

## Frequently Asked Questions

**Q. Do I use the GPOExpress card as a method of payment for my jobs?**

**A.** Yes. The GPOExpress card is simply an authorization card that connects you to all the benefits and price discounts on the program. Your GPOExpress card is connected to the method of billing you have selected when registering for GPOExpress, which allows GPO to bill your agency once the job is completed.

**Q. Who can register for a GPOExpress card?**

**A.** Any federal government employee can register for a GPOExpress card as long as they have purchasing authority. Some agencies have their own printing regulations or policies for GPOExpress and may require additional signatures or steps to apply. To find your agency's official, please contact the [GPOExpress Program Manager](#) or your [National Account Manager \(NAM\)](#). For these agencies, the agency printing officer or individual who controls the agency printing budget will coordinate the approval process with GPO.

**Q. What billing options can I use to register for a GPOExpress card?**

**A.** When registering for a GPOExpress card the most common method of billing 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 the appropriate [NAM](#) for your agency.

**Q. Is there a set spending limit per card?**

**A.** Yes. For control purposes each GPOExpress card is required to have a transaction limit on the card. There are 26 spending limits that can be used. [Click here for a list](#). For customers that have internal agency policies for GPOExpress the amount of spending per card can be limited by the agency printing officers or individual who control the agency printing budget.

**Q. I'm new to our agency and don't know who the printing officer or individual is that controls the program within our agency.**

**A.** Contact the appropriate [NAM](#) for your agency.

**Q. Does FedEx Office® offer online tracking of jobs?**

**A.** Yes. You can track shipment status by using your FedEx account online at [fedex.com](#) or by contacting the location where the shipment was prepared. The GPOExpress program offers 24/7 online invoice tracking and account history through our eView service. Every cardholder will have access to their own unique [eView](#) account.

**Q. Does FedEx Office offer locations that can handle sensitive documents?**

**A.** Yes. For this type of work please contact a GPO [NAM](#).

**Q. Will the card work at the self-service stations?**

**A.** Yes. You may walk into any FedEx Office location nationwide and simply place your GPOExpress card in any of the walk-up self-service stations. Receipts are dispensed through the Self Pay Kiosk in the self-service area or by requesting one from a FedEx Office team member.

**Q. Our agency does not use FedEx to ship. Can we use our UPS account to have items shipped from FedEx Office?**

**A.** No. However, FedEx Office Government Solutions Senior Account Executive Brandon Hill is willing to review your shipping requirements to ensure that shipping is provided to you in the most economical manner. For more information, contact Brandon Hill at 1.719.930.6050 or send an email to [brandon.hill@fedex.com](mailto:brandon.hill@fedex.com) for more information.

**Q. Do the GPOExpress cards have an expiration date?**

**A.** GPOExpress cards do not expire. However, the GPOExpress accounts must be renewed each year by forwarding a new Form 3001 containing the upcoming year's new requisition number, to GPO by September 30. GPOExpress accounts that are not renewed each fiscal year may be suspended until the renewal form is received.

**Q. What do I do if I do not have a GPO Billing Address Code (BAC)?**

**A.** A GPO BAC will be assigned to you when you sign up for the GPOExpress program. This BAC will be unique to the GPOExpress program for your agency.

**Q. If FedEx Office promises a job by 10 a.m. and doesn't make the deadline, what happens?**

**A.** FedEx Office will make every effort to achieve the expectation associated with the customer turnaround time. Sometimes, equipment issues will arise and the location will determine the best course of action, which can include moving the job to another location.

**Q. Can a FedEx Office manager deny a job due to existing workload?**

**A.** FedEx Office has a vast network of stores and resources at their fingertips for getting a job done. Should one location be unable to take the job, it will check with the network to produce the work.

**Q. Will FedEx Office accept InDesign files for Mac?**

A. Yes. FedEx Office accepts InDesign files for both PC and Mac.

**Q. What kind of measures does FedEx Office take with regard to confidentiality?**

A. All stores and team members regard their customers' work as highly sensitive and confidential. Through ongoing team member training, confidentiality is reinforced and cited as part of offering the best possible service to the customer.

**Q. I am a contractor working for a federal agency. Can I participate in this program?**

A. Yes. If you are a contractor appointed by a federal agency and the agency grants permission for you to join the GPOExpress program, you can have access to the program. Appropriated funds must be used on the program. No private funds are allowed.

**Q. Is a surcharge applicable?**

A. No. There will not be a GPO surcharge to any purchase made under this contract.

**Q. If I am unsure how my job will turn out, can I get a proof?**

A. Yes. In the GPOExpress program proofs are free of charge and GPO highly recommends having a proof for every job. If submitting an order via the web, please consider utilizing the on-screen proof or request a hard copy proof in the special instructions area.

**Q. What happens if I have a problem with my print order or need assistance?**

A. Please contact the local FedEx Office store or the FedEx Office GPOExpress Account Representative Team at 1.866.815.4428. If additional support is needed, please contact the GPOExpress Program Manager at 1.202.512.2031.

**Q. What happens if I need to speak to a GPO representative about an issue that can't be resolved by FedEx Office?**

A. You can contact the GPOExpress Program Manager at 202.512.2031 or via email at [GPOExpress@gpo.gov](mailto:GPOExpress@gpo.gov). You also may reach out to your [NAM](#).

**Q. Can I see a pricing guide?**

A. Yes, view the [GPOExpress Price Guide](#).

**Q. What do I do if my GPOExpress card is lost or stolen?**

A. Lost or stolen cards must be reported to the [GPOExpress Program Manager](#) via e-mail [GPOExpress@gpo.gov](mailto:GPOExpress@gpo.gov). Agencies are liable for charges from lost or stolen cards until written notification is received by the GPO. A new card with a new account number will be issued for you as soon as possible.

**Q. What do I do if I need to cancel my card?**

A. It is your responsibility as a cardholder to inform GPO immediately that you need to cancel your card. You can contact the [GPOExpress Program Manager](#) at 1.202.512.2031 or via email at [GPOExpress@gpo.gov](mailto:GPOExpress@gpo.gov). You also may reach out to your [NAM](#).

**Q. Does FedEx Office use recycled or sustainable papers?**

A. Yes. FedEx Office offers a variety of paper choices including Third Party Certified and Recycled content papers upon request. Please ask for details on recycled papers, as recycled content percentages vary.

**Q. What options should I consider when choosing a paper stock?**

A. Consider options for color, weight, texture and sustainability as well as cost. FedEx Office offers a variety of paper choices to meet your needs. Please specify your choice when placing your order and indicate any special preferences, such as recycled content or environmental certification. If no preference is designated at the time of order, you will receive the standard white paper stock that may be updated from time to time.