

Giddy Folks

WOW, what a crazy 72 hours since our launch... we've survived but only just!?!?! I say "only just" because like all launches, if it's gunna rain, it'll pour...

One of the objectives that our team has agreed upon in our initial business plan was "*total disclosure to our clients*". After being associated with a couple of software firms in the past, we know the pet peeves that client have, and one of those is not knowing what is really going on behind the scenes. I'm not talking about the smoke and mirror marketing stuff that our industry seems to be full of, I'm talking about letting everyone know what is going on with both our Company and our Products. You'll receive these updates from time to time when we feel that there is something that you should know. This update is definitely one of those!

OK, here we go, this is where we're at right now:

Log In Errors

Some of you have been getting log in errors when you attempt to log it. Our programmers have been pulling their hair out today checking, double checking and triple checking their code only to find a common denominator with those clients who have experienced this error. The common denominator was "ME". You see, I'm a team player and if my team burn the midnight oil, then I burn the midnight oil. I'm always the last to leave and switch off the light on the way out....

I rolled up my sleeves and "helped" the team with setting up new accounts. We enter a new client's details into our Admin Module to set up their account. There are 4 check boxes that need to be checked for our servers to know who is entitled to which datafeed. So, in my "let's work smarter and not harder" wisdom, I selected all 4 boxes for all of the accounts that I set up because our Special Datafeed Deal to all of you is Commodities, Stocks, Options & Forex, all for only \$49.95 per month. As you know, our Options and Forex datafeed has not been activated as yet so by me checking the boxes, it created a log in error.

So there ya go, I "thought" that I would be saving our team a lot of time going back in and checking the Options & Forex boxes when the other feeds are activated. But no, I am now the bad guy in the office after creating soo much heartache to my already overworked team, on top of the frustration that I have caused some of you.

I hereby publicly beg for all your forgiveness! :-)

You'll be pleased to know that I have promised to stay out of the admin area and focus on creating/improving our training material and driving the business.

Then comes...



Chart Updates

Now this one is not my fault...

The charts had been updating great until Friday night when the Stocks didn't update and then Monday night when neither Stocks nor Commodities would update. We've found the problem and our programmers are working as quickly as possible to have it rectified for Tuesday's update. They assure me that if it isn't rectified by Tuesday, it will definitely be completed for Wednesday's updates.

For those of you who have upgraded from Trend Genie PRO to ARLT, please use Trend Genie Pro until this issue is rectified.

Trend Genie has been operational for 2 years now and we haven't had one data down day. That should give you a lot of encouragement that once we get it right, it stays right!

We're dealing with cutting edge technology here folks so please hang in there with us during this launch week as we work through these little challenges. As they say, "All good things come to those who wait."

Now might be a good time to rekindle your faith and take a read of the testimonials again as they are from people just like you who have hung in there with me in the past and have become successful traders.

Support Emails

I put my hand up for this one too as I advised my programmers not to reply to support emails right at this moment as we had to focus on fixing these immediate issues. Yeh I know, we're damned if we do and damned if we don't, so I bit the bullet and told them to FOCUS!

Once we get over these little hurdles, I can assure you that the awesome service that we have been proud of in the past will continue!

Oh, I nearly forgot to mention that our programmers high speed internet went down yesterday so they had to struggle with dial up. Can you believe it!?!?!? As I said in my opening para, "if it's gunna rain, it'll pour..."

Folks, I despise excuses and I'm not making them now. These are the facts, not excuses. We acknowledge that we messed up and we promise to make it up to you. We know that you will absolutely love our product as it keeps getting better and better!

And now for some good news...



Good News

A lot of you have asked if we are going to be adding a trading platform to ARLT and the great news is YES. We will be initially introducing a separate trading platform (Aussie Rob's Trade Desk) and then integrating it with ARLT.

Amongst all of the chaos today/yesterday (not sure what it is as we haven't been to bed for so long) the Aussie Rob Discount Brokerage was approved and do we have some incredible deals for our inaugural subscribers. Could you imagine being able to trade stock on a 10% margin? What that means is that you'll be able to trade \$1000 of stock for only \$100. Yeh I know, absolutely unbelievable, eh! There'll be extremely competitive Commodity, Options and Forex deals too!

When? Well I wish I could say, "yesterday" but a realistic launch will be 6 to 8 weeks.

So hold onto ya hats as ya ain't seen nothing yet baby.... Aussie Rob's Discount Brokerage is gunna take your trading to the next level.

Once again, Kerry and I and the rest of our team sincerely thank you for your continued support and we really appreciate your patience and understanding during our launch. I promised a few of you in personal emails today/tonight that we will definitely make it up to you. I am sure that you know that we will.

I had better sign off before this update becomes a best selling book. Now there's a thought, I had better archive this for the "Trials and Tribulations of Aussie Rob" available at a bookstore near you!?!?!?

Hang in there folks and we'll see ya at the TOP!

Kind Regards as Always
The Aussies

P.S. We did something right today/yesterday... Your Option Simplicity CDs were shipped so you'll be receiving them real soon.

