Help Index for TommySoftware Request and Service System - TASS

The Help Index lists the available help topics. Use the scroll bar in order to see the entries which are not otherwise visible.

In order to familiarize yourself with the **Help** function, press F1 or select **Using Help** from the **Help** menu.

Working with TASS

Menu File
Load request text
Save request text as
Status information
Configuration
Generating request
Save settings on exit
Exit

Load Request Text

A file selection box appears with whose help your can load a request text. This text then appears in the dialog box of <u>Generate request</u> in the editing field.

A request text may contain a maximum of 57 lines.

See also <u>Working with TASS</u>.

Save request text as

There appears a file selection box with whose help you can save a request text. You can enter this text in the editing field of the dialog box for <u>Generate request</u>.

A request text may contain a maximum of 57 lines.

See also <u>Working with TASS</u>.

Status information

In the dialog box you can enter personal data (address, customer and serial number), and the product name and version number of the application to which the request refers.

Type out the corresponding fields as carefully and as correctly as possible. Otherwise we will not be able to process your requests.

Configuration

Here you can locate and edit the configurations of your personal work circumstances: hardware, data for Windows.

In the processing of your requests, the data are for us of great significance. Therefore, we ask you to complete the data as fully as possible.

Generating request

With the help of this command you can edit and print the requests.

To edit a request you can use the editing field. All the standard editing functions that are customary with Windows are available. (Tabs are inserted with CTRL+TAB). Of course texts from the clipboard can also be inserted in the editing field using SHIFT+INS. For example, in this way you can edit texts with your word processing program and then export them via clipboard to TASS.

Furthermore request texts can be loaded with <u>Load request text</u> or can be saved with <u>Save request text as</u>.

A request text may contain a maximum of 57 lines.

A request may only refer to one topic. Should you have inquiries concerning several topics, you must use a new request for every new inquiry.

Before you generate a TASS-request for the first time, you should enter the value of your current request account in the input field i.e. - *Request units counter.* With the help of this request units counter you can establish at any time how great your account in the request units still is. This counter will diminish following each printing. (How much the counter diminishes depends upon the type of request. See <u>Working with TASS</u>). In the case that you have printed a request but not yet sent it off, you should raise the counter correspondingly. When your request account is exhausted a message will appear on the screen. It will remind you to order new request units. (See <u>Working with TASS</u>.)

With the radio button for S*end in by* you choose whether to send the request by fax or by post. With the radio buttons for A*nswer by* you determine whether the answer will be returned by fax or by post.

With the button *Print* a request will be printed. A request always consists of two pages. The first page (TASS covering page) contains, among other things, the data that you have already entered concerning <u>Status information</u> and <u>Configuration</u>. The address will be so placed that the covering page can be appropriately folded to fit into a window envelope. The second page (TASS text page) contains the actual text of the request.

Please do not write on the covering page and the text page!

You have the possibility of adding additional pages to your request: e.g. sketches or printouts relevant to the topic. In this case please indicate in the corresponding editing field the number of additional pages that follow.

With the use of the *OK* button all settings and the text are memorized and one leaves the box. With *Cancel* the box is left without the settings or the text being memorized.

Save settings on exit

When **Save settings on exit** is active all the editable settings (with the exception of the request text) are saved under the name "TASS.INF" in the directory in which "TASS.EXE" is also to be found.

When the program is started these settings are automatically loaded.

As a rule **Save settings on exit** should be active, as only in this circumstance is there a guarantee that the value of the request unit counter is always correct.

Exit

With this you exit TASS. In the event that you have not yet stored the latest request text, a dialog box will appear that gives you the possibility of saving it. (See <u>Save request text as</u>)

See also <u>Save settings on exit</u>.

Working with the TommySoftware Request and Service System - TASS

All the exceptional know-how of our development department stands behind TASS. Put simply, TASS is a method of standardizing requests. These standardized requests are an advantage for us because all of the necessary information is available and clearly laid out. TASS is also the basis which enables you to remain in direct contact with our developers so that they can answer your questions promptly and precisely.

TASS can only be used when you have already returned our software registration card.

After you have printed a request you can send it to us either by fax or by post. While other electronic means might be desirable, they are not practicable because of the post office monopoly (in Germany; i.e. too expensive, too slow, poor quality).

There are other types of requests:

Type	Normal answer time	Maximum answer time	Costs in RU
Request	2-3 working days	2-3-weeks	1
Express Request	24 hours	48 hours	2
Error report	according to each mistake		1
Suggestion	no answer, but maybe implementation in the next release		0

Normally your will receive a credit of four request units (RU) with your package. Should you have requests concerning Shareware programs, these are generally charged. You have a free request unit with respect to WINSKETCH.

Request unit package of 5 or 10 request units can be bought from us at a favourable price. Please contact:

> TommySoftware
> Distribution
> Selchower Straße 32
> W-1000 Berlin 44
> Germany
> Telephone 030 621 59 31
> Telefax 030 621 40 64 (Centralfax)

Please appreciate that unauthorized requests (for instance when your credit is exhausted) will not, for financial reasons, be processed.

And now several hints:

- Please formulate your requests clearly and succinctly. This enables us to answer your questions promptly.

- Please never send unrequested disks. Unrequested disks will not be returned.

- We do not recommend TASS to people who illegally copy, as that establishes a powerful legal basis for prosecution. In such cases we will unfailingly take legal action.