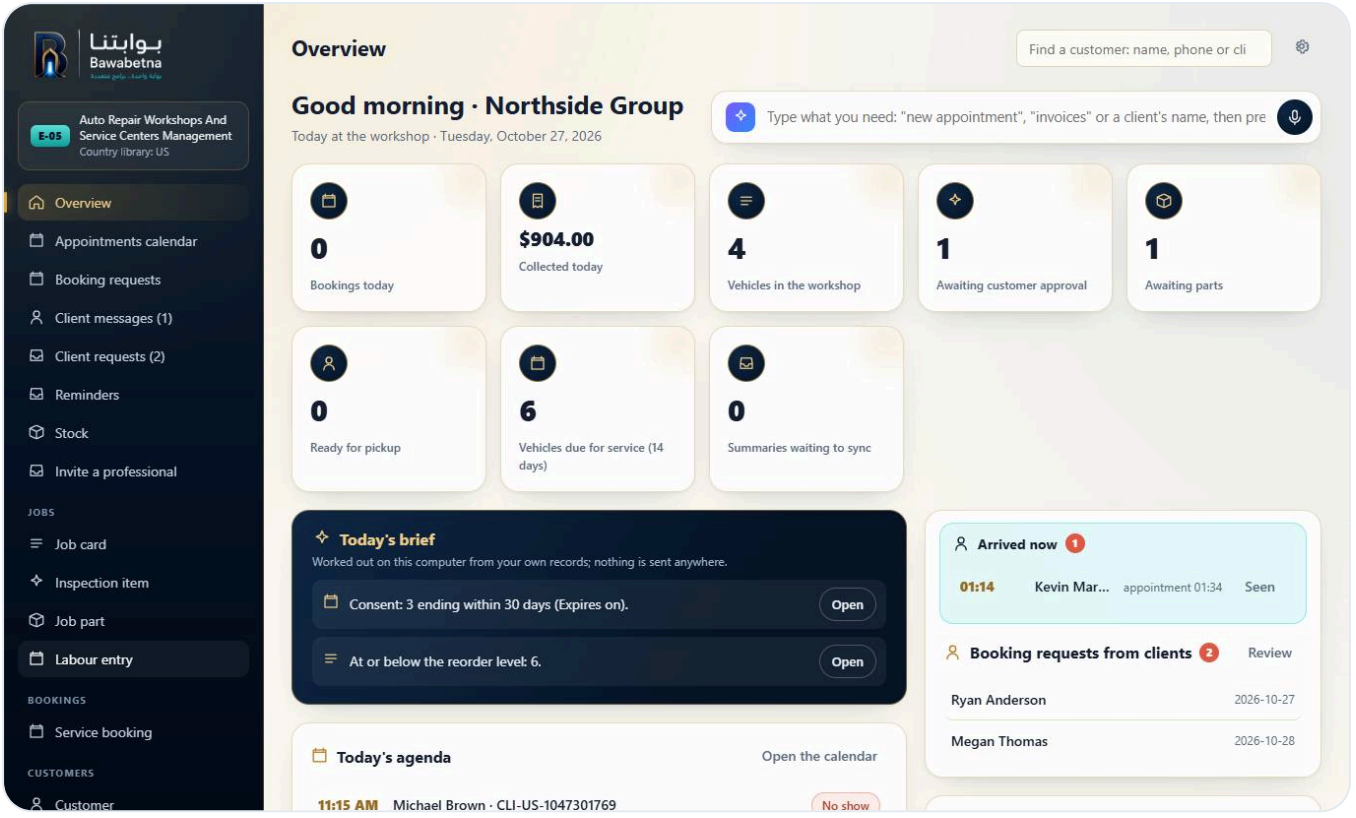
Bawabetna · User guide

Auto Repair Workshops And Service Centers 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:

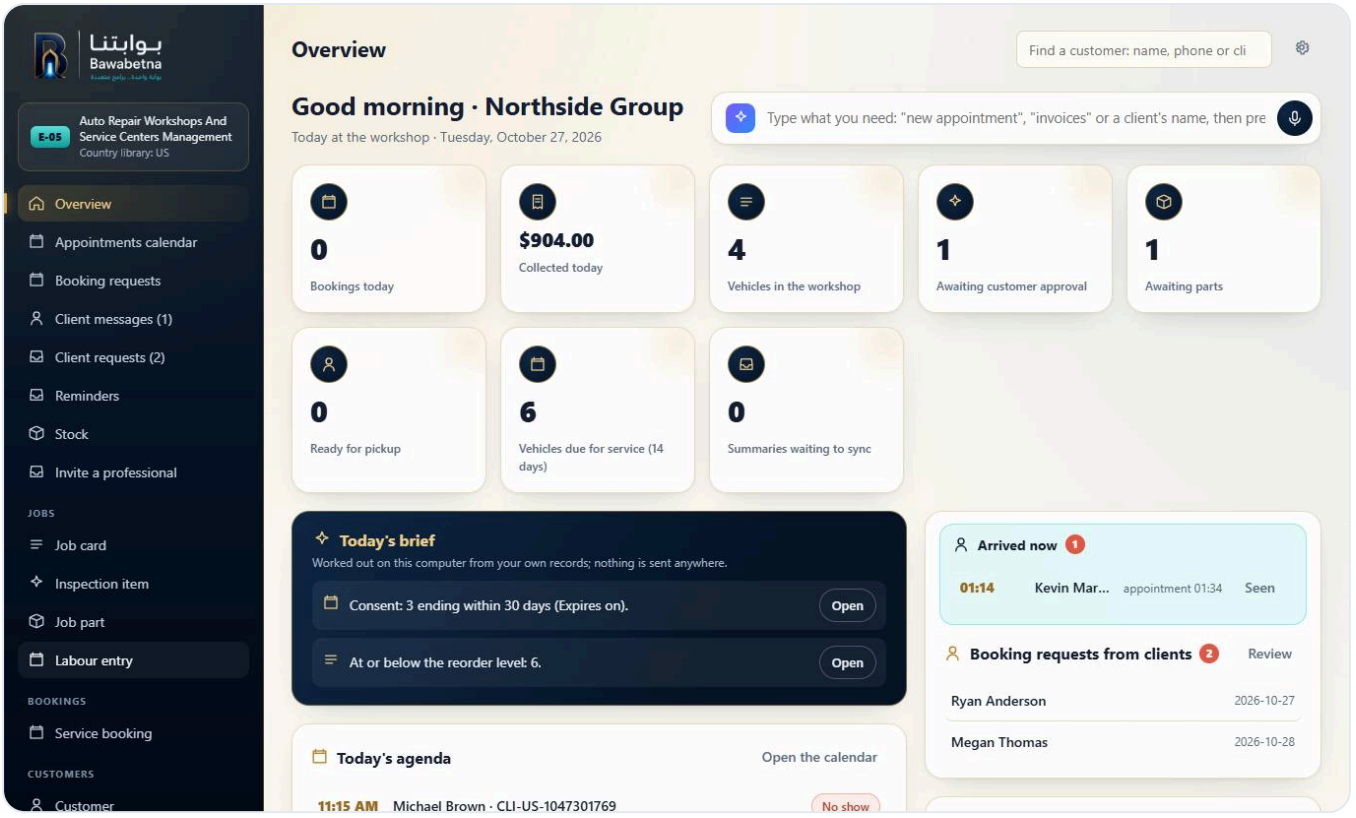
1. **Garage**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Technician**: Full name, Phone

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

- Manager
- Service advisor
- Stock keeper
- Technician
- Workshop owner

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".

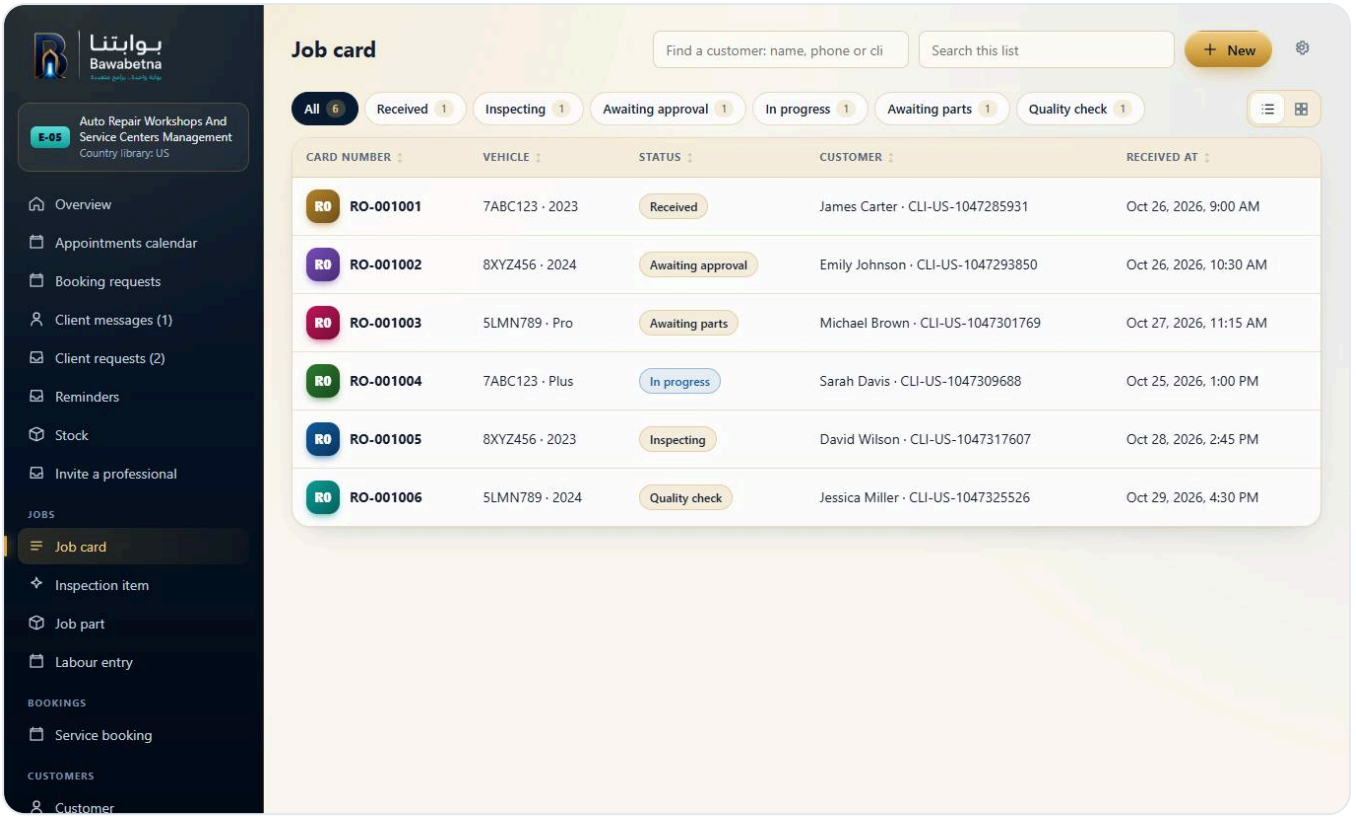


The home screen

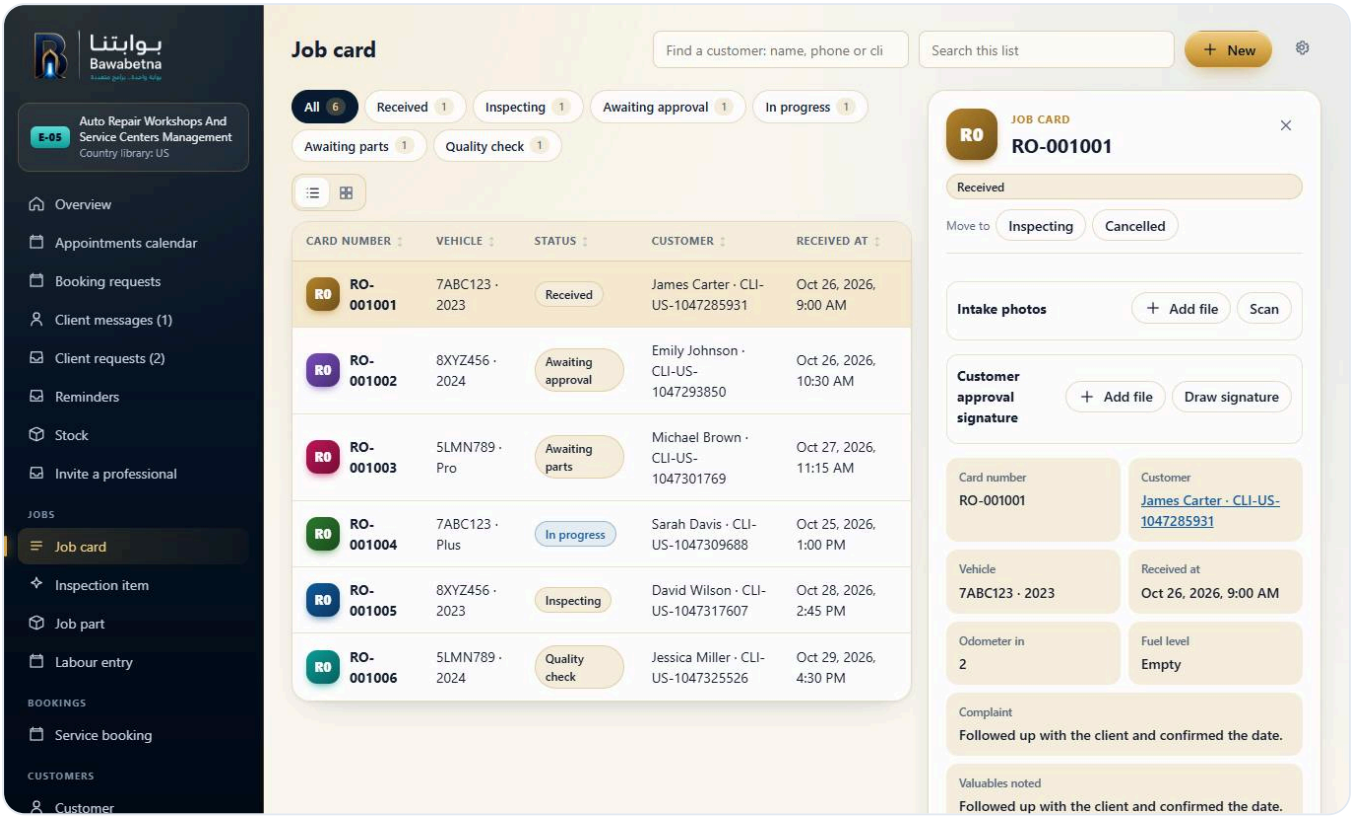
Screens and what you record in them

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 card



A record open for editing

Job card

What you record: Card number (worked out by the program), Customer (required), Vehicle (required), Received at (worked out by the program), Odometer in, Fuel level, Complaint, Intake photos, Valuables noted, Technician, Bay, Promised at, Diagnosis, Currency (required), Approved total (worked out by the program), Declined total (worked out by the program), Work done, Odometer out, Customer approval signature, Warranty days, Garage, Warranty until (worked out by the program), Delivered at (worked out by the program), Status (required)

Stages: A new record starts as "Received".

- Awaiting approval → In progress
- Awaiting approval → Cancelled
- Awaiting parts → In progress
- In progress → Awaiting parts
- In progress → Quality check
- Inspecting → Awaiting approval
- Inspecting → In progress
- Quality check → In progress
- Quality check → Ready
- Ready → Delivered
- Received → Inspecting
- Received → Cancelled

Inspection item

What you record: Job card (required), Area (required), Finding (required), Urgency (required), Photos, Estimated cost, Customer decision (required), Decided by

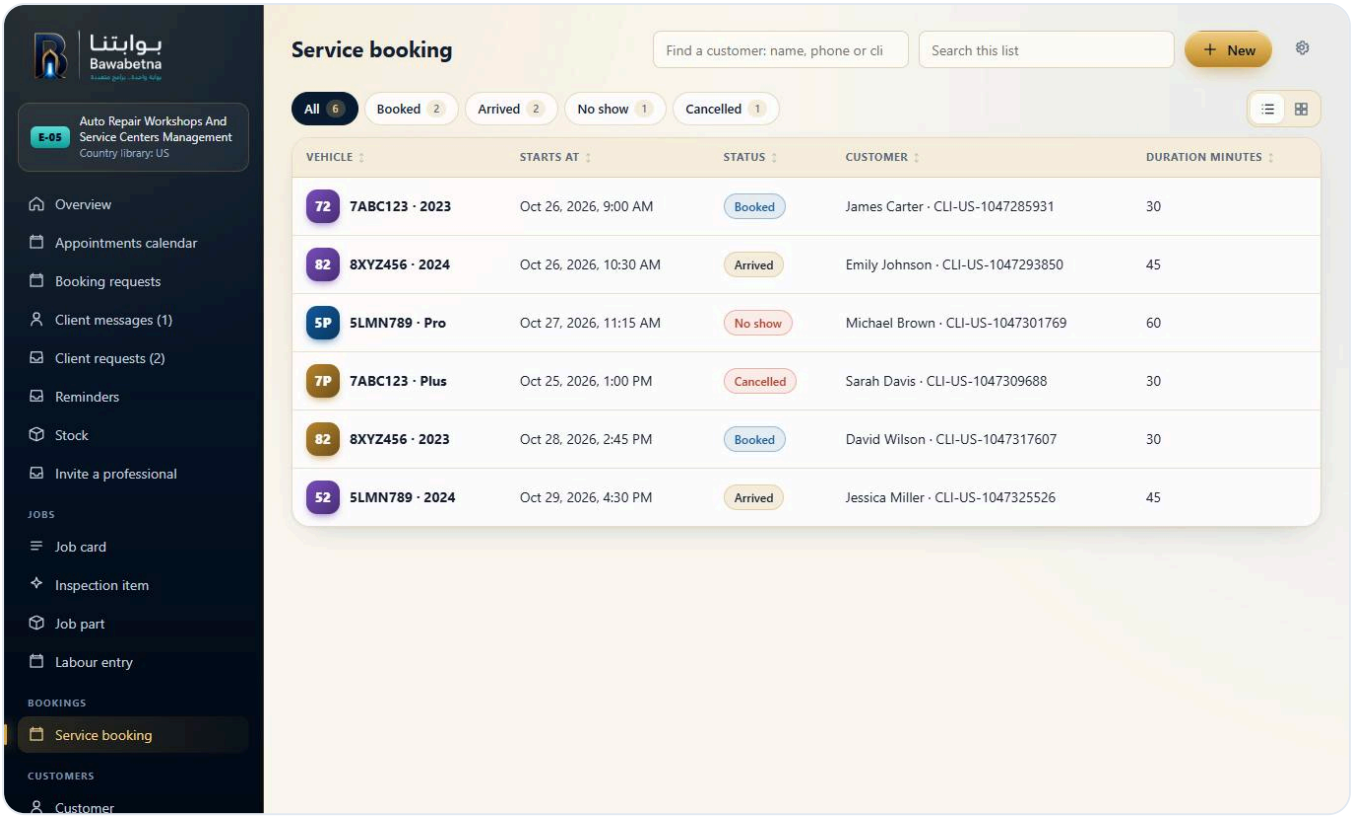
Job part

What you record: Job card (required), Product (required), Quantity (required), Returned old part

Labour entry

What you record: Job card (required), Technician (required), Task (required), Hours (required), Billed hours

Bookings



Service booking

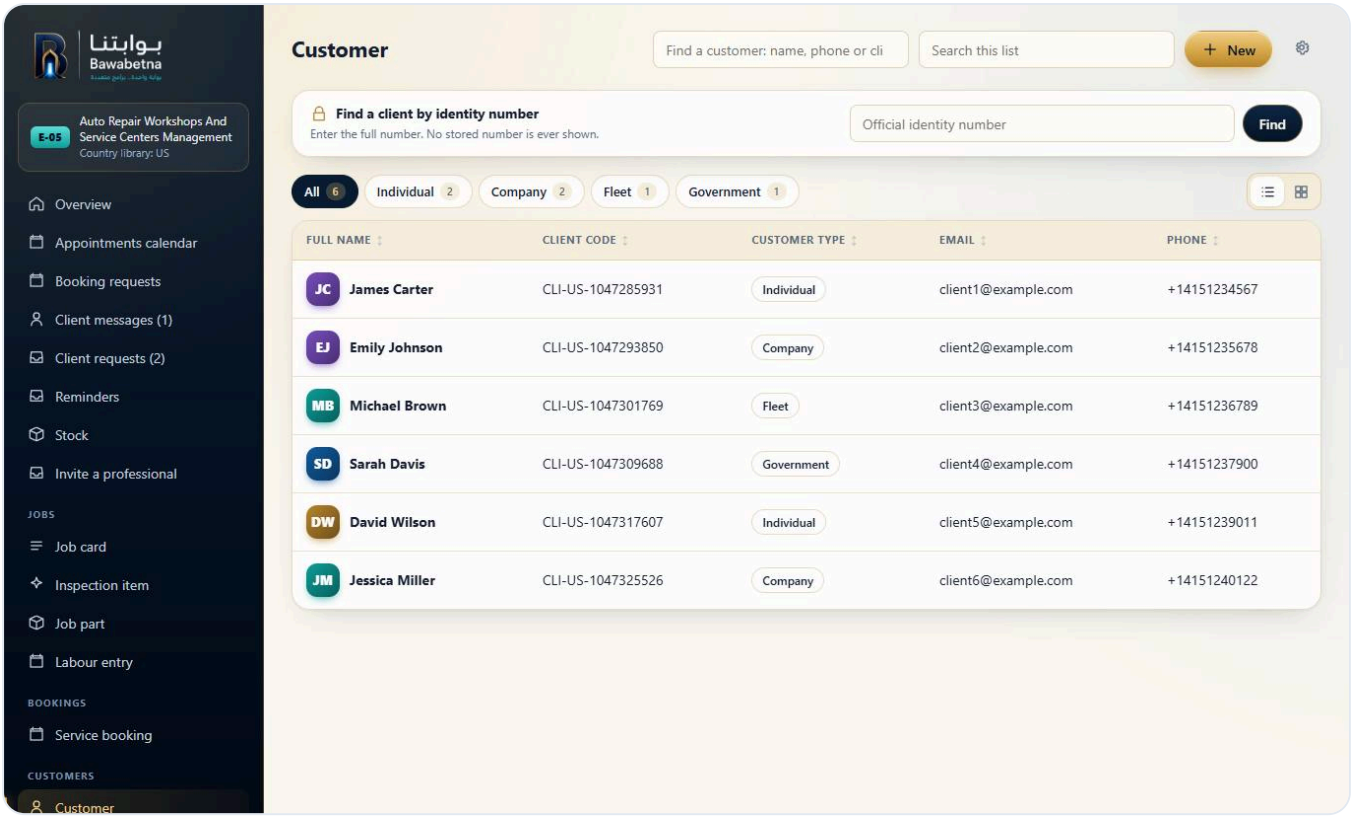
Service booking

What you record: Customer (required), Vehicle (required), Starts at (required), Duration minutes (required), Technician, Bay, Service (required), Complaint, Status (required), Override reason

Stages: A new record starts as "Booked".

Booked → Arrived | Booked → No show | Booked → Cancelled

Customers



Customer

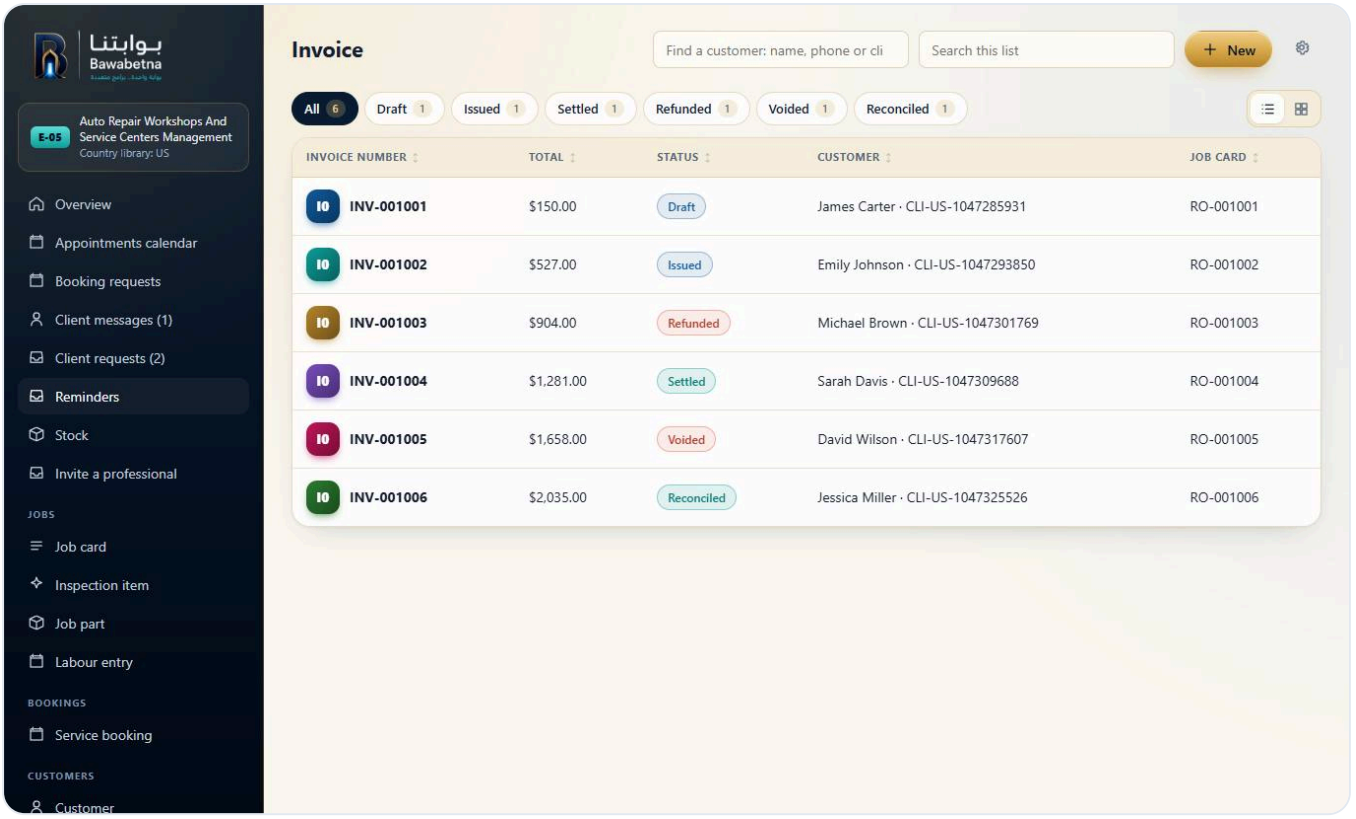
Customer

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

Vehicle

What you record: Customer (required), Plate number (required), Vin, Make (required), Model (required), Year, Color, Engine, Fuel type, Odometer km, Service interval days, Last visit at (worked out by the program), Next service due (worked out by the program), Visits (worked out by the program), Notes

Billing



Invoice

Invoice

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

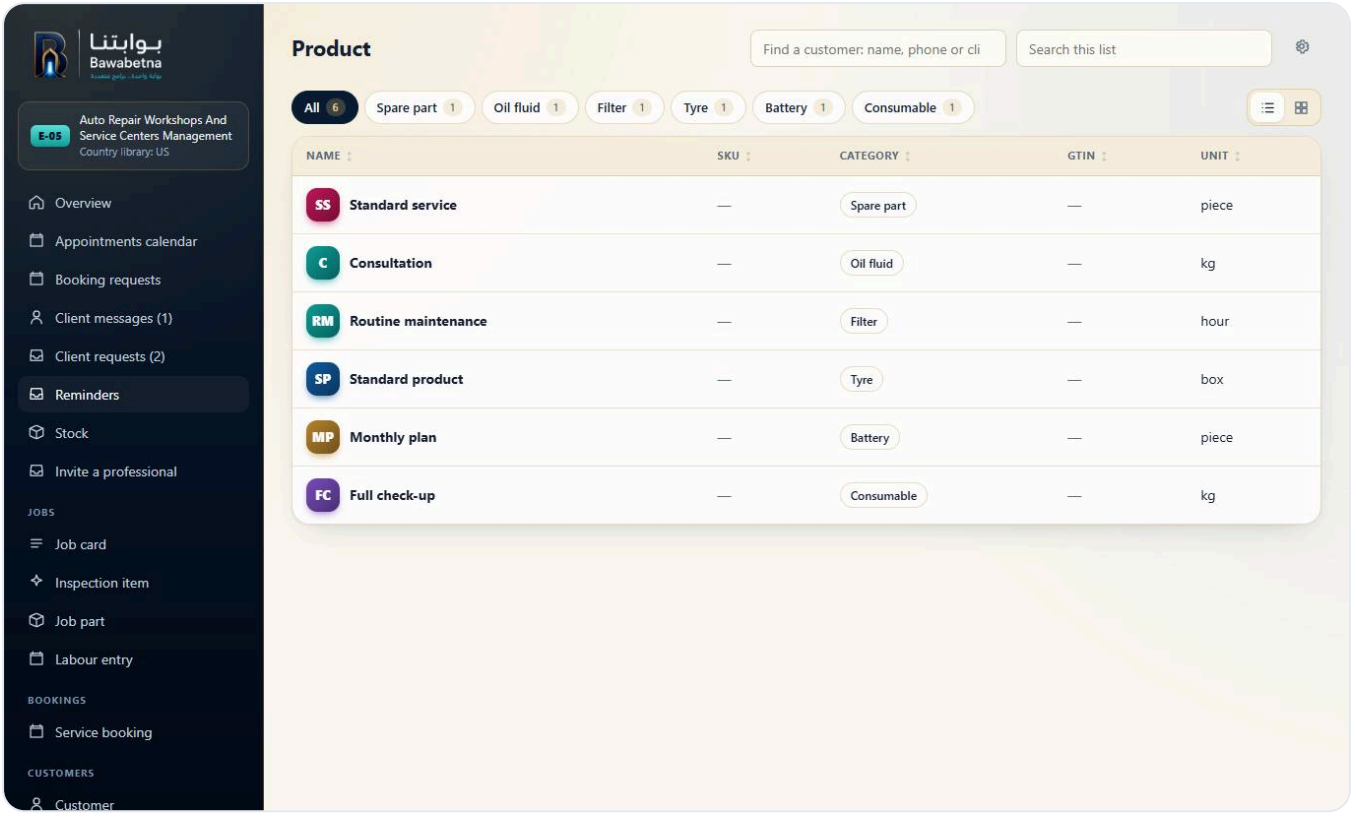
Payment

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, Part number, 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

Garage

What you record: Name (required), License number, Country (required), Tax number, Default currency, Labour rate per hour, Default warranty days, Whatsapp enabled, Online meeting link, Payment link, Review link, Ai assistant enabled, Ai model, Ai endpoint

Branch

What you record: Garage (required), Name (required), Address, Phone

Technician

What you record: Branch (required), Full name (required), License number, Phone, Speciality, Active

Bay

What you record: Name (required), Bay type (required), 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:

- Technician efficiency: actual and billed hours
- Job cards by status
- Inspection items by customer decision
- Findings by vehicle area
- Labour hours by technician
- Vehicles by make
- 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.