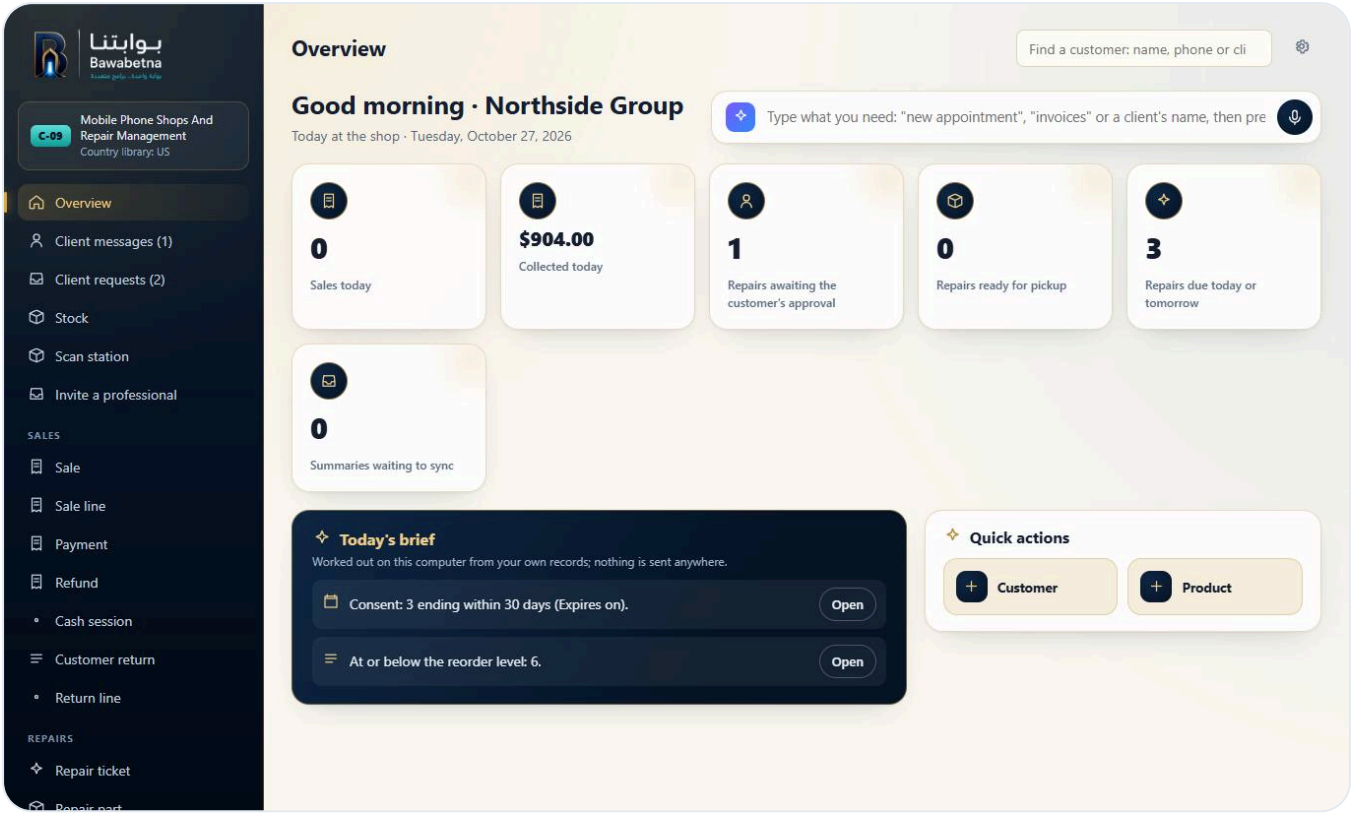
Bawabetna · User guide

Mobile Phone Shops And Repair 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:

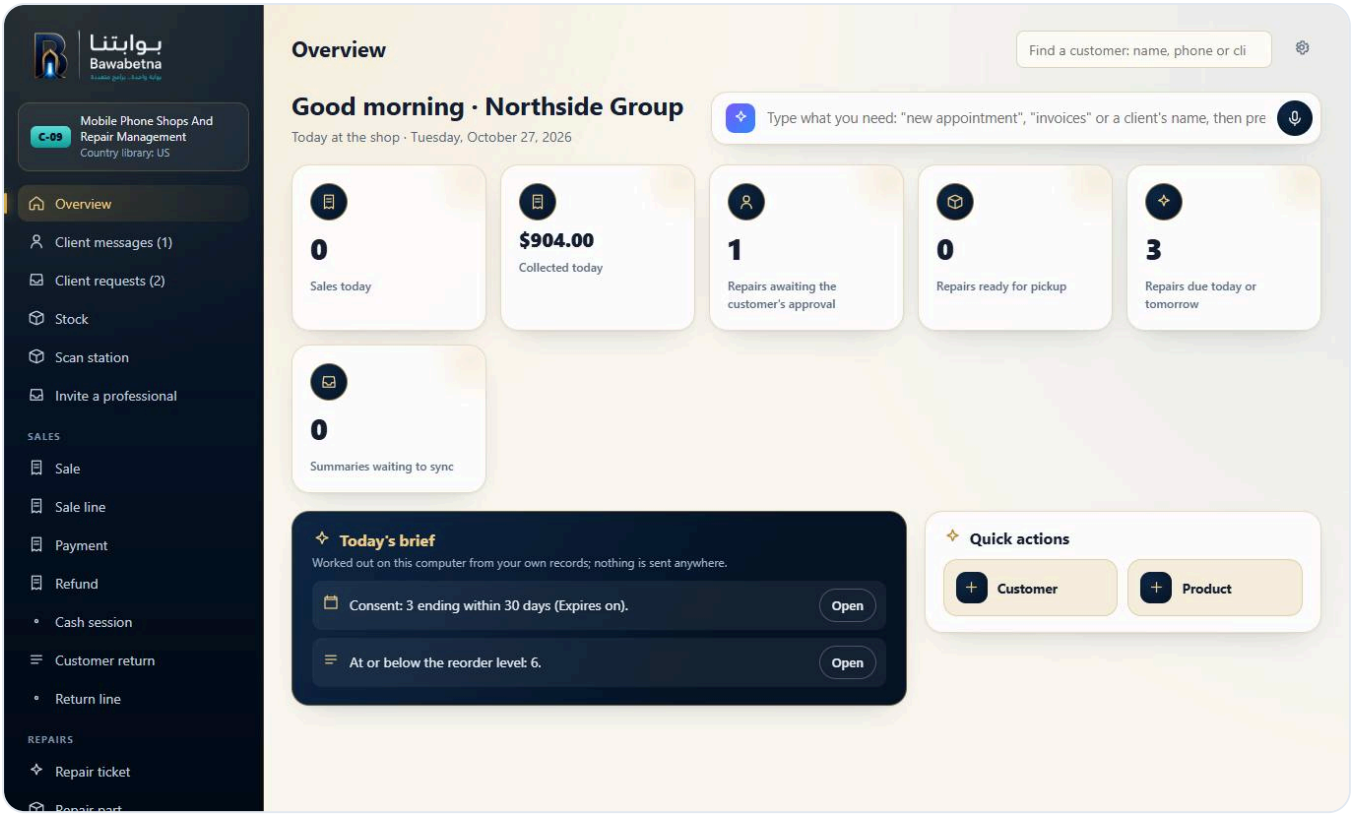
1. **Phone shop**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Technician**: Full name, Phone

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

- Cashier
- Manager
- Shop manager
- Shop owner
- 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".

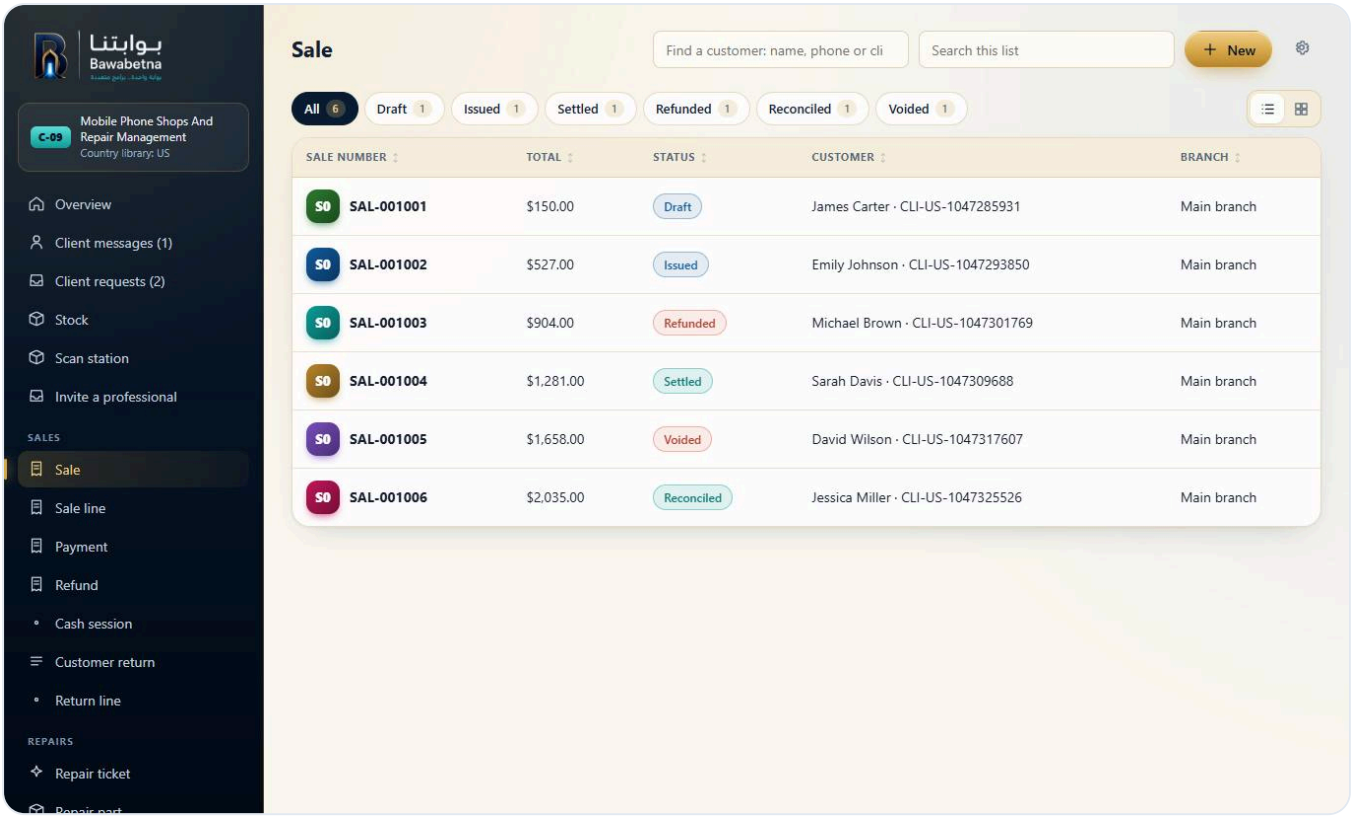


The home screen

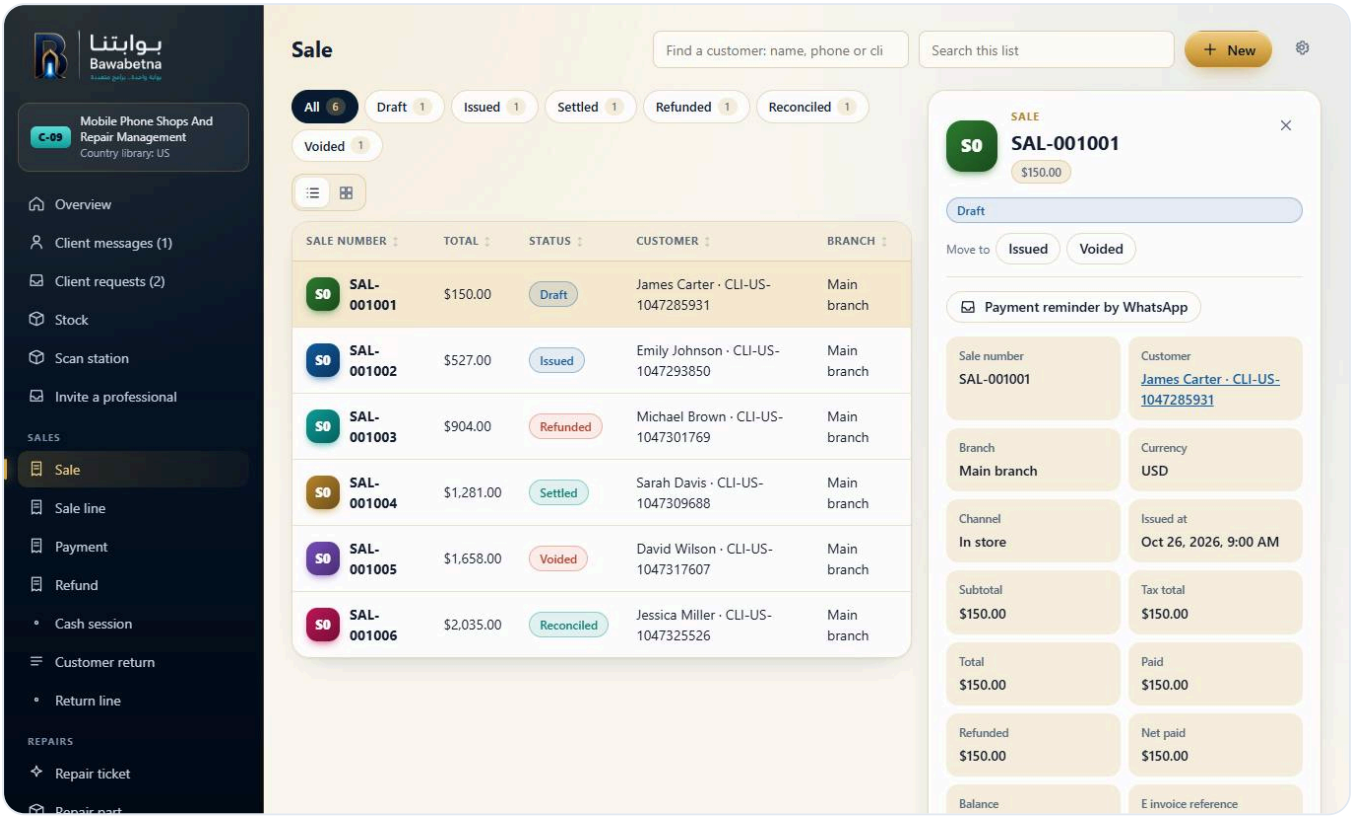
Screens and what you record in them

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.

Estimates



Sale



A record open for editing

Sale

What you record: Sale number (worked out by the program), Customer, Branch (required), Currency (required), Channel, 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

Sale line

What you record: Sale (required), Branch (worked out by the program), Product (required), Description (worked out by the program), Quantity (required), Unit price (required), Discount, Promotion applied (worked out by the program), 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), Sale (required), Amount (required), Method (required), Transaction reference, Cash session, Paid at (worked out by the program)

Refund

What you record: Refund number (worked out by the program), Payment (required), Sale (worked out by the program), Amount (required), Reason (required), Cash session, Refunded at (worked out by the program)

Cash session

What you record: Session number (worked out by the program), Branch (required), Cashier (required), Currency (required), Opened at (worked out by the program), Opening float (required), Cash taken (worked out by the program), Cash refunded (worked out by the program), Paid out, Expected cash (worked out by the program), Counted cash, Over short (worked out by the program), Closed at (worked out by the program), Status (required), Notes

Stages: A new record starts as "Open".

Open → Closed

Customer return

What you record: Return number (worked out by the program), Sale (required), Branch (worked out by the program), Reason (required), Restock, Status (required)

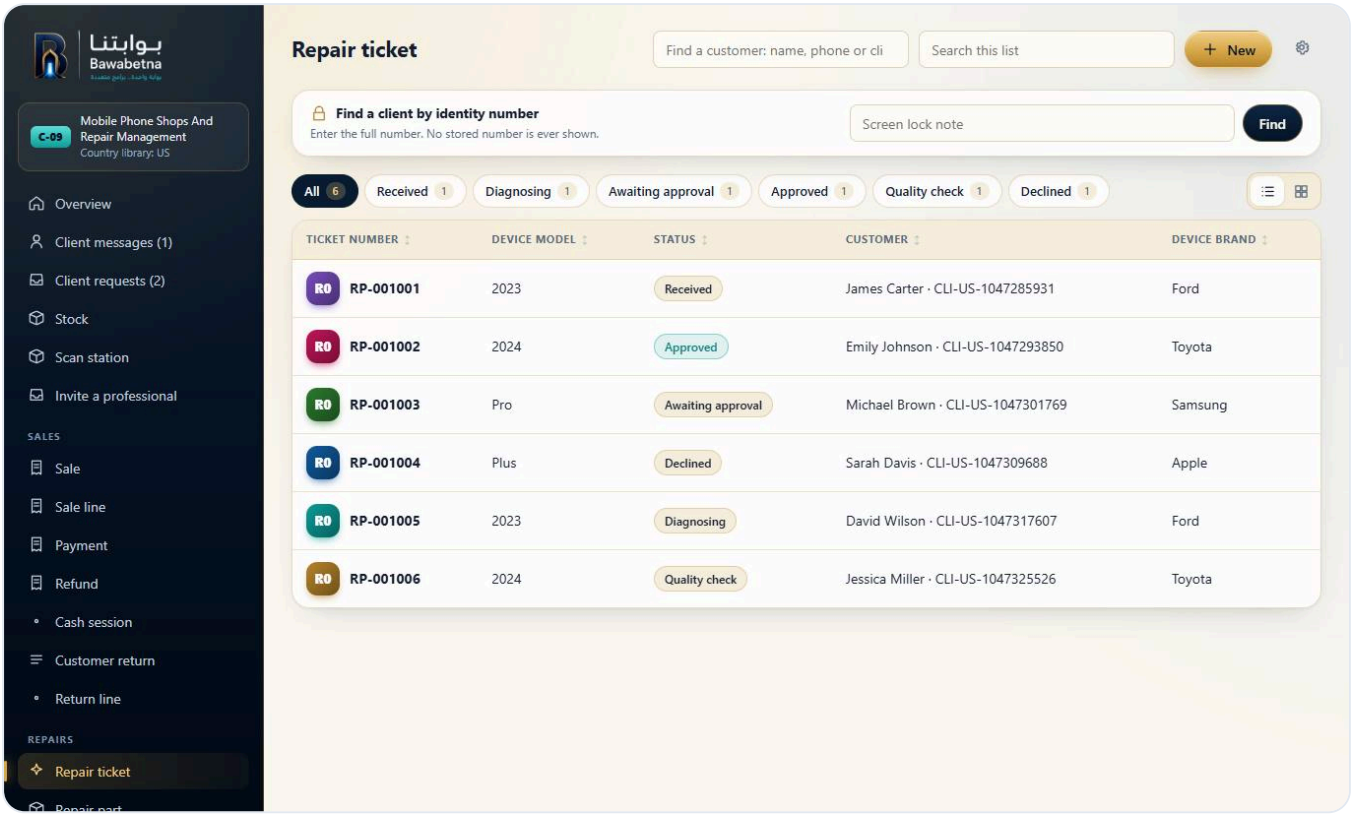
Stages: A new record starts as "Draft".

Draft → Posted

Return line

What you record: Customer return (required), Branch (worked out by the program), Product (required), Quantity (required)

Repairs



Repair ticket

Repair ticket

What you record: Ticket number (worked out by the program), Customer (required), Device brand (required), Device model (required), Imei, Problem (required), Accessories left, Device condition, Screen lock note, Photos, Technician, Diagnosis, Estimate, Deposit, Parts cost (worked out by the program), Promised on, Warranty days, Warranty until (worked out by the program), Delivered at (worked out by the program), Status (required)

Stages: A new record starts as "Received".

- Approved → Repairing
- Awaiting approval → Approved
- Awaiting approval → Declined
- Declined → Delivered
- Diagnosing → Awaiting approval
- Diagnosing → Unrepairable
- Quality check → Repairing
- Quality check → Ready
- Ready → Delivered
- Received → Diagnosing
- Repairing → Quality check
- Unrepairable → Delivered

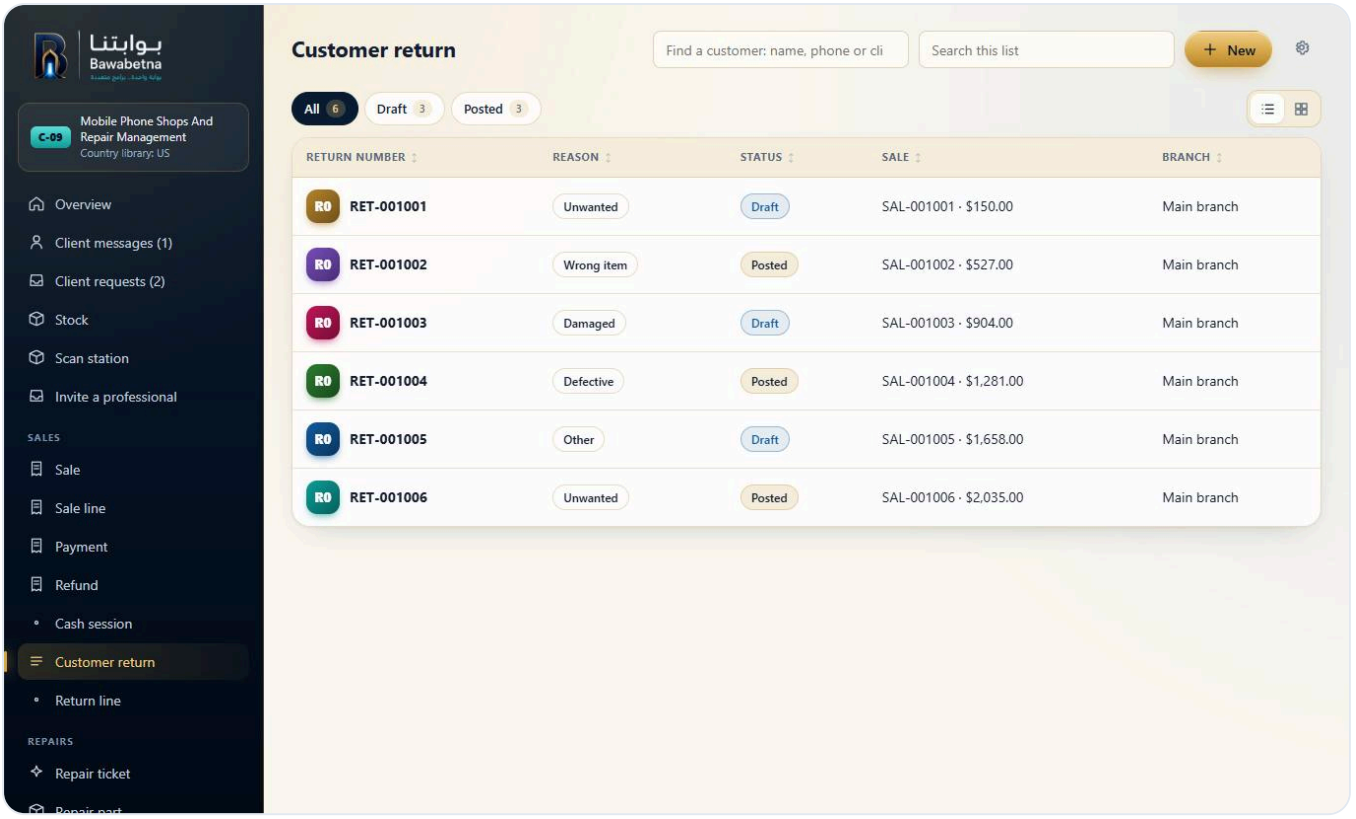
Repair part

What you record: Repair ticket (required), Product (required), Quantity (required), Unit cost, Line cost (worked out by the program), Status (required)

Stages: A new record starts as "Reserved".

- Reserved → Issued

Customers



Customer

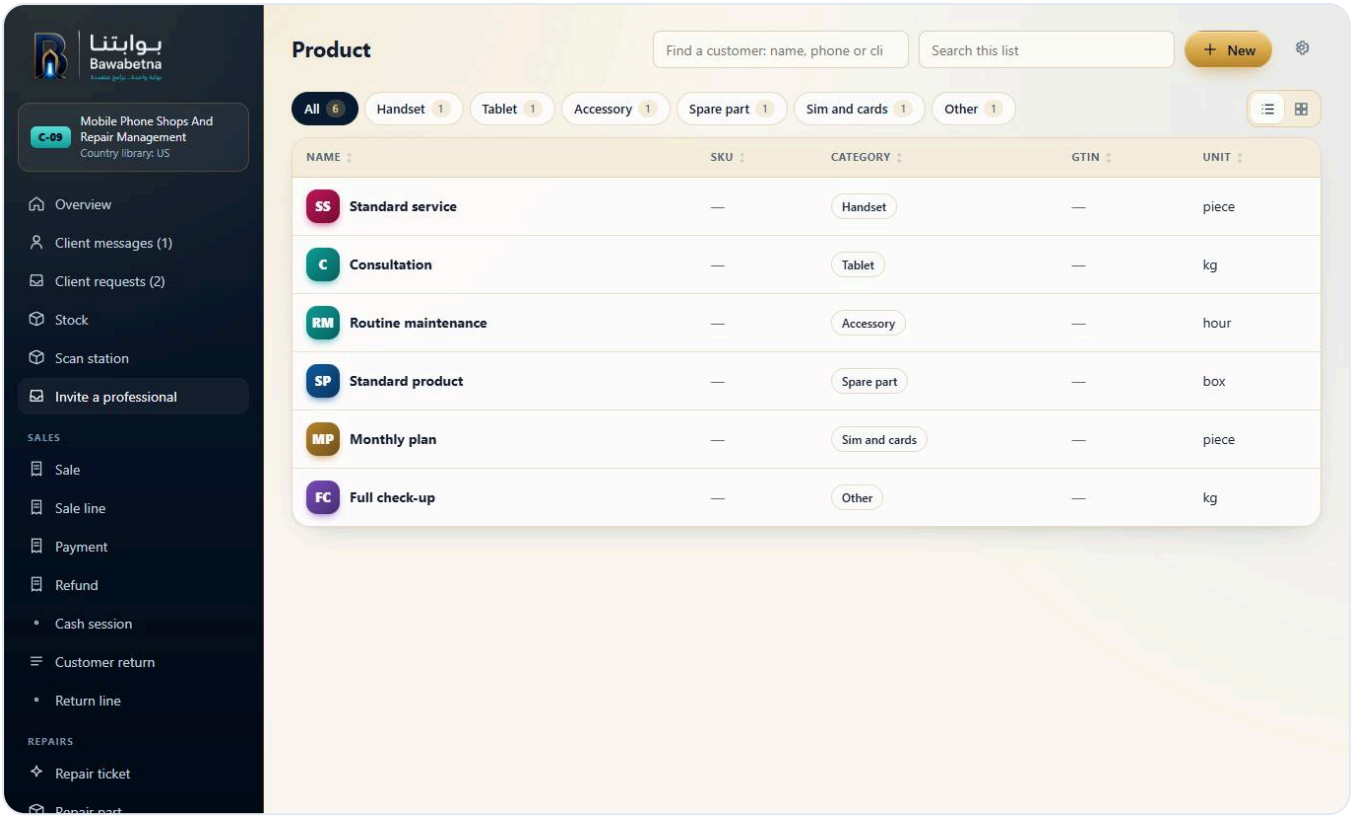
Customer

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

Loyalty entry

What you record: Customer (required), Sale, Points (required), Reason (required), Recorded at (worked out by the program), Notes

Stock



Product

Product

What you record: Name (required), Sku, Category (required), Gtin, Unit, Brand, Model, Storage gb, Colour, 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), Branch (required), 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), Branch (worked out by the program), Product (required), Quantity (required), Unit cost

Stock write off

What you record: Write off number (worked out by the program), Branch (required), 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), Branch (required), 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), Branch (worked out by the program), Product (required), Counted quantity (required), Recorded quantity (worked out by the program), Difference (worked out by the program)

Stock transfer

What you record: Transfer number (worked out by the program), From branch (required), To branch (required), Transfer date (required), Notes, Status (required)

Stages: A new record starts as "Draft".

Draft → Posted

Transfer line

What you record: Stock transfer (required), From branch (worked out by the program), To branch (worked out by the program), Product (required), Quantity (required)

Handset unit

What you record: Product (required), Imei (required), Imei 2, Serial number, Condition (required), Cost, Warranty until, Customer, Status (required)

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

In repair → In stock | In repair → Sold | In stock → Sold | In stock → In repair | Returned → In stock | Sold → Returned | Sold → In repair

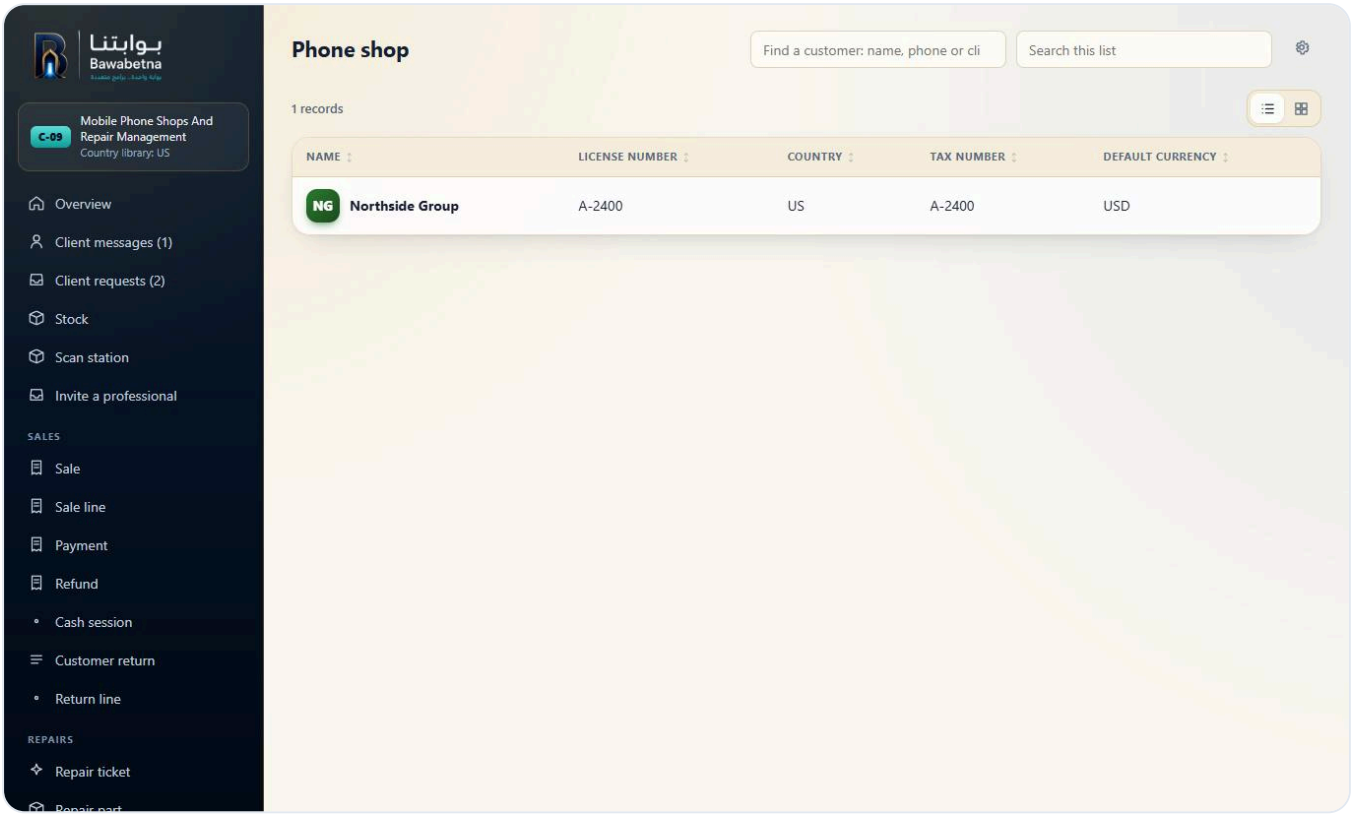
Trade in

What you record: Customer (required), Device brand (required), Device model (required), Imei (required), Seller identity (required), Condition (required), Checks, Offered price (required), Repair ticket, Sale, Credit applied, Photos, Received on (required), Status (required)

Stages: A new record starts as "Offered".

Offered → Accepted | Offered → Rejected

Setup



Phone shop

Phone shop

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: Phone shop (required), Name (required), Address, Phone

Technician

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

- Sales by day
- Sales by branch
- Best-selling products
- Collections by payment method
- Cash over / short by cashier
- Repairs by status
- Repairs by technician
- Repairs by brand
- Stock count differences by item (missing - / extra +)
- Loyalty points

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.