Customer Reference Document: RICOH TotalFlow™ Producer (5765-M20)

Overview

RICOH TotalFlow Producer is a cloud-based workflow technology offering simple, easy-to-use tools for end-to-end production workflow which does not require expensive IT expertise. Regardless of vendor, this SaaS solution can automate the submission and consolidation of jobs from multiple sources and send them to any hot folder. It also allows for automated preflight of jobs and has PDF editing capabilities. This cost-effective app helps to reduce post-order follow-up time using easy to setup customer portals which enable customers to provide job specifications and check live status.

Features in this Release

PDF Viewer	A basic function to view PDFs that have been uploaded into the platform
API	Other solutions can use our API to put the jobs into Producer
Job Support	Upload the files to a portal (Generic Ingestion for PSP)
Order Support	Multiple jobs can be submitted together as one order (For PSP)
Email Submission	Customers can be assigned a secure email address that can be used for job submission. All the files attached to an email are submitted to Producer as one order.
Brand Owner Portals	Portals can be created in the cloud for specific customers to upload their files. Brand owners (print buyers) receive a custom portal where they can upload their jobs.
Automations	Rules-based automations let you customize actions when a job or order meets certain conditions. You can set up automations to change job status or send jobs to hot folders or printers.
Hot folder Support	This is a watched folder on the ground which is continuously monitored for incoming files. When a file is added to the hot folder, it triggers actions or processes that are predefined for that folder
Secure Cloud to ground connector (RCC)	A utility which allows to cloud to ground connection in a secure way
Office File Conversions	Converts Microsoft Office 365 files to PDF
Auto Preflight	Automatically preflights jobs to check for fonts, color, image..etc Custom profiles can be loaded
PDF Editor	Cloud PDF editor for last minute changes such as page re-ordering, numbering
Proof Approval	Approval Process thorough state change
Direct Printing	Unique feature which allows printing via the print driver directly from the PDF editor

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Item Numbers

Package Type	ITEM NUMBER	DESCRIPTION
Base		
Base 1 yr	5765-M20-0001-S1	RICOH TOTALFLOW PRODUCER BASE PACKAGE 1YR SUBSCR
Base 2 yr	5765-M20-0001-S2	RICOH TOTALFLOW PRODUCER BASE PACKAGE 2YR SUBSCR
Base 3 yr	5765-M20-0001-S3	RICOH TOTALFLOW PRODUCER BASE PACKAGE 3YR SUBSCR
Base 4 yr	5765-M20-0001-S4	RICOH TOTALFLOW PRODUCER BASE PACKAGE 4YR SUBSCR
Base 5 yr	5765-M20-0001-S5	RICOH TOTALFLOW PRODUCER BASE PACKAGE 5YR SUBSCR
Base Renewal		
Base 1 yr	5765-M20-0001-R1	RICOH TOTALFLOW PRODUCER BASE PACKAGE 1YR SUBSCR REN
Advanced Package Base		
Advanced 1 Yr	5765-M20-0002-S1	RICOH TOTALFLOW PRODUCER ADVANCED PACKAGE 1YR SUBSCR
Advanced 2 Yr	5765-M20-0002-S2	RICOH TOTALFLOW PRODUCER ADVANCED PACKAGE 2YR SUBSCR
Advanced 3 Yr	5765-M20-0002-S3	RICOH TOTALFLOW PRODUCER ADVANCED PACKAGE 3YR SUBSCR
Advanced 4 Yr	5765-M20-0002-S4	RICOH TOTALFLOW PRODUCER ADVANCED PACKAGE 4YR SUBSCR
Advanced 5 Yr	5765-M20-0002-S5	RICOH TOTALFLOW PRODUCER ADVANCED PACKAGE 5YR SUBSCR
Advanced Package Base Renewal		
Advanced 1 Yr	5765-M20-0002-R1	RICOH TOTALFLOW PRODUCER ADVANCED PACKAGE 1YR SUBSCR REN
Promo 1 Yr	5765-M20-0002-PR-S1	RICOH TOTALFLOW PRODUCER ADVANCED PACKAGE 1YR SUBSCR PROMO
Promo 3 Yr	5765-M20-0002-PR-S3	RICOH TOTALFLOW PRODUCER ADVANCED PACKAGE 3YR SUBSCR PROMO
Promo 5 Yr	5765-M20-0002-PR-S5	RICOH TOTALFLOW PRODUCER ADVANCED PACKAGE 5YR SUBSCR PROMO
Add. Storage		
Storage 1 Yr	5765-M20-0021-S1	RICOH TOTALFLOW PRODUCER 1TB ADDL STORAGE 1YR SUBSCR
Storage 2 Yr	5765-M20-0021-S2	RICOH TOTALFLOW PRODUCER 1TB ADDL STORAGE 2YR SUBSCR
Storage 3 Yr	5765-M20-0021-S3	RICOH TOTALFLOW PRODUCER 1TB ADDL STORAGE 3YR SUBSCR

Storage 4 Yr	5765-M20-0021-S4	RICOH TOTALFLOW PRODUCER 1TB ADDL STORAGE 4YR SUBSCR
Storage 5 Yr	5765-M20-0021-S5	RICOH TOTALFLOW PRODUCER 1TB ADDL STORAGE 5YR SUBSCR
Add. Storage Renewal		
Storage 1 Yr	5765-M20-0021-R1	RICOH TOTALFLOW PRODUCER 1TB ADDL STORAGE 1YR SUBSCR REN
Add-On		
Add-On 1 Yr	5765-M20-0022-S1	RICOH TOTALFLOW PRODUCER ADD-ON OPTIONS 1YR SUBSCR
Add-On 2 Yr	5765-M20-0022-S2	RICOH TOTALFLOW PRODUCER ADD-ON OPTIONS 2YR SUBSCR
Add-On 3 Yr	5765-M20-0022-S3	RICOH TOTALFLOW PRODUCER ADD-ON OPTIONS 3YR SUBSCR
Add-On 4 Yr	5765-M20-0022-S4	RICOH TOTALFLOW PRODUCER ADD-ON OPTIONS 4YR SUBSCR
Add-On 5 Yr	5765-M20-0022-S5	RICOH TOTALFLOW PRODUCER ADD-ON OPTIONS 5YR SUBSCR
Add-On Renewal		
Add-On 1 Yr	5765-M20-0022-R1	RICOH TOTALFLOW PRODUCER ADD-ON OPTIONS 1YR SUBSCR REN
Data Egress Feature		
Egress 1 Yr	5765-M20-0023-S1	RICOH TOTALFLOW PRODUCER 1TB DATA EGRESS ADD-ON 1YR SUBSCR
Egress 2 Yr	5765-M20-0023-S2	RICOH TOTALFLOW PRODUCER 1TB DATA EGRESS ADD-ON 2YR SUBSCR
Egress 3 Yr	5765-M20-0023-S3	RICOH TOTALFLOW PRODUCER 1TB DATA EGRESS ADD-ON 3YR SUBSCR
Egress 4 Yr	5765-M20-0023-S4	RICOH TOTALFLOW PRODUCER 1TB DATA EGRESS ADD-ON 4YR SUBSCR
Egress 5 Yr	5765-M20-0023-S5	RICOH TOTALFLOW PRODUCER 1TB DATA EGRESS ADD-ON 5YR SUBSCR
Data Egress Feature Renewal		
Egress 1 Yr	5765-M20-0023-R1	RICOH TOTALFLOW PRODUCER 1TB DATA EGRESS ADD-ON 1YR SUBSCR REN

Package	Base	Advanced
Storage Tiers	500GB	1 Terabyte
Data Egress *(downloading is usage based)*	500GB	1 Terabyte
PDF Viewer	✓	✓
Generic Job Submission Portal for PSP	✓	✓
Email Submission	✓	✓

API	✓	
Order Support	✓	
Automations	✓	
Number of Brand Owner Portals	Up to 25	Up to 100
Hot Folder Capability	Up to 25	Up to 100
Secure Cloud to Ground (Ricoh Cloud Connector)	1 per tenant	5 per tenant
Office Files Conversion	✓	
Preflight	✓	
PDF Editor (user-based; max 500 users)	✓	
Direct Printing from the Cloud	✓	

Additional Offerings

RICOH TotalFlow Producer Add-On Options
for Advanced and Higher Packages

Number of Brand Owner Portals	Package of 200
Hot Folder Capability	Package of 200
Secure Cloud to Ground	Package of 50
	Includes **all** 3 options
1TB Additional Storage	
1TB Data Egress	

- Additional Storage can be purchased to expand the storage provided within the package or for archival purposes.

- Data Egress entails transferring information from our system to external destinations, and the associated costs are determined by the extent of usage. Once the allowed data transfer limit is reached, purchasing additional data transfer becomes necessary.

Publications

A Help system is available from the application or can be found at https://help.ricohsoftware.com/swinfocenter/.

Language Support

RICOH TotalFlow Producer is available in English, French, Italian, German, Spanish, Dutch and Japanese.

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Limitations

The following are Limitations:

Limits on Ricoh Cloud Connector installs for the Advanced Package: 5
Limits on Customer Portal: 100
Limits on Hot folders: 100

Automations:
Change status automations trigger only when the user performs "Change status" manual actions. Automations are not triggered for automatic status changes and automatic states are not available to be used in automations.

Customer Responsibilities

The customer is responsible for maintaining the configured system and keeping it updated. Customer training will be provided for this product based on the SOW and for using the product in accordance with the End User License Agreement and Terms and Conditions of Use, which can be found at this Web link:

https://app-ricohsoftware.com/terms/#en/index

Additional customer responsibilities can be found in the "Software Support Handbook" under your responsibilities at this Web link:

Ricoh Software Support Handbook: https://help.ricohsoftware.com/swinfocenter/ricoh-software-support/pdfs/Ricoh-GC-Software-Support-Handbook.pdf

Subscription Model

Ricoh will support the customer during their subscription period. An annual subscription renewal is required to continue the support.

Software Subscription FAQs

Q: When does a subscription start?

A: The start date is the order date or the date that software is made available to the customer. The subscription will not function prior to subscription start date. The customer will be billed when the order is placed.

Q: When does a subscription end?

A: The end date of the subscription is determined by the term of the subscription. If you purchase a two-year subscription starting on August 1 of one year, the subscription ends on July 31 two years later.

Q: How does a RICOH TotalFlow Producer Subscription customer renew their subscription?

A: Place an order for one of the annual renewal items. The subscription will renew the day after the existing subscription expires.

Q: How does a RICOH TotalFlow Producer Subscription customer know when their subscription is going to expire?

A: The subscription tab under Account Administration shows the subscription expiration date. A warning message appears in the user interface starting 60 days prior to the expiration date and at regular interval thereafter.

Q: Is the 30-day trial still available?

A: Yes. RICOH TotalFlow Producer Trial Subscription can be requested.

Q: Can a RICOH TotalFlow Producer Subscription customer add a new feature part way through a subscription term?

A: Features are based on the packages purchased. Customer can upgrade to the next available package.

Q: Can a RICOH TotalFlow Producer Subscription customer change the end date of a subscription to align it with the end of a printer or other equipment lease?

A: No

Q: Can a RICOH TotalFlow Producer Subscription customer cancel prior to the subscription end date?

A: Subscriptions cannot be cancelled.

Q: Are Professional Services hours included in the subscription?

A: No. Hours for customization, project management and other Advanced Solution Practice services as determined in the Statement of Work (SOW) remain a one-time charge (OTC) and are not included in the subscription pricing.

RICOH TotalFlow Producer Subscription Ordering Information

RICOH TotalFlow Producer Subscription is composed of either Base or Advanced package.

- Here are the two EDP Codes for either Base Package or Advanced Package respectively.

  Base Package Code: 5765-M20-0001
  Advanced Package Code: 5765-M20-0002

- Specify the desired subscription term (1, 2, 3, 4 or 5 years).

Marketing channels

Ricoh Direct Sales Specialists or Dealer Channels

Accessibility by people with disabilities

Base TotalFlow Producer Accessibility capabilities and characteristics apply to this TotalFlow Producer update.

A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on the product accessibility compliance can be requested via this Web site:

https://www.ricoh-usa.com/en/about-us/corporate-responsibility-and-environmental-sustainability/accessibility

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