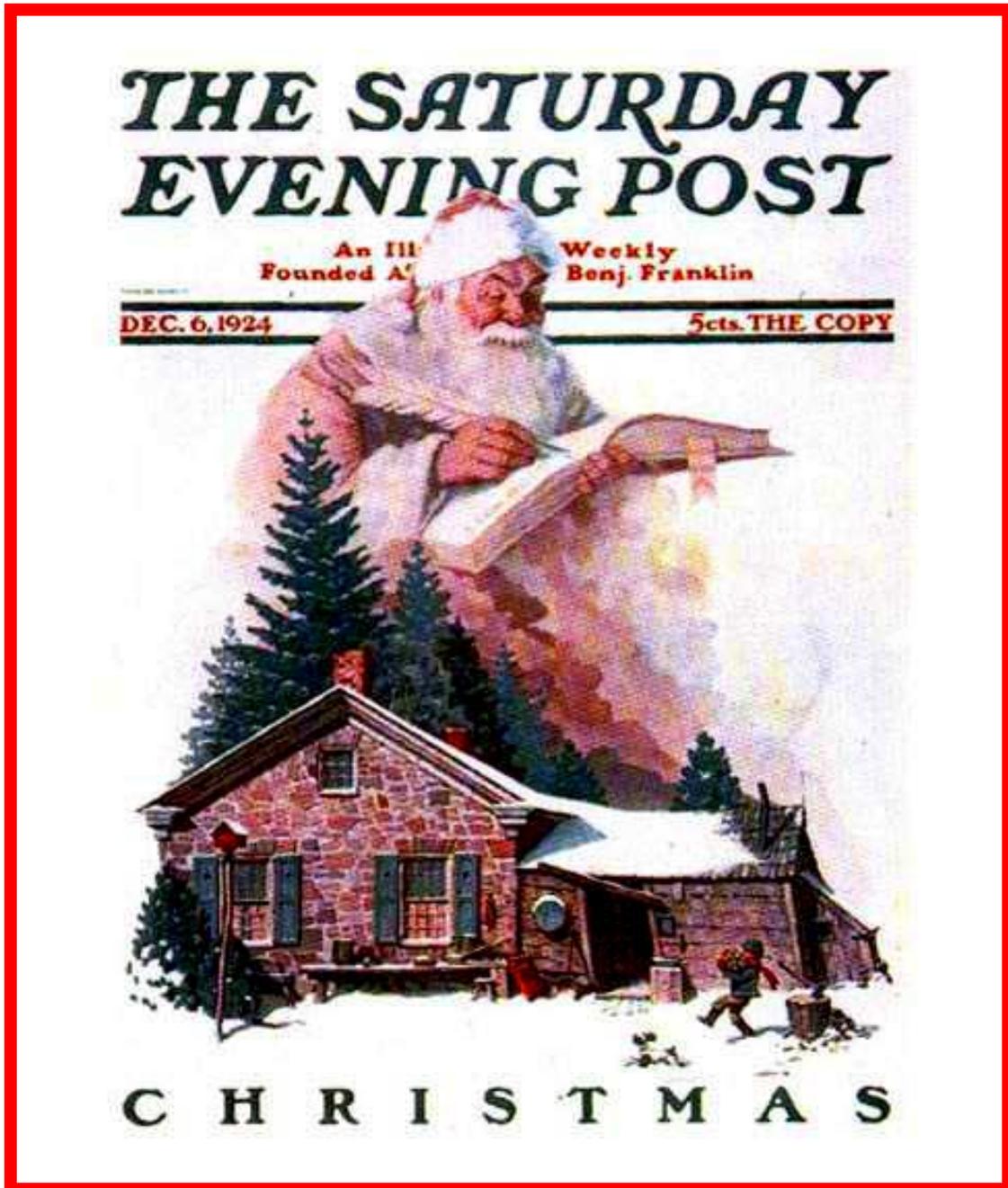


*North Texas*



**PC NEWS**



**Online Edition**

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## DEADLINE

Copy deadline for the January  
**North Texas PC NEWS:**  
Friday, January 6, 2006

## Meeting Dates: 2005

December 10, 2nd Saturday  
December 17, 3rd Saturday

January 14, 2nd Saturday  
January 21, 3rd Saturday

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Submit Newsletter articles to: [newsletter@ntpcug.org](mailto:newsletter@ntpcug.org)  
Visit the North Texas PC Users Group Web page: <http://www.ntpcug.org>

The North Texas PC NEWS is now online—and it's more important than ever that the NTPCUG newsletter contain timely and informative content of interest to our members. We will welcome pertinent "How to do it" articles, book reviews, software reviews and other materials that would be helpful and interesting to NTPCUG members.

For prospective authors, there are a few, but very important, "Do's and Don'ts" involved in article submission to the newsletter, first of which is accuracy. Be sure of your facts (unless you report them as "rumors") and always remember to report the source(s) as well.

Please don't submit articles that are taken from another source without crediting the source in your article, i.e., if you excerpt something from the Microsoft (or other) Web site, please state that in the article.

Remember to "sign" your article/ story at the bottom. A simple "by Your Name" will be quite helpful, particu-

larly if the editors have questions or suggestions about the story.

Please don't submit the article or story in HTM or .PDF format. It can make editing and formatting quite time consuming and difficult.

We can accept MS Word 97, most WordPerfect files and ASCII .TXT files. The absolutely latest version of any word processor may not convert gracefully to our format and may have to be rejected as a result.

Graphics should be submitted in one of the "standard" formats, i.e., .TIF, .EPS, .GIF, .PCX or .JPG files. While "native" CorelDraw (CDR) files are also OK, other graphics editor native formats may not be convertible.

Again, we want your articles and thank you in advance for your input and cooperation.

Finally, submit as e-mail attachments to: [newsletter@ntpcug.org](mailto:newsletter@ntpcug.org), or to [reagana@ntpcug.org](mailto:reagana@ntpcug.org)

Reagan Andrews

**PROGRAMS & PRESENTATIONS . . . *Linda Moore***

# **Municipal Wireless Projects - Current Projects & the Political Implications**

**December 17, 2005**

**10:00 - 11:00 AM**

**Ken Brack** will present an overview of these projects on a national, state and local basis. Municipal governments need the wireless infrastructure to increase the productivity of its employees. Many cities also want to extend these wireless projects to benefit its citizens and to increase the economic growth of their communities.

The Dallas Park Department is currently working on implementing its own wireless project in selected parks, recreation centers and libraries.

**Come join us for a great presentation.**

Ken Brack has been with the city of Dallas for 8 years and he is responsible for the development, deployment and administration of the Park Department's IT network. That network consists of 573 users at 75 locations, which includes 47 Recreation Centers, 8 maintenance offices, Fair Park, Dallas Zoo and Aquarium. Ken is also a member of the city's Information Technology Executive Committee (ITEC). Ken is also a member of NTPCUG.

**DECEMBER 17, 2005**

# Prez Sez– Call for Volunteers

NTPCUG needs volunteers. We need volunteers for computer refurbishing, assistant SIG leader etc... NTPCUG officers and directors are not paid. The volunteer devoting their time possibly cannot participate in all SIG presentations. A volunteer task may require one to two hours a month. Most of our SIG leaders don't have an assistant. Assistant SIG leaders don't need to be a technical expert.

Members wanting a leadership role in NTPCUG should participate in some volunteer activities.

- ❖ SIG leaders carry a tremendous burden preparing a monthly discussion, leading the discussion and writing a narrative of the SIG meeting.
- ❖ Some of our SIG leaders e-mail the SIG meeting narrative. The process of maintaining e-mail list requires extra time each month.
- ❖ An assistant SIG leader could pass out and retrieve the sign-in sheets.
- ❖ SIG leaders bring equipment, prizes, sample prizes and printed materials.
- ❖ SIG leaders usually get there materials to the room but need help setting up. This is why they need an assistant.
- ❖ Volunteers need to perform the task they have agreed to perform.

## MS Certification via NTPCUG

NTPCUG is now providing a solution for those members wanting to get a Microsoft certification as a developer or to update your main frame development. Microsoft is providing free materials and your cost for MCAD, 3 exams is \$189.50 and \$304.50 for the MCSD 5 exams.

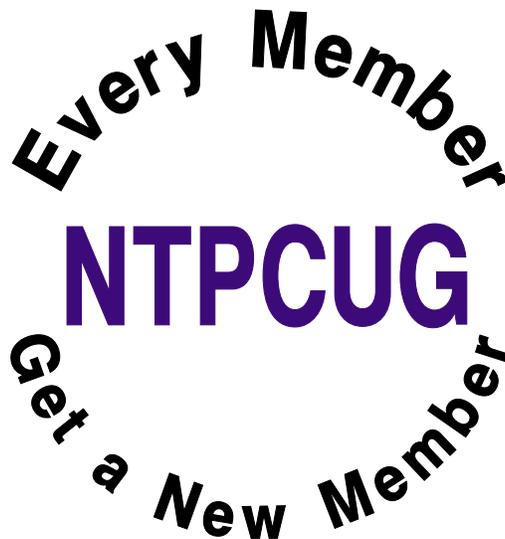


Microsoft will provide additional vouchers based on availability. The Tulsa UG provided this opportunity to their members and their results were: 30 exam vouchers were given out, 11 study group members passed 22 MCP exams and all became an MCP, 2 became an MCSD, 1 became an MCAD and 5 exams is the maximum number of exams passed.

## February Presentation

In February we will be having a main presentation on Visio. Microsoft Visio is a diagramming program that can help you create business, organizational and technical diagrams to document, organize complex ideas, processes, and systems.

Diagrams created in Visio enable you to visualize and communicate information clearly, concisely and effectively in ways that text and numbers cannot. Visio also automates data visualization by synchronizing directly with data sources to provide up-to-date diagrams.



## Prez Sez... Ctd.

### Our new members for November are:

- ❖ Leo Astrup, Fort Worth, Texas,
- ❖ **Arindam Chanda**, Columbia, Maryland,
- ❖ **Emiliana Gomez**, Dallas, Texas,
- ❖ **Ricky McIntosh**, Alvarado, Texas,
- ❖ **Don Stevenson**, Allen, Texas,
- ❖ **Donald Sutherland**, Garland, Texas
- ❖ **Kristen Terrell**, Mesquite, Texas.

### The raffle prize winners for the IT Pro SIG for October were

- ❖ Linda Moore -- Optical Mouse,
- ❖ **Dick Sandlin** - Halo game and
- ❖ **Chuck Stark** - Windows XP Home.

### The November IT Pro SIG prize winners were:

- ❖ Glenn Ford - Halo game,
- ❖ **Raymond Pronk** - \$ 75 gift card to Microsoft gift shop,
- ❖ **Bob Webber** - Optical Mouse for laptop.

### The XP Pro SIG had the following winners in November:

- ❖ Marvin Brooke - T-shirt,
- ❖ **Bill Chapman** - T-shirt, Paul Dixon -- T-shirt,
- ❖ **Jim Howell** - T-shirt,
- ❖ **Herbert Hoxie** - Setting up a home network book,
- ❖ **Wayne Gould** - copy of XP Pro with SP 2
- ❖ **Art Yasui** -- Annoyances book.

Have a merry holiday and a happy new year!

*Birl Smith*  
[birl.smith@ntpcug.org](mailto:birl.smith@ntpcug.org)

# ANNOUNCEMENTS

# NTPCUG

# & Special Events

## NTPCUG Certification Study Group SIG

Are you interested in becoming a Microsoft .NET certified developer but the high cost has been a stumbling block?

Thanks to Microsoft, NTPCUG is now able to offer its members the opportunity to prepare for the Microsoft Certified Solution Developer (MCSD) or the Microsoft Certified Application Developer (MCAD) Exams with almost a zero out-of-pocket cost.

Microsoft is providing all of the eLearning materials free of charge. In addition, they are also providing a 50% discount on the first \$125 testing fee, so that your out-of-pocket expense will be \$62.50. Additional vouchers may be available from Microsoft "while supplies last." This applies to the additional exams required for the MCAD (3 exams) and MCSD (5 exams).

To obtain an additional voucher, a study group participant will need to provide documentation that they passed the previous exam. For more information, you might want to check out:

<http://www.microsoft.com/learning/mcp/sixsteps.asp>

Continued on next page

### Continued from previous page

To expedite this process for its members, NTPCUG is going to be starting a Microsoft Certification Study Group SIG, which will work towards the MCAD and the MCSD series of certifications. The only requirement for participating in this study group is that you are a current member of NTPCUG.

Developing Windows Applications, exam 70-305, will be the first exam that the study group will be focused on. In order for NTPCUG to set up a SIG, a minimum of 8 NTPCUG members need to sign up and a designated SIG leader. Tom Perkins, Ph.D., has volunteered to lead this study group.

The Study group will meet every Saturday for 1.5 - 2 hours while working on a specific exam. The plan is to cover the exam materials within a six week period. There will be a 2 week break between exams, so that participants can schedule and take their exams. Then the study group will resume with the next exam.

**Start date:** February 4, 2006 - Saturday

**Where:** NerdBooks – 1st, 2nd, 4th Saturdays – **3:00 – 4:30 PM**

**North Lake** – 3rd Saturday – **1:30 - 2:30 PM.**

This NerdBooks meeting time was chosen, so that members could attend 2nd Saturday meetings, grab some lunch and then go to the study group meeting.

In order to start a SIG, NTPCUG requires that a minimum of 8 members and a SIG leader. Well, we have the SIG leader. So if you are interested, then please send an email to Tom Perkins at [tom@ntpcug.com](mailto:tom@ntpcug.com) and let him know. Deadline for notifying Tom of your interest in participating is **January 15, 2006.**

*Linda Moore*

## NTPCUG Members,

If you have been wanting to get your Microsoft certification as a developer or to update your main frame development, NTPCUG is now providing a solution to its members.

Thanks to Microsoft, all materials are being provided free and your cost for MCAD for 3 exams is **\$189.50** or for the MCSD for 5 exams is **\$304.50**. Microsoft will provide additional vouchers based on availability.

The Tulsa UG did this and here are the results:

- ? **30** exam vouchers were given out
- ? **11** study group members passed **22** MCP exams and all became an MCP
- ? **2** became an MCSD
- ? **1** became an MCAD
- ? **5** exams is the maximum number of exams passed

Check out the preceding story for more details.

Thanks,

*Linda Moore*



# Don't be a loser at the rebate games



by Jim Sanders, Editor, North Orange County  
Computer Club  
editor@noccc.org

Most of us have bought something that sounded like a great value — “After Rebate or Rebates.” Everywhere from a great price to FREE! Most are legitimate. Most require a fair amount of work to claim. Most are never claimed. Most say you will have to wait 6 to 10 weeks for a check (for some that turns into 6 to 10 months). Many have tricky fine print. A few are outright scams!

Below are a list of things that you should do, as opposed to just think about, if your going to buy an item with a rebate and have any real intention of claiming the rebate and actually getting it. Following that are three emails that dealt with a denied rebate claim for our new President Elise Edgell.

If you are going to buy an item with a rebate, while you are at the checkout stand, **NOT AFTER YOU GET HOME**, do the following:



- Write down the sales clerk's name then ask him to show you that you have all the items needed to claim the rebate. Ask him to put an X on the correct UPC barcode.

- Make sure you have a copy of the correct rebate form(s). Some are inside the box. You just paid for the item, it is yours, open the box and read the terms.

- If it is an upgrade rebate, it is better to find out if your old product qualifies BEFORE you go to the store. Check the vendor's website, call the store and ask!

## READ THE FINE PRINT! THEN READ IT AGAIN!

- Read the “Proof of Purchase” requirement list.

- Does it require the original “Sales Receipt” or is a copy OK. If the original is required, ask the store for a duplicate original that is acceptable for a product exchange if there is a problem with the product. Some stores provide a “Rebate Receipt.” Make sure that matches the requirement list.

- Check the postmark requirement, I have seen one that gave you only three days to get it post-marked. Don't wait till the last day to mail it.

- Make sure a website address and/or telephone number is included that you can use to contact the rebate center about your rebate. Most of the upscale rebate centers include an 800 number.

- Make two copies of ALL documentation submitted. If a cheesy rebate center decides to tell you they never received your request, without copies, you're up the proverbial creek. I am

working on an article about using your scanner for this purpose.

- I think it is a good idea to include one of the documentation photocopies with the submission to make the point that you have copies. Mark it "CC: Vendor, My Files." On the larger rebates, buying the \$0.95 proof of delivery service at the post office is cheap insurance. Having a witness to the mailing doesn't hurt. Error on your side of the game. If it says 6 to 8 weeks, check at 6 weeks, don't wait three months. Be reasonable with phone calls but check the website as often as you like. Mark your calendar to remind yourself to check on the rebate. Keep a folder for all of your rebates. Move completed ones to another folder. Once you get your rebate check, read how long it is good for. Some are good for 6 months. Most are void after 60 days. A few are void after 30 days. I got one that was expired when it was delivered. When you think you have been shafted, don't just grimace and bear it, complain. Complain to the retailer. Complain to the vendor. If all else fails, file a complaint with the FTC at [www.ftc.gov](http://www.ftc.gov). You can also file a complaint with the Better Business Bureau at [www.bbb.org](http://www.bbb.org). Taking the retailer to Small Claims Court is an option.

**The email exchange with BFG Technologies, Inc.**



Dear Sir, My name is Jim Sanders, and I am the editor of the North Orange County Computer Club's newsletter, the Orange Bytes. PDF copies of the publication are available at <http://www.noccc.org>. For several weeks I have been gathering material for an article on the rebate games. Our members should see it in the next issue of the newsletter. This is a hot issue with our members as a number have been burned by various rebate offers. In a lot of cases it was due to not reading the fine print, not crossing all T's or dotting all I's, a claim that the request was never received or not received in time.

In some instances the rebate was a pure scam. A few refused rebates may be caused by human error on the part of the highly trained, intelligent, well paid staff of the rebate center. A common reason given for a rebate denial is that a required piece of documentation was not included.

All too often, that claim cannot be refuted as the original was sent in and the suggestion to photocopy all submitted documentation was not followed because of the hassle involved. In an interesting coincidence of timing, our club President, Elise Edgell, showed me the rebate denial post card that she received on 7/16/2005. The reason given for the refusal: "We did not receive a sales receipt with your request." She purchased a BFG GeForce FX 5500 OC at a special Fry's Electronics' one day sale where a \$50 rebate was offered on your product. In this case, Elise did scan all the documentation sent in with the rebate and

**Continued on page 20**

# 1,800+ & Counting

## NTPCUG Volunteer Effort Report

by Gil Brand

### Status of the computer refurbishing project?

NTPCUG Volunteers have assembled, tested and shipped their **1,800th** PC since the project began. Currently, the volunteers are averaging 500 refurbished PC's for impaired users per year.

For new members, NTPCUG sponsors a volunteer program to refurbish "old" PC's using NTPCUG volunteers with the finished computers going to visually impaired individuals via the Texas Center for the Physically Impaired (TCPI), <http://www.handicapability.org>. All of the equipment goes to blind or visually-impaired persons in America and in several foreign countries.

If you have basic hardware skills, or just want to learn, contact me at [gb1@ntpcug.org](mailto:gb1@ntpcug.org) We only have 12 work stations, so please request a place. Don't just arrive expecting to find a station available.

We have regular sessions every Tuesday and Thursday, 1-4PM, at King of Glory Lutheran Church, 6411 LBJ Freeway (West bound serv-



ice road from the Hillcrest exit). Our workroom is in the basement level of the church. Ring the outside bell for entry into the building.

If you, your employer, or a friend, have older computers (Pentium III -500Mhz or better) and/or components (56k-modems, hard drives, sound/video cards, 72 & 168-pin memory, monitors, keyboards, mice) that are just gathering dust, please contact me about donating them to this tax-deductible effort. We have received several corporate donations in the last few months; PLEASE keep checking with your company about donations.

We are also in need of a couple of volunteers to assemble some donated shelving, if you can't or don't want to work on computer hardware.

And last, but not least, we need a volunteer to: determine the proper driver for various donated sound/video/modem cards; download and test the drivers; and save the drivers to floppy disks.

So you can see that we need volunteers with different skills, and have a continuing need for additional computer refurbishing help. Let me know if you can assist.

[For those of you who have requested weekend sessions, these do occur on occasion and if you let Gil Brand know of your interest, he'll get in touch to let you know the date and times.]



*Gil...*

### !!! Mark Your Calendar !!!

Future Newsletter Deadlines and Meeting Dates: Please Note: The December meeting will be on December 17 at North Lake Community College in Irving, TX.

Our main meeting presentations [and most SIGs] will be on the **third Saturday** of each month.

The **newsletter deadline** each month will be **fifteen days before** the main meeting. See the schedule below at right for a listing of those dates.



Newsletter Deadline	Meeting Dates
------------------------	------------------

December 2	December 10, 2 <sup>nd</sup> December 17, 3 <sup>rd</sup> Sat.
January 6	January 14, 2 <sup>nd</sup> Sat. January 21, 3 <sup>rd</sup> Sat.

### The Perfect Gift!

Looking for a last-minute gift that's quick, easy and keeps on giving for the entire year? Take a tip from Doug Gorrie and consider giving a one-year membership in the North Texas PC Users Group. This is an especially appropriate gift for a friend or relative who is new to computing and interested in learning how to use and enjoy the PC.

Point out the Genealogy SIGs to people who are collecting information about their families, tell friends how much the Internet SIGs can help in easing their way into really using the Web, and the benefits of friendly, early computer lessons in the Introduction to the PC SIG.

More experienced users would appreciate value of vendor presentations in making important software and hardware decisions during the year.

If you have a friend or relative who constantly "borrows" your copy of the latest *North Texas PC News*, a gift membership might be especially welcome.

*Doug Gorrie*

#### Off-Site SIGs

The North Texas Microsoft Developers SIGs (Beginning Visual Basic, Advanced Visual Basic, Access, and Application Developers Issues SIGs) will meet the **second** Saturday of each month at Microsoft Corporation's Building #1 located at 7000 State Highway 161 in Irving, Texas.

#### Up-to-date Information

Make it a habit to check our Web site at <http://www.ntpcug.org> for any last minute changes. Keep informed through our Web site.

**Every Member**  
**NTPCUG**  
**Get a New Member**

## Safari So Goody

A wealthy man decided to go on a safari in Africa. He took his faithful pet dog along for company. One day the dog starts chasing butterflies and before long he discovers that he is lost. So, wandering about he notices a leopard heading rapidly in his direction with the obvious intention of having lunch.

The dog thinks, "Boyo, I'm in deep doo doo now." (He was an Irish setter)... Then he noticed some bones on the ground close by, and immediately settles down to chew on the bones with his back to the approaching cat.

Just as the leopard is about to leap, the dog exclaims loudly, "Man, that was one delicious leopard. I wonder if there are any more around here?" Hearing this the leopard halts his attack in mid stride, as a look of terror comes over him, and slinks away into the trees. "Whew", says the leopard. "That was close. That dog nearly had me."

Meanwhile, a monkey who had been watching the whole scene from a nearby tree, figures he can put this knowledge to good use and trade it for protection from the leopard. So, off he goes. But the dog saw him heading after the leopard with great speed, and figured that something must be up. The monkey soon catches up with the leopard, spills the beans and strikes a deal for himself with the leopard. The cat is furious at being made a fool of and says, "Here monkey, hop on my back and see what's going to happen to that conniving canine."

Now the dog sees the leopard coming with the monkey on his back, and thinks, "What am I going to do now?" But instead of running, the dog sits down with his back to his attackers pretending he hasn't seen them yet.

And just when they get close enough to hear, the dog says, "Where's that monkey. I just can never trust him. I sent him off half an hour ago

to bring me another leopard, and he's still not back!!"

\*\*\*\*\*

### Idiots in Food Service

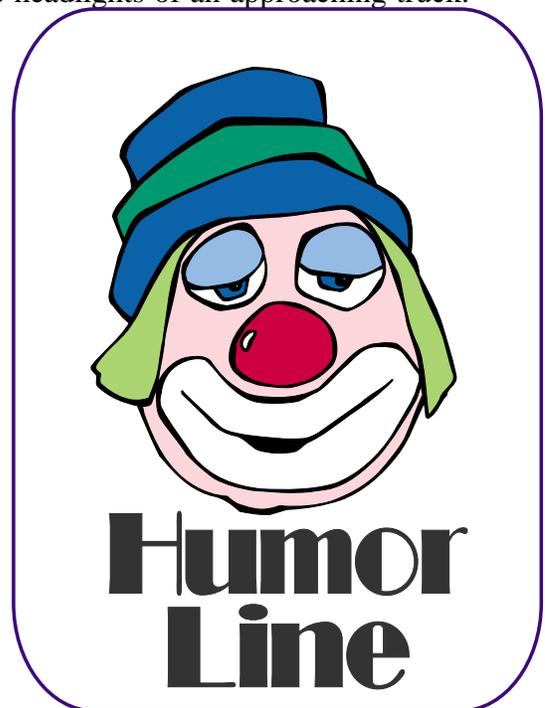
My daughter went to a local Taco Bell and ordered a taco. She asked the individual behind the counter for "minimal lettuce." He said he was sorry, but they only had iceberg.

### Idiots at the Airport

I was at the airport, checking in at the gate, when the airport employee asked, "Has anyone put anything in your baggage without your knowledge?" I said, "If it was without my knowledge, how would I know?" He smiled and nodded knowingly, "That's why we ask."

### Idiots in Management

At a good-bye lunch for an old and dear co-worker who is leaving the company due to "downsizing" our manager spoke up and said, "This is fun. We should have lunch like this more often." Not another word was spoken. We just looked at each other like deer staring into the headlights of an approaching truck.



# Selected SIG Reports . . .

News and meeting notes of Special Interest Groups  
Further background information about a SIG is available from the SIG's  
Web page at <http://www.ntpcug.org>

## Access

We join in *A Big, Big Thank-You* to Microsoft Access Fundamentals SIG Leader **Jim Wehe**, who has led every one of the joint meetings of the Microsoft Access SIG and the Microsoft Access Fundamentals SIG through and including October, 2005. We have met as part of the main meetings of the North Texas PC User Group SIGs on the third Saturday of the month at North Lake College.

Regular attendees got a good grounding in Microsoft Access, with an occasional diversion into somewhat more advanced topics of current interest. It has been a great introduction for those just starting and a great review of topics for the more experienced user. No matter how long we use this great database software product, there is always more to learn about using it effectively, efficiently, and easily.

*In December*, we are going to take a one-meeting holiday. Enjoy your holiday season. See you in January.

*In November, 2005* Microsoft Access SIG Co-Leader **Larry Linson** talked about 'Practical Table Layout in Microsoft Access'. He described how to arrive at functional relational database tables without having to be a relational database expert. For those of you who missed the meeting: an almost identical presentation, in Power Point format, can be found in the Downloads section of <http://appdevisues.tripod.com>. If you don't have Power Point, you can download a Power Point viewer from the Microsoft site... start your search at <http://office.microsoft.com>. We had two members at our meeting who had not already won a copy of *Microsoft Office 2003 Professional System*. In view of

our upcoming 'holiday' in December, both won a copy! In addition, every attendee received a copy on CD-ROM of the presentation.

*Coming in January, 2006*., we will meet to discuss what our members want to do in 2006. Consider what approach you want to take, what topics you want to cover, and any other item you would like to discuss.

### Valuable Prizes:

Throughout our long history, we have given away 'Valuable Prizes' -- some were software packages worth several hundred dollars at retail; others were just diskette or CD copies of presentations. We plan to continue this tradition.

At each monthly meeting in 2005, we gave away a full, retail copy of Microsoft Office 2003 Professional System. These (truly valuable) prizes were courtesy of Microsoft, through its South Central Developer Guidance Council, of which Larry is privileged to be a member.

*Larry Linson*

## ASP.NET

December and January we have two very special meetings planned. Both our December and January meetings will be special 2 1/2 hour events. The schedule is as follows:

10:30 AM People arrive and refreshments are provided  
10:45 AM Announcements  
11:00 AM Main Presentation  
12:50 PM Door Prizes

## SIG Meeting Schedule

- 8:00**  
Windows Tips & Tricks - (Formerly Microsoft Networking and Hardware Solutions)  
Excel/Spreadsheets  
Website Development
- 9:00**  
Wireless Communications  
Operating Systems  
Dallas Corel  
Microsoft Word
- 10:00**  
Alpha Five Data Base  
Microsoft Word (Continued)  
Handheld Technology (PDA)  
e-Commerce
- 11:00**  
Access/ Access Fundamentals  
Internet  
WordPerfect for Windows  
Digital Photography
- 12:00**  
**NTPCUG Business Meeting**
- 12:30**  
Investors  
The Master Genealogist  
Linux  
XP Inside Out  
DSDA (12:30 - 2:30)
- 1:30**  
The Master Genealogist  
(continued)

SIG meetings are listed by time for the October 15 meeting. Times may change, and members are advised to check the NTPCUG Web site for latest listings. Room locations will be posted on the day of the meeting.

The following SIGs are meeting at separate locations, and are not included in the schedule above. Check the SIG notes for time and location.

Meets on 1112  
SharePoint  
ASP.net  
Visual BASIC - Advanced  
Visual BASIC - Beginning

The following SIGs meet at other times, and are not included in the schedule above. Check the SIG notes for time and location.

DSDA  
IT Pro Enterprise SIG

# ... SIGs

Saturday, December 10, our very special guest speaker will be **Peter DeBetta**. Peter DeBetta is the author of *Introducing SQL Server 2005 For Developers*; the book that I have been giving out for the past few months. His topic will be the use of XML in *SQL Server 2005*.

#### BIO:

Peter DeBetta is the resident SQL Server trainer and consultant for Wintellect. Peter develops software using SQL Server, .NET, and other technologies. He also teaches SQL Server Programming courses and speaks at various conferences around the world about SQL Server, including VSLive!, SQL PASS Community Summit, DevTeach, Devscovery, Microsoft's SQL Server Summit, and Microsoft's Visual Studio 2005 DevCon. Peter has written courseware, books and articles on the subject, including articles for MSDN Magazine and a new Microsoft Press book entitled "Introducing SQL Server 2005 for Developers". When Peter isn't working with SQL Server, you can find him singing and playing guitar, taking pictures, or simply enjoying life with his wife and new son.

Saturday, January 14, our guest speaker is **Scott Dockendorf**. In his session, "Test-Driven Development & .NET Today & Tomorrow!", Scott will provide an overview of Test-Driven Development ("TDD"), and it's role in improving software development and reducing defects through automated unit testing. While TDD is a core foundation for Extreme Programming ("xP"), it can be effective under any programming methodology. During this session, Scott will demonstrate TDD's test-first approach, debugging unit testing assemblies with VS.NET, using NUnit, NUnitASP, and Visual Studio 2005 Team System.

#### BIO:

As Director of Professional Services for Telligent, Scott Dockendorf specializes in delivering highly performing

and scalable applications in .NET. Scott is passionate about solution architecture, secure development, and helping companies adopt recommended practices through standards and proven methodologies. Scott is an active member of the .NET community, volunteering his time as the Program Director of the North Dallas .NET User Group, delivers sessions to local .NET User Groups, and is an active volunteer for INETA's International Academic Committee for Texas. Scott is a Microsoft Visual C# MVP. You can contact Scott at [scott@telligent.com](mailto:scott@telligent.com).

Everyone is welcome to attend these meetings. For more information about our meetings please see <http://www.dallasasp.net>.

Regards,

*Toi B Wright*

#### Excel

Since February, the group has put Excel to work. The projects are things that the group's members like to do in a spreadsheet. We do a Q&A on what the projects need and how to do it. In Nov month we look at what to do before generating code. In December, we are going to look at how to use Option Buttons in a dialog to get information from a user

Got any ideas you would like to work on with Excel? Send an email to or drop by the SIG meeting and analyze the projects with us.

*José Rivero*

#### Handheld Technology

There will be a main presentation on city-wide wireless at 10:00 a.m. so we

#### SIG LEADER LISTINGS

SIG Coordinator  
Bill Parker at:  
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won't have a SIG meeting in December. Have a happy holiday.

**January Meeting**

In January, we will talk about the popular SONY PSP's, game, music and movie player.

*Birl Smith  
Craig Winder  
David Martin*

**Microsoft Word**

Welcome to the Word SIG — please join us each month for a terrific meeting!

**MEETING TOPICS**

*... are tentative and do change*

**FOUNDATION - 9-10 AM**

**DECEMBER — Formatting a Document**

I really enjoy the sessions where we format a document or two using the features we've covered. I hope you do, too, because this month and next, we're going to do just that. If you have a document you'd like to have formatted, or one you'd like to let me use, please let me know. I'll be ready to start preparing for this the day after the November meeting.

**JANUARY — Formatting a Document (cont.)**

We're continuing formatting the document(s) we started in December.

**FEBRUARY — The Mystery of Section Breaks**

Section Breaks are part of the basic foundation of Word. They control the result of changing page formatting, such as page orientation, headers and footers, and page numbering. Even if you have never even heard of Section Breaks, let alone used them, there have probably been times when under-

standing how they work would have resolved a problem you were having with a document. Sometimes, Word inserts them into your document, whether your ever knowing!

**ADVANCED - 10-11 AM**

**DECEMBER — The Best of Word — According to You!**

Remember when I joined you as SIG leader in January 2001, and we started by discussing the Word screen? From then through last month, we have covered hundreds of features. From these features, you can probably think of one or more you could not do without. At this meeting, we will spotlight the best of Word, according to you. Please tell me your favorite feature or features. If you have a special way of using it, please tell me that also. If you want to demonstrate it at the meeting, tell me that too! This is gonna' be great!

**IMPORTANT COREL ADDRESSES & PHONE NUMBERS**

**Corel Corporation  
1600 Carling Avenue,  
Ottawa, Ontario, Canada  
K1Z 8R7**

- ❖ Technical Support Representatives ..... 888-267-3548
- ❖ G1 Release, CD-Rom only (latest "fixes" and patches for Corel products) ..... 800-772-6735
- ❖ Customer Service Representatives ..... 800-772-6735
- ❖ IVAN (Interactive Voice Answering Network) ..... 613-728-1990
- ❖ 24 Hour Automated Fax System ..... 613-728-0826 Ext.3080
- ❖ Technical Support hours are 4AM to 8PM (EST) excluding holidays
- ❖ To obtain our catalogue please request document #2000

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## JANUARY — Reviewing Documents, Part I

This meeting was originally named Compare Documents, then Track Changes, but the current name will stick. Although the name has changed, Compare Documents and Track Changes are included, as well as several other features used when reviewing your documents. Compare Documents enables you to compare one document to the other, identifying the differences between them. Track Changes enable you send your document revisions to others. After reviewing your revisions, they can accept or reject your revisions, proceed to make their own, and send theirs back to you. We will begin by looking at the three ways to track changes.

## FEBRUARY — Reviewing Documents, Part II

At this meeting, we'll introduce Comments and Highlighting as additional ways to identify changes in your documents. These features work side-by-side with Track Changes. We'll also address the serious issue of Metadata (*think of it as personal, possibly confidential, information*) that travels along with your documents, especially when Track Changes is used.

## W O W! I DIDN'T KNOW THAT!

### These Aren't My Toolbars!

When opening a document created by someone else, additional toolbars may also show up. For example, if the author of the document used Track Changes or Web features, your Reviewing, Web or Web Tools toolbars may automatically display themselves.

## WHAT'S YOUR PROBLEM?

*Got a problem with Word? Describe the problem to me in an e-mail. I will do my best to provide a satisfactory answer. I will also post the question and answer on this Web page, as well as in the next newsletter so others may benefit from the information.*

## WHAT'S NEW @ MICROSOFT?

### Office Programs May Stop Responding

We are always looking for ways to make our next generation of solutions more useful for the millions of organizations and more than 400 million individuals who rely upon some version of our applications every day. This involves acquiring feedback through thousands of hours of research from customers, partners, and analysts and staying focused on advances that customers are asking for while also predicting the unanticipated needs that information workers will have in the future.

Earlier this month, we released a whitepaper, "Digital Work Style: The New World of Work", that examines trends and technologies that will affect organizations around the world in the coming years and which helped inform how we are thinking about the next version of Microsoft Office. **Bill Gates** also touched on some of these trends during his talk at the ninth annual Microsoft CEO Summit. Most of the trends relate to economic transformation in the global economy that is dramatically amplifying the importance of workers and the information upon which they rely.



## Building Solutions for the Digital Work Style

It is becoming increasingly apparent that "one world of business" is emerging as traditional barriers—geographic as well as intra-organizational—are dissipating. More and more often, people are required to collaborate more frequently, as well as with more diverse and dispersed colleagues. But this work is challenging, often requiring interaction with people beyond the edge of the corporation in both synchronous and asynchronous interactions.

In the next wave of Microsoft Office, code-named "O12," our collaboration technologies will enable people to work beyond their corporate boundaries more easily and will make collaboration a more integrated part of other solutions. For example, we're focused on further integrating the different modes of communication that people use—from instant messaging to phones to virtual web meetings to e-mail—so that you can share information between these different channels without having to think about where it's coming from. We are also extending today's internally focused collaboration tools, like shared workspaces, beyond the edge of the organization. These solutions will enable organizations to connect more

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easily with their customers and partners.

Another area of change is that the widespread availability of wireless technologies and devices has created an “always on, always connected” environment, which brings great benefits to information workers but also poses considerable difficulties. The increased information flow, combined with greater reliance on other people to get our jobs accomplished, has introduced crucial issues around finding and consuming information or locating expertise. As Bill noted in his talk at CEO Summit, information overload from electronic communication mechanisms and “information underload” from lack of access to key data in corporate applications are both making it difficult to make informed decisions in a timely manner.

In the next version, you can expect much easier ways to access information stored in business applications and internal portals as well as locate people who have the knowledge you need. For example, you will be able to create real-time visual dashboards and scorecards within your spreadsheets, and then post them to a central portal site or workspace to be shared throughout the organization. These portals and workspaces will also make it easier to find people who have the expertise to tackle certain problems and issues. The goal is to help information workers find needed information and expertise to enable them to make faster decisions that are more effective.

In addition to diminished barriers and the need to be always on, we’re also seeing organizations become more transparent, which again presents specific challenges. Individuals and IT departments must balance the need to control the flow of confidential information and the obligation to provide transparency for compliance and regulation concerns with the need to provide a flexible infrastructure that supports the agility needed by today’s information worker.

Also, an organization’s very reliance on information requires it to sift the good from the bad and discard sources that might be incorrect or outdated. In-

## SIGs . . . .

formation moves so quickly now that merely invoking standard command-and-control policies or expecting people to follow certain channels is no longer sufficient.

Expect to see new solutions in the next wave of products that enable every person in an organization to control the information they create more easily, but that also allow IT and corporate governance to set company-wide policies that drive consistency and adhere to regulatory controls. IT managers will be able to centrally define policies for expiring and archiving content, as well as enact consistent approval workflows to meet compliance, reporting and accuracy standards.

Finally, beyond the organizational solution areas mentioned above, one of our key objectives with “O12” is to give users easier and more natural access to the full capabilities of familiar applications so they can achieve better results in less time. For instance, there will be new tools that automatically apply professional-quality formatting and layout to documents so people can give their full attention to creating great content that reflects the unique skills and valuable perspective they bring to their organizations.

### *The Workforce and Corresponding Workplace of the Future*

Beyond the economic, technological,



and organizational trends in the workplace, powerful changes are shaping today’s and tomorrow’s workers as well. Members of the so-called “Net Generation” now entering the workforce have lived their entire lives in the digital age; they’re eager to apply new technology in their jobs, fully expect to work collaboratively with others and are far more comfortable with multitasking than most of their older counterparts.

Demographic studies show that most of the developed world will contend with an aging, shrinking workforce in the decades to come, which means organizations also can expect more heated competition for talented employees. Plus, those workers will expect organizations to provide technology tools that make their work more productive and rewarding. In mapping out their future human resources strategies, organizational leaders need to account for these dynamics and recognize that technology will continue to play an ever-larger role in defining their workplace culture.

At Microsoft, we fundamentally believe that every worker matters, that every role has a strategic purpose that can be fully realized through the right culture, training and tools. And today’s required tools have more to do with the flow of information in organizations than ever before. However, the workplace continues to change, resulting in new opportunities and challenges for people and organizations. Organizations must keep ahead of the changes where possible to stay competitive in tomorrow’s “Digital Work Style”.

### *Additional Recommended Reading*

Additional details about some of the topics I’ve touched upon can be found in whitepapers from industry thought leaders (Tom Austin, Michael Schrage, Amy Wohl) as well as in various commentaries about what the future might look like in various industries such as Healthcare.

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## About the author

**Jeff Raikes** is group vice president of the Information Worker Business at Microsoft Corp. As a member of the company's Senior Leadership Team along with Chief Executive Officer **Steve Ballmer** and Chairman and Chief Software Architect **Bill Gates**, Raikes shares responsibility for developing and guiding Microsoft's core business strategy.

*Diane Bentley*

## Operating Systems

Approaching 2006, the Operating Systems SIG is also approaching its 20<sup>th</sup> anniversary under the current leadership. Originally begun in 1982 as the Beginners SIG, the SIG became the DOS SIG in 1986 and was taken over in October, 1986, by then NTPCUG President, Jim Hoisington, and future NTPCUG President, Reagan Andrews.

That's History. We need to talk now about the future and where the Operating Systems SIG should be headed toward in terms of operation and functioning. Our format has been interaction between SIG members in a loosely structured discussion format. Chief

components have been a mixture of member troubleshooting, news and (sometimes, slanderous) gossip. I saw my role as facilitator and discussion traffic coordination.

By this time SIG members should be aware that the Hardware Solutions SIG and the Microsoft Networking SIG's have been realigned as the Windows Tips & Tricks SIG. This actually makes some sense since the hardware folks often focused on Windows and the networking folks spent a fair amount of time focused on hardware issues. Of course, the Operating Systems SIG did both as well.

OS SIG Co-leader, Chuck Stark suggested in response that he would like to see occasional formal, two-hour troubleshooting/ installation sessions focused on OS-hardware-networking issues brought forth by members. With Microsoft's "new" Vista operating system(s) due to arrive "real soon now" this release might herald just such a shift in SIG format and operation.

### A last note:

Since many members may be planning acquisition of new systems over the holidays, keep Vista in mind when planning or buying a new system. It's going to demand much more hardware resources (as usual for a Microsoft product) than Win XP, particularly memory and CPU power if rumors are correct. Glynn Brooks, SIG leader of the intensive Windows Inside Out SIG, has already addressed some of these factors and would be a good source of further details.

*Reagan Andrews  
& Chuck Stark*

## Visual Basic - Beginning

We will be meeting at 9:00 AM on Saturday, December 10th at the Las Colinas campus of Microsoft Corporation.

For the December Meeting, Tuc Goodwin will give be a presentation on Configurations, Debug, and Trace Logging in VB.NET.

We will have free magazines for all attendees.

So come on Saturday, and don't forget to bring a Friend along!!

*Tuc Goodwin*

## Windows XP Inside Out

You already know your way around a desktop – so now dig into Windows XP and really put your PC to work! How? Start coming to the Windows XP Inside Out SIG.

The December topic is *Customizing the Windows Interface*. In that one, I'll show how to modify the entire look and feel of your XP desktop with Themes, Visual Styles, and free-for-the-download Alternatives.



We will start the new year off with a special guest speaker, Joli Ballew, author of over a dozen computer books including Hardcore Windows XP and Degunking Windows. Her topic will be 'Getting the Most Out of Digital Photos and Multimedia'. Joli is a Microsoft Windows XP Expert Zone columnist/blogger and is an entertaining speaker.

*Glynn Brooks*



## WordPerfect

December — WP11 — Page Formatting

January — WP11 — Formatting a Document

February — WP11 — Formatting a Document (*cont.*)

*These topics are tentative and may change at any time.*

### DECEMBER

Now that you know character and paragraph formatting inside-out, we will take a look at page formatting. Have you noticed a [Delay] code in your documents ... did you know there are actually two of them, and that they are different in function? In addition to taking a look at the basic setups for margins, orientation, and so on, we will also look at the options for forcing a



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new page, centering a page vertically, and changing line height.

### JANUARY

Over the last two years, we have covered many types of formatting in WordPerfect 11. Rather than dissect a feature, we will use many of those features to format a document. If you have a document you would like to have formatted at this meeting, please send it to me as soon as possible.

### FEBRUARY

I'm reserving this month for continuing formatting a document. However, if it's not needed, our new series for working with Jim's To Do List will begin. I've not yet started to develop it, so I can't give you even a clue as to what you can expect. I can assure you, though, Jim has some pretty high expectations for what he wants to accomplish. This should be fun!

### W O W ! I DIDN'T KNOW THAT!

*Footnotes, Headers and Footers, and Watermarks Margins*

Have you changed the left margin at the top of the document, but your footer didn't change? Place the margin code in the Current Document Style to change the margins for footnotes, headers and footers, and watermarks.

1. File | Document | Current Document Style -or- double-click the [OpenStyle: DocumentStyle] code at the beginning of Reveal Codes
2. In the Styles Editor dialog box: Format | Margins | set the margins | OK
3. Be sure Use as Default is not selected ... unless you want this change applied to all new documents
4. OK

If you have already created the margin code in the document, you can cut it

from Reveal Codes and paste it into the [Open Style: Document Style] Styles Editor.

### WHAT'S YOUR PROBLEM?

*Got a problem with WordPerfect? Describe the problem in an e-mail. We will do our best to provide a satisfactory answer. The question and answer will also be posted on this web page, as well as in the next newsletter for the benefit of others who might have the same problem.*

### WHAT'S NEW WITH WORDPERFECT?

#### Corel Pins Hopes on WordPerfect

In late August 2005, San Francisco-based Vector Capital Group acquired Canadian software maker Corel Corporation. The plan is to become once again a force in the desktop arena, with the help of increased funding to boost WordPerfect's growth rate and market share and leverage its 17 million users.

**Amish Mehta**, a Vector Capital principal, will be running the company. Mehta is very clear about Corel's target WordPerfect market: value-conscious customers, small and midsize businesses, and the government and legal communities. 'Our value proposition to them is feature-rich, highly compatible software,' he said. 'Some 90 percent-plus of the tasks and documents a user will ever have to create can be done at 40 percent of what it would cost to do business with Microsoft. We are not the solution for large global enterprises and investment banks and those kinds of entities that have a superhigh level of technology requirements from their word processing solutions.'

*Cindy Adams*

## Rebate Games Continued from page 9

kept it as a JPG file. In addition, the original documentation was stapled to a printout of that file and a notation was hand printed on that sheet, in bold marker pen: "CC: Vendor, My Files." That file is attached to this email. As both of us bought the product and requested the rebate in the same way, it will be interesting to see if I get the same post card.

I understand that you contract the rebate function to other companies, but the typical club member that has a problem thinks the problem is with the company that made the product and offered the rebate. It is your reputation that suffers, not the rebate center.

Would you express your opinion on which of the above reasons might be the cause of this rebate being denied?

Sincerely,

Jim Sanders, Editor, NOCCC Orange Bytes

Hi Jim,

Thanks for contacting BFG Technologies, and thanks for giving us the opportunity to clarify this particular rebate situation.

Looking at the picture in your attachment of Elise's submission, it appears there is not a copy of her "Sales Receipt" included along with the other required items.

In addition to the "Rebate Form/Receipt" and the "Proof of Purchase" cut from the box, a copy of the "Sales Receipt" is required. With Fry's it can sometimes be confusing because they label the Rebate Form as a "Rebate Receipt". This could lead a customer into thinking that the form was both the rebate form AND the sales receipt, although they are actually two separate items.



Some additional information that may be of interest; this is one of two rebates that have the highest redemption rates we have ever run. This indicates to us that majority of customers are including all the correct documentation and getting the rebate for this particular program.

In this particular case, the rebate house did refuse the rebate on proper grounds. However, we will contact the rebate house and approve Elise's rebate, and yours as well. We often do that for customers who contact us and believe that that they were denied incorrectly. We look into individual cases and make approvals where the facts support it.

Thanks again for giving us the opportunity to respond. If you have any further questions, please feel free to contact us.

Kind regards, John @ BFG

Hi John,

Thank you for your quick response and also for fixing the problem.

In an effort to resolve why it became a problem in the first place, I made a trip to the Anaheim Fry's Electronics store. I asked to speak to the person in charge of dealing with rebates. The

woman that responded to that request was pleasant enough, but not very helpful. I asked why Fry's was having their checkout clerks tell customers that the "Rebate Receipt" is the same as the full sales receipt for rebate purposes. Her response was:

"Well, sometimes it is and sometimes it's not." The discussion lasted several minutes. It bogged down into questions of semantics, perception, lack of explicit wording, and responsibility. Her rebuttal to your assertion that it is a "Rebate Form/Receipt" was that if you cut that form in two just above the line "Rebate Form:" you have a "Receipt" and a "Rebate Form." That to help the customer by not having multiple, small, separate documents that are more easily lost, or difficult to match up with the appropriate rebate form, they are printed together. That the "Proof of purchase requirements:" Section 3, says "a copy of your receipt," not "Sales Receipt," not "Full Sales Receipt," not "Rebate Receipt," just "Receipt." That obviously the "Rebate Receipt" is a receipt. I commented that the Fry's IT department controlled what is printed and how it is printed. That it would be trivial for them to better separate the two forms with a couple of extra blank lines, a line of asterisks, and a line that says "Cut here." That they could easily have



changed Section 3 to explicitly state what kind of "Receipt" was required. That if printing the "Rebate Receipt" is supposed to be a courtesy to the customer, it would be trivial to have the computer print out a "Duplicate Sales Receipt" when that was required by the vendor. That if Fry's is going to the effort to provide this courtesy service at all, they should go the extra step, and endeavor to do it correctly, rather than in the current, confusing, fashion. I commented that Fry's apparently feels it is their responsibility to remind customers that they should make a copy of all documentation submitted for a rebate by handing out a yellow sheet with that warning, why not expand it to include a caution about the receipt problem.

Her response was in essence, I don't have any control over what the IT department does. I counted to ten, thanked her for her time and left. I hope this feedback helps you with future programs.

Sincerely,

Jim Sanders Editor, NOCCC Orange Bytes

On 7-23-05 we put on our best optimistic face and went to the <http://www.rebatestatus.com> website to see how well the rebate had been approved. We were hoping to see a message like: "The check is in the mail.," and lo and behold we did.

Pony Express or 4th Class, but in the mail.

There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

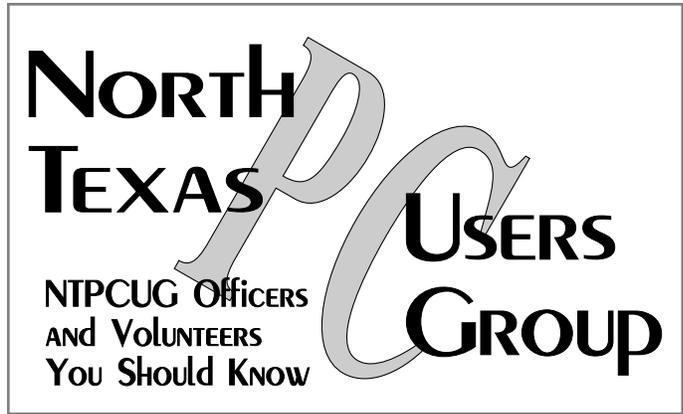
# North Texas PC Users Group, Inc.

P.O. Box 703449, Dallas, TX 75370-3449

Please visit our Web Page at: <http://www.ntpcug.org>

The North Texas PC Users Group, Inc., is a non-profit, independent group, not associated with any corporation. Membership is open to PC users and others interested in exchanging ideas, information, hardware, predictions, and other items related to computers, digital communications and software. To join the Group, complete the application blank found on the NTPCUG Web site, <http://www.ntpcug.org>, and send with \$40 membership dues to the Membership Director — address shown below. Subscription to the newsletter is included with each membership.

The Group meets twice each month, usually on the second and third Saturdays. See inside front cover for date, time and place of the next North Texas PC Users Group meeting.



## North Texas PC Users Group, Inc. Board of Directors, 2005

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