

10 rules for pharmacy ordering and stock control

- 1. Order from your suppliers and your wholesaler on a regular monthly cycle**
 - Make a list of the regular suppliers you will order direct from every month (keep this list as small as possible)
 - Schedule regular supplier orders into week 1,2,3, or 4 each month – display this timetable on the wall in your office or inward goods area
 - Don't place orders when reps call – stick to your monthly schedule
- 2. Order 60 days stock** (order everything – to 60 days cover)
 - If 60 days order is too big - then order 45 days cover every 2 weeks
 - Don't order more stock to get a discount – unless the discount is at least 25%
- 3. Top up 2-weekly** from your wholesale club and/or wholesaler (order 45 days cover)
 - Never delay a 2-weekly top-up (even if it is the end of the month)
- 4. Daily top-ups** from your wholesaler should only be done for products that have unexpectedly run out and for special customer orders
 - Add these items manually to your next Dispensary order
- 5. Correct the stock levels** in your POS every time you create an order
 - Print out the suggested order and check stock levels (correct any differences immediately)
 - Also – Check and correct any products on the Negative Stock On Hand report
 - Edit the Order onscreen – you can exclude any “fashion” products in RPM or by marking them “Don't reorder” in your POS system
- 6. Send the Order** and make sure it is recorded in your POS system as “On Order”
- 7. When you receive the order** – adjust any quantities not delivered and **match the cost prices** in your POS system to the invoice costs
 - Discounts received from suppliers should not always be passed on to customers as lower prices
 - Only lower the retail price if you expect to get increased sales volume as a result
 - If you lower the price – the only way to increase sales is to advertise the price reduction with signage instore
 - When notified of price increases – recalculate your retail prices and adjust the price stickers on shelves or on existing stickered stock
- 8. Display all of the incoming stock in the shop** (NOT the store room)
 - Increase shelf facings for best sellers (A good guide is that facings should equal 1 month's sales)
- 9. Use the decision-making flowchart before adding new products** or ranges
 - When adding a new product – always enter it into the appropriate Sub-Category (Dept) and Category (Group)
 - Assess the sell-thru of new ranges and fashion products every three months
 - Clear ranges that fail as early as possible – don't keep the unsold products on your shelf
 - Don't carry a product unless you sell 6 per year (you may make some exceptions)
- 10. Mark discontinued and Dead products as “Don't Reorder”** in your POS system
 - Discontinue and clear anything that hasn't sold in 6 months
 - Zero the SOH and mark as don't reorder in your POS system
 - Remove discontinued stock from the shelf and re-merchandise the good sellers to fill the space
 - Clear stock by on a “Sale” code (e.g. 25% off initially, then 50% off if unsold)