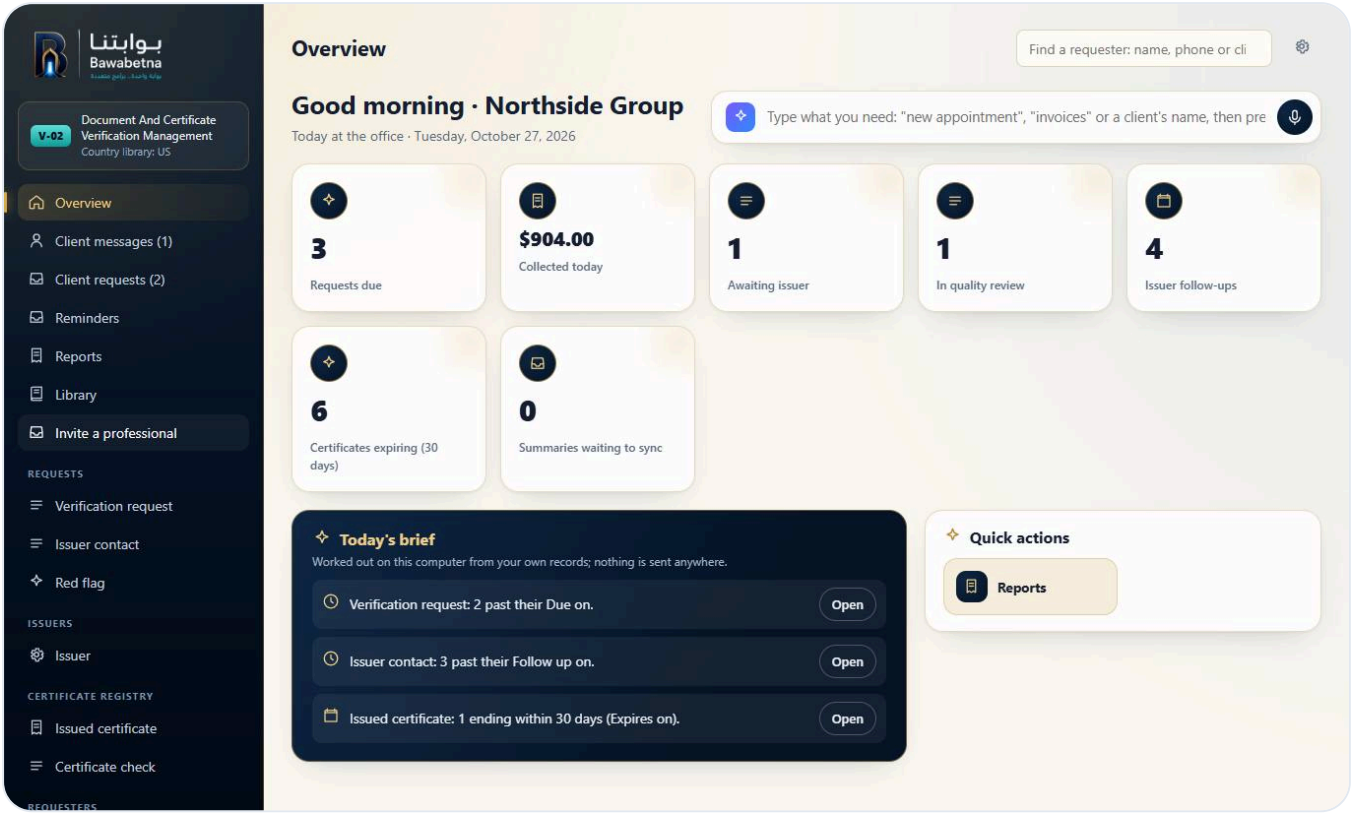
Bawabetna · User guide

Document And Certificate Verification 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:

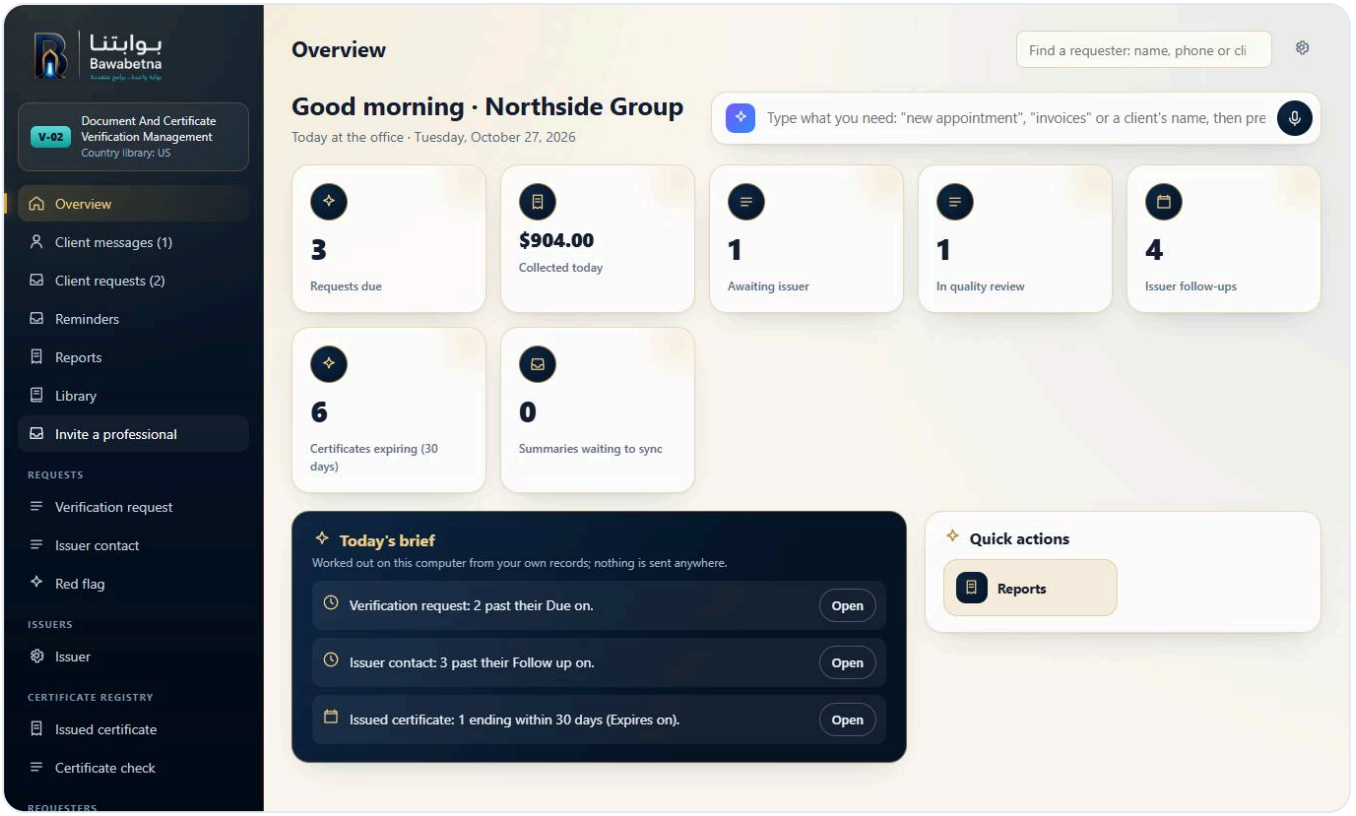
1. **Verification office**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Verifier**: Full name, Role

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

- Accountant
- Manager
- Office owner
- Quality reviewer
- Registry officer
- Verifier

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".

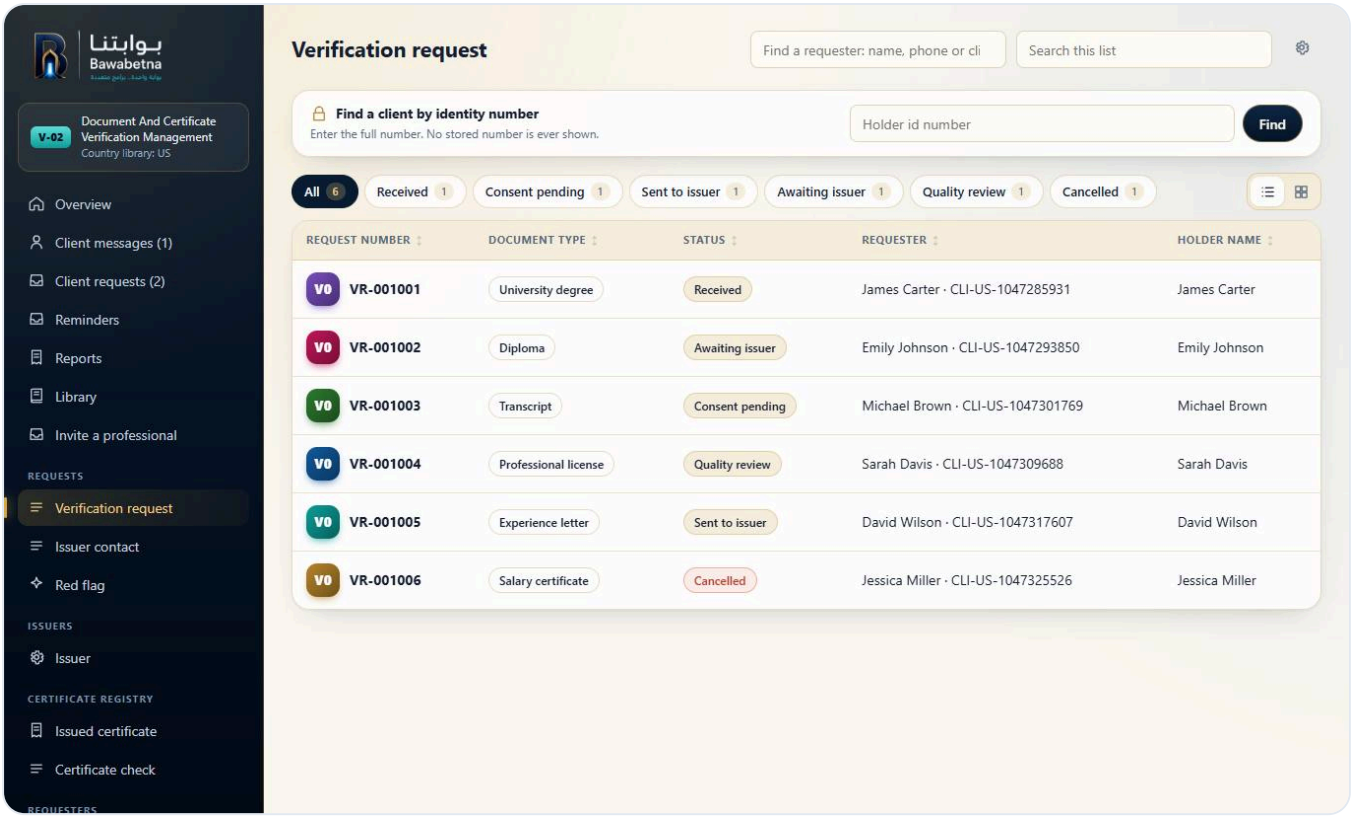


The home screen

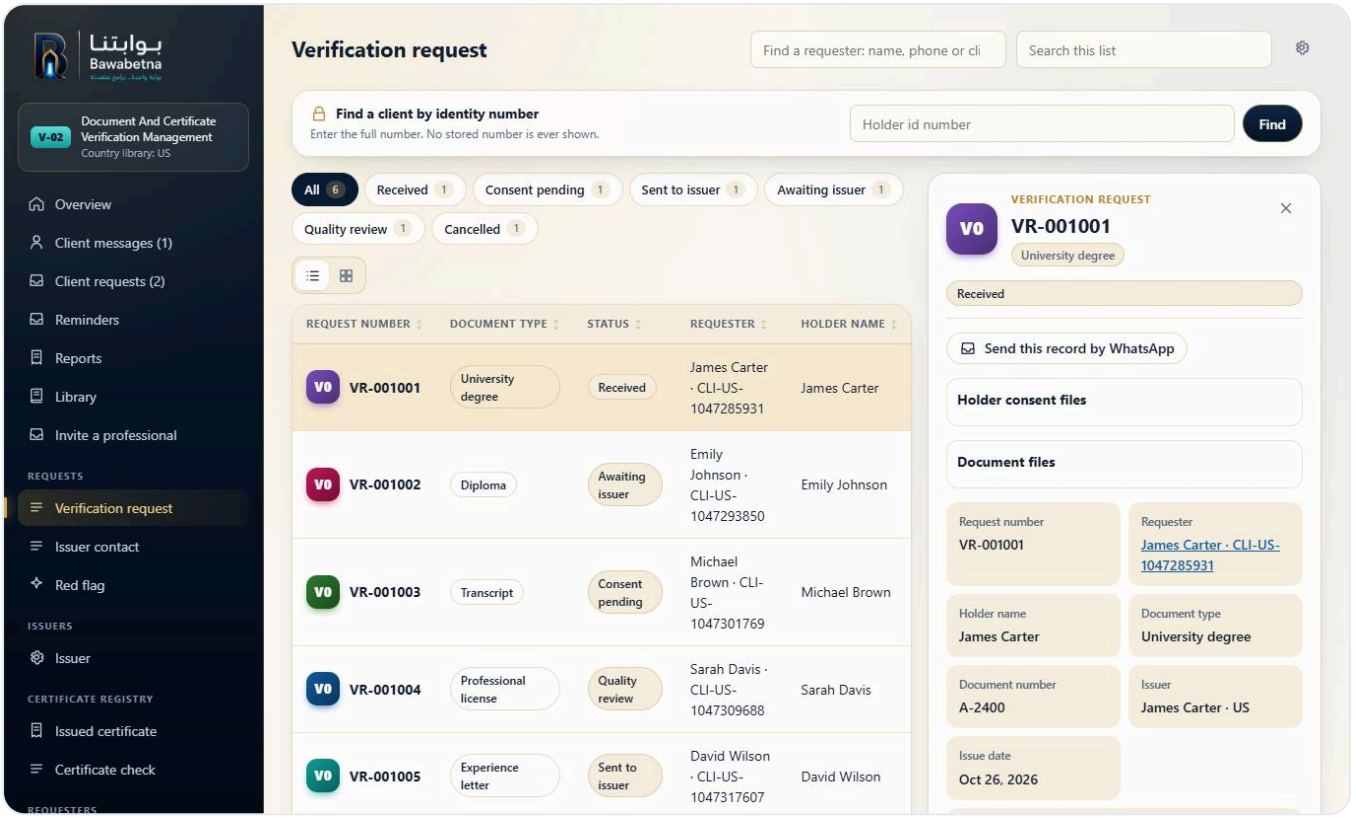
Screens and what you record in them

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.

Requests



Verification request



A record open for editing

Verification request

What you record: Request number (worked out by the program), Requester (required), Holder name (required), Holder id number, Document type (required), Document number, Issuer (required), Issue date, Claimed details, Holder consent files, Document files, Received on (required), Due on (required), Priority, Verifier, Fee, Result, Result notes, Verification code, Status (required), Completed at (worked out by the program)

Stages: A new record starts as "Received".

- Awaiting issuer → Sent to issuer
- Awaiting issuer → Quality review
- Consent pending → Sent to issuer
- Consent pending → Cancelled
- Quality review → Completed
- Quality review → Awaiting issuer
- Received → Consent pending
- Received → Sent to issuer
- Received → Cancelled
- Sent to issuer → Awaiting issuer

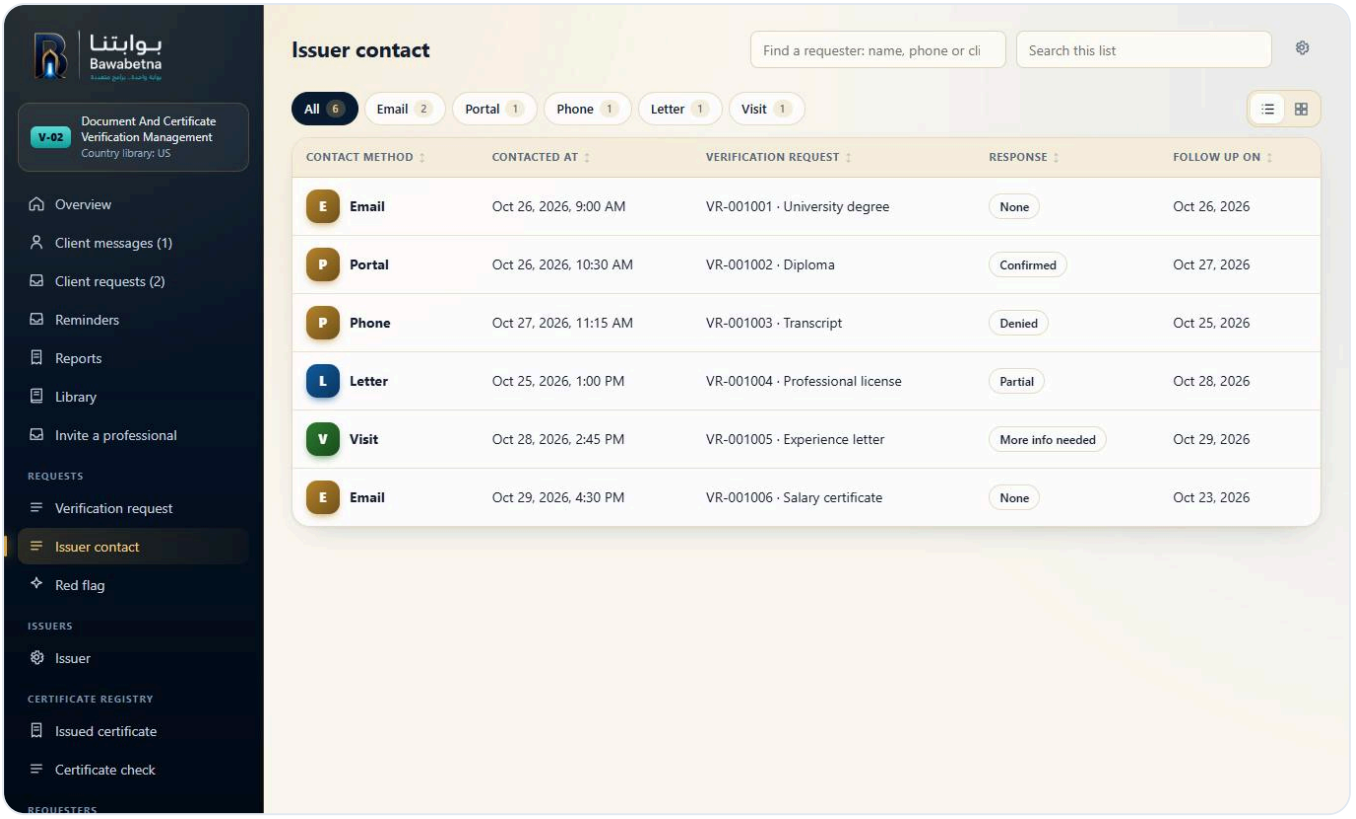
Issuer contact

What you record: Verification request (required), Contact method (required), Contacted at (required), Summary, Response, Follow up on, Evidence, Verifier

Red flag

What you record: Verification request (required), Flag type (required), Severity (required), Details (required), Evidence

Issuers

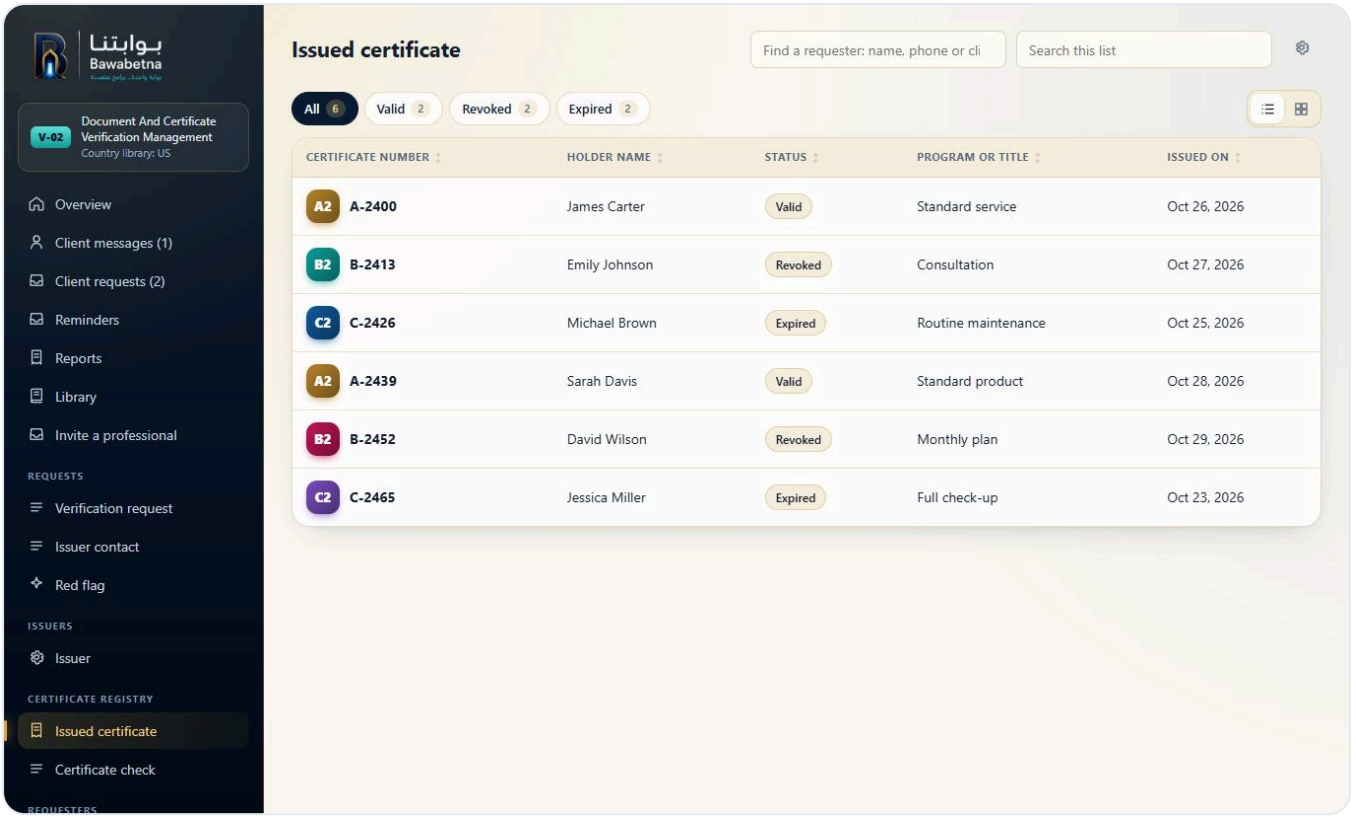


Issuer

Issuer

What you record: Name (required), Issuer type (required), Country (required), Verification email, Verification portal, Phone, Average response days, Fee, Reliability

Certificate registry



Issued certificate

Issued certificate

What you record: Certificate number (required), Holder name (required), Program or title (required), Issued on (required), Expires on, Verification code (required), Status (required), Revocation reason

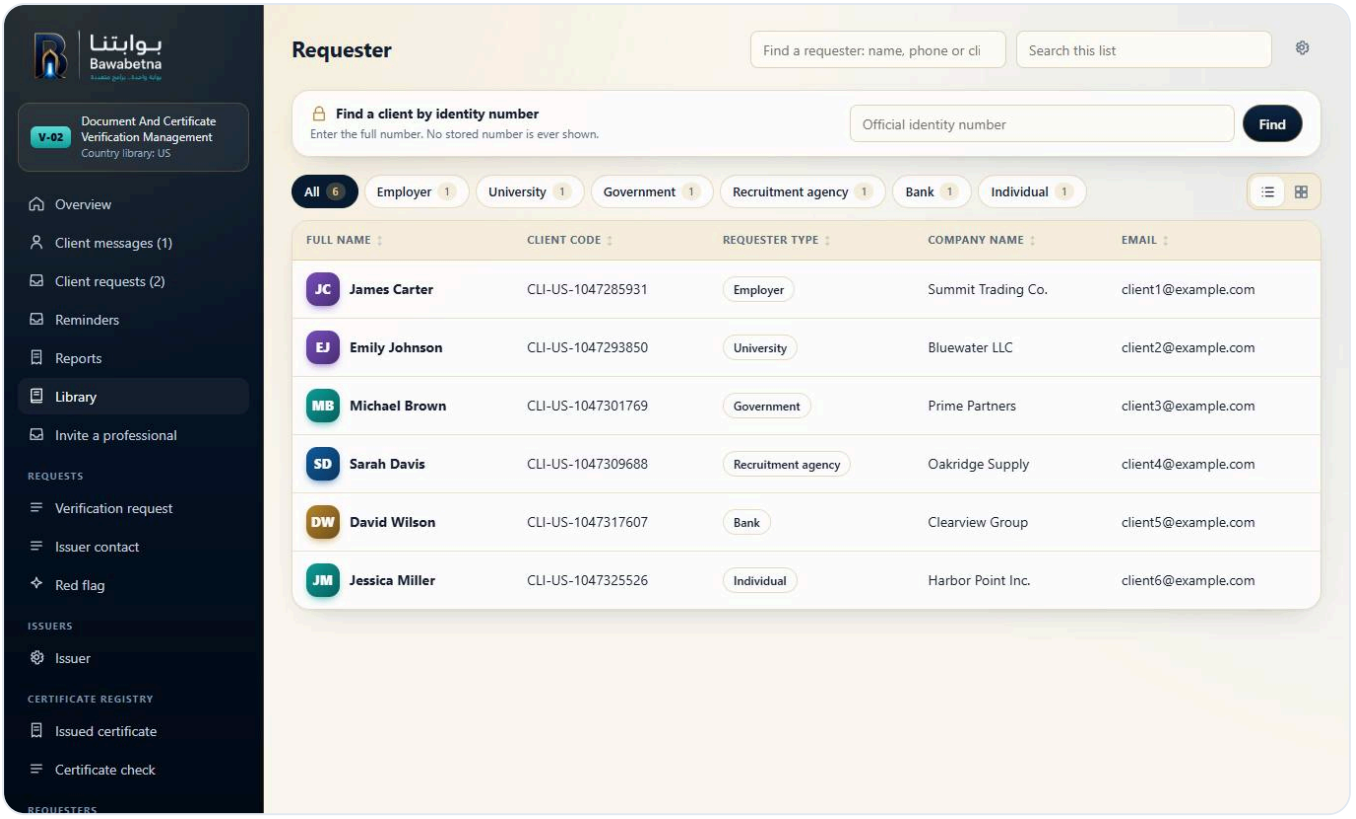
Stages: A new record starts as "Valid".

Valid → Revoked | Valid → Expired

Certificate check

What you record: Issued certificate, Code entered (required), Checked by organization, Outcome (required), Checked at (worked out by the program)

Requesters

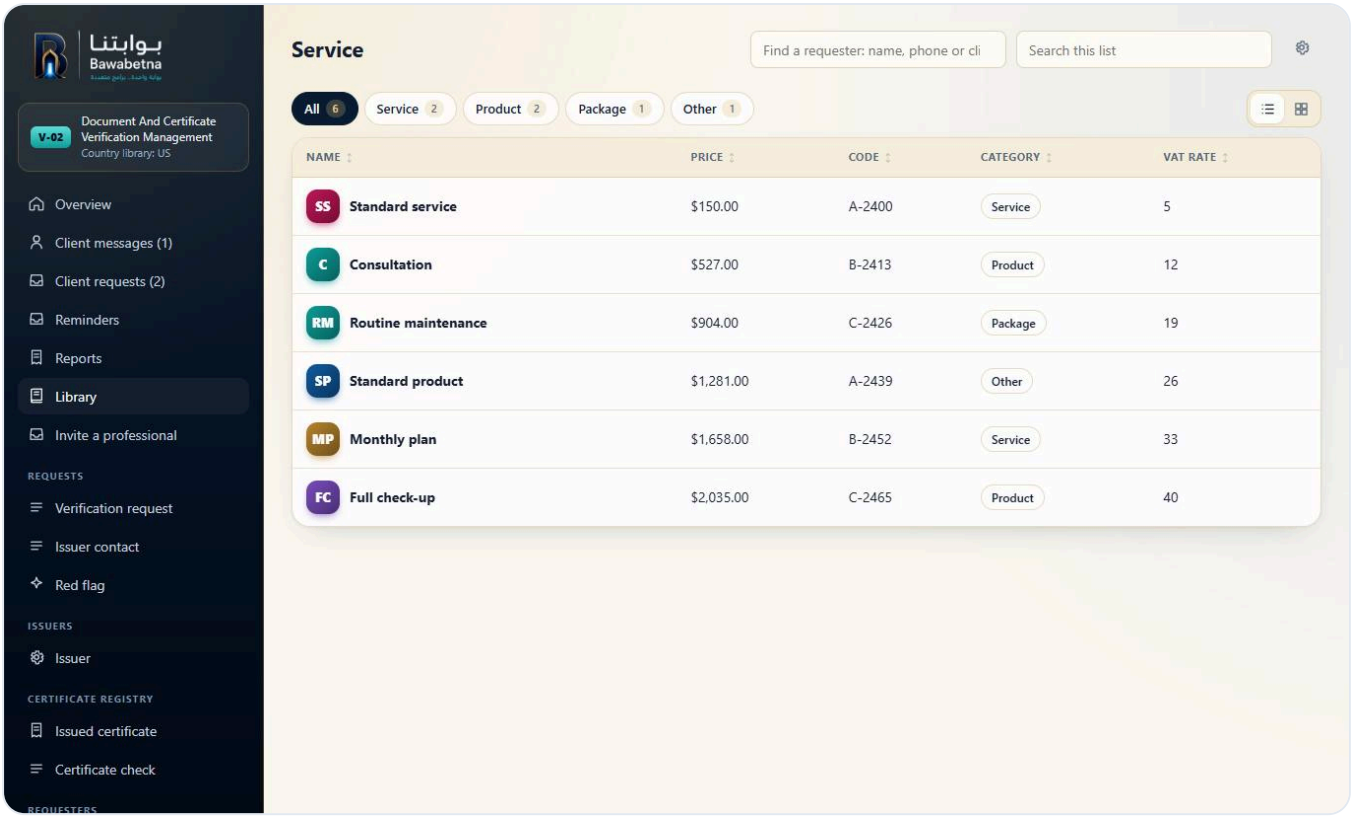


Requester

Requester

What you record: Full name (required), Requester type (required), Company name, Email, 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), Requester (required), Verification request, 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

Verification office

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: Verification office (required), Name (required), Address, Phone

Verifier

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

- Requests by status

- Results
- Requests by document type
- Red flags by type
- Registry checks by outcome
- 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.