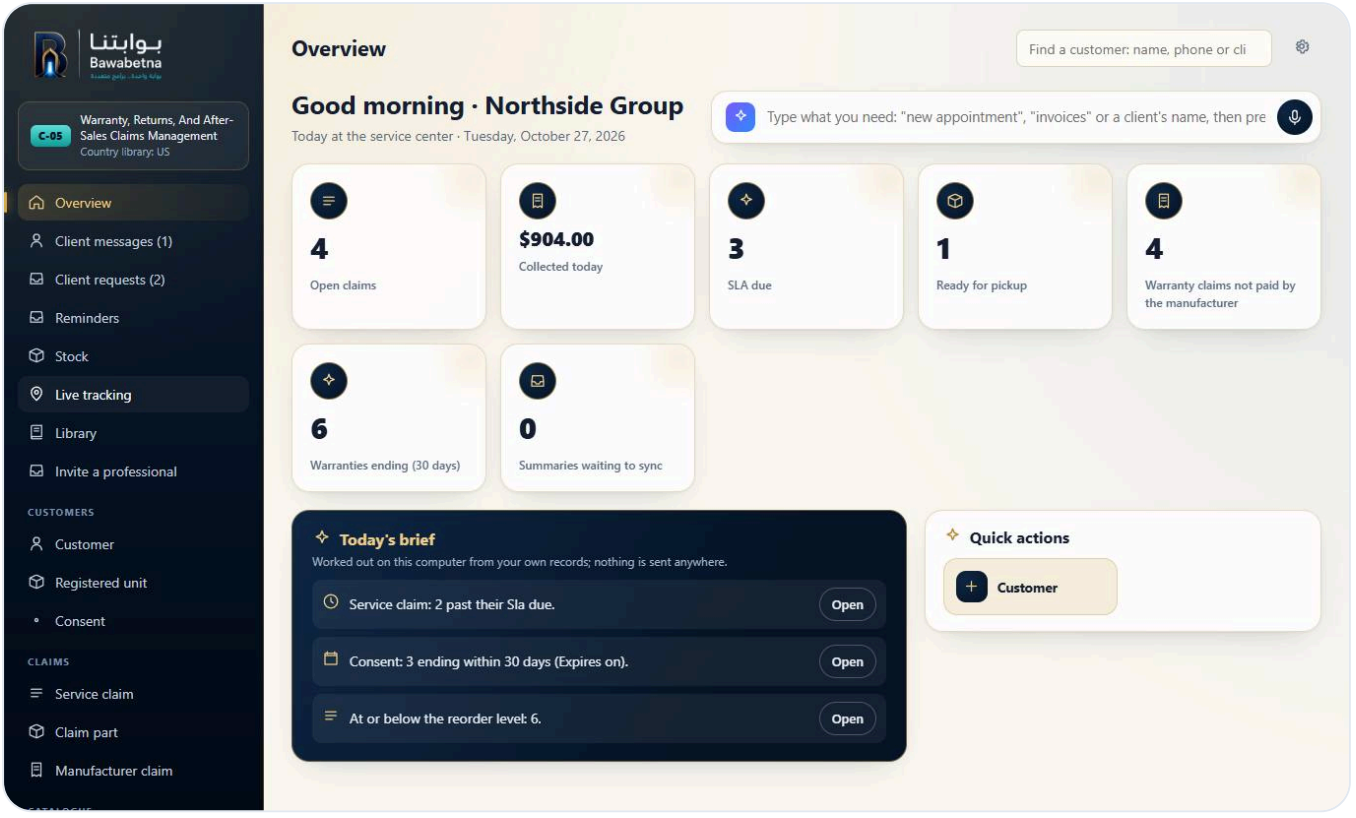
Bawabetna · User guide

Warranty, Returns, And After-Sales Claims 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:

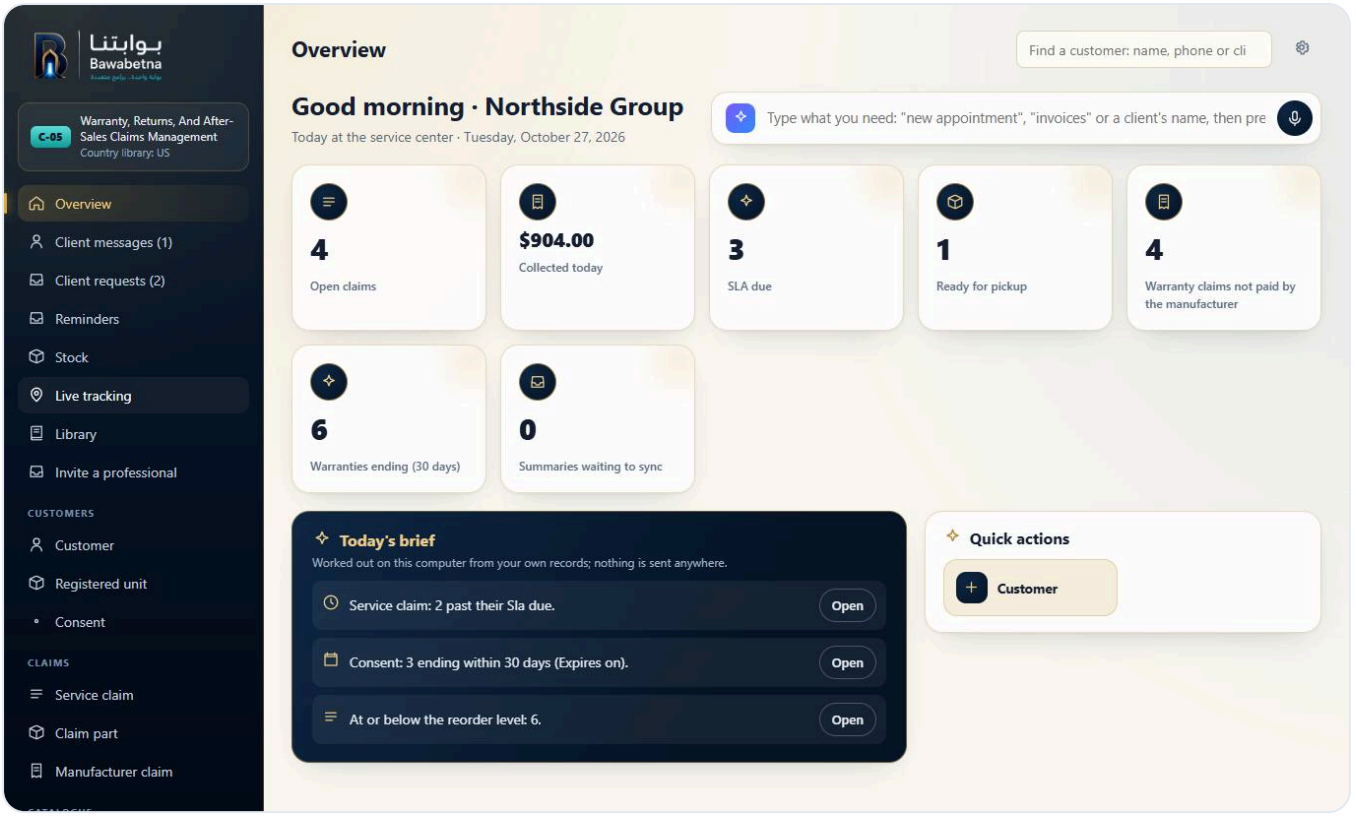
1. **Service center**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Technician**: Full name, Skills

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

- Center owner
- Manager
- Service advisor
- Stock keeper
- Technician

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".

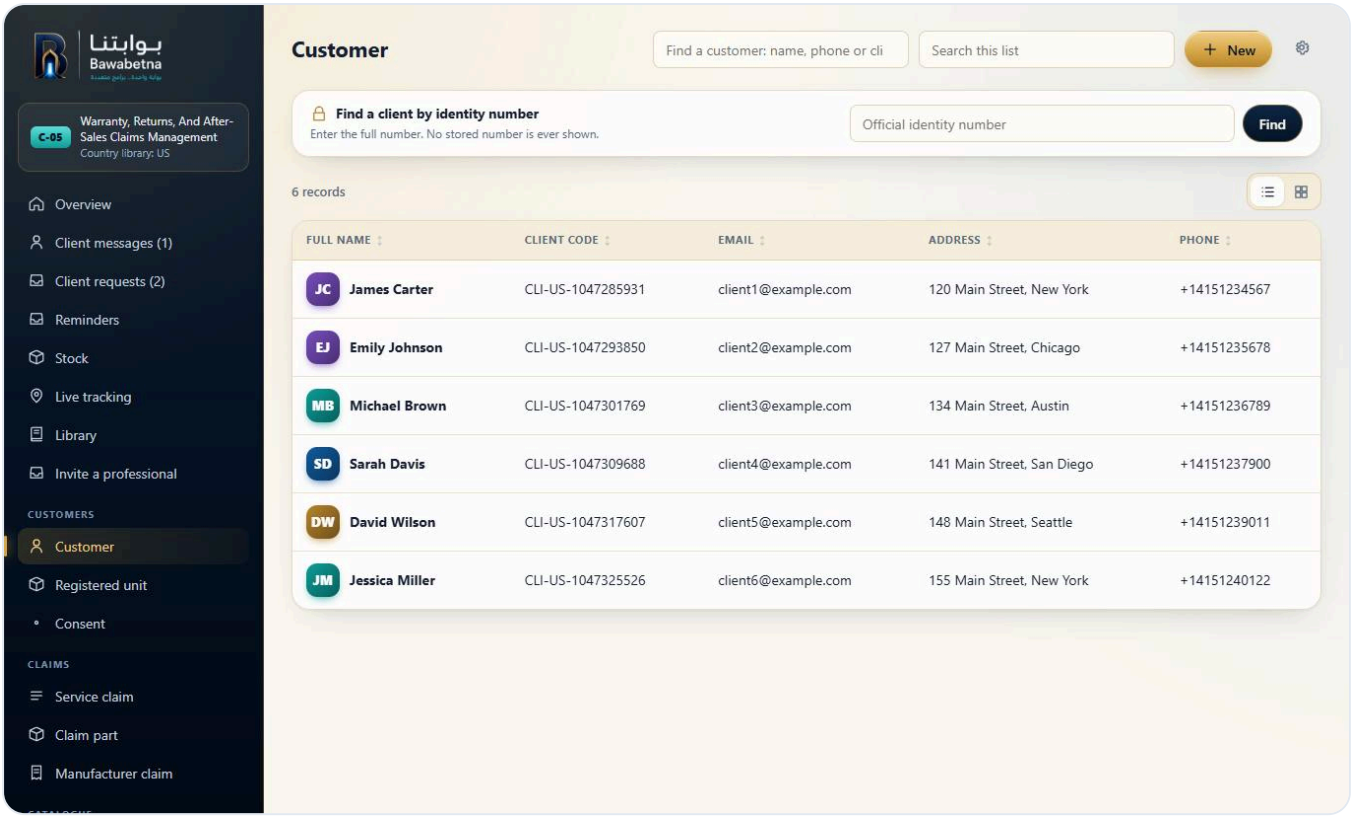


The home screen

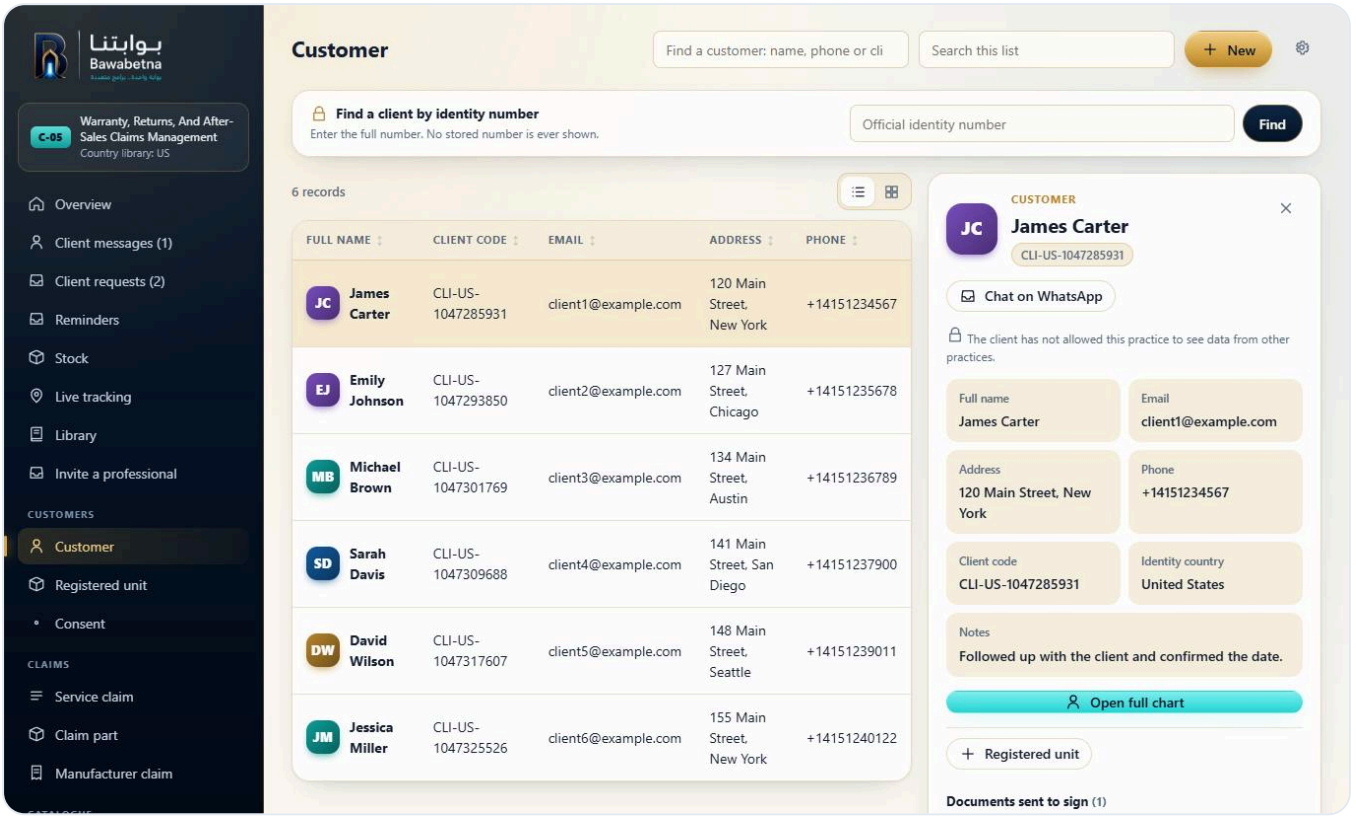
Screens and what you record in them

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.

Customers



Customer



A record open for editing

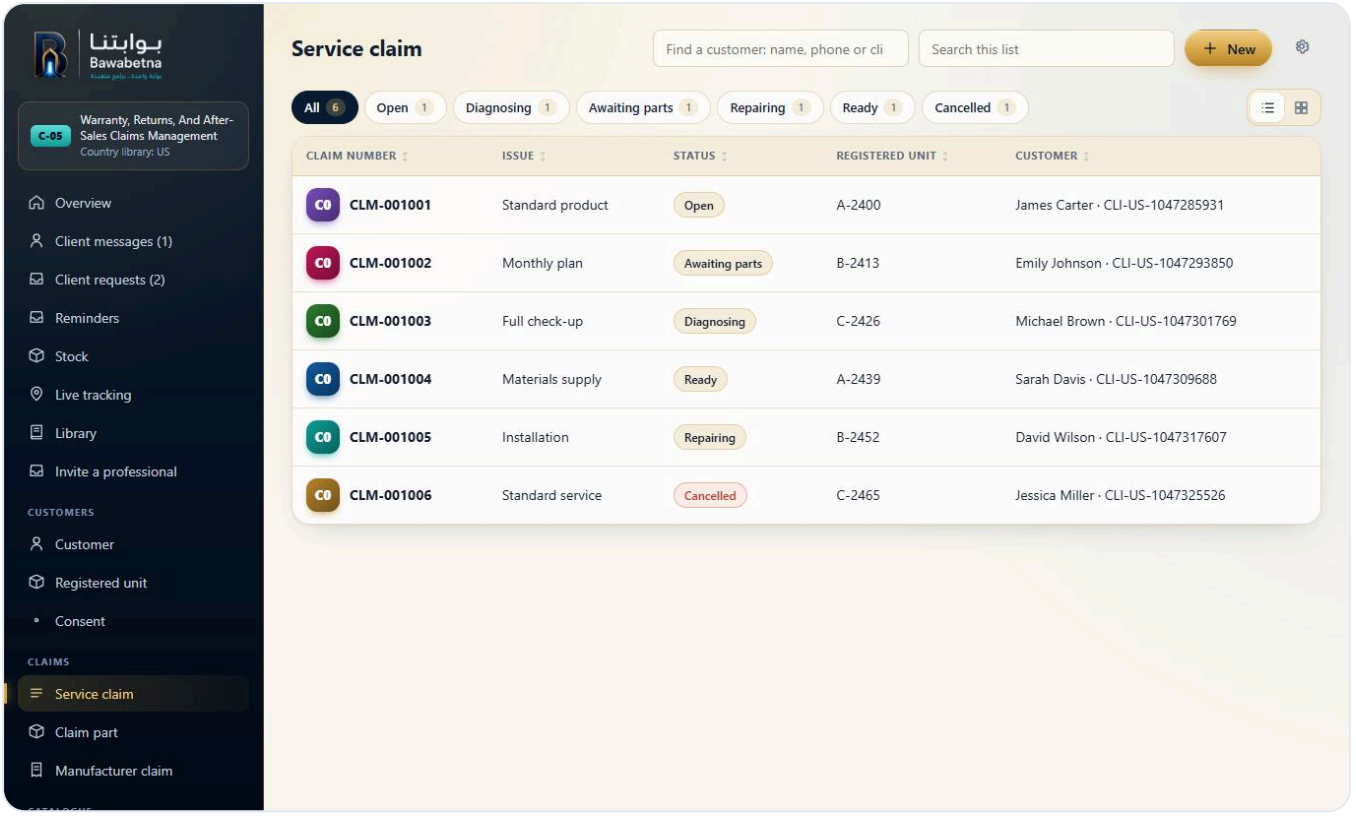
Customer

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

Registered unit

What you record: Customer (required), Product model (required), Serial number (required), Purchase date (required), Invoice reference, Warranty end (required), Extended warranty, Files

Claims



Service claim

Service claim

What you record: Claim number (worked out by the program), Registered unit (required), Customer (worked out by the program), Model name (worked out by the program), Reported on (required), Issue (required), Coverage (required), Sla due, Technician, Diagnosis, Resolution, Status (required), Closed at (worked out by the program), Photos, Customer signature

Stages: A new record starts as "Open".

Awaiting parts → Repairing | Diagnosing → Awaiting parts | Diagnosing → Repairing | Diagnosing → Ready | Open → Diagnosing | Open → Cancelled | Ready → Closed | Repairing → Ready

Claim part

What you record: Service claim (required), Product (required), Quantity (required), Covered by warranty

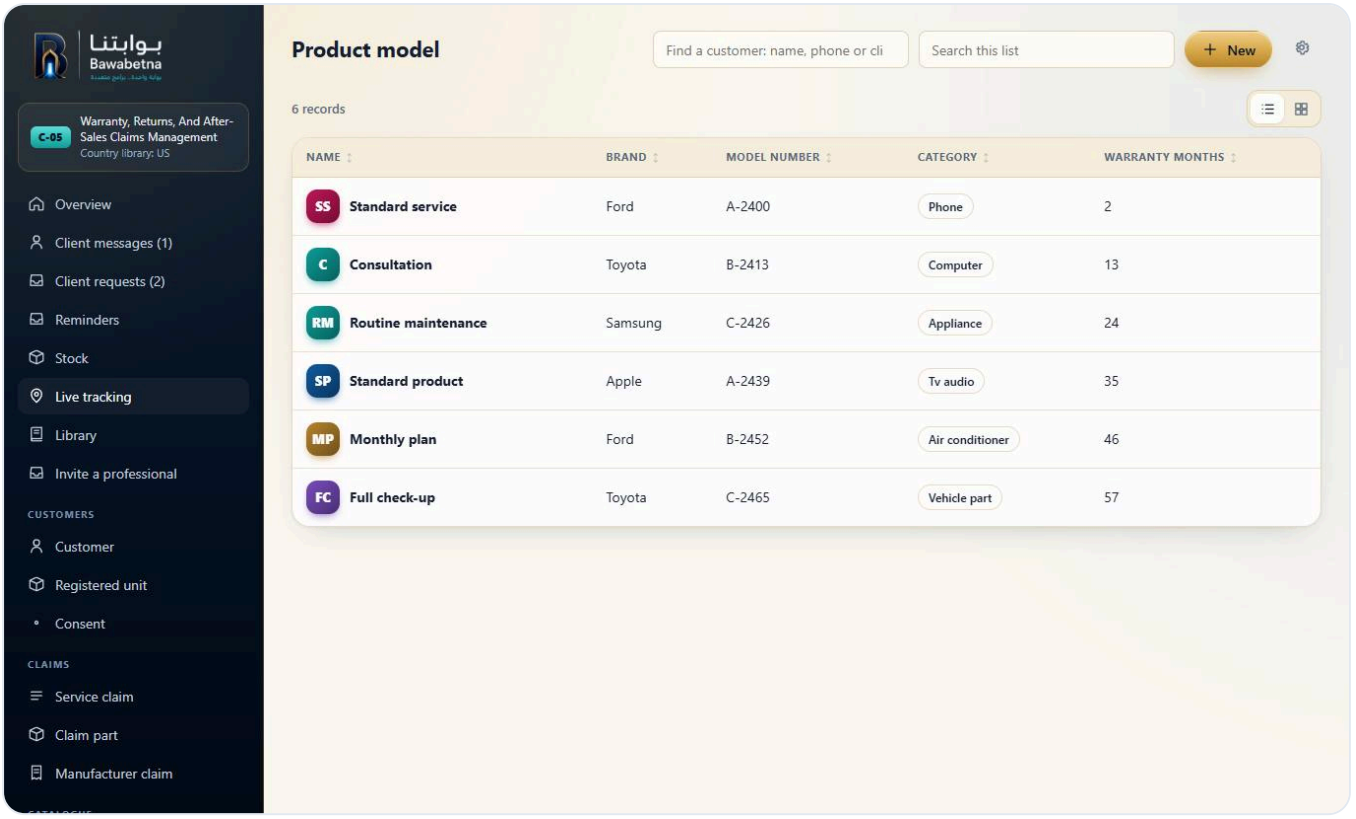
Manufacturer claim

What you record: Recovery number (worked out by the program), Service claim (required), Supplier (required), Manufacturer reference, Submitted on, Parts amount, Labour amount, Amount claimed (worked out by the program), Amount approved, Status (required), Rejection reason, Paid at (worked out by the program), Files

Stages: A new record starts as "Draft".

Approved → Paid | Draft → Submitted | Rejected → Draft | Submitted → Approved | Submitted → Rejected

Catalogue

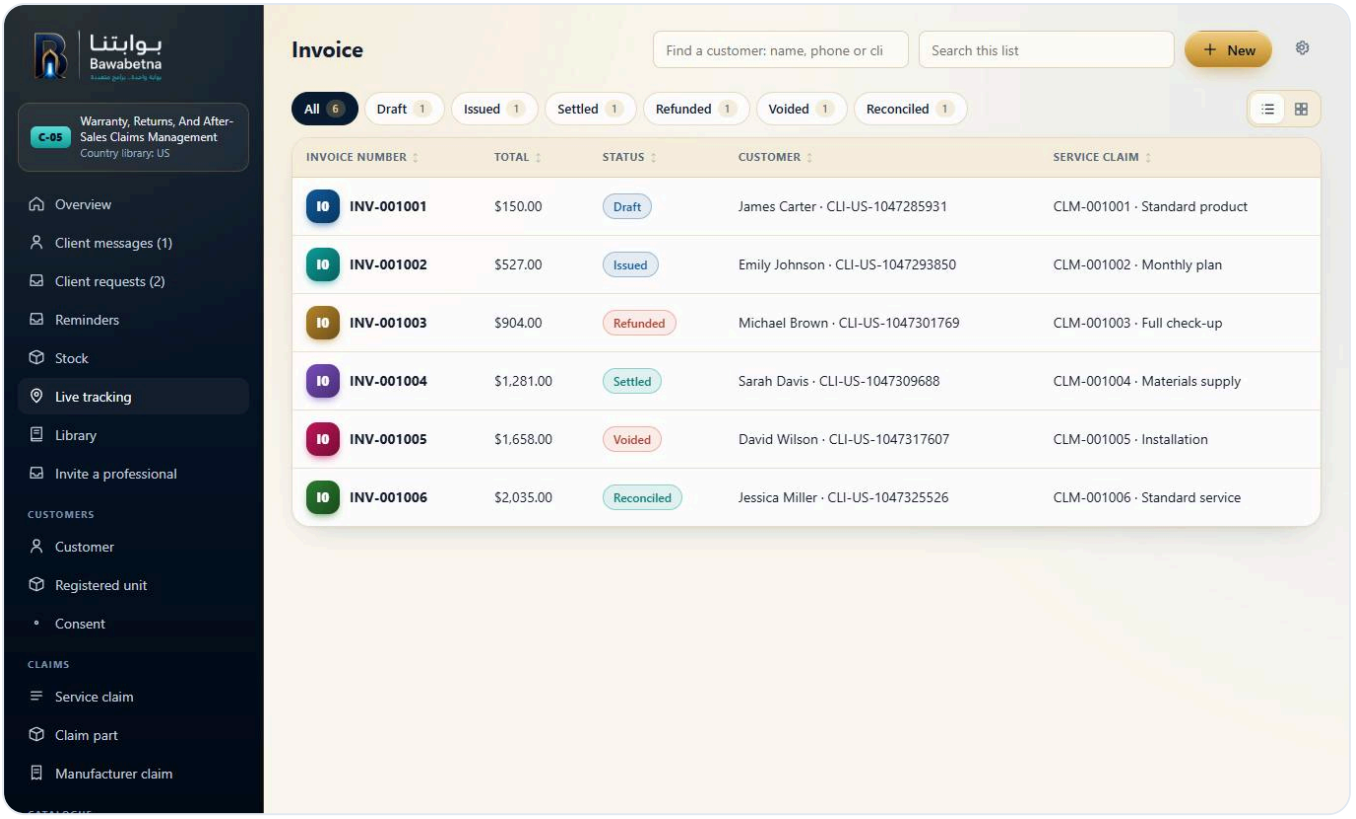


Product model

Product model

What you record: Name (required), Brand (required), Model number, Category (required), Warranty months (required), Sla days

Billing



Invoice

Invoice

What you record: Invoice number (worked out by the program), Customer (required), Service claim, 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), Product, 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)

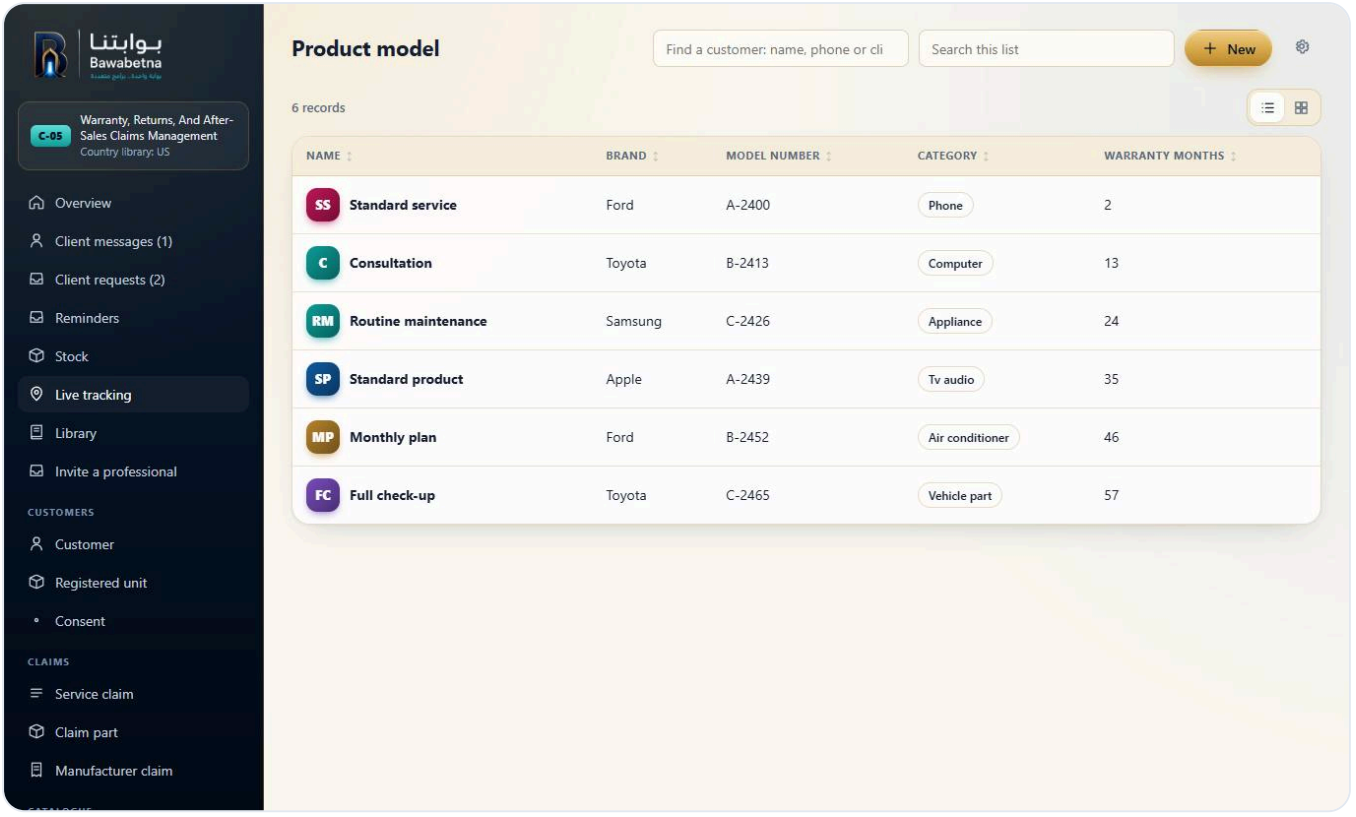
Payment

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)

Stock



Product

Product

What you record: Name (required), Sku, Category (required), Gtin, Unit, Compatible models, Price (required), Vat rate (required), Reorder level, Active

Supplier

What you record: Name (required), Tax number, Phone, Email

Purchase receipt

What you record: Receipt number (worked out by the program), Supplier (required), Supplier invoice, Received on (required), Status (required), Files

Stages: A new record starts as "Draft".

Draft → Received | Draft → Voided | Received → Voided

Purchase line

What you record: Receipt (required), Product (required), Quantity (required), Unit cost

Stock write off

What you record: Write off number (worked out by the program), Product (required), Quantity (required), Reason (required), Notes, Status (required)

Stages: A new record starts as "Draft".

Draft → Posted

Stock count

What you record: Count number (worked out by the program), Counted on (required), Counted by, Notes, Status (required)

Stages: A new record starts as "Draft".

Draft → Posted

Stock count line

What you record: Stock count (required), Product (required), Counted quantity (required), Recorded quantity (worked out by the program), Difference (worked out by the program)

Setup

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

Technician

What you record: Branch (required), Full name (required), License number, Skills, Phone, Active, Tracker id

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:

- Claims by resolution
- Claims by model
- Claims by technician
- Revenue by month
- Revenue by service
- Collections by payment method
- Outstanding balances by client
- Stock count differences by item (missing - / extra +)
- 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.