



GalenDesk

Smart Pharmacy. Better Business.

App Manual

Every screen, step by step. GalenDesk runs the shelf and the till for a community pharmacy, and this covers every function it has — from setting the shop up on a device to voiding a sale eight months later — in the order you would actually meet them.

ANYONE SIGNED IN

OWNER ONLY

CANNOT BE UNDONE



GALEN AFRICA
TECHNOLOGIES LTD.

GalenDesk is built and published by **Galen Africa Technologies Limited**, its parent company. The shared mark above is the family both belong to.

galen.africa galen.africa/apps/desk contact@galen.africa

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How GalenDesk thinks

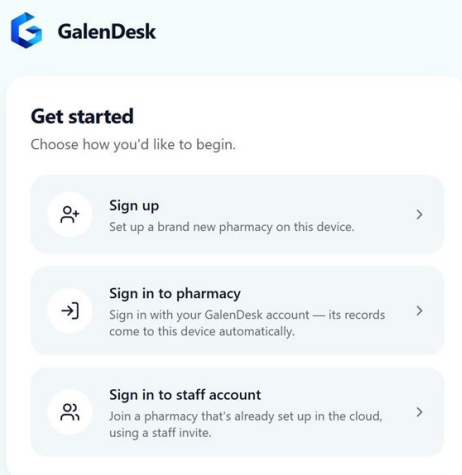
Five rules explain most of what the app does. Knowing them first makes every screen below read as obvious rather than surprising.

DAY ONE	THEN	EVERY DAY	EVERY WEEK
Set up the shop	Fill the shelf	Work the counter	Read the alerts
Name, address, owner account, recovery answer.	Add products, then receive a batch against each one.	Search, cart, invoice, sale. Stock moves on the last step.	Expiring batches and anything at its reorder level.

- **Stock lives in batches, not in a single number.** A product is what the drug *is*; a batch is a delivery of it, with its own expiry, cost and selling price. You add a product once and receive batches against it forever.
- **The nearest expiry sells first.** Every sale takes stock first-expiry-first-out, automatically. You never choose a batch at the counter.
- **Owner and staff see different things.** Staff can sell and see what is on the shelf. Cost prices, profit, other people's sales, and anything that changes the shelf are the owner's.
- **The records live on the device.** Each device holds its own pharmacy database. A GalenDesk account puts it in the cloud so a second till can share it — and it is what makes the records survive a lost phone.
- **Nothing is written until you say so.** A cart, an invoice, an import preview — all can be walked away from with no trace. Stock moves on `Make sale` , and on nothing else.

Getting in

First run shows a short tour, then asks how you want to begin. The three answers are genuinely different — pick by what already exists, not by what sounds closest.



The choice every new device starts at. “Sign up” builds a new pharmacy here; the other two bring an existing one down from a GalenDesk account.

Set up a brand new pharmacy

CREATES THE PHARMACY

Use this once, on the first device, when the shop has no GalenDesk anywhere yet.

- 1 Open the app. Press **Continue** through the four welcome cards, or **Skip**.
- 2 On **Get started**, choose **Sign up**.
- 3 If the build has cloud sign-in switched on, it asks for an email and password first. That GalenDesk account is how the pharmacy is reached from a second device later, and how you get back in if this one is lost.
- 4 Fill in the three sections of the setup form:
 - *Pharmacy* — name and address. Both print at the top of every receipt.
 - *Your account* — your full name, a username (3+ characters, no spaces) and a password (8+ characters, with a letter and a number). This is the login you use at the counter each day.
 - *Recovery* — a question and answer. Capitalisation and spaces are ignored. Write the answer down somewhere safe: there is no reset email, and this is the only way back into an owner account.
- 5 Press **Create pharmacy**. You land on the dashboard, signed in as owner.

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GalenDesk

Set up this pharmacy
This browser keeps its own records, separate from the phone app.

PHARMACY

Pharmacy name

Address

YOUR ACCOUNT

Your full name

Username

At least 3 characters, no spaces.

Password

At least 8 characters, with a letter and a number.

RECOVERY

Recovery question

The setup form. Everything above the fold describes the shop; the recovery answer at the bottom is the only way back into an owner account, so it is worth writing down.

Bring an existing pharmacy to a new device OWNER

A new phone, a replacement counter PC, or a browser that lost its data.

- 1 On **Get started**, choose **Sign in to pharmacy**.
- 2 Sign in with the GalenDesk account email and password used at setup.
- 3 If the account is not verified yet, follow the link in the email, then press **I've verified – check again**.
- 4 Press **Find my pharmacies** and pick the one you want on this device.
- 5 Confirm with **Clear and bring it here**. Leave the app open while it downloads.

A device already holding a pharmacy cannot set up a second one. The app says so and offers to clear the device instead. Only do that when the records are safely in a GalenDesk account — clearing wipes what is on the device.

Join as staff, using an invite STAFF

- 1 Ask the owner to invite your email (Settings → GalenDesk account → Send invite) and to read you the **Pharmacy ID** from the same panel.
- 2 On **Get started**, choose **Sign in to staff account**.
- 3 Sign in with your own GalenDesk account, enter the Pharmacy ID, and press **Join**.
- 4 Press **Finish setup** and create the username and password you will use at the counter.

“No invite found for your email” means exactly that — the owner has to invite the same address you signed in with.

Sign in, day to day ANYONE

- 1 Enter your username and password, and press **Sign in**.
- 2 If the owner created your account with a temporary password, you are asked to set your own before you reach the counter.
- 3 To leave the till, open the account menu at the top right and choose **Sign out**.

Forgotten the owner password? Press **Forgotten your password?**, enter the owner username, answer the recovery question, and set a new one. Staff passwords have no recovery question — the owner resets those from Settings.

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Sign in

Welcome back to GalenDesk.

Username

Password

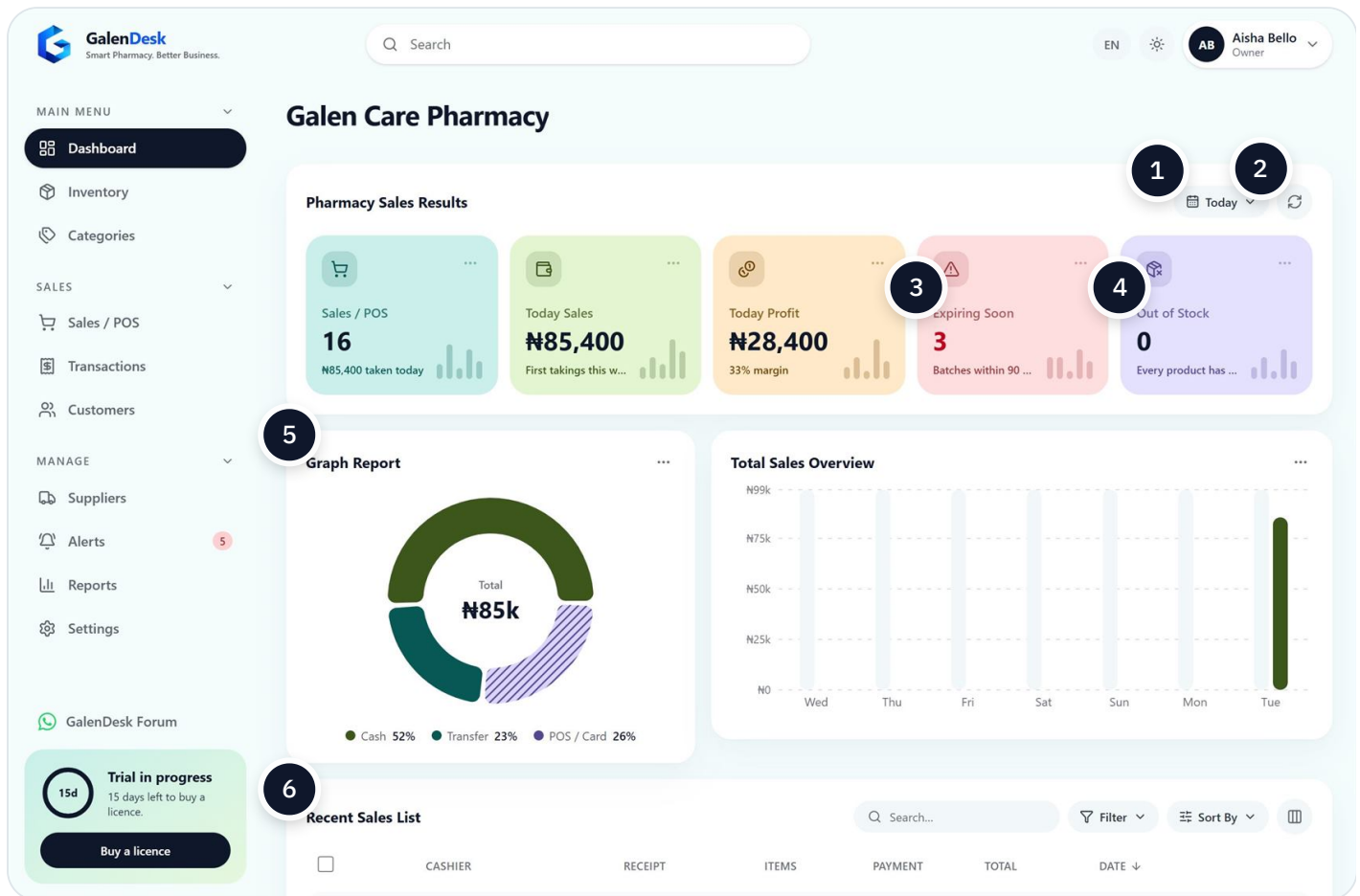


Sign in

The daily sign-in. The session lives in this browser only, and ends when you sign out or close the tab.

Dashboard

The first screen each morning: what the shop has taken, what is running out, and what is about to expire. Every figure is calculated from the records, live.



The owner's dashboard. A staff account sees the same layout without the profit card, and with today's own sales in place of the period figures.

- 1 Period control — Today, week, month, all time, or a shift
- 2 Re-read the figures after someone else has been selling
- 3 Batches inside the 90-day window
- 4 Products with nothing sellable left
- 5 How the period was paid — cash, transfer, card
- 6 The period's sales, searchable and sortable

Read the figures for a period

ANYONE

- 1 Use the period control on the stats panel: Today , This week , This month , All time .
- 2 For a shift, choose Shift , type a start and end time as 24-hour HH:MM , and press Apply . A shift that ends before it starts is treated as running overnight into the next day.
- 3 Press refresh after someone else has been selling, to re-read the figures.

CARD	WHAT IT COUNTS
Sales / POS	Today's takings so far. Press it to open the counter.
Sales	Takings for the chosen period, compared with the same weekday last week.
Profit OWNER	Selling price minus the cost of the batches those sales actually came from.
Expiring Soon	Batches expiring within 90 days. Turns urgent above zero.
Low Stock	Products at or below their reorder level.
Out of Stock	Products with nothing sellable left.

The shelf cards — expiring, low and out of stock — are always current. They do not follow the period control, because a product being out of stock is not something that happened last Tuesday.

Signed in as staff? The dashboard shows your own sales for today, whatever the period says, and there is no profit card at all.

Use the charts and the recent sales table

ANYONE

- 1 **Graph Report** splits the period's takings by how they were paid — cash, transfer, card.
- 2 **Total Sales Overview** plots takings over the period, so a slow day stands out against the ones around it.
- 3 **Recent Sales List** lists the period's sales. Search by receipt number or cashier, filter to one payment method, sort by date or total, and hide columns you do not want.
- 4 Press a stat card to jump to the matching filtered list — the filter travels in the address, so the back button works and the link can be shared.

Inventory

Everything on the shelf. Adding a product describes the drug; receiving stock is what actually puts units and an expiry date behind it.

The screenshot shows the GalenDesk Inventory management interface. The sidebar menu includes options like Dashboard, Inventory, Categories, Sales, and Manage. The main area displays a table of inventory items with columns for Product, Class, Stock, Price, and Nearest Expiry. A search bar is at the top, and a 'Back to dashboard' link is in the top left. A 'Trial in progress' banner is at the bottom left.

PRODUCT ↑	CLASS	STOCK	PRICE	NEAREST EXPIRY
Amoxil 250mg Amoxicillin · Capsule	Antibiotic	56 Pack	₦2,200	45 days left
Coartem 20/120mg Artemether/Lumefantrine · Tablet	Antimalarial	25 Pack	₦3,800	25 days left
Benylin 100ml Cough Syrup · Syrup	Cough & Cold	21 Pack	₦1,900	150 days left
Brufen 400mg Ibuprofen · Tablet	Analgesic	6 Pack Low stock	₦1,400	210 days left
Glucophage 500mg Metformin · Tablet	Antidiabetic	6 Pack Low stock	₦1,700	400 days left
Losec 20mg Omeprazole · Capsule	Antacid	38 Pack	₦2,600	80 days left
Panadol 500mg Paracetamol · Tablet	Analgesic	217 Pack	₦1,200	300 days left
Ceevit 100mg Vitamin C · Tablet	Supplement	216 Pack	₦700	500 days left

The shelf, with a stock pill on every row: red is out, amber is low, green is fine. The subtitle counts products and sellable units.

- 1 Search by generic, brand or class
- 2 Download every batch as a CSV to count against
- 3 Bring in an existing stock list
- 4 Register a new product
- 5 Receive a new batch against this product

Find a product

ANYONE

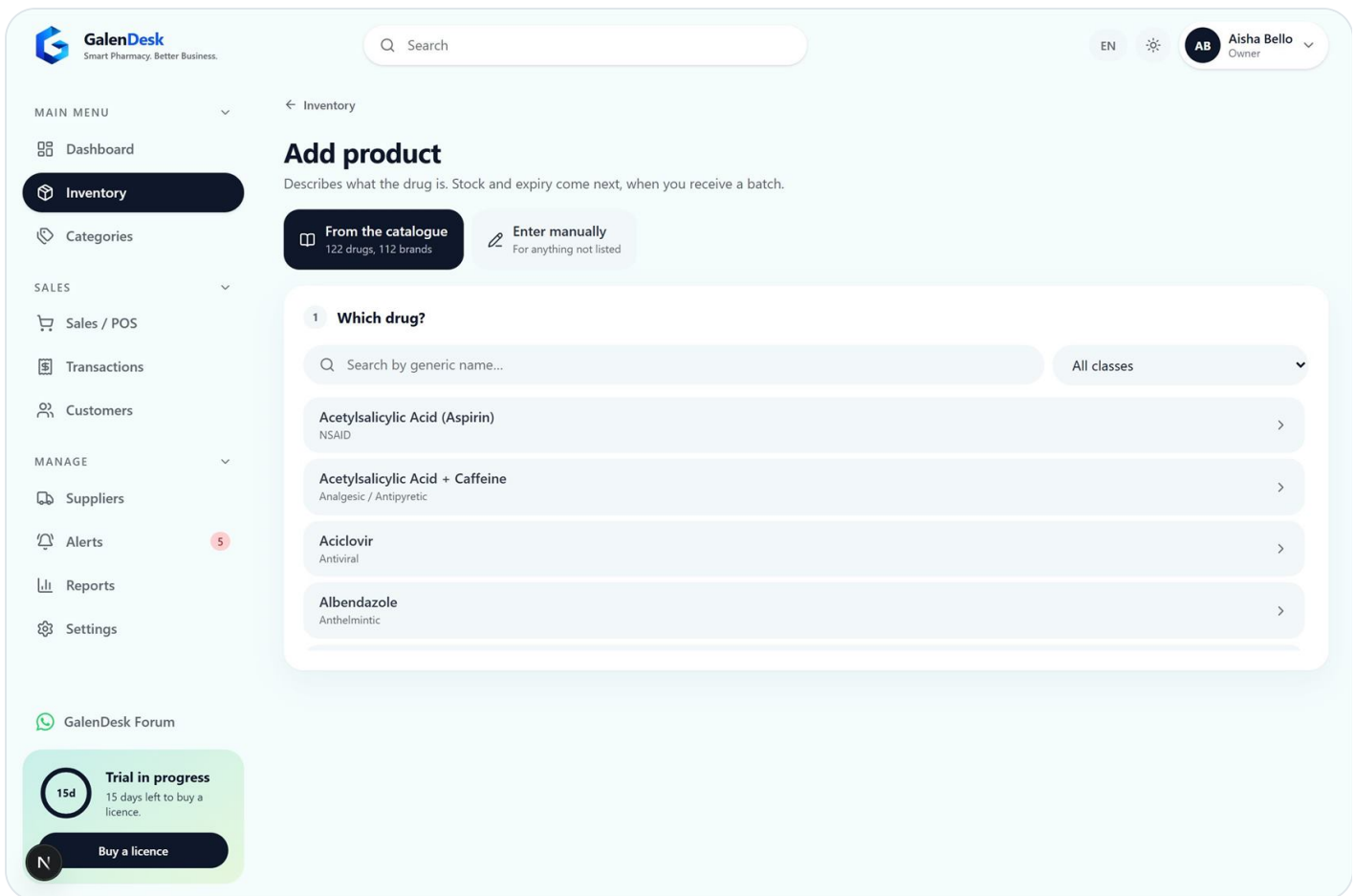
- 1 Type into the search box — it matches the generic name, the brand and the therapeutic class.
- 2 Or press **Browse categories** and pick a class or dosage form to filter the shelf.
- 3 Remove a filter with the × on its chip, or **Clear** to drop them all.
- 4 Read the *Nearest expiry* column — it warns when the first batch to go is close.

Add a product from the catalogue

OWNER ONLY

The built-in drug catalogue knows the generics, brands, forms and strengths, so most products are four taps and no typing.

- 1 Press **Add product**, and stay on the **From the catalogue** tab.
- 2 **Which drug?** Search by generic name, or narrow with the class filter, and pick one.
- 3 **Which brand?** Pick the registered brand on the pack, or **Unbranded / generic**. If the pack carries a brand the catalogue does not list, enter it and its manufacturer by hand.
- 4 **Which presentation?** Choose the dosage form, then the strength. Where the catalogue has no confirmed record for that exact brand it says so — check the pack rather than trusting the list.
- 5 **How does the shop stock it?** Set the unit (what one of them is), the reorder level, and the NAFDAC number if the pack differs from the catalogue.
- 6 Press **Register product**. Receive a batch next — until you do, the product exists but has nothing to sell.



Step one of the catalogue route. “Enter manually” is the other tab, for anything the catalogue does not list — there, only the generic name is required.

Add a product manually OWNER ONLY

- 1 Press **Add product** , then the **Enter manually** tab.
- 2 Enter the generic name — the only required field, and what the drug actually is (e.g. Paracetamol).
- 3 Add the brand (leave blank for a plain generic), strength, dosage form, therapeutic class, manufacturer, NAFDAC number and unit as they appear on the pack.
- 4 Set the **reorder level**: stock at or below this reads as low and raises an alert.
- 5 Press **Add product** .

Therapeutic class and dosage form are what group the product on the Categories page. There is no separate category list to maintain.

Receive stock

OWNER ONLY

Every delivery is a batch. This is the screen that decides expiry alerts and which units sell first.

- 1 Reach it from the product's row (**Receive**), from the product page (**Receive New Batch**), or straight after registering a product.
- 2 **Expiry date** — from the pack. Required, and it cannot be in the past.
- 3 **Batch number** — from the pack if it has one. The same product cannot hold two batches with the same number.
- 4 **Quantity** — how many units arrived, in the unit you set on the product.
- 5 **Cost price** per unit — what you paid. Staff never see this.
- 6 **Selling price** per unit — what the customer pays. The margin is worked out and shown as you type.
- 7 Press **Receive batch** .

The screenshot shows the 'Receive stock' form in the GalenDesk application. The form is titled 'Receive stock' and has a subtitle 'A new batch of Amoxil 250mg'. It contains several input fields and a 'Receive batch' button. The form is annotated with numbered circles 1 through 6, indicating the sequence of steps for receiving a batch.

Form Fields and Annotations:

- 1** Expiry date * (mm/dd/yyyy)
- 2** Batch number optional
- 3** Quantity *
- 4** Cost price *
- 5** Selling price *
- 6** What the customer pays per unit

Buttons: 'Receive batch', 'Cancel'

Left Sidebar (Main Menu):

- Dashboard
- Inventory
- Categories
- SALES
 - Sales / POS
 - Transactions
 - Customers
- MANAGE
 - Suppliers
 - Alerts
 - Reports
 - Settings

Bottom Bar:

- GalenDesk Forum
- Trial in progress (15d left to buy a licence)
- Buy a licence

Receiving a batch. Get the expiry right and everything downstream — alerts, which units sell first, the profit on the sale — follows from it.

- 1 Drives every expiry alert, and which batch sells first
- 2 From the pack — must be unique for this product
- 3 How many units arrived
- 4 What you paid. Staff never see this
- 5 What the customer pays
- 6 Writes the batch and puts it on the shelf

Import a stock list from a spreadsheet OWNER ONLY

For onboarding a shop that already keeps its stock in Excel — hundreds of products without typing them.

- 1 Inventory → Import .
- 2 Download the template (CSV or Excel) and arrange your list to match its columns.
- 3 Choose your file. CSV and Excel both work; a PDF cannot be read — export it as CSV first.
- 4 Read the check. Valid rows and rejected rows are listed separately, each rejection with its reason. Nothing is written yet.
- 5 Confirm to import. Rows sharing a name, brand, strength and form become one product with several batches — which is what a stock list with a row per delivery should produce.

A bad row never blocks the good ones. Three typos in four hundred lines imports 397 products and tells you exactly which three to fix.

Start from the template

Ten columns, one row per batch. Only **Generic Name**, Quantity, Cost Price, Selling Price and Expiry Date have to be filled in — the rest can be blank. Expiry dates must be YYYY-MM-DD.

GENERIC NAME	BRAND NAME	STRENGTH	DOSAGE FORM	UNIT	QUANTITY	COST PRICE	SELLING PRICE	EXPIRY DATE	BATCH NUMBER
Paracetamol	Panadol	500mg	Tablet	Pack	50	800	1200	2027-06-30	—

Choose a file

Excel (.xlsx, .xls) or CSV. The first sheet is read; a title row above the headers is fine.

Choose a spreadsheet

Nothing is saved until you confirm on the next step.

The import screen. Download the template first — matching its columns is the difference between an import that lands and one that rejects every row.

Open a product, and edit it ANYONE CAN VIEW

- 1 Press **View** on any inventory row.
- 2 The top carries the details — sellable stock, anything expired on the shelf, reorder level, manufacturer and NAFDAC number.
- 3 **Batches** are listed first-to-expire first, which is the order they will sell in, each with its quantity, cost, selling price and expiry.
- 4 Owners can press **Edit Product Details** to correct what the drug is. Stock, prices and expiry are not here — they belong to batches.
- 5 Press **Save changes** .

The screenshot shows the GalenDesk app interface. At the top, there's a search bar and user profile (Aisha Bello, Owner). The sidebar menu includes sections for MAIN MENU (Dashboard, Inventory, Categories), SALES (Sales / POS, Transactions, Customers), and MANAGE (Suppliers, Alerts, Reports, Settings). The main content area is titled 'Inventory' and shows the product 'Amoxil 250mg' (Amoxicillin · Capsule · Antibiotic). The product details section shows: Sellable stock (56 Pack), Reorder level (15 Pack), Manufacturer (GlaxoSmithKline), NAFDAC number (—), and Batches (1). The Batches section is titled 'first to expire, first to be sold' and contains a table with columns: BATCH, EXPIRY DATE, QUANTITY, COST, and SELLING. The table has one row: B-AMO-1, 2026-10-09 (45 days left), 56, ₦1,500, and ₦2,200. At the bottom, there's a 'Trial in progress' banner (15d, 15 days left to buy a licence) and a 'Buy a licence' button.

BATCH	EXPIRY DATE	QUANTITY	COST	SELLING
B-AMO-1	2026-10-09 45 days left	56	₦1,500	₦2,200

A product and its batches. Two batches of the same drug are normal — the earlier expiry is the one the counter will sell from.

Take a stock count

ANYONE

- 1 Press **Stock take** on Inventory.
- 2 A dated CSV downloads listing every batch — product, batch number, expiry and the quantity GalenDesk believes is there.
- 3 Print it, walk the shelves, and mark what you actually count against it.

MAIN MENU

05 CONTENTS

Categories

Browse the shelf by class or form

ANYONE

- 1 Open **Categories** . Two lists: **Therapeutic class** (what the drug treats) and **Dosage form** (how it is taken), each with a product count.
- 2 Search to narrow both lists at once.
- 3 Press any group to open Inventory filtered to it.

These groups are read from the products themselves. To move a product between groups, edit the product and change its class or form.


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EN
 


Aisha Bello
 Owner

MAIN MENU

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Trial in progress
 15 days left to buy a licence.


 Buy a licence

← Back to dashboard

Categories

Therapeutic class and dosage form, as recorded against each product

These groups come from the therapeutic_class and dosage_form fields on each product. They are set when a product is added or edited — there is no separate category to manage.

Therapeutic class
 What the drug is used to treat

Analgesic	2 products
Antacid	1 product
Antibiotic	1 product
Antidiabetic	1 product
Antimalarial	1 product
Cough & Cold	1 product
Supplement	1 product

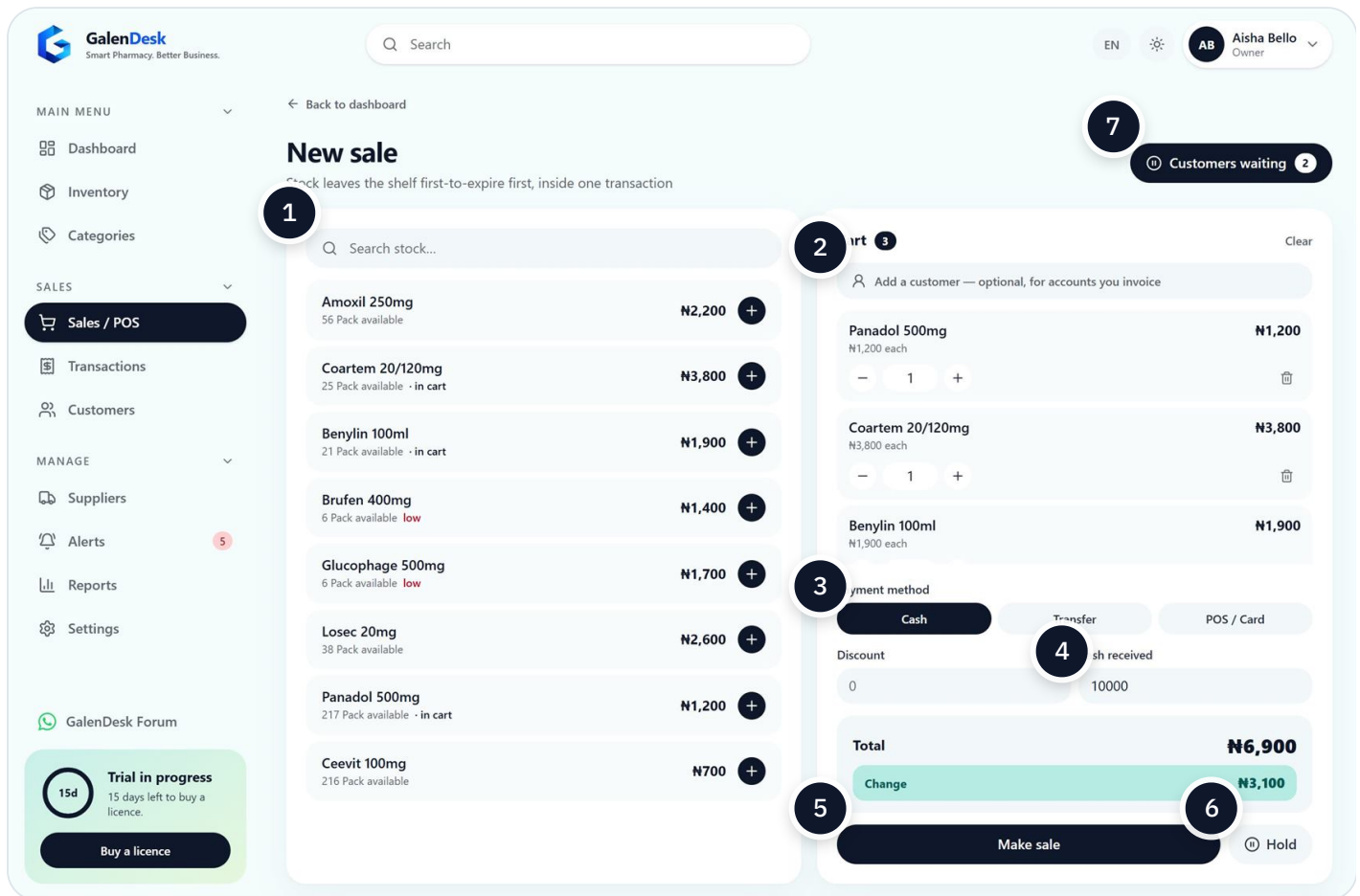
Dosage form
 How it is taken

Capsule	2 products
Syrup	1 product
Tablet	5 products

Categories are a view of the products, not a list you maintain — which is why there is nothing here to add or delete.

Sales / POS

The counter. Three stages in the order the shop works in — cart, invoice, sale — and nothing at all is recorded until the last one.



A cart mid-sale. Everything here lives in the screen only: closing the tab loses the cart and changes nothing on the shelf.

- 1 Search the shelf — only sellable products appear
- 2 Optional: bill this sale to an account
- 3 Payment method
- 4 Cash received — the change is worked out for you
- 5 Goes to the invoice — still nothing recorded
- 6 Park this cart and free the counter
- 7 The carts already parked

Ring up a sale

ANYONE

- 1 Search stock by generic, brand or class. Only sellable products appear — anything out of stock or holding only expired batches is not offered.
- 2 Press a product to put one unit in the cart. Press again to add another.
- 3 In the cart, adjust quantity with – and +, or type the number straight into the box for a big count. Remove a line with its bin icon, or empty the basket with **Clear**.
- 4 Add a **discount** if you are giving one: switch between **Amount** and **Percent**, and it comes off the total.
- 5 Choose the **payment method**:
 - *Cash* — enter the cash received and the change is worked out. Less than the total is refused.
 - *Transfer* — check your bank, then tick **Confirm transfer received**. That tick cannot be undone once the sale is made.
 - *POS / Card* — add the terminal reference in the note if you keep one.
- 6 Attach a **customer** if this is an account you invoice. Most sales are walk-ins and need nobody.
- 7 Press **Make sale** to go to the invoice.
- 8 On the **Invoice** — marked *NOT YET PAID* — check the lines and the amount due. Print it and hand it over if the customer wants to see the bill, or press **Back to the cart** to change something. Nothing has been recorded and no stock has moved.
- 9 Press **Make sale** again to record it. Stock leaves the shelf, first-to-expire first, and a receipt number is issued.
- 10 On **Sale recorded**, press **Print receipt** or **Share receipt**, then **New sale** for the next customer.

Pressing Make sale twice cannot sell twice. A cart carries one reference for its whole life, so a double press, a reload mid-sale, or a retry after an error all land on the same sale.

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GalenDesk Forum

15d

Trial in progress

15 days left to buy a licence.

Buy a licence

← Back to dashboard ← Back to the cart

Invoice

3 lines · ₦6,900 due · nothing recorded yet

Galen Care Pharmacy

1, Galen Avenue, Abuja

Aug 25 · 18:26

INVOICE — NOT YET PAID

Invoice ref

A4FCCB42

Panadol

Paracetamol · 500mg

1 Pack × ₦1,200

N1,200

Coartem

Artemether/Lumefantrine · 20/120mg

1 Pack × ₦3,800

N3,800

Benylin

Cough Syrup · 100ml

1 Pack × ₦1,900

N1,900

AMOUNT DUE

₦6,900

Billed to: Ngozi Okafor

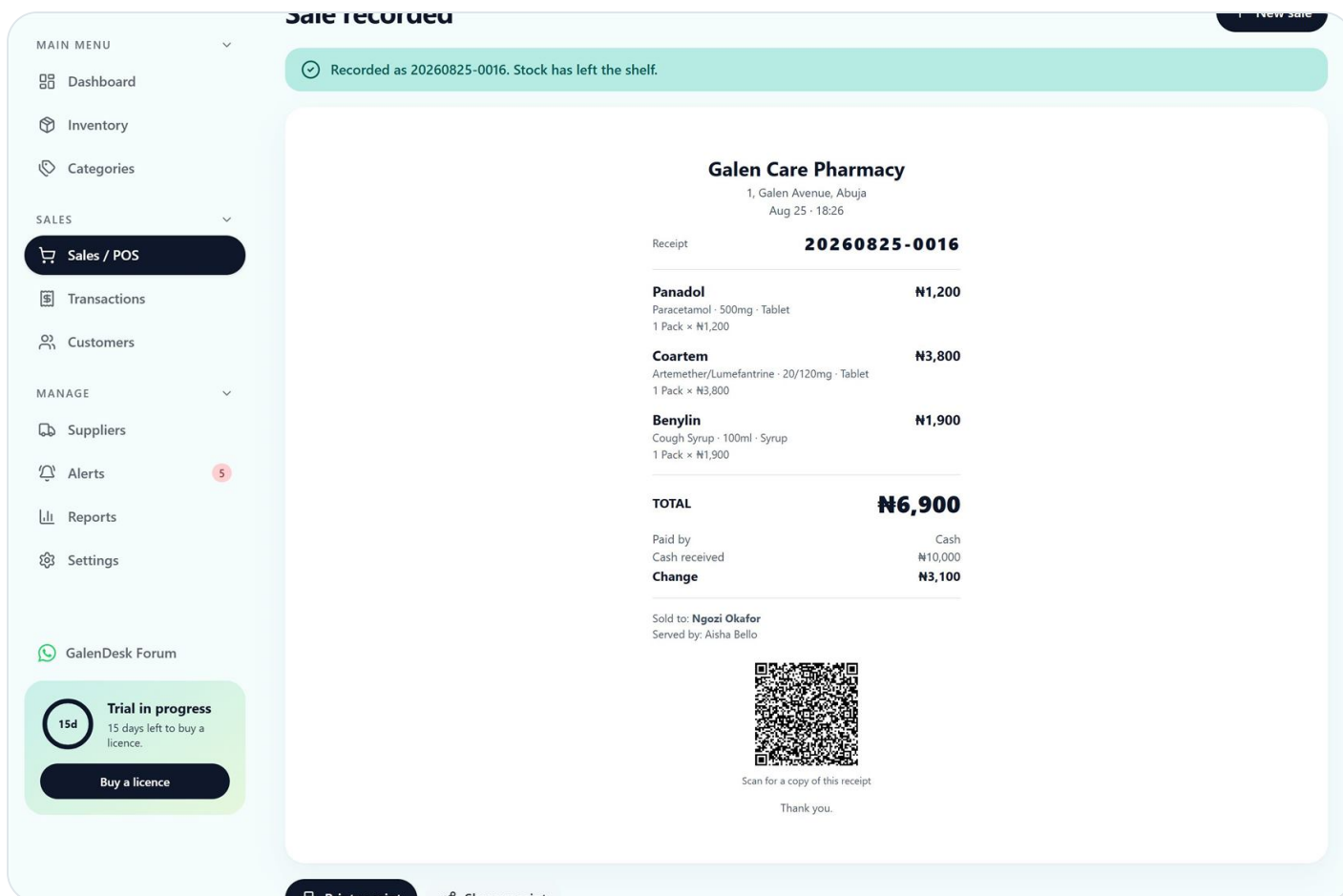
Served by: Aisha Bello



Scan for this invoice

Thank you.

The invoice step: a real page you can print and hand over while the customer finds their money. It carries a reference, not a receipt number — that is only issued when the sale is recorded.



The sale, recorded. The receipt number is gapless, and the same receipt can be reprinted from Transactions at any time.

Attach a customer to a sale ANYONE

- 1 In the cart, press **Add a customer**.
- 2 Search by name, premise or phone, and pick them. The receipt then carries *Billed to / Sold to*, and the sale collects against them on their customer page.
- 3 Nobody matching? Press **Add one**, or **Keep as walk-in** and carry on.
- 4 Remove a picked customer with the **×** beside their name.

Park a cart and come back to it ANYONE

For the customer who has gone to find more cash, so the counter stays free.

- 1 Press **Hold** in the cart. It is parked straight away and labelled *Customer 1, Customer 2* and so on — enough to tell parked baskets apart.
- 2 The counter clears, ready for the next person.
- 3 To bring one back, open **Customers waiting** and press **Resume**. The lines return to the cart.
- 4 Press **Discard** for a cart nobody came back for. Anything parked longer than four hours is flagged as probably abandoned.

A held cart holds items only. No stock is reserved by holding, everyone on the device sees every parked cart, and the sale is credited to whoever finishes it.

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EN **AB** Aisha Bello Owner

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15d Trial in progress
15 days left to buy a licence.
Buy a licence

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New sale

Stock leaves the shelf first-to-expire first, inside one transaction

Customers waiting 2

Customer 1
1 line · ₦2,200 · held by Aisha Bello **Resume** Discard

Customer 2
1 line · ₦2,600 · held by Aisha Bello **Resume** Discard

Q Search stock...

Amoxil 250mg 56 Pack available	₦2,200	+
Coartem 20/120mg 25 Pack available	₦3,800	+
Benylin 100ml 21 Pack available	₦1,900	+
Brufen 400mg 6 Pack available low	₦1,400	+
Glucophage 500mg 6 Pack available low	₦1,700	+
Losec 20mg 38 Pack available	₦2,600	+
Panadol 500mg 217 Pack available	₦1,200	+

Cart

Nothing in the cart
Search for a product and tap it to start a sale.

Parked carts, with who parked each one. Resume brings it back to the counter; Discard throws it away.

Transactions

Every sale ever recorded, and the only place a receipt is reprinted or a sale undone.

GalenDesk
Smart Pharmacy. Better Business.

Search

EN [User Avatar] Aisha Bello Owner

MAIN MENU

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SALES

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MANAGE

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GalenDesk Forum

15d Trial in progress
15 days left to buy a licence.
[Buy a licence](#)

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Transactions

15 sales · ₦78,500

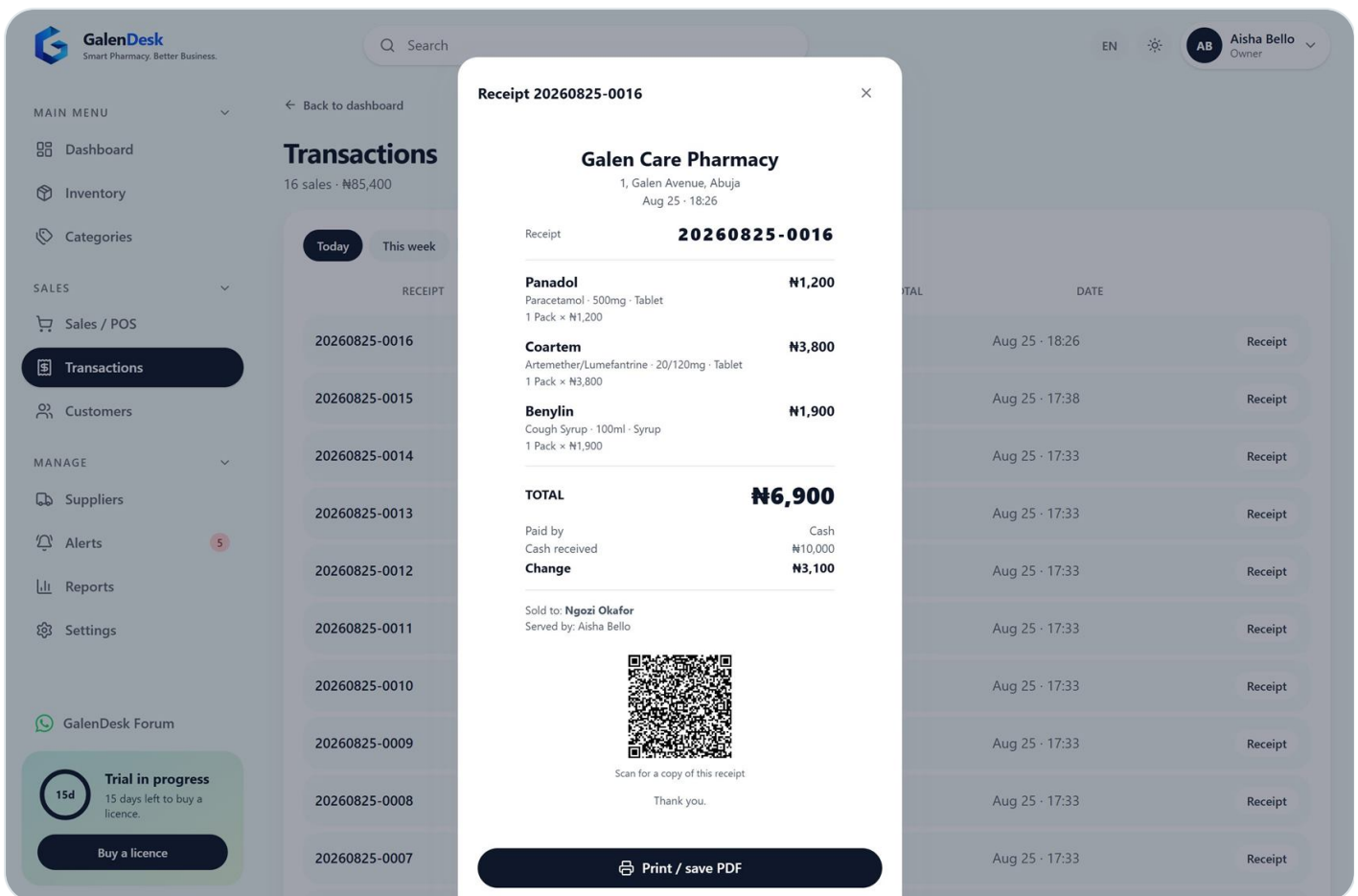
Today This week This month All time

RECEIPT	CASHIER	ITEMS	TOTAL	DATE	
20260825-0015	Aisha Bello	3	₦6,900	Aug 25 · 17:38	Receipt
20260825-0014	Aisha Bello	1	₦1,400	Aug 25 · 17:33	Receipt
20260825-0013	Aisha Bello	1	₦1,700	Aug 25 · 17:33	Receipt
20260825-0012	Aisha Bello	1	₦15,200	Aug 25 · 17:33	Receipt
20260825-0011	Aisha Bello	1	₦4,200	Aug 25 · 17:33	Receipt
20260825-0010	Aisha Bello	1	₦4,400	Aug 25 · 17:33	Receipt
20260825-0009	Aisha Bello	1	₦1,200	Aug 25 · 17:33	Receipt
20260825-0008	Aisha Bello	1	₦7,600	Aug 25 · 17:33	Receipt
20260825-0007	Aisha Bello	1	₦7,800	Aug 25 · 17:33	Receipt
20260825-0006	Aisha Bello	1	₦1,400	Aug 25 · 17:33	Receipt

Sales for the chosen period. Staff see their own sales for today; the owner sees the whole pharmacy over any period.

Find a sale and reprint its receipt ANYONE

- 1 Choose the period — Today , Week , Month , All , or a Shift window.
- 2 Find the row by receipt number, cashier, item count, total or date.
- 3 Press [Receipt](#) to open it — the same slip that printed at the counter, with the shop's name and address, the lines, the payment, who served, and a QR code carrying the receipt.
- 4 Press [Print / save PDF](#) to print it or save it as a PDF. On the phone app this opens Android's print service or a share sheet instead.



A reprinted receipt. Voided sales stay in this list and print marked VOIDED rather than disappearing.

Void a sale and put the stock back

OWNER ONLY

CANNOT BE UNDONE

- 1 Open the sale's receipt in Transactions.
- 2 Press **Void this sale**.
- 3 Type a reason — “wrong item”, “customer returned it”. It is kept with the sale.
- 4 Press **Void and restock**.

The units go back on the shelf and the sale stays in history marked *Voided*, out of every total. Nothing is deleted — a void is a correction the records can show, not an erasure.

Customers

For the wholesalers, retailers, clinics and staff you invoice. A walk-in needs no record, and sales work perfectly without one.

GalenDesk
Smart Pharmacy. Better Business.

EN [Settings] [User: Aisha Bello, Owner]

MAIN MENU

- Dashboard
- Inventory
- Categories

SALES

- Sales / POS
- Transactions
- Customers**

MANAGE

- Suppliers
- Alerts (5)
- Reports
- Settings

GalenDesk Forum

Customers
3 customers

+ Add customer

Search by name, premise or phone... Show inactive

Filters: All, Wholesaler, Retailer, Walk-in, Hospital / Clinic, Staff

CUSTOMER	CATEGORY	CONTACT	ORDERS	TOTAL SPENT	LAST PURCHASE
Dr Musa Ibrahim Barau Dikko Clinic	Hospital / Clinic	0812 776 9040	0	₦0	—
Fatima Sani Sani Patent Store	Retailer	0705 220 1134	0	₦0	—
Ngozi Okafor Grace Chemists	Wholesaler	0803 411 2288 ngozi@gracechemists.ng	1	₦6,900	Aug 25 · 17:38

15d Trial in progress
15 days left to buy a licence.
Buy a licence

The customer list, with orders, total spent and last purchase against each account.

Add a customer

OWNER ONLY

- 1 Customers → Add customer .
- 2 Choose the category: Wholesaler , Retailer , Walk-in , Hospital / Clinic or Staff .
- 3 Enter the name — the person or business you invoice — with the premise, phone and address.
- 4 Use **Note** for credit terms, delivery days, anything worth remembering.
- 5 Press Add customer . They are now offered at the counter.

Read a customer's account ANYONE

- 1 Search the list by name, premise or phone, filter by category, and open the customer.
- 2 The top shows total spent, order count and last purchase.
- 3 **What they buy** ranks their products by spend, voided sales excluded.
- 4 **Their orders** lists every sale recorded against them, with its receipt.

The screenshot displays the GalenDesk app interface for viewing a customer's account. The top navigation bar includes the GalenDesk logo, a search bar, and user information (EN, Aisha Bello, Owner). The left sidebar contains a main menu with options like Dashboard, Inventory, Categories, Sales / POS, Transactions, Customers (selected), Suppliers, Alerts, Reports, and Settings. The main content area shows the customer's name, 'Ngozi Okafor', and their role, 'Wholesaler - Grace Chemists'. Key statistics are displayed: Total Spent (N6,900), Orders (1), and Last Purchase (Aug 25 - 17:38). The 'Contact' section lists the phone number (0803 411 2288), email (ngozi@gracechemists.ng), and address (4 Yakubu Gowon Way, Kaduna). The 'What they buy' section shows a list of products: Coartem (1 unit, N3,800), Benylin (1 unit, N1,900), and Panadol (1 unit, N1,200). The 'Their orders' section displays a table with columns for Receipt, Items, Payment, Total, and Date. The table shows one order with receipt 20260825-0015, 3 items, Cash payment, Total N6,900, and Date Aug 25 - 17:38. A bottom banner indicates a trial in progress with 15 days left to buy a licence and a 'Buy a licence' button.

Customer Profile: Ngozi Okafor, Wholesaler - Grace Chemists

Statistics: TOTAL SPENT: N6,900, ORDERS: 1, LAST PURCHASE: Aug 25 - 17:38

Contact Information: Phone: 0803 411 2288, Email: ngozi@gracechemists.ng, Address: 4 Yakubu Gowon Way, Kaduna

What they buy (By spend, voided sales excluded):

Product	Units	Amount
Coartem	1 units	N3,800
Benylin	1 units	N1,900
Panadol	1 units	N1,200

Their orders:

RECEIPT	ITEMS	PAYMENT	TOTAL	DATE
20260825-0015	3	Cash	N6,900	Aug 25 - 17:38

One account. The orders table fills itself as you pick this customer at the counter — nothing here is typed in by hand.

Edit, deactivate or bring back a customer

OWNER ONLY

- 1 Open the customer and press **Edit** to change their details. Receipts already printed keep the name they were written with.
- 2 Press **Deactivate** for an account that has stopped buying. They disappear from the counter; their history is kept.
- 3 Tick **Show inactive** on the list to find them again, then **Reactivate**.

MANAGE

09 CONTENTS

Suppliers

Who you buy stock from, and how to reach them.

Keep the supplier book

OWNER ADDS AND EDITS

- 1 Suppliers → **Add supplier**. Name, company and phone are required; email is optional.
- 2 Press **Add supplier** to save.
- 3 Search the list by name, company, phone or email; open one to see their contact details.
- 4 **Edit** changes what is on file. **Delete** asks for confirmation and cannot be undone.

Anyone signed in can look a supplier up — that is the point of having them on file at the counter.


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EN
 


Aisha Bello
 Owner

MAIN MENU

- Dashboard
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MANAGE

- Suppliers**
- Alerts 5
- Reports
- Settings

← Back to dashboard

Suppliers

3 suppliers

NAME	COMPANY	PHONE	EMAIL		
Emeka Obi	Fidson Healthcare	0802 559 1200	emeka@fidsonlink.ng	Edit	Delete
Halima Yusuf	Emzor Pharmaceutical	0806 330 4471	—	Edit	Delete
Tunde Alabi	Juhel Nigeria	0701 884 6612	tunde@juhel.ng	Edit	Delete

+ Add supplier


 GalenDesk Forum


Trial in progress

15d
 15 days left to buy a licence.

Buy a licence

The supplier book. It records who you buy from; what you ordered and what is owed are not tracked here.

Alerts

What needs attention before it costs money: batches running towards their expiry date, and products running out.

 **GalenDesk**
Smart Pharmacy. Better Business.

EN



AB

Aisha Bello

Owner

Q

Search

MAIN MENU

Dashboard

Inventory

Categories

SALES

Sales / POS

Transactions

Customers

MANAGE

Suppliers

Alerts

5

Reports

Settings

 GalenDesk Forum

15d

Trial in progress

15 days left to buy a licence.

Buy a licence

← Back to dashboard

Alerts

Batches within 90 days, and products at or below their reorder level

Expiring 3

Low stock 2

Out of stock 0

Coartem 20/120mg

Batch B-ART-1 25 left expires 2026-09-19 ₦65,000 at cost

24 days left

Amoxil 250mg

Batch B-AMO-1 56 left expires 2026-10-09 ₦84,000 at cost

44 days left

Losec 20mg

Batch B-OME-1 38 left expires 2026-11-13 ₦68,400 at cost

79 days left

Export CSV

Three tabs over one question — what will cost the shop money if nobody looks. The count in the sidebar is expiring plus out-of-stock.

GalenDesk App Manual · Galen Africa Technologies Ltd.

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Work the three lists

ANYONE

- 1 **Expiring** — every batch expiring within 90 days, soonest first, with anything already expired at the top.
- 2 **Low stock** — products at or below the reorder level you set, with how many to order.
- 3 **Out of stock** — products with nothing sellable behind them at all.
- 4 Press a row to open the product and act on it — receive a new batch, or check what is left.

COLOUR	MEANING
Red	Expired, or expiring within 30 days
Orange	Expiring within 60 days
Yellow	Expiring within 90 days

Export a list to work from

ANYONE

- 1 Open the tab you want — the export follows the tab you are on.
- 2 Press **Export CSV**.
- 3 Open it in Excel to build a reorder list, or send it to a supplier.

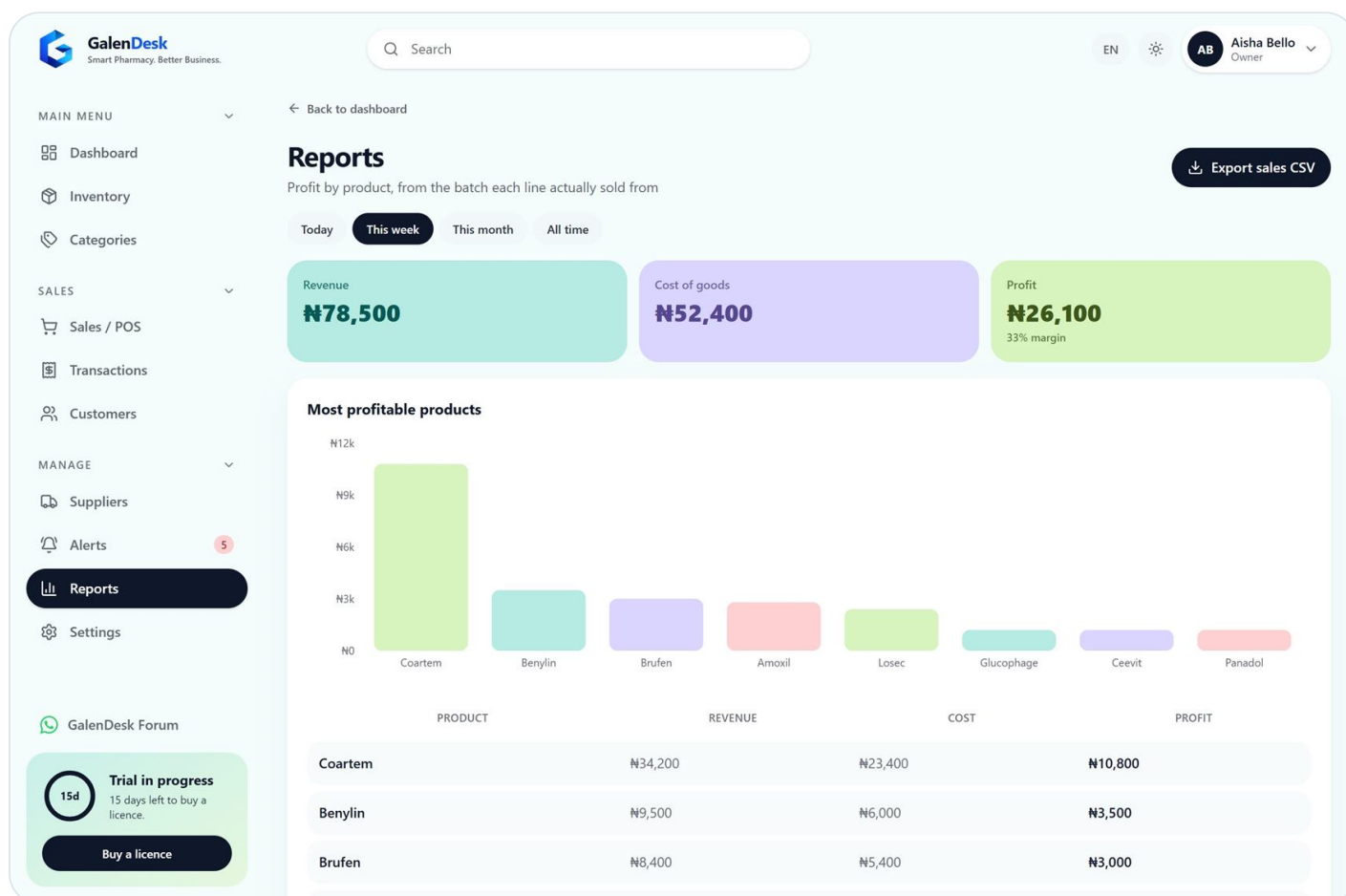
Reports

See what the shop actually made

OWNER ONLY

- 1 Open **Reports** and choose the period.
- 2 Read the three figures: **Revenue**, **Cost of goods** and **Profit**, with the margin as a percentage.
- 3 **Most profitable products** ranks what earned, as a chart and a table of revenue, cost and profit per product.
- 4 Press **Export sales CSV** for a row per sale line, to hand to a bookkeeper or open in Excel.

Profit is worked out from the batch each line actually sold from, not an average cost — so a delivery bought cheaper shows up as the better margin it was.



Reports are owner-only in the service as well as the sidebar: a staff account that reaches the address is refused the figures, not just the link.

Settings

GalenDesk
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Search

EN

AB Aisha Bello
Owner

MAIN MENU

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GalenDesk Forum

Trial in progress
15d
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← Back to dashboard

Settings

Signed in as Aisha Bello

Pharmacy details

These print at the top of every receipt.

Name * Address optional

Galen Care Pharmacy 1, Galen Avenue, Abuja

Save

Pharmacy ID: a3a66f62-4b54-47f7-bb55-f7124212af38

Staff accounts

Loading...

Inviting staff needs this pharmacy's cloud account linked — see GalenDesk account below.

Activity log

The last 50 things anyone did on this browser.

Signed in	Aisha Bello · Aug 25 · 17:42
Signed out	Aisha Bello · Aug 25 · 17:41
Made a sale 20260825-0015 · 3 line(s) · 6900	Aisha Bello · Aug 25 · 17:38
Added a supplier Tunde Alabi	Aisha Bello · Aug 25 · 17:35
Added a supplier Halima Yusuf	Aisha Bello · Aug 25 · 17:35
Added a supplier Emeka Ohi	Aisha Bello · Aug 25 · 17:35

Settings holds four things: what prints on the receipt, who works here, what everyone has done, and the two accounts — cloud and subscription.

Change the pharmacy details OWNER ONLY

- 1 Settings → **Pharmacy details**.
- 2 Edit the name and address. These print at the top of every receipt, so a move or a rename belongs here first.
- 3 Press **Save**.

The **Pharmacy ID** shown underneath is what a staff member types when joining this pharmacy from their own device.

Manage staff accounts

OWNER ONLY

- 1 Settings → **Staff accounts**. Inviting staff needs the pharmacy linked to its GalenDesk account — see below.
- 2 Enter their email and press **Send invite**. They are emailed, and the invite waits under *Invited, not yet joined* until they use it.
- 3 Press **Set shift** beside a member to record which shift they work.
- 4 Press **Remove** to take someone off the pharmacy. They lose access to the shared records; their own device keeps what it already had.

If the email cannot be sent, the invite is still saved — pass the Pharmacy ID to them another way and they can join with it.

Check who did what

ANYONE

- 1 Settings → **Activity log**.
- 2 Read the last 50 actions on this device: sign-ins, products registered and edited, stock received and adjusted, sales made and voided, staff created, disabled and reset.

Every entry carries who did it and when — which is what makes a disagreement at the counter answerable.

Licence & payment

A 15-day free trial that starts at your *first sale*, not at install — so setting up the shelf costs you none of it.

Buy or renew a licence

OWNER ONLY

- 1 Open **Settings** → **Subscription**, or press **Buy a licence** on the trial card at the bottom of the sidebar.
- 2 Pick a plan: **₦5,000 / month** or **₦55,000 / year**.
- 3 Enter the email Paystack should send the receipt to.
- 4 Press **Pay**. Paystack opens as a separate step — pay by card or transfer there.
- 5 Come back to GalenDesk. It unlocks itself; if it has not caught up, press **I have paid — check now**.

Charged but still locked? Give it a minute and check again. Nothing is lost, and a payment that never went through can be cancelled from the same panel. If it still has not come through, email admin@galen.africa with the Paystack reference from your emailed receipt.

What an expired trial or licence stops

GOOD TO KNOW

STILL WORKS

NEEDS A LICENCE

Dashboard, sales history, receipts

Recording a new sale

Inventory, alerts, reports

Receiving stock

Every export

Your records are never held hostage — an unlicensed GalenDesk still shows and exports everything the shop has done.

More than one device

A second till, the owner's phone, a replacement PC. All of it runs through the pharmacy's GalenDesk account.

Put this pharmacy on the cloud

OWNER ONLY

- 1 Settings → **GalenDesk account** → **Open** .
- 2 Sign in with the owner's GalenDesk account, and verify the email if you have not already.
- 3 Press **Enable multiple devices** . Everything on this device is sent up — a big catalogue takes a moment.
- 4 This device carries on exactly as it was. What changes is that the records now exist somewhere else too.

Add a second till

OWNER INVITES

- 1 On the same panel, note the **Pharmacy ID**.
- 2 Enter the staff member's email under *Their email* and press **Send invite** .
- 3 On the second device, they choose **Sign in to staff account** and join with that ID — see Getting in.
- 4 Both devices then hold the same stock and sales, kept in step.

Signing in with an account from a different pharmacy is refused. Bringing it down would mix two shops' stock and sales together, so the app stops it rather than merging them.

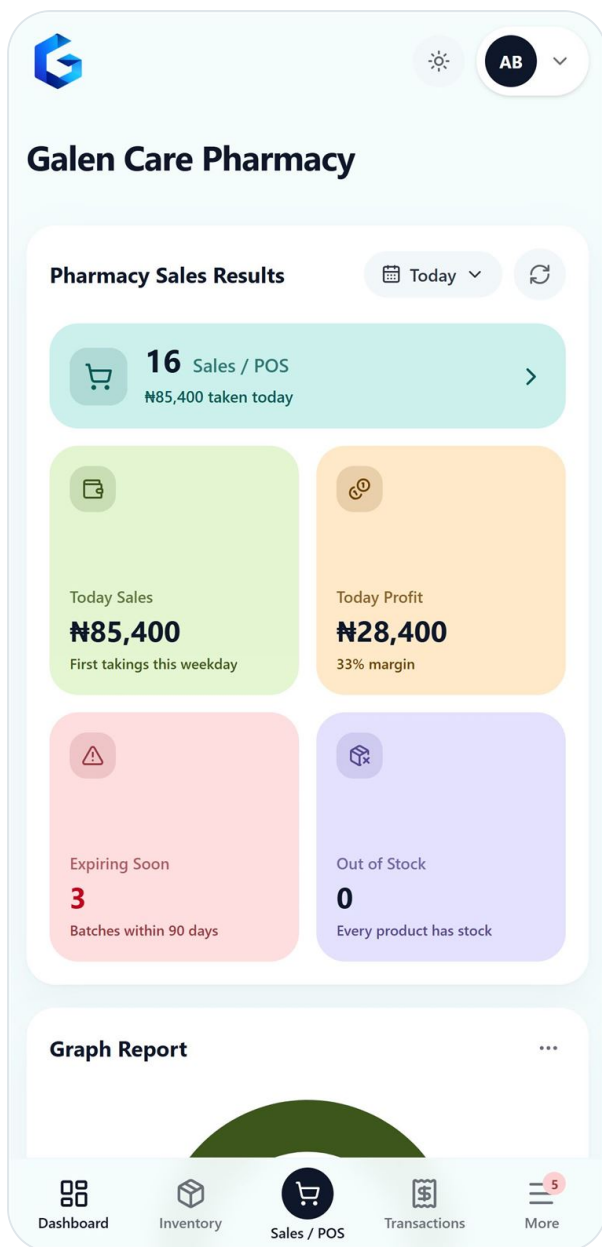
Theme, language, phone

Set up your own till ANYONE

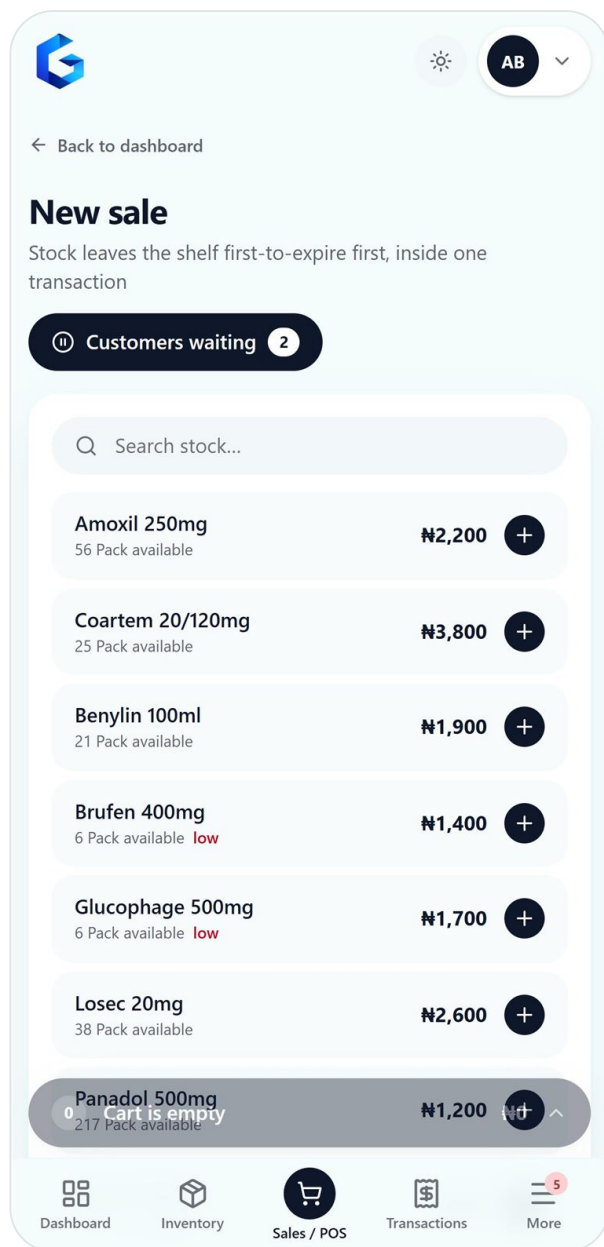
- 1 Press the sun / moon control in the top bar to switch between light and dark.
- 2 Press the language pill beside it and choose **English**, **Français**, **العربية** or **Português**. Arabic lays the screen out right-to-left.
- 3 Both are per-device preferences, not pharmacy settings — your choice does not change what anyone else sees.
- 4 On a phone, the sidebar becomes a tab bar along the bottom, and More reaches everything that does not fit.



The same dashboard in dark mode. The theme is the app's own setting, not the device's, so it follows the person rather than the hour.



The dashboard on a phone.



The counter on a phone — the cart opens as a sheet over the products.

When something looks wrong

WHAT YOU SEE	WHAT TO DO
“GalenDesk is open in another tab”	Only one tab can use the pharmacy at a time — two writing at once would damage the records. Switch to the tab you already have open, or close it and press Try again . Nothing has been lost.
“The date on this device was changed”	The device's date is earlier than one GalenDesk has already seen. Set the date correctly and reload. A wrong date also files sales under the wrong day and misjudges expiry.
A product will not appear at the counter	It has no sellable stock — either nothing was received against it, or every batch it has is expired. Receive a batch.
“Only the owner can...”	You are signed in as staff. Selling and looking things up are yours; changing the shelf is the owner's.
Your dashboard shows less than the owner's	Staff figures are your own sales for today, by design. Cost price and profit are not shown to staff at all.
The browser's site data was cleared	That deletes the pharmacy on that browser. Sign in with the pharmacy's GalenDesk account to bring the records back down — which is exactly why setup asks for one.

Habits worth keeping

- Receive every delivery the day it arrives, with its real expiry date. Every alert and every profit figure is built on that date.
- Set a reorder level on each product as you add it, so Low stock means something.
- Work the Alerts screen weekly, not when something has already expired.
- Keep the pharmacy linked to its GalenDesk account. It is what makes a lost or broken device an inconvenience rather than a disaster.

Getting help

If the table above does not cover it, there is a person at the other end of all of these.

EMAIL

contact@galen.africa

General questions about GalenDesk.

PRODUCT

galen.africa/apps/desk

GalenDesk itself — what it does, and where to get it.

EMAIL

admin@galen.africa

Accounts, licences and anything to do with your subscription.

COMPANY

galen.africa

Galen Africa Technologies Limited, who build it.

There is also a **GalenDesk Forum** link at the bottom of the sidebar inside the app. It opens a WhatsApp group of other pharmacies running GalenDesk — often the fastest answer for a question about how a shop uses it day to day.

When you write in, say what you were doing and what the screen said. A receipt number, a product name, or the exact wording of a message gets to an answer far quicker than “it is not working”.