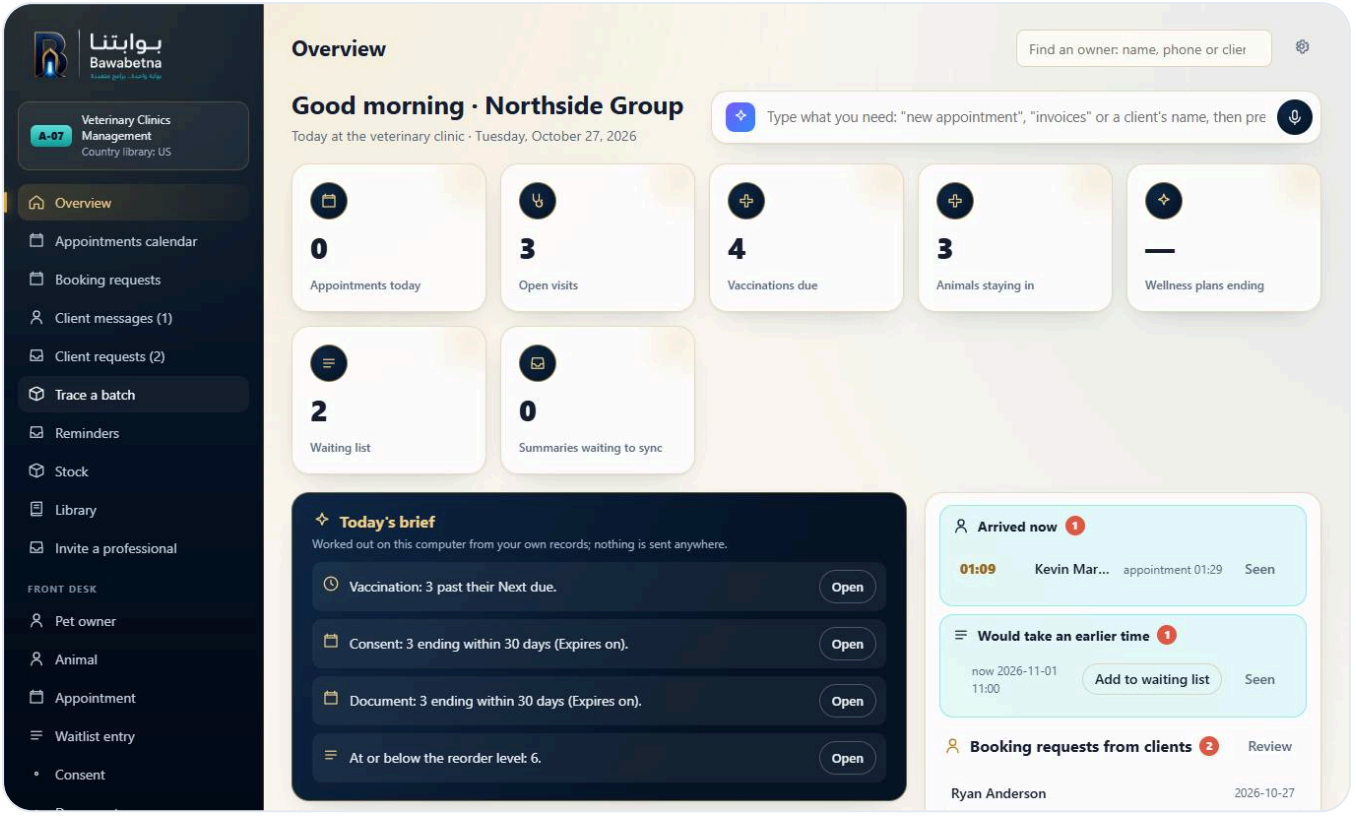
Bawabetna · User guide

Veterinary Clinics Management

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

Guide version 2026-10-27



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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:

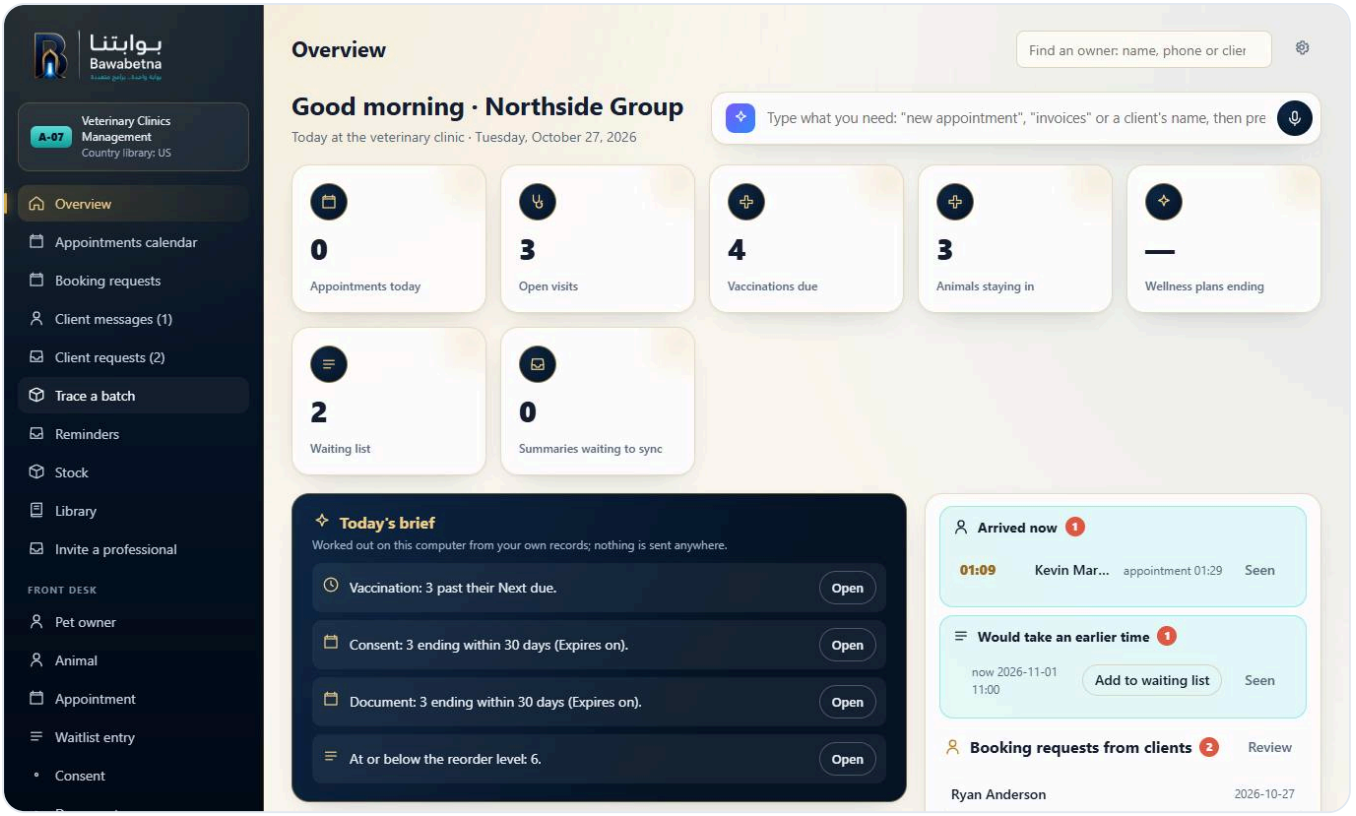
1. **Vet clinic**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Veterinarian**: Full name, License number

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

- Cashier
- Clinic admin
- Clinic owner
- Manager
- Receptionist
- Stock keeper
- Vet nurse
- Veterinarian

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".

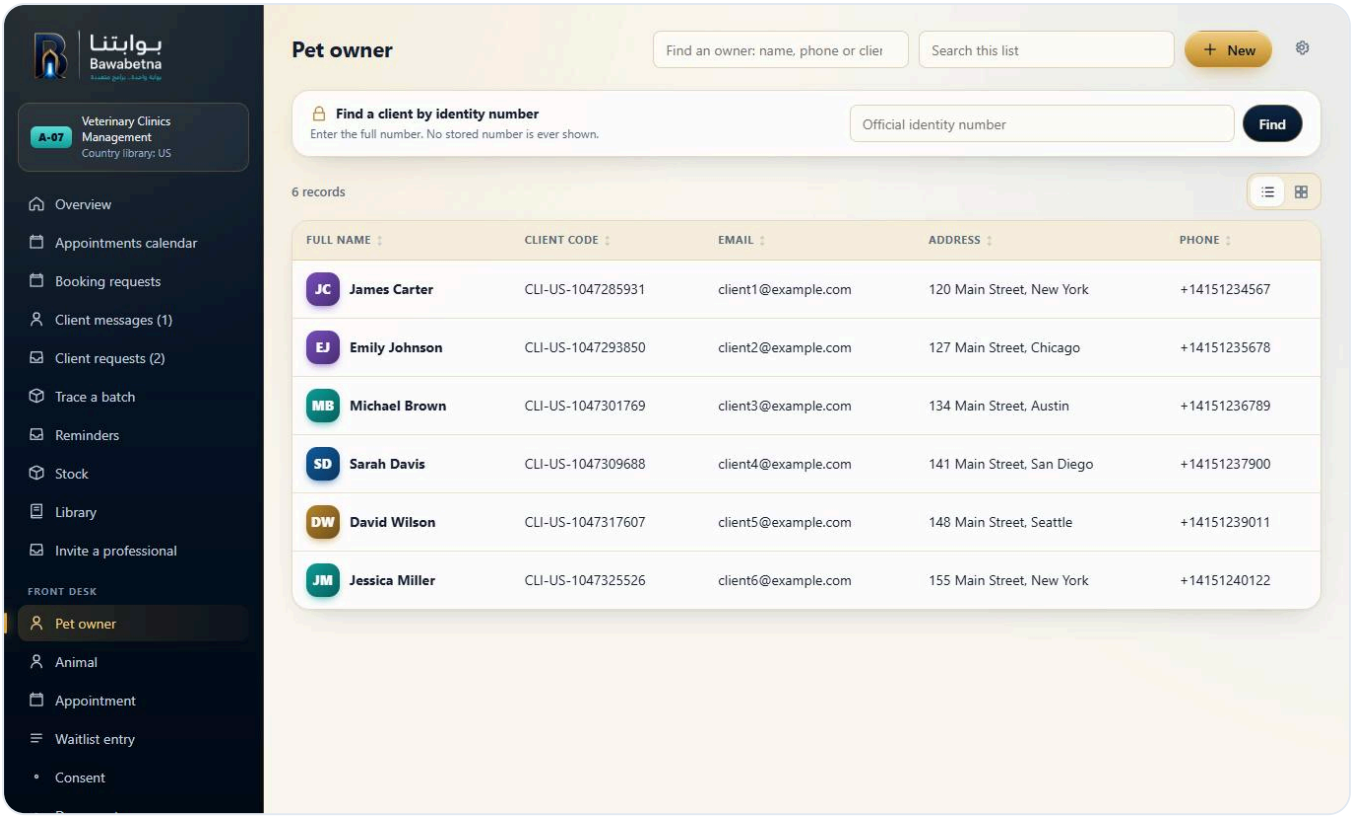


The home screen

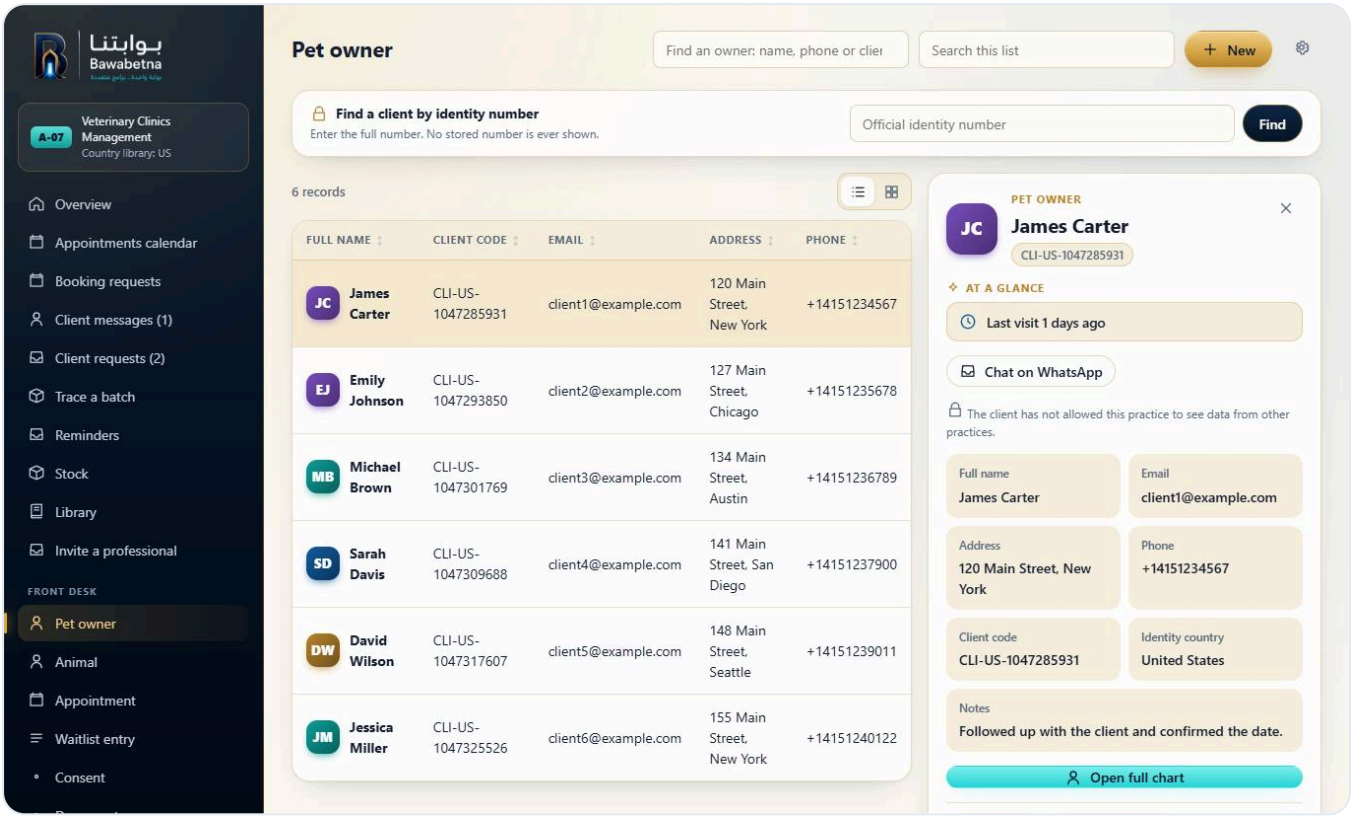
Screens and what you record in them

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.

Front desk



Pet owner



A record open for editing

Pet owner

What you record: Full name (required), Email, Address, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Animal

What you record: Pet owner (required), Name (required), Species (required), Breed, Sex, Neutered, Date of birth, Color, Microchip number, Allergies, Status (required)

Appointment

What you record: Animal (required), Pet owner (worked out by the program), Veterinarian (required), Starts at (required), Duration minutes (required), Reason (required), Status (required), Override reason

Stages: A new record starts as "Booked".

Booked → Arrived | Booked → Cancelled | Booked → No show

Waitlist entry

What you record: Pet owner (required), Veterinarian, Earliest date (required), Latest date, Preferred period (required), Priority (required), Reason, Phone, Status (required)

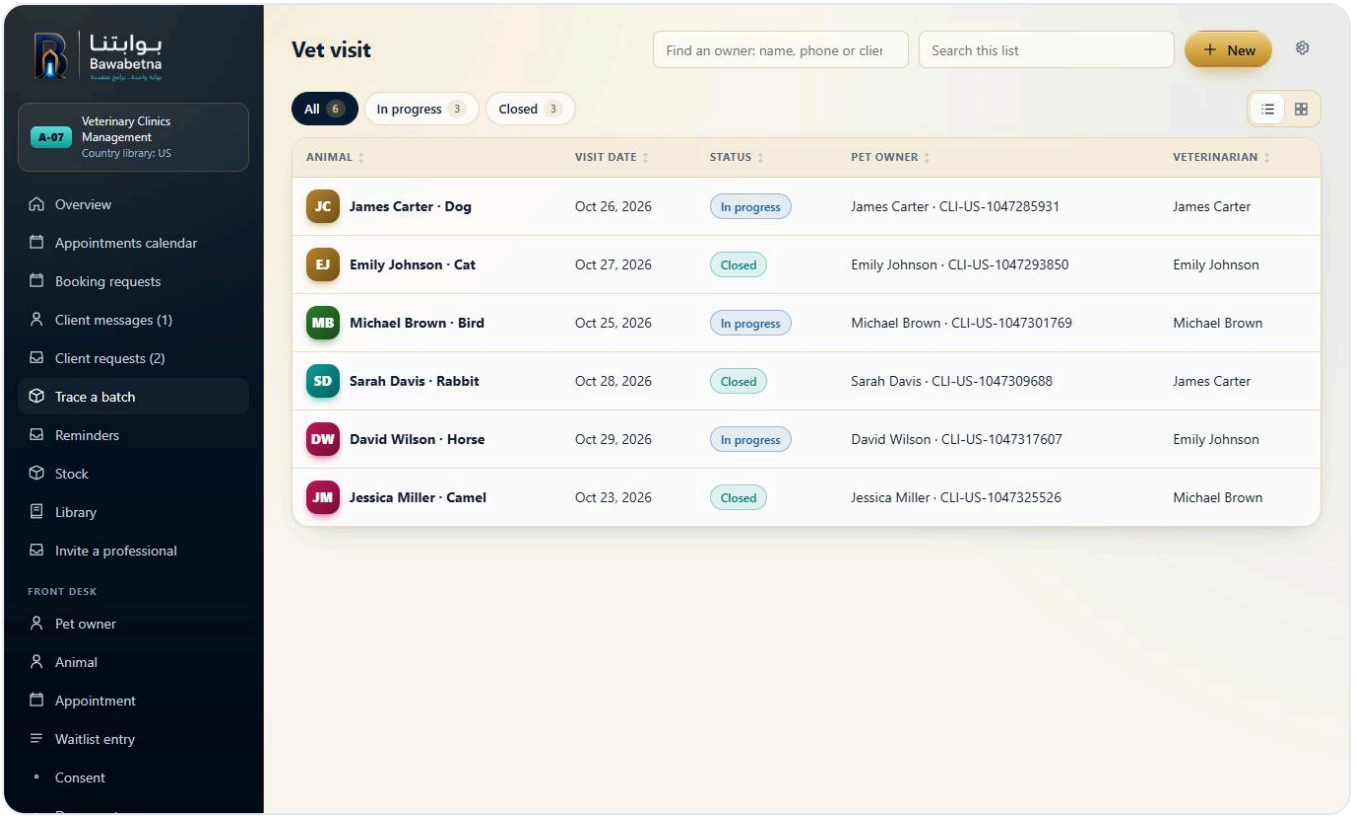
Stages: A new record starts as "Waiting".

Waiting → Booked | Waiting → Cancelled

Document

What you record: Pet owner (required), Animal, Category (required), Title (required), Reference number, Issued on, Expires on, Files

Clinical



Vet visit

Vet visit

What you record: Animal (required), Pet owner (worked out by the program), Veterinarian (required), Visit date (required), Animal name (worked out by the program), Subjective, Objective, Diagnosis, Plan, Temperature c, Heart rate, Status (required), Wellness plan

Stages: A new record starts as "In progress".

In progress → Closed

Weight record

What you record: Animal (required), Weighed on (required), Weight kg (required), Body condition score

Vaccination

What you record: Animal (required), Pet owner (worked out by the program), Vet visit, Vaccine (required), Batch, Given on (required), Next due, Veterinarian, Wellness plan

Vet prescription

What you record: Vet visit (required), Medication (required), Dose, Frequency, Duration, Withdrawal period, Instructions

Procedure

What you record: Vet visit (required), Name (required), Anesthesia, Notes

Hospitalization

What you record: Animal (required), Admitted at (required), Cage, Reason (required), Care notes, Status (required), Discharged at (worked out by the program)

Stages: A new record starts as "Admitted".

Admitted → Discharged

Billing

Service

What you record: Code, Name (required), Category, Price (required), Vat rate (required), Active

Invoice

What you record: Invoice number (worked out by the program), Pet owner (required), Vet visit, Currency (required), 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), E invoice reference, Notes

Stages: A new record starts as "Draft".

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

Invoice line

What you record: Invoice (required), Product, Batch number, Service, Description (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)

Payment

What you record: Receipt number (worked out by the program), Invoice (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), Invoice (worked out by the program), Amount (required), Reason (required), Refunded at (worked out by the program)

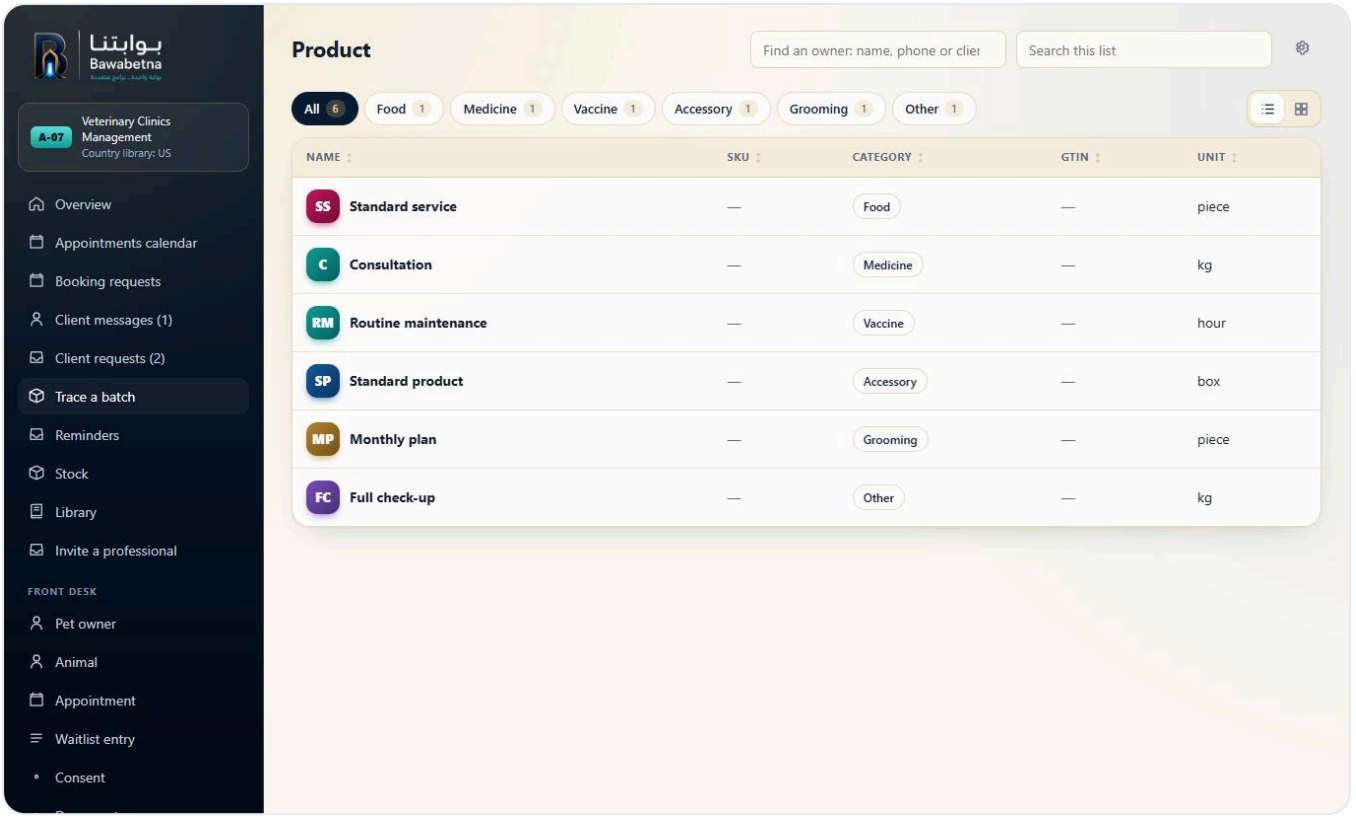
Wellness plan

What you record: Animal (required), Pet owner (worked out by the program), Plan type (required), Visits included (required), Vaccinations included (required), Price (required), Starts on (required), Ends on (worked out by the program), Invoice, Visits used (worked out by the program), Visits remaining (worked out by the program), Vaccinations used (worked out by the program), Vaccinations remaining (worked out by the program), Status (required)

Stages: A new record starts as "Active".

Active → Ended | Active → Cancelled

Stock



Product

Product

What you record: Name (required), Sku, Category (required), Gtin, Unit, Price (required), Vat rate (required), Reorder level, Active

Supplier

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

Purchase receipt

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

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

Stock count

What you record: Count number (worked out by the program), Counted on (required), Counted by, Notes, Status (required)

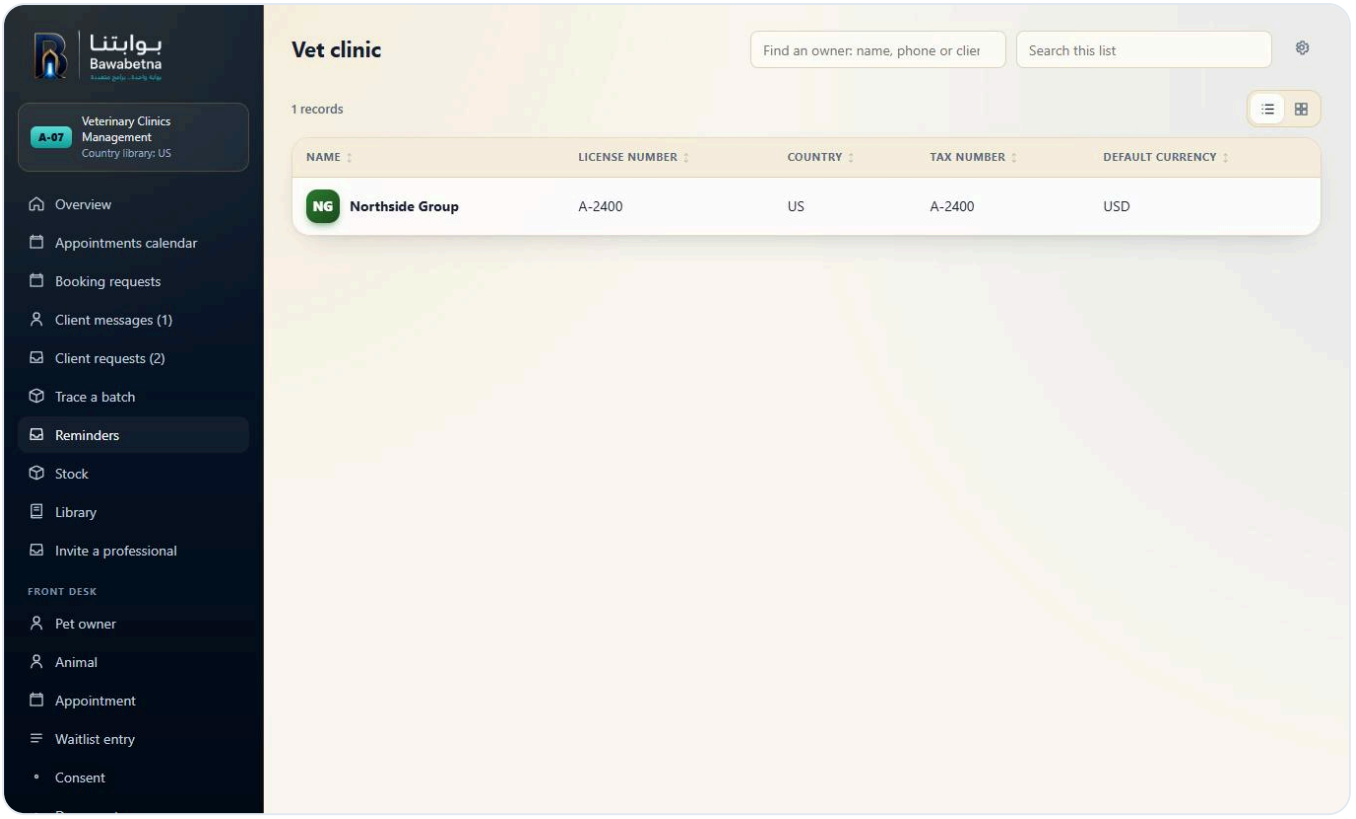
Stages: A new record starts as "Draft".

Draft → Posted

Stock count line

What you record: Stock count (required), Product (required), Batch number (required), Counted quantity (required), Recorded quantity (worked out by the program), Difference (worked out by the program)

Setup



Vet clinic

Vet clinic

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

Branch

What you record: Vet clinic (required), Name (required), Address, Phone

Veterinarian

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

- Visits by veterinarian
- Animals by species
- Revenue by month
- Revenue by service
- Collections by payment method
- Outstanding balances by client
- Stock count differences by item (missing - / extra +)
- Receivables aging (days since issue)

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.