

GPO OnlinePaperStore

What payment information do I need to register?

When registering for the GPO Online Paper Store the most common method of payment is by government purchase or (IMPAC) credit card. If you do not wish to use a credit card, you can set up your account using a GPO IPAC billing account or a GPO Deposit account. If you have questions on these billing methods, please contact your appropriate **GPO National Account Manager (NAM)** for your agency.

How do I register with a credit card?

Click the link to register directly online. No paper forms are needed. Go to <https://gpo.unisourcelink.com/ec/gpo/gpoRegistration.jsp>. Fill out the online form and click **Submit**. Your information will be verified within 3 business days, and your username and password will be emailed to you at the address you provided.

What is a BAC?

A BAC is a Billing Address Code, which is an agency reference code assigned by GPO. GPO uses this 6-digit number to charge your IPAC (Intra-governmental Payment and Collection System) or GPO Deposit Account. If you don't know your BAC, please contact your **GPO National Account Manager (NAM)** or complete the **Inquiry of Interest** form.

What if I don't have a BAC or don't know it?

If you don't know your GPO BAC, please contact your **GPO National Account Manager (NAM)** or complete the **Inquiry of Interest** form.

Will the prices ever change on this contract?

Yes. The paper industry is very volatile and many of the prices are directly impacted by the cost of fuel and recycled materials. The prices on this contract can change as the industry fluctuates. Typically, GPO informs all active customers with at least 14 days notice of any price change and price changes can not occur within 90 days of each other.

What is a Requisition Number?

A requisition is a number assigned by your agency for internal tracking of obligated funds. The format is x-xxxx, where the first number represents the current fiscal year (for example, for fiscal year 2011 the requisition format would be 1-xxxx). This number changes with each fiscal year and must be updated by your agency. All Online Paper Store transactions will be charged under the requisition number you provide. Your requisition number can be up to 18 total characters. The first 5 characters after the hyphen must be numeric.

If you don't know what requisition number to use, please contact the Printing Officer at your agency or your **GPO National Account Manager (NAM)**. You may also complete the **Inquiry of Interest** form.

How do I register with a BAC?

Click the link for **Register**. Fill out the online form and click **Submit**. A PDF of **Form 2747** will be emailed to you. Print this form and sign it. Fax the form to **202.512.1569**. Your information will be verified by GPO, and your username and password will be emailed to you at the address you provided within 3 days of verification.

Why do I have to send in Form 2747?

GPO must verify that you are authorized to obligate funds for your Billing Address Code (BAC). This is done by signature verification. By signing this form, you authorize the funding for orders placed at the Online Paper Store.

What if my agency is not listed on the Registration Menu?

Select **Other** from the Agency Name drop-down list on the online registration form. Fill in the name of your agency, be sure to type the full and correct name, and complete the rest of the form. You will be contacted if more information is needed.

I am a contractor employed by the Federal government. Can I register?

If you are a contractor performing functions on behalf of a Federal government agency, you will need to use a BAC and requisition number assigned by the agency for which you are working for. If you don't know your BAC, please contact your **GPO National Account Manager (NAM)**.

How do I renew my requisition for the new fiscal year?

You can send in your renewal open requisition for the Online Paper Store at the same time that other open requisitions are requested by GPO. The open requisition may be sent to Agency Publishing Services, Requisition Section, Mail Stop CSA, U.S. Government Printing Office, 732 N. Capitol St. NW, Washington, DC 20401 or e-mailed to requisition@gpo.gov. Please include your BAC, requisition number, and email address on your SF1. If you need assistance completing the SF1, contact your **GPO National Account Manager (NAM)**.

This yearly renewal request typically goes out as a GPO Circular Letter each summer. Circular Letters are automated notices from GPO to customer agencies delivered via email. You can sign up for our GPO Circular Letters list at www.gpo.gov/updates.

GPO OnlinePaperStore

How can I assign a Line of Accounting (LOA) or Appropriation Chargeable reference to an order?

When you check out at the Online Paper Store, an optional field is available for assigning a Line of Accounting, Appropriation Chargeable, or other agency reference to a particular order. **This reference will not appear on your bill**, but may be referenced by GPO when researching billing inquiries.

What products are available for purchase at the Online Paper Store?

The Online Paper Store offers xerographic paper products: 8-1/2 x 11" white; 8-1/2 x 11" white 3-hole punched; 8-1/2 x 14" white; 11 x 17" white; and 8-1/2 x 11" colored paper. The colors available in 8-1/2 x 11" are blue, buff, green, pink, salmon, and yellow. These products all contain a minimum of 30% Post Consumer Waste (PCW) Recycled Paper. These products can be purchased in quantities as low as one carton.

As of FY11, GPO offers papers that contain a minimum of 50% and 100% PCW Recycled Paper. These papers are white, 20lb and 8-1/2 x 11". GPO also added a 24lb stock in 8-1/2 x 11" 30% PCW Recycled Paper. These specific papers can only be purchased in pallet quantities (multiples of 40 cartons). Current pricing can be found at www.gpo.gov/onlinepaperstore.

What is the smallest quantity I can order?

As of October 1st, 2009 the minimum order will be 1-10 cartons on all 11" products, 1-9 cartons on all 14" products and 40 cartons for 50%, 100% and 24lb products.

Can I mix colors in my order?

You must order at least one carton of each color.

Are there any taxes or additional charges that will appear on my bill?

No. The price you see in the Online Paper Store catalog is the price you will pay. For the purposes of agency billing (IPAC/Deposit Accounts), the value of each purchase made by the agency may be rounded up to the next whole dollar.

Is there an extra charge for delivery?

Standard Delivery is included in the price of the paper; however, any orders that require multiple room deliveries, use of an elevator, Government remote delivery requirements or having a truck height restriction below 12'6" shall incur an additional charge of \$2.50 per carton on any order of 40 or more cartons.

How long will it take to get my order?

The standard delivery schedule for the Online Paper Store is five (5) workdays within the continental United States. An accelerated schedule of two (2) workdays is available for an additional charge. For deliveries outside of the continental United States, schedules will be determined to be mutually agreeable to the Agency and the vendor.

What if I have a problem with my order?

Please contact Unisource using the online customer service tools offered at the Online Paper Store (**1.866.805.9498** or gpo_ec@unisourcelink.com). If you need further assistance, please contact your **GPO National Account Manager** (NAM).

What if I have multiple shipping addresses?

After your GPO Online Paper Store account has been set up, please contact Unisource at e-commerce.na@unisourcelink.com for assistance. When the shipping address is in a different geographic location other than the original address you registered with, Unisource will have to create a new account for each location. This will take 3 days for them to get everything setup in their system (it's

just like a new startup). You can provide the shipping addresses upfront and Unisource will proactively setup the accounts.

What if I have multiple BACs?

Currently, each account can only contain one BAC and requisition number. If you have multiple BACs you will have to set up multiple Online Paper Store accounts to ensure separation of billings. Contact your **GPO National Account Manager** (NAM) if you have questions.

I have a question about my bill.

Who do I contact?

BAC customers: please contact your **GPO National Account Manager** (NAM).

Government purchase or (IMPAC) credit card customers: please contact Unisource at **1.866.805.9498**.

When I log on to the Online Paper Store the availability of the product I want to order says "0". Can I still order this product?

Yes. Keep it in your cart and place your order. A Unisource representative will contact you about delivery.

What is my payment method?

If you use a GPO BAC, your payment method will display as "**Purchase Order**".

If you use a government purchase or (IMPAC) credit card, your payment method will display as "**Credit Card**".

What is my delivery method?

For standard orders that include the shipping prices as outlined in the Online Paper Store, customers should choose "**Standard Delivery**".

For more information on this program and other GPO programs, please visit our Web site at www.gpo.gov.