

MedView Smart Shelf

Onboarding Timeline & Team Readiness Tasks



1 Quote for Site Survey

Once you have confirmed that you are ready for the site survey you will be sent an email.

You (the Store) will need to:

- Provide a preferred date for the Survey
- Provide a list of areas where MedView Smart Shelf labels are NOT required

A final quote will need to be accepted before we can proceed with ordering the required hardware.

We (Fred) will:

- Book Site Survey with Crew Services
- Confirm the appointment booking date and time



2 Quote for MedView Smart Shelf

Once site survey has been completed and reviewed, we (Fred) will provide a final quote.

You (the store) will need to:

- Review and accept the quote

There is a lead time of approximately 12 weeks from quote acceptance to installation.

We (Fred) will:

- Place order for the Electronic Shelf labels
- Provide an ETA for Delivery
- Configure store cloud portal
- Book installation of MedView Smart Shelf with Crew Services



3 Installation of Software

At the scheduled date and time, (Week 10) a Fred Technician will remotely configure store cloud portal.

You (the store) will need to:

- Provide remote access to required computers
- Review product placements to ensure label spacing; re-merchandise if required prior to installation

We (Fred) will:

- Setup required AIMS software
- Configure Fred Mobility, if required
- Configure Fred Office Plus
- Sync Fred Office Plus with the AIMS software



4 Installation of MedView Smart Shelf

At the scheduled date and time, Crew Services will arrive at the store to carry out the installation.

You (the store) will need to:

- Assist troubleshooting label assignments
- Make decisions on product and label placement

We (Crew Services) will:

- Install shelf stripping
- Install Labels
- Assign labels to Fred Office Plus items using Fred Mobility

5 Store Training

A **Fred Trainer** will provide, via email, online training material and video tutorials and remote support.

You (the store) will need to:

- Review MedView Smart Shelf training videos with staff

We (Fred) will:

- Provide remote training covering
 - Label Assignment
 - Pricing Updates
 - Software Navigation
- Assist with customisations
- Answer any questions

6 Post Installation

Fred Trainer will call you to complete:

- 1 week post installation check in phone call
- Answer any questions

If you have any questions regarding your upcoming installation, please either:

- Contact a member of your Fred Onboarding Team (Fred Business Development Consultation, Trainer or Technician)
- Reply to your communication ticket or log a ticket in your Fred Help Portal.
- Call Fred Support on 1300 731 888