

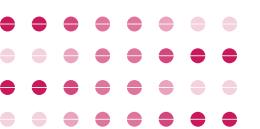


# HealthSy

Partnered Pharmacies  
Network Programme

Onboarding Document

[healthsy.app](https://healthsy.app)





## Greetings from HealthSy

It gives us immense pleasure to welcome you to the HealthSy family. The very thought that our brand 'HealthSy' is being heard or welcomed by you at this very moment gives us immense joy. Firstly, we at HealthSy would like to congratulate you and the members of your reputed licensed pharmacy / chemist store for your outstanding services to your neighbourhood and to the people of this society for all these years, especially during the uncertain times of the Covid19 pandemic. As a licensed pharmacy / chemist store your services range from dispensing prescribed medicines, counselling services to patients, dispensing of the over-the-counter medications and your referrals to other important healthcare providers such as doctors and hospitals. These services are of great value and importance to the people of your society, which ultimately keeps them happy and healthy.

## Brief About HealthSy

HealthSy is an online healthcare / technology platform that focuses on simplifying the healthcare ecosystem across India. We want to empower everyone in the country to get access to affordable and reliable medicines and healthcare products and services from the comfort of their homes. We call ourselves as the supermarket of healthcare sector as we provide the user / customer with all their needs right from buying prescribed medicines all the way to booking online consultations with doctors from the device of their choice. We have also been successful in bringing all the stakeholders of the healthcare industry under one roof called 'HealthSynergy' while taking care of each of their needs and fulfilling them.

HealthSy is a start-up that is backed by promoters, directors and stakeholders that have several years of experience in healthcare and e-commerce business. Our management has rich experience of running successful ventures and their vision is to take HealthSy to a top performing health-tech startup and make it a leading e-healthcare platform in India.



## Highlights:

- Currently delivering across 1000+ cities and towns.
- 1.5 lakh + medicines, 10k + healthcare products to choose from.
- Available across all platforms - User website, Android, and iOS.

## HealthSynergy – Partnered Pharmacies Network Programme

We at HealthSy believe that every relationship with our partners is one filled with mutual benefits. That is why we decided to name our partner registration and on-boarding platform as 'HealthSynergy'. This platform is a list of programmes that helps us join hands with pharmacies, doctors, hospitals, home-healthcare service providers, etc. and helps us maintain a long lasting and healthy relationships.

Our platforms namely our user website, user android and iOS applications are visited by thousands of users, customers and patients every single day either to get a doctor consultation, buy prescribed medicines, OTCs, healthcare products or to book home-healthcare services. Our mission is to connect all our visitors, potential customers and our existing customers / patients with our partners and be a bridge between the two ends.

If you want to extend your services beyond your current customers and geographical location, then partnering with HealthSy is the right path for you.



## Benefits of joining HealthSy Partnered Pharmacies Network Programme:



Reach out to thousands of new customers beyond your geographical location and pin-codes.



Access to our existing customers.



Opportunity to double revenue and improve profits.



Timely Payments – You will receive payments against the invoice within 7 working days.



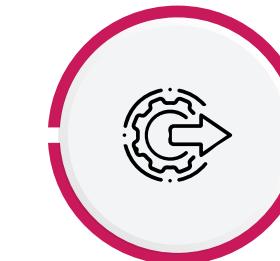
# HealthSy



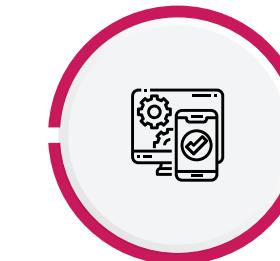
Choose between own delivery of your orders or request for third party delivery for your orders



Simple and hassle-free registration process



Simple and hassle-free exit policy



Simple, dedicated, and easy-to-use android application provided by HealthSy for order verification, order processing, returns, payments, settlements, help and support.



Help and support will be provided from our side



100% secured and safe platform.



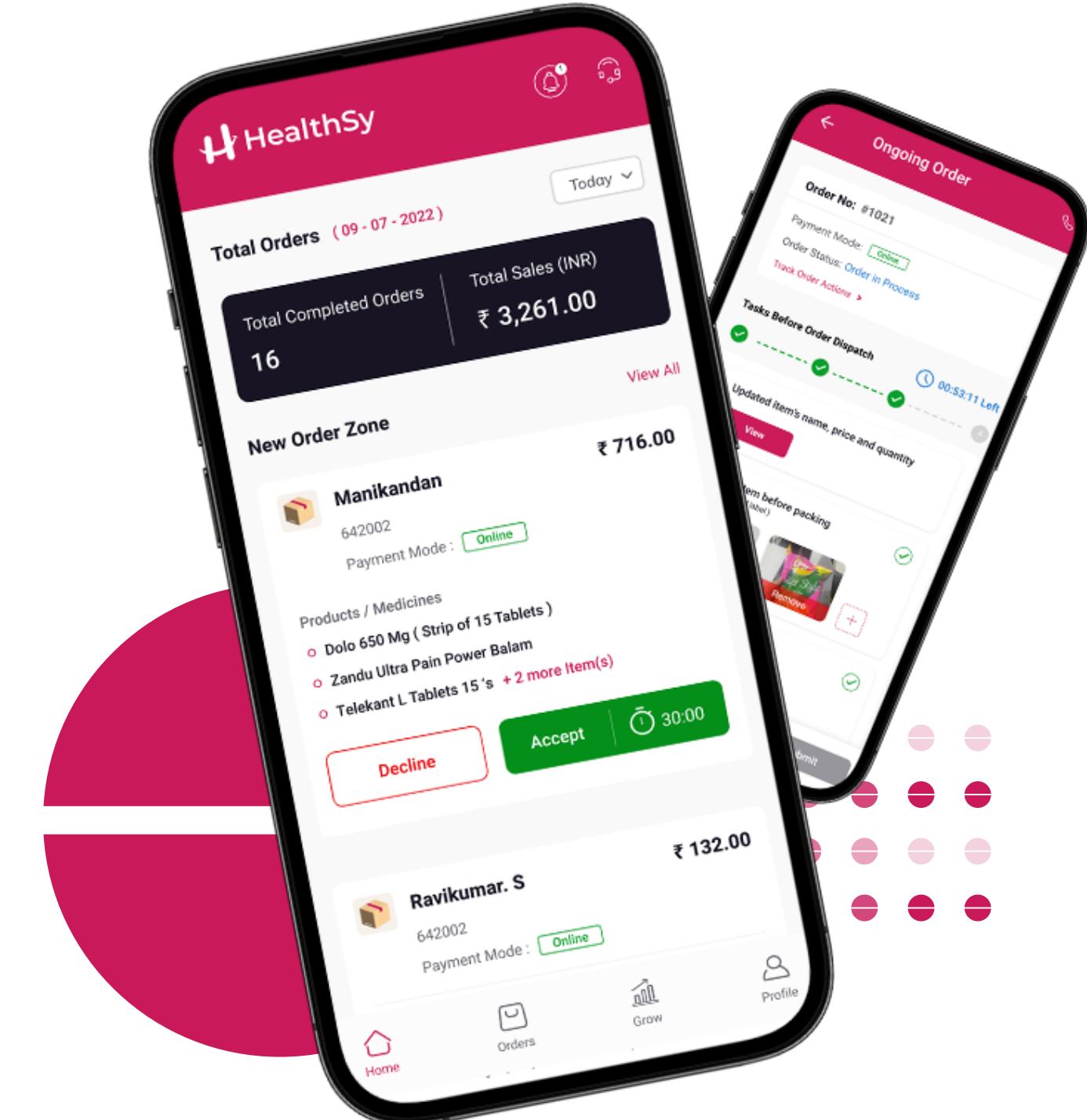
Grow with us – HealthSy helps you to track your business performances on regular basis and to expand your business and sales by opening the doors to thousands of new customers.



Benefit from HealthSy's online and offline marketing in order to boost your sales and revenue.



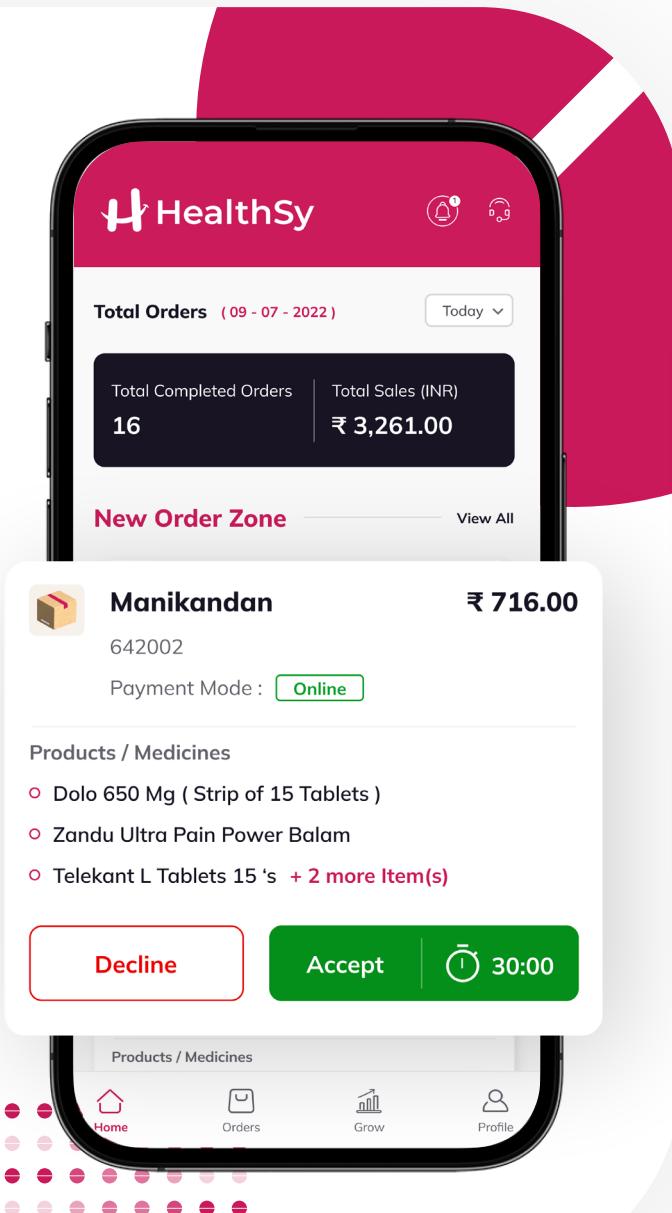
# Process-Flow for Order Processing:





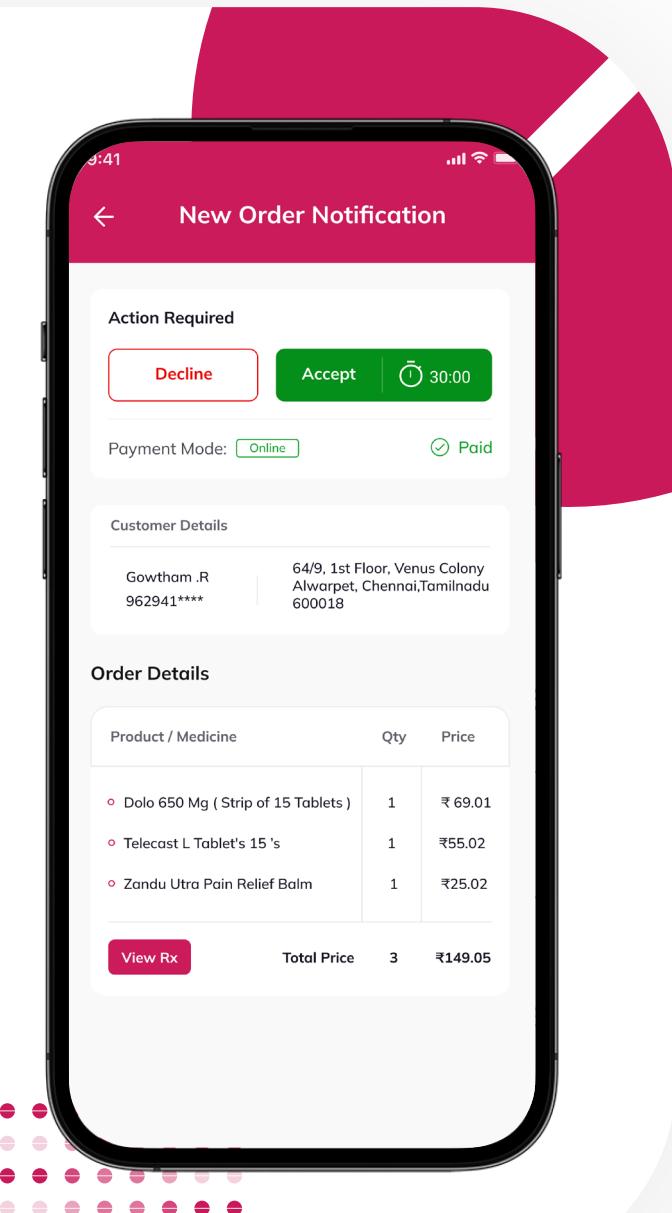
## 1

Once a customer places an order for medicines and healthcare products on his / her app, the order details is sent to the nearest partnered pharmacies in that particular location



## 2

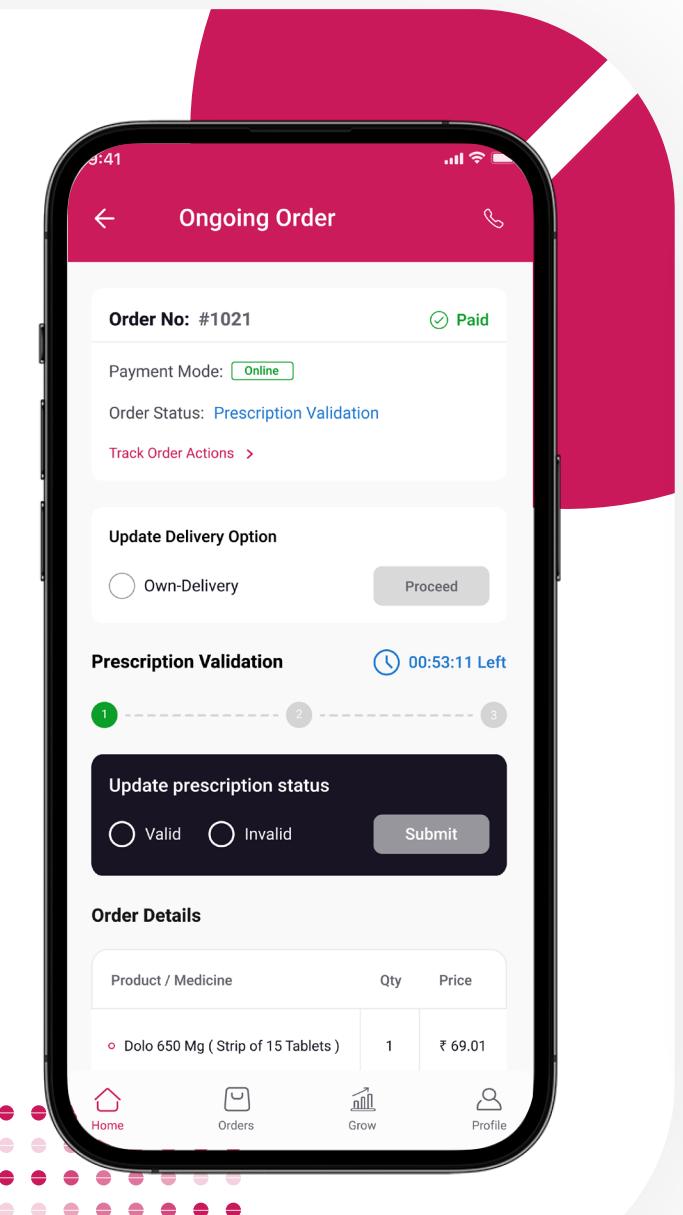
This order details is shown as 'New Order Notification' in the homepage of your 'HealthSy for Pharmacies' mobile app. You can view the details, accept or decline the same within the timeline specified





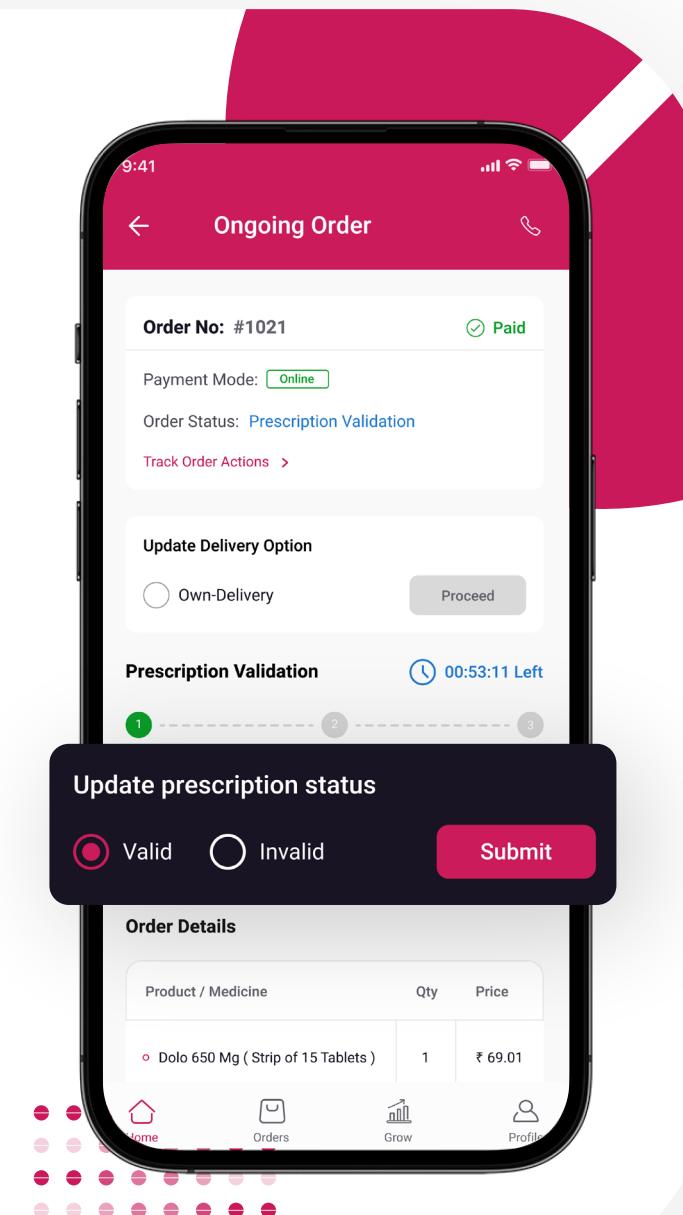
# 3

Once the order gets accepted by you it will convert to an '**Ongoing Order**' in which you have to perform stage by stage actions for processing the order



# 4

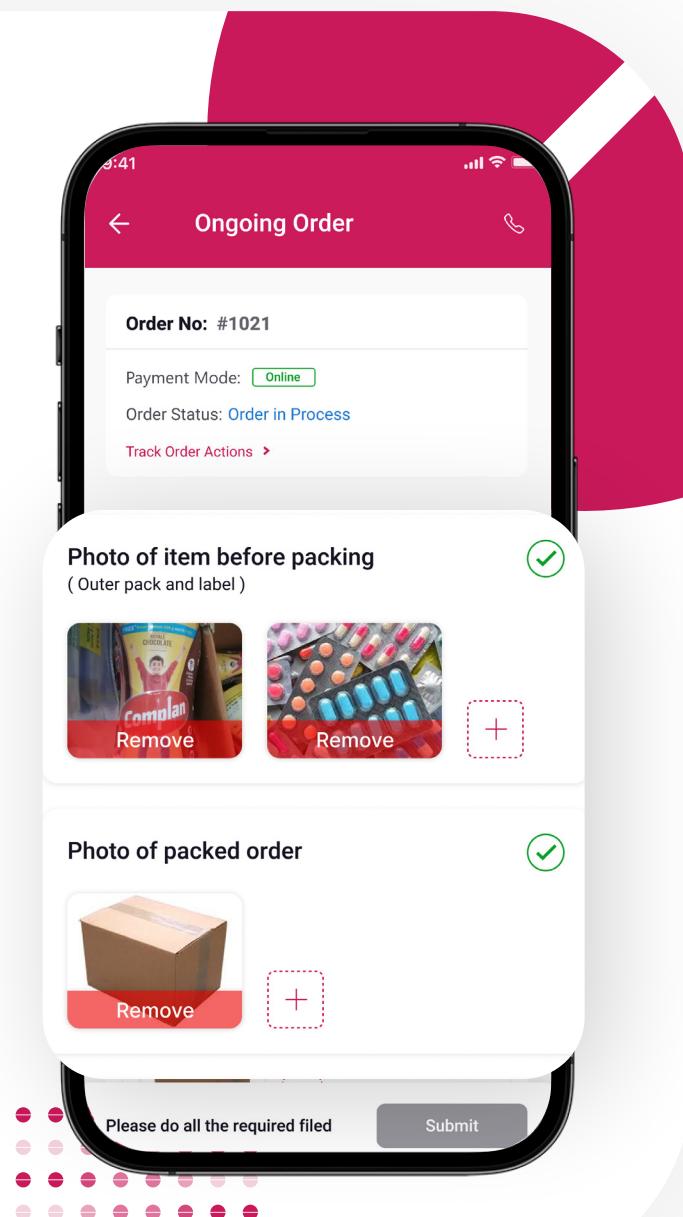
**Prescription Validation** - The licensed pharmacist reviews the authenticity of the prescription uploaded by the customer





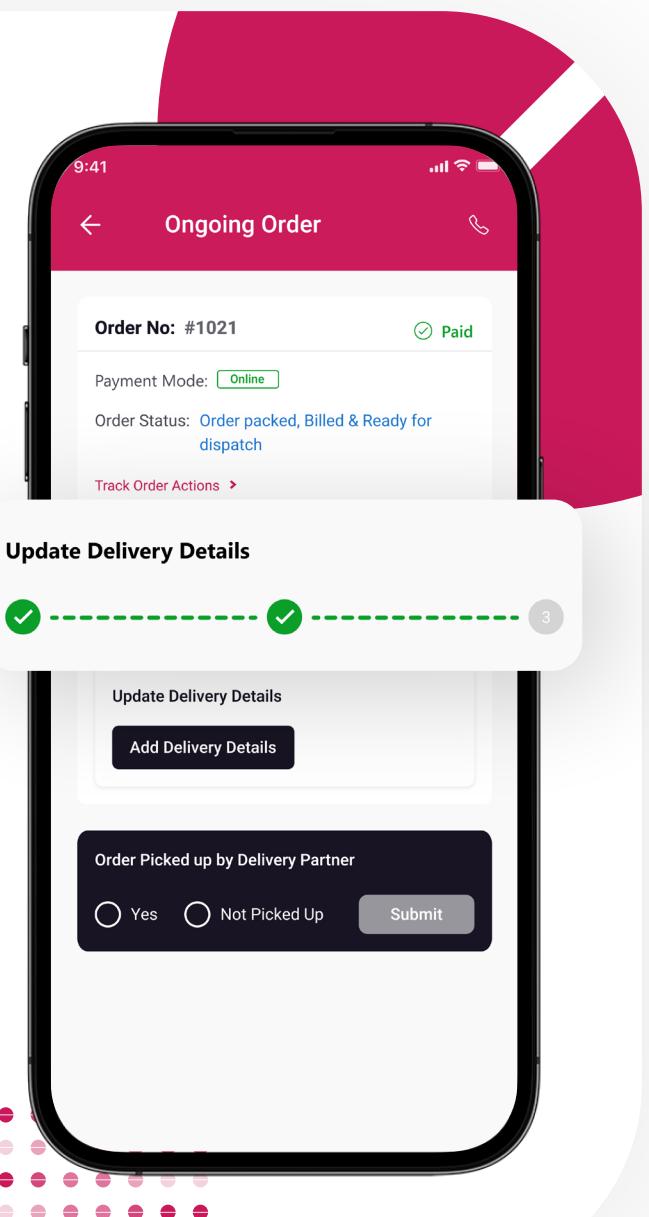
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**Order Processing** - Once prescription is validated, tasks such as packing the items, uploading the bill is carried out on the app



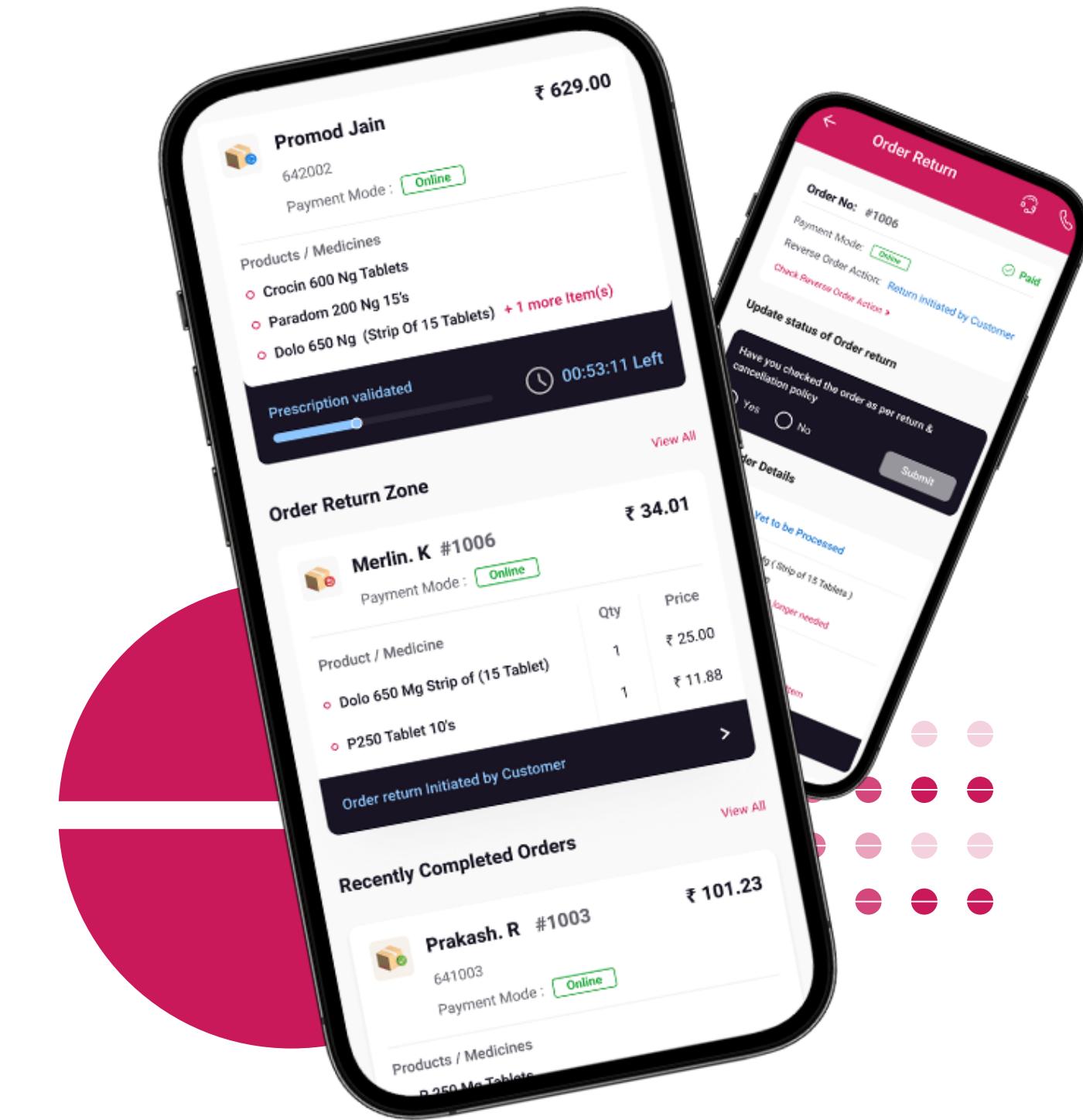
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**Order Dispatch** - Once order is ready for dispatch, the logistics partner will arrive at the pharmacy for order pick up. Update the courier pick up details shared by the logistics partner on the app.





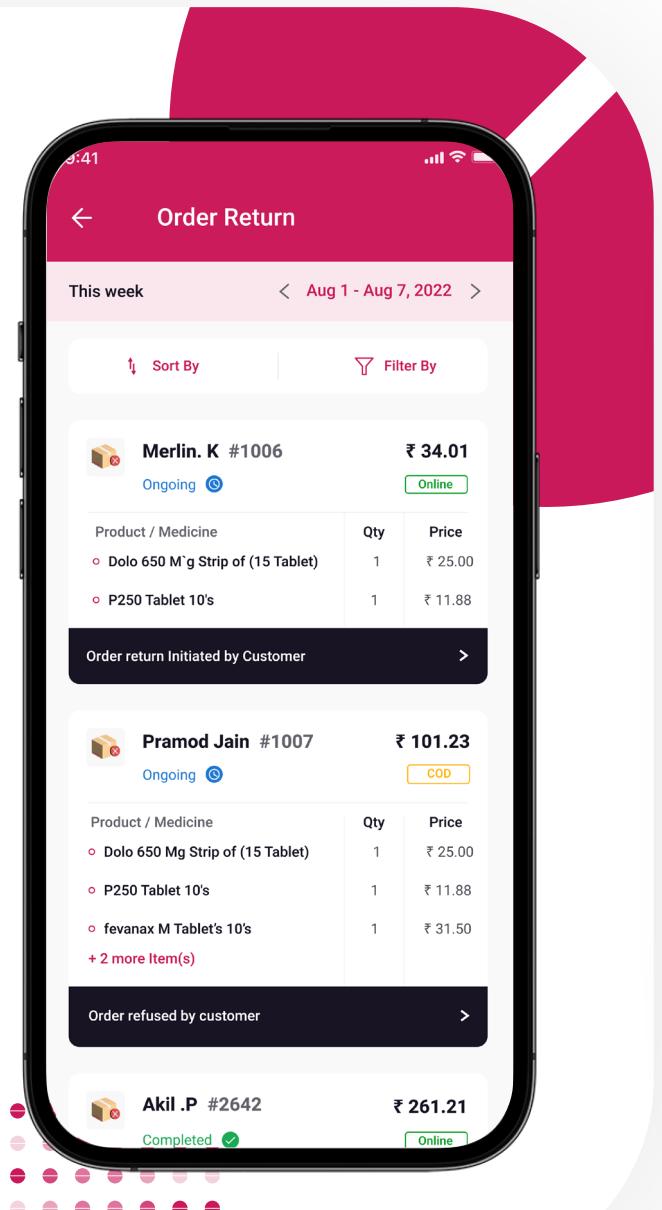
# Process-Flow for Order Returns and Cancellations :





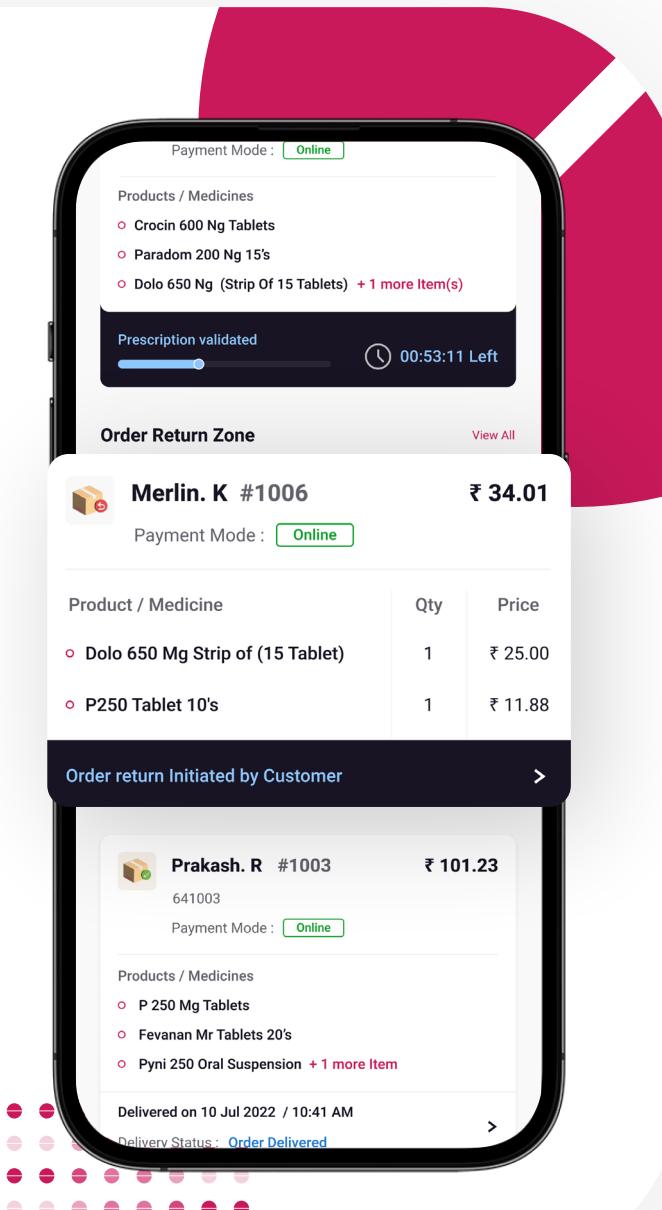
# 1

Order returns can occur at two situations i.e., 'Order refused by the customer' at the time of delivery and 'Order return initiated by customer' post delivery within the return window timeline.



# 2

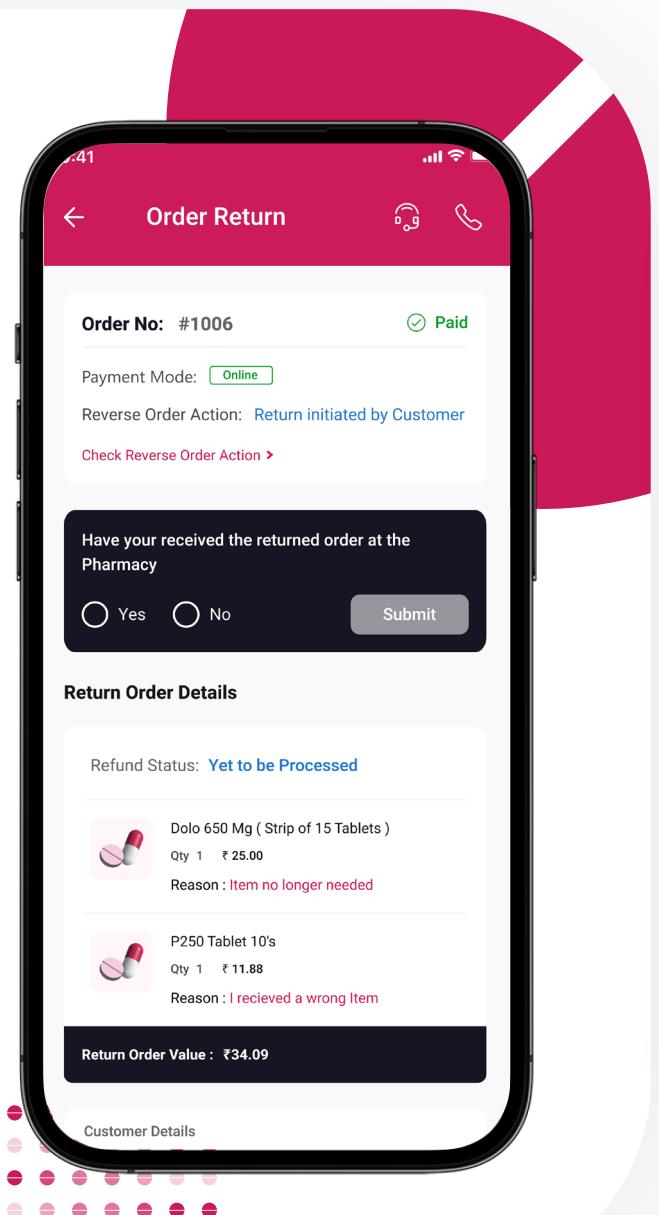
You can track the 'Order return' from the 'Order return zone' on the app.





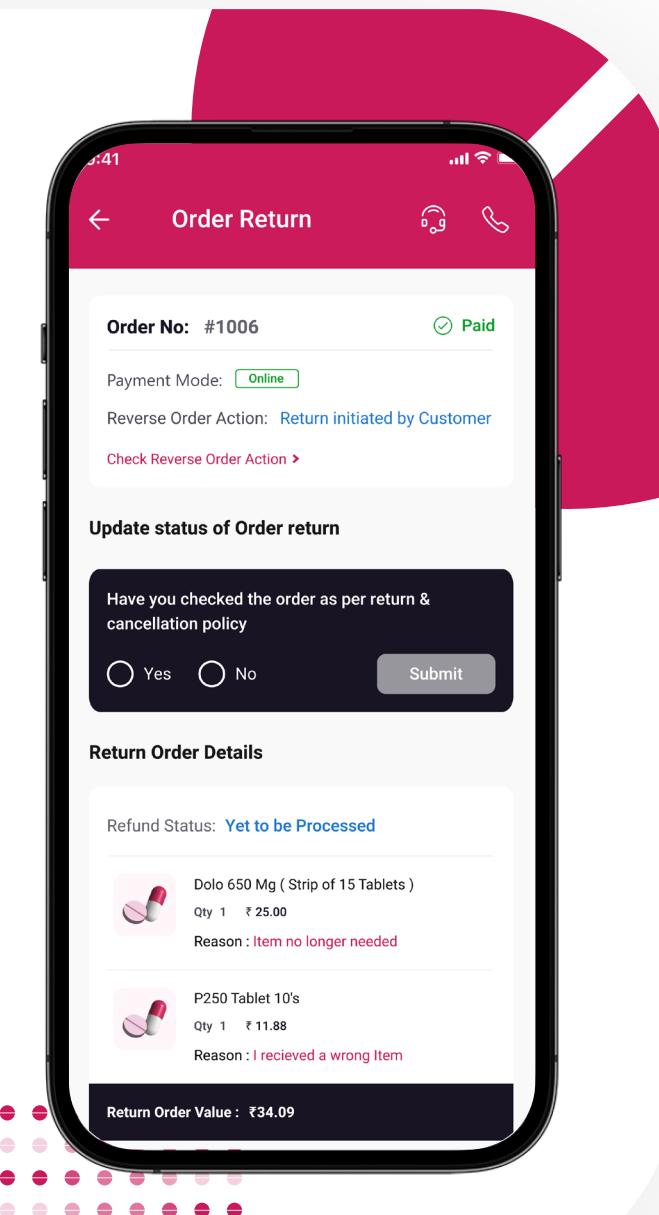
# 3

Once the return is successful delivery to you at your pharmacy store by the logistics partner, update the status of the return.



# 4

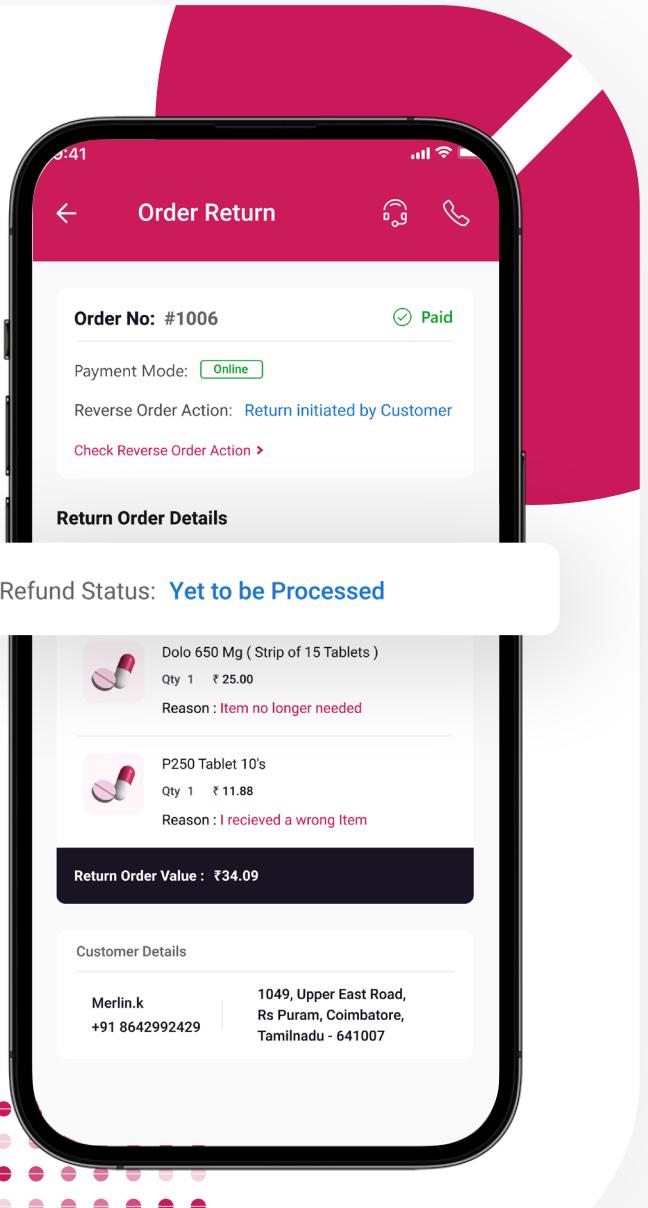
Check the returned order as per 'HealthSy Return, Refund and Cancellation' policy.





5

After that, if any refund is applicable it is processed by HealthSy.





## Highlights of the 'HealthSy for Pharmacies' mobile app



Manage your orders and  
returns at ease



Help and Support



Manage your transactions  
and settlements on the  
grow section on the app



Manage your profile



## What we expect from our partnered pharmacy retailers:

### Infrastructure

Desktop, Smartphone, Printer, Stable internet connection, billing software and a suitable person to operate them (in this case the registered pharmacist).

### Customer satisfaction is the key

As a retail pharmacy, the sole aim is to satisfy customers. This leads to word of mouth, goodwill, and repeat sales. Ultimately, you as a retail pharmacy partner will be able to tap better sales and profits.

### Following the SOP

As a retail pharmacy partner you will be given a set of dos and don'ts which is basically a standard operating procedure which you must follow.

### Compliances

As our retail pharmacy partner we want you to be proper with all the pharma and legal compliances such the licenses, billing, storage of drugs, procurements, etc.

### Own Delivery

As our retail pharmacy partner you have to fulfil delivery of those orders that is within your jurisdiction or at easy delivery distance. Delivery charges for the same will be paid directly to you if you fulfil the delivery of the order.



## Grow with us

We want you to grow with us and benefit mutually in the digital era.

### How are payments made to you?

- If COD orders are placed and if you have opted for 'Own Delivery' within the 'Free Delivery Range' or within 22 kms radius of your retail pharmacy, your delivery agent can collect the cash directly from the customer upon successful delivery. HealthSy will deduct its listing fees from the amount that we hold for your online / prepaid orders for that week. If the order is delivered by third party delivery agent, cash will be collected by them and HealthSy will settle the same to you within 7 working days.
- If the customer chooses any online payment mode, then the amount paid by the customer will first be collected by HealthSy and then be settled to you within the 7 working days period.



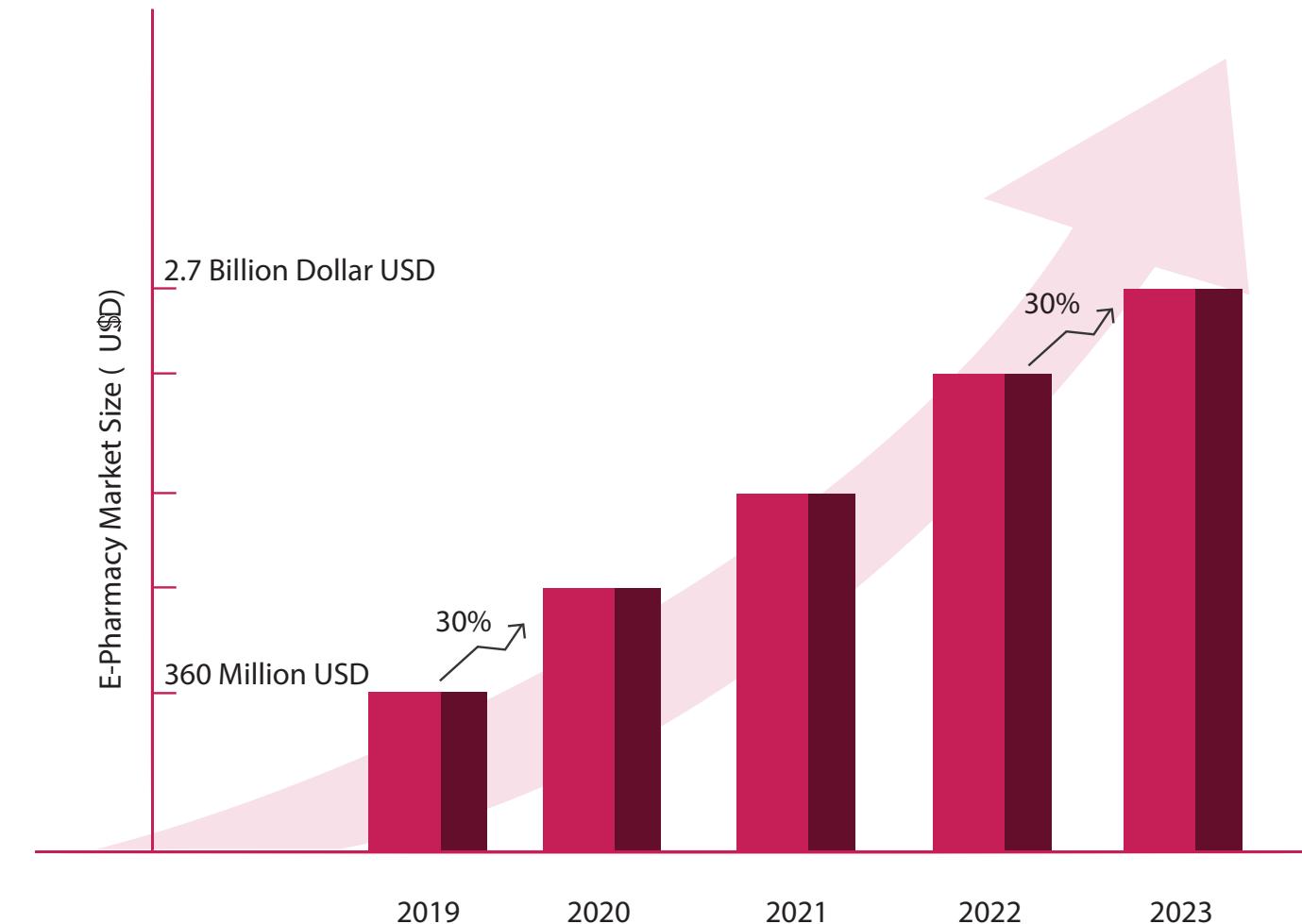
## **Listing Fees Model:**

- As HealthSy is giving access to its existing customer and helps retailers get new customers which leads to business growth and jump in revenue and profit there will be a small fee that will be charged.
- Basically, this fee is known as the “Listing Fees”, and it is the amount that will be passed onto HealthSy by the Retailer for providing the technology platform and for enabling them to grow their business. For all items and products that is categorized and recognised as “Medicines” the Retailer will pass on 15% on the MRP to HealthSy and HealthSy will use this to give discounts on the MRP on those items categorized and recognised as “Medicines” as per its discretion on its online platforms.
- Let us assume as a Partnered Retail Pharmacy of HealthSy, you will pass on 15% on the MRP to HealthSy as “Listing Fees”. Out of this direct discount of 5% to 15% will be given to the customers of HealthSy and the whatever is the remaining % HealthSy will use it towards its growth. This amount will be deducted at the time of your weekly settlement. In case an item that is categorised as “Medicines” on HealthSy online platform and its discount is 5% at the time of a customer placing an order, then the remaining 7% will be deducted at the time of your settlement. In all a total of 15% will be considered as “Listing Fees” by HealthSy to the respective Retail Pharmacy.



### It is a Win-Win situation for both of us:

Industry experts believe that tech-enabled collaboration between online and offline pharmacies will be the way forward in near future. The main objective of the healthcare industry is to benefit the patient. Therefore, a collaboration between the offline and online channels is the only way to co-drive value for consumers – e.g., a marketplace such as HealthSy ties-up with local pharmacies such as yours to offer last-mile delivery by allowing offline vendors to expand their base and the revenue.





**HealthSy has a simple  
and hassle-free  
registration process for you:**

1

Request for the partner  
registration link to  
[registrations@healthsy.in](mailto:registrations@healthsy.in)

3

Verification process  
and on-boarding

2

Fill up the details and upload  
required documents and submit  
your interest

4

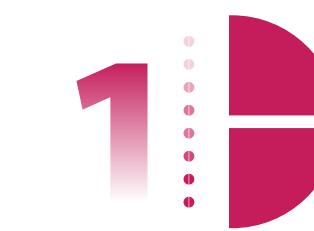
Start selling to  
thousands more

**Simple, Isn't it?**

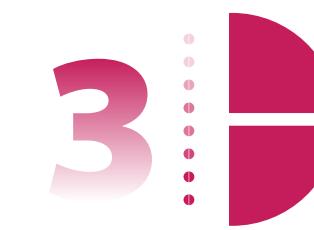


## We have a simple and hassle-free exit policy as well:

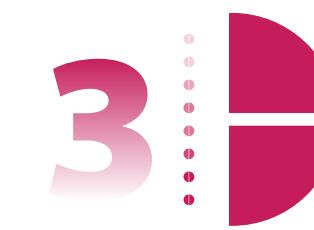
If you feel you no longer want to be associated with HealthSy and the partnered pharmacies network programme, you can exit from it at ease.



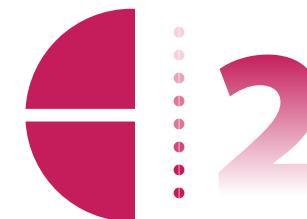
Send us your intent to withdraw from the programme to [partners@healthsy.in](mailto:partners@healthsy.in)



Send your withdrawal notice / letter / mail 30 days prior



We will approve your exit within 24-48 hours after receiving your letter / mail / notice.





- **What is the HealthSy Partnered Pharmacies Network Programme?**

The HealthSy Partnered Pharmacies Network Programme is one of the registration platforms that comes under 'HealthSynergy' which is exclusive for retail pharmacies. Basically, as a marketplace we are looking for licensed retail pharmacies across India to become our partner to offer customers last-mile delivery of medicines by allowing offline vendors to expand their base and the revenue.

- **How can I become associated with HealthSy Partnered Pharmacies Network Programme?**

You can send us a mail showing your interest to [registrations@healthsy.in](mailto:registrations@healthsy.in) or you can easily find the partner registration link in our user website and Android application.

- **How and when can I exit the association with HealthSy and the Partnered Pharmacies Network Programme?**

As explained in the business proposal brochure, you can either send a letter to our registered office address or simply send us a mail to [partners@healthsy.in](mailto:partners@healthsy.in) with your intention to withdraw your association from us 30 days prior to your exit. We will approve your exit within the next 24-48 hours after receiving your letter / mail / notice.

- **How many orders can I expect in a day?**

When you get onboard with us, it means that your retail pharmacy along with few others are the only partners that are going to cover for the entire city / town. Initially, you would cover your area along with the surrounding neighborhoods. There is a high chance that your retail pharmacy could cover the entire city. HealthSy reviews the partnered pharmacy's efforts and performance and in return gives a greater number of orders to a particular partner pharmacy.



- Could I be able to accept or reject a particular order from my side?

Yes, you can. We route a particular order from a customer if that order is from your area or surrounding neighborhoods. You can view the order, then accept or reject it.

- After I receive an order notification how much time is given for accepting that order and for order processing?

After an order / notification is sent to you from us, you generally have 30 minutes plus an additional 5 minutes upon request from you to accept that order.

Post accepting you will be given 1.5 hours (90 Mins) to process and dispatch the order.

- Is there any minimum cart/order value on the HealthSy website or applications?

No, there is no minimum order/cart value to place an order on our website and applications. A customer / user can place orders from any minimum order / cart value.

- How many partners will be there in the HealthSy Partnered Pharmacies Network Programme in my city?

There will not be many retail pharmacies from a particular city as our partners. Firstly, it depends on geographical limits / size of that city / town. Secondly, you as our partnered pharmacy can be assured of getting good business every month.

- Will this programme be a short term or a long term?

As discussed before, this programme comes under 'HealthSynergy' which relates to building a long lasting mutually benefitted relationship with the partners. That sole aim of this initiative is to have a long-term partnership.

- Will there be another retail pharmacy partner within my area / locality / surrounding areas?

No, you can be assured that there will not be another pharmacy as our partner in your area / locality / surrounding neighbourhood. But if the volume of orders increases and you are unable to process orders, we can partner with another retail pharmacy from the same locality as yours to reduce the burden.

# HealthSy ..... FAQs



- **How will I process the orders?**

You will be provided with 'HealthSy for Pharmacies' app, its login credentials will be shared once the registration process is over. You will use this for carrying out the day-to-day activities such as order acceptance / processing, your ongoing orders, past and future orders.

- **Will I or any other staff member of my pharmacy be given instructions / basic training on how to use it?**

Yes, you or any member of your retail pharmacy will get adequate training and instructions as to how to use the mobile app.

- **Will there be any standard process that is to be followed or special packaging materials provided by HealthSy?**

Yes, firstly packaging materials will be provided to you from HealthSy. Instructions for a standard packaging and dispatch protocol will be shared with you.

- **Will there be different sizes of packaging materials provided?**

Yes, packaging materials of various sizes will be providing to you. It should be packed only in proportion to the orders assigned. A misuse will have extra charges.

- **Is there any standard bill format to be followed?**

Yes, firstly the bill should be printed only using your billing software. HealthSy's branded papers will be provided to you for this purpose. With your printer you must print the bill invoices in A5 sizes and in a standard format that will be shared with you.

- **What are the types of payment modes available for customers?**

We provide both online payments modes such as payments via debit and credit cards, UPI, wallets, HealthSy Wallet, Pay Later and net-banking and offline payment mode, cash on delivery (COD), Pay on Delivery.



# HealthSy ..... FAQs



- **What is the standard return policy for delivered products?**

We usually give a 30-days return policy for the products that is unused for certain categories of healthcare products. For medicines and OTCs return window will vary from item to item. For more details, visit our HealthSy website and read our “Return, Refund and Cancellation Policy”.

- **How and when is the cash collected by the delivery agent handed over to us?**

As mentioned earlier, at the time of a successful cash on delivery order, your delivery agent will hand over the cash at your store the same day. For third party COD deliveries, cash will be collected by delivery partner. HealthSy will credit the same into your bank account while crediting your amount for the money collected for prepaid / online payment orders within our stipulated timeline.

- **If the customer makes an online payment, how and when will I receive the money? Also, where will this money / amount go once the customer makes an online payment for that order?**

Firstly, once the customer makes an online payment for an order, it will be collected by us. The full amount will be settled to you within the 7 working days period into your registered bank account post deducting our commission %.

- **How can I keep track of my payments / receivables?**

HealthSy will provide a 14 days payment report ( OTS - Orders, Transactions, Settlements ) with you. Alternatively, you can view all your payments due to HealthSy as commission and payments receivables from HealthSy for online orders on the mobile application provided to you from the ‘Grow’ section.

- **Is your 15% commission model applicable for OTC products also?**

No, since OTC products have smaller margins, only a 5% commission would be applicable.



## FAQs

### • What discount do you provide to customers on HealthSy for medicines?

Well, as a ‘Retail Pharmacy Partner’ you will pass on 15% on the MRP for those items that is categorised and recognised as ‘Medicines’ on HealthSy. We will give a maximum discount of 10% to 15% from this based on the demand.

### • How will your commission collection work?

Let us assume as a Partnered Retail Pharmacy of HealthSy, you will pass on 15% on the MRP to HealthSy as “Listing Fees”. Out of this direct discount of 5% to 15% will be given to the customers of HealthSy and the whatever is the remaining % HealthSy will use it towards its growth. This amount will be deducted at the time of your weekly settlement. In case an item that is categorised as “Medicines” on HealthSy online platform and its discount is 5% at the time of a customer placing an order, then the remaining 7% will be deducted at the time of your settlement. In all a total of 15% will be considered as “Listing Fees” by HealthSy to the respective Retail Pharmacy.



## List of details and documents required for profile creation and activation for Retail Pharmacies

### Details:

1. Pharmacy name\*
2. Pharmacy address\*
3. State of the pharmacy\*
4. District of the pharmacy\*
5. City / Town of the pharmacy\*
6. Locality\*
7. Pin-code\*
8. Delivery Facility\*
9. Pharmacy Business type\* (Sole-proprietor, partnership, private limited, HUF, OPC)
10. Company name (Only if it is Private Limited or if the pharmacy name and legal name is different)
11. Mobile number (For all communication)
12. Email\* (For all communication)
13. Name of owner(s) / partner(s), director(s)\*
14. Name of the pharmacist(s)\*
15. Name of in store delivery person(s)\*
16. Mobile number of pharmacist(s)\*
17. Working Hours\* (12 hrs / 24 hrs)
18. Working Days\*
19. Total Inventory value (INR)\*

### List of documents required:

1. Valid Aadhar Card\* (Owner in case of sole-proprietorship, Owners in case of partnerships, Directors in case of private limited)
2. Valid Driving License / Passport / Voter ID / PAN\* (Copy; Any one)
3. Cancelled Cheque\* (Scanned image or PDF)
4. Bank Account\* (Current Accounts only for sole-proprietorship, partnership, private limited, HUF, OPC)
5. UPI ID\*
6. Pharmacy GST Document\*
7. Pharmacy Licence Number\*
8. FSSAI License No\*
9. PAN of the Retail Pharmacy\*
10. Retail Pharmacy store interior and exterior images\* (upto 8)

\*Mandatory Detail / Document



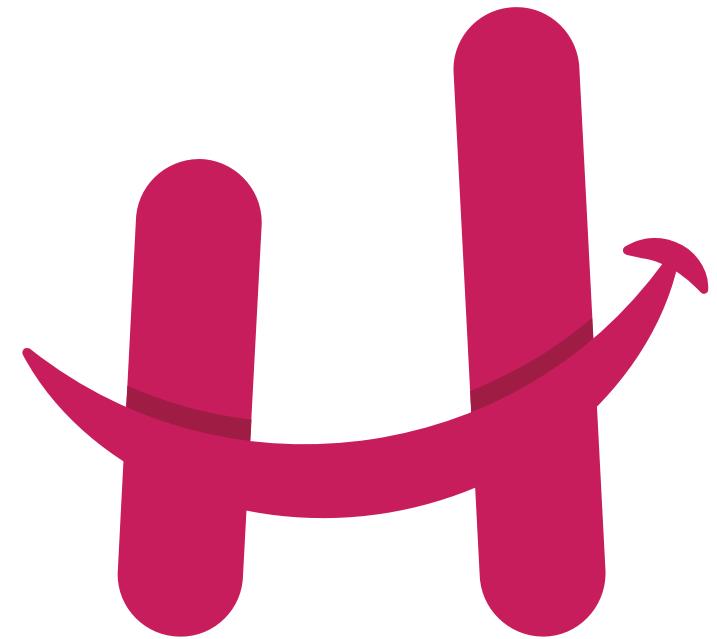
## Required Documents and Details of Pharmacist(s) of the Retail Pharmacy

1. Pharmacist name\*
2. Pharmacist Registration / License No\*
3. Pharmacy Council of which state\*
4. Mobile Number of the pharmacist\*
5. Email of the pharmacist
6. Profile picture of the pharmacist\*
7. Aadhar Card of the pharmacist



**Partner with us now and expand your business by selling to thousands more.**

Find the registration / onboarding form on our website [healthsy.app](https://healthsy.app) or simply find it on our user mobile applications or write to us showing your interest at [registrations@healthsy.in](mailto:registrations@healthsy.in)





## Contact Us

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📞 +91 80 6945 1169

✉️ registrations@healthsy.in | partners@healthsy.in

📍 Axaone Technologies Private Limited, No : 43/2 and 43/3, 2nd Floor,  
Tulasi Damu Arrcade, Sathy Road, Ganapathy, Coimbatore,  
Tamil Nadu, India - 641006.

## Follow us on

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