DocXpress

Print-on-Demand Solutions

Solution #103

Big Three Automotive (Detroit)

This site has a unique setup in that they have a small (2 digital printers) in-plant digital print shop, and an overflow commercial digital print shop linked together.

Web Submission

Clients submit new work via a DocXpress Intranet web site. This web site captures the file (PDF) and the manufacturing instructions and stores them in the DocXpress web database. These new jobs are automatically imported through a DocXpress AutoDetect module into DocXpress creating a new part with the appropriate manufacturing instructions, a new customer print order, and an automatic e-mail notification of acceptance into the system. Clients with hard copy use a Web workstation at the walk up counter to enter their job requirements as paper requisitions were eliminated.

Each submitted print job is examined by a Customer Service Representative (CSR) who then determines the print destination. Using DocXpress they look at the job requirements and select a destination print site instead of an actual printer.

Remote Print

Jobs destined for the remote site are compressed into a single file containing the electronic print file (if available) and the complete electronic job ticket data. This single file is then forwarded using FTP outside of the corporate firewall to a "public" FTP site. The remote print shop copy of DocXpress monitors for newly arrived files, automatically picks them up, decompresses the files then loads the newly arrived job into their copy of DocXpress.

Jobs destined for the internal print site appear on a workstation in the print center, where the print operators release the jobs to the appropriate printer.

Job statuses are forwarded on a continuous basis from both print sites allowing the web client to see the current status of all jobs, local and remote.

Completed Job Email Notify

Completed jobs are statused into DocXpress as they are completed and clients are notified automatically through email of the arrival of the completed job for pickup.

Billing Process

This site utilizes a data extract from the DocXpress order database on a monthly basis for departmental cross billing.