



## Eastop ERP System – Introduction for Pharmacy & Cosmetics Retail Industry

**Industry:** Pharmacy &  
Cosmetics

**Background:** Multiple  
retail store branches

**Benefits after adoption:**

- For the pharmacy and

cosmetics retail industry with high product turnover and sales volume, an accurate system is needed to track inventory.

- REST retail version – Ensures data integrity even during network interruptions.
- To meet the needs of retail operations, which require diverse promotions and membership point management, customers need an accurate and flexible system.

## 1. Industry Requirements

### Product Characteristics

- Pharmacy and cosmetics products are updated quickly, with new products introduced every season. Real-time updates for product information and inventory are required.
- Products are sourced from suppliers worldwide, requiring handling of purchase orders in different currencies.

### Business Operations

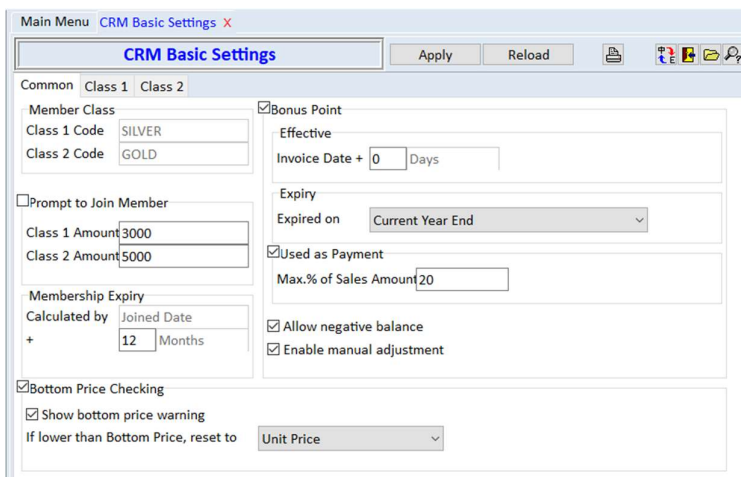
#### a. Retail

- The primary business involves in-store sales, requiring an accurate and stable POS system.

- Promotions: The retail industry needs to implement various promotions to attract customers, requiring flexible promotion rule settings.
- Payment methods: Retail operations must support multiple payment methods, including voucher payments.

### b. Procurement and Inventory

- High demand for product inventory, with numerous brands and suppliers, necessitates the creation of a large number of purchase orders daily.
- Real-time inventory queries



The screenshot shows the 'CRM Basic Settings' window. It includes tabs for 'Common', 'Class 1', and 'Class 2'. Under 'Common', there are sections for 'Member Class' (with Class 1 Code 'SILVER' and Class 2 Code 'GOLD'), 'Prompt to Join Member' (with Class 1 Amount 3000 and Class 2 Amount 5000), 'Membership Expiry' (Calculated by 'Joined Date' + '12 Months'), and 'Bottom Price Checking' (with 'Show bottom price warning' checked and 'Unit Price' selected). On the right, there are checkboxes for 'Bonus Point', 'Used as Payment' (with 'Max.% of Sales Amount' set to 20), 'Allow negative balance', and 'Enable manual adjustment'. There are also fields for 'Effective' (Invoice Date + 0 Days) and 'Expiry' (Expired on 'Current Year End').

### c. Membership Management

- Tiered membership and point systems
- Real-time queries for customer and membership data, including past orders

## 2. Common Industry Challengers/Difficulties

- Rapid product turnover: Frequent changes in product lines

can lead to duplicated records and inventory confusion without a proper system

- Frequent changes in promotions: Lack of system records and control can result in errors or chaos.
- For promotions involving membership points, without a system to track and manage point redemption methods, it is difficult to achieve sales growth.

## 3. Solutions Provided by Eastop

### Addressing Product Characteristics

- Real-time product and inventory queries: Eastop ERP instantly reflects inventory levels for large volumes of new products while providing sufficient fields to record detailed product information.
- Handling purchase orders in different currencies: Users can add currencies and update exchange rates in the system for accurate procurement cost tracking.

## Addressing Business Operations

### a. Retail

- Eastop provides a stable POS system tailored for retail, supporting models like immediate pickup and deposit orders, along with membership point systems to handle various scenarios.
- Flexible promotion rule settings: Users can customize promotion rules as needed. The system's promotion module supports custom conditions to adapt to the complex and ever-changing promotional needs of the retail industry.
- Flexible payment methods: Users can set or modify payment methods at any time, such as enabling voucher payments. Additional requirements, like integrating cash registers or hardware setups, can also be accommodated.

### b. Procurement and Inventory

- Eastop offers comprehensive procurement and inventory modules, recording costs during product stock-in (warehousing).
- Bulk import of purchase orders: Eastop can add Excel import functionality upon request.
- Real-time inventory queries: The system updates inventory in real-time based on incoming and outgoing goods and can generate customized reports as needed.

### c. Membership Management

- Membership point system: Eastop's membership module supports tiered memberships and point tracking. Integrated with POS, members can redeem points as cash.
- Real-time queries: Instant access to customer data, past sales records, and current points.

Main Menu Member Maintenance X						
Member Maintenance Def.Other Customer Product Price Table						
Member# PAT009		Dept.		Close Date		
Analysis Code		Related Company				
Additional Information Basic Information	Inv#	Date	Amount	Paid	BP(Used)	BP(Earned)
	WELCOME BP	2020/04/07	0.00	0.00	0.00	100.00
	IV21000-00003	2021/01/13	206.70	206.70	0.00	200.00
	IV21000-00025	2021/03/10	704.82	704.82	0.00	25.00
	IV21000-00028	2021/03/10	51.00	51.00	0.00	50.00
	IV21000-00037	2021/03/16	1,110.78	1,110.78	0.00	333.00
	IV21000-00052	2021/10/05	30.00	30.00	0.00	1.00
	I21BENNY-0001	2021/10/28	6,870.00	6,870.00	0.00	68.00
	I21BENNY-0003	2021/11/11	2,290.00	2,290.00	0.00	22.00
	I21BENNY-0004	2021/11/25	2,000.00	2,000.00	0.00	20.00
	I21BENNYM-0001	2021/12/13	3,000.00	3,000.00	0.00	30.00
	I21BENNY-0010	2021/12/14	3,000.00	3,000.00	0.00	30.00