

January 2018



Happy New Year!

We hope you had a fun and relaxing holiday and that the new year is off to a great start. All of us here at edu Business Solutions are looking forward to working with you in 2018.

Just like you, we have set some lofty goals for our teams this year. We want to enhance our existing products, bring you some new products and continually improve our customer support. We are busy working to reach these goals:

- the Software Development Team is putting the finishing touches on the enhancements and new features that will be coming out in our 1Q18 Software Product Release.
- the Product Development Team is working with some of our existing and potential customers to design Modules that will integrate seamlessly into Print Shop Pro[®]
- the Customer Support Team is creating helpful videos that will be added to the Knowledge Base. These

videos will address commonly asked questions, provide in-depth training and offer tips on how to get the most out of the many features of Print Shop Pro®.

- the Marketing Team is working diligently on the 2018 User Group Meeting as well as several upcoming trade show events.

It is our goal to continue to provide you with the best in-plant print shop management solution on the market and follow it up with outstanding customer support. Please let us know how we can assist you in increasing productivity, automating processes, reducing costs and improving customer satisfaction for your customers this year. *We are at your service.*

We hope to see you at our 2018 User Group Meeting at the Island Palms Hotel & Marina March 18-21. Go online today to register and take advantage of the early bird discount.

Here's to making 2018 one of the best years ever!

by: Tonnia Strand



Cajon Valley Union School District

El Cajon, CA

Cajon Valley Union School District (CVUSD) is headquartered in El Cajon, CA, located in San Diego County. Formed in 1870, the first classes were held in a squatter's cottage and initially had only six students enrolled with one teacher. Contemporary squatters occupy unused buildings, but back then people occupied the land and constructed the building themselves. The first actual school, ironically known as the "big school" consisted of only two classrooms, one atop the other in a two-story structure. As enrollment grew and classrooms were added, the site was outgrown and a one-story school was built. The district continued to grow and in 1920 Cajon Valley Union School District was formed. Today the district has 66.3 square miles of area with 28 K-8 schools, 180,000

students, approximately 600 staff members and serves most of the city of El Cajon.

We were invited by Print Services Supervisor, Ruben Peña, to tour his new department location. Ruben has been with CVUSD since 2005. The shop relocated recently to its new location to manage an increase in production. Ruben is responsible for managing a staff of 3, including a full time Graphic Designer and 2 Duplicating Operators. The new location covers 4,000 square feet of space which includes a large warehouse for inventory and a designated work area for a new service offering which includes processing vehicle wraps.

As Ruben puts it, “CVUSD Print Services Department is pumping work. Our department manages printing for all district schools and we also support PTA’s, La Mesa School District, Lakeside School District and Poway for special requests such as wide format printing. Wide format is a large part of our business and it’s allowed us to grow our production volume by supporting other districts in the area.” The shop processes 750,000 jobs per month and 1.5 million in the summer hours to get district schools prepared for the upcoming year. The jobs consist of student planners, course materials, books and lots of specialty items such as foam core signs, banners, T-shirts, image based window coverings, parade floats and vehicle wraps, just to name a few. Ruben says, “This is what separates us from other school district print shops, our ability to service our schools and others in a professional and timely manner. We love the challenge. There is no project that is too big for us. We have grown beyond just making copies. We are now a full service sign business.”

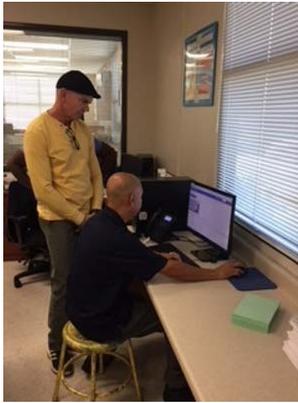




The shop's equipment consists of 3 high speed digital Sharp MX-1204 copiers, 1 Sharp MX-7700 Color printer, HP Design Jet Z2100 and HP T730 wide format printers and a MUTOH ValueJet 1624X – ECO Solvent wide format printer.



Ruben said one of his favorite features in Print Shop Pro[®] (PSP) is “the ability to process chargebacks in just a few clicks.” He also prints a World of Work (WOW) Box Set which includes various printed material like posters, booklets, card decks and foam core boards. Ruben likes the ability to offer the box to schools through the PSP online store. While onsite, the edu VP of Software Implementation and Support, Chuck Bailey, was also able to show Ruben how to sell each individual component within the WOW box through his online store.



CVUSD has been a PSP Customer since 2014. When asked why they chose PSP Ruben shared, “We were coming from a manual process. All orders would come into the department via email or on a paper form. We would have to manage the forms and lots of calls into the department and the order would be incorrect sometimes. We wanted to expand our production volume and we knew that we needed to find a way to automate to keep up with demand. Now with PSP orders are automated, customers can easily check their order status online and orders are accurate when we receive them. Print Shop Pro[®] is exactly what we needed to run our business. And that’s what we are... a business.”

When asked about how he managed the implementation of PSP and the rollout to his staff Ruben shared, “The edu team was great at holding our hand and supporting us through every step of the implementation. Now as new employees come in they all get a tour of our department and we have a station set up where we show them how easy it is to place orders using PSP and all new employees are trained on the System. Most of our orders are going through PSP for internal and external customers. A few of the nearby districts have also visited our shop to see how we run our operation using PSP and how easy it is to use and train customers.”

Outside of printing Ruben enjoys working on his digital high school football publication that assists San Diego High seniors with the football recruiting process. He also enjoys hanging out with his wife and 2 kids.

by: Leeann Raymond

Team Member Profile



Michael Campbell, Database Administrator

Meet our Database Administrator, Michael “Mike” Campbell.

Mike has worked with edu since 2013 and is responsible for ensuring all hosted Print Shop Pro® (PSP) User data is backed up and secured according to the latest best practices. Mike is a genius when it comes to technology and is a prolific educator with a focus on Microsoft SQL Server. He has worked his technical magic as a professional developer, web master, and production DBA for enormous public companies, very small businesses, and a bunch of companies in between. Mike has written numerous articles for Dev Pro and SQL Server Pro (formerly SQL Server Magazine) and became contributing editor for SQL Server Pro in 2010.

Mike’s specialties include SQL Server, ASP.NET, and related technologies. He is also an ASPInsider. Michael enjoys learning, problem solving, and teaching. According to many, he also makes the world’s tastiest BBQ ribs and wings. We’re honored to have Mike as a part of the edu team.

by: Leeann Raymond

Add even more functionality to your Print Shop Pro® System with these exciting modules...

Color Themes Module

Preserve your brand and increase customer loyalty. The Color Themes Module customizes the colors, fonts and backgrounds of all customer facing pages in PSP to match the exact colors of your website for a more seamless customer experience.

Graphic Design Manager Module

Automate the submission, management and fulfillment of graphic design orders saving the Graphic Design Department and Print Shop time and money. Customers simply submit their requests for graphic design services online for events, brochures, flyers, promotional ads, posters, invitations and more. Integrates seamlessly with PSP.

Mail Module

The Mail Module provides the same operational efficiency in your mail operation that PSP does for your print operation. It is an easy-to-use mail management software that can save you time and money by helping to streamline your entire bulk mailing process. Integrates seamlessly with PSP.

Purchase any of the above Modules by March 1, 2018 and receive 15% off of the list price. Contact sales for more details and a Quote and to take advantage of this special offer!

Purchasing new equipment or wanting to increase print efficiency may require that you change an inventory press assignment for a print order category/finish size. Here is the best way to modify an inventory press assignment in PSP:



How to Change The Equipment in an Inventory Press Assignment:

1. Go to **Website > Inventory Press Assignments** .
 2. Select the Inventory Press Assignment to Modify.
 3. Modify the resource in the **Assignment** column.
- **Web Print Orders: With Black Ink, Web Print Orders: With Color Ink**, (Uses Webdesk - New Print Order > Print Order).
 - **Web Quick Copy Orders: With Black Ink, Web Quick Copy Orders: With Color Ink**,

(Uses Webdesk - New Print Order > Quick Copy).

- **In-House Orders: With Black Ink, & In-House Orders: With Color Ink**, (Uses Manager - Print Order entry).

4. Click **Update** to Save.

by: Chuck Bailey



QUESTION:

I want to create a new imposition option for a new print order category for a business card. How do I set this up in PSP?

ANSWER:

Adding a new imposition option will allow you to increase printing cost efficiency. Here is how to easily add a new imposition option in PSP:

How To Create a New Option for Impositions (**KB Article # 18921**)

1. Go to **Website > Impositions**.
2. Click the **Add New Imposition** link at the top of the page.
3. Enter in the new **Imposition Name**.
4. Enter the **#Up** (e.g. for imposition of 16, enter "16-up").
5. Enter in the **Display Order #** (Display Order # is first sort under list of imposition options).
6. Click **Insert** to save.

by: Jeff Abrogena

Did you know?

Updating your Print Shop Pro[®] System to a new Version will positively impact your operation. **ALL** updates are developed in a way that ensures your data is not altered and customized features are not modified or lost.

Sometimes Users will put off updating their PSP System when a new Version is released for fear of possible adverse effects on their PSP System or operation. Some operate with the mindset “If it ain’t broke, don’t fix it.” However, it is important to keep up with the latest PSP System updates to take full advantage of its capabilities.

We understand the importance of being able to operate without downtime or delays. Our software update strategy is designed with this in mind. All new features are added as configurable options. This ensures no disruption to your current workflow and you can educate yourself on new features at a time that is most convenient to ensure production continuity.

We have two major releases each year scheduled for Spring and Fall. We also get great feedback and suggested enhancements from customers throughout the year which may result in smaller releases that include System enhancements or fixes. Release Notes which outline new features, enhancements and fixes accompany all releases. All enhancements are designed to improve your operation. And, when you decide to update you are not going to want to play catch-up. If you are not on the most current version of PSP, let us know and we can assist with your next update!

by: Chuck Bailey

CURRENT RELEASE VERSION - V14.0.7

Make sure you have the latest Print Shop Pro[®] Version. The release date is October 23, 2017.

To obtain this update and release notes go to <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 software solutions to help manage your operation. Congratulations on successfully completing this intensive process. We want to say ***Thank You*** for choosing edu and say ***Welcome Aboard***. We look forward to helping you meet your ambitious goals and are at your service.

City of Largo - Largo, FL

Davis School District - Farmington, UT

Flour Bluff Independent School District - Corpus Christi, TX

Mount Wachusett Community College - Gardner, MA

Milwaukee County - Milwaukee, WI
Texas Women's University - Denton, TX
University of La Verne - La Verne, CA
Winston-Salem State University - Winston Salem, NC

by: Corey Kucera

Upcoming Events:

2018 Print Shop Pro® User Group Meeting

March 18-21, 2018

San Diego, CA

Click [here](#) to register!

NCMPR

March 18-20, 2018

Las Vegas, NV

UCDA Design Summit

April 5-7, 2018

San Diego, CA

ACUP

April 29 - May 3, 2018

Lake Tahoe, NV

IPMA

June 10-14, 2018

Costa Mesa, CA

Graph Expo

September 30 - October 3, 2018

Chicago, IL

SUPDMC

October 14-17, 2018

Daytona Beach, FL