ACCOUNTS AND STATEMENTS FAQ

This document is designed to help answer most frequently asked Accounts and Statement questions. This document is only a quick reference guide and does not provide detailed procedures.

This FAQ quick reference document has been written for use by people who:

- are familiar with common Australian Pharmacy terminology
- are familiar with basic computer concepts
- are familiar with the Fred Office software; use a Fred Dispense and Fred Office in a pharmacy.

You can also visit the Fred Help Centre Forums to ask for further assistance: https://help.fredhealth.com.au/forums/. This link will require an internet connection and a Fred Help Centre login.

Terminology reminder

There are four Account Formats in Fred Office:

1. Credit
2. Lay by
3. Loyalty
4. Hire

There are five default Credit Account types:

1. Personal
2. TAC
3. WorkCover
4. Supplier
5. Other

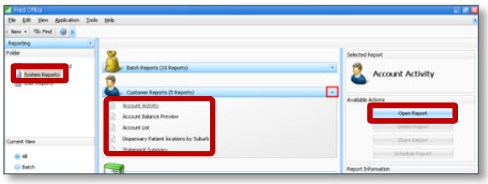
In this topic:

QUICK STUFF

Opening Reports

To open Reports:

1. From the Fred Office main screen, click the **Reporting** tab, select **System Reports**, and then select the **Customer Reports** drop-down.
2. To open a report, click **[Open Report]**.



Opening Account Statements

To open Account Statements:

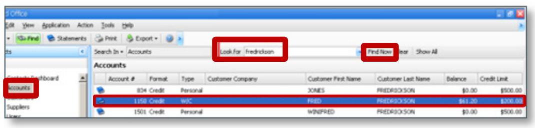
- From the Fred Office main screen, click the **Contacts** tab, choose **Accounts**, and then click **[Statements]** on the toolbar.

Account Cards

To open Account Cards:

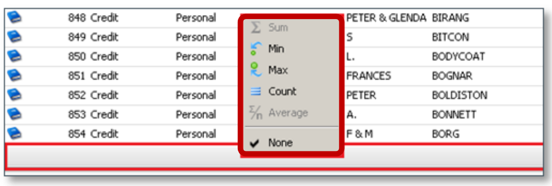
1. From the Fred Office main screen, click the **Contacts** tab, choose **Accounts**.
2. In the **Look for** field, enter the customer name and then click **[Find Now]**.

   The **Account Card(s)** appear.
3. Double-click on the Account Card to open it.



Bottom grid line

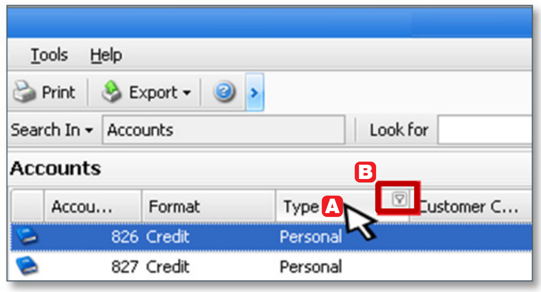
Right-clicking on the bottom grid line allows you to add extra count options (show below). The count options available will vary based on the column you have right-clicked.



Column filter icon

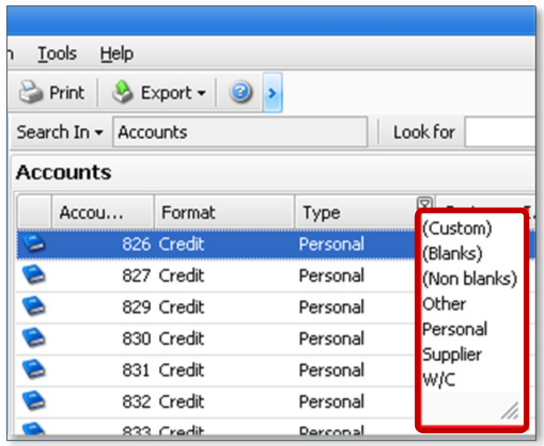
A *Column Filter* is available from all columns/grids in Fred Office which allows you to quickly filter (restrict) the items you are viewing on your screen.

When you place your mouse over a column heading **A**, the *Column Filter* icon appears **B** in the top right of the column heading (as shown below).

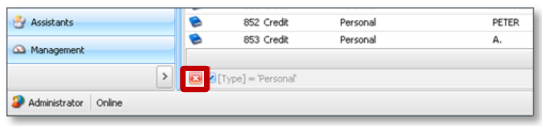


Click the icon to view available options. The options displayed are filled from those available in that column.

For example, if you click the *Column Filter* icon from the account **Type** column, you can choose to restrict the view based on the account types (as shown below).



To remove a filter, click the red cross next to the filter displayed below the grid.



TROUBLESHOOTING ACCOUNT STATEMENTS

A script has been charged on the wrong account – how do I fix it?

If the script has been auto charged:

1. In Fred Dispense, cancel the incorrectly charged script.

   Fred Office automatically places a credit onto this customers account and hide these transactions from printing on the statement.

   > *'**Auto hide**' only works if the charge and cancel are completed within the same statement period. If you cancel in a different statement period and wish to hide these, please refer to the question below entitled **"I need to hide an incorrect charge from printing on a statement but it won't hide"** for more information.*

2. Re-dispense script to the correct account.

If the script has been sold at the POS on an account:

- Go to Fred Office and do the following:
  - **For Account 1 (wrongly charged)** – perform an adjustment and hide the transactions.
  - **For Account 2 (should be charged)** - perform an adjustment for the script amount and include the **Script Number** in the comment.

I need to hide an incorrect charge from printing on a statement but it won't hide?

A transaction can only be hidden if the overall effect on the account is $0.00. You must link a credit to a debit of the same amount. If the credit is in a different statement period to the debit, you must first remove (or unroll) the statement. You can then hide the credit/debit and regenerate the statement(s).

Remove (unroll) the previous statement(s) if required

1. Go to **Contacts**, then select **Accounts**.
2. Search for and open the Account.
3. In the **Statements** tab, click **Delete** at the bottom of screen to delete the previous statement(s).
4. Click **[Save]**.

Hide the credit/debit

1. In the **Activity** tab, right-click on the charge and select **Hide activity**.
2. Select the activity to hide and click **[OK]**.
3. Click **[Save]**.

Regenerate statements and print the updated statement

1. In the **Statements** tab, click the **End date** for the previous statement using the drop-down.

3. Click **Create Statement**.

   The updated statement appears.

2. Close the statement PDF.
3. Click the **End date** for the current statement using the drop-down.

   The updated statement appears.

4. Click the printer icon and click **[OK]** to print.
5. Close the statement PDF.
6. Click **[Save and Close]**.

FAQS

Overdue Accounts or Outstanding Balances

Q What is my total outstanding on all accounts (Credit, Loyalty, Hire or Layby)?

A
1. Open the **Account List** report.
2. Change the **Account Format** filter to *Credit*, *Loyalty*, *Hire* or *Layby* using the drop-down menu.
3. Click **[Run Report]**.
4. View figure on the bottom of the **Balance** column (below the grid).

If you wish to get a total for all accounts you will need to record this figure, re-running the report for each of the account formats.

Q What is the total outstanding on all credit accounts (Personal, TAC, WorkCover, Other and Supplier)?

A **OPTION 1:**

1. Go to **Contacts**, then select **Accounts**.

*If using the buttons this will automatically default to **Charge Open**.*

2. Click **Show All**.
3. Right-click on the bottom grid line under the **Balance** column and select **Sum**.

OPTION 2:

1. Open the **Account List** report.
2. Leave **Credit** selected in the **Account Format** filter.
3. Click **Run Report**.
4. View figure on the bottom of the **Balance** column (below the grid).

Q What is the total outstanding of all active Personal or TAC or Work cover credit accounts?

A **OPTION 1:**

1. Go to **Contacts**, then **Accounts**.

*If using the buttons this will automatically default to **Charge Open**.*

2. Click **Show All**.
3. Right-click on the bottom grid line under the **Balance** column and select **Sum**.
4. Click the column filter icon on the top-right of the **Type** column heading and select **Personal** or **TAC** or **Work cover**.

To remove this filter click the icon below the bottom grid line.

OPTION 2:

1. Open the **Account List** report.
2. Leave **Credit** selected in the **Account Format** filter.
3. Select the **Personal** or **TAC** or **Work cover** checkboxes.
4. Click **Run Report**.
5. View figure on the bottom of the **Balance** column (on the bottom of grid).

Q What is currently outstanding for a given account?

A
1. Go to **Contacts**, then select **Accounts**.
2. Search for the account and view the **Balance** column.

Q What was my outstanding (based on statement run) for all active credit accounts?

A
1. Go to **Contacts**, select **Accounts**, and then select **Statements**.
2. View **Amount** column for the scheduled statement run (bottom of screen).

Q How do I find the 30, 60, and 90 day balances based on a statement run for all active credit accounts?

A
1. Go to **Contacts**, select **Accounts**, and then select **Statements**.
2. Highlight the current schedule (bottom of page) and click **Summary**.

   The **Statement Summary** report appears.
3. View columns **Days 30**, **Days 60** and **Days 90**.

*These figures will only display if you have **Show 30, 60, 90 day balances** ticked via **Tools** menu>**Account**>**Options**>**Statements** tab.*

Please note this is not a time-based setting but rather 30 is the previous statement's overdue amount — 60 is the overdue from the statement before that and 90 the amount outstanding from statements prior to these two.

Q How do I get a credit account summary for a given date range?

A
1. Open **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.

*You can restrict this report to an Account Type(s) by ticking **Personal**, **Supplier**, **TAC**, **W/C** and/or **Other**.*

3. Select the **Start** and **End** date via the **Transaction Between** filter.
4. Click **Run Report**.

Q How do I get a credit account summary by group(s) for a given date range?

A

1. Open **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Select the **Start** and **End** date via the **Transaction Between** filter.
4. Click **Advanced Filters**.
5. Click the group(s) via the **Account Group Selection** filter.
6. Click **Run Report**.

Q For all overdue accounts, how do I see the number of times the account has been accessed in the date range of the last statement run?

A

1. Go to **Contacts**, then select **Accounts**.
2. Click **Statements**.
3. Highlight the current schedule (bottom of page) and click **Summary**.
4. Use **Column Chooser** to add in the **Visits** column.

*The **Visits** column shows the number of times a payment has been received through the register and/ or sale has been made. It does NOT show activity through back office.*

FINDING ACTIVE ACCOUNTS

Q How many active credit accounts do I have?

A

OPTION 1:

1. Go to **Contacts**, then select **Accounts**.

*If using the buttons this will automatically default to **Charge Open**.*

2. Click **Show All**.
3. Right-click on the bottom grid line and select **Count**.

OPTION 2:

1. Open **Account List** report.
2. Leave **Credit** selected in the **Account Format** filter.
3. Leave **Only show Accounts that are Active** ticked in the **Active Accounts** filter.
4. Click **Run Report**.
5. Right-click on the bottom grid line and select **Count**.

*This column is available via **Column Chooser** if not displayed.*

Q How many active accounts do I have by account type (Personal, TAC, WorkCover, Other or Supplier)?

A

1. Go to **Contacts**, then select **Accounts**.

*If using the buttons this will automatically default to **Charge Open**.*

2. Click **Show All**.
3. Right-click on the bottom grid line and select **Count**.
4. Click the column filter icon on the top right of the **Type** column heading and select **Personal**, **TAC**, **W/C**, **Other** or **Supplier**.

To remove this filter, click the icon below the bottom grid line.

Q How do I get a list of active credit accounts sorted by surname?

A

1. Go to **Contacts**, then select **Accounts**.

*If using the buttons this will automatically default to **Charge Open**.*

2. Click **Show All**.
3. Click **Account Last Name** column to sort in alphabetical order.

Q How do I check who has opened a credit account at this store in a given date range?

A

1. Open the **Account Activity** report.
2. Select the **Start** and **End** date via the **Transaction Between** filter.
3. Select **Open Account** via the **Activity Type** filter drop-down.
4. Click **Run Report**.

Q Who has had a credit account at this store that is no longer active?

A

1. Go to **Contacts**, then select **Accounts**.

*If using the buttons this will automatically default to **Charge Open**.*

2. Click **Charge Closed**.
3. Click **Show All**.

Q Who had a credit account closed last month?

A

1. Open the **Account Activity** report.
2. Select the **Start** and **End** date via the **Transaction Between** filter.
3. Select **Close Account** via the **Activity Type** filter drop-down.
4. Remove the tick from **Only show Accounts that are Active**.
5. Click **Run Report**.

Q **How can I get a list of active accounts with zero balances?**

A **OPTION 1:**

1. Go to **Contacts**, then select **Accounts**.

*If using the buttons this will automatically default to **Charge Open**.*

2. Click **Show All**.
3. Right-click on the bottom grid line under the **Balance** column and select **Sum**.
4. Click the column filter icon on the top right of the **Balance** column heading and select **$0.00**.

*If **"$0.00"** does not display in this list, this means there are no active accounts with a zero balance.*

To remove this filter, click the icon below the bottom grid line.

OPTION 2:

1. Open the **Account List** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Leave **Only show Accounts that are Active** ticked in the Active Accounts filter.
4. Click **Run Report**.
5. Click the column filter icon on the top right of the **Balance** column heading and select **$0.00**.

*If **"$0.00"** does not display in this list, this means there are no active accounts with a zero balance.*

*From here you can also view the **Last Visited** column.*

Finding Account Sales information

Q **How do I see total sales on a specific account type(s) (Personal, TAC, WorkCover, Other and/ or Supplier) over a date range?**

A

1. Open the **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Select from **Personal**, **Supplier**, **TAC**, **W/C** and/or **Other** checkboxes.
4. Leave **Only show Accounts that are Active** ticked in the **Active Accounts** filter.
5. Click **Run Report**.
6. View the bottom grid line under the **Total Sales Inc** or **Total Sales Ex** columns.

***Total Sales Inc** includes Government Recovery including GST. The **Sales Inc** column does not include Government recovery but includes GST.*

***Total Sales Ex** includes Government Recovery but excludes GST. The **Sales Ex** column does not include Government Recovery and excludes GST.*

*These columns are available via **Column Chooser** if not displayed.*

Q **How can I see if a specific sale was made to a specific account in a date range?**

A

1. Go to **Contacts**, then select **Accounts**.
2. Search for and open the account card.
3. Go to the **Activity** tab.

Finding Account usage information

Q **Which credit accounts (Personal, TAC, WorkCover, Other and Supplier) have not been used?**

A Please note this excludes adjustments and payments made through back office.

1. Open the **Account List** report.
2. Leave the Account Format filter set to **Credit**.
3. Leave **Only show Accounts that are Active** ticked in the **Active Accounts** filter.
4. Click **Run Report**.
5. Click the column filter icon on the top right of the column heading '**Last Visited**', and then select **Blanks**.

Q **When was the last time a credit account (Personal, TAC, WorkCover, Other and Supplier) were used?**

A Please note this excludes adjustments and payments made through back office.

1. Open the **Account List** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Click **Only show Accounts that are Active** in the **Active Accounts** filter.
4. Click **Run Report**.
5. View **Last Visited** column.
6. To sort by this column Click the **Last Visited** column heading.

Finding Account Activity and Cashier information

Q **My staff set 'comments' to specific account sales, payments or adjustments – How do I get a list of all the accounts in a date range with these comments?**

A

1. Open the **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Select the **Start** and **End** date via the **Transaction Between** filter.
4. Click **Advanced Filters**.
5. Enter the comments your staff add into the **Activity Comments** filter.
6. Click **Run Report**.
7. Click and drag the **Transaction Date** column into the column heading.
8. Use **Column Chooser** to add in **Account Comments**.
9. Click **Account Comments** column heading to sort.

Q How do I view all account activities related to a specific cashier over a date range?

A
1. Open the **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Select the **Start** and **End** date via the **Transaction Between** filter.
4. Click **Run Report**.
5. Click and drag the **Transaction Date** column into the column heading.
6. Click **Cashier** column heading to sort.

Q How do I view all accounts in a given date range where a return was made?

A
1. Open the **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Select the "Start" and "End" date via the Transaction Between filter.
4. Click **Advanced Filters**.
5. Click **Activities with Returns (Negative Quantity)**.
6. Click **Run Report**.
7. Click and drag the **Transaction Date** column into the column heading.
8. Click **Account Name** column heading to sort.

Q How do I view all accounts in a given date range where a discount was given?

A
1. Open the **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Select the **Start** and **End** date via the **Transaction Between** filter.
4. Click **Advanced Filters**.
5. Click **Activities with Discount**.
6. Click **Run Report**.
7. Click and drag the **Transaction Date** column into the column heading.
8. Click **Account Name** column heading to sort.

Finding Account Adjustment information

Q How do I get a list of all adjustments made to credit accounts over a date range?

A
1. Open the **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Select the **Start** and **End** date via the **Transaction Between** filter.
4. Select **Adjustments** via the **Activity Type** filter.
5. Click **Run Report**.
6. Click and drag the **Transaction Date** column into the column heading.

Q How do I find an account I made an adjustment of $20.00 to last month?

A
1. Open the **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Select the **Start** and **End** date via the **Transaction Between** filter.
4. Select **Adjustments** via the **Activity Type** filter drop-down.
5. Click **Run Report**.
6. Click and drag the **Transaction Date** column into the column heading.
7. Click the column filter icon on the top right of the **Adjustments** column heading and select **$20.00**.
8. View **Account Name** column.

Finding Account Payment information

Q How do I see total payments on a specific account type (Personal, TAC, WorkCover, Other and/or Supplier) over a date range?

A
1. Open the **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Click **Personal**, **Supplier**, **TAC**, **W/C** and/or **Other** (if applicable).
4. Select the **Start** and **End** date via the **Transaction Between** filter.
5. Click **Run Report**.
6. View the bottom grid line under the **Payments** column.

Q How do I get a list of all payments made on credit accounts over a date range?

A
1. Open the **Account Activity** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Select the **Start** and **End** date via the **Transaction Between** filter.
4. Click **Run Report**.
5. Click and drag the **Transaction Date** column into the column heading.
6. Click **Payments** column heading to sort.

*You may also right-click on the **Activity Type** column heading and select **Group By This Column**.*

Q How can I see if a payment has been made to a specific account over a date range?

A
1. Go to **Contacts**, then select **Accounts**.

*If using the buttons this will automatically default to **Charge Open**.*

2. Search for and open the account.
3. Click **Activity**.
4. Click **Account Type** column heading to sort.
5. View **Transaction Date** for payments.

General Account and Statement procedures

Q How do I generate a single statement for an account?

A

1. Go to **Contacts**, then select **Accounts**.
2. Search for and open the account.
3. In the **Statements** tab.
4. Use the drop-down and select the **End Date**.
5. For no statement record (no record will appear in their **Statement History**, click **Interim Statement**.

This is the recommended option.

6. For a permanent statement record, click **Create Statement**.

Q How do I view a statement summary for all accounts including balances, payments made, sales and adjustments as well as totals of each?

A

1. Go to **Contacts**, select **Accounts,** then click **Statements**.
2. Highlight the current schedule (bottom of page) and click **Summary**.

Q How do I view a current statement summary for all accounts including current balances, payments made, sales and adjustments as well as totals of each?

A

1. Open the **Account Balance Preview** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Click **Run Report**.

Account and statement printing

Q How do I print my statements?

A

1. Go to **Contacts**, select **Accounts,** then click **Statements**.
2. Highlight the current schedule (bottom of page) and click **Print**.
3. Select **Print Statement** options and click **[OK]**.

*The settings selected in **Print Statements** will appear the next time you print statements.*

4. Click the printer icon and click **[OK]**.

Q I have a statement with a missing address – how do I find it?

A Once a cause is found and rectified (as below) the statement will need to be deleted and regenerated for changes to take effect.

To find the cause of a missing address and to fix it:

1. Go to **Contacts**, then select **Accounts**.
2. Search for and open the account.
3. Go to the **Address** tab. Do one of the following:
   - If **Let me specify a specific address to use** is selected:
     - Ensure details are entered in the below fields, and then click **[Save]**.
   - If **Use the customer address that this account belongs to** is selected:
     - Go to the **General** tab.
     - Click browse button **[...]** next to **Customer**.
     - In the **General** tab enter the details, and then click **[Save and Close]**.

       The Customer card closes and Fred Office takes you back to the Account card.

- If **Let me choose a Nursing Home and use that as the Billing Address** is selected:
  - Ensure a nursing home is selected

    *If there is no nursing home selected, click **[Find]** and select one.*

  - In Fred Dispense, enter the nursing home address information.
- If **Let me choose another customer and use that as the Billing Address** is selected:
  - Ensure a customer is selected
  - Go to the **General** tab.
  - Click the browse button **[...]** next to **Customer**.
  - Enter details in the **General** tab.
  - Click **[Save and Close]**.

Delete previous statement and regenerate

1. Go to the **Statements** tab.
2. Click **Delete**.
3. Click **[Save]**.
4. Use the drop-down and select the **End Date**.
5. Click **Create Statement**.
6. Click **[Save and Close]**.

Q How do I change the page scaling when printing a statement?

A

- Please refer to the tutorial located here: https://help.fredhealth.com.au/media/p/1804.aspx

__NOTE:__ You will need an internet connection and Fred Help Centre login to view this tutorial.

Patient linking

Q How do I find a patient linked to an account?

A
1. Go to **Contacts**, then select **Accounts**.
2. Search for and open the account.
3. Click the browse button **[…]** in the **Customer** field.
4. Go to the **Patients** tab.

Q How do I find an account a patient is linked to?

A
1. Go to **Contacts**, then select **Patients**.
2. Search for and open the Patient.
3. Go to "**Customer**" tab.

Q How do I print an Account Statement displaying each patient's charges separately?

A
1. Go to **Contacts**, then select **Accounts**.
2. Search for and open the Account.
3. Go to the **Statements** tab.
4. Click **Print Account Statements by Patients**.

Because this setting takes effect immediately, you may need to delete and regenerate previous statements if want previous statements to display this new option.

Finding customer locations

Q What is the mailing address of all active credit account customers?

A
1. Open the **Account List** report.
2. Leave the **Account Format** filter set to **Credit**.
3. Leave **Only show Accounts that are Active** ticked in the **Active Accounts** filter.
4. Click **Run Report**.
5. Use **Column Chooser** to add in **Address Line 2**, **City**, **State** and/or **Postcode**.

Once columns are added, click the column heading to sort by field.

Q I'd like a map showing my local area and where clients listed in Fred Dispense live?

A
1. Open the **Dispensary Patient locations by Suburb** report.
2. Click **Run Report**.

*The top left of the report allows you to zoom in, navigate or change the view to **Road** or **Aerial**.*

Layby

Q How do I find all active layby accounts?

A

OPTION 1:

1. Go to **Contacts**, then select **Accounts**.
2. Click **Layby Open**.
3. Click **Show All**.

OPTION 2:

1. Open the **Account List** report.
2. Change **Account Format** filter to **Layby** using the drop-down.
3. Leave **Only show Accounts that are Active** ticked in the **Active Accounts** filter.
4. Click **Run Report**.

Q What is the current value of layby's still owed?

A

OPTION 1:

1. Go to **Contacts**, then select **Accounts**.
2. Click **Layby Open**.
3. Click **Show All**.
4. Right-click on the bottom grid under the **Balance** column and select **Sum**.

OPTION 2:

1. Open the **Account List** report.
2. Change **Account Format** filter to **Layby** using the drop-down.
3. Leave **Only show Accounts that are Active** ticked in the Active Accounts filter.
4. Click **Run Report**.
5. View the figure on the bottom of the **Balance** column (below the grid).

Q How do I find when a particular lay by sale was last accessed?

A
1. Open the **Account List** report.
2. Change Account Format filter to **Layby** using the drop-down.
3. Leave **Only show Accounts that are Active** ticked in the **Active Accounts** filter.
4. Click **Run Report**.
5. View **Last Visited** column.

Q How many laybys are there within a specific date range?

A
1. Open the **Account Activity** report.
2. Change **Account Format** filter to **Layby** using the drop-down.
3. Select the **Start** and **End** date via the **Transaction Between** filter.
4. Click **Run Report**.

1300 731 888 (local Call Cost)

8.30am - 9.00pm (EST) Mon – Fri
8.30am - 5.00pm (EST) Sat, Sun & Public Holidays
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