

iVend Retail for Pharmacy

Faster Billing Speed, Inventory Control and Satisfied Customers

iVend Retail for Pharmacy has been designed to meet the industry's specific needs and includes a host of features that will boost competitiveness while simplifying daily operations, from POS to back office. iVend Retail can take care of the delicate and often highly regulated complex business processes for prescription medicine such as pricing determined by insurance schemes, and expiry dates so out of date product is not sold to customers and are returned to the manufacturer where they are then disposed of correctly.

In addition, the detailed reporting capabilities of iVend Retail for Pharmacy assist in keeping track of inventory levels and re-ordering of retail products ensuring stock availability is met that satisfies customer demand. Utilise the solution to offer discounts, promotions and loyalty schemes to encourage repeat business and maintain customer loyalty. iVend Retail is a complete cloud-based retail management solution that caters for the pharmacy industry, empowering the industry to digitally transform how customer experience is delivered and enabling the business to run smoothly and efficiently.

Pharmacy Retail Market is on the rise across the world:



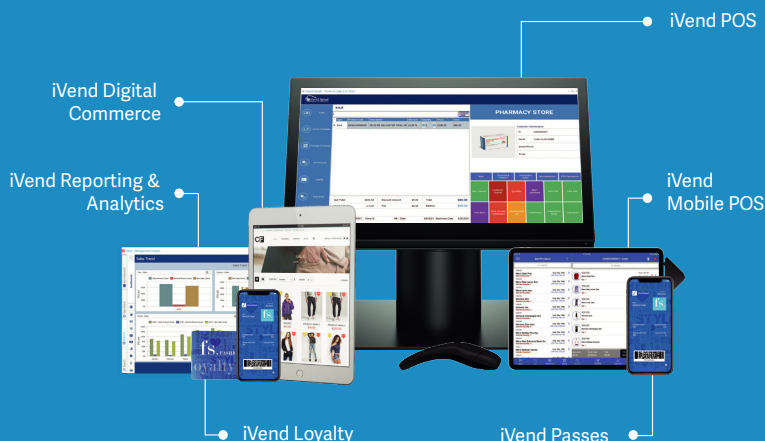
The global pharmaceuticals market **GAGR is projected to be 6% from 2020 till 2025**



Revenue share of the **North American market alone in 2020 was 49%**



In Asia Pacific, the market for Pharmacy Retail services is anticipated to **grow at the fastest rate from 2021 to 2026**



iVend Retail for Pharmacy

The Pandemic has catapulted the number of pharmacies and retail health supplement stores available in the market both physically and online. The global impact of COVID-19 increased demand for medical supplies at an unprecedented rate putting pressure on businesses to keep up with supply and maintain a positive customer experience whilst also meeting customers high expectations. All exposing the urgent need to adopt innovative cloud-based technology like iVend Retail to cater to the needs of the industry, balancing flexibility, ease of use and rich functionality on a digital store platform. A solution that encompasses all aspects of integrated Retail Management that includes many of the features required by Pharmacy retailers to run their retail operations and comply with local laws and regulations.

iVend Retail for Pharmacy is a comprehensive retail management solution that provides faster billing speed, expiry date management for better inventory control, multiple discount types, over-the-counter and prescription drug management in accordance with healthcare regulations, and much more to enable Pharmacy retailers to provide an exceptional customer experience. Minimise your costs and deliver a superior experience to your customers with a fully integrated retail and pharmacy-specific solution.

Ideal for Pharmacy, Prescription Medicine and General Pharmacy retail



Powerful Inventory Management

iVend Retail for Pharmacy ensures that inventory is available on shelves, within their expiry dates and that enough fast-selling items are always in stock by using tools that help manage stock based on the purchase date. Staff are notified by the system of which products have expired and are required to be disposed of, accordingly.



Dispensing Vendor Integrations

A cloud-based retail management system that streamlines integrations with industry-specific dispensing systems utilising iVend Retail's extensive open API infrastructure enabling customised integrations that are tailored and remove manual processes, resulting in increased productivity.



User Security and Permissions

iVend Retail for Pharmacy enables pharmacy retailers to configure role-based permissions for POS users. Restricted access can be tailored for Store employees based on their roles and responsibilities taking away any confusion and simplifying the user interface and overall employee experience. In addition, special manager overrides can be defined for specific functions within the system such as discounts above the allowable amount.



Promotions and Communications

iVend Loyalty supports the creation of adaptable and appealing campaigns personalised to customers buying preferences to increase customer loyalty. With a comprehensive set of analytics and service capabilities to help better understand customer trends and create tailored promotions that maximise the potential of all customer relationships.



Centralised Procurement

Receive goods directly at stores using Purchase Orders (PO) created centrally at head-office. A store receipts only those products that are intended for that store. In an integrated environment, this centralised Purchase Order can be raised from the ERP within the solution landscape.



Know Your Customer

Knowing who your customers are and their purchasing habits is no longer an option for pharmacy retailers. By providing insight into their shopping history, iVend Retail for Pharmacy enables pharmacy retailers to deliver multiple discount types and tailor-made offers to individual shoppers.



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Prevent sale of expired stock

Not only does the application allow the user to define and maintain expiry dates for stock items. It also stops the cashier from selling an item past its expiry date.

Easily manage returns of expired drugs

Management of pharmaceutical medicine, especially ones that have expired is critical for the smooth operations at a pharmacy. iVend Retail includes the option to return medicine that has expired back to the original manufacturer where it is disposed of correctly.

Barcode Masking

In Pharmacy retail, a simple barcode will not suffice. iVend Retail allows for the creation of barcodes that include information such as batch number, expiry date, price and much more. All relevant information is contained within the barcode itself. Barcode masking can either be fixed length or delimiter based.

In-Store Bin Management

Neatly organise prescription medicine in store so that they are kept secure and are easy to find by utilising iVend Retail's comprehensive in-store Bin Management functionality. Keep track of product from the initial time of receipting, their sale and if relevant till the time they are past their use by date, empowering pharmacists with the ability to manage the entire life cycle of sensitive medicine instore.

Offer alternative generic brands substitution

Many a time the same prescription medicine is available with the same salt composition and in an identical form across multiple brands. The pharmaceutical best practice is to offer the customer the choice to go with a generic brand in preference of a better price.

Upsell associated services

In addition to sell health-related products and pharmaceuticals, iVend Retail can be configured to sell health related services such as pathology laboratory testing, post-operative care, vaccinations, and many others.

Schedule reminders to patients to replenish prescriptions

Many patients are prescribed medicine that is required to be taken on a regular basis and on repeat prescriptions from the doctor. iVend Retail can take the challenge out of this process and through its scheduling function alerts can be defined and sent to patients reminding them to pop into the pharmacy to replenish their script.

Define Custom Tenders to capture insurance details

Most patients today have some form of insurance cover or are entitled to a government subsidised payment scheme. iVend Retail accommodates the ability to configure custom tender types for all such pricing scenarios. The sale may tender out at the POS using multiple tender types such as Cash, Credit Card and Insurance Cover, iVend Retail records this breakup and manages the recovery of the subsidised value directly from the insurance provider.

Capture doctor details for prescription drugs

Prescription drugs require the capture of the referring doctor who prescribed the medications, against the sale. Sale level attributes in iVend can be configured to record such details and any other relevant information pertaining to the prescription that may be required at the time.

Shelf and Item label printing

iVend Retail has a comprehensive inbuilt label printing module. This allows retailers to print product labels directly from the Goods Receipt screen. Product and Shelf labels can also be printed from the Label Printing module.

Stock take using handheld devices

With iVend Handheld, day to day back-office functions like receiving goods, printing labels, stock transfers and stock counting can be completed with ease and accuracy, using a handheld mobile device. Seamless integration of iVend Handheld and iVend Store significantly increases accuracy and efficiencies in the management of stock at the store.



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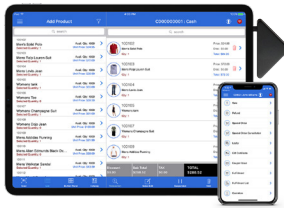
iVend Enterprise & POS

Inventory Management

- Accurate, real-time visibility into your inventory levels
- Quickly update inventory levels with minimal errors
- Avoid merchandise stagnancy and stock-outs

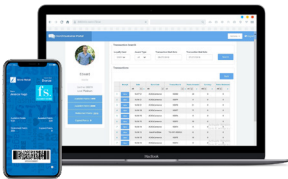
Promotions

- Comprehensive promotions engine integrated with POS and mPOS
- Ability to configure Buy Some Get Some and Fixed Priced promotions
- Promotions can be across retail landscape or can be store specific



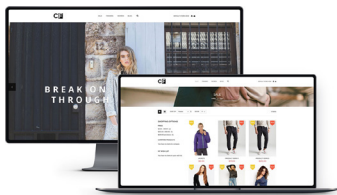
iVend Mobile POS

- Operates in online and offline mode
- Can be used in-store or in the field
- Can be used as a fulfilment device for deliveries



iVend Loyalty & Passes

- Setup multiple loyalty schemes – across enterprise or store specific
- Flexible point accumulation and redemption plans
- Passes are geo-fenced digital gift cards, coupons and loyalty cards



iVend Digital Commerce – Seamlessly Integrate digital into the omnichannel model

The growth of online shopping seems unstoppable – especially now in the post pandemic new normal. Today, websites should work seamlessly with bricks-and-mortar to support the omnichannel customer journey. iVend Digital Commerce with Magento enables retailers to seamlessly operate across digital and physical sales channels. iVend Digital Commerce offers out-of-the-box integrations for all retail sales channels across the enterprise to simplify eCommerce for brick-and-mortar businesses, and ensure the customer experience with your brand is the same wherever, whenever, and however, they prefer to shop.



iVend Reporting and Analytics – Gain actionable insights into business performance

To drive maximum return on investment, iVend Retail provides a comprehensive Reporting and Analytics module. Essential business intelligence is delivered on a single online dashboard, making it easy for businesses.

