



Printing Services Website Business Process Guide

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REVISION CONTROL

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Introduction

This document provides navigation of CSUSB Printing Services’ website.

1.0 Log In to Printing Services Website

To access the Printing Services website:

- Visit <https://csusb.edu/printing>

- Select Submit a Job tab

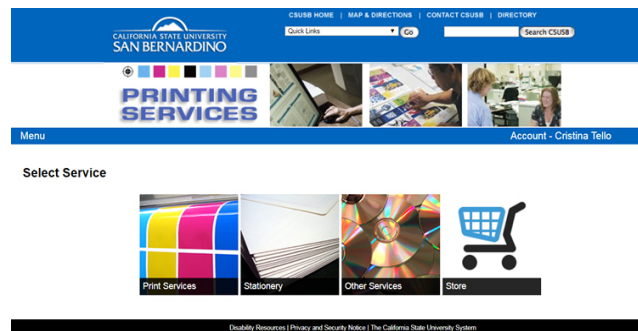
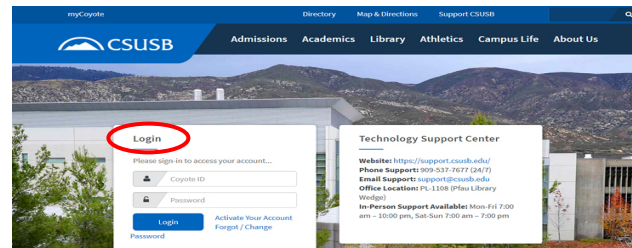
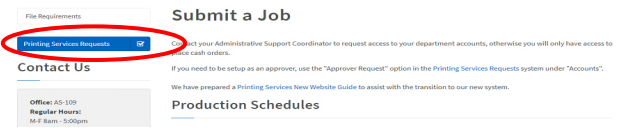
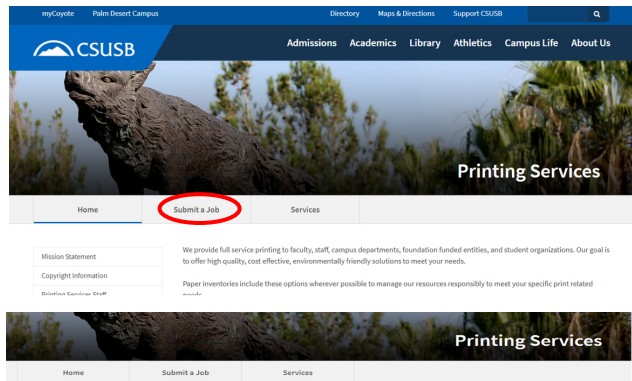
- Select Printing Services Requests

- Log in with MyCoyote Information

- After logging in successfully you will be directed to the Printing Services website to place your order.

- Select the service needed to fulfill your order.

- Print Services – for all printing, black and white, color or Poster/Banners.
- Stationary – for all business cards, letterhead, envelopes or note cards.
- Other Services – for shredding, copier support or scanning.
- Store – for copy cards, course bulletins, class schedules, blank envelope, blank paper or preprinted items.



2.0 Approver Information

Print approvers are assigned and managed through the CSUSB DACS system.

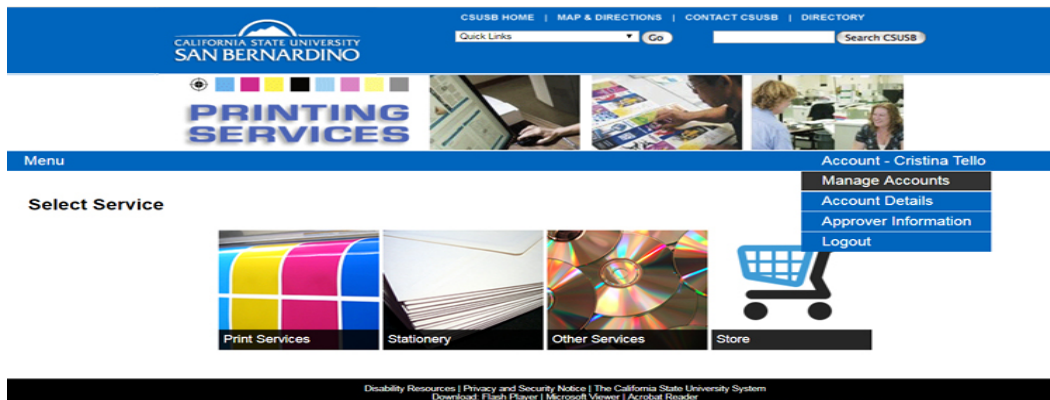
DACS or Decentralized Access Control System is a solution intended to manage the Delegation of Authority for Financial and Administrative functions in our campus. This system was developed by CSUSB and effectively replaces the use of Signature Authorization Forms.

An approver must be assigned to a chargeback code in order to delegate access to users and view monthly statements. Please allow up to 24 hours for access for newly assigned users to populate.

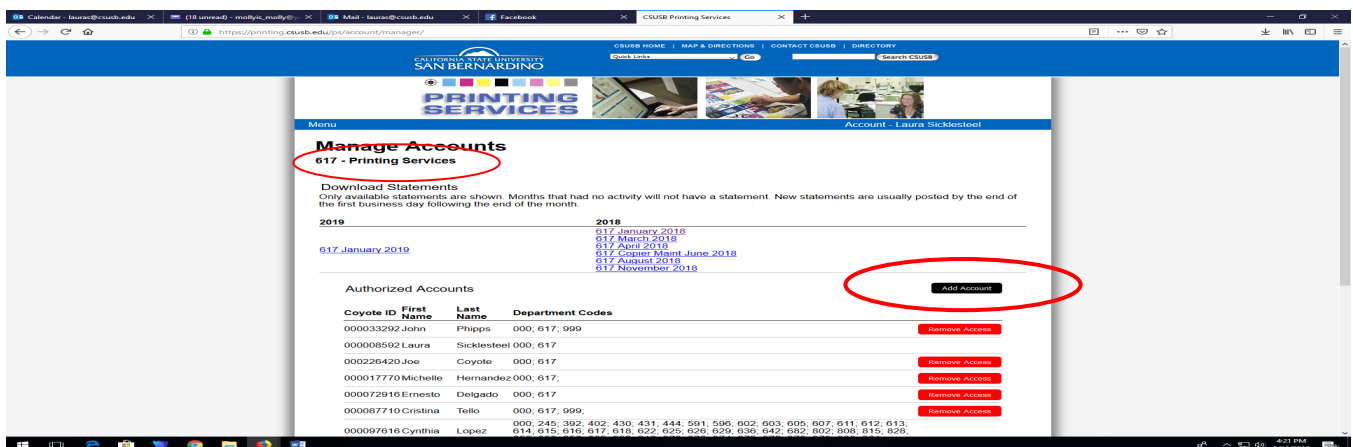
Hover over Account in the blue bar and select Approver Information for more information on the responsibilities and functions of the Account Approver

2.1 Assign User Access

Once approver access is established, approvers can assign 3-digit access to users (i.e., staff, faculty, student assistants). Users can only submit orders with 3-digits that have been assigned to them by the approver. Every user/approver has access to 3-digit 000, which is for cash/personal orders only.



1. Under “Account” select “Manage Accounts” from the dropdown box
2. Select the 3-digit you would like to assign from the dropdown box



3. Select "Add Account"
4. Search by CoyoteID of the user (you may search by the other fields; however, CoyoteID ensures you are selecting the intended user)

Find User Account [X]

Coyote ID Search...

First Name Search...

Last Name Search...

Search Done

5. Select "Add to Department" for the intended user

Find User Account [X]

- Coyote ID: 000226420
- Name: Joe Coyote

Add To Department

i Can't find the person you're looking for?

Search Again Create New Account

Done

- Approvers can continue this process to assign access to users
- For those with multiple 3-digits, please go back to the "Manage Accounts" page and select the next 3-digit from the dropdown box and continue the search and assigning process for all users

2.2 Job Order Approval

Approvers may set all jobs to be automatically approved for printing, or choose manual approval. Manual approval requires the Approver to login and individually approve or decline each job. The print order will not be submitted to Printing Services until the order has been approved when this setting is selected.

- Under “Account” select “Account Details”
- In the “Account Information” section, there is a check box for “Auto Approve Jobs”
- Check the box for automatic approval or uncheck the box for manual approval

The screenshot displays the 'Account Details' page for John Phipps. The 'Account Information' section includes contact details and a checked 'Auto Approve Jobs' checkbox. The 'Order History' section shows a job estimate for Timothy Hatch with a cost of \$14.88.

- Pressing Enter on your keyboard may toggle the “Auto Approve Jobs” checkbox.

2.3 Manage Accounts

Manage accounts is used to monitor user access and to review monthly print statements

- Review monthly statement by selecting link for the desired month
- Review and remove access to users under Authorized Accounts
- If an approver has multiple accounts, switch between accounts via the dropdown box

Manage Accounts

617 - Printing Services

Download Statements
Only available statements are shown. Months that had no activity will not have a statement. New statements are usually posted by the end of the first business day following the end of the month.

2016 2015

[617 November 2015](#)
[617 December 2015](#)

Authorized Accounts Add Account

Coyote ID	First Name	Last Name	Department Codes
000033292	John	Phipps	000; 617; 999
000008592	Laura	Sicklesteel	000; 617
000089036	Emily	Jurilla	000; 617; 999
000226420	Joe	Coyote	000; 617

Remove Access

3.0 Submitting Printing Services Order

This tool is used to submit print requests.

Hover over Menu in the blue bar and select Printing Services.

Menu Account - John Phipps

Printing Services

Stationary
Other Services
Store

Black & White Printing
(12x18 or smaller)

Color Printing
(12x18 or smaller)

Black & White & Color Printing
(12x18 or smaller)

Banners & Posters
(Larger than 12x18)

Parking & General Information Signs
(Text only)

Back

The following categories of requests are available:

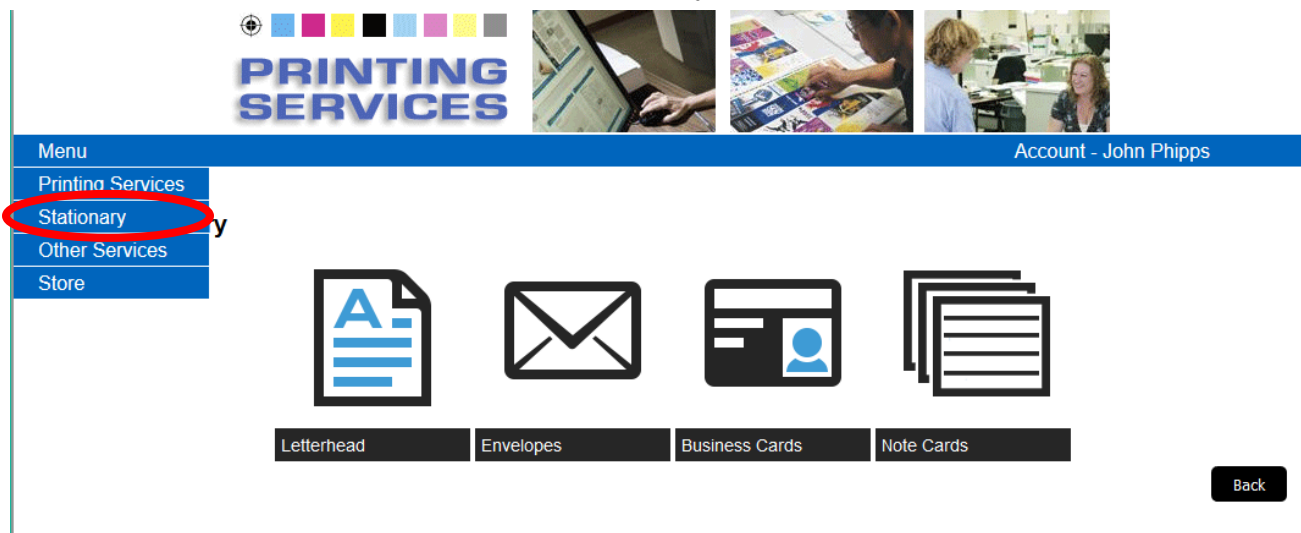
- Black & White Printing (12x18 or smaller) Allow 1 – 3 business days for production
 - This form is used for simple black only requests, including, but not limited to, syllabi, tests, lab manuals, programs.
- Color Printing (12x18 or smaller) Allow 2 – 7 business days for production
 - This form is used for color printing requests, including, but not limited to, brochures, tickets, newsletters, invitations.
- Black & White & Color Printing (12x18 or smaller) Allow 3 – 7 business days for production
 - This form is used for orders requiring some color pages and some black pages including, but not limited to, programs with a color cover and black printed insides.
- Banners & Posters (larger than 12x18) Allow 3 – 5 business days for production
 - This form is used for printing banners and posters larger than 12"x18", including, but not limited to, vinyl banners, large checks, laminated and mounted posters.
- Parking & General Information Signs (text only) Allow 3 – 5 business days for production
 - This form is used for parking and general information sign template

NOTE: Please do not use your browser’s back button after submitting a job.

4.0 Stationary

This tool is used to submit print orders for stationary items.

Hover over Menu in the blue bar and select Stationary.



These forms are all template driven, please select appropriate template from the drop-down menu and fill in all requested fields – this information is merged directly into the template and a proof is e-mailed to the person requesting the order before printing.

The following categories of requests are available:

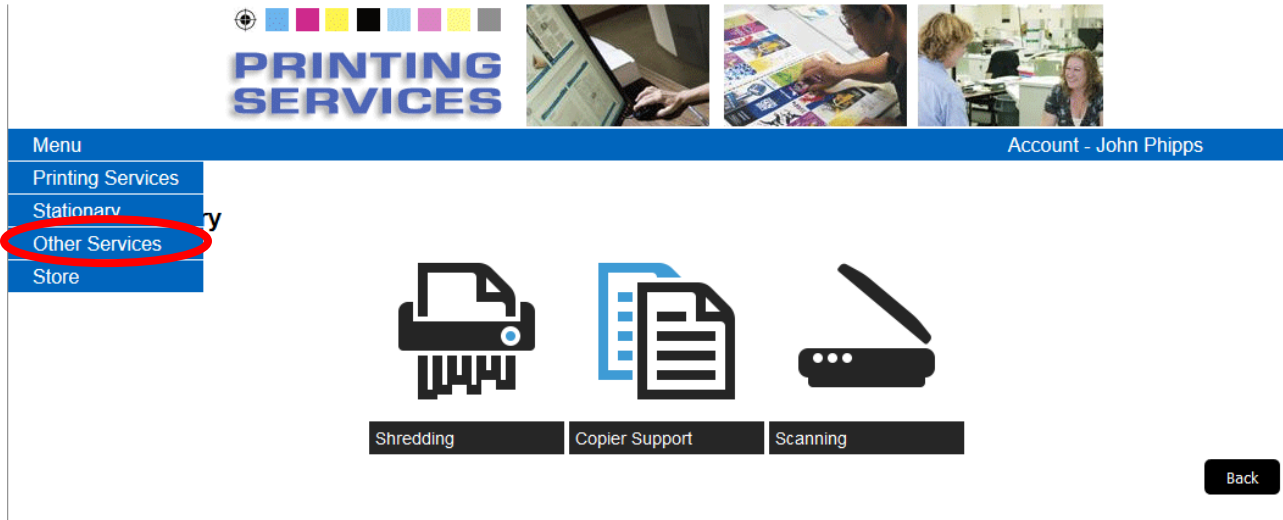
- Letterhead
 - This form is for printed or electronic forms of approved campus letterhead. Printed letterhead requires a minimum of one ream, 500 sheets.
- Envelopes
 - This form is used to order matching letterhead envelopes, business reply envelopes, invitation and note card envelopes. If printing on an envelope, a quantity of one full box is required (250 or 500 depending on type).
- Business Cards
 - This form is used for ordering approved business card templates. Quantities include: 100, 250, 500, 1000. Various templates and options for back printing available. Select in the drop down menus provided.
- Note Cards
 - This form is used for ordering approved note card templates. A minimum order is not required.

NOTE: Please do not use your browser's back button after submitting a job.

5.0 Other Services

Other services requests are located through this tool.

Hover over Menu in the blue bar and select Other Services.



The following service requests are available:

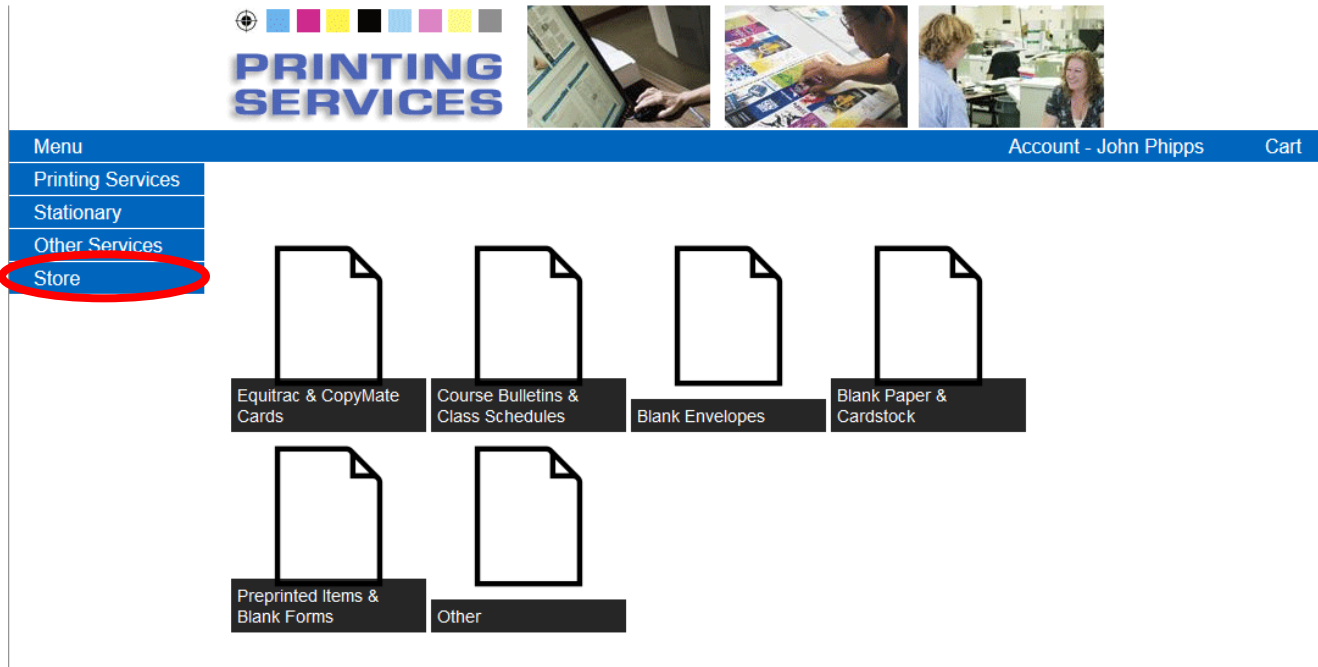
- Shredding
 - Printing Services provides secure shredding service to the campus. Two requests are available
 - Shredding Pick up Request – select container type and quantity (Bin, Console or Box)
 - New Shredding Container Request (Bin or Console)
- Copier Support
 - Service and supplies can be requested for copiers managed by Printing Services or for copiers maintained through the Chargeback Copier Program. No account code required as these are designated by the EQ number assigned to each machine.
 - NOTE: if paper is not a selectable option for your machine please order paper through Campus Stores by e-mailing : rbautist@csusb.edu
- Scanning
 - Printing Services provides scanning services to the campus. Documents are scanned to PDF format and can be emailed or copied to a CD.

NOTE: Please do not use your browser's back button after submitting a job.

6.0 Store

The store is utilized for quick ordering of preprinted materials, blank stock, and copy cards.

Hover over Menu in the blue bar and select Store.



The following categories of items are available:

- Equitrac & CopyMate Cards
 - Copy cards are needed to print from Printing Services' satellite copier fleet.
- Course Bulletins & Class Schedules
 - Bulletins and schedules are available for order in preprinted formats.
- Blank Envelopes
 - Blank envelopes of available sizes are available for purchase per piece.
 - SOTE envelopes are also available in this tab.
- Blank Paper & Cardstock
 - Blank paper and cardstock of available sizes and colors are available for purchase per sheet.
- Preprinted Items & Blank Forms
 - Personnel recruitment folders, change of grade forms, add/drop slips, key cards are a few of the items available in this category.

- Other
 - Metal H-frame stakes can be selected from this category for OFF Campus use only – these are no longer permitted for use on campus grounds .

NOTE: Please do not use your browser’s back button after submitting a job.

7.0 Account Details

Account details include order history.

If a user has multiple accounts, they may switch between accounts using the dropdown box.

- Details, costs, and status of each is job is available.
- Upload new files to an open job is available.

The screenshot shows the 'Account Details' page. At the top, there is a blue navigation bar with a 'Menu' link on the left and a user profile 'John Phipps' on the right. Below the navigation bar, the page title 'Account Details' is displayed, followed by a dropdown menu showing '617 - Printing Services'. To the right of the title, a vertical menu contains 'Account Details', 'Approver Request', and 'Logout'. The main content area is divided into two sections: 'Account Information' and 'Order History'. The 'Account Information' section displays 'Contact name: John Phipps', '3 Digit Code: 617', 'Email: phipps@csusb.edu', and 'Department:'. The 'Order History' section includes a 'Status Filter' dropdown set to 'None', sorting options for 'Descending' and 'Ascending', and a table of orders. The table has columns for Job Name, Category, Order Date, Number, Status, and Cost. A 'View Details' button and an 'Upload New Files For This Job' button are located to the right of the table. Red circles highlight the account name in the dropdown, the 'Account Details' menu item, the 'Account Details' page title, and the entire 'Order History' section.

Job Name:	Category:	Order Date:	Number:	Status:	Cost:
Black & White Printing	Black & White Printing	04/26/2016	00288022	Approved	\$749.65

7.1 Uploading Files

- Files can be added under Account Details to previously submitted jobs. If a new file has been added, please alert Printing Services. Files may be added by selecting the file area or by dragging files into the file area.
- You will not be able to remove files previously submitted, promptly notify us via e-mail - printing@csusb.edu or call 75148 if you have added a new file to prevent costly re-prints.

