

NWS National Computer Services 'Instant' Quotes Portal - Reseller FAQ

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What is NCS-Q?

The NCS-Q System & Portal is a highly functional Web-based system that is an initiative of National Warranty Services, Australia's leading provider of premium warranties for IT & electronic goods, to value-add to their core warranty services for IT Resellers and Service Agents, and to assist Resellers grow their business, at the same time as giving retail customers a highly functional site to get competitive quotes for equipment and services.

NWS wholly own, control and manage the National Computer Services 'Instant' Quotes Portal.

NCS-Q is hosted as part of the core NWS site, but has its own domain name/s.

What is the basic purpose/function of the NCS Quotes Portal?

For IT Resellers and Service Agents, the NWS created National Computer Services 'Instant' Quotes Portal to help create additional sales & service for IT Resellers and Service Agents by generating end-user Web Quote Requests for a very wide range of IT equipment and IT services.

For end-users/customers, the NCS-Q Portal's purpose is to give them a highly flexible and functional tool to get competitive quotes for IT equipment and for IT service.

What are the benefits for me as an IT Reseller or IT Service Agent?

NCS-Q System & Portal should automatically generate the on-going opportunity for additional business and customers for you as equipment sales or service work.

What are the different NCS-Q domain names?

www.nationalcomputerservices.com.au

www.findapc.com.au

www.findacomputer.com.au

www.everythingcomputers.com.au

www.computersalesandservice.com.au

www.nationalpcquotes.com.au

www.pcre sellers.com.au

These all resolve to the same home page on the NWS site

www.nationalwarranties.com.au/ncsq/

How do I become a NCS-Q Member?

First, you need to make sure you are not already a Member. One way to check, apart from emailing or phoning NWS, is to use the Password or Membership Reminder function on the NCS-Q site.

Next, all you need do is complete the simple on-line Application Form here.

www.nationalcomputerservices.com.au/ncsq-app

Or access using the menu option on the National Computer Services site.

Who can become a NCS-Q Member?

Currently, any IT Reseller or IT Service Agent, *including* those not currently using NWS warranties who are approved by NWS and NCS-Q management, except those businesses who some time previously asked to be removed from the NWS Newsletter. Bad move.

How much does it cost to be a NCS-Q Member?

Currently, the NCS-Q Instant Quotes Portal is totally free for all.

In the future, if the Portal becomes wildly popular, and is generating lots of Quote Requests, we may seek to recover some of our costs such as Google ads. So we envisage that it will always be free to all NWS Resellers, but at some point there may be a small fee per quote request for businesses not using NWS warranties. Obviously, you can opt out at any time.

What equipment can customers get competitive quotes for?

The NCS Instant Quotes site currently has Product Categories for a very wide range of IT and consumer electronic goods. NCS-Q does not list white good products or other general consumer products, like furniture.

What IT services can customers get competitive quotes for?

The NCS Instant Quotes site currently has a wide range of specialist IT Service Categories. NCS-Q does not list non-IT services, like plumbing or electrical or handyman services.

You can readily see what categories when logged into your NCS-Q Management Account, where you actually select which product categories you sell or service categories you provide.

How do I receive the Quote Requests?

All Quote Requests will be sent by email to the specific NCS-Q email address you entered. There is also provision to enter comma-delimited multiple email addresses.

Each Quote Request is saved in the NCSQ database, and you can get Quote Reports on the Quote Requests you have been sent.

How do I track the Quote Requests?

All Quote Requests will be sent by email to the specific NCS-Q email address you entered. There is also provision to enter comma-delimited multiple email addresses.

Each Quote Request is saved in the NCSQ database, and you can get Quote Reports on the Quote Requests you have been sent, and you will be able to edit each Quote Request, mark as done, add a quote price and add comments.

How do I send the quotes?

Probably the formal Quote will be by email or fax. It is obviously important to have the Quote in writing with all the details of what is being provided.

Prior to that, you should probably communicate by what the customer entered as their preferred method of communication.

How do customers create a Quote Request?

Simply by clicking on either the Equipment Quote button or the Find Service Agent button and filling in the details, and then selecting who you want to send the Quote Request to.

How many Quotes can a customer ask for?

Currently up to 10 at one time for any one item or service. We don't want to encourage frivolous

requests or simply far too many quotes for a single item. Responding to requests for quotes takes time and money on the part of Resellers and Service Agents and we want to deal with serious requests only.

What details can customers include in Quote Request?

We think the Quote Request form is very well designed and very comprehensive, and there are fields to add any special requirements or questions.
