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Document Services Online Basics

The System
DSO consists of three main parts:

- Order placement
- Order processing
- Order billing

DSO provides an ecommerce experience for customers with more ordering options. Because DSO is a robust system there are a few moving pieces for each area, as seen in the more complete map of the system, below.

The Order Process from Start to Finish
An Order goes through the following steps when being processed:

1. The customer places an Order, which contains at least one Job.
2. An operator reviews the incoming Order and physically produces the work, completing each Job.
3. An operator completes the billing in DSO by communicating with EBS until the Actual is sent successfully.
4. When order processing and order billing are both complete, an operator access the Order View and marks the Order compete, triggering an email to the customer that their order is done.
The User Roles

Customers are DSO users who submit Orders to DLA Document Services.

- DLA Document Services operators have access to all of the same options the Customer has, and can access those options by using the **Log in as Buyer** tool.
- Customers receive an email when their order is placed and when the order is marked complete.
- Customers use **Funding Management** to view and edit Open Line of Accounting documents and Credit Card Templates.
- Customers use My Account to:
  - View Order History and reorder
  - Use Find Order to see the EBS Sales ID for any orders that have been Estimated or Actualized
  - Change account details, saved files, saved orders, or register their CAC card

Operators refer to any DLS Document Services employees using DSO.

- Production Operators use the **Operator View** to review the Job Ticket, download file, and complete production for specific Jobs within an Order. They may also use the **Order View** to mark the Order complete when production and billing have been completed.
- Billing Operators use the **Billing Module** to send billing information to EBS, and complete billing for an Order.
- Funding Experts use the **Funding Management** to troubleshoot funding errors, and input a Line of Accounting document for the first time to verify that EBS considers it valid.
- Production Managers use DSO for all of the same reasons as above, and additionally has access to multiple print shops for transferring work throughout the DAL Document Services network.
- Office Group Coordinators are responsible for having a complete understanding of DSO, and will be responsible for assisting operators in their Office Group who encounter an error, and escalating issues for their team.
Navigating DSO
When you log into DSO as an operator, your experience is different from a customer placing order. We are able to see the Administration tab and have access to more areas of DSO, while the customer only sees options for placing orders. In order to see the main production options, we need to click on the Administration tab.

From the Administration tab we can Log in as Buyer, and we have access to the Order View, Operator View, Funding Management and the Billing Module. Your view of this page will depend on your level of access.

1) Log in as Buyer allows you to log in as customer to place an order or review account information
2) The Operator View, for printing out job tickets, downloading files and transferring work
3) The Order View gives us access to Order level information and is used, for adjusting status (marking order Complete), due date or shipping information
4) Funding Management, for information about funding and initial communication with EBS
5) The Billing Module allows us to edit billing information and send billing information to EBS
Getting Started for New Users
You can access Document Services Online by pointing your web browser to https://www.dso.documentservices.dla.mil. New users may need to register and have an Administrator update your account so you can access the production side of DSO, or special areas. Steps are as follows:

1) Register for a new account in DSO (Administrator grants access to operator functions)
2) Log in / associate your CAC card with your account
3) Set up your preferences for the Operator View and Order View

If you need assistance getting started you can review step-by-step instructions outlined below. If you are unable to access DSO contact your DSO administrator.

Step-by-Step: Registering an Account
- Point your web browser to https://www.dso.documentservices.dla.mil
- On the right-hand side click Register.
- Input your account information in all required fields.
- In the Search DODAAC field type all or part of your activity, press the Enter key and wait for a moment, the list will appear under Search Results.
- Click your name in the Search Results field and wait for a moment, the DODAAC and EBS Customer ID will be filled in automatically
- Once your profile information is input you will be prompted to select your default print location.
- Click Register and you will receive an email notification about your account.
- NOTE: If you need access to special areas of DSO an Administrator will need to add your user account to the appropriate groups. You may not be able to see special catalogs, payment methods, production functions or software features immediately. Newly registered users may only place basic orders.

Step-by-Step: Logging in
- Point your web browser to https://www.dso.documentservices.dla.mil
- On the right-hand side are your registration and login options.
- To log in manually, input your user name and password, then click login.
- To log in using your CAC card, click Login using CAC card and follow the steps required. Your CAC card will not work until you log in the first time and associate your CAC card with your User Name under My Account.
- If you need to reset your password, or register for the first time, click the appropriate link and you will be guided through the process.

Step-by-Step: Setting Up Your Default Operator View
When you first log in to DSO, you will want to set your default preferences so you can see important information about orders in the Operator View.
- Click on the Administration tab and click on the Operator View icon
- Click the Preferences icon for your personalized Operator View settings.
- Checking boxes in the Job Columns to Display section will alter the columns displayed in your view of the Job queue. At minimum you should display the Price, Due Date and Status columns.
- Checking the Update Interval box will set how often the Job queue automatically refreshes. Three hundred seconds is equal to five minutes, and six hundred seconds is equal to ten minutes.
- Auto Load Default Filters should be checked.
- You can set the colors for Jobs in the queue by clicking on the small color swatch box (default is white) and picking your desired colors.
- You must click Save to save your Preferences.
Step-by-Step: Setting Up Your Default Order View
When you first log in to DSO, you may want to set your default Order View preferences so you only see certain types of orders at your print shop.

- Click on the Administration tab and click on the Order View icon
- Scroll to the bottom of the page and click the Configure button for your personalized Order View settings.
- Checking boxes in the Types of Orders to include in View section will filter your view, only displaying orders that are in one of the states selected. If you leave all boxes unchecked, all orders will be displayed.
- Checking the Update Interval box will set how often the Order View page automatically refreshes. Three hundred seconds is equal to five minutes, and six hundred seconds is equal to ten minutes.
- Use the Items to display per page field to choose how many orders will display at once.
- You can set the colors for orders based on when the order is due. Simply use the drop-down menu to select your desired colors.
- You must click Update to save your Preferences.
**Placing an Order**

Orders can be placed by the customer, or by an operator logged in as a customer.

**Log In As Buyer**

The Log In As Buyer functionality is allowed based on your role, and if you are able to log in as another user of the system, you will see this option displayed as a link just under the black menu bar.

When you are logged in as another user you will see DSO exactly as they would. You can place an order, look at order history, or perform any other functions a customer would normally do.

- Click **Log In As Buyer** to impersonate another user. Select the user's Agency from the drop-down menu and users will be displayed in alphabetical order. You can use the grey navigation buttons at the bottom of the page to find the user you are looking for.
- Click on the **User Name** of the user you are impersonating and you will be taken to that user's Home page. You will continue to see exactly what this user would see until you click the **Logout Buyer** link and return to your normal view.
Customer Home Page
When logged in as a customer, we assume the customer’s role and the operator will see exactly what the customer sees when they are logged in. When using the Log in as Buyer feature operators can:

- Place an order on behalf of a customer
- Review customer account history & reorder

1) The main ordering categories are in the middle of the page, starting with **Printing**. If a customer does not see their ordering option they should place a standard print order and input special instructions.

2) The customer can use the **My Account** section to access order history, saved orders, and more.

3) The **Funding Management** area gives the customer control of their Credit Card Templates and Open Line of Accounting Funding options.

4) When you are done using the customer’s account, click **Logout Buyer** to return to your normal view.

5) The **Special Projects** section is designed for internal use, and can be used to create orders for billing or enter other special orders on behalf of customers.
Customer Funding Management

The Funding Management module allows the customer the ability to review and adjust payment options without having to place an order. The Funding Management module allows you to:

- Create, view and edit Line of Accounting funding
- Create, view and edit Credit Card Templates

To access, click the Funding Management link in the upper left-hand corner.

- Click the Create New Funding or Create New Credit Card Template button to add a new payment option
- The Recent tab displays recently used funding documents, with the most recently used at the top of the list
- The Rejected tab displays funding documents that have been rejected due to an error
- The Waiting tab displays funding documents that are being electronically processed. Funding documents should automatically clear from this list, and nothing should be listed under this tab for more than five minutes.
- The Not Complete tab displays funding documents that DLA Document Services need to update based on the funding document attached when the funding was established
- The Search tab allows you to search your open funding or credit card templates
- The Credit Card Templates tab displays any credit card templates you have saved
Create New Funding (Line of Accounting)

Using the Funding Management module to create a funding document follows the same steps that are used during the ordering process:

1) Click **Create New Funding**
2) Verify your Agency and User Name are accurate, and input the name of your funding document.
3) Click the Browse button to find the funding document on your computer and attach it.
   a. Checking the **Open Funding** box will allow you to create a template for future use when placing orders.
   b. Checking the **Shared Template** box allows you to browse for people to share this funding option with, and adding them will give them the ability to use (but not edit) this payment method.

Create New Credit Card Template

To create a new credit card template:

1) Click **Create Credit Card Template**
2) Name your Template (i.e. “Training Credit Card”) and complete the credit card information
   a. Checking the **Shared Template** box allows you to browse for people to share this funding option with, and adding them will give them the ability to use (but not edit) this payment method.
Sharing Funding Documents
Clicking the Shared Template box for credit cards or line of accounting funding allows the user to share the payment method with other DSO users.

- To find DSO users to share this payment method with, type all or some of the user name and click Search.
- Click the name of the user you wish to add, and click the Add button. The user will now be listed on the left under Added Users. This will give the user the ability to use this payment method when they place an order.
- To remove a user from this payment method, highlight their name in the Added Users box and click Remove.

Locating Existing Funding Documents
The easiest way to locate existing funding documents is to click on the Search tab and enter your search criteria.

The Search Tab

The Search tab allows you to search your open funding or credit card templates. You can input your search criteria, select your Payment Method and click the Search button. You can also leave the fields blank when searching to view all Credit Card or Line of Accounting payment methods, depending on the drop-down menu selection. Once your search results are displayed you can click the Edit link to the right to view details and edit.
The Recent Tab
The Recent tab displays recently used funding documents, with the most recently used at the top of the list.

The Rejected Tab
The Rejected tab displays funding documents that have been rejected due to an error.

The Waiting Tab
The Waiting tab displays funding documents that are being electronically processed. Funding documents should automatically clear from this list, and nothing should be listed under this tab for more than five minutes.

The Not Complete Tab
The Not Complete tab displays funding documents that are missing information.

Viewing and Editing Existing Funding
Clicking on the Edit link to the right of the funding document gives you access to the details. From there you will be able to make changes as needed.

<table>
<thead>
<tr>
<th>User Id</th>
<th>Agency</th>
<th>Bill Type</th>
<th>Funding Document Description</th>
<th>Funding Document Number</th>
<th>View/Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>production training</td>
<td>DOD</td>
<td>IPAC</td>
<td>R00012345</td>
<td>R00012345</td>
<td>Edit</td>
</tr>
</tbody>
</table>

Editing Line of Accounting Funding
When you click Edit to the right of a Line of Accounting funding document, you have the ability to add funding to an existing document, or segment that funding using ACRN codes. To add funds, simply enter the amount you would like to add in the Add Funds field.
Processing an Order

Operator View
The Operator View displays all Jobs for a particular Print Shop. From the Operator View operators can:
- Access Job Ticket for job instructions and files associated with the Job
- Change Job status
- Transfer a Job to another print shop

To access the Operator View log into DSO as you normally would, click the Administration tab, and click Operator View.

1) Use the Select Print Shop drop-down menu to choose your print shop.
2) Click the Filter icon to adjust the queue filter, changing the jobs displayed below.
3) Click the Preferences icon to adjust your Operator View preferences.
4) Click the Job Name link to access a drop-down menu of options. From here you can access the Order Ticket or open the Job Ticket in a new tab or window, where you can download files.
5) Click on the Price to open the Billing Module in a new tab or window, where you can adjust units or add an RPC.
6) Changing the Job Status is optional, but a good idea to indicate the state of a job in production. The customer does not see Job Status changes. New Jobs arrive with the status User Approved.

Step-by-Step: Filtering the Operator View
- Click the Filter icon for your personalized Operator View settings.
- Typing in a field will display only Jobs that match your search criteria.
- Drop-down menus will be ignored when none of the boxes are checked. When one or more boxes are checked you will only see Jobs that match your selections. For example, in the Status drop-down check the box next to Approved to only display Jobs with the Approved status.
- Click Go to perform a one-time filter of the queue. Click the arrow to the right of the Go button to save your Filter settings, or to turn off all filters.
Step-by-Step: Preferences
- Click the Preferences icon for your personalized Operator View settings.
- Checking boxes in the Job Columns to Display section will alter the columns displayed in your view of the Job queue.
- Checking the Update Interval box will set how often the Job queue automatically refreshes.
- Auto Load Default Filters should be checked.
- You can set the colors for Jobs in the queue by clicking on the small color swatch box (default is white) and picking your desired colors.
- You can Set Period for Job Summary to see a thumbnail summary regarding production by hovering over the Job Summary icon in the Operator View.
- You must click Save to save your Preferences.

Step-by-Step: Accessing the Job Ticket and Files
- From the Operator View, click the Job Name link to access the drop-down menu and click Job Ticket.
- The top of the Job Ticket displays basic order information, including the customer placing the order.
- The Job section gives an overview of the order, and displays the original file as well as the PDF created automatically by DSO. You can click on the file name to download the file(s) associated with the job.
- Below the files you see all print options selected by the customer, and any special instructions or special pages. The Operator Notes section is internal only.
- If you need to adjust the customer’s print options you can click the Edit button next to the section you need to change. If this change affects the price you will need to access the Quote Editor and update the pricing for the order as well.
- At the bottom of the Job Ticket you see the recipient information.
- The Job Ticket opens in a new tab or window, so when you are done you can simply close it to return to the Operator View.
Order View

The **Order View** displays every Order at the selected print shop. In the **Order View** operators can:

- Change order status, indicating an Order is complete
  - Clicking Complete or changing status to Shipped is the same thing, and sends an email to the customer indicating that their Order is finished production and billing.
- Adjust Due Date, add Shipping information

To access the **Order View** log into DSO as you normally would, click the **Administration** tab, and click **Order View**.

1) Use the **Print Shop** drop-down menu to choose your print shop.
2) Use the **View** drop-down menu, type in your search term and click the magnifying glass to search.
3) Use the **Sort By** drop-down menu to alter the way the orders are sorted on the page.
4) Click the **Order Number** to open the Order Ticket in a new tab or window, where you can alter the due date or update shipping status.
5) Click the status link (for example, **User Approval Required**) to access the drop-down menu of status options. To finalize an order you can change the status to **Shipped** or click the **Complete** button. This will email the customer and change their order to **Shipped** in their order history, making it available for reorder.
6) Click on the **Price** to open the **Billing Module** in a new tab or window, where you can adjust units or add an RPC.
7) Click the **Configure** button to adjust your Order View preferences including how often this page refreshes.

**Step-by-Step: Setting Up Your Personal Order View Preferences**

- Click on the **Administration** tab and click on the **Order View** icon
- Scroll to the bottom of the page and click the **Configure** button for your personalized **Order View** settings.
- Checking boxes in the **Types of Orders to include in View** section will filter your view, only displaying orders that are in one of the states selected. If you leave all boxes unchecked, all orders will be displayed.
- Checking the **Update Interval** box will set how often the Order View page automatically refreshes. Three hundred seconds is equal to five minutes, and six hundred seconds is equal to ten minutes.
- Use the **Items to display per page** field to choose how many orders will display at once.
- You can set the colors for orders based on when the order is due. Simply use the drop-down menu to select your desired colors.
- You must click **Update** to save your Preferences.
Billing an Order

Billing Module

The **Billing Module** gives Operators the ability to:

- View Order Status, Billing Status, and other funding and transaction details
- Modify price by adjusting or adding line items
- Troubleshoot error messages from EBS
- Complete billing for an order by validating funding, sending estimates and actualizing orders

To access the **Billing Module** click the **Administration** tab, and click the **Billing Module** link in the lower left-hand corner. You can also access the **Billing Module** by clicking the price link from either the **Order View** or **Operator View**.

The Billing Module Home page displays a list with a maximum of 50 orders which can be filtered based on the options in the column on the left.
Billing Home Page Navigation

There are many ways to filter the list in the viewing pane, including:

- To view a specific order enter the Order Number in the **DSO Order #** field and click **Add**
  - Repeat to add as many orders to the list of orders as needed
- To view a specific order enter the Sales ID in the **Sales ID** field and click **Add**
- To show only orders for a specific plant, select the plant from the **Plants** drop down menu and click **Add**
- To view specific orders associated with an FDN, enter the funding document number in the **FDN** field and click **Add**
- To view specific orders associated with a user, enter user ID in the **User** field and click **Add**
- In the **Billing Status** section you can select one or more options to see only orders in specific billing states
- In the **DSO Order Status** section you can select one or more options to see only orders in specific order states
- The **Order Value** fields allow you to specify a dollar value range for orders that are displayed
- The **Order Date** fields allow you to specify a date range for orders that are displayed

You can add as many filtering options as you would like and the list will only display orders that meet all of the filter criteria. For example, you can add a Plant and an FDN to see all orders at a specific plant with that funding document number. To remove a filter option, click the grey minus icon to the right of the filter you wish to remove. Remember that you will only see a maximum of 50 orders.

Clicking on the DSO # will take you to the Billing Details page for that order. To return to the Administration page, click **Back to DSO** in the upper left-hand corner.

Home Page Filtering Example

In the example below the operator has filtered by specific order numbers, one order at a time. Each order number is added by entering the number and clicking the **Add** button. Each order can be removed from the list by clicking the grey minus icon to the right of the order number.
**Billing Details Page Navigation**

From the Billing Module Home page, clicking on the Order Number will take you to the Billing Details page for that order. From the Billing Details Page you can view order information, finalize pricing information and send transactions to EBS.

The Billing Details page shows Order Info, Funding Info and Transaction History on the left. On the right there are buttons for sending information to EBS, and a line item breakdown of each job in the order.

1) The **Billing Status** bar displays information about communications with EBS. See **Billing Status Basics** for more information.
2) The **Order Info** section displays order information, including the Order Status.
3) The **Transaction History** section displays each transaction that is sent to EBS, with the request and response details available by clicking the appropriate **View** link. See **Reviewing Transactions** for more information.
4) The **Funding Info** section displays the exact funding information used for the order.
5) The **Back** button will return you to the Billing Home page.
6) The **Send...** buttons are for sending information to EBS. See **Billing an Order** for more information.
7) The **Edit** button enables editing of the line items in the Job section. See **Adding or Editing an RPC** for more information.
8) The **Job** section displays each line of each job that makes up the order. Lines in red indicate a line that EBS deems to be in error.
9) The **Add** section enables adding RPCs to an order. See **Adding or Editing an RPC** for more information.
**Editing an RPC**

When editing an RPC, you click the *Edit* button and you can change the units or delete the line.

Once you have made changes to the units or removed lines as needed, click the *Save* button on the right.

**Step-by-Step: Editing an RPC**

- Click *Edit* and the page will change, allowing you to edit the Units field for each line, or delete the line by clicking the grey minus icon in the Delete column.
  - *Note:* Once you have sent the initial estimate, **DO NOT** delete any lines from the job. If you need to prevent an RPC from billing, edit the line and change the units to zero.
- Edit units as needed or delete lines, and click *Save* when complete.
- If you do not need your changes you may click *Cancel* instead.
Adding an RPC

When adding an RPC, begin by selecting the RPC you wish to add from the Add drop-down menu. Next, input the desired units. Select the appropriate Plant ID for the print shop that should receive credit for this line. Click Add and pause for a moment while the page refreshes, adding the new line to the job.

Step-by-Step: Adding an RPC
- Select the RPC from the Add drop-down menu
- Input units in the Units field
- Remember to double the units for 11x17 impressions and media
- Select the Plant ID for the print shop completing the work
- Click the Add link and wait for the line to appear

Adjusting RPCs for Sizes Larger Than 8.5x11

The DLA Document Services pricing guide uses one RPC for some items whether the item is 8.5x11, 8.5x14 or 11x17. For example RPC 210, used for color impressions, could be used for an 8.5x11 order or an 11x17 order. In order to display the most accurate estimate for the customer when they are placing their order, DSO is programmed with the wrong pricing information for RPCs 200, 210, 216, 270, 272, or 273 when the order is for paper sizes larger than 8.5x11. To fix this before billing, operators will have to:

1) Identify and remove any lines with incorrect pricing
2) Add in the appropriate RPCs, doubling the units
Billing Status Basics
The Billing Status is information about communication with EBS, and indicates whether or not an order has completed the billing process. On the Billing Home page you can filter your order list by Billing Status, and on the Billing Details page the Billing Status is displayed across the top of the page. The six status boxes at the top of the page will turn black from left to right as the order proceeds through the billing process.

The steps are in pairs, and show the communication with EBS. The first two steps are for adding funding, the second two steps are for sending estimates and the last two steps are for sending the actual. For each pair, the first box indicates whether an operator sent information to EBS, and second is the response from EBS.

Communication about Funding

The Funding communication boxes show our initial Funding request to EBS and the response.
- **Funding Not Sent** – The order is associated with valid Funding but has not been sent to EBS
- **Add or Mod Funding Sent** – The Funding information has been sent to EBS (EBS may or may not have responded)
- **Add or Mod Funding Rejected** – The Funding information sent to EBS was rejected
- **Add or Mod Funding Successful** – The Funding information sent to EBS was approved

Communication about Estimate

The Estimate communication boxes show our most recent Estimate request to EBS and the response.
- **Add or Mod Estimate Sent** – An Estimate has been sent to EBS (EBS may or may not have responded)
- **Add or Mod Estimate Rejected** – The last Estimate sent to EBS was rejected
- **Add or Mod Estimate Successful** – The last Estimate sent to EBS was approved

Communication about Actual

The Actual communication boxes show our Actual request to EBS and the response. A “Mod Actual” is sent when requesting a Credit. See Issuing a Credit for more information.
- **Add or Mod Actual Sent** – An Actual or Credit has been sent to EBS (EBS may or may not have responded)
- **Add or Mod Actual Rejected** – The Actual or Credit sent to EBS was rejected
- **Add or Mod Actual Successful** – The Actual or Credit sent to EBS was approved
Billing an Order
Billing an order requires three interactions with EBS:
1) Validate initial Funding
2) Process Estimate(s)
3) Send Actual

Initial Funding
Initial funding is automatically sent when it is accurate and up to date. Only Line of Accounting funding that has not been input into the system previously should be in the Funding Not Sent status. Once the funding information is updated in the Funding Management module Funding Not Sent should update to Add Funding Sent.

Estimate
The Estimate step allows the operator to send accurate pricing information to EBS and verify funds before submitting the Actual and finishing the order. The Estimate status will reflect the state of the most recent Estimate sent to EBS. You may update the line items and click Send Add Estimate as many times as you need to ensure the billing information is accurate. You should always send the final, accurate Estimate to EBS to ensure the funding will actualize. Once you click the Send Add Estimate button you will need to wait up to 15 minutes for a response from EBS. You can refresh the page to see if the billing status bar has updated.

Actual
The Actual step allows the operator to send finalized pricing information to EBS and actualize the order. Once you have sent an Estimate to EBS and received a successful response, you should see the Send Actual button. Clicking Send Actual will finalize billing for the order, and cannot be undone without issuing a credit.

Step-by-Step: Billing an Order
- Locate order and click the Order number on the Billing Home page to access Billing Details
- Add or Edit RPCs as needed, click Send Add Estimate when billing details are accurate
  - This step may be repeated as necessary
  - You may need to wait up to 15 minutes for EBS to respond, refresh page for status update
- When EBS has responded that the estimate was successful, you can click Send Actual to send final billing information to EBS.
  - You may need to wait up to 15 minutes for EBS to respond, refresh page for status update

Issuing a Credit
The Credit button will show up once a transaction is in the Actual Successful billing status, meaning the actual was sent to EBS and EBS has billed out the order. Simply click on the Credit button to credit an order, and you will see the status change to Mod Actual Sent. You may need to wait up to 15 minutes for EBS to respond, and you can refresh the page to update the status.
Reviewing Transactions

Each step in the process will generate a unique transaction. The easiest way to see the information returned by EBS is to click the Expand icon next to any line.

<table>
<thead>
<tr>
<th>#</th>
<th>RPC</th>
<th>Units</th>
<th>Media</th>
<th>Unit price</th>
<th>Burden %</th>
<th>Total price</th>
<th>Plant ID</th>
<th>Delete</th>
<th>Expand</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>270</td>
<td>100.00</td>
<td>White Bond 8.5 x 11 [270]</td>
<td>$ 0.0100</td>
<td></td>
<td>$ 1.00</td>
<td>OK11</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

EbsUniPrice: 0.0000 | EbsBurdenRate: 0.0000 | EbsExtendedPrice: 0.0000 | EbsRecordStatus: 3 | EbsErrMess1: insufficient funds available. | EbsErrMess2 | EbsErrMess3:

If you need more transaction information, the entire transaction that was sent to EBS and the response can be found by clicking the appropriate View link in the Transaction History section, which will open in a new window.

At the top of the transaction page you will see “Header” information and “Sales Order Detail” information. Then each line item will be displayed. If this is a response from EBS, look at the “Error Message” line for communication from EBS. Note: This message is not always an error, it is simply the response from EBS. For example, “Sales Order Modified” would be a positive response from EBS after submitting an Estimate.

Sample Transaction

**EBS Estimate Response**

1) Header and Sales Order info
2) Line Item #1
3) Line Item #2
4) Line Item #3
Funding Management

The Funding Management module is used by Funding Experts to input Line of Accounting documents and verify them with EBS so they may be used to bill orders. It is also used for reviewing Funding With Errors, updating funding documents and troubleshooting advanced problems.

Funding Info Needed

- To access the Funding Info Needed module log into DSO as you normally would, click the Administration tab, and click Funding Info Needed in Funding Management.
- Funding Info Needed displays orders that have been submitted with the Line of Accounting payment method but have not yet been verified as valid by EBS.
- Funding documents are displayed from oldest to newest, and if there are multiple pages you will be able to navigate with the arrows at the bottom of the page.
- To review the funding document and input the information into DSO, click Edit to the right of the funding document you wish to update.

Step-by-Step: Sending Initial Funding Information to EBS

- Access Funding Info Needed, find desired funding document and click the Edit link. This takes you to the Manage Funding Information page.
- Click on the PDF of the funding document the customer attached to view the details. If necessary you can use the Upload New Document field to update the funding document for the customer.
- Select the correct Agency from the drop-down menu. This is an important step, because different agencies will have different required fields.
- Use the attached funding document to input funding information into the required fields.
- When you have completed the funding information you must first click Save to save the information you have input, and then click Send EBS Transaction to send the initial transaction to EBS.
- Once this is complete the funding will either be approved or it will appear on the Funding With Errors page.
Funding with Errors

- To access the Funding With Errors module log into DSO as you normally would, click the Administration tab, and click Funding With Errors in Funding Management.
- Funding documents are displayed from oldest to newest, and if there are multiple pages you will be able to navigate with the arrows at the bottom of the page.
- To review the errors, click Edit to the right of the order you wish to update.
- Errors messages from EBS display in red at the bottom of the page.

Searching for Funding or Transactions

- To search for funding documents, log into DSO as you normally would, click the Administration tab, and click Search in Funding Management.
- From here you have the option to search using various criteria. When you find the funding document you are looking for you can click the Edit link to manage the funding information.
- To search for EBS transactions, log into DSO as you normally would, click the Administration tab, and click Transactions in Funding Management.
- From here you can set a date range, Transaction Type or Transaction Status for your search criteria. When you find the transaction you are looking for you can click the View link to see all data communicated with EBS.

Tools

Require Approval for Order

- To set an order to the Require Approval state, and require the customer to approve funding information before we process their order, click the Administration tab, and click Require Approval for Order in Funding Management.
- Input the Order ID and click Set to Require Approval, and the order will now require the customer’s approval before the order moves back to production.
Manual Quote Required and the Quote Editor
Occasionally when clicking on the price link from either the Order View or Operator View you may be directed to the Quote Editor. When this happens our main goal is to clear the Manual Quote Required status so we can work with this order in the Billing Module as we normally would.

Step-by-Step: Clearing Manual Quote Required
1) Click Clear Manual Quotes
2) Click Save Changes
The Big Picture

Basic Order Workflow

Every order will follow the same main steps.
1. Order is placed by customer (or operator, on behalf of customer)
2. Order and each Job contained in the Order is reviewed and produced at the Print Shop
3. Billing for the Order is finalized
4. Order is marked Complete

There are a few tasks associated with each main step in the process.
1. Order is placed by customer (or operator, on behalf of customer)
2. Order and each Job contained in the Order is reviewed and produced at the Print Shop
   a. In Operator View, review Order and Job details, verify accuracy and access customer files
   b. Change Job status to **Printing** (optional)
   c. Physically produce the Order, collect all final pricing information including shipping
   d. In Operator View, change Job status to **Printed** (optional)
3. Billing for the Order is finalized
   a. In the Billing Module, update or add RPCs as needed, until 100% accurate
   b. Send Estimate to EBS to verify funds are available
   c. Send Actual to EBS to finalize billing
4. Order is marked Complete
   a. In the **Order View**, change Order Status to Shipped when the order is complete

Remember that the Order Processing and Order Billing are completely separate, and steps 2 and 3 can be completed in whatever order makes sense for the print shop.
Step-by-Step: Processing a Basic Order

1. Order is placed by customer (or operator, on behalf of customer)
2. Order and each Job contained in the Order is reviewed and produced at the Print Shop
   a. In Operator View, review Order and Job details, verify accuracy and access customer files
      i. From the Administration tab, click Operator View
      ii. Find your job in the queue, click the Job Name link and select Order Ticket
          1. Review Order information for accuracy, print if necessary
      iii. Find your job in the queue, click the Job Name link and select Job Ticket
          1. Review Job information for accuracy, print if necessary
      2. Click the file listed under Original File(s) to download the customer’s native file. Click the file listed under File(s) to download the PDF created by DSO.
   b. Change Job status to Printing (optional)
      i. In the Operator View click the Set Status drop-down menu, select Printing and click Save
   c. Physically produce the Order, collect all final pricing information including shipping
   d. In Operator View, change Job status to Printed (optional)
      i. In the Operator View click the Set Status drop-down menu, select Printed and click Save
3. Billing for the Order is finalized
   a. In the Billing Module, edit or add RPCs as needed, until 100% accurate
      i. Click the Price link in the Operator View to be taken to the Billing Details page for the Order
         1. Click Edit to change the number of Units for an RPC, click Save when done.
         2. To Add an PRC, select the desired RPC from the drop-down menu, input Units, select Print Shop that should be credited and click the Add link, click Save when done.
   b. Send Estimate to EBS to verify funds are available
      i. Click Send Add Estimate to send the first Estimate to EBS. The page will refresh until there is a response, but you can leave this page and return later to Actualize the order.
         1. You can send multiple Estimates to EBS.
         2. Your final Estimate must be the same as the Actual sent to EBS
   c. Send Actual to EBS to finalize billing
      i. Click Send Add Actual to send the Actual to EBS. The page will refresh until there is a response, but you can leave this page and return later to view the response from EBS.
         1. When the Billing Status is Actual Successful the Order has been successfully billed.
4. Order is marked Complete
   a. In the Order View, change Order Status to Shipped when the order is complete
      i. From the Administration tab, click Order View
      ii. Find your job in the queue, click the Status link to change the Order status, or click the Complete button.
         1. Clicking Complete will change the Order Status to Shipped and send an email to the customer letting them know their order is complete.
Understanding Order Status, Job Status, Billing Status

- **Order Status** - Status of an Order (an Order will have one or more Jobs)
  - View/Change Order Status in the *Order View*
  - The only status the customer can see when reviewing order history
  - Complete an Order by changing status to *Shipped* or clicking *Complete*

- **Job Status** - Status of one specific Job in an Order
  - View/Change Job Status in the *Operator View*
  - Changing the Job Status is optional, used for indicating internal status for operators
  - Customer cannot see Job Status changes

- **Billing Status** - Status for overall Order
  - View/Change Billing Status in the *Billing Module*
  - Changing Billing Status
  - Customer cannot see Billing Status changes
Troubleshooting Orders

Troubleshooting Basics
When troubleshooting an order in DSO, start off by collecting up the basic information about the order. Access the Order Ticket from the Order View for valuable information about the order, including basic information about why an order was rejected by EBS.

Step-by-Step: Collect Basic Order Information
- From the Administration tab click Order View and find your order on the list
- Click the Order Number to open the Order Ticket where you can:
  o Note detailed order information (Order number, due date, etc.)
  o See initial error messages from EBS
  o Click View Order History to see more details about the order

Troubleshooting Orders Rejected by EBS
There are only two reasons for an order to have the status Rejected. Most commonly, an estimate was sent to EBS and it came back rejected; there are a number of things that can cause this to occur. An order can also be rejected by the customer, if it is an order that required a manual quote. If a customer rejects a quote you can always re-quote to resolve the problem. If it is EBS, however, we will need to do some investigating.

When EBS rejects an order, you can get detailed information from the Administration tab in the Funding Management section by clicking the Search link. Input your search criteria and find your order in the list of found orders. Click the Edit link to the right of the order to open the funding document and review any errors from EBS, which will be displayed in red at the bottom of the page.

Once you have resolved the issue, you will need to resubmit the order to EBS. You can do this by returning to the Order View, finding your order, and setting the status to User Approved. You then change the status to Send Estimate and EBS will re-evaluate the order, returning a status of Approved or Rejected again.
Office Group Administration

Understanding the Office Group Administrator Role
The Office Group Administrator has a level of access in DSO that gives you a lot of power and control of the system. You should only make changes if you are confident in what you are doing, or are following specific instructions. Most of the time Office Group Administrator will use DSO to assign a user to a specific group and grant them access to specific functions. One example is adding a production user to the Operators group, allowing them to access the Order View and Operator View so they can produce orders.

Understanding Groups
Groups are used to grant or restrict access to different functions within DSO. When a user first registers they are automatically a member of the Registered Users group and can place orders, but nothing more. If they need special access to use DSO, like a member of our team who needs to produce orders, we need to put them in the appropriate group to grant that level of access.

There are many groups in DSO, but the main groups we need to understand are:
- **Registered Users** – The “customer” group, these users can only place orders
- **Operators** – This group has access to the Order View and Operator View for their assigned print shop, and can transfer work from their shop to another shop in their Office Group
- **CSRs** – This role is used to enable a user to order on behalf of another user
- **Funding Experts** – This group has access to the Funding Management module and can perform funding duties for the Office Group
- **Production Managers** – This group has access to the Order View and Operator View for their entire Office Group and can transfer work from any print shop, to any print shop

After a new operator registers for the first time, the administrator will take the following steps:
1) Add to the office group’s Operators group, Funding group or Production Manager’s group depending on role
2) Add to the CSR Group, use the Assign CSR page to add them to each agency that they will place orders for
3) Remove the user from the Registered Users group (this groups is only for customers)

Adding and Removing Group Access
To add a user to a group and grant them access to specific functions in DSO, follow these steps:
- Log into DSO and click on the **Administration** tab
- Under **Users/Access** click the **Groups** link
- Select the Group for our user by clicking on the group name.
  - Remember: User Groups for your office group will be preceded by your office group’s three letter identifier. For example, to add an Operator in the Jacksonville Office Group, click the **JAX Operators** link. See below for more specific group definitions.
- From the group page you can see the users already assigned to this group in the **Current Users in Group** window on the left, and all other users of the system on the right. In the **All Users** window scroll to the user you wish to add to this group, click on their name, and click the left arrow to move them into the group. You will see their name appear alphabetically on the left-hand side.
- To remove a user from the group, click their name in the **Current Users in Group** window on the left and click the right arrow. Their name will be moved to the **All Users** list on the right.

**Production Group Definitions**
Refer to this list to determine which group to add your user.
- **Operators** – This group has access to the Order View and Operator View for their assigned print shop, and can transfer work from their shop to another shop in their Office Group
• **CSRs** – This role is used to enable a user to order on behalf of another user. An additional step is needed, see *Enabling Order on Behalf of Customers* for more information.

• **Funding Experts** – This group has access to the Funding Management module and can perform funding duties for the Office Group

• **Production Managers** – This group has access to the Order View and Operator View for their entire Office Group and can transfer work from any print shop, to any print shop

**Note:** By default all users begin in the *Registered Users* group for customers. If you are adding a user to a production group you should remove them from the *Registered Users* group.

**Enabling Order on Behalf of Customers**

Many of our production people need to be able to place orders on behalf of a customer. To enable ordering on behalf of a customer for a specific user there are two steps.

1) Assign user to the CSR Group
   - Log into DSO and click on the *Administration* tab
   - Under *Users/Access* click the *Groups* link
   - Select the group for our user by clicking on the *CSR* group link.
   - In the *All Users* window scroll to the user you wish to add to this group, click on their name, and click the left arrow to move them into the group. You will see their name appear alphabetically on the left-hand side.

2) Assign user (now a CSR) to the appropriate agencies
   - Click on the *Administration* tab
   - Under *Users/Access* click the *Assign CSRs* link
   - From the drop-down menu select the *Agency* you wish to assign this user to. You can complete this step for each agency if more than one is needed.
   - Find the user on the list and check the checkbox to the left of the name. At the bottom of the page click *Assign Selected CSRs*.

**Creating a Custom Group**

In certain situations you may need to create a custom group to grant special access to a user. An example might be a production person who works in two print shops, and needs access to the Order View and Operator View for only those two shops.

- Log into DSO and click on the *Administration* tab
- Under *Users/Access* click the *Groups* link
- Click *Add New Group*
- To the right of “Users” in the highlighted field you will type the name of the new group, starting with your Office Group’s three letter identifier (JAX, PAC, etc.), for example “JAX-Operators – COE JAX (share).”
- In the *Manage Group Members* section you can click on the name(s) of the people you wish to add to the group and click the left arrow to move them into the group. You can Ctrl-click to select more than one user at a time.
- To control which areas of DSO the users of this group have access to, click *Manage Page Access* and check the box in the *Allow Access* column to allow access.

**Note:** To give the same type of access as an existing group, you can go to the *Manage Page Access* area for the appropriate group and review the settings. For example, to give your new group the same access as a standard operator, you could open the Operators group and look at the settings, like this:

- Click *Administration* tab > Under *Users/Access* click the *Groups* link > click the *Operators* link > click the *Manage Page Access* link, make note of which pages have a checkmark in the box to the right in the *Allow Access* column

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• To control which Agencies and Print Shops our group can access, click the *Manage Agency and Print Shop* button and check the appropriate boxes to allow access to your group.

• When you have finished setting up your group click the *Save as New Group* button to the right of the group name field.