

United States Government Publishing Office Laurel and Pueblo Warehouse and Distribution Services

Robert Mitchell, Agency Distribution Services

Goals

- To provide high quality, cost effective publication distribution and flexible warehousing options
- Help government agencies identify financial waste
- Provide services tailored to the customers' needs
- Stay current with technology and provide low cost mailing solutions
- Maximize production and order processing
- Allows agencies to return to their core functions
- Guarantee customer satisfaction through our quality assurance program (ACSI score of 85 compared to average government score of 69)

Advantages of Using GPO

- Detailed invoices that itemize labor, mailing and supply costs
- Customized reports
- Intuitive online web cart services
- GPO consulting services
- Custom Mailing:
 - Bar-coding, endorsement line, fonts, images (such as an agency logo).
 - Automated labeling, inserting, folding and distribution.
 - Mail shopping for the best shipping rates and methods available.
- Cost Effective Distribution Solutions (Dual Distribution)
- You only pay for the warehouse space and labor you use
- Daily pick-ups
- Active mailing permits (no application/deposits required)
- Controlled Secure Storage.
- Superior quality and excellent service

GPO's Current Clients

- General Services Administration (GSA)
- Federal Citizen Information Center
- GSA Office of Communications
- GSA Office of Administrative Services
- GSA Federal Acquisition Service (FAS)
- Food & Drug Administration (FDA)
- Federal Trade Commission Bulk (FTC)
- Office of Disability Employment Policy (DOL)
- Office of Women's Health (HHS)
- Consumer Financial Protection Bureau (CFPB)
- Department of Veterans Affairs (VA)
- Department of Homeland Security (TSA)
- Administration Office of the U.S. Courts
- Commission on Civil Rights
- Pension Benefit Guaranty Corporation
- Administrative Office of Court of Appeals
- Department of Commerce
- Department of Justice (DOJ)
- Election Assistance Commission
- Federal Election Commission
- National Archives and Records Administration
- National Defense Intelligence College
- Smithsonian Institution Scholarly Press
- US Geological Survey
- US Army National Guard
- US Army War College
- National Renewable Energy Laboratory (NREL)
- US Government Printing Office
- USDA TN & SNAP

US Government Publishing Office Laurel Distribution Center (LDC) Laurel, MD

- ❑ Established in 1975
- ❑ 104,000 square foot climate controlled warehouse
- ❑ Multiple loading docks
- ❑ Over 3400 pallet storage locations
- ❑ Secure facility with badge only access
- ❑ Skilled operators to handle products
- ❑ Distribution of millions publications

US Government Publishing Office Pueblo Distribution Center (PDC) Pueblo, CO

- ❑ Established October 1971
- ❑ PDC was given its own ZIP code, 81009.
- ❑ 60,000 square foot climate controlled warehouse.
- ❑ Multiple loading docks.
- ❑ Over 2,100 pallet storage locations.
- ❑ Fulfilled over 106 million orders.
- ❑ Distributed over 1 billion publications.

Customer Success Stories



Client:

Federal Trade Commission (FTC) via
General Services Administration
(GSA)

Problem/Concern:

FTC wanted to continue production
(more than 1 million copies) of the
NET CETERA Project while adhering
to the agency mandate to reduce
printing and distribution costs by
10%.

Project:

Reduce distribution and storage cost
and increase speed of fulfillment
deliveries.

Objectives:

- Implement cost-effective storage,
distribution and fulfillment options
for the FTC.
- Expedite processing time from
receipt of order to delivery.

Solution and Results:

GPO proposed to GSA and FTC
implementation of the [Dual-Distribution
Network](#), a warehouse/shipping system
with publication distribution centers
(PDC) in Laurel, MD and Pueblo, CO.

- GPO's Dual-Distribution Network
(DDN) provided a **40% reduction in
transit costs** compared to single-
point distribution.
- **Transportation costs were
reduced by 44%** because the DDN
cuts the distance each parcel has to
travel. Orders were delivered faster
without increasing costs. **Average
transit days were reduced by
2½.**

The DDN enables delivery via ground
transportation to 65% of the zip codes
in the lower 48 states in two days or
less and delivery to 95% of zip codes
in three days or less.

Customer Success Stories



Client:

U.S. Army War College, Strategic Studies Institute (USAWC/SSI)

Project:

Distribution, storage and fulfillment

Problem/Concern:

The U.S. Army War College Strategic Studies Institute had 84 items in active inventory but suffered adequate staffing dedicated to order fulfillment which resulted in the time from order of receipt to fulfillment averaging 25 days.

Objective:

- Provide cost-effective storage, distribution and fulfillment options for USAWC/SSI.
- Improve processing time from order to delivery from weeks to days.

Solution:

Since the switch by the U.S. Army War College Strategic Studies Institute to GPO:

- The number of in-stock items grew from 84 to 123—an increase of **46%**.
- The time from order receipt to fulfillment dropped to less than **36 hours**.
- GPO reduced transit costs by **48%**.

GPO is piloting a print on demand option with USAWC/SSI that will make three out-of-print titles available via the [U.S. Government Online Bookstore](#). The USAWC/SSI website will direct consumers to the GPO Online Bookstore. Projected start date is May 2013.

Customer Success Stories



womenshealth.gov



Client:

Health & Human Services, Office of Women's Health (HHS/OWH)

Problem/Concern:

In 2010, HHS/OWH approached GPO for a distribution solution that would reduce cost. HHS/OWH wanted to continue robust production (over 2 million copies) of the Women's Health publications; however they received executive orders to reduce printing and distribution costs by more than 25%.

Project:

Design a storage and distribution cost reduction plan and increase fulfillment speed.

Objective:

- Provide cost-effective storage, distribution and fulfillment options for HHS/OWH.
- Improve processing time from order to delivery.

Solution and Results:

Best Bones Forever, an HHS national health campaign, registered a **637% cost reduction** in order fulfillment by using Laurel PDC versus prior local third-party logistics. **The prior cost per order for Best Bones Forever was \$458 while the current cost under GPO's DDN is \$62 per order, a savings per order of \$396.**

GPO continues to solidify the partnership with HHS/OWH by designing custom print on demand options, eBook conversion and dissemination services and additional promotion and distribution services based through:

- [U.S. Government Online Bookstore](#)
- [New Titles by Topic email service](#)
- [Government Book Talk Blog](#).

The [Dual-Distribution Network](#) is an efficient transit system based on the transportation industry's method of determining costs: **the shorter the distance a parcel travels, the less it costs to ship.**

Video Proof...

Click [here](#) for more and to view a Warehousing and Distribution video. In less than 5 minutes you will clearly see why federal agencies are turning to GPO for help streamlining their storage and delivery needs.

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US Government Publishing Office Distribution Services



Questions?

Keeping America informed for over 40 years.