



IMPORTANT FRED POS INSTALLATION TRAINING FAQs

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Summary	1
Details.....	1
Other Details.....	4
Keywords	4

Summary

This document contains important frequently asked questions regarding training during your Fred POS installation. It is designed to give you a better understanding of what will be required of you and your staff during this busy time and what you as an owner or manager can expect from the training being provided as part of your Fred POS installation.

Details

What should my staff be able to do at the completion of the training?

Your POS Coordinators/ Specialists should be able to:

- Sell at the register
- "Sell" Prescriptions at the register
- Enquire on and charge to personal accounts at the register
- Use Loyalty at the register
- Place orders, both daily and bulk.
- Receive orders using Fred SatScan and/or the orders area on the back office
- Add items to the database
- Open a new Customer Account
- Make adjustments to Customer Accounts
- Prepare statements for Customer Accounts
- Prepare the "x" and "z" reads from the register(s) and balance the registers

Your other pharmacy assistants (based on your Store's Procedures) should be able to

- Sell at the register
- "Sell" Prescriptions at the register
- Enquire on and charge to personal accounts at the register
- Use Loyalty/ at the register
- Prepare the "x" and "z" reads from the register(s) and balance the registers

Who should I choose as my POS Co-ordinator/ Specialist(s)?

Choose staff who are flexible and adaptable and capable of training other staff. This is not always “the senior member” though the store works best if the POS Specialist has authority to make pricing and purchasing decisions without reference to other staff. An understanding of computers and the way software works is preferable and highly advantageous.

It is not recommended that you select a Pharmacist/ Employer/ Owner within the Store as they are already “time-poor”. To undertake to do all the tasking necessary as “co-ordinator” will stretch this situation to breaking point.

I want to have all my staff trained but some are part-timers. How can we arrange for them to get trained as well?

The training Fred includes with your purchase of the product is meant to be “train the trainer”. That is, we will train staff members who are capable of then training other staff as well. This means that it is imperative that the staff who attend the formal training are capable of acting, in turn, as trainers.

You offer a “full day’s training”. What does this mean?

Our trainer will be in store from 9am to 5pm on the specified day. During this 8 hour window, it is expected that the people designated as co-ordinators will be available, uninterrupted for training. It is unfair to expect a trainer to continually stop and start training sessions while people are called away to normal store tasks. This interrupts the learning process and can hinder you in both the short and long term. The more attention is paid to the training, the more effectively your POS will operate. This schedule includes times for breaks such as lunch.

What if I am not happy with the outcome of the training sessions provided at installation?

Learning a new POS is a complex and time-consuming effort. It is highly unlikely that anything other than time and practice will equip your staff to truly “know” the product. Our target on the training day(s) provided is to enable your staff to perform the basic operations:

- The register
- Place and receive orders
- Add items to the database
- Add and maintain customer accounts

Even within these headings there are things which cannot be covered and which will require a gradual “learning” to occur. This is why “train the trainer” is so valuable. Nothing teaches better than trying to teach someone else. This interaction raises questions and “what if’s” which are practical and task-oriented. But they will only be raised over time.

Of course we are happy to provide extra training after the initial installation and follow-up day through our short courses if you so require. A brochure outlining these courses and costs involved can be sent to you upon request from Fred. In the unlikely occurrence of technical errors or unpredicted delays, our staff will discuss these with you and solutions will be presented.

I have used POS systems for years. I really don't need much training.

Each and every POS system is different. They handle things differently, they require different procedures and even the navigation within the back office differs. Trying to apply previously learned processes to a new POS will cause frustration.

My Store is very busy so training will have to fit in around the business.

If you try and have your staff perform all their normal tasks while undergoing training, nothing will be learned. It is essential to schedule the time of your designated co-ordinators so they can be adequately trained. This is why we strongly recommend putting on extra staff during your installation to allow your co-ordinators this time to focus on learning these important new skills. This uninterrupted time will provide you with the best possible start with your new system.

My customers will not stand for staff ignoring them while they are trained.

There are several ways to assist your customers during the transition. The first and easiest way is to bring in extra staff for the day so no-one notices any difference in service. If this is not possible, the placement of some "LEARNER" signs near the POSs will show customers something unusual is afoot. Inform your other staff to anticipate questions so that customers anxieties are met at once.

The previous POS we had offered 5 days in-store training. I expect you will do the same.

Over the years POS has been in Store, all sorts of variations in time spans have been tried. The general experience over all POS systems is that extended training periods are highly inefficient. They develop into the trainer standing around for long periods while staff are pulled away, followed by a blitz of training on the last day. This generally leads to not enough being covered followed by too much and information overload. Neither works or aids retention. The feedback from these sessions is almost invariably negative.

We offer one day to get you up and running and to get the co-ordinators trained. Fred's focus here is to make sure you can perform basic functions, not learn everything, hence why we recommend a couple days only. We then offer a further day's training some time later (when people are more familiar with the product) to round out what has been learned and tackle some of the more advanced features, helping you get the most out of your new POS system. Our experience has been that this works very effectively, breaking down the information into manageable pieces.

My staff and I know the current POS really well. How long will it take to know the new one equally as well?

If you use the "train the trainer" format, if you allow sufficient time and space for the co-ordinators to be trained, if you support your staff in their training efforts you will find that the routines within your new POS become second nature rapidly. Our experience has been that when these things are done, little trauma results.

I have a staff member who has worked with your systems before so we won't need any training.

Fred's products and services continually grow and develop over time to meet both our customer and industry needs, there will no doubt be new features your staff member has not seen. Finally, until you have a chance to truly test the level of understanding this staff member has, you will not know whether they are fully competent or not. In this circumstance, the training will test how well this staff member remembers what they have learned, whether they really are competent and whether they know of any changes which have occurred since they last used the system.

Other Details

Included in the purchase of your Point of Sale System is:

- A licence to use the software on a continuing basis
- Installation and configuration of the Software
- Deployment and configuration of hardware
- Instore installation of hardware
 - Network configuration
 - Includes Back Office computer/file server and registers
- Database preparation and configuration
- Liaison with suppliers, groups and other external parties
- Pre install Day
- Staff training; includes
 - Live Week: POS Till Training
 - Live Week: Live Day Training
 - Follow up training

NOTE: Please refer to your sales quote for further information specific to your store or contact your state office to speak with your Sales Manager.

Keywords

Fred POS; Fred Office; Fred NUHQ; Installation; Training |



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