


## Placing PTC Online Work Request

Placing PTC online Work Request requires MS Internet Explorer or Netscape Communication 4.7 or above. To do so, please do the following steps:

- 1 Go to: "http://ptcwork/request" or PTC web site to place online work request.
- 2 Login the "User Project System" with your ITSC Network Account.



The screenshot shows the login page for the Publishing Technology Center's User Project System. At the top left is the PTC logo and the text "出版技術中心 Publishing Technology Center". The main heading is "User Project System". Below this are two input fields: "Username" and "Password". To the right of the password field is a yellow "Login" button. Below the input fields, it says "(Use ITSC Network A/c)".

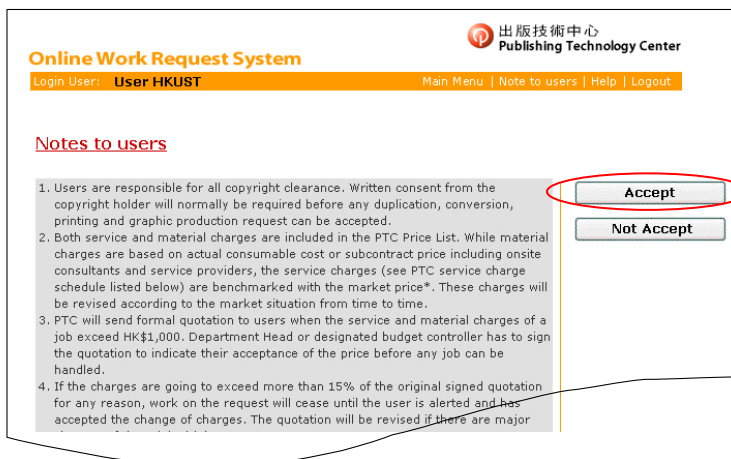
### 3 Select area of service

- 3.1 Click AV, Design, Photo or "All other Printing Services". If your request involves multi-service areas, select either area you prefer;
- 3.2 Click "Course Pack Copying" if your printing request requires HKRRLS copyrights clearance. (Please refer to "Course Pack Copying workflow")



The screenshot shows the "Online Work Request" selection page. At the top, it says "User Project System" and "出版技術中心 Publishing Technology Center". Below that, it says "Login User: User" and "Main Menu | Note to users | Help | Logout". The main heading is "Online Work Request". Below this, it says "Please select service area:". There are several options listed with blue arrows: "AV Production", "Design & Multimedia", "Photo Imaging", "Printing", "Course Pack Copying (visit Course Pack website for details)", and "ALL other Printing Services". A red oval highlights the "AV Production", "Design & Multimedia", "Photo Imaging", and "Printing" options. Below the "Online Work Request" section is a "PTC Job List" section with options for "Current Jobs" and "Past Jobs".

### 4 Accept the "Notes to users"



The screenshot shows the "Online Work Request System" page. At the top, it says "出版技術中心 Publishing Technology Center". Below that, it says "Login User: User HKUST" and "Main Menu | Note to users | Help | Logout". The main heading is "Online Work Request System". Below this, it says "Notes to users". There are four numbered notes listed. To the right of the notes are two buttons: "Accept" and "Not Accept". A red oval highlights the "Accept" button.

1. Users are responsible for all copyright clearance. Written consent from the copyright holder will normally be required before any duplication, conversion, printing and graphic production request can be accepted.


2. Both service and material charges are included in the PTC Price List. While material charges are based on actual consumable cost or subcontract price including onsite consultants and service providers, the service charges (see PTC service charge schedule listed below) are benchmarked with the market price\*. These charges will be revised according to the market situation from time to time.

3. PTC will send formal quotation to users when the service and material charges of a job exceed HK\$1,000. Department Head or designated budget controller has to sign the quotation to indicate their acceptance of the price before any job can be handled.

4. If the charges are going to exceed more than 15% of the original signed quotation for any reason, work on the request will cease until the user is alerted and has accepted the change of charges. The quotation will be revised if there are major

## 5 Fill the Online Work Request Form

- 5.1 Change the "Payee Dept" if the charges should be billed to other department;
- 5.2 Click "Multiple Account" if the PTC charges should be settled by more than one account;
- 5.3 Fill the "On behalf of" and relevant "ITSC Network A/c" if the job is placed on someone's behalf. This will enable the request also viewable in his/her PTC Job List (Refer to "Using PTC Job List"). Add more viewers if necessary.

 出版技術中心  
Publishing Technology Center

### Online Work Request

Login User: **User**      Main Menu | Note to users | Help | Logout

## Request for Design & Multimedia Service

User Dept: <b>ABC</b>	Payee Dept: <b>ABC</b> <input type="button" value="MULTIPLE ACCOUNT"/>	Account Code: <b>123-45-67-890</b>
Requested by: <b>User</b>	ITSC Network A/c: <b>user</b>	Ext: <b>1234</b> Fax: <b>5678</b>
On behalf of (if applicable): <b>Myboss</b>	ITSC Network A/c: <b>boss</b>	The a/c holder will be able to view this job online. <a href="#">CLICK HERE</a> to add more viewers.
Date: <b>08/01/2005</b>	Date required (D/M/Y) -- -- --	

### Design & Multimedia

**Description\***  
Designing a book cover

**Size**  
 Flat: -Please Select- Others:  
 Folded: **A4** Others:

**Cover**  
Paper:   
Color: -Please Select- Others:  
Finishing: Side-A -Please Select-  
Side-B -Please Select-  
Others:

**Inside Pages**  
Paper:   
Color: -Please Select- Others:  
Finishing: -Please Select-  
Others:

**No of Page** (include 4pp cover page)   
**Binding** -Please Select- **Folding** -Please Select-  
**Quantity**

**Job Category claimed by user** 2

Job Category refers to PTC's inhouse service rate. It is determined by your **Job Nature**. Fill in the boxes below if you're not sure about your Job Category. [\(More details\)](#)

	YES	NO
UGC Funded	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For Teaching & Research Central & departmental publications and publicity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cost Recovery	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**For PTC Staff only**

**Print Media:**  
 Poster  
 Publication  
 Leaflet  
 Advertisement  
 Folder/Insert  
 Invitation  
 Exhibition  
 Banner/Backdrop

**Electronic Media:**  
 Website  
 Web Banner/Graphics  
 CD-Rom Design  
 PowerPoint  
 Others

\*Required Fields

[Reset](#)

<input type="button" value="Save &amp; Send Draft"/>	Email your Draft Request content to colleague/s and cc yourself
<input type="button" value="Seek Endorsement"/>	Email your PTC Work Request to the Authorised Person. Eg Head of Dept or Budget Controller.
<input type="button" value="Submit Request"/>	If you are the Authorised Person of PTC Work Request.

## 6 Save and send the draft request

- 6.1 Select "Save/Send Draft" for future action and share it with colleagues. Fill in the email window and click "send";

The top part of the image shows a button labeled "Save & Send Draft" circled in red. To its right, there is explanatory text: "Email your Draft Request content to colleague/s and cc yourself". Below this are two other buttons: "Seek Endorsement" (with text "Email your PTC Work Request to the Authorised Person. Eg Head of Dept or Budget Controller.") and "Submit Request" (with text "If you are the Authorised Person of PTC Work Request."). A red arrow points from the "Save & Send Draft" button down to the "Send" button in the email window below.

The email window is titled "Email the Draft of PTC Work Request". It contains the following fields:

- Fr:** User (user@ust.hk)
- To:** (Use ITSC email A/C and comma [,] to separate addressees) supervisor @ust.hk
- Cc:** (Use ITSC email A/C and comma [,] to separate addressees) user, colleagues @ust.hk
- Subject:** Designing a book cover
- Email Body:** Dear Supervisor,  
My request for designing a book cover for your reference. Please phone me if you have any suggestion. I'll update the request accordingly.  
Thanks  
User

At the bottom of the email window, there are "Cancel" and "Send" buttons, with the "Send" button circled in red.

- 6.2 Only you and your colleagues will receive the email containing details of your draft request and the request's URL. It can be accessed by the Online Project Viewer using the ITSC Network Account;

The left part of the image shows an email interface with the following details:

- Subject:** Designing a book cover
- From:** User <user@ust.hk>
- Date:** Fri, June 25, 2004 10:02 am
- To:** supervisor@ust.hk
- Cc:** user@ust.hk
- Priority:** Normal

The email body contains the same text as the previous screenshot. Below the email body, there is a section titled "Draft Request for Design & Multimedia Service" with the following details:

- Date required:**
- Account Code:** 123-45-67-890
- Description:** Designing a book cover
- Specification:**
  - Size:** Flat: A3, Fold: A4
  - Cover:** Paper: 170 gsm art paper, Color: 4C + 2C, Finishing: Side-A: Matt Varnish, Side-B: Matt Varnish
  - Quantity:** 2500

At the bottom of the email, there is a link: "URL of Draft Request (click to see more detail)". Below this link, there is a note: "The Draft Request will be removed from the system 60 days after its last update. Download this as a file".

The right part of the image shows the "Online Project Viewer" login page. It has the following elements:

- Logo: 出版技術中心 Publishing Technology Center
- Form fields: Username, Password
- Buttons: Login
- Text: (use ITSC Network Account)

a. Colleagues login to view your request form.

- 6.3 No PTC Work Request is placed. No record will be shown in your PTC Job List and no PTC staff will be informed at this stage. You can modify the request later.

## 7 Seek endorsement

- 7.1 When the request details are confirmed, select "Seek Endorsement" if you are not the budget controller. Fill the email box and "Send" the request to the budget controller. When this is done, only the budget controller can modify the request.

**\*Required Fields**

[Reset](#)

**Save & Send Draft** Email your Draft Request content to colleague/s and cc yourself

**Seek Endorsement** Email your PTC Work Request to the Authorized Person. Eg. Head of Dept or Budget Controller.

**Submit Request** If you are the Authorized Person of PTC Work Request.

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**Seek Endorsement for the PTC Work Request**

**Fr:** User (user@ust.hk)

**To:** (Type ONE Authorized Person's ITSC A/C)  
 @ust.hk

**Cc:** User (user@ust.hk),

**Subject:** [Job Number] Seek Endorsement:  
 (recommended)

**Message:**  
 I wish to make a PTC Work Request with details as below. Please click "Approve" to endorse online.

Additional Message: (optional)

**[Request details, Job URL & "Approve" button]**  
 User

- 7.2 You will receive a cc copy of your seek endorsement email with a unique PTC Job Number as part of the email subject. Example:

**[G10269] Seek Endorsement: Designing a book cover**

- 7.3 Your request will automatically appear in your PTC Job List. It will also appear in the PTC Job List of the budget controller and all colleagues mentioned in 5.3.

**PTC Job List** 出版技術中心  
Publishing Technology Center

Login User: User Main Menu | Note to User | Help | Logout

08 / 12 / 04 (Wednesday)

Current Jobs		Past Jobs								
Date In	Job No / Information	Requested By	Request Status	Handled By	Date Required	Description	Progress	Completion Date	Delivery Date	Billing Status
05/12/04	A12345	User Colleague Supervisor	Waiting Acceptance		25/02/05	Video shooting for a Seminar				Nil
04/12/04	G10269	User Depthead	Waiting Endorsement		20/02/05	Design a poster				Nil
03/12/04	P34567	User Supervisor Depthead	Endorsed & Waiting Acceptance		20/01/05	Photo-taking for a Conference				Nil
02/12/04	R45678	User	Accepted	Kenny	20/01/05	Printing for examination paper	In Progress			Nil

<< first < prev Page 1 of 1 next > last >>

Overdue jobs are indicated in RED. Export to MS Word Current Page Export

## 8 Endorsement through email

8.1 Upon receiving your seek endorsement email as example below, the budget controller can click "Approve" and then "Confirm" in the pop-up windows to complete the endorsing process;

8.2 Both the PTC staff and you will receive an endorsement email with subject as:

**[G10269] Endorsed: Designing a book cover**

Message List | Delete Previous | Next

Subject: **[G10269] Seek Endorsement: Designing a book cover \***  
From: User <user@ust.hk> Add  
Date: Tue, June 15, 2004 11:52 am  
To: depthead@ust.hk  
Cc: User <user@ust.hk>, PTC Staff <ptcstaff@ust.hk>  
Priority: Normal

I wish to make a PTC Work Request with details as below. Please click "Approve" to endorse online.  
Please let me know if you need further information.  
User

**Approve**

**Request for Design & Multimedia Service** PTC Job No: G10269

**Date required:**  
**Account Code:**

**Description:** Designing a book cover

**Specification:** Size  
Fold: A4

**Cover**  
Paper: 160gsm art paper  
Color: 4C + 2C  
Finishing: Side-A: Matt Varnish

Please enter your ITSC email password to confirm.

User Name depthead  
Password  
Confirm

a. Budget controller enters

Your endorsement of G10269 is successful

Close Window

b. A successful confirmation. ITSC password.

**Job URL of G10269 (Click to see more detail)**

[Download this as a file](#)

8.3 Alternatively, the budget controller can click the Job URL to access the request form. Modify the request content, then click "Save Change & Approve" to complete the process. In this case, the subject of the endorsement email will become:

**[G10269] Endorsed with modification: Designing a book cover**

Others:

**Inside Pages**

Paper:   
Color: -Please Select- Others:   
Finishing: -Please Select- Others:

No of Page (include 4pp cover page)

Binding -Please Select- Folding -Please Select-

Quantity

**Electronic Media:**

Banner/Backupup  
 Website  
 Web Banner/Graphics  
 CD-Rom Design  
 PowerPoint  
 Others

AV | Design | Photo | Printing

Job Details Attachment

Reset

Approve

**Save Change & Approve**

PRINTER FRIENDLY

\*Required Fields

## 9 Endorsement through PTC Job List

- 9.1 As mentioned in 7.3, the PTC work request seeking endorsement will appear in the budget controller's PTC Job List with request status as "Waiting Endorsement" and hyperlinked;

**PTC Job List**  
 Login User: **Depthhead** Main Menu | Note to User | Help | Logout

**10/01/05 (Monday)**

Date In	Job No / Information	Requested By	Request Status	Handled By	Date Required	Description	Progress	Completion Date	Delivery Date	Billing Status
08/01/05	Q10269	User Depthhead	<a href="#">Waiting Endorsement</a>		20/02/05	Designing a book cover				Nil
03/12/04	P34567	User Supervisor Depthhead	Endorsed & Waiting Acceptance		20/01/05	Photo-taking for a Conference				Nil
14/11/04	R12345	Depthhead	Accepted	Printshop	20/11/04	Printing of proceeding	Completed	16/11/04	18/12/04	In Progress

Overdue jobs are indicated in **RED**. Export to MS Word | Current Page | Export

- 9.2 The budget controller can click "Waiting Endorsement" to access the request form and complete the endorsement process as mentioned in 7.3;
- 9.3 Once endorsement is made, email will be sent as mentioned in 8.2 and 8.3. The "Waiting Endorsement" status will become "Endorsed and Waiting Acceptance". (Once request is endorsed, only PTC staff can modify the request content).

## 10 Submit request directly

- 10.1 If you are the budget controller, click "Submit Request" to email your request;

[Reset](#) \*Required Fields

**Save & Send Draft** Email your Draft Request content to colleague/s and cc yourself

**Seek Endorsement** Email your PTC Work Request to the Authorized Person, Eg Head of Dept or Budget Controller.

**Submit Request** If you are the Authorized Person of PTC Work Request.

**Email the PTC Work Request**

**Fr:** User (user@ust.hk)

**To:** Mike FOK (ptmike@ust.hk)

**Cc:** (Use ITSC email A/C and comma [,] to separate addressees)  
 @ust.hk

**Subject:** [Job Number] Seek Endorsement:  
 Designing a book cover (recommended)

**Email Body**

I wish to make a PTC Work Request for: Designing a book cover  
 Please click below to see the job details for your confirmation.

User  
 \_\_\_\_\_  
 [URL of the Work Request details]

10.2 You will receive a cc copy of your job request email with a unique PTC Job Number as part of the email subject. Examples:

**[G10269] Request: Designing a book cover**

10.3 Your request will also appear in your PTC Job List with request status as "Waiting Acceptance".

## 11 Accept a Work Request

11.1 Upon receiving the endorsement email or job request email, the PTC staff will notify his/her acceptance to you (the requester) through an acceptance email with subject as below:

**[G10269] Accepted: Designing a book cover**

11.2 Once accepted, the "Waiting Acceptance" or "Endorsed and Waiting Acceptance" status in the PTC Job List will become "Accepted". Job will commence after this stage.

## 12 The Online Back-Charge Report

12.1 All completed jobs that are chargeable will be listed as attachment in an email sent to your IDLPs every month.

Back Charge Report for (A DEPT)					
PTC WORK REQUEST FOR THE MONTH OF June 2004 (Jobs closed between 15 May 2004 to 7 Jun 2004)					
Account Code	Job No.	Job Description	Service Charge	Material Charge	Total Charges
123-4567-89101112	G10128	Adapt backdrop cover to JABPC program booklet cover	0.00	0.00	0.00
123-4567-89101112	V07112		570.00	10.00	580.00
123-4567-89101112	V07099	Digitalize Video Tapes into VCD (Mpeg 1)	500.00	100.00	600.00
123-4567-89101112	V07094	IEMBA Graduation Ceremony & Dinner DVD	1,440.00	1,600.00	3,040.00
123-4567-89101112	V06996	Video Production for IEMBA Graduation	1,680.00	0.00	1,680.00
	V07097	Video recording, DV editing and video shooting service for IEMBA Graduation	4,840.00	80.00	4,920.00
123-4567-89101112	G10149	Banner for EMBA	420.00	1,800.00	2,220.00
123-4567-89101112	V07075	One set of VCDs and DVDs of teams' presentation in the Citigroup International Case Competition 2003	0.00	765.00	765.00
123-4567-89101112	V07137	VCD to DVD	1,120.00	80.00	1,200.00
123-4567-89101112	V07124		700.00	5.00	705.00
123-4567-89101112	V07123	Host 9 RP media clip on PTC server as teaching material	280.00	0.00	280.00
123-4567-89101112	V07092	Video tape duplicate	280.00	5.00	285.00
123-4567-89101112	V07103	Duplicates of CDs	0.00	1,360.00	1,360.00
<b>Dept Total:</b>			<b>17,317.50</b>	<b>24,636.60</b>	<b>41,954.10</b>

### Details of PTC Production Charges for the Month of June 2004

**Job Number: V06996**

**Description: Video Production for IEMBA Graduation**

Requested by: Staff UST / Email: user@ust.hk / Account Code: 123-4567-89101112

Date In: 29 Oct 2003 / Date required: 7 Dec 2003 / Date completed: 14 Jan 2004

#### Service and Material Charges

##### AV Production:

Invoice No	Hr/Qty	Description	Category:3		
			Service	Material	Market
4		Location + 1 cam + simple A & L - (2) DVCAM/Betacam/hr	1,680.00	0.00	2,400.00
<b>Sub-total</b>			<b>1,680.00</b>	<b>0.00</b>	<b>2,400.00</b>
<b>Grand Total</b>			<b>1,680.00</b>		

**Job URL of V06996 (Click to see more detail)**