

CIRCULAR LETTER NO. 1035

September 6, 2019

TO: Printing and Publishing Officials of the Federal Government

SUBJECT: Doing Business with GPO – Customer Handbook, GPO Publication 350.1

The Government Publishing Office's *Agency Procedural Handbook* has been updated and given a new title, ***Doing Business with GPO – Customer Handbook***. The updates were made to better serve our Federal Agency partners and improve the customer experience. This *Customer Handbook* provides information that will give you a better understanding of the policies and procedures that govern the procurement of commercial printing and publishing products and services through GPO.

GPO's objective is to continually strive to deliver high-quality, responsive, and innovative services that provide cost-effective solutions for the needs of our Federal customer community. The updated *Customer Handbook* contains current information and directions on how to prepare and place your order for printed materials and other publishing services. It guides you through the laws, regulations, and procedures that frame Federal printing policy and GPO's printing procurement process. The *Customer Handbook* provides additional details concerning partnering with GPO to help you better support your agency's mission.

Features contained in the *Customer Handbook* include guidance for preparing digital files, completing order forms, reviewing proofs, selecting paper, specifying additional job requirements, anticipating timeframes and setting other expectations when working with GPO. You will also find payment options, billing methods, financial obligations, information about the Federal Depository Library Program (FDLP), and other publishing guidance.

The ***Doing Business with GPO – Customer Handbook*** can be found on gpo.gov at www.gpo.gov/how-to-work-with-us/agency/forms-and-standards.

Doing Business with GPO – Customer Handbook is your publication. You are encouraged to become familiar with it and contact GPO for clarification or assistance in placing orders. We want to work with you to make your job easier and more efficient.

If you have suggestions about improvements to the *Customer Handbook*, send them to nam@gpo.gov with the subject line "Handbook Suggestions".

Sincerely,

SANDRA MacAFEE
Managing Director, Customer Services