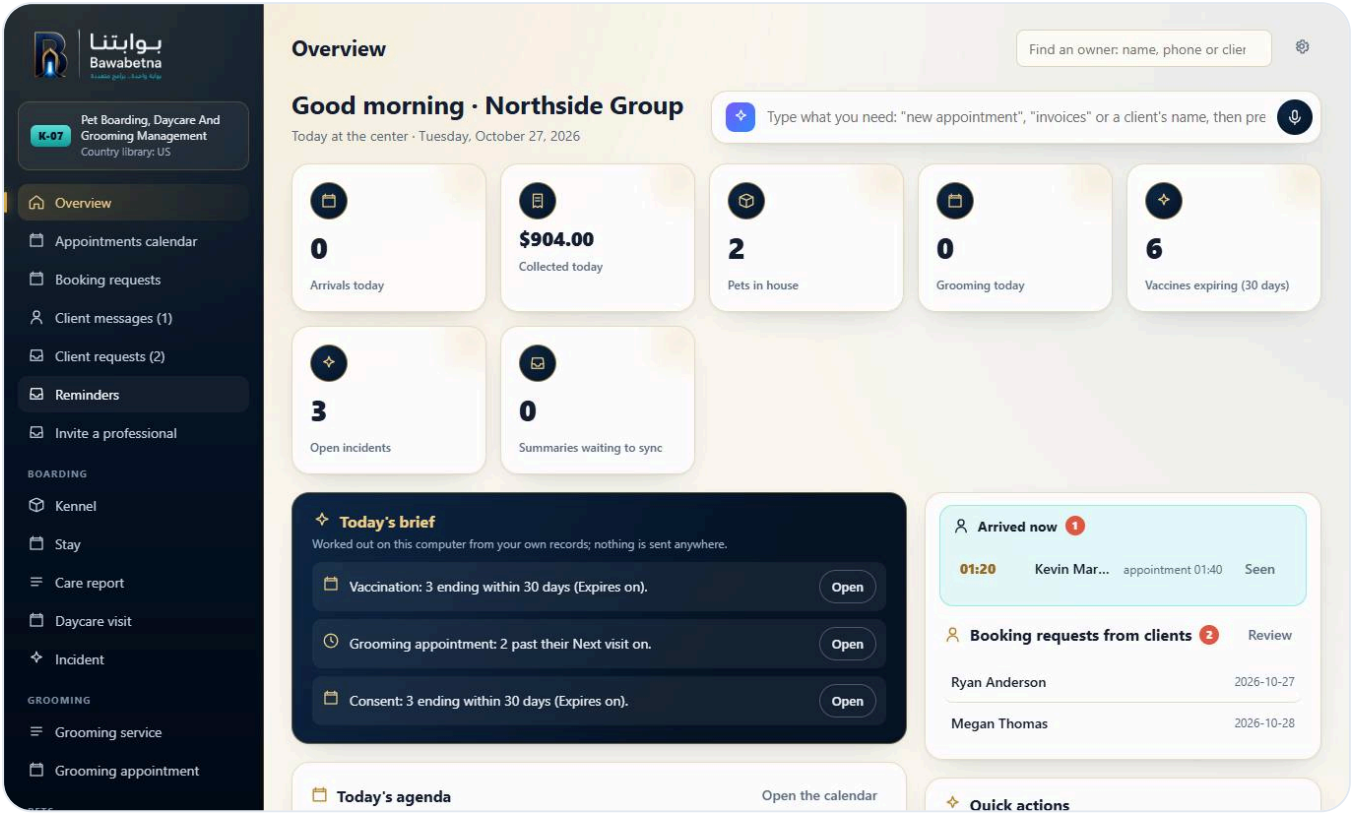
Bawabetna · User guide

Pet Boarding, Daycare And Grooming 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:

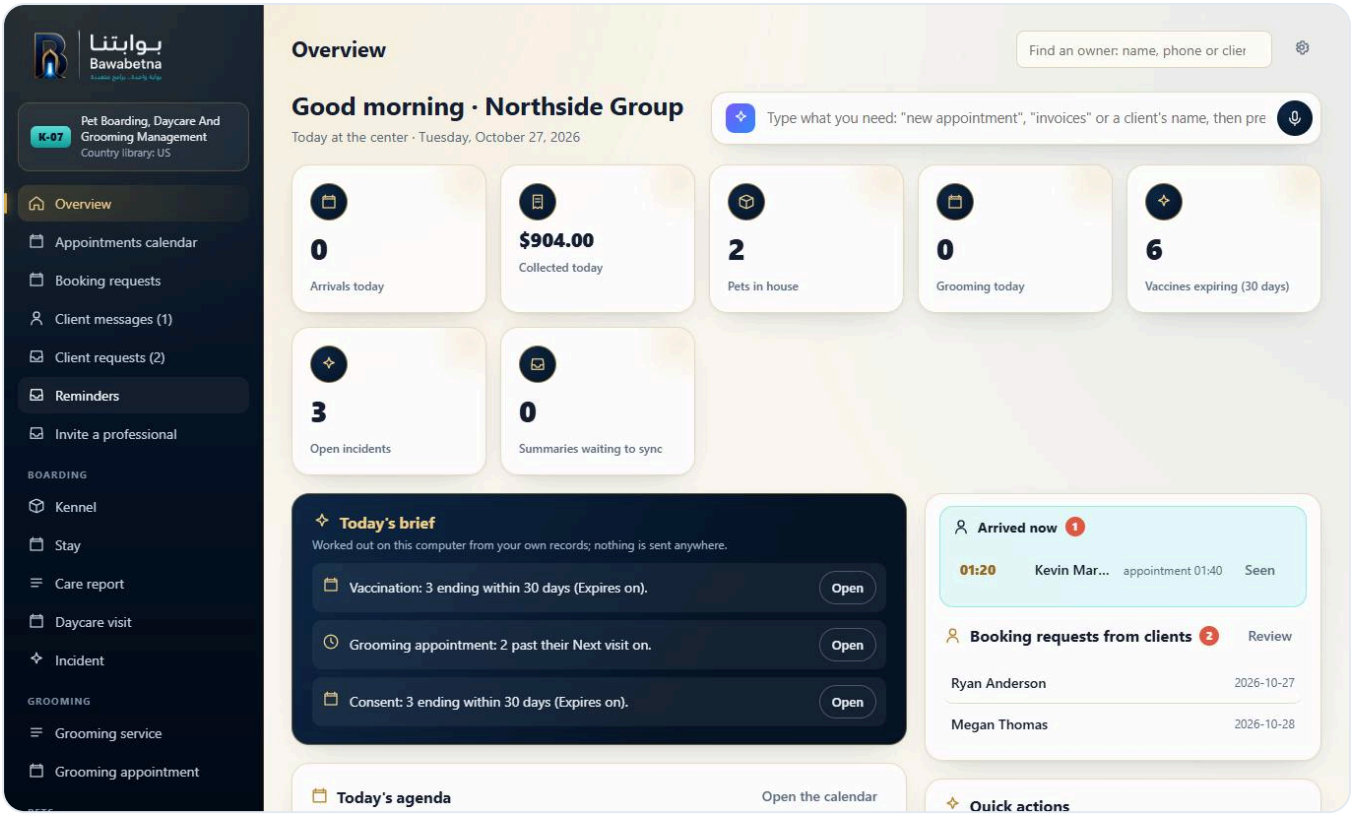
1. **Pet center**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Caretaker**: Full name, Job

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

- Caretaker
- Center owner
- Front desk
- Groomer
- 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".

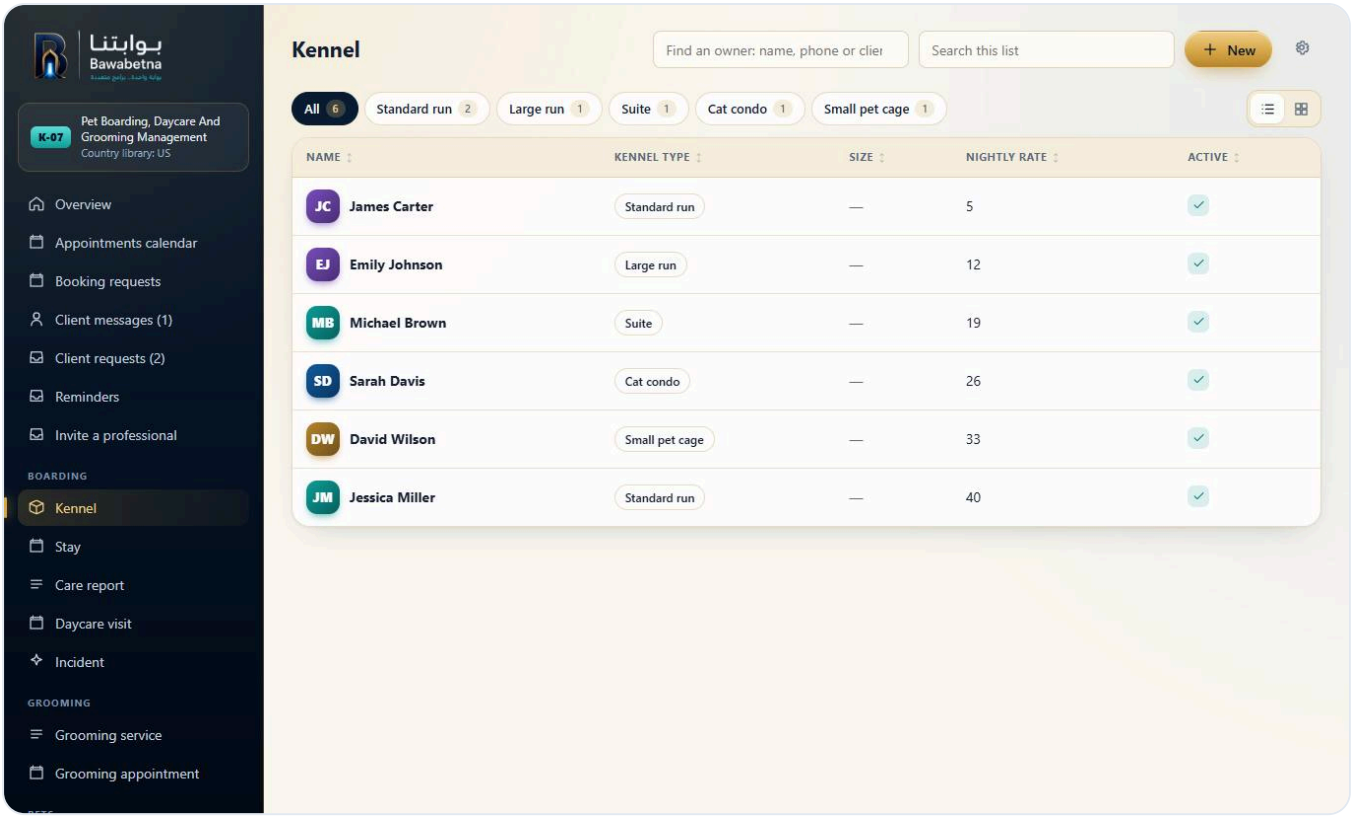


The home screen

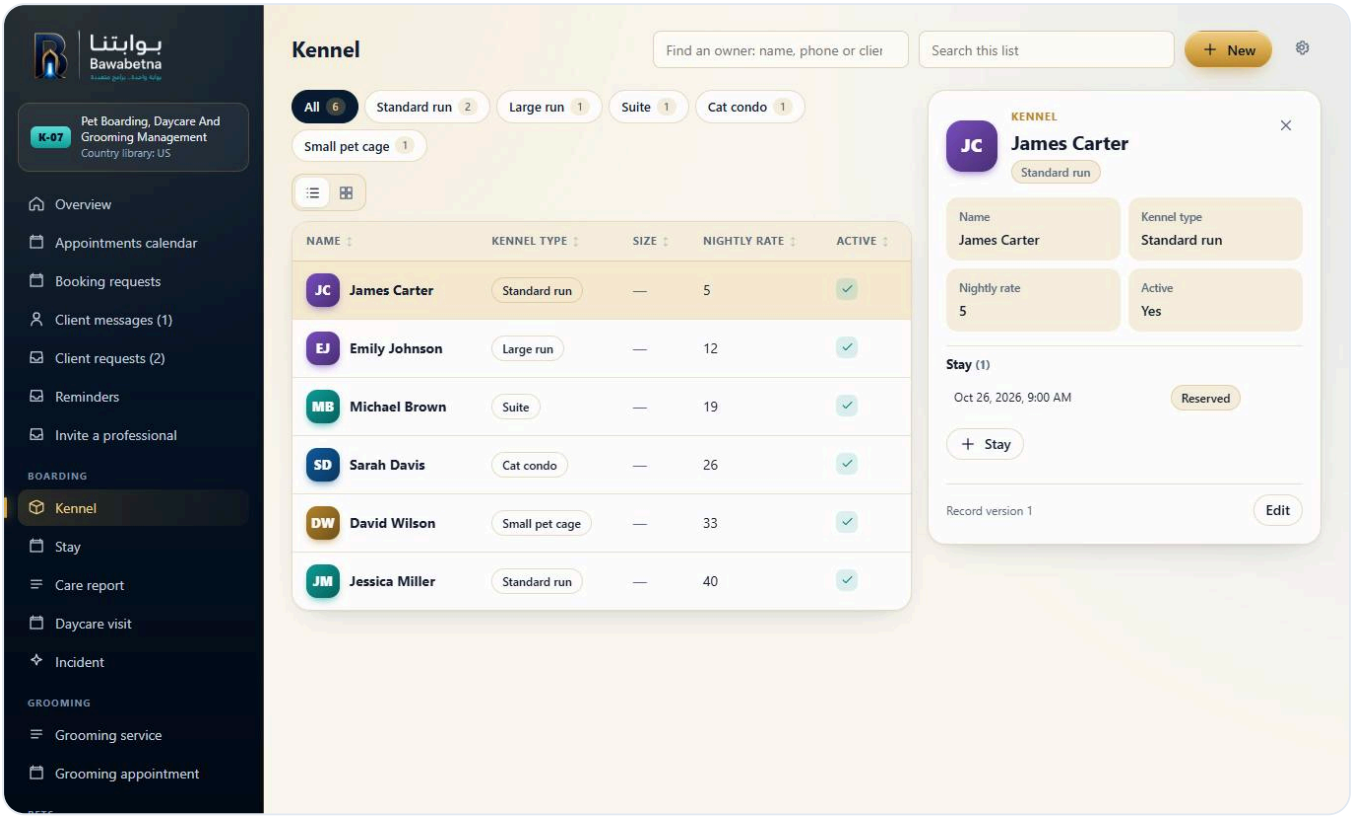
Screens and what you record in them

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.

Boarding



Kennel



A record open for editing

Kennel

What you record: Name (required), Kennel type (required), Size, Nightly rate (required), Active

Stay

What you record: Pet (required), Owner (worked out by the program), Kennel (required), Check in at (required), Nights (required), Stay minutes (worked out by the program), Nightly rate (required), Extras total, Deposit, Stay total (worked out by the program), Feeding instructions, Medication instructions, Belongings, Vaccines verified by, Pickup person, Checked out at (worked out by the program), Override reason, Status (required)

Stages: A new record starts as "Reserved".

Checked in → Checked out | Reserved → Checked in | Reserved → Cancelled

Care report

What you record: Stay (required), Owner (worked out by the program), Report date (required), Appetite (required), Medication given, Walks, Play sessions, Mood (required), Notes, Photos, Sent to owner

Daycare visit

What you record: Pet (required), Visit date (required), Day type (required), Price (required), Checked in at, Checked out at, Notes, Status (required)

Stages: A new record starts as "Booked".

Booked → Attended | Booked → No show | Booked → Cancelled

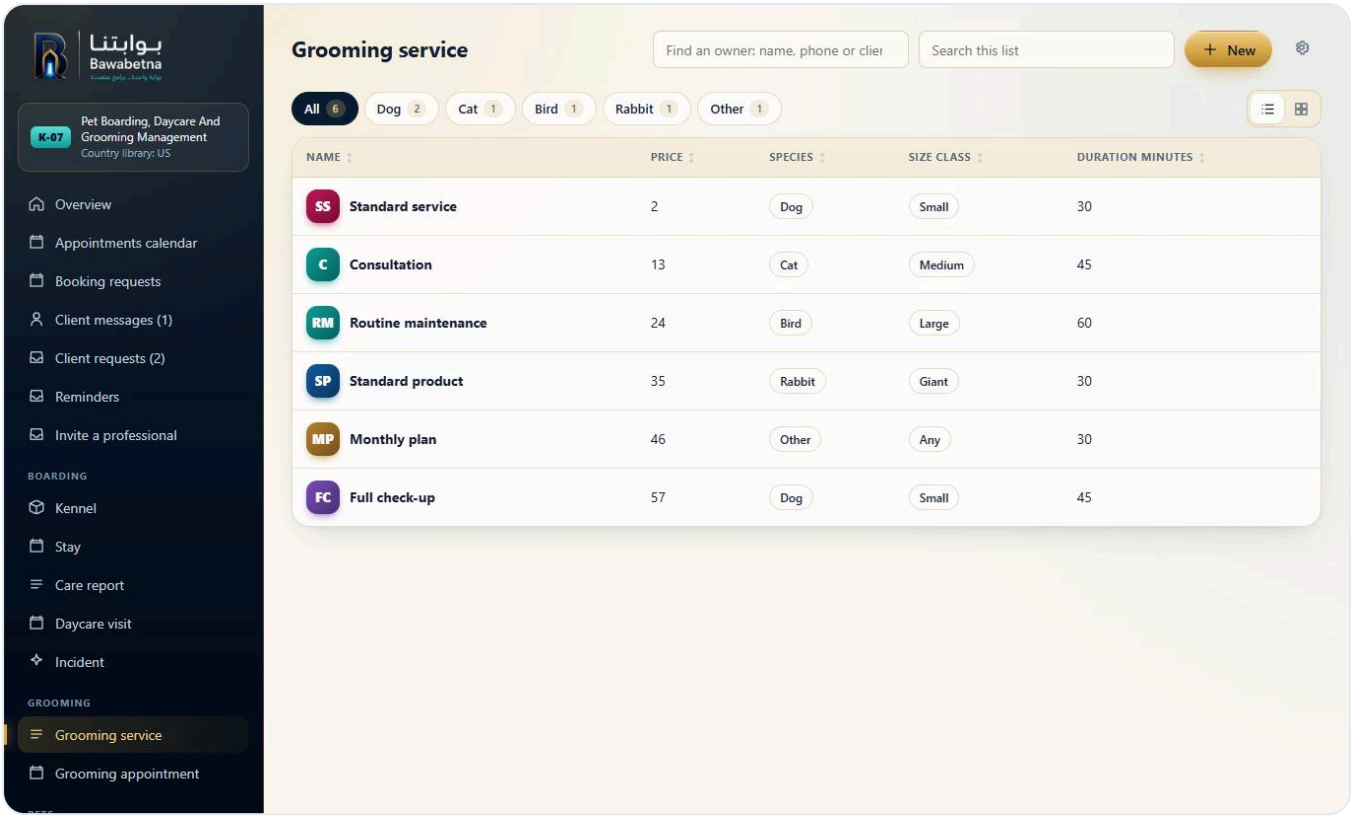
Incident

What you record: Pet (required), Stay, Occurred at (required), Incident type (required), Description (required), Vet called, Owner informed, Status (required)

Stages: A new record starts as "Open".

Open → Closed

Grooming



Grooming service

Grooming service

What you record: Name (required), Species, Size class, Duration minutes (required), Price (required), Active

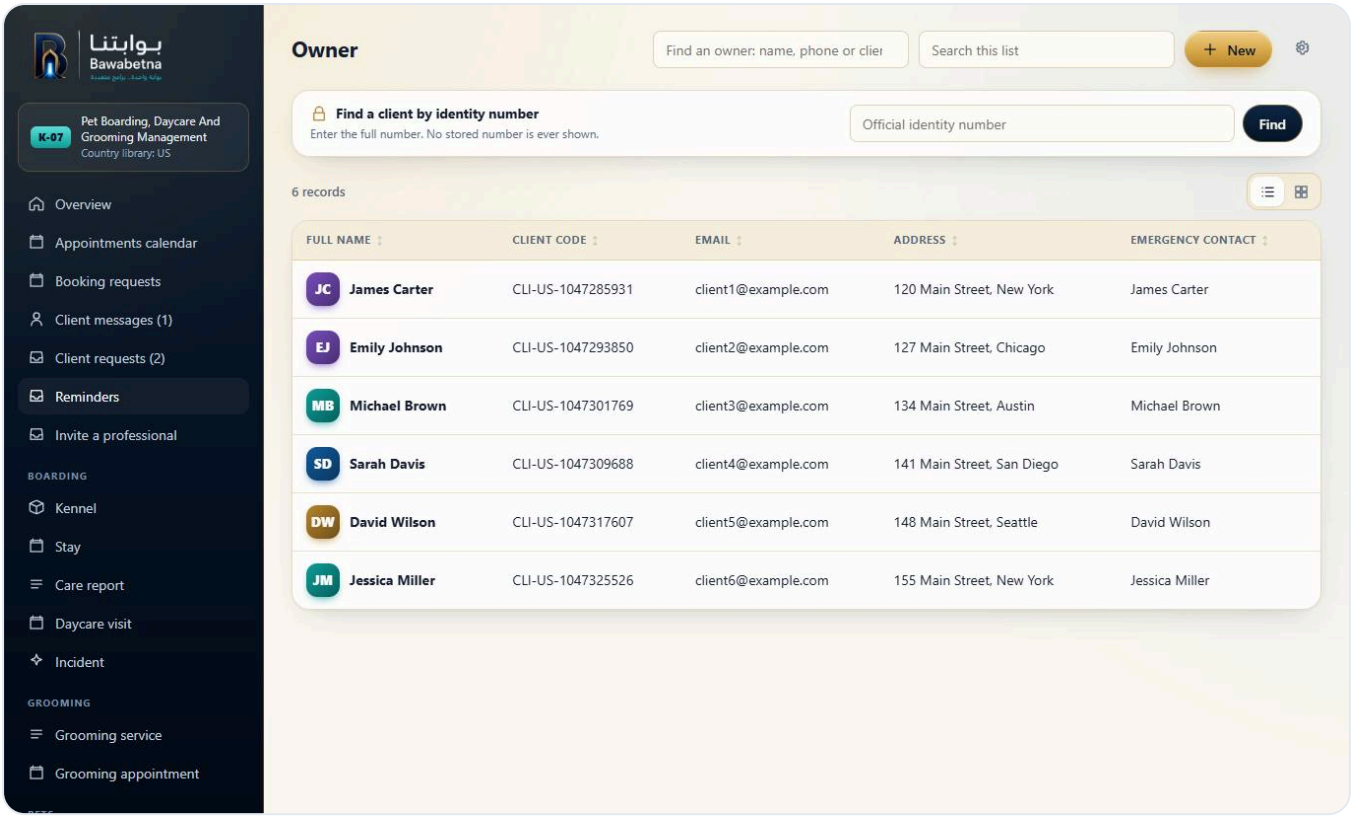
Grooming appointment

What you record: Pet (required), Grooming service (required), Caretaker (required), Starts at (required), Duration minutes (required), Price (required), Commission percent, Commission (worked out by the program), Coat condition, Notes, Before after photos, Next visit on, Override reason, Status (required)

Stages: A new record starts as "Booked".

Booked → In progress | Booked → No show | Booked → Cancelled | In progress → Ready | Ready → Collected

Pets



Owner

Owner

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

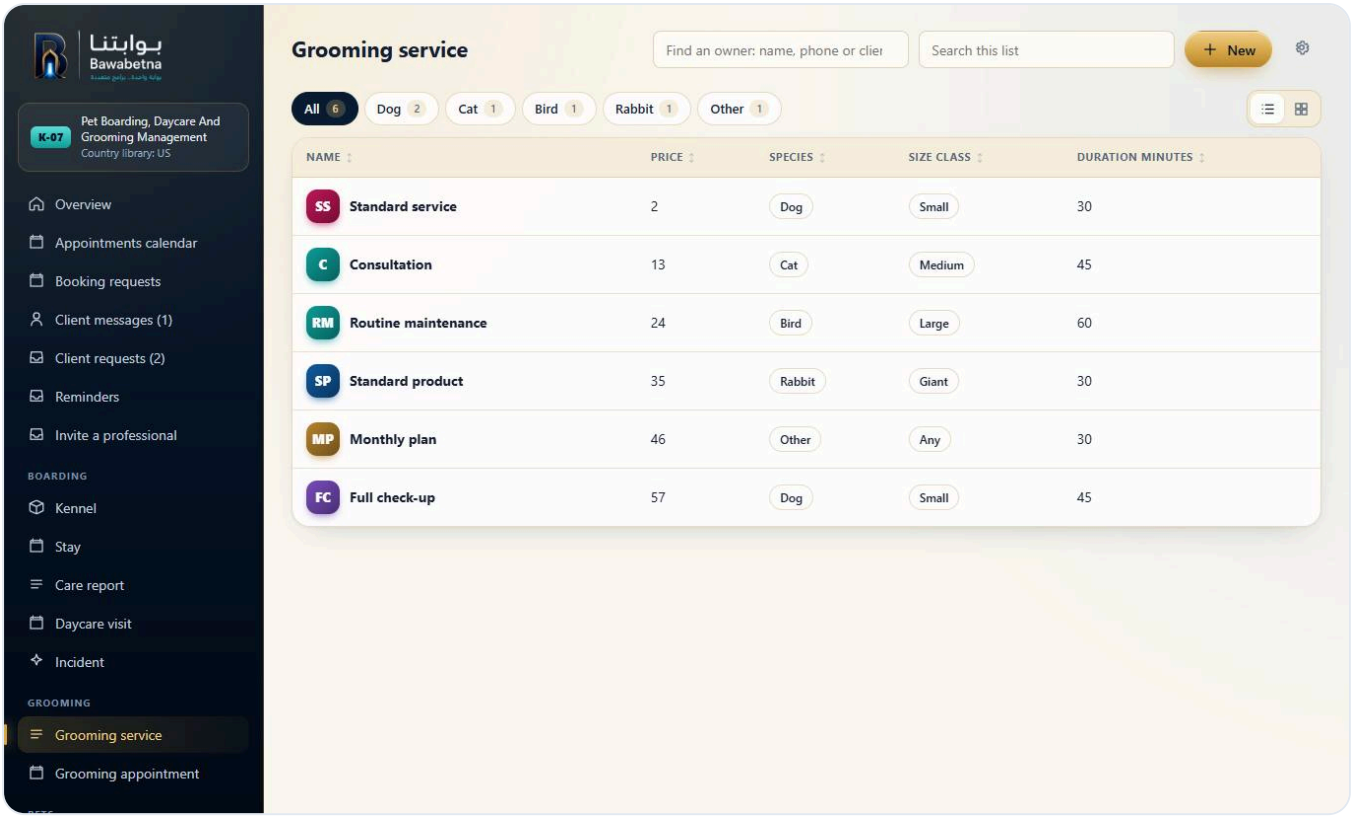
Pet

What you record: Owner (required), Name (required), Species (required), Breed, Sex, Neutered, Birth date, Weight kg, Color, Microchip number, Temperament, Allergies, Diet, Medication, Vet name, Vet phone, Photo, Stays count (worked out by the program)

Vaccination

What you record: Pet (required), Vaccine (required), Given on (required), Expires on (required), Vet clinic, Certificate

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), Owner (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)

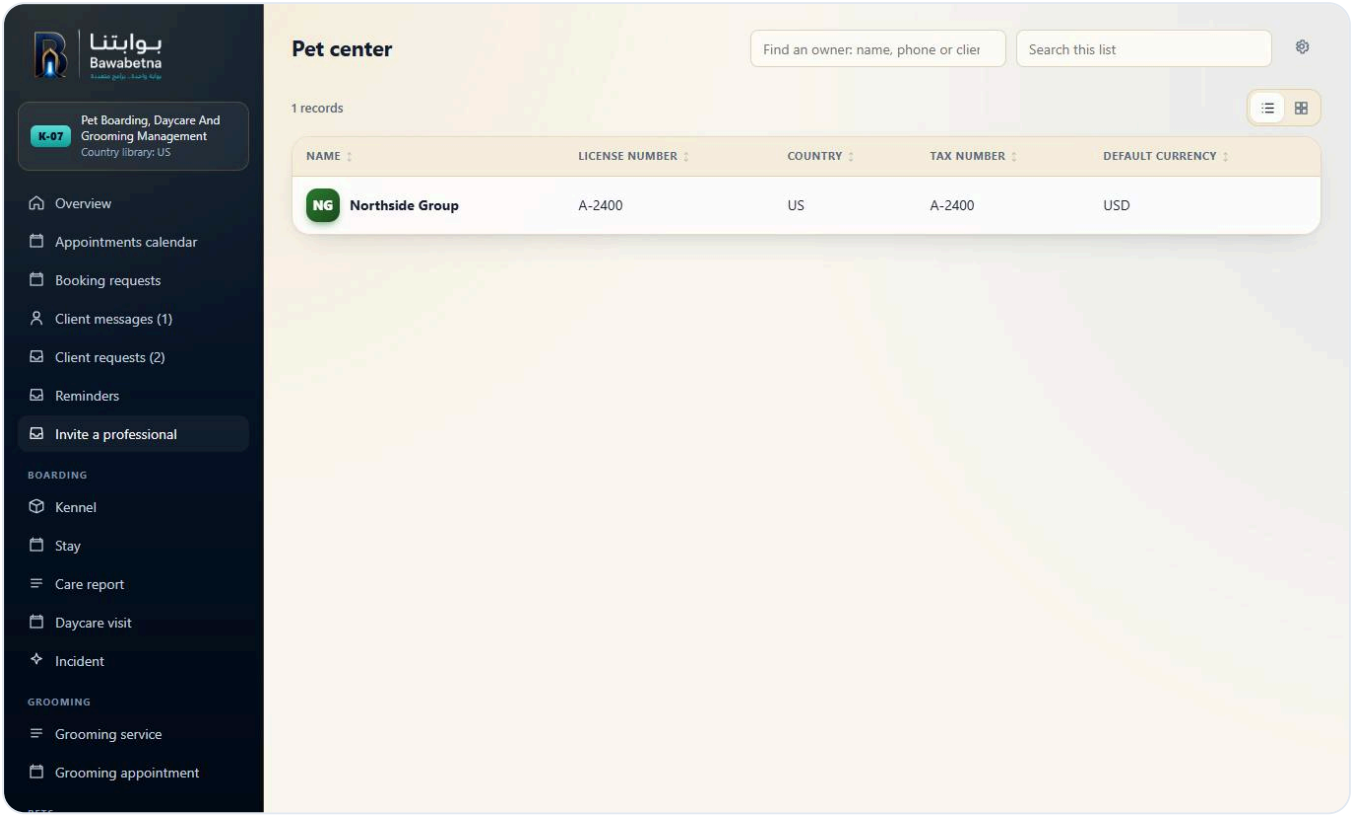
Payment

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



Pet center

Pet center

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: Pet center (required), Name (required), Address, Phone

Caretaker

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

- Commission by groomer
- Nights by kennel
- Grooming by service
- Grooming by groomer
- Incidents 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.