NOVAPHARMA

Pharmacy Management System

User Manual

This manual explains how to use every part of NovaPharma: signing in, selling at the Point of Sale, managing medicines and stock, receiving purchases, paying suppliers, processing returns, running reports and administering users and settings.

It is written for everyone who uses the system day to day: cashiers, pharmacists, accountants and administrators. Each chapter shows the screen you will see and the steps to follow.

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1. Introduction

NovaPharma is a desktop application for running a retail pharmacy. It keeps a single database of medicines, stock batches, suppliers, customers, purchases and sales, and records every important action in an audit log.

1.1 What the system does

- **Point of Sale** – fast billing with barcode or name search, FEFO (first-expiry-first-out) batch selection, discounts, cash/card/split/credit payments, parked sales and printed invoices.
- **Inventory** – medicines with generic names, strengths, categories, shelf locations, reorder levels, controlled-drug and prescription flags, and stock held in batches with expiry dates.
- **Purchasing** – goods received notes (GRN), bulk CSV import and supplier balances.
- **Supplier accounts** – statements (ledger), payments and printable payment receipts.
- **Reports** – today's sales, expiry, low stock, batch-wise stock and the narcotic register.
- **Administration** – users and roles, company information printed on invoices, system settings and the audit log.

1.2 How the screen is organised

After signing in you see the main window. The dark **sidebar** on the left lists the modules you are allowed to use. The **header** at the top shows the current module's title, any action buttons for that module, and your name and role. The large area below is the **workspace**, which usually holds a toolbar, a search box and a list (grid) of records.

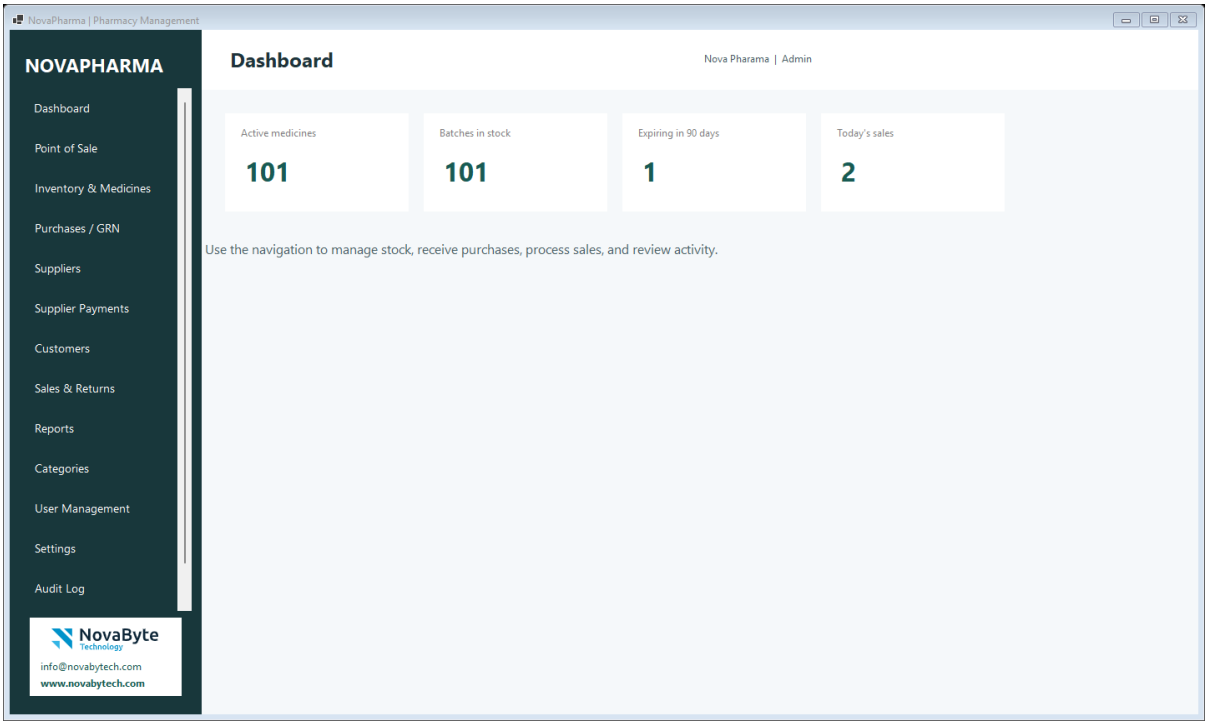


Figure 1: Main window: sidebar, header and dashboard workspace (Administrator view)

1.3 Working with lists

Most modules show their records in a grid. These features work the same way everywhere:

- **Search** – type in the search box above the grid. The list filters automatically a moment after you stop typing, or immediately when you press Enter.
- **Paging** – long lists (medicines, purchases, sales, suppliers) are split into pages. Use **First**, **Prev**, **Next** and **Last**, or change **Rows per page**.
- **Select a row** – click a row before using a button such as Edit selected medicine or Supplier statement.
- **Refresh** – reloads the list from the database, for example after another terminal has made changes.

2. User roles and access

Every user account has one role. The role decides which modules appear in the sidebar and which buttons are available. Modules a role cannot use are hidden completely, and the system also blocks the action if it is attempted another way.

Module / action	Admin	Pharmacist	Accountant	Cashier
Dashboard	Yes	Yes	Yes	–
Point of Sale (billing, park, invoice)	Yes	Yes	–	Yes
Inventory & Medicines – view	Yes	Yes	Yes (view only)	–
Add / import medicines, stock adjustment	Yes	Yes	–	–
Edit an existing medicine	Yes	–	–	–
Purchases / GRN	Yes	–	–	–
Suppliers (add, statement)	Yes	–	Yes	–
Supplier Payments (pay, print receipt)	Yes	–	Yes	–
Customers	Yes	–	–	–
Sales & Returns (process returns)	Yes	–	–	–
Reports	Yes	–	–	–
Categories	Yes	–	–	–
User Management, Settings, Audit Log	Yes	–	–	–

2.1 Cashier

A cashier only bills customers. After signing in, the cashier sees a welcome screen with an **Open Point of Sale** button. The sidebar shows only **Point of Sale** and **Sign out**.

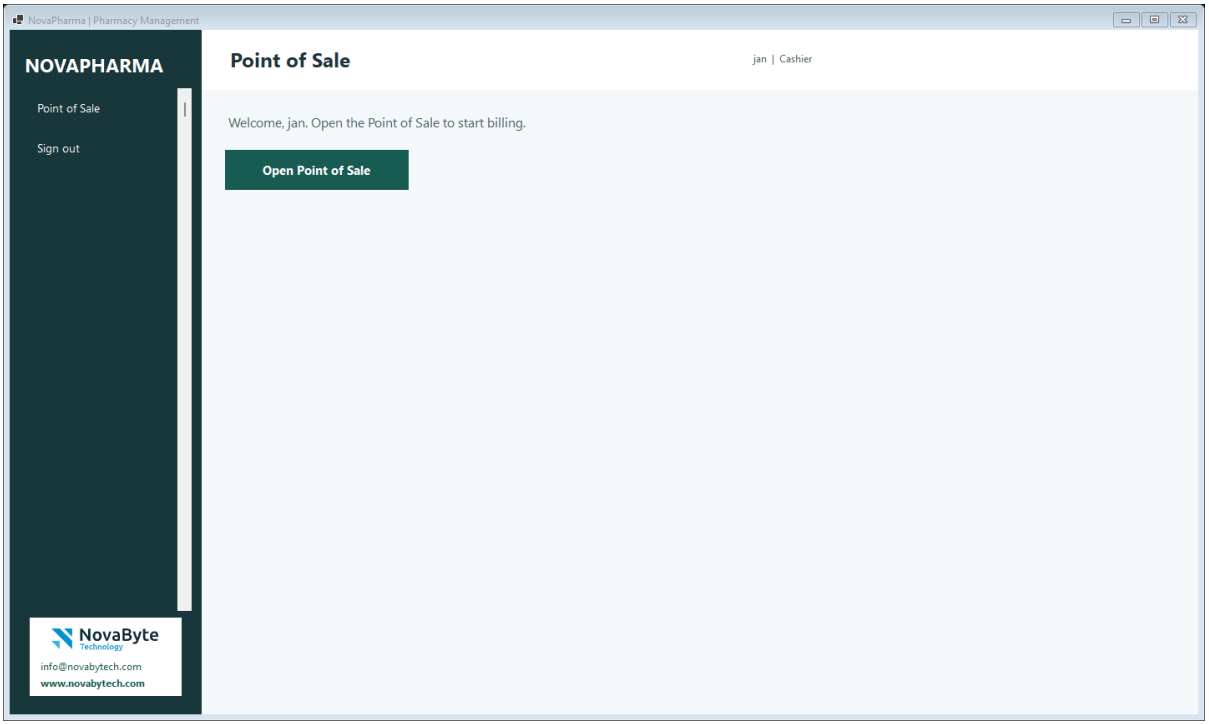


Figure 2: Cashier view: only the Point of Sale is available

2.2 Pharmacist

A pharmacist handles medicines and sales: the Dashboard, the Point of Sale and Inventory & Medicines (add, import and stock adjustment).

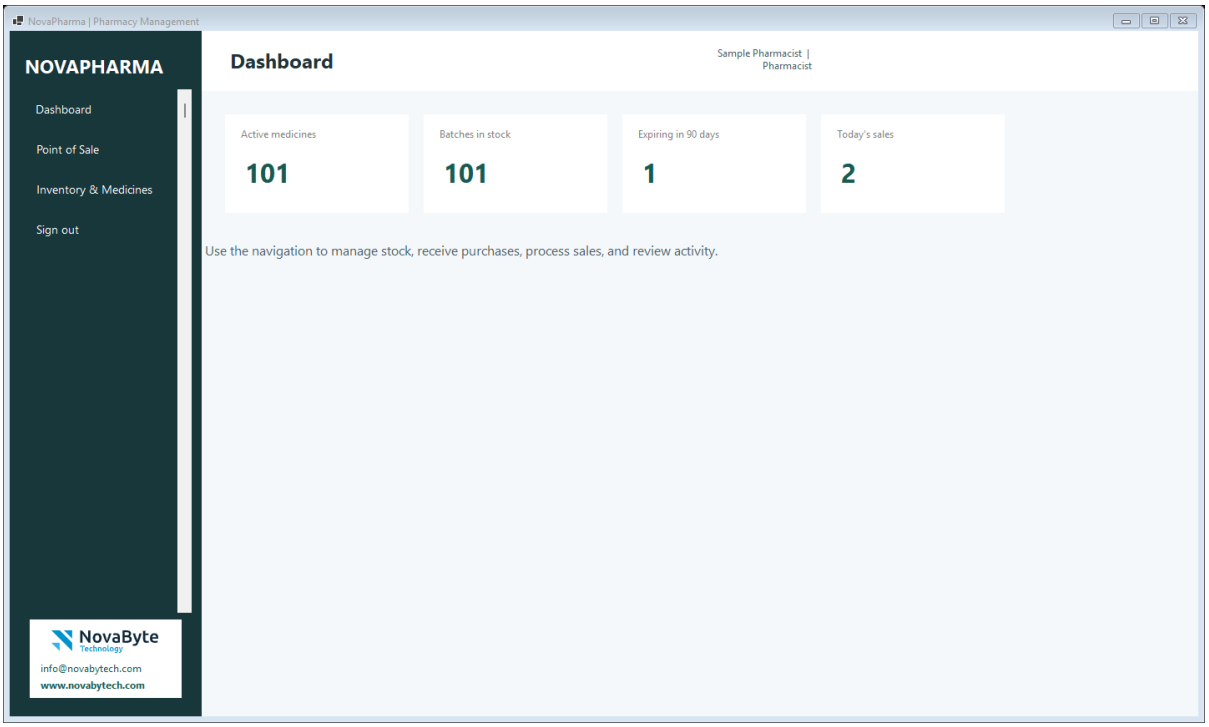


Figure 3: Pharmacist view: Dashboard, Point of Sale and Inventory & Medicines

2.3 Accountant

An accountant manages supplier accounts: Suppliers, supplier statements and Supplier Payments. The accountant can look at the medicine list but cannot change it.

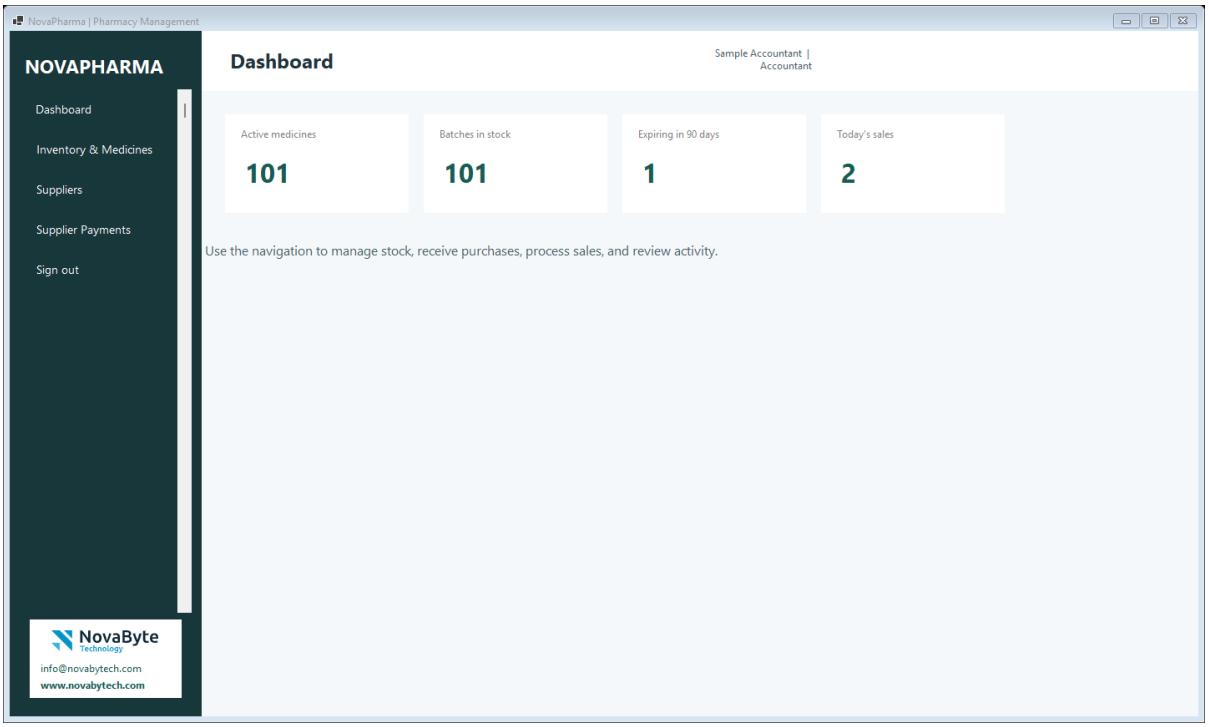


Figure 4: Accountant view: Suppliers, Supplier Payments and a view-only medicine list

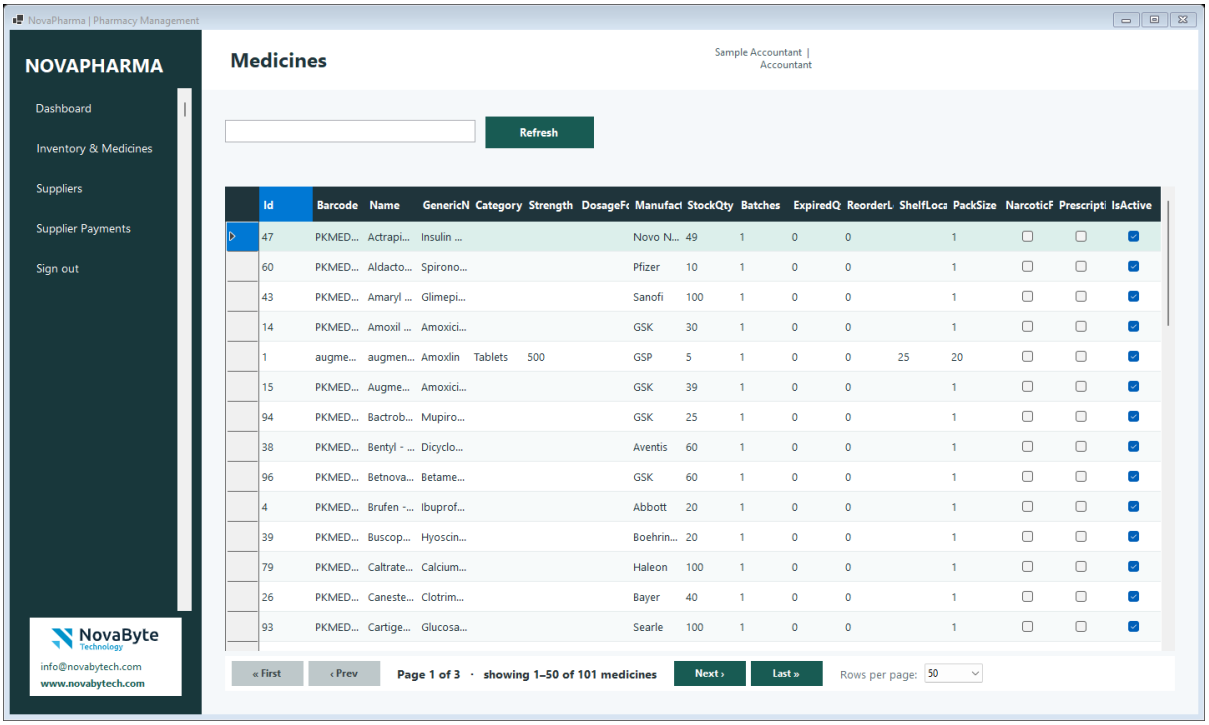


Figure 5: Accountant view of Inventory & Medicines: no add, import, adjust or edit buttons

2.4 Administrator

The administrator can use everything, including User Management, Settings and the Audit Log. Keep the number of administrator accounts small.

3. Getting started

3.1 Signing in

1. Start NovaPharma from the desktop or Start menu.
2. Enter your **Username** and **Password**.
3. Optionally tick **Remember me on this device** so your username is filled in next time (use this only on a private computer).
4. Click **Sign in** or press Enter.

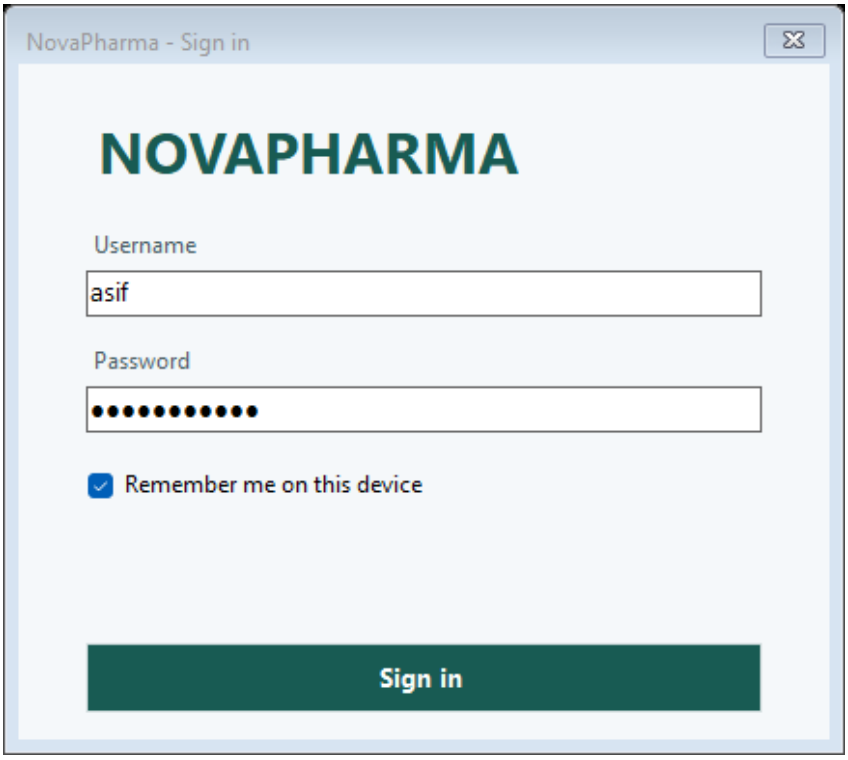


Figure 6: Sign-in screen

If the details are wrong, the message **Invalid username or password** appears under the fields. Accounts that an administrator has deactivated cannot sign in.

3.2 First-time setup

When NovaPharma is started for the first time on an empty database, the sign-in screen switches to setup mode. Enter a username, the administrator's **Full name** and a password of at least 10 characters. This creates the first administrator account and signs you in. Create all other users afterwards from User Management (chapter 13).

3.3 The dashboard

The dashboard shows four live figures: **Active medicines**, **Batches in stock**, **Expiring in 90 days** and **Today's sales** (completed invoices since midnight). Click **Dashboard** in the sidebar at any time to return to it.

3.4 Signing out

Click **Sign out** at the bottom of the sidebar. Always sign out when you leave the counter so that sales and changes are recorded under the right name.

4. Point of Sale

The Point of Sale (POS) is where customers are billed. Open it by clicking **Point of Sale** in the sidebar (cashiers click **Open Point of Sale**). It opens in its own full-screen window.

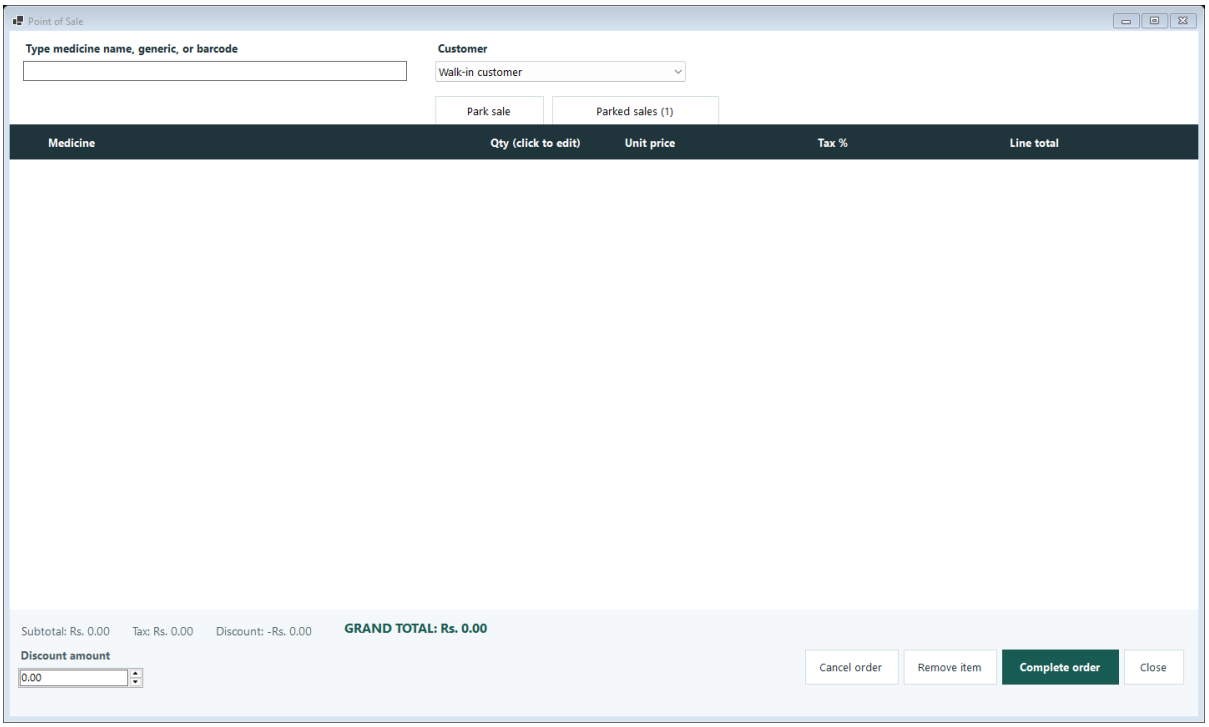


Figure 7: Point of Sale window, ready for a new sale

4.1 Selling medicines – step by step

1. Click in **Type medicine name, generic, or barcode** and type the first letters of the brand or generic name, or scan the barcode.
2. A suggestion list appears. Use the Down arrow to move into it, then press **Enter** (or double-click) to add the highlighted medicine. Each time you add the same medicine, its quantity goes up by one.
3. For a controlled (narcotic) medicine the system asks you to confirm the sale first.
4. Repeat for every item. The cart shows each medicine with its quantity, unit price, tax and line total.
5. If the customer has an account, pick them in **Customer**; otherwise leave **Walk-in customer**.
6. Enter a **Discount amount** if one applies. Subtotal, tax, discount and **GRAND TOTAL** update immediately.
7. Click **Complete order** (or press **F5**) and take payment in the Payment window (section 4.3).

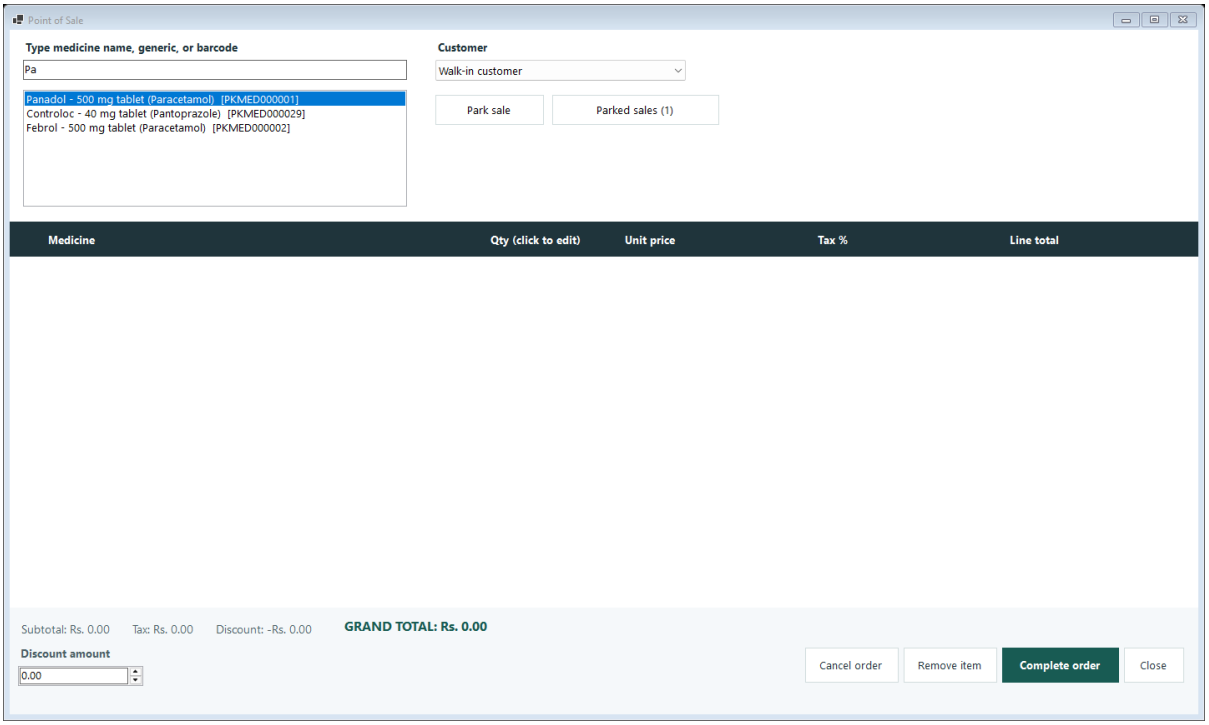


Figure 8: Typing "Pa" shows matching medicines; press Enter to add the highlighted one

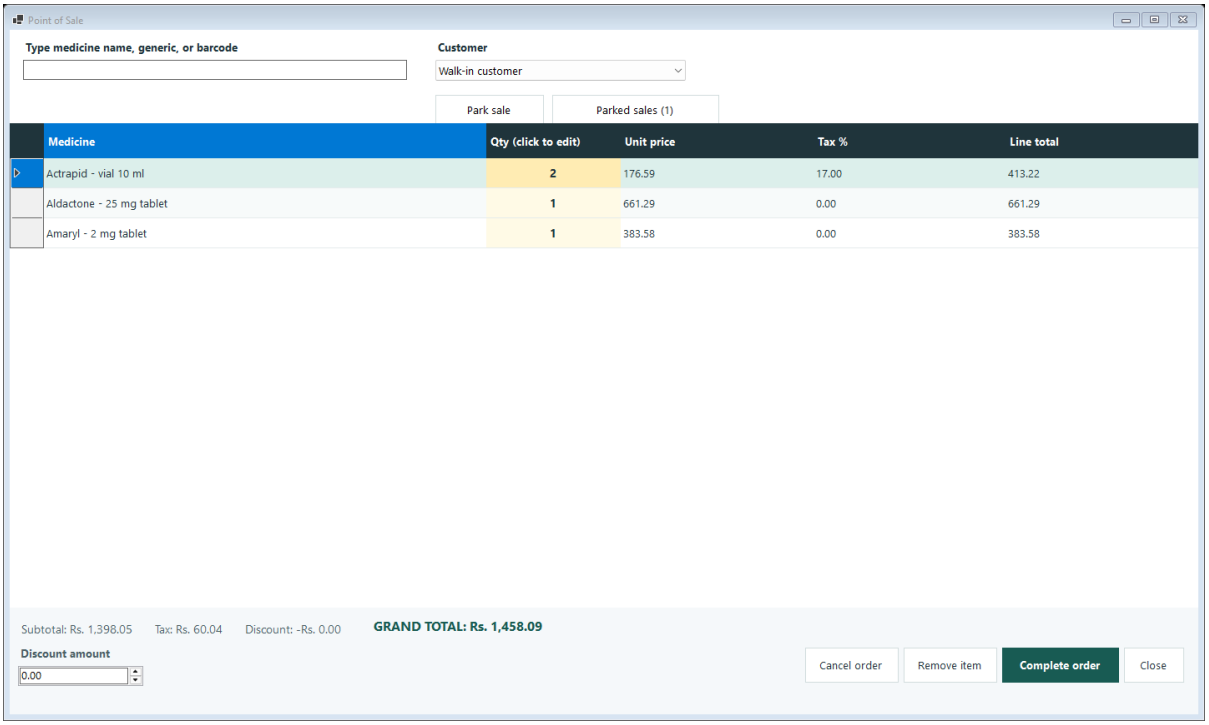


Figure 9: Cart with three medicines and the running totals

4.2 Changing the cart

- **Change a quantity** – click the yellow **Qty** cell (or select the row and press F2/Enter), type the new number and press Enter.
- **Plus / minus** – select a row and press **+** or **−** to change the quantity by one.

- **Remove an item** – select the row and click **Remove item** or press **Delete**. Setting a quantity to 0 also offers to remove it.
- **Cancel the whole order** – click **Cancel order**.

> **Note:** You cannot sell more than the unexpired stock on hand. If you type a larger quantity, the system tells you how many units are available and sets the quantity to that number. Expired batches are never sold.

Stock is taken from batches in **first-expiry-first-out** order: the batch that expires soonest is sold first, and one cart line may be split across several batches automatically.

4.3 Taking payment

The Payment window shows the **Amount due**. Choose the **Payment method**:

Method	What to enter	Notes
Cash	Cash tendered	Change due is calculated and shown after the sale.
Card	Card amount	Records a card receipt for the full amount.
Split	Cash tendered and Card amount	The two amounts together must cover the total.
Credit	Nothing	Only available when a customer (not Walk-in) is selected. The amount is added to that customer's balance.

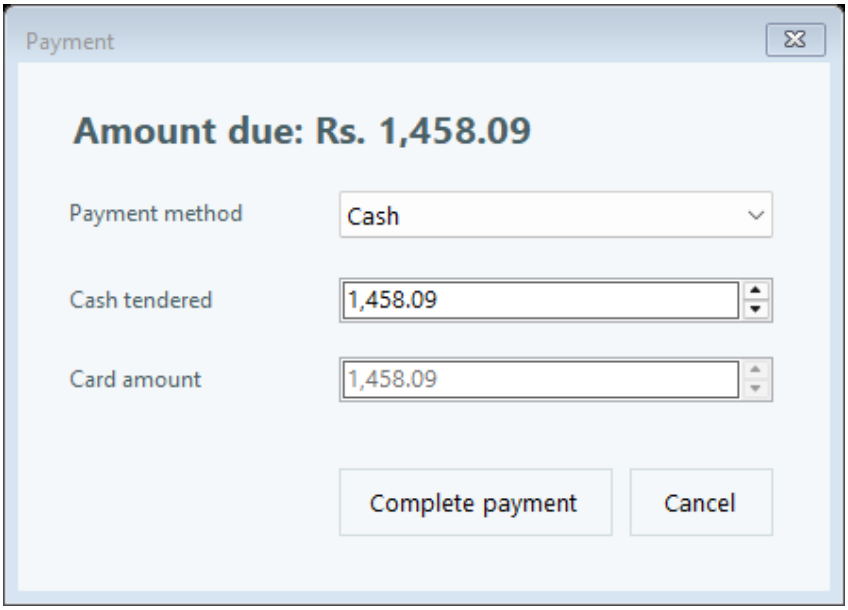


Figure 10: Payment window

Click **Complete payment**. The system saves the invoice, deducts stock and shows the invoice number and change. Choose **Yes** to preview the invoice; print it from the preview window using the printer button.

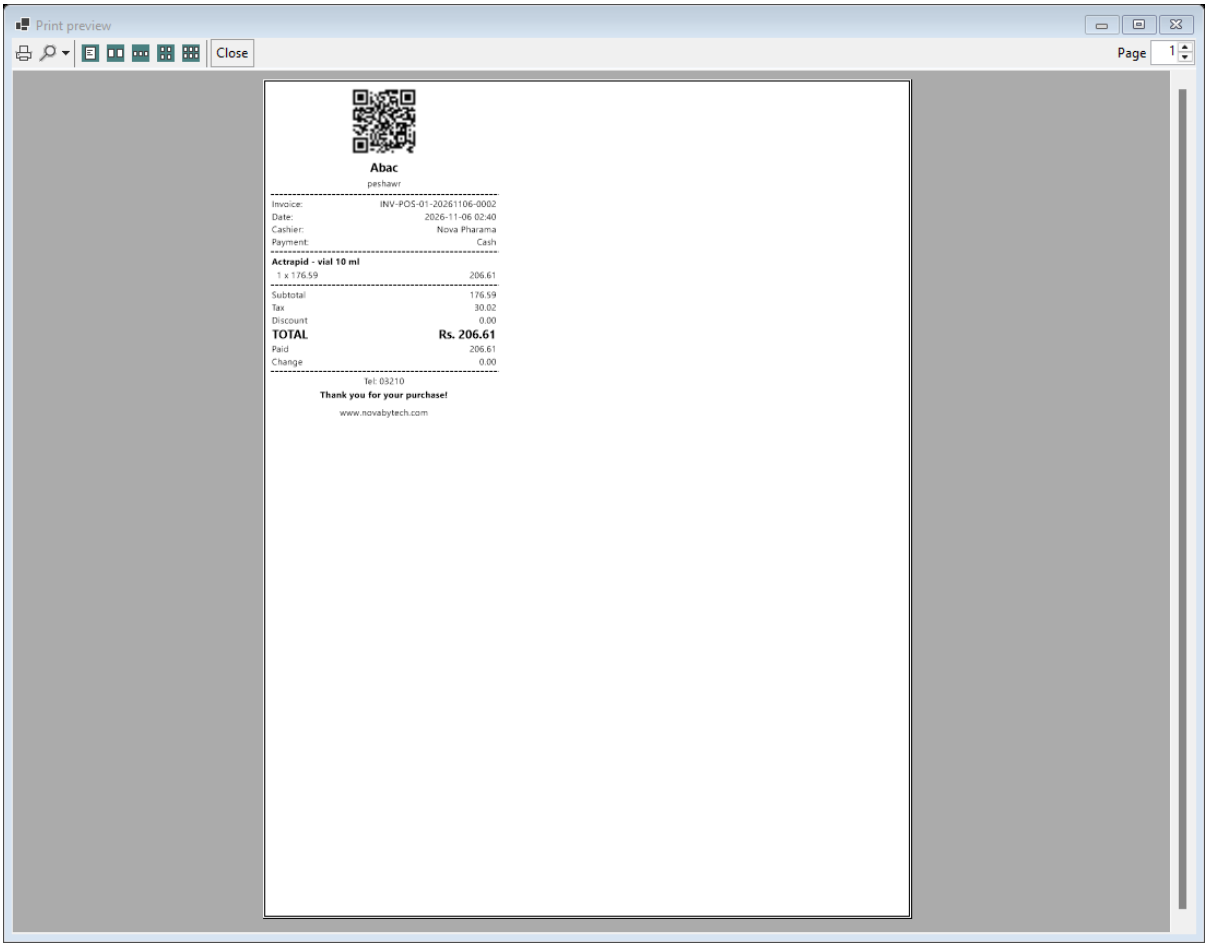


Figure 11: Invoice (receipt) print preview with company logo, items, totals and footer

4.4 Parking a sale

Parking lets you put an unfinished sale aside, serve another customer and come back to it later, for example while a customer fetches more money or a prescription is checked.

To park the current sale

1. With items in the cart, click **Park sale**.
2. The sale is saved and the screen is cleared for the next customer. The **Parked sales (n)** button shows how many are waiting.

To reopen a parked sale

1. Click **Parked sales (n)**. A list shows each parked sale with time, customer, number of items and total.
2. Click the sale you want. If the cart already has items, you are asked whether to park them first (Yes), discard them (No) or stay (Cancel).

3. The items, customer and discount are restored. If stock has changed since the sale was parked, quantities are reduced to what is available and a message lists the changes.
4. Continue the sale and click **Complete order** as usual.

To delete a parked sale

- Click **Parked sales (n)**, point to **Delete a parked sale** and click the sale to remove, then confirm; or
- Reopen it and click **Cancel order**, then choose **Yes** to delete it permanently. Choosing **No** keeps it in the parked list and just clears the screen.

> **Note:** Parked sales are personal to the cashier and terminal that parked them. They do not reserve stock, so complete them promptly. Parked sales never appear in sales lists or reports until they are completed.

4.5 Closing the POS

Click **Close**. If the cart still has items you are asked whether to park the order (Yes), discard it (No) or stay (Cancel), so an order is never lost by accident.

4.6 Keyboard shortcuts

Key	Action
Down arrow	Move from the search box into the suggestion list
Enter	Add the highlighted medicine / edit the selected quantity
Esc	Close the suggestion list
F2	Edit the quantity of the selected cart line
+ / −	Increase / decrease the selected line by one
Delete	Remove the selected line
F5	Complete order (open Payment)

5. Inventory & Medicines

This module is the medicine master list together with current stock. Each row shows the medicine details, total unexpired **StockQty**, number of **Batches**, expired quantity, reorder level and the controlled / prescription flags.

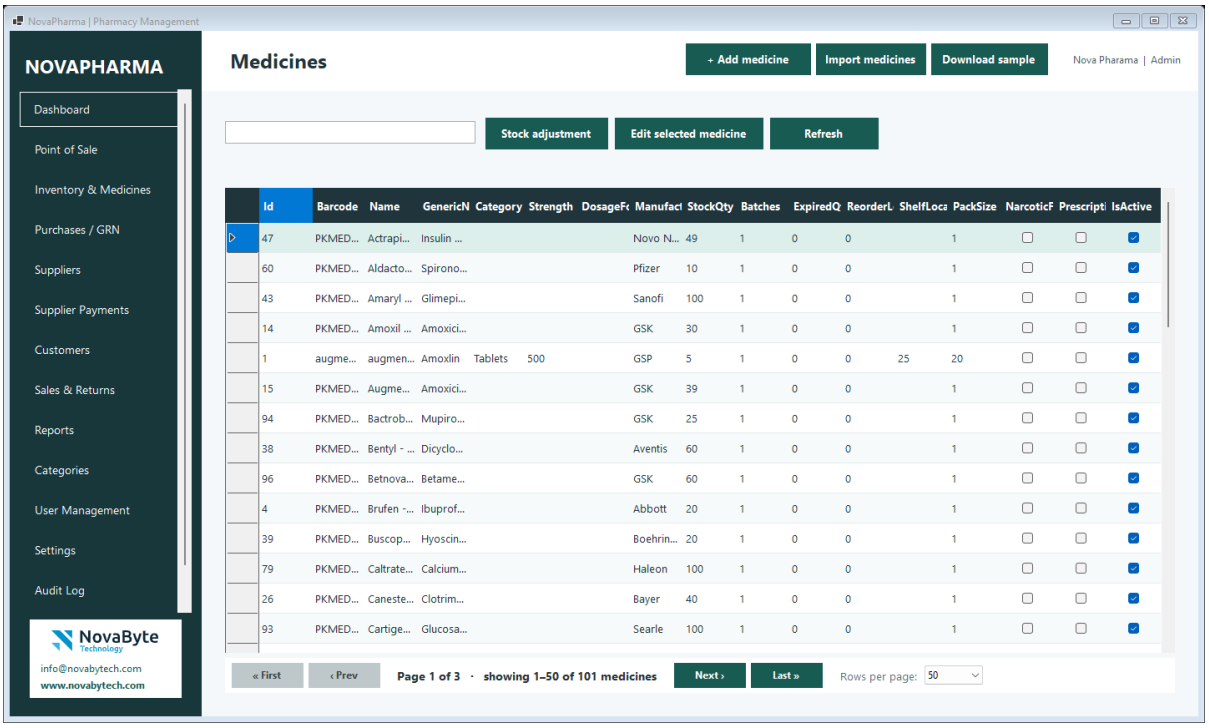


Figure 12: Inventory & Medicines list with search, paging and action buttons

5.1 Finding a medicine

Type part of the name, barcode, generic name, manufacturer or category in the search box. Use the paging bar at the bottom to move through long lists.

5.2 Adding a medicine

1. Click **+ Add medicine** in the header.
2. Fill in the details. Only **Name** is required; add Barcode, Generic name, Strength, Dosage form, Pack size, Manufacturer, Shelf location, Reorder level and Category as needed.
3. Tick **Controlled / narcotic medicine** for drugs that must appear in the narcotic register and need confirmation at the POS. Tick **Prescription required** where applicable.
4. Optionally enter an **Opening stock batch**: batch number, expiry date, quantity, purchase price, sale price, tax and discount. Leave quantity at 0 to add the medicine without stock.
5. Click **Save**.

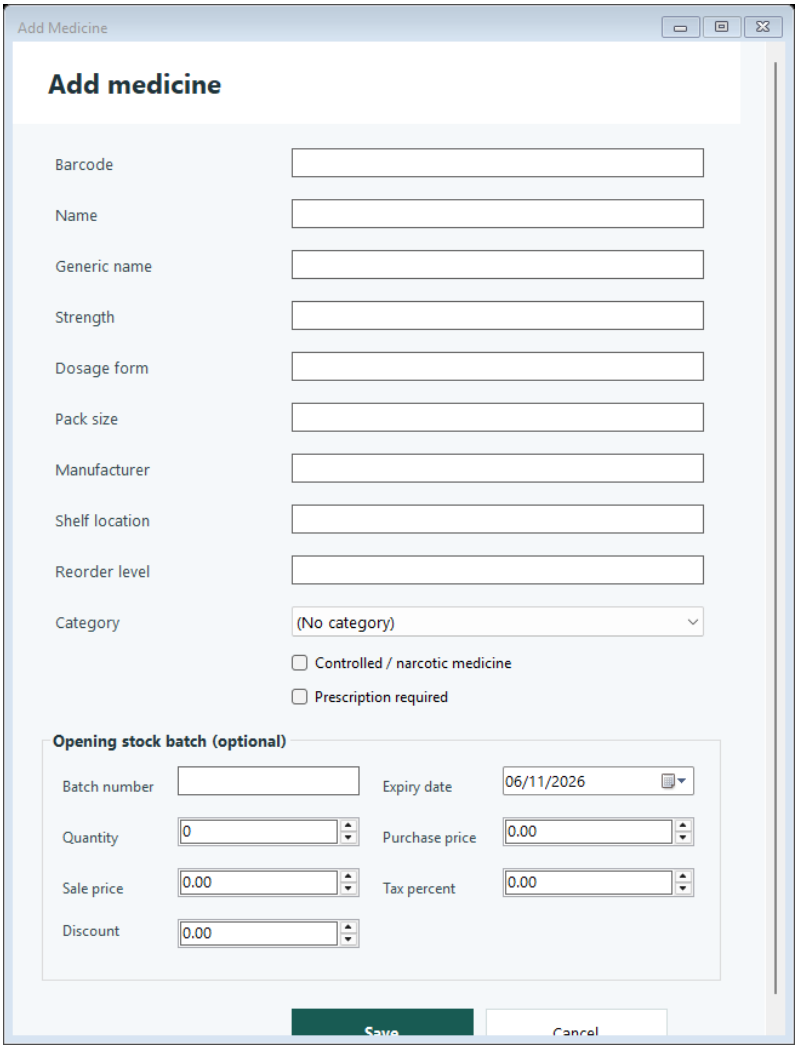


Figure 13: Add medicine form with the optional opening stock batch

> **Note:** Barcodes must be unique. If a barcode is already used by another medicine the save is refused.

5.3 Importing medicines from CSV

1. Click **Download sample** to save a sample CSV that shows every supported column.
2. Fill the file in Excel or another spreadsheet and save it as CSV. **Name** is the only required column; optional columns are Barcode, GenericName, Strength, DosageForm, PackSize, Manufacturer, ShelfLocation, Category, ReorderLevel, NarcoticFlag and PrescriptionRequired.
3. Click **Import medicines**, read the field summary and choose the file.
4. A result message reports how many medicines were imported and lists any rows with problems.

5.4 Editing a medicine (Administrator)

Select a row and click **Edit selected medicine**, or double-click the row. Change the details and click **Save**. Use **Select a batch to edit expiry and stock details** at the bottom of the form to correct a batch number, expiry date, quantity or prices. Untick **Active and available for sale** to stop a medicine being sold without deleting it. Changes are written to the audit log.

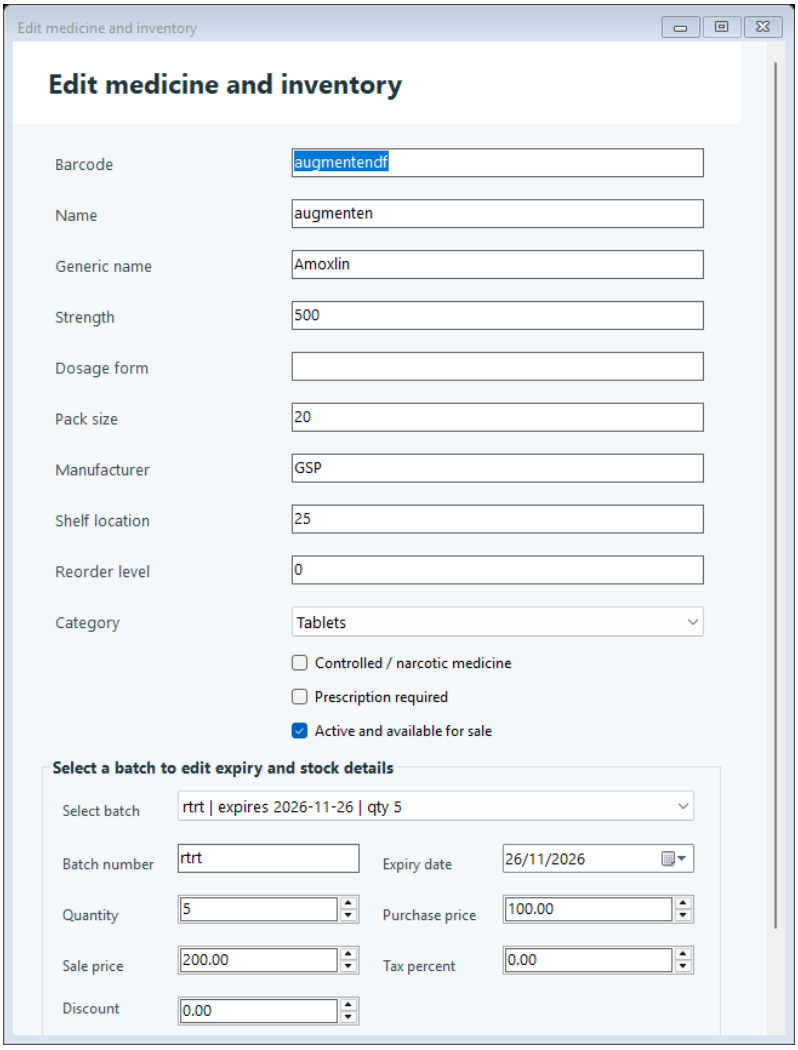


Figure 14: Editing an existing medicine

5.5 Stock adjustment

Use a stock adjustment to correct the quantity after a stock count, breakage or damage.

1. Select the medicine and click **Stock adjustment**.
2. Enter a signed quantity: a positive number adds units (for example **5**), a negative number removes them (for example **-2**).
3. Click OK. The change is applied to the batch that expires first and recorded in the audit log.

> **Note:** Adjustments cannot make a batch negative and need at least one unexpired batch. To add new stock from a supplier, use a GRN (chapter 6) instead.

6. Purchases / GRN

A goods received note (GRN) records stock delivered by a supplier. Each GRN creates a stock batch, adds to the supplier's balance, and optionally records an amount paid at the time of delivery.

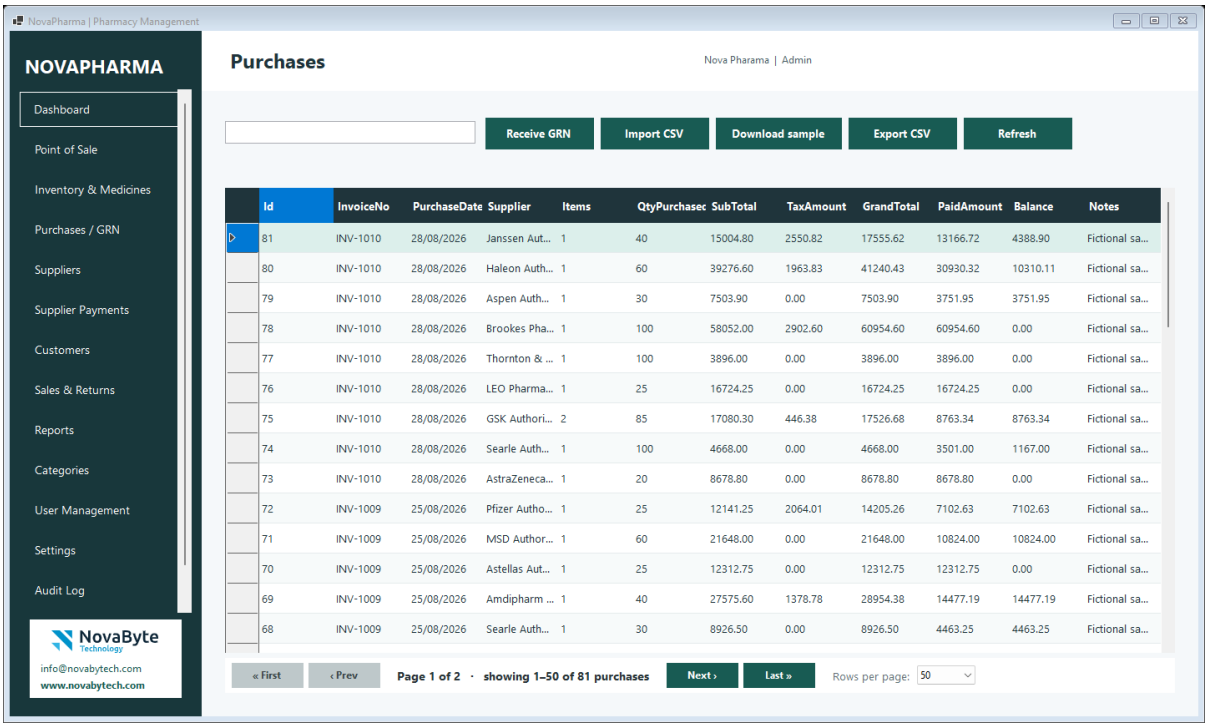


Figure 15: Purchases list with totals, amount paid and balance per GRN

6.1 Receiving stock

1. Click **Receive GRN**.
2. Choose the **Supplier** and enter the **Supplier invoice no.**
3. Choose the **Medicine**, then enter the **Batch number** and **Expiry date** printed on the pack.
4. Enter the **Quantity**, **Purchase price / unit**, **Sale price / unit** and **Tax percent**.
5. Enter the **Paid amount** if you paid the supplier on delivery (leave 0 for a credit purchase).
6. Click **Receive stock**. The batch is immediately available at the POS.

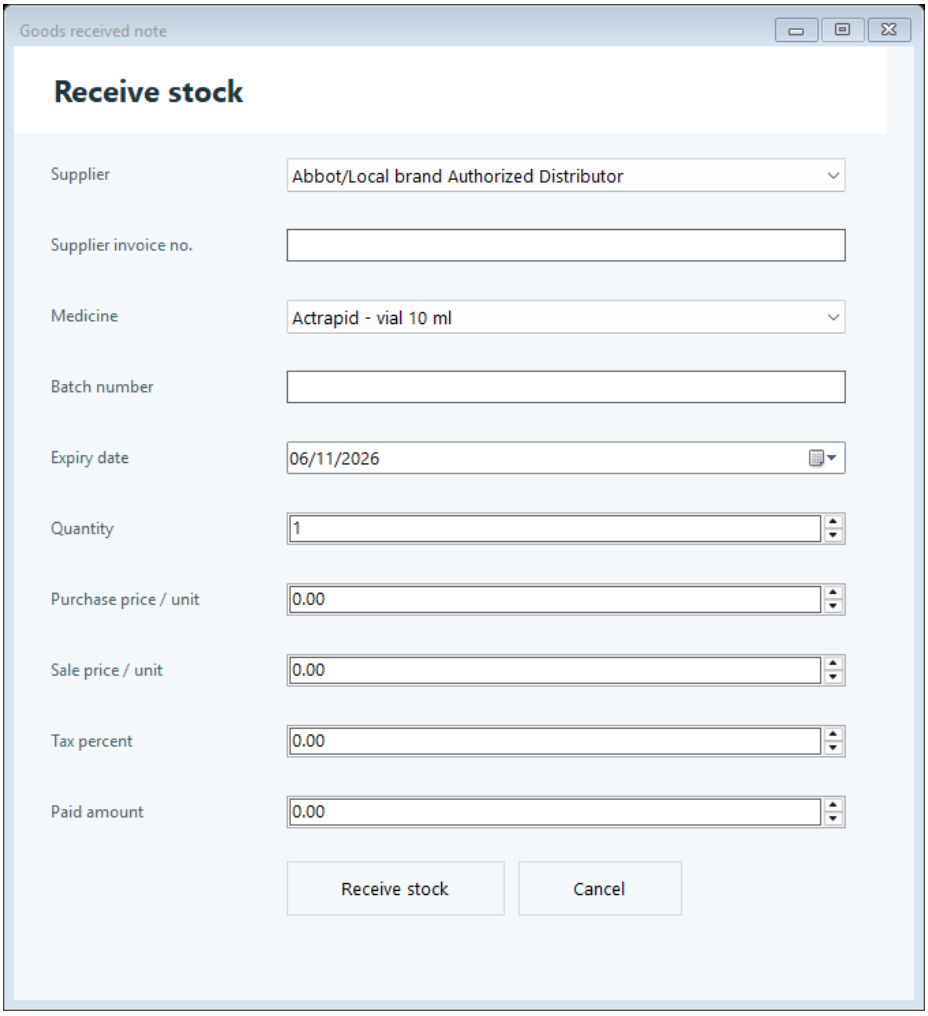


Figure 16: Receive stock (GRN) form

6.2 Importing purchases from CSV

Large deliveries can be imported from a CSV file. Click **Download sample** for a template, then **Import CSV**. Each row is one purchase line; rows with the same Supplier and InvoiceNo become one GRN.

- **Required columns:** InvoiceNo, Supplier, Medicine (or Barcode), BatchNo, ExpiryDate (YYYY-MM-DD), Quantity, PurchasePrice, SalePrice.
- **Optional columns:** PurchaseDate, TaxPercent, PaidAmount (added up per invoice), GenericName, Manufacturer, Strength, DosageForm, Category, Notes.
- Tick **Create missing suppliers automatically** and/or **Create missing medicines automatically** to add unknown names instead of reporting them as errors.

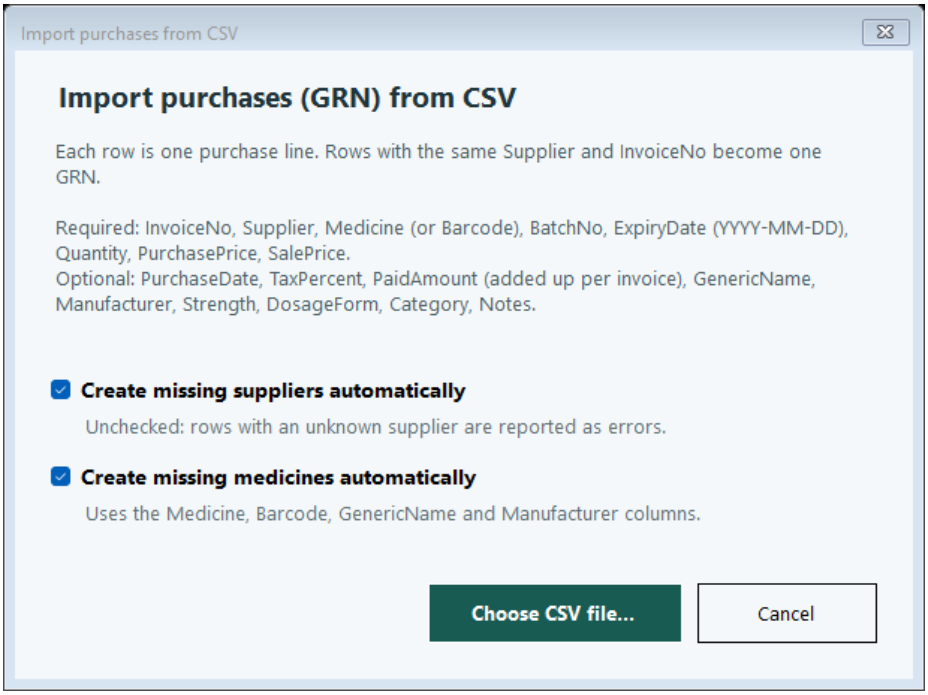


Figure 17: Import purchases options

6.3 Exporting purchases

Click **Export CSV** to save the purchase list for use in Excel or for your accountant.

7. Suppliers

The supplier list shows each supplier's contact details and outstanding balance.

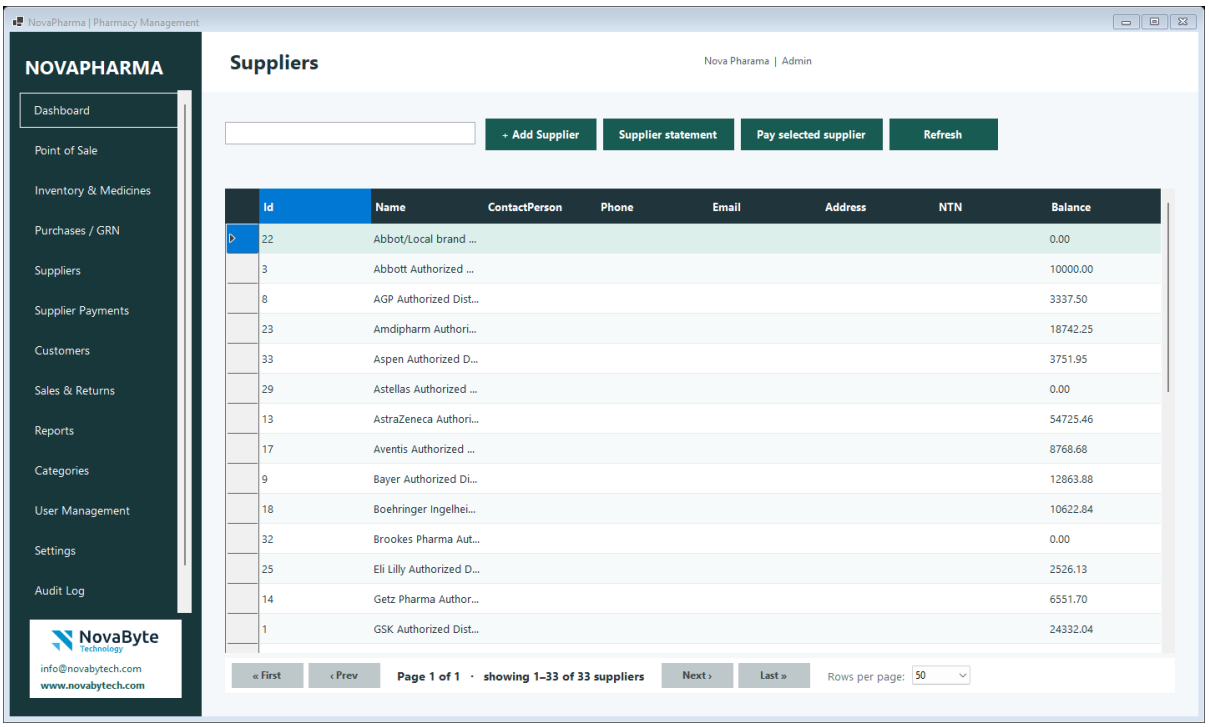


Figure 18: Suppliers list

7.1 Adding a supplier

Click **+ Add Supplier**, enter the name (required), contact person, phone, email, address and NTN, and click **Save**.

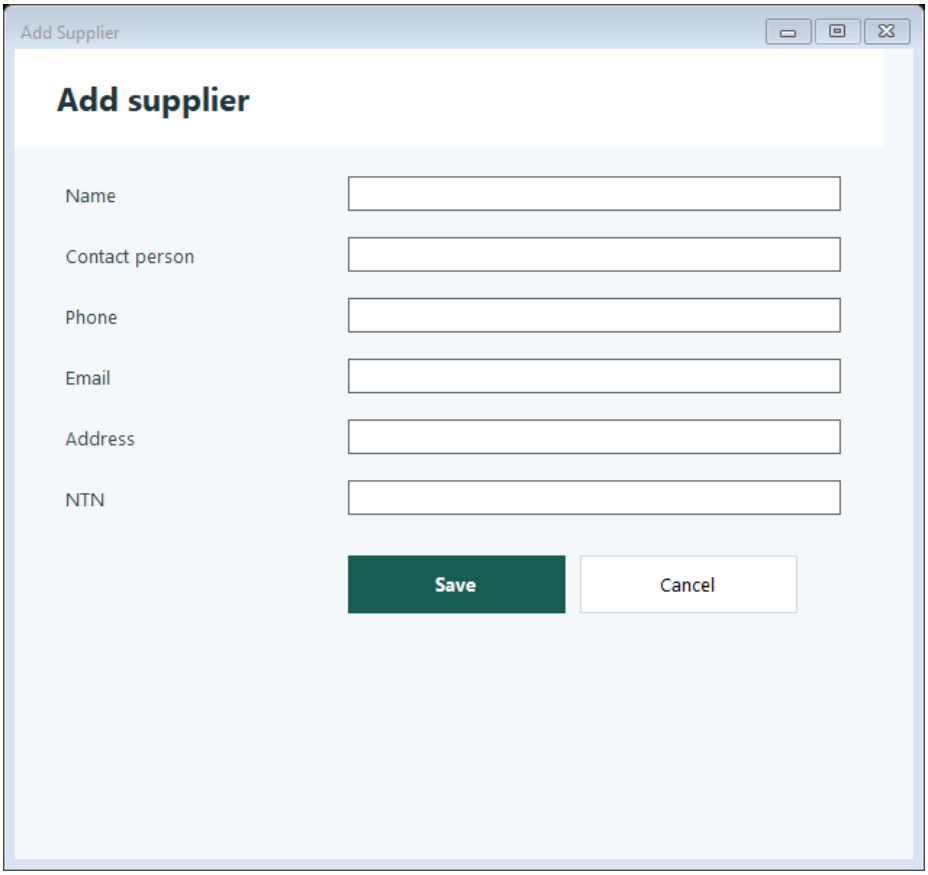


Figure 19: Add supplier form

7.2 Supplier statement (ledger)

Select a supplier and click **Supplier statement**, or double-click the supplier. The statement shows:

- Summary cards: **Total purchased**, **Total paid**, **Balance due**, and the number of purchases and payments.
- Every purchase (debit) and payment (credit) in date order with a running **Balance**.
- Opening balance, purchases, payments and closing balance for the chosen period.
- The medicines on a selected purchase, shown in the lower grid. Double-click a payment to print its receipt.

Set **From** and **To** dates, or tick **All dates**. Click **Print A4 statement** to print it (tick **Print item details** to include the medicines), or **Pay supplier** to record a payment.

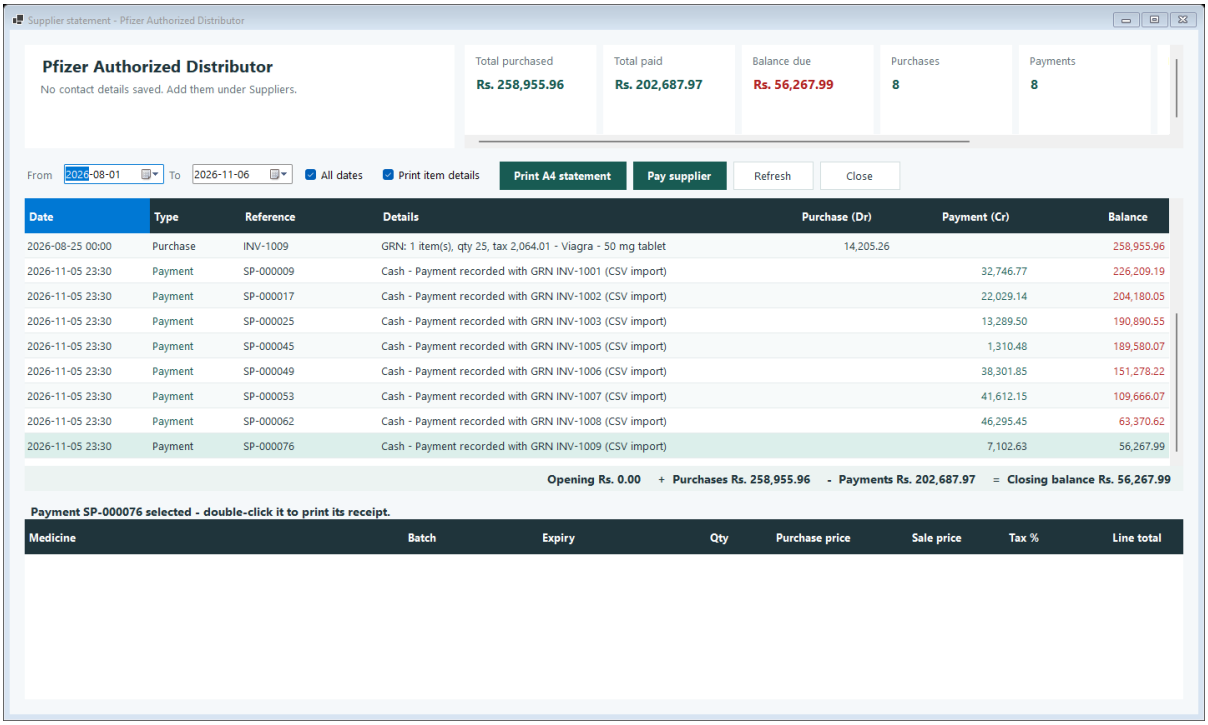


Figure 20: Supplier statement with running balance

8. Supplier Payments

This module lists every payment made to suppliers, with its reference number, method and amount.

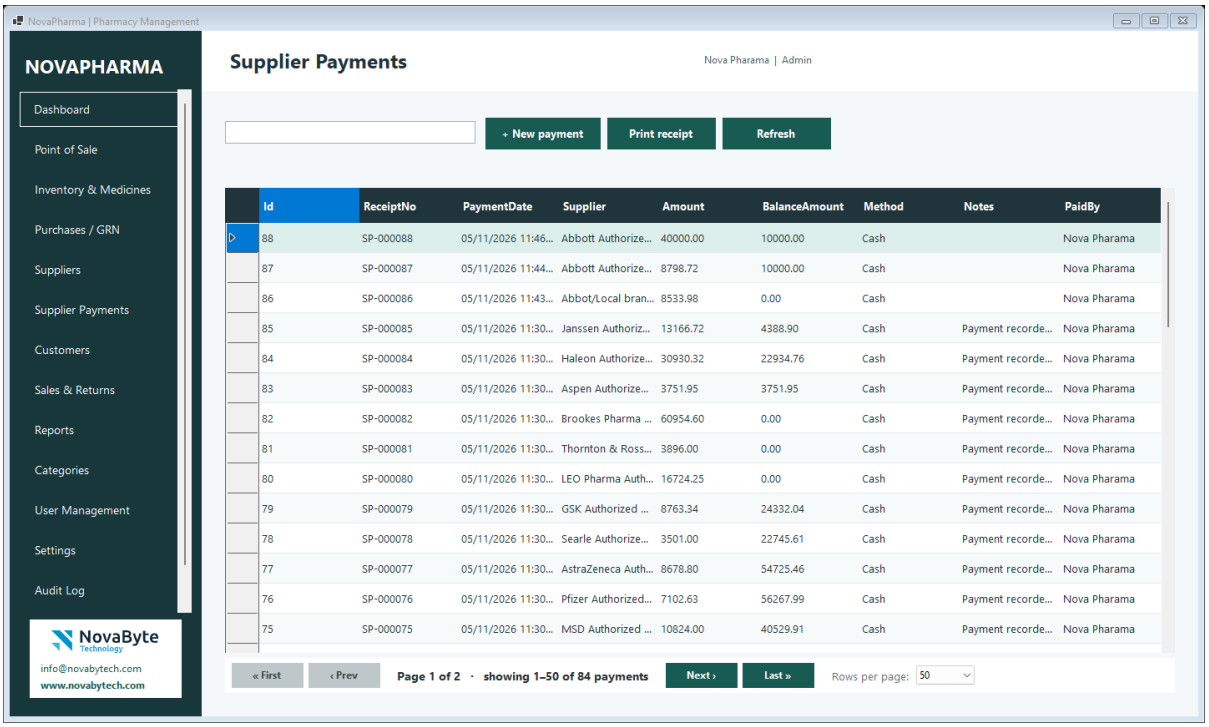


Figure 21: Supplier Payments list

8.1 Recording a payment

1. Click **+ New payment** (or **Pay selected supplier** in Suppliers, or **Pay supplier** on a statement).
2. Search for and select the supplier. The outstanding balance is shown.
3. Enter the **Amount paid**, or click **Pay full** to pay the whole balance.
4. Choose the **Payment method**: Cash, Bank transfer, Cheque, Online or Card. Enter the **Cheque / ref no.** where relevant.
5. Check the **Payment date** and add **Notes** if needed.
6. Keep **Print payment receipt after saving** ticked to print a receipt, then click **Save payment**.

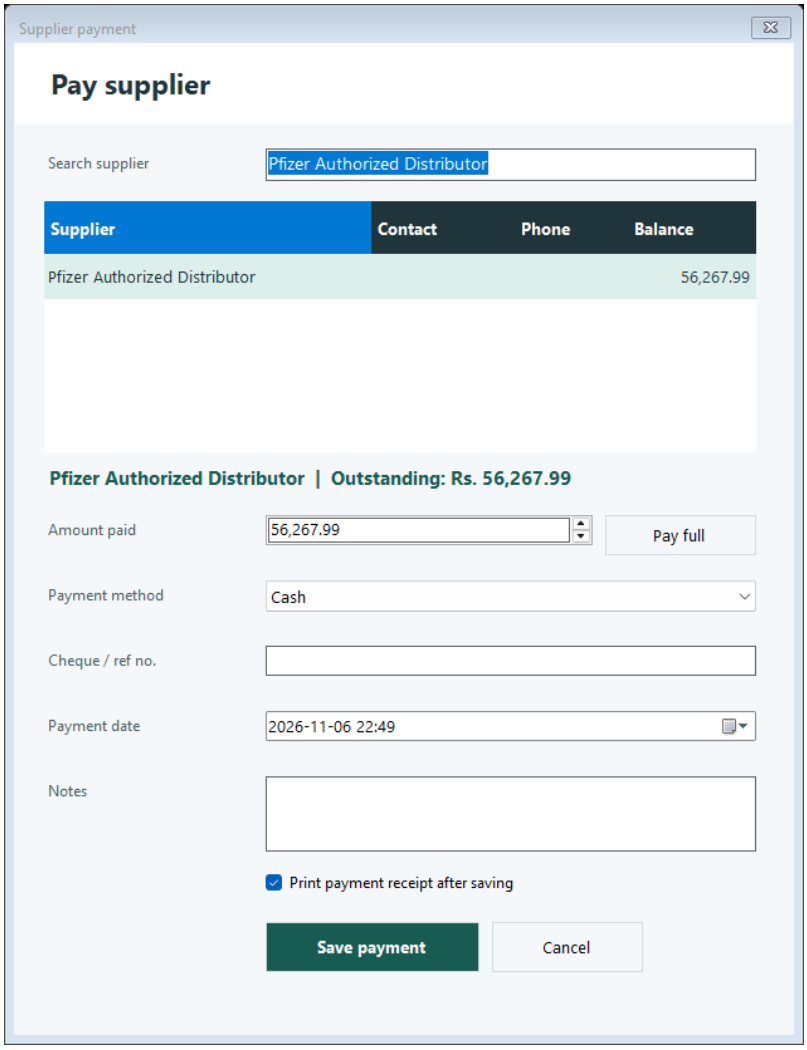


Figure 22: Pay supplier form

8.2 Reprinting a receipt

Select a payment in the list and click **Print receipt**, or double-click it.

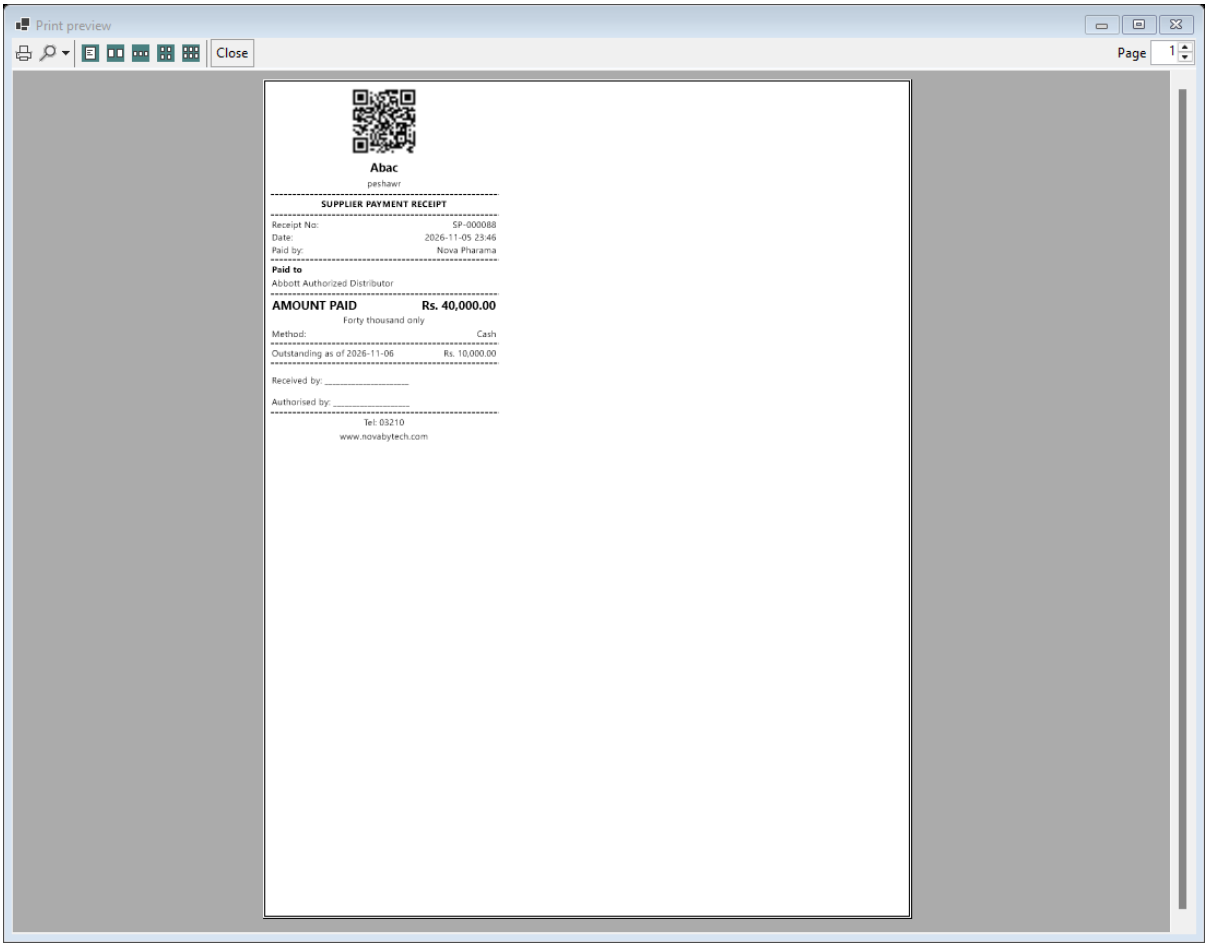


Figure 23: Supplier payment receipt preview

9. Customers

Customers are needed for credit (account) sales and to show the customer's name on invoices. Click **+ Add Customer**, enter the details and click **Save**. Credit sales increase the customer's balance.

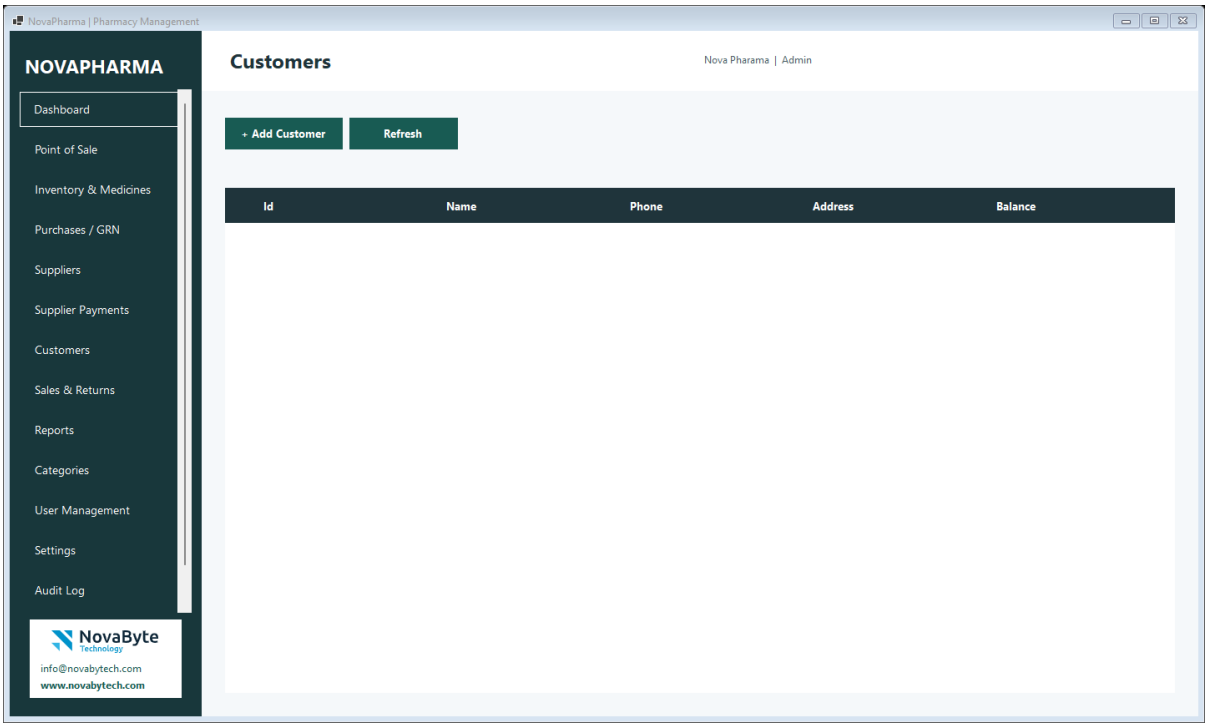


Figure 24: Customers list

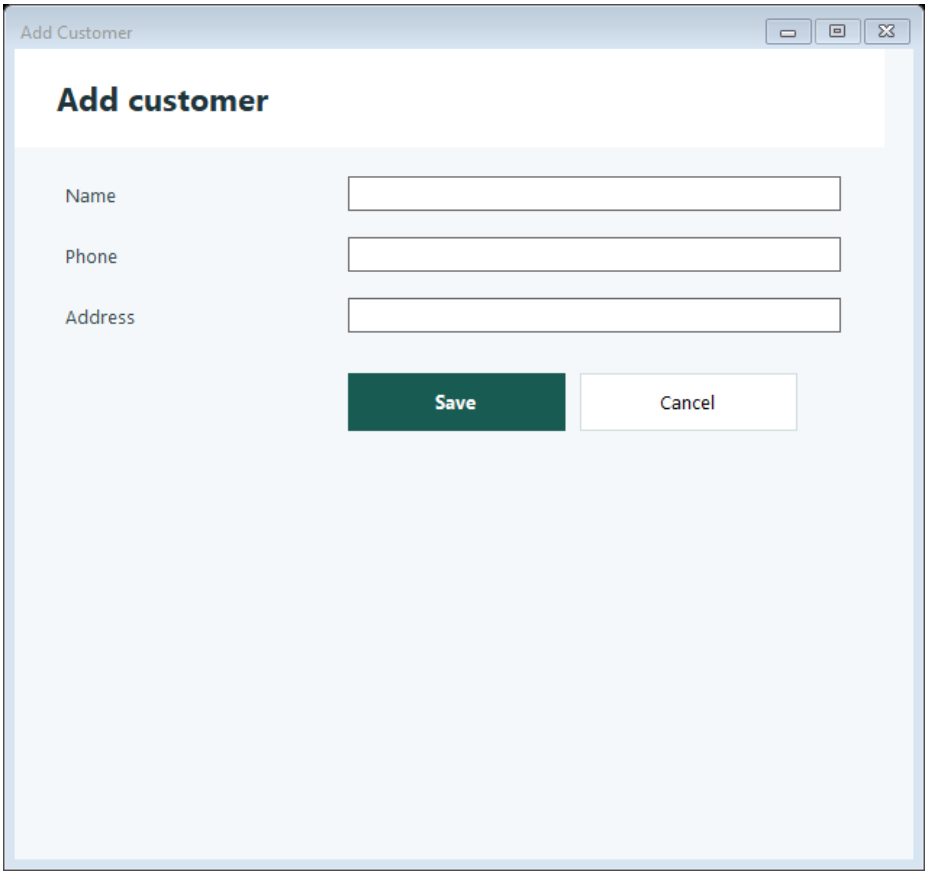


Figure 25: Add customer form

10. Sales & Returns

This module lists completed sales with invoice number, date, customer, cashier, totals and payment method. Search by invoice number, customer or payment method.

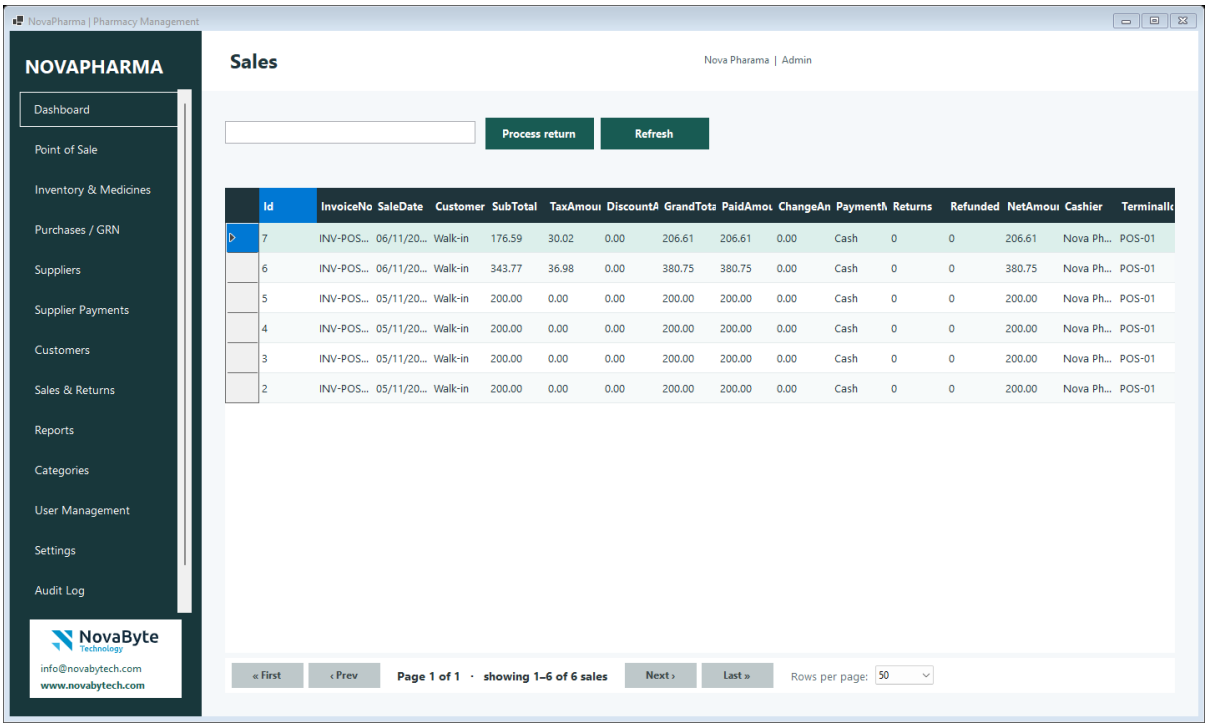


Figure 26: Sales list

10.1 Processing a return (Administrator)

1. Click **Process return**.
2. Type or scan the **Original invoice** number and click **Find sale**.
3. In **Return quantity**, enter how many units of each line are being returned (no more than the sold quantity).
4. Enter the **Mandatory reason**.
5. Click **Process return**. Returned units are put back into their original batch, the refund amount is calculated (including any invoice discount) and the return is recorded in the audit log.

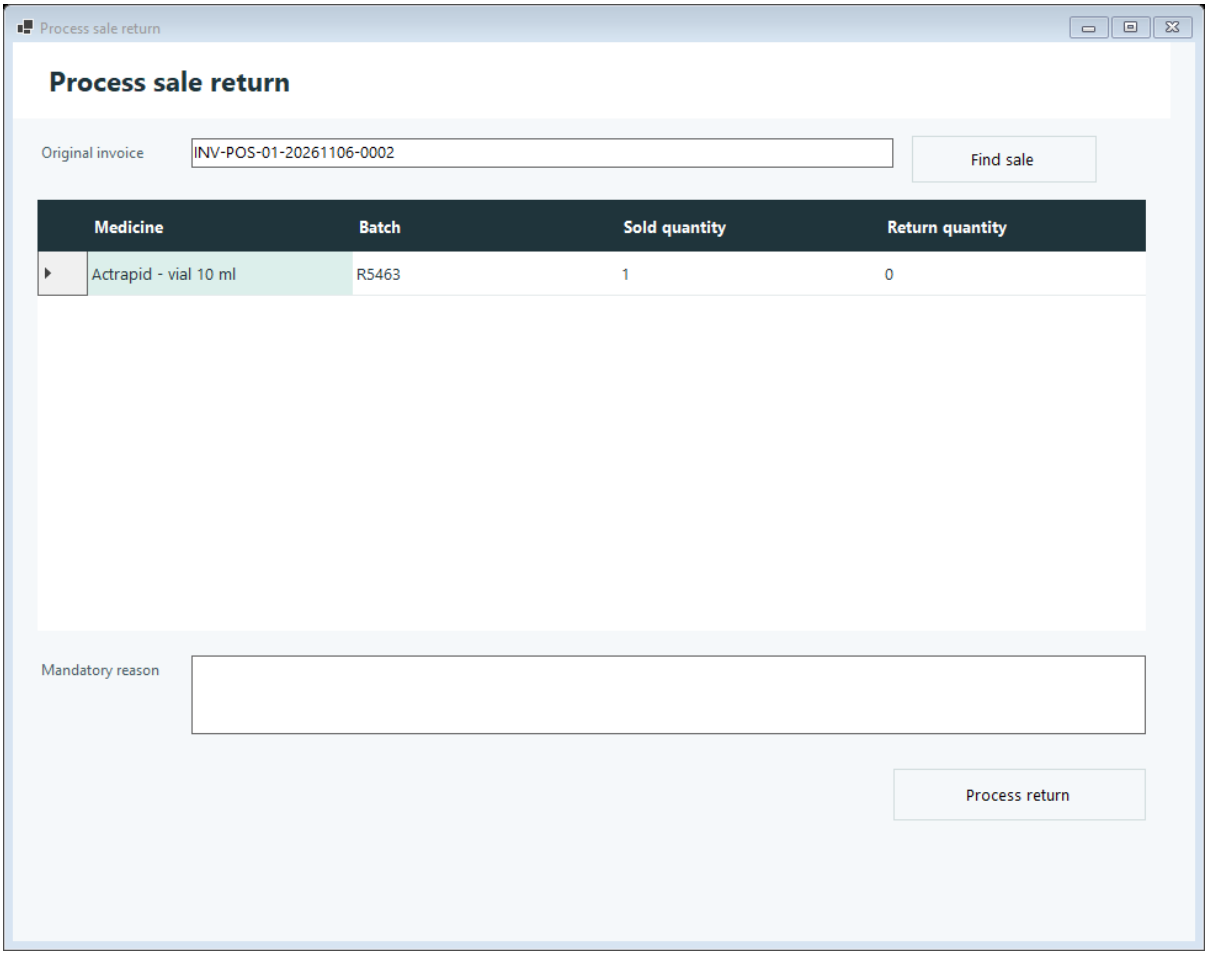


Figure 27: Process sale return form

11. Reports

Choose a report from the drop-down list. The grid updates immediately; click **Refresh** to reload it.

Report	What it shows
Today's sales	Every completed invoice since midnight with subtotal, tax, discount, total, paid amount and method.
Expiry report	Batches in stock that expire within the ExpiryWarningDays setting (90 days by default), so they can be sold first, returned or removed in time.
Low stock	Active medicines whose unexpired stock is at or below their reorder level, to plan purchases.
Batch-wise stock	Every stock batch with batch number, expiry date, quantity and prices.
Narcotic register	Sales of controlled medicines for regulatory record keeping.

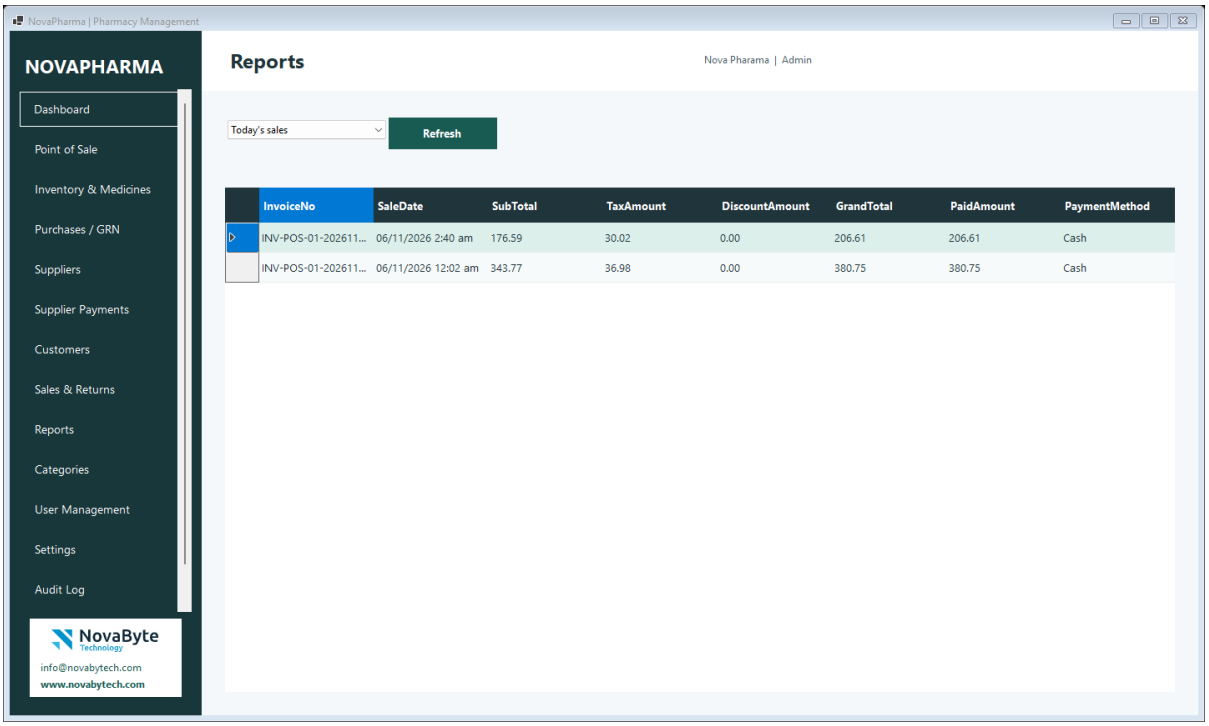


Figure 28: Reports – Today's sales

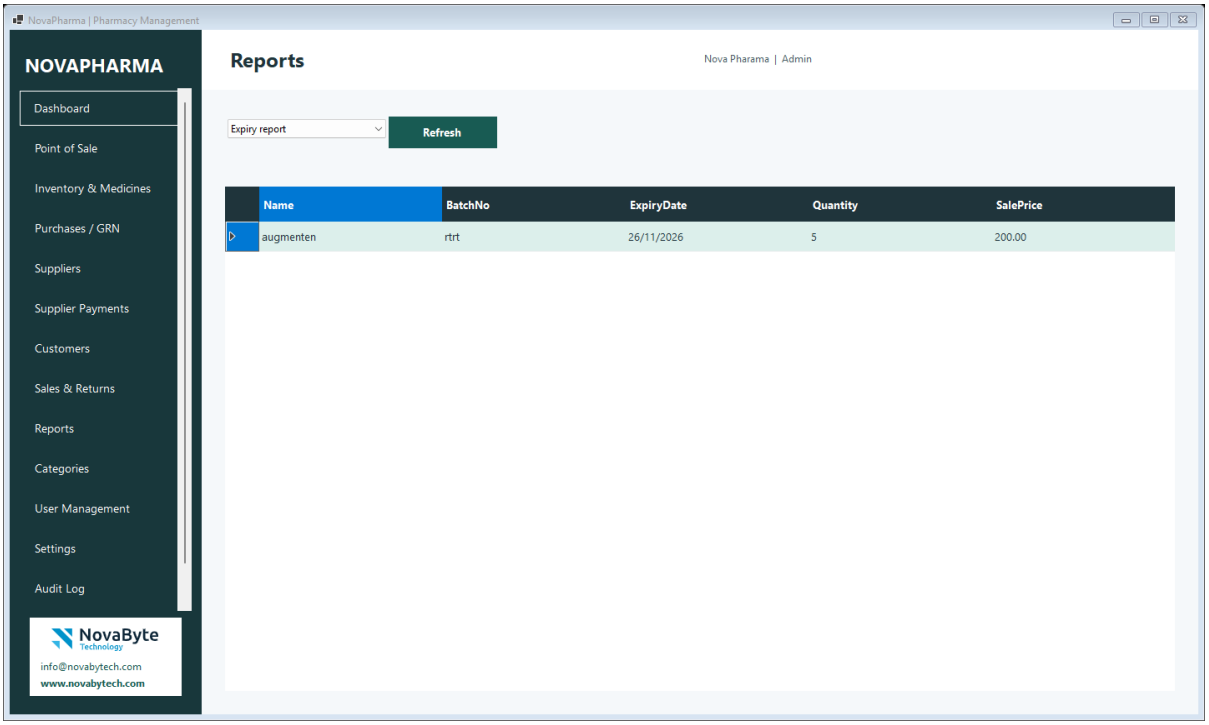


Figure 29: Reports – Expiry report

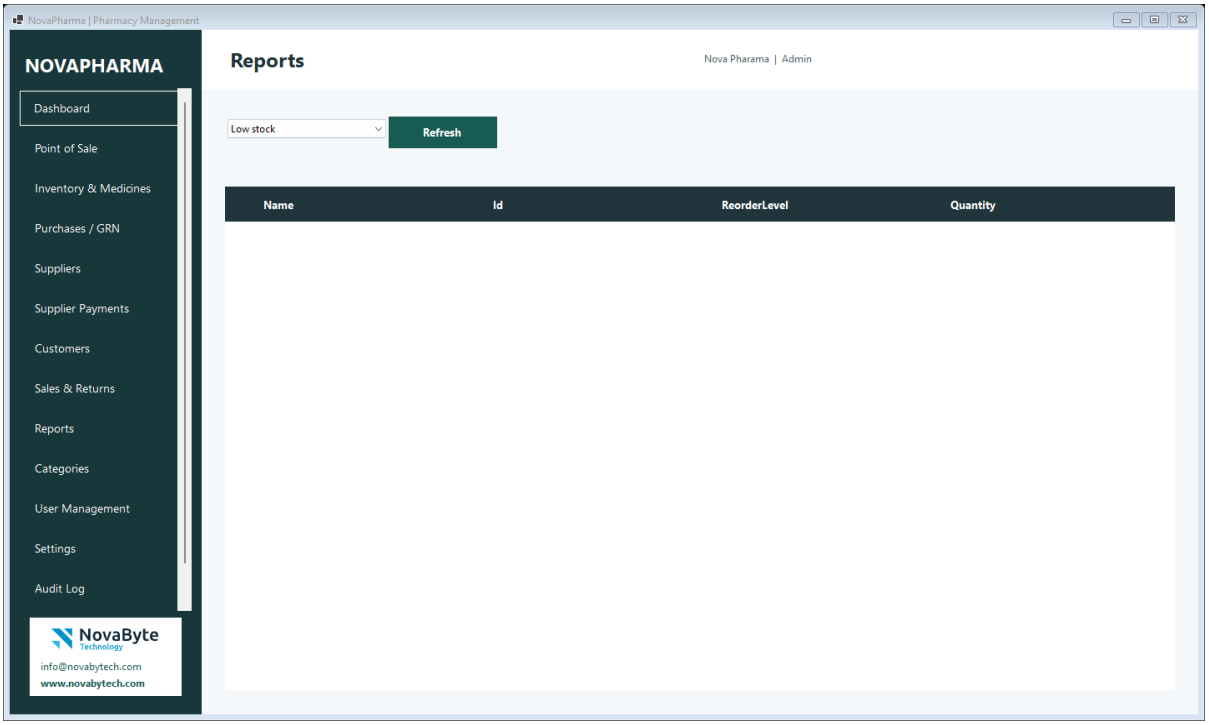


Figure 30: Reports – Low stock

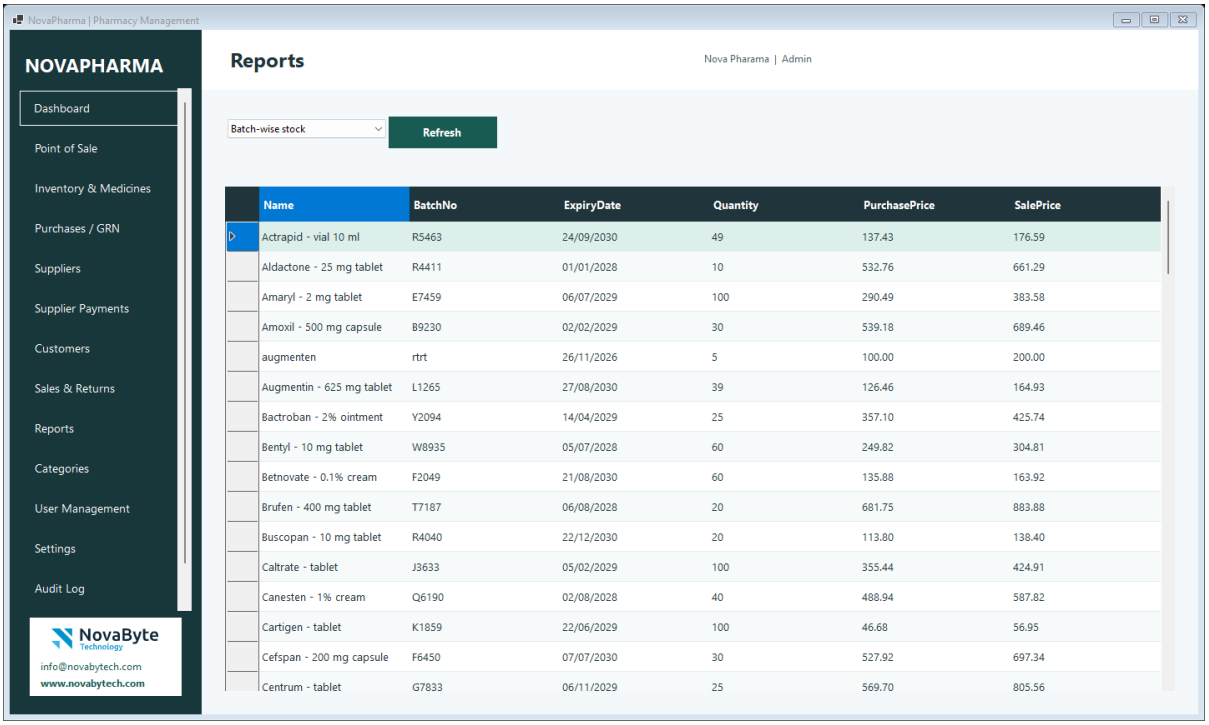


Figure 31: Reports – Batch-wise stock

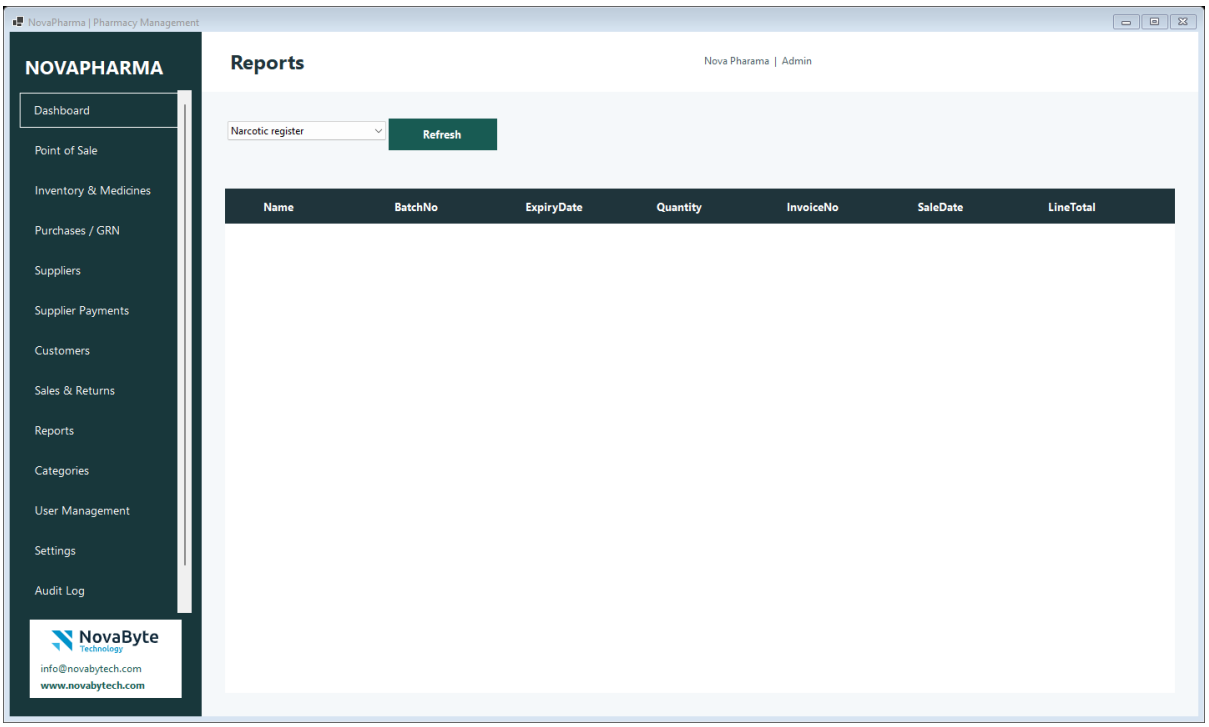


Figure 32: Reports – Narcotic register

12. Categories

Categories group medicines (for example Tablets, Syrups, Injections) and can be searched in the medicine list. Click **+ Add Category**, enter a unique name and click **Save**.

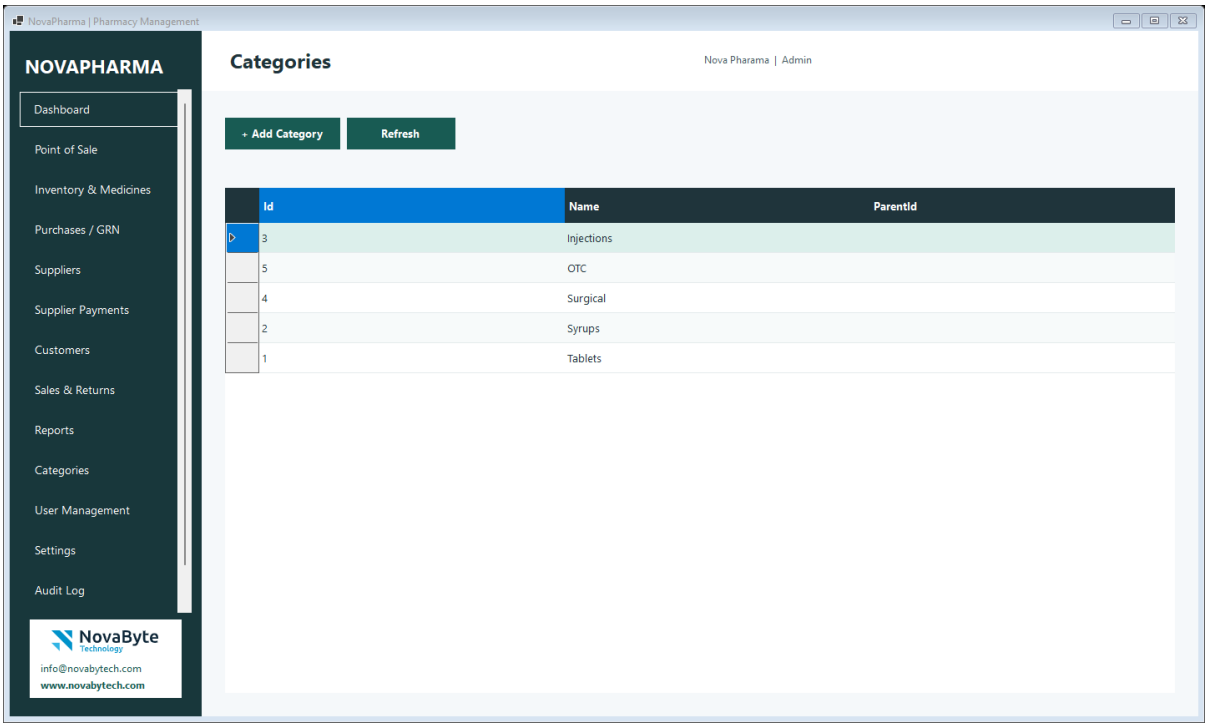


Figure 33: Categories list

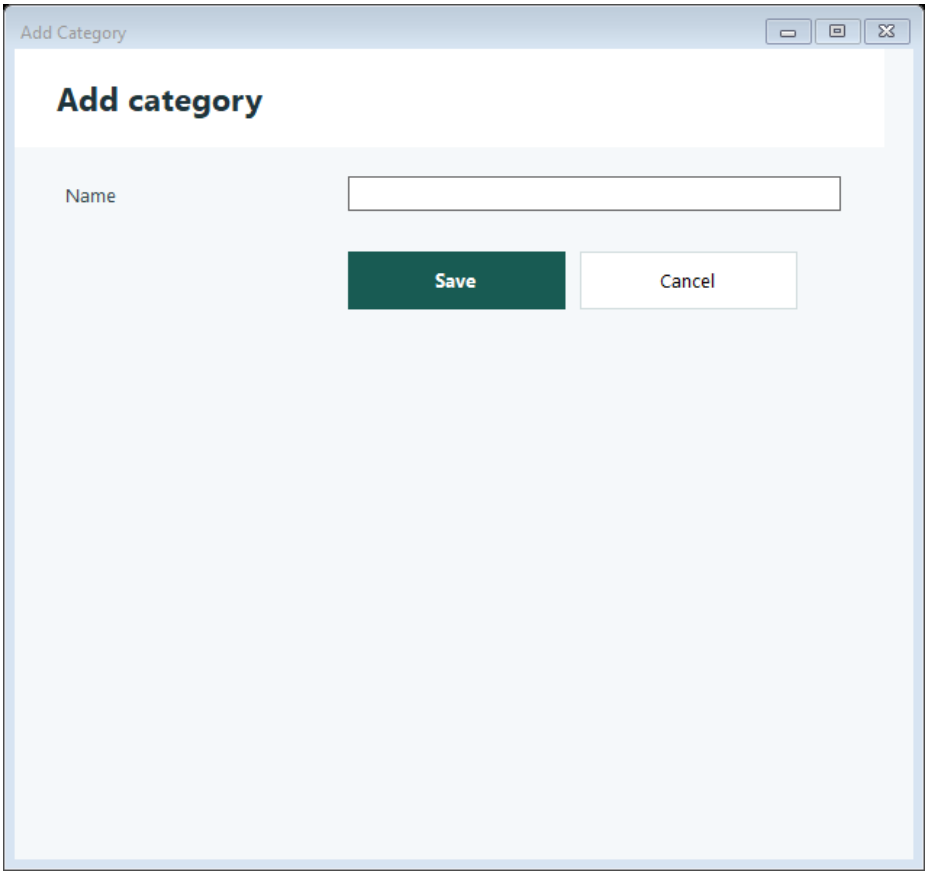


Figure 34: Add category form

13. User Management

Administrators create and manage the accounts that sign in to NovaPharma.

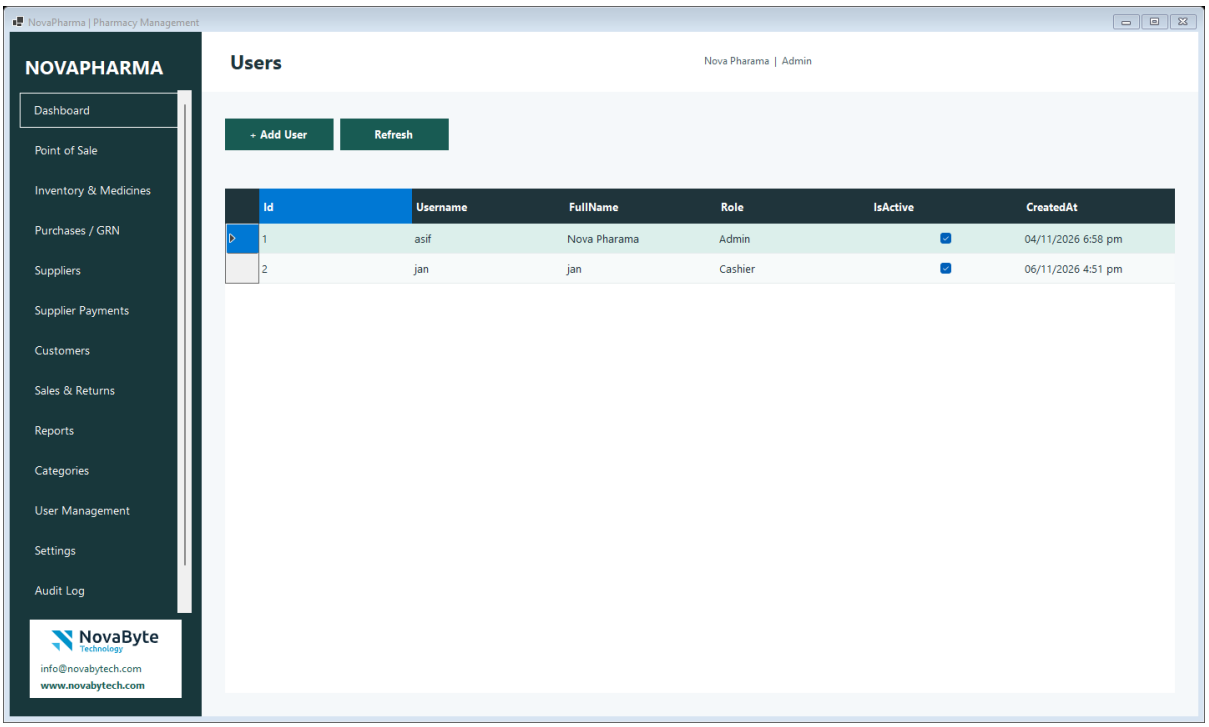


Figure 35: User Management list

13.1 Adding a user

1. Click **+ Add User**.
2. Enter the **Username** (must be unique), **Full name** and **Password**.
3. Choose the **Role**: Admin, Pharmacist, Accountant or Cashier (see chapter 2 for what each role can do).
4. Click **Save**. Give the username and password to the person privately.

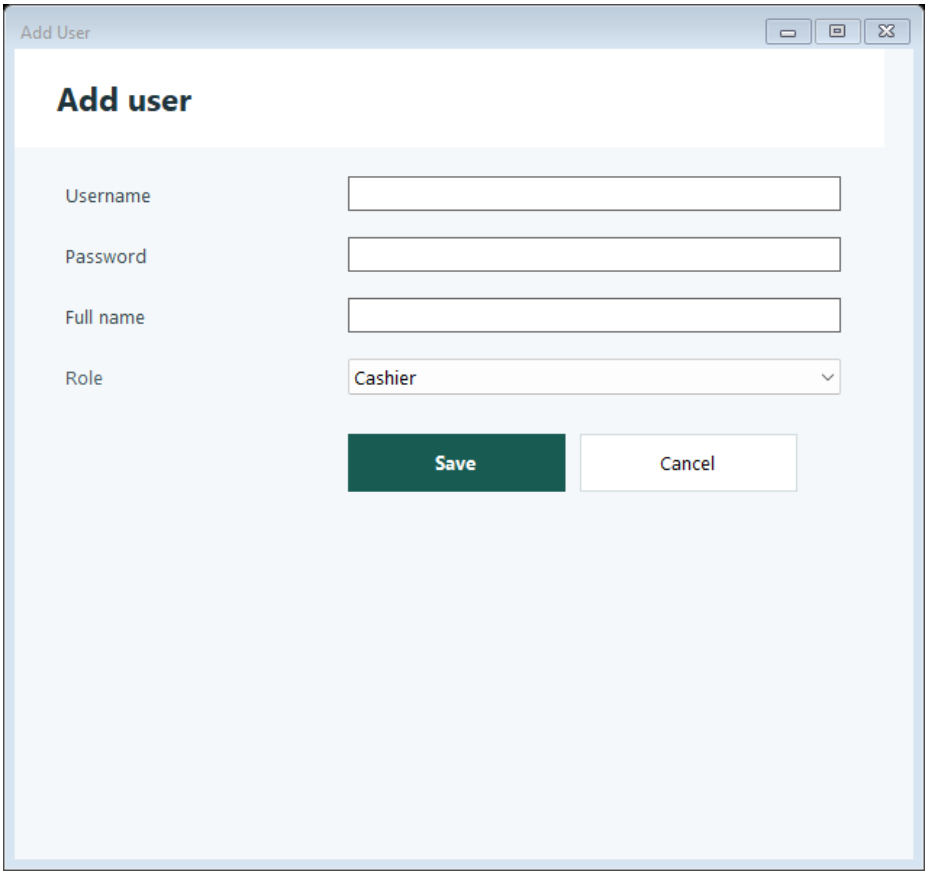


Figure 36: Add user form with role selection

> **Note:** Give each person their own account. Sales, payments and changes are recorded under the signed-in user, which is only meaningful if accounts are not shared.

14. Settings

14.1 Company information

The company card at the top holds the details printed on every invoice and receipt: **Company name**, **Telephone no**, **Address**, **Thank you note** and the **Logo**. Click **Upload logo…** to choose an image, then **Save company information**.

14.2 System settings

The grid below lists system settings. Click a **Value** cell, type the new value and press Enter; a confirmation appears next to the toolbar.

Setting	Meaning
CurrencySymbol	Currency shown on screens and invoices, for example Rs.
ExpiryWarningDays	How many days ahead a batch counts as expiring soon.
LowStockAlertEnabled	true / false – whether low-stock alerts are used.
ReceiptFooter	Text printed at the bottom of receipts.
TaxRate	Default tax rate.
TerminalId	Name of this counter, used in invoice numbers.

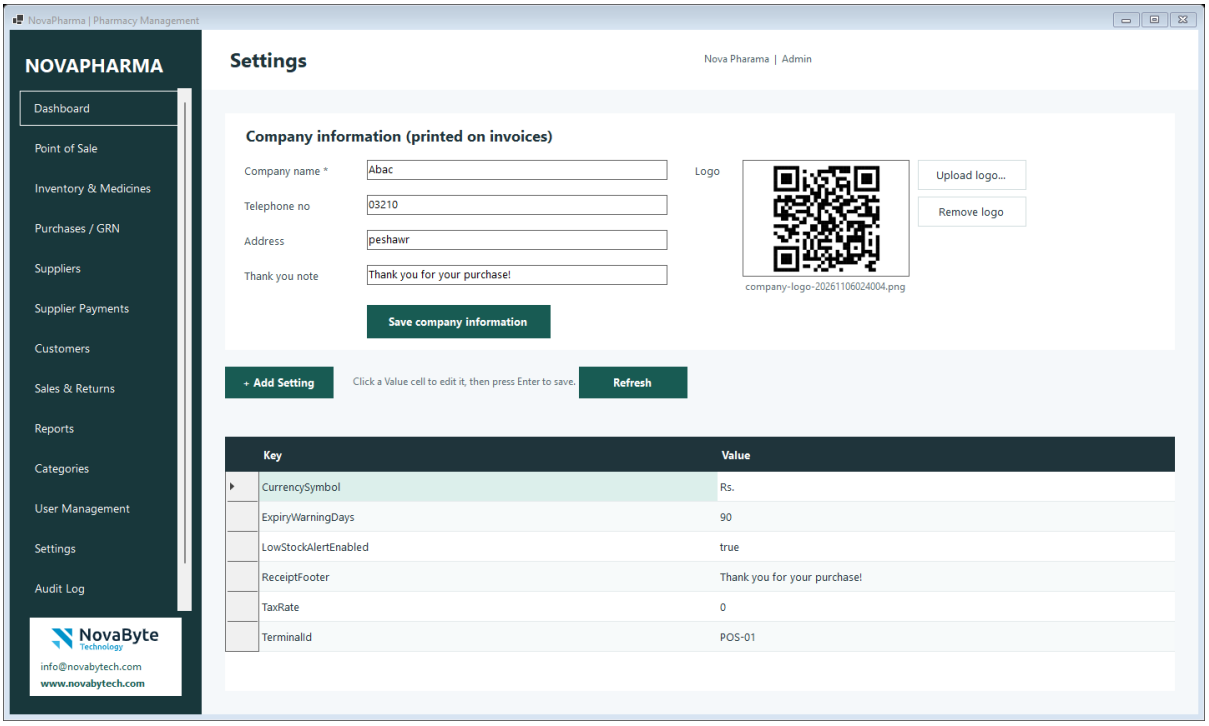


Figure 37: Settings: company information and system settings

15. Audit Log

The audit log is a permanent record of important actions: sign-ins, sales, returns, parked and deleted parked sales, stock adjustments, medicine edits, payments and setting changes. Each entry shows the time, user, action, table and details. Use it to investigate discrepancies.

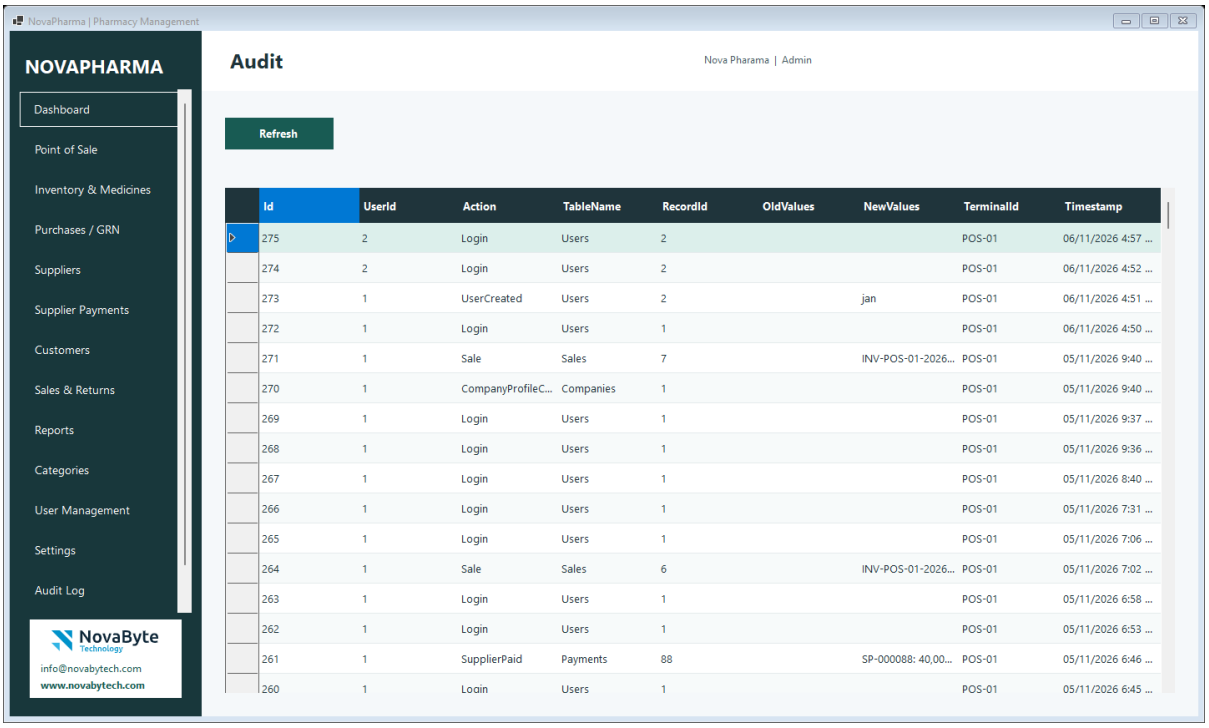


Figure 38: Audit Log

16. Typical daily workflows

16.1 Cashier – a shift at the counter

1. Sign in and click **Open Point of Sale**.
2. For each customer: search or scan items, check quantities, apply any discount, click **Complete order**, take payment and print the invoice.
3. Use **Park sale** if a customer needs to step away; reopen it from **Parked sales** when they return.
4. Before leaving, make sure no parked sales are left over (the button shows **Parked sales (0)**), close the POS and **Sign out**.

16.2 Pharmacist – keeping stock correct

1. Check the dashboard figure **Expiring in 90 days** each morning.
2. Add new medicines as they are introduced, with correct controlled and prescription flags.
3. After a shelf count, use **Stock adjustment** to correct differences.
4. Serve customers at the POS when needed.

16.3 Accountant – paying suppliers

1. Open **Suppliers** and review the balances.
2. Open a supplier's **statement** to confirm the purchases and payments for the period.
3. Record payments with **Pay supplier** and print the receipt for the supplier.
4. At month end, print an A4 statement for each supplier you have paid.

16.4 Administrator – receiving deliveries and oversight

1. Record each delivery with **Receive GRN** (or **Import CSV** for large invoices).
2. Check **Reports** daily: Today's sales, Low stock and Expiry.
3. Process customer returns from **Sales & Returns**.
4. Review the **Audit Log** regularly and keep user accounts up to date.

17. Troubleshooting

Message or problem	What to do
Invalid username or password	Check Caps Lock and spelling. Ask an administrator to confirm the account is active or to set a new password.
A module is missing from the sidebar	Your role does not include it (chapter 2). Ask an administrator if you need access.
No unexpired stock is available for this medicine	All batches are sold out or expired. Receive new stock with a GRN.
Insufficient stock / quantity set to the available amount	Only the shown number of units can be sold. Sell that amount or receive more stock.
Some quantities were reduced because stock changed since this sale was parked	Other sales used the stock while the sale was parked. Check the cart before completing.
Discount cannot exceed the sale subtotal plus tax	Lower the discount amount.
Credit is not available in Payment	Select a named customer instead of Walk-in customer.
Inventory changed on another terminal	Another counter sold the same stock at the same moment. Nothing was saved; click Complete order again.
Dashboard data is unavailable / database errors	The database server is not reachable. Check that the server PC is on and SQL Server is running, then try again.