pitney bowes

Ship & Mail
Mailing Software

# Relay Unify uTrack

## User Guide

US English Edition
January 2025

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# Introduction

This is a complete guide on how to track your jobs once they have been printed as they move through the production floor.  Relay Unify Track integrates with your inserters to allow piece level tracking and automate reprints.  It also offers the ability to monitor and change the status of a job to ensure you meet the SLA for every job.

This manual was written to show how the components of Relay Unify Track work together.

## *uControl*

This module allows you to monitor every job as it processes from the data drop to leaving the facility completed.  It is based around monitoring SLAs and gives the ability to manually change the status of a job.

# Implementation Summary

1. Set up the work calendar.
2. Set up your priority levels.
3. Create the SLA email events.
4. Create an email event notification for when a submission is complete.
5. Connect your inserts to communicate with Relay™ Unify, Powered by Transformations (contact Pitney Bowes support for assistance).
6. Set up your ticket tracking system using the submission ticket, consolidated job ticket, print job ticket, or banner pages.

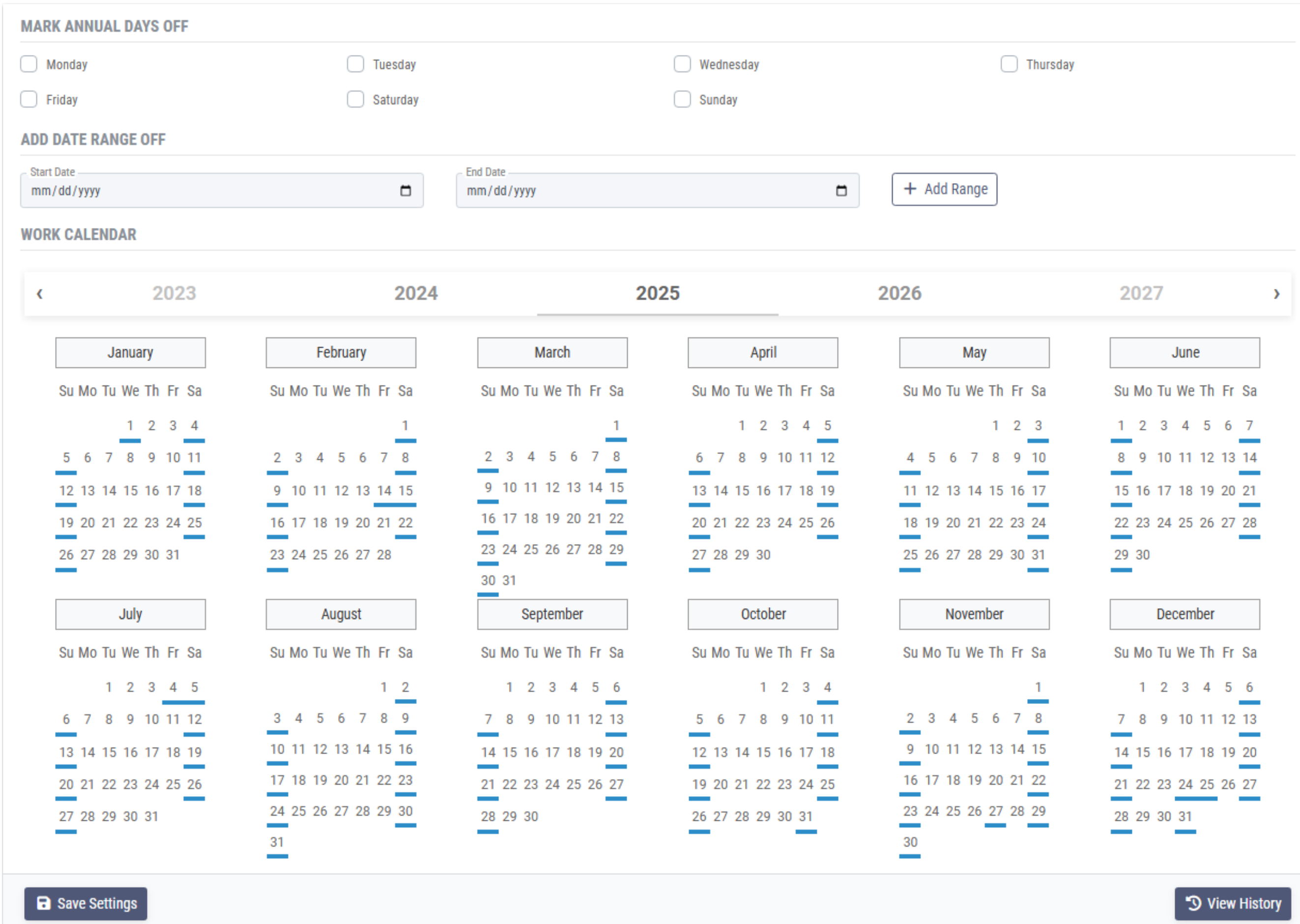
You are now ready to track jobs and change the status of them as they move through the production floor!

# Work Calendar

This is used for calculating SLAs.  If a day is not marked as a workday, then it will not be used in calculating when the job is due to be completed.

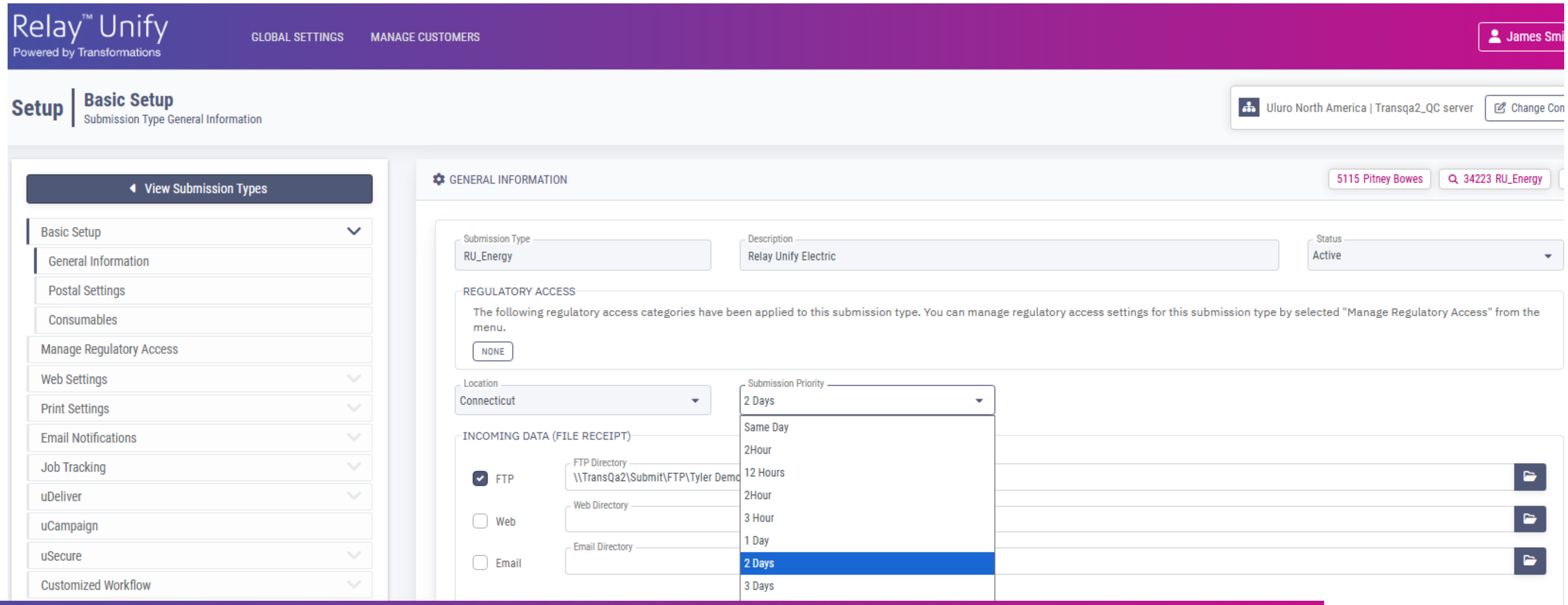
All days are set as workdays by default.  To mark a day as No (not a workday), click on the date at the top of the window, it will then mark the day on the calendar at the bottom, and click Save Settings.  That date will then be marked with a blue underline.

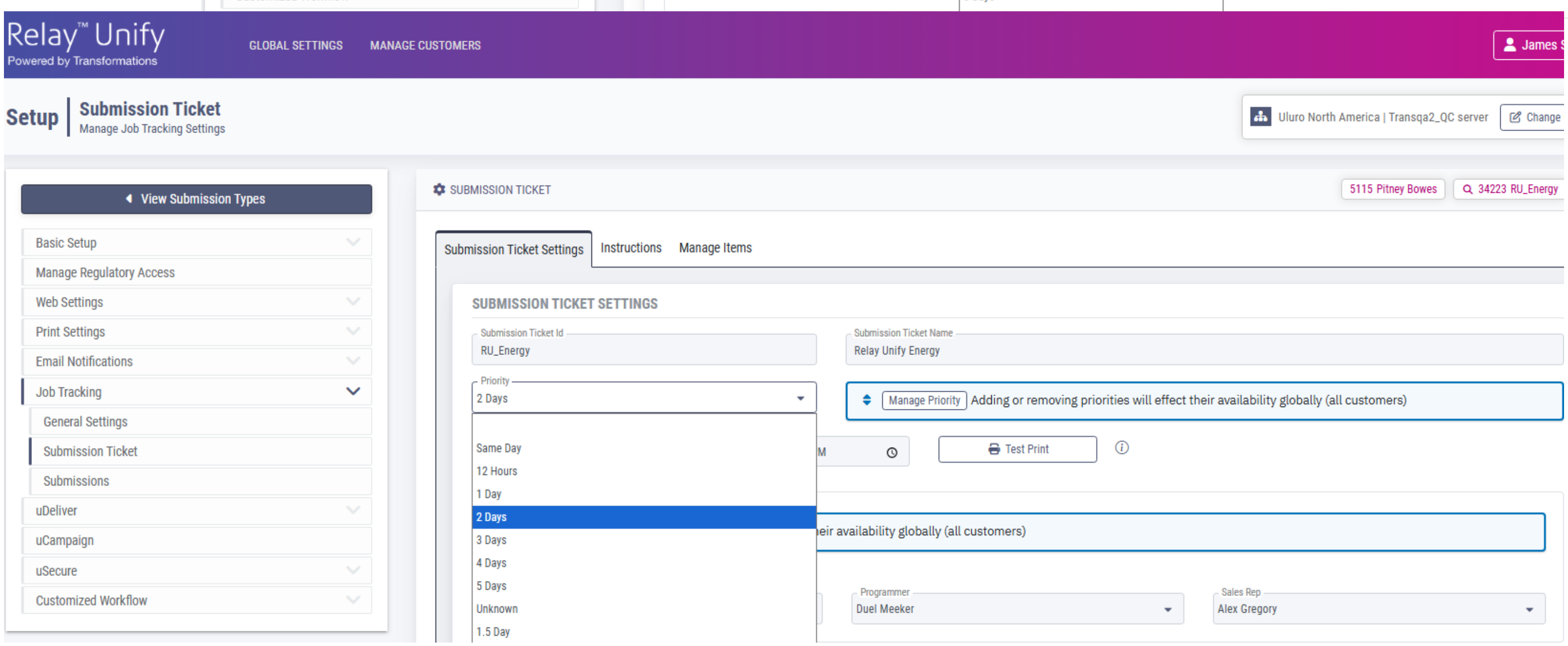
Dates can be changed annually.  Holidays can be marked individually by clicking on the day on the calendar.



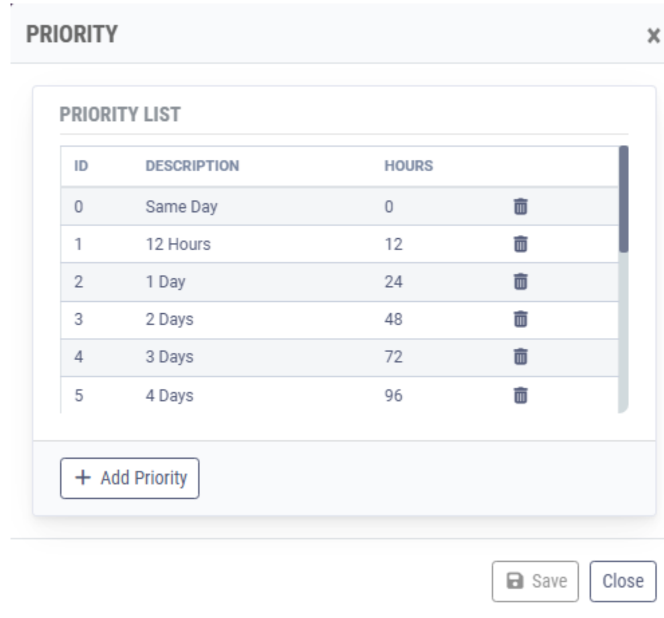
# Setting SLA Priority

The priority on the submission can be set on the Basic tab or on the Submission Ticket tab.



Under the Submission Ticket tab, you can create new priorities by clicking the Manage Priority button.




Enter the **ID**. This will be used to track the priority within Relay Unify. It will also be the value that is displayed in the Priority column in PM.

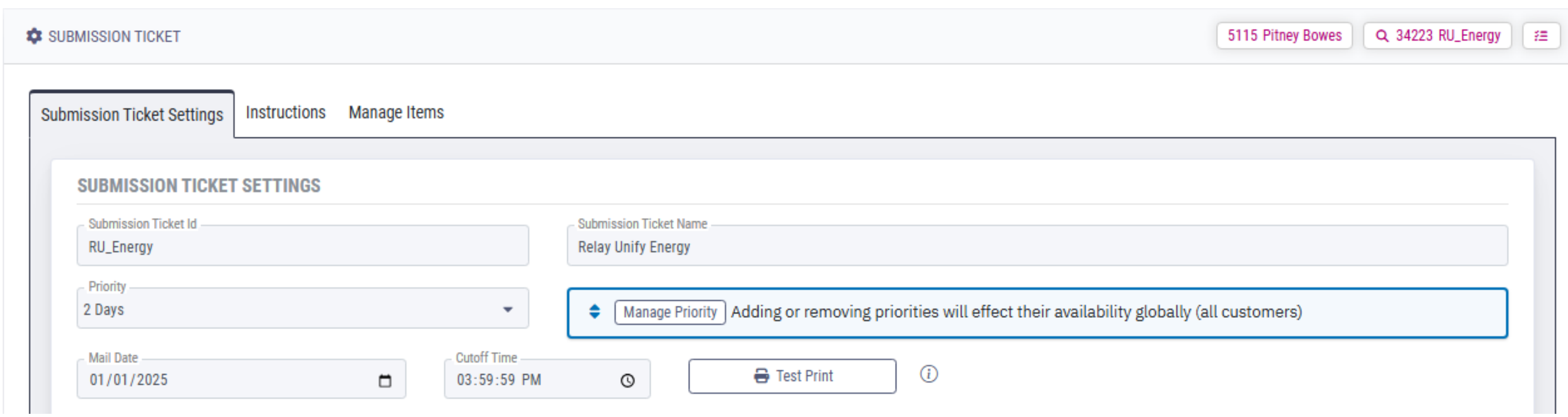
Enter the **Description**. This will be displayed in the Priority column in uControl.

Enter the **Hours** that the job needs to be completed within. This will be used to calculate the Due Date for the submission.

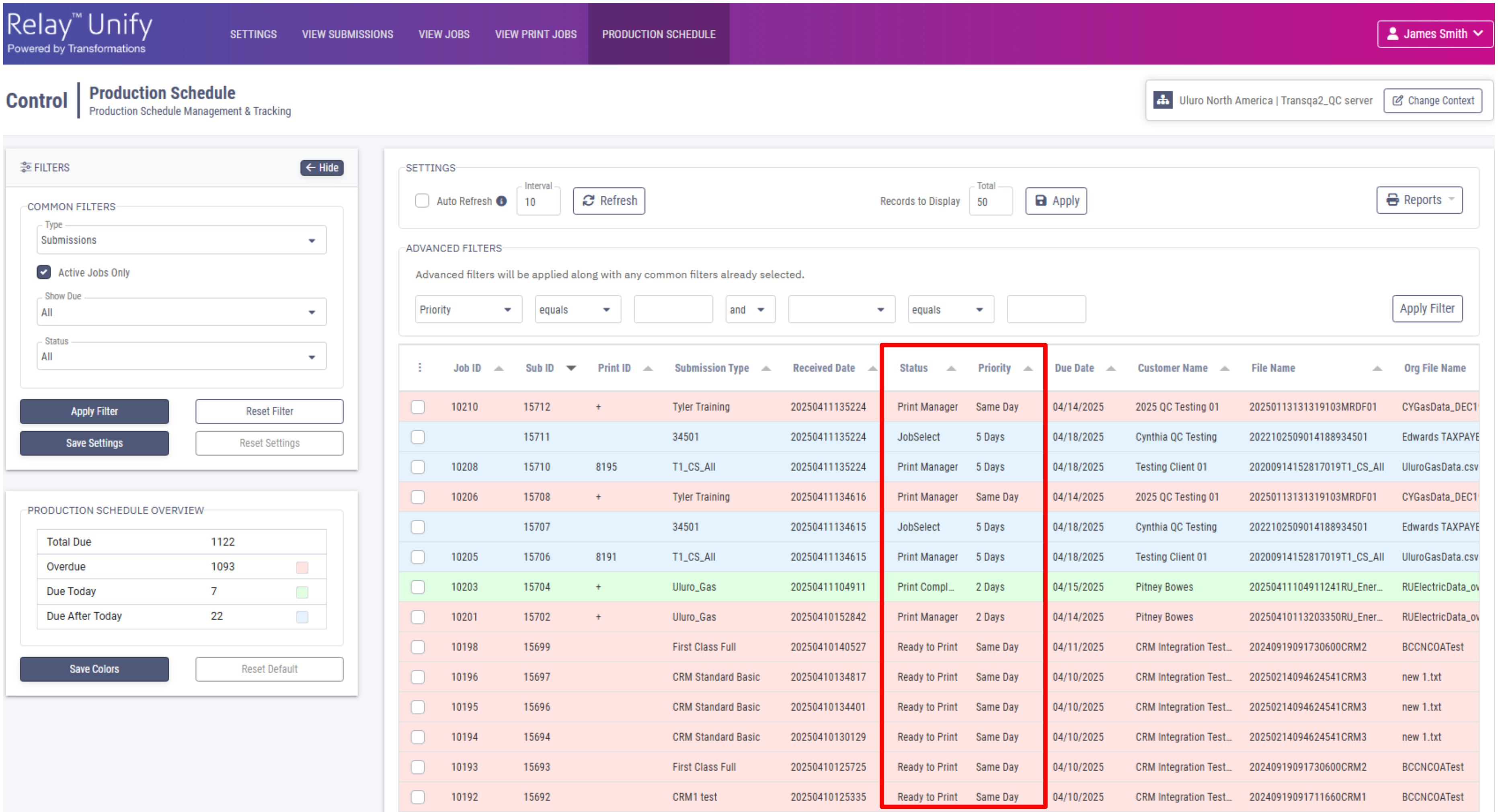
The **Cutoff Time** also affects the Due Date. If a file comes in before the time entered here, today will count toward the hours. If the file comes in after the cutoff time, the time will not begin until the next workday.

For example, if the Priority is 3 days, and the file comes in on Friday at 11am, then the due date will be Sunday if all days are workdays (in the work calendar). The due date will be Tuesday if Saturday and Sunday are not marked as workdays.

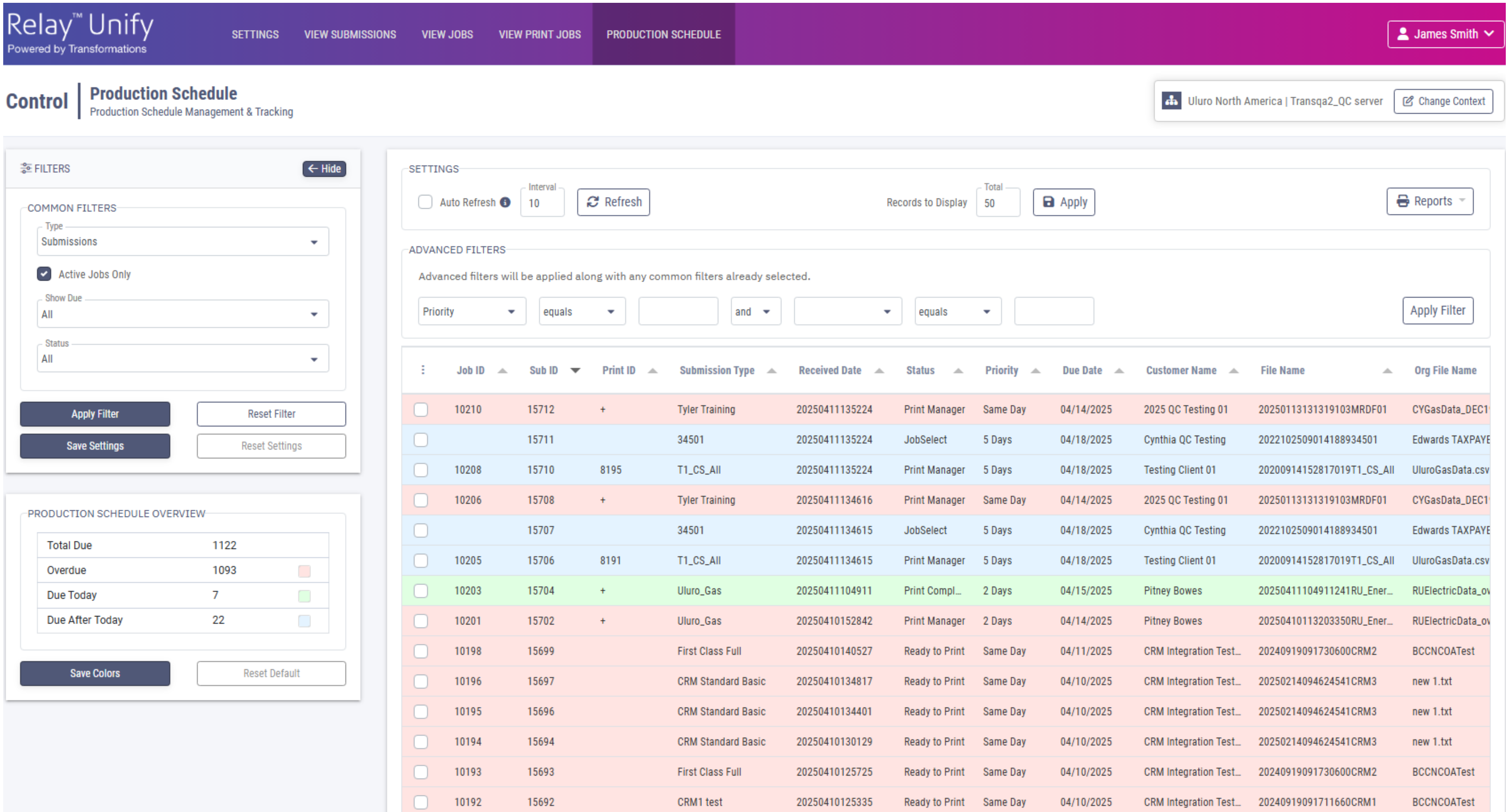
If that same file comes in at 2:01 Friday, then the due date will be Monday (if all days are workdays) or Wednesday (if Saturday and Sunday are not workdays).



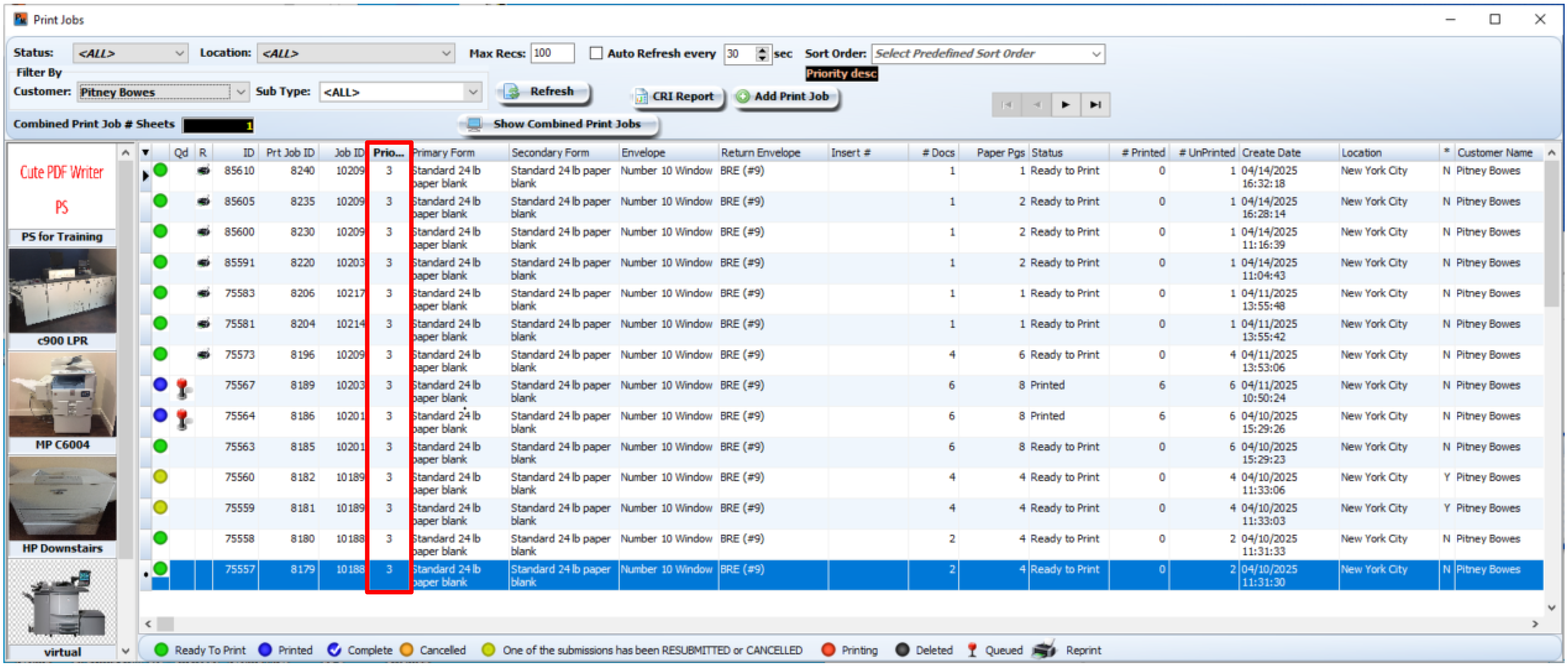
The Priority selected within the submission type and the calculated Due Date will appear in uControl under the Production Schedule Tab.



The Due Date is what determines if something is Overdue, Due Today, or Due Next Day (or later).  The submissions will be color coded appropriately based on the Due Date column.



The priority ID value will be listed in Relay Unify Print Manager in the Print Jobs Dashboard under the Priority column.

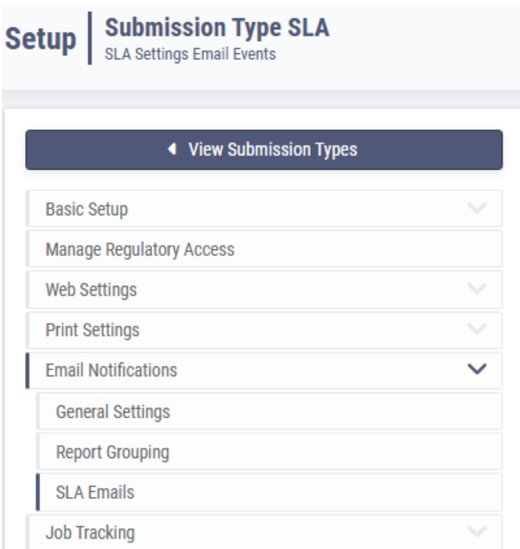


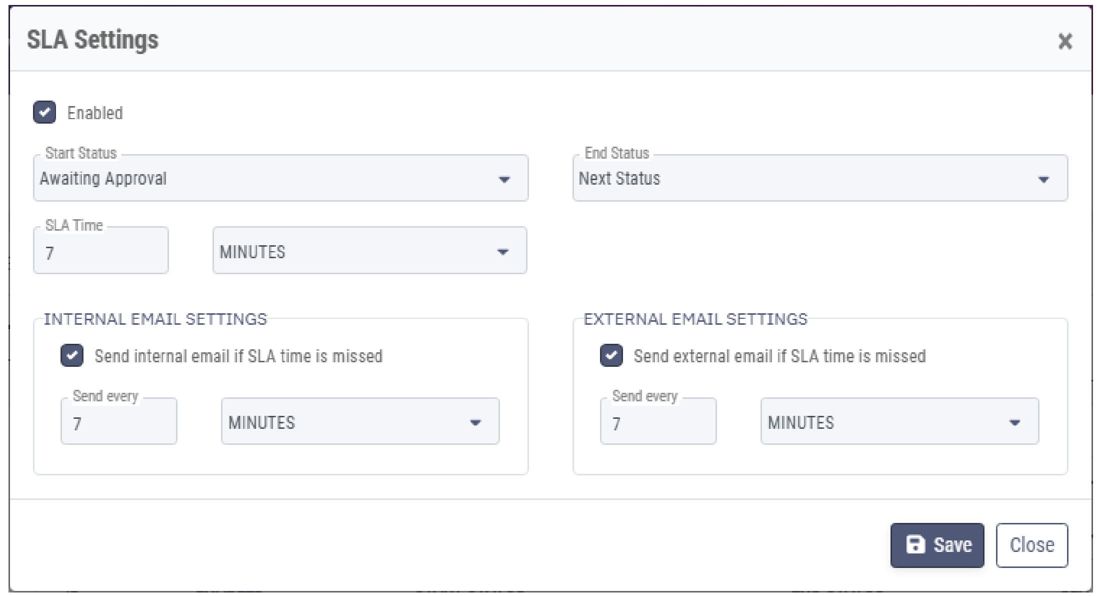
# SLA Email Events

To track that your overall SLA time is met, you can create email events to send if a submission/job is in a status for too long, jeopardizing meeting the overall SLA/Priority.

This is for an email to alert that a job is not progressing, or that an individual status SLA has been missed.  These are based off the status of a job.

Within the submission type, click on the Email Notifications dropdown on the left, then click on the SLA Emails tab.




**ID** – This will autoincrement and cannot be edited.

**Enabled** – Check this box to enable the SLA.

**Start Status** – The timing will begin with the submission reaches this status.

- Received
- Hold for Confirmation
- PreProcess
- BreakPack
- Awaiting Approval
- Cleansing
- PostProcess
- AutoJob
- Hold and Release
- JobSelect
- Presort
- Ready to Print
- Partial Print
- Print Complete
- Inserter
- Inserter Complete
- Sorter
- Mailed
- Messages ONLY
- Complete
- Rejected

**End Status** – The timing will end with the submission reaches this status.

- Next Status
- Received
- Hold for Confirmation
- PreProcess
- BreakPack
- Awaiting Approval
- Cleansing
- PostProcess
- AutoJob
- Hold and Release
- JobSelect
- Presort
- Ready to Print
- Partial Print
- Print Complete
- Inserter
- Inserter Complete
- Sorter
- Mailed
- Messages ONLY
- Complete
- Rejected

**SLA Time** – This is the maximum amount of time that the SLA says the submission should take to go from the start status to the end status.

**Send Internal Email if SLA time is Missed** – Check this if you want an internal email if the SLA is not met. An event will need to be created for this. Set the number of minutes to wait before sending another email. If the submission has not reached the ending status (or a status after the ending status) in the amount of time set after the last email, another email will be sent. Emails will continue to be sent using the number of hours/min/days entered for **Send every** until the ending status is reached.

**Send External Email if SLA time is Missed** – Check this if you want an internal email if the SLA is not met. An event will need to be created for this. Set the number of minutes to wait before sending another email. If the submission has not reached the ending status (or a status after the ending status) in the amount of time set after the last email, another email will be sent. Emails will continue to be sent using the number of hours/min/days entered for **Send every** until the ending status is reached.

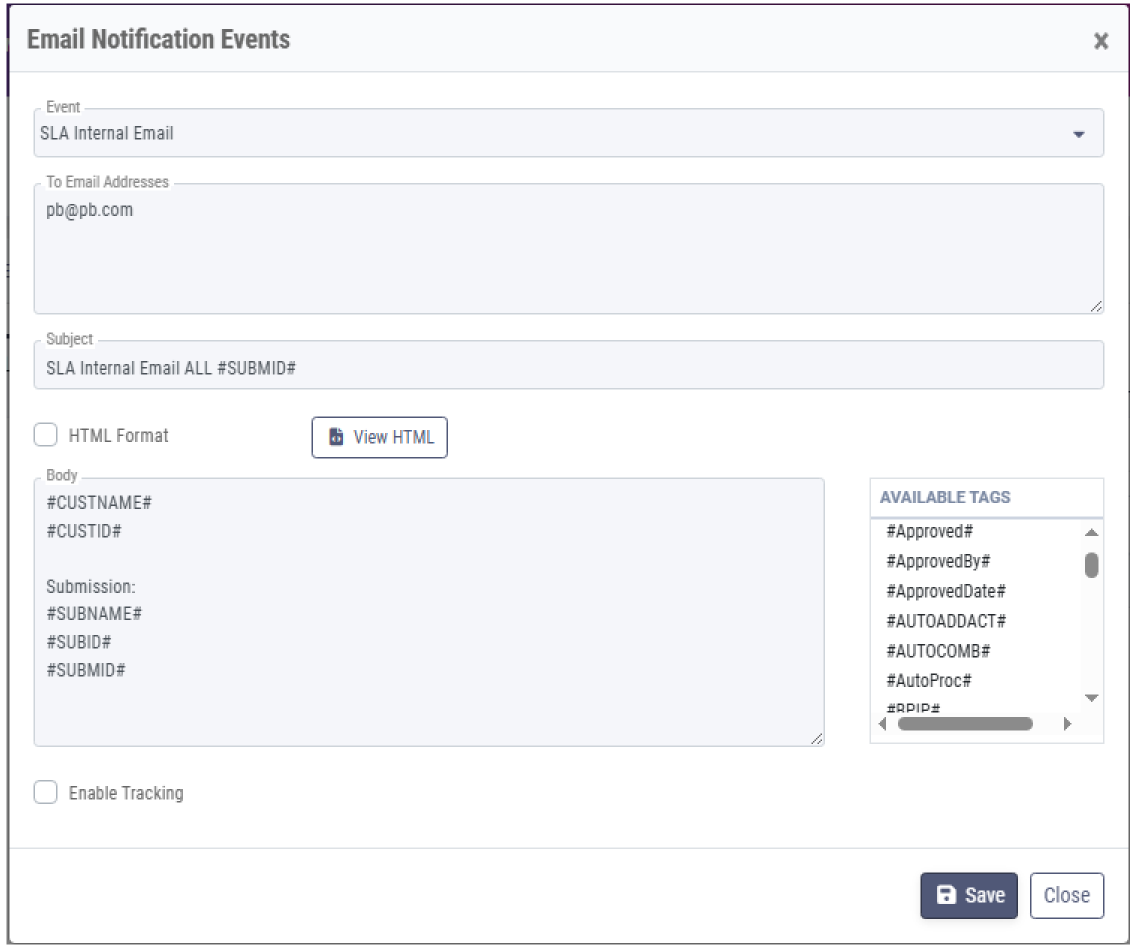
An internal/external email for use by all the SLA events or a different one for each SLA event can be set up. This way if an internal email needs to go to Bill and Ryan for awaiting approval being missed, and Alex and Tiffany if it is in Hold for Confirmation status too long, that is possible. Click on the button for Setup Email Events for this SLA ONLY for that scenario.

If there is a specific SLA email setup for that SLA scenario, the SLA email events for ALL will not be sent. In the case above, there is an internal email for this SLA only setup. Even if external was checked, the external for all SLAs would not be sent.

If Send internal/external email if missed is checked, you must setup an email event for that email to send. If there is not an email event for All or that SLA only, no one will receive an email notification.

To create an internal or external email event, click the **Setup Email Events ALL or Setup Email Events This SLA Only** button.

Click Manage Default SLA Email Events, then click on Add Email Event.




**Event** – Select the type of email event you wish to create. You can create one of each type:

- SLA External Email
- SLA Internal Email

**To Email Addresses** – Enter the email addresses of the people that need to receive this email event. If multiples are being entered, separate them with a ; delimiter. For the events that this has greyed out, the email addresses will be pulled from the users' web profile.

**Subject –** Enter the subject of the email. Tags can be added to the text entered here.

**Body –** Enter the body of the email. Tags can be added to the text entered here.

> To embed a field tag into the text for the subject or the body of the email, select a tag from the list and click on the tag you want to add. The tag will be inserted to where the cursor was before the tag was selected.

**HTML Format –** If the email is written in HTML, check this box. Use the **View HTML** button to preview the email.

Click Save.

# Submission is Complete Email Event

To create a new email event, click the Add Email Event button.

**Event** – Select Submission is Complete.

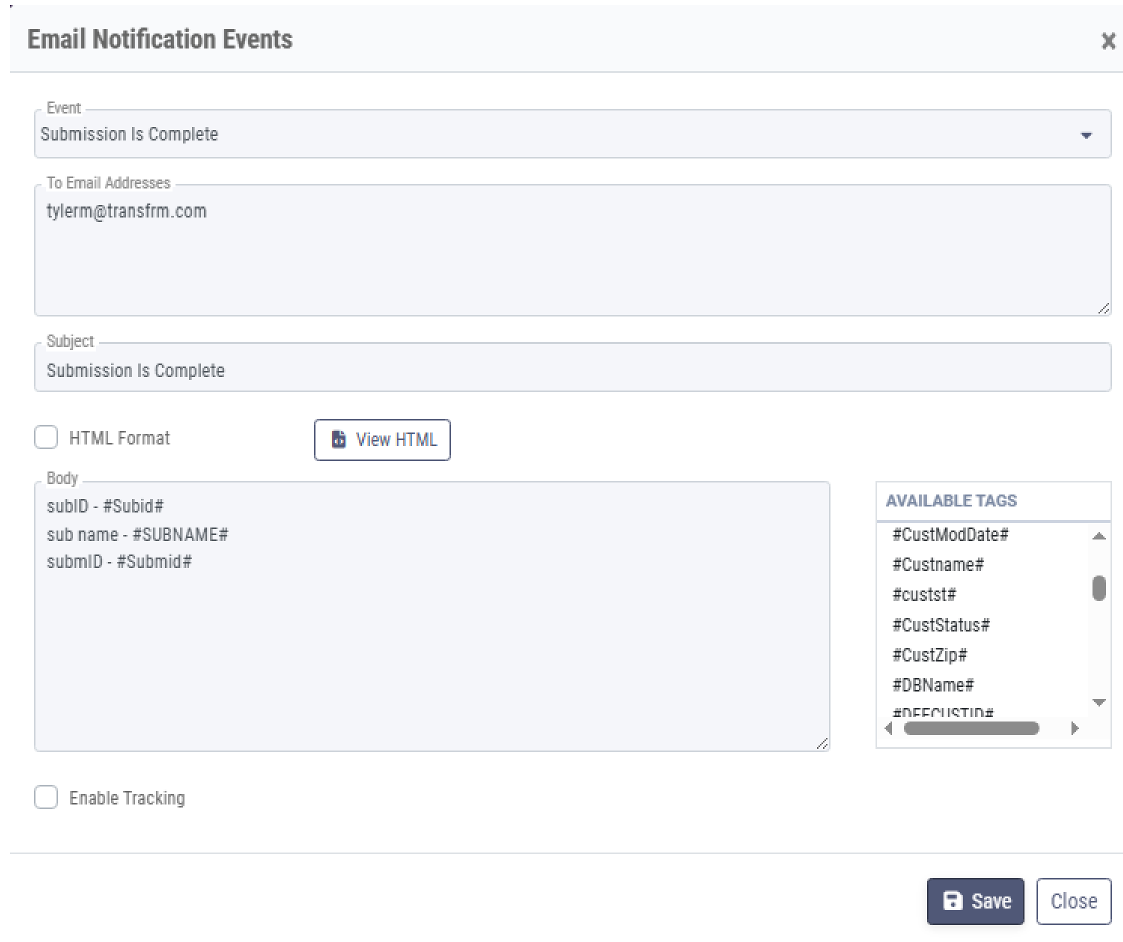
**To Email Addresses** – Enter the email addresses of those needing to receive this email event.  If multiple emails, use a semicolon as the delimiter.

**Subject** – Enter the text that will be displayed as the subject line of the email.

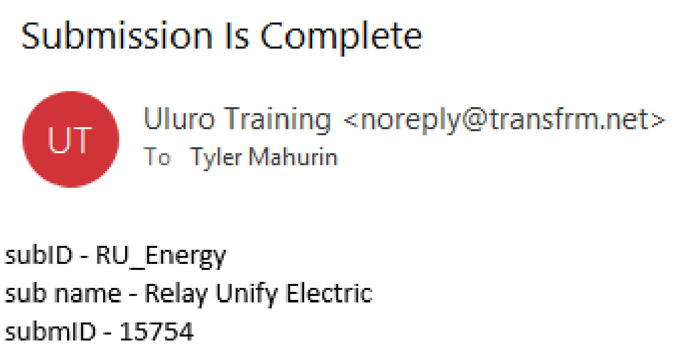
**Body** – Enter the body of the email.  This can be HTML if desired.  Simply check the **HTML Format** box.

Click the **View HTML** button to preview the email.

**Tags** – These can be added to the subject line, or the body of the email.  Simply click on any tag in the list and it will be inserted to the text of the subject or body of the email where you had the cursor last.




Example:



# uControl

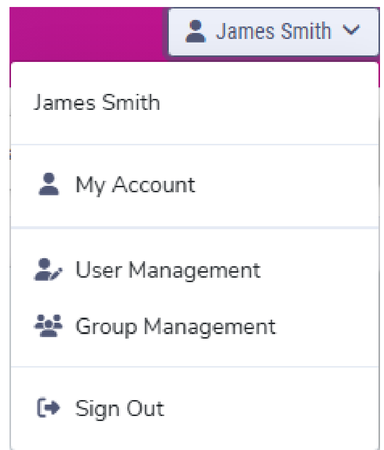
This module is based around monitoring SLAs and the ability to manually change the status of a job.

## *Version Information*

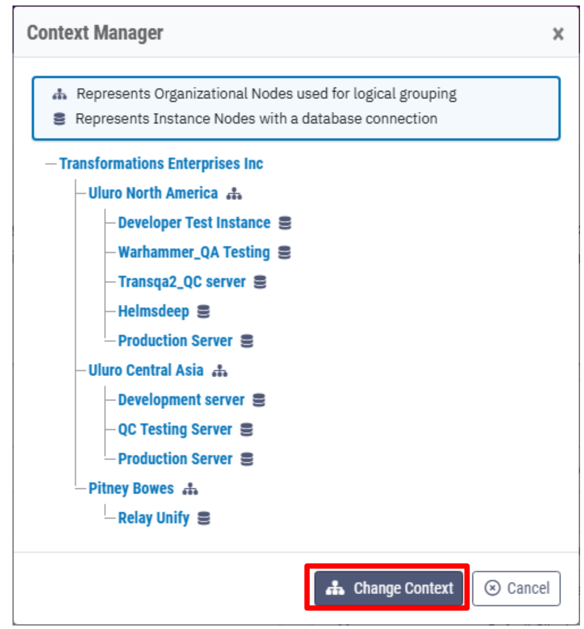
To determine the version of uControl you are running, scroll to the bottom of your screen, and it is in the bottom right-hand corner.


## *Database/ Context Connection*

Once you have logged in to uControl, on the top right you'll see the Change Context button.  From there you can choose your Database that was set up in uSetup.

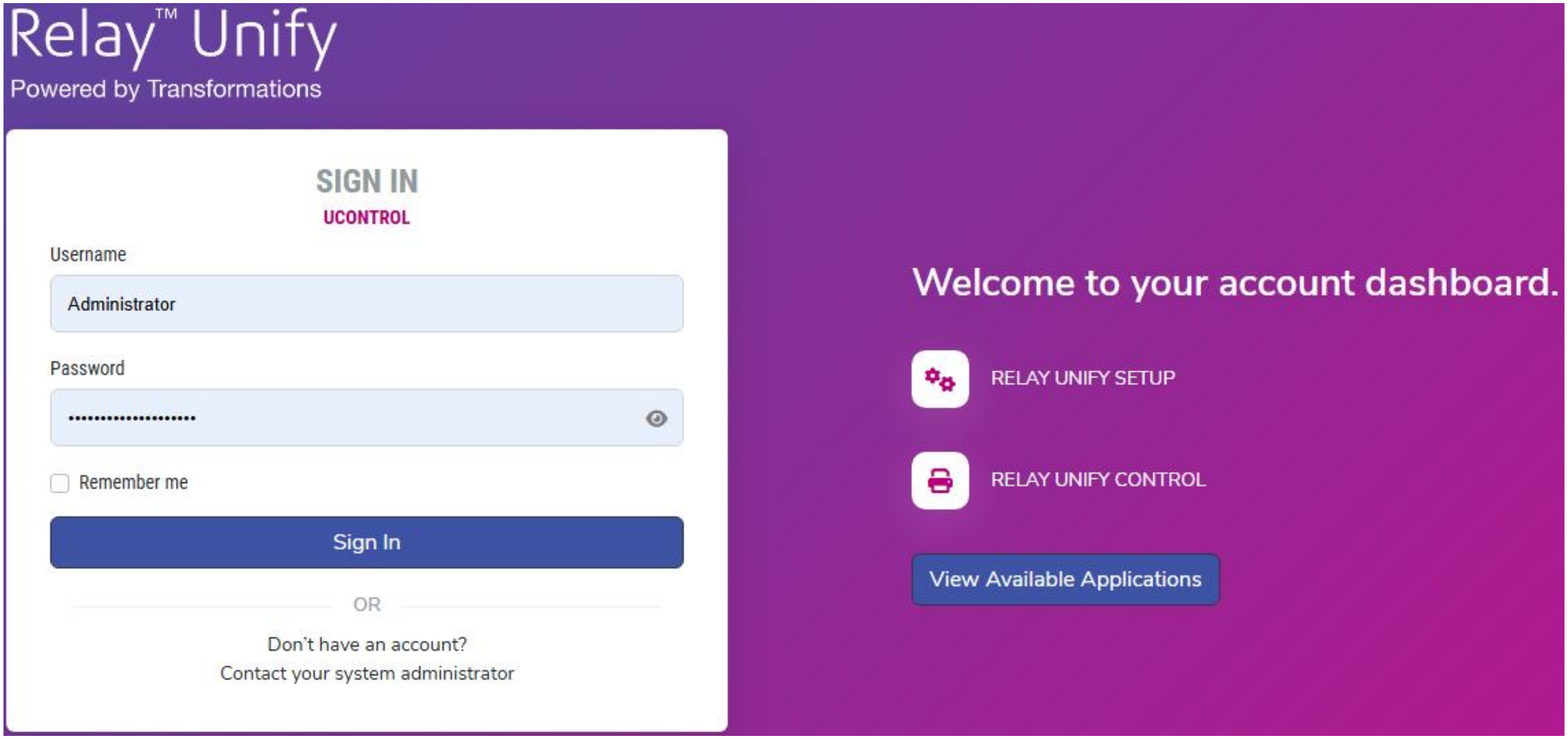

Once inside the Change Context section, you can select your Database you would like to work on and click on the Change Context button again.



### *Logging Out the User*

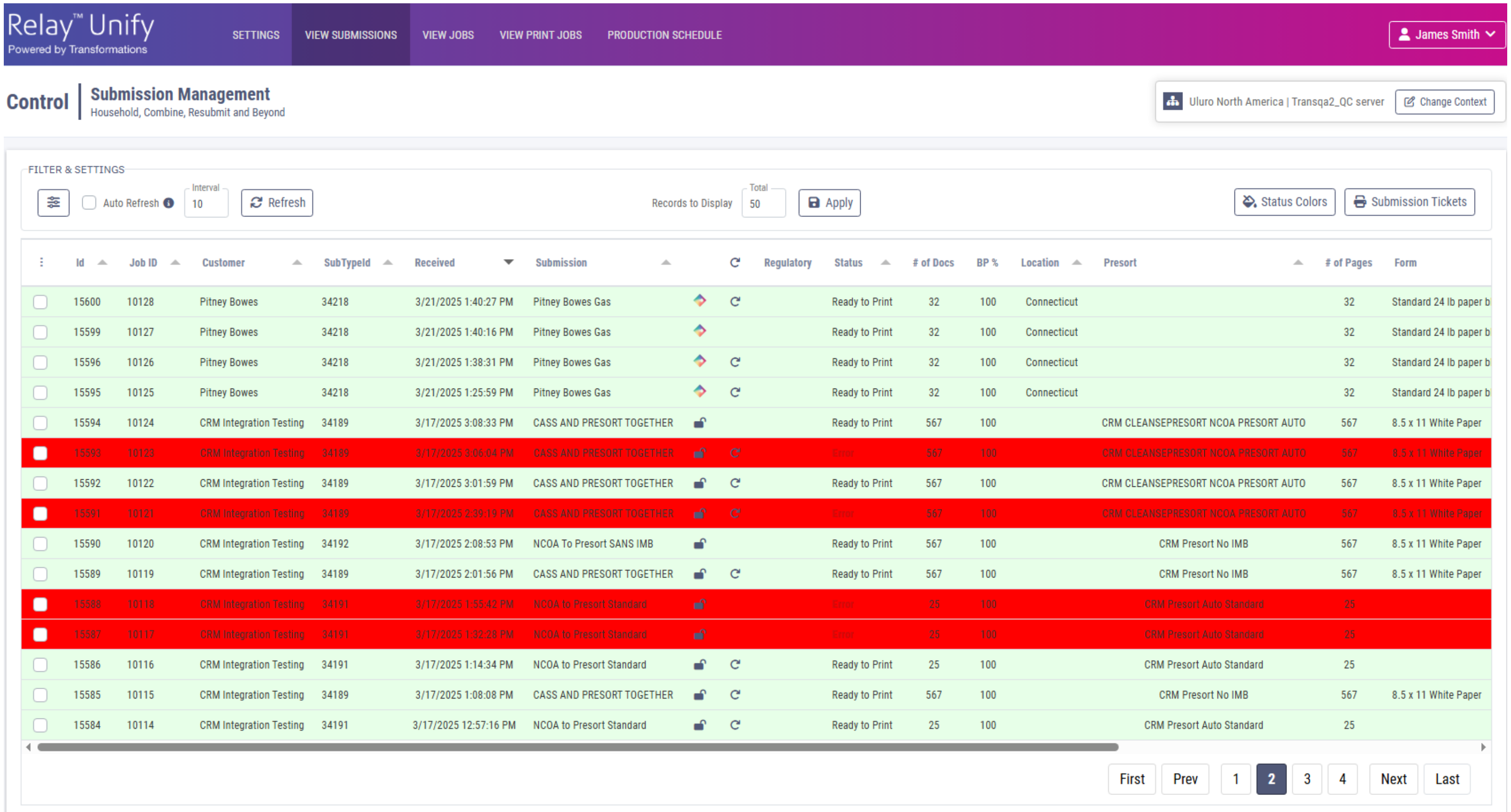
Click on the name tag in the top right of the screen.  The user currently logged into the program will be logged out once you click Sign Out.

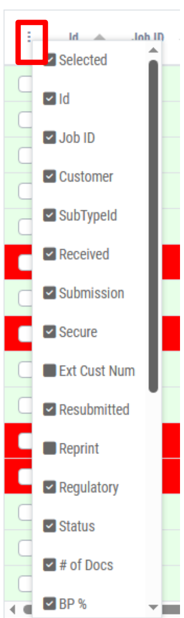
The login screen will immediately appear to login again as the same or a different user.



# Submissions Tab

There are four tabs in uControl, depending on whether the submission, job, or print job is what you are tracking.




To see the filters and settings affect the submissions listed on the Submissions tab click Refresh. Any changes you make to the view of the dashboard columns such as which are displayed, the order they appear, or the sort will remain as that user's settings upon the next login to uControl.

To edit which columns appear, click on the Ellipsis to the left of the columns. Check the ones that you would like displayed and uncheck those you want to remove from the view.

**Active Jobs Only (Production Schedule Tab)** – If this is checked, jobs that are in Complete or Cancelled status will not be displayed on the dashboard. They will also not be reflected in the Total Due number at the bottom. If this is unchecked, all jobs will be displayed.

**Auto-Refresh** – If this is checked, the dashboard will continually update according to the number of seconds entered. Ten seconds is the fastest recommended or it will try to query too fast and timeout.

**Records to Display** – Total number of records displayed on the dashboard.

**Show Due (Production Schedule Tab)** – This allows you to show only the Overdue, Due Today, Due Next Day (or later), or All will show all submissions.

**Status** – This allows you to sort by a specific status. All statuses are available including custom statuses.

**Change Status (Production Schedule Tab) –** Click on this button to manually change the status of a submission.

**Complete (Production Schedule Tab)** – Click on this button to put a submission in complete status.

**Print Submission Ticket** – Click on this button on the top right to print a copy of the submission ticket after selecting a submission on the dashboard.

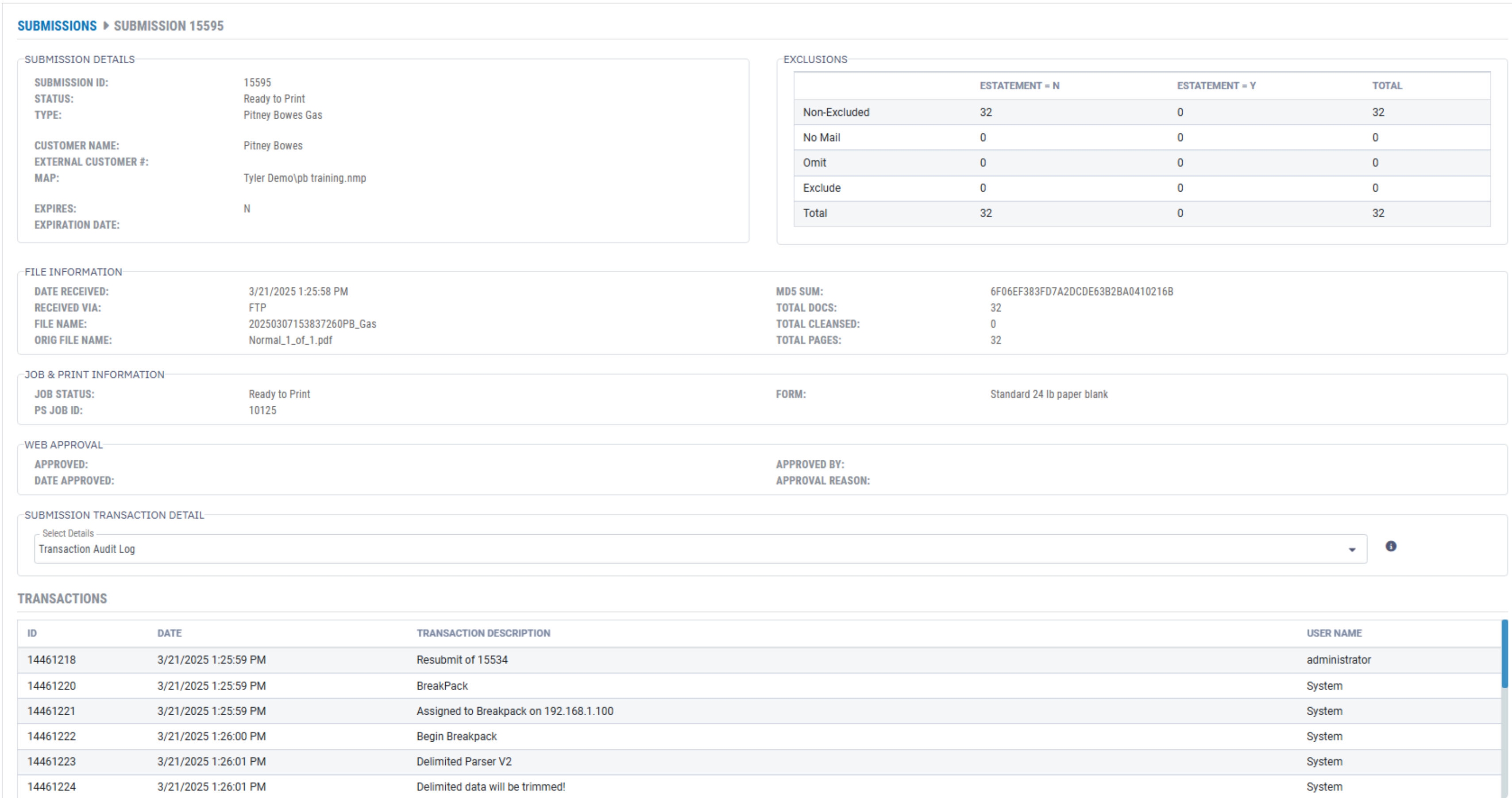
***Tips:***

The submission ticket, consolidated job ticket, and print job ticket can each be accessed from the submission, job, or print job respectively.

If using those to track, they can be accessed, saved, or printed at any time through uControl.

Click on a submission to highlight it, then right-click and select View Details to see the transaction details.

The Transaction Audit Log dropdown shows the progress from status to status.



Similarly, the Submission Flow dropdown shows the timestamp of each status. If there was a custom status used the status will be displayed, and the Custom box will be checked.

SUBMISSION TRANSACTION DETAIL

Select Details: Submission Flow

**SUBMISSION FLOW**

| STATUS | ORDER | STATUS DATE | CUSTOM |
|---|---|---|---|
| Received | 100 | 4/4/2025 1:41:31 PM | ☐ |
| BreakPack | 400 | 4/4/2025 1:41:31 PM | ☐ |
| AutoJob | 1200 | 4/4/2025 1:41:33 PM | ☐ |
| Ready to Print | 1700 | 4/4/2025 1:41:40 PM | ☐ |
| Print Manager | 1750 | 4/4/2025 1:42:40 PM | ☐ |
| Partial Print | 1800 | | ☐ |

The Exclusions dropdown shows the breakdown of document classifications.

SUBMISSION TRANSACTION DETAIL

Select Details: Exclusions

**EXCLUSIONS**

| | ESTATEMENT = N | ESTATEMENT = Y | TOTAL |
|---|---|---|---|
| Non-Excluded | 32 | 0 | **32** |
| No Mail | 0 | 0 | **0** |
| Omit | 0 | 0 | **0** |
| Exclude | 0 | 0 | **0** |
| Total | 32 | 0 | **32** |

The Emails dropdown will show all email events, individual emails from those events, and Relay Unify Deliver (HTML) email events and emails.

**EMAILS**

| DOCUMENT | EMAIL ADDRESS | SUBJECT | CREATED | EMAILED | STATUS MESSAGE | TRACKED | OPENED | CLICKS | OPT OUT | BOUNCED |
|---|---|---|---|---|---|---|---|---|---|---|
| | tylerm@transfrm.com | Submission is Received | 4/4/2025 1:41:40 PM | | | | | 0 | | |
| | ttobin@transfrm.com | Report Group | 4/4/2025 1:41:40 PM | | | | | 0 | | |
| | ttobin@transfrm.com | Breakpack Reports | 4/4/2025 1:41:40 PM | | | | | 0 | | |
| 25256694 | tylerm@transfrm.com | Send End User URL Email | 4/4/2025 1:41:40 PM | | | | | 0 | | |
| | ttobin@transfrm.com | Submission Ready for Print | 4/4/2025 1:41:40 PM | | | | | 0 | | |
| 25256692 | tylerm@transfrm.com | Send End User PDF Email | 4/4/2025 1:41:41 PM | | | ✓ | | 0 | | |
| 25256693 | tylerm@transfrm.com | Send End User PDF Email | 4/4/2025 1:41:41 PM | | | ✓ | | 0 | | |

The Text Messages/ Events, and Voice Messages/ Events dropdowns show the events created and the individual SMS/IVR messaged from those events.

SUBMISSION TRANSACTION DETAIL

Select Details

Text Events

TEXT EVENTS

| ID | CREATED | STATUS | PROCESSED | MESSAGE | MOBILE # | DATE KEY |
|---|---|---|---|---|---|---|
| 3649 | 4/10/2025 11:31:00 AM | Complete | 4/10/2025 11:32:01 AM | Your appt is scheduled for #Sys_SMSKeyDate#. Press c to confirm and R to reschedule. | From Web | May 13 2019 7:12PM |

SUBMISSION TRANSACTION DETAIL

Select Details

Text Messages

TEXT MESSAGES

| ACCOUNT | NAME | MOBILE # | MESSAGE | STATUS | DATE SENT | RESP RECEIVED | RESPONSE MEANING | DATE RECEIVED | DOC ID | CREATED DATE | STATUS MESSAGE |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Pitney Bowes Energy | Samantha Turnbow | 7144943798 | Your appt is scheduled for 07/19/2017 at 12:00 AM. Press c to confirm and R to reschedule. | Delivered | Apr 4 2025 1:42PM | N | | | 25256692 | 4/4/2025 12:00:00 AM | Delivered |
| Pitney Bowes Energy | Alex Gregory | 7144943798 | Your appt is scheduled for 07/19/2017 at 12:00 AM. Press c to confirm and R to reschedule. | Cancelled | | N | | | 25256693 | 4/4/2025 12:00:00 AM | Cancelled |
| Pitney Bowes Energy | Tiffany Tobin | 7144943798 | Your appt is scheduled for 07/19/2017 at 12:00 AM. Press c to confirm and R to reschedule. | Cancelled | | N | | | 25256694 | 4/4/2025 12:00:00 AM | Cancelled |

The Print Jobs dropdown displays all print jobs created.

SUBMISSION TRANSACTION DETAIL

Select Details

Print Jobs

PRINT JOBS

| PRT JOB ID | STATUS | PRINTER | CONFIGURATION | # DOCS | CREATE DATE | COMP DATE | OUTPUT FILE |
|---|---|---|---|---|---|---|---|
| 8162 | Print Manager | Uluro Native PDF Output | All Docs PDF Output | 6 | 4/4/2025 1:42:00 PM | 4/4/2025 1:42:03 PM | \\Transqa2\SUBMIT\PRT\<#SubDescription>_s<#Submid>_p_<#prtjobid>_AllDocsPDF |
| 8163 | Print Manager | Uluro Native PDF Output | Print to Dir from file name | 6 | 4/4/2025 1:42:00 PM | 4/4/2025 1:42:06 PM | \\Transqa2\SUBMIT\PRT\[testing33928]prtjobid_<#prtjobid>_testing33928.pdf |

The Consumables dropdown shows all consumables used.

SUBMISSION TRANSACTION DETAIL

Select Details

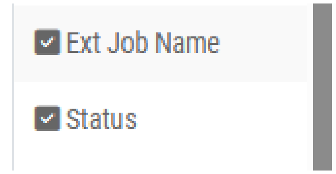
Consumables

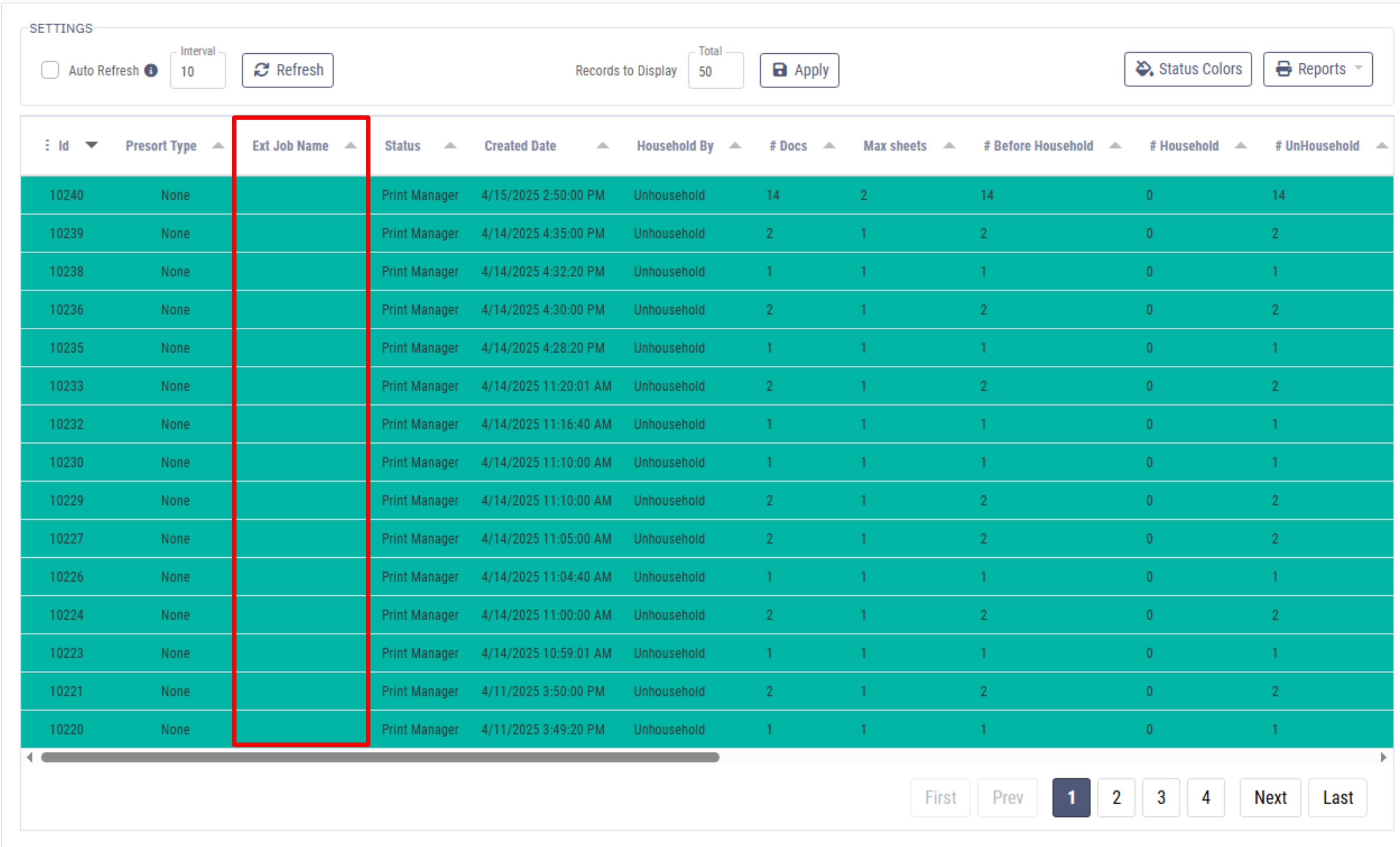
CONSUMABLES

| TYPE | ITEM # | DESCRIPTION | QUANTITY | WINDOW | COLOR | PERFORATION | SIZE |
|---|---|---|---|---|---|---|---|
| Paper | N/A | Standard 24 lb paper blank | 8 | | | | |
| Envelope | N/A | BRE (#9) | 6 | | | | |
| Envelope | N/A | Number 10 Window | 6 | | | | |

## *Show External Job Name*

To have the column Ext Job Name displayed on the Production Schedule or View Jobs tab, go to the Ellipsis on the top left and check the Ext Job Name checkbox. If this setting is enabled, you'll see a checkmark and the column will display. If it is disabled, the checkmark will not be there, and the column will not display.



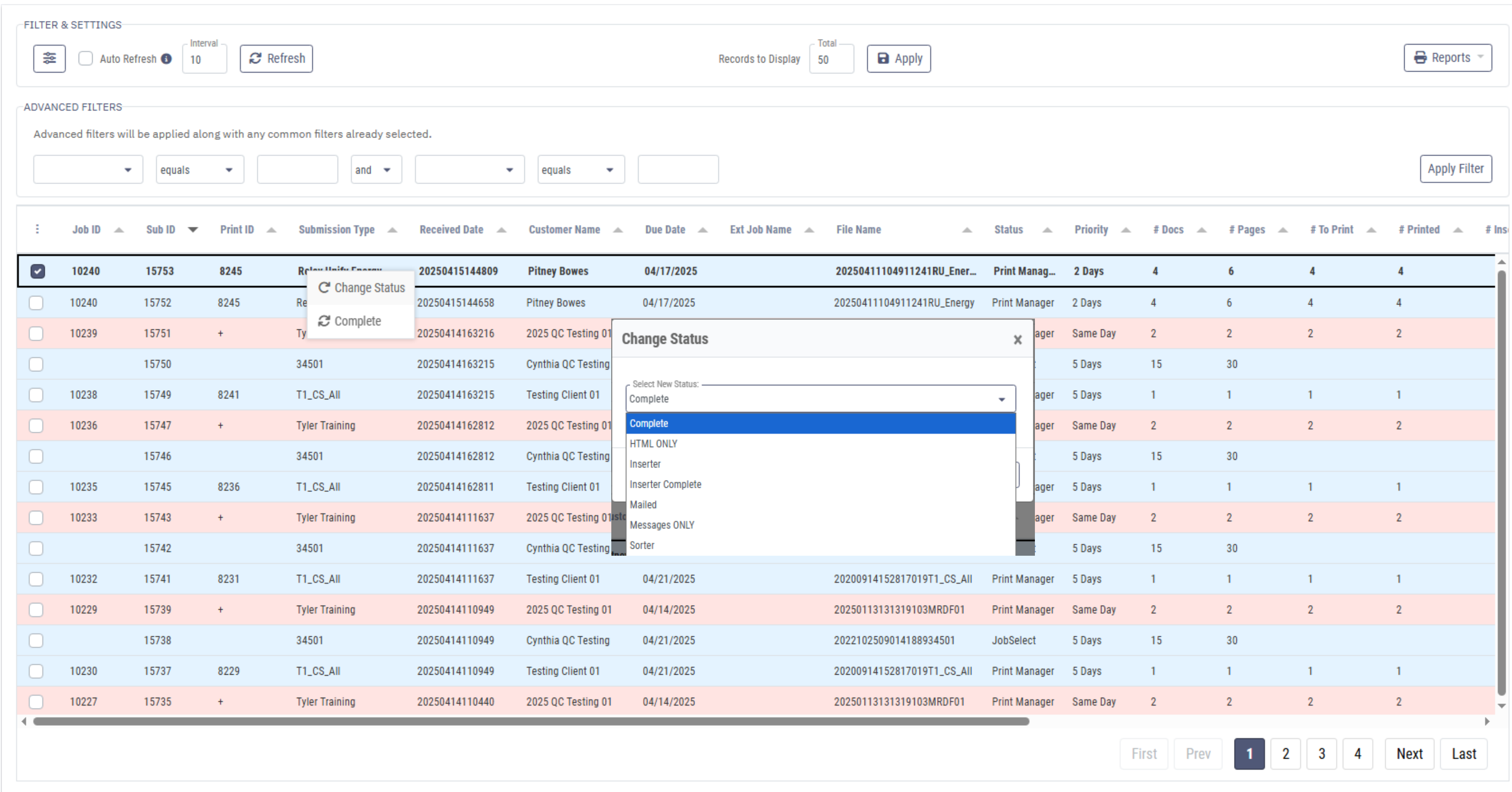

| Id | Presort Type | Ext Job Name | Status | Created Date | Household By | # Docs | Max sheets | # Before Household | # Household | # UnHousehold |
|---|---|---|---|---|---|---|---|---|---|---|
| 10240 | None | | Print Manager | 4/15/2025 2:50:00 PM | Unhousehold | 14 | 2 | 14 | 0 | 14 |
| 10239 | None | | Print Manager | 4/14/2025 4:35:00 PM | Unhousehold | 2 | 1 | 2 | 0 | 2 |
| 10238 | None | | Print Manager | 4/14/2025 4:32:20 PM | Unhousehold | 1 | 1 | 1 | 0 | 1 |
| 10236 | None | | Print Manager | 4/14/2025 4:30:00 PM | Unhousehold | 2 | 1 | 2 | 0 | 2 |
| 10235 | None | | Print Manager | 4/14/2025 4:28:20 PM | Unhousehold | 1 | 1 | 1 | 0 | 1 |
| 10233 | None | | Print Manager | 4/14/2025 11:20:01 AM | Unhousehold | 2 | 1 | 2 | 0 | 2 |
| 10232 | None | | Print Manager | 4/14/2025 11:16:40 AM | Unhousehold | 1 | 1 | 1 | 0 | 1 |
| 10230 | None | | Print Manager | 4/14/2025 11:10:00 AM | Unhousehold | 1 | 1 | 1 | 0 | 1 |
| 10229 | None | | Print Manager | 4/14/2025 11:10:00 AM | Unhousehold | 2 | 1 | 2 | 0 | 2 |
| 10227 | None | | Print Manager | 4/14/2025 11:05:00 AM | Unhousehold | 2 | 1 | 2 | 0 | 2 |
| 10226 | None | | Print Manager | 4/14/2025 11:04:40 AM | Unhousehold | 1 | 1 | 1 | 0 | 1 |
| 10224 | None | | Print Manager | 4/14/2025 11:00:00 AM | Unhousehold | 2 | 1 | 2 | 0 | 2 |
| 10223 | None | | Print Manager | 4/14/2025 10:59:01 AM | Unhousehold | 1 | 1 | 1 | 0 | 1 |
| 10221 | None | | Print Manager | 4/11/2025 3:50:00 PM | Unhousehold | 2 | 1 | 2 | 0 | 2 |
| 10220 | None | | Print Manager | 4/11/2025 3:49:20 PM | Unhousehold | 1 | 1 | 1 | 0 | 1 |

## *Changing the Status of a Submission*

uControl allows you to manually change the status of a submission.  From the Production Schedule tab, select a submission, right-click on the submission, then you can choose the Change Status button.

Select the status that you would like the previously selected submission to have as a result.  The statuses in this dropdown list will be all statuses after Print Complete according to the Relay Unify order of statuses.  Any custom statuses that have been enabled for the submission selected will also be available.  The custom statuses will vary based on the submission previously selected.

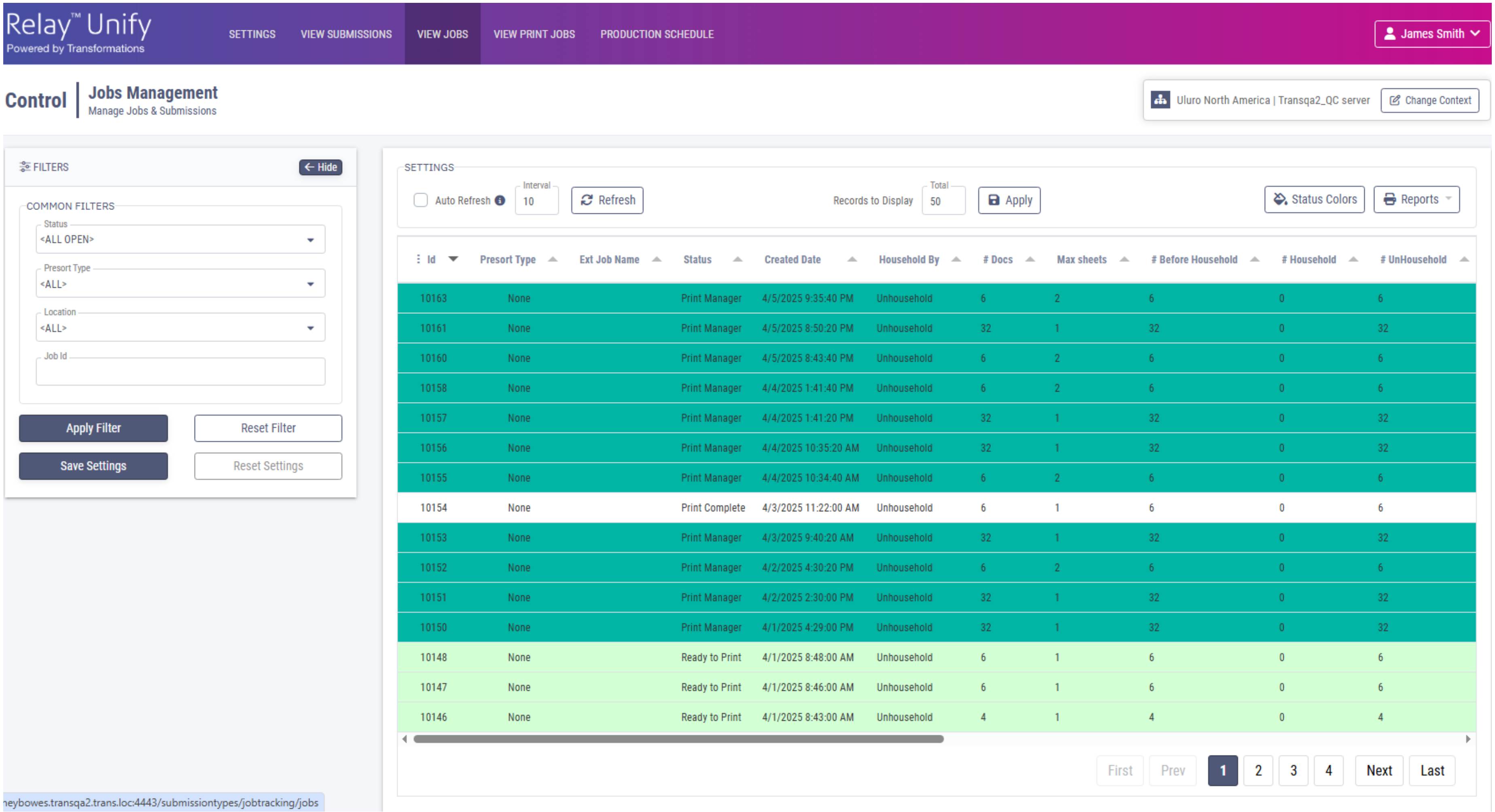
Click OK.  The submission will now be in the status selected.  The status column of the submission tab will display the new status.



To mark a submission as complete, highlight the submission of choice.  Right-click, then you can choose the Complete button.  Any submission in any status can be marked complete.  If a submission is already in Mailed Status, then it can only be marked complete; the status cannot be changed to another status other than complete.  Once a submission is in complete status, you can no longer attempt to change the status.

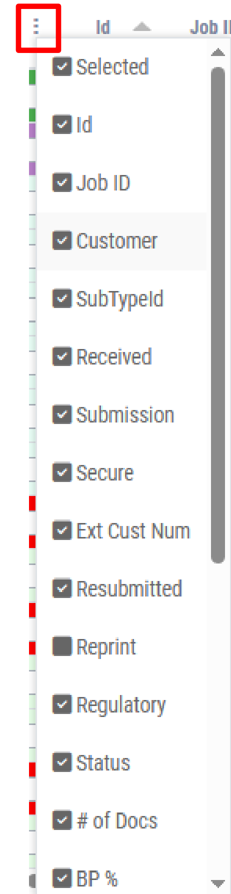
# Jobs Tab

There are three tabs in uControl, depending on whether the submission, job, or print job is what you are tracking.  You also have the Production Schedule tab.



To see the filters and settings affect the jobs listed click Refresh. Any changes you make to the view of the dashboard columns such as which are displayed, the order they appear, or the sort will remain as that user's settings upon the next login to uControl.

To edit which columns appear, click on the Ellipsis to the left of the columns. Check the ones that you would like displayed and uncheck those you want to remove from the view.




**Status** – This allows you to sort by a specific status. All job level statuses are available including custom statuses.

**Presort Type** – This dropdown will be populated will all presort types that have been set up as a presort template in uSetup web.

**JobID** – This is the jobID that was assigned when the job was created. Enter the jobID and click **Refresh** to find a specific job.

**Location** – This dropdown will be populated with all of the locations that have been set up in PrintManager.exe/uSetup web.

**Record Limit –** This is the number of records that will display on the Jobs tab.

As you make changes to the settings, click the **Refresh** button for those settings to take effect.

**Auto-Refresh** – If this is checked, the dashboard will continually update according to the number of seconds entered. Ten seconds is the fastest recommended or it will try to query too fast and timeout.

**Consolidated Ticket** – Click on this to print a copy of the Consolidated Job Ticket after selecting a specific job on the dashboard. It's found in the top right, in the Reports button.

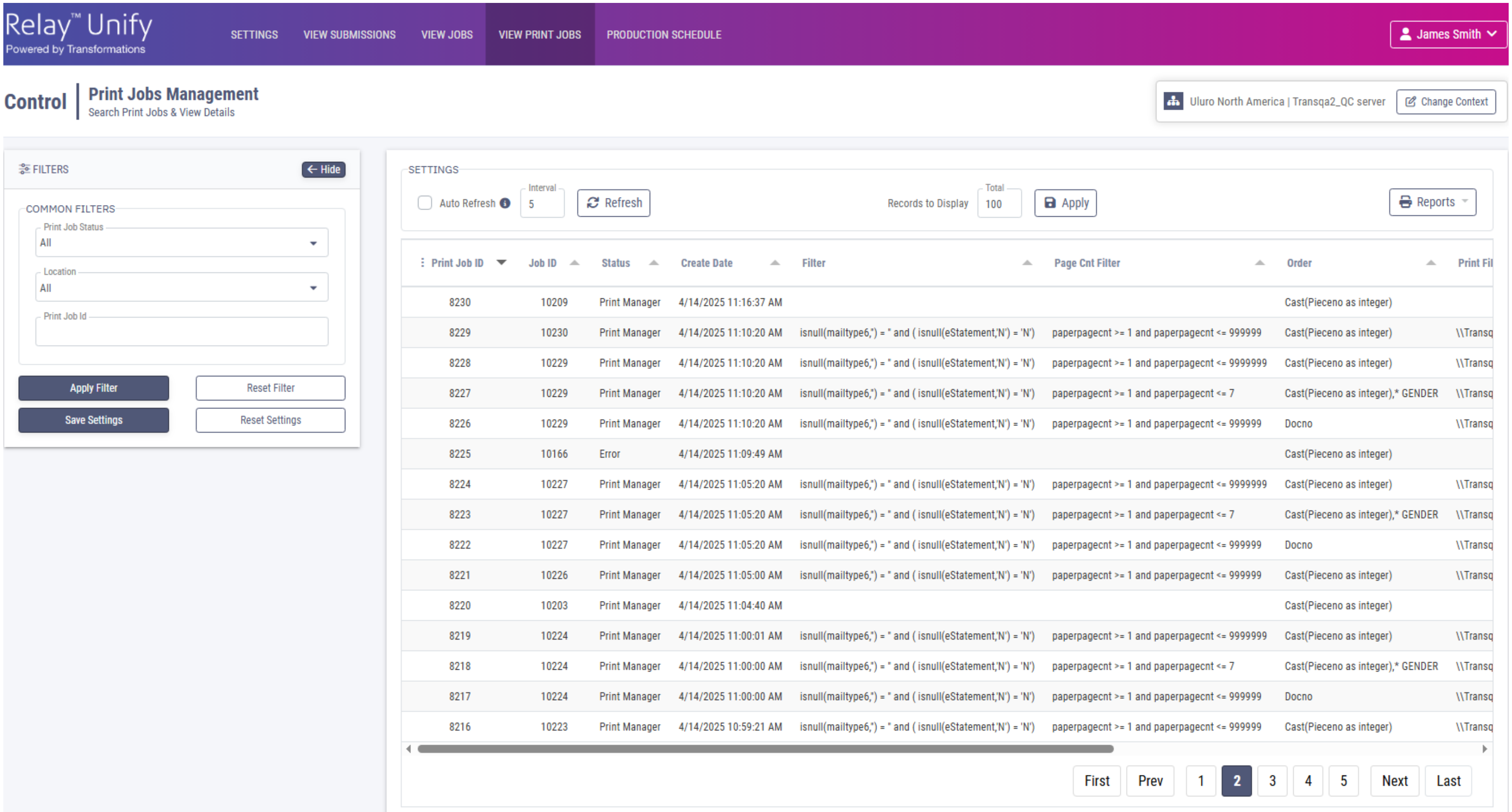
***Tips:***

The submission ticket, consolidated job ticket, and print job ticket can each be accessed from the submission, job, or print job respectively.

If using those to track, they can be accessed, saved, or printed at any time through uControl.

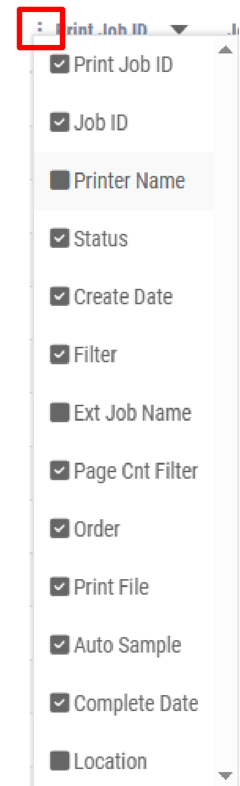
# Print Jobs Tab

There are three tabs in uControl, depending on whether the submission, job, or print job is what you are tracking.  You also have the Production Schedule tab.




To see the filters and settings effect the print jobs listed click Refresh.  Any changes you make to the view of the dashboard columns such as which are displayed, the order they appear, or the sort will remain as that user's settings upon the next login to uControl.

To edit which columns appear, click on the Ellipsis to the left of the columns.  Check the ones that you would like displayed and uncheck those you want to remove from the view.




The **Print Job Status** dropdown allows you to sort by a specific status.  All standard print level statuses are available; custom statuses will not be listed.

**Print Job ID** – This is the print job ID that was assigned when the print job was created.  Enter the print jobID and click **Refresh** to find a specific print job.

**Location** – This dropdown will be populated with all of the locations that have been set up in PrintManager.exe/uSetup web.

**Records to Display –** This is the number of records that will display on the Jobs tab.

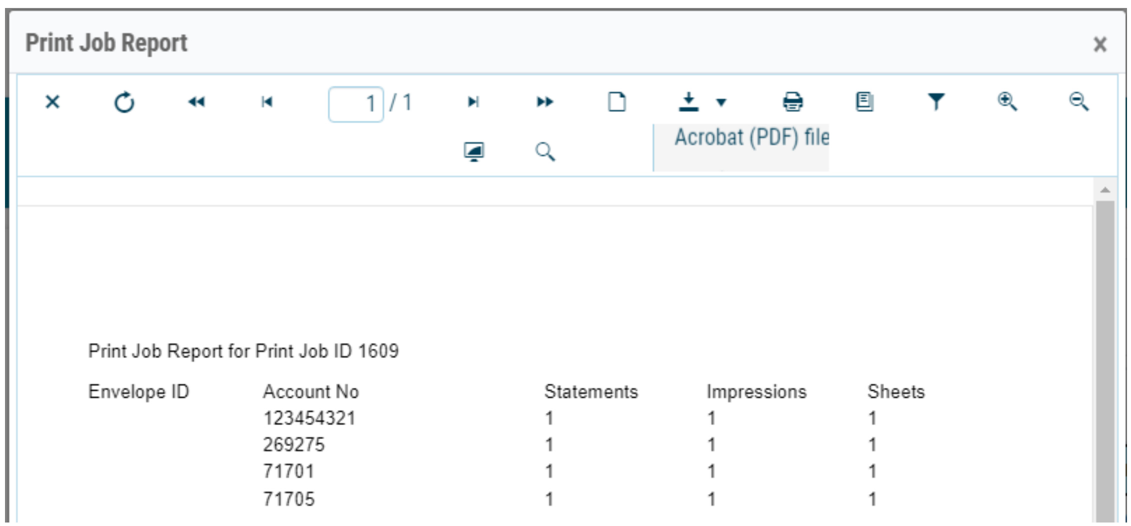
As you make changes to the settings, click the **Refresh** button for those settings to take effect.

**Auto-Refresh** – If this is checked, the dashboard will continually update according to the number of seconds entered.  Ten seconds is the fastest recommended or it will try to query too fast and timeout.

**Print Job Ticket** – Click on this in the Reports button to print a copy of the Print Job Ticket after selecting a specific print job on the dashboard.

**Run Print Job Report** – Click on this in the Reports button to print a copy of the Pint Job Report after selecting a specific print job on the dashboard.

Example:



**Tips:**

The submission ticket, consolidated job ticket, and print job ticket can each be accessed from the submission, job, or print job respectively.

If using those to track, they can be accessed, saved, or printed at any time through uControl.

# Relay Unify Glossary

Users:

- ***Relay Unify User*** – User created that has access to all of the Relay Unify programs on the Relay Unify database. This includes every module except for Relay Unify Relay Unify Print Manager.
- ***Relay Unify Relay Unify Print Manager User*** – A user that is created in Relay Unify Relay Unify Print Manager and only has access to log into Relay Unify Relay Unify Print Manager. This user is set up in addition to the Relay Unify user because Relay Unify Relay Unify Print Manager is on the Print Queue database and not the Relay Unify database
- ***Web User*** – A user from admin level to end user that has a login to the web portal.
- ***User Type*** – There are three user types by default: admin, CSR, and end/standard user. Additional user types can be created and customized. Each user type can have multiple users.

***Inserts*** – This would be a physical "buck slip" that is inserted on the inserter.

***Onserts*** - This would be an add-on attachment (i.e. PDF of some special notification or marketing piece) that is meant to be printed in-line with the document that now becomes part of the document.

***CLID/Client/Customer*** – These terms are used interchangeably and refer to the client setup in uSetup. Each client can have multiple submission types under it. The CLID is the unique number given to each client.

***Map*** – The document that is created using Relay Unify Compose, our composition tool.

***Omit*** – Documents marked not to get printed (excluding e-statements).

***Exclude*** – Documents that do not get presorted; can still be printed but not with the standard run.

***No Mail*** – Documents that are printed but not mailed (ex: send to customer).

***Presort*** – In bins for mailing.

***Cleanse*** – Make sure addresses are correct and updates them.

***Submission Type*** – This is where the business rules are set up for a document.

***Submission*** – Every time a data file is submitted, and a submission type is processed it is called a single submission.  A submission type can have a submission run every month for example.

***Job*** – A job consists of one or more submissions.

***Merge Job*** – Consists of two or more submissions.  Documents from either submission are merged into one document (mail piece) based on certain criteria.  This can be done by Name, Address, or Account Number.

***Combine Job*** – Consists of two or more submissions.  Generally multiple submissions of smaller size are combined to get through Presort at once to receive presort discounts.  The number of documents from each submission remains the same during a combine job.

***Print Job*** – Created using a print configuration or manually in uPrint.  One job can generate multiple print jobs.

***Print File*** – The file(s) created as part of the print job that is sent to the printer.  One print job can have multiple print files created by size or number of documents for example.