

Login

Instructions on how to log into HOC Print Shop.

Click on a number to see the contents in the section

Quick Copy / Print

Description on how to use commonly ordered options to speed ordering.

Checking Out

Instructions checking out all types of orders. Review of Account validation process.

Other Print Jobs

Instructions on how to place store item print orders.

Viewing Orders - Reports

How to check an order. How to duplicate orders. Brief review of the types of reports available.

Store Orders

Instructions on how to place store orders for embroidered type items.

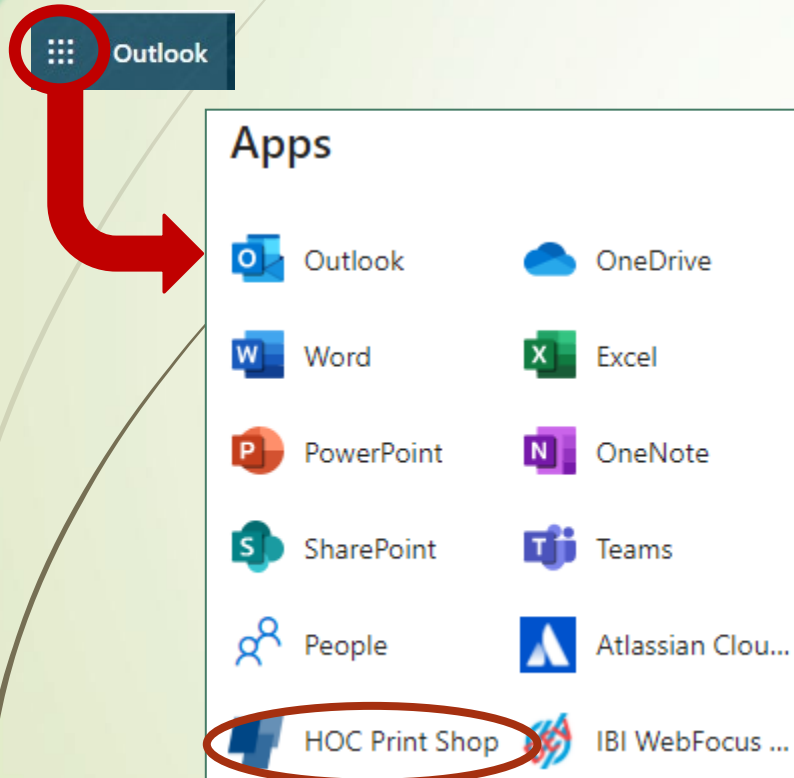


2

Let's start with logging in with Single Sign On

01

From your Outlook 365 page, select the application menu icon.



02

Next you will select the HOC Print Shop menu option.

After selecting the HOC Print Shop option from the Apps menu, one of three things will happen.

1. You will go directly into the application (Slide 3).
2. You will be asked for more information (Slide 4).
3. You may be refused access (Slide 5).

If you do not see HOC Print Shop in the Apps menu, click on the **All apps →** option at the end of the Apps list you do see. In the list that follows you will find it in the "Other" section. Once you select it, it should be in your initial listing.

You will go directly into the application

3

When you first log in to the HOC Print Shop application you will likely see a screen like the one below.



The screenshot shows the 'Print Services - Milwaukee County' web interface. At the top right is a 'Log In' button. Below the header, there are two sections: 'County Employees' and 'Non-County Employees'. Each section contains instructions for logging in or registering. In the 'County Employees' section, the 'County Employees - Login/Register' button is highlighted with a red box. At the bottom right of the page, it says 'Print Shop Pro Webdesk® 15.0.3'.

01

If you do, pick the County Employees – Login/Register button next. You may be taken into the application (Step 2) or asked to give more information (Slide 4).

02

After selecting the HOC Print Shop option from the Apps menu, you will land on the HOC Print Shop home page.



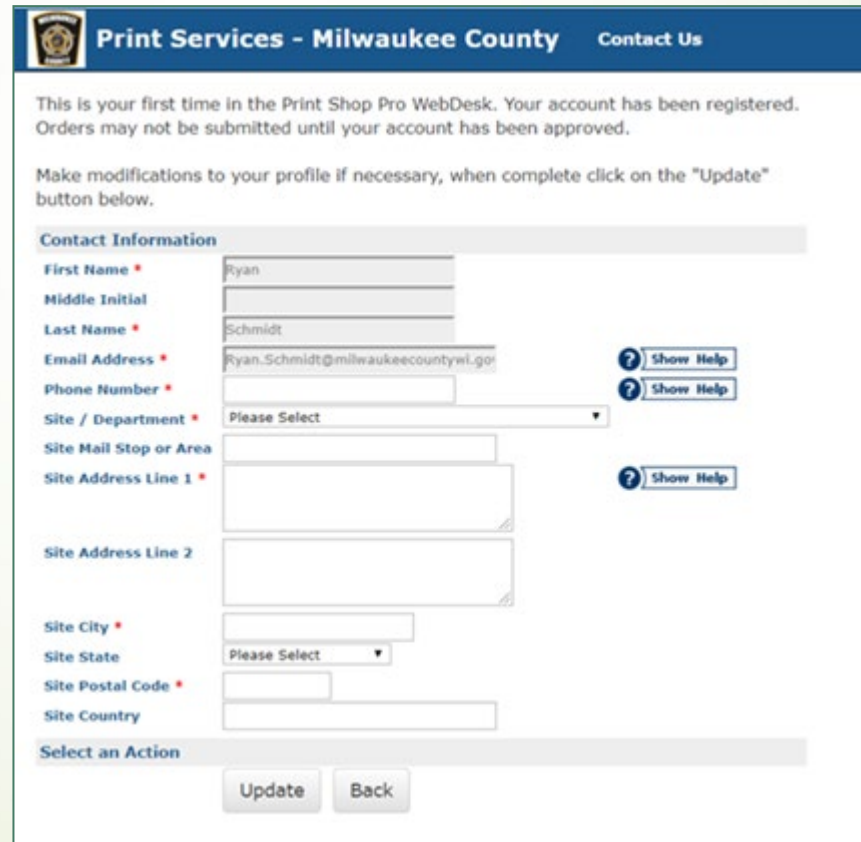
First-Time Users Manual

You will be asked for more information

4

01

If the screen below appears, you will need to provide the information marked with a *. Once you have, select the Update button. This will notify the Print Shop that a new user (you) want to be set up in the HOC Print Shop application. Someone from the Print Shop will check your request and either grant or deny access. Either way, you should get an email telling you have been set up, or not and why.



Print Services - Milwaukee County [Contact Us](#)

This is your first time in the Print Shop Pro WebDesk. Your account has been registered. Orders may not be submitted until your account has been approved.

Make modifications to your profile if necessary, when complete click on the "Update" button below.

Contact Information

First Name * Ryan

Middle Initial

Last Name * Schmidt

Email Address * Ryan.Schmidt@milwaukeecountywi.gov [Show Help](#)

Phone Number * [Show Help](#)

Site / Department * Please Select

Site Mail Stop or Area

Site Address Line 1 * [Show Help](#)

Site Address Line 2

Site City *

Site State Please Select

Site Postal Code *

Site Country

Select an Action

You may be refused access

If you cannot access the application, it is likely you have not been setup in Single Sign On. If that is the case, the following steps will get you access and then you can start over at Slide 2.

01

Create an email to the HOC Print Shop to printshop@milwaukeecountywi.onmicrosoft.com.

02

In the email include your first name, last name and email address.

03

Send the email and wait a response. You will be notified when your Single Sign On access has been set up by IMSD.

HOC Print Shop Home Page

6

The screen below represents the HOC Print Shop home page/services. You will see it once you have been setup in the system and logged in for the first time.

First-Time Users Manual

← Manual Guide



QUICK COPY

Black & White Copies
Color Copies

ORDER NOW



PRINT SERVICES

Flyers, Brochures,
Postcards, Booklets,
Programs, and more!

ORDER NOW

BUSINESS CARDS



ORDER NOW

ENVELOPES



ORDER NOW

STORE ITEMS

ORDER NOW

Quick Copy
"Button"

Print Services
"Button"

Business Cards "Button" &
Envelopes "Button"

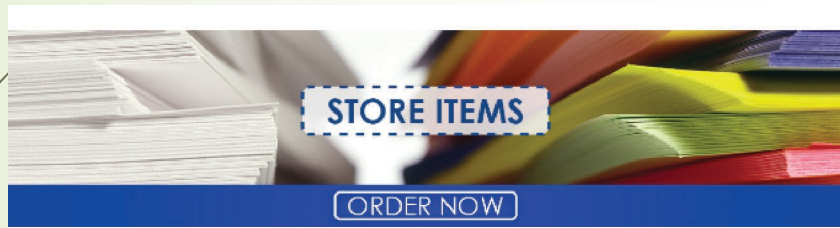
Store Items "Button"

STORE ITEMS

7

What are Store Items? Quite simply, types of orders that a department will request often. The list of order types is built based on history and subject to change.

The intent of Store Items is to make ordering repetitive items easier.



01

To use Store Items, select the “Order Now” button from the Home Page.

02

Next, you will see a list of departments on the left side of the screen. The ones listed under Featured Categories are simply ones tend to use printing services more than others. You can find all the departments listed under All Categories.

Find the department you are ordering for and select that line.

Featured Categories

Child Support

County Board of Supervisors

County Clerk

County Executive

District Attorney

House of Correction

PARKS Dept.

Milwaukee County Sheriff's Office

All Categories

Child Support

County Board of Supervisors

County Clerk

County Executive

District Attorney

House of Correction

PARKS Dept.

Human Resources

Medical Examiner

STORE ITEMS - Shopping

8

Search: Site/Dept: -- Select Site / Department -- Please select Site/Dept. Search House of Correction Search Clear View Cart

Products In House of Correction

NO IMAGE AVAILABLE
HOC Bus cards
Individual Name: Business cards, Box of 500 cards of 1
\$45.00 per Box of 500 cards

NO IMAGE AVAILABLE
HOC Bus cards
Individual Name: Business cards, Box of 1000 cards of 1
\$75.00 per Box of 1000 cards

NO IMAGE AVAILABLE
HOC Day Books
Officer Day Books (Memo), 500 of 1
\$500.00 per 500

NO IMAGE AVAILABLE
HOC Form #151
Inmate Movement card, 5,000 of 1
\$225.00 per 5,000

NO IMAGE AVAILABLE

NO IMAGE AVAILABLE

03

Next you will see typical items that the selected department will order (these will vary by department). Pick the one you want to order.

04

HOC Day Books
Officer Day Books (Memo), 500 of 1

Price \$500.00 per 500 (of 1)
Delivery 1 to 10 days

Add to Cart

Continue Shopping View Cart

Here you will add the items to your order by selecting the **Add to Cart** button. Note that quantities can be edited in the Cart. If you are done, select **View Cart** to continue. If you need other items, select the **Continue Shopping** button.

STORE ITEMS – Cart Management

9

A.

Empty the cart:

- Click on the Empty the Cart button.

Shopping Cart
Pricing for IMSD #176

<< Continue Shopping Update Quantity Checkout

Item	Qty	Unit Price	Extended
HOC Bus cards Individual Name: Business cards, Box of 1000 cards of 1 Min Qty: 1	<input type="text" value="1"/>	\$75.00	\$75.00
HOC Form #151 Inmate Movement card, 5,000 of 1 Min Qty: 1	<input type="text" value="1"/>	\$225.00	\$225.00

Empty Cart << Continue Shopping Update Quantity Checkout

Subtotal \$300.00
Sales Tax (0%) \$0.00
Order Total \$300.00

Prices presented on this screen may not reflect the final cost of the job. It is an approximation.

From the Cart, you can do the following:

- A. Empty the cart.
- B. Update quantities.
- C. Remove a line item.
- D. Check out.

B.

Update quantities:

- Change number in Qty box of the correct line.
- Click on the Update Quantity button.

C.

Remove a line item:

- Locate correct line.
- Click on the Remove button.

D.

Check out:

- Click on the Checkout button.

Checking Out - Overview

10

The final step of all types of orders (store, other) conclude with billing and shipping information. During this final step, you will be shown a screen that is divided into two sections: 1) Billing, and 2) Shipping.

Before you check out you will need the following Advantage chart of account codes:

➤ Required

- Agency (3 characters)
- Org (4 characters)
- Fund (4 characters)
- Object (defaults to 9749 and cannot be changed)

➤ Optional

- Activity (4 characters)
- Function (4 characters)
- Funding Source (6 characters)
- Project Number (8 characters)
- Reporting Category (4 characters)

Checking Out - Billing

11

Step 6: Billing and Delivery

Job Name	Test
Type	Simple Copies - 8-1/2 x 11
# of copies	2
Total	\$10.16 (\$5.08 Each)

Site

 >

Contact Information

Contact Name

Phone Number

Site / Dept

Depending on how you get to the Billing screen, you will either see of these sections.

Checking Out - Billing

Billing

Account Number

Agency

Org

Fund

Object 9749 ▼

Activity

Function

FundSrc

Proj#

RepCat

This next section is where you record the Advantage chart of account records to be billed for this order. Note that you **MUST** provide the first 3 (see below for expectations). The accounting codes you provide will be validated in the next step of the check out process.

➤ Required

- Agency (3 characters)
- Org (4 characters)
- Fund (4 characters)
- Object (defaults to 9749 and cannot be changed)

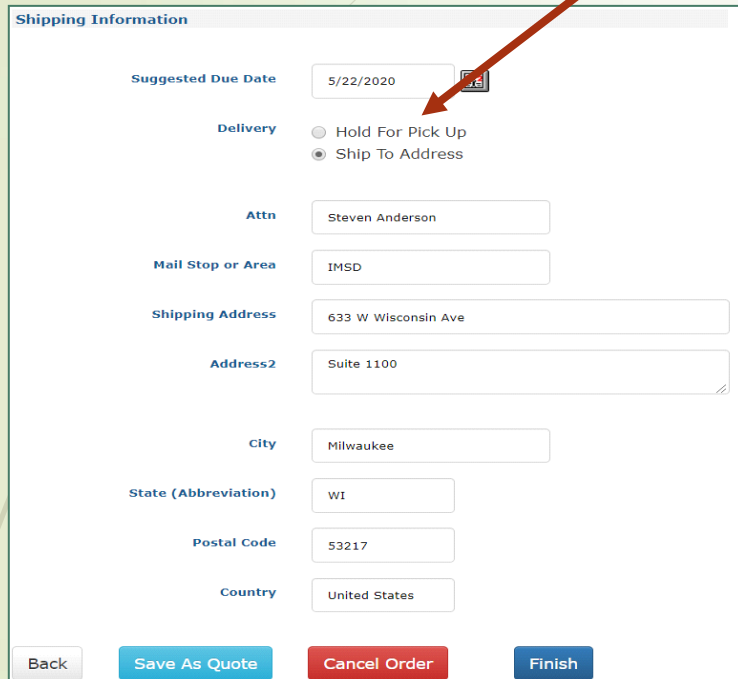
➤ Optional

- Activity (4 characters)
- Function (4 characters)
- Funding Source (6 characters)
- Project Number (8 characters)
- Reporting Category (4 characters)

Checking Out - Shipping

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Changing this date only indicates the date you would like to receive the order. It is not a commitment by HOC to deliver by that date.



The screenshot shows a 'Shipping Information' form with the following fields and values:

- Suggested Due Date:** 5/22/2020 (indicated by a red arrow)
- Delivery:** Hold For Pick Up, Ship To Address
- Attn:** Steven Anderson
- Mail Stop or Area:** IMSD
- Shipping Address:** 633 W Wisconsin Ave
- Address2:** Suite 1100
- City:** Milwaukee
- State (Abbreviation):** WI
- Postal Code:** 53217
- Country:** United States

At the bottom of the form are four buttons: Back, Save As Quote, Cancel Order, and Finish.

Depending on how you get to the Billing screen, you will either see of these sections.

Save Estimate

Save As Quote

Selecting either of these buttons will save your order and HOC Print Shop can verify the cost for you, before you place the order.

Submit Order

Finish

Selecting either of these buttons will trigger the account validation routine. If there are issues with an account reference, you will get an error message telling you what is wrong. See next slide.

Cancel Order

Selecting this button will cancel the entire order

Checking Out - Validation

14

Wrong value

Message	What it means
Account Number Invalid: Org is required. Account Number Invalid: Fund is required.	One of the three required account numbers were not provided.
Agency(5555) is not valid. Should be a 3-digit number from the Chart of Accounts in Advantage.	A provided value for an account number does not meet the length requirement (from Advantage) and/or could not be found in the current Chart of Accounts.
Activity(2) is not valid. Should be a 4-digit number from the Chart of Accounts in Advantage.	Optional fields must either be blank or contain a valid account number from the current Chart of Accounts.

Everything is checked and right when you see a screen like this. Your order is complete.

Order Process Complete

Your order has been submitted. Thank you!

Print Order # 484 [View Order Summary](#)

Job Name Test Job (Steve Anderson - Do not print)

Current Status Submitted

Thank you. Your order has been submitted. We appreciate your business.

Placing Print Orders

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There are 12 different types of standard print services offered by HOC. Within each type, there are several variations (size, finish, binding, etc.

- Simple copies
- Business cards
- Stationary
- Newsletter
- Pads
- Brochures
- Envelopes
- Folded booklets
- NCR / Carbonless
- Post cards
- Posters
- Spiral-bound books

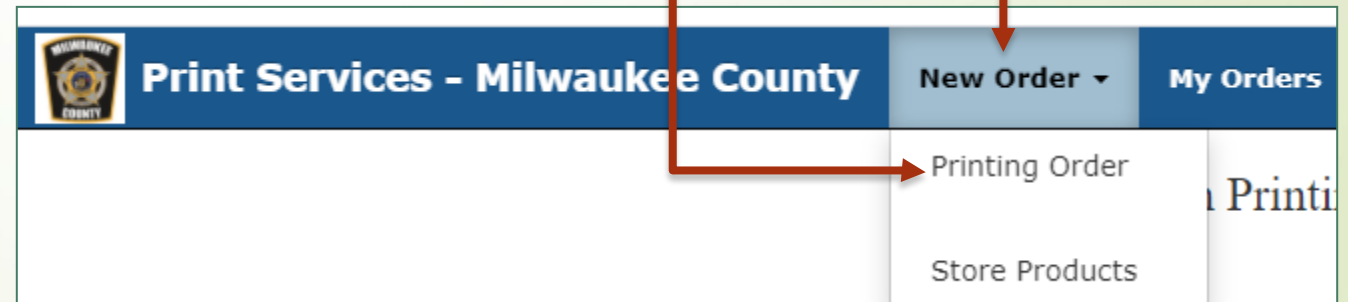
Placing Print Orders



QUICK COPY
Black & White Copies
Color Copies
[ORDER NOW](#)

PRINT SERVICES
Flyers, Brochures,
Postcards, Booklets,
Programs, and more!
[ORDER NOW](#)

In some cases, you may not find a needed print order in the Store Items area of your department. It is likely that these types of printing needs are more random or unique. Placing orders starts from the home page by selecting the Quick Copy or Print Services button. Or you can pick the New Order menu choice followed by the Printing Order.



Print Services - Milwaukee County [New Order ▾](#) [My Orders](#)

- Printing Order
- Store Products

Printi

Placing Print Orders – Step 1

17

Print Services - Milwaukee County New Order ▾ My Orders Reports Admin More ▾ Steven.Anderson@milwaukeecountywi.gov Log Out

Step 1: Select Category

What best describes the Category of your Printing Request?

- Simple Copies
- Newsletter
- Pads
- Booklets
- Books
- Brochures
- Envelopes
- NCR / Carbonless
- Post Cards
- Posters
- Specialty Items

Print Shop Pro Webdesk® 15.0.3

01

Step one is to click on the icon or words that best describes what you want to have printed.

Placing Print Orders – Step 2

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Print Services - Milwaukee County New Order ▾ My Orders Reports Admin More ▾ Steven.Anderson@milwaukeecountywi.gov Log Out

Step 2: Select Finished Size for Simple Copies

What best describes the Category of your Printing Request?

8-1/2 x 11 8 1/2 x 11 Folded 8-1/2 x 14 11 x 17 11 x 17 Folded

<< Back

Print Shop Pro Webdesk® 15.0.3

02

In step 2 you pick the finished print size for your order. Simply click on the size you want you will be advanced on to the third step in the process

Placing Print Orders – Step 3

Step 3: Print Order Information

Job Type Simple Copies - 8-1/2 x 11

Contact Steven Anderson

Phone (262) 488-1028

Site IMSD #176 (121)

[Edit Site Information](#)

Job Name

of copies [What is this?](#)

Main Paper

Format 1 Sided 2 Sided

Originals [What is this?](#)

Ink Color Black Color

Stock Style **Bond** [What is this?](#)

Stock Weight **20#** [What is this?](#)

Paper Color

<input type="radio"/> Blue	<input type="radio"/> Buff
<input type="radio"/> Canary	<input type="radio"/> Cream
<input type="radio"/> Goldenrod	<input type="radio"/> Gray
<input type="radio"/> Green	<input type="radio"/> Ivory
<input type="radio"/> Orchid	<input type="radio"/> Pink
<input type="radio"/> Salmon	<input type="radio"/> Tan
<input checked="" type="radio"/> White	<input type="radio"/> White 3-hole drill

[<< Back](#) [Continue >>](#)

03

Step three is about providing a job name, copies and format, along with paper stock information (style, weight and color).

Note: the system will not allow you to move on to the next step if any of the necessary input is missing.

Click on the Continue button to move to step 4.

Placing Print Orders – Step 4

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Print Services - Milwaukee County New Order My Orders Reports Admin More

Step 4: Finishing

Binding None

None Staple 1 Top Staple 2 Side
 Staple 2 Top

Hole Punches None

None 3 Side

Collating No Collating Collate

Special Instructions

04

In this step you will provide project finishing information like binding, hole punches, collating and special instructions.

Click on the Continue button to move to step 5.

Placing Print Orders – Step 5

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05

In this step you will provide the source document(s) that you want as the master(s) for the print job.

Print Services - Milwaukee County | New Order | My Orders | Reports | Admin | More

Step 5: Attach Files

Attach a File?

Back Yes No - Skip Attaching a File

Selecting the No – Skip Attaching a File button takes you directly to the final step checking out.

Check Out

Print Services - Milwaukee County | New Order | My Orders | Reports | Admin | More

Step 5: Attach Files

Attach a File

[Click Here for File Type Guidelines](#)

Click Browse to Select a File

Select Attachment Type

Special Instructions

Back

To add a file, choose the Browse button. You will get the standard Windows file choice dialog boxes. Locate your file and select it. Identify the file type and provide any special instructions for the file. Select the Attach File button to advance.

Print Services - Milwaukee County | New Order | My Orders | Reports | Admin | More

Step 5: Attach Files

Attached Files

File Name	File Size	Type	Update Sort Order	# PDF Pages	Approval
Remove 469_UserGroup2019TrainingMaterials_11192019_SNA.pdf	20.7 MB	Document	1	194	Original File

Total PDF Pages Uploaded 194

Back Attach Another File Continue

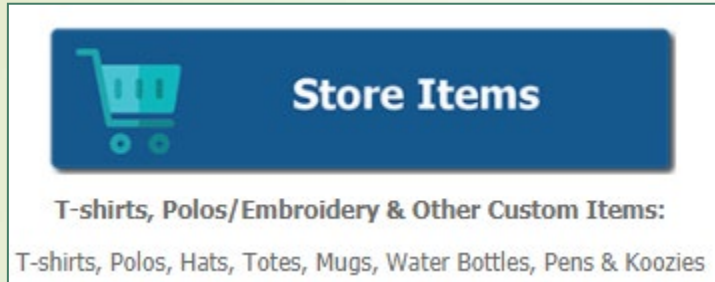
To view PDF files you will need a PDF viewer, such as Adobe Reader.

If you have more files to add, select the Attach Another File button. When you are done attaching files, select the Continue button. You will go the final step of checking out.

Check Out

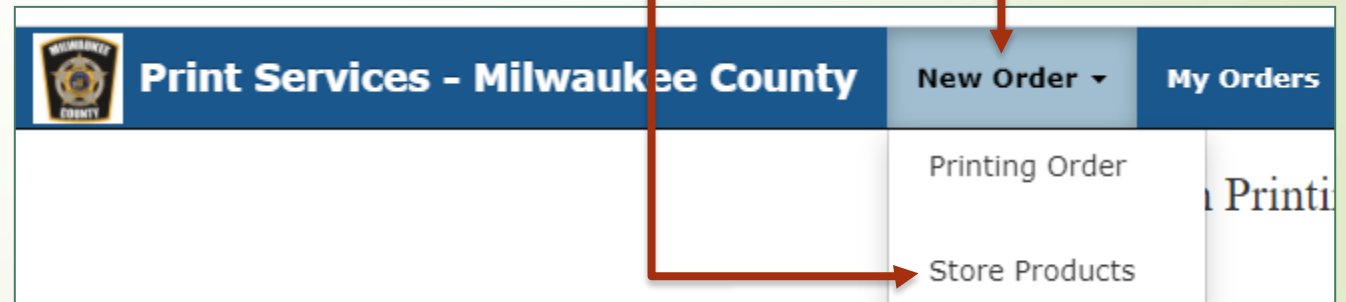
Placing Store Orders – Starting

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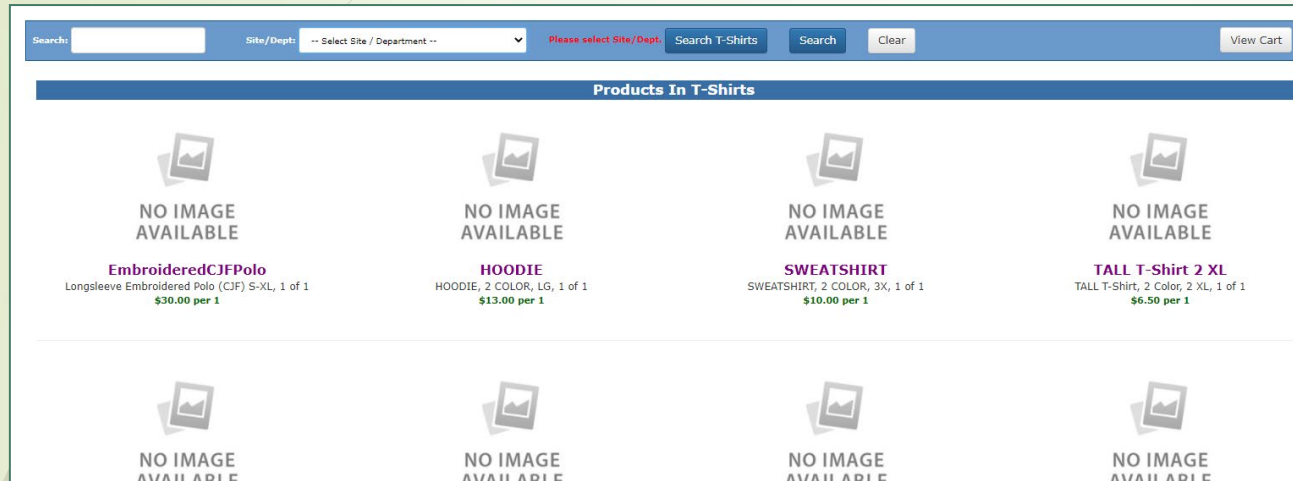


The HOC print shop can provide printing on other types of merchandise. These items include T-shirts, Polos, Hates, Totes, Mugs, Water Bottles, Pens & Koozies. They use screen printing or embroidery.

Placing store orders starts from the home page by selecting the Store Items button. Or you can pick the New Order menu choice followed by the Store Products.



Placing Store Orders – Adding Items to Cart



01

Next you will see available options. Pick the one you want to order.

02

Here you will add the items to your order by selecting the **Add to Cart** button. Note that quantities can be edited in the Cart. If you are done, select **View Cart** to continue. If you need other items, select the **Continue Shopping** button.



Placing Store Orders – Cart Management

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A.

Empty the cart:

- Click on the Empty the Cart button.

Shopping Cart
Pricing for IMSD #176

<< Continue Shopping Update Quantity Checkout

Item	Qty	Unit Price	Extended
T-Shirt Large T-Shirt, 2 Color, Large, 1 of 1 Min Qty: 1	1	\$5.50	\$5.50

Empty Cart Remove

<< Continue Shopping Update Quantity Checkout

Subtotal	\$5.50
Sales Tax (0%)	\$0.00
Order Total	\$5.50

Prices presented on this screen may not reflect the final cost of the job. It is an approximation.

From the Cart, you can do the following:

- A. Empty the cart.
- B. Update quantities.
- C. Remove a line item.
- D. Check out.

B.

Update quantities:

- Change number in Qty box of the correct line.
- Click on the Update Quantity button.

C.

Remove a line item:

- Locate correct line.
- Click on the Remove button.

D.

Check out:

- Click on the Checkout button.

Check Out

Viewing & Duplicating Orders

25



01

The first couple of steps in viewing or duplicating orders are essentially the same. The first step is to select the My Orders menu choice from the main menu bar.

02

The second step is to find the order you want to view or copy. If your order screen does not have a lot of orders in it, you can simply look for the OrderID or any other identifying information to single out the order you want.

OrderID	Type	Req#	Job Name	Contact	Project	Site/Dept Code	Account Number	Amount	Created Date	Status Date	Shipped	Status
634	Print		Test	Steven Anderson		IMSD #176	116-1162-0026-9749	\$10.04	12/30/2020	12/30/2020	No	Denied View

Print Category: Site/Dept:

Status Category: Job Name:

Order Type: OrderID:

Created Date Start: Status Date Start:

Created Date End: Status Date End:

Project Contains: Requisition# Contains:

Records per Page: Shipped

Account Number Contains: My Orders Only

Apply Filter 4 Orders Found Export List

Or you can use the order filter at the top your order page.

Viewing & Duplicating Orders

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03

Once you have found the right order, you click on the word "View" to the right side of the line.

Number	Amount	Created Date	Status Date	Shipped	Status	
026-9749	\$10.04	12/30/2020	12/30/2020	No	Denied	View

04

The next screen you will see is a view of the order you chose. From here you have three basic options:

1. Review it and exit (completing the viewing an order portion of these instructions).
2. Print a Ticket (see next page).
3. Copy the order (see the following slide).

Order Detail for Order ID 634

[Back](#) [Copy Order](#) [Print Ticket](#) Estimate \$10.04
Price Each (\$10.04 per Set)

Job Name	Test	Status	Denied
Site/Dept	IMSD #176	Order Category	Simple Copies
Contact	Steven Anderson	Finish Size	8-1/2 x 11
Account Number	116-1162-0026-9749	Date Due	1/12/2021
Terms		Due Time	
		Date Ordered	12/30/2020

of copies 1 Special Instructions DO NOT PRINT THIS ORDER - TEST

Paper	Purpose	Size	Style	Color	Weight	Sides	Originals
Main Paper		8-1/2 x 11	Bond	White	20#	One Sided	1

Attachments


Add-ons	Add-on Item	Qty	Price
	Delivery Fee	10.00	\$10.00

Binding None
Hole Punch None
Collate

Ship To Ship to Other
Attn Steven Anderson
Mail Stop or Area IMSD
Address1 633 W Wisconsin Ave
Address2 Suite 1100
City, State, Postal Code Milwaukee, WI 53217 United States
Country United States
Shipping Phone (262) 488-1028
Delivery Note
Customer Note

Viewing & Duplicating Orders – Job Ticket

<< [Back To Print Order Detail](#) [Print Ticket](#)



Milwaukee County - Print Shop
8885 South 68th Street
Franklin, WI 53132
Ph: Fax:

Job Ticket
634

Priority: Medium

Requisition # _____ Originator **Steven Anderson**
((262) 488-1028)

Needed by **1/12/2021** Designer _____

Ship to Phone Recipient _____

Approval: _____ Copyright Approved

Created Date **12/30/2020**
Status **Denied (12/30/2020)**
Job Name **Test**
Site/Dept **IMSD #176 (Steven Anderson)**
Account #('s) **116-1162-0026-9749**

ORDER

of copies **1** Proof Required

Category **Simple Copies** Graphics Work Required

Finish Size **8-1/2 x 11** Color Printing

Add-ons: **Delivery Fee (10)**

Sheets per Set **1**

Pads **0**

Collate Score Perforate

BINDING	CUT	FOLD	DRILLING
None	None	None	None


STOCKS									
Sheets	#UP	Originals	Stock	2Sided	Resource	Color	Imp's		
1 sheets/set (1 sheets)	Single	1	20# Bond White 8-1/2 x 11 <small>(Main Paper)</small>	<input type="checkbox"/>	Canon 125 B&W-11	<input type="checkbox"/>	1		

INSTRUCTIONS	SHIPPING
Packaging None	Distribution _____

Notes **DO NOT PRINT THIS ORDER - TEST**

There are no files attached to this order.

Ship to Other
Steven Anderson
IMSD
633 W Wisconsin Ave
Suite 1100
Milwaukee, WI 53217 United States



APPROVED BY

Signature _____	Date _____	Price \$10.04
Print _____	Date _____	

Duplicating Orders

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01

When you have the order you want to copy, you start the process by clicking on the Copy Order button at the top or bottom of the display screen.

Order Detail for Order ID 634

Back

Copy Order

Print Ticket

02

After clicking on the Copy Order button, the system will create a new order (Order ID will change). From there it is simple to change what is needed.

If this is going to be billed to another accounting string, refer to slides 10 - 14 for instructions.

Edit Print Order ID 678

Back Cancel Edit Save Estimate Price Each

Job Name	Test 1/7/2021	Status	Quote Only
Site/Dept	IMSD #176	Order Category	Simple Copies
Contact	Steven Anderson	Finish Size	8-1/2 x 11
Account Number	Agency: 116 Org: 1162 Fund: 0026 Object: 9749 Activity: Function: FundSrc: Proj#: RepCat:	Date Due	1/21/2021
	Prior Valid Entries	Due Time	

Terms

Continue to work through the order, modifying as needed.

Note: you can:

- Change number of copies.
- Change paper stock.
- Add a new file.
- Change special instructions.
- Change binding, hole punch and collate options.
- Change any of the shipping information.

Duplicating Orders

DO NOT PRINT THIS ORDER - TEST (Cloned From Order#634)

# of copies	1	Special Instructions	DO NOT PRINT THIS ORDER - TEST (Cloned From Order#634)											
Paper	Purpose	Main Paper	Size	8-1/2 x 11	Style	Bond	Color	White	Weight	20#	Sides	One Sided	Originals	1
	Edit Add New Stock Add New File													
Attachments	To view PDF files you will need a PDF viewer, such as Adobe Reader .													
Add-ons	Add-on Item	Qty	Price											
	Delivery Fee	10.00	\$10.00											
Binding	None	Change												
Hole Punch	None	Change												
Collate	<input type="checkbox"/>													
Ship To	Ship to Other													
Attn	Steven Anderson													
Mail Stop or Area	IMSD													
Address1	633 W Wisconsin Ave													
Address2	Suite 1100													
City, State, Postal Code	Milwaukee	WI	53217											
Country	United States													
Shipping Phone	(262) 488-1028													
Delivery Note														
Customer Note														
Back Cancel Edit Save														

When you have everything set the way you need it, Click on the Save button (or you can cancel the edits by selecting that button).

Duplicating Orders

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05

After saving your edits, the system will return a screen with the details as you edited them. Before going forward, you should review the order as it is presented.

Order Detail for Order ID 681

Back Edit Order Copy Order Print Ticket

Cancel Order Submit Order

Estimate \$10.40

Price Each (\$1.04 per Set)

06

After your review you have several options. Click on the button that fits your needs at this point.

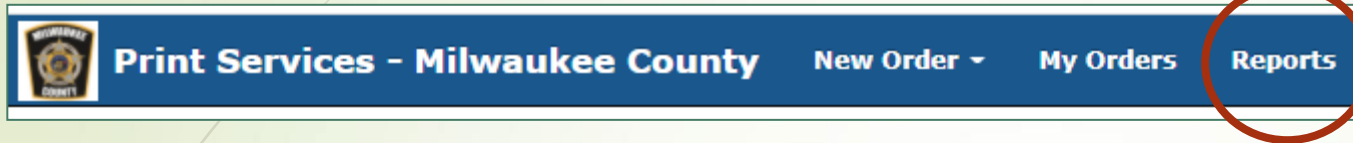
- Go back a page.
- Re-edit the order.
- Copy the order.
- Print a hard copy of the order.
- Cancel the order.
- Or submit the order as is.

07

After submitting the order, the system will go through the account number verification process. See slide 14 for details.

Core Reports

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A screenshot of the Reports page content. At the top, there are three tabs: 'Index', 'Sales By User', and 'Sales By Account'. The 'Sales By Account' tab is selected and highlighted in blue. Below the tabs, there are four report entries, each with a bold title and a brief description:

- Status Report**: View the status of submitted orders with the print shop.
- Past Orders Report**: Historical report of all orders you have submitted.
- User Report**: Summary of the printing charges ordered by users charging to budget codes you administer.
- Account Report**: Summary of orders to the account codes you administer.

There are four basic reports that are available:

- Status Report
- Past Orders Report
- User Report (Sales by User)
- Account Report (Sales by Account)