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Procedure

Standard Operating Procedure: Prinergy PrintLink 1-Day Start-Up Assistance

Service Overview

Kodak® Prinergy® PrintLink digital ink-profiling software Start-Up Assistance (SUA) is a 1-day, on-site service that allows customers to get up and running faster with PrintLink. By providing on-site coaching and configuring to meet specific production needs, customers are able to reach full functionality in less time. A Kodak product expert will work directly with the customer's prepress manager and press manager.

This is a fixed duration service—if additional on-site time is required, advise the customer that it can be provided on a chargeable basis, subject to limitations of scheduling and local availability. A Kodak sales representative should be contacted.

Prinergy PrintLink Start-Up Assistance Deliverables

Services

The Kodak product expert will be on-site for one day, continuously, to provide the Start-Up Assistance service consisting of on-site coaching and support. To maximize value, Kodak recommends that the prepress manager be available at the start of the SUA to review deliverables and assign individuals to participate in the Start-Up Assistance program.

Key Service Steps

Suggested durations are only a starting point—they can be changed, depending on customer needs.

	Omitted	Completed
1. Configure and set up Prinergy templates (suggested duration two hours).		
Configure the Prinergy templates according to the press specifications.	☐	☐
2. If required, custom configure PrintLink (suggested duration two hours).		
If the press system cannot handle the standard PrintLink files, use custom configuration for extra options (follow instructions in the *Configurable PrintLink Technical Bulletin*).	☐	☐
3. Test PrintLink (suggested duration four hours).		
Create multiple test files and import them in the press management system.	☐	☐

Service Prerequisites and Customer Responsibilities

Before Starting Service Delivery

To obtain maximum value from the service, the installation (including the installation test check list) and entitled product training must be completed before the start of the SUA. Any uncompleted installation issues will not result in a longer SUA period.

During Service Delivery

Everyone participating in the SUA should be available at all times during the SUA service.

Limitations and Exclusions

This is a fixed duration service—if additional on-site time is required, it will be provided on a chargeable basis, subject to limitations of scheduling and local availability.

PrintLink Start-Up Assistance does not include any calibration or fine tuning of output devices.

Customer Comments

Note any customer comments or actions needed:

Confirmation

The Prinergy PrintLink Start-Up Assistance service was performed on / / (day/month/year) by a representative of Kodak and witnessed by at least one representative of the customer.

Kodak representative: _____

Signature: _____

Customer representative: _____

Signature: _____

Upon completion of the Start-Up Assistance, the Kodak representative will send a copy of the entire document to the regional service manager.

About Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. Creo joined the GCG in June 2005, when it became a wholly owned subsidiary of Kodak. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) had sales of $13.5 billion in 2004 and is committed to a digitally oriented growth strategy.

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