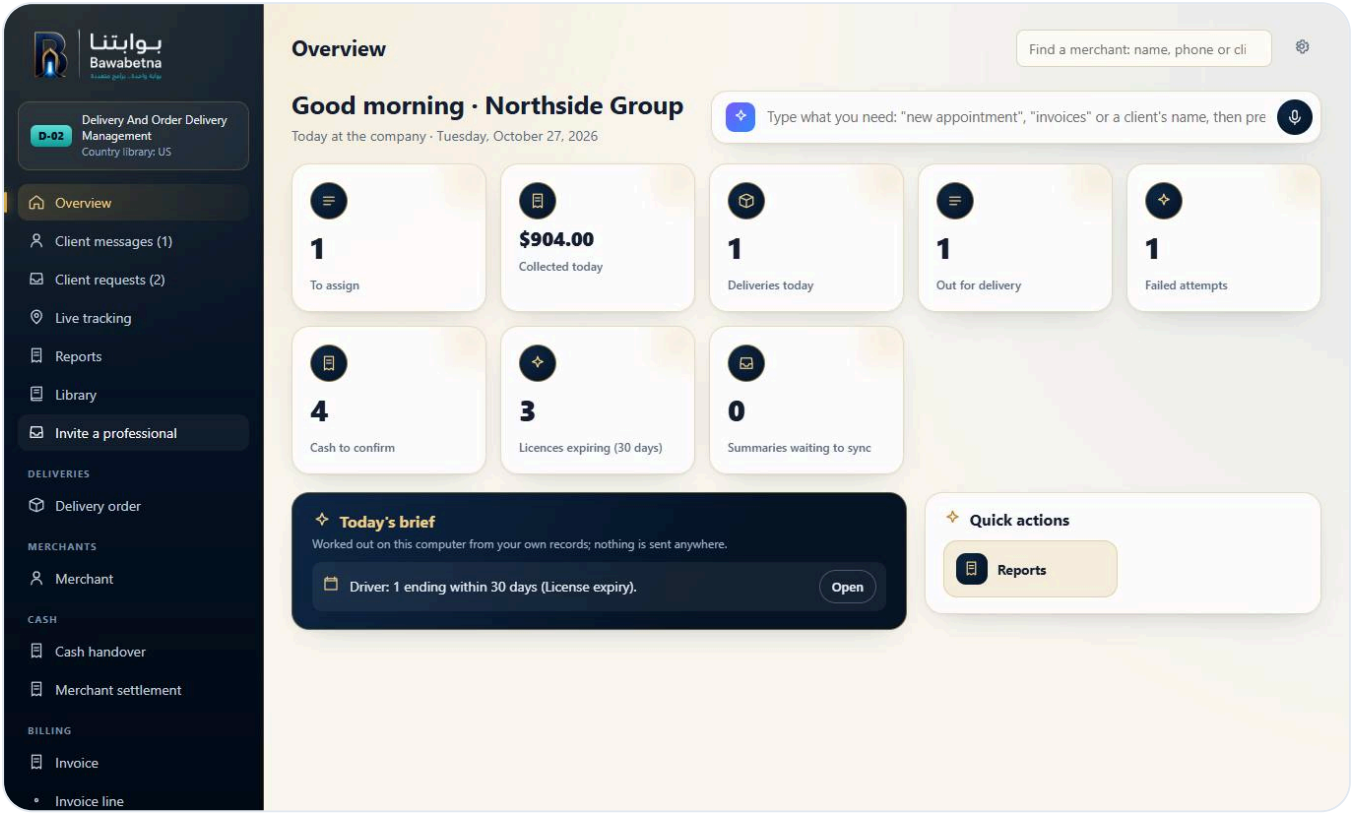
Bawabetna · User guide

Delivery And Order Delivery 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:

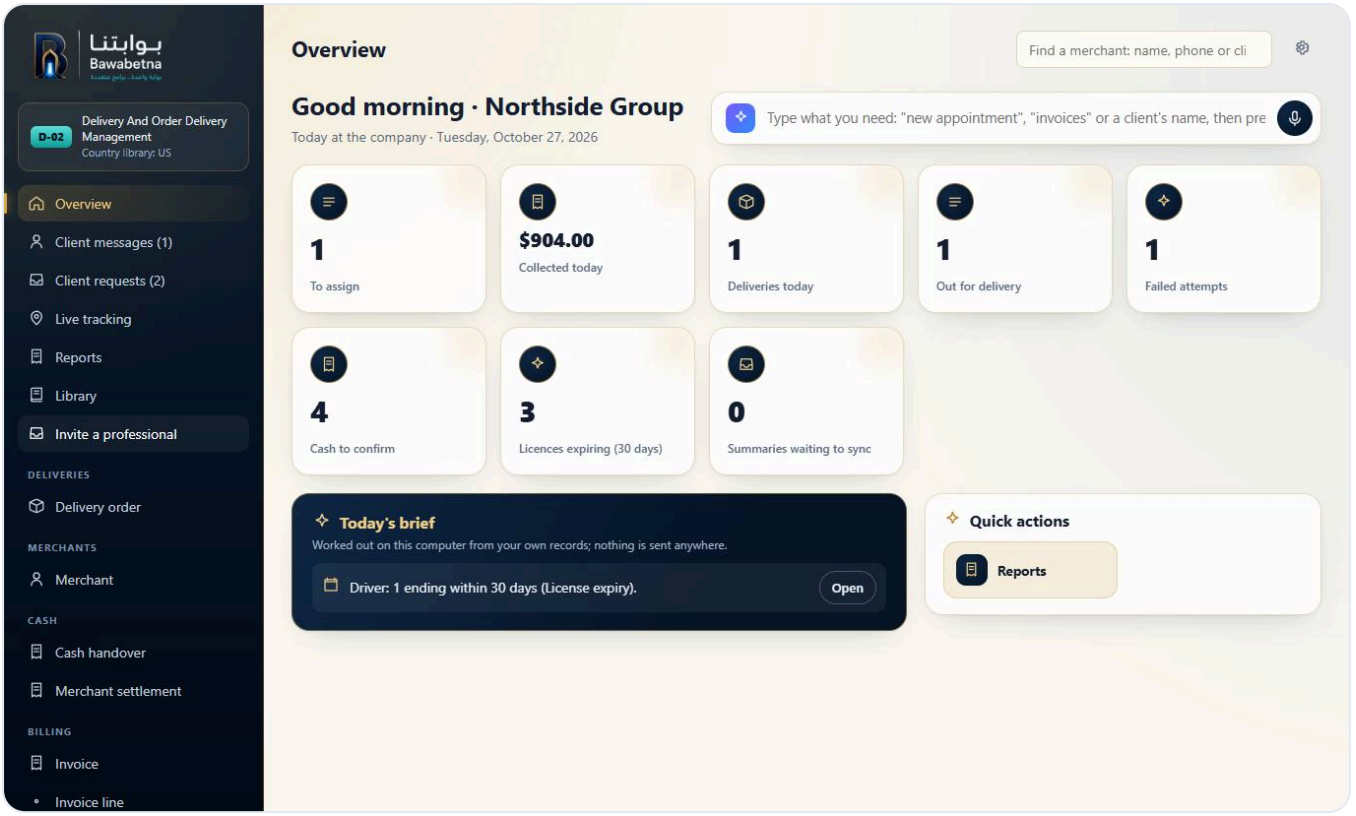
1. **Delivery company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Driver**: Full name, Phone

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

- Cashier
- Company owner
- Dispatcher
- Driver
- Manager

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".

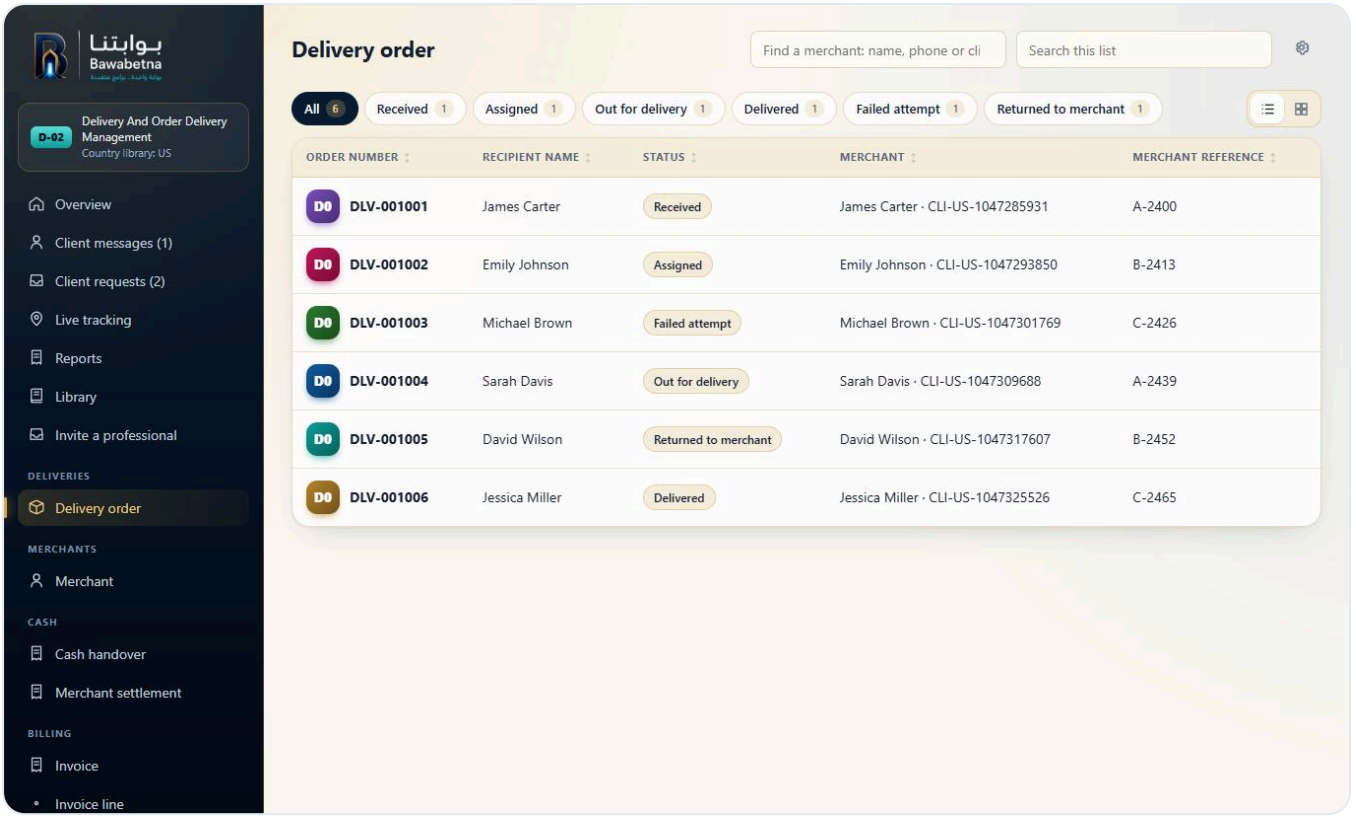


The home screen

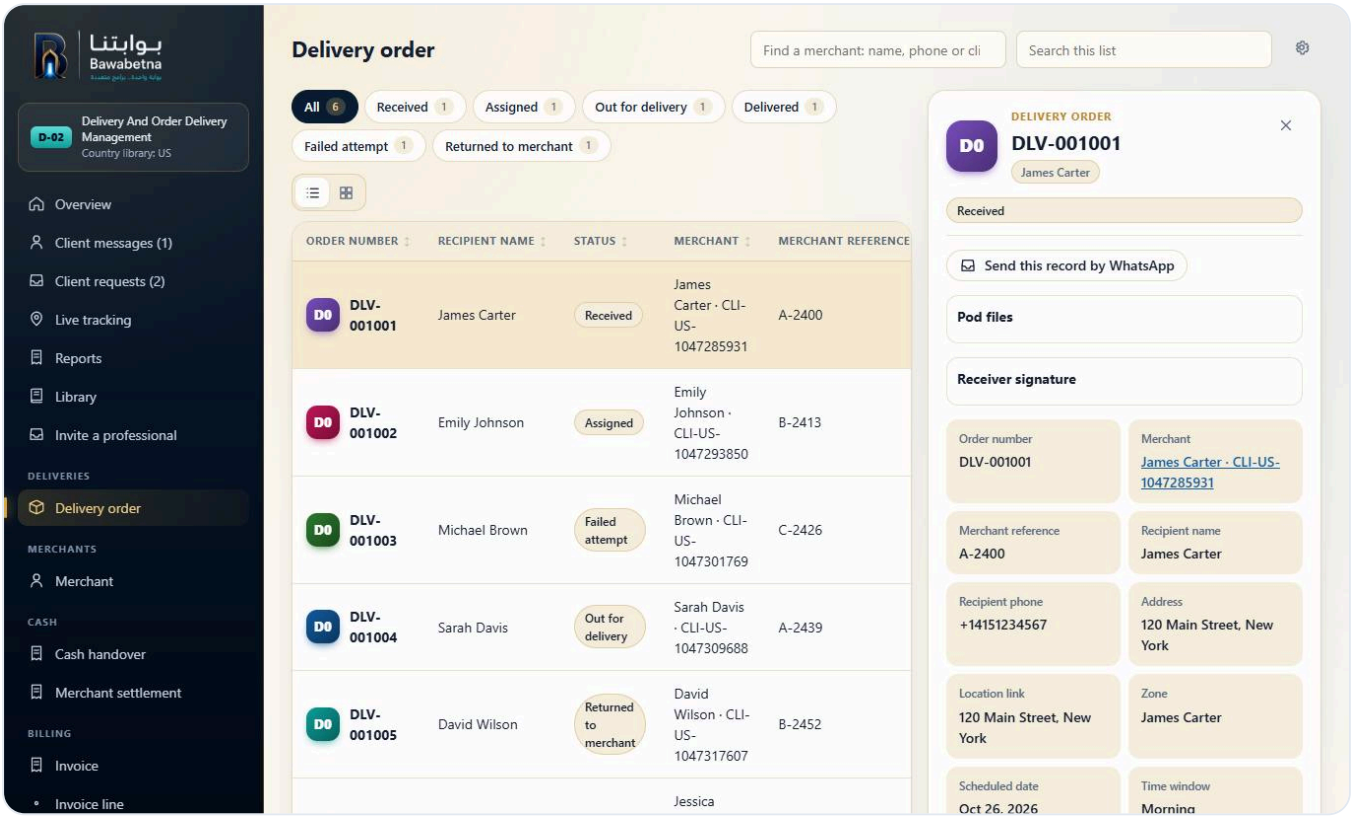
Screens and what you record in them

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.

Deliveries



Delivery order



A record open for editing

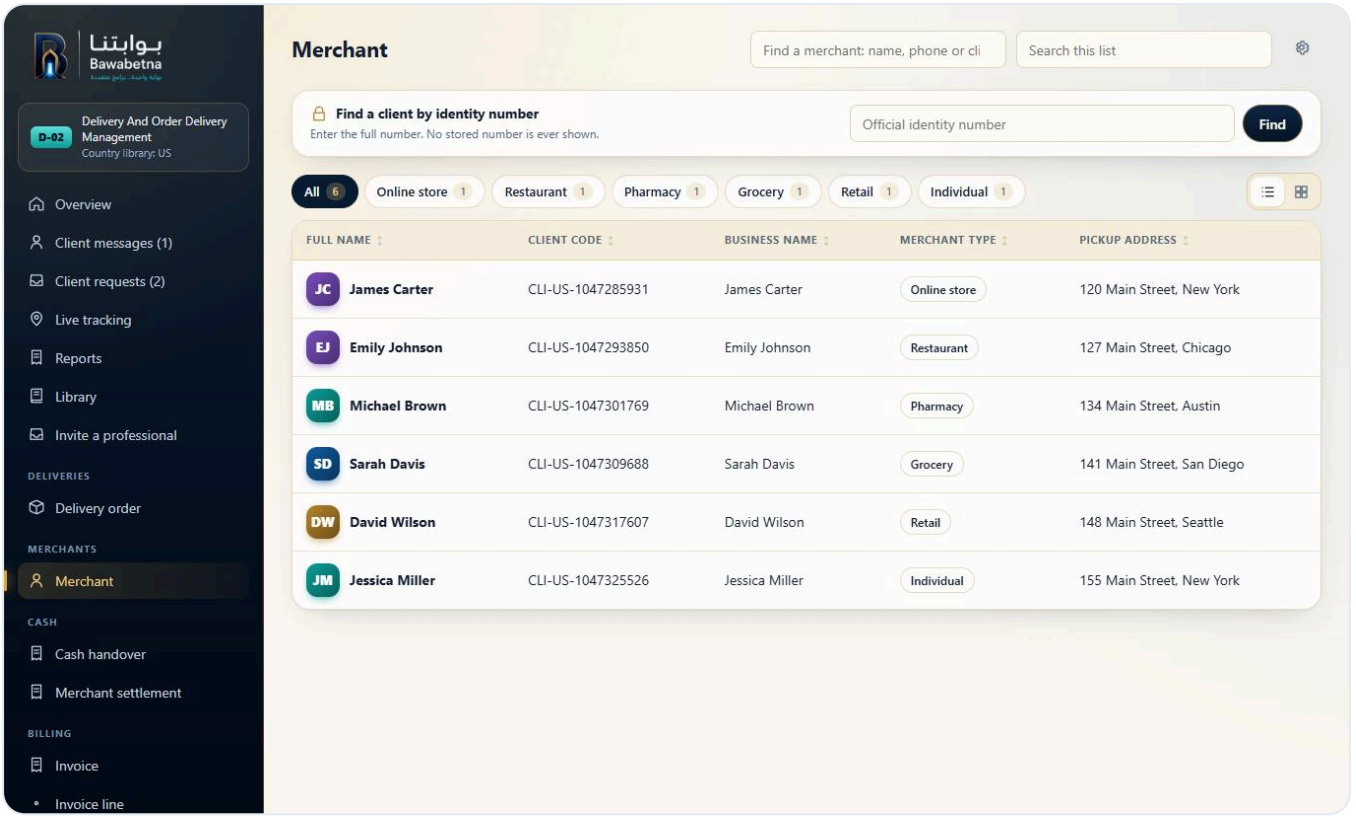
Delivery order

What you record: Order number (worked out by the program), Merchant (required), Merchant reference, Recipient name (required), Recipient phone (required), Address (required), Location link, Zone (required), Scheduled date (required), Time window, Packages, Cod amount, Delivery fee (required), Driver, Attempts, Failure reason, Status (required), Delivered at (worked out by the program), Receiver name, Pod files, Receiver signature, Notes

Stages: A new record starts as "Received".

Assigned → Out for delivery | Assigned → Received | Failed attempt → Assigned | Failed attempt → Out for delivery | Failed attempt → Returned to merchant | Out for delivery → Delivered | Out for delivery → Failed attempt | Received → Assigned | Received → Cancelled

Merchants

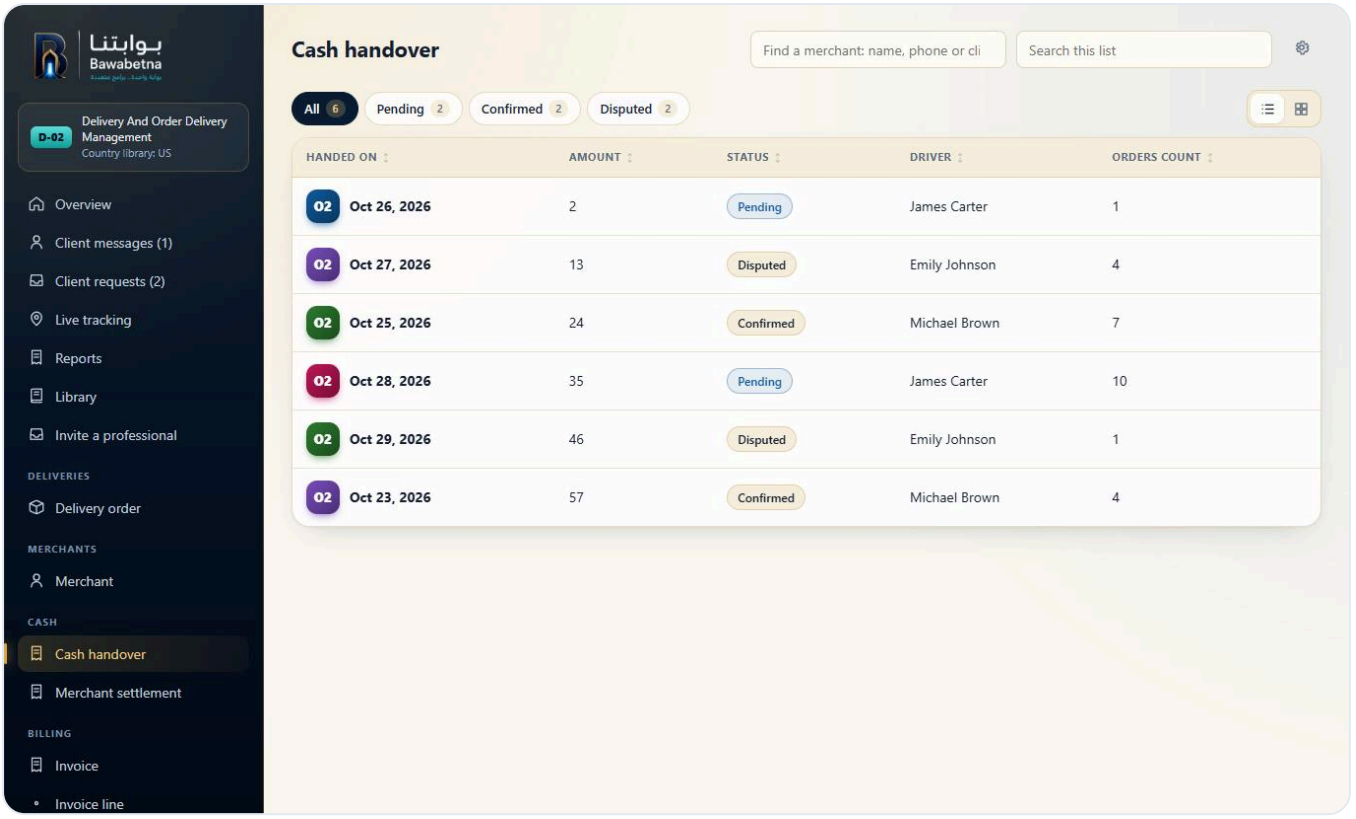


Merchant

Merchant

What you record: Full name (required), Business name (required), Merchant type (required), Pickup address, Bank iban, Email, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Cash



Cash handover

Cash handover

What you record: Driver (required), Handed on (required), Orders count, Amount (required), Expected amount (required), Difference (worked out by the program), Received by, Status (required)

Stages: A new record starts as "Pending".

Disputed → Confirmed | Pending → Confirmed | Pending → Disputed

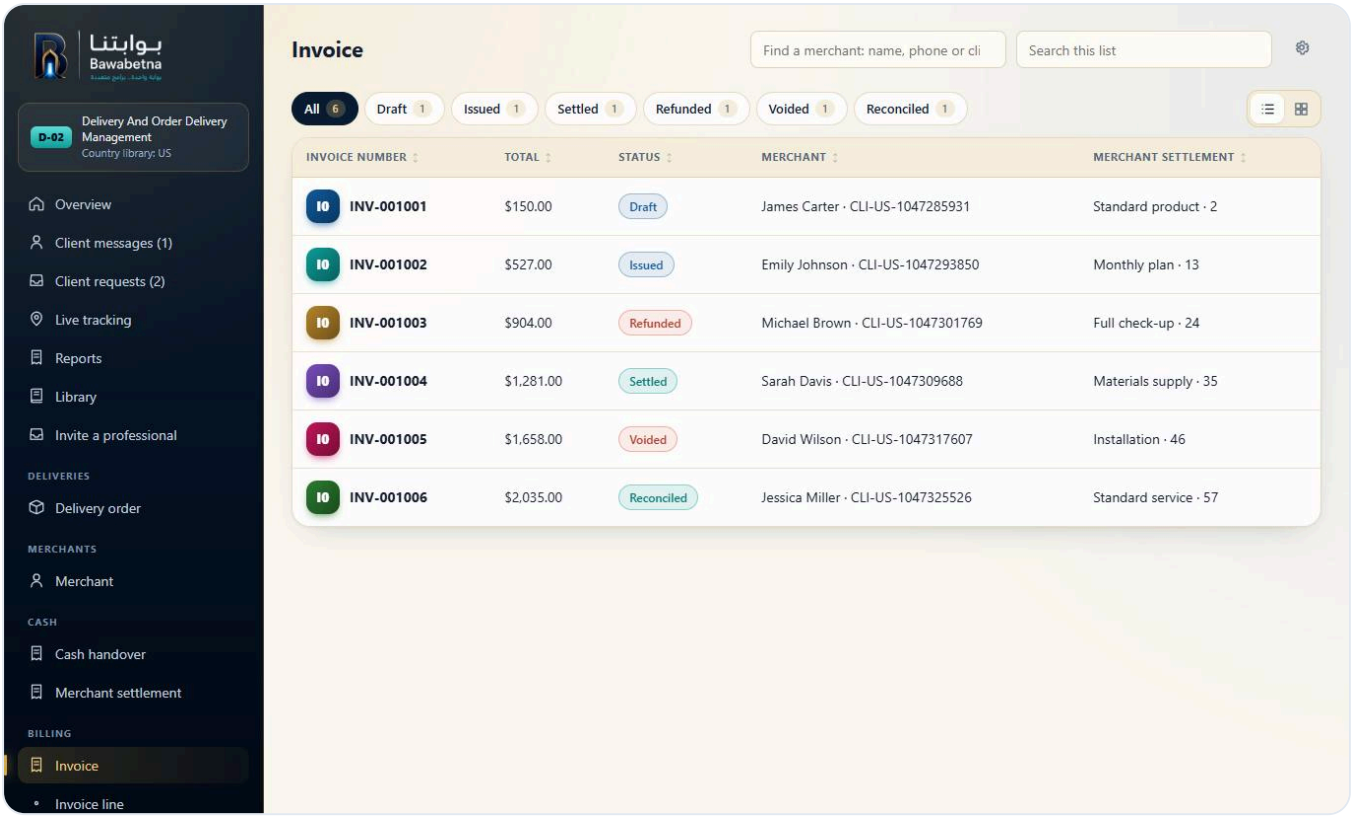
Merchant settlement

What you record: Merchant (required), Period (required), Orders count, Cod collected (required), Fees (required), Net amount (worked out by the program), Transfer reference, Status (required), Paid at (worked out by the program), Files

Stages: A new record starts as "Draft".

Approved → Paid | Approved → Draft | Draft → Approved

Billing



Invoice

Invoice

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

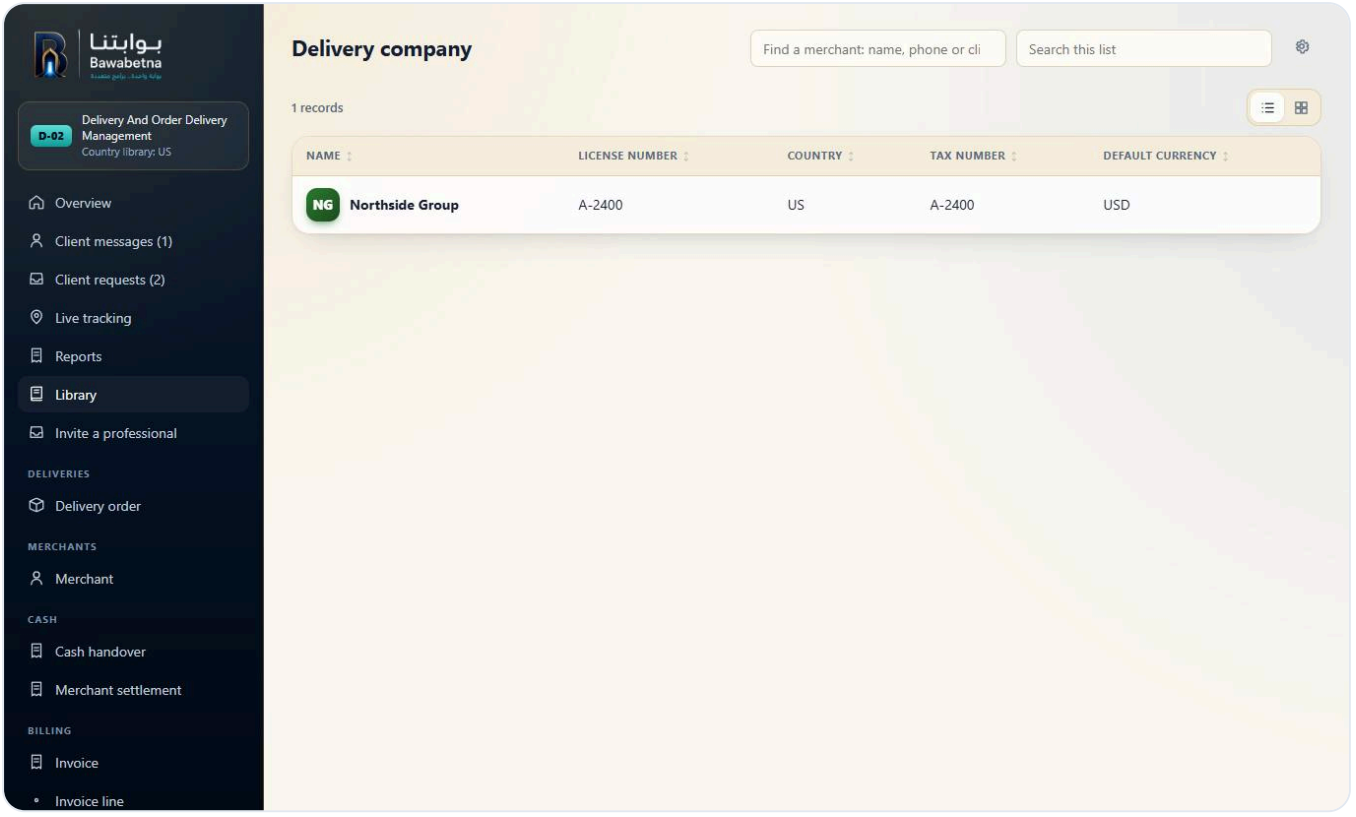
Payment

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



Delivery company

Delivery company

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: Delivery company (required), Name (required), Address, Phone

Driver

What you record: Branch (required), Full name (required), License number, Phone, Vehicle kind, License expiry, Cash limit, Active, Tracker id

Zone

What you record: Name (required), City, Delivery fee (required), Cod fee percent, Target minutes, 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:

- Orders by status
- Orders by driver
- Orders by zone
- Failures by reason
- 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.