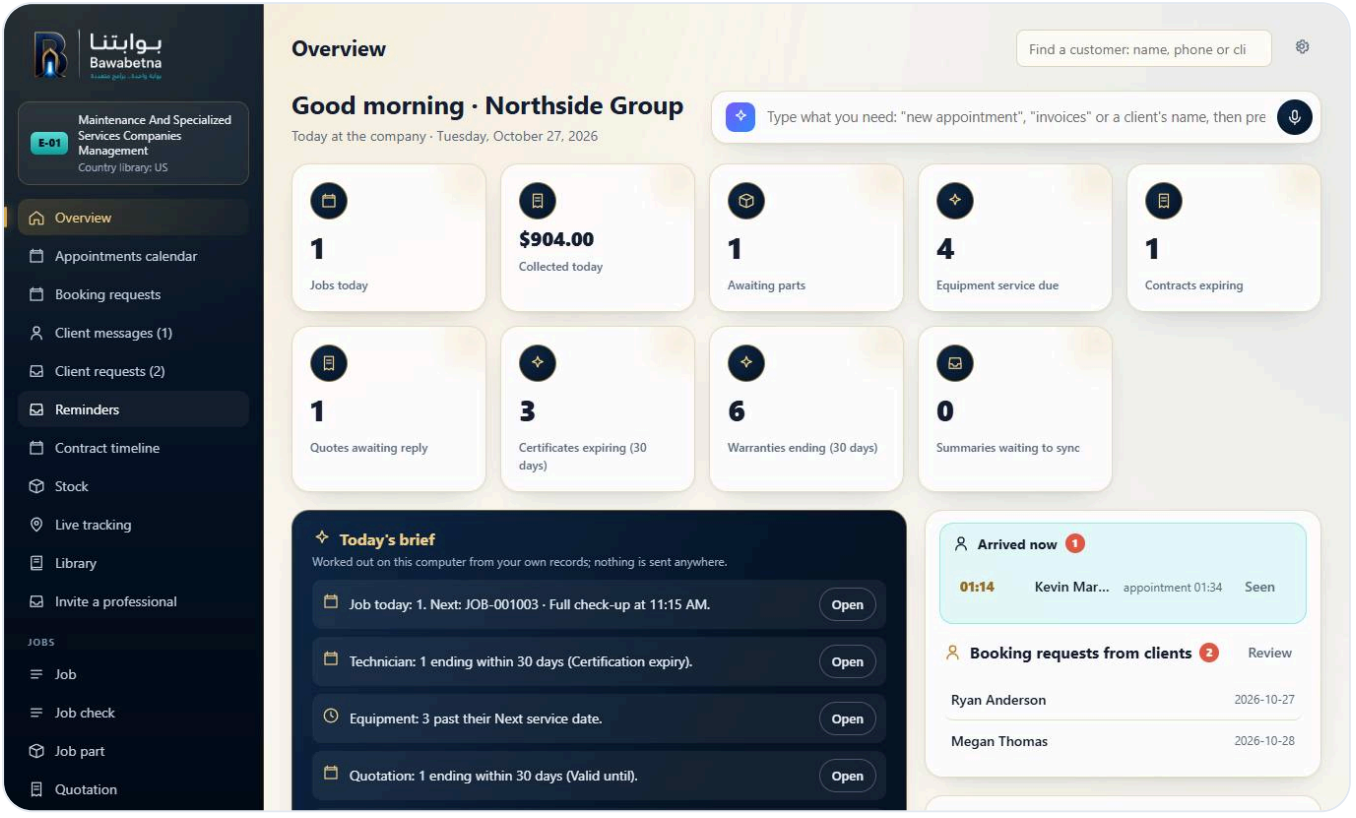
Bawabetna · User guide

Maintenance And Specialized Services 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:

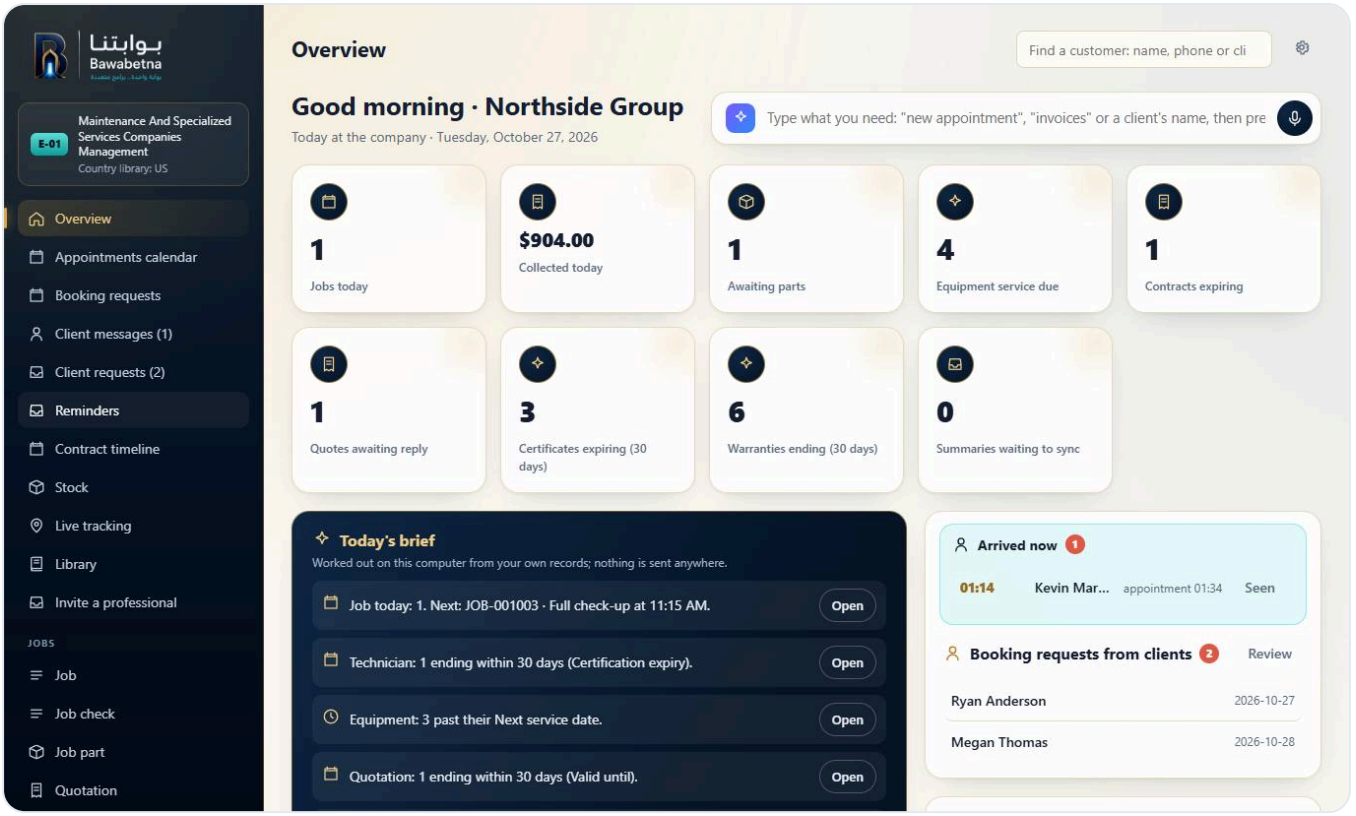
1. **Service company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Technician**: Full name, Phone

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

- Company owner
- Manager
- Service coordinator
- Stock keeper
- 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".

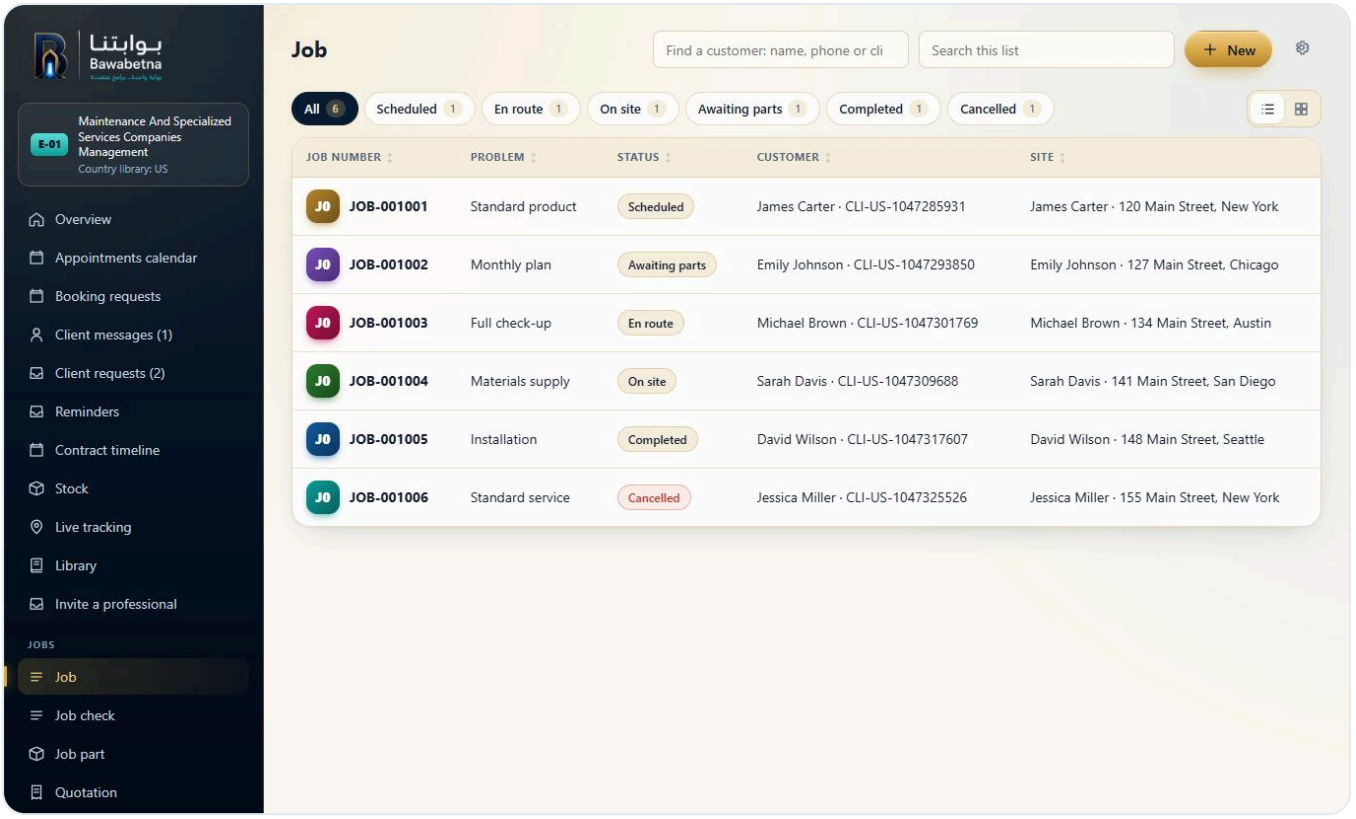


The home screen

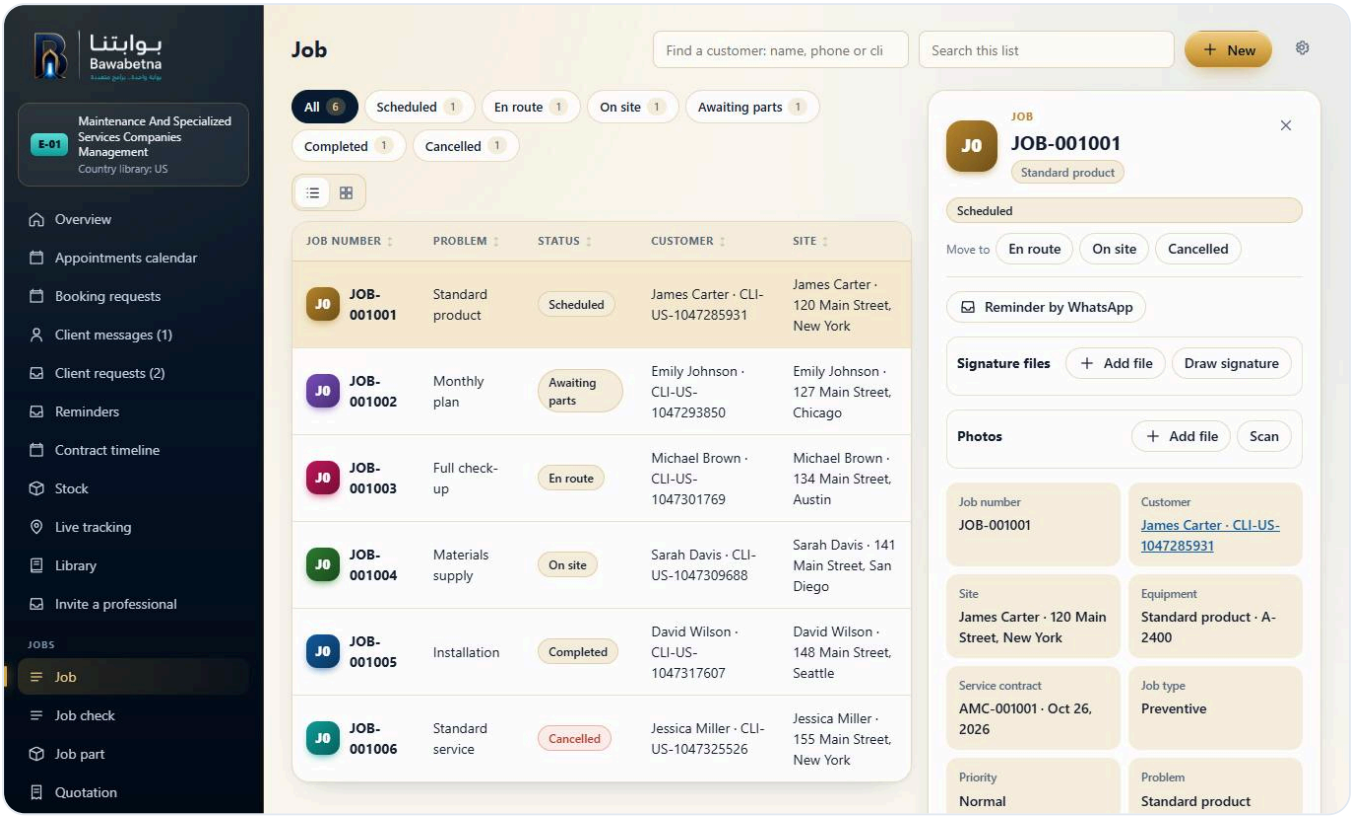
Screens and what you record in them

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.

Jobs



Job



A record open for editing

Job

What you record: Job number (worked out by the program), Customer (required), Site (required), Equipment, Service contract, Job type (required), Priority, Problem (required), Technician (required), Starts at (required), Duration minutes (required), Work done, Signed by, Signature files, Photos, Status (required), Completed at (worked out by the program), Override reason

Stages: A new record starts as "Scheduled".

Awaiting parts → On site | Awaiting parts → Completed | En route → On site | On site → Awaiting parts | On site → Completed | Scheduled → En route | Scheduled → On site | Scheduled → Cancelled

Job check

What you record: Job (required), Check item (required), Result (required), Reading, Unit, Note

Job part

What you record: Job (required), Product (required), Quantity (required), Covered by contract

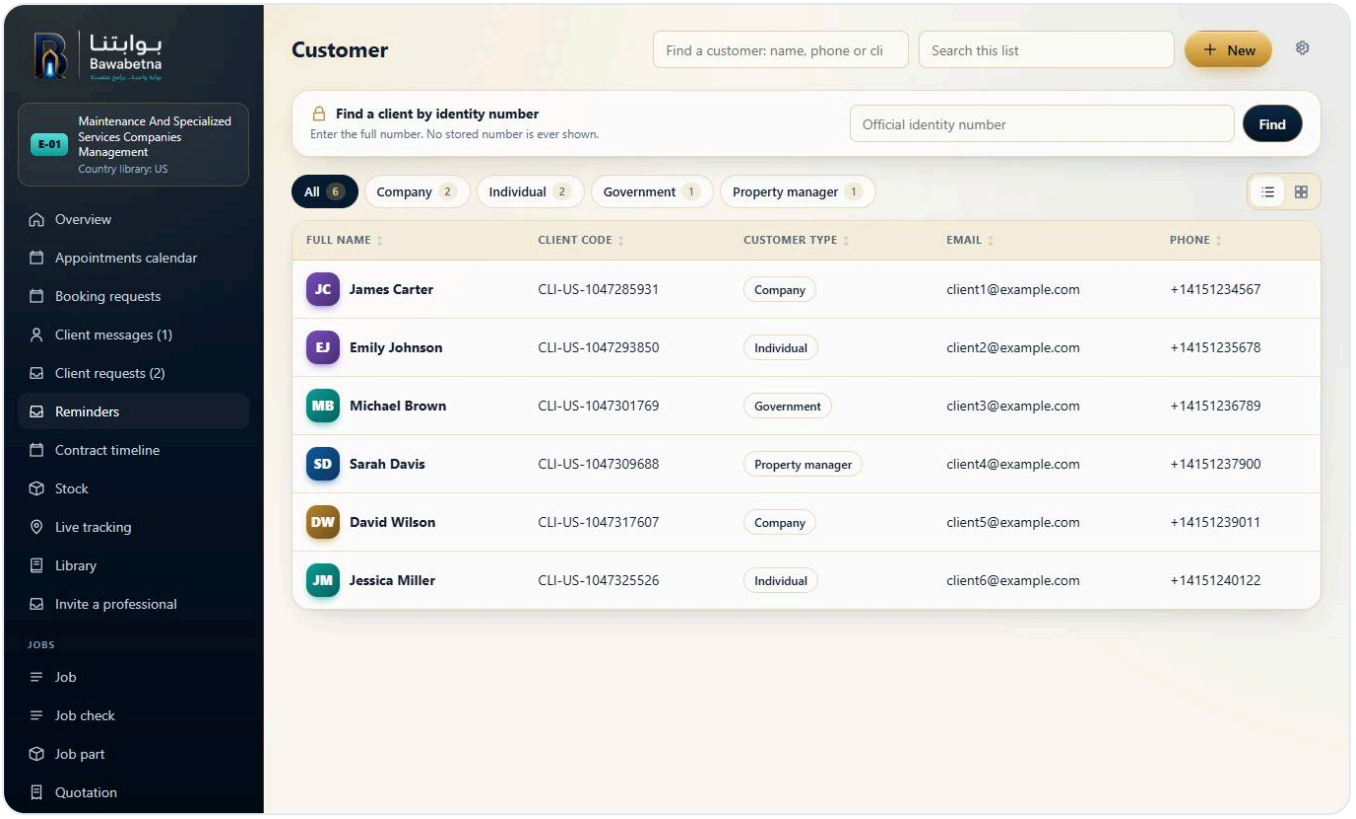
Quotation

What you record: Quote number (worked out by the program), Customer (required), Job, Issued on (required), Valid until, Description (required), Parts amount, Labour amount, Total (worked out by the program), Status (required)

Stages: A new record starts as "Draft".

Draft → Sent | Sent → Accepted | Sent → Rejected | Sent → Expired

Customers



Customer

Customer

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

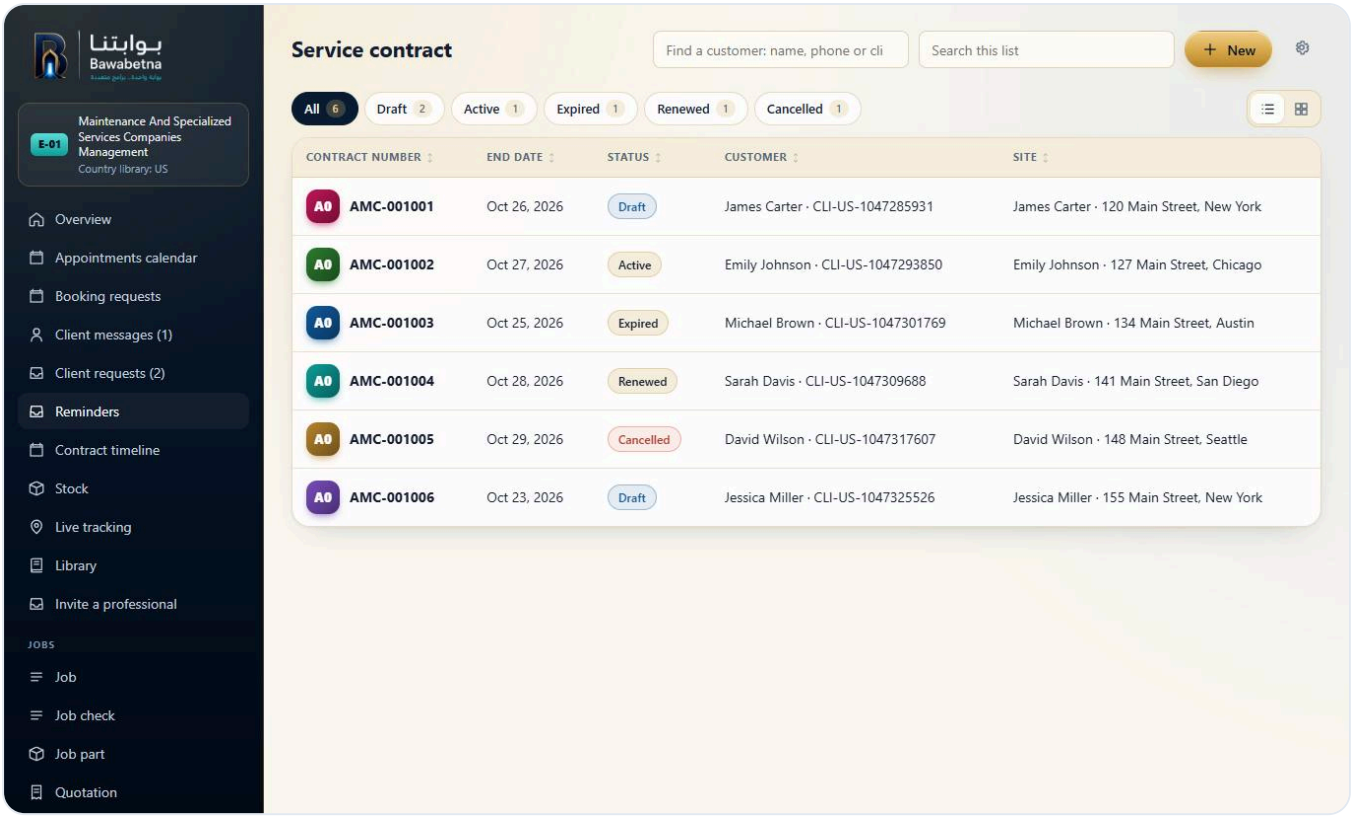
Site

What you record: Customer (required), Name (required), Address (required), Location link, Site contact, Site phone, Access notes

Equipment

What you record: Site (required), Trade (required), Equipment type (required), Brand, Model, Serial number, Capacity, Installed on, Warranty end, Next service date, Condition

Contracts



Service contract

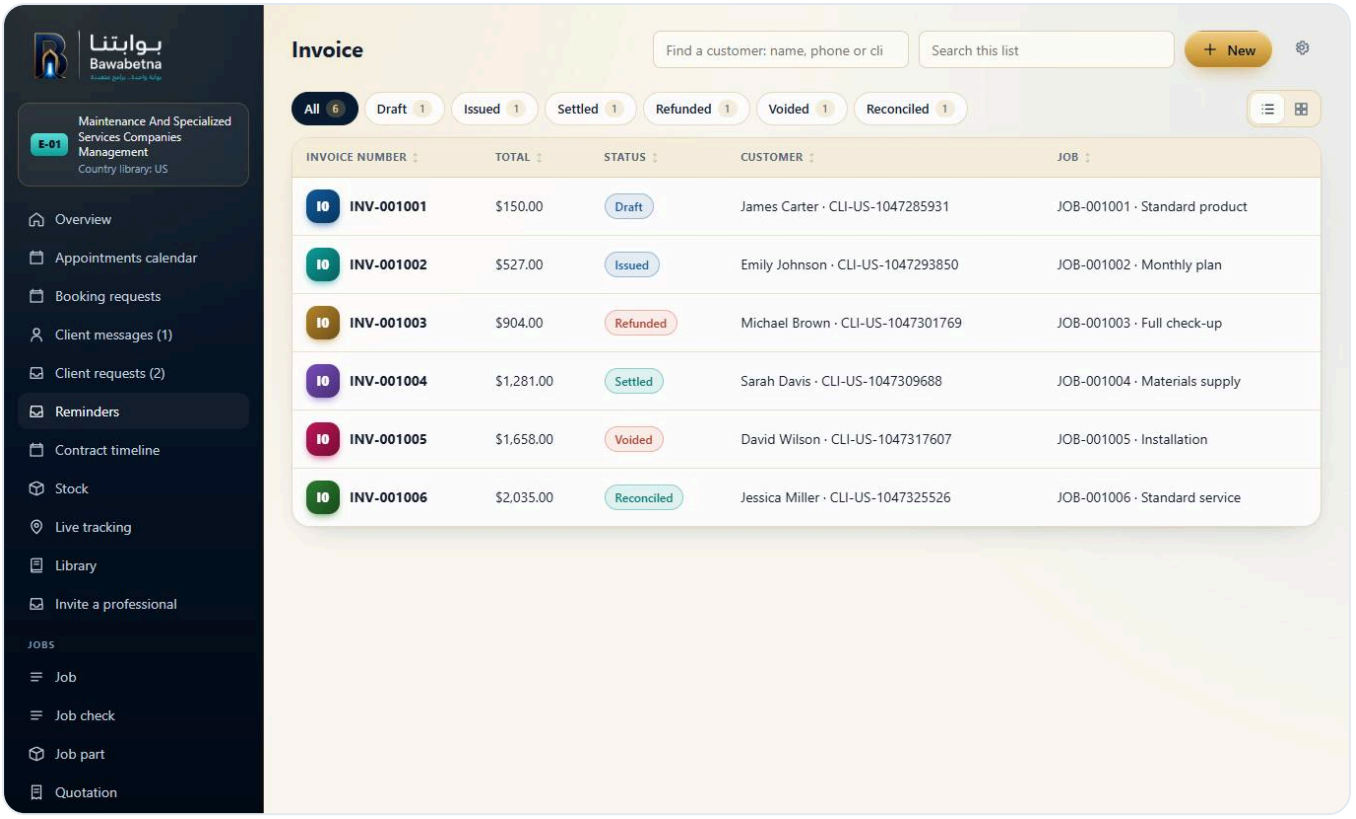
Service contract

What you record: Contract number (worked out by the program), Customer (required), Site, Contract type (required), Start date (required), End date (required), Visits per year (required), Response hours, Contract value, Scope, Files, Status (required), Assigned technician, First visit on, Visit interval months (worked out by the program)

Stages: A new record starts as "Draft".

Active → Expired | Active → Renewed | Active → Cancelled | Draft → Active | Draft → Cancelled | Expired → Renewed

Billing



Invoice

Invoice

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

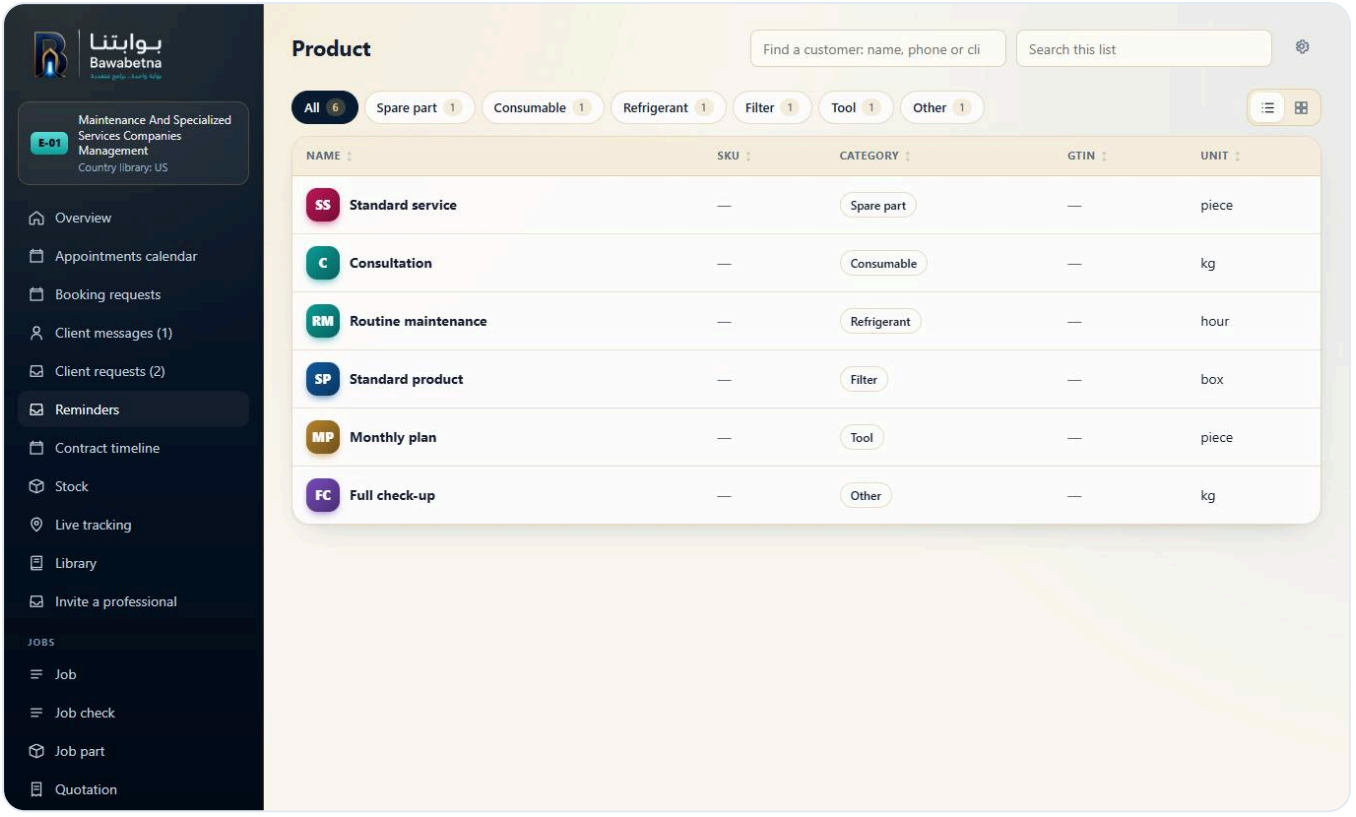
Payment

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)

Stock



Product

Product

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

Setup

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

Technician

What you record: Branch (required), Full name (required), License number, Phone, Trade, Certifications, Certification expiry, Active, Tracker id

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:

- Completed jobs by type
- Completed jobs by technician
- Faults by check item
- 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.