



CIRCULAR LETTER NO. 1116

September 26, 2023

TO: Printing and Publishing Officials of the Federal Government

SUBJECT: Doing Business with GPO – Customer Handbook (Revised)

The Government Publishing Office's *Agency Procedural Handbook*, GPO Publication 350.1 has been revised to reflect several changes since the last update. 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 strives to deliver high-quality, responsive, and innovative services that provide cost-effective solutions for our Federal customers. The updated *Customer Handbook* guides you through the laws, regulations, and procedures of Federal printing policy and GPO's print procurement process. We want to partner with your agency to help support your mission.

Features contained in the *Customer Handbook* include guidance for registering for GPO Publish - GPO's online ordering site, preparing digital files, completing order forms, reviewing proofs, specifying additional requirements, and timeframes. You will also find payment options, financial obligations, and information about G-Invoicing.

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.

This is your publication. You are encouraged to become familiar with it and contact GPO for clarification or assistance in placing orders. If you have suggestions about improvements to the *Customer Handbook*, send them to nam@gpo.gov with the subject line "Handbook Suggestions".

Sincerely,

TED PRIEBE
Managing Director, Customer Services