MONITORING YOUR REQUEST

14. You can monitor the status of your request by clicking the “Request Queue” link in the task bar.

15. To view details of your request, click the “view” link under the Actions column.

16. To search for a completed request, click the “Search History” link in the task bar.

If you need to make any changes to your request, contact the service center.

HELP FUNCTION AND LOGOUT

The TRAC Solution has an extensive online help feature to ensure your questions are answered and you can get the most from the system.

17. To access the help function or to log out, click the icon of the person in the upper right-hand corner. The help and logout functions will appear.

18. Click the blue question mark icon to access the help function.

19. Click the “logout” button to end your current session.

If you have questions or would like help learning to use TRAC, please feel free to contact Printing Services at 928.776.2187 or printing.services@yc.edu.

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TRAC Solution

USER GUIDE – COPY MODULE

Ricoh is the leading provider of innovative products and services that enable our customers to manage document workflow and increase efficiency.

We are pleased to offer the RICOH TRAC Solution, an easy-to-use, web-based job submission tool.

Using the TRAC Solution Copy Module, you can easily submit copy jobs, electronically sending all the details as well as the documents to be copied. You can quickly track and manage your job through the production process and see real-time project status. If you run the same job regularly, you can pull it from the Job History and resubmit it.

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For your convenience, there is a short presentation specific to the Copy module available at http://ikon.adobeconnect.com/traccustomercopy/.

If you have any questions or would like one-on-one training on TRAC, please feel free to contact us.

Phoebe Agocs or James Haile
928.776.2187
printing.services@yc.edu

SYSTEM LOGIN

- Go to: http://yavapaicollege.ricohtrac.com
- Enter your user name (first initial and last name without spaces)
- Enter “password” in the Password box.
- If you do not have a user name, click “New User Sign Up”.
- Enter your name, password, and address. Please use your first initial and last name – no spaces -- as your user name.
- Click “Signup”. Printing Services will receive an email prompting us to activate your user name. There will be a short delay before you are added to the user list.
Accessing the Module

1. After logging into the TRAC Solution, click the “Copy” tab. The module desktop has two sections:

2. The Request Manager displays your current and most recently completed requests. Click a request to view detail and print a copy of the job ticket.

3. The New Request Catalog list links to create new copy/print tickets. The types of tickets will vary depending on the contracted services at your site.

SUBMITTING A REQUEST

After selecting the appropriate link (#3 above) from the New Request Catalog, a request job ticket will open, which has three steps to complete.

STEP 1: ATTACH FILES

4. Select previously submitted files from the drop down menu.

5. Otherwise, attach electronic files to your Job Ticket by clicking “Browse” and locating the file on your computer.

6. Click “Upload Attached Files”.

7. Once uploaded, the files will appear under “Currently Attached Files”.

STEP 2: ENTER JOB TICKET SPECIFICS

8. Customize your job by changing default selections to reflect your project’s needs. Enter the quantities requested and specify paper size, paper color, and different types of binding or finishing. Some selections will prompt you for additional information such as quantity or name of the tabs.

9. Provide more details by clicking the “Add Notes” link for any criteria.

10. Click “Next” after entering job specifics.

STEP 3: ENTER JOB REQUIREMENTS

11. Give the job a description, a unique name you will recognize. Select the due date and time. Specify if you require a proof before the job is run.

12. “Ordered by”, “deliver to”, and “bill to” information can be changed by checking the appropriate boxes. Enter the updated information or search the on-line user directory using the magnifying glass icon.

13. When you are finished, click “Submit” to submit the request.

The request will populate the Request Queue. You will also receive an email confirmation, if that feature is enabled at your site.