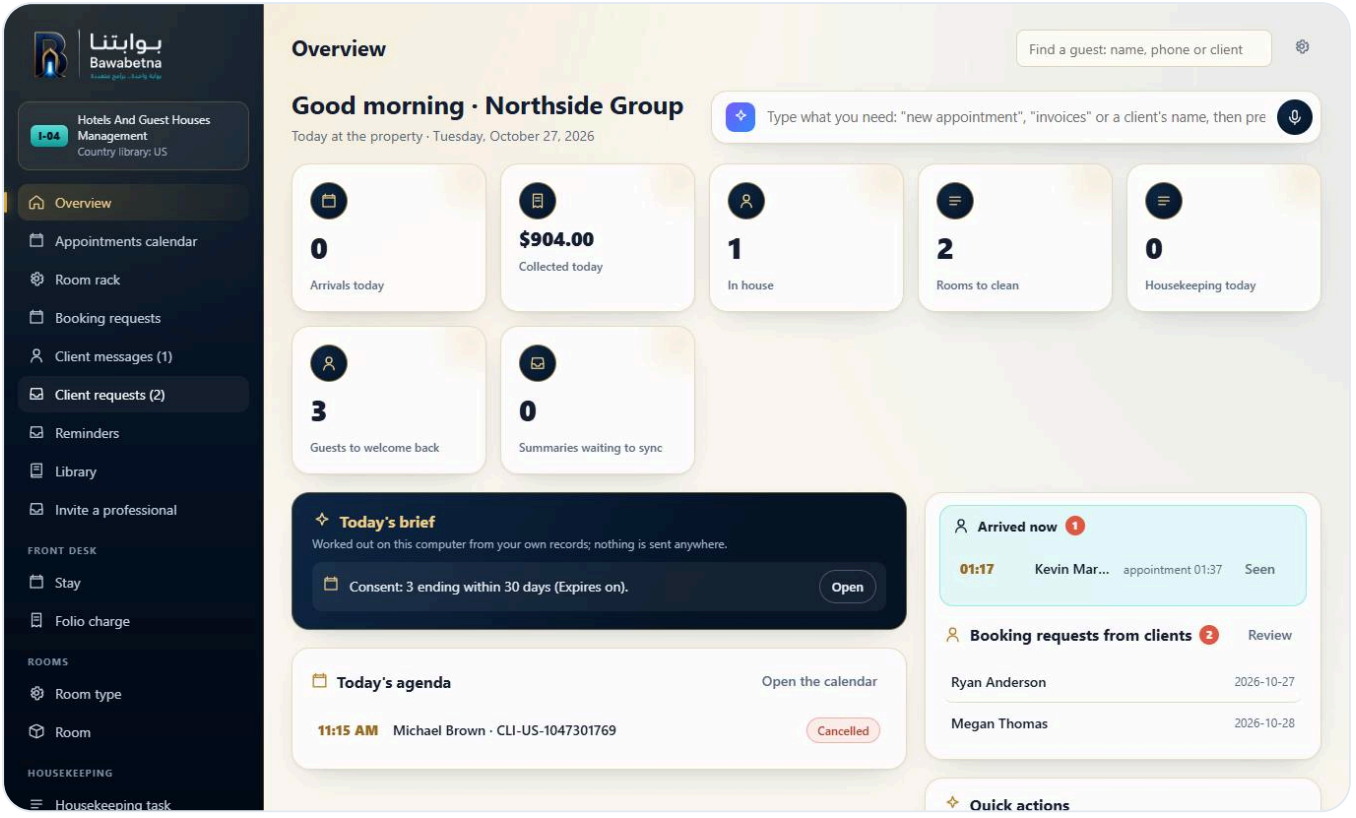
Bawabetna · User guide

Hotels And Guest Houses 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:

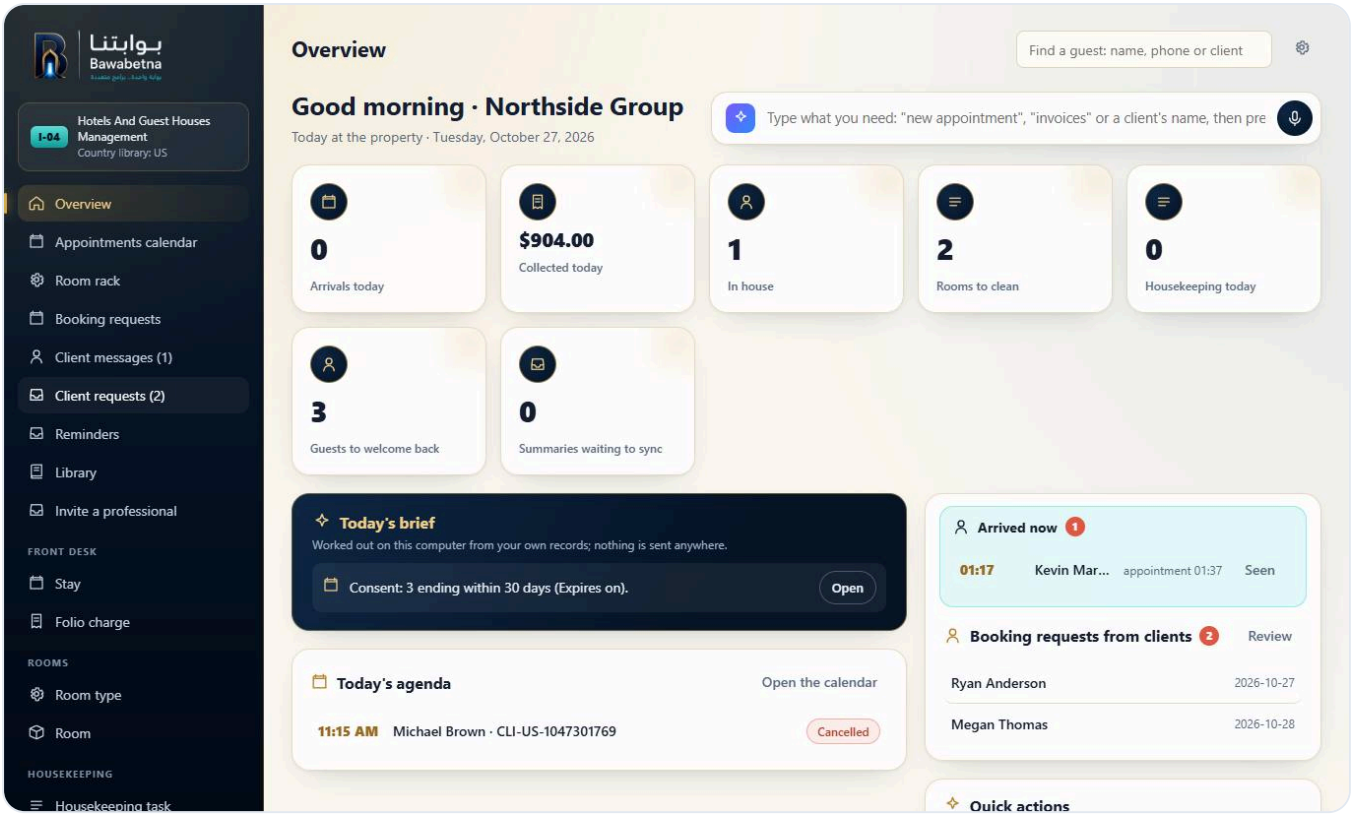
1. **Hotel**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Hotel staff**: Full name, Job

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

- Accountant
- Front desk
- Hotel manager
- Hotel owner
- Housekeeping
- Manager

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".

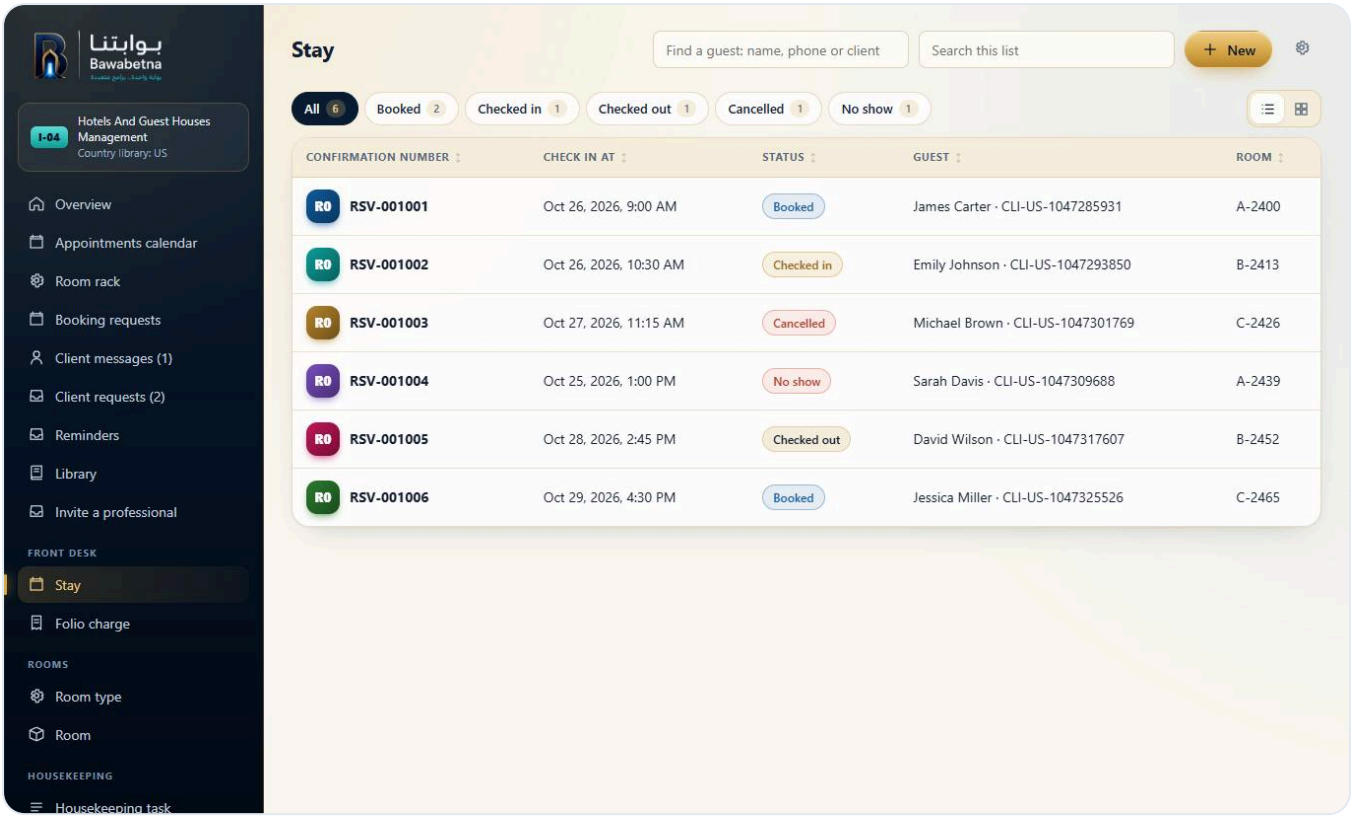


The home screen

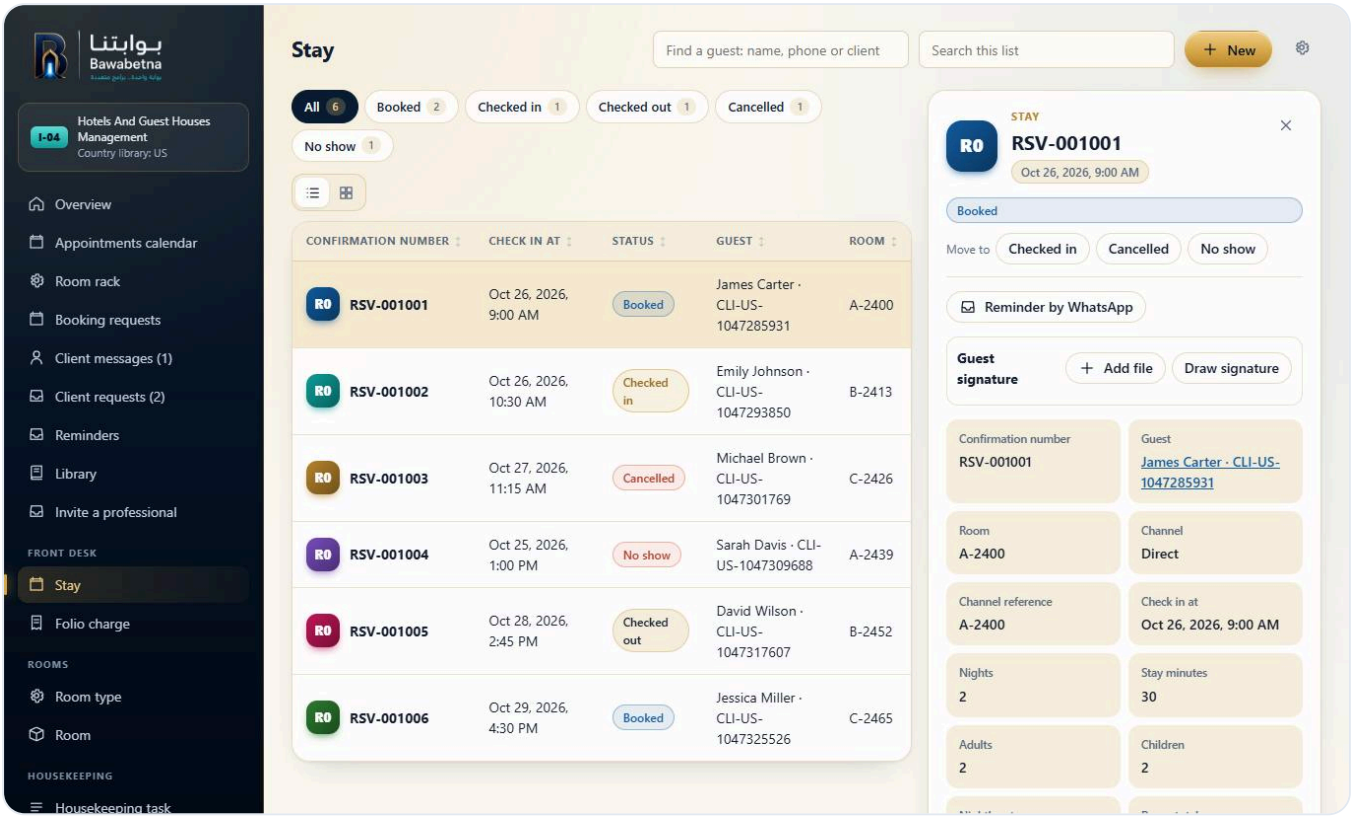
Screens and what you record in them

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.

Front desk



Stay



A record open for editing

Stay

What you record: Confirmation number (worked out by the program), Guest (required), Room (required), Channel (required), Channel reference, Check in at (required), Nights (required), Stay minutes (worked out by the program), Adults (required), Children, Nightly rate (required), Room total (worked out by the program), Purpose, Guest registry reference, Special requests, Status (required), Arrived at (worked out by the program), Departed at (worked out by the program), Override reason, Expected check out (worked out by the program), Guest signature

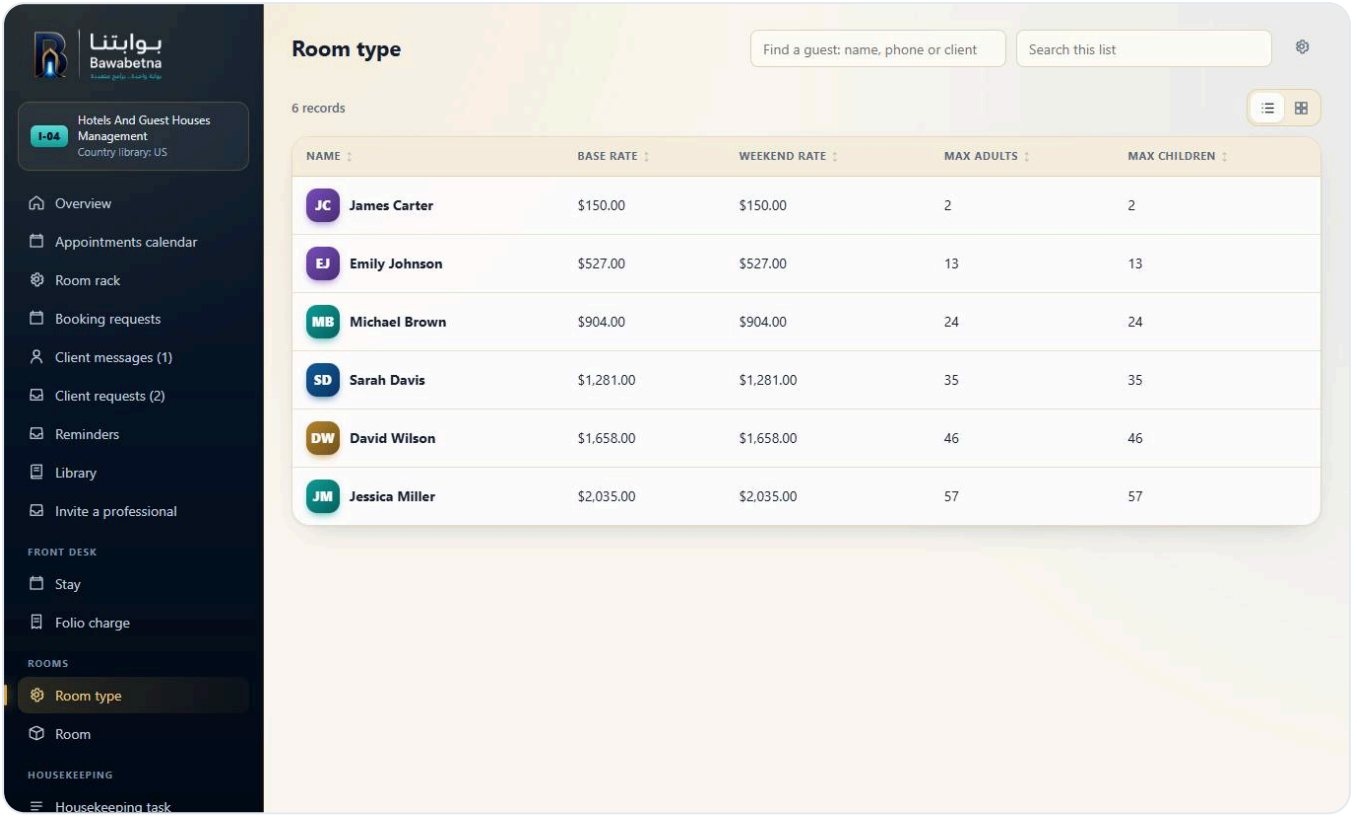
Stages: A new record starts as "Booked".

Booked → Checked in | Booked → Cancelled | Booked → No show | Checked in → Checked out

Folio charge

What you record: Stay (required), Charge type (required), Charged on (required), Description, Amount (required), Invoiced

Rooms



Room type

Room type

What you record: Name (required), Base rate (required), Weekend rate, Max adults (required), Max children, Beds, Amenities

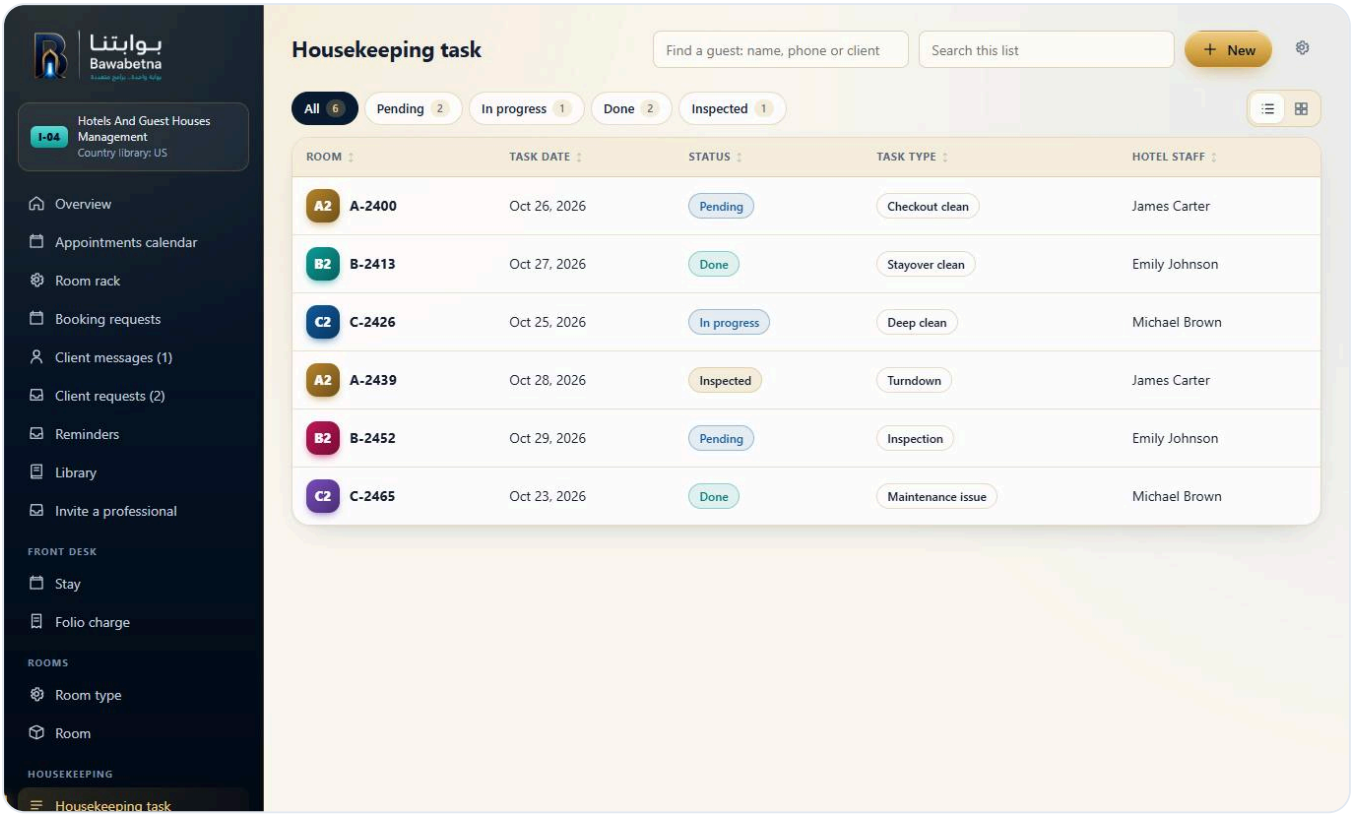
Room

What you record: Room number (required), Room type (required), Floor, View, Smoking, Housekeeping status (required)

Stages: A new record starts as "Clean".

Clean → Dirty | Clean → Inspected | Clean → Out of order | Dirty → Clean | Dirty → Out of order | Inspected → Dirty | Inspected → Out of order | Out of order → Dirty

Housekeeping



Housekeeping task

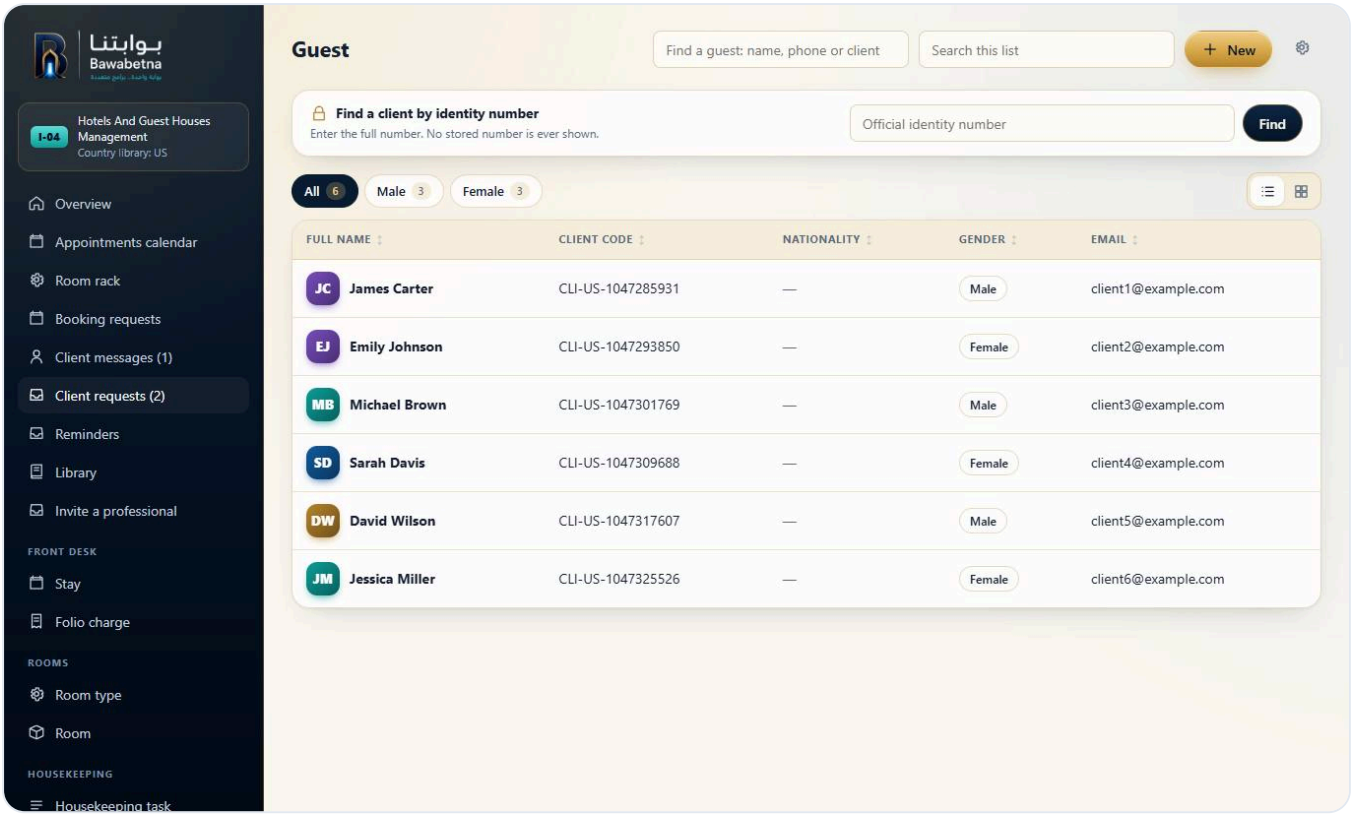
Housekeeping task

What you record: Room (required), Task date (required), Task type (required), Hotel staff, Priority, Notes, Status (required)

Stages: A new record starts as "Pending".

Done → Inspected | In progress → Done | Pending → In progress | Pending → Done

Guests

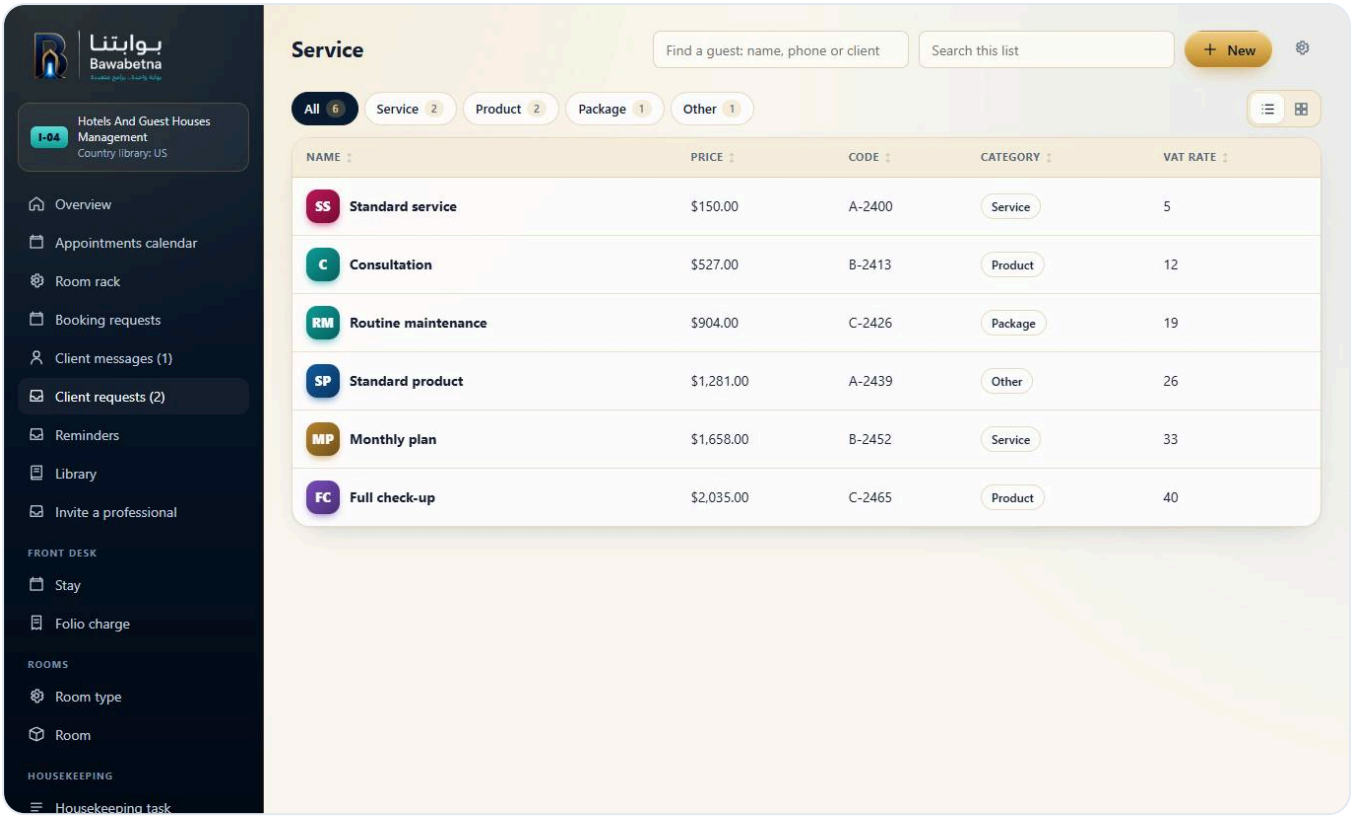


Guest

Guest

What you record: Full name (required), Nationality, Gender, Email, Company, Guest tier, Last stay (worked out by the program), Welcome back due (worked out by the program), Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

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), Guest (required), Stay, 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

Hotel

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

Branch

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

Hotel staff

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

- Stays by channel

- Room nights and ADR
- Folio charges by type
- Stays by status
- 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.