

The pharmacy online

3 HCI Solutions photographs products for Galenicare and adds them to the PIM tool. Additional pictures are independently entered in the PIM tool by the product suppliers.

5 The availability of products in the online shop is continuously updated in the PIM tool by Unione Farmaceutica Distribuzione (UFD).

3 Before preparation for dispatch, the article is checked again manually by means of a barcode.

4 The system suggests the appropriate box size, after which the ordered product is packed by hand.

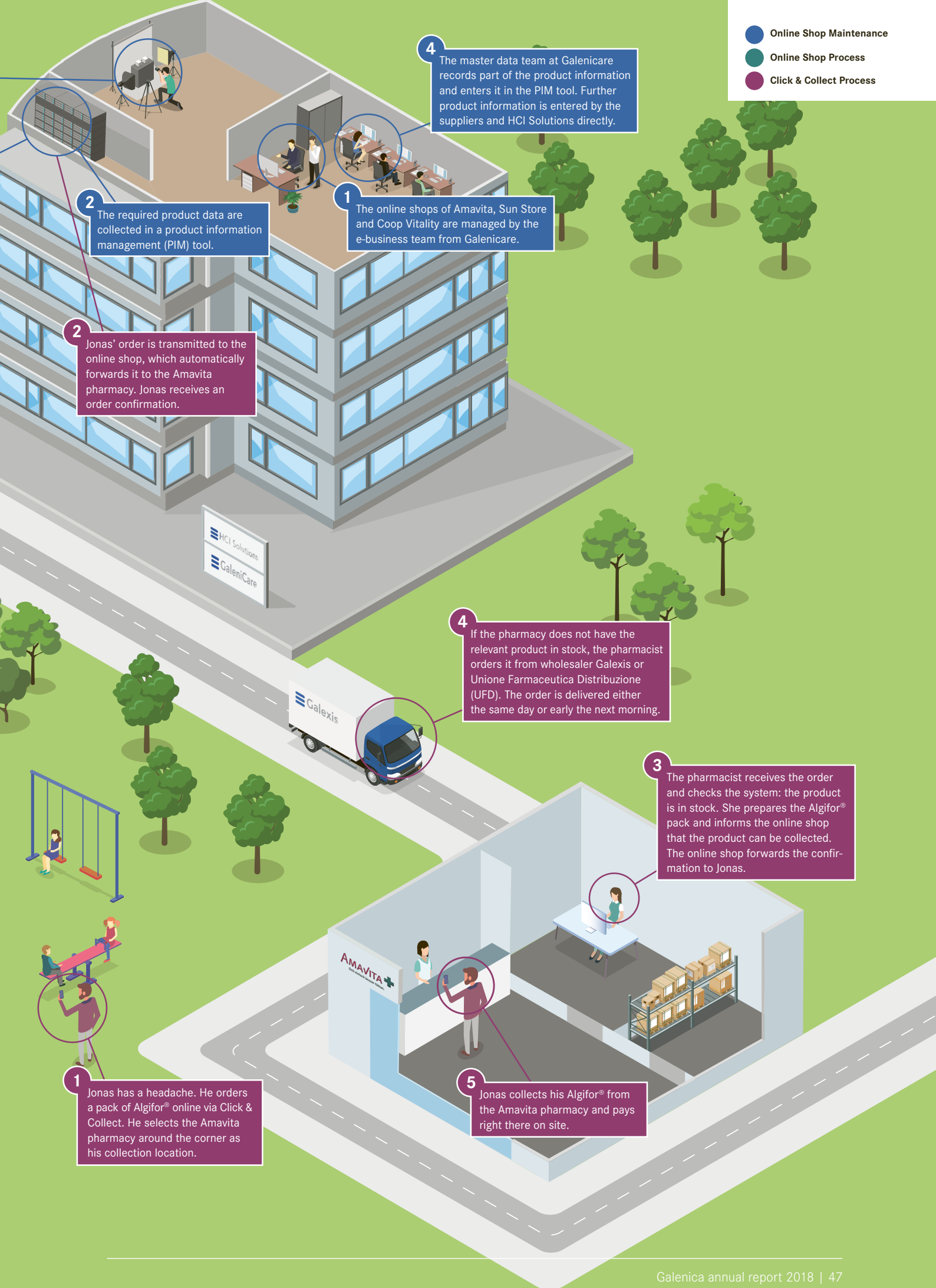
2 The order is transmitted via an interface to the servers of wholesaler Unione Farmaceutica Distribuzione (UFD). At UFD, the cream is picked automatically.

5 If Sophie ordered her cream before 5 p.m., the package is delivered to the post office on the same day. Sophie receives a shipping confirmation. She can use Track & Trace to follow where her package is.

1 Sophie orders her Lierac face cream in the Sun Store online shop. She can choose whether she wants to pay by credit card, Paypal, Twint or on account. As soon as the payment has been made, Sophie receives an order confirmation.

6 Since UFD had the cream in stock, Sophie receives the package with her Lierac face cream in her letter box the next working day.

- Online Shop Maintenance
- Online Shop Process
- Click & Collect Process



4 The master data team at Galenicare records part of the product information and enters it in the PIM tool. Further product information is entered by the suppliers and HCl Solutions directly.

2 The required product data are collected in a product information management (PIM) tool.

1 The online shops of Amavita, Sun Store and Coop Vitality are managed by the e-business team from Galenicare.

2 Jonas' order is transmitted to the online shop, which automatically forwards it to the Amavita pharmacy. Jonas receives an order confirmation.

4 If the pharmacy does not have the relevant product in stock, the pharmacist orders it from wholesaler Galaxis or Unione Farmaceutica Distribuzione (UFD). The order is delivered either the same day or early the next morning.

3 The pharmacist receives the order and checks the system: the product is in stock. She prepares the Algifor® pack and informs the online shop that the product can be collected. The online shop forwards the confirmation to Jonas.

1 Jonas has a headache. He orders a pack of Algifor® online via Click & Collect. He selects the Amavita pharmacy around the corner as his collection location.

5 Jonas collects his Algifor® from the Amavita pharmacy and pays right there on site.