SOP Reference #: CS003

Operation/Task:	Ticket creation and job preparation for production (print, variable and lettershop).			Equipment:	N/A
Owner:	Client Services Manager	Date Prepared: Revision History:	6/1/15 See last page	Department Responsibilities:	

ALERTS (see below):   Critical Step ◆   Quality Check ☑   Tip ☺   Team Safety ✚

Purpose: This SOP/work instruction documents procedures for print and lettershop job tickets.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	◆	**ALL TICKETS:** The Customer Service Account Specialist gathers information regarding the job from the customer and/or account executive to initiate the job ticket for production. • Information includes an estimate, if there is one, and customer supplied materials such as samples, lasers, etc. **LETTERSHOP TICKETS:** Should include the above information, as well as, Data (mail files), and printed material. • Material may be printed at ENPOINTE or supplied by customer.	• **ALL TICKETS:** Use existing estimate to create new job ticket in ERP System. • **ALL TICKETS:** If job specs have changed since the estimate was done, either send the job back to estimating or proceed with job entry. • **ALL TICKETS:** If there is no estimate, have estimate created and proceed with job entry. • **LETTERSHOP & VARIABLE TICKETS:** Create DP instructions including conversion, address hygiene, presort and output as required.	To convey the job parameters and customer expectations to the production team.
2	◆☑	**ALL TICKETS:** Print out job ticket and review before releasing to production.	• **ALL TICKETS:** Review your ticket to make sure that contact information, dates, quantities, file sizes, and instructions for each area of production are clear and correct.	To catch and minimize questions on vague or conflicting information in the ticket before entering production.

3	◆	**ALL TICKETS:** Fill out ticket envelope.	• **PRINT TICKETS:** Fill out ticket envelope (158-1023) with job number, customer name, and numbering. • **VARIABLE TICKETS:** Fill out ticket envelope (158-1023 and SALES015) with job number, customer name, and numbering. • **LETTERSHOP TICKETS:** Fill out ticket envelope (SALES015) with job number, customer name, and numbering.	All paperwork for the job will eventually be held in this envelope and be filed for future reference.
4	◆	**EXACT RERUNS ONLY:**	• **PRINT TICKETS:** *If the job is a re-run and the only function required of Premedia is to pick up the files and plate the job, the job ticket can be distributed directly to Premedia with previously run sample. Otherwise, the following steps must be taken.*	
5	◆	**PRINT & VARIABLE TICKETS:** Preflight and job distribution to production.	• **ALL TICKETS** Submit Preflight request entry into Smartsheet. Include job number, customer name and description. Indicate file information (pick-up, FTP location, email, etc.) Attach copy of ticket (does not need to be final ticket) After preflight is complete, update ticket if needed. Move Smartsheet entry to PreMedia with updated ticket attached. Route art bag including lasers, samples, mock-ups etc. to PreMedia •	Preflighting customer supplied files helps identify file errors before moving the job into production. If there are issues with a file it gives Client Services and/or Sales an opportunity to educate the customer on the issue to prevent it from happening again, allows the customer to fix the file and resend for print production, and/or allows ENPOINTE to charge the customer for file edits to fix the issue(s) before proofing and printing the job.

| 6 | ◆ | **LETTERSHOP & VARIABLE TICKETS:** Handling variable data fields, inkjet fonts, samples and job distribution to production. | • **LETTERSHOP TICKETS:** If job lasers indicate any variable data fields to be pulled from data file.

• **LETTERSHOP TICKETS:** If job inkjets identify the font if it has been specified, otherwise ENPOINTE default font will be used. Outline any variable fields to be used as well as address block.

• **LETTERSHOP & VARIABLE TICKETS:** For jobs that insert, where the inserted pieces need to be in a specific order or face a specific direction a sample must be provided. The only exception to this rule is a single piece into a window envelope. If there are multiple versions the Lettershop instructions must be completed.

• **LETTERSHOP TICKET:** Place ticket, envelope, samples and any prep forms into the job jacket and into the art bag. Route to Data Processing to begin work. | |

| 7 | ◆ | **ALL TICKETS:**
Email notifications. | **ALL TICKETS:** Using launch email template, fill in all info that applies (example below) and send to Scheduling and Purchasing. Attach PDF of final ticket.
Press Check:
Print in BP:
Print in SP:
New Die:
OS Buy:
Specialty Ink:
(Indigo)
Mail Date:
Art Due:

Customer Furnished paper or sheets due:

Other Notes:

CONVENTIONAL PRINT:
Include Ink Technician in launch e-mail

JOBS THAT INCLUDE MAILING:
Include Lettershop Launch in launch e-mail
. | Email notifications sent to Scheduling, Purchasing and Outside Services, indicate action items for those departments to schedule the job through production and/or Lettershop, order paper for print, supplies and/or arrange production with outside vendors that provide services ENPOINTE does not have in house. |

Notes: Please see standalone SOP for handling Change Orders and PHI/SPII work.

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Julie Robinson	6/1/15
Rev 2	Added Revision History table	Julie Robinson	8/1/16
Rev 3	Updated information in Step 3 How to Do it section	JoDee Kincaid	7/2/19
Rev 4	Updated to current SOP format: gray header box; branding updates: font size/type, changed GLS references to ENPOINTE; changed Project Manager to Account Specialist in Step 1 What To Do.	Liz Nourse	4/19/21
Rev 5	Added "Why" to do it to step 1. Removed color sticker reference. Updated step 6 to reflect new Smart sheet process. Updated Steps 7 and 8 What to Do section. Removed reference to colored stickers.	Liz Nourse	6/9/23