

# 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



### 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)

Number of Pages (Quantity) (Pages -- Quantity) TjETEMC /Span 4 La4g (en-US)/MCID 131

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) bbutvtviPageID 13-BDC 9 0 0 9 72 496.8601 Tm0114 480.8616722 ( )FTdshbbutvtviPage(o (Pho

Send Proof To (Contact)

Send Proof To (Email)

Send Proof To (Phone)



## 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



## 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?