

**CIRCULAR LETTER NO. 932**

**TO:** Printing and Publishing Officials of the Federal Government

**SUBJECT:** Customer Services, Agency Publishing Services (APS) New Structure

Customer Services has executed a business process redesign of our APS procurement organization for teams located in Washington, D.C., so that we can continue to provide the best service possible to our Federal agency customers. The new team structure will be effective on **January 12, 2015**.

- DC Team 1 and DC Team 2 will service the printing and publishing procurement needs of designated Federal agencies.
- DC Team 3 will administer printing and publishing procurement programs that are available to all customer agencies (i.e. the Simplified Purchase Agreement, GPO Express, GPO Onsite Services, GPO Online Paper Store, and General Use programs such as 405-M, 695-S, and 301-S) and will manage procurements that use the formal negotiation procurement method.

Agency customers who do business with a team in Washington, D.C., are asked to click on this link <http://www.gpo.gov/customers/ast.htm> to see the current members of your APS Team and to view their contact information. APS Teams will be in direct communication with their designated customers.

Workloads in all GPO offices are constantly being evaluated as staffing levels change to ensure that GPO Customer Services continues to support the current and emerging needs of our customers.

As always, we will continue to serve you with the same devotion to quality, cost savings, and expertise that you have come to expect from GPO. We believe the new APS team structure will reinforce those core GPO values.

If you have any questions about information contained in this Circular Letter, please contact your GPO National Account Manager at [nam@gpo.gov](mailto:nam@gpo.gov) or (202) 512-1904.

Sincerely,

**BRUCE SEGER**  
Managing Director, GPO Customer Services