



RESELLERS NEWS - DECEMBER 2002

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Quest Christmas Break

As usual Quest Retail Technology will be taking a break over the Christmas / New Year period this year.

Please note that both the Adelaide and Melbourne offices will officially be closed from Monday December 23, and returning on Monday January 6, 2003.

Please submit your final product orders for 2002 as soon as possible to avoid any disappointment before the Christmas break begins. Manufacturing will start again on Monday January 6. Please arrange for any software registrations to be submitted before Wednesday December 18. Software registrations will be processed in order of receipt.

The New Look Logo

We have released our new Corporate Logo to coincide with our company name change that took place in the middle of this year.

If within your company you would like to use this logo referring to you as either an Authorised Supplier, or Accredited Reseller of Quest products, we will be happy to send you out a copy of the Quest policy.

Written approval will be required, so if you intend to use it, please send us an electronic sample before committing to tooling.

Quest RF products set to take over the world

Well..... nearly taking over the world anyway.

The new RF readers and wrist bands are selling like hot cakes. They are proving to be very popular and reliable as a bonus

For those few resellers who may still be a little bit sceptical about the product, we strongly recommend that you give it a go and include it as a part of your complete package for a total POS solution. The feedback that we are receiving is all very positive.

Beta Software Requests

By now you should be aware of Quest's new policy for the testing and use of Beta Software. This is just a quick note to advise that these passwords will only be issued to resellers who complete all the details on the form, and FAX back a copy of the signed document.

We have received a few forms via email (with no authorised signature), plus incomplete details which causes delays in you receiving your password.

Thank you for your co-operation with this new policy.

New Quest Polo Shirts

With the new logo now implemented, we are currently having a quantity of shirts manufactured for sale to resellers. The shirts are a short sleeve polo shirt, only available in black, with the Quest logo on the front, and Q symbol on the sleeve. The shirts are available as one-size fits all.

If you wish to place your orders in advance, they will be dispatched as soon as they arrive from our supplier.

Purchase Order Procedure

It is a requirement that resellers provide Quest with a written purchase order for all orders – this includes hardware and software orders. The purchase order **must** include the following information:

1. Purchase Order number
2. Quest part numbers (as stated on the Quest price list)
3. Description of product to be supplied
4. Reseller contact details (phone, email & fax)
5. Delivery details (destination and date required)
6. Any special requirements for the order (eg, freight arrangements, specific firmware, etc)

Once this information is received, we will fax through a Supply Request / Order Confirmation based on the information you have provided to us. This is your opportunity to check that the products you have ordered are reflected in our records correctly. We manufacture our products and invoice you from the details on the Supply Request. After this has been sent and we do not hear back from you, the order is processed. Please provide all changes in writing. We endeavour to dispatch hardware orders within 5 working days from receipt of order.

Without the details listed above, delays may be experienced in the processing and dispatch of your order.

It is critical that all new site / upgrades / name change software registrations are supplied with a purchase order number. This will help eliminate errors in the charging of this software. We endeavour to issue software registrations within 1 working day from receipt of registration details.

To help the flow of all orders, please ensure your account / payment arrangements are kept up to date to avoid any unnecessary delays in supply of either hardware or software.

Customer Support Update

As the point of sale industry grows and develops so does the need for Support.

For us to provide you with efficient support, we request that all issues be submitted to us via email. Please use the "Product Issue Form", as this has been developed as a guideline to the

information that we require to try and reproduce your reported issues. Without these details, it is sometimes very difficult to know where to start in regards to testing.

In fairness to all resellers, please email your queries to support@quest.com.au to be processed in order of priority by our Support department.

New Orleans Arena Update

Throughout October, Quest installed our first overseas "Task Walkabout" venue. Garth Terrell (Quest Software Engineer) packed his bags to travel to the USA where he installed the Task Walkabout product in the 18,500 seat New Orleans Arena.

Using the reliable and robust Symbol hardware platform, 10 handheld devices with MSR readers and an infrared printer attached to the clerk's belt, are successfully in use for all major events at the arena. Only one access point was required for this install due to the building structure and reliable hardware. The venue also uses a variety of other wireless equipment, and Task Walkabout and Gateway were installed with no interference to or from the other equipment.

Task Walkabout is used for in-seat service to ticket holders throughout the venue with the following structure:

1. Order is taken & finalised to credit card at the patron's seat
2. Order is printed with all details including seat and section details
3. Order is prepared and delivered to the patron

The back office software in use is Task Manager.

This arena is home to the New Orleans Hornets Basketball Team, and also hosts Volleyball, Ice Hockey, Concerts and Family events.

More information about the arena can be found at www.neworleansarena.com

Thank you for your continued support throughout 2002!!

HAVE A VERY MERRY CHRISTMAS AND A SAFE AND HAPPY NEW YEAR FROM THE QUEST TEAM

