⑤ FRED.POS

INSTALLATION SURVIVAL GUIDE

Microsoft Dynamics™
Retail Management System

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Everything you need to know and more about your upcoming…Point of Sale Installation…

This is going to be a very busy time for you and your business so we would like to take this opportunity to explain a little bit about what we have in store for you over the coming month/s.

Welcome

Whoever said "a change is as good as a holiday" never tried to introduce change into a Pharmacy business. Generally such attempts (new shop fittings, new POS, new dispense, new routines, and new staff) cause absolute chaos!

But no more…

Fred Health have developed this booklet to help you as the customer have a much smoother and less stressful transition into your new point of sale program.

Your very own Install Team

Fred Health takes the unique approach of project managing each and every installation. Every item in your installation process is scheduled and planned to help ensure a successful installation for our customers.

This means that throughout the installation period you will have one contact person assigned to you who will act as your sole point of contact. This Project Manager will be able to answer any questions, concerns or queries regarding your installation. Your Project Manager will also ring you regularly to organise the next phase of your installation to ensure a smooth transition for you. In short, we plan so you succeed – but we need your help!

Initial Customer Support

We understand how important the first few weeks can be to you. Therefore, Fred Health provide ongoing support for the new system through your installation team for the first 4-8 weeks after you installation.

This means that when you call, you will speak to the people responsible for your installation. They will have knowledge of your requirements and your installation. This way we can manage your issues better and base our answers on knowing what is important to you.

The installation support staff will contact you during the week of your installation.

A typical Installation

Fred Health works on a 4 week minimum cycle for installations starting from the receipt of your signed quote. This allows us to effectively plan for such tasks as delivery of your hardware and software licenses, conduct pre-installation training, gather the relevant information and generally make sure that every detail is planned properly. Other outside influences can lengthen this timeline such as shop fitting and store re-location etc.

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Below are some quotes from customers who have had our POS installed in the past 12 months.

Do you think that you had enough training in the new system?

"Apart from not having enough staff, we were happy. We can not emphasise enough for other installations to put on extra staff."

"The training was good, but we always had to go away to serve customers. You need to put extra staff on for that week to cover for the staff in training sessions."

"We really struggled having staff away from work for training."

What other information could have helped you with the installation?

"We needed to know more about how much data from my old system would come across. For example some old, inactive items from the old system came across into the new POS system which we didn't need."

What would you do differently next time?

"I would seriously consider hiring temp staff through an agency for the week of the installation. You need to cover for staff while they are in training."

"I wish I hadn't cancelled support for my old system so quickly. I needed to print off old account records and no one could help me. "

"I would make sure the shop staff members are trained properly. Being a pharmacist I found I was too busy helping customers in the dispensary to sit in on the training."

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What To Do

- Ensure all staff members are on deck.
- Consider getting extra staff to cover training sessions.
- Stock up the pharmacy shelves prior to the installation.
- Make sure the staff members who do the work get the training.
- Pass on the installation documentation we send you to the relevant staff members to action.
- Let your customers know what is going on.
- Complete a stock take in your old point of sale prior to the installation

What NOT to do

- Have staff away on holidays.
- Have us train people who don't use the point of sale (e.g. pharmacist)
- Don't tell your staff about what is happening.
- Arrange other meetings during the installation week.
- Spend all your time dispensing during the installation week
- Complete a stock take in the first 1-3 months after your get the new point of sale (You will not know the system well enough to get the benefits of doing a full stock take).

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Below are tasks that you, as the pharmacy owner can do to help make your own install smoother and more successful!

POS Requirements List

Don't Presume

It is a common expectation that any new POS will do exactly what you need. It must be remembered however that no two businesses operate the same way, which is why no two point of sales are the same!

Don't presume your new POS will do everything exactly the same as your old POS.

To help with this, we ask that you talk to your staff and get them to list the things they do, and what they need to do in order to do their job. This will help you develop a POS requirements list. This list can then be used in your discussions with us to help plan and implement the POS effectively.

Below is a brief example of a POS requirements list. This has been broken down into different areas to help prompt you to think about what you do. How many things you list are up to you.

Now it is over to you!

POS Requirements

Customer Accounts
Can account limits be enforced?
Can you use temporary accounts?

Administration
Different levels of access for staff

Technical
Can I use my existing computers with your POS?
What are the system requirements for your POS?

Dispense Integration
Able to view and print scripts not collected
Can your system sell scripts at the till?

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Able to view and print scripts not collected
Can your system sell scripts at the till?

Reporting
Can you export reports to Excel?
Do you have true cost reporting?

POS
Does your POS include hire?
Do you have a club program in your POS?
Can you report on outstanding lay-bys by date or $$ value?

Ordering
Are you able to change suppliers from default/primary supplier?
Can your POS do rate of usage ordering?

Item Management
Can you set up special sale promotion items including date ranges?
Can you add new items in bulk?

Training & Support
7 day a week telephone support
Do I have to pay for additional training after the install?

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INSTALLATION TO DO LIST

Install Preparation (Week 1)

- Sign and return the quote to Fred Health to start your Installation;
  - **Note:** Nothing starts until this step is completed.
- Return the administration forms to your Install Team as soon as possible;
- Put some time aside to complete the Pre-Install Questionnaire;
  - **Note:** If you have any questions please ask Fred Health.

Site Visit (Week 1)

- Spare some time to discuss the hardware requirements for your install with the Technician on their site visit;

Internet (Week 1)

- Start organising your Internet this week – remember it may take weeks!
- Moving shop? Assign a phone line early so that your connection will be ready on time;
- Regularly check internet status and communicate any delays to your Install Team;

Integrated Eftpos (Week 1)

- Read the plans that the banks are offering and decide which is best for you;
- Send through the appropriate paperwork to the bank ASAP!

Test Conversion (Week 2)

- Allocate a staff member to start this maintenance work being completed on your current POS
- Speak to your existing point of sale company to ensure you can access your old POS system after the change over.

Pre-Installation Day (Week 3)

- Consider who will be your POS Specialist (This is not always the most senior person);
- Bring your staff schedule to the Pre-Installation Day;
- Collate a list of questions that you may have about the system or the upcoming installation;

Installation Night

- Organise to stay back on the installation night. This could be a late one!
- Make Centre Management or your security company aware that you will be in the pharmacy late. They may need to know for security purposes;
- Print the account statements and a report of your account balances;
- Generate an increased wholesaler order to allow for the installation week;

Live Day and Day after

- Make sure that the staff members attending training do not have any appointments booked during the training sessions (for example, no appointments with sales representatives);
- Roster extra staff on to cover the staff that are in training;
- Make sure that staff have the manuals on hand at the tills;
- Spare some time at the end of the day to discuss the completion of the training content.

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When you first speak to your Project Manager, one of the first things that will happen is that you will receive a pack of installation forms to fill in and send back. These forms are very important to ensure we have all of the specific information we need ensuring a smoother transition.

These forms consist of Pre-Installation Questionnaire, Credit Application, E-Plan Flyer and Fred Net Application Form (if applicable).

What are these forms for?

Pre-Installation Questionnaire

This document is vital for your installation as it helps us understand how we can configure the new Point of Sale software to suit your needs. This information is then regularly referred to by both the Trainer and the Technician in preparation for your installation. You will notice that some of the questions are quite technical so if you are not sure of the answers then ring your Project Manager to discuss these further.

Credit Application

The credit application opens your line of credit with our accounts team at Fred Health. Even if you are getting finance for your installation or currently have some of our systems, this form still needs to be filled out. This opens your account for future transactions such as support charges and to ensure that we have the latest billing details for your business.

E-Plan Flyer

You may be eligible for a discount of up to 12.5% on your support fees if you pay by direct debit! Read this flyer and contact our accounts team on (03) 9418 1800 for further information.

Fred Net Application

You may or may not know that Fred Health is also an Internet Service Provider! If you would like to sign up for Fred Net then you will need to fill in the application form and fax it back to us.

Other Forms that you may receive throughout the process...

Merchant Application Forms (from NAB or St George)

These forms are purely if you decide to use integrated EFTPOS with your new Point of Sale system. These forms are from the bank and need to be sent directly back to the bank of your choice.

Backup Application Form

This form is for those who are applying for any of our managed backup services. By filling in this form it gives us the required information to proceed with setting up your account.

Rental Server Agreement

This form will come to you via our Technician after the site visit. The Technician will fill in the necessary details and forward it to you for your perusal and signature.

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Purpose of a Site Visit

A site visit helps Fred Health us understand the installation requirements in your store. It also gives the Technician a chance to go through the quote with you and confirm its contents. You may notice that the Technician will thoroughly check your store right down to the number of power points that are positioned near each computer.

The technician will complete a test conversion during the site visit and print out a number of conversion reports. Please have a member of your staff available for the technician to discuss these reports and explain how to perform the relevant data maintenance which needs to be done prior to your live conversion.

Handy Hints to remember for the Site Visit

• Make sure that you will have someone to cover for you while we are onsite. The Technician needs your feedback on the installation and this time with you is advantageous;

• Have a copy of the pre-installation questionnaire that we sent you, as the Technician will be going over this with you to confirm details;

• Do you have any external software that might need installing on the new computers? This could be everything down to MS Excel, Word etc. Have the CDs ready and discuss this with the Technician.

Additional items to consider if you are getting a Shop Fit

Shop fits can be major events to you and your business! The end result will look fantastic BUT there are lot of things to consider prior to be able to accommodate your new computer systems. Your technician will want to cover all of the details below on his site visit.

Have you got enough power points?

As a minimum each computer is accompanied by a screen, at least one printer and usually one scanner. This means at least 4 pieces of hardware requiring power. Fred Health recommends at least 4 power points PER computer.

Do you have enough network points?

Each computer must have its own network access point. Our Technicians are not qualified to conduct any cabling work for you so make sure that you told your electrician that you will need a network point at each computer.

Do you have enough phone jacks?

EFTPOS, internet, Business phones, faxes and security alarms all need phone line access. To allow for expansion each telephone connection should have its own phone jack. Piggy backing multiple connections are temporary solutions and you may encounter issues later on. Get onto your telephony company now and get them moving on your phone line installation!

Have you provided access between the hardware and the power points, telephone jacks and network points?

Careful consideration needs to be given to how accessible the computers and cables in the cabinet are often holes are not drilled in benches or are drilled much too small for the cables to pass through (the ends of a parallel printer cable are the minimum size needed). If these holes are not drilled when the computers are due to be installed, our technicians will setup the best temporary measures to get around this. Any subsequent call backs in regards to installing these again will be charged at full call out rates.

Are your benches adequate for the type of hardware you are getting?

Examples of these are flip top cash drawers which require a different amount of space in the bench as compared to standard cash drawers. Another example is not to have doors on any cupboards where computers are to be stored as this will cause your computers to overheat.

Will your phone lines and Internet be ready on time?

Having a shop fit and/or moving location of your store can mean that new phone lines have to be connected or existing ones need to be moved to the new location. It is a good idea to start early on this as the connections of your phone lines directly affects the availability of your internet and without this the installation will be delayed. See next section for more information on internet.

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As you have read earlier, installing a new internet connection can take quite some time. It is best to start right now!

When applying for an internet connection there are two types of applications. The first is a new connection (no existing ADSL or new phone lines). The second is called a "churn" which is changing from one internet provider to another.

New Connections

A new connection can take up to **21 working days** to process. Once your ISP has received your application form they will then need to place a "provisioning request" through to Telstra. This time frame allows Telstra to activate your phone account at the exchange. Once the request is activated, it is all systems go for your internet.

Churning

Churning from one internet provider to another is a slightly shorter timeframe. We suggest you allow **7 – 10 working days** on this one. Again once you have submitted your application then the request goes to Telstra to swap over the line to your desired internet provider. As you can see both internet connections are lengthy processes so decide who will be your Internet Service provider early and get the ball rolling!

Important Tips to Remember when getting Internet

- Find out the exact internet speed that you need from your Fred Health Technician.Our POS runs on a minimum of 512/512kbps;

- Get your phone number provider moving with your phone lines if you are connecting new lines or moving them from an existing location? Broadband can only be changed over once they are connected;

- Talk to Centre Management in case they have any roadblocks e.g. cabling;

- Decide on an ISP! If you are interested in Fred Net chat to Fred Health about this service. We would be happy to help;

- The cheapest internet service provider may not be the most suitable for your business so make sure that you carefully consider all the options;

- Assume nothing! **Start Early!**

Handy Hints with connecting new phone lines or moving existing ones:

- Get new phone lines connected early!

- If you are moving your phone lines to the new location then switch over a fax line early (or another line that is used less). This way the internet can be ordered on the new number. Remember, the internet is critical to your new point of sale and must be operational prior to the installation.

Purpose of a Test Conversion

A test conversion is done so that we can test the quality of your data as it converts into our POS system. Once it is completed we will be able to give you a report on stock cards that may need fixing as well as customer accounts and their balances.

What is AppCAT?

AppCAT stands for Australian Pharmaceutical Product Catalogue. AppCAT is a reference catalogue of items available in Australian Pharmacies and Hospitals. This catalogue has been developed by Fred Health for use in our POS programs and can be found via the website http://www.appcat.com.au

What will be checked in the test conversion?

When a test conversion is done on your data there will be two main areas that the technician will check. These are Items and Customers. Below are the main things that the technician will check from each area:

Items:

- Multiple items matched to the same AppCAT item
- Number of Items converted (the amount of stock cards that you have in your current database);
- The amount of these items that match AppCAT;
- Do Item prices appear to have converted correctly;
- Do stock on hand figures appear to have converted correctly;
- Is tax set correctly (compared to your existing POS);
- Has item sales history converted;

Customers:

- Number of customers converted;
- Do account balances, names and addresses match (compared with your old POS);
- Print Statement summary for customer to view balances.

So what do I do now I know how my data will convert?

Have you ever heard the saying "rubbish in, rubbish out"? If your database has a lot of stock cards that need deleting or duplicated barcodes and PDEs, then this is your opportunity to fix it now so that you can start afresh with an up to date, fully maintained database.

Remember your staff are familiar with your current system and won't need help in doing this item maintenance but if you wait until after the system is converted, not only will you and your staff be coping with a new system but you will have a lot of data maintenance waiting to be done.

Access to Old POS

Speak to your old POS company about what is required to have access to the system after you change over. You may find you need to check old account statements or item information. If you can't access the old system then you won't be able to find the information you need. Fred Health will not be able to configure printers for your old POS.

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The NAB Integrated EFTPOS Process

How it works

1. Fred Health provides the NAB forms and you apply for a merchant facility directly with NAB. The application is processed by NAB without an application fee. This does not require you to change banking services for anything else but card transactions. The NAB will then forward these transactions to a nominated account.

2. Upon approval from NAB, Fred Health provides the EFPTOS software, hardware and communications services.

3. NAB provides the bank merchant services at low base merchant rate which excludes the equipment, service and communications costs. The current base rate is available on request.

4. Fred Health will provide the support, software and communications infrastructure for the integrated EFTPOS service. We will add an EFTPOS Service charge to the NAB bank base rate and directly debit your nominated account at the same time as the bank each month. The combined NAB and Fred Health card fees should be competitive with your card fees.

This process will take approximately 10 days to complete so must be applied for early in case of delays.

The St George Integrated EFTPOS Process

How it works

1. Fred Health provides the St George forms and you apply for a merchant facility directly with St George.

2. You apply for a merchant facility directly with our St George Relationship Manager. This does not require you to change banking services for anything else but card transactions. St George will then forward these transactions to a nominated account. Fred Health provides a personal account manager at St George and the application is processed by St George without an application fee.

3. Upon approval, you lease your EFTPOS equipment from St George for a nominated monthly charge. This allows St George to cover you with a replacement pin pad within 5 business hours, as well as provide software support for the pin pads.

4. St George provides the bank merchant services at low base merchant rate which includes the equipment, service and communications costs.

5. Fred Health will provide the support, software and communications infrastructure for the integrated EFTPOS service. St George will add an EFTPOS Service charge to the base rate and directly debit your nominated account at the same time as the bank each month. The combined St George and Fred Health card fees should be competitive with your current card fees.

This whole process will take approximately 10 business days to process. Once all of the paperwork is completed your new terminals and pin pads will be delivered directly to the Fred Health office ready for your installation.

Pre-Installation Day

A pre-installation day is a day where you as the owner and your key members of staff come into the Fred Health office to discuss a number of topics that are relevant to your installation.

This day will be conducted by your installation trainer and the topics that you will include:

• Overview on your new Point of Sale system

• Security levels and settings for your staff members;

• Your converted data and what it will look like;

• Your installation training content and schedule;

• Configuration and procedural discussions including store policies;

• Training recommendations for the installation week.

Who exactly should attend

The most important person to attend is you! We need your authority on procedures, policies and decisions to be made. Fred Health recommend that you bring your manager and your nominated POS Specialist with you. This is so they are aware of what is going to happen and can help you to organise your store prior to the install.

Some things to consider prior to the Pre-installation Day

The Pre-Installation Day an ideal opportunity for you to ask any questions that you may have with regards to the installation week. An installation in a pharmacy is a huge change for yourself and your staff so knowing what is going to happen early can make for a smoother ride!

What to Bring to the Pre-Installation Day

• A copy of your staff schedule;

• A list of any questions that you would like answered;

• A printed list of your auto charge customer accounts to compare against the test conversion data;

• A copy of your favourite reports from your current POS system.

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DAY 1 – The Install Night

On the day of the installation the Technician will arrive at your pharmacy in the afternoon to start work. Since the store would not have closed as yet he will start installing the new hardware as well as the Point of Sale software on any existing computers.

Once the store closes the Technician will start converting your current POS database to the new program. This could take several hours to finish as the Technician will need to have the complete system up and running as much as possible by the time he leaves that night in preparation for live day.

While the Technician is installing your new system, a Trainer will also be onsite to run till training sessions. There will be a maximum of 2 sessions taking 2 hours each. These sessions will need to consist of a maximum of 4 - 5 people for each group.

These till sessions are run for staff who will be working at the store the next day. The sessions are designed to be a "train the trainer" type course where your staff will then need to train the remaining staff. For more information please see the Training FAQ's page later in this booklet.

You would have worked out the training schedule for these sessions in your pre-installation day. If there are any last minute changes please do not hesitate to let your Install Team know as soon as possible.

Things to consider in preparation for the install night:

Be prepared for a late night as someone needs to be at the pharmacy while the Technician is there and to lock up when the Technician has finished;

Speak to Centre Management or your security firm in case you need to be at the premises later than usual. They will need to know for security purposes;

Make sure you print your account statements prior to the install as well as a report of all current account balances. As a suggestion, if your installation is occurring mid month to your normal statement run then draft a note for each customer explaining the presence of two statements this month;

Generate an increased order to your wholesaler, this order will need to cover your store for at least a couple of days while staff members are attending training and the system is becoming fully operational. In this time you will need to phone or fax any additional orders through.

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DAY 2 – Live Day

Today is a big day! You will have staff learning the new computer systems, customers coming in to be served and Fred Health staff finalising the installation of your systems.

Your Trainer and Technician will arrive at your store approximately half an hour before opening so someone will need to be there to let them in. You will notice them going through checklists to make sure that the computers are ready to operate and your staff can hit the ground running as soon as the doors open! After a morning at the tills making sure that your staff can efficiently put through sales and continue to serve the customers the way that they know best, the trainer will then commence the Back Office training schedule. This schedule will last for the rest of the day and be quite intensive so make sure your staff members are prepared with as few distractions as possible!

Training topics scheduled to be covered this day:

- Tills (continued);
- Item Management (Stock cards and AppCAT);
- Satscan;
- End of Day Procedures;

The Trainer will also set aside some time at the end of the day to give you an update on the training so far and any points that are worth noting for future reference. While your training is underway, your install Technician will be onsite so if you notice anything at all that might need changing or adjusting then please let them know as soon as possible.

Things to consider for Live Day:

- Make sure that any sales rep appointments are covered for the people that are attending the training. There is a lot of content to cover and the trainer is only onsite for a particular amount of time so minimal interruptions are best!

- It is also a good idea to roster on extra staff on the floor to cover the training staff and to cope with the implementation of a new system;

- Suggest that staff take notes in the training sessions; it is always handy to refer back to these once the Trainer has left your store.

- **Reminder** – Make sure that you fax your orders to your wholesalers today! Your system will not be able to generate orders on the first day.

- **Pharmacy Notice Board:** Pin a copy of the training plan to the pharmacy notice board so that lunches and other tasks can be coordinated with the training timetable.

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DAY 3 – Day after Live Day

Your Trainer will be onsite again for today to carry out the balance of the installation training to your POS staff. This will be the last day that the trainer is onsite so if you have any questions at all then please make sure that you ask before the end of the day.

Training topics scheduled to be covered this day:

- Front of Shop Ordering (designed for your shop staff);
- Ordering for the Dispensary (designed for staff that generate your ethical order - if different to the above);
- Debtors;
- Stock Transfers;
- Converted Data maintenance;
- The Trainer will speak to you at the end of the training to give you a full report on how the balance of the training went.

Follow Up Training

At least one month after the installation, your Trainer will come back out to your site to conduct a Follow up Training Day. This day is designed to cover those areas **you and your staff** would like additional training in or have any further questions about. This is also for training topics that did not get covered from the install training or may need covering at a more advanced level.

Your Trainer will call you prior to the training to organise what content you would like to cover in your Follow up Training Day.

Suggested Training Topics

Rate of Sale Ordering – your system would have built up enough history by this time to implement this into your pharmacy. For more information about Rate of Sale Ordering discuss it further with your trainer prior to this day;

- Advanced Reporting;
- NUHQ Hire Module;
- Club SO (Loyalty Club).

Things to organise prior to the training

Speak to your staff about the areas of the system that they would like to cover with the Trainer;

Collate a list to give to the Trainer **prior** to coming out. This way the Trainer can gather any further documentation that may be beneficial to ensure that you get the most out of your training day.

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

The aim of the initial training is to ensure your staff members have the skills to perform the day to day tasks for your business. These include;

• Selling items and prescriptions at the register

• Use EFTPOS at the register

• Enquire on and charge to personal accounts at the register

• Open a new Customer Account, make adjustments to Customer Accounts and prepare statements for Customer Accounts

• Prepare the "x" and "z" reads from the register(s) and balance the registers

• Place & receive orders

• Add ITEMS to the POS

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

• Sell items and prescriptions at the register

• Use EFTPOS at the register

• Enquire on and charge to personal accounts at the register

• Open a new Customer Account

• Prepare the "x" and "z" reads from the register(s) and balance the registers

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 Health 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 training your other staff. This means that it is imperative that the staff members who attend the formal training are capable of acting, in turn, as trainers.

You have asked for me to specify a staff member to be the POS CO-ORDINATOR but this will be me (the Pharmacist).

This is NOT recommended. As the Pharmacist/Employer/Manager within the Pharmacy you are already "time-poor". To undertake to do all the tasking necessary as "co-ordinator" will stretch this situation to breaking point.

Who should I choose as my POS Specialist(s)?

Choose staff members that are flexible and adaptable and capable of training other staff. This is not always "the senior girl" 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 an advantage.

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If I am not happy with the outcome of the training session how do I arrange for more training?

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. What our target is in the day 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

My Pharmacy 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 sacrifice the time of your designated "co-ordinators" so they can be adequately trained. This will provide you with the best possible start with a new system.

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

There are several ways to placate your customers. The first and most obvious way is to bring in extra staff for the day so no-one notices any lack of staff on the floor. If this is not possible, the placement of some "LEARNER" signs near the tills will show customers something "unusual" is afoot.

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

Although this can sometimes be a benefit, it should not be taken for granted that everything will go smoothly. If some of your staff has used our point of sale before, then this allows us to focus on different areas of your training requirements.

How can I evaluate how much my staff members have learnt?

Your staff should be able to:

- Place a daily order with your major wholesaler for both OTC and ETHICAL products.
- Receive this daily order into stock via Satscan and/or the Ordering module.
- Adjust retail prices from the INVOICE and print new shelf labels.
- Place a bulk order once a month for OTC and ETHICAL products from the major wholesaler.
- Add a new product from APPCAT.
- Use the cash registers for sales, prescription sales, account sales, account payments, EFTPOS, loyalty card sales, account lookups, discounts and pay outs.

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THE MORAL OF THE STORY

We have tried to cover as much as possible in this document but every installation has different circumstances that change the way it is implemented. If you are unsure of anything at all then please give us a call and let us know. After all we are here to help!

Fred Help Contact Details

- Phone: 1300 731 888 Local Area Cost
- Fax: 1300 730 888
- Email: help@fredhealth.com.au

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On the following pages you will find some resources which other pharmacies have found useful when changing point of sale systems.

These include:

1. A letter to send out to your customers with your next statement.

2. 'L' plates to put at the tills for the first few days after implementation

3. A letter/email for sales representatives to inform them of the changes

4. A question sheet to write down questions or issues you have with the new system. You can then work with the installation team to answer your questions without having to contact the help desk

Electronic copies of these are available. Contact your Install Team if you wish to use them.

STATEMENT OF ACCOUNT CHANGES

Dear Customer,

We have recently upgraded the point of sale system at 123 Pharmacy. Part of this change includes changing over all account customers to the new system.

Because of this change, this month you will find enclosed two statements for your account at 123 Pharmacy. You will find the balance from the first statement is carried over to the second statement. You only need to pay the balance on the second statement.

Regards
Jim Bob (Proprietor)
123 Pharmacy

FRED
WE KNOW PHARMACY

THE PHARMACY HAS JUST IMPLEMENTED
A NEW POINT OF SALE SYSTEM.

WE THANK YOU FOR YOUR PATIENCE
WHILE WE LEARN THE NEW SYSTEM.

LETTER TO SALES REPS

Dear Sales Rep,

In the week beginning 20-June-2008 we will be upgrading our point of sale system.

This will be one of the biggest projects we undertake all year, and something which will involve all pharmacy staff.

Because of this workload, we ask that you don't contact us during this week as all staff will be busy with the system implementation.

Regards
Jim Bob
123 Pharmacy

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WE KNOW PHARMACY

QUESTION SHEET

Use the following sheet to write down non critical queries you have regarding the new system. You can then work through these together with your Install Team in one go.

AREA	QUESTION / ISSUE
(Example) ordering	My sigma rep is coming in next week. Can I get a report setup for them?