

## CCSD/Ricoh Print Shop, TRAC/Submitting a Print Request “Policy & Procedure”

- All end users are required to submit print request to the **CCSD Print Shop** via the online **TRAC**.
- To access **TRAC**:
  1. Go to the **CCSD** weblink
  2. Click on **Employee Tools**
  3. Click on **Intranet Access**
  4. Under **Frequently-Accessed Resources** click the link **Ricoh TRAC System**
- You will then be taken to the **TRAC** weblink, <https://ccsdcopycenter.ricohtac.com>

### New Users:

- If you are a new user you will need to click “**New User Sign Up**”.
  1. Please fill out all information, paying special attention to items in bold and your Account No. (360).
  2. Once a registration is submitted a Print Shop staff member will have to process your registration.
    - Most registrations will be processed within 30 minutes, however if you have not received an email confirmation within four hours please call us at 566.1979.

### Current Users:

- If you are a current user, please login to **TRAC**, click on “**Tools**” tab and then “**Profile**” and make sure information is current.
- If you have forgotten your password please click the “**Forgot Your Password?**” link and follow the instructions.

### Print Request Submission

- To submit a request click on the “**Copy**” tab and then “**Submit Request**”
  - To view prior Jobs you have submitted click “**Request History**”
  - To view current Jobs you have submitted click “**Request Queue**”
- If you have questions while submitting a Print Request please do not hesitate to call us at 566.1979.
- Once you have submitted a print request and have hit the “**Submit**” button, a Job # is then generated.
- The Job # is the number you will use to reference your Job in **TRAC** under your username/account.
- Once the Print Shop processes your Print Request, we will email you a .PDF of the Job Ticket with a price quote.
  - If the Job scope changes the quoted price may be affected.
- Once a price quote is received the End User will need to submit a Requisition through MUNIS. MUNIS is available [here](#).
  - If paying by check, the check must be made out to CCSD but delivered to the Bridge View Print Shop.
  - When submitting a Requisition for a Pick Ticket:

- **Requisition Entry** (Tab through the entering process)
  - Enter **Department/Location** number
  - Enter the “**Fiscal Year**” (example: 2015)
  - The “**Requisition Number**” is generated by the system
  - Enter **TRAC** “**Print Job #**” in the “**General Description**” field (Example: Job #14568 Business Cards)
  - \*\*\*\*“**Vendor Information**” leave blank\*\*\*\*
  - Enter your “**Department/Location**” number in the “**Ship to**”
  - Enter your “**Email Address**”
  - Enter your “**Print Job #**” in the “**Reference**” field
  - Click “**Green Check**” to save (Upper left)
- **Line Detail** (Click on left side panel)
  - Enter the total job cost in the “**Quantity**” field
  - Enter item number “**0100500**” in the “**Inventory Item**” field
  - Select “**Pick Ticket**”
  - Enter your “**Description**” (sometimes this will auto populate)
  - Unit price is \$1.00 (will auto populate)
  - Tab to the bottom and enter the account information for payment
  - Click “**Green Check**” to save
- Once the Requisition is approved, forward the email notification to [keannette\\_perez@charleston.k12.sc.us](mailto:keannette_perez@charleston.k12.sc.us) the Print Shop will be notified and we will begin to print your Job.

### **In House Print Requests**

- **In House Print Job turnaround times average 3-5 days, from the time the Print Shop receives a completed Requisition Approval email or Pick Ticket.**
  - Once the print job is complete it will be delivered via Courier unless other arrangements are made.
  - During May, July, August, and September these times will be significantly longer due to the huge demand during these times.

### **Outside Print Requests**

- For Print Jobs that need to be outsourced, the End User will still need to submit a **TRAC** request.
  - The Print Shop will work to find the best price, but pricing will vary.
  - Once pricing is received, the Print Shop will notify the end user and let them know the vendor chosen, along with the price.
  - The end user will submit a Purchase Requisition through MUNIS.
    - All checks must be made out to and mailed to the vendor.
    - All P-Card purchases must be made to the vendor directly.
  - When the Purchase Order is approved the end user will notify the Print Shop.
  - Once the Job is received it will be delivered to the End User via Courier unless other arrangements are made.