



KONICA MINOLTA

Printgroove **POD Serve**

User's Guide



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1 Introduction

1.1 Welcome

Printgroove POD Serve is the web service module of the Printgroove POD application suite--used for submitting and customizing print jobs, performing proof checks, and tracking order status, over the Internet.

This user guide provides operating instructions for using Printgroove POD Serve.

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The actual dialog boxes that appear in the screen may be slightly different from the screen images used in this user guide.

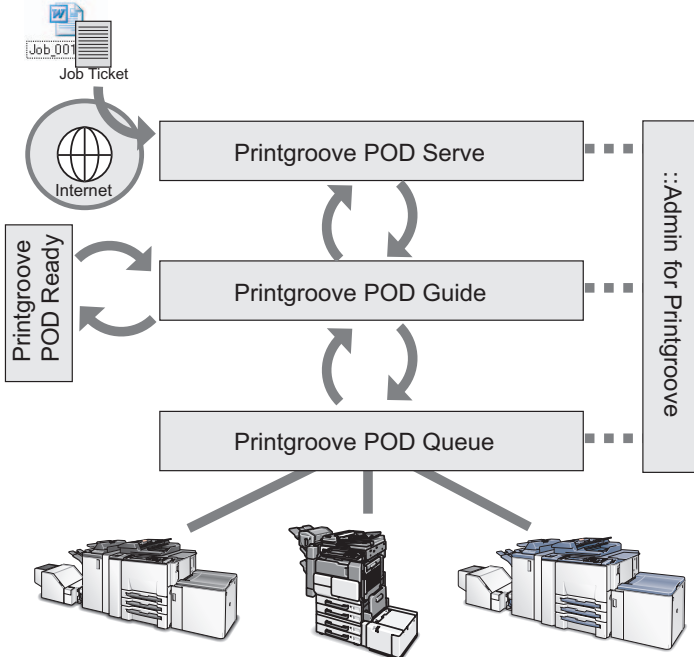
In order to incorporate improvements in the product, the contents of this user guide are subject to change without notice.

1.2 Printgroove Suite Overview

The Printgroove POD Suite is a Digital Workflow Solution that helps CRD/reprographics departments meet the needs of increasingly demanding markets. Printgroove's modular design provides the flexibility to integrate all stages from job submission to fulfilment. Ideal for small to mid-size operations, Printgroove is an affordable solution for all your reproduction and publishing needs.

The Printgroove POD Suite is comprised of four modules.

- Printgroove POD Serve: a web service for print job submission by the external user. It also enables the external user to verify the status of the job in real-time.
- Printgroove POD Guide: a process control tool. It designs the Workflow, monitors job tracking, and also handles customer account management, cost estimates and billing information.
- Printgroove POD Ready: a Make Ready tool. Automatic and manual imposition, page layout and late-stage editing are all supported.
- Printgroove POD Queue: a print management tool. The status and workload of discovered printers are monitored. Incoming, processing and completed jobs are routed and tracked and last-minute job ticket editing is supported.



The Printgroove POD Suite improves the productivity of the entire Workflow and helps prevent print errors caused by users by providing the following functions:

- Printgroove POD Guide receives orders from Printgroove POD Serve through the Web. The customer creates a job ticket which is saved and submitted to the CRD/reprographics department. There the ticket can be reviewed and modified.
- A tracking number is issued and the user can trace the status of a print order using Printgroove POD Serve/Guide.
- Process management is handled in Printgroove POD Guide. POD Guides Workflow functions also enable comprehensive oversight of a job's progress.
- After Printgroove POD Guide sends the job data to Printgroove POD Queue, the Printgroove POD Queue selects the optimum output engine and automatically processes the job.
- Printgroove POD Queue supports the export/import of job tickets, allows the user to change a job ticket, and a simple method of reprinting, all of which improve the productivity of the print job process.

Printgroove POD Queue can function as a stand-alone application or in any combination with the other modules.

In addition to these modules, the Printgroove POD Suite provides the Printgroove POD Driver which enables you to convert native file jobs to JDF/PDF files and then send them directly to the selected Printgroove POD module for processing.



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Note

Printgroove POD Serve is one method used to submit jobs. It is primarily used by customers of your reprographics department to send you jobs.

::Admin for Printgroove is a web utility that enables administration of the Printgroove POD system. For details, please refer to the user's guide of ::Admin for Printgroove.

1.3 Printgroove POD Serve Overview

Printgroove POD Serve is the application installed on the Printgroove POD Server. Printgroove POD Serve is used by the external customer of the printshop via the Internet.

Printgroove POD Serve enables the customer to submit/customize jobs, perform proof checks and track the status of orders, all via the Internet.

The external customer creates a job ticket, specifying the settings, then submits the job to Printgroove POD Guide, where it is reviewed and, as required, modified by the printshop operator. This provides an effective exchange of information between the customer and the printshop, and greatly reduces print errors caused by human input.



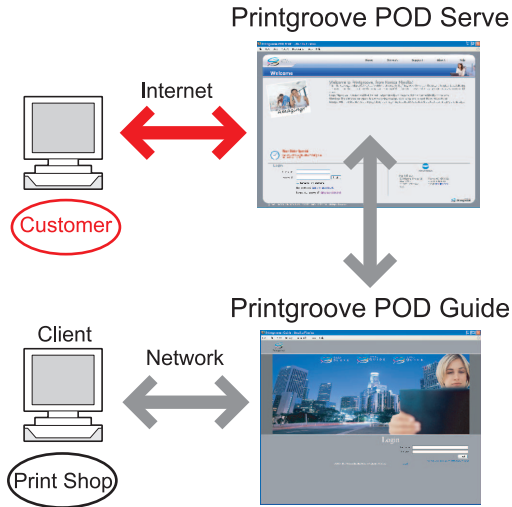
Note

Customers of a printshop are typically other companies. Customers of a CRD are typically other departments with the same company, such as Human Resources, Marketing, Engineering, etc.

An Internal employee can use Printgroove POD Serve on their intranet to place an order. While Printgroove POD Guide has the same functions as Printgroove POD Serve, POD Guide has more administrative functions. For this reason, it is recommended that internal employees use Printgroove POD Guide.

Printgroove POD Serve makes job requests much easier because the customer can:

- Place orders, upload files and review proofs via the web
 - Check order status via the web
 - Send requests to the printshop via e-mail and receive responses back.
- As well, automatic e-mail notification about job processing can be sent back to the external user, these notifications enabled by printshop users.



To place an order using Printgroove POD Serve, use the Place an Order menu. There are two ways to access the menu:

- by submitting a native file using the Printgroove POD Driver
- via the Printgroove POD Serve Home page

To submit a native file to Printgroove POD Serve using the Printgroove POD Driver, you must first install the Printgroove POD Driver. See "Download and Install the Printgroove POD Driver" on page 3-18.

1.4 System Specifications

Printgroove POD Server

Operating System	Hardware minimum specifications
Ubuntu v8.04 (Hardy Heron)	Processor: Pentium 4, 2.8 GHz Memory: 512 MB HDD Capacity: 20GB free space NIC: 10/100/1000 Mbps Other Media: DVD-ROM Drive

RAID Support
RAID5

1.5 System Requirements

Client Computer

Web Browser for Windows
Internet Explorer 6.0, 7.0 or 8.0
Firefox 2.0 or 3.0

Web Browser for Mac
Firefox 2.0 or 3.0



Note
If you open Printgroove POD Serve in a different browser than those noted above, a pop-up message will open and request that you use a supported browser. Click the [OK] button if you wish to try running POD Guide on the non-supported browser. If you select the “Stop executing scripts on this page” checkbox on the pop-up message, JavaScript is disabled and Printgroove POD Guide will not run. The pop-up will appear prior to log in and any time you Refresh the browser.

Plugins
Flash Player 9 or later

Optional Plugins and Applications
Adobe Reader 8 or later

AntiVirus Software

Several application are supported by Ubuntu but ClamAV Antivirus is recommended. Please see: “<https://help.ubuntu.com/community/ClamAV>”.

1.6 Licensing Overview

Support for Printgroove POD Serve features is based on your license agreement. To upgrade, additional licensing is required. Please see your Konica Minolta Sales Representative for details.

Standard and upgrade levels of each feature are noted below:

Printgroove POD Serve Licensing	
Standard	Includes the following as standard: <ul style="list-style-type: none">- 100 External customer user licenses2 users defined as default users - joeuser and sueboss- 5 internal PrintShop user licenses2 users defined as default users - psc and appadmin
Additional	External 100 Users External 200 Users External 1000 Users Internal 10 Users Internal 20 Users Internal 50 Users PFP Package

1.7 Where to Go from Here

To help you quickly locate the information you require, an overview of each chapter follows:

Chapter 2: Default Settings and Screens

This chapter provides information about default users, default groups, default permissions and important screens. This chapter is useful for all users to help you understand the basic terms and functionality of Printgroove POD Serve.

Chapter 3: Preparation for Use

Preparation procedures are required before Printgroove POD Serve can be used to place orders. Those procedures are discussed in this chapter along with basic operations like login and log off, etc.

Chapter 4: Place an Order

This chapter provides complete procedures for placing an order. After reading this, all users will have the basic understanding required to place an order.

Chapter 5: After an Order Is Accepted

After a job is submitted, the printshop operator must review the order. Specifically, if you request an estimate or a proof, the printshop must respond back to you. The procedures the printshop operators must complete and the various responses you can expect back are described in this chapter.

Chapter 6: Administrative Operations

Some administrative operations are necessary in order to setup and use Printgroove POD Serve. These operations include user management and order approval settings. These operations are discussed in this chapter.

Chapter 7: Appendix

A Glossary of Terms is provided in this chapter. This chapter is useful for all users.

2 Default Settings and Screens

To make it easier to start using Printgroove POD Serve, some predefined default settings are included. These settings are generic and typical, so you can start using Printgroove POD Serve immediately. As long as you do not change the default settings, you can test Printgroove POD Serve using these defaults.

This chapter provides information for default Users, default Groups, default Permissions and details about important screens. After reading it, you should understand the basic terminology and functionality of Printgroove POD Serve.

For all users, the following browser-limitations should be noted:

- The [Refresh/Reload], [Back] and [Forward] buttons of the browser used to view Printgroove POD Serve should not be used.
- The Function Key shortcuts (F3, F5, etc.) of the browser used to view Printgroove POD Serve should not be used.

For all users, the following File Name character behavior should be noted:

- When uploading a file to an order, the following characters will be modified: [+], [=], [%] and [] (blank space). Printgroove will replace these characters with an underscore (_).
- For example Chpt+Ind%File.pdf would be changed to Chpt_Ind_File.pdf.

This chapter is useful for all users to understand terms and functions of the Printgroove POD Serve.

2.1 Default Users

To use Printgroove POD Serve, User accounts are necessary.
Default Users are as follows:

User	Password	Description
sueboss	password	Manager User
joeuser	password	Non-Manager User

Printgroove POD Guide’s Application Administrator must enable Printgroove POD Serve’s default Manager User/“sueboss” account before anyone can start using Printgroove POD Serve. If the default accounts are not suitable for your company, you may apply for a new account. See “Apply for an Account” on page 3-3.

If you use the defaults, both the Application Administrator and the customer Manager User, “sueboss,” can create accounts for other customer Users.

If you are a Manager and you use the “sueboss” account, you may either create new accounts, or allow other Users to use the default account “joeuser” to start using Printgroove POD Serve.

2.2 Default Permissions

All Users have permissions to perform certain actions on job orders.

All Users can be assigned multiple permissions.

Customers have the following permissions:

Permissions	Description
Place Order	Allows User to place job orders.
View All Orders	Allows User to view all orders of the group to which the User belongs.
View Statistics	The statistical information of the jobs is allowed to be checked. The setting of this permission is made by the application administrator of the Printgroove POD Guide.
User Management - Create Users	Gives the Manager the ability to create and add new Users to a group.
User Management - Edit Users	Gives the Manager the ability to edit other Users in a group.
User Management - Delete Users	Gives the Manager the ability to delete Users in a group.
User Management - Approve New Accounts	Gives the Manager the ability to approve new Users in a group.
Jobs - Give Approval	Allows the user to approve orders submitted by other Users
Jobs - Jobs require approval from {select a User}	Specifies that the User must get approval from another user to submit jobs. The approval USER is specified via a drop-down menu.

Permissions of Default Users

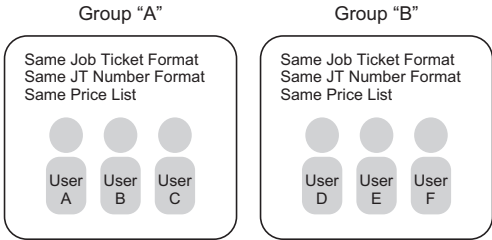
Default Permissions of the default Users are as follows:

Permissions	sueboss	joeuser
Place Order	ON	ON
View All Orders	ON	-
View Statistics	-	-
User Management - Create Users	ON	-
User Management - Edit Users	ON	-
User Management - Delete Users	ON	-
User Management - Approve New Accounts	ON	-
Jobs - Give Approval	ON	-
Jobs - Jobs Require Approval from {select a User}	-	ON from "sueboss"

2.3 Default Groups

All Users belong to a Group. A Group is a collection of users that use the same Job Ticket, the same Job Ticket Number Format, and the same Price List.

Groups are defined by the Application Administrator or Users who have permission to create Groups on Printgroove POD Guide.



Default Groups are as follows:

Group Name	Description
HR	Customer User Group. "sueboss" and "joeuser" belong to this Group.

Instead of creating a new group, the Application Administrator may allow the use of the default group "HR," for which the default Job Ticket Format and Job Ticket Number Format are predefined.

2.4 Job Ticket Format, Job Ticket Number Format and Price List for the Default Group

Job Ticket Format is the form that users fill out to place an order. There are two basic types of Job Ticket Formats: Standard Order and Quick Order.

The Standard Order contains all the available job ticket settings.

Quick Orders provide the user with real time price quotes for a job but the job tickets have limited settings.

Job Ticket Number format is the combinations of letters, sequence numbers or date, the order was placed, all these values used to identify the Job Ticket.

A Price List contains all the costing values for all supported job ticket settings as well as all Delivery, Internal Service and Special Pricing costs. The Application Administrator assigns the values to a Price List in Printgroove POD Guide. A single price list is assigned to a group. every job processed by that group will be costed based on the values set in the Price List.

The Application Administrator may designate different Job Ticket Formats, Job Ticket Number format options and Price Lists to different groups based on their needs.

Predefined settings of Job Ticket Format and Job Ticket Number format for the default group, “HR,” are as follows:

Setting	Description
Job Ticket Format	“Default Order-All”. Enables User to fill out the all settings available on the Printgroove POD Guide.
Job Ticket Numbering Scheme	KM_%system-counter%



Note

See, “Placing an Order” on page 4-6, for more information.

The Printshop must create at least one Price List before jobs can be created.

2.5 Screens

You can place orders or view orders from specific Printgroove POD Serve screens.

This section provides the outline of screens helps you to understand the functions of the Printgroove POD Serve.

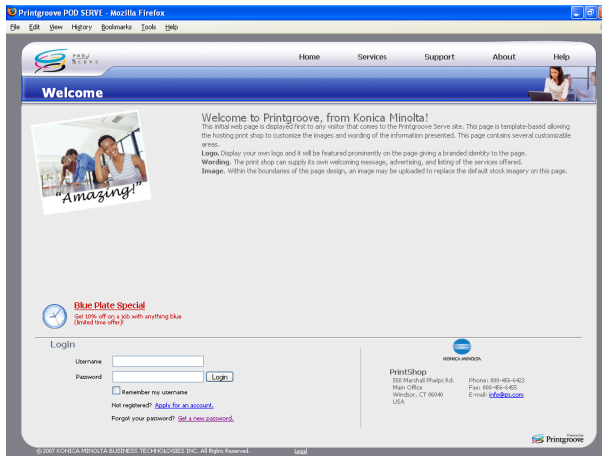


Note

For details about each screen see, “Operations for Placing an Order” on page 4-1 and “Operations after Acceptance” on page 5-1.

2.5.1 Welcome Screen

When you launch Printgroove POD Serve, the Welcome screen appears. You can login to Printgroove POD Serve from this screen.



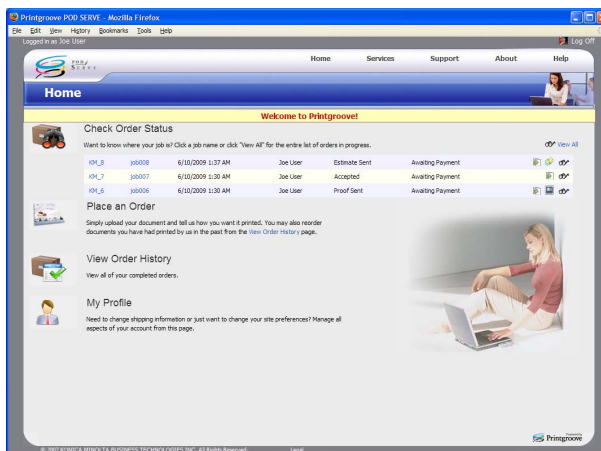
From the Welcome screen, you can access several areas including Services, Support, About and Help. All these options are available to you at all times, both before and after logging in, via the quick links at the top of the screen.

- **Services:** Click on [Services] to bring up a message about the services offered by the printshop.
- **Support:** Click on [Support] to bring up contact information for a variety of support options. This contact information is entered by the Application Administrator. Click on any of the e-mail links (these are blue and underlined) to bring up your default email tool. Your e-mail will be addressed to the Support Contact. Just fill in the message and send.
- **About:** Click on [About] to bring up basic developer and version information for Printgroove POD.

- Help: Click on [Help] to bring up the context-sensitive Help files as well as a link to this document.

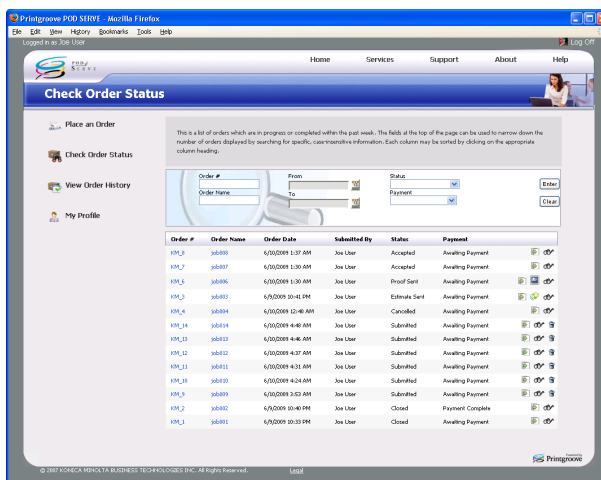
2.5.2 Home Page

When you login to Printgroove POD Serve, your Home page opens. The menus on your home page allow you to access all of the functions in Printgroove POD Serve to which you have been given permission.



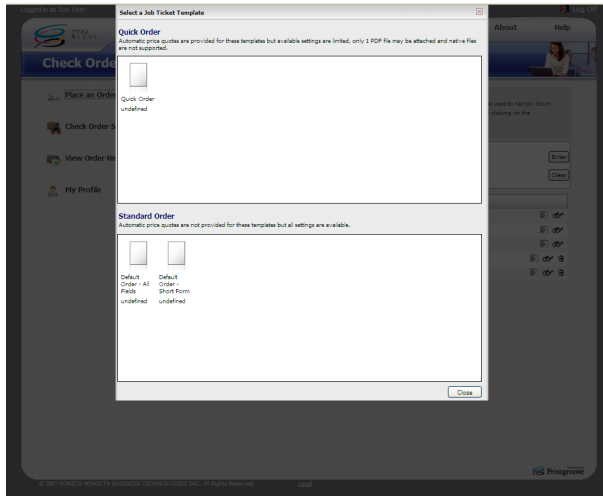
2.5.3 Check Order Status Screen

When you click [Check Order Status] on your Home page, the [Check Order Status] screen opens. This screen lists your active jobs.

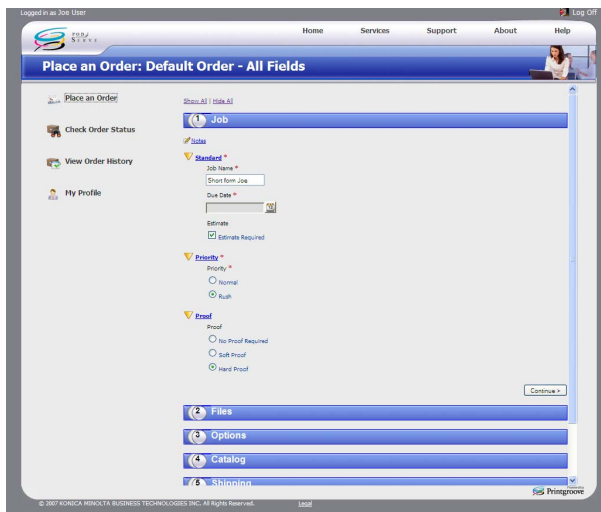


2.5.4 Place an Order Screen

When you click [Place an Order] on your Home page, the [Select a Job Ticket Template] screen opens:



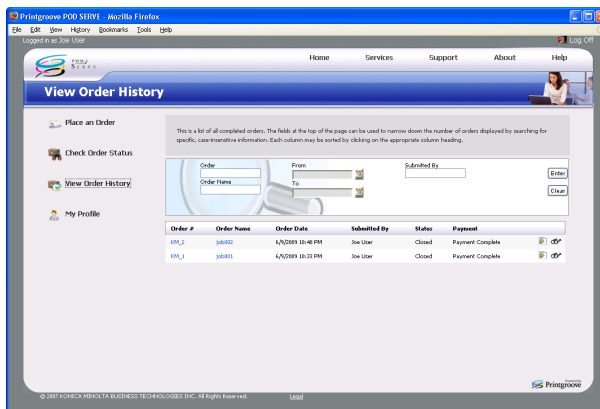
Select either the Quick Order or Standard Order option by clicking on an icon. The [Place an Order] screen opens. (The contents of this screen will vary based upon the type of Job Ticket Template you selected.) The name of the selected template will appear in the header row. You can place an order on this screen.



2.5.5 View Order History Screen

When you click [View Order History] on your Home page, the [View Order History] screen opens. Here you can view all of your completed orders. However, once a job has been closed and archived, it cannot be accessed via Printgroove POD Serve and will not appear on this page.

If you have a user account that has [View Statistics] permission, a [Statistics] link will appear in the upper-left corner of the [View Order History] screen.



2.5.6 My Profile Screen

When you click [My Profile] on your home page, the [My Profile] screen opens. You can edit your Profile Data.

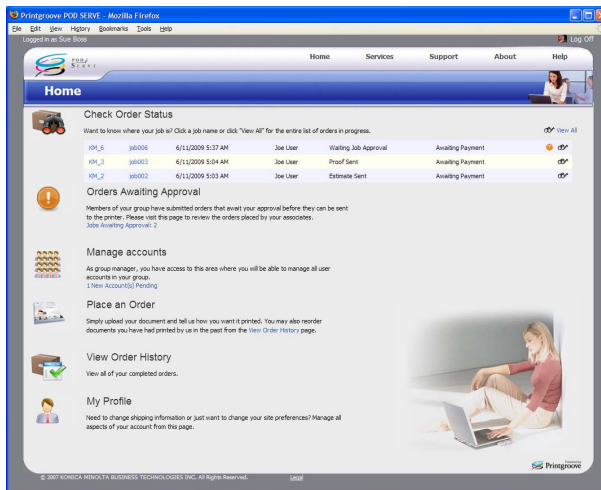


2.5.7 Management Screens

Certain permissions are given to a Department Manager, so they can manage the print order needs of the department.

If logged in at the Manager User-level, two additional menus appear on the Home page.

- Orders Awaiting Approval: A list of jobs requiring the manager's review and approval.
- Manage accounts: a place where the manager can Manage User accounts within their Group.

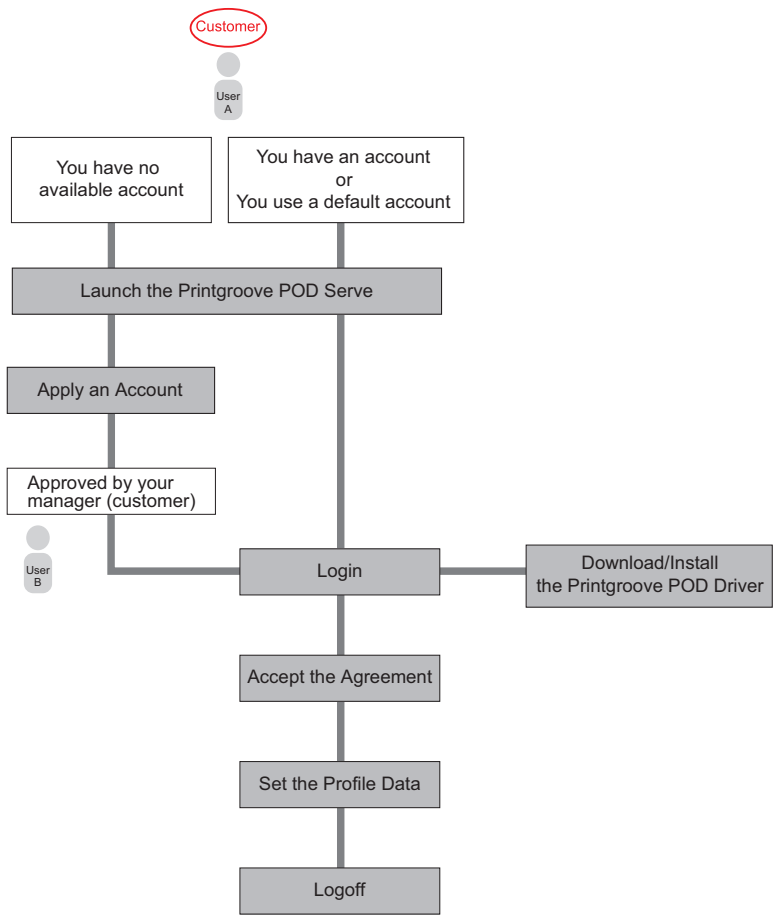


3 Preparation for Use

Once Printgroove POD Server is live, Printgroove POD Serve can be launched.

The procedures described to this chapter prepare Printgroove POD Serve so that it can be used by customers. You must complete the following procedures:

- Apply for an Account
- Login and accept license
- Set the Profile Data
- Logoff
- Download and Install the Printgroove POD Driver



To use the Printgroove POD Serve, you must have a User account.

If you do not have an account, you may apply for one as described on the next page.

When you have your account, you can login to Printgroove POD Serve.

3.1 Apply for an Account

If you do not have an account, ask your Manager, to create your account.

—Or—

Follow the steps below.



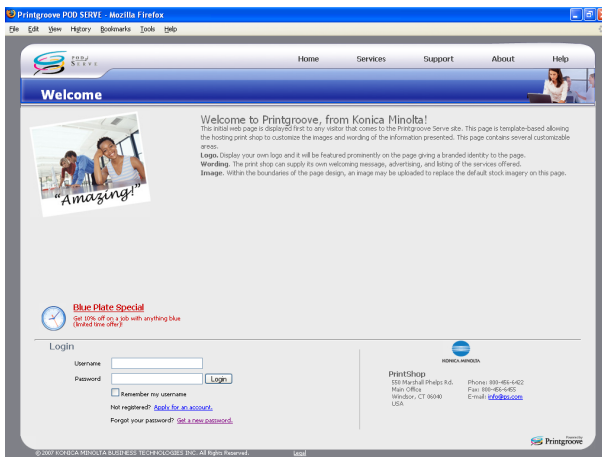
Note

Predefined default accounts are already defined. See “Default Users” on page 2-2.

To apply for an account:

- 1 Start the Web browser.
- 2 In the Address bar, enter the IP address of Printgroove server/serve/, and press Enter.

For example, if the IP address for Printgroove server is 192.168.1.20, enter, “http://192.168.1.20/serve/”. The [Welcome] screen appears.



3 Click Apply for an account.

4 Enter your Username (either create one or use the name given to you by your administrator or manager).

5 Enter and confirm your password. The password has the following limitations:

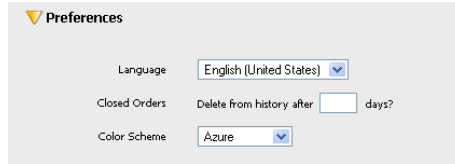
- The password must be a minimum of 7 characters
- Numbers and symbols are allowed
- The value is case-sensitive
- Spaces are not allowed

6 Supply a Secret Question and Answer. These are used for security when you lose your password.

7 In [Group Name], enter the name of your Group.

- a If you do not know the name of your Group, click the [If you don't know the name of your group click here] link. The value [No Group] is automatically added to the field. When the new account is reviewed for approval, the administrative user can enter the proper value.

8 Select a language.



Preferences

Language: English (United States) ▼

Closed Orders: Delete from history after days?

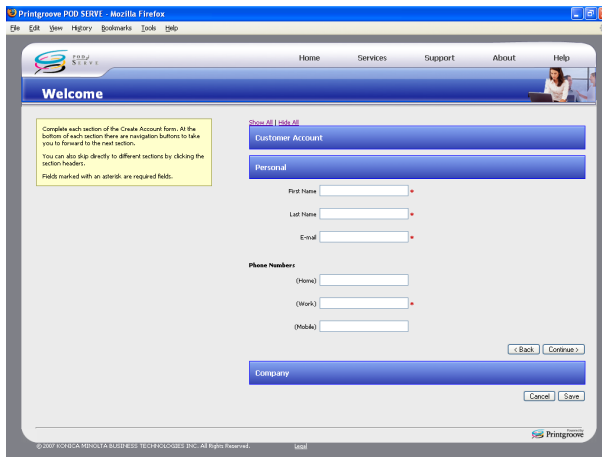
Color Scheme: Azure ▼

9 Enter the number of days to retain orders in Closed Orders.

10 Select a Color Scheme.

11 Click Continue.

12 Enter your First Name, Last Name, E-mail and Work phone number. Home and Mobile phone numbers are optional.



Printgroove POD Serve - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Services Support About Help

Welcome

Complete each section of the Create Account form. At the bottom of each section there are navigation buttons to take you to (or away from) the next screen. You can also skip directly to different sections by clicking the section headers. Fields marked with an asterisk are required fields.

[Show All](#) [Hide All](#)

Customer Account

Personal

First Name

Last Name

E-mail

Phone Numbers

(Home)

(Work)

(Mobile)

Company

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Printgroove

13 Click [Continue].

- 14** The Company section is optional. You can enter information at any time.

The screenshot shows a web browser window titled "Printgroove POD SERVE - Mozilla Firefox". The page has a navigation bar with links: Home, Services, Support, About, Help. Below the navigation bar is a "Welcome" message. To the right of the welcome message is a "Customer Account" section with two tabs: "Personal" and "Company". The "Company" tab is selected, showing a form with the following fields: Company Name, Department, Code, Address 1, Address 2, City, State, Zip Code, and Country. At the bottom right of the form are buttons for "Cancel", "Save", and "Back".

- 15** When you have finished filling out the required account information, click [Save] to submit your request. If all required field are filled out properly, your account request is successfully sent.

The screenshot shows the same web browser window as before, but now it displays a success message. A green banner at the top of the main content area says "New account has been successfully created." Below this, a message states: "Your account request has been successfully sent. We will review the account request and respond by e-mail when your account is approved and active. If you have any questions, please contact us." To the left of this message is a 3D graphic of a Rubik's cube. The "Save" button from the previous screen is still visible at the bottom right.

- 16** Close the Browser.
- If you are joining an existing Group, you will be notified via e-mail when your new account is ready to be used and you can login.
 - If you are adding a new Group, the Application Administrator will need to approve the new account. You will be notified via e-mail when your new account is ready to be used and you can login.



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Note

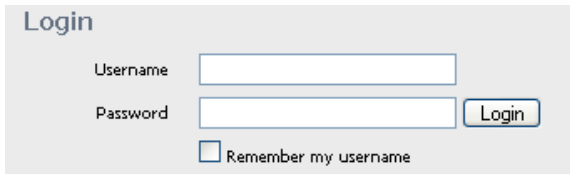
Click [Get a new password.] on the [Welcome] screen to change your password.

3.2 Login

Once you have an account, you can login to Printgroove POD Serve.

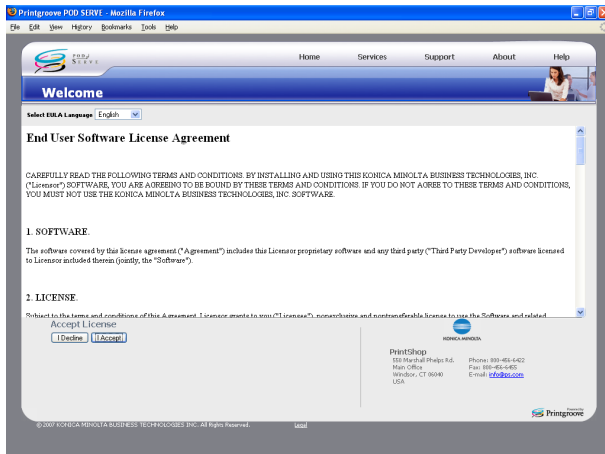
To login:

- 1 Start your Web browser.
- 2 Enter the IP address of the Printgroove server, and press Enter.
 - For example, if the IP address for Printgroove server is 192.168.1.20, enter “http://192.168.1.20/serve/”. The Welcome screen appears.
- 3 Type your Username and password in the corresponding fields located at the bottom-left of the Welcome screen. See Step 5 of “To apply for an account:”.

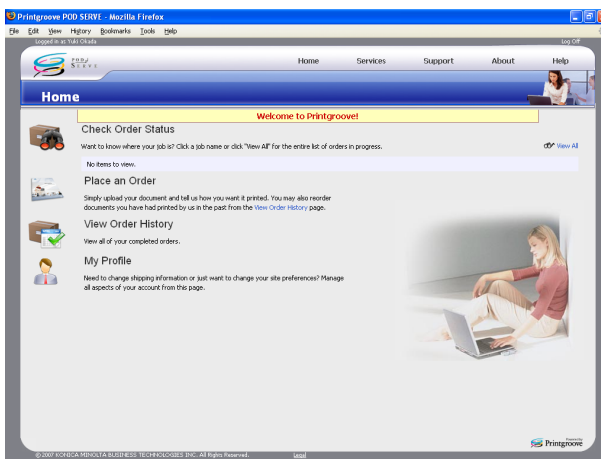


The screenshot shows a login form titled "Login". It contains two input fields: "Username" and "Password". To the right of the "Password" field is a "Login" button. Below the "Password" field is a checkbox labeled "Remember my username".

- 4 Click Login. The License Agreement appears.



- 5 Read the License Agreement and click I accept. The [Home] screen opens.



- The look of the Home page will vary slightly depending on the user-level of the user.



Note

If you want the login screen to remember your username so that it will be preloaded every time you arrive at the screen, click on the [Remember my username] checkbox prior to logging in.

3.3 Set the Profile Data

Your profile data is your contact, shipping, billing, and payment information.

You can edit your profile data any time.

There are six sections of Profile Data:

- Account
- Preference
- Personal
- Company
- Shipping
- Billing

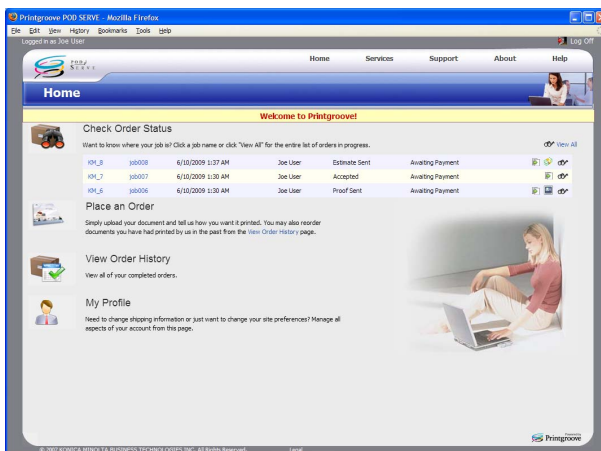
The first four of these are part of the account application process and may already be completed. Shipping and Billing information are not completed, except those edited by your Manager.

At least one Shipping address is required to submit jobs.

Only one Billing Method is required to submit jobs.

To set the Profile Data:

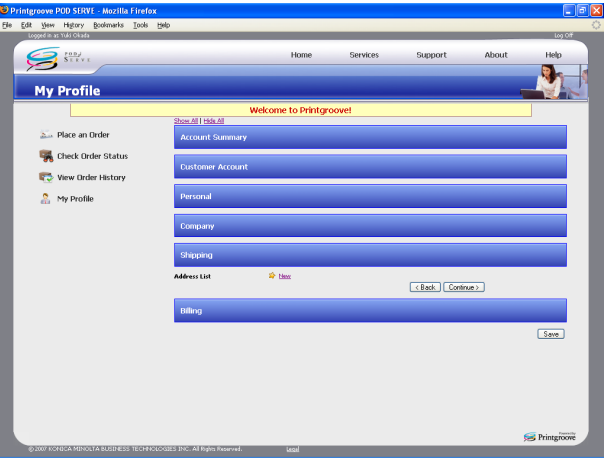
- 1 Click [My Profile] located at the bottom of your Home page.



2 Click [Shipping (default)]-[Edit].



3 Click [New].



4 Enter [Profile Name].

- To use this Shipping Address as a default, check Set as default.

5 Enter the required information. Click [Save Shipping Address]. If all required field are filled correctly, the Shipping Address is successfully saved.

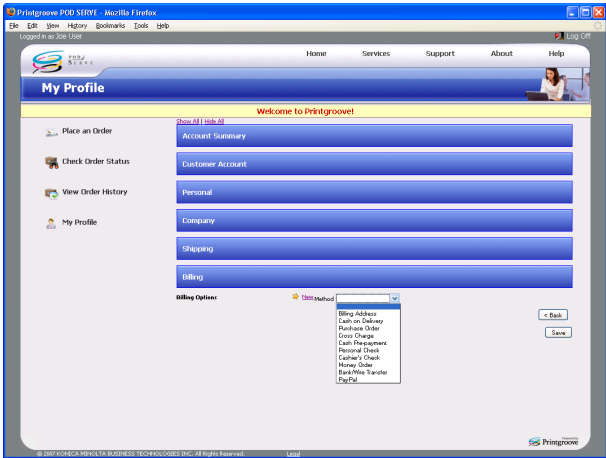
- To edit the created Shipping Address, see “To edit the Shipping Address:” on page 3-15.
- To delete the created Shipping Address, see “To delete the Shipping Address:” on page 3-15.

6 Click [Billing].

7 Click [New].



8 From the [Method] pull-down, select a billing method.



- 9 The fields that appear are based on the Method selected. Enter the required information. Fields with a red asterisk are mandatory.

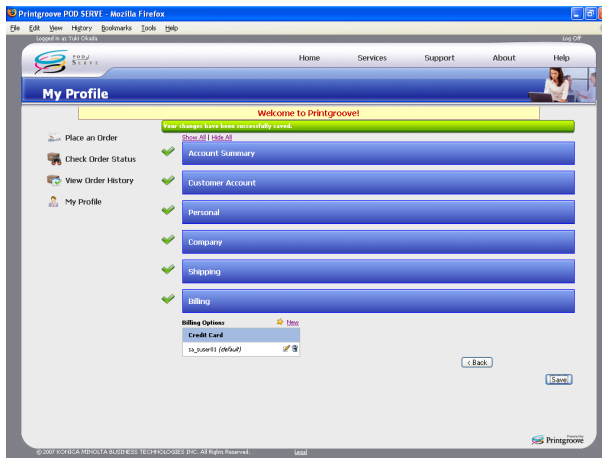
The screenshot shows the 'My Profile' page in the Printgroove POD Serve application. The left sidebar contains links: Place an Order, Check Order Status, View Order History, and My Profile. The main content area has a 'Welcome to Printgroove!' message. Below this is a list of profile sections: Account Summary, Customer Account, Personal, Company, Shipping, and Billing. The 'Billing' section is expanded, showing 'Billing Options' with a dropdown menu set to 'Cash Pre-payment'. Below the dropdown, there is a 'Profile Name' field with a red asterisk, a 'Set as default' checkbox, and a 'Save Billing Option' button. At the bottom right of the form are 'Back' and 'Save' buttons.

- 10 Click [Save Billing Option]. If all required field are filled correctly, the Billing Method is successfully saved.

This screenshot shows the same 'My Profile' page after the billing option has been saved. The 'Billing' section in the main content area is now highlighted with a green background. The 'Billing Options' dropdown menu is expanded, showing 'Cash Pre-payment' as the selected method, with a 'Use' button next to it. The 'Profile Name' field remains empty. The 'Back' and 'Save' buttons are still present at the bottom right.

- To edit the created Billing method, see “To edit the Billing method:” on page 3-16.
- To delete the created Billing method, see “To delete the Billing method:” on page 3-16.

- 11 Click [Save]. If all required field are filled, your Profile Data is successfully saved.



To edit the Shipping Address:

- 1 From Address List, click the Edit icon to the right of the Shipping Address.



- 2 Edit the fields.
- 3 Click Save Shipping Address.

To delete the Shipping Address:

- 1 From Address List, click the Delete icon to the right of the Shipping Address.



- 2 Click [OK].

To edit the Billing method:

- 1 From Billing Options, click the Edit icon to the right of the Billing method.



- 2 Edit the fields.
- 3 Click Save Billing Option.

To delete the Billing method:

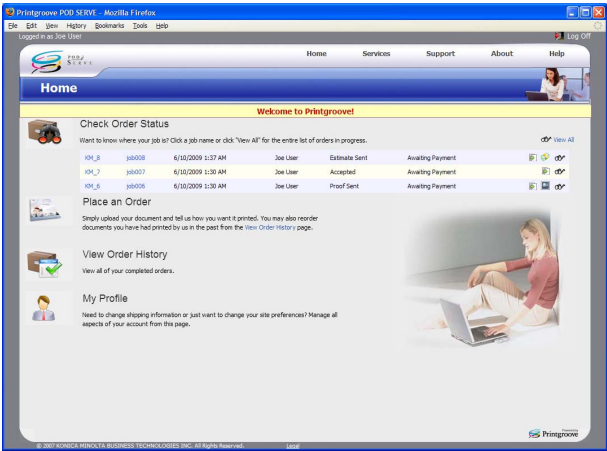
- 1 From Billing Options, click the Delete icon to the right of the Billing method.



- 2 Click [OK].

3.4 Logoff

To logoff, click Logoff at the top-right of your Home page.



...

Note

Printgroove POD Serve will automatically log you off if too much time passes since your last operation. The amount of time is determined by your application administrator.

3.5 Download and Install the Printgroove POD Driver

If you install the Printgroove POD Driver on your PC, you can launch Printgroove POD Serve directly when you use an application to create or revise a native file.

The latest Printgroove POD Driver can be downloaded via your Home page.

Though instructions for installing the Printgroove POD Driver on a Windows or a Mac system are nearly identical, minor changes exist. The following instructions provide screen captures for both installs. When instructions differ, all differences are noted.

3.5.1 Setting the Proxy Bypass for Firefox

If you are using Firefox as your browser and a proxy server is in use, you must enter an exception in order to ensure communication between the Printgroove POD Driver and the Printgroove POD server.

- 1** Launch Firefox.
- 2** From the main menu select Tools --> Options. The Options screen opens.
- 3** Select the [Advanced] icon then click the [Network] tab.
- 4** In the [Connection] section click the [Settings...] button. The Connection Settings screen opens.
- 5** In the [No Proxy for] text box, enter the IP Address of the Printgroove POD Server.
- 6** Click [OK].
- 7** The Options screen remains open. Click [OK] to close it.

3.5.2 Setting the Default Value for .txt-type Files (Windows only)

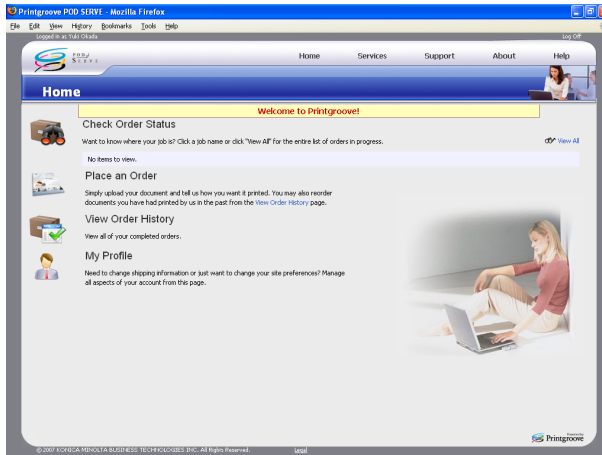
Before submitting a .txt-type file to the Printgroove POD Driver, you must first make sure the default program for opening .txt-type files is Notepad.

- 1** Locate the txt-type file you want to submit.
- 2** Right-click on the file and select Open With --> Choose Program.
- 3** On the pop-up screen that opens, select the [Select the program from a list] radio button then click [OK]. The Open With screen opens.
- 4** Locate Notepad in the [Programs] list and select it.
- 5** Select the [Always use the selected program to open this kind of file] check box.
- 6** Click [OK].

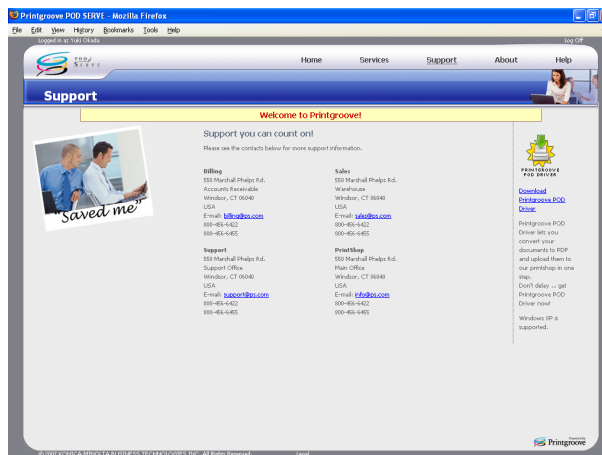
3.5.3 Installing on Windows/Mac

To install the Printgroove POD Driver:

- 1 Click Support at the top of your home page.

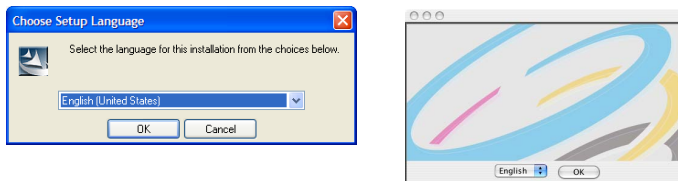


- 2 Click [Download Printgroove POD Driver] at the top of the [Support] screen.

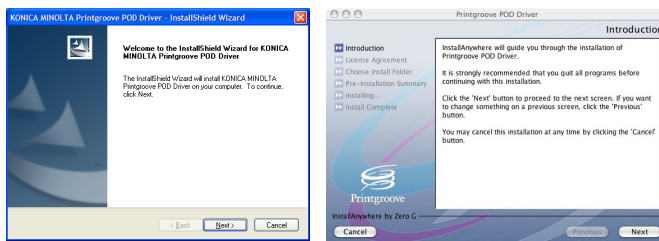


- 3 When the [File Download] dialog appears, click [Save].
- 4 Specify the location to save and click [Save].

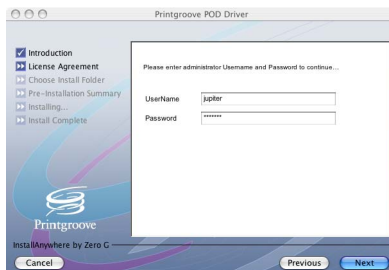
- 5 Locate the file you saved in Step 4. Its default name is “printgroove-driver-setup.exe”. Double-click the file to start the installation. The [Choose Setup Language] screen opens.



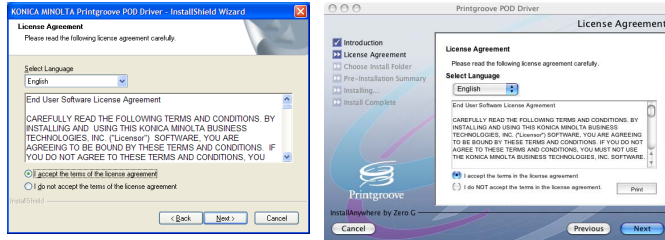
- 6 Select the Setup Language from the drop-down menu then click the [OK] button.
- 7 InstallShield (Windows) or InstallAnywhere (Mac) Wizard is launched. A progress bar tracks the process. When complete, the [Welcome] (Windows)/[Introduction] (Mac) screen opens:



- 8 Click the [Next] button.
- If you are installing the Printgroove POD Driver on a Windows system, skip ahead to Step 10.
- 9 For Mac Installs Only: The Administrator Authentication screen opens. Enter the UserName and Password of any user who has admin-level rights then click [Next]. If an incorrect value is entered in either field, a pop-up error message will open.



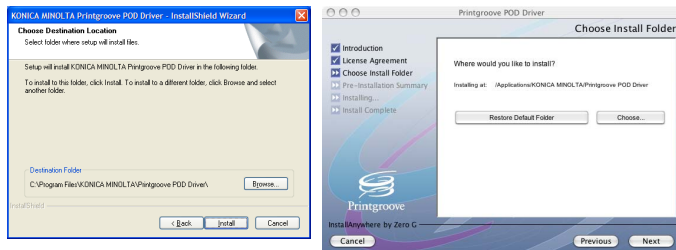
10 The [License Agreement] screen opens:



11 There are two radio buttons:

- I accept the terms of the license agreement
- I do not accept the terms of the license agreement
- Read through the License Agreement and then select one of the radio buttons. If you select the first radio button, continue to Step 12. If you select the second radio button, the installation is cancelled.

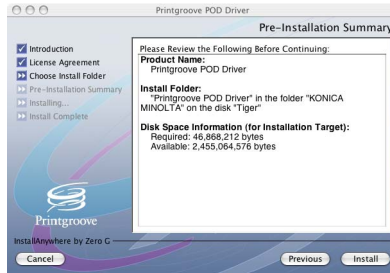
12 Click the [Next] button. The [Choose Destination Location] (Windows)/[Choose Install Folder] (Mac) screen opens:



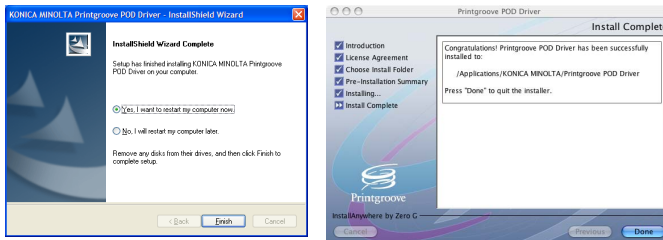
- The default destination is:
- (Win) C:\Program Files\KONICA MINOLTA\Printgroove POD Driver\
- (Mac) \Applications\KONICA MINOLTA\Printgroove POD Driver\

13 If you want to specify a different destination, click the [Browse] button (for Windows) or the [Choose...] button (for Mac). The [Choose Folder] screen opens. Navigate to the desired folder, select it and click the [OK] button. The [Choose Folder] screen closes and the selected destination appears in the [Destination Folder] field of the [Choose Destination Location] screen.

- 14** For Mac installs only. Click the [Next] button. The [Pre-Installation Summary] screen opens. If all the information is correct, click the [Install] button to begin the install. A progress bar tracks the process.



- 15** For Windows installs only. Click the [Install] button to begin the install. A progress bar tracks the process.
- 16** When the installation process completes, the [InstallShield Wizard Complete] (Windows/[Install Complete] (Mac) screen opens:

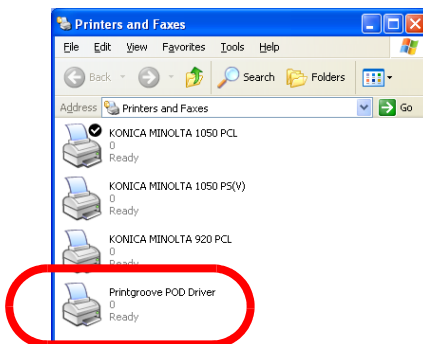


- 17** For Windows installs only. A restart is required to complete the installation. By default the [Yes, I want to restart my computer now] radio button is selected. Remove any disks from their drives, close any open applications and then click [Finish] to complete the install. If you prefer to restart later, select the [No, I will restart my computer later] radio button. The driver is not available for use until after the restart.
- 18** For Mac installs only. Click the [Done] button. The screen closes and the install is complete.

3.5.4 Verifying the Installation (Windows)

To verify the installation, follow this procedure:

- 1 Open the [Printers and Faxes] window or [Printers] window.
 - For WindowsXP, select [Start] --> [Printers and Faxes].
 - For Windows Vista, select [Start] --> [Control Panel], and then select [Printers] from [Hardware and Sound].
 - For Windows 2000, select [Start] --> [Settings] --> [Printers].



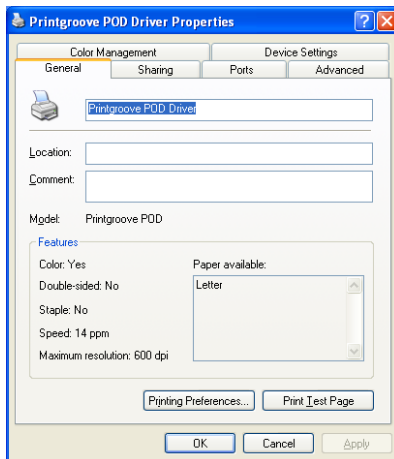
- 2 A [Printgroove POD Driver] icon should appear in the list. This Printgroove POD Driver is used when submitting jobs to any of the Printgroove POD modules. For details about the job submission process, please see “Placing an Order from Another Application” on page 4-6.

Any document printed using the Printgroove POD Driver will be printed at the Printgroove POD Port. This is a virtual port, a place where data is converted and held until it is sent to a Printgroove POD module.

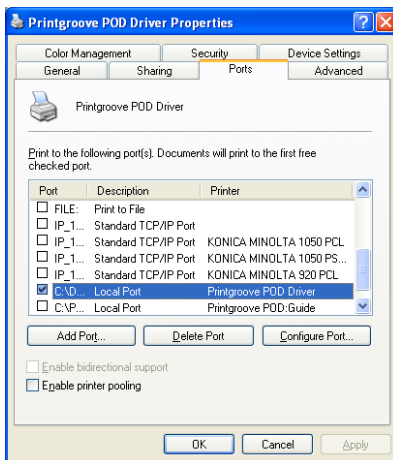
After the driver is installed, you can view the port by following this procedure:

- 1 Open the [Printers and Faxes] window or [Printers] window.
 - For WindowsXP, select [Start] --> [Printers and Faxes].
 - For Windows Vista, select [Start] --> [Control Panel], and then select [Printers] from [Hardware and Sound].
 - For Windows 2000, select [Start] --> [Settings] --> [Printers].
- 2 Right-click on the [Printgroove POD Driver] icon.

- 3 Select [Properties] from the drop-down menu. The [Printgroove POD Driver Properties] screen opens. By default, the [General] tab is open:



- 4 Click the [Ports] tab to open the [Ports] screen:



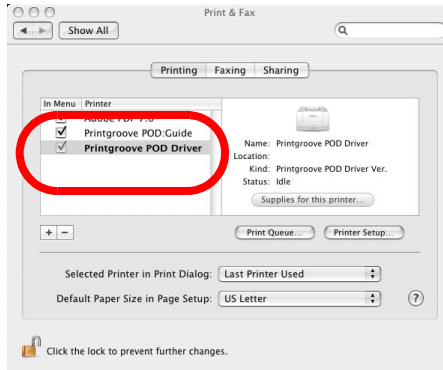
- The **Port** checkbox that corresponds to the Printgroove POD Print-er is selected.
- Note: The Printer Properties may be set and modified to meet the needs of your print shop. All available setting options are active. Please check your Microsoft Windows OS documentation for de-tails about setting these options.

- 5 Close the screen. You may now use the Printgroove POD Driver.

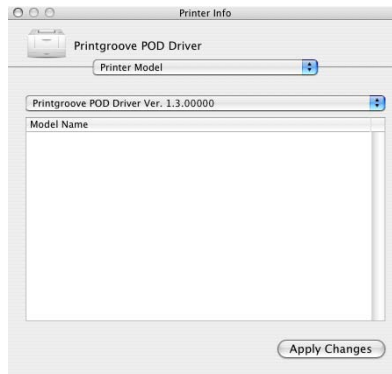
3.5.5 Verifying the Installation (Mac)

To verify the installation, follow this procedure:

- 1 Select [System Preferences] --> [Hardware] --> [Print & Fax]. The [Print & Fax] folder opens:



- 2 [Printgroove POD Driver] should appear in the left-side menu. Select the driver then click the [Printer Setup...] button. The Printer Info screen opens.



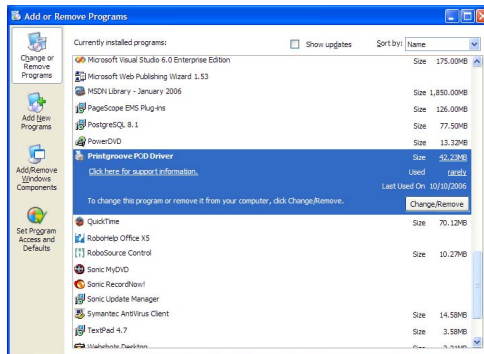
- 3 Select [Printer Model] from the drop-down menu located at the top of the screen. The version information about Printgroove POD Driver is displayed.
- 4 Close the screen. You may now use the Printgroove POD Driver.

3.5.6 Uninstalling the Printgroove POD Driver (Windows)

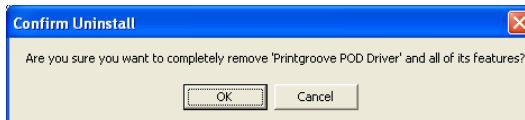
To uninstall the driver, follow this procedure:

To uninstall the Printgroove POD Driver:

- 1 Select [Start] --> [Control Panel]. The [Control Panel] folder opens. (For Windows 2000, select [Start] --> [Settings] --> [Control Panel].)
- 2 Double-click the [Add or Remove Programs] icon to open the utility. Once the screen is populated, locate and select the [Printgroove POD Driver] icon:

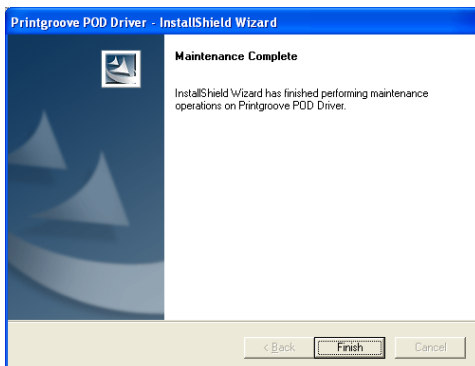


- 3 Click the [Change/Remove] button. InstallShield Wizard is launched. A pop-screen confirms your uninstall request:



- 4 If you want to continue with the uninstall, click the [OK] button. If you want to stop the uninstall process, click the [Cancel] button.

- 5 If you click the [OK] button, InstallShield Wizard deletes the driver application components. When the uninstall is complete, the [Maintenance Complete] screen opens:

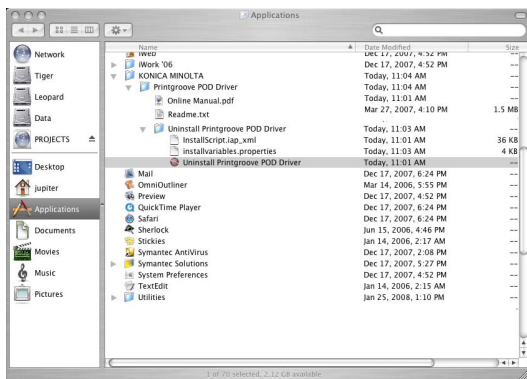


- 6 Click the [Finish] button to close the screen. The Printgroove POD Driver is now removed.

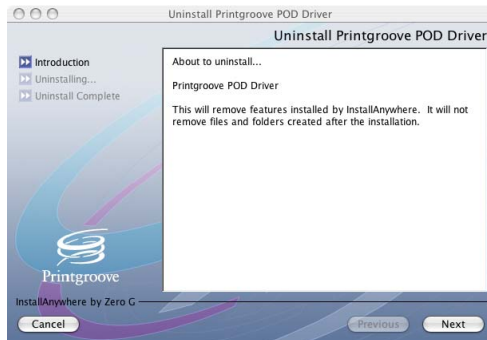
3.5.7 Uninstalling the Printgroove POD Driver (Mac)

To uninstall the driver, follow this procedure:

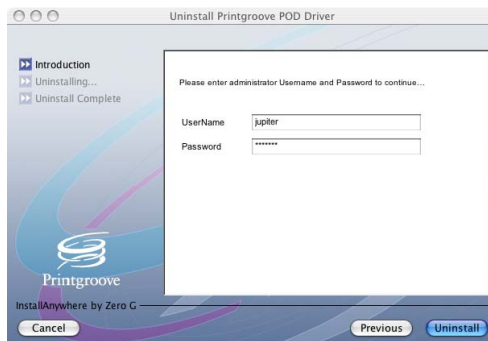
- 1 Select [Applications] --> [Konica Minolta] --> [Printgroove POD Driver] and, if required, --> [Uninstall Printgroove POD Driver].



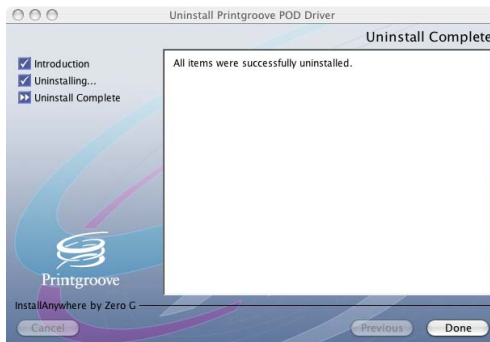
- 2 Click the [Uninstall Printgroove POD Driver] icon. The InstallAnywhere Wizard is launched. A pop-screen confirms your uninstall request:



- 3 If you want to continue with the uninstall, click the [Next] button. If you want to stop the uninstall process, click the [Cancel] button.
- 4 The Administrator Authentication screen opens. Enter the User Name and Password of any user that has admin-level rights then click [Uninstall]. If an incorrect value is entered in either field, a pop-up error message will open.



- 5 If you click the [Uninstall] button, InstallShield Wizard deletes the driver application components. When the uninstall is complete, the [Uninstall Complete] screen opens:



- 6 Click the [Done] button to close the screen. The Printgroove POD Driver is now removed.

4 Operations for Placing an Order

The Printgroove POD Serve enables customers to place, modify or delete orders over the Internet. There are two types of orders that may be placed: Quick Order and Standard Order.

Print orders are placed by completing and submitting Job Tickets.

A Standard Order contains all available job ticket settings. The job must be submitted to the printshop in order for pricing to be completed.

The default Standard Order Job Ticket contains the following information:

Section	Category	Items	Description
Job	Standard	Job Name	enter in text box
		Due Date	select from calendar
		Estimate	mark check box
	Priority	Priority	select a radio button
	Proof	Proof	select a radio button
Files	Submission	File Upload	select file(s) on dialog box
		Delete Files	mark check box
		Delivery	mark check box

Section	Category	Items	Description
Options	Copies	Copies	enter in test box
	Color	Print Color	select a radio button
	Color Quality	High Chroma	mark check box
	Media	Media Type	select a radio button
		Media Type De-tails	select from drop down menu
		Grade	select from drop down menu
		Coating	select from drop down menu
	Layout	Orientation	select from drop down menu
		Size Policy	select from drop down menu
		Combination	select from drop down menu
	Paper	Size	select from drop down menu
		Weight	select from drop down menu
		Color	select from drop down menu
		Use Perforated Paper	select from drop down menu
		Paper Name	enter in text box
	Sides	Sides	select from drop down menu
	Collation	Collation	mark check box
	Punching	Punching Edge	select from drop down menu
		Punching Number	select from drop down menu
	Folding	Folding	select from drop down menu
	Front Cover	Page	select from drop down menu
		Weight	select from drop down menu
		Color	select from drop down menu
		Grade	select from drop down menu
		Coating	select from drop down menu
	Back Cover	Page	select from drop down menu
		Weight	select from drop down menu
		Color	select from drop down menu
		Grade	select from drop down menu
		Coating	select from drop down menu
	Binding	Type	select from drop down menu
		Location	select from drop down menu
		Binding Color	select from drop down menu
	Offset	Offset	select from drop down menu

Section	Category	Items	Description
Catalog	Paper	Letter White 20lb	enter in test box
		Legal White 20lb	enter in test box
	Pencils	Pencils	enter in test box
Shipping	Address Book		drag and drop the selected shipping address
	Ship to		select option of the selected shipping address
Billing	Billing Method		select a billing method

Printshops accept the Standard Order on Printgroove POD Guide.

After acceptance, your Standard Order is processed by your Printshop. Shipping (as required) and Billing are completed as part of the processing phase of the job.

A Quick Order contains limited job ticket settings. However, a real-time price quote is provided on-screen when you place a Quick Order. The job is then submitted to the printshop and they immediately begin processing the job.

The default Quick Order Job Ticket contains the following information:

Section	Category	Items	Description
Job	Standard	Job Name	enter in text box
		Due Date	select from calendar
	Priority	Priority	select a radio button
	Proof	Proof	select a radio button
Files	Submission	File Upload	select single PDF file on dialog box
		Delete Files	mark check box
		Delivery	mark check box

Section	Category	Items	Description
Options	Copies	Copies	enter in test box
	Color	Print Color	select a radio button
	Color Quality	High Chroma	mark check box
	Media	Media Type De-tails	select from drop down menu
		Grade	select from drop down menu
		Coating	select from drop down menu
	Layout	Orientation	select from drop down menu
		Size Policy	select from drop down menu
		Combination	select from drop down menu
	Paper	Size	select from drop down menu
		Weight	select from drop down menu
		Color	select from drop down menu
		Use Perforated Paper	select from drop down menu
		Paper Name	enter in text box
	Sides	Sides	select from drop down menu
	Collation	Collation	mark check box
	Punching	Punching Edge	select from drop down menu
		Punching Number	select from drop down menu
	Folding	Folding	select from drop down menu
	Front Cover	Page	select from drop down menu
		Weight	select from drop down menu
		Color	select from drop down menu
		Grade	select from drop down menu
		Coating	select from drop down menu
	Back Cover	Page	select from drop down menu
		Weight	select from drop down menu
		Color	select from drop down menu
		Grade	select from drop down menu
		Coating	select from drop down menu
	Binding	Type	select from drop down menu
		Location	select from drop down menu
		Binding Color	select from drop down menu
	Offset	Offset	select from drop down menu
	Trim	Trim	select from drop down menu

Section	Category	Items	Description
Catalog	Paper	Letter White 20lb	enter in test box
		Legal White 20lb	enter in test box
	Pencils	Pencils	enter in test box
Shipping	Address Book		drag and drop the selected shipping address
	Ship to		select option of the selected shipping address
Billing	Billing Method		select a billing method

Printshops receive the Quick Order on Printgroove POD Guide.

After receipt, your Quick Order is immediately processed by your Printshop. You do not need to wait for a price quote since the price was provided when you placed the order. Shipping (as required) and Billing are completed as part of the processing phase of the job.

4.1 Placing an Order

There are two ways to place an order:

- From your Home page
- From another application

To place an order from your Home page, you can create a Job Ticket for your order, on the Place an Order screen.

To place an order from another application, you need the Printgroove POD Driver.



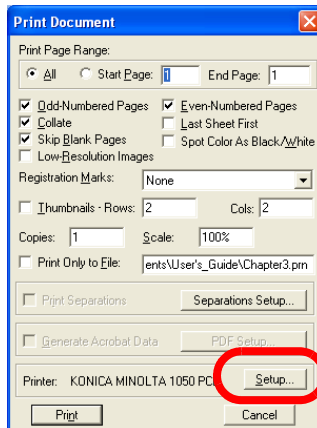
Note

See, “Download and Install the Printgroove POD Driver” on page 3-18.

4.1.1 Placing an Order from Another Application

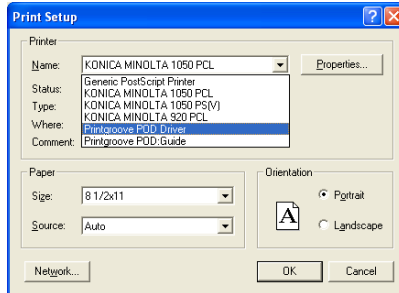
To place an order from another application:

- 1 Open the file in the native application.
- 2 Select [Print] from the application’s drop-down menu or select [Ctrl + P] to launch a [Print Document-type] screen.

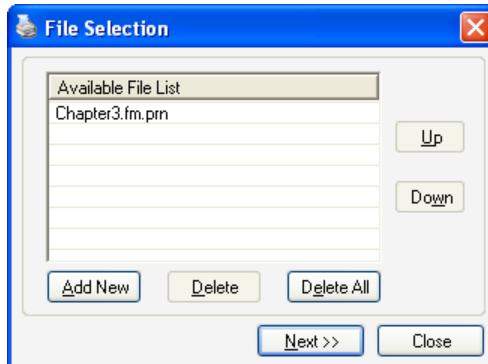


- The process for selecting the print function will vary depending upon the application used to create your document. The contents of the [Print Document] screen will also vary from the screen pictured here.

- 3 Click the [Setup] button. The [Print Setup] screen opens:



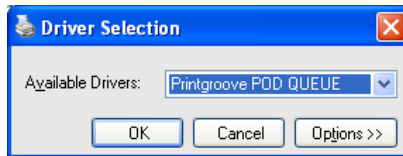
- 4 Select [Printgroove POD Driver] from the [Name] drop-down menu.
- 5 Click the [OK] button. The [Print Setup] screen closes.
- 6 The [Print Document] screen remains opened. Initiate printing from this screen (the process will vary). The screen closes and the document is printed on the virtual port. A print progress screen may open and track the print operation.
When the document completes printing to the virtual port, Printgroove POD Driver converts the file to PRN format.
- 7 When the PRN conversion is complete, the pop-up screen closes and the [File Selection] screen opens:



- The [Available File List] contains the newly created PRN file. The file has the same name it did in the native application but the extension now includes “.prn”.
- If you have multiple native files you would like combined into a single PDF document, you may add those files now.

- To add another file, click the [Add New] button. On the screen that opens, navigate to the file you wish to add. Select the file then click the [Open] button. The file opens in its native application. Repeat Steps 1 through 6 on the new file. When PRN conversion is complete, the file is added to [Available Drivers]. Repeat this procedure to add all required files.
- All files in the list will be combined sequentially into a single PDF file, the first file will be at the beginning of the PDF file, the last file, at the end. To change the position of a file in the list, click on the file then use the [Up] and [Down] buttons to modify the file's position.
- To remove a file from the list, select the file and click the [Delete] button.
- To remove all files from the list, click the [Delete All] button.
- Note: If you Delete files, a pop-up screen will verify your request.

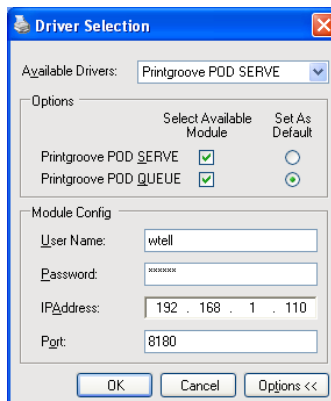
- 8 When [Available Drivers] contains all files you want to transfer, in the order in which you want them combined, click the [Next] button. The [Driver Selection] screen opens:



- All supported Printgroove POD modules appear in [Available Drivers] drop-down menu.

- 9 Select [Printgroove POD Serve] from the [Available Drivers] drop-down.

- 10 Click the [Options>>] button on the [Driver Selection] screen. The screen expands to include all Options and Module Configuration settings:



- If this is the first time you have sent a job through the Printgroove POD Driver, verify that the IP Address and Port field values of your Printgroove POD server are entered properly. These settings will not need to be modified unless the server information changes.
- Select [Printgroove POD Serve] - [Set As Default] radio button to make Printgroove POD Serve the default selection of [Available Drivers] drop-down.
- Note: Jobs cannot be transferred unless these values are correct. If you are uncertain of these values, please check with your System Administrator.

11 Enter the same user name and password which you use to login the Printgroove POD Serve to [User Name] and [Password]. Values entered in these fields remain as set until you modify them.

- Note: Please check with your System Administrator if you have questions about these settings.

12 When the required information is entered, click the [OK] button. A pop-up message will inform you if the [User Name] and/or the [Password] are incorrect.

- If authentication is completed successfully and if this is the first time you send a job to Printgroove POD Serve using the driver, the [Security Warning] screen will open:



- Printgroove POD Serve and the Printgroove POD Driver must share digital certificates in order to enable all future authentication requests. Click the [Yes] button to initiate this exchange.
- Note: This screen will only appear the first time you use the Printgroove POD Driver to send a document to Printgroove POD Serve.
- Authentication is now complete. The driver can now combine all PRN files into a single PDF file and transfer it to Printgroove POD Serve.

- 13** While the driver completes these steps, one or more progress bars track the process. When the transfer is complete, Printgroove POD driver launches the Printgroove POD Serve which opens in your computer's default browser. The [Select a Job Ticket Template] screen opens. Select a job ticket template. The print job appears in the [File] section with a [Preview] icon next to the file name. Click the [Preview] icon to see the first page of the selected document. This icon only appears for PDF files. If the PDF file is password protected, Printgroove POD Serve cannot open the file. A pop-up message will inform you if this situation occurs.

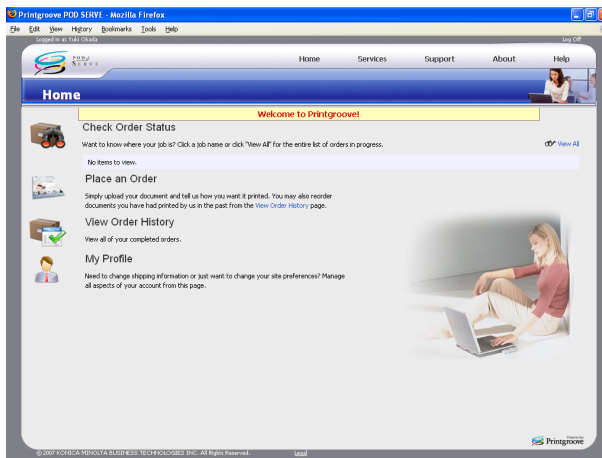


4.1.2 Placing an Order from Your Home Page

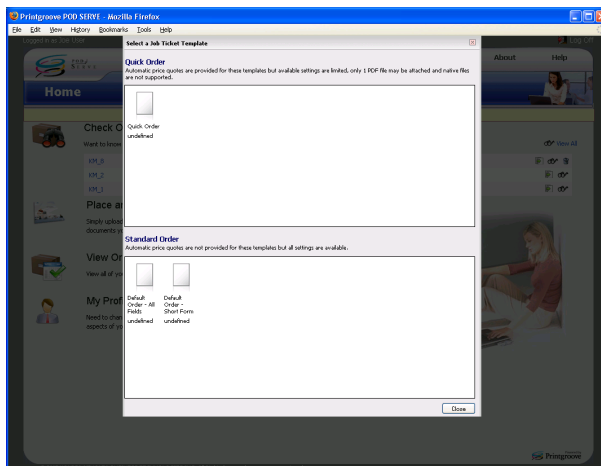
The processes for placing a Quick Order and a Standard Order are similar. The discussion that follows will note the differences. Except for these noted exceptions, the order placing process is identical.

To place an order from your Home page:

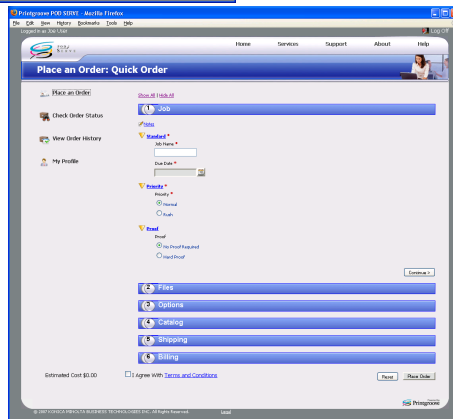
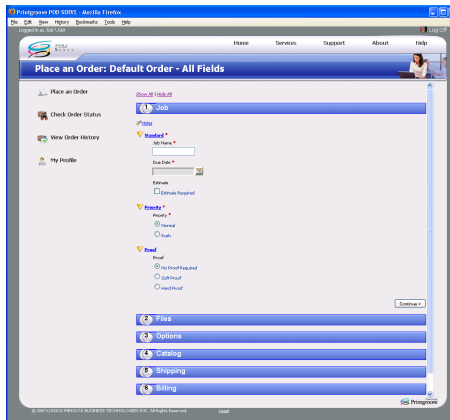
- 1 Launch your browser and access Printgroove POD Serve.
- 2 Login. Your Home page appears.



- 3 Select [Place an Order]. The [Select a Job Ticket Template] screen opens:



- 4 Select either a Quick Order or Standard Order by clicking on an icon. The Place an Order -Job section appears. (The contents of the screen will vary based upon the type of Job Ticket Template you selected.) The name of the selected template will appear in the header row:



- If the ticket type is Quick Order, an Estimated Cost of the job will display in the far left menu, near the bottom of the screen. This is a real-time quote and will continue to update as the job ticket is filled out. If the text is blue, it is a hyperlink. Click the hyperlink to open a pop-up screen that contains a detailed breakdown of the job costing. This feature is not supported for Standard-type Orders.
- If your Application Administrator has configured Printgroove POD Serve to display the Remaining Budget for your Group, the Remaining Budget appears as a dollar value at the upper right of the screen of any selected job to which a budget applies. If the remaining budget is less than \$0.00, the dollar value is in red. (See the Printgroove POD Guide User's Guide for details about this setting.)

- Required information is indicated by red asterisks.
- The Job section is the first section of a job ticket. Here, you can add a note to the job ticket, name the order, specify the date you would like it completed, and specify whether a proof is needed before the job is performed. The parts are: Standard, Priority and Proof.
- a. Click Note and enter optional comments in the box displayed at the left.
- b. Enter a name for the job.
- c. Select the Due Date from the calendar.
- d. Indicate whether an Estimate is required. This option is not available for Quick Orders.
- When your estimate is ready an icon appears next to the job on the Check Order Status page. Click the [Estimate Ready] icon to view the estimate. This option is not available for Quick Orders.



Logged in as Joe User

Home Services Support About Help

Check Order Status

Welcome to Printgroove!

Place an Order

Check Order Status

View Order History

My Profile

This is a list of orders which are in progress or completed within the past week. The fields at the top of the page can be used to narrow down the number of orders displayed by searching for specific, case-insensitive information. Each column may be sorted by clicking on the appropriate column heading.

Order # Status [Enter] [Clear]

Order Name

From [] To []

Order #	Order Name	Order Date	Submitted By	Status
K06_4	Job Test 2	2/13/2008 10:56 AM	Joe User	Submitted
K06_3	TEST Job 1	2/13/2008 10:49 AM	Joe User	Submitted

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Estimate Ready
Order#001_11

Print services requested for this job are:

Print	1100.00
Additional	0.00
Rush	0.00
Hard Proof	0.00
Shipping	0.00
Handling	0.00
Overnight	110.00
Total	\$990.00

Accept / Reject?

☐ Accept Estimate

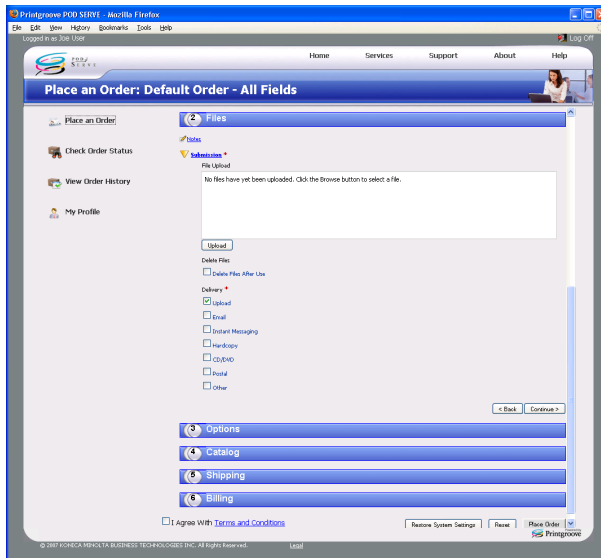
☐ Reject Estimate

Reason for rejecting this estimate:

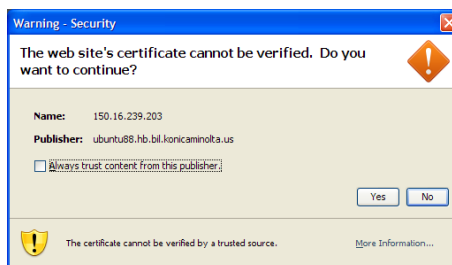
[Close] [Cancel/Print]

- You also receive the estimate via email.
- e. Indicate whether the priority is Normal or Rush.
- f. Indicate whether a Proof is required. The Soft Proof option is not available for Quick Orders.

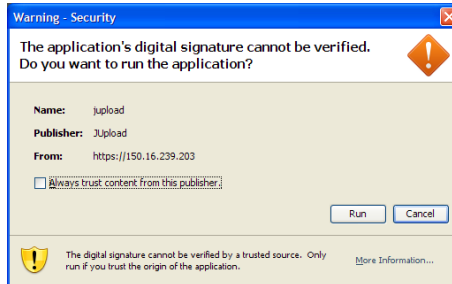
- 5 Standard Order. Go to Step 6 below for Quick Orders. Click [Continue]. The [Files] section opens.



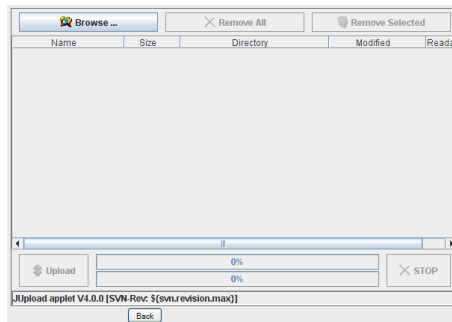
- Required information is indicated by red asterisks.
- The Files section of the job ticket allows submission of files over the web copying the file from your computer to the web site.
- a. Click Note and enter optional comments in the box displayed at the left.
- b. To submit files, click the [Upload] button. The [Warning - Security] pop-up opens:



- c. If you want to avoid this step in future uploads, select the [Always trust content from this publisher] checkbox then click the [Yes] button. A second [Warning - Security] pop-up opens:



- d. If you want to avoid this step in future uploads, select the [Always trust content from this publisher] checkbox then click the [Run] button. The [Upload Files] screen opens:



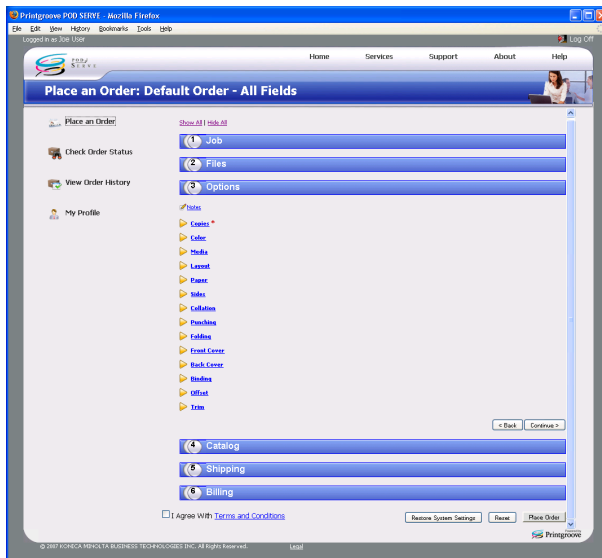
- e. Click the [Browse] button, navigate to the file(s) you want to upload, select them then click the [Open] button. The files appear in the [Upload Files] screen main panel. You may upload up to ten files. The maximum file size is 2 GB. If multiple files are added and all are larger files, performance may be significantly reduced. A combine file size of 5 GB or less is recommended for optimal performance.
- f. Once the files are selected, click the [Upload] button. A progress bar will track the upload process (in the case of larger files, it may take a little longer for the progress bar to appear). If you click the [Stop] button, the upload is stopped and you return to the previous step above.
- g. When the files are uploaded, the progress bar will inform you that the task is complete. Click the [Back] button to close the [Upload Files] pop-up.
- h. The uploaded files will appear on the Printgroove POD Serve screen.

- i. Mark Delete Files After Use to delete the files after the print order is complete.
- j. Select how the job originals are to be delivered. The choices are: CD/DVD, Email, Instant Messaging, Upload, Postal, Hard copy and Other.

6 Quick Order. If the job ticket type was Quick Order, the [Files] section is identical to the Standard Order section. The only difference is that you are limited to uploading a single PDF file. (You may also remove and replace the PDF file.)

- The Upload Files process noted in Step 5 is identical for Quick Orders.

7 Click [Continue]. The [Options] section opens.



Required information is indicated by red asterisks.

8 The Options section deals with the material aspects of the job.

- The options shown are the defaults delivered with the application. Your application administrator may add or edit these options.
- a. Click a triangle icon at the left of the category name to expand the category and display items.
- b. Click Note and enter optional comments in the box displayed at the left.
- c. Enter the number of copies to print.
- d. Click color, black and white or mixed. If the job ticket type is Quick Order, mixed is not available.

- e. Select High Chroma (Optional).
- f. Select media. (Optional.)
If the job ticket type is Quick Order, Media Type is not available.
- g. Select layout. (Optional.)
- h. Select Paper. (Optional.)
- i. Select Front, Back, Two sided head-to-head, or Two sided head-to-foot. (Optional.)
- j. Specify Collation. (Optional.)
- k. Specify Punching. (Optional.)
- l. Specify Folding. (Optional.)
- m. Specify Front Cover. (Optional.)
- n. Specify Back Cover. (Optional.)
- o. Specify Binding. (Optional.)
- p. Specify Offset. (Optional.)
- q. Specify Trim. (Optional.)

9 Click [Continue]. The [Catalog] section opens.

The screenshot shows the 'Place an Order: Default Order - All Fields' page in the Printgroove POD Serve application. The page is divided into a sidebar on the left and a main content area. The sidebar contains links for 'Place an Order', 'Check Order Status', 'View Order History', and 'My Profile'. The main content area has a top navigation bar with 'Home', 'Services', 'Support', 'About', and 'Help'. Below this is a section titled 'Place an Order: Default Order - All Fields'. It includes a 'Job' tab, a 'Files' tab, an 'Options' tab, and a 'Catalog' tab. The 'Catalog' tab is currently selected. Below the tabs, there is a section for 'Paper' with options for 'Letter White 20lb' and 'Legal White 20lb'. The 'Paper' section also includes a 'Punch' section with a 'Punch' option. Below these are 'Shipping' and 'Billing' sections. At the bottom of the page, there is a checkbox for 'I AGREE TO THE TERMS & CONDITIONS' and buttons for 'Printgroove System Settings', 'Reset', and 'Place Order'.

- The Catalog section is not required on a print job order.
- The Catalog section is used to offer items provided for sale by the Printshop - apart from print jobs.
- To order an item, enter a quantity.
- Click Note and enter optional comments in the box displayed at the left.

10 Click [Continue]. The [Shipping] section opens.

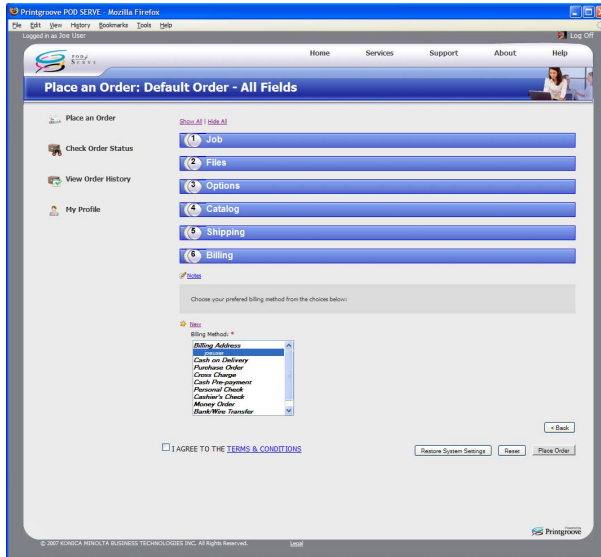
The screenshot shows the 'Place an Order: Default Order - All Fields' page in the Printgroove POD Serve application. The 'Shipping' section is highlighted in blue. The page includes a sidebar with navigation links like 'Place an Order', 'Check Order Status', and 'View Order History'. The main content area shows a 'Ship To' section with a 'Location' dropdown and a 'Ship To' field. Below this is an 'Options' section with a 'Location' dropdown and a 'Set as default' checkbox. At the bottom, there is a 'Billing' section and a checkbox for 'I AGREE TO THE TERMS & CONDITIONS'.

11 Complete the shipping section.

- If you have specified a default shipping address in your user profile, it will automatically populate the Ship To field when your order is placed.
- a. If you have not specified a default shipping address, select a location from your address book and drag it down to Ship To.
- b. To remove a selected address, drag it back into the address book.
- c. Click New to enter a new or different shipping address. The Create Shipping Address pop-up window appears.
 - i. Fill in all of the required fields.
 - ii. Mark Set as default and/or Add to profile to save this Shipping information in your Profile. Setting the address as default will cause any new job tickets to use that address without your typing it in each time you place an order.
 - iii. Click Save Shipping Address.
- d. Click in the space under “Options” to change the options information.

The list of Shipping Options shown is the default. Additional options can be added by the Printgroove POD Guide Application Administrator.
- e. Click Note to enter optional comments in the box displayed at the left.

12 Click [Continue]. The [Billing] section opens.

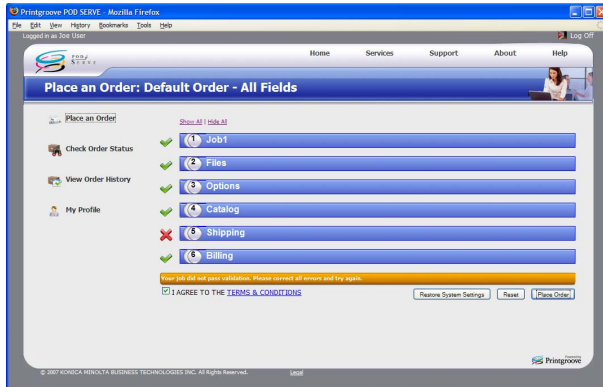


13 The Billing section allows you to choose and design a specific billing method from a pre-populated list of billing options. All available billing methods are displayed. The values displayed are determined by the Printshop.

- a. Click [New] to enter a new Billing Method. The [Create Billing Options] pop-up window appears.
- b. If you wish to use the same billing address you entered in Step 11 above, click [Same as Shipping Address]. All texts fields are automatically populated with the information entered in the current Shipping Address field.
- c. If you wish to enter a new billing address, enter data in all of the required fields and mark both [Save to profile] and [Set as default], if you want this option to be used whenever you place an order.
- d. Click [Save Billing Option] to save the new billing address information.

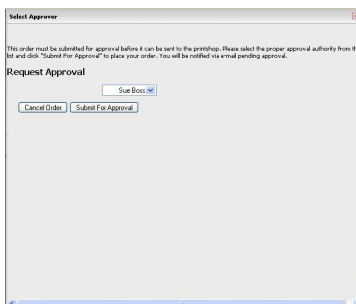
14 Select the [I AGREE TO THE TERMS & CONDITIONS] check box. The [Place Order] button is not active until the check box has been selected. (If you wish to read the Terms and Conditions, click the hyperlink to open a pop-up screen. Click [Close] to close the pop-up and continue with the job.

15 Click Place Order to submit the job to the Printshop.



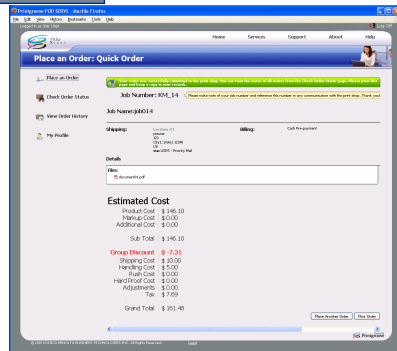
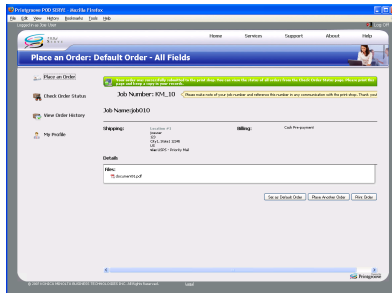
- If all the necessary data has been entered properly, a green-checkmark-in-a-circle icon will appear to the left of each section and a Job Saved message will appear.
- If there is an error or omission in the job ticket, a red-X-in-a-circle icon will appear to the left of the section that requires modification. The job is rejected and a “Your job did not pass validation. Please correct all errors and try again.” message will be displayed in an orange bar below the sections. Once errors or omissions have been corrected, the job can be resubmitted by clicking [Place Order] again.

16 If you have a permission to require approval from someone among multiple approvers, [Select Approver] pop-up window appears. In this case, select an approver and click [Submit For Approval].



17 Once a job has been successfully saved and submitted, a confirmation page will display with basic information about your order. The ticket number, job name, file(s) uploaded, and shipping/billing information will be displayed. If the job is a Quick Order, the ticket summary will also contain a detailed Estimated Cost section at the bottom of the screen.

This also provides details about the cost of the job. If your Payment Method was PayPal, a [Pay Now] button will also appear on the screen. Please see “Pay for an Order” on page 5-6 for details about this button and other payment options.



- Click [Place Another Order] to place another order. The same job ticket template will be used. If you wish to create a new job using a different template, click the [Place an Order] menu item.
- For Standard Orders only: Click [Set as Default Order] to set all of the information saved on this job to an order template. To clear these values, click [Restore System Settings]. A prompt will verify your request.
- **Note**
- Once you have clicked [Set as Default Order], Printgroove POD Serve will retain all the values and display them each time you place a new order. To clear these values, click [Restore System Settings]. A prompt will verify your request. If you select [Yes], all default values are removed and will need to be entered each time you create a new print job.
- Before an order is placed, any of the above sections can be opened and edited. To cancel or delete the entire order, click [Reset] in the lower right of the screen.

18 When your order is approved, you receive an e-mail that your order is approved.

- When your order is submitted, you receive an e-mail that your order is submitted. After your order is submitted, but before it is accepted, you may copy, modify, and delete the order.
- After the printshop accepts your order, you receive an e-mail that your order is accepted.
- For Standard Orders only. If you require an estimate, see “Accept or Reject an Estimate” on page 5-2.
- If you require a proof, see “Proof Order” on page 5-4.
- In the case of the Quick Order, placing an order with the print shop issues a mail requesting the orderer for payment.



Note

When the notice mail function such as the Accept/Reject mail, the estimate confirmation request mail or the proof confirmation request mail is used, it is necessary to make the setting of the mail server for the ::Admin for Printgroove.

4.2 Check Order

You can check the status of orders.

The status is an indication of where the job is in the printshop’s process. As the job moves through the steps necessary for its completion, the status in real time is displayed. Shipping is not included as a phase in the process. See “Accessing Shipping Tracking Details” on page 4-25 for details about tracking the shipping progress of a job.

The status of orders are follows:

The status of orders	Description
Waiting Job Approval	Job is waiting for approval.
Disapproved	Job is disapproved.
Resubmitted for Job Approval	Job is submitted again to be approved.
Submitted	Job is submitted.
Rejected	Job is rejected by the print shop user.
Accepted	Job is accepted by the print shop user.
Estimate Sent	Estimate has been sent by the print shop user.
Estimate Accepted	Estimate is accepted by the customer.
Estimate Rejected	Estimate is rejected by the customer.
Proof Sent	Proof has been sent by the print shop user.
Proof Accepted	Proof is accepted by the customer.
Proof Rejected	Proof is rejected by the customer.
Sent to Queue	Job has been sent to Queue by the print shop user.
Printing	Job is printing.
Closed	Job was closed.

The [Payment] column values reflect the payment status of the job. (See “Pay for an Order” on page 5-6 for details about the values in this column. You can edit orders that have been submitted. But you cannot edit orders that have been accepted.

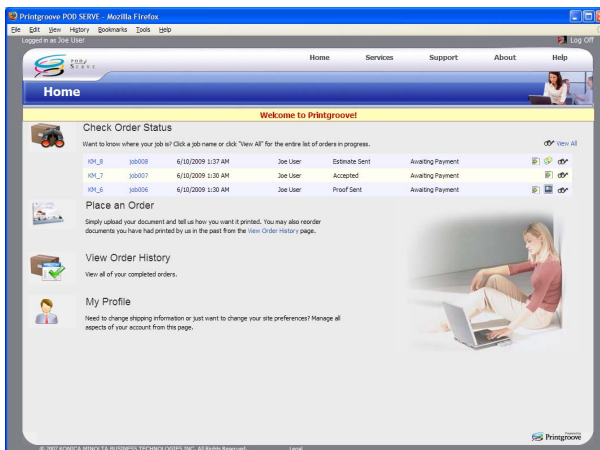
Only printshop Operators can edit jobs that have been accepted.

Closed Jobs remain in the Check Order Status view for seven days to let you know the job has been completed. After the seven days, closed orders will be listed under View Order History and will remain there until the time set in the User profile requested that they be deleted.

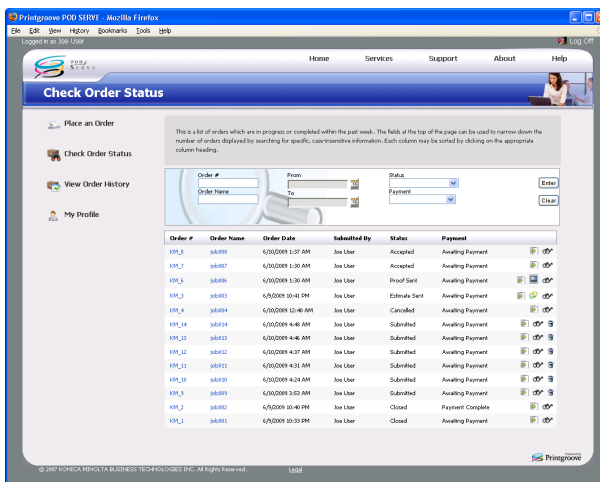
You can sort the jobs alphabetically by clicking on a column heading. The sort affects all jobs in the list, not just those that you can see on the screen. You can switch ascending order and descending order by clicking the column again.

4.2.1 Check the Status of Active Orders

From your home page, click Check Order Status or the View All link.



The Check Order Status screen opens:



4.2.2 Search Active Orders

You can search for a specific order or orders containing common characteristics.

To search active orders:

- 1 On your home page, click Check Order Status menu. or View All to display the complete list of orders.
- 2 Enter search strings in one or more search fields at the top of the page.
 - **Order #:** To search for one specific Order number, type that number into this field.
 - **Order Name:** To search for one or more specific Jobs by name, type the name of the job in this field. Adding a wildcard * to this field will broaden the search within the job name field.
 - **From/To:** Click the day of the month to select that day as the search criteria.
 - **Status:** select a Status definition from the drop-down menu.
 - **Payment:** To search for jobs that have a particular Payment Status, select a value from the drop-down menu.
 - Leave all fields blank to see all active orders.
- 3 Click [Enter].

4.2.3 Accessing Shipping Tracking Details

If the Shipping Tracking icon appears in a job's row, you may click the hyperlink/ icon to open the Shipping Details (Tracking) screen. The Shipping Option used and the tracking numbers are noted on the screen. If a job is split into multiple shipments/packages, these are also noted. A tracking number is provided for each shipment. If the shipping method has a tracking link defined, the tracking number is hyper-linked. Click a hyper-link for details about the shipment. If hyper-links are not available, the feature is not supported.

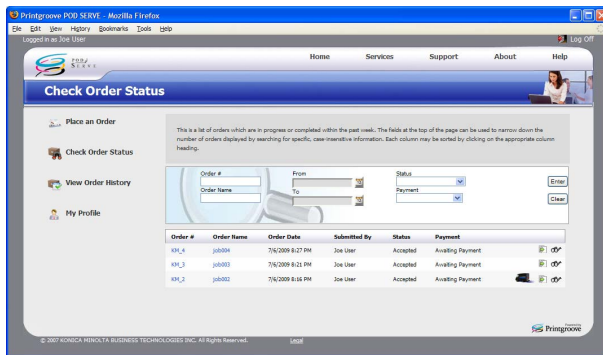


Note

In order to display the detailed information of the delivery tracking, the PFP package license of the Printgroove POD Serve is required.

To access shipping tracking details:

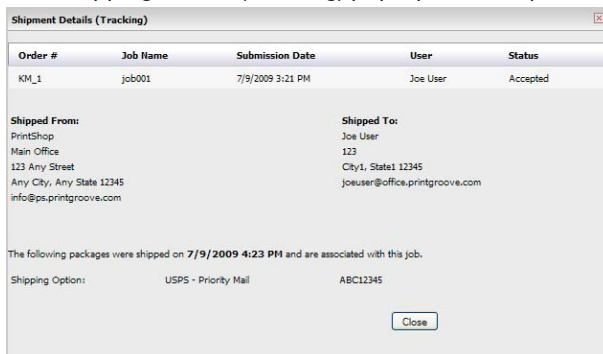
- 1 On your home page, click Check Order Status menu or View All to display the complete list of orders.



- 2 If a Shipping Tracking icon is displayed, click it.



The Shipping Details (Tracking) pop-up screen opens:



- 3 The Shipping Option and the tracking number(s) are noted at the bottom of the screen. If a job is split into multiple shipments, a tracking number is provided for each shipment. If the Shipping Method has a Tracking Link defined, hyperlinks are displayed. This feature is set by the printshop and is available at their discretion.
- 4 If a hyperlink is displayed, click it for more precise details about the selected shipment.
- 5 When finished, click [Close] to close the pop-up screen.

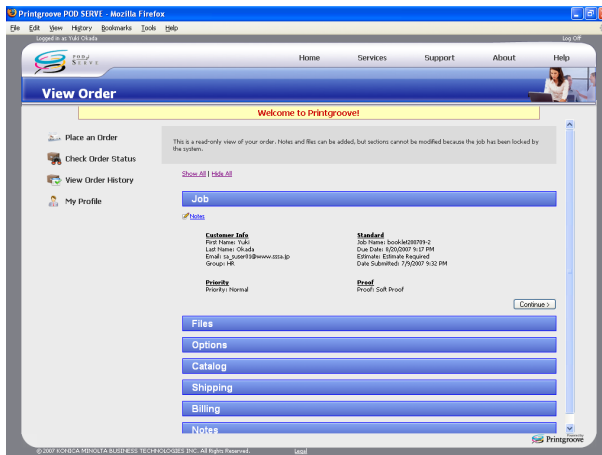
- 6 This same information can be accessed by clicking on a job's link to open it, then opening the Shipping section of the job. If the Shipping Tracking icon is displayed, click it to access shipping details.

4.2.4 View Detail of Active Orders

You can access the detail of active orders from the following list:

- Check Order Status on your home page
- View All

Click Order # or Order Name of any order to review or click the glasses icon to the right of the order to review.



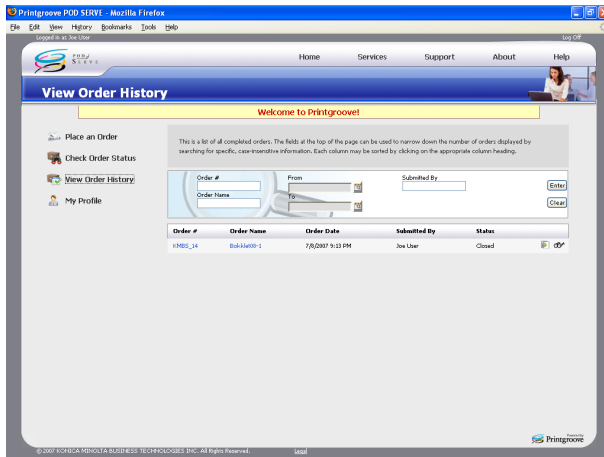
4.3 View Order History

You can view the history of closed orders.

4.3.1 View Order History

Click View Order History. View Order History screen displays all closed orders. Closed orders are listed under View Order History.

Closed orders are deleted after the days set in Preference.



4.3.2 Search Closed Orders

You can search for a specific job, or narrow the list down to jobs containing common characteristics.

To search closed orders:

- 1 Click View Order History to display the complete list of orders.
- 2 Enter search strings in one or more search fields at the top of the page.
 - **Order #:** To search for one specific Order number, type that number into this field.
 - **Order Name:** To search for one or more specific Jobs by name, type the name of the job in this field. Adding a wildcard * to this field will broaden the search within the job name field.
 - **From/To:** Click the day of the month to select that day as the search criteria.
 - **Submitted by:** To search for one or more specific jobs by the name of submitted User, type the name of the user in this field. A wildcard character * may be used in this field also.
 - Leaving all fields blank will populate the list with all the closed jobs.

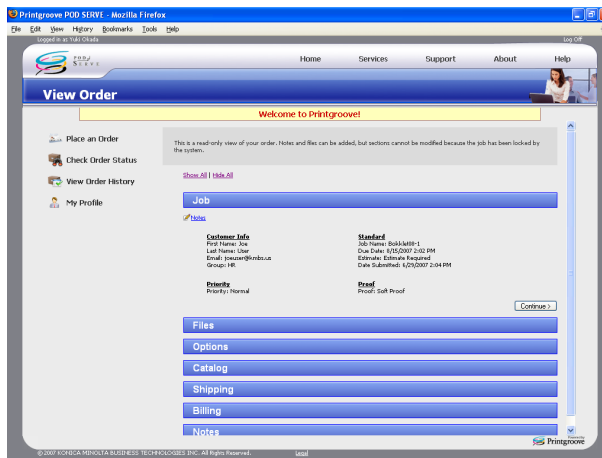
3 Click [Enter].

4.3.3 View Details of Closed Orders

You can access the detail of closed orders from the following list:

- View Order History list on your home page
- Search results

Click Order # or Order Name of any order to review or click the glasses icon to the right of the order to review.



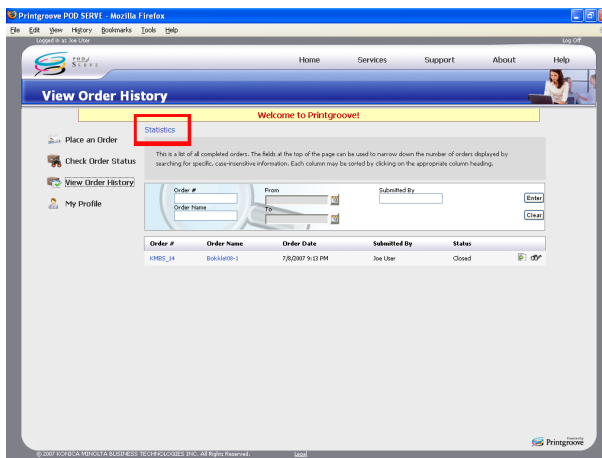


Note

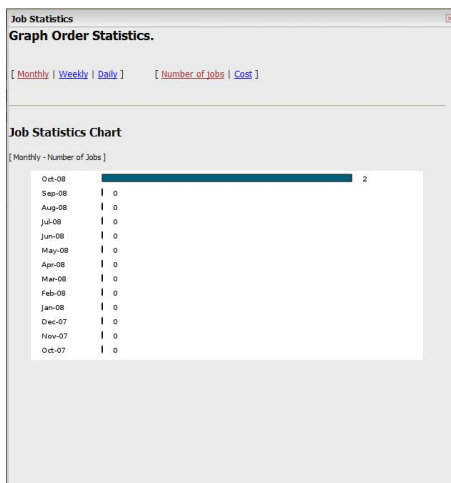
Once a closed job has been archived by the printshop it can no longer be accessed.

4.3.4 View Statistics

If you have a user account that has [View Statistics] permission, a [Statistics] link will appear in the upper-left corner of the [View Order History] screen:



Click the link to open the [Job Statistics] screen:



The graph can show either the [Number of jobs] or the [Cost] of jobs. By default, [Number of jobs] is selected. Click [Cost] to switch views.

The graph data can be broken down into [Monthly], [Weekly] or [Daily]. By default, [Monthly] is selected. Click either of the other links to switch views. [Daily] will display 8 days; [Weekly] will display 5 weeks; and [Monthly] will display 13 months. All displays include the current day, week or month in the count.

To close the [Job Statistics] screen, click the X in the upper-right corner.

**Note**

For information about adding permission to support this feature, please see Chapter 6 of the Printgroove POD Guide User's Guide, specifically, the section titled "To create a Customer User".

4.4 Resubmit an Order

You can copy an order to submit similar print jobs faster and easier.

If you are printing something today that you know you printed last month,

1 Find the completed job under one of the following lists:

- Check Order Status on your home page
- View All
- View Order History
- Search results

2 Click the Copy icon to the right of the order to review.



the Resubmit Order screen appears, in which all sections are copied from the order selected.

3 Configure the details for the new order and click Resubmit Order.



When a closed job has been archived by the printshop it can no longer be accessed.

4.5 Modify an Order

You can modify an order after it has been submitted but only before it has been accepted by the printshop.

Modifying an order is a three step process involving duplicating the order, modifying the duplication and deleting the original order.

- 1 Find the submitted job under Check Order Status on your home page. The Status of the order must be [Submitted] in order for you to continue.
- 2 Click the Copy icon to the right of the order.



The Duplicate Order screen appears, with all sections copied.

- 3 Edit the details for the new order and click Resubmit Order.
- 4 Click the Delete icon to the right of the original order.



4.6 Delete an Order

You can delete an order after it has been submitted but only before it has been accepted by the printshop.

To delete the order:

- 1 Find the submitted job under Check Order Status on your home page. The Status of the order must be [Submitted] in order for you to continue.
- 2 Click the Delete icon to the right of the original order.

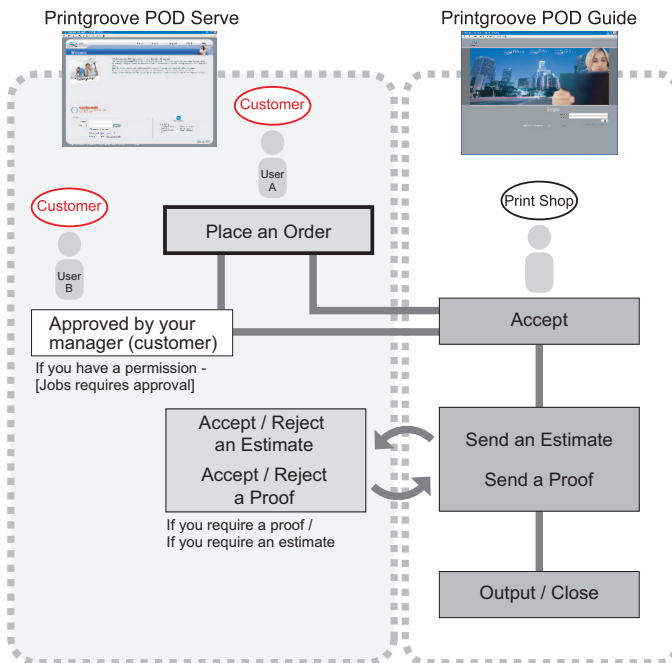


5 Operations after Acceptance

After a job is submitted, the printshop operator must review the order. Specifically, if you request an estimate or a proof, the printshop must respond back to you. The procedures the printshop operators must complete and the various responses you can expect back are described in this chapter.

After acceptance, the two following steps may be required:

- **Accept or Reject an Estimate:** If you request an estimate when you place an order, the printshop will send you an estimate to which you must reply.
- **Accept or Reject a Proof:** If you request a proof when you place an order, the printshop will send you a proof to which you must reply.

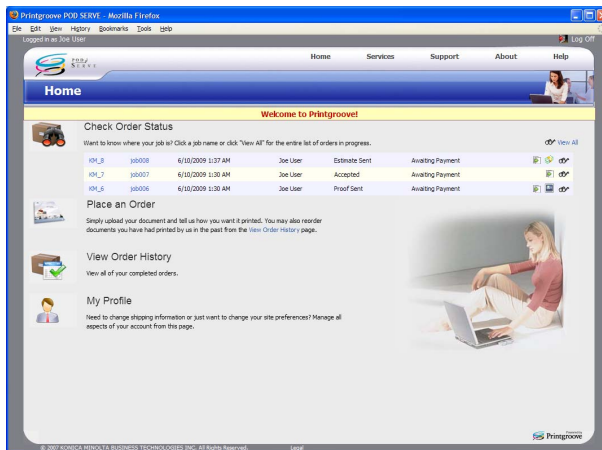


5.1 Accept or Reject an Estimate

If you request an estimate when you place an order, your printshop will submit an estimate to you via e-mail and/or include an estimate directly on the job ticket.

Your mail address is in your Profile.

To check for Estimate notification, go to your [Home] page then click [Check Order Status]. Locate your job in the order list. When an estimate is submitted, the Estimate icon appears to the right of your order.



Note

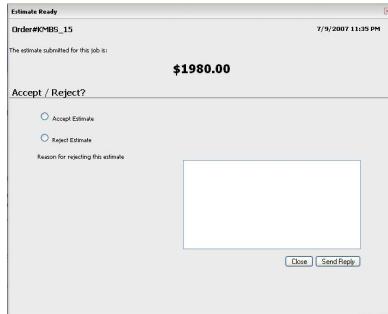
For instructions for placing an order that includes an Estimate, see “Placing an Order from Your Home Page” on page 4-11.

Estimate icons also appear in the following lists:

- View All
- Search results

To accept or reject the estimate:

- 1 Click the Estimate icon. The [Estimate Ready] pop-up window appears.



- 2 Select the [Accept Estimate] or [Reject Estimate] radio button. If you select [Reject Estimate], enter the reason in the Notes field.
- 3 Click [Send Reply].

If you reject the estimate, your printshop will resubmit an estimate. You may accept or reject the new estimate using the same steps noted above.

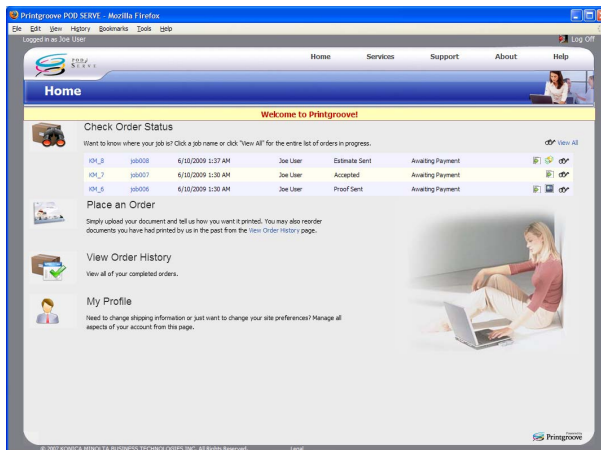
**Note**

Your order cannot be processed until you send a reply.

5.2 Proof Order

If you require a proof, your printshop will send an email notifying you that a proof file has been uploaded or an e-mail notifying you that a hard copy proof is on its way to you for review.

To check for Proof notification, go to your [Home] page then click [Check Order Status]. Locate your job in the order list. When a Proof is submitted, the Proof icon appears to the right of your order.



Note

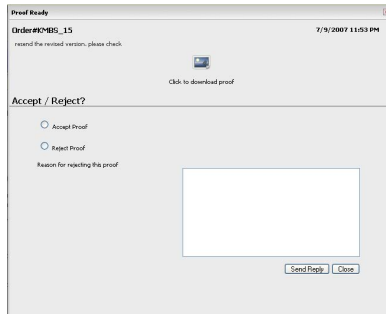
For instructions for placing an order that includes a Proof, see “Placing an Order from Your Home Page” on page 4-11.

If a proof file or a hard proof is sent, the Proof icon also appears in the following lists:

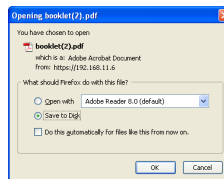
- View All
- Search results

To accept or reject the proof:

- 1 Click the Proof icon. The [Proof Ready] pop-up window appears.



- 2 To download, click the Proof icon on the pop-up window. The Opening pop-up window appears.



- 3 Select Open with or Save to Disk.
- 4 Click OK. In some cases, additional pop-up windows may appear for download.
- 5 Select the [Accept Proof] or [Reject Proof] radio button. If you select [Reject Proof], enter a reason in the Notes field.
- 6 Click [Send Reply].
 - If you reject the proof, your printshop will submit another proof. You may accept or reject the new proof using the same steps noted above.



...

Note

Your order is not processed until you send a reply.

5.3 Pay for an Order

When you place an order, you select a payment option. Once the order is placed, the order is processed. Payment for the order is initiated based upon the Order Template type (Quick Order or Standard Order) and the Billing method (PayPal or any other option) selected. Each of the following Payment procedures is provided:

- Paying for a Quick Order with PayPal (at time of order)
- Paying for a Quick Order with PayPal (later)
- Paying for a Standard Order with PayPal
- Paying for a Quick Order/Standard Order (Non-PayPal options)



Note

When the PayPal is used to make a payment, the PFP package license of the Printgroove POD Serve is required.

5.3.1 Paying for a Quick Order with PayPal (at time of order)

If your Order Template type is Quick Order and your Billing method is PayPal, a [Pay Now] button appears on the order confirmation screen:

Logged in as Job User Log Off

Home Services Support About Help

Place an Order: Quick Order

Place an Order

Job Number: KM_3 Please make note of your job number and reference this number in any communication with the print shop. Thank you!

Check Order Status

View Order History

My Profile

Job Name: job003

Shipping:	Location #1 1234 City: State 12345 USA Via: USPS - Priority Mail	Billing:	PayPal
------------------	--	-----------------	--------

Details

Files:
document1.pdf

Estimated Cost

Product Cost	\$ 104.60
Markup Cost	\$ 0.00
Additional Cost	\$ 0.00
Sub Total	\$ 104.60
Group Discount	\$ -7.32
Rush Cost	\$ 0.00
Hard Proof Cost	\$ 0.00
Adjustment	\$ 0.00
Tax	\$ 4.86
Grand Total	\$ 102.14

Pay Now

Because PayPal payments are made in a separate window, pop-ups must be enabled.

[Place Another Order](#) [Print Order](#)

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If you do NOT wish to initiate the PayPal paying sequence, click any of the menu options. The order closes and is added to the Check Order Status page. See Paying for a Quick Order with PayPal (later) for a discussion about how to initiate the pay sequence from the Check Order Status page.


To initiate the PayPal paying sequence:

- 1 Click the [Pay Now] button. A new browser screen opens in a pop-up window.
 - If you close this window before completing all the steps, the transaction is not recorded and you must repeat this process to completion. The Create an Account/Log In screen is displayed:

My Printshop's Business Name

KM_1

Total: \$128.00 USD

PayPal is the safer, easier way to pay  [Secure Payments](#)

PayPal securely processes payments for My Printshop's Business Name. You can finish paying in a few clicks.

Why use PayPal?

- Use your credit card online without exposing your card number to merchants
- Speed through checkout. No need to enter your card number or address.

Sign up for a PayPal account and [continue checkout](#)

LOG IN TO PAYPAL

Email:

Password:

[Log In](#)

[Forgot email or password?](#)

PayPal: The safer, easier way to pay.
For more information, read our [User Agreement](#) and [Privacy Policy](#).

[Fees](#) | [Privacy](#) | [Security Center](#) | [Contact Us](#) | [User Agreement](#)

Copyright © 1999 - 2009 PayPal. All rights reserved.
[Information about FCC cases through our portal](#)

PayPal, an eBay Company

- 2 On this screen you must either create a PayPal Account or Log In to an existing PayPal account.
 - If the New Account option is selected: Click [Continue], fill in all fields on the screen that opens, then click the [review Payment] button.

- If the Log In option is selected: Enter the email address and password associated with your existing PayPal account then click [Log In]. The Review Payment screen opens:

My Printshop's Business Name

Review your payment PayPal Secure Payments

If the information below is correct, click **Pay Now** to complete your payment.
[View PayPal policies](#) and your payment source rights.

Description	Unit Price	Quantity	Amount
KM_1	\$128.00	1	\$128.00
		Item Total:	\$128.00
		Total:	\$128.00 USD

[Enter an invoice, reward, or discount](#)

Payment Method:

Instant Transfer - Chase Manhattan Checking (Confirmed) \$128.00 USD
 xxxxx3229
 PayPal will use Your XXXX-XXXX-XXXX-1153 to fund this transaction if your bank does not have enough funds.

PayPal Plus Credit Card
 No payments for 3 months
[Apply Now](#) [Learn more](#)

[Change](#)

Contact Information: seller_123456789_pay@gmail.com

[Pay Now](#)

PayPal. The safer, easier way to pay.
 For more information, read our [User Agreement](#) and [Privacy Policy](#).

[Feedback](#) | [Privacy](#) | [Security Center](#) | [Contact Us](#) | [User Agreement](#) PayPal, an eBay Company

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[Information about FDISC and credit card transactions](#)

3 Click [Pay Now]. The Finalize Payment screen opens:

My Printshop's Business Name

Test, thank you for your payment PayPal Secure Payments

Transaction ID: [XXXXXXXXXXXX](#)
 An email with your order summary has been sent to seller_123456789_pay@gmail.com

MERCHANT CONTACT INFORMATION
 My Printshop's Business Name
[seller_123456789_pay@gmail.com](#)
[Add funds from your bank](#)
[Go to PayPal Account Overview](#)
[Click to Finalize Payment](#)
[View Printable Receipt](#)

Site Feedback #
 PayPal. The safer, easier way to pay.
 For more information, read our [User Agreement](#) and [Privacy Policy](#).

[Feedback](#) | [Privacy](#) | [Security Center](#) | [Contact Us](#) | [User Agreement](#) PayPal, an eBay Company

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[Information about FDISC and credit card transactions](#)

4 Click the [Click to Finalize Payment] button. The payment information begins processing. A Thank You screen opens:

Thank you for your payment!

Your payment has been received by PayPal and is currently being processed.

It may take several moments before the transaction is confirmed by the print shop's systems.

You should receive a receipt for your purchase from PayPal shortly.

While the payment status is being verified with PayPal, the payment status of this job ticket will be changed to **VERIFYING PAYMENT**.

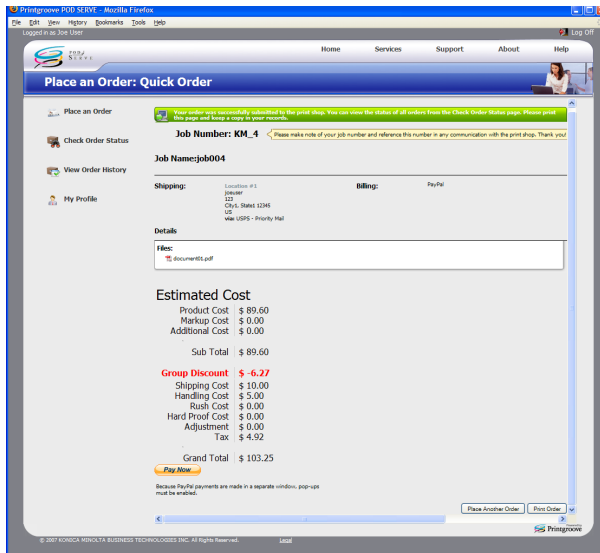
Once Confirmed, the **Payment Status** will change to **PAYMENT COMPLETE**.

Please close this window now. To view the updated Payment Status refresh your Printgroove session.

- 5 Click the [Close] button. Payment is now being processed. In Print-groove POD Serve, the payment status of this job ticket will be changed to Verifying Payment. Once Confirmed, the Payment Status will change to Payment Complete. You will also receive an email notification from the printshop once they have received your payment.

5.3.2 Paying for a Quick Order with PayPal (later)

If your Order Template type is Quick Order and your Billing method is PayPal, a [Pay Now] button appears on the order confirmation screen:

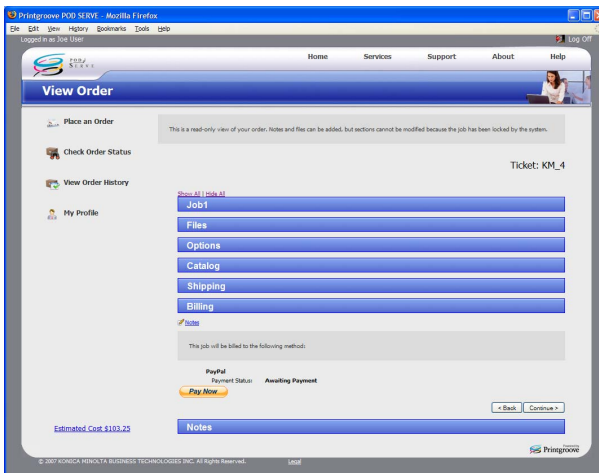


If you do NOT wish to initiate the PayPal paying sequence, click any of the menu options. The order closes and is added to the Check Order Status page.

To initiate the PayPal payment sequence:

- 1 Open the Check Order Status page.
- 2 Locate the job and click it to view the order details.

- 3 Click the Billing section to expand it. A [Pay Now] button appears in the section.



- 4 Click [Pay Now]. From this point forward, the process is identical as described in “Paying for a Quick Order with PayPal (at time of order)” on page 5-6.

5.3.3 Paying for a Standard Order with PayPal

If your Order Template type is Standard Order and your Billing method is PayPal, complete your job normally.

After the order confirmation screen appears, click any of the menu options. The order closes and is added to the Check Order Status page.

The printshop must review and price your order. If you requested an Estimate, that step must be completed, you must agree upon the Estimate and then the printshop can begin processing your order.

When these steps are completed, the printshop will send you an email requesting payment.

To initiate the PayPal payment sequence:

- 1** Open the Check Order Status page.
- 2** Locate the job and click it to view the order details.
- 3** Click the Billing section to expand it. A [Pay Now] button appears in the section.
- 4** Click [Pay Now]. From this point forward, the process is identical as described in "Paying for a Quick Order with PayPal (at time of order)" on page 5-6.

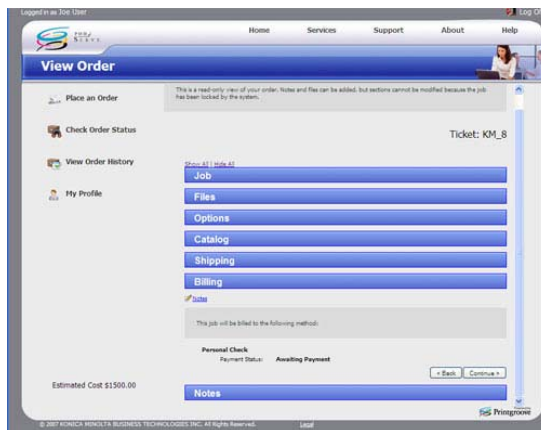
5.3.4 Paying for a Quick Order/Standard Order (Non-PayPal options)

If your Order Template type is Quick Order and your Billing method is any option besides PayPal, the printshop will initiate the request for payment.

After the order confirmation screen appears, click any of the menu options. The order closes and is added to the Check Order Status page.

Go to the Check Order Status page. Locate the job and click it to view the order. Click the Billing section to expand it. The Billing method is noted and the Payment Status will be Waiting Payment for Quick Orders.

For Standard Orders, the printshop must first review and price your order. For this reason, no estimated cost is provided when you place the order and the Payment Request status will not immediately appear when you place your order.



When these steps are completed, the printshop will send you an email requesting payment.

To initiate the payment sequence:

- 1 Open the Check Order Status page.
- 2 Locate the job and click it to view the order details.
- 3 The Payment Status value should be Awaiting Payment.
- 4 The actual method of payment will vary based on the payment option you selected. The Payment Status will be changed by the printshop, once you have satisfied their payment requirement.

- 5** When the Payment Status is Payment Complete, the printshop has received and acknowledged your payment. Nothing additional is required.

5.3.5 Payment Status

Payment Status reflects the payment values the printshop has entered. The values can be “Awaiting Payment” (which means they have requested a payment from you and you need to provide payment), “Verifying Payment” (which means that the job payment was made using PayPal and is currently processing) or “Payment Complete” which means they have asked you for payment, you have made that payment and they have recorded that payment in their records. There may be a delay from the time they actually receive your payment and “Payment Complete” appears. Check with the printshop if you have questions.

Payment Status values appear on the Check Order Status and View Order History pages. They are also displayed when you open a job and expand the Billing section.

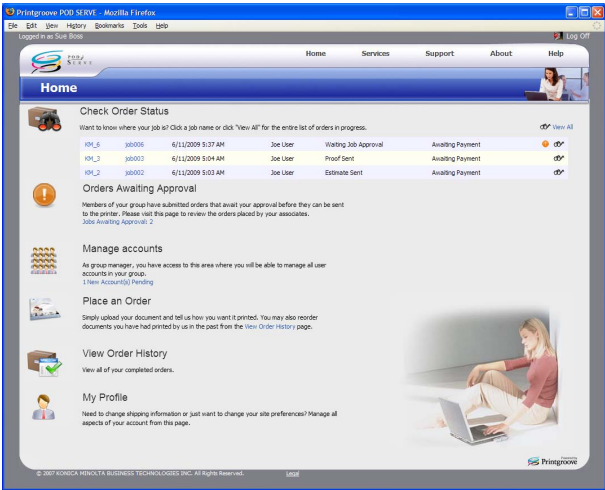
6 Administrative Operations

Application Administrators can perform the following tasks:

- Create new Users in the group
- Edit Users in the group
- Delete Users from the group
- Approve new Users in the group
- Approve orders submitted by Users who require approval

6.1 Create Users

To create additional users, go to your [Home] page then click [Manage Accounts] to get started.



...

Note

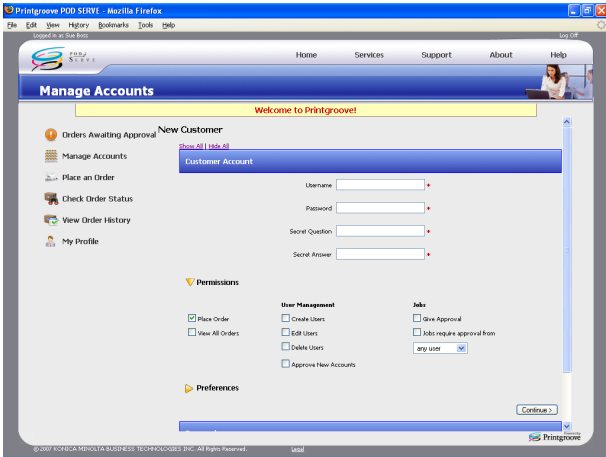
You can only add Users within your own Group.

To create a User:

- 1 On your Home page, click [Manage Accounts]. The list of all User in your group appears.

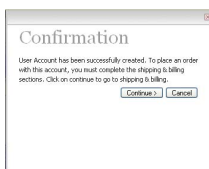


- 2 Click [New Customer].



- 3 Provide information about the new User in the [Username], [Password], [Secret Question] and [Secret Answer] fields. The password has the following limitations:
- The password must be a minimum of 7 characters
 - Numbers and symbols are allowed
 - The value is case-sensitive

- Spaces are not allowed.
- 4 Mark the permissions the new User should have. If you mark [Jobs require approval from], select an Approver from the drop down list.
 - You can select any User to be the approver.
 - 5 Click [Preference].
 - 6 Select the preferred language from the [Language] drop-down.
 - 7 In [Closed Orders] enter the number of days required before an order is closed.
 - 8 Select the default [Color Scheme] for your application from the drop-down menu.
 - 9 Click [Continue].
 - 10 Enter [First Name], [Last Name], [E-mail] and [Work] phone number of the new User. [Home] and [Mobile] phone numbers are optional.
 - 11 Click [Continue].
 - 12 The Company section is optional. You can enter this information at any time.
 - 13 When you have finished entering the account information, click [Save]. If you give the new User the Role to place an order, a [Confirmation] pop-up window opens.



- 14 Click [Continue] to set the shipping address and billing method.
—Or—
Click [Cancel] to not continue and finish this procedure. The account

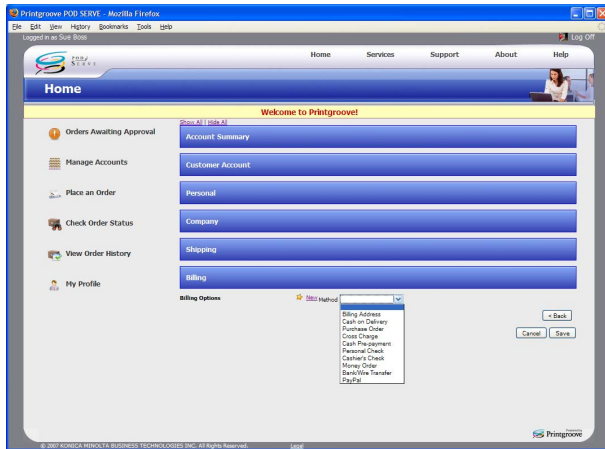
cannot be used to create orders until the shipping address and billing method are completed.

- 15 Enter the required information, indicated by a red asterisk.
- 16 To use this Shipping Address as a default, check [Set as default].
- 17 Click [Save Shipping Address].

- To edit the Shipping Address, see “To edit the Shipping Address:” on page 6-8.
- To delete the Shipping Address, see “To delete the Shipping Address:” on page 6-8.

18 Click [Continue].

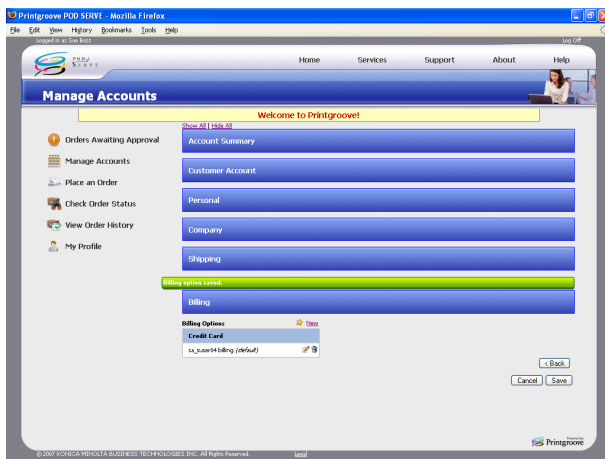
19 Click [New]. The [Method] pull-down appears.



20 From [Method] pull-down, select a billing method.

21 Enter the required information, indicated by a red asterisk. The fields required will vary depending on the billing method selected.

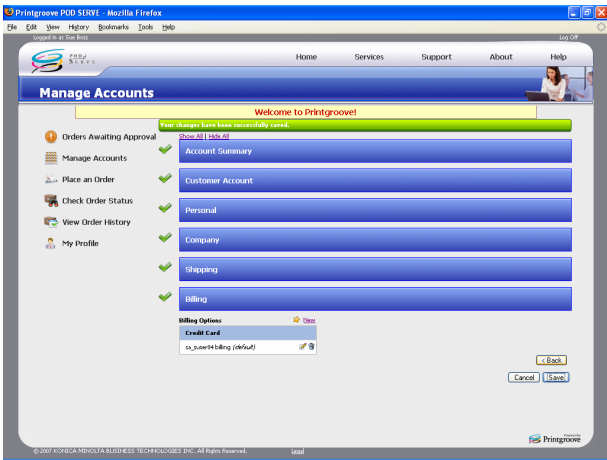
22 Click Save Billing Option.



- To edit the Billing method, see “To edit the Billing method:” on page 6-8.

- To delete the Billing method, see “To delete the Billing method:” on page 6-8.

23 Click [Save]. The new User is successfully created.



To edit the Shipping Address:

- 1 From the Address List, click the [Edit] icon near the Shipping Address. All fields of the selected Shipping Address appear.



- 2 Edit the fields.
- 3 Click [Save Shipping Address].

To delete the Shipping Address:

- 1 From Address List, click the [Delete] icon (trash box icon) to the right of the Shipping Address.



- 2 Click [OK].

To edit the Billing method:

- 1 From [Billing Options], click the [Edit] icon to the right of the Billing method to edit. All the fields of the selected Billing method appear.



- 2 Edit the fields.
- 3 Click [Save Billing Option].

To delete the Billing method:

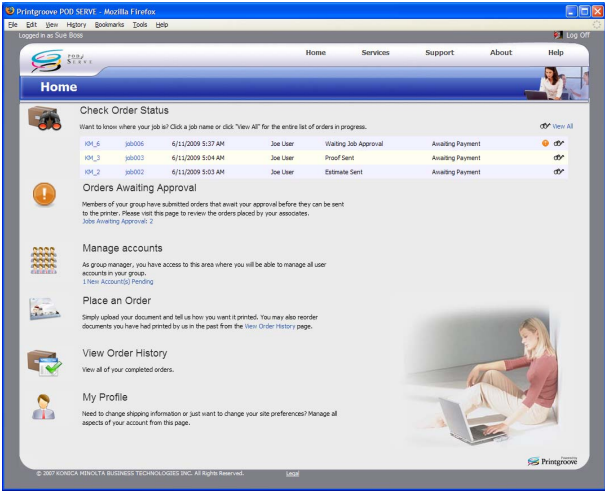
- 1 From [Billing Options], click the [Delete] icon (trash box icon) to the right of the Billing Method.



- 2 Click [OK].

6.2 Edit Users

To edit users in your group, go to your [Home] page then click [Manage Accounts] to get started.



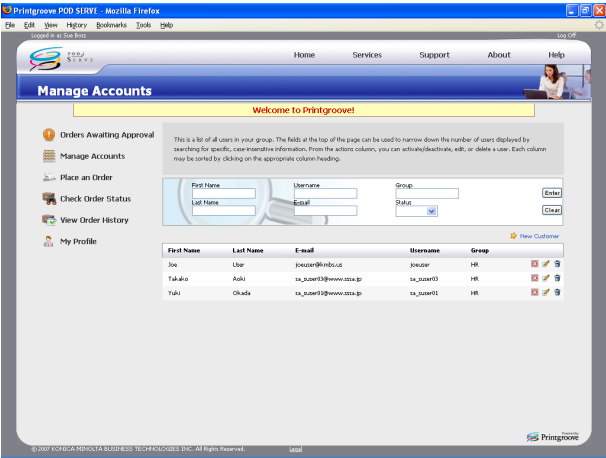
...

Note

You can only edit Users in your own Group.

To edit User:

- 1 On your Home page, click [Manage Accounts].



- 2 Click the Edit icon to the right of the User you want to edit.

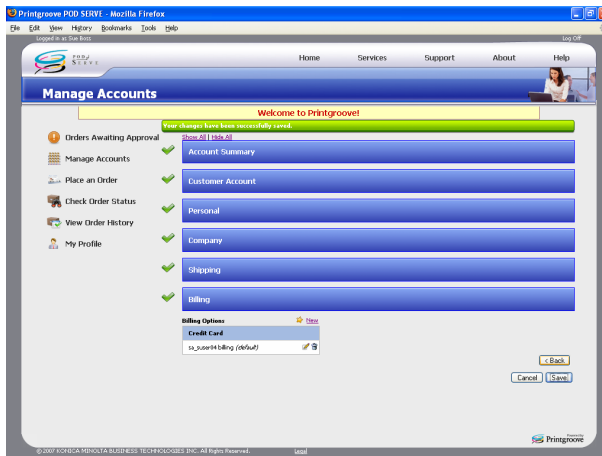


- 3 Click Account - [Edit] to view the account details.



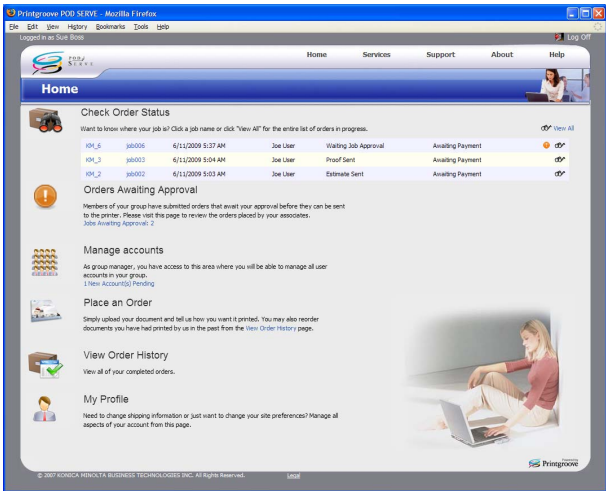
- 4 Indicate the permissions the User should have. If you mark [Jobs require approval from], select an approver from the drop down list.

- 5 If necessary, change [Language], [Closed Orders] and [Color Scheme] values noted in the [Preference] category then click [Continue].
- 6 If necessary, change the information in [Personal] section then click [Continue].
- 7 If necessary, change the information in [Company] section then click [Continue].
- 8 If necessary, create, change, or delete the shipping address in [Shipping] section then click [Continue]. At least one shipping address must be selected.
- 9 If necessary, create, change, or delete the billing option in the [Billing] section. One billing option must be selected.
- 10 Click [Save]. A message appears in the green header, informing you that the changes were made successfully. If an error occurs, correct the errors and click [Save] again.



6.3 Delete Users

To delete users, go to your [Home] page then click [Manage Accounts] to get started.



...

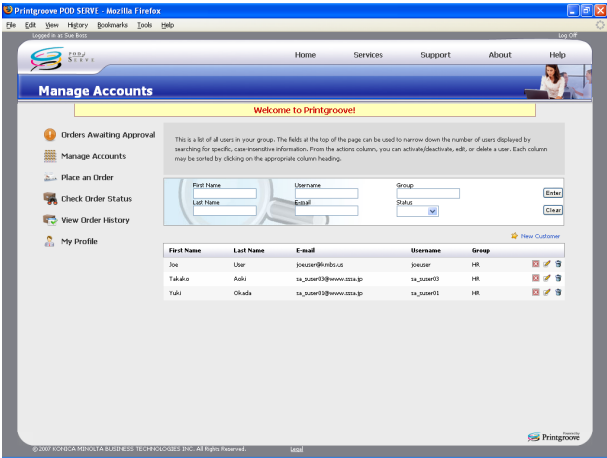
Note

You can only delete Users within your own Group.

Instead of deleting user, you can deactivated them. See “Deactivate or Activate Users” on page 6-15.

To delete a User:

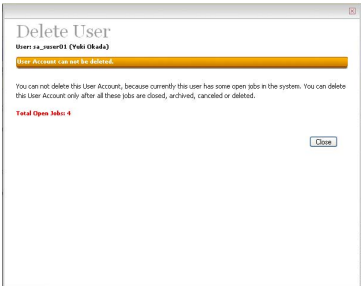
- 1 Click [Manage Accounts]. The list of all User in your group appears.



- 2 Click the Delete icon to the right of the User you want to delete.



- 3 Click [OK].
- 4 If the User is the owner of open jobs, a warning message appears. Click [Close] to cancel the delete request. If this screen does not appear, continue to Step 5.



- When you can delete the User, the Delete User pop-up window appears.

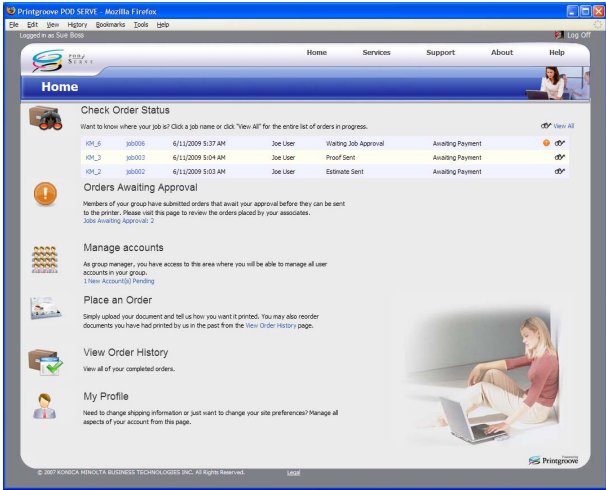


- 5 Click [Close].

6.4 Deactivate or Activate Users

Deactivated Users cannot use Printgroove POD Serve.

To Deactivate or Activate users in your group, go to your [Home] page then click [Manage Accounts] to get started.



Note

You can only deactivate or activate Users within your own Group.

To deactivate a User:

- 1 Click [Manage Accounts]. The list of all Users in your group appears.



- 2 Click the Deactivate icon to the right of the User you want to deactivate.

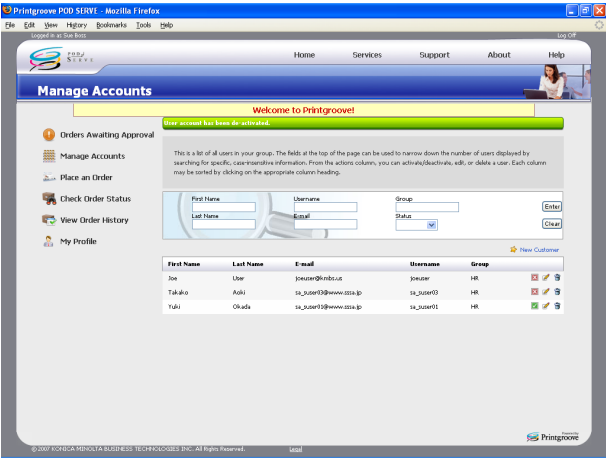


- 3 The Activate icon appears instead of the Deactivate icon.



To activate User:

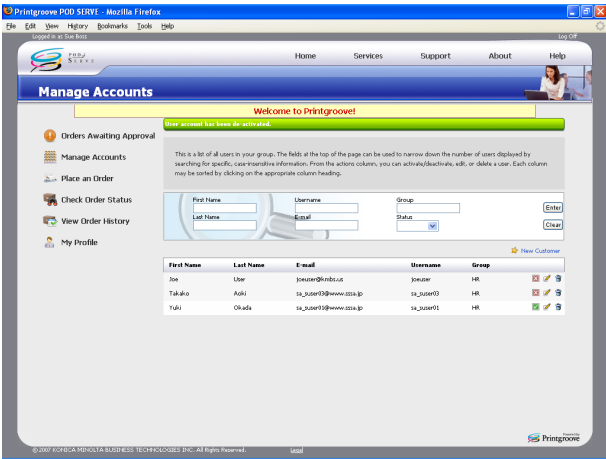
- 1 Click [Manage Accounts]. The list of all User in your group appears.



- 2 Click the Activate icon to the right of the User to activate.

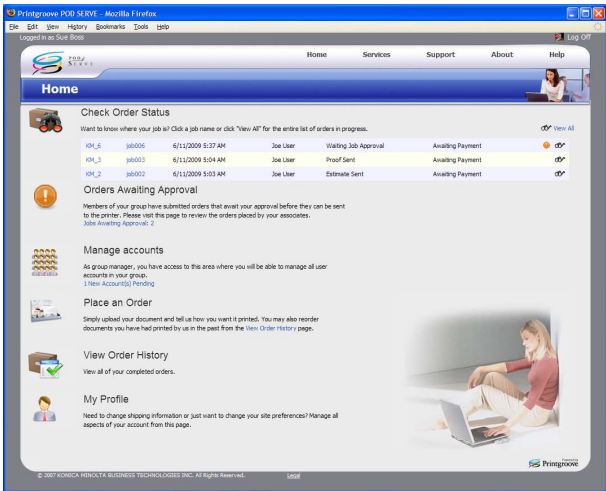


- 3 The Deactivate icon appears instead of the Activate icon.



6.5 Approve New Accounts

To approve users in your group, go to your [Home] page then click [Manage Accounts] to get started.



Note

You can only approve Users within your own Group.

To approve a new account:

- 1 Click [Manage Accounts] or [Accounts Pending]. The list of all Users in your group appears.



- 2 Click the Activate Pending icon to the right of the User you want to approve.



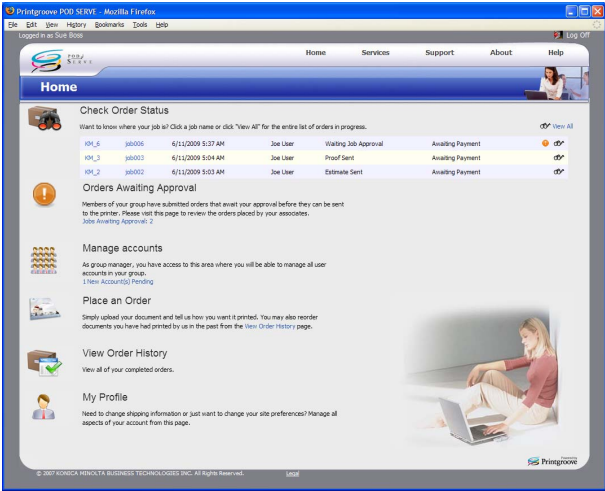
- 3 Confirm the information including the Account Summary, Customer Account, Personal, Company, Shipping, and Billing sections. To bring up the next section, click [Continue].



- 4 Click [Save] and [Activate] to approve the new account.

6.6 Search User

To search for users in your group, go to your [Home] page then click [Manage Accounts] to get started.



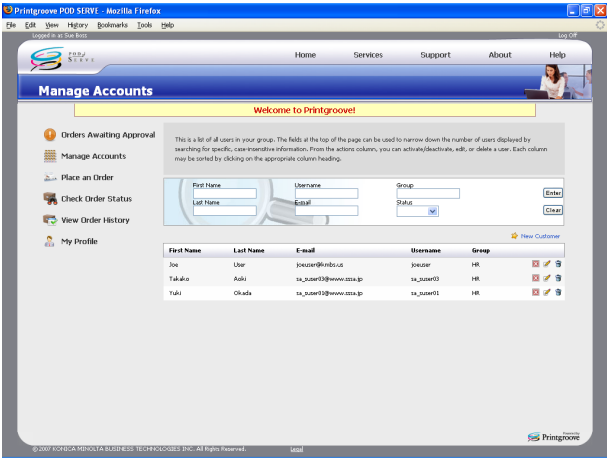
...

Note

You can only search for Users within your own Group.

To search Users:

- 1 Click [Manage Accounts]. The list of all User in your group appears.



- 2 Enter search criteria in one or more search fields at the top of the page.
 - Leave all fields blank to list all Users.
- 3 Click [Enter].

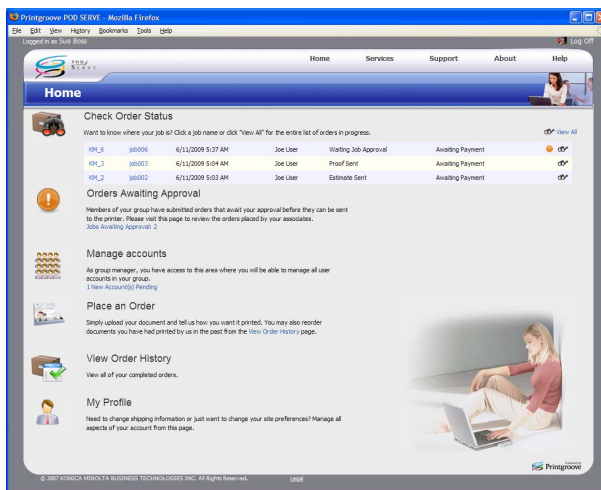


Note

You can sort by clicking on a column heading. The sort affects all Users in the list, not just those that you can see on the screen. You can switch ascending order and descending order by clicking the column again.

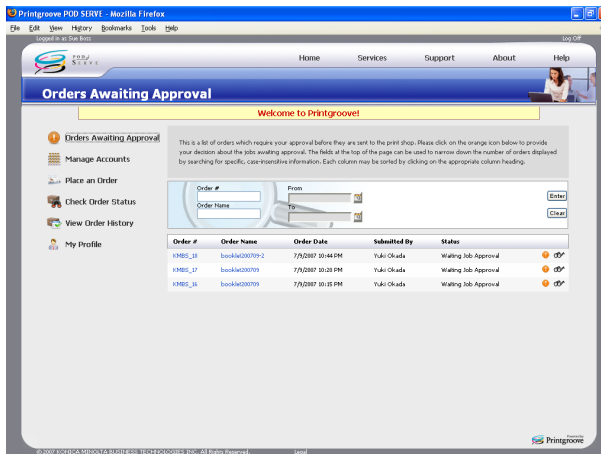
6.7 Approve an Order

To approve an order, go to your [Home] page then click [Manage Accounts] to get started.



To approve an order:

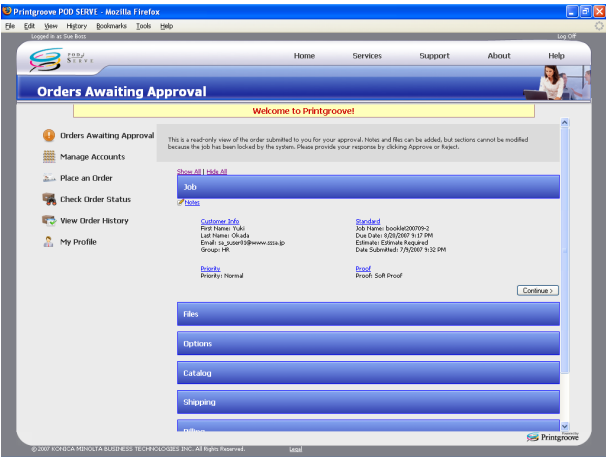
- 1 Click [Orders Awaiting Approval].



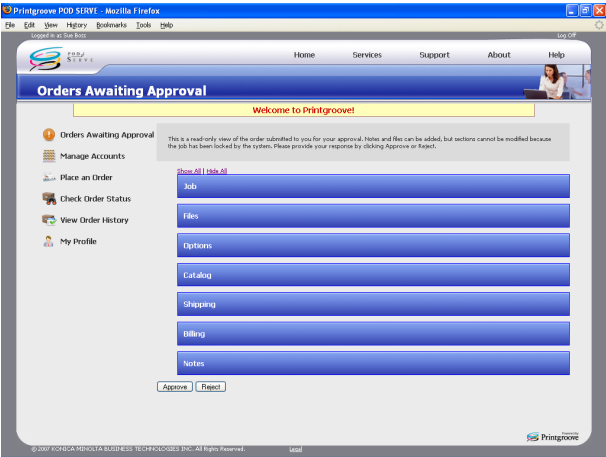
- 2 Click the [Approve this order] icon to the right of the job to approve.



- 3 Confirm the values of the Job, Files, Options, Catalog, Shipping, Billing and Notes sections and, if required, modify values. Click [Continue] to move to the next section.



- 4 When everything is correct, click [Approve].



To search orders awaiting approval:

- 1** Click [Orders Awaiting Approval]. The list of all order to be approved appears.
- 2** Enter search strings in one or more search fields at the top of the page.
 - Leave all fields blank to list all active jobs.
- 3** Click [Enter].



...

Note

Sort columns by clicking on a column heading. The sort affects all awaiting orders in the list, not just those that you can see on the screen. You can switch ascending order and descending order by clicking the column again.

7 Appendix

7.1 Glossary of Terms

Word	Definition
AppAdmin	The Application Administrator is charged to manage the Printgroove application, add Users and Groups, and create Job Tickets and numbering schemes. The AppAdmin also identifies the services and options offered by the print shop.
CRD	Central Reprographics Department
Dongle	A dongle is small hardware device that connects to a computer to act as a security key to authenticate software. The dongle must be plugged into the server at all times for Printgroove modules to operate.
Drop-down or Pulldown Menu	A list of selectable options displayed when a User clicks on the downward arrow.
Guide	The Print Shop User Solution of the Printgroove POD Suite, Guide enables workflow management, application administration, and job ticket processing.
Home Page	The main screen to which a User is taken upon login and returns to after performing actions within the application. A User is able to access all the menus and necessary functions from their "Home" page.
Interface	The screens, dialog boxes, and messages with which the user interacts to use the Printgroove application.
JDF	Job Definition Format is a digital data formatting standard providing a basic building block to manage the complete print production workflow. JDF uses XML (extensible markup language) to streamline information exchange between different applications systems and includes a set of messaging rules and communications protocols to ensure that all job related data can be shared.
Job Ticket	An order form or template built to JDF standards which is used to submit jobs online to the printshop.
Nodes	Locations where work is performed on jobs in a (print shop) workflow.
PDF	Portable Document Format is an open file format created by Adobe Systems. It is used for representing two-dimensional documents in a fixed layout format.
Permissions	Settings, defined by the Application Administrator, that determine a User's ability to perform certain functions within the application.

Word	Definition
Printgroove POD	The Printgroove POD application enables the print shop to expand the ability to reach their customers. Working as a virtual storefront on the web, it allows external customers to submit/customize jobs, perform proof checks and track the status of orders. In addition, it provides advanced capabilities for set up, processing, tracking and administrative tasks for the internal employee.
PSC	The Print Shop Coordinator is a default print shop user enabled to receive, accept or reject, and manage jobs for the printshop.
Queue	The Printing Solution of Printgroove POD, Queue consists of print management from device control to last-minute job ticket editing.
Role	A grouping of permissions assigned to printshop users, usually based on services performed.
Serve	The Customer Solution part of Printgroove POD, Serve is a web service application for print job submission with real-time status verification as the print job goes through the print shop's process.
Tracker	A Printgroove function which allows the PSC to mark print jobs to be tracked as they are processed through the printshop workflow.
Upload (files)	This function allows you to transfer or "upload" a copy of a file to the printshop, over the web, for printing.
User Profile	Personal and application information about the User.
Welcome Screen	The first screen shown when a user enters the Printgroove server address into their web browser's address bar.
Workflow	A workflow is a predefined process path used to manage the flow of work. Within Printgroove POD, the workflow function allows you to define the way a job is managed (internally) through the print shop.
Workflow, Advanced	A Workflow allowing nodes to send jobs to other nodes within the workflow without restriction. (e.g. A to B to C to D to B to C to A to D)
Workflow, Standard	A Workflow restricting the order processing path. (e.g. A to B to C to D only)



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