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ADS Chapter 512

Agency Printing and Graphics Services

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ADS 512 - Agency Printing and Graphics Services
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****This ADS chapter has been revised in its entirety.***

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512.1 OVERVIEW

Effective Date: 07/10/2013

This chapter provides the Agency's policies and required procedures on printing practices worldwide (desktop and network printing, copying, and paper use); and printing and graphic services provided in USAID/Washington (USAID/W).

[Executive Order 13514, Federal Leadership in Environmental, Energy, and Economic Performance](#), requires federal agencies to reduce energy consumption and solid waste generation. In addition, [Executive Order 13589, Promoting Efficient Spending to Support Agency Operations](#), requires that agencies perform printing and other services in the most efficient and cost effective manner. This chapter implements these directives as they apply to the Agency printing and graphics services and practices.

512.2 PRIMARY RESPONSIBILITIES

Effective Date: 07/10/2013

- a. The **Agency Printing Officer**, in the **Office of Management Services, Headquarters Management Division (MS/HMD)**, promotes environmentally-friendly and efficient printing practices and determines the most suitable and cost-effective means for completing printing, binding, and duplication services provided by the USAID/W printing facility.
- b. The **Bureau for Management, Office of Management Services, Headquarters Management Division (M/MS/HMD)** provides printing, binding, reproduction, and graphic services to USAID/W and, upon request, to overseas Missions.
- c. The **Chief Information Officer** promotes environmentally friendly and efficient practices in the purchase and use of network and desktop printers.
- d. **Administrative Management Staff (AMS) Officers** are responsible for the approval process and forwarding all USAID/W requests for business cards to M/MS/HMD for approval and printing.
- e. The **Bureau for Management, Office of Management Services, Information and Records Division (M/MS/IRD)** is responsible for approving all USAID forms before they are printed.

512.3 POLICY DIRECTIVES AND REQUIRED PROCEDURES

512.3.1 Printing and Graphics Services

Effective Date: 07/10/2013

It is USAID policy to produce or procure quality publication, printing, and graphic services at the lowest cost consistent with the purpose, nature, and urgency of the work to be performed. The Agency Printing Officer will select printing, graphics and

duplicating services based upon the best quality, cost, and time of delivery. USAID employees should limit the publication and printing of hard copy documents and instead provide this information electronically, where practicable, permitted by law, and consistent with applicable records retention requirements.

512.3.1.1 Printing Services

Effective Date: 07/10/2013

The Agency Printing Officer in M/MS/HMD will determine the most suitable and cost-effective means to complete Agency requirements for printing services. When a request cannot be accomplished in-house, the Agency Printing Officer will choose a suitable vendor to meet the specific requirements. As a general rule, bureaus and independent offices (B/IOs) are not charged for printing services. B/IOs may incur costs for custom print jobs if the Agency Printing Officer determines that the work cannot be done in-house and the cost exceeds that of a routine requirement.

To request printing services, the requestor must submit a request in one of the following ways:

1. Send an e-mail to Charles Rebhorn at crebhorn@usaid.gov, or Mary Hallman at mhallman@usaid.gov, with **Form AID 5-18** and the **PDF print ready formatted file** as attachments to the e-mail.
2. Hand-carry a hard copy of **Form AID 5-18** and the **Print Ready File** on a CD to the Printing Facility located in room B2.6A at the Ronald Reagan Building (RRB).

The Agency Printing Officer will complete an **SF-1, Printing and Binding Requisition** for requests that will be performed through an external vendor.

The normal lead time for print requests is five business days. Every effort will be made to accommodate emergency requests. The Agency Printing Officer will address these requirements on a case-by-case basis.

512.3.1.2 Graphics Services

Effective Date: 07/10/2013

USAID/W graphic services include exhibits (posters, banners and pictures), the design of flyers, pamphlets, booklets and reports and other special graphic design products. M/MS/HMD will determine whether the request can be accomplished with in-house resources, and if needed, will choose a vendor to provide the services. As a general rule, B/IOs are not charged for graphics services. B/IOs may incur costs if the work cannot be done in-house and M/MS/HMD determines that the cost exceeds a routine requirement. All requests for mounting, framing and other graphic products must be related to USAID business. Framing of personal maps or pictures is prohibited.

To request graphics services, the requestor must make the request in one of the following ways:

1. Send an email to Jennifer Robinson at jerobinson@usaid.gov, including [Form AID 5-18](#) and the **PDF print ready formatted file (if available)** as attachments to the e-mail.
2. Hand-carry a hard copy of [Form AID 5-18](#) and the **Print Ready File** on a CD (if available) to the Print Shop, located in room B2.6A, at the RRB.

512.3.2 Network and Desktop Printing Practices

Effective Date: 07/10/2013

All network and desktop printers capable of printing in duplex mode (double sided) must be configured to print in duplex mode as the default. This action will achieve energy and paper cost reductions and create less environmental landfill waste. The Bureau for Management, Office of the Chief Information Officer (M/CIO) will set the default print setting to duplex mode on all eligible printers, copiers, fax machines, and multifunctional devices. Single-sided printing and copying should only be used when documents must be printed on single sheets when required by protocol or for aesthetic purposes. In those instances, employees may override the duplex setting and print single-sided.

Color printing must only be used when necessary. Initial versions of documents must be printed in black and white to reduce the use of color ink. M/CIO will set the default print setting to draft mode on color printers and multifunctional devices. Employees may override the grayscale setting when printing final versions of a color document.

When feasible employees should also use the following measures to reduce paper and ink use:

- Reduce margin sizes,
- Reduce line spacing, and
- Reduce font size.

512.3.3 Printing Devices

Effective Date: 07/10/2013

To further sustainability goals in printing, USAID must procure printing devices that meet the following standards when replacing current devices:

- Devices are Energy Star compliant;
- The most energy efficient devices, in their respective volume bands;
- Devices are able to use environmentally-friendly remanufactured toner and unique package-free toner;

- Devices are manufactured with a high percentage of recycled content;
- Devices will use 100% recycled- and 50% post-consumer content paper;
- Devices are capable of printing in duplex mode to minimize paper usage;
- Devices will be disposed through a recycler certified to either the Responsible Recycling Standard or the E Stewards Standard; and
- Vendors selected for printing and graphic services will use the sustainable practices listed above.

512.3.4 USAID Forms

Effective Date: 07/10/2013

M/MS/IRD must approve all AID forms (numbered or unnumbered) prior to initial printing or any subsequent reprinting. For more details, see [ADS 505, Forms Management Program](#).

512.3.5 Security Regulations for Printing Requests

Effective Date: 07/10/2013

Employees must adhere to the security regulations set forth in [12 FAM 530](#) when printing classified material. The USAID/W printing facility in room B2.6A in the Ronald Reagan Building (RRB) does not reproduce or print classified documents. When filling out [AID 5-18](#), the requestor must indicate the security classification in the appropriate column.

512.3.6 Business Cards for Official Use

Effective Date: 07/10/2013

Business cards will only be provided to Direct Hires, Personal Services Contractors (PSCs), Foreign Service Nationals (FSNs), and others who have substantial representational responsibilities. For USAID/W employees authorized to have business cards, the in-house printing facility in the RRB (room B2.6A) will print 250 business cards per order. USAID/W employees will not be reimbursed for printing costs incurred if business cards are printed by another source.

The requestor must provide the following information on form [AID 512-1, Request for Business Cards for Official Use](#):

- Name,
- Title,
- Office Symbol and room number,

- Telephone and fax numbers, and
- E-mail address.

The request must be approved by the appropriate Division Chief and AMS Officer, or designee. The request may be submitted either in person in room B2.6A or via e-mail to Mary Hallman at mhallman@usaid.gov. All business cards must adhere to USAID graphics standards and branding guidelines. Please see the [Guidelines for Branding](#).

Overseas posts are authorized to establish their own procedures for reimbursement for business cards. Employees must present proof of purchase and actual cost. Reimbursement may not exceed the lesser of the actual cost of the business cards or the allowance.

512.3.7 Agency Letterhead

Effective Date: 07/10/2013

Printed USAID letter will only be used for external communication. All Agency employees must use the Agency letterhead macro for all internal communication. This macro is titled "AID Logo for Letterhead" and can be found at: <http://inside.usaid.gov/forms/formsfunction.html>.

The Agency will only print the five types of letterhead below:

- The Agency generic letterhead,
- The Administrator's letterhead,
- The Deputy Administrator's letterhead,
- The Assistant Administrator's letterhead, and
- The Office of the Administrator's letterhead.

The Agency will only print Bureau/Independent Office (B/IO)-specific letterhead for the Assistant Administrator.

512.4 MANDATORY REFERENCES

512.4.1 External Mandatory References

Effective Date: 07/10/2013

- [12 FAM 530, Storing and Safeguarding Classified Material](#)
- [Executive Order 13514](#)

- c. [Executive Order 13589](#)
- d. [OMB Memorandum M-02-07](#)

512.4.2 Internal Mandatory References
Effective Date: 07/10/2013

- a. [ADS 505, Forms Management Program](#)

512.4.3 Mandatory Forms
Effective Date: 07/10/2013

- a. [AID 5-18, Printing/Distribution Request](#)
- b. [AID 512-1, Request for Business Cards for Official Use](#)
- c. [SF-1, Printing and Binding Requisition](#)

512.5 ADDITIONAL HELP
Effective Date: 07/10/2013

There are no Additional Help documents for this chapter.

512.6 DEFINITIONS
Effective Date: 07/10/2013

The terms and definitions listed below have been incorporated into the ADS Glossary. See the [ADS Glossary](#) for all ADS terms and definitions.

duplex printing

The ability to print on both sides of the paper. (**Chapter 512**)

publication

A generic term used to describe printed media such as periodicals, magazines and journals, brochures, pamphlets, and may include other printed media such as forms, wall charts, and posters. (**Chapter 512**)

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