

# Print Shop Pro Webdesk – User Guide & FAQ

## 1. What is Print Shop Pro Webdesk?

Online ordering system which facilitates all print and design requests and eliminates the use of paper Service Requests. Web-to-print made easy. Allows Users to place orders, receive instant job quotes and check real-time job status from an easy-to-use web interface. User-friendly pop-up “Help” boxes ensure that customers complete their order quickly and accurately.

## 2. How does it work?

The system operates in a similar fashion as ePro. There is a role for Requesters (Users in PSP ) and Approvers (Admin in PSP) to adhere to the university policy requiring two signatures for purchases/printing. When you need to order printing or graphic design, visit either Design Services or Printing & Copying Services website for the link to PSP Webdesk and more information.

**User** - (Similar to ePro Requester — department administrative assistant or other designee) with this designated role can submit orders and request quotes for their department as well as view their orders and history. This role is similar to the employee who is currently responsible for ordering supplies and filling out goldenrods/service requests. Also first in line for approving graphic design proofs.

**Admin** - (Similar to ePro Approver — department budget manager) with this designated role serve as budget managers and electronically sign-off on all orders (Printing Orders, Store Items or Graphic Design), approving them for production or delivery. A user with Admin level access can manage/approve orders placed with any account numbers for which the Approver has been configured to manage.

Once the account is activated, the User will be able to place printing orders, order stationery, create graphic design orders, and proof jobs within the system. The Admin will be able to approve printing orders, graphic design orders and proofs within the system. Users cannot approve orders and Admins cannot place orders due to the two signature policy. Users and Admins both can approve Graphic Order proofs.

If you need to include files with content or information for an order or samples of previous jobs, you will be able to attach them directly whenever you first create the order. You can check on the status of your jobs in My Orders and (copy/clone old orders to) order reprints. When proofs are ready you will be sent an approval email with links to them.

When a new Order is submitted, the User will receive email notification stating: Your Print Request Order #P00000 has been submitted. The Admin will receive email notification stating: Notice of Print Order Awaiting Your Approval.

## 3. How do I get started?

First time users will need to log in to the system to start their account activation. Log in using your VSU Active Directory (AD) username and password, and review the Contact Information form for any changes that need to be made and click the button.

ONCE YOU COMPLETE THIS STEP -- You may see an error message until we finalize the activation of your account!

If your first step in this process is successful you will receive the following email message:

TO COMPLETE YOUR ACTIVATION, you must do the following:

Reply to this email to verify your role as either a User or Admin within Print Shop Pro and all Budget Account strings associated with you or your department/program for printing along with who will be the Admin (Approver) for each.

Please include your name, title, phone numbers and department name in your reply.

It may take up to two days after we receive the above information to process and activate your account before you can begin ordering.

Thank you for activating your account with Print Shop Pro WebDesk.

## 4. How many Order types are there?

### There are three types of Orders

- Printing Order (for anything that needs to be printed or quick copied, or anything print related such as promotional items or mailing services such as addressing and tabbing, etc. or requesting a Quote Only)
- Store Items (for ordering Business Cards)
- Graphic Order (for Graphic Design Work needed for printing orders, business cards or digital only use\*)

*\*Please Note: If you decide you need a Printing Order after we have completed a Graphic Order for Digital Only, your Order may have to be redesigned to higher resolution and size specifications which may cause a significant delay and extra work on the designer's part that could be avoided from the very beginning.*

## 5. How do I place an Order?

### A. To order business cards

See our *How to Order Business Cards* guide <https://www.valdosta.edu/creative/how-to-order-business-cards.php>

### B. To Order Printing (or Quick Copy)

1. Customers/Users who need printing and know the job parameters/specifications, should submit a Printing Order.

Step One will ask you to select a Category

Step Two will ask you to select a Size

Step Three will ask for Printing Order Information

Job Type (which you selected from Category) will be displayed along with your information for Contact, Phone & Site

Enter a Job Name relevant to the project (i.e. Sociology Dept. Brochure)

Enter the number/quantity needed

*Under this is a check box for Graphic Design*

2. If Graphic Design is necessary for the project, check the Graphic Design check box. This option will ask you to create a Graphic Design Order after you complete the Printing Order.

*See Section C for more information about Graphic Orders.*

3. After this selection various options (& Other Steps with paper stock, ink choices, etc.) will be presented for your input based on the Job Type you selected from Category.

4. Step 5/6: Attach Files (Attach/upload a file if needed) or Skip & go forward

5. Step 6/7: Billing & Delivery to verify billing info and add delivery information with the option to Save As Quote, Cancel Order, Finish or Finish and Continue to Graphics Request

6. The Finish Option takes you to the Order Process Complete page which will show the Print Order #, a link to View Order Summary, and a button to Print Job Ticket. The Job Name is listed along with Current Status of "Pending Approval".

*Thank you for your order.*

Add Another Print Order to this Project button takes you to a Create Project page and asks you to Please Name your Project, with Project Name box and a Project Desc box (optional) with Back button and Continue to Add Print Order button which goes to Step One. *See Question 16 for more detail.*

You may want to printout a hard copy or save a PDF of the Job Ticket for your files (*although there is no need since all your orders are saved on PSP*). Back to Print Order will take you to the Order Detail page for Order ID Job Number and the Back button will take you to My Orders.

## C. To Order Graphic Design (Print or Digital)

If you have a custom or major project, or just don't know what you need, please contact Design Services via the website Contact Page, email [design@valdosta.edu](mailto:design@valdosta.edu) or phone 229.333.5980 for an initial consultation before starting a Graphic Design Order.

This will help us determine if you need to complete a Project Request Form and schedule a face-to-face consultation, or if you can go directly to PSP Webdesk to submit a Printing Order/Graphic Design Order.

If we determine you need to complete a Project Request Form (PRF) and schedule a consultation, we will meet with you to discuss the project concerning your needs, time frame, and budget, explore your options for production and/or delivery and fill in the necessary details for the PRF and Graphic Design Order.

## To Create a Graphic Design Order

### 7. Graphics Order - Information

#### Contact Info

Contact Name

Phone Number

Site / Dept (drop down list)

#### Job Detail

Job Name (default -- Graphic Design Order for Print Order #0000)

Order Type (default based on Printing Order selection)

Due Date (minimum number of days per type of project set by CS)

Target Audience (Prospective Students, Current Students, Alumni & Donors, Parents, Faculty & Staff, Community)

Previous Design Option Yes or No check box

Color -- color or black & white check box

Size -- Select One drop down list

Number of Pages -- Quantity

Send Proof To (Contact)

Send Proof To (Email)

Send Proof To (Phone)

Continue Button -- With messages below

Please upload your file for your GDO

Back Yes No-Skip File Upload

GO - Billing Info (There is no charge for Graphic Design, this is a system default)

Account Number (Auto populate with a drop down list for multiple accounts)

Additional Billing Instructions (Text Box)

Back button Save Without Submitting button Finish button

Order Process Complete page with links to view print order summary and GDO summary, similar info listed as stated on step number 6 of the Printing Order.

## 6. How do I know my Order was Submitted?

You (the User) will receive email notification stating: Your Print Request Order #P00000 has been submitted.

## 7. How do I know an Order needs Approving?

You (the Admin) will receive email notification stating: Notice of Print Order Awaiting Your Approval.

## 8. Can PSP Webdesk be accessed off-campus?

No PSP Webdesk cannot be accessed off-campus. It is only available on-campus via VSU's internal network system.

## 9. How do I check on Order statuses?

From the PSP homepage top menu bar select My Orders. The Orders that you submitted or approved will be listed automatically. There are many filtering options available to search for specific orders or types. Enter your criteria and press Apply Filters. If you see a My Orders only check box, then you have access to more than one account. Uncheck the box and apply filters as needed for multiple accounts.

## 10. How do I copy or clone an existing Order?

You can clone the order by going to My Orders from the Homepage. Once you click My Orders, you can filter for your order to locate it. Then click the View link at the end on the far right of the row with your order and you will be taken to the Order Detail for that particular order where you can click Order Reprints to begin the process of cloning the order. You can then re-order “as is” or edit the parameters of the order before submitting the new order. You can also upload new files at this time.

## 11. Can I edit an Order after it has been submitted?

Only if you submitted the Order as Quote Only or if the Order was incomplete. If the Order was incomplete and you see an Edit link on the Order in My Orders, then you can modify or complete the Order. Otherwise you will need to contact the Printshop via email at [psp@valdosta.edu](mailto:psp@valdosta.edu) to have the order edited.

## 12. Can I upload files after an Order has been submitted?

No, if you need to upload files to an Order after it has been submitted and is not showing up as editable in your My Orders, you will need to contact the Printshop or Design Services to attach the file for you.

## 13. How do I see Proofs of my Order?

When your project is ready to be proofed, you will receive an email notification stating: Graphic Design File Awaiting your Approval...

The email will contain a brief description of the Order with the Graphic Order number and a Print Order number if required and instructions to email the designer directly if the proof is “Returned for Changes”, and a link to the Proof download page in PSP. You will see a Download File to Review button, information about the proof, an Approve / Return Comments: dialog box, along with a green Approval button and a red Return for Changes button.

## 14. How do I Approve Proofs?

Go to the Proof Approval page, download the PDF and review the Proof carefully. If the Proof does not need any changes or corrections and meets with your satisfaction, press the Approve button. Your approval will automatically trigger the system to send an email message to the next Proof Approver. If everyone in the approval chain approves, the Designer will be notified and complete the process.

## 15. How do I Return Proofs for Changes?

- If the Proof needs minor changes, you can enter those instructions in the Approve / Return Comments dialog box. If you do this, please email the Designer directly because the system does not notify us when a Proof is Returned for Changes.
- If you have the ability, you may also mark up the PDF proof with comments in Acrobat Pro. If you do this you will need to send the corrected PDF directly to the Designer. PSP Webdesk does not offer the ability to upload files on the Proof Approval page at this time (only downloads).
- If the file is too large to email, please contact the Designer for other delivery options.
- If you have major changes to the proof, please contact the Designer to discuss your options.

*Please note: If you press the Return for Changes button, it does not alert (email) the next approver in line, or the Designer.*

## 16. What is a Project and how do I create one?

PSP only allows one item per Print Order unlike past Services Requests where you were allowed multiple line items. PSP handles this function by allowing you to create Projects which can link multiple Print and Graphic Orders together and simplify the Order process.

Once you complete creating a Print and Graphic Order, you should be on the Order Process Complete page and see a blue button to Add Another Print Order to this Project.

Clicking the Add Another Print Order to this Project button takes you to a Create Project page and asks you to Please Name your Project, with Project Name box and a Project Desc box (optional) with Back button and Continue to Add Print Order button which goes back to Step One of the Print Order process where you follow the steps you did for the first item. When you get to the Order Process Complete page it will now list your multiple Print and Graphic Orders at the top of the page. You can add as many items as you need to complete your project.

*An example of a multi-part project would be invitations for a special event. You would create one Print Order and Graphic Order for the invitation, then once that order was complete, you would create a Project to add your reply card, outgoing envelope and return envelope and any other materials such as a map or tickets to complete the Project.*

## 17. How do I get a Quote Only?

1. To get a Quote for a job, follow the same steps needed to create a Printing Order, but note the changes to some of the Steps.

Step One will ask you to select a Category

Step Two will ask you to select a Size

Step Three will ask for Printing Order Information

Job Type (which you selected from Category) will be displayed along with your information for Contact, Phone & Site

Enter a Job Name relevant to the project (i.e. Sociology Dept. Brochure)

Enter the number/quantity needed

*Under this is a check box for Graphic Design*

2. Graphic Design may be necessary for the project, but it is not necessary for a Quote Only. Please **do not** check the Graphic Design check box.

3. After this selection various options (& Other Steps with paper stock, ink choices, etc.) will be presented for your input based on the Job Type you selected from Category.

4. Step 5/6: Attach Files (Attach/upload a file if needed to create the Quote Only) or Skip & go forward

5. Step 6/7: Billing & Delivery — verify billing info and add delivery information if needed and click the **Save As Quote** button.

6. The Save As Quote button takes you to the Order Process Complete page which will show your Print Order #, a link to View Order Summary, and a button to Print Job Ticket. The Job Name is listed along with Current Status of “Quote Only” and the following message: Your order has been saved as a Quote. You may find this order to submit it later by clicking on My Orders.

## Things to note:

Please complete any Order (Printing, Store or Graphic) that you start even if you decide you don't need it. Otherwise we may not be able to access the Order.

Once you complete a Print Order, you cannot make changes to it or attach/upload files unless it is a Quote Only Order. If you need to make changes after you have completed the Order please email [psp@valdosta.edu](mailto:psp@valdosta.edu) and we can change the Order for you if necessary. The same applies to Graphic Orders and Store Orders.

## Quantity vs. pages/originals/sheets

You will see one of the following questions when creating a Printing Order depending on the Category you choose and/or the options available.

### Quantity

This is the number of copies (i.e. the number of finished sets required.)

### Quantity

This is the number of Programs needed

### # of Booklets

This is the number of Booklets (i.e. the number of finished Booklets required.)

### # of Brochures

This is the number of brochures requested

### # of Copies

This is the number of copies (i.e. the number of finished sets required.)

### # of Originals

# of Originals is equal to the number of Printed Sides of the Document.

Enter the number of 11 x 17 pages in your booklet. For a 2 sided booklet, count the number of 8 1/2 x 11 pages in the booklet and divide by 4. (Do not include the cover stocks in this count.)

### # Originals

# of Originals is equal to the number of Printed Sides of the Document.

### # of Pages per Set

Pages Per Set = the total number of pages; One sheet has 2 pages. This does not include the Front and Back Cover.

### # of Sets

This is the number of NCR Sets requested.

### How many parts

How many different parts of NCR does the job require. example 2part=2, 3part=3

### Choosing Stock

#### Paper Style

Paper Style refers to the style of Paper that will be used for this stock selection.

Dull Text

Gloss Text

Text

## PSP Print Order Statuses

You can check on the Status of your Order at any time by logging in to PSP Webdesk and going to the My Orders link. Click the View link on the Order you want to check and go to the Status heading in the column to the far right of the Job Name.

<b>Public Status Name</b>	<b>Description</b>
Bindery Complete	Binding process (stapling, saddle stitching, or spiral binding) is complete
Color Ctr Complete	Color Copier Center Work Complete
Color Ctr Production Complete	Color Copier Center Work In Production
Complete	Job Finished, delivered, billed or charged and Order Closed
Copy Ctr Complete	Black & White Copier Center Work Complete
Copy Ctr Production	Black & White Copier Center Work In Production
Denied	Order has been Denied
Design Approved	Design has been approved via the Graphic Order for printing or production
File Approved	File/Proof Approved for Use
Hold/revisions	Job is on hold for more information or needs revisions before production
In Bindery	Job needs to be assembled and bound
In Graphic Design	Print Order Approved, Production Destination Assigned, Ready for Design work to begin
In Pre-Press	In Pre-Press
In Production	In Production
On Press	Job is being printed on the press
Order Unlock	Under Review
Pending Materials	Pending Materials
Paying Pending	Waiting on payment for final processing
Pending Approval	Order waiting to be approved by Admin
Press Complete	Press Work Completed
Production Scheduling	In queue to be assigned/scheduled
Quote Only	Quote Only
Shipped	Job has been sent/shipped out
Shipping/Rec'g	Job is ready to be boxed/packaged and sent/shipped out
Store	Store Item
Submitted	Order Approved and waiting for Production Assignment
Tabbing/addressing	Job is being processed for mail distribution
Wide Format	Job is in production or scheduled for production on the wide format printer?