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Delivering Work on Time is Critical to Succeeding with U. S. Government Printing Office (GPO)
Being late results in non-compliance penalties

by Deborah Snider, Senior Vice President, e-LYNXX Corporation

The number one reason why private sector printers fall out of good graces with the U.S. Government Printing Office (GPO) is that they are reported and recorded as late on jobs. If the resulting report indicates an out-of-compliance rating of as little as 5% (one job late by 8 hours out of 10 jobs delivered on time yields a 10% out-of-compliance rating), the offending printer is tagged by GPO as out-of-compliance. This is a major blemish on the printer's record eliminating chances to be awarded additional projects out of the more than \$425 million in work that GPO awards each year to the private sector.

Of course, some delays are unavoidable. Some may even be caused by government actions. No matter what the cause, it is incumbent upon the printer to resolve whatever is at issue as quickly as possible with GPO contract administrators. This is best done working with experienced, skilled and savvy government print experts that have the know-how to assist printers to meet schedule expectations and commitments, while cutting through red tape to resolve issues not of the printer's making.

GPO contract administrators keep careful track of each project's on-time delivery requirements and watch each printer's delivery compliance across all awarded projects. Sometimes government records are inaccurate due to a printer's lack of proactive follow-through when details were missed or incorrectly reported or recorded. Making sure government records are clear and accurate is fundamental to having a positive relationship with GPO contract administrators. Salesmanship by the printer in an attempt to rectify problems may work in the commercial print market but is not appropriate or welcomed at GPO.

While GPO maintains the on-time delivery records, it is the responsibility of each GPO printer to make sure its individual records are accurate. The first step is to get a copy of the GPO report. Knowing where and how to get the report is essential. Each report displays a three-month snapshot of the printer's work. The second step is to check the report for accuracy. Knowing how to respond and to whom is key.

If GPO refuses to award a printer work, it is up to the printer to find out the reason. If it is due to the printer being out-of-compliance, then the printer must spring into action. In addition to obtaining a copy of the report and examining it, the printer must respond in writing precisely explaining the circumstances of any late work, attaching evidence acceptable to the GPO refuting any erroneous information, and explaining why and how future awarded projects will be properly handled. It is also a good idea to alert all GPO procurement offices of the details of this written submission. However, this does not always rectify the out-of-compliance issues.

Unfortunately, being out-of-compliance focuses the printer under a magnifying glass, with each little infringement of the specifications causing increasing concern about the printer's ability to follow directions and to meet specification requirements. Often the solution is to bench the printer for a minimum of three months. This can be disastrous, as it is precisely like having the printer's best customer refuse to work with the printer for an extended period of time. Plus, it is embarrassing in the marketplace as competitors know full well what is going on due to a lack of printer activity.

It is important to note that when a job is late, it is late. It does not matter whether it is one day late or one week late. Late is late, and GPO doesn't care about whether the job is large or small or simple or complex. Late is late. When a printer accepts and enters into a contract (with GPO, or in the commercial marketplace), normally the only acceptable delays are those associated with acts of nature, such as natural disasters. Equipment failure, key employees being ill and other such circumstances are not acceptable excuses for failure to meet specified requirements.

About Deborah Snider

Deborah Snider is senior vice president of Government Print Management, a division of e-LYNXX Corporation - the leading print management firm in North America. Mrs. Snider is a graduate of Central Penn Business College and has headed Government Print Management and its predecessor since 1984. Government Print Management represents the majority of successful printers that work with GPO. The firm is commission based and specializes in helping printers to smooth their way to GPO related profitability. Government Print Management is exclusively endorsed by Printing Industries of America (PIA). She can be reached at 888-876-5432, through the web site at www.GovernmentPrintManagement.com or at Deborah.Snider@GovernmentPrintManagement.com.

**About e-LYNXX Corporation**

e-LYNXX Corporation, the North American procurement authority, is exclusively endorsed by *Printing Industries of America (PIA)* and *Educational and Institutional Cooperative Purchasing (E&I)* and recognized as a top 100 procurement firm by *Supply & Demand Chain Executive*. Founded in 1975, e-LYNXX has three divisions. ● American Print Management provides enterprise print procurement solutions and patented competitive methods to reduce costs for direct mail, marketing materials, packaging and other procured print. Results include enhanced quality and service levels, efficiencies, process control, transparency and procured print cost reduction of 25% to 50%. ● Patented Procurement Method grants patent licenses for supply chain optimization. Results include substantial reduction in existing costs of competitively procured goods and services. ● Government Print Management offers U.S. GPO bid services, access and assistance. Results include filled downtime, operational stability, improved cash flows and increased profitability. www.e-LYNXX.com – 888-876-5432

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