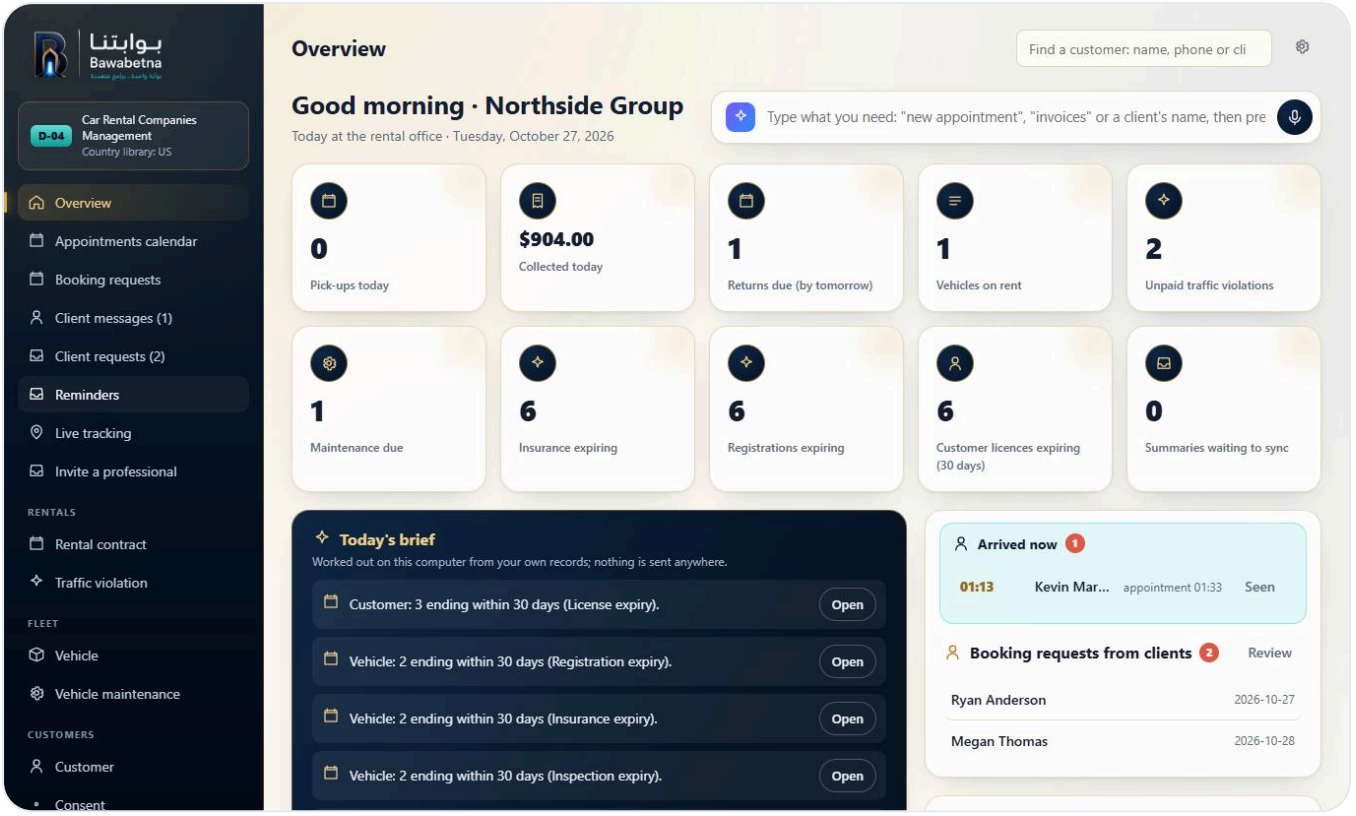
Bawabetna · User guide

Car Rental 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:

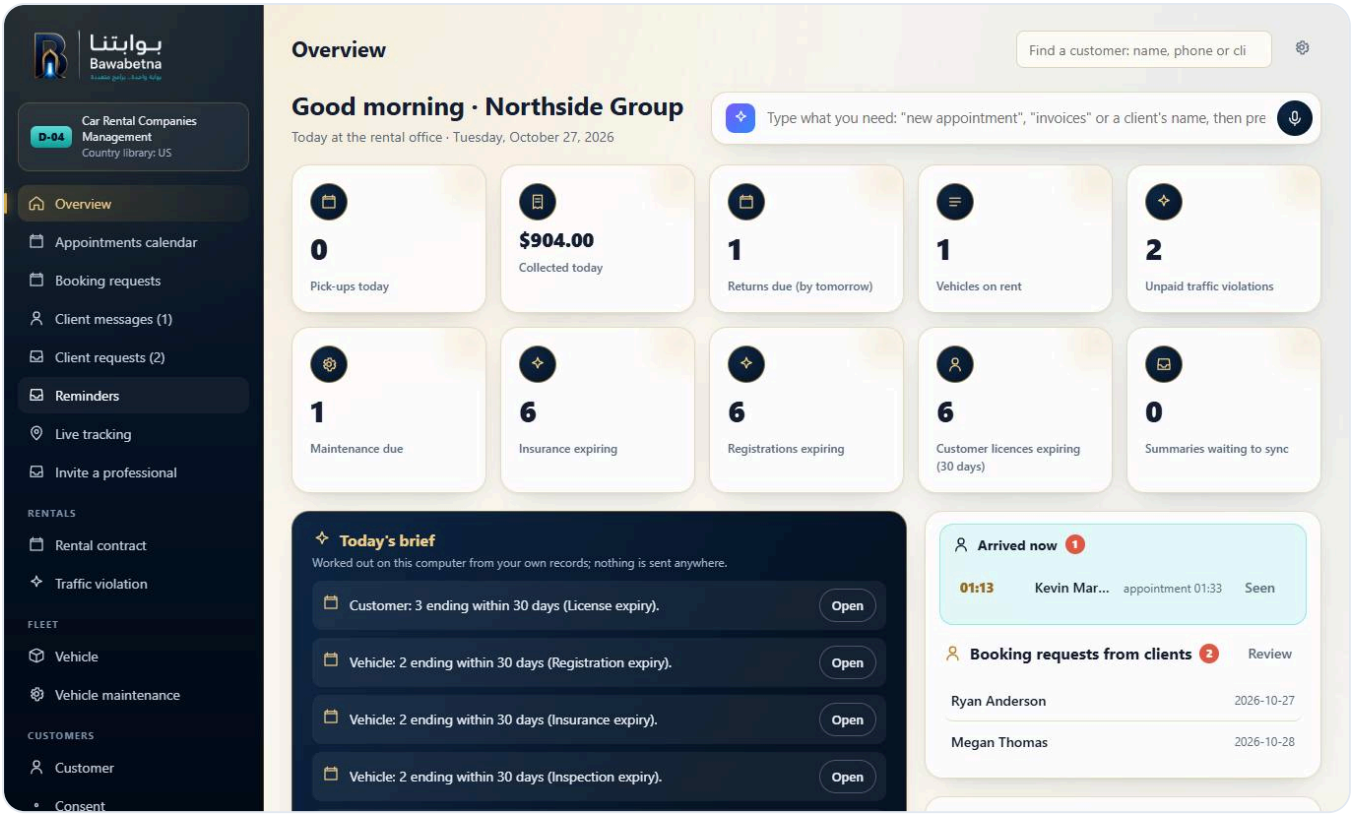
1. **Rental company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Rental agent**: Full name, Phone

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

- Company owner
- Fleet manager
- Manager
- Rental agent

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".

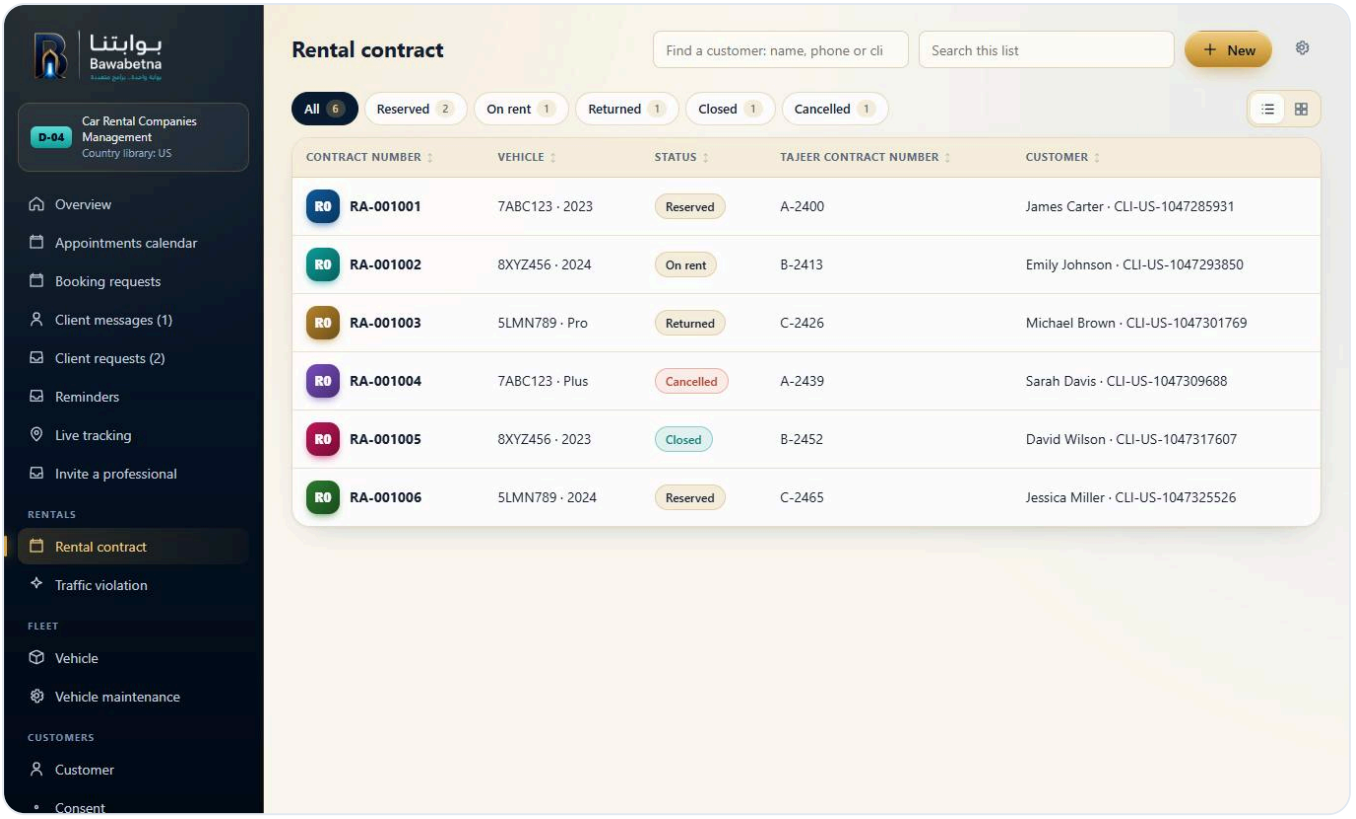


The home screen

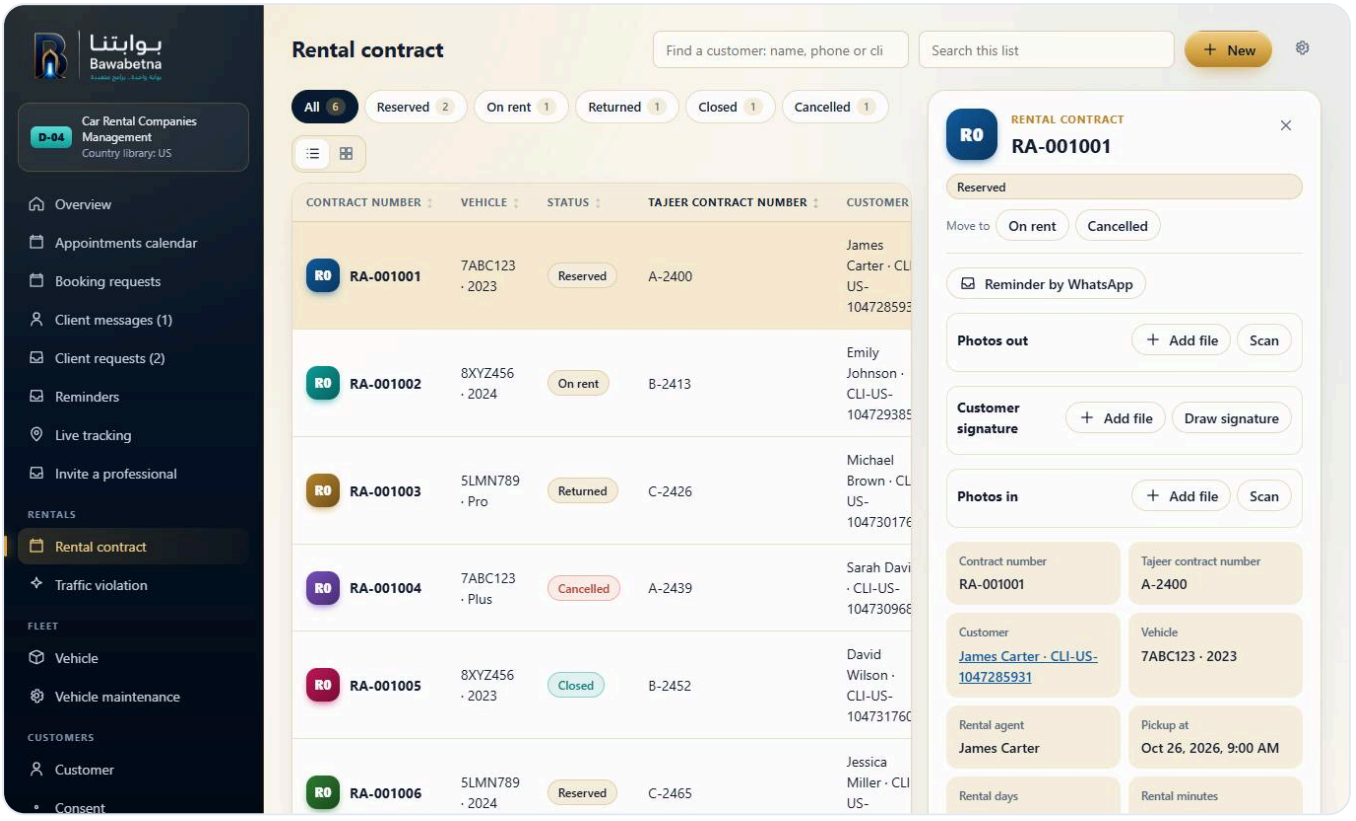
Screens and what you record in them

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.

Rentals



Rental contract



A record open for editing

Rental contract

What you record: Contract number (worked out by the program), Tajeer contract number, Customer (required), Vehicle (required), Rental agent, Additional driver, Pickup at (required), Rental days (required), Rental minutes (worked out by the program), Expected return (worked out by the program), Currency (required), Daily rate, Km allowance per day, Extra km rate, Deposit amount, Odometer out, Fuel out, Photos out, Customer signature, Odometer in, Fuel in, Photos in, Returned at (worked out by the program), Damage notes, Damage charge, Fuel charge, Traffic fines (worked out by the program), Driven km (worked out by the program), Extra km (worked out by the program), Base charge (worked out by the program), Extra km charge (worked out by the program), Total charge (worked out by the program), Override reason, Status (required)

Stages: A new record starts as "Reserved".

On rent → Returned | Reserved → On rent | Reserved → Cancelled | Returned → Closed

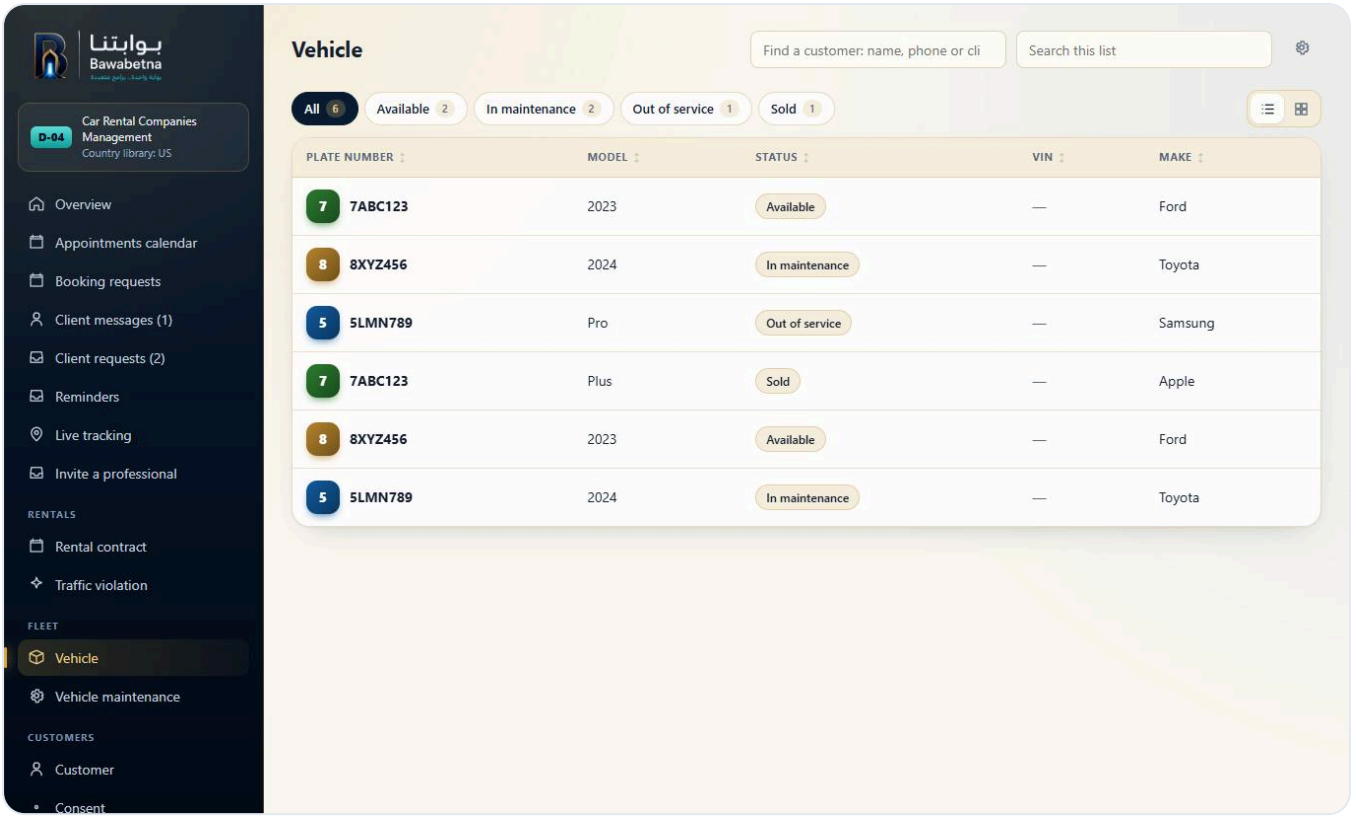
Traffic violation

What you record: Vehicle (required), Rental contract, Violation number, Violation at (required), Violation type, Amount (required), Location, Status (required)

Stages: A new record starts as "Unpaid".

Charged to customer → Paid | Disputed → Paid | Disputed → Unpaid | Unpaid → Charged to customer | Unpaid → Paid | Unpaid → Disputed

Vehicles



Vehicle

Vehicle

What you record: Plate number (required), Vin, Make (required), Model (required), Year, Color, Category (required), Seats, Daily rate (required), Km allowance per day, Extra km rate, Odometer km, Registration expiry, Insurance expiry, Inspection expiry, Status (required), Tracker id

Stages: A new record starts as "Available".

- Available → In maintenance
- Available → Out of service
- Available → Sold
- In maintenance → Available
- In maintenance → Out of service
- Out of service → Available
- Out of service → Sold

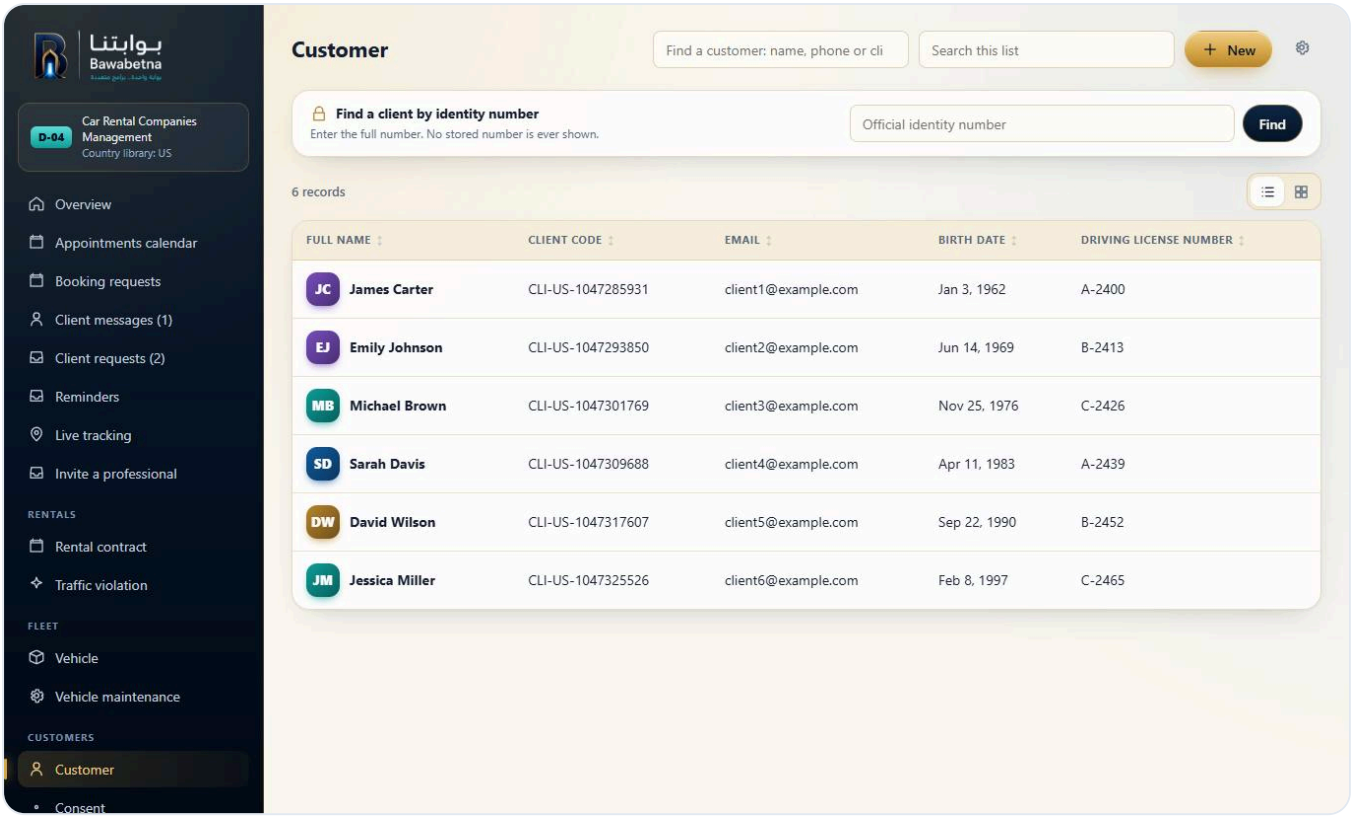
Vehicle maintenance

What you record: Vehicle (required), Service (required), Due date (required), Due km, Cost, Workshop, Notes, Status (required)

Stages: A new record starts as "Scheduled".

- Scheduled → Done
- Scheduled → Skipped

Customers



Customer

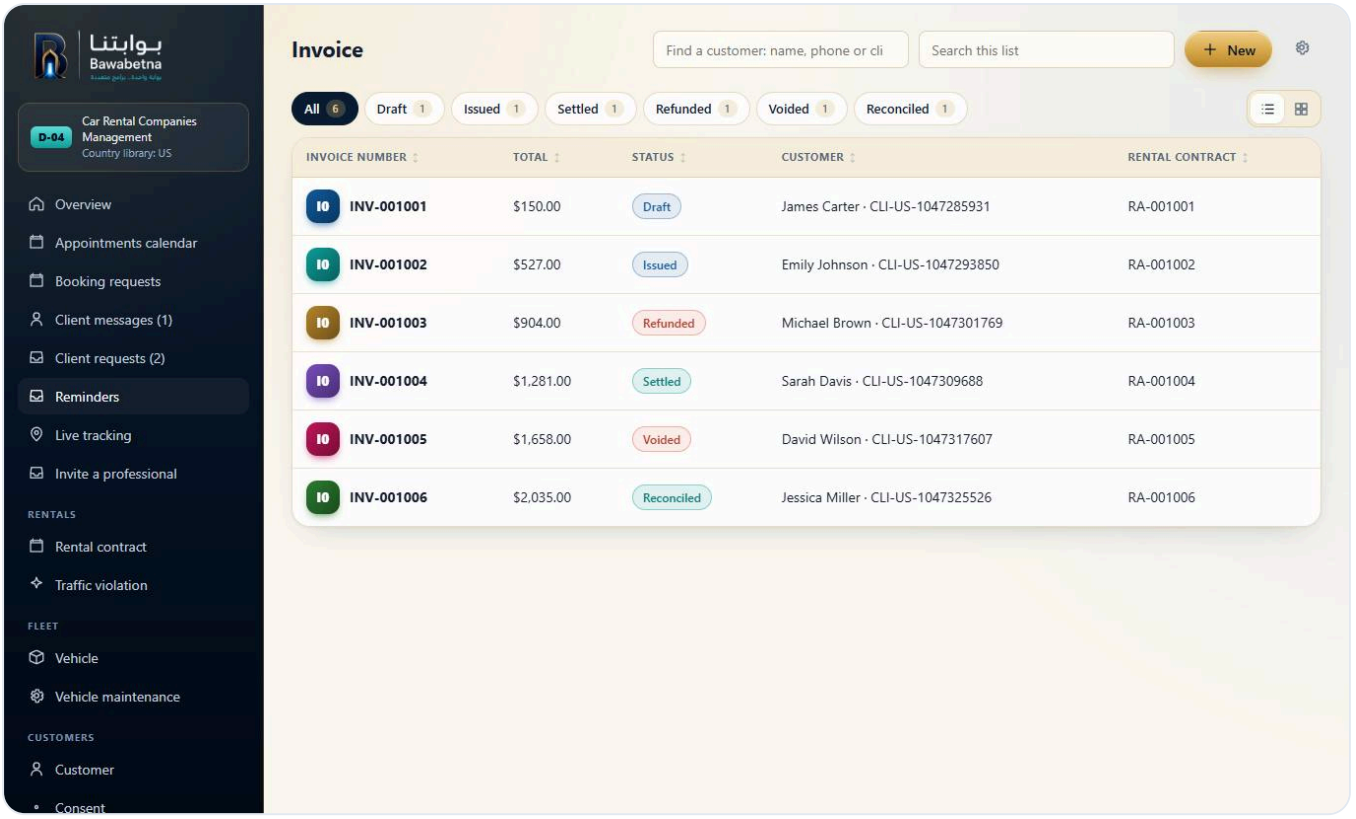
Customer

What you record: Full name (required), Email, Birth date, Driving license number (required), License expiry (required), License country, Blacklisted, Blacklist reason, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Document

What you record: Customer (required), Rental contract, Category (required), Title (required), Reference number, Issued on, Expires on, Files

Billing



Invoice

Invoice

What you record: Invoice number (worked out by the program), Customer (required), Rental contract, 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)

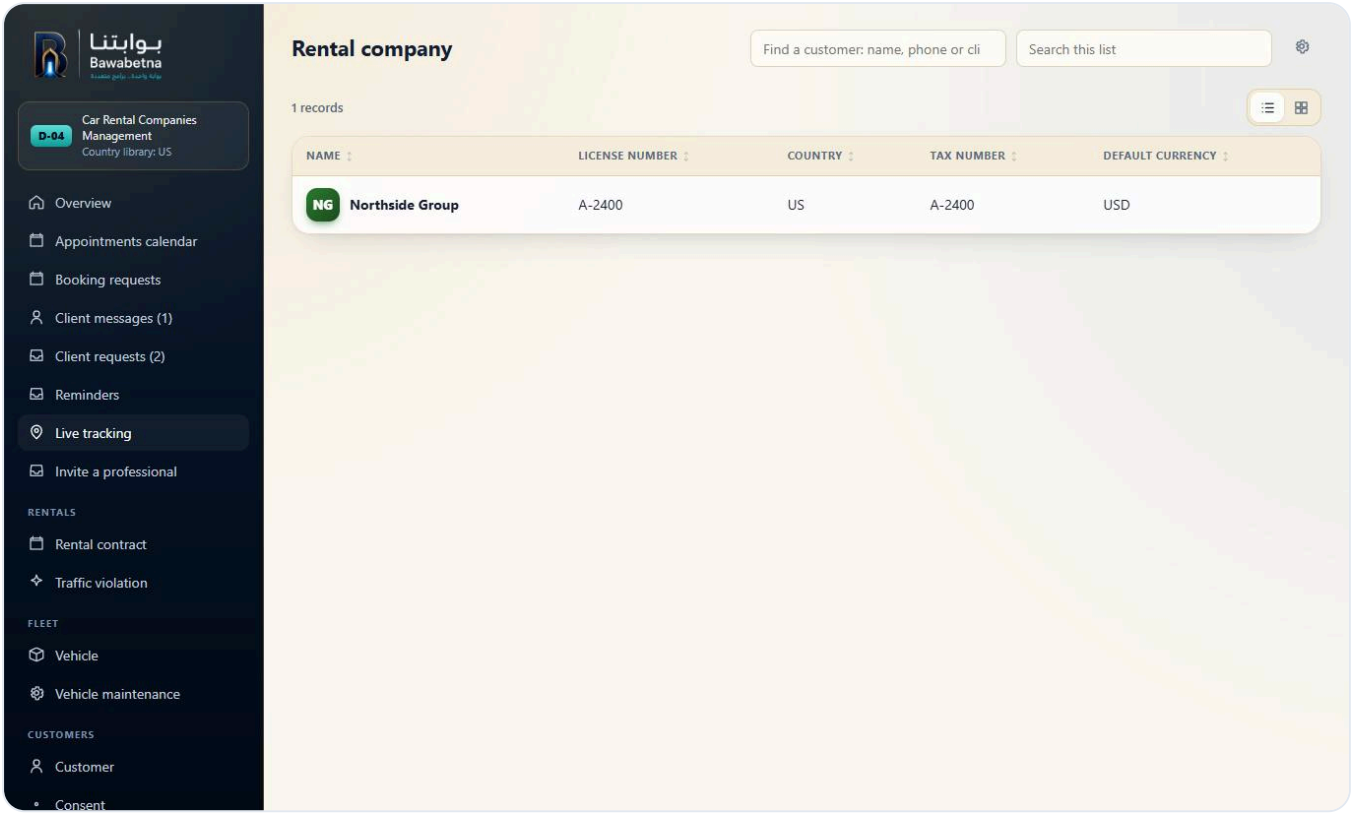
Payment

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



Rental company

Rental company

What you record: Name (required), License number, Country (required), Tax number, Default currency, Transport license number, Default deposit, Whatsapp enabled, Online meeting link, Payment link, Review link, Ai assistant enabled, Ai model, Ai endpoint

Branch

What you record: Rental company (required), Name (required), Address, Phone

Rental agent

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:

- Rental days by vehicle
- Rental revenue by category
- Traffic violations by status
- 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.