User guide

PRISMAdirect

Web Submission

océ
A CANON COMPANY

Canon
Production Systems - Cutsheet

Copyright and Trademarks

Copyright

Language

Translation of the original instructions that are in British English.

Trademarks

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Software version 1.4.0

US

Contents

Chapter 1
Introduction

Software version

This documentation describes the functionality of PRISMAdirect v1.4.0.

Login

Start the 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.

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.

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.

Reset the password

Introduction

You can reset your password for the web shop in the login dialog.

NOTE
You cannot reset your password when your account is managed on an LDAP server. In this case, you have to contact your print room to change your password.

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

Procedure

1. Click the link [Reset password] in the login dialog.
2. Type your user name and email address.
3. Click [Reset password].
   You receive an email with a link to reset your password.

   NOTE
   You cannot reset your password when the following message appears: [Your account is managed on an LDAP server. Contact your print room to change your password.].

Chapter 2
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.

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]

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. The enabled ticket items are displayed as order information in the list of orders.
2. Click the column header to apply ascending sorting or descending sorting.

View the order information

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.

It is recommended that the [Communication state] column be displayed.

Additional actions	Description
Sort the orders	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. 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. 2. Click the column header to apply ascending sorting or descending sorting.

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 [Select columns] dialog.
4. Click OK.
   The enabled ticket items are displayed as order information in the list of orders.

View the order history

The order history displays the history of a selected order.

1. Select an order.
2. Click the link [Show history]. You can find this link directly below the green print button.
   A dialog opens that shows the history of the selected order.
3. Click [More information...] to view detailed information of each action.
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 3
Submit an order

Create a new job

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. After color detection has been completed, the cost of the job can be estimated based on the information from the job ticket. Click the [Add] button to add the job to your [Basket]. 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. You can request shipping of your order. 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.

1. Select a product to create the job. The selected product determines the available file options and ticket items for the job.
2. The [Files] section either contains a [Browse] button or a [Select file] button.
   - Browse: you can add one or more files.
   - Select file: you can add only one file from a dedicated folder.

   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. The system administrator can configure the application to automatically preflight a PDF file when you add a file. A preflight operation is a quality check of your document. The preflight operation checks if any rules are violated in the PDF file(s). The preflight report is available for each file. The preflight report shows a summary of the problems that have been found. You have to fix any problems with severity 'Error' manually in the corresponding PDF file.
   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.

Type of file	Actions
[Digital file]	Browse to the file and click [Open]. 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. For each allowed file type, an application must be available to the operator that can open the file type. An error message will appear when you select a non-supported file type.
[File hosting service]	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.
[Paper original]	Type a name for the file. You can submit a job without an attached file. Only a job ticket is submitted. The customer can send the paper original to the print room, for example via the internal mail.
[Other digital file]	Type a name for the file. You can submit a job without an attached file. Only a job ticket is submitted. This option can be used when the digital file cannot be added to the job yet. For example, a digital file on a CD. Send the other digital file to the print room, for example via internal mail.

3. 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.
4. Fill out the job ticket.
   You can define the values for the available job ticket items. The job ticket contains the output settings, the number of copies, etc. The output settings determine how the job is produced. For example, you can define the required media, copies, etc.
   The mandatory settings are visually marked.
5. 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. The system administrator defines if these options are available to you.
   - [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.
6. You can request a proof PDF:
   - You can select option [Request 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.
7. 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.
8. 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. The system administrator defines if these options are available to you.
   After color detection has been completed, the cost of the job is estimated based on the information from the job ticket. You can adjust the order form to adjust the job cost.
   - [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.
   - [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.
9. Click the [Add] button to add the job to your [Basket].

Select the content for a variable data document, for example, "Business cards"

You have selected a product of type "Variable data document". The system administrator has assigned a VDP document to the product of type "Business cards". However, you can use your own VDP document. For other products, you have to select a VDP document. The system administrator defines if you can select a data source or if 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 variable data document. You have to select the images when the [VDP document] contains image frames. You can either select separate images or a ZIP file containing images.

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 the [Sets] item.

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.

Procedure

1. Select a product of type "Variable data document," for example, "Business cards."
   The system administrator has assigned a VDP document to the product of type "Business cards". However, you can use your own VDP document. For other products, you have to select a VDP document.
   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.
   1. Click the [Browse] button.
   2. Browse to 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. The system administrator defines if you can select a data source or if you must provide manual input for the product.
   - Select the [Data source]
     1. Click the [Browse] button.
     2. Browse to the data source file and click [Open].
        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 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.
     3. 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]
     4. For business cards:
        Define a value for item [Sets per row].
        The number of business cards printed for each row of the data source is: [Business cards per set] * [Sets per row].
     5. The rows in the data source are applied to the VDP document.
   - 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. For business cards:
       Define a value for item [Sets].
       The number of business cards printed using the manual input is: [Business cards per set] * [Sets].
    3. The manual input is applied to the VDP document.
3. You have to select the images when the [VDP document] contains image frames. You can select either separate images or a ZIP file containing images.
    - Select the zip file
    1. Click the [Browse] button. Select [Digital file].
    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. Click the [Browse] button.
    2. Select [Add file using URI].
    3. Type the relative path to the image and the image name.
       Images of type BMP, GIF, TIFF, TIF, JPEG, JPG, PNG and EPS are supported.
    4. The image is added to the VDP document.
4. Map each image to the concerning image field.
   Type the image name and type for each image field.
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.
6. Click [Validate VDP] to check if any rules are violated in the variable data document.
   This operation uses a number of rules specific for VDP data in combination with a number of preflight rules. For more information about the rules, see *Validate the VDP data* on page 20.

Validate the [VDP] data

Configure the rules used to validate and preflight the [VDP] data

The [Validate VDP] operation checks if any rules are violated in the variable data document. This operation uses a number of rules specific for VDP data in combination with a number of preflight rules. The following rules, which are specific for VDP data, are always used. These rules cannot be configured:

- [The data source contains one or more incompatible field types and/or required fields are missing.]
- [The image folder is invalid or cannot be accessed.]
- [The field type or field format is invalid.]
- [The frame is too small to contain all text.]
  [The frame is too small to contain the image.]
- [A font is invalid.]
- [The text contains one or more non-printable characters.]

In addition, a number of preflight rules can be used to validate the VDP data. You can enable or disable these rules in the [Preflight] dialog. When automatic preflight is enabled, the configured rules for automatic preflight are used. When automatic preflight is disabled, the configured rules for manual preflight are used.

1. Go to the [Configuration] workflow.
2. Click [Order processing] - [Preflight] to configure the manual preflight rules.
   Click: [Web shop] - [Preflight] to configure the automatic preflight rules.
3. You can use the following preflight rules to validate the VDP data:
   - [Content too close to border rule]
     This rule is used to check if frames are too close to the page border.
   - [Image compression is too high rule]
   - [Image resolution is too high rule]
     The preflight operation can fix the violations detected by this rule.
   - [Image resolution is too low rule]
   - [Hairline rule]
     This rule is used to check the line weight of the frame borders. The preflight operation can fix the violations detected by this rule.
4. Click [OK]

Validate the [VDP] data

The [Validate VDP] operation checks if any rules are violated in the variable data document. Only the selected rows of the data source are validated. The [Validate VDP] operation cannot fix most of the detected violations. It is recommended that you fix these problems manually before you print the job.

1. Click [Validate VDP].
   A [VDP validation report] report is generated. The report shows the problems that have been found.
2. The [Validate VDP] operation cannot fix most of the detected violations. It is recommended that you fix these problems manually before you print the job.

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.

Submit the order

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

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

1. Go to the main page.
2. Click the [Checkout] button.
   An order is created that contains all jobs from your basket.
3. Select a cost center.
   The System Administrator defines whether this option is available to you.
4. You fill in the order form.
   Your [Profile settings] are automatically added to the order form.
5. You can have your order shipped.
   The System Administrator defines whether this option is available to you.
   1. Select [Delivery method] = [By post] in section [Delivery].
      One or more delivery options become available.
   2. Select a delivery option.
      The expected delivery date and the shipping price are displayed.
   3. Select a delivery address in section [Shipping].
      You can select a delivery address from the drop-down list. The drop-down list contains all addresses that you have defined in your profile settings. Or select [Custom] to define a new address. The custom address will not be saved in your profile settings.
6. Submit the order.
   - When payment is required, you click the [Pay & submit] button.
     1. 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.
        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 22
   - When payment is not required, you click the [Submit] button to submit your order to the print shop.
7. The order is submitted regardless of whether the payment fails or is successful.
   The new order is added to section [My orders].

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 38.

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.
   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 4
Respond to an operator request

Change the order

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. If the operator requests that you 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 have to fix any problems with severity 'Error' manually in the corresponding PDF file.
- The operator requests you to change the selected cost center.

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 the [Update] button.
      The changed order is sent to the print room.

   When payment is required:
   1. Click the [Pay & update] button.
      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 22

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 waiting for 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 system administrator has enabled automatic preflight:
The system administrator can configure the application to automatically preflight the proof PDF. A preflight operation is a quality check of your document. The preflight operation checks if any rules are violated in the PDF file(s). The preflight report is available for each file. The preflight report shows a summary of the problems that have been found. You have to fix any problems with severity 'Error' manually in the corresponding PDF file.

3. 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.

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

Chapter 5

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 work-flow for the higher level cost approver starts at step 1 of this procedure.

Chapter 6

Track and trace

Track and trace your package

Introduction

You can have your order shipped. You receive a tracking number once the shipping provider has collected your package. You can use the tracking number to track and trace your package.

Procedure

1. Track and trace your package via the link in the received email:

Step	Action
1	Click the link in the email. The web site of the shipping provider opens. The web site automatically uses the tracking number to display the status of your package. By default, the subject of the email is: [Your order is ready for shipping]

or

Track and trace your package via the section [My orders]:

Step	Action
1	Go to the order with [Order status] = [Dispatched].
2	Click the icon of the truck behind the tracking number. The web site of the shipping provider opens. The web site automatically uses the tracking number to display the status of your package.

Chapter 7

Links

Define the profile settings

You can specify your user information and settings. The profile data of some users is stored on an LDAP server. For these users, the profile settings are automatically filled in with profile data from the LDAP server.

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

Procedure

1. Click the pencil icon to edit your profile settings. The icon appears when you hover the mouse pointer over your username in the top-right corner of the web shop.
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. [Addresses]
   You can define one or more addresses. You can set one of the addresses as the default address. You can use the addresses as contact address, billing address, shipping address, etc.
4. [Email notifications]:
   You can request a number of email notifications:
   - [The order 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.
   - [The order is ready]
     You receive an email when the order is printed.
   - [The order is rejected]
     You can reject an order as long as the operator has not accepted the order. The cost approver can reject the order when the order exceeds the maximum cost.
   - [A quotation is requested]
     You can request a quotation for the order.
   - [The price approval is accepted 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. Option [Keep me logged in to the file hosting services, e.g. Dropbox]:
      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.
   2. 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.
   Your username is displayed as "<username>(<default user group>)" in case you belong to a user group.
7. Click [Save].

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.

Information

[Contact your print room]

The contact information of the print room.

[Downloads]

Click the [Downloads] link to see any documents that the print room has published for you.

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

[Help]

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

[About]

This section contains:
- The version information of this application

Select the display language

Introduction

You can select the active languages for the web shop.

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

Procedure

1. Hover the mouse pointer over the active language in the top-right corner of the web shop.
   The available languages are displayed.
2. Click a language for the web shop.
   The web shop reloads to use the selected language.

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