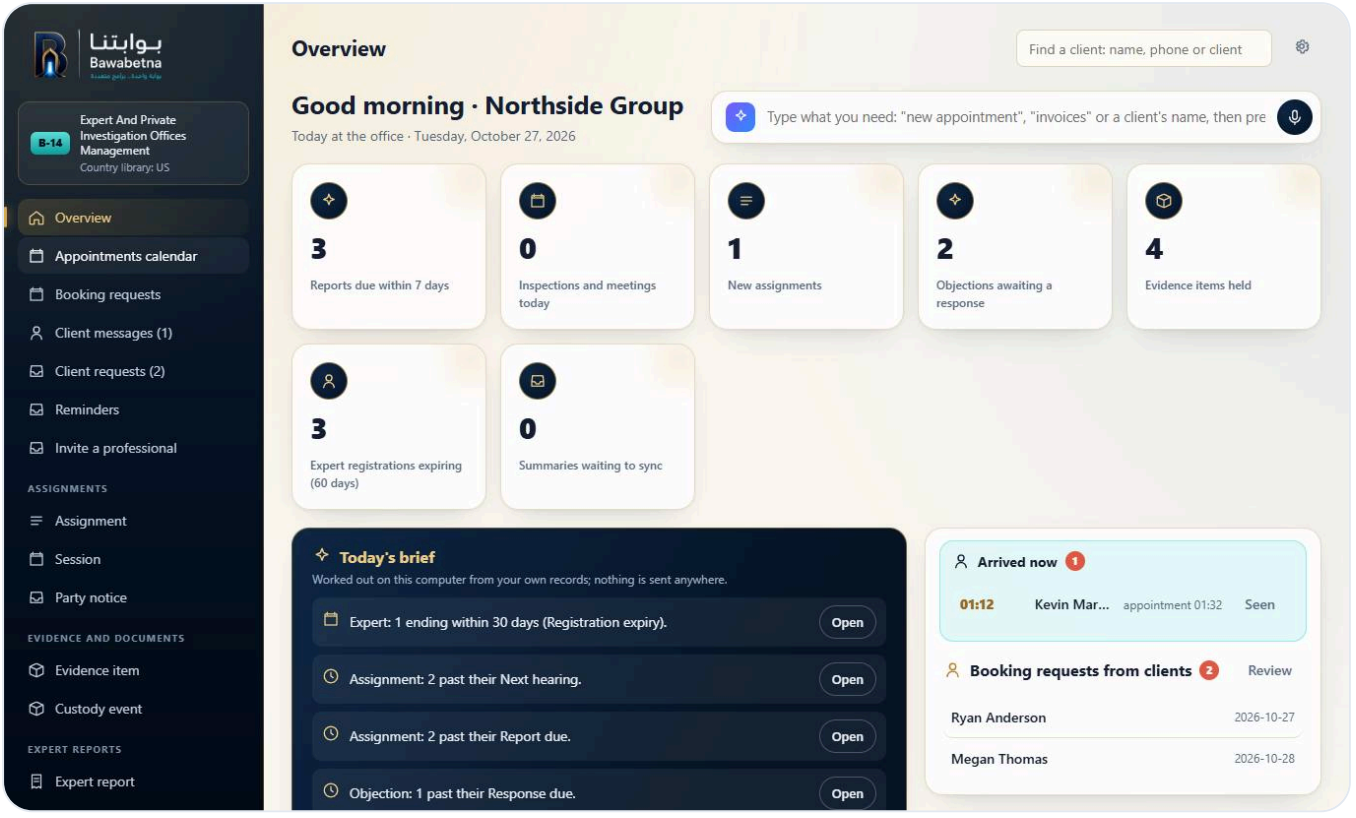
Bawabetna · User guide

Expert And Private Investigation 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:

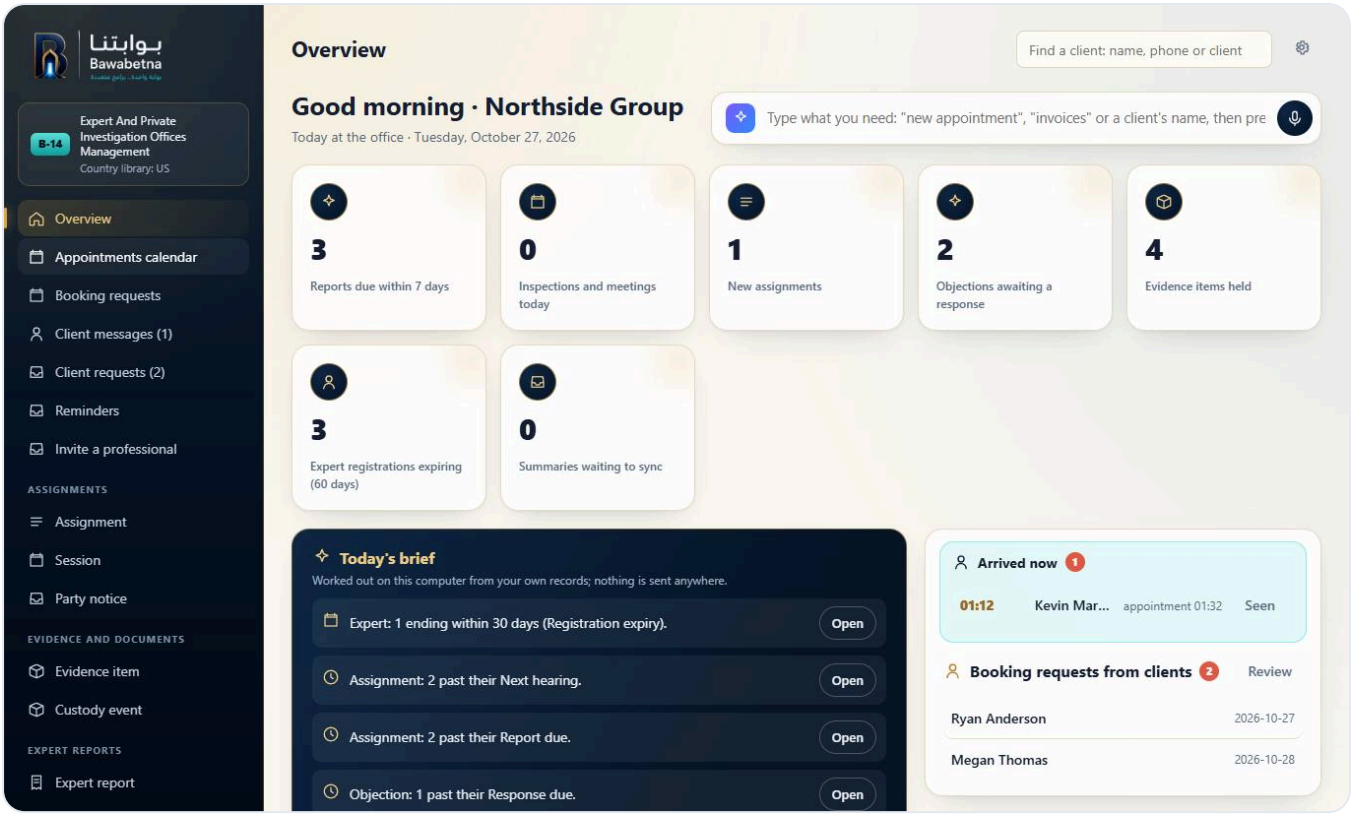
1. **Expert office**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Expert**: Full name, Specialty

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

- Accountant
- Assistant
- Expert
- 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".

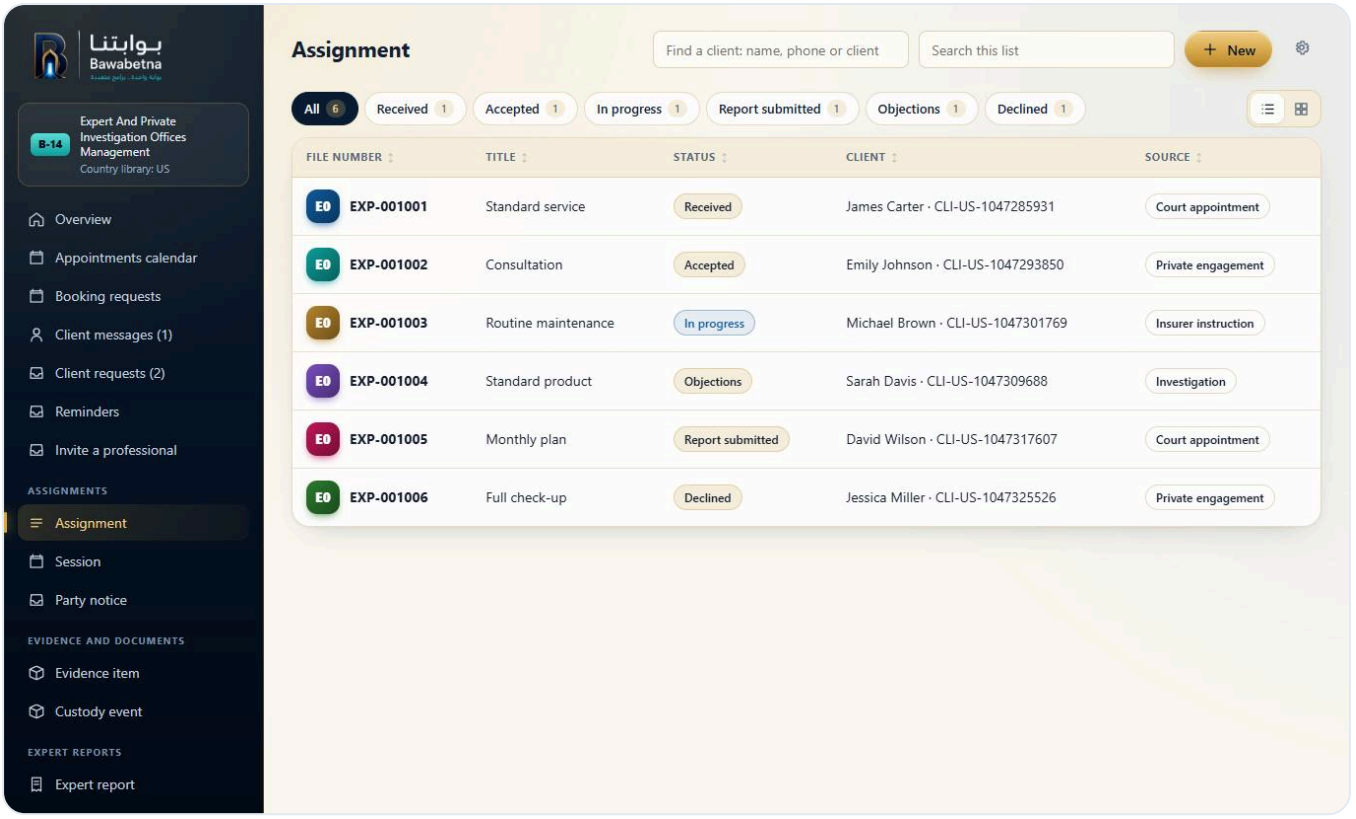


The home screen

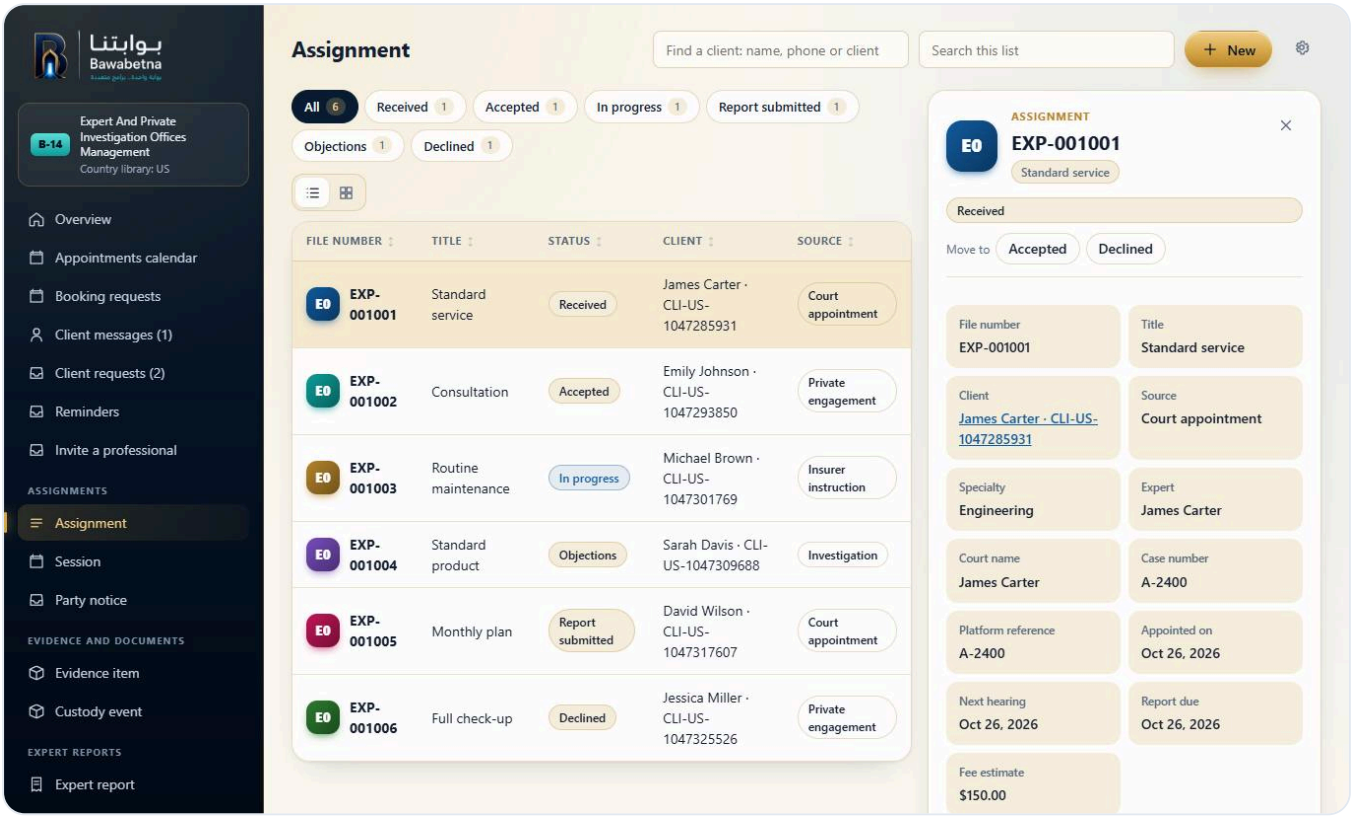
Screens and what you record in them

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.

Assignments



Assignment



A record open for editing

Assignment

What you record: File number (worked out by the program), Title (required), Client (required), Source (required), Specialty (required), Expert (required), Court name, Case number, Platform reference, Appointed on, Next hearing, Report due (required), Fee estimate, Scope, Status (required), Closed at (worked out by the program)

Stages: A new record starts as "Received".

- Accepted → In progress
- Accepted → Declined
- In progress → Report submitted
- Objections → Report submitted
- Objections → Closed
- Received → Accepted
- Received → Declined
- Report submitted → Objections
- Report submitted → Closed

Session

What you record: Assignment (required), Expert (required), Session type (required), Starts at (required), Duration minutes (required), Location, Attendees, Minutes, Override reason, Status (required)

Stages: A new record starts as "Scheduled".

- Postponed → Scheduled
- Postponed → Cancelled
- Scheduled → Held
- Scheduled → Postponed
- Scheduled → Cancelled

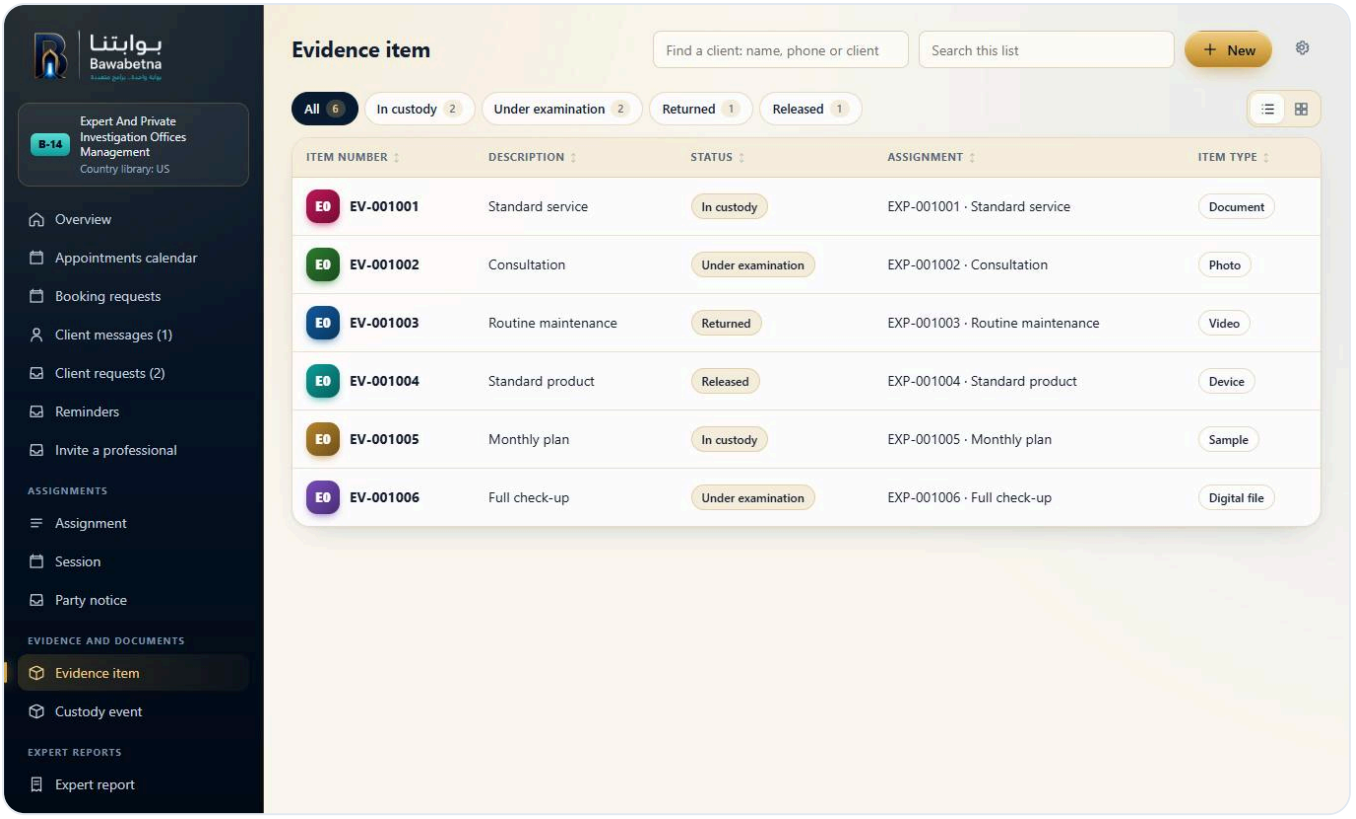
Party notice

What you record: Assignment (required), Session, Party name (required), Party role (required), Method (required), Sent on (required), Proof, Status (required)

Stages: A new record starts as "Sent".

- Sent → Delivered
- Sent → Undelivered

Evidence and documents



Evidence item

Evidence item

What you record: Item number (worked out by the program), Assignment (required), Description (required), Item type (required), Received from (required), Received on (required), Storage location, Seal or hash, Files, Status (required)

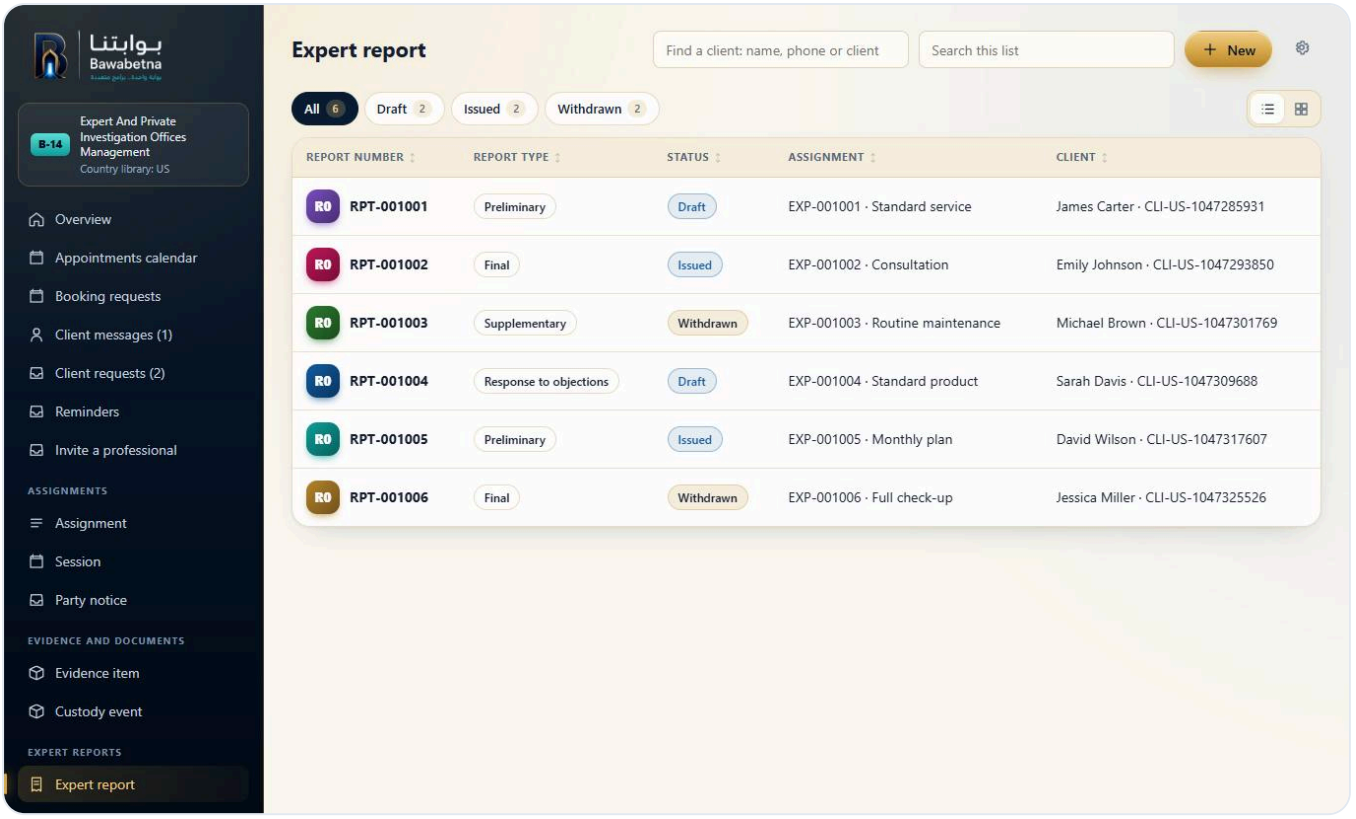
Stages: A new record starts as "In custody".

In custody → Under examination | In custody → Returned | In custody → Released | Under examination → In custody | Under examination → Returned | Under examination → Released

Custody event

What you record: Evidence item (required), Action (required), Handled by (required), To whom, Notes, Happened at (worked out by the program)

Expert reports



Expert report

Expert report

What you record: Report number (worked out by the program), Assignment (required), Client (worked out by the program), Expert (required), Report type (required), Findings, Conclusion, Files, Issued at (worked out by the program), Status (required)

Stages: A new record starts as "Draft".

Draft → Issued | Issued → Withdrawn

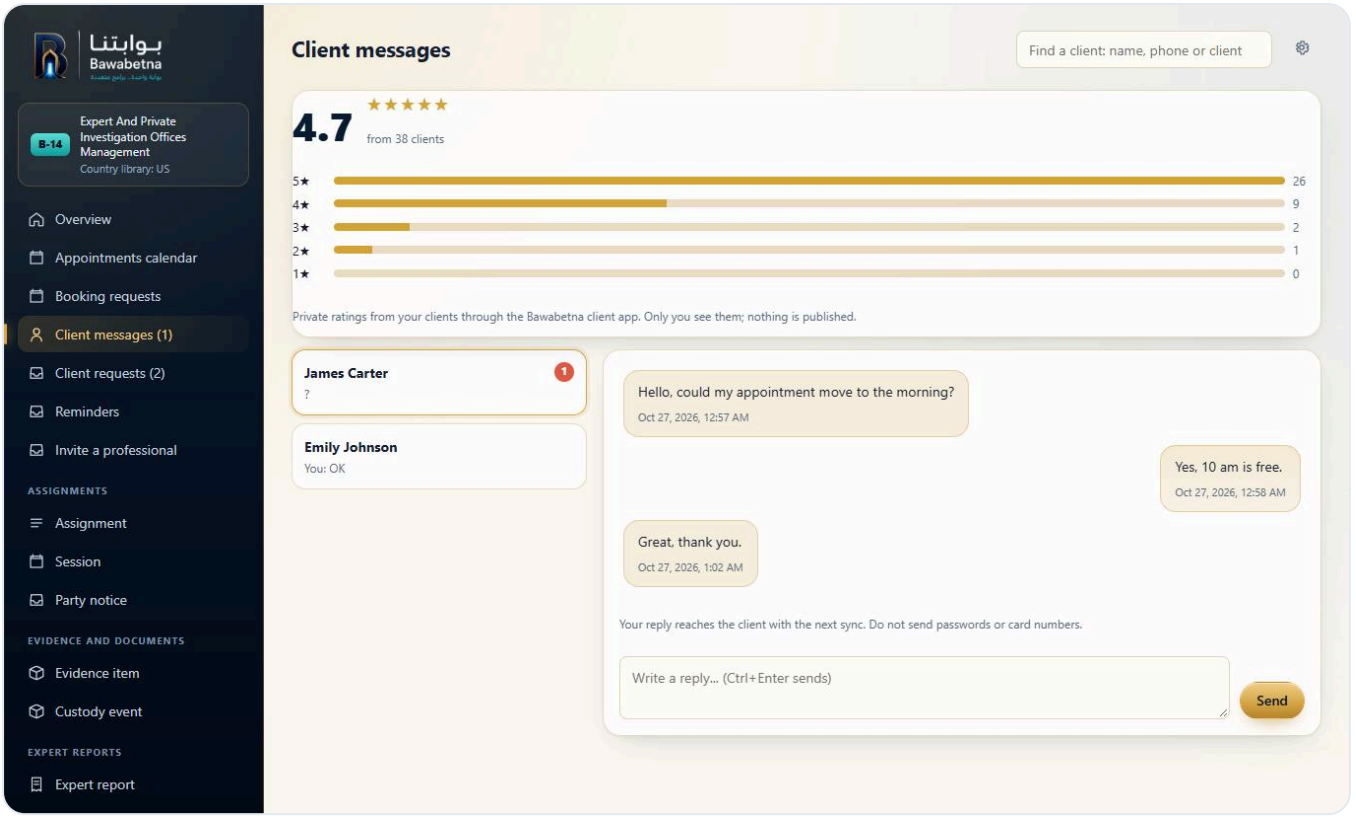
Objection

What you record: Expert report (required), Objecting party (required), Received on (required), Response due (required), Points, Response, Status (required)

Stages: A new record starts as "Received".

Received → Answered | Received → Withdrawn

Clients

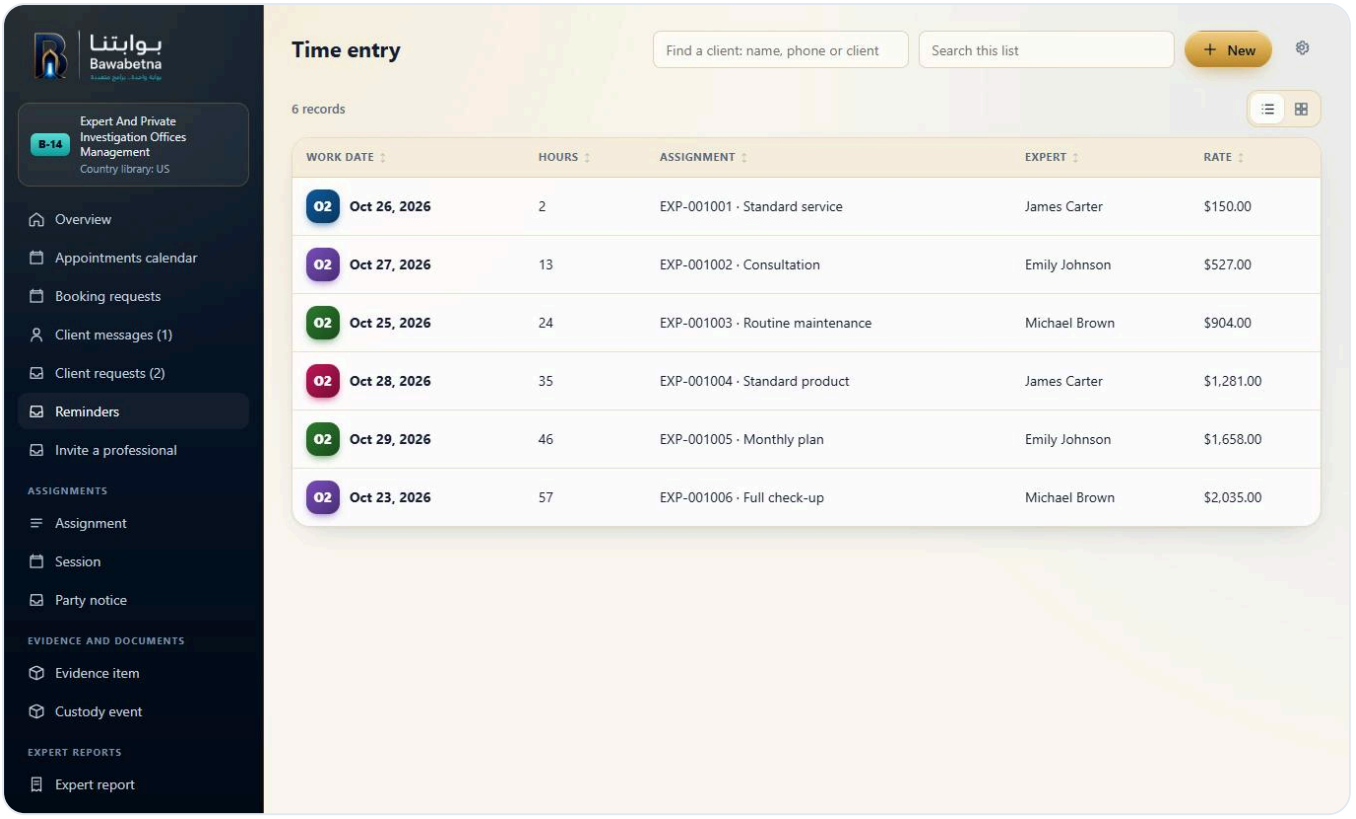


Client

Client

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

Work



Time entry

Time entry

What you record: Assignment (required), Expert (required), Work date (required), Hours (required), Rate (required), Description (required), Billable, Invoiced lines (worked out by the program), Unbilled hours (worked out by the program)

Billing

Service

What you record: Code, Name (required), Category, Price (required), Vat rate (required), Active

Invoice

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

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

Expert

What you record: Branch (required), Full name (required), License number, Specialty (required), Registration number, Registration expiry, Hourly rate, Phone, 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:

- Assignments by source
- Assignments by specialty
- Assignments by expert
- Reports issued by month
- Hours by staff
- Hours by assignment
- Revenue by month
- Revenue by service
- Collections by payment method
- Outstanding balances by client
- Receivables aging (days since issue)
- Unbilled work in progress by age (days)
- Unbilled hours by assignment

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.