

November 2016



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*At this very special time of year we give thanks for all of our wonderful customers. We value you and appreciate your confidence in us. On behalf of all of us at edu Business Solutions, we wish you a very happy Thanksgiving.*

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# Customer Spotlight



Founded in 1926, **Embry-Riddle Aeronautical University's** residential campus is located on the beautiful coast of Daytona Beach, Florida, with an additional campus in Prescott Arizona. Called "the Harvard of the sky," Embry-Riddle is ranked the #1 undergraduate aerospace engineering program in the nation by U.S. News & World Report. Through their distance learning program, Embry-Riddle Worldwide boasts over 125 locations and over 25K students in the United States, Europe, Asia and the Middle East. Their alumni includes six current or former astronauts. The major airlines hire more alumni from Embry-Riddle than from any other collegiate aviation program. And, they are the largest supplier of air traffic controllers with bachelor degrees to the FAA.



Rex Dietrich has been the University's dedicated Print Shop Manager for more than 16 years. Rex is a "Career Printer" and has worked most of his adult life learning the trade. He began his career working at Fawcett & Haynes Printing in Rockville Maryland as an apprentice web offset pressman and in the US Army as a Printing & Binding Specialist. In fact, one of his fondest memories is getting very lucky and being assigned to US Army Pacific (USARPC) headquarters in Hawaii for two years.



As the Print Shop Manager for Embry-Riddle, Rex is responsible for managing a staff of 5 full time employees and 3-5 part time student assistants. His department produces materials for all Embry-Riddle campuses including Embry-Riddle Worldwide, and manages between 500-800 jobs each month. The Daytona Beach location also manages a robust bulk mailing and variable data mailing operation for the University's Admissions and Marketing departments.



Rex says “We are a 100% digital operation.” The shop’s equipment includes: 1 Xerox Versant 2100, 1 Xerox Nuvera 100 with inline finishing, 1 Xante Illumina envelope press, 1 Xerox 4595 printer, 1 Canon wide format inkjet printer, 1 Roland UV LEF-300 printer and a host of finishing and binding equipment including paper drills, booklet makers, creasers, folders, folder inserters and signage rotary engravers and laser cutters.



Rex is an early adopter of Print Shop Pro<sup>®</sup> and has been an edu customer for over 13 years. In fact, he was featured in our Customer Spotlight back in 2003! Rex began investigating print management software shortly after being hired on at Embry-Riddle. He recognized a need to eliminate manual processes that were already in place, which included handwritten job logs, hard copy print requests and time consuming billing and reporting processes. His primary needs included automation for job and inventory tracking, quotes/estimating and online ordering.

Rex evaluated several solutions including Xerox and found that most solutions on the market were suited for retail billing vs. an internal cross charging for print services. He also found competitive solutions to be more than what was needed for an in-plant and extremely expensive.



Rex found the answers he needed at a Print trade show. He struck up a conversation with Mike Strand, the President of a new automation solution company, edu Business Solutions, and was introduced to Print Shop Pro<sup>®</sup>. The solution was an Access based program at the time, but Rex found Print Shop Pro<sup>®</sup> to be affordable and easy to use and Mike was willing to customize the system to meet the needs of Embry-Riddle. Rex started using the program and was thoroughly impressed with how his progress was continually monitored and adaptations were made to fill his growing needs and challenges. The rest of the story is a history of success for both parties and Rex said “We’ve never looked back”.



Rex says his favorite Print Shop Pro<sup>®</sup> feature is the ability to quickly locate order history by job name or date range. “The ability to enter a date range, ticket number or job name and have all of the details on the job including the quote and billing information is huge for us,” said Rex.



Rex shared that his favorite jobs to print relate to Course Sheets, Manuals, Aviation Checklists and procedures and required paperwork. He is particularly interested in the subject matter which makes his job more enjoyable. Of course, we must consider this as natural due to the fact that Rex is a private pilot himself and flies with the University's Eagle Flying Club. Rex shared he has always had an interest in flying and landing a position with the top University for aviation and aerospace engineering gave him the opportunity to pursue this interest.

A heartfelt thanks to Rex and the team at Embry-Riddle for being long time Print Shop Pro<sup>®</sup> customers. We truly appreciate your business and your contributions over the years to making Print Shop Pro<sup>®</sup> the best In-plant specific W2P system on the market today. We value our partnership and look forward to serving you for many more years to come!

Interview by: Steve Stoner

Written by: Steve Stoner and Leeann Raymond



The User Group Meeting is only 4 months away and Registrations are coming in! If you have not yet

completed our User Group Survey please do it now, it only takes a couple of minutes. We value your input and want to make our 5th Annual Event the best one ever.

Also, if you need a justification letter for your management simply go to our website and click the link.

This year's event is going to be Educational, Inspirational, and Motivational. Register today!

[Click Here to Register!](#)

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*Do you have a situation where a User may need to have access to the order history of another User, such as a former employee? You can reassign the order history by accessing the original User's Contact Record. Here's how:*



1. Make note of the **PSP Login** of the User you want to reassign the order history to
2. Go to **Website > Contacts**
3. Filter for and locate the contact name of the User you will be transferring the order history from
4. Select their contact record by clicking on the link for their name
5. Scroll down to where it says **Linked Web Login User** and use the drop down list to locate and select the new User's **PSP Login**
6. Click **Update** to save

The order history will now be available to the new employee.



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**QUESTION:**

*Why is my Order Category Finish Size not showing the options for paper stock, even though the stock is configured in the Stock Size, Style and Weight section?*

## ANSWER:

*The feature for Ask Main Paper Stock is not active. It will need to be activated. Here's how:*

1. Go to **Website > Finish Sizes**
2. Use the drop down list to select the appropriate **Order Category**
3. Select the appropriate **Finish Size** and click the adjacent link for **Defaults**
4. You will be taken to the **Default Values** page for that **Order Category Finish Size**. Scroll down to the **Stocks** section and check the box where it says **Ask Main Paper Stock**
5. Click **Update** to save

When you go back to order that particular **Order Category Finish Size** in Webdesk, the options for paper stock will now be visible and available (if there are multiple options).

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### CURRENT RELEASE VERSION - v13.0.7

Make sure you have the latest Print Shop Pro<sup>®</sup> version. The release date was November 8, 2016.

To obtain this update and release notes to go <http://printshopprosupport.com/kb/RequestSupport.aspx> and simply enter "Send me the latest update."



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## Welcome Aboard!

Congratulations on successfully completing the intensive process of print shop software evaluation and selection! We are proud to be your partner and look forward to helping you achieve your ambitious goals.

La Mesa-Spring Valley School District - La Mesa, CA  
San Jacinto Unified School District (Design Conductor<sup>™</sup>) - San Jacinto, CA  
University of North Carolina Wilmington (Design Conductor<sup>™</sup>) - Wilmington, NC

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## Print Shop Pro<sup>®</sup> Graphic Design Manager

So you have taken a leap toward automation by implementing Print Shop Pro<sup>®</sup> to enable online ordering for your print requests. What if you could do the same for your graphic design team? Think about how

much time and money can be saved by automating the submission of your graphic design requests.

Is your team bogged down by the overwhelming requests for materials? Do they struggle to manage the number of new graphic design requests? Are you ready to take the next step in automation?

With the newest addition to Print Shop Pro<sup>®</sup>, Graphic Design Manager, you can automate the submission, management and fulfillment of graphic design orders. Similar to how your customers submit their requests for print services in Print Shop Pro<sup>®</sup> Webdesk, they can submit their requests for graphic design services. Your team will be able to create order types like Events, Brochure Design, Flyers, Promotional Ads, Posters, Invitations, and more. Based on the order type the system will display a graphic design order form specific to the order type selected. Your team can manage the workflow of these requests in their own Graphics Orders dashboard, with workflow tools to automate chargeback capabilities and to link graphic design requests to print orders. We have an exclusive offer going on right now for this new module. Contact sales at (888)673-8424 Ext. 238 for more information or to schedule an online demo.

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