FRED.OFFICE

TILL SHORTCUT TIPS FOR TOUCHSCREENS

CASH SALE:

- Log on
- Scan OTC Item(s)
- If sale includes prescriptions, touch the **Fred Dispense Script** hotkey to add prescriptions, select the patient from the list & touch **Select** to select them
- Touch **OK** to go to the Tender Screen
- Touch **+** to finalise the transaction with the exact money received
- OR type the amount tendered & press **Enter**

CHEQUE SALE:

- Log on
- Scan OTC Items(s)
- If sale includes prescriptions, touch the **Fred Dispense Script** hotkey to add prescriptions, select the patient from the list & touch **Select**
- Touch **OK** and Touch the **Cheque** hotkey
- Touch **+** to finalise the sale

TEMPORARY PRICE OVERRIDE:

- Touch the screen, or use the mouse or the Arrow keys to place the cursor (rectangle box) over the Price field of the item to be changed
- Type the price of the itemPress **OK** or touch the **Down Arrow** to ensure the cursor (rectangle box) is on the next available line before scanning any additional items

DISCOUNT AN ENTIRE SALE:

- Scan item(s) to be purchased
- Ensure cursor (rectangle box) is below the items scanned
- Touch the **Discount** hotkey
- Ensure **Discount from Retail Price** is selected (on the right side of the window)
- Type the Discount Percentage in the box & touch **OK**
- Proceed with the transaction

VOID AN ENTIRE SALE:

- Touch the **Escape** key
- The entire sale is cancelled

Note: Touching the Escape key will Exit the Till if there is no transaction on the screen

NO SALE:

- Log on
- Touch the **NO Sale** hotkey
- Touch the Secure hotkey before walking away, to ensure the Till is secured

REPRINT A RECEIPT THAT OCCURRED DURING ANY DATE RANGE:

- Log on
- Touch the **Journal** hotkey
- Touch **Lookup** & select the required date range
- Touch the **Home key** to start at the first receipt
- Touch the **Page Up & Page Down** keys to scroll through receipts in order
- Press **Print** to print once the required receipt is visible

CREDIT CARD SALE:

- Log on
- Scan OTC Items
- If the sale includes prescriptions, touch the **Fred Dispense Script** hotkey to add prescriptions, select the patient from list & touch OK
- Touch **OK**
- Touch the **Credit card /EFTPOS** hotkey
- Touch **+** to finalise the transaction

Proceed with Eftpos functions as required (refer to your bank or Integrated Eftpos Provider for further information)

CASH OUT WITH PURCHASE:

- Log on
- Scan items to be purchased
- Touch **OK**

Non-integrated Eftpos

- Type the Cash Amount as a negative e.g. –50.00 for fifty dollar cash out

Integrated Eftpos

- Arrow Down to **Credit Card/ EFTPOS** & touch **+** to finalise the transaction

Proceed with Eftpos functions as required (refer to your bank or Integrated Eftpos Provider for further information)

DISCOUNT A SINGLE ITEM:

- Scan item to be discounted
- Touch the **Item Lookup Code** of the item to be discounted ensuring that the cursor (rectangle box) is over the Item Lookup Code
- Touch the **Discount** hotkey
- Ensure **Discount Percentage from Retail** is selected (on the right side of the window)
- Type the Discount Percentage in the box & touch **OK**
- Touch **OK** or touch the **Down Arrow** to ensure the cursor is on the next available line
- Proceed with the transaction

VOID AN ITEM:

- Touch the **Item Lookup Code** of the item to be voided, ensuring the cursor (rectangle box) is over the Item Lookup Code
- Touch the **Delete** key

RETURN A SALE:

- Log on
- Touch the **Return** hotkey
- Scan the item(s) being returned, they will appear in red
- Touch OK & select the Tender Type method for the refund

REPRINT A RECEIPT FOR A PREVIOUS SALE:

- Log on
- Press the **Reprint Receipt** hotkey
- This will reprint a receipt for the last transaction on this register

For further assistance please contact Fred Help on 1300 731 888 or help@fred.com.au

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TILL SHORTCUT TIPS FOR TOUCHSCREENS

CUSTOMER ACCOUNT SALES:

- Log on
- Touch **Select Customer** hotkey
- Type the first few letters of the surname
- Highlight the correct customer & touch **Select**
- Scan OTC item(s). If sale includes prescriptions, touch the **Fred Dispense Script** hotkey to add prescriptions, select the patient from list and touch **OK**
- Touch **OK**
- Touch the **By Account** hotkey and touch **+** finalise the transaction

CHECK CUSTOMER ACCOUNT BALANCES:

- Log on
- Touch the **Select Customer** button
- Type the first few letters of the surname to search
- Highlight the correct customer & touch **Select**
- Store balance will appear in the top left hand corner where the customer name is located

CREATE A LAY-BY:

- Log on
- Press the **Select Customer** hotkey
- Type the first few letters of surname to search

If the customer is listed

- Highlight the correct customer & touch **Select**

If the customer is not listed

- Press **ESC**
- Touch the **New Customer** hotkey
- Type the customer's **Firstname**, **Surname**, **Address** & **Phone Number** & touch **OK**
- Scan items to be put on Lay-by
- Touch the **Lay-by** hotkey **(or Ctrl+F8)** to activate the layby
- Touch the **Details** hotkey to go to the Lay-by Details
- Touch the **Override Deposit** box, type the Deposit Amount & touch **OK**
- Touch **OK**
- Select the correct Tender Type for the lay-by deposit & finalise the transaction

CREATE A WORK ORDER:

(SHORT TERM ACCOUNT / SPECIAL ORDER)

- Log on
- Scan Items(s) to be purchased
- Touch the **Work Order** hotkey
- Touch **Details** hotkey
- Type the Customer Name & Contact Details in the **Comment** field
- Touch **Override deposit,** type the Deposit Amount (if any given) & touch **OK**
- Touch **OK**
- Select the correct Tender Type for the Work Order deposit & finalise the transaction

RETRIEVE A WORK ORDER:

(SHORT TERM ACCOUNT / SPECIAL ORDER)

- Touch the **Recall** hotkey
- Highlight the option **Recall a Work Order** & touch **OK**
- Highlight the correct Work Order & touch **OK**
- Touch **OK**
- Select **Pick Up Entire Work Order** & touch **OK**
- Select the correct Tender Type & finalise the transaction

CUSTOMER ACCOUNT PAYMENTS:

- Log on
- Touch **Select Customer** hotkey
- Type the first few letters of the surname to search
- Highlight the correct customer & touch **Select**
- Touch the **Account Payment** hotkey
- Type the Payment Amount in the box **Payment Received** and touch **OK** to continue
- Select the Tender type method for the payment and finalise the transaction

Note: DO NOT make a purchase and a payment on the same transaction

CHECK CUSTOMER ACCOUNT PURCHASES:

- Log on
- Touch the **Select Customer** button
- Type the first few letters of the surname to search
- Highlight the correct customer & touch **Select** to select them
- Touch the **New/Edit Customer** Hotkey
- Touch the **Purchase History Tab**
- This will display the purchase history for selected customer

LAY-BY INTERIM PAYMENT:

- Log on
- Touch the **Recall** hotkey & select **Recall a Layaway**
- Highlight the correct Lay-by & touch **OK**
- Touch the **Lay-by Payment** hotkey **(or Shift+F4)** to show the Lay-by Payment window
- Type the Lay-by Payment amount & touch **OK**
- Select the correct Tender Type for the lay-by interim payment & finalise the transaction

LAY-BY FINAL PICKUP:

- Log on
- Touch the **Recall hotkey** & select Recall a Layaway
- Highlight the correct Lay-by & touch **OK**
- Touch **OK** to go to the Layaway Options
- Select **Pick Up Entire Layaway** & touch **OK**
- Select the correct Tender Type for the lay-by balance remaining & finalise the transaction

END OF DAY (ON EACH TILL):

- Log on
- Touch the **No Sale** hotkey to open the drawer
- Touch the **End Day** hotkey
- Highlight **Print Z Report** & touch **OK**
- Touch **Y**(es) to the question
- Remove takings from the Till & put them with the Z-Report
- Log on again to start backup process
- Touch **OK** once backup has finished
- Touch **ESC** to close the Till program
- Ensure no programs are still running & turn the computer monitor off

Note: Refer to your Bank or Integrated Eftpos provider for EOD instructions for your Eftpos

Consolidation of EOD takings are completed after the End of Day process in Fred Office > Activity > Batch Entry. Please refer to the F1 Help for further details of this procedure (including Reporting of Tax/Non Tax figures).