



## **RESELLERS NEWS - FEBRUARY 2002**

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### ***Annual Quest Conference Notification***

Can you believe it is the time of year again, to pre-book your diaries for the Annual Quest Conference & Dinner.

After numerous requests from resellers last year, we have decided to hold the conference in Victoria this year. The York On Lilydale Resort (approximately one hour drive from Tullamarine Airport) is the selected venue. Please keep aside the dates of May 17 and 18 to attend the conference. As with our previous conferences, we will be holding the Friday session open to all Resellers and Developers, and the Saturday session for Task Manager resellers only. There are a wide variety of activities available at the York On Lilydale Resort (including the Quest Dinner on Friday night) to help pass those few

spare moments. For more information on the resort, please go to [www.yorkresort.com.au](http://www.yorkresort.com.au).

If you intend to book your flights early, our transportation arrangements for a pick up from Tullamarine Airport at 8.30am on Friday May 17 and possibly a pickup from a hotel located near the airport (suggest Flag Inn Tullamarine Airport Hotel). Return bus transfer will be on Saturday May 18 at approx 5.00pm. We anticipate that this will have you back at Tullamarine Airport by 6.30pm. You will find an "expression of interest" form attached with this email. Please complete this before the end of February to enable us to progress further with our conference plans.

As discussed and agreed upon after last year's conference, we feel that it is essential for all resellers and developers to attend the annual conference. If your company is unable to attend the conference, please discuss this further with Kylie Mallett.

We look forward to seeing all resellers represented at this year's conference.

### ***Welcome to Singapore Reseller***

The Quest network continues to grow throughout the world and we have recently appointed reseller in Singapore – Intellisys Solutions. Their market will focus in the South East Asian countries. Intellisys underwent comprehensive training in mid January on all Quest products and services.

We would like to welcome Intellisys Solutions on board, and look forward to introducing them to other Quest resellers at our annual conference.

## **Quest goes to the Barrier Reef with APOSS**

Cairns cruise Boat Company, Sunlover Cruises is owned by one of the world's largest shipping companies, Nippon Yusen Kaisha Line. They have steamed right a head by selecting Quest VersaTerm & Australasian Point of Sales Solutions Pty Ltd. Sunlover now becomes the 25th site to be installed by APOSS since they started selling Quest products. With two cruise boats to the Great Barrier Reef daily, VersaTerm was the preferred solution after meeting the stringent criteria required by the cruise boats. Local support was the winning edge.

In making this site unique, Quest and APOSS have introduced the use of the digital mobile phone network to communicate with boats via GSM modems, which connect to the terminals. The user friendly VersaTerm, equipped with scanners has increased the speed of customer service.

By using Task Manager software, all merchandise items are barcoded upon being receipted into their system. Because of the large percentage of items obtained from local suppliers, barcodes are not standard. This opportunity has made APOSS market leaders in this specialised field.



## **Reseller Awards 2002**

At the 2001 conference, we introduced some reseller awards. These included the prestigious "Reseller of the Year" as well as "Most Innovative Installation" and "Most Comprehensive Installation", plus some fun awards including "Craziest Support Question", and "Dodgiest Service Request Description". We plan to hold these same awards this year, so please put your thinking caps on and send in your nominations.

## **New Quest Staff**

Quest would like to introduce two new full-time staff to the team.

Mitch Seidman, who lives in the Denver in the United States, is providing a very important role for Quest in relation to the Stadium and Arena industry. Mitch is working to build our business in this specialised field, and further enhance our latest software – Task Venue.

One of our casual manufacturing employees, Brendan Williams has accepted a full time position with Quest as a manufacturing assistant – we would like to congratulate Brendan on this position and on becoming a part of the full time team.

## **VersaTerm & 24-hour time**

By using "~7" in the header or trailer, the VersaTerm will switch in 24-hour time display for both printed and displayed times. Once activated, this feature is disabled with a memory reset. The feature is available in VersaTerm 5.85A (beta test version available).

## **Jade Stadium comes alive**

Congratulations to Advance Equipment Supplies' reseller, Remedy Group, for securing an initial order of 21 VersaTerms for the redevelopment of the Jade Stadium in Christchurch, NZ. A further 12 MultiLines will be added in the near future. The VersaTerms are installed in all the food and beverage outlets, plus the member's area.

This stadium is the home to the Canterbury Crusaders Super 12 rugby team, and also the Canterbury Wizards cricket team. The new development will increase the stadium capacity to 31,500 general admission seats, and the corporate facilities will be increased catering for up to 5,000 people.

The redevelopment of the stadium is scheduled for completion in March 2002.



## ***Task Connect – On-line Help Feature***

Things are never dull in the Engineering department. Our newest Engineer to the team – Alan, was designated the task of producing a html help system for Task Connect.

You will now find this feature available in versions of Task Connect from 1.1.198 or later. Under the “Help” menu, you will find the searching methods. This document has been updated with current changes to Task Connect. Let your customers know that in the first instance try the help system before picking up the phone (good luck!).

## ***End User Information Database***

As outlined in the November newsletter, it is the intention of Quest to be able to quote “referral” sites to either end users, or resellers. This data will be kept on an internal database and will enable us to identify reseller strengths and direct any end user or reseller enquiries accordingly.

We would like to encourage you to help us build this database, as we anticipate it will benefit all resellers. We do receive numerous enquiries from end users enquiring about “similar” sites and would like to provide them with appropriate reseller referrals.

You will find the form attached as a pdf form for completion. We look forward to your help with this project.

## ***Introducing Liquorfile***

Liquorfile is a comprehensive list of Liquor products linked to their associated Scan Codes and numerous Supplier product codes. The Liquorfile product book has been compiled and is maintained through regular updates from all major warehouses and Liquor Suppliers nationally.

Choices are offered for a multiple range of suppliers per product (plus scan codes and product owner), focusing on customer needs which ensures an efficient and cost effective service delivery specific to each end user’s business needs.

Regular updates will help your clients maintain their stock control, increasing productivity of their

business and allowing Liquorfile to operate as an electronic catalogue and valuable research tool.

For more information, please call Liquorfile on 03 99150630 or visit their web page [www.liquorfile.com.au](http://www.liquorfile.com.au) for on-line subscription details.

## ***Adelaide’s Football Park goes Walkabout***

This season Adelaide’s Football Park, home of Australian Rules Football teams the Adelaide Crows and Port Power, is using 4 Walkabout handhelds to service their corporate suites.

The required food and beverage items will be entered on the Walkabout units and then charged to the relevant account. The items then print in the appropriate kitchen / bar (one of each at either end of the ground) for immediate despatch to the suite.

Pre-Versaterm service times were regularly over 1 hour, with VersaTerms service times were reduced to 12-15 minutes. Now with the Walkabout the target is 5-7 minutes.

Football Park has a capacity of 57,000 and utilises 150 VersaTerms throughout the corporate, restaurants, food concessions & bars

## ***Fast Clerk Mode tip***

Secure Fast Clerk Mode is a method to allow a clerk to log on to a particular “Clerk key” then only the presentation of a tag (RF Wristband, card etc) will allow log on for a sale. Effectively the Fast Clerk key is disabled after assignment.

When using the “Secure Fast Clerk Mode” option on the VersaTerm and Task Connect, please be aware that a “**Log On**” key should not be used (if it is, the Fast Clerk key can be used to for clerk log on for a sale).

For Task Connect, the Data Input mode (set up in Areas), must be set to “Clerk”.

When logging on to the VersaTerm at the beginning of the shift, the clerk is required to simply present their tag to the VersaTerm, then select a Fast Clerk key to log on.

Fast Clerk mode is also used when dual drawer access is required.