

REMOVING ERRORS WITH INTEGRATED FRED EFTPOS

A group of twelve Victorian-based pharmacies shares its experience with switching to an integrated Fred EFTPOS system with Fred Microsoft Store Operations POS



Pharmacy profile

Pharmacist Brian Hardley of HSN Management with a group of 12 pharmacies around Victoria. The busy pharmacy group has a staff member dedicated to helping each of the stores manage their audits and balance banking. Over the past 12 months, the pharmacies have been progressively moving to integrate Fred EFTPOS with their Microsoft Store Operations POS.

The business case – reducing balancing errors

Improving till balances and reducing keying errors were the two main motivators for Victorian Pharmacist Brian Hardley to switch to an integrated EFTPOS system.

“We had always had issues with balancing EFTPOS,” says Brian. “This was a particularly time consuming process on Mondays when people were balancing up from over a weekend. With 12 stores, any errors could consume considerable amounts of time.”

“Whenever our takings were out one of our staff members spent considerable time helping the stores to balance – usually at arms length – doing an audit

on a variance of a till, predominantly of credit card transactions.”

For Brian and his team, there were immediate improvements with balancing, including a reduction of errors, as integration of EFTPOS into the store’s POS removed double handling of the sale amount, reducing the opportunity for errors.

“Integrated EFTPOS has greatly improved the security and integrity of our cash handling process. Putting in integrated EFTPOS meant that there was a much easier process for balancing and we were able to audit the process much more quickly and with less energy. Once our pharmacies moved onto integrated EFTPOS, our time spent on audits and trying to balance stores was reduced significantly.”

“Improving till balances and reducing keying errors were the two main motivators to switch to an integrated EFTPOS system.”

Pharmacist, Brian Hardley

The technology solution

Fred EFTPOS uses an existing broadband service and is fully integrated with Microsoft Store Operations POS.

According to Paul Lattimer, Internet Services Manager, “Integrating EFTPOS into your point of sale is an immediate way of improving balancing of tills. There isn’t the risk of keying errors, which means less margin for error.”

“The second real area of improvement is speed. Using broadband means that it is considerably faster than using dial up. Fred also has a high speed communication network with the bank, which means that transaction times can be reduced to only a few seconds.”

“Fred hosts this service for our customers, to make sure that they can take advantage of the benefits of an integrated EFTPOS service with the minimum of fuss. We continually review the rates with banks, so that you get the most competitive result for your business.”

About the service

- Fred EFTPOS integrates with your POS, and uses your existing broadband connection
- It now has connectivity via the National, St George, and Westpac banks
- Continually reviewed banking rates, to provide the most competitive rates
- Fred provides ongoing support, infrastructure and service behind your integrated EFTPOS connection
- No downtime with changeover to an integrated EFTPOS service
- Per transaction fees of approximate 1% for credit cards, 1.95% for international cards, 11c for EFTPOS, 4c for cash out

For more information

For more information about any of the technologies or issues discussed in this case study, contact Fred:

www.fred.com.au

Email mail@fred.com.au

Telephone 1800 888 828