**PHARMACY MOBILE APP**

The mobile application for Pharmacy needs to be developed as priority to ensure competitiveness with the market and be amongst the forerunners of the retail healthcare sector

**List of functionalities:**

Phase 1:

1. Log in via unique Mobile Number & Email Address
2. Registration (1st time for users)
3. OTP Verification code sent by SMS to verify the number (1st time for users)
4. App Download link sent by SMS the first time and every time the client purchases good without downloading the app (amount to redeem updated every time)
   * Internal system developed to push transaction details to the application system to be done by ERP Team
5. Store locator
6. Gift Voucher Cashback amount consultation (Gift Vouchers earned, Gift vouchers used)
   * Internal system developed to push transaction details to the application system to be done by ERP Team
7. Customer profile with medical information, insurance and lists of scanned medical prescriptions)
8. Display of the vouchers list for redemption (imported from the point 6)
9. Contact Us - Display of information about Pharmacy hotline number and email address as well as post address
10. Full ecommerce solution including delivery and payment
11. Pedometer activating a unique voucher when a total of KM is walked – can be linked to a wearable device if possible
12. Local ID scan (always the same format) and optic recognition of data recorded on it (like Uber scan of credit cards for example)
13. QR code scanner to access products information, promotions and more
14. Medical prescription preorder:
    * Camera access so the client can take a picture of the prescription he receives (no optic recognition, only a photo is taken)
    * Camera access to take a picture of the ID if it has not been added to the customer profile previously. If it has already been added, the information will be automatically taken from the profile.
    * The above process might have to be repeated for the insurance card. To confirm
    * The client will choose the way of delivery (home delivery, pick up instore):
      + If the client wants to pick up his order from a store: he will select the store of his choice (according to his insurance provider, certain store will not be selectable)
      + If he chooses home delivery: he will have to fill up his address details with a pinpoint on a map in case the information is not available on his customer profile.
    * The pictures of the prescription took in the previous steps will be sent to the staff’ mobile (app) and on the web platform available for all the pharmacies’ computers to ease reading the prescription
    * When the prescription is received by the pharmacy the user will get an “in progress” notification
    * When the medicines are ready, the customer will receive a notification from the staff if he had selected “pick up”. If he had selected “home delivery”, the notification will be sent only once the driver leaves the pharmacy.
15. Back Office Interface - Staff receives the prescription alert via an app and processes the order accordingly for the customer (plus to update information such as “order processing”, “Order enroute” etc.)
16. News about the brands, products, events, promotions….
17. Reminder notification on the phone when he has to take his medicine (based on what the Pharmacy has entered as repeat information)
18. A chat answered by Pharmacy staff