



# WHAT GPO CUSTOMERS ARE SAYING

## U.S. Department of Justice, Office of the Inspector General

“The Creative Services team made a significant impact on the brand and identity of the DOJ OIG by advancing its efforts with modern design trends and presenting the organization in a positive image to the public. They took leadership’s simple ideas and complex concepts and transformed them into a remarkable and noteworthy design that accurately reflected DOJ OIG’s vision, mission, values and goals.”

**Mark Abueg**  
(Former) Director of Internal Communications

## Bureau of Reclamation

“We have truly appreciated the support provided by GPO in our Visual Identity Refresh Project. Your team’s responsiveness, attention to detail, and professionalism was evident at all stages of the project. Your ability to give sage advice during the process and steer the project to completion were critical to the results we achieved. We hope that you are as proud of the work that you accomplished as we are!”

**David Denton**  
Resource Services Manager  
Interior Region 9: Columbia-Pacific Northwest

## Bureau of Alcohol, Tobacco, Firearms, and Explosives

“You are true professionals and it has been a great experience working with you. Fantastic customer service, solid counsel and very talented design.”

**Brian D. Nickey**  
Chief of Digital Media

## U.S. Fish and Wildlife Services

“As the Printing Management Officer for the U.S. Fish and Wildlife Service, I have found that the Government Publishing Office’s Simplified Purchase Agreement Program vehicle is an invaluable tool. In today’s environment of budget constraints and quick turn-around schedules, the SPA is the most cost-effective, expedient means of getting quality printing at a reasonable price.”

**Mark Newcastle**  
Chief, Branch of Printing & Publishing  
U.S. Fish and Wildlife Service/External Affairs  
Division of Marketing Communications



U.S. GOVERNMENT PUBLISHING OFFICE

For additional information, contact a GPO National Account Manager at 202.512.1904 or email [nam@gpo.gov](mailto:nam@gpo.gov).

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## Centers for Medicare and Medicaid Services

“GPO’s Quality Control Team is a team of very knowledgeable individuals that support the government’s printing needs. It has been a pleasure working with this team to get the best quality product in a timely manner. Thank you for the continued support in producing our Medicare and You Handbook throughout the years.”

**Clint Howard**  
Senior Printing Specialist

## National Park Service

“I would like to take this time to thank the Customer Service Department for their outstanding customer service. They process my work in a timely manner. The team is always courteous and professional. Whenever I call with ANY ISSUE (NPS), I know that it will be resolved.”

**Debra Melton**  
Printing Specialist

## Missouri National Guard

“I just wanted to reach out to you to say I am impressed with your staff! Despite being the end of the FY, they have already processed all my last minute orders. I honestly didn’t expect them to get to them for another week or two. As always, thanks for keeping your office amazing!”

**SFC Jason Huether**  
Missouri National Guard  
Marketing NCO

## District of Columbia Public Schools

“Thank you to the whole team at GPO in DC for being there for DC Public Schools during this challenging time for our students, families, and staff. A special thank you to Joe Harrington and the GPOExpress program for working together with FedEx Office to get instructional materials printed so that our students can continue their coursework while at home. Also, a big thank you to our printing team in Customer Services, for their willingness to help us change our procurement strategy on a dime to save money and to get the materials out to families quicker. GPO will be there for you when you need them, especially in this challenging time.”

**Justin W. Willis**  
Director, Procurement Operations  
Office of Resource Strategy

## Naval History and Heritage Command

“Naval History and Heritage Command produces a variety of publications, from softcover pamphlets to multi-volume hardcover collections of archival documents. However, regardless of the unique requirements of each product, GPO Creative Services has been our dynamic partner in meeting any new challenge. Our collaborative work with Creative Services at every stage of prepress production has always been positive and professionally rewarding as we’ve strived to – and always succeeded in – seeking solutions to the challenges posed by some of our projects. Time and again, this group of creative, smart, and dynamic individuals has enabled us to publish high-quality publications that have found positive resonance in our diverse readership.”

**Carsten H. Fries**  
Lead Writer/Editor  
Communication and Outreach Division  
Naval History and Heritage Command



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