

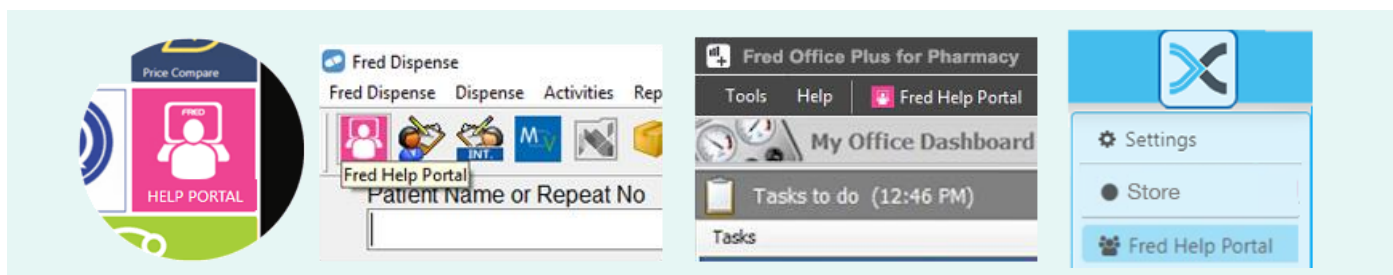
Overview

The Fred IT Group service summary is designed to help you understand how we support you when you need it. It relates to Fred products and other available Fred Service offerings designed to ensure we deliver a quality customer experience. Additionally, it presents improvements that will make it easier to have your issues resolved.

Contacting Fred Help

There are two methods to get in touch with Fred Help

- 1 Access your **Fred Help Portal** directly through your Fred Dispense and Fred Office software. Includes Live Chat.



- 2 **Phone** 1300 731 888 (Local Call Cost)

FRED HELP OPERATING HOURS		
Full range of services available: During business hours	8:00 am to 6:00 pm (AEST)*	Monday to Friday
Some restrictions apply: Hours of operation outside of business hours	6:00 pm - 9:00 pm (AEST)* 8:00 am to 6:00 pm (AEST)	Monday to Friday Saturday
Emergency Only: Defined as the inability to dispense, trade or severely restricted, see Fred Service Levels .	8:00 am to 6:00 pm (AEST)	Sunday & National Public Holidays

* State based Public Holidays are considered normal business hours.

Fred Help Services

Fred Help Portal

The Fred Help Portal is the primary and fastest way for you to connect to Fred Help Services. A personalised browser-based solution designed as a gateway to the information you need. Accessible within Fred Dispense and Fred Office, this service aims to offer easy and effective interactions with Fred Help consultants. Additionally, it offers direct access to searchable information related to products, services and the ability to manage your ticket requests.

The Fred Help Portal is the best practice approach for when needing to:

- Log requests for help
- Track and update your help request tickets
- Easily find quick steps for troubleshooting questions through our knowledge base
- Live Chat with Fred Help Consultants

Importantly, when engaging with the Fred Help Portal all help request methods (log a request, live chat, phone call) are prioritised the same way and resolved with equal priority.

Log Request for Help

To respond and resolve your help request as effectively as possible it is important to include a detailed description of the issue and any relevant attachments. Create a request by clicking either the top 'Create a ticket request' or bottom 'Contact Us' button, then select the 'Submit' an enquiry form relevant to your request.

LOG REQUEST	
I have an issue	Suitable for most requests for help. You will receive an automatic email response to acknowledge we have received your help.
I would like to request a Software/Hardware change or Training	Use to request a quote and receive a call from a Fred Business Development consultant.

Note: Help requests can also be created from the Fred Help Portal Support button located on the bottom right (see, Find Quick Steps for Troubleshooting Questions).

Create a request using the Create a Ticket Request or Contact Us Button > 'I have an issue form'

The screenshot shows a teal button labeled 'Create a Ticket Request' with a right-pointing arrow. To its right is a light grey box titled 'Submit an enquiry' with the text 'Please choose your issue below'. Inside this box is a dropdown menu with 'I have an issue' selected and a small downward arrow on the right.

Next, a Fred Help consultant will review your request and respond based on the associated Fred Service Level (see, Fred Service Levels). All help request updates and interactions with Fred Help consultants can be managed from the Fred Help Portal (see, [Track and Update Help Request Tickets](#)). Some help requests may require a consultant to get in touch to resolve your request by phone call (see, [Call Process](#)).

Most stores will access the Fred Help Portal from our products using a store account (*that displays all staff ticket requests*). If an individual account role is required, the 'Create a new account/Sign up for Help Portal' form will need to be completed.

Track and Update Help Request Tickets

To manage your help request tickets, navigate to My Tickets (top right or bottom of portal page). A summary of all present and past help requests display. Each help request ticket will include a subject, ticket number, date created, the last time the request was updated by either a staff member or Fred Help consultant and the latest ticket status.

Ticket Status	Description
Open	The help request ticket is currently open and being worked on by a Fred Help consultant.
Awaiting your reply	The Fred Help consultant requires further information from you related to your issue that will be detailed in your help request ticket. For instance, they may ask a question or request an image to help clarify and resolve your issue more efficiently.
Solved	The Fred Help consultant has resolved your ticket request and a resolution summary is provided.

To respond to a ticket, click the ticket subject description to open, enter your response and any other attachments that might assist resolve your issue more efficiently, then submit.

Click ticket subject description to open

Subject	Id	Created	Last activity v	Status
Fred Dispense Plus: New PBS Drug enquiry?	#88627	1 hour ago	45 mins ago	Solved

Find Quick Steps for Troubleshooting Questions

The Fred Help Portal offers knowledge base article suggestions to answer your questions. New articles will be added on an ongoing basis, based on frequent questions and issues.

To search for knowledge base articles, use the Search our knowledge base search bar or the Support button (bottom right) to enter a short search phrase or terms related to your issue i.e. labels not aligning.

Use the 'Search our knowledge base' or Support button to enter short search phrase



Alternatively, browse Knowledge Base articles by product using the tabs on the Fred Help Portal home page (see also, related Online Help service).

Browse knowledge base by product

FRED DISPENSE PLUS

FRED DISPENSE

FRED OFFICE

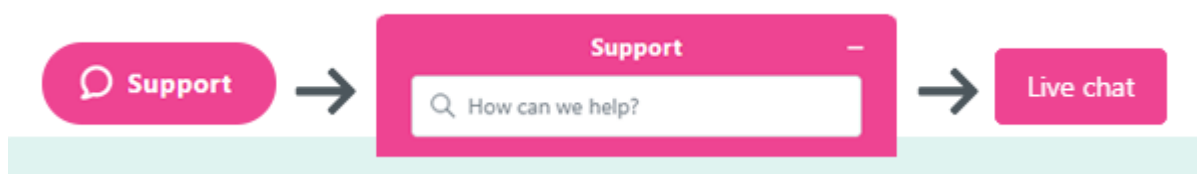
FRED POS PLUS

Using Live Chat

Live Chat offers another easy way to interact with Fred Help consultants that ensures the same equal priority to any other help request method i.e., log a help request ticket, phone call. Available during business hours and recommended for service requests related to: information requests, simple to resolve issues and quick questions.

To access and interact with a Fred Help consultant navigate to Support (bottom right corner). Live chat requests will be answered in real time or where all consultants are actively on another chat session, you will be placed in a queue that will inform your position. During a live chat, the Fred Help consultant will assess your request and attempt to resolve it within a time frame of 15-20 mins. When your chat session ends, a copy of the transcript of your chat session conversation is accessible from My Tickets.

Initiate a 'Live chat' request if you cannot find your answer in Search



If your request is technically complex or requires further team involvement, the session will be transferred to a help request ticket and trackable through the Fred Help Portal. A Fred Help consultant will contact you by phone to resolve your issue (see, Call Process).

Call Process

Requests for help received by calling will be routed to a Fred Help consultant. Calls will include a call menu option that will ask you to select the area you would like your call to be routed to. If all Fred Help consultants are on calls you can hold or alternatively leave a voicemail message and maintain your position in the queue. The voicemail will create a ticket and the service level will begin, there is no need to wait, your position in the response queue will remain, if a queue exists. The Fred Help consultant during this call will attempt to resolve the query and if the issue was not resolved, ongoing status updates will be available for you to view and respond from the Fred Help Portal. The use of the Fred Help Portal in all circumstances will improve your experience and resolve your issue more efficiently.

Online Help

You can access online help for Fred software products directly from a Help link within the software or by doing a Google search. In the online help you will find Getting Started materials, step-by-step guides, how-to instructions, release notes, short video tutorials, FAQs and troubleshooting steps. Browse or search these resources to find immediate answers to your questions 24/7 from any device.

Furthermore, the new Fred Help Portal will provide suggestions for knowledge base articles to answer your questions. You'll be able to access content from our existing online help sites (and more) from the Help Portal. New content based on frequent questions will be added on an ongoing basis and as we continue to expand, you will be able to get more answers to your questions without having to make a call or log a ticket. Additionally, you will have the option to follow specific articles or product areas of interest. Getting help from a how-to article not only means you'll get answers more quickly, but it will contribute overall to faster response times to tickets.

Systems Performance: Status Web Page

Fred provides a monitored software systems status update web page, that displays outages for Fred Dispense Plus, MedView Flow, Fred NXT Enterprise groups as well as any third-party integrations that may have an outage affecting Fred services. Fred will update the status page as soon as an incident is identified for Fred products or as soon as we are aware of the third-party issue that is affecting Fred Customers. Incident updates are typically updated on the system status page hourly: [service performance status page](#).

Fred Service Levels

Fred is committed to achieving customer service excellence. To provide the best possible service across all our customers, we manage and measure a service level that helps us identify how effectively we are responding to your requests. This service level is in place 6 days per week and focusses first on incidents or issues that are of most concern to the operation of your store.

Call response and resolution timeframes are set based on ticket priority and business impact that determines the severity and impact of your issue. We are here to help. If at any stage, you would like to discuss any issues or concerns with our Customer Service Team Leaders or Managers, please include this in your ticket request.

What is an Incident?

An incident is an unplanned interruption or quality reduction of an IT service. An incident interrupts normal system operation.

What is classified as a service request?

A service request is a request for information, advice, or to provide a standard service which has been agreed as a normal part of service.



To ensure that we adhere to the timely response and resolution of incident requests we encourage you, where suitable, to connect with us through the Fred Help Portal that will provide optimal visibility of interactions with Fred Help and services.

Service Level Response and Resolution Times during Business Hours

Service Level	Priority Definition	Service Level Example	Initial Response Time	Resolve Time
Critical Outage or event	<ul style="list-style-type: none"> A major incident demanding a swift and urgent response. A major or global outage/event that impacts multiple customers, multiple products and renders all systems inoperable. It enacts Fred's Major Incident Response process and treated with the upmost importance. Focus is to restore Services as quickly as possible. 	<ul style="list-style-type: none"> Global Outage – Cloud systems down. 	10 mins	4 hours
Inability to Trade (Individual Store level)	<ul style="list-style-type: none"> An incident that affects individual stores or a subset of stores. It may result in the systems not being operational for that store or the inability to trade requires urgent assistance. This response is treated as a high priority from the Fred Helpdesk and actioned swiftly. Returning services to normal operation is the focus, with root cause analysis and escalation often required. 	<ul style="list-style-type: none"> Cannot complete dispensing to any patient on any screen (system down). Cannot scan eScript Token into any dispensing screen. Cannot complete a sales transaction on any till. Cannot generate/transmit an order for an existing supplier within 30 minutes of cut off time. 	20 mins	5 hours
Severely Restricted	<ul style="list-style-type: none"> An incident that affects, part or some functions within an individual store or subset of stores. It may result in some systems not functioning as intended or the need for manual workarounds. While stores have some functioning services, they are severely restricted, and requires additional effort to service patients or customers. This response is treated as a priority from the Fred Helpdesk and actioned quickly. 	<ul style="list-style-type: none"> Cannot complete dispensing to a patient on a single terminal. Cannot complete a sales transaction on a single till. Dispense Label printer not working. All scripts not transferring from MedView Flow to Dispensing screen. Fred Connect not working. Scripts not transferring from dispense to till. 	1 hour	1 day
Somewhat Restricted	<ul style="list-style-type: none"> An incident that affects, one function within the store or set of stores. While it might create a disruption for the pharmacy users it has little or no impact on patients or customers and has a lower business impact. This response is treated as a medium priority from the Fred Helpdesk and actioned accordingly. 	<ul style="list-style-type: none"> Reports not generating, invoices not returned. Unable to close claim on a dispensing screen. Mobility device is not working. 	3 hours	2 days
Service Requests (no service level)	<ul style="list-style-type: none"> Proactive request for information, advice, training, configuration or installation. It does not prevent normal operation of systems and has little to no negative impact on the business. 	<ul style="list-style-type: none"> Request for information, "How to" or training. Request for set up or configuration changes. 	Generally, within 24 hours	

Note: Fred commits to meeting an overall Targeted SLA of 95%. Note: Emergency only is defined as the inability to dispense, trade or severely restricted, see Service Level Examples above.

Fred Support Service Fees include:

Feature and Function Support

Fred provides information related to fundamental product features i.e. release notes, online help, knowledge base articles, webinars, videos as well as offering professional and value driven operational advice and assistance provided by our industry skilled Fred Help Team.

Problem Analysis and Resolution

Fred provides remediation services to identify, resolve and reproduce software product issues such as but not limited to error messages, issues running updates etc.

Configuration of Fred Software

Fred may need to provide new or additional configuration for systems that relate to Fred software. We will communicate any configuration changes.

Computer Deployment and Configuration Advisory Service (Fred Supplied)

Purchasing Fred Hardware includes the service of a Fred Technician completing the configuration to our standard operating environment, ensuring operational performance and efficiency.

Software Updates

Fred offers regular software enhancements, maintenance, and data updates to meet evolving customer requirements (see, [UserVoice](#)) related to Fred Dispense and Fred Office that includes changes mandated by legislation or government departments.

UserVoice

Fred provides a product feedback management solution (third party service) that communicates and gathers your valuable insights and ideas to assist us to prioritise which improvements and features are most important to you. UserVoice allows you to create an idea or up-vote an idea that exists.

To contribute to the **Fred Dispense Plus UserVoice** access via the AppBar or click [here](#)

To contribute to the **MedView UserVoice** access within the product or click [here](#)

Third Party Integrations

Technology partners are an integral part of the pharmacy software industry. These partnerships augment our service offering and provide a complete solution that is dedicated to improving patient outcomes. Fred Marketplace is a hub that helps busy pharmacies find the software integrations they need to enhance and optimise their day-to-day business operation through Fred IT solutions. The Marketplace is a complete catalogue of integrations and Apps that have been tested and approved for use with Fred IT products. Specific details related to each integration can be sourced via Fred Marketplace or by using Online Help, search for: Integrations. To provide optimal service after your configuration is complete, any additional troubleshooting or service requests related to a specific integration will require you to get in touch with the third party who are experts on resolving post implementation queries (third party contacts, listed Online Help).

Drug Data

Fred provides updated drug data in the form of monthly updates to ensure dispense systems are kept up to date with current drug information. In addition, Fred provides assistance and support related to drug and clinical data. For questions and enquiries email drugdata@fred.com.au.

Product Data

Product Data can be loaded into Fred software using the Australian Pharmaceutical Product Catalogue (AppCAT). AppCAT is a database that can be used to create new products or update existing products. New products can be added via the Create Item Wizard. Changes such as Barcode, Reorder Number or GST can be viewed via the AppCAT Differences module. To learn more, refer to the online help topic 'Create Item Wizard'. The AppCAT database is updated on a regular cadence through supplier and wholesaler price files. You may also request new suppliers or log any data concerns by emailing products@appcat.com.au.

Additional Services Fred Offer:

Fred Technical Services Standard Procedure

For new installations, Fred will prepare and forward a written quote for all chargeable work, which we ask you to review, sign and return to us. On receipt of the signed quote resources will be allocated, and we will liaise with you on when the work will be scheduled for completion. In the event troubleshooting requests are identified as an additional service or when hardware is unserviceable, our priority is to keep your business operational; In these circumstances a chargeable fee or written signed quote may be required. Fred service charges are displayed in the Fred Help Portal, search for: [Fred Chargeable Service Fees](#). In circumstances when we do not have the required expertise to assist, we may refer you to an alternate provider.

Fred Training Services Standard Procedure

For new installations Fred will assign a Training Consultant for the period of your installation. The trainer will guide you through the installation process and the required preparation for either on-site or remote training. Where training is required for existing Fred Stores, this can be arranged through one of Fred's Business Development Consultants.

Hardware, and Peripherals

Fred Help primarily support Fred Software and Fred Services. However, this is extended to include the hardware purchased through Fred. When your working computer system, or peripherals encounter problems Fred may be able to assist the diagnosis of a hardware issue. If the hardware issue is not able to be resolved Fred will advise you of next steps, warranty options or may suggest corrective actions that can incur a charge. A quote will be provided and requires acceptance before commencing. Timeframes will be provided through liaison with you, Service Level response and resolution timeframes do not apply. If you choose to supply your own hardware Fred will provide advice and documentation on the preparation of the standard operating environments that are required for the optimal operation of Fred software. Following this Fred will provide telephone assistance with the installation and configuration of the Fred software, a fee may apply.

Email and Email Providers

Fred offers an email service (Fred Net or nuNET) to existing customers that Fred will support in its entirety. While email is necessary for some functions within Fred products such as debtors, we are not able to set-up, install or configure email services offered by other providers. In these instances, we recommend getting in touch with your email service provider, visit their website for contact details.

Internet, Wi-Fi and Networking

Fred can support basic troubleshooting or configurations such as rebooting routers etc. However, issues related to these areas is not covered by Fred Help. Your internet provider or network specialist is best placed to provide advice on what is needed and how to support you best.

Remote Support

Fred will often use remote support tools to gain access to computers for troubleshooting or installation. Fred will only access your computer with your consent and in response to your Fred Help support request or as part of a prearranged installation. Fred will always quote your ticket number reference for you to validate and ensure you know it is safe to provide access. If you ever have any doubt on a request to access your systems, please contact us directly to confirm.

Summary

Fred is committed to delivering an excellent experience that is prioritised through the continuous monitoring of service and the ongoing professional development of our Fred Help Consultants. We also acknowledge that many dependencies are required for our products and services to work within your business and wherever possible we will strive to assist by treating each call on merit and evaluate individually.