Handbook Issue 14 Available

INTRODUCTION

Issue 14 of the Global reseller handbook is now available. Two copies are enclosed. Please discard issue 13.

Issue 14 covers the period September 1993 to December 1993. It will be superseded by issue 15 around the third week of December.

HARDWARE PRICE LIST

We enclose two copies of the August 1993 issue of the TSL hardware price list. This can be read in conjunction with chapter 6 of the handbook.

HANDBOOK - CHANGES SINCE ISSUE 14 WENT TO PRESS

Extra Purchase Order Manager documentation has become available since this issue of the handbook went to press. The document MPMOV7.1 describes the enhancements introduced by zaps PM–7.1–09 and PM–7.1–10. Please update page 232 of issue 14 to include this document and also the foot of page 49 to indicate that this document is sent out with version 7.1 of Purchase Order Manager.

HANDBOOK - DETAILS OF CHANGES SINCE ISSUE 13

In chapter 1 (Introduction) on page **Error! Bookmark not defined.** we have noted the move of the sales and accounts functions from Wexham (near Slough) to Bourne End (near Maidenhead). We have also noted the transfer of the Sydney operation back to the UK and the moving of the `Sales Ledger' accounts function from the City office to Bourne End. On page **Error! Bookmark not defined.** the formation of a separate Global business unit has led to changes in jobs for many sales and marketing staff; the creation of a centralised development department and a Quality department have lead to changes in jobs for development and support staff. There are also changes in the accounts department noted on that page.

In chapter 2 (Software) we have decided to drop the Example Programs Kit (module EX on page **Error! Bookmark not defined.**). This module explains the late 1980s–style of Global Software. Currently the style is illustrated consummately by the Global 3000 sources. Module EX will be available until 30th September 1994 and supported until 31st March 1995.

We have updated the default versions of System Manager (and associated modules), Comms Support Pack and PC Workstation.

For BACS and the Comms modules, we have clarified how to determine whether your computer supports Comms. On page **Error! Bookmark not defined.** we have noted a recent announcement from BACS Ltd which implies that new users of Global BACS will be limited to diskette submissions only.

In the description of Global 2000 Cobol on page **Error! Bookmark not defined.**, we have noted support of $COBOL on further Unix computers.

The support by both variants of $TAPE of further hardware and of System Manager for MS–DOS is noted on pages **Error! Bookmark not defined.** and **Error! Bookmark not defined.**.

The modules new to this issue of the handbook are:
- ZV Global 3000 Invoicing (page **Error! Bookmark not defined.**)

The obsolete modules omitted from this issue of the handbook are:
- DA Global German AutoClerk
- DW Global German Writer
- IX Global 2000 Pacific POP
- SU Global US Speller
- YI Global 2000 Invoicing Tailoring
- YO Global 2000 SOP Tailoring
- YS Global 2000 Sales Ledger Tailoring

The obsolete versions of current modules omitted from this issue of the handbook are:
- AU Global 2000 Purchase Ledger Autopostings version 6.1
- IC Global 2000 Stock Control version 6.0
- OP Global 2000 Sales Order Processing version 6.0
- PL Global 2000 Purchase Ledger version 6.1
- RE Global 2000 Sales Suite Recovery version 6.0
- SL Global 2000 Sales Ledger version 6.0
- VC Global 2000 Invoicing version 6.0
- YA Global 2000 Sales Ledger Autoposting version 6.0A
- YL Global 2000 Purchase Ledger Tailoring version 6.1

In chapter 3 (Configurations) the change to distribution on high capacity (O2A or O2D format) diskettes has caused changes throughout. The list of configurations which support $COBOL has been updated on page **Error! Bookmark not defined.**. The status of the MPC88 port is open to question; therefore we have noted on page **Error! Bookmark not defined.** that you should contact us before ordering configurations for this computer. The support of version 9 of HP–UX has been noted on page **Error! Bookmark not defined.**.

Section 3.1.2 (System Managers for MS–DOS and Novell) on pages **Error! Bookmark not defined.** to **Error! Bookmark not defined.** inclusive has changed significantly. We have defined the versions of MS–DOS and Windows supported by Global System Manager. The peripherals supported by MS–DOS have been added to. We have created new `Discrete Data File' (DDF) configurations numbered 5620 to 5623; the old `Integrated Data File' (IDF) configurations 5600 to 5603 are therefore obsolescent; configurations 5600 to 5603 will only be available until 31st October 1993 but will be supported for 3 years after that date.

The list of peripherals supported by System Manager for BOS has been increased to include new TCL devices (pages **Error! Bookmark not defined.** and **Error! Bookmark not defined.**).

A definition of format O2D has been added on page **Error! Bookmark not defined.**.

In chapter 4 (Service) the identity of the Global Support Manager for escalation purposes has been changed on page **Error! Bookmark not defined.**. We have confirmed that autozaps will no longer be available on B3B after 31st October 1994 on page **Error! Bookmark not defined.**. We have allowed ourselves two hours downtime on Friday afternoons on the BBS; this is noted on page **Error! Bookmark not defined.**. We have dropped the Speedbase Development Advice service from the Service section. In

section 4.4, we have added a section on our policy when users fail to renew their service (page **Error! Bookmark not defined.**). We have added a new section (4.5 on page **Error! Bookmark not defined.**) which explains the policy when a user wishes to transfer from one reseller to another. The list of obsolete computers on page **Error! Bookmark not defined.** has been updated to include the IDF MS–DOS configurations; it has also been made easier to read.

In chapter 5 (Training) the description of the course which describes how to install System Manager on Novell has been added on page **Error! Bookmark not defined.**. The course timetable has been updated to include courses from September 1993 through to the end of the year; this is shown on pages **Error! Bookmark not defined.** to **Error! Bookmark not defined.**.

In chapter 6 (Hardware) we have taken care throughout to distinguish between the City–based technical department which deals with testing and shipping hardware and the Bourne End–based sales department which handles sales negotiations. We no longer stock printers. We have replaced the PCC/8i and PCC/16i by newer products; these new products are listed on page **Error! Bookmark not defined.** and are explained on page **Error! Bookmark not defined.**. They are:

- TIS CC/4D
- TIS CC/8D
- TIS PCC/4 (16 Mhz)
- TIS PCC/8 (16 Mhz)
- TIS PCC/16 (16 Mhz)

We have included a technical section on TCL boards (section 6.3.3 on page **Error! Bookmark not defined.**). We have renamed the Hyperport–buffered cards as the CC/4B and CC/8B which are the names used in the technical information in the past.

In chapter 7 (Documentation) we have included Advance Product Information for Global 3000 version 4.2 on page **Error! Bookmark not defined.**.

In chapter 8 (Marketing) the creation of the Global business unit has led to some changes of contact name throughout. We have added the details of a company which produces exhibition stands on page **Error! Bookmark not defined.**.

In chapter 9 (Miscellaneous) we have clarified how one orders some of the services on page **Error! Bookmark not defined.** and on page **Error! Bookmark not defined.**. We have included the discount arrangements for Global 2000 source generations on page **Error! Bookmark not defined.**.

In chapter 10 (Policies) we have introduced a new policy for new resellers on page **Error! Bookmark not defined.**. On page **Error! Bookmark not defined.** we have re–iterated the policy implied in section 2 concerning the need to re–order applications etc when upgrading the number of screens.

Chapter 11 (Bulletins) is new. We have moved the bulletins from chapter 10 to here. We have added all the bulletins since issue 13 of the handbook went to press in early April 1993.

Chapter 12 (Quality) is new. This details TIS Software's progress towards TickIT (BS 5750) registration.