zenoziva

Zenoziva ERP Guidebook for pharmacy chains

Central buying, the distribution centre, every store's counter, prescriptions, expiry and the numbers behind them, in one system: step by step, screen by screen.

> Every chain, store, person, patient, doctor, distributor, licence number, PAN, GSTIN and amount on the screens in this guide is fictional demo data from our pharmacy-chain demo, Demo Pharmacy Chain Pvt Ltd.

Edition 2, November 2026. Zenoziva ERP 16 with the pharmacy-chain set-up and the store app.
Zenoziva Business Solutions Private Limited · zenoziva.com

About this guide

This guide shows how a pharmacy chain runs in Zenoziva ERP: one company with a central warehouse (the distribution centre, DC) and several stores, each with its own drug licence, pharmacist and cash counter. It follows the medicines from the distributor's bill to the customer's bill and back again when they near expiry.

Every screenshot was taken on a working copy of our demo. The chain (Demo Pharmacy Chain Pvt Ltd), its stores, staff, patients and doctors, the medicines, brand names and manufacturers, the distributors, licence numbers, PANs, GSTINs and amounts are all fictional. Drug schedules and the single 5% GST rate in the demo are illustrative: set each product's schedule from its label and confirm GST rates with your accountant.

One thing to know before you start: the store counter (Point of Sale) works online. It needs an internet connection to bill; this version has no offline billing.

Menus, reports, the bill layout and who sees which store can all be set up to match your chain. For questions, training or changes, contact your Zenoziva team through zenoziva.com.

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CHAPTER 1

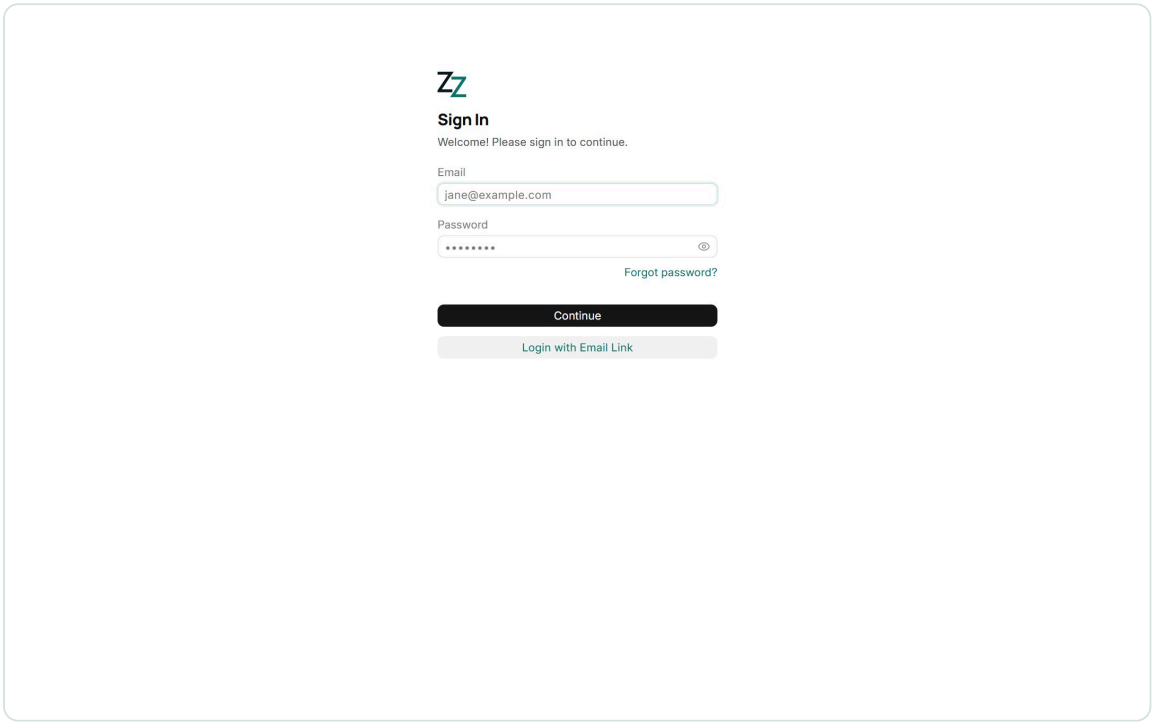
Getting started

For: Everyone

Each person signs in with their own login and sees the menus for their work: Head office, Central buying, Warehouse (DC), Store counter, Expiry & returns, Compliance (H1) and Reports.

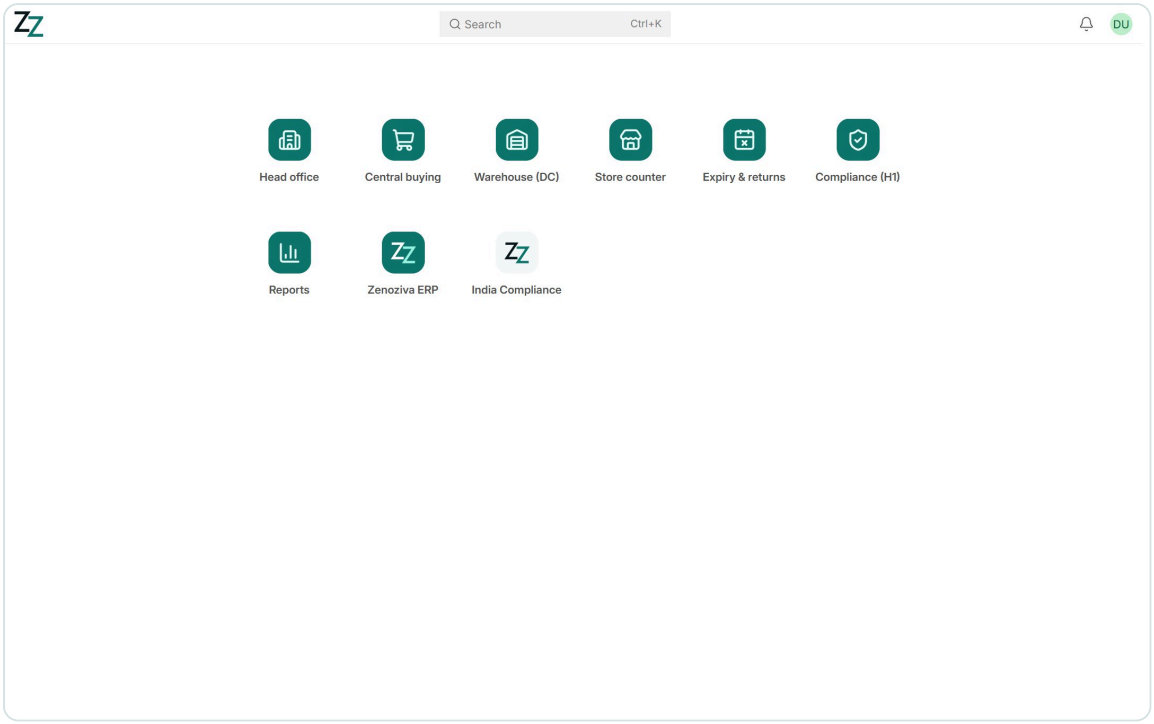
1.1 Sign in

Open your chain's ERP address and sign in with your email and password. Never share a login: bills, receipts and the H1 register record who did what.



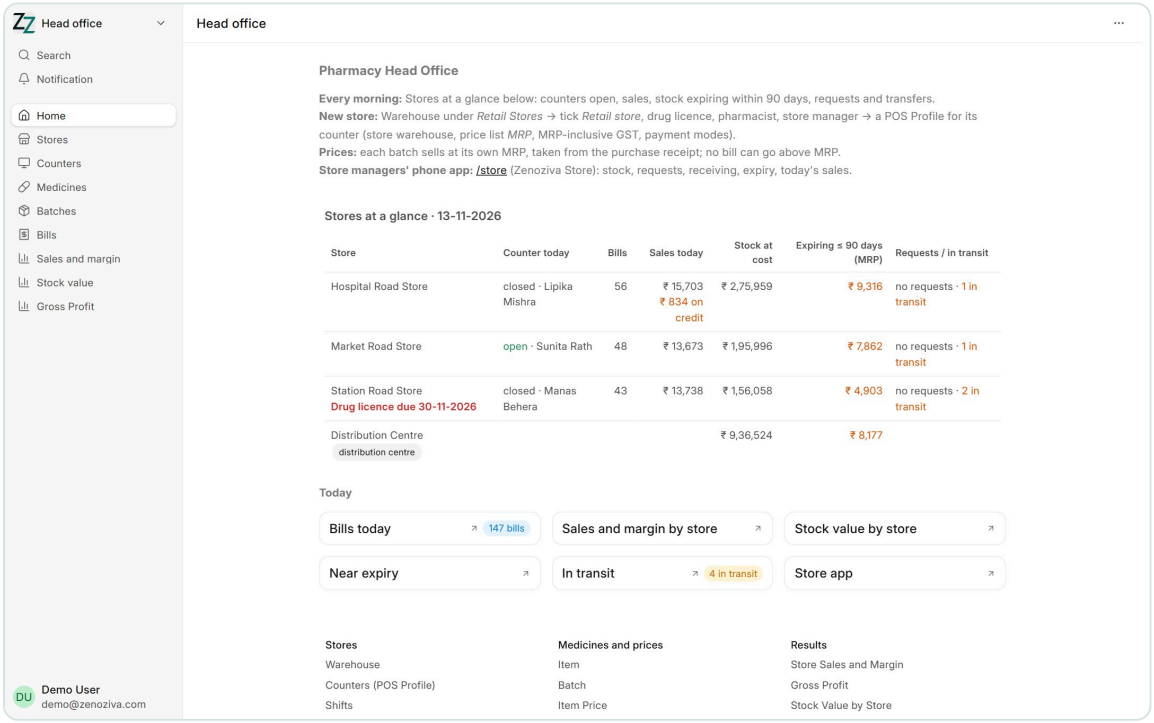
1.2 Your desktop

One tile per menu you may use. A pharmacist sees the counter and compliance menus; head office also sees the standard ERP modules.



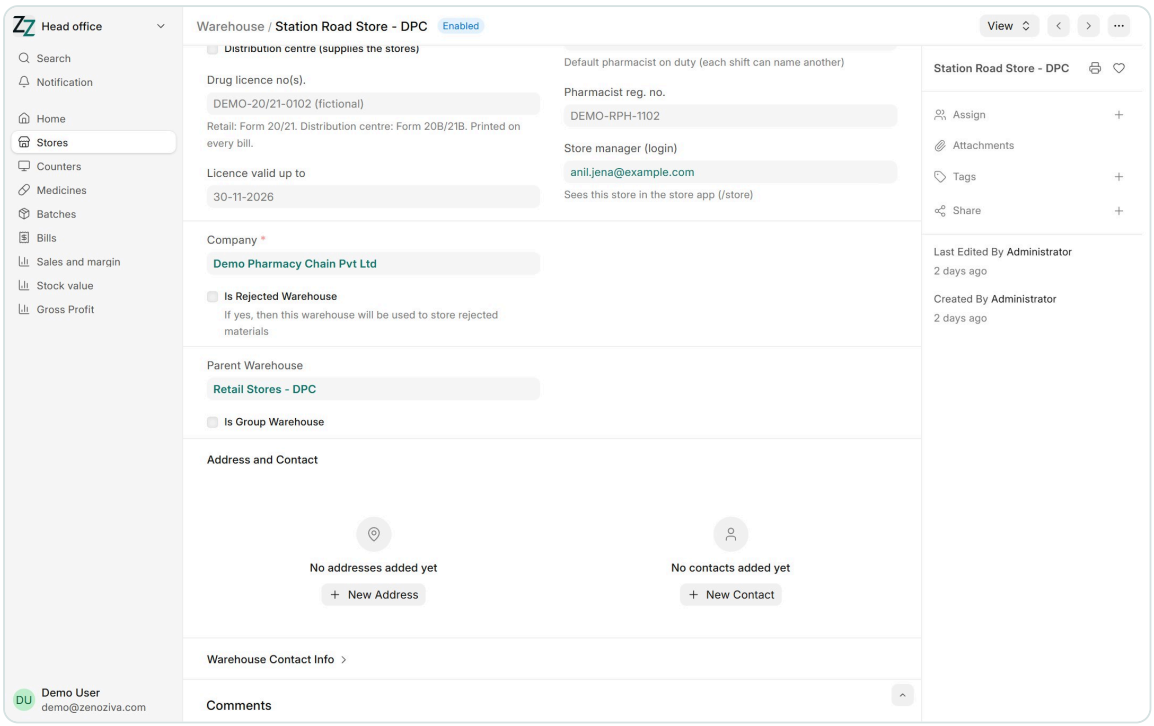
1.3 Stores at a glance

Head office opens with every store and the DC in one table: is the counter open and who is the pharmacist on duty, bills and sales today, stock at cost, stock expiring within 90 days, open stock requests and transfers on the way. A drug licence due within 60 days is flagged in red. Click any figure for the records behind it.



1.4 A store

Each store is a warehouse ticked as a retail store, with its drug licence and validity, registered pharmacist and the store manager's login. The bill prints the licence and the pharmacist from here.



CHAPTER 2

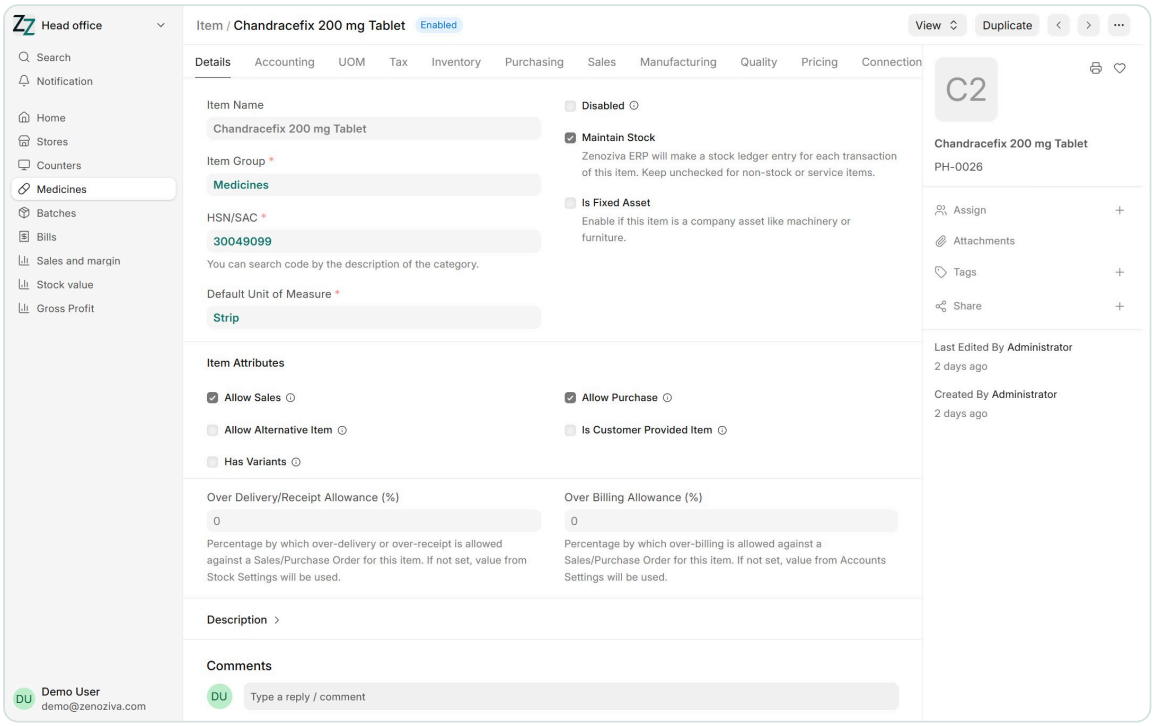
Medicines, batches and prices

For: Head office, buying

A medicine is an item with a drug schedule. Every medicine is kept batch-wise with an expiry date, and every batch carries the MRP printed on its pack.

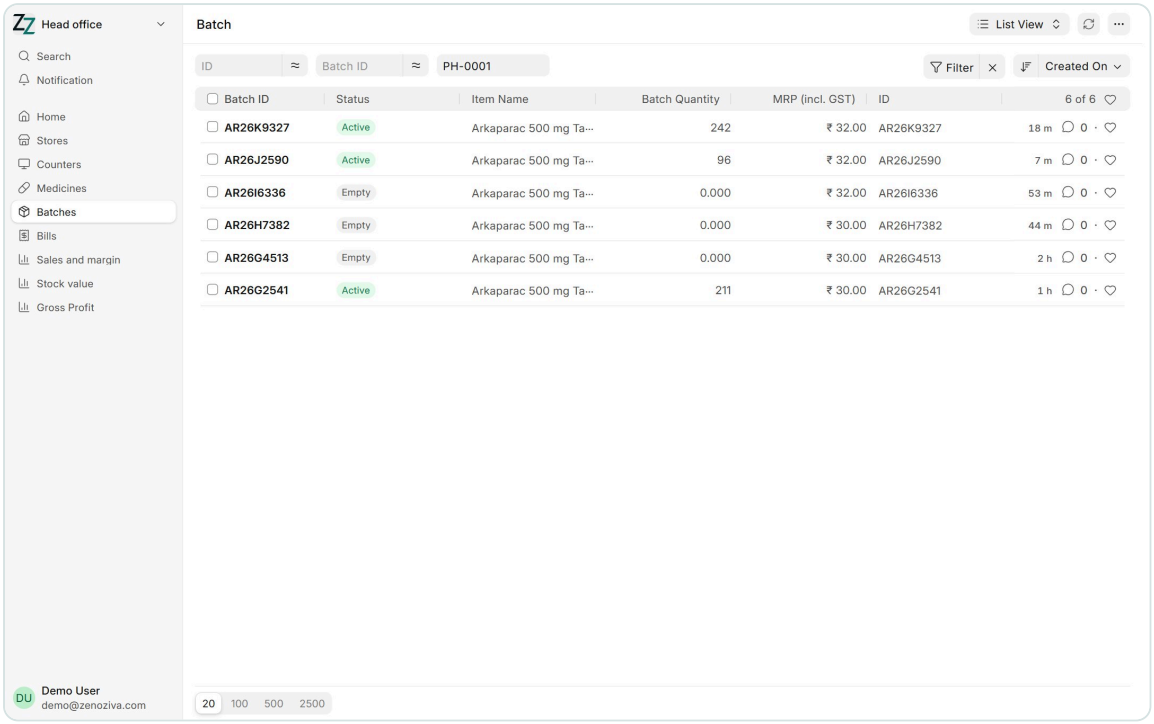
2.1 The medicine

Item › **Medicine**: salt / generic name, strength, form, pack, manufacturer, **Drug schedule** (OTC, G, H, H1, X) and the rack it sits on in every store. Same salt and strength = substitutes.



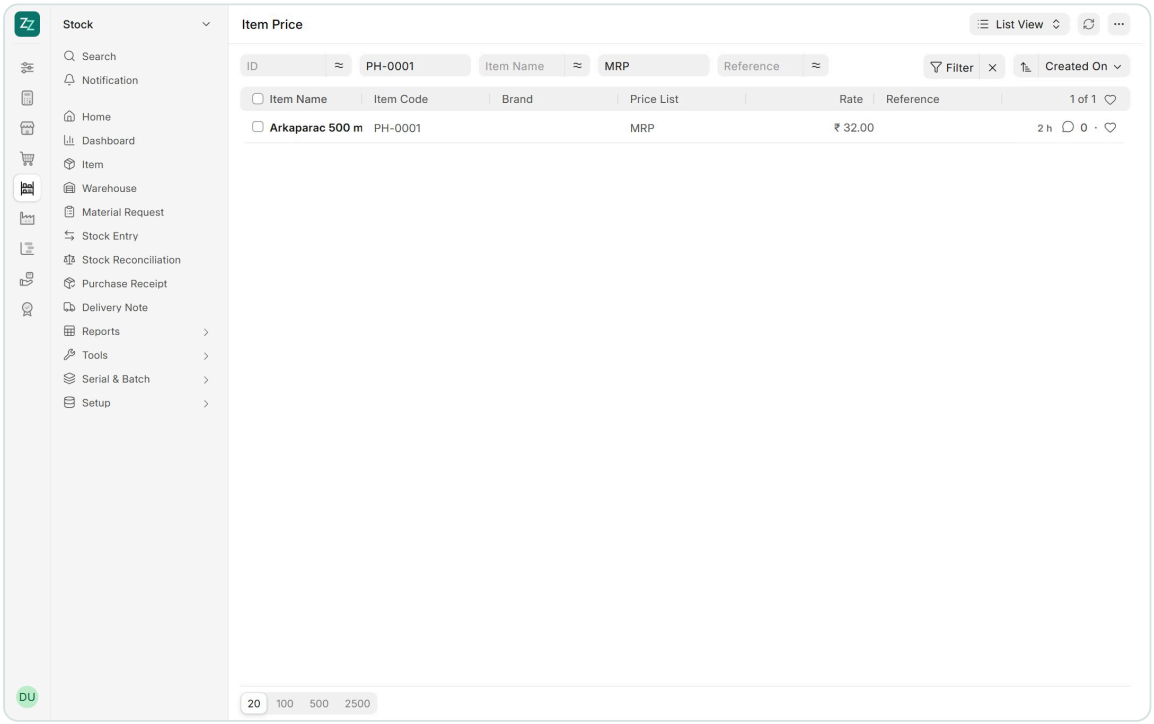
2.2 Batches

Each batch has its expiry and **MRP (incl. GST)**. Batches are created when goods are received; nobody types them twice.



2.3 Selling price = the batch's MRP

The price list **MRP** holds each medicine's newest MRP, taken from the purchase receipt. On the bill every line is priced at the MRP of its own batch, so a newer batch with a higher MRP does not change the price of the older stock, and no bill can exceed MRP.



CHAPTER 3

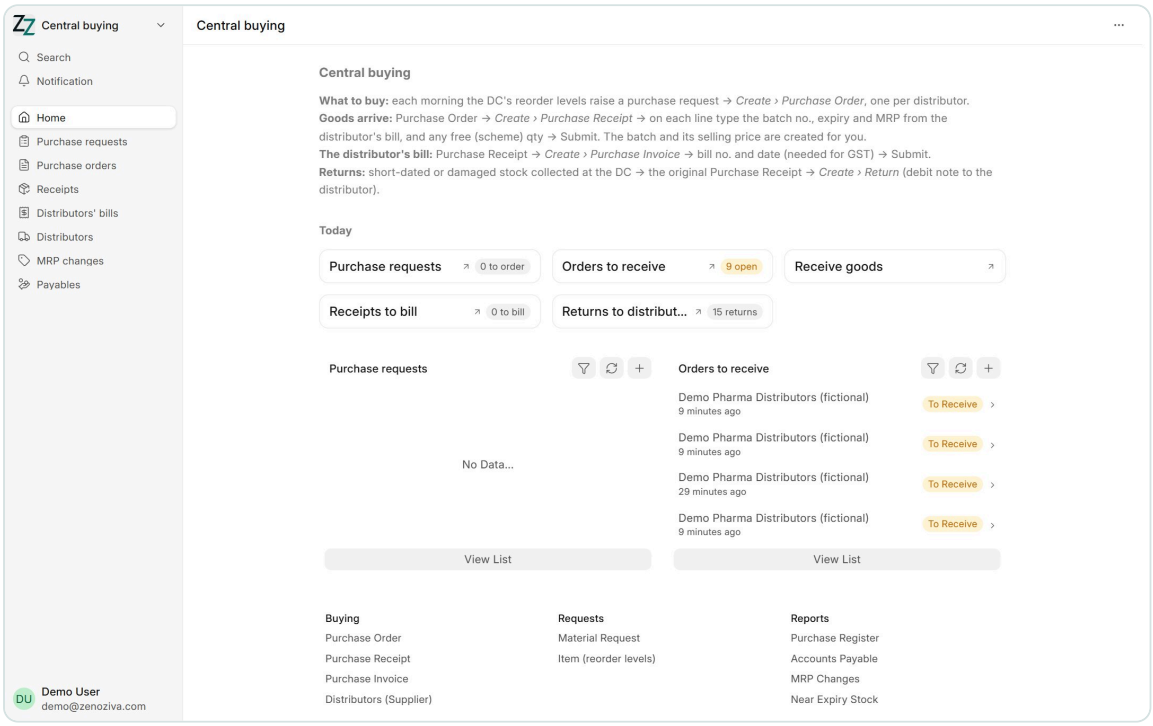
Central buying

For: Buyers, DC receiving

The DC buys for the whole chain. Its reorder levels raise purchase requests; buyers turn them into orders per distributor; the DC receives the goods with their batch details.

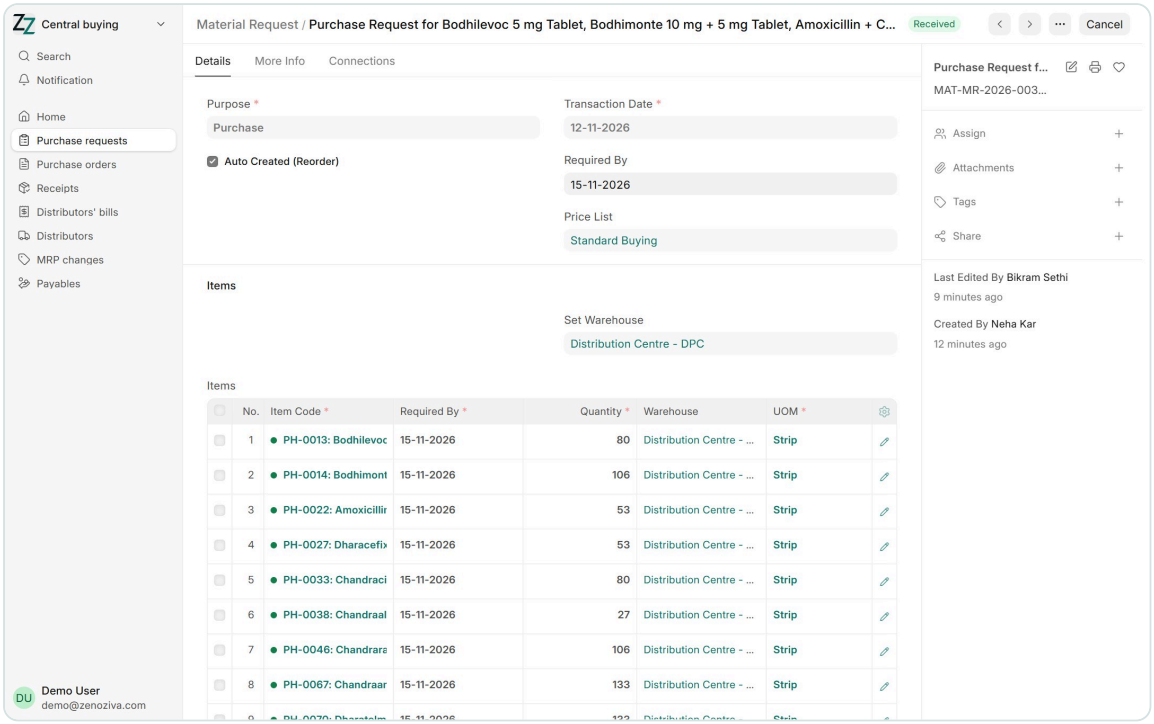
3.1 Central buying

Purchase requests waiting, orders to receive, receipts to bill and returns to distributors, with live counts.



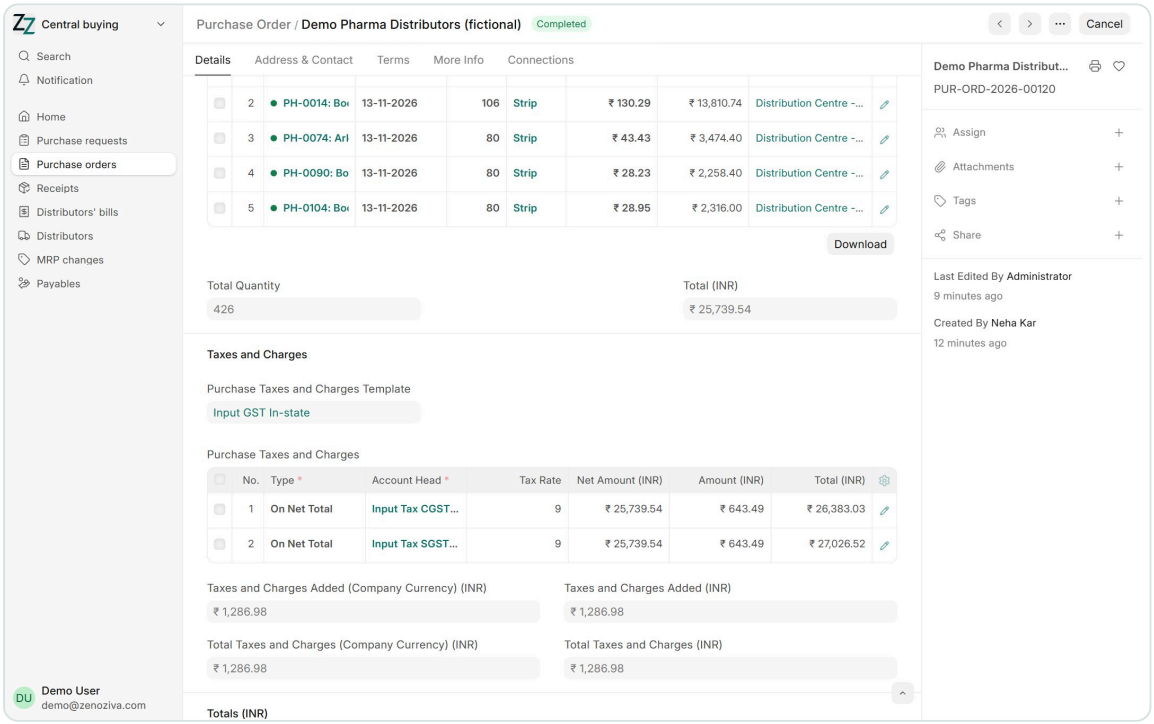
3.2 Purchase request

Each morning the DC's reorder levels (Item › Reorder Levels) raise a purchase request for what is running low.



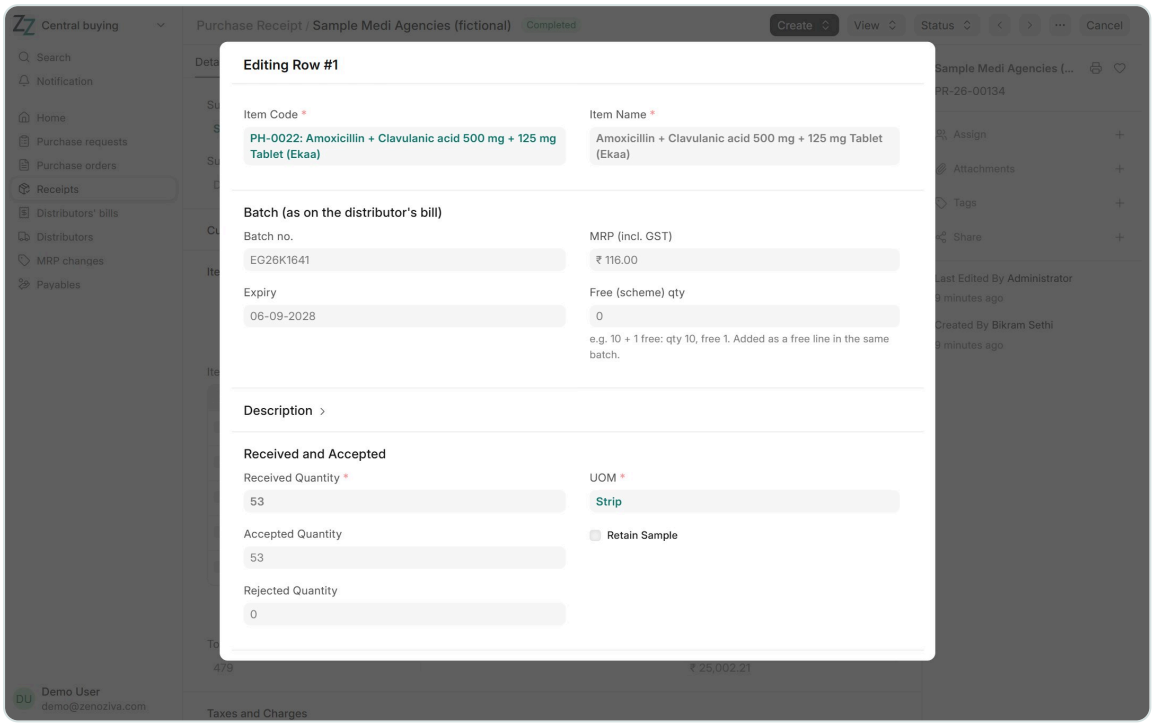
3.3 Purchase order

From the request, **Create › Purchase Order**, one per distributor, at the distributor's rate (price to retailer).



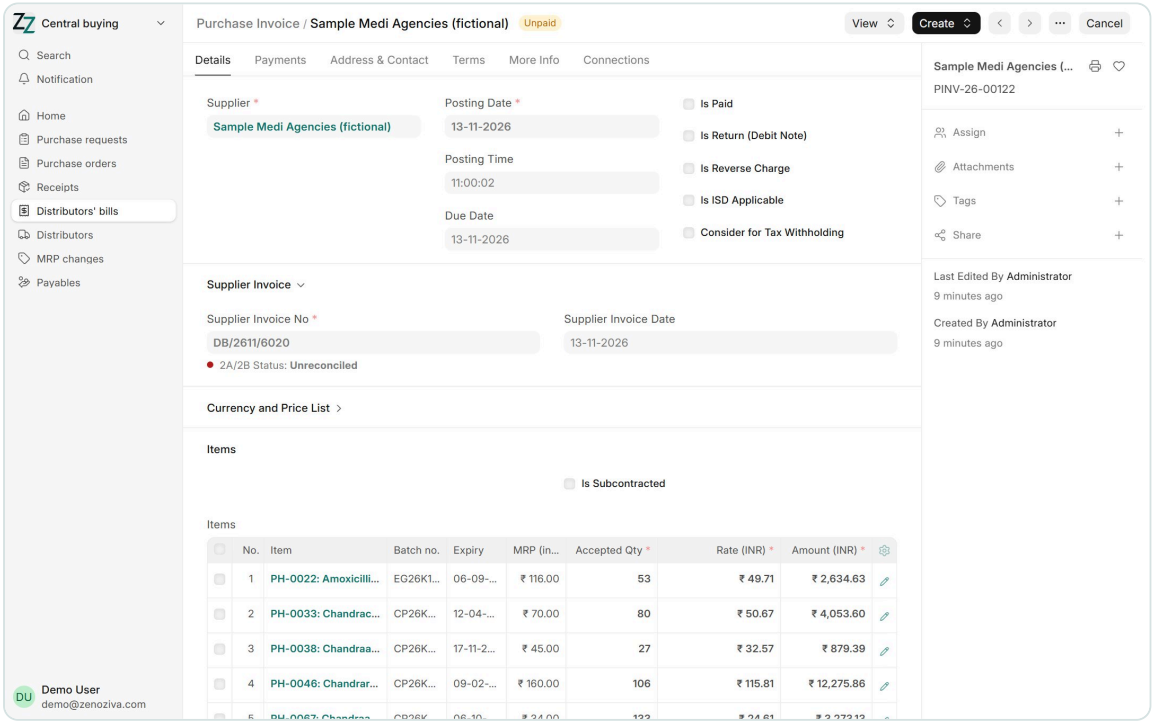
3.4 Receiving goods

From the order, **Create › Purchase Receipt**. On each line type what the distributor's bill says: **Batch no.**, **Expiry**, **MRP (incl. GST)** and any **Free (scheme) qty** ("10 + 1"). On save the batch is created and the free quantity becomes a free line in the same batch, so the cost per strip comes down by itself. An expired batch is refused.



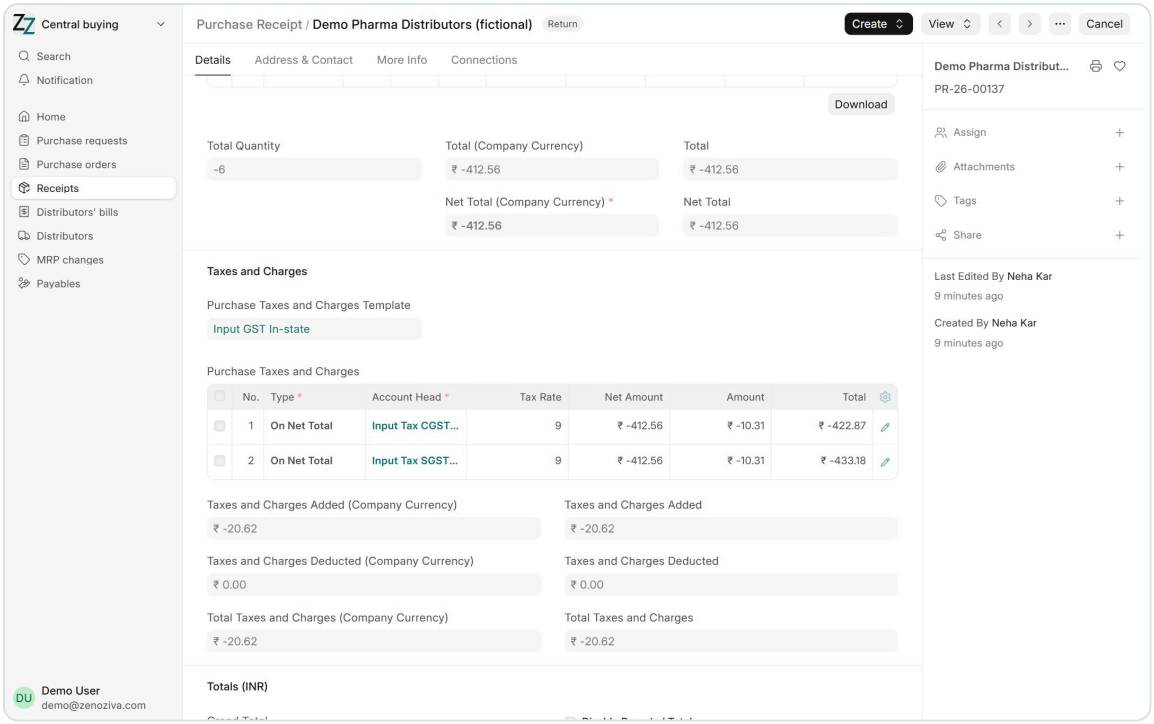
3.5 The distributor's bill

From the receipt, **Create › Purchase Invoice**: the distributor's bill no. and date (needed for GST input credit). It is paid from the bank when due.



3.6 Returns to the distributor

Short-dated stock collected at the DC goes back before it expires: the original receipt › **Create › Return**, the batches and quantities going back. This is the debit note to the distributor.



CHAPTER 4

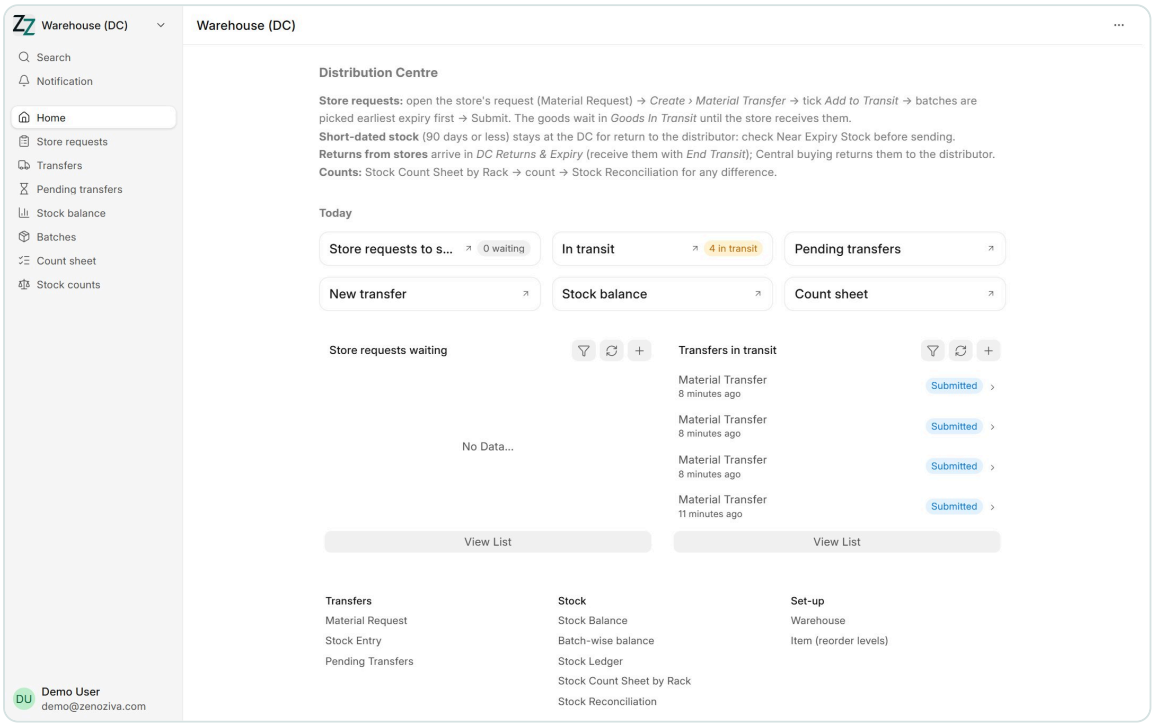
The distribution centre

For: DC staff

Stores do not buy on their own: each store asks the DC, and the DC sends stock into transit until the store receives it.

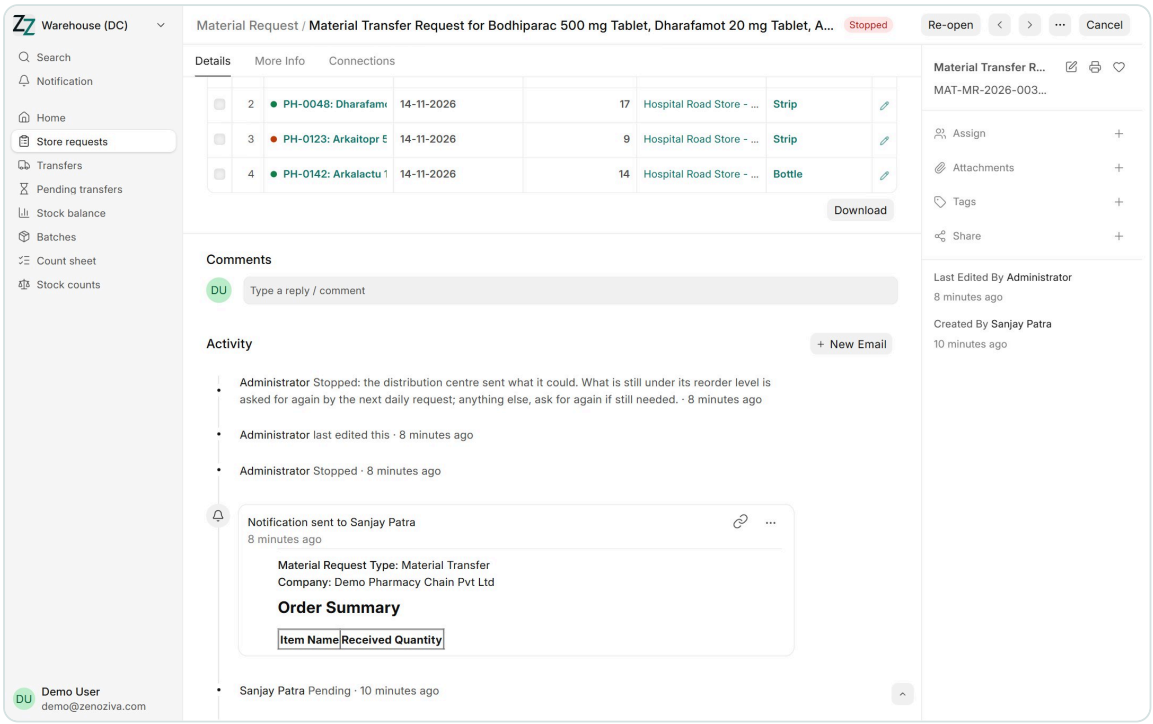
4.1 Warehouse (DC)

Store requests waiting to be sent and transfers still on the way.



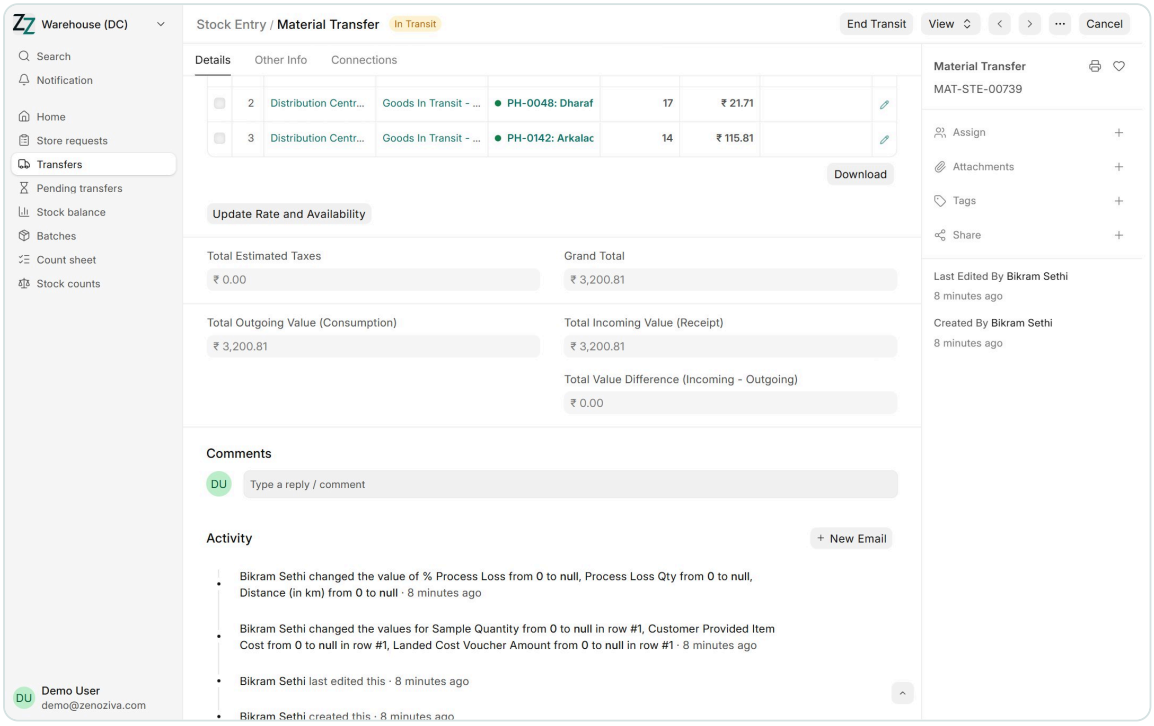
4.2 A store’s request

Every morning each store's reorder levels make one request to the DC; a store manager can also ask from the store app. Stock already on its way to the store counts, so a request is never doubled. A request the DC sent only in part, or an automatic one still not sent, is closed after 2 days and what is still below its level is asked for again by the next request; a manager's own request that nothing was sent for stays open until the DC or the manager acts on it.



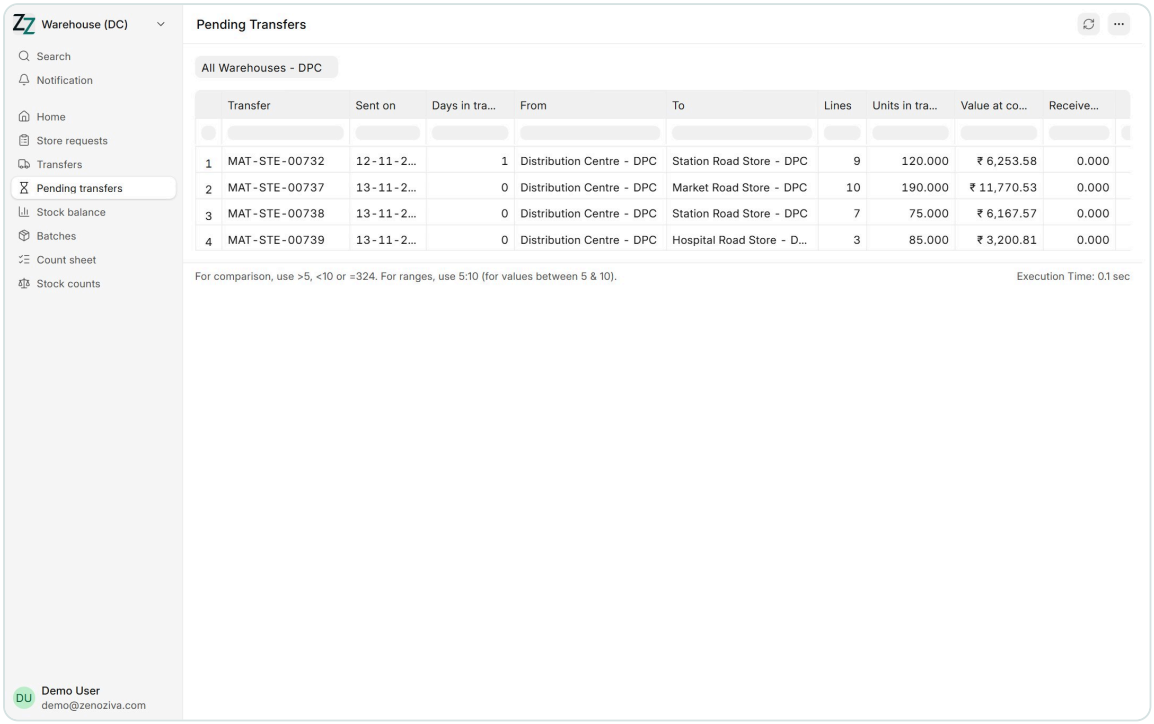
4.3 Sending it

From the request, **Create › Material Transfer**, tick **Add to Transit**. Leave the batch empty: each line gets the earliest-expiry batch with more than the DC's **Minimum shelf life sent to stores** left (90 days unless set otherwise on the DC warehouse), split over batches if needed. A batch closer to expiry is refused and stays at the DC for return to the distributor; only a Stock Manager can send one on purpose, by ticking **Short-dated stock sent on purpose** and filling in **Why short-dated**, which is printed on the transfer and shown on Pending transfers. The goods sit in **Goods In Transit** until the store receives them.



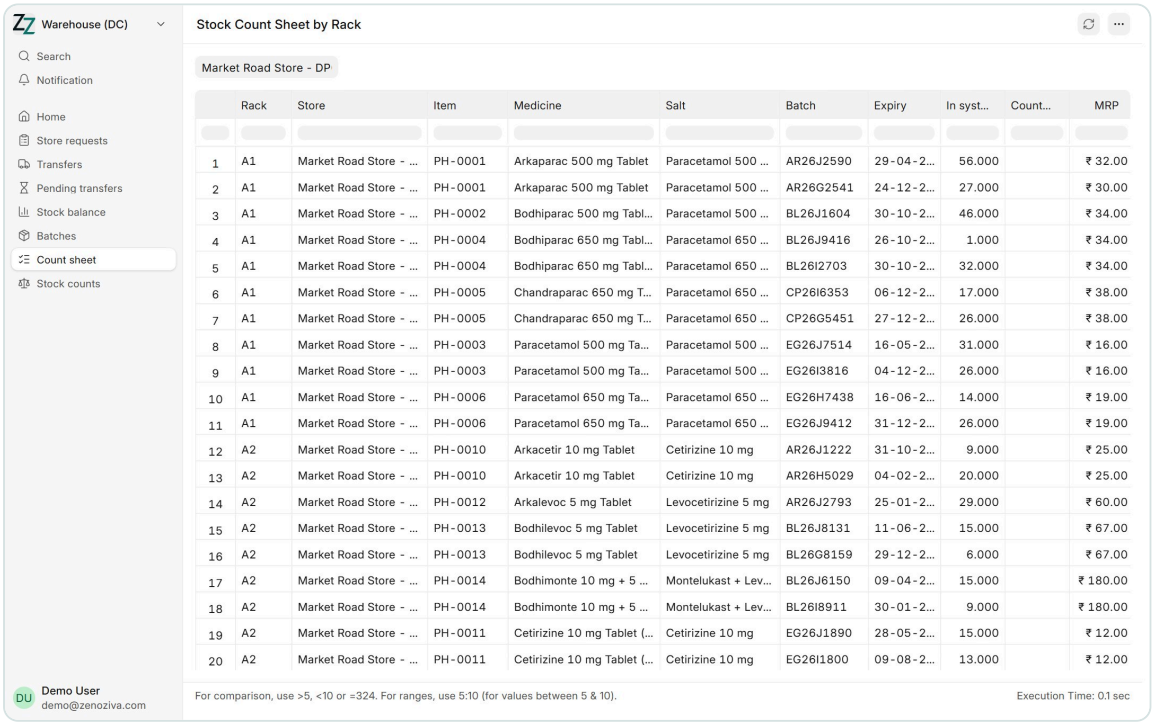
4.4 Pending transfers

What is still on the way, to which store, since when and its value, and why, if it was sent short-dated on purpose.



4.5 Counting by rack

Stock Count Sheet by Rack lists each rack's medicines and batches with the quantity in the system and an empty column to count into. Differences are corrected with a Stock Reconciliation.



CHAPTER 5

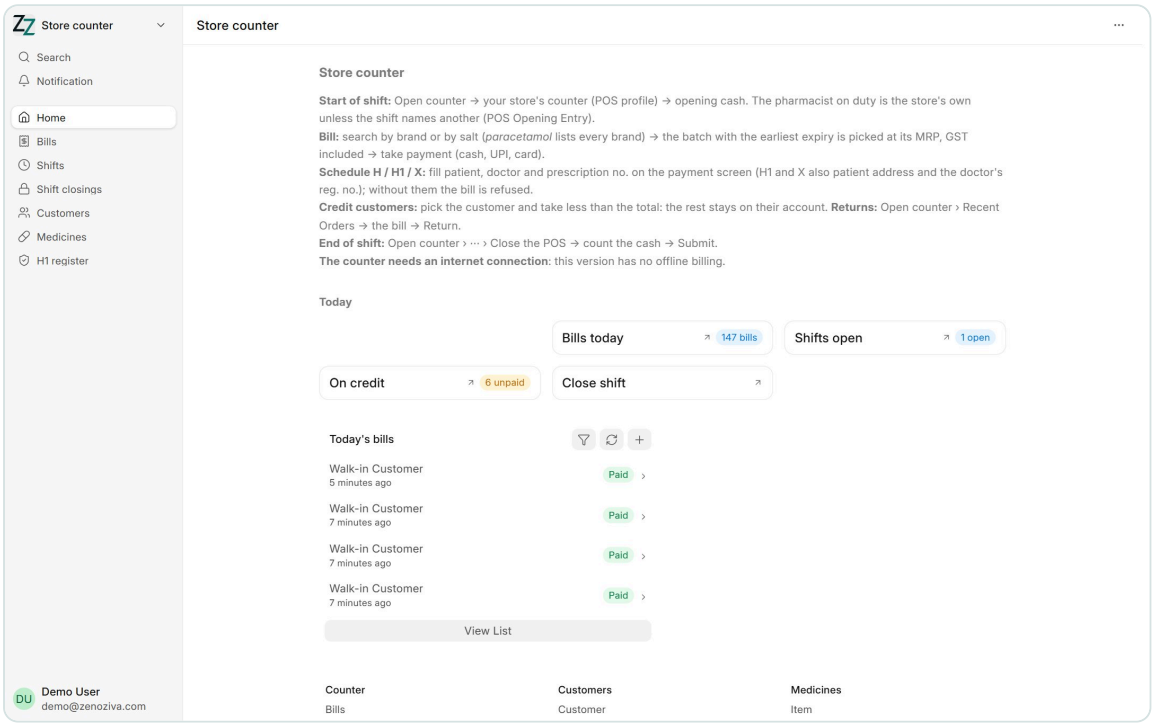
The store counter

For: Pharmacists, store managers

Each store's counter is a Point of Sale. The pharmacist opens a shift, bills, takes payment and closes the shift with a cash count. The counter needs an internet connection.

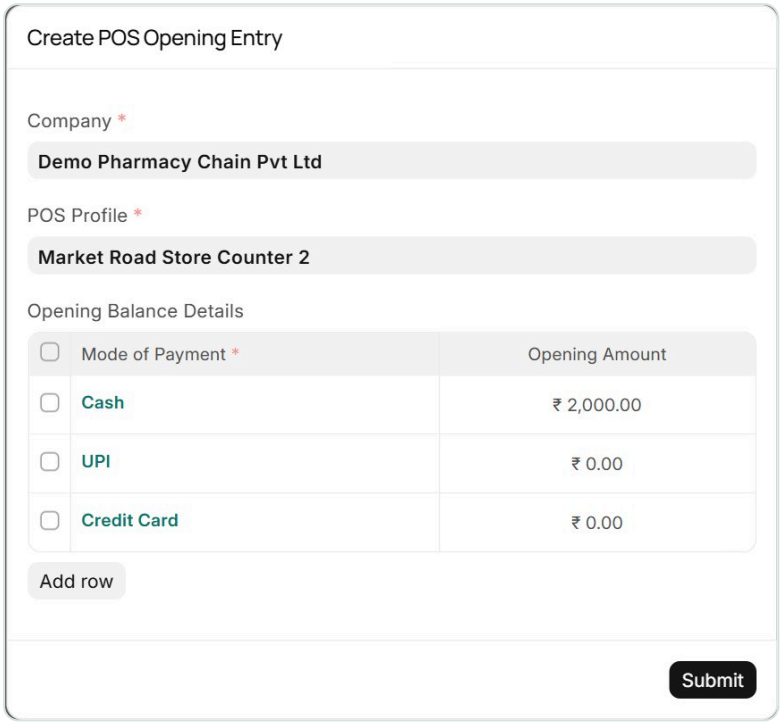
5.1 Store counter

Open counter, today's bills, shifts open and customers on credit.



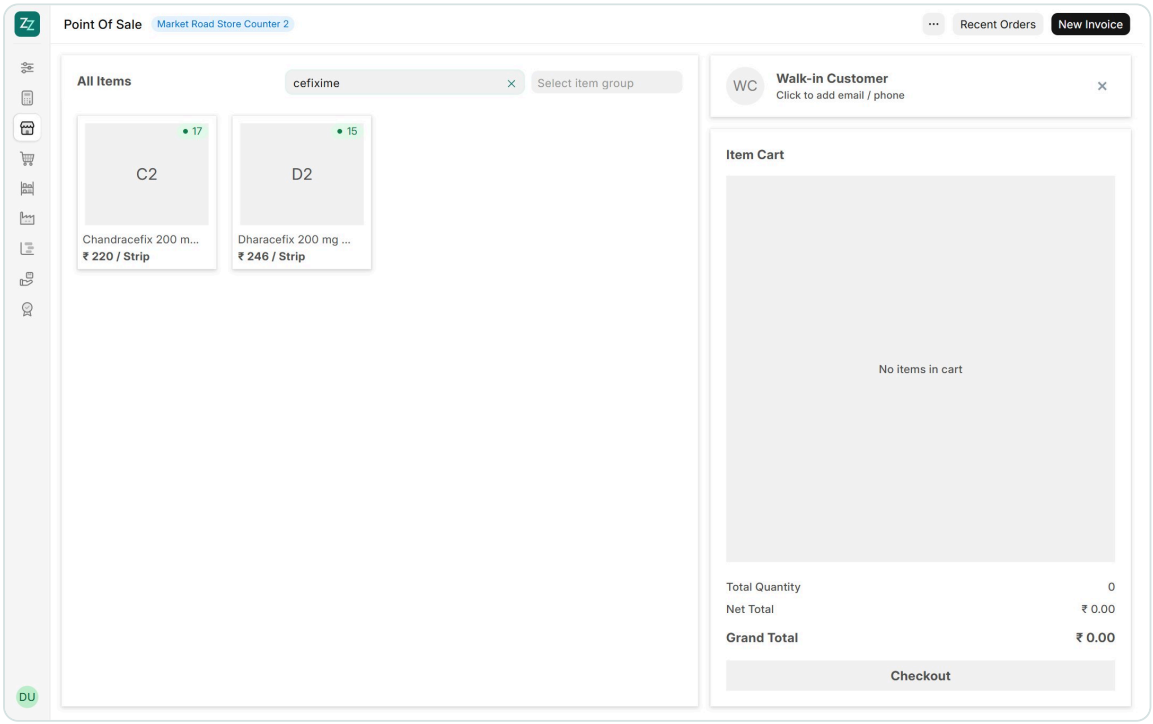
5.2 Opening the shift

Open counter → the store's counter → the cash in the drawer. The pharmacist on duty is the store's registered pharmacist unless the shift names another (POS Opening Entry).



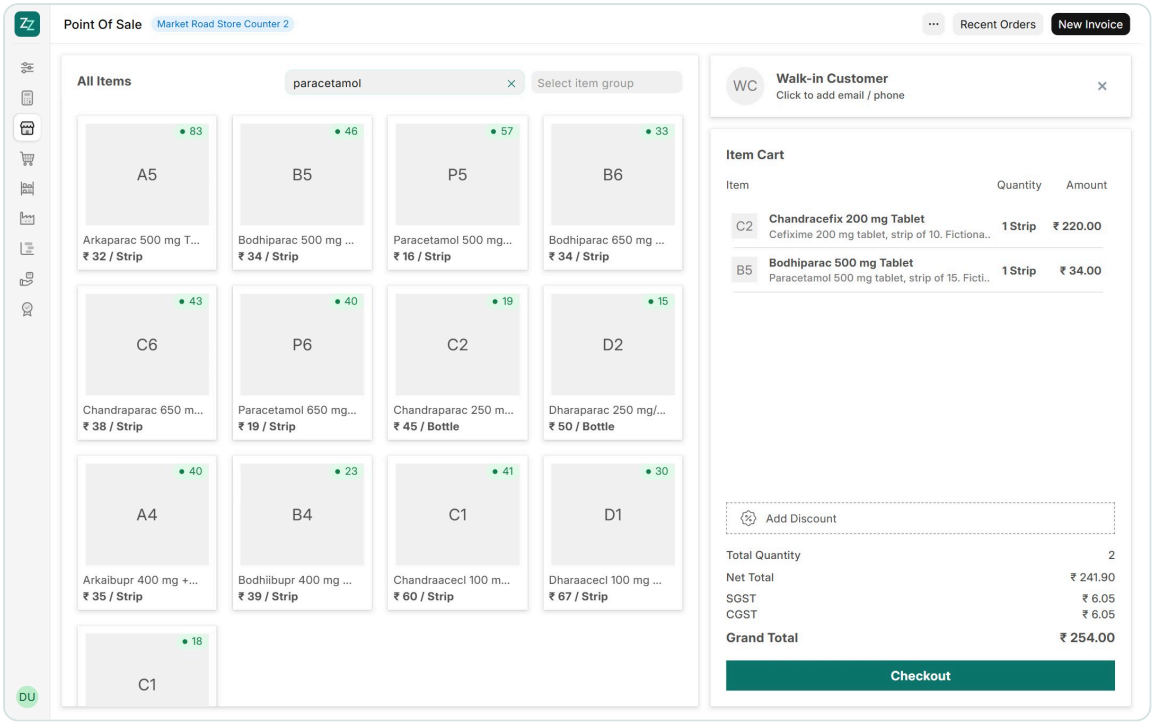
5.3 Finding a medicine

Type a brand, a code, or the salt: **cefixime** lists every brand and strength the store keeps, so a substitute is one tap away.



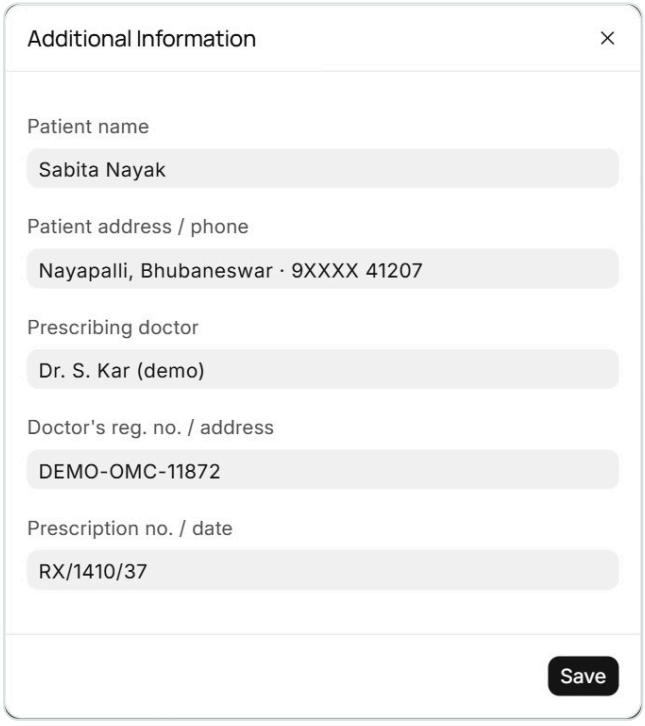
5.4 The bill

Add the medicines. The batch with the earliest expiry is picked and priced at its MRP, GST included. Quantities beyond the stock in the store are refused.



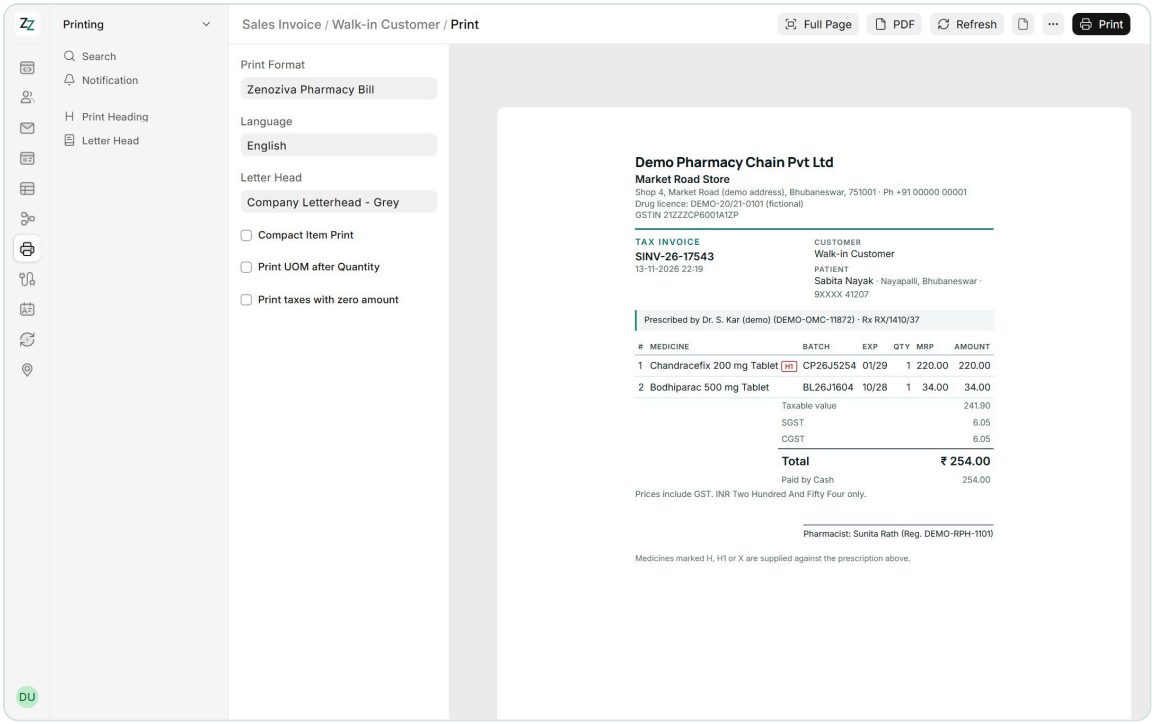
5.5 Prescription medicines

If the bill has a Schedule H, H1 or X medicine: on the payment screen, **Update Additional Information** → **Patient name**, **Prescribing doctor** and **Prescription no. / date**; for H1 and X also the patient's address and the doctor's reg. no. → **Save**, then take payment. Without them **Complete Order** is refused.



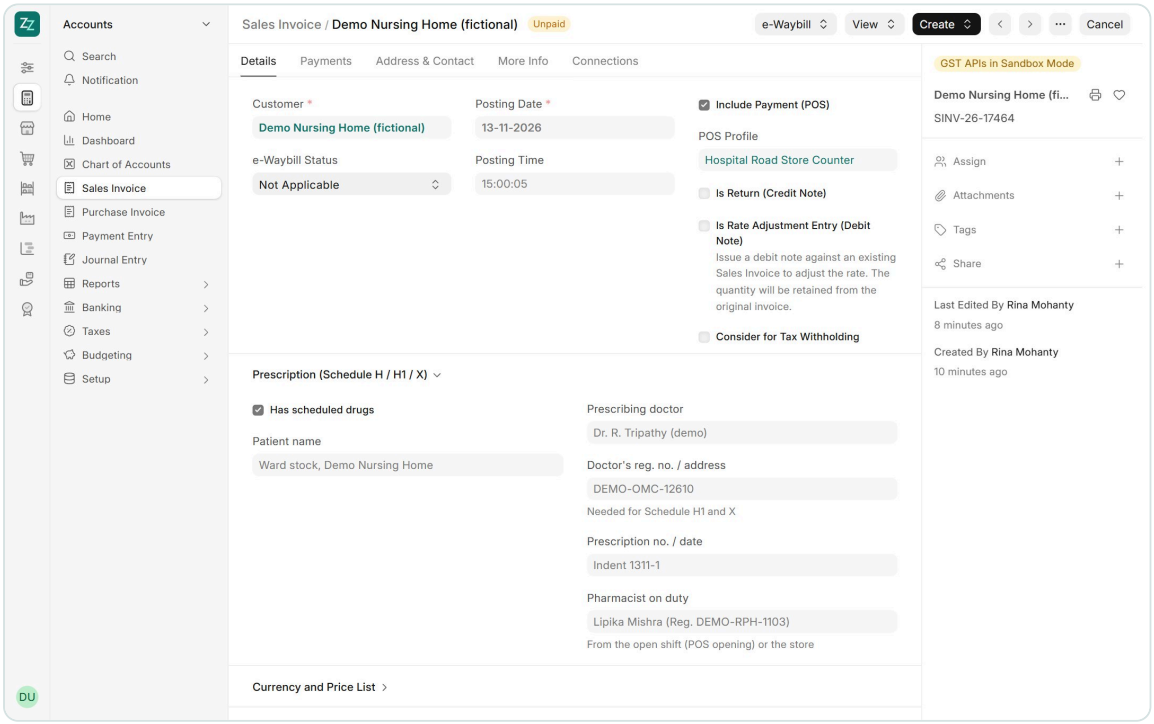
5.6 The printed bill

Store, address and drug licence, the batch, expiry and MRP of each line, the GST in the price, the payment, the prescription and the pharmacist on duty.



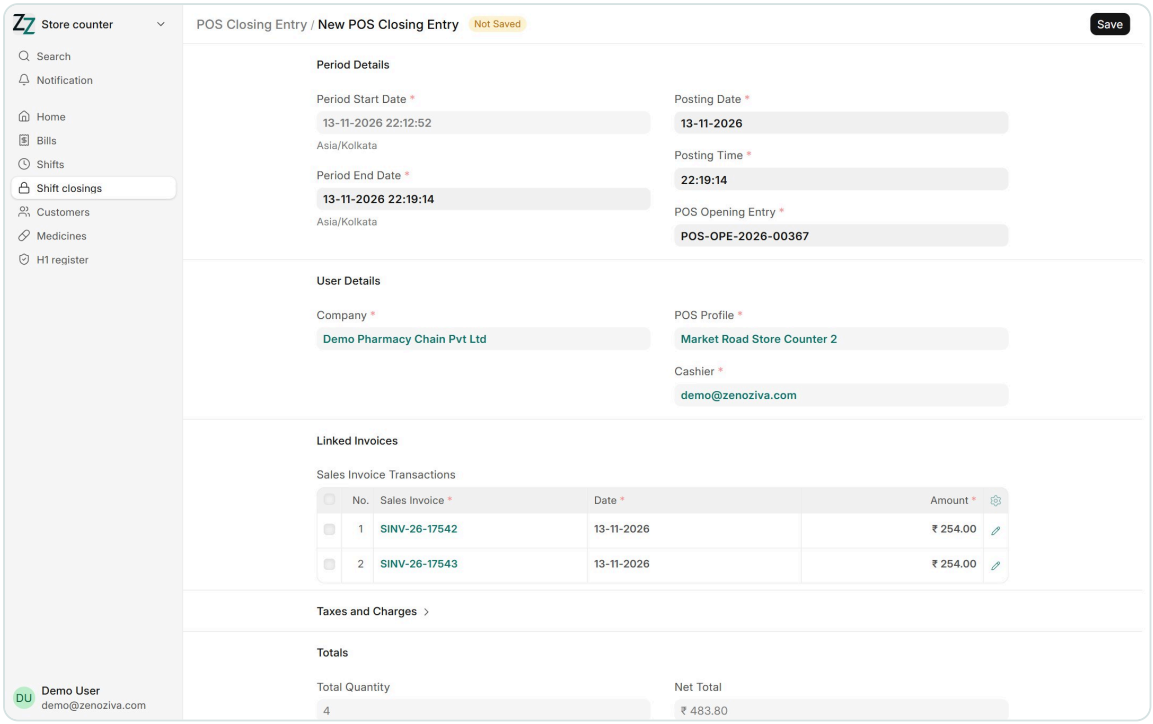
5.7 Credit customers

Choose the customer (a nursing home, a clinic) and take less than the total, or nothing: the rest stays on their account until they pay.



5.8 Closing the shift

··· › **Close the POS**: the expected cash, UPI and card totals; count the drawer and submit. Bills from earlier days cannot be added to a new shift.



CHAPTER 6

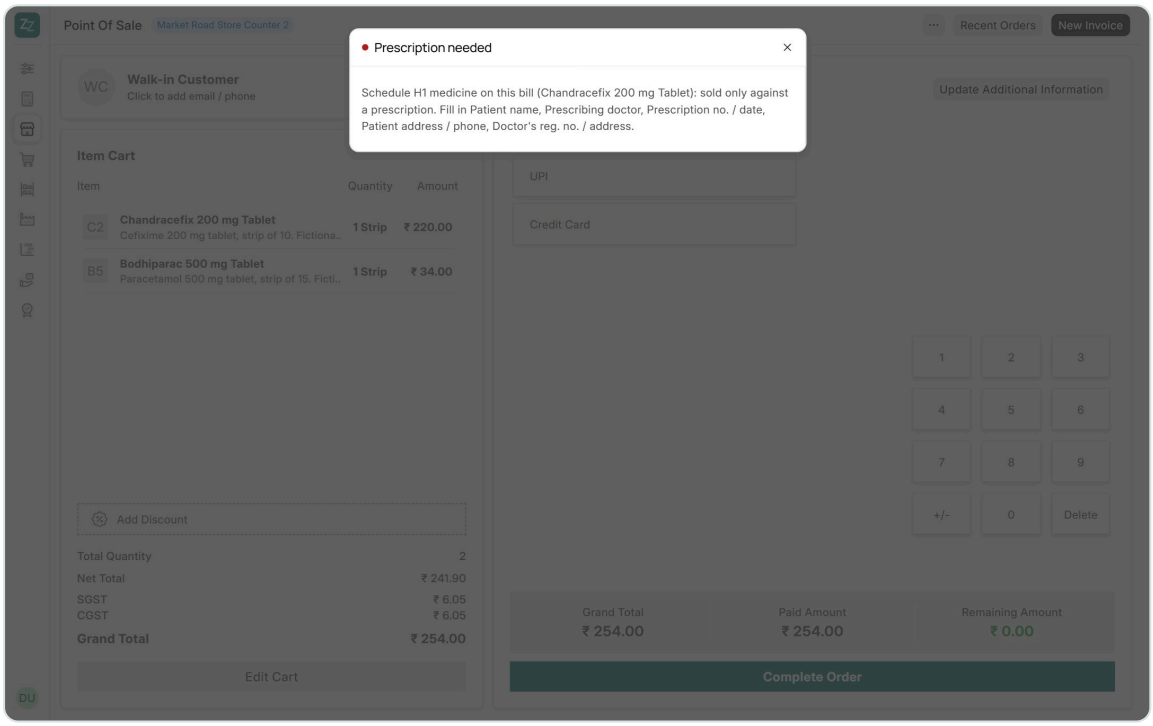
Schedule H and H1

For: Pharmacists, store managers, head office

The prescription details are recorded on the bill itself, and the H1 register is built from the bills.

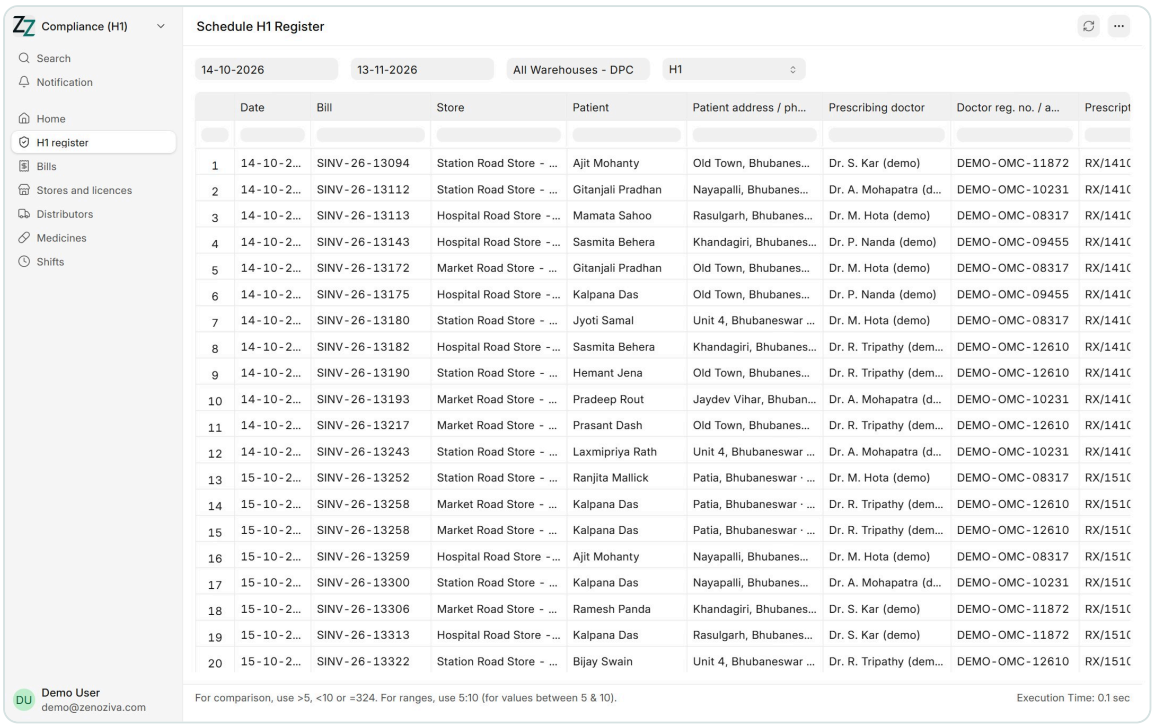
6.1 No prescription, no bill

A bill with a scheduled medicine and no prescription details cannot be completed: the message names the medicine and the fields still to fill.



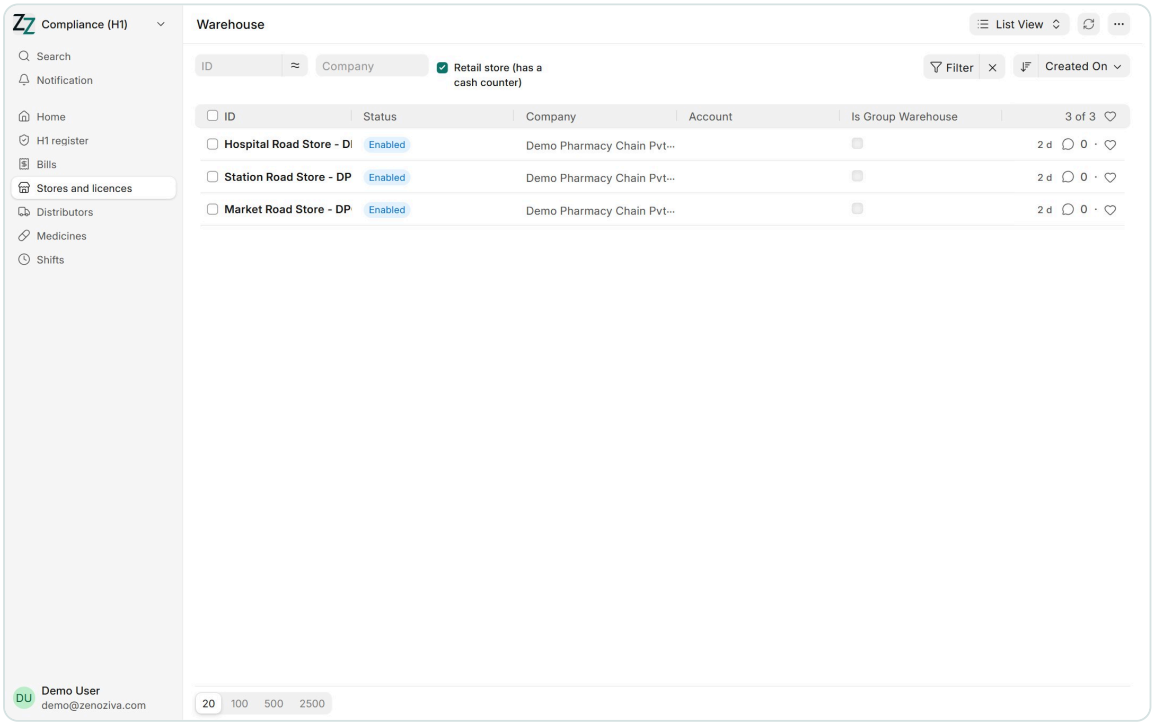
6.2 Schedule H1 Register

Date, bill, store, patient and address, prescribing doctor and reg. no., prescription, medicine, batch, quantity and pharmacist, for any period and store. Print or export it for an inspection. Choose H, X or all three for the other registers.



6.3 Licences

Compliance › **Stores and licences** lists every store; open one for its drug licence, validity and registered pharmacist (see 1.4). Distributors' licences are on the Supplier.



CHAPTER 7

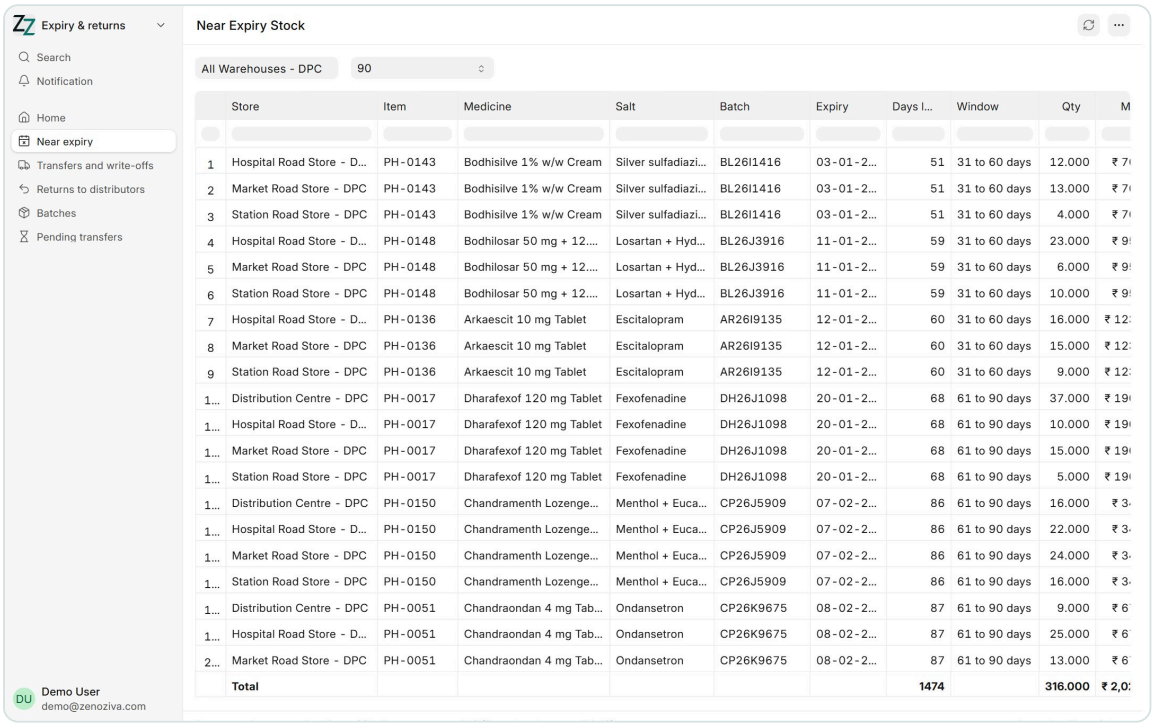
Expiry and returns

For: Store managers, DC, buying

Expiry is managed every week: sell the earliest first, send short-dated stock back while the distributor still takes it, and write off what has expired.

7.1 Near Expiry Stock

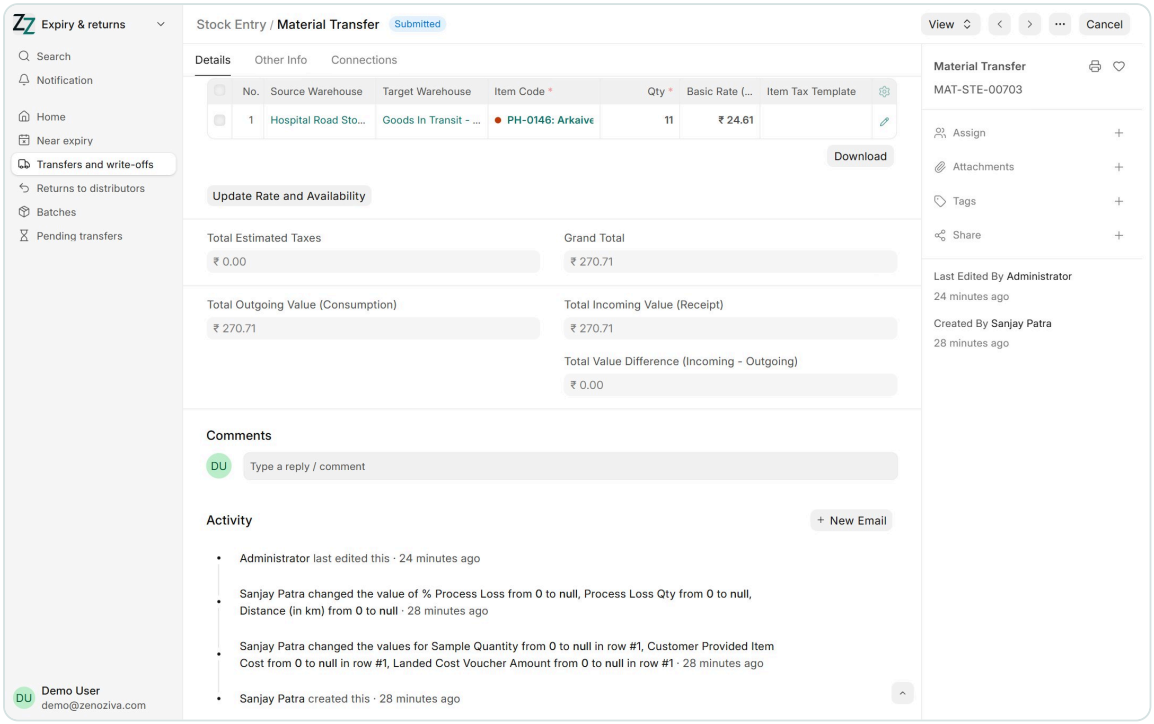
Every batch expiring within 90, 60 or 30 days, by store, with its value at MRP and at cost and the distributor who supplied it.



	Store	Item	Medicine	Salt	Batch	Expiry	Days l...	Window	Qty	M
1	Hospital Road Store - D...	PH-0143	Bodhisilve 1% w/w Cream	Silver sulfadiazi...	BL26I1416	03-01-2...	51	31 to 60 days	12.000	₹ 7
2	Market Road Store - DPC	PH-0143	Bodhisilve 1% w/w Cream	Silver sulfadiazi...	BL26I1416	03-01-2...	51	31 to 60 days	13.000	₹ 7
3	Station Road Store - DPC	PH-0143	Bodhisilve 1% w/w Cream	Silver sulfadiazi...	BL26I1416	03-01-2...	51	31 to 60 days	4.000	₹ 7
4	Hospital Road Store - D...	PH-0148	Bodhilosar 50 mg + 12....	Losartan + Hyd...	BL26J3916	11-01-2...	59	31 to 60 days	23.000	₹ 9
5	Market Road Store - DPC	PH-0148	Bodhilosar 50 mg + 12....	Losartan + Hyd...	BL26J3916	11-01-2...	59	31 to 60 days	6.000	₹ 9
6	Station Road Store - DPC	PH-0148	Bodhilosar 50 mg + 12....	Losartan + Hyd...	BL26J3916	11-01-2...	59	31 to 60 days	10.000	₹ 9
7	Hospital Road Store - D...	PH-0136	Arkaescit 10 mg Tablet	Escitalopram	AR26I9135	12-01-2...	60	31 to 60 days	16.000	₹ 12
8	Market Road Store - DPC	PH-0136	Arkaescit 10 mg Tablet	Escitalopram	AR26I9135	12-01-2...	60	31 to 60 days	15.000	₹ 12
9	Station Road Store - DPC	PH-0136	Arkaescit 10 mg Tablet	Escitalopram	AR26I9135	12-01-2...	60	31 to 60 days	9.000	₹ 12
1...	Distribution Centre - DPC	PH-0017	Dharafexof 120 mg Tablet	Fexofenadine	DH26J1098	20-01-2...	68	61 to 90 days	37.000	₹ 19
1...	Hospital Road Store - D...	PH-0017	Dharafexof 120 mg Tablet	Fexofenadine	DH26J1098	20-01-2...	68	61 to 90 days	10.000	₹ 19
1...	Market Road Store - DPC	PH-0017	Dharafexof 120 mg Tablet	Fexofenadine	DH26J1098	20-01-2...	68	61 to 90 days	15.000	₹ 19
1...	Station Road Store - DPC	PH-0017	Dharafexof 120 mg Tablet	Fexofenadine	DH26J1098	20-01-2...	68	61 to 90 days	5.000	₹ 19
1...	Distribution Centre - DPC	PH-0150	Chandramenth Lozenge...	Menthol + Euca...	CP26J5909	07-02-2...	86	61 to 90 days	16.000	₹ 3
1...	Hospital Road Store - D...	PH-0150	Chandramenth Lozenge...	Menthol + Euca...	CP26J5909	07-02-2...	86	61 to 90 days	22.000	₹ 3
1...	Market Road Store - DPC	PH-0150	Chandramenth Lozenge...	Menthol + Euca...	CP26J5909	07-02-2...	86	61 to 90 days	24.000	₹ 3
1...	Station Road Store - DPC	PH-0150	Chandramenth Lozenge...	Menthol + Euca...	CP26J5909	07-02-2...	86	61 to 90 days	16.000	₹ 3
1...	Distribution Centre - DPC	PH-0051	Chandraondan 4 mg Tab...	Ondansetron	CP26K9675	08-02-2...	87	61 to 90 days	9.000	₹ 6
1...	Hospital Road Store - D...	PH-0051	Chandraondan 4 mg Tab...	Ondansetron	CP26K9675	08-02-2...	87	61 to 90 days	25.000	₹ 6
2...	Market Road Store - DPC	PH-0051	Chandraondan 4 mg Tab...	Ondansetron	CP26K9675	08-02-2...	87	61 to 90 days	13.000	₹ 6
	Total						**1474**		**316.000**	**₹ 2,0**

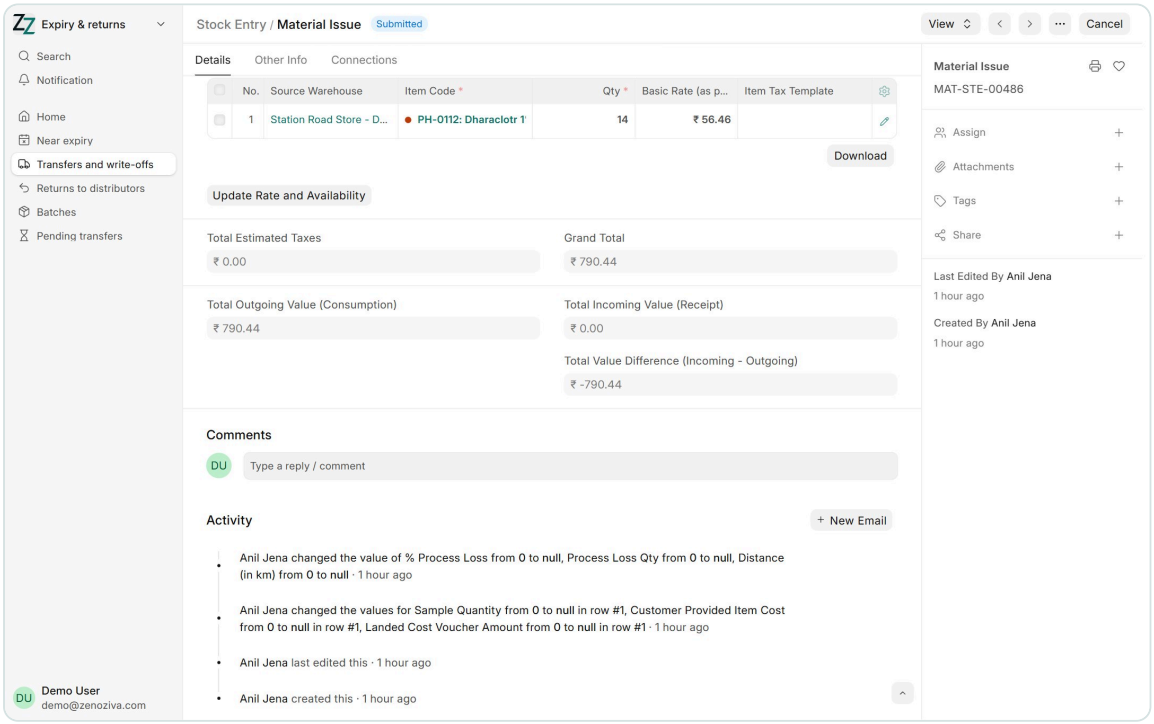
7.2 Back to the DC

Stock Entry › **Material Transfer** from the store to **DC Returns & Expiry**, the batch, **Add to Transit** (or from the store app's Expiry screen). The DC receives it.



7.3 Expired stock

An expired batch cannot be sold or moved. Write it off with Stock Entry › **Material Issue**, with the reason; it is booked to expired and damaged stock written off.



CHAPTER 8

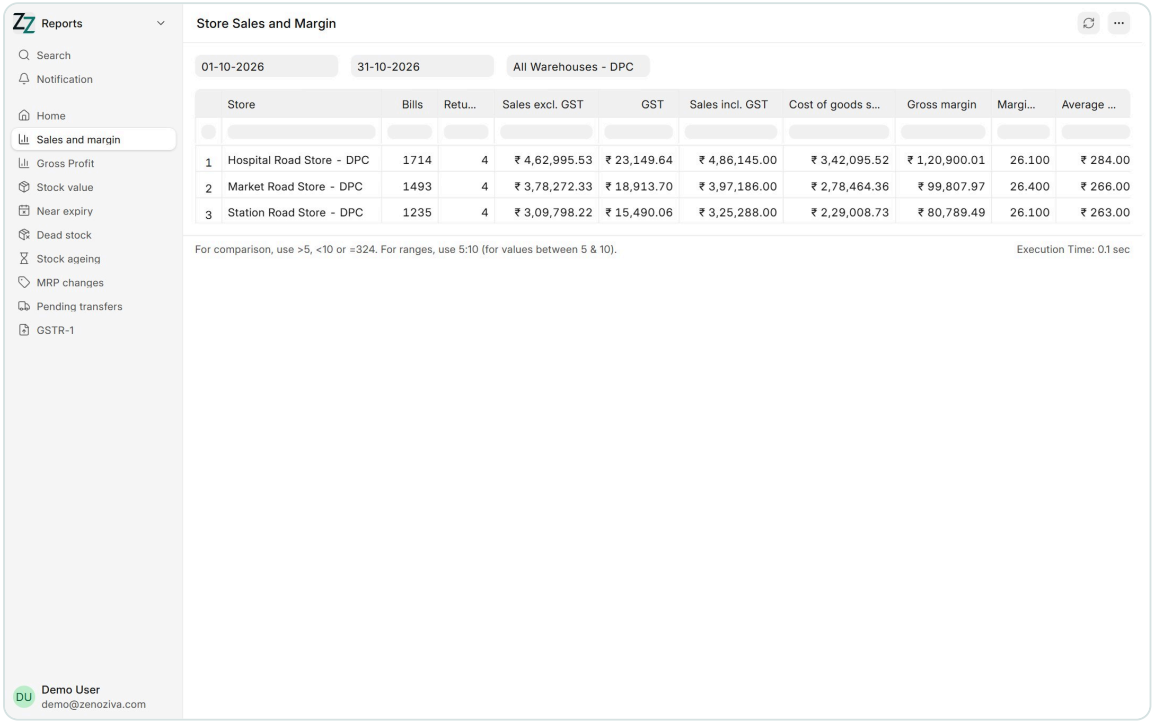
The numbers

For: Head office, store managers

Every report takes a store or a group: All Warehouses is the whole chain.

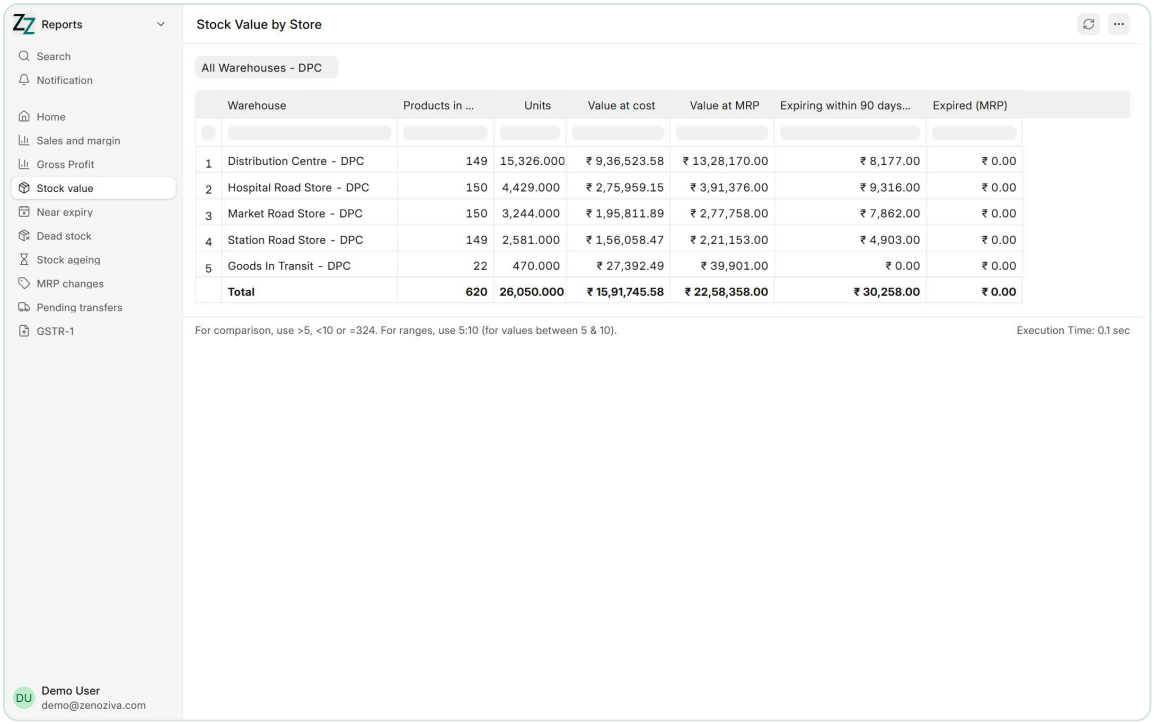
8.1 Store Sales and Margin

Bills, returns, sales with and without GST, cost of the goods sold, gross margin and margin %, average bill and credit, per store for any period.



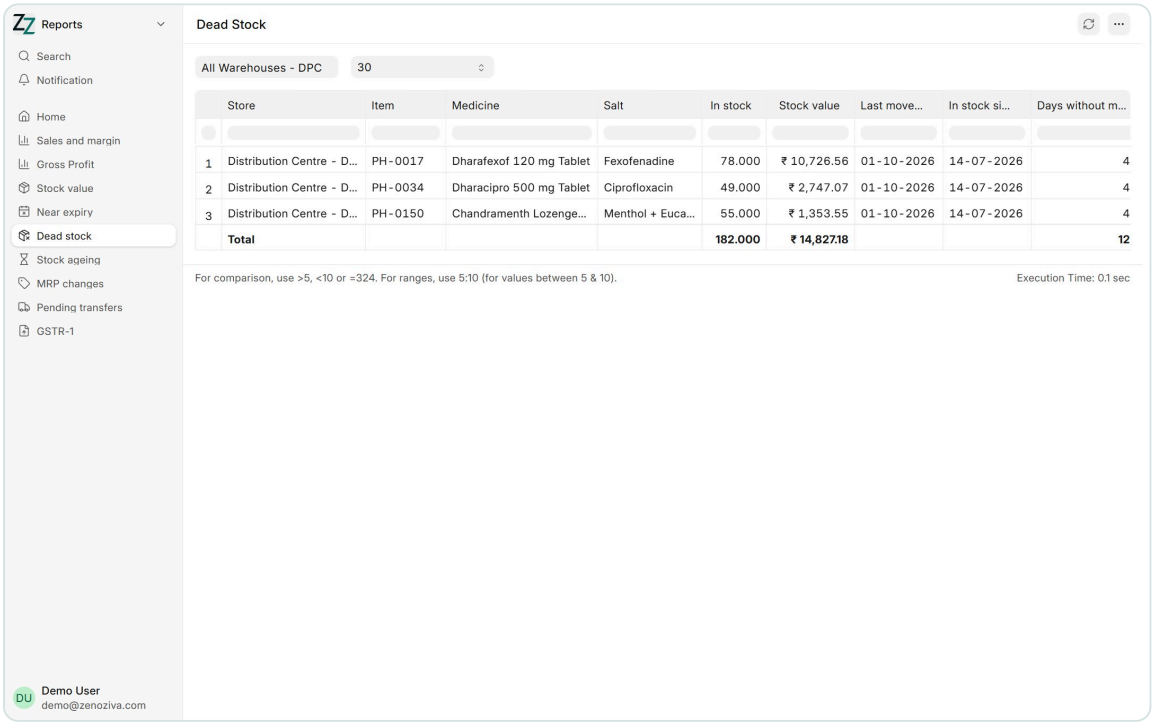
8.2 Stock Value by Store

Stock at cost and at MRP in every store and the DC, with what expires within 90 days and anything already expired.



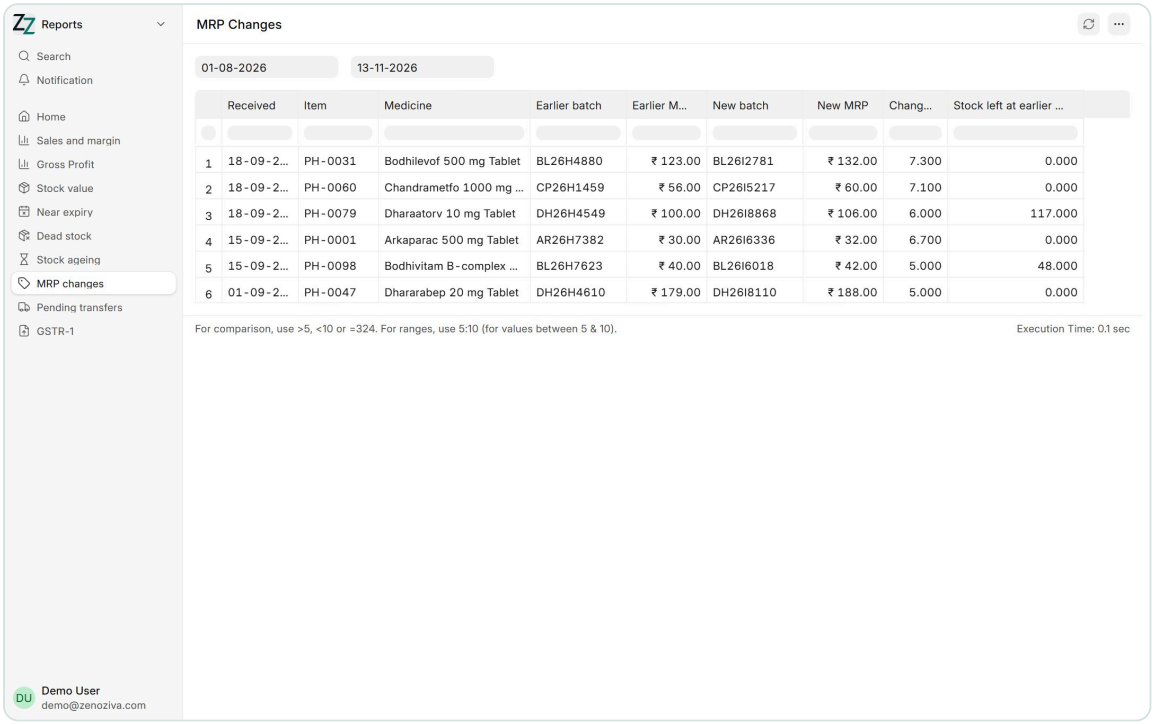
8.3 Dead Stock

Medicines that have not moved out of a store or the DC for 30, 60, 90 or 180 days, largest value first. Stock Ageing shows the age of every batch.



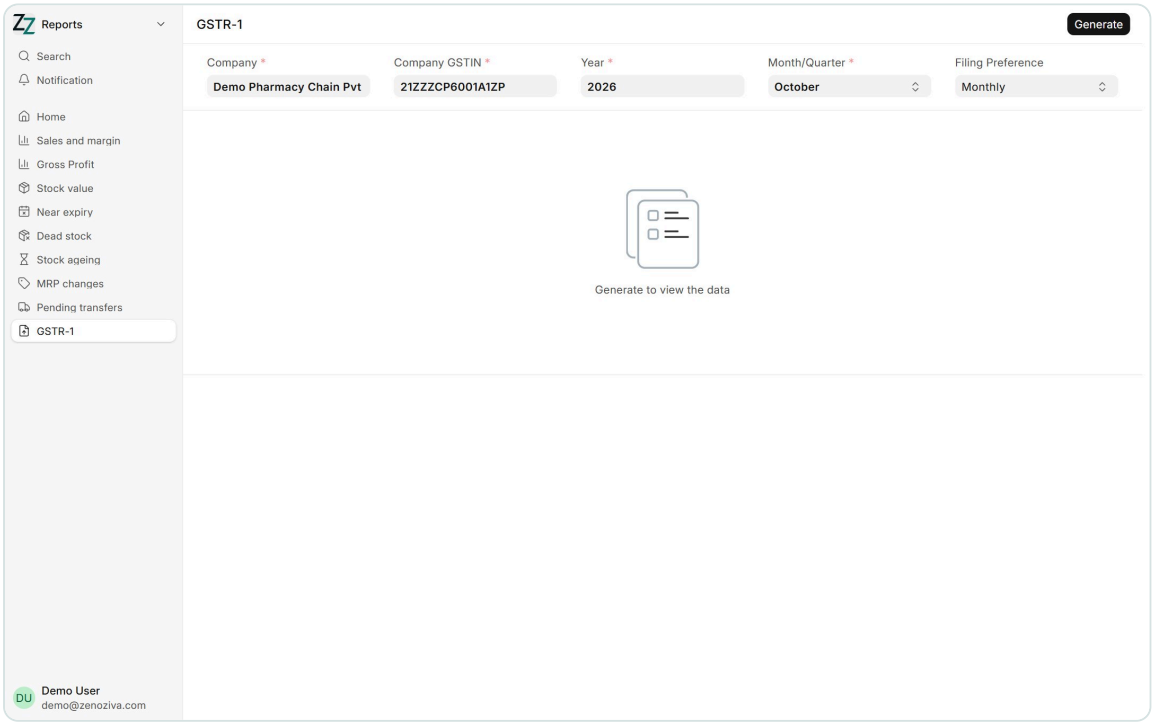
8.4 MRP Changes

Each new batch whose MRP differs from the previous batch of the same medicine, the change in %, and how much stock is still at the old MRP.



8.5 GST

GSTR-1 and GSTR-3B from the company's GSTIN (India Compliance). Counter bills are B2C; credit customers with a GSTIN are B2B.



CHAPTER 9

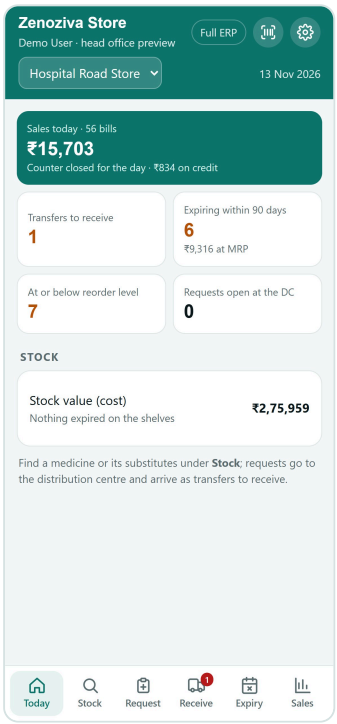
The store app

For: Store managers

Zenoziva Store is a phone app for the store manager, installed from the browser in one tap, with the same login. It shows only the manager's own store.

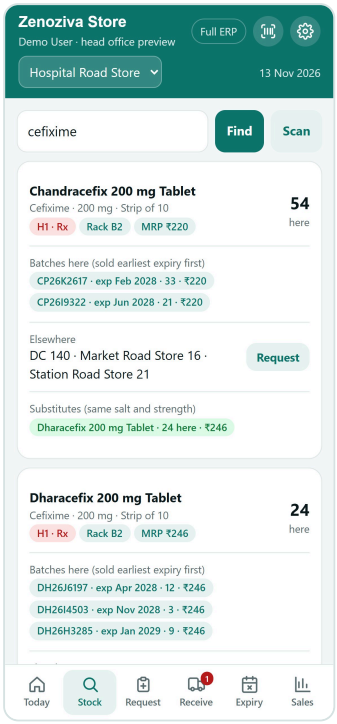
9.1 Today

Sales so far, the counter and pharmacist on duty, transfers to receive, stock expiring within 90 days, what is below its reorder level and open requests. Install it from the browser's menu (**Add to Home Screen** / **Install app**) at your ERP address /store.



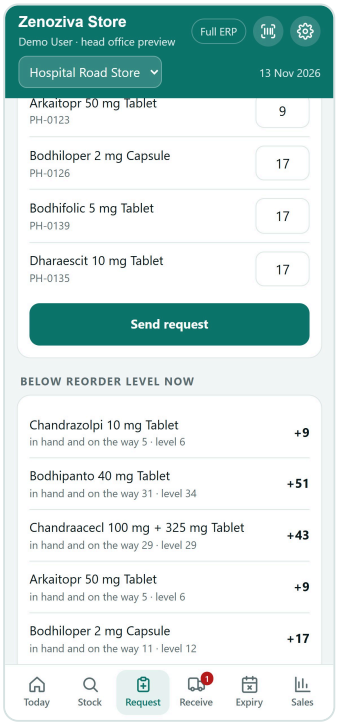
9.2 Stock and substitutes

Search by brand or salt: stock in the store with batches, expiry and MRP, stock at the DC and the other stores, and substitutes with the same salt and strength.



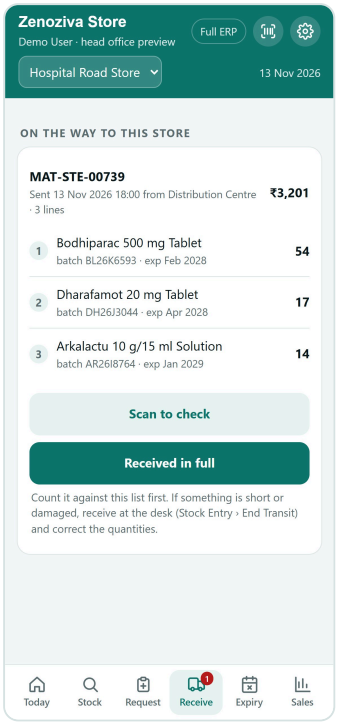
9.3 Asking the DC

Add medicines from Stock or take the suggestion (everything below its level) and send the request. It leaves with the DC's next dispatch.



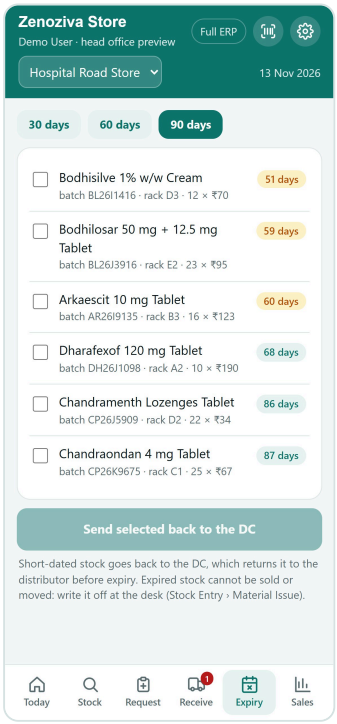
9.4 Receiving

Transfers on their way with every batch and quantity. Count them, then **Received in full**. If something is short, receive it at the desk and correct the quantities.



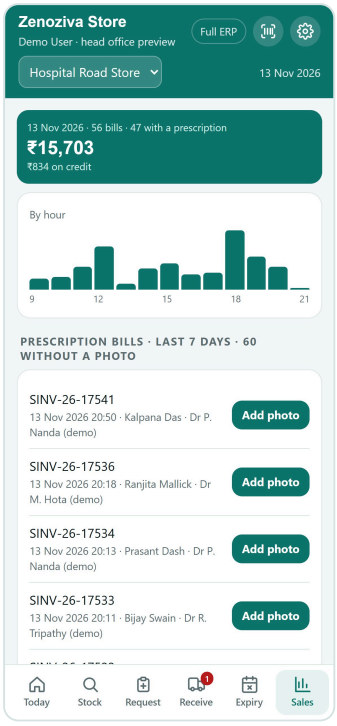
9.5 Expiry

Batches expiring within 30, 60 or 90 days, by rack. Tick the short-dated ones and send them back to the DC.



9.6 Sales

Today's bills by hour, payments by mode, the best-selling medicines and the latest bills.



Appendix: roles and glossary

Roles and the menus they open

Role	Menus	Work
Pharmacist	Store counter, Compliance (H1)	Bills, prescriptions, returns, opening and closing the shift
Pharmacy Store Manager	Store counter, Expiry & returns, Compliance, Reports; the store app	Requests to the DC, receiving, expiry returns, counts, the store's results
Pharmacy DC Staff (with Stock User), Stock Manager	Warehouse (DC), Expiry & returns	Sending stock to stores, receiving returns, counts
Purchase User / Manager	Central buying	Orders, receipts with batches, returns to distributors
Accounts Manager	Head office, Reports, Compliance	Stores at a glance, results, GST

Glossary

DC	Distribution centre: the central warehouse that buys from distributors and supplies the stores.
FEFO	First expiry, first out: the batch that expires first is sold or sent first.
MRP	Maximum retail price printed on the pack, GST included. Bills never exceed the batch's MRP.
PTR	Price to retailer: what the distributor charges the chain, before GST.
Schedule H / H1 / X	Medicines sold only against a prescription; H1 and X also need the register details.
Goods In Transit	Stock sent from one warehouse and not yet received at the other.
Scheme	Free quantity from the distributor ("10 + 1"), received in the same batch at no cost.
Shift	A counter's opening and closing (POS Opening and Closing Entry), with the cash count.

Need help, training for your team, or a change to your menus, prints or reports? Contact your Zenoziva team through zenoziva.com or office@zenoziva.com.