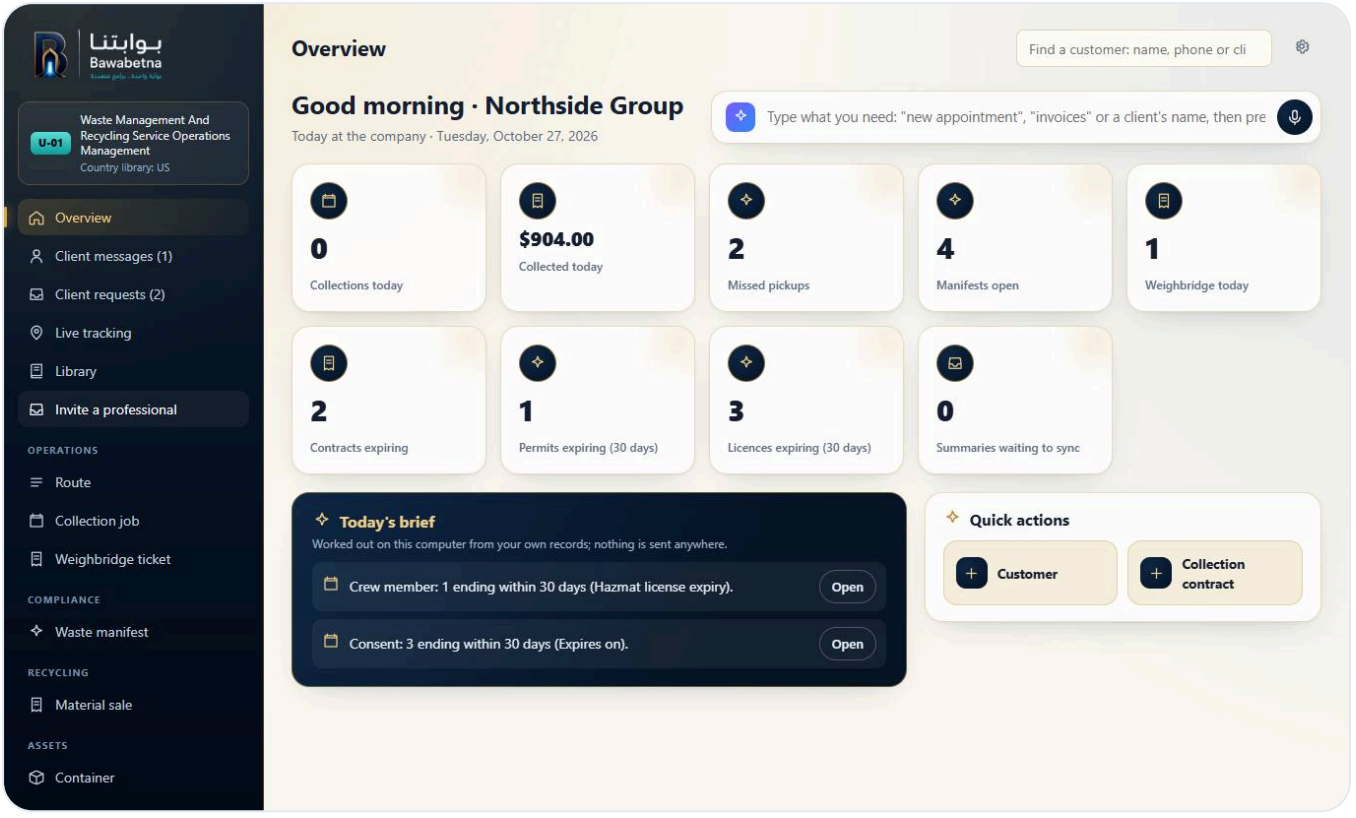
Bawabetna · User guide

Waste Management And Recycling Service Operations 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:

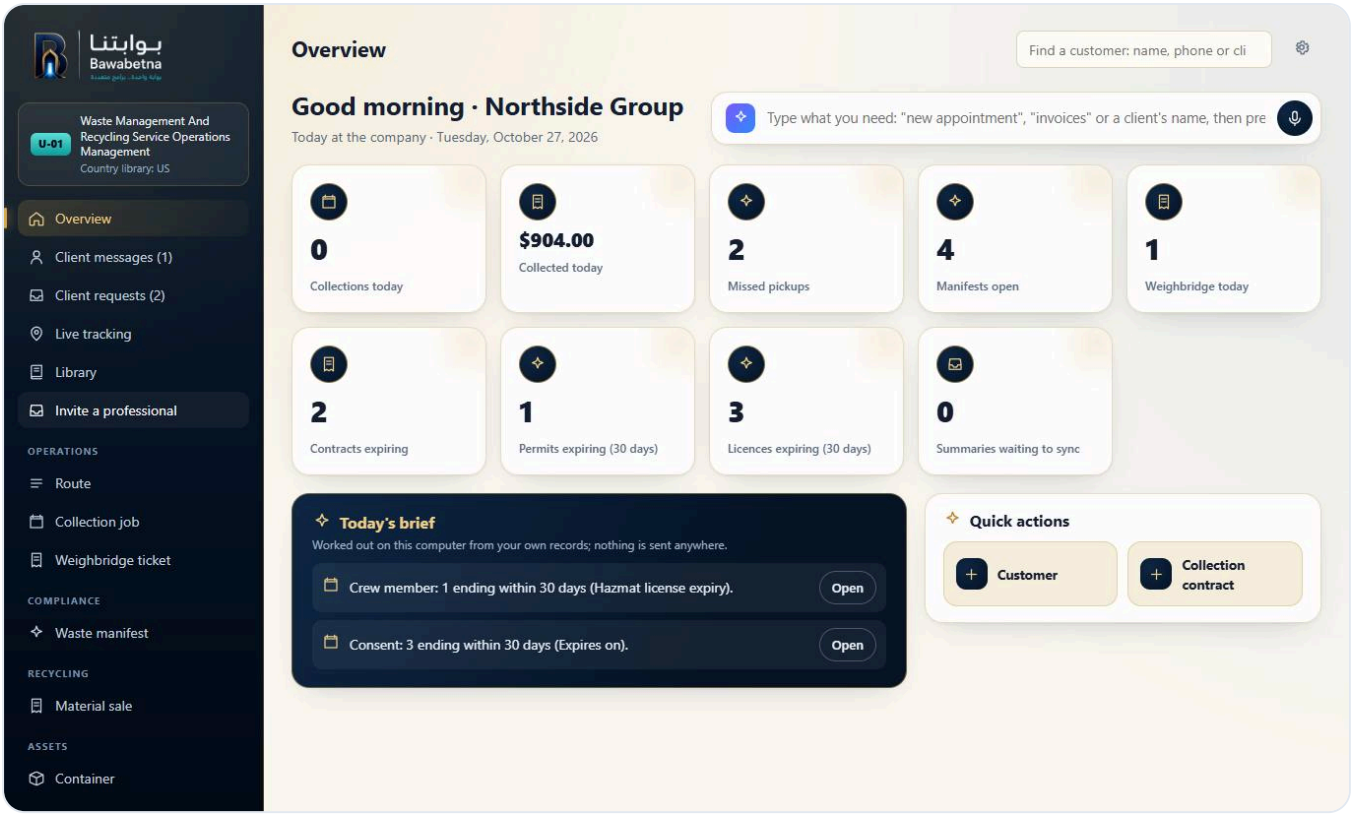
1. **Waste company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Crew member**: Full name, Job

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

- Company owner
- Dispatcher
- Driver
- Manager
- Operations manager
- Weighbridge operator

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".

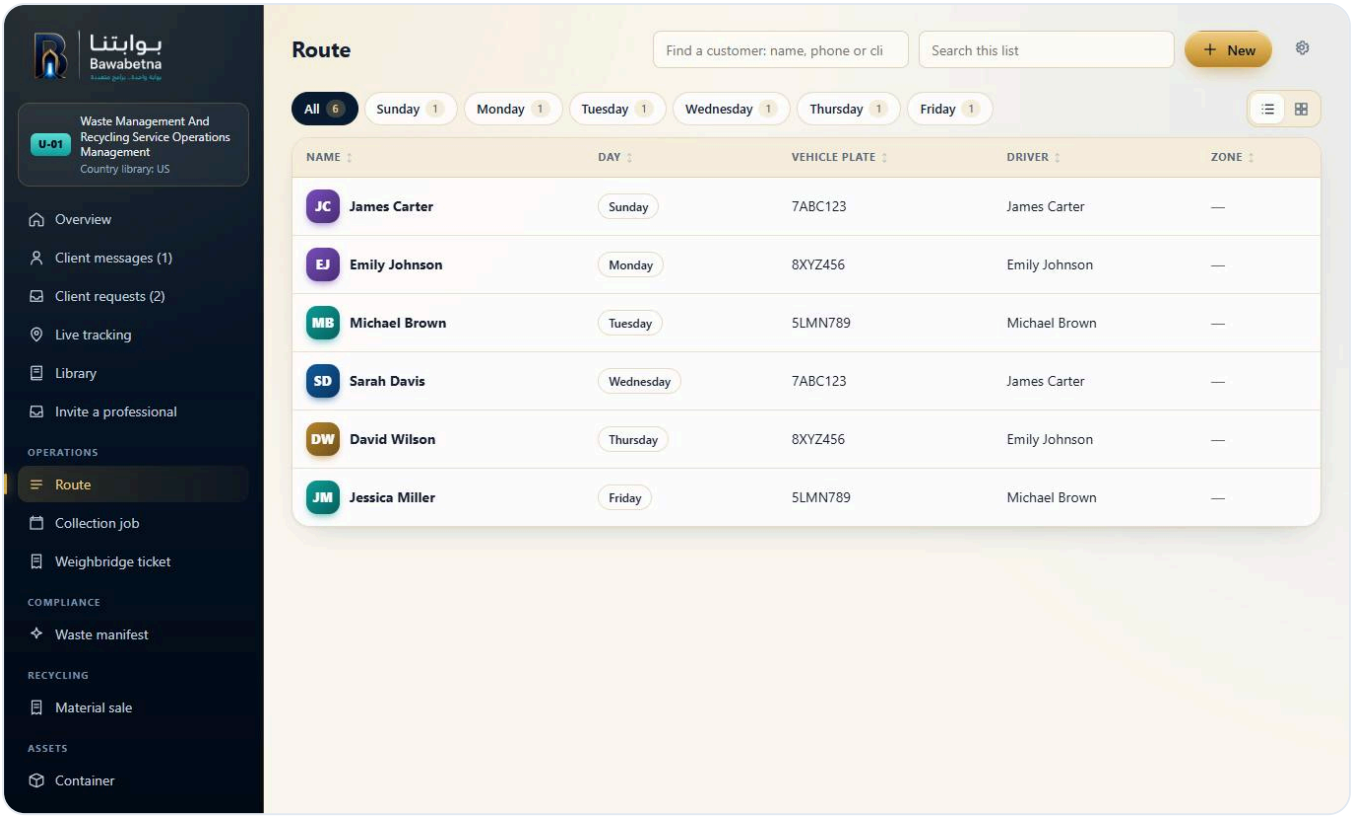


The home screen

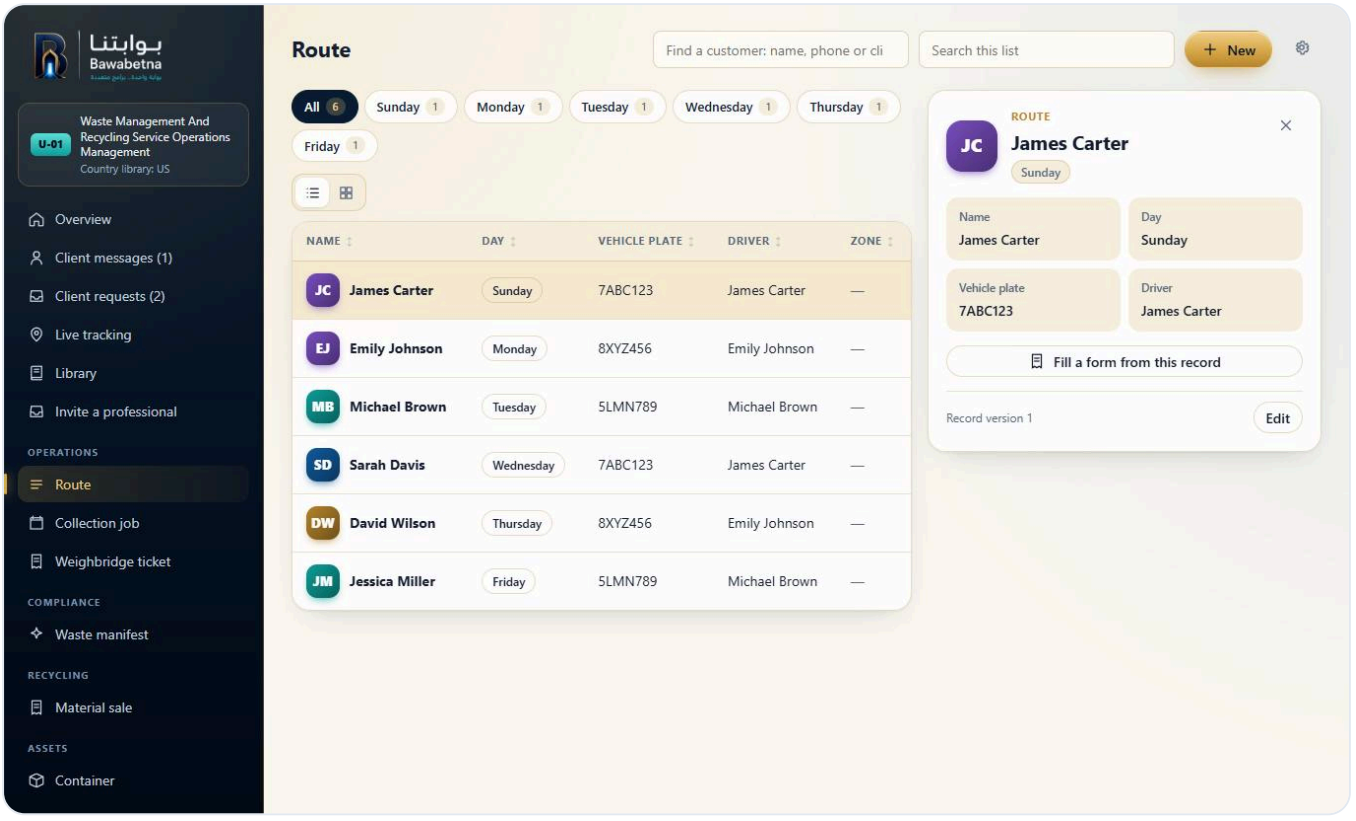
Screens and what you record in them

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.

Operations



Route



A record open for editing

Route

What you record: Name (required), Day (required), Vehicle plate, Driver, Zone

Collection job

What you record: Service site (required), Collection contract, Route, Scheduled on (required), Waste stream (required), Container, Crew member, Lifts, Estimated weight kg, Photo, Missed reason, Status (required)

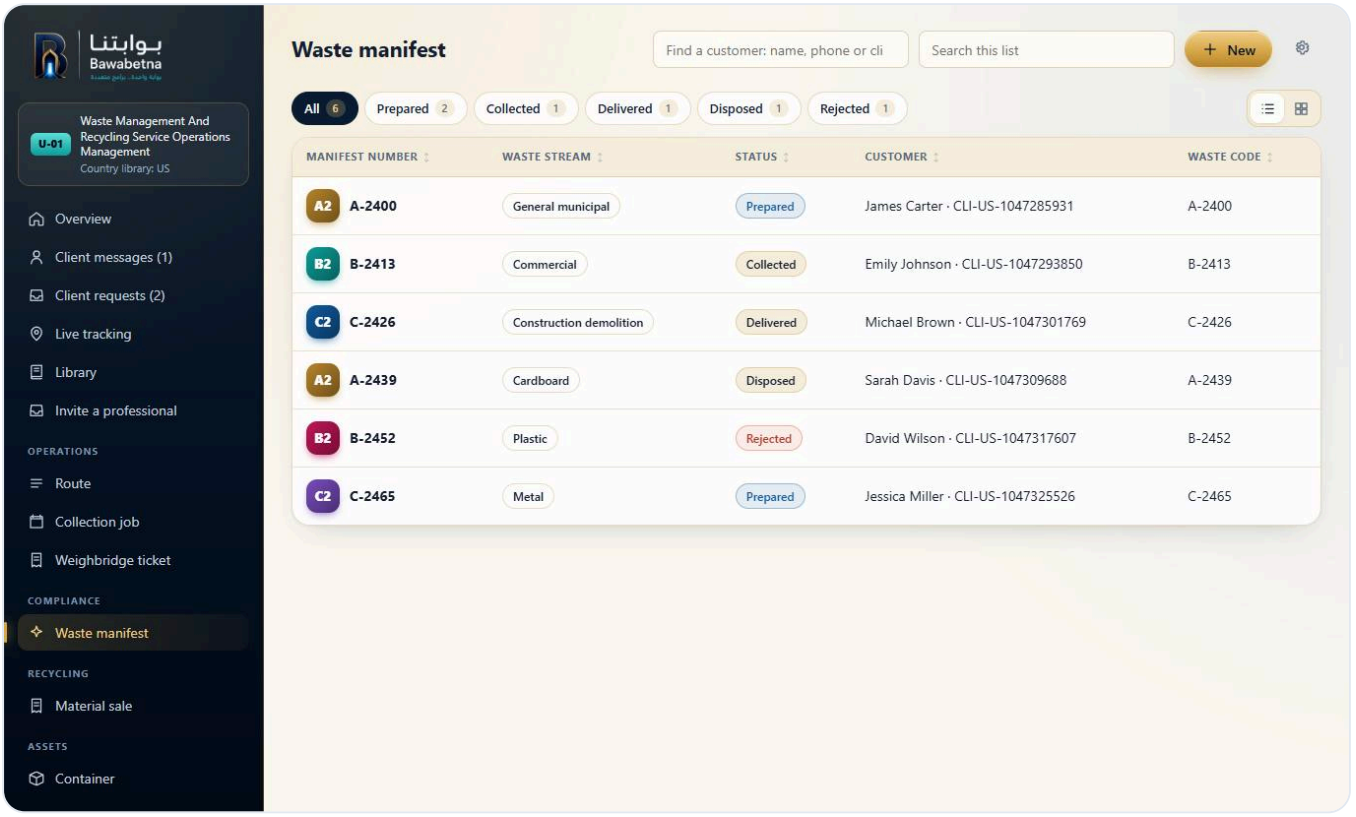
Stages: A new record starts as "Scheduled".

Missed → Scheduled | Scheduled → Collected | Scheduled → Missed | Scheduled → Cancelled

Weighbridge ticket

What you record: Ticket number (required), Vehicle plate (required), Customer, Waste stream (required), Direction (required), Gross kg (required), Tare kg (required), Net kg (worked out by the program), Price per ton, Charge (worked out by the program), Destination (required), Weighed at (worked out by the program), Crew member

Permits



Waste manifest

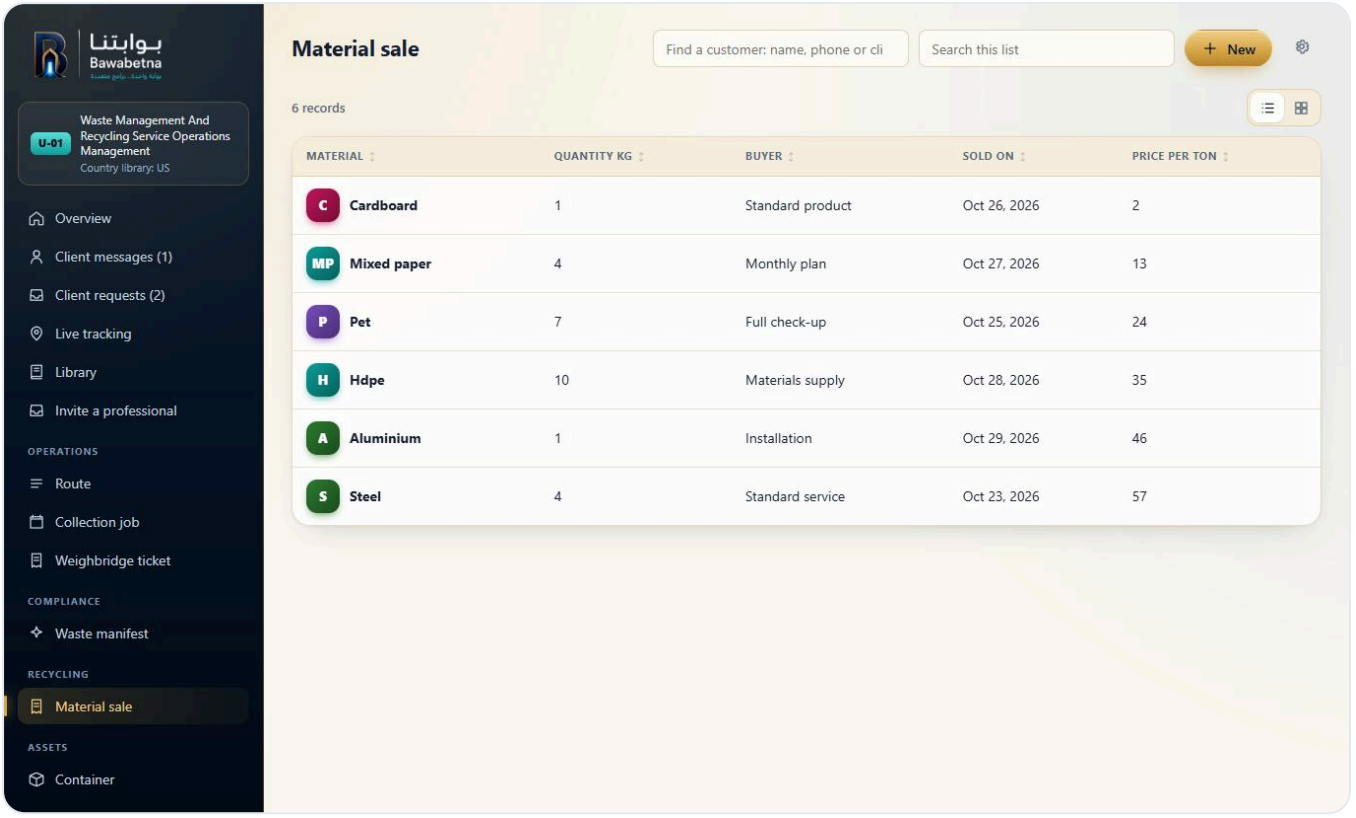
Waste manifest

What you record: Manifest number (required), Customer (required), Waste stream (required), Waste code, Quantity kg (required), Packaging, Transporter vehicle, Receiving facility (required), Pickup date (required), Disposal method, Certificate number, Files, Status (required), Disposed at (worked out by the program)

Stages: A new record starts as "Prepared".

Collected → Delivered | Delivered → Disposed | Delivered → Rejected | Prepared → Collected

Recycling

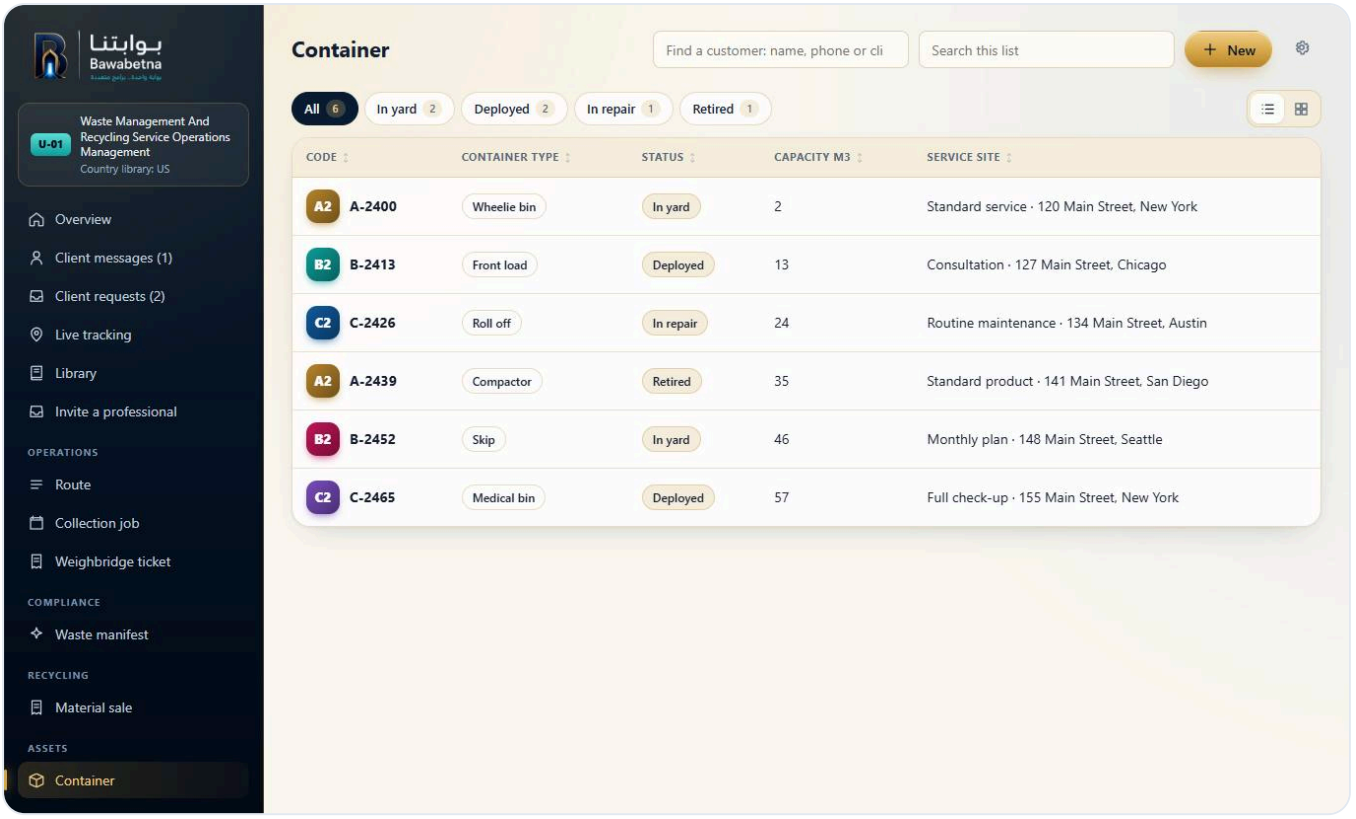


Material sale

Material sale

What you record: Material (required), Buyer (required), Sold on (required), Quantity kg (required), Price per ton (required), Amount (worked out by the program)

Assets and leases



Container

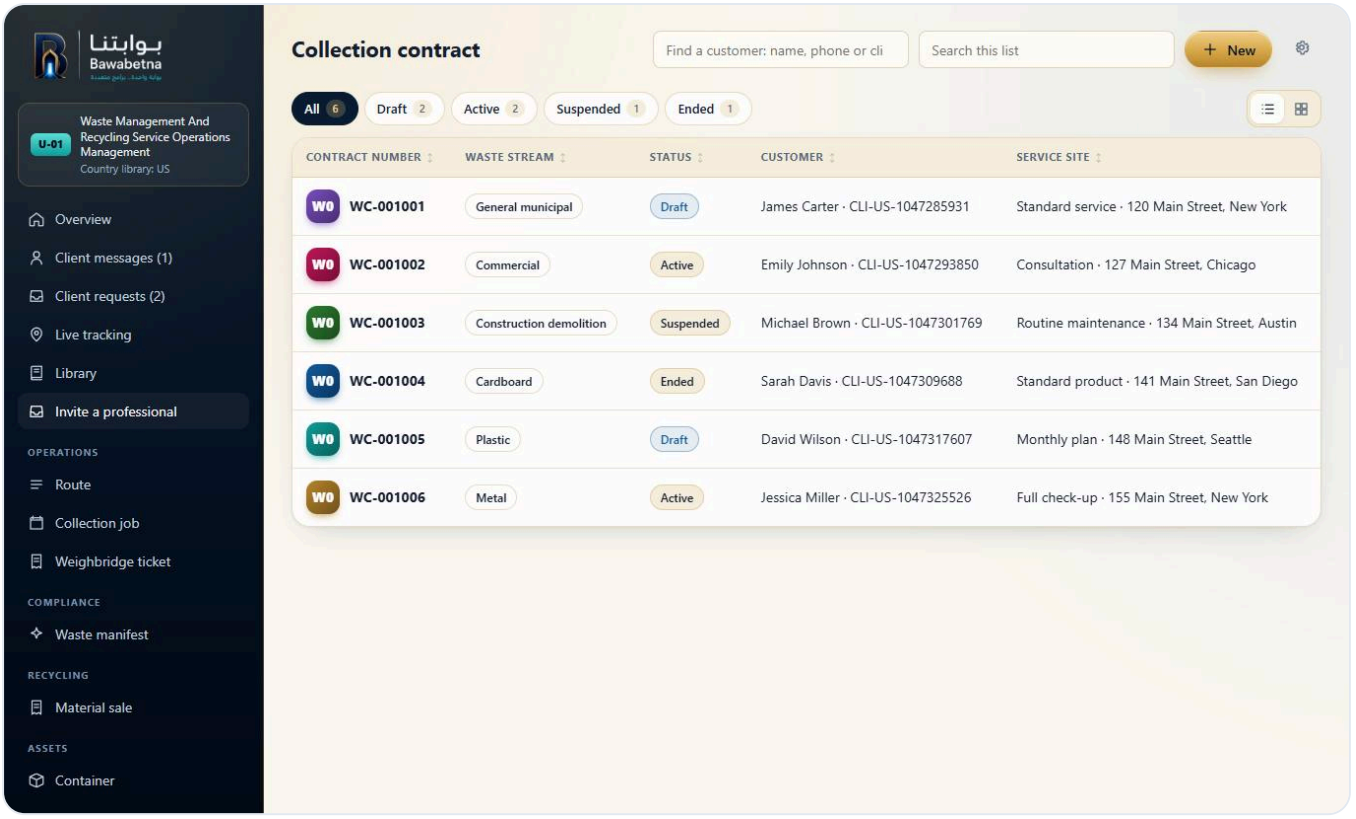
Container

What you record: Code (required), Container type (required), Capacity m3, Service site, Condition, Status (required)

Stages: A new record starts as "In yard".

Deployed → In yard | Deployed → In repair | In repair → In yard | In repair → Retired | In yard → Deployed | In yard → In repair | In yard → Retired

Contracts



Collection contract

Collection contract

What you record: Contract number (worked out by the program), Customer (required), Service site (required), Waste stream (required), Frequency (required), Price per lift, Price per ton, Monthly fee, Start date (required), End date (required), Status (required)

Stages: A new record starts as "Draft".

Active → Suspended | Active → Ended | Draft → Active | Suspended → Active | Suspended → Ended

Customers

Customer

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

Service site

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

Billing

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), Collection contract, 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

Waste company

What you record: Name (required), License number, Country (required), Tax number, Default currency, Environmental permit number, Permit expiry, Whatsapp enabled, Online meeting link, Payment link, Review link, Ai assistant enabled, Ai model, Ai endpoint

Branch

What you record: Waste company (required), Name (required), Address, Phone

Crew member

What you record: Branch (required), Full name (required), License number, Phone, Job, Hazmat license expiry, Active, Tracker id

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:

- Tonnage by waste stream
- Tonnage by destination
- Missed pickups by reason
- Collection jobs by status
- Recycled material sales
- 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.