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Welcome to New Users

A very warm welcome to this month's new PharmacyPro customers.

New to PharmacyPro this Month

Debtors

When clicking "Email Selected Statements" the button on the statement preview screen will now say "Email All Selected".

When clicking "Print Selected Statements" the button on the statement preview screen will now say "Print All Selected".

The email address will show on the list of accounts.

Options

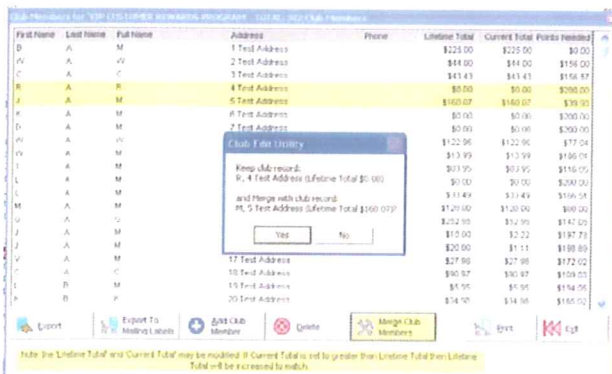
The "Advanced Email Settings" in Options has been moved from the Head Office tab to the Switchboard tab

Clubs

A "Merge" button has been added on the 'View Club Members' screen.

Highlight two club members to merge and it will ask you which one you want to keep. Answer "No" to the first question about which club member to delete, and it will then allow you to keep the 2nd club member.

The current and lifetime totals will add together.



First Name	Last Name	Full Name	Address	Phone	Lifetime Total	Current Total	Points Received
D	A	M	1 Test Address		\$225.00	\$225.00	\$0.00
V	A	V	2 Test Address		\$44.00	\$44.00	\$156.00
C	A	C	3 Test Address		\$43.43	\$43.43	\$156.87
H	A	R	4 Test Address		\$0.00	\$0.00	\$200.00
J	A	M	5 Test Address		\$160.07	\$160.07	\$39.30
R	A	M	6 Test Address		\$0.00	\$0.00	\$360.00
D	A	M	7 Test Address		\$0.00	\$0.00	\$200.00
V	A	V	8 Test Address		\$122.96	\$122.96	\$77.04
V	A	M	9 Test Address		\$13.99	\$13.99	\$166.01
J	A	M	10 Test Address		\$03.95	\$03.95	\$116.05
L	A	M	11 Test Address		\$0.00	\$0.00	\$200.00
L	A	M	12 Test Address		\$33.44	\$33.44	\$166.56
M	A	M	13 Test Address		\$720.00	\$720.00	\$00.00
V	A	V	14 Test Address		\$252.00	\$252.00	\$142.00
J	A	M	15 Test Address		\$10.00	\$12.22	\$197.78
J	A	M	16 Test Address		\$20.00	\$1.51	\$188.89
V	A	M	17 Test Address		\$27.90	\$27.90	\$172.02
C	A	M	18 Test Address		\$90.87	\$90.87	\$109.02
L	B	M	19 Test Address		\$5.95	\$5.95	\$154.05
P	B	P	20 Test Address		\$34.50	\$34.50	\$165.00

HealthSoft Hours over Xmas/New Year

As usual we're here to help over the festive season. We are available on all normal working days. The emergency phone service is available on weekends and stat holidays.

We'd like to take this opportunity to thank all our wonderful customers for your support during 2010. We look forward to working with you in 2011.

New Team Member at HealthSoft

Kelli Murphy has joined the HealthSoft team as a Program Tester. Welcome aboard Kelli!

Sales People

We are looking for sales people throughout Australia. If you know anyone who is familiar with pharmacy and interested in sales, please ask him/her to contact us on 1800 887-610. Perhaps you have an adult son or daughter who would be suitable.

Retail Pharmacy Article

Just in case you missed it – we've enclosed an article about POS software that was in the November edition of Retail Pharmacy.

Thinking of Upgrading Your Computers?

If you're looking at getting a new Dispense computer in the near future, we recommend that you ask for a computer with Windows7 64Bit installed and 4GB of RAM. Please note the 64Bit option, as the alternative 32Bit version can only utilize a maximum of 3GB of RAM. In other words - wasted memory capacity.

If you have any doubts please ask your IT supplier to call us and we'll be happy to provide our recommended hardware specifications.

Please note: If you're upgrading a POS computer, please call us first as some EFTPOS machines will not work with 64Bit computers.

Med + Info Update

Please note that the Med + Info Update will not print after the *PharmacyPro* Update this month. Med + Info have advised they will send CDs direct.

Supplier Update

If you would like us to add the stock file of a particular supplier, please contact us with the supplier details. The following files have been updated in *PharmacyPro* this month:

Almay
Amcal
Amcal Dec9 OTC POS

Amcal Dec9 Xmas Gifts POS
Amcal Nov 25 POS
API BB12
API SP12
Central Hospital
Dean Garbutt
Garnier
Gibson Eyewear
Guardian
Guardian Nov25 POS
L'Oreal
Maybelline
Nadglan
Revlon Cosmetics
Revlon Fragrances
Sanofi-Aventis
Splosh
SSS Nov29 POS
Tony Ferguson

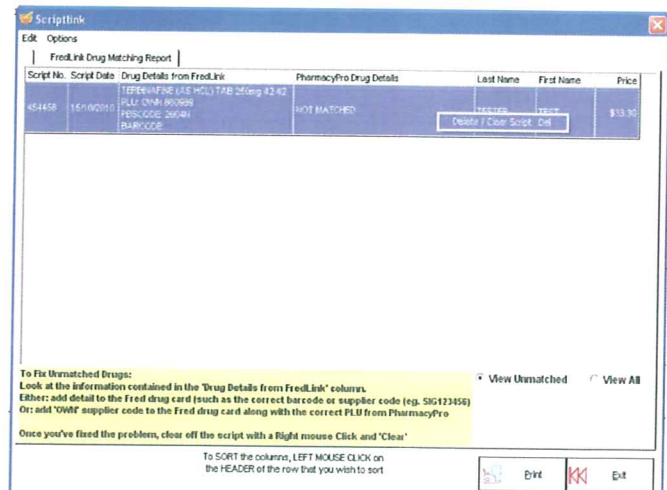
COMING SOON – NEW REPORT FOR FREDLINK SITES

From the main Sales screen go to Reports, View FredLink Drug Matching Report.

This allows FredLink users to identify any scripts dispensed in Fred that didn't match to a drug card in *PharmacyPro* (these will be highlighted in red in the report). The report shows the drug information that came across from Fred so that the user can work out how to fix either their *PharmacyPro* drug card or their Fred drug card.

There's also an explanation at the bottom of the report about how to fix unmatched drugs.

To clear scripts off the report, right mouse click on the highlighted script(s) and select "Delete/Clear Script".



The team at HealthSoft would like to wish you a Merry Christmas and Happy New Year



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Adopting POS software

Any number of factors may contribute to a pharmacy's decision to resist or adopt new POS software technology. But the benefits are getting increasingly difficult to ignore. By Amal Awad.

There are many reasons why a pharmacy will make the move towards a point of sale (POS) software system. An increasingly tech savvy profession, pharmacists are looking to improve workflow and reduce workload, allowing them to spend more time with customers – and, of course, profitability is a necessary consideration.

Minfos, by Symbion Pharmacy Services, recently released new functionality that allows pharmacies to forecast the impact of price changes and act immediately to keep their profit margins. Simple Retail's PennyLane system allows for live management of pharmacy groups – multi-location functionality – in an industry where financial pressure leads pharmacists to band together in groups to retain competitiveness. Meanwhile, HealthSoft's PharmacyPro looks to boost productivity and financial performance by letting the computer take care of the re-ordering. More specifically, the program uses 22 algorithms, choosing the individual algorithm in every store, for every product, every month, which has the highest probability of success.

Better stock management

"Ninety-two per cent accurate forecasts result in a stock reduction of close to 20 per cent, a reduction in out-of-stocks to around 50 per cent of the usual level, and a reduction in dead stock of also around 50 per cent," said Nigel Murphy, Technical and Development Manager at HealthSoft Australia.

While Mr Murphy believes the majority of pharmacists have at least gone some way to latching on to the benefits of a modern POS solution, he does think they could make better use of such functions.

"These are very significant improvements and reflect strongly in customer satisfaction, reduced

workload, and profitability," he said. "While having the right product on the shelf in the right quantity at the right time does not guarantee retail success, it is a good place to start."

Quite simply, with improved functionality and tie-in with other technology, there is little reason to resist.

"Pharmacies that are still using older version of POS software will probably notice less innovation and improvement than those running the latest software," Mr Murphy noted. "There's a trend towards more connectivity, whether it be between home and business, shop to shop, or shop to customer. Busy pharmacy owners need effective and targeted tools and information at their fingertips to enable them to keep control and boost performance."

Dispense and POS in one

PharmacyPro, for example, can be run as a fully integrated Dispense and POS solution, or each module can be run separately alongside other software products. It offers PBS Online, eScripts, Internet-based ordering and integrated EFTPOS, wi-fi PDAs and an optional integrated Compounding module.

"[This technology] adds efficiencies, accuracy and speed of information," Laura McKay, minfos Trainer and Installer, said. "This can only improve the bottom line for stores."

According to Ms McKay, minfos is installing double digit numbers each month.

"These stores are benefitting from the analysis that can be done on the complete store transactions for products and customers, as well as the ease of use of reporting on these."

Pharmacists are not necessarily uninterested consumers either. Ms Mongia said pharmacists often request new features to help them make better POS management decisions and enable them to increase their competitiveness. PennyLane, for example, recently developed a comprehensive club loyalty management system.

"When customers have accumulated enough points through purchases, vouchers are automatically printed from the docket printer, enticing them to return to the

pharmacy to redeem their vouchers," she explained.

Mr Murphy agrees that pharmacists are asking for technology that makes their lives easier, including wi-fi PDAs for easier stock management, remote access to pharmacy computers from home, internet-based functionality such as integrated EFTPOS, ordering and emailed account statements, and a good clubs and rewards system.

PDAs for staff

"Invest in tools such as wi-fi PDAs that make it easier and more enjoyable for your staff to do regular stock takes and take control of their areas," Mr Murphy advised. "Learn which reports to monitor for the overall picture but don't be overloaded by information. Conduct regular training sessions to enable your staff to get their most out of the POS software and enable them to use the technology to its full."

Ms McKay notes pharmacists' desire for greater efficiencies in the POS software, whether it is in reducing key strokes or manual work outside the system, or integrating with third party systems.

"For multiple store owners, they also want to choose what to control from head office. This includes product ranging, pricing, ordering, loyalty clubs and much more."

Justifying the cost

Still, while it would be difficult to argue against investing in POS software given the competitive and often busy retail environment in which pharmacists are operating, cost remains a factor for some, while others are simply resistant to change.

"Depending on the size of the pharmacy, POS software can be a significant investment," said Gunisha Mongia, National Sales and Installation Manager at Simple Retail. "However, prices have fallen dramatically from the days when a single computer could cost around \$15,000. Today, returns on this small investment far outweigh the initial costs of installation."

Mr Murphy said cost is generally a major consideration for customers.

"With a good POS system it doesn't take long to recoup the initial [financial] outlay, through such things

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as staff being more productive, fewer out of stocks, and releasing capital through effective stock management allowing for a reduced stock holding," he said.

Meanwhile, Ms McKay said the cost of their software is small, providing an immediate pay back with savings on labour, as well as reduced working capital through better inventory management.

Fear of technology

Costs aside, there are other concerns that may prevent customers from embracing the technology.

"Instead of costs, a more common form of hesitation that pharmacists initially experience is the adjustment to the 'change' in their business operations, especially if they have not used a POS system before," Ms Mongia said.

Ms McKay acknowledged that changing systems means some in-store procedures must also change, which also factors high into a customer's reluctance.

"This can be a concern, but having minfos staff on-site for a full week when the system goes live, and then a subsequent follow-up visit, does alleviate this substantially," she said.

Further to all of that, pharmacists worry simply about the effects on the business and staff.

"The biggest hesitation we find is due to the perceived disruption that implementing a new software system can have on their pharmacy, and the added stress on staff of learning to use the new software," Mr Murphy said. "After almost every POS installation we do, the immediate feeling is of relief that 'it wasn't as bad as we thought' and, quickly, enjoyment of their new system." **RP**