

Solutions!



September 2007

the newsletter of Tarragon Solutions

Tarragon Solutions

Head Office

First Floor
Victor House
Barnet Road
London Colney
AL2 1BJ

Accounts

Accounts Dept
Tarragon Solutions Ltd
PO Box 528
Huntingdon
PE29 9AQ

Phone:

0800 0199 925

Fax:

0845 1305 807

E-mail:

info@tarragon.co.uk

Web:

www.tarragon.co.uk

Solutions!

Editor:

Steve Booth

Email:

solutions@
tarragon.co.uk

Welcome to the first edition of **Solutions!**, Tarragon's newsletter!

With **Solutions!**, we aim to provide you with news, information, hints and tips that we hope will help you and also enhance your experience of working with us.

Solutions! will be issued monthly and we would be pleased to hear from you so, if you have any thoughts, criticisms, views or ideas, please don't hesitate to contact me at: solutions@tarragon.co.uk

Steve Booth

Editor

We Have Moved...

During August, Tarragon moved back to London Colney after a year in temporary shelter.

Our new offices provide us with much more space, enabling Tarragon to begin to implement our plans for expansion, including increasing our staff of technicians.

We are now based on Barnet Road, just along from our old location at Berkeley House - and placed very conveniently between the *Colney Fox* and the *Bull* with Sainsbury's only a short walk away.



Tarragon's new address is shown on the left so, if you haven't already done so, please update your records.

Our telephone numbers and internet addresses remain the same as before:

Phone: 0800 0199 925

Fax: 0845 1305 807

Email: info@tarragon.co.uk

Web: www.tarragon.co.uk

...And We're Celebrating 10 Years!

Yes, it's 10 years since Tarragon Solutions was founded so we've decided to celebrate this, and our new office, by holding a little soirée. On

Thursday, September 27th 2007
between 5pm and 8pm

we'd love you to join us at Victor House for nibbles and juice (or something stronger!)

You'll find an invitation letter enclosed with **Solutions!**, just let us know if you'd like to come along.

Introducing:



Direct Debit

In common with many companies you may routinely offer Direct Debit to your customers as a means of paying for the goods and services you provide. At Tarragon, we've been using this facility for some time and it has proved to be very successful, both for us and for you, our clients.

Many banks and other organizations offer a framework within which you can set up and maintain your Direct Debit requests; if you bank with Barclays you are probably using their Payflow Direct Debit solution. Payflow DD is great for businesses with a limited number of Direct Debit requests. It is supplied free of charge and is straightforward to use but, as you will know if you use it, Payflow DD does have one drawback – all the forms must be completed by hand before being faxed to the Payflow Processing Centre.

Tarragon has developed a tool that frees you from this chore by allowing you to use a computer to set up, amend and print the Payflow DD forms.

FloFormsDD was devised for our own use and we have found it to be so successful in saving time, frustration and effort (and therefore money) that we have now made it available for all users of Barclays Payflow Direct Debit.

For more information about FloFormsDD, and to download a copy to try, please visit www.FloFormsDD.com

Short Cuts

To search for a word or phrase in the current web page, use

Ctrl+F

(IE, Netscape, Opera & Firefox)

Helpful Reminder

Can't remember your Chloe logon details?

*We have included with **Solutions!** this month a helpful laminated card with your username and password!!*



Are you making the most of **Chloe**?

All Tarragon's Support client-partners have access to Chloe, our online issue tracking system – but are you getting as much out of it as you might?

When you log a support call using Chloe you can provide all the relevant information right away. This includes the nature of the problem, its severity, the events leading up to it, the operating environment, and so on.

The Tarragon support team is alerted automatically and, using the information you provided, we can often call you with a solution straight away. If not, we have the basic details to work from, saving time when we contact you to discuss the issue.

Use Chloe to track the progress of an issue; even if you contacted Tarragon by phone to report a problem, we will have logged it on Chloe so you can see its status at any time.

Chloe also produces useful reports, such as a list of issues between specified dates and the current status of your support time balance (including time used and time remaining). For support clients, a copy of your current support statement is included with **Solutions!**

Chloe helps you help us help you!

Tip of the Month - Show All The Menus

Are you tired of only seeing parts of the menus when you navigate the Word menu bar?

Would you like to see all the available options when you click on a menu? It's simple to make this change.

1. From Microsoft Word (XP, 2003 or 2007), choose "Tools", then "Customize".
2. When the "Customize" multi-tabbed dialog box appears, choose "Options".
3. Check "Always show full menus".
4. Press "Close".

Please let us know what you think of **Solutions!** - email solutions@tarragon.co.uk