**Pharmacy Management System**

# Introduction:

This project will create easiness for small scale pharmacies to manage their store and sell online to their customers. The system will be totally secure with password-protected facility and cloud based. It is basically an online platform which will have both facilities to manage online orders and in-store management. Whenever a new pharmacy will join this platform then a clone of this system will be provided to it with a subdomain to this project. Now any customer of this pharmacy can order online by using this subdomain. The pharmacy will have all admin rights and its customers will have user rights.

The customers or users of this system can directly visit the system’s domain and register themselves. If they know a specific pharmacy then they go to its specific subdomain, otherwise they can also find pharmacies on main app.

# Purpose:

The purpose of the requirements specification document is to specify all requirements for the current pharmacy management system as well as those requirements that are suggested as improvements for the current system. This will help the software designers in developing this system in accordance with the requirements given in this specification.

# Scope:

The scope of this document is to specify requirements for the current pharmacy management system and the improvements that are suggested during the analysis of this system. In this document we will cover:

* Functional requirements for the current pharmacy management system and improvements for the system
* Non-functional requirements
* Constraints or assumptions of the specification

# Overview:

Pharm NET is an online network of pharmacy management systems available in web application. This pharmacy management system provides a one window operation to all the stakeholders of the system that specifically include the owners/CEOs, employees (pharmacists, accountants, managers) and customers. The system provides customized interfaces for the mentioned stakeholders where their queries regarding recordkeeping, finance management and order tracking etc. can be adequately and efficiently handled.

**Product Features:**

* Customer can Login(If account exists) and create a new account.
* Buy medicines online.
* Customer can buy medicine from AI prescription tool.
* Add/remove medicine from cart.
* Customer can add a review about our services.
* Any user can write blog and share their reviews.
* Customer can track his order.

The **admin** can perform the following functions:

* Admin can create and login into their account.
* Admin can create a new account for another admin.
* Admin can add/remove new inventory.
* Admin can track order by providing product ID
* Admin can check drug expiry alert and discard the expired medicine.
* Admin can track the transaction record.
* Admin can check the financial records and profit.
* Admin can review the blogs and approve them.

# Functional Requirements

## FR01: Log in / Signup

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| **Req. No** | **Functional Requirements** |
| **FR01-01** | The system will allow the users to create a new account in our system by giving required credentials such as Email and Password.  **Exception:** User may enter wrong credentials then the system will have to alert the user that enters correct information. |
| **FR01-02** | The system will allow super user, admin and users to log in if they had already an account in our system.  **Exception:** User/Admin may enter wrong credentials then the system will have to alert the user/Admin that enter the correct information. |
| **FR01-03** | The system will allow the users and admin to change the password if they forget their passwords. |
| **FR01-04** | After entering credentials, the system will show a popup asking role of user. Whether he is customer, admin or super user. |
| **FR01-05** | The user will click on respective role and system will verify his/her credentials then login to respective dashboard. |

## FR02: Super User Module

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| **Req. No** | **Functional Requirements** |
| **FR02-01** | As the name suggests, the super-user will have access to each and every module of system. |
| **FR02-02** | There will be a dashboard on which all the modules will be present. |
| **FR02-03** | The user can click on any available module of system and he will be redirected to that module. |

## FR03: Admin Module

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| **Req. No** | **Functional Requirements** |
| **FR03-01** | In this module, the user will have access to one of management module. |
| **FR03-02** | The management roles of admins will be predefined by super-user. |
| **FR03-03** | He may have access to inventory, finance, order, tracking or any other management module. |

## FR04: Inventory

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| **Req. No** | **Functional Requirements** |
| **FR04-01** | They are the main users of the online pharmacy store. To be able to use this system the customer must first register with a user name and password online i.e., fill in all their information about prescription, doctor information and order drugs online. For the purpose of verification, they will have to mail in their prescription. Customer can update, delete all their information including password, address and phone number, etc. |
| **FR04-02** | The main data stored for this table is all the information about the drugs. Some drugs have other medical names, side effects etc. So, before any customer orders the drug online he or she can read all the description that is provided along with the drug name. Any customer can also find out about any drug that is new in the market.  **Exception:** If the medicine is not available, he can give the medicine of the same formula or he or she can visit the other pharmacy. |
| **FR04-03** | A user will be able to update the records which products he needs and which products he sold. All the records will manage very carefully and greatly. |
| **FR04-04** | A user will also be able to see the record separately which medicine he purchased at which rate and at what rate he has to sold it. |
| **FR04-05** | A receipt will also be generated, this is filled by the customer and confirmed by the pharmacy staff. It can also be filled in by a pharmacy staff over phone. A prescription should have doctor’s confirmation, the drug name, refills if any, and customer's name. |

## FR05: Order

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| **Req. No** | **Functional Requirements** |
| **FR05-01** | Each user will be able to place an order online by signing in or also place an order via a staff member by phone. They can fill in the prescription and order for the required medicines. |
| **FR05-02** | All the members of a single family can place a single order (several orders shipped to one address). Additional data stored will include Date (on what date it was placed). |
| **FR05-03** | Tracking number will also be generated, tracking number will help the customer to track their orders, Total, Shipping Status, which will be helpful to find the current status of the order, Shipping Date, Shipping Fees, the Address where the order was shipped.  **Exception:** If the tracking number is lost then it will be difficult for the user to locate its order. |

## FR06: Admin Order Tracking

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| **Req. No** | **Functional Requirements** |
| **FR06-01** | In this module, there will list of all the order tracking details. |
| **FR06-02** | The user can search or click on any order ID to see its details. |
| **FR06-03** | The user will have access to add new order delivery details. |
| **FR06-04** | The user will fill the delivery details in given boxes and click on “Update Record” to add it in system record. |
| **FR06-05** | The newly added order ID will be sent to customer via SMS/Email automatically. |

## FR07: Customer Order Tracking

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| **Req. No** | **Functional Requirements** |
| **FR07-01** | In this module, there will be a page on which only a search box is present. |
| **FR07-02** | The user will enter his/her order ID and click on “Track Order”. |
| **FR07-03** | The system will show details of order under the search box. |

## FR08: Employee Records

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| **Req. No** | **Functional Requirements** |
| **FR08-01** | This will be accessed from super-user module only. |
| **FR08-02** | The user will see list of all the employees of the system. |
| **FR08-03** | Whenever the user will click on name of any employee then all the details related to him/her will be shown on a new page. |
| **FR08-04** | The user will also be able to remove an existing employee or add new employees by clicking on respective buttons. |
| **FR08-05** | When the user will click on “Add New Employee” , a new page will appear on which details need to be filled and by clicking on “Update” button, the new employee will be added. |

## FR09: Single Product Page

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| **Req. No** | **Functional Requirements** |
| **FR09-01** | When a customer will click on a product to buy then he/she will be redirected to that product’s page. |
| **FR09-02** | This page will have all the details related to that product which include manufacturer, exp date, mfg. date, price and etc. |
| **FR09-03** | Under the details of that product, other products have same generic formula from different brands will also be shown. |
| **FR09-04** | The user will click on “Buy Now” button and that product will be ordered from that customer with details from his/her profile. |

## FR10: Finance

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| **Req. No** | **Functional Requirements** |
| **FR10-01** | In this module, there will be list of all the incoming & outgoing money details. |
| **FR10-02** | Each transaction will have description, date & time, sender & recipient bank account number and final balance. |
| **FR10-03** | The user can generate personalized reports based on sales, purchases, tax, salaries or other attributes. |
| **FR10-04** | The user can check transactions by applying filters and clicking on extract button. |
| **FR10-05** | The user will add new transactions by clicking on “Add Manual Record”. |
| **FR10-06** | The user will fill details of manual transaction and click on “Add Record”. In this way, that transaction will become part of record. |
| **FR10-07** | The user can also search specific transaction by searching in search box. |

## FR11: Notification/Alert

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| **Req. No** | **Functional Requirements** |
| **FR11-01** | The notification icon will be present on all dashboards of the users. |
| **FR11-02** | When the user will click on notification, then a popup notification box will appear on which notifications related to that user will be shown. |
| **FR11-03** | Some notifications will also have call to action buttons according to type of notification like “Track Order”, “Update Record” and “Give Feedback” etc. |

## FR12: Backup Creation

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| **Req. No** | **Functional Requirements** |
| **FR12-01** | This module will be accessed from super-user module. |
| **FR12-02** | On this page, there will be a box with a button. When the user clicks on that button then a popup will appear to select a directory from the local computer. |
| **FR12-03** | After selecting a directory, the user will click on “Create Backup” button. Then a backup report will be generated. |
| **FR12-04** | The report will appear under the directory box. |
| **FR12-05** | The backup report will contain description of the backup data which include date & time, total time consumed for creating backup, total backup data and other details. |

## FR13: FAQs

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| **Req. No** | **Functional Requirements** |
| **FR13-01** | In this module, there will be a page on which frequently asked questions will be given. |
| **FR13-02** | The header of FAQ page will have categories related to system. |
| **FR13-03** | The user can click on desired category to see available FAQs. |
| **FR13-04** | When the user will click on any questions the answer will be shown as popup box. |
| **FR13-05** | The user will go back to FAQ page by clicking outside boundary of popup. Then he may click on any other question to see its answer. |

# Non-Functional Requirements

## NFR01: Performance

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| **Req. No** | **Non-Functional Requirements** |
| **NFR01-01** | Average load time of the starting page of the system must be less than 2 second. |

## NFR02: Security

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| **Req. No** | **Non-Functional Requirements** |
| **NFR02-01** | User(Admin and clients) must need a username and password to login to the system. |
| **NFR02-02** | Buyers cannot make any processing without logging in. |
| **NFR02-03** | The order will not be completely placed until the payment process is completed. |

## NFR03: Safety

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| **Req. No** | **Non-Functional Requirements** |
| **NFR03-01** | The password should not be visible while typing. |
| **NFR03-02** | The system should use a secure connection to connect with the credit/debit card processing. |

## NFR04: Integrity

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| **Req. No** | **Non-Functional Requirements** |
| **NFR04-01** | The unauthorized person cannot login to the system unless he has the username and password. |

## NFR05: Defect-Maintenance

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| **Req. No** | **Non-Functional Requirements** |
| **NFR05-01** | Post Release defects of the system must not exceed 1 critical bug per month. |
| **NFR05-02** | Post Release bug fixing should not take more than 5 hours. |

## NFR06: Reliability

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| **Req. No** | **Non-Functional Requirements** |
| **NFR06-01** | The average system failure time is 30 days. In case the server crashes the system will take a week to run again. |

## NFR07: Availability

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| **Req. No** | **Non-Functional Requirements** |
| **NFR07-01** | Online Pharmacy will be available 24x7, unless it is down. The maintenance break should not more than one hour per week. If the system crashes, it should be restored within 3 days. |

**Process Model:**

Spiral Process Model can be used during the development of this software.

**Reason:**

The reason behind using this model it involves many **risks** such as:

1. Wrong medicines may be shipped to the customers
2. Digital Payment may not respond sometimes
3. Inventory stock may be disrupted

**Benefits**

1. Development is fast and features are added systematically
2. Changes may be made time by time
3. There is always room for customer Feedback