# ePrint and OnPrintShop Strengths and Weaknesses Summary

# *With suggested “work-a-rounds” for OnPrintShop*

## ePrint Strengths

* MIS module easily produces accurate estimates
* Australian based
* Provides good workflow.
* Job prioritisation by colour coding, can be sorted by delivery date
* Can enter specific Printer setup and charge rates
* Can set up add on prices, such as laminating, designing etc.
* Online Jobs , go to the eStore tab so they can be approved before printing, this allows for a payment check and PDF suitability check
* Can easily add a job at the back end, auto fill is applied to customer fields.
* If an impractical paper size or layout is chosen a warning prevents you from moving forward with the job setup.
* Can change the dates and mark up of the jobs
* Price per item rather than per pack?
* Multiple templates can be used for invoices, job tickets, estimates and delivery notes.
* Locked status indicates readiness for CSV export
* Can mark a job as paid.
* Can copy an existing job to raise a new job and rerun an existing job without raising a new invoice or job number. (Neither of these works on the demo though)

OnPrintShop Strengths

* Good Price
* Established company, over 500 customers worldwide.
* Templates supplied
* Linked with Fotolia for online image use
* Nice customer experience, user friendly except the scrolling up and down
* Automatically generates the job ticket
* Simple “Tick to notify customer” emails
* Social Media/Facebook integration
* Supports PDFlib files (variable text blocks)
* Support is usually 24/7
* Quote tracking and approval system
* Future development included in monthly fee
* Easy to view previous jobs in the “My Portfolio” page, shows image of item ordered.
* Good automated online shipping quotation
* Overdue orders show up as pink in the list
* CSV upload for mail merge type orders

## ePrint Weaknesses

* More expensive than wanted, has features such as Inventory which are not required
* Small company
* A paid job does not show on the invoice.
* The MIS module can be slow, could be frustrating.
* Online editor lacks some of the functionality offered by OnPrinthop
* The Invoice and job ticket is not automatically raised for the job
* More steps involved in sending notifications to customers
* No hire a designer request on the websites
* No templates provided
* No online images provided
* Online editor doesn’t work on android or iOS devices.

## OnPrintShop Weaknesses

* Indian based, will be dealing with a call centre

Possibly not a problem

* No job prioritisation
* Less customisation of backend reports than ePrint

May still meets Copy Express’s Needs?

* Cannot mark that a job is paid for ( can add a comment though)

Hema was told this could be added to the dropdown menu during the admin setup, will double check.

* Insufficient data in the CSV to create an invoice from

More info could be added in setup? Will inquire

* No automated estimates for offline orders or quotes i.e. you add the total job price in without a breakdown of costs.
* No fields to add the paper selection etc. in the job quotes or offline orders

Can design the quote form to suit your own needs

* A quote uploaded to the website can be viewed but not approved online! Although it said the customer had approved it! May be a demo issue?? Also only the original image could be viewed, the “View Upload Proof” did not work, showed garbage
* Most recent Jobs at the top of the list rather than the bottom

Will inquire if this is a setting

* Assign Job is to a person rather than a printer

Possibly not important???

* Update Order allows the due date to be added, this is viewable on the main screen, but there is no colour indication that it is due that day, only when overdue.

May be able to change this setting?

* Adding jobs from the back end requires you to register an account for new customers

Could create a cash Account for this?

* Online editor needs flash to run. Doesn’t support phone/tablet.
* Users can only upload up to 50mb per file

The upload limit can't be increased in subscription solution. Further you will have 10 GB storage space and 20 GB data transfer space;

* Cannot change the turnaround time from the admin site if necessary (see modify order)
* No Xero API

Team to look at creating one

* No automated email reminders

Team to look at mailchimp add-on for this