

HANDLING FRED POS IN OFFLINE MODE

This document outlines how Fred POS handles transactions while *offline* — when the till cannot access your POS database — and how you can handle transactions during and after the offline mode.

The Till can go into '*offline*' mode if:

- there are network issues
- the database server stops functioning
- the SQL — technology which hosts the database on the server — stops running.

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HOW WILL I KNOW IF THE TILL IS OFFLINE?

Fred POS will inform you when offline mode occurs — a message will prompt you with an offline message (Figure 1).

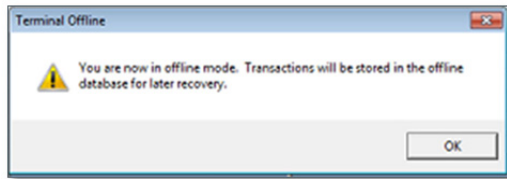


FIGURE 1: TERMINAL OFFLINE NOTIFICATION

Indicators on your Fred POS screen will display the word **OFFLINE** and an offline icon (Figure 2).



FIGURE 2: OFFLINE MODE INDICATORS

Alternatively if only a single database component is offline, a database offline will appear (Figure 3).



FIGURE 3: DATABASE OFFLINE INDICATOR

How do I get the Till back online?

Once the connection to the server's database has been restored, you will simply need to restart Fred POS

Once you restart Fred POS, you will be prompted to return to online mode and update the databases. Click **[Yes]** when you see the message below to enable Online mode (Figure 4).

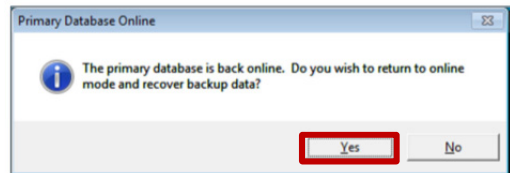


FIGURE 4: ONLINE MODE NOTIFICATION

Once the restore is complete, Fred POS will display a confirmation message (Figure 5).

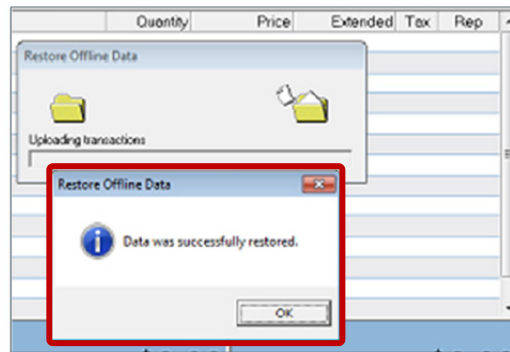


FIGURE 5: SUCCESSFUL RESTORE MESSAGE

Alternatively if only a single database component is offline, double-click the down arrow icon (Figure 6).



FIGURE 6: SINGLE DATABASE OFFLINE



If this does not resolve the issue please contact **Fred Help** on 1300 731 888.

SALES TRANSACTIONS IN FRED POS IN OFFLINE MODE

















Sale Type:	Performs the same in Offline Mode?				Recommendations
	Yes 	No 	N/A 	Info 	
Account Sales					During offline mode you cannot perform account sales. Based on your store procedure (check with your manager) you may be allowed to manually calculate account charges for later back office processing. In this instance, ensure a copy of the receipt is kept for your reference.
Cash Sales					Due to its ability to store sales data locally while in an offline mode, Fred POS will still allow you to perform basic sale transactions. To accommodate a separate batch — called a Blind Close — is automatically created for all transactions processed during offline mode. See ‘End of Day Reporting’ section below.
Club Sales – Club SO					Club points may need to be recalculated when you return to online mode. Ensure a copy of the receipt with the member details are retained for processing when the till is back online.
Club Sales - Other					Please speak with your Club vendor. Ensure a copy of the receipt with the member details are retained for forwarding to your Club vendor (if required).
Dispensed Scripts					<p>During offline mode you cannot view the dispensed scripts screen at the POS. Scripts cannot be brought to the POS screen for sale in the usual way.</p> <p>The Miscellaneous script stock card can be used to complete transactions, however, it is important to note that this will not reduce your stock levels accurately. For this reason, when the miscellaneous script stock card is used, it is highly recommended to use the “Add Comment” hotkey to enter the patient and script details, and to keep a copy of the receipt for reconciling purposes.</p> <p>When Fred POS returns to online mode, all scripts will be visible in the <i>Waiting Scripts</i> list once more. The scripts sold during offline must be processed to correct stock on hand figures—ensuring accurate reporting and ordering. To do this a refund of all “<i>Miscellaneous</i>” sales must be performed, with the correct script processed/sold from the Waiting Scripts list.</p>
End of Day Reporting					Sales data gathered during offline mode is excluded from the Z report. To calculate the entire day’s sales, both the Z report and Blind Close must be combined.
EFTPOS (non-integrated)					During offline mode EFTPOS and Credit Card transactions will operate as per normal — including AMEX and Diners where applicable.
Integrated EFTPOS					<p>During offline mode EFTPOS and Credit Card transactions will usually operate as per normal — including AMEX and Diners where applicable.</p> <p>If offline mode was caused by network issues, then Integrated EFTPOS will revert to a dial-up mode. This allows the POS to manually dial up the bank and continue processing of EFTPOS/Credit Card transactions. When dial up mode is active, the dial up icon appears on the bottom right hand of the screen</p>  <p>If the dial up mode cannot be accessed due to further technical issues, you will not be able to process EFTPOS/Credit Card transactions via the pin pad machine. In this case process these transactions using a manual card swipe machine provided by your bank (Figure 7), and then enter the payment received in the Manual EFTPOS/ Credit Card tender type.</p> 
Touchscreen Hotkeys					<p>Touchscreen hotkeys do not work during offline mode. The settings used for these hotkeys (macros) live with the POS database — which cannot be accessed during offline mode. You can still perform many of these same hotkey functions manually using keyboard shortcuts.</p> <p>For more information on keyboard hotkeys, please refer to page 4.</p>
WOMBAT Hotkeys					WOMBAT hotkeys will operate as per normal in offline mode.

TABLE 1: GOING OFFLINE – WHAT YOU CAN AND CAN’T DO

KEYBOARD SHORTCUTS IN OFFLINE MODE ONLY FOR TOUCHSCREENS

Touchscreen hotkeys do not work during offline mode. You can still perform many of these same hotkey functions manually using keyboard shortcuts.

































































































Key:	Function:	Key combination:	Function:	Key combination:	Function:	Key combination:	Function:
	Help	 + 	Quote	 + 	Shipping	 +  + 	About
	Lookup	 + 	Work order	 + 	Messages	 +  + 	Currency
	Calculator	 + 	Macro	 + 	Discount	 +  + 	Voucher
	Journal	 + 	Return	 + 	Payment	 +  + 	Time Clock
	Open/Close	 + 	Toggle Tax	 + 	No Tax	 +  + 	Peripherals
	Calendar	 + 	Screen	 + 	Graphs	 +  + 	Reason Code
	Set Customer	 + 	Ship To	 + 	New Customer	 +  + 	Clear Customer
	No Sale	 + 	Layaway	 + 	Sales Rep	 +  + 	Edit Shipping
	Secure	 + 	Printer	 + 	Details	 +  + 	Track Shipping
	Drawer	 + 	Comment	 + 	Gas Pump	 +  + 	Internet Order
	Recall	 + 	Substitute	 + 	Reprint	 +  + 	N/A
	Tender	 + 	Hold	 + 	Taxes	 +  + 	RMSNet

TABLE 2: KEYBOARD SHORTCUTS AVAILABLE IN OFFLINE MODE



1300 731 888 (local Call Cost)

8.30am - 9.00pm (EST) Mon – Fri

8.30am - 5.00pm (EST) Sat, Sun & Public Holidays

Fred Help Centre: <http://help.fred.com.au>

Email: help@fred.com.au

www.fred.com.au

Fred IT Group Pty Ltd

20 Trenerry Crescent Abbotsford VIC 3067 T 03 9418 1800 F 1300 730 888

www.fred.com.au

The word "FRED" in a large, bold, dark blue, sans-serif font.