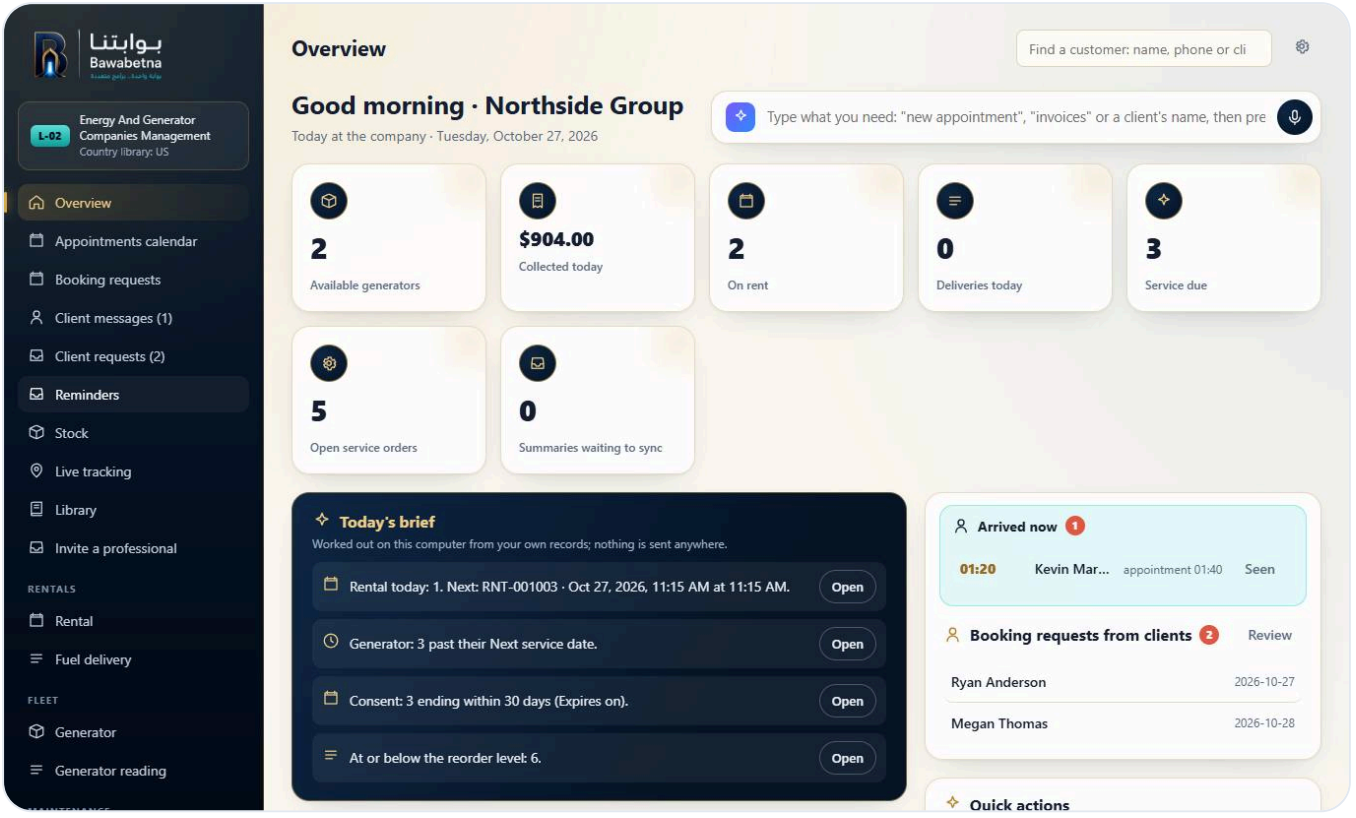
Bawabetna · User guide

Energy And Generator Companies Management

Every screen and every button, with real screens from the program.

Guide version 2026-10-27



Contents

1. Getting started
2. The home screen
3. Screens and what you record in them
4. Reports
5. Working with your clients
6. Your data
7. Help

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:

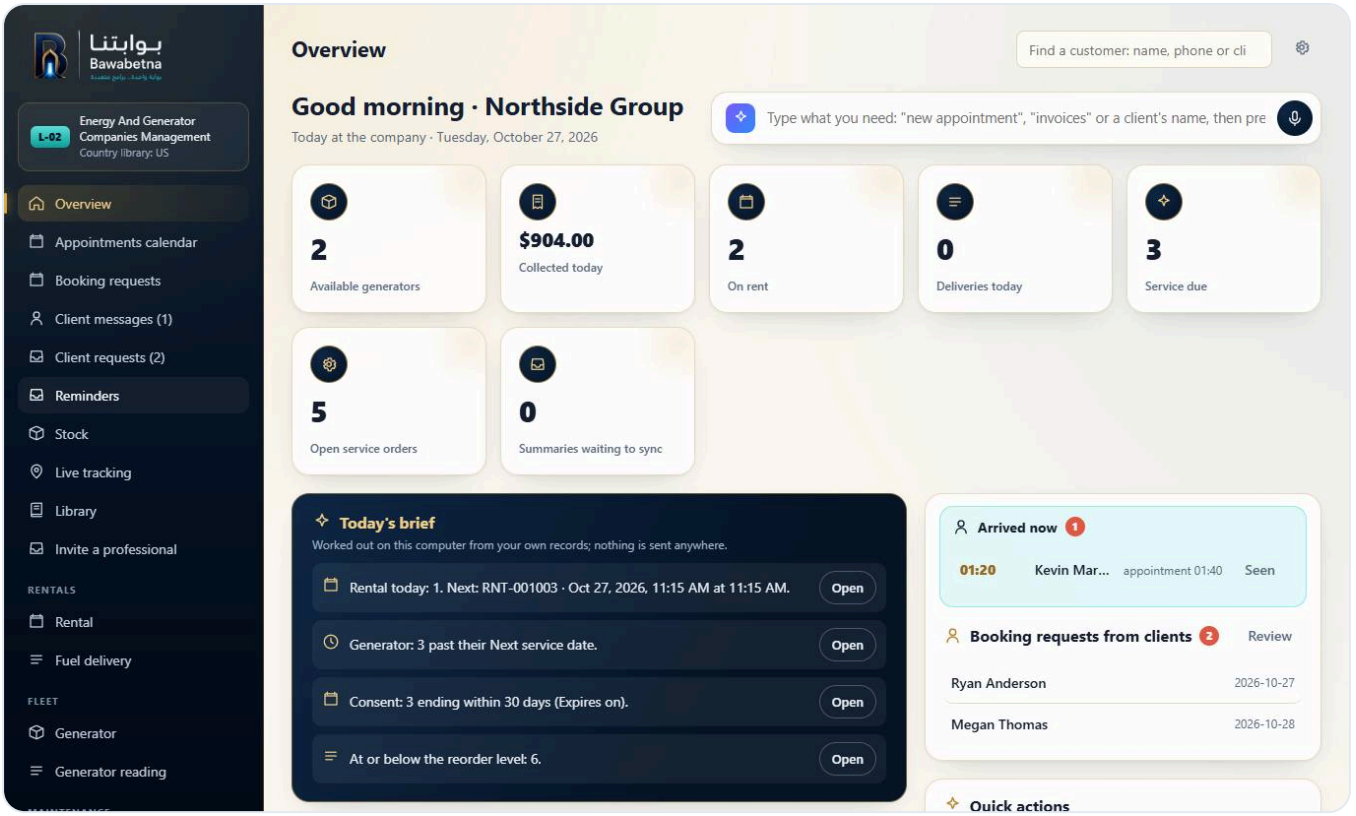
1. **Energy company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Technician**: Full name, Role

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

- Company owner
- Manager
- Rental manager
- Stock keeper
- Technician
- Workshop 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".

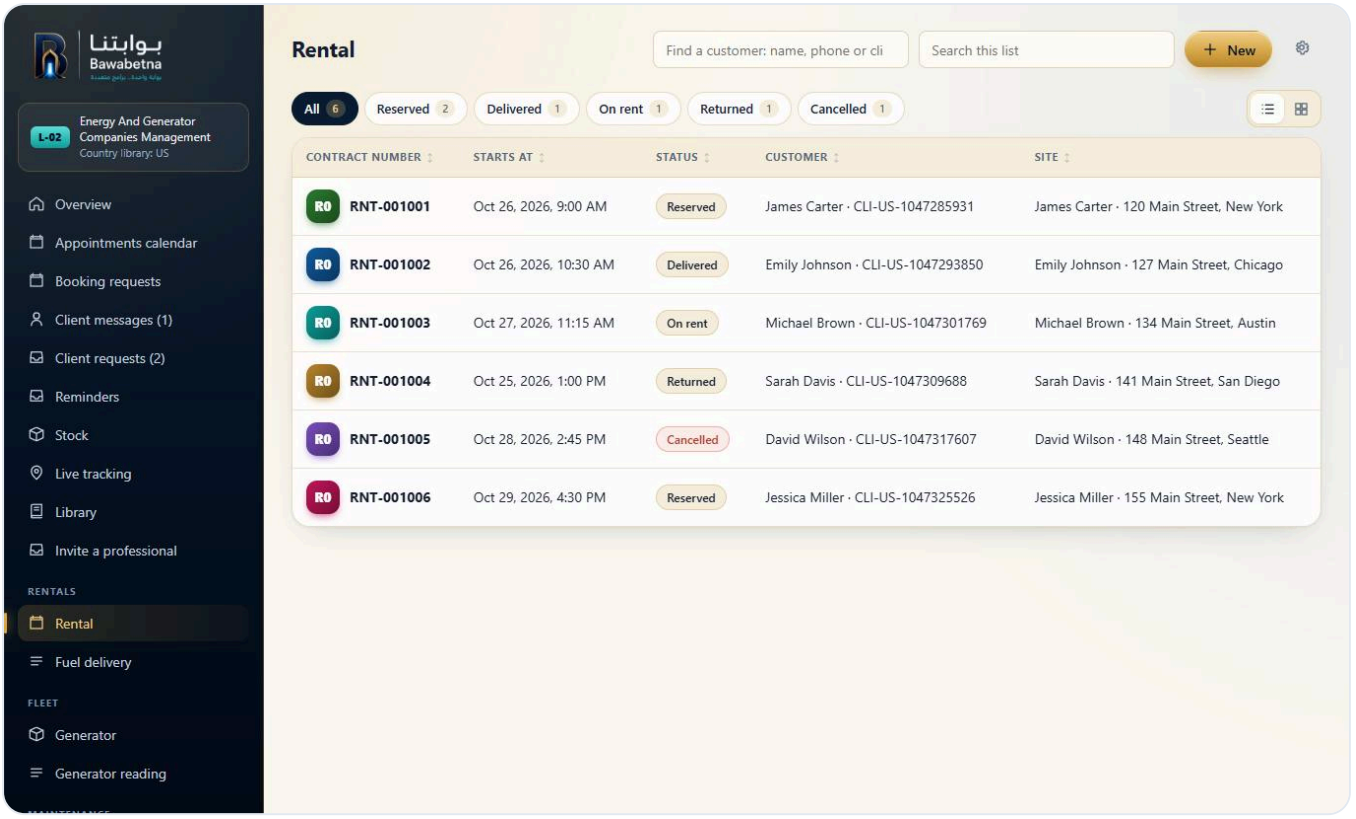


The home screen

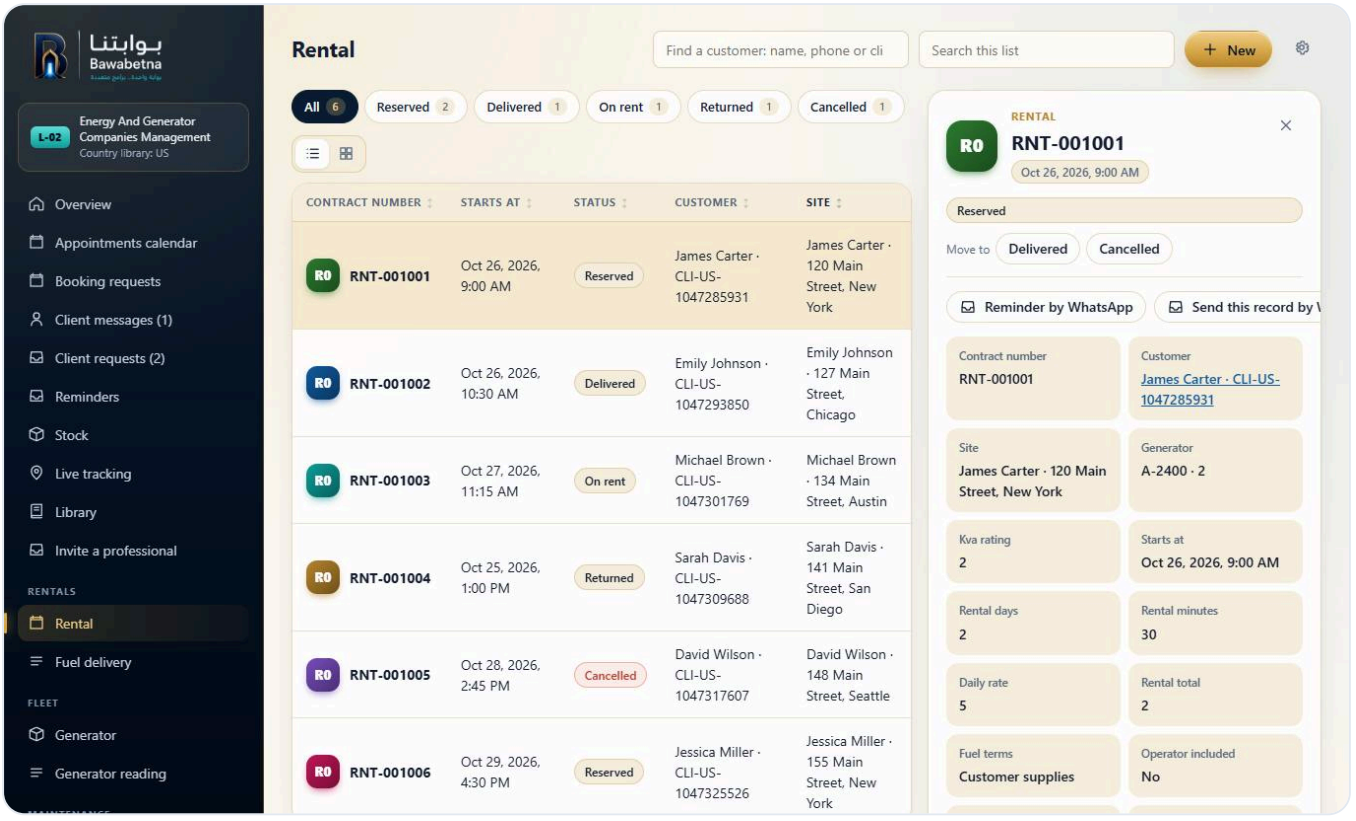
Screens and what you record in them

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.

Rentals



Rental



A record open for editing

Rental

What you record: Contract number (worked out by the program), Customer (required), Site (required), Generator (required), Kva rating (worked out by the program), Starts at (required), Rental days (required), Rental minutes (worked out by the program), Daily rate (required), Rental total (worked out by the program), Fuel terms, Operator included, Start hours, End hours, Hours used (worked out by the program), Deposit, Status (required), Returned at (worked out by the program), Override reason

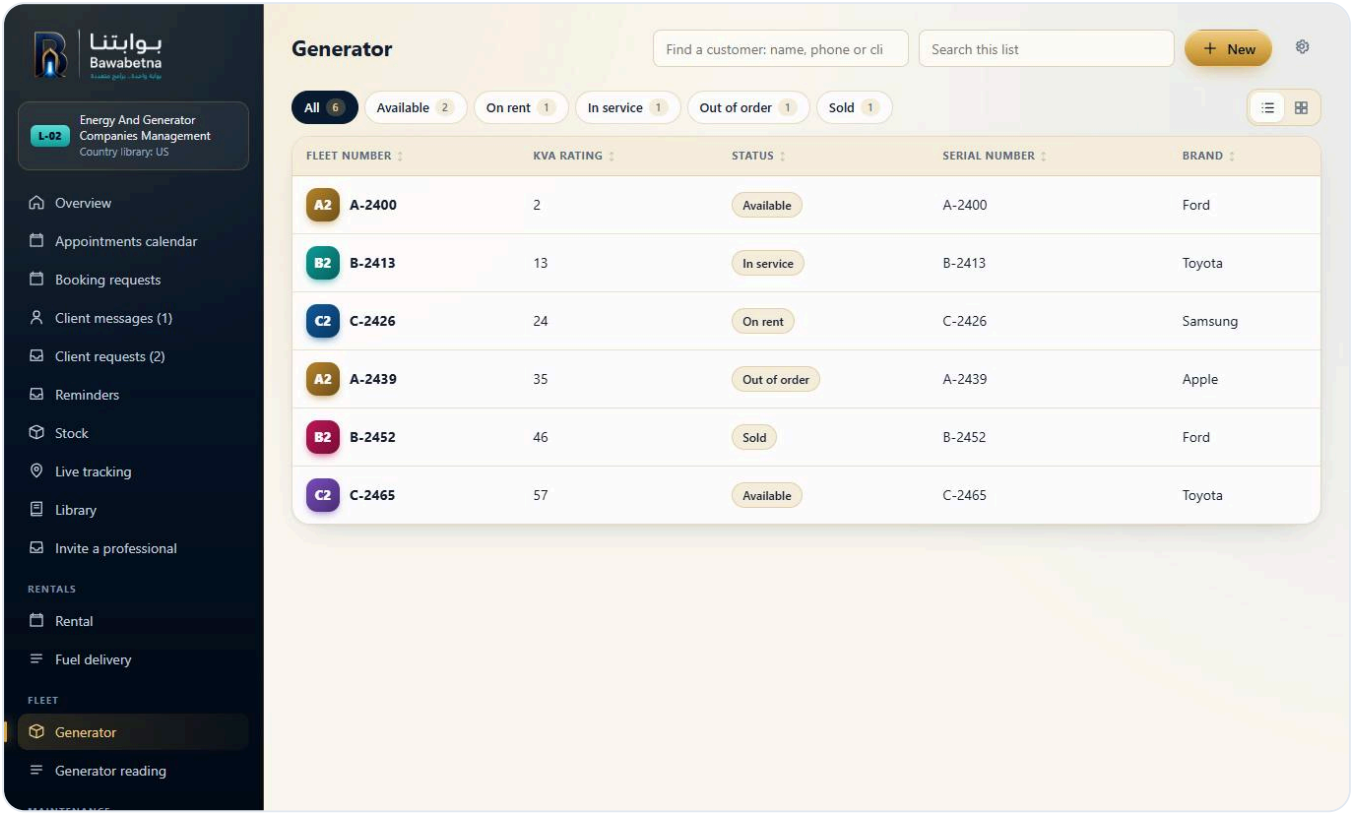
Stages: A new record starts as "Reserved".

Delivered → On rent | On rent → Returned | Reserved → Delivered | Reserved → Cancelled

Fuel delivery

What you record: Generator (required), Rental, Delivered on (required), Liters (required), Price per liter, Cost (worked out by the program), Charge customer, Technician

Vehicles



Generator

Generator

What you record: Fleet number (required), Serial number (required), Brand, Model, Kva rating (required), Fuel type (required), Year, Run hours, Last service hours, Service interval hours, Hours since service (worked out by the program), Next service date, Status (required), Tracker id

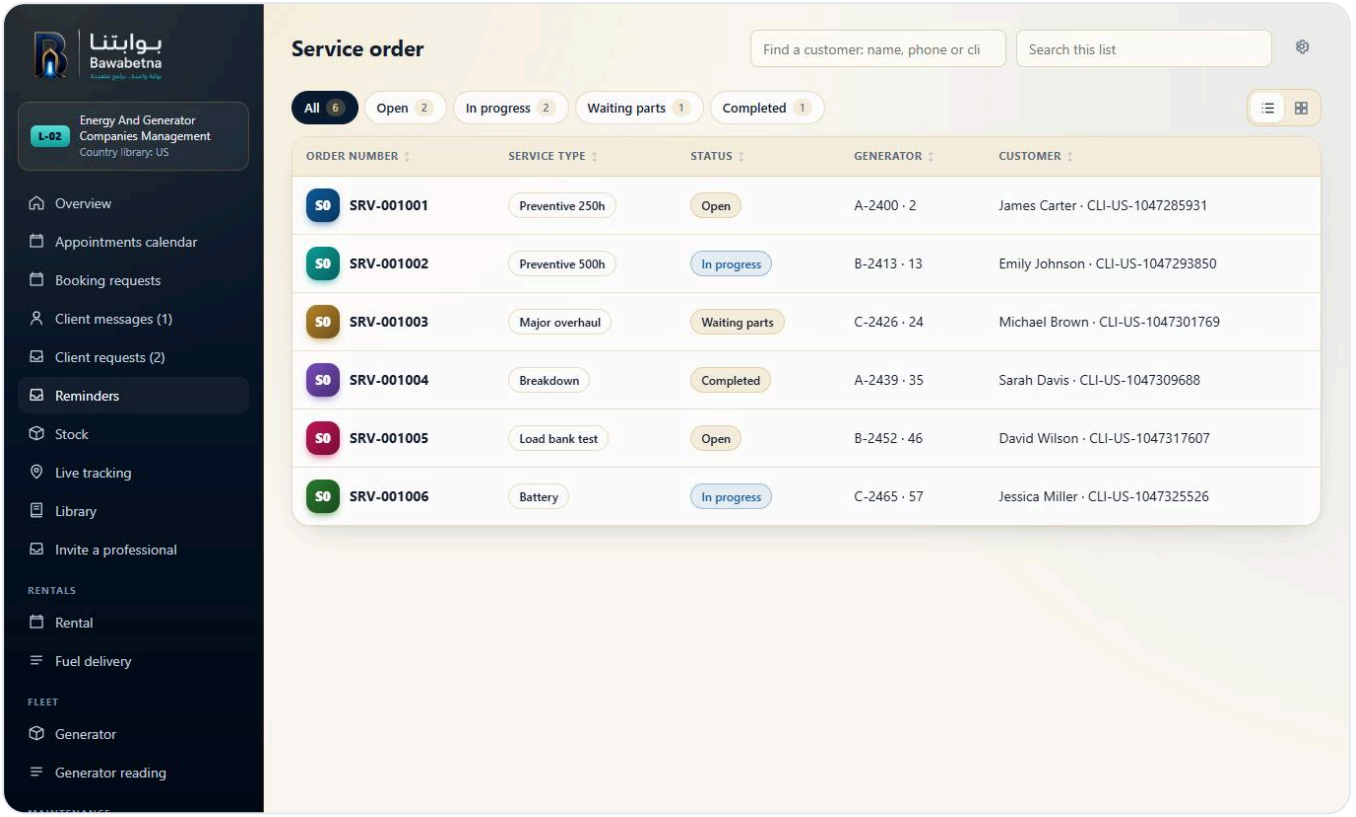
Stages: A new record starts as "Available".

Available → On rent | Available → In service | Available → Out of order | Available → Sold | In service → Available | In service → Out of order | On rent → Available | On rent → In service | Out of order → In service | Out of order → Sold

Generator reading

What you record: Generator (required), Rental, Read at (required), Run hours (required), Fuel level percent, Load percent, Alarms, Technician, Previous run hours (worked out by the program), Previous read at (worked out by the program), Hours run (worked out by the program), Last service hours (worked out by the program), Service interval hours (worked out by the program), Hours since service (worked out by the program), Service flag (worked out by the program), Meter flag (worked out by the program)

O&M



Service order

Service order

What you record: Order number (worked out by the program), Generator (required), Service type (required), Customer, Opened on (required), At run hours, Technician, Work done, Labour cost, Status (required)

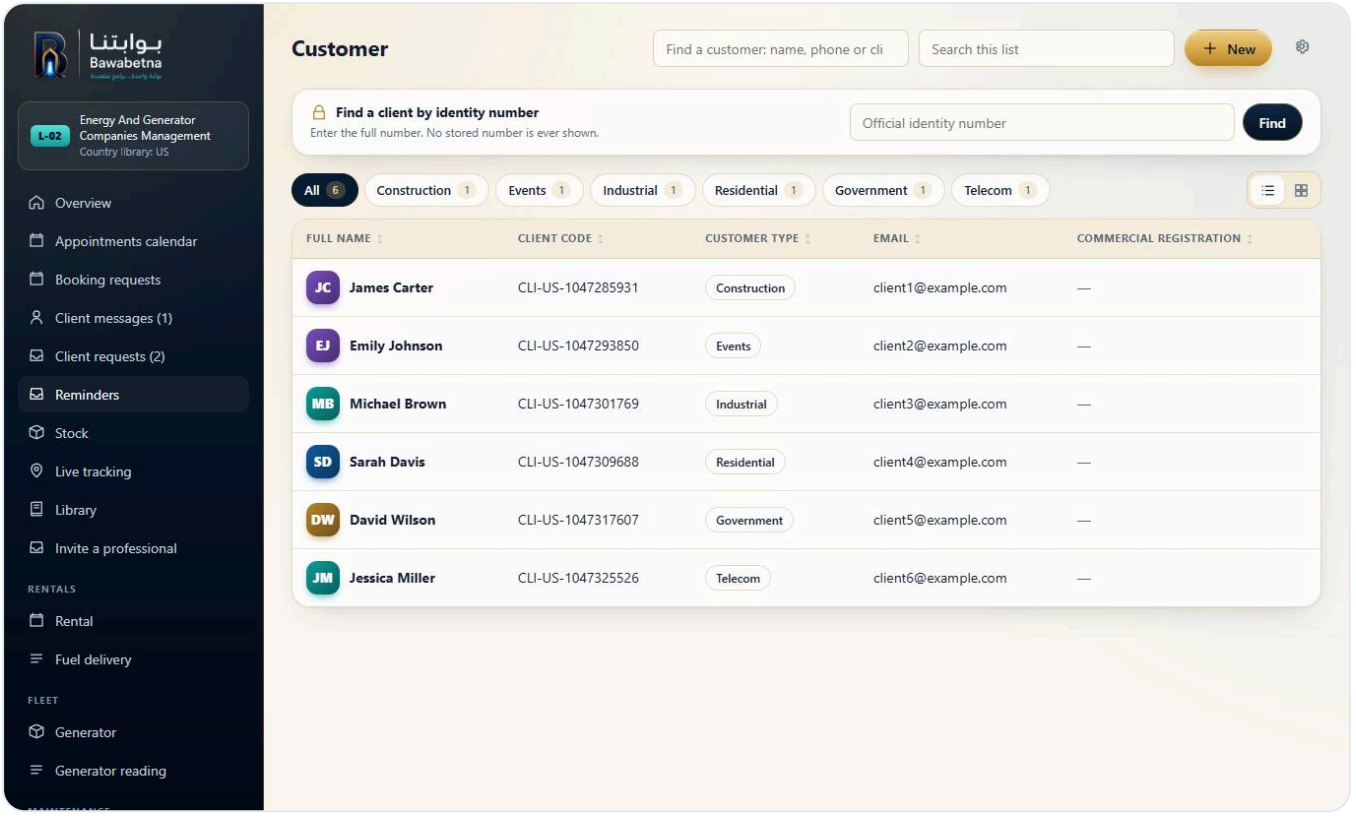
Stages: A new record starts as "Open".

In progress → Waiting parts | In progress → Completed | Open → In progress | Waiting parts → In progress

Service part

What you record: Service order (required), Product (required), Quantity (required)

Customers



Customer

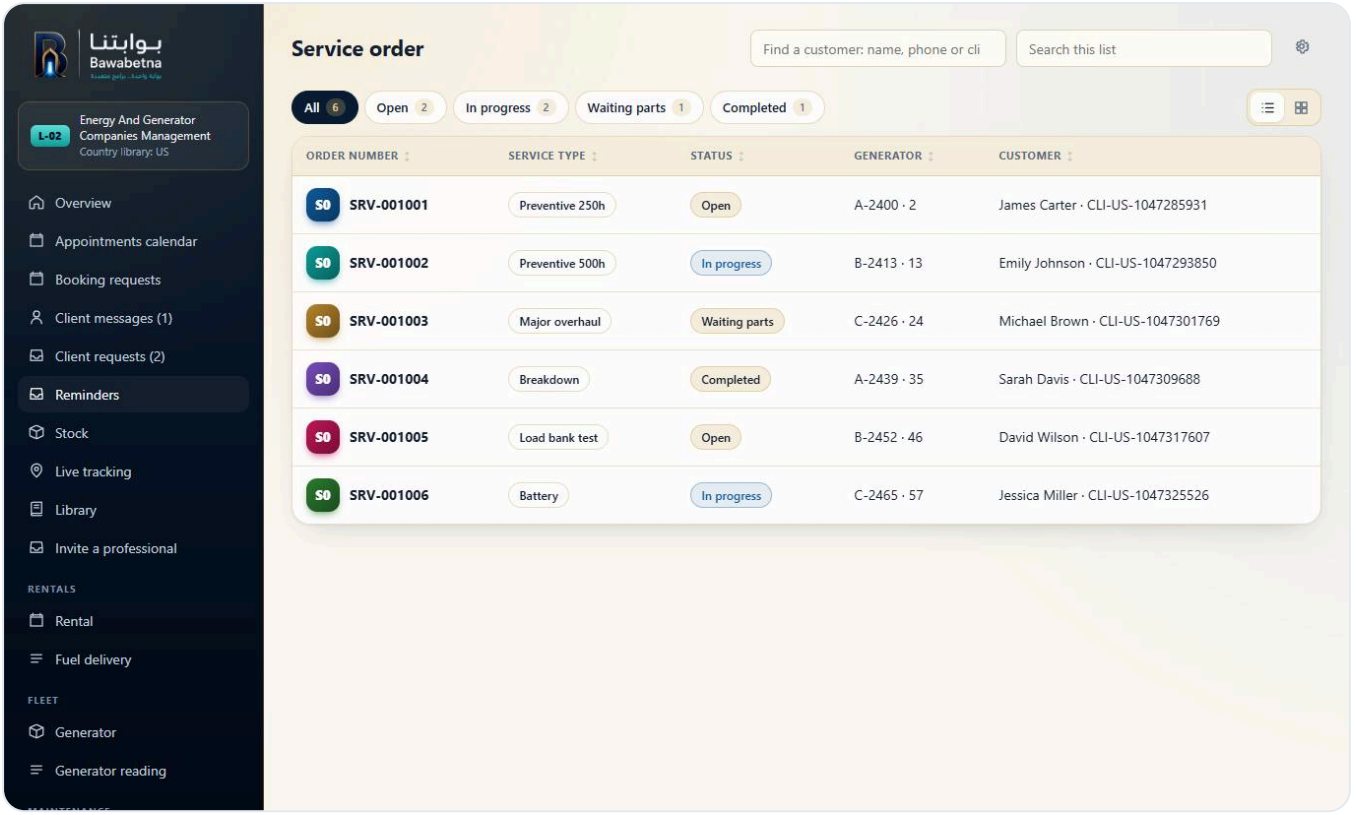
Customer

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

Site

What you record: Customer (required), Name (required), Address (required), Location link, Site contact, Site phone

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), Customer (required), Rental, 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), Product, 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, Brand, 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)

Setup

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

Technician

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

- Fleet by status
- Rental revenue by generator
- Fuel by generator
- Service orders by type
- 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.