

July 2016

Zombies, storm troopers, wizards, and Wolverines of all shapes and sizes are walking past the edu headquarters. What's going on? Oh yeah, it's July in downtown San Diego and that means Comic Con is here.

Thousands of vacationers will pour into our city this summer to attend Comic Con or to visit Sea World, our world famous Zoo or just to enjoy our sunny beaches.

If you happen to get down our way on vacation, come on by and meet the team. We would love to show you around and take you to lunch.

Have a great summer!

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## **deseret mutual**

Deseret Mutual Benefit Administrators, located in Salt Lake City Utah, is a non-profit trust that administers health and pension benefits. They are known as the "crown jewel" in the benefits administration industry.

Chris Anderson, Print & Production Mail Foreman has been with the company for 28 years. He oversees the daily print and mail operations. Their print shop has 2 press operators and prints 300 to 400 jobs per month. Not every job goes through PSP yet, but that is their goal. They have a 7 color Indigo 7600, multiple color laser and black & white printers and two wide format machines. They print various marketing materials, statements, brochures, handbooks, postcards and posters. "There isn't anything we won't print," said Chris. "If we can't do it in-house then we will send it out to get it done."

We first met the folks from Deseret Mutual at an In-Plant Management Association meeting. As with many of our customers, Chris is actively involved with IPMA. He has held positions of President, Vice President and Secretary at his IPMA Chapter and has earned his CGCM (Certificate of Graphics Communication Manager) through IPMA. He was Awards Chairman for 5 years at the international level; Awards Judge for 2 years and still is a member of

the Awards Committee, on the Education Committee and participates as part of Conference Committee.

Deseret Mutual has been using Print Shop Pro® since November of 2014. They have Print Shop Pro® Manager, Webdesk, Document Converter, Template Builder, Directory Integration, Color Themes, Mail Modules and Design Conductor™. Chris shared that they continue to configure PSP as their needs evolve. "edu has been easy to work with and they assist us as needed to make changes in the configuration," said Chris. "And Jeff is wonderful to work with!"

Chris, Rob Lingard, the Director of Central Services and Mike O'Hara, Manager of Central Services has joined us at our Annual User Group Meeting for the past couple of years. They have been instrumental in helping us to add features that makes PSP even more valuable to our customers.



### **2017 Print Shop Pro® User Group Meeting Sunday, March 19 - Tuesday, March 21**

Save the date for next year's exciting event. We are going to be meeting at the beautiful Kona Kai Resort at Shelter Island. Go to [resortkonakai.com](http://resortkonakai.com) to see a video of the property. Registration will begin in September. There are more details on our website [edubusinesssolutions.com](http://edubusinesssolutions.com) and many more details to come.

### **IPMA 2016 Wrap Up**

edu is a proud sponsor of the In-Plant Printing and Mailing Association (IPMA). This year's IPMA Annual Conference was held in beautiful Denver, Colorado and featured tons of fun activities and key note presentations from influential industry speakers on "The State of the In-Plant Industry: Outlook, Challenges, and Opportunities". It provided us with an opportunity to meet with associates in the in-plant printing environment and expand our understanding of



industry challenges.

All year long, we look forward to opportunities to meet with our national customers. At this year's IPMA Conference, we enjoyed spending time with customers from George Fox University and Deseret Mutual. A special thanks to Chris Anderson for his contribution to our Customer Spotlight article in this edition of the edu Customer Newsletter.

IPMA also presented the opportunity for edu to showcase the latest additions to our family of products, Design Conductor, Graphic Design Manager Module and Mail Module. Our programming and development team has been hard at work addressing our customer's demand for automation tools to assist with processing orders for graphic design services and bulk mail requests. We are proud to bring simple and reliable tools to the market to address these areas.

We came away with new relationships and exciting ideas for future enhancements to the Print Shop Pro® system. We look forward to attending next year's annual conference in Pittsburgh!



### We're Growing!

We are experiencing a great deal of growth here at edu. We are bringing on new customers every week and many of our existing customers are taking advantage of new modules and solutions.

In order to keep up with this demand, and to continue to provide you with new products and outstanding customer support, we have moved some folks around and brought on some new ones.

Judy Triba, who has been with edu for over 7 years, is taking on a new role as Customer Relationship and Add-On Sales Manager. Judy's extensive knowledge of our products and services makes her a perfect fit for this role.

Leeann Raymond, who many of you met at the 2016 User Group Meeting, is our new Vice President of Sales & Operations. She is working with Chuck Bailey and Tonnia Strand to streamline our marketing, sales and customer support operations. Leeann and Tonnia have worked together for over 16 years. Her experience in the sales, marketing and customer support arena make her an exceptional asset to edu.

Corey Kucera, who was instrumental in making our 2016 User Group Meeting a success, is also taking on some new responsibilities. She is responsible for getting out our monthly customer newsletter and preparing for our 2017 User Group Meeting. She is also available to existing customers who have questions about their support agreements.

Jarrold Triplett, is now heading up our Design Team. Jarrold has been with us for the past several years and is now working with Aileen Hacias to build our Design Conductor™ product line. Together they are building our template library and helping our customers to get all of their templates available for their users. In addition, Jarrold is managing our website.

We are also excited to welcome some new team members. Jordan Matanane, has joined our sales team as a Territory Manager. Jordan brings with him 12 years of sales experience. He has spent the past couple of months getting to know Print Shop Pro(r). He has visited customer sites and been involved in numerous product demonstrations. He also got to join Mike Strand, our company President, at the recent IPMA meeting in Denver.

Tarah Corey is joining our Customer Support Team as Customer Support Supervisor. She brings with her 15

years of customer service experience. Tarah has been with us for a couple of months now and has proven her skills in organization. She is working with Chuck Bailey and Jeff Abrogena to improve our support ticket system and to create some new tools that will make us even more efficient and valuable to our customers.

Our Design Conductor sales team has grown as well. Amanda Marquez and Khadijah Benjamin are speaking with Marketing Directors, Communication Managers and Print Shop Managers nationwide introducing them to our web-based template management solution. If you are interested in learning more about Design Conductor™, either of these ladies can arrange for a product demonstration. Our entire team is eager to assist you in any way we can. We are also looking forward to meeting all of our great customers at the 2017 User Group meeting!

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# DESIGN conductor

## Exciting New Feature In Design Conductor™

We are so excited about how Design Conductor™ is being received in the marketplace. We are bringing on new users every week. And, with new users comes new ideas about how to make the program even better.

Our Development Team is actively enhancing Design Conductor™ as our customer base grows. The most recent product enhancement includes a “Kitting” feature. This feature allows Design Conductor™ customers to create a “Kit” of templates from multiple template categories and update all associated templates simultaneously.

For example, if a customer is hosting an event and wants to create a flyer, invitation, poster and program, they can do it quickly and easily by creating a “Kit.” Through Design Conductor™ the customer can update all documents included in the Kit simultaneously with relevant event details including event title, location, time and date. How easy is that?

If you want to learn more about Design Conductor™ view our online demo at <http://vimeo.com/169776982>. To try Design Conductor™ simply go to [designconductor.com](http://designconductor.com) and click “Try it Now.”

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## Downloading Zip Files

*Are you tired of having to download file attachments individually when a customer submits an order with multiple file attachments? Then we have great news for you! As of Version 13, Print Shop Pro® now allows the Print Shop to download all of those files as a single Zip File for more ease! Here is how it works!*



Now when you see multiple file attachments on an order in *Print Shop Pro® Manager*, you can download *Zip* all of those files by clicking **Zip and Download All** and download them all at once in a single *Zip* folder. You can then open that folder to see all of the individual files all together. No more having to download each one individually

which can take up valuable time. Those files are now accessible from a single *Zip* folder and are stored in your workstation's **Downloads** folder.

## How to go to the Knowledge Base

*Would you like easy access to answers to your most basic questions about Print Shop Pro®? You can access our **Knowledge Base** for get answers to some of those questions. Here is how to access our **Knowledge Base**.*

1. To access the **Knowledge Base**, be sure to be in any **Administration** page in *Print Shop Pro®*.
2. Click the link at the bottom of the page that says **PSP Knowledge Base**.
3. Another tab will open up in your browser with the header **Knowledge Base**. Using the provided drop down list, select **Print Shop Pro®** as the **Product**.
4. In the field for **Article Text Contains**, enter in a key word or phrase to start your search.
5. If you know the **Article #**, you may enter in the **Article #**.
6. If you know the type of article it is, you can use the drop down list to select the article type (**-- All Types --, FAQ, How To**).
7. Once you have the parameters for your search set, click the blue **Search** button to conduct your search.
8. It may take a few tries, so change up the word(s) or phrase as necessary.
9. If you are unable to find an article to answer your question, please contact *Support* by clicking the **PSP Support** link at the bottom of any **Administration** page in *Print Shop Pro®* and submit your question(s) to *Support* so that a representative may respond to you for assistance.



### QUESTION:

*We need to move a large number of orders from the New Orders list and change their status. How do we do that without having to go through each order individually?*

### ANSWER:

*This can be done by using the **Batch Job Tickets – Print Orders** feature.*

1. Go to **Orders > Batch Print**.
2. Set a *Date Range*.
3. Make sure to **Unselect All** orders before proceeding further.
4. Make sure the drop down list for **Status** is set to **Submitted**.
5. Select the orders you wish to move by checking the box next to the orders under the **Select** column.
6. In the drop down list next to **Change Status of Selected Orders**, select the new *Status* you would like to change the orders to.
7. Click **Change Status of Selected Orders**, to move the selected orders from the *New Orders Queue* into the new status.

(**\*\*\*NOTE\*\*\*** - Be very careful after doing this. All of the orders listed will immediately be marked as selected again upon moving the selected orders over to the new status. Make sure not to double click or inadvertently click the **Change Status of Selected Orders** button, or else you will move all of those orders into the new status as well.)

## QUESTION:

Can we set it so that when customers purchase reams of paper from the store, it subtracts from our stock inventory?

## ANSWER:

*Absolutely! You can configure your store products to subtract from your stock inventory by linking them. Here is how to configure this.*

1. Go to **Website > Store > Products**.
2. Click **Add New Product**.
3. Give the product a **Product ID** (maximum 15 Characters) and a **Product Name** (maximum 40 Characters), then click **Add Product**.
4. You will be taken to the **Store Product Detail** of the new store product. Set all details for this new *Store Product*.
  - Set the **Vendor** from where you buy the paper from.
  - Set the **Parts per Unit** (i.e. a ream of paper will have 250 or 500 sheets, so **Parts per Unit** will be 250 or 500).
  - Since this will be subtracting from your stock inventory, make sure to check the box for **Linked to Stock Inventory**.
  - Scroll down to the bottom and click **Update** to save.
  - Now we need to actually link this to the stock in your inventory it will be subtracting from. Scroll to the top and click **Linked Stocks Detail**.
  - You'll be taken to the **Stock Inventory Used per Store Unit** page. Select the stock from your inventory this item will be drawing from .
  - Enter in the number of sheets it will be drawing at a time (i.e. a ream of paper has 250 or 500 sheets depending, so enter in that number here).
  - Click **Add Stock**.

Your new store item for paper that you will be selling in the store will now subtract the same amount of sheets from your Stock Inventory.

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## CURRENT RELEASE VERSION - v13.0.4

Make sure you have the latest Print Shop Pro<sup>®</sup> version. The release date was June 7, 2016.

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!

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.

City of Oklahoma City - Oklahoma City, OK  
Florida A&M University (Design Conductor™) - Tallahassee, FL  
Goshen College - Goshen, IN

Lewisville Independent School District (Design Conductor™) - Lewisville, TX  
Newton Community School District - Newton, IA  
Rapid City Regional Hospital, Inc. - Rapid City, SD  
Texas Department of Transportation - Austin, TX  
South Suburban College - South Holland, IL

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## Graphic Design Manager

Thanks to a request and valuable input from Pierce County Library System, one of our valued customers, we are pleased to announce a new module for Print Shop Pro®. Graphic Design Manager, the latest addition to our family of products, automates the submission, management and fulfillment of graphic design orders, saving both the Graphic Design Department and print shop time and money.

Graphic Design Manager provides:

- Easy online ordering for graphic design services
- A configurable dashboard to track and manage order status of any graphic job in production
- Workflow tools to automate job tracking, notifying customers of job status
- Billing tools for automatic chargeback capabilities on completed orders
- The ability to link graphic design request to multiple print orders in Print Shop Pro®

The Graphic Design Manager module will be priced at \$4,495.00. Place your order for it by August 31st and you will get a \$500.00 discount. Contact sales at (888)673-8424 Ext. 238 to schedule an online demo.

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## *Did You Know?*

Did you know that you could use Print Shop Pro® from your digital devices? Because Print Shop Pro® is a web based solution it can be accessed from your tablets, phones and other devices!

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Upcoming 2016 Events:

### **SUPDMC**

September 11-15, 2016  
Asheville, North Carolina

### **Graph Expo**

September 25-28, 2016  
Orlando, Florida