Webinar – Stock Ordering (Retail, Dispensary)

August 2023

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Retail-Ordering via Price Lists (reminder)

- Always create orders based on price lists:
  - This ensures only products that are currently available from that supplier are included in suggested orders
  - Therefore, you will not order items that are discontinued or that they do not stock

- For wholesalers, select **CDC** or **ProPharma** or **PWLBoP**:
  - In the 'Price lists' field press the [spacebar] to see a list of available options
  - Note: You can also use the 'P/L excl.' field to exclude specific price lists (and therefore Items) from being ordered (the example shown will order everything available from CDC except those products also available from Go Healthy and Integria)

Price lists	cdc
P/L excl.	GoHealthy, Integria

- Only use 'Catalogue', 'Department' or any other selection field when there is not an available price list for that supplier

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Retail-Buying Group Ordering (reminder)

- For buying groups use:
  - GDC (Green Cross / Unichem & Life)
  - CBG (CDC Buying Group)
  - VantageBMonthly OR VantageGMonthly (Propharma Vantage Buying Group)
  - PharmacyFirst (PWL BoP Buying Group)

- Optionally (but recommended) for buying groups include:
  - GXHExclusive with GDC
  - AccessDTCP with CBG (if participating in CDC promotions)
  - VantagePromo with Vantage (if participating in Vantage promotions)
  - PharmacyTimes with PharmacyFirst
    (if participating in PWL BoP promotions)

Price lists	GDC, GXHExclusive
Price lists	AccessDTCP, CBG
Price lists	VantageGMonthly, VantagePromo
Price lists	PharmacyFirst, PharmacyTimes

Note: if you do not have access to your buying group's price(s) list
contact Toniq – support@toniq.co.nz

Retail-Updating Pricelists (Overview)

- Toniq Pricelists are also called TPC – Toniq Product Catalogue. New suppliers can register via our website or email support@toniq.co.nz

- Toniq Pricelists are lists of products from suppliers which can be loaded into Toniq (as opposed to adding each product individually). The information is supplied directly from the supplier and contains for each product (where available) PLU code, Description, Cost price, RRP (recommended retail price), barcode and manufactures code

- Before creating an order (either manually or automatically) ensure that the pricelist is up to date

- Toniq Pricelists are downloaded automatically – but users must add / update them manually

- Hint: rather than updating pricelists one by one use the option 'Update ALL' - from the main menu select **2.Stock control, 6.Pricelists and sellcheck, 2.Update products from ALL P/L**

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Retail-Updating Pricelists

- To update pricelist(s), from the main menu select **2.Stock control, 6.Pricelists and sellcheck, 3.Check/Download price lists**
  - A **Black** line indicates that you have not used that pricelist before and do not have it loaded (but there is nothing stopping you from using it – especially if it is a new range or supplier)
  - A **Green** line indicates that the pricelist has been updated by Toniq and is available on the Internet for downloading (but will then need updating). This pricelist is newer than the pricelist on your system
  - A **Blue** line indicates that the pricelist is the most up to date version (but you may not have necessarily been updated on your system yet)
  - A Yellow line indicates the pricelist has been downloaded **BUT** needs updating
  - A **Red** line is bad – contactToniq

Green = Newer file available for download		Blue = File current and up to date		
Orange = File current BUT needs updating		Black = File available but not in use		
D/Ld	Name	Supplier	Available	On compu...	Active
☐	Antipodes	Antipodes Wellness Ltd	16/08/23		
☐	ANZpharma	Anz Pharma Wholesalers Ltd	29/08/23	01/08/23	01/06/23
☐	API	API Consumer Brands- (formerly...	16/12/20	16/12/20	16/12/20
☐	AspenPh	Aspen Pharmacare	01/07/23	01/07/23	21/09/22

- Hint: The list of pricelists can be sorted by Supplier name by pressing **F9** Sort

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Retail-Updating Pricelists (continued)

- Once you have found the pricelist you wish to use follow the next steps in order - but your starting point will depend on the colour:
- A **Black line** - highlight the desired pricelist and press **[F3]** Add. Place ticks in the fields as listed in the next section and press **[F12]** Accept Details
- A **Green** line - highlight the desired pricelist and then place a tick in the left hand column and press **[F7]** Download Pricelist. This downloads the pricelist (but does not update anything yet)
- A **Blue** line - no action required
- A **Yellow** line – highlight the desired pricelist and press **[F2]** Maintain Pricelist. Ensure the setup is correct (match update exactly is ticked for example) then:
  - (optional) Press **F5** Report All to view a report of removed products, changed products and new products (or alternatively use the separate reports under F6, F7, F8)
  - Press **F9** Update Prod.
- Note: Updating pricelists <u>**NEVER**</u> changes retail prices – unless **F11** Reprice is pressed. Retail prices are normally updated when receiving orders or in bulk

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Retail-Adding Pricelists

- When adding a new pricelist setup defaults as follows:
- **Use standard departments** – Only tick this if the pricelist is your wholesaler AND your pharmacy uses the wholesalers departments
- **Create standard departments** – Never tick this!
- **Hide new products** – Tick this as the logic is that any new products, which you may not necessarily stock, will be added to your system - but hidden. They can then be unhidden when required
- **Match update exactly** – Tick this as the logic is that the pricelist in your system will be a current list of the products available from that supplier. Any discontinued products will remain in your system but if ordering by pricelist (which you should be doing) those discontinued lines will not be ordered
- **Receive email change notifications** – Don't tick t unless you really want to receive an email from Ton weekly with a list of new or changed pricelists
- **Update product descriptions** – Tick this as the lo that you want all the products to have the same descriptions (as provided by the supplier)

Use Standard Department	☐
Create Standard Department	☐
Hide New Products	☑
Hide replacement products	☐
Match update exactly	☑
Receive email change notifications	☐
Update product description	☑

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Retail-Adding Pricelists (continued)

- The following options are for **<u>new</u>** products only and will not alter existing items:
- **Department** – if all the products belong to the same department (say it's the LadyJayne pricelist and they all go into a department Hair Accessories) enter Hair Accessories as the department. If all the products do not belong to the same department do not enter anything here
- **Catalogue / Stocktake section / Product type** – leave blank unless you use these
- **Price label / Shelf label** – setting these will override your general settings with regards to using price labels (induvial stickers) or shelf strips (one for the shelf only). Or use the 'no label' tick boxes
- **Manufacture** – if all the products belong to the same Manufacture (e.g.: you run reports, etc. Using manufacture codes such as LOR) enter it here otherwise leave blank
- **Reprice method** – if all the products have the same reprice method (say it's the Revlon pricelist and they are all set to RRP) press the **[spacebar]** and select the desired method
- **Reprice markup** – if you need to set a standard markup for markup for all these products type in the desired markup
- **RRP adjustment** – enter dollars and cents to add / subtract an amount from the suppliers RRP e.g.: add $1.00 to all Avene RR

Price List Name	Avene	Sup

Price list file dates
Currently active: **18/05/2023** (Activated on 01/0
Loaded, ready to activate: **25/07/2023**

New product defaults

Field	Value	
Department		
Catalogue		
Stocktake section		
Product type		
Price label	PLU	No price label ☐
Shelf label		No shelf label ☐
Manufacturer		
Reprice method	RRP	
Reprice markup %		
RRP adjustment		

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Retail-Ordering overview

- All products ordered must be entered into Toniq either at the time of placing the order (so Toniq knows to expect the stock) or when they arrive as a trail of goods received (or returned) can be reconciled with physical invoices / statements
- Orders must match invoices for accurate profit calculations and accounting e.g.: always enter the correct supplier and invoice number (as well as the correct products and cost prices)
- Displayed within an order:
  - **Day's cvr** – this is the number of days Toniq thinks the stock will take to sell based on the current SOH, any stock due and the quantity ordered
  - **Due** – normally zero but if there is a quantity here then stock is also due in another confirmed or sent order
  - **Min. Buy** – the suppliers required order quantity
  - **Cost / Unit cost** – exclude GST with the total order values shown in the top right
  - **Sell price** – the current sell price for the item
  - **Re price** – the suggested sell price for the item as calculated within the product based on reprice method, cost price, markup and rounding
- Hint: When receiving an order, not already in the system, create a new manual order and confirm it straight away thus saving time and enabling order and product information to be changed at the same time (cost prices cannot be changed in 'New' orders)

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Retail-Editing orders

- When editing an order:
  - Use **F2** Add to add an item using PLU code, barcode, manufacture code or description
  - Use **F4** Stock to alter SOH
  - Use **F5** Edit Prod to maintain product information
  - Use **F6** Stats to view sales and purchases
  - Check the green line at the bottom of the screen for any other suppliers (to view the specific information press **F5** Edit Pod then **F5** Price Lists)

- Before sending / confirming / printing an order:
  - Press **F3** Purge zeros
  - Press **F10** Other and select 3.Sort alpha

- Hint: when printing an order choose within the supplier (press **F10** Other then **2.**Edit Supplier) if you want the PLU code or Manufacture Product Code printed. And if printing the manufacture code the prefix can be stripped e.g.: LOR can be removed leaving just their code

- Hint: for orders due in the future use **F10** Other then **A** Set order due date

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Retail-Order repricing

- Items shown with a 'Reprice' in Red or Green, or items with a variance of more than 20% from the order average (shown in red in the bottom left corner), may need altering:
  - Press **F5** Edit Product
  - Check the Reprice method:
    - Standard – takes the products standard cost price, multiplies it by the markup, adds GST and then rounds
    - Last – takes the products last cost price, multiplies it by the markup, adds GST and then rounds
    - Manual – user entered sell price that will not change - unless the user manually changes it
    - RRP – takes the value shown in the RRP field (as updated from the 'Std pricelist') ignoring costs and markups
  - Check the markup
  - Check Sell-Check
  - Check Margin, Markup and Profit

Margin, Mark-up and Profit excl. GST	Mark-up	GP $	Margin
Last	138.20%	$5.54	58.02%
Std	116.70%	$5.15	53.85%
Wgt Ave	138.20%	$5.54	58.02%

- When asked to reprice when receiving an order select:
  1. All prices – Sell prices will go up **AND** down
  2. Increased prices only – Sell prices will only go **UP**
  3. Don't reprice – Sell prices will **NOT** be changed

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Retail-Ordering Notes

- Backorders – for each item in the order which has a backorder press **F3** back Order and type in the quantity of the back order. Or if receiving an item off backorder type in zero and then receive the order the items still on backorder will remain)

- GWP's / Bonus / Free stock – these are no different to normal products except they will have no cost price. If receiving a 'Buy 10 get 1 free' scenario change the quantity to 11 (10 items + 1 free) and the cost to the items cost e.g.: the price for 10

- Freight costs – add at the end using **F10** Other then **F** Freight adjustment and enter the amount

- Discount – to apply a discount (either $ or %) across all items press **F10** Other then **5** Discount adjustment

- Item description in Red – the item is hidden so press **F4** Stock and unhide (or use **F10** Other then **0** Unhide all products if a few items)

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Reporting on received orders

- Dispensary – from the main menu select 3.Reports, 6.Stock reports, 8.Report received orders

- Retail – from the main menu, select 2.Stock control, 1.Orders, 4.Report received orders

Replacement products

- Dispensary – edit the replaced medicine and enter the new medicine in the field 'Repl. med'

- Retail – edit the replaced product and on page 3 enter the new product in the field 'Replacement product'

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Toniq Help and Knowledge Base

- Further information can be found in the Toniq Knowledge base:

  toniq.nz/help

- Questions?

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