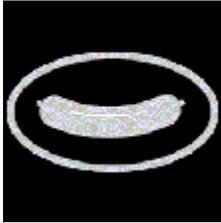# How to contact Sausage Software

Contacting Sausage Software varies depending on what you want to contact us for!   Check below for the various contact routes and select the most appropriate method for you.

I want to **contact Sausage Software,**

- to **register / order**
- to make a **general query**
- to contact **Tech. support**
- to contact **Sales**
- by **Snail Mail**
- by **fax**
- to report a **possible software bug**
- to make some **technical suggestions** for software.

I want to make a general query!

If you want to make **Download** software,   check out the **Sausage Software**
World Wide Web site.   If you want to make a general inquiry to
Sausage then **e-mail**   the **Sales Support** crew,

e-mail: **sales@sausage.com.au**

Remember folks,
   • E-mail **only** please.

What's Sausage Software's WWW address!

- **US:**　　　　　http://**www.sausage.com**
- **Europe**　　　　http://**www.fourthnet.co.uk/hotdog/index.html**
- **Australia:**　　　http://**www**.**sausage.com.au**

I want to make a Tech Support Query!

The **e-mail** address for the Tech. Support crew is,

support@sausage.com.au

Remember folks,
- make sure you supply the following **information** for **tech. support queries**
- Tech. **support is unlimited** for **registered users only!**

I want to make a sales query!

The **e-mail** address for the Sales Support crew is,

sales@sausage.com.au

Remember folks,

- make sure you supply the following **information** for **sales query**.

I want to contact Sausage by Snail mail!

The snail **mail address** for Sausage Software is,

Sausage Software
Suite 1, 660 Doncaster Road,
Doncaster VIC 3108
AUSTRALIA

Remember folks,

- Snail mail is just that.
- If you're mailing from overseas **it will take some time** to respond.
- Print your details **clearly,**   we don't all have Degree's in Cryptography!

I want to contact Sausage by fax!

The **fax** to Sausage Software is,

+61 39 855 9800

Remember folks,
- Print your details **clearly**,   we don't all have Degree's in Cryptography!
- In the **United States**, dial **011** instead of " **+** "

I want to report a possible bug!

The **e-mail** address for bugs is,

support@sausage.com.au

Remember folks,
* make sure you supply the following **information** for bug reports!

I have some great technical suggestions!

The **e-mail** address for any technical suggestions is,

support@sausage.com.au

Remember folks,
- make sure you supply the following **information** for tech. suggestions!

I want to order now!!!

There are a number of ways to order/register from us. Whatever method you choose, your order must be accompanied by our **order form.**   When we receive your payment, we will then e-mail you the serial number that officially **registers** your copy of **HotDog32**

I want to **order** by

- **Credit Card**
- **Cheque**
- **International Money Order/Bank Draft**
- **Cash**
- **Purchase Order**

using
- **email, fax modem**
- **secure server**

Other stuff
- Locate the nearest **Sausage outlet** to get some **software**
- Get   **Product and payment** details

I want to order pronto

ORDER FORM

Product Required	Quantity	$US	$AUD
Total Cost			
HotDog 32 Pro	[ ]	$99.95	$129.95
HotDog 32 Standard	[ ]	$39.95	$ 49.95
Standard V1 to HotDog 32 Std	[ ]	$15.00	$ 25.00
Standard V2 to HotDog 32 Std	[ ]	$10.00	$ 15.00
ProV2 to HotDog 32 Pro	[ ]	$30.00	$ 50.00
ProV1 to HotDog 32 Pro	[ ]	$50.00	$ 70.00

TOTAL $_____

PLEASE NOTE: Upgrade offers apply only to registered users.   Registered users are entitled to free technical support and minor upgrades
where available.

Please select your desired method of payment:

(_)   Check (enclosed).   OR   (_) Money Order (enclosed).

Credit card: (_) VISA.   (_) Mastercard.

(We regret that we cannot accept any other credit cards at this time)

Card number: |_|_|_|_|_| |_|_|_|_|_| |_|_|_|_|_| |_|_|_|_|_|

Exp. Date:__/__/__

Card account name:.................……………………………………

Signature(if possible): ....……………………………………

Registration name:...………

E-mail (please write clearly!): ....

Alternative contact:

(FAX).....................………………… (PHONE).....................…………………..

Address:...…………………………

Thanks for choosing a Sausage Software product. **You have excellent taste!**

All payments should be made out to "**Sausage Software**". Please fill out this form and send it to us via one of the above methods. A serial number to register HotDog will be e-mailed to you as soon as possible. Please allow 2-3 working days processing time once your order is received at our head office in Melbourne, Australia. Purchase orders take 4-5 working days to process, and remember to allow for the usual "snail mail" delays.

NB: **Melbourne** is "ahead" of most of the world. Example: we're 19 hours
ahead of Los Angeles, 16 hrs + New York, 11 hrs + London and 2 hrs + Tokyo.

* **The fine print!!!**
The Australian Price is for **Australian residents only**. These prices may change if there is a large fluctuation in the value of the Australian dollar (**US$0.78** at the time of writing).
- Price is subject to change depending on the **US/AUS** exchange rate.
- What ever the $US is at the time of purchase.
- If your not sure, check with Sausage before you send any money

Where's the nearest Sausage outlet?

To get a copy of any Sausage software products you can either **download from our servers** or if you are really keen get a copy via **snail mail**.

What about the product   & payment details?

Product

The Australian Price is for **Australian residents only**.   These prices may change if there is a large fluctuation in the value of the Australian dollar (**US$0.78** at the time of writing).   The **Australian price is approximate only and is based on $US.**

- Price is subject to change depending on the **US/AUS** exchange rate.
- If your not sure, check with **Sausage** before you send any money

Purchase information

Please note that if you purchase by credit card, the price you are actually charged may vary slightly from the one listed above.   We process all credit card charges at the current exchange rate, but due to daily fluctuations in the value of the dollar we cannot guarantee that this exchange rate will be exactly the same when the transaction is processed by your bank.   Purchasing entitles you to unlimited technical support by e-mail.

Order by credit card!

We accept **VISA, Mastercard,** and **Bankcard**. You can send us your credit card details by **fax, post**, or   **PGP - encrypted e-mail**.

Do not send   your credit card number over the Internet without proper encryption.

We will not be held responsible for any financial consequences if you do. Having said that, we have received a large number of our orders via un-encrypted e-mail, and have not heard of any problems so far. If you're feeling particularly lucky, you can ignore this advice… But don't say that we didn't warn you!

Order by cheque!

You can post us a cheque drawn on any bank in the world, in that country's currency. The amount should be equivalent to the price in US$. For example,   if you are in Great Britain you could order by sending a cheque made out in Pounds Sterling, for an amount in pounds equivalent to US$50.00. The cheque should be made out to Sausage Software.

Order by money order/bank draft!

These are normally available from banks or Post Offices. The draft should be payable to Sausage Software. The currency of the draft should be in Australian Dollars, and the amount of the draft should be the equivalent in AUD$ of the price in US$.

Order by cash!

We do accept cash payment in US or Australian dollars. However, we will take no responsibility for any cash lost in transit. If you are paying in cash, we strongly recommend that your payment is sent to us by registered mail for maximum security.

Order by purchase order!

We're happy to accept a purchase order from your organisation and send you an invoice. We prefer to fax invoices, but we can mail them out to you if necessary.

Order by email or fax modem?

If you are using **e-mail** or a **fax modem**, a personal signature is not required on the order form (although we do recommend that you attach a **PGP signature** to any e-mail registrations).

What's PGP?

PGP encryption is the a secure method Sausage uses to encrypt sensitive data. If you don't know how to use PGP please check the file **PGPKEY.TXT** included.   Following is the Key to be used.

User ID: Sausage Software <sales@sausage.com>

-----BEGIN PGP PUBLIC KEY BLOCK-----
Version: 2.6.2i

mQCNAy/onO4AAAEEAObB1hUpJyQfkx/GUdSyiPdnoAhzK6WkI0fSiNbPat0Onxka
s7EsdvypkiN6IvIm/HSNh8SMj6J+0EsYg6WC3iL8HlQmW+Uo2QrjDccJJhFLwNBS
nnj4utgh/+etZ7M6/dZMWLgLTxpqbJJI/7e84izGpjwqC38kzeKJL6+Z6+vVAAUR
tCRTYXVzYWdlIFNvZnR3YXJlIDxzYWxlc0BzYXVzYWdlLmNvbT4=
=DX8C
-----END PGP PUBLIC KEY BLOCK-----

Order using secure server!

If you are using the Netscape Navigator, Microsoft's Internet Explorer, or another **SSL compliant browser**, you can order online via our Netscape Commerce Server. Transactions conducted on this server are encrypted, so your credit card details are completely safe.

What happens when I register?

We don't ship anything physical - when you register/order we will e-mail you a serial number. This registers the program in your name and removes the nag screen, time limit or provides access to any functions that have been disabled in the evaluation copy you have been using.

Technical support information!

To help out technical support staff please have the following information ready,

- **Name** (full name of person, company s/w is registered to)
- **Registration name** (full name of person, company s/w is registered to)
- **Which software** (which version what's the name!)
- **System configuration** (operating system, browser & hardware)
- **Send a COPY** of any **HTML** you are using
- **E-mail address** (Please make sure it is legible)
- **If an error happens** (write down exactly what happened or better print it!)
- **NB Other software** (what other software was running at the time)

Sales query information!

- **Name** (full name of person, company s/w is registered to)
- **Registration name** (full name of person, company s/w is registered to)
- **Which software version** (which version what's the name!)

Bug Report Information!

To help out technical support staff please have the following information ready,

- **Name**   (full name of person, company s/w is registered to)
- **Registration name**   (full name of person, company s/w is registered to)
- **Which software**   (which version what's the name!)
- **System configuration**   (operating system, browser & hardware)
- **Send a COPY** of any **HTML** you are using
- **E-mail address**   (Please make sure it is legible)
- **If an error happens**   (write down exactly what happened or better print it!)
- **NB Other software**   (what other software was running at the time)

Technical suggestion information!

To help out technical support staff please have the following information ready,

- **Name** (full name of person, company s/w is registered to)
- **Registration name** (full name of person, company s/w is registered to)
- **Which software** (which version what's the name!)
- **System configuration** (operating system, browser & hardware)
- **E-mail address** (Please make sure it is legible)
- **NB Other software** (what other software was running at the time)
- **Suggestions** (List any suggestions you think necessary.)

What's the PGP key?

Following is the Key to be used.

User ID: Sausage Software <sales@sausage.com>

-----BEGIN PGP PUBLIC KEY BLOCK-----
Version: 2.6.2i

mQCNAy/onO4AAAEEAObB1hUpJyQfkx/GUdSyiPdnoAhzK6WkI0fSiNbPat0Onxka
s7EsdvypkiN6IvIm/HSNh8SMj6J+0EsYg6WC3iL8HlQmW+Uo2QrjDccJJhFLwNBS
nnj4utgh/+etZ7M6/dZMWLgLTxpqbJJI/7e84izGpjwqC38kzeKJL6+Z6+vVAAUR
tCRTYXVzYWdlIFNvZnR3YXJlIDxzYWxlc0BzYXVzYWdlLmNvbT4=
=DX8C
-----END PGP PUBLIC KEY BLOCK-----