The GPOExpress℠ Program
Cost-Effective Document Solutions for Your Government Agency

General Overview
Including DocStore® Catalog
Welcome

- The U.S. Government Printing Office (GPO)
  - An introduction to the GPO and GPOExpress℠ Program
- The GPOExpress Program
  - Benefits, how the program works, plus eView online invoicing
- The DocStore® Catalog
  - Overview of online ordering, benefits, how the catalog works
- DocStore Catalog Tour
The U.S. Government Printing Office
Congress and federal government agencies have counted on the U.S. Government Printing Office (GPO) for more than 150 years.

Centrally located in Washington, D.C., with offices across the nation, GPO is the nation’s largest print buyer working for the federal government.

GPO is committed to helping better manage, educate, regulate and promote communication activities within the federal government.
GPO works with more than 12,000 print-related contractors, supporting jobs for the economy

GPO supports more than 180 federal agencies like yours, providing print, design, multimedia, and other communication services

*GPO is your federal printing resource!*
The GPOExpress℠ Program
Program Snapshot

GPO Express is a convenience copying program that provides Federal agencies with exclusive discounts and access to convenient, quick printing and document solutions using any of the over 1,800 FedEx Office Centers nationwide.
Agencies Using the Program

Today, virtually every agency is using the program; with over 4,000 cardholders enjoying up to 80% off retail.

- 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
- Dept. of Housing and Urban Development
- Peace Corps
- Army National Guard
- General Services Administration
- NASA
- National Institutes of Health
- FEMA
- Transportation Security Administration
- Equal Employment Opportunity Commission
- Federal Trade Commission
– **Convenience**: Access a network of more than 1,800 FedEx Office locations nationwide, many open 24 hours a day, 7 days a week—great for teleworkers

– **Flexible ordering options**: Place orders in person, online or by phone, or request a pickup

– **Free proofs**: Place requests for approval before printing in person, online or by phone

– **Free delivery**: Get the convenience of door-to-door delivery in your local FedEx Office delivery zone

– **Free cost estimates**: Get project costs in advance, in person, online or by phone
GPOExpress℠ Program Benefits

- **Fixed rates without surcharges**
  - Effective January 13, 2011, lower prices on most services including
    - Up to 80% off retail pricing *(New)*
    - Black/white copies now $.02 each; from $.024 each
    - Color copies now $.25 each; from $.30 each
    - No charge for DocStore® Catalog
  - View a pricing guide for federal agencies at [www.gpo.gov/gpoexpress](http://www.gpo.gov/gpoexpress)

- **Detailed receipts**
  - Count on receipts with job details and line-item charges attached to all completed projects

- **Agency job reference**
  - Note that your unique naming convention may be used for agency tracking purposes; job reference will be captured at time of order and will appear on receipt
GPOExpressSM Program Benefits

- **GPOExpress “Quotes Only” Account (New)**
  - Accurate method for non-cardholders to obtain a live price quote
  - Will need GPOExpress card to finalize transaction

- **GPOExpress Region Cards (New)**
  - Access services prior to full enrollment
  - Contact GPO NAM for details
GPOExpress℠ Program Eligibility

- **Who’s eligible**
  - Employees and contractors working for any federal government agency
  - District of Columbia government employees
  - Employees of the U.S. Postal Service

- **What’s required**
  - An established deposit account, an intra-governmental payment collection (IPAC) account or a government-issued credit card
  - MIPRs are accepted on this program

- **For questions about eligibility**
  - Complete the inquiry of interest form at www.gpo.gov/gpoexpress
  - Contact your GPO national account manager
Agency employees must use the actual GPOExpressSM card or card number to receive the guaranteed rates and benefits of the program.

FedEx Office bills the GPO, which in turn bills the agency
- Agencies are billed on the normal GPO billing schedule
- No GPO surcharges are applied. Prices listed in the pricing guide are the prices that are billed.
GPOExpress℠ - How it works

- **GPOExpress cards have per-transaction spending limits**
  - A–Z alpha character on face of card highlights the spending limit
  - If transaction is above the card limit, additional approvals are needed.
  - Request a quote at the time you place your order to determine if approval is required

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You can exceed your spending limit with written approval
- Obtain written approval on a per-job basis from the authorized official who signed your GPOExpress application form
- Provide a copy of the written permission to FedEx Office at the time of purchase

You can request an increase to your spending limit
- Resubmit your approved GPOExpress application (Form 3001) at any time to request a spending limit increase
- Contact your GPO national account manager at nam@gpo.gov for more information
View account transactions online anytime

- See transaction data 24 hours after purchase
- Provide access to all card holders, budget personnel, managers and administrators
- All eView data is searchable
- **View your account transactions online anytime**
  - Grant administrative access and reporting features to multiple cards and card holders through eView administration
  - View invoice data indefinitely (New)
  - Export information to a PDF or XLS file
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 and free Wi-Fi services
- A full range of FedEx Express® and FedEx Ground® shipping services
A Look at FedEx Office - Document Solutions

- **Copying and printing services**
  - State-of-the-art black & white and color copying equipment
  - Large-format production: presentation boards; trade show graphics; and architectural, construction and engineering drawings
  - Binding Options: Choose book binding, booklet making, coil binding, comb binding, tape binding and velo binding
  - Trained, experienced team members who can provide specialized advice and assistance
  - Online tools to manage, store, print and distribute your projects
A Look at FedEx Office – the Network

- More than 1,800 digitally connected FedEx Office locations nationwide strategically located in high-traffic areas
- Access 24 hours a day, 7 days a week at hundreds of locations
- 32 Closed Production Centers (CPC’s) for printing sensitive documents and/or large print jobs
Testimonials From Current Participants

“The U.S. Fish and Wildlife Service is very pleased with the GPOExpress℠ 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

“GPOExpress℠ 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
Two Tiers of Support:

- **FedEx Office GPOExpress℠ Account Team**
  
  Your account executive is your key contact for:
  
  - Location of the nearest FedEx Office team for production support
  - Details about available products and services
  - Proactive follow-up to ensure outstanding customer service

- **GPO National Account Manager (NAM)**
  
  – Your GPO National Account Manager is your key contact for:
  
    - Questions about your GPOExpress accounts and GPO billing
    - Helpful information about contract and program updates
    - Answers to questions about your program features and benefits
    - Continued consultative support
Getting started with GPOExpress™

- Providing federal government agencies with convenient access to cost-effective document solutions
  - For more information about the program, go to www.gpo.gov/gpoexpress or call your GPOExpress account team at 1.866.815.4428
  - To get started, contact your GPO national account manager at 1.202.512.1904
    Go to www.gpo.gov/customerservices/nams.htm
Customized web-based document library supporting the ordering, on-demand printing and distribution of repetitive-use documents using a robust “distribute and print” infrastructure.

– Cloud Computing: Virtual storage room “in the cloud” of all your agency’s most frequently printed documents with version control
– Print on demand to any FedEx Office location nationwide and get free local delivery wherever available
– Document pricing, content, format, and print specifications are all locked down
– Can facilitate the transition to teleworking
– Enterprise or regional solution
– There is no charge to build a DocStore® Catalog

*DocStore Catalog can be used as a freestanding solution*
DocStore® Catalog – Benefits

- **Saves Time/Access Anywhere**
  - You can access your catalog through any web browser, anytime, anywhere. You can place orders and schedule delivery in hours instead of days or weeks
  - Past orders for the previous six months can be viewed and accessed for easy re-ordering
  - Eliminates the need for proofs before printing

- **Supports Budget Management / Reduces Waste**
  - GPOExpress pricing
  - Reduce or eliminate warehouse costs and inventory obsolescence
  - Spending limits for users and gatekeeper approval function available
DocStore® Catalog - Benefits

- **Organizes documents**
  - Customized and familiar file structure and naming conventions
  - Store up to 100 “ship-to” locations in the address book
  - Simplified ordering with convenient shopping cart and address features

- **Offers clear visibility to spend**
  - View all your print purchases through eView

- **Supports sustainability goals**
  - Print only what you need, when you need it

- **Administrative control over access and spending**

- **Secure document storage and COOP benefits**
Catalog Applications

- Repetitive-use documents — training, HR and marketing materials
- Dynamic and customized documents — certificates, presentation materials, marketing collateral, data sheets, meeting materials, signage
Access From The GPOExpress℠ Site

Your Solution for Document Needs at Discount Prices!

The GPO is always looking to make our services more convenient for our customers. That's why we've developed a program called GPOExpress℠ - a nationwide convenience printing contract that allows Government personnel to walk into any FedEx Office® print center, day or night, at any of the thousands of locations throughout the United States and Canada.

GPOExpress℠ is available to all Federal agencies. Agencies can view the GPOExpress℠ site at Group Buying Card accounts will be setup at each of the 1,850+ FedEx Office® locations nationwide. Using the GPOExpress℠ account, agencies will receive significant discounts and benefits on their printing and finishing needs at any store location, at any time.

GPOExpress℠ provides federal agencies with a wide range of professional services including printing, binding and finishing, banner and sign production, direct mail services, and digital content management.

GPOExpress℠ Best of FOSA 2011 award winner. Join the thousands of federal agency employees that are already using the program, enroll today.

Services provided include:
- Discounts up to 80% off retail printing
- Access at over 1,800 FedEx Office locations worldwide
- Access to FedEx Office® express 24/7/365
- Convenient ordering options via email, the Web, or walk-in
- High-quality printing services, which include full-color vinyl banners, posters, booklets and counter displays, auto magnets, business cards, stationery, invitations, brochures, manuals, presentations, newsletters, flyers, and more
- Design and finishing services for professional looking digital prints and copies in either black and white or color
- Binding, mounting, and other finishing services
- Print-on-demand programs
- Document scanning into various formats
- Digital overprint printing
- Access to a wide range of FedEx Express and FedEx Ground shipping services
- And much more!

Visit our registration page, call 202.512.1084 or fax 202.512.0171.

What do GPOExpress Customers Have to Say?
Site Login And Start Page

- Secure login 128 bit SSL encryption
- Logins may be created per individual user or by user groups
- Users may access and change password information at any time
- User profiles and pertinent user information are pre-loaded with login
- Upon login, users are guided through the order-placement process
Browsing The Document Catalog

- Documents are accessed via a folder-based interface.
- Documents can be located by browsing through folders or by utilizing keyword search.
- Document description and price are displayed for all documents.
- Catalog documents are easily previewed by clicking document link.
- File system is organized by agency administrator.
Checking Out

- Shopping cart displays pricing subtotals and collects user payment information
- Upon login, user-specific information is entered, eliminating unnecessary data entry
- Customer-defined billing identifiers may be added as required fields
- Order details may be edited at any time
Shipping And Production

- Users can select delivery date, delivery time and production location for their orders
- Store Locator allows users to find production locations based on where the documents will be needed
- Users are allowed to choose a delivery method, from varying FedEx® shipping options to free local delivery
Order Confirmation

- Users receive a unique order tracking number and an e-mail confirming that their order has been received by the DocStore® Catalog
- Orders may be tracked 24 hours a day via FedEx.com 1.800.GoFedEx 1.800.463.3339
- Order details and status are accessible online
Order Review

- Based on login, administrators can implement transactional spending limits for users
- Users may reduce size of order or have orders sent to an administrator for approval
- Orders are not sent to center for production until they are approved

Confirm Your Order

- Approval Required
- Your company has asked that your order be reviewed before we produce it. Your order will be sent to david.glasgow@husda.gov for review and will be produced once it has been approved. If you have a preset spending limit, you can reduce the size of your order or proceed with your order as-is.

<table>
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Getting started with GPOExpress℠ and DocStore® Catalog

- Providing federal government agencies with convenient access to cost-effective document solutions
  - To get started, contact your GPO national account manager at 1.202.512.1904
Thank you!