

FRED OFFICE SETUP INTRODUCTION

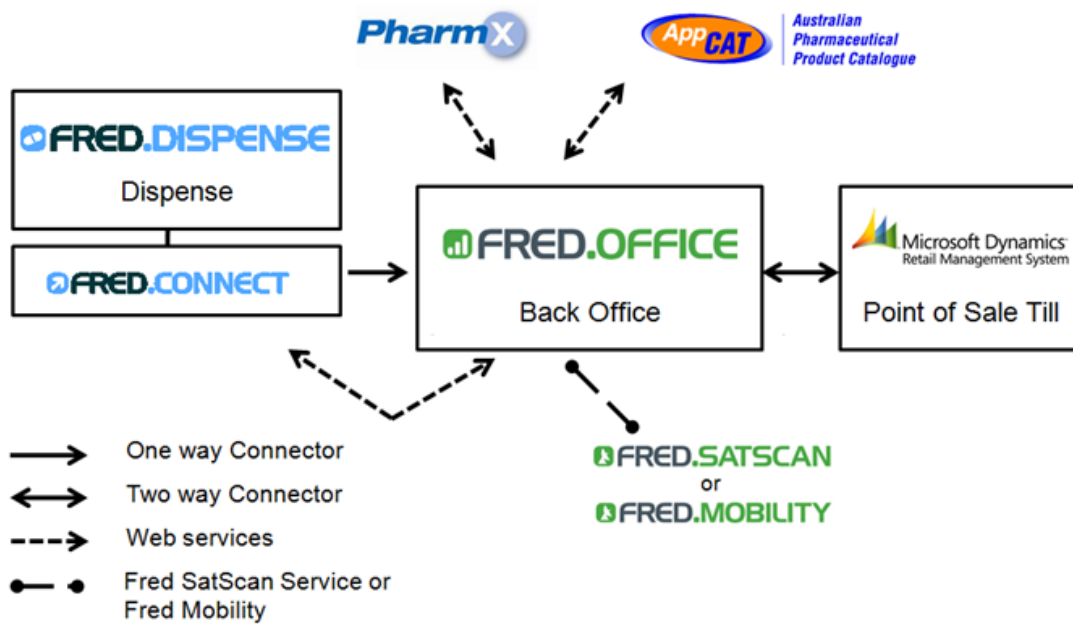
Last Updated: Friday, 23 July 2010

Summary 1
 Details 1
 Keywords 2

Summary

This document outlines how Fred Office POS functions. It includes the various parts of the program and how they interact together. This introduction is designed to help you understand how Fred Office is set up to assist troubleshooting.

Details



Scripts travel from Fred Dispense to Fred Office via Fred Connect and the “Fred Dispense Connector”, then from Fred Office to the POS Till via the “Store Operations Connector”. Sales information also flows back from the POS Till to Fred Office via the “Store Operations Connector”.

Web services from Fred Connect allow retrieval of information into Fred Dispense from Fred Office. This includes SOH information, cost prices and account information. In Fred Office, web services allow retrieval of information from AppCAT and sending/ retrieval of invoices from PharmX.

The Fred SatScan service allows Fred SatScan to communicate with Fred Office. While Fred Mobility communicates directly with Fred Office.

Finally the “Fred Office Service” runs in the background allowing communication to and from Fred Office as well as tasks to be performed (such as statement runs etc).

	What is it?	What happens if it stops?
Fred Connect	A program which runs only on the Fred Dispense server computer. Links Fred Dispense to other programs such as Medicare Australia and Fred Office.	If Fred Connect is stopped; <ul style="list-style-type: none"> • Scripts will not go to the POS. • No communication to Medicare Australia. • Item SOH information will not display in Fred Dispense. • Account information will not display in Fred Dispense.
One way Connector	Control the flow of critical information from Fred Dispense to Fred Office (such as scripts).	N/A
Two way Connector	Control the flow of critical information between Fred Office and the POS tills (such as scripts or sales data).	N/A
Web services	Information grabbing services - search and display.	If Web services stop; <ul style="list-style-type: none"> • Item SOH and cost information will not display in Fred Dispense. • Account information will not display in Fred Dispense. • No access to AppCAT.
Fred SatScan Service	A program which runs on one of your store's computers. A program which allows Fred SatScan to connect to Fred Office.	If it stops Fred SatScan will not be able to connect to Fred Office.
Fred Mobility Connection	Fred Mobility connects directly to Fred Office.	Please refer to your Fred Mobility manual for troubleshooting assistance.
Fred Office Service	A program which runs in the background of Fred Office.	If Fred Office services stop; <ul style="list-style-type: none"> • Scripts will not transfer to the POS. • No access to Fred Office (i.e. it will not open). • Fred Mobility will not be able to connect to Fred Office.

Keywords

Fred Office; Fred Dispense; Fred POS;



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