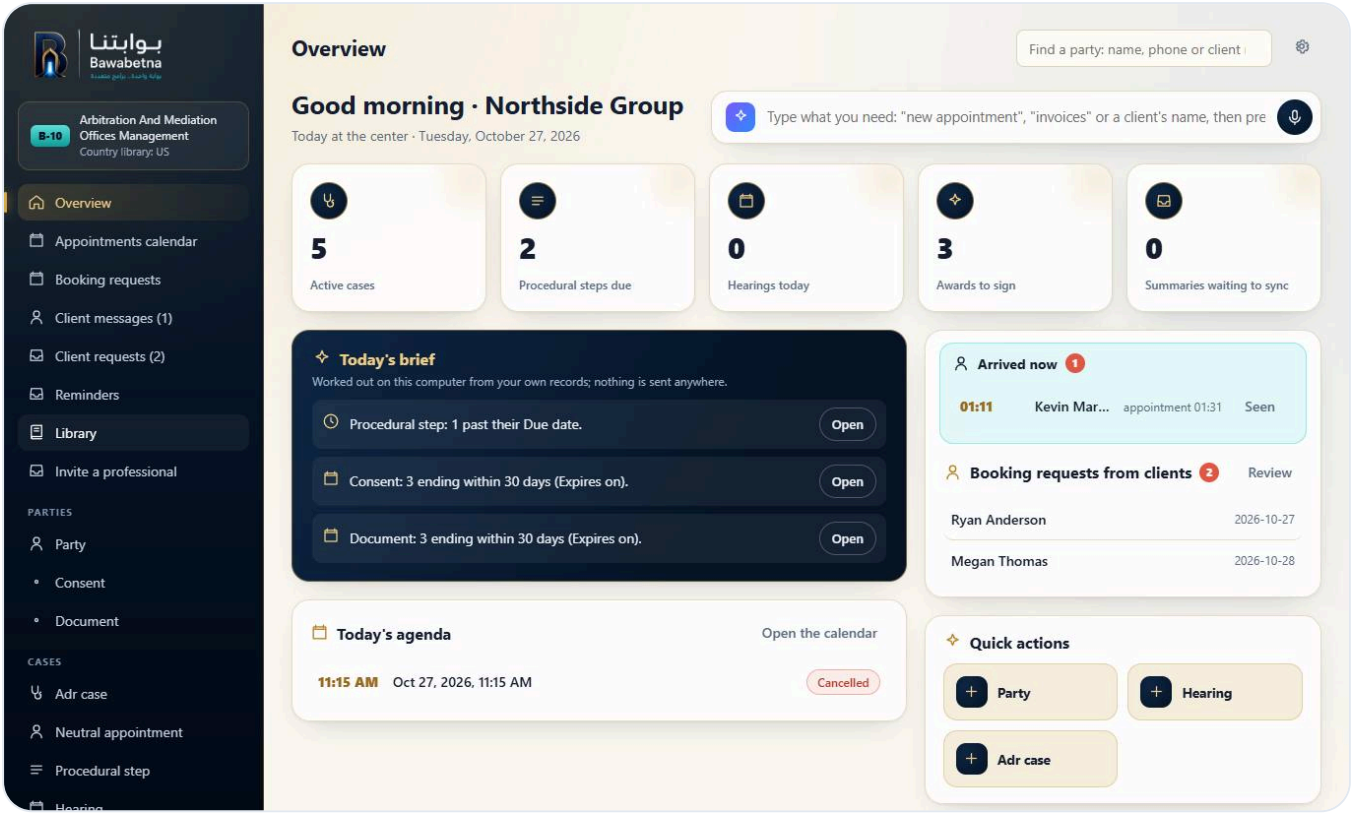
Bawabetna · User guide

Arbitration And Mediation 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:

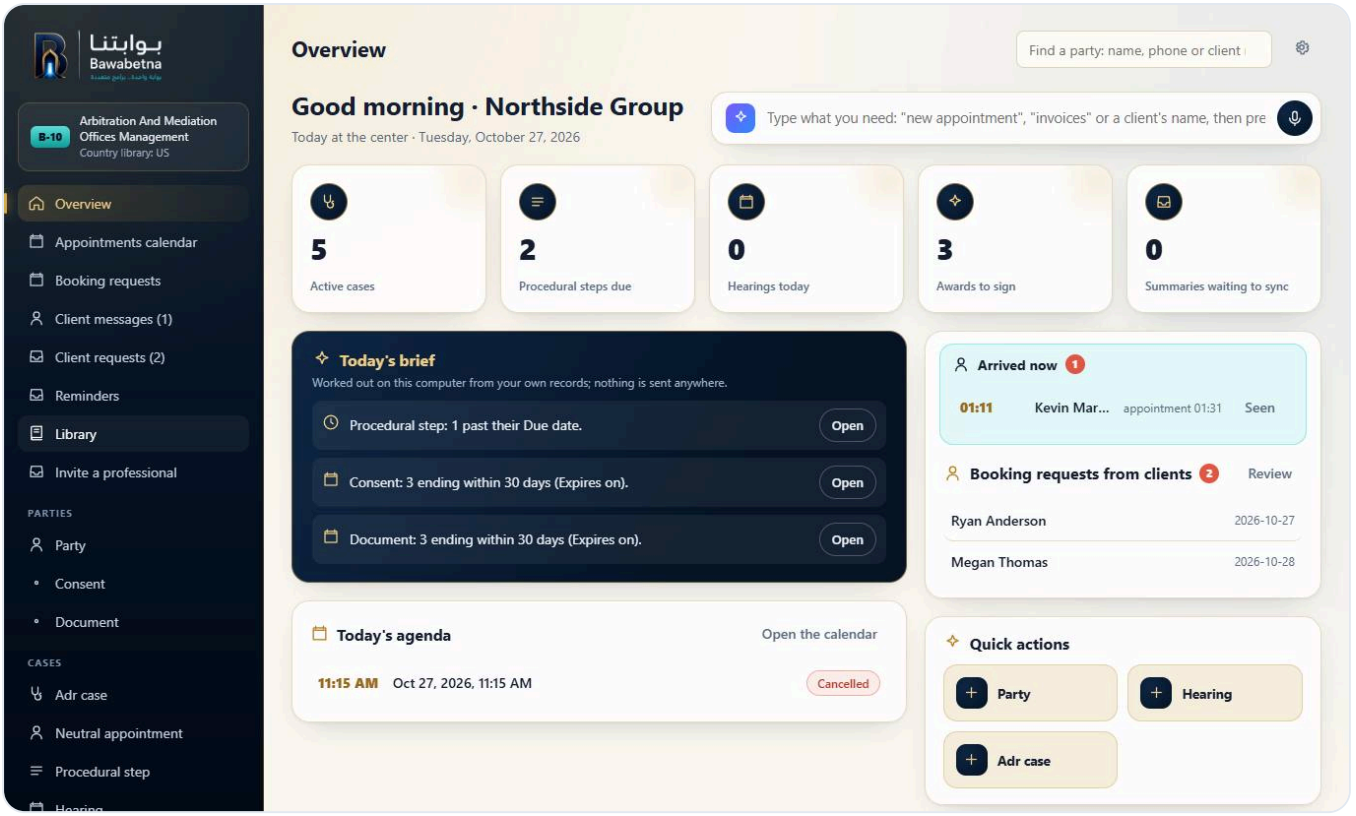
1. **Adr center**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Neutral**: Full name, License number, Neutral role

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

- Accounts
- Case manager
- Center owner
- Manager
- Neutral
- Secretary

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".

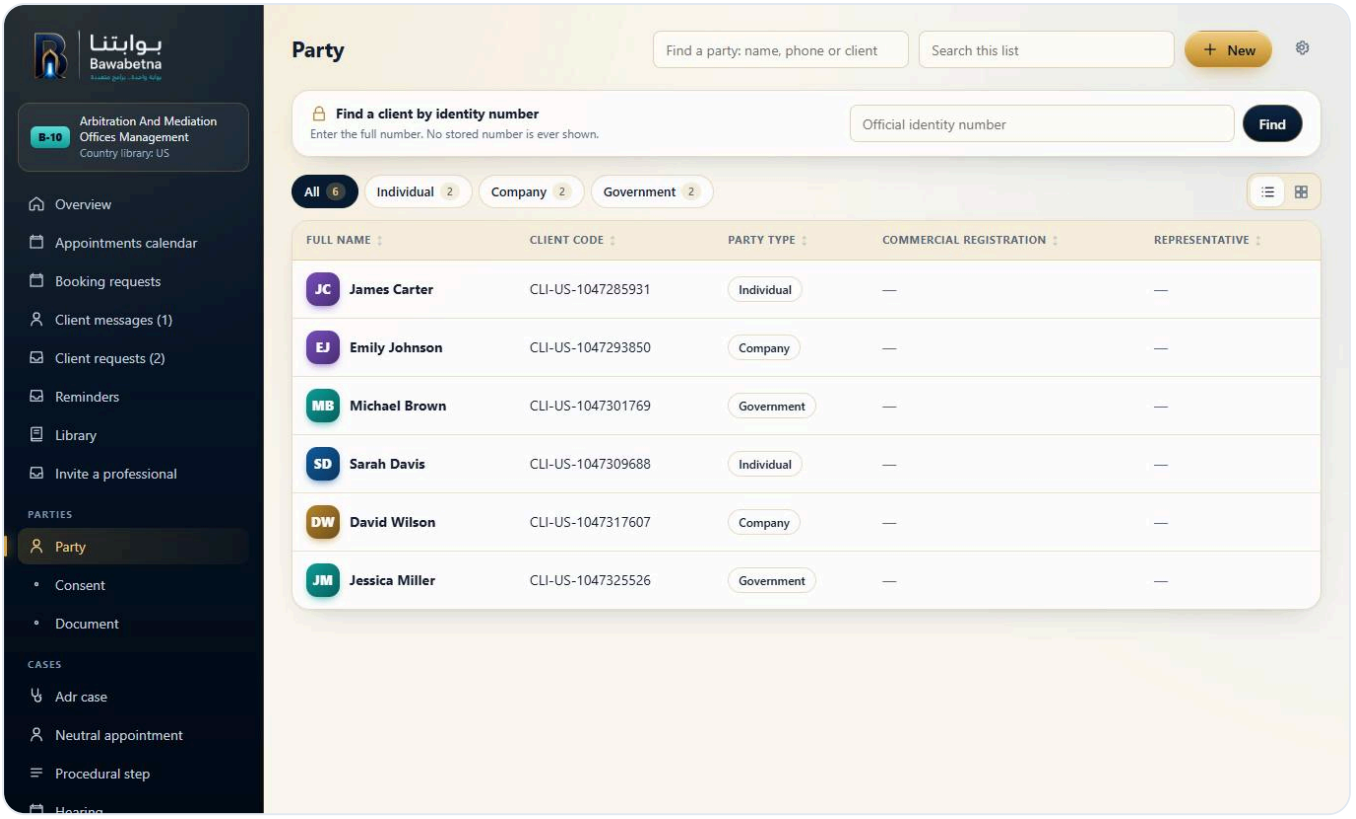


The home screen

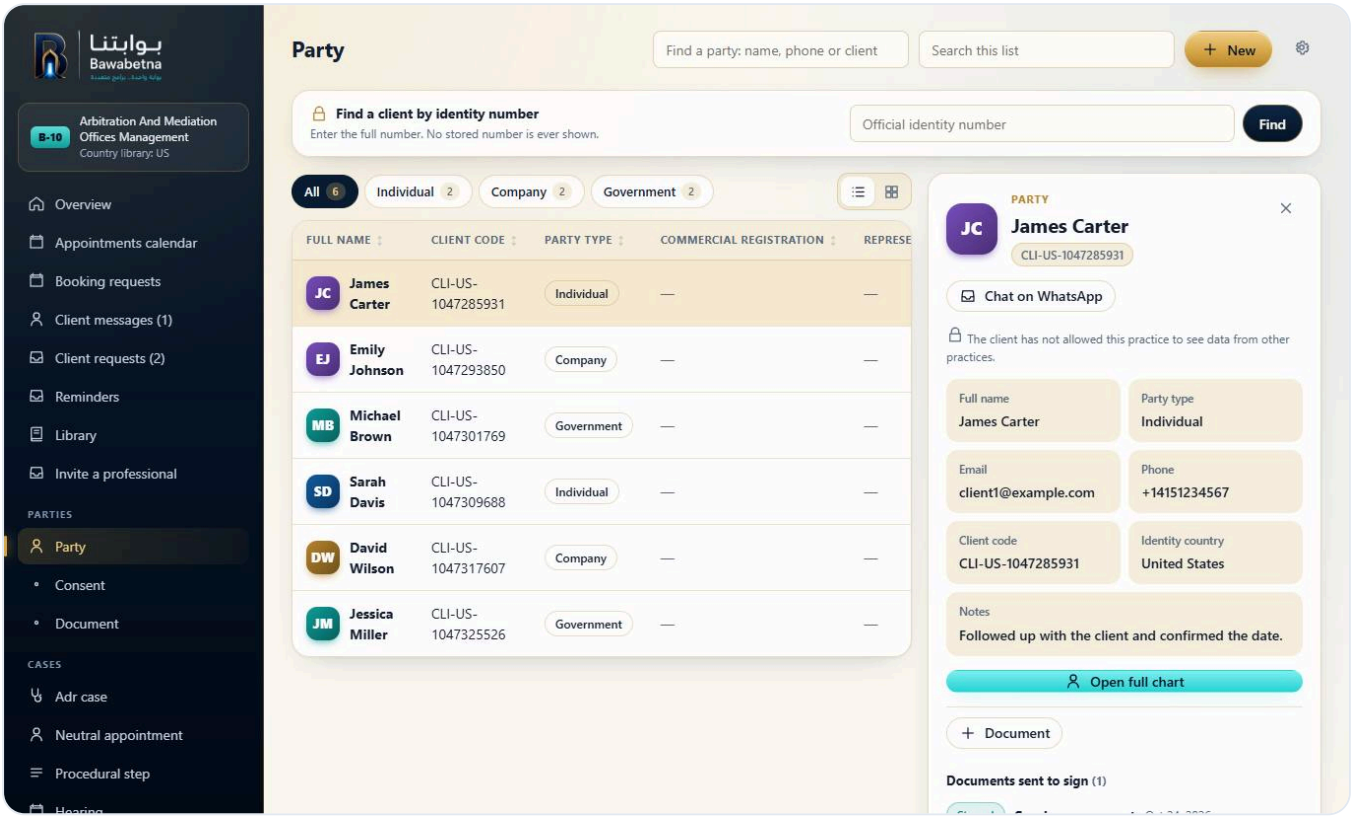
Screens and what you record in them

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.

Parties



Party



A record open for editing

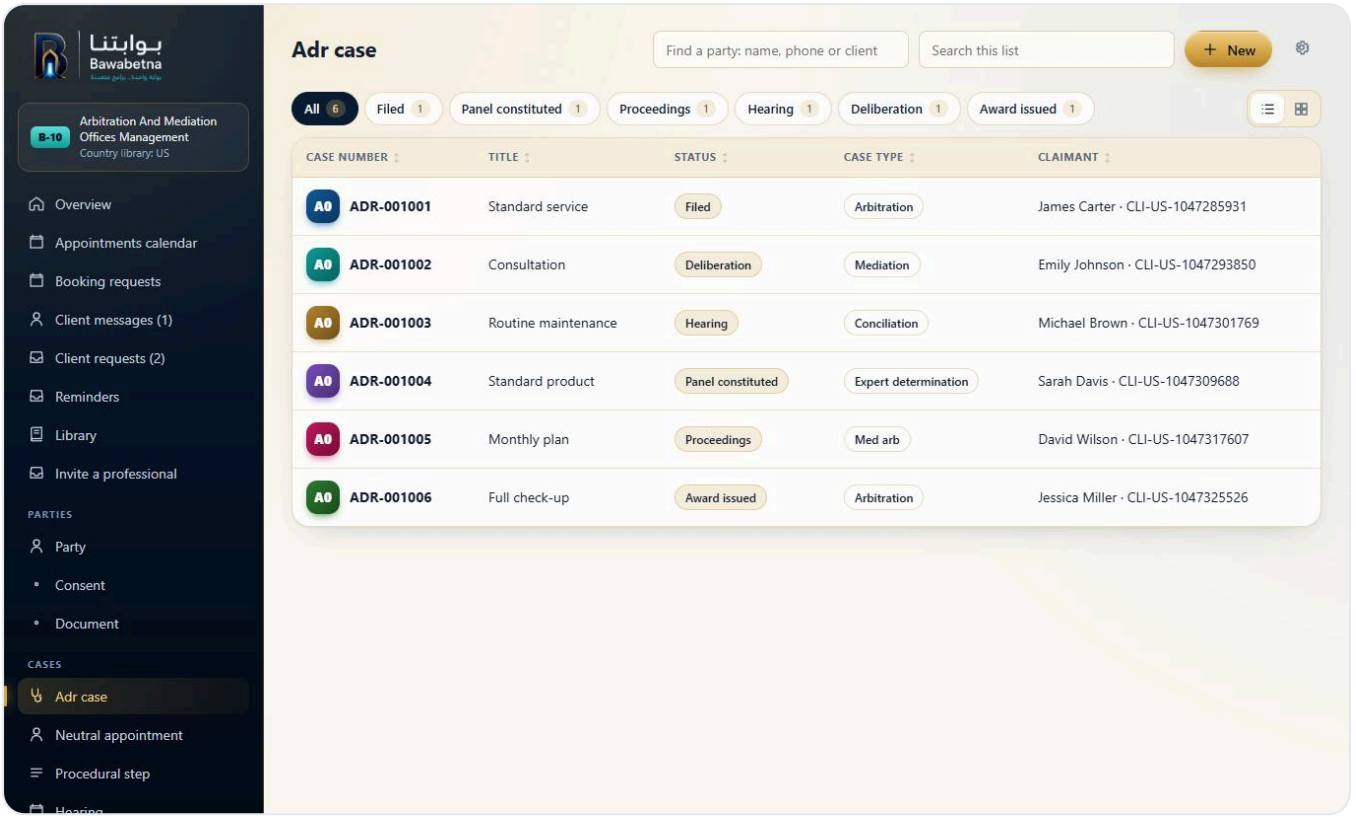
Party

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

Document

What you record: Party (required), Adr case, Category (required), Title (required), Reference number, Issued on, Expires on, Files

Cases



Adr case

Adr case

What you record: Case number (worked out by the program), Title (required), Case type (required), Claimant (required), Respondent (required), Rules (required), Seat, Language, Amount in dispute, Currency (required), Filed on (required), Deposits total (worked out by the program), Status (required), Closed at (worked out by the program), Outcome summary

Stages: A new record starts as "Filed".

Deliberation → Award issued · Deliberation → Hearing · Filed → Panel constituted · Filed → Settled · Filed → Withdrawn · Hearing → Deliberation · Hearing → Proceedings · Hearing → Settled · Panel constituted → Proceedings · Panel constituted → Settled · Panel constituted → Withdrawn · Proceedings → Hearing · Proceedings → Settled · Proceedings → Withdrawn

Neutral appointment

What you record: Adr case (required), Neutral (required), Neutral name (worked out by the program), Appointment role (required), Nominated by, Disclosure, Independence confirmed, Conflict clearance, Status (required)

Stages: A new record starts as "Proposed".

Accepted → Challenged · Accepted → Replaced · Challenged → Accepted · Challenged → Replaced · Proposed → Accepted · Proposed → Declined

Procedural step

What you record: Adr case (required), Step (required), Responsible, Due date (required), Status (required), Notes

Stages: A new record starts as "Open".

Extended → Done · Open → Done · Open → Extended

Hearing

What you record: Adr case (required), Neutral (required), Starts at (required), Duration minutes (required), Mode (required), Venue, Status (required), Minutes, Override reason

Stages: A new record starts as "Scheduled".

Postponed → Scheduled | Postponed → Cancelled | Scheduled → Held | Scheduled → Postponed | Scheduled → Cancelled

Cost deposit

What you record: Receipt number (worked out by the program), Adr case (required), Party (required), Amount (required), Purpose (required), Received at (worked out by the program)

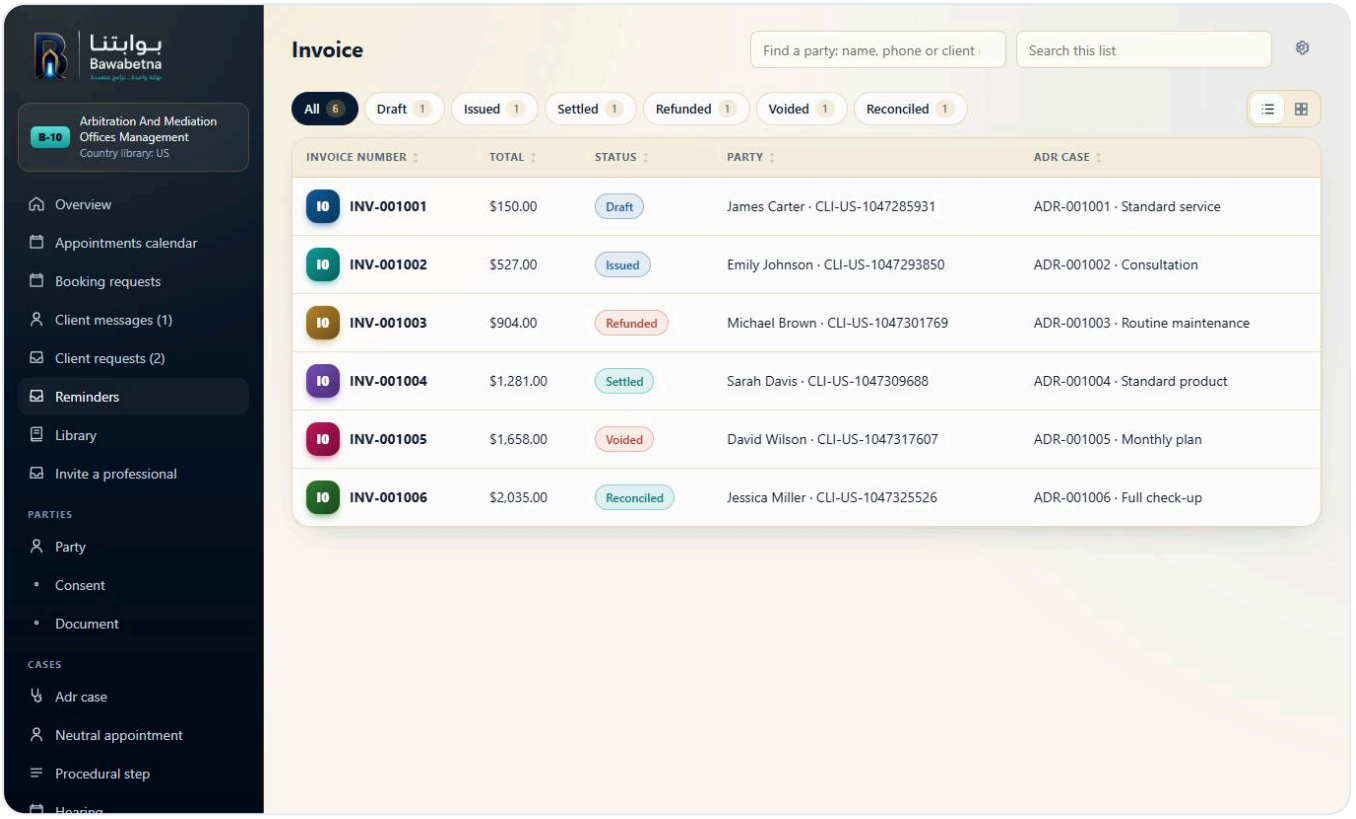
Award

What you record: Adr case (required), Award type (required), Issued on (required), Amount awarded, Summary, Status (required), Files

Stages: A new record starts as "Draft".

Draft → Signed

Billing



Invoice

Invoice

What you record: Invoice number (worked out by the program), Party (required), Adr case, 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)

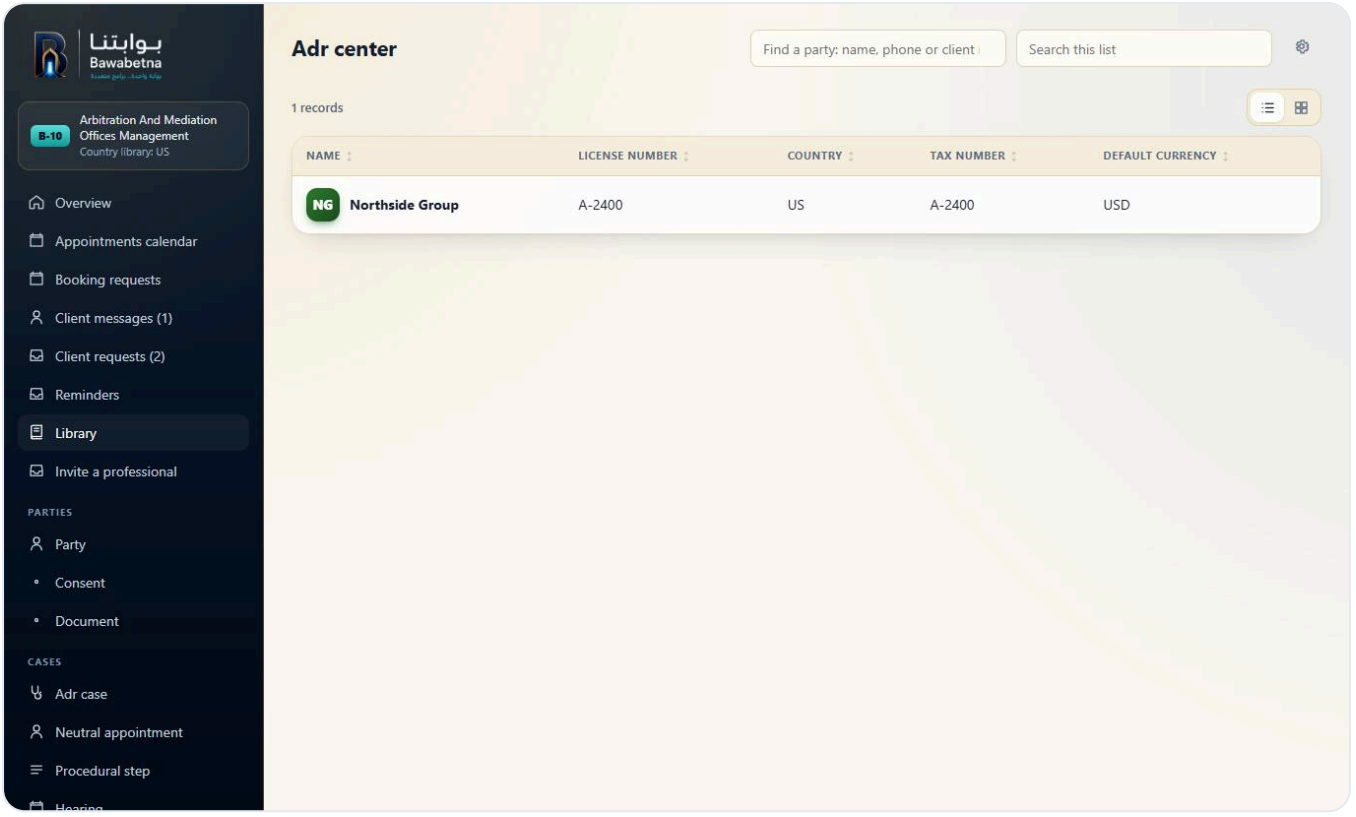
Payment

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



Adr center

Adr center

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: Adr center (required), Name (required), Address, Phone

Neutral

What you record: Branch (required), Full name (required), License number, Neutral role (required), Specialties, Hourly rate, Languages, 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:

- Cases by type
- Cases by status
- Appointments by neutral
- 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.