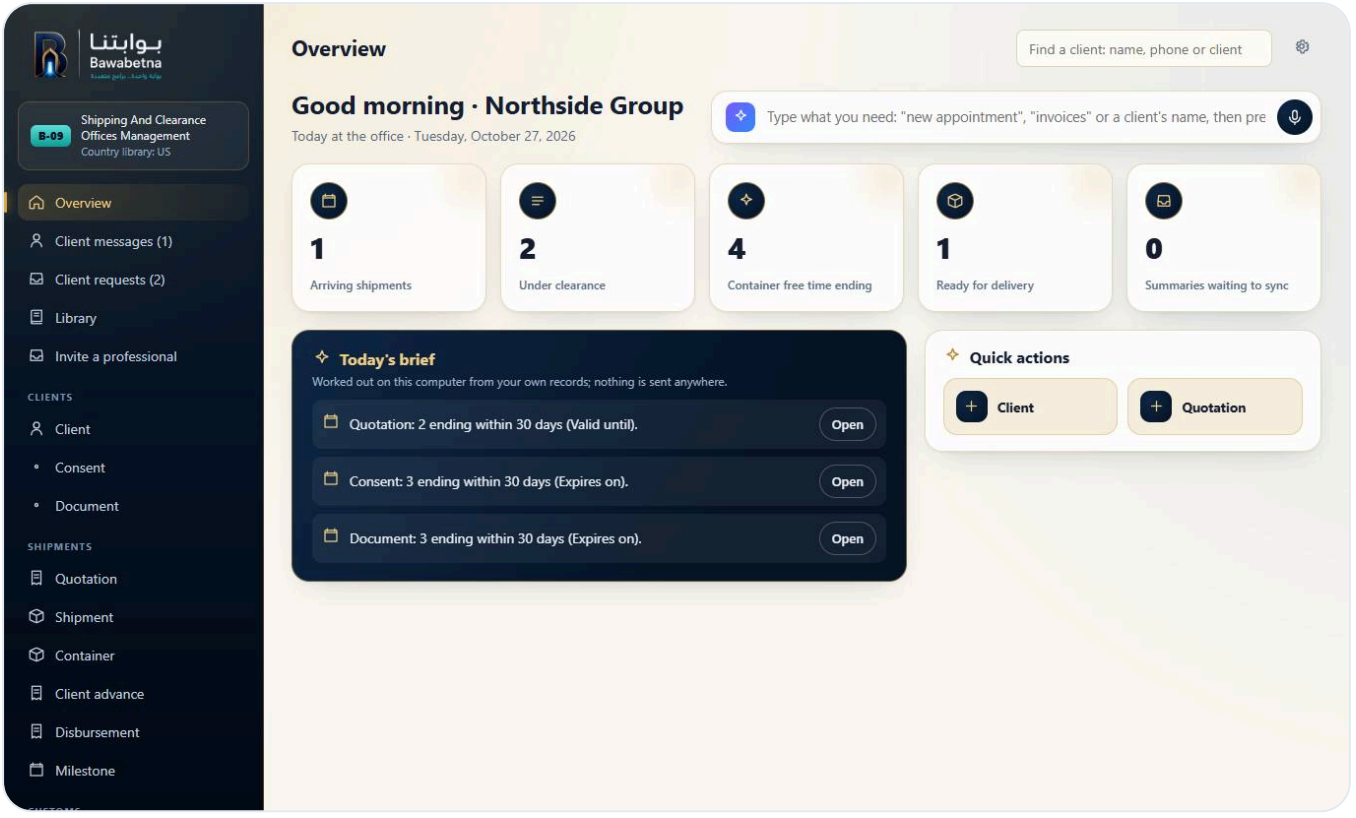
Bawabetna · User guide

# Shipping And Clearance Offices Management

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

Guide version 2026-10-27



# Contents

1. Getting started
2. The home screen
3. Screens and what you record in them
4. Reports
5. Working with your clients
6. Your data
7. Help

# 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:

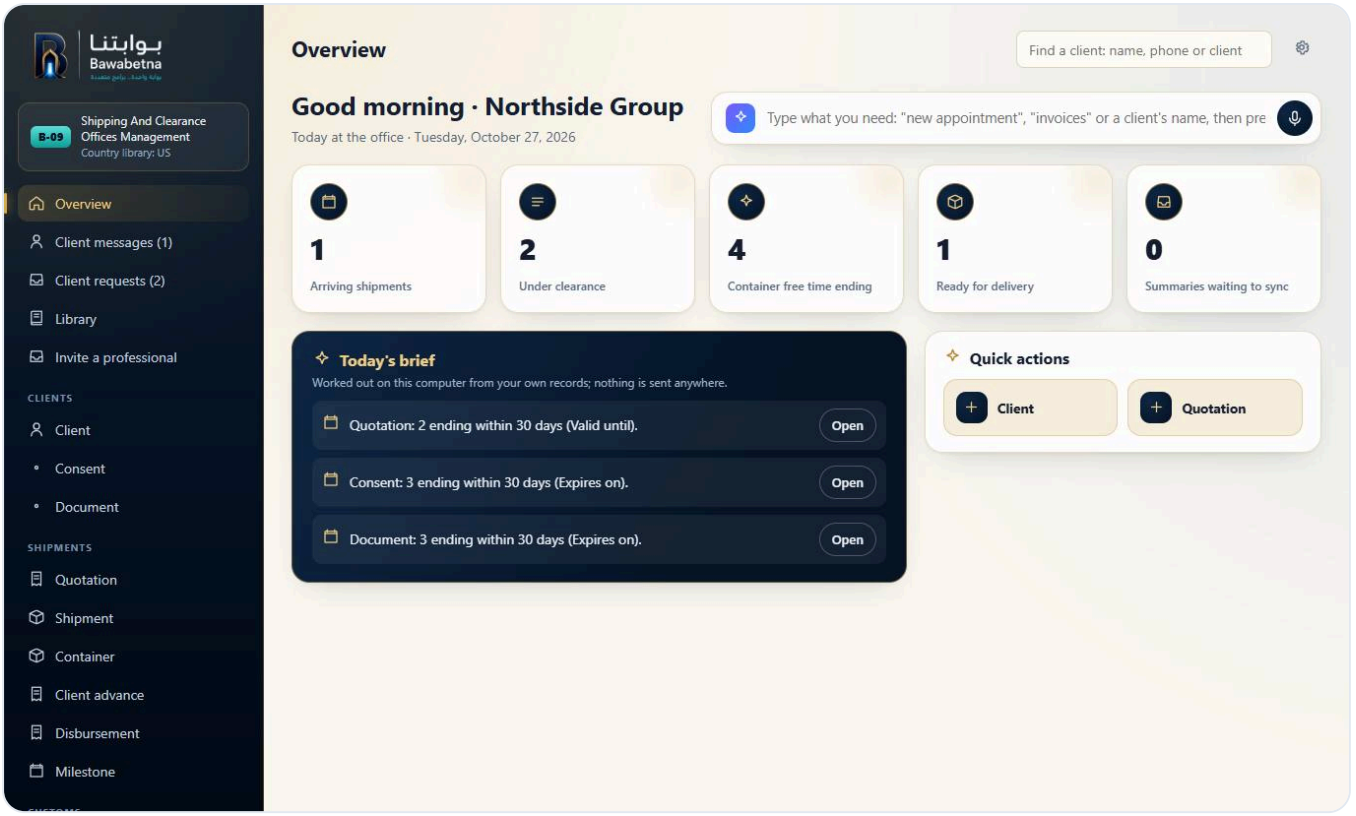
1. **Forwarding office**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Broker**: Full name, License number, Customs broker license

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

- Accounts
- Customs broker
- Manager
- Office owner
- Operations

# 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".

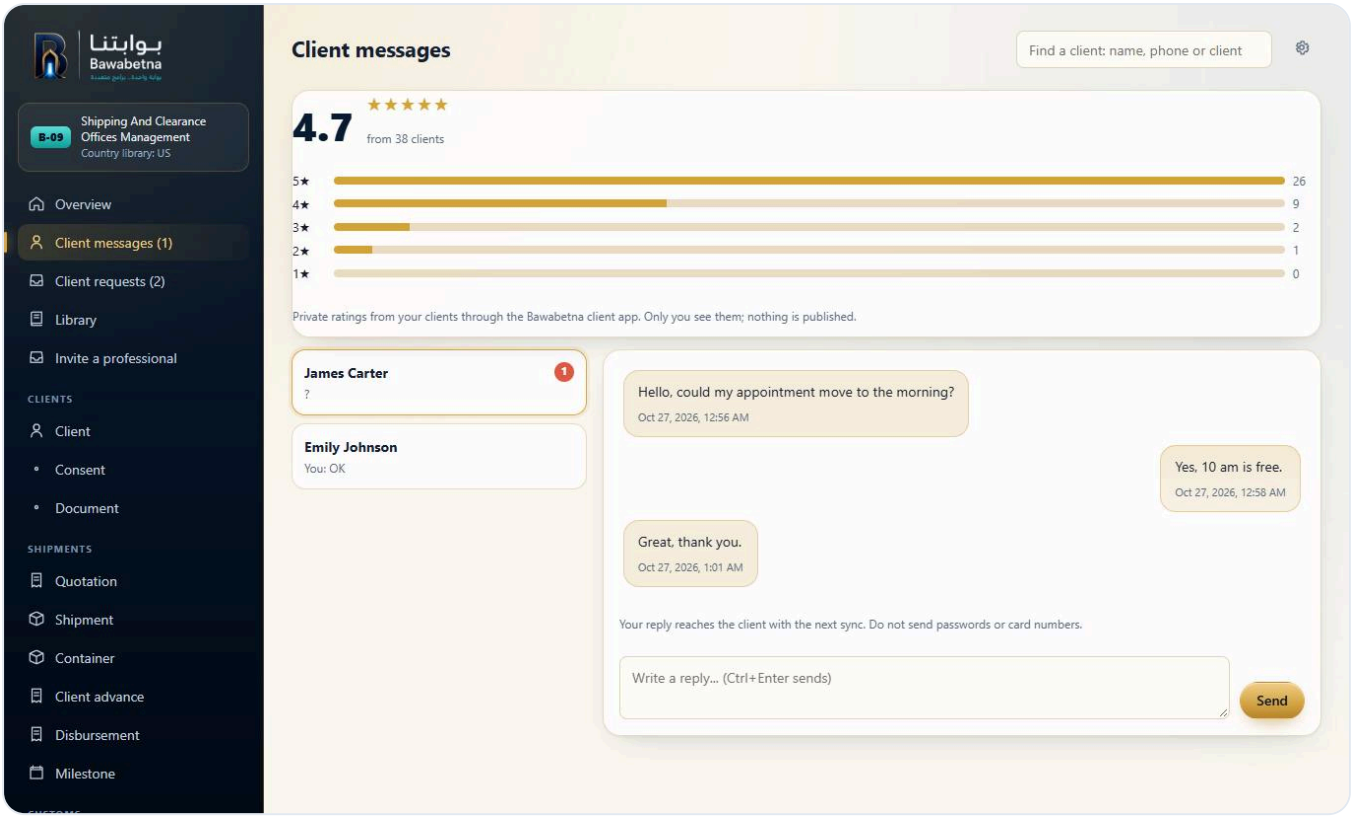



The home screen

## 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

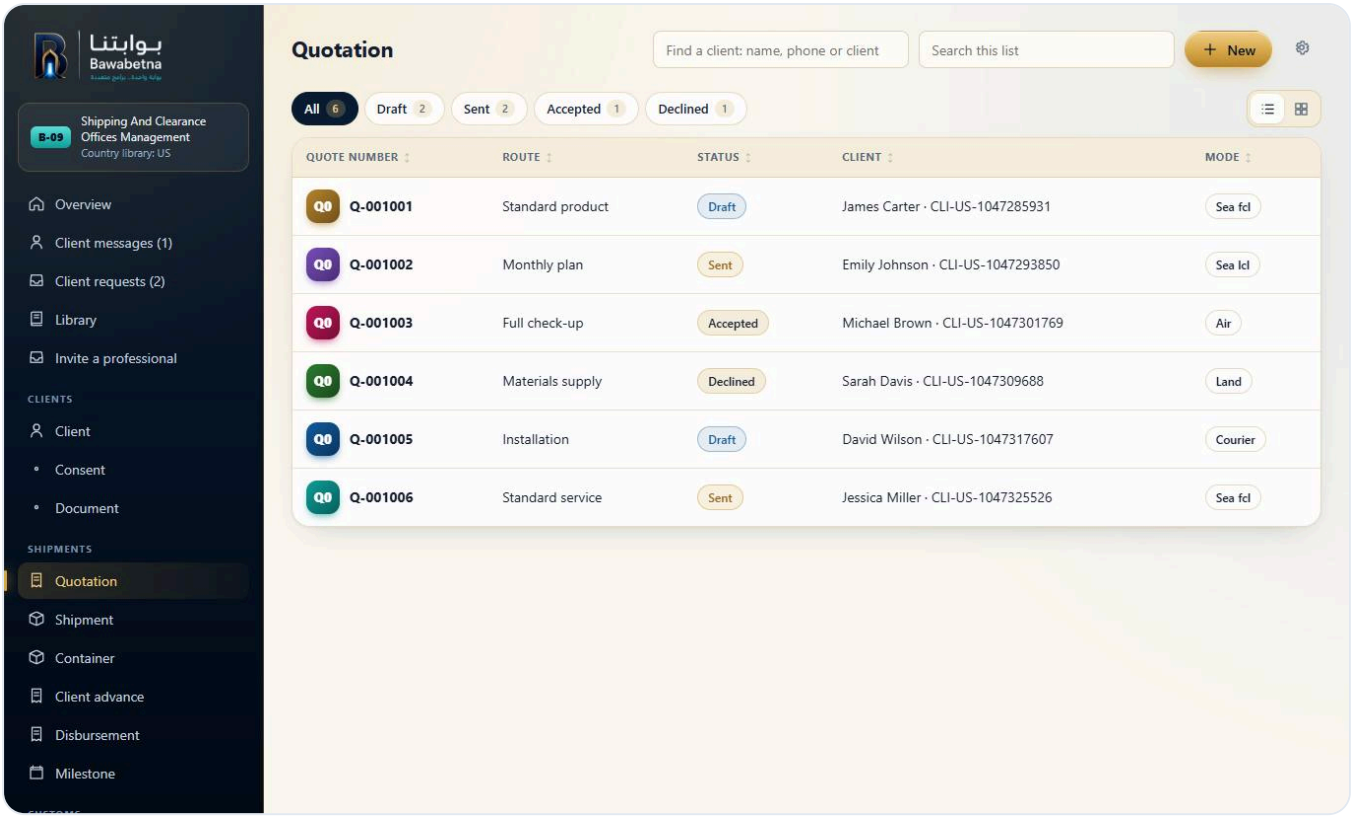
### Client

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

### Document

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

## Shipments




Quotation

### Quotation

**What you record:** Quote number (worked out by the program), Client (required), Mode (required), Route (required), Cargo description, Quoted amount (required), Currency (required), Valid until, Status (required)

**Stages:** A new record starts as "Draft".

Draft → Sent | Sent → Accepted | Sent → Declined

### Shipment

**What you record:** Shipment number (worked out by the program), Client (required), Quotation, Direction (required), Mode (required), Bl awb number, Carrier, Vessel flight, Origin (required), Destination (required), Port of loading, Port of discharge, Etd, Eta, Packages, Gross weight kg, Volume cbm, Cargo description (required), Broker, Currency (required), Advances received (worked out by the program), Charges paid (worked out by the program), Advance balance (worked out by the program), Status (required), Delivered at (worked out by the program)

**Stages:** A new record starts as "Booked".

Arrived → Under clearance | Booked → In transit | Booked → Cancelled | Cleared → Delivered | In transit → Arrived | Under clearance → Cleared

### Container

**What you record:** Shipment (required), Container number (required), Size (required), Seal number, Discharged on, Free days, Free until, Returned on, Status (required)

### Client advance

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

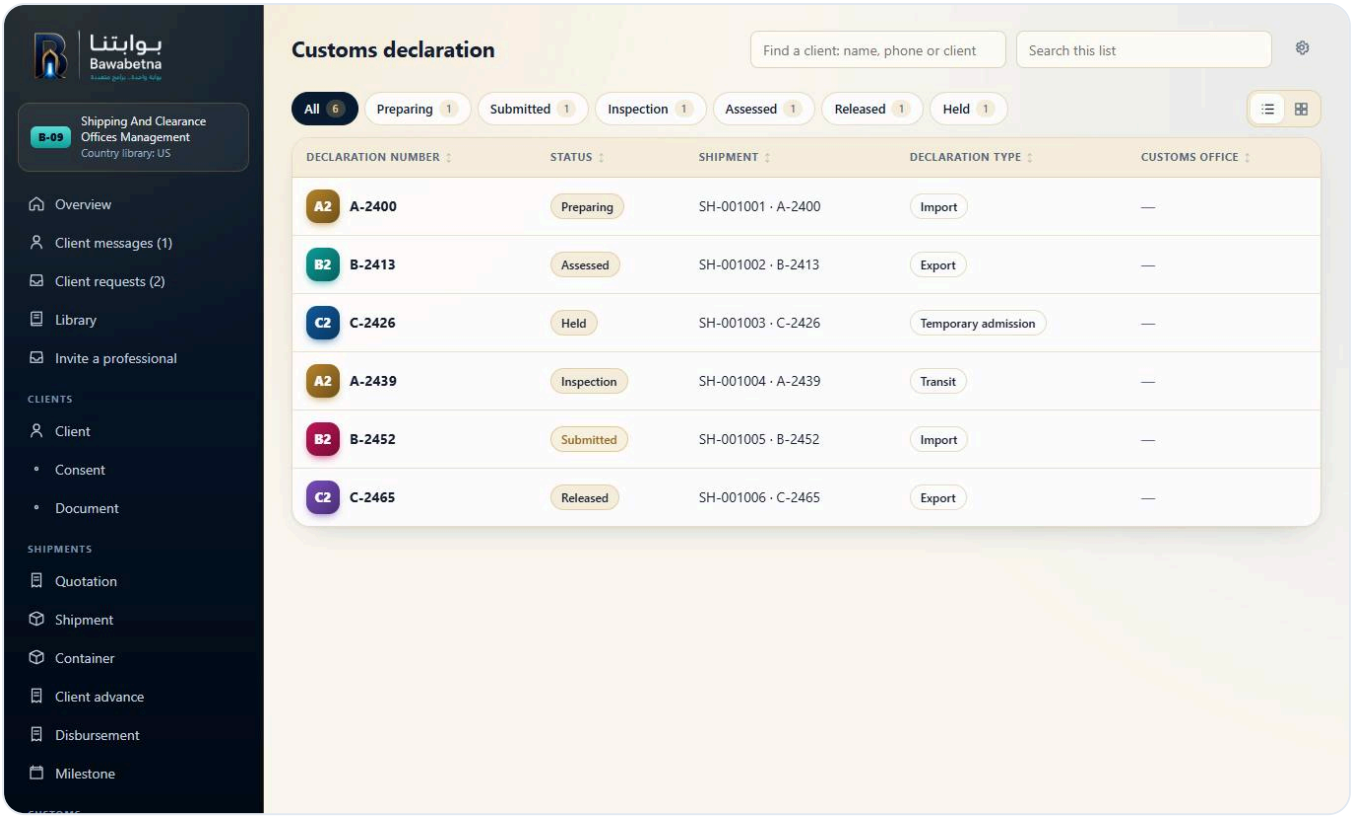
### Disbursement

**What you record:** Shipment (required), Charge type (required), Description (required), Amount (required), Receipt number external, Paid at (worked out by the program), Files

### Milestone

**What you record:** Shipment (required), Event at (required), Event (required), Location, Notes

# Customs




Customs declaration

### Customs declaration

**What you record:** Shipment (required), Declaration number, Declaration type (required), Customs office, Submitted on, Assessed duty, Status (required), Release reference, Files

**Stages:** A new record starts as "Preparing".

Assessed → Released | Held → Submitted | Held → Released | Inspection → Assessed | Inspection → Held | Preparing → Submitted | Submitted → Inspection | Submitted → Assessed | Submitted → Held

### Declaration item

**What you record:** Customs declaration (required), Hs code (required), Description (required), Origin country, Quantity (required), Unit, Customs value (required), Duty rate percent (required), Duty amount (worked out by the program)

## Billing

### Invoice

**What you record:** Invoice number (worked out by the program), Client (required), Shipment, 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)

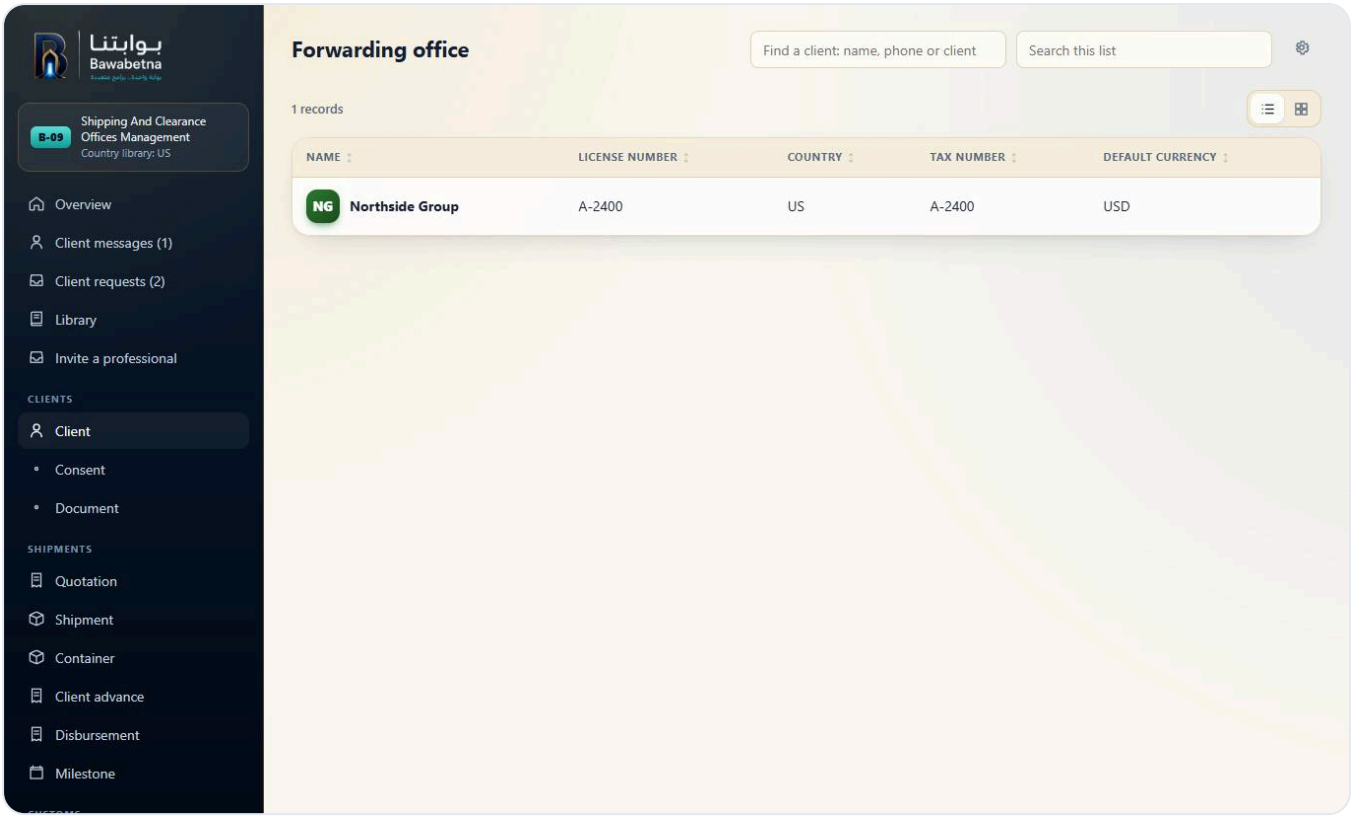
### Payment

**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




Forwarding office

### Forwarding 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:** Forwarding office (required), Name (required), Address, Phone

### Broker

**What you record:** Branch (required), Full name (required), License number, Customs broker license, 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:

- Shipments by mode
- Shipments by status
- Folio charges by type
- Billed by shipment (before VAT)
- Charges paid by shipment
- 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.