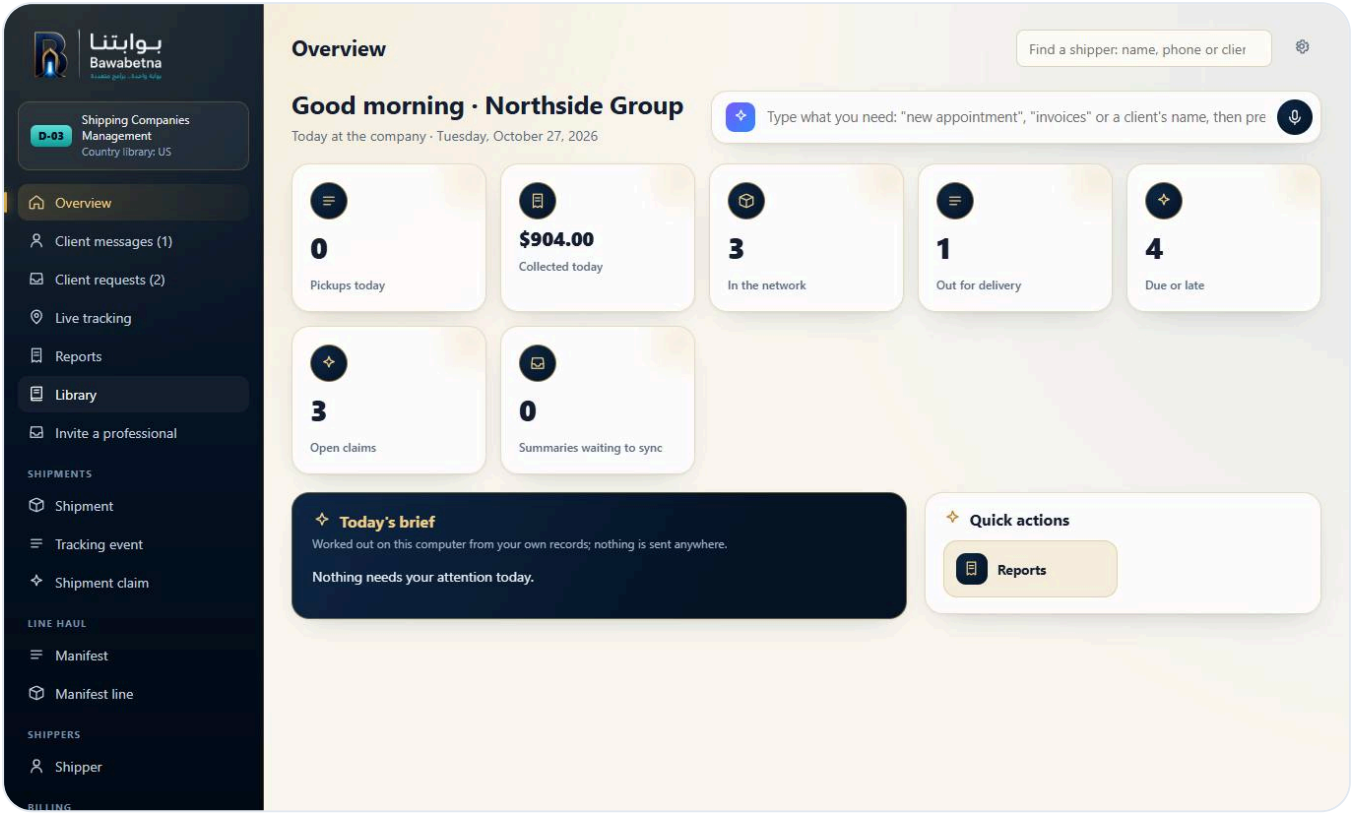
Bawabetna · User guide

Shipping Companies 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:

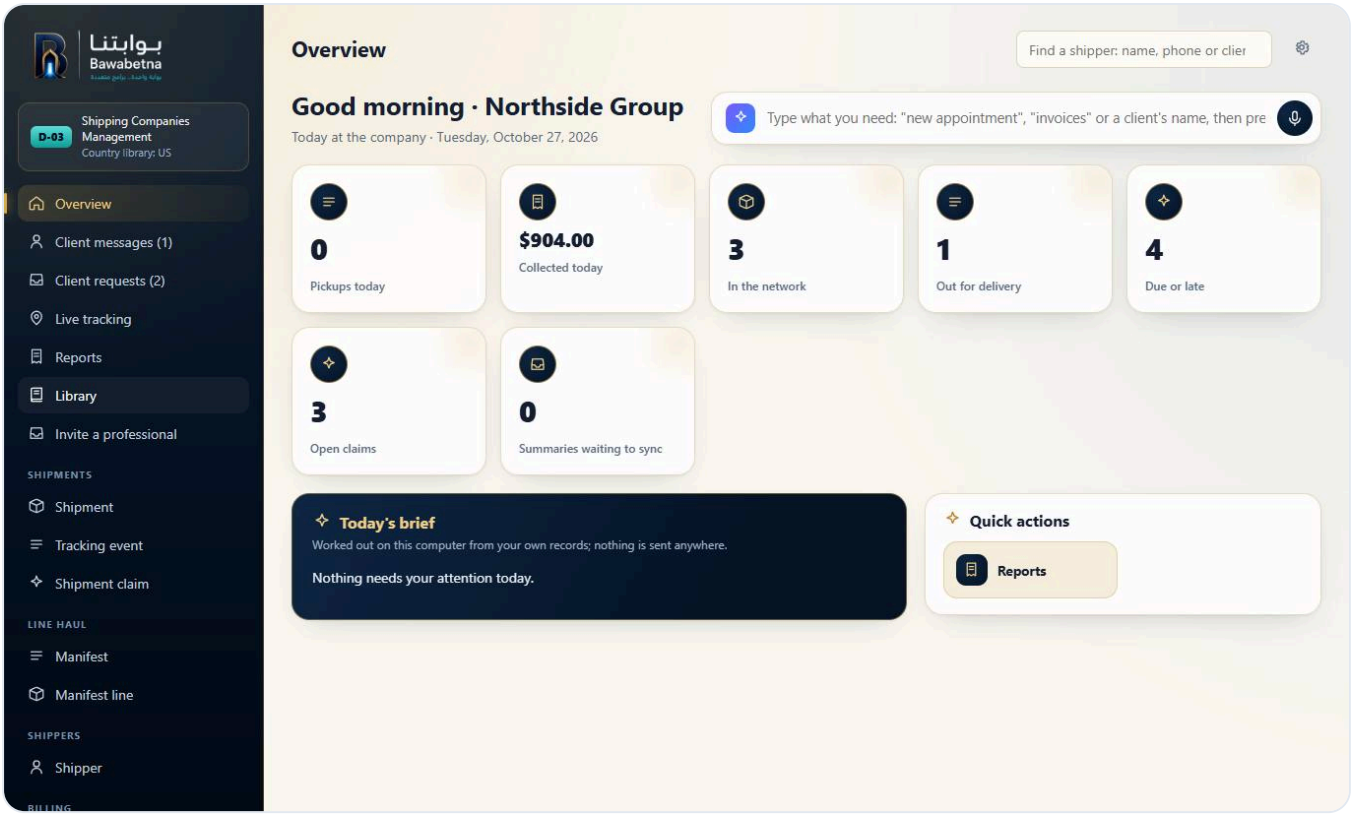
1. **Shipping company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Courier staff**: Full name, Phone

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

- Accountant
- Company owner
- Courier
- Customer service
- Hub agent
- 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".

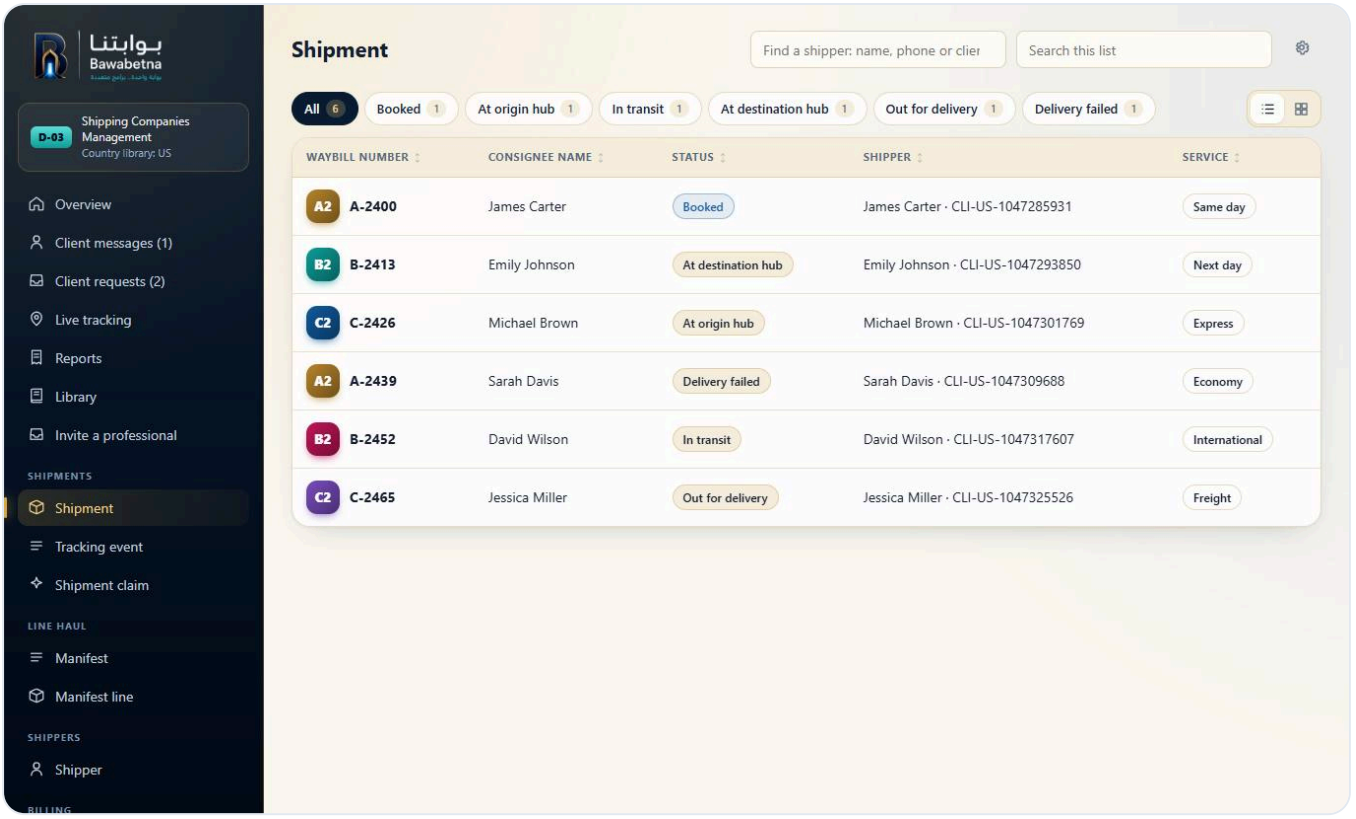


The home screen

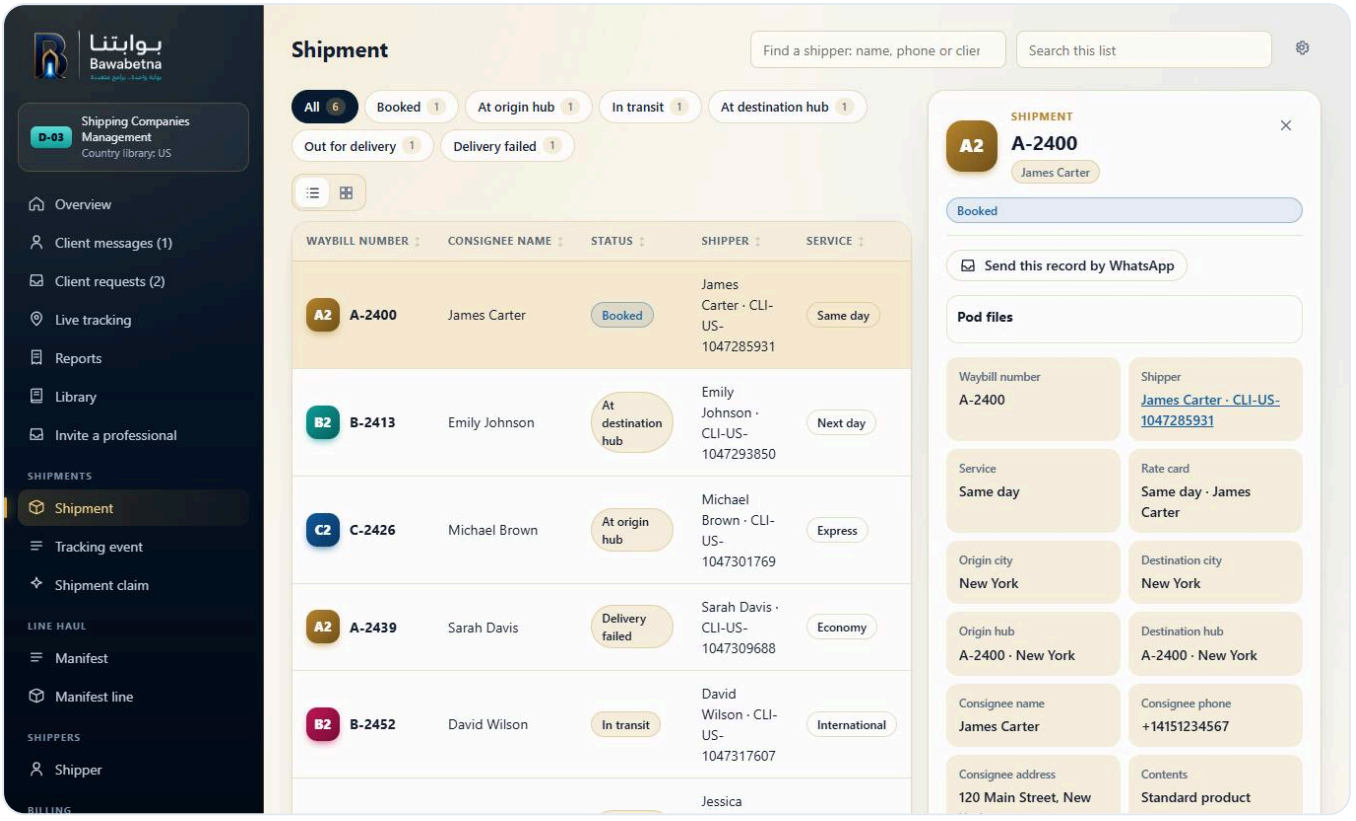
Screens and what you record in them

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.

Shipments



Shipment



A record open for editing

Shipment

What you record: Waybill number (required), Shipper (required), Service (required), Rate card, Origin city (required), Destination city (required), Origin hub, Destination hub, Consignee name (required), Consignee phone (required), Consignee address (required), Contents (required), Pieces (required), Actual weight kg (required), Length cm, Width cm, Height cm, Volumetric weight kg (worked out by the program), Chargeable weight kg (worked out by the program), Declared value, Cod amount, Shipping charge, Rate first kg (worked out by the program), Rate extra kg (worked out by the program), Rate cod fee (worked out by the program), Rated charge (worked out by the program), Pickup date (required), Promised date, Courier staff, Failure reason, Status (required), Delivered at (worked out by the program), Receiver name, Pod files

Stages: A new record starts as "Booked".

- At destination hub → Out for delivery
- At origin hub → In transit
- At origin hub → Out for delivery
- Booked → Picked up
- Booked → Cancelled
- Delivery failed → Out for delivery
- Delivery failed → Returned to shipper
- In transit → At destination hub
- Out for delivery → Delivered
- Out for delivery → Delivery failed
- Picked up → At origin hub

Tracking event

What you record: Shipment (required), Hub, Event (required), Event at (required), Note

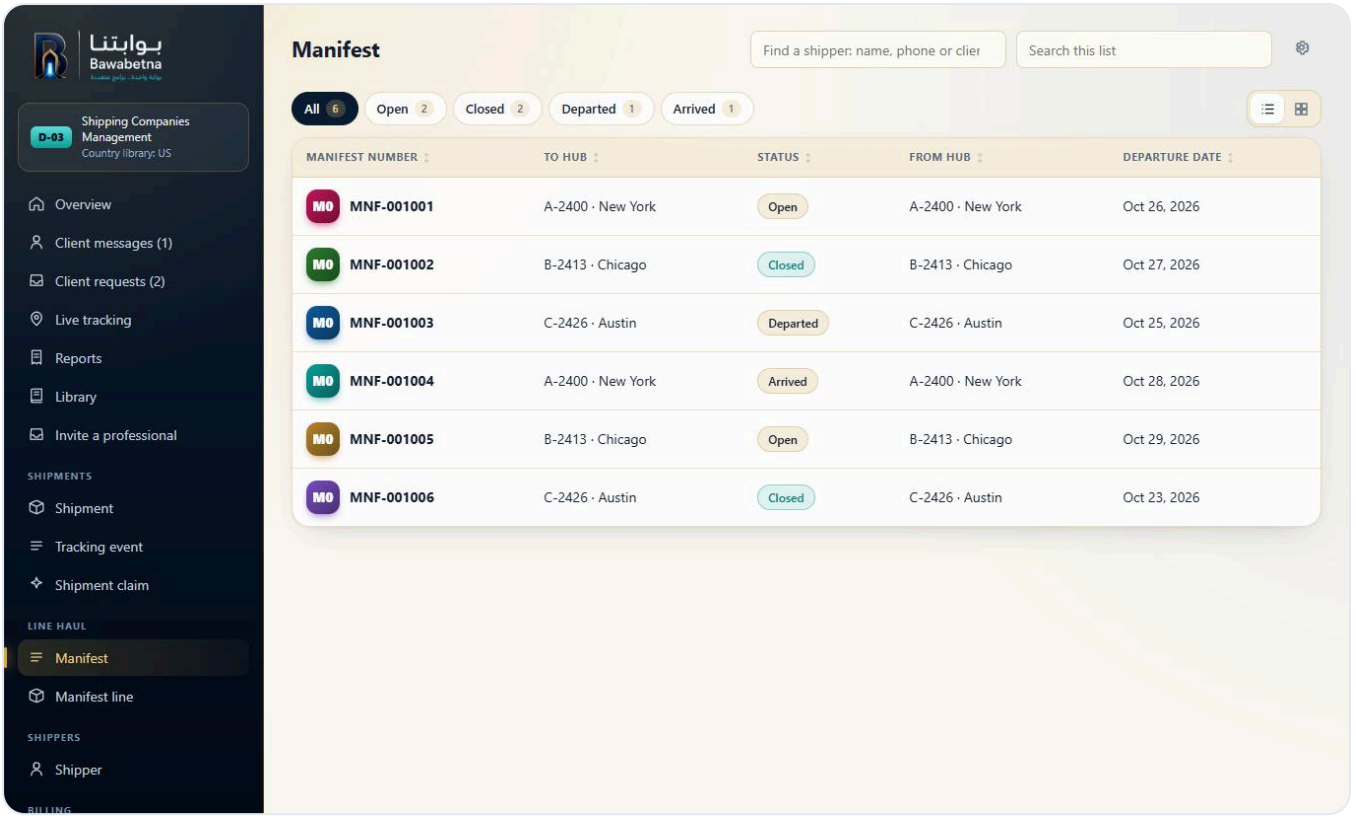
Shipment claim

What you record: Shipment (required), Claim type (required), Filed on (required), Claimed amount (required), Approved amount, Description, Files, Status (required)

Stages: A new record starts as "Filed".

- Approved → Paid
- Filed → Investigating
- Investigating → Approved
- Investigating → Rejected

Line haul



Manifest

Manifest

What you record: Manifest number (worked out by the program), From hub (required), To hub (required), Departure date (required), Vehicle plate, Seal number, Status (required), Departed at (worked out by the program), Arrived at (worked out by the program)

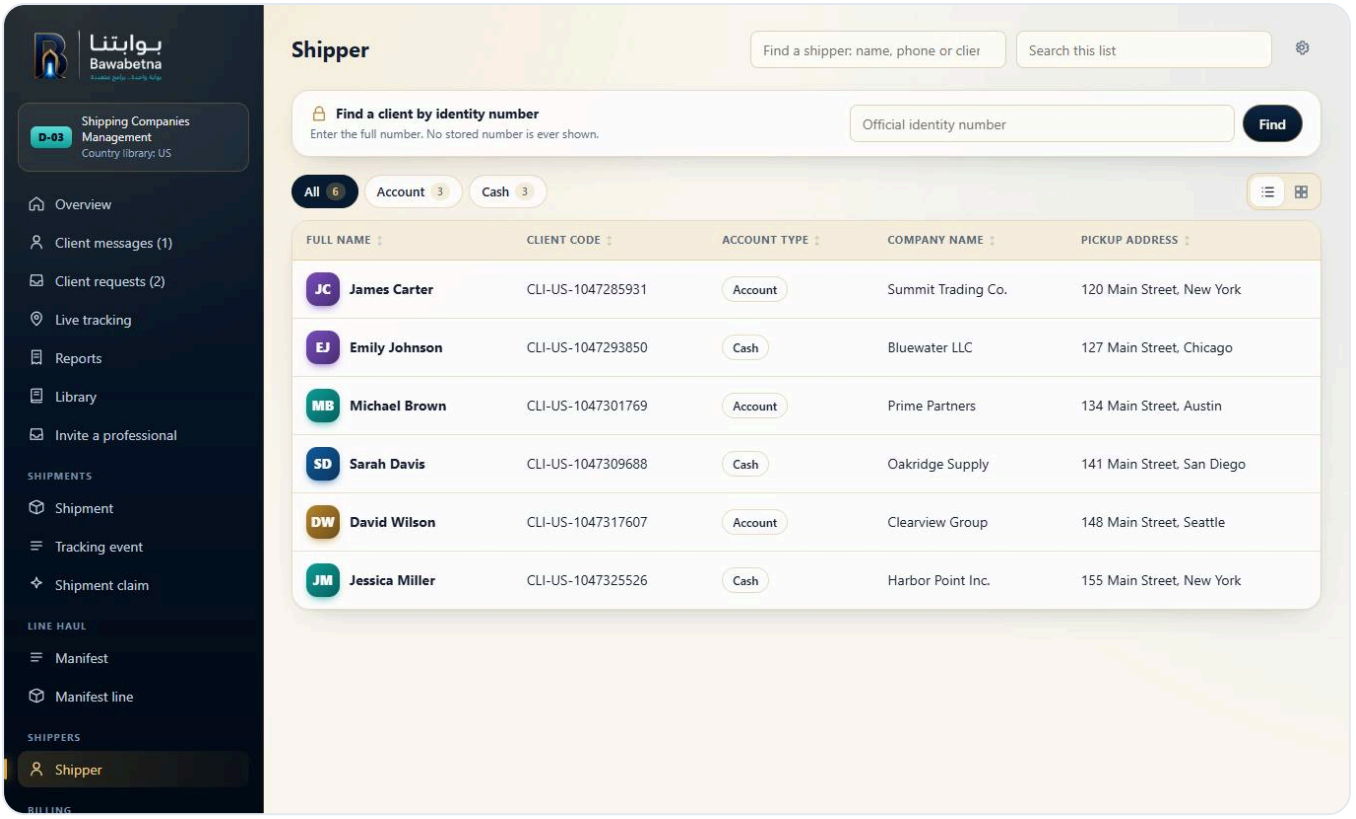
Stages: A new record starts as "Open".

Closed → Departed | Closed → Open | Departed → Arrived | Open → Closed

Manifest line

What you record: Manifest (required), Shipment (required), Pieces

Shippers

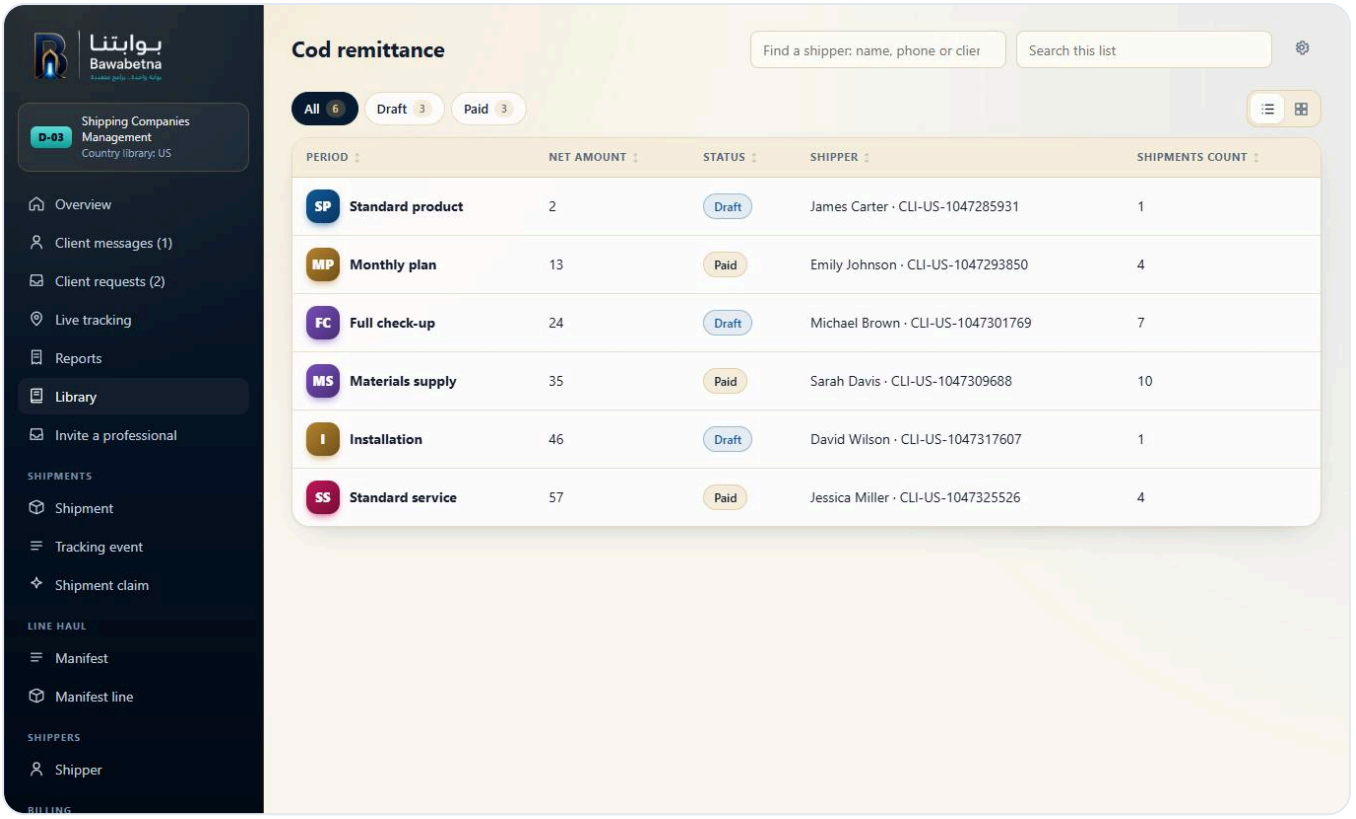


Shipper

Shipper

What you record: Full name (required), Account type (required), Company name, Pickup address, Email, Credit days, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Billing



Cod remittance

Cod remittance

What you record: Shipper (required), Period (required), Shipments count, Cod collected (required), Fees (required), Net amount (worked out by the program), Transfer reference, Status (required)

Stages: A new record starts as "Draft".

Draft → Paid

Invoice

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

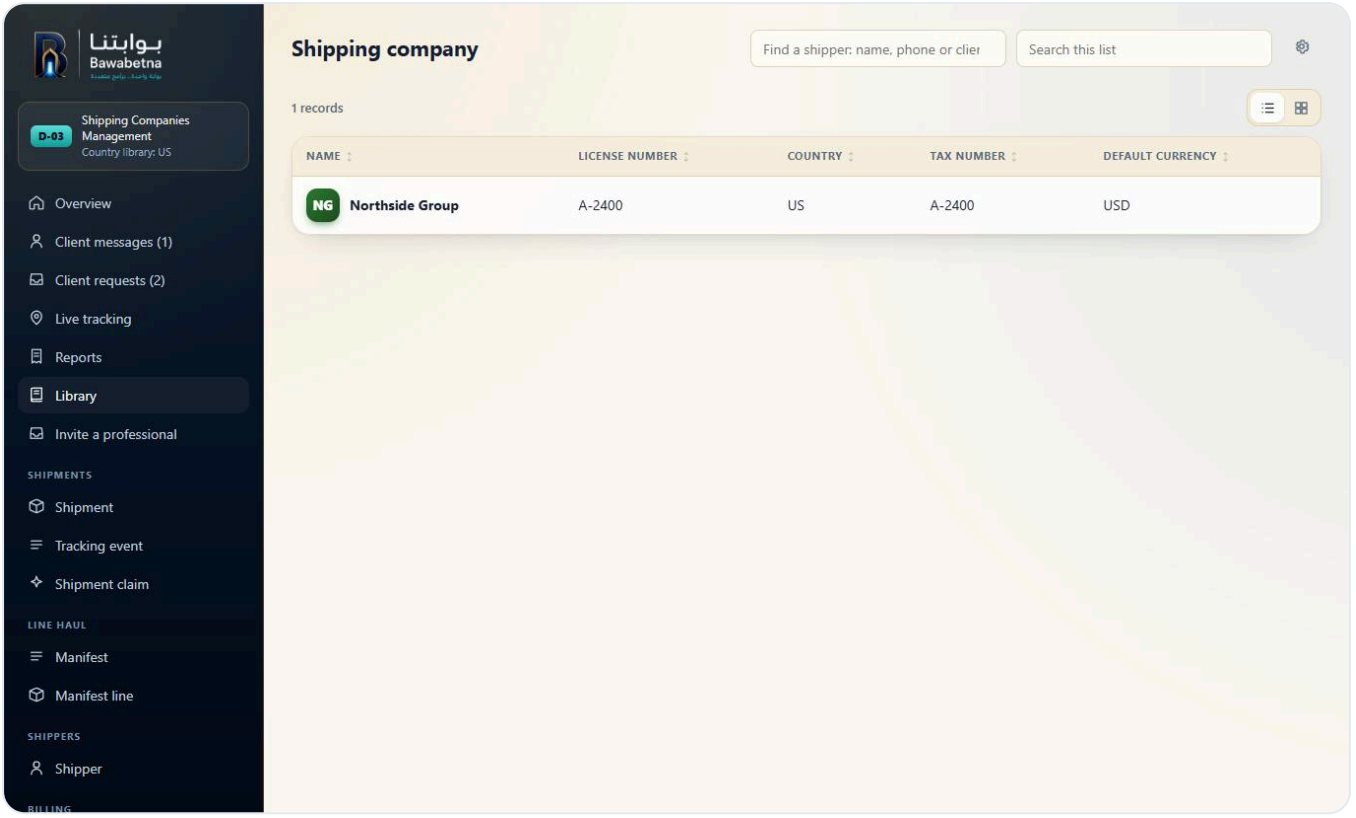
Payment

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



Shipping company

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

Courier staff

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

Hub

What you record: Code (required), City (required), Hub type (required), Address, Phone

Rate card

What you record: Service (required), Zone name (required), First kg price (required), Extra kg price (required), Cod fee, Transit days, Valid from

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:

- Shipments by status
- Shipments by destination
- Failed deliveries by reason
- Shipments by shipper
- Claims by type
- 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.