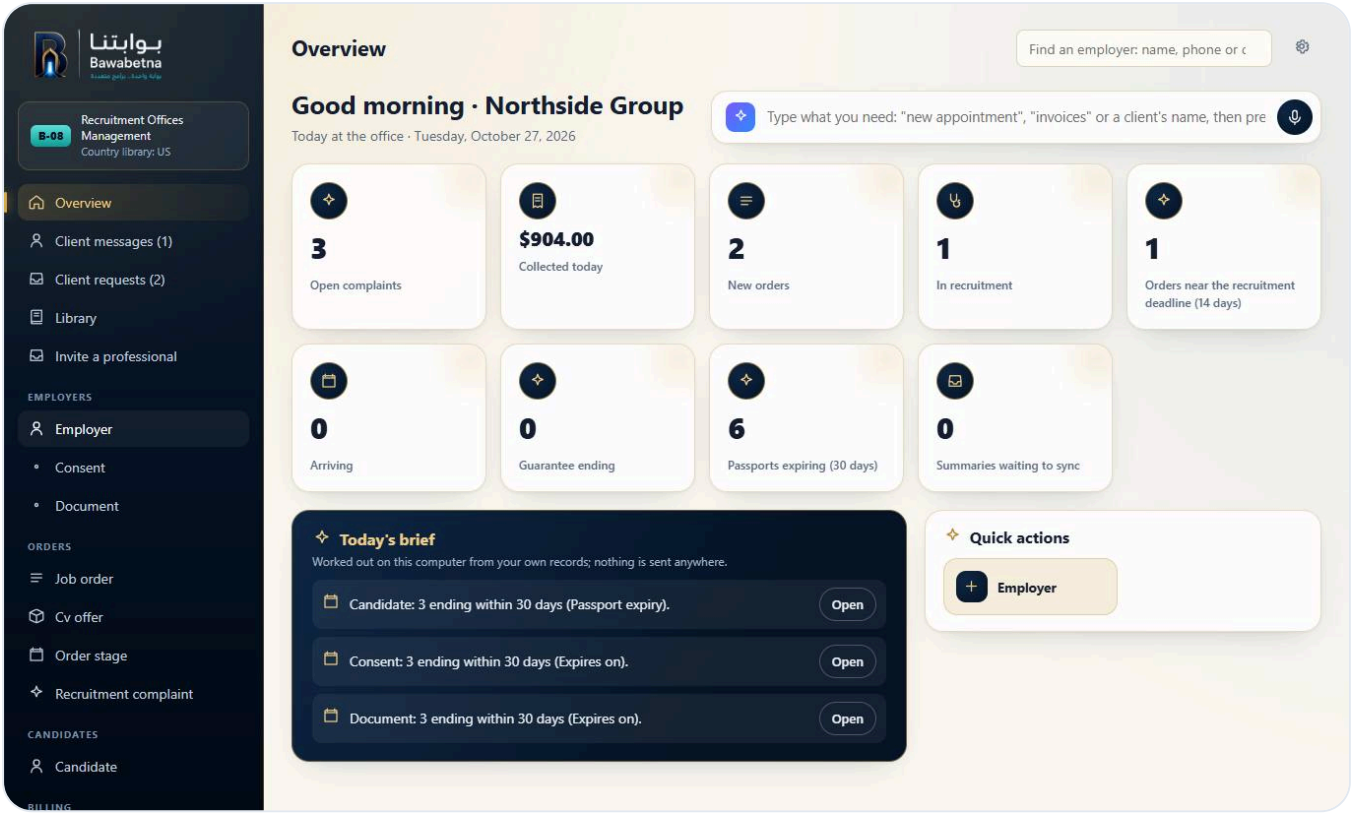
Bawabetna · User guide

Recruitment 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:

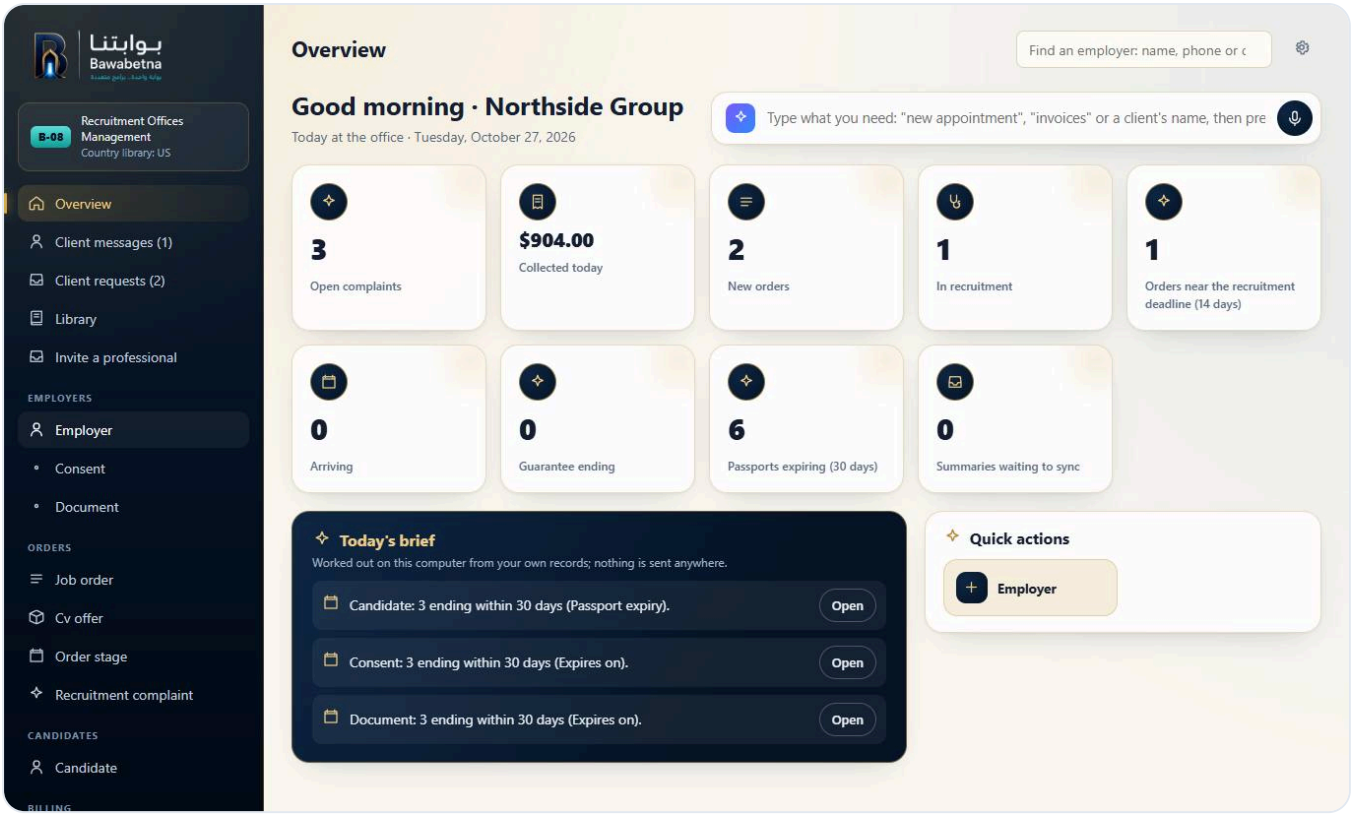
1. **Recruitment office**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Recruiter**: Full name, License number

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

- Manager
- Office owner
- Reception
- Recruiter

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".

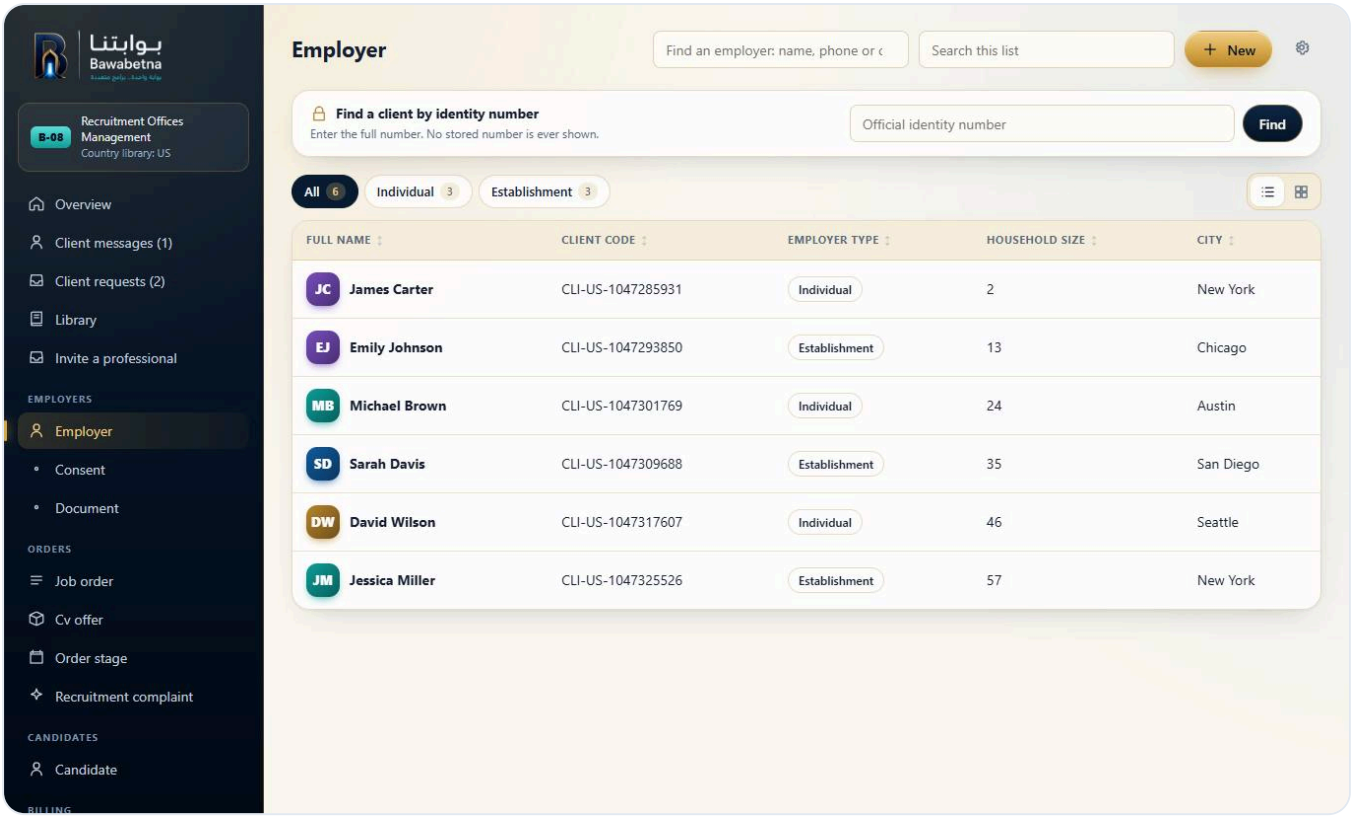


The home screen

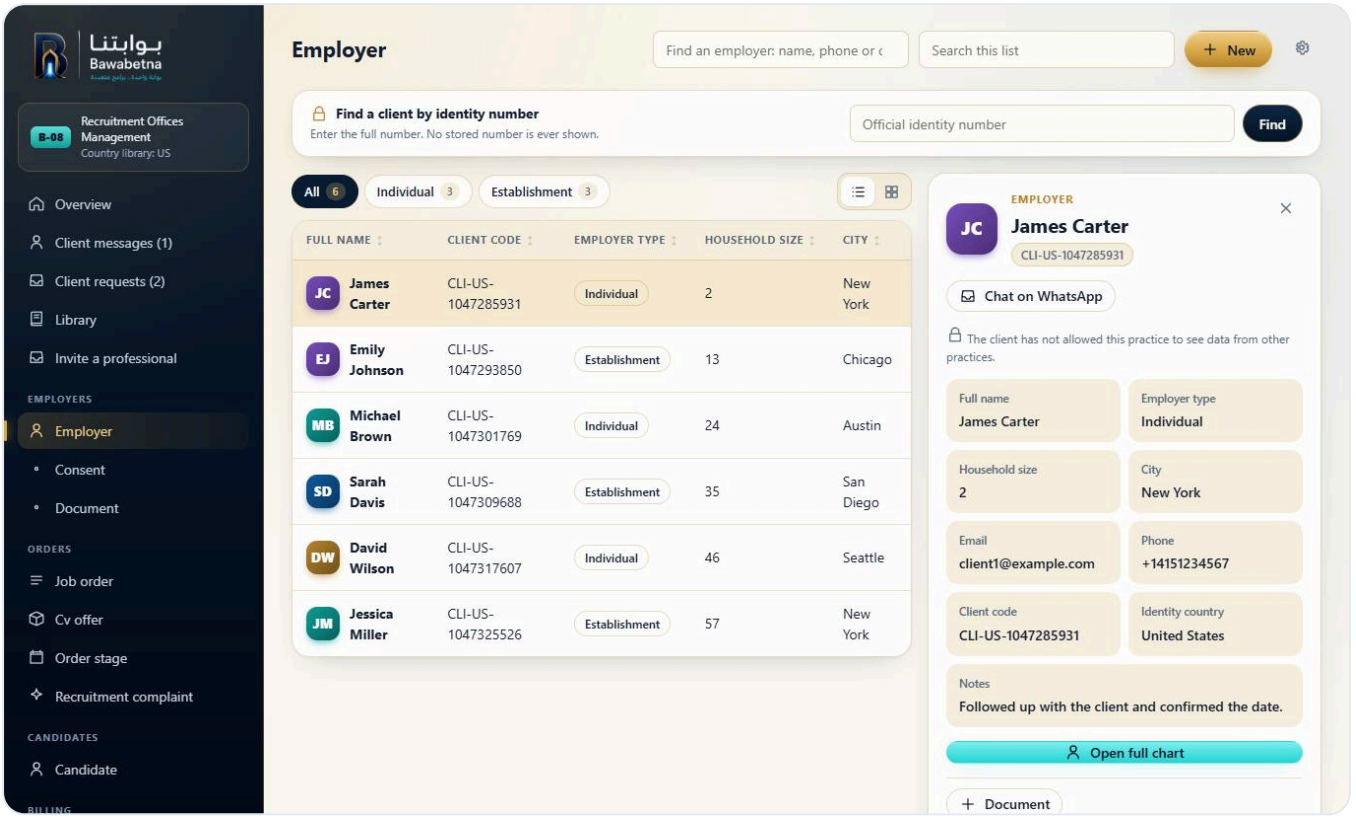
Screens and what you record in them

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.

Employers



Employer



A record open for editing

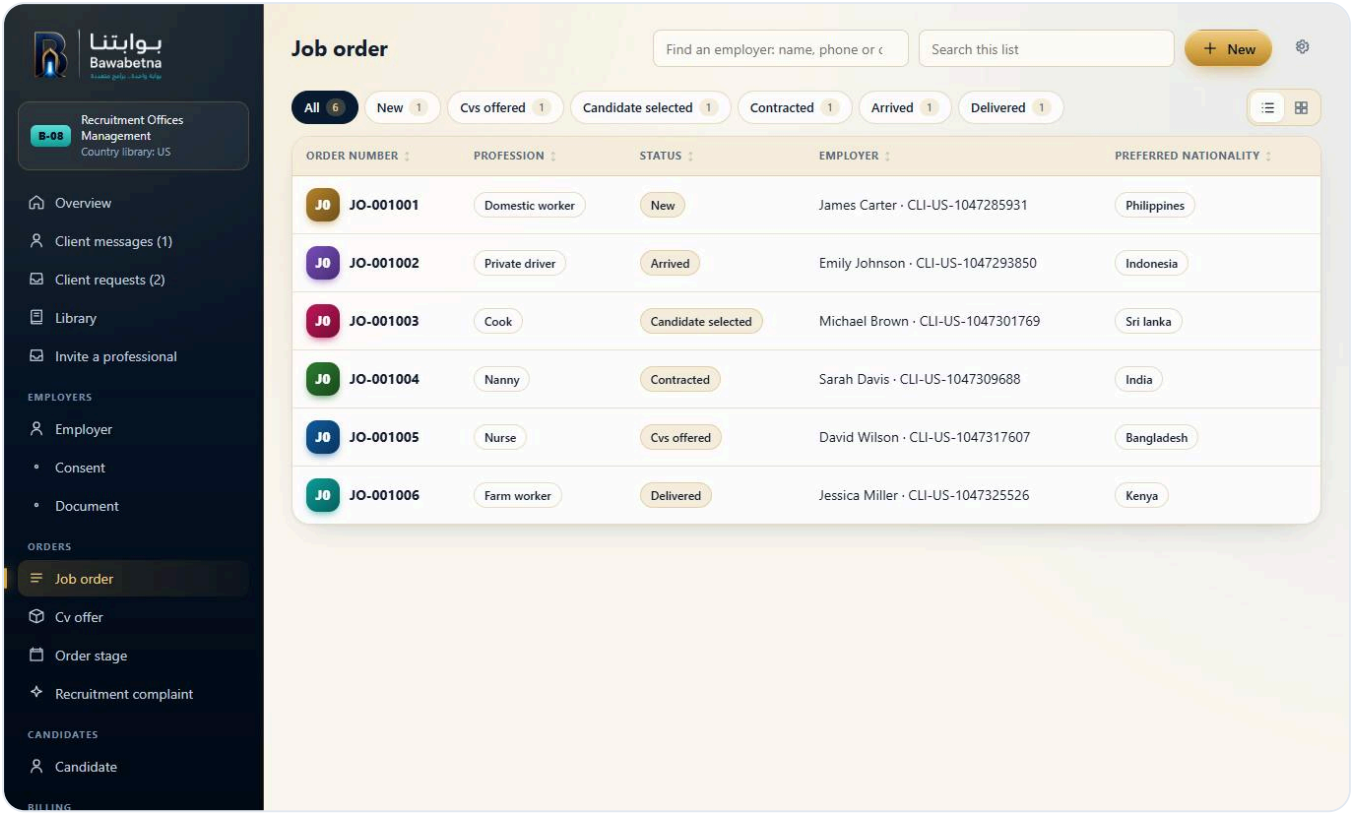
Employer

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

Document

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

Orders



Job order

Job order

What you record: Order number (worked out by the program), Employer (required), Profession (required), Preferred nationality, Preferred sex, Preferences, Visa number, Platform reference, Recruitment fee, Currency (required), Contracted on, Delivery days, Delivery due (worked out by the program), Candidate, Recruiter, Status (required), Arrival date, Delivered at (worked out by the program), Guarantee days, Guarantee end (worked out by the program), Nationality summary (worked out by the program), Notes

Stages: A new record starts as "New".

Arrived → Delivered · Candidate selected → Contracted · Candidate selected → Cvs offered · Contracted → Visa issued · Contracted → Cancelled · Cvs offered → Candidate selected · Cvs offered → Cancelled · Delivered → Under guarantee · Delivered → Completed · Medical done → Ticket booked · New → Cvs offered · New → Cancelled · Replacement → Cvs offered · Ticket booked → Arrived · Under guarantee → Completed · Under guarantee → Replacement · Under guarantee → Refunded · Visa issued → Medical done

Cv offer

What you record: Job order (required), Candidate (required), Offered on (required), Decision (required), Employer comment

Order stage

What you record: Job order (required), Stage (required), Stage date (required), Reference, Notes, Files

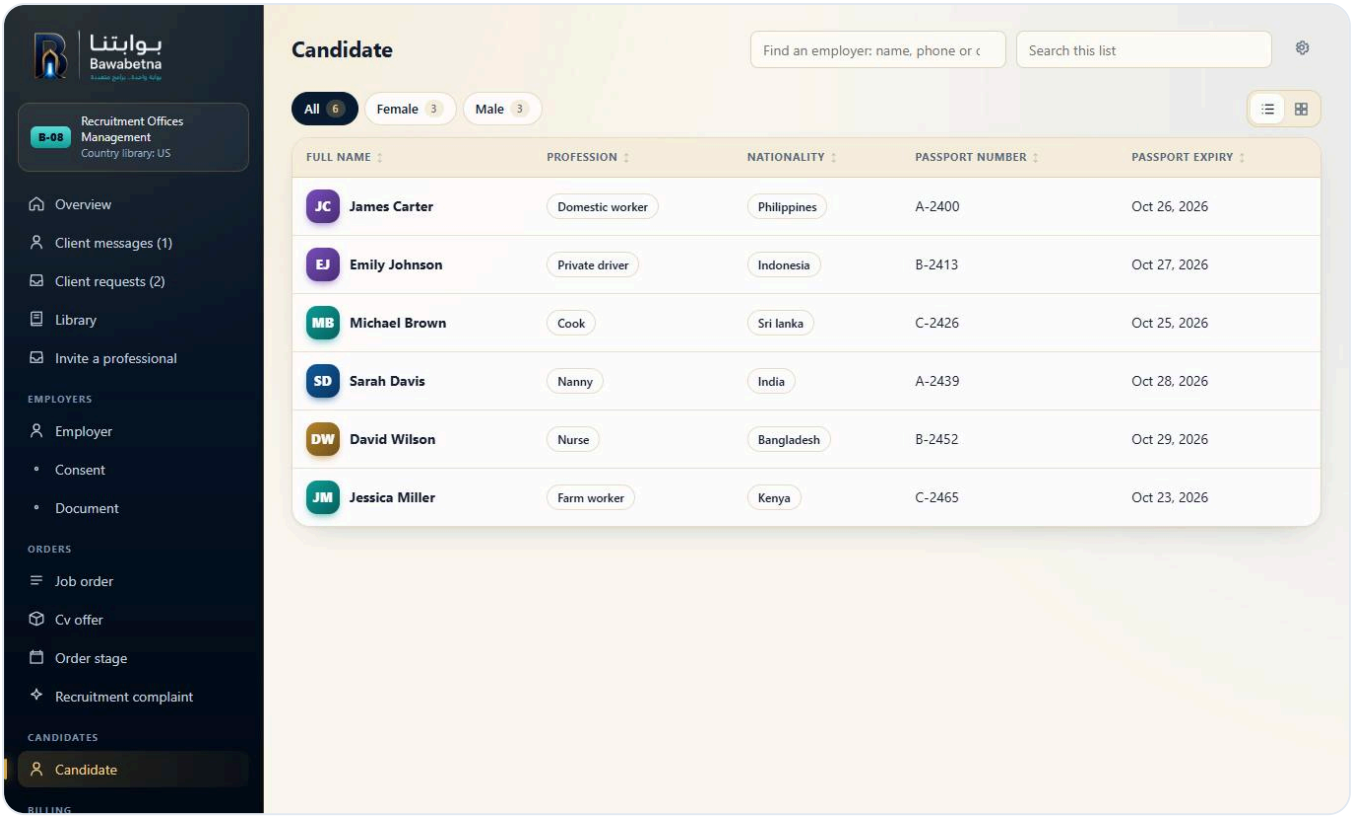
Recruitment complaint

What you record: Complaint number (worked out by the program), Job order (required), Employer (worked out by the program), Candidate (worked out by the program), Guarantee end (worked out by the program), Raised by (required), Category (required), Raised on (required), Response due (worked out by the program), Description (required), Action taken, Outcome, Files, Status (required), Resolved at (worked out by the program)

Stages: A new record starts as "Open".

Investigating → Resolved · Open → Investigating · Open → Resolved · Resolved → Closed · Resolved → Investigating

Candidates

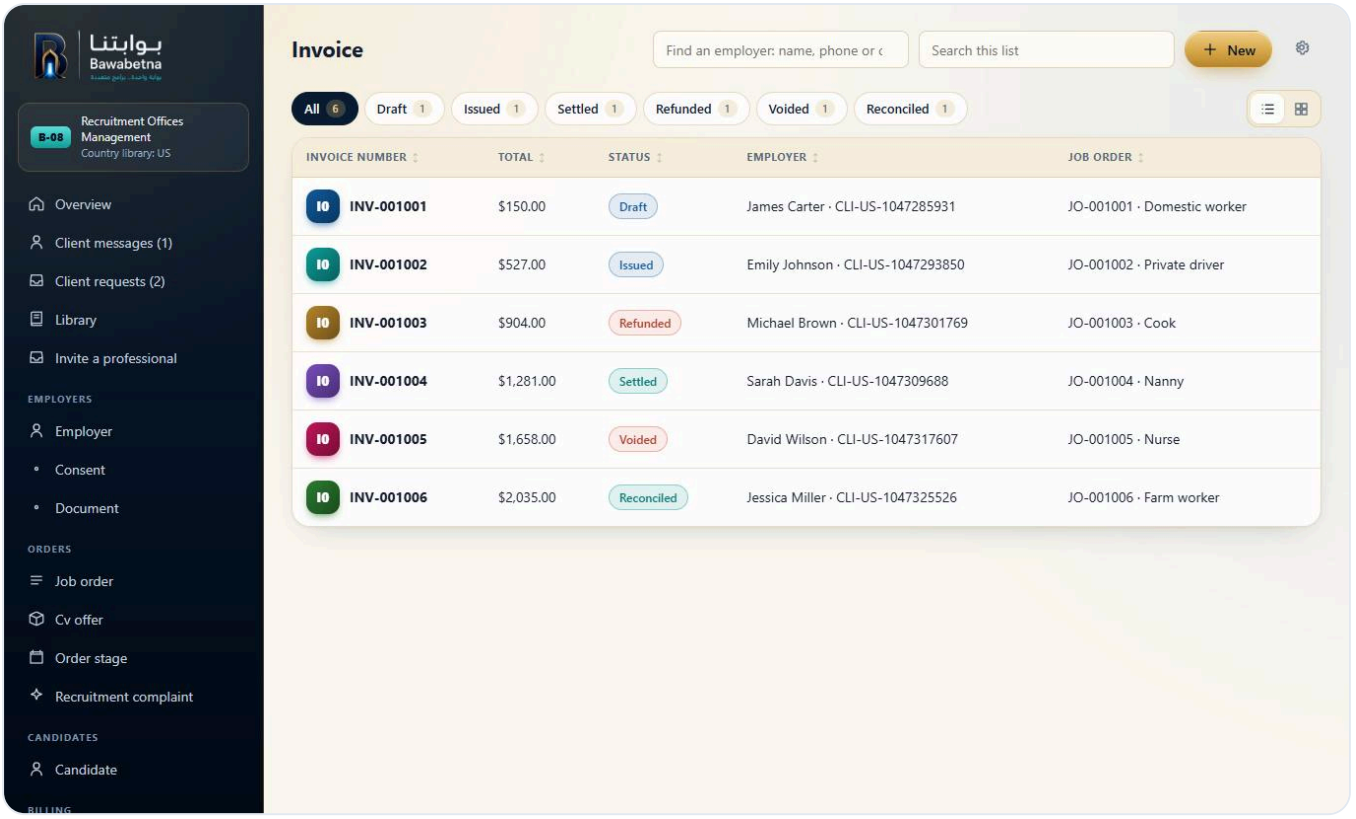


Candidate

Candidate

What you record: Full name (required), Nationality (required), Profession (required), Passport number (required), Passport expiry, Date of birth, Sex (required), Religion, Languages, Experience years, Previous countries, Partner agency, Monthly salary, Availability (required), Cv files

Billing



Invoice

Invoice

What you record: Invoice number (worked out by the program), Employer (required), Job order, 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)

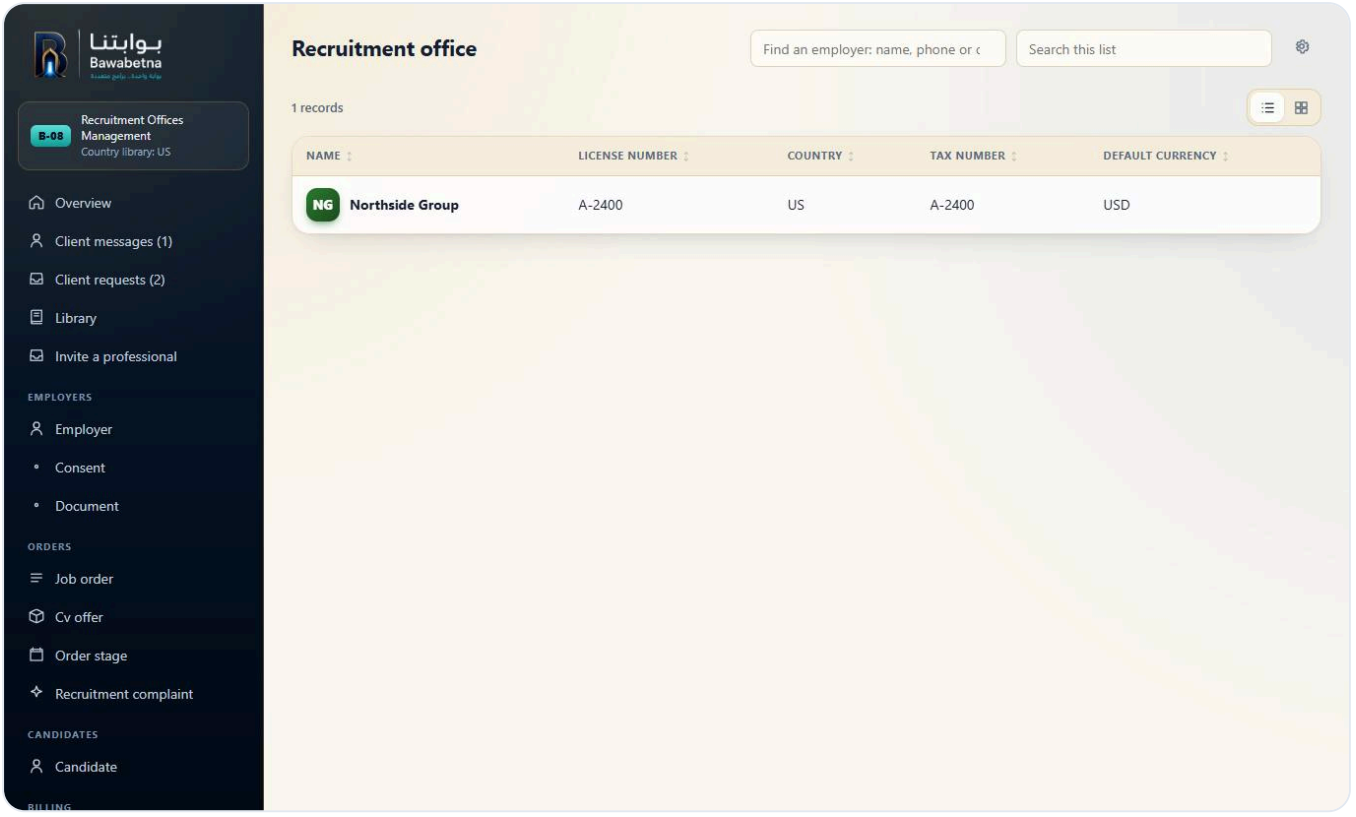
Payment

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



Recruitment office

Recruitment 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: Recruitment office (required), Name (required), Address, Phone

Recruiter

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

Partner agency

What you record: Name (required), Country (required), License number, Contact, 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:

- Complaints by type
- Orders by status
- Orders by profession
- Candidates by nationality
- 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.