edu CUSTOMER news
Maximizing your resources with *simple* and *reliable* software

Print Shop *Pro*®
In-Plant Management Software

DESIGN conductor

January 2017

HAPPY NEW YEAR!

All of us here at edu Business Solutions are looking forward to a great 2017 and hope you are too. Please let us know how we can assist your print shop or copy center in increasing productivity, automating processes, reducing costs and improving customer service this year. We are at your service.

We are busy preparing for our Print Shop Pro® 2017 User Group Meeting at the Kona Kai Resort & Spa this March. This will be our 5th annual event and we want to make it *extra* special. Thanks to all of you

that completed our survey and gave us good ideas and suggestions on how to make this our best meeting yet. Register by February 10th and take advantage of our early bird discount!

We will be attending several trade show events this year and hope to see some of you out there. Once again, please contact us with any questions, suggestions or ideas you may have.

This month we had the pleasure of sitting down and talking with the three lively ladies that run the **Berks County Intermediate Unit** print shop operation, Print Operator, Dorothy "Dottie" Waters, IT Specialist, Mary Moyer and Department Supervisor, Susan "Sue" Hawkins. From the start of the conversation, we knew we were in for a good time.

Located in the Dutch region of Pennsylvania, Berks County Intermediate Unit (BCIU) #14, is one of 29 intermediate units created by the Pennsylvania legislature to assist local school districts. The BCIU serves the 18 public school districts of Berks County. Schools range from Reading School District which serves a student population of over 17,000, to Tulpehocken Area School District which has a large farming population. Driving across the county can be accomplished in about 1 ½ hours.

Dottie and Mary have a lot in common including both being grandmothers, both having retired husbands "which we often commiserate about" the ladies joked and both Dottie and Mary were raised on farms. They are no strangers to hard work as Mary shared, "We're not afraid to roll up our sleeves and pick up a hammer or whatever we need to in order to get the job done." This drive enables the ladies to work together as a cohesive unit which is apparent in how they support each other, even finishing one another's sentences. And, Sue is the glue that helps keep it all together.

The shop's equipment includes one Canon Oce' varioPRINT 135 black-and-white printer, one Canon Oce' varioPRINT 110, one Canon C700 color digital press, one Fujitsu ProImage Plus

3000 Poster Printer and a host of drills, folders, cutters and sealers.

When asked about the mission of the Print Services Department at the BCIU, Dottie responded, "We are a service agency. In plain words, our job is to do for districts that which is more economical and feasible to do en masse rather than each district doing it on its own." The BCIU runs the county Head Start program (37 classrooms), the PreK Counts program (13 classrooms), a large Child Care program (18 centers) and an Early Intervention program that serves over 1200 preschoolers with developmental issues. BCIU also has a large transportation department which operates over 300 buses and a division specifically dedicated to advanced instruction for teachers. "I usually say that our job is to make sure our customer's materials look good", says Dottie.

And the ladies stay busy working hard to meet that goal. Mary says, "last year we processed over 3.5 Million clicks!" She further explains, "In the Print Services Center we print everything. A day's work can include preschool classroom papers, cases of transportation forms, handouts for teacher trainings, specialized teaching aids, business cards, posters and assistive technology books for individual students, to name a few. Whatever instructors need to improve education for students, it is our job to make it look professional, while keeping costs to a minimum."

Sample Bulk Printing

Dottie Waters & Mary Moyer

Sample Materials

Dottie adds, "We also print the school taxes for not just our county schools but many out of county districts. The majority is printed in May and June and total over 600,000 forms on self-sealing paper. During this time we move to 2 shifts in order to complete that work, in addition to our normal jobs. My focus is on daily jobs from all customers and Mary's focus is on the tax printings and forms management, but we back each other on all jobs to cover the bases. We have over 100 different budgets within the BCIU budget. Obviously PSP helps immensely with this!"

The BCIU print shop typically goes through 10 skids for regular customer orders and an equal number of skids processing tax forms for the districts.

The BCIU team also innovates by advertising and educating their customers on the services

available through their print services department. This helps to underscore the value of the shop and keep more jobs in house, reducing costs. In fact, Sue worked with the BCIU PR team to create a YouTube video to give customers a behind the scenes look at their print operations and to educate customers on the department's services. Their video can be seen at https://www.youtube.com/watch?v=i3HX-bRO-eM

When asked about how they chose Print Shop Pro®, Dottie shared the department had a web-to-print system on their Wish List. However, when she started evaluating products back in 2008 the average system costs was in the $20,000 - $40,000 range. Dottie says she knew there was a long shot that she would ever get budgetary approval for a purchase in that range. She then saw an article in an In-Plant magazine on Print Shop Pro® and the solution was less than half the cost of competitive systems. She submitted her budget in 2010 and the rest is history. BCIU has been satisfied Print Shop Pro® users since 2011.
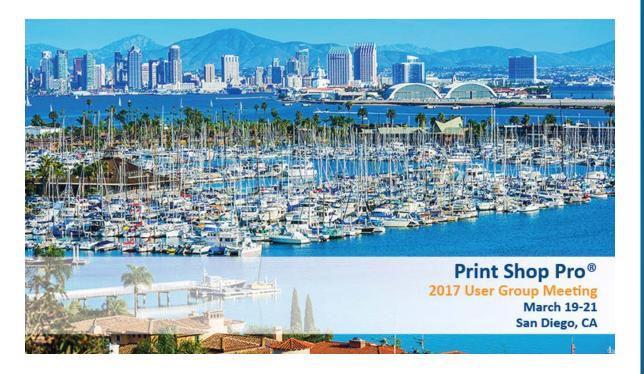
We also asked that ladies their favorite feature in Print Shop Pro®. Dottie said, "the reporting and charge back process is worth its weight in gold!" She explained that it would take anywhere from 3-6 months just to get customers invoiced, and cash flow was always a challenge. "To do our regular jobs and to handle verifying budgets, invoicing, getting the invoice sent out then getting in the payment would take months. Now with Print Shop Pro®, the process is automated and literally is just a couple of clicks."

Mary has a different favorite. She says, "I really love the ability to see a proof with a clear image of what we're printing. This is very helpful." She adds, "I also really like the ability to make notes on jobs so when we have a job that is going to be completed over several runs and maybe several months we can note the number of cases attributed to the job and track what has been sent vs. printed. This is another really helpful feature."

The ladies added, "your team (edu) also built a really nice accounting report for us that we can now run easily on our own to do month end. And, we really appreciate how willing you all are to work with us to fit the solution to our needs."

There is a lot to say about this team, but two quick fun facts about Dottie and Mary,… having grown up on a farm Dottie still enjoys helping her daughter raise baby calves in her spare time. Mary went to volunteer firefighting school and has done a lot of volunteering at Bernville Community Fire Company.

It's helping customers like the team at BCIU do their jobs easier that makes our jobs here at edu truly enjoyable! Thank you for your input and feedback ladies. We appreciate you and look forward to supporting you all for years to come!!

Print Shop Pro®
2017 User Group Meeting
March 19-21
San Diego, CA

The 5th Annual Print Shop Pro® User Group Meeting is going to be great. And, can you believe it's only 9 weeks away! We are so excited about the amazing venue and our plans for the various sessions. The Steering Committee will be meeting on January 25th to discuss the details of the topics and programs. This event is designed to be beneficial for long term PSP Users and new PSP Users alike. If you have any suggestions for what you would like to learn about or hear about, let us know.

This year's event will be *Educational*, *Inspirational* and *Motivational*. It will be a great opportunity to learn how to get the most out of Print Shop Pro®, to get inspired by what other Users are doing in their print shops and to get motivated to take your shop to the next level.

The relationships you will develop by networking with other Print Shop Pro® users will be invaluable. Register by February 10th and take advantage of our early bird discount.

Click Here to Register!

Would you like to be able to combine orders into

*one grouping? Well now you can, using the new **Projects** feature! The **Projects** feature allows you to group multiple Print Orders. Here's how you can set this up:*

1. Toward the bottom of the Print Order Detail page, there is a section called **Project**. Click **Start Project from This Order**.

2. The system will create a New Project with its own number. Select the link next to project name to add an order to the project.

3. Select the **ADD NEW ORDER TO THIS PROJECT** button.

4. Use the Order Search options to locate the new order you want to add to this project.

5. Select the new order to add.

6. The **Order Detail** will be displayed.

7. Select **ADD THIS ORDER TO AN EXISTING PROJECT** button.

8. Select the link **ADD ORDER #####.**

9. Repeat the process as necessary to add additional orders to the project.

The orders will now be combined into a "**Project**." "**Projects**" can be accessed either via the Print Shop Pro® Dashboard, or in Print Shop Pro® Manager from the **Order Detail** of one of the orders in that "**Project**."

QUESTION:

Is there a way we can change the Imposition on an order for a Template Item, such as for Business Cards or Letterhead?

ANSWER:

®

Absolutely! This can be done in the Order Detail of an order in Print Shop Pro . Here's how:

1. In the **Order Detail**, go to the bottom of the screen. Just below Attachments, there will be three buttons. Click > **Template**
2. You will then be taken to the **Edit Template Order** page. At the bottom where the attached files are located, click > **Imposition**
3. A list of layouts will come up. Select the required one and click the > **Generate Imposition** button. (Note: you will need to make sure the Business Card is either 3.5 x 2 or 3.75 x 2.25)

The template items will now print in the layout you choose.

Did You Know?

Customers that have the Print Shop Pro® system deployed on their own servers can transition to a Hosted Version that edu will manage and support for you. Transitioning to a Hosted Version of PSP is simple. And, if you have already paid your Annual Support a credit will be applied toward your Hosted Subscription. Benefits include:

No server required
No software or hardware to install or host
Ensures you are always on the latest software version
Allows you to take full advantage of all product features and system enhancements immediately
No IT support required

For information and pricing contact edu Sales at (888)673-8424 ext. 238

We are proud of the many product enhancements we have made to Print Shop Pro® over the years. Our Programming and Development Team has been hard at work to improve the user experience and enhance system functionality. Many of the great product development ideas have come from direct feedback from our many satisfied customers. To take advantage of the latest product features and enhancements, please contact edu Customer Support to receive instructions to download the latest version.

As of February 15, 2017 we will no longer be offering support for versions of Print Shop Pro® prior to Version 10. If you are on a version of Print Shop Pro® earlier than Version 10, please contact edu

Support right away to get your system current so that we may continue to provide you with outstanding support.

edu Customer Support

CURRENT RELEASE VERSION - v13.1.0

Make sure you have the latest Print Shop Pro® version. The release date was January 17, 2017.

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

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.

Sonoma County Office of Education (Design Conductor™) - Santa Rosa, CA
State University of New York at Potsdam (Design Conductor™) - Potsdam, NY

Upcoming 2017 Events:

Print Shop Pro® User Group Meeting
March 19-21, 2017
San Diego, CA

ACUP
April 2-6, 2017
Cincinnati, OH

IPMA
June 11-14, 2017
Pittsburgh, PA

Graph Expo
September 10-14, 2017
Chicago, IL

SUPDMC

October 15-19, 2017
Murfreesboro, TN

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