

Giddy Folks

Support Email

We have had to delete the support mailbox and recreate it again so if you are waiting on a reply from support, please email them again. Sorry for any inconvenience with this.

File Size

It really helps Support when you send a screenshot of any errors when you have a problem but it also creates problems when you send 5 and 6 meg files. We would really appreciate if you could send only small files like JPGs. Please have a chat with your local computer bloke to get him to show you how to do that.

Multiple Emails

While on the subject of emails, all of our emails are monitored and you will get a prompt reply but it only slows things down when you send emails to 5 different email addresses. Image if you sent the same email to 5 different people and none of them replied because they thought that someone else would have replied!?!? No, we're not that slack, we do ask each department if they have replied so then everyone will get a reply but can you imagine if we had to do that dozens of times a day that we would become sooo inefficient.

This is another one of those "Please help us to help you kinda situations."

I have discussed this with people who have been involved in Customer Support and they have said that it is pretty normal for people to just blast away and email every email address of a company. It's the nature of the beast with today's busy life when everyone demands instant attention and gratification. However, if we all help each other and think about the ramifications of all of our actions, it will enable us to stay lean and mean by keeping staff levels down and therefore keeping our service costs down to all of our clients' benefits. I thank ya'll for your understanding and co-operation with this as again, the more we help each other, the easier life will be for us all.

Columbus Day

Monday was Columbus Day and the banks were closed and so were the Financial & Currency Futures, that is why the charts in those two groups were not updated on Monday. Please excuse my ignorance but can anyone explain to me why banks are closed on Columbus Day and what the holiday is all about. I guess it has something to do with Christopher!?!?!?



Feedback

On a positive note, thanks for the feedback that some of you have been sending, please keep it coming as it keeps us motivated! ;-)

Stock & Commodity Charts

You must update both the Stock and Commodity charts. Simply select "Commodities" and then click the "Update" button. Once completed, select "Stocks" and then click the "Update" button again to update the Stock charts.

We are working on a 1 step process for a future upgrade.

What a Run!

WOW, did you catch some of the profits on BRX on Tuesday?

Gold has been stair stepping nicely while Lumber has been having an incredible pullback. And what about the Moo Cows? I wrote about them the other week. Crikey, how could you not make money with these kinda charts????

Time to take the profit off the table with the Oinkers. Remember, Bulls make money, Bears make money but Pigs get slaughtered! The name of this game is to be able to stay in the game to be able to go into battle again tomorrow. NEVER be afraid to take profits!

Well that's it from DownUnder today, hope you're having a very prosperous week! It's look'n goood, eh! :-)

Kind Regards
The Aussie Rob Team
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