Fred POS system update process

Recommended process

FRED

1. When?
Before 1 September

What do you do?
Complete Fred Office 4.6 update.

| User time: | 1min |
| Process time: | 30min (max) |

2. When?
On 1 September

What do you do?
Complete Fred Dispense update. This is a Business As Usual update.

| User time: | 1min |
| Process time: | 5min (max) |

3. When?
The day **before** your selected Fred system update date.

What do you do?
At the end of the day Click "Download Now" in AppCAT/Fred Office.

You do not have to wait for the download to finish, you can leave your PC on and leave the store and the download will complete overnight.

ⓘ **You may have the option of skipping this step and going straight to Step 4 if your "Last Downloaded" date is on/after 29 August 2021.**

| User time: | 1min |
| Process time: | 30min (max) |

4. When?
The **day of** your selected Fred system update date.

ⓘ **You need to refer to the "Fred Update Sigma Reorder Numbers User Guide" here to complete these steps.**

What do you do?

		User time:	
i.	Receive all open invoices	User time:	1min
ii.	At the end of the day, place the final order	User time:	5min
iii.	Choose any Sigma product and change the PDE to "87654321" (Don't worry, this will be changed back in step **vi.**)	User time:	2min
iv.	Place another order with **just** PDE 87654321 (Don't worry, this won't get charged to your account. This just lets Sigma know you've switched over).	User time:	2min
v.	Apply AppCAT Pack Size Differences	User time:	1min
		Process time:	10min
vi.	Apply AppCAT Reorder Number differences (You don't have to wait to finish. You can leave PC on and leave store)	User time:	2min
		Process time:	45min

5. When?
The day **after** your selected Fred system update date.

ⓘ **Complete! You're now using Sigma's new 8-digit Product Number.**

What do you do?
Optional Only: You can choose to add 'New Supplier' to the items.

| User time: | 2min |
| Process time: | 10min (max) |

and

For Fred Dispense, turn on FRED8POS setting.

ⓘ **You need to refer to the "Fred Enable Fred8POS Feed Format User Guide" here to complete this step.**

| User time: | 2min |

ⓘ **Need help? Visit the Fred Web Help FAQ page here or for technical support please email helpdesk@fred.com.au with the subject "Sigma PDE". For urgent queries call 1300 731 888 and quote "Sigma PDE".**

Sigma Healthcare