

# Online Work Order System

➔ **For more information on the Online Work Order System, or other services offered, please contact the Graphics Office or Print Shop:**

## Graphics and Photography

Bulmer Telecommunications Center, Room 239  
(518) 629-7316 (phone)  
(518) 629-7828 (fax)

## Print Shop

LaPan Hal, Room 008  
(518) 629-7838 (phone)

## On the Web

<http://print.hvcc.edu> (Work order system)  
[www.hvcc.edu/graphics](http://www.hvcc.edu/graphics) (Web site)  
[printshop@hvcc.edu](mailto:printshop@hvcc.edu) (e-mail)

➔ <http://print.hvcc.edu>



## Graphics and Print Shop



DIRECTIONS  FOR LIFE™

[www.hvcc.edu](http://www.hvcc.edu)  
(518) **629-7309**  
Toll-free: (877) **325-HVCC**  
80 Vandenberg Avenue  
Troy, New York 12180-6096

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# Hudson Valley Community College

## Graphics and Print Shop

### Services Available

- Graphic design and photography
- High speed B&W digital copies
- Offset printing up to 4-color
- Color copies up to 12x18
- 24" large format poster printing
- Complete bindery services
- Campus pickup and delivery

*(through the services of Mail Room and Central Receiving)*

It is advised that all written copy used for non-course materials be first submitted to the Communications and Marketing Office for editorial review and approval. As published in the Communications Guide, it is college policy that all non-instructional design and print work is reviewed for editorial and design content in the best interest of consistent branding and marketing of the college. Please visit [https://www.hvcc.edu/news\\_events/contact\\_us.html](https://www.hvcc.edu/news_events/contact_us.html) to determine your appropriate editorial representative and his/her contact information.

### Accessing the Graphics and Print Shop Work Order System

The work order system is located on the internet at "<http://print.hvcc.edu>." Notice you will not need to type the "www" before the address. Please take a moment to bookmark this location in your Web browser for convenient use later.

### Registration

Registration is required to use the work order system. Once you've registered, the system will take up to two days to send you an approval e-mail.

### How to Register

In order to use the system, you and your supervisor (who may be a department chairperson, director or vice president), will need to be registered. Register by clicking "Register" in the blue left menu. Fill out the fields. Please put a letter in the middle initial area as filling in this field is mandatory, even if you don't have a middle name. For "Site" please select the department or organization you will be using most frequently. The "Site Address" field should be your building and room number. If you often use more than one budget code for your printing requests, please e-mail the Graphics Department at [printshop@hvcc.edu](mailto:printshop@hvcc.edu) and let us know the additional codes you will need to access. We will add these to your account when we approve the registration.

After receiving the e-mail approval you will be cleared to submit jobs. If you need to submit a job right away, go through the registration process and then call the Graphics Department at x7316, to have your approval process time decreased. Once the job has been submitted, your approval person will be sent an e-mail, and they will need to approve the job before it can be sent to Graphics or the Print Shop.

### Approval Process (for supervisors)

Your department chairperson, director or vice president (depending upon the structure of your budget code area) must approve all print jobs using e-mail and his/her Web browser. Approval at this level is required by the college administration to maintain a process of accuracy and checks and balances in all materials printed.

Your approval person will need to be registered (in advance) with the work order system before you can submit for approval (see the earlier section on registration).

Please note that a secondary approval person should be designated for each account number in the event the primary approval person is out of the office for an extended absence. Only the primary approval person will be active in the system to approve during normal periods. Preceding an extended absence, the primary person will have to notify the system administrator in writing at [printshop@hvcc.edu](mailto:printshop@hvcc.edu) as to when he/she will be out of the office and who will be acting as approval person in his/her absence. The secondary person will then be temporarily activated as approval person during the absence. A minimum of 48 hours notice of this change in approval is requested to complete the administrative transition in the system.

If you are an approval person (department chairperson, director or vice president) you will receive an e-mail of a job that needs to be approved. When this happens, you will need to follow these steps:

- 1) You can double-click the link, and it will bring you to the Web site, where you will need to log in
- 2) Navigate to the "Approve Orders" page:
  - a. Hit the "Administration" button in the blue navigation bar on the left-hand side of the page
  - b. Click the second tab in that says "Approve Orders"
- 3) Review the job ticket, and the attached .PDF proof (if applicable), and check the appropriate area as to whether or not the job is approved or denied. Click the submit button. You are done.

If you are an approval person, please check your e-mail once or twice a day depending on your schedule so as to not delay the time-sensitive print materials your staff may have pending your approval. Once you are logged in to the site, you can then approve all the jobs at once.

### Checking Your Order Status

As a user you can log in and select the "Order Status" button on the top of the Web page where the site will give you live feedback as to where your project is at (Pending Approval, Design, Production, or Shipping).

### Log In

In order to log in, you will need to have registered to use the system (see the earlier section on registration). Go to "<http://print.hvcc.edu>" and click on the "Log In" button located on the upper right side of the page. Sign into the system using your user name and password you created in the registration page. Hit the "Log in" button below the password field. The new home page will say "Welcome back, your first name" below the college logo. You can now submit Graphics and Print Shop jobs.

# Submitting a Job

*You will find two basic options to submit a request:*

**Quick Copy** – Use this option for basic black and white copy jobs with a total quantity of 1,000 finished pieces or less. This option is restricted to jobs with simple stapling, 3-hole punch paper option and no folding. (Most faculty submitted jobs will fall under this section, unless there is need for cover paper for a booklet or color copies. Then you would need to use the Printing Order to submit the job.)

**Printing Order** – Use this option for everything else: press jobs, color copying, graphic design, NCR printing, and jobs with cutting and more advanced bindery, including folding. This option should also be used for any signage or poster jobs.

Choose the option that best suits your print request by selecting the button in the blue menu on the left hand side of your screen. For Quick Copy and Printing Order steps follow the corresponding directions.

## Quick Copy Order

*You must be logged in before submitting any job (see Log In section)*

- 1) File Upload** – Uploading a file is optional, however we strongly recommend using it. It will speed up your turnaround time once your supervisor has approved your job. Select “yes” to upload a file, or “no” to submit a hard copy. If you choose to upload a file, the system will easily take MSWord, MSeExcel, and .JPGs. (See below if not using one of those files)\*

If you select “no,” and will be submitting your job as a hard copy, jump to Quick Copy step 4.

\*The system will automatically try to create a PDF proof from the uploaded file. Visit [http://www.activepdf.com/products/serverproducts/docconverter/file-type\\_list.cfm](http://www.activepdf.com/products/serverproducts/docconverter/file-type_list.cfm) to see what file types are eligible for PDF conversion. If your file is not eligible for .PDF creation, such as a MS Publisher file, you must embed the file with the graphics and fonts before you can upload it. Please see below for instructions on this process. Embedding the graphics and fonts will ensure that the proof sent to you for approval matches what you see on your workstation computer. Without taking these steps, you risk printing errors such as low resolution graphics and text reflows. If you have another type of file to submit that is not on the eligibility list or Publisher, please contact the Graphics Office at (518) 629-7316 to discuss the proper means of submitting the file. Your last option is to create a PDF file from your workstation, if the server cannot. You must first download the Primo PDF creator and install the printer driver. Visit <http://www.primopdf.com/> to download this file and get started.

- 2) Attach Electronic File** – If you select “yes,” click the “choose file” button and it will allow you to search your computer to locate and select the file. Then click the “Upload File” button once it’s been selected.
- 3) Attached Files** – You now have the choice to upload another file or continue. Hit “continue” once you have uploaded all your files for this one job. (Each job is done separately, ex: If you have three quizzes you will have to create three separate tickets, one for each. However if you have one job that is in two files, you can upload the second file here.)
- 4) Order Information** – Here you will type in the Order Name, Copies, and Sheets Per Set (see table in right column for an explanation of how to properly denote sheets per set).\*\*
- 5) Main Paper Selection** – Here you choose one- or two-sided and paper color. In Quick Copy the only size paper you are offered is letter sized, and the only weight you can print on is Bond 20#, which is similar to copy paper weight. Hit the “Continue” button.
- 6) Finishing** – Here you can choose Collating, Binding, and 3-Hole Punch. Hit the “Continue” button.
- 7) Billing and Delivery** – Select the “Account Number” (budget code) you wish to use in the drop down menu. Check your “Contact” and “Date Needed” information. Click the “Continue” button.
- 8) Approve Information** – If you uploaded a file, you will receive a .PDF proof in a pop-up window (see information on pop-ups in right column).\*\*\* Review the proof in the pop-up window, close and click “yes” or “no” on the approval. Click the “Continue” button.
- 9) Job Summary** – Review Job Summary to make sure you are happy with your selections. You can save this estimate, cancel or submit. In order to make a ticket for the Print Shop, hit the “Submit Order” button.
- 10) Job Ticket** – Your Job Ticket is created in a pop-up window ( see information on pop-ups in right column).\*\*\* Print this out for your records, or if you are going to submit the job as a hard copy you will also need to submit this job ticket attached to the hard copy of the originals for your job. You will then need to interoffice mail the hard copy of the ticket and originals to the Print Shop.

### You have now completed your Quick Copy order!

You can check the status of any job by going to the “Order Status” button on the top menu. Here you can see if your Department Chair has approved your order, and if the Print Shop is in production on it. You can also go into “Order History” to view and copy a job ticket to use it again.

# Printing Order

You must be logged in before submitting any job (see Log In section)

## Steps 1-3) – See steps 1-3 of Quick Copy section

- 4) **Order Details** – Here you will type in the order name, site, and select the account number (budget code) you wish to use in your drop down menu. Order type, number of copies, and whether your using black and white ink only, full color ink only, or pages of both can be chosen. Here you also can select if you will be working with the Graphics Department. Hit the “continue” button.
- 5) **Paper Selection / Cover Stock Detail** – If you are creating a booklet with a front cover page and a back cover page you may select it here. If you are creating a booklet and require cover stock, click “yes” on that button, and “yes” for back stock, and “yes” if you want the front and back covers to match.

If you are not creating a booklet, jump to step 8 of a Printing Order.

- 6) **Finishing** – Here you will select the color of the cover paper. Start by going to the “Style” drop down menu and select “Cover,” then to limit the options further, go to “Color” and select a color. A menu will appear offering available colors, styles and paper. Select the type of paper you want to use. (Don’t worry about paper types or weights, if you have selected something that will not work, Graphics or the Print Shop will re-adjust the option.) Hit the “Continue” button.
- 7) **Cover Stock Information** – Here you may select if the cover is to be printed one- or two-sided and if color inks are needed.
- 8) **Main Paper Stock Preferences** – You may want to limit the paper selections by choosing a paper style or color from the drop down menus. Select your paper choice and hit the “Continue” button.
- 9) **Main Paper Stock Information** – Here you will select Sheets Per Set (see table at right for an explanation of how to properly denote sheets per set),\*\* whether your job will be printed one- or two-sided, and if there are color inks needed. You also can continue adding paper types for this one job until you are complete. (Example: If you have a booklet with white pages and different colored paper inserts, you can add paper types until the booklet is complete.) Select the “Continue” button.
- 10) **Finishing** – Select: Binding, 3-Hole-Punch, Collating, Perforating, Cutting and Folding here. Also, choose a reasonable due date. Select whether you want to pick it up or have it shipped, and double check the location. Also, you can add notes – this is an opportunity for you to add any additional information about your job that was not included in any of the aforementioned steps. Click the “Continue” button.

- 11) **Approve Information** – If you uploaded a file, you will receive a .PDF in a pop-up window (see below for information on pop-ups).\*\*\* Review the document in the pop-up window and close it. Click “Yes” for approval. Click the “Continue” button.
- 12) **Job Summary** – Review Job Summary to make sure you are satisfied with your selections. You can save this estimate, cancel, or submit. In order to make a ticket for the Print Shop, hit the “Submit Order” button.
- 13) **Job Ticket** – Your Job Ticket is created in a pop-up window (see below for information on pop-ups).\*\*\* Print this out for your records. If you are going to submit the job to Graphics or the Print Shop as a hard copy, you also will need to submit a copy of this job ticket attached to it.

## You have now completed your printing order!

You can check the status of any job by going to the “Order Status” button on the top menu. Here you can see if your department chair has approved your order, and if the job is in design or if the Print Shop is in production on it. You can also go into “Order History” to view and copy a complex job ticket to use it again.

\*\* **Sheets per set** will require some thought on your part. If you have 10 original pages, and want them to print double-sided, you will need to select 5 sheets of paper. Sheets Per Set is the physical number of sheets of paper you are asking for, not the number of pages you are submitting. See below for more examples:

# of One-sided Originals Submitted	Double- or Single-Sided Printing?	# of Sheets Per Set to Output
10	Single	10
10	Double	5
9	Single	9
9	Double	5

\*\*\* **Pop up Windows** – If you are working on a computer that doesn’t allow pop ups, there will be a yellow bar on the top of the browser window. Right click on the bar, and follow the steps to allow pop ups.