



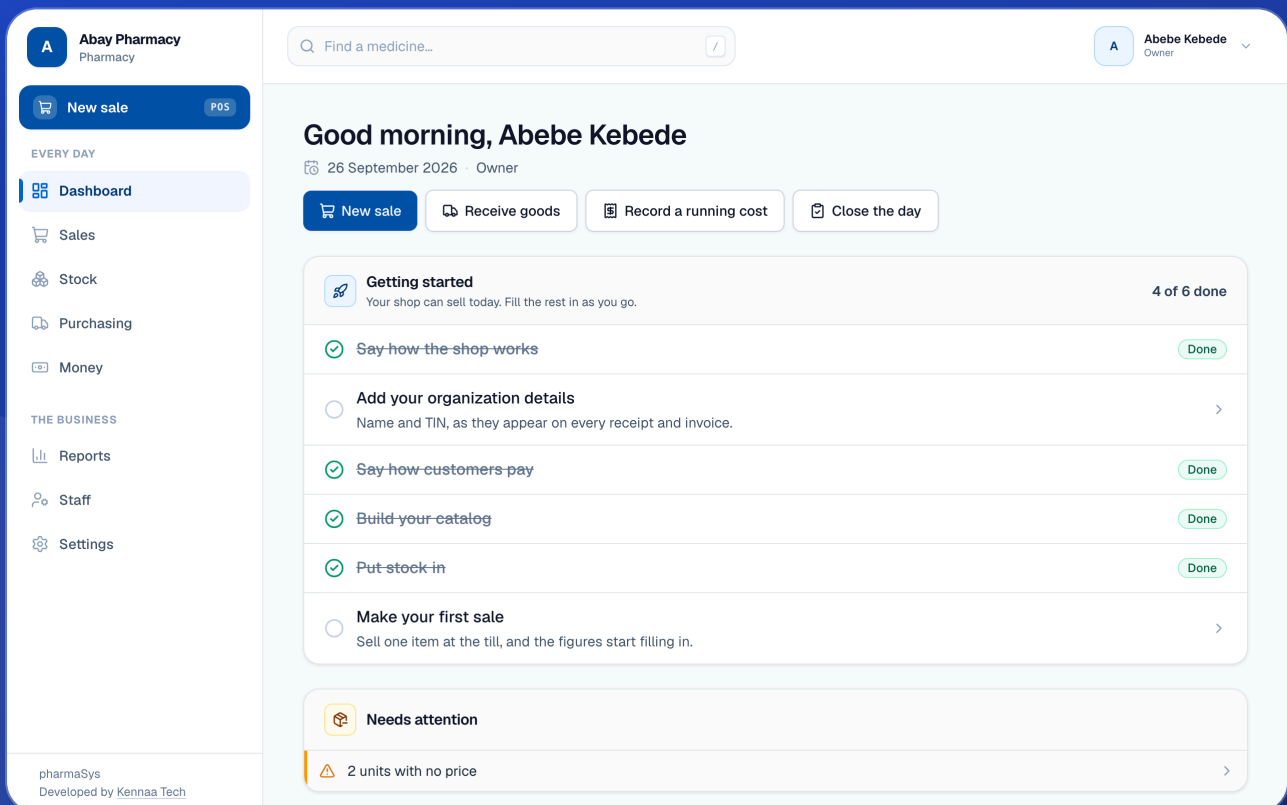
Dambal

Pharmacy and drug shop management for Ethiopia

Dambal User Manual

Pharmacy and drug shop management for Ethiopia

English · Version 1.0 · September 2026



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Welcome to Dambal

Dambal keeps the records of a pharmacy or drug shop in one place: what you sell, what you hold, what you owe, what you are owed, and who did each of it. This manual explains each part in the order you will meet it.

What Dambal does

Every sale is rung up at the till, taken off the shelf, and priced from what the medicine cost you. Every delivery is received against the wholesaler's invoice, put away, and priced by your own rule. At the end of the day the drawer is counted and the day is closed.

Around that sit the rest: the catalog of what you sell, stock by batch and by expiry, customers who buy on credit, suppliers you owe, running costs, reports, and the people who work in the shop.

Dambal works in English, Amharic and Afaan Oromoo, shows dates in the Ethiopian or the Gregorian calendar, and runs on a computer, a tablet or a phone.

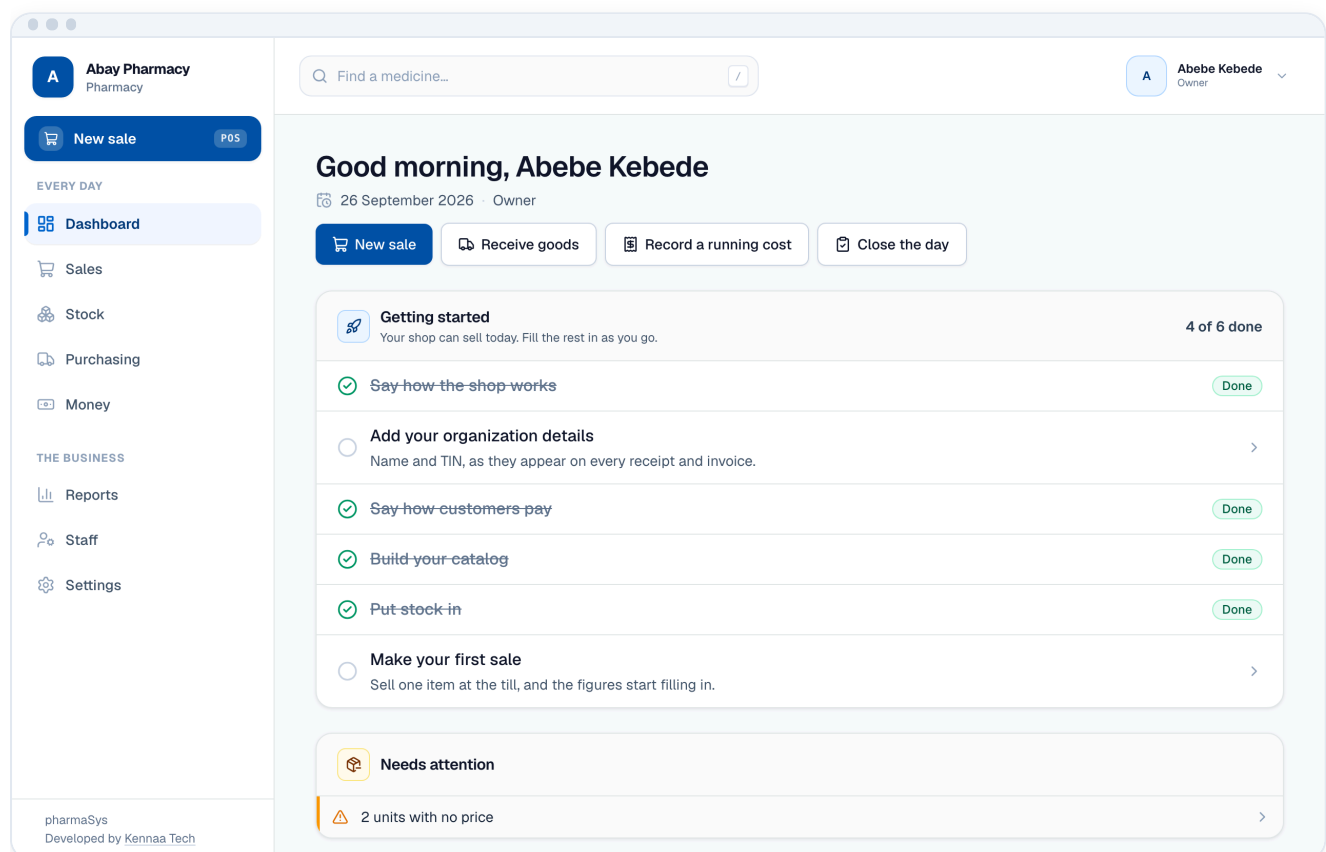


Figure 1. The dashboard: today at a glance, what needs attention, and the week the shop is having.

Who does what: roles

Everybody who signs in has one or more roles, and the role decides what they see and what they may change. A person is never shown a screen they cannot act on.

ROLE	CAN DO
Owner	Everything, including the shop's settings, the people, and the plan.
Manager	Everything except the settings and handing out logins. Approves stock checks and confirms the day.
Pharmacist	Sells, takes payment, sells on credit, issues stock to the shelf, adds a product in a hurry.
Druggist	Sells and takes payment, issues stock to the shelf, counts stock.
Cashier	Sells at the till and counts their own money at the end of the day.
Storekeeper	Receives deliveries, issues stock to the shelf and counts it. No selling, no prices.
Accountant	Pays suppliers, chases customers, records running costs, confirms the day, reads every report.

Tip Give each person the smallest role that lets them do their job. A cashier at the till does not need to see what stock cost.

What you need

A computer, tablet or phone with a web browser, and an internet connection. Nothing is installed, and nothing is stored on the device: sign in from any machine and your shop is there.

A printer is useful for receipts and for the stock and bin cards, but Dambal works without one. Every document can be read on the screen.

Getting started

Registering the shop, answering the questions that make Dambal work the way you work, and finding your way around the screen.

Registering your pharmacy

- 1 Open Dambal and choose Register.
- 2 Type the name of the pharmacy or drug store, and choose what kind of outlet it is: pharmacy, drug store or rural drug vendor.
- 3 Type your own name, your phone number and a password you will remember.
- 4 Choose Register. You are taken straight to the setup questions.

Note The phone number you register with is how you sign in. It cannot be used by two shops at once.

Starting in stages

A pharmacy does not stop trading to set up software. You can sell from the first morning and fill the rest in over the week.

The dashboard shows a short list of what is still missing — your rules, your details, how customers pay, the catalog, stock, and the first sale — and crosses each one off as you do it, in whatever order suits you. When the list is empty it disappears.

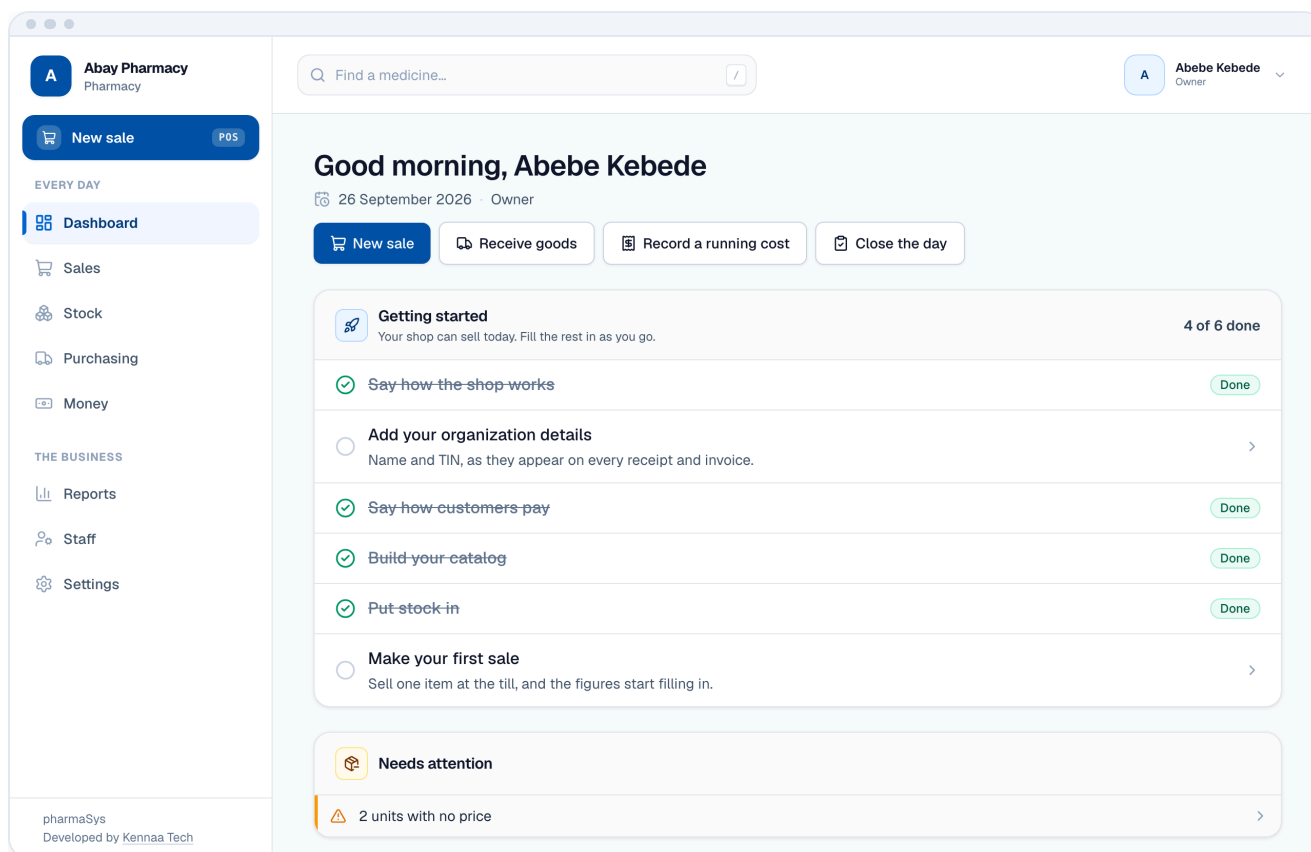


Figure 2. Getting started: six things a new shop needs, each crediting itself the moment it is done.

Finding your way

The list down the left is the six parts of the shop: Dashboard, Sales, Stock, Purchasing and Money for the day's work, then Reports, Staff and Settings for the business.

Inside a part, the tabs across the top are its screens. Sales holds the till, the day's sales and the customers; Stock holds the stock list, low stock, expiring stock, the stock check and the catalog.

On a phone the list is behind the menu button, and the tabs wrap onto two lines rather than running off the edge.

Tip The blue New sale button is always at the top of the list, on every screen. Selling is one tap away wherever you are.

Your language and your calendar

Language and calendar belong to the person, not to the shop: one assistant can work in Afaan Oromoo while another works in Amharic, on the same till.

Open the account menu at the top right, choose My account, and pick your language and whether dates show in the Ethiopian or the Gregorian calendar. Everything changes at once.

The catalog

What the shop sells, in what units, and for how much. Everything else counts against it.

Adding a registered medicine

Dambal carries the list of medicines registered with EFDA. Search for what you want and add it, and the brand name, generic name, strength and form come with it.

- 1 Open Stock, then Catalog.
- 2 Type part of the name in the search box. A misspelling still finds it.
- 3 Choose Add beside the medicine you want.
- 4 Say what you sell it in — the smallest unit first, then what each larger unit holds — and give a price for the units you sell.
- 5 Add the short names your staff actually use, so they can find it by those too.

Tip A registered medicine can be renamed to whatever your staff call it. It keeps its registration and is still found by the registered name.

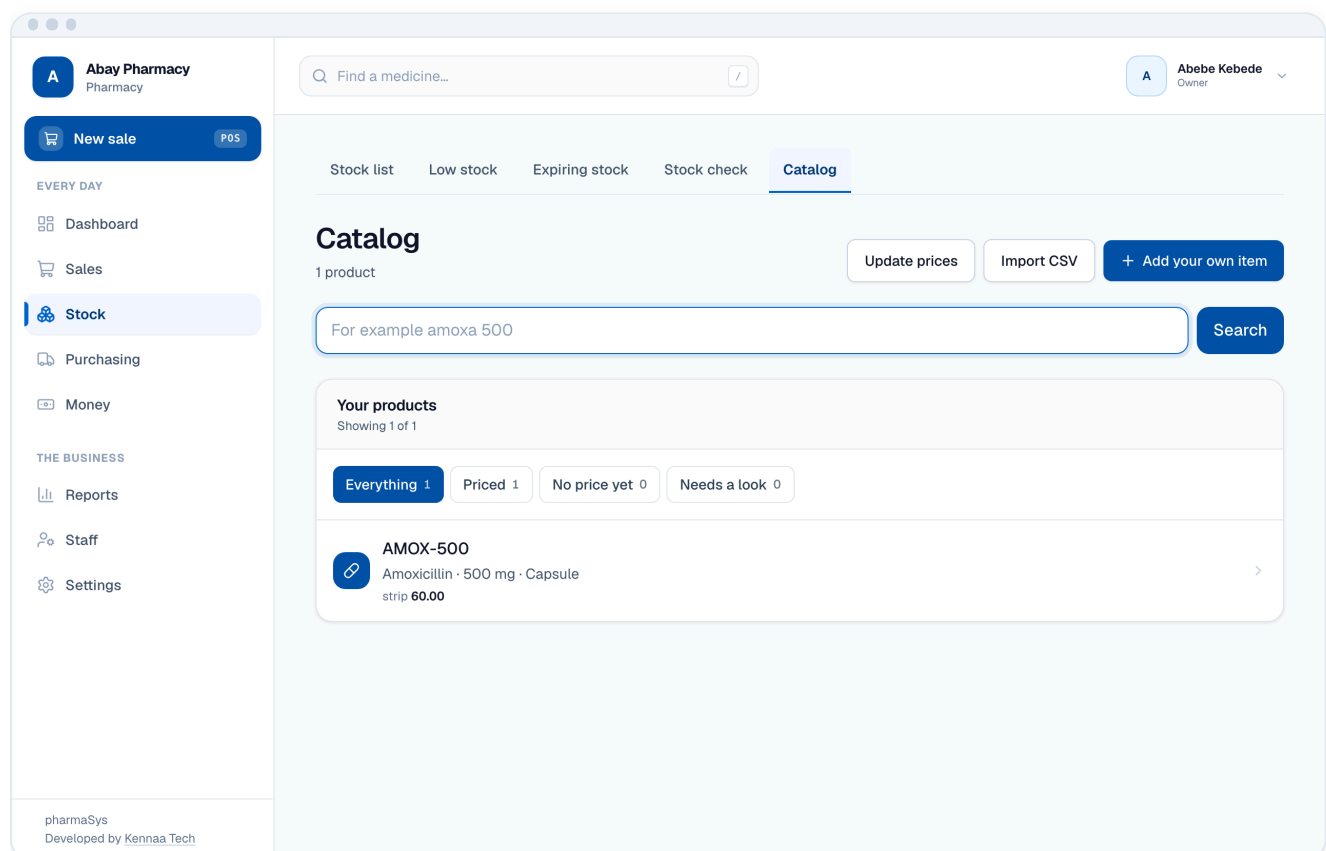


Figure 3. The catalog: one line per product, with what it is and what it costs the customer.

Adding something of your own

Soap, cotton wool, a thermometer, baby formula: anything not in the registered list is added as your own item, with its own name and kind.

The units a medicine is sold in

Dambal counts stock in the smallest unit a product has, and converts as it sells. Get the units right when you add a product and everything after it — stock, prices, the stock card — follows.

These are the fourteen units every shop starts with. You choose from them; you never type one, so the same word means the same thing on every screen and in every report.



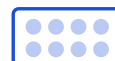
tablet

One tablet. Usually the smallest unit of a solid medicine, and what the shelf is counted in.



capsule

One capsule. The smallest unit where a medicine comes in capsules rather than tablets.



strip

The foil strip tablets are pressed into. Commonly holds 10, so one strip is 10 tablets.



packet

The printed carton a strip or a bottle comes in. Say how many strips it holds.



box

The outer box a wholesaler delivers, holding several packets.



bottle

A bottle of syrup, suspension or drops. Sold whole; the millilitres inside are not counted.



tube

A tube of cream, ointment or gel.



vial

A small glass bottle of injectable medicine, closed with a rubber stopper.



ampoule

A sealed glass ampoule that is snapped open. One dose.



sachet

A sealed paper or foil sachet of powder, such as ORS.



piece

Anything counted one at a time that is none of the above: a thermometer, a syringe, a bar of soap.



roll

A roll of bandage, gauze or plaster.

**bag**

A bag of fluid, or a bag of goods sold as one.

**tin**

A tin of powder — most often infant formula. Sold whole, by the tin.

Tip A product can have up to three units: the smallest, and up to two larger ones. A shop selling loose tablets, strips of ten and packets of ten strips sets tablet, strip = 10, packet = 100.

Note Only give a price to the units you actually sell. A unit with no price is never offered at the till, so a shop that never breaks a strip simply prices the strip and the packet.

Units and packs

A medicine is often sold in more than one unit: a tablet, a strip of ten, a packet of ten strips. Dambal counts stock in the smallest unit and converts as it sells, so selling one strip takes ten tablets off the shelf.

Give a price only to the units you actually sell. A unit with no price is not offered at the till.

Medicines that need a prescription

Mark a product as prescription-only on its Details tab. Which medicines those are differs between a pharmacy and a drug shop, so each shop marks its own.

When one of them reaches the till, the seller is asked to confirm the customer is holding the paper. The paper itself stays in your own file, as it always has; what Dambal records is that somebody looked at it, and who.

Selling

The till: finding a medicine, taking the money, and what to do when something is not straightforward.

Ringing up a sale

- 1 Choose New sale.
- 2 Type part of the name or a short name, and press Find. The medicines you sell most are also there as buttons.
- 3 Choose the medicine, then the unit and how many.
- 4 Choose how it was paid, and complete the sale.

The screenshot displays the 'Abay Pharmacy' POS interface. On the left is a sidebar with navigation icons and labels: 'New sale' (highlighted), 'History', 'Customers', 'EVERY DAY', 'Dashboard', 'Sales', 'Stock', 'Purchasing', 'Money', 'THE BUSINESS', 'Reports', 'Staff', and 'Settings'. The main area has a top bar with a search bar 'Find a medicine...' and a user profile 'Abebe Kebede Owner'. Below this, there are tabs for 'New sale', 'History', and 'Customers'. The 'New sale' tab is active, showing '0 sales, 0.00 birr'. A search bar 'Type a name or a short name' with a 'Find' button is present. Below the search bar is a 'This sale' section with a table for items. The table has columns for 'Unit', 'Quantity', and 'Discount (birr)'. An item 'AMOX-500' is added with a quantity of 1 and a discount of 0.00. The total is 60.00. The payment section shows 'Paid by' as 'Cash', 'Cash handed over (birr)' as 60.00, and 'CHANGE TO GIVE' as 0.00. There are also buttons for 'Quick amounts' and 'Split across another payment'.

Figure 4. The till: what is being bought on the left, what is being paid on the right.

Taking the money

Cash, a bank transfer, mobile money or credit. A sale can be split across two or more of them: pay part in cash and the rest by transfer.

For cash, type what the customer actually handed over and Dambal works out the change. Where they paid the exact amount, the Exactly button fills it in with one tap.

For a transfer, the account number the customer should pay into is shown large enough to read out, and the transfer reference is recorded against the sale.

Note Cash will not complete until you say what was handed over. Without it the change is a guess and the drawer will not reconcile at closing.

| Selling on credit

A customer with an account can take medicine now and pay later. Choose Credit as the payment, and the customer. What they owe and their limit are shown before you commit.

Your shop decides what happens when a customer is over their limit or already overdue: refuse the sale, or warn and let the seller decide.

| When the shelf is short

If the shelf cannot cover the sale but the store can, Dambal says so and asks the seller to fetch it. Ticking that confirms the stock moved, so the shelf and the store stay honest.

If there is no stock anywhere, what happens is your shop's rule: refuse the sale, warn and let it through, or say nothing.

| Correcting a sale

A sale is never edited and never deleted. A sale rung up wrongly is voided: the stock goes back, the money is reversed, and both the sale and the void stay in the record with the reason and who did it.

A sale written on paper during a power cut is entered afterwards and marked as entered late, with the time it actually happened.

Stock

What you hold, where it is, when it expires, and keeping the record honest.

Receiving a delivery

- 1 Open Purchasing, then Receive goods.
- 2 Choose the supplier and type their invoice number and date.
- 3 For each line: the product, the batch number, the expiry as printed on the pack, how many, and what one purchase unit cost.
- 4 Say whether it was paid now or is on the bill.
- 5 Save the receipt. The stock goes in, and you are taken to price it.

Tip Enter the expiry exactly as printed: 02/2028, 2028-02 and Feb 2028 are all understood.

The screenshot shows the 'Receive goods' form in the pharmaSys application. The form is titled 'Receive goods' and is part of the 'Deliveries > Receive goods' section. It contains fields for Supplier (a dropdown menu), Invoice number, Invoice date (26/09/2026), Payment (On credit, pay later), Due date (dd/mm/yyyy), and Note. Below these fields is a section for 'Items received' with a search bar and a 'Find a product in your catalog' button. The form is displayed on a desktop interface with a sidebar menu on the left showing options like 'New sale', 'POS', 'Dashboard', 'Sales', 'Stock', 'Purchasing', 'Money', 'Reports', 'Staff', and 'Settings'. The top right shows the user 'Abebe Kebede' as the Owner.

Figure 5. Receiving a delivery against the wholesaler's invoice, line by line.

Pricing what arrived

After a delivery Dambal suggests a price for every unit of every product received, worked out from what it cost, your markup, VAT where it applies, and how you round.

Each line shows the three figures a price is made of: what the unit cost, what your price is over that cost, and how much of it is tax. A price below cost is shown in red.

Take a suggestion with one tap, take all of them with Use every suggestion, or type your own.

Note Medicine is priced at a fixed 25% over cost and carries no VAT, whatever your markup is set to. Your markup governs cosmetics, supplies and household goods.

The store and the shelf

Most shops keep a store and a shelf, and count them apart. Stock arrives in the store; a picking list moves it to the shelf, and the shelf is what the till sells from.

A shop that keeps everything in one place says so in the settings, and then has one place with no picking lists at all.

- 1 Open Stock, then Issue to shelf.
- 2 Prepare from the refill list, or choose what to move yourself.
- 3 Carry the goods, then type what actually arrived on the shelf and confirm.

Note Nothing moves until somebody confirms what they carried. A picking list is a plan, not a movement.

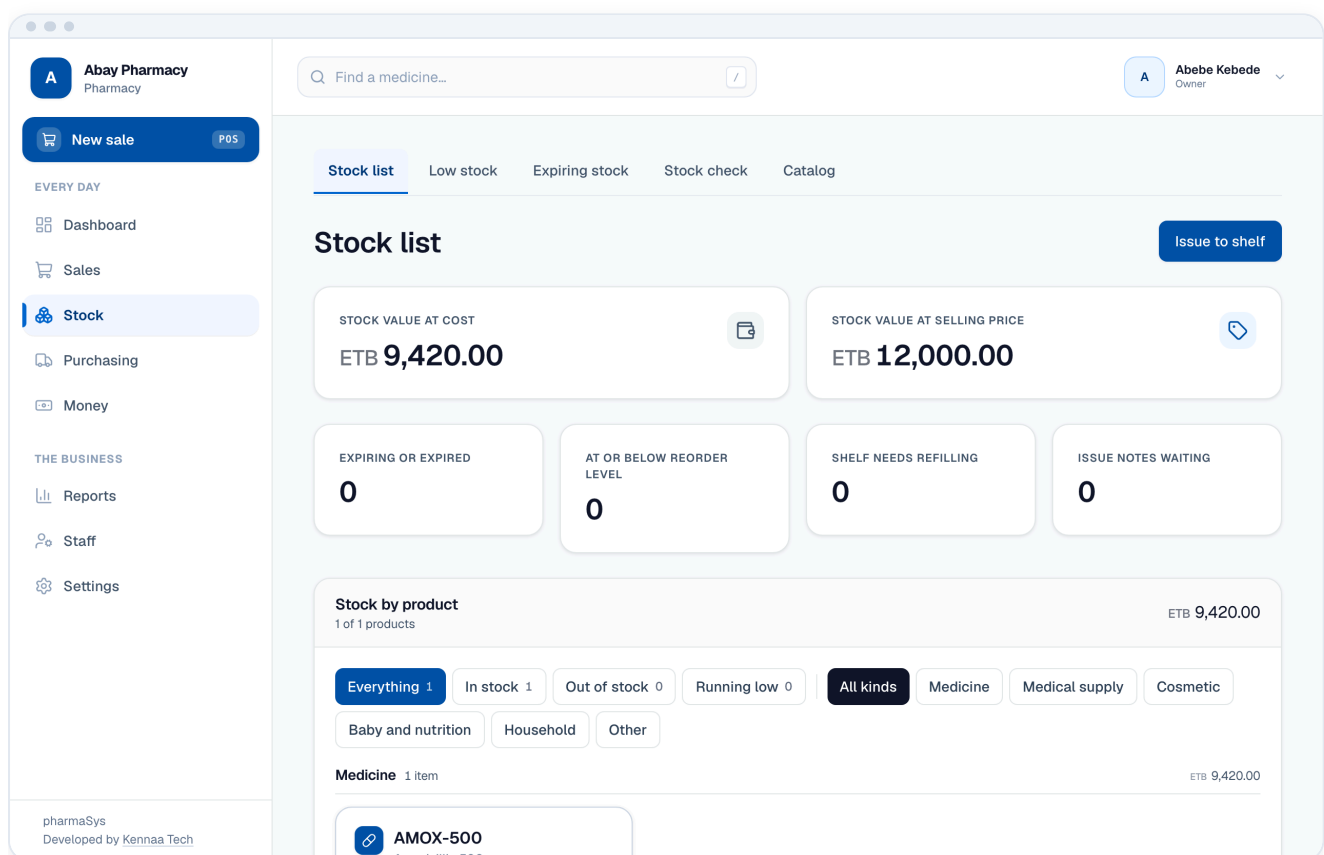


Figure 6. The stock list: what is in the store, what is on the shelf, and what it is worth.

Expiry

Every batch carries its expiry. The Expiring stock screen lists what is near it, soonest first, and says what it is worth at cost.

How far ahead you want to hear about it is your own answer, in months. Stock is always sold earliest-expiry-first, so the oldest leaves the shelf first without anybody having to remember.

The stock check

A stock check compares what the shelf holds with what Dambal thinks it holds, and corrects the difference. It is the only way the record is reconciled to reality.

- 1 Open Stock, then Stock check, and pick the place you are about to count.
- 2 Go through that place and type what you actually find, batch by batch. Selling can carry on while you count.
- 3 Look at the differences: what matched, what is short, what is over.
- 4 A manager approves it, and only the differences are corrected.

Tip Found something on the shelf that is not on the list? Search for it under “Found something not on the list?” and add it. The system expects none of it, so what you type becomes the correction.

Note A count keeps the list it started with. One started before the stock arrived stays empty — cancel it and start a new one.

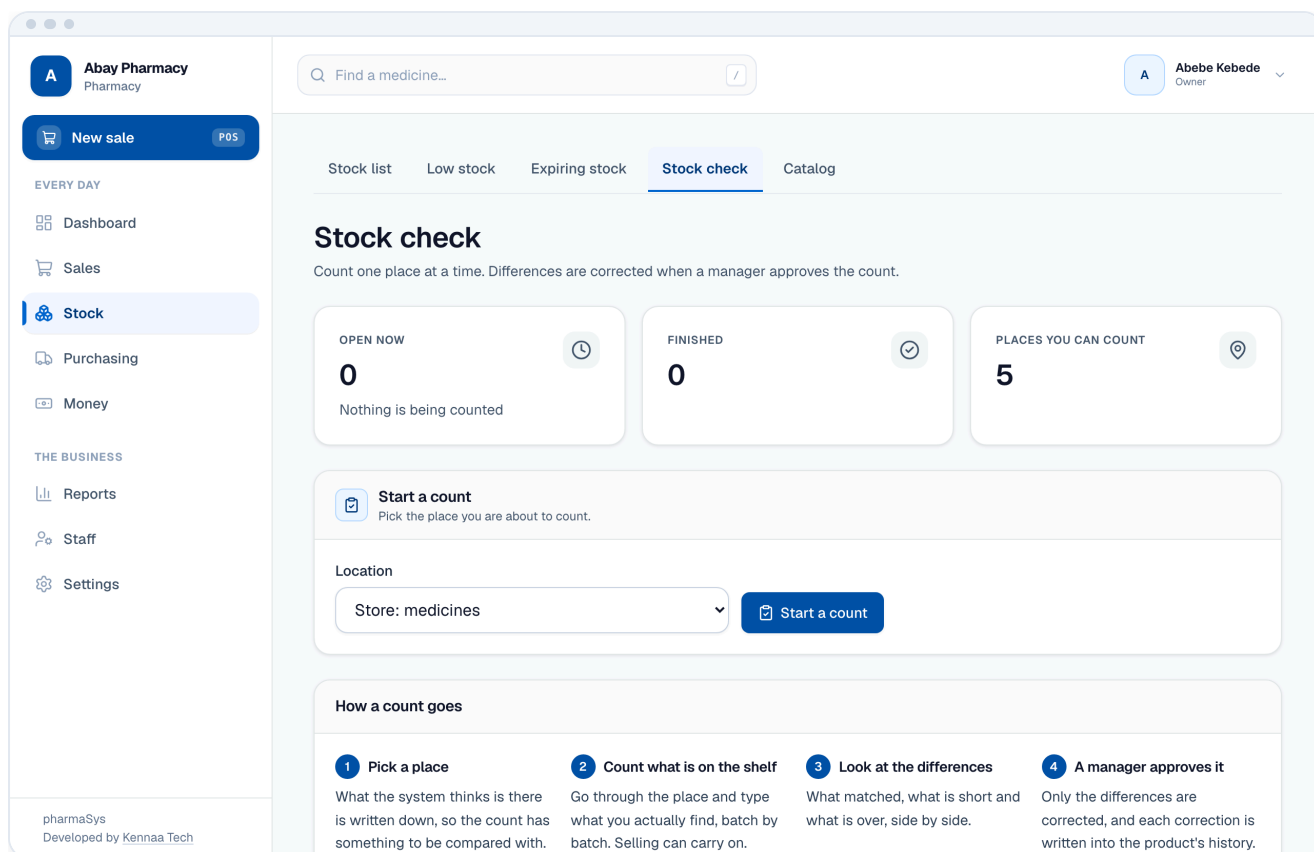


Figure 7. A stock check: pick a place, count it, and a manager approves the differences.

Stock cards and bin cards

Every product keeps the two cards a shop keeps by hand: the store's stock card and the shelf's bin card, each showing what came in, what went out and the balance after every movement. Both can be printed.

Suppliers and what you owe

Who you buy from, what they have billed, and what is still outstanding.

Registering a supplier

Before the first delivery, register the wholesaler: their name, who you deal with, their phone, their TIN, how many days you have to pay, and the account you pay into.

Supplier bills

Every delivery that was not paid on the spot becomes a bill. The Supplier bills screen shows what is outstanding, oldest first, and what is overdue.

Record a payment against one bill or several. Dambal allocates it to the oldest first and refuses more than is outstanding.

The screenshot displays the 'Supplier bills' interface. At the top, there's a search bar and user profile 'Abebe Kebede'. Below are tabs for 'Deliveries', 'Supplier bills', and 'Suppliers'. The 'Supplier bills' section shows a summary with 'STILL TO PAY' at ETB 9,420.00 and 'PAST ITS DUE DATE' at ETB 0.00. A detailed view for 'Sidan Pharma' shows a table of bill statuses: Not yet due (9420.00), 0-30 days (0.00), 31-60 days (0.00), 61-90 days (0.00), and Over 90 days (0.00). An invoice INV-2481 is listed with a due date of 26 October 2026 and a total of 9,420.00. A section for 'Payments to suppliers' is also visible.

Figure 8. Supplier bills: what is outstanding, oldest first.

Repricing after a costlier delivery

When a wholesaler's price moves, the products it affects are flagged for review. Update prices under the catalog puts forty of them on one screen with the same three figures and one Save.

The day's money

What came in, what went out, and closing the day.

Money today

One list of every movement of money on one day: what was sold and how it was paid, what was spent, what went in or out of the drawer, and who was paid or paid you. Ordered by the clock, because that is how a day is checked.

It can be narrowed to one payment method, one bank account, or one person — which is how a manager checks one salesperson's transfers against the statement rather than everybody's mixed together.

The screenshot shows the 'Abay Pharmacy' interface. The left sidebar contains a 'New sale' button and a list of navigation items: 'EVERY DAY' (Dashboard, Sales, Stock, Purchasing, Money), 'THE BUSINESS' (Reports, Staff, Settings), and 'pharmaSys' (Developed by Kennaa Tech). The main content area is titled 'Money today' and shows the date '26 September 2026'. It includes a 'Close the day' button and a table with filters: 'Day' (26/09/2026), 'Paid by' (Every way), 'Order' (Newest first), and 'Rows' (10). The table displays three summary boxes: 'IN' (ETB 0.00), 'OUT' (ETB 0.00), and 'LEFT IN THE SHOP' (ETB 0.00). Below these, a table shows '0 movements' with the message 'Nothing has moved yet on this day.'

Figure 9. Money today, with each person's takings and what of it is still waiting to clear.

Transfers that have not landed yet

A customer who says they have sent a transfer walks out with the medicine before the bank has confirmed anything. Dambal records it as said-to-be-sent and keeps it waiting until somebody has seen it arrive on the statement.

Whether you check at all is your own answer. A shop whose owner watches the bank's messages anyway can say so, and nothing waits.

Running costs

Everything the shop pays for besides stock: rent, salaries, electricity, transport. Recorded as it is spent, with what it was for and how it was paid.

Closing the day

- 1 Open Money, then Daily closing.
- 2 Count the drawer and type what is in it.
- 3 Dambal shows what it expected, and the difference.
- 4 A second person — a manager or the owner — checks and confirms it.
- 5 The day is closed. Nothing on a closed day can be changed until a manager reopens it, and the reason is kept.

A shop where each salesperson has their own float can close each till separately, so a difference belongs to a person rather than to the shop.

The screenshot shows the 'Abay Pharmacy' POS interface. The left sidebar contains navigation links: 'New sale' (POS), 'Dashboard', 'Sales', 'Stock', 'Purchasing', 'Money' (selected), 'Reports', 'Staff', and 'Settings'. The main content area is titled 'Daily closing' for the date '26 September 2026'. It features a progress bar with three steps: '1 Count the cash' (0/1), '2 Somebody checks it', and '3 The day is locked'. Below the progress bar, there are three main sections: 'SALES' showing '0', 'SALES TOTAL (BIRR)' showing 'ETB 0.00', and 'FISCAL MACHINE' showing a blank line. A 'The shop's till' section shows '0 - 0.00' and 'Not counted yet'. A 'Money in and out' section shows 'Nothing has moved except sales.' and a table for recording transactions with columns 'What for' and 'Amount (birr)'. The 'What for' column has a dropdown menu with 'Opening float' selected.

Figure 10. Closing the day: what was counted against what was expected.

Reports

What the month did, and where the shop stands at the end of it.

The four figures

Sales, gross profit, running costs and net profit, each against the same stretch of time before it, so a figure is read as a direction and not only as a number.

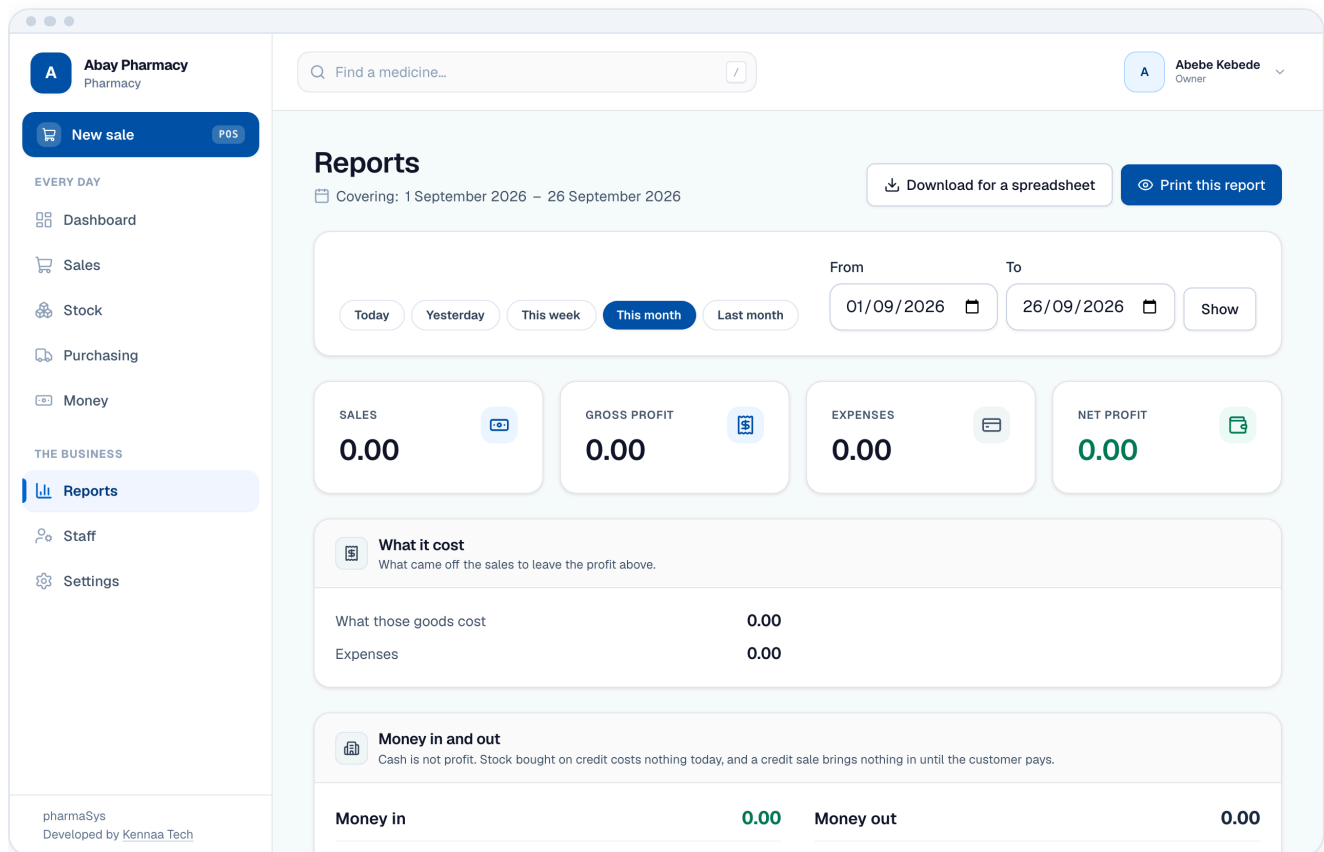


Figure 11. Reports: the four figures, and what each of them is made of.

What it is made of

Under them: what was spent and on what, how the money came in by method, what stock was bought, and what sold by what it brought in rather than by how many boxes moved.

And where the shop stands today, whatever the period says about the past: stock at cost, owed by customers, owed to suppliers, and the VAT inside what was sold.

By person

What each salesperson sold, what they took, and the things worth asking about: sales they voided, sales below cost, sales with no stock on record, and any difference in their till.

Tip Every report can be printed, and printed black on white, so a printer with a tired cartridge still produces something a tax officer will accept.

The people

Everybody who works here, and which of them can sign in.

Who works here

The staff list is everybody the shop employs, whether or not they use Dambal: their job, their phone, when they started and what they are paid.

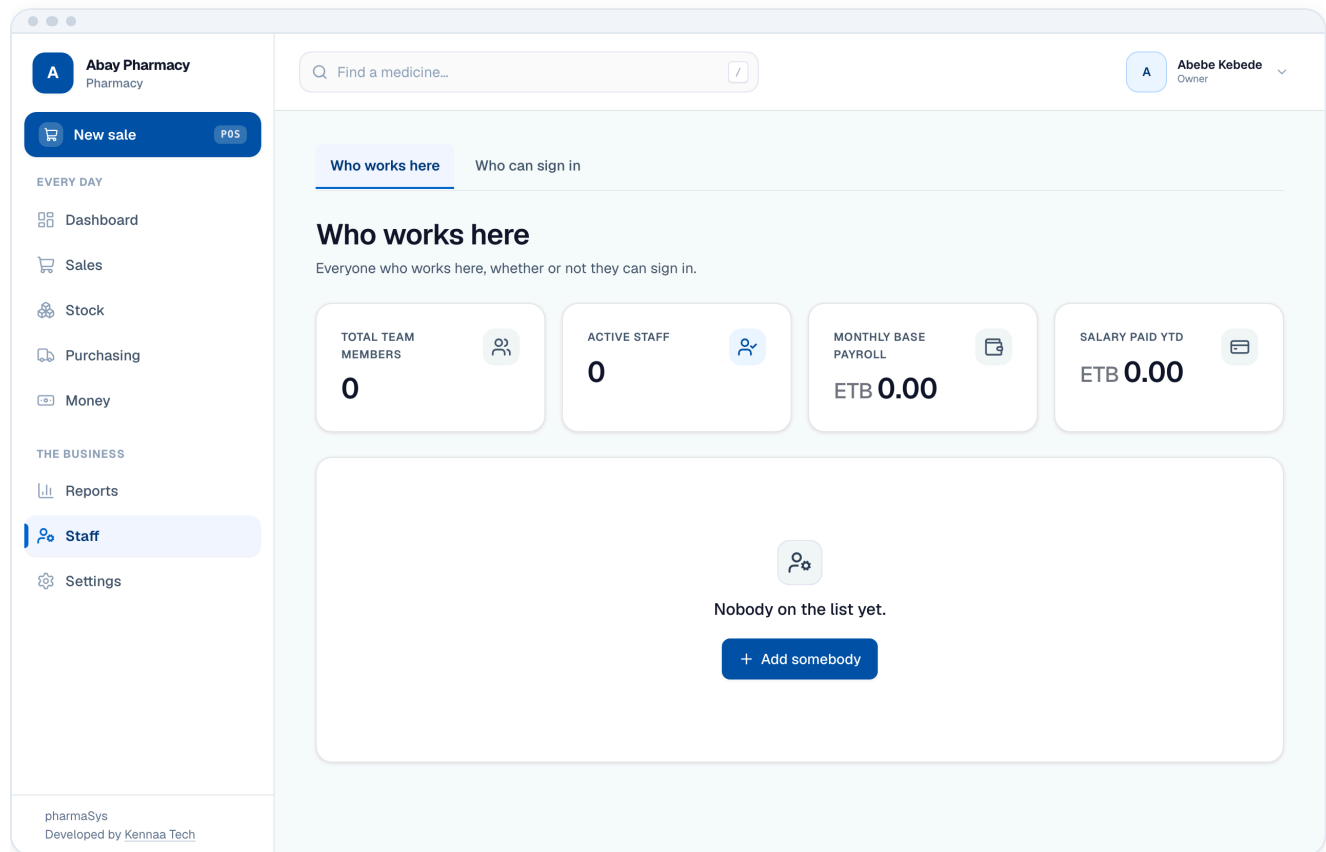


Figure 12. Everybody who works here, whether or not they use Dambal.

Who can sign in

Giving somebody a login is a separate step. Register them as staff first, then invite them by email; they choose their own password from the link and are never told one.

Note An email address belongs to one person across the whole of Dambal. If it is already in use elsewhere, the invitation is refused rather than quietly attaching them to two shops.

Sharing one device

Where several people share one till, each has a short PIN. Switching person takes a PIN rather than a password, so the record still says who sold what without slowing the counter down.

The shop's own rules

The answers that make Dambal behave the way your shop behaves.

How the shop works

Five questions, each with its own card: what this branch is, how the day and its money are handled, what you charge, what the till does when a sale is awkward, and how stock is kept.

ANSWER	WHAT IT CHANGES
Usual markup	The price suggested after a delivery, for everything but medicine.
VAT	The tax added to goods that carry it, and shown inside every price.
Rounding	Whether a suggested price is rounded up, down or to the nearest step.
Who closes the day	One drawer for the shop, or one for each salesperson.
Transfers	Whether a transfer waits for somebody to see it on the statement.
Credit over the limit	Refuse the sale, or warn and let the seller decide.
Selling with no stock	Refuse, warn, or say nothing.
Without a prescription	Refuse, warn, or say nothing.
Shelf counted apart	Whether there is a store and a shelf, or one place.
Expiry warning	How many months ahead a batch starts showing as near expiry.

Abay Pharmacy
Pharmacy

Find a medicine...

Abebe Kebede
Owner

New sale **POS**

EVERY DAY

- Dashboard
- Sales
- Stock
- Purchasing
- Money

THE BUSINESS

- Reports
- Staff
- Settings**

Settings > Set up your pharmacy

Set up your pharmacy

Every question has a sensible answer already chosen. Change what does not fit, then save.

This branch
What kind of outlet it is, and the language and calendar it works in.

What kind of outlet is this?

Pharmacy

Default language for receipts and reports

English

Default calendar

Gregorian

Expiry dates are always shown as on the pack, in the Gregorian calendar.

At the counter
What the till does when a sale is not straightforward.

When the system shows no stock at all
When the system shows none left but the seller can see some.

☐ Do not allow the sale.

☒ Warn the seller, then allow it.

☐ Allow it and flag it for review.

When a medicine that needs a prescription is sold without one
When a medicine you marked as prescription-only is sold without one.

☐ Do not allow the sale until the prescription is recorded.

☒ Ask the seller, then allow it.

The day and its money
How the day is counted at the end of it, and what is

Save

pharmaSys
Developed by Kennaa Tech

Figure 13. How the shop works: five questions, each with its own card.

How customers pay

Register the ways your shop actually takes money: cash, each bank you hold an account with, and each mobile wallet. Add the account number customers send money to, so the seller can read it out at the counter.

The record

Every sale, correction, price change, stock movement and settings change is written down with who did it and when, and nothing in Dambal can change or remove a line of it. The Activity screen is that record, and it can be narrowed to one person, one kind of action, or one stretch of days.

The words Dambal uses

Every trade has words that mean something exact, and a few that sound like each other. These are the ones shops ask about.

Stock and units

Base unit

The smallest unit a product has — usually the tablet or the capsule. All stock is counted in it, however you sell. 200 tablets on the shelf is 20 strips of ten, counted as 200.

Factor

How many base units a larger unit holds. A strip of ten tablets has a factor of 10; a packet of ten strips has a factor of 100.

Batch

One delivery of one product, with its own batch number and expiry. Two batches of the same medicine are counted apart, because they expire on different days and may have cost different amounts.

Store

Where stock is kept before it goes out front. Nothing is sold from the store.

Shelf

Where stock is sold from. Stock reaches it by being issued from the store.

Issue

Moving stock from the store to the shelf. The picking list says what to carry; nothing moves until somebody confirms what they actually carried.

Reorder level

The figure at which a product starts showing as low stock, so it is reordered before it runs out.

Shelf minimum and shelf target

Refill the shelf when it drops below the minimum, and fill it back up to the target. These drive the picking list.

Stock check

Counting a place and correcting the difference. Also called a stock count.

Stock card

The store's record for one product: what came in, what went out, and the balance after each. The bin card is the same thing for the shelf.

Write-off

Taking stock out of the record without selling it — expired, damaged, broken — with a reason attached.

| Money and prices

Cost

What you paid the wholesaler for one purchase unit. Only an owner, a manager or an accountant can see it.

Price

What the customer pays for one selling unit.

Markup

How much you add to cost to get the price, as a percentage of the cost. 30% markup on a cost of 10.00 gives 13.00.

Margin

The profit as a percentage of the price rather than of the cost. The same 10.00 cost and 13.00 price is a 30% markup but a 23% margin. Dambal prices by markup and reports by margin.

Rounding step

What a suggested price is rounded to: to the nearest 0.25, up to the next birr, and so on. Shops round so that change is easy to hand over.

VAT inside the price

The price on the shelf already includes the tax. What Dambal shows is how much of that price is tax, which is what a VAT return needs.

Santim

One hundredth of a birr. Dambal keeps every amount in whole santim, so no figure is ever half a cent out.

Credit limit

The most a customer may owe at one time.

Outstanding

What is still unpaid on a bill, after whatever has been paid against it.

Allocation

Which bills a payment was put against. A payment settles the oldest bill first.

| The day and its record

Float

The cash put in the drawer at the start of the day, before anything is sold.

Declared

What the person counting the drawer says is in it.

Confirmed

A second person has checked that count. A day is not closed until somebody other than the counter has agreed with it.

Settled

Money that has arrived and needs no checking — cash in the drawer.

Waiting

A transfer somebody says they have sent, which nobody has yet seen on the bank statement.

Voided

A sale cancelled in full. The stock goes back and the money is reversed, and both the sale and the void stay in the record.

Entered late

A sale that happened earlier — during a power cut, on paper — and was typed in afterwards, with the time it actually happened.

Running cost

Anything the shop pays for that is not stock: rent, salaries, electricity, transport.

Questions and help

The things shops ask most, and how to reach a person.

Common questions

Can I use Dambal without internet?

No. Dambal runs online so that the same figures are on every device and nothing is lost when a phone is. A connection is needed to sell.

What happens if I make a mistake?

Nothing is deleted. A sale is voided, a stock figure is corrected by a count or a write-off, and both the mistake and the correction stay in the record.

Can two shops share one account?

Each shop registers separately. One person can be given a login at more than one shop and switch between them.

Who can see what a medicine cost?

Only the owner, a manager and an accountant. A cashier sees the selling price and nothing else.

How do I get my figures out?

Every report can be printed, and the figures can be exported as a file for an accountant.

Getting help

Dambal is made and supported by Kennaa Tech in Ethiopia. Write to kennaatechplc@gmail.com in English, Amharic or Afaan Oromoo and a person will answer.

This manual is inside the app, in all three languages, under Settings.