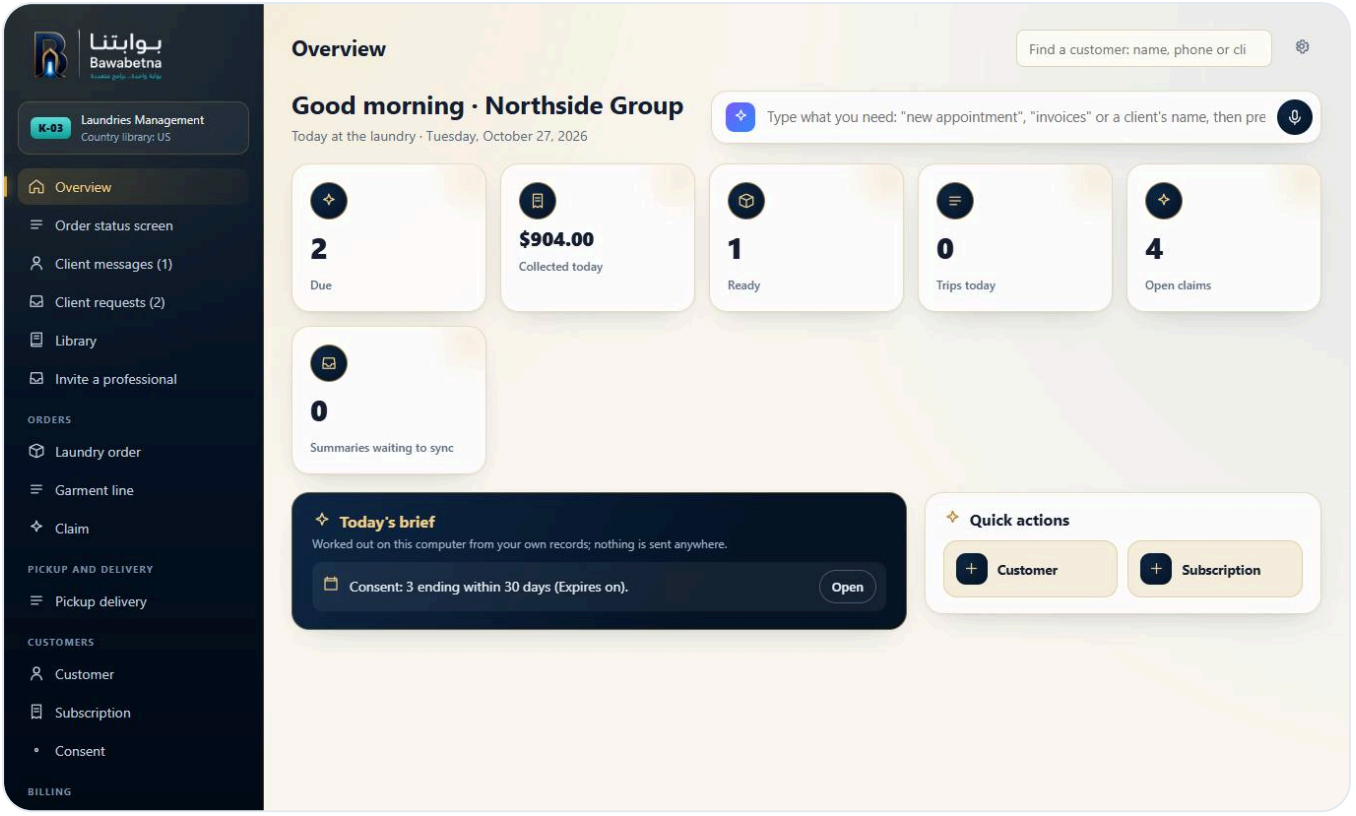
Bawabetna · User guide

Laundries 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:

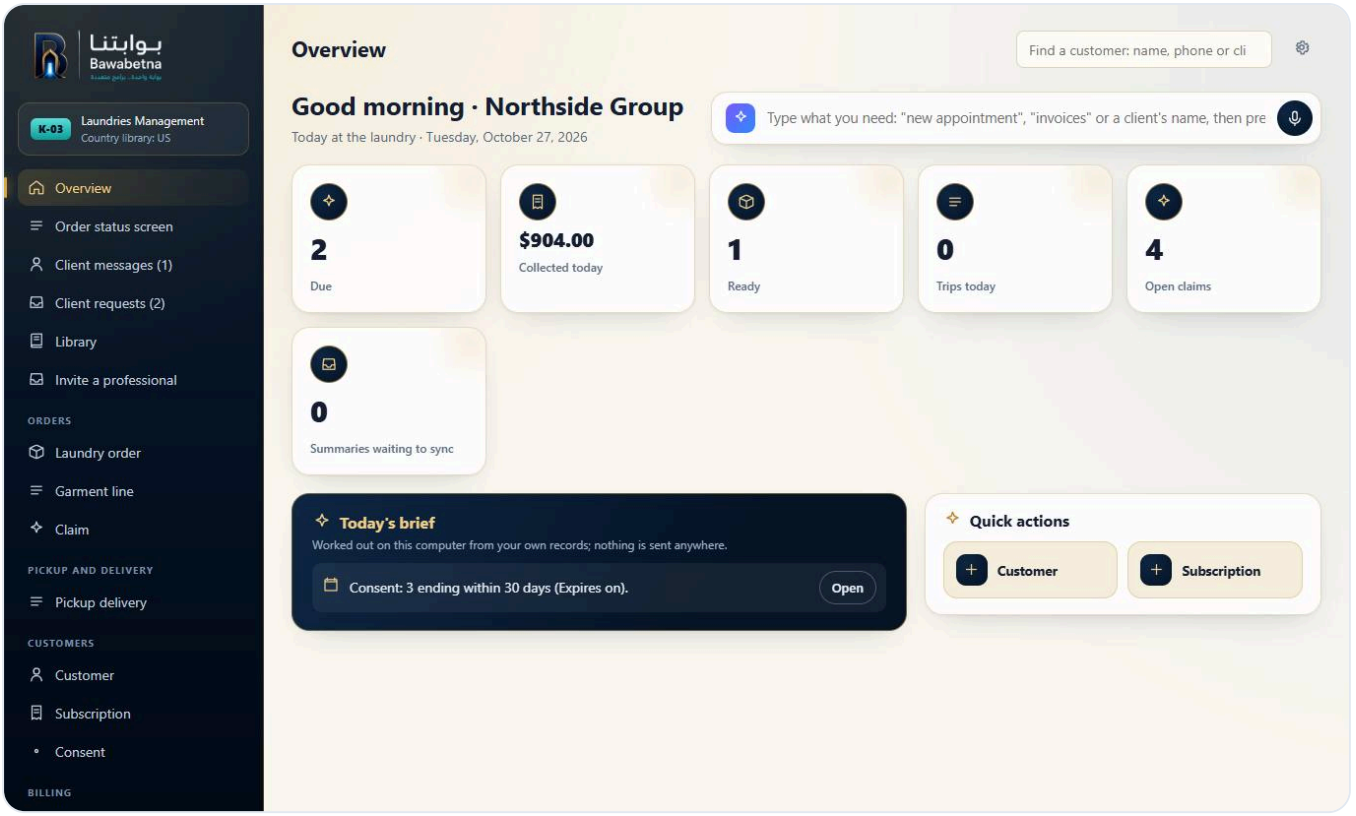
1. **Laundry**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Laundry staff**: Full name, Job

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

- Counter
- Driver
- Laundry owner
- Manager
- Operator

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".

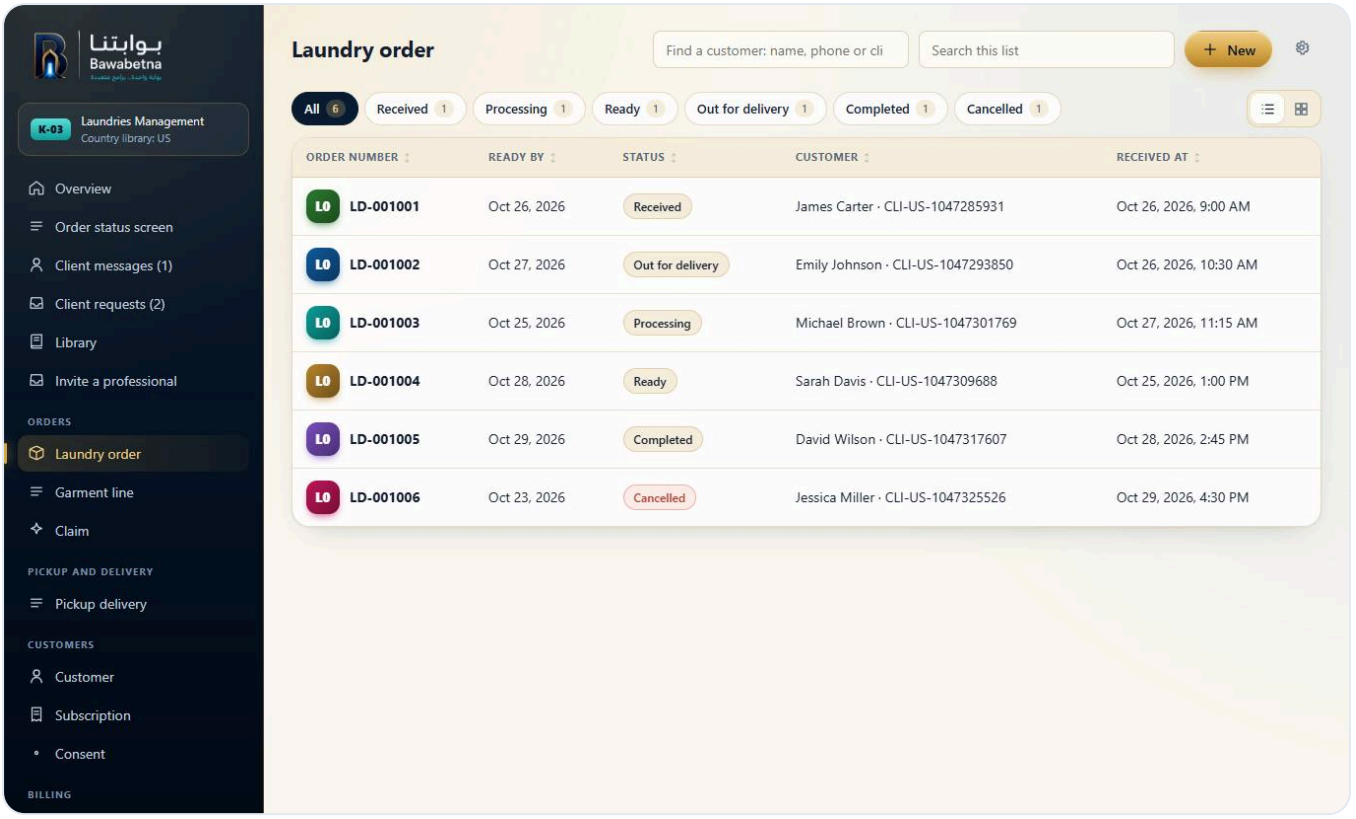


The home screen

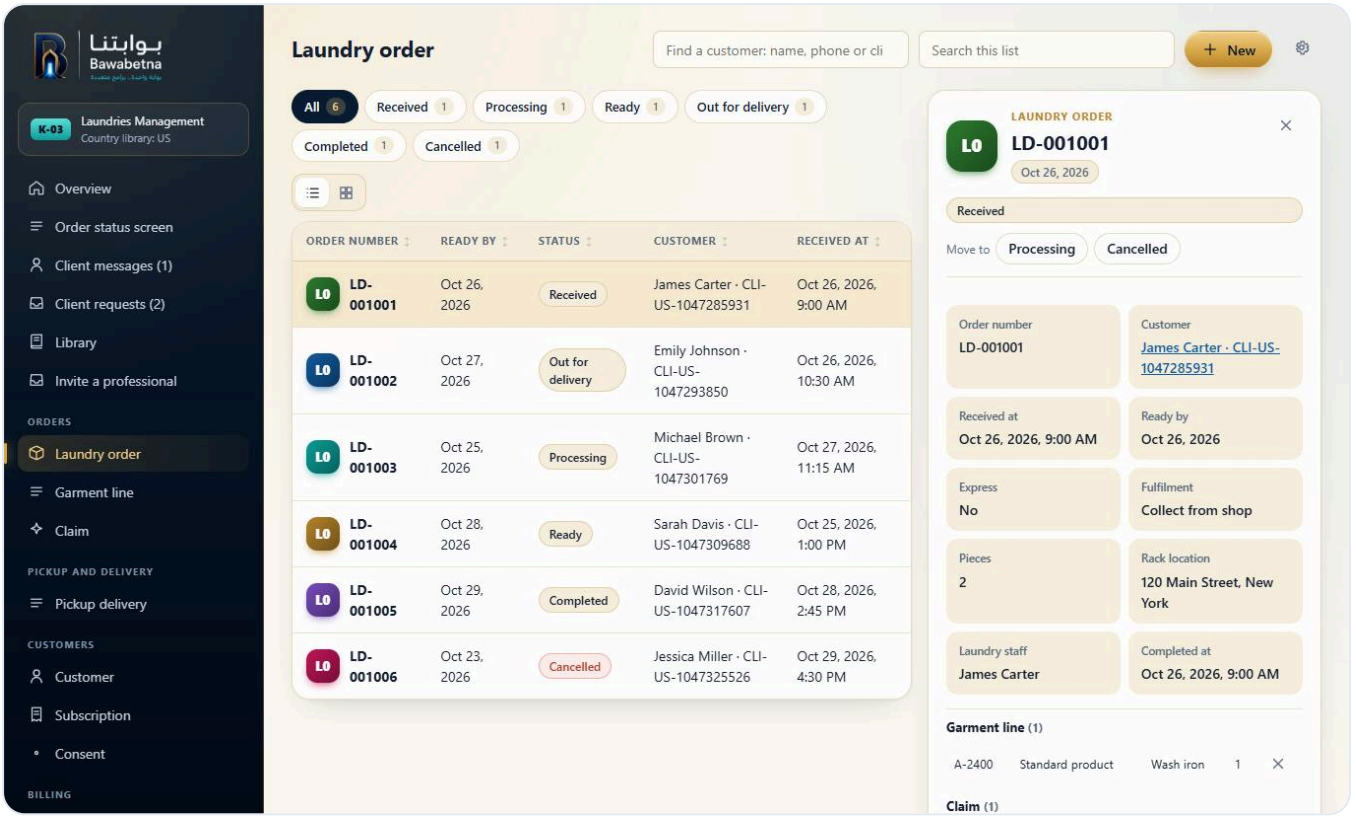
Screens and what you record in them

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



Laundry order



A record open for editing

Laundry order

What you record: Order number (worked out by the program), Customer (required), Received at (required), Ready by (required), Express, Fulfilment, Pieces (required), Rack location, Laundry staff, Special instructions, Status (required), Completed at (worked out by the program)

Stages: A new record starts as "Received".

Out for delivery → Completed | Out for delivery → Ready | Processing → Ready | Ready → Out for delivery | Ready → Completed | Received → Processing | Received → Cancelled

Garment line

What you record: Laundry order (required), Tag number (required), Garment (required), Service (required), Quantity (required), Color, Brand, Stains noted, Damage noted, Photos

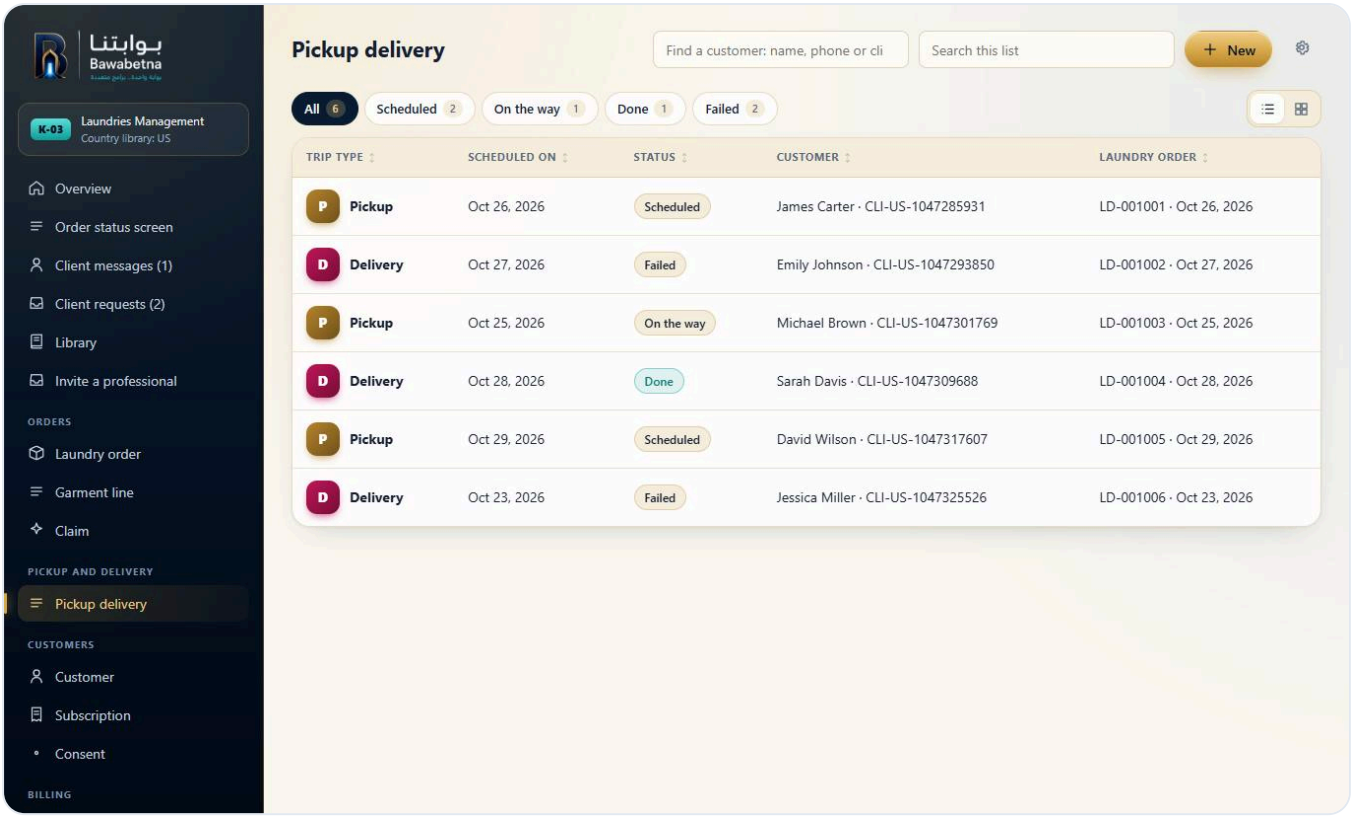
Claim

What you record: Laundry order (required), Tag number, Claim type (required), Filed on (required), Description, Compensation, Status (required)

Stages: A new record starts as "Open".

Accepted → Settled | Open → Accepted | Open → Rejected

Pickup and delivery



Pickup delivery

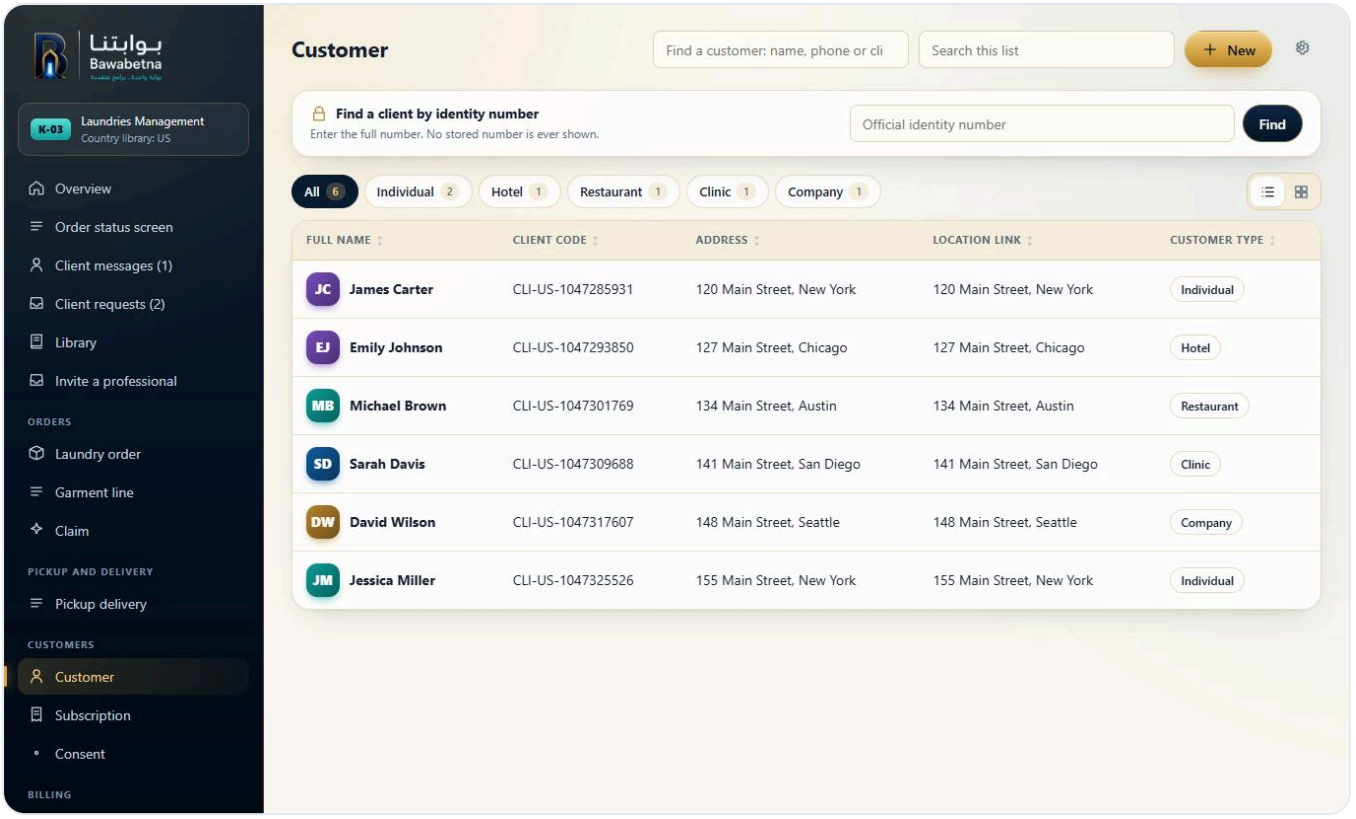
Pickup delivery

What you record: Customer (required), Laundry order, Trip type (required), Scheduled on (required), Time window, Driver, Address, Status (required), Proof

Stages: A new record starts as "Scheduled".

Failed → Scheduled | On the way → Done | On the way → Failed | Scheduled → On the way | Scheduled → Failed

Customers



Customer

Customer

What you record: Full name (required), Address, Location link, Customer type, Preferences, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

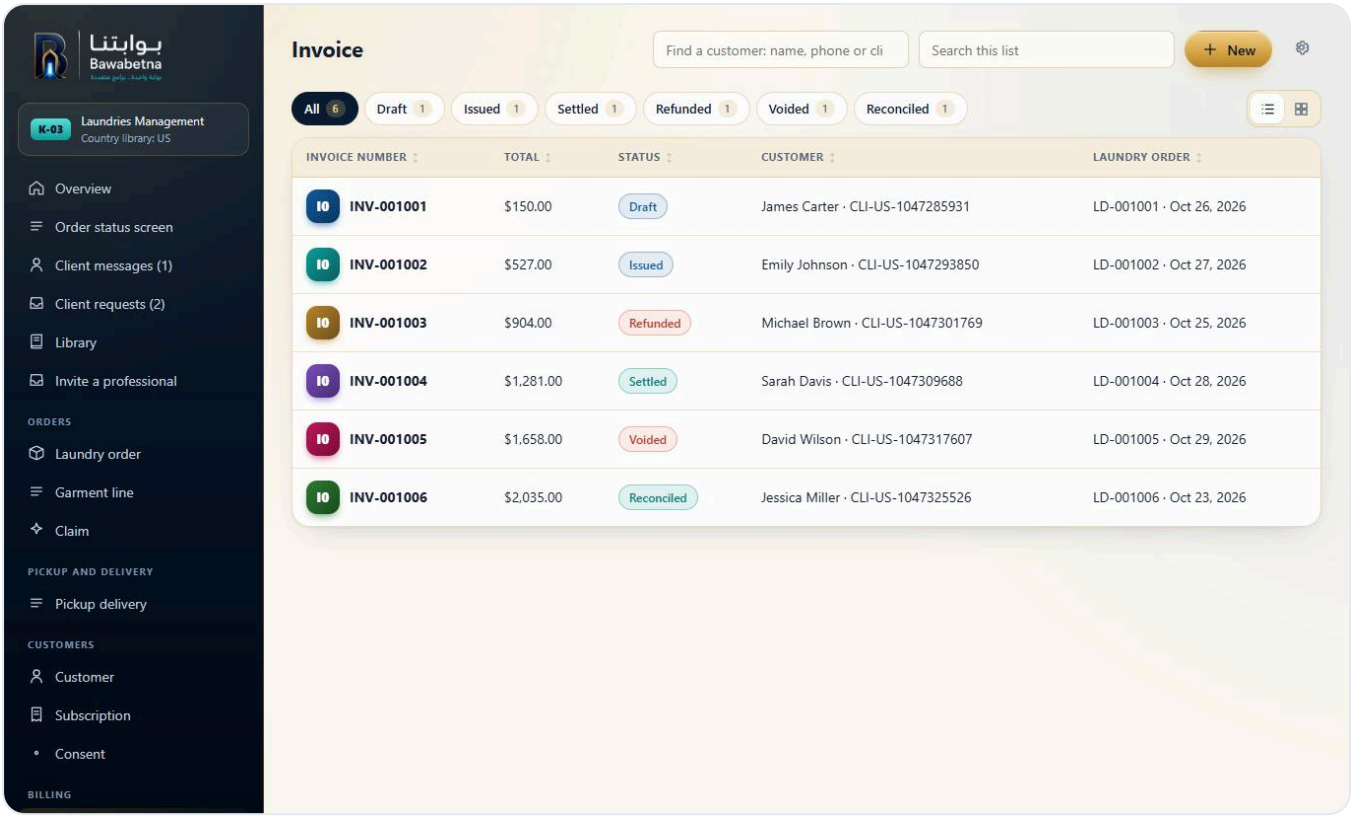
Subscription

What you record: Customer (required), Plan (required), Allowance, Used, Remaining (worked out by the program), Monthly fee (required), Start date (required), End date (required), Status (required)

Stages: A new record starts as "Active".

Active → Paused | Active → Ended | Paused → Active | Paused → Ended

Billing



Invoice

Invoice

What you record: Invoice number (worked out by the program), Customer (required), Laundry order, 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), 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)

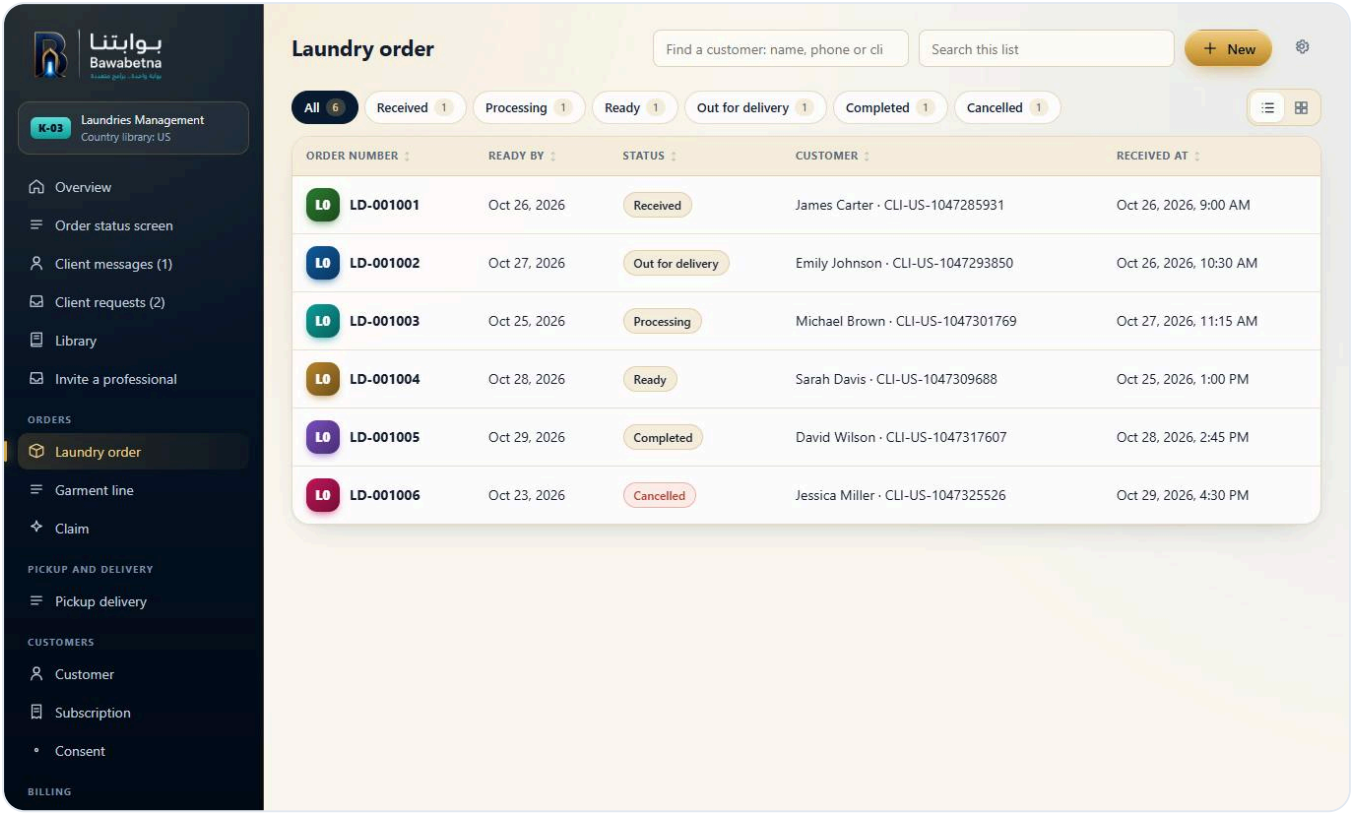
Payment

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



Laundry

Laundry

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: Laundry (required), Name (required), Address, Phone

Laundry staff

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

Garment price

What you record: Garment (required), Service (required), Price (required), Express price, Turnaround hours

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:

- Orders by status
- Pieces by service
- Claims by type
- 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.