



RESELLERS NEWS - AUGUST 2002

- * **Quest Retail Technology – A New Identity**
- * **Welcome Lisa**
- * **Reseller Conference Continues to Grow**
- * **Reseller Awards 2002**
- * **Update – New Products**
Qtouch and RF Readers & Wristbands
- * **Software Registration Update**
- * **A Note from Servicing**
- * **Reporting of “Undocumented Features”**
- * **Firmware Functionality**
- * **Password Protection on website zip files**
- * **Task Connect –Clerk Reporting & PLU Notes**

Quest Retail Technology A New Identity

As you are now aware, Quest International Computers Pty Ltd, and Quest Electronic Developments Pty Ltd are no longer active.

A decision to better reflect our company mission, market and objectives in our company name has resulted in the one business name of “Quest Retail Technology Pty Ltd”. We recently incorporated in the USA, and have secured this name in both countries.

Quest International Computers Pty Ltd has traded under that name for the past 18 years.

This is simply a name change and all other company details, such as ABN and contacts etc, remain the same.

Welcome Lisa

We would like to welcome Lisa Simcox to our team. She is been located in our Melbourne office on a part time basis for nearly 4 months. Lisa’s position includes reception, general office and administration tasks, and is the right hand to Lorraine.

Reseller Conference Continues to Grow

Another successful Quest conference was held during May. The decision to change the location for the conference to Victoria enabled numerous resellers to attend who might not otherwise have joined us. A total of 80 delegates & staff were in attendance, this is double the amount of our inaugural conference held 2 years ago in Adelaide.

New product launches, including the new Qtouch with BanQuet, RF Readers & Clerk disks, Kitchen Monitor System, Palm Walkabout, software and firmware features, proved to be a huge success and welcomed by all in attendance.

The new format for product overview and training provided on the Saturday by having breakout groups proved to be worthwhile. This enabled all resellers to work in smaller groups and have their questions answered by the relevant Quest staff presenting the sessions.



We certainly encourage further feedback from those in attendance as to how we can improve on future conferences to enable you to get the most out of the time available. For those Resellers who were unable to be represented, please advise us how in the future we can make this a more attractive package that will make this an "event – not to be missed".

Reseller Awards 2002

The Friday night dinner at the Reseller conference allowed for the serious and not so serious awards to be presented.

After numerous drinks were consumed by the delegates, the awards were presented by David Brown.

Reseller of the Year
H&L Australia

International Reseller of the Year
Advance Equipment Supplies – New Zealand

Most Comprehensive Installation
Icon Software – USA
for Installation of Agricom & Northlands

Most Innovative Installation
Australasian Point of Sale Solutions – Cairns
for Installation of Sunlover Cruises with GSM Modems

Congratulations to all recipients!!!

Update - New Products

Qtouch

All resellers in attendance at the conference were treated to the "sneak preview" of the newest Quest terminal. Qtouch has been designed to the specifications of "the sleekest, smallest footprint, and most robust touch screen POS system in the industry". It operates with either Windows CE or Linux. Qtouch is not a PC and touch screen adapted for POS. It is an efficient ROM based system that is innovate and smart, and designed specifically for the demanding requirements of the POS environment.

We apologise for the delays that are being experienced with Qtouch, but have been due to reasons beyond our control. We are reluctant to give an estimated date at this point, as we do not



want to let Resellers down if the time frame is not met. Please stay tuned for updated information. As soon as we have a firm date, we will advise all Resellers.

RF Clerk Reader & Wristbands



The new Quest RF Reader and wristbands were also launched at the 2002 Resellers Conference. These products have been manufactured and designed at a far more competitive price than the previous units available from Quest.

The RF Reader is now supplied in a fully mountable design to be attached to the side of the VersaTerm in a location convenient to the individual site. It connects directly into a serial port of the VersaTerm.

The new wristbands are manufactured with a double sided Velcro and RF Disc attached. The length of Velcro supplied allows for individual adjustability without loose or excess straps around the wrist.

The wristbands are available in 3 different colours – black, red & blue. This is designed to help associate a particular clerk level to a band colour.

These RF products are now available for order. Please specify the colour required when placing your order, otherwise black will be supplied.

Software Registration Update

It is now a standard requirement that **all** software registrations (new sites, re-installs, upgrades and demo's) be supplied with the full name and address of the site.

Please ensure that all these details are completed when the forms are returned to Quest to enable us to return these to you as efficiently as possible. If details are omitted this will delay the registration process.

A Note from Servicing

On occasions our servicing department receives a service request form with the description of a certain key not functioning properly. Please ensure that this key is marked with an "X" on the membrane with a waterproof marker. This will help make fault finding less time consuming.

Reporting “Undocumented Features”

We are all aware that from time to time “Undocumented Features” occur in software and firmware. On numerous occasions we are receiving feedback from resellers about such issues, but are eliminating the most important information required by Quest – version numbers.

Please find an attached document which outlines some guidelines for reporting faults. It is imperative that Quest is supplied with as much detailed information on how problems occur, versions or build numbers (firmware must be reported with the “letter” that is applied after the numerical version), and how you were able to reproduce this in your testing environment. If you are unable to reproduce any of these problems, it is very difficult for Quest to reproduce these also.

If you have any further queries in relation to fault report, please do not hesitate to email kylie.mallett@quest.com.au.

Firmware Functionality

Compulsory Price Levels

This has been introduced to enforce that before the entry of each sale, that an appropriate price level be entered (eg, Dine In, or Take Away). Enable this through locations in Task Connect v1.1.227 and firmware 5.86b.

New Look Quantity Print

Introduced in firmware 5.86b, the format of an item associated with a quantity has changed.

Old format:

```
-----  
Coopers Draught  
3 @5.00          $15.00  
-----
```

New format:

```
-----  
Coopers Draught          $15.00  
3 @ $5.00  
-----
```

Dodgy Discount Dilemma

The bug which caused the VersaTerm to go into a fit where items were entered, a large discount was then applied, followed by items being deleted before the discount, has been fixed in firmware 5.85f (available on the website).

Password Protected zip files on www.quest.com.au

You have probably noticed that we have introduced a password for new releases and updates of software and firmware available on our website. This is for the protection of the Reseller to help control versions that are installed onto your sites. If you require this password, please email kylie.mallett@quest.com.au

Task Connect – New Clerk Reporting & PLU Notes at the POS

The addition of some new report functionality available at the VersaTerm, and are calculated by Task Connect, and then automatically printed at the local POS printer. These reports have been incorporated in Task Connect v1.1.228.

Time & Attendance reports:

- Clock In / Clock Out report with accumulated time and labour cost
- Labour % report by hour and by total
- Overtime Report showing staff that are approaching overtime
- Clock In Report showing a list of staff still Clocked In
- Ability to edit the time and Job Code data in the Back Office

Consolidated Reports:

- Individual Clerk Hours worked
- Individual Clerk Media totals
- Location Media totals
- Location Hours worked
- System Hours worked
- System Media totals

The Clock In / Clock Out feature is being used with great success in New Zealand as a time monitor for snooker table usage in pool halls & pubs.

PLU Notes:

PLU notes have been added to include such details as recipes or instructions against a PLU number. The PLU notes can be printed at the terminal via a request for a PLU number. Our New Zealand resellers are also using this function for additional information such as Artist details against the relevant PLU's in an art shop.

For further details and information on implementing this feature, please email kylie.mallett@quest.com.au