June 2017

Customer Spotlight

St. Lucie Public Schools

Fort Pierce, Florida

St. Lucie County is comprised of the City of Fort Pierce and City of Port St. Lucie and is located on Florida's Treasure Coast. It is called Florida's Treasure Coast because of the tons of treasure left at the ocean's bottom by ships sunk in storms or other calamites.

St. Lucie Public Schools is the district office that manages 17 elementary schools, 8 K-6 Schools, 4 middle schools, 1 6–12 school, 5 high schools, 1 virtual school and 2 alternative schools. The district serves over 36,000 students from over 51 countries with students speaking 47 different languages. With an 86.8% graduation rate, the mission of St. Lucie Public Schools is "to ensure all students graduate from safe and caring schools, equipped with the knowledge, skills and desire to succeed."

We spoke with Publications and Print Shop Manager Pam Hazellief this month to review the department's operations and discuss how Print Shop Pro® has impacted production in the department. Pam is a long term employee and has been with St. Lucie Public Schools since 1999. Pam started as a Graphic Designer in the Publications Department and would often work closely with the print shop manager and production staff to produce materials. "So I learned a lot about printing," Pam shared. She continued, "A few years into the job, the department manager retired and I was asked to take on managing the shop operations full time." Pam now manages a staff of 7 which consists of 1 Graphic Designer, 3 Digital Press Operators, 1 Offset Pressman and 2 Bindery Specialist. When describing her view of her responsibility to her customers Pam said "It's my job to determine if we can effectively and cost efficiently perform a job in house and then provide the best possible product and service to my customer." She continued, "In the example of small volume jobs, we're able to keep costs down for customers and provide great service."

After rolling out Print Shop Pro®, St. Lucie Public Schools mandated that all customers submit print orders online. Today, the shop processes 75,000+ jobs each year totaling more than 25 million impressions! Production has grown by over 1 million impressions per year since Pam's hiring. Print shop customers include faculty, staff, teachers, parents and students at 40 school sites. The shop equipment consists of 3 B&W presses (DocuTech 6180, DocuTech 6135, Nuvera 120), 1 Xante Illumina Digital Press, 1 AB Dick 9870 Offset Press, 1 Xerox C75 Digital Press and a Xerox D95 copier.

Some of the department's specialty print jobs involve sublimation printing. Pam said, "We print on everything from tags and mugs to key chains and even tote bags." Some of Pam's favorite jobs are their wide format posters, banners and roll-up displays. Pam commented, "We do a lot of inspirational canvas prints and post them all around campuses and they are absolutely phenomenal."

St. Lucie Public Schools has been a Print Shop Pro® customer since 2009. When asked why they chose PSP, Pam responded, "Back in 2009 our district was undergoing major budget cuts. We were suffering lay-offs, but customers were requiring jobs be turned around faster. Because of the decline in staff and lack of automation, managing our inventory was a nightmare. I knew we had to get something in place." Pam further explained, "We were visually managing inventory. When an order came in we would go and manually determine if we had enough stock on hand to produce a job. By the time a job would go into production, we may get in another request and in some cases not know inventory was already allocated to a job in production. We chose Print Shop Pro® because it provided everything that we needed. Our customers can submit an order online, we receive it and will get a color coded alert if inventory falls below our set threshold...so no more surprises. Our workflow is streamlined tremendously, our turnaround time is faster and our service to customers is better."

When asked a favorite feature of PSP Pam responded, "I have a few favorites! First I love the reporting. I haven't thought up a report yet that I can't get out of Print Shop Pro®. Our pricing is accurate; I can be

confident we're charging back properly and that we're not overcharging or undercharging for services. And, I can run yearly reports that show production growth by machine. On the reverse, I can see what machines or jobs are not productive."

Pam went on to say, "I also like the way edu keeps the software up to date to meet our changing needs. Originally I chose the product because it did everything I needed, the cost was reasonable and edu had great references. Now as a customer I can say edu does phenomenal at developing the product. I can't ask for anything more."

Outside of printing Pam enjoys camping, boating, fishing and canoeing. In fact, Pam owns a Key West boat and when she retires she plans to, "expand my boating and camping trips outside of the Florida area and spend more time traveling," said Pam.

Pam is hoping to attend an upcoming PSP User Group Meeting. "I think this will be a productive and beneficial experience for our department," said Pam.

We appreciate the opportunity to partner with St. Lucie Public Schools and look forward to seeing them at an upcoming PSP User Group Meeting. We may even decide to go to Port St. Lucie to look for some hidden treasures!
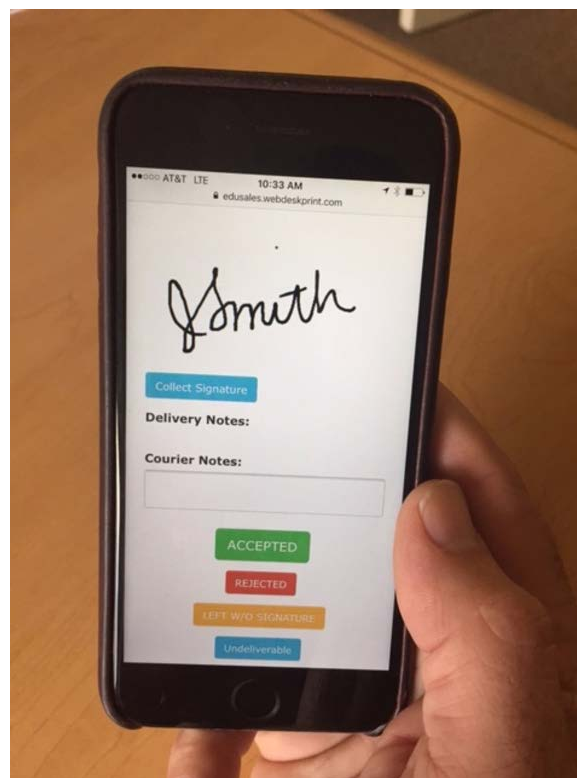
by: Leeann Raymond

PSP delivery tracker

A hot topic at the 2017 User Group Meeting was the need for a system to track print and store order deliveries. We are pleased to announce that thanks to input from many of our Print Shop Pro® Users, the PSP Delivery Tracker Module is available!!

Now you can put an end to those mysterious and costly lost deliveries with a fully integrated delivery module. By using a QR code reader on any web enabled phone or mobile device, your courier will be able to scan out jobs for delivery. When items are delivered to the customer, the QR code will be scanned again which will prompt the courier to collect a digital signature. Notes can be added as needed. The Print Shop Pro® order detail will be updated in real time so the print shop staff can see when and to whom print or store orders were delivered.

Want a demo - need a quote? Just call us at 888-673-8424 ext. 238 or email

info@edubusinesssolutions.com. And, if you purchase this new Module by August 15th you will receive a 15% discount!

Graphic Design Manager Users have the ability to link Graphic Design Orders to Print Orders in Print Shop Pro®. Customers can also link Print Orders to Graphic Design order requests. Here's how:

To link an existing Print Order to a Graphics Order:

1. Go to **Orders > Print Orders List**.
2. Use the filtering functions to locate the Print Order you want to link to a Graphics Order.
3. Open Print Order by clicking the **OrderID**.
4. In the **MISC** section of the Order Detail, click the **Link to Graphics Order button**.

5. Locate the Graphics Order to which you want to link the Print Order.
6. Select the Graphics Order and click **Link to Print Order**.
7. You will be redirected back to the print order detail page where you will see the linked Print and Graphics Order.

To link an existing Graphics Order to a Print Order:

1. Go to **Orders > Graphics Orders List**.
2. Use the filtering functions to locate the Graphics Order you want to link to a Print Order.
3. Open the Graphics Order by clicking the **OrderID**.
4. In the **MISC** section on the Graphics Order Detail, click the **Link Print Order button**.
5. Ensure that the Graphics Order column is showing. (If Graphics Order column is not visible, click **Edit Column Visibility** in the filter options, then select **Graphics** order and click **Update** to save.)
6. Locate the print order to which you want to link the Graphics Order.
7. Select the print order to be linked to the graphics order by clicking **Link to Graphics Order**.
8. You will be redirected back to the graphics order detail page where you will see the linked Graphics and Print Order.

by: Chuck Bailey

QUESTION:

How can I export a list of contacts from Print Shop Pro®?

ANSWER:

Exporting contact lists from Print Shop Pro® is easy. Users can export a list of Contact Records from the **Contacts** section under the **Website** menu. Here's how:

1. Go to **Website > Contacts**.
2. You can use the available filters to filter the contact records that will be returned.
3. In the far right column indicate the contact records you want to export by clicking the adjacent checkbox for each individual contact record you need to export, or to export ALL

filtered contact records check **SELECT ALL**. (Note*: clicking the **SELECT ALL** button will only select the first 500 contact records. If you want to export all contact records and your list exceeds 500, you will have to generate an export for every additional 500 contact records. To do this, scroll all the way to the bottom where you will see page numbers, then select the next page.)

4. Select **Export Selected**.

This will export the list of selected Contacts into an Excel Spreadsheet.

by: Jeff Abrogena

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."

Welcome Aboard!

We know how difficult and time consuming it is to evaluate sofware 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.

Central Methodist University - Fayette, MO
Gaston County - Gastonia, NC
Nazareth College - Rochester, NY
York Technical College - Rock Hill, SC

by: Corey Kucera

Upcoming Events:

IPMA
June 11-14, 2017

Pittsburgh, PA

Print 17
September 10-14, 2017
Chicago, IL

SUPDMC
October 15-19, 2017
Murfreesboro, TN

2018 Print Shop Pro® User Group Meeting
March 18-21, 2018
San Diego, CA

NCMPR
March 18-20, 2018
Las Vegas, NV