



Sigma Healthcare System Upgrade

Preparing for software updates to your
POS & Dispense systems

August 2021

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The purpose of this document is to help provide general guidance to pharmacies to complete the upcoming POS and Dispense system software update(s)/changes. All information is correct at the time of publication. If there are any updates to this information your vendor will notify you.

1. Getting started:

POS & Dispense system updates

Sigma Healthcare has embarked on an exciting business transformation program that includes significant investment into a system upgrade for our Distribution Centres to optimise our supply chain and help you run better businesses.

As part of the system upgrade you will need to complete software update(s)/changes to your pharmacy POS & Dispense systems. The update(s)/changes will be a once-off update to enable the changes from our system upgrade, including:



A new 8-digit Product Number



Updates to product information, descriptions and master data



Changes to the bulk ordering process



The new 8-digit Product Number will **replace** the existing 6-digit PDE Code for all Sigma Healthcare products. You may also know the PDE Code as your reorder number.

For more information on these specific changes, please **login to Sigma Connect and navigate to the system upgrade page.**

2. What you need to know:

Key Dates:

The Sigma Healthcare system upgrade will be completed on **Sunday, 29 August 2021.**

While some vendors may start updates earlier, most software update(s)/changes to your POS and Dispense systems will begin after we complete our system upgrade, starting from Monday, 30 August 2021.

Depending on your vendor, the update(s)/changes will take place up until the end of September 2021.

Please refer to **Table 1** to identify your vendor specific software update(s)/changes schedule.



Save the date!

Each vendor has a different schedule for the update(s)/changes.

Check Table 1 to find your vendor and identify when you need to update your systems.

How to complete the software update(s)/changes:

Depending on your vendor, the software update(s)/changes will be either:

A. Manual

This means you will need to take action and complete a manual process when prompted by your vendor to complete the software update(s)/changes or;

B. Auto-Update:

This means the software update(s)/changes will be automatically processed.

Depending on your vendor, for manual updates your vendor may prompt you to commence the updates. If this applies, your vendor will contact you directly to schedule and support you through the process.

Single and mixed vendor systems:

Depending on your pharmacy system set up you may have either a:

A. Single vendor system

This means your POS & Dispense systems are managed via the same vendor e.g. FRED POS & FRED Dispense, or;

B. Mixed vendor system

This means your POS & Dispense systems are managed via different vendors e.g. LOTS POS & FRED Dispense.

For mixed vendor systems you will need to complete the vendor specific instructions for both systems. For some single-vendor systems there may be different steps for your POS & Dispense even if it's the same vendor. Your vendors will advise you of this and you can refer to the vendor specific user guides (if applicable) for more information.

2. What do you need to do?

To ensure the software update(s)/changes complete successfully, you need to:

- 1 Identify if you have a single or mixed vendor system set up.
- 2 Refer to **Table 1** to identify the steps you need to take to complete your POS & Dispense vendor specific software update(s)/changes.
- 3 If you have a mixed vendor system, ensure you refer to **Table 1** to identify any steps you may need to take and the software update(s)/change schedule **for both** your POS and Dispense system vendors.
- 4 Ensure you and your pharmacy team are prepared for the software update(s)/changes and are aware of your update schedule.
- 5 Review the **FAQ's** to familiarise yourself with the changes.
- 6 Refer to **Table 2** and determine if you need to reprint your pharmacy shelf tickets.

3. Vendor updates and changes



n.b. The reference to a vendor in Table 1 applies to both a POS & Dispense software system. Depending on the vendor there may be different steps for your POS and Dispense, even if you have a single vendor system. You need to refer to your vendor or vendor user guides to identify this.

Table 1:

Vendor	Type of update	What do you need to do?	Critical Information: what you need to be aware of	When?	Vendor User Guides Click the link to access	Shelf Ticket Guides Click the link to access	Support <i>Your vendor may have special support options for these changes.</i>
Fred	Manual (when prompted)	<ol style="list-style-type: none"> 1. Wait until Fred notifies you that you are scheduled to complete the software update(s)/changes 2. Once notified, you will need to follow Fred's recommended process and complete steps 1 – 4 in the Fred user guide 	<ul style="list-style-type: none"> • Once you initiate the changes, you must complete the steps in full prior to sending any electronic orders to Sigma Healthcare via POS • You will need to complete the product updates in batches of approximately 1000 for Version 4.4 or lower. If all products are updated at once there MAY be a delay to waiting scripts, while the changes are applying. They will appear once background update have completed • We strongly recommend you complete the changes outside of your business hours e.g. after closing • If you have Fred Dispense, you will need to enable the Fred8POS Feed Format too 	<ul style="list-style-type: none"> • From Sunday, 29 August until the end of September 2021 • Each store will have its own schedule, you will be notified when your store is scheduled to complete the changes • Important: Do not attempt to start the updates before you are notified 	<ol style="list-style-type: none"> 1. Checklist 2. User Guide 3. Dispense User Guide – Enable Fred8POS Feed 4. FAQ's 	<ol style="list-style-type: none"> 1. How to reprint shelf tickets 	<p>For technical support email helpdesk@fred.com.au with the subject "Sigma PDE"</p> <p>For urgent queries call 1300 731 888 and quote "Sigma PDE"</p>
Corum Health (LOTS)	Manual (when prompted)	<ol style="list-style-type: none"> 1. Wait until you are notified that you are scheduled to complete the software update(s)/changes. Corum Health will provide dedicated tele-support to do this 2. When notified, complete the software update(s)/changes and select your new Sigma supplier instance for Sigma Healthcare 3. Review the changes to finalise the updates 	<ul style="list-style-type: none"> • As part of the update you will need to create a new supplier instance. Your Corum Support Representative will advise you how to do this • You will need to review the new supplier instance and product line changes for the new Product Numbers. This may take some time once the updates have been processed • You can continue ordering with the old "supplier" while you are reviewing the product lines • Once notified, we strongly recommend you plan for the updates and ensure your pharmacy team are aware • Corum Support Representative will walk through your store representative with the changeover steps 	<ul style="list-style-type: none"> • From Sunday, 29 August until the end of September 2021 • Each store will have its own schedule, you will be notified when your store is scheduled to complete the changes • Important: Do not attempt to start the updates before you are notified 	Corum Health will send you the user guides and support resources in August		<p>1300 760 022 SigmaSupport@corum.com.au</p>
Z Software	Auto-update	No action needed; your system will update automatically	<ul style="list-style-type: none"> • Z Software will notify when the update is scheduled after Monday, 30 August 2021 • You may need to complete a manual step to update your carton sizing to allow the changes to the bulk ordering process Z Software will advise you if this is necessary • Z Software will contact you if the update is unsuccessful 	After Monday, 30 August 2021	No user guide needed	<ol style="list-style-type: none"> 1. How to reprint shelf tickets 	<p>(02) 8543 9944 support@zsoftware.com.au www.zsoftware.com.au help.zsoftware.com.au</p>
POSWorks	Auto-update	No action needed; your system will update automatically	<ul style="list-style-type: none"> • The updates will take place overnight on Sunday, 29 August 2021 	Scheduled to complete by Monday, 30 August 2021	Follow normal store procedures	N/A	<p>Submit a ticket to help@posworks.com.au</p>

Please note: Information here is to provide general guidance. Please refer to your vendor and vendor specific user guides for exact instructions. If there are updates to the information provided your vendor will notify you.

Table 1 (cont'd):



n.b. The reference to a vendor in Table 1 applies to both a POS & Dispense software system. Depending on the vendor there may be different steps for your POS and Dispense, even if you have a single vendor system. You need to refer to your vendor or vendor user guides to identify this.

Vendor	Type of update	What do you need to do?	Critical Information: what you need to be aware of	When?	Vendor User Guides Click the link to access	Vendor shelf ticket guides Click the link to access	Support
RXOne	Manual	On Tuesday, 7 September 2021 when you access your POS, you will be prompted to complete the software update(s)/changes. Please follow the steps on your RxOne Home Screen	<ul style="list-style-type: none"> The update will take approx. 20 minutes Please read the notes on the RxOne Home Screen closer to the update date If the update does not complete, please contact RXOne for support 	Between Tuesday, 7 September – Wednesday, 8 September 2021	Instructions and the steps you need to take will be available on your RxOne Home Screen from 7 September 2021		Submit a ticket to support@rxone.com.au
MountainTop	Manually (when prompted)	<ol style="list-style-type: none"> Prior to Monday, 30 August 2021 MountainTop will contact you and will upload essential files From Wednesday, 1 September 2021 MountainTop will contact you and will complete the updates for you 	<ul style="list-style-type: none"> MountainTop will contact you to initiate the software update(s)/ changes. You will not need to take any action until you are contacted If you have mixed vendor system it is recommended that you complete the updates at the same time. Speak to your MountainTop representative about this when you are contacted 	Between Wednesday, 1 September 2021 – Wednesday, 8 September 2021	MountainTop will send you a user guide in mid-August	MountainTop will contact you to reconfigure your shelf labels so that they will be printed correctly prior to Monday, 30 August 2021	Submit a ticket to support@mntop.com.au NSW: (02) 9545 6911 VIC: (03) 9562 2144 QLD (07) 3849 1344 WA: (08) 6355 5261
Simple Retail (Penny Lane POS & Aquarius Dispense)	Manual	From Wednesday, 6 September 2021 Simple Retail will contact you to assist you in manually completing the software update(s)/changes	<ul style="list-style-type: none"> Simple Retail will contact you to initiate the software update(s)/ changes You will not need to take any action until you are contacted 	From Monday 6 September 2021 until Wednesday, 15 September 2021	Simple Retail user guides are available from the help option		Contact support via the usual channels or call (02) 9318 2090
Minfos	Manual	You should ensure your POS has the latest Minfos 6.4.1+ version running and set your Sigma Wholesale Update to run automatically	<ul style="list-style-type: none"> From Monday, 23 August 2021 if you are not on latest Minfos version 6.4.1+, you will not be able to receive the Sigma PDE change The automatic update will update the new Product Numbers after Sunday, 29 August 2021 Between Monday, 23 August – Sunday, 29 August 2021 you can continue to order on the old PDE Code as normal 	From Monday, 23 August 2021	<ol style="list-style-type: none"> Auto-Update Manual 	<ol style="list-style-type: none"> How to print shelf tickets 	Visit help.minfos.com.au or call 1300 887 418













Please note: Information here is to provide general guidance. Please refer to your vendor and vendor specific user guides for exact instructions. If there are updates to the information provided your vendor will notify you.

4. Reprinting shelf tickets

If you use the current 6-digit PDE Code on your shelf tickets, and you reference this code when ordering, you will need to reprint your shelf tickets to ensure you can easily and accurately place manual or 'top-up' orders.

You can use the table below to determine if you need to do this.

Table 2:

How do you place manual or 'top-up' orders?	What code do you use on your shelf tickets?		
	POS Item Code	Barcode Number (EAN/GTIN)	Sigma Healthcare PDE Code
 <p>I use a POS mobile scanning device and then send the order via my POS System.</p>	 Business as usual	 Business as usual	 You need to reprint your shelf tickets
 <p>I manually write down the code on my shelf ticket and then order via my POS system.</p>	 Business as usual	 Business as usual	 You need to reprint your shelf tickets
 <p>I manually write down the code on my shelf ticket and then order via Sigma Connect.</p>	 Cannot be used	 Business as usual	 We recommend you reprint your shelf tickets

Please note the Quick Connect iOS App will be retired from Monday, 30 August 2021. Mobile ordering will be available from sigmaconnect.com.au from any browser on iOS or Android mobile devices instead.

Once our system upgrade is complete and the new 8-digit Product Number is applied, you will still be able to search for products on Sigma Connect with the old 6-digit PDE Code, however you will not be able to search or order via your POS with the old code.

This means if you **only** use Sigma Connect for manual or 'top-up' orders we recommend you reprint your shelf tickets, but it is not critically necessary.

5. FAQ's

Why are you changing PDE codes?

More numbers, more products. With an 8-digit Product Number we can continue to supply the broad and ever-growing range of products you and your customers demand, now and in the future. This change also supports our alignment of product information and master data as part of our system upgrade to enable improved efficiency and accuracy when you order with us.

When will the update(s)/changes happen?

This will depend on your vendor, but most updates will start from Sunday, 29 August 2021 after Sigma Healthcare completes the system upgrade. Please refer to the 'When' column in **Table 1** to identify your vendors timeframe.

Will there be a notification and/or error report if some or all product lines do not update?

This will depend on your vendor. For most vendors the updates will complete in full, however if you have any discrepancies please contact your vendor for technical support or troubleshooting.

Can I continue to order on the old 6-digit PDE Code while I'm waiting to complete my update(s)/changes?

Yes. You can continue to order as normal via your POS/PharmX using the old 6-digit PDE Code until you complete your POS software update(s)/changes.

For Corum Health (LOTS) customers only:

You will be able to order on the old supplier, with the old 6-digit PDE Code, until you select and activate the new Sigma preferred supplier and complete the changeover for the PharmX details. Refer to the Corum Health user guide for more information.

Are there any costs for the update(s)/changes?

No. There are no costs to you to complete the software update(s)/changes.

Can I continue to order on the old 6-digit PDE Code after I complete my POS system updates?

No. Once your software update(s)/changes are complete you will need to order exclusively on the new 8-digit Product Number. If you attempt to place an order with a mix of 6-digit and 8-digit, the order may fail. To avoid any interruptions, please ensure you complete the updates in full.

What is the change to the bulk ordering process?

Currently, when you order from us the Unit of Measure (UoM) and price representation for most products is at the retail unit level. However, there are currently a small portion of products that you order on a case level (bulk basis). You may also know the case level as a carton.

Effective from Monday, 30 August 2021 this will be changing to the retail level for all products. This means, when you order via your POS or via Sigma Connect you will need to order stock quantities based on how many individual retail units you need, i.e. EACH (EA) for all products.

Depending on your vendor, you may need to take additional steps to enable this change and update cartons. Your vendor will advise.

A list of the affected products will be available in late August on Sigma Connect. n.b. This change to bulk ordering does not relate to bulk deals (i.e. PBS deals).

How long will it take to complete the update(s)/changes?

This will depend on your vendor, some vendor software update(s)/changes will be completed quickly and automatically however please refer to **Table 1** or contact your vendor to confirm the exact time.

Will there be any downtime when I complete the update(s)/changes?

No. We are working closely with your POS & Dispense system vendors to coordinate the updates and ensure there is minimal disruption.

If my software update(s)/changes do not complete successfully, what do I do?

Please contact your system vendor directly for technical support and troubleshooting.

Do I need to reprint my pharmacy shelf tickets once I complete the software update(s)/changes?

If you use the current 6-digit PDE Code on your shelf tickets, we recommend you reprint your shelf tickets. Depending on your vendor, you may be able to choose to reprint your shelf tickets early, before your vendor software update(s)/changes with either the product barcode or the POS Item Code.

Alternatively, you can wait until after both the Sigma Healthcare system upgrade is complete on Sunday, 29 August 2021 and after your vendor software update(s)/changes and reprint your shelf tickets with the new Sigma Healthcare 8-digit Product Number.

My POS and/or Dispense vendor is not listed here, what do I do?

Please contact your Sigma Healthcare BDM or Territory Manager.

I don't have a POS system, what do I need to do?

If you do not have a POS system, you won't need to complete a POS software update(s)/changes. However, if you create manual (i.e. handwritten) shelf tickets that refer to the old 6-digit PDE Code, we recommend you update these to ensure you can easily place manual or 'top-up' orders via Sigma Connect.

I don't have a POS system, but I do have a Dispense system – what do I do?

If you only have a Dispense system, you may still need to complete a software update(s)/changes. Please refer to **Table 1** to determine your Dispense system vendor and identify the action you need to take.

I use additional third-party software in my pharmacy such as robotic dispense system, will this be impacted?

For most third-party software such as Robotic Dispense systems there is no impact and you do not need to take any action. Please refer to **Table 3** to identify any third-party software you may use in your pharmacy.

Do these software update(s)/changes affect PharmX?

Depending on your vendor, yes. If there are any actions required for PharmX your vendor will inform you.

Can I order via my POS/PharmX while I'm completing my software update(s)/changes?

This will depend on your vendor. Generally, you will be able to continue to order as normal *before* you commence and/or accept any software update(s)/changes(s). However, you need to ensure the updates are complete to ensure you are only ordering with the new 8-digit Product Number, and not a mix of the old and new codes. If you attempt to order with a mix of the old and new the order may fail.

Important for Minfos Customers only: Minfos will begin the first stage of its update(s)/changes from Monday, 23 August 2021, however you will not start ordering with the new 8-digit Product Number until after Sunday, 29 August 2021.

I have another question, where do I get support?

For questions and queries regarding the Sigma Healthcare system upgrade please contact your Sigma Healthcare BDM or Territory Manager.

For technical support for your systems, please contact your vendor directly per the contact details in **Table 1**.

6. Third-party software

For most third-party software such as Robotic Dispense systems there is no impact from the changes to your POS and Dispense systems and **you do not need to take any action**. **Table 3** details the known third-party systems and confirmation of status regarding this change.

Table 3:

Third-party vendor	What you need to know:
BD ROWA	No impact, and no action required.
DoseAid	No impact, and no action required.
MediSecure	No impact, and no action required.
MyPak	No impact, and no action required.
MyPak	No impact, and no action required.
WebsterCare	No impact, and no action required.
BestMed	No impact, and no action required.
MPS - Quantum	Will be automatically updated, and no action required.
Pharmengage	No impact, and no action required.
HealthStream	No impact, and no action required.
JVM	No impact, and no action required.
Omnicell	No impact, and no action required.
Willach	No impact, and no action required.
MediTec	Some changes will be made in the backend, but no action required.
Gollmann	No impact, and no action required.
MedAdvisor	No impact, and no action required.
Guildcare	No impact, and no action required.

If you have another third-party software you use in your pharmacy that is not listed, you can contact your Sigma Healthcare BDM or Territory Manager to discuss if needed.