User guide

PRISMAdirect

Web Submission

A CANON COMPANY

Canon
Production Systems - Cutsheet

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Software version

This documentation describes the functionality of PRISMAdirect v1.2.

Contents

Chapter 1
Introduction

Introducing Web Submission

Main page

The main page shows:

- The products that you can use to create a job.
- The [Basket].
  The basket contains all created jobs. When you click the [Checkout] button, an order is created that contains all jobs from your basket.
- The section [My orders].
  The [My orders] section shows an overview of your open orders and completed orders. You can manage your orders in this section. When you open the order, you can change the order and view the document(s) in the order.

Create an order

You can create orders and send your orders to the print shop. An order can contain one or more jobs. To create an order, you start by selecting a product from the main page. The product is used to create a job. You add one or more files to the job and you fill in the job ticket. Click the [Save] button to add the job to your [Basket]. After color detection has been completed, the cost of the job is estimated based on the information from the job ticket. You can add multiple jobs to the basket. When you click the [Checkout] button, an order is created that contains all jobs from your basket. You fill in the order form. When payment is required, you click the [Pay & submit] button. You can pay your order and the order is submitted to the print shop. When payment is not required, you click the [Submit] button to submit your order to the print shop.

Web Submission

You can start Web Submission:

- **From an application**
  Click the [Print] option in the application. Select the printer [Web driver] and click [OK].
  The Web Submission is started in your default Web browser.
- **From a Web browser**
  Enter the Web Submission address in your Web browser.

NOTE
For easy access, you are advised to add the Web Submission page to your personal bookmarks.

Chapter 2
Create an account

Introduction

You must create an account before you can place your order online through our web shop.

NOTE
The system administrator defines whether the options in this dialog are available to you.

Procedure

1. [Account information]
   The account information are mandatory settings.
   - You must enter the characters that you seen on the picture when you want to create an account. If you are not sure what the words are, either enter your best guess or click the reload button next to the distorted words. You can click the audio button to hear a set of words that can be entered instead of the visual challenge.
   - You must accept the Terms and Conditions when you want to create an account.
2. [User information]:
   Define the profile settings. The profile settings are mandatory settings.
   - When you submit the order, your [Profile settings] are automatically added to the order form.
3. [Email notifications]:
   You can request a number of email notifications:
   - [Email when job is accepted]
     You receive an email when the operator accepts your order. Your order can be accepted directly, or the operator can request you to change the order before the order can be produced. For example: You have requested [Binding] = [Wire-O-Bind] for the document. The operator can only staple the document. After you have submitted the changed order, the operator accepts the order.
   - [Email when job is ready]
     You receive an email when the order is printed.
4. [Preferences]:
   1. Select the display language.
   2. Option [Keep me logged in to the file hosting providers]:
      When you enable this option, the application logs you on to the file hosting providers when you logon to the Web Submission.

NOTE
It is recommended that you disable this option on a shared computer.

   3. Option [Use delivery information from the order history when reordering.]
5. Click [Create an account].

Chapter 3
Login

Introduction

Depending on the application configuration, it may be necessary to identify yourself. You have to enter your user name and password.

When you log on for the first time, the [Edit profile] dialog will appear. You must define your profile settings before you can continue. The operator in the print room needs your preferences.

Procedure

1. Enter your user name.
   You can use the User Principal Name notation: user@domain.
   For example, there are LDAP servers in "domain1" and in "domain2".
   Login with: user. The search for "user" starts in the LDAP server in "domain1". If "user" does not exist in the LDAP server in "domain1", the search for "user" continues in the LDAP server in "domain2".
   Login with: user@domain1. The search is forced and limited to the LDAP server in "domain1".
2. Enter your password.
3. Select [Remember my user name and password.] to log on next time, without entering your user name and password.
   You must enable cookies in the browser to support this option.
4. Click [Log in].
   For easy access, you are advised to add the Web Submission page to your personal bookmarks.

Chapter 4
Orders overview

The order and job states

The state of an order depends on the state of its jobs and the current step in the workflow. Each order can contain one or more jobs. Each job can be in a different job state. The order state is equal to the lowest job state.

Attributes

Color	Status
	[New], [Uploading], [Incoming]
	[Request for change], [Request to accept quotation], [Quotation rejected], [Proof PDF sent], [Canceled], [Failed]
	[Job is changed], [Quotation accepted], [Accepted], [Proof PDF accepted], [Processing]
	[Ready]
	[Dispatched]
	[Finalized]
	[Archived]

Sort the orders

Introduction

You can sort the orders in the order view. You can use the sorting mechanism to group the orders based on the same ticket item. For example, you can sort on [Order is paid] to group all orders which are paid.

Procedure

1. Right-click the column header and select the ticket item that you want to use to sort the orders. The selected ticket item becomes the column header.
   Select option [Edit options] when the ticket item that you want to use is not available. Scroll to the required ticket item and enable the item. Click OK.

   NOTE
   The enabled ticket items are displayed as order information in the list of orders. The items are displayed as shown in the grey area in the [Edit options] dialog. It is recommended that you enable not more than 12 items. When you enable more than 12 items, then item 13 is displayed instead of item 1 in the order information, etc.

2. Click the column header to apply ascending sorting or descending sorting.

Display the order information

Introduction

You can configure which order information is displayed for each order. You can make the most important information of the orders available to you in one view.

For example, you can enable item [Number of jobs inside] to display how many jobs an order contains. For each order, the number of jobs is displayed as: {0} jobs inside.

Procedure

1. Right-click the column header and select the [Edit options] option.
2. Scroll to the required ticket items and enable the items. It is recommended that you enable not more than 12 items. When you enable more than 12 items, then item 13 is displayed instead of item 1 in the order information, etc.
3. Use the arrows to set the order of the ticket items.
   The items are displayed as shown in the gray area in the [Edit options] dialog.
4. Click OK.

View the files or the merged document

Introduction

An order can contain one or more jobs. A job can contain one or more files. You can view the files and the merged document of a job. The merged document is the PDF file in the top of section [Files]. The files of the merged document are indented.

You must enable pop ups for the Web Submission site to view the files or the merged document.

Procedure

1. Click the job.
   The job ticket and the files of the job are shown.
2. You can view the files or the merged document. If the job contains multiple files, the PDF files are automatically merged into a single document. The order of the files determines how the files are merged.
   - Click the view icon to view the merged document. The icon appears when you hover the mouse pointer over the merged document.
   - Click the view icon to view a file. The icon appears when you hover the mouse pointer over a file.

Delete an order

Introduction

The [Delete] option allows you to delete one or more orders from the list.

Whether it is possible to delete the order depends on the order status. If it cannot be deleted, the delete button is not available. You can only delete orders with [Order status]:

- [New]
- [Request for job change]
- [Price rejected]
- [Quotation rejected]
- [Job is changed]

Procedure

1. Click the delete icon. The icon appears when you hover the mouse pointer over the order.
   The order will be deleted.

Chapter 5
Submit an order

Introduction

You can create orders and send your orders to the print shop. An order can contain one or more jobs.

To create an order, you start by selecting a product from the main page. The product is used to create a job. You add one or more files to the job and you fill in the job ticket. Click the [Save] button to add the job to your [Basket]. After color detection has been completed, the cost of the job is estimated based on the information from the job ticket. You can add multiple jobs to the basket. When you click the [Checkout] button, an order is created that contains all jobs from your basket. You fill in the order form. When payment is required, you click the [Pay & submit] button. You can pay your order and the order is submitted to the print shop. When payment is not required, you click the [Submit] button to submit your order to the print shop.

Create a job

Select the original files

Introduction

You can add different kinds of files to your job. The system administrator defines which kinds of files you can add and which file sources you can browse to in order to add files.

This procedure describes how to add content to most product types. For "Business cards" or "Variable data documents" type products, see the following procedures:

- *Select the content for a product of type "Business cards"* on page 22
- *Select the content for a variable data document* on page 24

You cannot add content to a product when the product contains a fixed document. The fixed document is added to the product by the system administrator.

Procedure

1. Select the appropriate product.
2. Click [Browse] in section [Files]. A dialog will appear that allows you to select the file(s) that you want to use.

NOTE
You cannot add or remove a file when the product contains a fixed document. The fixed document is added to the product by the system administrator.

File	Actions
[Add digital file]	Browse to the file(s) and click [Open]. The file(s) are added to your job. The file types that can be added by the user are configured by the System Administrator. An error message will appear when you select a non-supported file type.
[File hosting provider]	You can add files from one or more file hosting providers. Click the button with the name of the file hosting provider when a provider is available. For example: Dropbox. Select a file hosting provider from the drop-down list when more than one provider is available. 1. Log in to the site of the file hosting provider. 2. Select the file(s) that you want to print.
[Add paper original]	Click [Add paper original]. A text box appears. 1. You must enter the file name for a paper original. You can submit a job without an attached file. Only a form is submitted to the [Order processing]. 2. Send the paper original to the print room, for example via internal mail.

File	Actions
[Add other digital file]	Click [Add other digital file]. A text box appears. 1. You must enter a file name and extension for an other digital file. You can submit a job without an attached file. Only a form is submitted to the [Order processing]. This option can be used when the digital file cannot be added to the job yet. For example, a digital file on a CD. 2. Send the other digital file to the print room, for example via internal mail.

3. You can continue to add more file(s) to your job.
4. You can manage the file(s) of your job.
   - If you submit multiple files you must determine the order of your files. All files are combined into one document either automatically when submitting the job (if that option is enabled by the system administrator) or by the operator of the print room.
     You can drag each file to the correct location.
   - Click [Delete] to remove a file.

Select the content for a "Business cards" type project

Introduction

The system administrator has selected a [VDP document] for "Business cards" type products. However, you can use your own VDP document. You must select a data source or you must provide manual input for the product. The variable data from the data source or the manual input is applied to the VDP document to create the business cards.

The supported data source types are: *.accdb, *.mdb, *.xlsx, *.xls and *.csv. Password-protected data sources of type *.xlsx, *.xls and *.csv are not supported.

The item [Business cards per set] defines the number of business cards in the VDP document. This item is read-only. The value of the [Sets per row] item defines how many times one row of the data source is applied to the VDP document. The user defines the value for the [Sets per row] item. When the user provides manual input, the manual input is considered to be one row of a data source. The user defines the value for item [Sets].

For example: [Business cards per set] = 10 and [Sets per row] = 10. Now, 100 business cards are printed for each row of the data source.

NOTE
The system administrator defines if you can select a data source or if you must provide manual input for the product.

Procedure

1. Select a product of type "Business cards".
   The system administrator has selected a [VDP document] for "Business cards" type products. However, you can use your own VDP document.
   1. Click the [Browse] button.
   2. Browse to the VDP document.
   3. Select the VDP document and click [Open].
      The application checks if the VDP document is valid. An error message will appear when the VDP document is invalid.
2. You must select a data source or you must provide manual input for the product.

Variable data	Actions
Select the [Data source]	1. Click the [Browse] button. Select which file source you want to browse. A [Browse] dialog will appear. 2. Browse to the data source file. 3. Select the data source file and click [Open]. The application checks whether the data source is valid for the VDP document. An error message will appear when the data source contains incompatible field type(s) and/or required fields are missing. 4. Select which table or sheet of the data source must be used. If the data source type is *.csv or *.txt, you must define the [Text separator]. Optionally, you can define the [Text delimiter]. For example: "field1";"field2";"field3", where: " is the [Text separator] ; is the [Text delimiter] 5. Define a value for item [Sets per row]. 6. The rows in the data source are applied to the VDP document. The number of business cards printed for each row of the data source is: [Business cards per set] * [Sets per row].
Provide [Manual input]	1. The dialog displays the required structure for the VDP document. The user can enter the variable data manually for each field instead of using a data source. The user can enter one value for each field. 2. Define a value for item [Sets]. 3. The manual input is applied to the VDP document. The number of business cards printed using the manual input is: [Business cards per set] * [Sets].

3. Click button [Generate preview] to preview the business cards.
The VDP document is loaded. The data source or manual input is applied to the VDP document.

Select the content for a variable data document

Introduction

You have selected a product of type "Variable data document". You have to select a [VDP document]. You have to select a data source or you have to provide manual input for the product. The variable data from the data source or the manual input is applied to the VDP document to create the variable data document. You have to select a zip file containing images when the [VDP document] contains image frames.

NOTE
The data source must contain a relative path to each image frame. You cannot submit the order when the data source contains absolute paths.

The supported data source types are: *.accdb, *.mdb, *.xlsx, *.xls and *.csv. Password-protected data sources of type *.xlsx, *.xls and *.csv are not supported.

The system administrator defines if you can select a data source or if you must provide manual input for the product.

Procedure

1. Select a "Variable data document" type product.
2. Select the [VDP document]:
   1. Click the [Browse] button. Select which file source you want to browse.
      A [Browse] dialog will appear.
   2. Browse to the VDP document.
   3. Select the VDP document and click [Open].
      The application checks if the VDP document is valid. The document must contain VDP data, else the document cannot be added to the product.

NOTE
You cannot select a VDP document when the product contains a fixed VDP document. The fixed VDP document is added to the product by the system administrator.

3. You have to select a data source or you have to provide manual input for the product.

Variable data	Actions
Select the [Data source]	1. Click the [Browse] button. Select which file source you want to browse. A [Browse] dialog will appear. 2. Browse to the data source file. 3. Select the data source file and click [Open]. The application checks whether the data source is valid for the VDP document. An error message will appear when the data source contains incompatible field type(s) and/or required fields are missing. 4. Select which table or sheet of the data source must be used. If the data source type is *.csv or *.txt, you must define the [Separator]. Optionally, you can define the [Delimiter]. For example: "field1";"field2";"field3", where: " is the [Separator] ; is the [Delimiter] 5. The rows in the data source are applied to the VDP document.

Variable data	Actions
[Manual input]	1. The dialog displays the required structure for the VDP document. The user can enter the variable data manually for each field instead of using a data source. The user can enter one value for each field. 2. The manual input is applied to the VDP document.

4. You have to select a zip file containing images when the [VDP document] contains image frames.

Variable data	Actions
Select the zip file	1. Click the [Browse] button. A [Browse] dialog will appear. 2. Browse to the zip file that contains the images. Images of type BMP, GIF, TIFF, TIF, JPEG, JPG, PNG and EPS are supported. 3. Click [Open]. The application unzips the file and applies the root of the images to the relative path of each image frame in the data source. NOTE The data source must contain a relative path to each image frame. You cannot submit the order when the data source contains absolute paths. 4. The images are applied to the VDP document.
[Manual input]	1. The dialog displays the required structure for the VDP document. The user can enter the variable data manually for each field instead of using a data source. The user can enter one value for each field. You can enter the relative path to the image and the image name. Images of type BMP, GIF, TIFF, TIF, JPEG, JPG, PNG and EPS are supported. 2. The manual input is applied to the VDP document.

5. Click button [Generate preview] to preview the variable data document.
The VDP document is loaded. The data source or manual input is applied to the VDP document.

Fill in the job ticket

Configure the layout of your order

Introduction

You can define how your order must be produced. Any layout options of the product are available in this dialog.

A preview of your order is shown. The preview does not show detailed information. The preview uses the following layout options:

- [Cover]
- [1-sided or 2-sided]
- [Binding]
- [Orientation and binding edge]
- [Color]
- [Cover media]
- [Media]
- [Punching]
- [Folding]

The preview only shows a static image for an order created with a "Stationery" type product. You can configure the available settings for "Stationery" type products.

NOTE
The system administrator defines which options are available to you and which options can be changed by you.

NOTE
The products may have some hidden settings that may be visible on the preview. For example, the hidden setting is media and is set to red media color. The red media will be visible in the preview.

Procedure

1. Define the available layout options of the product.
   1. The layout options used for the preview are available in the preview section. There may also be other layout options that are not reflected on the preview.
   2. Click [More job ticket items] to define any additional layout options that may be available.

Configure the remaining settings of your order

Procedure

1. Configure the remaining settings of your order.

NOTE
The mandatory settings are visually marked.
The system administrator configures the allowed number of decimals that you can add.

2. You can type any remarks. These remarks are available for the print room operator.

Define the workflow

Introduction

You can request a number of email notifications to keep track of the progress of your order. You can set the default email notifications in your profile settings. You can overrule these notifications for each order.

NOTE
The system administrator defines if these options are available to you.

Procedure

1. You can request a number of email notifications:
   - [Email when job is accepted]
     You receive an email when the operator accepts your order. Your order can be accepted directly, or the operator can request you to change the order before the order can be produced.
     For example:
     You have requested [Binding] = [Wire-O-Bind] for the document. The operator can only staple the document. After you have submitted the changed order, the operator accepts the order.
   - [Email when job is ready]
     You receive an email when the order is printed.
2. You can request a proof PDF:
   - You can select option [Send me a proof PDF.]
     This option is useful if your order contains multiple files. In the print room, these files are merged into one document.
     The operator sends you a proof PDF of the merged document.
     You can check the proof PDF to see if your order is correct. If the order is correct, you accept the order. If the order is incorrect, you can contact the operator and have the order corrected.
3. You can confirm that none of the submitted file(s) is copyright protected.
   - You can select option [Copyright administration].
     You must select this option to indicate that none of the submitted file(s) is copyright protected.

The cost settings

Introduction

You can get an estimation of the cost for your job. The estimation is based on the number of B&W pages, color pages and the settings in the order form.

NOTE
The system administrator defines if these options are available to you.

There may appear more estimated cost values than one if the system administrator configured this in the system.

Procedure

1. You can get an estimation of the cost for your job. The estimation is based on the number of B&W pages, color pages and the settings in the order form.
   1. After color detection has been completed, the cost of the job is estimated based on the information from the job ticket.
      The job cost is estimated automatically.
   2. You can adjust the order form to adjust the job cost.
2. [Send me an email when the price has been calculated.]
   You receive an email when the cost is calculated. Depending on the cost:
   - You can accept the cost.
   - You can change the order to reduce the cost.
   - You can cancel the order.
3. [Send me an email when the price is approved or rejected.]
   To control the budget, the maximum cost of an order can be defined by the system administrator. The customer can accept a cost that exceeds the maximum cost. When the maximum cost is exceeded, a cost approver must accept or reject the cost.
   You receive an email when the cost approver has accepted or rejected the cost.

Overview of warnings

Introduction

A warning is reported when a setting in the order form conflicts with a setting of the document. It is recommended that you resolve the warning(s) before you submit the order.

NOTE
The overview of warnings appears in Step 3 (of the wizard) only for products of type document with binding and flyer.

You can have the following warnings:
- Pages in the attachment(s) do not fit in the given order's media
- The front/back cover does not fit in the given order's cover media
- The orientation of the attachments does not match the orientation in the order's ticket
- There are landscape and portrait orientations in the attachments

You will also get warnings regarding the preview not being completely accurate if the used media is prepunched, transparent, preprinted, has tabs etc.

The link **Overview of warnings** is available in the left-hand pane of the dialogue where you can configure the delivery settings.

Procedure

1. Click the link **Overview of warnings** to display any detected conflicts.
2. It is recommended that you resolve the warning(s) before you submit the order.

Add the job to the basket

Introduction

You add one or more files to the job and you fill in the job ticket. Then, you can add the job to your [Basket].

Procedure

1. Click the [Save] button to add the job to your [Basket].

Submit the order

Submit the order

Introduction

To create an order, you start by selecting a product from the main page. The product is used to create a job. You add one or more files to the job and you fill in the job ticket. Click the [Save] button to add the job to your [Basket]. After color detection has been completed, the cost of the job is estimated based on the information from the job ticket. You can add multiple jobs to the basket. When you click the [Checkout] button, an order is created that contains all jobs from your basket.

Procedure

1. Go to the main page.
2. Click button [Checkout].
   An order is created that contains all jobs from your basket.
3. You fill in the order form.
   Your [Profile settings] are automatically added to the order form.
4. When payment is required, you click the [Pay & submit] button. You can pay your order and the order is submitted to the print shop. See *Pay & submit the order* on page 33.
   When payment is not required, you click the [Submit] button to submit your order to the print shop.
   The new order is added to section [My orders].

Pay & submit the order

Introduction

You can pay & submit an order after color detection is applied to the files in the order. You cannot pay & submit an order when:

- The order contains files of type [Paper original] or [Other digital file].
- The order contains non-PDF files.

The order is submitted regardless of whether the payment fails or is successful.

Procedure

1. Click button [Pay & submit].
   A new browser window will be opened. You can pay your order in the new browser window. The new browser window is the original form of the payment provider.

   NOTE
   The system administrator defines which payment provider is available for the product.

2. Follow the instructions of the payment provider.
   The application notifies you about the status of your payment. The status can be:
   - [Thank you for your payment. Your transaction has been completed.]
     The payment is successful. The order is submitted to the print room.
     The new order is added to section [My orders].
   - [The payment for your order has failed.]
     The payment failed. The order is submitted to the print room. *Try again to pay for your order after your payment failed* on page 34

Try again to pay for your order after your payment failed

Introduction

You have submitted an order but the payment for your order failed. You can try to pay for your order again.

Procedure

1. Go to the main page.
2. Click section [My orders].
   The list of orders opens. The list contains the open orders and the order history.
3. Go to the order that you want to pay.
4. Click the pay icon. The icon appears when you hover the mouse pointer over the opened order.
   A new browser window will be opened. You can pay your order in the new browser window. The new browser window is the original form of the payment provider.

NOTE
The system administrator defines which payment provider is available for the product.

5. Follow the instructions of the payment provider.
   The application notifies you about the status of your payment. The status can be:
   - [Thank you for your payment. Your transaction has been completed.]
     The payment is successful. The changed order is sent to the print room.
   - [The payment for your order has failed.]
     The payment failed. The changed order is sent to the print room. Contact your print room, see *About* on page 47.

Submit the order on behalf

Introduction

A Desk Submission user can create jobs on behalf of other users in the [Web Submission].

NOTE
The System Administrator defines whether this option is available to you.

Procedure

1. Select the appropriate product.
   The [Desk submission] dialog opens.
2. Select the user for whom you want to create the order.

NOTE
Click the [Cancel] button when you want to create an order in your own name.

3. The new job form will appear.
   The steps now are the same as for the normal order submission.
4. Submit the job.
   When payment is required, you are responsible for paying the order. See *Pay & submit the order on page 33*.
   The profile settings of the user on behalf of whom the order is created are automatically added to the order form.

NOTE
If you created the order in your own name your own profile settings will be filled in the job.

The job will not appear in your job list as you have only the rights to create orders. You have no rights to keep track of the order. The submitted job will appear in the orders list of the user on behalf of whom the job was submitted.

Chapter 6
Respond to an operator request

Change the order

Introduction

You have submitted an order.

Your order can be accepted directly, or the operator can request you to change the order before the order can be produced. When the operator requests you to change the order, the [Order status] becomes [Request for job change].

For example:
- You have requested [Binding] = [Wire-O-Bind] for the document. The operator can only staple the document.
- You have submitted a password-protected file. The operator cannot open this file.
- The print room operator did preflight the file(s) of your order.
  The preflight operation checks if any rules are violated in the PDF file(s). The preflight report is available in the order. The preflight report shows a summary of the problems that have been found. You can fix or ignore any found problems.

When payment is not required, you can change and update the order. When payment is required, you have paid the order when you submitted the order. If the operator requests to change the order, the value of the payment is refunded to you. If you have made changes to the order, you must pay for the updated order. The order is submitted regardless of whether the payment fails or is successful.

After you have submitted the changed order, the operator accepts the order.

Procedure

1. Go to section [My orders].
2. Go to the order with [Order status] = [Request for job change].
3. Click the order to open the order.
   The order form and the jobs of the order are shown.
4. Change the order according to the remarks of the operator.
   For example, the operator requests that you solve the issues found by the preflight operation. Go to the concerning job and open the preflight report for the concerning file. The [Preflight report] icon appears when you hover the mouse pointer over the file of the job.
5. Submit the order.
   When payment is not required:
   1. Click button [Update].
      The changed order is sent to the print room.

   When payment is required:
   1. Click button [Pay & update].
      A new browser window will be opened. You can pay your order in the new browser window. The new browser window is the original form of the payment provider.

NOTE
The system administrator defines which payment provider is available for the product.

   2. Follow the instructions of the payment provider.
      The application notifies you about the status of your payment. The status can be:
      - [Thank you for your payment. Your transaction has been completed.]
        The payment is successful. The changed order is sent to the print room.
      - [The payment for your order has failed.]
        The payment failed. The changed order is sent to the print room. *Try again to pay for your order after your payment failed* on page 34

The [Order status] becomes [Job is changed].

Accept or reject the quotation

Introduction

When you have requested a calculation of the cost of the order, the print room operator must send a quotation to you. You can accept or reject the quotation.

In the [Configuration] a maximum cost for an order can be defined. You can accept a quotation that exceeds the maximum cost. Then a budget owner must approve or reject the quotation. When the quotation is rejected by the budget owner, you must change or cancel the order.

NOTE
The system administrator defines if the calculation of the cost of the order is optional or mandatory.

Procedure

1. Accept or reject the quotation via the link in the received email:

Step	Action
1	Click the link in the email to accept or reject the quotation. By default, the subject of the email is: [Quotation] JobId: [<jobID number>]. NOTE You will receive an email when you have enabled option [Send me an email when the price has been calculated.]
2	Depending on the application configuration, it may be necessary to identify yourself. You have to enter your user name and password. The order form and the jobs of the order are shown.

or
Accept or reject the calculated job cost via the section [My orders]:

Step	Action
1	Go to the order with [Order status] = [Request to accept quotation].
2	Click the order to open the order. The order form and the jobs of the order are shown.

2. Select what you want to do:
   - [I accept the price. Print the job.]
     The operator in the print room can now print the order.
     The [Order status] becomes [Quotation accepted].
   - [I cancel the job.]
     The order is canceled. The operator in the print room cannot print the order.
     The [Order status] becomes [Quotation rejected]
   - [I change the job and submit again.]
     You can change the order to reduce the job cost. The print room operator sends a new quotation to you. You can accept or reject the quotation.
     The [Order status] becomes [Request for job change].
3. Click [OK].

Accept or reject the proof PDF

Introduction

You can request information from the print room concerning the status of your order. For example, you can select option [Send me a proof PDF.]

This option is useful if your order contains multiple files. In the print room, these files are merged into one document.

The operator sends you a proof PDF of the merged document.

- You can check the proof PDF to see if your order is correct.
- If the order is correct, you accept the order.
  The operator in the print room can now print your order.
- If the order is incorrect, you can contact the operator and have the order corrected.

NOTE
Web Submission will use your default viewer to open the documents, for example Adobe Reader®. If no application is associated to the document type that you want to view, the preview is not available.

Procedure

1. Check the proof PDF via the link in the received email:

Step	Action
1	Click the link in the email to preview the PDF document. By default, the subject of the email is: [Your order is awaiting approval of the proof PDF.] JobId: [<jobID number>]. If you have checked the [Send me a proof PDF.] option you will receive an email when the operator has merged the files. Follow the directions in the email to preview the PDF document.
2	Depending on the application configuration, it may be necessary to identify yourself. You have to enter your user name and password.

or
Check the proof PDF via the section [My orders]:

Step	Action
1	Go to the order with [Order status] = [Proof PDF sent].
2	Click button [View]. The proof PDF opens. NOTE You must open the order, to accept the proof PDF.

2. If the order is correct, you accept the order.
   The [Order status] becomes [Proof PDF accepted]. The operator in the print room can now print your order.

NOTE
You must open the order, to accept the proof PDF.

3. If the order is incorrect, you can contact the operator and have the order corrected.

Chapter 7
Budget control

Cost approver accepts or rejects the cost of the order

Introduction

A customer can request that the cost of the order must be calculated before the order is printed. When the cost is calculated, the customer must accept or reject the cost.

To control the budget, the maximum cost of an order can be defined by the system administrator. The customer can accept a cost that exceeds the maximum cost. When the maximum cost is exceeded, a cost approver must accept or reject the cost. The [Order status] becomes [Request to accept price].

NOTE
If the cost approver is changed, the already created orders will still have the old cost approver assigned.

Procedure

1. Click the link in the email to accept or reject the cost of the order.
   By default, the subject of the email is: [The order is waiting for approval.] JobId: [<jobID number>].
2. Depending on the application configuration, it may be necessary to identify yourself. You have to enter your user name and password.
   The cost approval dialog opens.
3. The cost approver can view the relevant settings of the order.
4. The cost approver can type the reason to accept or reject in the remarks field.
5. The cost approver has three options:

Action	Description
[Accept]	The cost approver can accept the cost of the order. The [Price approved] becomes [Price rejected]. The order can be printed.
[Reject]	The cost approver can reject the cost of the order. The [Price approved] becomes [Price rejected]. The order cannot be printed. The customer can change the order and submit the order again, or the customer can cancel the order.
[Delegate price approval to:]	The cost approver can delegate the accept or reject of cost to a higher level approver. Each higher level cost approver is allowed to approve a higher cost. 1. Click the Accept button. The Accept or delegate dialog will appear. 2. Type the email address of the higher level cost approver in the text field [Delegate price approval to:]. 3. Click OK. The higher level cost approver receives an email. The workflow for the higher level cost approver starts at step 1 of this procedure.

Chapter 8
Links

Define the profile settings

Introduction

The <user name> link allows you to specify your user information and settings. The profile data of some users is stored on an LDAP server. The [Profile settings] of the [Web Submission] users then automatically receive the data from the LDAP server.

The <user name> link will be <user name>(<user default group>) in case the you belong to a group

NOTE
The system administrator defines whether the options in this dialog are available to you.

Procedure

1. Click the <user name> link.
2. Click the edit icon.
3. [User information]:
   Define the profile settings.
   - When you submit the order, your [Profile settings] are automatically added to the order form.
4. [Email notifications]:
   You can request a number of email notifications:
   - [Email when job is accepted]
     You receive an email when the operator accepts your order. Your order can be accepted directly, or the operator can request you to change the order before the order can be produced. For example: You have requested [Binding] = [Wire-O-Bind] for the document. The operator can only staple the document. After you have submitted the changed order, the operator accepts the order.
   - [Email when job is ready]
     You receive an email when the order is printed.
   - [Send me an email when the price is approved or rejected.]
     The system administrator defines a maximum cost. The cost approver must approve or reject the cost when the cost exceeds the maximum cost.
     You receive an email when the cost approver has accepted or rejected the cost.
5. [Preferences]:
   1. Select the display language.
   2. You can change your password of [Web Submission]:
      1. Click [Change password].
         The [Change password] dialog opens.
      2. Type the existing password in field [Old password:].
      3. Type the new password in field [New password:].
      4. Confirm the new password in field [Confirm new password:].
      5. Click OK.
   3. Option [Keep me logged in to the file hosting providers]:
      When you enable this option, the application logs you on to the file hosting providers when you logon to the Web Submission.

      NOTE
      It is recommended that you disable this option on a shared computer.

   4. Option [Use delivery information from the order history when reordering.]
6. [Default user group]
   Select the default user group. The budget of the default user group is used for this user.
7. Click [Save].

Support link

[Contact your print room]

This section contains the contact information for the print shop.

[Help]

Click the [Help] link to open the help file of Web Submission.

[About]

This section contains:

- The version information of this application

Logout

Introduction

Depending on the application configuration, the [Logout] link can be available for users.

You are strongly advised to use the [Logout] link to exit Web Submission.

If you don't use the [Logout] link, other users on your system may be able to access your jobs.

Procedure

1. Click the [Logout] link to exit Web Submission.
   The [Login] dialog box appears.

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