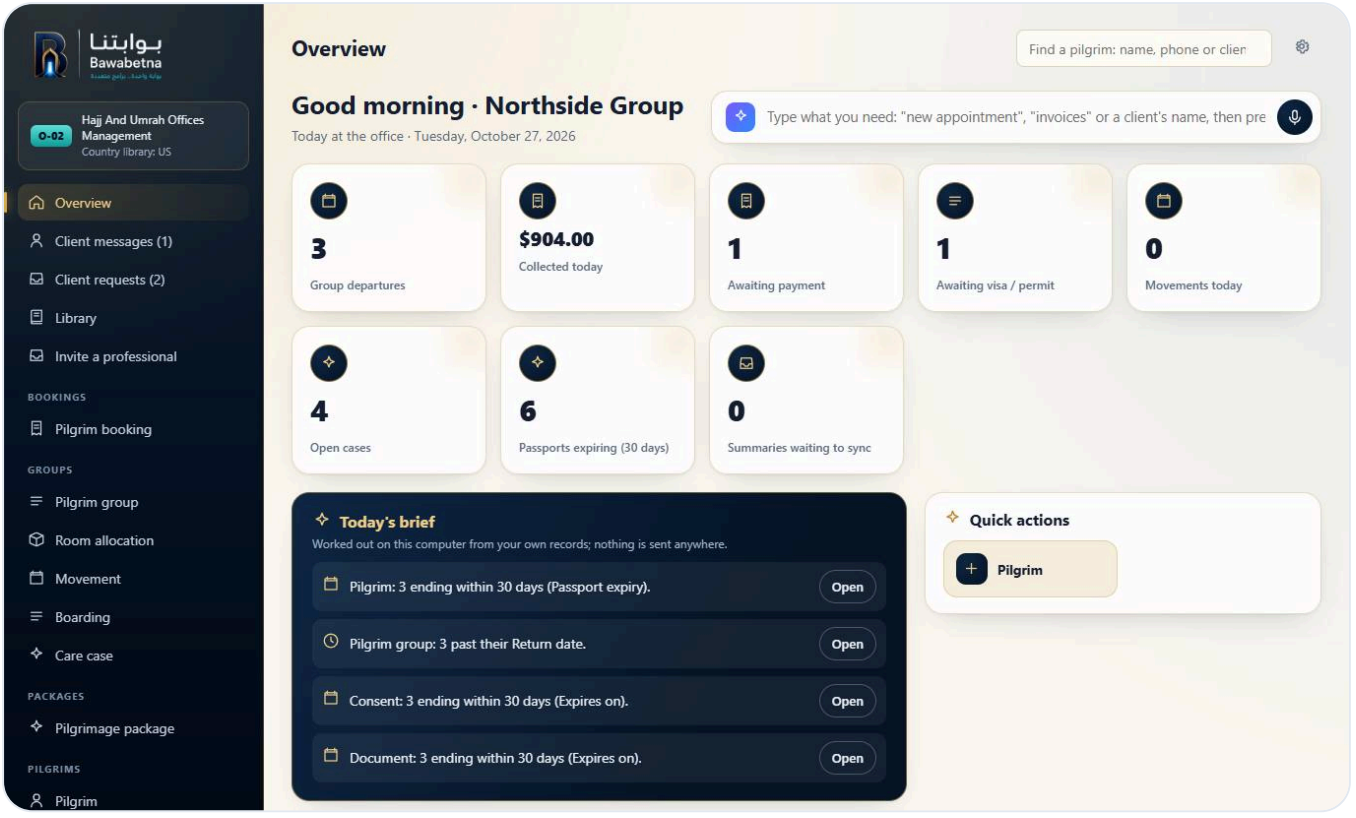
Bawabetna · User guide

Hajj And Umrah Offices 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:

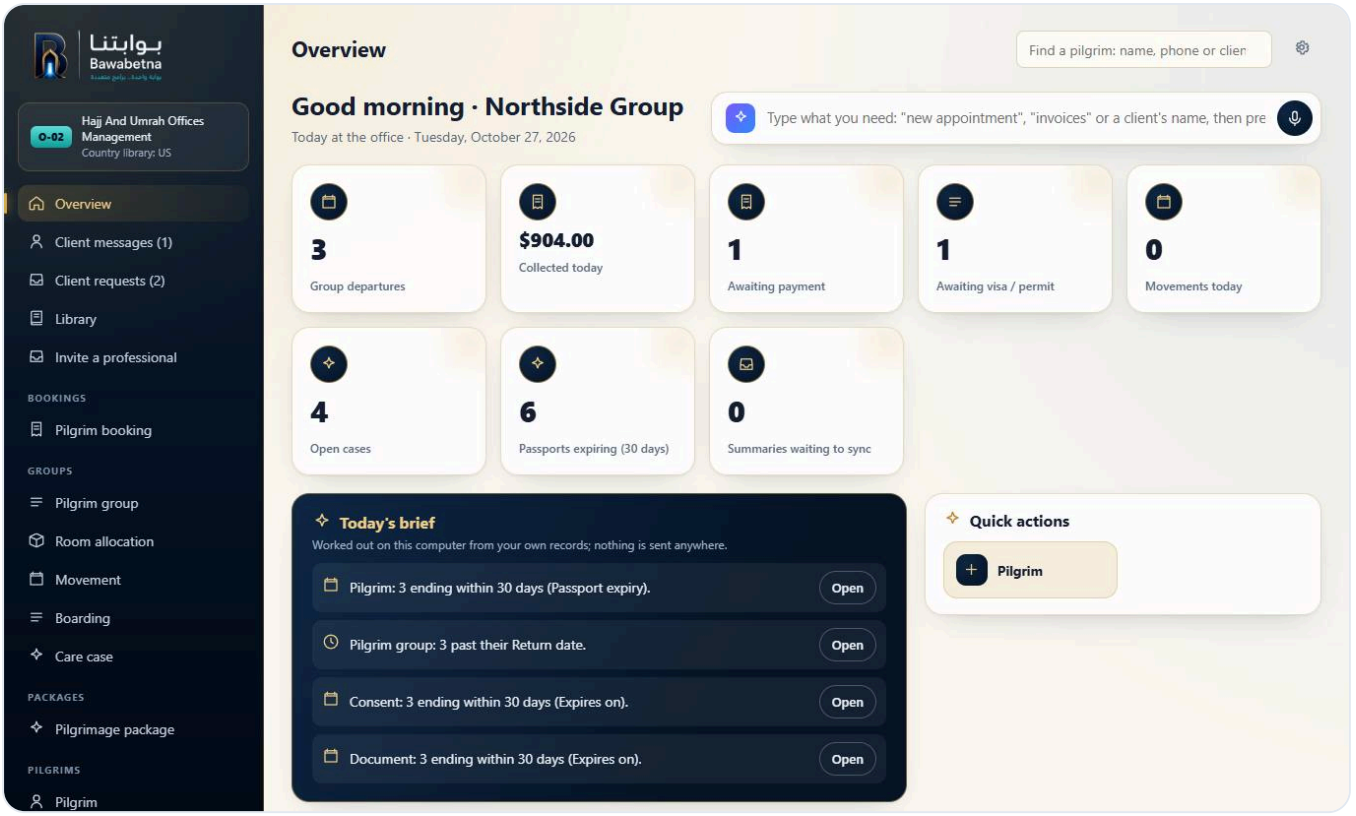
1. **Pilgrim office**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Office staff**: Full name, Job

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

- Accountant
- Group leader
- Manager
- Office owner
- Operations manager
- Sales officer

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".

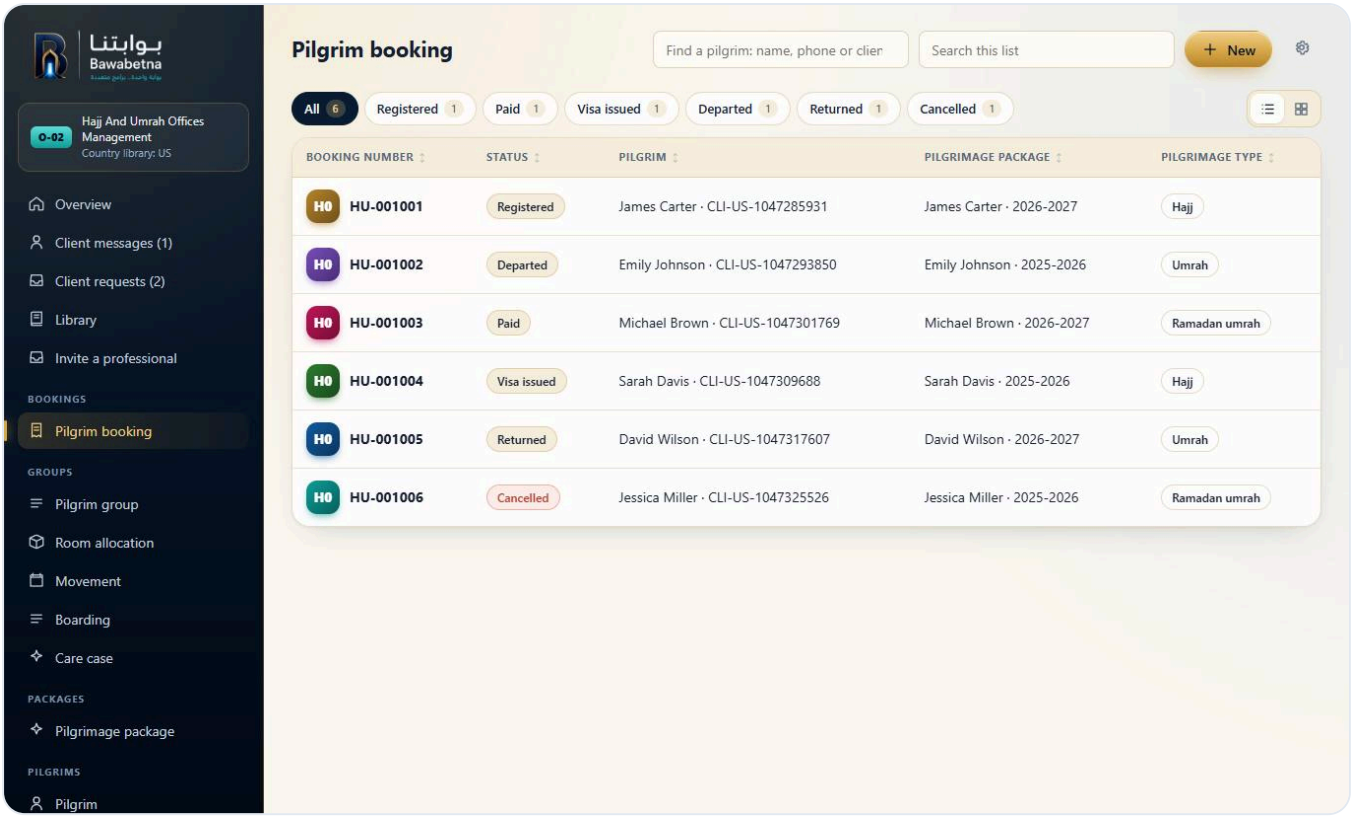


The home screen

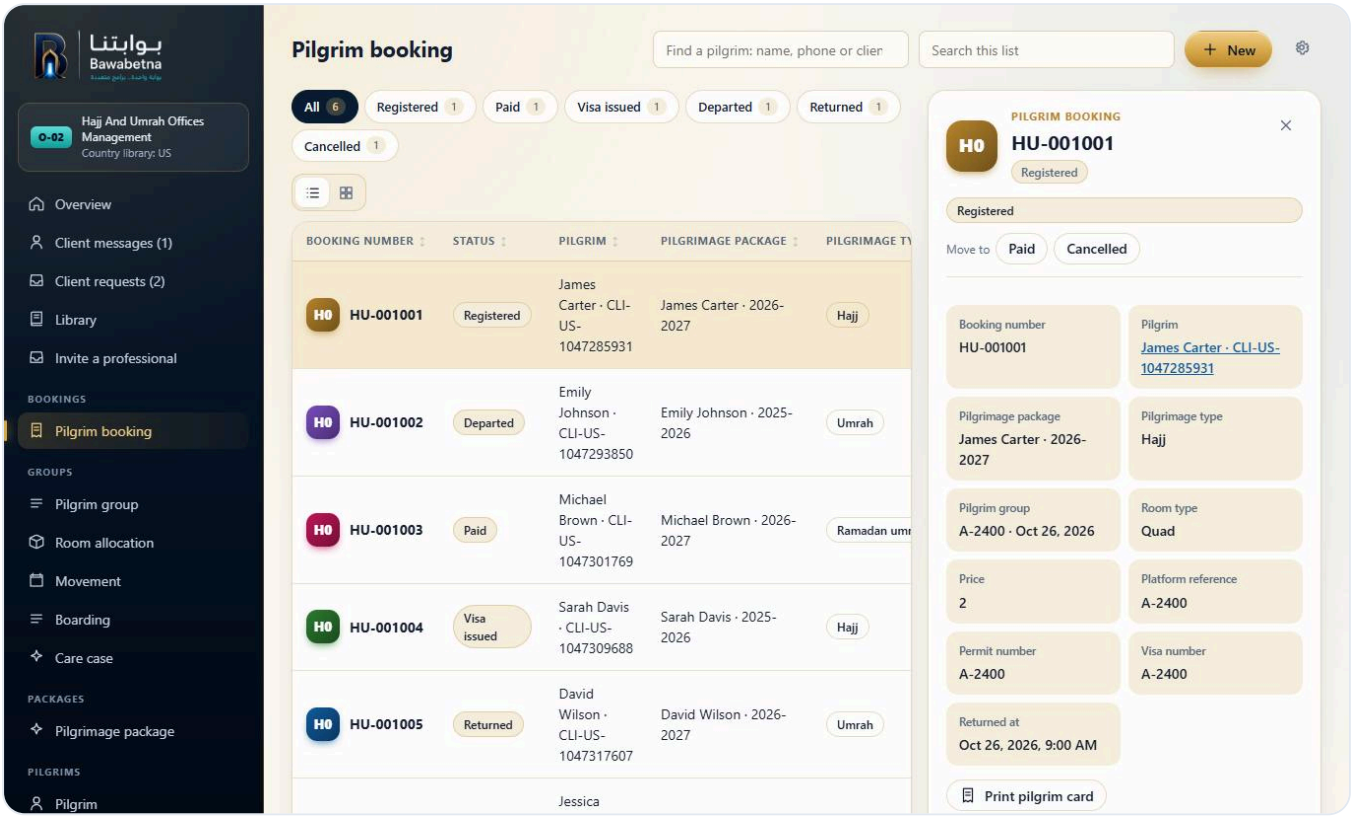
Screens and what you record in them

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



Pilgrim booking



A record open for editing

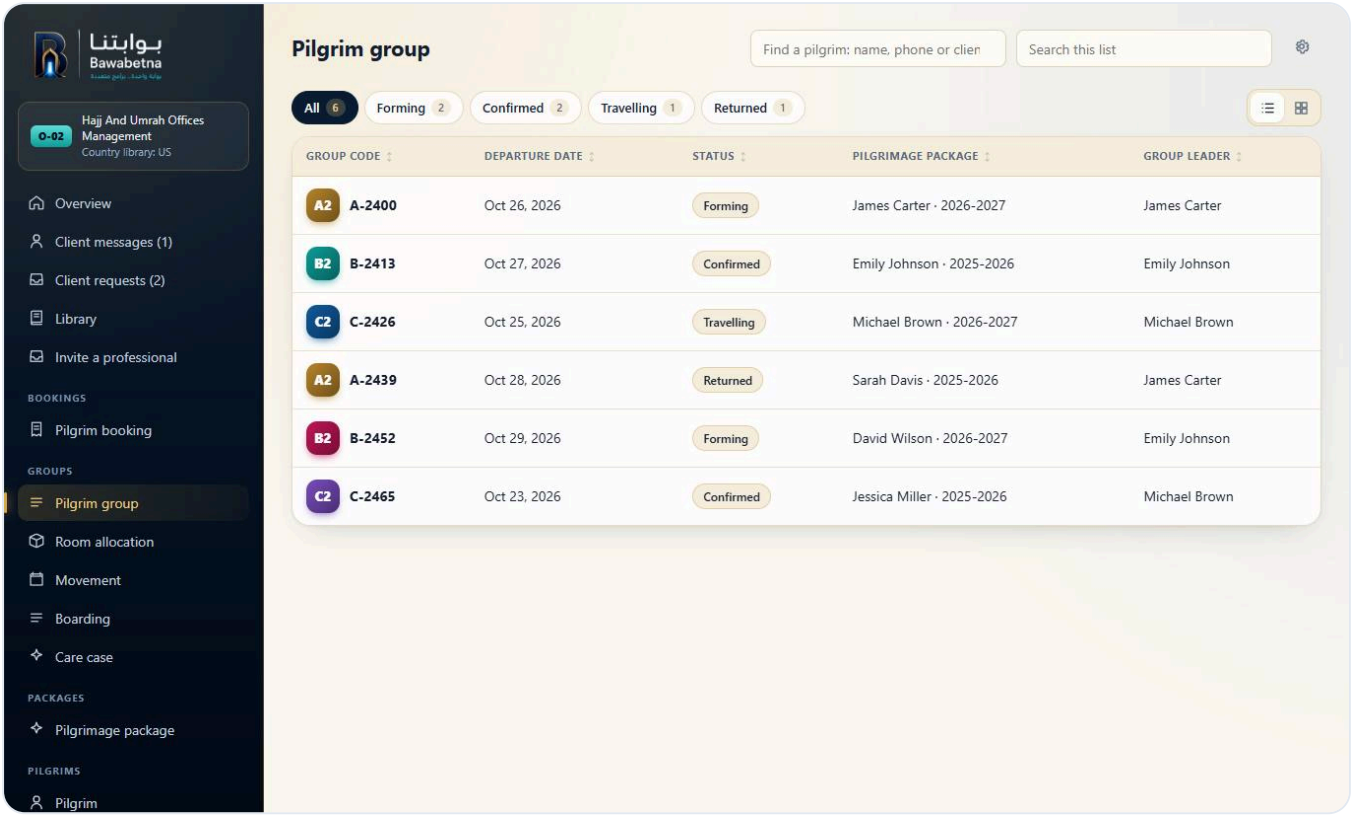
Pilgrim booking

What you record: Booking number (worked out by the program), Pilgrim (required), Pilgrimage package (required), Pilgrimage type (worked out by the program), Pilgrim group, Room type (required), Price (required), Platform reference, Permit number, Visa number, Special requests, Status (required), Returned at (worked out by the program)

Stages: A new record starts as "Registered".

- Departed → Returned
- Paid → Visa issued
- Paid → Cancelled
- Registered → Paid
- Registered → Cancelled
- Visa issued → Departed
- Visa issued → Cancelled

Groups



Pilgrim group

Pilgrim group

What you record: Group code (required), Pilgrimage package (required), Group leader, Mutawwif, Departure date (required), Return date (required), Flight details, Bus number, Assembly point, Status (required)

Stages: A new record starts as "Forming".

Confirmed → Travelling | Forming → Confirmed | Travelling → Returned

Room allocation

What you record: Pilgrim group (required), Pilgrim (required), City (required), Hotel, Room number (required), Bed

Movement

What you record: Pilgrim group (required), Leg (required), Departs at (required), Vehicle, Driver phone, Notes, Status (required), Boarded (worked out by the program)

Stages: A new record starts as "Planned".

Delayed → Done | Planned → Done | Planned → Delayed

Boarding

What you record: Movement (required), Pilgrim booking (required), Pilgrim group (worked out by the program), Boarded at (worked out by the program), Seat

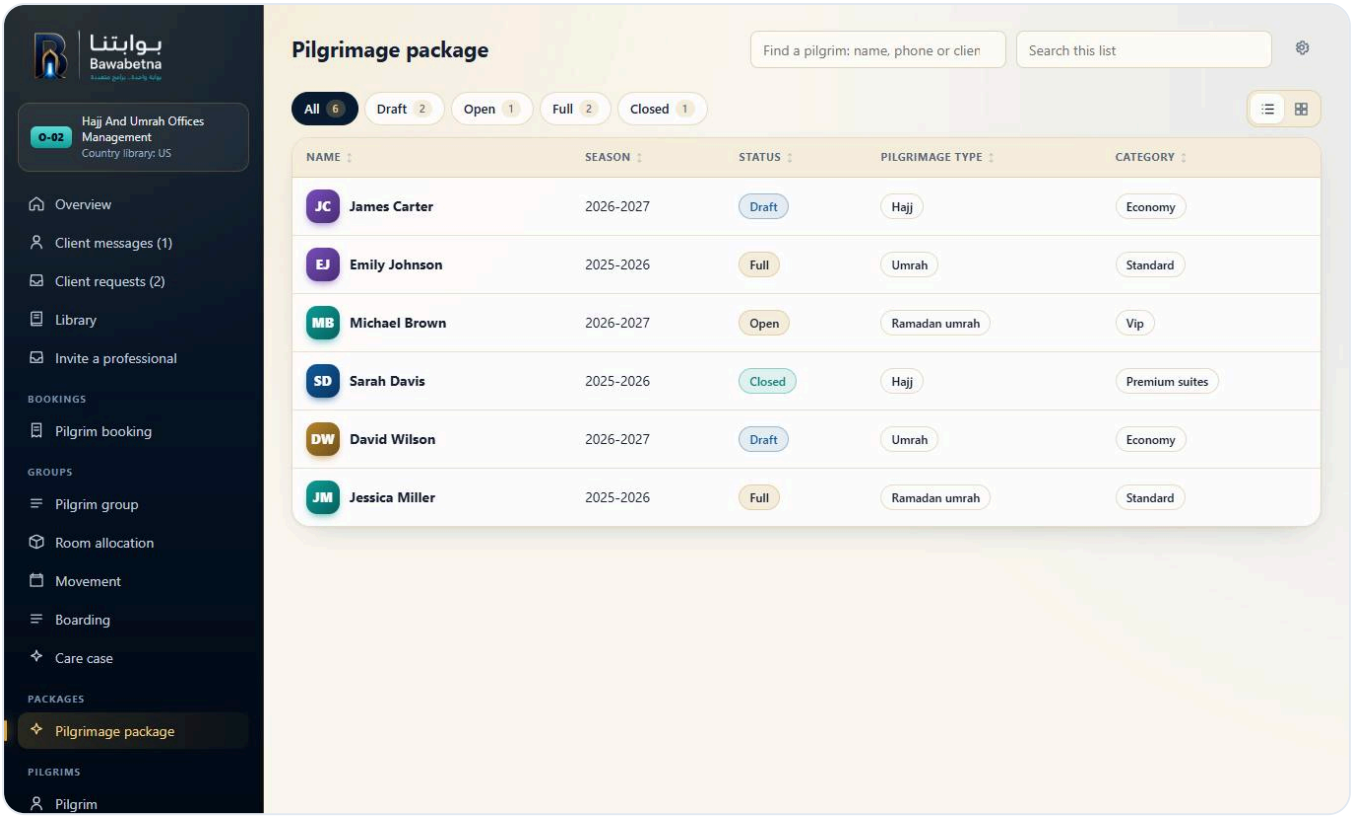
Care case

What you record: Pilgrim (required), Pilgrim group, Reported at (required), Case type (required), Severity (required), Description (required), Action taken, Office staff, Status (required)

Stages: A new record starts as "Open".

In progress → Resolved | Open → In progress | Open → Resolved

Packages



Pilgrimage package

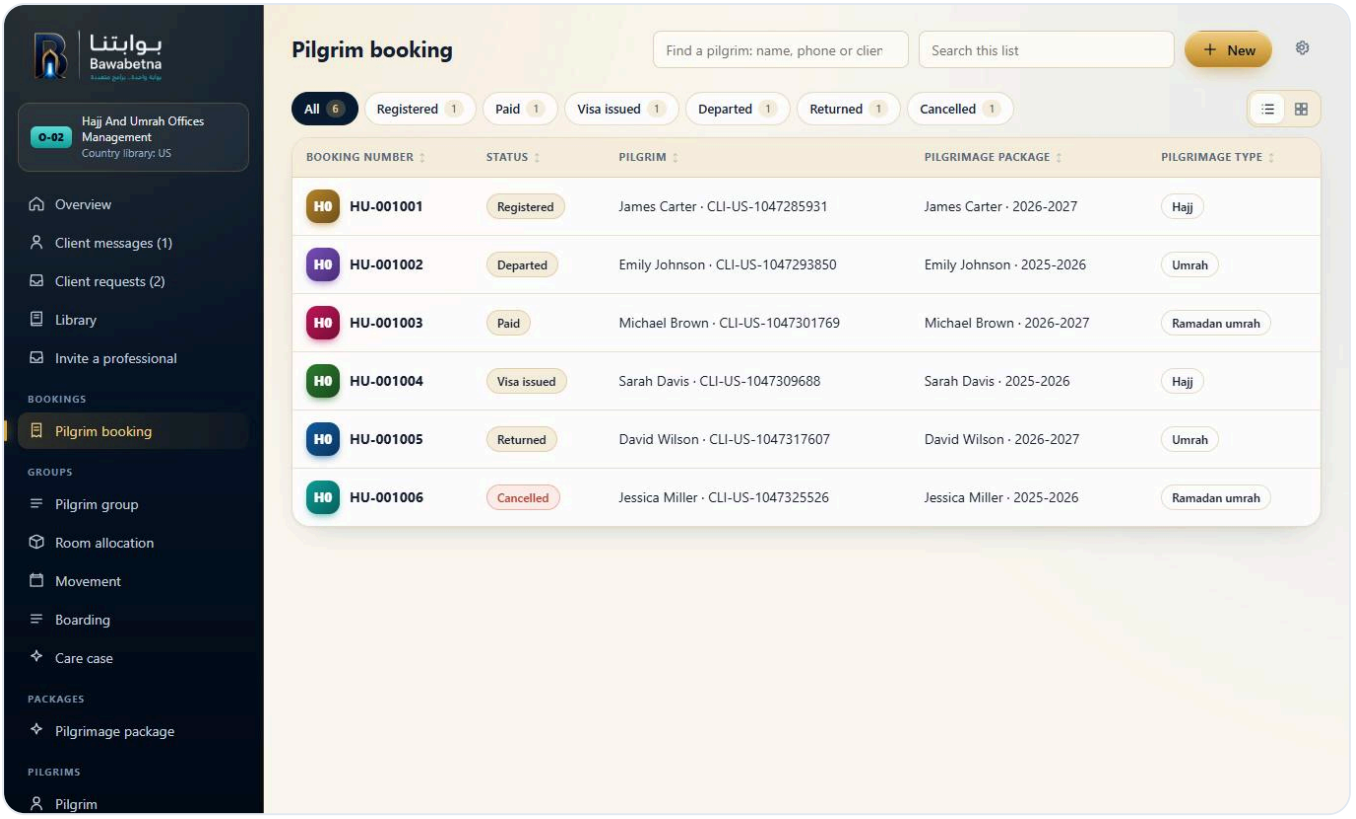
Pilgrimage package

What you record: Name (required), Pilgrimage type (required), Season (required), Category (required), Makkah hotel, Makkah nights, Madinah hotel, Madinah nights, Mashair camp, Transport, Price quad, Price triple, Price double, Seats (required), Seats booked (worked out by the program), Seats left (worked out by the program), Includes, Status (required)

Stages: A new record starts as "Draft".

Draft → Open | Full → Open | Full → Closed | Open → Full | Open → Closed

Pilgrims



Pilgrim

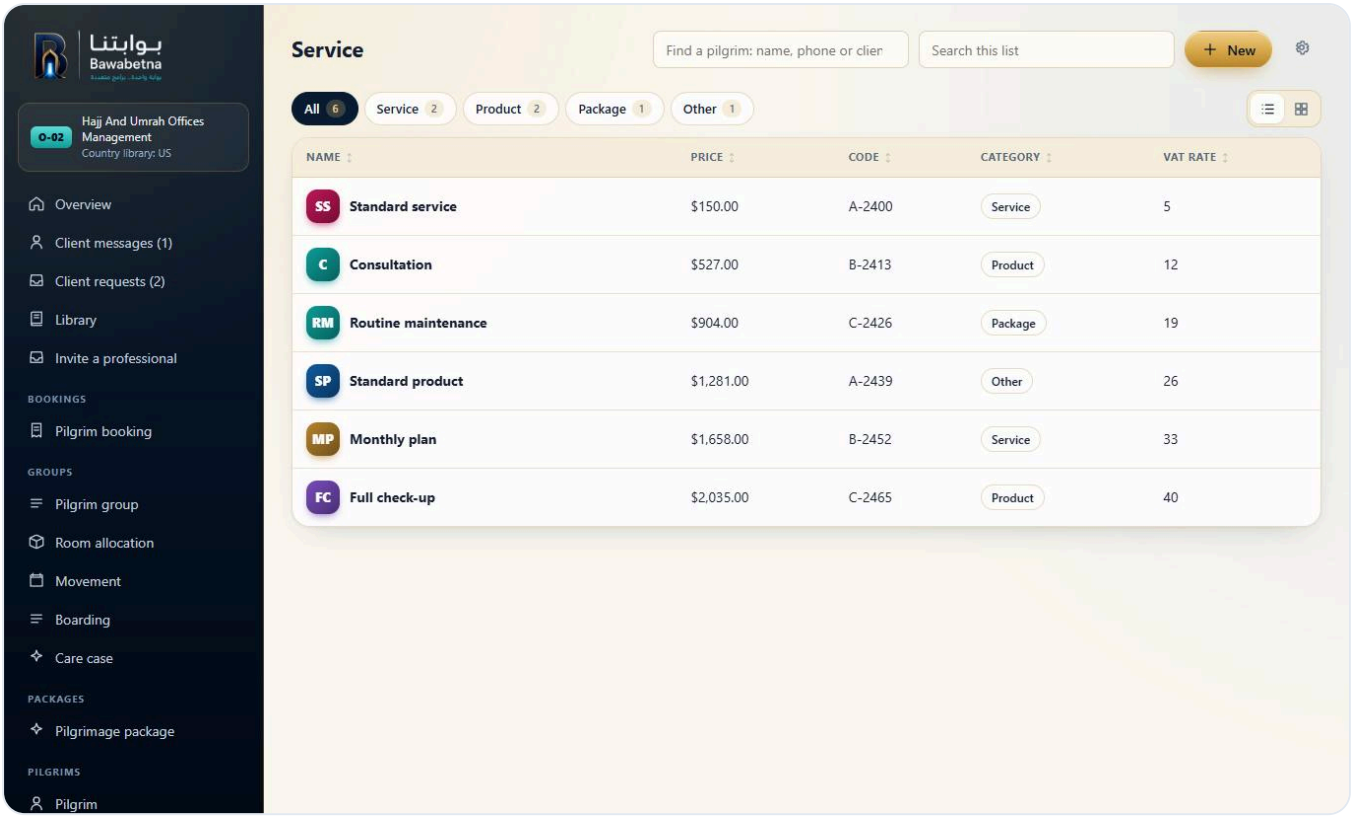
Pilgrim

What you record: Full name (required), Gender (required), Birth date (required), Nationality (required), Passport number, Passport expiry, Mahram name, Mahram relation, Meningitis vaccine date, Chronic conditions, Mobility needs, Emergency contact, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Document

What you record: Pilgrim (required), Pilgrim 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), Pilgrim (required), Pilgrim 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

Pilgrim office

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

Branch

What you record: Pilgrim office (required), Name (required), Address, Phone

Office staff

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

- Pilgrims by package
- Cases 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.