Handbook Issue 11 available

Issue 11 of the Global reseller handbook is now available. Two copies for use by your company are enclosed.

The purpose of the handbook is to hold information accurately and clearly so that our customers and our staff can answer questions on policy, availability and prices to whatever detail is required. We have invested a significant amount of effort in improving the look of the handbook since issue 10.

The most significant change to the handbook is that it is now presented in a different manner. The table of contents starting at page **Error! Bookmark not defined.** is mainly aimed at readers who are familiar with the handbook and wish to find a section they have read before. The index starting at page **Error! Bookmark not defined.** is intended for readers who do not know in which section to look. At the very back of the book is a feedback form to help us plan future handbooks in the way you require; a second feedback form in attached to this bulletin for your convenience.

Throw away your handbook chapter dividers – you will not need them again.

In chapter 2 (Software) there are a number of new and superseded modules and versions.

The modules new to this issue of the handbook are:
- SD   Global 3000 Special System (page **Error! Bookmark not defined.**)
- SS   Global 3000 Special Development (page **Error! Bookmark not defined.**)
- WI   Global 3000 Stock Control Source (page **Error! Bookmark not defined.**)
- WO   Global 3000 Purchase Order Processing Source (page **Error! Bookmark not defined.**)
- WQ   Global 3000 System Test (page **Error! Bookmark not defined.**)
- WS   Global 3000 Sales Order Processing Source (page **Error! Bookmark not defined.**)
- WW   Global 3000 Documentation (page **Error! Bookmark not defined.**)
- WX   Global 3000 Development Tools (page **Error! Bookmark not defined.**)
- ZI   Global 3000 Stock Control (page **Error! Bookmark not defined.**)
- ZO   Global 3000 Purchase Order Processing (page **Error! Bookmark not defined.**)
- ZS   Global 3000 Sales Order Processing (page **Error! Bookmark not defined.**)

The obsolete modules omitted from this issue of the handbook are:
- UP   Global 2000 Uplift from Pegasus
- 2C   Global System Manager PMSA; concurrent (V6.2 System Manager)
- 2L   Global System Manager PMSA; LAN (V6.2 System Manager)
- 2M   Global System Manager PMSA; MU (V6.2 System Manager)

The new versions of existing modules new to this issue of the handbook are:
- CL   Global Comms Support Pack version 7.1 (page **Error! Bookmark not defined.**)
- QT   Unix Hyperport Driver (SCO 3½") version 3.0 (page **Error! Bookmark not defined.**)
- QU   Unix Hyperport Driver (SCO 5¼") version 3.0 (page **Error! Bookmark not defined.**)
- WJ   Global 3000 Source Routines version 4.0 (page **Error! Bookmark not defined.**)

The obsolete versions of current modules omitted from this issue of the handbook are:
- BA   Speedbase Presentation Manager version 2.3
- BE   Menu Maintenance version 6.2
- CF   Global Configurator version 6.2
- CL   Global Comms Support Pack version 7.0
- IC   Global 2000 Stock Control version 6.1
- JC   Global 2000 Job Costing version 1.3B
- MC   Global System Manager PM; concurrent version 6.2
- ML   Global System Manager PM; LAN version 6.2
- MM   Global System Manager PM; MU version 6.2
- OP   Global 2000 Sales Order Processing version 6.1
- PR   Global Payroll version 6.0A
- QT   Unix Hyperport Driver (SCO 3½") version 2.0
- QU   Unix Hyperport Driver (SCO 5¼") version 2.0
- RE   Global 2000 Sales Suite Recovery version 6.1
- RL   Global Record Layouts version 2.0D
- SL   Global 2000 Sales Ledger version 6.1
- SN   Global 2000 Sales Analysis version 6.1
- VC   Global 2000 Invoicing version 6.1
- XC   Global System Manager; concurrent version 6.2
- XL   Global System Manager; LAN version 6.2
- XM   Global System Manager; MU version 6.2
- XS   Global System Manager; SU version 6.2
- YR   Global Payroll Tailoring version 6.0A

Chapter 3 (Configurations) no longer includes the now-obsolete version 6.2 configurations. The support level of the configuration 5523 (the Sun SPARC on page **Error! Bookmark not defined.**) has changed (for the worse). The table of terminals supported starting on page **Error! Bookmark not defined.** now includes details of Speedbase TAPs distributed with version 4.0 of the Global 3000 Distribution Suite. The list of VAX computers supported (page **Error! Bookmark not defined.**) has been added to.

Chapter 4 (Service) has had the zaps section enhanced: the introduction to what a zap is on page **Error! Bookmark not defined.** is clearer (we hope); the timetable on page **Error! Bookmark not defined.** updated; a description of how to run autozaps has been added on page **Error! Bookmark not defined.**; a description of the zap enquiry program has been added at page **Error! Bookmark not defined.**. A new section on Speedbase Development Advice has been added at page **Error! Bookmark not defined.**. The compulsory nature of Global 3000 Service is noted at page **Error! Bookmark not defined.**. The procedures for renewal of service are explained on page **Error! Bookmark not defined.**.

In the Training chapter (chapter 5), all references to the Leicester and Glasgow training centres have been removed. Two new course are described:
- Tailored Global 3000 end-user courses (page **Error! Bookmark not defined.**)
- Hardware (page **Error! Bookmark not defined.**)
The new training timetable has been added starting at page **Error! Bookmark not defined.**.

The major change to the hardware section (chapter 6) is the inclusion of the new Foundation range of computers on page **Error! Bookmark not defined.**.

The Documentation section (chapter 7) includes all the new documents associated with the new modules and versions in chapter 2. Furthermore a new API (ABAV8.0U0 – Speedbase Presentation Manager and Development System version 8.0) is included on page **Error! Bookmark not defined.**.

The Marketing chapter (chapter 8) which starts on page **Error! Bookmark not defined.** is new. This reflects the increased resources being allocated to the marketing department at TIS Software.

The new policies in chapter 10 include: the presentation manager one-off `perpetual' rental fee is described at page **Error! Bookmark not defined.**; the new policy on upgrading from Global 2000 to Global 3000 is explained starting at page **Error! Bookmark not defined.**; the Global escrow policy is explained and the contents of tapes placed in escrow are listed starting at page **Error! Bookmark not defined.**.

We hope that this new format of handbook is easier to use. Please let us know if there are any changes you would like to see in the handbook by completing the attached Readers' comments form.

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