



## Knowledge Base Article

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**Article ID:** 4250  
**Subject:** Submitting a Proposal Request for Fee-Based Custom Programming  
**Last Modified:** October 16, 2009

**Applies to:** Pro Gold i2 3.xx

**Purpose:** While Pro Gold is a complete front and back office solution, there are times when customers would like to make a change to the system. Whether the change is for a new report, alteration of an existing report, or a change to the program itself, a detailed request must be submitted to Taro Systems, Inc.

**Procedure:** The steps for submitting a proposal request are explained below.

**Step 1:** Clearly define the scope of the project, providing screen mock-ups and sample report formats (including titles, headings, totals, etc) where applicable. Be as detailed as possible.

**Step 2:** Email the request to [support@taronetwork.com](mailto:support@taronetwork.com) or fax the request to (616) 940-2893.

**Step 3:** The Programming Department will review the request to determine its feasibility before providing the requestor with a proposal for the cost of the change or a notification that the request cannot be filled.

**Additional Information:** Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page.

**Related articles:** N/A

**Keywords:** Request, Programming, Program Change, Modification, Modify Report, New Proposal, User Suggestion, 4250

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