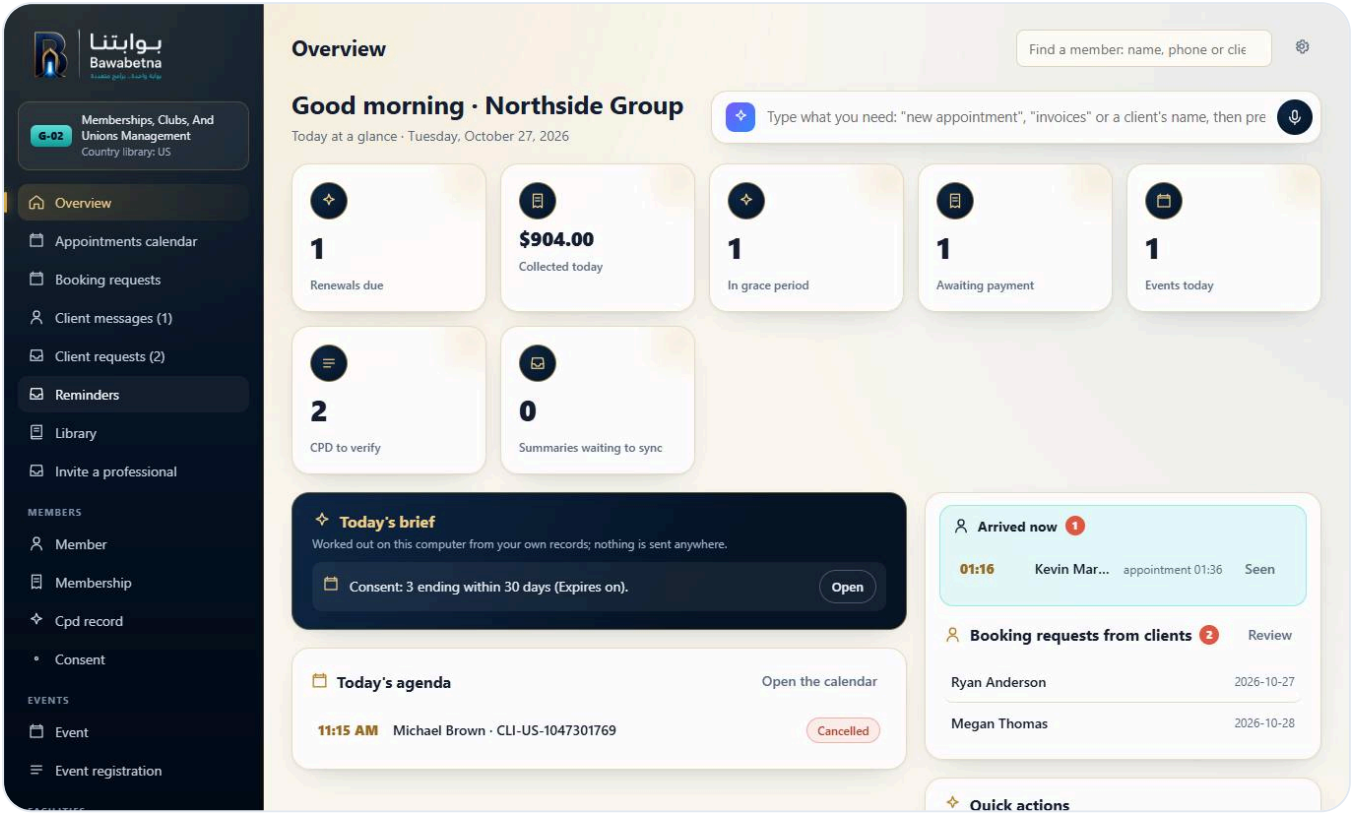
Bawabetna · User guide

Memberships, Clubs, And Unions Management

Every screen and every button, with real screens from the program.

Guide version 2026-10-27



Contents

1. Getting started
2. The home screen
3. Screens and what you record in them
4. Reports
5. Working with your clients
6. Your data
7. Help

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:

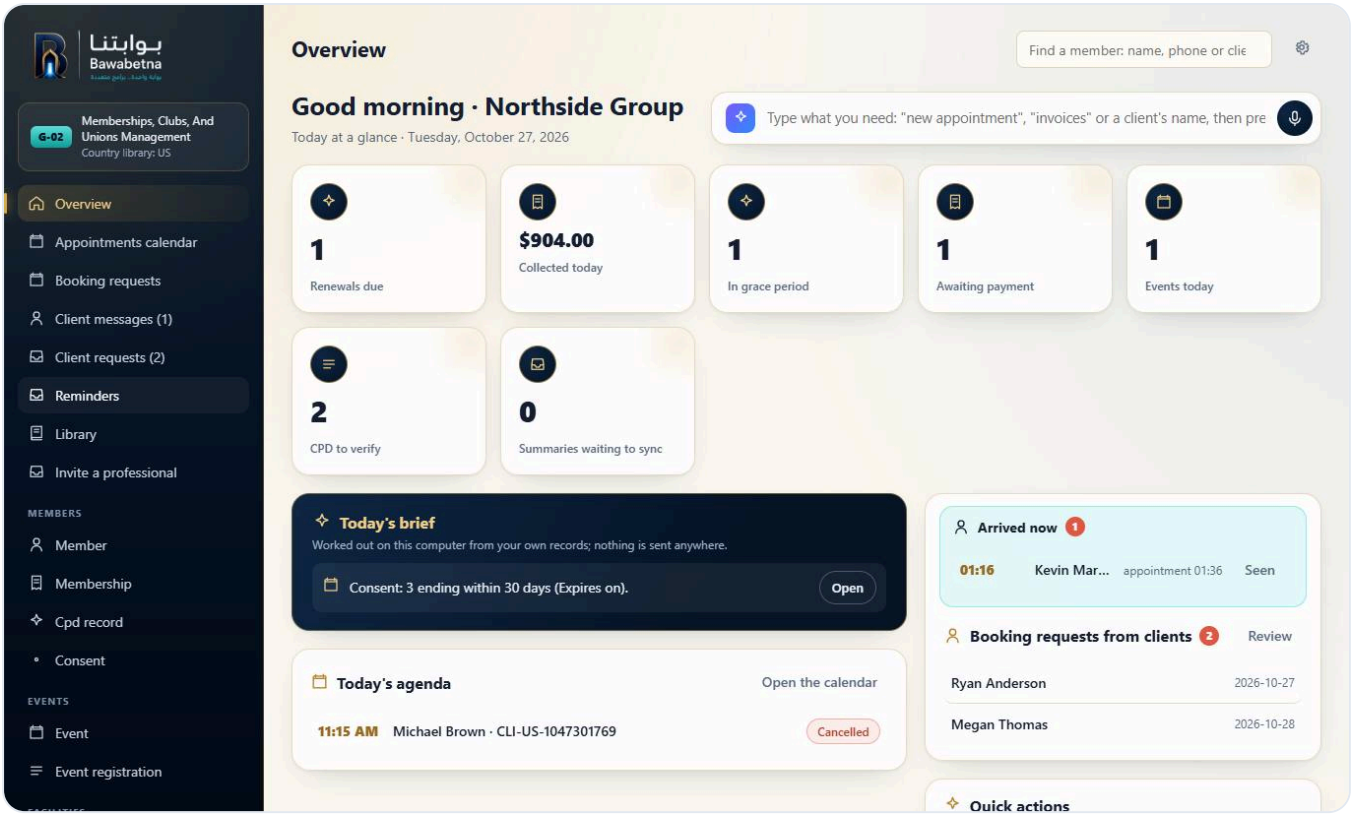
1. **Organization**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Org staff**: Full name, Phone

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

- Accountant
- Events coordinator
- Manager
- Membership officer
- Organization head
- Secretary

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".

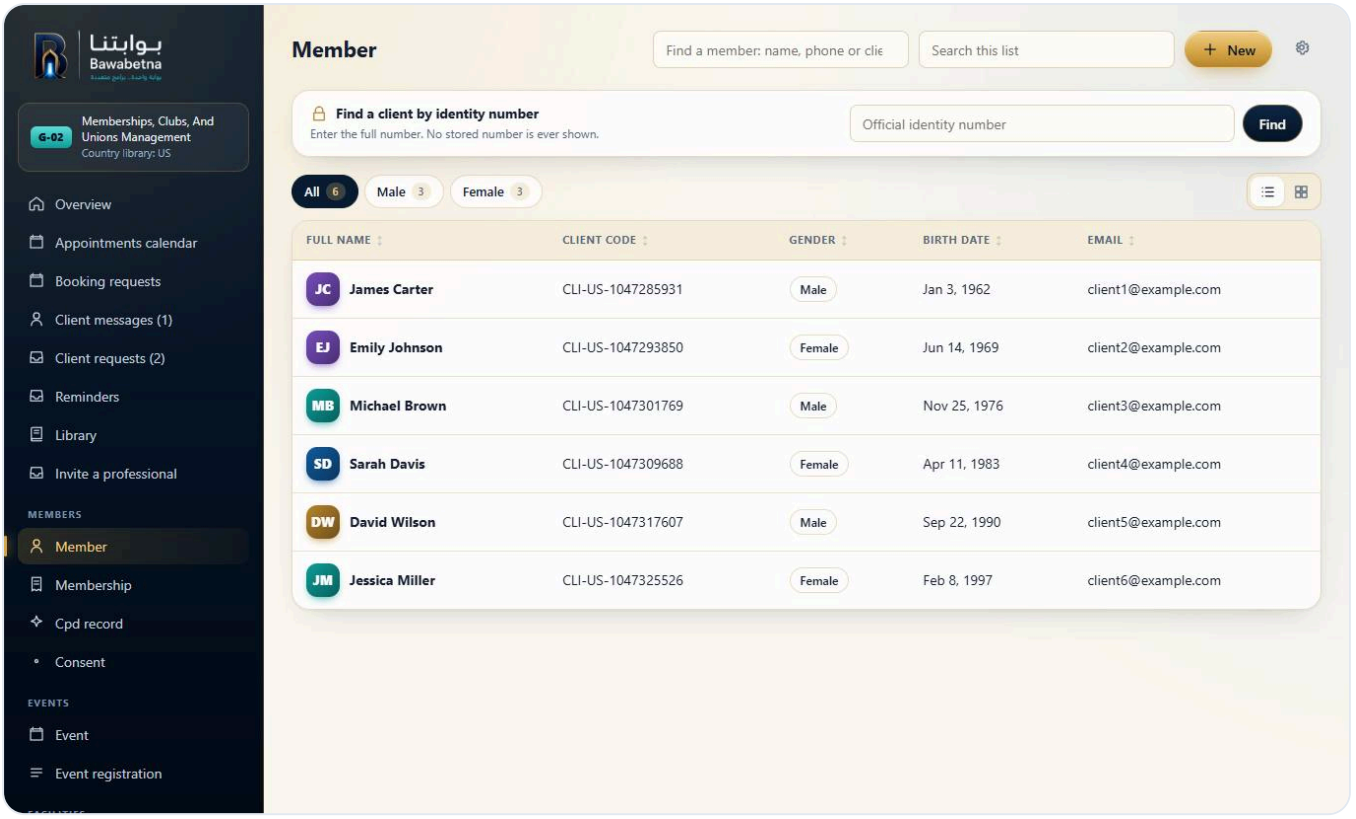


The home screen

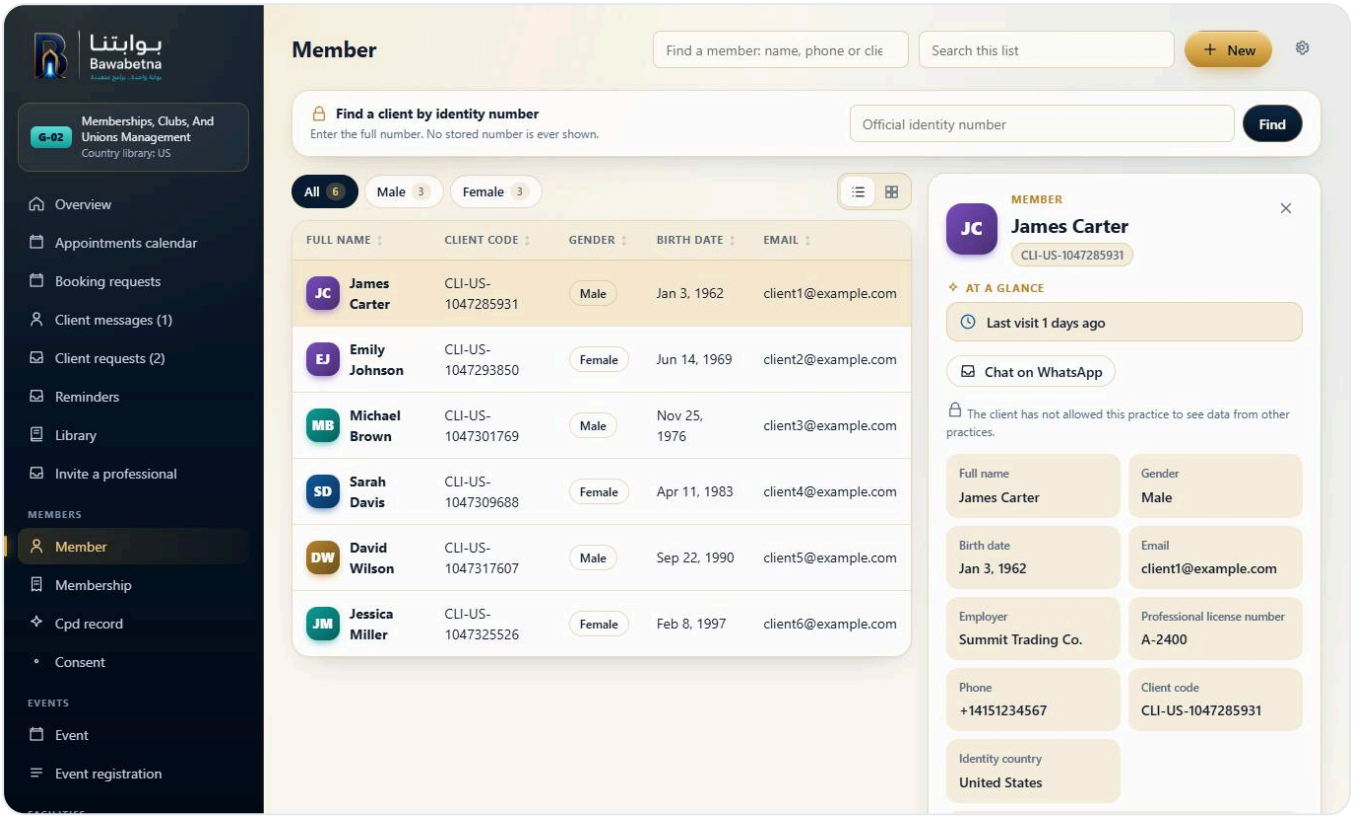
Screens and what you record in them

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.

Members



Member



A record open for editing

Member

What you record: Full name (required), Gender, Birth date, Email, Profession, Employer, Professional license number, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Membership

What you record: Membership number (required), Member (required), Membership plan (required), Tier (worked out by the program), Start date (required), End date (required), Grace until, Auto renew, Card photo, Status (required)

Stages: A new record starts as "Pending payment".

Active → Grace | Active → Renewed | Active → Cancelled | Grace → Active | Grace → Renewed | Grace → Lapsed | Lapsed → Active | Pending payment → Active | Pending payment → Cancelled

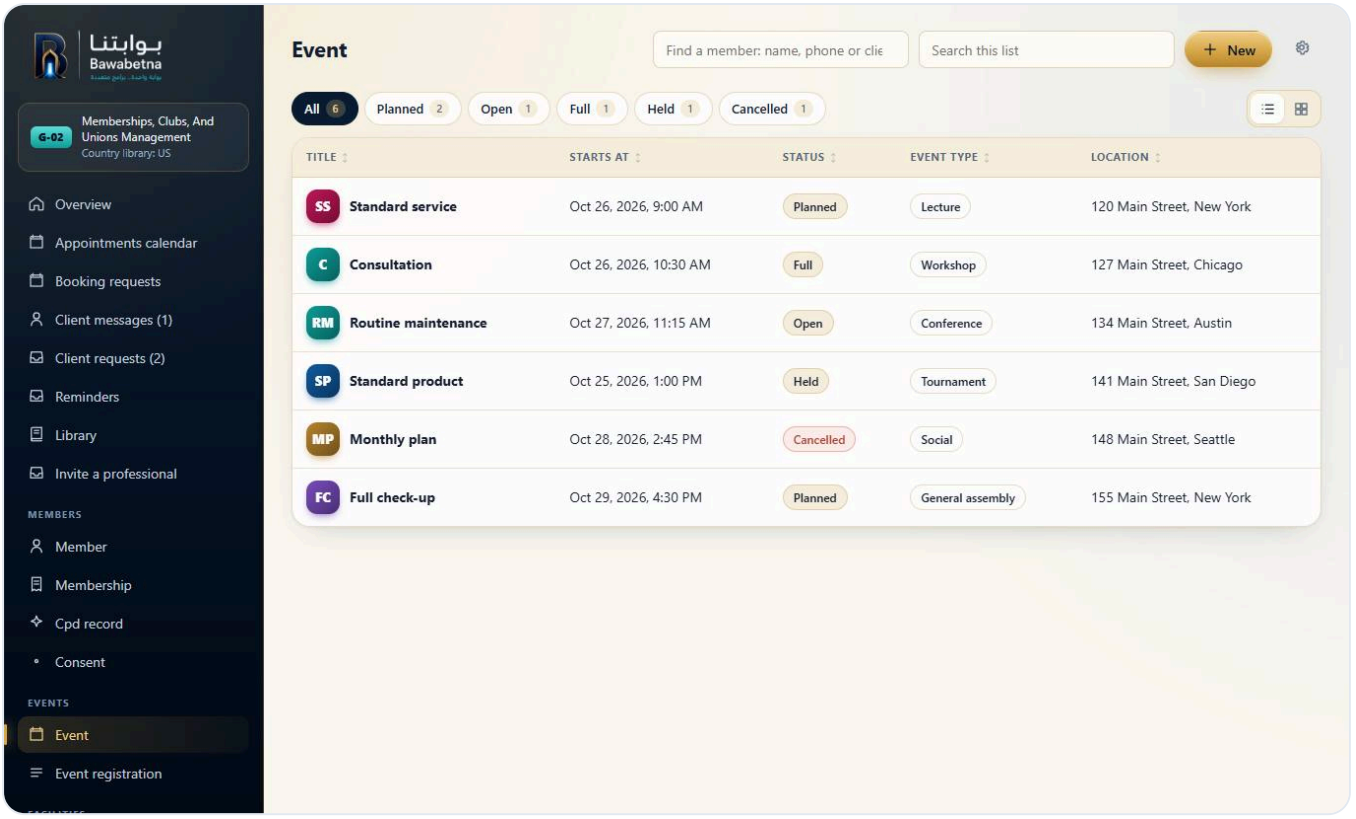
Cpd record

What you record: Member (required), Activity (required), Event, Provider, Completed on (required), Hours (required), Certificate, Status (required)

Stages: A new record starts as "Submitted".

Submitted → Verified | Submitted → Rejected

Events



Event

Event

What you record: Title (required), Event type (required), Starts at (required), Location, Capacity, Member fee, Guest fee, Cpd hours, Description, Status (required)

Stages: A new record starts as "Planned".

Full → Open | Full → Held | Open → Full | Open → Held | Open → Cancelled | Planned → Open | Planned → Cancelled

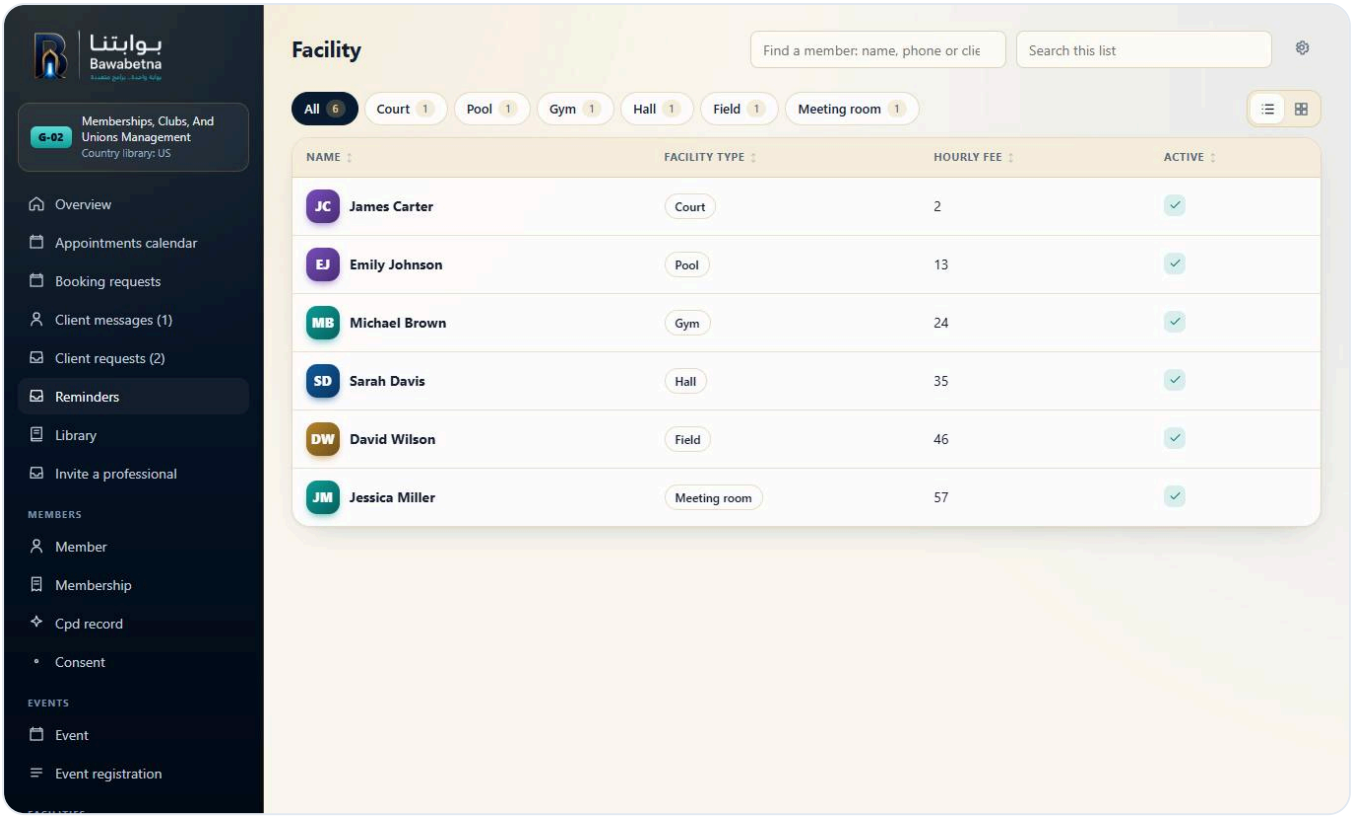
Event registration

What you record: Event (required), Member (required), Registered on (required), Guests, Status (required)

Stages: A new record starts as "Registered".

Registered → Attended | Registered → Absent | Registered → Cancelled

Facilities



Facility

Facility

What you record: Name (required), Facility type (required), Hourly fee, Active

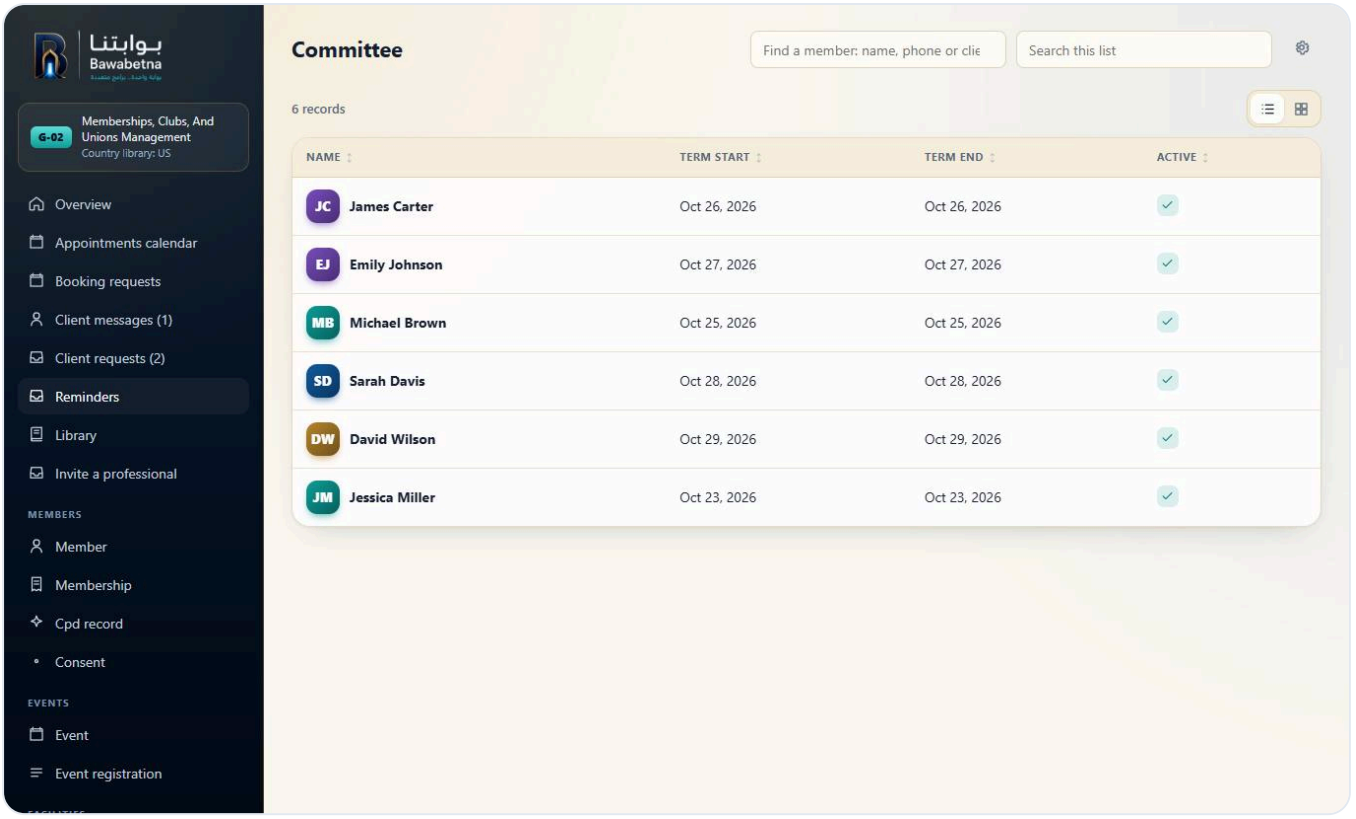
Facility booking

What you record: Facility (required), Member (required), Starts at (required), Duration minutes (required), Status (required), Override reason

Stages: A new record starts as "Booked".

Booked → Used | Booked → Cancelled | Booked → No show

Governance



Committee

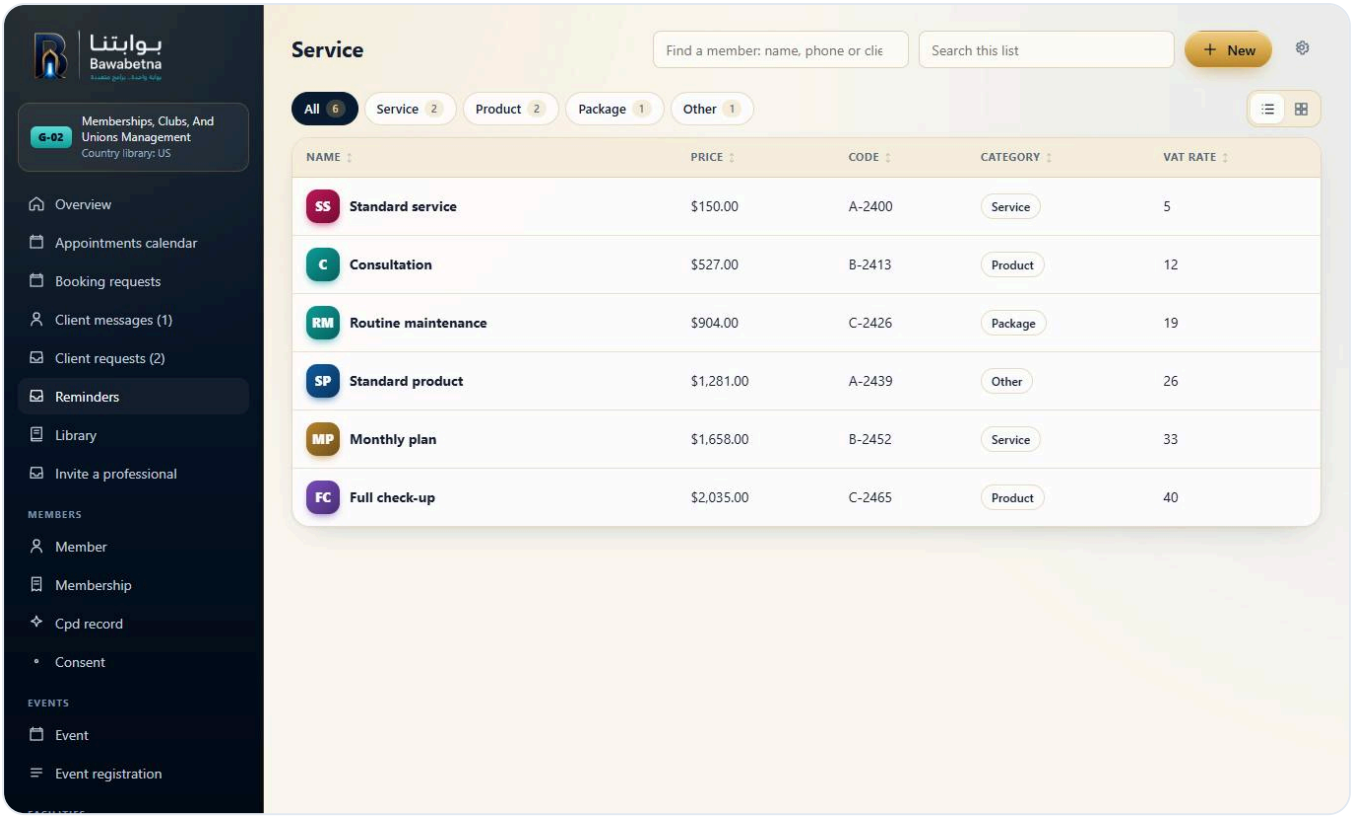
Committee

What you record: Name (required), Mandate, Term start, Term end, Active

Committee member

What you record: Committee (required), Member (required), Position (required), From date (required), To date

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), Member (required), Membership, 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

Organization

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

Branch

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

Org staff

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

Membership plan

What you record: Name (required), Tier (required), Fee (required), Duration months (required), Grace days, Cpd hours required, Benefits, 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:

- Memberships by status
- Current members by tier
- Attendance by event
- Verified CPD hours by member
- 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.