



THE UPS STORE – Q SYSTEM

The “Q System” is one of the prime features of the UPS Store. This online Document Service provides a one-stop access to a variety of document-related services, including Full-Service Copy & Print, Document Finishing, Offset Printing, plus fast & efficient delivery to destinations around the world.

Registering with the “Q System”

In order to use this service, customers must initially register with the “Q System” of the UPS Store to create your own secure account.

Registering your account is free and once your account has been successfully created, you may immediately login to our “Q System” portal and commence uploading your files for processing.

To fill out a request for a “Q System” account, simply go to www.theupsstore.ca home page and click on the frame entitled “Document services for your business” or its “Learn more” arrow icon. This will automatically link you to the “Document Services” page within the Product & Services tab. The link under the “Online Document Services” section will take you to our “Q System” registration web page. You may complete the registration form and gain immediate access to the “Q System” to submit your files for processing.

“Q System” Login:

For those customers already registered with the “Q System”, you may immediately access the document services by logging into the “Q System” access portal. To access the Login Portal simply go to The UPS Store home page www.theupsstore.ca and click on the frame entitled “Need to post a large file to your local The UPS Store?” or its “Learn more” arrow icon. This will automatically link you to the “Document Services” page within the Product & Services tab. The link under the “Online Document Services” section will take you to our “Q System” registration web page. This page provides a “Login” link on the left hand column to access the “Q System” login portal. We recommend that you save this Link Address (URL) in your “Favorites” directory on your browser for easy access in the future.

From the “Q System Login” page, simply enter your chosen user name and password established during your registration process and click on the “Login” button.

Should you enter an incorrect username and password, you will be prompted to try again.

Should you forget your user name or password, simply click on the link “Forget your password?” and enter the email address registered with the “Q System” and it will send your registered user name and password to you via eMail.

In the “Q System” Main Page (a.k.a. – “My Q” page)

Once you have successfully logged into the “Q System”, you are presented with the Main Page along with a “Q System” menu on the left hand side of the page with the following menu selection items:

- My Q
- My Profile
- View My Q Files
- Upload a File to the Q
- Logout

Clicking on to each of these links will bring you to the corresponding web page to access various functions within “Q System”.

In the “My Profile” Page

This page provides access to editing your account information and it is very similar to the “Q System” registration form. You may also assign a new password for accessing your account from this page.

In the “Upload a File to the Q” Page

Once you are ready to submit your documents for processing, clicking on to the **“Upload a File to the Q”** link will bring you to its main page where you can begin defining your job details.

The “Upload a File to the Q” main page may be broken down into the following 3 immediate sections:

- Job Details
- Delivery Details
- Shipping Information

To begin the process of document submission to the “Q System”, you must first provide some details or instructions for the processing of your job.

STEP 1. – Selecting The UPS Store

In order for the “Q System” to process your job, you must specify the preferred UPS Store for handling of the job. You are provided at this point two options:

Option 1 - Process this order at My UPS Store....

This is the default option that is always pre-selected each time you navigate to this page. This option pre-selects your previously chosen UPS Store for processing this job (note: the previously chosen UPS Store is the store you selected upon the creation of your “Q System” Account.).

Option 2 - Process this order at another UPS Store within Canada, number ____

Should a user require or desire to use another UPS store other than the one pre-selected and specified by default within the account, a choice for selecting other UPS stores has been provided.

STEP 2. – Setup Your Job For Processing

In order to reference this submitted job uniquely from all your other submitted jobs, you may assign a name for the job (project name), allocate a P.O to facilitate billing references, associate this job with a special contact person, request / specific delivery date & time, identify special handling and shipping requirements.

The following are specific information you may enter and associate with this job for unique identification.

Project Name:

This field is mandatory. You may enter text or reference information which would help customer service and yourself in uniquely identifying this job from your other jobs.

P.O. Number:

This field is optional. This field is provided to allow you to specify the specific Purchase Order Reference number that you are providing to the UPS Store for this job. Your billing for this job will reference this P.O. Number for the cost associated with the processing and delivery of this job.

Contact Name:

This field is optional. By default, Customer Service shall always attempt to contact the owner of the account for any issues associated with the processing of jobs within this account. Should the need arise where another contact person for this job is required, their contact information should be provided in this field. You may enter a contact name and the associated telephone number as required. If no telephone number is entered, we will attempt to contact the specified individual at the telephone number registered with the account profile.

Delivery Details:

Users must provide their expectations/preferences for when the job should be completed. The "Due Date" is the preferred date that the user would like to have the job completed and delivered. It is presented to the user as a calendar showing the month, weeks, and dates that may be selected via your PC mouse. The months of the Calendar may be scrolled back and forth for selection via the controls ("≤ or "≥") on the top of the Calendar. Selection of the date is made by clicking on a date within the desired month.

The "Time Due" is complimentary to the "Date Due" for scheduling the time when the completed work product is required to arrive at the specified destination.

Note: The processing of your submitted job will begin with analyzing and planning of the work requested to align with the requested due date & time (delivery date/time). Customer Service will be in contact with you should any limitations or constraints be identified, which may impact your expectations. Alternatively, any expectations for a quick turn around should be verified by contacting the processing UPS Store directly.

Shipping Information:

All completed jobs will need instructions to determine its handling and delivery once the work is completed. You may select from the drop down list box (entitled: Upon Completion) to specify your choice for handling as one of:

- Hold for Pickup - Self pick up at the specified local UPS Store.
- Deliver to Me - Courier the completed work product for this Job to the registered address of my account.
- Ship to Another Party - Courier the completed work product for this Job to a specific recipient. The on-line form within this section provides entry of the name, phone, and address information for the recipient. As well, a large free form text box is provided for entry of additional shipping details.

Once the entry of information within this web page has been completed, click on the "Next" button to advance to the next page for submission of your files.

STEP 3. - Provide Processing Instructions

Now that your job has been referenced, you will need to provide some processing instructions before you are ready to submit your files for processing.

Printing Customization:

Copies: - This entry box specifies the number of finished copies (between 1 to 999999999) requested for this job.

Scale: - This entry box specifies whether enlargement or reduction in size is required for this job. The entries are specified in percentages in relation to their original sizes.

Printing Colour: - This is a list box providing the full colour/B&W options available.

Page Sides Printed: - This is a list box providing the page side options (1 or 2 sided) available.

Two Page Spreads: - This is a list box toggling between selecting a two page spread or a single page.

Page Size: - This is a list box providing the various page size available (letter, legal, Tabloid or Other). Note: when "Other" is selected an additional text box is presented for entry of further instructions.

Paper Type: - This is a list box providing the various paper types available.

- Standard White Bond
- Heavy White Bond
- Blue Bond
- Green Bond
- Yellow Bond
- Heavy Card Stock
- Glossy Card Stock
- Transparency
- Other (Note: when "Other" is selected an additional text box is presented for entry of further instructions.)

Document Finishing:

There are numerous Document Finishing options that are available for selection; the default for these options is the off position (No). These options include:

- Collate
- Stapling
- 3 Hole Punch
- Folding
- Trimming/Cutting
- Binding
- Front Cover
- Back Cover
- Laminating
- Mounting

Note: Proofing of the job can be completed in one of three ways:

- Fax - The faxed copy of the file may be faxed to the registered fax no. of the account for proofing.
- Drop-In - The user may arrange to drop-in to the local processing shop for a visual inspection.
- Delivery - A copy of the finished product may be delivered to the registered account address or any other specified address for inspection.

An additional text box (Proofing Details) is provided to allow the user to specify detailed instructions to coordinate the proofing of the finished product.

STEP 4. – Upload Your Document Files

So far you have completed defining you document for processing. The last step of the submission is to upload your file or files to commence the processing. Simply, click on the Browse button to open a folder list of your PC's directories. Use your mouse to navigate to the appropriate directory and select the document required for processing. Once a file is selected, click the "Open" button to select the file for uploading. The folder list will disappear and the file name and directory path of the select file is referenced for uploading.

At this point if you have only the one document to be processed, simply click on the "Finish" button to return to the Main Page of the "Q System".

Alternatively, you may click on the "Back to Edit Job" button, to return to the beginning to update the job information for additional changes prior to submitting your file.

Should your job consist of multiple files that need to be processed, clicking on the "Add Another" button will continue the upload process by allowing you to define the "Printing Customization" and "Document Finishing" for the next file to be uploaded. Also, the previous file uploaded, associated with the current job in progress is displayed near the top of the page. As more files are added to this job, they are displayed correspondingly showing all files associated with this job. For each of the uploaded files displayed, further editing and update of the "Printing Customization" and "Document Finishing" parameters can be made by clicking onto the "edit" button displayed with the uploaded files. On completing any changes, the changes may be saving by clicking either the "Save and Add Another" or the "Save and Finish" button.

Alternatively the uploaded files may be deleted individually by clicking on the "delete" button displayed with the uploaded files.

STEP 5. – Review Jobs & Status

In the “View My Q Files” Page

Once your jobs have been submitted, the jobs may be viewed in the “View My Q Files” page. This page provides a summary of all your jobs submitted and their current status.

Note: Previously completed jobs will be deleted via routine system maintenance 30 days upon reaching the final job status of “Complete and Delivered”.

Additionally, the “View My Q Files” page allows the user to view the details of each job, the processing details of each file, and the ability to review each file by downloading it onto your PC.

STEP 6. – Exit the “Q System”

On completion of using the “Q System” you may logout of the system as required.

Logout

To logout from the “Q System” simply click on the “Logout” link from any page within the “Q System” to exit.