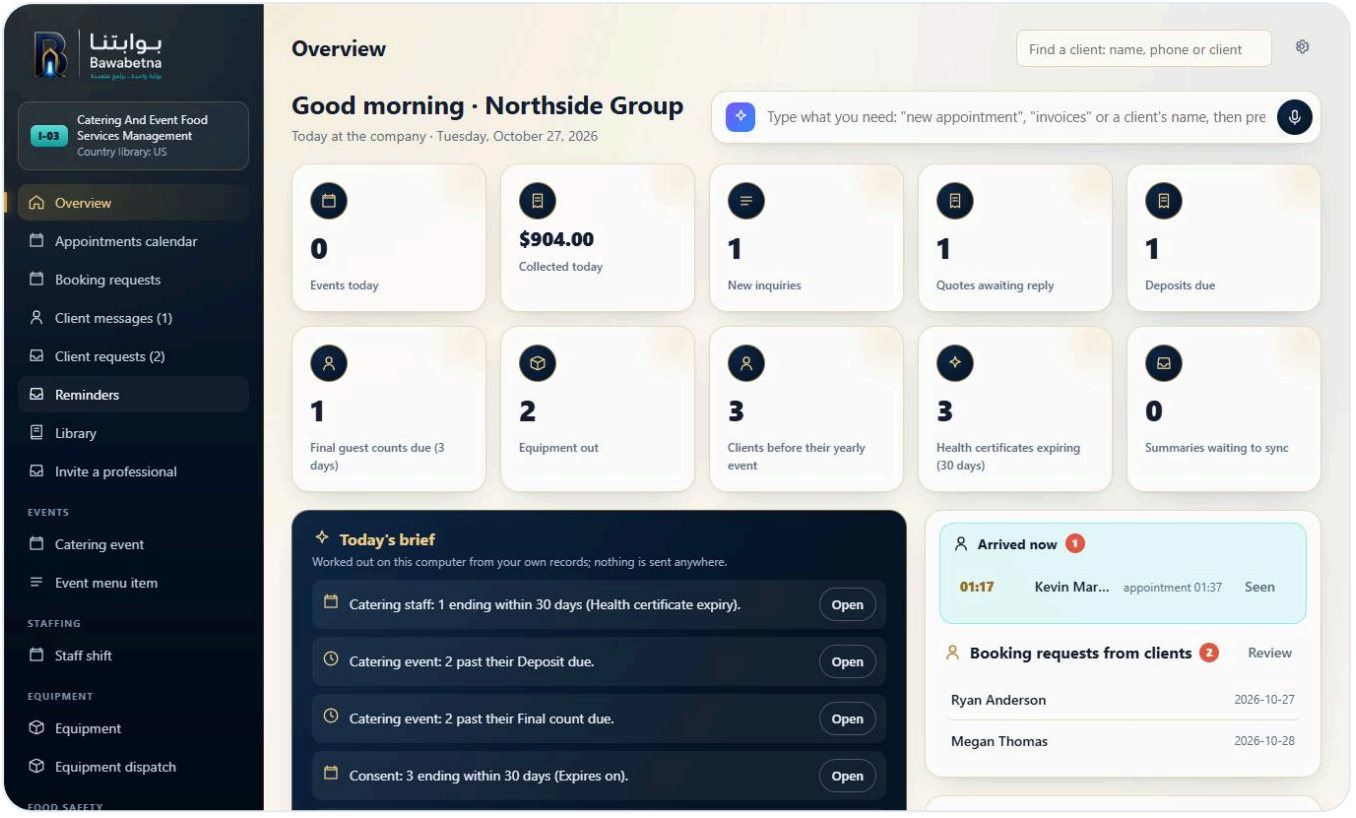
Bawabetna · User guide

Catering And Event Food Services 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:

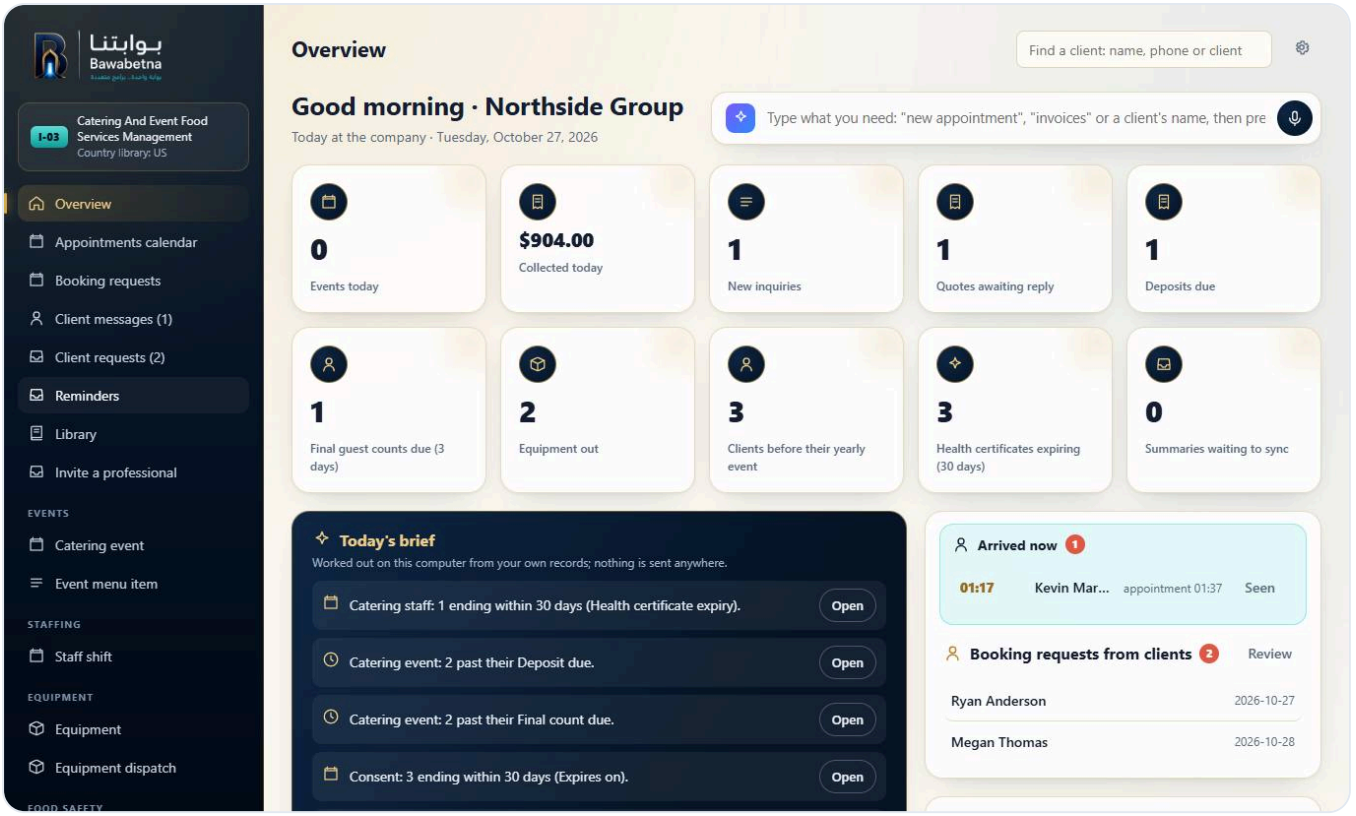
1. **Catering company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Catering staff**: Full name, Job

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

- Accountant
- Chef
- Company owner
- Manager
- Operations manager
- Sales

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".

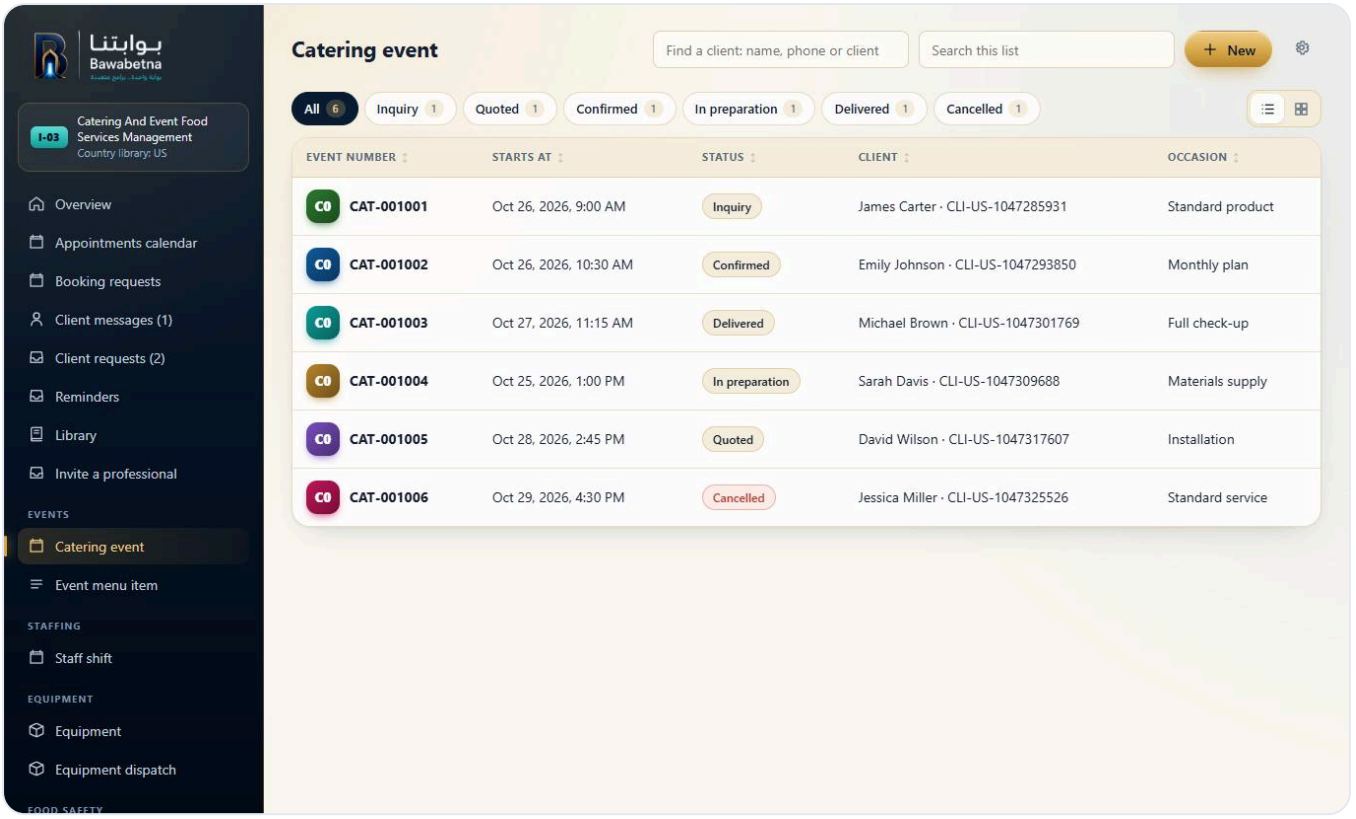


The home screen

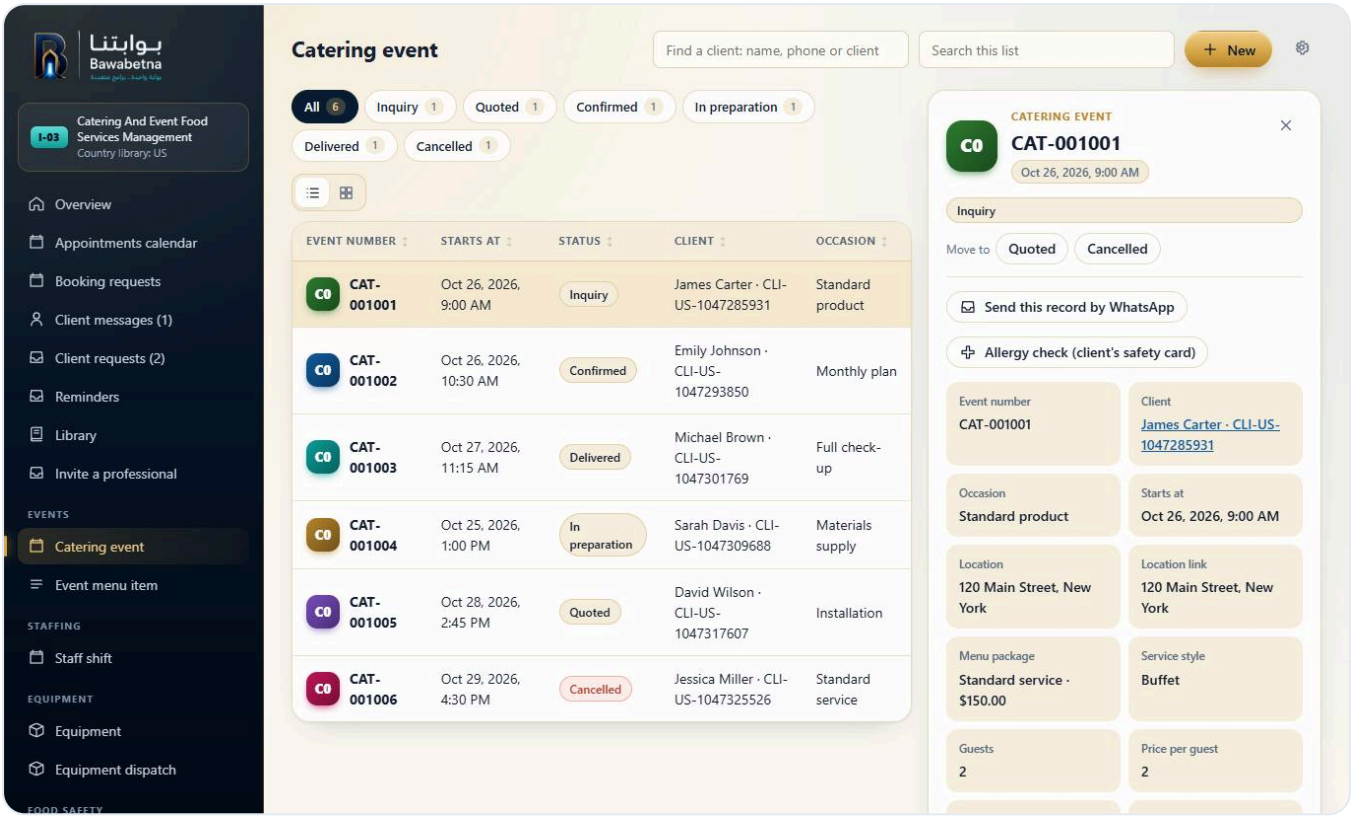
Screens and what you record in them

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.

Events



Catering event



A record open for editing

Catering event

What you record: Event number (worked out by the program), Client (required), Occasion (required), Starts at (required), Location (required), Location link, Menu package, Service style (required), Guests (required), Price per guest (required), Food total (worked out by the program), Extras total, Deposit due, Final count due, Guaranteed guests, Dietary requirements, Setup time, Staff needed, Status (required), Delivered at (worked out by the program)

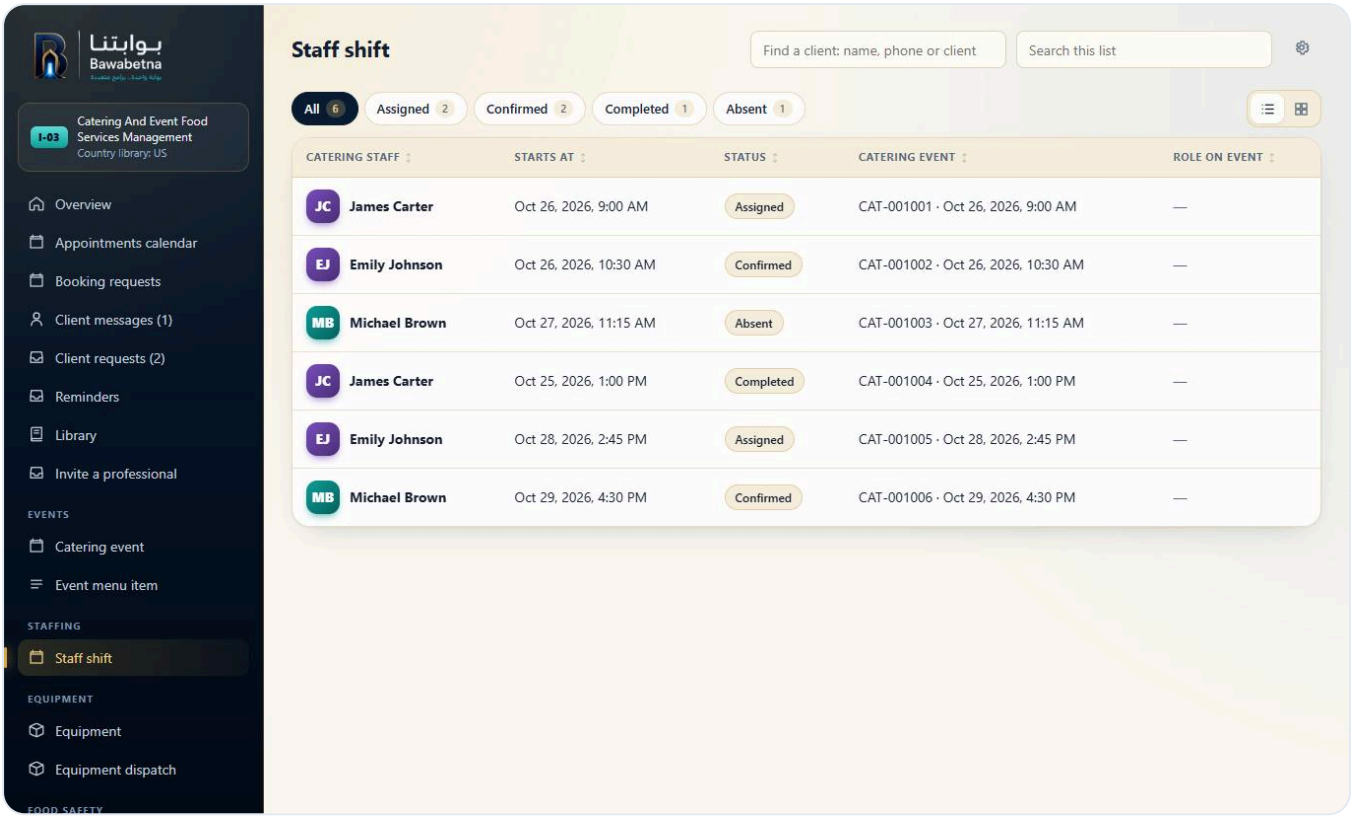
Stages: A new record starts as "Inquiry".

Confirmed → In preparation | Confirmed → Cancelled | Delivered → Closed | In preparation → Delivered | Inquiry → Quoted | Inquiry → Cancelled | Quoted → Confirmed | Quoted → Cancelled

Event menu item

What you record: Catering event (required), Dish (required), Course, Quantity, Unit, Allergens, Notes

Staffing



Staff shift

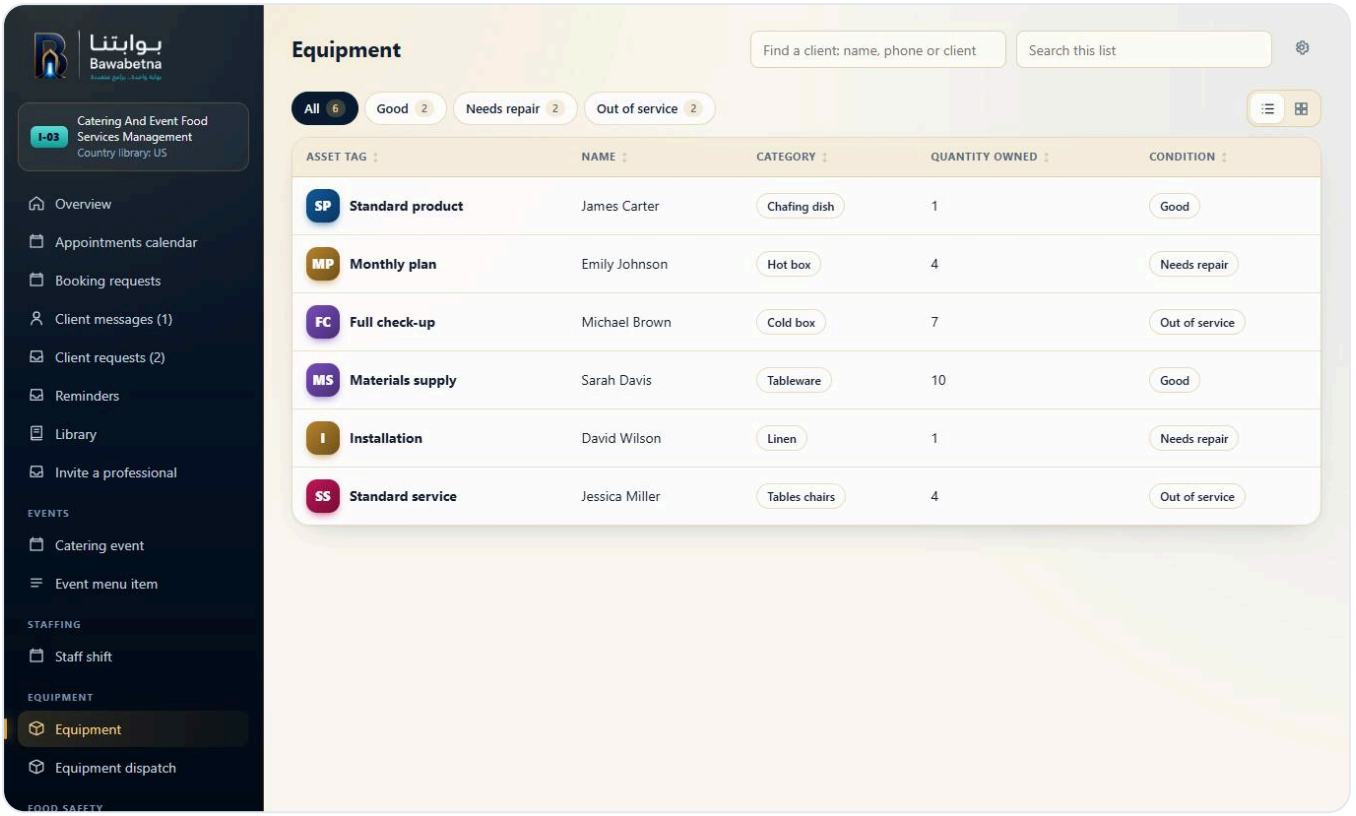
Staff shift

What you record: Catering event (required), Catering staff (required), Role on event, Starts at (required), Duration minutes (required), Status (required), Override reason

Stages: A new record starts as "Assigned".

Assigned → Confirmed | Assigned → Absent | Confirmed → Completed | Confirmed → Absent

Equipment



Equipment

Equipment

What you record: Asset tag (required), Name (required), Category (required), Quantity owned, Condition

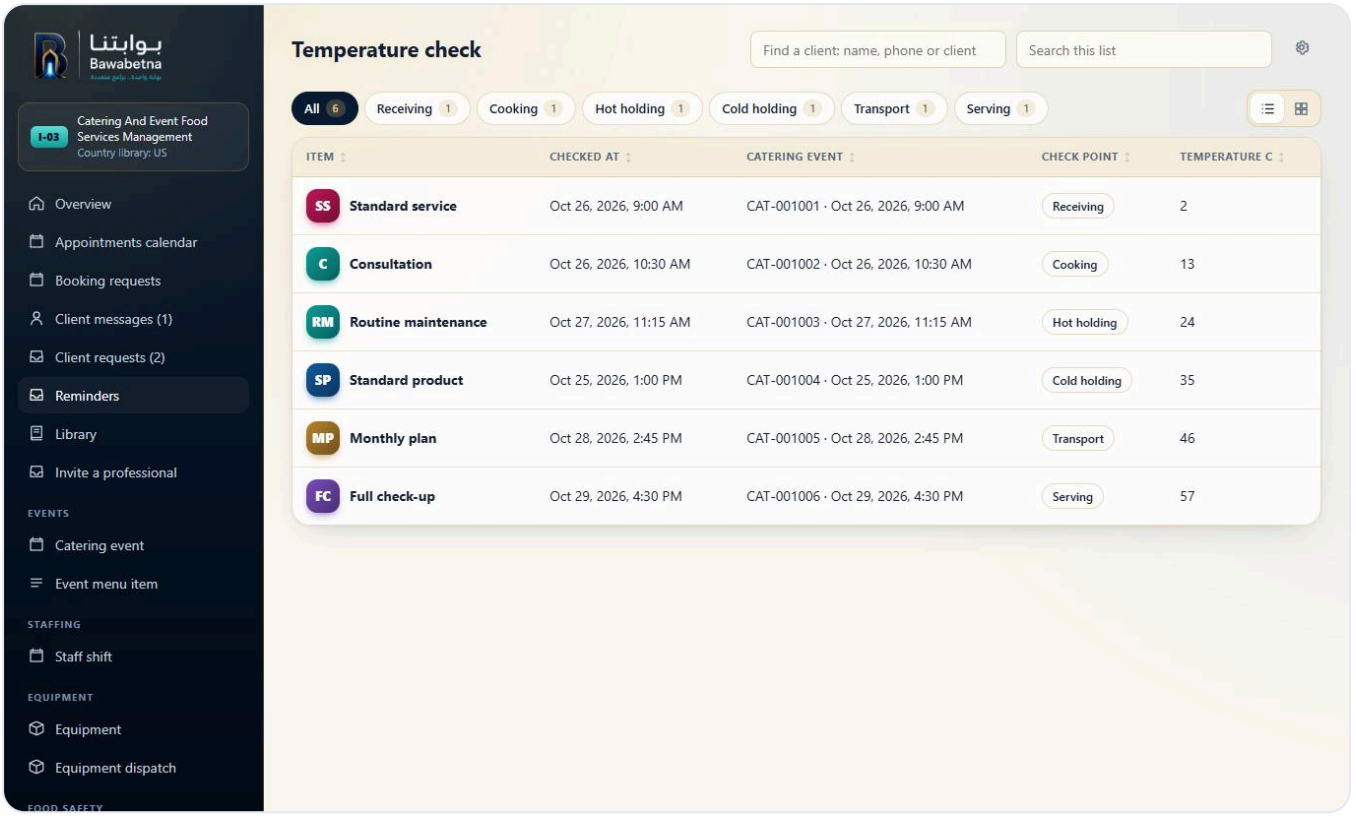
Equipment dispatch

What you record: Catering event (required), Equipment (required), Quantity (required), Returned quantity, Missing quantity (worked out by the program), Status (required)

Stages: A new record starts as "Packed".

Packed → Sent | Sent → Returned

Food safety

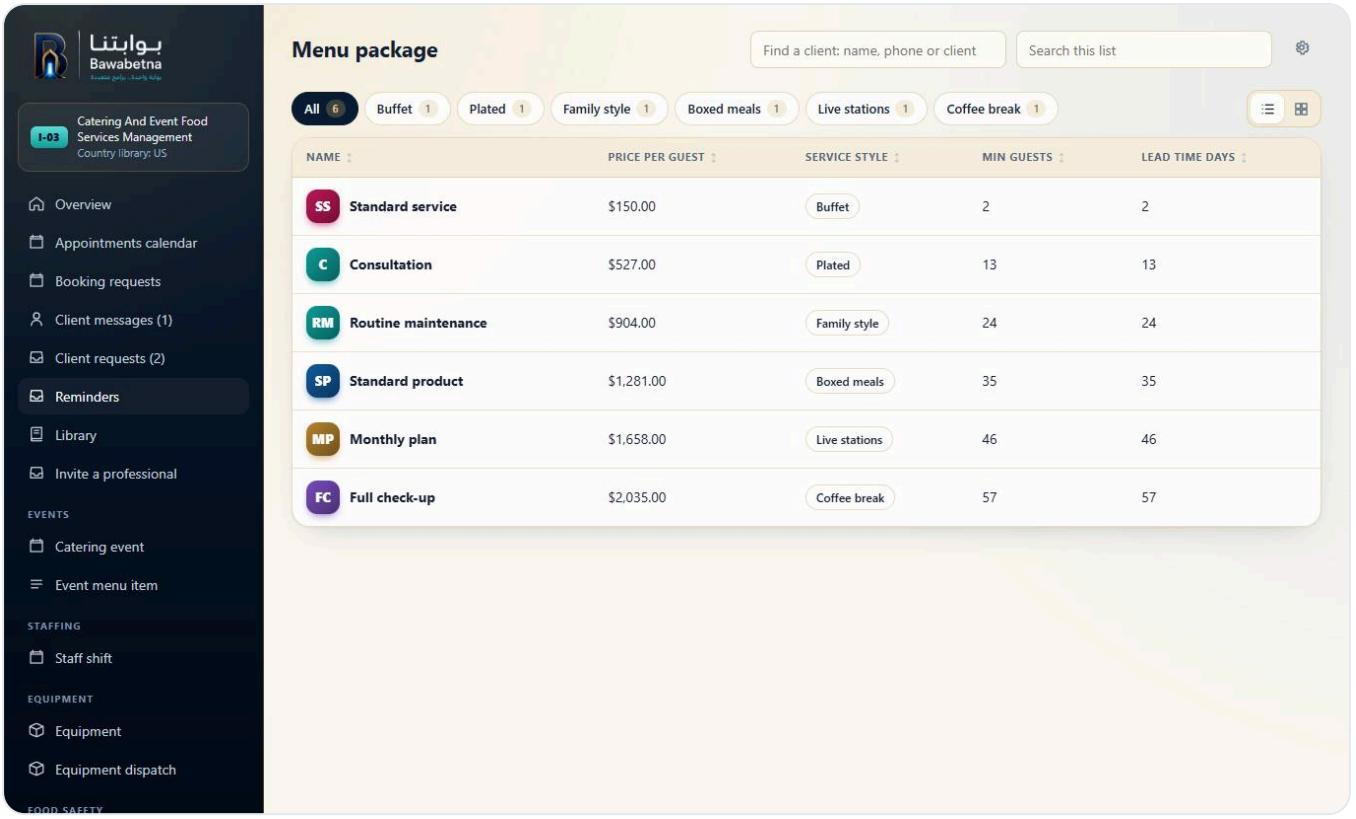


Temperature check

Temperature check

What you record: Catering event, Item (required), Check point (required), Checked at (required), Temperature c (required), Min safe c, Max safe c, Flag (worked out by the program), Corrective action, Catering staff

Menus



Menu package

Menu package

What you record: Name (required), Service style (required), Price per guest (required), Min guests, Lead time days, Courses, Active

Clients

Client

What you record: Full name (required), Client type, Email, Last event (worked out by the program), Yearly event due (worked out by the program), Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Document

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

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), Catering event, 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

Catering company

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

Branch

What you record: Catering company (required), Name (required), Address, Phone

Catering staff

What you record: Branch (required), Full name (required), License number, Phone, Job, Health certificate expiry, 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:

- Events by status
- Events by service style
- Temperature checks by result
- Missing equipment
- 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.