

Reseller handbook issue 17 now available

INTRODUCTION

Issue 17 of the Global Reseller Handbook is now available. Two copies are enclosed. Please discard issue 16.

HANDBOOK FREQUENCY

Since the first issue of the handbook in October 1989, it has grown from 200 pages to over 300; during that time the documented services and policies have grown and stabilised. We are therefore taking the opportunity to change the frequency of the handbooks from every four months to every six months. The independent publication of hardware price lists and training literature makes this possible.

Issue 17 will be current from now until 28th February 1995, when it will be replaced by issue 18.

DIFFERENCES BETWEEN ISSUE 16 AND ISSUE 17

In **chapter 1 (Introduction)** we have updated page **Error! Bookmark not defined.** to take account of the change in marketing emphasis from "TIS Software Ltd" to "Global Business Systems". This change has also been made throughout the handbook. We have added the Internet E-mail address on page **Error! Bookmark not defined..** Changes to staffing have been noted on page **Error! Bookmark not defined..**

In **chapter 2 (Software)** there have been a number of changes.

The following new modules have been added to this version of the handbook:

- Global 3000 Debtors Upgrade style B (KD) page **Error! Bookmark not defined.**
- Global 3000 General Upgrade style B (KG) page **Error! Bookmark not defined.**
- Global 3000 Creditors Upgrade style B (KP) page **Error! Bookmark not defined.**
- Global 3000 Temporary DMAM (DM) page **Error! Bookmark not defined..**

We have added a table showing the details of the style A and style B upgrade programs on page **Error! Bookmark not defined..**

The following new versions of existing modules have been added to this

version of the handbook:

- Global BACS version 6.2 (PB) page **Error! Bookmark not defined.**
- Global Payroll version 6.2 (PR) page **Error! Bookmark not defined.**
- Global Integrator version 2.0A (DI) page **Error! Bookmark not defined.**; also the change of the name from DOS Integration to Integrator has been implemented throughout the handbook.
- Global Payroll Tailoring version 6.2 (YR) page **Error! Bookmark not defined.**
- Global Payroll Autopostings version 6.2 (YX) page **Error! Bookmark not defined.**

The obsolete versions of current modules omitted from this issue of the handbook are:

- Global Comms Support Pack (CL) version 7.2
- Global PC Workstation (QR and QS; both media formats) version 7.0
- Global Record Layouts (RL) version 2.0J; version 2.0K was created and superseded during the lifetime of issue 16.
- Global Payroll (PR) version 6.1
- Global Payroll Tailoring (YR) version 6.1
- Global Payroll Autoposting (YX) version 6.0A.

The limitation in the operation of Reporter with C-ISAM has been removed from page **Error! Bookmark not defined.**.. We have noted the limitation of Sales Analysis operating with C-ISAM on pages **Error! Bookmark not defined.** and **Error! Bookmark not defined.**..

During the development of version 8.1 System Manager it has become clear that existing versions of both Speedbase Development and File Converters will not operate under version 8.1; this has been noted on pages **Error! Bookmark not defined.** and **Error! Bookmark not defined.**..

The price of Global 3000 Sample Data, which erroneously appeared as £50 in issue 16 has been corrected to £0 on page **Error! Bookmark not defined.**..

In **chapter 3 (Configurations)** the Apple AU/X configuration has been added on page **Error! Bookmark not defined.**..

In **chapter 4 (Service)** we have updated the Autozaps timetable on page **Error! Bookmark not defined.**.. The changes to section 2 (new and replaced modules) have affected pages **Error! Bookmark not defined.**, **Error! Bookmark not defined.** and **Error! Bookmark not defined.**..

There are no changes to **chapter 5 (Training)**.

In **chapter 6 (Hardware)** we have updated the delivery charge policy on page **Error! Bookmark not defined.** and have increased the charge when no fault is found on a returned piece of hardware on page **Error! Bookmark not defined.**.. Three obsolete boards (CC/4D, CC/8D and ARC-500) have been removed.

On page **Error! Bookmark not defined.** we have listed the current hardware factsheets.

In **chapter 7 (Documentation)** the documentation changes arising out of the changes to chapter 2 have been implemented. In addition, some APIs have been added on page 223. These are:

- ACBV6.1U0 – Cash Manager (2000) API V6.1
- ADIV2.1U0 – Integrator API V2.1
- ASMV8.1U0 – System Manager API V8.1
- AZIV4.3U0 – Distribution Suite (3000) API V4.3

The API for the C-ISAM-respecting version of Reporter has been created since the last handbook, however it is not included here as the software itself is now available.

Now that the version 8.0 System Manager operating manual for DOS & Windows (MSM3V8.0) has been re-printed, the separate index to this manual (MSMUV8.0) is no longer required.

In **chapter 8 (Marketing)** we have added the new Global News on page **Error! Bookmark not defined.** We have added details of the preferred typeface on page **Error! Bookmark not defined.**

There are no significant changes to **chapter 9 (Miscellaneous)**.

In **chapter 10 (Policies)** we have re-written the section on upgrades on pages **Error! Bookmark not defined.** to **Error! Bookmark not defined.** This change reflects the effective practise over recent years. We have abandoned the concept of 'machine code' when specifying upgrades and have instead grouped System Managers into 'families'; when changing System Managers between families, it is sometimes necessary to re-purchase the System Manager, at other times the System Manager can be obtained for less. This is explained on those pages.

In **chapter 11 (Bulletins)** we have added details of recent bulletins on pages **Error! Bookmark not defined.**, **Error! Bookmark not defined.** and **Error! Bookmark not defined.**

There are no changes to **chapter 12 (Quality)**.