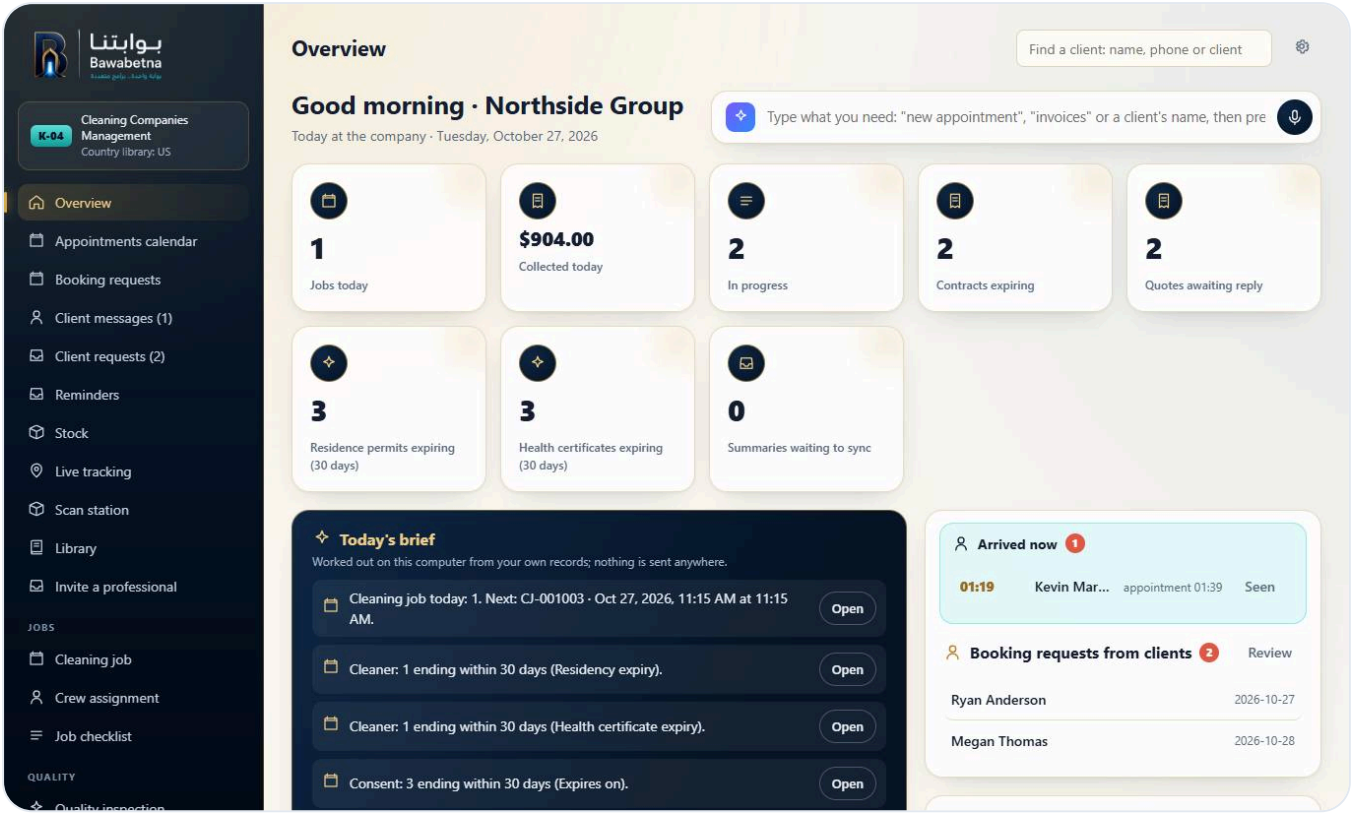
Bawabetna · User guide

Cleaning Companies 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:

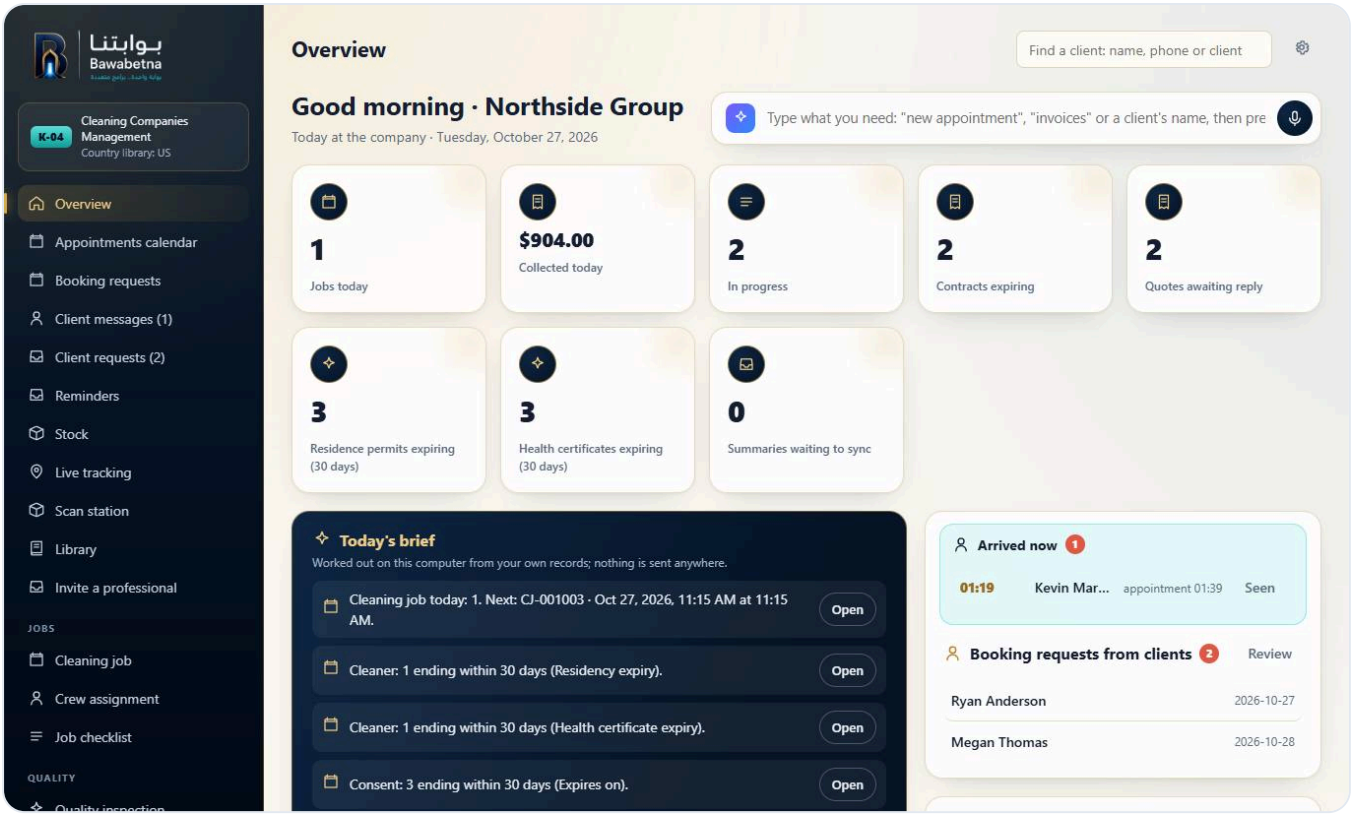
1. **Cleaning company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Cleaner**: Full name, Role

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

- Company owner
- Crew leader
- Manager
- Operations manager
- Stock keeper
- Supervisor

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".

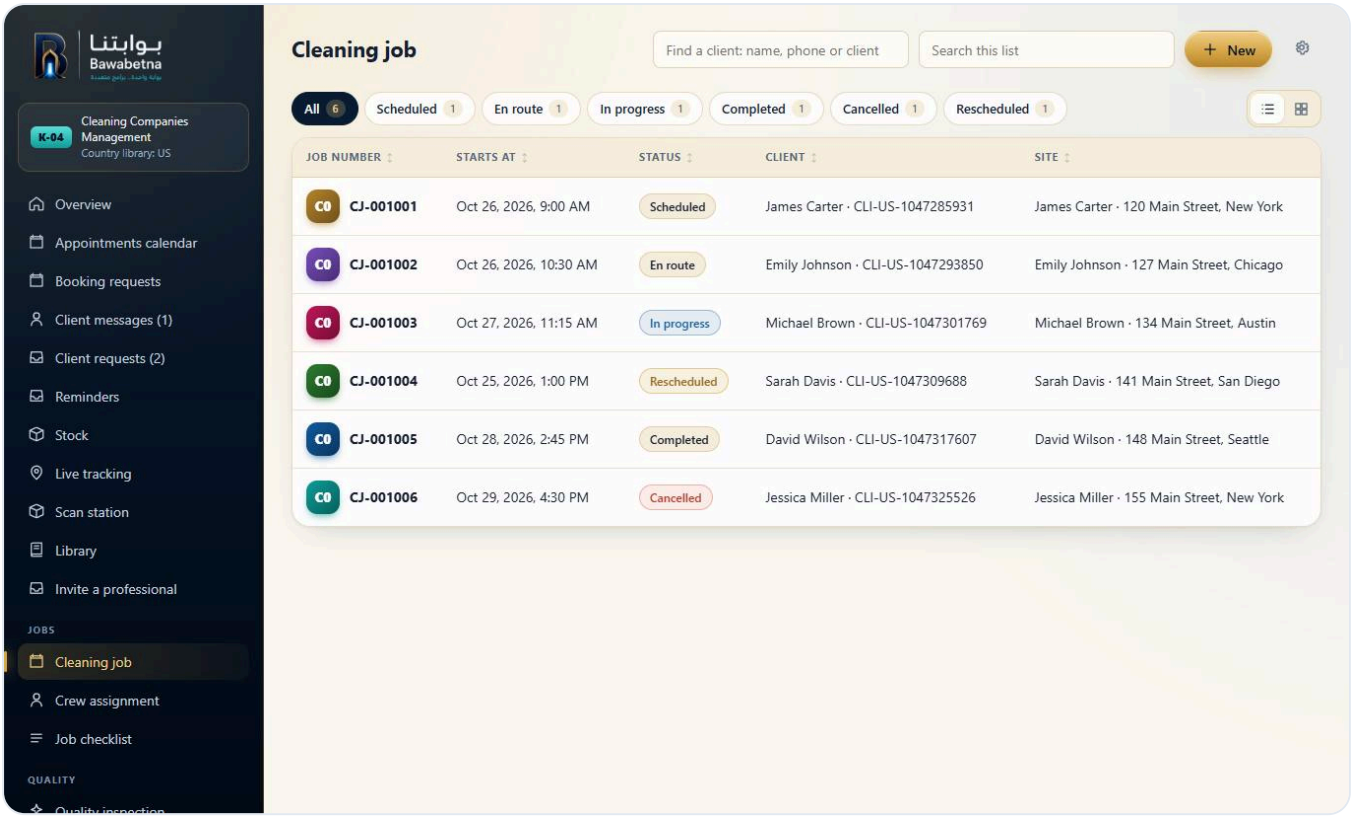


The home screen

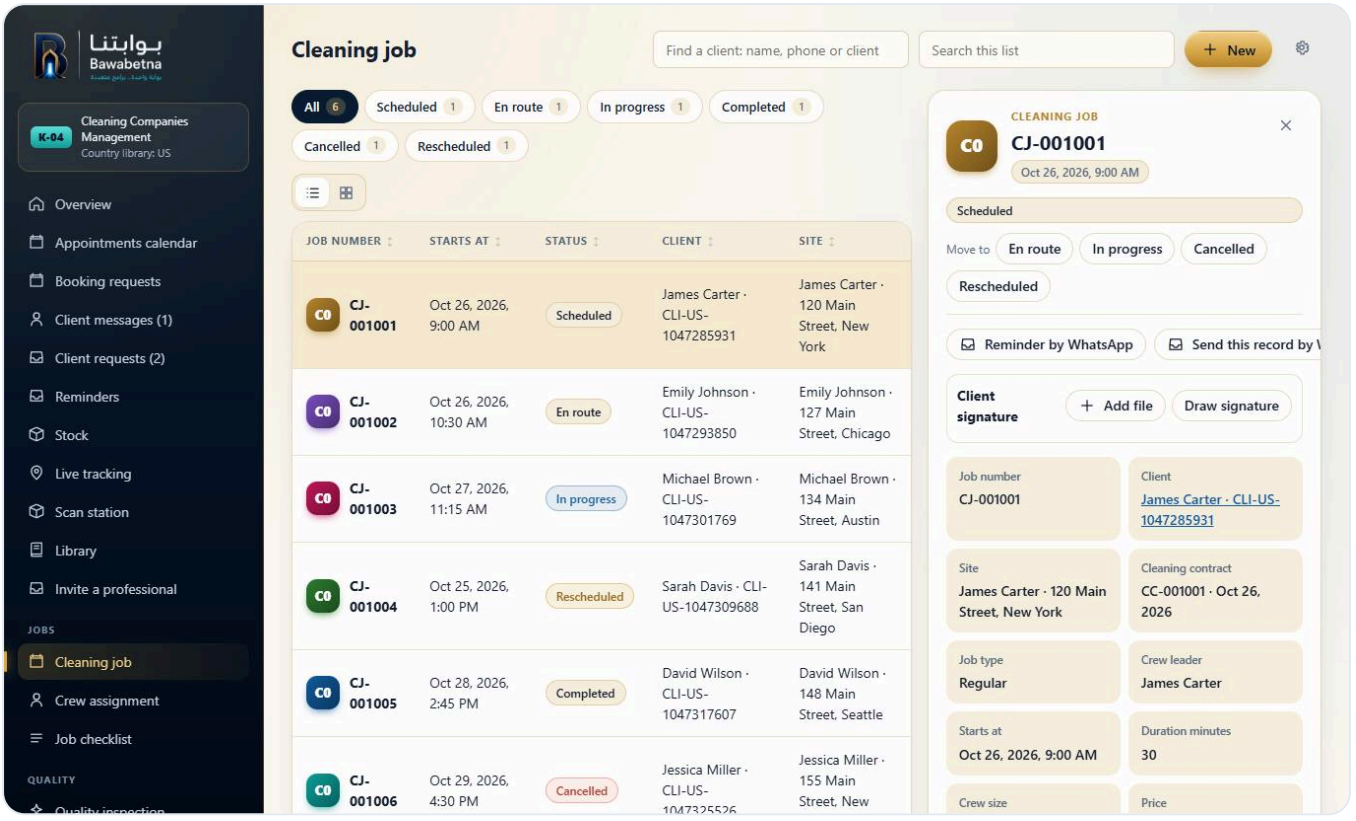
Screens and what you record in them

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.

Jobs



Cleaning job



A record open for editing

Cleaning job

What you record: Job number (worked out by the program), Client (required), Site (required), Cleaning contract, Job type (required), Crew leader (required), Starts at (required), Duration minutes (required), Crew size, Price, Instructions, Client signoff by, Client signature, Rating, Status (required), Completed at (worked out by the program), Override reason

Stages: A new record starts as "Scheduled".

- En route → In progress
- In progress → Completed
- Rescheduled → Scheduled
- Scheduled → En route
- Scheduled → In progress
- Scheduled → Cancelled
- Scheduled → Rescheduled

Crew assignment

What you record: Cleaning job (required), Cleaner (required), Starts at (required), Duration minutes (required), Hours worked, Status (required), Override reason

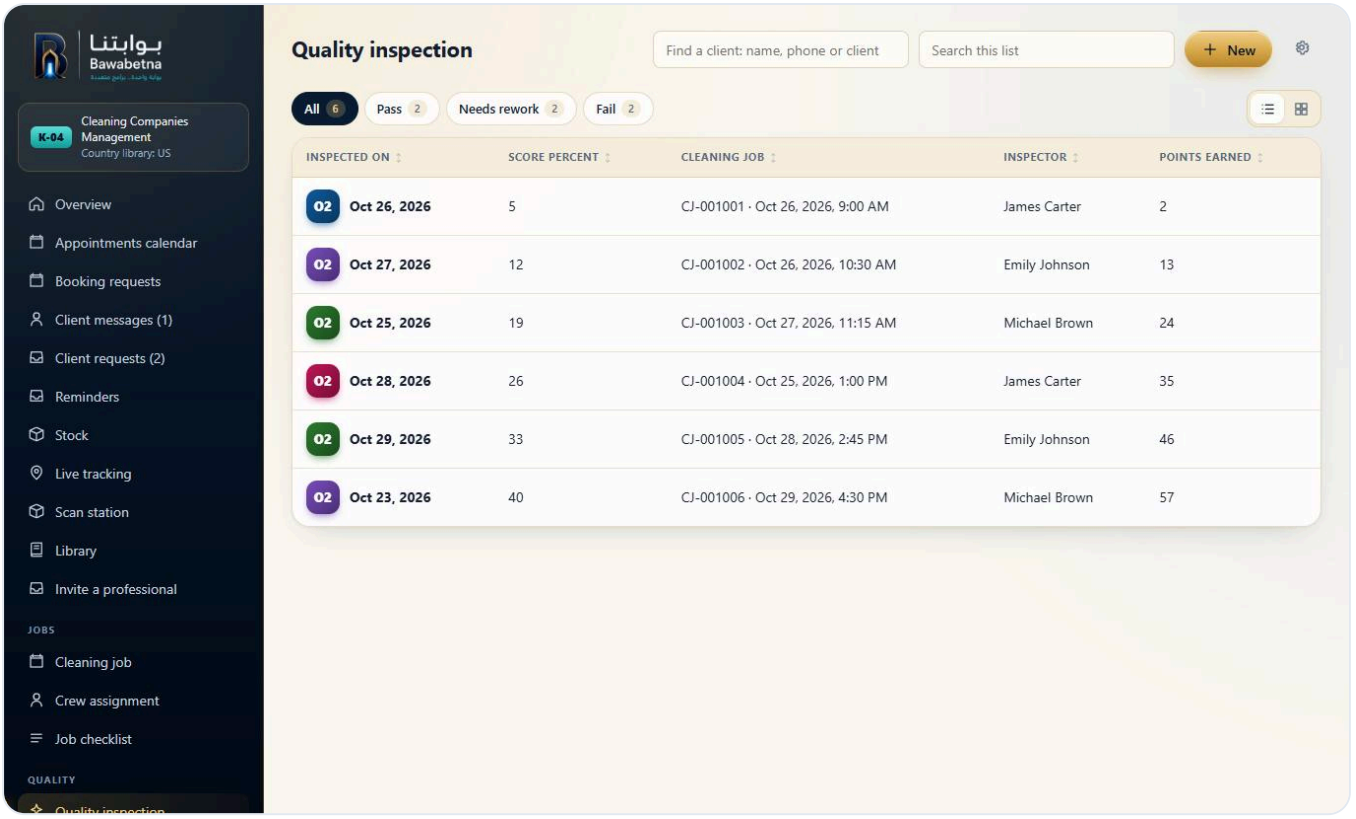
Stages: A new record starts as "Assigned".

- Assigned → Attended
- Assigned → Absent

Job checklist

What you record: Cleaning job (required), Area (required), Task (required), Done, Photo before, Photo after, Note

Quality

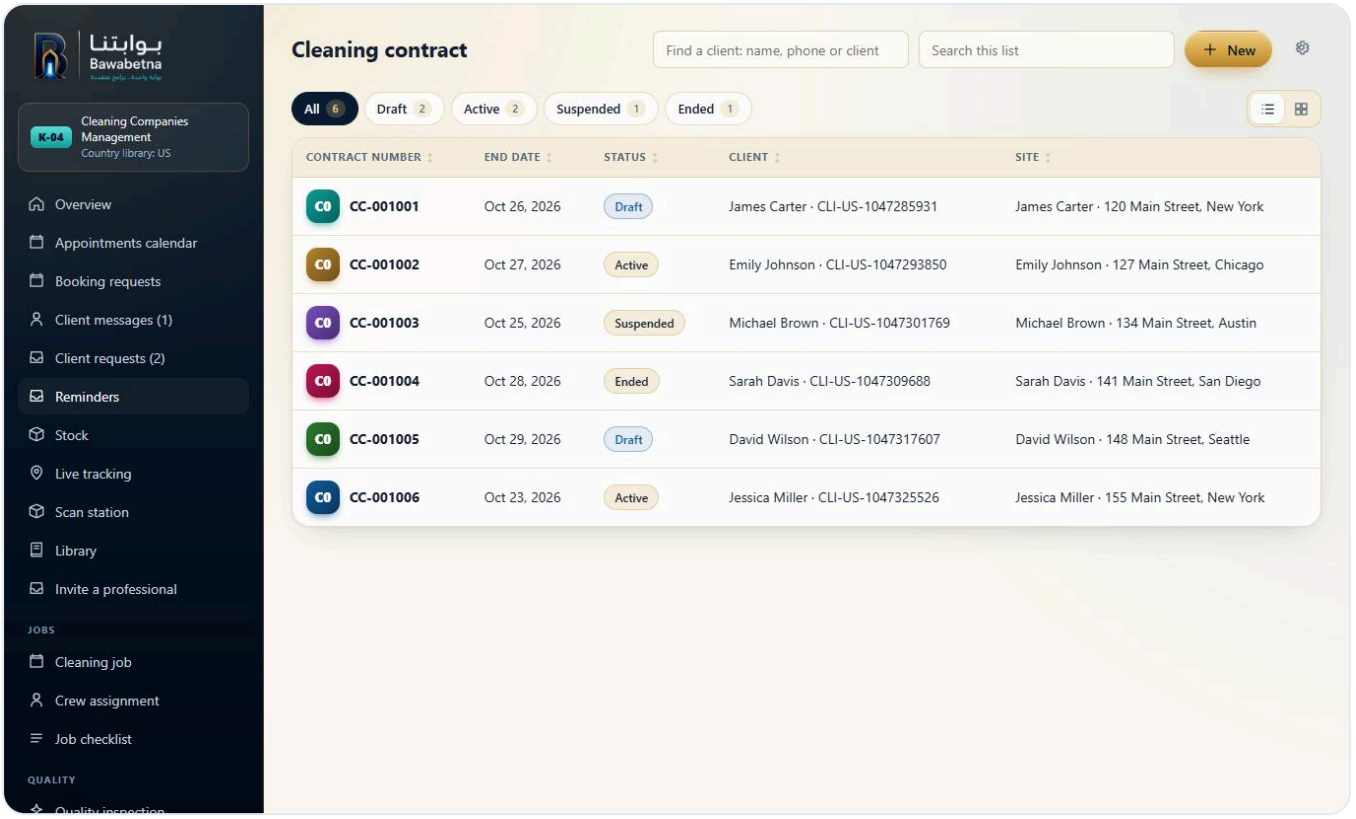


Quality inspection

Quality inspection

What you record: Cleaning job (required), Inspector, Inspected on (required), Points earned (required), Points possible (required), Score percent (worked out by the program), Findings, Photos, Result (required)

Contracts



Cleaning contract

Cleaning contract

What you record: Contract number (worked out by the program), Client (required), Site (required), Frequency (required), Visits per month, Crew size, Hours per visit, Monthly value, Start date (required), End date (required), Scope, Status (required), Crew leader, First job at, Job interval days (worked out by the program), Jobs count (worked out by the program)

Stages: A new record starts as "Draft".

Active → Suspended | Active → Ended | Draft → Active | Suspended → Active | Suspended → Ended

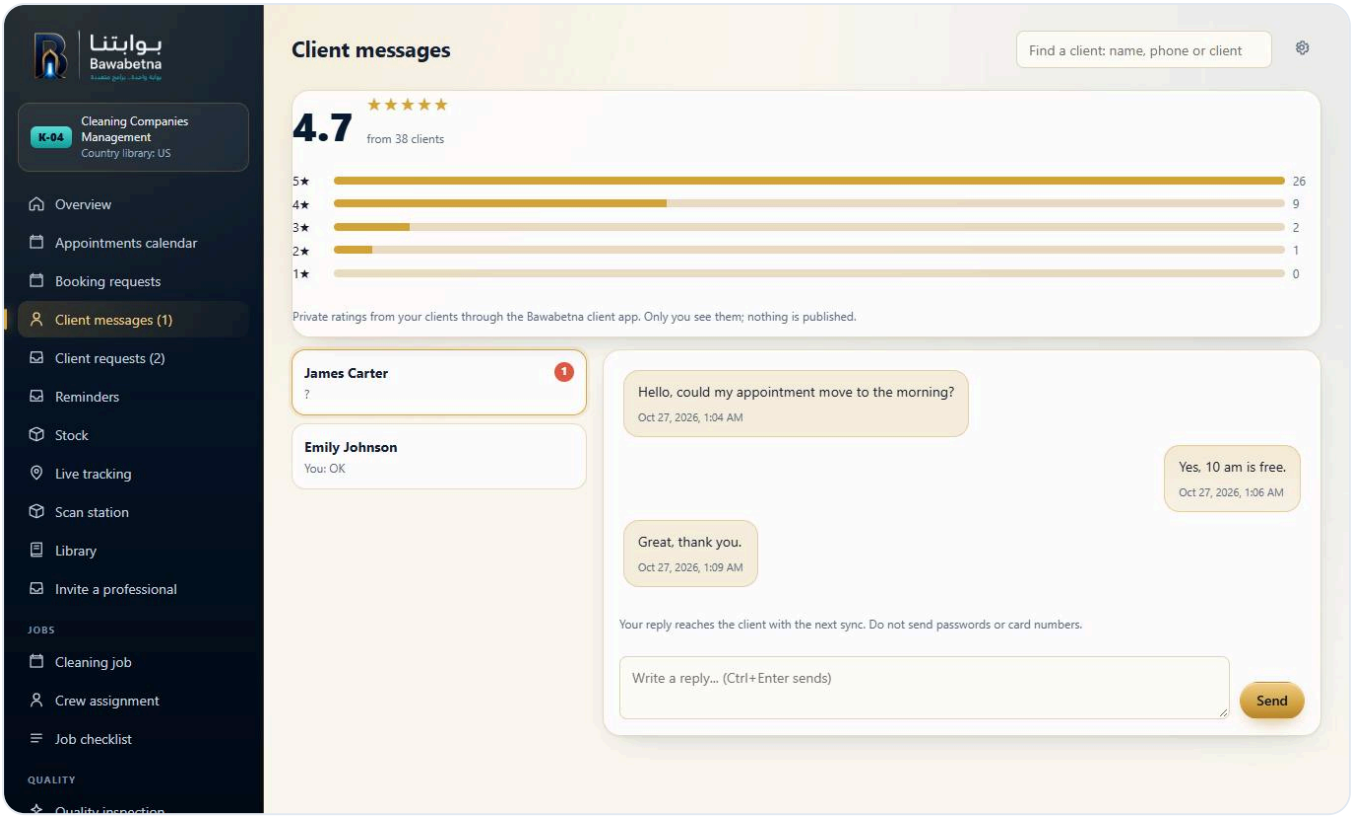
Quotation

What you record: Quote number (worked out by the program), Client (required), Site, Job type (required), Issued on (required), Crew size, Hours, Hourly rate, Materials, Total (worked out by the program), Status (required)

Stages: A new record starts as "Draft".

Draft → Sent | Sent → Accepted | Sent → Rejected

Clients



Client

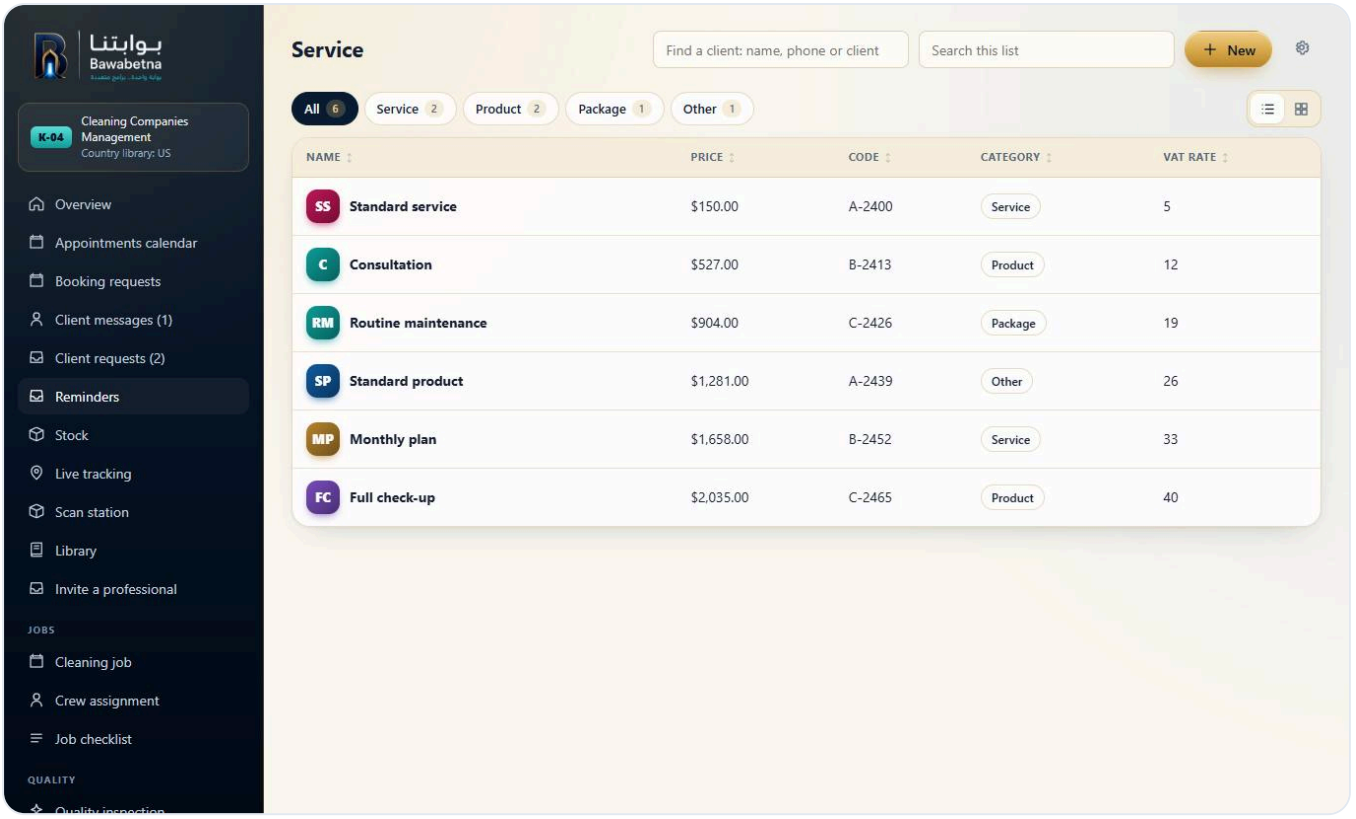
Client

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

Site

What you record: Client (required), Name (required), Address (required), Location link, Area sqm, Rooms, Access instructions, Pets, Site contact

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), Client (required), Cleaning job, 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)

Stock

Product

What you record: Name (required), Sku, Category (required), Gtin, Unit, 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)

Supply issue

What you record: Product (required), Quantity (required), Cleaning job, Site, Issued on (required), Status (required)

Stages: A new record starts as "Draft".

Draft → Issued

Setup

Cleaning 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: Cleaning company (required), Name (required), Address, Phone

Cleaner

What you record: Branch (required), Full name (required), License number, Phone, Role, Residency expiry, Health certificate expiry, Active, Tracker id

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:

- Completed jobs by type
- Hours by cleaner
- Inspections by result
- Supplies used
- Revenue by month
- Revenue by service
- Collections by payment method
- Outstanding balances by client
- Stock count differences by item (missing - / extra +)
- 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.