**1. Introduction**

**1.1 Purpose**

This section describes the purpose of the software system. The system aims to help manage various functions of a medical shop, including stock management, billing, customer records, and sales reports.

**1.2 Scope**

The system will handle daily operations such as:

* Inventory management
* Prescription tracking
* Sales processing and billing
* Customer management
* Reporting and analytics
* Staff management

**1.3 Definitions, Acronyms, and Abbreviations**

* **POS**: Point of Sale
* **Admin**: Administrator
* **Stock**: Medical products available for sale
* **Rx**: Prescription

**1.4 References**

List any external documentation, such as regulatory requirements for a pharmacy or technical references for APIs used.

**2. Overall Description**

**2.1 Product Perspective**

The medical shop management system will be a standalone application or web-based platform designed to improve operational efficiency and help with daily tasks.

**2.2 Product Functions**

The system will perform the following functions:

* **Inventory Management**: Track product stock, expiry dates, and reorder levels.
* **Billing System**: Process sales transactions and generate receipts.
* **Prescription Management**: Store customer prescriptions and alert staff for valid prescriptions.
* **Reporting**: Generate sales reports, stock reports, and financial summaries.
* **Customer Management**: Maintain customer profiles, transaction history, and loyalty programs.

**2.3 User Characteristics**

* **Admin**: Has full access to the system, including adding/removing products, managing staff, and generating reports.
* **Salesperson**: Can handle transactions, manage customer details, and check stock.
* **Pharmacist**: Can validate prescriptions and approve sales of prescription-only drugs.
* of prescription-only drugs.

**System Features and Requirements**

**5.1 Functional Requirements**

* FR1: The system should manage inventory efficiently, including tracking of stock, expiry dates, and product updates.
* FR2: The system should allow users to process sales transactions and print receipts.
* FR3: The system must generate comprehensive reports for sales, stock levels, and financial summaries.

**5.2 Non-functional Requirements**

* **Performance**: The system should handle up to 500 transactions per day without performance degradation.
* **Security**: Sensitive data like customer details should be encrypted, and user roles should be defined to control access.