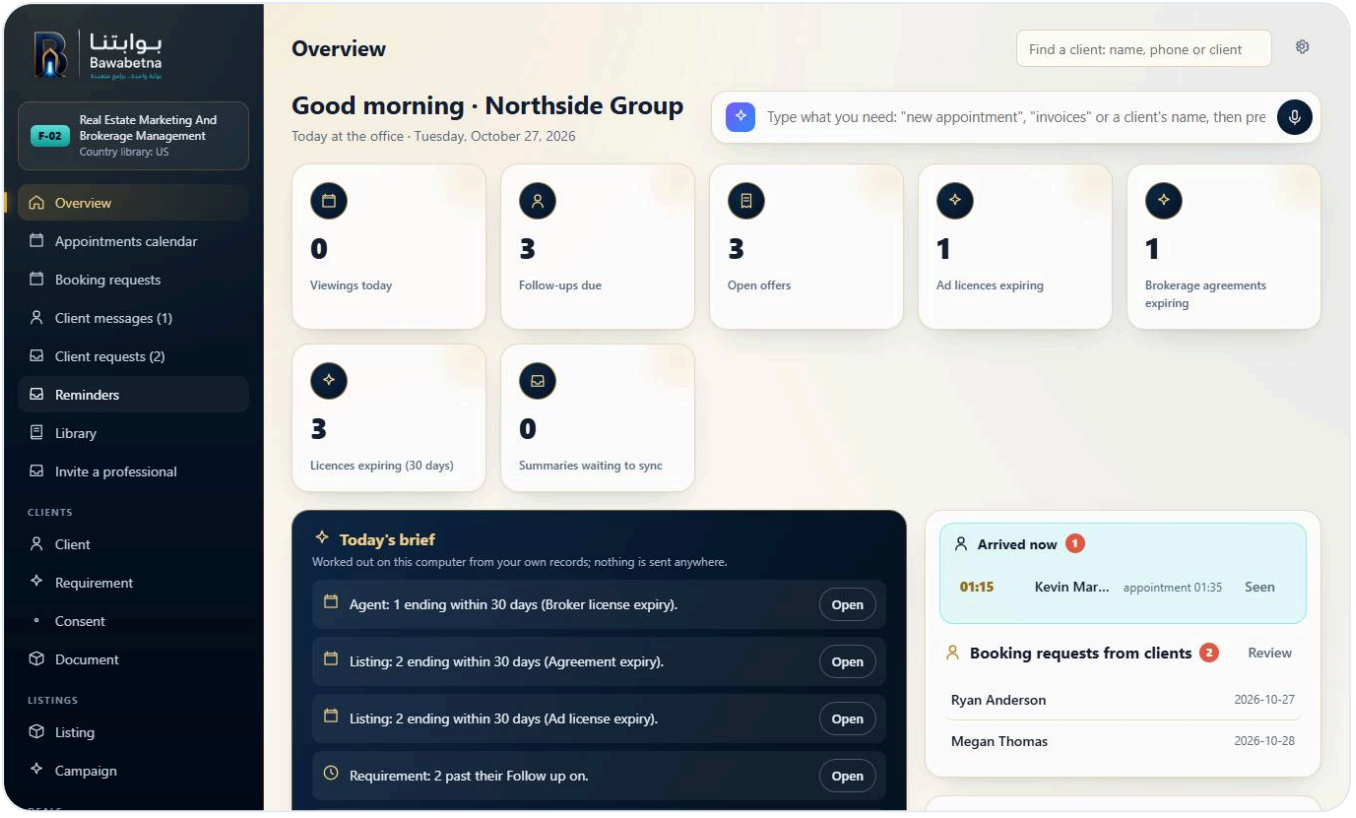
Bawabetna · User guide

Real Estate Marketing And Brokerage 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:

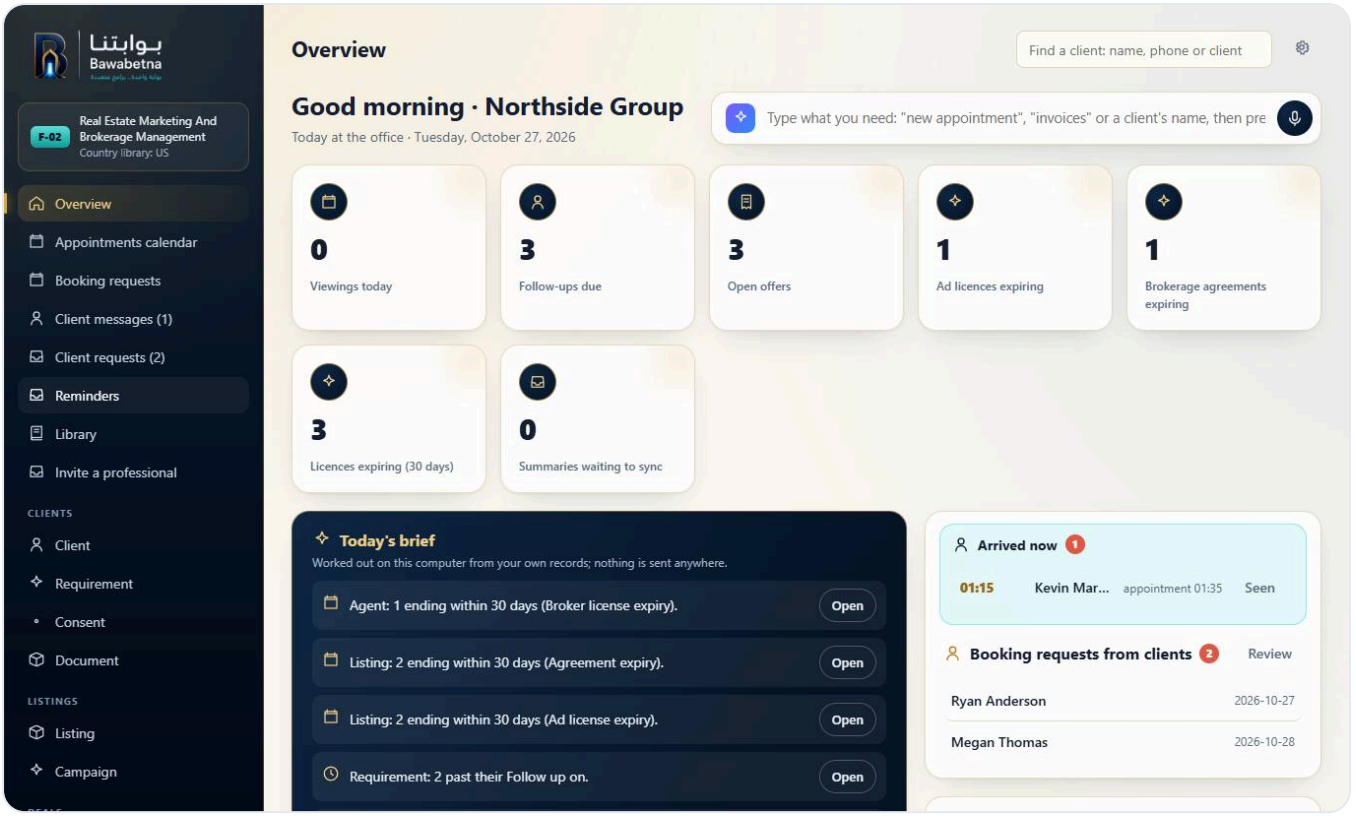
1. **Brokerage office**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Agent**: Full name, Phone

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

- Accountant
- Agent
- Manager
- Marketing
- Office 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".

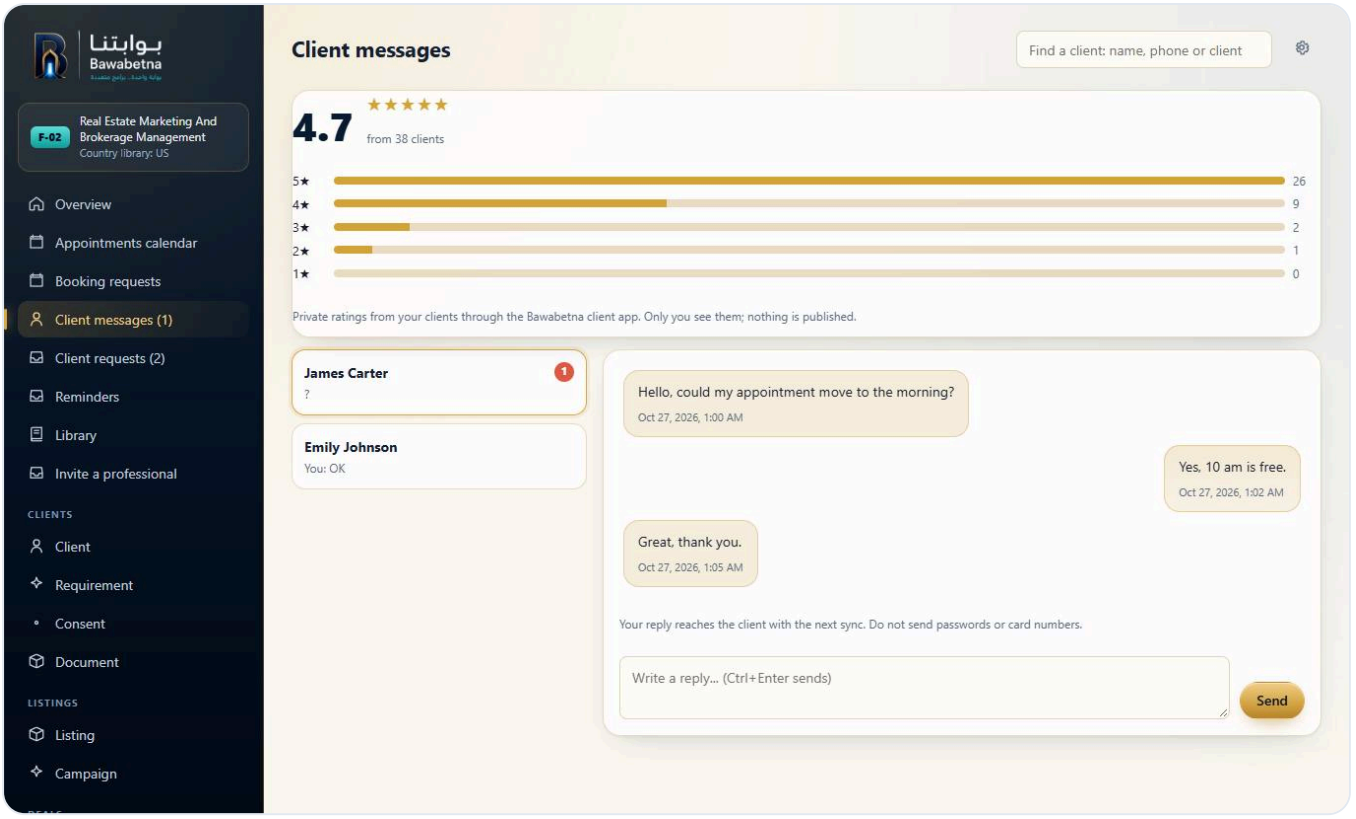


The home screen

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.

Clients



Client

Client

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

Requirement

What you record: Client (required), Purpose (required), Property type (required), City (required), Districts, Budget min, Budget max, Rooms min, Financing, Agent, Follow up on, Temperature, Status (required)

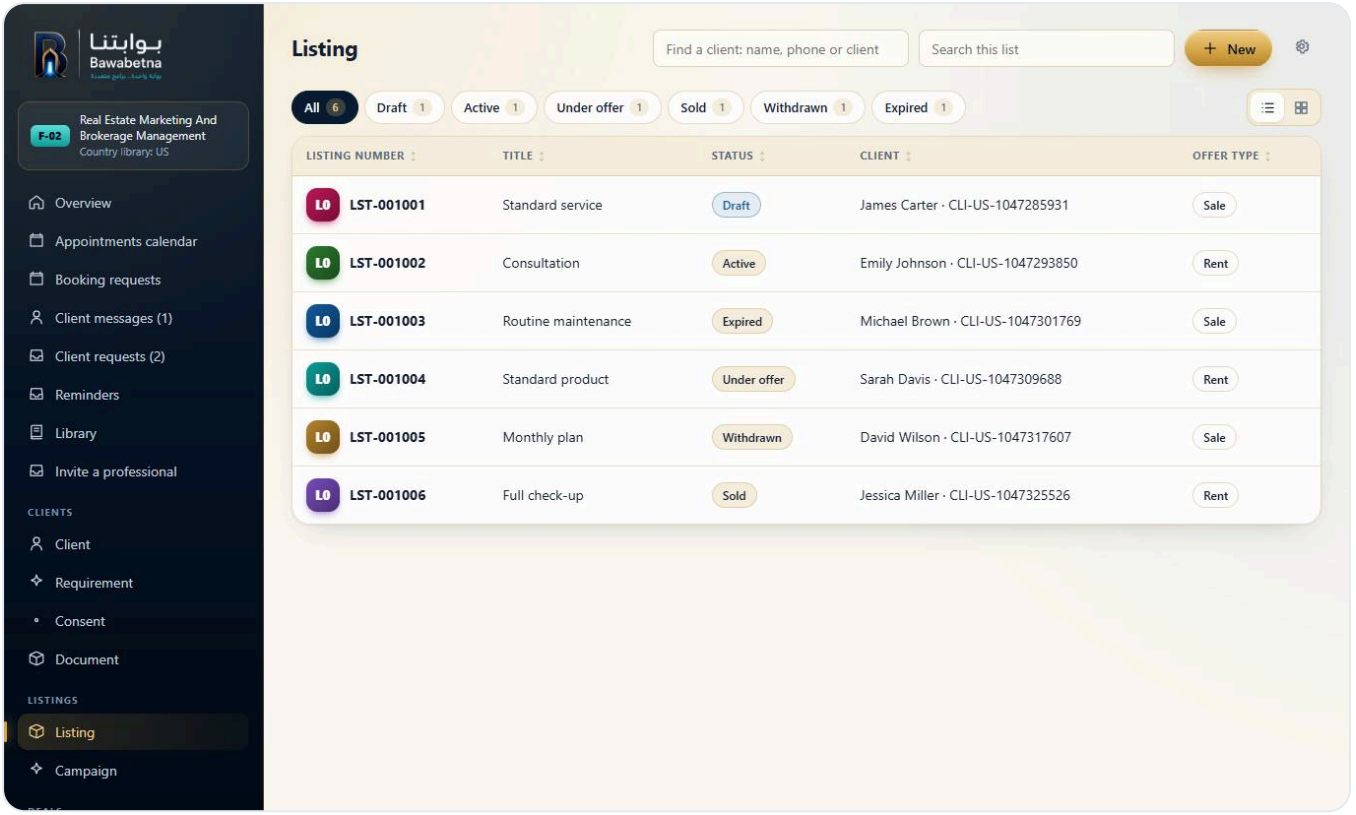
Stages: A new record starts as "New".

Negotiating → Won | Negotiating → Viewing | Negotiating → Lost | New → Searching | New → Lost | Searching → Viewing | Searching → Lost | Viewing → Negotiating | Viewing → Searching | Viewing → Lost

Document

What you record: Client (required), Listing, Category (required), Title (required), Reference number, Issued on, Expires on, Files

Listings



Listing

Listing

What you record: Listing number (worked out by the program), Client (required), Title (required), Offer type (required), Property type (required), City (required), District, Location link, Area sqm, Rooms, Bathrooms, Price (required), Negotiable, Deed number, Brokerage agreement number, Agreement expiry, Ad license number, Ad license expiry, Exclusivity, Agent, Description, Photos, Status (required)

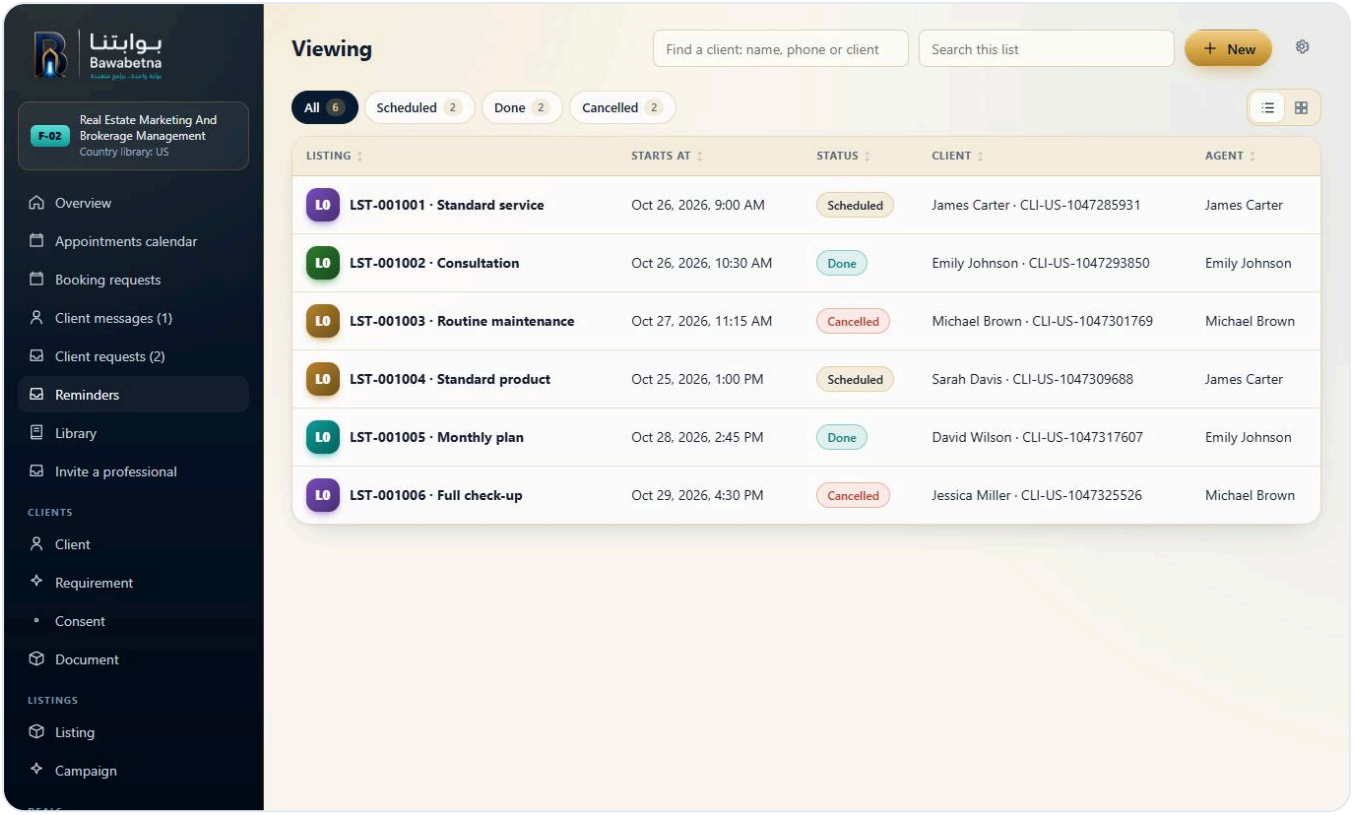
Stages: A new record starts as "Draft".

Active → Under offer | Active → Withdrawn | Active → Expired | Draft → Active | Draft → Withdrawn | Expired → Active | Under offer → Active | Under offer → Sold | Under offer → Rented

Campaign

What you record: Name (required), Listing, Channel (required), Start date (required), End date, Budget, Leads count, Cost per lead (worked out by the program)

Brand deals



Viewing

Viewing

What you record: Listing (required), Client (required), Agent (required), Starts at (required), Duration minutes (required), Feedback, Notes, Status (required), Override reason

Stages: A new record starts as "Scheduled".

Scheduled → Done | Scheduled → Cancelled

Offer

What you record: Listing (required), Client (required), Offered on (required), Amount (required), Conditions, Valid until, Status (required)

Stages: A new record starts as "Submitted".

Countered → Accepted | Countered → Rejected | Countered → Withdrawn | Submitted → Countered | Submitted → Accepted | Submitted → Rejected | Submitted → Withdrawn

Deal

What you record: Deal number (worked out by the program), Listing (required), Client (required), Deal type (required), Property type (worked out by the program), Price (required), Commission percent (required), Commission (worked out by the program), Agent (required), Agent share percent, Agent commission (worked out by the program), Contract reference, Closing date, Files, Status (required), Closed at (worked out by the program)

Stages: A new record starts as "In progress".

In progress → Closed | In progress → Cancelled

Billing

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), Client (required), Deal, 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)

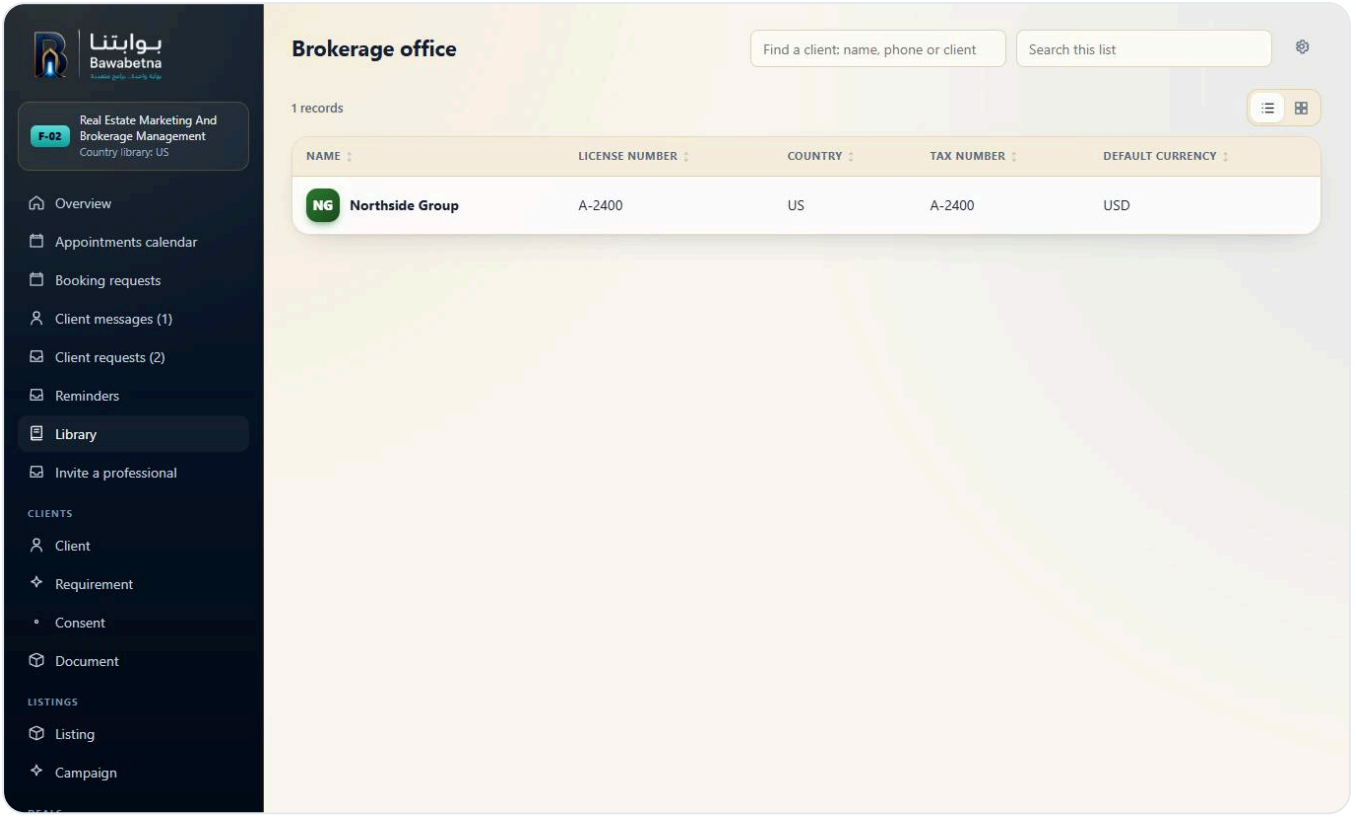
Payment

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



Brokerage office

Brokerage office

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

Branch

What you record: Brokerage office (required), Name (required), Address, Phone

Agent

What you record: Branch (required), Full name (required), License number, Phone, Broker license expiry, Commission share percent, 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:

- Listings by status
- Requirements by status
- Clients by source
- Commission by agent
- 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.