Attendance Module:

BATO Concern:
While the total working hours have been added, the system still lacks the ability to track overtime and more detailed attendance calculations, which is essential for accurate reporting. This point seems partially addressed.
Additionally, we need the ability to set different shift lengths (e.g., 8-hour and 9-hour shifts) so we can clearly differentiate between regular hours and overtime. This will help in generating accurate reports. The system should also include the functionality to filter attendance data by day and by month for each staff member. Monthly reports should show the total working hours, as well as any overtime worked. This will ensure that we can accurately track both regular hours and overtime hours for all employees, providing clearer insights into attendance and payroll calculations.

RCD Comments:
Done. As per your requirements,
Please find the attached images for your reference.

Shift Details:
A field has been added under the staff details section to specify whether each staff member works an 8-hour or 9-hour shift.
You will need to edit the staff details to update this field accordingly.

Attendance Module Enhancements:
A new row for overtime hours has been added.
A filter option has been introduced at the top of the module, allowing you to search for staff by name, day, or month.
When you search for a specific day or range of days for any staff member, you will now see the total working hours and total overtime hours for that particular staff member.

BATO Reply on above RCD Comments:
NOT DONE. As per our requirements,
1. **Report Calculation Issue**:
When I search by staff or filter by day or month, I can see the total working hours and overtime in the module itself. However, in the print option, I am unable to view the same totals for working hours and overtime. Could you please clarify if this is a display issue in the reports, or if there's an additional step needed to enable these details in the report output and report in ascending, please, e.g. (1-12- to 31-12-2024)?

2. **New Staff Addition and Attendance Tracking**:
I have noticed that newly joined staff are not being properly recorded in the attendance module, even though they are already added to the Bato system. In the regular attendance ZK machine, their entries are visible, but the system isn't reflecting their attendance data, also how to delete staff or edit in bato system, could you kindly clarify the process or logic for adding new staff to ensure their shifts and attendance are recorded correctly in the system?

3. **Recorded Data:**

Could you please clarify how long the attendance data (both regular and overtime hours) will remain stored in the system? Is there an automatic data retention policy or any process in place that archives or removes old data after a certain period?

4. **Attendance Connection:**

We, sometimes face an issue with the attendance module in the system. As you're aware, the ZK device is connected to the local PC in the clinic and communicates via an API. However, we have encountered a problem where, if the local PC is disconnected or faces any issues, the attendance module fails to send data properly. This disrupts the system and creates challenges for accurate attendance tracking.

Relying on the local PC for this functionality seems to be a bit problematic, as any issues with the PC lead to a loss of connection. Could you please investigate this issue and consider finding a more reliable solution? Ideally, we would prefer a system that doesn't depend solely on the local PC, to ensure consistent data transmission even in the event of disconnections or technical problems.

RCD Comments :

(previous response- 29/12/2024) For query 1, 2, & 3 a video has been attached on this mail thread to address the above issues.

BATO Reply on above RCD Comments: Attendance Module: For query 3

As I checked the Bato system, I could not find any information related to a backup policy or data retention process, as previously requested. Could you please clarify if such a policy is in place, or if we need to implement one? And also write in brief about any point mentioned.

For query no. 4: To provide clarity, ZKTeco biometric devices do not permit direct access to their data from live server IPs due to stringent security protocols. This limitation makes it impossible to communicate directly with the device from the live server.
The current setup—using a local PC within the same network to fetch data from the device and push it to the server via an API—is the only viable solution available. This method is not only efficient but also the standard approach widely adopted for systems using such devices.
To ensure uninterrupted data transmission, it is essential to maintain the connectivity and functionality of the local PC. We recommend keeping the PC and its network environment in good working order to minimize any potential disruptions.

Sick leave and Annual leave

BATO Concern: This point is completed as per RCD response, but we would like further clarification on how the sick and annual leave balances are calculated.

1. Specifically, we need to understand the logic behind the leave accrual process. For example, if a staff member joins at the end of June, how does the system calculate their sick and annual leave for the

remainder of the year?
2. We would like the system to auto-calculate both sick and annual leave based on the joining date of the employee. For instance, if someone joins on June 30th, the system should automatically calculate the leave entitlements from the joining date until the completed months (Annual leave per month 2.5 days).so it will calculate after every month complete or?
3. Please provide more detailed information on how the system handles leave accruals over time, especially for staff who may join mid-year or during a partial period.

RCD Comments:
As per your request, we will configure the system to automatically calculate sick and annual leave. However, we need some additional details to proceed:
You mentioned 2.5 days of annual leave per month. Could you please confirm the allocation for sick leave per month?

Regarding leave accruals:
Usually, as per standards, it counts right from the starting of the joining date. So, from the joining date inserted by HR, we will start calculating 2.5 days per month.

BATO Reply on above RCD Comments:
NEED CLARIFICATION: As per our requirements,

1. **Annual Leave & Sick Calculation:**

- We would like the annual leave to continue being automatically calculated at **2.5 days per month** as usual.
- Additionally, we want the annual leave balance to **carry forward** from the previous year (e.g., if the balance for 2024 was 30 days, this should be carried over to 2025, showing the total balance including any remaining days from 2024). The system should display the combined balance throughout the year.

However, **sick leave** should not carry forward. We would like it to remain fixed at **15 days per year** without any carryover from the previous year.

2. **Staff Forms:**

- We also need **two separate forms** for the staff, with the ability to **view** and **print** them. These forms should be customized as per the requirements.

RCD Comments :

(Previous response- 29/12/2024) As per your requirements we are currently working on it. Will update you once its finish from our end with the tutorial video.

(Latest Response- 08/01/2025) - A link for the tutorial video has been attached with this mail thread.

BATO Reply on above RCD Comments:
We as said, need two separate forms for the staff, with the ability to view and print them. These forms should be customized as per the requirements.

The forms are still not logically separated, and we are facing the following issues:

1. **Annual Leave Report:**
   The annual leave report currently displays data from 1970 to 2025, which is incorrect. My system and the employees do not have records dating back to 1970. Can you clarify why this range is being displayed? This seems to be a data error or incorrect logic in the report generation.
2. **Sick Leave Report:**
   The sick leave report is missing entirely. There is no report being generated for sick leave, which was clearly a requirement.
3. **Print Format:**
   Both the sick and annual leave reports should be generated with proper dates, staff names, and other necessary details. The reports need to be displayed accurately, with the correct date range and employee-specific data.
4. **Future Years Logic (2026, 2027, etc.):**
   It's important to understand the logic behind the reports. If I enter a year like 2026 or 2027, will the forms continue to automatically display the reports for these future years? We need to ensure that the system will accurately update the reports for future years as well, especially for ongoing and new employees.

Please also check the attached PDF to review how the printout currently displays the data. We need the reports to be more accurate and aligned with employee records, both for current and future years.

Follow-Up or Patient History:

BATO Concern:

While the patient history is accessible under the "Manage" section, we would like to clarify that Follow-Up is a separate point from Patient History, which was not requested in this instance.

1. We are already aware that the patient's full history is available under the "Manage" section, and this is not the same as the follow-up functionality we are referring to.
2. Follow-Up is a distinct feature that needs to be treated separately from patient history. If you require more clarification on this, please feel free to contact us for further details.
3. Mixing these points may cause confusion, and we kindly ask that follow-up functionality be addressed separately.

To provide more clarity, the system to track the following appointment statuses:
Draft
Confirmed
Waiting
In consultation
Unpaid
Paid
It's essential that we can see which staff member changed the appointment status to each of these stages. For example, we need to know:
Which staff member put the patient in Draft
Which staff member confirmed the appointment
Which staff member moved the appointment to the Waiting status, and so on.
This would allow us to have a comprehensive appointment status history, tracking every action related to each appointment and identifying the responsible staff. This will improve accountability and provide more accurate tracking of patient appointments throughout their lifecycle.

RCD Comments:

Done. As per your requirements,
Please find the attached images for your reference.

At the end of each appointment, the system will display:
The follow-up details and
The patient history, including information about which staff member edited the appointment or changed its status (e.g., Draft, Confirm, etc.)

BATO Reply on above RCD Comments:
NOT DONE. As per our requirements,

1. Regarding the follow-up details at the end of each appointment, as mentioned, the system should show which staff member edited the appointment, as well as changes in status (e.g., Draft, Confirm, in consultant, unpaid, paid done etc.). However, after reviewing the system, we can only see details for the appointment being **created**, **edited**, and the last status change to **Consultation Done**, while in history changes it shows detailed status like **waiting**, **Consultation Done.**

We are unable to see the additional details such as **Unpaid**, **Paid**, or the **Consultant**. Could you please check and clarify this issue? I will also send you an image for reference to help you understand the discrepancy. Also, we want to know the Changes History module display details last for how many days, I mean we need to keep these records lasting.

RCD Comments :

(Previous response- 29/12/2024) Tutorial Video has been attached to this mail thread to address this issue.

BATO Reply on above RCD Comments:
Upon reviewing the system, we found that it is still not fully functioning as expected. In some cases, it

shows which staff member edited, created the appointment, and the status changes for "Consultation Done" and "Waiting." However, it is not displaying all status changes consistently, like "Unpaid, "Draft," as it should.

Clarification Request:

1. Staff Member Actions and Status Changes:
   The system should track every action—whether a staff member created, edited, or changed the status (e.g., Draft, Confirm, Waiting, Unpaid, Paid, etc.) at any stage of the appointment. As mentioned, we need all status changes and the associated staff member displayed.

2. Functionality in Case of Multiple Sessions:
   We would like to understand how this feature works. Does it function for all appointments, including single sessions or appointments with multiple sessions, New only? It's crucial for us to know how the system will behave for both types of appointments to ensure we are capturing the complete history accurately.

3. Changes History Duration:
   Another important clarification is the duration for which the Changes History is retained in the system. How many days of historical data are kept in the system? We need to know how long we can track the history of status changes and edits for each patient.

Record history by doctors, clinic and service

Bato Concern

There is no detailed tracking of records by clinic, doctor, and service. This feature needs to be implemented for better record management.

RCD comments:
We require more details and clarification regarding this point. Please email us with the specific details.

BATO Reply on above RCD Comments:

Concern. As per your requirements,

I would like to bring to your attention a feature request that we need for better record management in the Bato system. Currently, there is no detailed tracking of records by **clinic**, **doctor**, and **service**. This is crucial for us to monitor and analyze the performance of our clinics more effectively.

We would like to implement a feature where, at the end of the day, month, or year, we can filter records by, **doctor name**, **clinic name**, or **service name**. This will allow us to view the financial movement and profit associated with each doctor, clinic, and service, providing us with the insights needed to grow and improve our operations.

RCD Comments :

(Previous response- 29/12/2024) As per your requirements we are currently working on it. Will update you once its finish from our end with the tutorial video.

(Latest Response- 08/01/2025) - A link for the tutorial video has been attached with this mail thread.

BATO Reply on above RCD Comments:

As mentioned previously, a video was sent to review the implementation of this feature. However, after reviewing the system, I could not find the expected functionality for filtering records by **clinic**, **doctor**, and **service**, also please mention points step-by-step breakdown for better understanding the features we are expecting. (All POINTS) both by videos and email.

Appointment through website and mobile app

Bato Concern:
All appointments done through the website and app should automatically appear inside the reception panel. This feature seems to be missing.

RCD comments:
Out of Scope. We check both phase 1 and phase 2 contract and no where it is mentioned neither it is discussed during any meeting previously. However, if you want this feature, RCD will do it with an additional fee and extra timeline.

BATO Reply on above RCD Comments:

Concern. As per your requirements,

I would like to kindly request that you review it again. Upon reviewing the contract, under

1. Appointment, point **4** clearly states that **appointments done through the website and app** should also appear inside the **reception panel**. This was part of the original scope and agreement.

RCD Comments :

(Previous response- 29/12/2024) - We will check and update.

(Latest response- 08/01/2025) - This email is regarding the app and website appointment section connectivity with Bato System.

As outlined in our quotation, we mentioned connecting the website and app appointments with the new BATO system we are developing.

At the time of writing the quotation, we assumed the appointment flow would remain the same as the one implemented in the website and app. This assumption is reflected in the **initial design** we submitted, where the appointment flow was entirely different from what you are currently using.

After reviewing our first design, **Ms. Fatma and the team** decided to align the appointment design with the one used in your previous system (developed by Vcare). During the meeting, we highlighted that this design & flow would not integrate with the website and app's existing flow, as the two are fundamentally different. At that time, Ms. Fatma and the team agreed, stating that the new system would function as a standalone solution and that the app and website were no longer in use.

Given that the design and flow are now different, **Condition 10** from our terms and conditions applies. Additionally, when sharing the source code for the website and app, we clearly communicated that we would no longer hold responsibility for its functionality.

We hope this clarifies the situation. Please feel free to reach out if you need further details.

BATO Reply on above RCD Comments:

1. Appointment and Mobile App Integration is Part of the Contract

- As stated in our contract, the ability to connect both the website and mobile app to the BATO system for booking appointments was agreed upon from the outset. This integration was never excluded, and it is a fundamental requirement of the project.

2. Request for a Solution

- We kindly ask that you find a solution to ensure that both the mobile app and website can work effectively for appointment bookings. The system must support this integration as it is a crucial part of our operations.

3. Clarification on Source Code and Responsibility

- Regarding your mention of the terms and conditions after the handover of the source code, let me clarify that the source codes were taken as a backup. The responsibility for hosting, database, and system functionality still rests with you, as the service provider.

We request that you address this issue as soon as possible, as it is crucial to our operations. We trust that you will find a solution to ensure that the website and mobile app work seamlessly with the BATO system as per our original agreement.

Add-ons Linked to Accounts:

BATO Concern:
This point has been not been to Phase 2, I must emphasize that, from the beginning, we discussed the need for this feature to be handled separately.
1. The absence of this functionality is causing issues, and it is becoming more urgent to address this ASAP.
2. Specifically, we are unable to print add-ons separately, which is affecting our reporting. For example, if a hair wash worth 2 KD was done in October, and we need to print only the hair wash services for December 22nd, the system lists all add-ons, not just the relevant ones for December.
3. This creates unclear reports, as it includes add-ons from different months.
4. Therefore, we kindly request that this functionality be prioritized and resolved promptly to allow for accurate and detailed reporting of add-ons.
5. Another critical issue is that when a patient walks into the clinic and receives an add-on service, the session amount for the main service is impacted. For instance, if the main service is a hair treatment for 650 KD (5 sessions at 130 KD per session), the add-on service gets reflected in the session amount because it is being calculated under the main service.
Additionally, some customers request reports for specific dates regarding the add-ons service. However, the report currently prints the entire history of add-ons instead of just the add-ons for the requested date.

RCD Comments:
We require more details and clarification on point 1-4. Please email us with an example of how you want it. If you can record a video that would be great.

Point 5 - It was discussed during the meeting in Ms. Munira's office, where Mr. Taher clarified that this feature was neither part of the original contract nor included in the initially approved design. However, Ms. Fatma later requested its inclusion, stating its importance for BATO. In response, Mr. Taher asked for time to consult with the developer to assess its complexity. Since this is a significant feature that will require considerable effort, we will need to charge for its development. Please let us know if you would like to proceed with this.

BATO Reply on above RCD Comments:

Concern & Clarification. As per your requirements,

1. **Need for Separate Printing of Add-Ons:** Currently, the system is printing all add-ons together, without the ability to print add-ons separately or individually. This is causing confusion, especially when we need to print details for specific add-ons for particular dates.
2. **Example Issue:** For instance, if a **hair wash** worth 2 KD was performed in **October** but we need to print only the details of **hair wash services** for **December 22nd**, the system lists **all add-ons** from the beginning of the year, not just those relevant to December.
3. **Impact on Reporting:** This behavior creates unclear and inaccurate reports, as the invoices include add-ons from different months, making it difficult to track specific services for a given period.
4. **Request for Solution:** We kindly request that the system be updated to allow for **individual printing of add-ons** based on a selected date or service. For example, if we need to print the add-on service for **October**, it should show only that specific service, and not include others from different dates.

RCD Comments:

(Previous response- 29/12/2024) - To clear off the confusions over this issue please share us the screen recording form your end .

(Latest response- 08/01/2025) - To clear off the confusions over this issue please share us the screen recording.

BATO Reply on above RCD Comments:
Screen Recording

- We will prepare the screen recording and share it shortly on WhatsApp, BATO group so you can see firsthand how the issue is affecting our reporting.

Appointment Status:

Bato Concern:
The system is not tracking the full history of appointment status changes. It should include:
Creation, edit, reschedule, and cancellation
The user responsible for each action

RCD Comments:
Done. As per your requirement.

Please find the attached images for your reference.
The options to edit, reschedule, and cancel the appointment by whom will be displayed at the end of the appointment list.

BATO Reply on above RCD Comments:

NOT DONE: -

1. I noticed that the options to created, session edited, the appointment are now displayed at the end of the appointment list, but I would like to clarify a few points.

While the staff members responsible for creation, editing, and are shown, we are not able to see other important options like rescheduling, canceling, waiting, unpaid, in consultant, and others that are necessary for a complete view of the appointment status.

RCD Comments:

(Previous response- 29/12/2024) - Tutorial Video has been attached to this mail thread to address this issue.

BATO Reply on above RCD Comments:
Upon reviewing the system, we found that it is still not fully functioning as expected. In some cases, it shows which staff member edited, created the appointment, and the status changes for "Consultation Done" and "Waiting." However, it is not displaying all status changes consistently, like "Unpaid, "Draft," as it should.

Clarification Request:

1. Staff Member Actions and Status Changes:
   The system should track every action—whether a staff member created, edited, or changed the status (e.g., Draft, Confirm, Waiting, Unpaid, Paid, etc.) at any stage of the appointment. As mentioned, we need all status changes and the associated staff member displayed.

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   We would like to understand how this feature works. Does it function for all appointments, including single sessions or appointments with multiple sessions, New only? It's crucial for us to know how the system will behave for both types of appointments to ensure we are capturing the complete history accurately.

3. Changes History Duration:
   Another important clarification is the duration for which the Changes History is retained in the system. How many days of historical data are kept in the system? We need to know how long we can track the history of status changes and edits for each patient.

BATO Concern: New Request – (Receipt)

Request to Enhance the Receipt Module for Improved Patient Identification

1. Currently, when reviewing receipts, the patient's name is not visible alongside the file number. As a result, we need to open each receipt under the "Action" tab to verify the patient's name. This makes it time-consuming, especially when dealing with a high volume of records.

Would it be possible to modify the layout of the receipt listing so that the patient's name is displayed directly next to their file number? This small change would significantly improve efficiency and ease of use for everyone working with the module.