



Skyline PrintStation

Version: 7.6.0.8



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Skyline PrintStation

PrintStation is a Windows PC application that is normally installed in the print room where the print production occurs. The print room operator uses it to manage incoming jobs, amend requests, preview documents, keep the customer updated and direct work to output devices. Shown below is the layout of Skyline PrintStation.

More than one PrintStation can be licensed and these may be located in a single print room or anywhere in the world. This allows multiple print rooms to share work or direct jobs to particular locations.

PrintStation accesses the Skyline SQL database for job ticket information and the associated PDF downloaded prior to production. All information remains on the central database and can be accessed by any authorized PrintStation for further production.

Notes:

Details on associating a PrintStation with a portal and Transferring a PrintStation License can be found in the Administration section.

You can print a hard copy of a manual by clicking  which opens a PDF copy of the manual. You can then download or print the document.

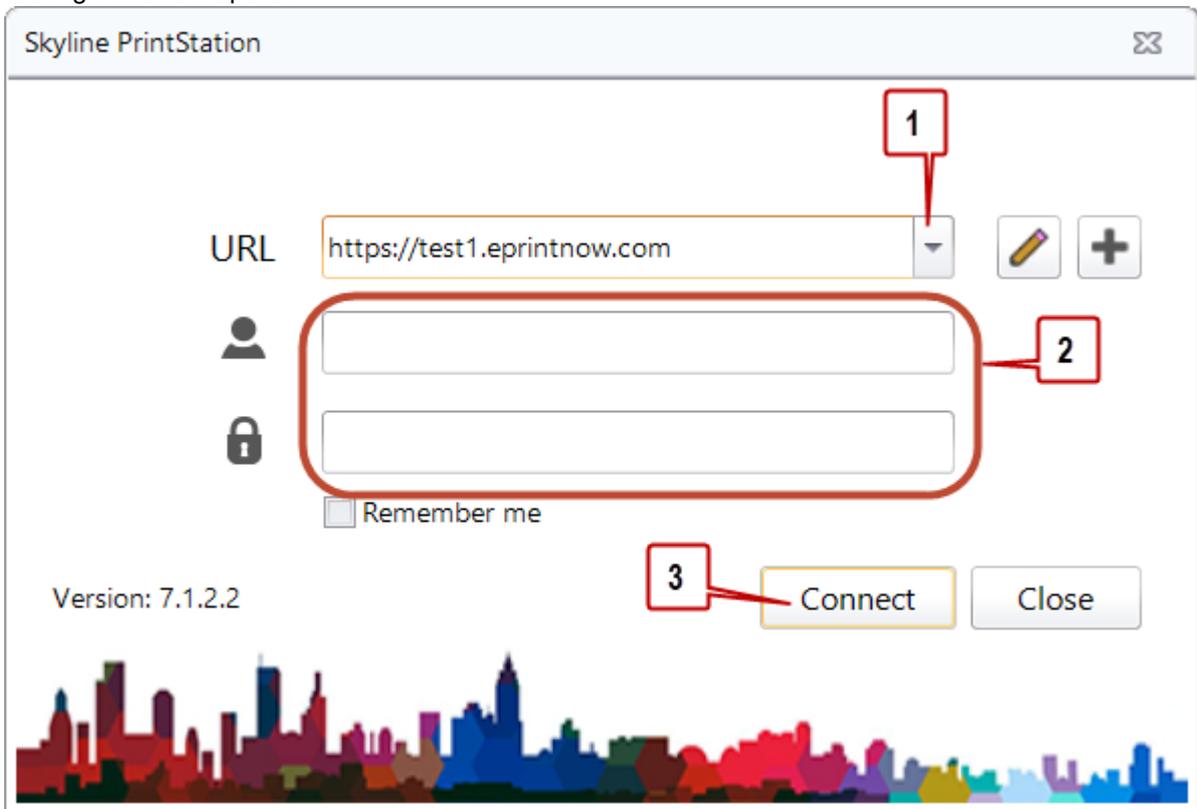
Starting PrintStation

Once the PrintStation has been installed it can be used to manage incoming jobs, amend requests, preview documents, keep the customer updated and direct work to output devices. You will be unable to log into PrintStation unless you have the user role Staff assigned to your account.

 When you first start or reset PrintStation it will be automatically detected if you are running http or https. There are no settings that need to be changed.

To open PrintStation:

1. Click  PrintStation .
2. The log in window opens.



The screenshot shows the Skyline PrintStation login interface. At the top, the window title is "Skyline PrintStation". Below the title bar, there is a URL field containing "https://test1.eprintnow.com" with a dropdown arrow and a pencil icon. To the right of the URL field are two icons: a pencil and a plus sign. Below the URL field are two input fields for username and password, with a person icon to the left of the first field and a lock icon to the left of the second field. A red box highlights these two input fields, with a callout box labeled "2". Below the password field is a checkbox labeled "Remember me". At the bottom left, the text "Version: 7.1.2.2" is displayed. At the bottom right, there are two buttons: "Connect" and "Close". A red box highlights the "Connect" button, with a callout box labeled "3". A red box labeled "1" points to the dropdown arrow of the URL field. The bottom of the window features a colorful skyline graphic.

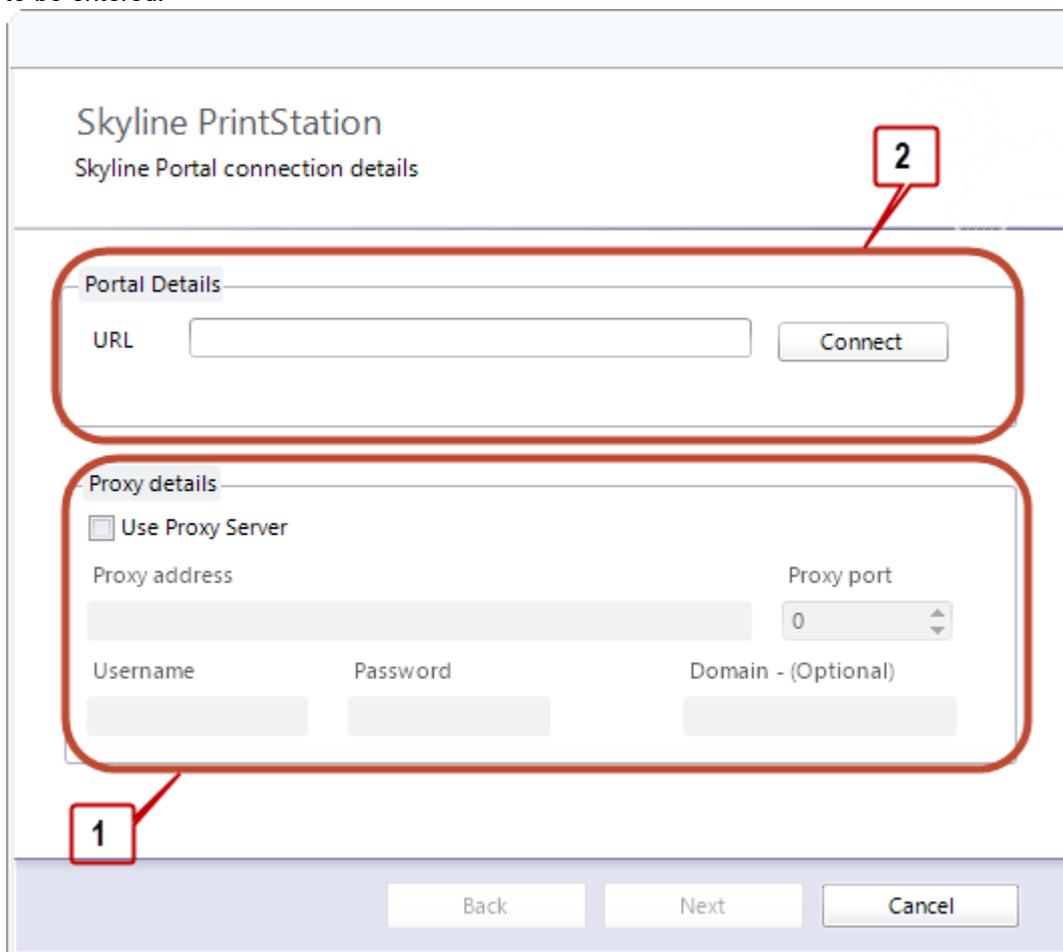
1. Select the PrintStation that you want to open.
2. Enter your Username and Password. This is the same log in that you use to access the Skyline Portal.
3. Click Connect to start PrintStation. PrintStation can now be used to manage your print requests.

If you have more than one PrintStation you can add the URL of each PrintStation to the login window. You can then select which PrintStation you want to open without having to enter the URL each time.

If you need to amend any of the connection details click the Edit button to open the portal connection window for the selected PrintStation and make the required changes.

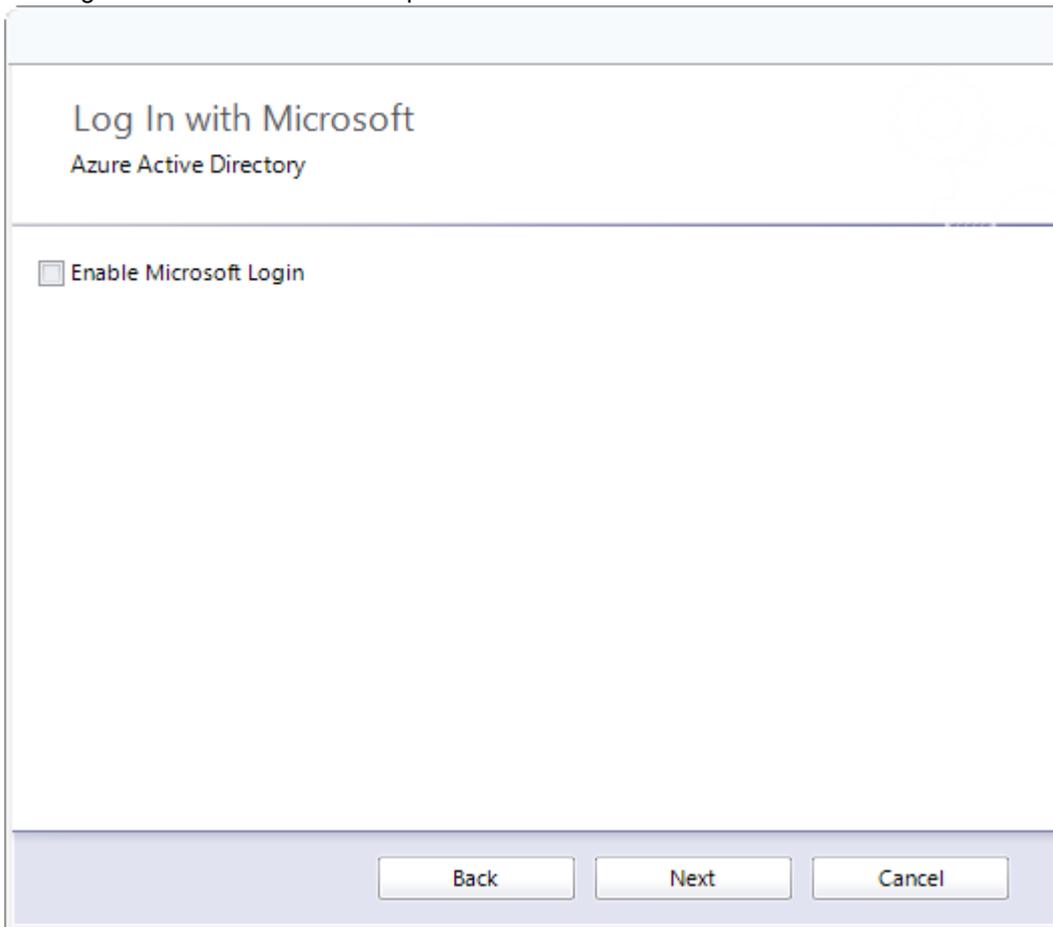
To add a new PrintStation:

3. Click  PrintStation .
4. The log in window opens.
5. Click  to add a new PrintStation.
6. The Skyline Portal Connection window opens. Details of the portal that the new PrintStation will use need to be entered.



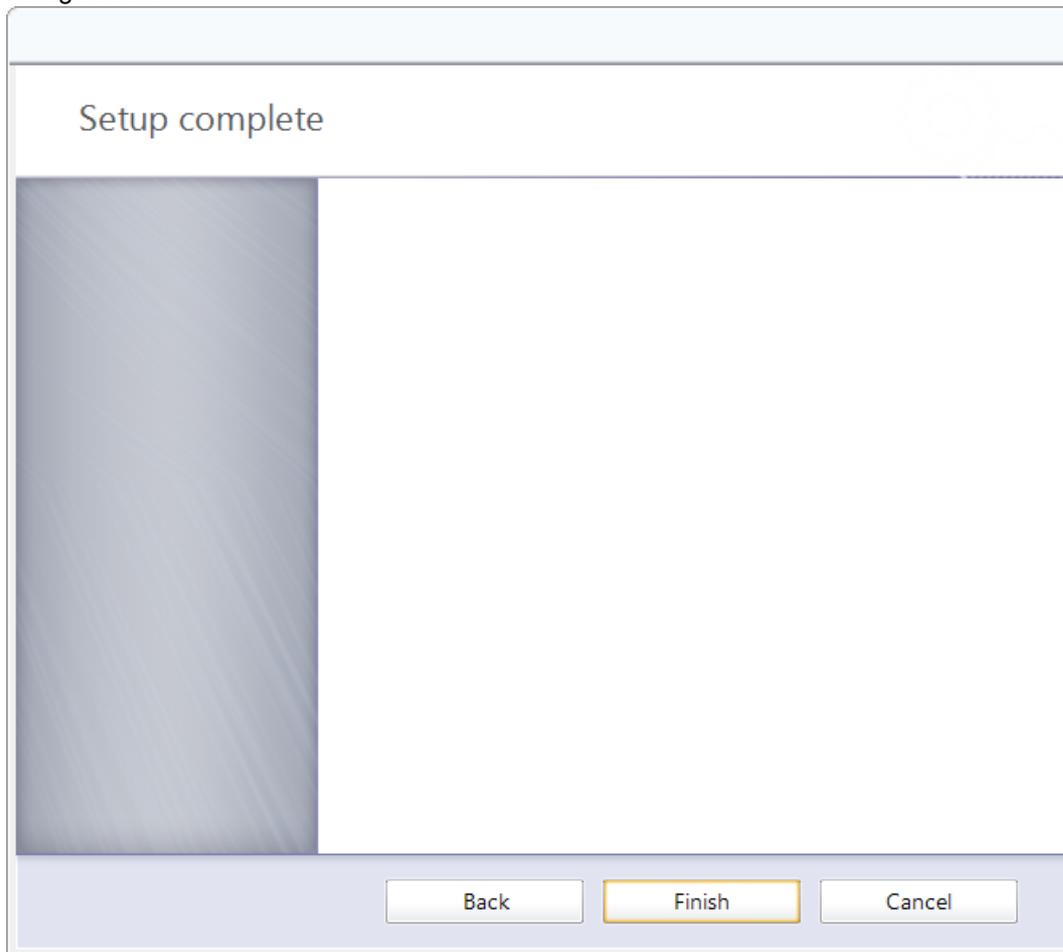
1. If your setup uses a proxy server you need to enter the proxy details so that access to the Skyline website is available. If you do not use a proxy server, leave these fields blank.
2. Enter the HTTP or HTTPS address for Skyline then click **Connect** to test that the portal details are correct. The program will automatically detect if you are using HTTP or HTTPS connection.
3. If the portal details have been verified the Next button becomes available. Click **Next** to continue.

7. The Log In with Microsoft window opens.



1. Select **Enable Microsoft Login** and click **Next** if you use Azure Login.
OR
2. If you do not use Azure login click **Next**.

8. All the configuration details required for the PrintStation have been entered. Click **Finish** to exit the configuration.



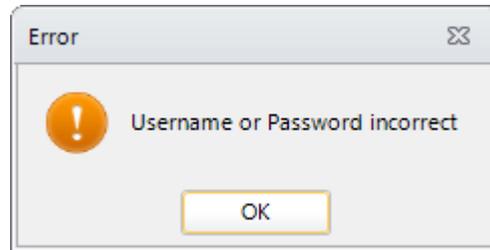
9. The log in window opens.

The screenshot shows a login window titled "Skyline PrintStation". At the top, there is a URL field containing "https://test1.eprintnow.com" with a dropdown arrow and a red callout box labeled "1". Below the URL field are two input fields for username and password, with a red callout box labeled "2" pointing to them. To the left of these fields are icons for a user and a lock. Below the password field is a "Remember me" checkbox. At the bottom right, there are two buttons: "Connect" (highlighted in yellow) and "Close", with a red callout box labeled "3" pointing to the "Connect" button. The text "Version: 7.1.2.2" is visible in the bottom left. The bottom of the window features a colorful skyline graphic.

1. Select the PrintStation that you want to open.
2. Enter your Username and Password. This is the same log in that you use to access the Skyline Portal.
3. Click Connect to start PrintStation. PrintStation can now be used to manage your print requests.

Access Not Granted

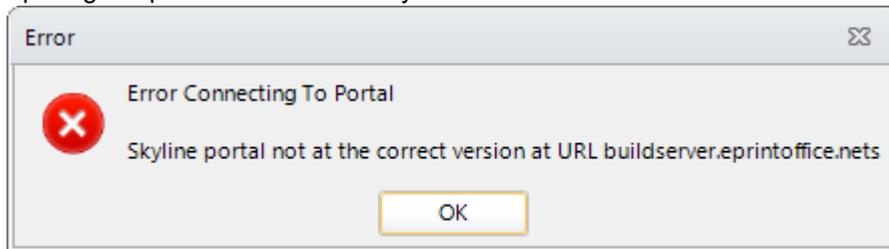
If you try to log in into PrintStation and see the error message "Username or Password incorrect" it could mean that you have mistyped your username or password. If these have been entered correctly the role of Staff might not be associated with your account. Please contact your Skyline administrator to request that your account details are updated.



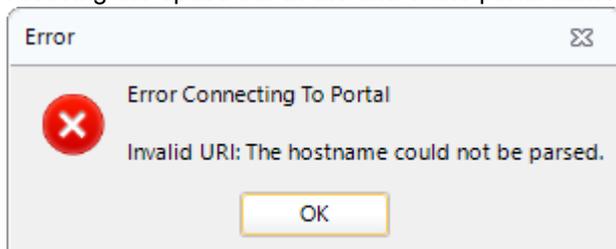
Example of access not granted.

If you enter an incorrect portal name one of the following error messages will be displayed, depending on the error.

- Spelling the portal name incorrectly.

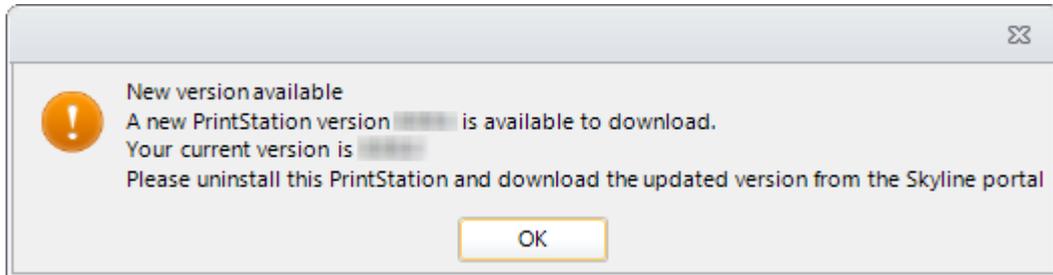


- Pressing the space bar at the end of the portal name.



New Version Available Message

If you open PrintStation and during log in you see the message "New version available" it means that your current copy of PrintStation is not compatible with your Skyline website and needs to be updated.



Make sure that if there are any previous versions of PrintStation installed that they are removed. Use the Add/Remove Programs facility in Control Panel to remove any existing version.

 From version 7.1.0 you can install PrintStation without having to uninstall the previous version.

To update PrintStation:

1. Log in with Management Permissions and go to **Downloads**.



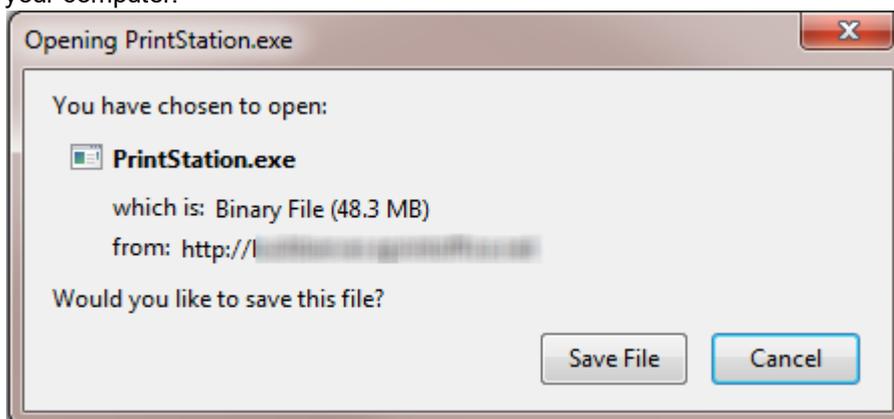
 [View Basket \(0\)](#) | [Preferences](#) | **[Downloads](#)** | [Edit](#) | [Admin](#) | [Management](#) | [Logout](#)

2. Click **PrintStation**.



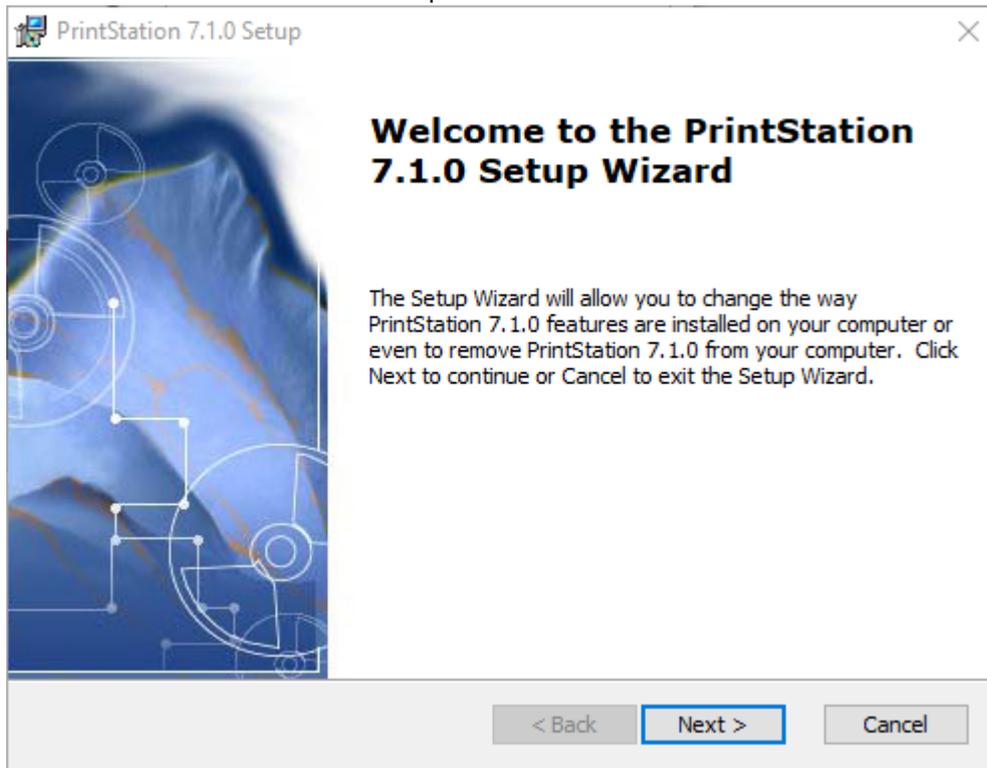
 [PrintStation](#)
Download and install Printstation

3. The **Opening PrintStation** window opens. Click **Save File**. The PrintStation installation file is saved to your computer.

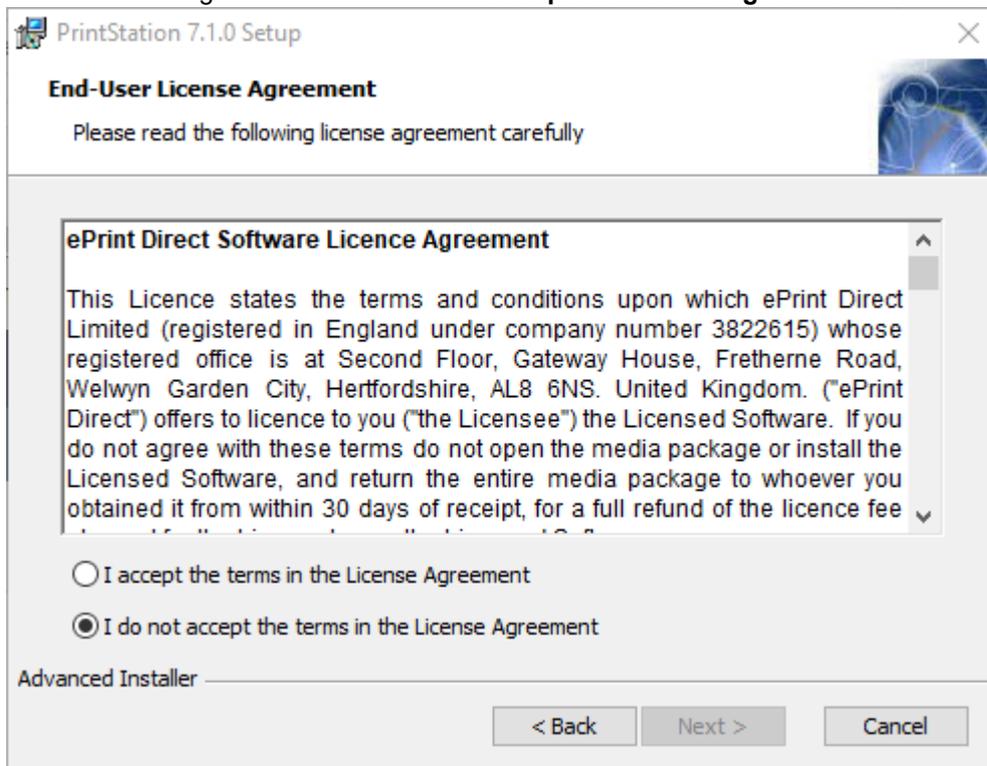


4. Click the icon on the toolbar to display the downloads and select **PrintStation**.

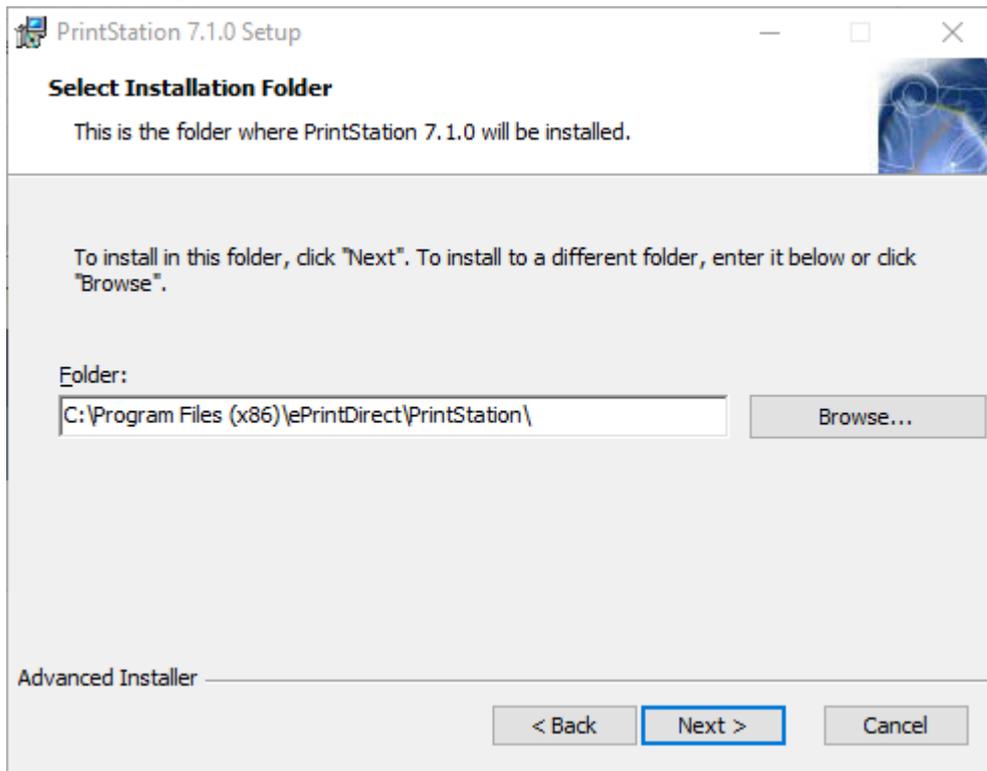
5. The PrintStation Installation wizard opens. Click **Next** to continue.



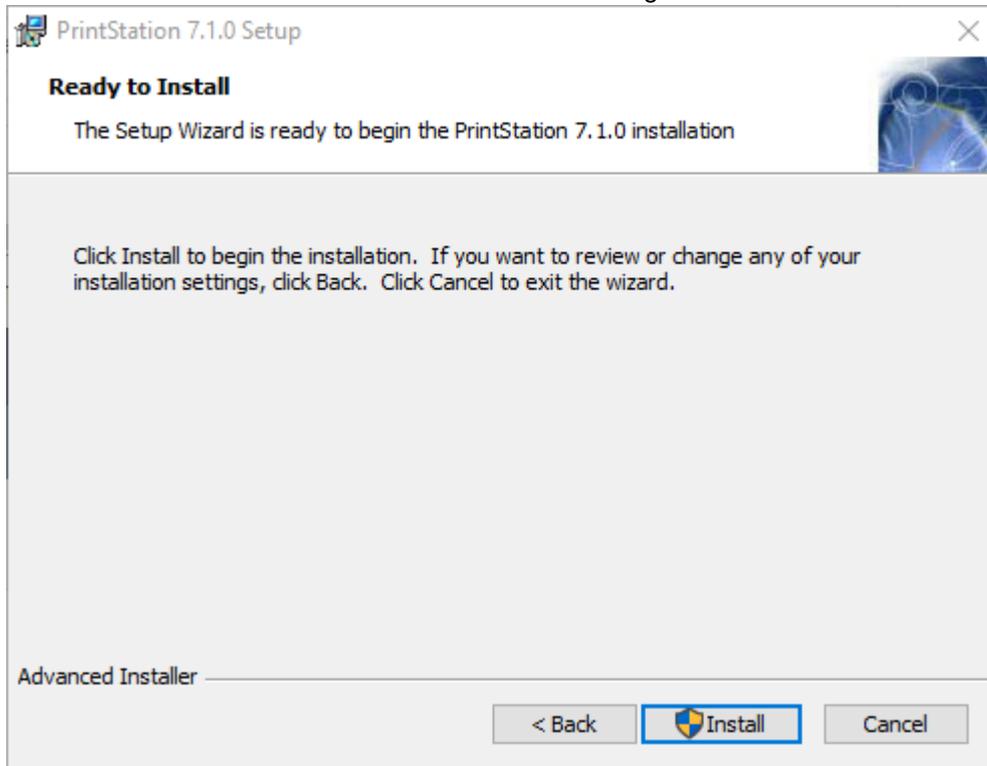
6. At the License Agreement window click **I accept the license agreement**. Click **Next** to continue.



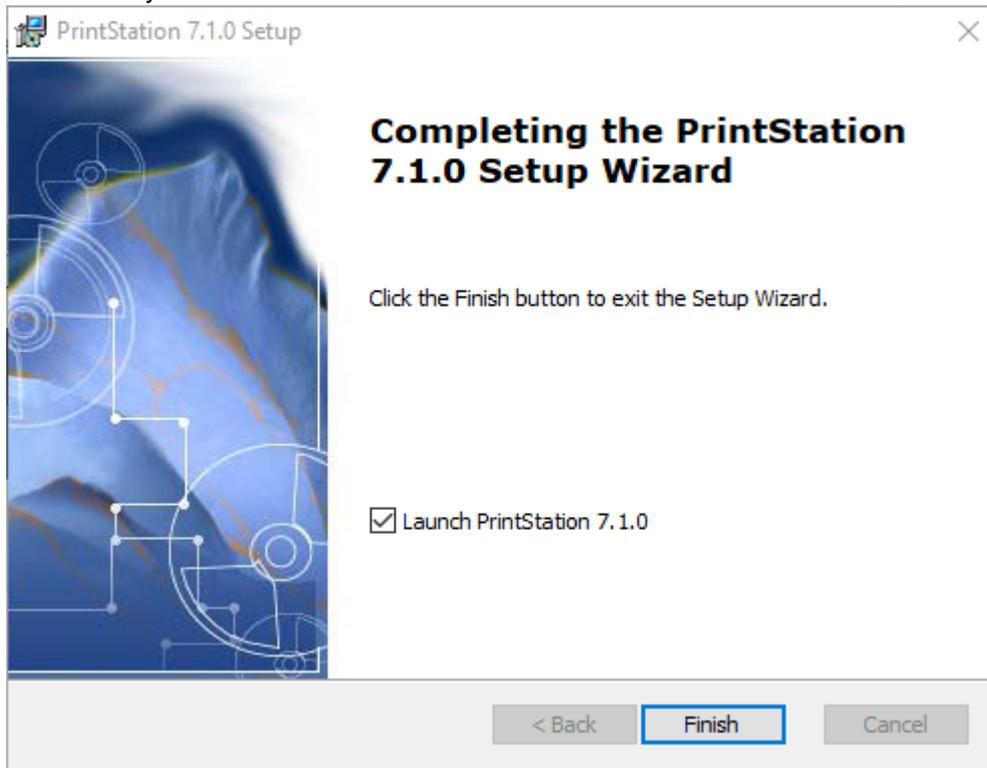
7. At the Destination Folder window it is recommended that you accept the default folder location. Click **Next** to continue.



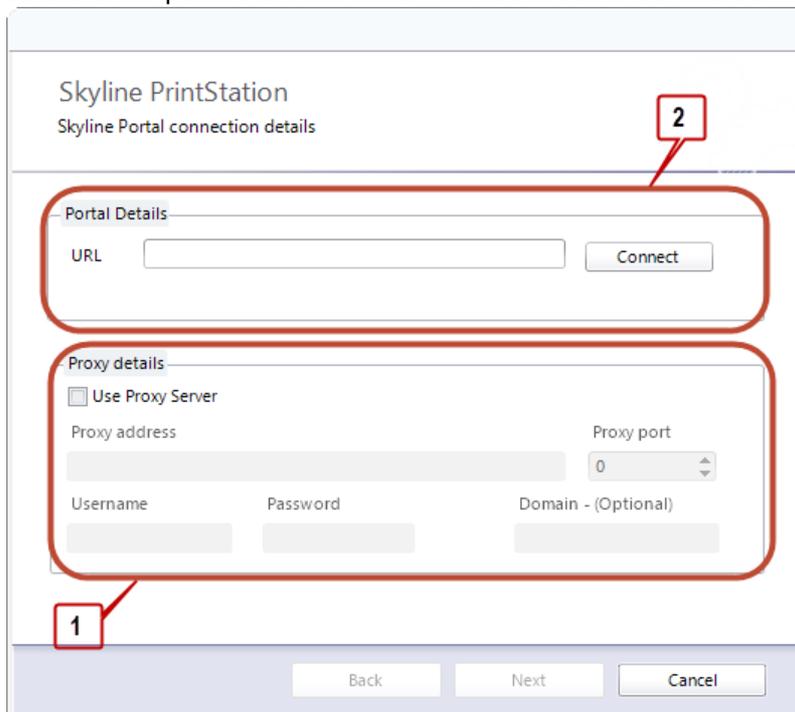
8. The PrintStation can now be installed. Click **Next** to begin the installation.



9. It should only take a few minutes to install PrintStation. When the installation is complete click **Finish**.



10. Open PrintStation.
11. Details of the portal that PrintStation will use needs to be entered.

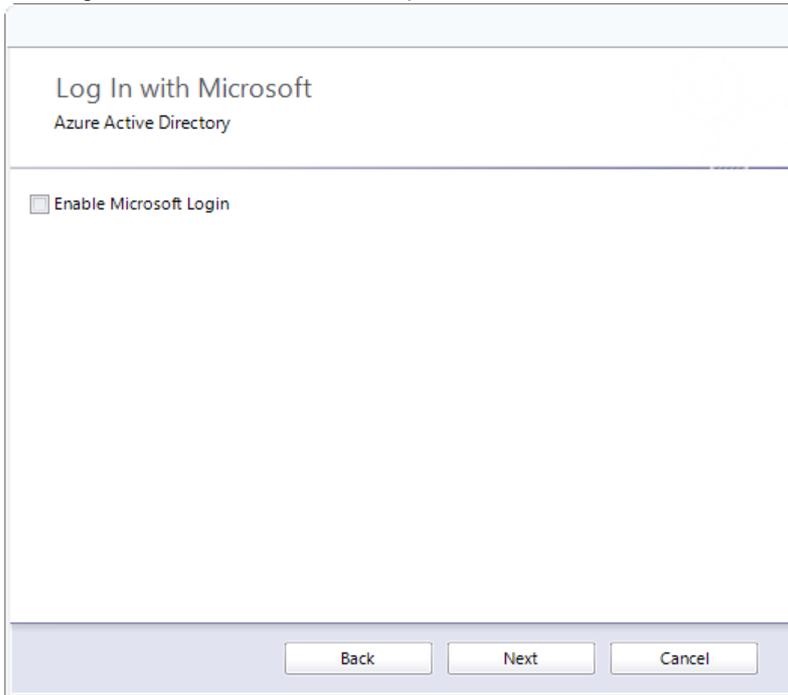
The screenshot shows the 'Skyline PrintStation' configuration window. The title is 'Skyline PrintStation' and the subtitle is 'Skyline Portal connection details'. The window is divided into two main sections: 'Portal Details' and 'Proxy details'. The 'Portal Details' section has a 'URL' text box and a 'Connect' button. The 'Proxy details' section has a 'Use Proxy Server' checkbox, a 'Proxy address' text box, a 'Proxy port' dropdown menu (set to '0'), and three text boxes for 'Username', 'Password', and 'Domain - (Optional)'. A red box labeled '1' highlights the 'Proxy details' section, and another red box labeled '2' highlights the 'Connect' button. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

1. If your setup uses a proxy server you need to enter the proxy details so that access to the Skyline website is available. If you do not use a proxy server, leave these fields blank.
2. Enter the HTTP or HTTPS address for Skyline then click **Connect** to test that the portal details

are correct. The program will automatically detect if you are using HTTP or HTTPS connection.

3. If the portal details have been verified the Next button becomes available. Click **Next** to continue.

12. The Log In with Microsoft window opens.

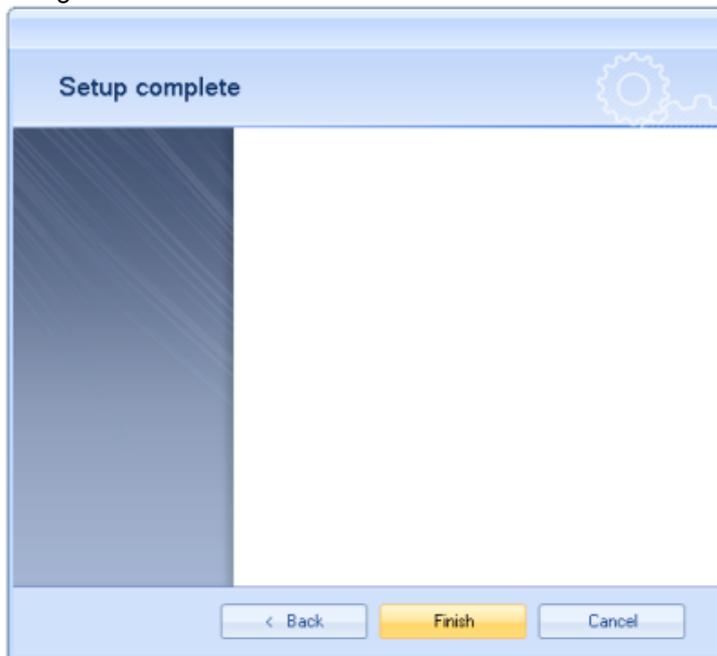


1. Select **Enable Microsoft Login** and click **Next** if you use Azure Login.

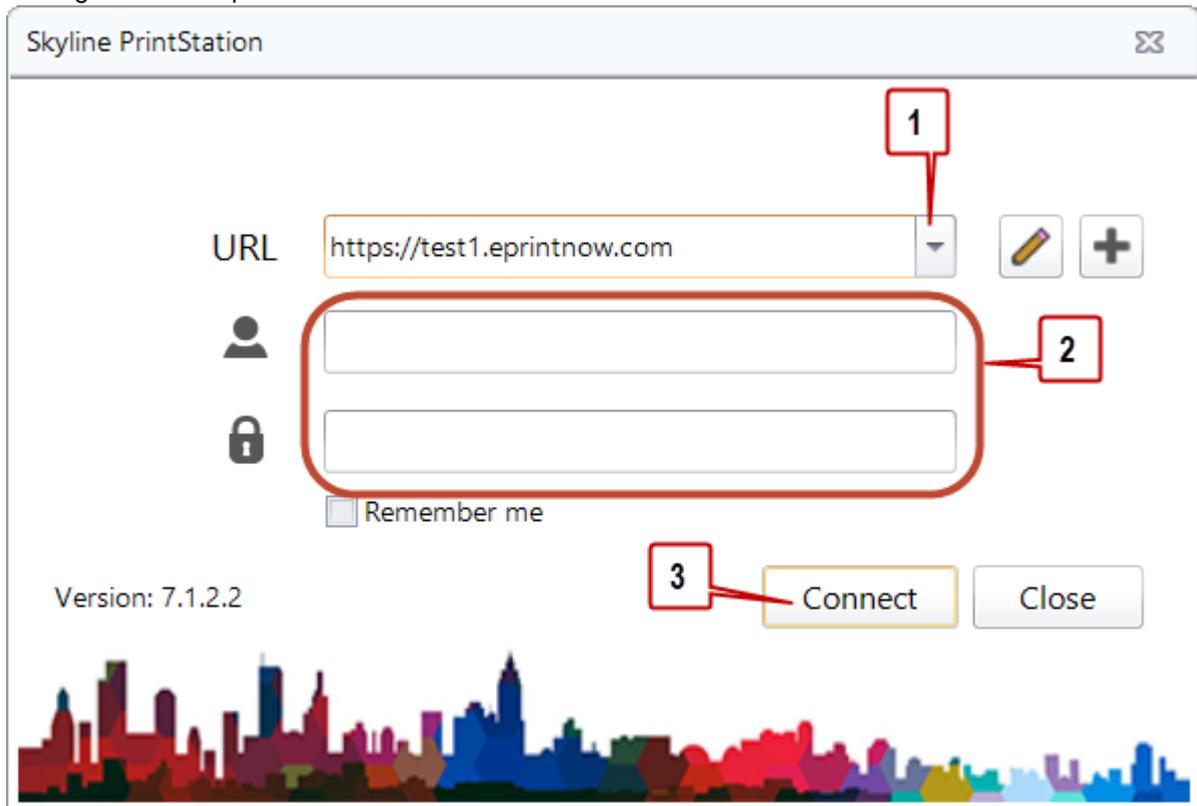
OR

2. If you do not use Azure login click **Next**.

13. All the configuration details required for the PrintStation have been entered. Click **Finish** to exit the configuration.

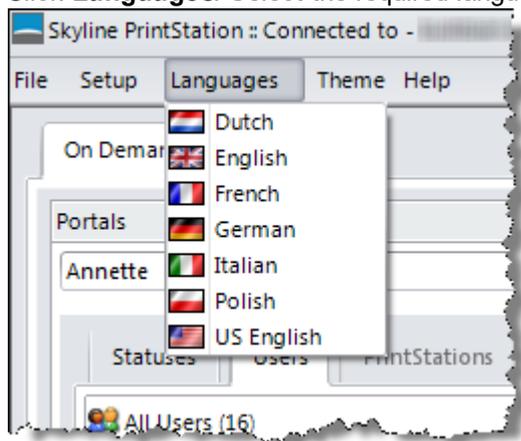


14. The log in window opens.



1. Select the PrintStation that you want to open.
 2. Enter your Username and Password. This is the same log in that you use to access the Skyline Portal.
 3. Click Connect to start PrintStation. PrintStation can now be used to manage your print requests.
15. Select the language that PrintStation should operate in.

1. Click **Languages**. Select the required language from the drop down list.



The PrintStation Window

The PrintStation is the reception area for incoming jobs. It allows you to examine the customer's document and finishing requirements before you commit it to production. The basic layout of the on demand printing window is shown below.

The screenshot displays the Skyline PrintStation interface with four main panes highlighted in red:

- Portals Pane:** Located on the left, it shows a tree view of statuses and users. The 'All Statuses (15)' folder is expanded, showing sub-folders like 'Waiting for quote', 'Quote sent', 'Awaiting Paper Originals', 'Paper Originals Received', 'Order Placed (7)', 'Downloaded (4)', 'Query Outstanding', and 'In Production (2)'.
- Orders Pane:** The central pane displaying a table of orders. The table has columns for OrderID, Document Name, Username, Status, Product, Copies, Submitted date, and Price. It is divided into 'Order Placed' and 'Downloaded' sections.
- Preview Pane:** Located in the bottom-left, it shows a placeholder for a document preview.
- Details Pane:** The bottom-right pane showing order details for 'Order Placed 0000122'. It includes fields for Pages (30), Copies (200), Priority (Normal), Date Submitted (05 August 2024), Date Required, Paper (A4 White 80gsm), Printed Sides (Double Sided), Printer Type (Black and White), and a User Notes field with the text 'Please produce 1 copy for my approval before the complete order is produced.' There is also a 'Calculate Price' button showing 330.0000.
- Output Pane:** Located on the far right, it shows a list of printers and folders, including 'Print to PDF', 'Remote Pr...', and 'Xerox Vers...'.



↔ Fill Width

The ↔ Fill Width button will ensure that all the selected fields fill the orders pane width. In doing so, it disables the horizontal scroll bar. Click Refresh to re-enable the scroll bar.

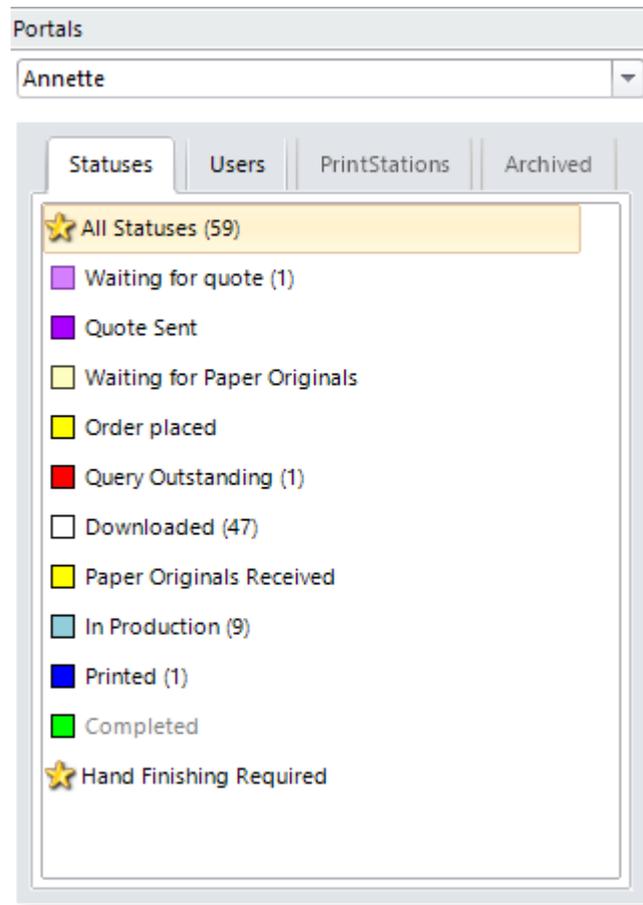
Refresh

The On Demand Printing Window

The Portals Pane

If your PrintStation is associated with more than one Portal you can select the portal in the Portals pane section. If you have only one portal you will automatically be viewing the jobs that have been sent to that portal.

Statuses Tab

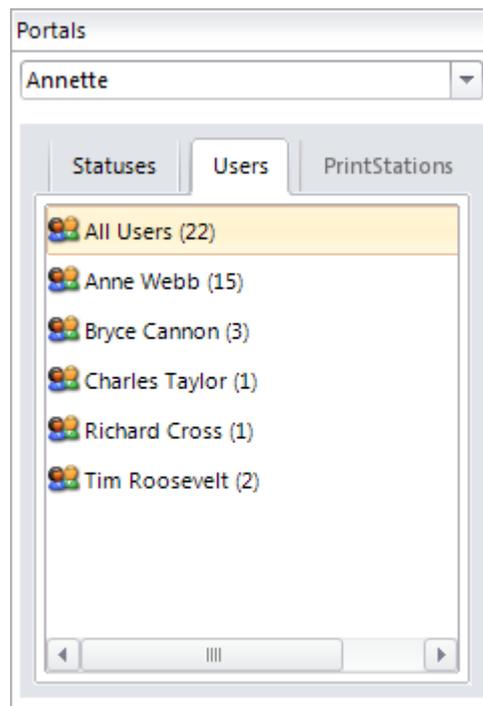


Portals Pane - Statuses Tab

The Statuses tab lists all the different statuses that the job orders can be marked as. [Custom statuses](#)¹¹³ are indicated with a star symbol. The standard statuses are shown with the colour associated with the status. If a status is selected, only job orders at that status are listed in the Orders pane. The number in brackets indicates the number of jobs that are listed in PrintStation for that status. The value is only updated when the PrintStation is refreshed.

A status name shown in light grey indicates that the status is hidden from PrintStation. In the example above any order with the status Completed will not be visible in the PrintStation.

Users Tab



Portals Pane - Users Tab

The Users tab in the portals pane displays all customer's names and the number of jobs that they have sent for production. The customers are shown in alphabetical order. If you select a specific customer just the orders received from that customer are shown in the [Orders Pane](#)²¹. The users are only shown in the list if they have placed orders. The number in brackets indicates the number of jobs that are listed in PrintStation for the user which is only updated when PrintStation is refreshed. All job statuses that are displayed in the PrintStation are included in the figure.

PrintStations & Archived Tabs

Not currently used.

The Orders Pane

Job orders are listed in status groups with a summary of key information. The information listed will depend on the fields that have been [selected to be displayed](#)⁹⁸ in the Orders pane. You may re-arrange this information to suit your needs by selecting a field header and dragging it to the preferred position. You can also order the information by clicking on a field header to sort the data into either ascending or descending order. From this window you can [process the orders](#)³¹ received. When you select a job order the toolbar buttons applicable will become active.

OrderID	Document Name	Username	Status	Product	Copies	Submitted date	Price
Order Placed							
0000117	Testing Notes for Additional Fields	Anne Webb	Order Placed	Quotation	2000	30/07/2024 14:16:00	25.0000
0000113	Administration	Anne Webb	Order Placed	Collated Sets	2	30/07/2024 11:01:00	29.7000
0000111	Manual	Anne Webb	Order Placed	Simple Printing	4	30/04/2024 14:03:00	1523.8800
0000111	WorldWide Escorted Tours	Anne Webb	Order Placed	Simple Printing	4	30/04/2024 14:03:00	219.1200
Downloaded							
0000112	Manual	Anne Webb	Downloaded	Collated Sets	1	30/07/2024 10:55:00	43.6700
0000111	Word (5 pages) Mono	Anne Webb	Downloaded	Simple Printing	4	30/04/2024 14:03:00	9.9600
0000111	TUI Iceland	Anne Webb	Downloaded	Simple Printing	4	30/04/2024 14:03:00	59.7600
0000110	Glasgow Poster	Nettie	Downloaded	Poster	1	27/02/2024 14:59:00	1.0500
In Production							

The icons provide a visual details about the order.

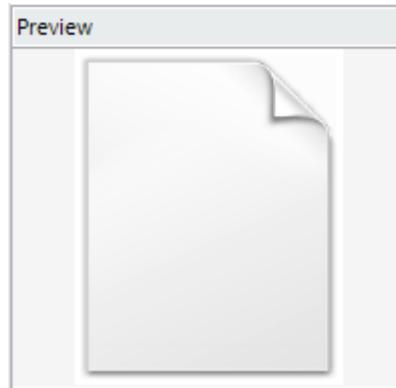
	Document not downloaded		PDF downloaded
	Zipped Document		Paper Original Document
	Document to be printed in colour		Document to be printed in monotone
	Document covers different colour to the body		

Colours indicate the status of the order

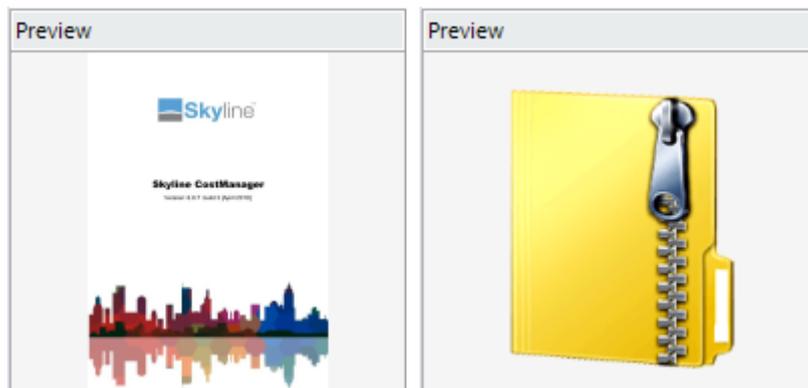
	Awaiting Download		In Production
	Downloaded		Printed
	Query Outstanding		Complete
	Waiting for Quote		Quote Sent

The Preview Pane

The customer's document, now converted into a PDF, can be downloaded when you are ready for production. Before the document has been downloaded the preview pane can not display a preview of the document, as shown in the example below. If a Paper Original is orders you will see the same preview pane when the order is selected.



When a document has been downloaded a preview is displayed, as shown in the example below. If the file is a zip file it will show a zip file image, as shown below.



The Detail Pane

Once a job has been selected the order information is displayed in the Details Pane. By default the Overview tab is displayed with further details available in the other tabs. You can [select which tab](#)⁹¹ is shown at the front in the Details Pane.

The screenshot shows the 'Details' tab selected in the Skyline PrintStation interface. The pane is organized into several sections:

- Overview/Details/Configuration:** Includes dropdowns for Pages (794), Copies (1), Priority (Normal), Date Submitted (30 July 2024), Date Required, Paper (A4 White 80gsm), Printed Sides (Double Sided), Printer Type (Black and White), Laminated (checkbox), Front Cover, Back Cover, Binding, Stapling, Hole Punching, and Folding.
- User Notes:** A large text area with the instruction 'CTRL Enter to insert a new line'.
- Price:** A field showing '43.6700' and a 'Calculate Price' button.

Example of the Details Pane

At the bottom of the Detail Pane there is a summary of the order you are viewing which includes the order number. You are also able to easily print any tickets required using the option Production Ticket.

The screenshot shows the summary information at the bottom of the Details pane. It includes a status bar with the following elements:

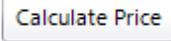
- Downloaded
- 0000112
- Anne Webb
- Collated Sets
- Manual
- Production Ticket (with printer icon)
- Save Changes (with floppy disk icon)

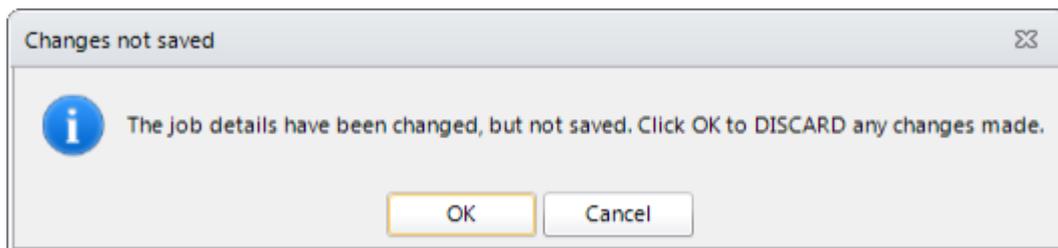
Example showing the summary information displayed at the base of the Details pane

The Overview tab shows the details of the order, including any notes added by the user when the order was placed. Changes can be made to any of the fields apart from the User Notes.

The screenshot shows the 'Overview' tab of the Skyline PrintStation interface. It features a top navigation bar with tabs for Overview, Details, Delivery, History, Job Ticket, and Additional Fields. The main area contains several input fields and buttons. On the left, there are dropdown menus for Pages (794), Copies (1), Priority (Normal), Paper (A4 White 80gsm), Document, Front Cover, Back Cover, Binding, Stapling, Hole Punching, and Folding. In the center, there are dropdown menus for Date Submitted (30 July 2024), Date Required, Printed Sides (Double Sided), Printer Type (Black and White), and Laminated. On the right, there is a large text area for User Notes with a 'CTRL Enter to insert a new line' prompt. At the bottom right, there is a Price field showing '43.6700' and a 'Calculate Price' button.

Example of the Overview Tab

Some changes might affect the price of the order so use  to calculate the new price. Any changes made are not saved until you click . If you make any changes and do not save the changes you are warned that the changes have not been saved.



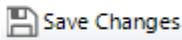
Example of the warning message that is displayed if you select another order without saving changes on your current selected order

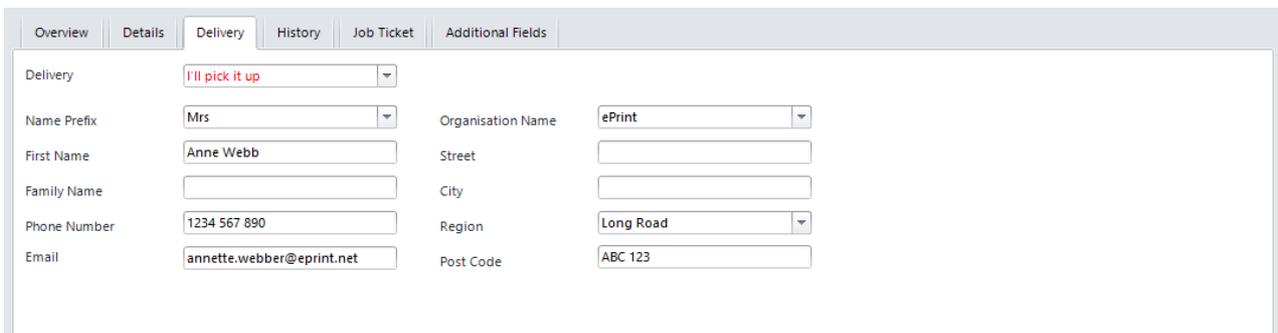
The Details tab displays the account information and any imposition requirements. The staff notes show information entered by a manager viewing the order in Live Orders and any change notes added by PrintStation operatives. If no change notes are added just the date and time will be shown when any changes are saved.

Any custom fields in the product will show in the right hand section of the tab. If you have no custom fields in the product, no field will show in that area of the tab.



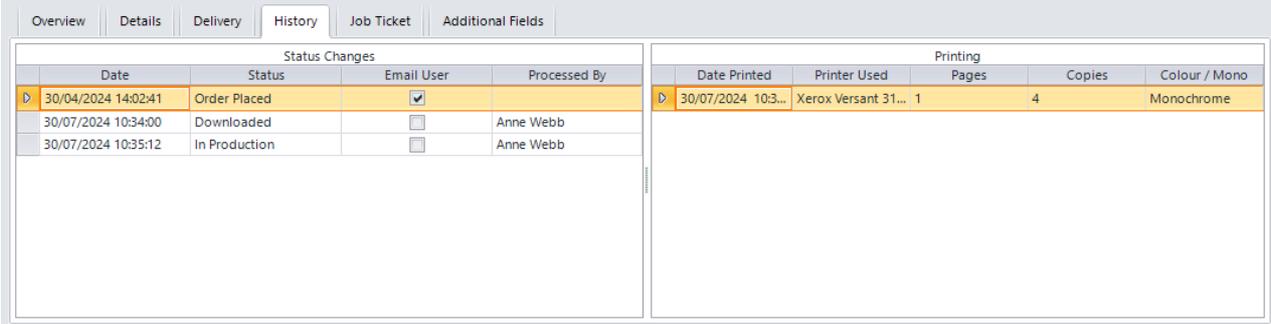
Example of the Details tab in the Details Pane. The custom document fields at the rights of the pane will display the names you have entered in ProductManager. If no custom fields are used then this area of the pane will be empty.

The Delivery Tab contains details of the contact details and delivery requirements for the order. The information will vary as it depends on the information that is required when the user places an order. The information is from the Delivery form and Address form created in ProductManager. The PrintStation operative can make changes if required and use  to save the changes.



Example of the Delivery tab in the Details Pane

The history tab shows the history of the order process as well as the printing details if required.



The screenshot shows a software interface with a 'History' tab selected. It contains two tables: 'Status Changes' and 'Printing'.

Status Changes			
Date	Status	Email User	Processed By
30/04/2024 14:02:41	Order Placed	<input checked="" type="checkbox"/>	
30/07/2024 10:34:00	Downloaded	<input type="checkbox"/>	Anne Webb
30/07/2024 10:35:12	In Production	<input type="checkbox"/>	Anne Webb

Printing				
Date Printed	Printer Used	Pages	Copies	Colour / Mono
30/07/2024 10:3...	Xerox Versant 31...	1	4	Monochrome

Example of the History Tab in the Details Pane.

You are able to select the information shown in the History tab.

To Select the Fields to be shown in the History Tab:

1. From the **Setup** drop down menu select **Fields to Display**.
2. The **Select the Fields to Display** window opens. Select the **History** Tab
3. The fields available to display in both the Status Changes and Printing sections are displayed. Select the fields required then click **Save**.

The Job Ticket tab contains details of the order before any changes were made. If changes are made to the quantity required or additional fields, the changes are shown in the job ticket. No changes made to the paper type, printed sides etc are updated on this form.

If the price is updated the Price Estimate shows the updated price and the Original Price is not changed. .

Print Job Ticket

Collated Sets

Document Name: Manual
Order Number: 0000112
Created: 30/07/2024 10:07 AM

Owner: Anne Webb
Pages: 794
Quantity: 1
Status: Downloaded
Account Code:
Account Name:
Account Description:
Price Estimate: 19.85
Original Price: 43.67

Document

Paper	A4 White 80gsm
Printed Sides	Double Sided
Printer Type	Black and White
Production	Digital
Title	Mrs
Name	Anne Webb
Company Name	ePrint
Address 1	Big City
Address 2	
County	Long Road
Postal Code	ABC 123
Phone Number	1234 567 890
Priority	Normal
Delivery Method	!!! pick it up

Example of the Job Ticket Tab in the Details Pane

This tab is only shown if you use the Approval process. Details of the dates that the order was placed and subsequently approved, together with any notes made by the approvers are shown.

Date Submitted	30/07/2024 15:29				
Level 1 Approval Date	30/07/2024 16:26:44	Level 1 Approver	Anne Webb		
Level 2 Approval Date	30/07/2024 16:27:19	Level 2 Approver	Nettie		
Date Required					

Approval Notes

Approved 30 July 2024 16:26 by Anne Webb. Level 1 Notes: Meets the requirements

Level 2: Approved 30 July 2024 16:27 by Nettie. Level 2 notes: Approved

Example of the Approval tab in the Details Pane

If the licensed feature which enables additional fields to be added to a product is used there will be an Additional Fields tab visible in the Detail Pane. When you select an order any additional fields that have been added to the product used by the order are listed. All the information can be updated from this tab except the information selected in a date picker field which cannot be changed.

The screenshot displays the 'Additional Fields' tab in a software interface. At the top, there are navigation tabs: Overview, Details, Delivery, History, Job Ticket, and Additional Fields. The 'Additional Fields' tab is active, showing a table titled 'Additional Fields in this Product'. The table has two columns: 'Name' and 'Value'. One row is visible with 'Course' in the Name column and 'AE145 Part 1' in the Value column. To the right of the table is an 'Edit Additional Field' form. The form has a label 'Course' and a dropdown menu with 'AE145 Part 1' selected.

Name	Value
Course	AE145 Part 1

Edit Additional Field

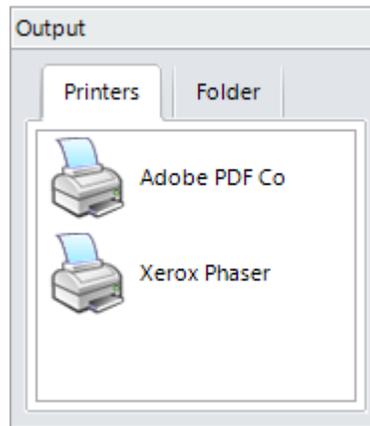
Course

AE145 Part 1

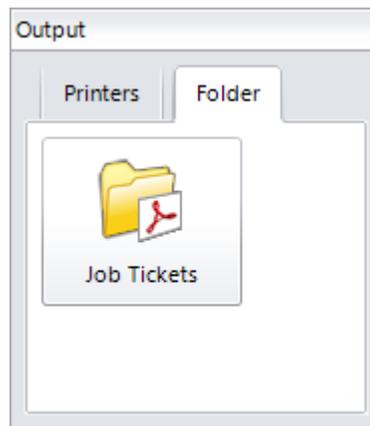
Example of fields displayed in the Additional Fields tab.

The Output Pane

Your output devices that are available to your PrintStation are displayed. The available printers are shown in the Printers tab.



If the job is to be forwarded to another process you will have folders made available. The available folders are shown in the Folders tab.

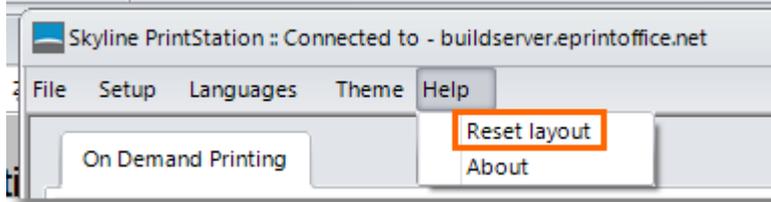


Resetting PrintStation Layout

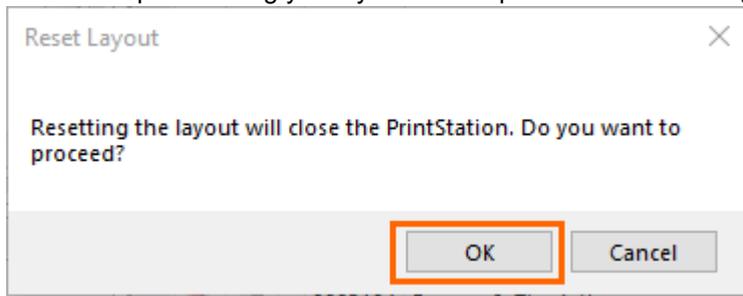
The different panes that can be viewed in the On demand printing window can be moved and hidden as required. You can always quickly and easily return to the default layout using the Reset Layout option.

To reset the layout of PrintStation:

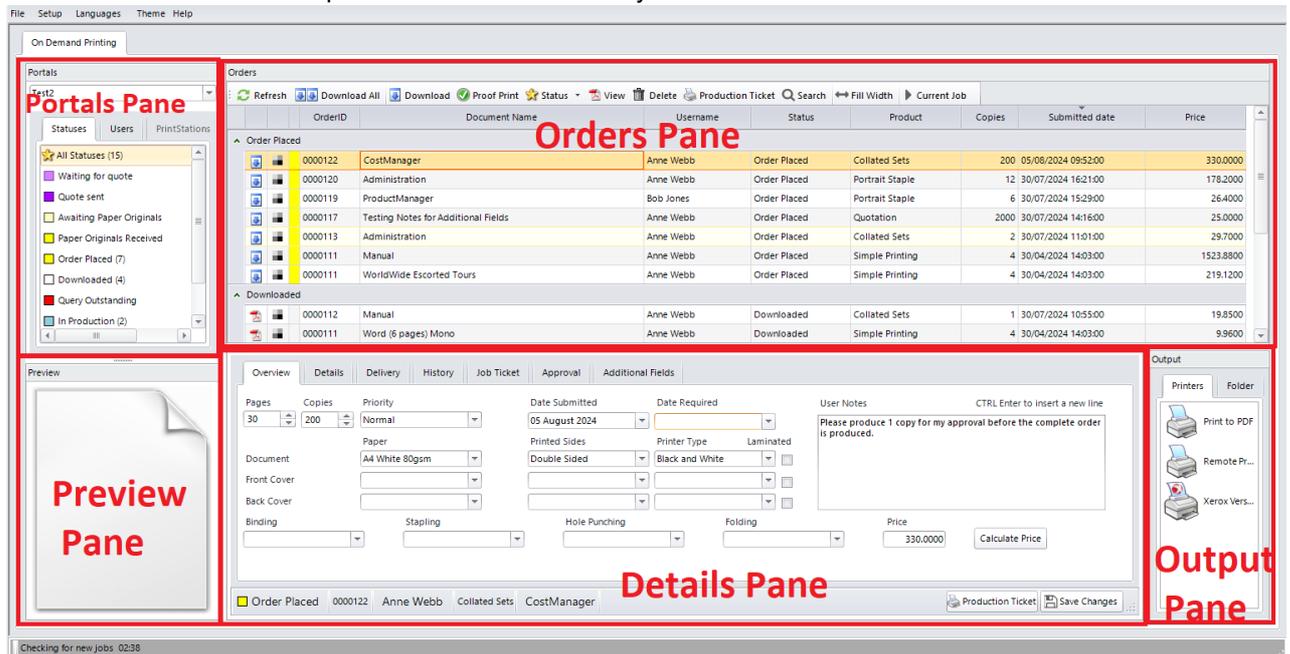
1. From the **Help** drop down menu select **Reset Layout**.



2. A window opens asking you if you want to proceed with resetting the layout. Click **OK**.



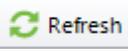
3. PrintStation will close. Re-open PrintStation and the layout will have reverted to the default.



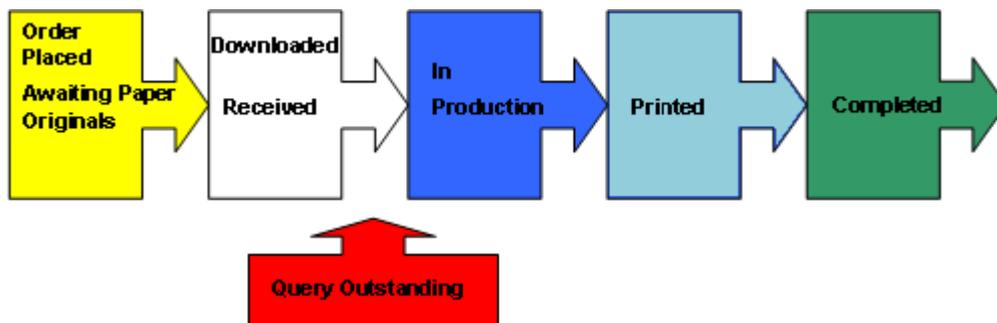
Processing Orders

Any new job tickets sent to your PrintStation are shown in the [Orders pane](#)¹²¹. Your PrintStation can be configured to be [automatically check for new orders](#)⁸⁸.

To show the new orders in the orders pane:

1. Click  in the Orders pane toolbar.

When the job orders are processed their status is changed. This can happen automatically, for example when you download the PDF or you can manually [change the status](#)⁵⁵ of the order. The status of a job order is shown in the Status field but there is also a coloured bar indicating the status.

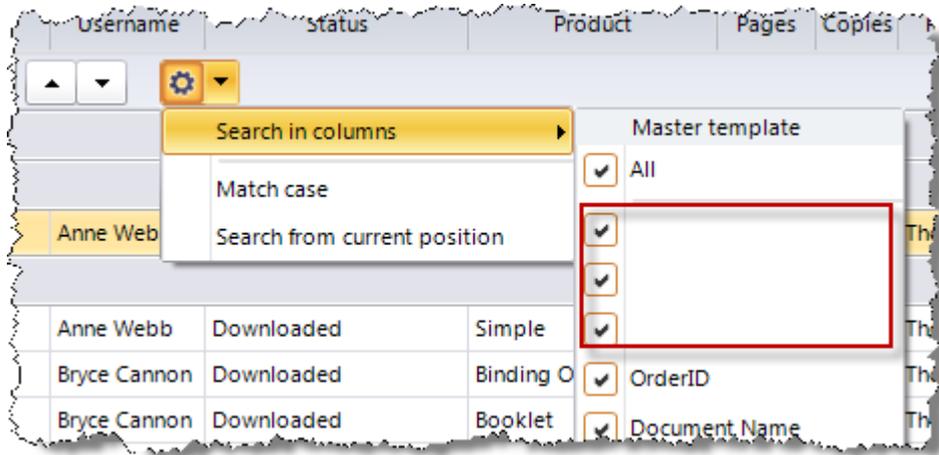


The work flow should be similar to the one illustrated above.

- The Status "Query Outstanding" can happen at any stage before completed.
- If you manually change the status of a job order to printed, you will need to enter the print information which is required for reports.
- [Custom statuses](#)¹¹³ can be created and used as required. By their very nature they can be applicable at any stage of the process.
- The Statuses 'Waiting for Quote' and 'Quote Sent' may be used in some organisations. An order will be received and a quote sent. When the quotation is accepted the order is placed and can then be processed in the usual way.

Searching Orders

You can search all the fields within the orders grid. All the fields that you have [displayed in the Orders grid](#)⁹⁸ will be searched by default. If you only want to search a specific field you can select the field from the available list by clicking . The first three fields will always be blank as they are the first three fields in the grid which cannot be searched on but are always in the grid.



Example showing the fields which can not be searched

To use the Search facility simply start typing the word/number you are looking for into the search field. The search will start immediately and return the number of matches, as shown in the example below.

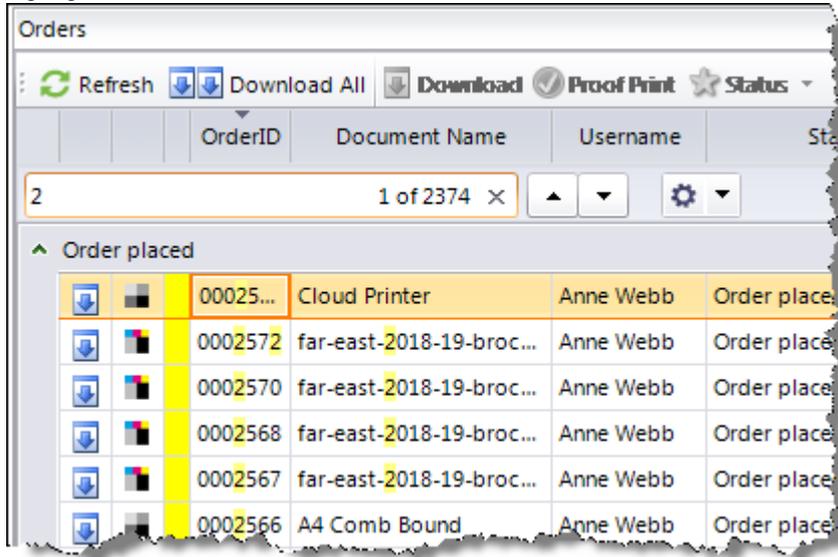


If you cannot see the search field click  Search to view that search facility.

Example.

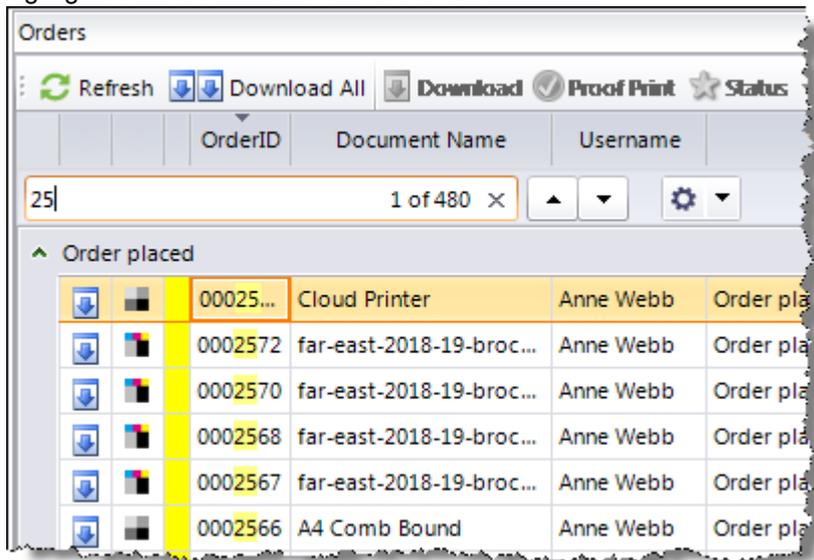
In this example a search is run to find all the documents that were included on order 002509.

1. The number 2 is entered. All instances of the number 2 are highlighted in yellow. You can see that the highlighted record contains the 1st of 534 matches.



OrderID	Document Name	Username	Status
00025...	Cloud Printer	Anne Webb	Order placed
0002572	far-east-2018-19-broc...	Anne Webb	Order placed
0002570	far-east-2018-19-broc...	Anne Webb	Order placed
0002568	far-east-2018-19-broc...	Anne Webb	Order placed
0002567	far-east-2018-19-broc...	Anne Webb	Order placed
0002566	A4 Comb Bound	Anne Webb	Order placed

2. The number 5 is entered. All instances of the numbers 25 are highlighted in yellow. You can see that the highlighted record contains the 1st of 123 matches.



OrderID	Document Name	Username	Status
00025...	Cloud Printer	Anne Webb	Order placed
0002572	far-east-2018-19-broc...	Anne Webb	Order placed
0002570	far-east-2018-19-broc...	Anne Webb	Order placed
0002568	far-east-2018-19-broc...	Anne Webb	Order placed
0002567	far-east-2018-19-broc...	Anne Webb	Order placed
0002566	A4 Comb Bound	Anne Webb	Order placed

3. The number 0 is entered. All instances of the numbers 250 are highlighted in yellow. You can see that the highlighted record contains the 1st of 35 matches.

The screenshot shows the 'Orders' window with a search bar containing '250'. The search results are displayed in a table with columns: OrderID, Document Name, Username, and Status. The first record is highlighted in yellow.

OrderID	Document Name	Username	Status
0002501	CostManager	Anne Webb	Downloaded
0002488	Manual Mono Title Page	Anne Webb	Downloaded
Printed			
0002527	A4 Booklet	Anne Webb	Printed
Completed			
0002550	A4 Booklet	Anne Webb	Completed
0002549	TemplateManager	Pippa Delve	Completed

4. The number 9 is entered. All instances of the numbers 2509 are highlighted in yellow. You can see that the highlighted record contains the 1st of 15 matches.

The screenshot shows the 'Orders' window with a search bar containing '2509'. The search results are displayed in a table with columns: OrderID, Document Name, Username, and Status. The first record is highlighted in yellow.

OrderID	Document Name	Username	Status
0002509	Mono Website	David Donald	Completed
0002509	Skyline PriceManager	David Donald	Completed
0002509	Lisbon	David Donald	Completed
0002509	ProductManager	David Donald	Completed
0002509	A4 Comb Bound	David Donald	Completed
0002509	Simple	David Donald	Completed

5. If the highlighted record is not the required record, use the  buttons to scroll through all the matching records.

The screenshot shows the 'Orders' window with a search bar containing '2509'. The search results are displayed in a table with columns: OrderID, Document Name, Username, and Status. The 12th record is highlighted in yellow, and the search bar shows '12 of 15' matches.

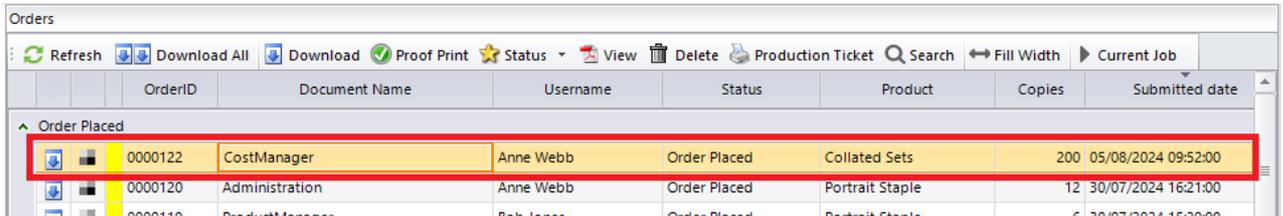
OrderID	Document Name	Username	Status
0002509	SkylineManual	David Donald	Completed
0002509	TemplateManager	David Donald	Completed
0002509	...	David Donald	Completed

Downloading Documents

Any new orders sent to your PrintStation are shown in the [Orders pane](#)¹ under the heading Orders Placed.

To download a document:

1. Select the new order listed in the section **Order Placed**.



	OrderID	Document Name	Username	Status	Product	Copies	Submitted date
Order Placed	0000122	CostManager	Anne Webb	Order Placed	Collated Sets	200	05/08/2024 09:52:00
Order Placed	0000120	Administration	Anne Webb	Order Placed	Portrait Staple	12	30/07/2024 16:21:00
Order Placed	0000119	ProductManager	Bob Jones	Order Placed	Portrait Staple	6	30/07/2024 15:29:00

2. Click  to download the PDF associated with the order. The PDF will be downloaded & the order moved into the job status Downloaded.



	OrderID	Document Name	Username	Status	Product	Copies	Submitted date
Order Placed	0000120	Administration	Anne Webb	Order Placed	Portrait Staple	12	30/07/2024 16:21:00
Order Placed	0000119	ProductManager	Bob Jones	Order Placed	Portrait Staple	6	30/07/2024 15:29:00
Order Placed	0000111	Manual	Anne Webb	Order Placed	Simple Printing	4	30/04/2024 14:03:00
Downloaded	0000122	CostManager	Anne Webb	Downloaded	Collated Sets	200	05/08/2024 09:52:00
Downloaded	0000112	Manual	Anne Webb	Downloaded	Collated Sets	1	30/07/2024 16:55:00

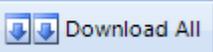
- The  icon will be displayed next to the job and the job moved to the Downloaded status.
- A thumbnail image of the document is displayed in the Preview pane.



Note:

- Skyline can be configured to automatically send an email to the person who placed the order to confirm that their document has been downloaded.

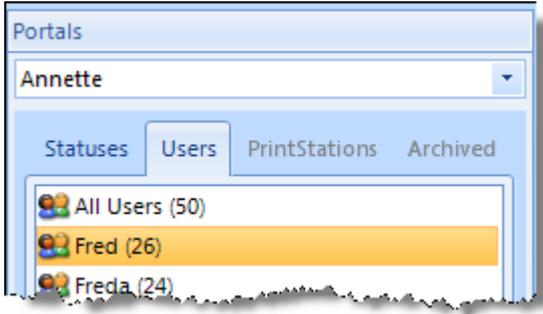
Using Download All

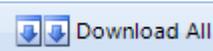
You can use  to download all the orders displayed in the [Orders pane](#)²¹. The orders displayed will vary depending on your selection in the [Portals Pane](#)¹⁹.

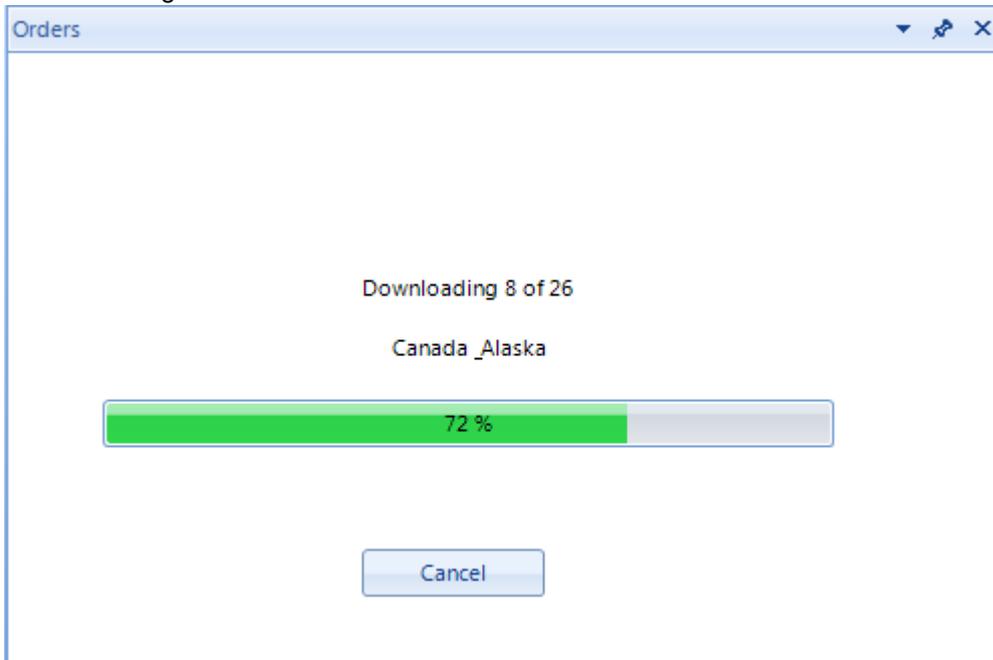
 The orders with the statuses "Query Outstanding", "Waiting for Quote" or "Quote Sent" will not be downloaded when Download All is used. The documents can be downloaded as required on an individual basis.

To download all the documents for a specific user:

1. Select the user whose documents you want to download in the portals section. All the orders placed for the selected user are shown in the Orders grid.

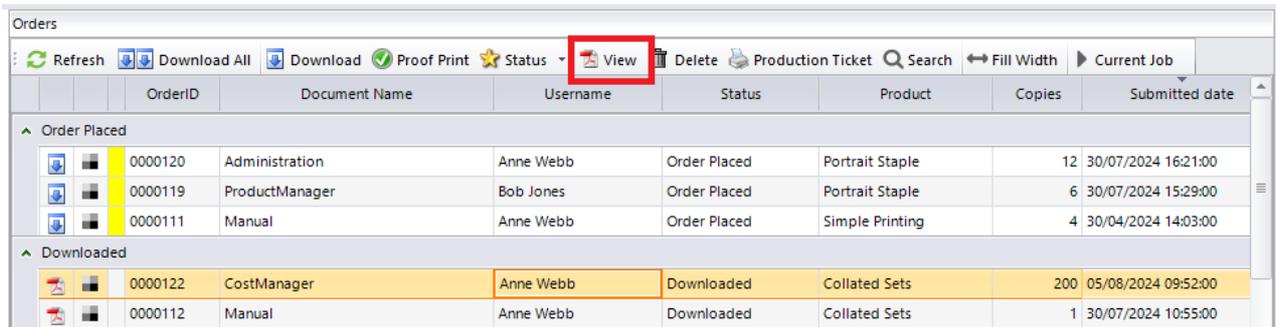


2. Click . All the orders for the selected user will be downloaded. The progress is shown in the Orders grid.



Reviewing the PDF

When the document has been downloaded you can review the PDF.



The screenshot shows the 'Orders' pane in Skyline PrintStation. The toolbar includes buttons for Refresh, Download All, Download, Proof Print, Status, View (highlighted with a red box), Delete, Production Ticket, Search, Fill Width, and Current Job. The table below lists orders, with the 'Downloaded' section highlighted in yellow.

	OrderID	Document Name	Username	Status	Product	Copies	Submitted date
Order Placed							
	0000120	Administration	Anne Webb	Order Placed	Portrait Staple	12	30/07/2024 16:21:00
	0000119	ProductManager	Bob Jones	Order Placed	Portrait Staple	6	30/07/2024 15:29:00
	0000111	Manual	Anne Webb	Order Placed	Simple Printing	4	30/04/2024 14:03:00
Downloaded							
	0000122	CostManager	Anne Webb	Downloaded	Collated Sets	200	05/08/2024 09:52:00
	0000112	Manual	Anne Webb	Downloaded	Collated Sets	1	30/07/2024 10:55:00

To review the PDF, select the order then:

1. Select the order then click the  button in the Orders pane toolbar.

Requesting More Information

When the PDF has been reviewed you might decide that the job cannot be printed until the originator has been consulted. This could be due to a number of factors. For example, if the graphics quality in the original was poor or a large selection of colours you might want to consult the person who placed the order before proceeding.

When you have a query regarding a job order you should [change the status](#)⁵⁵ of the order to Query Outstanding. You can then contact the person who placed the order for more information.

PrintStation can be configured to send an automatic query email message requesting that the person who placed the job order to contact the print room. Check with the system administrator to find out if your PrintStation has been configured to generate an automatic message when a job status is changed to Query Outstanding.

Example of an automatically generated email.

1. A job order is downloaded by a PrintStation user. When the person who placed the order views their orders they can see that the document has been downloaded.

PDF	Job Ticket	Document	Order Number	Order Date	Required Date	Status	Quote	Delete
	View	CostManager	0000122	05/08/2024 09:52		Downloaded		

2. The PrintStation operator has a query regarding the job order. They [change the job order status](#)⁵⁵ to Query Outstanding.

Query Outstanding									
			0000122	CostManager	Anne Webb	Query Outstanding	Collated Sets	200	05/08/2024 09:52:00

3. The person who placed the order can see when they view their orders that a query email has been sent.

PDF	Job Ticket	Document	Order Number	Order Date	Required Date	Status	Quote	Delete
	View	CostManager	0000122	05/08/2024 09:52		Query Outstanding		

4. When the person who placed the job order opens their email they will be able to see the automatically generated email and respond accordingly.

Query Outstanding

Support

Sent: Mon 27/10/2014 15:56

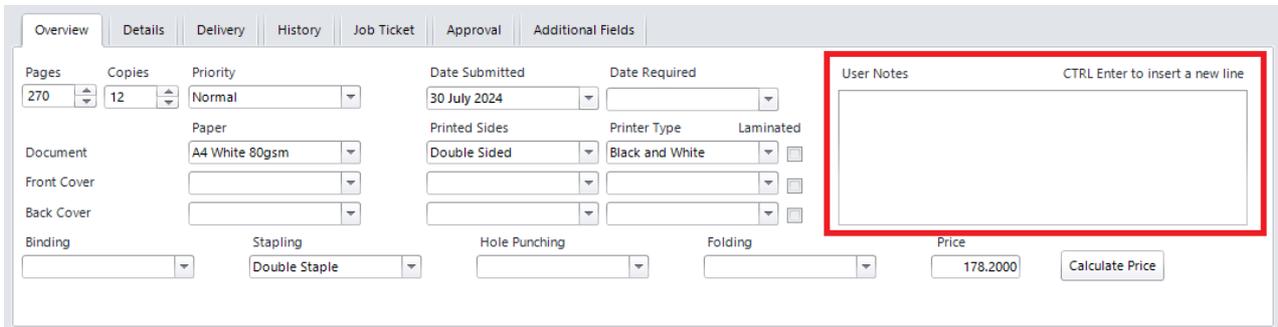
To:  [Annette Walker](#)

There is a query outstanding in your recent order 4047. Please contact Print Services as soon as possible.

Example of an automatically generated email message when the status is changed to Query Outstanding.

Adding notes to a status email

Any information entered in the User Notes area in the Overview tab in PrintStation can be included in a Status Email. Any PrintStation user can add notes to this area which then can be included in a Status Email. This could be especially useful when you have a query regarding an order.

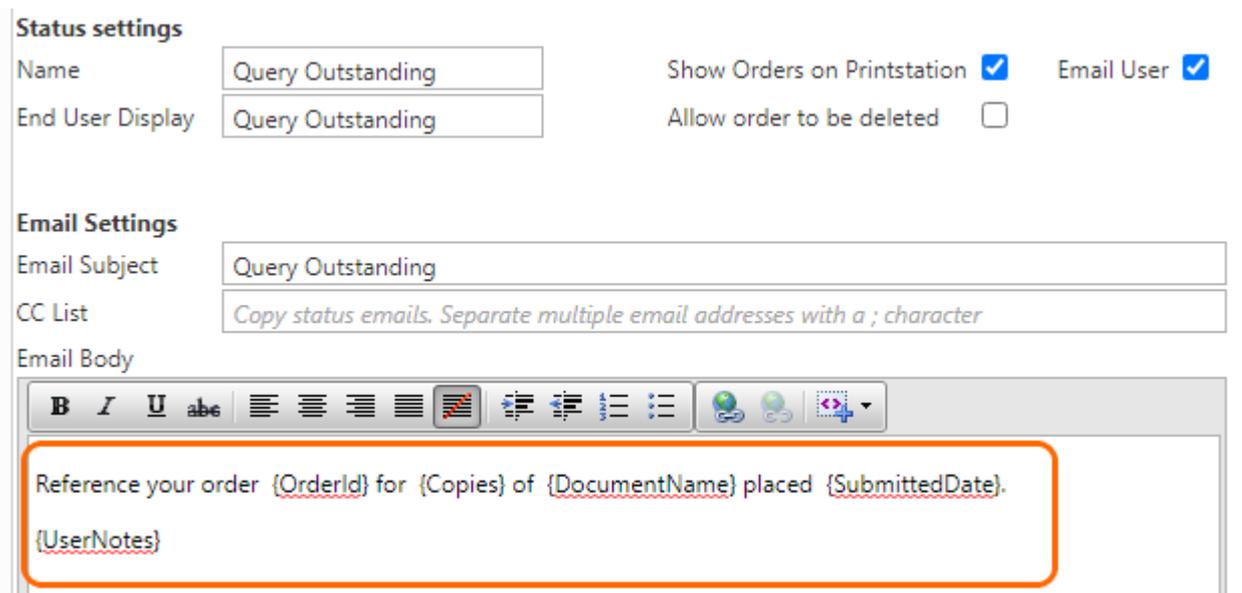


The screenshot shows the PrintStation Overview tab with various order details. The 'User Notes' field is highlighted with a red border. The field contains the text 'CTRL Enter to insert a new line'. Other visible fields include Pages (270), Copies (12), Priority (Normal), Date Submitted (30 July 2024), Date Required, Paper (A4 White 80gsm), Printed Sides (Double Sided), Printer Type (Black and White), Laminated, Binding, Stapling (Double Staple), Hole Punching, Folding, and Price (178.2000). A 'Calculate Price' button is also visible.

Any text entered in the User Notes area which is saved can be included in a Status Email

Configuration Required

The field User Notes needs to be added to the status email. For information on how to do this see the section on [Changing the Wording in a Status Email](#)¹⁰⁸.



The screenshot shows the 'Status settings' configuration page. The 'Name' field is 'Query Outstanding', 'End User Display' is 'Query Outstanding', 'Show Orders on Printstation' is checked, 'Email User' is checked, and 'Allow order to be deleted' is unchecked. Under 'Email Settings', 'Email Subject' is 'Query Outstanding' and 'CC List' is 'Copy status emails. Separate multiple email addresses with a ; character'. The 'Email Body' field contains the following text: 'Reference your order {OrderId} for {Copies} of {DocumentName} placed {SubmittedDate}. {UserNotes}'. The {UserNotes} field is highlighted with an orange border.

Example of a Query Outstanding email containing the UserNotes field.

To Send notes in a status change email.

1. Enter the required notes in the User Notes section on the Overview tab. If you need to start a new line of text press CTRL Enter.

The screenshot shows the 'Overview' tab of the Skyline PrintStation interface. The 'User Notes' section is highlighted with a red box and contains the text: "Please give us a call on extension 548 to discuss your binding requirements." The interface includes various configuration options such as Pages (270), Copies (12), Priority (Normal), Date Submitted (30 July 2024), Date Required, Paper (A4 White 80gsm), Printed Sides (Double Sided), Printer Type (Black and White), Binding, Stapling (Double Staple), Hole Punching, Folding, and Price (178.2000). A "Calculate Price" button is also visible.

2. Click **Save Changes**.
3. Change the Status of the email to **Query Outstanding**. An email will be sent to the owner of the order, an example is shown below.

Query Outstanding



Support
To Annette Webber

Reference you order 0000990 for 2 copies of NewEngland placed 12/7/2020.

Please give us a call on extension 4578 to discuss the binding requirements.

Example Query Outstanding Email

Quotation Requests

Some orders will need to be priced manually as they have special requirements. A user can request a quotation which can be priced up in the print room and the quotation sent to the user via PrintStation. The user can then either accept the quotation and the order is placed on PrintStation or they can reject the quotation and the order is marked as deleted.

To send a quotation:

1. Quotation requests will show in PrintStation with the status 'Waiting for Quote'. Select the order and view the details. You will not be able to use the **Calculate Price** button. Enter a value in the price field and save your changes. Add any notes as required when the changes are saved.

The screenshot shows the PrintStation interface. At the top, there is a toolbar with buttons for Refresh, Download All, Download, Proof Print, Status, View, Delete, Production Ticket, Search, Fill Width, and Current Job. Below the toolbar is a table of orders. The first order is highlighted in yellow and has a red border around it. It is in the 'Waiting for quote' status. Below the table, there is a detailed view of the selected order. The 'Calculate Price' button is highlighted with a red box. At the bottom right, the 'Save Changes' button is also highlighted with a red box.

OrderID	Document Name	Username	Status	Product	Copies	Submitted date	Price
0000123	Manual	Anne Webb	Waiting for quote	Quotation	20	05/08/2024 11:39:00	0.0000
0000119	ProductManager	Bob Jones	Order Placed	Portrait Staple	6	30/07/2024 15:29:00	26.4000
0000111	Manual	Anne Webb	Order Placed	Simple Printing	4	30/04/2024 14:03:00	1523.8800
0000122	CostManager	Anne Webb	Downloaded	Collated Sets	200	05/08/2024 09:52:00	330.0000

Order Details:

- Pages: 794
- Copies: 20
- Priority: Normal
- Date Submitted: 05 August 2024
- Date Required: [Empty]
- User Notes: Need to discuss the most cost effective way to bind these documents
- Paper: A4 White 80gsm
- Printed Sides: Double Sided
- Printer Type: Black and White
- Laminated: [Checked]
- Front Cover: [Empty]
- Back Cover: [Empty]
- Binding: [Empty]
- Stapling: [Empty]
- Hole Punching: [Empty]
- Folding: [Empty]
- Price: 0.0000

Buttons: Calculate Price, Save Changes

2. Change the status of the order from 'Waiting for Quote' to 'Quote Sent'. When the status is changed an email is sent to the user telling them that they have received a quotation. They are then able to accept or reject the quotation from their orders page.

PDF	Job Ticket	Document	Order Number	Order Date	Required Date	Status	Quote	Delete
		Manual	0000123	05/08/2024 11:39		Quote sent 562.94		

- **Accepted Quotation** - If the user accepts the quotation an order is placed with the same order number and the order can be processed in the usual way. Only one quotation can be accepted at a time.
The history of the quotation is shown on the History tab of the new order.

Status Changes				
	Date	Status	Email User	Processed By
▶	05/08/2024 11:39:19	Order Placed	<input checked="" type="checkbox"/>	
	05/08/2024 11:39:22	Waiting for quote	<input checked="" type="checkbox"/>	
	05/08/2024 11:47:17	Quote sent	<input checked="" type="checkbox"/>	Anne Webb
	05/08/2024 11:49:59	Order Placed	<input checked="" type="checkbox"/>	

Details entered about the quotation when the details were saved show in the Staff Notes area.

Overview	Details	Delivery	History	Job Ticket	Additional Fields
Account Code	<input type="text" value="IT2"/>				
Account Name	<input type="text" value="IT Brochures"/>				
Account Description	<input type="text" value="Test Account"/>				
Imposition	<input type="text" value="None"/>				
					Options1 <input type="text"/>
					Options2 <input type="text"/>
					Options3 <input type="text"/>
					Options4 <input type="text"/>
					Options5 <input type="text"/>
					Options6 <input type="text"/>

Staff Notes (69/2000 characters)

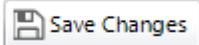
05/08/2024 11:46:53 Username: anne webb
Aded comb binding and pricing

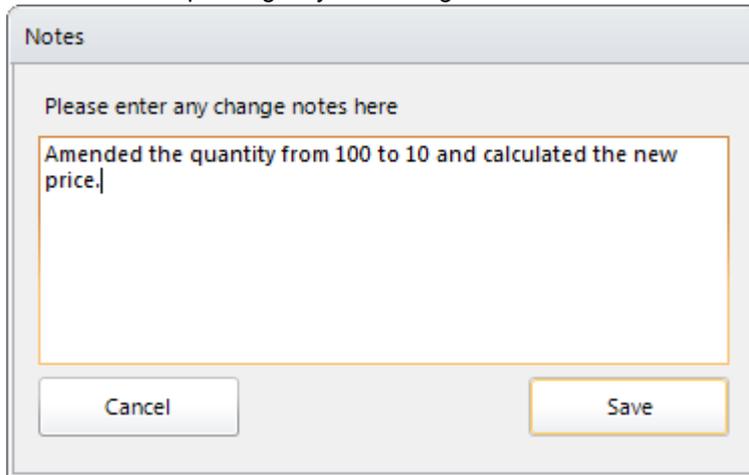
- **Rejected Quotation** - If the user rejects the quotation the order status is changed to 'Deleted; and removed from the PrintStation.

Amending the Order Details

You can amend the job order details before you download the document or after it has been downloaded. All the order information is shown in the [Detail Pane](#)²³. When you review the request there may be queries or you may receive a request for an amendment to the order. Details contained within the tabs can be updated.

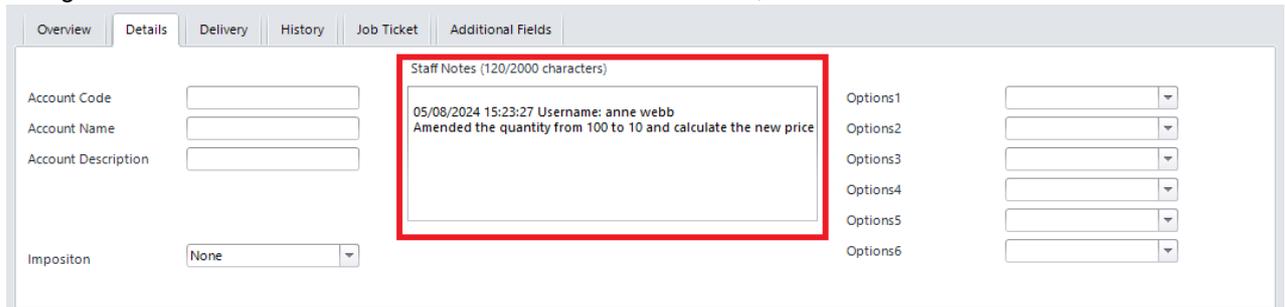
To amend an order:

1. Make the changes required in the tabs and update the price if necessary. Click .
2. Enter details explaining why the change was made.



The image shows a 'Notes' dialog box with a title bar. Inside, there is a text area with the prompt 'Please enter any change notes here'. The text area contains the text: 'Amended the quantity from 100 to 10 and calculated the new price.' Below the text area are two buttons: 'Cancel' on the left and 'Save' on the right.

1. Details entered in this window are shown in the [Details tab](#)²⁵.
2. Click **Save** to continue.
3. View the **Details** tab. The change has been made to the order and the notes are shown so that any changes can be tracked. Even if no details were entered the date, time and user name is recorded.



The image shows a screenshot of the 'Details' tab in the software interface. The 'Staff Notes (120/2000 characters)' field is highlighted with a red box and contains the text: '05/08/2024 15:23:27 Username: anne webb Amended the quantity from 100 to 10 and calculate the new price'. Other fields visible include 'Account Code', 'Account Name', 'Account Description', 'Imposition' (set to 'None'), and six 'Options' dropdown menus.

4. (Optional) If you require the change to be confirmed by the customer change the status to **Quote Sent**. When the status is changed an email is sent to the user telling them that they have received a quotation. They are then able to accept or reject the change. Only price changes are shown on the Orders Web page. Any other amendments need to be agreed before the status is changed.
 - **Accepted Quotation.**
If the user accepts the quotation the order the original order is changed to 'Deleted' and a new order is placed containing the quotation information.
 - **Rejected Quotation.**
If the user rejects the quotation the order status is changed to 'Deleted'; and removed from the PrintStation

Changing the Price of an Order

When an order is sent to the PrintStation there may be a price associated with the order. Occasionally the price of printing a document needs to be amended due to requests from the customer. Pricing can be amended by Managers using Live Orders or by the PrintStation operatives.

Example 1 - Cost of Producing the Document

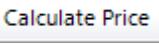
After a conversation with the customer a change to the requirements of producing the document is agreed. For example, laminating might be required or a different media type used during production. The price of the order needs to be amended & the customer will see the amended price on their orders page. Any management reports will include the amended price.

To amend the cost of producing a document:

1. Select the job to be printed & view the [Overview tab](#)²⁴.

The screenshot shows the 'Overview' tab selected in the 'Details Pane'. The interface includes several input fields and buttons. The 'Pages' field is set to 794, 'Copies' to 1, and 'Priority' to Normal. The 'Date Submitted' is 30 July 2024. The 'Paper' is A4 White 120gsm, 'Printed Sides' is Double Sided, and 'Printer Type' is Black and White. There are checkboxes for 'Laminated', 'Binding', 'Stapling', 'Hole Punching', and 'Folding'. The 'Price' is displayed as 19.8500, and a 'Calculate Price' button is located to its right. A 'User Notes' section with a text area and a 'CTRL Enter to insert a new line' instruction is also present.

Example of the Overview tab in the Details Pane

2. Change the order requirements, for example the number of copies. Then update the price of the order using  to calculate the new price.
3. Any changes made are not saved until you click .
4. The Notes window opens.

The screenshot shows a 'Notes' dialog box. The title bar says 'Notes'. Inside, there is a text area with the text 'Amended the quantity from 100 to 10 and calculated the new price.' Below the text area are two buttons: 'Cancel' and 'Save'.

Enter your reasons for changing the order together with any other notes then click **Save** to confirm the change.

-
5. (Optional) If you require the price change to be confirmed by the customer change the status to **Quote Sent**.
When the status is changed an email is sent to the user telling them that they have received a quotation. They are then able to accept or reject the quotation. Only price changes are shown on the Orders Web page. Any other amendments need to be agreed before the status is changed.
- Accepted Quotation.
If the user accepts the quotation the order status is changed to 'Order Placed' and the order can be processed in the usual way.
 - Rejected Quotation.
If the user rejects the quotation the order status is changed to 'Deleted; and removed from the PrintStation
6. The cost of producing the document will be updated in the PrintStation Orders pane when PrintStation is refreshed. The customers Original order details will also be updated to show the new price for producing the document. Any management reports that are run will also contain the updated price.

Example 2 - Re-printing a document.

After the order has been printed the customer requested a partial copy of the document. Any management reports will include the amended price (printed price) for the second print run as well as the cost of the original print (Original Price). The customer will not automatically be notified of the change to the cost of the producing the document.



If there is no cost to the customer associated with the re-print and you do not want the printing recorded in the Management reports you can use the [Proof Print](#)⁵¹ option.

To amend the cost of re-printing a document:

1. Select the job to be printed.
2. In the **Output** pane click the printer that you want to use to print the document.
3. The message "This document has already been printed. Do you want to Print it again?" is displayed. Click **Yes**.
4. The printer window opens.

The screenshot shows the 'Skyline Generic Print' dialog box. The 'Price' field is highlighted with a red box and contains the value 147.20. The dialog is divided into several sections: 'Printer' (Name: Xerox Phaser 6180N PS, Document Name: Website, Product: A4 Comb Bound Document), 'Print range' (All selected, Pages 1 to 94), 'Page handling' (Copies: 20, Collate checked, Portrait selected, Sides: 1-Sided Print, Page scaling: Scale to Printable Area, Paper tray: Tray 1 (MPT), Auto-Rotate and Centre checked), and 'Printer Type' (Colour selected). A 'Preview' section shows a document with the Skyline logo and 'Skyline Website' text. At the bottom, there are buttons for 'Print from Acrobat', 'Print ticket', 'Print', and 'Cancel'.

1. Amend the price of the document. You can enter the value 0 if there is no charge for the re-print.
2. Amend any other details e.g. the quantity of documents to print & then click **Print**. The document is printed & the amended price is recorded.

Changing Additional Fields

If the feature Additional Fields is used, the field details can be amended if needed via the Additional fields tab. The information that can be changed is shown in the **Edit Additional Field** section. Pricing can be applied to fields that are either tick boxes or drop down choice fields. If prices are set for these fields the order price will need to be updated as well.

The screenshot displays the 'Additional Fields' tab in the Skyline PrintStation interface. At the top, there are navigation tabs: Overview, Details, Delivery, History, Original, and Additional Fields. The main content area is divided into two sections. On the left, a table titled 'Additional Fields in this document order' lists the fields. The table has two columns: 'Name' and 'Value'. One row is highlighted in orange, showing the field name 'Type of packaging for each document' and its value 'Plastic Bag'. On the right, the 'Edit Additional Field' section is visible, showing the same field name and a dropdown menu with 'Plastic Bag' selected.

Additional Fields in this document order	
Name	Value
Type of packaging for each document	Plastic Bag

Edit Additional Field
Type of packaging for each document
Plastic Bag

Example of fields displayed in the Additional Fields tab.

To amend Additional Fields which are priced:

1. Confirm with the customer the details that need to be changed. The options in this example can be viewed by clicking on the down arrow.

The screenshot shows the 'Additional Fields' tab in the Skyline PrintStation interface. The main area contains a table titled 'Additional Fields in this document order' with the following data:

Name	Value
Type of packaging for each document	Plastic Bag

To the right of the table is an 'Edit Additional Field' panel. It has a title 'Edit Additional Field' and a label 'Type of packaging for each document'. Below the label is a dropdown menu currently showing 'Plastic Bag'. The dropdown menu is open, displaying the following options: 'Eco Bag - Free', 'Plastic Bag', 'Cardboard Box', and 'Wooden Box'. The 'Plastic Bag' option is currently selected.

2. Select the required option and click **Save Changes**.

The screenshot shows the 'Additional Fields' tab in the Skyline PrintStation interface. The main area contains a table titled 'Additional Fields in this document order' with the following data:

Name	Value
Type of packaging for each document	Plastic Bag

To the right of the table is an 'Edit Additional Field' panel. It has a title 'Edit Additional Field' and a label 'Type of packaging for each document'. Below the label is a dropdown menu currently showing 'Eco Bag - Free'. The dropdown menu is closed.

At the bottom of the interface, there is a status bar with the following information: **Order placed** 0005177 Anne Webb A4 Poster Poster 1. On the right side of the status bar, there are two buttons: **Print Job Ticket** and **Save Changes**.

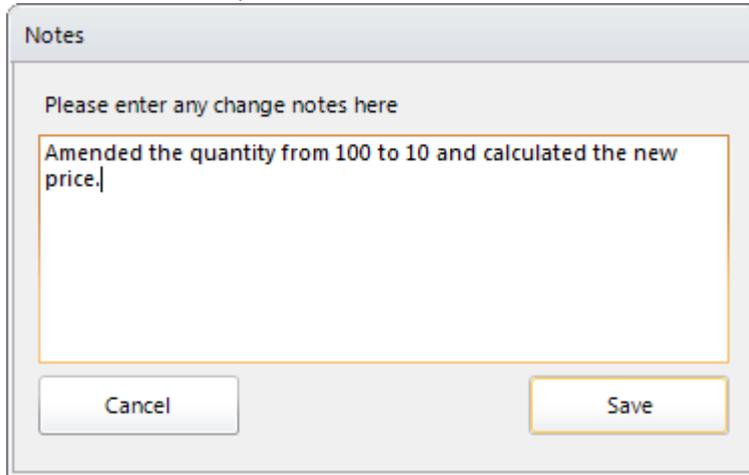
- The Notes window opens. Enter details of why the change is required and press **Save**.

The screenshot shows the Skyline PrintStation interface with the 'Additional Fields' tab selected. A 'Notes' dialog box is open in the center, prompting the user to 'Please enter any change notes here'. The dialog has 'Cancel' and 'Save' buttons. In the background, the 'Additional Fields' tab shows a table with one row: 'Type of packaging for each document' with a dropdown menu set to 'co Bag - Free'. The bottom status bar shows 'Order placed', '0005177', 'Anne Webb', 'A4 Poster', 'Poster 1', and buttons for 'Print Job Ticket' and 'Save Changes'.

- This Additional field has pricing associated with the choices. View the **Overview** tab and click **Calculate Price**.

The screenshot shows the 'Overview' tab of the Skyline PrintStation interface. It displays various configuration options for a print job, including 'Pages' (1), 'Copies' (1), 'Priority', 'Date Submitted' (03 January 2023), 'Date Required', 'Document' (A4 80gsm White), 'Paper', 'Printed Sides' (Single Sided), 'Printer Type' (Colour), 'Laminated', 'Front Cover', 'Back Cover', 'Binding', 'Stapling', 'Hole Punching', 'Folding', and 'Price' (2.7000). A 'Calculate Price' button is visible next to the price field. The 'User Notes' field is empty and has a placeholder text 'CTRL Enter to insert a new line'.

5. The price is updated with the new cost which reflects the change made in the Additional Fields tab. Any changes made are not saved until you click . The Notes window opens.



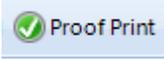
The image shows a 'Notes' dialog box with a title bar. Inside the dialog, there is a text area with the prompt 'Please enter any change notes here'. The text area contains the text 'Amended the quantity from 100 to 10 and calculated the new price.' Below the text area are two buttons: 'Cancel' on the left and 'Save' on the right.

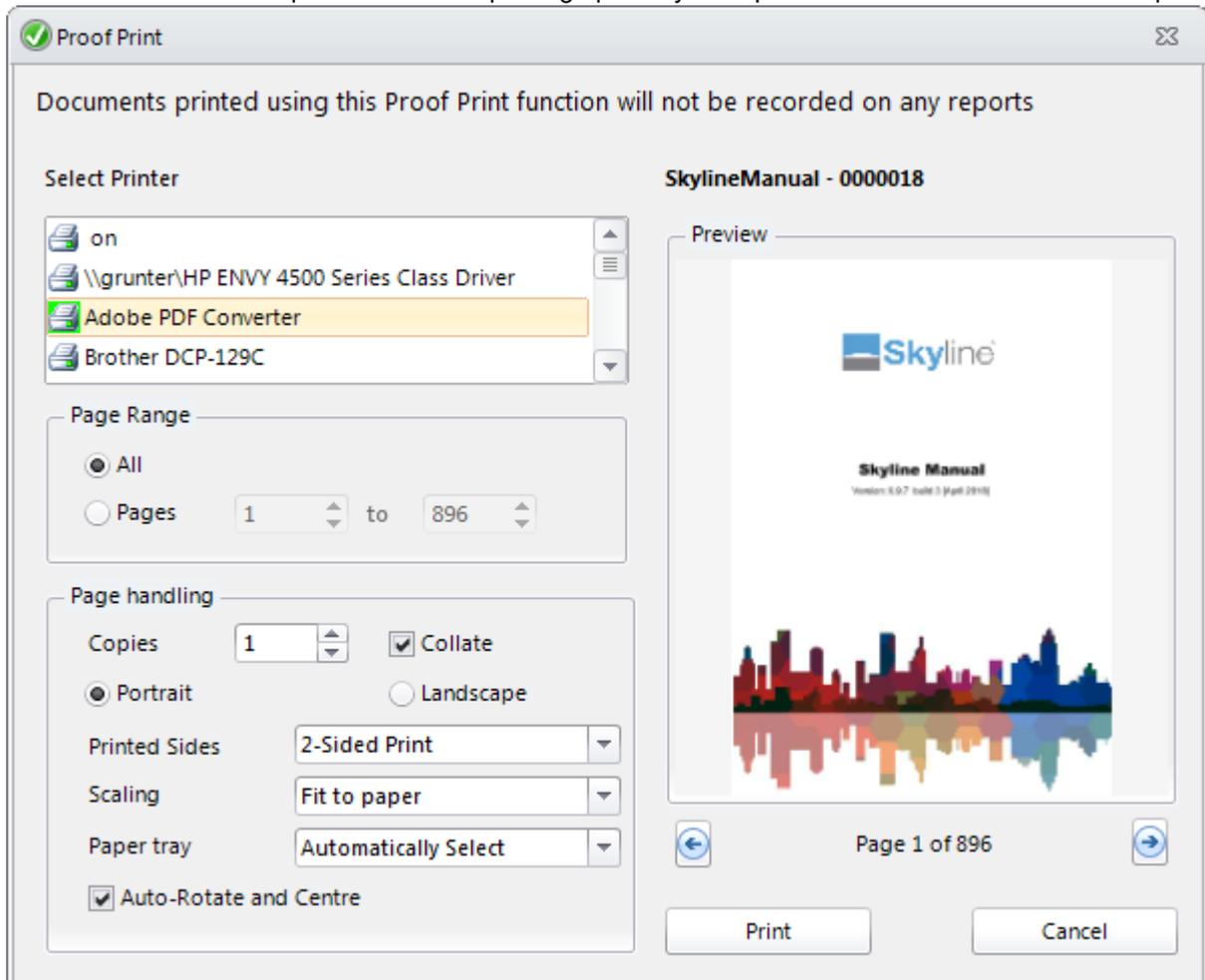
Enter your reasons for changing the order together with any other notes then click **Save** to confirm the change.

Running a Test Print

If you want to do a test print of a document there is a facility called Proof Print available. Any orders printed via the proof print feature are not recorded in the management reports and are therefore not chargeable to the customer.

To run a test print:

1. Select the job to be printed.
2. Click  in the Orders pane toolbar.
3. The Proof Print window opens. Select the printing options you require and click Print to run the test print.

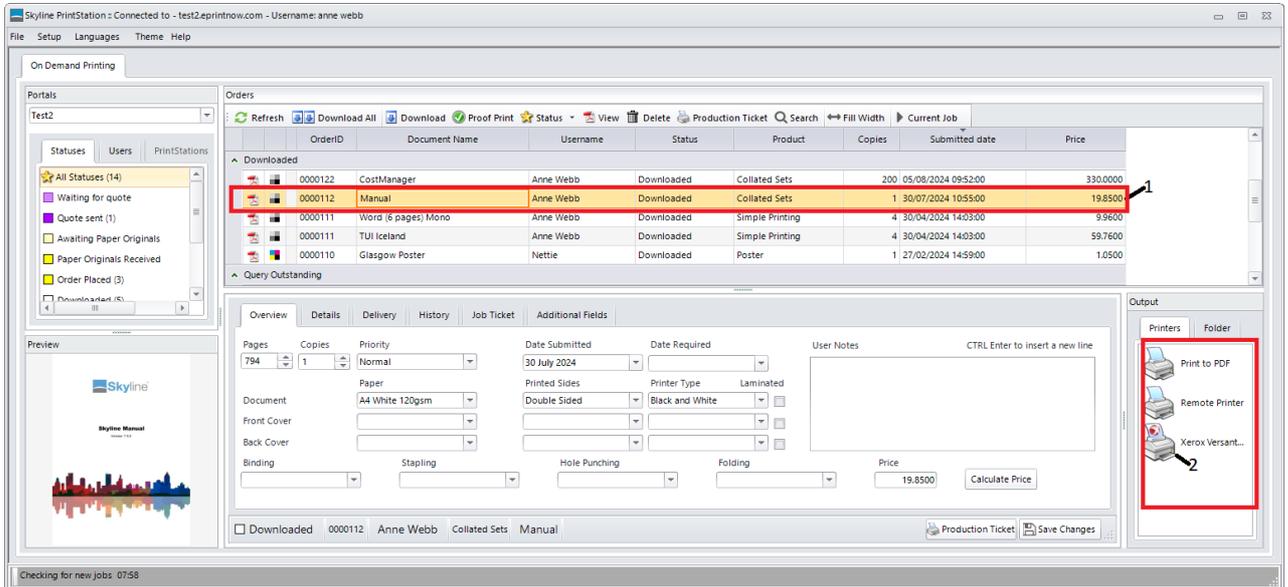


Printing an Order

When the PDF has been reviewed you can send the document to a printer.

To print a document:

1. View the list of orders with the status **Downloaded**.

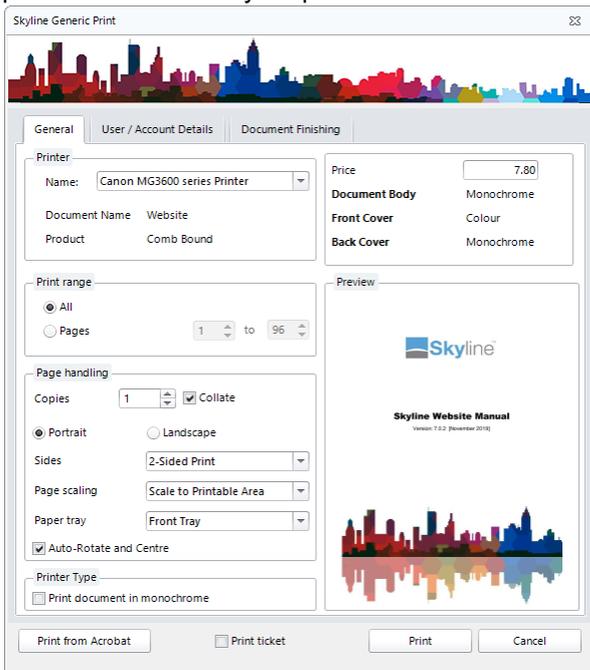


1. Select the job to be printed.

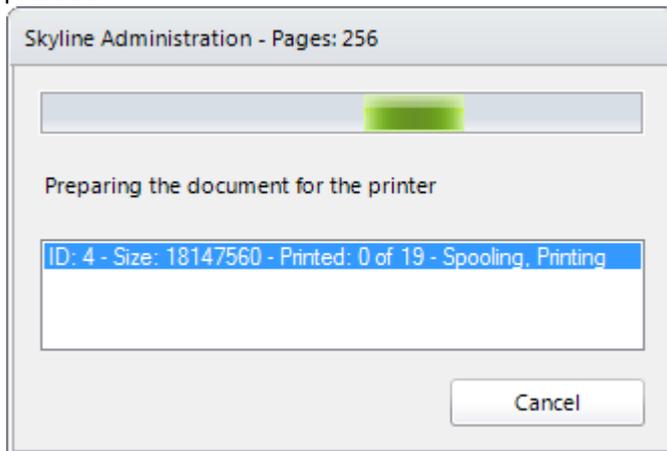
2. In the **Output** pane click the printer that you want to use to print the document.

2. The printing window opens. Review the order details and make any changes as required. The Document Finishing tab contains any Custom Document Options that you included in the Product.

 Be aware that if you select the option **Print Document in Monochrome** the document may be produced in colour if your printer overrides the PrintStation command.



- Click **Print** to send the document to the printer. During the printing window will keep you informed of the process.



- The document is printed. The icon colour changes to  which shows that the job has been printed and the job status is now In Production. The job may still be displayed in the Downloaded status group but will be automatically moved to the In Production group when the screen is refreshed.

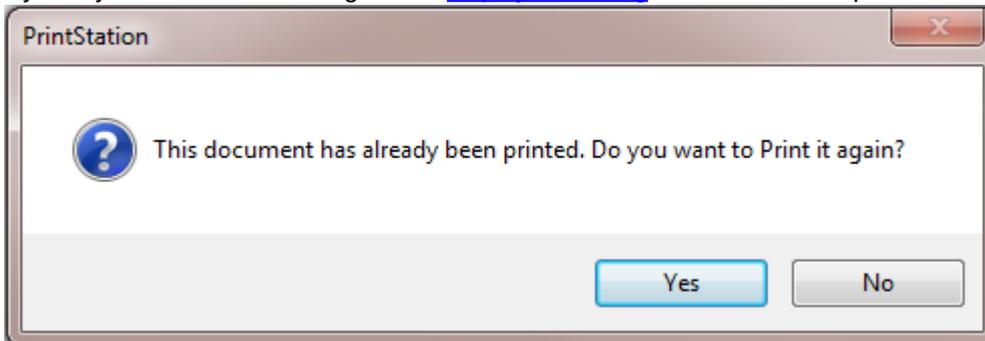
Reprinting an Order

If you have printed a job order you can still re-print the order if you need to. The cost of the order will be included again in the management reports. In Live Orders the re-printed order will show with a red printer icon  indicating that the order has been printed more than once. If you do not want to charge for the second print you can remove the printed job from the reports. Alternatively you could use the [Proof Print facility](#)⁵¹ to re-print the order. Any orders printed via the proof print feature are not recorded in the management reports and are therefore not chargeable to the customer.

 If the Order has already been printed any changes to the status will not let you record how the job was printed. If you need the job to be re-printed and the details included in the report you need to use a printer within the Skyline system or have a new order raised.

To re-print an order:

1. Select the order to be re-printed and select the printer.
2. The message "This document has already been printed. Do you want to Print it again?" may be displayed if your system has been configured to [display a warning](#)⁹². Click **Yes** to print the document.



3. The printer window opens. Enter the required information and click **OK** to print. The [History tab](#)²⁶ in the Details pane is updated to show that the job order has been re-printed.

Reprinting Completed Orders

If an order has been completed you can reprint all of the order or a specific part of the order.

If completed orders are not displayed within PrintStation you can find them using the feature Live Orders which is available on the website. Find the required order and change the status to **Order Placed**. The order can then be reprinted from within PrintStation.

 If the Order has already been printed any changes to the status will not let you record how the job was printed. If you need the job to be re-printed and the details included in the report you need to use a printer within the Skyline system or have a new order raised.

To reprint a completed order from PrintStation:

1. Locate the order with the status Completed.
2. Change the status of the order to **Order Placed**.
3. Reprint the order. As the order has already been printed you will be asked "Do you want to record how this job was printed so that it is included in the reports?"

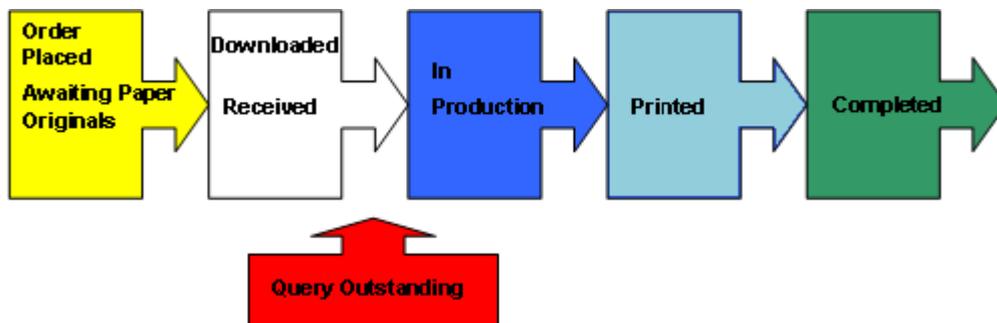
Changing the Status

The status of a job will be automatically updated in the following situations:-

Original Status	Action	Updated Status
Order Placed	Download the order	Downloaded
Downloaded	Print the document from PrintStation	In Production
Query Outstanding	Print the document from PrintStation	In Production

When the document has been processed by sending the job to a printer outside the Skyline environment or when a job is completed, the status of the job order needs to be updated.

It is good practice to follow the normal work flow when changing the status of a job order. If you do change the status when a document has not been printed from Skyline you will be asked to enter the details of where the document was printed.

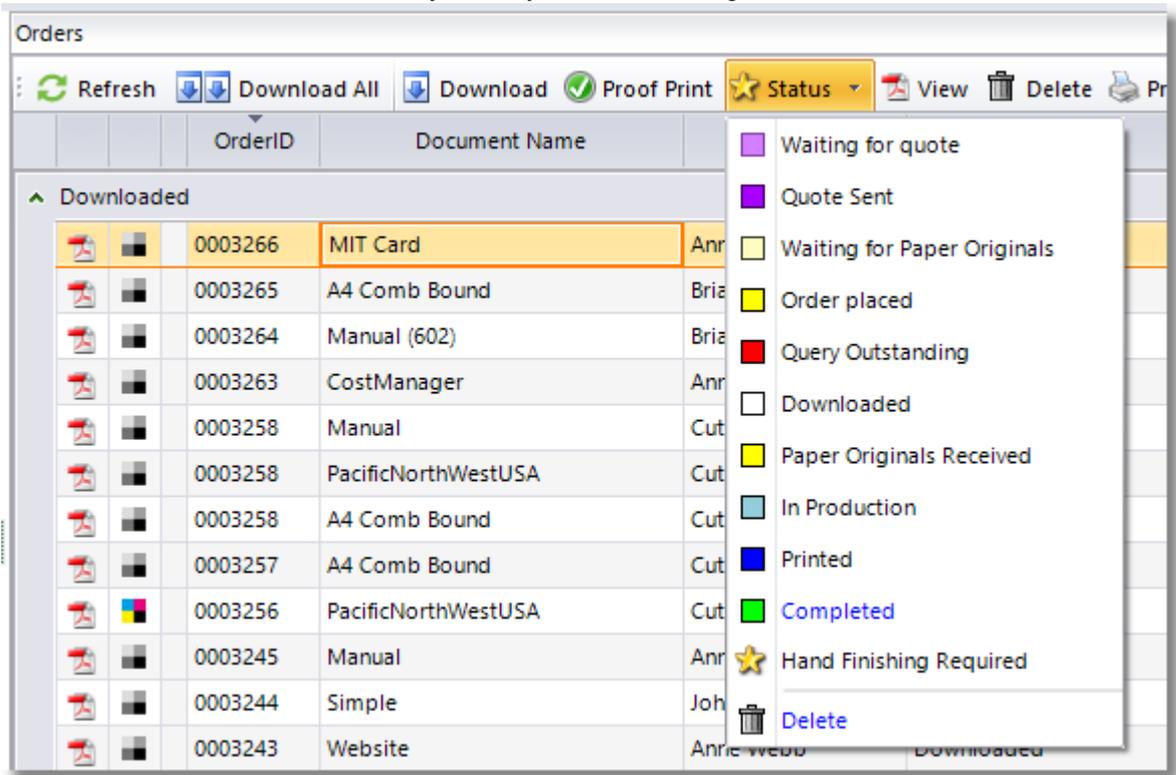


When a job order status is updated, Skyline can be configured to send an automatic email to the client. The status can also be automatically updated on the user's Orders web page.

- i** If the Order has already been printed any changes to the status will not let you record how the job was printed. If you need the job to be re-printed and the details included in the report you need to use a printer within the Skyline system or have a new order raised.

To change the status of the selected job:

1. View the list of orders and select the job that you want to change the Job Status of.



1. Click **Status** and select the status that you require in the list. The status shown in the Orders pane will be updated as well as the history table shown in the Details pane.

OR

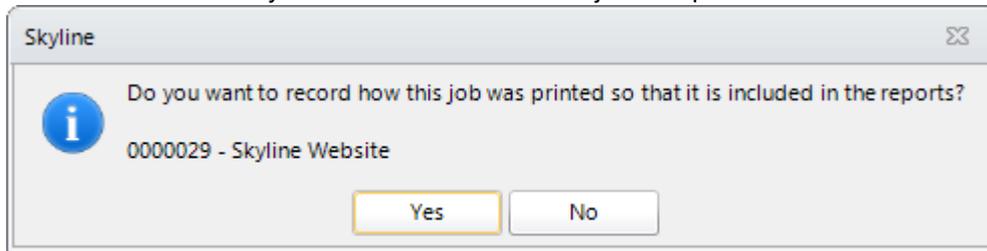
Right mouse click on the order to display the status list.

 If a status is shown in blue it means that any jobs changed to that status are not shown on the PrintStation.

2. The status of the job will be updated.
When you change the status of a job order that has not been printed to In Production, Printed or Completed. You will be asked to enter details of the printer that the job order was produced on.

To change the status of a job order that has not been printed:

1. Select the job order and click **Status**. Select the status In Production, Printed or Completed.
2. You will be asked "Do you want to record how this job was printed so that it is included in the reports?"

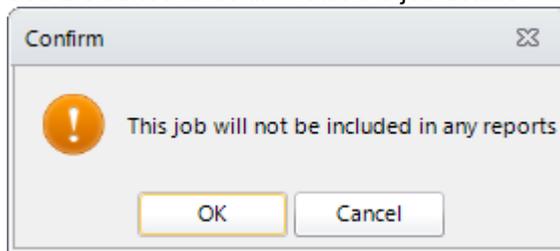


1. Click **Yes** - continue at step 3.
If the job was a stock item click Yes as you are able to select the printer as "Stock Item - Not Printed". The job details will then be included in reports.

Click **No**.

If you do not want to record that the job has been printed.

2. You are asked to confirm that the job details will not be included in any reports.



Click **OK** to change the job status as selected and the job details not included in any reports. If required an email indicating the status change is sent out to the customer.

Click **Cancel** to make no status changes.

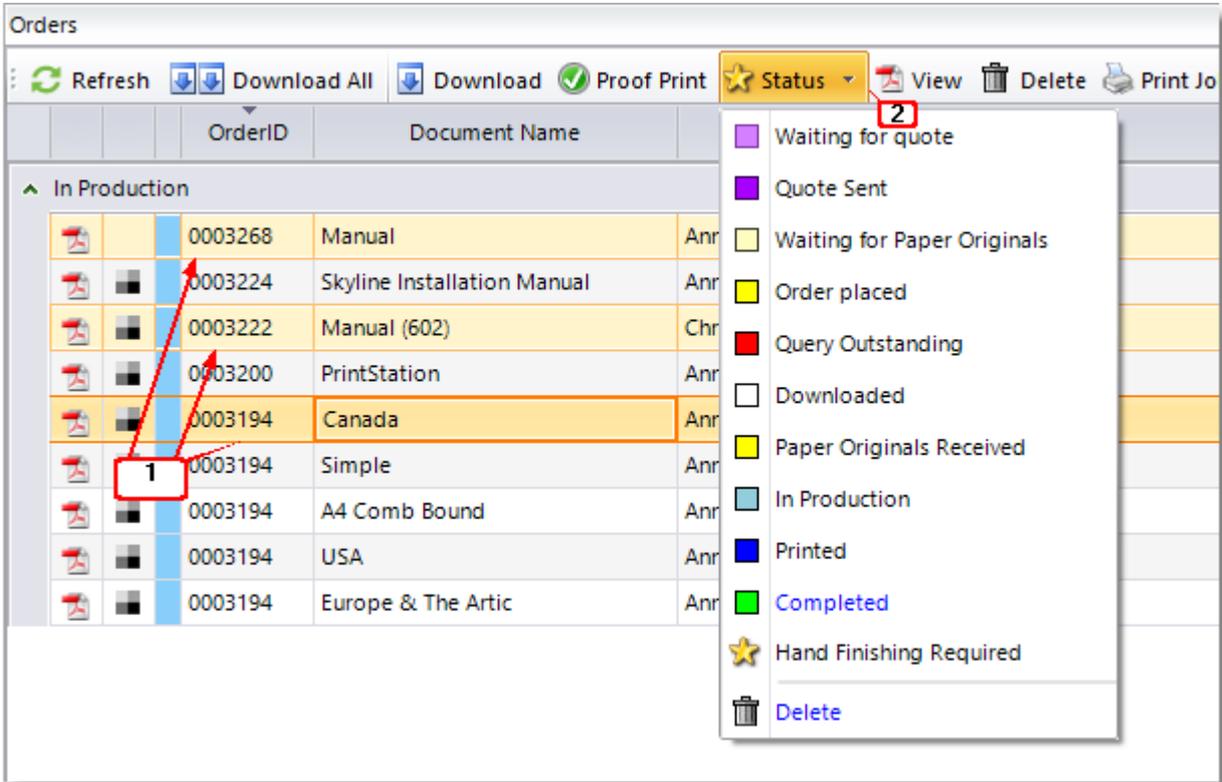
3. The Printer information window opens. Enter the details of the printer that was used to print the job order. If the order was not printed but the items were taken from stock select the printer name "Stock Item - Not Printed" When all the details have been entered click **Save**.
4. The job order will be moved to the selected group and the status changed. If required an email indicating the status change is sent out to the customer.

Changing the Status of Multiple Orders

You can select multiple jobs and change their status if their original status is the same. When a job order status is updated, Skyline can be configured to send an automatic email to the client. The status can also be automatically updated on the user's Orders web page.

To change the status of multiple jobs:

1. View the list of orders.

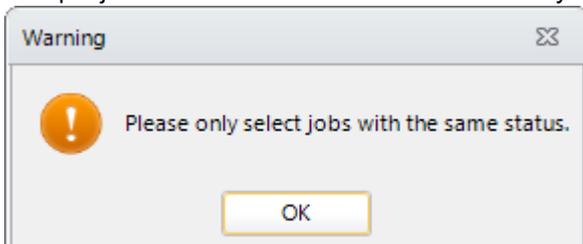


1. Select the required job orders. To select non-adjacent jobs hold down the CTRL button and click on each job.
2. Click **Status** and select the status that you require in the list. The status shown in the Orders pane will be updated as well as the history tab in the Details pane..



Notes:

If you select a job order that is of a different status a message will tell you that you can only select multiple jobs that have the same Status. When you click OK, the last job is deselected.

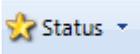


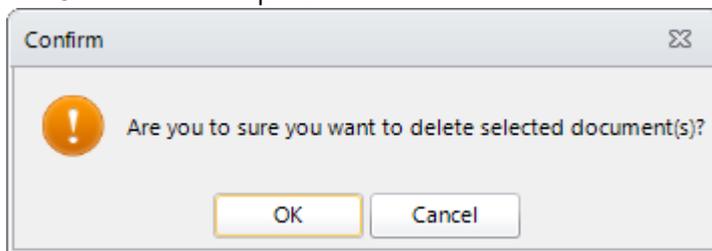
If you are changing the status when the job order has not been printed you will have to enter details of the printer that the job order was produced on.

Rejecting Orders

When the PDF has been reviewed you might decide that the job cannot be printed. If you are unable to print the job you need to delete the job and if necessary notify the person who placed the order. When a job is marked as deleted it will still be visible in your PrintStation unless the Printed Status has been configured to be hidden from the PrintStation.

To reject an order:

1. Select the job order to be rejected.
2. Click  in the toolbar to delete the job order.
OR
Right mouse click the job to be deleted and select the option  **Delete** from the menu.
OR
Click  in the toolbar and select the option  **Delete** from the menu.
3. The Confirm window opens.



1. Click **OK** to delete the selected job order. The Job order status will be changed to Deleted.

PrintStation can be configured to send an automatic email message stating that the job order has been deleted. Check with your system administrator to find out if your PrintStation has been configured to generate an automatic message when a job order is deleted.



Note

When an order is deleted in PrintStation it is also removed from the users Orders tab.

Example of an automatically generated email.

1. A job order is downloaded by a PrintStation user. When the person who placed the order views their orders they can see that the document has been downloaded.

PDF	Job Ticket	Document	Order Number	Order Date	Required Date	Status	Quote	Delete
	View	Manual	0000123	05/08/2024 11:50		Order Placed		
	View	CostManager	0000122	05/08/2024 09:52		Downloaded		

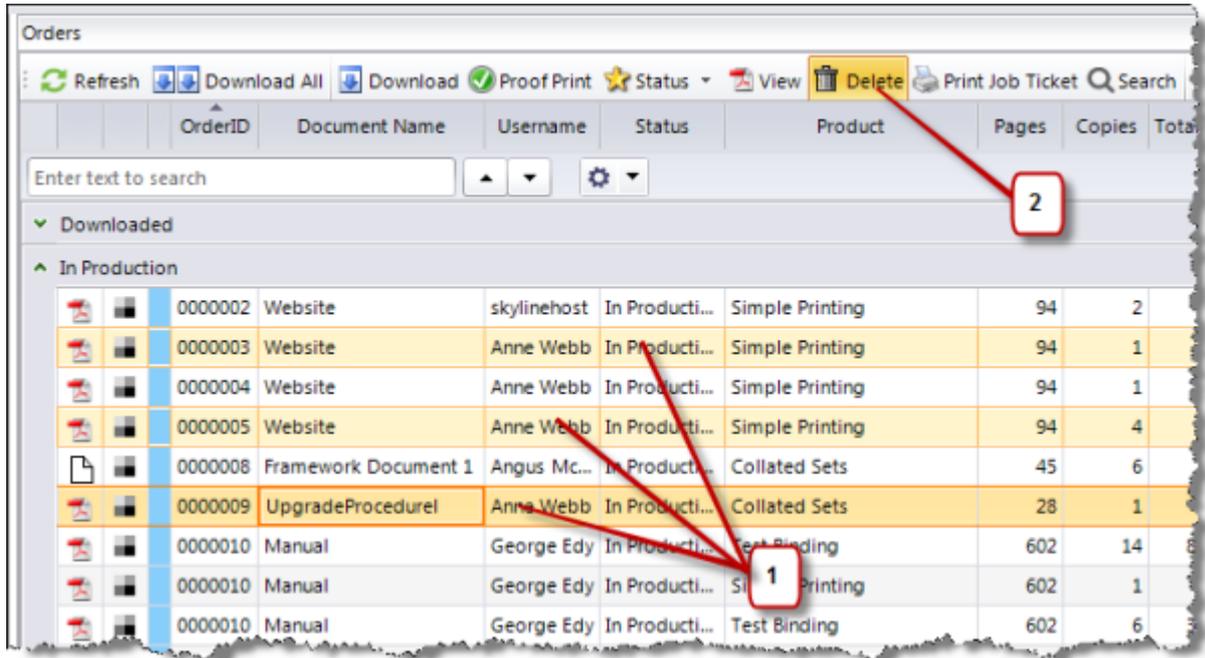
2. The PrintStation operator has decided that the order is no longer required. It could be that an order was sent in by mistake and the user has requested that the order is not printed. The job order is deleted and is no longer visible at the PrintStation.
3. The person who placed the order can receive a deletion email. Their order is no longer listed.
4. When the person who placed the job order opens their email they will be able to see the automatically generated email informing them that the order has been deleted.

Deleting Multiple Orders

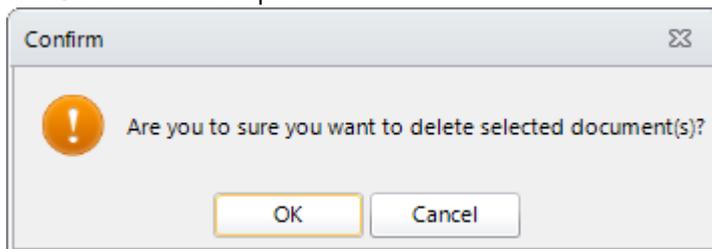
You can select multiple jobs and delete them if their original status is the same. When a job is marked as deleted it will still be visible in your PrintStation unless the [Printed Status has been configured](#)¹¹⁴ to be hidden from the PrintStation.

To delete multiple jobs:

1. View the list of orders.



1. Select the required job orders.
 2. Click **Delete**.
2. The Confirm window opens.



1. Click **OK** to delete the selected job order. The Job order status will be changed to Deleted.

Notes:

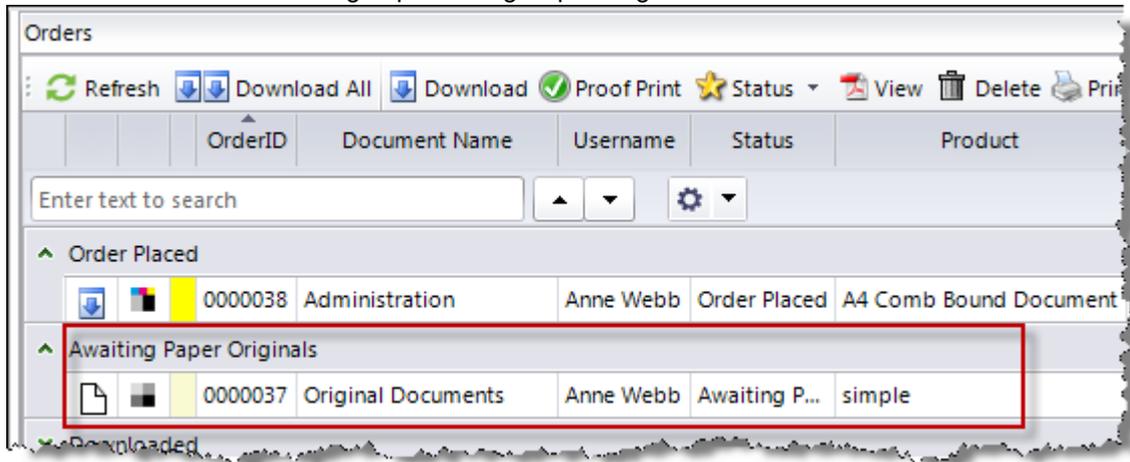
- If your select a job order that is of a different status a message will tell you that you can only select multiple jobs that have the same Status. When you click OK, all the jobs are de-selected.
- PrintStation can be configured to send an automatic email message stating that the job order has been deleted. Check with your system administrator to find out if your PrintStation has been configured to generate an automatic message when a job order is deleted.

Processing Paper Original Orders

Any new job tickets sent to your PrintStation are shown in the [Orders pane](#)¹. The  icon indicates that an electronic copy of the document is not available but paper originals will be produced.

To process a paper original order:

1. The new order is listed in the group Awaiting Paper Originals.



2. When you have received the paper copies you can change the status to Paper Originals Received and process the order according to the order details received.
3. When the job order has been printed you need to [change the status](#)⁵⁵ to Completed. You will be asked "Do you want to record how this job was printed so that it is included in the reports?" Click **Yes**.



If you select No you will be asked to confirm that you do not want to include the job in any of the reports. The job order will be moved to the Completed group and the status changed to **Completed**.

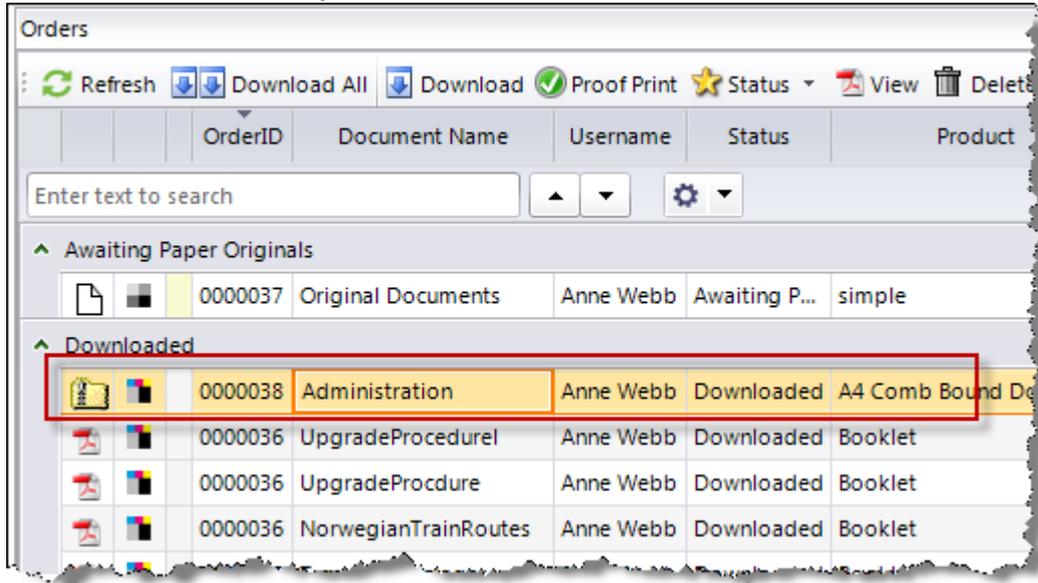
4. The Printer information window opens. Enter the details of the printer that was used to print the job order. If the order was not printed but the items were taken from stock select the printer name "Stock Item - Not Printed" When all the details have been entered click **Save**.
5. The job order will be moved to the Completed group and the status changed to **Completed**.

Processing ZIP Files

Job orders can be placed that are ZIP files. When you receive the job order you will not know that it is a ZIP file until the order is downloaded. When a ZIP file is downloaded the icon changes to . You need to process the ZIP file before it can be printed.

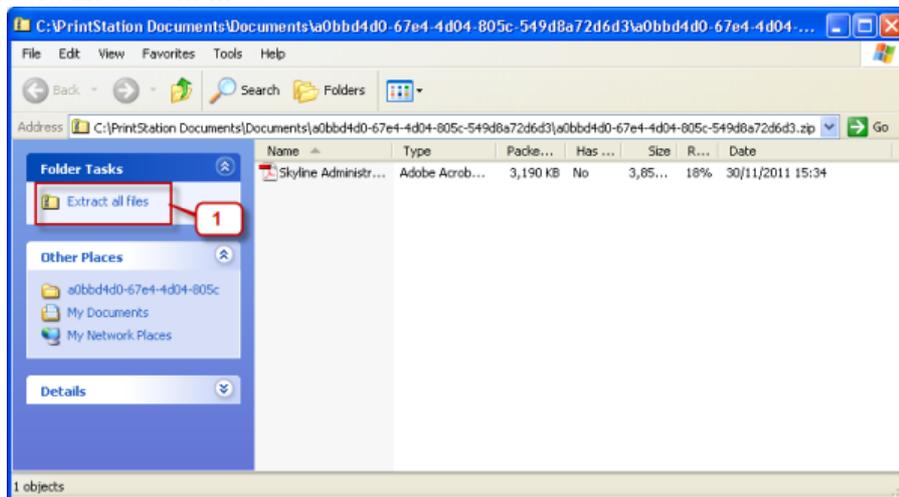
To process a ZIP file:

1. View the list of orders. The job order has been downloaded and the icon shows that it is a ZIP file.

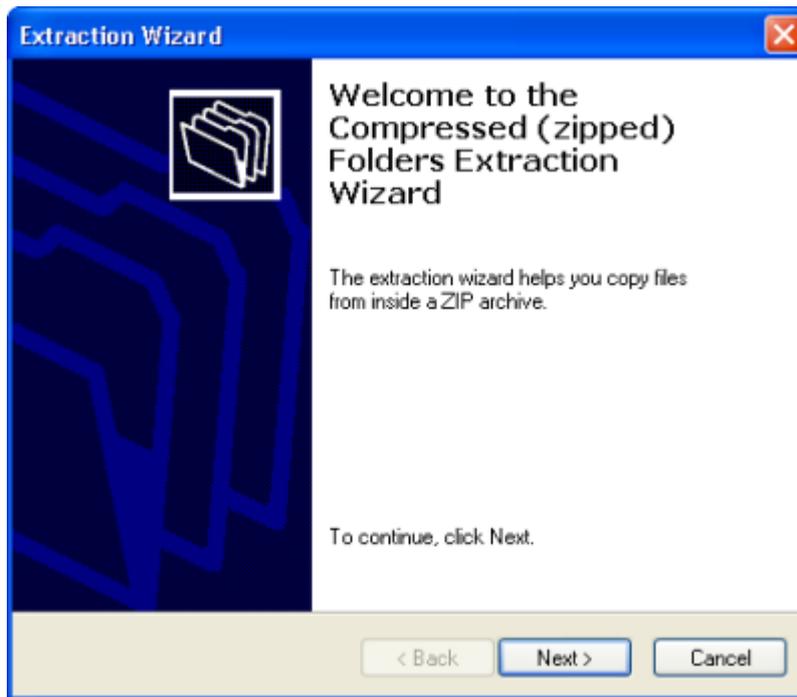


2. The method of extraction will depend on your version of windows and computer setup. The process explained is a guideline on what to expect.

1. Double click the ZIP icon to extract the files.
2. Click **Extract all files**.



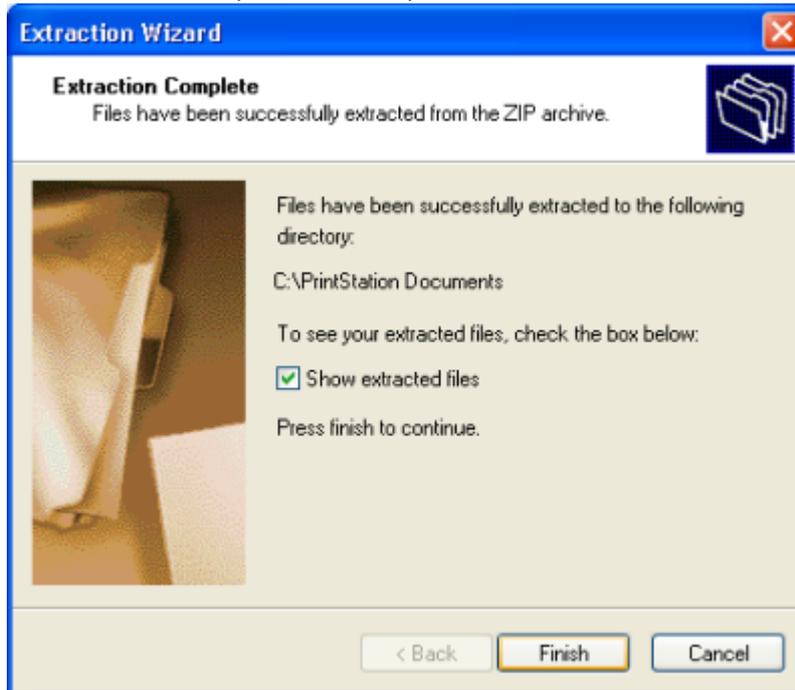
3. The Welcome to the Compressed (zipped) Folders Extraction Wizard window opens. Click **Next** to continue.



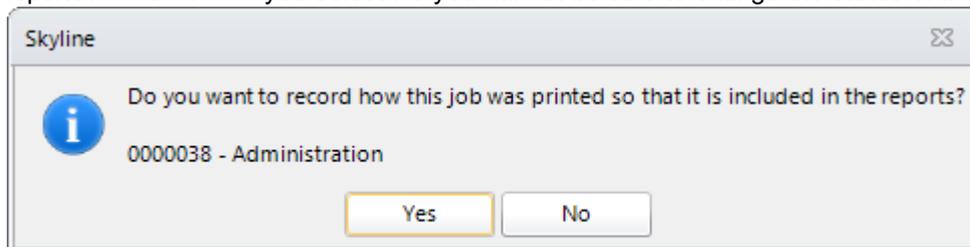
4. The Extraction Wizard window opens. Select a folder to extract the file into. Click **Next** to continue.



5. The Extraction Complete window opens. Click **Finish**.



3. The contents of the zip file have been extracted to the location you specified.
4. Process the order according to the order details received. You will not be able to print the order directly from PrintStation.
5. When the job order has been printed you need to [change the status](#)⁵⁵ to Completed on PrintStation.
 1. You will be asked "Do you want to record how this job was printed so that it is included in the reports?" Click **Yes**. If you select No you will not be able to change the status of the job,



2. The Printer information window opens. Enter the details of the printer that was used to print the job order. If the order was not printed but the items were taken from stock select the printer name "Stock Item - Not Printed" When all the details have been entered click **Save**.
3. The job order will be moved to the Completed group and the status changed to **Completed**.

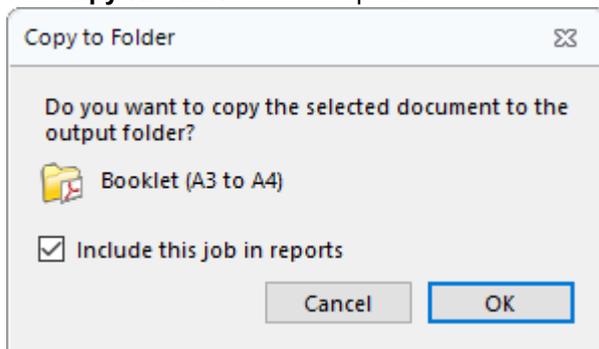
Using Folders

When the PDF has been reviewed and downloaded you can send a copy of the document to a folder. If the job is to be forwarded to another process you will have folders made available. When PDF documents are copied to a folder you can navigate to the folder's location and retrieve the document. You will be able to identify the job order as the PDF will contain the document name and the job order number. When a folder is created it is assigned a specify output format.

-  **PDF Only** - Select if you have a PDF that needs to be worked on.
-  **PDF with XML** - Two files are transferred into the folder, the PDF and a XML copy of the Job Ticket
-  **Automate** - Used in conjunction with Automate.
-  **PDF with CSV** - Two files are transferred into the folder, the PDF and a CSV copy of the Job Ticket.

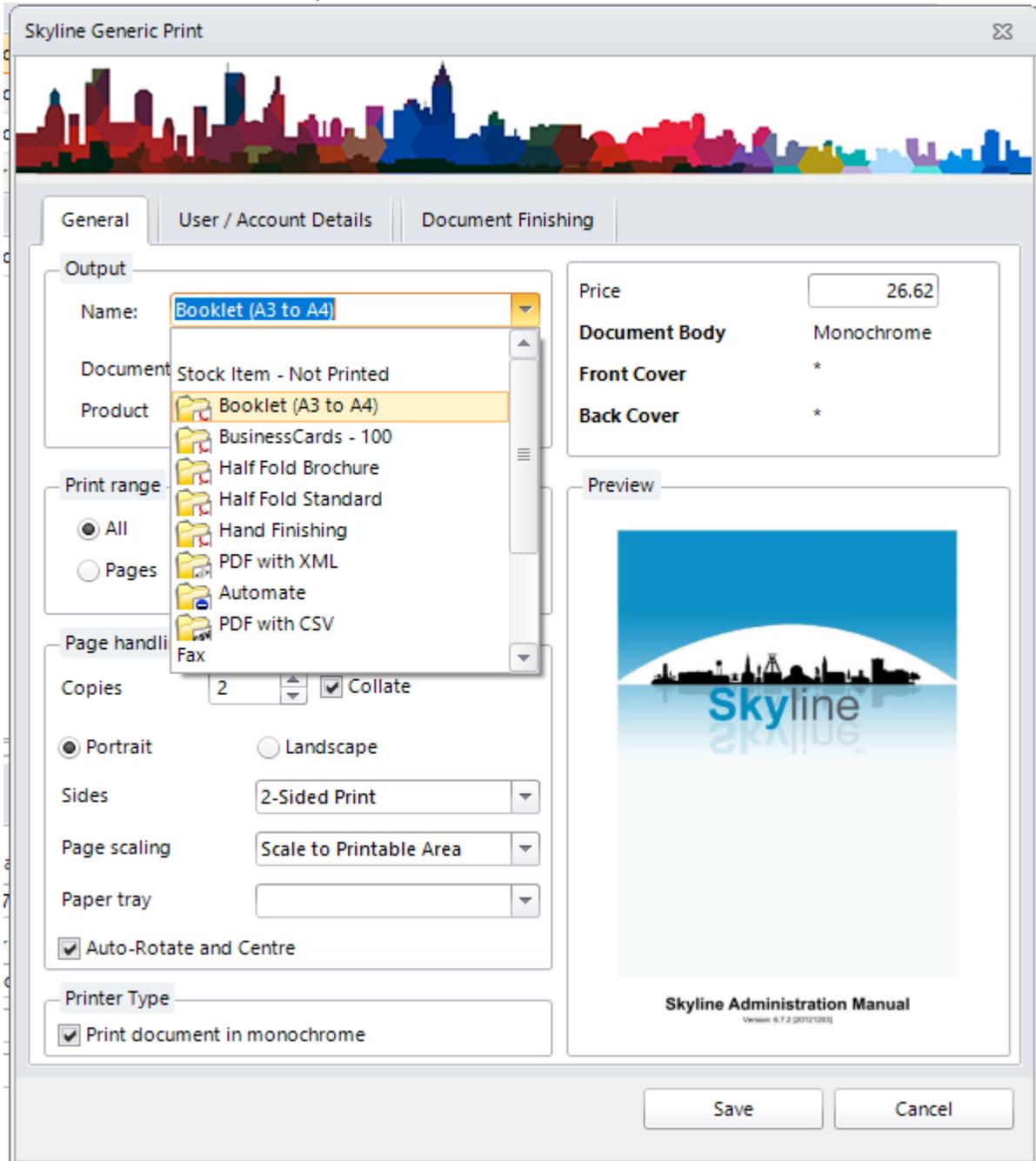
To move a document to a folder:

1. Select the job to be moved.
2. In the Output pane click the folder that you want to send the document to.
3. The **Copy to Folder** window opens.



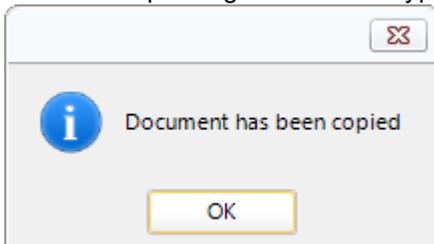
1. If you do not want the job to show in the reports remove the tick next to **include this job in reports**.
2. Click **OK** to move your selected document to the folder.

4. The **Generic Printer** window opens



Select the output folder from the listing then click **Save**

5. The document will be saved in the specified folder with the document name, Order Number & a unique identifier. Depending on the folder type selected, the Job ticket may also be saved.



6. The status of the job order will automatically be changed to In Production.

Printing Tickets

Printing a Job Ticket

When an order is sent to the PrintStation all the order information is shown in the Job Ticket tab. If required you can print the job ticket.

To print the job ticket:

1. Select the job and view the Job Ticket tab.
2. Click **Print Job Ticket**.

Overview	Details	Delivery	History	Job Ticket	Additional Fields
Print Job Ticket					
Quotation REQUEST FOR QUOTE 			Body		
Document Name: Administration			Media: A4 White 80gsm		
Order Number: 0000124			Printed Sides: Double Sided		
Created: 05/08/2024 02:08 PM			Printer Type: Black and White		
			Please enter any other special requirements <input type="text"/>		

3. The Print window opens. Select your required printer and click **Print** to print the job ticket.

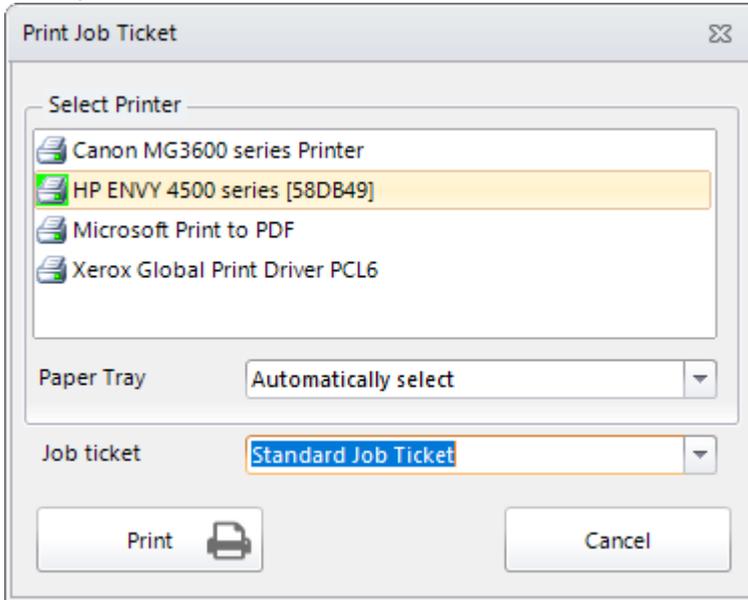
Printing Production Tickets

To print a Production Ticket but not the order:

1. Select the required order and click **Production Ticket** in the Orders toolbar.



2. The **Print Job Report** window opens. Select the required printer & make sure that the report to print is the required one.



3. Click **Print** to produce your report.

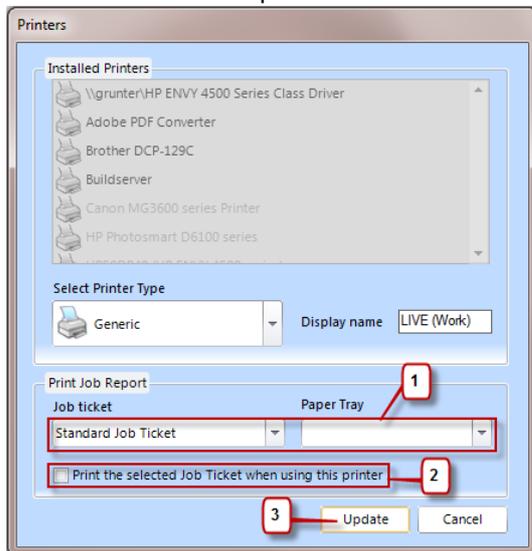


If the standard job ticket is printed before the order is downloaded in the PrintStation there will be no preview image on the ticket.

You can configure your system to automatically print a Job Ticket when printing jobs using PrintStation. This can only be configured if you are using generic printers.

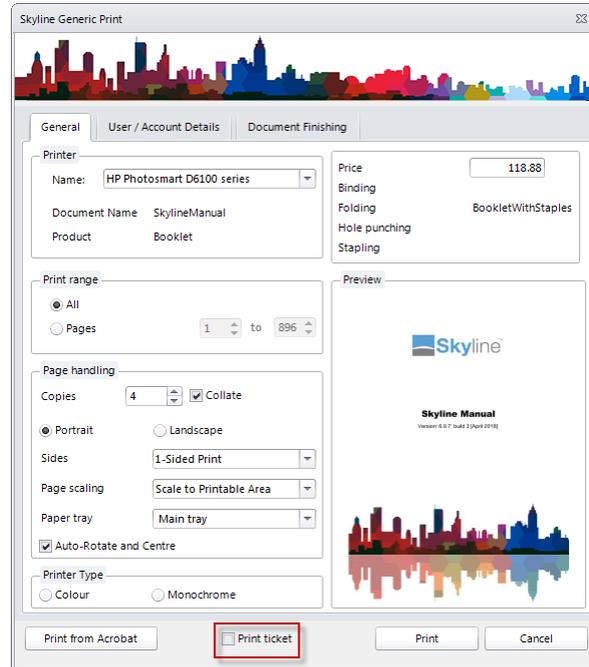
To automatically print a job ticket:

1. Select **Setup > Printers** from the drop down list.
2. The Printers window opens. Double click the installed generic printer to open the Printers window.



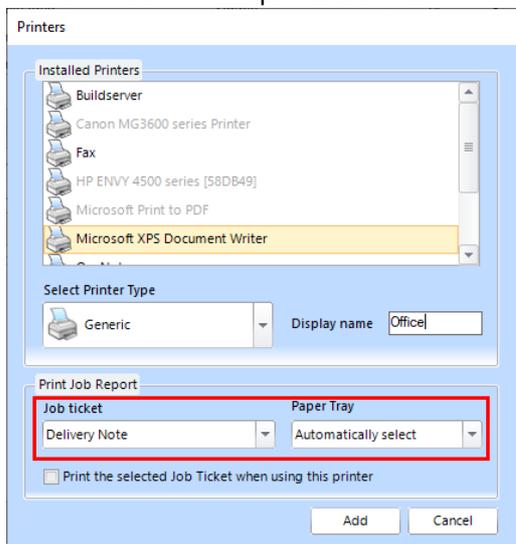
1. Select the required job ticket & paper tray required.
2. Select the option **Print the selected Job Ticket when using this printer** and click **Update**.
3. Each time you print a job from PrintStation using the generic printer the selected job ticket will be printed as well as the job.

You can also select to print a job ticket on an ad hoc basis when you are printing orders by selecting the option **Print Ticket** in the Print window. You do need to set up each printer with the required Job Ticket and paper tray details before this will work.



To print job tickets as required:

1. Select **Setup > Printers** from the drop down list.
2. The Printers window opens. Double click the installed generic printer to open the **Printers** window.



1. Select the required job ticket & paper tray required.
2. Click **Update**.

Standard Job Ticket Example

A standard job ticket can be produced for a specific order or automatically printed when an order is printed via PrintStation. For an explanation of where the information is stored see Standard Job Ticket Fields in the appendix.

JOB TICKET		Skyline™	
Customer	Anne Webb	aPrint Direct Ltd	Order No
Contact Name	Anne	Price Estimate	0000255
Email	ainn@to.webber@sprint.net	Order Date	29 March 2016 15:43
Phone	+44 (0) 1438 726 732	Due Date	01 April 2018 00:00
Account No	344200003 General Stationery	Shipping Method	Internal Mail
Delivery Address			
Office 3, Arlington Business Park			
Whittle Way, Stevenage			
Hertfordshire, SG1 2FP			
Document: Skyline Manual		Priority Normal	
No of pages per document = 558			
No of copies = 1			
Product Type A4 Comb Bound Document			
Body			
Printer Type	Black and White		
Stock	A4 White 80gsm		
Printed Sides	Double Sided		
Front Cover			
Printed Sides	Single Sided		
Printer Type	Colour		
Stock	A4 White Card 160gsm		
Laminated (Y/N)	true		
Back Cover			
Printed Sides	Single Sided		
Printer Type	Colour		
Stock	A4 White Card 160gsm		
Laminated (Y/N)	true		
Finishing			
Folding	None		
Hole Punching	None		
Stapling	None		
Binding Type	Comb Bind		



Skyline Administration Manual

NOTES

Please make sure that the colour of the binder is white. If this is not available please contact me for further information.

Regards,

Anne

Date printed - 29/03/2016 16:03:13

Example of a standard job ticket.

Delivery Note Example

For an explanation of where the information is stored see Delivery Ticket Fields in the appendix.

DELIVERY NOTE**Delivery Address**

ePrint Direct Ltd
 Office 3 Gateway 1000
 Arlington Business Park
 Stevenage, Hertfordshire

Date		Order No	0005126
Shipping Date	27 May 2016 00:00	Shipping Method	I'll pick it up

Item Code	Item Description	Total
A4 Plastic Comb Bound	Skyline Manual No of pages per document = 558	3

Thank you for your order

Please check all items carefully and notify us of any discrepancy within 24 hours of delivery.

Items Received by:

 Signed

 Print

 Date

Customised Job Tickets

A Job Ticket and Delivery Note are supplied by default. You can request changes to the layout and content so that the job tickets provide the appropriate information for your business. The fields containing information will depend on the way Skyline is operating. For example, account code details will never contain information if you use a payment provider as account codes are not supported with payment providers.

Listed below are all the available fields that can be included in a customised ticket.

- Order number, Document Name, Thumbnail image, Current Status
- All fields that are in the Overview pane.

The screenshot shows the 'Overview' tab of a job ticket configuration. It includes the following fields and options:

- Pages:** 270 (dropdown)
- Copies:** 43 (dropdown)
- Priority:** Normal (dropdown)
- Date Submitted:** 05 August 2024 (dropdown)
- Date Required:** (empty dropdown)
- User Notes:** Text area with 'CTRL Enter to insert a new line' instruction.
- Document:** A4 White 80gsm (dropdown)
- Printed Sides:** Double Sided (dropdown)
- Printer Type:** Black and White (dropdown)
- Laminated:** (checkbox)
- Front Cover:** (empty dropdown)
- Back Cover:** (empty dropdown)
- Binding:** (empty dropdown)
- Stapling:** (empty dropdown)
- Hole Punching:** (empty dropdown)
- Folding:** (empty dropdown)
- Price:** 89.5200
- Calculate Price:** (button)

- All the fields in the Details tab except for the Imposition field. The 6 custom fields will only show if you use custom product options.

The screenshot shows the 'Details' tab of a job ticket configuration. It includes the following fields and options:

- Account Code:** IT2
- Account Name:** IT Help Brochures
- Account Description:** Test Account
- Imposition:** None (dropdown)
- Staff Notes (66/2000 characters):** 05/08/2024 14:23:30 Username: anne webb
Calculated quotation value
- Options1-6:** (dropdown menus)

- All the fields in the Delivery tab.

The screenshot shows the 'Delivery' tab of a job ticket configuration. It includes the following fields and options:

- Delivery:** (empty dropdown)
- Name Prefix:** (empty dropdown)
- Organisation Name:** (empty dropdown)
- First Name:** Anne
- Street:** Long Street
- Family Name:** Webb
- City:** Big City
- Phone Number:** 0123 456 789 147
- Region:** The World
- Email:** annette.webber@eprint.net
- Post Code:** ABC 123

- The field name and field value in the Additional Fields tab if this option is available.

Additional Fields in this Product	
Name	Value
Course	AE145 Part 1

Edit Additional Field

Course

AE145 Part 1

- Some details contained in the Printing section in the History tab. If the document has been printed more than once then only the top row details are used in the ticket. The field Printer Used is not currently available for tickets.

Status Changes			
Date	Status	Email User	Processed By
30/07/2024 10:55:05	Order Placed	<input checked="" type="checkbox"/>	
30/07/2024 14:18:53	Downloaded	<input type="checkbox"/>	Anne Webb
05/08/2024 16:10:02	In Production	<input type="checkbox"/>	Anne Webb

Printing				
Date Printed	Printer Used	Pages	Copies	Colour / Mono
05/08/2024 16:...	Xerox Versant 3...	794	1	Monochrome

- The Approval date and Approver's name can be included in the customised job tickets if required.

Overview | Details | Delivery | History | Job Ticket | **Approval** | Additional Fields

Date Submitted: 30/04/2024 14:03

Level 1 Approval Date: Level 1 Approver:

Level 2 Approval Date: Level 2 Approver:

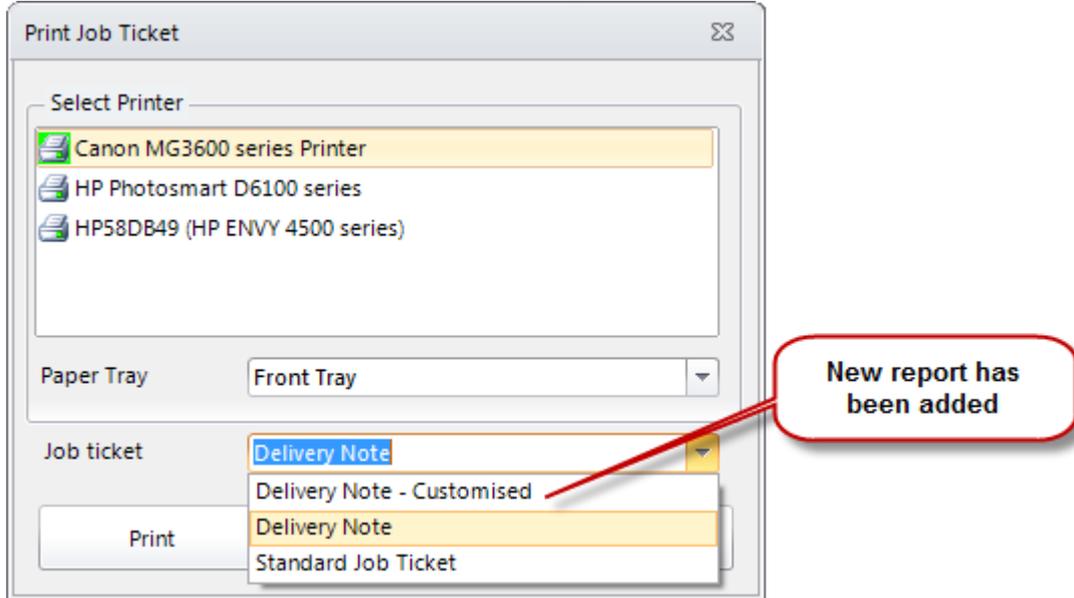
Date Required:

Approval Notes:

If you have been sent a customised job ticket or other report you need to copy the TRDX file to the Reports folder so that it will be available from your PrintStation.

To install a customised report:

1. Copy the TRDX file into C:\Skyline\PrintStation\Reports.
2. Open PrintStation and make sure that the new report is available.



Setting Up PrintStation

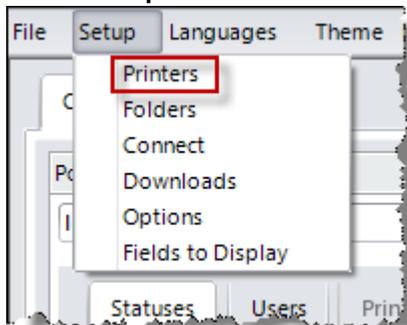
Printers

Adding a Printer

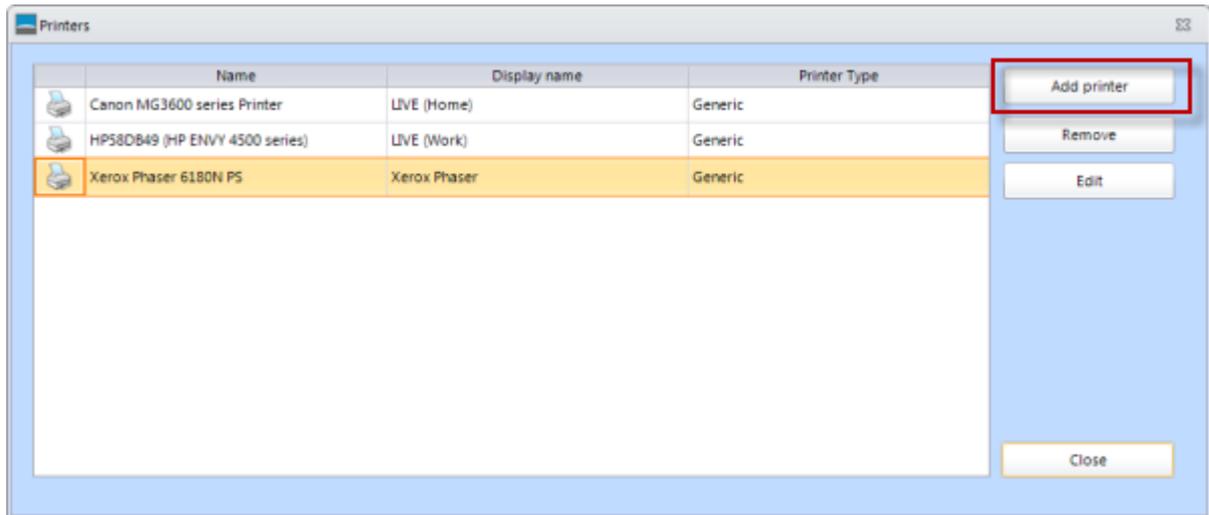
You can add printers to your PrintStation as well as [delete details of printers](#)⁷⁸ that are no longer available. You can only add generic printers.

To add a printer:

1. Select **Setup > Printers** from the drop down list.

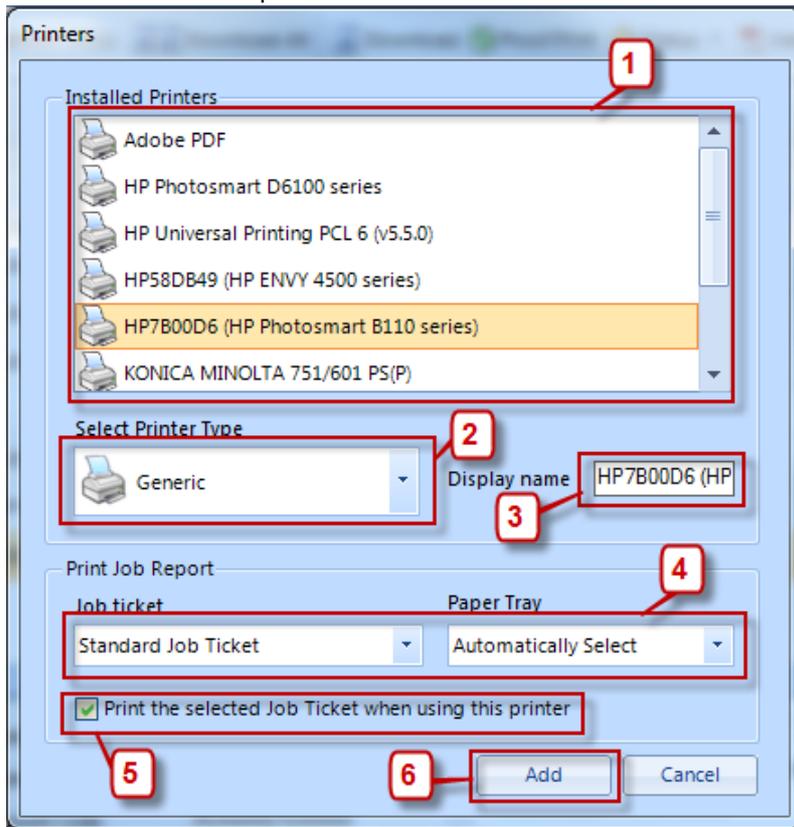


2. The Printers window opens.

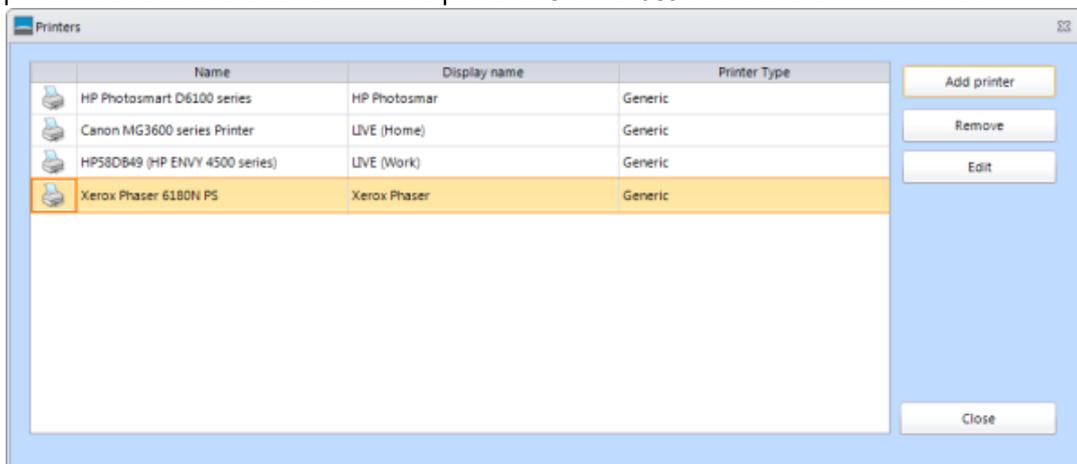


1. Click **Add printer**.

3. The Printers window opens.



1. Select the installed printer.
2. Select the printer type from the drop down list.
3. Add the name that will be displayed to the users.
4. (Optional) Select a [Job ticket](#)⁶⁸ to be automatically printed and the paper tray required.
5. (Optional) Select the option **Print the selected Job Ticket when using this printer**. Leave this field unselected if you want the operator to be able to print a [job ticket](#)⁶⁸ from this window on an ad hoc basis.
6. Click **Add** to add the printer to your Skyline PrintStation. You return to the Printers window and the printer is added to the list of available printers. Click **Close** to close the Printer window.

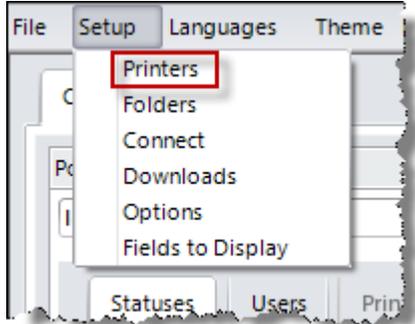


Removing a Printer

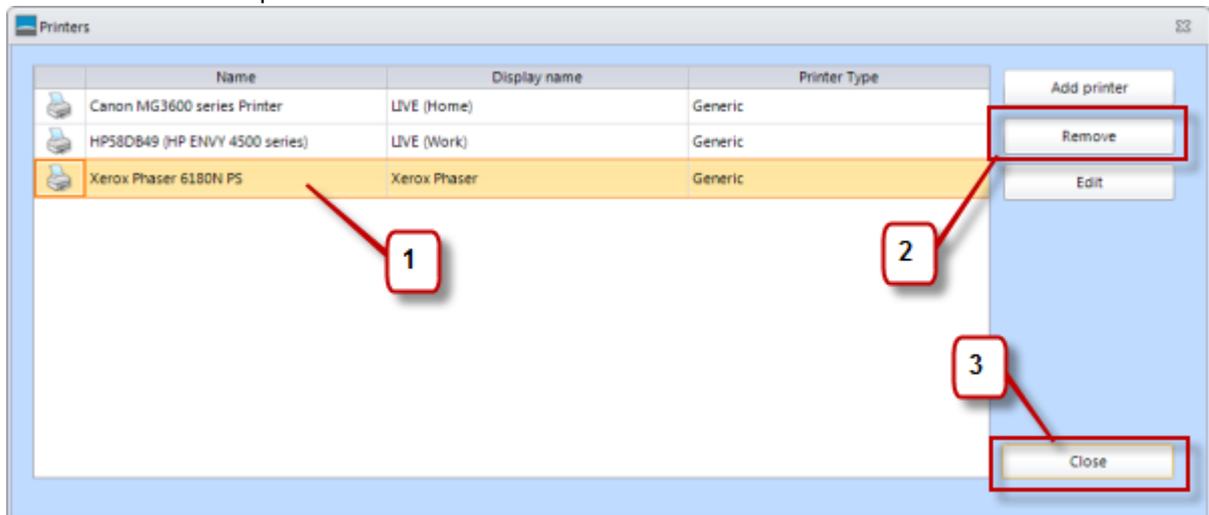
You can delete printers from your PrintStation that are no longer available.

To delete a printer:

1. Select **Setup > Printers** from the drop down list.



2. The Printers window opens.



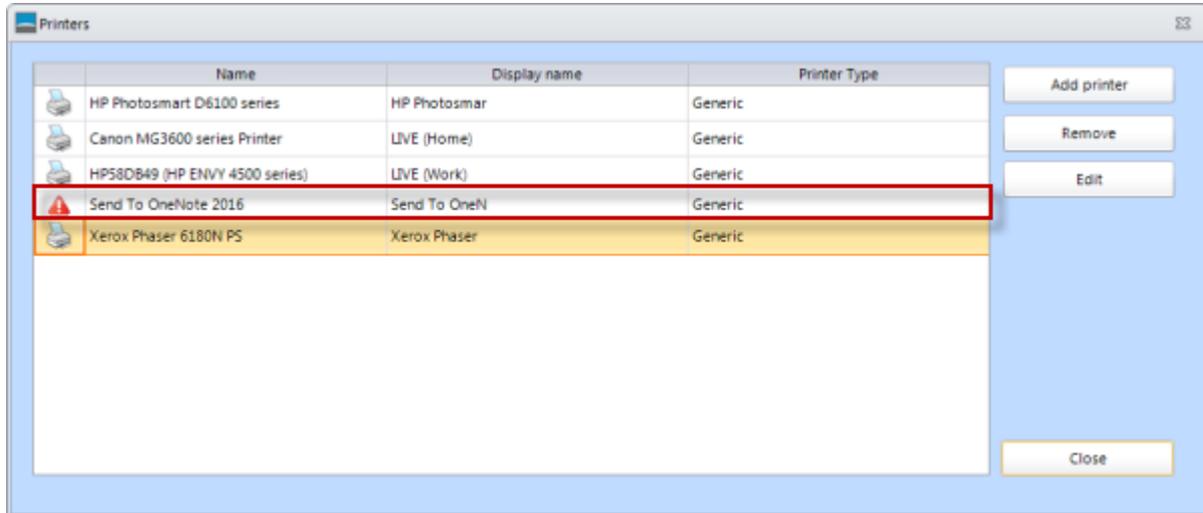
1. Select the printer to delete.
2. Click **Remove**. The selected printer is removed from the listing.
3. Click **Close** to close the Printers window.

Editing a Printer

Once a printer has been added you can change any details by editing the printer. If a printer is no longer available then a  is shown next to the printer. The printer can be removed from the listing as it is no longer

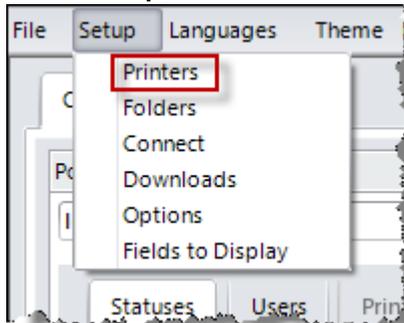
available. Simply select the printer and then click

Remove

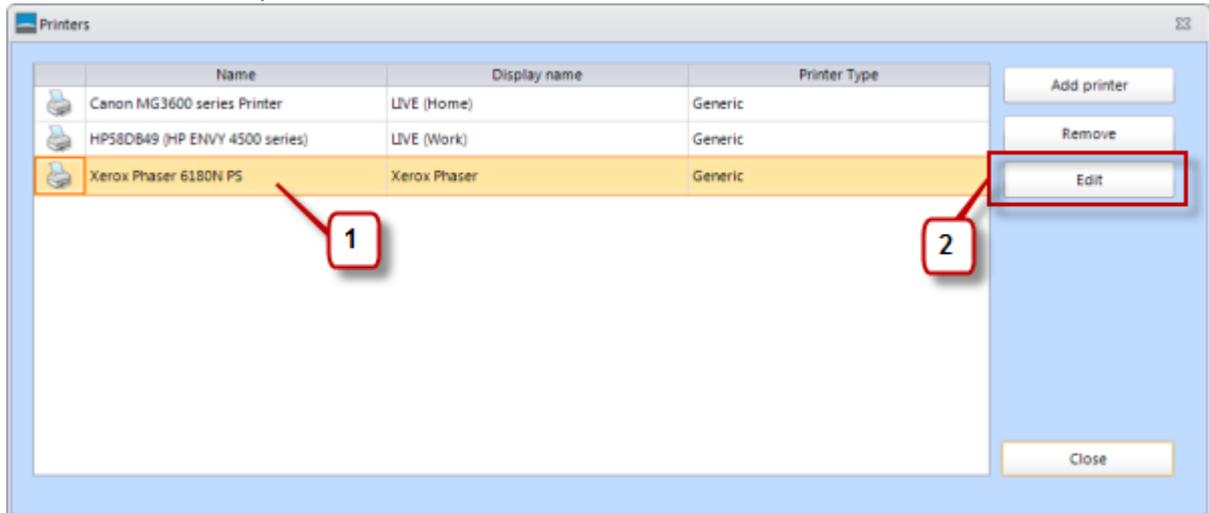


To edit a printer:

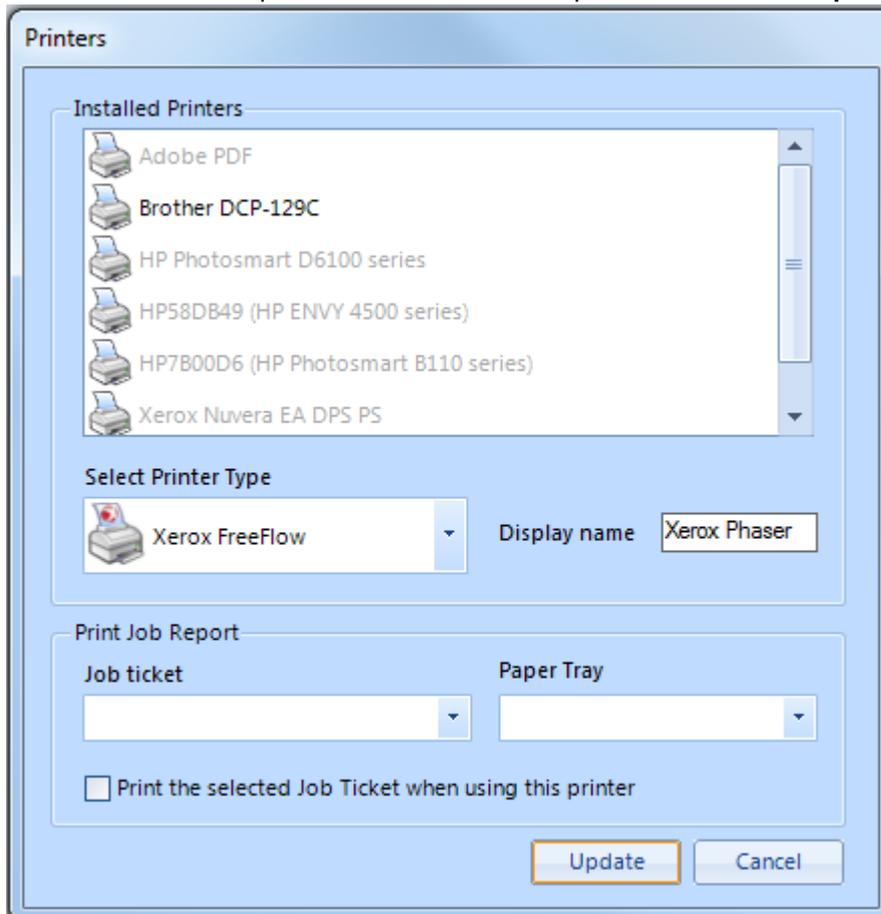
1. Select **Setup > Printers** from the drop down list.



- The Printers window opens.



- Select the printer to be edited.
 - Click **Edit**.
- The Printers window opens. Amend details as required and then click **Update**.



Folders and Groups

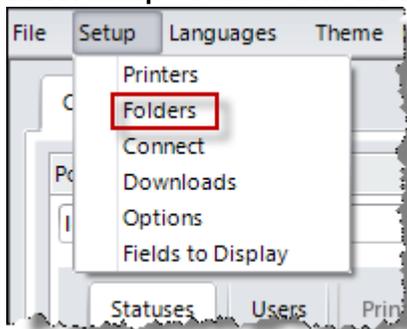
Adding a folder

You can output jobs to either printing devices or folders if the job is to be forwarded to another process. When you add a folder you need to specify the output format.

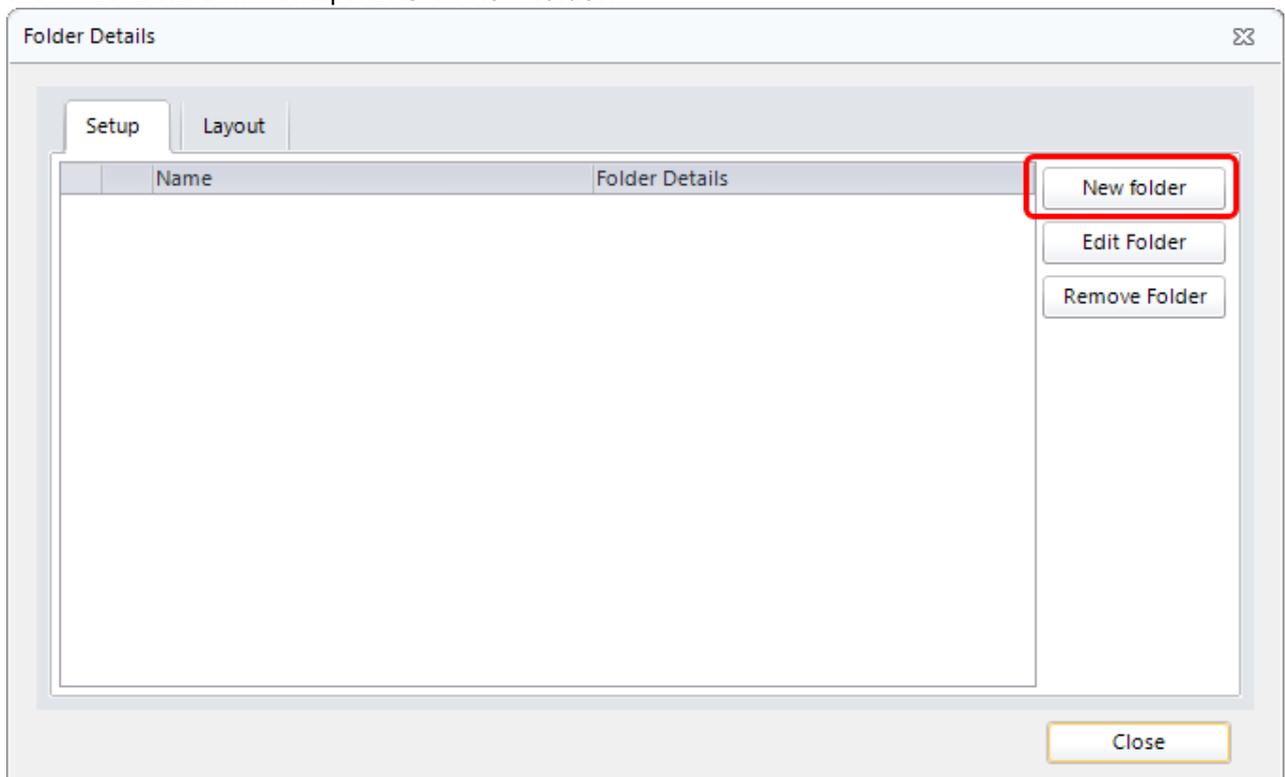
-  **PDF Only** - Select if you are creating a folder for a PDF that needs to be worked on.
-  **PDF with XML** - Two files are transferred into the folder, the PDF and a XML copy of the Job Ticket
-  **Automate** - A folder is created which is used in conjunction with Automate.
-  **PDF with CSV** - Two files are transferred into the folder, the PDF and a CSV copy of the Job Ticket

To add a folder:

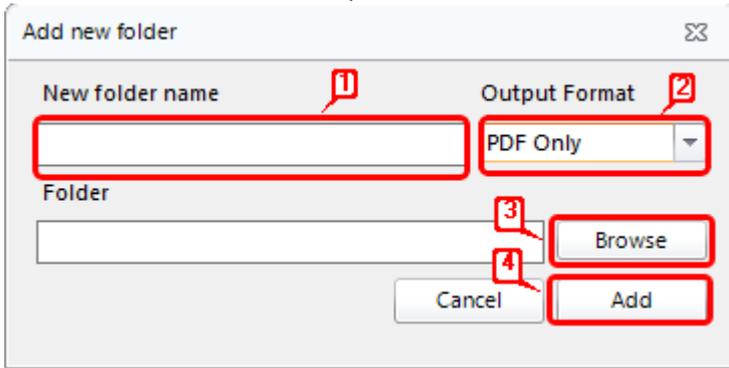
1. Select **Setup > Folders** from the drop down list.



2. The Folder Details window opens. Click **New folder**.



3. The Add new Folder window opens.



1. Enter a name for the folder. For example, if you need to change a PDF into a folded booklet layout you could create a folder called Booklet to transfer any jobs that required this work to be completed before being printed.

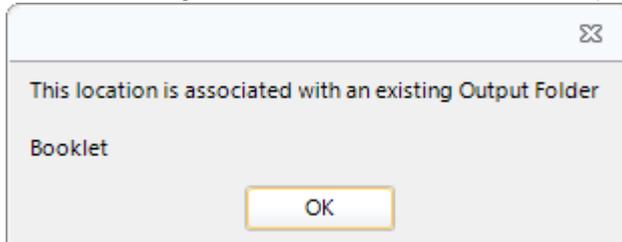
2. Select the Output Format.

- **PDF Only** - Select if you are creating a folder for a PDF that needs to be worked on.
- **PDF with XML** - Two files are transferred into the folder, the PDF and a XML copy of the Job Ticket
- **Automate** - A folder is created which is used in conjunction with Automate.
- **PDF with CSV** - Two files are transferred into the folder, the PDF and a CSV copy of the Job Ticket

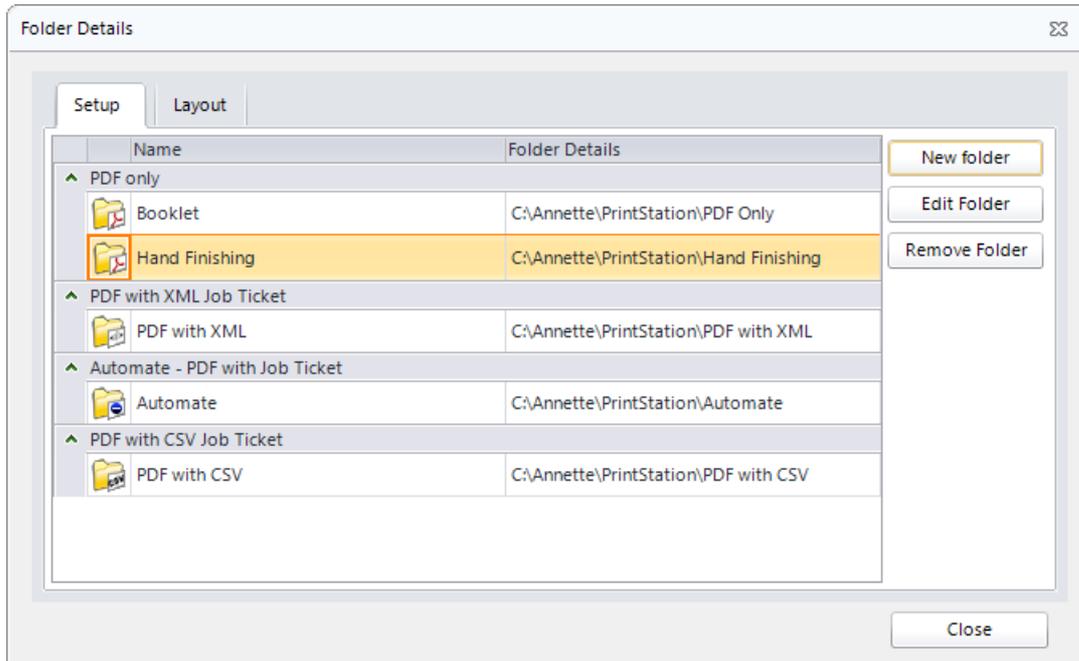
3. Click **Browse** to specify a location that the folder should be saved.

4. Click **Add** to create your new folder.

If you have selected a folder that is already associated with an existing output folder you will receive an error message. Click **OK** and click **Browse** to specify a different location.



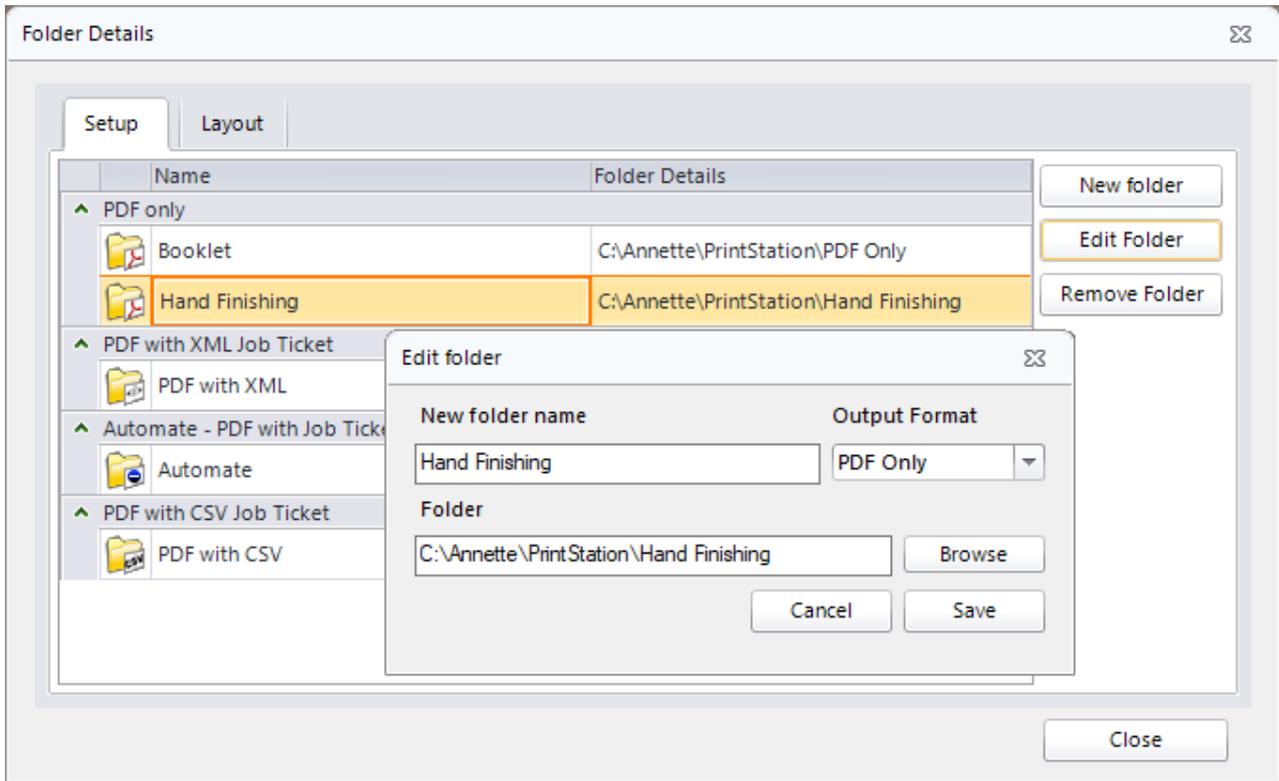
- The Folder Details window opens listing your new folder. All folders are listed under the output format selected and as you can see in the example below you can have more than one folder for each output format.



Example Folder Details Window.

Editing Folders

Once you have created a folder you can update and edit the folder as required.



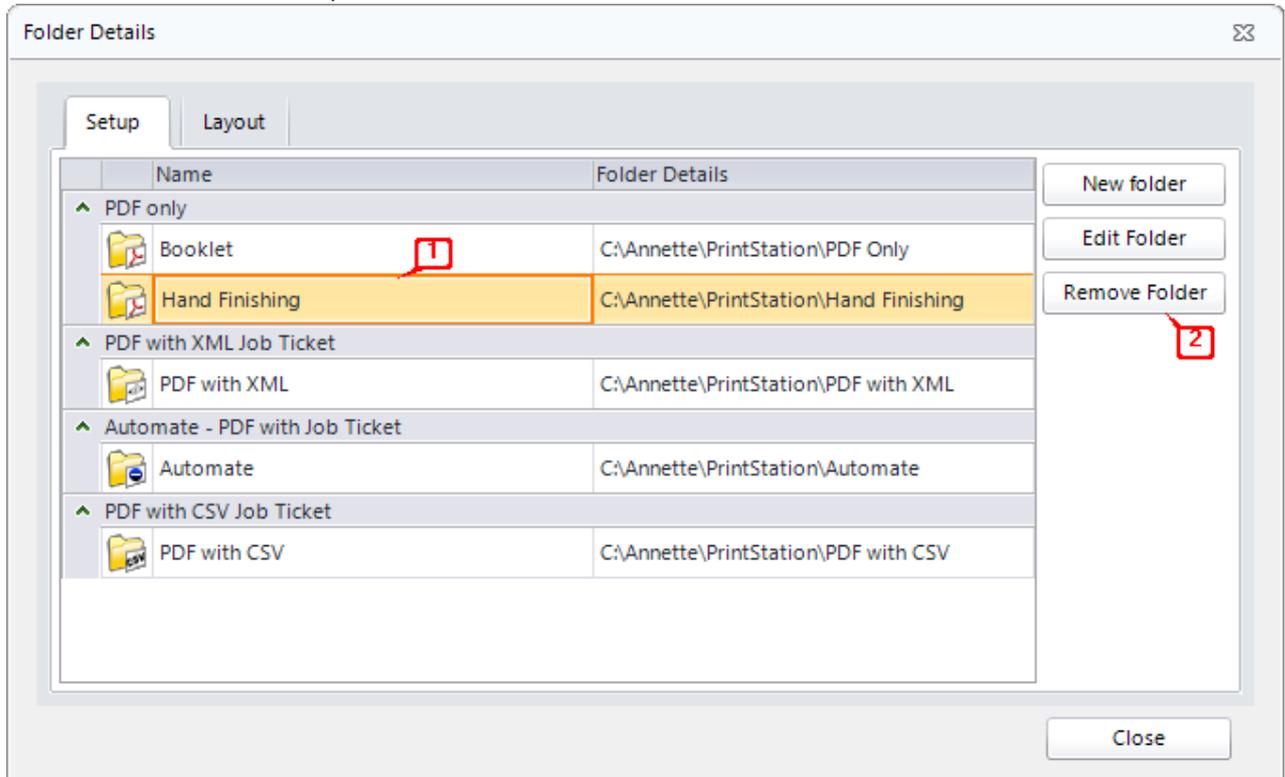
1. Select the folder that you want to amend.
2. Click **Edit Folder**.
3. The Edit Folder window opens. Amend as required then click **Save**. Any changes made will be saved.

Removing Folders

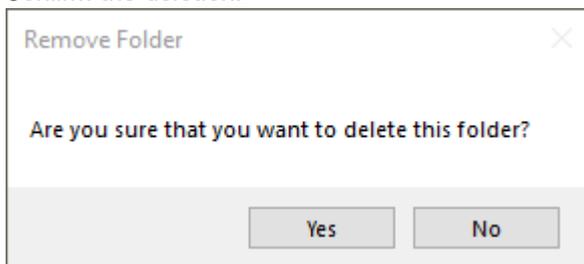
You can output jobs to folders if the job is to be forwarded to another process. Folders can be removed if they are no longer required.

To remove a folder:

1. Select **Setup > Folders** from the drop down list.
2. The Folder Details window opens.



1. Select the folder that you want to remove.
2. Click **Remove Folder**.
3. Confirm the deletion.

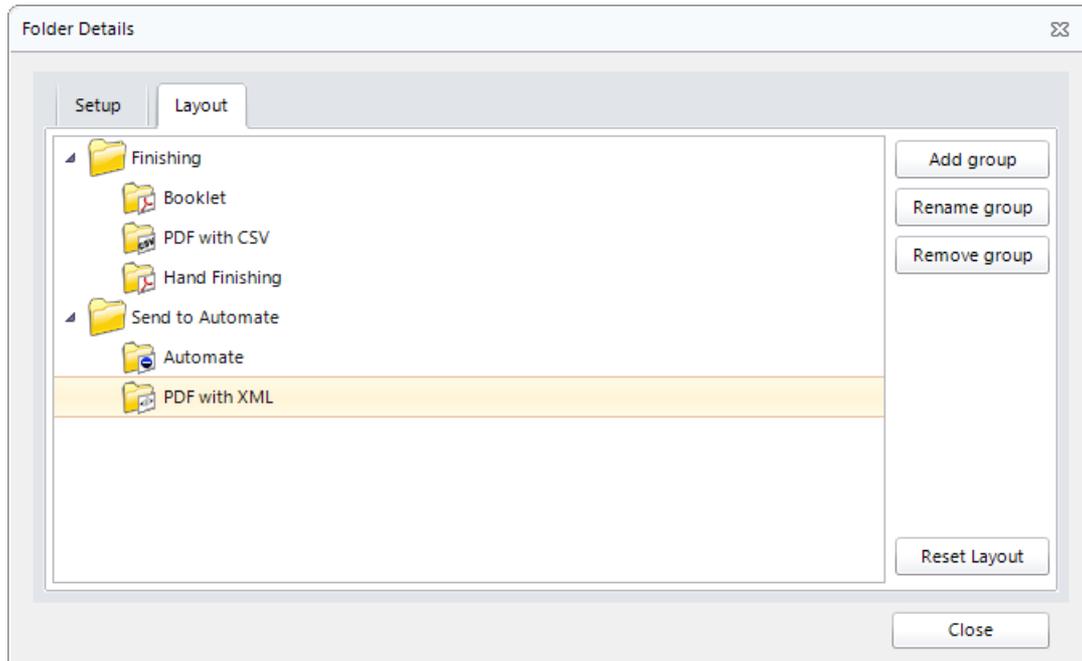


4. The selected folder is no longer listed.

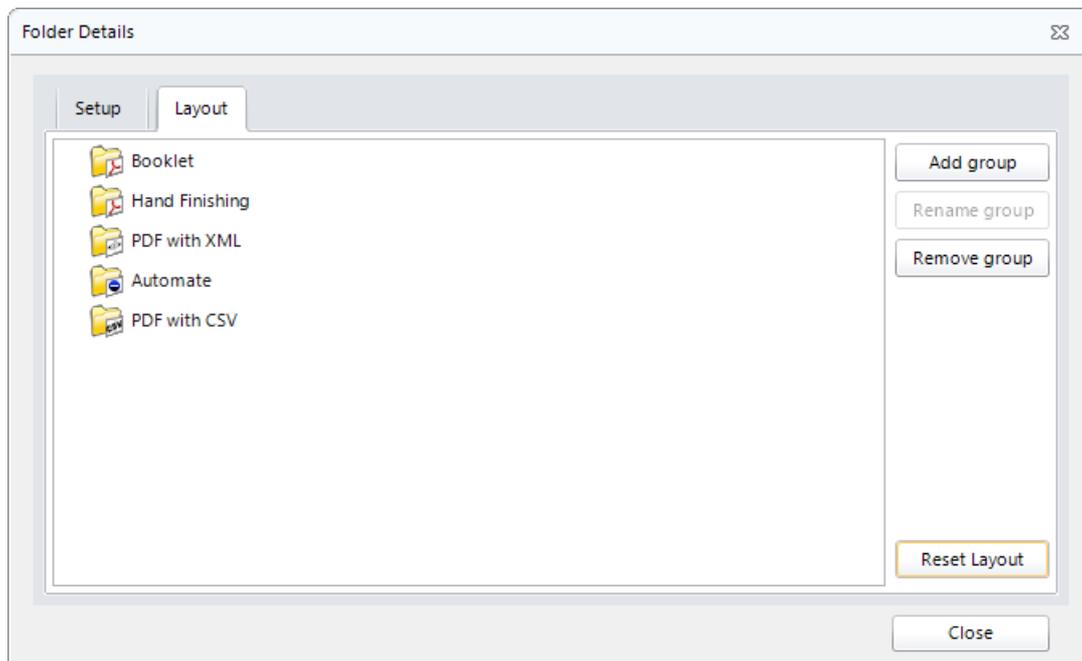
Creating Folder Groups

A new Layout tab allows you to create groups. These are plain folders that you can name and drag the folders into. You can create groups within groups (within groups...). When you add a group, it is added to the bottom of the list of folders and you can drag it where you want it, and drag folders into it.

- If you edit a folder name, location or type, then the folder stays in the group you put it but will show the new name
- hovering over a folder icon will show a tool tip with the output location for that icon.



If you use the **Reset Layout** button you will remove all the groupings created and return to just a list of folders.

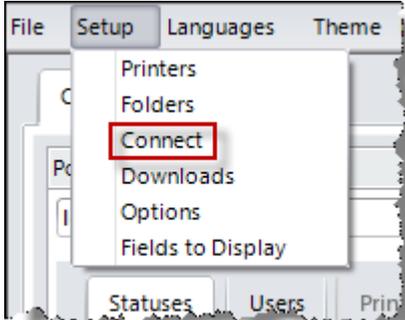


Amending Portal Connections

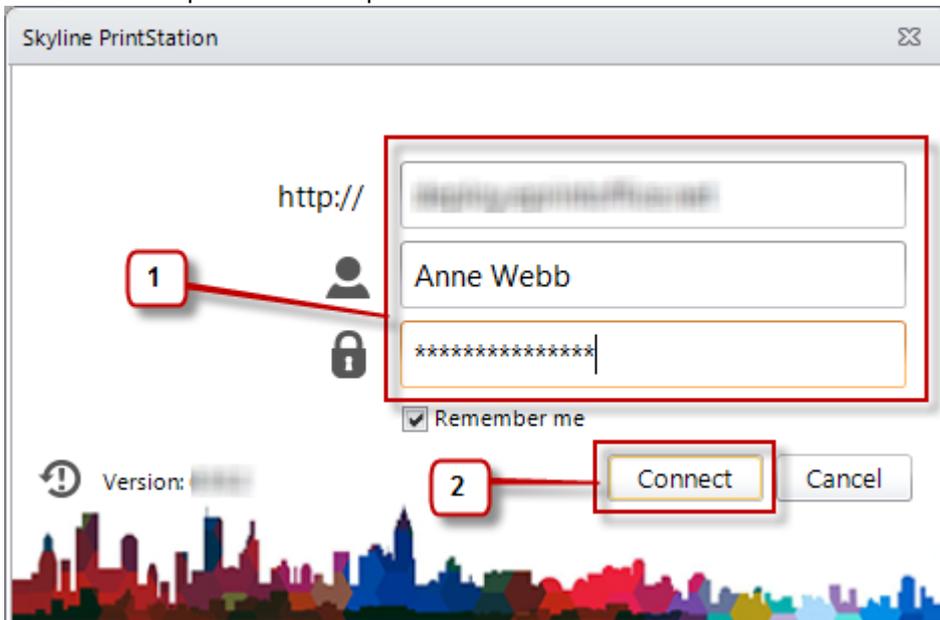
Your PrintStation displays the Skyline portals from which it is receiving jobs. There may be just one or multiples depending on your organisation.

To change your portal connection:

1. Select **Setup > Connect** from the drop down list.



2. The Connect to portal window opens.



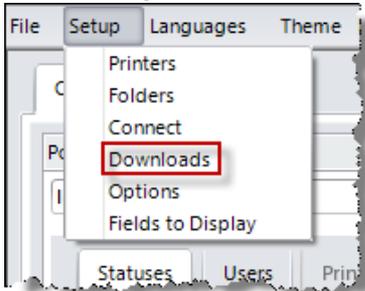
1. Enter the portal URL and then your username and password.
2. Click **Connect** to connect to the different portal.

Amending Download Options

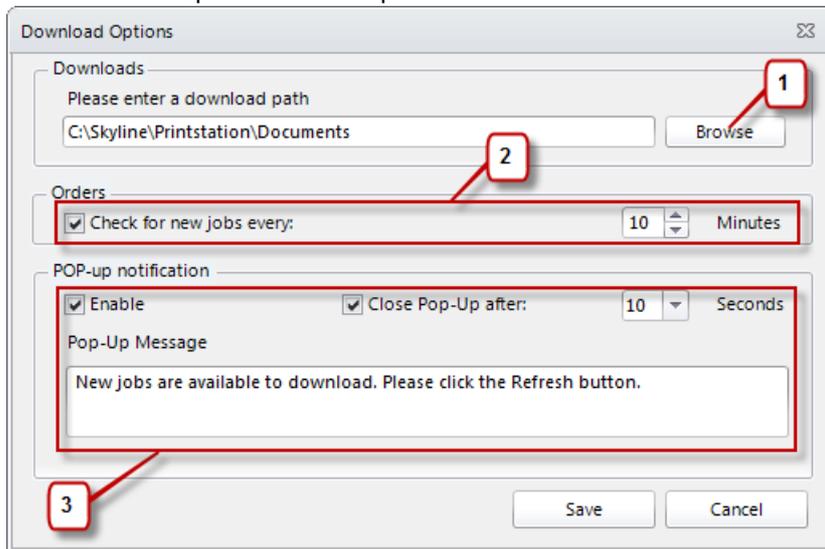
You can select where you want to store downloaded documents as well as selecting options that relate directly to how you handle orders.

To amend your download options:

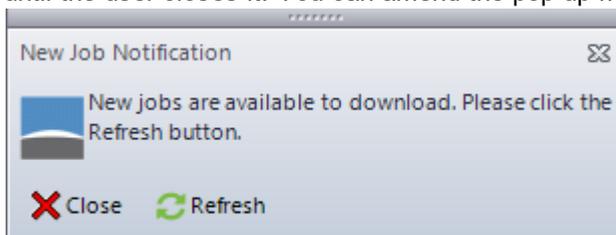
1. Select **Setup > Downloads** from the drop down list.



2. The Download Options window opens.



1. Click **Browse** to select the location that you want the downloaded documents to be saved.
2. If you want to automatically check for new orders select the option **Check for new jobs every:** and select the time period.
3. If you want to be notified when new orders are received select the pop-up option **Enable** and complete the POP-up notification details. By default this option is selected. The **Close Pop-Up after:** option is not selected by default which means that the pop-up notification will remain open until the user closes it. You can amend the pop-up message as required.



Example POP-up New Job Message

4. Click **Save** to save your selected options.

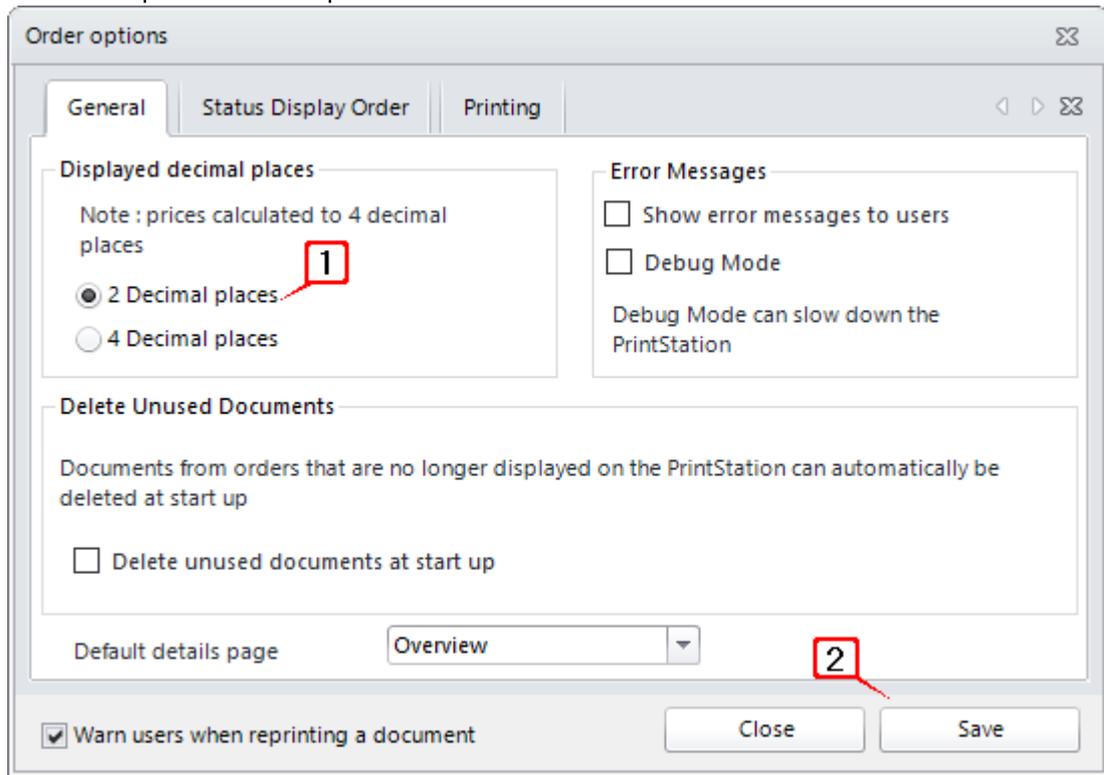
Options

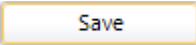
Amending Pricing Options

Prices are displayed by default to 4 decimal places. You can select the display the price to 2 decimal places, though the prices will still be calculated to 4 decimal places.

To amend the number of decimal places displayed:

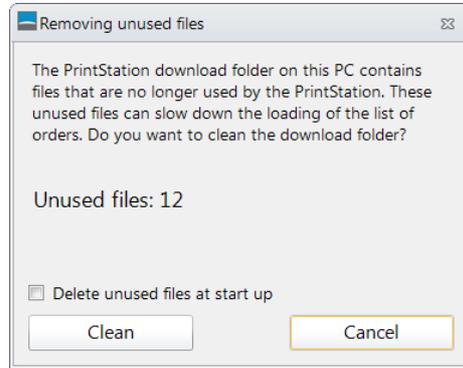
1. From the **Setup** drop down menu select **Options**.
2. The Order options window opens.



1. Select whether you want prices to be displayed to 2 decimal places or 4 decimal places.
2. Click  to save your selection. Pricing will shown with your selected number of decimal places after the orders have been refreshed.

Deleting Unused Documents

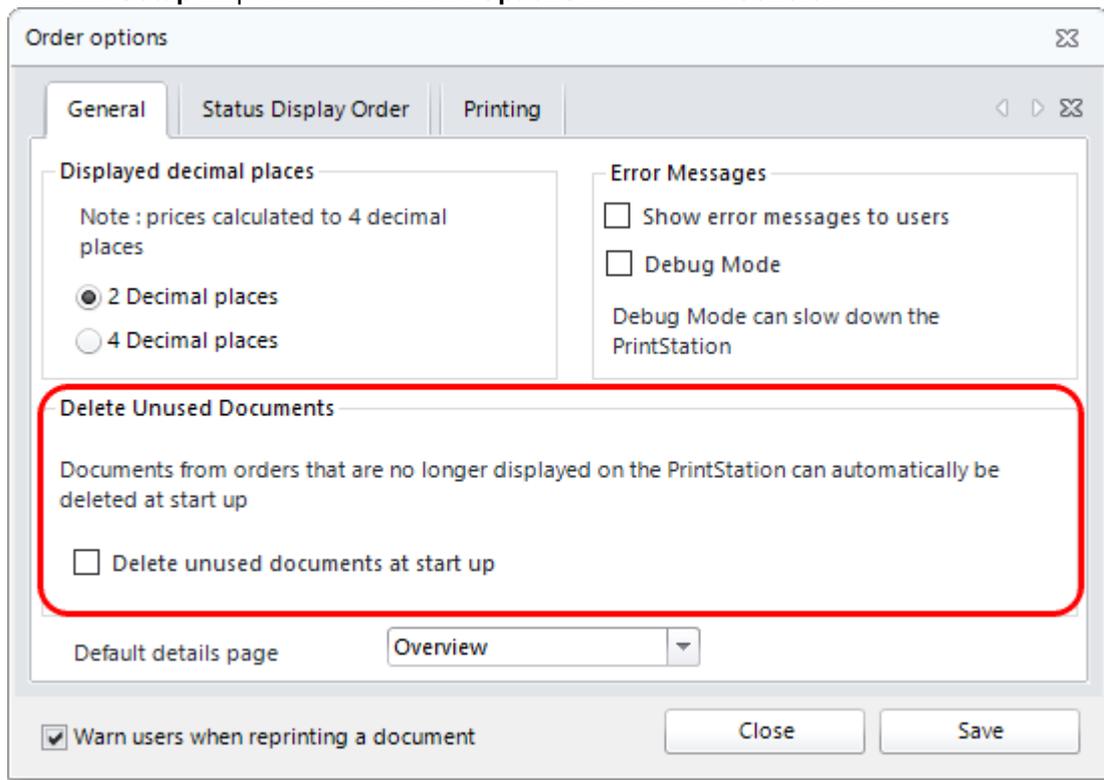
If you are finding that it is taking a long time to load the documents in the Orders grid this is probably because you have a lot of unused documents stored. These documents are from orders that are no longer displayed on the PrintStation as they have been complete. When you open PrintStation you are probably getting the following Message.

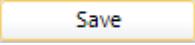


The unused documents can be manually deleted by choosing clicking **Clean**. You can also use the option **delete Unused Files** from the **File** drop down menu. This will speed up the loading of the Orders grid. Alternatively you can configure PrintStation to automatically delete the unused orders at startup.

To Automatically delete unused files:

1. From the **Setup** drop down menu select **Options** and view the **General** Tab.



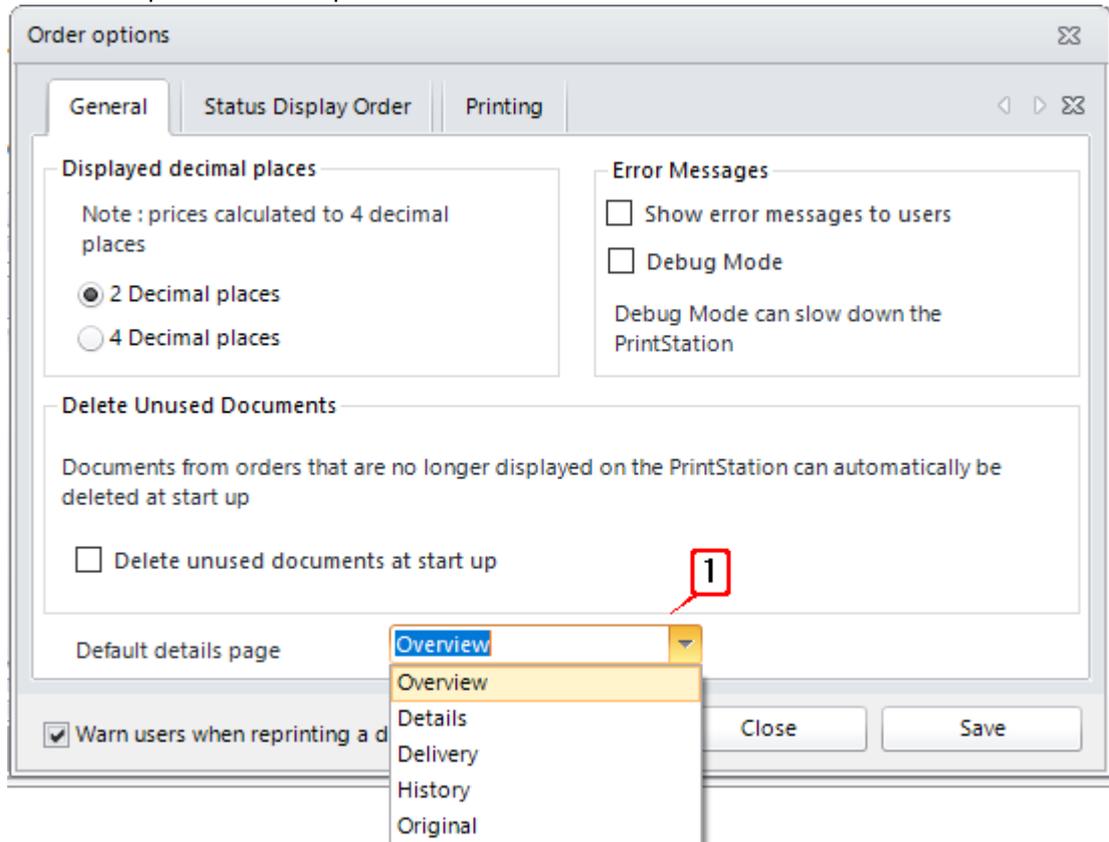
2. Select the option to **delete unused documents at start up**.
3. Click . Any unused documents will automatically be deleted each time you start PrintStation.

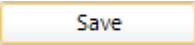
Changing the Default Details Pane View

Once a job has been selected the order information is displayed in the Details Pane. There are 5 pages in the Details pane (Overview, Details, Address, History and Original). You are able to select which of the pages should be on view when you start PrintStation. By default the Overview pane is displayed.

To select the Front Tab:

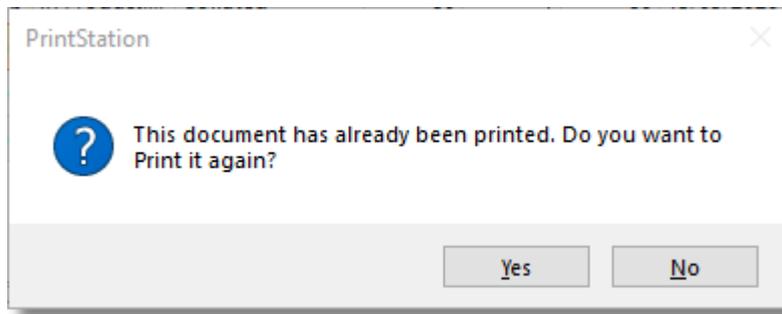
1. From the **Setup** drop down menu select **Options**.
2. The Order Options window opens.



1. Select the tab required. The Accounts tab is not available as it is as optional tab and is only available if Approval is used.
2. Click  to save your selection.

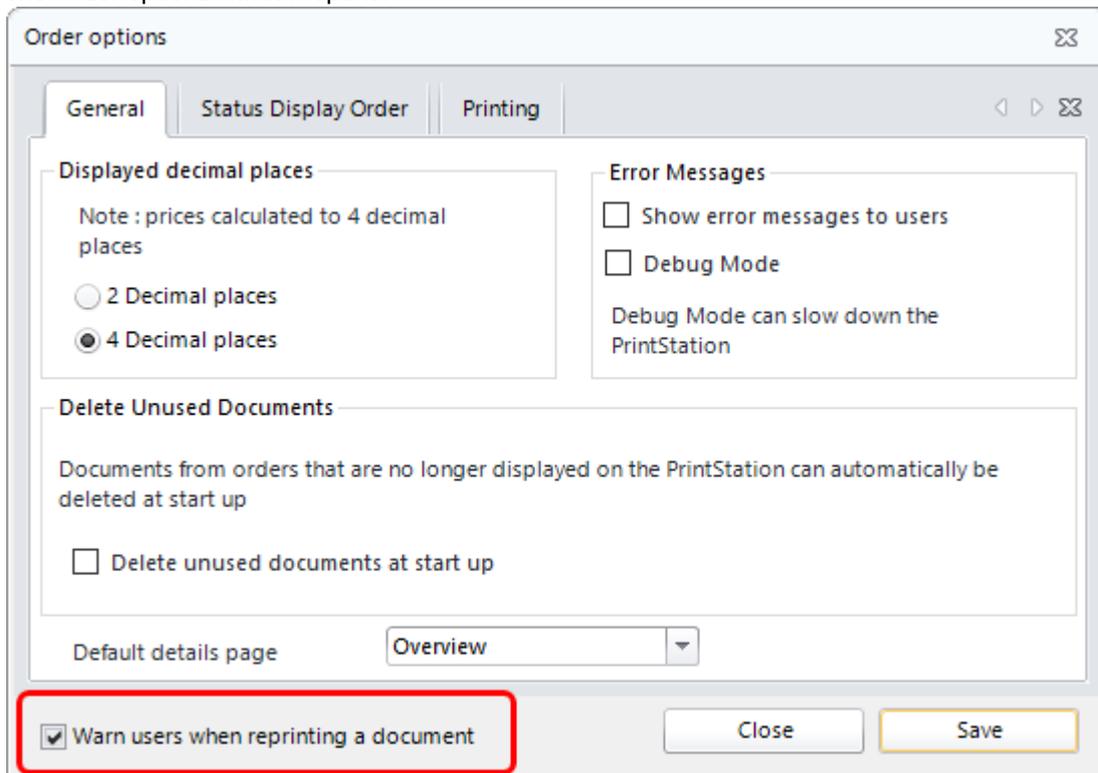
Reprinting a Document Warning

You can select to warn users when they print an order that has already been printed. If you warn users a warning will show if they try to print an order that has already been printed. The order can still be printed or the print procedure cancelled.



To select whether a warning is shown when users reprint an order:

1. From the **Setup** drop down menu select **Options**.
2. The Order options window opens.



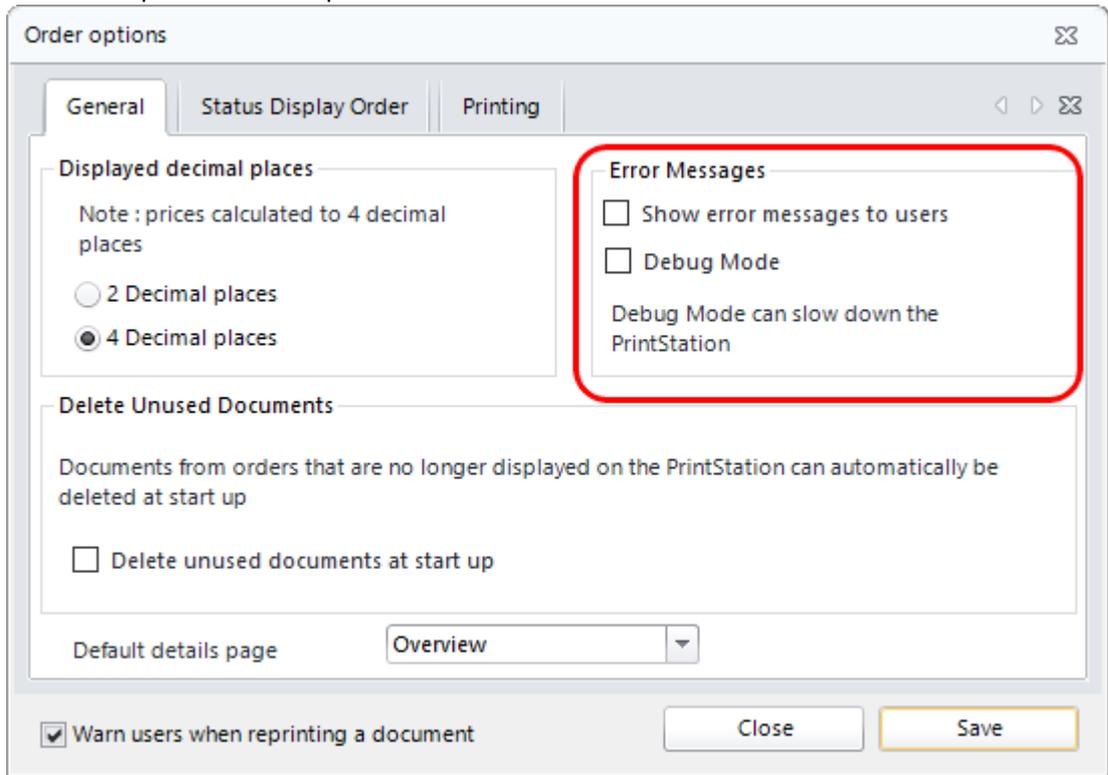
1. Select the option "Warn users when reprinting a document" if you want users to be warned when they reprint an order.
2. Click .

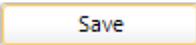
Showing Error Messages

There may be times when you may be asked to turn on the error messages in PrintStation and to run the program in Debug Mode. This should not be done without instruction as it can slow down the operation of PrintStation.

To show error messages in PrintStation:

1. From the **Setup** drop down menu select **Options**.
2. The Order options window opens.



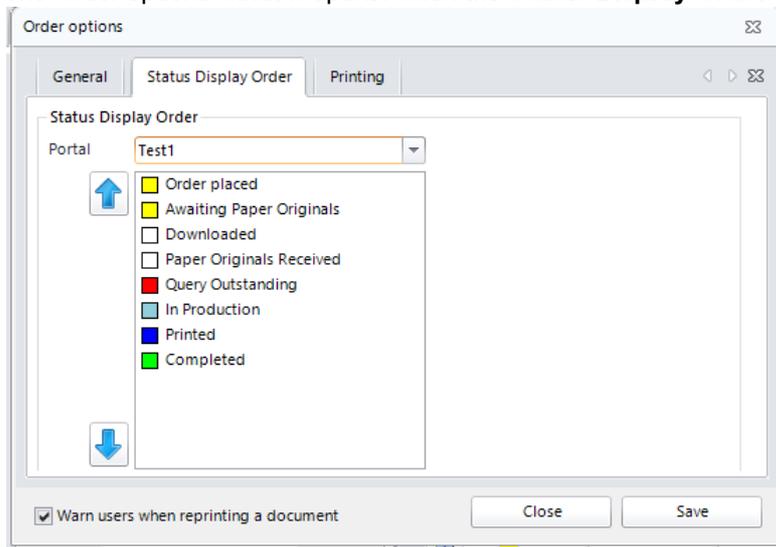
3. Select the options required and then click .

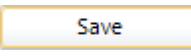
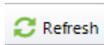
Changing the Status Order

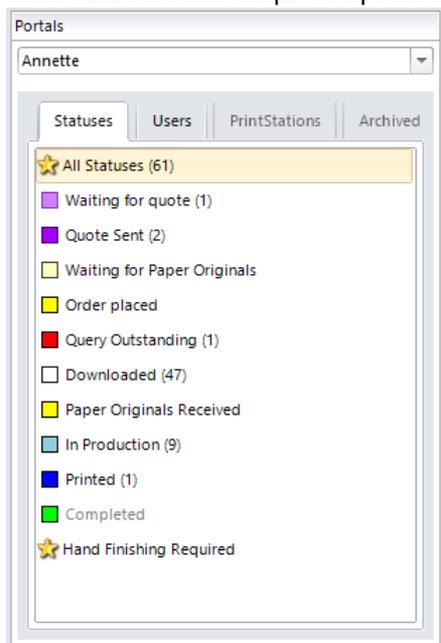
You can change the order that the statuses are displayed in PrintStation. If you create your own status you are able to move the display position in the listing. The default statuses can also be ordered as required.

To change the order that the statuses are displayed:

1. From the **Setup** drop down menu select **Options**.
2. The Order options window opens. Click the **Status Display Order** tab.



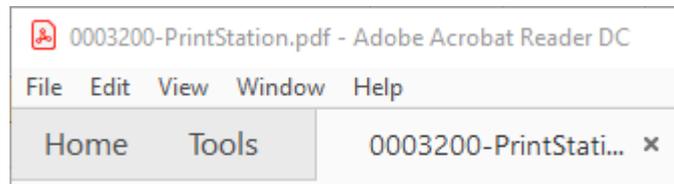
3. Select the status to be moved and click  or  to move the status to the correct location.
4. Click  to save your changes.
5. The status order in the portals pane will be updated when you click .



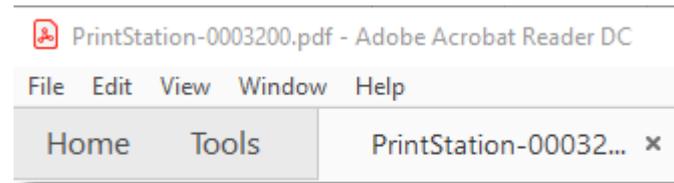
The Status order is shown in the list of statuses in the portals pane.

Amending the Job Number

When an order is printed via Acrobat the job order number can be shown either at the front of the file name or at the end. See the examples shown below.



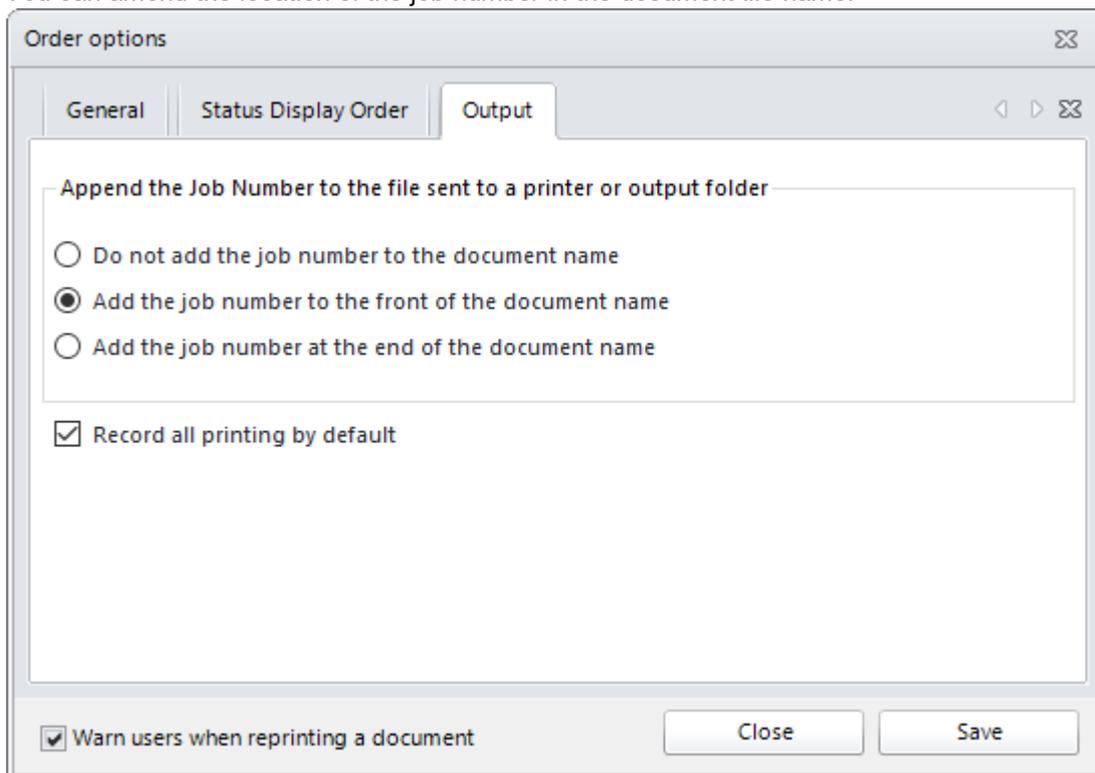
Example showing the job number at the front.



Example showing the job number at the end.

To select the position of the Job Number:

1. From the **Setup** drop down menu select **Options**.
2. You can amend the location of the job number in the document file name.

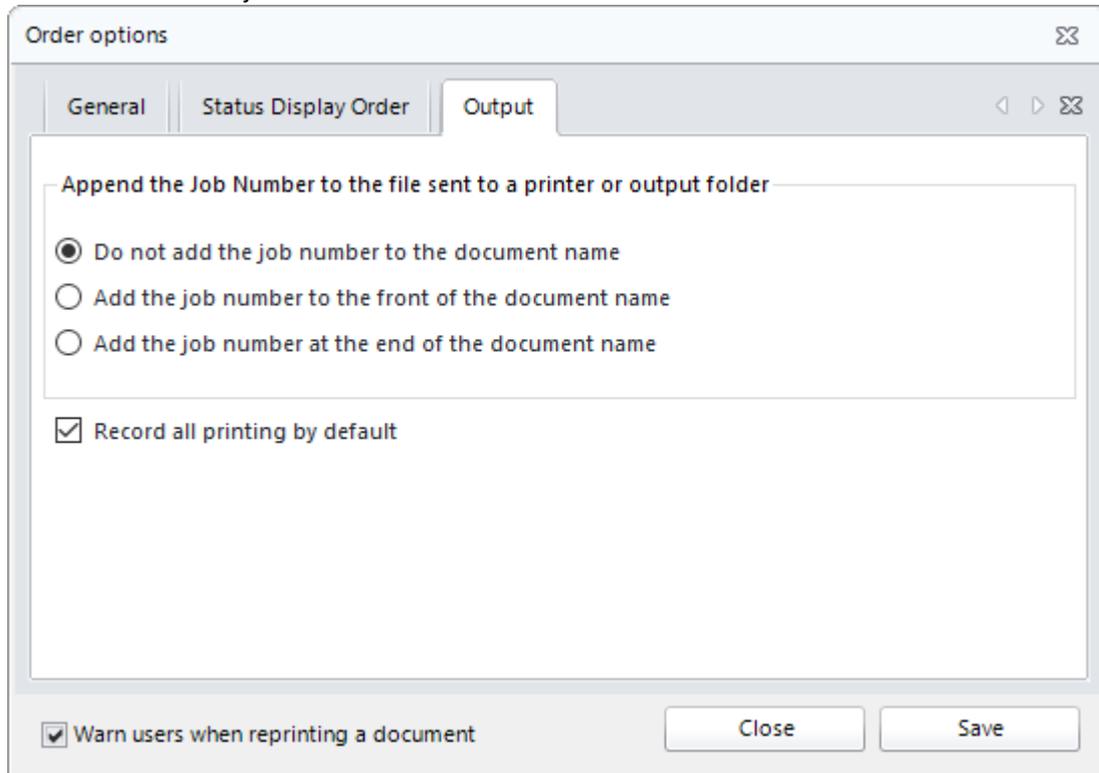


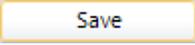
1. In the **Printing** tab select to add the job number to either the front or the end of the document name.
2. Click  to save your selection.

You can also remove the job number from the file.

To Remove the Job Number:

1. From the **Setup** drop down menu select **Options**.
2. You can remove the job number in the document file name.



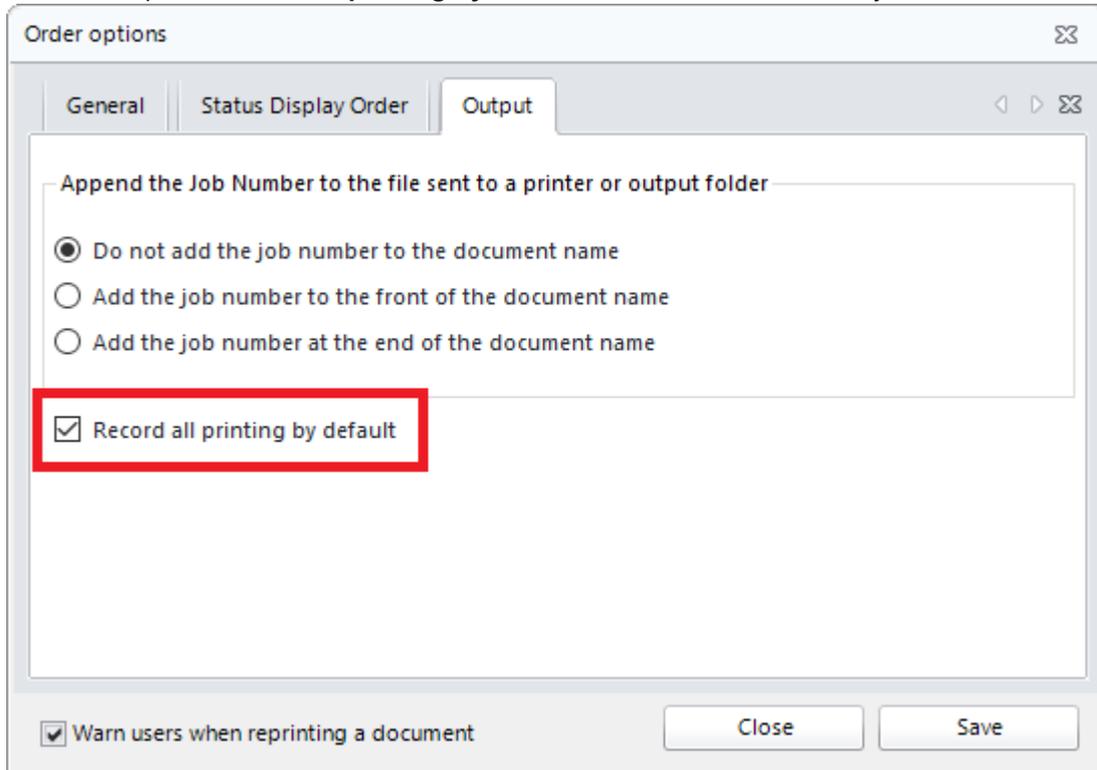
1. In the Printing tab select not add the job number to the document name.
2. Click  to save your selection.

Record all Printing by Default

You can select to have all printing recorded by default. There will be no option to not include the printing in the reports. If a print is required which is not required in the reports you can use the [Proof Print option](#)^{D51}.

To record all printing by default:

1. From the **Setup** drop down menu select **Options**.
2. Select the option **Record all printing by default** then click **Save** to save your selection.

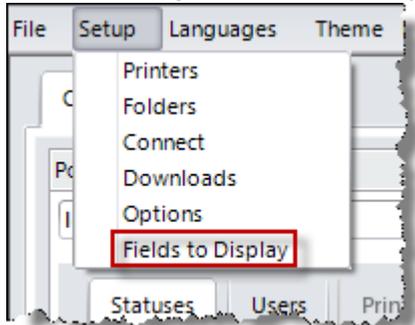


Selecting Fields to Display in the Orders Pane

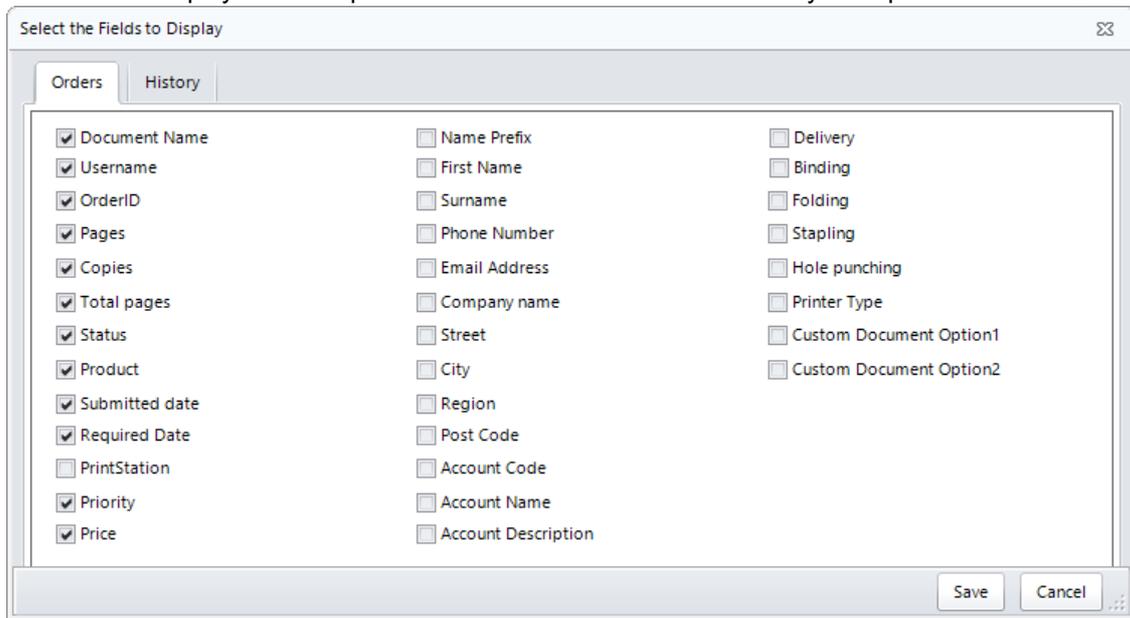
You can select the fields that you want to display in the Orders Pane so that only the fields that are relevant to you are displayed.

To select the fields to display:

1. From the **Setup** menu select the option **Fields to Display**.



2. The Field to Display window opens. Select or deselect the fields that you require then click **Save**.



- **Document Name** - The name of the document that has been ordered.
- **Username** - The person who has placed the print order.
- **OrderID** - The unique order number for the print job.
- **Pages** - The number of pages in the document.
- **Copies** - The number of copies of the document that are required.
- **Total Pages** - The number of pages in each document multiplied by the number of copies of the document required.

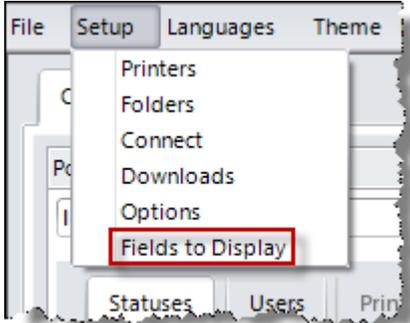
- **Status** - The stage of the order process is indicated by the status.
- **Product** - The type of document production required. The available options are configured in ProductManager.
- **Submitted Date** - The date that the Order was placed.
- **Required Date** - The date that the user has requested that the order is completed by.
- **PrintStation** - The PrintStation that has downloaded the document.
- **Priority** - The urgency of the order.
- **Price** - If pricing is applicable, the price of the order placed is shown.
- **Name Prefix** - Information from the Delivery Address section of the ordering process.
- **First Name** - Information from the Delivery Address section of the ordering process.
- **Surname** - Information from the Delivery Address section of the ordering process.
- **Phone Number** - Information from the Delivery Address section of the ordering process.
- **Email Address** - Information from the Delivery Address section of the ordering process.
- **Company Name** - Information from the Delivery Address section of the ordering process.
- **Street** - Information from the Delivery Address section of the ordering process.
- **City** - Information from the Delivery Address section of the ordering process.
- **Region** - Information from the Delivery Address section of the ordering process.
- **Post Code** - Information from the Delivery Address section of the ordering process.
- **Account Code** - Information from the Accounts section of the ordering process.
- **Account Number** - Information from the Accounts section of the ordering process.
- **Account Description** - Information from the Accounts section of the ordering process.
- **Delivery** - Information from the Delivery section of the ordering process.
- **Binding** - Information from the Product Options section of the ordering process.
- **Folding** - Information from the Product Options section of the ordering process.
- **Stapling** - Information from the Product Options section of the ordering process.
- **Hole Punching** - Information from the Product Options section of the ordering process.
- **Printer Type** - Information from the Product Options section of the ordering process.

Selecting Fields to Display in the History Tab

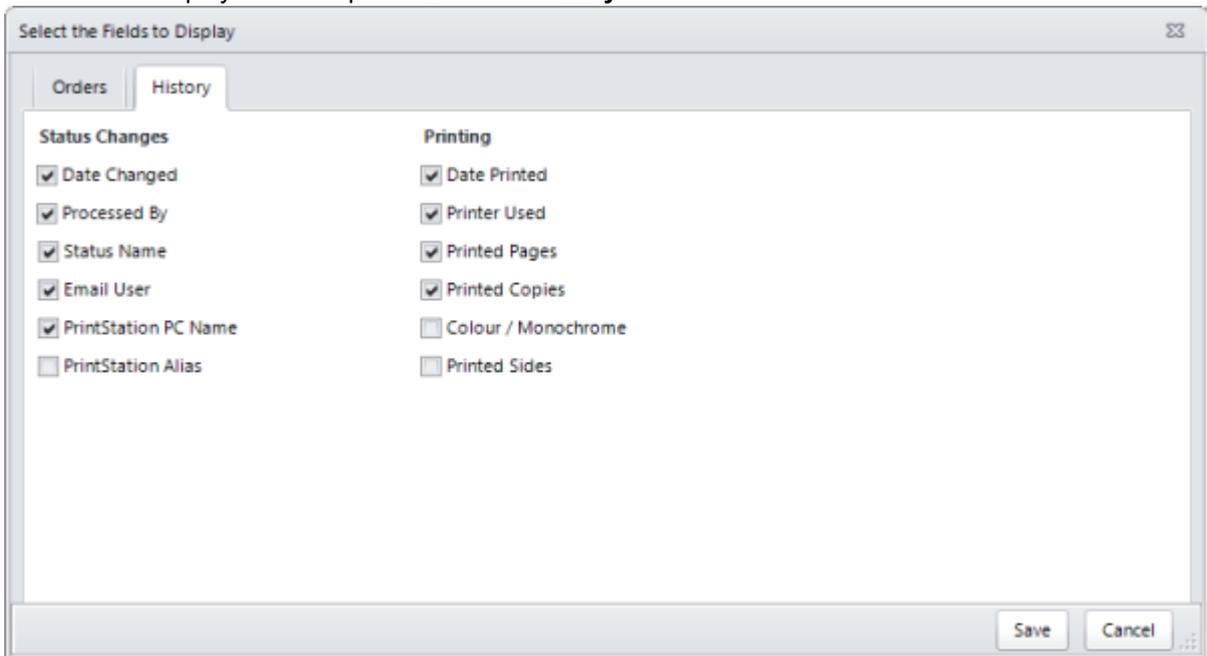
You can select the fields that you want to display in the [History tab](#)^{D26} which is in the Details Pane. You can then show the fields that are relevant to you.

To select the fields to display:

1. From the **Setup** menu select the option **Fields to Display**.



2. The Field to Display window opens. Click the **History** tab.



3. Select the fields required and then click **Save**.

Configuring PrintStation

Installing PrintStation

PrintStation is a Windows PC application that is normally installed in the print room where the print production occurs. It is a separate application which receives and manages your portals print jobs. When Skyline is upgraded you may need to install PrintStation again.

 From version 7.1.0 you can install PrintStation without having to uninstall the previous version.

To update PrintStation:

1. Make sure that if there are any previous versions of PrintStation are removed. Use the **Add/Remove Programs** facility in **Control Panel** to remove any existing version.
2. Log in with **Management** Permissions and go to **Downloads**.



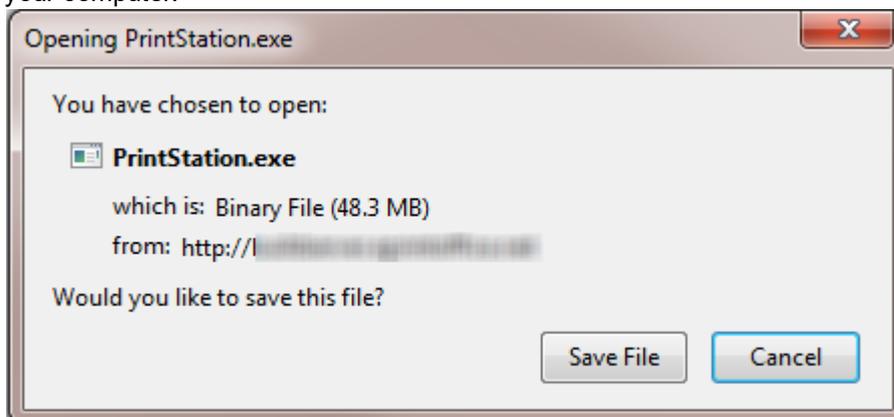
[View Basket \(0\)](#) | [Preferences](#) | [Downloads](#) | [Edit](#) | [Admin](#) | [Management](#) | [Logout](#)

3. Click **PrintStation**.



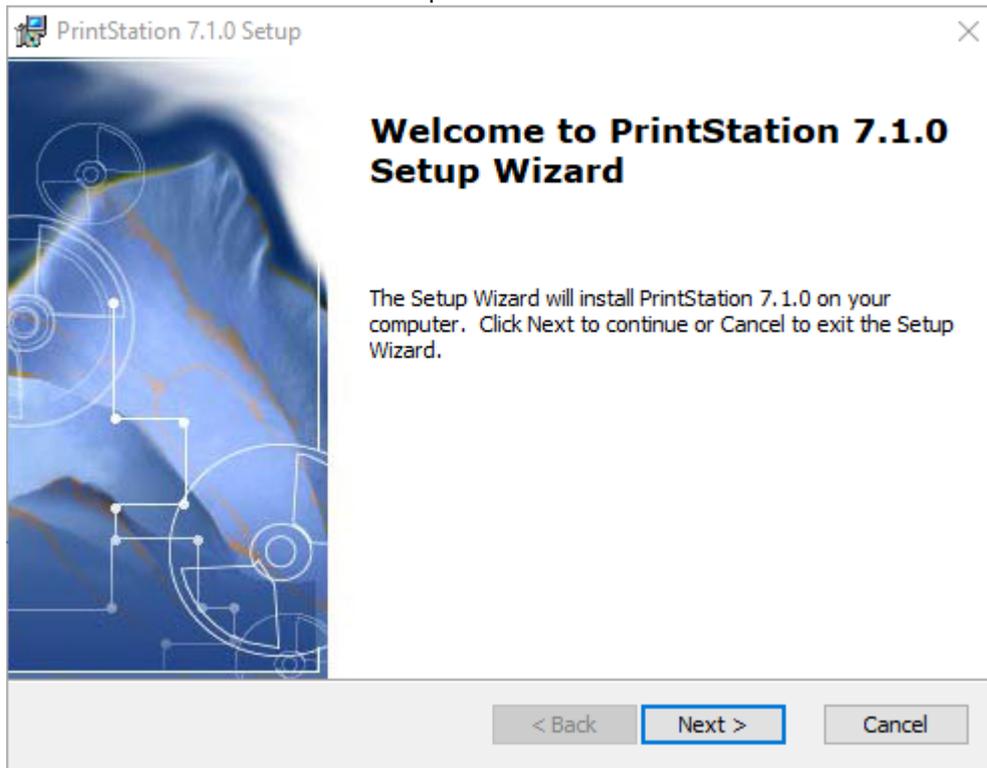
[PrintStation](#)
Download and install Printstation

4. The Opening PrintStation window opens. Click **Save File**. The PrintStation installation file is saved to your computer.

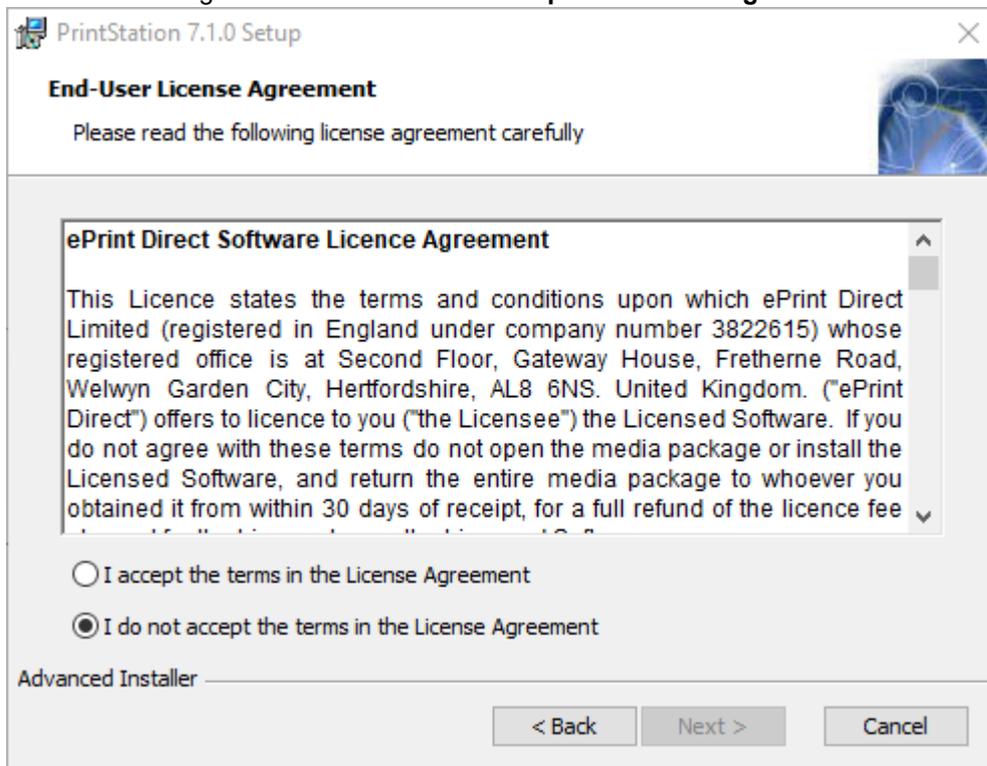


5. Click the icon on the toolbar to display the downloads and select **PrintStation**.

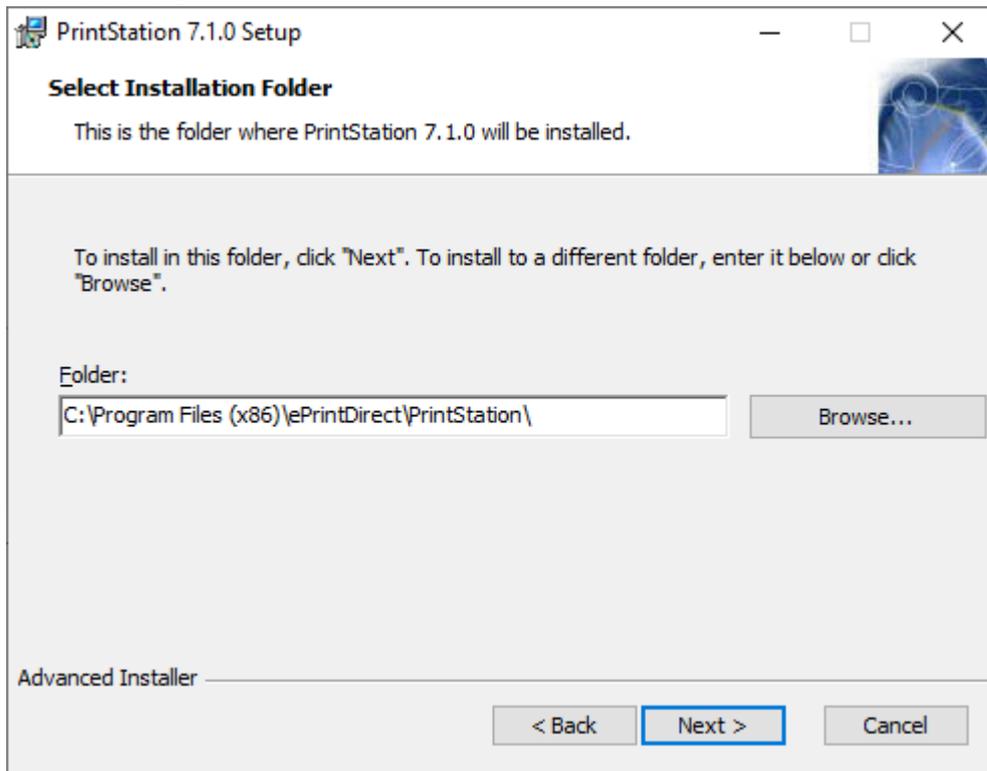
6. The PrintStation Installation wizard opens. Click **Next** to continue.



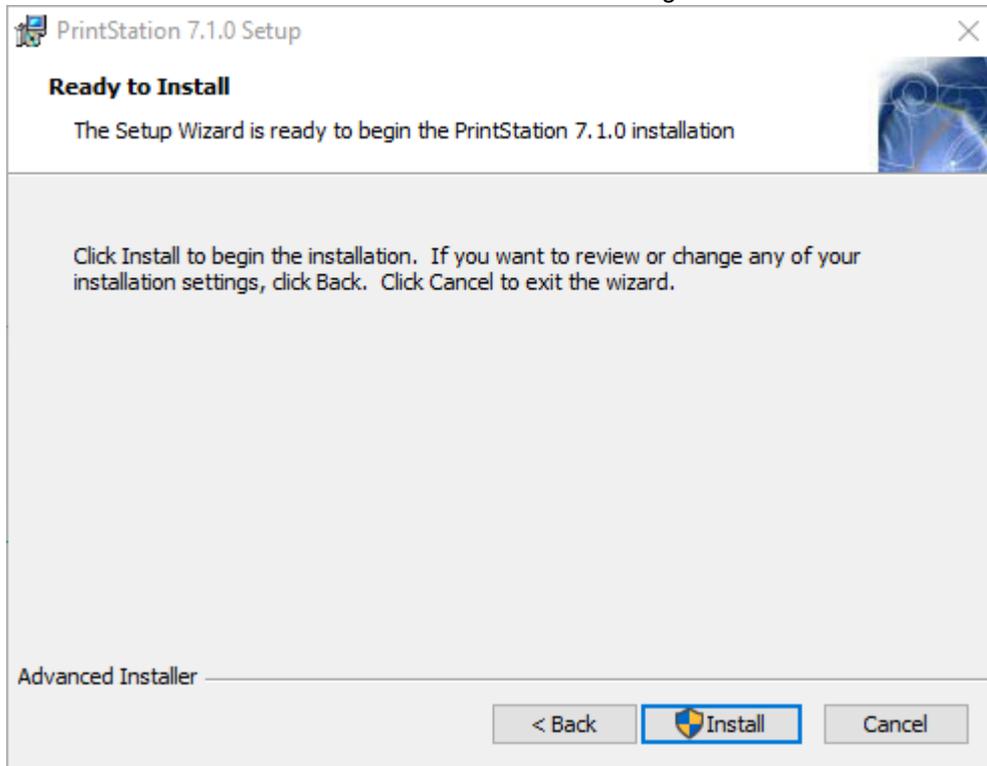
7. At the License Agreement window click **I accept the license agreement**. Click **Next** to continue.



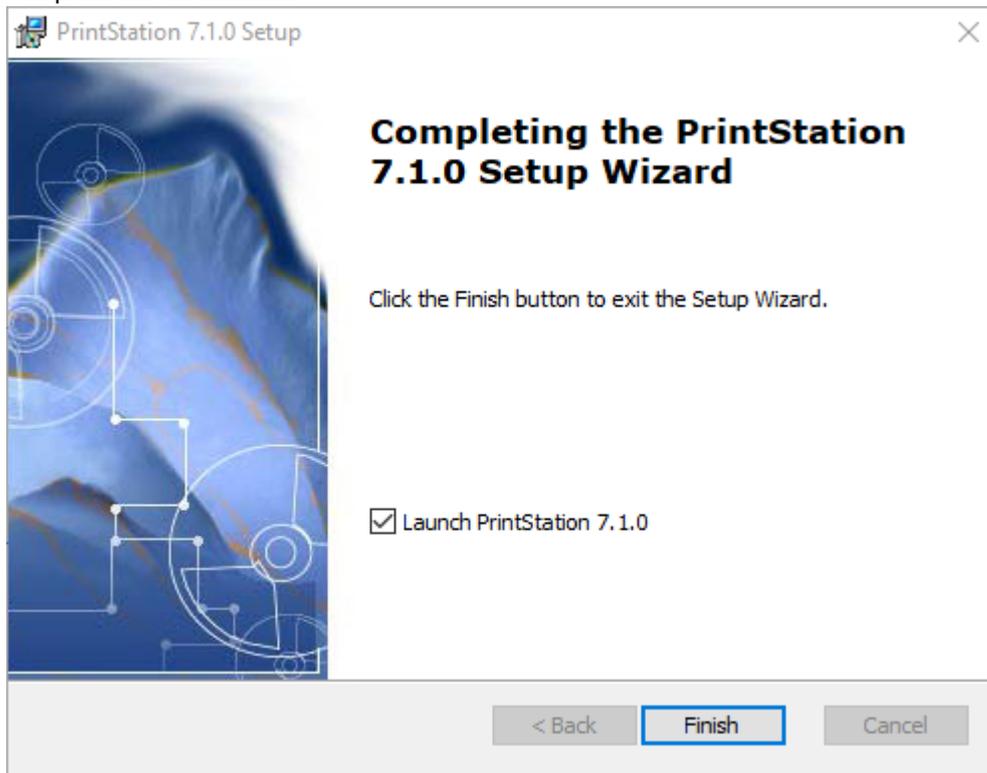
8. At the Installation Folder window it is recommended that you accept the default folder location. Click **Next** to continue.



9. The PrintStation can now be installed. Click **Install** to begin the installation.

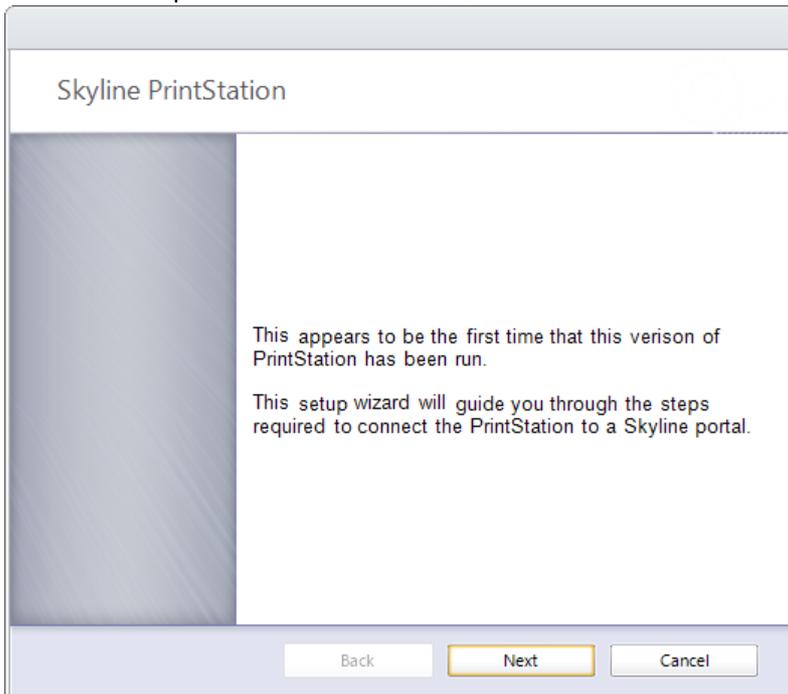


- It should only take a few minutes to install PrintStation. By default the option to start PrintStation is selected. Remove the selection if you do not want PrintStation to automatically start. Click **Finish** to complete the installation.

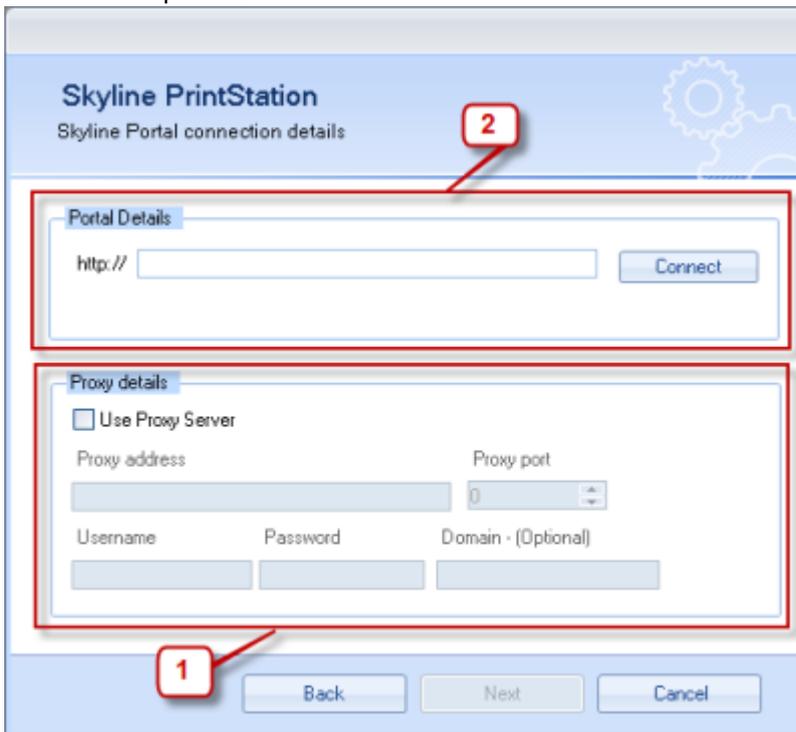


When PrintStation opens for the first time you need to add some additional information.

1. When the setup wizard starts click **Next**.

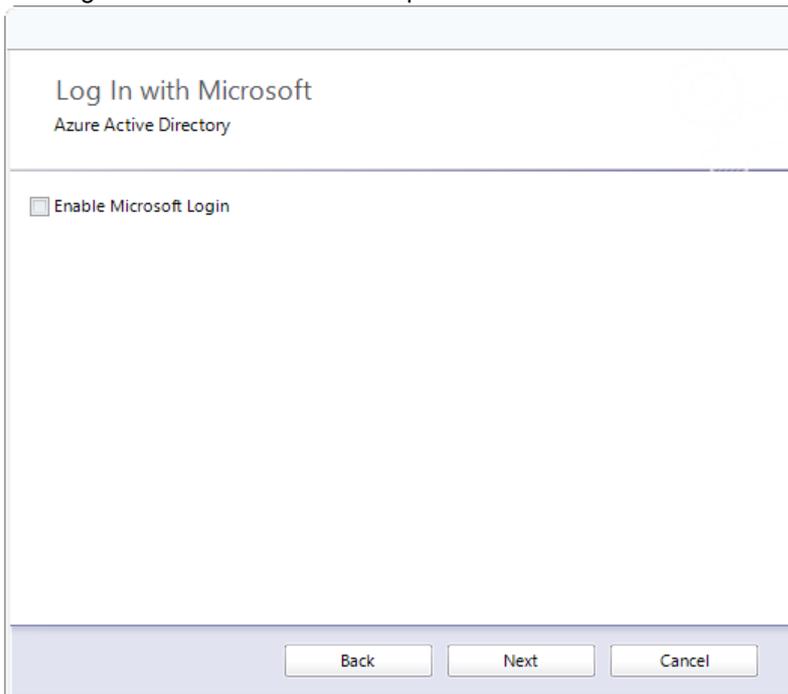


2. Details of the portal that PrintStation will use needs to be entered.



1. If your setup uses a proxy server you need to enter the proxy details so that access to the Skyline website is available. If you do not use a proxy server, leave these fields blank.
2. Enter the HTTP or HTTPS address for Skyline then click **Connect** to test that the portal details are correct. The program will automatically detect if you are using HTTP or HTTPS connection. If the portal details have been verified the Next button becomes available. Click **Next** to continue.

- The Log In with Microsoft window opens.

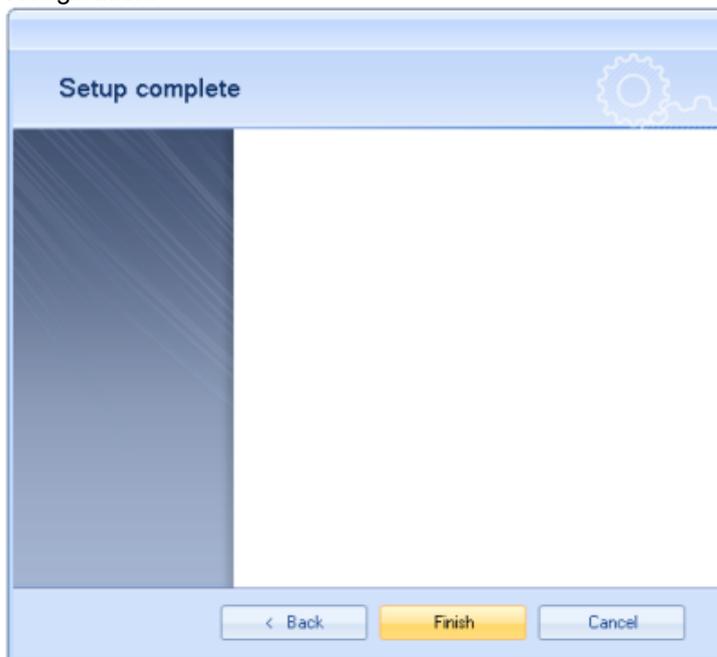


- Select **Enable Microsoft Login** and click **Next** if you use Azure Login.

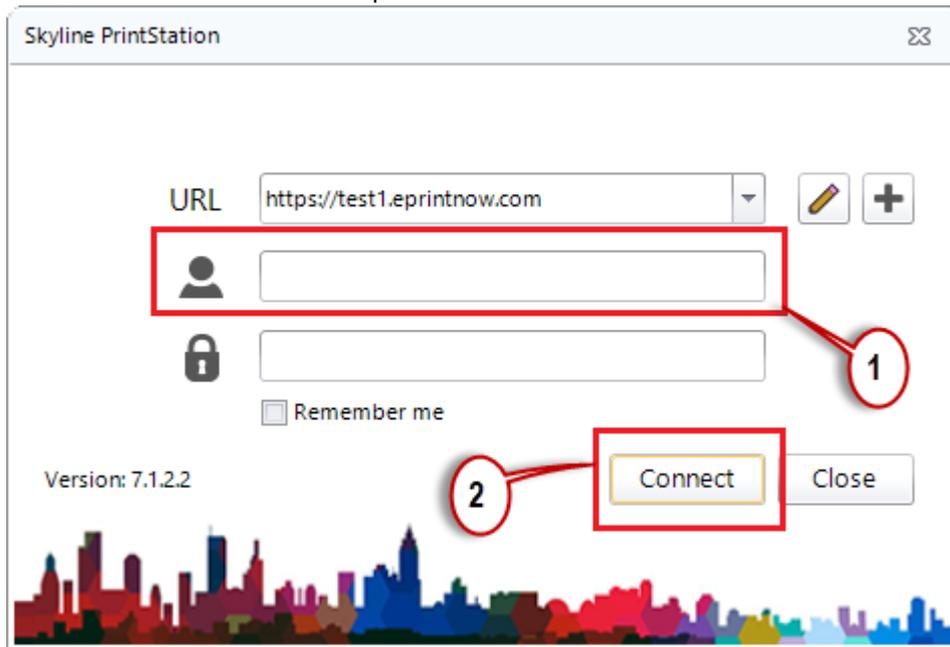
OR

- If you do not use Azure login click **Next**.

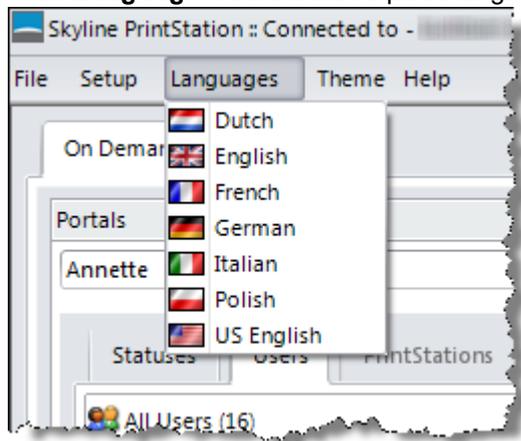
- All the configuration details required for the PrintStation have been entered. Click **Finish** to exit the configuration.



5. The Connect to Portal window opens.



1. Enter your Username and Password. This is the same log in that you use to access the Skyline Portal.
 2. Click **Connect** to start PrintStation.
6. Select the language that PrintStation should operate in.
 1. Click **Languages**. Select the required language from the drop down list.



Changing the Wording in a Status Email

PrintStation can be configured to automatically generate an email message when a job status is changed in PrintStation. The message can be copied to as many people as required by entering their email address in the CC List field.

You can select when a change in the order status will generate an email message as well as specifying the wording of the email. The example below describes how to configure PrintStation for the status type "Query Outstanding".

There are some specific requirements when creating an Order placed email. Please refer to the section [Order Placed email](#) in Configuring PrintStation regarding these requirements.



You are limited to 100 characters in the email subject or 1000 characters in the email body. If you exceed the limit your changes are not saved. A pop up messages appears as well as an error message at the top of the window. The email remains open so you can change your text.

The Email Body text is limited to 1000 characters. Your changes to 'Waiting for quote' have not been saved

Order Placed Emails

Send one Order Placed email per document ordered

Send one Order Placed email per order

New orders with no price

Set the status to "Waiting for Quote" for new orders with no price

Example of error message when too many characters are entered into the body of the email.

To automatically send an email message when the status is change to Query Outstanding:

1. Open Skyline and log in with Administrator rights and click **Admin**.
2. In the Orders section click **Order Statuses**.



Order Statuses

Create, edit & delete order statuses

3. Details of all the System Statuses are listed. Click  by the type Query Outstanding.

System Statuses						
Type	Name	End User Display	Email User	Allow order to be deleted	Show Orders on Printstation	
	Waiting for Quote	Waiting for quote	Waiting for quote	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Awaiting Paper Originals	Waiting for Paper Originals	Awaiting Paper Originals	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Quote Sent	Quote Sent	Quotation Sent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Paper Originals Received	Paper Originals Received	Paper Originals Received	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Order Placed	Order placed	Order placed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Downloaded	Downloaded	Downloaded	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Query Outstanding	Query Outstanding	Query Outstanding	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	In Production	In Production	In Production	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Printed	Printed	Printed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Completed	Completed	Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Archived	Archived	Archived	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Deleted	Deleted	Deleted	<input type="checkbox"/>	<input type="checkbox"/>	

4. The status settings for the status Query Outstanding can be updated.

The screenshot shows the 'Query Outstanding' status settings window. The 'Status settings' section includes the following fields and options:

- Name: Query Outstanding
- End User Display: Query Outstanding
- Show Orders on Printstation:
- Email User:
- Allow order to be deleted:

The 'Email Settings' section includes the following fields:

- Email Subject: Print Order Query
- CC List: Copy status emails. Separate multiple email addresses with a ; character

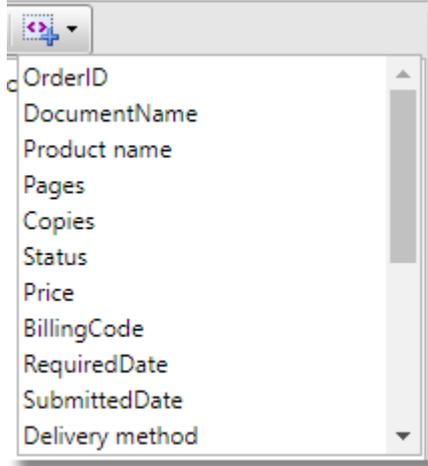
The 'Email Body' editor contains the following text:

Please contact the print room on extension 0123 regarding a query on your order {OrderId} called {DocumentName}.

The window has a 'Save' button at the bottom left and a 'Cancel' button at the bottom right.

1. Select the option Email User. When this option is selected the person who placed the job order will be automatically sent an email when the job status is changed to Query Outstanding.
2. Enter text that will be shown when the user views the status of their job orders. In this example the words "Query Email Sent" will be shown against any job order that they have placed and the PrintStation operator has changed the job status to Query Outstanding.
3. Enter the text that will be used as the email subject. In this example the words "Print Order Query" will be used as the email subject when an email is automatically sent out.
4. If you require a copy of the email to be sent to other people enter their email addresses in the CC List field. Separate email addresses with a semi colon.
5. Enter the body of the text which can include a contact name or number. The text can be a maximum of 1,000 characters spread over a maximum of 52 lines.

6. Automatically completed fields can be included. Click  the Insert Code Snippet button to view a list of all the fields that are available. Text entered after the snippet will appear on a new line.



7. Click OK to save your changes.
5. The System Statuses details have been updated.

System Statuses

Type	Name	End User Display	Email User	Allow order to be deleted	Show on Printstation
	Awaiting Paper Originals	Awaiting Paper Originals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Paper Originals Received	Recieved	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Order Placed	Order Placed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Downloaded	Downloaded	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Query Outstanding	Query Outstanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	In Production	In Production	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Printed	Printed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

1. The end user display will be Query Email Sent.
2. The user will automatically be sent an email if the status of their job order is changed to Query Outstanding.

Order Placed Email

If you send an Order Placed email you can choose to send one email for each document ordered or one email containing all the documents ordered.

Order Placed



Support
To Annette Webber

Your order 0002782 placed on 30/09/2019 has been received.

Document	Copies	Pages	Price
Website	7	94	36.19
ProductManager	7	64	24.64
Priority			0.50
Total			61.33

Example of one email sent for multiple documents.

Order Placed



Support
To Annette Webber

Your order 0002784 for ProductManager placed on 30/09/2019 has been received.

Example of Individual Emails being sent

Order Placed



Support
To Annette Webber

Your order 0002784 for Website placed on 30/09/2019 has been received.



If you select the option "Send one Order Placed email per order" you cannot include any fields that refer to a specific document e.g. Document Name. All the following fields can be used:

Order Id	Account Code	Required Date	Order Date
Priority	Name Prefix	First Name	Family Name
Phone Number	Organisation Name	Street	City
Region	Post Code		

To amend the Order Placed email:

1. In the Orders section click Order Statuses.



[Order Statuses](#)

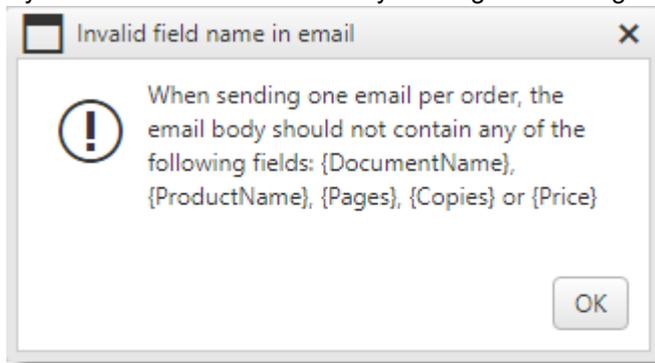
Create, edit & delete order statuses

2. Select the required Order Placed Email.



3. Click  by the type Order Placed and update the status settings as required.

If you enter a field that is invalid you will get a warning message when you try to save the status setting.



Creating a Custom Status

You can create a job status that is applicable to your working environment.

To create a custom job statuses:

1. Log in to Skyline with Administrator rights.
2. Click **Admin**.
3. In the Orders section click **Order Statuses**.



[Order Statuses](#)

Create, edit & delete order statuses

4. Details of all the System Statuses are listed. Complete the details in the System Status section then click **Create New Status**.

New Status

Status Name:

End User Display:

Email User:

Allow order to be deleted:

Show Orders on Printstation:

Create New Status

5. You can amend the new status position in the status listing in PrintStation as required. For more information see [Changing the Status Order](#)⁹⁴.



After any changes to the Order Statuses PrintStation should be restarted so that the changes take effect.

Hiding Specific Job Statuses

When the status of a job is updated it will remain visible on the PrintStation. PrintStation can be configured to hide jobs with a specific status, for example jobs that have been marked as deleted.



The system statuses Archived and Deleted will not be shown on the PrintStation even if selected in the System Status listing. The option to Email User is not supported for either of these statuses.

To hide specific job statuses in PrintStation:

1. Log in to Skyline with Administrator rights.
2. Click **Admin**.

[View Basket \(0\)](#) | [Preferences](#) | [Downloads](#) | [Edit](#) | **[Admin](#)** | [Management](#) | [Logout](#)

3. In the Orders section click **Order Statuses**.



[Order Statuses](#)

Create, edit & delete order statuses

4. Details of all the System Statuses are listed. The Statuses that are visible in PrintStation are shown in the last column.

System Statuses						
Type	Name	End User Display	Email User	Allow order to be deleted	Show Orders on Printstation	
	Waiting for Quote	Waiting for quote	Waiting for quote	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Awaiting Paper Originals	Waiting for Paper Originals	Awaiting Paper Originals	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Quote Sent	Quote Sent	Quotation Sent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Paper Originals Received	Paper Originals Received	Paper Originals Received	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Order Placed	Order placed	Order placed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Downloaded	Downloaded	Downloaded	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Query Outstanding	Query Outstanding	Query Outstanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	In Production	In Production	In Production	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Printed	Printed	Printed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Completed	Completed	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Archived	Archived	Archived	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Deleted	Deleted	Deleted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Click associated with the System Status you want to hide from view in PrintStation.

6. The Status settings are shown.

The screenshot shows the 'Status settings' dialog box in Skyline PrintStation. The dialog has three tabs, all labeled 'Deleted'. The 'Deleted' tab is selected. Under 'Status settings', there are two text boxes for 'Name' and 'End User Display', both containing 'Deleted'. To the right, there are two checkboxes: 'Show Orders on Printstation' (checked) and 'Email User' (unchecked). Below these is another checkbox 'Allow order to be deleted' which is unchecked and circled in red with the number '1'. Under 'Email Settings', there is a text box for 'Email Subject' containing 'email not supported' and a text box for 'CC List' containing 'Copy status emails. Separate multiple email addresses with a ; character'. Below that is a large text area for 'Email Body' containing 'email not supported for this status'. At the bottom of the dialog are 'Save' and 'Cancel' buttons, with the 'Save' button circled in red with the number '2'.

1. Remove the tick by **Show on PrintStation**.

2. Click **Save**. Any order jobs with the status selected will not be visible in the PrintStation.

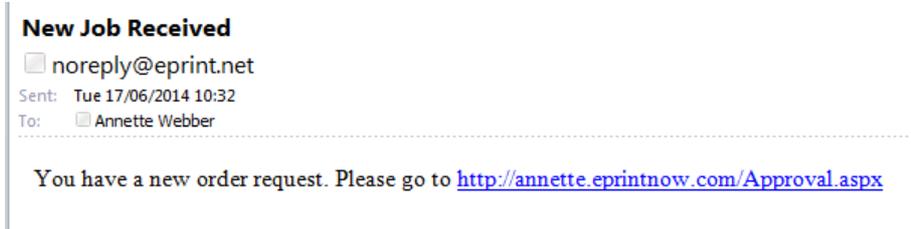


After any changes to the Order Statuses PrintStation should be restarted so that the changes take effect.

Creating Approval Notification Emails

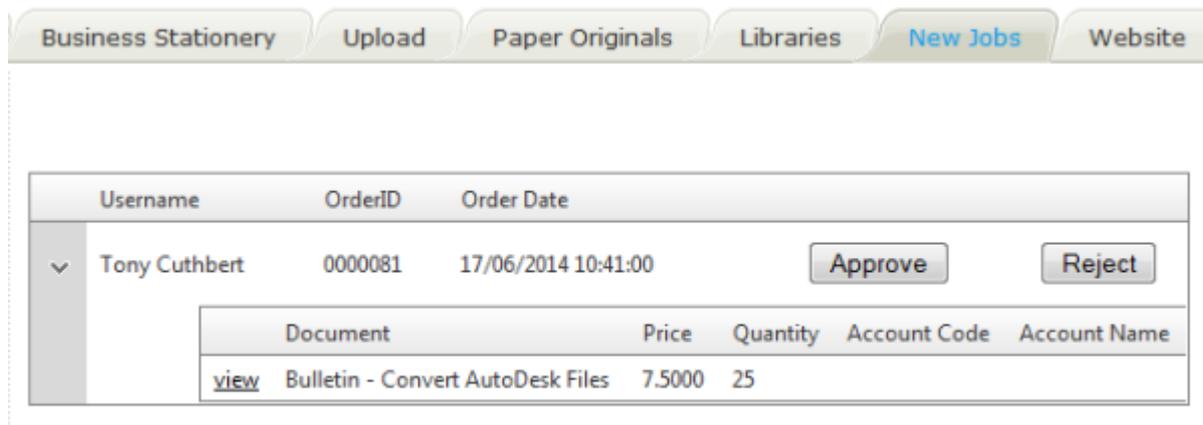
You can configure Skyline to send an email when a new job is received to a nominated person, for example the print room manager.

An email is sent to the selected user when a new job is received by the PrintStation.



Example of email received by the nominated print room operator.

When the email is received by the nominated print room operator, the print room will not be able to process the job until the job has been viewed and acknowledged. There is a new job visible in the tab New Jobs.



Example of the notification in the New Jobs tab.

The print room operator acknowledges the new print job by clicking Approve. An email is sent to the person who submitted the job and the print job is transferred to the PrintStation so it can be processed.

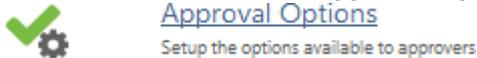


Example of the email sent to the person who submitted the print job.

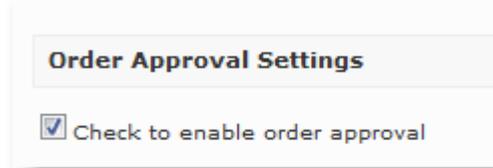
To create a new print order email:

1. Firstly the option Approval needs to be turned on. Login to Skyline with Administrator rights and click the **Admin** link.

2. In the Orders section click **Approval Options**.



3. Select the option **Check to enable order approval** to turn approval ON and click **Save**.



4. The emails that are generated need to be modified. Amend the setting of the email sent to approvers when new orders require approval.

1. Amend the Email Subject to **New Job Received**.
2. Amend the body of the text to **You have a new order request. Please go the {AwaitingApprovalLink}**.
3. Click **Save**.

5. The email received by the person who placed the order needs to be amended.

1. Amend the Email Subject to **PrintStation Action**.
2. Amend the body of the text to **Your print request {OrderId} has been forwarded to the PrintStation**.
3. Click **Save**.

6. The role of an Approver needs to be assigned to the person who will receive the new print job emails. Click the **Admin** link.

7. In the Users section click **Roles**.



8. Click **Manage Users** next to the Approver Role.

Roles		
Administrator	Manage Users	
Approver	Manage Users	
Editor	Manage Users	
Manager	Manage Users	
Staff	Manage Users	
User	Manage Users	

9. Select the user that will receive the new job notification emails and click **Add Selected Users** to assign the role of Approver.
10. When the selected user opens their Skyline website there will be a new tab available called **Approval**. The tab name should be changed to something more appropriate.
1. Click the **Admin** link and in the **Content** section click **Tabs**.



2. Select the tab name **Approval**.
3. Amend the name. In the example the Approval tab name was changed to **New Jobs**.

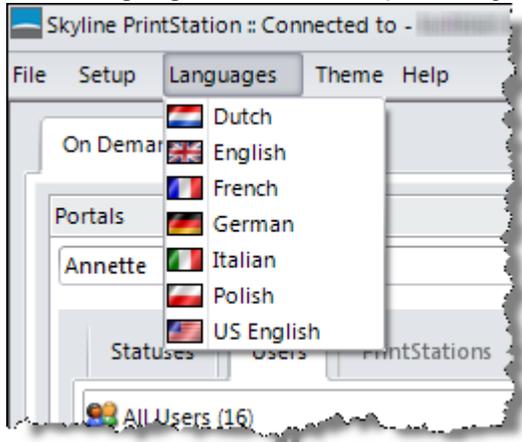
4. Click **Save** to save the name change. The tab name will be updated.
11. Test that the procedure works as required by sending a test order.

Selecting the Language

PrintStation can be operated in a number of languages.

To select a language:

1. Click **Languages**. Select the required language from the drop down list.



Associating PrintStations & Portals

A PrintStation can be associated with more than one portal. Another portal and PrintStation can be associated if required, for example when there are 2 print rooms on one site and they each have specific users associated with each PrintStation. If a user requests a print that needs to be output on a printer that is only available at the other print room, the original PrintStation that received the order can send the order to the required PrintStation.

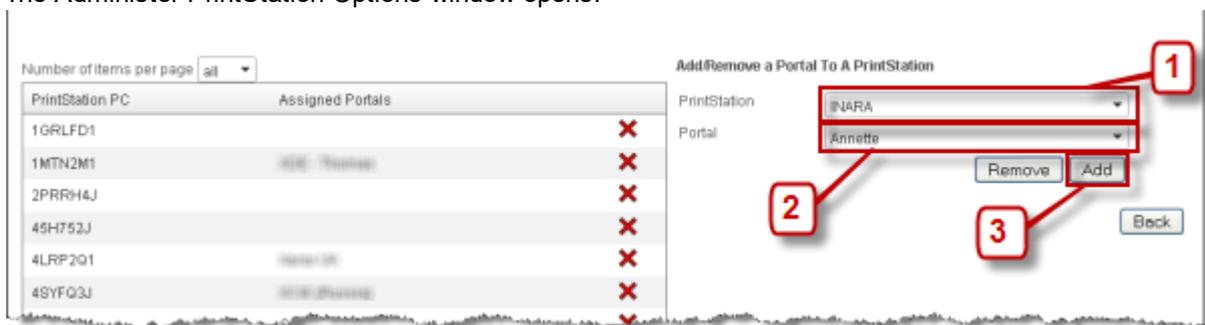
To associate a PrintStation and Portal:

1. Log in to Skyline website with Host privileges and go to **Admin**.
2. In the PrintStation section click **Manage PrintStation**.

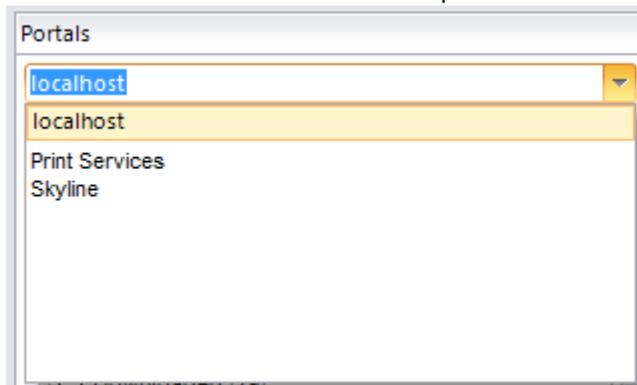


[Manage PrintStation\(189/1000\)](#)
Administer PrintStation Options

3. The Administer PrintStation Options window opens.



1. Select the PrintStation that you want to associate with your portal.
2. Select the portal to be associated with the PrintStation.
3. Click **Add**.
4. The selected PrintStation & Portal are associated. When you open PrintStation you will be able to see all the PrintStations associated with the portals.



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 ePrint direct