

QUICK REFERENCE MANUAL



Fred Office • Version 3.7

NEW CUSTOMER QUICK REFERENCE MANUAL

FRED

Contact Fred IT Group

Head Office — 03 9418 1800
Website — www.fred.com.au
Fred Help Centre — <https://help.fred.com.au>

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Getting Started

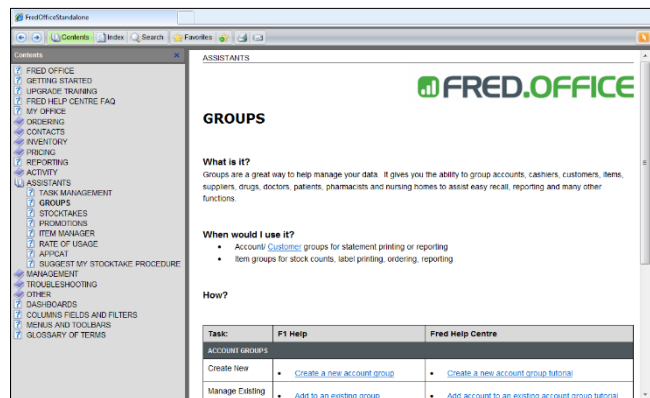
This document is designed to help you get started with the most common Fred Office tasks, to help you get up and running as quickly as possible.

Where To Find More Information

Online Help

Press [F1] anywhere in Fred Office to launch the online help in your browser. The online help contains printable procedures and links to longer documents and short videos on the Fred Help Centre.

It also has a handy **Troubleshooting** section to assist you with common issues.



Fred Help Centre

For help with all Fred products, visit the Fred Help Centre at <http://help.fred.com.au>

Access to documents, tutorials, and news is open to everyone. To access the forums, make comments, or join a group, you'll need to create an account.

To create an account, click **Join** (in the top right corner of the page), then enter a username, password, and other details as required.

For reference, you can write your username and password here:

Fred Help Centre Username	
Fred Help Centre Password	

Training Webinars

A *webinar* is an online training session where a Fred trainer presents their desktop to demonstrate how to perform a procedure. At the end of a webinar, attendees can ask questions which will be answered live, or followed up by email after the session.

You can access recordings of past webinars on the Fred Help Centre.

To request a webinar or view recorded webinars:

Visit the Fred Help Centre (<http://help.fred.com.au>) and click **Webinars**.

Request Training

Visit the Fred Help Centre (<http://help.fred.com.au>), click **Media**, then click **Training Request Forms**.

The screenshot shows the Fred Help Centre website. The header includes the logo and navigation links: Home, Blogs, Media, Browse, Help, Webinars. The main content area is titled "Training Request Forms" and features a search bar and sorting options. A table lists training materials:

Name	Date	Downloads	Comments
(3.0-3.4) Fred Office Short Courses Brochure by Nicole Sorbello To assist you learn Fred Office a range of training options are available including: Your store...	07-19-2012	83	0
Fred Training CD Order Form by Nicole Sorbello Perfect for enhancing your skills as well as training new and existing staff or locums, our new...	03-01-2012	263	5

The Latest News Updates, Inside Fred Office

While in Fred Office, news from Fred automatically is displayed (as shown below).

Click the "You have news" message to go to the latest update from Fred.

The screenshot shows the Fred Office desktop interface. A notification message "You have news" is highlighted with a red box. Other visible elements include the Start button, taskbar with "Fred Office (trainers003)", and a "Connectors are active" message.

To print a news article, right-click the article, then click **Print**.

To view a list of all articles in Fred Office, click the **Management** tab, then click **News**.

The screenshot shows the Fred Office for Pharmacy application. The "Management" tab is selected, and the "News" section is active. A list of news items is displayed:

Date	Title	Author
27/08/2012 11:56 AM	Fred Office September Webinars	
23/08/2012 9:37 AM	Webinar Recording Availab	
9/08/2012 9:02 AM	Webinar Recording Availab	
8/08/2012 8:10 AM	REMINDER: Fred Office Or	
23/07/2012 1:31 PM	Learn Fred Office Ordering	
19/07/2012 2:49 PM	Webinar Recording Availab	
2/07/2012 2:13 PM	Fred Office Advanced Feat	

The main content area displays a news article titled "Fred Office September Webinars" with a "Print" option visible in the right-click context menu.

GETTING STARTED

Contact Fred Support

Fred IT Group provides full support for our entire range of products.

Contact methods

- Email: help@fred.com.au
- Phone: 1300 731 888

Support hours

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

Information to provide when you call about an issue

Our help consultants will ask for a range of information to help answer your request. To save time, please be ready to tell them:

- The Fred product(s) you are calling about.
- The title and content of the error message you receive (if applicable)
- A step-by-step breakdown of your actions directly before the problem occurred.
- Whether only one computer is affected, or all of your computers.
- How long the problem has been occurring.
- Anything else that might have contributed to the issue; for example, details about the operating system you are using (e.g. Windows 7, Windows 8.1, Windows 10).

Order Till Rolls And Labels

You can order stationery from the Fred Shop at <http://www.fred.com.au/shop/>

To find more about our product range or prices, contact Fred on 1800 888 828 or email sales@fred.com.au

Back Office Procedures

Inventory Control

Data Maintenance

Consistent, regular attention to data maintenance procedures is the key to accurate sales reporting and stock replenishment data. There are tasks to perform **daily**, **weekly**, **monthly**, and **yearly**.

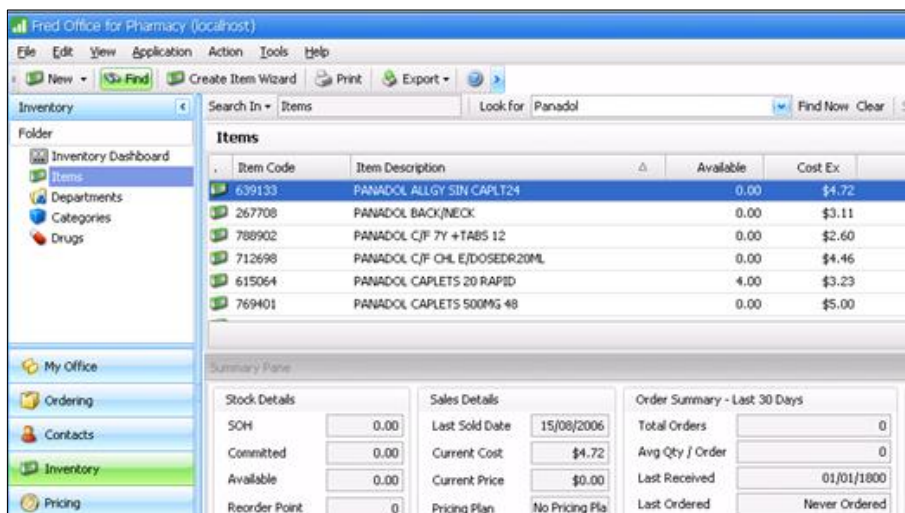
To access these procedures, open the Fred Office Online Help by pressing [F1] in Fred Office, then go to **Inventory > Data Maintenance**.

The Item Stock Card

The integrity of your data depends on your items being set up and maintained correctly. Item information affects everything from your stock levels to ordering and reporting.

Search for and edit items

1. On the **Inventory** tab, click **Items**.
2. Search for items in the **Look For** field via the item's **Description**, **PDE** or **Alias** (barcode).

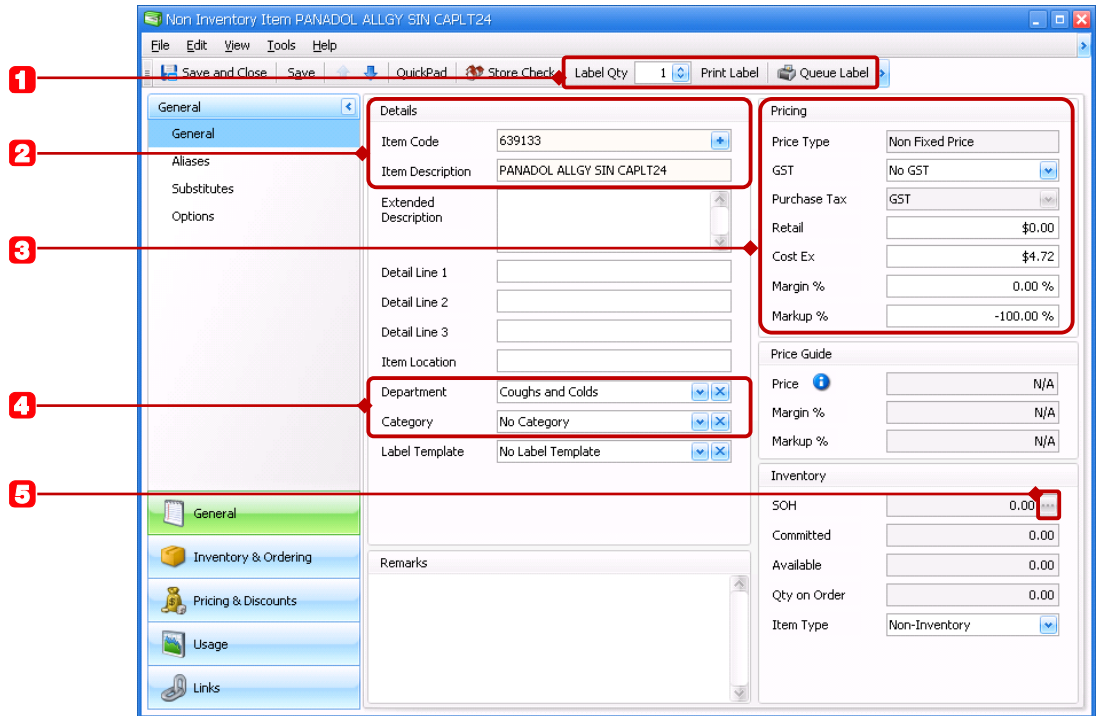


3. Double-click the item you want to edit to open the item stock card.

Note: To edit multiple items hold the [CTRL] key + left-click to select the multiple items you want to edit, then right-click and select Perform Item Quick Action. The Quick Action Wizard will appear and step you through the process.

General Item Details

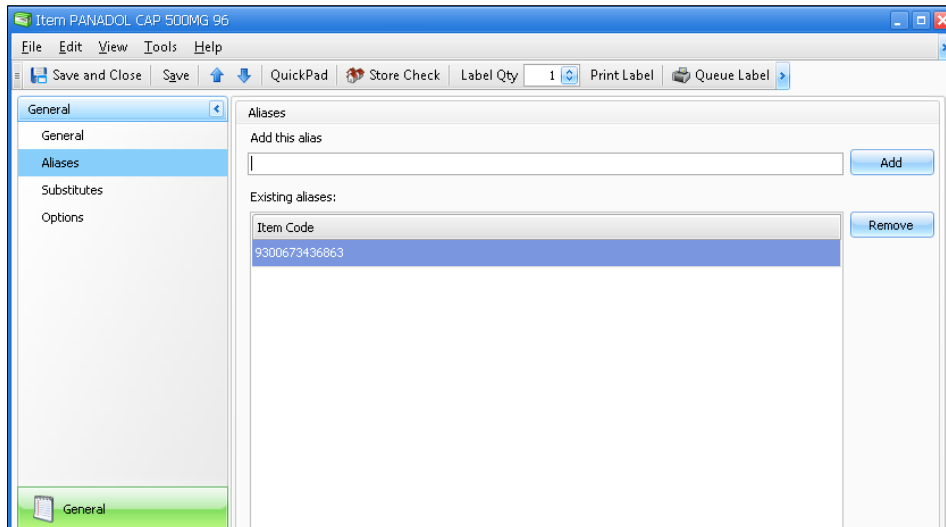
General item details are found in the General section of the Item Stock Card.



- 1** Print or Queue Labels
- 2** Item Code & Description
- 3** Pricing
- 4** Department & Category
- 5** Edit SOH (Stock On Hand) Level

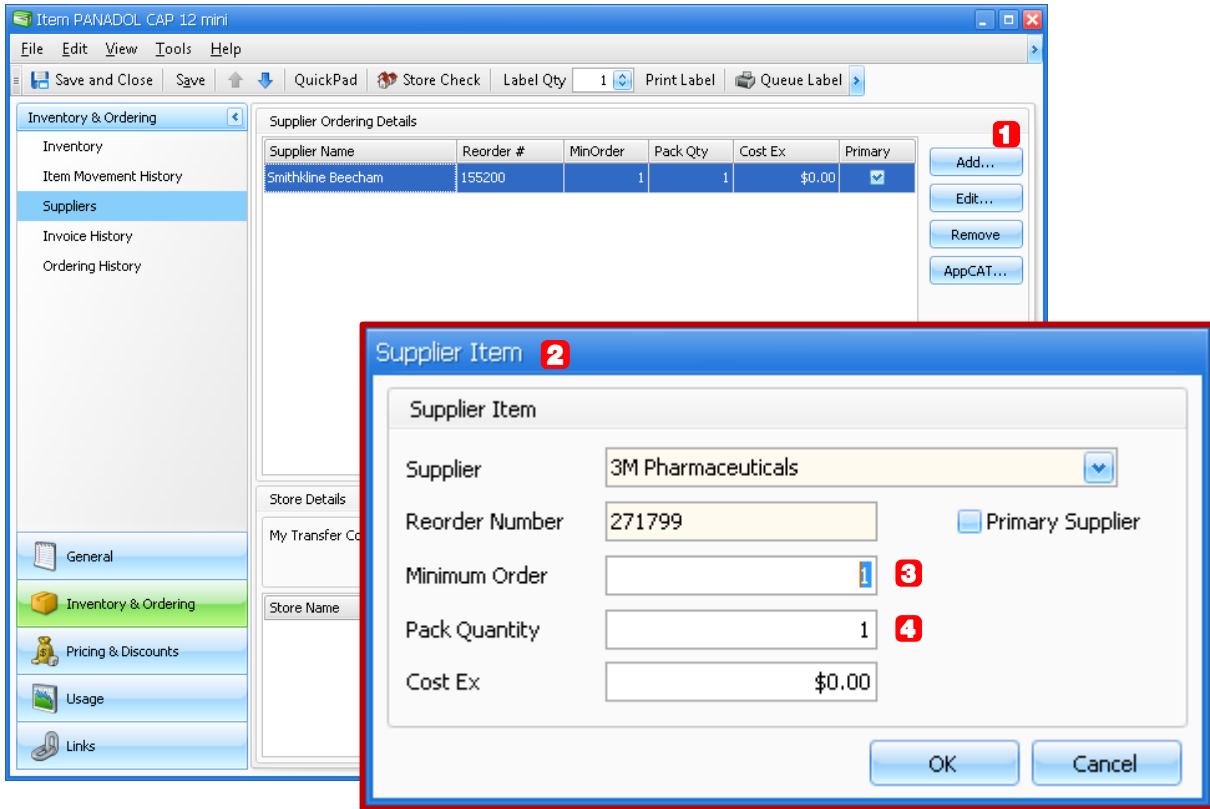
Add or Remove Aliases (Barcodes)

Go to the **Aliases** section on the Item Stock Card.



Supplier Ordering Details

On the Item Stock Card, on the **Inventory & Ordering** tab, click **Suppliers**.



1 Add or Edit Supplier

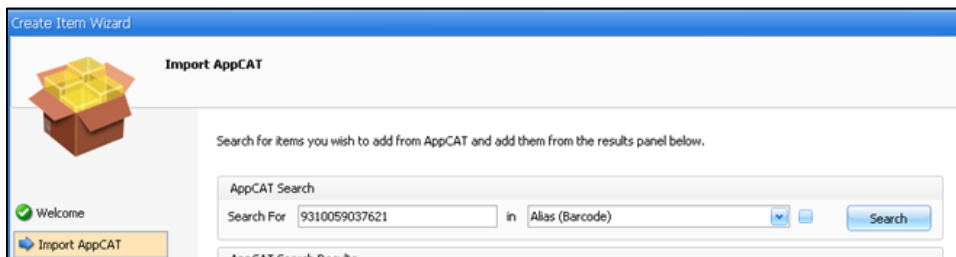
3 Edit Minimum Order (Minimum Order/best buy Quantity)

2 Edit Supplier Details

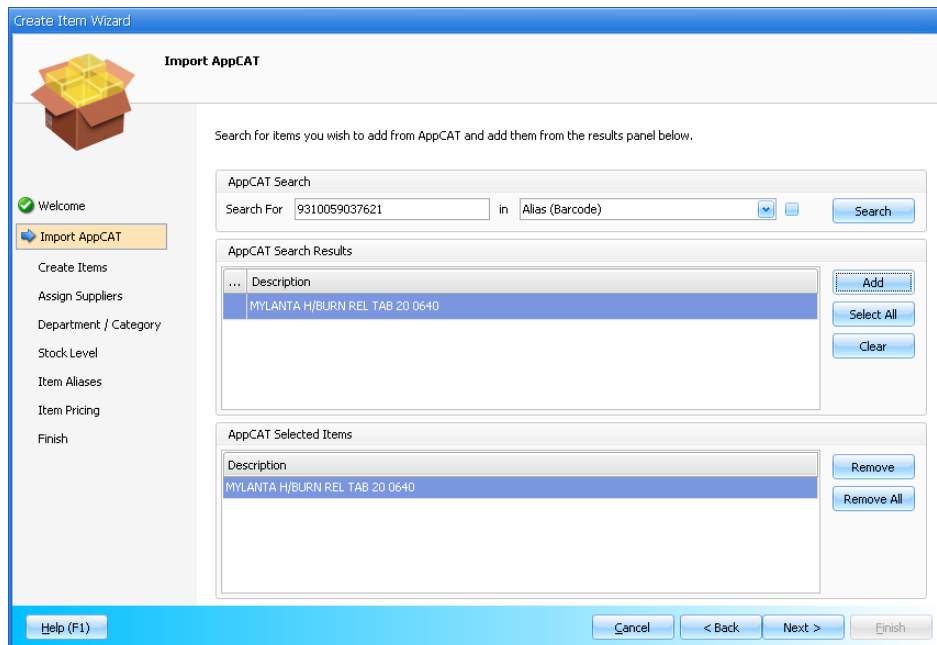
4 Edit Pack Quantity

Create a New Item

1. On the **Inventory** tab, click **Items**.
2. In the **Look For** field, enter the item's **Description**, **PDE**, or **Alias** (Barcode).
 - If the item is found, you don't need to create it. To edit the item, double-click it.
 - If the item does not exist, click **Create Item Wizard** on the toolbar.
3. Look up the item in AppCAT. On the Import AppCAT screen, enter the search criteria in the **Search for** box, then use the **In** box to select the type of field it is (for example "Alias (Barcode)").



- **If you find matching items in AppCAT:** Select the correct item, click **Add**, then click **Next**. Follow the Create Item Wizard through each step, checking and editing the imported AppCAT details as required.
- **If no matches are found:** Click **Next** to go to the Create Items window. Click **Add** and enter all the new item details, then follow the Create Item Wizard through each step, adding all item details required.



Match Fred Office Items to Fred Dispense Drugs

Note: For full instructions, download the Fred Office Drug Matching User Guide from the Fred Help Centre: <https://help.fredhealth.com.au/media/p/11770.aspx>

The drugs you manage in Fred Dispense must be matched to the correct items in Fred Office, so that your stock-on-hand and sales data for these drugs can be accurately recorded. This is necessary for your ordering and reporting.

When a new drug arrives in Fred Office (usually via the Fred Dispense drug update), Fred Office automatically tries to match it to an item. If it can't, you must match it manually.

There are three ways to match drugs:

- Individually, using the item stock card.
- Individually, using the drug card.
- In bulk, using the Drug Matching Wizard.

Match a drug using the item stock card

1. Click the **Inventory** menu, then click **Items**.
2. Search for and open the item you want to match.
3. On the item stock card, click the **Links** tab.
4. Click **Auto Match**.
5. If auto match doesn't work, click **OK**, then click **Match**.
6. Enter the drug description or Fred drug code, then click **Search**.
7. Select the drug, then click the forward arrow to add the drug to the **Selected** list.

Note: To select multiple drugs at once, hold down [Ctrl] or [Shift].

8. Click **OK**.
9. The matched drug(s) are listed on the item stock card.

Note: Before closing the item stockcard you might also want to click the **General** tab to review the SOH and committed quantities.

10. Click **Save and Close**.

Match a drug using the drug card

1. Open the drug card you want to match.
 - You can use the Unmatched Scripts report to find drugs that have been dispensed while not being matched to Fred office items. Right-click a drug on the report to open its drug card.
 - Alternatively, click the **Inventory menu**, then click **Drugs**, then search for and open the drug you want to match.
2. On the drug card, click the **Item** tab.
3. Click **Auto Match**.
4. If auto match doesn't work, click **Find**.
5. Enter the drug description, then click **Search**.
6. Select the correct item, then click **OK**.
7. The matched item is displayed on the drug card.

Note: Before closing the drug card, you might want to open the item to ensure its stock levels and AppCAT linking are accurate. To open the item, click **View**.

8. Click **Save and Close**.

Match drugs using the Drug Matching Wizard

Note: Before running this wizard, we recommended you review and apply AppCAT differences, to ensure that all relevant Fred drug codes and aliases (barcodes) are up-to-date. This ensures the maximum number of drug-to-item matches will occur when this wizard is run.

1. Click the **Tools** menu, then click **Item**, then click **Bulk Drug Matching**.
2. On the Drug Matching Wizard, if the welcome screen displays, click **Next**.
3. On the Select Match Type screen, keep **New Match** selected, and click **Next**.

Note: The **Incorrect Matches** option performs an auto match on all items in your system, and then displays any drugs where a different auto match item was found from that currently matched to the drug.

The **Invalid Matches** option performs an auto match on all items in your system, and then displays any drugs where an item match exists that could not be validated.

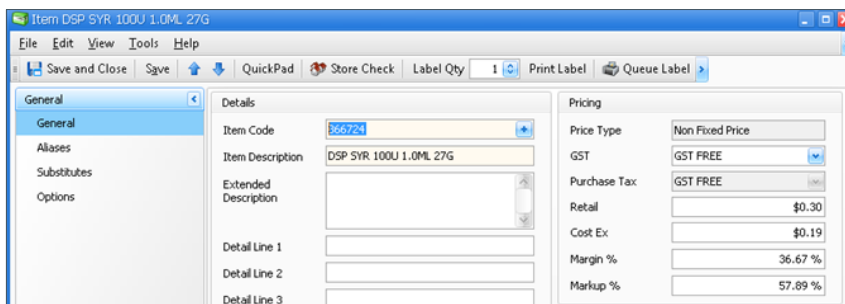
4. On the Results screen, unmatched drugs are displayed. For each unmatched drug, click the drop-down in the **Action** column, then click **Accept**.
5. Once you have accepted all of the unmatched drugs, click **Next**.
6. On the final screen of the wizard, click **Next** to finish.

Item Pack Quantities

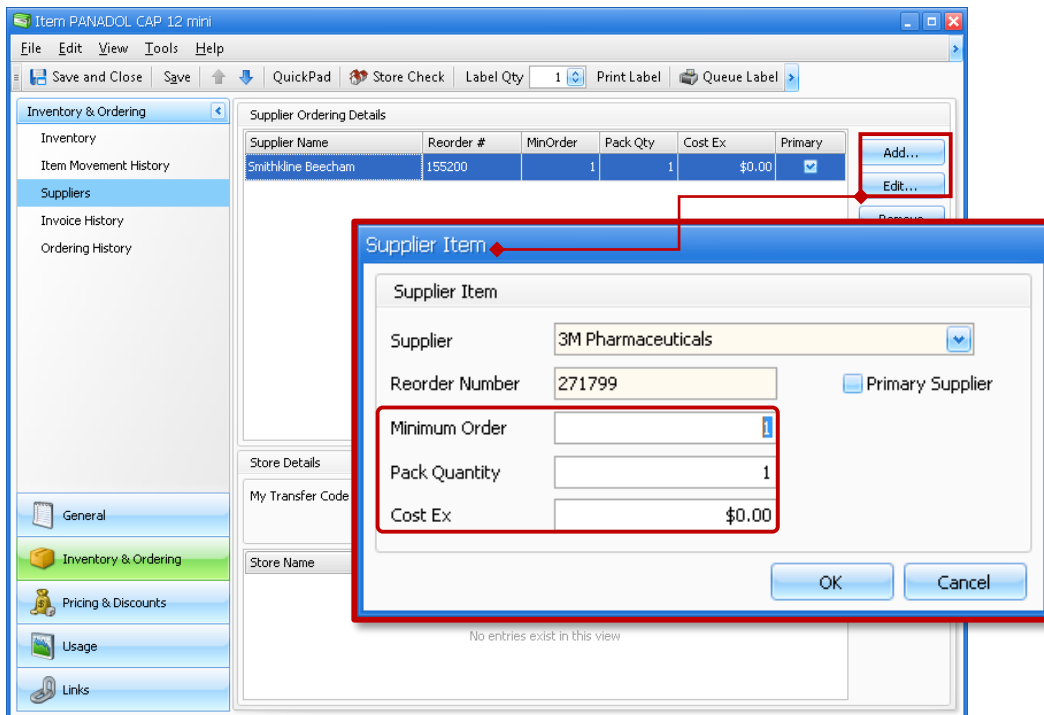
Set Up Pack Quantities For Items

1. On the **Inventory** tab, click **Items**.
2. In the **Look For** field, enter the item's **Description**, **PDE**, or **Alias** (Barcode).
3. Double-click the required item to open its Stock Card.

Note: The **Retail** and **Cost Ex** should be for a single unit, even if the item is sold individually and as a pack. If the whole pack is sold, sell the pack quantity.



4. If an update is required, click the **Inventory & Ordering** tab, then click **Suppliers**.
5. Click [Add] or [Edit].
6. Edit the **Pack Qty** and **Cost Ex** (single unit cost excluding GST), then click **OK**.



Note: If the item has already been invoiced with the whole pack cost instead of a single unit, the **cost price**, **supplier cost** and **SOH** must be adjusted manually.

Sell Whole Packs at the Till

If an item must be sold as a pack (e.g. a pack containing 50 syringes), scan or look up the item, then increase the **Quantity** to the whole number of units in the pack.

Note: You can then discount on the price, if necessary.

Store Operations POS
Sales: MANAGER | Discount: 0.00% | 25/07/2012 2:47:47 PM

Fred's Pharmacy

- Title:
- Category:
- Loyalty Number:
- ABN:

Item Lookup Code	Description	Quantity	Price	Extended	Tax	Rep
366724	DSP SYR100U 1.0ML 27G	50	\$0.30	\$15.00		

Sub Total: \$15.00 | GST: \$0.00 | Total: \$15.00

Ctrl | F1: Quote | F2: Work Order | F3: Macro | F4: Return | F5: Toggle Tax | F6: Screen
F7: Ship To | F8: Layaway | F9: Printer | F10: Comment | F11: Substitute | F12: Hold

Buttons: Waiting Scripts, Select a Customer, Tender

Invoicing: Receive Packs of Items

When receiving items in a pack always check that the:

- **Invoiced Quantity** is the total number of single units.
- **Supplier Cost** is the cost (excluding GST) for a single unit.

Receive Invoice

File View Tools Help

Save and Close Save Commit Invoice Print Export Add Items Receive Items

Search Bar Show Items: Only in this invoice Hide Balanced Items Specify Other Costs

Invoice Number: 786151651 | Supplier: API

Order: 3429101

Purch...	Item Description	Reorder Nu...	Invoiced Qty	received ...	OOS	RFC Qty	Received To ...	Supplier Cost
3429101	3M M/PORE 529 1/2P 12.5MM	404202	50	50	0	0		\$0.32
3429101	DSP SYR 100U 1.0ML 27G	366724	50	50	0	0		\$15.00

Stocktaking

Stocktaking Options At A Glance

Before performing a stocktake it is important to understand the different stocktake methods available within Fred Office. This will help you determine which option to select when you create your own stocktake file.

To see the available stocktake options (which is the focus of this section):

1. On the **Assistants** tab, select **Stocktake**.
2. Click **New** on the toolbar.

New Stocktake

You must choose a friendly name that will identify this Stocktake. You can also enter a description which can describe it in more detail.

Name

Description

Perform a full store stocktake making all items appear in this stocktake

Full store stocktake

Choose the method used during this stocktake

Adjust stock on hand by difference when stock count was performed

Set stock on hand to point stock count was performed

Append stock to current stock on hand

The following is the Satscan Code that can be used to perform Stocktake via the SatScan gun.

SatScan Code

OK Cancel

Note: *Once a stocktake is committed it cannot be undone! For this reason it is suggested you carefully read the following information to ensure you pick the method that is right for you.*

If you select the wrong option when you first create the stocktake, you can alter your selection before committing the stocktake; however this is not ideal as it can be missed.

Stocktake During Business Hours (while you continue trading)

Recommended option: Adjust stock on hand by the difference from when the stock count was performed.

This is the recommended default option. It enables you to count the stock while trading. This option will adjust the SoH by the *difference in quantity* between what Fred Office thinks you have (the *Expected value*) and what you counted (the *Current Count*). Fred Office takes into account what has happened to each item since you counted it.

New Stocktake

You must choose a friendly name that will identify this Stocktake. You can also enter a description which can describe it in more detail.

Name

Description

Perform a full store stocktake making all items appear in this stocktake

Full store stocktake

Choose the method used during this stocktake

Adjust stock on hand by difference when stock count was performed

Set stock on hand to point stock count was performed

Append stock to current stock on hand

The following is the SatScan Code that can be used to perform Stocktake via the SatScan gun.

SatScan Code

OK Cancel

If you are performing a full store stocktake, tick the **Full Store Stocktake** checkbox. Items not counted will have their SOH figure reset when the stocktake file is committed. Your count must include **all** stock in your shop, including shelves, your storeroom, and any committed stock awaiting collection.

If an order arrives during your stocktake, receive the stock as normal, but don't count it in the stocktake. Fred Office will automatically adjust it when the stocktake is committed.

Note: Watch the **Create Full Store Stocktake - Count While Trading** tutorial at <http://help.fredhealth.com.au/media/p/1097.aspx>

Example

The SOH in Fred Office is **5**, but you count **8** on the shelf (a difference of **+3**). Before committing the stocktake, you sell **1** of the item, and also receive **3** from an order.

The SOH when you commit the stocktake is **7** ($5-1+3$). The commit process will adjust the SOH by the difference of **+3** (from your count), so the final SOH will be **10**.

Stocktake After Hours (no quantity changes will occur between counting and committing the stocktake)

Recommended option: Set stock on hand to point stock count was performed.

This option changes the quantity in your system to the quantity counted when the stocktake is committed. It does not take into account what has happened to the item since you counted it. This is the most appropriate option to use when the stocktake will be counted and committed while the store is closed.

This option changes the quantity in the system to the quantity counted. This change is applied at the time the stocktake file is committed. For this reason this entire process must be completed after hours (including committing the stocktake file).

New Stocktake

You must choose a friendly name that will identify this Stocktake. You can also enter a description which can describe it in more detail.

Name

Description

Perform a full store stocktake making all items appear in this stocktake

Full store stocktake

Choose the method used during this stocktake

Adjust stock on hand by difference when stock count was performed

Set stock on hand to point stock count was performed

Append stock to current stock on hand

The following is the Satscan Code that can be used to perform Stocktake via the SatScan gun.

SatScan Code

OK Cancel

If you are performing a full store stocktake, tick the **Full Store Stocktake** checkbox. Items not counted will have their SOH figure reset when the stocktake file is committed. Your count must include **all** stock in your shop, including shelves, your storeroom, and any committed stock awaiting collection.

Note: *If the stocktake is committed after the store begins trading once more then your SOH figures may no longer be accurate. The figures entered will overwrite what is in your database without taking into account any changes to the item (sales, orders etc).*

Note: Watch the **Create Full Store Stocktake – After Hours Count** tutorial here: <http://help.fredhealth.com.au/media/p/1098.aspx>

Append stock to current stock on hand

This option adds the quantity counted in the stocktake to the stock on hand quantity already in the system. This option is commonly chosen when counting stock in a storeroom which has not previously been counted.

New Stocktake

You must choose a friendly name that will identify this Stocktake. You can also enter a description which can describe it in more detail.

Name

Description

Perform a full store stocktake making all items appear in this stocktake

Full store stocktake

Choose the method used during this stocktake

Adjust stock on hand by difference when stock count was performed

Set stock on hand to point stock count was performed

Append stock to current stock on hand

The following is the Satscan Code that can be used to perform Stocktake via the SatScan gun.

SatScan Code

OK Cancel

This option is useful if you have already completed a stocktake for all items in the front of shop but have not counted items in another location (e.g. the storeroom). This option also enables you to report on the items (and stock value of items) in the storeroom (or other location) separately to the items in the rest of the shop.

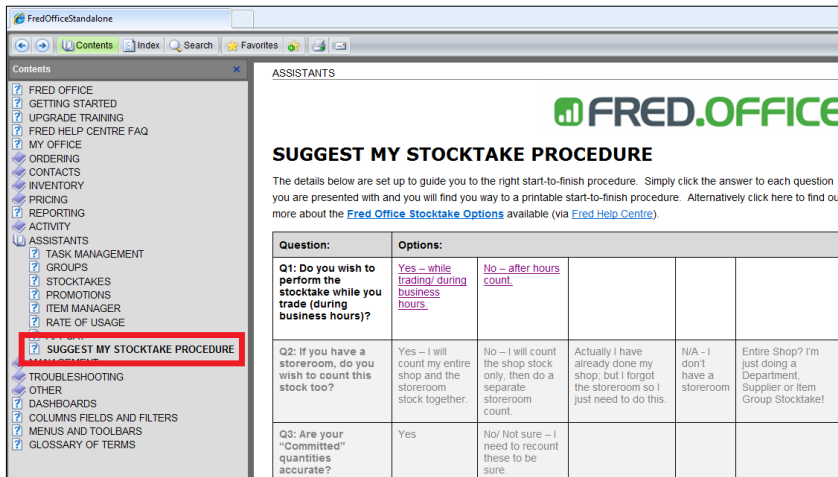
Note: *If your storeroom has previously been counted as part of the full store stocktake, this option is not appropriate as items will be counted twice.*

Note: You can view the **Create Storeroom Stocktake using Append Feature** tutorial via this link: <http://help.fredhealth.com.au/media/p/1102.aspx>

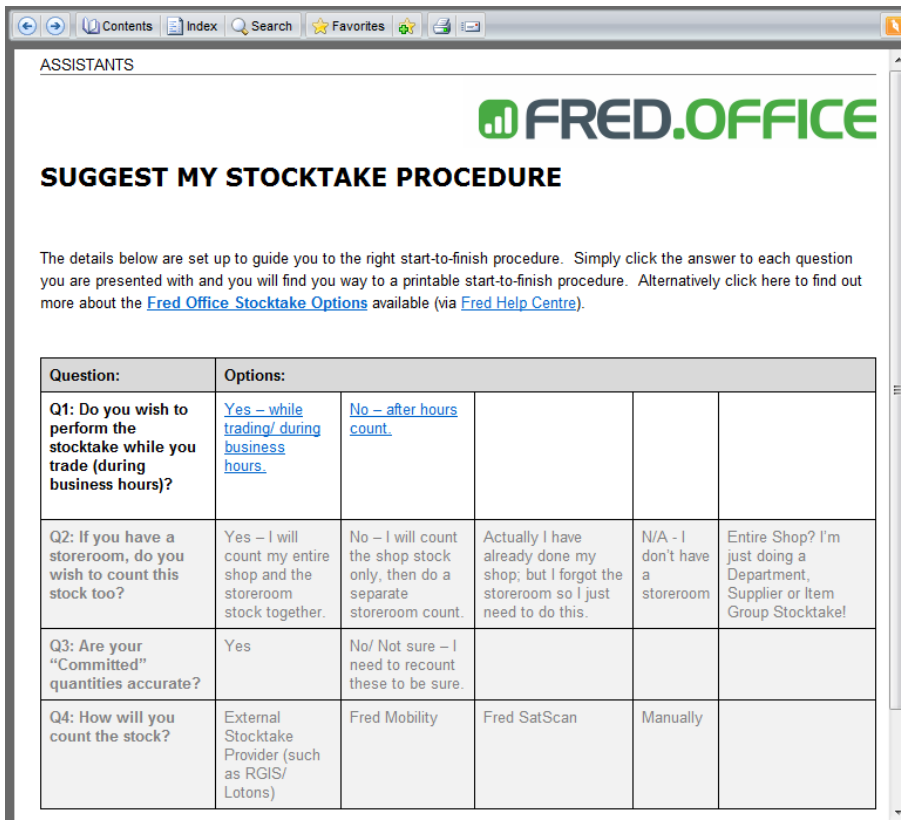
Suggest My Stocktake Procedure

Stocktakes in Fred Office provide a lot of flexibility. In the Fred Office Online Help, the **Suggest My Stocktake Procedure** page will guide you to the right printable start-to-finish procedure.

1. From the Stocktake section of Fred Office press [F1].
The Fred Office Online Help opens in your browser.
2. Click Suggest My Stocktake Procedure.



3. Click the applicable answer each question, and you will find the procedure that matches how you want to perform your stocktake.



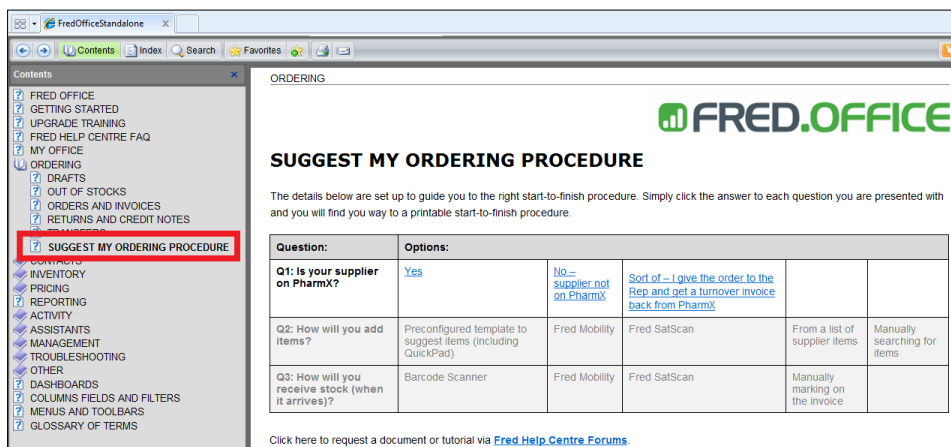
Ordering

Suggest My Ordering Procedure

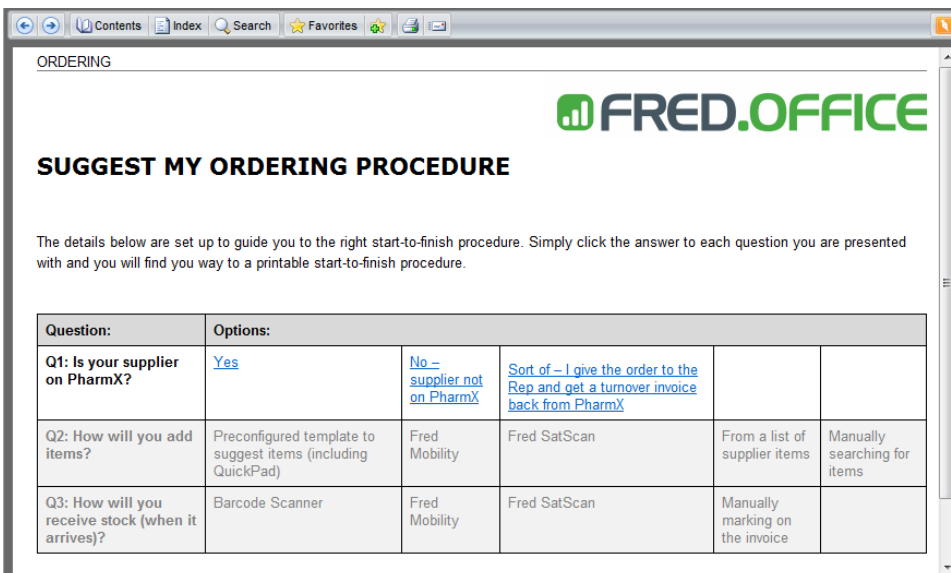
Ordering in Fred Office provides a lot of flexibility. In the Fred Office Online Help, the **Suggest My Ordering Procedure** page will guide you to the right printable start-to-finish procedure.

1. In the Ordering section of Fred Office, press F1.

The Fred Office Online Help opens in your browser, with the **Suggest My Ordering Procedure** page displayed.



2. Click the applicable answer each question, and you will find the procedure that matches how you want to order items.



Recommended procedure: Create an order from a template, then receive Stock with Fred Mobility

Step 1: Create an order draft

1. On the left-hand navigation menu, click **Ordering**.
2. On the **Ordering** menu, click **Drafts**.
3. Click **New**.
The New Draft window is displayed.
4. Enter a name for your draft.
5. Select the **Use selected templates to add items** option.
6. Tick the boxes next to the template(s) you want to use.
If you want to include items from Quickpad, make sure you tick the **QuickPad - All Items (Overwrite)** checkbox.
7. Click **OK**.
8. Click **Save**, to save your draft.

Step 2: Create and send your order electronically

1. On the draft you created, review the **Qty ordered** and **Supplier Name** details for each item, and adjust them if required.
When you select an item, the **Summary** tabs on the bottom section of the screen display information about the selected item.
 - To change the supplier for all of the items in the draft at once, click the **Tools** menu > **Change Supplier > All Items**, then select the new supplier.
 - To add items to the draft, click the **Add Items** menu on the toolbar.
2. If you made any changes to the draft, click **Save**.
3. Click the **Create Orders** menu on the toolbar, then click **Order All**.
The Create Orders window is displayed.
If your draft contains items from more than one supplier, an order will be created for each supplier. Un-tick any suppliers you don't want to create an order with.
4. Ensure the orders you want to create are ticked.
5. Select the **Send electronically** option.

6. Click **OK**.

If you have multiple accounts with a selected supplier (for example, a regular account and a Saturday ordering service account), Fred Office might prompt you to select which account to use for this order.

Your order is sent. If any items remain on your draft, you will be returned to the Draft screen.

Note: After you send an order, you can check its details and status on the **Open Orders** screen.

Step 3: Receive the stock from your invoice with Fred Mobility

Perform this step after your order has arrived in the store. In this step, you will use a Fred Mobility device to mark items from the invoice as received.

1. On your Fred Mobility device, log in using your Fred Office **User Name** and **Password**.
2. Press **Ordering**.
3. Press **Receive Invoice**.
4. Enter the **Invoice Number**, then press [Enter] or **Next**.

To find the invoice number in Fred Office, go to **Ordering**, then to **Open Invoices**. The **Invoice #** column shows the invoice number of each open invoice. As the invoice was manually created, you cannot enter the number from the paper invoice.

5. Scan an item you want to receive, or enter its code.

The item details are displayed on your Fred Mobility device.

- To receive more than one unit of the item, enter the quantity, then press [Enter].
- If you are only receiving a quantity of **1**, simply scan the next product.

If the quantity you entered is greater than the quantity on the invoice, Fred Mobility will prompt you to confirm that you want to receive this quantity.

The quantity you enter reduces the **Quantity Outstanding** figure; it does not overwrite it. If you accidentally enter too many units, you will need to manually adjust the quantity received in Fred Office (this cannot be done in Fred Mobility).

When you receive an item, its **Quantity on Hand** in Fred Office is updated immediately.

6. Repeat step 5 until you have received all of the items on the invoice.

When all of the items on the invoice have been received, Fred Mobility prompts you to review the invoice in Fred Office.

7. Press **ok**.
8. Log out of your Fred Mobility device.
9. Return your Fred Mobility device to its charger.

Step 4: Review and Commit the invoice

Review the invoice

1. On the left-hand navigation menu, click **Ordering**.
2. Click **Open Invoices**.
3. Find the invoice you want to commit, then right-click it and select **Receive Invoice**. The Receive Invoice screen is displayed.
4. For each item on the invoice, review the following columns and adjust them if required:
 - Received Qty
 - RFC Qty
 - OOS

Each item must be balanced before it can be committed. That is the sum of its **Received Qty** and its **RFC Qty** must equal its **Invoiced Qty**. (or in other words, each unit you were invoiced for has to be accounted for, either by being received or by being returned for credit).

To show only *unbalanced* item lines, click **Hide Balanced Items** (click it again to show all items).

To automatically populate the **Received Qty** with the **Invoiced Qty** for each item, click the **Receive Items** menu, then select **Receive All**. You will still need to manually adjust the **RFC Qty** and **OOS**

5. For each item on the invoice, review and adjust the **Supplier Cost**, if required.

If the invoice arrived electronically from PharmX, the **OOS** and **Supplier Cost** should be updated automatically.
6. Click **Save**.
7. If there are any other applicable costs (for example, a delivery fee; DD fees, or rebates), enter them in the **Other Costs** section.

Depending on how your Fred Office system is configured, some costs might already have been entered automatically for invoices received via PharmX.
8. **Optional:** if your store uses net in store (NIS) costs:
 - Select the items you want to apply NIS costs to.
 - Click the **Specify Other Costs** menu.
 - Select the costs to apply.
9. Click **Save**.

Once you have received all of the items accurately and entered any other costs, the difference between the **Invoice Total** (based on received quantities and other costs) and the **Actual Total** (entered from the invoice) should be within the allowable variation range that your pharmacy has set up in Fred office. If the variation is within the allowable range, a green tick is displayed next to the **Variation** field.

The invoice can be committed only when the variation is within the allowable range.

Commit the invoice

1. Click Commit Invoice.

If you have entered any RFC quantities, the Create Return For Credit window is displayed. Enter the **Return Approval Number** (if applicable) and the **Reason Code** for each item being returned, then click **Commit**.

2. The Commit Invoice window is displayed.
3. Any purchase orders associated with the invoice are displayed on this window. Purchase orders with a tick next to them will be closed when you commit the invoice. If you are expecting further invoices for an order (for example, more stock is still to arrive from another warehouse), make sure you *un-tick* the order so it will be kept open.
4. If you don't want to perform a pricing review, un-tick the **On commit show Pricing Review...** checkbox.
5. Click **Commit**, to commit the invoice.

Step 5: Perform a pricing review

If you selected **On Commit show Pricing Review...** when you committed the order, the Invoice Pricing Review screen is displayed.

Note: If you want to do your price review at another time, you can close this screen. To access the pricing review later, click the **Pricing** menu, then select **Pricing Reviews**.

Steps in a pricing review

1. Review item prices using one or more of the following methods, as required:
 - Apply pricing plan prices (only to relevant items)
 - Apply a price guide to a selected item
 - Apply a 60% markup to selected items
 - Manually update an item's retail price
 - Manually update Price Level A for an item
2. Commit the pricing review
3. Print new shelf labels for items with updated prices

Review item prices

Apply Pricing Plan prices (only to relevant items)

1. Click the **Pricing Plan** column heading, to sort items that have a pricing plan at the top of the list.
These items will also have a suggested **New** retail price, calculated according to the Pricing Plan.
2. Hold down [Ctrl] then click to select items with a pricing plan.
3. Click **Set to Accepted**.

Apply a price guide to a selected item

1. Right-click the item.
2. Click **Pricing Options**.
3. Click **Use Pricing Guide**.

Apply a 60% markup to selected items

1. Hold down [Ctrl] and click to select items.
2. Click the **Tools** menu.
3. Click **Selected Pricing Options**.
4. Click **Set Markup %**.
5. Enter **60.00%**, then click the **tick** to apply the markup.

To apply changes to all items on the pricing review (instead of only the selected items), click the **Tools** menu, then click **Global Pricing Options**.

Manually update an item's retail price

1. Click to select the item.
2. Under the **Retail** heading, click the item's **New** field.
3. Enter the new retail price.
4. Press [Enter] to save your entry.

The **Movement** column under the **Retail** heading helps you track whether the item's price increased (a green arrow pointing up) or decreased (a green arrow pointing down).

Manually update Price Level A for an item

1. Click to select the item.
2. In the **Summary Pane** on the lower part of the screen, in the **Price Levels** section, under the **New** heading, click the **Markup** field for **PriceA**.
3. Enter the new markup.
4. Press [Enter] to save your entry.

You can also update the product's other price levels this way.

Commit the pricing review

The **Status** column shows you what will happen to each item when the Pricing Review is committed:

- A **green tick** indicates the price has been reviewed. Any changes will be applied when you commit the pricing review.
- A **red cross** indicates that you rejected the item from being reviewed (by clicking **Set to Rejected** on the toolbar). When you commit the pricing review, these items will not have their prices changed.
- A **question mark** indicates that the item is still to be reviewed. When you commit the pricing review, these items will remain in the Pricing Review to be reviewed at a later time.

To commit the pricing review:

1. Click **Commit Changes**.
The Commit Pricing Review window is displayed.
2. In the **Description** field, enter a description for the pricing review.
3. In the **Effective Date** section:
 - If you want to apply the price changes now, select **Immediate**.
 - If you want to apply the price changes at a later date, select **Choose Date**, then select the date and time.
4. Tick the **Show me the Label Queue after committing** checkbox, so that you can print new shelf labels immediately.
5. Click **Commit**. Your price changes are applied.

Print new shelf labels for items with updated prices

If you ticked the **Show me the Label Queue after committing** checkbox before you committed the pricing review, the Print labels - Price Changes Completed screen will be displayed.

1. Click **Set Label Quantity**, then select the quantity of labels you require.
You can also adjust the quantity manually, in each item's **Label Qty** field.
2. Click **Set Label Template**, then select the label template you require.
3. Click **Print All**.

Your labels are sent to your printer.

Fred Mobility

Create a Draft Order Using Fred Mobility

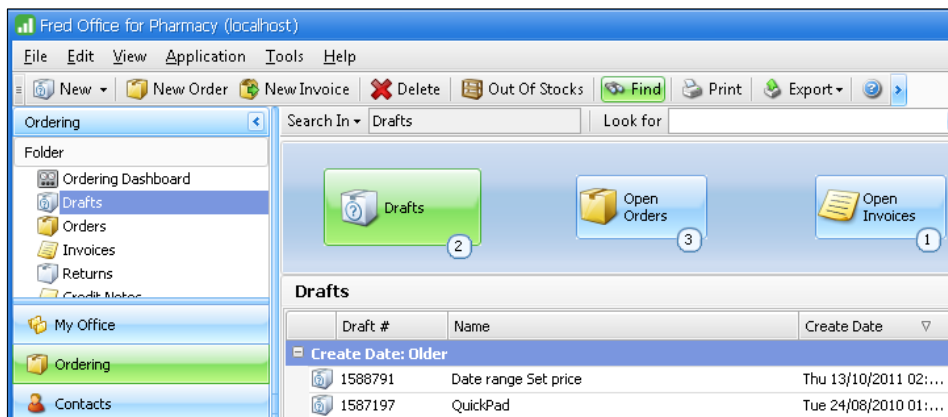
1. Log into your Fred Mobility device.
2. Select **Ordering**.



3. Select **New Draft**.
4. Scan an item, enter the quantity to order, then press [Enter].
5. Continue to scan all items you want to order. If any items don't scan, or cause an error message, put them aside to check in Fred Office.

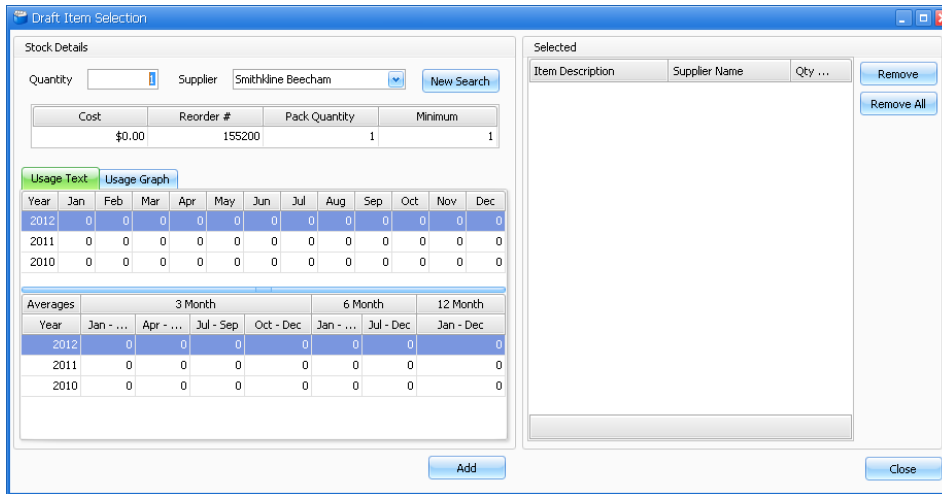
Send a Order from a Fred Mobility Draft Using Fred Office

1. On the **Ordering** tab, click **Drafts**.
2. Double-click your Fred Mobility draft.

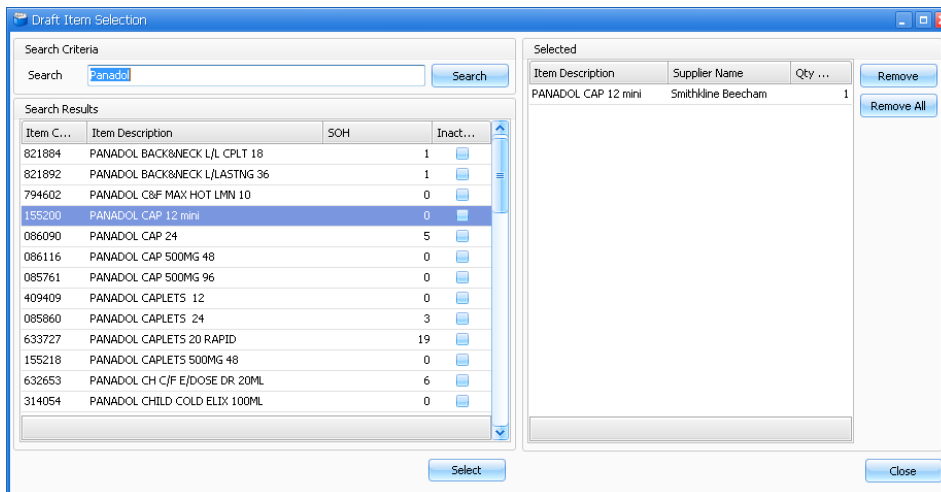


3. If you want to add extra items to your draft:
 - a. Click **Add Items**.
 - b. Enter a search term, then click **Search**.
 - c. Select the item to add to the Draft, then click **Select**.
 - d. Enter the **Quantity**.

- e. Use the drop-down to change the **Supplier** (if required) then click **Add**.

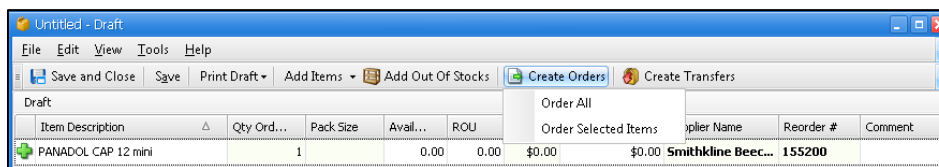


The item is displayed in the **Selected** section.



Continue to search and add items as required, then click **Close**.

4. To send your order, click **Create Orders** on the toolbar, then click **Order All**.



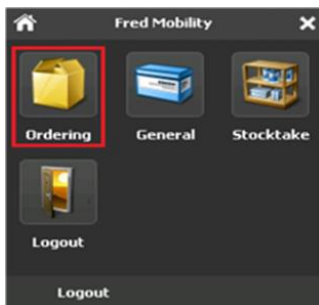
5. The Create Orders screen is displayed.
6. To create and send the order, click **OK**.

Receive An Invoice Using Fred Mobility

There are multiple ways to receive invoices using Fred Office, Fred Mobility and your barcode scanner. This procedure explains how to receive the stock using Fred Mobility then complete the invoice in Fred Office.

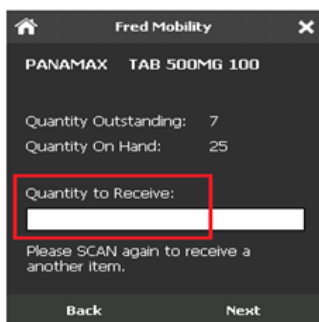
Step 1: Receive the stock using Fred Mobility

1. Log into your Fred Mobility device.
2. Select **Ordering**.




3. Select **Receive Invoice**.
4. Select the invoice or leave the selection on any open invoice, then select **Next**.
5. Enter the **quantity** to receive, then press [Enter].

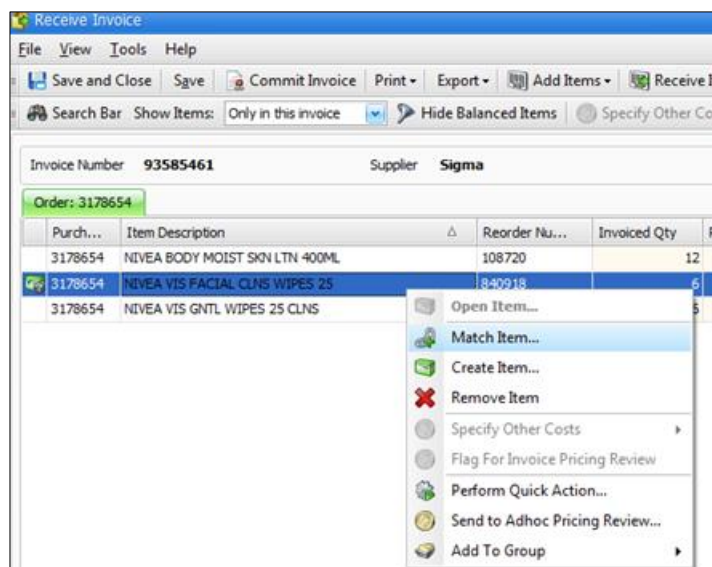
Note: There is no need to enter a quantity of 1. Simply scan the next product to record the quantity of 1.




6. Continue to scan all items in the order received. If any items don't scan, or cause an error message, put them aside to check in Fred Office.

Step 2: Complete the invoice in Fred Office

1. On the **Ordering** tab, click **Invoice**, then select **Open Invoices**.
2. Double-click to open the invoice you want to receive.
3. Check the invoice for any items with a  symbol in the first column. These are products not recognised by Fred Office, either because the PDE has changed or they are new to Fred Office. To resolve them, right-click the item and select one of the following options:
 - If the item is not new or if you are unsure, choose **Match Item** and follow the wizard. For details, see the F1 help article “Match Item to Drug” at <https://helpfile.fred.com.au/standalone/default.htm?url=WordDocuments%2Fmatch itemtodrug.htm>
 - If the item is new, choose **Create Item** and enter all item details.



4. Check any lines that DO NOT have a green tick symbol  in the first column. A column with no green tick symbol maybe due to one of three reasons:
 - The **Alias** (Barcode) has been updated/ changed. To resolve this:
 - Double-click the item, and on the **General** tab, click **Aliases**.
 - Enter the new **Alias**, click [**Add**], then click [**Save and Close**].
 - The item has not been completely received e.g. either not scanned at all or the whole quantity which arrived not scanned correctly. To resolve this, correct the **Received** column as necessary.

- The item did not come with the order at all or you were sent the wrong item. If you have any Return For Credits (RFCs), then adjust the lines as necessary by changing the **Received** column to only the amount of stock you are keeping then the **RFC** column to the amount you are returning to the supplier or asking a credit for.

Purch...	Item Description	Reorder Nu...	Invoiced Qty	Received ...	OOS	RFC Qty	Received To ...
3178654	NIVEA BODY MOIST SKIN LTN 400ML	108720	12	11	0	0	0
3178654	NIVEA BODY NRSH SKIN LTN 400ML	108795	12	12	0	0	0
3178654	NIVEA LIGHT CREME 75ML	051342	6	6	0	0	0

5. Double-check the **Total** of your invoice and adjust/add any **Other Costs** as necessary. As previously mentioned, green ticks should appear on every line of the invoice if it is received and balanced.

Description	Amount	Lines
DO FEE (GST)	\$0.00	None
DELIVERY FEE (GST)	\$0.00	None
REBATE (GST FREE)	\$0.00	None

Invoice Date	23/06/2009	Total Ex GST	\$197.92
Invoice Total	\$217.17	Total GST	\$19.79
Actual Total	\$217.71	Total Inc GST	\$217.71
Variation	0.25%	Other Costs Inc GST	\$0.00
		Total	\$217.71

6. Once complete, click [**Commit Invoice**].
7. Ensure that your purchase orders are ticked and select [**Commit**].

Invoice Details

Invoice Number 49161651
Invoice Date 19/07/2012
Invoice Value \$1,310.34
Supplier Sigma

You are about to commit invoice 49161651. To also close purchase orders associated with this invoice, please select them from the list below:

Check	Purchase Or...	Title	Line C...	Uninvoi...
<input checked="" type="checkbox"/>	429071	Sigma (1: Tue 26, Jun 2012 12:05 PM)	44	0

On commit show Pricing Review immediately for the 0 items on this Invoice being priced.

Commit Cancel

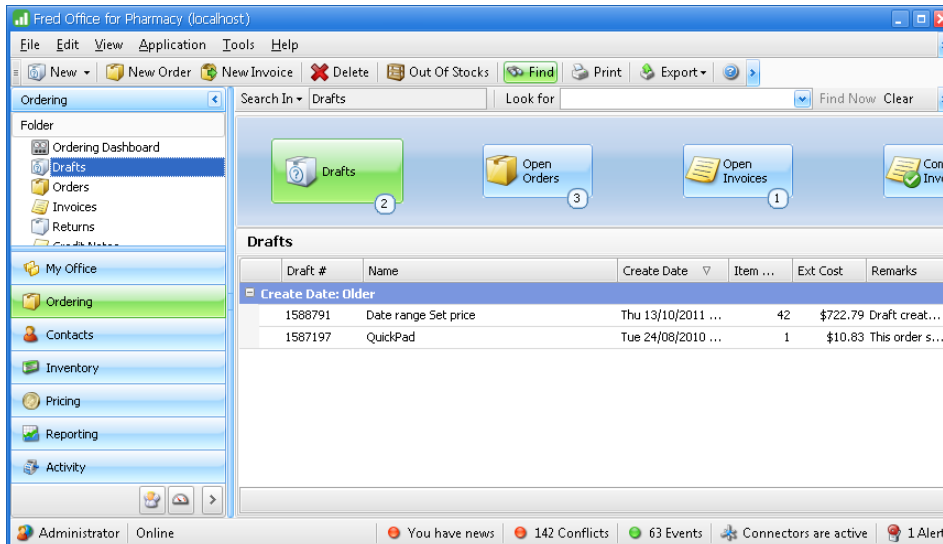
Note: If you have entered any RFCs, you will then get an extra screen to enter your Return Details. Enter the **Details** then **Commit**.

Note: If you have **On Commit show Pricing Review** system option turned on, then the Pricing Review screen will appear once **Commit** is clicked.

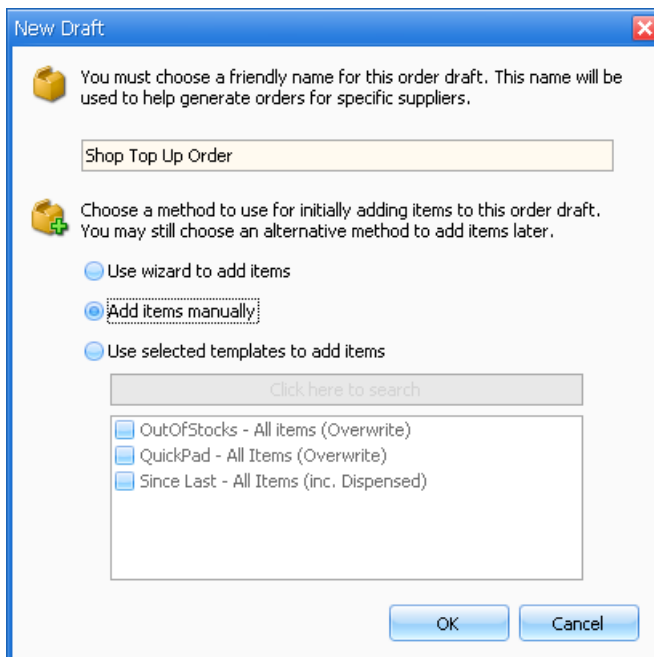
Create A Draft By Adding Items Manually, Then Send The Order

To create drafts by adding items manually and send orders:

1. On the **Ordering** tab, click **Drafts**, then click **[New]** from the toolbar.



2. Enter a **name** for your Draft, select the **Add items manually** option, then click **[OK]**.
The Draft Item Selection screen is displayed.



3. Enter a **search term** and click **[Search]**.
4. Select the item to add to the Draft then click **[Select]**.
5. Enter the **Quantity** to place onto the draft.

- Use the drop-down to change the **Supplier** (if required) then click [**Add**].

- The item is displayed in the **Selected** section.

- Continue to search and add items as required.
- Once complete, click [**Close**].
The Draft screen is displayed.
- To send your order, click **Create Orders** from the toolbar and select **Order All**.

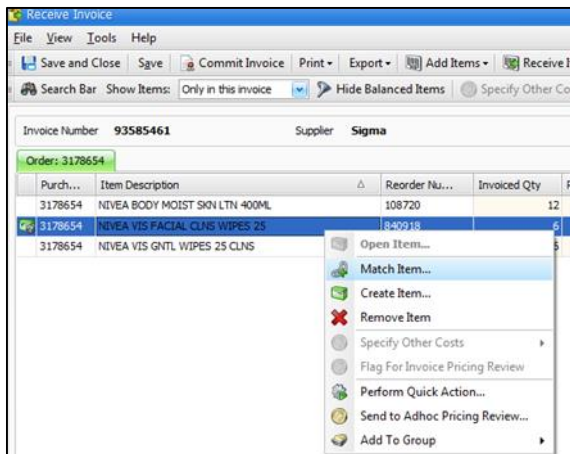
- The Create Orders screen is displayed.
- To create and send the order click [**OK**].


Receiving An Invoice Manually In Fred Office

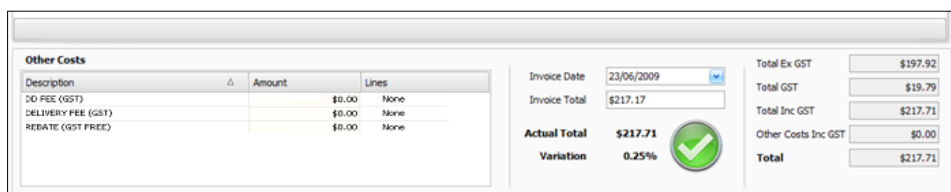
There are multiple ways to receive invoices using Fred Office, Fred Mobility, and your barcode scanner. This process below explains how to receive the stock manually if the items were manually marked off the paper invoice.

To receive the invoice manually in Fred Office:

1. On the **Ordering** tab, click **Invoice**, then select **Open Invoices**.
2. Double-click to open the invoice you want to receive.
3. Click **Receive Items**, then click **Receive All** from the toolbar.
4. All lines will be marked with a tick symbol ✓ in the first column.
5. If you have any Return For Credits (RFCs), then adjust the lines as necessary by changing the **Received** column to only the amount of stock you are keeping then the **RFC** column to the amount you are returning.

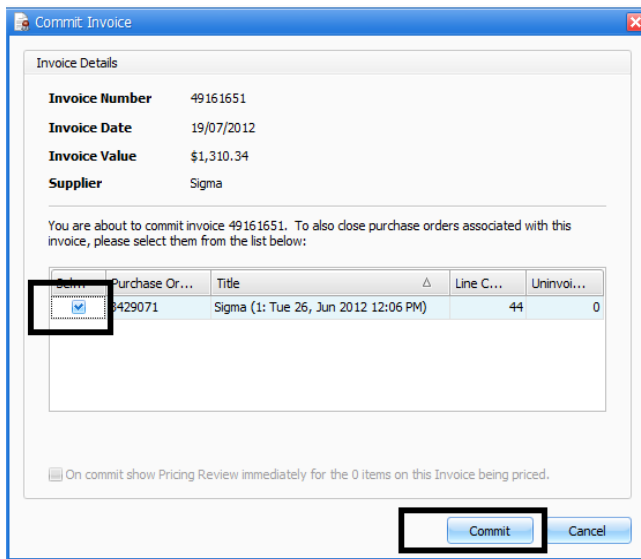


6. Check the invoice for any items with a  symbol in the first column. These are products not recognised by Fred Office, either because the PDE has changed or they are new to Fred Office. To resolve them, right-click the line and select one of the following options:
 - If the item is not new or if you are unsure, choose **Match Item** and follow the wizard. For details, see the F1 help article “Match Item to Drug” at <https://helpfile.fred.com.au/standalone/default.htm?url=WordDocuments%2Fmatch itemtodrug.htm>
 - If the item is new, choose **Create Item** and enter all item details.
7. Double-check the **Total** of your invoice and adjust/add any **Other Costs** as necessary. As previously mentioned, green ticks should appear on every line of the invoice if it is received and balanced.



8. Once complete, click [**Commit Invoice**].

- Ensure that your purchase orders are ticked and select [**Commit**].



Note: If you have entered any RFCs, you will then get an extra screen to enter your Return Details. Enter the Details then **Commit**.

Note: If you have the **On Commit show Pricing Review** system option turned on, then the Pricing Review screen will appear once **Commit** is clicked.

Performing Pricing Reviews

Items will show in Pricing Review if the Cost Price changes, indicating you should review the retail price.

Note: The **cost price** is the last price you bought the item at, from any supplier; whereas the **supplier cost** for a particular supplier is the last price you bought the item at from that supplier.

To perform a Pricing Review:

- On the **Pricing** tab, click **Pricing Review**.



- Double-click the Invoice Pricing Review.

BACK OFFICE PROCEDURES

- To change the price, edit the **New** columns under **Price** or **Mark-up** fields. This will automatically set the new price or mark-up as **Accepted**.
- If you *do not* want to change the retail price, select the item and click **Set to Rejected**.

General		Cost			Retail			Markup					
Status	Item ...	Fixed Price	Item Description	Price G...	Pricing Plan	Current	New	Movement	Current	New	Move...	Current	New
	821992		PANADOL BACKACHECK L/L...	N/A	No Plan	\$5.97	\$6.00	0.50 %	\$23.00	\$7.95		255.26 %	32.50 %
	794602		PANADOL CMP MAXI HOT L...	N/A	No Plan	\$7.41	\$7.41	0.00 %	\$23.00	\$9.65	-\$13...	210.39 %	30.23 %

Note: If the price has been changed prior to your reviewing the Pricing Review (e.g. manually via the item stock card), you must still choose to accept or reject the New Price which is displayed to complete the Pricing Review.

- To complete the pricing review, click [**Commit Changes**] on the toolbar.
- Tick **Show me the Label Queue after committing**.

Commit Pricing Review

Pricing Review Details

Please confirm the pricing review details before you commit this review.
The price updates will automatically take effect on the effective date.

Invoice: 8495465464 (15-10-2012 09:53 AM)

Description: [Empty text box]

Effective Date: Immediate Choose Date: 16/10/2012 12:00 AM

Line Count: Accepted: 1 Rejected: 0

Label Printing

Labels will be queued for printing when this price review is committed.

Show me the Label Queue after committing

[Commit] [Cancel]

- From Label Queue, select **Print All**.

Transfer Stock Out At Supplier Cost

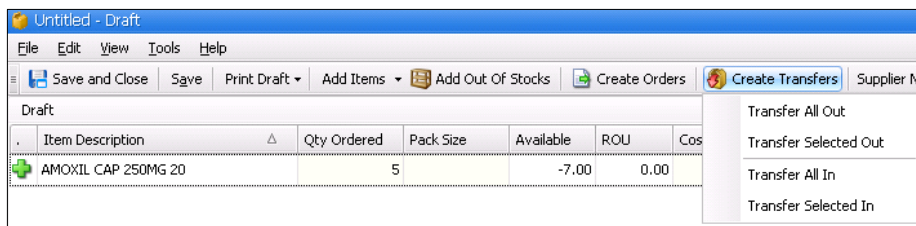
The default cost price Fred Office will charge depends upon your Fred Office and transfer supplier setup. To make sure you are transferring stock out at the last supplier cost you must start your transfer as a Draft.

Note: The **cost price** is the last price you bought the item at, from any supplier; whereas the **supplier price** for a *particular supplier* is the last price you bought the item at from that supplier.

- On the **Ordering** tab, click **Drafts**, then click [**New**] from the toolbar.
- Enter the **Name** of your draft, select **Add Items Manually** then click [**OK**].
- Search for and add all items you want to transfer.

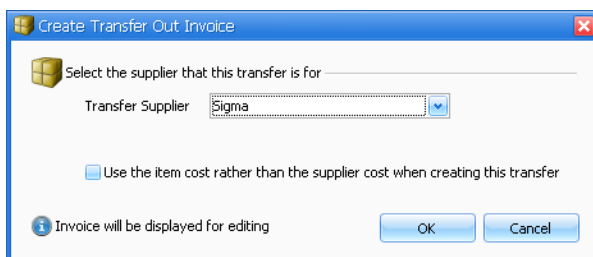
Note: In your draft, make sure all items have the supplier you last bought the stock from selected to ensure supplier cost to charge on to other store is the same.

- Click **[Close]** once you have added all the required items.
- Click **[Create Transfers]** from the toolbar, then choose Transfer All Out.



The Create Transfer Out Invoice dialog is displayed.

- Click **[OK]**.



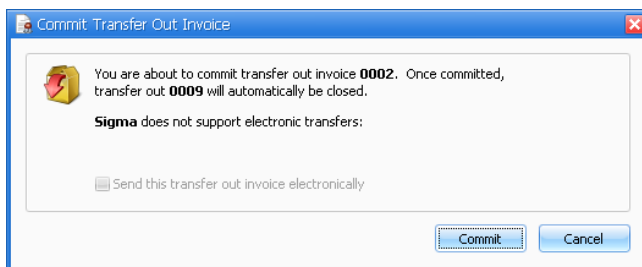
The Send Transfer Out Invoice screen is displayed.

- Check all costs and add any applicable charges (e.g. **Apply Surcharge**).
- Click **[Commit Invoice]**.



The Commit Transfer Out Invoice confirmation message is displayed.

- Click **[Commit]**.



Promotions

Date Range Promotion Using Catalogue File

Please note a full reference how to guide is available for the F1 Help. What follows are summarised step-by-step instructions.

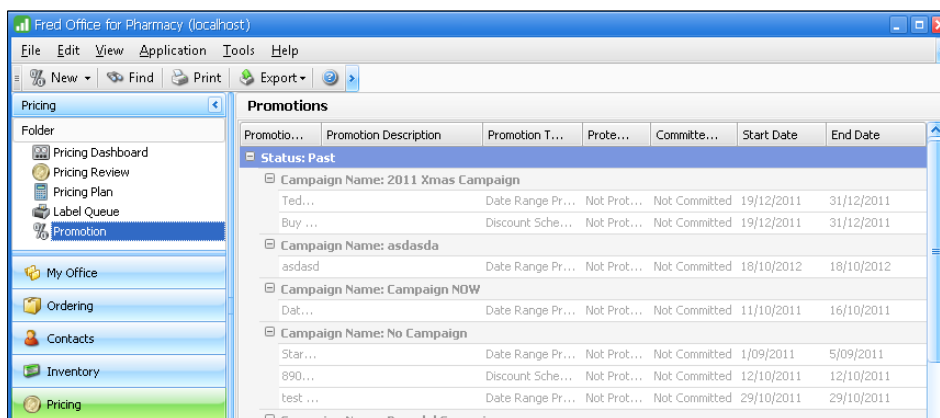
Step 1: Download Promotion Catalogue file

1. Go to the Fred Help Centre <http://help.fred.com.au>
2. Under **Your Groups**, select your group, then **Media**, select the file and click **Download**.

Note: Remember to save the file to a location that is easy to find.

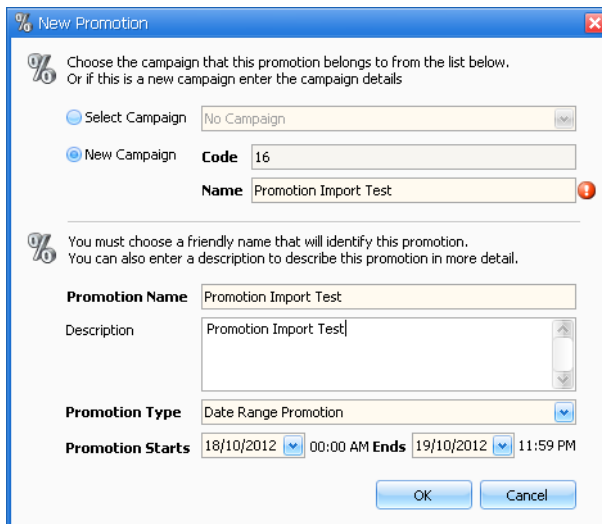
Step 2: Import Promotion Catalogue file into Fred Office

1. On the **Pricing** tab, click **Promotion**, then click [**New**] from the toolbar.

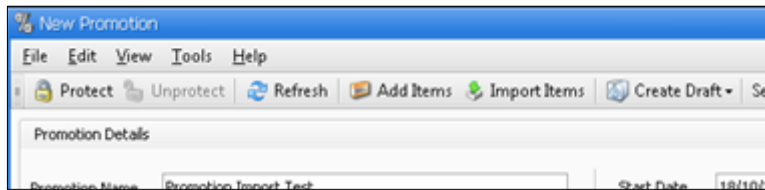


2. Select **New Campaign** and enter a **Campaign Name** (if applicable).

3. Enter a **Promotion Name**, then the **Start** and **End Date**, then click **[OK]**.

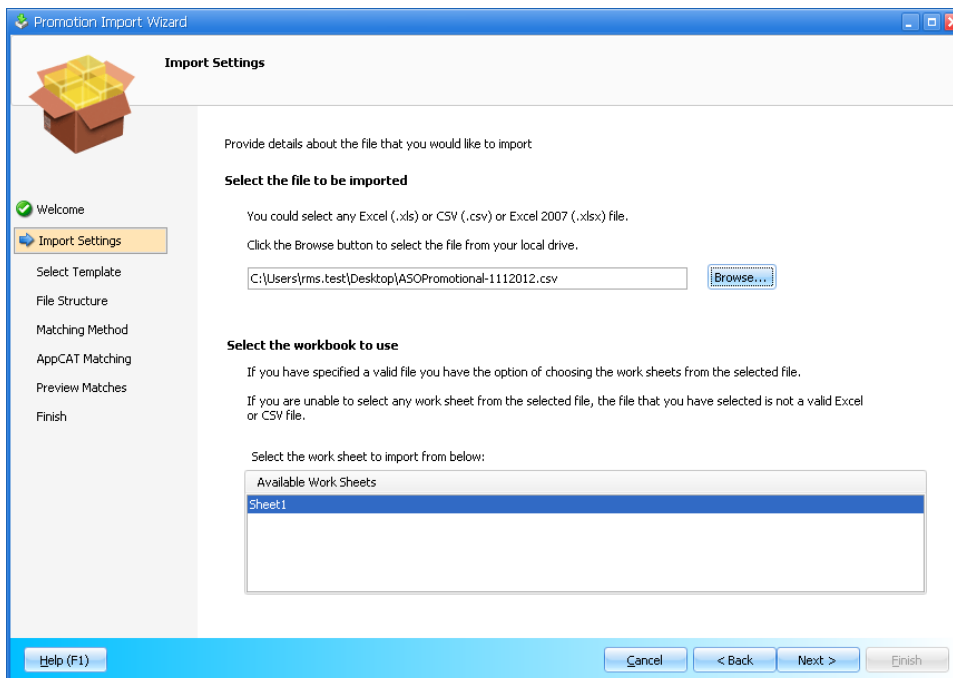


4. Click **[Import Items]** from the toolbar.

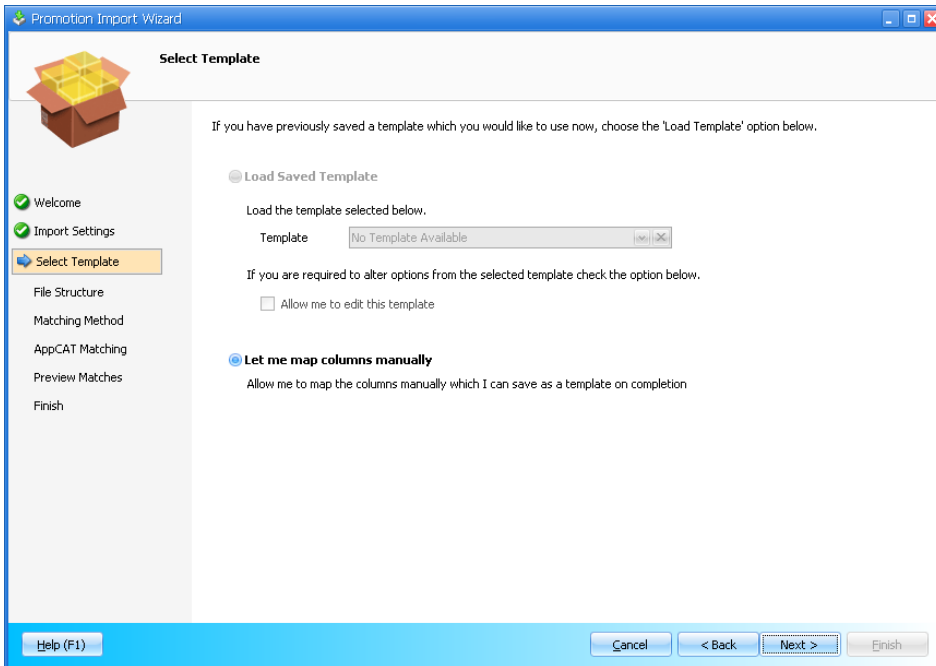


The Promotion Import Wizard screen is displayed.

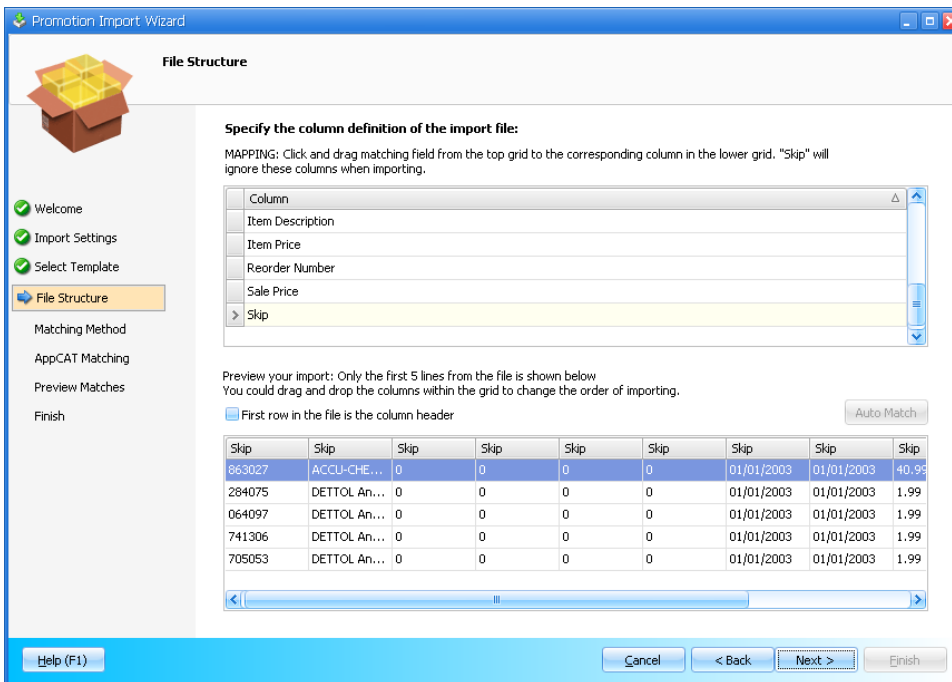
5. Click **[Browse]** and select the file to import, then click **[Next]**.



- Select **Let me map the columns manually** and click **[Next]**.



- Review the column mappings or adjust if required.

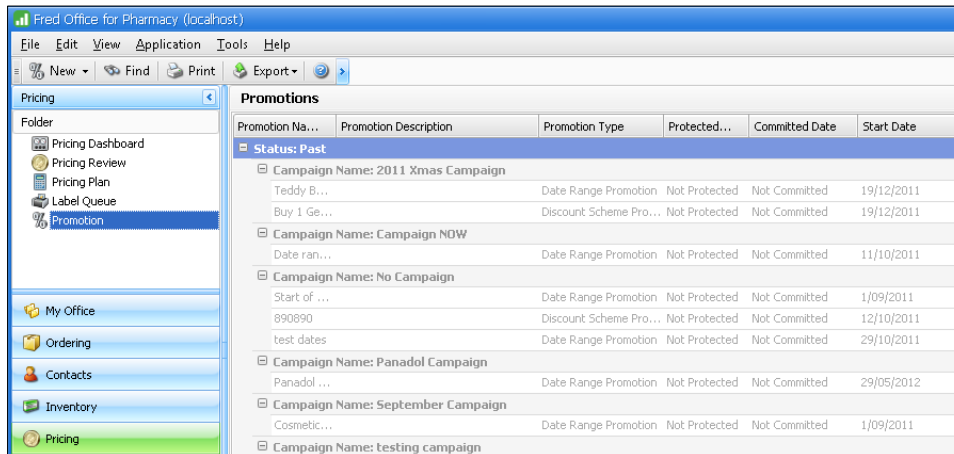


- Use the options to match items from the catalogue file to items in Fred Office, then click **[Match]**, then click **[Next]**.

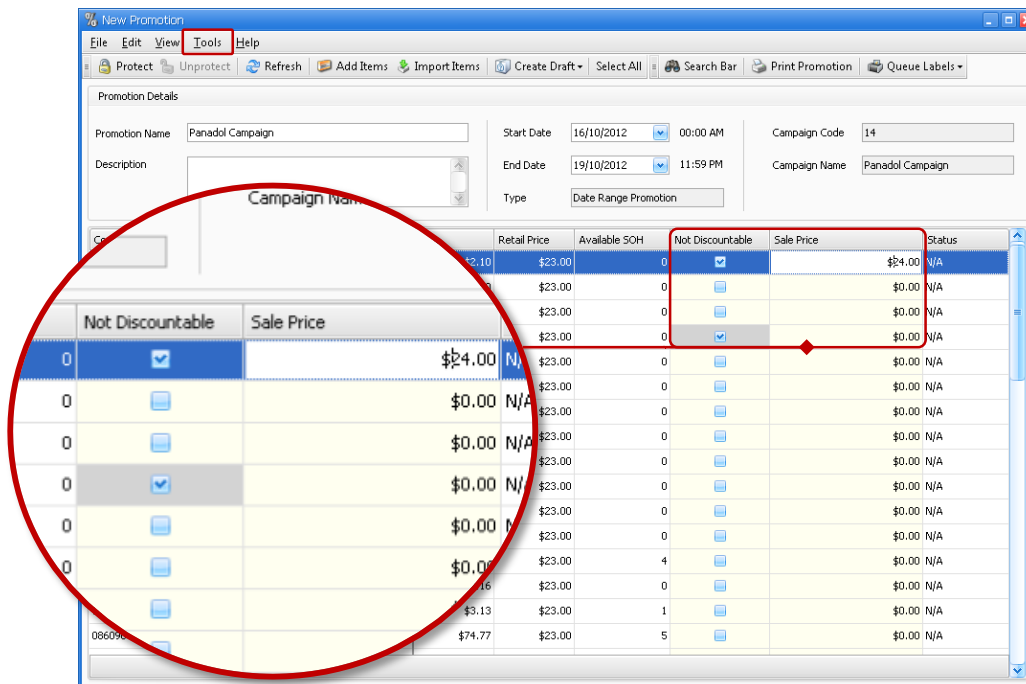
14. Click [Queue Labels] from the toolbar, then select **All items**.
15. Click [Protect] from the toolbar, then click [Commit].

In-Store Date Range Promotion (No Catalogue File)

1. On the **Pricing** tab, click **Promotion**, then click [New] from the toolbar.



2. Click **New Campaign** and enter a **Campaign Name** (if applicable).
3. Enter a **Promotion Name**, **Start** and **End Date**, then click [OK].
4. Click [Add Items] from the toolbar to add items to the promotion, then click [OK] once all items have been selected
5. Enter the sale price in the **Sale Price** column.
6. Tick the **Not Discountable** box if you do not want your items to be further discountable or use the **Tools** menu to set this globally for all items.



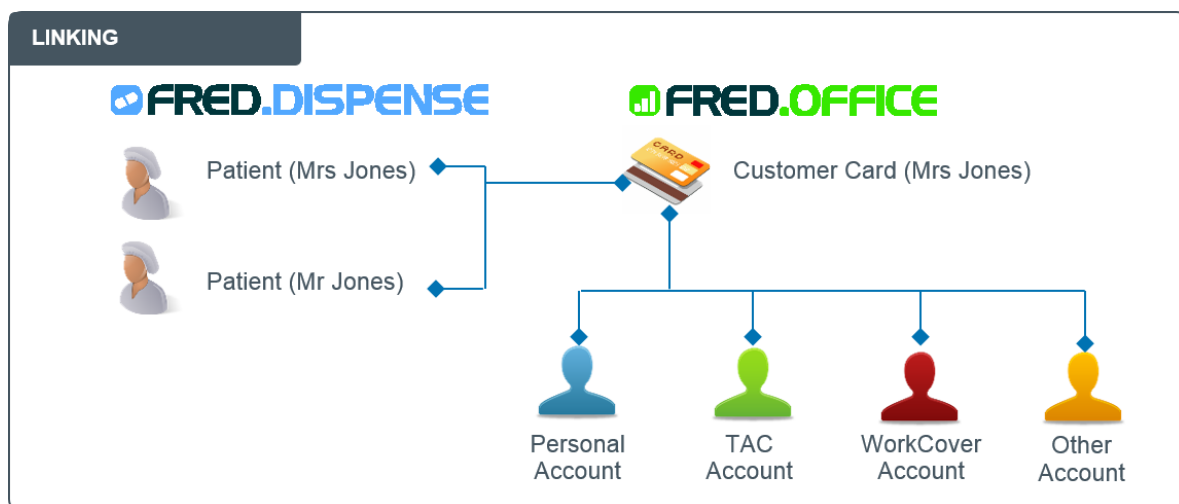
7. Click [Queue Labels] from the toolbar, then choose **All items**.
8. Click [Protect] from the toolbar, then click [Commit].

Accounts And Statements

Creating New Customer Accounts And Linking Patients (For Auto Charging)


To allow customers to have multiple account types within Fred Office a Customer must exist before an Account can be created. Patients are also linked to Customers; allowing multiple patients to be linked to the same accounts.

Example: In the figure below, Mrs. Jones (customer) can have a Personal account and an Other account. She and husband Mr. Jones can then both be linked to these to allow direct charging of scripts from Fred Dispense.



Creating Customer Accounts And Linking Patients (Fred Dispense)

To create a customer account and link patients in Fred Dispense:

1. Search for and select the patient in Fred Dispense.
Fred Dispense loads the patient's details.
2. Click the Fred Debtors icon  on the toolbar or press [F6].
The Fred Office screen is displayed.

3. Click [**New**] or press [Ctrl + M].

The screenshot shows a window titled "Fred Office" with a "Customer Search" section. It contains a text input field for "Customer Name" and three buttons: "Search (Enter)", "Clear (F12)", and "New (Ctrl-M)". Below this is a "Search Result" section with a table header containing columns: QK, Title, First Name, Last Name, Company, Suburb, PCode, and Phone #. The table body is currently empty.

4. Enter the customer details.
5. Select the **Account Type** to create a Personal, Other, TAC or WorkCover account.
6. Adjust the default **Credit Limit** (if required).
7. Once complete, press the [**End**] key or click [**Save**].

The screenshot shows a window titled "Fred Office" with a "Customer Create" section. It is divided into several input areas: "General" (Company Name, Title, First Name, Last Name), "Address" (Address Line 1, Address Line 2, City, Post Code, State), "Contact Information" (Phone Number, Mobile Number, Fax Number), "Internet Details" (Email Address, Web Address), and "Account Details" (Account Type dropdown menu, Credit Limit). There are "Save (End)" and "Clear (F12)" buttons on the right. The "Account Type" is set to "Personal" and the "Credit Limit" is "\$200.00".

8. Enter the **Opening Balance**, then select [**OK**].

The screenshot shows a dialog box titled "Opening Balance". It contains a label "Opening Balance" followed by a dollar sign and a text input field containing "20.00". There is an "OK" button at the bottom right.

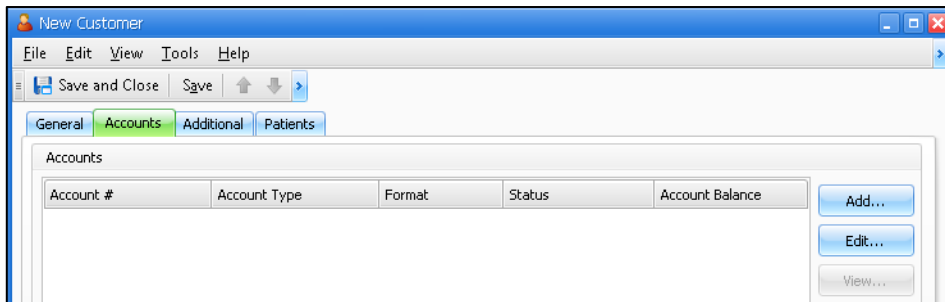
The Account Management screen is displayed.

9. Navigate through the screen and update information as required.
10. Press the [**END**] key to save the details and return to dispensing.

Creating Customer Accounts And Linking Patients In Fred Office

To create customer accounts and link patients in Fred Office:

1. On the **Contacts** tab, click **Customers**, then click **[New]** from the toolbar.
2. Enter the customer contact details.
3. On the **Accounts** tab, click **[Add]**.



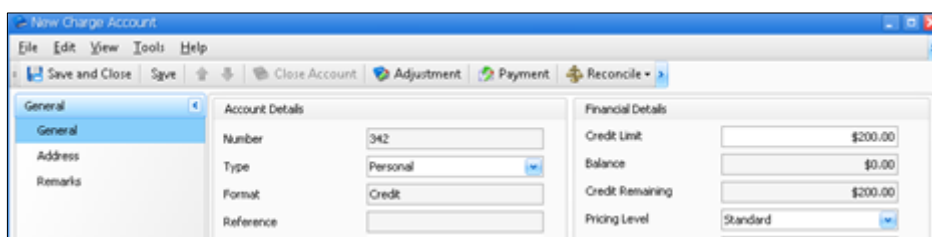
The New Charge Account screen is displayed.

4. In the **Type** field, select **Personal**.
5. Adjust the **Credit Limit** (if required).

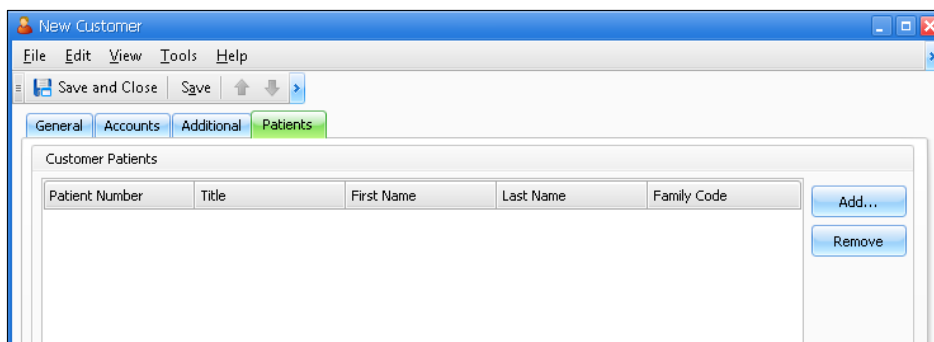
Note: If detail is entered into the Work Cover and Provider Number fields, TAC or Work Cover requirements are printed for dispensed items when a statement is generated from now on (including NHS information and drug code). This does not go back retrospectively to previously generated statements.

Note: Accounts that do not have a TAC or WorkCover number allocated will NOT print any extra information.

6. To finish, click **[Save and Close]** from the toolbar.

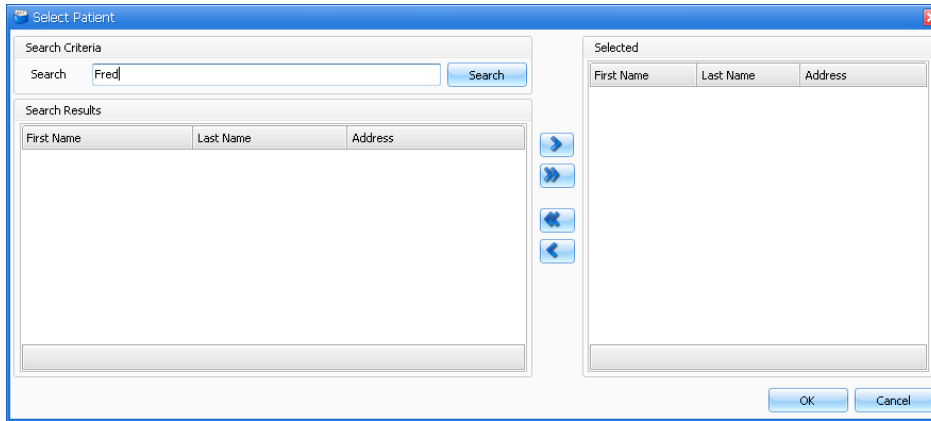


7. On the **Patients** tab, click **[Add]**.



The Select Patient screen is displayed.

8. Enter the patient name in the **Search** field then click [**Search**].
9. In **Select Results**, select the required patient then click the [>] arrow to select.
10. Click [**OK**].



11. To finish, click [**Save and Close**] from the toolbar.

Printing a Scheduled Statement Run

A Scheduled Statement Run is scheduled based on your requirements when Fred Office is installed. This can be subsequently viewed or adjusted at any time. Read this section to learn how to print a scheduled statement run.

To print a Scheduled Statement Run:

1. On the **Contacts** tab, click **Accounts**, then click the [**Statements**] button from the toolbar.

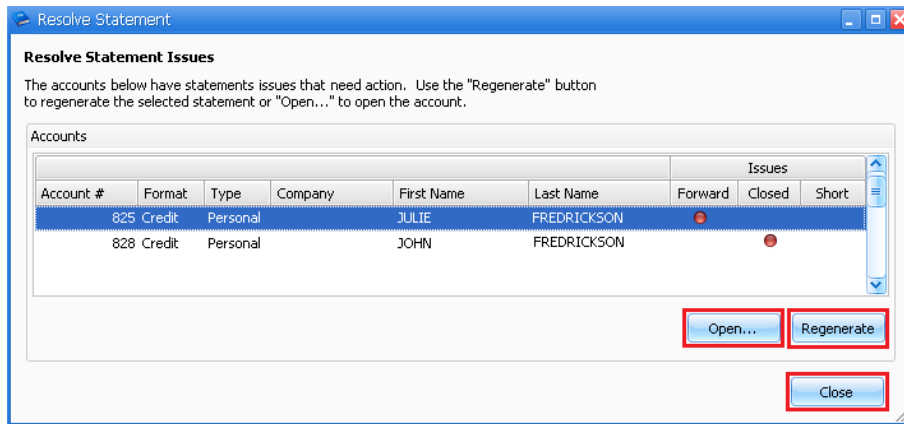
The Statements screen is displayed.

2. To resolve any issues, select the last Statement batch, then click [**Resolve**].

The Resolve Statement screen is displayed.

3. Select the account and do one of the following:

- To view the account card, click [**Open...**].
- To remove and regenerate the statement for this account based on the current statement schedule click [**Regenerate**].

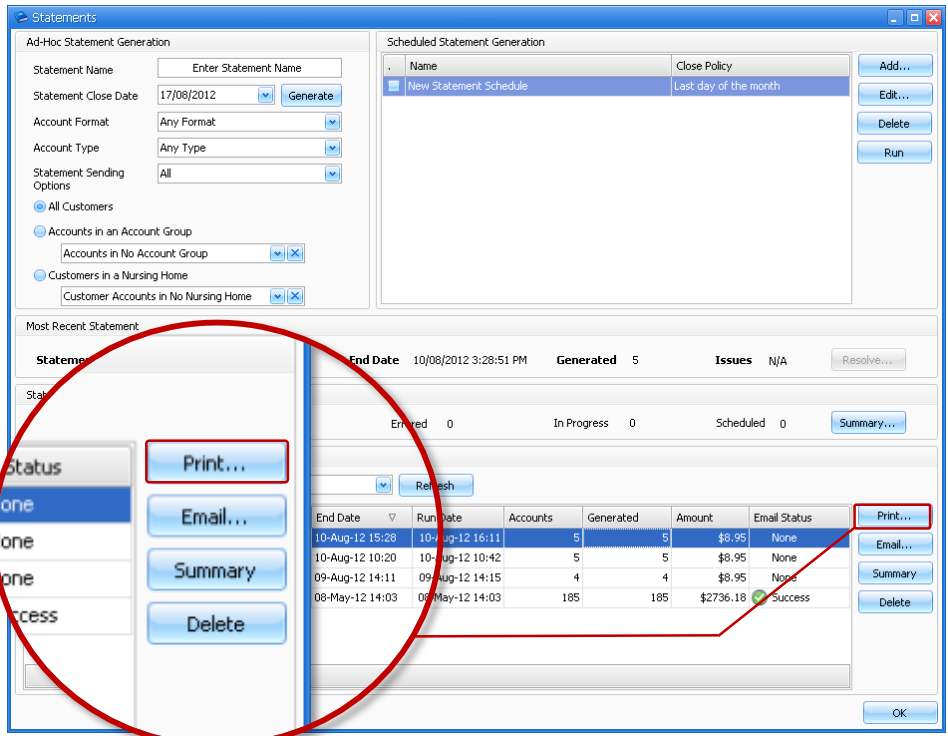


Issue:	What?	Resolution steps:
Forward	An existing statement exists with an end date greater than that of the statement schedule.	<ol style="list-style-type: none"> 1) Click "Open...". 2) View "Statements" and/ or "Activity" tabs. 3) Close the account card. 4) Optionally click "Regenerate".
Closed	Accounts closed during this statement period.	<ol style="list-style-type: none"> 1) Click "Open...". 2) View "Statements" and/ or "Activity" tabs. 3) Close the account card.
Short	Accounts with a short period (usually due to a mid-period statement generation).	<ol style="list-style-type: none"> 1) Click "Open...". 2) View "Statements" and/ or "Activity" tabs. 3) Close the account card. 4) Optionally click "Regenerate".

4. Repeat the steps above for all accounts as required.

5. Once complete click [**Close**].

6. Click the [Print] button.



The Print Statement screen is displayed.

7. Set the print options, then click [OK].

The screenshot shows a 'Print Statement' dialog box with the following sections:

- Statement Print Options**

Use the options below to select which accounts you wish to print statements for. If no options are chosen then all statements will be printed.

Statement Restrictions

 - Print only statements in
Debit [▼] and over this amount \$0.00
 - Print statements from the selected Account Group
Please select an Account Group [▼]
 - Print statements for the patients from the selected Nursing Home
Please select a Nursing Home [▼]
 - Print statements where first letter of account last name is between
[] and []
 - Print only statements which have had account activity
 - Print statements for accounts that are enabled for email statements
- Print Settings**

Group statements by

 - Don't group statements
 - Print statements grouped by Account Group
 - Print statements grouped by Nursing Home

Order statements by

 - Print statements ordered by Account Number
 - Print statements in alphabetical order (Company name then last name)
 - Print statements in alphabetical order (Last name)

Buttons: OK, Cancel

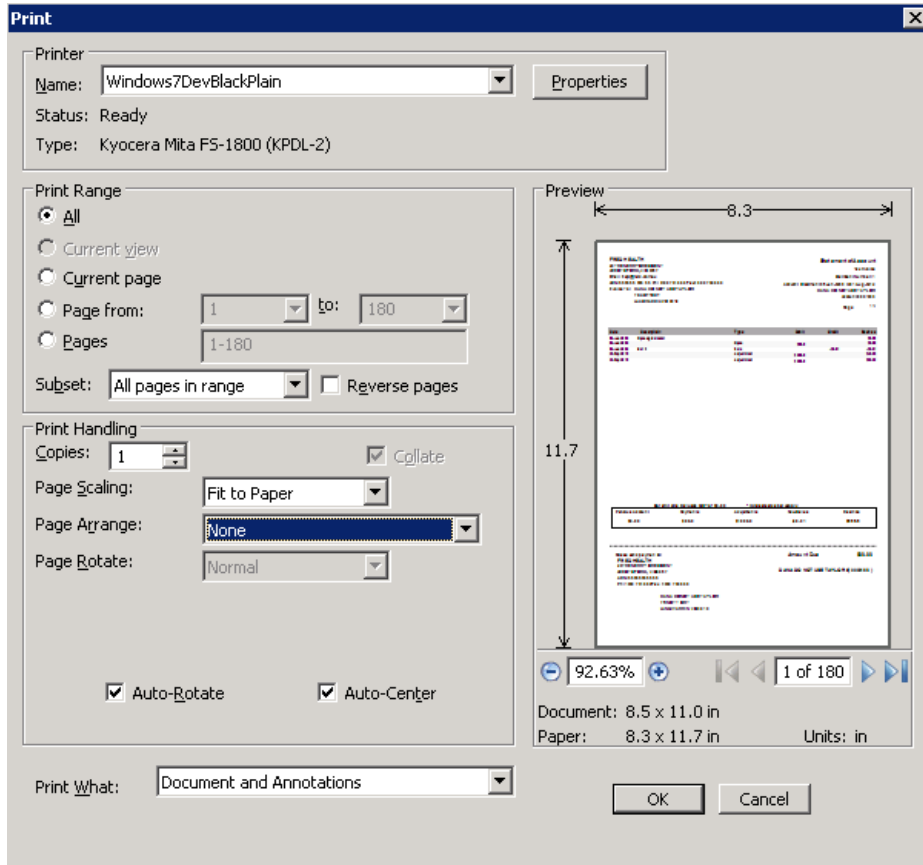
Fred Office generates the report as a PDF.

8. Click [**File**] then [**Print**].

Note: Remember to check and adjust Page Scaling or Page Arrange options to None or Actual Size to prevent page misalignment

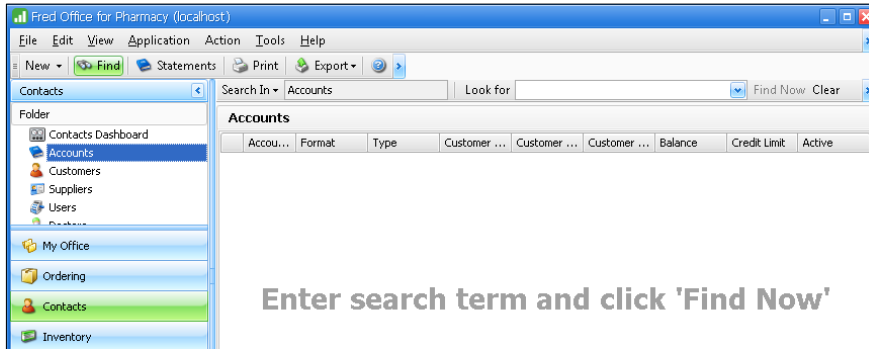
Note: Make sure your statement (or A4) paper is loaded in the printer

9. Click [**OK**].



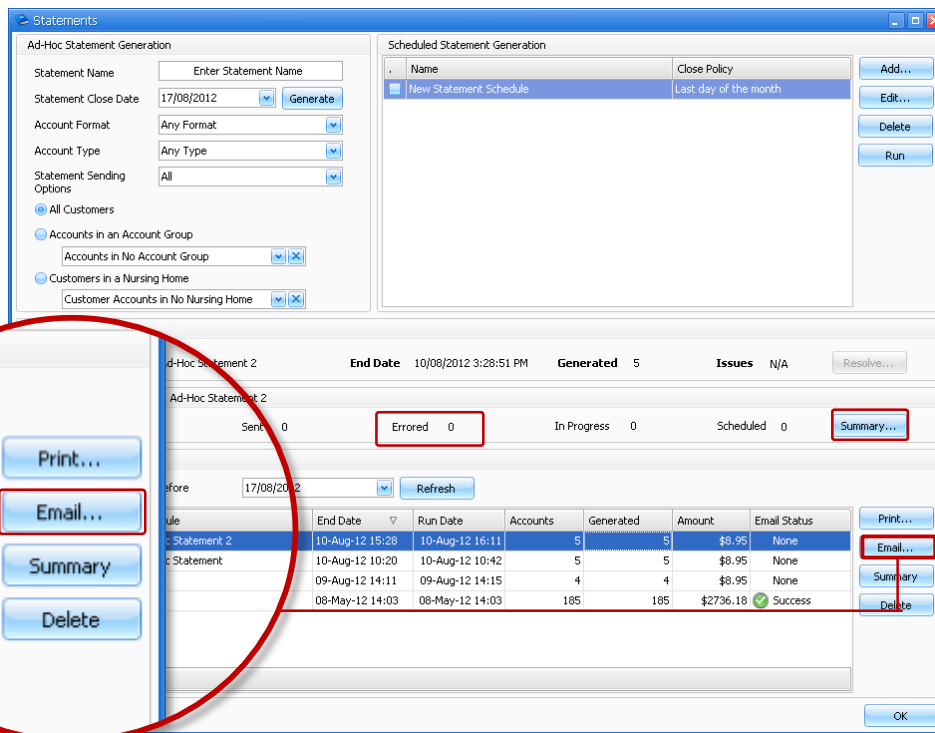
Generating a Scheduled E-Statement Run

1. On the **Contacts** tab, click **Accounts**, then click the **[Statements]** button from the toolbar.



The Statements screen is displayed.

2. Check there are no errored emails. If there are any, click **[Summary]** and resolve.
3. Click **[Email]**.



- 4.
5. Set the E-Statement options as required:

ITEM	DESCRIPTION
Statement Restrictions	Restrict which accounts should be included for emailing. Focus on a specific account group such as accounts in a Nursing Home or a user-defined account group.
Email Settings	Choose a predefined email template. Schedule when to send the email.

6. When finished, click [**Send**].

Fred Office will then send e-statements to the selected accounts.

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.

Terminology reminder

There are four account formats in Fred Office: Credit; Lay by; Loyalty, and Hire.

There are five default credit account types: Personal; TAC; WorkCover; Supplier; Other.

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 want 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 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 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**, 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**, then select **Statements**.
 2. Highlight the current schedule (bottom of page) and click **Summary**.

The **Statement Summary** report is displayed.

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 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**, then select **Statements**.
 2. Highlight the current schedule (bottom of page) and click **Summary**.

The **Statement Summary** report is displayed.

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** 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 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 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 the bottom grid line and select **Count**.

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

- 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 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 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**', 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. Clickly **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 can also right-click 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, 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, 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]**.

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

A ▶ Please refer to the tutorial located here: <http://help.fredhealth.com.au/media/p/1804.aspx>

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

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

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**.*

Lay-bys

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 laybys still owed?

A OPTION 1:

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

OPTION 2:

5. Open the **Account List** report.
6. Change **Account Format** filter to **Layby** using the drop-down.
7. Leave **Only show Accounts that are Active** ticked in the **Active Accounts** filter.
8. Click **Run Report**.
9. 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**.

Reporting

Setting Up Scheduled Reports

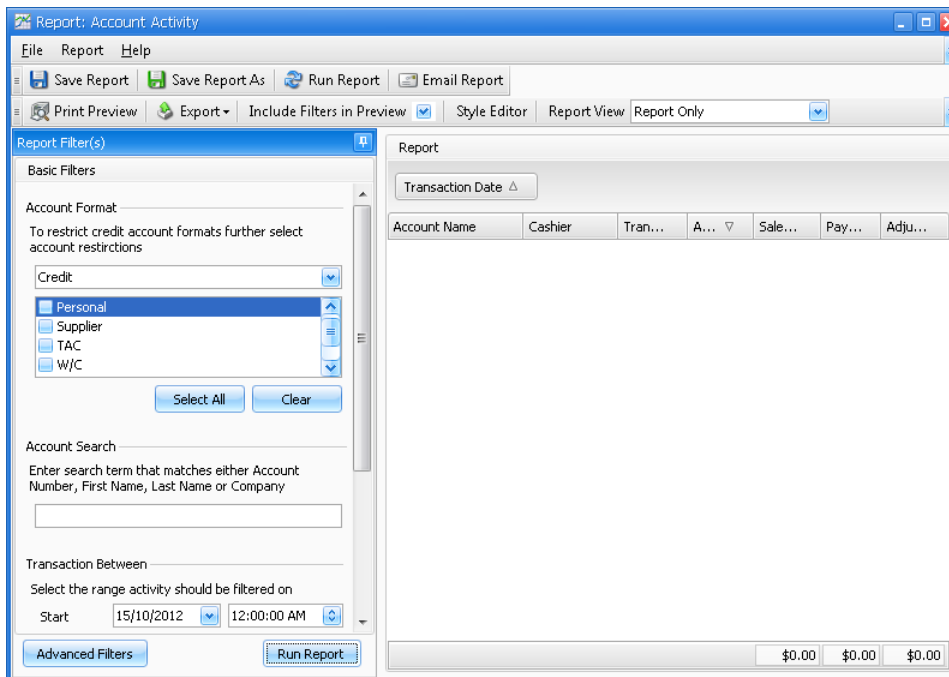
Schedule a report to run daily, weekly, monthly, or yearly. The report can also be emailed automatically in HTML format.

Step 1: Run a report and save it as a user report

1. On the **Reporting** tab, run the report you require.

Note: If using a Date Range filtered option report, remember to use a '*Predefined*' date range.

2. In the report toolbar, click [**Save Report As**] then save it under a specific name.

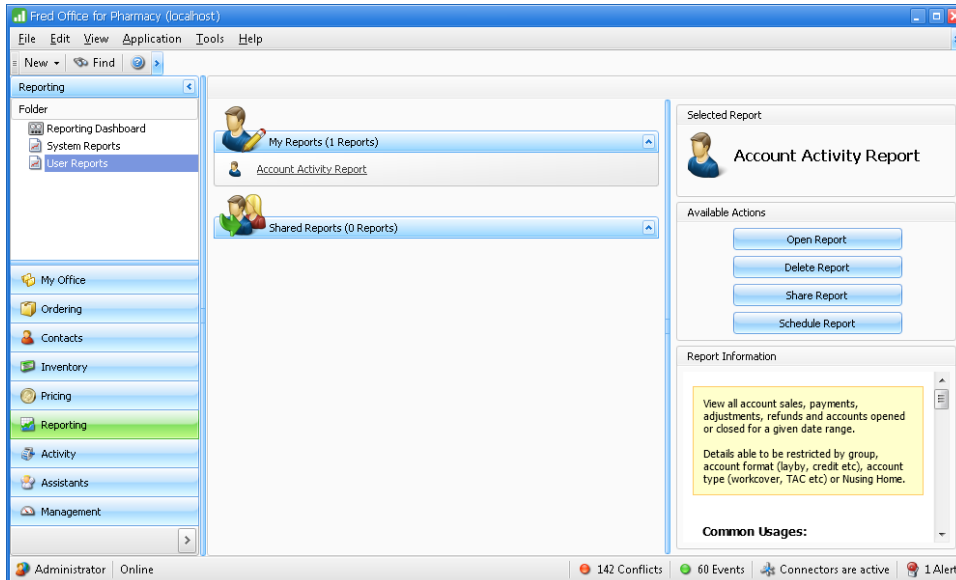


The Save Report screen is displayed.

3. In the **Name** field, enter the name of the user report to be saved, then click [**OK**].

Step 2: Schedule the saved User report

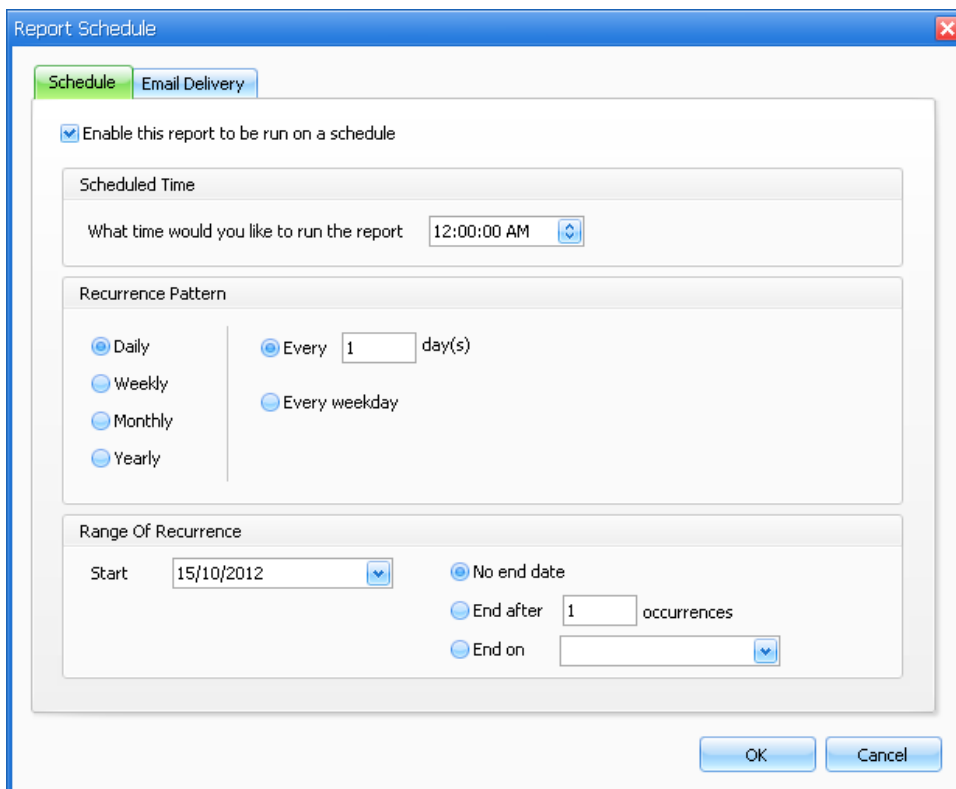
1. On the **Reporting** tab, click **User Reports**, select the saved report, then click **Schedule Report**.



The Report Schedule screen is displayed.

2. Tick **Enable the report to be run on a schedule** then select your scheduled time options as required then click **[OK]**.

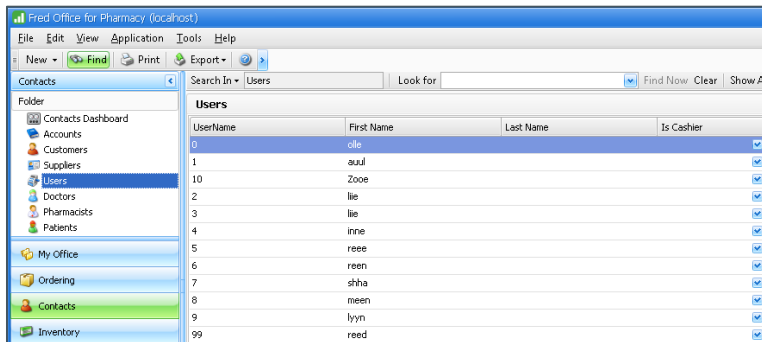
Note: Click the **Email Delivery** tab and enter the email address to send the report to.



FRED POS PROCEDURES

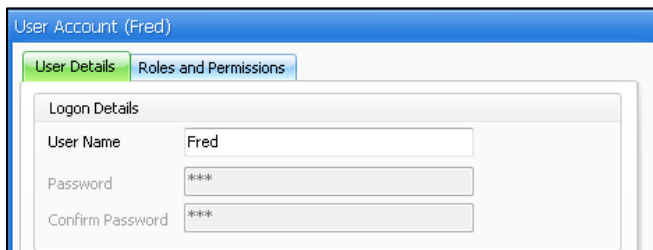
Add a Fred POS Cashier (in Fred Office)

1. In Fred Office, on the **Contacts** tab, click **Users**, then click **New** on the toolbar.



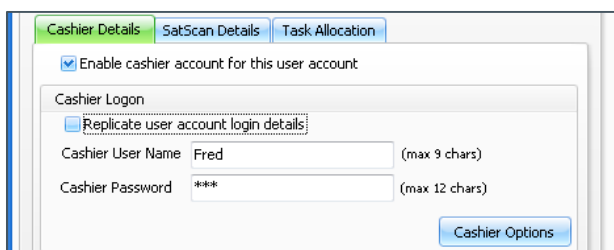
The User Account screen is displayed.

2. Under **User Details**, type the **User Name** and **Password**, then re-enter the password.



3. Under **Cashier Details**, un-tick the **Replicate user account login details** checkbox.
4. Enter the **User Name** and **Password** the cashier will use for Fred POS.

Note: The **Cashier Password** field can be left blank.



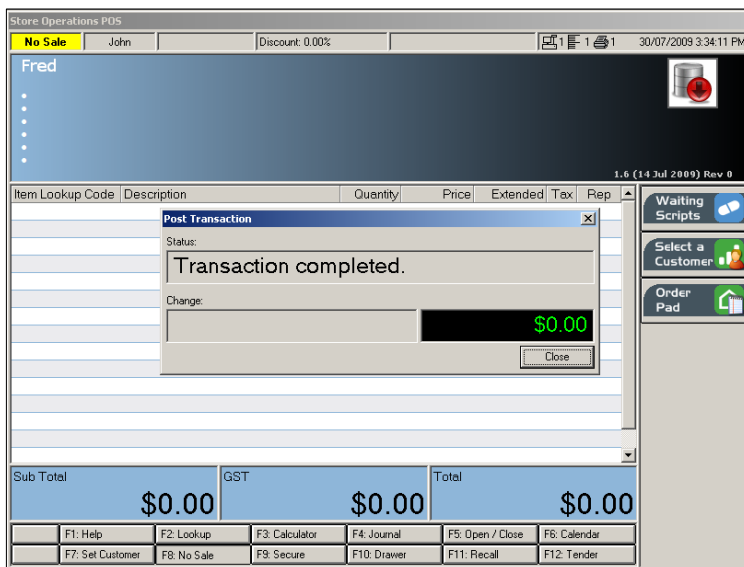
5. On the **Roles and Permissions** tab, tick the **Cashier** checkbox.
6. To save the cashier details, click **OK**.

End-Of-Day Procedures

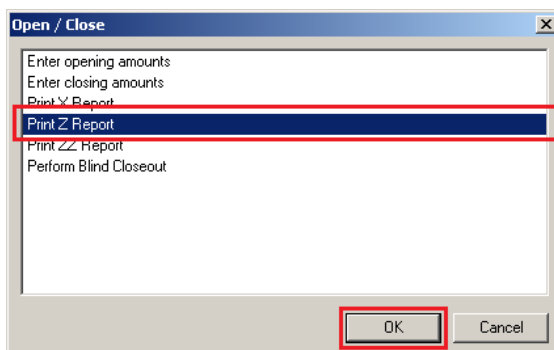
Run The Z Report (in Fred POS)

Note: This procedure assumes you have not entered opening amounts.

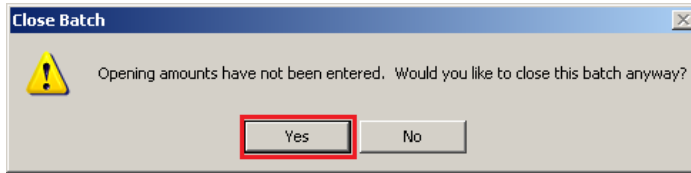
1. In Fred POS, press the **NO SALE** hotkey.
2. The till drawer opens. Remove the takings from the till, leaving the daily float.
3. Press [Enter].



4. Log into Fred POS again.
5. Press **END OF DAY**.
The Open/Close dialog is displayed.
6. Select **Print Z Report**, then select **OK**.



The Close Batch confirmation message is displayed.



7. Select [Yes].

The Z report prints on your receipt printer.

8. Press [Enter] to return to the Fred POS login screen.

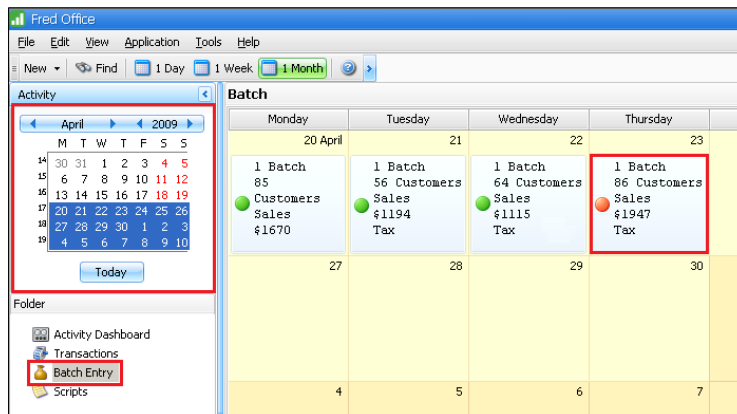
9. Put the Z report and till takings together.

Balance Batch Entry (in Fred Office)

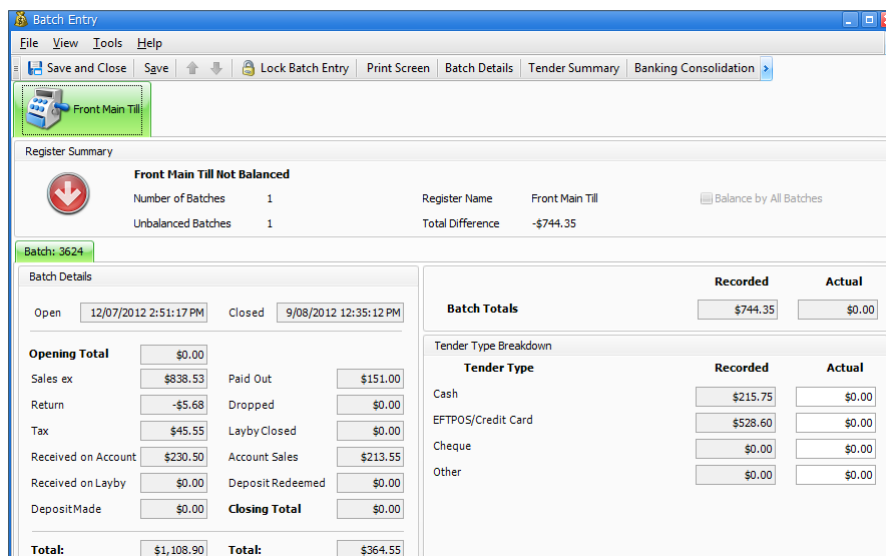
1. On the **Activity** tab, click **Batch Entry**.

2. Click **Today**, or use the Activity Calendar to navigate to the relevant date.

3. Double-click to open the batch entry.



The Batch Entry screen is displayed.



4. Enter the **Actual** figures.

Note: If you multiple batches display, you can choose to balance each batch individually. Alternatively, to balance all batches together, click the **All Batches** tab, then click “**Balance by All Batches**”.

Note: *Tendered* figures are those recorded by the POS (entered by staff at the till).

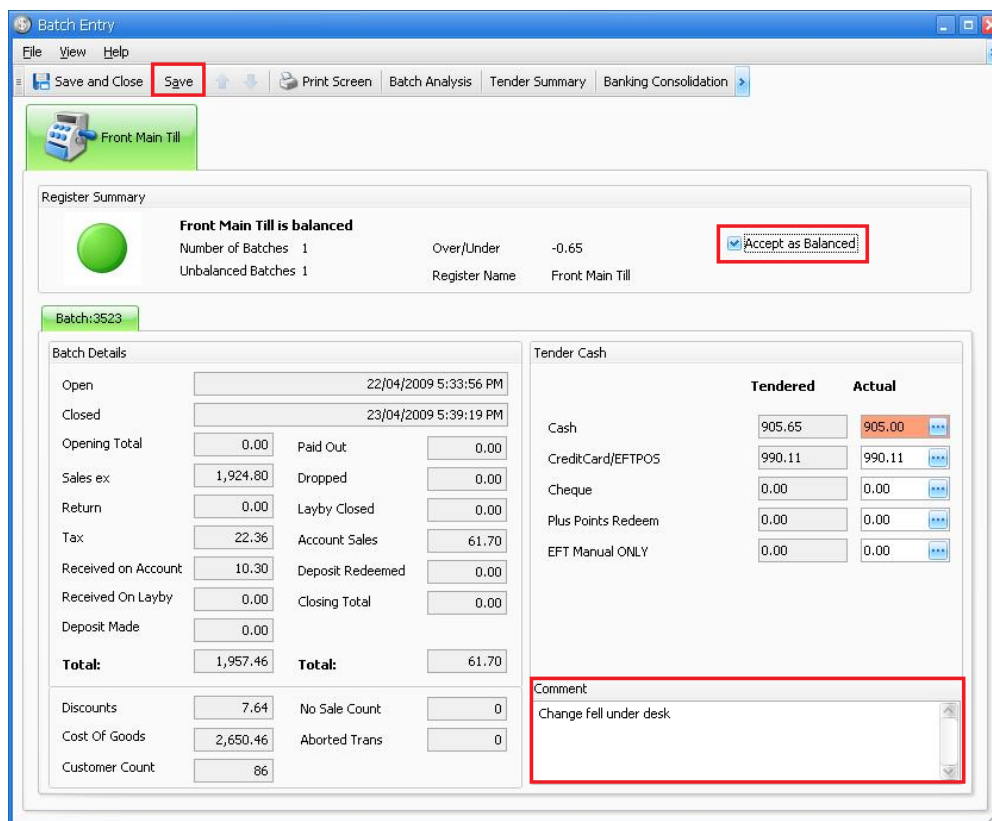
Note: The Batch Entry screen may look different based on your pharmacy’s settings.

5. In the **Comments** field, enter any comments as required (for example, why the batch was over or under).

6. Click **Accept as Balanced**, then click **Save**.

Note: If the **Actual** differs from the **Tendered**, you can force the system to reconcile using the checkbox. The difference is recorded as an under/over value.

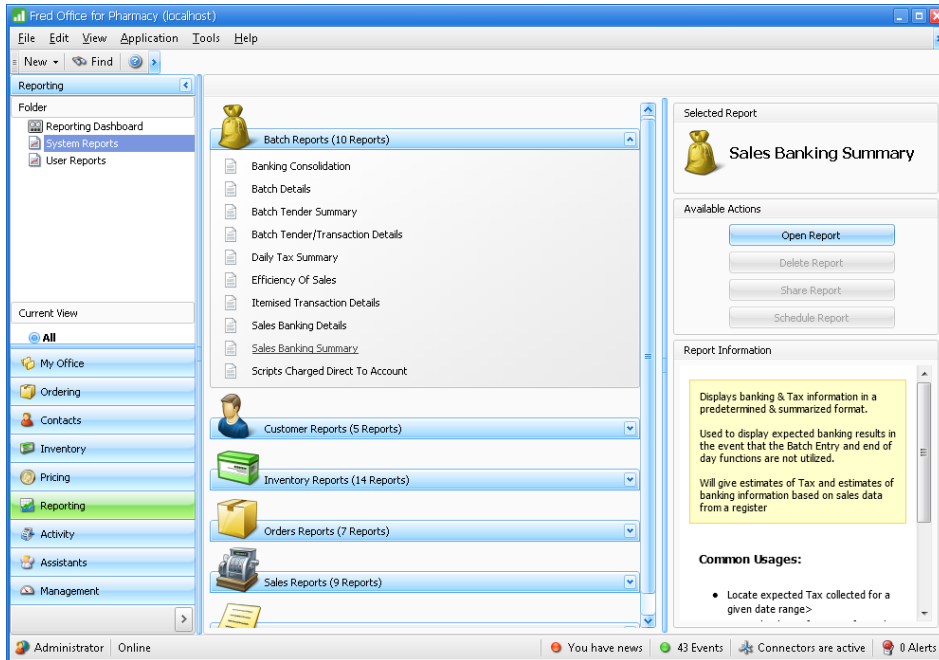
Note: If you have multiple tills, this must be completed on each till tab.



Run The Sales Banking Summary Report (in Fred Office)

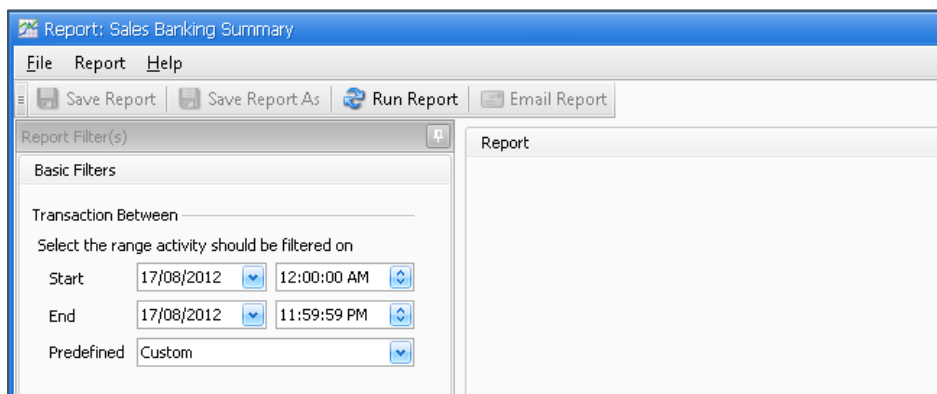
The Sales Banking Summary report shows your taxable and non-taxable salesfigures.

1. On the **Reporting** tab, select **System Reports**.
2. Under **Batch Reports**, click **Sales Banking Summary**.



3. Click **Open Report**.

The Sales Banking Summary screen is displayed.



4. Adjust the **Start** or **End Date** if required.
5. Click **Run Report** on the toolbar.

Important Figures on the Z, Batch Entry and Sales Banking Summary Reports



Z REPORT

Report Date	23/04/2009	Batch Number	3523
Report Time	5:39:23 PM	Z report start/ end date and time	23/04/2009 5:33:57 PM - 23/04/2009 5:39:19 PM
Register #	1		
Batch #	3523		
Batch Status	Closed		
Start Date	23/04/2009		
Start Time	5:33:57 PM		
Date	23/04/2009		
Time	5:39:19 PM		
Amount entered before opening (ie Float)	Opening Total \$0.00	Total Sales (inc Account Sales, Closed Laybys)	\$1,924.80
	Returns \$0.00	Total Tax paid on sales	\$22.36
	Tax \$22.36		
	Shipping \$0.00		
	Debit Surcharge \$0.00		
	Cash Back Fee \$0.00		
Total Layby deposits and payments	Paid on Layaway \$0.00	Total Account Payments	\$10.30
Total received on Work Orders	Deposit Made \$0.00	Total Sales taking into account above variables (ie \$1957.46 + \$1924.80 + \$22.36 + \$10.30)	\$1,957.46
Money taken out of bill (ie Petty Cash)	Paid Out \$0.00		
	Dropped \$0.00		
Total of completed Laybys (inc previous payments)	Layaway Closed \$0.00	Total Sold onto Accounts	\$61.70
	Paid on Account \$61.70		
	Deposit Redeemed \$0.00		
Closing Total (relevant only if bill opening amounts are used)	Closing Total \$0.00	Total of variables "Paid Out" to "Closing Total"	\$61.70
	Total \$61.70		
Related to Opening Total	Over / Short -\$1,895.76	Total amount tendered (before change etc)	\$2,347.06
Closing Total		Total of discounts given	\$7.64
Total cost amount for goods sold	Total Tendered \$2,347.06	Gov recovery amount	\$2,650.46
	Total Change -\$389.60	Number of times <NO SALE> used	86
	Discounts \$7.64	Number of times <VOID SALE> used	0
	Cost of Goods \$2,650.46		
Number of customers	Commission \$2,217.83		
	Customer Count 86		
	No Sales 0		
	Aborted Trans 0		
Tax Collected:			
GST	\$22.36		
GST FREE	\$0.00		
NO GST	\$0.00		
Cash	\$0.00 (open)		
CreditCard/EFTP	\$0.00 (open)		
Cheque	\$0.00 (open)		
Plus Points Redeem	\$0.00 (open)		
EFT Manual ONL	\$0.00 (open)		
Integrated EFTPOS relevant figures	Cash \$905.65 (sh#)		
	CreditCard/EFTP \$990.11 (sh#)		
	Cheque \$0.00 (sh#)		
Non-Integrated EFTPOS relevant figure	Plus Points Redeem \$0.00 (sh#)		
	EFT Manual ONL \$0.00 (sh#)		
	Cash \$0.00 (close)		
	CreditCard/EFTP \$0.00 (close)		
	Cheque \$0.00 (close)		
	Plus Points Redeem \$0.00 (close)		
	EFT Manual ONL \$0.00 (close)		
	Cash -\$905.65 (short)		
	CreditCard/EFTP -\$990.11 (short)		
	Cheque \$0.00 (even)		
	Plus Points Redeem \$0.00 (even)		

Batch Entry

File View Help

Save and Close Save Print Screen Batch Analysis Tender Summary Banking Consolidation

Front Main Till

Register Summary

Front Main Till is balanced

Number of Batches 1 Over/Under -0.65 [Accept as Balanced]

Unbalanced Batches 1 Register Name Front Main Till

Batch: 3523

Batch Details

Open	22/04/2009 5:33:56 PM		
Closed	23/04/2009 5:39:19 PM		
Opening Total	0.00	Paid Out	0.00
Sales ex:	1,924.80	Dropped	0.00
Return	0.00	Layby Closed	0.00
Tax	22.36	Account Sales	61.70
Received on Account	10.30	Deposit Redeemed	0.00
Received On Layby	0.00	Closing Total	0.00
Deposit Made	0.00		
Total:	1,957.46	Total:	61.70

Tender Cash

	Tendered	Actual
Cash	905.65	905.00
CreditCard/EFTPOS	990.11	990.11
Cheque	0.00	0.00
Plus Points Redeem	0.00	0.00
EFT Manual ONLY	0.00	0.00

Discounts 7.64 No Sale Count 0

Cost Of Goods 2,650.46 Aborted Trans 0

Customer Count 86

Comment

Sales and Banking Summary Page 1 of 1

FRED 31/07/2009

Summary data for batch(es) that closed on: 23/04/2009 - 23/04/2009

Batch Number(s): 3523 - 3523

Total Tendered:	\$2,347.06	Opening Total:	\$0.00	Paid Out:	\$0.00
Total Change:	-\$389.60	Sales:	\$1,924.80	Dropped:	\$0.00
Discounts:	\$7.64	Returns:	\$0.00	Layby Closed:	\$0.00
Cost of Goods:	\$2,650.46	Tax:	\$22.36	Charge On Account:	\$61.70
GovRec Est:	\$2,217.83	Paid On Layby:	\$0.00	Deposit Redeemed:	\$0.00
Customer Count:	86	Paid To Account:	\$10.30	Closing Total:	\$0.00
No Sales:	0	Deposit Made:	\$0.00		
Aborted Trans.:	0				
		Total:	\$1,957.46	Total:	\$61.70
				Over / Short:	-\$1,895.76

GST Analysis for Batch Number: 3523 - 3523

	Sales Ex GST	GST (Actual)	Total Sales	%Total Sales
Sales Non Taxable	NO GST \$1,701.16	\$0.00	\$1,701.16	87%
Sales Taxable	GST \$223.64	\$22.36	\$246.00	13%
	\$1,924.80	\$22.36	\$1,947.16	

SHORTCUT SHEETS

In this section:

- Till Shortcut Tips For Wombat Keyboards
- Till Shortcut Tips For Touchscreens
- Common Fred Dispense Procedures With Fred Office
- Scripts Not Appearing At POS Tills Quick Reference Guide
- L Plates

TILL SHORTCUT TIPS

CASH SALE:

- Log on
- Scan OTC Item(s)
- If sale includes prescriptions press the **Fred Dispense Script** hotkey to add prescriptions, select the patient from list and press **Enter**
- Press the **Cash** hotkey
- Press **+** to finalise the sale with the exact money given
- OR type the amount tendered & press **Enter**

CHEQUE SALE:

- Log on
- Scan OTC Items(s)
- If sale includes prescriptions press the **Fred Dispense Script** hotkey to add prescriptions, select the patient from list and press **Enter**
- Press the **Cheque** hotkey
- Press **+** to finalise the transaction

VOIDING AN ITEM:

- Whilst the cursor (rectangle box) is below the item to void
- Press the **Void Item** hotkey

OR

- Use the mouse or arrow keys on keyboard to place the cursor (rectangle box) over the **Item Lookup Code** of the item to void
- Press the **spacebar** on the keyboard

VOIDING AN ENTIRE SALE:

- Press the **Void Sale** hotkey

RETURNING A SALE:

- Log on
- Press the **Return Item** hotkey
- Scan the item(s) being returned
- The item(s) will appear in red
- Select the Tender Type method for the refund

DISCOUNT A SINGLE ITEM:

- Scan item to be discounted
- Ensure the cursor (rectangle box) is below the item to be discounted
- Press the **Discount Item** hotkey (or **Shift+F3**)
- Ensure **Discount Percentage from Retail** is selected (on the right side of the window)
- Type the **Discount Percentage** in the box & press **Enter**
- Press **Enter** or the **Down Arrow** to ensure the cursor is on the next available line
- Proceed with the transaction

DISCOUNT THE ENTIRE SALE:

- Scan items to be discounted
- Ensure the cursor (rectangle box) is below the items scanned
- Press the **Discount Sale** hotkey (or **Shift+F3**)
- Ensure **Discount from Retail price** is selected (on the right side of the window)
- Type the **Discount Percentage** in the box & press **Enter**
- Proceed with the transaction

CREDIT CARD SALE:

NON-INTEGRATED EFTPOS

- Log on
- Scan OTC Items(s)
- If the sale includes prescriptions press the **Fred Dispense Script** hotkey to add prescriptions, select the patient from list and press **Enter**
- Press the **Credit card/Eftpos** hotkey
- Press **+** to finalise the transaction

CASH OUT WITH PURCHASE:

NON-INTEGRATED EFTPOS

- Log on
- Add items and/or prescriptions to the sale
- Press the **Cash** hotkey
- Type the Cash Amount as a negative amount then press **Enter**, eg -50.00 for a fifty dollar cash out
- Arrow down to **Credit Card/EFTPOS** and press **+** to finalise the transaction

TEMPORARY PRICE OVERRIDE:

- Use the mouse or arrow keys on the keyboard to place the cursor (rectangle box) over the Price field of the item to be changed
- Type the price of the item
- Press **Enter** or the **Down Arrow** to ensure the cursor (rectangle box) is on the next available line before scanning any additional items

NO SALE:

- Log on
- Press the **NO Sale** hotkey
- Press **Logon** to ensure the till is secured before walking away

CUSTOMER ACCOUNT SALES:

- Log on
- Press **Find Customer** hotkey
- Type the first few letters of surname to search
- Highlight the correct customer & press **Enter** to select
- If sale includes prescriptions press the **Fred Dispense Script** hotkey to add prescriptions, select the patient from list and press **Enter**
- Scan OTC item(s)
- Press the **Account** hotkey
- Press **+** to finalise the transaction

CUSTOMER ACCOUNT PAYMENTS:

- Log on
- Press **Find Customer** hotkey
- Type the first few letters of surname to search
- Highlight the correct customer & press **Enter** to select
- Press **Acct P/ment** to go to the account payment screen
- Press **TAB** and type the payment received amount in dollars
- Press **OK** then press **+** to finalise the transaction

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

TILL SHORTCUT TIPS

REPRINT A RECEIPT FOR PREVIOUS SALE:

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

CREATING A LAY-BY:

- Log on
- Press the **Find Customer** hotkey
- Type the first few letters of surname & click **Find Now** to search for the customer

If the customer is listed

- Highlight the correct customer & press **Enter** to select

If the customer is not listed

- Press **ESC**
- Press the **New Customer** hotkey
- Type the customer's **Firstname, Surname, Address, & Phone Number**
- Ensure "Layby Customer" is selected in the **Name** tab
- Click **Create and Select**
- Scan item(s) to be put on Lay-by
- Press the **Lay-by** hotkey (or **Ctrl+F8**) to activate the Lay-by
- Press **Shift+F9** to go to the Lay-by Details
- Tick the **Override Deposit** box, type the deposit amount & press **Enter**
- Press **Enter**
- Select the correct tender type for the lay-by deposit & finalise the transaction

LAY-BY INTERIM PAYMENT:

- Log on
- Press the **Lay-by Recall** hotkey
- Highlight the correct Lay-by & press **Enter**
- Press **Acc P/ment** hotkey (or **Shift+F4**) to show the Lay-by Payment window
- Type the Lay-by Payment amount & press **Enter**
- Select the correct Tender Type for the lay-by interim payment & finalise the transaction

LAY-BY FINAL PICKUP:

- Log on
- Press the **Lay-by Recall** hotkey
- Highlight the correct Lay-by & press **Enter**
- Press **Enter** (or **F12**) to go the Layaway Options
- Select **Pick Up Entire Layaway** & press **Enter**
- Select the correct Tender Type for the lay-by balance remaining & finalise the transaction

REPRINT A RECEIPT THAT OCCURRED DURING ANY DATE RANGE:

- Log on
- Press **F4** to view the Journal
- Click **Batch** & select the required date range
- Press **Num Lock** to activate the **Page Up & Page Down** keys
- Use the **Page Up** and **Down** keys to scroll through receipts in order.
- Click **Print** to print the receipt once in view

CREATING A WORK ORDER:

(SHORT TERM ACCOUNT / SPECIAL ORDER)

- Log on
- Scan Items(s) to be purchased
- Press **Ctrl+F2** to activate Work Order
- Press **Shift+F9** to go to Work Order Details
- Type the Customer Name & Contact Details in the **Comment** field
- Click **Override Deposit**, type the deposit amount (if any given) & press **Enter**
- Press **Enter**
- Select the correct tender type for the work order deposit & finalise the transaction

RETRIEVING A WORK ORDER:

(SHORT TERM ACCOUNT / SPECIAL ORDER)

- Log on
- Press the **Recall** hotkey (or **F11**)
- Highlight the option **Recall a Work Order** & press **Enter**
- Highlight the correct Work Order & press **Enter**
- Press **Enter**
- Select **Pickup Entire Work Order** & press **Enter**
- Select the correct Tender Type for the Work Order & finalise the transaction

END OF DAY (ON EACH TILL):

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

Note: The Sales & Banking Summary Report consolidates z-Reports for all Tills

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**
- 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

VOIDING 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

VOIDING 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

RETURNING 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

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

DISCOUNT THE 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

CREDIT CARD SALE:

NON-INTEGRATED EFTPOS

- 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

CASH OUT WITH PURCHASE:

NON-INTEGRATED EFTPOS

- Log on
- Scan items to be purchased
- Touch **OK**
- Type the Cash Amount as a negative eg -50.00 for fifty dollar cash out
- Arrow Down to **Credit Card/ EFTPOS** & touch **+** to finalise the transaction

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 item
- Press **OK** or touch the **Down Arrow** to ensure the cursor (rectangle box) is on the next available line before scanning any additional items

NO SALE:

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

CUSTOMER ACCOUNT SALES:

- Log on
- Touch **Select Customer** hotkey
- Type the first few letters of the surname
- Highlight the correct customer & touch **Select** to select them
- 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

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** to select them
- 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

TILL SHORTCUT TIPS FOR TOUCHSCREENS

REPRINT A RECEIPT FOR PREVIOUS SALE:

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

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

CREATING 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** to select them

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

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

CHECKING 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

CHECKING 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** to select them
- Store balance will appear in the top left hand corner where the customer name is located

CREATING 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

RETRIEVING 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

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: The Sales & Banking Summary Report consolidates z-Reports for all Tills

COMMON PROCEDURES

FRED.DISPENSE WITH FRED.OFFICE

The below is a quick reference guide to help you work out the consequences of some of the most common dispensing procedures. Essentially Fred Office “knows” what happened to the script the last time you dispensed it, so when changes are made Fred Office will update information (either at the POS or on the account) to match. This is also why the <ZZ> function should not be used with Fred Office. This function tells Fred Office to “ignore” the script entirely which means edits or cancellations of the script in the future will be affected.

The procedures outlined below, assume the only script rule set up is to charge to accounts (if selected and that account exists). If you are unsure of your configuration settings, please contact Fred Help on 1300 731 888.

EDITING SCRIPTS

When you edit a script Fred Office will update the information. If the script you are editing has been already sold through the till or charged to an account, Fred Office will make a reversal and replace with the new details (to ensure accurate stock levels and price information).

Script Editing Not Yet Sold

In Fred Dispense I...	Till Waiting Script Screen	On the Account
Edit a script (e.g. drug, quantity, price etc.)	Existing script is replaced with edited script details.	N/A

Script Editing was Sold or Changed

In Fred Dispense I...	Till Waiting Script Screen	On the Account
Edit a script (e.g. drug, quantity, price etc.)	<p>A credit for the original script (appears in red) and a charge for the new edited script (appears in black).</p> <p>The credit ensures the previously sold item is returned to stock ensuring accurate stock control.</p>	<p>A credit for the original script and a charge for the new edited script appears.</p> <p>The two transactions for the original script are automatically hidden from displaying on printed statements (provided occurs in same statement period). This auto hide does NOT work across statement periods.</p>

OWING SCRIPTS

Owing Script Not Yet Sold

In Fred Dispense I...	Till Waiting Script Screen	On the Account
Mark off an owing script using “<O>wing mark off”	Nothing changes	N/A
Mark off an owing script by cancelling and re-dispensing	Script removed from waiting scripts list. New script dispensed will appear in waiting scripts list.	N/A

COMMON PROCEDURES

FRED.DISPENSE WITH FRED.OFFICE

Owing Script was Sold or Changed

In Fred Dispense I...	Till Waiting Script Screen	On the Account
Mark off an owing script using "<O>wing mark off"	Nothing changes	Nothing changes
Mark off an owing script by cancelling and re-dispensing	<p>A credit for the original script (appears in red) and a charge for the new dispensed script (appears in black).</p> <p>The credit ensures the previously sold item is returned to stock ensuring accurate stock control.</p>	<p>A credit for the original script and a charge for the new dispensed script appears.</p> <p>The two transactions for the original script are automatically hidden from displaying on printed statements (provided occurs in same statement period). This auto hide does NOT work across statement periods.</p>

CANCELLING AND REDISPENSING SCRIPTS

If the script to be cancelled has not been sold or charged to an account, it will simply be removed. If it has been sold through the till or charged to an account, Fred Office will send a credit for the cancelled script. The re-dispense is treated like any newly dispensed script.

Script Being Cancelled Not Yet Sold

In Fred Dispense I...	Till Waiting Script Screen	On the Account
Cancel a script	Script removed from waiting scripts list.	N/A
Cancel a script and re-dispense	Script removed from waiting scripts list. New script dispensed will appear in waiting scripts list.	N/A

Script Being Cancelled was Sold or Changed

In Fred Dispense I...	Till Waiting Script Screen	On the Account
Cancel a script	<p>A credit for the original script (appears in red).</p> <p>The credit ensures the previously sold item is returned to stock ensuring accurate stock control.</p>	<p>A credit for the original script.</p> <p>The two transactions for the original script are automatically hidden from displaying on printed statements (provided occurs in same statement period). This auto hide does NOT work across statement periods.</p>
Cancel a script and re-dispense	<p>A credit for the original script (appears in red) and a charge for the new dispensed script (appears in black).</p> <p>The credit ensures the previously sold item is returned to stock ensuring accurate stock control.</p>	<p>A credit for the original script and a charge for the new dispensed script appears.</p> <p>The two transactions for the original script are automatically hidden from displaying on printed statements (provided occurs in same statement period). This auto hide does NOT work across statement periods.</p>

FRED.OFFICE

TROUBLESHOOTING

MY SCRIPTS ARE NOT FLOWING TO THE POS TILLS

Step 1 - Check the Scripts have arrived from Fred Dispense

- Open Fred Office
- Go to Activity > Scripts
- Check if the scripts have arrived from Fred Dispense

If they have not arrived:

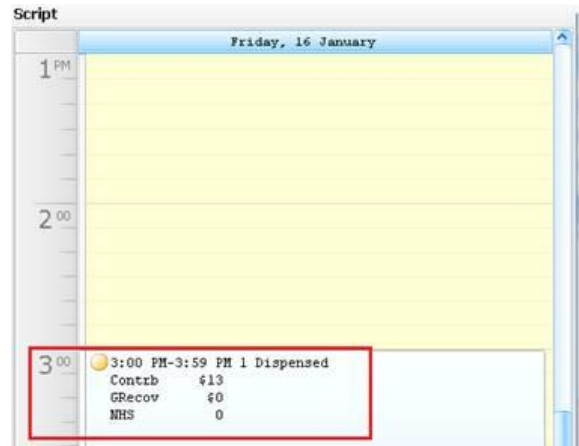
- Proceed to step 2A 'Restart Fred Connect'

If they have arrived:

- Check at your POS Tills to see if scripts have arrived
 - If they are not at the POS tills:
 - Check computer networking
 - Contact Fred Help on 1300 731 888

If you can't log into Fred Office:

- Proceed to step 2B 'Restart Fred Office Services'



Step 2A - Restart Fred Connect

- Go to the main dispensary computer
- Check if the Fred Connect icon appears in the task bar



- Right click and choose "Stop"

If it disappears as you move your mouse over it, use Task Manager to forcibly stop "CS.exe"

- Restart Fred Connect by double clicking the desktop icon



Check if scripts are now appearing in Fred Office > Activity > Scripts

If they have not arrived:

- Contact Fred Help on 1300 731 888

If they have arrived:

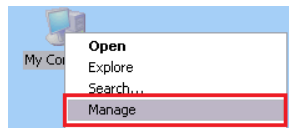
- Check at your POS Tills to see if scripts have arrived
 - If they are not at the POS tills:
 - Check computer networking
 - Contact Fred Help on 1300 731 888

Step 2B - Restart Fred Office Services

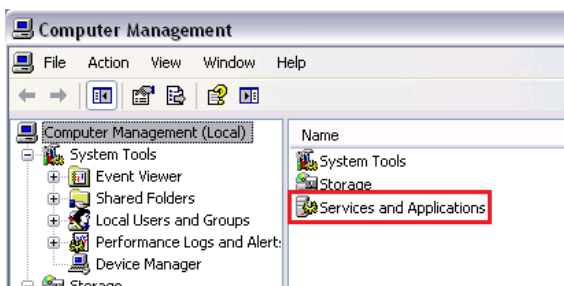
Please Note:

If you have a SBS (Small Business Server) you will need to contact Fred Help on 1300 731 888.

- Go to your main Fred Office machine.
- Right-click on the My Computer / Computer icon and select "Manage".

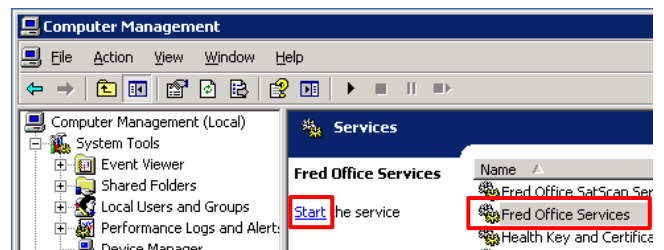


- Double-click "Services & Applications"



- Double-click "Services"

- Select "Fred Office Services"
- Click "Start"



Log into Fred Office and check if scripts are now appearing in Fred Office > Activity > Scripts

If they have not arrived:

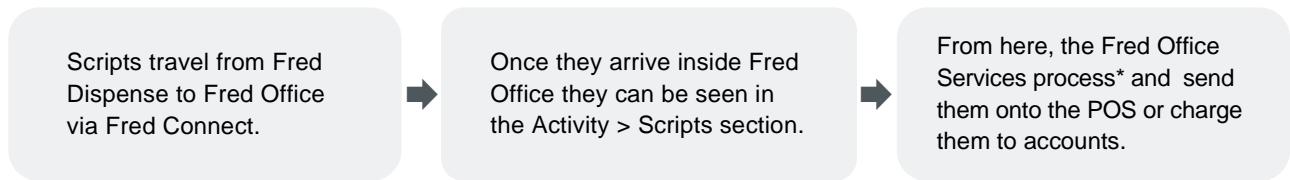
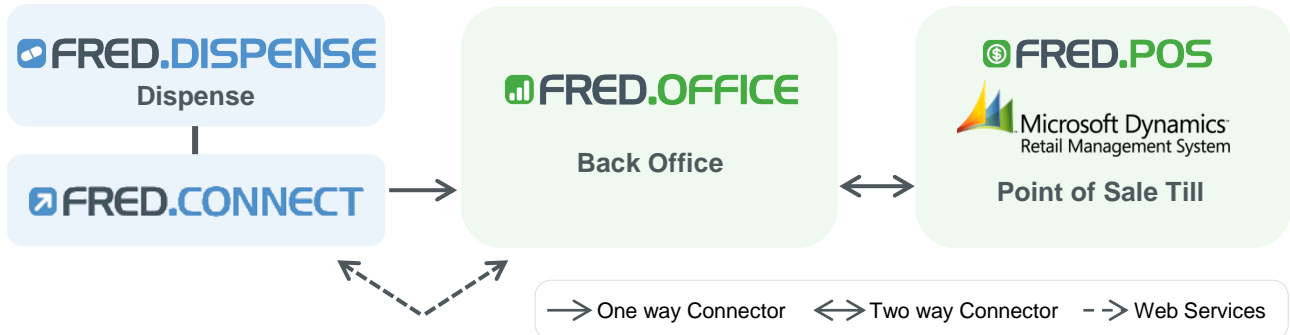
- Proceed to step 2A: 'Restart Fred Connect'

If they have arrived:

- Check at your POS Tills to see if scripts have arrived
 - If are not at the POS tills:
 - Check computer networking
 - Contact Fred Help on 1300 731 888

FRED.OFFICE TROUBLESHOOTING

HOW DO FRED OFFICE SCRIPTS FLOW TO THE POS TILLS?

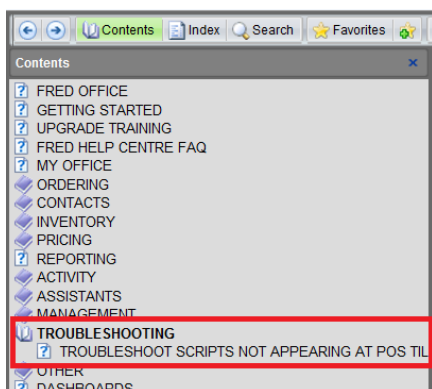
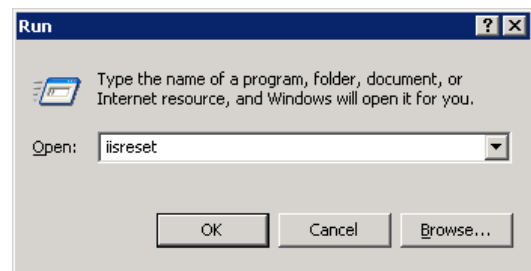


Additionally

QuickPad, Account details and Item information (SOH, Cost prices) which display in Fred Dispense, do so because of Web Services accessed via Fred Connect.

WHAT DO I DO IF QUICKPAD, ACCOUNT DETAILS OR ITEM INFORMATION (SOH, COST PRICES) STOP APPEARING IN FRED DISPENSE?

- Complete step 2A: 'Restart Fred Connect'
- Go to your main Fred Office machine
Please Note: If you have a SBS you will need to contact Fred Help on 1300 731 888
- Click Start > Run
- Type "iisreset" then press Enter



Fred Office F1 Help Troubleshooting

For further information and details (including screenshots to help you) press the F1 key when in Fred Office to access the F1 Help Troubleshooting!



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

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



1300 731 888 (Local Call Cost)

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

Email: help@fred.com.au

8.30am - 9.00pm (EST) Mon – Fri

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

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The word 'FRED' in a large, bold, dark teal, sans-serif font.