

April 2018



edu Is Turning Sweet Sixteen!

On April 18, 2018 edu will turn Sweet Sixteen! It has been an amazing journey and we are excited about what the future holds. We have been dedicated to focusing *only* on the in-plant market since our inception. Because of this singular focus, along with the loyalty of our customers and their valuable input, Print Shop Pro® has become the absolute *best* in-plant print management solution on the market.

As our name indicates, we started out in the education market. Our very first customer was Desert Sands Unified School District in La Quinta California. They came on board when co-founders Mike Strand and Tom Rayburn met with Print Shop Manager John Gildner at the DSUSD print shop in 2002. (Jane Yoshumura from Desert Sands just joined us at our recent User Group Meeting). We now have customers across the country in practically every industry including cities, counties, correctional facilities, departments of transportation, government facilities, national laboratories, libraries, insurance companies, non-profit organizations, manufacturers and medical centers.

We started out with one product: Print Shop Pro® Manager. We now have over 10 Modules as well as PSP Webdesk, PSP Mail, Graphic Design Manager, Delivery Tracker and Design Conductor®. Wow!

We would like to take a moment to give a special thank you to the customers who had faith in us long ago when Print Shop Pro® was a "newborn". These customers bought Print Shop Pro® in our very first year, and we are pleased to say that they are still using PSP today.

Desert Sands Unified School District - La Quinta, CA

Morongo School District - Twentynine Palms, CA

Irvine Unified School District - Irvine, CA

Washoe County School District - Reno, NV

Ventura County Office of Education - Camarillo, CA

San Antonio Independent School District - San Antonio, TX

Dickinson College - Carlisle, PA

Embry-Riddle Aeronautical University - Daytona Beach, FL

Suffolk City Public Schools - Suffolk, VA

Norfolk Public Schools - Norfolk, VA

Happy Birthday edu...and many more!

6th Annual User Group Meeting

March 18-21, 2018

San Diego



What better way to start off a trip to San Diego than with a whale watching expedition? That's what several of our Users did on Sunday March 18th before the start of our 6th Annual Print Shop Pro[®] User Group Meeting. They arrived at our Sunday Evening Welcome Reception sun drenched and wind blown but with lots of stories of seeing flocks of seagulls, whales and dolphins.

Dozens of PSP Users gathered at the beautiful Island Palms Hotel on Shelter Island for 3 1/2 days of in-depth training, networking and one-on-one time with edu Sales, Development and Support Team Members. The weather, along with the view of San Diego's skyline and marina from the conference and dining room windows, made it hard to stay indoors. But in the end, a great deal was accomplished in what felt like a very short time.

The interactive sessions, panels and open meeting format encouraged participation from all Users in attendance. A panel of PSP Users from different organizations around the country fielded questions on topics ranging from how to justify their print shop, garner first right of refusal, charge for rushed orders to how to establish a relationship with purchasing and recommendations for

equipment purchases. By design, numerous PSP Users gave presentations and facilitated discussions making it one of our best and most informative meetings to date.

As in years past, attendees learned and laughed in the "New and Best Features You May Not Know About" sessions led by Mike Strand, edu President & CEO. His unique presentation style makes learning tips and tricks for maximizing the utilization of PSP fun and interactive. Attendees were also able to learn creative and effective ways to market their department's services, strengthen relationships with customers and increase their value to their respective organizations from their peers.

Mike Lloyd of UNC Wilmington and Ruben Pena of Cajon Valley USD teamed up and presented on the many benefits and increased capabilities of offering large/wide format printing. After that presentation, Mike Strand shared some new features that make entering wide format jobs much easier for the online customer and more beneficial for the print shop staff.

Candida Bothel-Hammond of San Diego County Office of Education showed how she is using PSP's Delivery Tracker Module to mitigate the risk of lost print orders and how it has helped her to improve customer satisfaction.

Danelle Sedore of Grand Rapids Community College presented on the benefits of Design Conductor® with direct integration to PSP. Being in Auxiliary Services, she shared how it has helped her to attract external customers and increase her production.

Chuck Bailey, edu VP of Software Implementation and Support shared best practices for maintaining the PSP site, reviewing version release notes and managing PSP Updates.

Attendees eagerly shared their ideas and suggestions for future product enhancements in two separate sessions. Their ideas will help to ensure that PSP remains the best print MIS system on the market.

A trip to downtown San Diego for dinner at the Old Spaghetti Factory on Monday evening gave attendees a chance to see the famous Gaslamp District. Many were surprised to see that the Padres baseball park is in the center of the city.

All of us at edu thought the event went great but we wanted to make sure the attendees felt the same way. So, following the event attendees were emailed a survey to gain their direct feedback.. The response was overwhelmingly positive with 100% of respondents answering that their objectives for coming to the event were met, that they obtained valuable information they could put into operation when they returned to work and that they would return again in 2019.

Next year's PSP User Group Meeting is scheduled for March 17 – 20, 2019. Location details

and agenda will be available in the coming months. We look forward to getting even more User participation to provide more industry insights and make the meeting even more valuable to all.

by Leeann Raymond and Tonnia Strand



From left to right: Jane Yoshimura - Desert Sands USD, Matt Brunner - Humboldt State University, Danelle Sedore - Grand Rapids Community College, Dieke Gosseen - Columbia College of Missouri, Mike Von Dohlen - California State University-Fresno and Chris Anderson - Deseret Mutual Benefit Administrators



Candida Bothel-Hammond - San Diego
County Office of Education



Danelle Sedore - Grand Rapids
Community College and Avery Sedore



Ruben Pena - Cajon
Valley USD



Leeann Raymond - edu Business
Solutions and Mike Lloyd - UNC
Wilmington



Kerry Lawrence, Tammy Rose,
Kathy Whitworth and Mike Whitworth
- BYU Idaho



Mike Strand - edu
Business Solutions
and Tim Piechowiak
- Delta College



Mike Strand - edu Business Solutions, Christina Holt - Point Loma Nazarene University and Tonnia Strand - edu Business Solutions



Dylan Harris - George Fox University and Bruce Collin - La Mesa Spring Valley School District



Troy Turnley - Pierce County Library System and Monica Farias - North Orange County Community College District

DID YOU KNOW?

The Owner Configuration page in PSP Manager is chock full of controls to customize your PSP System Configuration. Due to the flexibility of the system and the many configuration control settings, this page can be time consuming to navigate. A quick way to jump directly to the desired controls is to use CTRL F. Here's how:

Go to: **Website/Owner Configuration**

Select **CTRL F**

When the **Find:** box appears (usually on the top tool bar) enter a word or series of words to search the page. If the word or series of words you entered appear on the page, they will be highlighted in yellow, Simply scroll down until you reach the area you are looking for. It's quick and easy. This may also come in handy when configuring Finish Size Defaults.

by: Leeann Raymond

Sweet 16 Discount!

In celebration of our 16 year anniversary, we are giving a 16% discount on all Modules through the end of April. If you have been thinking about purchasing one of our modules - now is the time.

Template Builder

Allows customers to order business cards, letterhead and envelopes quickly and easily online. PSP Template Builder automatically populates a PDF template with the user's typed-in values and displays a soft proof.

Document Converter

Simplifies the order process by automatically converting files to print ready PDFs during the order process. Seamlessly convert various file types (Microsoft Word, Excel, Powerpoint and Publisher) into PDF. The PDF is presented to the requester to proof and accept.

Directory Integration

Automatically authenticate Users against the organization's network directory with either LDAP, CAS, SAML or ADFS for open source single sign on across or within organizational boundaries. New Users are automatically recognized and discontinued users no longer have online access.

Account Number Validator

Allows customers to type in their account number and have it validated against the organization's accounting system.

Color Themes

Preserves your brand and generates customer loyalty. Easily customize the colors, fonts and backgrounds of all customer-facing pages in PSP to match the exact colors of your website.

Credit Card Processor

Allows customers to use various credit cards including VISA, MasterCard, American Express, Diner's Club, Discover and JCB.

Delivery Tracker

Provides real time visibility into the delivery status of print and store orders by using the QR code reader on any web-enabled mobile device.

Graphic Design Manager

Automates the submission, management and fulfillment of graphic design orders including online ordering. Links graphic design requests to print orders in PSP.

PSP Mail

Automates the submission, management and fulfillment of bulk mail requests. Integrate seamlessly with PSP Manager allowing you to link mailing requests to multiple print orders.

Call us for a quote today.

Print Shop Pro[®] Users *In The News*:

We are so fortunate to have the opportunity to work with and support some pretty amazing customers. Print Shop Pro[®] Users are regularly featured in publications such as In-Plant Graphics Magazine (IPG). Click on the links below to read about a couple of our customers in the news.

[University of North Carolina Wilmington](#) gets a two-for-one deal on new equipment and saves!
Plate Termination Forces Change at [San Bernardino Community College District](#).

If your organization is concerned with the security of software applications and unauthorized access to your resources, you can require all authorized PSP Users to set a complex password and require that passwords meet your set criteria for length and character input. Here's how to configure your complex password requirements:



1. Go to **Admin > Website > Owner Configuration**
2. Enter CTRL F and enter "Password"
3. Configure your password requirements in the following fields:

Password - Minimum Length: Enter minimum number of characters you wish to require for all passwords

Password Require Lower Case: Check this box to require lower case letters in password configurations

Password - Require Upper Case: Check this box to require upper case letters in password configurations

Password - Require a Numerical Digit (0,1,2,3, etc): Check this box to require a numerical value in password configurations

Password - Require a Non Alphanumeric character (e.g. @,&~,%, etc): Check this box to require special characters in password configurations

Maximum Number Of Invalid Attempts Before Lockout: Enter the maximum number of invalid login attempts for all Users (Note: After being locked out, Users will be able to attempt login again after 30 minutes. You may immediately unlock a User by going to the User Profile

and clicking Update.)

4. Select **UPDATE** at the top or the bottom of the page

The system will follow the configured options selected when Users register or change their password.

by: Chuck Bailey



QUESTION:

My Users contact me and say they can't see any orders in their order history though they have previously submitted orders. How do I fix this?

ANSWER:

If a User is unable to view their order history, it may be due to a duplicate account for this User in Print Shop Pro[®]. Here is how to trouble shoot this:

1. Go to **Admin > User Management**.
2. In User Management view list and see if there is more than one account/record for the User in question.
3. If there is a duplicate account(s), verify the correct User Account and disable any duplicate(s) by clicking Disable.
4. Go to **Admin > Website > Contacts**.
5. If there is a duplicate account in the Contacts List, verify the correct user account and discontinue any duplicate(s) by clicking Disable.
6. Ensure the Linked Web Login User is set in the users Webuser account.

by: Chuck Bailey

Print Shop Pro[®] Version 15 Coming Out In April!

The Development Team is putting the finishing touches on Print Shop Pro[®] Version 15. It is scheduled for release in mid-April. Thanks to input from our network of Users over the past several

months, and ideas collected at our recent User Group Meeting, it is jam-packed with enhancements and some great new features.

Be on the lookout for the Version Release Email Notification which will include instructions for applying the update and detailed Release Notes outlining all of the system enhancements and new features.

Hosted customers will not require update instructions as the update will be done automatically. However, they will receive Notification of when the update will take place along with the Release Notes.

by: Leeann Raymond

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:

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

edubusinesssolutions.com