Happy Labor Day!

IN THE NEWS!

Did you see the July issue of In-plant Graphics Magazine? It was exciting for us to read stories about so many of our PSP Users. Rod Squire at Amherst College was showing off his new wide-format machine. He purchased PSP in May of this year. Drew Burgering from Valdosta State University, a PSP User since 2009, talked about his great experience over the last year with his new 4-color Presstek 34DI imaging press. And finally, the article about Point Loma Nazarene College and their great experience rolling out PSP made us all very proud. We love seeing our customers in the news!

Gayle Robinson, CGCM, FCP, is the Print Shop Production Manager for Tanner Health System, a non-profit regional health system serving a nine-county area of west Georgia and east Alabama. Tanner's medical staff is comprised of more than 300 physicians representing 34 unique medical specialties. She has been with the organization and print department for nearly 10 years.

Gayle has a background in graphic design, printing and photography. She was born and raised in the local area and earned her Bachelor's Degree in Mass Communications from the University of West Georgia. She is a Certified Graphics Communications Manager as well as a Fiery Certified Professional. She joined the In-Plant Printing and Mailing Association in 2013.

Gayle manages the day-to-day operations of the in-plant print shop, as well as operating equipment on the shop floor. The print shop has a staff of two, Gayle and her press operator, Lee. They both have over 29 years of experience. Their shop serves Tanner's four hospitals, 30 health system-owned physician practices and more than 2,900 employees.

Their shop equipment includes a Presstek 34DI 4-color press; AB Dick 9870 2-color duplicator/press; a Konica Minolta Bizhub Press C6501 with built in booklet maker, saddle stitch and full trim; Canon R7105 and R105 black & white copiers and finishing equipment that includes a folder, cutter, creaser, drill, laminator, shrink wrapper and coil binder. They average 2,600 print orders and 3.8 million impressions annually (digital and offset), with 99% of bindery being done in-house.

Recently, they have seen a big shift to color printing for marketing documents such as brochures, flyers, educational booklets and thank you cards. Since the state mandated the use of electronic forms, they no longer print forms for the nursing floors, however, they do print a lot of Imaging Outpatient Servicing Order forms. These referral forms are used between physician offices and the hospitals.

We asked Gayle to tell us something interesting about herself. She shared with us that when she was a teenager, there was a right of passage tradition in her hometown. You had to visit the haunted gravesite of Mahaley Lancaster, a local fortune teller that helped the authorities locate the remains of a murdered man which led to a conviction. They made a movie based on this true story called "Murder in Coweta County" that starred Johnny Cash and Andy Griffith. She also shared that when she was a child she visited the Carrollton, Georgia home of Susan Hayward. Gayle's mother was doing some upholstery work for the Oscar-winning actress.

Gayle said that all is going great with their Print Shop Pro® system, and everyone likes it. She has gotten extremely positive feedback from customers, many saying "I love this!" Customers especially like the email confirmation that lets them know their print requests have been received, and the automated

email notification when their jobs are completed.

When evaluating print management software solutions, Tanner had a couple key factors in choosing a system. They wanted a system that would be easy for their customers to use. They also needed a system that provided extensive configurability to support their specific process. And, it was very important to the print shop staff that they provide their customer with a "customized" feel by department or facility.

Gayle is looking forward to having a full year of data in this new fiscal year that started July 1st. She wants to provide complete and accurate order and sales information to her Directors next year at budget preparation time. In the past she had to look through 365 days of job logs to compile the information. "Having that information readily available in a report format will be a huge time saver for me," said Gayle.

Gayle has not attended edu's annual PSP User Group Meeting yet, but is definitely going to make an attempt to join us in the future.

When we asked her to share one of her future goals, Gayle said that she wants to be a volunteer to help protect and escort baby sea turtles to the beach on Tybee Island, located near Savannah. The Tybee Sea Turtle Project protects the beaches that are important nesting areas for endangered sea turtles. This sounds like a pretty good goal to all of us here at edu.

Print Shop Pro®
2017 User Group Meeting
March 19-21
San Diego, CA

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

Registration Opens September 1st!

If you have not yet taken a look at the Kona Kai Hotel video - do it now!! Go to resortkonakai.com.

We are so excited about this amazing facility and all the great plans we have for the 2017 program. Here are just a few of the reasons why you are going to want to attend. You will:

1. Learn new tips and techniques for using PSP that will take you to the next level
2. Discover ways to reduce costs and improve customer service
3. Hear "real world" examples of what is going on at other in-plant print shops
4. Share your ideas on new enhancements
5. See what services other in-plants are offering to grow their print shop
6. Discuss industry trends and direction
7. Network and develop connections with other PSP users
8. Enjoy some San Diego sunshine

More to come!

GRAND RAPIDS COMMUNITY COLLEGE ROLLS OUT DESIGN CONDUCTOR™

Long time Print Shop Pro® customer, Danelle Sedore, of Grand Rapids Community College (GRCC) has launched Design Conductor™ to attract new business.

Danelle was first introduced to Design Conductor™ at the 3rd Annual Print Shop Pro® User Group Meeting. When Danelle saw Design Conductor™ for the first time, she saw it as a great way to attract new customers for her print shop by providing a simple online tool for customers to create documents that would result in increased print orders. However, her print shop team members were not convinced of its value.

With many system enhancements made to Design Conductor™ over the following year, Danelle took the leap and acquired Design Conductor™ this summer. She has been hard at work to get Design Conductor™ implemented. In just one month Danelle has created 30+ templates and has a complete library of documents for customers to choose from.

Danelle plans to launch Design Conductor™ for The Roman Catholic Diocese of Grand Rapids Michigan, one of her clients. With 25 elementary schools, 5 high school campuses, 23 Principals and countless students, faculty and staff member customers, she has a tall order in front of her. However, with seamless integration back into Print Shop Pro®, Danelle is able to conveniently take document requests from Design Conductor™ directly into her PSP order entry screen. Orders can easily be added to her print queue for processing. This will make it easy for her client to manage their brand while increasing job throughput for GRCC. We are excited to track her progress with both products to see how her operations are positively impacted. We will keep you posted on her progress.

Way to go, Danelle!!

The Store is a great feature of Print Shop Pro®. It allows the print shop to provide customers with a variety of products from paper to promotional items. These products can be offered to everyone accessing the store, or just to a select group of customers. It can all be done by using the **Manage Permissions** feature.

Here is what you do.

1. Navigate to **Website** > **Store** > **Products**
2. Select a product to go to the **Store Product Detail page**
3. Click > **Catalog and Permissions** tab located at top of page
4. Click > **Manage Permissions**
5. Choose > **From all Sites** or > **Only from the selected sites and groups**

QUESTION:

Where are the Finishing Options prices set in Print Shop Pro®?

ANSWER:

Prices for Finishing Options are set in Prices.

1. Navigate to **Admin** > **Website** > **Prices**
2. Select the **Price Schedule**
3. Click > **Finish Pricing** link at top of screen
4. Set the pricing for each of the **Finish** options
5. Click > **Update** to save changes

CURRENT RELEASE VERSION - v13.0.5

Make sure you have the latest Print Shop Pro® version. The release date was August 12, 2016.

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!

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.

Orange Coast College (Design Conductor™) - Costa Mesa, CA
Snohomish County - Everett, WA
Terrell Independent School District- Terrell, TX

SUPDMC

We are looking forward to participating in the SUPDMC conference at the Renaissance Hotel in Asheville, NC. If you are attending the event, please plan to join us for a User Group Meeting on Sunday, September 11th at 4:30pm.

GRAPH EXPO

It is going to be a busy September. Shortly after SUPDMC we will be heading to Orlando to exhibit at the 2016 Graph Expo. We will be at Booth 2285. Come on by and say hello. We will be showing off some new features from our 13.0.5 release. You will also want to learn more about the new PROJECT feature and what you can do with our Barcode Tracking Module. We will also be showing some new features of Design Conductor™. Let us know if you are going to be there!!

Upcoming 2016 Events:

SUPDMC
September 11-15, 2016
Asheville, North Carolina

Graph Expo
September 25-28, 2016
Orlando, Florida