service Guide.					
Name		Email		Telephone No.	Fax No.
Mailing Address		City		State	ZIP

# Appendix B

## *Customer Invoice*

# Appendix C

## *Corridinators*

*Region 1*  
**Glenda Franich**  
Division of Refuges/Epic  
911 NE 11th Ave.  
Portland, OR 97232-4181  
503/872 2705

*Region 2*  
**Art Needleman**  
Division of Refuges  
500 Gold Ave. SW,  
Albuquerque, NM 87103  
505/248 6822

*Region 3*  
**Chuck Traxler**  
Office of External Affairs 612/713 5313  
or  
**Tom Kelly**  
Division of Refuges 612/713 5435  
1 Federal Drive  
Fort Snelling, MN 55111

*Region 4*  
**Ellen Marcus**  
Office of External Affairs  
1875 Century Blvd.  
Atlanta, GA 30345  
404/679 7179

*Region 5*  
**Kathy Whittemore**  
Office of External Affairs  
300 Westgate Center Dr.  
Hadley, MA 01035-9589  
413/253 8355

*Region 6*  
**Melvie Uhland**  
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Lake Plaza North Bldg.  
134 Union Blvd.  
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303/236 4395

*Region 7*  
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**U.S. Fish & Wildlife Service**  
<http://www.fws.gov>

**July 2006**

