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## ***PRINTING SERVICES BUSINESS LINE***

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### **Service Description**

The Printing Office produces a complete range of high-quality printed products comparable to those available from a full-service commercial enterprise.

These include:

- Reports
- Books
- Pamphlets and Brochures
- Public Information Materials
- Presentation and Promotional Posters
- Forms and Letterhead
- Development of Printing Requirements and Specifications
- Business Cards
- One and Two Sided Posters

Other printing-related services are:

- Mailing/Shipping of printed materials
- Distribution Preparation Services (labeling, consolidation and packaging)
- Automated Mail List Maintenance

In addition, this business line involves:

- Production of Government Printing Office (GPO) printed inserts to the daily Federal Register
- Production and duplication of various electronic informational media such as compact discs, video diskettes and magnetic tapes.
- Court reporting and transcription services
- The sale and distribution of Printed Products such as letterhead, DOE decals, tabs, folders, certificates and security forms.

### **Pricing Policy**

#### **Board Adopted Policy**

- Organizations will pay for direct printing costs as well as Federal Register costs.
- Organizations pay for direct printed products supply cost with a 20% markup to cover the operating cost on the contract.
- Organizations will pay a share of Printing Overhead charges, for funding the Internal Distribution function. Printing Overhead is calculated based on the customer

organization's proportionate share of the prior year direct printing cost, adjusted to include both the direct printing that occurs through the Fund and the direct printing that is charged to program funds by direct citation.

### **Pricing Method (Billing Calculation)**

Program offices pay the actual cost of printing, vendor postage, federal register, vendor color copying, court reporting services and printed products supplies.

### **Budget Estimating Method**

Budgetary estimates are developed based upon the 12 month period prior to issuance or submission of IRB and OMB budgets. In other words, budget estimates published in June of the Fiscal Year reflect actual usage charges for June through May of the preceding year. Extraordinary or unusual charges in usage patterns, as well as purchases of new equipment are not anticipated in the Fund=s estimates. To the extent that the program customer can foresee such anomalies, the cost impact of these charges should be added or subtracted (as appropriate) from the Funds estimate. Also, possible variations in consumption due to expected changes in staffing levels are not considered in the Fund=s estimates.

### **Annual Projections**

WCF projections of current Fiscal Year usage and costs are updated monthly and provided with each bill. Projections are calculated based upon fiscal year-to-date costs annualized. For example, the annual projection calculated as of April would be as follows:

Total YTD Cost (October - April) divided by 7 multiplied by 12 equal projected annual costs.

### **Billing Cycle**

All printing services are billed monthly, based upon prior month actual usage. There are no charges for this business line that are assessed annually or quarterly.

### **Availability of Detailed Usage Information**

Program offices may receive upon request, copies of summary data for printed products, vendor postage, vendor color copying, federal register and court reporting services. This information includes job title, date received, estimated cost, actual cost and the program contact(s) placing the job order(s).

### **Business Line Objectives: Balanced Scorecard**

Objectives for this business are in the format of a balanced scorecard.

- Customers: Provide customers with a convenient job tracking system and an open architecture image database.
- Financials: Improve efficiency and reduce overall costs.
- Internal Processes: Replace older equipment and methods of performance with new state-of-the-art equipment and functional methods.

- Learning and Growth: Improve the knowledge and technical skills of all staff artists for designing and implementing individual web pages up to complex web sites. Enhance the effectiveness, knowledge, and satisfaction of Photocopy Business Line employees.

For more information on these objectives and business line performance measures please go to [www.ma.mbe.doe.gov/wcf](http://www.ma.mbe.doe.gov/wcf) and view the P&G Five-year Plan.

### **Service Standards**

- Will schedule planning conference with customer within eight hours of request to discuss printing requirements which include job specifications and anticipated turnaround times.
- Representatives from the printing staff are available to provide planning assistance during the developmental stages of projects. We encourage customers to seek assistance as soon as project discussion begins.
- The standard turnaround time to process most printed products including business cards ranges from five to 10 working days.
- Distribution of most printed material within one to three days.
- Complex projects (i.e., Science Bowl, Gas Mileage Guide, Ethnic History Months, Press Briefings, 4-color process brochures, etc.) require negotiation of time frames, which typically are 20 to 30 working days.
- A courtesy call will normally be provided to the point of contact when a job is completed; however, it is recommended that the point of contact call printing and graphics staff to check the status of the project.
- Will provide detailed usage and management reports on an as requested basis within 24 hours.
- Staff will provide quick, efficient checkouts, when needed merchandise is not in stock, staff will: (1) Provide anticipated date of arrival and (2) Notify the customer if the item will no longer be available.

### **Points of Contact**

Fund Manager: John Harrison, 202-586-3611

Business Line Manager: Mary Anderson, 202-586-4375

Service Point of Contact: Dallas Woodruff, 202-586-4326

Al Majors, 202-586-4338

For more information, customers are invited to visit the business line home page at <http://www.ma.mbe.doe.gov/admin/CopierandPrintingHome.htm>.

### **FREQUENTLY ASKED QUESTIONS ABOUT THE PRINTING BUSINESS LINE**

Q. How can my office save on printing charges?

A. Program elements can save on printing charges by planning projects in advance. The printing staff is available to attend customer=s planning conferences on upcoming projects. This

can eliminate surcharges associated with meeting quick turnaround times and allow for alternative specifications to be applied.

Q. Who do I call to find out how we have been spending money on printing?

A. You can call the service point of contact, Dallas Woodruff, on (202) 586-4326. If he is not available, the business line manager, Mary Anderson, should be contacted on (202) 586-4375.

Q. Can I get a summary of how we spent money last year?

A. Yes, a detailed summary is available at the customer's request. Standard turnaround time of a detailed summary is 24 hours. Program offices may receive upon request, copies of summary data for: printed products, vendor postage, vendor color copying, and Federal Register and court reporting services. This information includes job title, date received, estimated cost, actual cost and the program contact(s) placing the job order(s). This information can be provided at any time, as requested for any period (e.g., current month or year-to-date) during the current fiscal year, as specified.

Q. Can I ask ME to restrict who can order printing services?