

NEWSLETTER



Welcome to our new-look Newsletter. You'll find any New Features and Tech Talk on the back page.

HOW'S YOUR BUSINESS

LOTS is full of measuring tools to help make retail easier. Just a till or a system that isn't integrated with your Dispensary means you're missing the opportunities to grow. We're a big fan of the LOTS Product Group Report. Use it to see if there are any areas that you could work on to boost sales compared to the data below.

GROUP	SLICE OF RETAIL \$	ARE THESE YOUR TOP 4 VITAMIN SKU'S?	
Health & Vitamins	17%	Elevit Tab 100	1
Pain relief	9%	Inner Health Plus 30	2
Cough & Cold	8%	Nutra Life Jointcare	3
Self Select Makeup	8%	Elevit Tab 30	4
Cosmetics—skincare	5%		

WHERE HAS THE SUPPLIER UPDATE GONE?

The check sheet of monthly Supplier Updates has moved. You'll see it listed on the main LOTS Start Menu as a message. Please double click on this to open it. The Supplier Update is an important feature that you should run monthly. It keeps barcodes, outer pack sizes and price information current. It gives you a chance to take advantage of price increases immediately, rather than waiting for stock to arrive.

4 THINGS RETAILERS SHOULD NEVER SAY

Retail can be a frustrating game, but there are some expressions that make you cringe.

I Don't Know

Customers don't expect retailers to know everything, but when it comes to answering a question, they do expect pharmacy staff to be confident enough in their knowledge of the business to provide an answer.

A better option: "That's a good question. Let me find out for you."

Will That Be All?

Not many customers would find anything negative about this phrase. However, not only is it overused but the retailer is passing up a sales opportunity.

A better option: "Is there anything else I can help you with today?"

It's Over There

We've all heard this bad customer service phrase but hopefully not in a high service industry like pharmacy. Sometimes staff may point in the general direction. Other times they don't even lift their head to acknowledge the shopper. Make sure all your store staff know using this phrase is a big no-no.

I Can't Do That

Another negative customer service phrase that shouldn't exist. A far better customer experience would be that the staff member is empowered to make the decision and ensure this customer returns next time.

A better option: "What I can do is"



IN THIS ISSUE:

- How's Your Business
- Where Has the Supplier Update Gone?
- 4 Things Retailers Should Never Say
- Recorded Sales Report
- Tech Talk
- Making Your Life Easier
- Unusual Support Calls



CONTACT US

Phone: 09 300 7007 Fax: 09 373 4333 Email: support@healthsoft.co.nz
Level 1, 16 Heather St, Parnell, Auckland



RECORDED SALES REPORT

South Island pharmacies have been asked to provide a police report for a Restricted Medicine. Please use the Recorded Sales Report.

From the LOTS Start Menu, go to Reports, Sales Reports, Recorded Sales Report. Click on 'Restricted Medication', enter the dates as appropriate then follow the prompts.



TECH TALK : LOTS ON STEROIDS

It takes a bit to get our techies excited ... but they are! There is a very significant change to the LOTS engine room that's being rolled out. It's a big change that keeps LOTS fast and even more stable in this modern world of change. The database has been upgraded to SQL. This change has gone really smoothly in our sites so far. As Krish from Cox's Pharmacy says, "SQL rocks".



There's little visible change you'll see, but you should notice your slave machines going faster - this is especially noticeable with newer computers

Program Updates for sites on SQL will be released during the month as the module is updated, tested and approved. If you are using the module a message will appear on the right hand corner of your screen when we need to update a module you are using at the moment. If you are busy, click on the button "I am busy, ask me again later". Otherwise, exit out of the LOTS program and click on 'Do Update'.

For those pharmacies still to be upgraded. You will be asked to leave your computers on overnight to run a special update so they're ready for the conversion.

Before we can upgrade we need to ensure some key steps have occurred. On your LOTS Main Menu, under the LOTS logo, please click on 'Upgrade to SQL Server' for instructions. Once this is completed we'll be in touch to arrange a time to upgrade your computers.



MAKING YOUR LIFE EASIER : LOTS TIPS

There are many ways LOTS will give business a boost. Here are a few tips:

- When dispensing, press CTRL & S and you'll jump straight to the stock on hand of the drug you've selected. It makes it really easy to adjust as you go.
- LOTS Reports delivers key information fast. Did you know you can sort any of the columns in our reports quickly with one click. Using your mouse, click on the top of the column in the header area to sort.
- Running multiple windows with multiple tasks is a LOTS basic. So if you're in POS, you can keep an order open, edit a debtor and run a report all at once.



UNUSUAL SUPPORT CALLS

These days more and more customers are buying and changing their own hardware. This is usually a very cost effective way for the pharmacy to upgrade hardware but can also generate a great deal of non-LOTS software related support calls. Your monthly support fees cover LOTS software support, but there are times when we may need to charge an extra fee to cover help with other technical issues.

Examples of non-LOTS related support include reloading printers and/or printer issues, reinstalling LOTS on reloaded or new computers, help with suspected virus issues, networking or other general hardware issues etc.