



PHARMACY

Inventory Availability & Order Management for Digital Commerce

Be convenient, secure, and reliable

REAL WORLD CUSTOMER RESULTS

30% decrease in excess inventory

63% reduction in order processing time

2.5x increase in online revenue

10M+ in saved sales from reduced canceled orders

4% increase in On Time In Full (OTIF) rate

133k/month in savings for delivery/freight costs



Pharmacies are no longer just drug stores. The inventory they carry expands well beyond prescription medication. Customers now expect a pharmacy to be a one-stop shop. With inventory like:

- Prescription medication (including recurring)
- Non-prescription medication (e.g. cough and flu remedies)
- Vitamins and supplements
- Beauty products
- Household items
- Food and groceries

What's more? Customers want services. Think vaccinations, urgent care, and personalized recommendations (from a pharmacist or chemist).

A single order could include a prescription medication, a vaccination appointment, sun cream, and vitamins.

Pharmacy order and inventory complexity is unmatched to any other industry. The list of over-the-counter (OTC) items a pharmacy must carry will only continue to grow. And the pharmacies must keep up to stay competitive.

Take out the OTC items, prescription orders alone come with major challenges. Prescription orders make up 65% of pharmacy revenue globally. So, what makes them so hard?

- Sensitive data
- Regulatory compliance
- Expiry management
- Storage requirements (e.g. keep refrigerated)
- Rebates
- Generic drug alternatives
- Allergies

Not to mention, seasonal product management. Pharmacies have to account for time of year and weather in their different locations. For example, having enough sun cream in summer, flu and cold remedies in winter, and allergy medication in spring and fall. Some locations may not experience all of the seasons, so balancing that inventory amongst them is critical.

So what can you do?

A modern order management system. One built to handle your order and inventory needs of tomorrow—like [Fluent Order Management](#).

Imagine a unified view of your inventory, to see where it is, what's left and reduce holding costs. Meet customer 30-minute or 2-hour pick-up expectations to improve Customer Experience and Net Promoter Score (NPS).

Now you can deliver the most complex order in the most profitable way every time. Increase revenue. And make positive customer interactions the new norm.

KEY FEATURES

Manage complex orders

Create workflows for orders with varying SKU types like prescription medications, OTC items, and services

- Reduce time to deliver
- Decrease fulfillment costs
- Improve operational efficiency

Support non-standard SKUs

Manage prescription medication, product bundles, and non-physical inventory (e.g., services)

- Improve inventory visibility and management
- Increase offering

Encrypt Sensitive Information

Assure customers their sensitive patient and drug data is secure and anonymized

- Increase buyer trust
- Maintain security

Manage Future Inventory

Promise customers inventory you know is on the way and save the sale (not only for shortages but specialty products as well)

- Reduce inventory holding costs
- Reduce canceled orders

Offer add-on services by SKU

Offer services from your team for personalized recommendations, urgent care or vaccinations alongside items ordered

- Improve customer experience
- Offer more
- Increase revenue

Support pickup and delivery on a single order

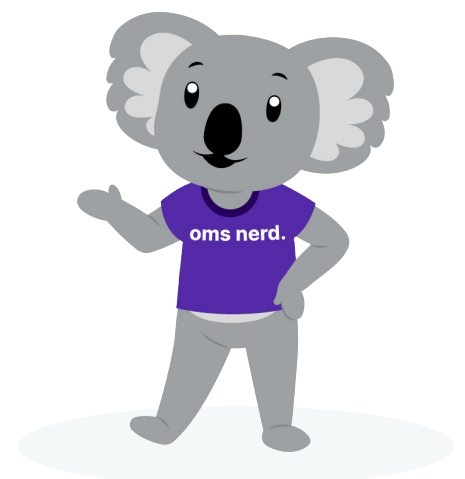
Let customers choose how they receive an order, including 30-minute pickup, and home delivery options for a single order

- Increase customer satisfaction
- Improve operational efficiency

Optimize Fulfillment

Use advanced sourcing logic to ensure you fulfill orders fast, manage order consolidation and split shipments, and support unique fulfillment processes based on product attributes (e.g. temperature-controlled, regulatory compliance)

- Improve customer satisfaction
- Increase OTIF



YOU MIGHT ALSO BE INTERESTED IN...



Fluent Big Inventory: Next-Gen Inventory Availability Hub

Stop losing sales to canceled orders

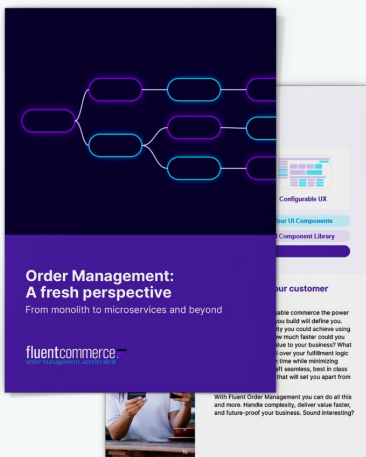
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