

Proudly Supporting Australian Pharmacy For Over 25 Years Used Worldwide In More Than 3000 Sites

Welcome to New Users

A very warm welcome to this month's new *PharmacyPro* customers. We're delighted to have you join us.

New to *PharmacyPro* this Month

DISPENSE

There is now an "ePrescription Fee Amt." under the 'More Claim' tab in Dispense.

1 Status	2 Price	4 Label	5 Claim	6 More Cl...
Amount Paid				\$22.57
Amount Claimed				\$22.57
OnlineIncentive Amt.				\$0.00
DispensingIncentive Amt.				\$1.56
ePrescription Fee Amt.				\$0.00
Variance				\$0.00
Status	Paid			

POS

When in the New Sale screen, the following two prompts may arise, alerting the user that they may have scanned in a PLU or barcode to the quantity or retail fields:

Unusual Quantity

You may have entered a PLU or a barcode in the Quantity field. Continue?

Yes

No

Unusual Retail

You may have entered a PLU or a barcode in the Retail field. Continue?

Yes

No

Stockcards

Some pharmacies have stockcards which are not linking correctly to our database with the Monthly Update.

In such instances, please either phone or fax us and we will correct the situation.

Ph: 1800 887 610; Fax: 1800 006 207

Pricing Options

From 1 August 2011 the following fees are changing:

Dispensing Fee

Extemporaneously-prepared + water (EW) items – \$9.00 (EP fee \$8.46 + water \$0.54)

Additional Fees (for Safety Net Prices)

- Ready prepared fee:
from \$1.07 to \$1.09
- Extemporaneously prepared fee:
from \$1.41 to \$1.44

Premium Free Dispensing Incentive Payment

From \$1.56 to \$1.59

Unusual Support Calls

These days more and more customers are buying and changing their own hardware. This is usually a very cost effective way for the pharmacy to upgrade hardware but can also generate a great deal of non-*PharmacyPro* software related support calls. Your monthly support fees cover *PharmacyPro* software support, but there are times when we may need to charge an extra fee to cover help with other technical issues.

Examples of non-*PharmacyPro* related support include reloading printers and/or printer issues, reinstalling *PharmacyPro* on reloaded or new computers, help with suspected virus issues, networking or other general hardware issues.

How's Your Business

PharmacyPro is full of measuring tools to help make retail easier. Just a till or a system that isn't integrated with your Dispense means you're missing the opportunities to grow. We're a big fan of the *PharmacyPro* Product Group Report. Use it to see if there are any areas that you could work on to boost sales compared to the data below:

Group	Slice of Retail \$
Health & Vitamins	17%
Pain Relief	9%
Cough & Cold	8%
Self Select Makeup	8%
Cosmetics – skincare	5%

Are These Your Top 4 Vitamin SKU's	
Elevit Tab 100	1
Inner Health Plus 30	2
Nutra Life Jointcare	3
Elevit Tab 30	4

Supplier Update

The following files have been updated in *PharmacyPro* this month.

As other suppliers send files during the month they will be available within *PharmacyPro*. From the *PharmacyPro* Start Menu go to Tools, Update, Download Supplier Files.

Almay
Amcal
Amcal Aug TPR POS
Ascent
BB09
Blackmores Retail & Professional
Bourjois
Central Healthcare
Chem Own
Cover Girl
Elite
Gibson
Guardian
Guardian August TPR POS

Guardian August 11 POS
Guardian July 14 POS
L'Oreal
Max Factor
Nadglen
Natio
Pharmacy Choice
Revlon
Revlon Fragrances
Sanofi Aventis
SP91
SSS July 25
Tony Ferguson
Ulta 3

4 THINGS RETAILERS SHOULD NEVER SAY

Retail can be a frustrating game, but there are some expressions that make you cringe.

I Don't Know

Customers don't expect retailers to know everything, but when it comes to answering a question, they do expect pharmacy staff to be confident enough in their knowledge of the business to provide an answer.

A better option: "That's a good question. Let me find out for you."

Will That Be All?

Not many customers would find anything negative about this phrase. However, not only is it overused but the retailer is passing up a sales opportunity.

A better option: "Is there anything else I can help you with today?"

It's Over There

We've all heard this bad customer service phrase but hopefully not in a high service industry like pharmacy. Sometimes staff may point in the general direction. Other times they don't even lift their head to acknowledge the shopper. Make sure all store staff know using this phrase is a big no-no.

I Can't Do That

Another negative customer service phrase that shouldn't exist. A far better customer experience would be that the staff member is empowered to make the decision and ensure this customer returns next time.

A better option: "What I can do is"

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