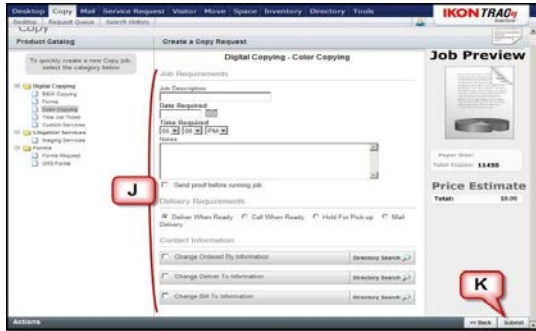


STEP 4: JOB REQUIREMENTS

Enter job deadline and delivery requirements (“J”) after the Job Ticket is completed.

- Give the job a description
- Select the due date and time. Add any notes that will be helpful for the completion of your job.
- Check if you require a proof before the entire job is run.

Note that “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



STEP 5: READY TO SUBMIT YOUR JOB?

Click **Submit** (“K”) to send your job to the Copy Center. You will return to the Desktop View and your job’s status will appear in the Job Manager.

CHECKING THE STATUS OF YOUR JOB

At any point during the production process you can check the status of your job by logging in and looking at the Job Manager screen.

- All current jobs are listed under Current/Pending jobs with the current status of the job.
- To view or print a job ticket for a job currently in production, click the Job Number.
- If you need to make a change to a job already in the production process, please call the Copy Center.

RESUBMITTING PREVIOUS JOBS

There are two ways to locate a job that has been completed.

1. You can search in the Job History located below Job Manager.
2. Alternatively, you can click on Search History on the Task Bar under the Copy tab. Search by date, job number or job description – enter the search criteria then select Search.

Once you’ve located your job, you can click on **View** (on the right hand side) to review the job’s details on the Work Order Summary.

If you want to submit the job for production again, click Resubmit. Enter the new date required and any new information. Click Submit.

MODIFY YOUR PROFILE & PREFERENCES

Clicking on the Tools tab along the top of the screen allows you to update and modify your profile and preferences

- Choose **Profile** to modify your personal information
- Choose **Preferences** to modify or update your user preferences. Checking boxes enables the features.

Preferences include:

- Mail Center and Copy Center Alerts – receive an email when new packages arrive for you or when your copy jobs are complete.
- Show Help – A blue circle with a question mark appears on most screens. When selected it provides an overview of the particular feature and or functionality you are using.

Click **Update** to save changes

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USER GUIDE –COPY MODULE

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

We are very pleased to offer our customers the **IKON TRAC Solution**, a web-based system that allows you to submit your job requests and monitor their status from your desk. This brochure has basic instructions for using the Copy Module.

COPY MODULE FEATURES

When using the IKON TRAC Solution Copy Module there are several things you can do:

- 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 re-run the same job regularly, you can conveniently pull it from the Job History and resubmit it.

IKON SERVICE CENTER

If you have any questions, please feel free to contact us. Our staff is happy to answer your questions and to assist you with your projects.

Please feel free to call us at 734-432-5750

Heather Gallagher, Site Supervisor



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SYSTEM LOGIN

Access the IKON TRAC Solution by opening your web browser and going to:

<https://madonnauniv.ikontrac.com>

- Enter your Username (first name and last name) and Password then click Login.
- If you do not have a Username, click the link below the Login button.
- Enter your information into the New User Signup form, including name, password, and address. For your username, select your first name and your last name.
- Click Signup then contact the IKON Service Center to activate your username.
- Your Username will not be available until the IKON Service Center activates it.

THE DESKTOP VIEW

The Desktop View provides a list of all IKON services available at your site. Examples include: *Desktop*, *Copy*, *Directory* and *Tools*.

Access the functions of each service area in two ways:

- You can either select the corresponding tab across the top task bar ("A"), or
- You can click functions listed on the left-hand side of your screen ("B").

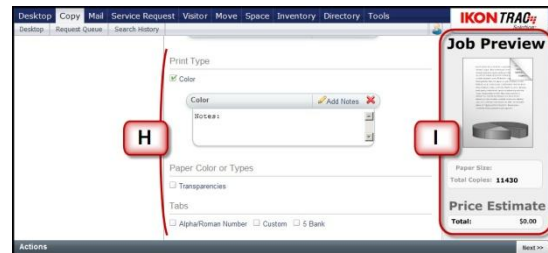
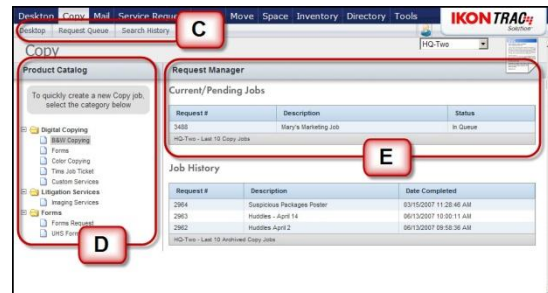
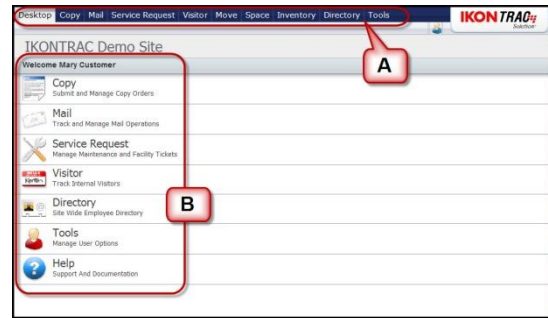
INSIDE THE COPY MODULE

Once you've entered the Copy Module, there are several areas you can go:

- The Task Bar ("C") lists common features such as Job Queue, Search History, and Metrics & Reports.
- The Product Catalog ("D") on the left hand side of the screen is where you can submit job requests for the different copy and printing services we provide.

The Job Manager ("E") in the middle of the screen provides a window into the copy center including the real-time status of all jobs currently in production. By clicking on your job number, you can get additional details.

- Below the Current/Pending Jobs is the Job History, showing your most recently submitted jobs. You can click on a job to review or resubmit it.



SUBMIT A JOB REQUEST

- From the Desktop View click the "Copy" tab on the header bar,
- Select the appropriate job type from the Product Catalog on the left side of the screen.
- A job ticket will appear on the next screen, pre-populated with default information.

You can easily submit a job in just five steps:

STEP 1: ATTACHING FILES

- Attach electronic files to your Job Ticket by clicking Browse ("F").
- Locate your file then click Open.
- If you wish to add or remove files, click the "+" or "-" buttons,
- Once all files are attached click Upload Attached Files.
- Once uploaded, the files will appear under "Currently Attached Files" ("G").

STEP 2: JOB TICKET SPECIFICS

- Customize your job by changing default selections to reflect your project's needs ("H"). Enter the quantities requested and specify paper size, paper color, and different types of binding or finishing.

Some selections such as Colored Paper Stock will prompt you for additional information

Provide more detailed instructions by clicking on the Add Notes link for any criteria.

STEP 3: JOB PREVIEW

- A Job Preview ("I") appears on the right side of the screen. As job parameters change, so does the Job Preview. This gives you a visual image of what the completed job will look like.
- The price estimate in the Job Preview changes as parameters are changed.
- After customizing your job, click Next.