Modern Systems for Software Development

Pharmacy Management System

Modern Systems for Software Development
www.VisitClinic.Org
Egypt

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1. Modern Systems

1.1 Introduction

Modern Systems is a specialized software establishment and the main purpose is to provide software development, software analysis software implementations based on international standards.

Modern Systems for software development developed a medical software to provide online services for doctors, pharmacy and medical sales agents, public users are a main part of the systems since they will use the system as ordinary user and doctors and pharmacy will use the system to search for them and provide the right medicine or service.

The system will offer wide range of functionalities like internal medicine or other medical specializations. The system also will provide a list of medicine available for everyone, the list consists over 600 thousand medicine common names organized by country.

Visit Clinic will offer general modules like account module with general ledger to add income or expenses for each clinic or pharmacy. There are other modules inside the system please register for more information.

Modern Systems offer software analysis services based on high standards for private and public organizations such as information technology infrastructure library or ITIL and its specialized for IT services and it known worldwide by many organizations. ITIL provide around twenty-six business process and professional certifications for beginner's level, intermediate level and expert level.

Modern Systems can offer business analysis for the process and help organizations to implement this process based on international systems and at the same time can also provide software development for given process such as incident management, and knowledge management.

Modern System founder achieved success story before with Microsoft, Horvath and Link dot net in a governmental organization.

CMMI or capability maturity model integrations is an international standard the main goal is to provide business process to help the organization to do their business in an organized style. There are around twenty-two business process.

Modern Systems founder believe I human resources development to help you people specially to provide software business process development and analysis to help the national economic in the IT field, and this helped him to write a complete book with USA consultant to write the CMMI book and provide this book for free to the humanity.

Portal's development or custom software is a special development for customer based on recommendations and direction, Modern Systems can provide custom software's based on customer needs and the software's can have accessed online or though the internal network.

Modern Systems believe in IT specialization diversity and will offer to satisfy customer needs by providing professional services or products based on international standards and with competitive prices.

1.2 Why Modern System?

Organization executives would like provide exceptional products and services to attract people from the globe and to set everyone needs and expectations, IT teams have curial responsibility to deliver good eservices quality to the organization and with agreed costs with the management and it better to find affordable solutions for the organizations.

Modern Systems is an Egyptian establishment formed to fulfill the software needs for everyone. Modern Systems developed strategic plans to provide the essential support to many private and public organizations with developed in house software with high quality and affordable prices or customize famous software's worldwide based on customer expectations and directions.

Modern Systems have good experience in business process and software implementations and employ selected technologies with each-others to meet the organization needs.

Modern Systems believe in human well epically for young people to achieve the developed strategic goals such as good life for everyone and this will reflect the provided services to the local and international markets.

Modern Systems will provide in house software like www.VisitClinic.org or develop software's based on customer needs and expectations, or customize ready-made software to the customer based on his expectations like Microsoft SharePoint or any other provided software's.

Modern Systems can provide software development to many international standards such as ITIL (information Technology Infrastructure Library), CRM (Customer Relationship Management), CMMI (Capability Maturity Model International), or another international standard with customization and configurations.

The Modern Systems will provide all types of support to the customer by qualified consultants to analyze and develop software / configure software's to the customer based on his expectations and match the developed organization strategic plans.

2. Pharmacy Management System

2.1 Introduction

A pharmacy management system (PMS) is a software application that helps pharmacies automate their operations. The pharmacy management system, also known as the pharmacy information system, is a system that stores data and enables functionality that organizes and maintains the medication.

> *"Pharmacy informatics is the scientist filed that focuses on medication-related knowledge within the continuum of healthcare systems- including its acquisition, storage, analysis, use and dissemination- in the delivery of optimal medication-related patient care and health outcomes." (Andy Tiv).*

Pharmacy management system developed by Modern Systems for Software Development for the middle-east countries to full fill the need for the pharmacies software and try to provide an excellent software service to the medical organizations.

Modern System for Software Development provide online services through www.VisitClinic.org portal to all medical organization types.

Pharmacy management system offer a number of benefits to pharmacies, including:

- **Increased efficiency**: PMSs can help pharmacies to streamline their operations and save time. This can free up pharmacists to spend more time on patient care.
- **Improved accuracy**: PMSs can help to reduce errors in prescription processing. This can help to protect patients from harm.
- **Enhanced compliance**: PMSs can help pharmacies to comply with government regulations. This can help to protect the pharmacy from fines and penalties.
- **Increased customer satisfaction**: PMSs can help pharmacies to provide better customer service. This can lead to increased patient loyalty and repeat business.

“Healthcare delivery is inherently complex and knowledge dependent, and it is becoming ever more challenging for providers to absorb and assimilate the growing volume and granularity of knowledge needed for safe and effective patient care. The clinical knowledge available is often conflicting, misaligned, and not readily identified or available at the point of care.

To serve the needs of any clinical encounter, relevant patient centered knowledge must be accessible to the person supplying care at the right time in the workflow. Such knowledge can be delivered proactively (before decisions are made), interactively (as decisions are made), or asynchronously or passively as reference information that can be searched online.

Pharmacy informatics plays a key role in supporting and overseeing the core processes involving information and knowledge delivery throughout the clinical knowledge life cycle. This role includes knowledge discovery and creation, knowledge application and delivery, and knowledge asset management.” (Andy Tiv).

“Pharmacy informatics is responsible for leveraging knowledge at the right time and place within a provider8s workflow to improve care giver effectiveness, work satisfaction, patient satisfaction, and the quality of care. Pharmacy informatics must continue to evolve to optimize the use of clinical decision support and develop tools that reduce information over load and provider burden. Pharmacy informatics is responsible for looking beyond the traditional means of delivering knowledge by analyzing process and outcomes data from existing applications to develop and implement new solutions for embedding knowledge into the workflow.” (Andy Tiv).

2.2 Roles and Responsibility

Pharmacists who practice clinical informatics must collaborate with other healthcare and information technology professionals to promote the safe, efficient, effective, timely, and optimal use of medications. They contribute to the transformation of healthcare by analyzing, designing, implementing, maintaining, and evaluating information and communication systems that improve medication-related outcomes and strengthen the pharmacist-patient relationship. (Andy Tiv).

the role of pharmacy informaticists revolves around their knowledge of pharmacy practice, safe medication use, clinical decision-making, and the improvement of medication therapy outcomes, combined with their understanding of the discipline of informatics and medical systems. their primary roles and responsibilities must encompass five broadly defend categories. (Andy Tiv).

- **Data, information, and knowledge management**: managing medication-related information while promoting integration, interoperability, and information exchange.
- **Information and knowledge delivery**: delivering medication-related information and knowledge throughout the clinical knowledge life cycle, from the point of knowledge generation through cataloging, embedding knowledge into the workflow, and measuring the usage and effectiveness of that knowledge.
- **Practice analytics**: developing point-of-business analytic solutions for improving decision-making
- **Applied clinical informatics**: applying user experiences, research, and theoretical informatics principles to improve clinical practice and usability.
- **Leadership and management of change**: leading and participating in the procurement, development, implementation, customization, management, evaluation, and continuous improvement of clinical information systems.

(Andy Tiv).

2.3 Policy

Modern Systems for software development is specialized organization in information technology and the main objective is to develop software and deliver high quality software products and services to the clients. Modern Systems developed well-organized strategy to deliver high quality products and services, and provide excellent customer support though international standards.

Modern Systems for software development developed medical software for pharmacies the system accessed totally though pharmacy desktop PC. The pharmacy administrator able to add users to the system. The system will offer many offline services to the users.

Visit Clinic provide simple medical pharmaceutical services. Visit Clinic is a pharmaceutical management system with easy-to-use feature and affordable. The system enables collaborations between users.

Modern Systems for software development will not collect any type of information's form the pharmacy PC.

All medical products prices are not matching the latest countries updates, please update all prices in order to sell your products

All medical products need a barcode number, please add barcode in order to sell your medical products.

*All official communication though the provided contact us email to get answers to your question and to receive your **official license file** to activate your product license*.

Contact Us If you have any question, please send an email to the company customer service at contactus@VisitClinic.org

2.4 System Components

The system provides nine modules to the pharmacy.

- **POS**: These forms will provide sell products and return products to the pharmacy
- **Library**: The required information's to operate the pharmacy. Library consist of (Products, Inventory, Customers, Medical Company, and Medical Sales Agent).
- **Orders**: Prepare a new order and send it to medical sales representative.
- **Finance**: chart of account, general ledger, and invoices are the main purpose to provide financial information's about the system.
- **Assets Management**: All pharmacy electronic and non-electronic devices.
- **Case Management**: customer case management to record and follow up for customers cases.
- **HR**: contract, salary and attendance forms.
- **Reports**: select the require report, preview the report and print it.
- **Administration**: configure the system.

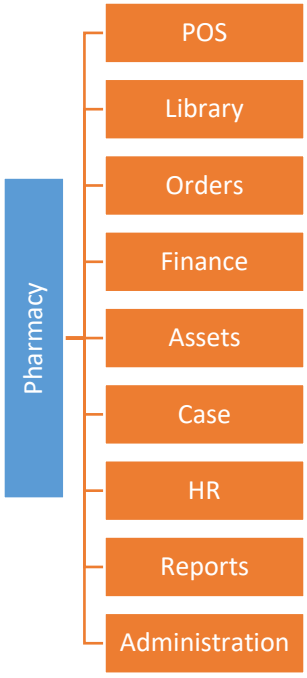

Figure 1 System Components

2.5 Activation

The system is protected by the Egyptian laws and totally developed at Modern System for Software Development. The purchased users only have the right access to use the system. Product activation is available through Modern System for Software Development contact us email to make sure that you are purchased the system and you are eligible to use the system.

First time installation you be requested to see this form and to copy and paste the displayed encrypted information's to conactus@VisitClinic.org

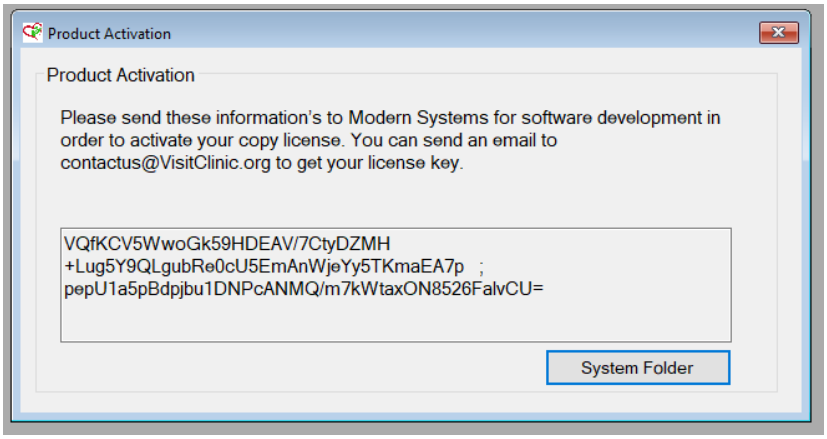

Figure 2 Product activation

Modern Systems for Software Development will send to you license file for your PC.

Please note that the file is for one PC only and can't be transferred to other PC.

Activation for can be opened from *Help >> Activate menu*.

The contact person from the company will send to you the right file "*License.Lic*", you need to copy and paste the sent file to your application folder "*Application folder is the System Folder located at Product Activation form*".

The activation form has a system folder button please click on this file in order to browse windows folder, you can paste the file to the folder. Restart the pharmacy system and the software will be activated.

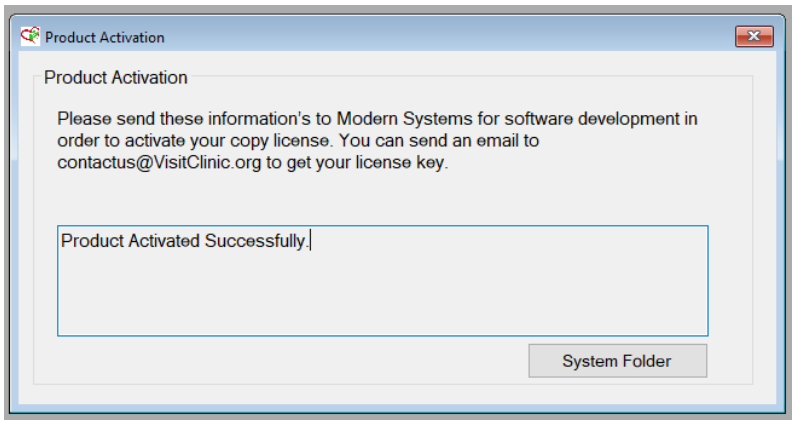

Figure 3 Product Activated Successfully.

Please if you have any challenges, please send an email to us at contactus@VisitClinic.org

2.6 Login Screen

Pharmacy login screen is the first form you need to interact with to login to the system. The system provides a preconfigured user to login to the system which is

Email: *public*

Password: *public*

You need to change the user information's once you login to the system and activated the system.

Change the user information from *Administration Menu >> User Management Menu >>Users List*

Change password from *Administration Menu >> User Management Menu >>Change Password*

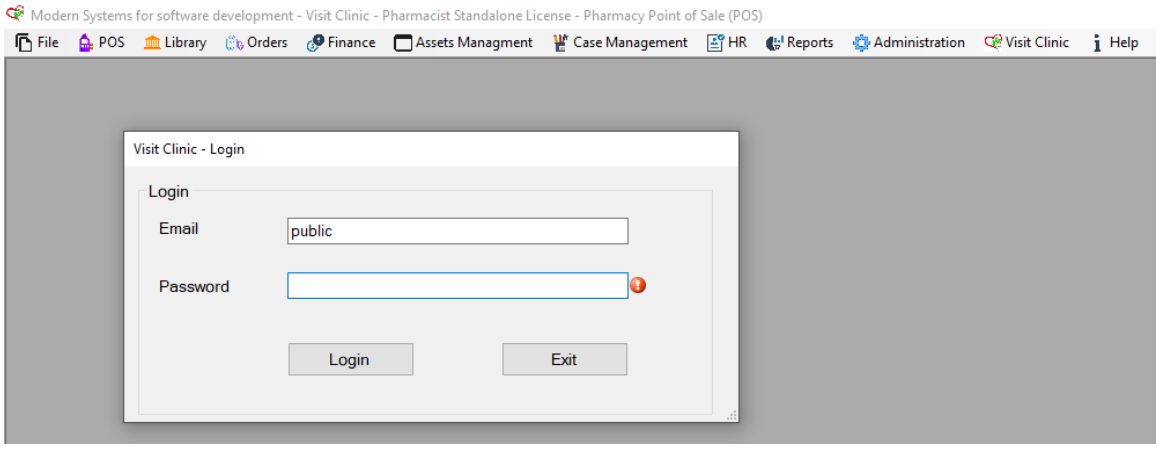

Figure 4 Login Screen

3. POS

3.1 New POS

POS is a form will help pharmacist to sell medical products. This form considered important to the pharmacy because they will be going to use it in a daily basis. The form will provide the required information's to sell products. The form provided in English and Arabic Language.

POS Form Provide the following Functionality:

- **Pharmacy Name**: This will display pharmacy Name
- **Customer Mobile**: Type customer mobile to search for customer, you can clinic on New to add a new customer. Use Enter keyboard button to search and move the next text box area which is the product barcode.
- **Monthly Medicine**: is the required monthly medicine for customer with quantity.
- **Product barcode**: use this textbox to search for products by barcode.
- **Product Name**: is a read only text box area to display product name.
- **QTY**: is the required quantity from the customer
- **Price**: is the provided price for the product, you can change the product price and this will not affect on the pharmacy inventory or product price information. The main purpose to use this feature is to automatically set the product price because in some cases you need to sell a specific amount of the medicine.
- **Stock**: will display stock if you added previously product inventory. The system can sell medical products without stock and with stock.
- **Add Button:** will add the product to the Table / Grid Table.
- **Save Order**: this button will save the order into system database.
- **Print**: Print the POS receipt.
- **New Order**: Start a new POS.
- **? Button**: this button will help you to browse more than 13.000 medical product, you can select the product and start using it to the POS. please see the figure 3.
- **Order #**: The system will display the order number after saving the order.
- **Table / Grid Table**: this table contain the required product for the customer
    - **Delete Row**: You can delete a complete row from the table.
    - **QTY**: change the quantity this will affect on the total price.

- **Price**: change the price will affect on the total price.
- **Stock and barcode**: you can't change these information's.
- **Pharmaceutical Company**: is the producer for the product.

- **Number of Items**: This text label will display the required product.
- **Total Price**: is the receipt total amount of required money.

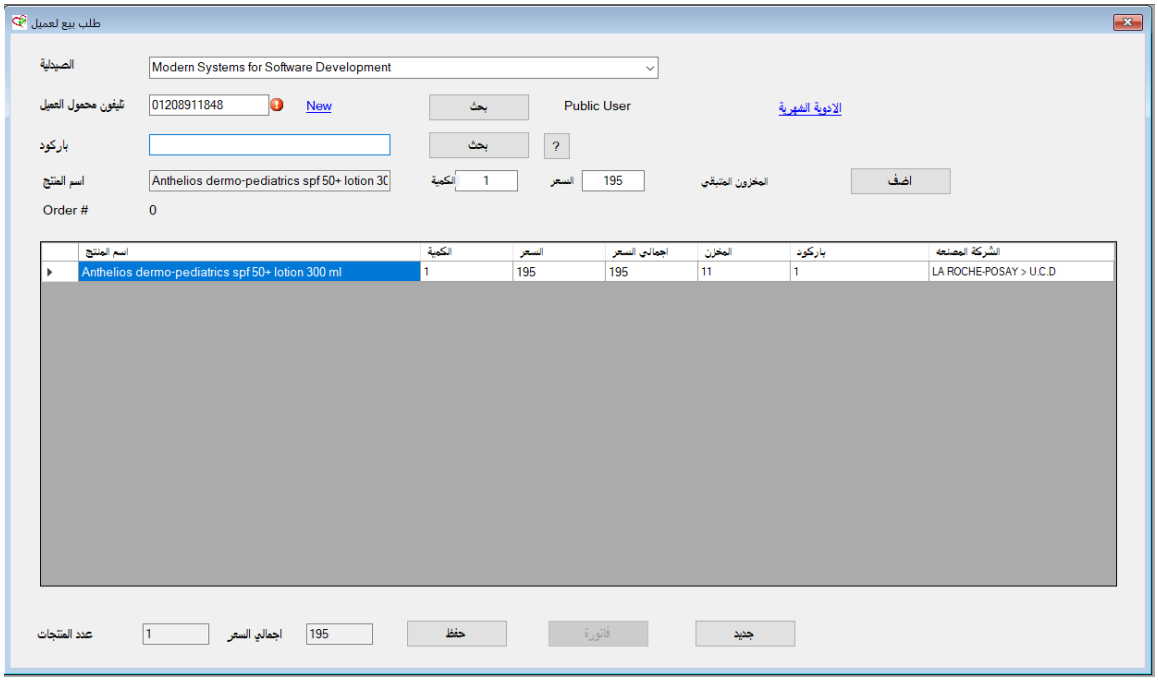

Figure 5 POS Arabic

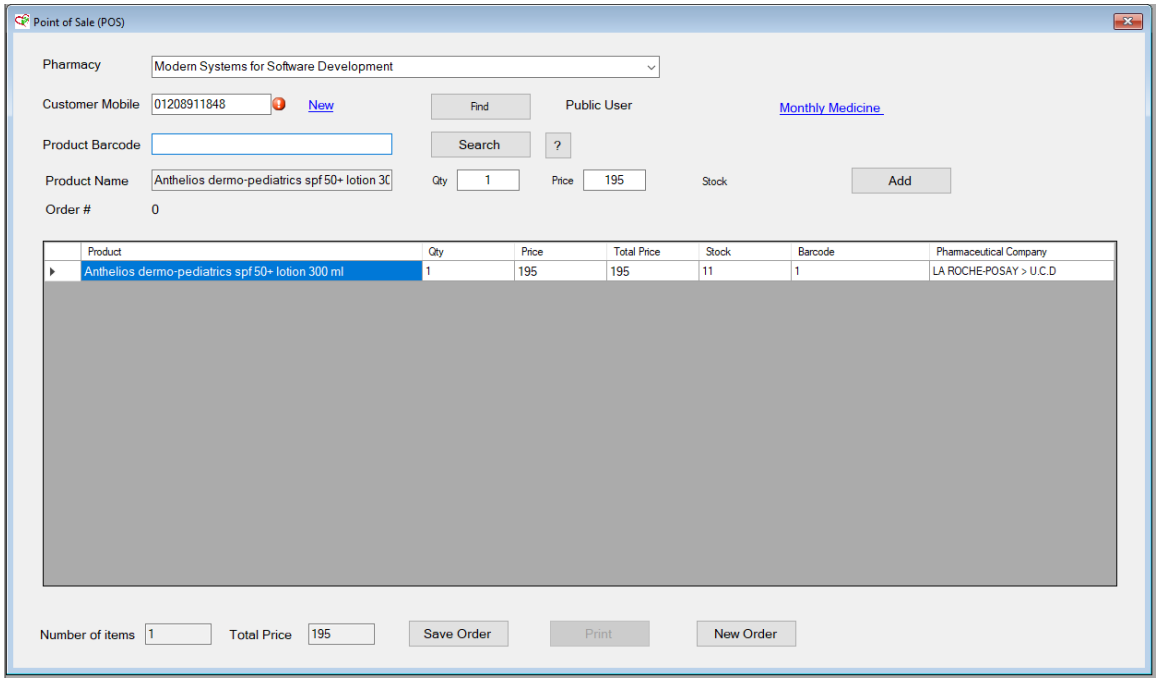

Figure 6 POS English

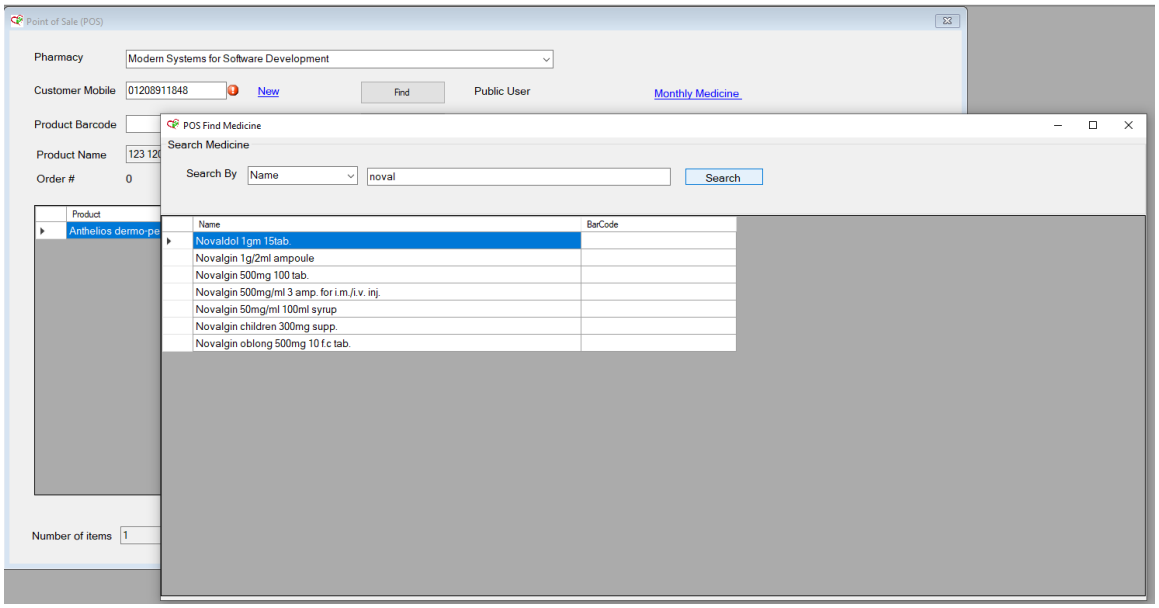

Figure 7 POS use? button to search for medical products

Once you save the order the print button the system will display preview window with the receipt information's. You can select the default receipt and print the order.

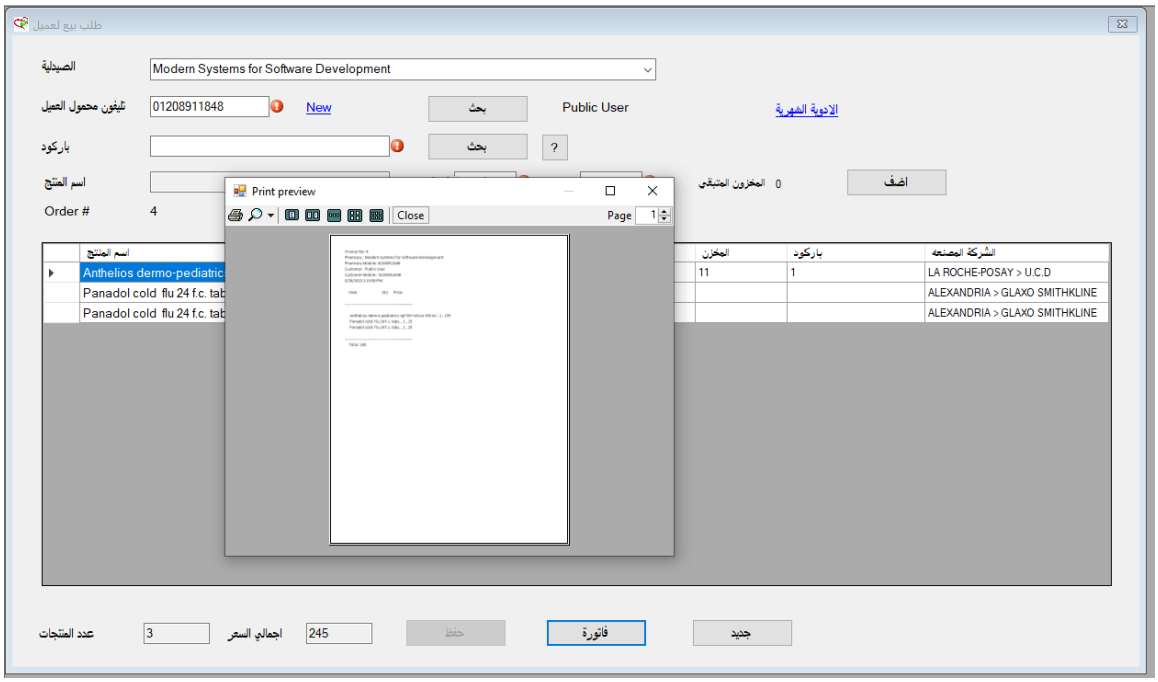

Figure 8 POS Receipt information's

Invoice No: 4
Pharmacy : Modern Systems for Software Development
Pharmacy Mobile: 01208911848
Customer : Public User
Customer Mobile : 01208911848
5/28/2023 2:04:43 PM

Item	Qty	Price
Anthelios dermo-pediatrics spf 50+ lotion 300 ml	1	195
Panadol cold flu 24 f.c. tabs.	1	25
Panadol cold flu 24 f.c. tabs.	1	25

Total :245

Figure 9 Receipt print information's

3.2 Return Product from POS

pharmacist after providing the medical pharmacy through the system to customer. The customer can return a specific product from the POS. the system will help pharmacist to return products directly from the system form in order to make customer satisfied with the pharmacy services.

The system will provide the following text labels information's:

- **Pharmacy Name**: This will display pharmacy Name
- **Order #**: The system will display the order number after saving the order.
- **Order Date**: Order sell date, this date is automatically recorded from Microsoft windows date system.
- **Customer Name**: Customer Name the recorded name from the pharmacist to the system.
- **Customer Mobile**: Customer mobile number the recorded name from the pharmacist to the system.
- **Product Item:** search for medical products.
- **Total Products**: You can type the number of required medical products.
- **Product Price**: the system automatically will display the medical product price and you can easily modify the price.
- **Add Product Button**: Add product this will help you to add product to the Table / Grid Table after search and selecting the product from the search window.
- **Modify Order Button**: after you completed successfully modify the order you can click on this button to modify the order.
- **Print Order Button**: print receipt button.
- **Print Receipt Button**: print report.

The system will provide search functionality to help you to find the required order in a small step:

- Customer Mobile Only
- Customer Mobile and Order Date
- Order Number Only

- Order Number and Order Date

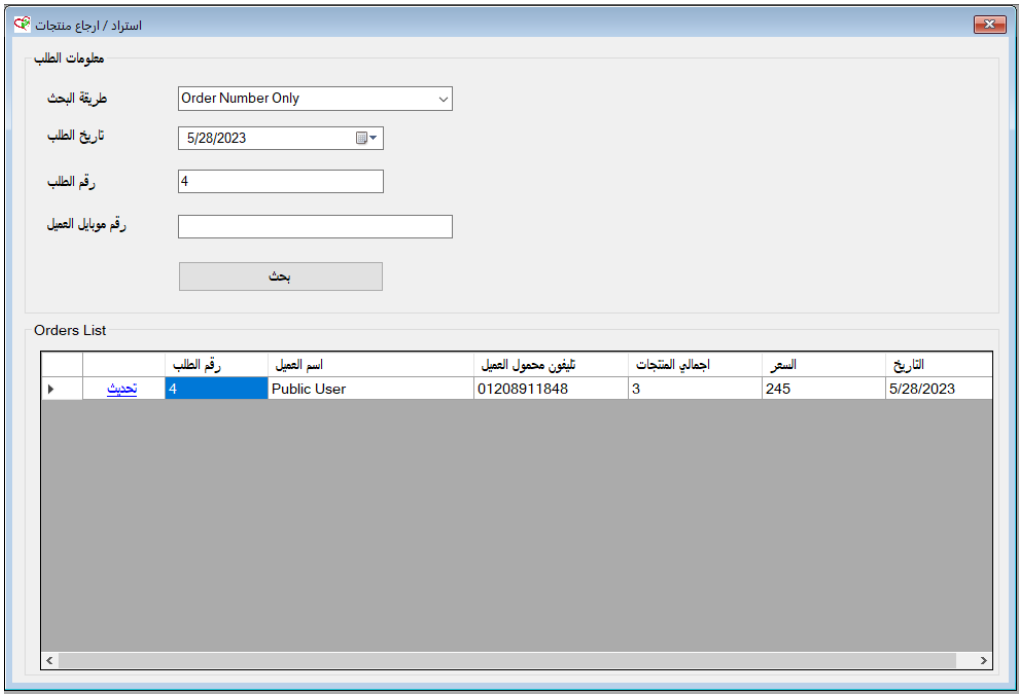

Figure 10 Return Product from POS Arabic

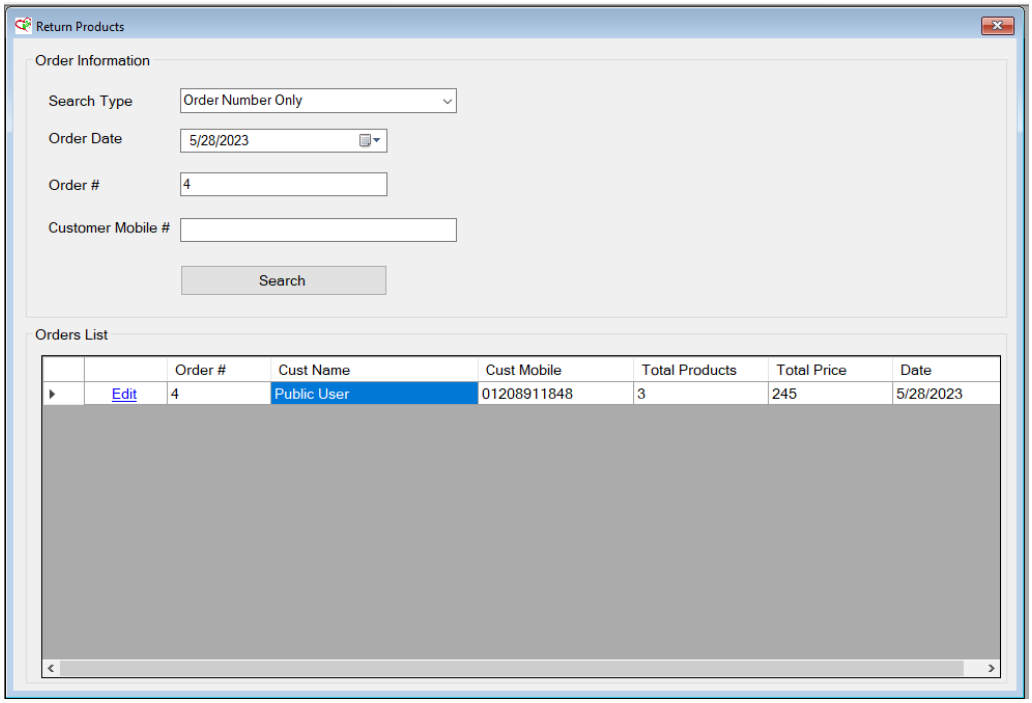

Figure 11 Return Product from POS English

Once the system displayed the orders, you can click on Edit link button to browse the order information's. The system will display the order information's, the pharmacist can easily add a new medical product or can remove medical products from the order.

pharmacist can easily modify medical product price and total product and the total price will display the new price.

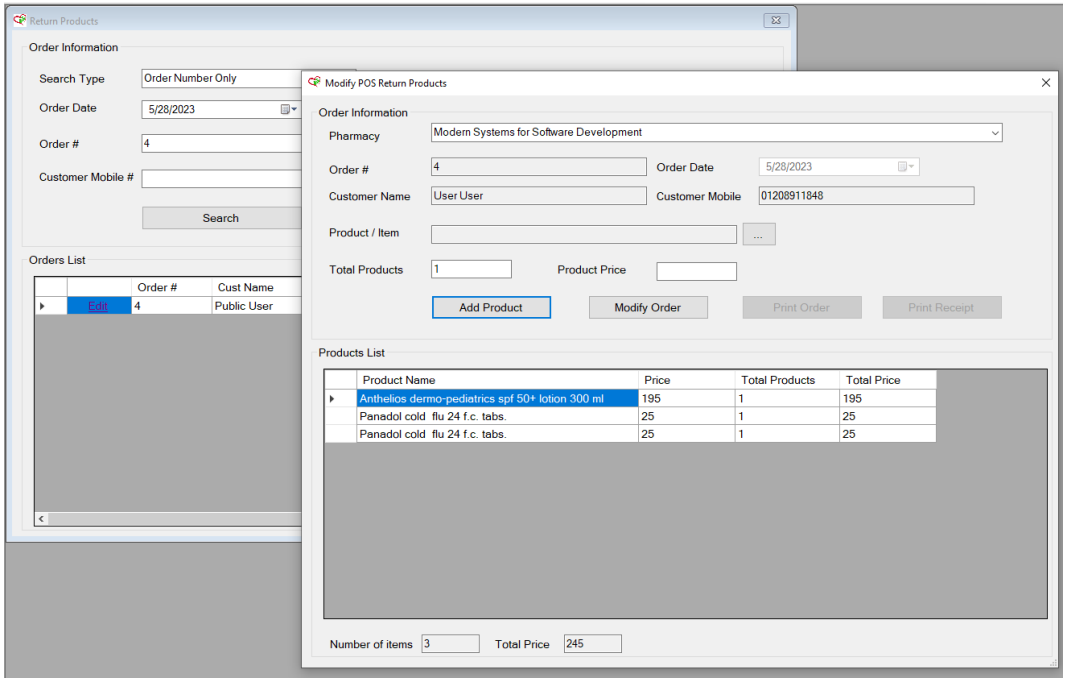

Figure 12 Return Product Modify Order

Please search, select the medical product, the system will display the medicine name next to the save and close button. Click on save and close.

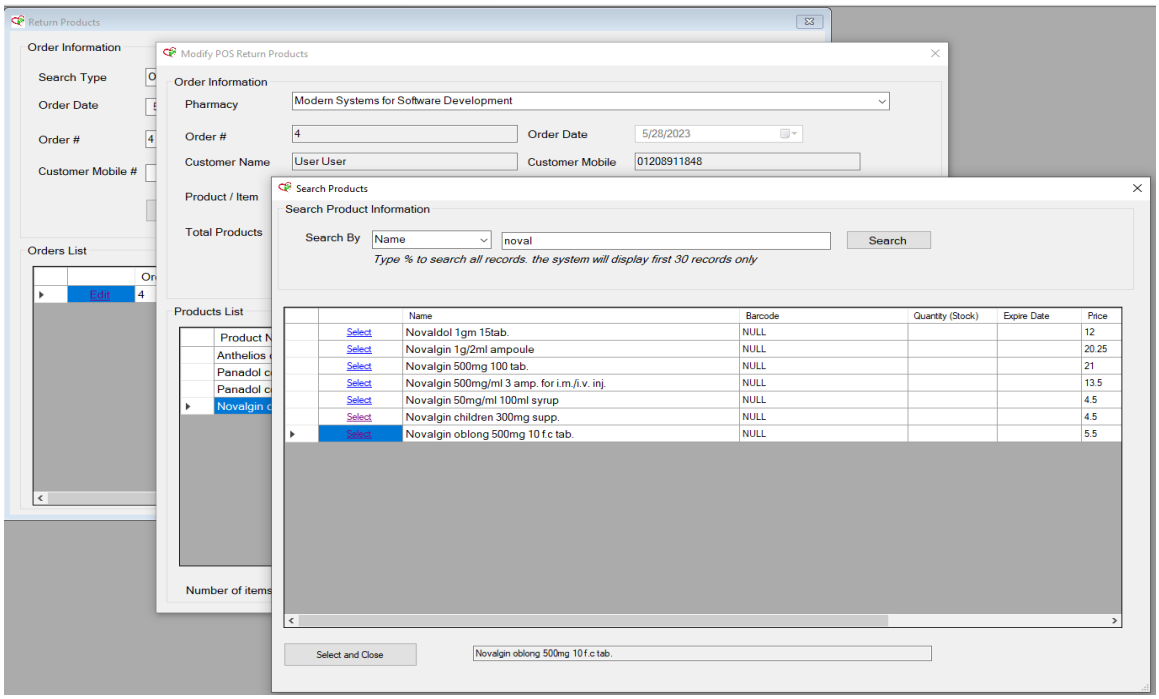

Figure 13 Return Product from POS browse available medical product

The system will display the selected medical product name and price. You can now click on Add product in order to modify the customer receipt. Click on Modify Order after you competed successfully the order modifications. The system automatically will modify the order inventory information's

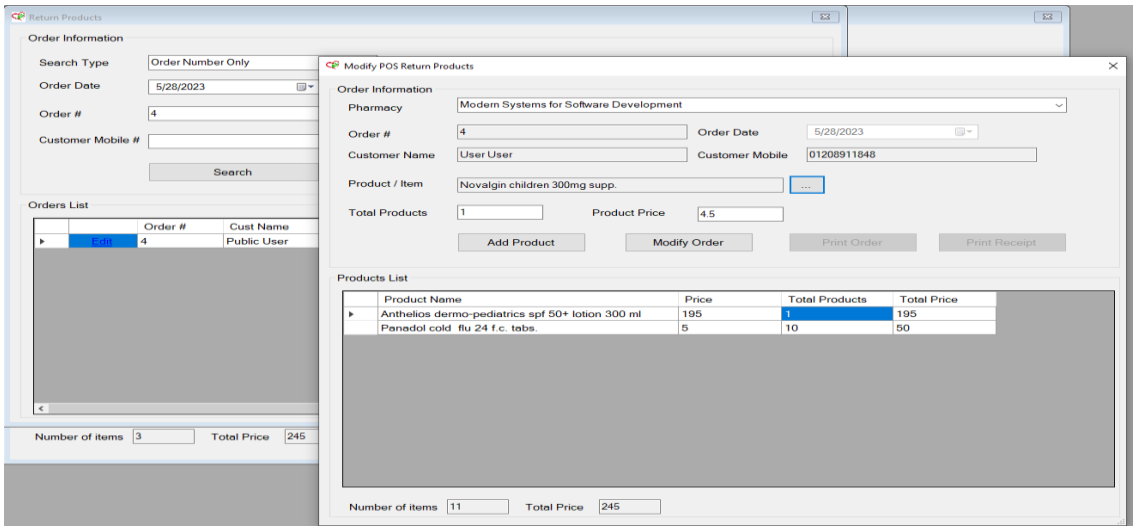

Figure 14 Return Product from POS New Table Information's

Order saved successfully.

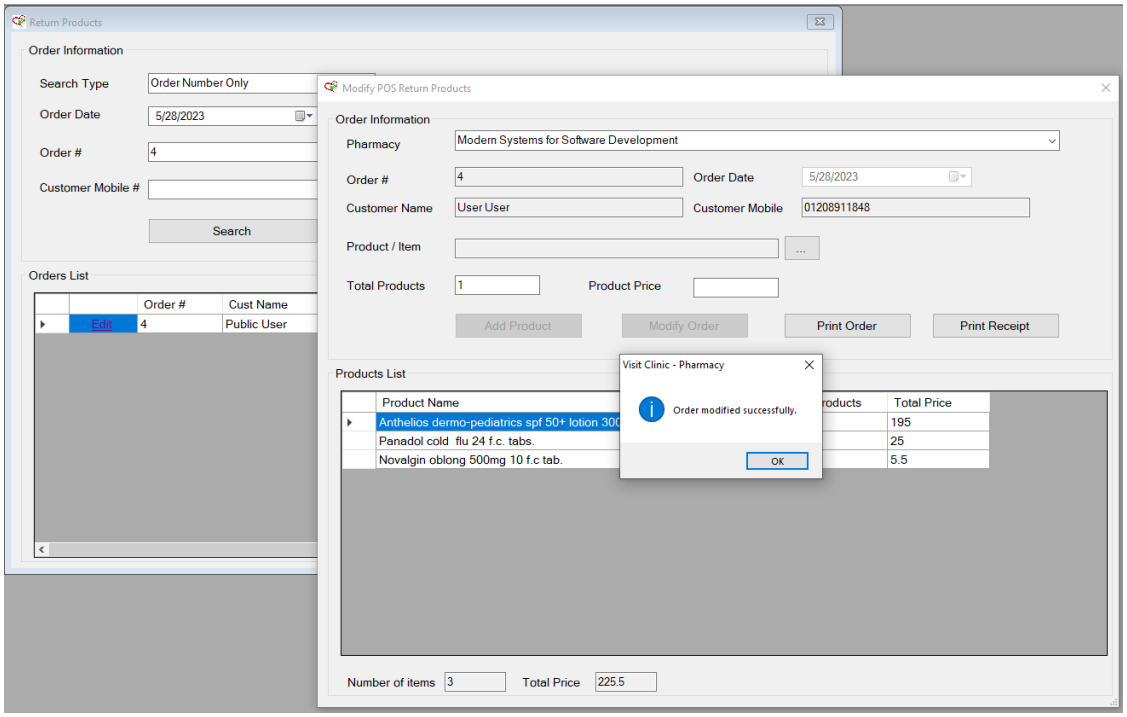

Figure 15 Return Product from POS - Order Saved Successfully

The system will disable Add product and Modify Product and enable Print Order and Print Receipt buttons. Print preview display to give you more information about the functionality.

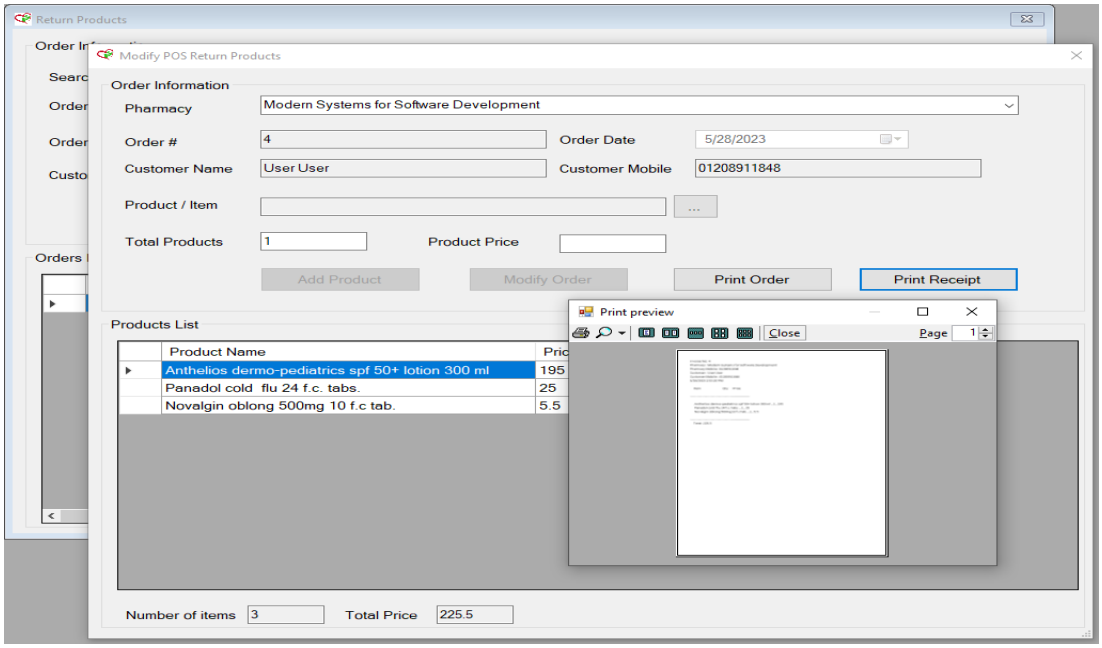

Figure 16 Return Product from POS - Print Receipt

Print report output

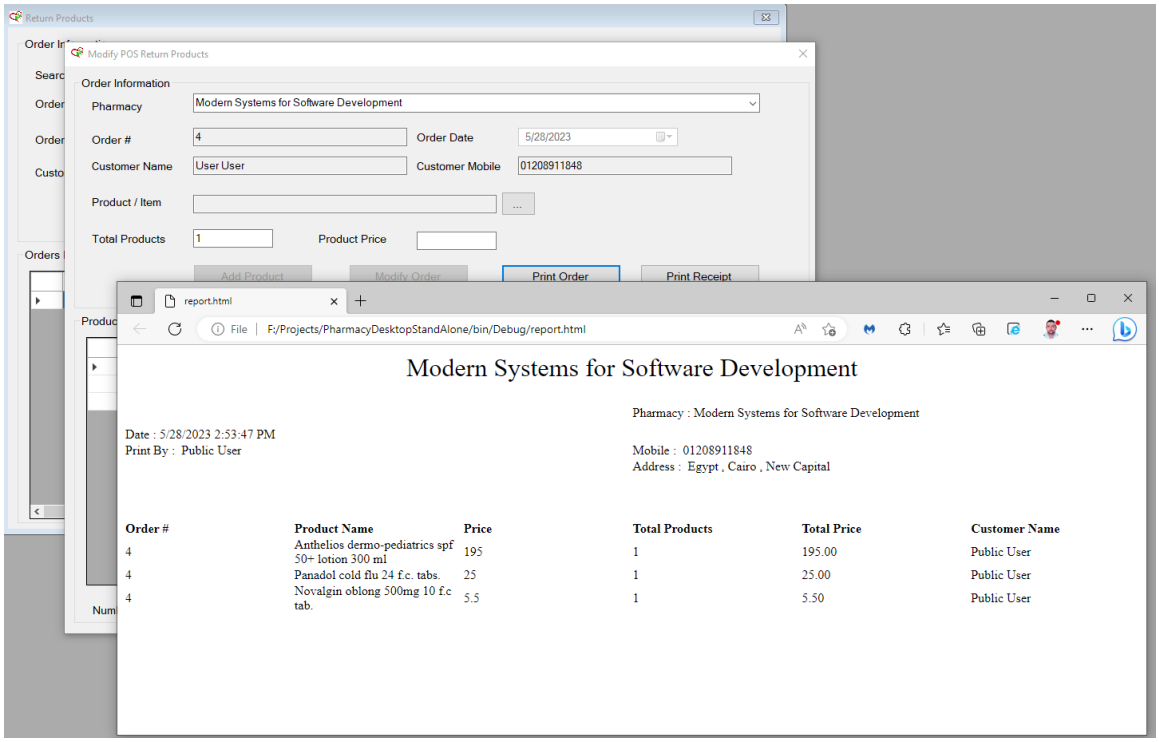

Figure 17 Return Product from POS - Print Report

4. Library - Product

4.1 New Product

New Product is a form designed to help pharmacist to add a new medical product to the system in order to use later on the system.

Please carefully add product to the system because once you added a new product the system delete medical product is not exists but you have an opportunity to modify the product information's.

The system will provide the text label information's:

- **Product Name**: the officially provided product name from the manufacturing
- **Dosage**: This how the medical product will be used by the customer.
- **Manufacturing co**: the medical manufacturing company.
- **Price**: provide price to the customers.
- **Barcode**: graphical representation to the medical product.

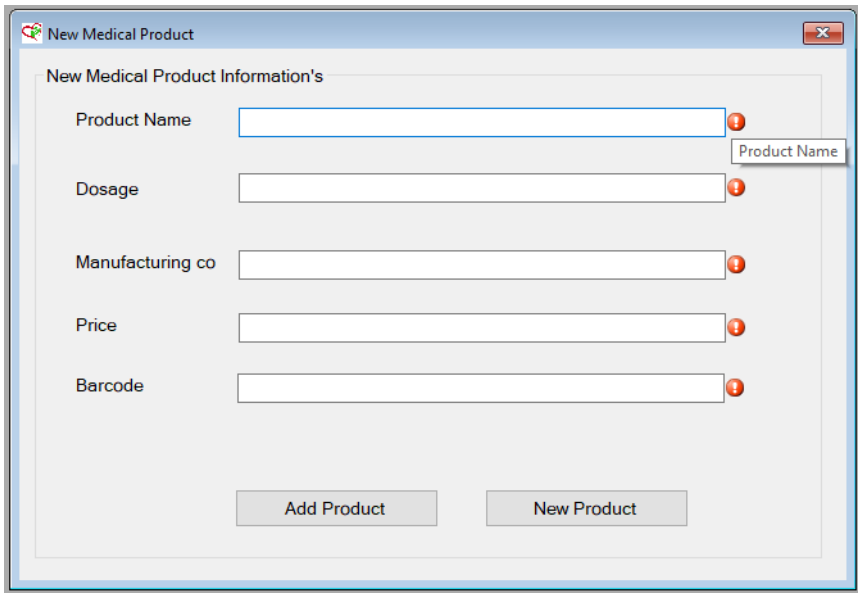

Figure 18 New Product

4.2 Barcode Product Search

pharmacist can search for medical product by barcode in order to fast find a single product. one you entered the product barcode you can click on the search button to find the product information's.

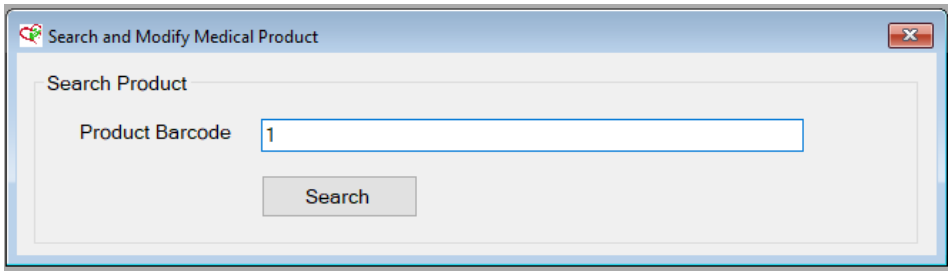

Figure 19 Barcode Product Search

The system will display the medical product information's, you can modify the medical product information's such as name, dosage, manducating company, price and barcode number.

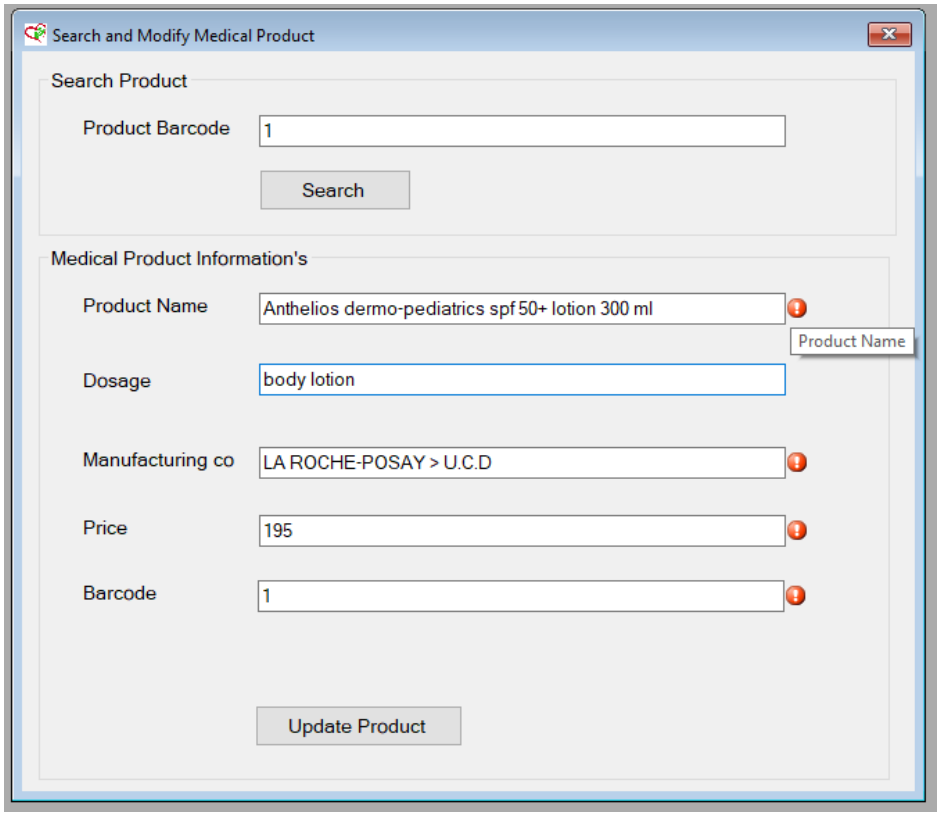

Figure 20 Barcode Product Information

4.3 Product Browse

The system will help pharmacist to browse amiable medical products from the system by Name and Bar Code. The system will give you an opportunity to search by typing % sign in order to fast preview product.

Please note that the system will display the first 30 records only, so please take care to enhance your product information.

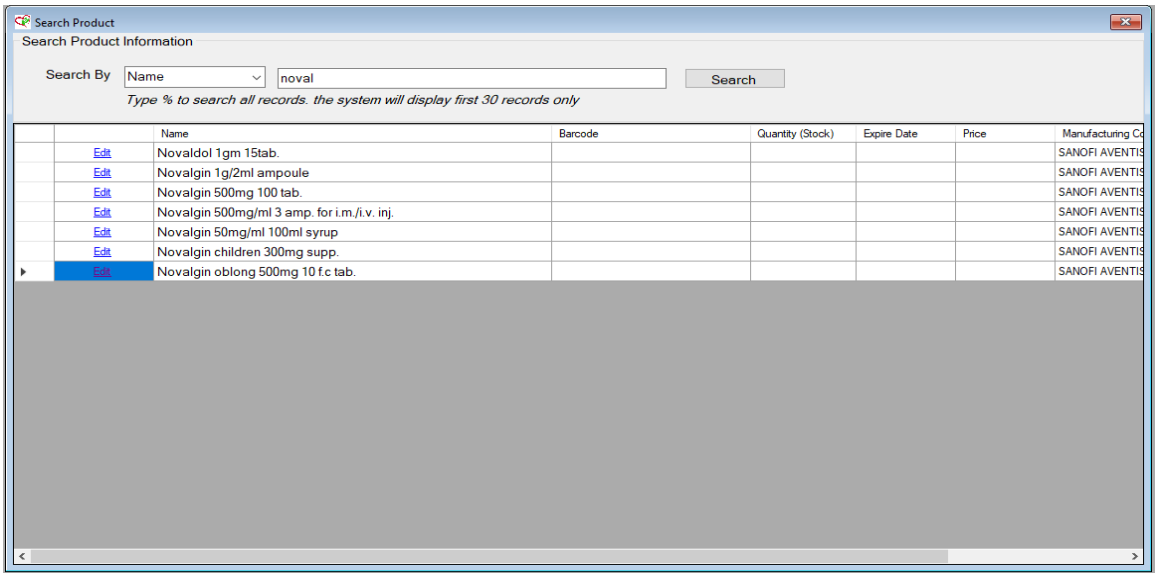

Figure 21 Product Browse

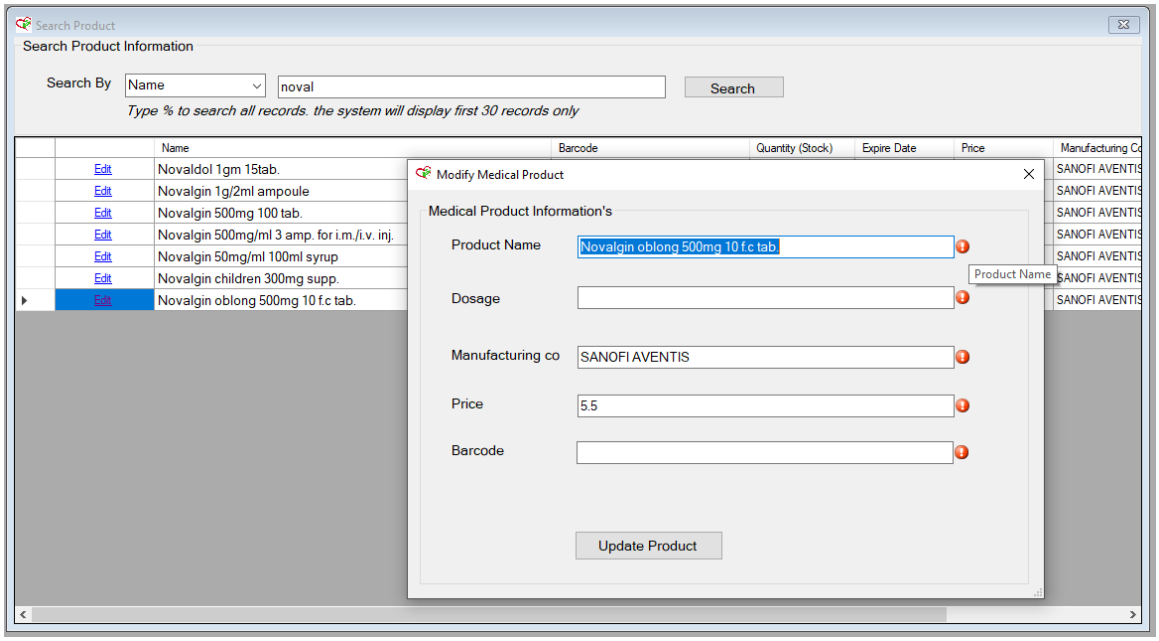

Figure 22 Product Browse modify product information's

5. Inventory

5.1 New Product Inventory

The System will provide more than 13.000 product and we mentioned before how to add a new product to the system. The pharmacist has the ability to add a new product inventory to the system.

Inventory will display at the POS form when pharmacist trying to sell a new medical product.

Please note that the system can sell products without stock.

The following form will help you to search for medical product.

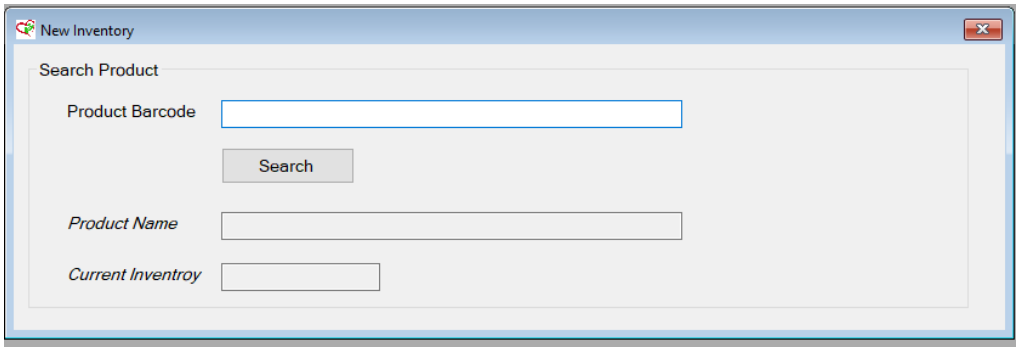

Figure 23 New Product Inventory

The system will display the following information's:

- **Pharmacy Name**: This will display the pharmacy name
- **Unite Type**: unit types such as (BAG - Bag, BKT - Bucket, BND - Bundle, BOWL - Bowl, etc.…)
- **Quantity**: The inventory quantity
- **Product Price**: product customer price
- **Total Price**: total products price
- **Sales Order Number**: medical company sales order number
- **Expire Date**: medical product expire date
- **Sales Order Date**: sales order purchase date
- **Medical Company**: select medical company name:
- **Sales Agent**: select sales agent working with the medical company

- **Add Inventory Button**: add new inventory
- **New Inventory Button**: add a new inventory and clear form data and start search for a new product by bar code.

Medical product information displayed below

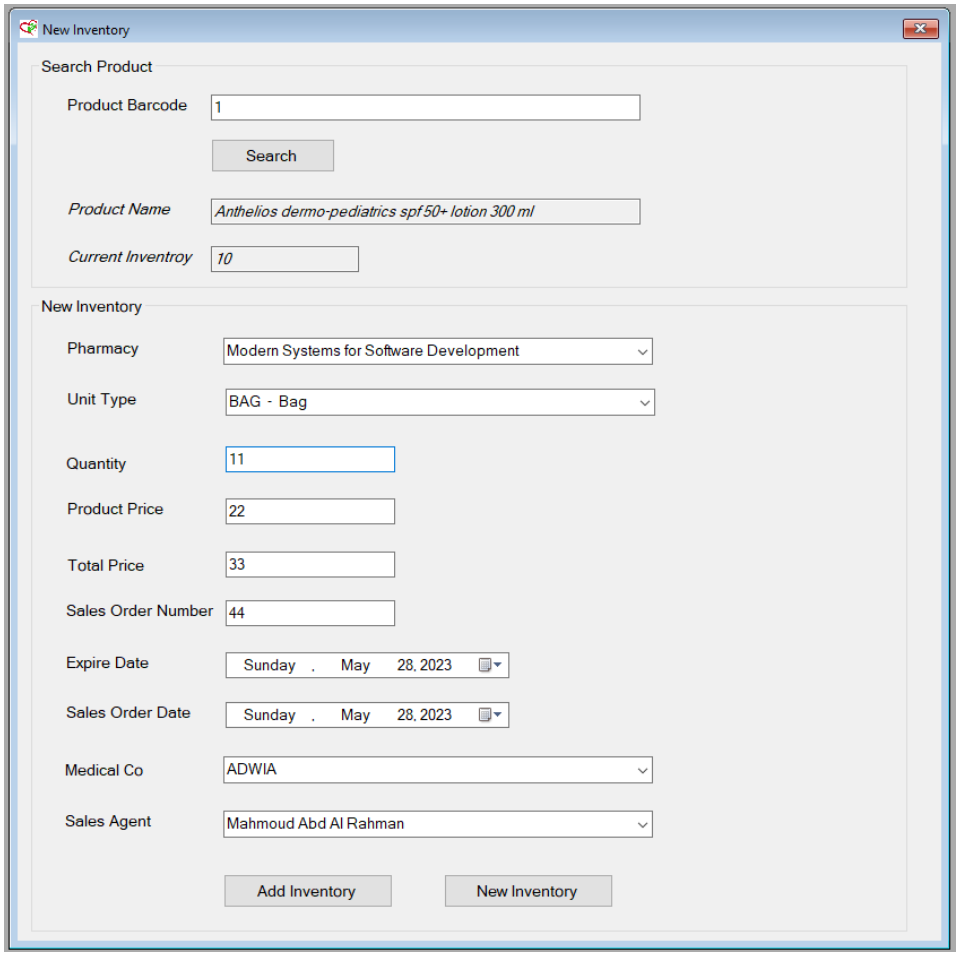

Figure 24 New Product Inventory Information's

5.2 Search and Modify Inventory Information's

Inventory management is part from the pharmacy system and it will help pharmacist to add inventory to the systems. The search and modify inventory information is a form designed to help pharmacist to search for current inventory and modify the provided information's.

Please note that the system will display Edit link button as long as there is an inventory to a specific medical product.

The system will provide the following search functionalizes:

- Product Name
- Barcode

The form will display the medical product information's

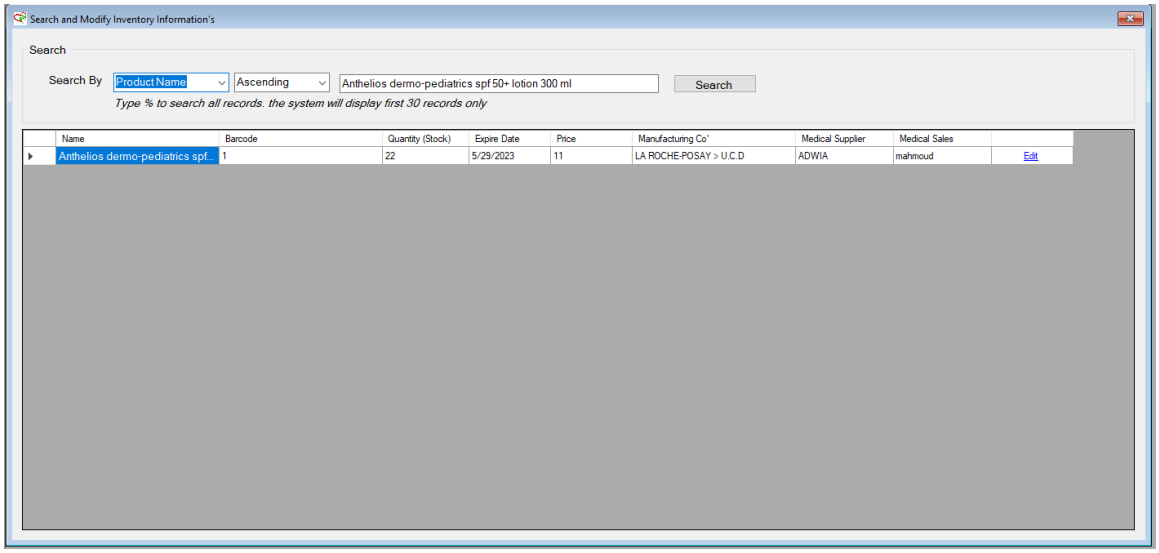

Figure 25 Search and Modify Inventory Information's

Edit link button will be available as long as there is an inventory for the medical product, you can click on Edit and view the product inventory information's.

Please note that after you modified the product inventory quantity value, this will affect on the product remaining amount of product availability.

You can manage the product remaining inventory from the "*Browse Inventory*" form

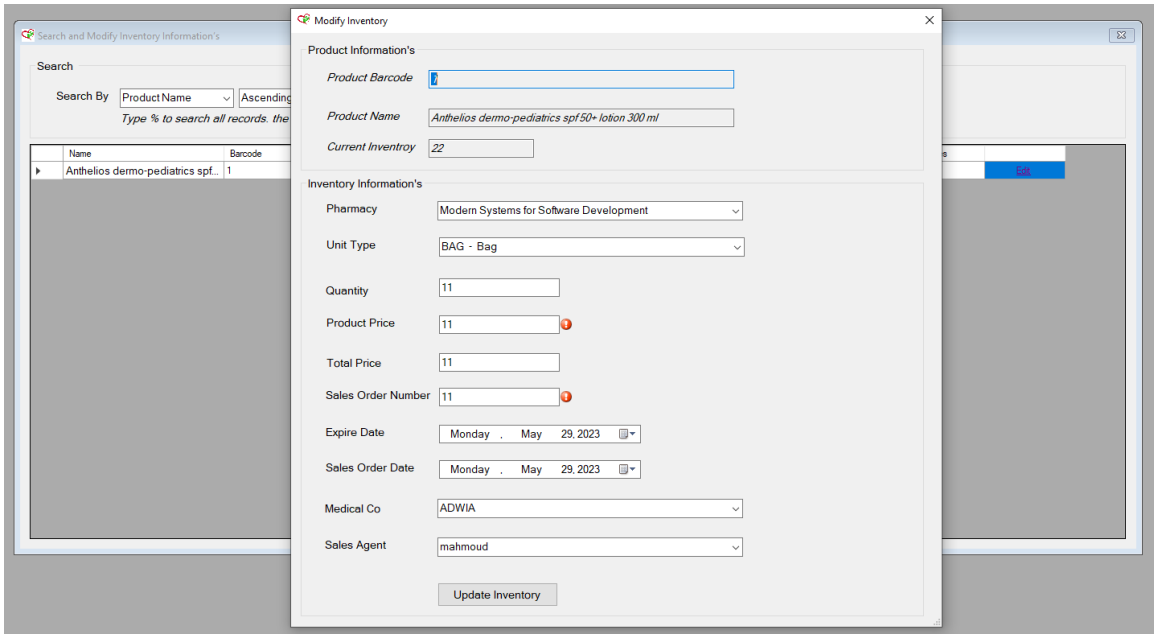

Figure 26 Search and Modify Inventory Information's Edit

5.3 Browse Inventory

Browse inventory is a form designed to manage your products inventory by modifying medical product price and quantity directly from the form. Click on update link button to directly update the medical product price and quantity.

Please note that the quantity will affect on inventory quantity, and the price of the medical product will affect on the medical products catalogue.

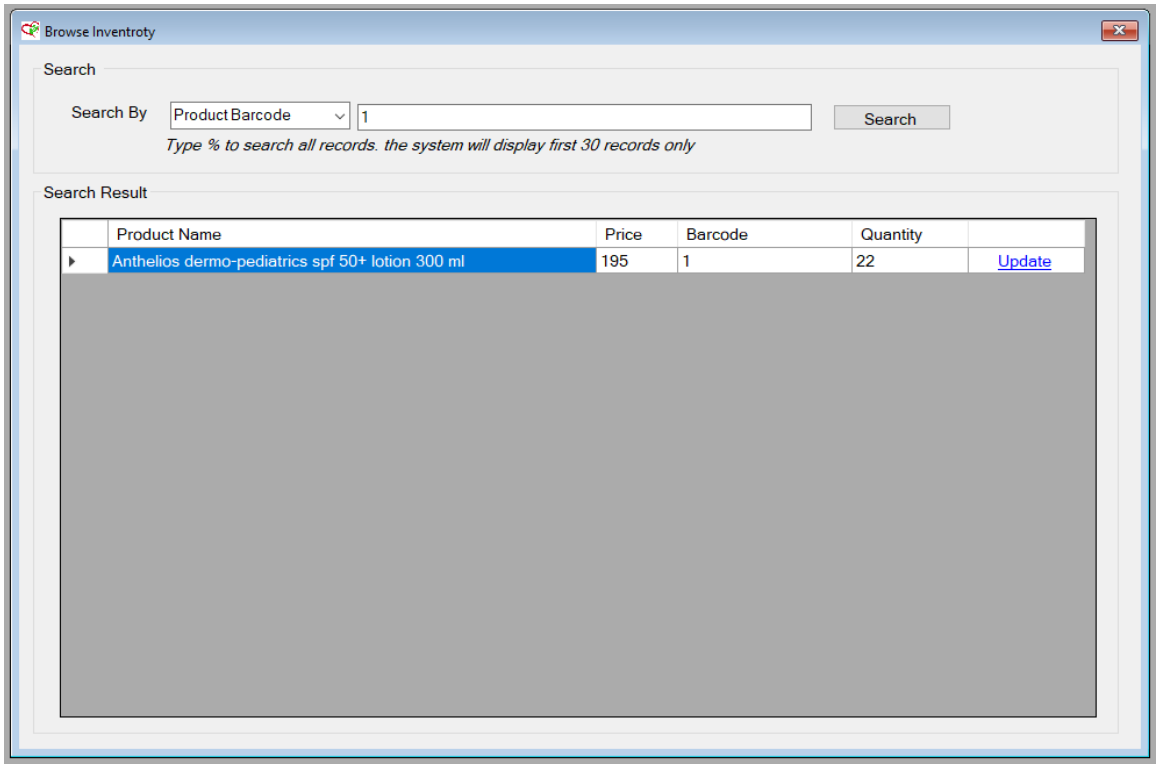

Figure 27 Browse Inventory

5.4 Add A New Inventory by Medical Product Name

Add a new inventory to the system is offered in two types the first one by medical product barcode and the second one by medical product name. this form will help you to add a new inventory by medical product name.

The system will help you to search by name and will provide list of top 30 medical product name. please select the right medical product name match your search criteria and click on view. The system will display he current inventory and the other information's'.

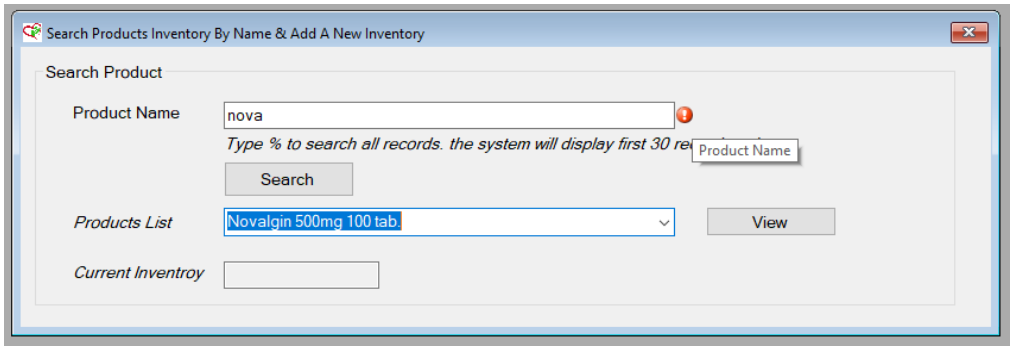

Figure 28 Add A New Inventory by Medical Product Name

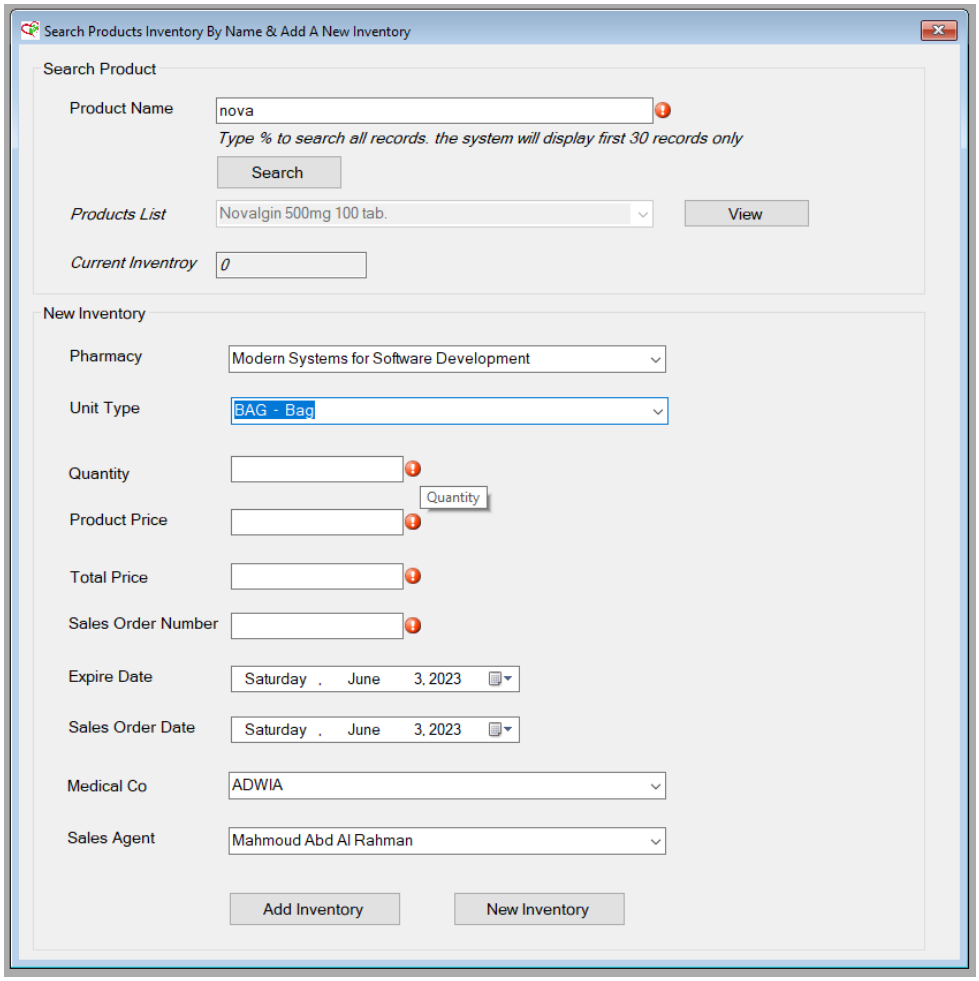

Figure 29 Add A New Inventory by Medical Product Name - Full Information's

6. Customer Management

6.1 New Customer

Point of Sale (POS) is a form designed to sell medical product and the pharmacy pharmacist need to add customers in order to manage their information's such as

- Monthly medicine orders
- invoices

The form will provide the essential information's for customer such as name, email, mobile number and address.

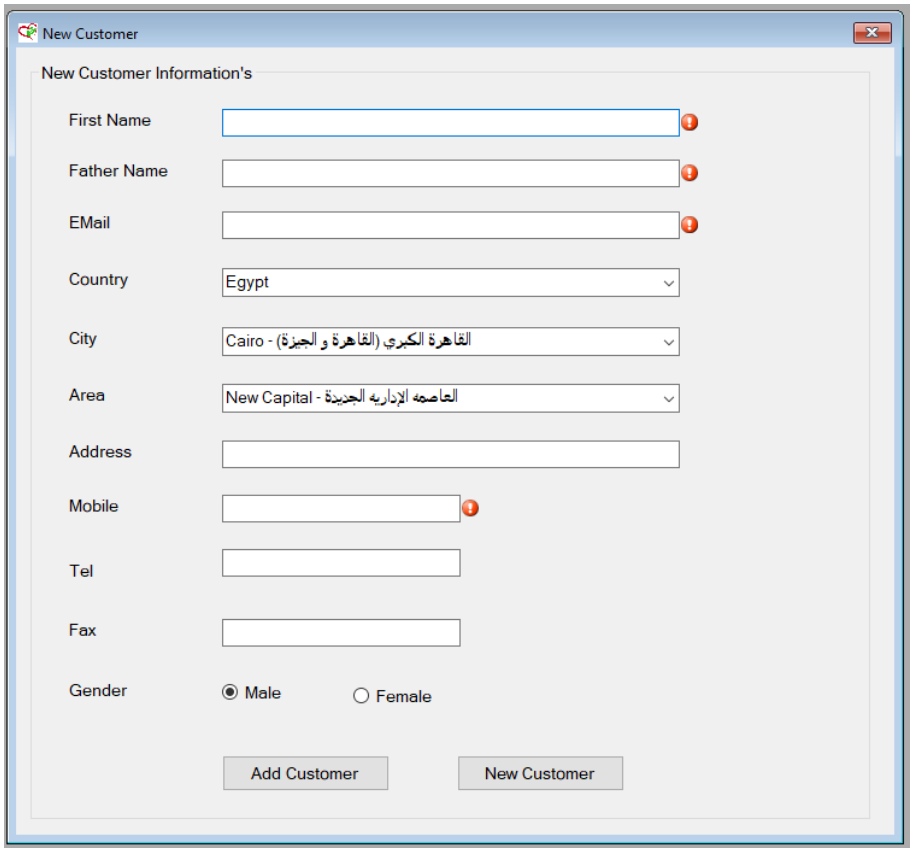

Figure 30 New Customer

6.2 Search Customer

Search for customer is easy, the form designed to help the system to search for customers through mobile number only. The following images will give you the system how it works.

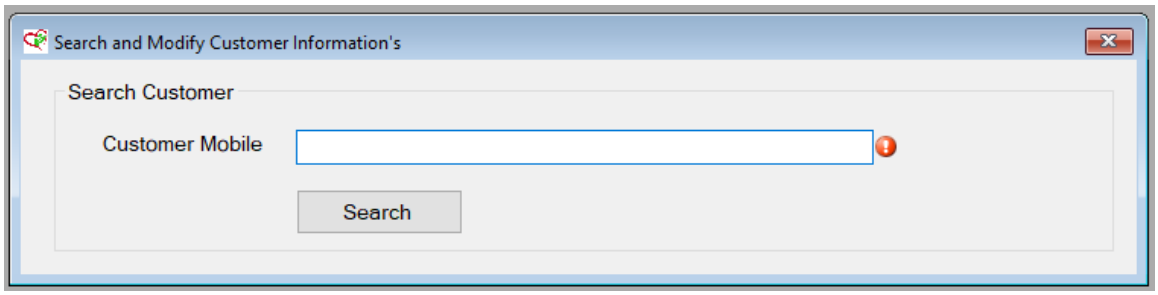

Figure 31 Search Customer

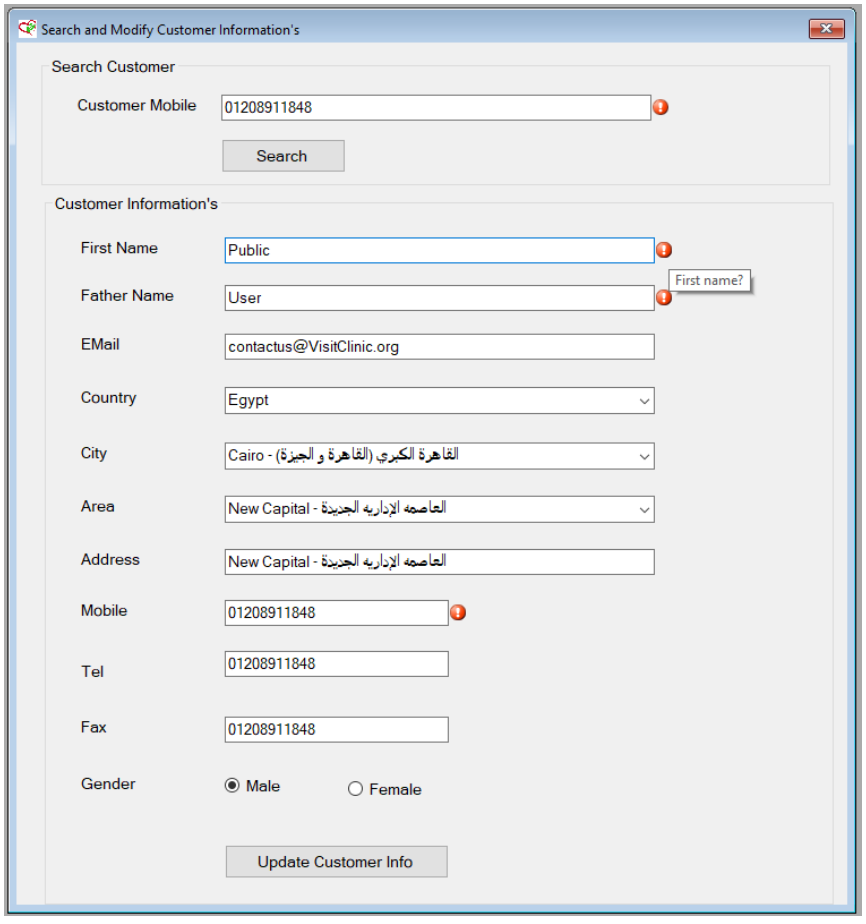

Figure 32 Search Customer information's

6.3 Customer Monthly Medical Products

Pharmacist able to add monthly medicine to a specific customer to speed the sell the products to the customer next time. The form designed to help customer retention and help positively the customer to cooperate with the pharmacy in order to make hem satisfied from the provided services.

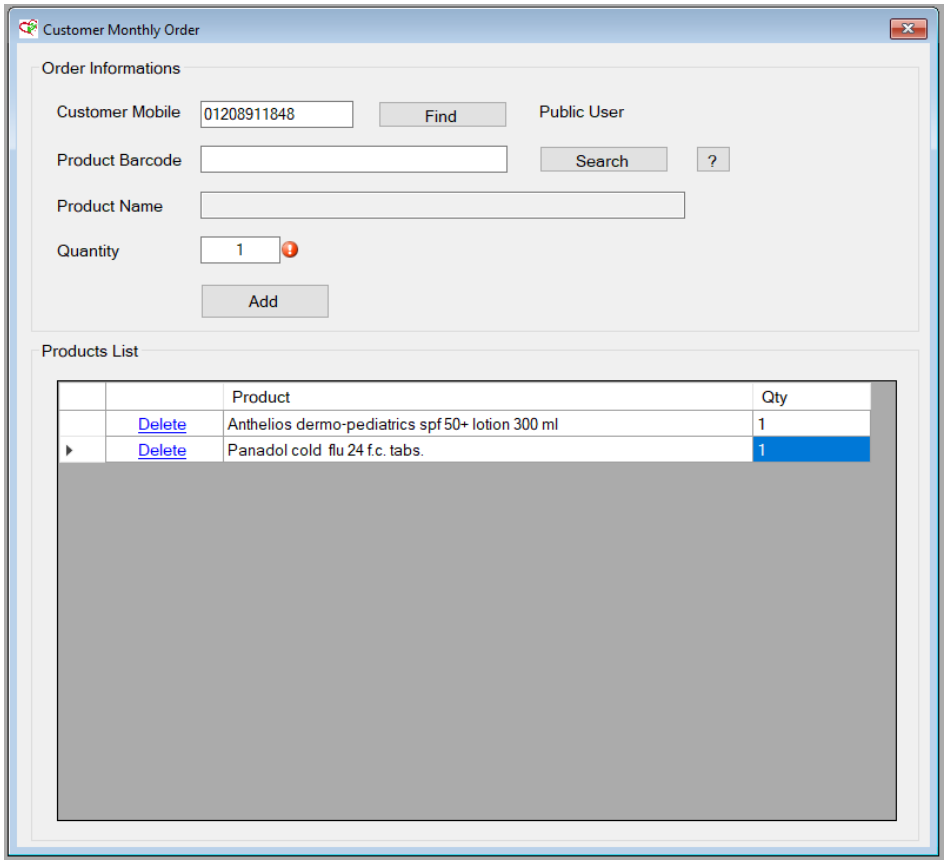

Figure 33 Customer Monthly Medical Products

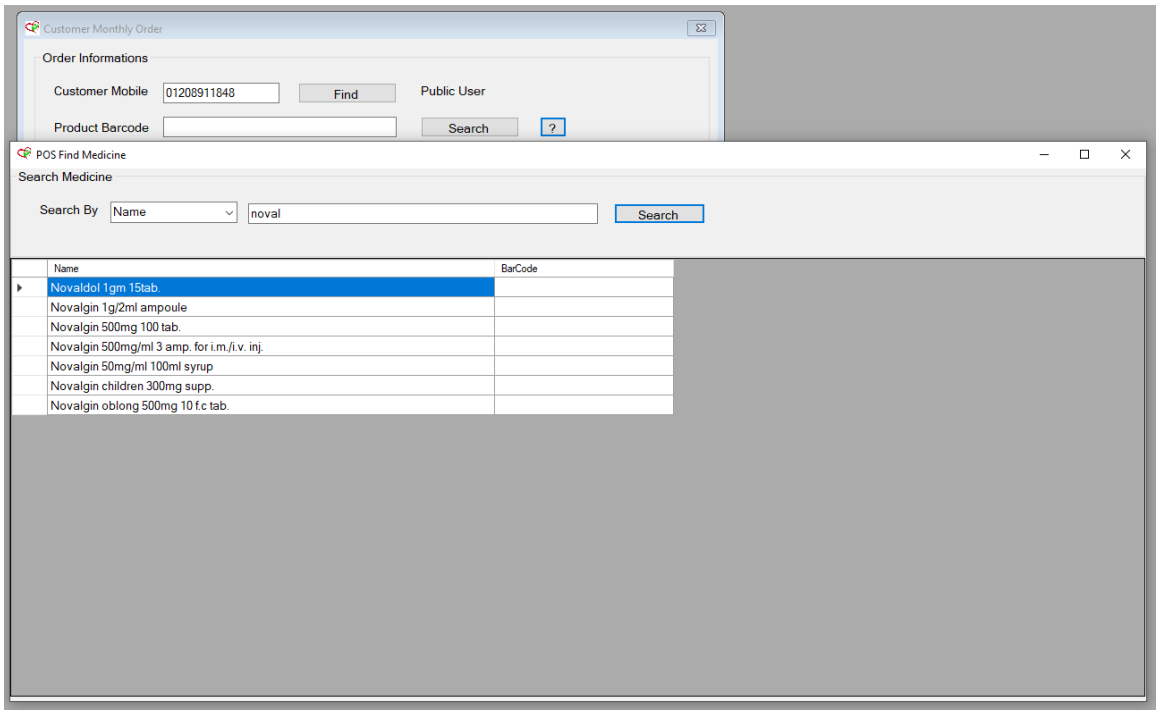

Figure 34 Customer Monthly Medical Products - Browse Medical Products

7. Medical Company Management

7.1 New Medical Company

The system will provide about 50 company from the mostly common medical companies known. The system will give you a chance to add a new medical company.

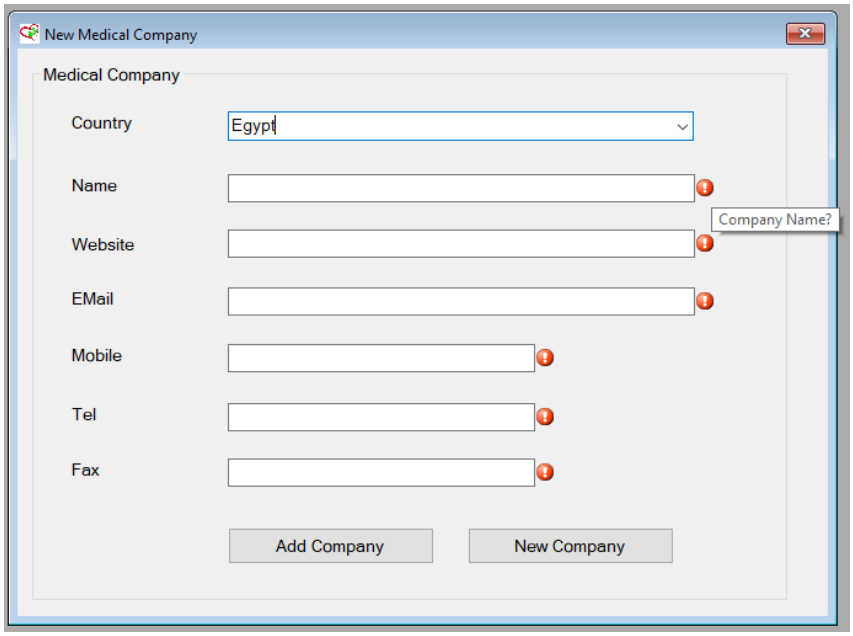

Figure 35 New Medical Company

7.2 Search Medical Company

The system will provide search for medical company by different ways. The pharmacist able to click on Edit link button to view and modify medical company information's.

The form will provide the following searching capabilities:

- Name
- Mobile
- Tel
- Email

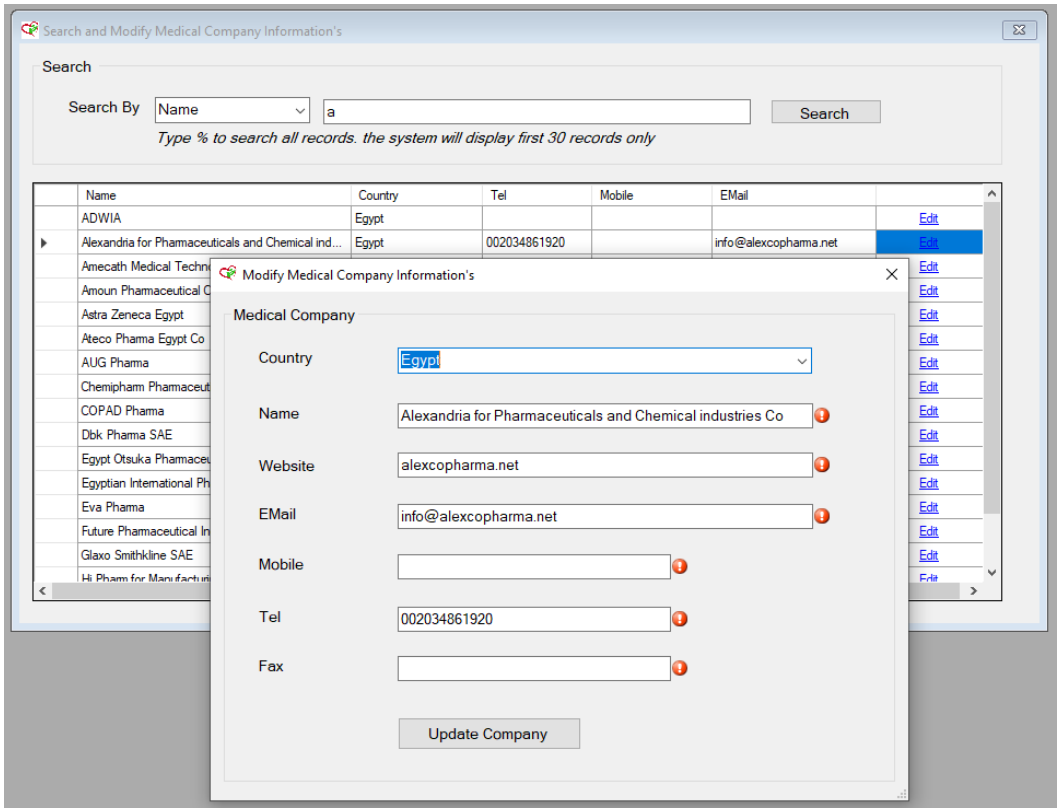

Figure 36 search for medical company

8. Medical Sales Agent Management

8.1 New Medical Sales Agent

Medical sales agent is an employee work directly with medical company or medical store. The pharmacist able to communicate with medical sales agent in order to ask for buying medical product

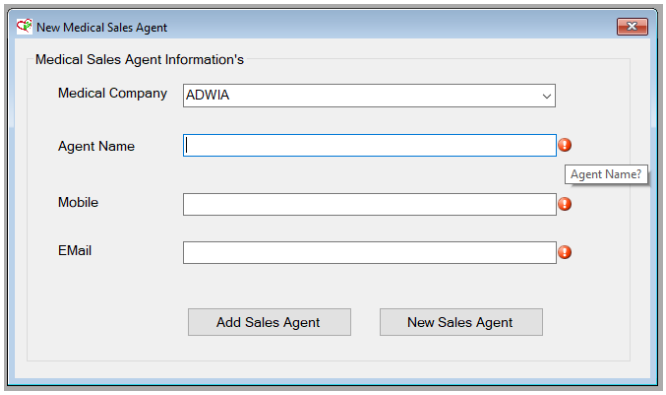

Figure 37 New Medical Sales Agent

8.2 Search and Modify Medical Sales Agent Information's

The system provides medical sales agent search to search for a medical sales agent and view and modify medical sales agent information's.

The system will provide the following search capability to search for medical sales agent:

- Name
- Mobile
- Email

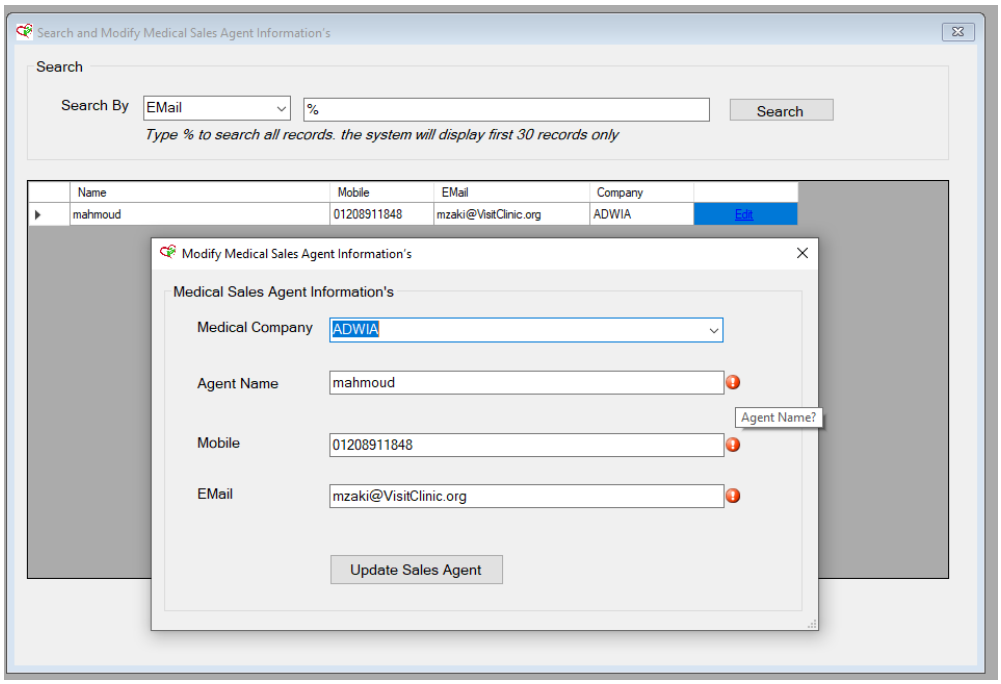

Figure 38 search to search for a medical sales agent

9. Orders Management

9.1 New Order

The pharmacy as a medical company and the main goal is to provide / sell medical products to customers, they need to make daily or weekly purchases from different medical companies and medical stores.

The system will help pharmacist to make a new order though selecting medical products from the system medical store.

The system will provide the following capabilities:

- Add product button: To add a new medical product to the order list
- Create order: after adding all required medical product and the system will generate a new order
- Print order: print the order in a windows explorer / edge / google chrome version

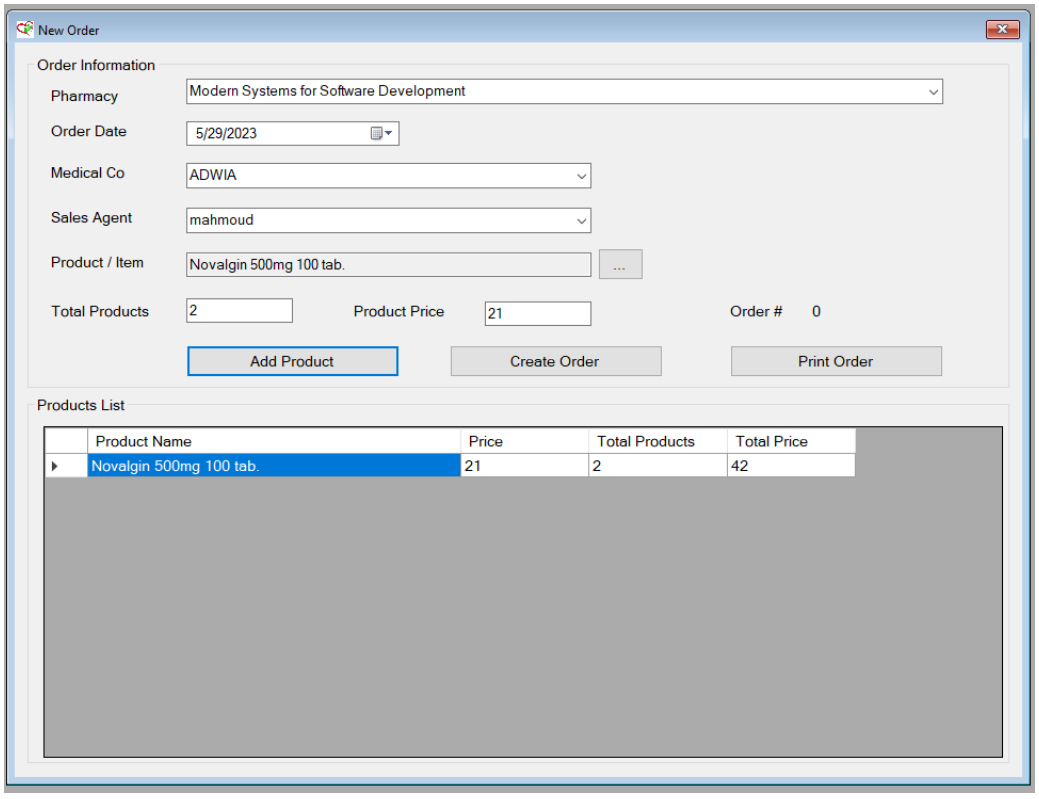

Figure 39 New Order

The system will provide the search capability to search for the system medical products

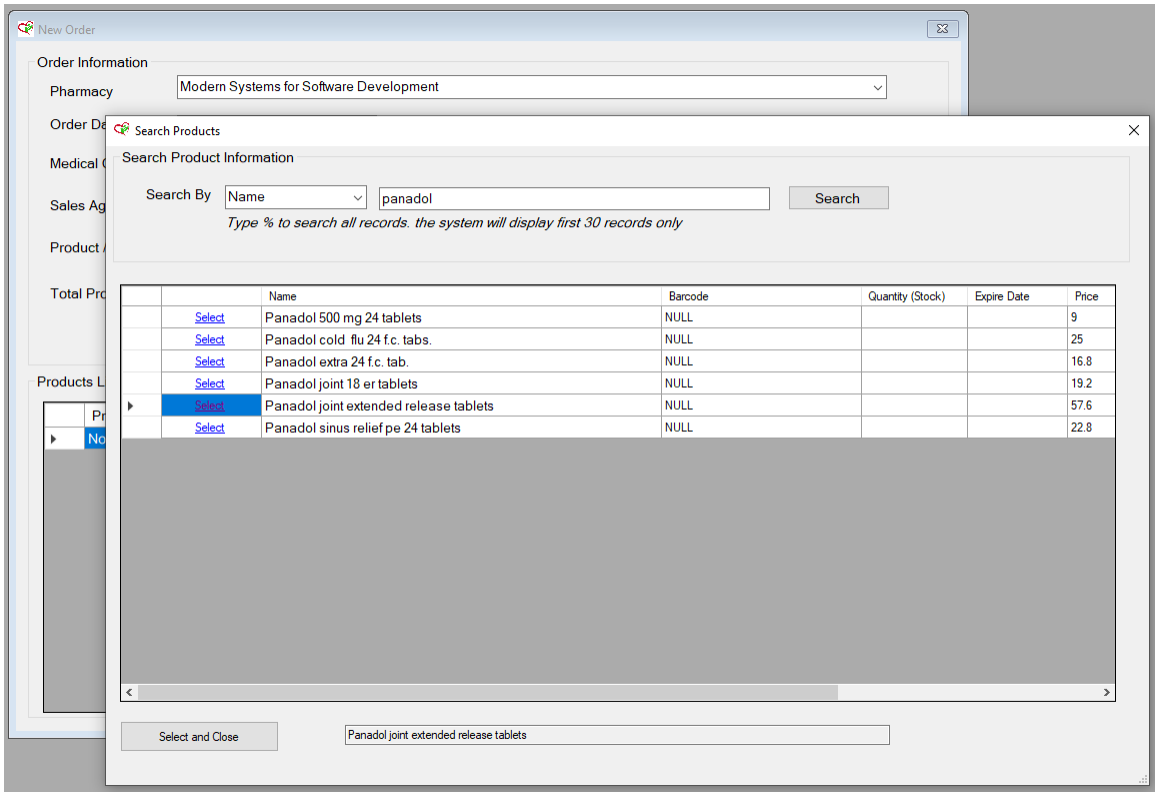

Figure 40 New Order - Search for medical product

Print order

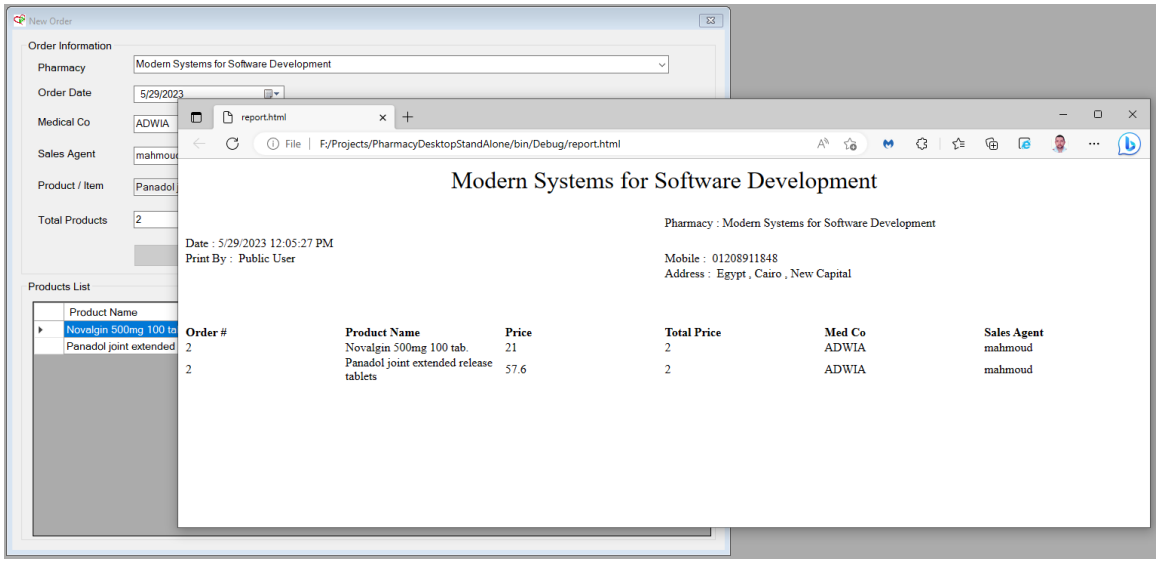

Figure 41 New Order - print medical product order

9.2 Search Order

Search for previously created order is a provided feature from the system to help pharmacist to search for created order to modify or view the order recorded medical products.

The system will provide the following search capabilities:

- Pharmacy and Date
- Pharmacy, Date, and Medical Co
- Medical Co Only
- Order Only

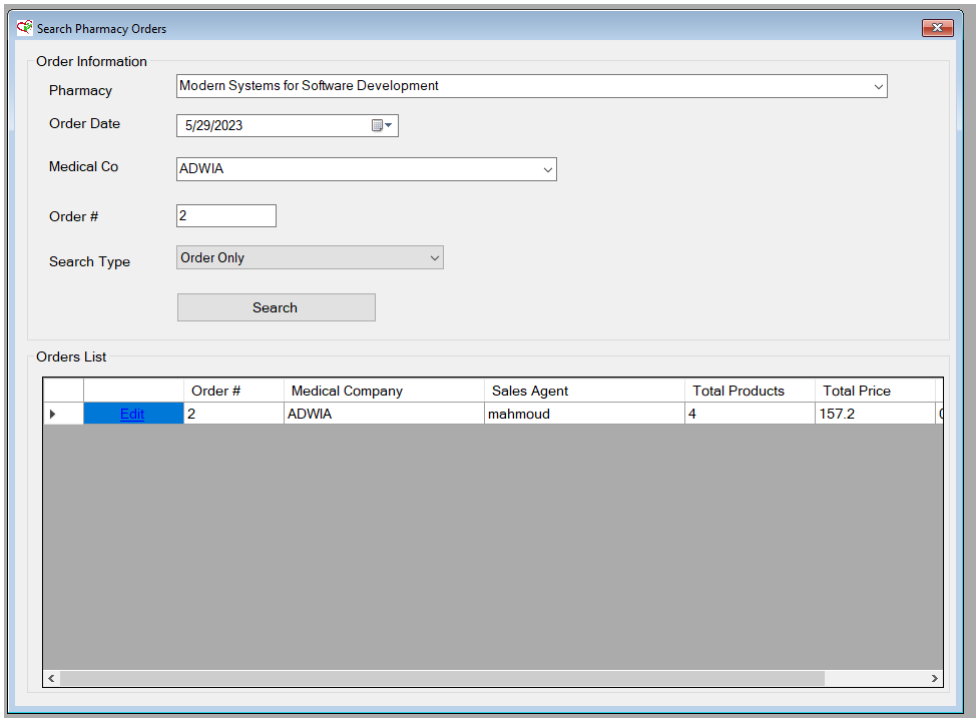

Figure 42 Search for previously created order

The system will give you an opportunity to modify the product price and total products and the total price will be calculated automatically.

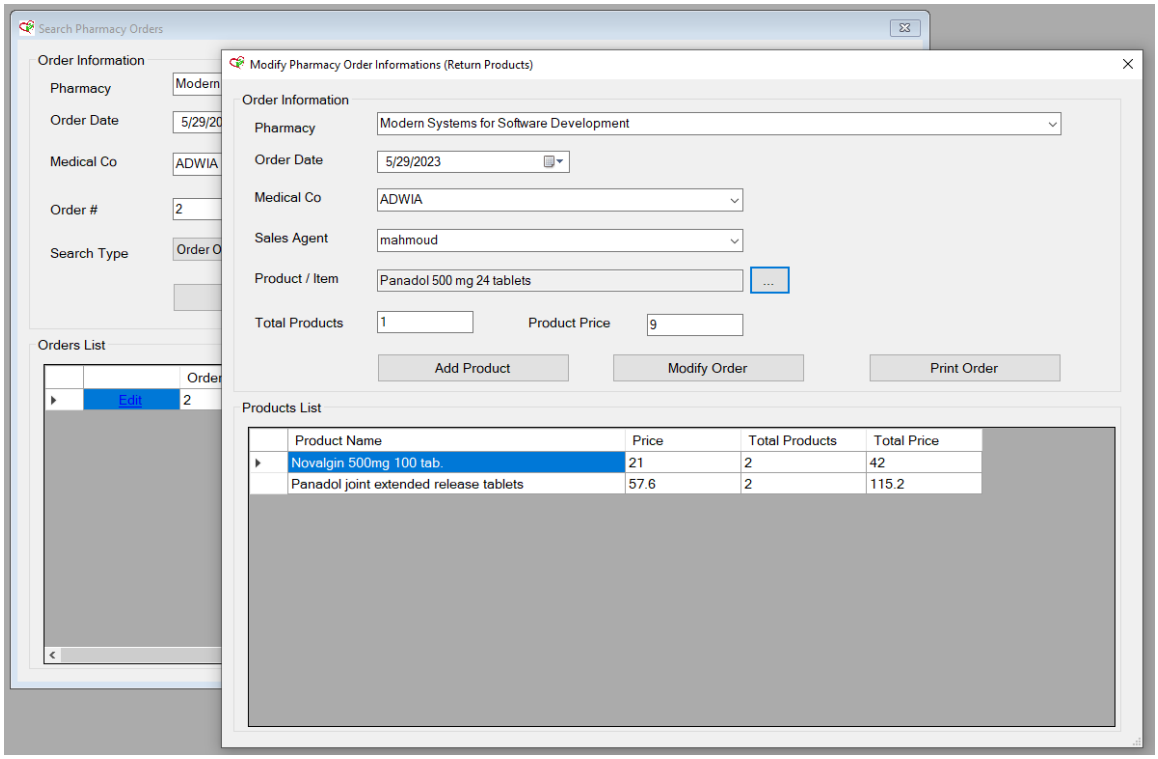

Figure 43 Search for previously created order- view order information's

9.3 Convert / Migrate Order to Inventory

Convert / migrate pharmacy order to inventory and this to help the pharmacist to increase the inventory by the new medical product quantity.

The system will provide the following search types capabilities:

- Pharmacy and Date
- Pharmacy, Date, and Medical Co
- Medical Co Only
- Order Only

The system will provide the following search status types:

- **New**: New orders
- **Converted**: already converted orders before

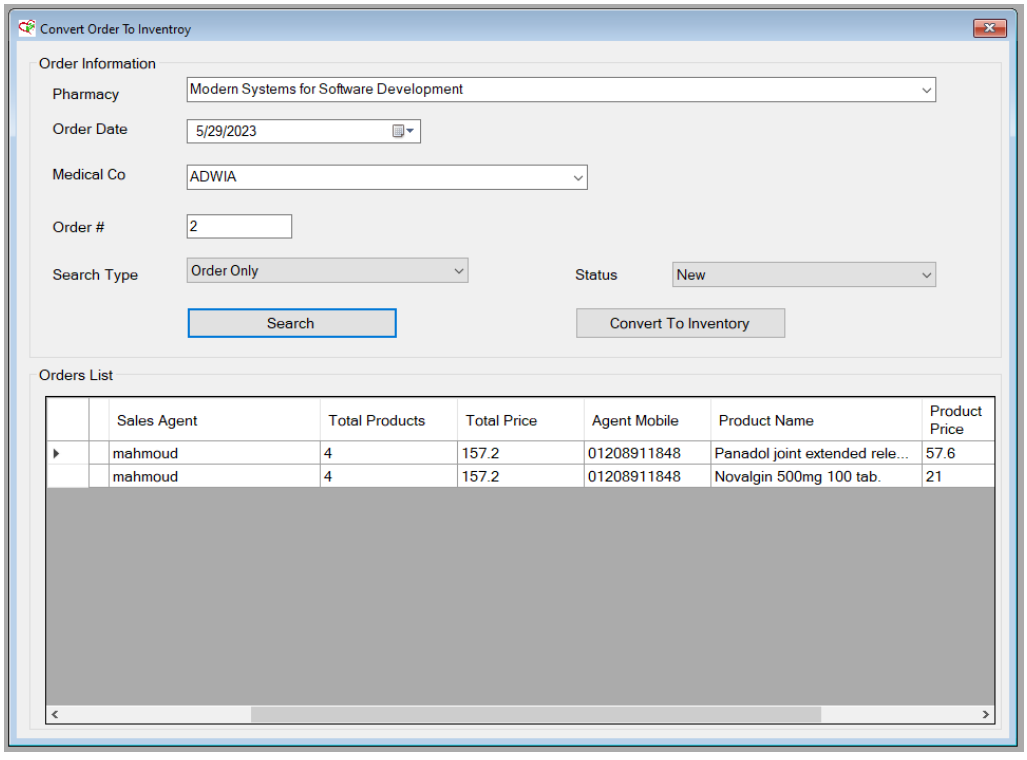

Figure 44 Convert / migrate pharmacy order to inventory

9.4 Convert Low Stock to Order

Low stock / or low pharmacy inventory is a provided feature will help pharmacist to find the low stock at his/her pharmacy. The pharmacist can click on search button and the system will display the low pharmacy inventory.

Pharmacist able to delete directly rows from the table / grid and also able to change the required total product directly from the system.

There converts low stock to order information group will provide the required information to create the order. Pharmacist need to select the medical company, medical sales agent, date and click on create order

The order now created now the pharmacist able to search for order and can modify the order before print.

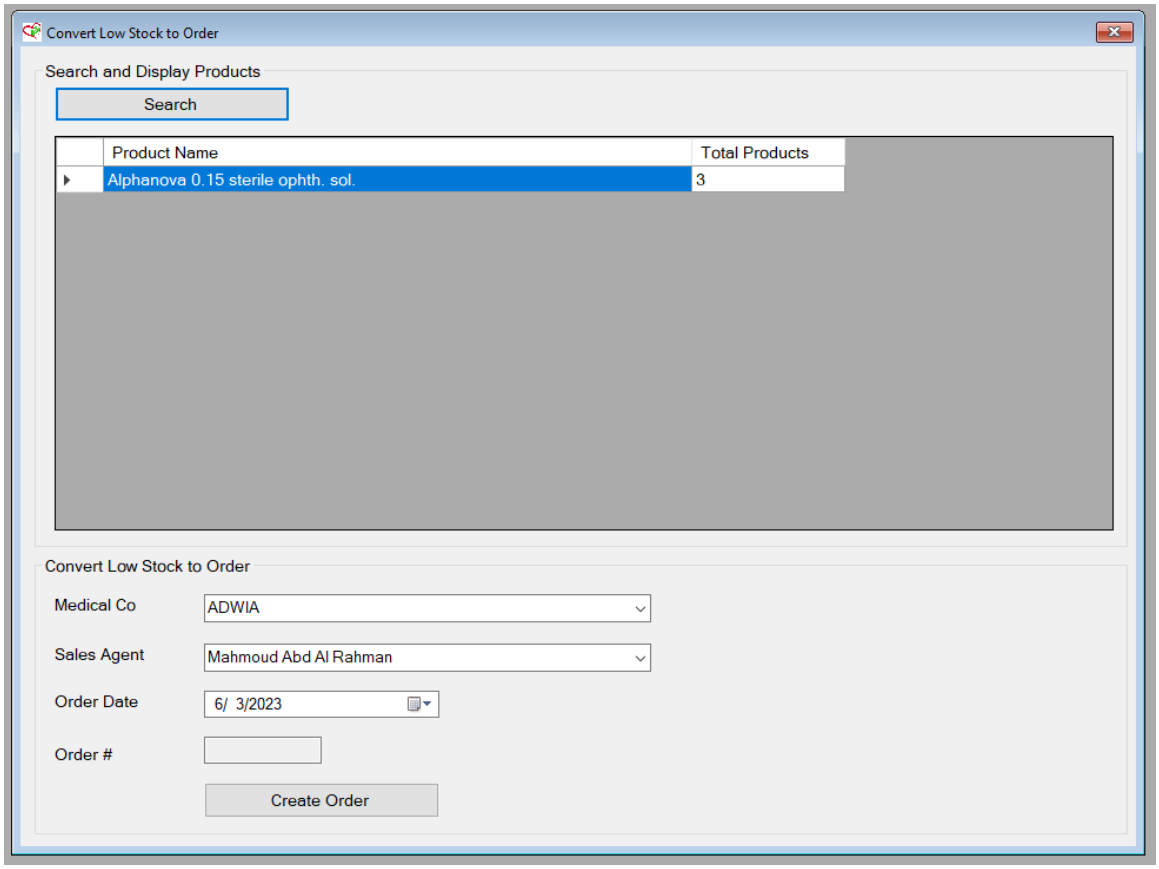

Figure 45 Convert Low Stock to Order

10. Financial Management

10.1 Chart of Account

Chart of account is an organized financial style to provide support to the pharmacy management. The original chart of account is categorized into four types:

- Assets account
- Liability Accounts
- Equity Account
- Revenue Account
- Expenses Accounts

The account information provides the required information's to the system, the pharmacist able to add a new account to the main classification or update the selected chart of account information's.

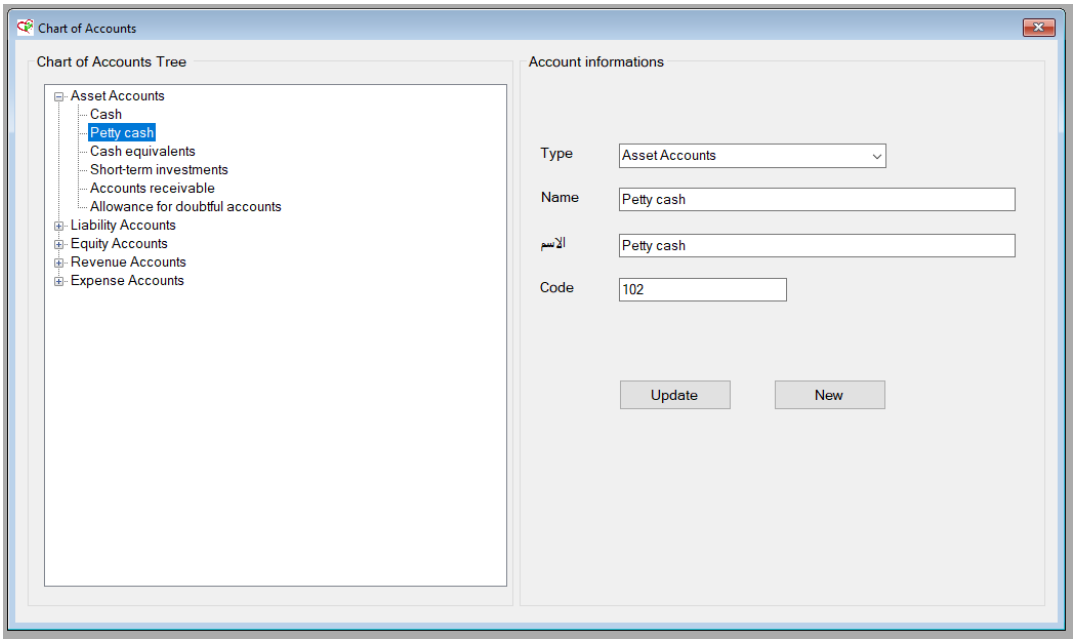

Figure 46 Chart of Account

10.2 Transfer POS invoice into General Ledger invoice

The pharmacist able to sell medical products from the system to customers. The invoices can be transferred to general ledger financial account as an invoice to the system.

The system will give you an opportunity to search by date to preview a list of newly invoices and not converted to general ledger account.

The check box will help you to select the required invoice to be completely transferred to general ledger account.

You need to select the chart of account and the account name in order to transfer the account to general ledger.

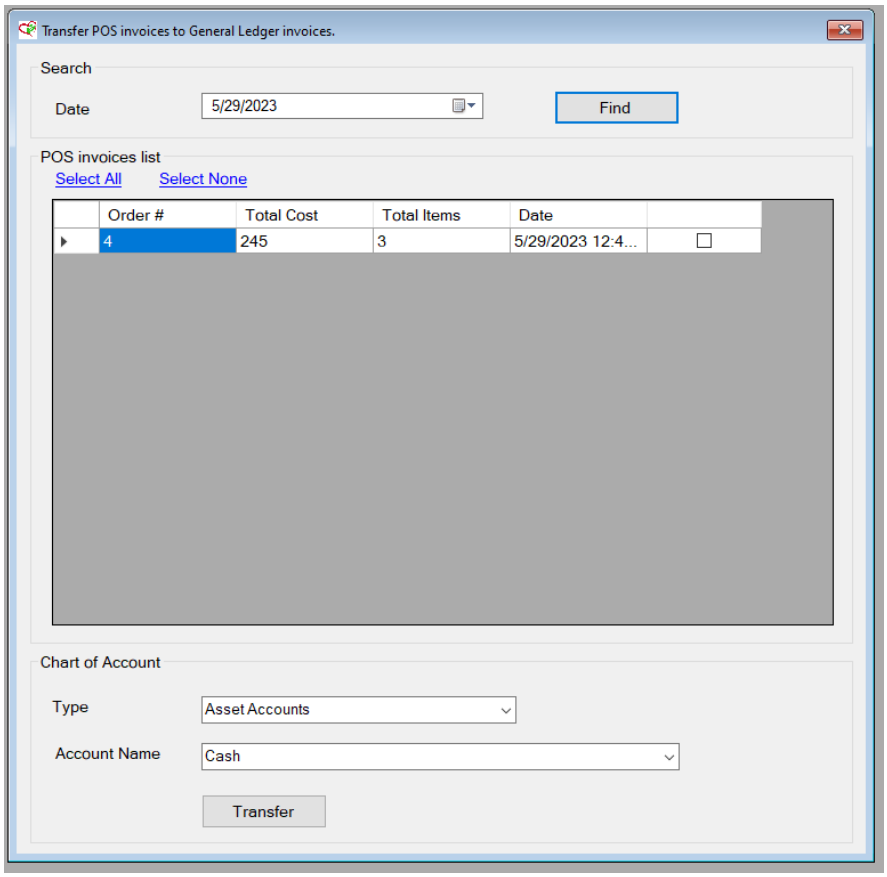

Figure 47 Transfer POS invoice into General Ledger invoice

10.3 New Invoice

The pharmacy system will provide an invoice as an additional functionality to the system because sometimes the pharmacist would like to make a separate invoice to a specific person and it not a pharmacy point if sale POS.

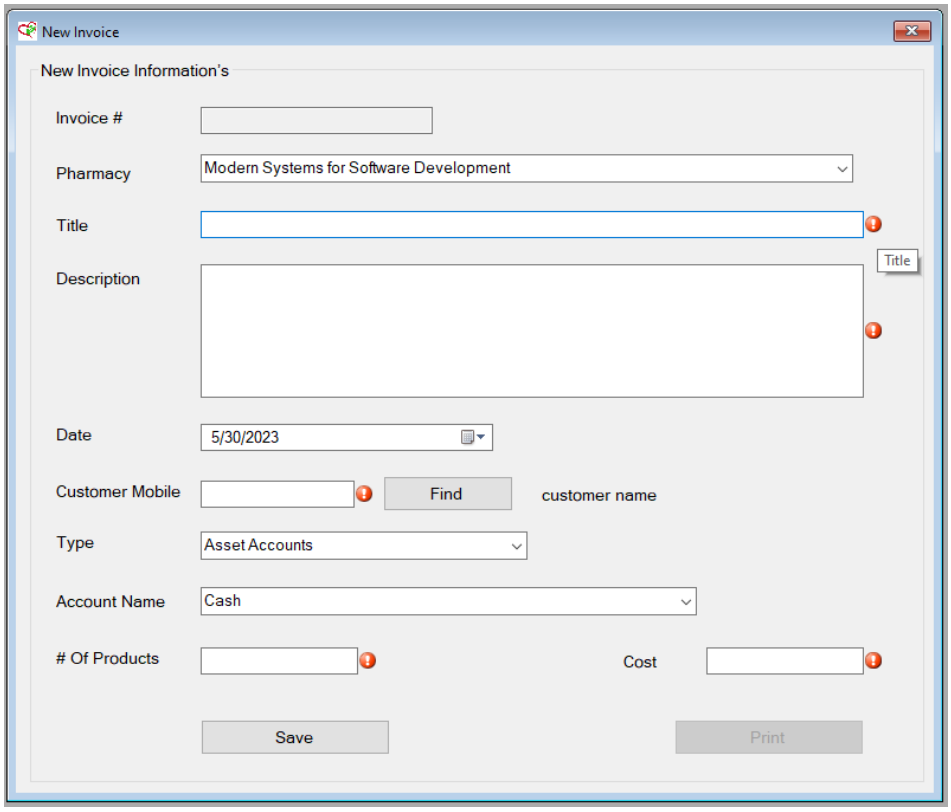

Figure 48 New Invoice

10.4 Search General Ledger Invoice

Search general ledger invoices to view the order information's. Search general ledger invoices form will provide a search capability by:

- Invoice Number only
- Date and Pharmacy only
- Chart account and type only
- Customer only
- POS Invoice Number only

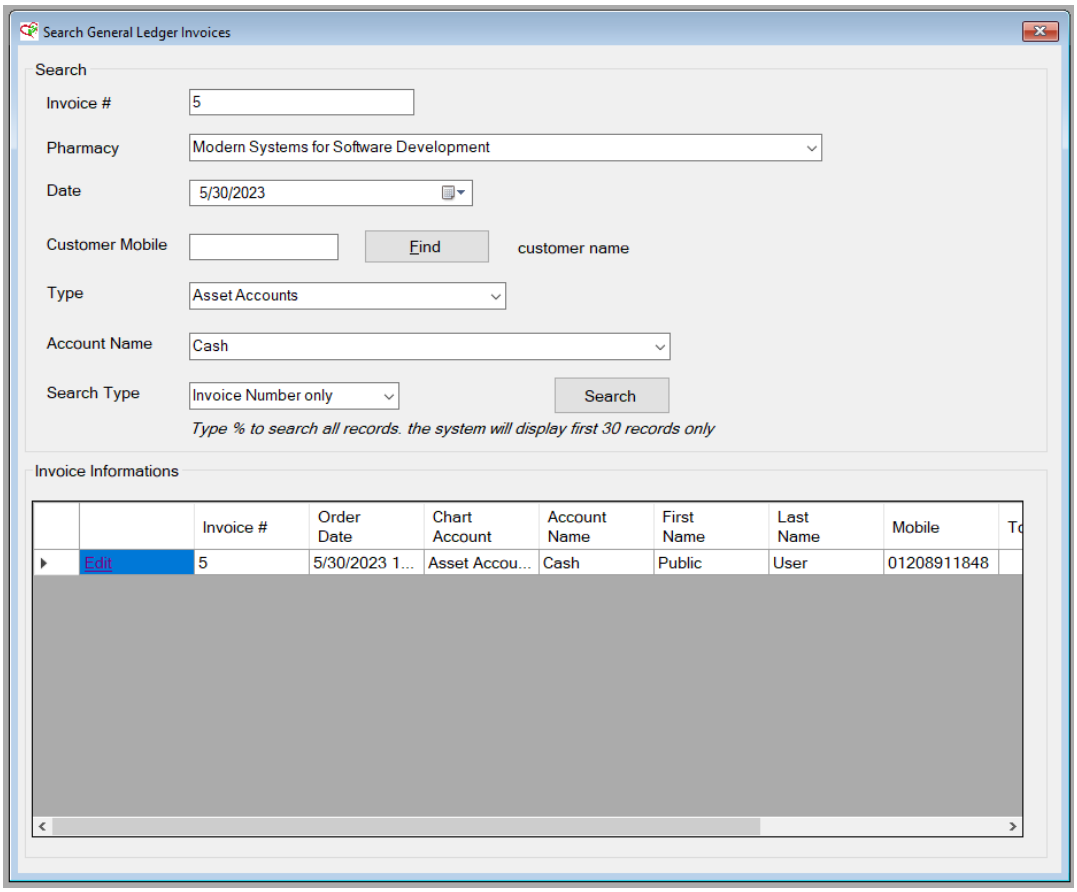

Figure 49 Search General Ledger Invoice

The system will provide edit mode to the selected invoice so you can modify the provided information's.

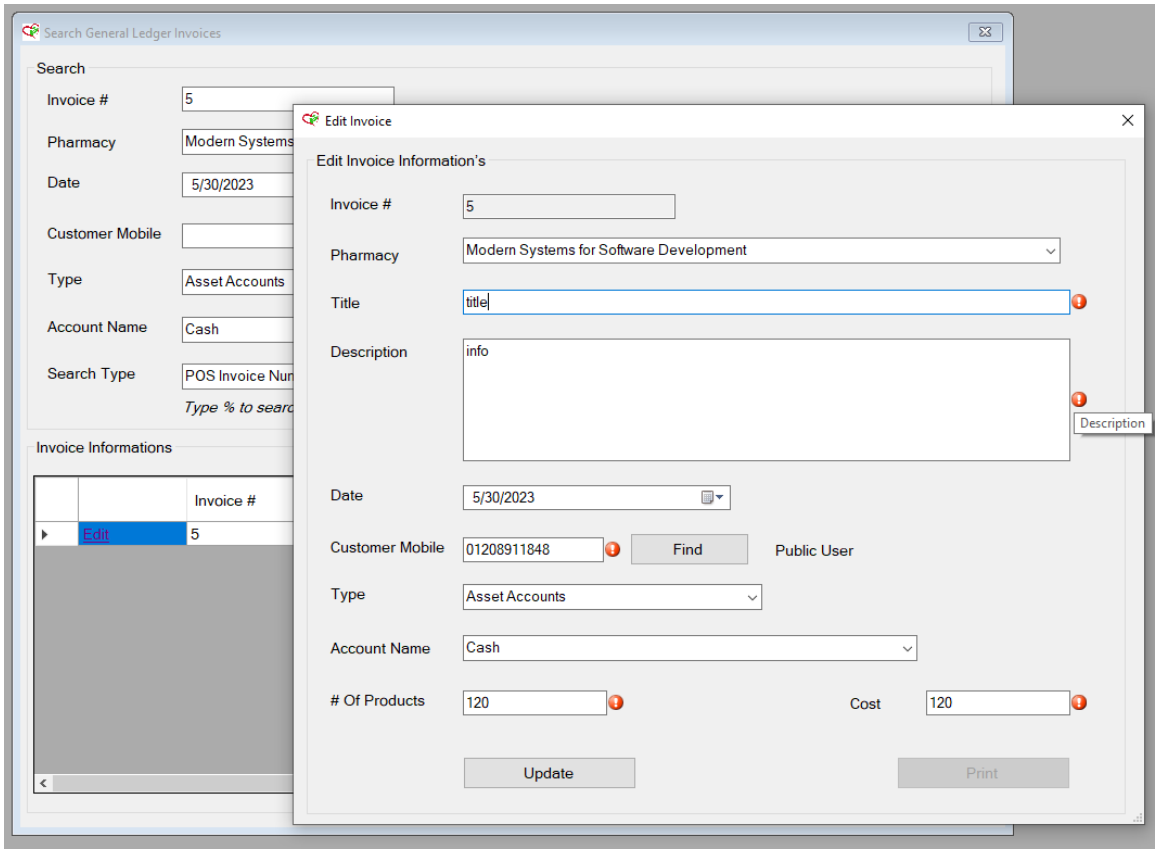

Figure 50 Search General Ledger Invoice - Edit Mode

11. Assets Management

11.1 New Asset Type

Assets management module is a designed form to help pharmacist to add assets to the pharmacy. The assets may be TV, computer or any other electronic / non-electronic device.

Assets types are the main classification to the assets. The system will help you to add a new classification such as Car as an example.

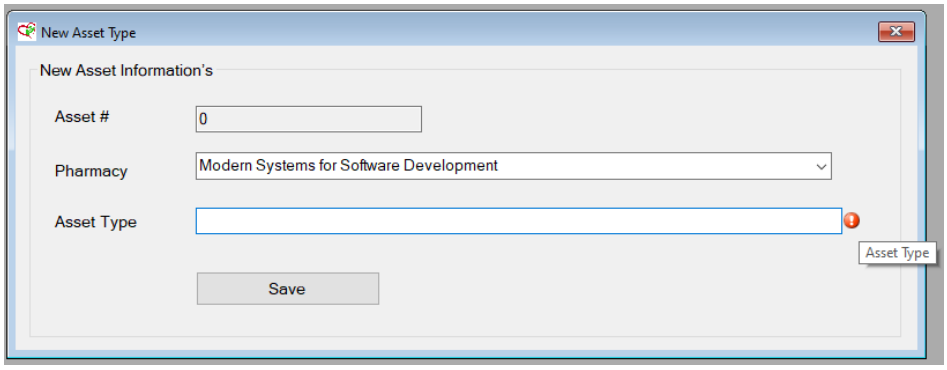

Figure 51 New Asset Type

11.2 Asset Types List and Modify Assets

The system will provide a list of assets types. The pharmacist can click on edit link button and view the asset type so you can modify the asset information's.

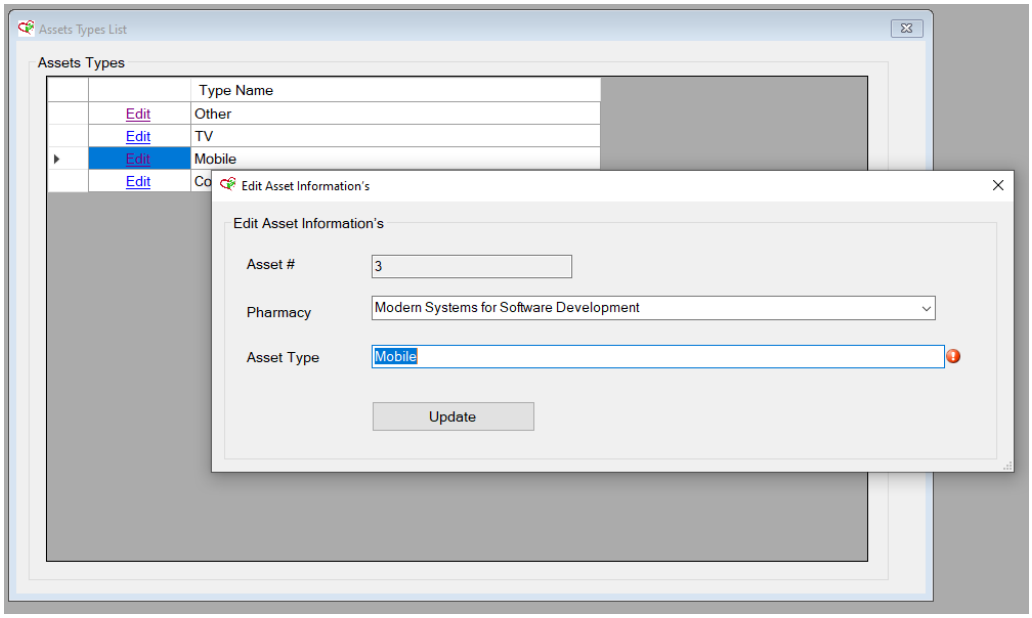

Figure 52 Asset Types List and Modify Assets

11.3 New Asset

The new asset is a form will help the pharmacist to add a new asset to the system in order to help the pharmacy to be more in control.

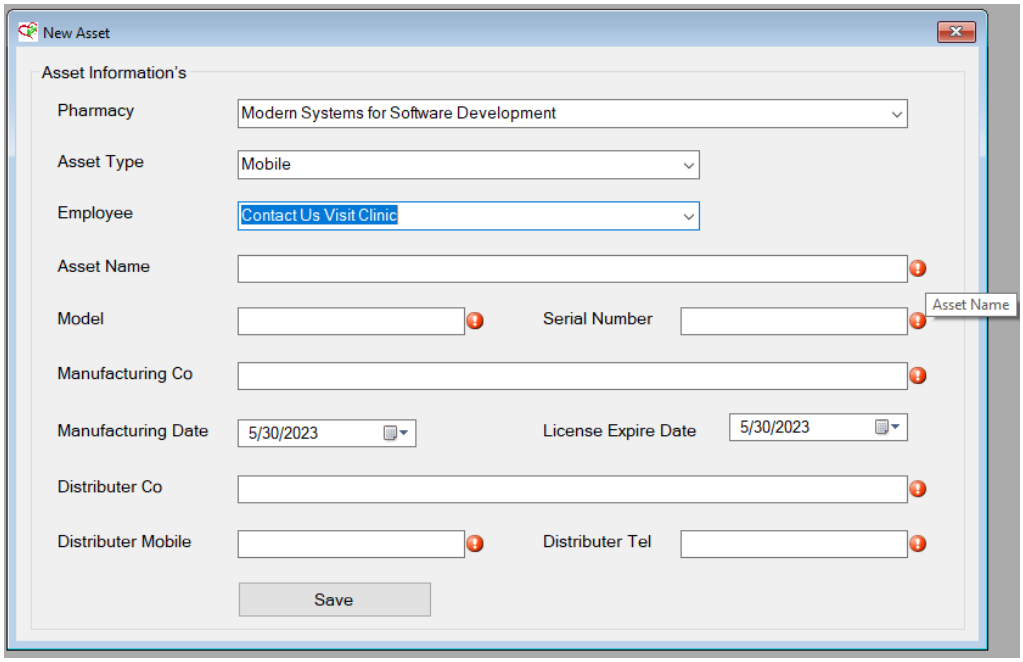

Figure 53 New Asset

11.4 Search Assets

Search assets will provide list of pharmacy assets. Edit link button will help you to view and modify the asset information's.

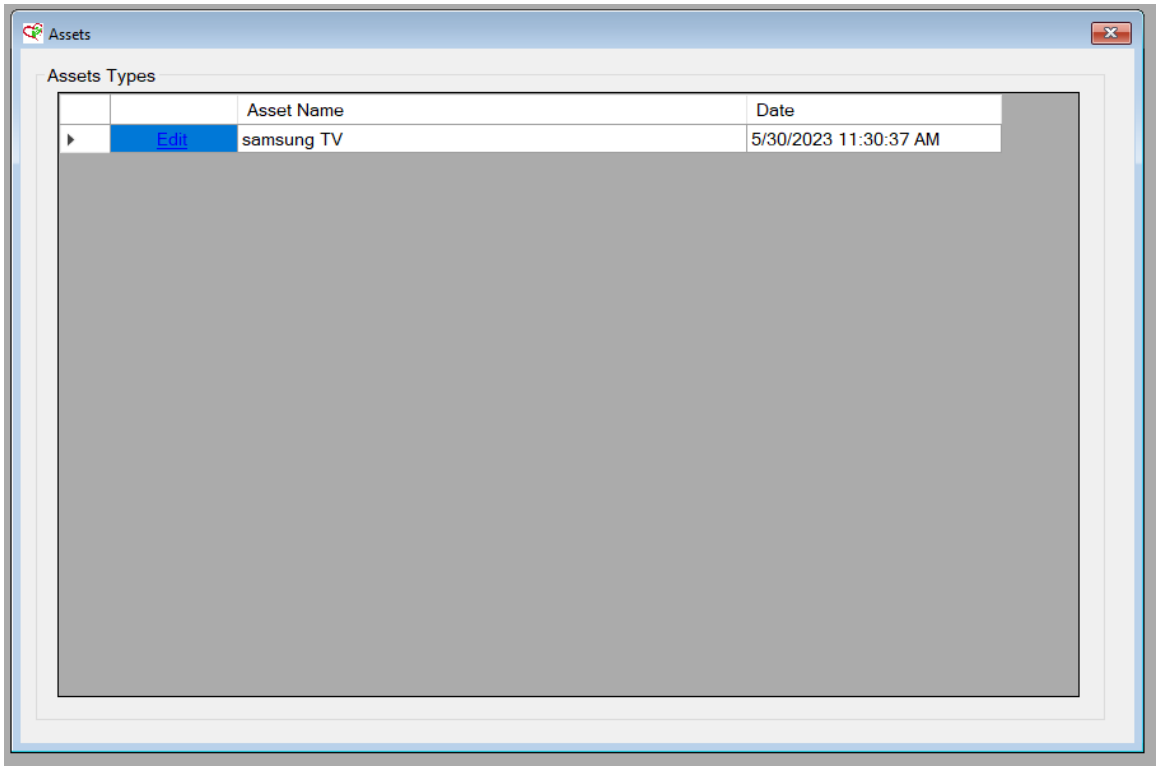

Figure 54 Search Assets

Asset information is a form designed to give you information about the selected asset you can reassign the asset to a new pharmacy employee.

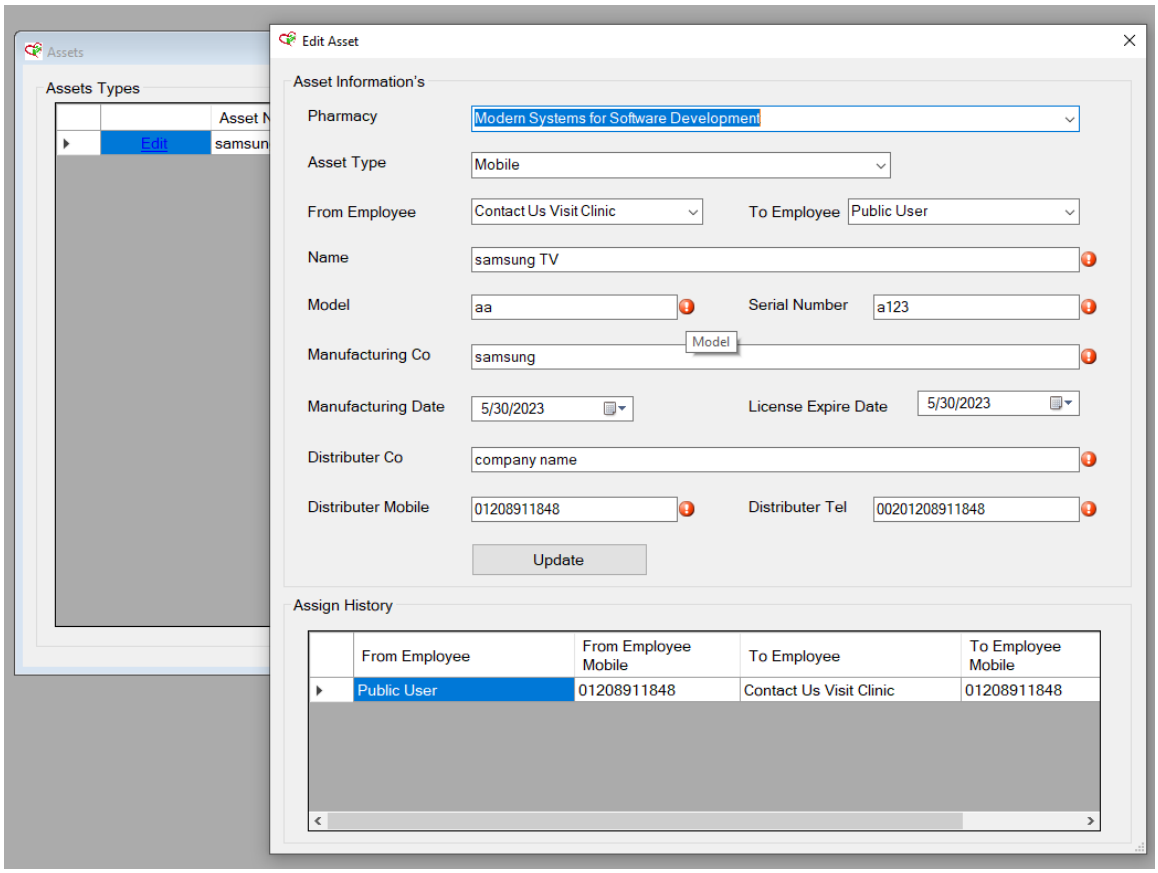

Figure 55 Search Assets - Edit Mode and Assign

12. Case Management

12.1 New Customer Case

Case management considered essential for any organization and especially to pharmacy. Customer is important to the pharmacy so the pharmacist able to add new suggestion to the pharmacy so they can enhance the provided onsite services. Complaint is the second type and this will help to receive customer complaint against provide services.

Case management provide the following status:

- **Open**: case still in progress
- **On Hold**: there are other actions from other organization / companies
- **Waiting for support**: waiting for support from organization / companies
- **Closed**: case closed

The pharmacy will provide the right plans to make customers happier.

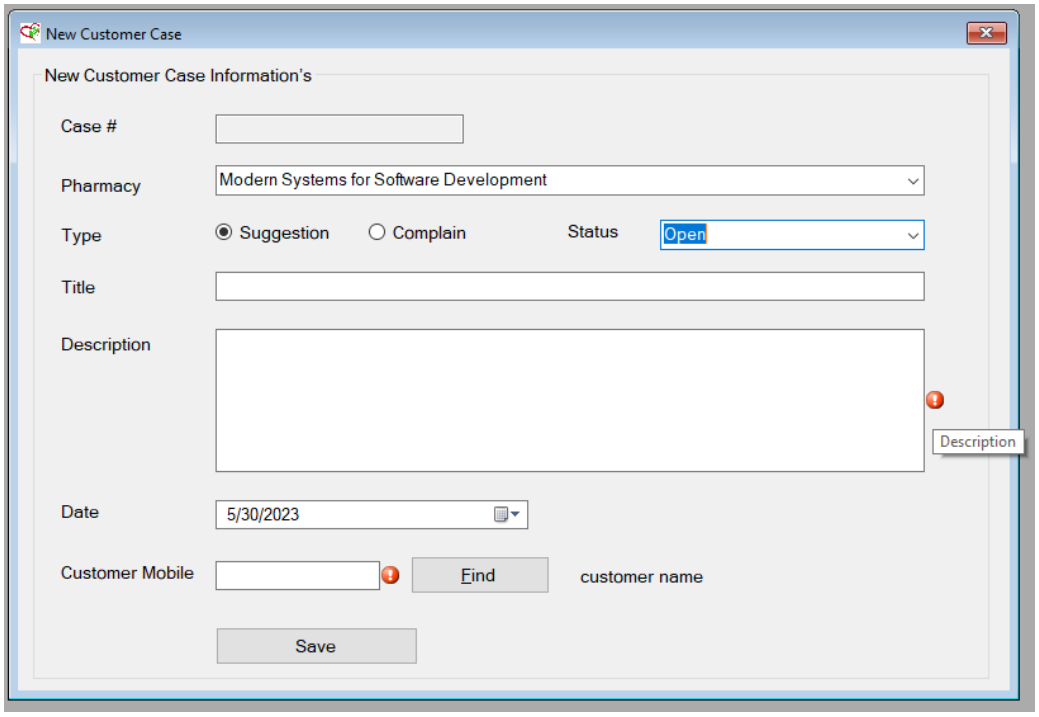

Figure 56 New Customer Case

12.2 Search Customer Case

Pharmacist able to search for submitted case management to the system. The system will provide search capability by the following types:

- Customer Name
- Mobile
- Email

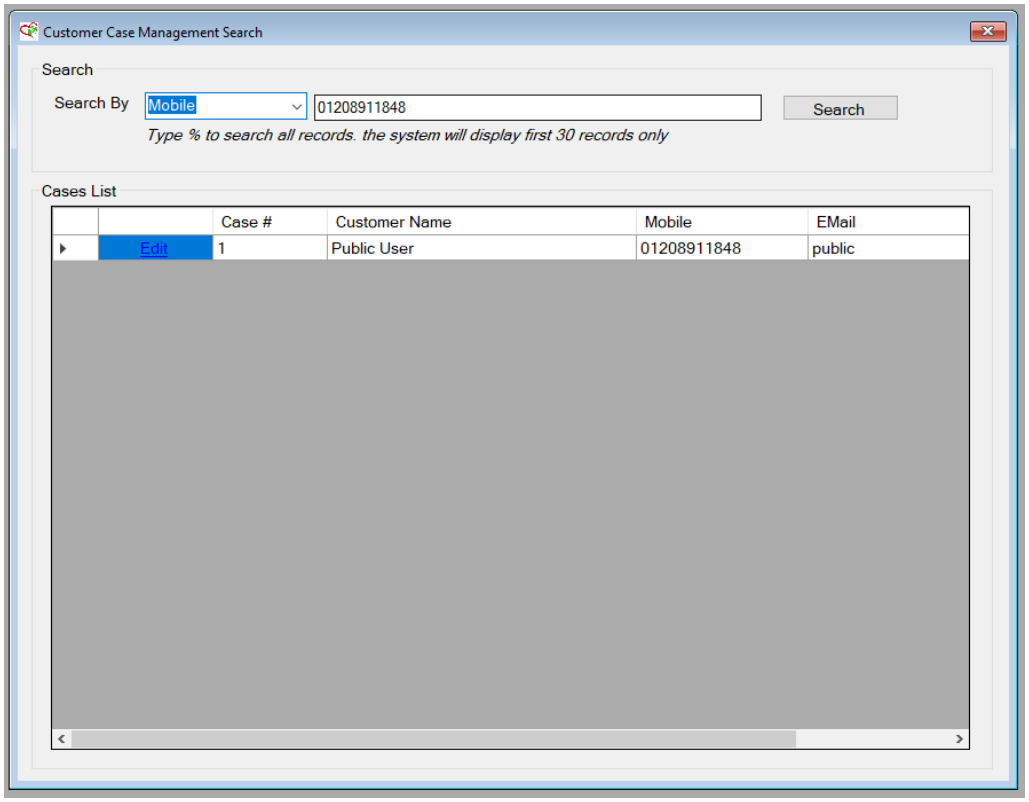

Figure 57 Search Customer Case

The edit link button will give a chance to view and edit the submitted case. The pharmacist able to add reply to the case and change the status of the case.

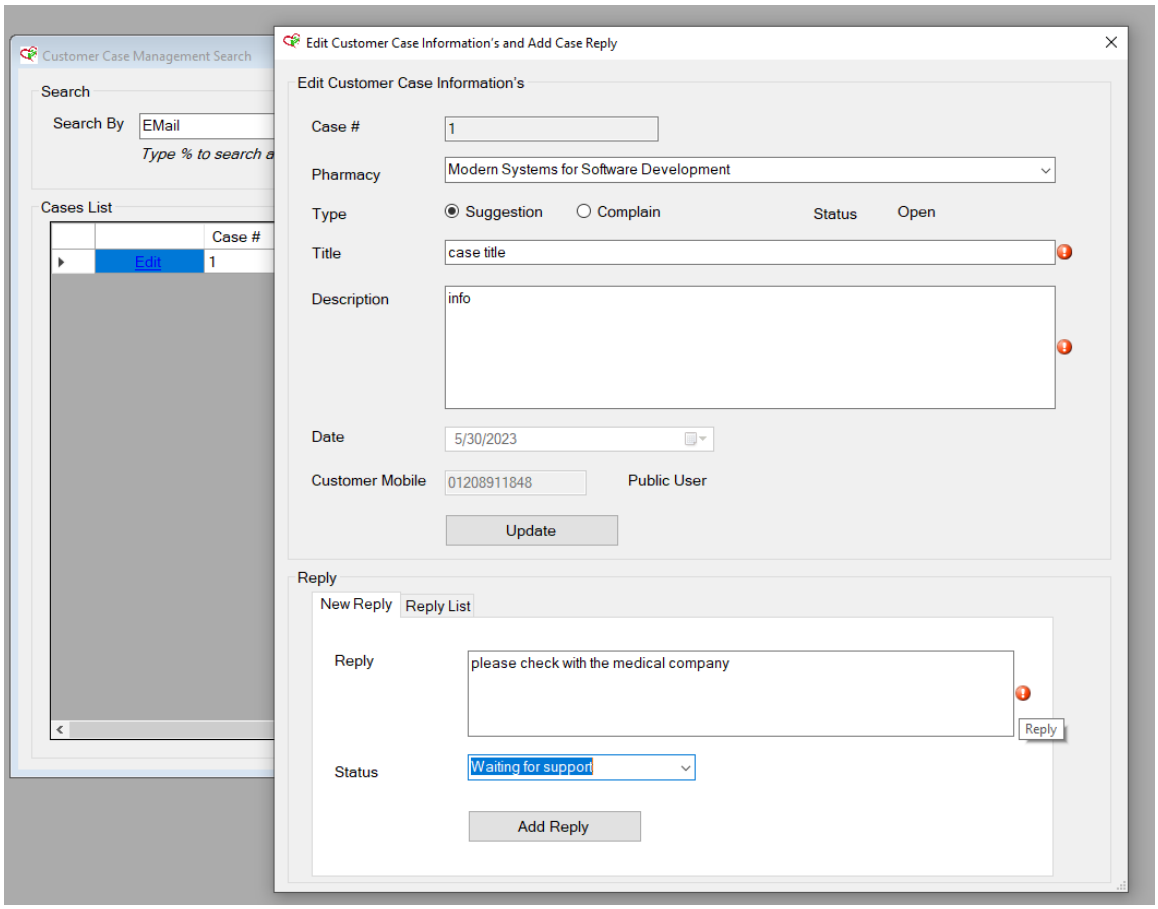

Figure 58 Search Customer Case - Edit Mode

The case con contains many replies to the case in order to give more information's to the case.

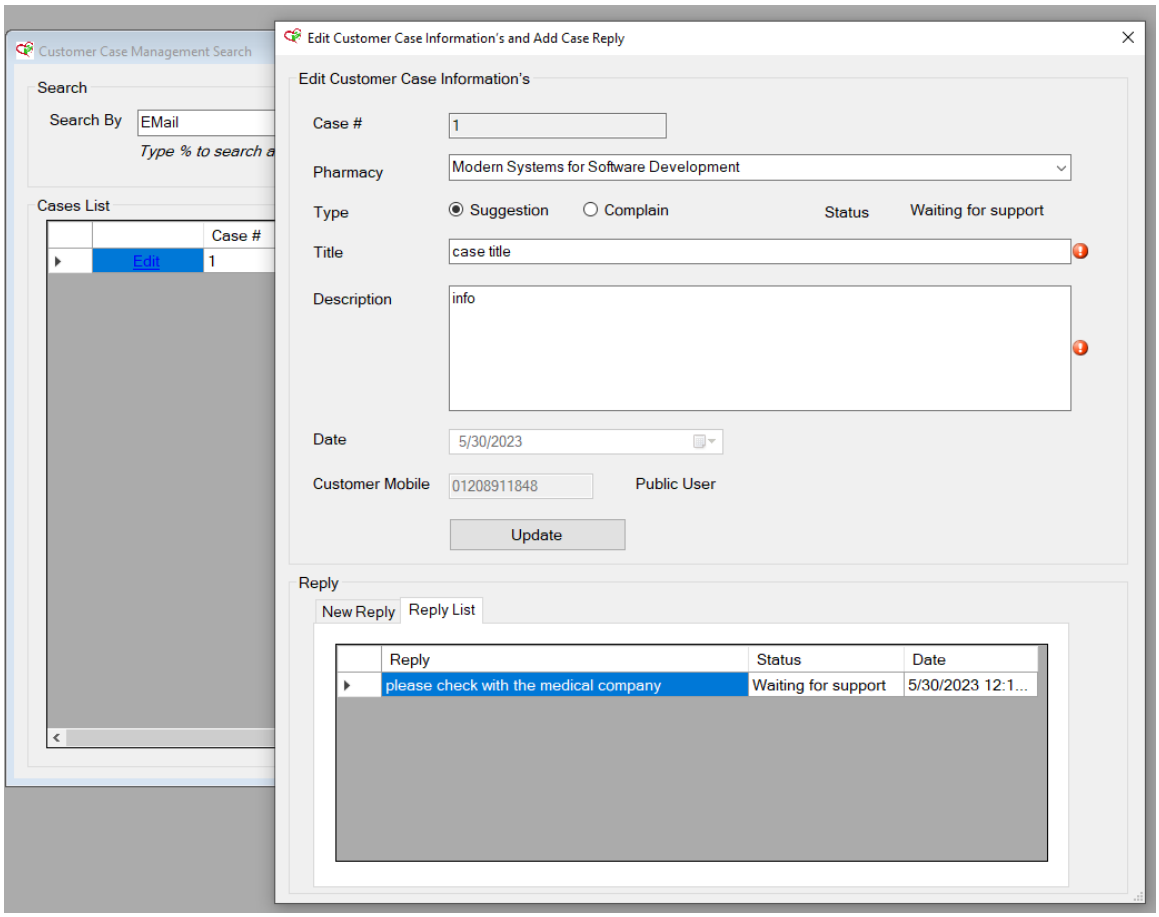

Figure 59 Search Customer Case - Edit Mode - Reply

13. HR

13.1 Contract – New Contract

Contract management is a form will help the pharmacist to add a new contract to the system. Contract is useful to the pharmacy because the pharmacist can track monthly salary and attendance for every employee.

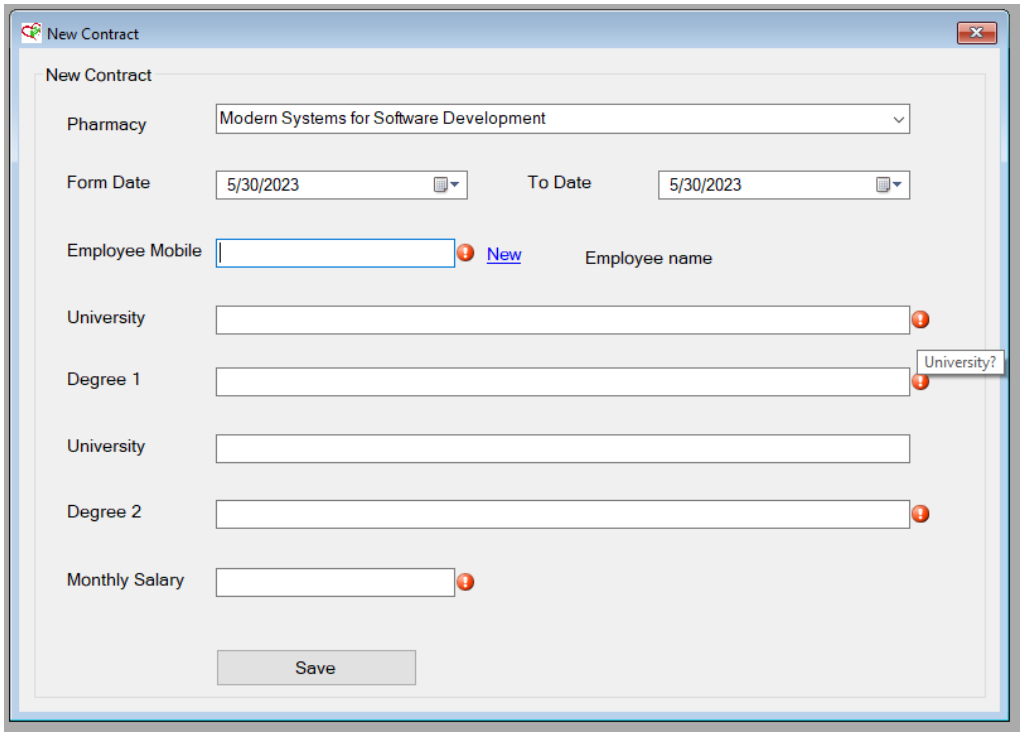

Figure 60 Contract – New Contract

13.2 Contract –Contract List

Search contract management will display information's about the pharmacy system. The system will provide search capability by the following criteria:

- First Name
- Last Name
- Mobile

The pharmacist able to edit the contract information and change the required information's.

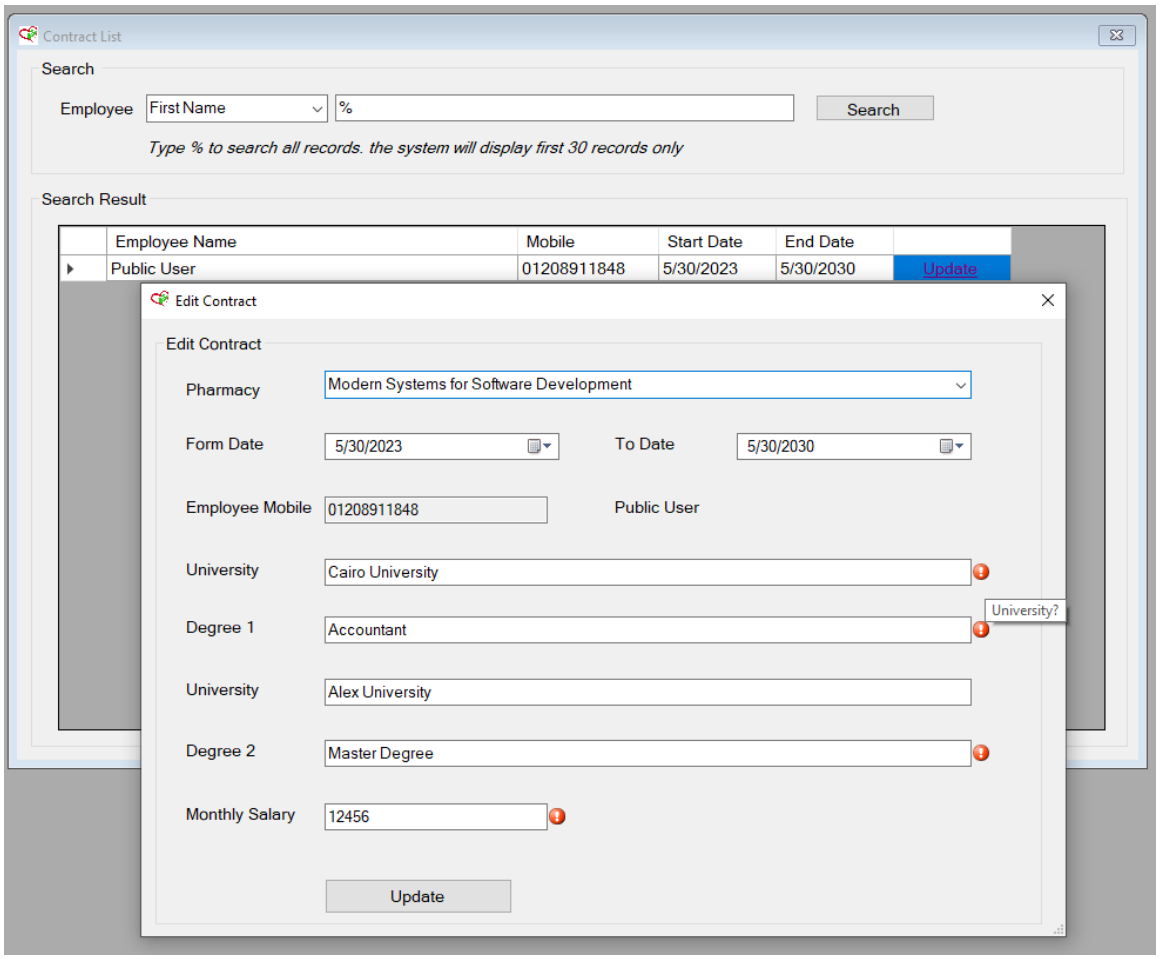

Figure 61 Contract List

13.3 Salary –New Payment

The pharmacy will pay salaries at the first day of the month. The system will provide monthly payment to employees. The pharmacist can search for employee by first name, last name and mobile number.

The pharmacist can click on view link button and the system will preview the employee salary, you can add deduction and press enter keyboard button and the system will update the new salary.

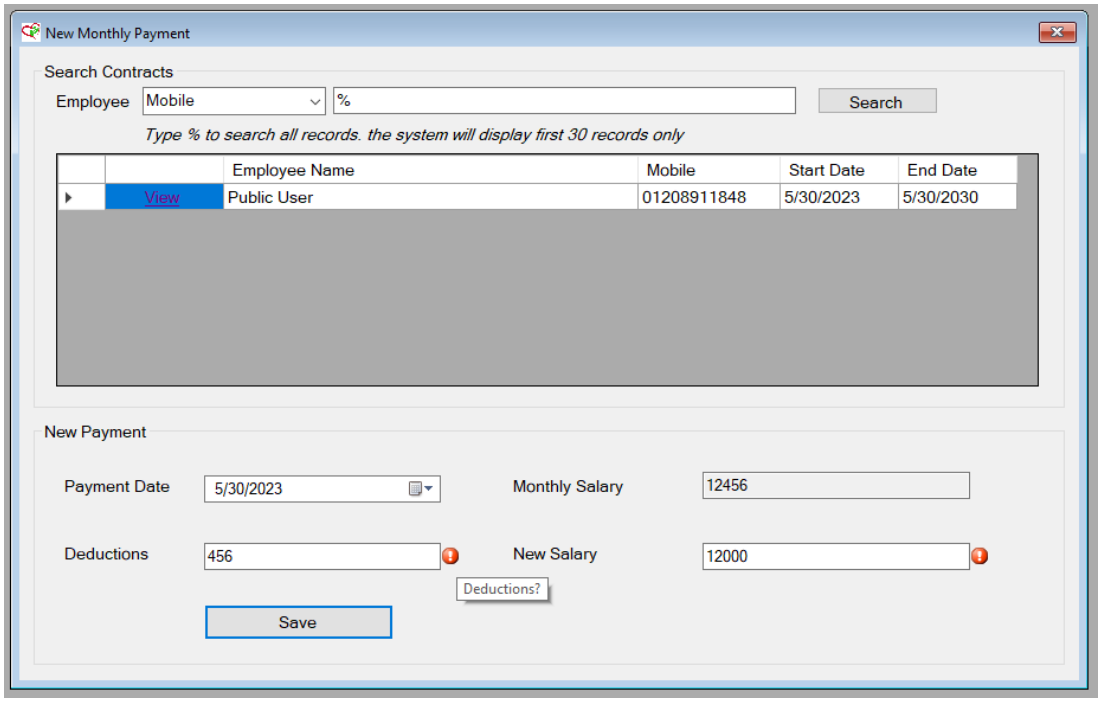

Figure 62 Salary –New Payment

13.4 Salary – Payment List

Salary payment list is a search form will provide search capability for searching about salaries payment. The pharmacist can search for employee by first name, last name and mobile number.

The view button will display monthly payment information, pharmacist can update the payment information's.

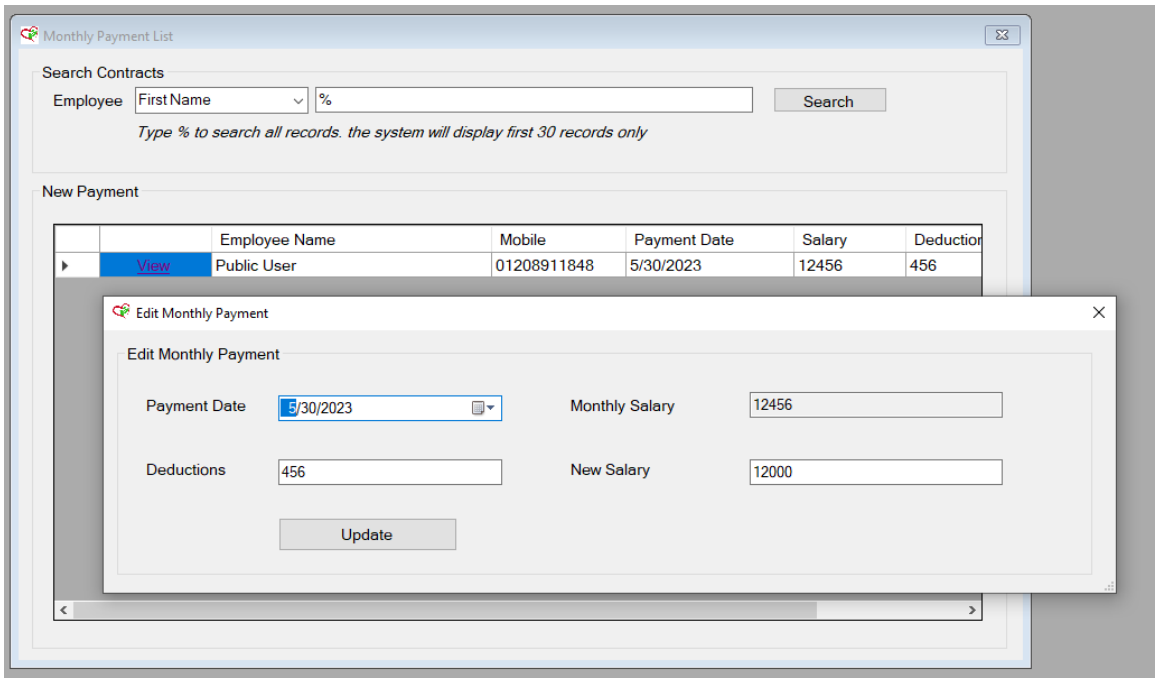

Figure 63 Salary – Payment List

13.5 Attendance

Attendance is an indicator to the employee attendance. Pharmacist able to select employee, attendance date, and system automatically will display attendance time.

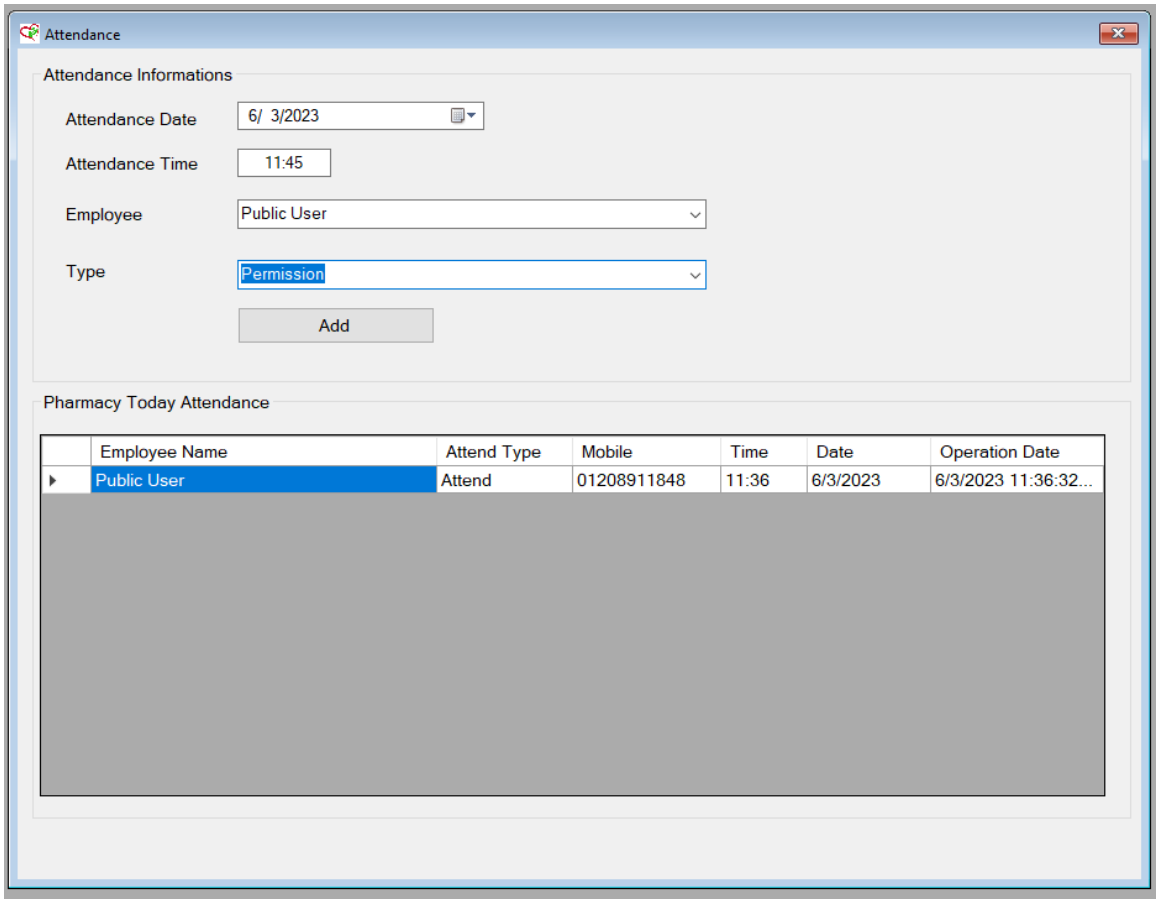

Figure 64 Attendance

14. Reports

14.1 Search and Display Report

Search and Display Report form is the responsible for browsing pharmacy system reports.

The system will provide classification for selecting the right report:

Module	Report Name
POS	- POS
Products	- Top 30 Newly Added Products
Inventory	- Inventory - Low stock
Customer	- Customers POS - Customers
Medical Company	- Medical Company List
Medical Sales Agent	- Medical Sales Agent List - Medical Sales Agent Orders
Orders	- Today, Order - Order
Invoices	- invoices
Assets Management	- Assets List
Case Management	- Case Management
Contract	- Contracts List
Attendance	- Attendance
Salary	- Salary

Table 1 Reports Types

Each classification will provide related reports.

The following criteria will be considered while searching:

- **Include dates**
    - From date and to date

- **Number**: such as order number, and POS number
- **Mobile number**: mobile such as customer mobile, or employee mobile

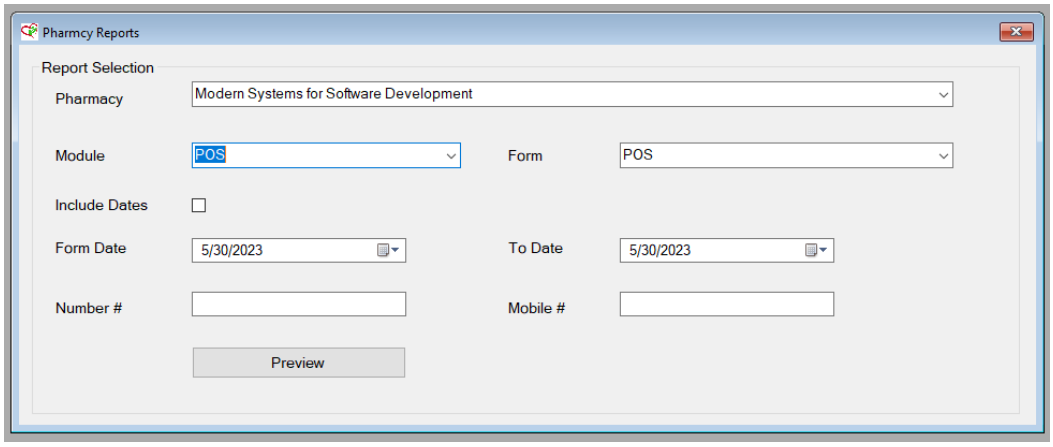

Figure 65 Search and Display Report

Preview report

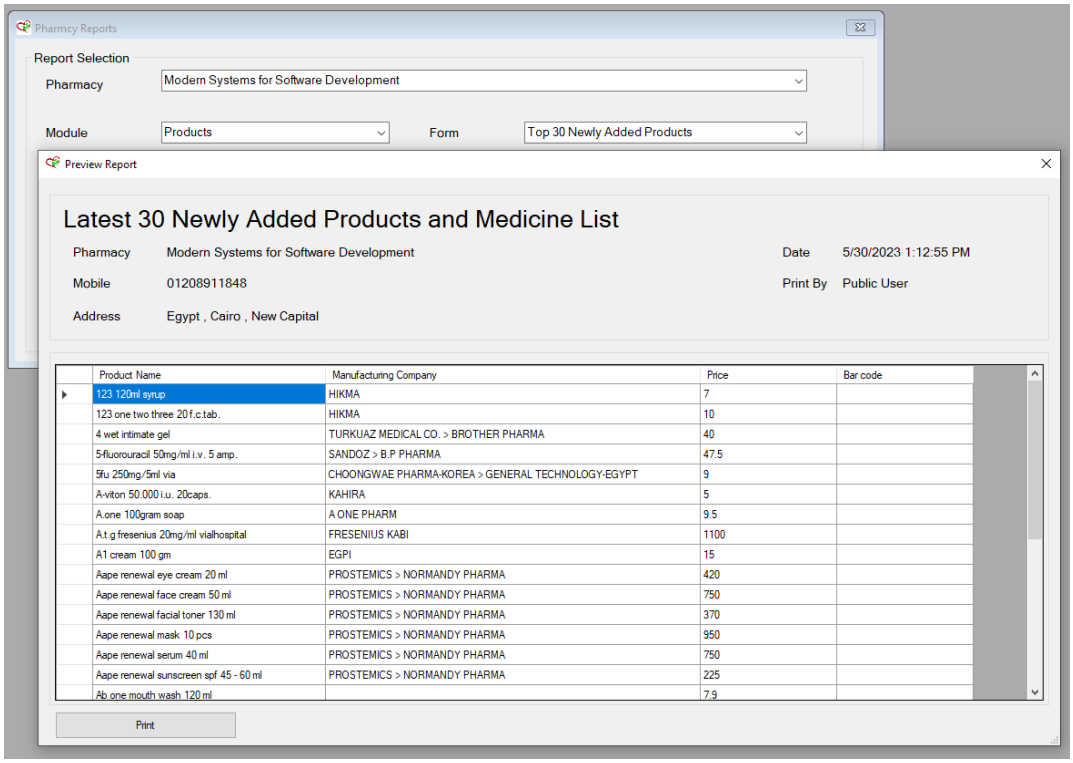

Figure 66 Display Report

Print report

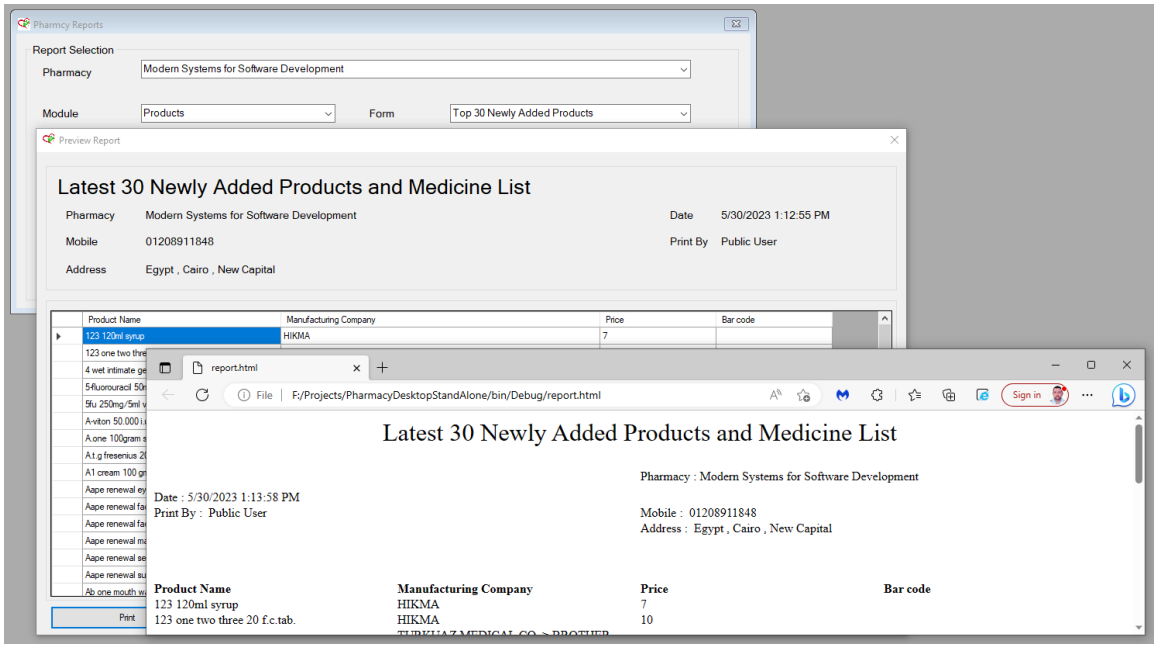

Figure 67 Print Report

14.2 Report Configurations

Pharmacy system provide reports configurations to the report title. There are already provided configurations to the system. Pharmacist able to customize English title and Arabic title.

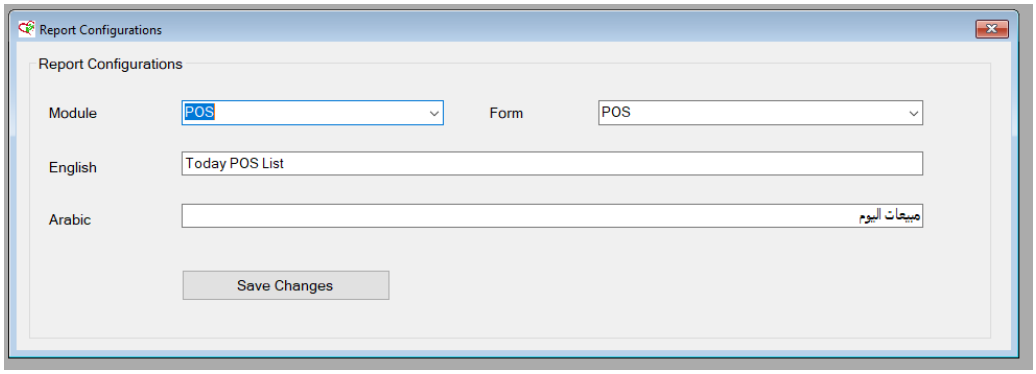

Figure 68 Report Configurations

14.3 Dashboard

Dashboard form will display information after successfully made POS transactions.

Pharmacist must select

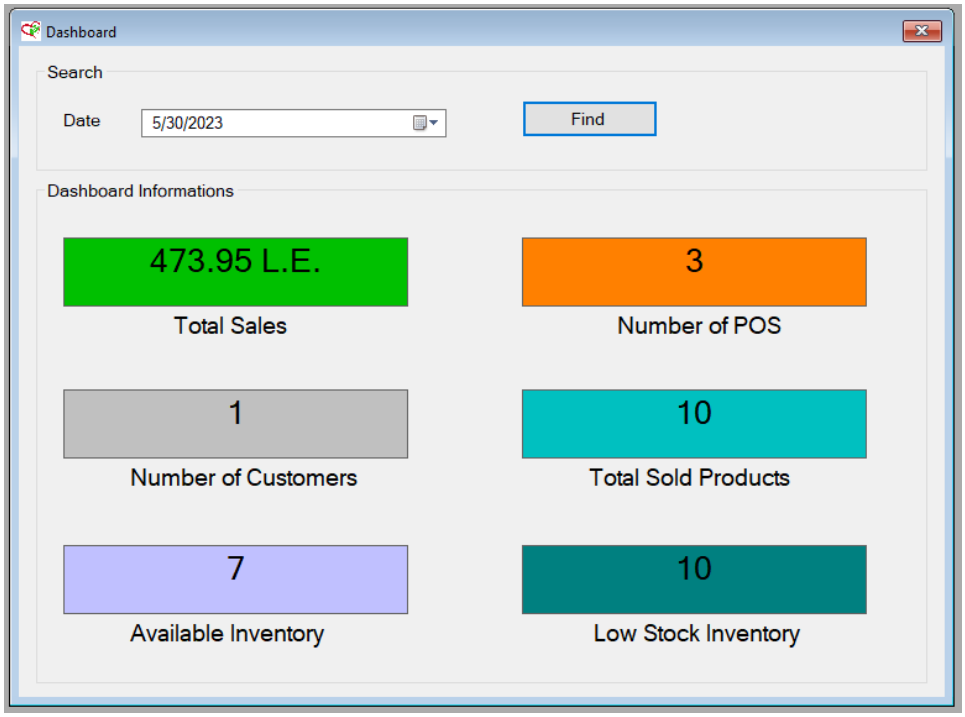

Figure 69 Dashboard

15. Administration

15.1 Pharmacy Information

Pharmacy information is considered the essential information for the pharmacy. Please modify the information to match your pharmacy information's.

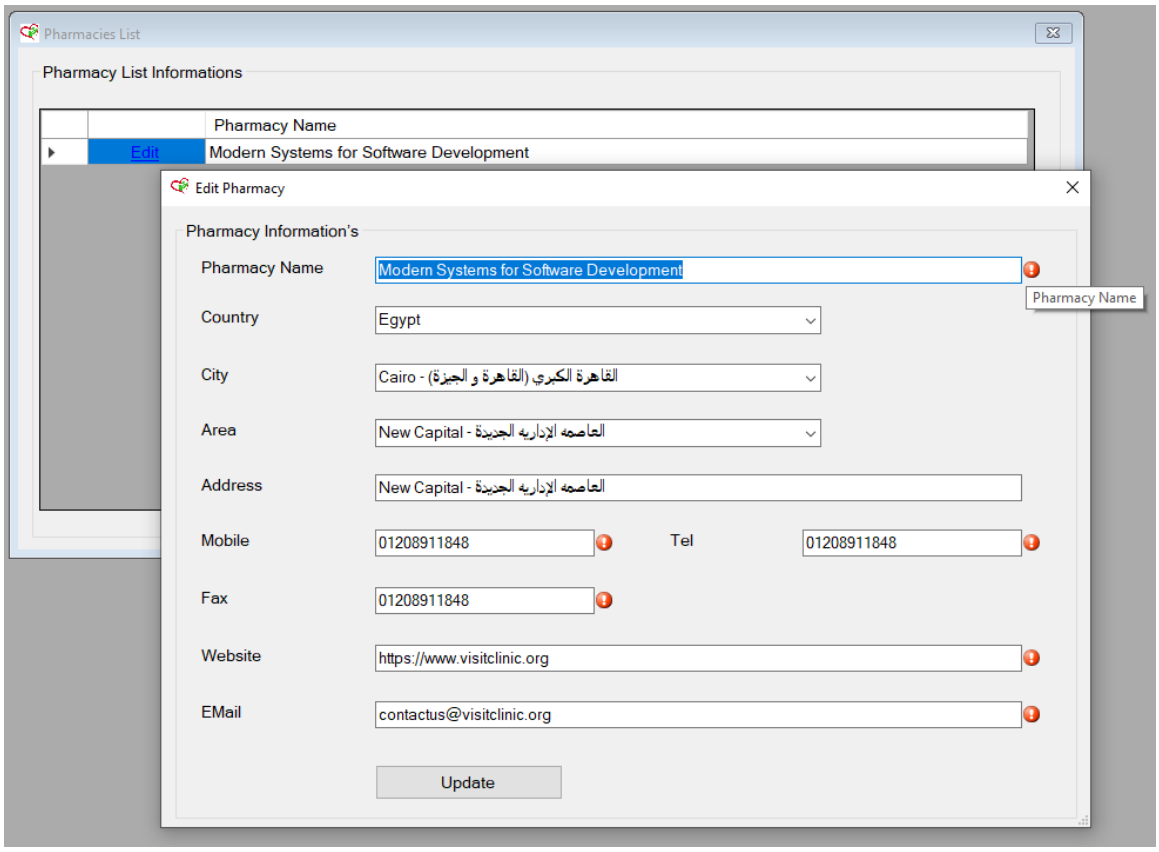

Figure 70 Pharmacy Information

15.2 Backup and Restore

Backup and restore is the important form designed to help pharmacist to take backup as needed for the system in order to restore the system back to functionality if there are issues happened to the pharmacy PC.

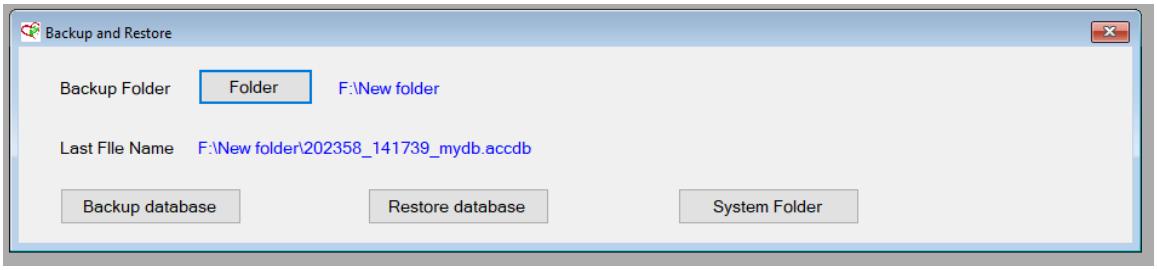

Figure 71 Backup and restore

The form will provide the following buttons:

- **Backup folder**: browse and select backup folder
- **Backup database**: Backup database
- **Restore database**: restore database back from previously file
- **System Folder**: open windows folder explorer.

The following screenshot will help you to browse folder

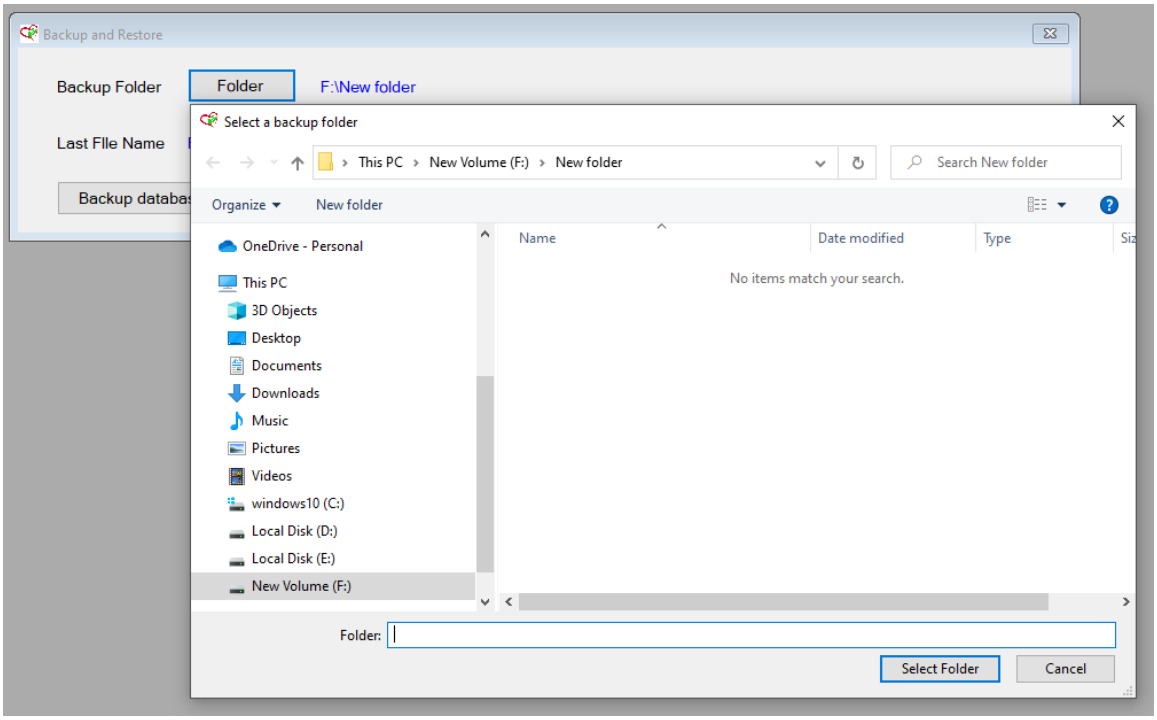

Figure 72 Backup - browse folder

Please note that the system will give one change to restore from the last backed files. You can rename the last backed file to any previously backed database file in order to recover the right database file for your pharmacy strategic directions.

15.3 Language

Pharmacy system able to change the system interface between English and Arabic. The system will change the forms text labels and system menus language.

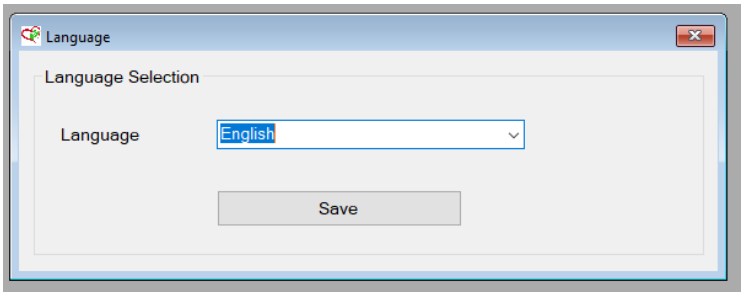

Figure 73 Language

15.4 Change Language

Pharmacist can change the language instantly between English and Arabic based on user recommendations.

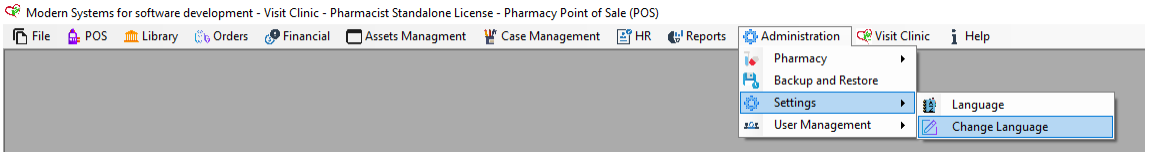

Figure 74 Change Language

15.5 User Management – New Pharmacy System User

Pharmacist can add a new user to the system in order to use the system. The important classification is the user admin or normal user.

Newly added user can login to the system based on the user email and provided password.

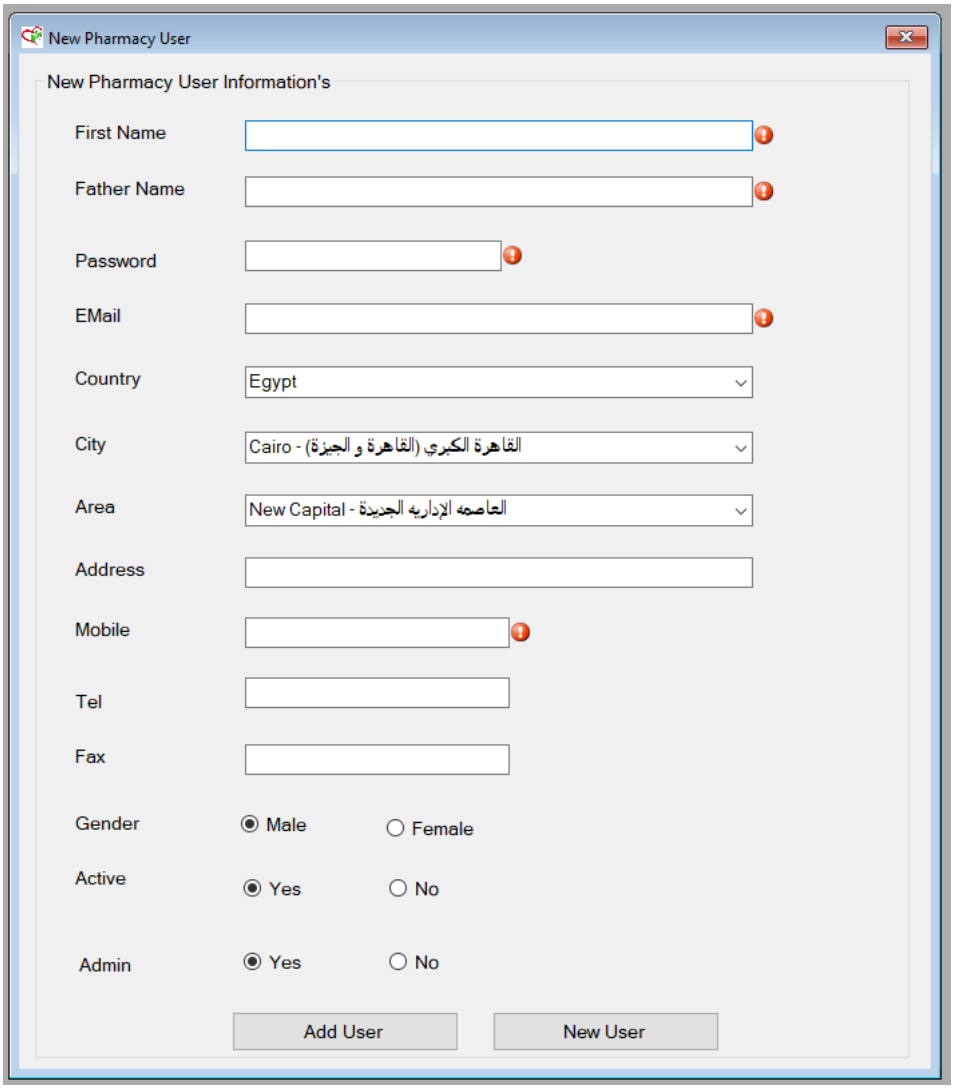

Figure 75 User Management – New Pharmacy System User

15.6 User Management – Users List

Users list is the responsible form for displaying system users. The users list will give a chance to edit the user information though edit link button.

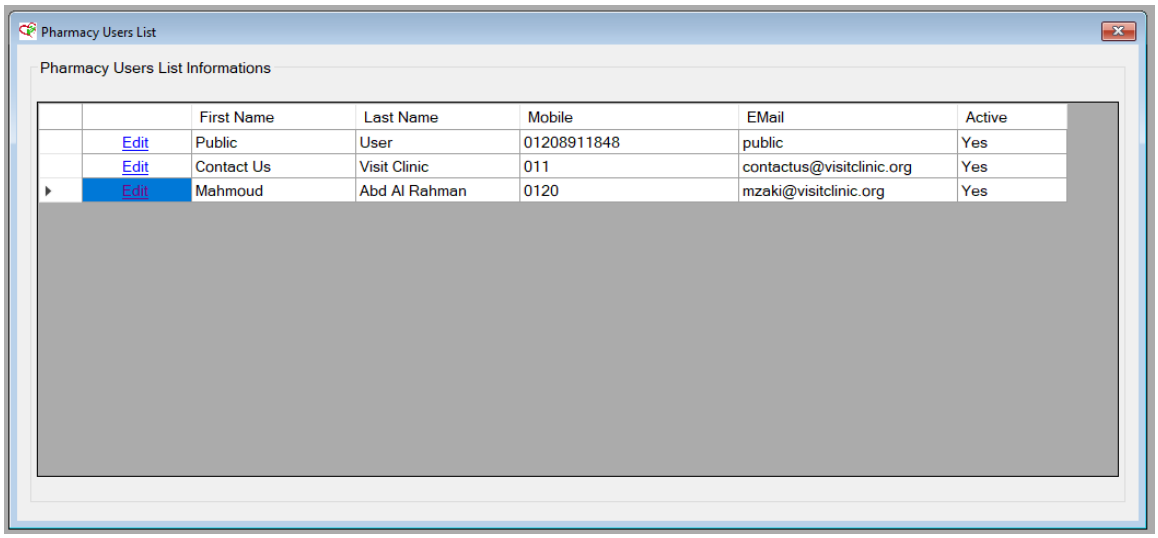

Figure 76 User Management – Users List

Edit pharmacy system information.

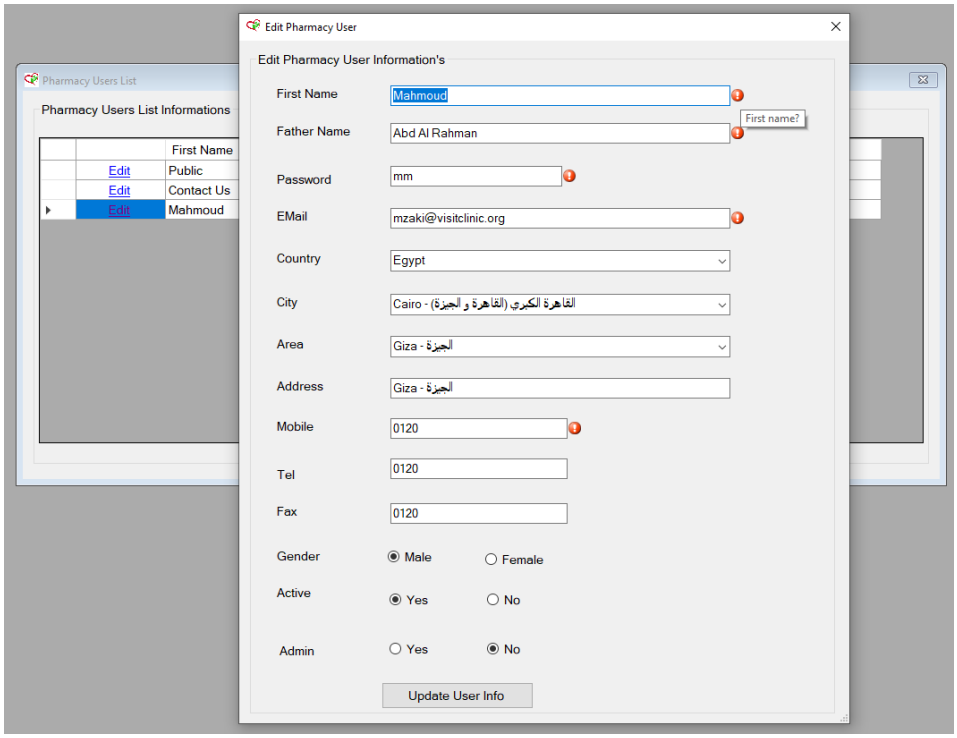

Figure 77 User Management – Users List - Edit Mode

15.7 User Management – User Permissions

Pharmacist able to grant permissions for non-administrator users to make additional functionalities. You can select the module and form from the provided menus and click on add. Pharmacist can delete the granted permissions from a specific pharmacy employee.

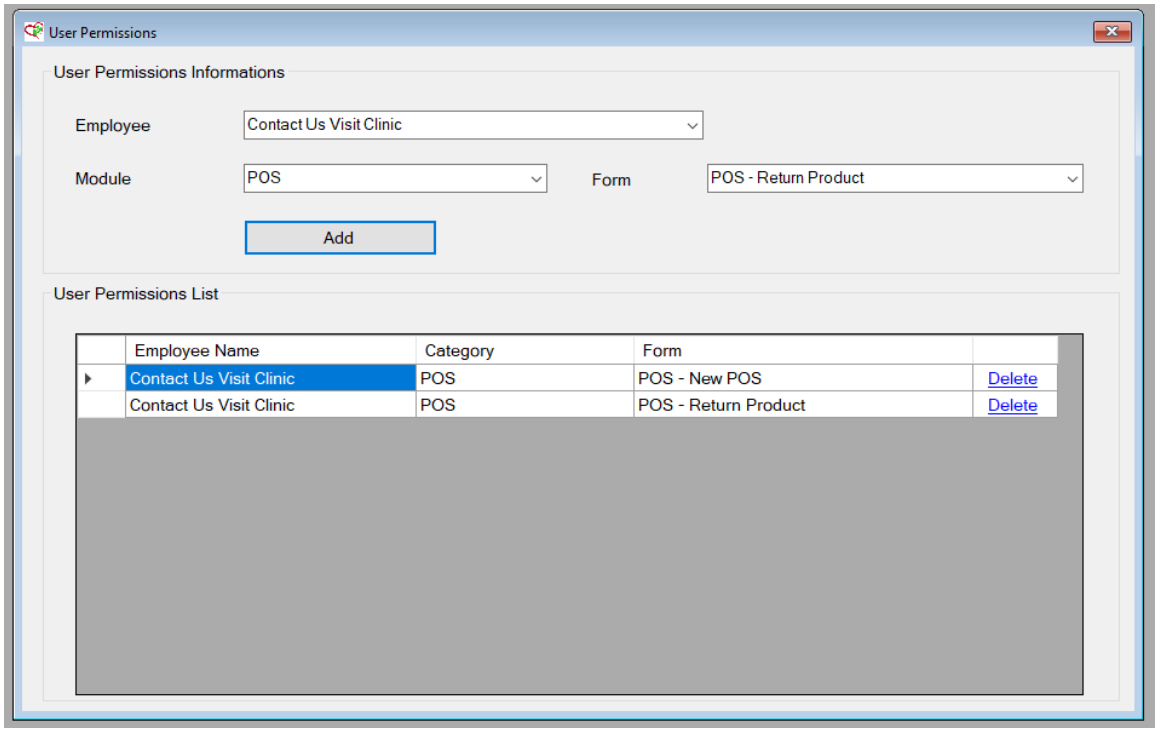

Figure 78 User Management – User Permissions

15.8 User Management – Change Password

User able to change password, the password will be validated next time you login to the system.

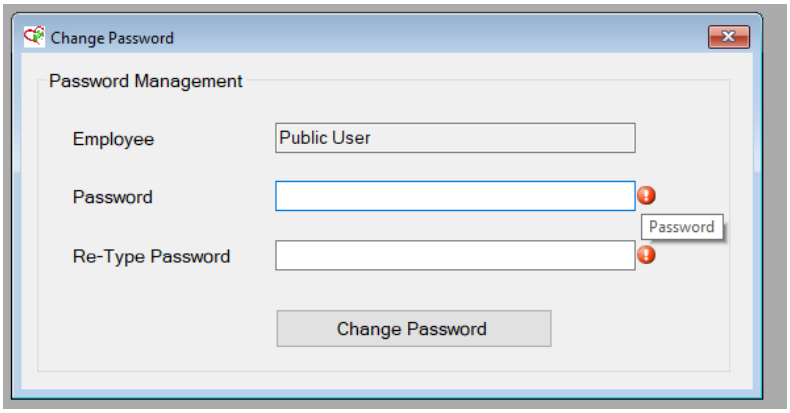

Figure 79 User Management – Change Password

16. References

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