

April 2017



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"It's spring fever. That is what the name of it is. And when you've got it, you want — oh, you don't quite know what it is you *do* want, but it just fairly makes your heart ache, you want it so!"

~Mark Twain, *Tom Sawyer, Detective*

We are so looking forward to Spring here at edu. We had such a great time meeting with so many of our Users at the User Group Meeting. We came back with lots of great ideas. PSP Version 14 is now out and chock full of great new features and updates. And, the PSP Delivery Tracker Module is almost ready for release. We will begin conducting demos in early May!

Happy Spring everyone!



All of us here at edu are still walking on sunshine after the success of the 5<sup>th</sup> Annual PSP User Group Meeting. We felt like it was a huge success but we were anxious to know if all of the Attendees felt the same way we did. Well, the results are in and we are pleased to report that 100% of survey respondents said that their objectives for attending the event were met and that the event exceeded their expectations. Not only that, 87% said they plan to attend again next year!

The attendees felt it was such a good use of time and resources that 70% of survey respondents requested that an additional ½ day be added to the event. So, next year's Annual PSP User Group Meeting schedule will be extended to include an additional ½ day (March 18-21, 2018). We are also going to plan a networking event on Sunday afternoon before the evening Welcome Reception.

Thank you so much for your positive feedback. If you were not able to attend this year's event we thought we would share what some of the attendees had to say...

"I put three things into practice while we were at the meeting. It is great to have the owners attending who can say "yes, we can do that" and make it happen. The notification when account numbers don't match the Site name the User has selected has been great!" Peggy Larson – University of Wisconsin-Eau Claire

"It felt personal. Attendee's issues and questions were heard and answered." Terri Beecroft – George Fox University

Enjoyed "interacting with other PSP Users and getting their first hand knowledge." Candida Bothel-Hammond – San Diego County Office of Education

"Very informative. I met people with very similar print operations." Rick Rowe – Jefferson County School District

"edu Business Solutions has proven to be one of the most outstanding vendors we work with at DMBA. They foster a culture of excellence in customer service by treating their customers with kindness and respect, listening and responding to concerns and challenges, and quickly addressing technical and training issues. In short; they make you feel like you're a part of their team. Thank you edu Business Solutions!" Mike O'Hara – Deseret Mutual Benefit Administrators

"I really appreciate how responsive edu is in regards to customer needs. They take the time to listen, then get right to work updating their products based on customer feedback." Chris Anderson – Deseret Mutual Benefit Administrators

"Thanks for all you do! We love working with edu." Chris Anderson – Deseret Mutual Benefit Administrators

"I would highly recommend the edu User conference." Gordon Rivera – Allan Hancock College

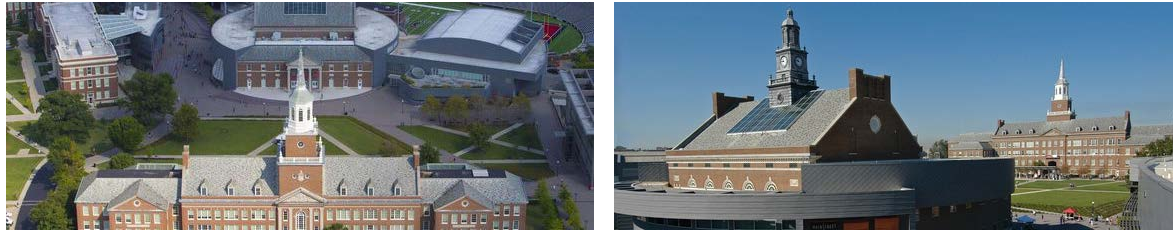
by: Leeann Raymond and Tonnia Strand



## University of Cincinnati

We have the honor of featuring University of Cincinnati (UC) as our Customer Spotlight for the month of April. Founded as Cincinnati College in the early 1800's, today UC is one of the most prestigious public research universities in the world and has been named among

the “Top-tier Best National Universities” by U.S. News & World Report. The university has been recognized by campus planners and architects as one of the most distinguished campus settings in the world.



Tangeman University Center & McMicken Hall

With an economic impact of over \$3.5 billion per year and enrollment of more than 44,000 students, UC is the largest single employer in greater Cincinnati.

UC has been credited with defeating polio, inventing Benadryl, creating the first YAG laser to treat brain tumors and creating the very first cooperative education program blending coursework on campus and outside work at a partner firm, giving students over one year of relevant work experience by the time they graduate.

Many UC programs are nationally ranked, including musical theater, neurology, science, law and aerospace engineering (Astronaut Neil Armstrong was a professor of this program until his passing).

UC has been a Print Shop Pro<sup>®</sup> (PSP) customer since 2012. This year UC hosted the annual Association of College and University Printers (ACUP) conference for higher education in-plants. The Print Shop Director, John Wesseling, sits on the board as VP of ACUP and welcomed peer in-plants to tour his expansive print operation. We had the pleasure of meeting with John following ACUP to learn more about his operation.

John has been with UC for more than 43 years! John shared, “I have either attended or worked at UC since 1972.” John oversees a robust printing operation for UC with the support of two Print Managers, Karen Kappen and Mike Burke. John’s team manages printing for all schools including 100% of the printing for Cincinnati State.

The Print Services department is spread over three on-campus copy centers and is run by a staff of 15 print operators and one graphic designer. The two shop Managers who support

John are also long time UC employees. Mike has been with UC for 32 years and Karen is the new comer and has been with UC for 12 years. "We're a big happy dysfunctional family," John joked. "The average tenure of our staff is about 22 years."

The shop's equipment consists of 300 copiers, 2 HP Large Format Latex Presses, 1 60 inch Laminator for posters and banners, a Mimaki cutting plotter, 5 Konica Minolta 500 copies/minute black and white copiers, 3 Konica Minolta bizhub PRESS C7000 70 page per minute color printer prints 1,200x1,200 dpi and a host of finishing and bindery equipment.

When asked about the biggest change he has seen his shop undergo, John commented, "A big shift for us was transitioning from solvent based ink to latex ink. With latex our images appear sharper and it's inexpensive so it saves our shop money."



2012 World Choir Games  
Music Notes

We also asked John his favorite types of print jobs. He shared, "We hosted the World Choir Games in 2012 and it was the first time the event was held in the US. We had participants from 64 countries attend and many were non-English speakers. Our department got really creative and we printed large street wraps on a Substrate press with a laminate and no adhesive and laid them in the streets and around campus. Many of our guests could not ask for directions or speak English, but they could follow the music notes on the ground to dorms and use them to find their way around campus."

Another fun job was when UC welcomed in a new President. "We created fun welcome signs and banners with the same materials and created window clings to welcome the incoming President", said John.

This year UC is transitioning from PSP Deployed to PSP Hosted. They are making this change to free up internal network resources and IT staff. edu will host and maintain the software and ensure UC is always on the latest version. "We're excited about this change. Everyone at edu has been incredibly helpful and great to work with." When asked why he selected PSP as the print management system for UC John shared, "A lot of it came down

to budget and what we were willing to pay for a full blown system versus a non-full blown system. PSP came in at about 1/3 of the cost of competitive products... and we looked at a lot. For the price and all of the features included in the base program, PSP was the best option for us.” John went on to add “I also liked the fact that edu doesn’t nickel and dime customers and how willing they are to make the system meet the needs of their customers. When we signed on it was important to me that we had a system that could handle billing for our fleet. You didn’t have that back in 2012. Your development team along with Mike (edu President) sat down with me and developed a module for UC that could handle all of the billing for our fleet of copiers and that module (Fleet Billing Module) is now available to all customers. And, we didn’t have to pay an arm and a leg to get it.”

Outside of running a major print operation, John loves music and theatre. He sits on the Board of the UC Community Theatre Program, has starred in several musicals and also played in a Rock and Roll Band.



John Wesseling in *Pump Boys and Dinettes*



John Wesseling in *I'm Not Rappaport*

Rock on John! edu is proud to have UC as a long term PSP User and we look forward to meeting the needs of your amazing team in Print Services for years to come.

by: Leeann Raymond

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PSP Users have the ability to configure an order

to have **Black Ink** on one side and **Color Ink** on the other side. This is done via the Stock Order Detail in Print Shop Pro® Manager. Here's how you can configure this:



1. Go to the **Order Detail** of the order
2. Click the link for the stock of the order in the **STOCK** section
3. You will be taken to the **Edit Stock** page. Set **Sides** to **2-Sided**
4. Down at the bottom in the **Resource** section, a second line/option will appear. The first line will say **Front** and the second line will say **Back**. These represent the two sides of the paper. Choose a resource for **Front** and another for **Back**, signifying **Black Ink** for one side and **Color** for the other.
5. Click **Update** to save

The order will now show a request for printing **Black Ink** on one side and **Color Ink** on the other side.

by: Chuck Bailey



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#### QUESTION:

*How do we update the contact information to display accurately in both "Contact Us" and on the Automated Emails sent from the print shop?*

#### ANSWER:

*You can ensure the contact information on your "Contact Us" page and Automated Emails are accurate in PSP. Here's how:*

1. Go to **Website > Owner Configuration**
2. Edit the field **Company Name** to accurately display the *Organization Name*
3. Edit the field **Department Name** to accurately display the Site/Department for your print shop
4. You can also edit the **City, State, Zip, Country, Phone** and **Fax** numbers (no dashes), as

well as the **Website URL Used in Emails**

5. Edit the email address in the field titled **From Email Address (This is used for outgoing messages sent by Print Shop Pro®)**
6. Click **Update** to Save

The Contact Information displayed both in the **Contact Us** section and on any email from the print shop will display with your changes.

by: Jeff Abrogena

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#### **CURRENT RELEASE VERSION - V14.0.2**

Make sure you have the latest Print Shop Pro® Version. The release date is May 3, 2017.

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!***

We know how difficult and time consuming it is to evaluate software solutions to help manage your operation. Congratulations on successfully completing this intensive process. We want to say **Thank You** for choosing edu and **Welcome Aboard**. We look forward to helping you meet your ambitious goals and are at your service.

Arlington Independent School District - Arlington, TX

Butler Community College - El Dorado, KS

Canyon County - Caldwell, ID

City of Memphis - Memphis, TN

Columbia College Chicago - Chicago, IL

Drake University - Des Moines, IA

Moorpark Community College - Moorpark, CA

San Antonio College - San Antonio, TX

Sonoma County Office of Education - Santa Rosa, CA

Spotsylvania County Public Schools - Spotsylvania, VA

State University of New York at Potsdam - Potsdam, NY

University of North Carolina-Pembroke - Pembroke, NC



## 2017 ACUP Annual Meeting

edu had the distinct honor of participating in the annual Association for College and University Printers (ACUP) meeting in Cincinnati in April.

The event brought together college and university in-plant printers from around the country. The week started with an ice breaker from comedian, Mack Dryden, who shared his 7 step process for achieving goals. On Tuesday, attendees were given the opportunity to hear 3 in-plant success stories, two of those stories were from edu. One story was from Print Shop Pro<sup>®</sup> User, Matt Nelson, from Harper College and the other from Design Conductor<sup>™</sup> User, Gary Warren, from the University of North Carolina at Pembroke. The event wrapped with the presentation of ACUP Awards hosted by Lisa Hoover and Print Shop Pro<sup>®</sup> User, John Wesseling who also sits on the ACUP board as Vice President. Congratulations to Matt Nelson of Harper College for taking home the award for Collaborative Service.

Of the 98 attendees, 17 were Print Shop Pro<sup>®</sup> Users. It was a great time to reconnect with and share ideas and news about new Print Shop Pro<sup>®</sup> developments.

The event also featured a tour of the University of Cincinnati (UC) led by John Wesseling, who is also the Print Services Director for the University.



ACUP Welcomes Attendees



Meetings in Session



University of Cincinnati Print Shop Tour

See our Upcoming Events section to learn about additional industry events where you can meet with the edu team.

by: Jordan Matanane

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### **Upcoming Events:**

#### **IPMA**

June 11-14, 2017  
Pittsburgh, PA

#### **Graph Expo**

September 10-14, 2017  
Chicago, IL

#### **SUPDMC**

October 15-19, 2017  
Murfreesboro, TN

#### **2018 Print Shop Pro<sup>®</sup> User Group Meeting**

March 18-21, 2018  
San Diego, CA