



Agency of Administration  
Department of Buildings and General Services  
Office of Purchasing and Contracting

# ***Generating Savings in Paper and Print Procurement***

*A Review of New Print Procurement Requirements  
and  
BGS Print Shop & Vermont Correctional Industries Print Capabilities*

*Deb Damore, Purchasing & Contracting Manager*



## Background

- In November, 2010, the Office of Purchasing and Contracting retained Pandora USA to examine procurement for printed materials on a statewide basis
  - Pandora is an industry leader with over 20 years of experience in the US and abroad
  - Extensive, proprietary database of industry pricing and specifications
  - No risk to the State: share-in-savings business model
- We worked collaboratively with Pandora and our existing vendors and suppliers to better understand the state's paper and printing expenses
  - Exhaustive review of over 1,000 individual components
  - Data collection from over 50 current vendors
  - Pricing and specification analysis, including evaluations against Pandora's database
  - Identification of potential new US vendors from across the industry

## Conclusions

- Assessment indicates potential savings of over 30% without making any substantial changes to the quality or characteristics of end products
  
- Two primary areas of savings:
  1. Shift appropriate, recurring production jobs to internal print shops
    - Transitions will occur over time as relevant contracts expire
    - Will save the State money and make better use of existing State resources and expertise
  
  2. Leverage the State's purchasing power by consolidating and executing paper and envelope contracts
    - For print jobs produced outside State facilities, the state will agree to pay equal to or less than the identified established pricing on standard paper and envelope contracts. These contracts are available on-line at:  
<http://bgs.vermont.gov/purchasing/currentcontracts>

## Confirmed Savings to Date

Implementation has begun and the initial realized savings are encouraging:

Category of Spend	Anticipated % Savings	Actual % Savings
Paper	13.5%	13.8%
Envelopes	15.0%	20.9%
Collateral Products	22% - 35%	29.2%

On a prior baseline spend of \$202,590, we have reduced actual costs to date by \$35,320 for overall savings of 17.4%

Given Vermont's annual spending on printing and paper is approximately \$3 million, we anticipate the savings will be quite significant.

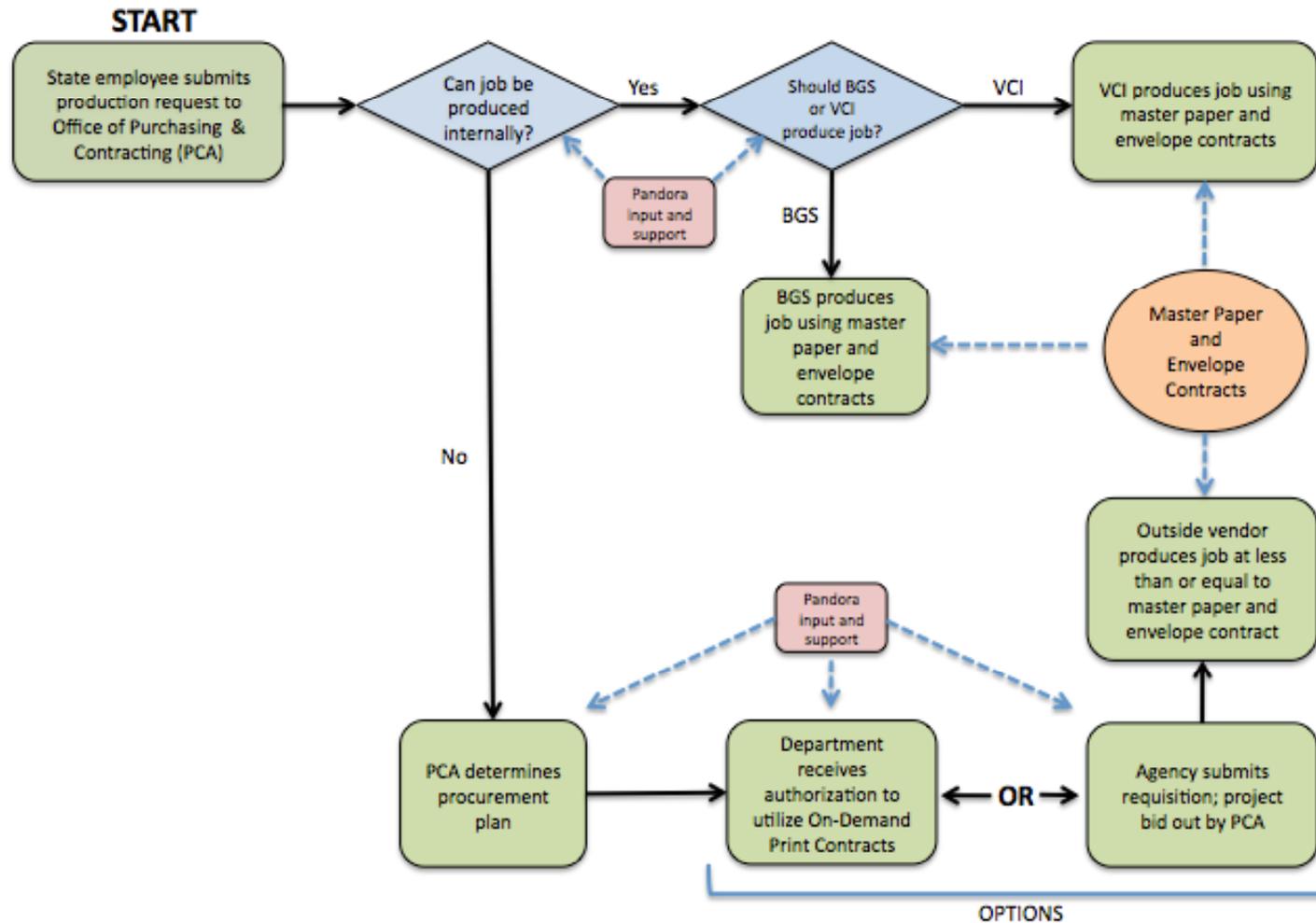
## Requirements – Mandatory Change in Practice (Effective March 1, 2012)

- VCI and the BGS Print Shop are to be the first choice for all printing projects that involve digital or offset requirements
- Facts supporting this mandatory change:
  1. Reduction in overhead costs
    - Resources already owned and operated by the State
    - Reduced freight costs
  2. Increased control over paper consumption and prices
    - State leverages larger paper volume
    - Provides better oversight of paper purchasing and waste
  3. Equipment-Product Alignment
    - Most print jobs are well aligned with equipment at VCI and BGS
    - Relatively few jobs (e.g. magazines, high quality calendars, labels, high-level security paper) will require external suppliers
  4. Outside Jobs
    - The State of Vermont will agree to pay equal to or less than the identified established pricing on standard paper and envelop contracts. These contracts are available on-line at: <http://bgs.vermont.gov/purchasing/currentcontracts>
    - Better visibility into paper consumption and equipment used by outside vendors

## Process

- For agencies already utilizing BGS and VCI, no change is required. Continue to leverage their distinct capabilities:
  - BGS has excellent digital presses and capabilities
  - VCI has excellent capabilities for larger quantity offset runs (generally over 8,000 units)
- For all other print jobs (including those in which existing contracts must be renewed, competitive quotes must be obtained, are one-off and/or non-contracted), agencies must proceed as follows:
  1. Submit requirements to the Office of Purchasing & Contracting
  2. Office of P&C will consult Pandora to ascertain if job should be produced internally
    - Analysis will consider VCI and BGS capabilities, as well as ensure that paper consumption, paper costs and manufacturing costs are competitive
  3. If the Office of P&C determines job can be produced internally at an equal or lower cost than externally, then job will be awarded to either VCI or BGS (determination will be made within 48 hours of request, excluding weekends and state holidays)
  4. If the Office of P&C determines neither BGS or VCI are appropriate, then they will bid the project out, at which time the requesting agency will be asked to submit a purchase requisition to expedite the solicitation process

### New Process for Print Production Effective March 1, 2012



## Process (continued)

- Blanket Delegation of Authority #1 (BDA-1) was reissued July 1, 2011, excluding all print material.
- Blanket Delegation of Authority #74 (BDA-74) has been eliminated since the BGS Print Shop and VCI are now required to be used by all agencies and departments of the State.

## Discussion and Next Steps

- Questions?
- BGS and VCI Overview
  - We've asked the BGS Print Shop and Vermont Correctional Industries to present an overview of their equipment and capabilities to give you a better sense of the expertise we have in-house, so at this point I'll turn it over to them.

Department of Buildings and General Services  
Government Business Services Directorate  
Print and Postal Services

## Print Outreach Webinar

“providing state government with economical and convenient access to digital printing and lease copier services”



## Introduction

- Supervisor
  - Daniel (Dan) Brush
  - 17 years of professional experience in the print industry in Vermont and the Northeast
  - Member of National Government Publishing Association's (NGPA)
  - Member of Vermont Postal Customer Council (VT PCC)
- Print Shop possesses 200 years of combined workforce experience in the print industry.



## Program Overview

- Centralized program to serve State agencies and departments
  - State of the art digital printing facility with a print capacity of up to 40,080 impressions per hour
  - Secure and economical printing and finishing services
  - Free delivery for the Central Vermont and Chittenden County service areas
  - Secure and economical transactional data design and printing services
  - Print on Demand (POD) services
  - Overnight Legislative Printing services – contract since 1997
  - Economical copier lease services

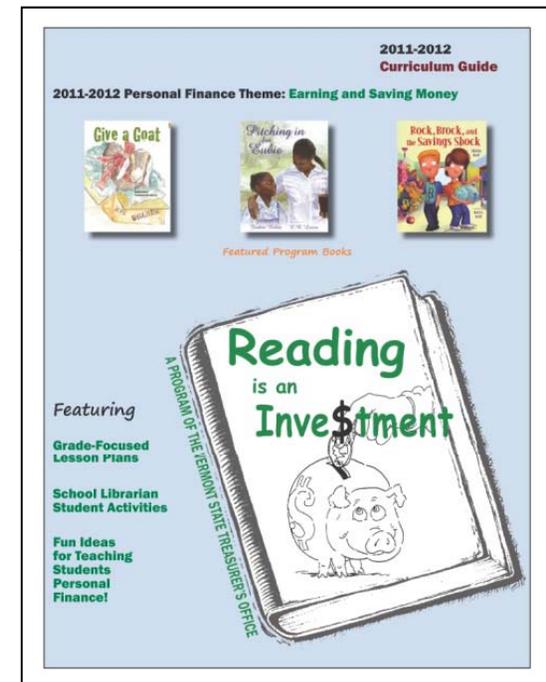
## Program Overview

- 10 full time employees
  - Multi shift operation
- High speed digital printing
  - Over 4,700 publication print jobs processed in FY2011 with an average turn around time of 2.3 days
- Fully automated digital workflow for publication printing
  - Receive customer files electronically
  - Generate proofs in PDF format
  - Transmit to customer electronically for approval
  - Send approved PDF file to digital printer

100% Process Chlorine Free (PCF) and recycled paper

## Program Overview

- Samples of Job Types
  - Client Case Files
  - Post Cards
  - NCR Forms
  - Newsletters
  - Self-Mailers
  - Posters
  - Bound or Stitched Reports and Booklets
  - Transactional Data – over 500 job formats
  - Print-on-Demand – over 600 active forms
  - Variable data and mail merge



## Program Overview

- Transactional data printing
  - Merge of mainframe data with forms overlay
    - DMV Titles, Licenses, and Registration Renewals
    - Checks for Tax and DCF program (OCS, Fuel, etc.)
    - Financial reports for Tax, OCS, DMV, and DCF programs (WIC, etc.)
    - Over 500 job formats
  - FY2011 - Over 35,000 print jobs generated

## Program Overview

- Legislative Printing
  - 2nd shift printing and processing to generate legislative bills, calendars, and journals for the next business day
- 364 Convenience copiers statewide
  - Allows agencies and departments to distribute costs over three years
  - Avoids capital leases

## Program Overview

- **Finishing and Binding Services**
  - Envelope Stuffing/Inserting
  - Folding
  - Stapling
  - Punching
  - Cutting
  - Collating
  - Tape/Coil Binding
  - Tabbing
  - Labeling
  - Laminating
  - Foam core mounting
  - Packaging
  - Numbering
  - Pressure fold and seal



## Print/Postal Synergy

- Collaboration with Postal Center on mail piece design and mailing options
  - Resulted in over \$400,000 in tangible savings in FY2011 for State government.
  - In working with one customer we reconfigured their project and achieved over \$27,000 savings for them by redesigning the printed media, reducing both production and mail costs.

## Future Initiatives

- Intelligent Mail Inserting
  - Using QR (Quick Response) coding BGS Print will have the capability to track individual pieces of mail through the mail stream.
  - Will be able to presort mail by Zip Code, name, etc. gaining mailing efficiencies.
  - Will be able to mail-merge mail jobs with 100% accuracy, printing the postage and addresses as it is processed.
  - Projects with variable page lengths will be accurately separated and prearranged by their length, gaining mail permitting savings.

## Customer feedback

- “THANK YOU VERY MUCH! OCS appreciates your hard work and effort on our behalf to make this "URGENT" job your top priority in the print shop. You have definitely proven to be a valuable vendor who we look forward to working with closely in the upcoming year. Thank you Dan for your help and that of your BGS staff.”

**Pam Mack, OCS**

- “Jeb Spaulding praised the print shop today at the agency commissioner’s meeting for its great job on the executive budget. Fantastic!”

**Mike Obuchowski**

- “Thank you so much!!! I received the reports today - they look great, and what a quick turn-around time!”

**Lisa Parro, AHS**

- “You are awesome, thank you soooooo much!!!!!! I can’t believe it’s done already, I’ve got some serious connections I think!!!  
Thanks again, you guys rock down there!!!”

**Charlee Drury, Fish & Wildlife**

## Customer feedback

- “On behalf of the VDOL, we thank the Buildings and General Services Departments Middlesex Print and Postal individuals who assisted Labor in this vital matter, without their help, Vermont workers depending on unemployment income would not have received their checks in a timely manner.”

**Annie M. Noonan, Commissioner, VDOL**

- “Thanks guys, our VT State Parks logo on foam core turned out beautiful! And so fast, too – thank you!”

**Rochelle Skinner, Vermont Department of Forests, Parks and Recreation**

- “I just wanted to thank everyone there for all your work and thoughtfulness during the time we were there. You really helped us out when we lost all of our forms after the flood. You made us all feel welcome while we were temporarily your neighbors. We are in our new (and temporary???) location in Williston. Thanks Again,”

**Debbie Mercy ADPC**

## Promotion

- The correct answer will get you a 10% discount of up to \$25.00

- Question embedded in QR Code



OR

- Question found on Print Shop – FAQ page  
[http://bgs.vermont.gov/business\\_services/print/faq](http://bgs.vermont.gov/business_services/print/faq)



# VCI

***VERMONT CORRECTIONAL INDUSTRIES***

Vermont Correctional Industries has a multi-faceted mission that is enacted in Statute

Its purpose is:

- “ To promote the vocational training of offenders
- To establish good work habits and responsibility
- To assist victims of crime
- To return value to the community, and
- To reduce the cost of operation of the Department of Corrections and of other State agencies...”

## Print Shop Location

VCI Print Shop is located at the Northern State Correctional Facility in Newport, Vermont. All mailing will go to the following address:

VCI Building 1  
2559 Glen Road  
Newport, Vermont  
05855

VCI delivery options:

- VCI Truck will deliver most cases and pallets
- UPS, Fed Ex or Priority Express will deliver most business card orders and smaller orders

## Print Shop Staff

### Howard Deuso VCI Program Coordinator



Howard is responsible for all the day-to-day operations at the VCI Print Shop. If you need any special assistance or prefer calling your order in, Howard can assist you with your needs.

### Mark Duquette Sales & Marketing Coordinator



Mark is your key connection to all custom printing. He will come to your location to go over any print work you have. He will work with you to get the product and price where you need it.

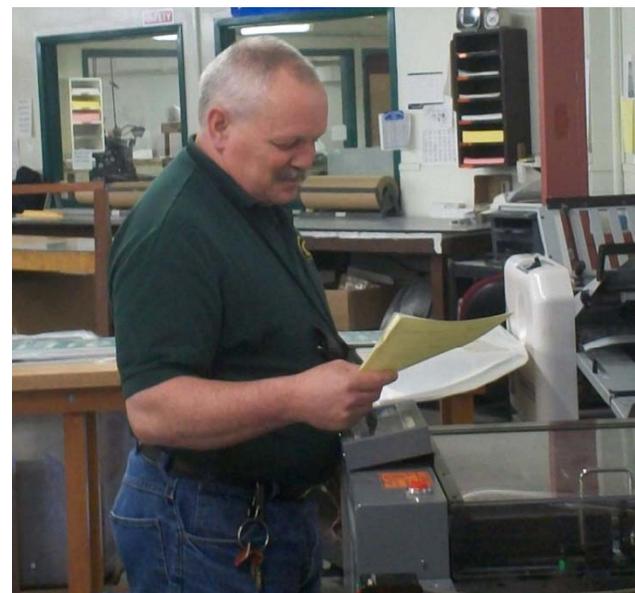
## Print Shop Staff

**John Trenholm**  
VCI Foreman B



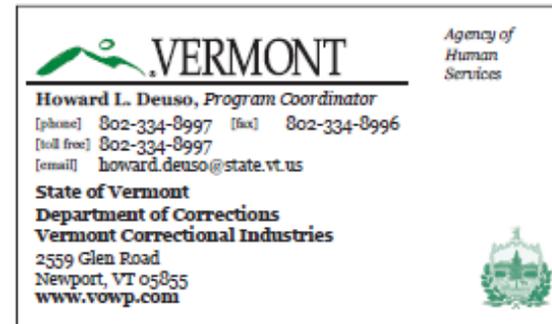
John does all the offset press training in our shop. He ensures your product is correct prior to it going to shipping and receiving. He is also responsible for tracking your order for quick delivery .

**Dennis Poulin**  
VCI Foreman B



Dennis handles all the training in our bindery area, from collation to spiral binding. He is also responsible for all the custom banners, decals and vinyl products.

# Product - Business Cards



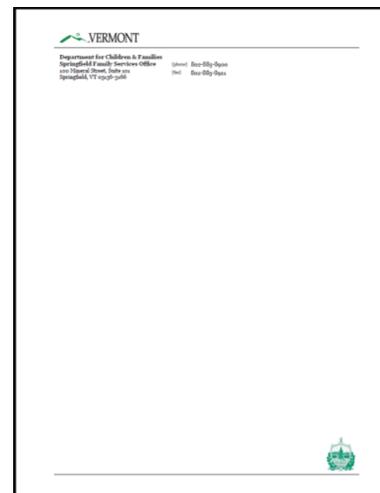
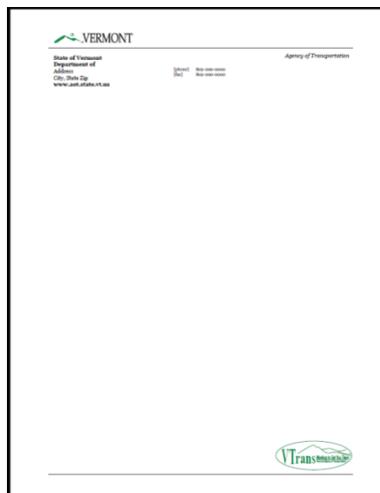
- Option A
- Option B
- Option C
- Custom



Made to State of Vermont Business Card Standards Specs



# Product - Letterhead offset print



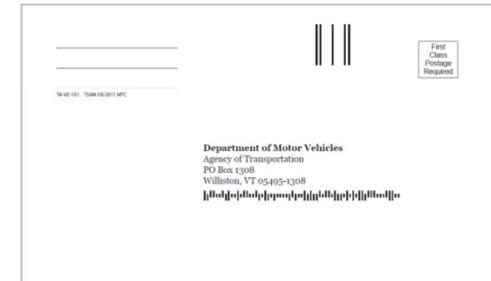
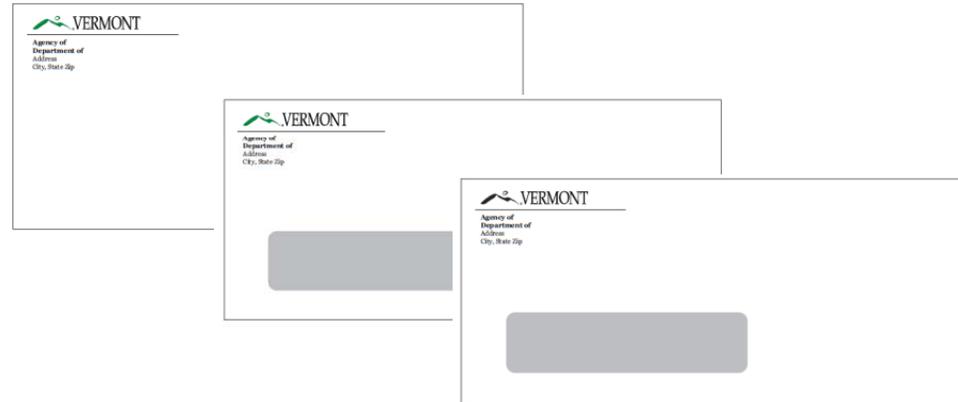
- Option A
- Option B
- Option C
- Option D

Made to State of Vermont Letterhead Standards



## Product - Envelopes

- ▶ No. 10 regular
- ▶ No. 10 window
- ▶ No. 10 right window
- ▶ No. 9 regular
- ▶ No. 9 window
- ▶ Commercial 6 ¾
- ▶ Commercial 6 ¾ window
- ▶ No. 10 window non-compliant
- ▶ No. 12 commercial
- ▶ Booklet 6 x 9 ½
- ▶ Booklet 6 x 9
- ▶ Mailing 10 x 13
- ▶ No. 6 commercial
- ▶ Business reply 5 ¾ x 8 7/8
- ▶ Custom to your specs





# Product - Brochures

We are teaching quality printing at VCI

**PROTECT Vermont Horses**   **PROTECT Vermont Horses**   **PROTECT Vermont Horses**

**MISSION STATEMENT**  
Spring Hill's mission is to protect Vermont's equines through:

- rescue, rehabilitation and re-homing
- cruelty investigations and humane law enforcement trainings
- education, prevention and advocacy

**ORGANIZATIONAL SOURCES OF SUPPORT**  
Spring Hill Horse Rescue is not state or federally funded. Donations and in-kind services are necessary to support the rescue, rehabilitation and re-homing programs and humane enforcement services at no cost to taxpayers.

Spring Hill is a 501(c)(3) non-profit organization dedicated to the rescue and rehabilitation of abused, neglected and unwanted horses. All donations are tax deductible.

**ASPCA**  
MEMBER  
VERMONT

**Rescue Rehabilitate Rehome**

**THE ORGANIZATION**  
Founded in 2000, Spring Hill rescued, rehabilitated and re-homed horses and other animals. Hill's services also include law investigations, law enforcement support, and equine abuse action through education and its owners.

**Lake Carmi 2012**

**"One Happy Lake"**

**2012 Calendar Ready**  
The new 2012 Lake Carmi Photo Calendar was released at the ECCA annual meeting on July 9. It is available in hard copy, some of the association directors also have them. It is a second year of publication, the Association attracts a lot of attention as this piece is well around the country. With 14 beautiful professional color photos, all scenes to bring back memories and emotions for our lake, this calendar is a great gift for any occasion. If you're having a pet at school, this would be a great reminder of their time at the lake. Don't forget former Lake Carmi folks who would like to remember.

The 2012 photos are all by Lake Carmi photographers. Calendars can be purchased locally, for \$10.00 each, at Ryan's Quick Stop and Franklin General Store in Franklin; in Essexburg Falls at Precious Things and Park Side (call) - both on Main Street. All Lake Carmi are Larry Myers, Carol Leman, Ruth Ann Krawczyk, Bob Bixens or Peter Bixens.

**The Lake Carmi Chapter's Association, Inc. 2012 Schedule**

JANUARY	FEBRUARY	MARCH	APRIL
MAY	JUNE	JULY	AUGUST
SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER

**You can order your calendar by mail, send your check, payable to ECCA, Inc., to P.O. Box 1, Franklin, VT 05457. For our calendar, add \$2 shipping & handling, for two calendars add \$3. For more than two, email Larry@mylakes.com for a price. Please remember to include your mailing address and phone number in case of questions.**

**LAKE CARMI ASSOCIATION NEWS**  
August, 2011.....**One Happy Lake**..... Volume 5, Number 4  
Brought to you by the Lake Carmi Chapter's Association, Inc. and other fine sponsors.  
Larry Myers, Editor.....**Larry@mylakes.com**

**"Big Event for Job Fourth Weekend"**  
That's what the headline read in the July newsletter, we just didn't know how big the event would be. The St. Albans Messenger reports a couple thousand visitors out for the fireworks show. It was actually several thousand, so way to overstate them. As we looked at all the lights around the lake - almost every cottage was lit and full to capacity. Distinguished Lake Carmi Prothon Bow Relay Race, it was amazing to see the crowd around the shore line, cheering for their teams. The crowd grew even bigger as all the roads surrounding the lake were lined bumper to bumper, for a fireworks viewing spot.

Big Q was the food of the day on all four days of the big weekend. Whether it was the lunch in Fire and Rescue 1000 person event or the full family event around the lake, everyone was happy and celebrating the holiday weekend. The big Bar-B-Q was Saturday evening, with the fireworks reporting they were well out.

**PINE CONE SNACK BAR**  
From 10 - 10:30pm  
Open 7 days at 10:30am  
Frank Sisk's, Cham & Madish, 1st St., Sun Mountain Golf, Lanes  
open one 60 Avenue, 3 - 3pm daily  
make us call for more food items

The boats were lit with all types of lights, some with power inverters, some with generators, some with batteries. After the great success, the 2012 boat parade is expected to be even bigger and brighter.

Following the postcard boat relay, under bright skies, the weather began to change. In the distance eastern fireworks began. The ECCA fireworks were scheduled for 9:30 p.m. It became apparent we wouldn't make it to start time. The sky had turned black with lightning and thunder, in the distance. After a quick conference call, the show was off at 9:00 p.m. and depended on the double time.

Everyone agrees we had a great show, over 35 minutes show lasted just 16 minutes, but

**Ecological Solutions**   **Green Building & Renovation**

Simple ways we can help Vermont's environment every day

**Buildings can have a tremendous impact on the environment - both during and through their operation. "Green Building" is a loosely defined collection of land-use, building design, construction, and operational strategies that reduce these environmental impacts.**

**Green buildings promote resource conservation, including energy efficiency, renewable energy, and water conservation; they strive to minimize environmental impacts and waste; they create a healthy and comfortable environment; they reduce operation and maintenance costs; and they address issues such as historical preservation, access to public transportation and other community infrastructure systems. The entire life-cycle of the building and its components considered, as well as the economic and environmental impact and performance.**

**Environmental Impact of Buildings:**

- 65.2% of total U.S. electricity consumption
- 36% of total U.S. primary energy use
- 30% of total greenhouse gas emissions
- 136 million tons of construction and demolition waste in the U.S. (approx. 2.8 lbs/person/day)
- 12% of potable water in the U.S.
- 40% of raw materials use globally (3 billion tons annually)

**Resources:**

- The Vermont Green Building Network provides a clearinghouse of information on green building. ([www.vgbtn.org](http://www.vgbtn.org))
- Have your new home certified as a "Green" Home. Visit [www.vermontbuildinggreen.org](http://www.vermontbuildinggreen.org) or call 800-893-1997.
- Efficiency Vermont offers energy efficiency services and support for all new and renovation building projects. ([www.efficiencyvermont.com](http://www.efficiencyvermont.com))

To learn more about ways to build green.

**Ecological Solutions**   **Green Building & Renovation**

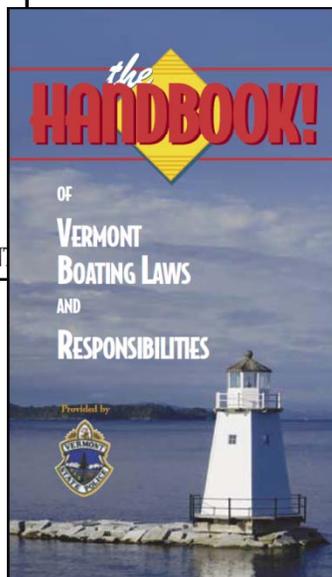
1. Consider these 12 ways you can build a green home or renovate the one you have.
2. Building a new home?
  - 1. Build your new home close to a village center or downtown, conserving farmland, forests, and open space, and reducing impacts on infrastructure needs, such as new roads, electric grids and town water and sewer.
  - 2. Build a smaller home. Smaller homes use fewer natural resources to build, use less energy to produce and transport construction materials, and use less energy to heat, cool, and light. Often the money saved on building smaller can be reinvested in higher quality, more durable materials and systems.
3. Building New or Renovating?
  - 1. Position your new home or renovation to make the best use of natural features. Orient your home to take advantage of sunlight for heat in the winter and cooling breezes in the summer in order to save energy for heating and cooling costs.
  - 2. Build an energy efficient tight exterior envelope. Insulate well and minimize air infiltration. A well insulated home is easier to heat in the winter and cool in the summer. Choose high performance windows and insulation and seal all areas where air can leak. Seal around windows and wall penetrations and at the foundation sill.
4. Buy environmentally-friendly building materials. Choose local, durable, low-maintenance materials, materials that come from renewable sources, and natural materials with low toxicity. These materials use less energy to produce or transport and are less harmful to the environment and to the people who produce them. Ask for sustainably-harvested wood products.
5. Install high-efficiency fixtures and equipment such as lighting, heating and cooling equipment, and appliances. Look for ENERGY STAR products when purchasing new appliances, equipment, and lighting. Install ENERGY STAR compact fluorescent bulbs to replace incandescent bulbs and save energy.
6. Conserve water. Purchase water conserving and low-flow water fixtures for your home. Landscaping with native species to minimize reliance on irrigation and fertilizers. Try to reduce stormwater runoff by minimizing paving and impervious surfaces. Lawns and landscaping fertilizers are known polluters of Vermont's streams and lakes.
7. Minimize waste on your building project. Prevent waste from being generated in the first place by selecting home or remodel designs that use materials efficiently and use standard dimensions in the building design. Choose materials that are delivered with minimal or no packaging, and ask suppliers to take back substandard, rejected or unused items.
8. Choose finish materials carefully and provide adequate ventilation. Building a home with a tight, energy efficient envelope can mean making it less able to "breathe" naturally, which can be unhealthy. Talk with your architect or builder about options for providing mechanical ventilation for your home. In addition, many interior finish materials like paint, carpet, vinyl tile, and floor finishes give off gases that can have adverse effects on health. Request materials with low levels of volatile organic compounds (VOC) and other toxins for paints, finishes, and adhesives.
9. Buy salvaged used and recycled building materials. By selecting salvaged and used building materials or materials with high recycled content, we can reduce mining and harvesting of new raw materials (and fuel consumed to do so). In addition, use materials that are grown or produced locally for example Vermont hardwoods, or materials that are rapidly renewable such as bamboo or straw.
10. Salvage and recycle waste. Waste disposal costs are expensive in Vermont. You can bring leftover building materials to salvage and used building stone, and recyclable materials to local recycling centers. In addition, consider using salvaged and used materials available at Vermont salvage or reuse stores for your project.
11. Learn more about green building. Refer to the resources listed on the opposite side of this brochure.

**Ecological Solutions**

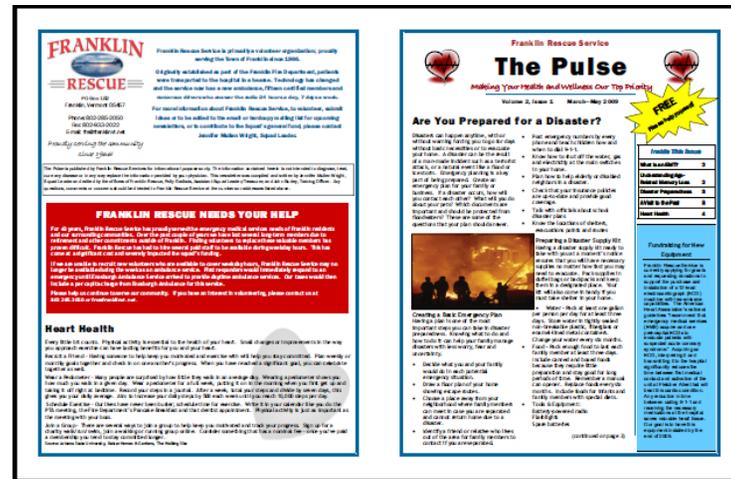
# Product - Digital & Custom



Booklets



Newsletters

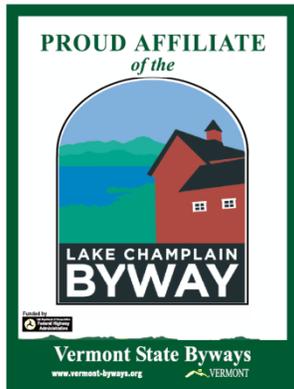


Flyers



FULL  
COLOR  
Digital  
Printing

# Product - Vinyl printing



- ▶ Printed decals
- ▶ Custom decals
- ▶ Validation stickers
- ▶ Banners
- ▶ Magnetic signs



# Bindery



Collation



Spiral Binding



Glue Binding



Folding

- Fast Back Binding
- Perfect Binding
- GBC Binding
- Spiral Binding
- Saddle Stitching
- Folding
- 3 Hole Punching
- Top Binding with Perforation
- Banding
- Shrink Wrapping
- Perforation

# Proof process

**Vermont Offender Work Program**  
 Print Shop  
 2559 Glen Road  
 Newport, VT 05855  
 Phone No. (802) 334-8997  
 Fax No. (802) 334-8996

Customer Information		Specifications	
Customer	DEPT OF CORRECTIONS	Order No.	10101
Attention	JERRY SCHATNER	Description	BUSINESS CARDS
Fax Number	(802)334-8996	Quantity	250
Tel. Number	(802)334-8997	Ink Color	
Date Faxed	Friday, March 30, 2012	Size	
Date Returned		Paper Stock	
		Other	

WE WOULD LIKE TO TAKE THE OPPORTUNITY TO THANK YOU FOR CHOOSING VOWP FOR YOUR PRINTING NEEDS AND ALSO FOR YOUR PATIENCE WITH OUR TRAINING PROGRAM. WE AT THE VERMONT OFFENDER WORK PROGRAM ARE WORKING TO RETURN VALUE TO THE COMMUNITY. ANY MISPRINT AT THE FAULT OF OUR TRAINERS WILL BE CORRECTED.  
 HOWARD DEZIO  
 PROGRAM COORDINATOR

## Proof

- CAREFULLY proofread the document that accompanies this form checking for spacing, grammar, spelling and content.  
*NOTE: The customer is responsible for cost of the product if the document is incorrect and the customer checks Okay to go to press.*
- If the proof is incorrect please check the appropriate box, make the necessary changes, sign, and return via fax. (We will then revise the proof and refax it for your approval.)
- Please respond as soon as possible.
- If the proof is correct check the appropriate box, sign, and return via fax.  
 Fax No. (802) 334-8996

Proof Okay. Go to press.  
 Make changes and send revised proof

**\*PLEASE BE ADVISED\***  
 THE ORDER CAN NOT BE COMPLETED UNTIL THE PROOF IS RETURNED

\_\_\_\_\_  
 Authorized Signature

Page 1

**Vci** Vermont Correctional Industries Customer PROOF SHEET.  
 This is our sample of your Option "A" Business Card order. Please check this PROOF carefully for mistakes. If the information is correct simply check (X) "Go to Press AS IS" in the checkbox in the left bottom corner, or if you find any errors please make corrections or changes in Line #1 - #10 below - then fax it back to us.

Phone: 802-334-8997  
 Fax: 802-334-8996

Check out our Electronic Order Forms online at: www.vowp.com

**OPTION "A" BUSINESS CARD**



TEXT SEAL(S) BLACK INK GREEN INK

Dennis Poulin, Fabrication Foreman B  
 (802) 334-8994 (ext) 802-334-8996  
 (cell) dennis.poulin@state.vt.us

State of Vermont  
 Vermont Correctional Industries  
 Print & Sign Shop  
 2559 Glen Road  
 Newport, VT 05855

Agency of Human Services

THIS BUSINESS CARD IS A REPRESENTATION. All Vermont State seals are the property of the State of Vermont.

Line#1 \_\_\_\_\_  
 Line#2 \_\_\_\_\_  
 Line#3 \_\_\_\_\_  
 Line#4 \_\_\_\_\_  
 Line#5 \_\_\_\_\_  
 Line#6 \_\_\_\_\_  
 Line#7 \_\_\_\_\_  
 Line#8 \_\_\_\_\_  
 Line#9 \_\_\_\_\_  
 Line#10 \_\_\_\_\_

Go to Press as is  
 Make changes

\_\_\_\_\_  
 Initial or sign here

We appreciate your business!

Page 2

- VCI receives your order
- VCI type sets your order
- VCI proofs your order
- VCI will Fax your order
- The customer reviews/proof page 2
- If errors are found the customer will note the change on page 2
- If no errors are found simply check the box that states Proof Okay. Go to press and sign on the Authorized Signature line
- Fax both pages back to VCI at 334-8996
- Your order will be printed and shipped

## Capabilities & Quality Assurance

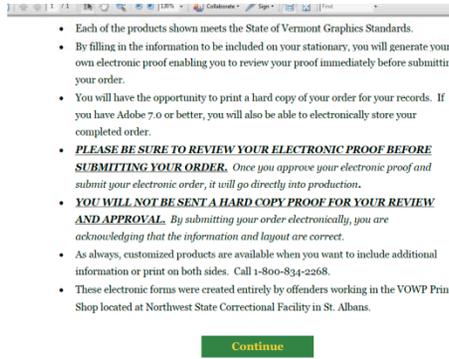
- Orders ranging from 500 to 800,000
- 7 - offset presses producing 5000 - 7000 printed sheets per hour - 11 x 17 format
  - 1 color – 2 color – 3 envelope feeders
- 1 – Digital press producing up to 200 thousand per month using a 12 x 18 format
  - Full color – folding – stitching
- Hours of operation
  - 7:30 am to 3:30 pm – Monday thru Friday
- Customer Service Representative
- Delivery Performance
  - Envelopes usually ship in 2-4 business days
  - Business cards usually ship in 2 business days after receipt of proof
  - Letterhead and forms usually ship in 3-7 business days
  - Booklets and bindery usually ship in 7 to 10 business days

# How to Order: Website [www.vowp.com](http://www.vowp.com)

Step 1: Click Here



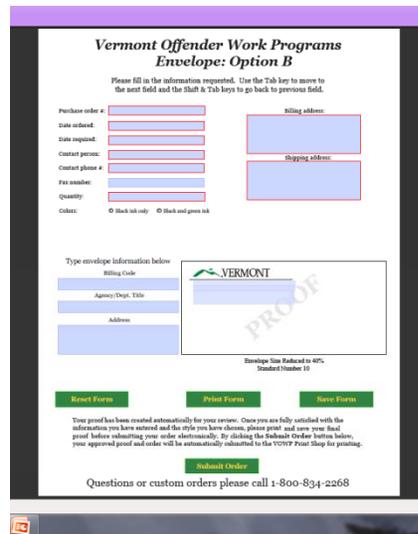
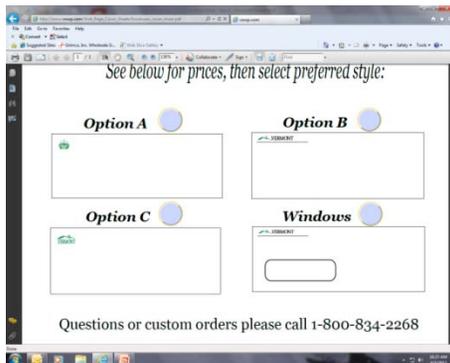
Step 2: Read & click Continue



Step 3: Select your Product



Step 4: Select your Option



Step 5: Fill in all your information required for your order

Step 6: Proof your order for errors – You will NOT receive a proof unless you specifically request one

Step 7: Save your proof to your files

Step 8: Click Submit order on the bottom of the form and it will attach to an email going to the VCI print shop.

## How to Order

- Phone
  - 802-334-8997
  - 866-729-8715
  - Ask for Howard, John or Dennis
- Email
  - [Howard.deuso@state.vt.us](mailto:Howard.deuso@state.vt.us)
- Fax
  - 802-334-8996
- Special requests
  - Mark Duquette
    - Office: 802-951-0166
    - Cell: 802-279-4162
    - [Mark.duquette@state.vt.us](mailto:Mark.duquette@state.vt.us)