

U.S. Department of the Interior Service Guide for **GPOExpress**SM



The Department of the Interior Publishing Council

May 2007

Foreword

I would like to express my thanks to the Department of the Interior Publishing Council for developing this service guide which shall serve as Departmental policy and direction for those participating in the newest of the Government Printing Office's (GPO) printing procurement tools - **GPOExpressSM**. This innovative tool is a streamlined and convenient means to produce small printing jobs generally of administrative or general purpose nature.

This guide prescribes the procedures Interior bureaus and offices shall follow to obtain printing services available through this program. The instructions and processes outlined in this guide are meant to ensure that the program is implemented consistently throughout Interior, that financial accountability is maintained, and that cardholders and managers are aware of the program responsibilities as they go forward and be good stewards in managing our financial resources.

Welcome to **GPOExpressSM**!

Nina Rose Hatfield
Deputy Assistant Secretary
Business Management and Wildland Fire

Table of Content

	<i>Page</i>
What is GPOExpressSM ?	3
Training – Our Service Guide is all you need!	3
GPOExpressSM Program Management	4
The GPOExpressSM Card	4
Basis for Obtaining a GPOExpressSM Card	4
Purchase Limit	5
Interior Payment Options for GPOExpressSM	6
Interior GPOExpressSM Program Participation – DI Form 3311	6
Application with the Charge Card Payment Option	7
Annual Renewal to Participate	7
What to Expect After Signup for GPOExpressSM	7
Pricing	8
Reconciling Charge Card Statements	8
Federal Depository Library Program (FDLP)	8
Copyright and Trademark	8
Tax Exempt	9
Job Reference Number	9
Customer Receipt and Invoice	9
Disputes	9
Lost or Stolen GPOExpressSM Card	10
Normal Deactivation of a GPOExpressSM Card	10
GPOExpressSM Program Terms and Conditions	11
 Appendices:	
Interior GPOExpressSM Program Participation - DI Form 3311	A
Bureau GPOExpressSM Coordinators List	B
FedEx Kinko's Customer Receipt and Invoice	C

*What is **GPOExpress**SM?*

GPOExpressSM is a nationwide Government Printing Office (GPO) convenience contract with FedEx Kinko's that allows Interior employees with a **GPOExpress**SM 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 or over the phone.

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.
- Normal production time is 24 hours for proofs or final product.

Training – Our Service Guide is all you need!

This service guide incorporates GPO guidance regarding this program and provides the necessary instructions that Interior bureaus, offices, and participating employees will need to comply with in order to participate in **GPOExpress**SM.

GPOExpressSM Program Management

The **GPOExpressSM Program Manager** resides at Main GPO and oversees the program. The Program Manager is reachable at 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 B) 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 on Interior **GPOExpressSM** Program Participation - DI Form 3311 (Appendix A).

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 Interior, 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 **GPOExpressSM** accounts 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, the Interior organization must meet either one of these conditions.

- The organization is an Interior central printing support or administrative support activity with an existing GPO account and supports several offices with their printing support needs or regularly procure printing requirements in support of its bureau's mission; or
- The office is self-supporting in its administrative and printing requirements and 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.

*Interior Payment Options for **GPOExpressSM***

The Billing Address Code (BAC) is GPO's way of identifying customer accounts and for processing charges. Except for the conditions described below, all new **GPOExpressSM** accounts will be established with a Government charge card linked to the accounts **for payment only**. Again, the Government charge card may not be used to obtain **GPOExpressSM** services.

Exceptions: The following payment options are available for payment of **GPOExpressSM** charges only as prescribed below.

- An existing BAC chargeable through IPAC may be used for **GPOExpressSM** charges when such an account is used by central printing and administrative support activities to pay for all GPO charges.
- An existing GPO deposit account may be used by printing and administrative support activities. Moreover, a current BAC account used by central printing and administrative support activities may convert to a GPO deposit account for processing of all GPO charges including **GPOExpressSM**.

*Interior **GPOExpressSM** Program Participation - DI Form 3311*

An Interior manager desiring to participate in **GPOExpressSM** shall complete Interior **GPOExpressSM** Program Participation - DI Form 3311 (Appendix A) designating the employee(s) to get the **GPOExpressSM** card. By completing the application, the manager becomes the **GPOExpressSM** Account Manager for the **GPOExpressSM** account.

The manager forwards the application to the appropriate Bureau **GPOExpressSM** Coordinator (Appendix B) who prepares the requisition that is sent to the **GPOExpressSM** Program Manager. The **GPOExpressSM** card(s) will subsequently be sent to the **GPOExpressSM**

Account Manager for distribution to the employee(s). This will take approximately ten business days from the time the order is processed by GPO.

GPOExpressSM account managers who wish to receive a **GPOExpressSM** card themselves must also apply as a cardholder.

Application with the Charge Card Payment Option

For applications for new **GPOExpressSM** accounts linked to a charge card, 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 **GPOExpressSM** account will be established.

There is a \$50 setup fee for all **GPOExpressSM** accounts established for payment by charge card.

The per-transaction charge card limit for procuring printing services obtained under **GPOExpressSM** remains at \$2500.

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 Managers 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.

The annual renewal 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 an account's continued participation in the program.

What to Expect After Signup for GPOExpressSM

Within a few days of getting their **GPOExpressSM** cards, cardholders will be contacted by a FedEx Kinko's account representative to

schedule an orientation. This orientation will include meeting the local FedEx Kinko's support team, and getting a complete overview of the program and training in online tools.

Pricing

The [GPOExpressSM Card Pricing Guide](http://www.gpo.gov/gpoexpress/pdfs/GPO_FedExKinkoPriceGuide.pdf) (URL: http://www.gpo.gov/gpoexpress/pdfs/GPO_FedExKinkoPriceGuide.pdf) provides current contract prices that Interior bureaus and offices shall pay. Pricing may vary at International FedEx Kinko's locations as a result of foreign exchange rates.

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.

Reconciling Charge Card Statements

Considering the "rounding up" practice, GPO will issue a special statement bearing the adjusted charges for use in reconciling charge card bank statements. This special statement will be generated automatically by GPO as FedEx Kinko's bills are received at GPO for those accounts payable by charge card. The statements will be sent to the charge cardholder via their email address, or by fax for employees without email.

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. As such, FedEx Kinko's shall provide SuDocs digital deliverables of all jobs produced. Where appropriate, an Interior office can mark a document or presentation "for internal use only" as an indicator to SuDocs that the product is being produced for official purposes only and should not be presented to the FDLP.

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 C.

Disputes

Cardholders are to resolve issues or disputes regarding service or products with the FedEx Kinko's center manager at the location where the job was completed. If the dispute cannot be resolved locally, the cardholder may contact the FedEx Kinko's **GPOExpressSM** Help Desk at 1-866-654-6567.

*Lost or Stolen **GPOExpress**SM Card*

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

- The cardholder shall inform the **GPOExpress**SM 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 **GPOExpress**SM Account Manager shall send an email to the Bureau **GPOExpress**SM Coordinator indicating the status of the card and that FedEx Kinko's had been notified to deactivate the card.
- The Bureau **GPOExpress**SM Coordinator shall report the matter to the **GPOExpress**SM 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 **GPOExpress**SM 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 **GPOExpress**SM Account Manager.
- The **GPOExpress**SM Account Manager should reconcile all job receipts with the cardholder.
- The **GPOExpress**SM Account Manager shall destroy the card.
- The **GPOExpress**SM Account Manager shall send an email to the Bureau **GPOExpress**SM 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 **GPOExpress**SM Coordinator shall report the matter to the **GPOExpress**SM 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 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:
 - the cardholder being billed the full cost of the purchase plus interest and administrative debt collection fees as authorized by the Debt Collection Act;

- referral of the unauthorized purchases to the Office of the Inspector General for investigation or prosecution; or
- 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:

- Designate the employee(s) to receive the **GPOExpressSM** card and specify the spending limit of each cardholder up to \$2500.
- Limit the number of cardholders to those necessary to fulfill the needs of the office or organization.
- Monitor account activities and ensure that cardholders are abiding by the requirements of this program.
- Be responsible to the Bureau **GPOExpressSM** Coordinator to maintain accountability of all **GPOExpressSM** cards issued under the prescribed **GPOExpressSM** Account.
- Submit an annual renewal (DI Form 3311) 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.

U.S. Department of the Interior GPOExpressSM Program Participation		1. Bureau	2. Agency Location Code	3. Date	
4. Type Action	4a. New Participant (X)	4c. Other (Specify: Add/Delete cardholders, cancel participation, etc.)		4d. GPOExpress SM Coordinator Use	
	4b. Annual Renewal (X)				
5. Type of Account : (Please read the following instructions) <ul style="list-style-type: none"> If you do not have a GPO BAC or a GPO Deposit Account, you must link a Government charge card to the GPOExpressSM account. Continue to Block 6. If bills are to be processed through your GPO BAC, enter the billing account number to be charged in Block 5a. If bills are to be processed against your GPO deposit account, enter the deposit account number in Block 5c. If you are converting a GPO BAC account to a GPO Deposit Account enter "New" in Block 5c and the initial deposit to be transferred to GPO in Block 5d. 					
5a. Billing Account No.	5b. Billing Address Code (BAC)	5c. GPO Deposit Account No.	5d. 1 st GPO Deposit Account Amt		
Employee Agreement. This attests that employees identified on this application have read and agreed to the guidance provided in the U.S. Department of the Interior GPOExpress SM Service Guide.					
6. Employee to Receive the GPOExpressSM Card for Accounts Payable by Government Charge Card. If the Government charge card is the elected payment option, designate the charge cardholder below. No other employees may be added to this account. The official who approves the cardholder's charge card transactions is the GPOExpress SM Account Manager. GPO will contact the cardholder to obtain the charge card information.					
6a. Name	6b. Email	6c. Telephone No.	6d. Fax No	6e. Limit	
				\$2500	
7. Employees to Receive the GPOExpressSM Card Under a BAC or GPO Deposit Account. The GPOExpress SM card is being requested for the following employees under a BAC or GPO Deposit Account. The purchase limit per transaction is \$2500 unless otherwise indicated at a lower threshold.					
7a. Name	7b. Email	7c. Telephone No.	7d. Fax No	7e. Limit	
8. GPOExpressSM Account Manager Certification: By completing and processing this request, I certify that I am assuming the responsibilities of the GPOExpress SM Account Manager for the account specified and agree to the terms and conditions outlined in the U.S. Department of the Interior GPOExpress SM Service Guide. All GPOExpress SM cards are to be sent to me for distribution.					
8a. Name and Signature (Email authentication acceptable)		8b. Email	8c. Telephone No.	8d. Fax No.	
8e. Mailing Address		8f. City		8g. ST	8h. ZIP

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 - the cardholder being billed the full cost of the purchase plus interest and administrative debt collection fees as authorized by the Debt Collection Act;
 - referral of the unauthorized purchases to the Office of the Inspector General for investigation or prosecution; or
 - 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.

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- 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.

INTERIOR BUREAU GPO EXPRESSSM COORDINATORS

Bureau	Name	Email/Telephone
Bureau of Indian Affairs (BIA)	Peter Markey	(703) 390-6479
Bureau of Land Management (BLM)	Lee Campbell	Lee_Campbell@blm.gov (303) 236-9422
Bureau of Reclamation (BOR)	Barry L. Waryanka Vice Chair Publishing Council	bwaryanka@do.usbr.gov (303) 445-2065
Fish & Wildlife Service (FWS)	Mark Newcastle	Mark_Newcastle@fws.gov (703) 358-2197
Minerals Management Service (MMS)	Gina Bowman-Johnson	gina.bowman-johnson@mms.gov (703) 787-1389
National Park Service (NPS)	Jerry Buckbinder	Jerry_Buckbinder@nps.gov (202) 354-1905
Office of the Secretary	Alandra R. Harley	Alandra_R_Harley@nbc.gov (202) 208-6725
Office of Surface Mining (OSM)	Margaret Quick	mquick@osmre.gov (202) 208-2576
U.S. Geological Survey (USGS)	Bert Simon Interior Program Liaison Chair Publishing Council	bsimon@usgs.gov (703) 648-7283



CUSTOMER RECEIPT AND INVOICE

FedEx Kinko's

FedEx Kinko's
825 Citadel Dr E
Colorado Springs, CO 80909-5304
(719) 550-9291

Order Date: 10/14/2005 Branch: 0455
Order Time: 15:06 Register: 003
Pickup Date: 10/15/2005
Pickup Time: 15:00
Team Member: Christopher M.



Customer: BRANDON HILL
Organization: KINKO'S WESTERN DIVISION

Project Name:
Printing 225.00
5000 @ 0.0800
Sub-Total 225.00



This is not a receipt
All prices shown are estimates

Thank you for visiting

FedEx Kinko's
Make It. Print It. Pack It. Ship It.
www.fedexkinkos.com

Customer Copy

Claim Check receipt. When end user drops off a job at a FedEx Kinko's Branch, they will get a receipt looking this.

The receipt contains time/date of when the job was dropped off and job due time/date.

Bar code used for production tracking within the branch. This ID is used for all inquiries into job status.

End user information

Job information to be produced. If production counts are known at time of order, they would be inputted into the order and shall be listed here. Will be left blank if complete information is unknown at time of order.



FedEx Kinko's

FedEx Kinko's
825 Citadel Dr E
Colorado Springs, CO 80909-5304
(719) 550-9291

7/26/2005 5:15:29 PM MST
Trans.: 1194 Branch: 0455
Register: 004 711:fr11280
Team Member: Frederich R.

INVOICE



Official bill of Sale
Terms Net 30 Days
Please Reference Invoice # 045500000049

Account #: 00002600480455
Authorized User: BRANDON HILL
Organization: KINKO'S WESTERN DIVISION
Reference: gpo 950 bafo
Signee: brandon hill
Signee Phone: (719) 930-8050

Tax Exempt

ES Color S/S 8.5x11 & 8. 623.00 E
2292 1,000.00 @ 0.8900
Customer Discount 30% 0.2670

Price 0.6230

Bind Coil Vinyl Standard 55.89 E
0490 16.00 @ 4.9900
Customer Discount 30% 1.4989

Price 3.4931

Total Discount 290.95

Sub-Total 678.89

Deposit 0.00

Tax 0.00

Total 678.89

CAS Account 678.89

Total Tender 678.89

Change Due 0.00

I am an authorized agent of the company
and my signature
authorizes the company to pay for all it
ems reflected
on this invoice.

Thank you for visiting

FedEx Kinko's
Make It. Print It. Pack It. Ship It.
www.fedexkinkos.com

Customer Copy



Once a job is completed and an end user picks the order up, they will receive an invoice looking like this:

Location where the work is produced

Specific transaction information: Date/time stamp, branch ID #, actual register number and team member who billed out job

Bar code used for transaction tracking

Invoice number used in all A/R tracking. Weekly invoicing and monthly reports shall show this number

Account information including end user name, organization, reference up to 32 characters long, signee name and phone number. A phone number must be given at time of order placement!

Job breakdown per quantity and price

End user digitally captured signature