



## **RESELLERS NEWS - JULY 2000**

### ***Quest Reseller / Developer Conference***

Quest would like to thank all the resellers and developers who attended the inaugural resellers conference held during May. Due to the success and positive feedback of this conference, we will be aiming to present this as an annual event in the future. We had resellers & developers from all over Australia and New Zealand, and certainly would like to encourage those who did not attend to consider it seriously next year.



### ***Quest - International Trade Show Appearance***

As you may be aware, David Brown, Jason Brown and Leigh Colley are currently attending the "Focus 2000" trade show at Le Paris Hotel, Las Vegas during mid July. This is the first joint trade show of the ICRDA (Independent Cash Register Dealers Association) and the SDA (System Dealers Association). The ICRDA and SDA are the two major POS dealer associations covering the USA and Canada.

Over 600 dedicated POS dealers from all over the USA and Canada are expected to attend (the show is only open to members of either Association – no public allowed).

After the trade show, David will be joining our US Distributor for a stadium and arena exhibition in Nashville, Jason will be following through leads initiated from the trade show, and Leigh will be visiting the UK for further follow up work.

### ***Advance Equipment Supplies Dealer Conference***

As a follow up to the success of our conference in Adelaide, New Zealand distributor – Advance Equipment arranged the NZ dealer conference in June at Wellington. Tim Stollznow represented Quest during their conference, discussing issues including Quest future development, company development, new products, frequently asked questions etc. Congratulations to Advance Equipment Supplies for their excellent effort in preparing and implementing their dealer conference, it was a huge success.

### ***GST Fixes***

The attached file on this email is the latest version of firmware (5.68Q & 5.81E), with all GST fixes. Please ensure that this firmware is thoroughly tested before installing onto any sites. This can also be downloaded via our website – [www.quest.com.au](http://www.quest.com.au)

As per normal, please advise us if any problems occur with this new version of RAM code.

## **WinPOS / Task Connect Registration**

Due to on-going inconsistencies with registration requests, we have now implemented a pdf document which enables all information to be complete electronically (if you have Adobe Acrobat installed). If you do not have Adobe Acrobat, the reader only version is available for download from [www.adobe.com](http://www.adobe.com). The reader only version will enable you to enter the required information, print the document and then fax me (Kylie Mallett) at Quest on Fax: (08) 8234 1711. I will endeavour to generate your registration requests as fast as possible. **NO REGISTRATIONS WILL BE ISSUED WITHOUT A COPY OF THIS FORM COMPLETED CORRECTLY.**

To ensure that the registration can be completed with little delay, please ensure all details are complete and do not require follow up phone calls due to lack of information. If this process is followed, the turn around time of receiving your registrations will be greatly improved. Your assistance in this matter will be gratefully appreciated. With this email, you will find a copy of the form, it is also available on our website – [www.quest.com.au](http://www.quest.com.au)

## **New Website**

Quest is currently in the process of producing a new website in conjunction with Greenhill Media. The new website will incorporate issues that were discussed at the Quest Reseller Conference held during May.

You will be pleased to know that there will be a "Chat" room available to discuss the use of Quest products with other users. As per our previous website, we will continue to have links to your own websites and email addresses. Please advise us of any changes to email or website addresses, so we can endeavour to keep our website up to date.

Downloads will be posted regularly for new versions of software and firmware as they are released. For Task Manager users, the address for new updates can still be downloaded at [www.taskretail.com.au](http://www.taskretail.com.au).

Another new feature for the website will be the ability to submit your order and registrations on-line, plus reporting software / firmware problems directly through the website. Service requests

will still have to accompany any product for repair.

At this stage, we envisage the new website will be up and running by the end of August – we will keep you posted with further developments as things progress.

## **Correct Completion of Forms**

### Service Request Forms

To ensure that we can attend to your equipment servicing as efficiently as possible, our Service Department has requested that forms are completed in as much detail as possible, to enable them to rectify the problem without the need for follow up calls.

The Service Request forms **must** be completed by the Reseller / Developer and the units also sent by the Reseller / Developer. This will then allow for your own testing on the units, prior to sending them back to Quest. When completing the Service Request forms, please ensure that the "Model" is filled in correctly with our Model numbers, as well as the complete Serial Number (including letters before the actual serial number). Where possible, please send a copy of the overlay with the unit for service. This will help speed up the servicing of all units

### Orders

When submitting orders, please use our model numbers on **all** orders. This helps eliminate any errors in the production of your equipment and helps to ensure correct despatch. Your assistance in the correct completion of these forms will be greatly appreciated.

## **VersaTerm Port Labels**

At the Quest Reseller Conference there was a suggestion to label all VersaTerm ports. A decal has been produced and is now added to all new VersaTerms. The self-adhesive labels are available for purchase for existing VersaTerms at a cost of \$2.50 each (ex GST).

## **RF Clerks**

A limited number of evaluation RF Clerk units, as demonstrated at the Reseller Conference, are now available. Part numbers:

RF\_READER = RF Card Reader

RF\_CARD = RF Card and clip

Please contact me for further info – [kylie.mallett@quest.com.au](mailto:kylie.mallett@quest.com.au)