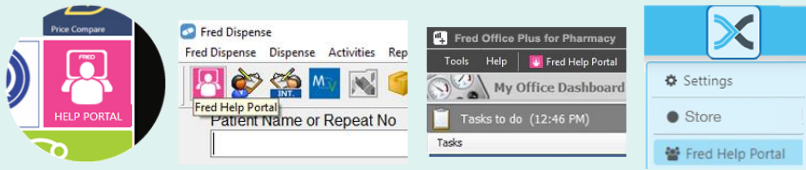# YOUR FRED HELP SERVICE

HOW TO GET HELP

1 Access your Fred Help Portal through your Fred dispense and Fred Office software. Includes Live chat.

2 Call 1300 731 888 (Local Call Cost)

3 24/7 Online Help - Getting started materials, how-to instructions, step-by-step guides, release notes, short video tutorials, FAQs and troubleshooting steps.

OPERATING HOURS

Business Hours (AEST)
Full range of services available

8:00am - 6:00pm*   Monday to Friday

Outside Business Hours (AEST)
Some restrictions apply

6.00pm - 9.00pm*   Monday to Friday

8:00am - 6:00pm   Saturday

8:00am - 6:00pm   Sunday & National Public Holidays (Emergency Only)**

* State based Public Holidays are considered business hours. ** Inability to dispense, trade or severely restricted, see service levels.

YOUR FRED HELP PORTAL

Log requests for help
Click 'Create a Ticket Request' to 'Submit an enquiry' creating a ticket.

Create a Ticket Request →

Submit an enquiry
Please choose your issue below

I have an issue

Track and update help requests
Click ticket subject description to open.

MY TICKETS →

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

Find quick steps for troubleshooting
'Search our knowledge base' or browse by product tab.

🔍 Search our knowledge base

FRED DISPENSE PLUS   FRED DISPENSE

Support —
🔍 How can we help?

Live Chat during business hours - information requests, simple issues, quick questions.

💬 Support → **Support** — 🔍 How can we help? → Live chat

FRED HELP CALL PROCESS

1. A call menu will route you to a suitable consultant.

   If all consultants are busy you can either:
   a. **Hold** - your position is maintained
   b. **Leave a Voicemail** - creates a ticket and service level begins

2. If your issue is not resolved – view and respond to ongoing status updates in the Fred Help portal.

SYSTEM PERFORMANCE STATUS UPDATES

Check for any outages or interruptions affecting the performance of Fred products or services at:

fred.com.au/support/status

The service performance status page

- Displays incidents for Fred Dispense Plus, MedView Flow, Fred NXT, third-party integrations

- Is updated immediately upon identifying an incident, with ongoing incident updates hourly (typically)

Please read the **Fred Service Summary** for further information on our customer support service

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YOUR FRED HELP SERVICE

SERVICE LEVEL RESPONSE AND RESOLUTION TIMES DURING BUSINESS HOURS				
Service Level	**Priority Definition**		**Initial Response Time**	**Resolve Time**
Critical Outage or event	• 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.		10 mins	4 hours
Inability to Trade (Individual Store level)	• An incident that affects individual stores or a subset of stores. • It may result in the systems not being operatable 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.		20 mins	5 hours
Severely Restricted	• 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.		1 hour	1 day
Somewhat Restricted	• 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.		3 hours	2 days
Service Requests (no service level)	• 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.		Generally Within 24 hours	

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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.

Go to Fred Dispense Plus UserVoice or access via your AppBar	**Go to MedView UserVoice** or access via the product

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**.

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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.

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.

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