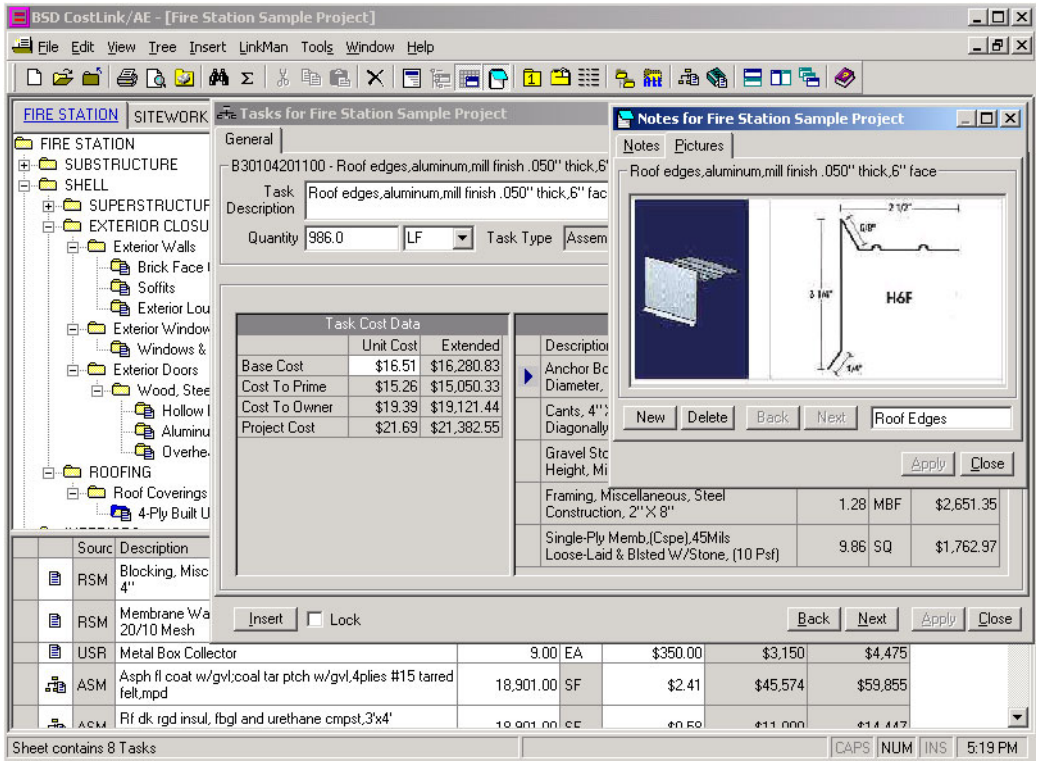
BSD LinkLine
Building Systems Design, Inc.
A Newsletter for BSD SoftLink® Customers and Friends
FALL 2002

# BSD CostLink®/AE: Estimating For Designers

Finally! A new cost estimating system developed especially for design professionals is here! Building Systems Design, Inc. is pleased to announce the immediate availability of BSD CostLink/AE on this quarter's BSD SoftLink CD-ROM. To celebrate the introduction of CostLink/AE to the marketplace, BSD is also offering existing customers a 25% discount on the initial subscription price until the end of October.

Although CostLink/AE is just now being introduced, it's not really a new product. Based on time-tested BSD CostLink/CM, BSD's premier detailed cost estimating system, the AE version is a simpler product without a lot of the bells and whistles needed for highly complex cost estimating. Positioned as a companion product to BSD's SpecLink and PerSpective software, CostLink/AE is a subscription service that includes unlimited technical support and access to R.S. Means cost data. Updated annually, the cost databases include over 11,000 systems and assemblies, 20,000 line items, and cost indices for over 700 U.S. locations.

To keep things simple, all costs in AE are installed costs that include material, labor,




and equipment components, in addition to pre-computed subcontractor overhead and profit. The user can adjust the default general contractor markups and other factors such as architect's fees and a contingency budget. To construct an estimate in CostLink/AE, the user can drag and drop (or copy and paste) entire building systems, assemblies, and line items from the Means data into a project, then insert quantities. The organization of the project estimate is up to the user. CostLink/AE provides templates

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## SpecLink Proprietary Sections

BSD SpecLink's database includes several hundred proprietary sections, in addition to over 400 "generic" sections maintained by BSD. These free proprietary sections are included through a special arrangement with ARCAT, Inc., whose website at www.arcat.com includes the same sections in a variety of word processing formats.

From time to time, BSD deletes some proprietary sections from the SpecLink database when the sponsoring manufacturers decide not to renew their contracts with ARCAT. SpecLink subscribers who wish to continue using any of the sections that will be deleted in an update are advised to copy the sections to user-added sections before installing the update. If this step is not taken before the update is installed, users will still have an opportunity to copy the sections after updating a project, but all the master notes will be lost.

In the Fall 2002 edition of SpecLink, an unusually large number of proprietary

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# SpecLink+ Fan Mail

Although we occasionally hear from a disgruntled customer or two, we also hear from customers who are very pleased with BSD SpecLink+ as they discover what it can do for them. A case in point: we recently received an e-mail from Joseph Berchenko at G.P. Specs, a longtime user of the original SpecLink product who is now heading up his own consulting firm.

> "Just finished my first draft of my first spec using SpecLink+ in my home office and I can't begin to tell you how impressed I am! It looks great, it's easy to use, the sections have gradually improved in quality and as well as quantity, the linkages and choices are more helpful and less restrictive than ever, and it runs like it's in warp drive! BSD has done a terrific job.
>
> "The spec is for a two-story with basement speculative office building, about 10,000 SF per floor in a suburban office park. I have 48 hours of my time budgeted for the project and it only took me 19 hours to write the DD (Design Development) Spec, leaving me plenty of time to finish it off before it hits the street. I'm way ahead of schedule. I had thought my very first spec after starting my new business would take twice as long as usual and instead it took half as long.
>
> "It helps being free of the restrictions imposed when trying to mesh a long-established architectural firm's spec with BSD's. Architects can get set in their convictions when it comes to section names and numbers and what goes where and how things should be said. But your product is designed as a coordinated system and it works oh so much better when you don't swim against the current by renaming and renumbering all the sections. Now that I'm a consultant starting fresh, I see just how well the system can really work for you if you let it. (Of course, Laurie's diplomatic lessons in how to use the product also contributed greatly.)"

Of course, we're pleased that Joe is enjoying the SpecLink+ product as he explores some of the new functionality that isn't available in the original product. For example, the recent addition of Wizard capability gives our SpecLink+ users unprecedented ability to add intelligence to their office masters. And the software is getting faster, as Joe notes in his e-mail.

We know that many of our customers have made (or are in the process of making) the transition from the 16-bit SpecLink product to the 32-bit product and are experiencing the advantages of the new version. But we also know there are a few diehards who are convinced the new product will never be as easy to use or as fast as the original. To those individuals, we say: Give it a try! We think you'll be pleasantly surprised.


## All Products

**Q** I copied a project to my hard drive from a CD, but I'm getting an error when I try to open it. What does it mean?

**A** Files that are copied from a CD-ROM to your hard drive are copied with a read-only attribute. In Windows Explorer, right-click on the file you are trying to open, and choose Properties. Deselect the Read Only attribute and click OK. You should be able to open the project now.

**Q** I'm trying to install my update and I keep getting 'error during move data process.' What does this error mean?

**A** The error means that the installation is unable to overwrite a file. To get rid of the error, first make sure no one else is in the software. The update cannot be installed if any of the program files are in use. If someone's computer crashed while they had the software open, reboot that computer. Next, disable any antivirus software.

## BSD CostLink/CM

**Q** I have added a number of folders to my estimate and I now want to rearrange them. How do I do that?

**A** To change the placement of a folder in the Tree, with your ***right*** mouse button drag the misplaced folder to the folder that you want it to be above. When you release the mouse button, choose Move Above from the right mouse button menu.

**Q** How do I apply my contractor markups?

**A** Once you have created your contractors in the Contractors view of your project, you can apply your contractor markups by dragging folders and tasks from the Project WBS view to the Own Work folders of the appropriate contractors in the Contractors view. The contractor markups will apply to the tasks assigned to each contractor.

You can also assign tasks to contractors using the Source Tags on the tasks. For example, if you assign contractor markups based on CSI MasterFormat (the 16 divisions), then you can create one contractor for each division and tag the contractor's Own Work folder with the number of the division. Then you would use the Assign Tasks to Hierarchy command in the LinkMan menu to cause the tasks whose Source Tags match the contractor's Folder Tags to be assigned to those contractors.

Both of these methods are explained in detail in chapter 8 of the updated copy of the CostLink/CM Reference Manual on the Fall 2002 CD.

**Q** How do I delete an assembly member?

**A** Go to the Assembly Resource View in your project to modify an assembly. Open the Item Form and click on the Members tab. Right click on the assembly member you want to delete, and choose Delete from the right mouse button menu. You will be asked to confirm the deletion. You can add assembly members by dropping them on this tab.

## BSD SpecLink+ & PerSpective

**Q** Is there any way to reference documents that are on our file server from within our office master, so that all of our spec writers can access them while they are in the software?

**A** The easiest way is to store all of these documents on a server to which all users have access. Then you can simply use Copy and Paste to copy a link to those documents into the notes for any of your Sections or Chapters. To do this, have SpecLink+ or PerSpective and Windows Explorer open. Click on the document you want to reference (can be Word, WordPerfect, PDF, etc.) and click on Edit | Copy. Then click on the Notes panel for the pertinent paragraph in SpecLink+/PerSpective and click on Edit | Paste, or use the Paste icon from the toolbar. A shortcut to that document will be pasted into the notes, and when your users click on it, it will open the document in its native application. Be careful about moving the documents after pasting in the shortcuts.

**Q** Is there an easy way to print out a whole section with notes?

**A** Yes. In the Print dialog box, from the Report to Print drop-down list, choose either Draft Copy or Master Text Copy, and under Report option, select to print Project and/or Master Notes. Both Master Text Copy and Draft Copy print all paragraphs and choices whether selected or not. Draft Copy will also print any user-added paragraphs.

**Q** How do I rename a section or chapter?

**A** To change the name of a section or chapter, click on the name of the section or chapter in the Tree panel so that it displays in the Document panel. The current name of the section or chapter displays in the Sequence 0000 paragraph in the Document Panel. Just edit the name in the Document Panel and click on another paragraph so that your edit will be saved. The Tree Panel will update to the new name and the new name will print in the header or footer when the Section Name or Chapter Name keyword is used.

## *BSD CostLink®/AE* *From page 1*

based on UniFormat II and MasterFormat, but the user may also construct a unique hierarchy or copy another project as the starting point. At any point in the construction of the estimate, reports can be previewed or printed that break down the total cost into whatever level of detail is desired.

CostLink/AE also supports dynamic linking from Microsoft Excel. Create a space program or building parameters model and link quantity cells directly to CostLink/AE. Once linked, the values in AE update automatically as the space program or other parameters change. It's also possible to attach a note and/or pictures to any folder or line item in the cost estimate.

The built-in reports are already formatted, but they can be customized in a variety of ways. For instance, cost estimates can include markups in the individual line items, or the markups can be summarized at the end of the report. Users can also choose the level of summarization and may choose to show or hide a number of optional columns, such as "percent of total," unit costs, and quantities. Headers and footers are customizable, and it's easy to add a company logo for further refinement of the report appearance. Reports can also be exported to a number of formats, including PDF, Excel, and Word.

BSD CostLink/AE is really a different kind of cost estimating tool. It was designed to appeal to architects, engineers, and other design professionals for whom cost estimating is important but not the primary job function. Its simple and intuitive interface overlays a fast and powerful computational engine and flexible reporting capabilities. The R.S. Means databases included at no additional cost also add significant value to the software. We believe our subscribers will be pleased with the initial version of CostLink/AE and with the ongoing subscription updates. We value your feedback and pledge to enhance the software as time goes on.

For further information
and to place an order:

visit our website, www.bsdsoftlink.com,
or call 888-273-7638.

BSD costlink®/AE


LinkLine

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# About Your SpecLink & PerSpective Updates

## Statistics

**SpecLink+ Statistics:**

- 714 sections total, 341 updated or new (47%)
- 443 non-proprietary sections, 214 updated (48%)
- 272 proprietary sections, 127 updated or new (47%)
- 2 new proprietary sections
- 109,543 paragraphs
- 115,241 links
- 15,586 notes to specifier
- 2,002 external documents referenced, 1,086 verified this quarter (54%)
- 171 standards developing organizations, 30 verified this quarter (17%)
- 224 new or updated documents
- 17 documents removed or replaced by different document
- 874 manufacturers referenced in 306 non-proprietary sections
- 245 manufacturers sponsoring proprietary sections

**PerSpective Statistics:**

- 179 chapters total, 31 updated (17%)
- 27 chapters affected by ASTM revisions (15%)
- 25,954 paragraphs
- 29,348 links
- 4,090 notes to specifier
- 607 external documents referenced, 311 verified this quarter (51%)
- 77 standards developing organizations, 13 verified this quarter (17%)

## SpecLink

**NEW SECTION SYNOPSES:**

**07610 - SHEET METAL ROOFING:**

Petersen Aluminum; aluminum and steel metal roofing with concealed, non-penetrating fasteners. Petersen Aluminum produces a full line of metal roofing and siding products from its facilities in Elk Grove, IL; Annapolis Junction, MD; Kenesaw, GA and Tyler, TX. Petersen maintains extensive roll forming equipment in each of its plants. Panels are available up to 40 feet in length in a wide choice of colors. www.pac-clad.com.

**09300 - TILE:**

Dal-Tile; floor and wall tile; generic accessory materials. Dal-Tile is the largest U.S. ceramic tile manufacturer and one of the largest in the world. Dal-Tile offers the most comprehensive product line in the ceramic tile industry, including glazed and unglazed floor tile, glazed wall tile, glazed and unglazed ceramic mosaic tile, porcelain tile, quarry tile, stone products and installation products. In addition, the company produces one of the industry's largest offerings of colors, textures and finishes as well as an extensive array of coordinating trim and angle pieces. A Dal-Tile catalog or access to their web site at www.daltile.com is necessary to effectively specify Dal-Tile tiles. Color charts and physical samples are available upon request. If more than one type of tile or more than one color for a single type is required, the Schedule at the end of the section will assist in identifying where each is to be used. www.daltile.com.

## PerSpective

Chapter 00005 – Project Information:

Another document option has been added to Chapter 00005 - Project Information. This chapter has been modified to add an option to use the chapter as the introductory text in a document prepared by the Architect/Engineer to describe the basis of design for a project being developed under conventional design-bid-build. At the second paragraph in the chapter, select "DESIGN REQUIREMENTS" instead of the other design-build options.

## ASTM Information

Standards published by the American Society for Testing and Materials (ASTM) make up 43% of the 2,114 documents referenced in SpecLink and PerSpective — the largest number published by a single organization. All of the ASTMs referenced in SpecLink and PerSpective were verified in the last quarter - 26% had been revised, 4% reapproved, and 17 standards withdrawn. Each revised standard was compared to the previous edition and evaluated for its potential effect on the specifications, before updating the sections. The ASTM updates affected 44% of the SpecLink sections and 15% of PerSpective chapters.

Monitoring the continual, irregularly timed changes to ASTMs might be an almost impossible project, except that ASTM publishes an annual 4-volume compendium of the standards referenced in the model building codes, SpecLink and PerSpective, and other guide specifications — *ASTM Standards in Building Codes*. BSD provides ASTM with a list of standards bi-annually. None of the standards referenced in PerSpective or non-proprietary SpecLink sections is missing from this set.

We use ASTMs in Building Codes as the "current" edition for purposes of referencing edition dates for one reason: It's simple. We know that most design professionals don't have copies of many, if not most, of the ASTMs referenced, so we've chosen as our definitive edition the simplest (as well as the most economical) way to purchase them. For $795, you get over 1,500 ASTM's related to

construction, in print and with a CD-ROM. There are three other ways to get ASTMs: Individually at an average of $30 per standard; individual volumes of the complete 78-volume set of all ASTMs at an average of $150 each; or the entire collection for $6,400 in either print or CD-ROM. (If you need only a single standard, ASTM's web store makes it easy and quick to get the very latest edition.)

So, if you decide to add ASTMs to your reference library, we recommend *ASTM Standards in Building Codes*, published annually in early July, for $795. If you are not an ASTM member, you can get the 10 percent member discount if you place your order with Margie Lawlor at (610) 832-9616; tell her you are a BSD SpecLink/PerSpective subscriber. For more information, go to www.astm.org.

## Notable Updated Standards

### CONCRETE REINFORCING:

ASTM A 704/A 704M (2001) is commonly used to specify welded steel plain bar or rod mats for concrete reinforcement. The previous edition of this standard limited reinforcement bars used in assembly of welded steel mats to ASTM A 615/A 615M reinforcement, Grades 40 and 60. However, weldability of these reinforcement bars is specifically excluded from the standard. The 2001 edition of ASTM A 704/A 704M now also allows use of ASTM A 706/A 706M reinforcing bars, which limit chemical composition and carbon equivalent to enhance weldability. In addition, the new edition of A 704/A 704M increased the maximum size of bars and rods used in welded mats from 5/8 inch (16 mm) nominal diameter to 3/4 inch (19 mm) nominal diameter.

ASTM A 185 and ASTM A 497 are commonly used to specify welded wire reinforcement for concrete. Both standards have been updated. To quote:

> "Welded wire for concrete reinforcement has been described by various terms: Welded wire fabric, WWF, fabric, and mesh. The wire reinforcement industry prefers the term 'welded wire reinforcement' (WWR) as being more representative of the range of products being manufactured. Therefore, the term 'welded wire fabric' has been replaced with the term 'welded wire reinforcement' in this specification and in related specifications."

The same change also applies to ASTM A 497. In SpecLink, all references to WWF or wire fabric have been replaced by the preferred term, welded wire reinforcement.

### FIRESTOPPING:

Factory Mutual approval of firestopping installers has been added as an option in Section 07840 - Firestopping. FM approved contractors are listed at the web site of the Firestop Contractors International Association, www.fcia.org. Verify that approved local contractors are available. To quote FM:

> "To obtain Approval, firestop contractors must pass stringent exams, quality control inspections and earn continuing education units (CEUs).
>
> "Specifically, a firestop contractor or its Designated Responsible Individual (DRI) must obtain a minimum 80% score on two written examinations. The first exam assesses one's knowledge of firestopping (as contained in the FCIA Manual of Practice). In the second exam, contractors demonstrate their ability to properly select and install components and identify deficiencies. Additionally, a contractor must pass job-site and office quality control audits and create a quality assurance manual.
>
> "Maintaining Approval also requires passing annual quality control audits and earning at least six Continuing Education Units (CEUs) every three years."

### GLASS:

Flat glass is specified by referencing ASTM C 1036 for allowable blemishes, thickness tolerances, cut size tolerances, with thickness designations in millimeters. ASTM C 1036 has been updated for the first time in 12 years, with significantly improved methods of testing for blemishes. There are four quality levels for plain unpatterned, non-wired glass: Q1, for highest quality mirrors; Q2, for general use mirrors; Q3, for architectural vision glazing and reflective glazing; and Q4, for general glazing. In addition, there are two other Q-levels that apply to wired and patterned glass: Q5, for applications where the appearance matters; and Q6, for where the appearance doesn't matter. Q5 and Q6 were formerly q7 and q8, while the former q5 and q6 were lower quality grades for plain glass, referred to as "Glazing B" and "greenhouse." There were also formerly three "Classes", Class 1 - Clear, Class 2 - Tinted, Heat-Absorbing and Light-Reducing, and Class 3 - Tinted, Light-Reducing, with Styles A and B indicating two levels of solar transmittance requirements for Class 2. Transmittance requirements have been omitted from the updated standard, Class 2 is now simply "Tinted", and Class 3 and Styles A and B no longer exist. For heat-strengthened and tempered glass, ASTM C 1048 specifies additional requirements. Since ASTM C 1048 refers to ASTM C 1036 for many requirements, it was unnecessary to reference both standards in the specifications. However, ASTM C 1048 has not been revised to reflect the changes in ASTM C 1036, at least not yet, so it now incorrectly references quality levels, styles, and test methods. SpecLink and PerSpective have been changed so that tempered and heat strengthened glass are specified to comply with ASTM C 1036 and also to comply with ASTM C 1048.

## GYPSUM BOARD:

In 1998, ASTM published a new standard for gypsum board, ASTM C 1396/C 1396M - Standard Specification for Gypsum Board. This standard is a consolidation of 10 individual standards on different types of gypsum board products. Although the new standard is organized slightly differently, the requirements are the same as in the individual standards. The Gypsum Association is promoting the use of the new standard to model code authorities, government agencies, and authors of other types of documents that reference the individual standards. The individual standards will be withdrawn when ASTM decides that sufficient time has elapsed for the transition; the International Building Code already references the new standard. Since gypsum board manufacturers are already citing the new standard in their own literature, SpecLink has been updated to refer to the new standard only. This applies to gypsum wallboard, gypsum sheathing, gypsum backer board, shaftwall, coreboard, lath for gypsum plaster, gypsum base for gypsum plaster, exterior soffit board, gypsum ceiling board, and predecorated gypsum board.

## HOT BOX THERMAL TESTS:

Two ASTM standards for testing thermal performance have been combined into a new standard. ASTM C 236 and C 976 have been superceded by ASTM C 1363 - Standard Test Method for the Thermal Performance of Building Assemblies by Means of a Hot Box. This is the method for determining thermal resistance (R), conductance (C), and transmittance (U). According to a note in the new standard, "The test method was developed by combining the technical information contained in the two existing hot box methods with some additional information added to improve the test accuracy and reproducibility. Test apparatus, designed and operated under Test Methods C 236 and C 976, should, in most cases, meet the requirements of this test method with only slight modifications to calibration and operational procedures." What this means is that reports of tests conducted under the old standards are not in total compliance with the new standard. However, it may be desirable to accept existing test reports for some products, rather than insist that the products be retested.

## WOOD I-JOISTS:

Section 06176 has been renamed from Plywood Web Joists to Wood I-Joists. The section has also been extensively updated to reflect current offerings by manufacturers. It also now includes independent inspection agency qualification of structural capacities according to ASTM D 5055, including APA PRI-400 ratings.

# Meet Your Technical Support Staff

BSD is fortunate to have an excellent technical support group that has won praise from many of our customers. Manager of the group is Beth Newman, who celebrated her 10th anniversary with BSD in March of this year. Beth has developed and also conducts some of our training classes, especially those for cost estimating products. She is also responsible for software quality control testing. Assisting Beth in fielding support calls and teaching most of the training classes is Cathi Greenwood, who has been with BSD a little over two years. Cathi also develops much of BSD's software documentation and demos. Rounding out the group is Laurie Newman, a 5-year veteran, who happens to be Beth's sister.

*Technical Support - Beth Newman, Cathi Greenwood, and Laurie Newman*

Beth Newman has a Bachelor of Fine Arts degree from Denison University, has completed a number of courses in computer programming at Oglethorpe University, and has lived in Atlanta for twenty years. She lives with her husband and their two cats, Marshall Dillon and Miss Kitty. Prior to BSD, she tried a number of careers including graphic arts, sales, car leasing, and waitressing, among others. Beth swims three times a week, lifts weights, and enjoys walking. She also likes to travel.

Cathi Greenwood has been teaching computer software for six years. In addition to teaching customers how to use BSD's applications, she has taught Microsoft Office, specialized legal applications, and graphics software at a commercial computer training business and a law firm. Before that, she put herself through college doing landscaping at a horse farm, framing pictures at an art gallery, and being a "techie" for a summer stock theater. She earned a B.S. degree in English, secondary education, and is currently pursuing a Masters degree in Education with a focus on Distance Learning and Adult Education.

Laurie Newman has a BS in Business Administration with experience in Cost Accounting. She joined BSD in 1997 after 20 grumpy years in accounting and is now happy helping customers and learning about computers and software. She's been in Atlanta for 16 years after having lived in Baltimore for 8 years and being raised in Ohio and Pennsylvania. She lives with her two cats, Trip and Miller, and spends her time exercising, dining out, reading, watching TV, and volunteering to help handicapped children learn how to ride horses.

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# Estimating With Assemblies - Provided By R.S. Means

BSD CostLink/AE is designed for Assemblies Estimating. The following information about Assemblies Estimating is provided by R.S. Means.

## What Is Assemblies or Systems Estimating?

The grouping of several different trades into building components or broad building elements is the "Systems" or "Assemblies" method of estimating. This method allows the estimator or designer to make quick comparisons of systems in various combinations within predetermined guidelines. The systems which are best suited to accommodate budget, code, load, insulation, fireproofing, acoustics, energy considerations, and the owner's special requirements can quickly be determined. This method can also be used to help match existing construction.

## Systems Estimates vs. Unit Price Estimates

In order to understand how a Systems estimate is assembled, it is a good idea to compare a Unit Price estimate with a System estimate. In a Unit Price estimate, each item is normally included along the guidelines of the 16-division MasterFormat of the Construction Specifications Institute, Inc. In a Systems estimate, these same items are allocated to one of seven major group elements in the UNIFORMAT II organization of a Systems estimate. Certain items that were formerly grouped into a single trade breakdown must now be allocated among two or more systems.

An example of this difference would be concrete. In a Unit Price estimate, all the concrete items on a job would be priced in the Concrete section of the estimate, CSI Division 3. In a Systems estimate, concrete is found in a number of locations. For instance, concrete is used in all of these systems: Division A10, Foundations; Division A20, Basement Construction; Division B10, Superstructure, and Division B20, Exterior Closure.

Conversely, other items that are listed in separate trade breakdowns in a Unit Price estimate are combined into one division in the Systems estimate. For example, interior partitions might include two CSI divisions: Division 6, Wood Stud Wall; and Division 9, Lath, Plaster and Paint. In the UNIFORMAT II Systems Estimate, these items are all combined in Division C, Interior Construction.

This re-allocation of the familiar items from the CSI format may at first seem confusing, but once the concept is understood, the resultant increase in estimating speed is well worth the initial familiarization required.

## When Systems or Assemblies Estimating Is Appropriate

Systems or Assemblies estimating is not a substitute for Unit Price estimating. It is normally done during the earlier conceptual stage before plans have been completed or when preparing a budget. This enables the designer to bring the project in within the owner's budget.

During the actual initial design process, the designer will be forced to make important decisions and "trade-offs" for each of the various systems. Some of the trade-offs can include:

a. Price of each system
b. Appearance, quality and compatibility
c. Story height
d. Clear span
e. Complications and restrictions
f. Thermal characteristics
g. Life cycle costs
h. Acoustical characteristics
i. Fireproofing characteristics
j. Special owner's requirements in excess of code requirements
k. Code
l. Load

## Gathering Information For a Systems Estimate

Before starting a Systems Estimate, gather all the information possible pertaining to the project. Information can be gathered from:

1. Code Requirements
2. Owner's Requirements
3. Preliminary Assumptions
4. Site Inspection and Investigation

Since the Foundation and Substructure design and price is a function of the Superstructure and the site, it is advisable to start the estimate with the Superstructure. Follow this with the Foundation and Substructure, and then the other Systems in the sequence as applicable to your project.

## *Proprietary Sections*

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sections have been deleted. A list of those sections is available through a link to our website, as follows: www.bsdsoftlink.com/support/sectionsdeletedfall2002.htm. We encourage our subscribers who wish to retain any of these sections to do two things: 1) copy the sections as described above; and 2) contact the manufacturers who withdrew their sponsorship of useful proprietary sections, urging them to reinstate their SpecLink sections in the future through ARCAT.

## *Technical Support*

*From page 6*

Some of our customers have gotten to know Beth, Laurie, and Cathi fairly well through calls to our technical support number (800-266-7732). Others have only spoken to one of them to obtain an access key. However, virtually all of our customers agree that our technical support personnel are knowledgeable, helpful, and unfailingly courteous. Their primary goal is always to help the customer, even when the customer is irate or making unreasonable demands (which does happen, on occasion).

# Training Schedule

**BSD SpecLink+**
**1-1/2 days* $495**

September 16 - 17
October 21 - 22
November 18 - 19

• AIA Members: Earn 12 Continuing Education Units
• CSI Members: Earn 12 Education Contact Hours (ECH's) toward your CCS, CCCA, or CCPR Certification renewal

*Class starts at 12:30 PM on Monday afternoon and ends at 5 PM on Tuesday.

**BSD PerSpective**
**2 days* $695**

September 18 - 20
October 23 - 25
November 20 - 22

• AIA Members: Earn 16 Continuing Education Units
• CSI Members: Earn 16 Education Contact Hours (ECH's) toward your CCS, CCCA, or CCPR Certification renewal

*Class starts at 12:30 PM on Wednesday afternoon and ends at 12:30 PM on Friday.

BSD CostLink/CM (M32)
3-1/2 days* $1295

October 8 - 11
December 3 - 6

• Government Contractors earn MCACES Certification
• May qualify for Continuing Professional Competency credits

*Class starts at 8:30 AM on Tuesday morning and ends at 11:30 AM on Friday.

MCACES For Windows:
We are offering a special class for MCACES for Windows October 1-3.
Call Roger at 888-273-7638 for details.

***You can look for BSD class schedules on our Internet site. Just go to www.bsdsoftlink com and go to the training page. You will find schedules, maps, hotel information, and information about Atlanta.***

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LinkLine

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