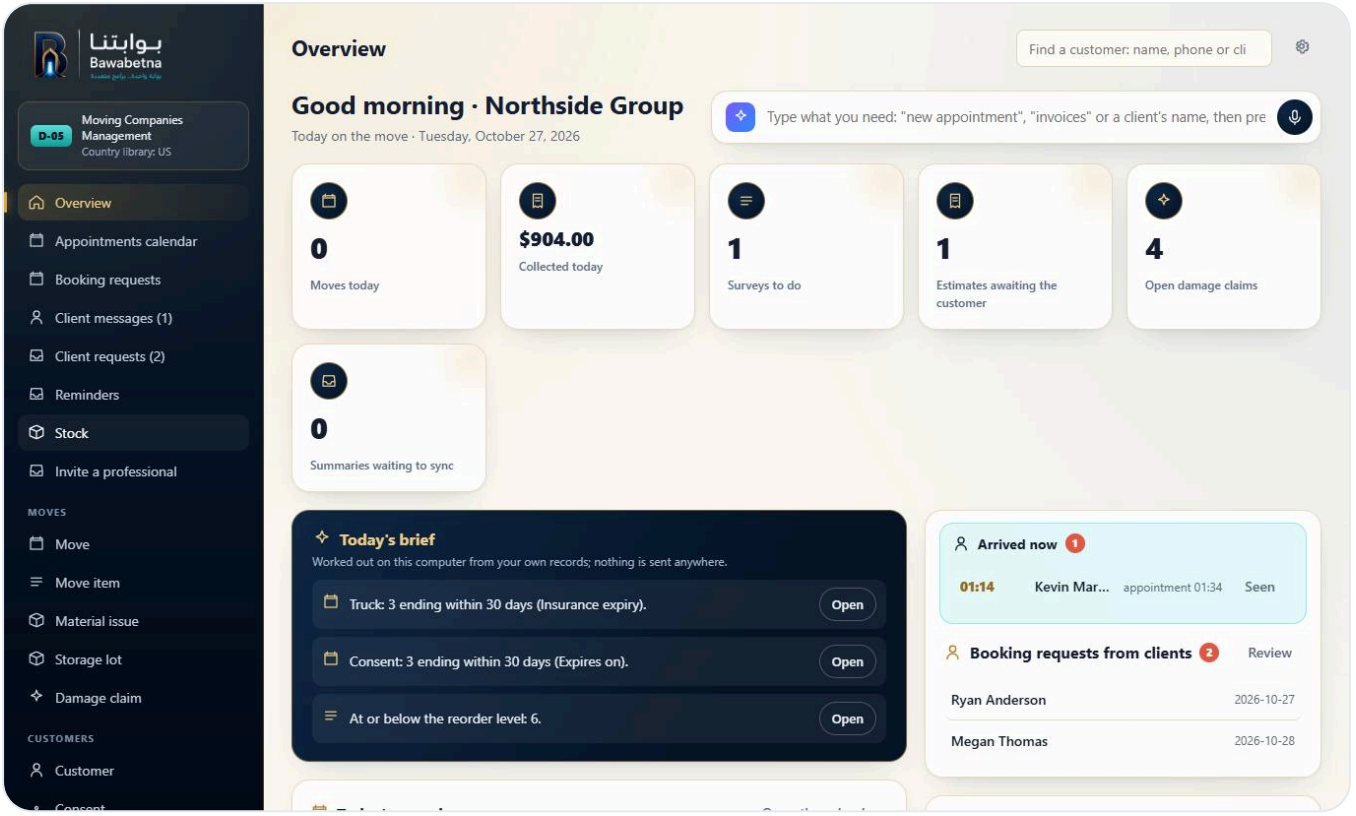
**Bawabetna · User guide**

# Moving 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:

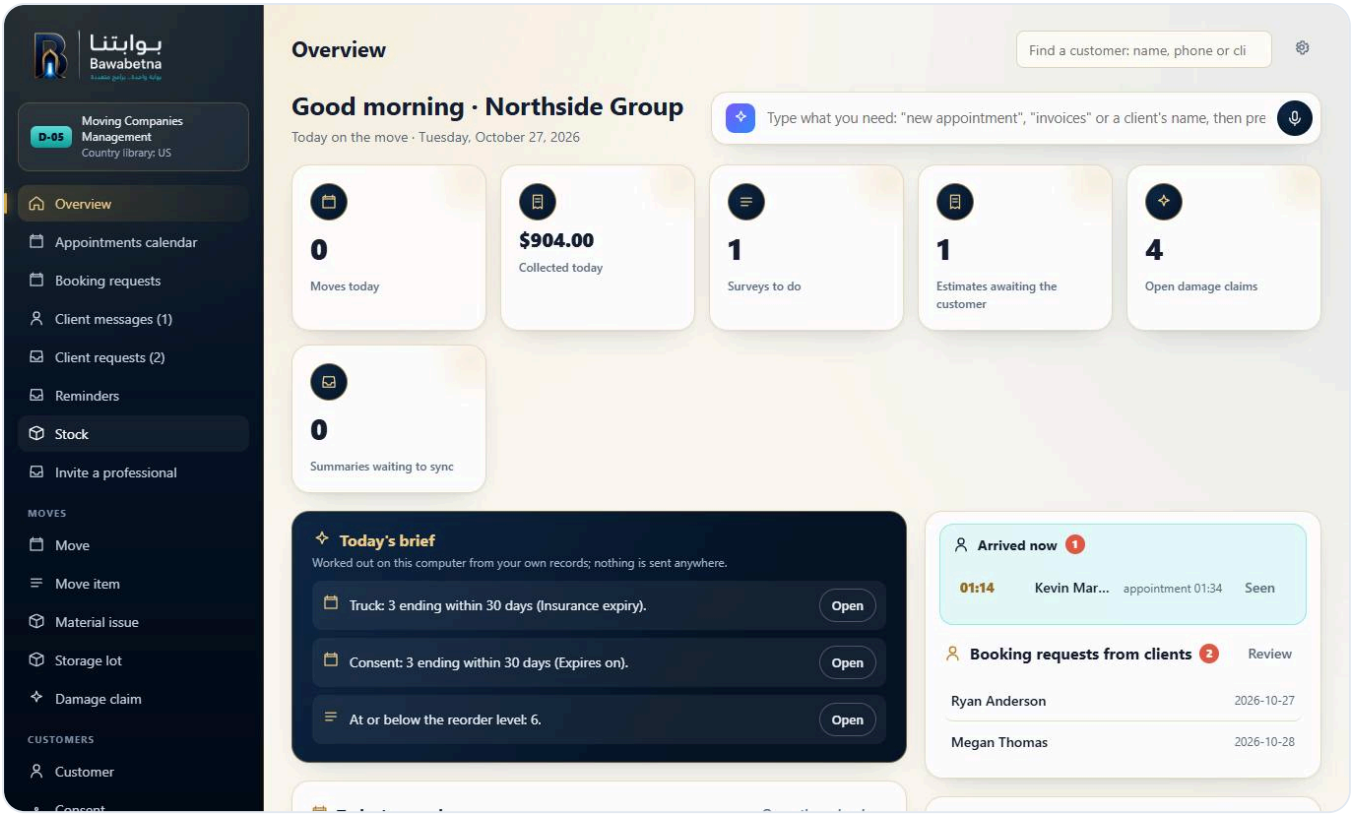
1. **Moving company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Crew member**: Full name, Crew role

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

- Company owner
- Crew leader
- Manager
- Move coordinator
- Stock keeper
- Surveyor

# 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".

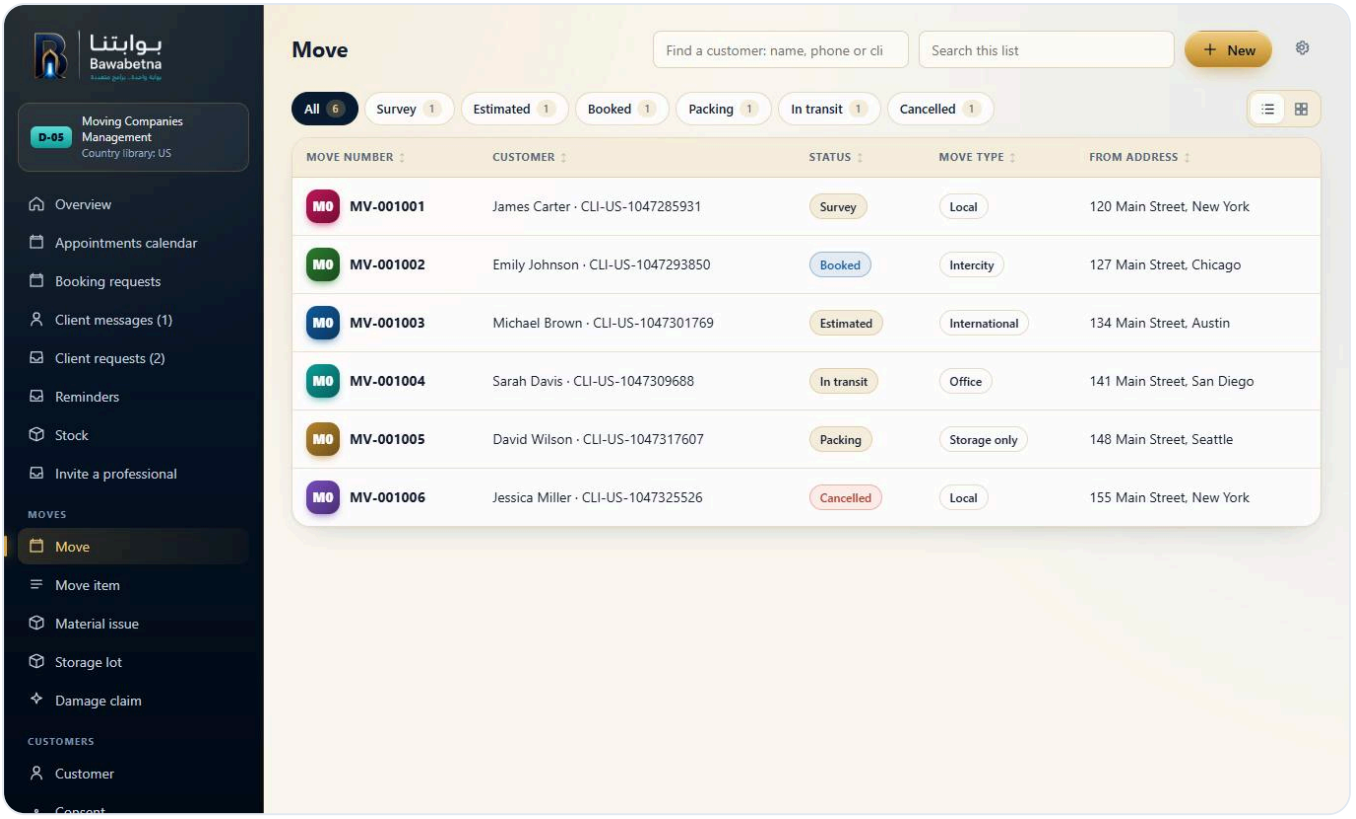



The home screen

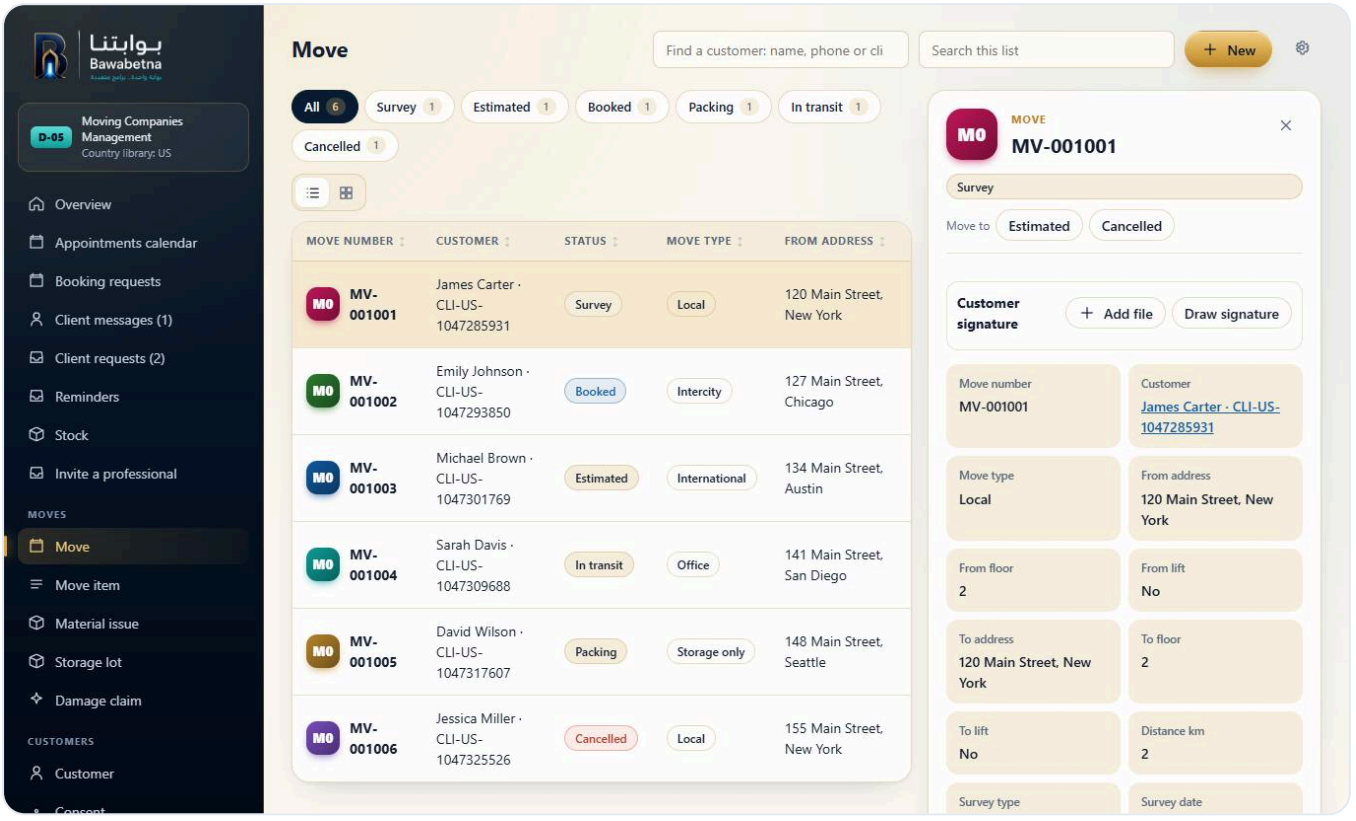
## Screens and what you record in them

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.

# Moves




Move




A record open for editing

### Move

**What you record:** Move number (worked out by the program), Customer (required), Move type (required), From address (required), From floor, From lift, To address (required), To floor, To lift, Distance km, Survey type, Survey date, Total volume m3 (worked out by the program), Items count (worked out by the program), Crew size, Rate per m3 (required), Rate per km, Stairs fee per floor, Packing fee, Assembly fee, Insurance fee, Estimate total (worked out by the program), Starts at, Duration minutes, Truck, Crew member, Work started at, Work finished at, Actual hours (worked out by the program), Crew hours (worked out by the program), Customer signature, Delivered at (worked out by the program), Override reason, Status (required)

**Stages:** A new record starts as "Survey".

Booked → Packing | Booked → In transit | Booked → Cancelled | Estimated → Booked | Estimated → Cancelled | In transit → Delivered | Packing → In transit | Survey → Estimated | Survey → Cancelled

### Move item

**What you record:** Move (required), Room (required), Name (required), Quantity (required), Volume each m3 (required), Volume total (worked out by the program), Fragile, Needs disassembly, Condition at pickup, Photos

### Material issue

**What you record:** Move (required), Product (required), Quantity (required), Status (required)

**Stages:** A new record starts as "Draft".

Draft → Issued

### Storage lot

**What you record:** Lot number (required), Customer (required), Move, Volume m3, Monthly rate (required), Stored on (required), Released on, Location, Status (required)

**Stages:** A new record starts as "Stored".

Stored → Released

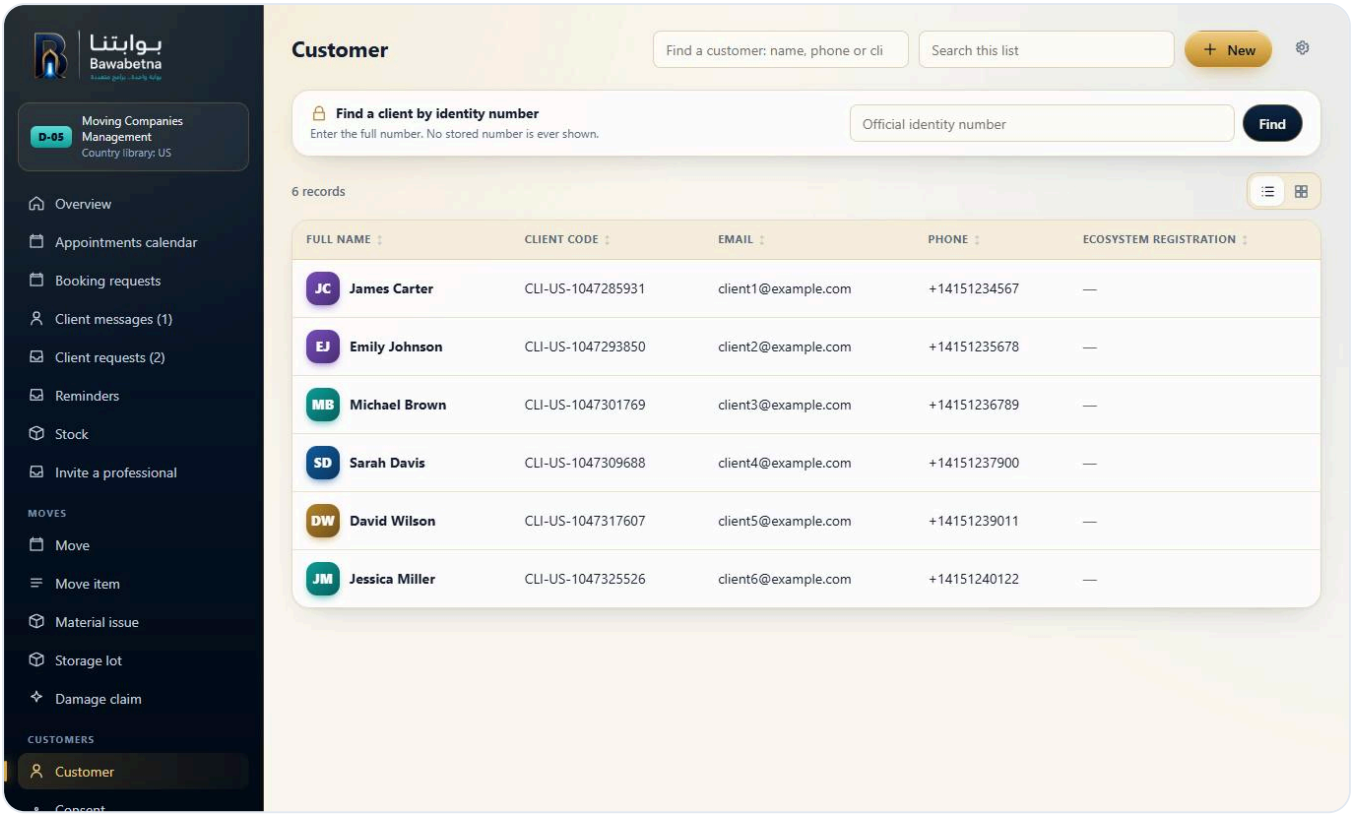
### Damage claim

**What you record:** Move (required), Move item, Reported on (required), Description (required), Claimed amount, Settled amount, Photos, Status (required)

**Stages:** A new record starts as "Reported".

Assessed → Settled | Assessed → Rejected | Reported → Assessed | Reported → Rejected

## Customers

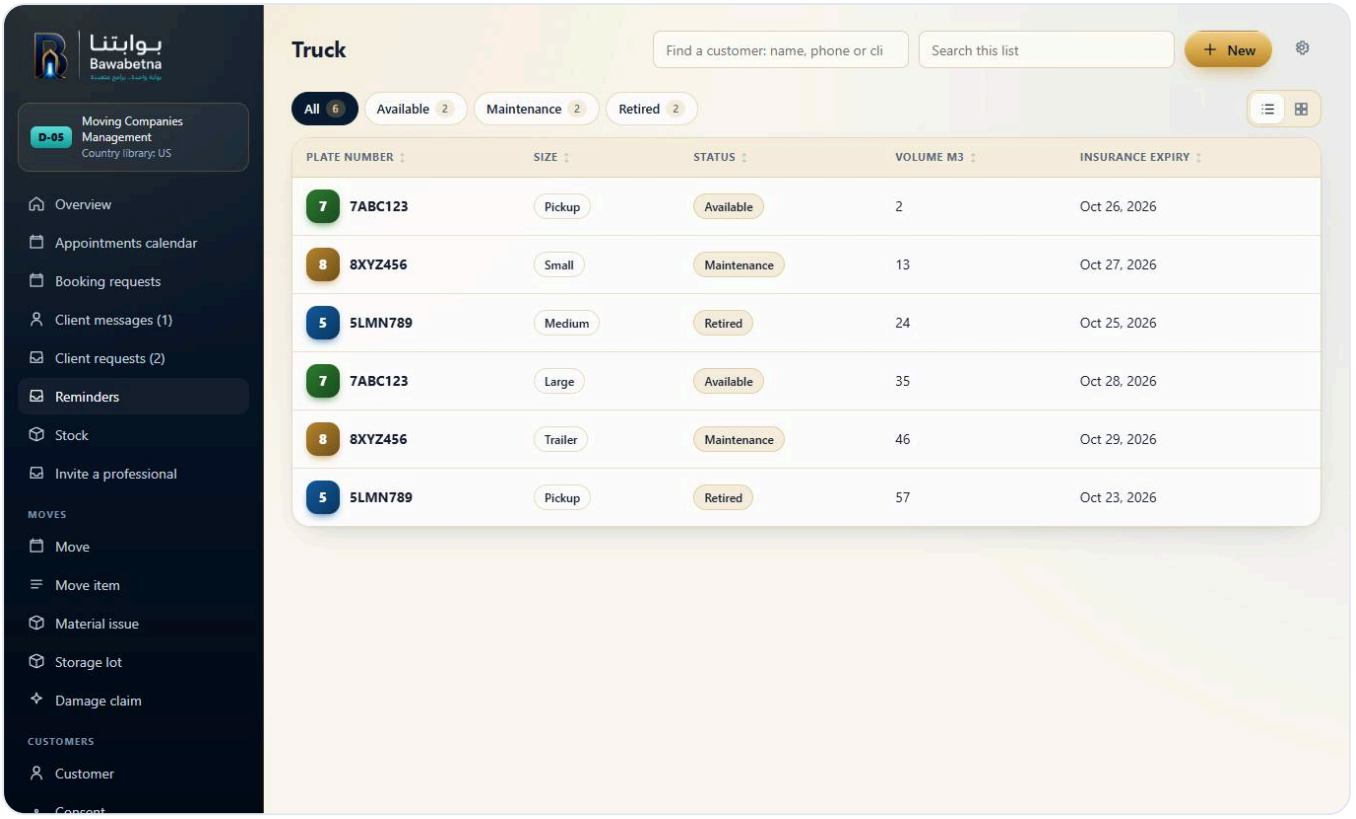



Customer

### Customer

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

# Vehicles




Truck

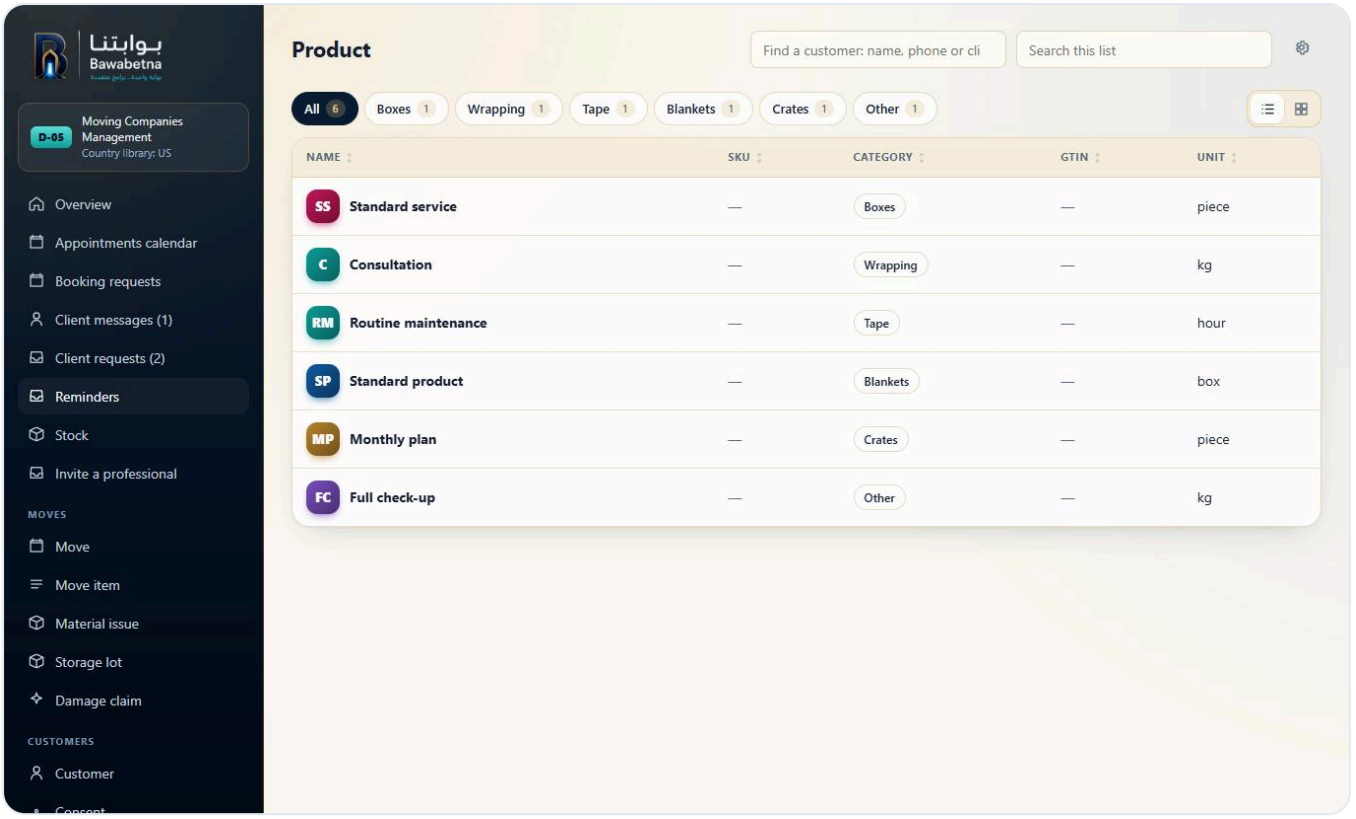
### Truck

**What you record:** Plate number (required), Size (required), Volume m3 (required), Insurance expiry, Status (required)

**Stages:** A new record starts as "Available".

Available → Maintenance | Available → Retired | Maintenance → Available | Maintenance → Retired

## Stock




Product

### Product

**What you record:** Name (required), Sku, Category (required), Gtin, Unit, 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)

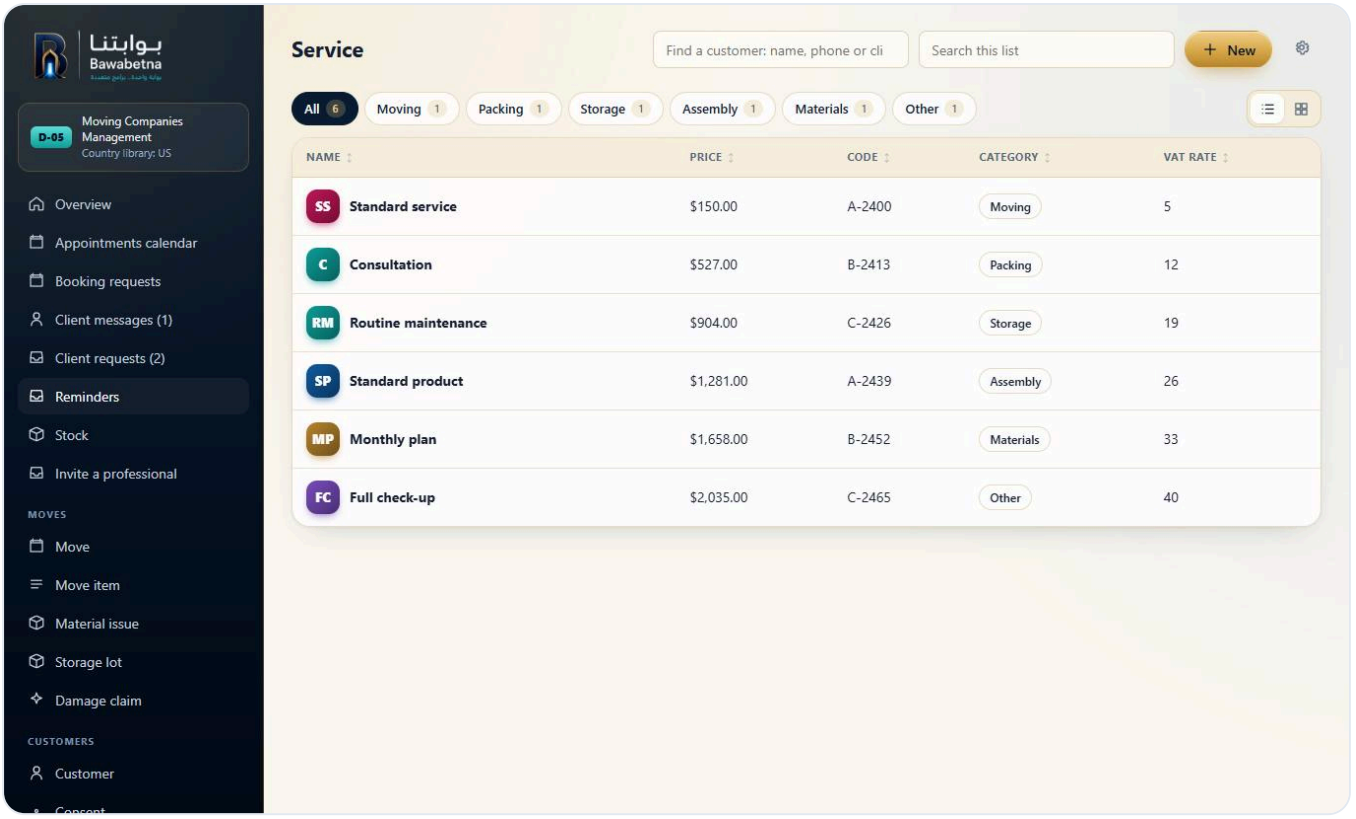
**Stages:** A new record starts as "Draft".

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)

# Billing




Service

## Service

**What you record:** Code, Name (required), Category, Price (required), Vat rate (required), Active

## Invoice

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

### Moving 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:** Moving company (required), Name (required), Address, Phone

### Crew member

**What you record:** Branch (required), Full name (required), License number, Phone, Crew role, 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:

- Crew hours by crew leader

- Moves by type
- Moves by stage
- Damage claims by status
- 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.