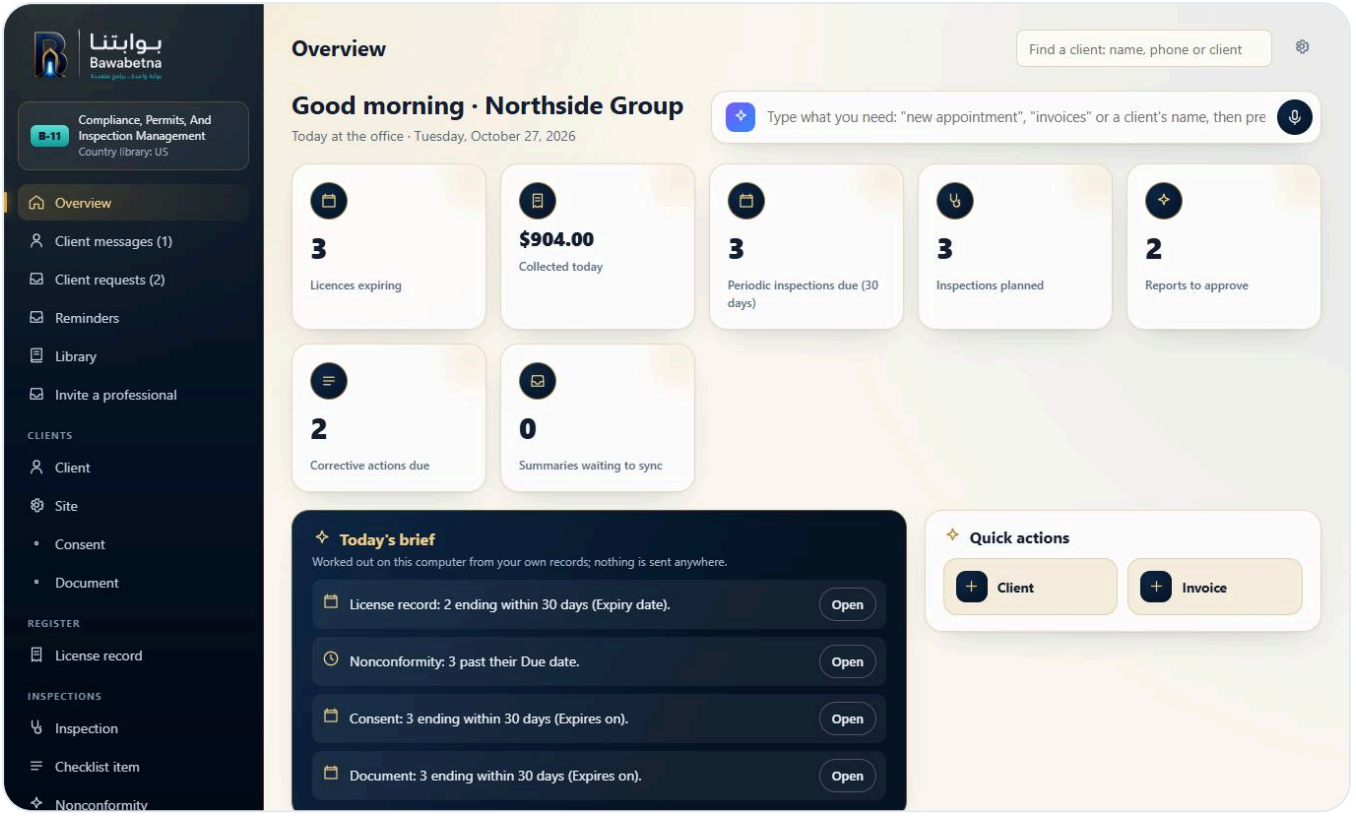
Bawabetna · User guide

Compliance, Permits, And Inspection 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:

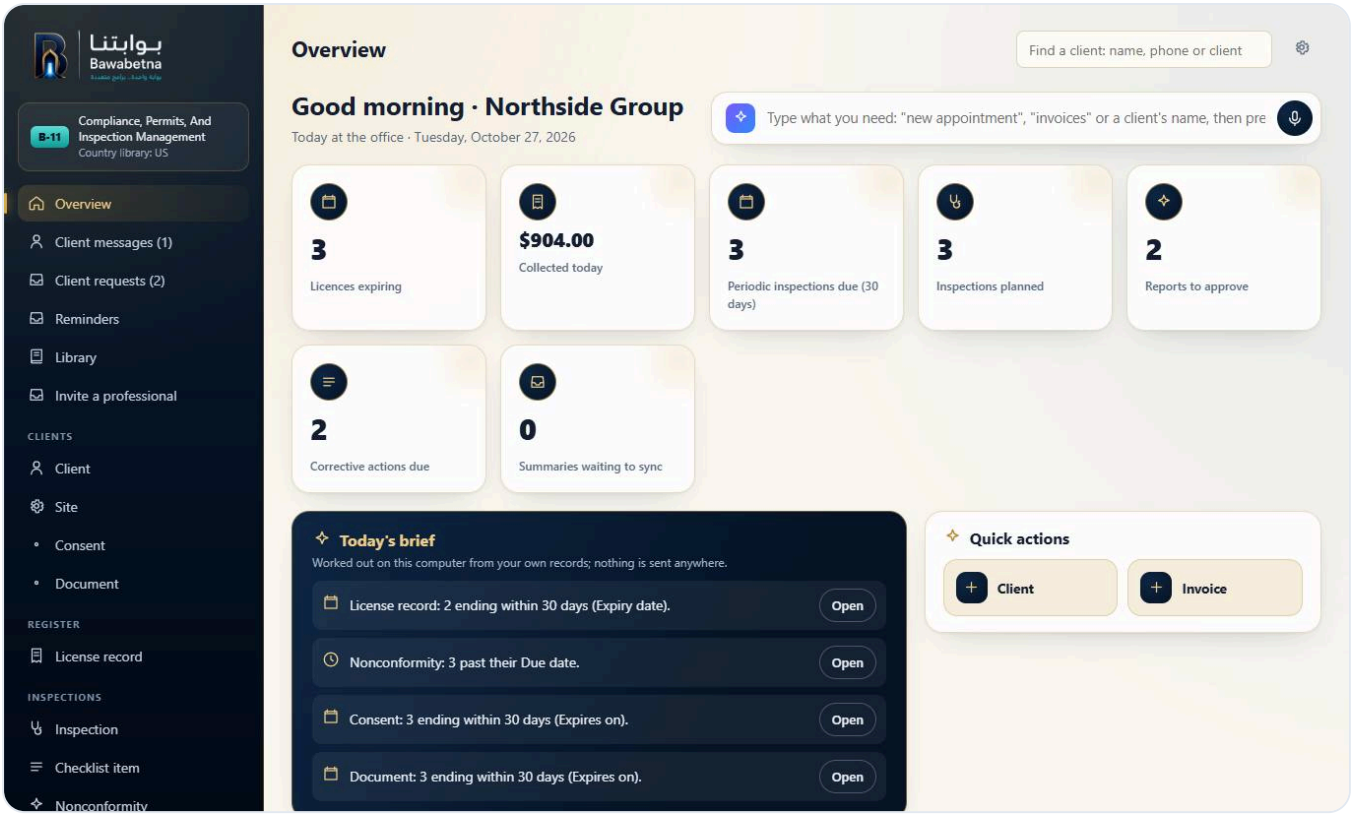
1. **Compliance office**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Inspector**: Full name, License number, Inspector level

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

- Coordinator
- Inspector
- Lead inspector
- Manager
- Office owner

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".

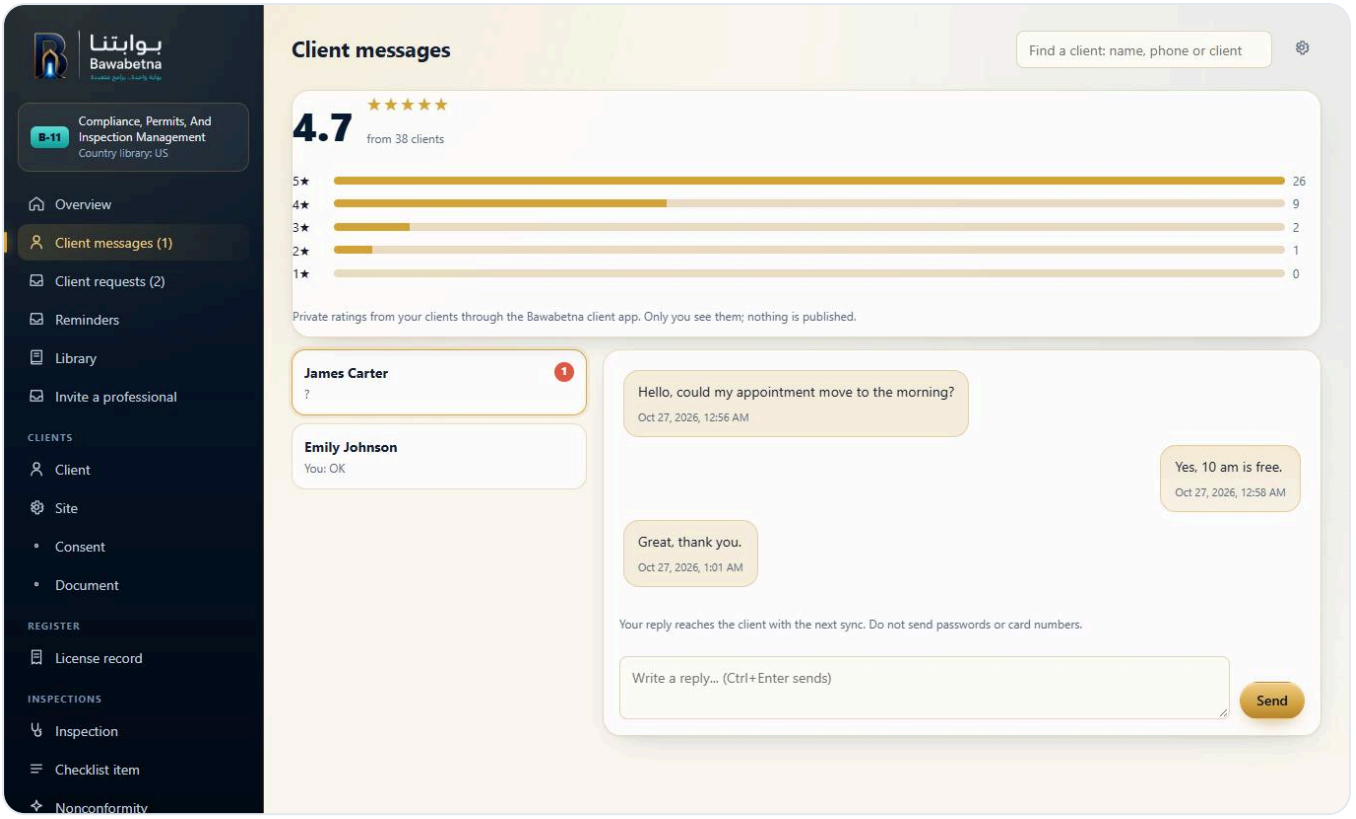


The home screen

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, Activity, Email, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

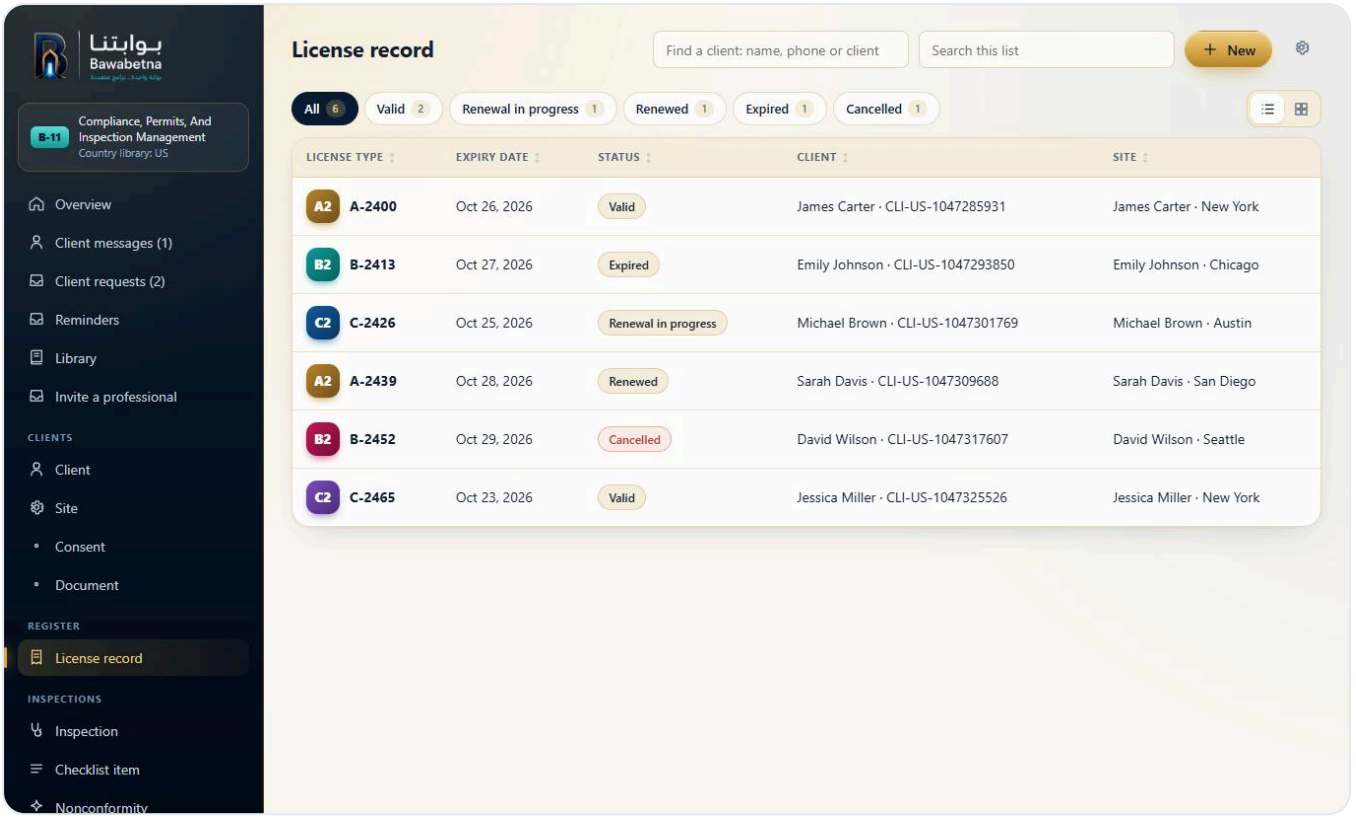
Site

What you record: Client (required), Name (required), City, Address, Area m2, Employees

Document

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

Deed register



License record

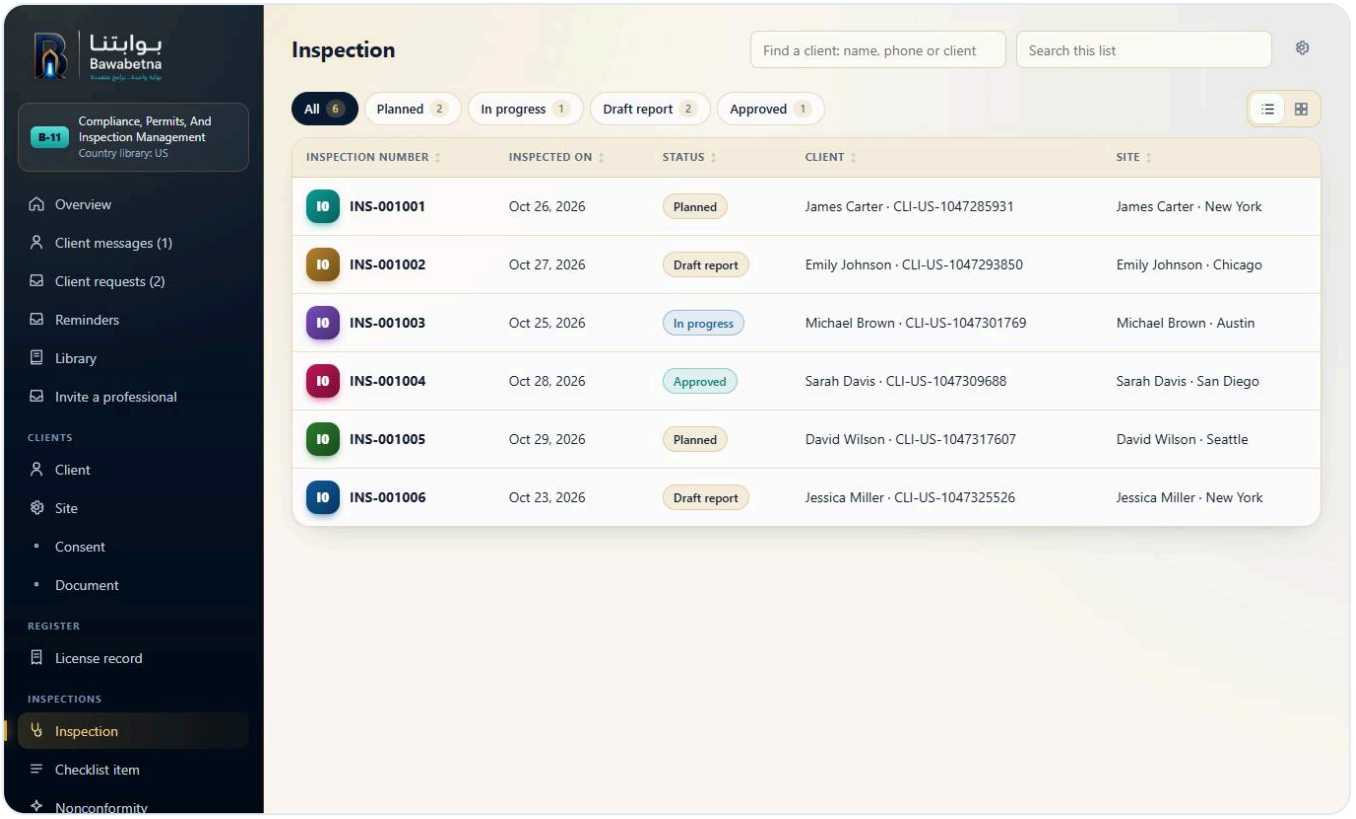
License record

What you record: Client (required), Site, Area (required), License type (required), Issuing authority (required), License number, Issue date, Expiry date (required), Renewal lead days, Status (required), Renewed at (worked out by the program), Files

Stages: A new record starts as "Valid".

- Expired → Renewal in progress
- Renewal in progress → Renewed
- Renewal in progress → Expired
- Renewed → Renewal in progress
- Valid → Renewal in progress
- Valid → Expired
- Valid → Cancelled

Inspections



Inspection

Inspection

What you record: Inspection number (worked out by the program), Client (required), Site, Area (required), Inspection type (required), Inspector (required), Inspected on (required), Score percent, Pass mark, Result (worked out by the program), Summary, Status (required), Approved at (worked out by the program)

Stages: A new record starts as "Planned".

Draft report → Approved | Draft report → In progress | In progress → Draft report | Planned → In progress

Checklist item

What you record: Inspection (required), Section, Requirement (required), Reference clause, Finding (required), Evidence, Photos

Nonconformity

What you record: Inspection (required), Client (worked out by the program), Title (required), Severity (required), Root cause, Corrective action, Responsible person, Due date (required), Status (required), Verification notes, Verified at (worked out by the program)

Stages: A new record starts as "Open".

Action submitted → Verified | Action submitted → Open | Open → Action submitted | Open → Overdue | Overdue → Action submitted

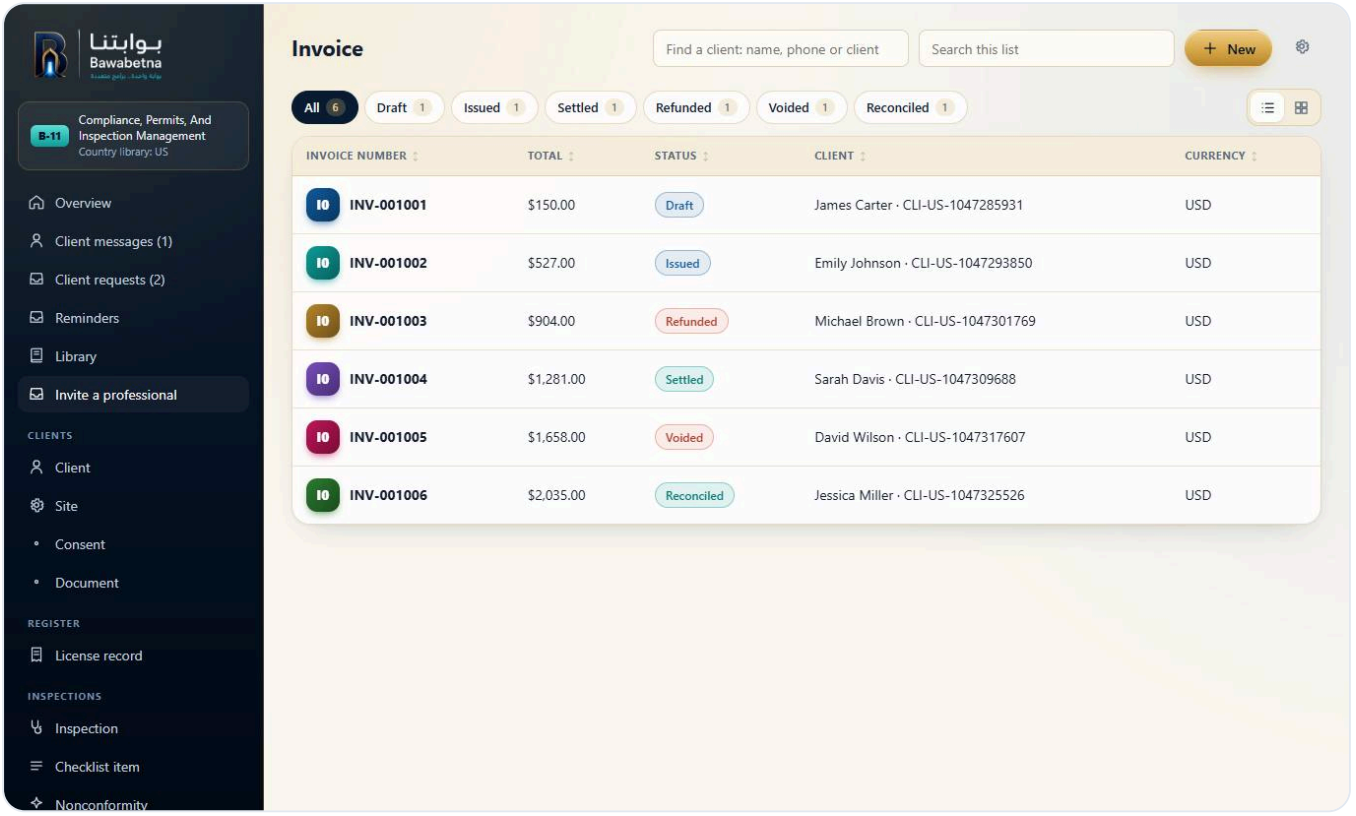
Audit plan

What you record: Client (required), Site, Area (required), Inspection type (required), Frequency days (required), Last done on (required), Next due (worked out by the program), Inspector, Status (required)

Stages: A new record starts as "Active".

Active → Paused | Paused → Active

Billing



Invoice

Invoice

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

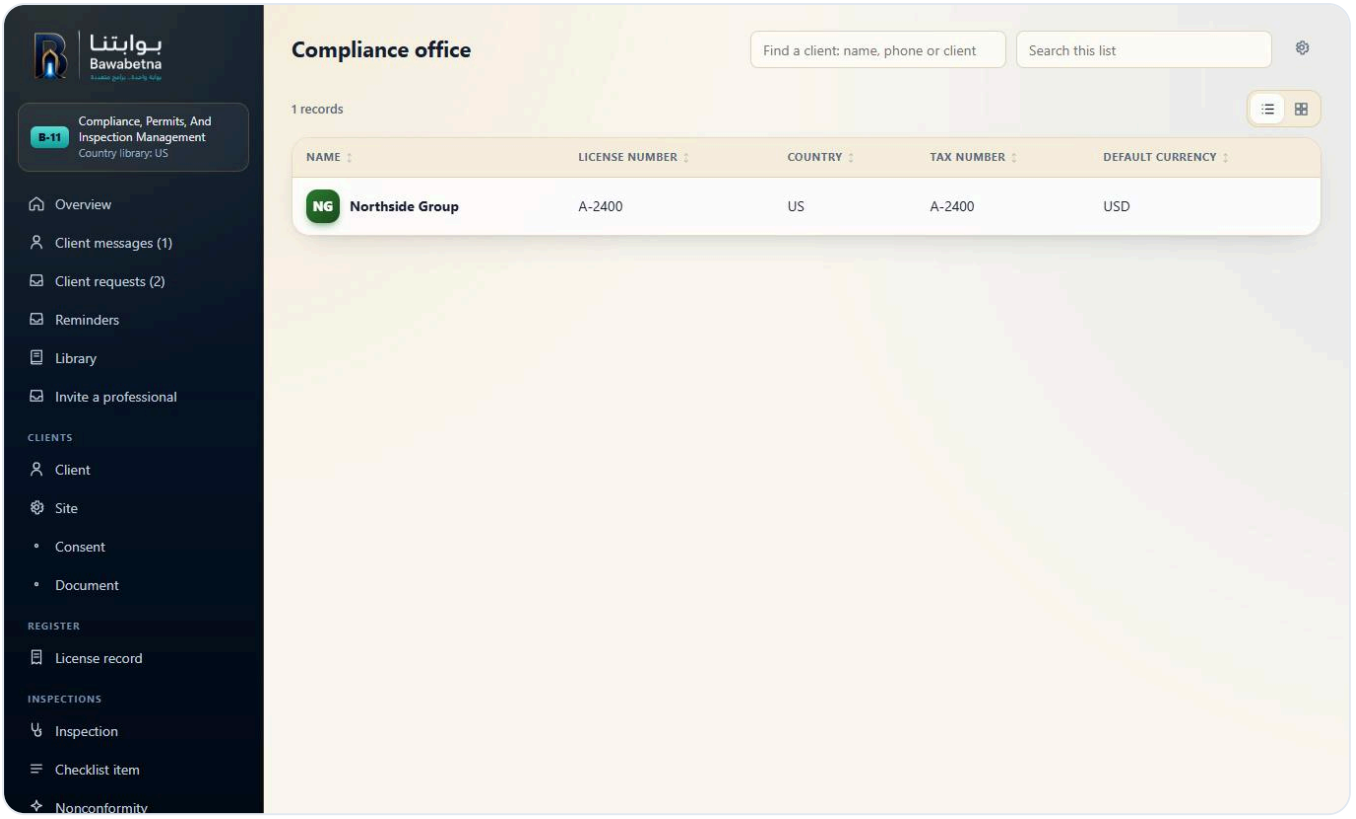
Payment

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



Compliance office

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

Inspector

What you record: Branch (required), Full name (required), License number, Certifications, Inspector level, 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:

- Licences by status
- Inspections by result
- Findings by severity
- 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.