

February 2018



The 6th Annual Print Shop Pro[®] User Group Meeting is only a couple weeks away! We can't wait. Thank you to our Steering Committee (Candida Bothel-Hammond - San Diego County Office of Education, Danelle Sedore - Grand Rapids Community College, Jane Yoshimura - Desert Sands Unified School District, Matt Brunner - Humboldt State University and Chris Anderson - Deseret Mutual Benefit Administrators, Dieke Gosseen - Columbia College of Missouri and Mike Von Dohlen -

California State University-Fresno) for helping us to plan an amazing event with such valuable content. We are looking forward to meeting with our long term PSP Users and our new PSP Users as well. This **Educational, Inspirational** and **Motivational** event is going to be beneficial for **everyone**.

See you in San Diego!!

by: Tonia Strand



Allan Hancock College

Santa Maria, CA

Located in Northern Santa Barbara County, Allan Hancock College is ranked one of the five best public community colleges in California. With 4 locations (Santa Maria, Lompoc, Solvang and Vandenberg Air Force Base) the college has approximately 11,500 credit students enroll each semester and offers degrees and certificates in more than 100 areas of study. The college is well known for its English as a Second Language program, its professional theatre program, a much accomplished athletics program and is one of the top 120 community colleges in the nation.

Gordon Rivera, Supervisor of Campus Graphics, has been with Allan Hancock College since 1996. Gordon grew up in the area and has lived in Santa Maria since grade 3. His first job right out of high school was involving graphic design and print. Gordon said, "My sister was a burgeoning designer and she got me a job in paste-up for a local classified. I've always had a job since and worked in several segments of the print industry such as screen, sheetfed or in graphic design."

Since his first foray into print, Gordon has established quite an impressive resume for himself. Gordon received his degree in Graphic Communication from Cal Poly, San Luis Obispo. He has successfully completed Lean/Six Sigma Black Belt training and has been certified as a Lean Six Sigma Black Belt and he is also a G7 certified print professional. He has completed the body of work to equip him with the skills to effectively calibrate his equipment and ensure process control on devices for 4-color printing. Gordon is especially proud of his certifications and shared, "My black belt certification was

hard work and has been a long time in the making. To obtain G7 certification, we had to pass the test with a score of 90% or higher and it was a tough test covering some very technical stuff like statistical process control and a thorough knowledge of L*a*b* color management in order to maintain color consistency.”

Gordon is also a contributing writer for In-Plant Graphics Magazine. Gordon shared, “I enjoy writing about operational efficiency and applying lean and six sigma principals to the world of printing.” Gordon has also been teaching evening classes in Graphic Communication at Cal Poly for 10+ years.

Gordon runs a tight ship and manages a team of 5 including Robert his Production Coordinator, Josue - Daytime Copy Technician, Elizabeth - Nighttime Copy Technician, Matt - Graphic Designer, Lauren - Graphic Artist and two student volunteers. Of the team Gordon says, “It’s the best team I have had since I’ve been here. The level of talent... they are incredible.”

Allan Hancock College At-a-Glance

Interview With: Gordon Rivera, Supervisor of Campus Graphics

Solution:

Print Shop Pro[®] Manager
Print Shop Pro[®] Webdesk
Document Converter Module
Template Builder Module

Location: Santa Maria, CA

Print Shop Staff: 6 Full Time Employees and 2 student workers

Job Tickets Per Month: 1,000 – 3,000

Equipment: 2 Canon 700/800, 2 Oce Varioprint 110s, F7890 HP 360 latex, Duplo 620 creaser, scorer, cutter, Embio B118 with right angle folder, Oce 933 digital envelope press, 27in guillotine cutter, 16in right angle shrink wrap, Epilog 40watt laser engraver and a host of bindery equipment.



Josue Santos - Copy Technician, Gordon Rivera - Supervisor Campus Graphics, Matthew Macpherson - Graphic Designer, Robert Nourse - Coordinator Campus Graphics, Nicholas Ungefug - Student Worker, Jessica Dugan - Student Worker, Lauren Dubose - Design Specialist and Elizabeth Zuniga - Copy Technician

Customers include faculty, staff, administration, student services and the shop's highest volume customer is marketing. Gordon shared, "Our jobs consist of lots of collateral, brochures and promotional pieces. This consumes most of our resources. Wide format is off the chart. We print everything from mounted posters and banners to pop up displays, flags, and high-end canvas prints. This is the part of the print industry that is really taking off. We also do a lot of tests, exams, syllabi, handouts and course packs. One of the unique things that we do is we take on quite a bit of work for select non-profits in the area like foundations and chambers. If we didn't do the printing for these groups at the prices we offer, they may not be able to afford to have the printing done. And we're able to take cash payments or credit cards all through Print Shop Pro®." The department reports to

marketing and is pretty unique in the services it's able to offer. "We offer broker work on occasion. If another school needs brochures or assistance with a rebranding or service outside of the scope of their expertise, they can use our resources and skills to get the work done and we simply charge by the hour and bill through Print Shop Pro[®]", said Gordon.





MAKING HISTORY

ALLAN HANCOCK COLLEGE
Central Coast Community College

1920
With bold visions for the future and a student body of six, Basco Marks Junior College opened its doors in August, 1920.

1930s/1940s

After 17 years, the junior college moved finally to its new building on the Santa Maria High School campus.

1950s

A first two decades of "double occupancy" at Basco Marks High School, the college made a monumental leap toward its future by acquiring Hancock Field from Captain G. Allan Hancock in 1954.

1960s/1970s

The first permanent buildings - the Student Center, Library, science and general classroom complex, and a locker room - open on campus in 1961. By 1967, all major buildings were complete.

1980s

The 1980s saw a continuation of sports as an important feature of Allan Hancock College.

1990s

Principal James J. ...

1990s

From six students in 1920 to a 2007 enrollment of 10,000, Allan Hancock College continued to deliver on the promise of quality education "at home."

Today

...



Samples of wide format projects

On average the shop prints 8 Million impressions per year. Gordon added, "We have grown our print volume significantly using Print Shop Pro[®] (PSP). When we first installed PSP it took us 7 years to get to 100k jobs. It has taken only 4 years to get to 200k jobs so that speaks to the exponential growth we have achieved using PSP. Our work doubled in almost half of the time. We wouldn't be where we are today without PSP."

Gordon was actively involved in vetting edu in 2006 and purchased PSP in March of 2007. The shop went from a manual operation using NCR forms to receive and process orders. They had no way to track orders, inventory or the true cost of what they were providing customers. Quoting customers was manual and calls to the shop took up valuable time. The shop's volume grew and it transitioned to an Excel based order form. Gordon shared, "The Excel form worked well, but we had no way to track orders for customers. We lacked the data and resources to really gauge our growth and the quality of what we were providing. PSP was the only solution at the time that had the necessary bones to meet our need of 100% online intake of jobs and the ability to track orders and report on our

results all in one system.”

When asked about his favorite feature in PSP, Gordon shared, “I tell the edu team all of the time, we probably use PSP for more than what is intended. Again, if it wasn’t for PSP we wouldn’t be where we are today. The data we are able to pull out of the system enables us to justify or quantify changes. It’s critical for proving our livelihood as in-plants. PSP gives us tremendous tools. About a year and one half ago we went from a non-chargeback system to 100% chargeback and we were able to do that easily with PSP. Everything we do is in PSP. We can pull reports to turn in to our parent organization. Without this ability we have no bargaining chips to get the resources we need. We have to know how much things cost and how much we are providing or not providing. All of our records, retail data and interior chargeback are managed in PSP. If it wasn’t for the robust nature of the system we may not been able to get new equipment or hire new staff. PSP is our partner in campus graphics, not just a supplier or vendor.”

Gordon is also planning to significantly improve his operation by implementing PSP Delivery Tracker. Gordon commented, “Delivery Tracker is going to be a huge game changer for us in terms of process improvement. We’re expecting to see a 30-40% improvement in job tracking and acceptance with proof of delivery and documented signatures.”

Gordon has attended several of the Print Shop Pro® User Group Meetings and consistently contributes valuable feedback and suggestions to make PSP even better, including ideas on modules to help track efficiency and the true costs of services provided. Outside of printing Gordon is happily married to his wife Candy and they celebrate their 20 anniversary on May 23rd. He lives in the country and has a Mule, a Peacock and 3-4 cats. Gordon is an avid saltwater fisherman. His largest catch was a marlin but locally he caught a 65lb sturgeon which is a really tough catch.

by: Leeann Raymond

Team Member Profile



Chuck Bailey, VP Software Implementation & Support

Chuck Bailey is the Vice President of Software Implementation and Support. He has an extensive background in customer service and systems management and is committed to helping maintain the highest level of client satisfaction.

Chuck has been with edu Business Solutions for almost 15 years. His responsibilities include software and product development, customer application training and software support. He has traveled the country visiting in-plant printing operations in all types of industries. Because of his active involvement in implementing Print Shop Pro[®], he continually brings ideas for product enhancements and new features from the field.

He received his formal education in Economics from San Diego State University. His business experience ranges from the hospitality to technology industries. He spent 10 years as the Director of Front Office Operations with Princess Resorts in San Diego where he managed all front office operations from direct sales of the reservations to the operational and customer service staff. In addition, he was a key member in directing the resort's technology advancements for Property Management software, telecommunications and data. He then moved on and was the

Customer Service and Support Manager for NEC Business Communications for 3 years. He provided service and staff support to the San Diego and Los Angeles County regions for client data and telecommunication needs.

When Chuck is not traveling to customer locations for software training and implementation, he enjoys long hikes with his wife and dogs. He has always had a passion for long distance running. He now enjoys road biking, mountain biking, and swimming.

by: Leeann Raymond

You can assign a cut-down size to a finished size to print smaller sheets from a larger stock or roll. Here's how to configure this in Print Shop Pro®:



How to Set Up Cut-down Sizes: **(KB Article #4944)**

1. Go to **Website > Stocks > Stocks**.
2. Select the desired stock.
3. Select the **Cut-down Sizes** link.
4. Use the drop down list to select the desired cut-down size, then enter in the **Number of Child Pages per Parent** (for example, if you need to create two 8-1/2 x 11 sheets from an 11 x 17 stock you will enter 2). Click the button labeled **Add Cut-down Size** to add to this option to the selected stock.
5. If the Cut-down Size is not an option in the drop down menu, click **Add New Cut-Down Size to List of Stock Sizes** to create a new cut-down size (leave the **Paper Size Factor** at 1) and complete the form. Once you've created the new Cut-Down Size click **Insert** to save.
6. Navigate back to the **Stock Detail** you selected and perform step #4.
7. Select **Insert** to save.

The Cut-down Size can now be applied to Order Category Finish Sizes for the purpose of using a larger size sheet to create sheets for a smaller Order Category Finish Size.

by: Chuck Bailey

QUESTION:

I get calls from customers asking how to move their



saved "Quote" into the submitted queue for printing. Is there an easy way to do this?

ANSWER:

Absolutely! Customers can easily submit a saved quote for printing. Here's how...

How to submit a Saved Quote Only Order as a new Print Order (**KB Article # 14739**)

1. Have the User login to Print Shop Pro®.
2. From the Homepage select **My Orders**.
3. Filter for Quote Only orders by selecting **Quote Only** from the **Status Category** drop down list.
4. Locate the order that you want to submit for printing.
5. Select **Edit** (**Edit** will be to the right of the link for **View**).
6. Edit the order if necessary (orders can only be edited if they are **Quote Only** orders).
7. Click **Save**.
8. User will see a pop-up stating: "*Order Saved. Please Click Submit to submit your order.*" Click **OK** to continue.
9. Click the **Submit Order** button.
10. System will ask the User "*Are you sure?*" Click **OK**.

by: Jeff Abrogena

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."



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