

Steps to Improve your Retail Data quality

In order to get the most value from the RPM benchmarking and reporting it is important that you fix any errors or inaccuracies in your POS system data.

STEP 1. Product codes

- All products should be entered with a single Pharmacode and an up-to-date Barcode where possible
- The best way to add new products is by downloading the Supplier Pricelist into your POS system – this will add products correctly with their codes
- Check the RPM **Unassigned Products** report. If these have been entered without a Pharmacode you should replace your made-up code with a the valid Pharmacode
 - NB – If the products already exists in your POS system with the wrong Pharmacode you should MERGE the product with the unrecognized code into the one with the Pharmacode, Before you do this – you should Zero the Stock on the stock card with the wrong Pharmacode and allow this to load overnight into RPM. Otherwise we will continue to report your old stock against the merged product.
 - NB – You should NOT add a new Pharmacode to an existing product when it changes product details (e.g. updated packaging) – as this will cause a clash with existing barcodes or GUIDs. If you have done this you may need to delete the old code(s)

STEP 2. Product Categories

- All products should be entered with a Department or Group when they are set up
- Wherever possible you should keep the Departments and Groups simple (follow our **RPM Categories** on the attached list) so that it is easy to assign these correctly to new products and ranges.
- Our support staff can tidy up and simplify your POS Categories for you (via Teamviewer or by coming instore) – contact RPM for details of the cost of this service. This will make it easier for you to do reports in future

STEP 3. Stock on hand accuracy

- Check the RPM **Negative Stock on Hand** report – Do this every Week!
- Print this and correct the stock levels in your POS system
- Investigate whether staff have scanned the wrong product or whether there was an error receiving inward goods?
- See also our Ordering Steps guide and check whether you are receiving orders accurately

STEP 4. Prices

- Check the RPM Products where **Cost is Greater than Price**
 - NB if the product is supplied in outers but sold individually check that the Packsize is entered correctly
- Check the RPM Products where there is **Zero Cost** or **Zero Price** and Correct the missing prices
- Check any Categories where the Gross Margin % appears to be too low (or too high) – and sort on the ranked list of products sold to see whether these sales have been entered correctly

STEP 5. Dead Stock

- Check the RPM **Dead Stock Fix** Wizard NB this will include products that may be “hidden” in your POS system
- Print the categories where there is large quantities of Dead stock (NB Sort the RPM report into alphabetical order first)
- Carry out a physical stocktake and correct the stock levels in your POS system
- Decide which products or ranges should be discontinued and removed from the shelf for clearance
- Zero the SOH of Clearance stock – and make sure they are flagged as “Don’t Reorder”
- Set up a “SALE” code which is an “ask price” code when used at the till

STEP 6. Products Not Stocked

- Check the RPM **Products Not Stocked** report
- If you don't stock these our report shows you the average monthly sales for a pharmacy your size
- OR you have them in your POS system with one or more codes that do not match (Check and remove old Pharmacodes or Barcodes)

STEP 7. Out-of-Stocks

- Check the RPM **Out of Stocks** report
- Print it - carry out a stock take of these products - Enter any stock check corrections into your POS system
- Prepare a Suggested Order for these suppliers – OR flag discontinued items as Don't Reorder

Pharmacy Category Tree

| | | | | | | | |
|---------------------------|---|------------------------------|--|------------------------|---|------------------------------|--|
| Digestive Care | Constipation Detox Diarrhoea Digestive Care Fibre Laxatives Haemorrhoids Healthy Bacteria Indigestion Rehydration Travel Worms | Joint Care | Arnica Anti-inflammatory Heat Rubs Joint Nutrition Muscle Pain Wheat Bags | First Aid | Bandages Burns & Scars Disinfectants First Aid Kits First Aid Tape Hot & Cold Packs Mouth Guards Plasters Skin Infections Sports Nutrition Strapping Tape Supports Wound Care | Skin Care | Acne Barrier Cream Body Wash Chafing Cold Sores Dry Skin Franchise Skin Care Fungal Infections Inflamed Skin Itchy Skin & Bites Lip Care Natural Skin Care Skin Healing Skin Repair |
| Health Supplements | Brain & Memory Energy Healthy Heart High Cholesterol Homeopathy Immune Boost Magnesium Mens Nutrition Multis & Antioxidants Omega 3 Oils Sleep Sports Nutrition Stress Superfoods Turmeric Vision Vitamin C | Pain Relief | Anti-inflammatories Anti-inflammatory Gel Aspirin Childrens Pain & Fever Migraine Pain Relief Strong Pain Relief | Foot Care | Athletes Foot Corns & Callouses Cracked Heels Nail Infections Smelly Feet Sore Feet & Blisters Wart Treatment | Sun Care | Insect Repellent Self Tan Sun Care Sun Protection |
| Womens Health | Calcium Collagen Contraception Healthy Oils Iron Kidney & Bladder Menopause Period Pain Personal Lubricants Pregnancy Pregnancy Tests Sanitary Skin, Hair & Nails Thrush Womens Nutrition | Coughs & Colds | Chesty Cough Childrens Cough Cold & Flu Cold Prevention Cough Lozenges Dry Cough Herbal Cough Mixture Lozenges Mucus Relief Sore Throat Prevention Sore Throat Throat Sprays & Gargles Tissues | Home Healthcare | Diagnostic Tests Dosage Aids Drug Tests Ear Care Gloves Hand Sanitiser Hearing Aid Batteries Household Incontinence Masks Mobility Aids Monitors Quit Smoking Thermometers | Cosmetics | Accessories Franchise Cosmetics Mineral Makeup |
| Weight Management | Appetite Suppressants Blood Sugar Meal Replacements Protein | Allergies & Sinus | Allergies Hayfever Nose & Sinus Runny Nose Snoring | Sleep Services | Sleep equipment Sleep Services | Photographic | Batteries Passport Photos |
| | | Eye Care | Contact Lens Dry Eyes Eye Allergies Eye Care Eye Infections Red Eyes | Bathroom | Cotton Dental Care Dentures Deodorant Depilatory Mouth & Gum Nail Care Shaving | Baby & Child | Baby Colic Baby Constipation Baby Feeding Baby Skincare Baby Teething Child Nutrition |
| | | Eyewear | Reading Glasses Sunglasses | | | Hair Care | Dry, Flakey Scalp Hair Care Hair Loss Hair Styling Head Lice |
| | | | | | | Services / Non-Retail | Rx fees Freight & post etc. Services |



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