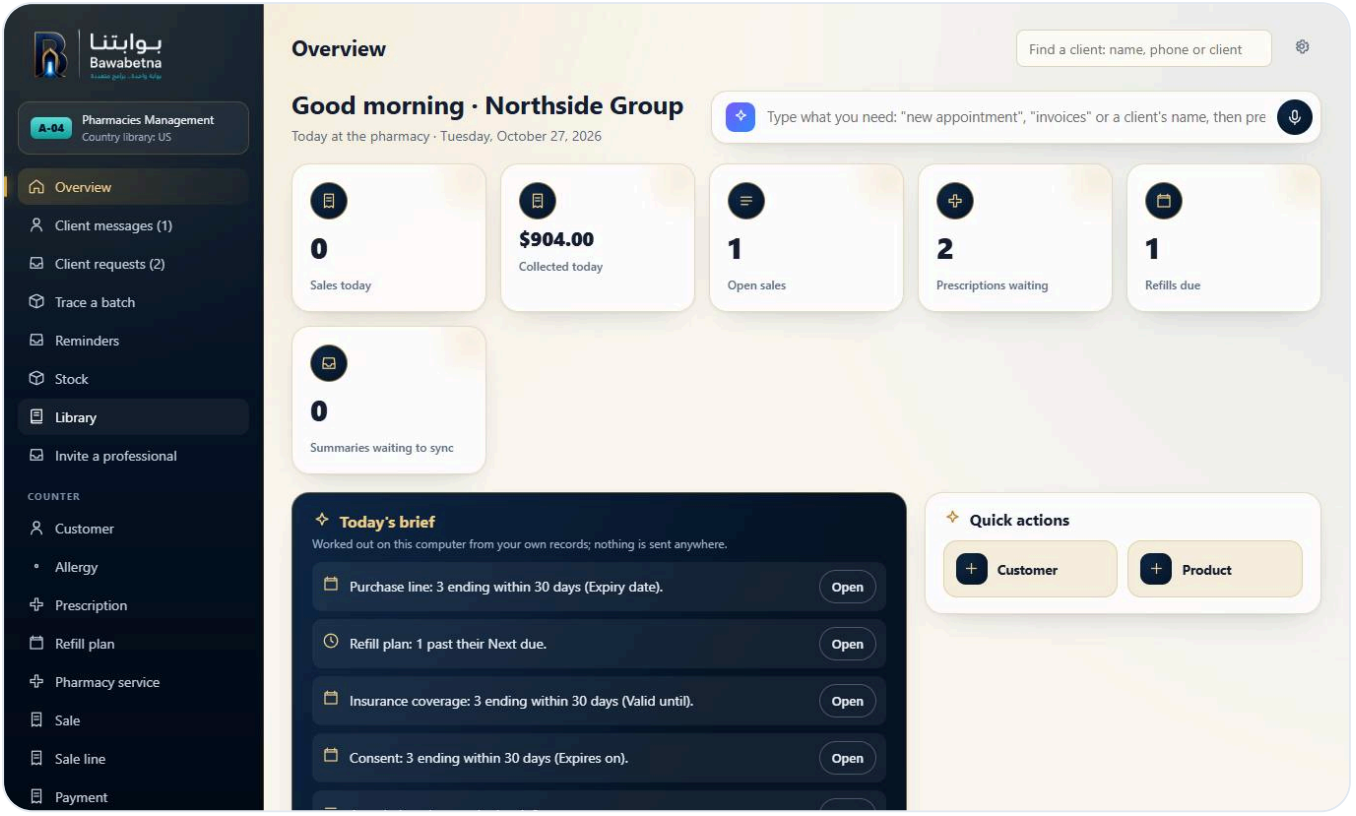
Bawabetna · User guide

Pharmacies Management

Every screen and every button, with real screens from the program.

Guide version 2026-10-27



Contents

1. Getting started
2. The home screen
3. Screens and what you record in them
4. Reports
5. Working with your clients
6. Your data
7. Help

Getting started

Download the program from bawabetna.com or the Microsoft Store and install it. On first opening, sign in with your Bawabetna account. The first month is free with every feature.

The first-run assistant asks for a few details, then the program is ready:

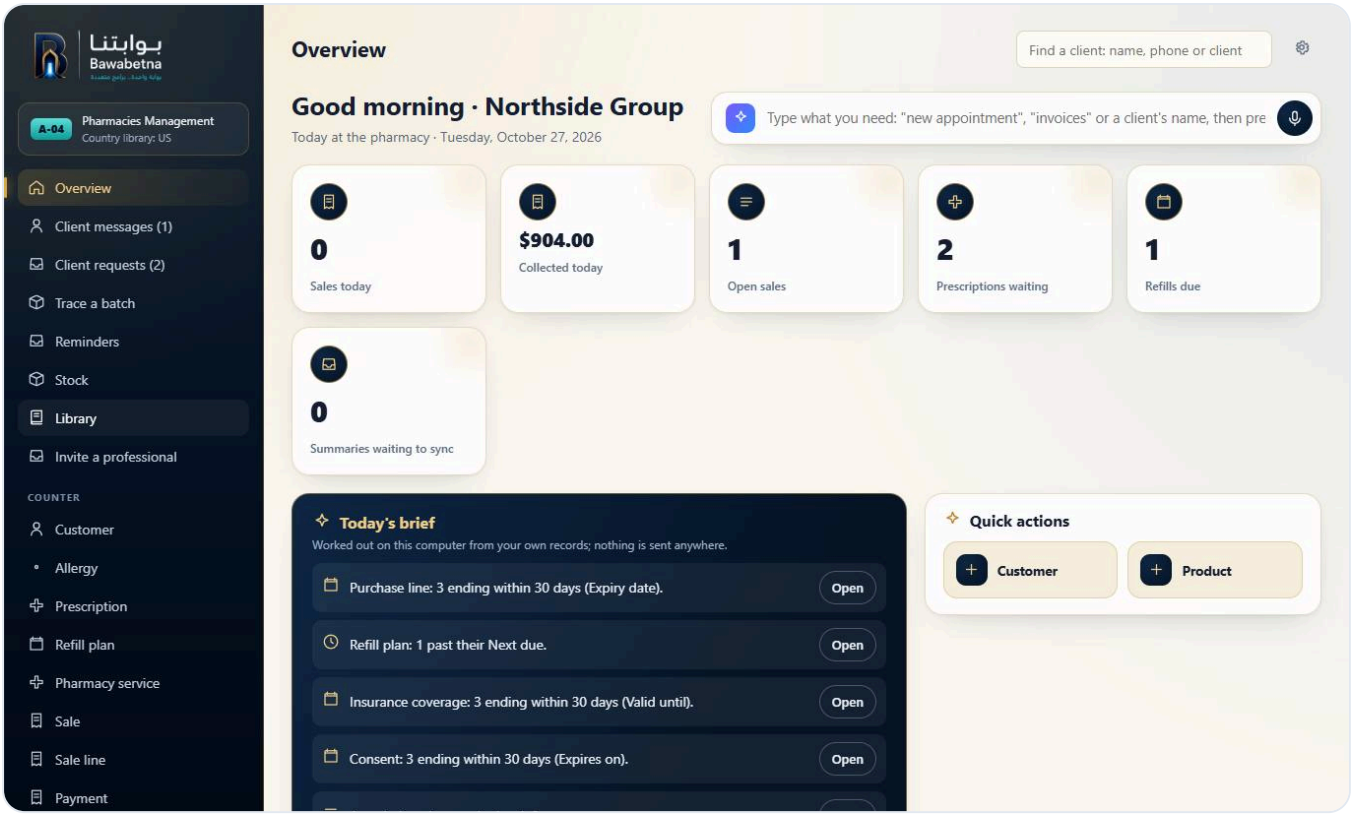
1. **Pharmacy**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Pharmacist**: Full name, License number

Each person signs in with their own role and sees only the screens of that role:

- Cashier
- Manager
- Pharmacist
- Pharmacy assistant
- Pharmacy owner
- Stock keeper

The home screen

The home screen shows today's work at a glance: counts, today's schedule, what is waiting and requests from clients. The command bar at the top opens any screen from a short sentence, such as a client's name or "new appointment".

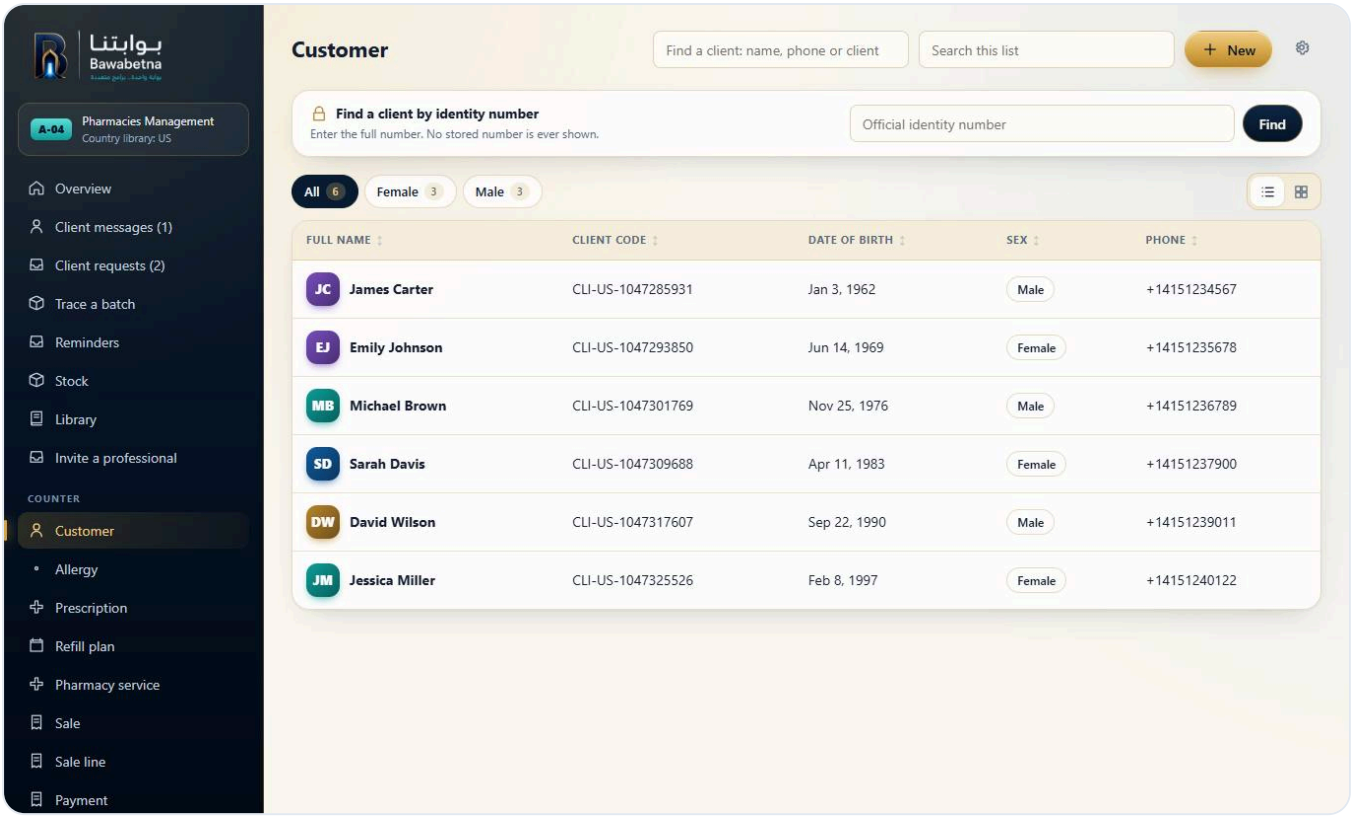


The home screen

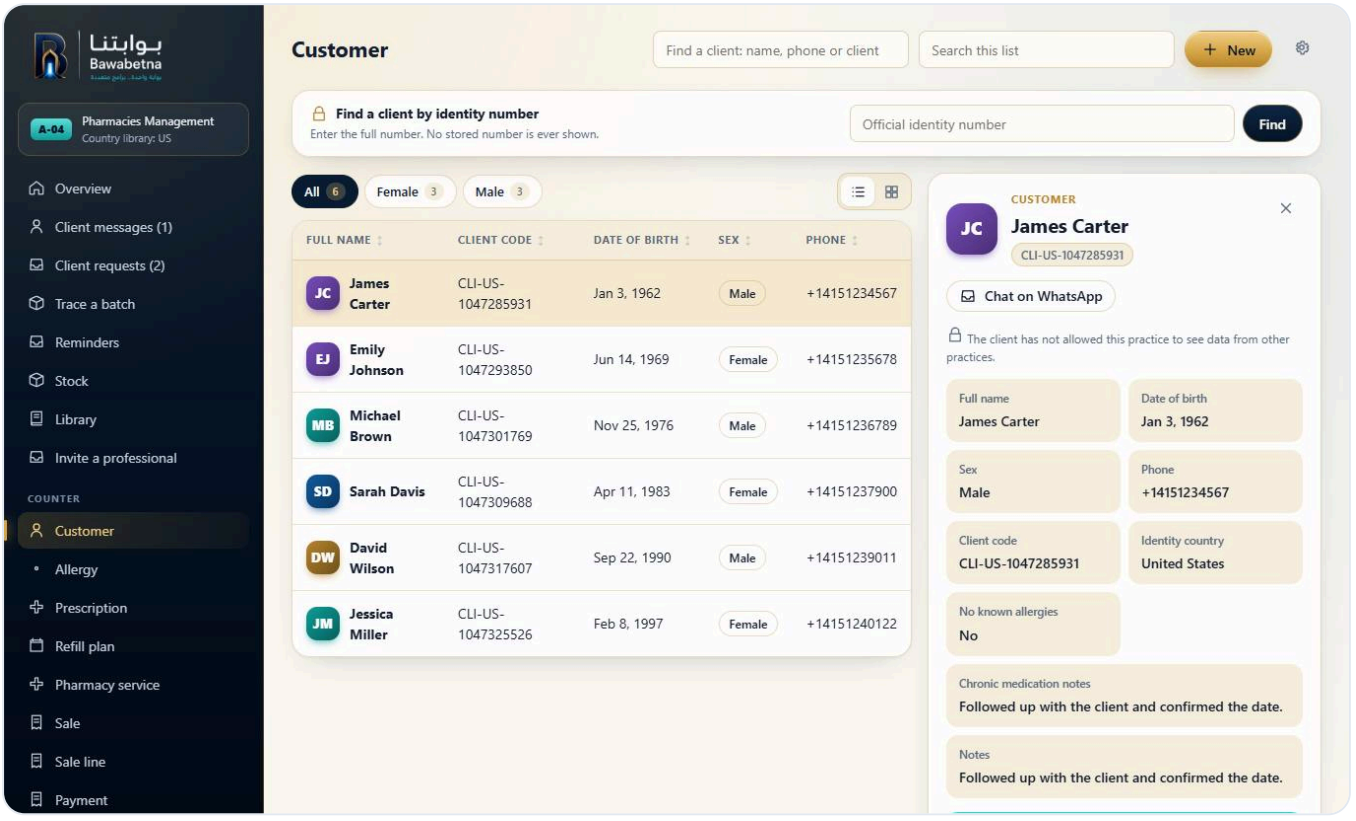
Screens and what you record in them

The side menu groups the screens by kind of work. Each screen lists its records: New adds one, a click opens it, and the buttons at the bottom of a record move it to its next stage.

Counter



Customer



A record open for editing

Customer

What you record: Full name (required), Date of birth, Sex, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), No known allergies, Chronic medication notes, Notes

Allergy

What you record: Customer (required), Substance (required), Reaction, Severity, Status (required)

Prescription

What you record: Customer, Source (required), External reference, Prescriber name (required), Prescriber license, Facility, Issued on (required), Status (required), Notes, Files

Stages: A new record starts as "Received".

Received → Dispensed | Received → Cancelled

Refill plan

What you record: Customer (required), Product (required), Medicine (worked out by the program), Dosage instructions, Every days (required), Next due (required), Prescription, Status (required), Notes

Stages: A new record starts as "Active".

Active → Paused | Active → Stopped | Paused → Active | Paused → Stopped

Pharmacy service

What you record: Customer (required), Service type (required), Result, Vaccine batch, Pharmacist, Performed at (worked out by the program), Notes

Sale

What you record: Sale number (worked out by the program), Customer, Prescription, Pharmacist, Currency (required), Payer type, Fulfilment, Delivery address, Delivery phone, Issued at (worked out by the program), Subtotal (worked out by the program), Tax total (worked out by the program), Total (worked out by the program), Paid (worked out by the program), Refunded (worked out by the program), Net paid (worked out by the program), Balance (worked out by the program), Status (required), Counselling notes, E invoice reference

Stages: A new record starts as "Draft".

Draft → Issued | Draft → Voided | Issued → Voided | Refunded → Reconciled | Settled → Reconciled

Sale line

What you record: Sale (required), Product (required), Description (worked out by the program), Active ingredient (worked out by the program), Batch number (required), Quantity (required), Unit price (required), Discount, Vat rate (required), Line net (worked out by the program), Line tax (worked out by the program), Line total (worked out by the program), Dosage instructions, Allergy override reason

Payment

What you record: Receipt number (worked out by the program), Sale (required), Amount (required), Method (required), Transaction reference, Paid at (worked out by the program)

Refund

What you record: Refund number (worked out by the program), Payment (required), Sale (worked out by the program), Amount (required), Reason (required), Refunded at (worked out by the program)

Customer return

What you record: Return number (worked out by the program), Sale (required), Reason (required), Restock, Status (required)

Stages: A new record starts as "Draft".

Draft → Posted

Return line

What you record: Customer return (required), Product (required), Batch number (required), Quantity (required)

Insurance coverage

What you record: Customer (required), Payer name (required), Policy number (required), Coverage class, Valid until

Claim

What you record: Sale (required), Coverage (required), Approval reference, Amount (required), Status (required), National reference, Denial reason

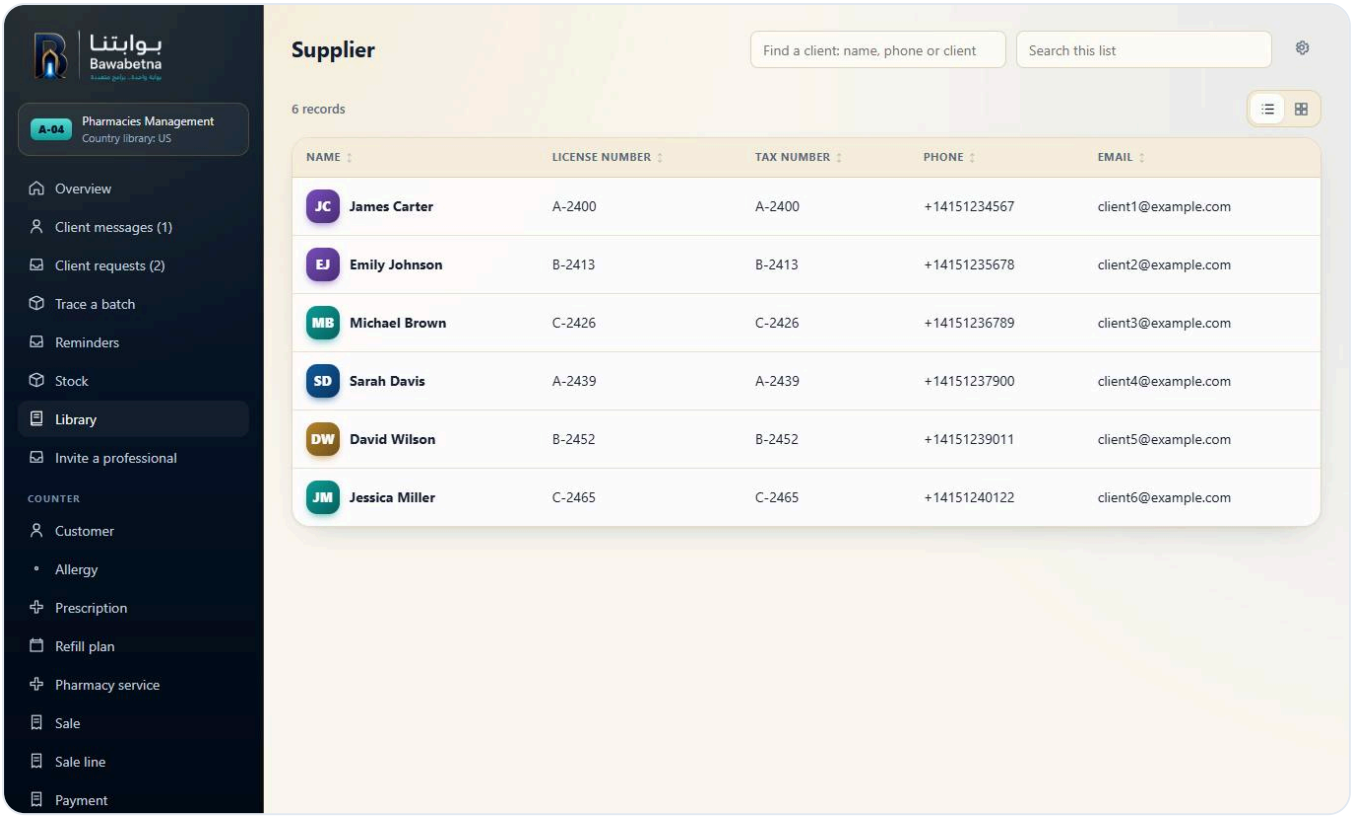
Stages: A new record starts as "Prepared".

Prepared → Submitted | Prepared → Cancelled | Rejected → Prepared | Submitted → Approved | Submitted → Partially approved | Submitted → Rejected

Document

What you record: Customer (required), Category (required), Title, Files

Stock



Supplier

Supplier

What you record: Name (required), License number, Tax number, Phone, Email

Product

What you record: Trade name (required), Generic name, Strength, Dosage form, Category (required), Gtin, Registration number, Pack size, Price (required), Vat rate (required), Reorder level, Active

Purchase receipt

What you record: Receipt number (worked out by the program), Supplier (required), Supplier invoice, Received on (required), Status (required), Notes, Files

Stages: A new record starts as "Draft".

Draft → Received | Draft → Voided | Received → Voided

Purchase line

What you record: Receipt (required), Product (required), Batch number (required), Expiry date (required), Quantity (required), Unit cost, Serial numbers

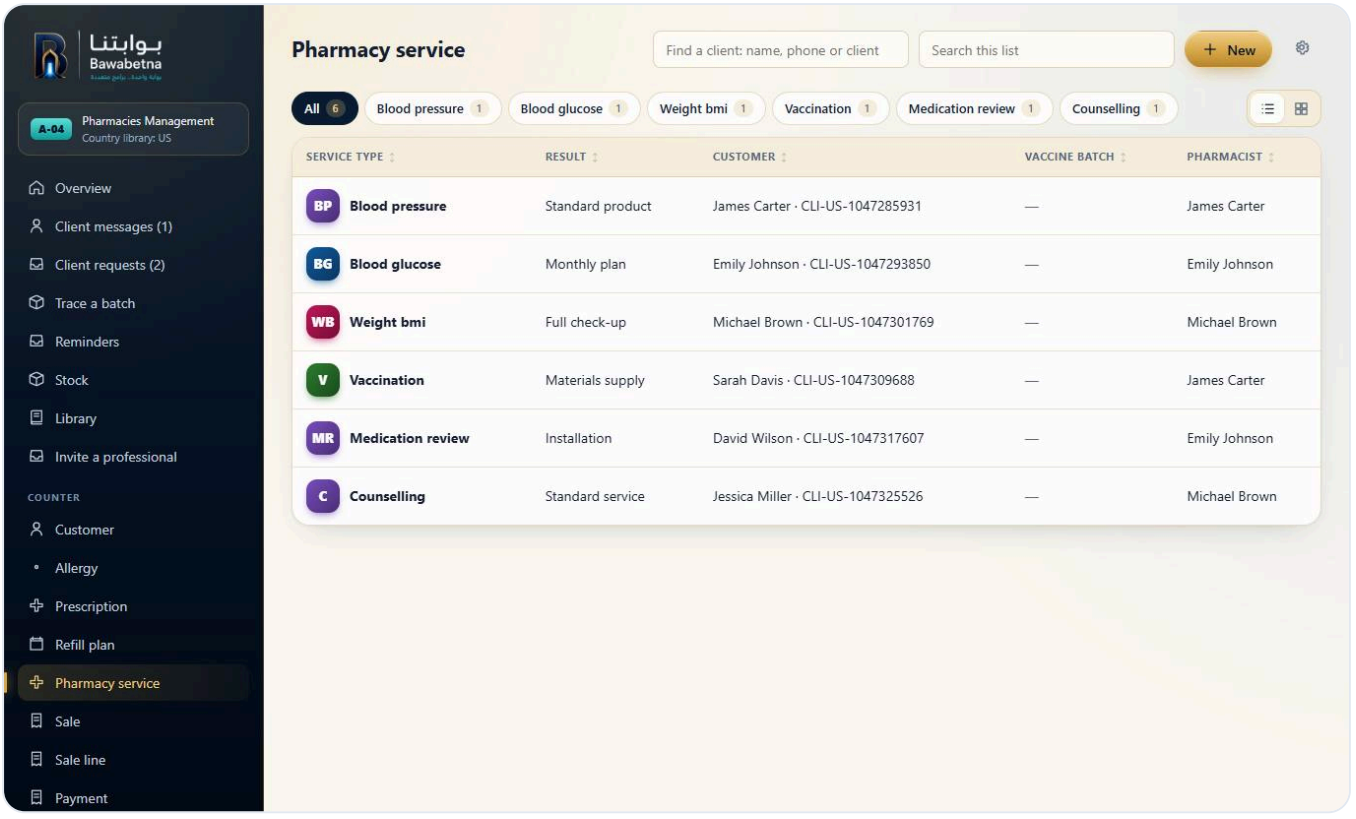
Stock write off

What you record: Write off number (worked out by the program), Product (required), Batch number (required), Quantity (required), Reason (required), Notes, Status (required)

Stages: A new record starts as "Draft".

Draft → Posted

Setup



Pharmacy

Pharmacy

What you record: Name (required), License number, Country (required), Tax number, Default currency, Track and trace reference, Whatsapp enabled, Online meeting link, Payment link, Review link, Ai assistant enabled, Ai model, Ai endpoint

Branch

What you record: Pharmacy (required), Name (required), Address, Phone, Gln

Pharmacist

What you record: Branch (required), Full name (required), License number (required), Active

Reports

Reports are worked out on your computer from your records. Choose a period, see the chart and the table, then print or export them. The reports of this program:

- Sales by day
- Sales by month
- Best-selling products
- Controlled medicines dispensed
- Collections by payment method
- Receipts by supplier
- Write-offs by reason
- Prescriptions by source
- Pharmacy services by type

Working with your clients

A client with a Bawabetna Client Code can, from the free client app: book an appointment, write to you, send requests and documents, sign documents, see what they owe and pay you directly, tell you they have arrived, ask for an earlier time and see their points. Everything reaches this program with its next sync.

Your data

Your records are kept encrypted on your own computer; only a short summary of each transaction is sent to Bawabetna. Make a backup from Settings; it is encrypted with your recovery key.

Help

Write to info@bawabetna.com or use the contact page at bawabetna.com/contact.