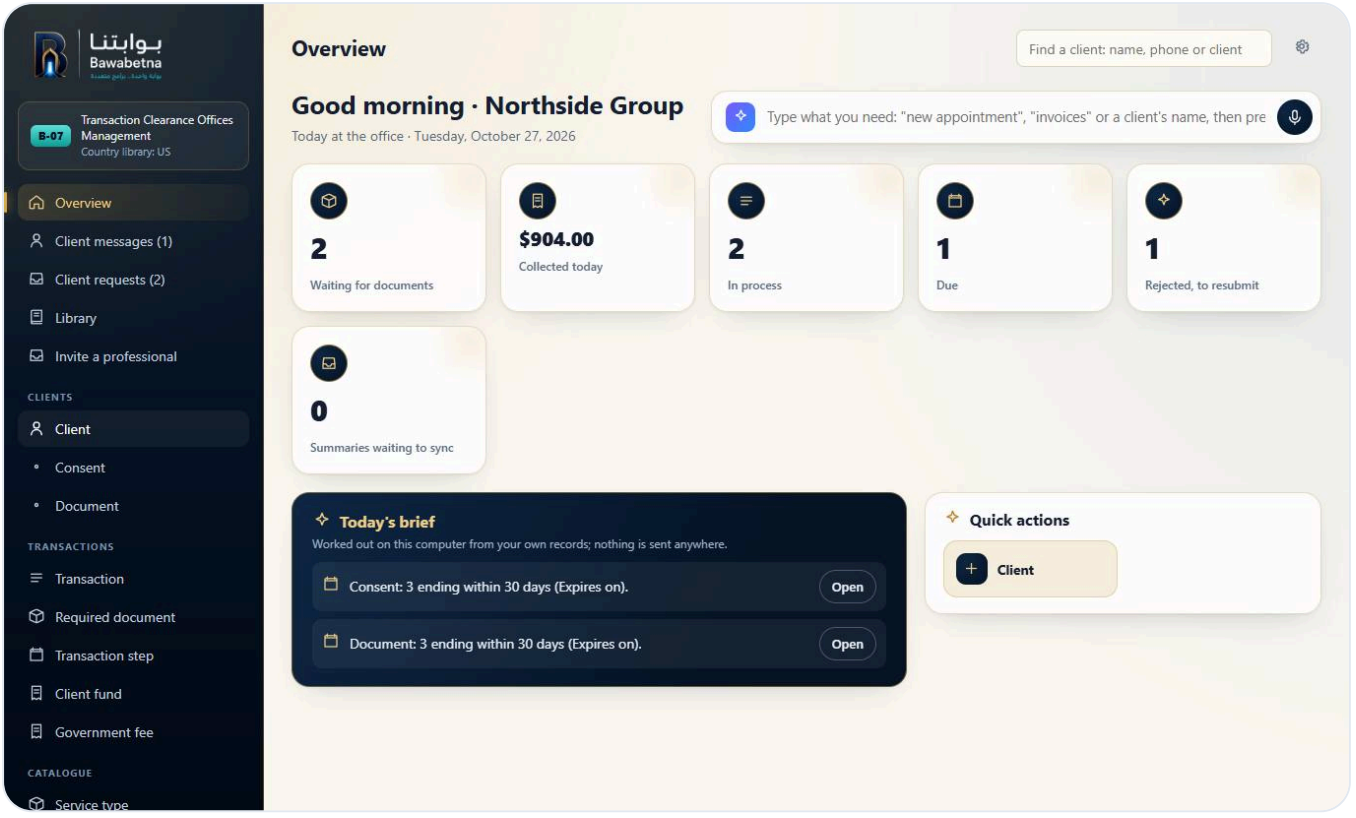
Bawabetna · User guide

Transaction Clearance Offices Management

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

Guide version 2026-10-27



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Getting started

Download the program from bawabetna.com or the Microsoft Store and install it. On first opening, sign in with your Bawabetna account. The first month is free with every feature.

The first-run assistant asks for a few details, then the program is ready:

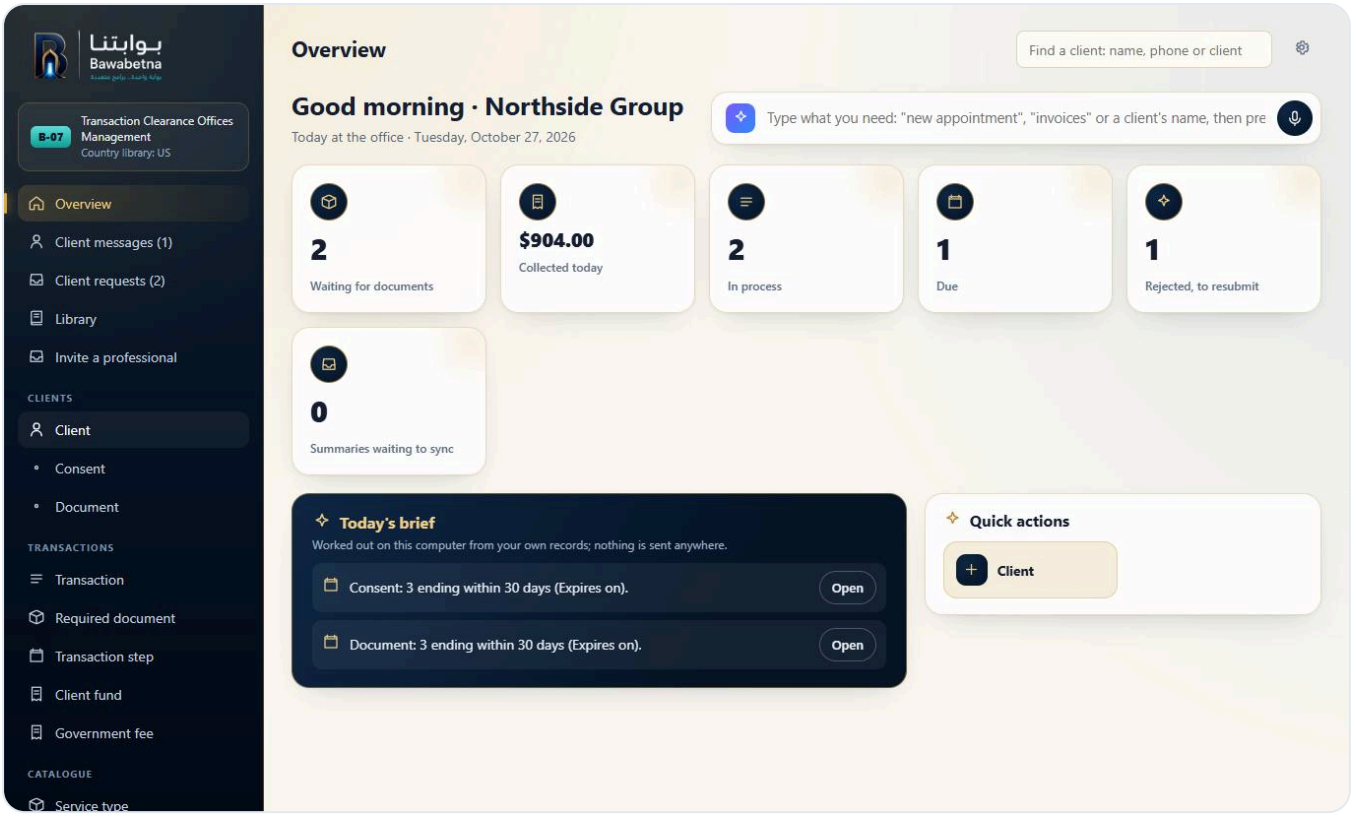
1. **Clearance office**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Agent**: Full name, Phone, Authorisation number

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

- Agent
- Manager
- Office owner
- Reception

The home screen

The home screen shows today's work at a glance: counts, today's schedule, what is waiting and requests from clients. The command bar at the top opens any screen from a short sentence, such as a client's name or "new appointment".

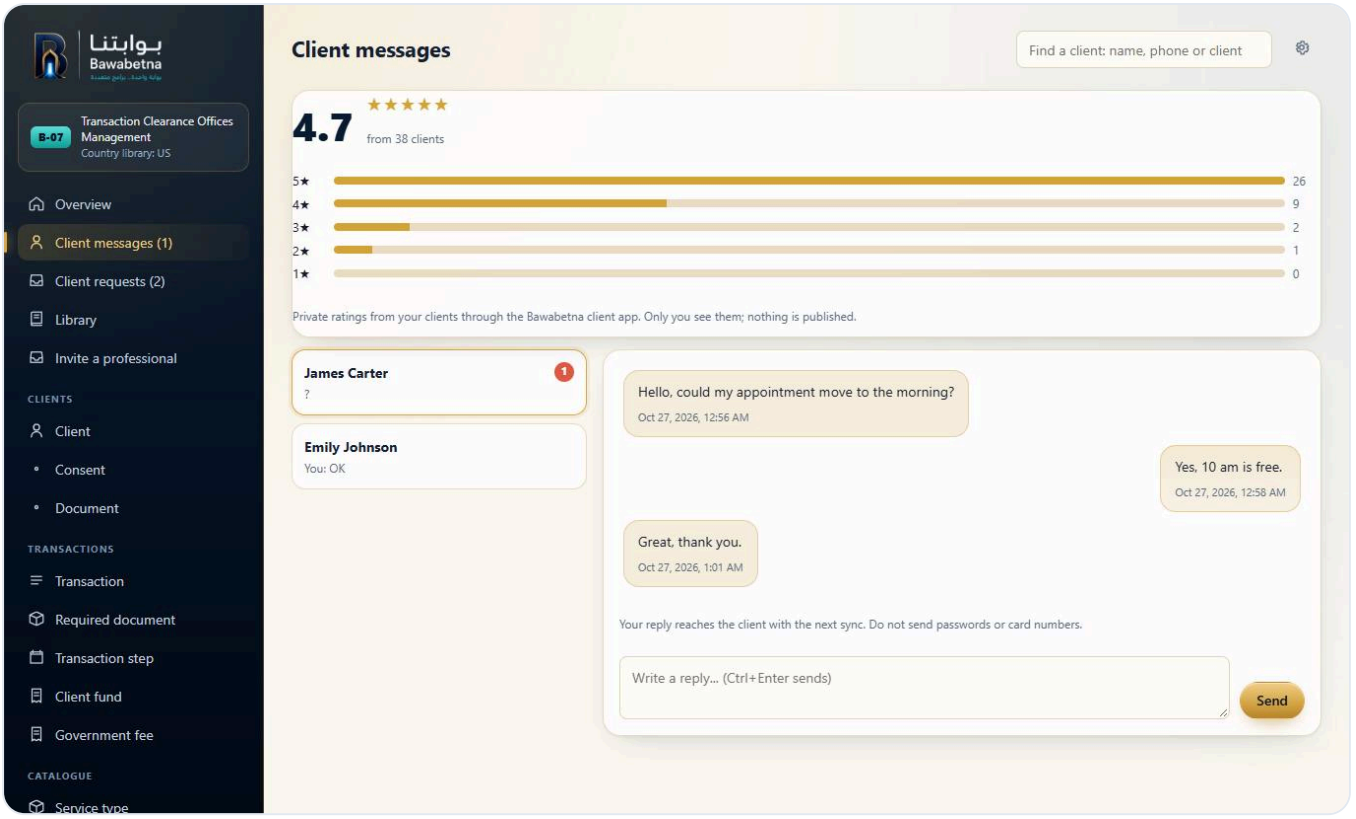


The home screen

Screens and what you record in them

The side menu groups the screens by kind of work. Each screen lists its records: New adds one, a click opens it, and the buttons at the bottom of a record move it to its next stage.

Clients



Client

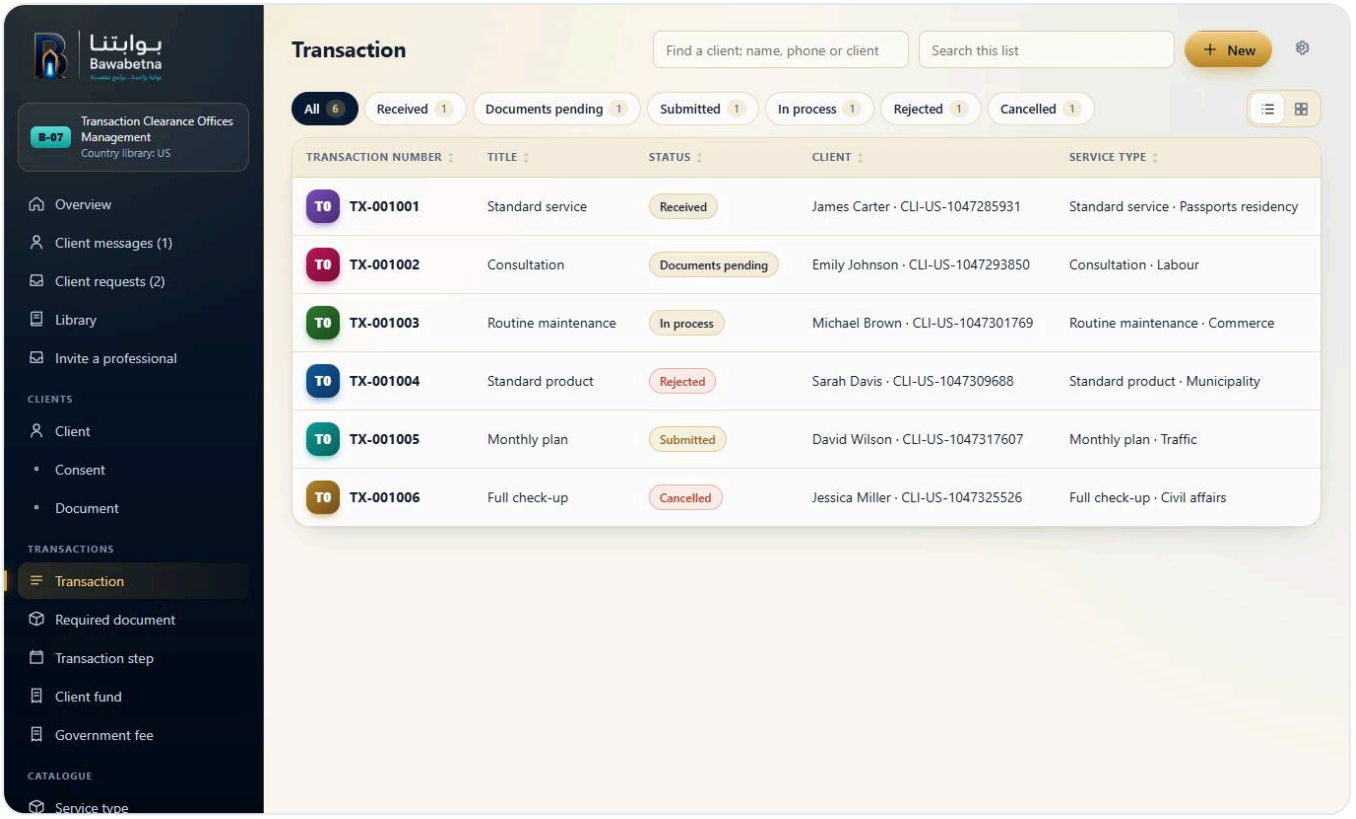
Client

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

Document

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

Transactions



Transaction

Transaction

What you record: Transaction number (worked out by the program), Client (required), Service type (required), Title (required), Government body (required), Beneficiary name, Government reference, Agent (required), Currency (required), Expected completion, Funds received (worked out by the program), Fees paid (worked out by the program), Funds balance (worked out by the program), Status (required), Completed at (worked out by the program), Outcome, Notes

Stages: A new record starts as "Received".

Documents pending → Submitted · Documents pending → Cancelled · In process → Completed · In process → Rejected · Received → Documents pending · Received → Submitted · Received → Cancelled · Rejected → Submitted · Submitted → In process · Submitted → Rejected

Required document

What you record: Transaction (required), Document (required), Received, Received on, Files

Transaction step

What you record: Transaction (required), Step date (required), Action (required), Agent, Appointment at, Result, Next action

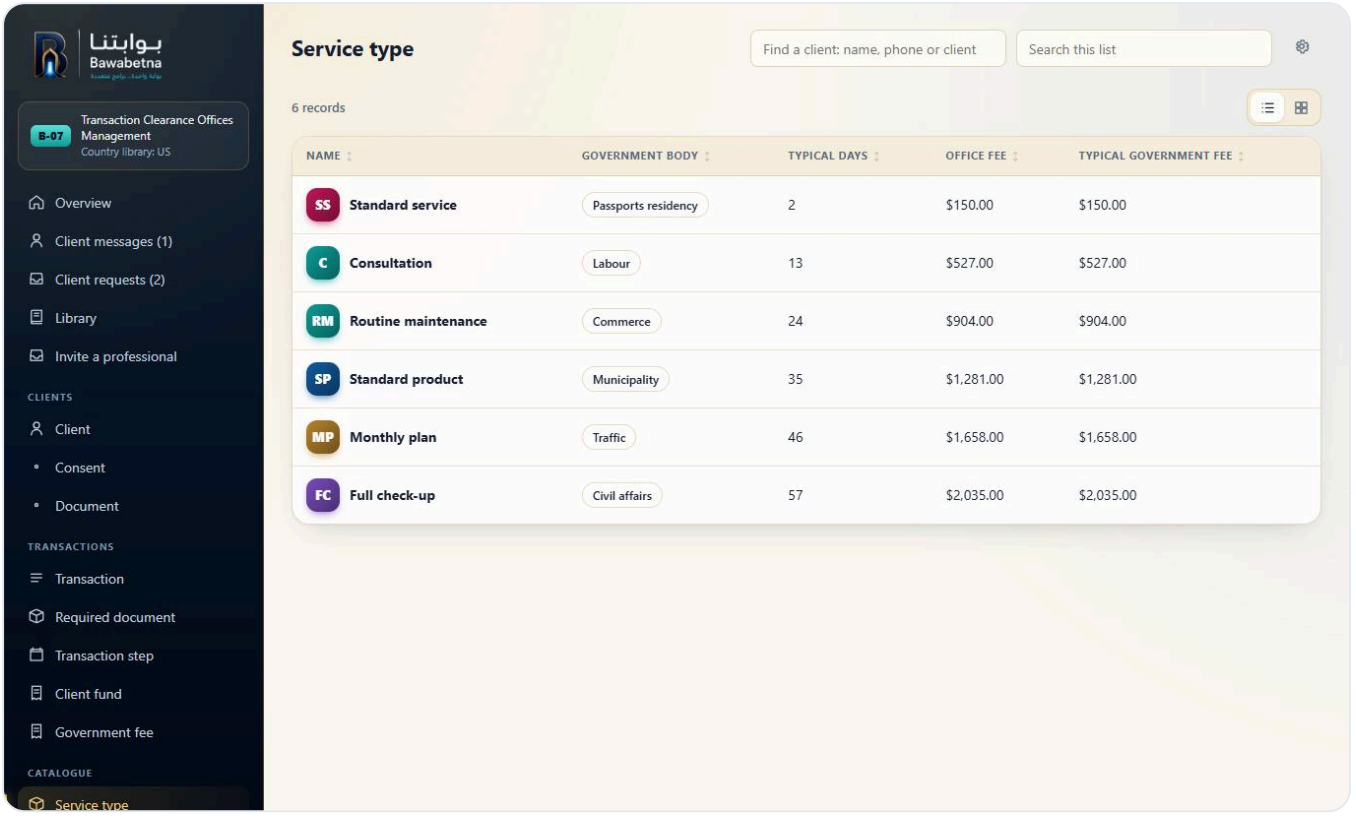
Client fund

What you record: Receipt number (worked out by the program), Transaction (required), Amount (required), Method (required), Received at (worked out by the program)

Government fee

What you record: Transaction (required), Description (required), Amount (required), Government receipt number, Paid at (worked out by the program), Files

Catalogue

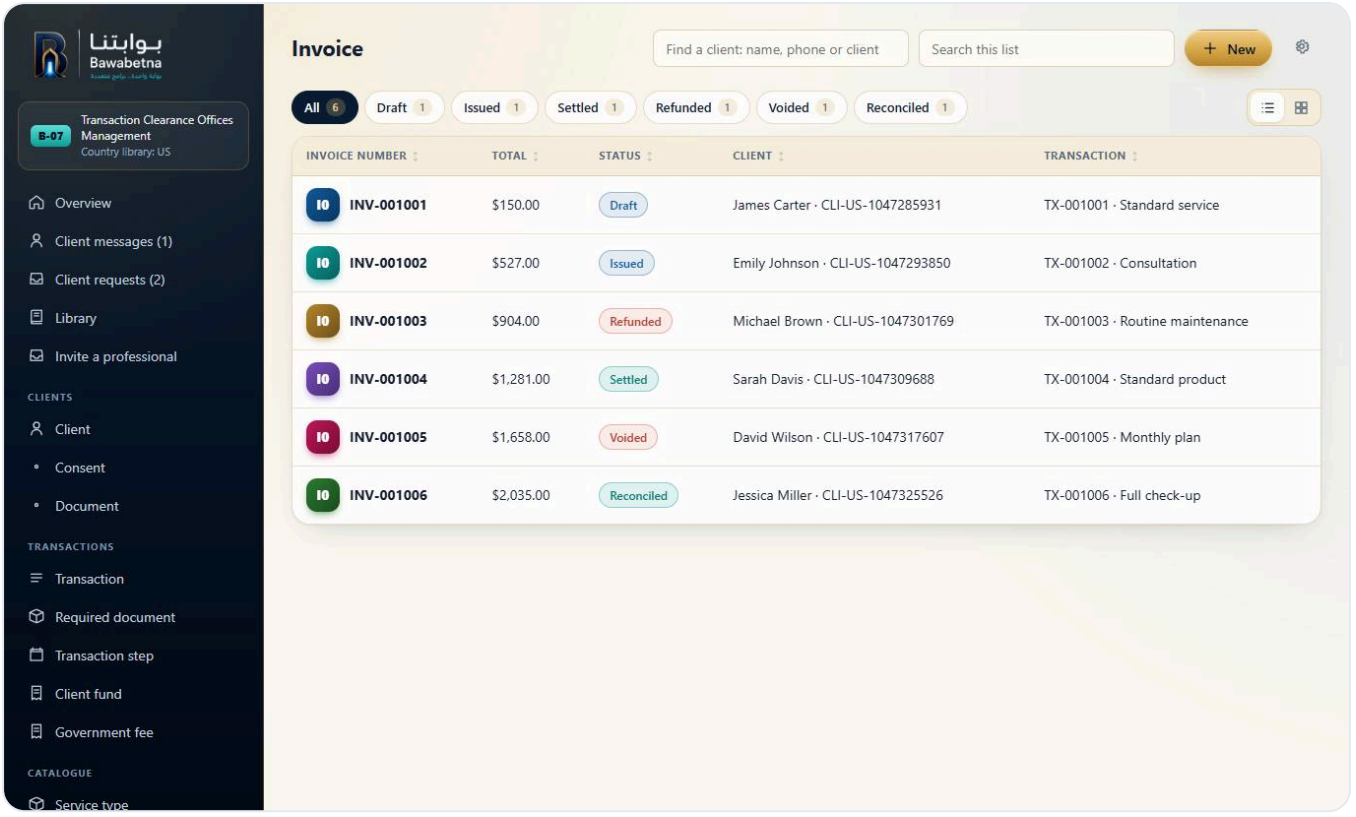


Service type

Service type

What you record: Name (required), Government body (required), Required documents, Typical days, Office fee (required), Typical government fee, Active

Billing



Invoice

Invoice

What you record: Invoice number (worked out by the program), Client (required), Transaction, Currency (required), Issued at (worked out by the program), Subtotal (worked out by the program), Tax total (worked out by the program), Total (worked out by the program), Paid (worked out by the program), Refunded (worked out by the program), Net paid (worked out by the program), Balance (worked out by the program), Status (required), E invoice reference, Notes

Stages: A new record starts as "Draft".

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

Invoice line

What you record: Invoice (required), Description (required), Quantity (required), Unit price (required), Discount, Vat rate (required), Line net (worked out by the program), Line tax (worked out by the program), Line total (worked out by the program)

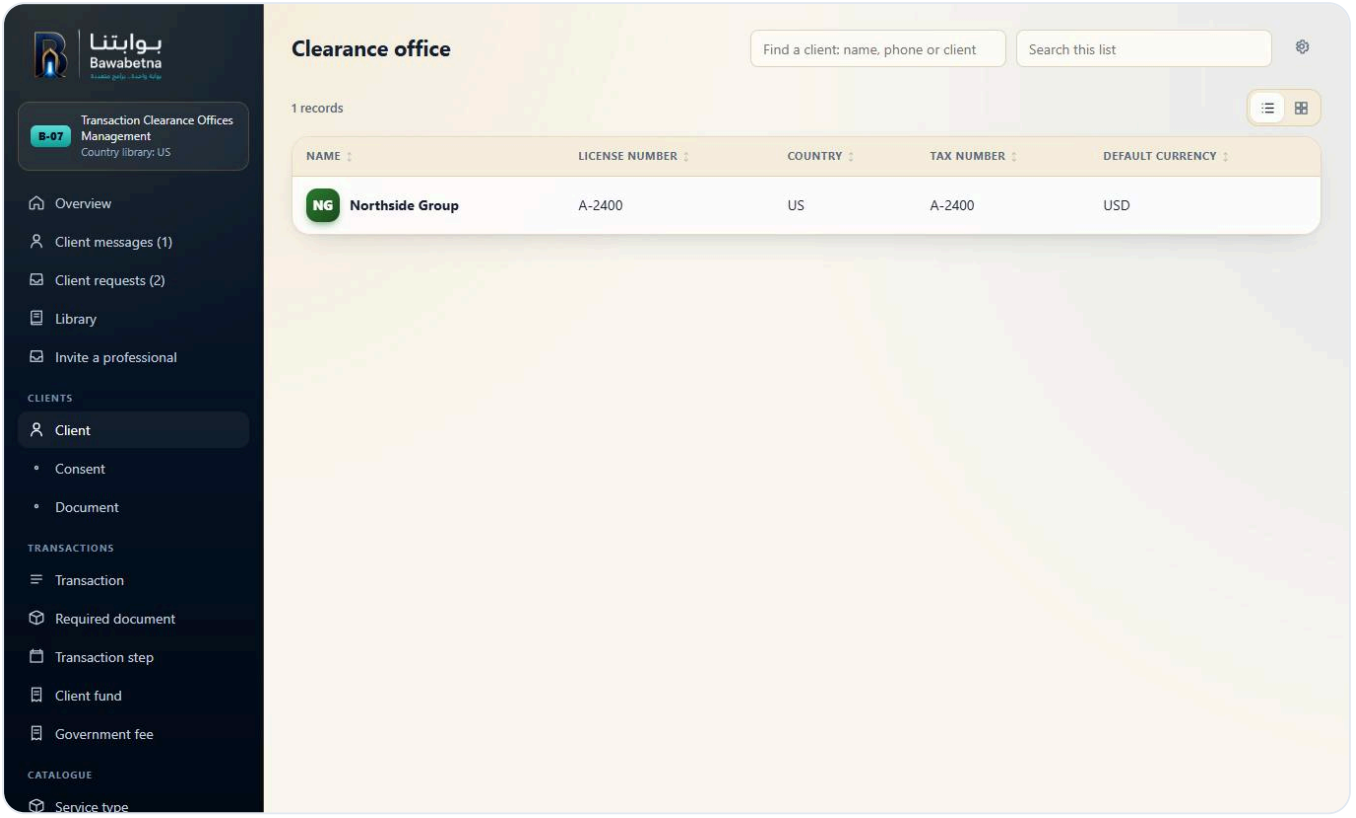
Payment

What you record: Receipt number (worked out by the program), Invoice (required), Amount (required), Method (required), Transaction reference, Paid at (worked out by the program)

Refund

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

Setup



Clearance office

Clearance office

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

Branch

What you record: Clearance office (required), Name (required), Address, Phone

Agent

What you record: Branch (required), Full name (required), License number, Phone, Authorisation number, Active

Reports

Reports are worked out on your computer from your records. Choose a period, see the chart and the table, then print or export them. The reports of this program:

- Transactions by government body
- Transactions by status
- Transactions by agent
- Revenue by month
- Revenue by service
- Collections by payment method
- Outstanding balances by client
- Receivables aging (days since issue)

Working with your clients

A client with a Bawabetna Client Code can, from the free client app: book an appointment, write to you, send requests and documents, sign documents, see what they owe and pay you directly, tell you they have arrived, ask for an earlier time and see their points. Everything reaches this program with its next sync.

Your data

Your records are kept encrypted on your own computer; only a short summary of each transaction is sent to Bawabetna. Make a backup from Settings; it is encrypted with your recovery key.

Help

Write to info@bawabetna.com or use the contact page at bawabetna.com/contact.