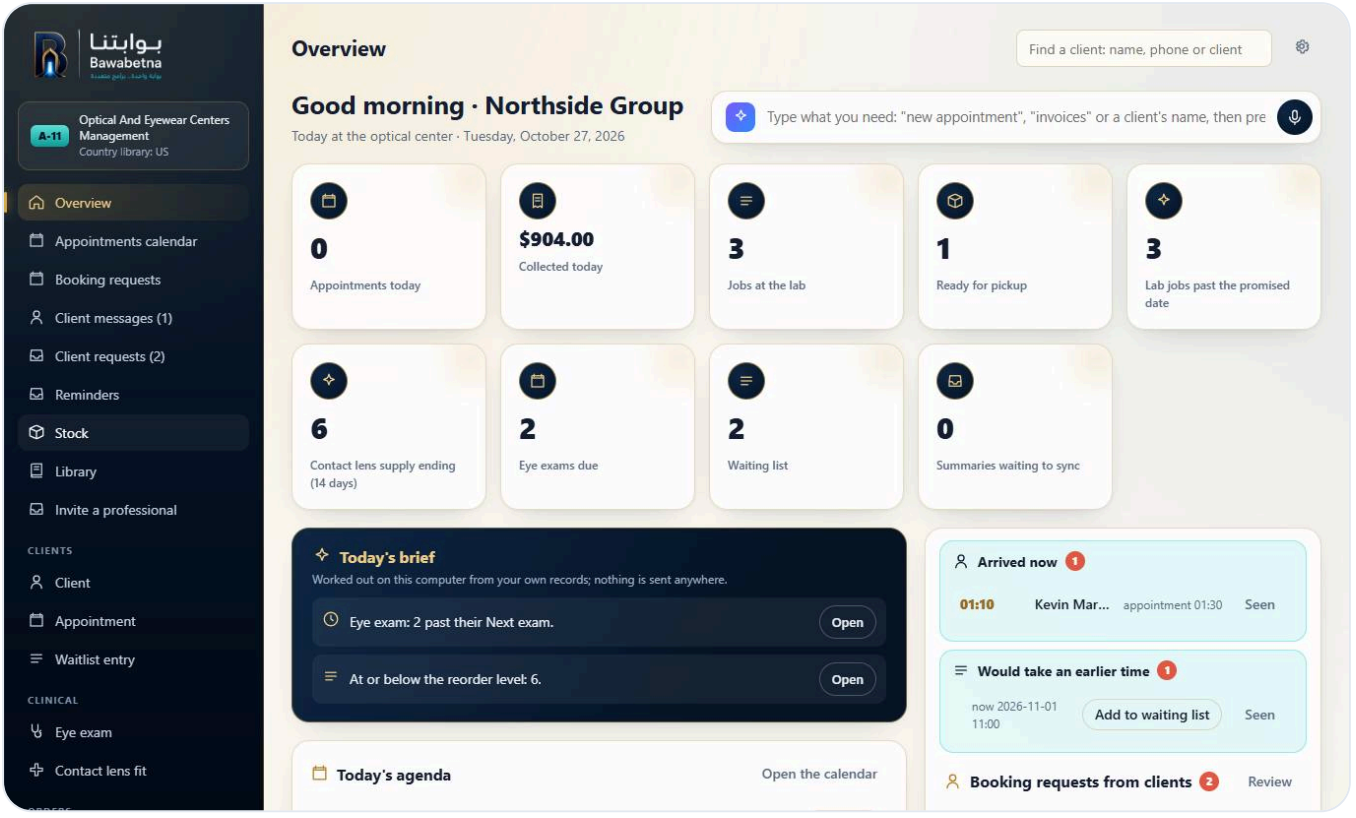
Bawabetna · User guide

Optical And Eyewear Centers 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:

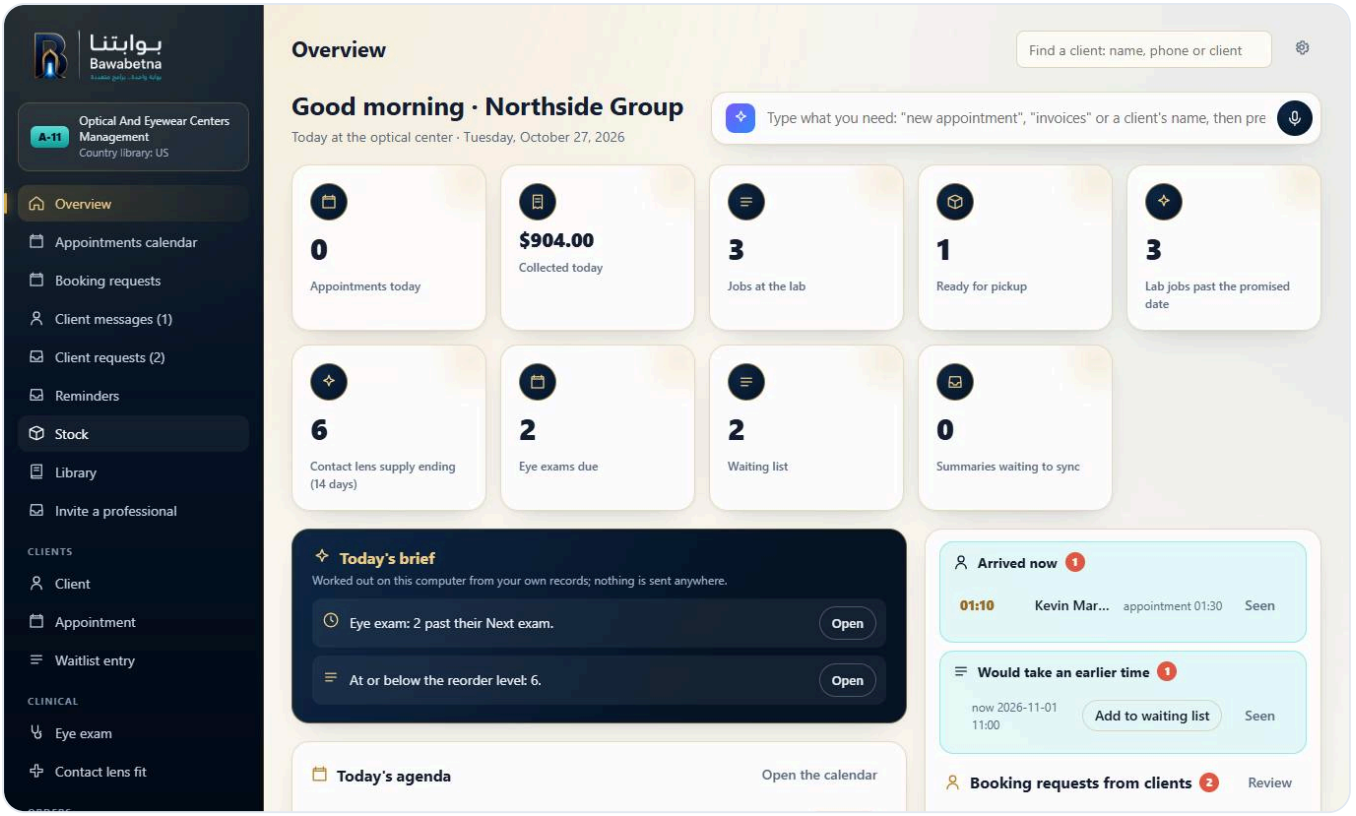
1. **Optical center**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Optometrist**: Full name, License number, Specialty

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

- Center owner
- Manager
- Optician
- Optometrist
- Sales
- 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".

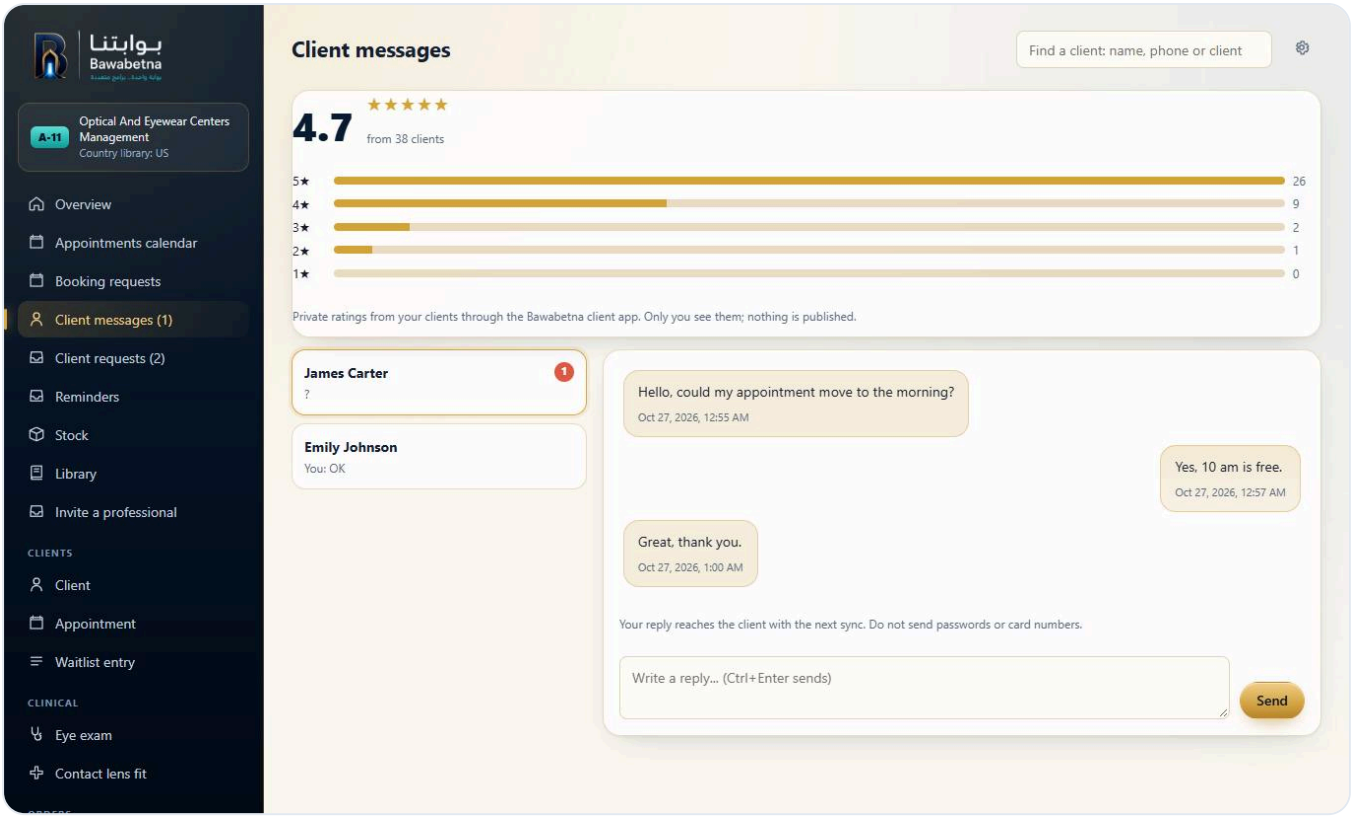


The home screen

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.

Clients



Client

Client

What you record: Full name (required), Date of birth, Sex, Occupation, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Appointment

What you record: Client (required), Optometrist (required), Starts at (required), Duration minutes (required), Status (required), Override reason

Stages: A new record starts as "Booked".

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

Waitlist entry

What you record: Client (required), Optometrist, Earliest date (required), Latest date, Preferred period (required), Priority (required), Reason, Phone, Status (required)

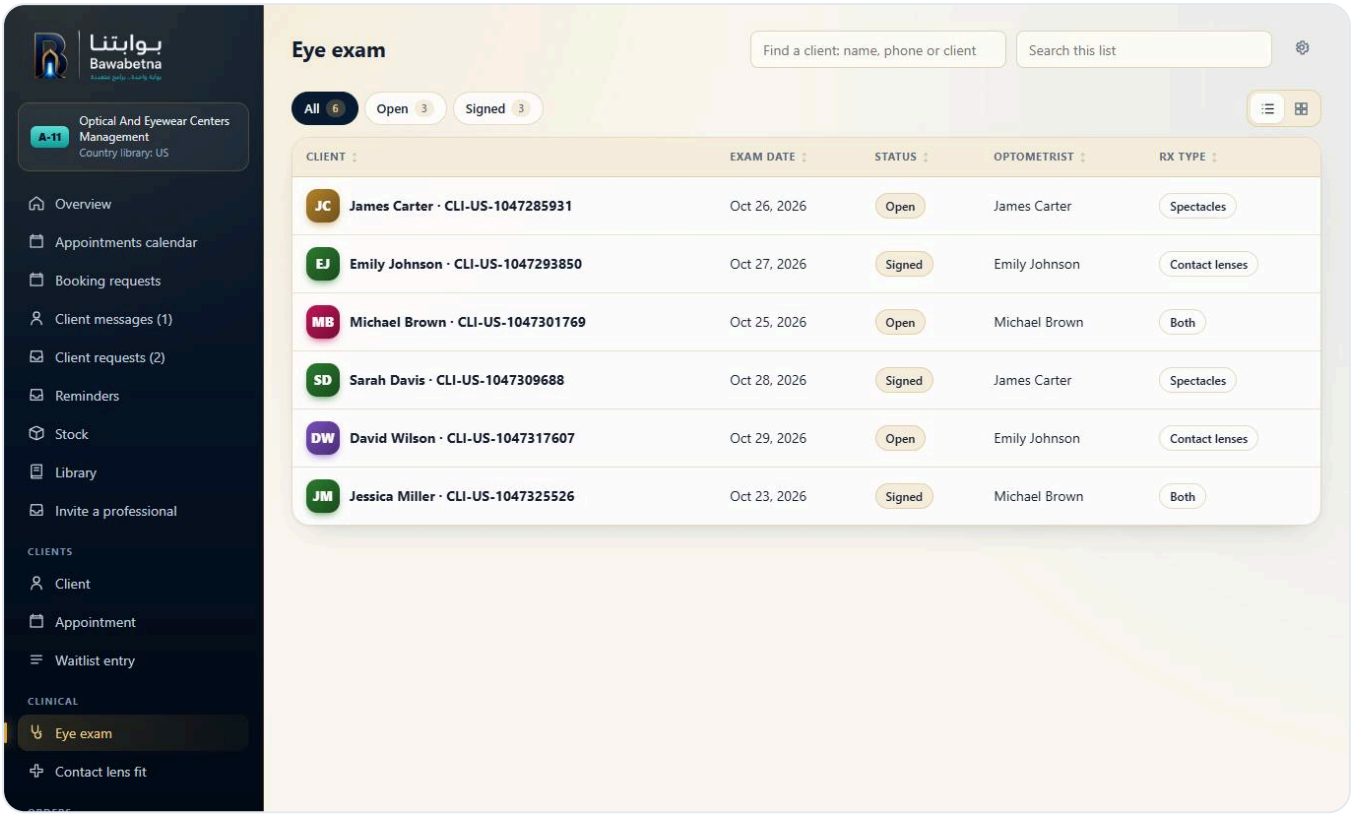
Stages: A new record starts as "Waiting".

Waiting → Booked | Waiting → Cancelled

Document

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

Clinical



Eye exam

Eye exam

What you record: Client (required), Optometrist (required), Exam date (required), Rx type (required), Od sphere, Od cylinder, Od axis, Od add, Od prism, Od va, Os sphere, Os cylinder, Os axis, Os add, Os prism, Os va, Pd mm, Near pd mm, Iop od, Iop os, Findings, Recommendation, Next exam, Status (required)

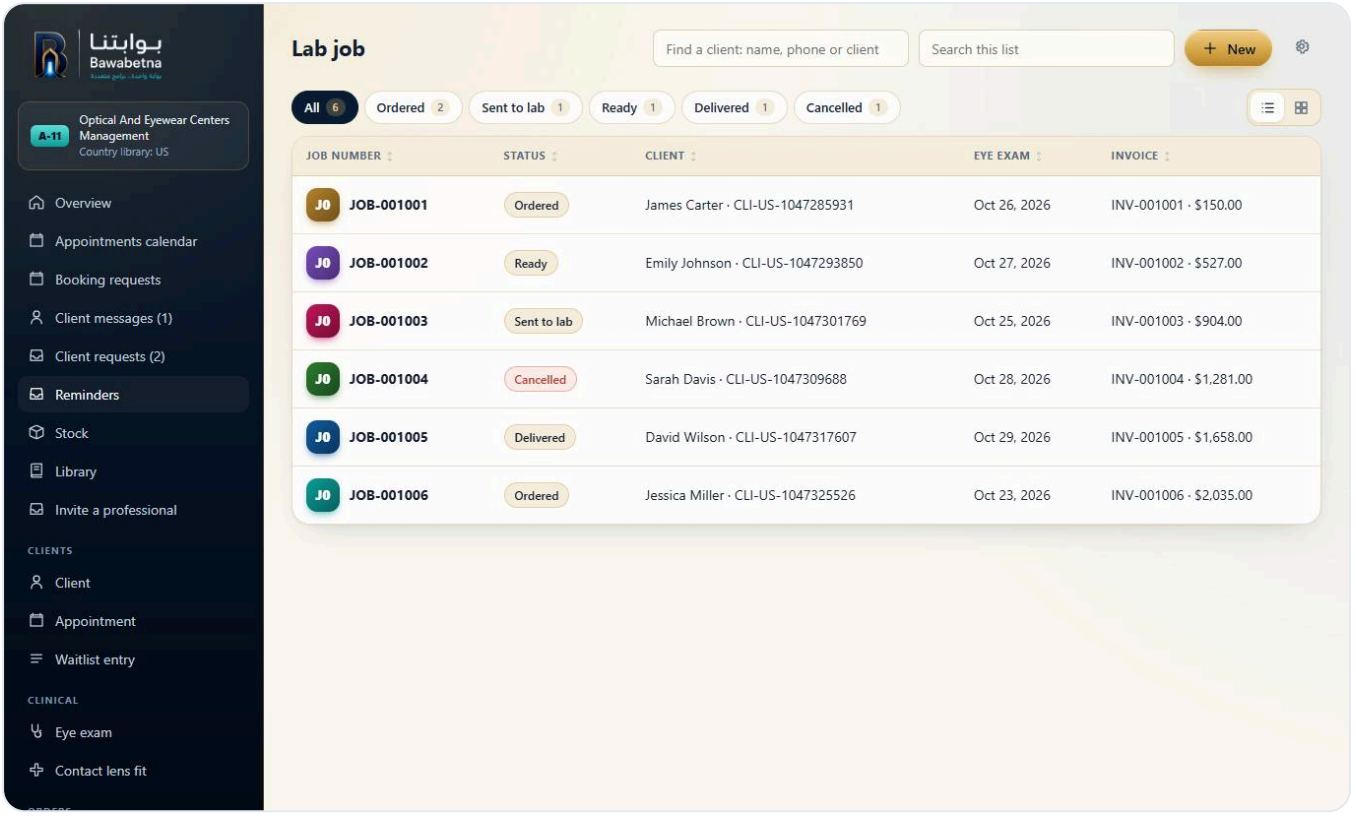
Stages: A new record starts as "Open".

Open → Signed

Contact lens fit

What you record: Eye exam (required), Fitted on (required), Brand (required), Od base curve, Od diameter, Os base curve, Os diameter, Wear schedule, Supply until, Notes

Orders



Lab job

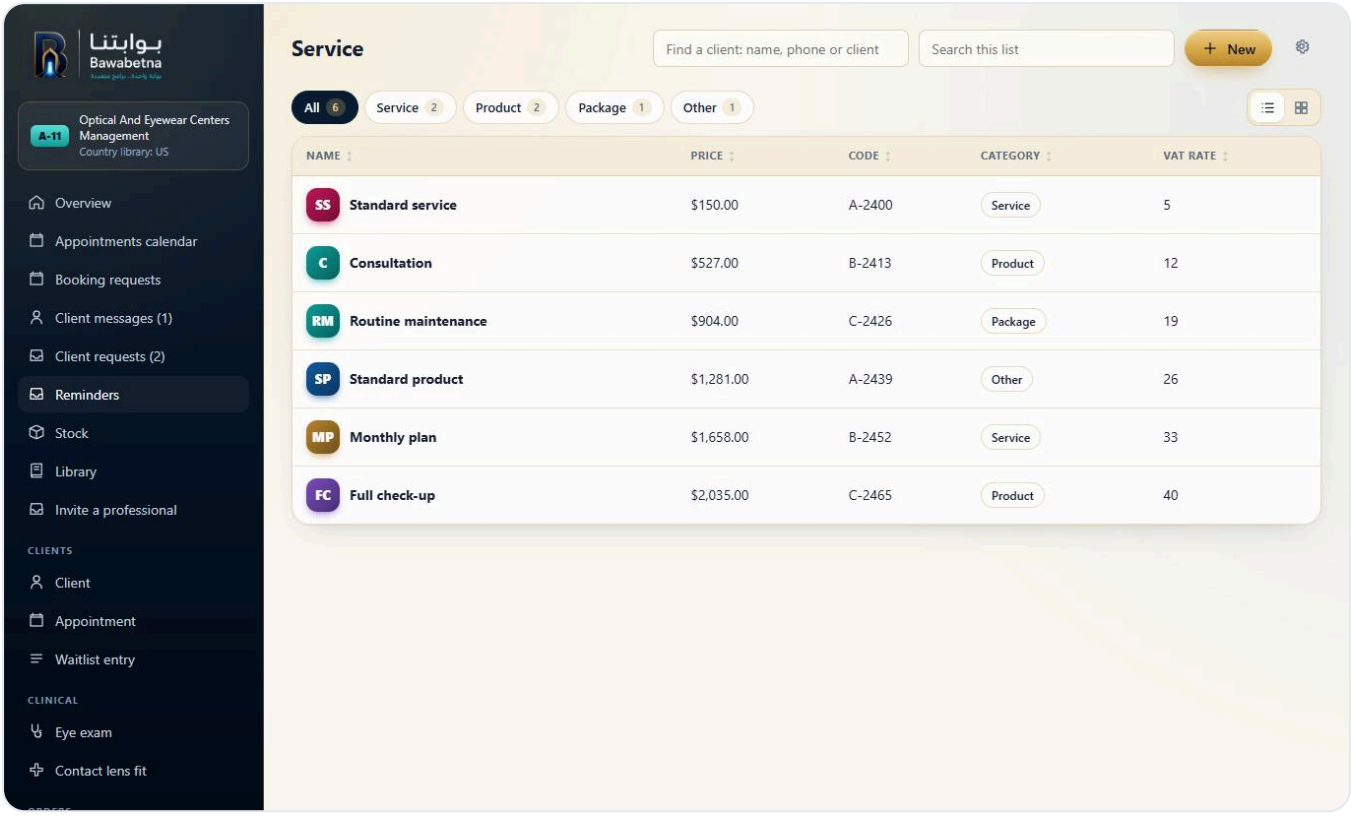
Lab job

What you record: Job number (worked out by the program), Client (required), Eye exam, Invoice, Frame item, Frame description, Lens type (required), Coatings, Tint, Lab name, Promised on, Remake of, Remake reason, Status (required), Notes

Stages: A new record starts as "Ordered".

Ordered → Sent to lab | Ordered → Ready | Ordered → Cancelled | Ready → Delivered | Sent to lab → Ready | Sent to lab → Cancelled

Billing



Service

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), Client (required), Eye exam, 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, 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)

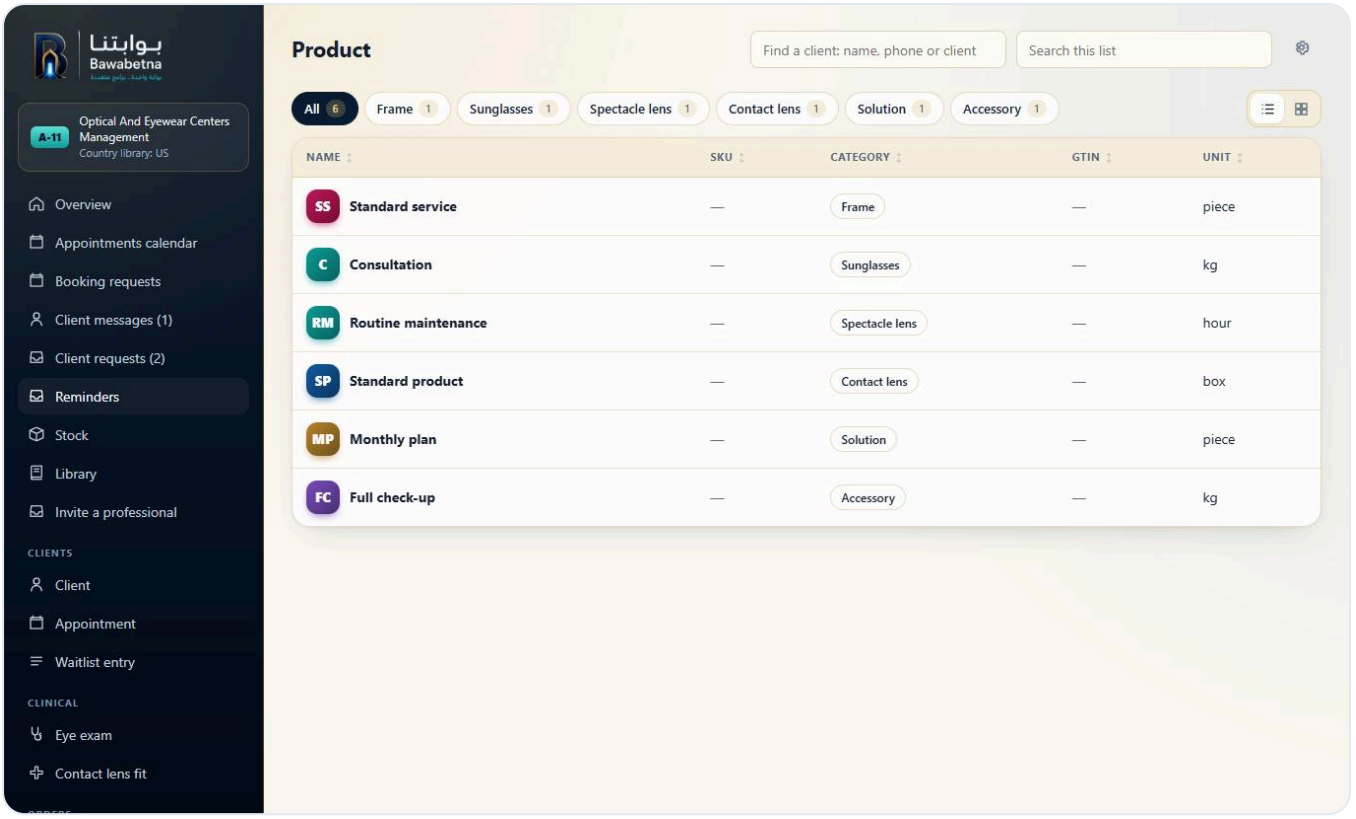
Payment

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)

Stock



Product

Product

What you record: Name (required), Sku, Category (required), Gtin, Unit, Brand, Model, Color, Size, 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), Quantity (required), Unit cost

Stock write off

What you record: Write off number (worked out by the program), Product (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), Counted quantity (required), Recorded quantity (worked out by the program), Difference (worked out by the program)

Setup

Optical center

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: Optical center (required), Name (required), Address, Phone

Optometrist

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

- Exams by optometrist
- Collection jobs by status
- Remakes by reason
- 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.