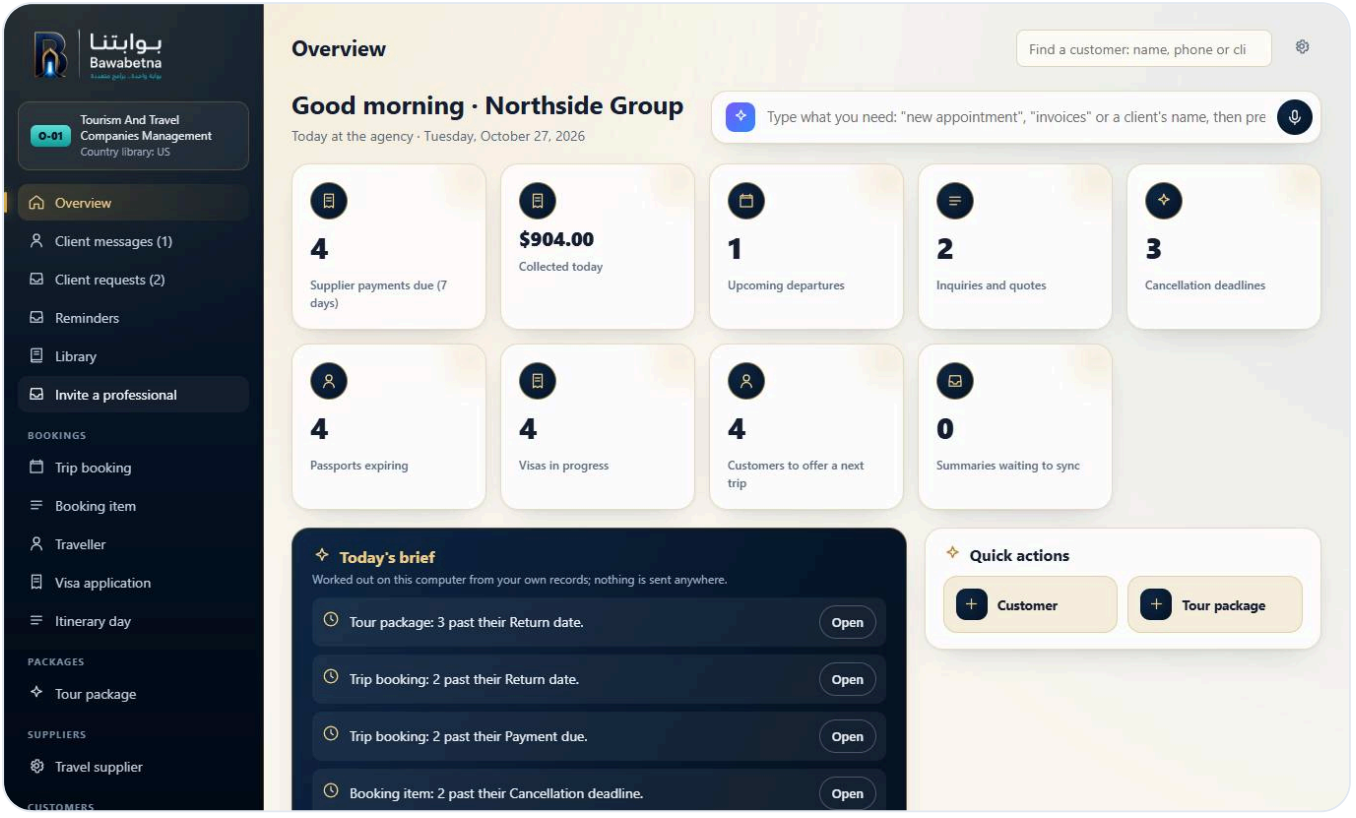
Bawabetna · User guide

Tourism And Travel 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:

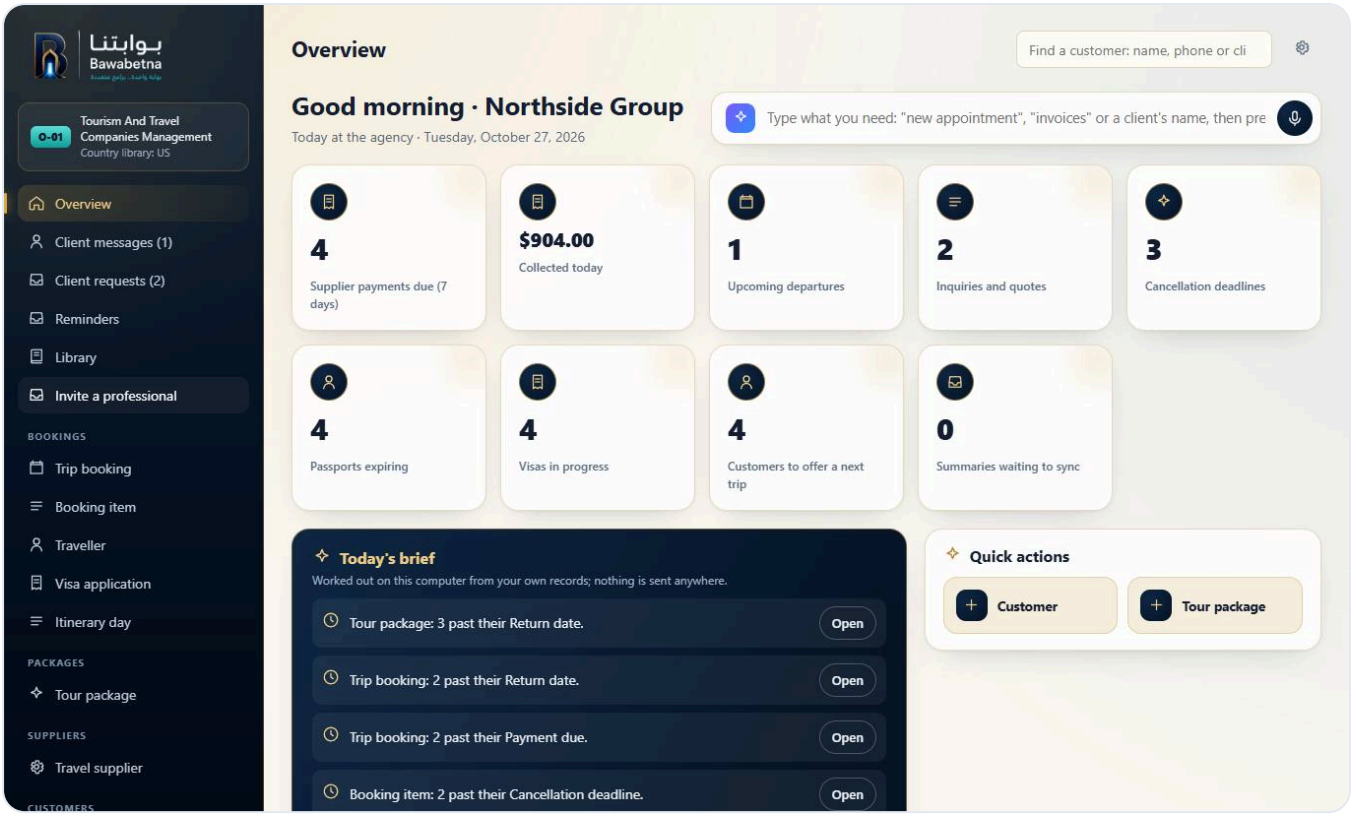
1. **Travel agency**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Travel consultant**: Full name, Languages

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

- Accountant
- Agency owner
- Manager
- Operations
- Travel consultant

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".

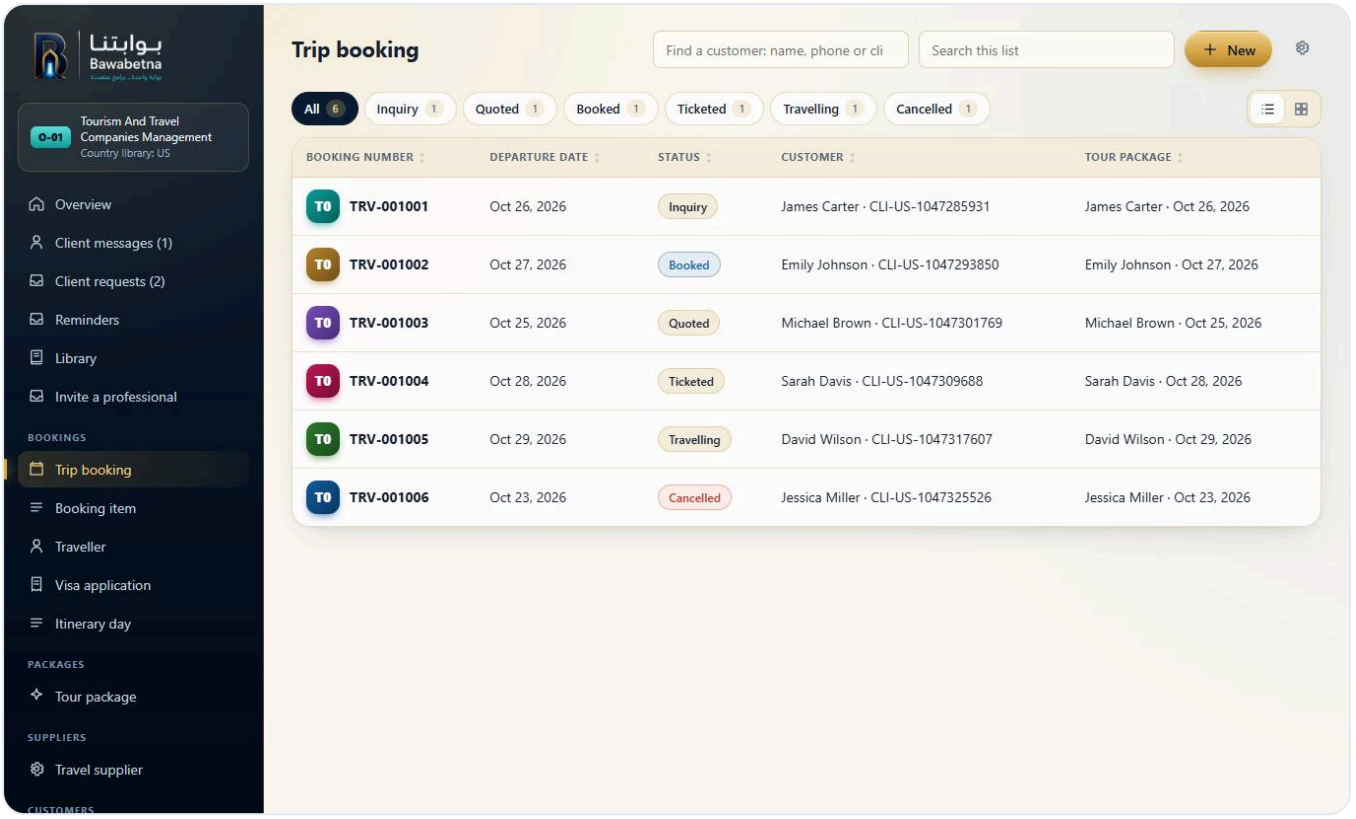


The home screen

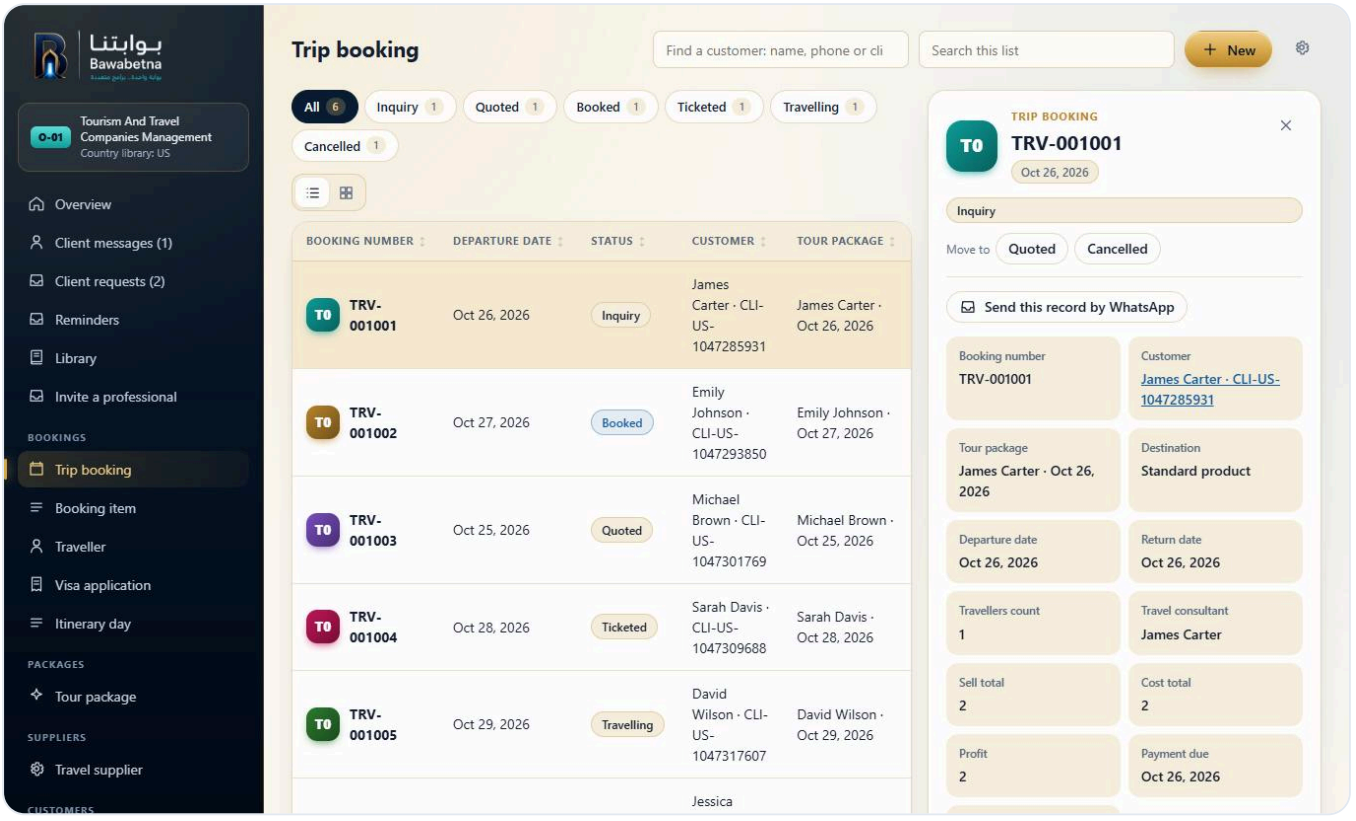
Screens and what you record in them

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.

Bookings



Trip booking



A record open for editing

Trip booking

What you record: Booking number (worked out by the program), Customer (required), Tour package, Destination (required), Departure date (required), Return date (required), Travellers count (required), Travel consultant, Sell total (required), Cost total, Profit (worked out by the program), Payment due, Status (required), Completed at (worked out by the program)

Stages: A new record starts as "Inquiry".

Booked → Ticketed | Booked → Cancelled | Inquiry → Quoted | Inquiry → Cancelled | Quoted → Booked | Quoted → Cancelled | Ticketed → Travelling | Ticketed → Cancelled | Travelling → Completed

Booking item

What you record: Trip booking (required), Item type (required), Travel supplier, Description (required), Service date, End date, Confirmation number, Ticket number, Cost, Sell, Margin (worked out by the program), Cancellation deadline, Supplier payment due, Paid to supplier, Supplier balance (worked out by the program), Commission expected, Commission received, Status (required)

Stages: A new record starts as "Requested".

Confirmed → Ticketed | Confirmed → Cancelled | Requested → Confirmed | Requested → Cancelled

Traveller

What you record: Trip booking (required), Full name (required), Traveller type, Birth date, Nationality, Passport number, Passport expiry, Meal preference, Special assistance

Visa application

What you record: Traveller (required), Country (required), Visa type (required), Applied on, Appointment on, Visa number, Valid until, Files, Status (required)

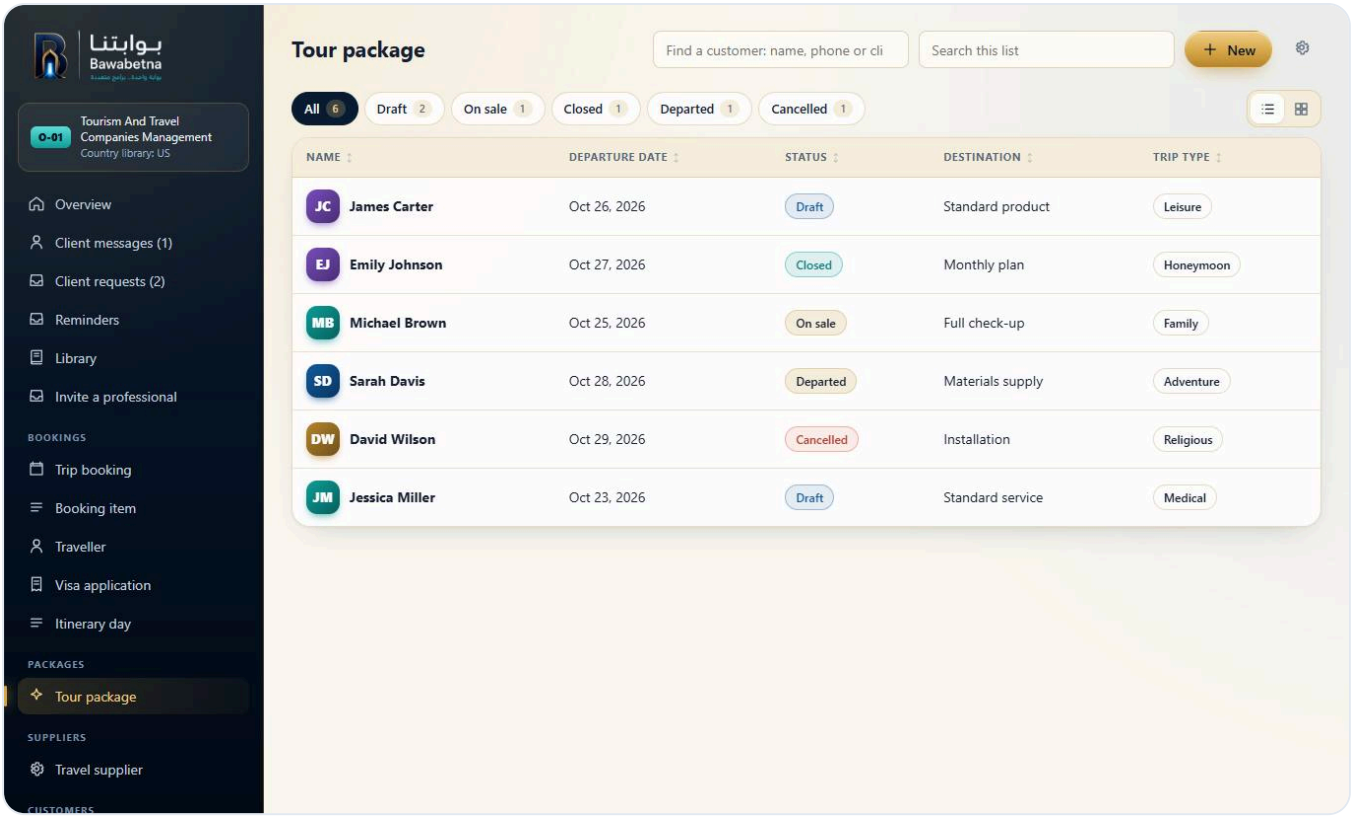
Stages: A new record starts as "Collecting documents".

Collecting documents → Submitted | Submitted → Approved | Submitted → Rejected

Itinerary day

What you record: Trip booking (required), Day number (required), Day date, Title (required), Plan, Hotel, Meals

Packages



Tour package

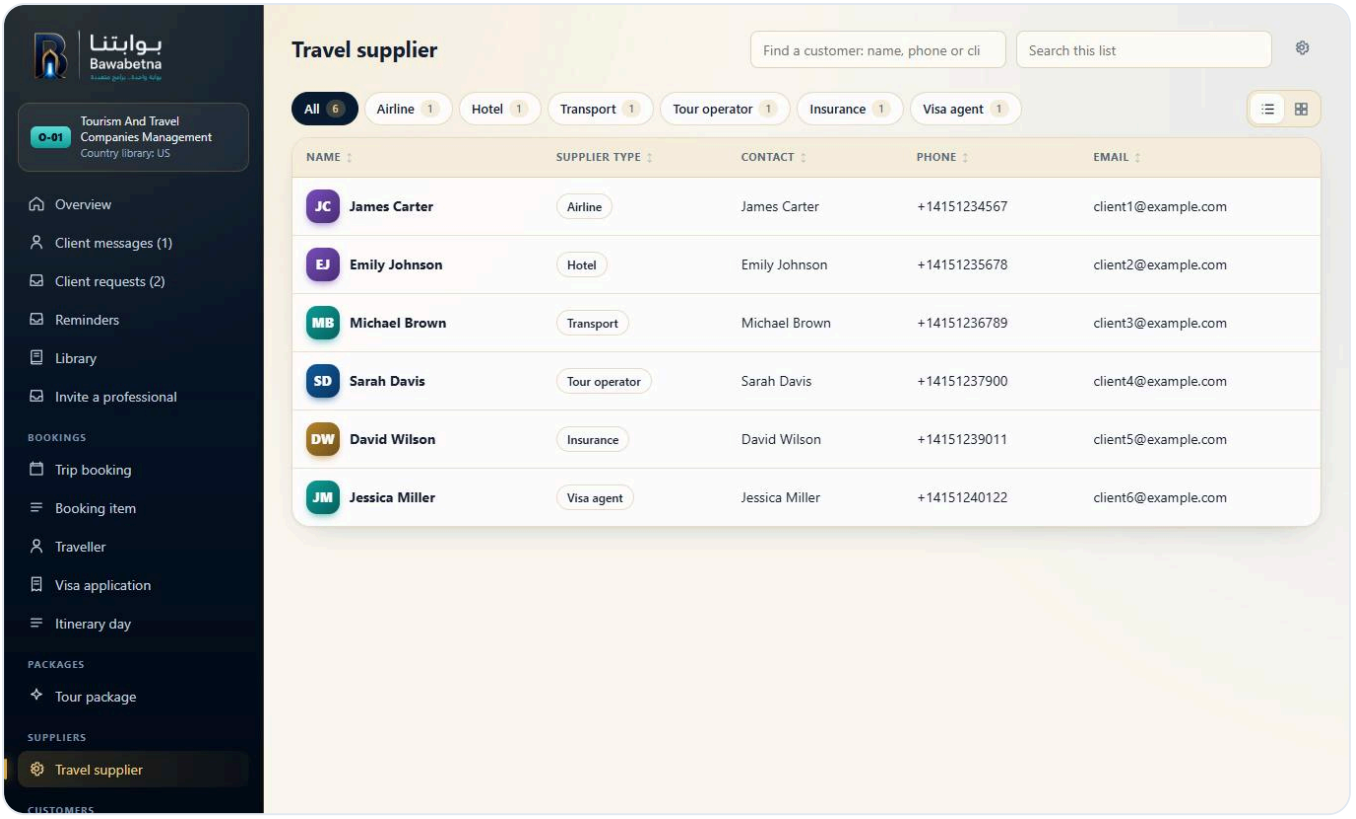
Tour package

What you record: Name (required), Destination (required), Trip type (required), Days (required), Departure date, Return date, Price per person (required), Seats, Seats sold (worked out by the program), Seats left (worked out by the program), Includes, Excludes, Status (required)

Stages: A new record starts as "Draft".

Closed → Departed | Closed → On sale | Draft → On sale | Draft → Cancelled | On sale → Closed | On sale → Cancelled

Suppliers

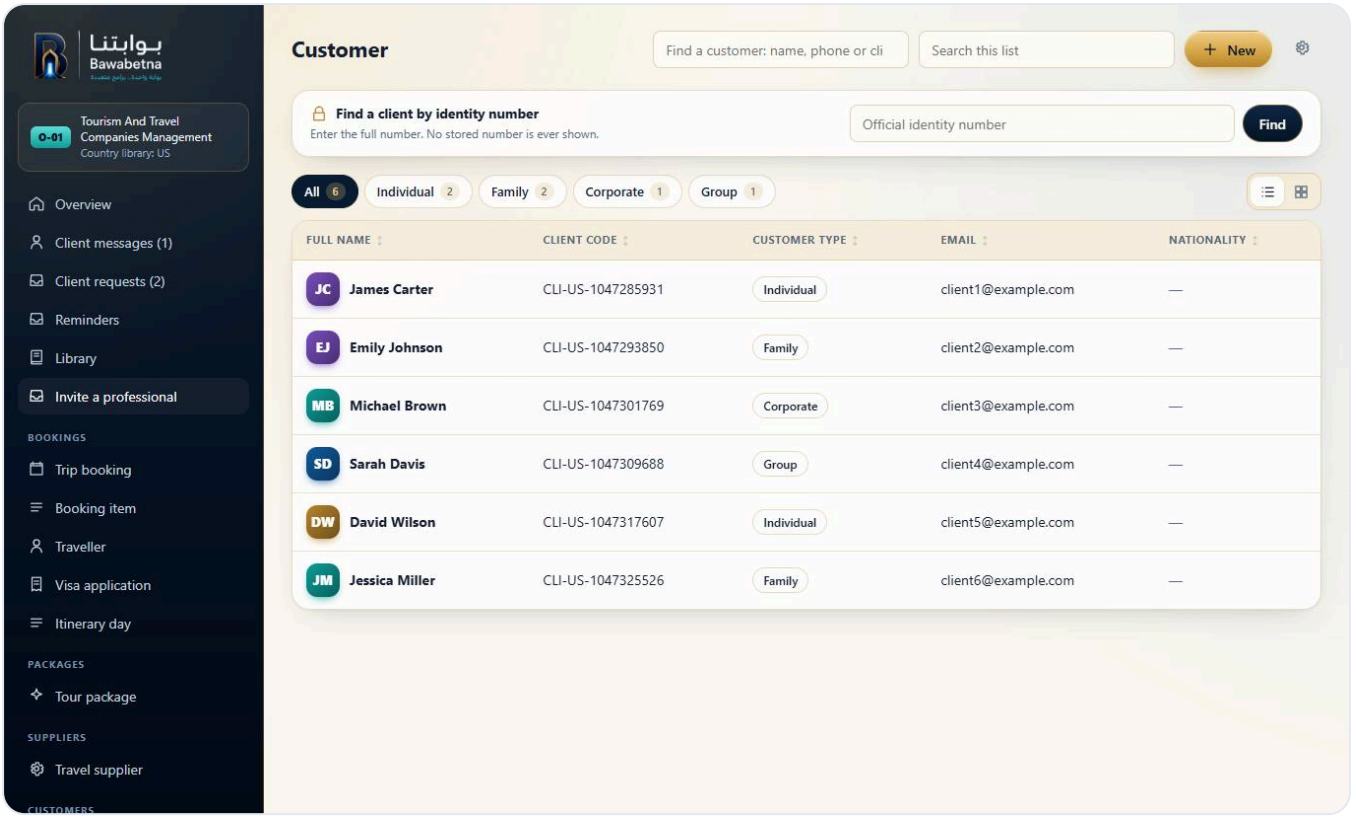


Travel supplier

Travel supplier

What you record: Name (required), Supplier type (required), Contact, Phone, Email, Commission percent, Payment terms

Customers



Customer

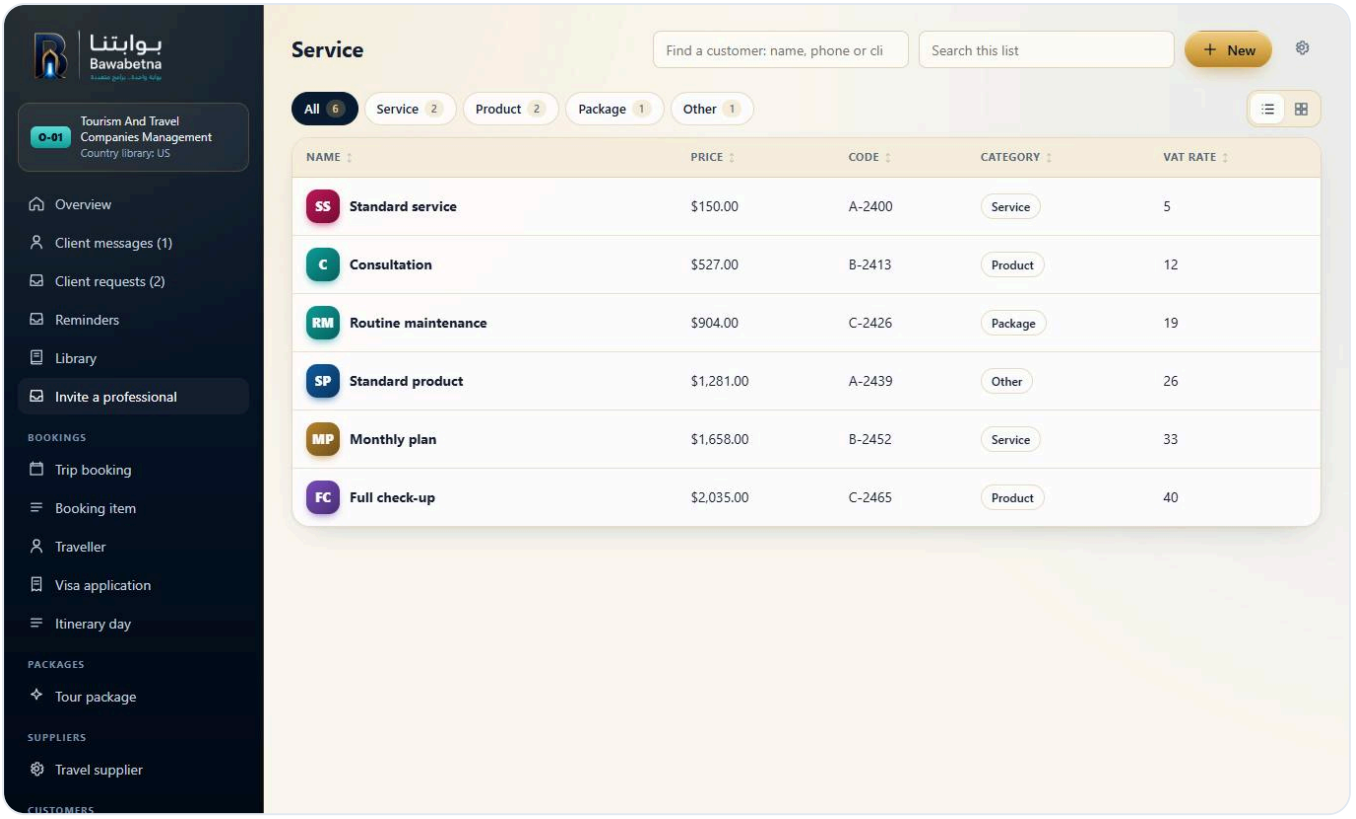
Customer

What you record: Full name (required), Customer type, Email, Nationality, Preferences, Last trip return (worked out by the program), Next trip offer due (worked out by the program), Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Document

What you record: Customer (required), Trip booking, Category (required), Title (required), Reference number, Issued on, Expires on, Files

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), Trip booking, 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

Travel agency

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

Branch

What you record: Travel agency (required), Name (required), Address, Phone

Travel consultant

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

- Bookings by status
- Profit by destination
- Profit by consultant
- Spend by supplier
- 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.