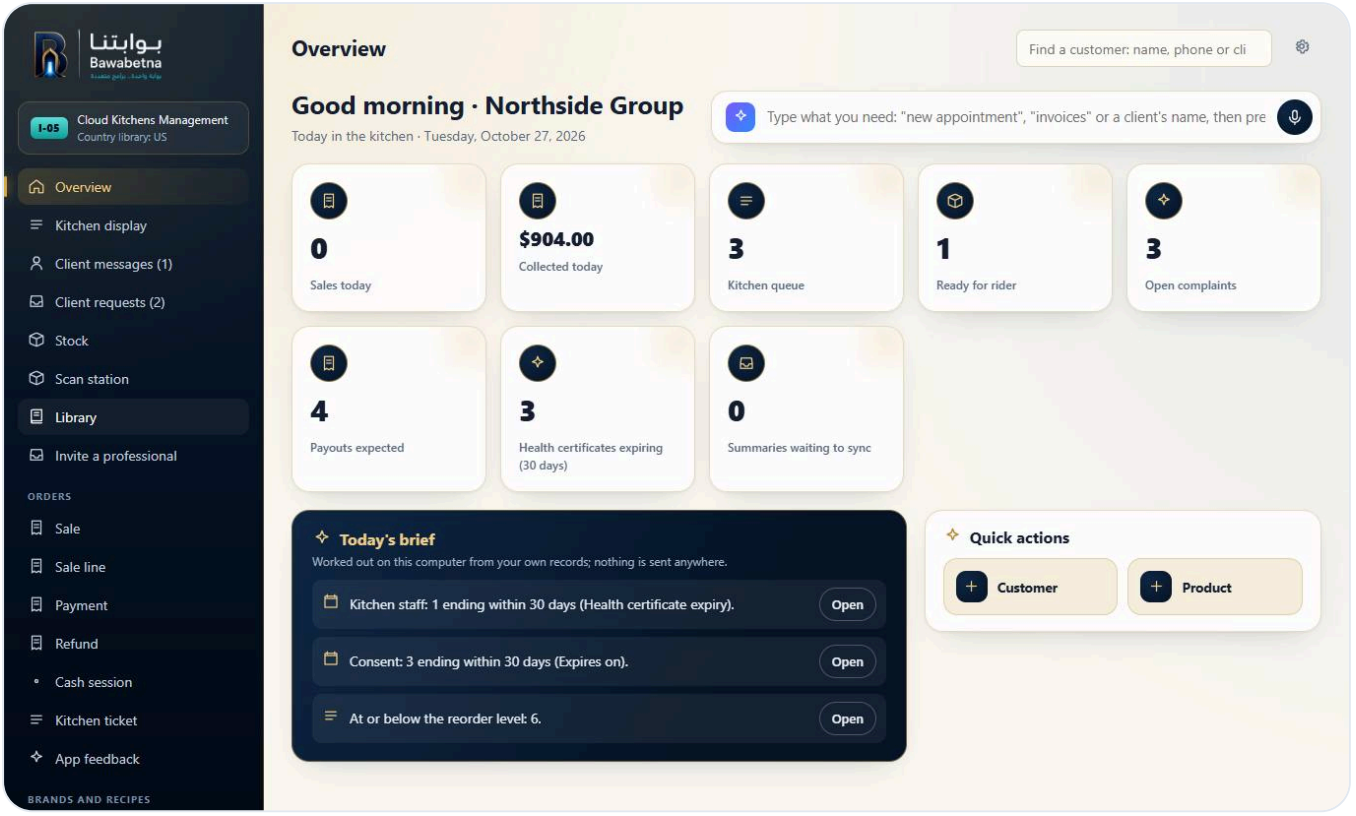
Bawabetna · User guide

Cloud Kitchens 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:

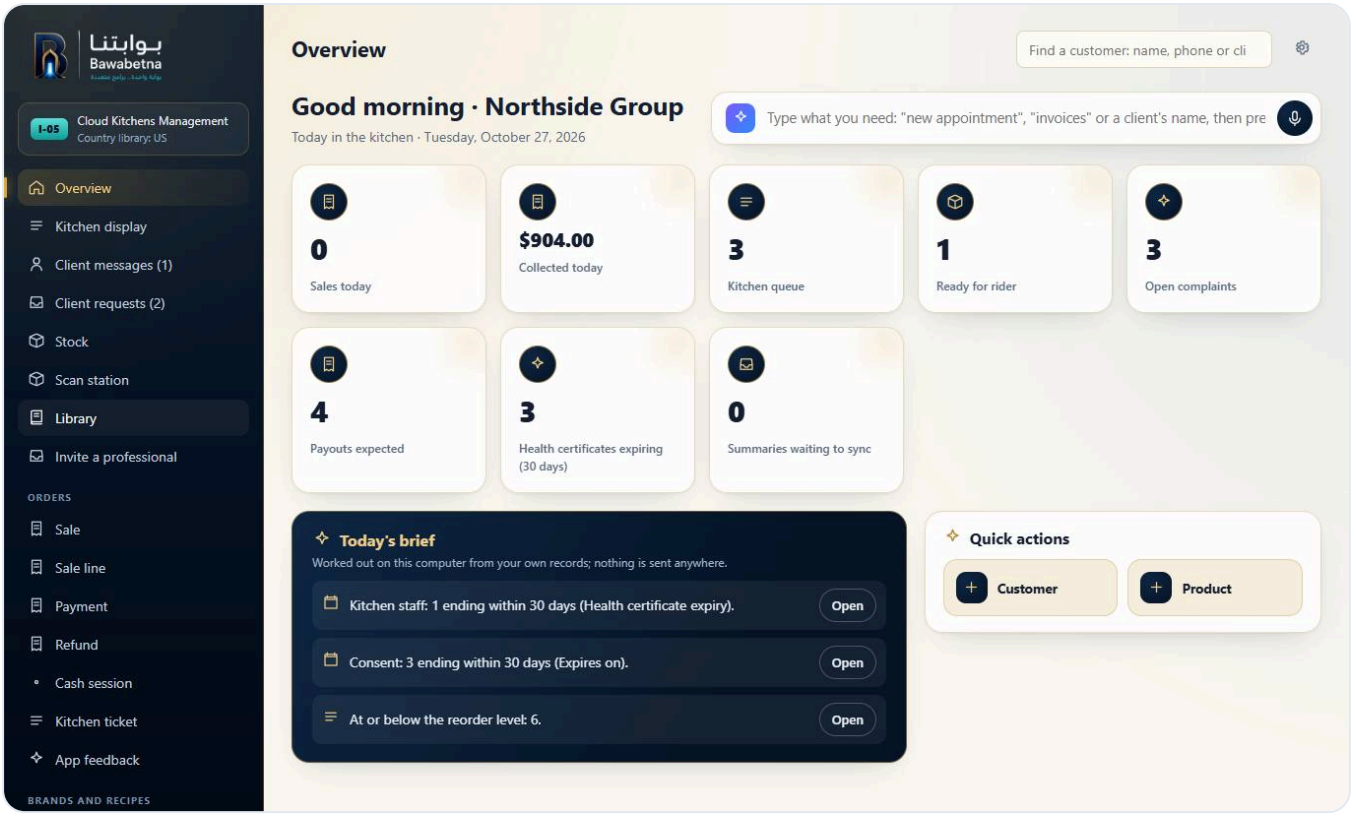
1. **Kitchen company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Kitchen staff**: Full name, Job

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

- Chef
- Kitchen manager
- Kitchen owner
- Manager
- Order taker
- Stock keeper

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".

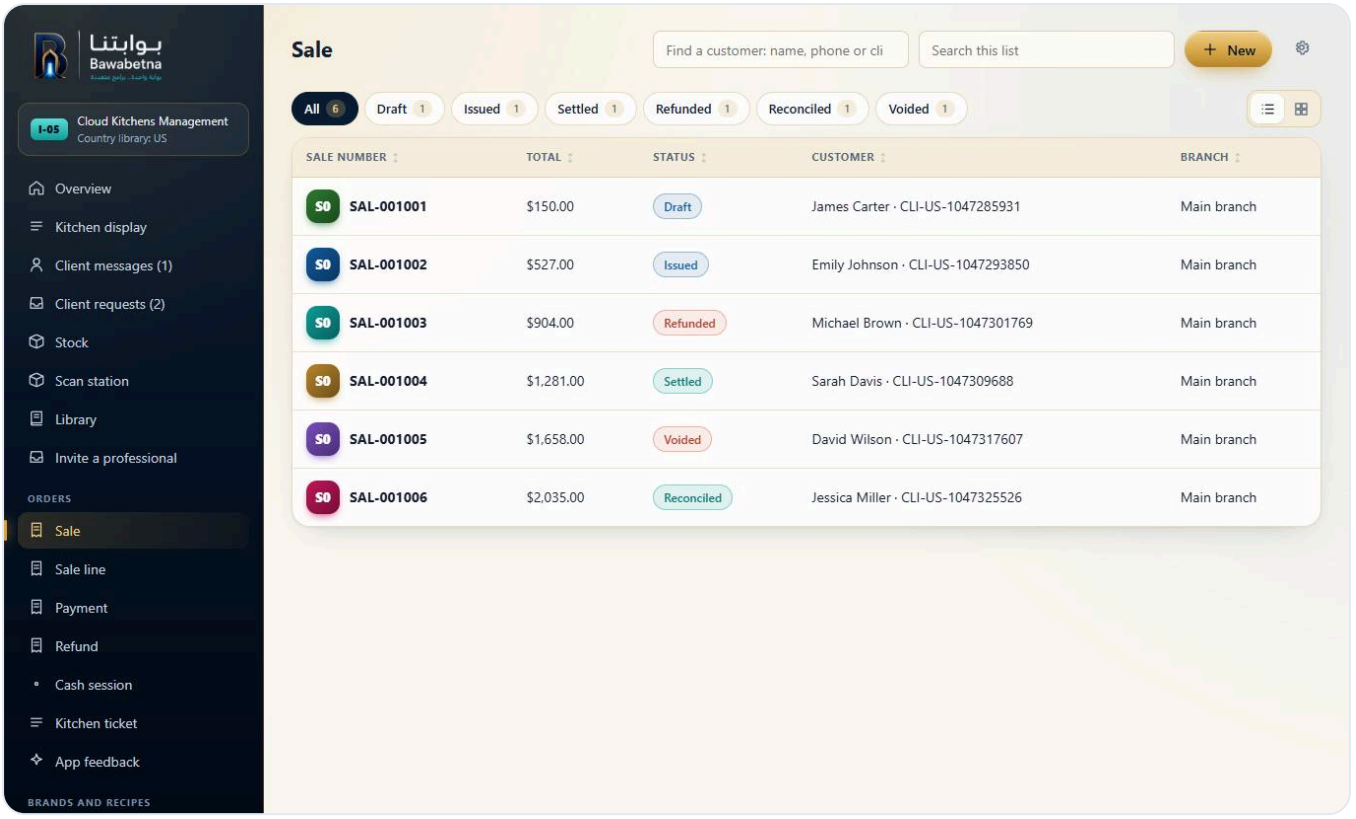


The home screen

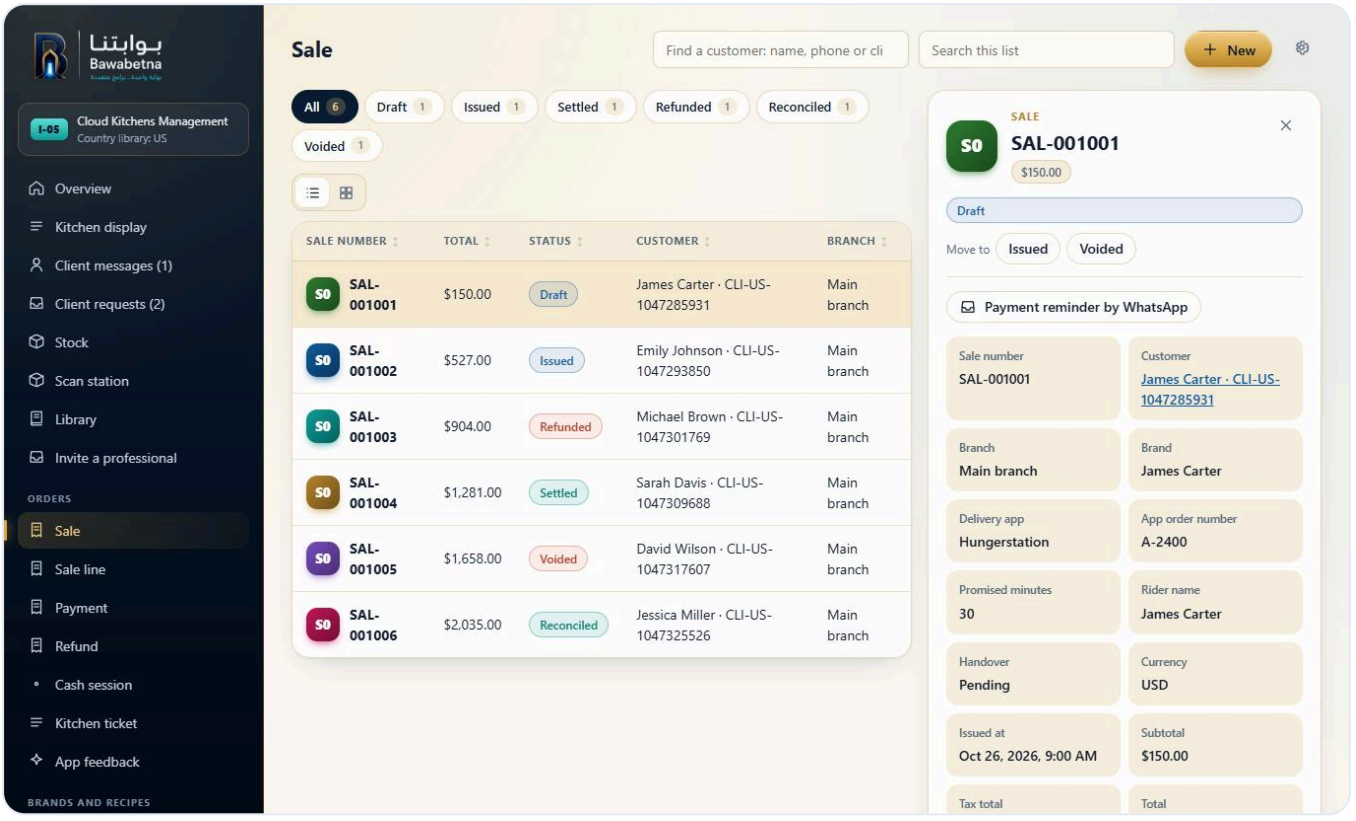
Screens and what you record in them

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.

Orders



Sale



A record open for editing

Sale

What you record: Sale number (worked out by the program), Customer, Branch (required), Brand (required), Delivery app (required), App order number, Promised minutes, Rider name, Handover, 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

Sale line

What you record: Sale (required), Branch (worked out by the program), Product (required), Description (worked out by the program), Quantity (required), Unit price (required), Discount, Promotion applied (worked out by the program), 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), Sale (required), Amount (required), Method (required), Transaction reference, Cash session, Paid at (worked out by the program)

Refund

What you record: Refund number (worked out by the program), Payment (required), Sale (worked out by the program), Amount (required), Reason (required), Cash session, Refunded at (worked out by the program)

Cash session

What you record: Session number (worked out by the program), Branch (required), Cashier (required), Currency (required), Opened at (worked out by the program), Opening float (required), Cash taken (worked out by the program), Cash refunded (worked out by the program), Paid out, Expected cash (worked out by the program), Counted cash, Over short (worked out by the program), Closed at (worked out by the program), Status (required), Notes

Stages: A new record starts as "Open".

Open → Closed

Kitchen ticket

What you record: Sale (required), Station (required), Items summary (required), Prep minutes, Status (required), Sent at (worked out by the program), Ready at (worked out by the program)

Stages: A new record starts as "New".

New → Preparing | New → Cancelled | Preparing → Ready | Ready → Packed

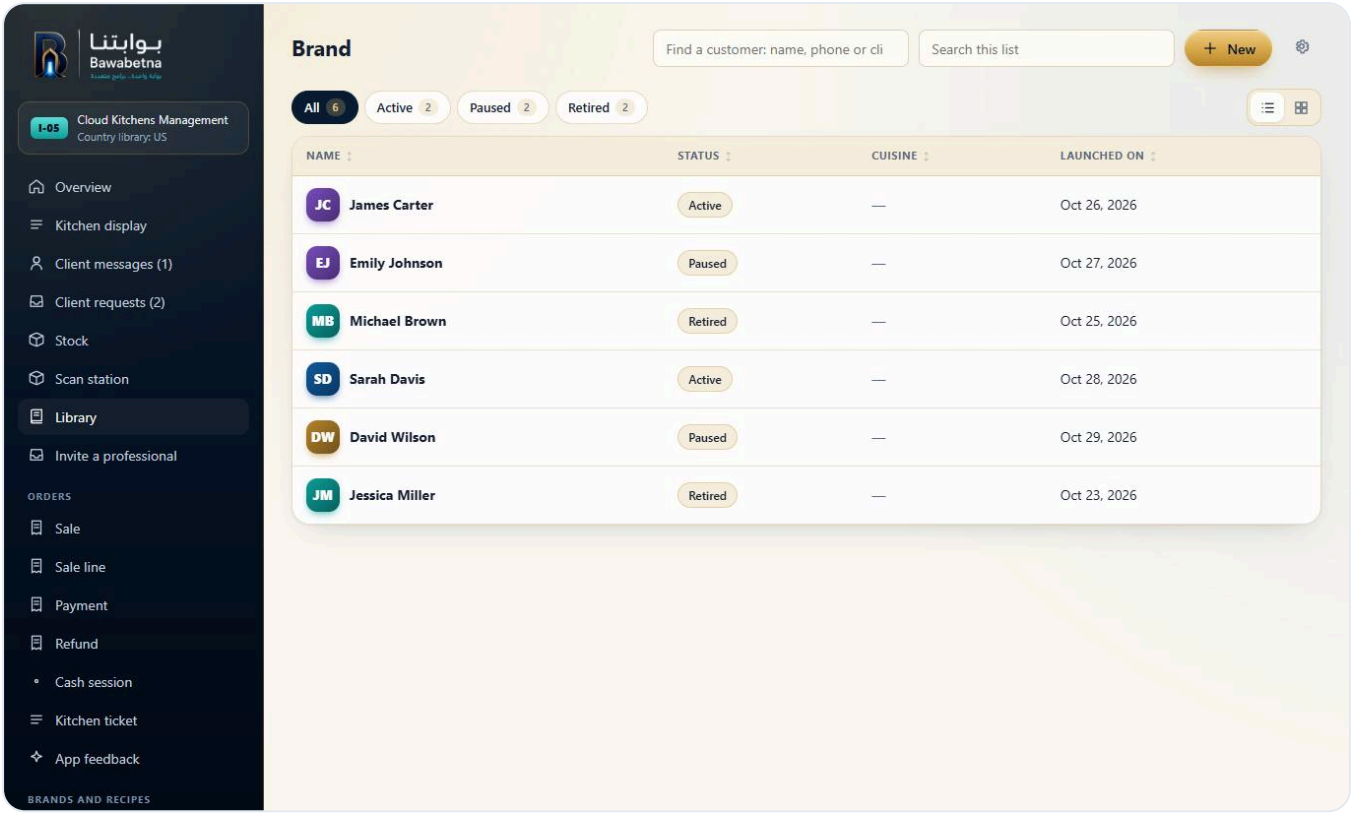
App feedback

What you record: Brand (required), Sale, Delivery app (required), Received on (required), Rating, Issue, Comment, Action taken, Status (required)

Stages: A new record starts as "Open".

Open → Resolved

Brands and recipes



Brand

Brand

What you record: Name (required), Cuisine, Logo, Launched on, Status (required)

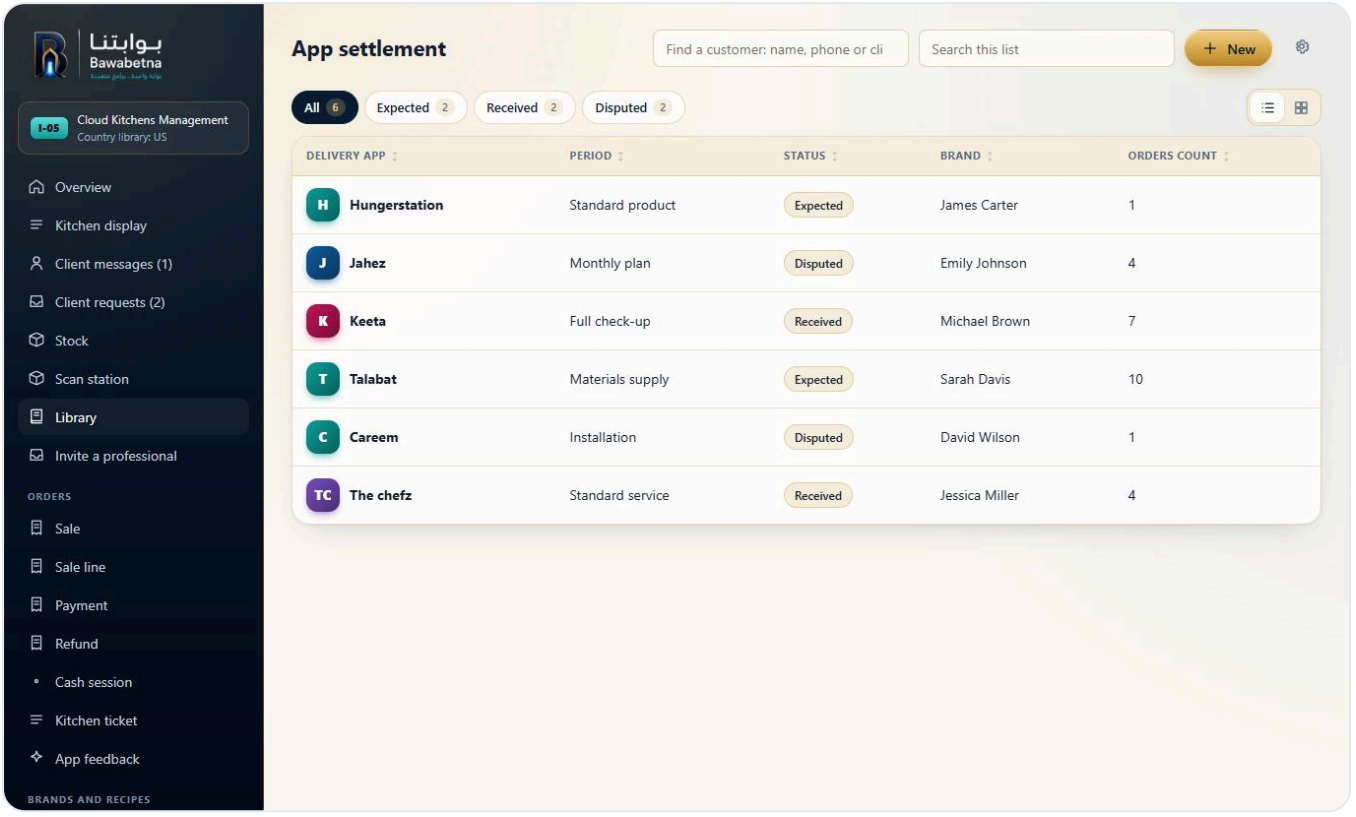
Stages: A new record starts as "Active".

Active → Paused | Active → Retired | Paused → Active | Paused → Retired

Recipe line

What you record: Menu item (required), Ingredient (required), Quantity (required), Unit, Unit cost, Line cost (worked out by the program)

App settlements



App settlement

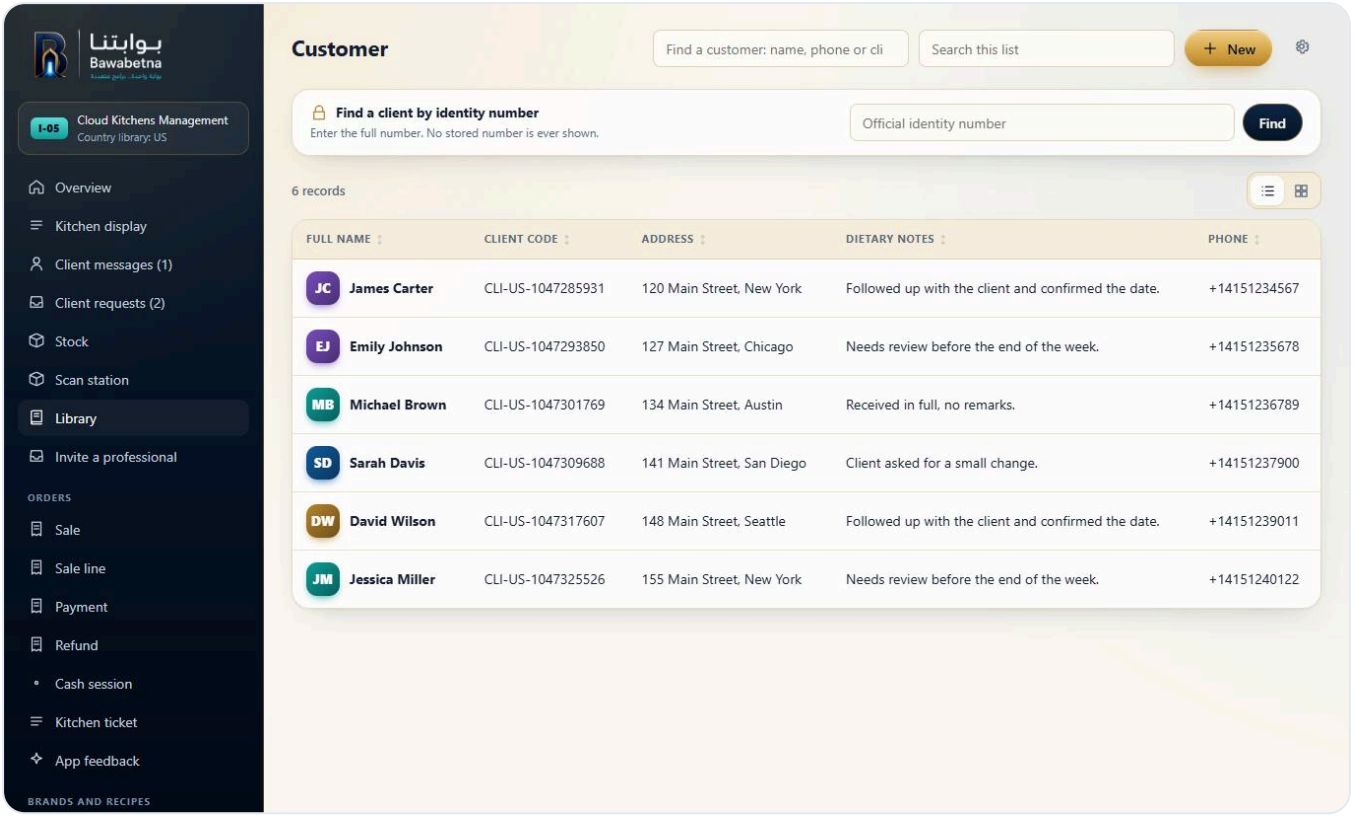
App settlement

What you record: Delivery app (required), Brand, Period (required), Orders count, Gross sales (required), Commission (required), Marketing fees, Refunds penalties, Net payout (worked out by the program), Statement files, Status (required)

Stages: A new record starts as "Expected".

Disputed → Received | Expected → Received | Expected → Disputed

Customers



Customer

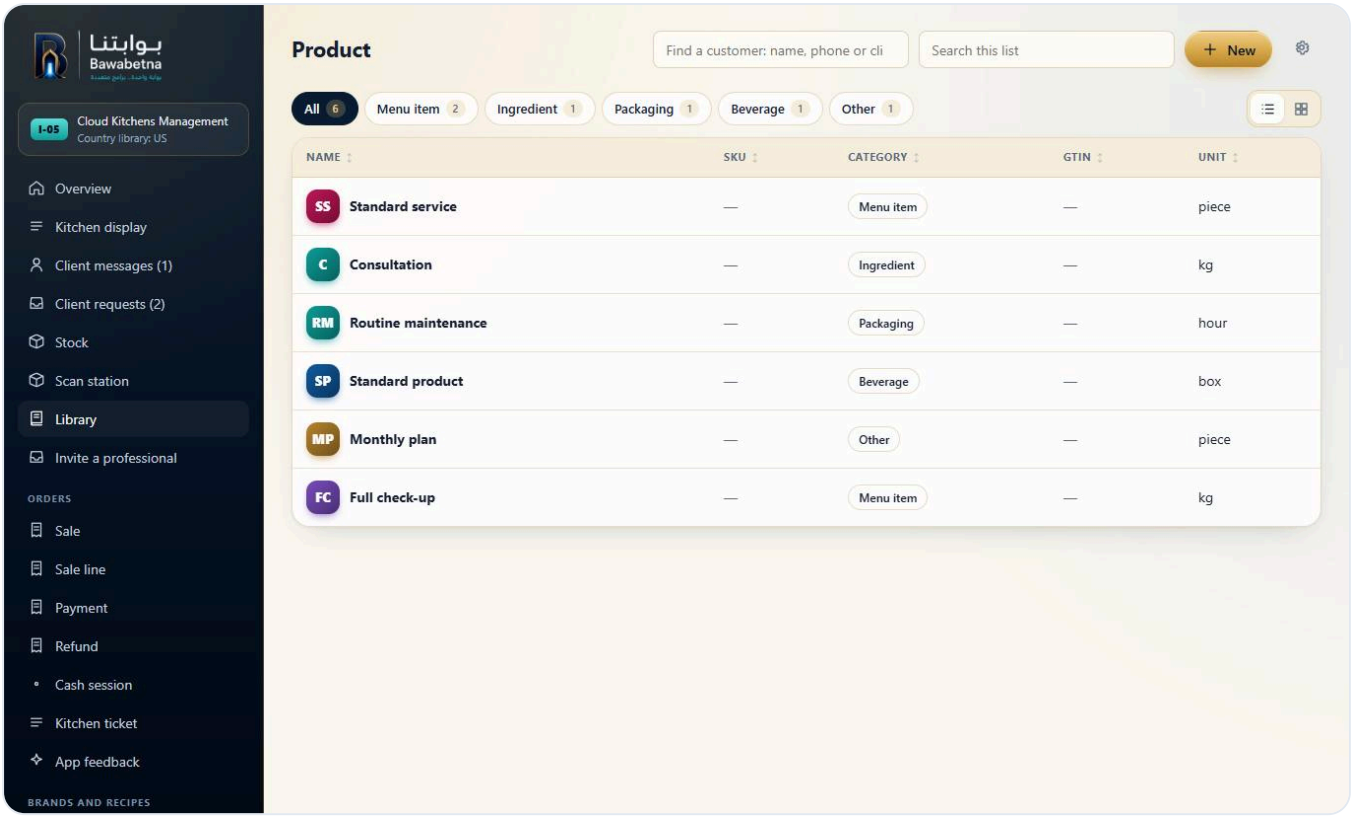
Customer

What you record: Full name (required), Address, Dietary notes, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Loyalty entry

What you record: Customer (required), Sale, Points (required), Reason (required), Recorded at (worked out by the program), Notes

Stock



Product

Product

What you record: Name (required), Sku, Category (required), Gtin, Unit, Brand, Kitchen station, Target prep minutes, Unit cost, 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)

Kitchen usage

What you record: Product (required), Quantity (required), Used on (required), Reason (required), Notes, Status (required)

Stages: A new record starts as "Draft".

Draft → Posted

Setup

Kitchen company

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

Branch

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

Kitchen 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:

- Sales by day
- Sales by branch
- Best-selling products
- Collections by payment method
- Cash over / short by cashier
- Orders by brand
- Orders by app
- Prep time by station
- Payouts by app
- Feedback by issue
- Stock count differences by item (missing - / extra +)
- Loyalty points

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.