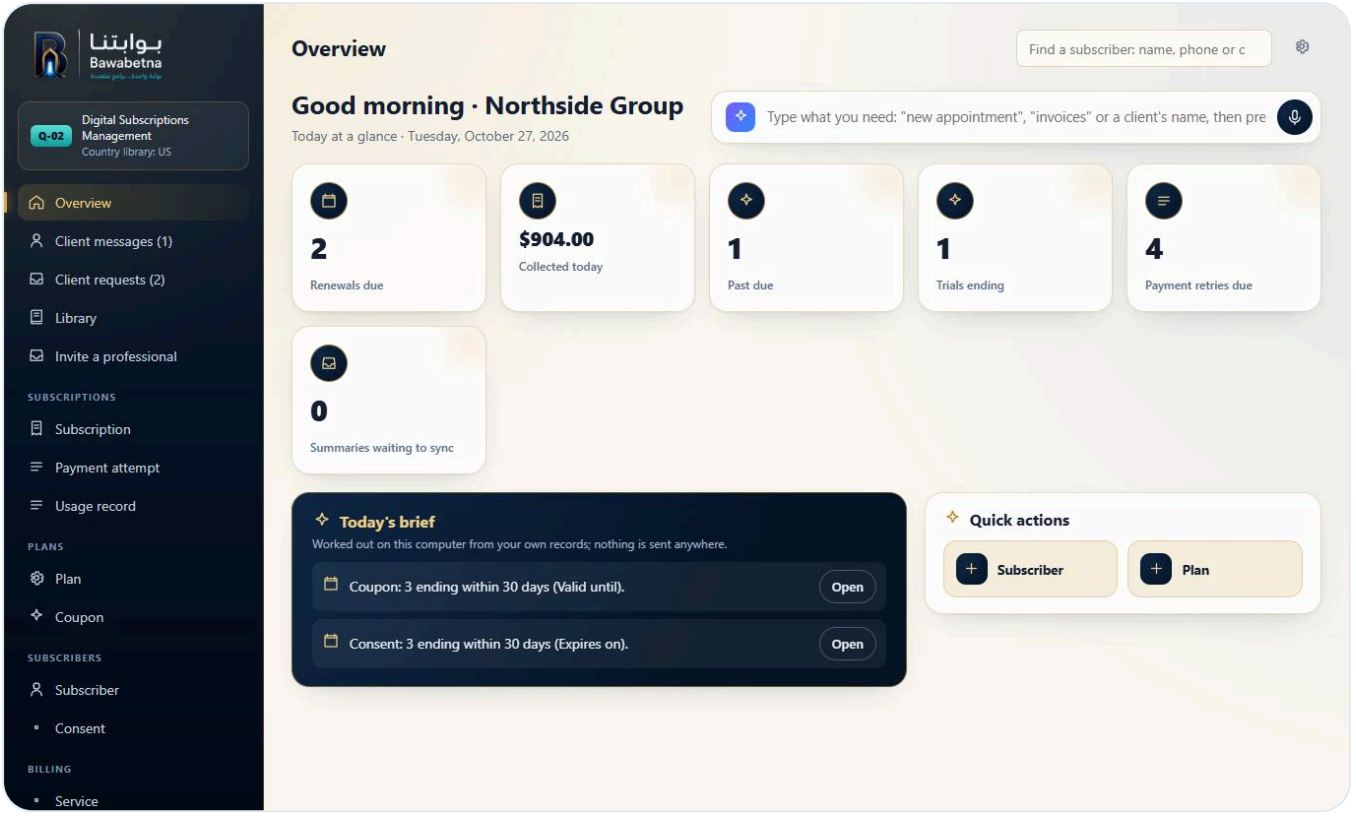
**Bawabetna · User guide**

# Digital Subscriptions 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:

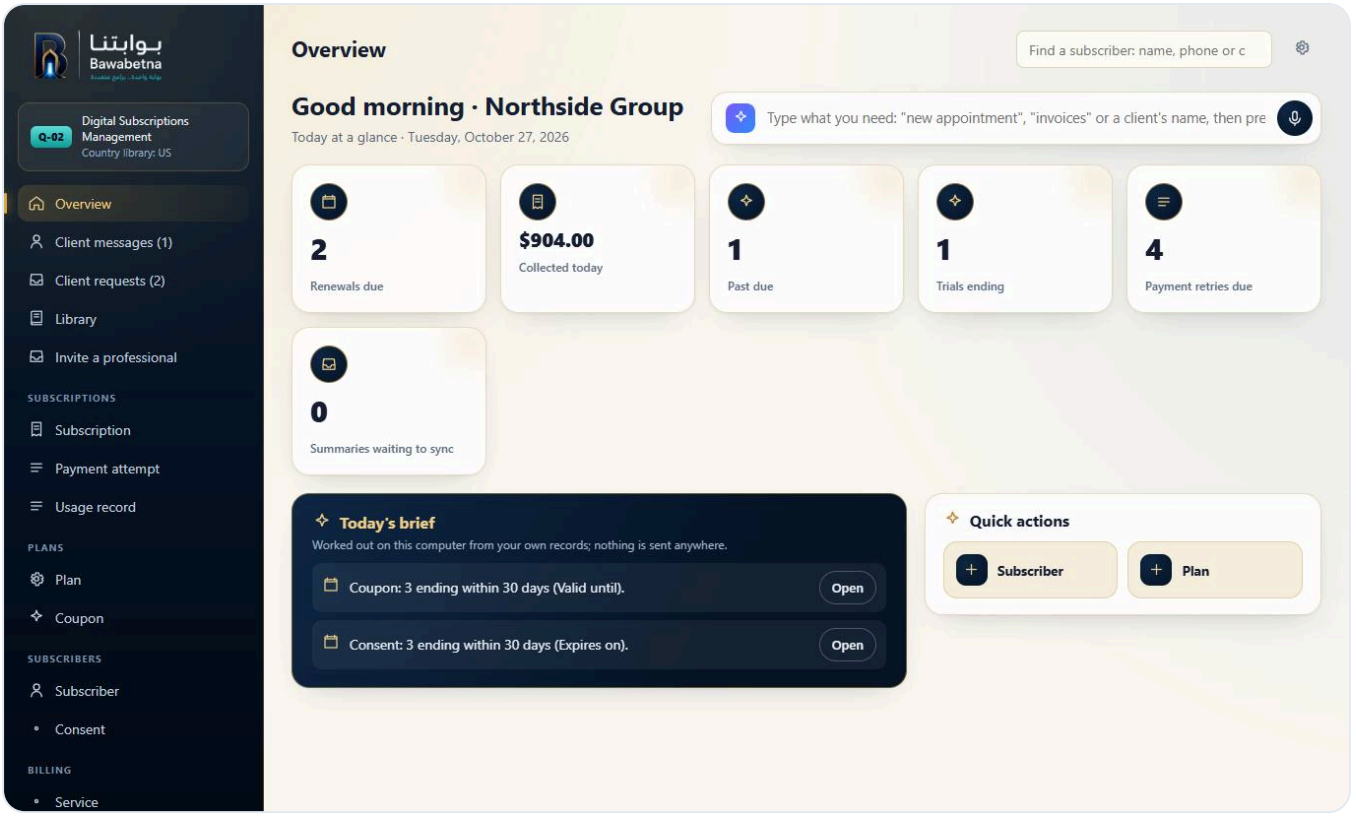
1. **Subscription business**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Team member**: Full name, Role

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

- Billing manager
- Business owner
- Manager
- Support agent

# 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".

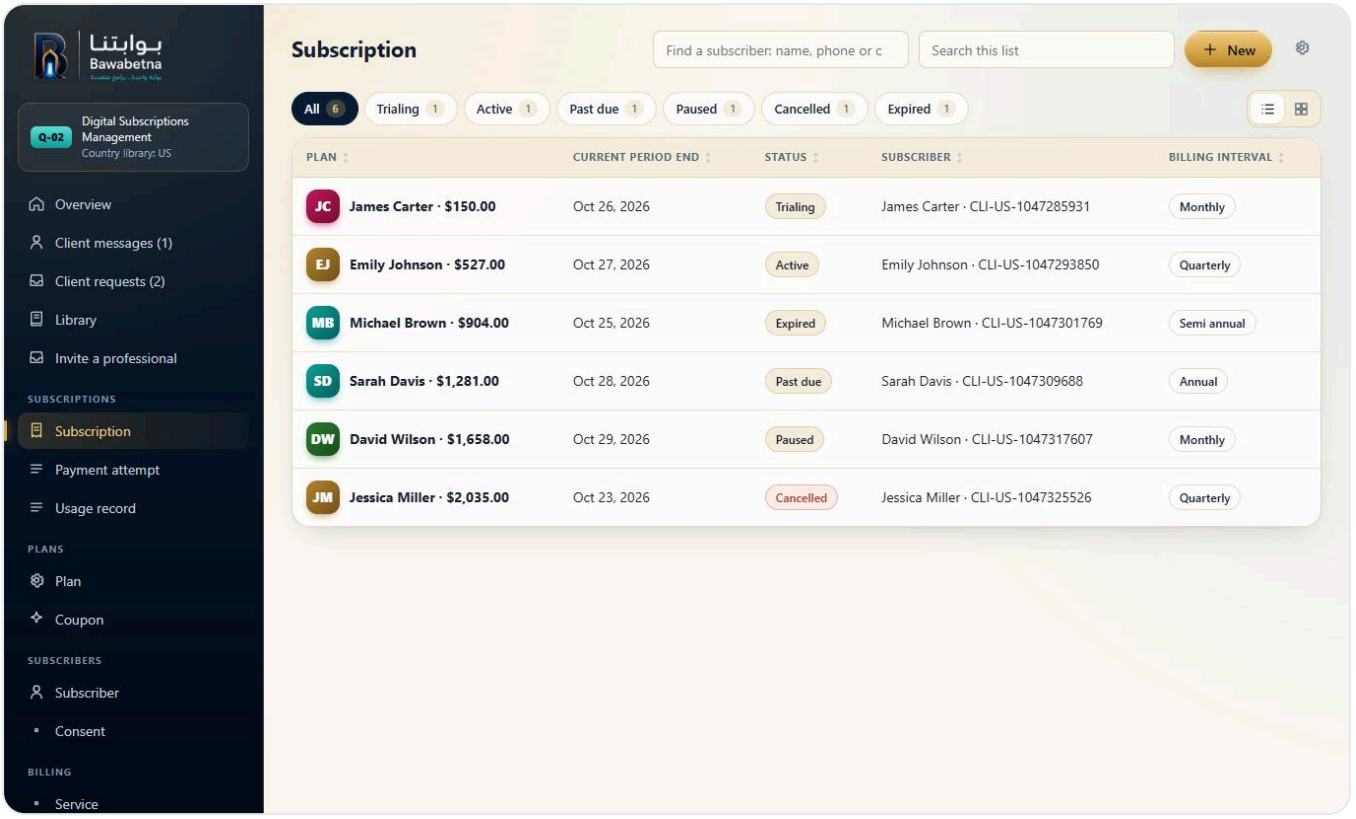



The home screen

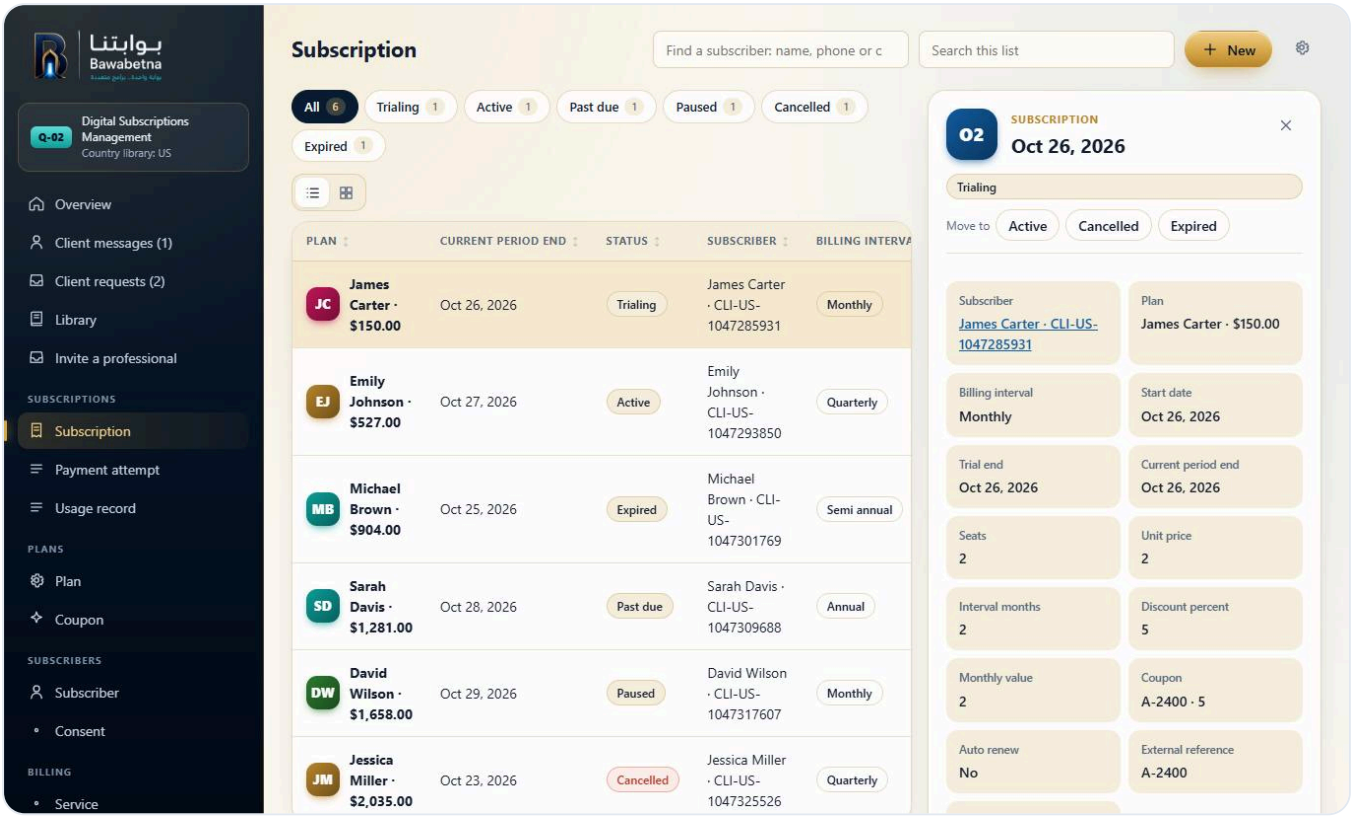
## Screens and what you record in them

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.

# Subscriptions




Subscription




A record open for editing

### Subscription

**What you record:** Subscriber (required), Plan (required), Billing interval (worked out by the program), Start date (required), Trial end, Current period end (required), Seats, Unit price (required), Interval months (required), Discount percent, Monthly value (worked out by the program), Coupon, Auto renew, External reference, Cancel reason, Status (required)

**Stages:** A new record starts as "Trialing".

Active → Past due | Active → Paused | Active → Cancelled | Active → Expired | Expired → Active | Past due → Active | Past due → Cancelled | Paused → Active | Paused → Cancelled | Trialing → Active | Trialing → Cancelled | Trialing → Expired

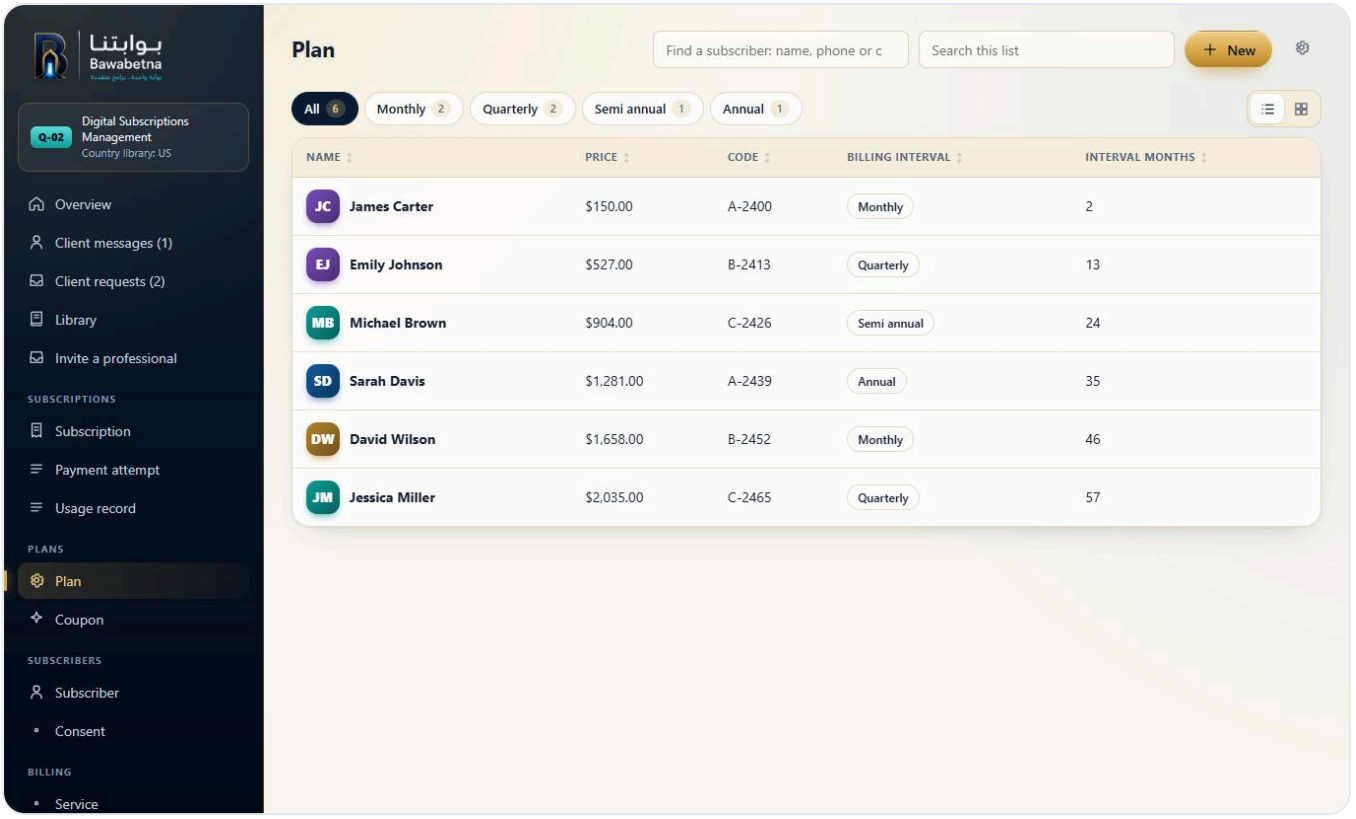
### Payment attempt

**What you record:** Subscription (required), Attempted on (required), Amount (required), Method, Result (required), Failure reason, Retry on, Attempt number, Gateway reference

### Usage record

**What you record:** Subscription (required), Metric (required), Period start (required), Period end (required), Quantity (required), Included, Overage (worked out by the program)

# Plans




Plan

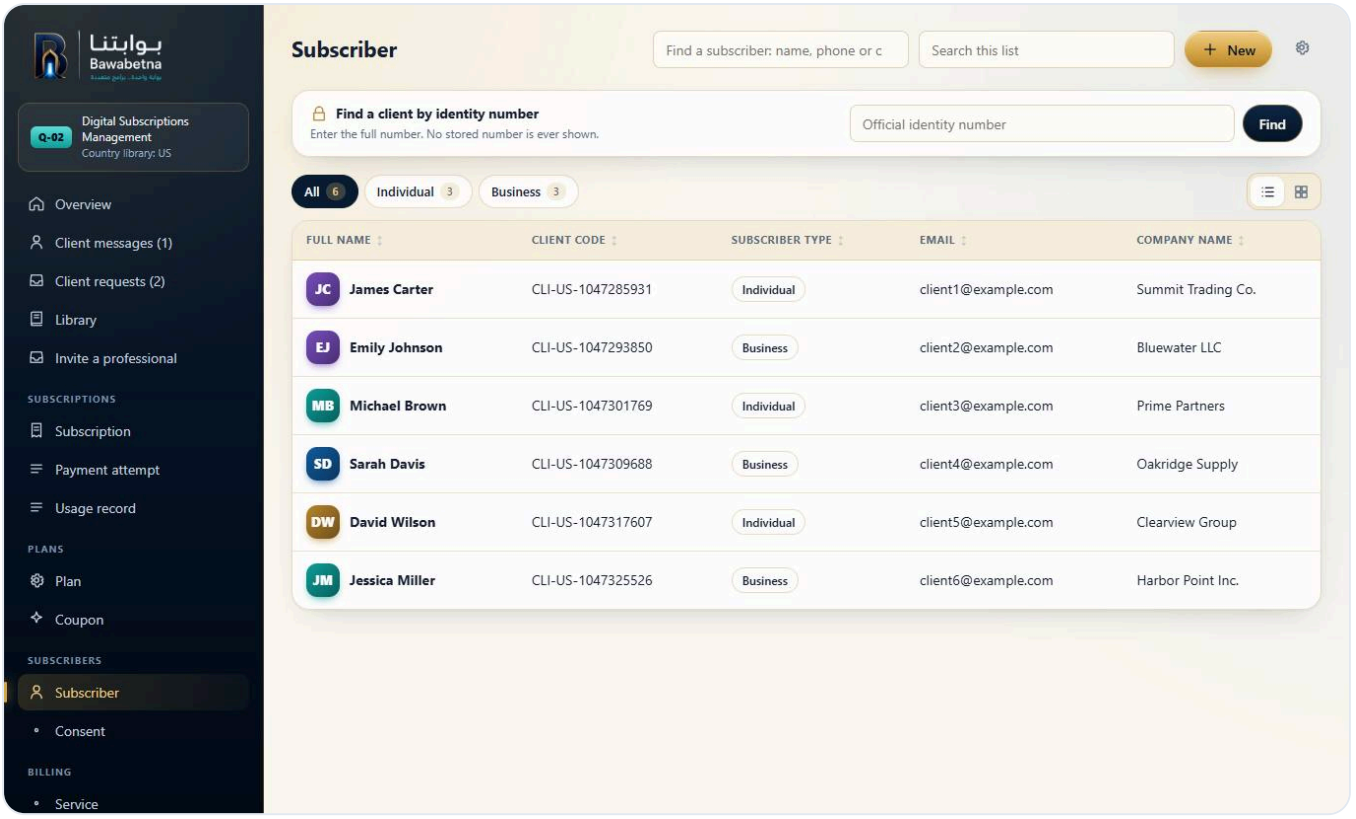
### Plan

**What you record:** Name (required), Code (required), Billing interval (required), Interval months (required), Price (required), Trial days, Pricing model, Included units, Features, Active

### Coupon

**What you record:** Code (required), Percent off, Amount off, Duration (required), Max redemptions, Valid until, Active

# Subscribers

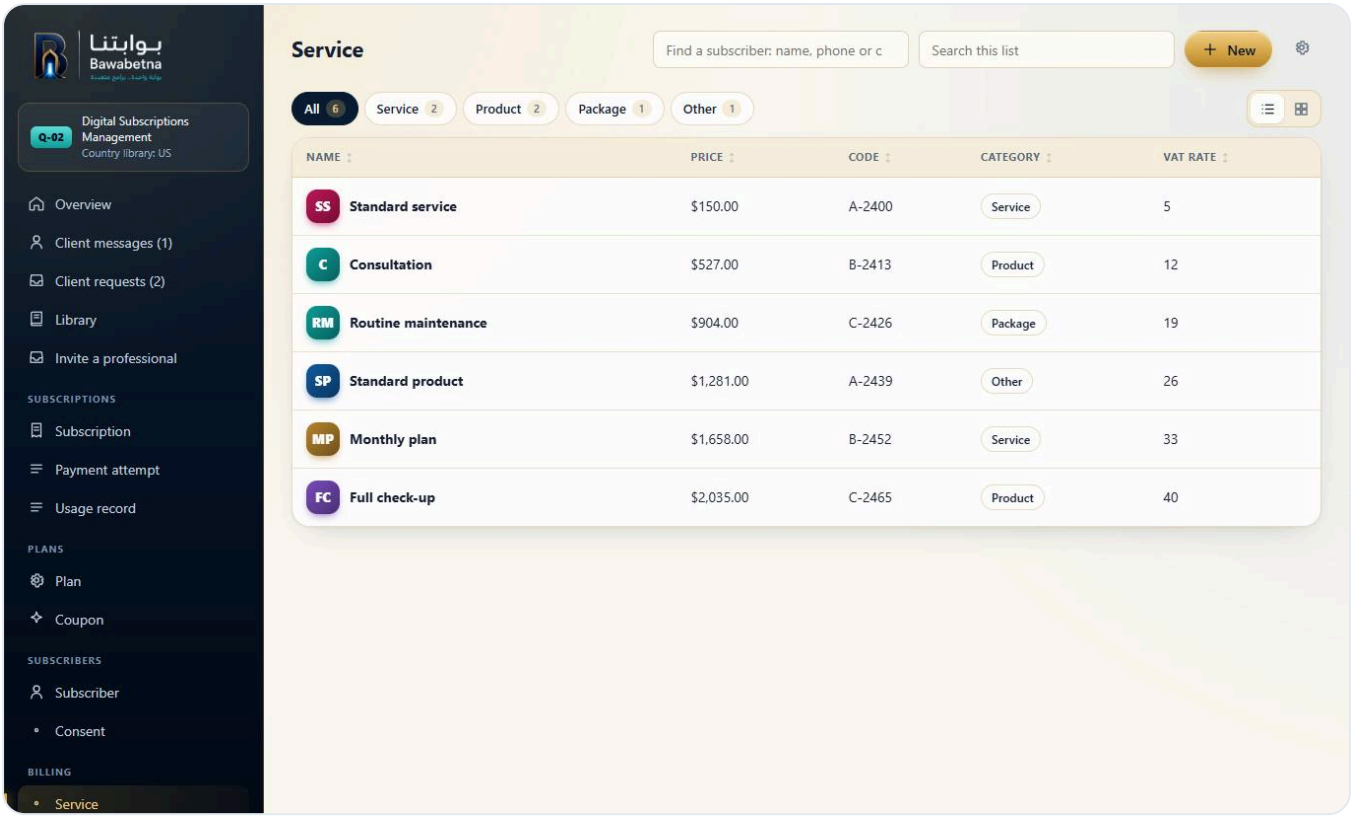



Subscriber

### Subscriber

**What you record:** Full name (required), Subscriber type, Email, Company name, Country code, Acquisition channel, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

## 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), Subscriber (required), Subscription, 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)

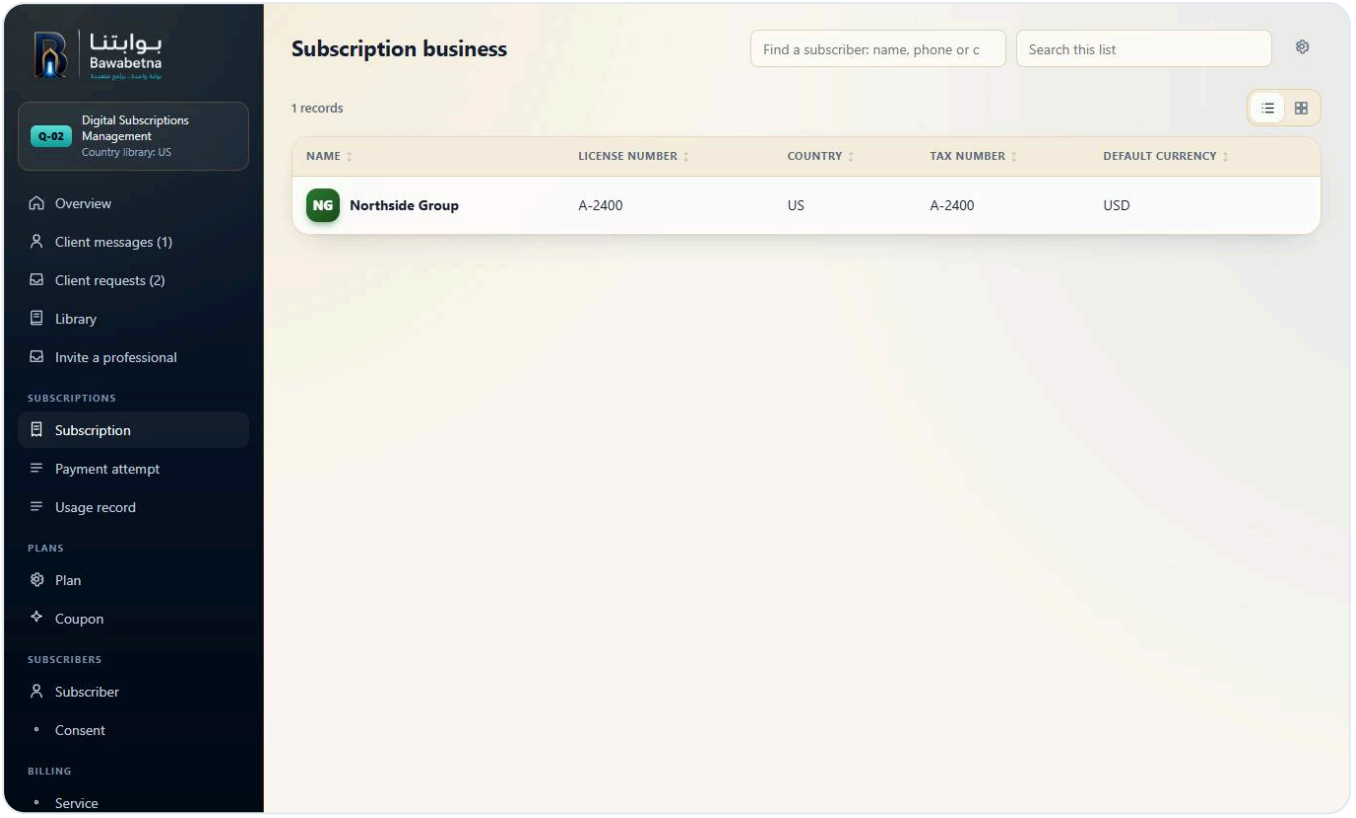
### Payment

**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




Subscription business

**Subscription business**

**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:** Subscription business (required), Name (required), Address, Phone

**Team member**

**What you record:** Branch (required), Full name (required), License number, Email, 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:

- MRR by plan
- Subscriptions by status
- Churn reasons
- Payment failures
- New subscribers by channel
- 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.