⌂ TO3000. Frequently Asked Questions

1. TO3000 License Key

- **I have lost my license key. Can you, please, help me?**

There are two ways how to restore lost License Key for TO3000:

1. Visit http://clients.aithelp.com/ and log in using e-mail, which you have indicated for sending the license key, when ordering TO3000.

On this web site you can always find all your licenses and restore any lost license key.

2. Send us your Purchase ID or you registration name and e-mail, which you have indicated for sending the license key, when ordering TO3000 at support@to3000.com and we will send you your license key.

- **What happens if I have to reinstall your program say if my PC crashes? Do I have to request new license key?**

No, license key is not tied to any particular installation of TO3000 on physical PC.

- **Can I install TO3000 on my second computer using the same license?**

You can legally install TO3000 on another PC (or laptop) using the same license key, provided that you will be the only user of the program.

Please note that TO3000 licensed for one computer will not run on two or more machines in one network.

2. Mac version

- **Is TO3000 available for Macs? Do you plan to release Macintosh version?**

We share your sympathy for Macs, but no Mac version is currently available. Currently there are no plans to release a Macintosh version of TO3000.

3. Different rates for different clients

- **Does TO3000 allow you to work with different rates for different clients?**

TO3000 allows creating a separate price-list for each client, as well as the list of general prices.
In addition, it is provided with multi-currency support feature, which allows you to work with each client in its currency and easily convert all accounts to your base currency.

4. Custom taxing scheme in TO3000

- **How can I create Italian taxing scheme in TO3000?**

First of all, you need to enter the necessary taxes and discounts to TO3000:

1. Open menu Settings > Business > Taxes page and create two taxes (VAT=20 and a detrarre Ritenuta acconto=-20) using New button.

2. Then create the markup: menu Settings > Business > Discounts/Markups page and

create the new record using New button.

Then create the new Invoice and in the New Invoice window:
1. Add the necessary Jobs, etc.
2. In the corresponding drop-down lists select the newly created Markup and two Discounts.
3. Select the necessary template.
...

You will need to select these markups/taxes whenever you need to use the taxing scheme you described.

- **I would like to know if (and how) the software can handle invoices when taxes are calculated like in my area (Province of Quebec, Canada):**
  Quote price + (7% of total price) + ((total price + 7%)*7,5%) = grand total on invoice and to be tracked in A/R.
  Here, Federal tax is 7% and Provincial tax, calculated on top of Federal tax, is 7,5%
  Does T3000 accommodate this?

To implement the tax scheme you require:

First of all, you need to enter the necessary taxes and discounts to TO3000:
1. Open menu Settings > Business > Taxes page and create a new tax (Provincial tax = 7.5) using New button
2. Then create the markup: menu Settings > Business > Discounts/Markups page and create the new record (Federal tax = 7) using New button

Then create the new Invoice and in the New Invoice window:
1. Add the necessary Jobs, etc.
2. In the corresponding drop-down lists select the newly created markup and tax
3. Select the necessary template.
...

You will need to select these markups/taxes whenever you need to use the taxing scheme you described.

5. Invoice number and Global Code (can they be exactly the same?)

- **Can the Invoice number and Global Code be exactly the same?**

Invoice global code is the number of the certain invoice in the global invoices numeration (i.e. considering all issued invoices for all clients). Invoice number is the number in the numeration of invoices of the particular client. That is why they cannot always coincide. For example, the first invoice for the new client can be your tenth or three hundredth invoice issued in TO3000 (i.e. globally).

6. TO3000 V7 to TO3000 V8 upgrade

- **Restoring TO3000V7 database backup with TO3000V8**

The TO3000V7 database backup cannot be restored in the new TO3000 version because of the different databases and backups structure.
You can use the special V7 to V8 Upgrade Utility to transfer you data from V7 to V8.
You can download if from the following location:
http://to3000.com/download.html

Also on this page you can download the Upgrade Guide which can be very helpful.

- **Adding expenses in TO3000 V8**

Having taken into account users' requests, in TO3000 V8 we have implemented the possibility to add not taxed expenses to the Invoice.

Now expenses can be added on the Adjustments tab of the New/Edit Invoice window. Adjustments sum (Volume field value) is considered in the Invoice Total, but taxes and discounts are not applied to it.

You may use the following variables in your template:
\ADJUSTMENTS_VALUE\ - Adjustments volume
\ADJUSTMENTS_DESCR\ - Adjustments description
\BEFORE_ADJUSTMENTS\ - The sum of all jobs cost with discounts and taxes applied (i.e. Invoice Total without Adjustments).
\INVOICE_HAS_ADJUSTMENTS\ - Boolean variable. Its value is "True" if there were Adjustments added to the Invoice and False if there were no Adjustments added.

- **V7 to V8 Upgrade procedure**

You can download and install the evaluation version of TO3000V8 for free, as always. It will be functional for 30 days and with some limitations on client&project number.

To make it fully functional you will need to order the License Key.
The regular upgrade price is EUR39.
Till the 30th of June you can order the upgrade (i.e. TO3000 V8 License Key) with a 25% discount from the following page:
http://to3000.com/translation_office_3000_order.htm

or from your user Control Panel (Special Prices > Clients Only).

On the following page you can download the new version of the program, Upgrade Utility (for transferring your database from V7 to V8) and the Upgrade Guide which will help you to upgrade smoothly:
http://to3000.com/download.html

7. What is the difference between project and job?

- **Please, tell me, what is the difference between project and job**

By project we mean a set of client jobs. It means that client jobs can be created only in the scope of this or that project.
Each project has only one client. Though, you can create a lot of projects for one client.
You can imagine project a folder and client jobs as files, stored in this folder.
(Actually, TO3000 V8 folders structure corresponds to this description).

I.e.: To add a new client job, you need to create a client record (if the client is new, then create a project for the client and finally add the job to this project.

8. Built-in AnyCount engine

- **Are results of built-in AnyCount compatible with results of standalone AnyCount application?**

We assure you, that results of text count of built-in AnyCount application in Projetex (the same is right for Translation Office 3000) are always compatible with results of standalone AnyCount.

9. Built-in CatCount engine

- **Is it possible to import in TO3000 csv or xls word counts produced by Trados?**

Yes, it is possible by using built-in CATCount utility, which is available through <=CC buttons in New/Edit Jobs and New/Edit Quote dialog boxes.

After you click these buttons CATCount dialog box appears, where you will be able to use Load command from Log menu and load Trados results.

After you click OK, Trados word count will be transferred into Translation Office 3000 as single number, with detailed results available at CATCount Notes page.

- **What is the difference between CATCount builds 103 and 105?**

The difference between builds 103 and 105 is following:

- ✓ Enhanced support for various Trados

10. Codes and Numbering in TO3000

- **Can I reset invoice numbering?**

  Can I start counting the invoices for 2006 at 1 again, and will this affect the global invoice codes of the invoices from 2005 that have been counting up to 67?

If you have build installed (available for download at http://www.translation3000.com/download.html), you will be able to select Enable global invoice numbering resets option on in Automation: Finance page of Settings window) and reset the numbers.

Resetting will not influence old numbers.

- **Current year in the invoice global codes**

To mark the current year in the invoice global codes it is better to use YY prefix instead of the fixed number.
It can be set on the Automation:Finance page of the Settings window.

- **Global code without prefixes/suffixes**

By replacing cdtPILINK:L_NO with cdtPILINK: IGlobalCode in the payment template, you can make global code without prefixes/suffixes appear in the printed form (i.e. 10 will appear instead AIT-I-10/2005).

- **Global Invoice Numbering Reset**

  I've just enabled global invoicing reset for it's new year. Now the number has been resetted, like I wanted it to. But what happens now? If I want to reset it again, say in a year, what should i do?

Once you have enabled Global Invoice Numbering Reset, it will reset the global numbers every year. When you were selecting this option, there should have been a warning saying, that you will not be able to undo the selection.

11. TO3000 Upgrade

- **How much do we have to pay for new build of TO3000?**

As long as new build is within the same version, you do not have to pay anything.

If new build has different version number than the one you possess, look for special upgrade pricing, as we always give preferential upgrade prices to users of previous versions. Preferential means that users of Projetex 2005 price they have paid for Projetex 2005+price of upgrade to Projetex 2006 would be less than price of new Projetex 2006 license.

You can download the latest build of TO3000 from the following page: http://to3000.com/download.html

- **I got a notification that I need to update, but the page the notification takes me to offers me a 30-day evaluation copy. How do I upgrade my full version?**

Please, download and install evaluation copy. After installation it will become full version without any additional actions.

12. Will the database of the trial version become blank after registration?

- **Will the registered version I will use come "blank" or can I continue using the evaluation one which I downloaded and that is full of information I have entered?**

You can continue using current version with all data you have entered.

13. How to transfer all my data from TO3000 on the PC to my laptop?

- **I want to transfer my data from PC to laptop. Could you, please, tell me what to do?**

Please, do following steps to move data from TO3000 on PC to TO3000 on laptop:

1. Create backup of your data in TO3000 installed on PC (menu command Database > Backup).
2. Install TO3000 on laptop.
3. Copy TO3000 backup to laptop.
4. Restore backup in TO3000 installed on laptop (menu command Database > Restore).

14. How can I separate my jobs for each year?

- **Can you please tell me how can I separate my jobs for each year?**

You can use Global Date Filter on All: Jobs page and select the year you need.

15. Does TO3000 work with other languages except English?

Translation Office 3000 has only English interface. But you can customize (for example, translate to any desired language) templates for all documents issued by TO3000.

All TO3000 templates are stored in Translation Office 3000 V7Templates7 folder (in C:\Program Files by default). They are sorted into Invoices, Payments etc. folders.
All TO3000 templates are .rtf documents; so you can edit them at your will, e.g. change language.

16. Phantom Payment

- **When you invoice somebody, the sum you enter is not necessarily the sum you receive due to transfer costs, your bank charges etc. However the program insists the invoice has not been paid and still displays the invoice red which makes it difficult to see the invoices that are really behind. Could you advice me on the way around it?**

This trouble can be omitted with the help of Phantom Payment function of TO3000.
If you link Invoice and corresponding Payment and the Total Paid sum is less then Invoice Total, this difference is displayed in the right-bottom part of the window as Balance Due. By clicking Phantom Payment button you can create and link phantom payment with Total Paid automatically set equal to Balance Due. Thus the invoice changes its Status to Settled.
On the Phantom page of Settings window you can set the limit sum, which can be covered by phantom payment.

17. System Requirements

TO3000 System Requirements	
Operating System	Windows 98 SE or higher
CPU	300 MHz or higher
Memory	256 Mb or more
Hard Disc Space	at least 40 Mb

Quick troubleshooter

If you have some problems with TO3000, we recommend you to download and install the latest build of the program. Many problems disappear after installing of latest build.

You can download the latest build of TO3000 at:
http://to3000.com/download.html