

March 2017



5th Annual User Group Meeting Recap

***Educational***  
***Inspirational***



## ***Motivational***

The Kona Kai was the perfect place for a dinner on the beach

The 5th Annual Print Shop Pro<sup>®</sup> User Group Meeting was a great success. Over 50 Users came to San Diego for our 3 day ***Educational, Inspirational*** and ***Motivational*** event. The weather was a bit chilly but it didn't deter us from a welcome reception at the Tiki Bar by the pool or a lovely dinner on the Kona Kai Private Beach. We also enjoyed some sunshine during our breaks and lunches on the terrace overlooking the bay.

Thanks to our dedicated Steering Committee Members, our Agenda was chock full of useful sessions. Candida Bothel-Hammond, San Diego County Office of Education, Danelle Sedore, Grand Rapids Community College, Jane Yoshimura, Desert Sands USD, Matt Brunner, Humboldt State University and Mike O'Hara from Deseret Mutual Benefit Administrators all contributed ideas and suggestions for sessions that would be beneficial. Candida and her team created all of our workshop materials.

At last year's meeting attendees suggested that we have other PSP Users participate in the event. We took that advice and this year's event was designed to incorporate several PSP Users as Presenters, Panelists and Moderators. This allowed attendees to hear and see real world examples of how other Users are getting the most out of PSP. Users shared best practices for homepage customization, configuring a successful workflow process, personalizing the online store, setting up new users, creating user specific

landing pages and improving the overall customer experience.

Once again, Mike Strand's "*Best Features You May Not Know About*" was a huge success. He also introduced the new PSP Export Tool that makes printing meaningful reports that underscore the value of the print shop a breeze. Candida and Matt shared examples of Dashboard Reports and Work in Progress Reports they use in their operation.



Beef sliders, lobster sliders and mac & cheese - it doesn't get any better than that - Dan Jimenez, Columbia College of Missouri



Everyone had great enhancement ideas to share

Gordon Rivera from Allan Hancock College, Mike Von Dohlen from CSU Fresno, Jane Yoshimura and Dieke Gosseen from Columbia College of Missouri participated in the PSP Website Show & Tell and shared how they use their PSP site to educate and entice customers and thereby grow production volume.

As has been our practice since edu began, upgrades and future enhancement ideas come from our Users. We ended the second day with a list of fantastic enhancement ideas that will make PSP even more valuable to our Users.





Classroom presentations get everyone involved



Jane Yoshimura of Desert Sands USD shows off her website during the Show & Tell



A beach bonfire kept everyone out late

Our evening events provided plenty of time for networking and sharing print shop stories. New friendships were made and emails and phone numbers were being exchanged so that the relationships that were developed could continue.



Dinner at the Sunset Room with a view of the marina was a hit



The ladies that brought this event all together: Leeann Raymond, Tonnia Strand and Corey Kucera

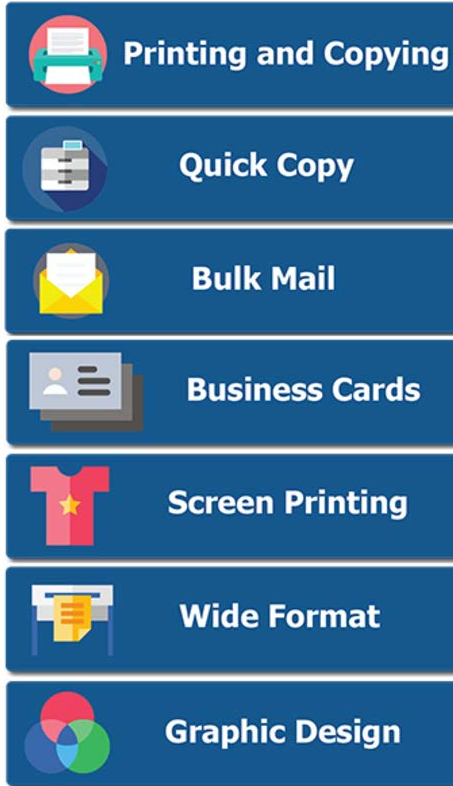


Enjoying some networking time Kerry Lawrence, Brent Ashcraft and Sterling Moses, BYU Idaho

It was unanimous that we needed to add one more day to the event. Please plan to join us again next year in San Diego March 18-21, 2018.

---

## Choose your services:



### Quick Order Buttons for PSP Homepage

At the 2017 Annual User Group Meeting, Users were trained on Optimizing their PSP Homepage. As a part of this training, the edu team demonstrated how Users can create hot buttons that link directly to print order categories. This allows print shop staff to highlight services, steer customers to specific order categories and increase ease of order submission for customers.

To take advantage of order buttons created by the edu Design Team depicted above, click [here](#) to download.

We are excited to announce the release of Print Shop Pro® Version 14. It is chock full of exciting new features and system enhancements designed to improve your customers' experience and streamline your workflow. As always, many of these new features come directly from User input via our Support System and Annual User Group Meeting.

Here are 14 reasons why you should upgrade to Version 14 today!

1. Easy to use “Project Feature” which allows YOU to group multiple print orders together for easy tracking and reporting of multiple component jobs
2. Allows your CUSTOMERS to place multiple print orders at a time and group them together in a single Project
3. Comprehensive Export Tool that provides advanced reporting capabilities
4. Convenient “+” buttons on the PSP Manager Menu for easy creation of new orders
5. To be on the latest and greatest version
6. Ability to change the Site at the end of an order and ensure that the selected Site matches the selected Account Number
7. Improved order ID display and formatting on the Job Ticket for easy order identification
8. Expanded Directory Integration options
9. Conveniently provide a quote to customers to include estimates for multiple quantities
10. To maximize your investment in Print Shop Pro®
11. Easily identify Store order status via Store Order Job Ticket
12. Expanded reporting capabilities
13. Access to improved Turnaround Time Detail Report to evaluate turnaround time from order first submitted date to order fulfillment date
14. To be able to brag about being on the latest version at the next Annual User Group Meeting

Click [here](#) to request the latest version.

---

Print Shop Pro® Administrators have the ability to configure the system to automatically log out Users who have been idle for a specified period of time. Here's how:

1. Go to **Website > Owner Configuration**
2. Scroll down to **Login Timeout**
3. In the adjacent field, type in the number of minutes you wish to allow to lapse before the

A graphic with an orange background. The text "TIP OF THE" is in a bold, black, sans-serif font. Below it, the word "Month" is written in a white, cursive script font.

**TIP OF THE**  
*Month*

system automatically logs Users out (Note: use a low number for greater security. Changing this value may cause Users to be logged out of the system. Updating this value after hours is recommended)

4. Click **Update** to save

This will update your system settings to automatically log a User out after the allowed amount of time has lapsed with inactivity.



**QUESTION:**

*How can we edit the message that our Users see when they log into Print Shop Pro®?*

**ANSWER:**

*You can edit the message on the login screen in **Owner Configuration**. Here's how:*

1. Go to **Website > Owner Configuration**
2. Scroll down to where it says **Custom Login Screen Header Message**
3. You can edit/compose the message you want to appear to customers on the *Login* page in the "type-in" field
4. Click **Update** to save your changes

The message you entered will now appear on the login screen when customers login.



Graphic Design Manager Module has been enhanced!

Graphic design orders can now easily link directly to print orders in Print Shop Pro® and appear in your Project profile.

Your design team can conveniently track graphic design orders separate from print orders. Your design team can also create their own graphic design order statuses to streamline the management and fulfillment of graphic design orders all within Print Shop Pro®.

For more details, and to schedule an online demonstration, contact sales at (888)673-8424 ext. 238.

---

### **We Are Requesting Your Input**

We are in the process of developing a new PSP Shipping Module for tracking the delivery of print orders. Any customer who wishes to participate in the design of the shipping labels to be included in the new module, please submit a sample shipping label for consideration via edu Support.

---

### **Upcoming 2017 Events:**

#### **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