

# NWS National Computer Services 'Instant' Quotes Portal - User 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 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 a customer looking for an IT item or service?

The NCS-Q Portal gives you access to over 4,700 IT Resellers & Service Agents Australia-wide.

Using the NCS-Q Request For Quote form, you complete either an equipment quote request or a service quote request. The Quote Request form is optimally designed to collect all the possible relevant information about your requirements so that our Resellers and Service Agents know exactly what you require, and can then respond in detail to those precise requirements.

## What are the different NCS-Q domain names?

[www.nationalcomputerservices.com.au](http://www.nationalcomputerservices.com.au)

[www.findapc.com.au](http://www.findapc.com.au)

[www.findacomputer.com.au](http://www.findacomputer.com.au)

[www.everythingcomputers.com.au](http://www.everythingcomputers.com.au)

[www.computersalesandservice.com.au](http://www.computersalesandservice.com.au)

[www.nationalpcquotes.com.au](http://www.nationalpcquotes.com.au)

[www.pcre sellers.com.au](http://www.pcre sellers.com.au)

These all resolve to the same site.

[www.nationalwarranties.com.au/ncsq/](http://www.nationalwarranties.com.au/ncsq/)

## Who are the NCSQ Reseller & Service Agent Members?

NWS currently have over 4,700 IT Resellers and Service Agents for their warranty sales and service, and all of these have automatically been given free NCS-Q Portal membership, but any IT Reseller or IT Service Agent, including those not currently using NWS warranties, who are approved by NWS & NCS-Q management, can join by completing the automated on-line Membership Application, which is on the NCS-Q site.

So if your favourite Reseller or Service Agent is not currently a NCS-Q Member, by all means invite them to join, or let NCS-Q know and we can invite them to join.

### **What equipment can I 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 I 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.

### **How do I receive the quotes?**

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

Prior to that, the various Resellers or Service Agents should communicate by what you entered as your preferred method of communication.

### **How do I 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 I ask for?**

Currently up to 10 at one time. We don't want to encourage frivolous requests or simply far too many for a single item. Responding to requests for quotes takes time and money on the part of the Resellers and Service Agents and we want to deal with serious requests only.

### **What details can I include in Quote Request?**

We think you will find that the Quote Request form is quite well designed and quite comprehensive, and there is fields to add any special requirements or questions.

### **How will Resellers (or Service Agents) contact me?**

They should initially contact you by the method you said you preferred (in the Quote Request).

### **How long will it take for me to get quotes?**

Depending on just when you send your Quote Request, you should start getting phone calls or emails in less than four hours.