

Ramsey ROES User Tutorial

2007



User Tutorial

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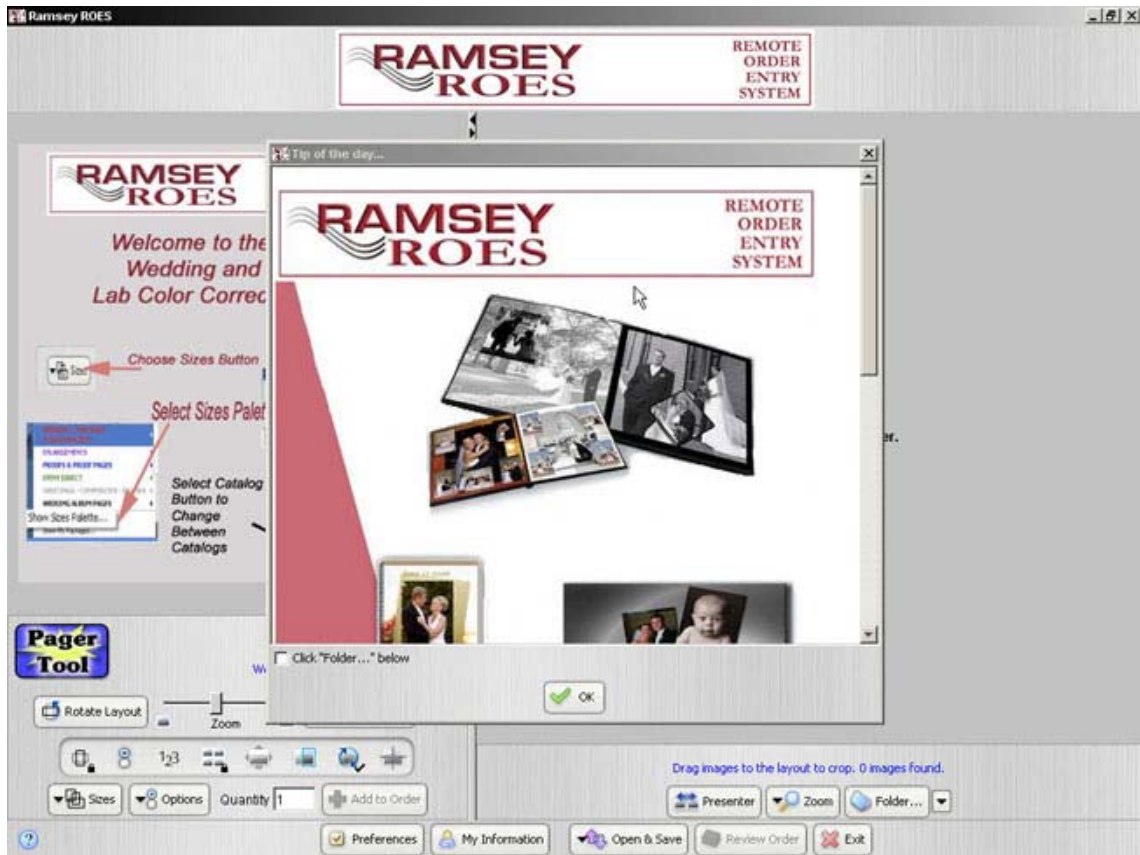
Ramsey ROES User Tutorial

In this document, you will be directed through the Ramsey ROES Program in a step-by-step fashion. Keep in mind that there will be a lot of information and some of it may seem overwhelming at first. Be assured that this is a very user-friendly program. Once familiar with it, using a remote order entry system to place your orders will be a breeze! Also keep in mind that we are only a phone call away and will be glad to assist you in any way we can to make your on line ordering an enjoyable task.

Let's start with some of the basics!



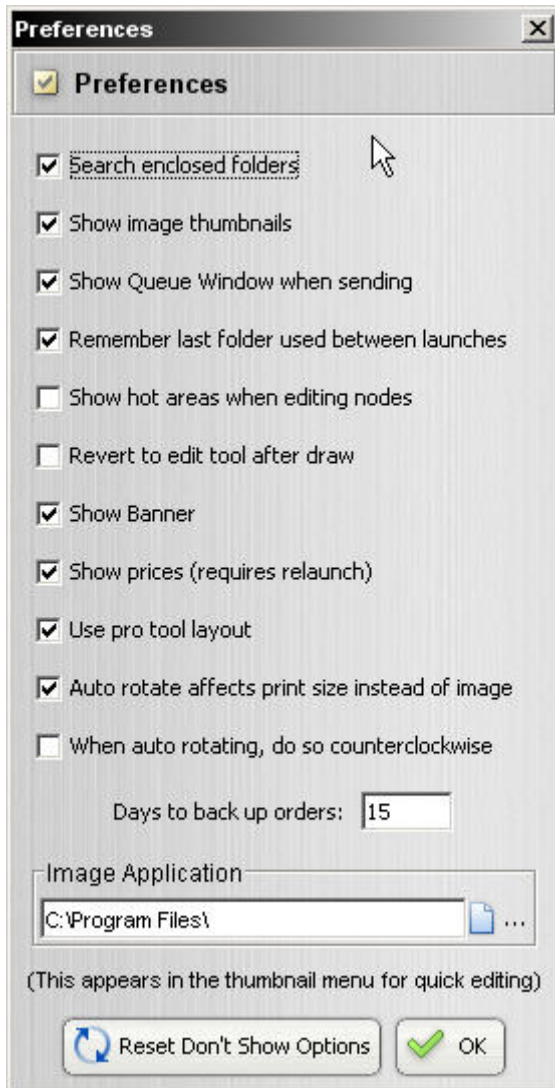
To open the program, double-click on the Ramsey ROES . A window with two large open areas will open on the screen. In addition, a window with the Tip of the Day will display. This will hold any new information or suggestions about the program. Close the Tip of the Day to begin entering orders. The **Pager Tool** button appears at this time and cannot be removed! An exciting option to the Ramsey ROES program, the Pager enables you to design your own multi-image layouts. Described in detail in a separate tutorial for those interested, the **Pager Tool** is a valuable and fun feature to Ramsey ROES.



Before you use the program, there are a few buttons that need to be understood. The following buttons are aligned at the bottom of the window:

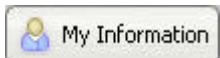


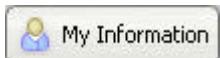
The **Preference** button opens a dialogue window that lets you set up how you want Ramsey ROES to function and look. Changes in Preferences affect the entire program - not just a particular order and will not change unless you reset them. Some things you can control through this screen are:



Automatic image rotation (clockwise or counterclockwise)
 Several screen appearance options:
 Whether or not to show the cost of the products you have selected - a nice option to have if you will be working on orders with your customers present.
 Image Application which allows you to access PhotoShop or any image editing software without leaving the ROES program.

To install the image application, click on the 'page' next to the dialog box. From there, go to Program Files and select your image adjusting software, double click on application you use, then select the executable file for that application. (This may not be indicated by the 'exe' until you have selected it. Click on the icon and the 'exe' will appear in the dialog box.) Once selected, click **Open** to send the information to your Preferences information



The  button takes you to the page where you must "register" before placing your first order. The lab will gladly provide for you an account number as well as give you the proper **FTP Account** and **FTP Password**.



Enter Customer Information

Customer Information

You have orders queued for sending.
Select those to send now & click "Send"s.

Name
type your name here

Account No.
type your account number here

Email
type your email address here

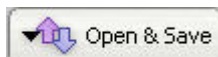
State
MO

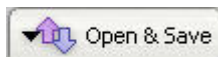
Tax Exempt
 Tax Exempt

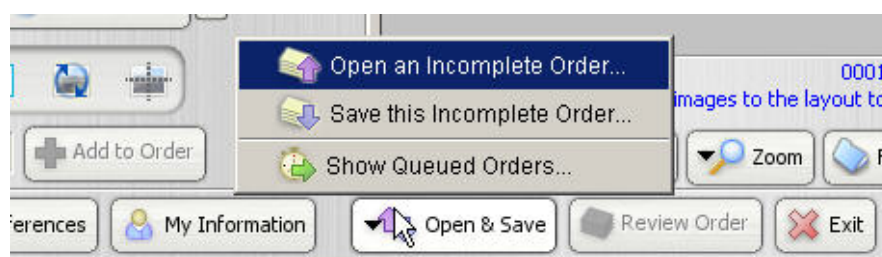
FTP Account
ramseyroes@ramseyresources.com

FTP Password
resources

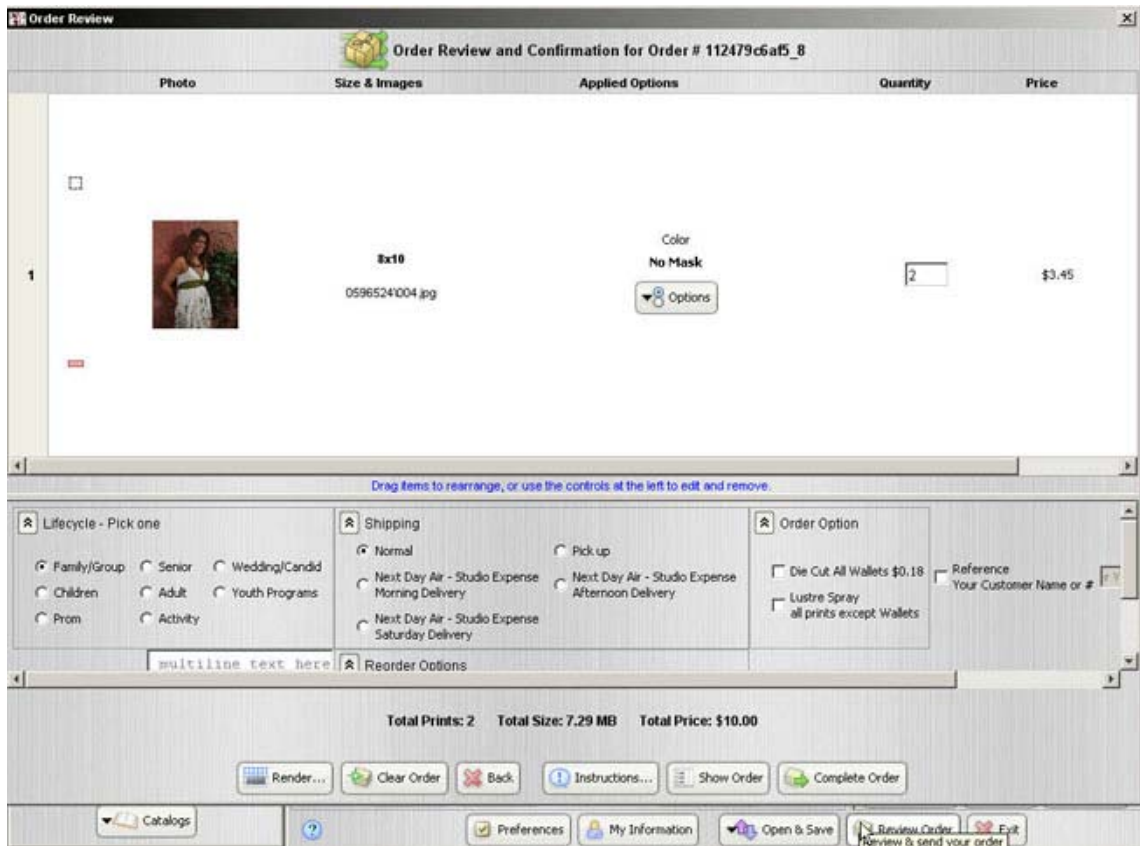
OK




The  button allows you to start and stop working on an order without the order being completed. You can choose to save an incomplete order to finish at a more convenient time without losing any information or products already set up. This button also lets you pull up orders that have already been completed and sent.

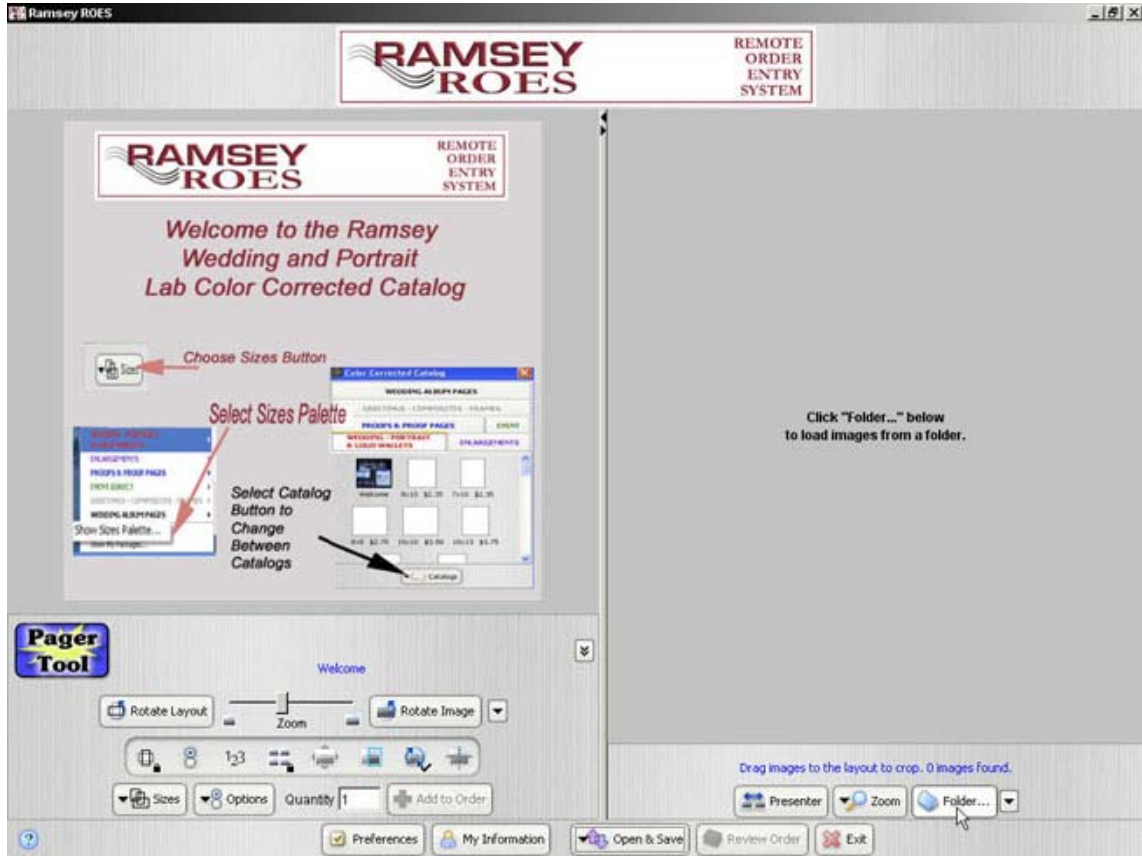


The **Review Order** button enables you to look at what you have created in the order before it is completed. In doing so, you can rearrange the order of the products, change quantities, etc., or, if necessary, choose to edit or remove a product from the order.



The  button closes the program. While this does not save anything you have created, you will be prompted to take advantage of the **AutoSave** feature, which will keep your information until Ramsey ROES is restarted.

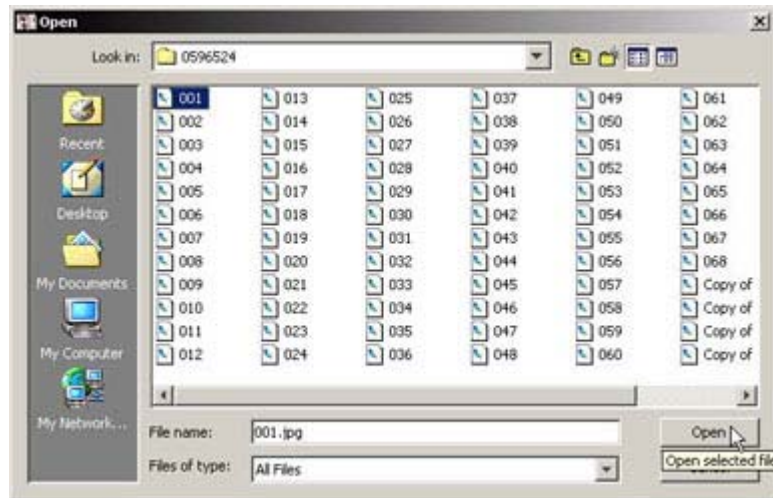
In the large area on the left side of the main window the text, "Welcome to Ramsey ROES", will be replaced by the products you select. This is where all of your creativity begins. The buttons below that screen are used to help you set up exactly what you - or your customer - want in the finished print. They will be better described as we proceed.



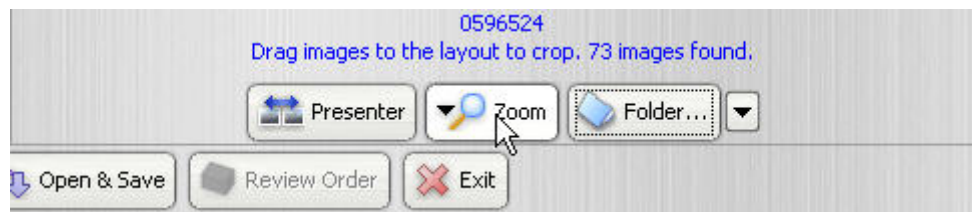
In the right half of the main window are the images with which you will be working, so let's begin there.



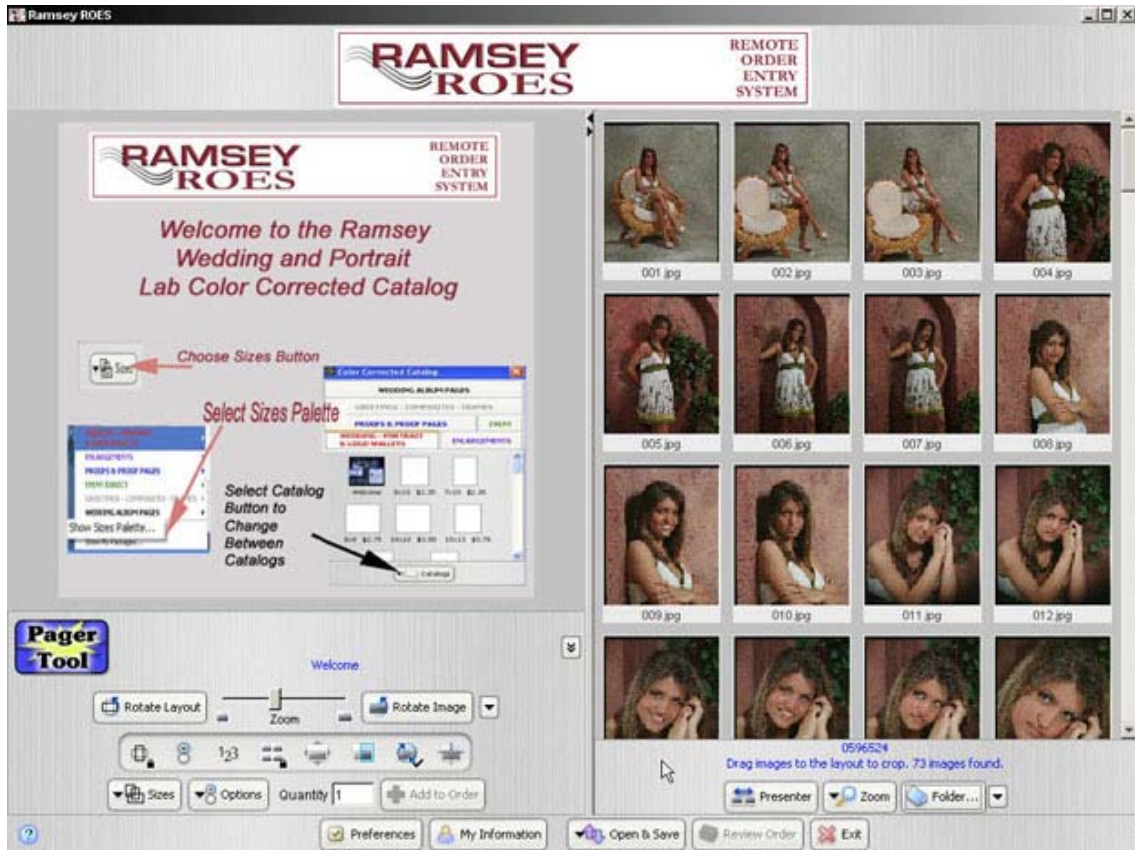
To load your images into ROES, click on the **Folder** button - the **Open** screen will appear.



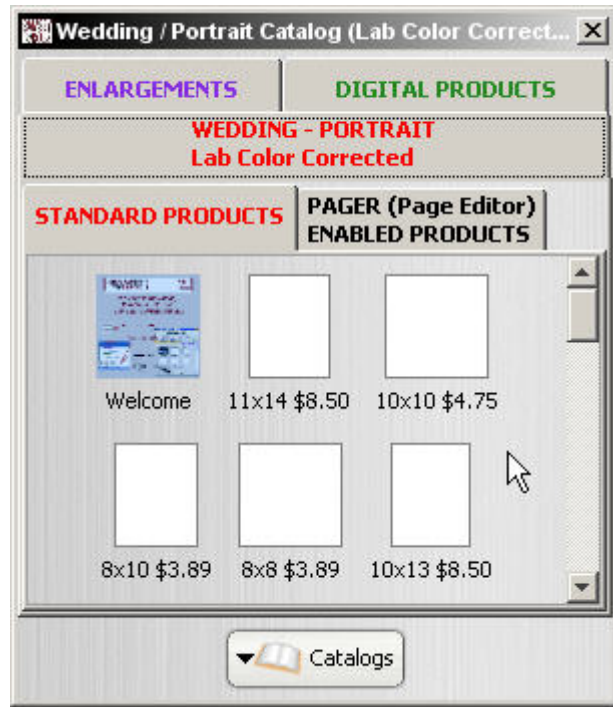
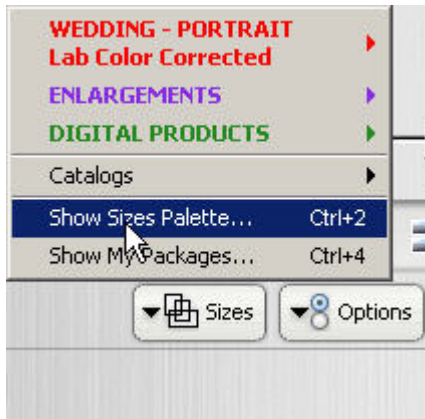
Select the folder containing the desired images and click **Open**. The entire folder will be loaded automatically. Individual images cannot be chosen from the folder during this step.



The size of the thumbnails can be adjusted by clicking on the **Zoom** button below the images and using the sliding bar. Next to the Zoom, the **Presenter** button, described in its own tutorial, can be used for viewing and editing the images before beginning the order set up process.



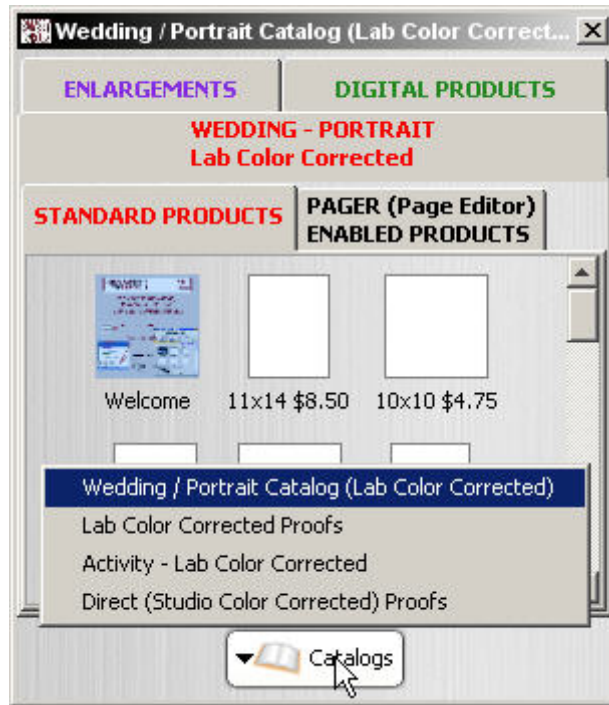
Once the images are loaded, you can choose between several layouts.



Click on the **Sizes** button below the Welcome screen. Moving the arrow over each choice highlights it and will show you what each contains. To open the sizes palette as a separate permanent window, click on the **Show Sizes Palette** item in the bottom of the sizes list. The sizes palette screen will appear and enable you to select sizes more easily without the menu popping up and down each time.



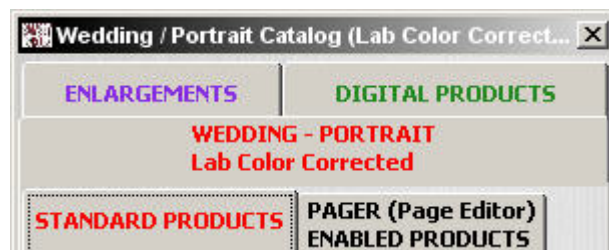
This button also gives you access to the **Show My Packages** option which enables you to create your own frequently used packages – a tremendous time saver when building orders for schools, sports or other events. A separate Packager Tool Tutorial is available for those interested in taking advantage of this option.



To choose a catalog, use the **Catalogs** button at the bottom of either the **Sizes** menu or the **Sizes Palette**. As mentioned before, pricing and color correcting by the lab are the basic differences between the Color Corrected and Digital Direct catalogs; the template choices are nearly identical. Once you have selected a Catalog, the entire order must be built from that catalog. The Catalog Change box will question you if you select an alternate catalog. If you change catalogs, your current order will be lost. Select the appropriate answer and continue.

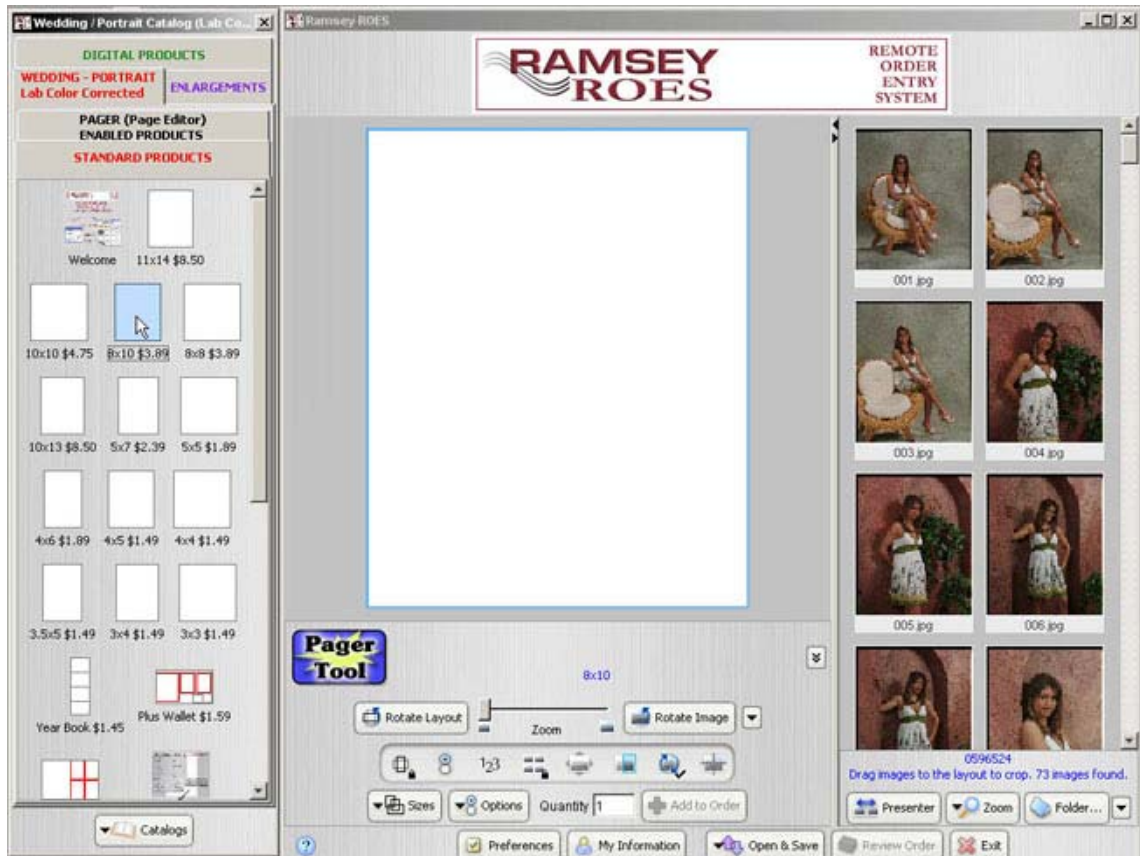
Each catalog contains a large number of templates, which are grouped into categories. By clicking on the categories, you will see what products are available to you. The following categories contain the products you are accustomed to using, as well as something new:

- **Wedding - Portrait, Lab Color Corrected**
- **Enlargements**
- **Digital Products**

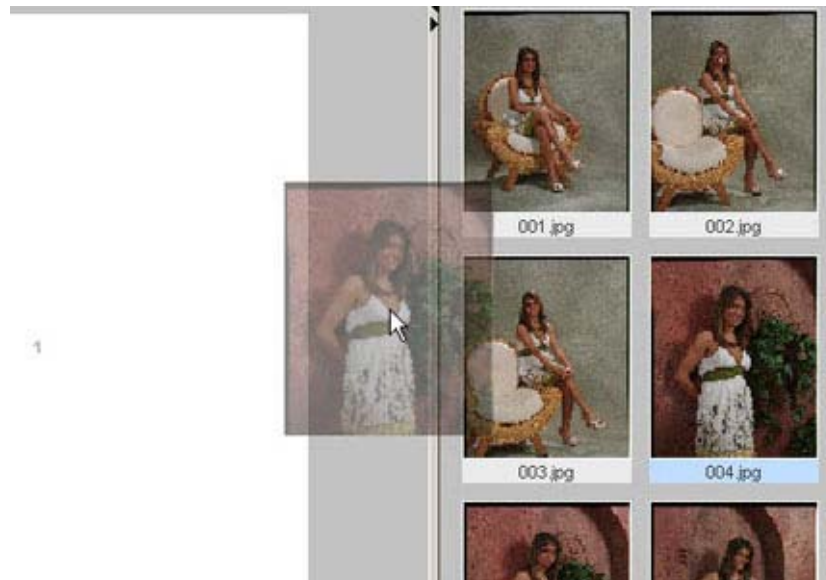


How do I use all of this to place an order?

In order to start building orders more quickly, you may want to take some time to familiarize yourself with these choices! Now that you have really seen what we have to help you 'create', choose a category and let's begin!

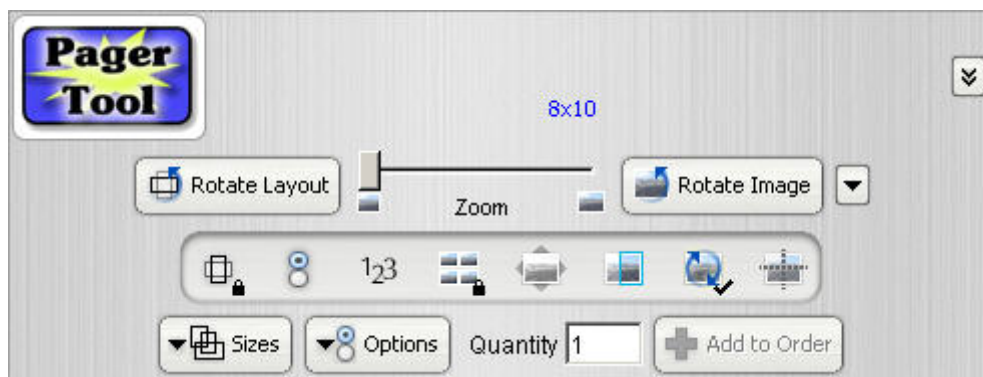


To select a product - whatever it may be - simply click on that product. The layout will appear on the left side of the screen.



To fill the product with images, click on the desired image, hold and drag the image to the product and release. "Click, Drag & Drop!"

You can now adjust the image as desired - this is where all those buttons below the screen may be used, so here are their descriptions:



Top Row

- **Rotate Layout** - rotates the product (best used in the Scalable Layouts to really make a difference in the final product) you can also rotate the product by clicking on 'rotate' and hitting the space bar on the keyboard
- **Zoom** - adjusts the image crop by sliding the bar or clicking the portrait buttons below it, you can also zoom by clicking on 'zoom' to highlight it, then use the arrow keys on the keyboard
- **Rotate Image** - changes the rotation of the image inside the layout, clicking on the arrow down next to this button allow you to rotate in small degrees

Middle Row

(Moving the arrow over this row brings up a brief description.) They are beneficial as follows:

- **Hold Crop** – keeps the image cropped as desired when a new product is selected, no additional zooming, centering, etc. unless you so choose

- **Hold Option** – keeps finishing options selected throughout the order
- **Hold Quantity** – keeps number of items selected throughout the order, eliminates entering numbers in the quantity space for each item
- **Hold Image** – keeps the image on the page when a new product is selected, allows you to select multiple precuts without having to re-drag the image into it, works hand in hand with Hold Crop
- **Lock Image** – keeps the image in place when setting up multi-node products, i.e. – keeps the group picture set while you change individual images an order with Memory Mates
- **Crop or Fit** – puts the entire image in the product, you may have white orders on the image depending on the product and film size
- **Auto Rotate** – if all the images need to rotated the same direction, you can set which direction and the degree in Preferences and use the Auto Rotate button to eliminate the need to rotate each image throughout the order
- **Reticle** – puts a grid over the image, can be used as an aid in centering

Bottom Row

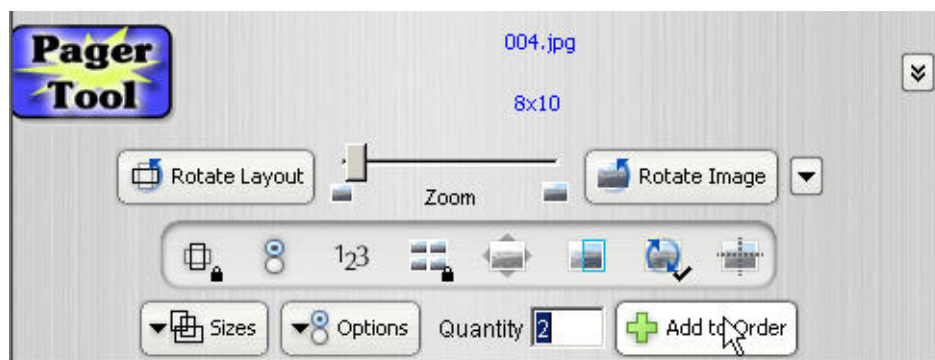
- **Sizes** – brings up catalog choices and products available
- **Options** – offers a variety of choices available to change the appearance of the image as well as finishing options for the final print; these options vary depending on the product
- **Quantity** – sets how many of the product you need
- **Add to Order** – saves the finished product in the order where you can be reviewed and edited if needed

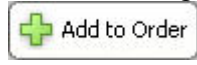

All of these buttons, while slightly confusing now, will be an incredible asset in making your order set up flow smoothly. Once you have practiced a little and set up your routine, you will understand how important these functions are. Now that you're familiar with what set up assistance you have, let's continue with your order!

Building the Order



You've dropped the image into the product you have chosen. Use the buttons and settings to adjust your image as desired. To center the image, move the arrow over the product - it will change to a hand! Click on the image (the hand will 'grab' it!), hold and move the mouse to center the image as needed. Click anywhere outside the frame of the product to remove over flow and see what the image will really look like.






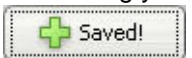
Once the image is as you like, enter the quantity of prints you need and click the  box will change momentarily to .


Reviewing Your Selections

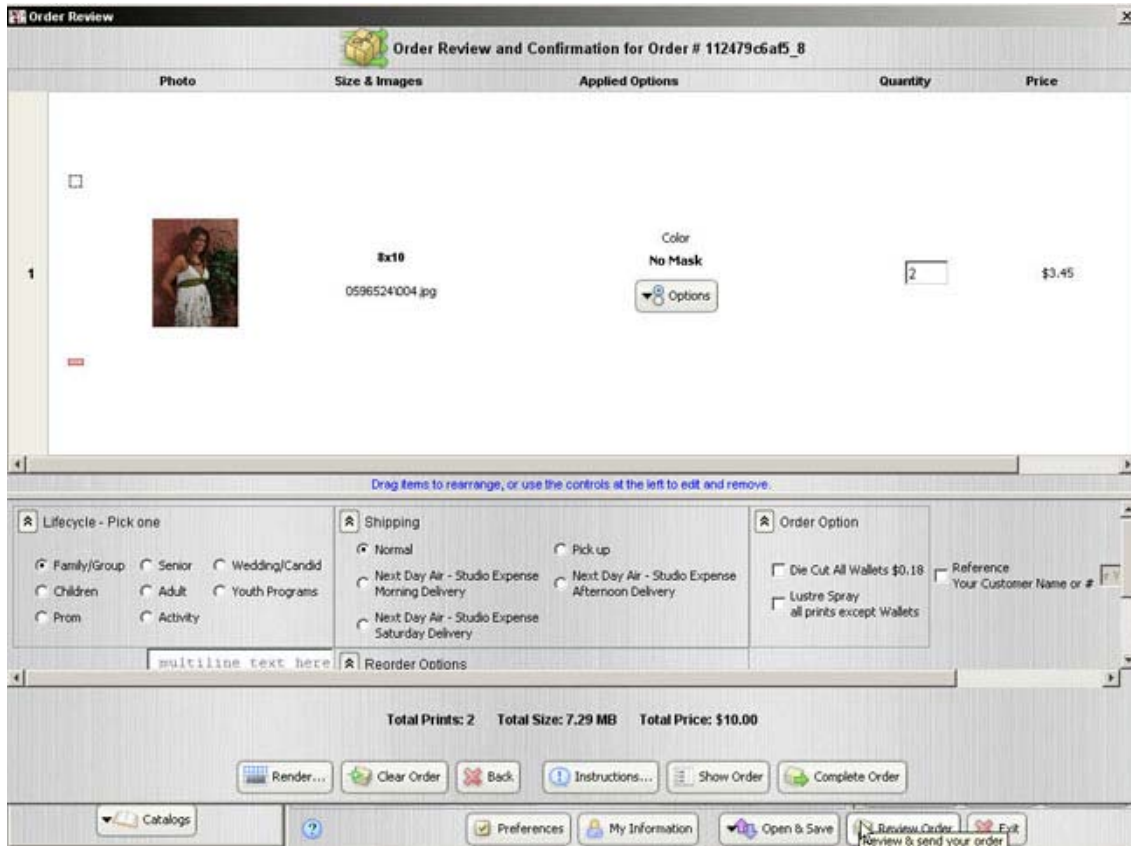
You can, at any time, click on the  button to see what you have added so far.



At that time, you can edit an image by clicking on the box to the upper left of the image. This will take the product back to the set up screen where you can make the necessary changes. The

 button will now say . After making your adjustments, click the  button. This will temporarily change to . This saves the changes and sends the product back to the order without having to *Add to Order* again. You can review

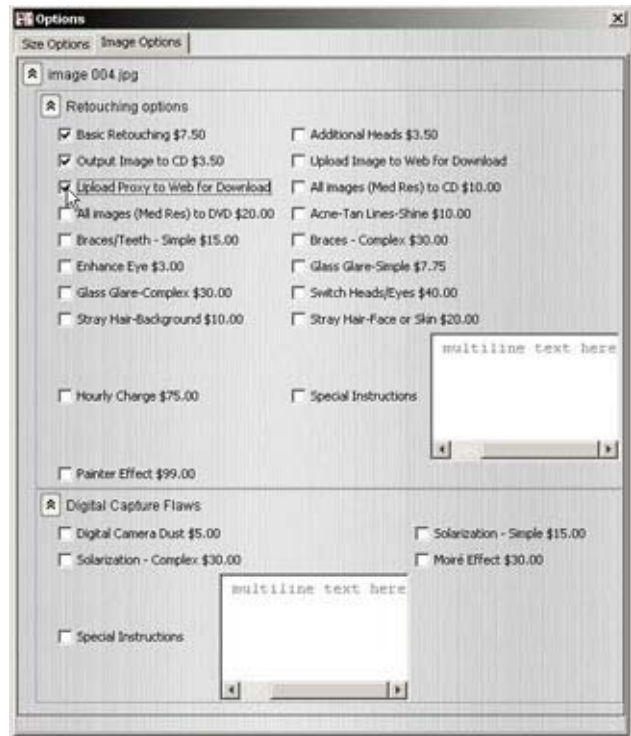
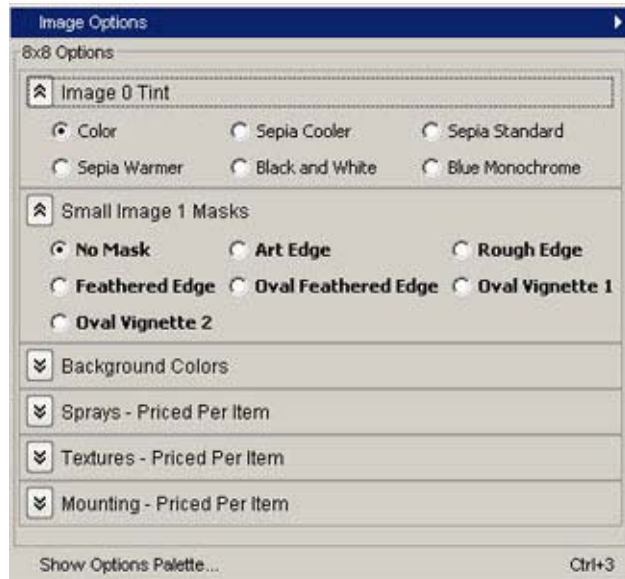
and edit as often as needed. Simply close the Review Order screen by clicking the red  to return to the set up screen if no changes were made and the order is not complete.



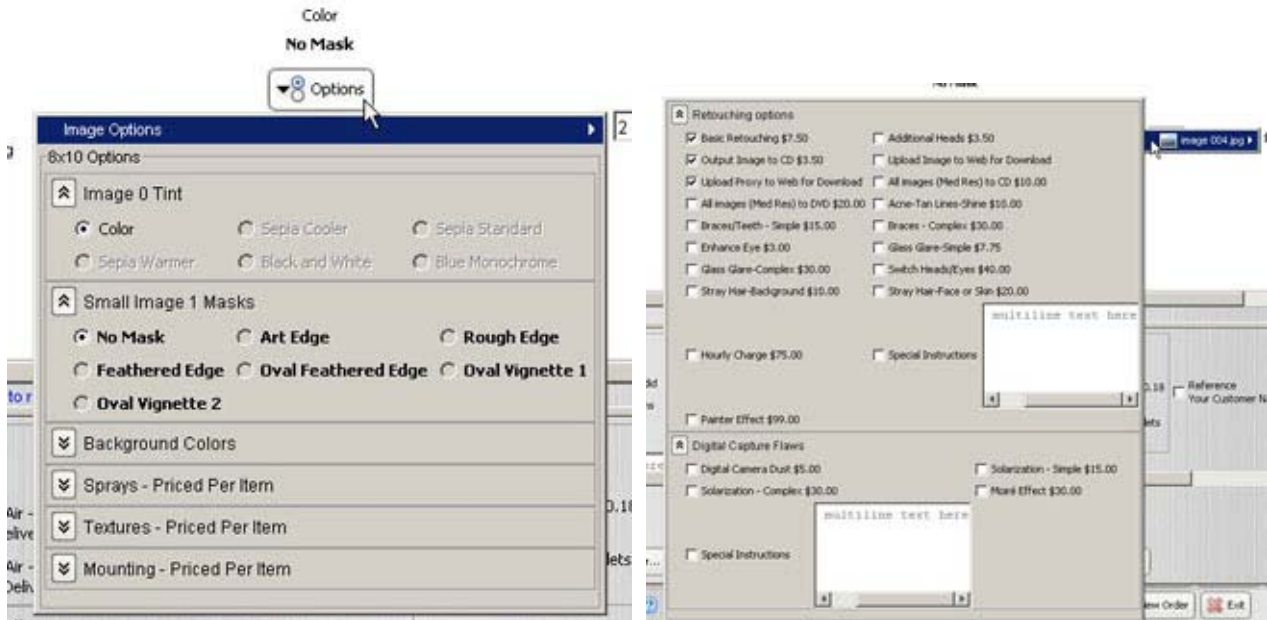
Options to Remember

Important features to remember are the retouching options and item options we have available. These can be noted from two places. First, after your set-up for the product is complete, click the **Options** button.





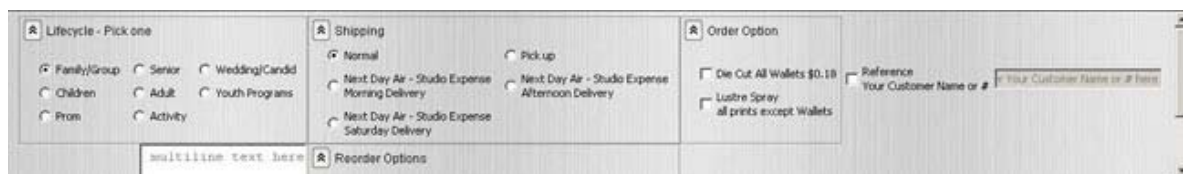
When the Options window appears, highlight and click on the **Show Options Palette** (or Press Ctrl+3). A new window will pop-up, from which you can select not only *Image Options* which specifically apply to that image, but *Size Options* that apply to that particular product only. (Please refer to the price book for a guide to what retouching services include.) **Other Retouching Services** enables you to list a specific request (i.e. open eyes, remove shadow, etc.)



You can also select these options on the **Review Order** page by clicking on the **Options** button next to the product and taking the following steps. Move the arrow to the highlighted bar at the top of the window. The image number will appear to the right. Move the arrow over the image number and the **Retouching Options** box will appear, allowing you to select which retouching option you need. Choosing these options from either screen will put your retouching requests on the front page of your order when it comes into the lab. It also 'remembers' what retouching you have chosen for a particular image and selects that option each time the image is placed in a product, eliminating the need for you to select it each time the image is used. Simply click outside the Option box (at either place) to close it.



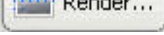
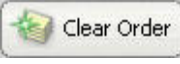
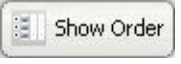
Your choice will appear below the Options box in the order review. An important fact to remember – while the retouching charge is listed at each product in the Order Review, you will be charged only one retouching fee per image.



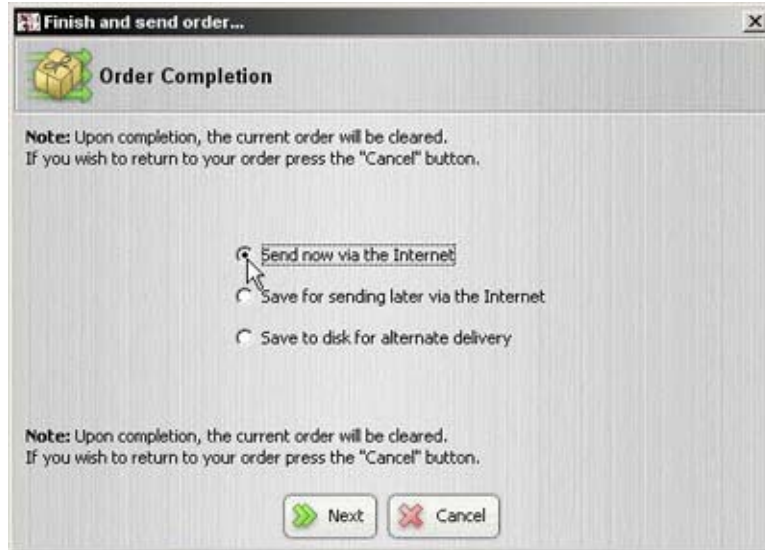
The **Order Information** section of the **Review Order** page finishes your order. Click on the **Review Order** button make your selections for *Shipping, Packaging, Proofing* and *Reorder Options*. Order information you need to send not listed here can be added by clicking the **Order Information** box and typing your instructions. Space here is somewhat limited.



If you need an order to be looked at by a specific person or need space for more specific instruction, click on the **Instructions** box at the bottom of the **Review Order** page. This is a separate box that allows you more room to explain your needs. As before, all of this information will appear on the front page of your order when it comes to the lab.

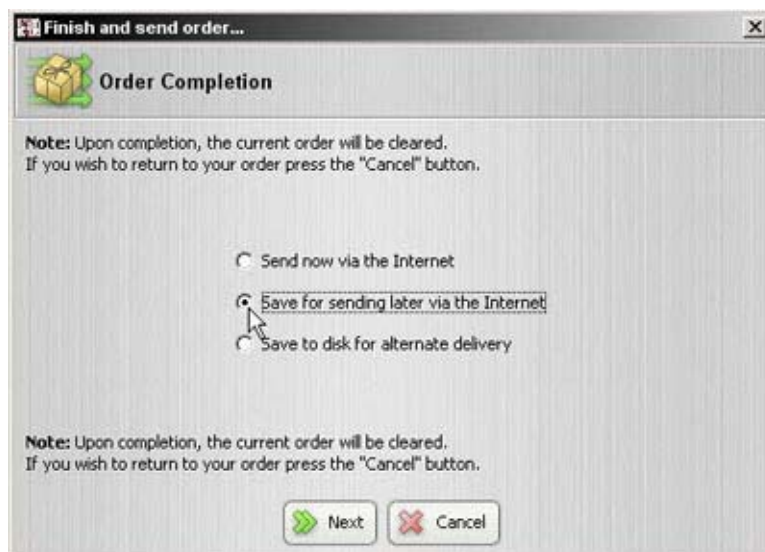
Also at the bottom of the Review Order page not yet explained are the  button, the  button and the  button. The Render option is another tool enabling you to view and edit actual products you have created in your order. Completely explained in its own tutorial, the **Render** tool can be a tremendous help in previewing orders with your customer present. The **Clear Order** button does simply that. Note that the clear order button does not save anything, allowing you start fresh with a new order. You will be questioned by the New Order window as to whether or not you want to clear this order and create a new one. Select the appropriate answer to continue. The **Show Order** button opens a printable page listing all of the current order information.

Sending the Order



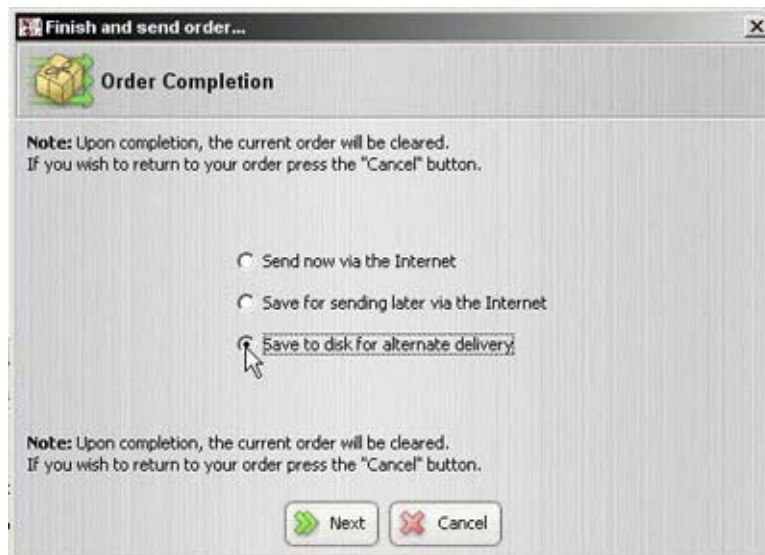
When you are satisfied with the order, click the **Complete Order** button. Notice here that you can still go back to your order by clicking **Cancel**. Once you select one of the choices and click **Next**, this order cannot be edited or cancelled. Please contact the lab as soon as possible if the order needs to be cancelled or items need to be deleted. The order can be reopened, edited and resent with a new order number after your changes have been made.

You will be given three options. **Send Now** is not our recommended choice. Depending on file size, etc., orders may take a considerable amount of time to send. The ROES program must remain open while sending and though it can be minimized, it is very likely that the process will lock up your computer if you attempt any other functions during the transmission.

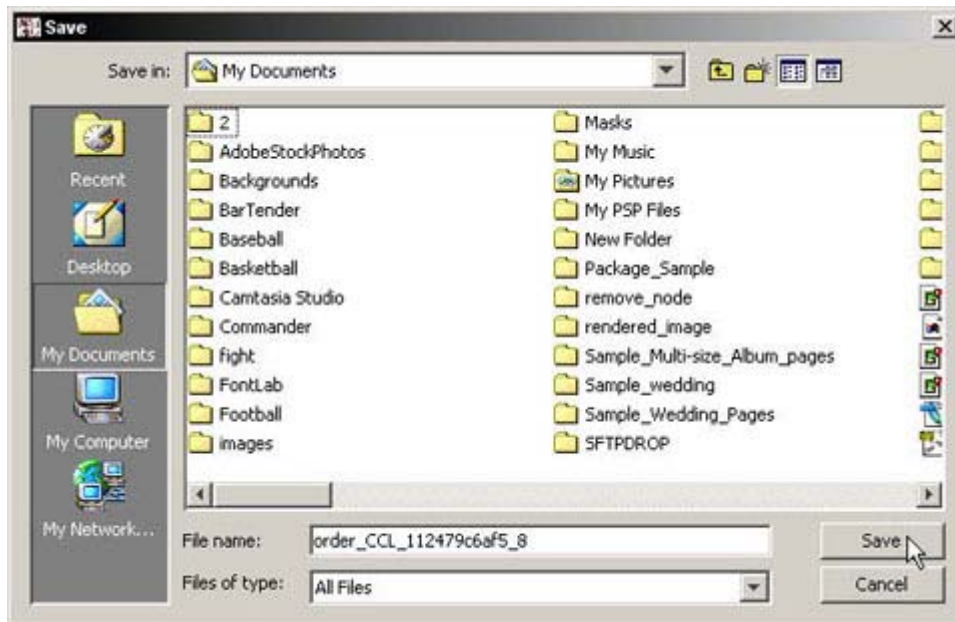


If you want to send the order via the internet, we strongly suggest using the **Save for sending later via the Internet** option. By selecting this option, the program will save your order until you are ready to send. You can create and send several orders at a preselected time. When you select the 'Save for

later' option and click **Next**, an order completion box will pop up on the page with information about where to go when you are ready to send the order. Click **OK** to remove the box. As the box will tell you, click on the **Open&Save** button on the ROES page, then choose **Show Queued Orders**. All orders that you have 'saved' will be listed on this page. To set up a time for the program to begin sending, click the **Settings** button at the bottom of the **Queued Orders** window. Check the **Scheduled Send** box and enter the time you would like to begin. This option and its settings will not change. Orders 'Saved for sending later' will be sent at this time, every time, unless you change your settings. As stated before, the ROES program must be open for the transmission to begin. We suggest selecting a time that allows the program to run undisturbed - early morning, overnight - whenever you will least likely need your computer for other use. Any orders sent over the Internet have a two gigabyte limit. If your order will be larger, you have the option to Save to a disc for alternate delivery.



Burning the order to a CD or DVD allows you to mail or personally deliver the order disc to the lab. This is a nice option for large jobs that will require substantial sending time over the Internet.



Choosing this option and clicking **Next** will bring up a **Save** box where you will choose a destination for this order. Choose the folder and click **Save**. You will then need to use your CD burning applications to write the information to a CD for delivery to the lab. For an added sense of security, your orders will be stored for the number of days you have selected in **Preferences**. This number defaults to 15 – we highly recommend changing it to 90.

Congratulations - you did it!

When the lab receives your order, you will be sent an e-mail confirmation from us letting you know that the order has been received and is under way! This email will give you the ROES order number, which is assigned to orders as they come into the lab. Your order also has another number from which information can be obtained. This number is listed on the Queued Orders page. This number will include your ID and an 'underscore' number that we can use to look up your order in our system. This underscore number is the digits following the underscore at the end of the series. Please refer to either of these numbers (the ROES order number or the 'underscore' number) if you have questions about an order.

You are finished! Your order is now in our hands. Your items will be delivered and billed as chosen by you in your order information. Please remember that these can be changed as needed for each order. We're sure you will be pleased with the overall quality and ease the ROES program has to offer.

Hints and Suggestions

We hope you'll use the following hints and suggestions to help ease the process of product creating and order building. While there are several listed here, we're sure you may have questions that will remind us of even more. Please feel free to call the lab with any questions or ideas you may have. We'll be happy to hear any suggestions you feel will make the process easier for you and the lab, as well as our other customers

Most importantly, set aside some time to review everything you have just learned. This program may seem overwhelming to the newcomer, but it is actually very user friendly, simple to learn and fun to use. Once you know it, you won't be able to leave it alone. The options are endless and so are the products you can create. Give yourself time to play. Start small. Don't pick a huge order for your first attempt. Work your way up to the big leagues and you'll already feel like a pro when you get there!

Now, for some specific features the ROES Program has to offer, read on.

You can change the size of either side of the window by clicking on the black arrows between the two. Need a larger image window? Make it fill the screen until you've found the item you need. The product display side can be made larger in the same manner, but it will not affect the size of the product. To make the product larger, click on the down arrow below the product. While this will increase the size of the product, it will also remove all of the tool bars from the screen.

You can change the size of the images in ROES by using the **Zoom** button below the image portion of the screen. If you have many images, you can zoom out far enough to leave only the image numbers listed. You will still need only 'drag & drop' to put the image in the products.

Once an image has been used in a product, it will be 'framed.' This will help you keep track of what images have previously been selected without having to repeatedly refer back to the **Review Order** page.

You can select random multiple images by pressing the **Ctrl** button on your keyboard and then clicking on the desired images. All the images will be highlighted and can be moved in a group to the product selected. This is a great help when you have a number of images that all need the same product. After dragging multiple images into the product, you will be asked if you intended to do so – answer accordingly. These items will automatically be **Added to Order**. You will, however, need to **Review Order** and select images that need centering or any other adjustment. Just **Save Changes!**

To select multiple images in consecutive order, as you might do for a proof page or book, click on the first image needed to highlight it. Press the **Shift** button on the keyboard and then click on the last image needed. All of the images between the two selected will be highlighted and can be dragged to the product side. The images will automatically fill in numerical order. You will again be asked if you intended to choose more than one image and if the product being filled is correct. All of the pages that are filled will be automatically **Added to Order**. Pages that are not filled can be added to the order by pressing the **Alt** key on the keyboard and clicking the **Add to Order** button. This an excellent time saver when setting up proofs of any sort, not just the proof pages.

For proof orders that need digital art work, we very strongly suggest having the finished proof images put on a CD or DVD. This will enable you to place your final order from the corrected images – not the originals. Though there is a minimal fee for the CD or DVD, this will eliminate the need for retouching the images a second time, easily recovering the cost.



User Tutorial

Many of our customers enjoy experimenting with PhotoShop. Keep in mind that if you create an altered image and have it printed as well as the original, retouching will have to be done to BOTH images and you will be charged accordingly. Confused? Here's a quick example. If you vignette an image in PhotoShop and send both the original and the vignettted image you created, (perhaps in two different sizes) both will need retouching. However, if you let the Ramsey ROES program alter the item, the retouching done to the original will also appear in the vignette. This is also true with images you would like converted to black and white. Letting the ROES program do your work will save you both time and money!

Digital retouching on any image will appear on every print ordered from that image! Unlike print retouching, digital retouching is done once and affects every item containing that image. You are charged per image, not per item – more money saved! This is a time saver, as well, in that directions for retouching need to be given only once per image, not every time that image is selected.

When ordering an image that needs ANY kind of color, send the color image in a color item. Many customers choose to have an image colorized; changed to black and white with a selected feature left in color. Even though your image is in color, if you select a black and white product, Ramsey ROES will change the image back to black and white after it has been colorized! While we can replace the product at this end so it prints as ordered, it is faster and easier for all if it is sent correctly in the first place.

Making sure orders are printed properly is a priority here at Ramsey Resources. Help us help you get things back right the first time! There are several places to send us messages. Please review the tutorial to see where your messages and requests are located in your paperwork once it is printed. Placement is the key for many options, especially retouching, which needs to be completed before anything else can be done to your images and the order.