

## **Queries Specification: Pharmacy Chain**

### **Check Medication Availability:**

- When a customer inquires about a medication, the staff checks the system to see if it's in stock at their branch.

### **Record New Medication Shipment:**

- When a new shipment arrives, the staff updates the inventory with the received quantities.

### **Process a Sale Transaction:**

- At checkout, the staff processes the sale which updates the inventory and records the transaction details.

### **Manage Customer Information:**

- Add new customers to the system or update existing customer profiles with new information.

### **Medication Reorder Notification:**

- The system automatically notifies the staff when a medication's stock falls below a certain threshold.

### **Generate Sales Report:**

- Periodically, the system generates a report detailing sales figures over a selected time frame.

### **Update Medication Information:**

- Change details about a medication, such as price or supplier, in the system.

### **Return Medication to Inventory:**

- When a customer returns a medication, the system puts it back into the inventory if it's unopened and not expired.

### **Print Customer Receipt:**

- After each transaction, generate a receipt for the customer detailing their purchase.

**Schedule Employee Shifts:**

- Managers input the work schedule into the system, which employees can then view.

**Track Expiring Medication:**

- The system lists medications that are nearing their expiration date for staff to take appropriate action.

**Customer Registration Operation:**

- A new customer provides their name, contact details, and any relevant health information to create a profile in the pharmacy system. The system captures this information and creates a unique customer record that will be used for tracking purchase history, and managing loyalty points.

**Medication Order Operation:**

- A customer requests a specific medication. The pharmacy staff checks the system to confirm if the requested medication is in stock at their branch.

**Most Prescribed Medication Report:**

- Generate a report identifying the most commonly prescribed medications within a certain time frame. This report helps in understanding customer demand and planning inventory procurement accordingly.

**Customer Loyalty Points Ranking:**

- Identify customers with the highest number of loyalty points. This information can be used to offer special promotions or rewards as part of the pharmacy's customer loyalty program.

**Revenue Report by Medication Type:**

- Create a report on revenue earned, categorized by medication types, over different periods (monthly, quarterly, annually). This operation involves aggregating sales data across various pharmacy branches and summarizing it by medication category.

**Employee Performance Evaluation:**

- Evaluate employee performance by analyzing the number and value of transactions processed, customer feedback, and any errors in prescription handling.

**Expired Medication Report:**

- On a periodic basis, generate a report listing all medications that are about to expire within the next month. This operation helps the pharmacy in managing discounts for such medications or returning them to the supplier, avoiding potential losses due to expired stock.

**Medication Restocking Operation:**

- When inventory levels for a particular medication drop below a minimum threshold, the system generates a restocking alert. This alerts the purchasing manager to manually confirm the order, ensuring the medication availability is aligned with demand.

**Balancing Medication Quantities Between Branches Operation:**

- **Stock Level Assessment:** Identify medication stock levels that exceed a certain threshold at one branch while another branch's stock levels are below a minimum threshold.
- **Transfer Initiation:** Initiate a transfer request from the branch with surplus stock to the branch with low stock.
- **Stock Transfer Execution:** Deduct the specified quantity of medication from the sending branch's inventory and increment the stock level at the receiving branch.
- **Transfer Confirmation:** Confirm the completion of the stock transfer, ensuring that both branches have updated their inventory levels accordingly.
- **Transfer Recording:** Record the details of the transfer for inventory tracking and auditing purposes.