Notes on the back story of this letter:

I had subscribed earlier to the *HP Users' Library Europe* but once it expired I failed to renew my subscription and *HP Europe* promptly sent me a letter (which regrettably seems to be lost) asking me for the reasons I had not to renew.

The present letter is my reply to them, where I also took the opportunity to ask about some questions I had on how to correctly fill up the *Program Submittal* forms necessary to send my programs for inclusion in the *Library*, as well as on some problems I had experienced when trying to send payments, offering a novel alternative for the latter.

Pretty trivial now, but a real problem for the young me at the time (1978 !)

Valentin Albillo, 24-09-2021

Mr. Gérald Combes
Hewlett Packard SA   Madrid, July 31 1978
User´s Club Europe

        Dear Sir:

                I have just received a letter from you asking
for the reasons I had to not renew my subscription to the HP User´s Li-
brary. As it would be seen from my answer, I did not received your rene
wal form, so please send me another one.

                However, I think this is a good oportunity to
ask you some questions that do worry me, and I wander if you will be so
kind of sending me a letter with the answers. I will explain:

                I have read carefully both every Catalogues´s
Update and HP Key Notes that you send, and Isimply can´t understand how
many programs are commented like this : "... after 29 pages of documen-
tation..." (program 00369D),etc. What seems odd to me is that if it is
true that you don´t accept anything but original submittal forms , how
could the author send 29 pages ? I only have 5 or 6 submittal forms ,
and know no way of getting 29 or more, and this is the principal reason
that prevent me from sending programs to the UL, although I have no less
than 80 programs, many of them unavailable in the UL, but that will not
fit in a single submittal form, nor will do in two if I tried to expla-
in how they perform. For instance, the chess programs could not be ex -
plained in less then 3 or 4 pages, and even programs published by yours
as the "Space War" program (Games Pack I, that I own), will very hardly
fit in 4 submittal forms if you try to give an example. So please, will
you tell me how the other programmers managed to solve this problem ?

                Last question I dare to ask you is that of or-
dering programs or sending any money by any concept to you. I am a Spa-
nish resident and I have found many troubles in everything that concerns
a payment to you, because my local Bank is, as it seems, incapable of ma
king a bank transfer to any foreign bank due to currency regulations,so
I wander if you can explain to me all the practicable ways I have (as a
Spanish resident) of sending money to you. My first subscription fee to
UL was paid by a friend, but I don´t know how he managed to perform the
payment, and I am unaware of contacting with him by now. Also I will sug
gest a possible way of sending the money: I can easily make the payment
in U.S. dollars and send the money (not a cheque,but in cash) together-
with the program order or renewal form, by certified mail.

                Well, I have nothing more to ask by now, but
to thank you for your kindness and apologize myself for my very poor En
glish. Hoping to hear from you:

        Yours sincerely: