

Welcome to the GPOExpressSM program

This guide provides you with GPOExpress online ordering instructions, a pricing guide of the most commonly used items in the program, and frequently asked questions.

It's easy to get started. You can place a GPOExpress order in person, by phone, or online through our Print On Demand website. You can schedule an order pickup and free local deliveries.

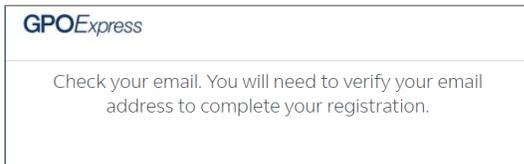
How to place an order online

1. Go to www.gpo.gov/gpoexpress and click **Start Order**.



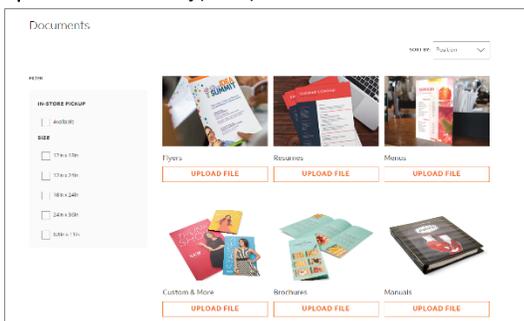
2. Log in with the User ID and Password included in your GPOExpress program welcome email.

Note: When you log in for the first time, a verification email will be generated. Click the **verify email address** link in the email to complete your registration.



Create a project

1. Choose **Browse Print Products** to create a new project. **NOTE:** For narrow format document printing, select **Upload & Print** to bypass product selection.

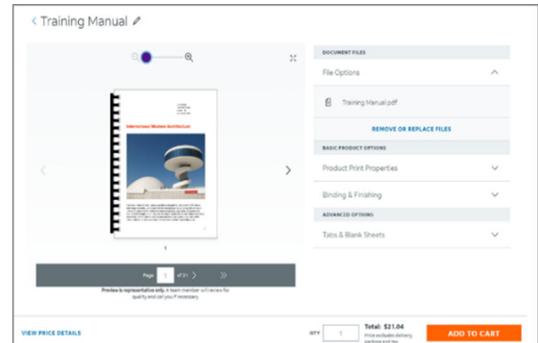


2. Choose the print product that best represents your desired finished product and select **Upload File**.

3. Select **Browse Files** or drag-and-drop to add files. If you upload multiple files, they will be combined.

Set up a project

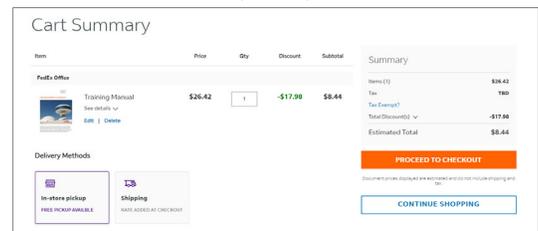
1. Use the menus to select print and finishing options for your project and select **Add to Cart**. The dynamic document preview and pricing will update to reflect your selections.



2. Choose **View Price Details** for a price breakdown, including any discounts.
3. Select **Remove or Replace Files** from File Options to add, replace, or remove files associated with your project.

Cart summary

1. At Cart Summary, you can modify item quantities, remove items from cart, or edit print options for items in cart.

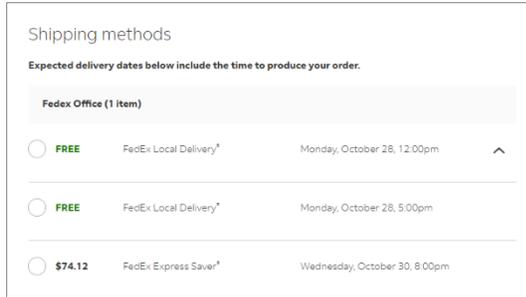


2. Select **See Details** to view print options for an item.
3. Select **Continue Shopping** to create another project.
4. Choose Delivery Method (In-store pickup or Shipping) and **Proceed to Checkout**.

Checkout with delivery

1. Choose **Shipping** (includes FedEx Local Delivery) at Cart and **Proceed to Checkout**.
2. Enter recipient address for delivery.
3. If applicable, enter a FedEx Shipping Account Number and Shipping Reference ID.
4. Select **See Shipping Results**.

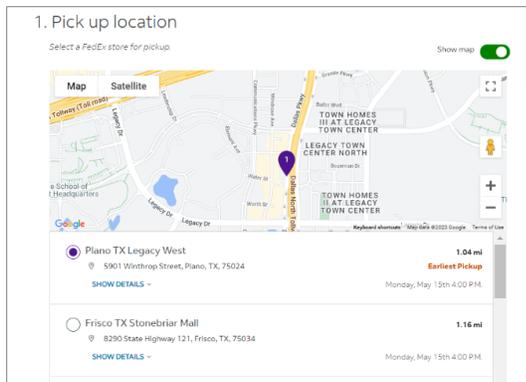
- Choose your Delivery Method. FedEx Local Delivery is free for recipients within 30 miles of a FedEx Office production location. **Please note:** the Order Summary will display \$19.99, but it is discounted to \$0.00 in the total discount.



- Choose a Contact Person and **Continue to Payment**.
- Enter your GPOExpress account number and Agency Job Reference (if required) and select **Review Order**.
- Review order and select **Edit** to make any changes.
- Submit Order**.

Checkout with pickup

- Choose **In-store Pickup** and **Proceed to Checkout**.
- Search for a pickup location by entering an address or zip code and choose your preferred location.



- Select **Change Pickup Time** to modify your desired due date and time.
- Assign an alternate pickup person, if needed, and **Continue to Payment**.
- Enter your GPOExpress account number and Agency Job Reference (if required) and select **Review Order**.
- Review order and select **Edit** to make any changes.
- Submit Order**.

GPOExpress pricing

Your GPOExpress card gives you access to deeply discounted printing rates. See some of the most frequently ordered items in the chart below. For a full list of prices, go to www.gpo.gov/gpo_express_pricelist.pdf.

Please contact your nearest FedEx Office for the most accurate quote.

	Black & White		Color	
	Single-sided	Double-sided	Single-sided	Double-sided
Copies - 8.5"x11"				
Standard White, 20lb	\$0.02	\$0.04	N/A	N/A
30% Recycled, White, 20lb	\$0.02	\$0.04	\$0.17	\$0.25
100% Recycled, White, 20lb	\$0.02	\$0.04	\$0.17	\$0.25
White Laser, 24lb	\$0.04	\$0.06	\$0.17	\$0.25
Color Papers, Recycled Content Varies	\$0.04	\$0.06	\$0.20	\$0.40

Finishing	
	Under 1 inch
Tape, Comb, Strip Manual Bind, with Cardstock Covers	\$1.20
Tape, Comb, Strip Manual Bind, with Clear Front/Vinyl Back	\$1.50
Coil Manual Bind With Cardstock Covers	\$1.50
Coil Manual Bind With Clear Front/Vinyl Back	\$1.80
Additional Services	
Roll Laminating per sq. ft.	\$0.75
Tabs, 5 Bank, 90lb	\$0.75

Signs and Banners	
	Single-sided
Black & White 24" x 36" on White Bond	\$2.25
Black & White 36" x 48" on White Bond	\$4.50
Black & White Oversized Bond (per sq. ft.)	\$0.37
Color on Heavy Coated Stock (per sq. ft.)	\$4.07
Basic Foam Core Mounting (per sq. ft.)	\$3.71

Frequently asked questions

- **Questions about a particular order or want to ask about turnaround time?**

Contact your local FedEx Office location or the FedEx Office GPOExpress Account Representative Team at 1.866.815.4428.

- **Questions regarding billing to your GPOExpress account or changing your GPOExpress Card limit?**

Contact your GPOExpress Program Manager at gpoexpress@gpo.gov or your GPO National Account Manager at nam@gpo.gov.

- **Who can I call to walk me through my first order?**

Your Account Representative can walk you through the online ordering process. You can call the toll-free number Monday through Friday from 8am–4pm Central Standard Time at 1.866.815.4428.

- **Where is my nearest FedEx Office location? Do I have to use that particular store?**

Find your nearest store at www.local.fedex.com. You can order printing at any FedEx Office store in the U.S.

- **Is my new GPOExpress card active?**

Yes. Your GPOExpress card is active when you receive it. You can immediately use it to place orders directly with FedEx Office. Please note: The card must be renewed each year by Sept. 30. You will receive renewal information from the GPOExpress Program Manager in August of each year.

- **How do I pay for GPOExpress purchases?**

Use your GPOExpress account to pay for FedEx Office purchases. The only way to receive the GPOExpress pricing is to use the GPOExpress card. Use of any other method of payment --Such as a government purchase credit card — will result in an unauthorized purchase and loss of the transaction discount.

- **Where is my login and password for online ordering?**

New GPOExpress cardholders will receive a “Welcome to the GPOExpress Program” email with login credentials. Go to www.gpo.gov/gpoexpress and click on Start Order.

- **How do I reset my password?**

If you’ve forgotten your password, click the *Forgot Password* link on the login screen to reset it. If you know your password, but want to change it, click on *My Profile>Edit Contact Information*.

- **What is my spending limit?**

Your per-transaction spending limit is listed on your card using an alphabetical character code. Visit <http://www.gpo.gov/docs/default-source/gpoexpress-pdf-files/gpo-spending-limits.pdf> if you wish to know the corresponding dollar amount of the letter on your card.

- **What happens if I need to exceed my card limit?**

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 the purchase.

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

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.