

HESABU ERP

Complete User and Administrator Documentation

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Documentation version 1.0, published 17 November 2026. The screens in your own workspace may differ slightly depending on your plan and settings.

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Introduction to Hesabu ERP

What Hesabu ERP is, how the modules connect, and how the screen works.

For: Everyone

Introduction to Hesabu ERP

What is Hesabu ERP?

A plain-language introduction to Hesabu ERP, what it does, and who it is for.

Beginner · About 8 minutes · Version 1.0 · Updated 17 November 2026

Overview

Hesabu ERP is online business software. It brings your accounting, sales, purchasing, stock and staff records into one system, so that everybody in your business works from the same information.

ERP stands for *enterprise resource planning*. In practice it means that when a storekeeper receives goods, the stock count goes up, the supplier's bill appears in your accounts, and the money you owe is visible to the person who pays suppliers, all without anyone typing the same thing twice.

Each customer has a private workspace at an address like `yourcompany.hesabuerp.co.ke`. Your data lives in your workspace only.

What you can do with it

Area	What it helps you do
Accounting	Keep your books, issue invoices, record payments, reconcile the bank and produce financial statements
Selling	Track leads, send quotations, take orders and bill customers
Buying	Order from suppliers, receive goods and pay bills
Stock	Track items across warehouses, count stock and see its value
HR and payroll	Keep employee records, leave and run payroll
Projects	Plan tasks, log time and see what each job earns
Point of sale	Sell at the counter with a touch-friendly screen
Assets	Record equipment and its depreciation

Which modules appear in your workspace depends on your plan. The articles in this guide say when a feature depends on a module.

Who it is for

Hesabu ERP suits owner-managed businesses that have outgrown spreadsheets and notebooks: shops, distributors, hardware and building suppliers, clinics, service businesses and small

manufacturers. If more than one person touches your sales, stock or books, you will benefit from a shared system.

Practical example

Mwangaza Hardware & Building Supplies, a demo company used throughout this guide, sells cement, roofing sheets and timber from a store in Nakuru.

1. A customer asks for a price. The salesperson records a **Quotation**.
2. The customer accepts, and it becomes a **Sales Order**.
3. The storekeeper issues the goods on a **Delivery Note**, and the stock count drops.
4. The accountant sends a **Sales Invoice**.
5. When the customer pays by M-Pesa or bank transfer, a **Payment Entry** closes the invoice.

Every step is created from the one before it, so nothing is retyped and everything traces back to the original request.

> **About the screenshots**
>
> Screens in this guide come from a demonstration company with sample data. Your own screens will show your own records, and may differ slightly depending on your plan and settings.

Important notes

- Hesabu ERP records what you enter. It does not replace your accountant's judgement, for example on tax treatment.
- Submitted documents cannot be edited, so your records stay trustworthy. See Understanding document status.

Common mistakes

- **Using it like a spreadsheet.** Enter each thing once, in the right place (for example, stock movements through stock documents, not by overwriting a number).
- **Sharing one login.** Give each person their own user so you can see who did what.

Troubleshooting

If you cannot sign in or a module is missing, see Login problems.

Next steps

Read How the modules connect, then Signing in to your workspace.

Related documentation

- How the modules connect
- Understanding the Hesabu ERP interface
- Signing in to your workspace

Introduction to Hesabu ERP

How the modules connect

Understand how one transaction flows between selling, buying, stock and accounting.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Overview

The main idea of an ERP is that **one transaction touches several parts of the business**. Hesabu ERP links the modules so each department sees the effect of what the others do.

The two main chains

Selling chain

1. Lead, then Opportunity
2. Quotation
3. Sales Order
4. Delivery Note (stock goes out)
5. Sales Invoice (the customer owes you)
6. Payment Entry (money comes in)

Buying chain

1. Material Request
2. Request for Quotation and Supplier Quotation
3. Purchase Order
4. Purchase Receipt (stock comes in)
5. Purchase Invoice (you owe the supplier)
6. Payment Entry (money goes out)

You can start in the middle. A cash sale can go straight to a Sales Invoice, and a small purchase can start at a Purchase Invoice.

What happens in your books

Posting a document creates accounting entries automatically. Using the demo company as an example:

You submit	Debit	Credit
Sales Invoice for KES 100,000	Accounts Receivable	Sales income
Payment Entry received	Bank or Cash	Accounts Receivable
Purchase Invoice for KES 60,000	Stock or Expense	Accounts Payable
Payment Entry paid	Accounts Payable	Bank or Cash

You do not have to make these entries yourself. You can see them on the invoice under **View, then Accounting Ledger**.

Practical example

A customer orders 120 bags of cement. When the **Delivery Note** is submitted, stock falls by 120 in the Stores warehouse. When the **Sales Invoice** is submitted, the customer's balance rises. When the **Payment Entry** is submitted, the balance falls to zero and your bank balance rises. The same chain is visible in the stock, accounts receivable and general ledger reports.

Important notes

- Create each document **from the previous one** using the **Create** button. This keeps the link, so you can open the related documents from the **Connections** tab.
- If an invoice has **Update Stock** ticked, it moves stock itself and you do not need a separate delivery note or purchase receipt.

Common mistakes

- Creating a Delivery Note **and** an invoice that also updates stock. This reduces stock twice. Use one or the other.
- Typing the same customer in again instead of selecting the existing record.

Next steps

Read Documents, DocTypes and records.

Related documentation

- What is Hesabu ERP?
- Documents, DocTypes and records
- From quotation to payment

Introduction to Hesabu ERP

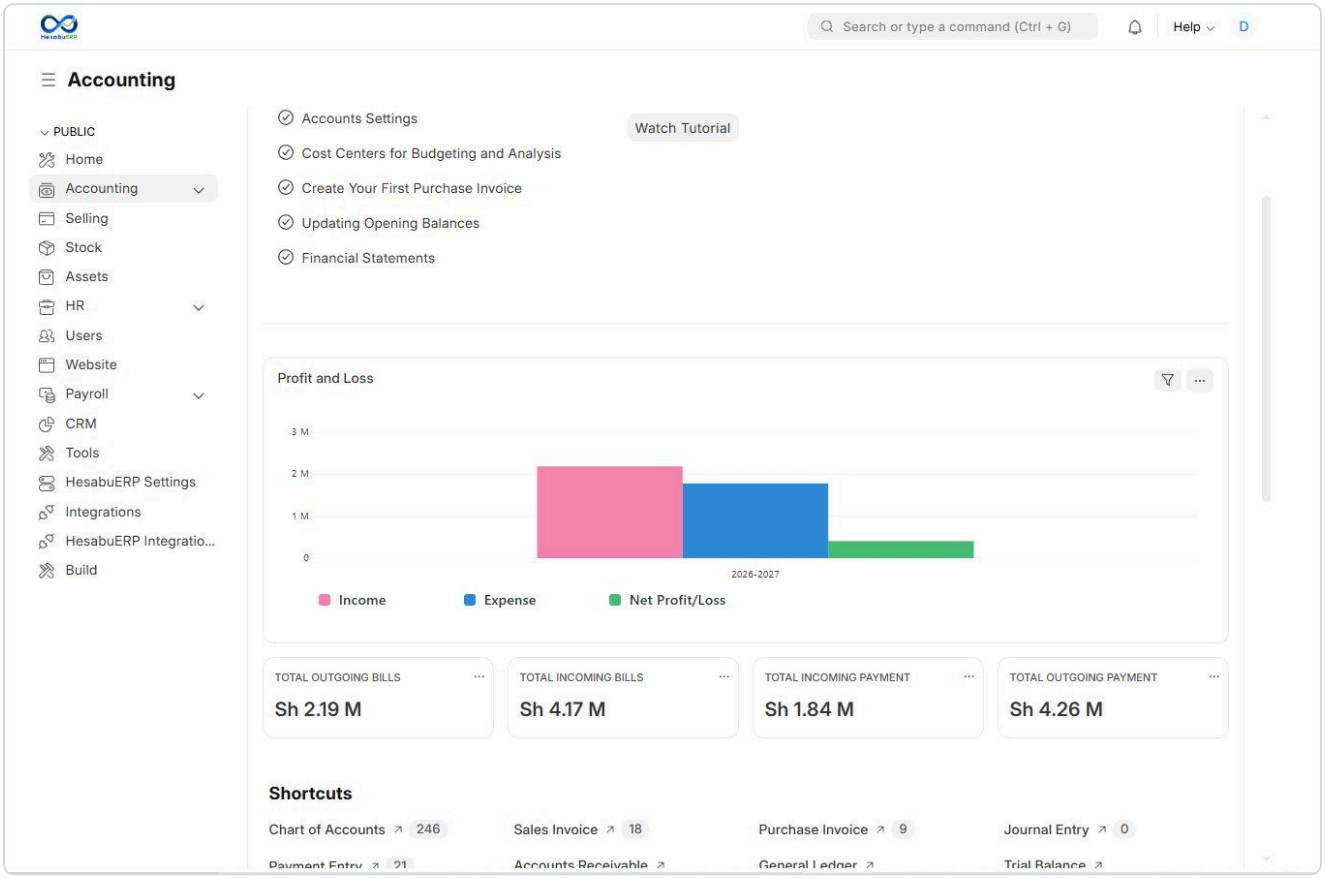
Understanding the Hesabu ERP interface

A tour of the sidebar, workspaces, search bar, lists and forms.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Overview

The working area of Hesabu ERP is called the **Desk**. Once you sign in you will spend your time in four places: the sidebar, workspaces, list views and forms.



The Accounting workspace in a demonstration company, showing the sidebar, a profit and loss chart, number cards and shortcuts.

The parts of the screen

1. **Top bar.** The Hesabu ERP logo, the breadcrumb showing where you are, the search bar (press **Ctrl + G**), notifications, **Help** and your profile picture.
2. **Sidebar.** On the left, a list of modules such as Home, Accounting, Selling, Stock, Assets, HR, Payroll, CRM and Tools. Click one to open its workspace. Which modules you see depends on your plan and your roles.
3. **Workspace.** A module's home screen with charts, number cards (such as total incoming payments) and shortcuts to the records and reports you use most.

4. **List view.** A table of records of one type, for example every Sales Invoice, with filters on top.
5. **Form view.** A single record opened for reading or editing.

Practical example

To find out what customers owe you, click **Accounting** in the sidebar, then **Accounts Receivable** under Shortcuts. The report opens. To see one customer's invoices instead, open **Selling**, then **Sales Invoice**, and filter by customer.

Important notes

- The breadcrumb at the top is clickable. Use it to go back to the list or the workspace.
- Use the search bar rather than hunting through menus. See Using the global search.

Common mistakes

- Looking for a module that is not in your plan. If a module you expect is missing, see Missing modules or permissions.

Next steps

Continue with Navigation and shortcuts.

Related documentation

- The dashboard and workspaces
- Using the global search
- Navigation and keyboard shortcuts

Introduction to Hesabu ERP

Navigation and keyboard shortcuts

The quickest ways to get around, including the search bar and the most useful shortcuts.

Beginner · About 6 minutes · Version 1.0 · Updated 17 November 2026

Overview

A few habits will make you much faster. The search bar at the top of every screen takes you anywhere, and a handful of keyboard shortcuts save clicks.

Steps

1. Press **Ctrl + G** (or click the search bar) to focus it.
2. Type what you want, for example `Sales Invoice` to open the list, or `new sales invoice` to start one.
3. Use the arrow keys to choose a result and press **Enter**.

Useful shortcuts

Shortcut	What it does
Ctrl + G	Focus the search bar
Ctrl + S	Save the document you are editing
Ctrl + Enter	Submit the document (on a saved draft)
Esc	Close a dialog

See every shortcut

Open the **Help** menu in the top bar and choose **Keyboard Shortcuts** to see the full list for your screen.

Practical example

To raise an invoice fast: press **Ctrl + G**, type `new sales invoice`, press **Enter**, fill in the form, press **Ctrl + S** to save, then **Ctrl + Enter** to submit.

Important notes

- Shortcuts may differ slightly between browsers or operating systems. If one does not work, use the equivalent button.
- On a phone there is no keyboard shortcut. Tap the search bar instead.

Common mistakes

- Pressing **Ctrl + Enter** before checking the document. Submitting posts it to your books. See Understanding document status.

Next steps

Read Documents, DocTypes and records.

Related documentation

- Using the global search
- Understanding the Hesabu ERP interface

Introduction to Hesabu ERP

Documents, DocTypes and records

What the words document, DocType and record mean, and how they relate to your daily work.

Beginner · About 8 minutes · Version 1.0 · Updated 17 November 2026

Overview

You will see three words used a lot in Hesabu ERP.

- **DocType** is a *type* of record, such as Customer, Item or Sales Invoice. It decides which fields the form has and which rules apply.
- **Document** (or **record**) is one actual thing of that type, such as the invoice numbered `ACC-SINV-2026-00016`.
- **Child table** is a table inside a document, such as the list of items on an invoice. Each row belongs to the invoice.

Masters and transactions

	What it is	Examples
Master	Reference information you set up once and reuse	Customer, Supplier, Item, Warehouse, Account
Transaction	Something that happened on a date	Sales Invoice, Purchase Order, Payment Entry, Stock Entry

Good masters make good transactions. A customer's address and payment terms are filled into every new invoice automatically, because the customer is a master.

Naming and numbering

Each document gets a unique ID such as `ACC-SINV-2026-00016`. The prefix tells you the type (SINV is Sales Invoice) and the year, and the number counts up. You can change numbering rules in the administration section. See Document numbering.

Practical example

`Baraka Supplies` is a **Customer** (a master). Their invoice `ACC-SINV-2026-00016` is a **Sales Invoice** (a transaction). The three lines for cement, roofing sheets and delivery are the **child table** of items.

Important notes

- Search by DocType name to open its list, for example type `Item` or `Customer`.
- A DocType's list view is where you filter, sort and export.

Common mistakes

- Creating a duplicate customer because you could not find the original. Search first, using part of the name.

Next steps

You now have the basics. Continue with Signing in to your workspace.

Related documentation

- How the modules connect
- List views and form views
- Understanding document status

Getting started

Sign in, find your way around, and learn the everyday skills you will use in every module.

For: Everyone

Getting started

Signing in to your workspace

How to open your workspace, sign in, and recover a forgotten password.

Beginner · About 3 minutes · Version 1.0 · Updated 17 November 2026

Overview

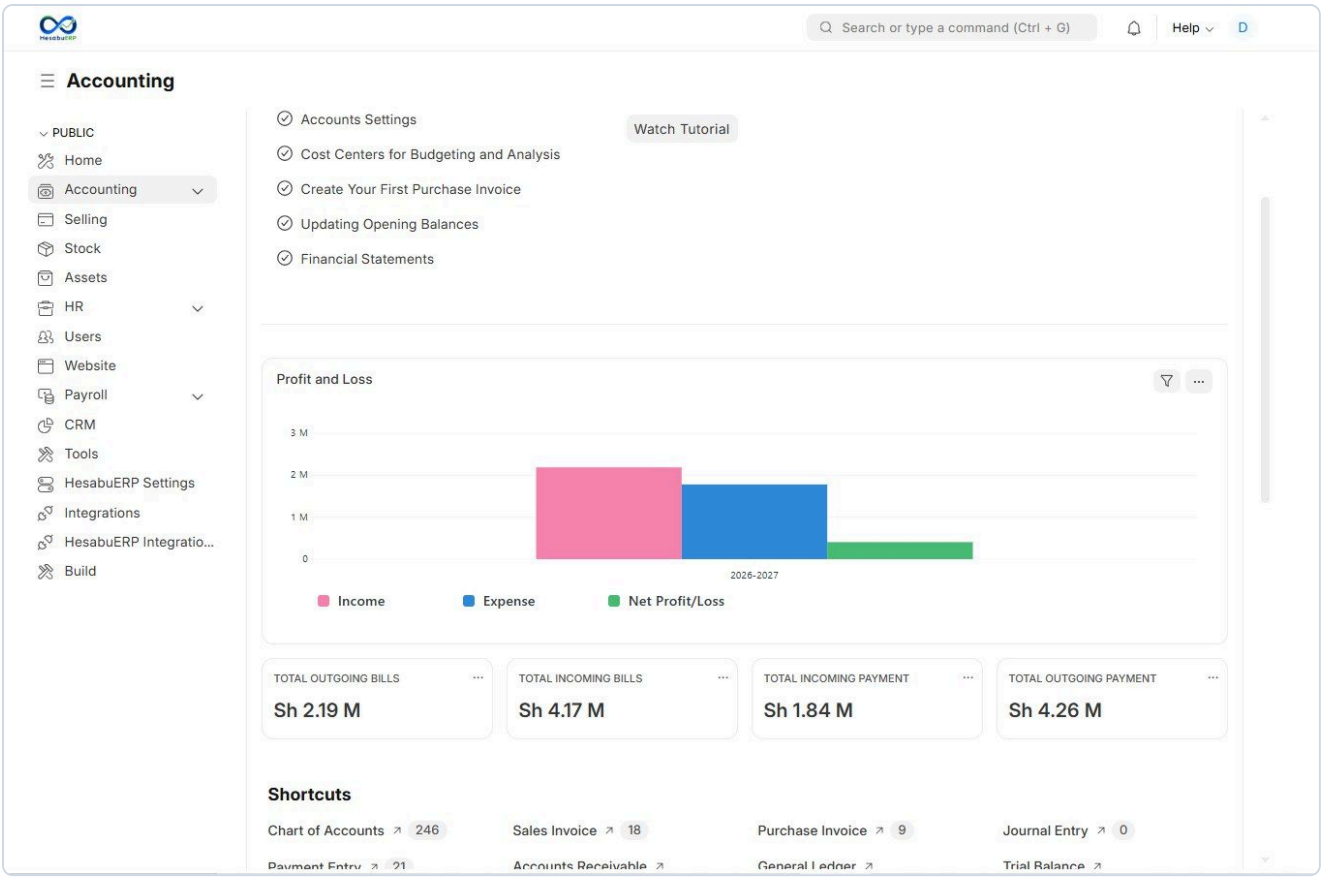
Your Hesabu ERP workspace has its own web address. You sign in there with the email and password you set when you signed up, or the ones your administrator gave you.

Prerequisites

- Your workspace address, for example `yourcompany.hesabuerp.co.ke`.
- Your email address and password.
- A modern browser (Chrome, Edge, Firefox or Safari) on a computer, tablet or phone.

Steps

1. Open your browser and type your workspace address in the address bar, then press **Enter**. The sign-in page appears.
2. Enter your **email address** and **password**.
3. Click **Login**. You land on your Home screen, with the modules your roles allow in the sidebar on the left.



The Hesabu ERP workspace after signing in.

If you forget your password

1. On the sign-in page, click **Forgot Password?**.
2. Enter your email address and click **Reset Password**.
3. Open the email we send you and click the link in it.
4. Choose a new password and save it, then sign in as normal.

Practical example

Wanjiru, the accountant, bookmarks `mwangaza.hesabuerp.co.ke` on her laptop and phone. She signs in each morning with her own email and password, never her manager's.

Important notes

- Bookmark your workspace address so you do not have to type it.
- Never share your password. Ask your administrator to create a user for each person. See Creating users and roles.
- Sign out on shared computers: click your profile picture at the top right, then **Logout**.

Common mistakes

- Using the main website address instead of your own workspace address.

- Typing the email with a different spelling from the one on your user record.

Troubleshooting

If the reset email does not arrive, check your spam folder and ask your administrator to confirm your email address. See Login problems.

Next steps

Continue with The dashboard and workspaces.

Related documentation

- Updating your profile and password
- Login problems

Getting started

The dashboard and workspaces

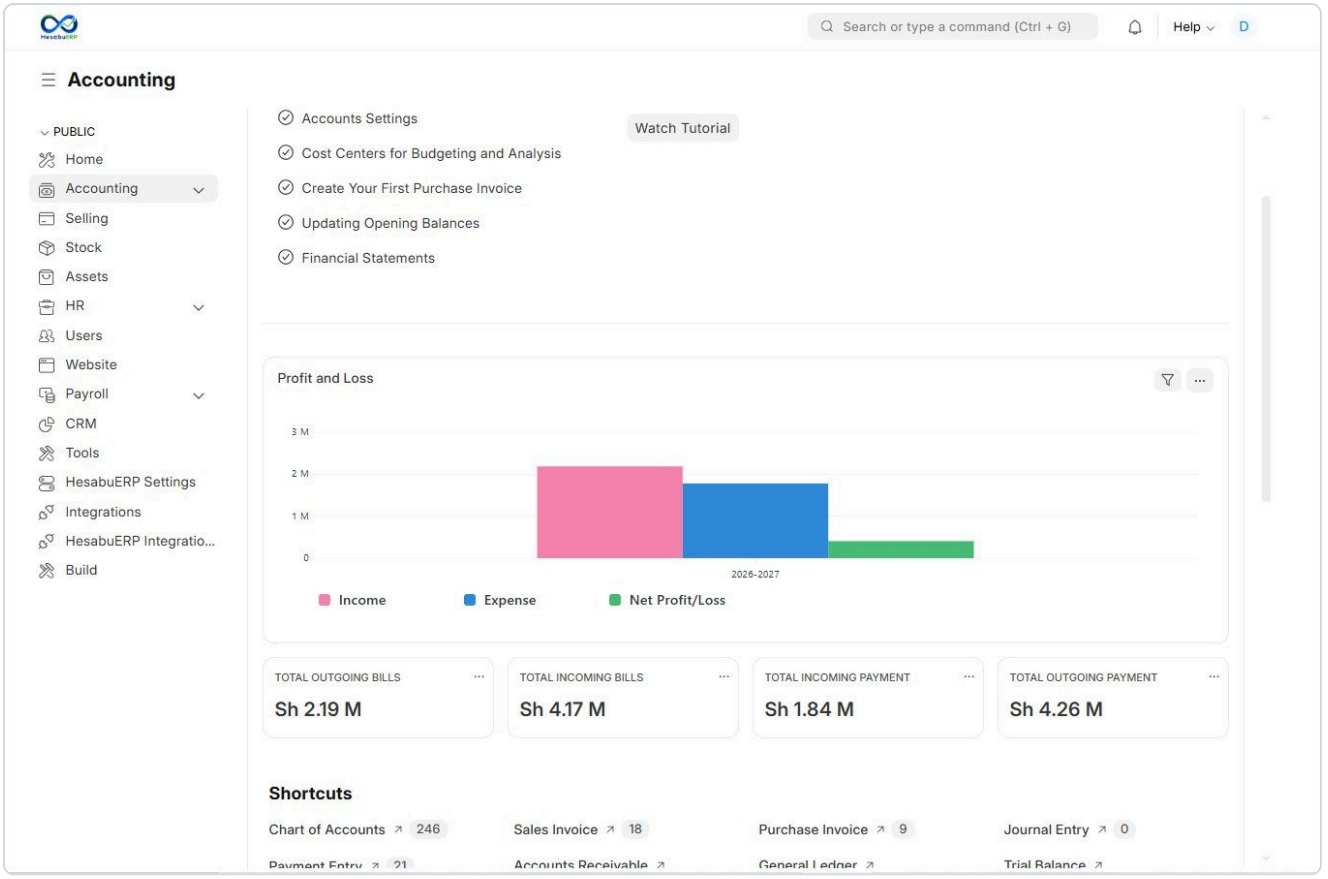
Read your workspace charts, number cards and shortcuts, and move between modules.

Beginner · About 8 minutes · Version 1.0 · Updated 17 November 2026

Overview

Every module has a **workspace**, a home screen that shows how that part of the business is doing and gives one-click access to common tasks.

What a workspace shows



The Accounting workspace with a profit and loss chart, four number cards and a list of shortcuts.

- **Charts**, such as Profit and Loss for the fiscal year, showing income, expense and net profit.
- **Number cards**, such as Total Outgoing Bills, Total Incoming Bills, Total Incoming Payment and Total Outgoing Payment. Click a card to see the records behind the number.
- **Shortcuts**, links to the things you do most, such as Chart of Accounts, Sales Invoice, Purchase Invoice, Payment Entry, Journal Entry and General Ledger. A small number beside a shortcut shows how many records exist.
- **Reports and masters**, grouped lists of every report and setup page in the module.

Steps

1. Click a module name in the sidebar on the left, for example **Accounting**.
2. Read the charts and number cards at the top.
3. Click a shortcut to open that list, or click **Dashboard** to see more charts.
4. Click the module name again, or use the breadcrumb, to return.

Practical example

The owner opens **Accounting** every morning. The *Total Incoming Bills* card shows what customers owe. Clicking it opens the list of unpaid sales invoices, which she sorts by due date to decide who to call first.

Important notes

- Numbers on a workspace are only as current as the last refresh. Use the refresh icon on a chart to reload it.
- You can customise your own workspace (rearrange shortcuts and charts) if your role allows it.

Common mistakes

- Reading a chart for the wrong fiscal year. Check the date range on the chart before you rely on it.

Next steps

Read Updating your profile and password.

Related documentation

- Understanding the Hesabu ERP interface
- Running and saving reports

Getting started

Updating your profile and password

Change your name, photo, language and password.

Beginner · About 4 minutes · Version 1.0 · Updated 17 November 2026

Overview

Each user can look after their own profile: their name, photo, language and password. Administrators manage other people's accounts separately.

Steps

Change your personal settings

1. Click your **profile picture** at the top right.
2. Choose **My Settings**. Your user record opens.
3. Update your **First Name**, **Last Name**, **Phone** and **User Image** as needed.
4. Check **Language** and **Time Zone**. A wrong time zone makes times on documents look wrong.
5. Click **Save**.

Change your password

1. Open **My Settings** as above.
2. Find the **Change Password** section and expand it.
3. Enter your new password, and your current one if asked.
4. Click **Update**. Use the new password the next time you sign in.

Important notes

- Choose a password that is long and not used anywhere else. A short phrase of several words is easier to remember than a complex short one.
- You cannot change your own roles. Ask your administrator.

Common mistakes

- Setting the wrong time zone, then wondering why posting times look off by hours.

Troubleshooting

If you cannot save your settings, you may have lost your connection. Refresh the page and try again. See Login problems.

Next steps

Read Notifications.

Related documentation

- Signing in to your workspace
- Creating users and assigning roles

Getting started

Notifications

See alerts about mentions, assignments and approvals, and control what you are told.

Beginner · About 5 minutes · Version 1.0 · Updated 17 November 2026

Overview

The **bell** icon in the top bar tells you when something needs your attention: a document assigned to you, a comment that mentions you, or an item waiting for your approval.

Steps

1. Click the **bell** icon. A list of recent notifications opens.
2. Click a notification to open the document it is about.
3. Use **Mark all as read** to clear the list.

Choose what you are notified about

1. Search for **Notification Settings** and open it.
2. Turn notification types on or off, and choose whether to also receive an **email** for them.
3. Click **Save**.

Practical example

The accountant assigns a purchase invoice to the owner for approval. The owner sees a number on the bell, opens the invoice from the notification, and approves it.

Important notes

- An administrator can create automatic alerts, such as an email when an invoice becomes overdue. See Workflows and notifications.
- Email notifications need email to be set up for your workspace. See Email and regional settings.

Common mistakes

- Turning off all notifications and then missing approvals.

Next steps

Read Using the global search.

Related documentation

- Workflows and notifications
- Updating your profile and password

Getting started

Using the global search

Find any record, report or page in seconds with the search bar.

Beginner · About 5 minutes · Version 1.0 · Updated 17 November 2026

Overview

The search bar at the top of every screen is the fastest way to get around. It finds records (customers, items, invoices), pages (reports, settings) and lets you start new documents.

Steps

1. Click the search bar, or press **Ctrl + G**.
2. Start typing. Results appear as you type, grouped by type.
3. Use the arrow keys and press **Enter**, or click a result.

What you can type

Type this	You get
`Baraka`	Records with that name, such as the customer Baraka Supplies
`Sales Invoice`	The Sales Invoice list
`new sales invoice`	A blank Sales Invoice form
`Accounts Receivable`	That report
`ACC-SINV-2026-00016`	That exact invoice

Practical example

A customer phones about "the cement invoice". Type the customer's name in the search bar, open their record, then use the **Connections** tab to jump to their latest invoices.

Important notes

- Search only shows what your roles allow you to see.
- If you cannot find something, try a shorter part of the name.

Common mistakes

- Typing a very long, exact phrase. Short is better.

Next steps

Read List views and form views.

Related documentation

- Navigation and keyboard shortcuts
- List views and form views

Getting started

List views and form views

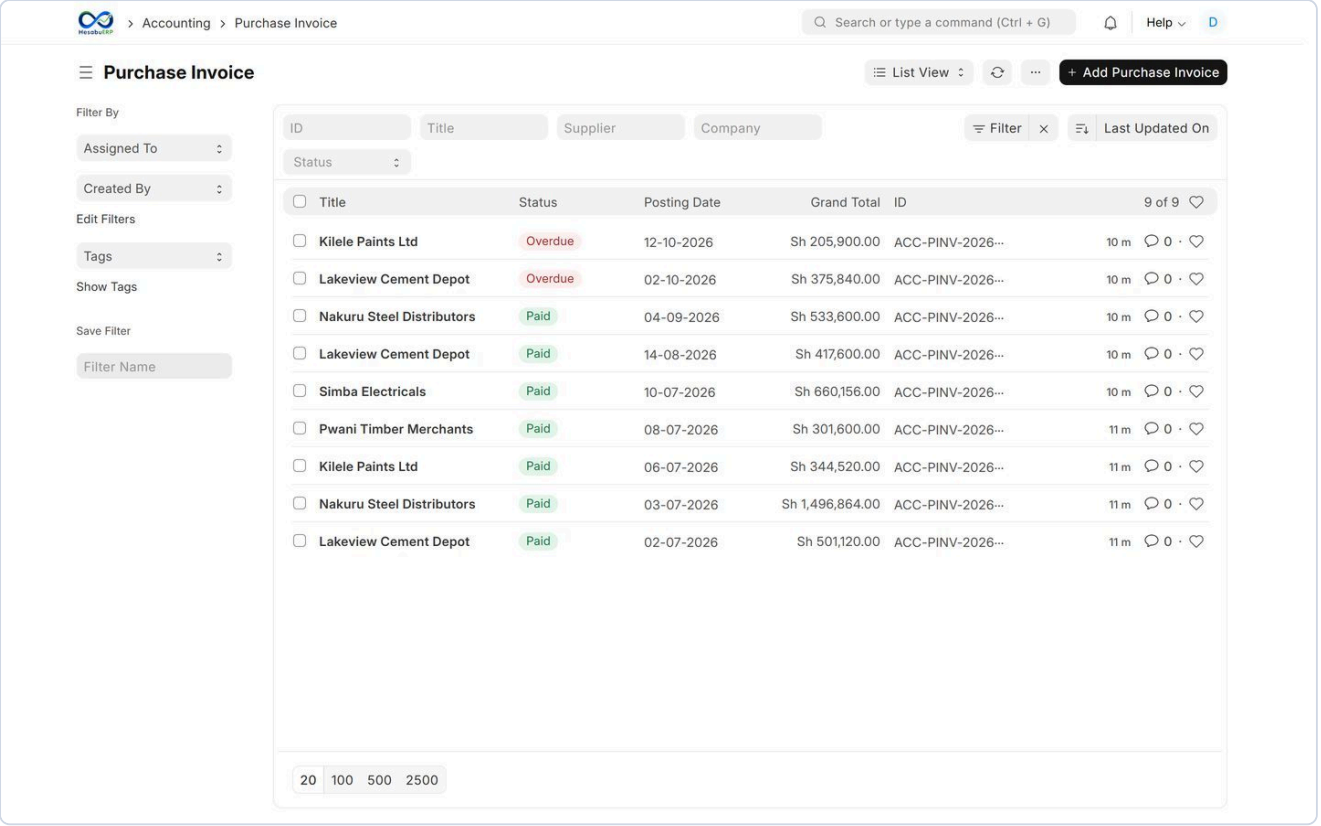
How to work with lists of records and with a single record, and how to save and submit.

Beginner · About 12 minutes · Version 1.0 · Updated 17 November 2026

Overview

You work with records in two ways: a **list view** shows many records of one type, and a **form view** shows one record in full.

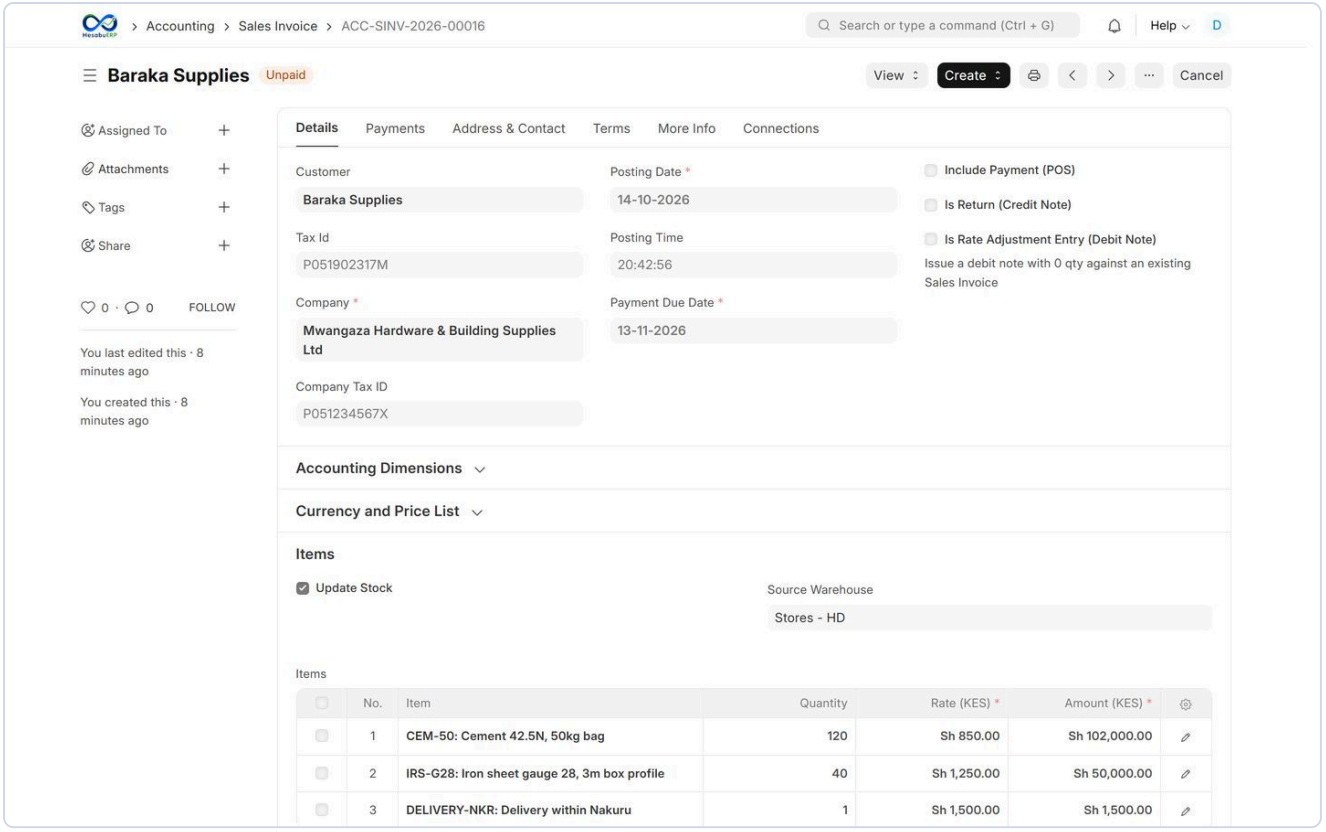
The list view



A list of purchase invoices with status labels, filters across the top and an Add Purchase Invoice button.

- The row of boxes above the table are **standard filters**. Type in them to narrow the list.
- **Status labels** (for example Paid and Overdue) show where each record stands.
- Use the **Add** button, such as **Add Purchase Invoice**, to create a new record.
- Click a row to open that record.
- The numbers at the bottom (20, 100, 500, 2500) set how many rows show per page.

The form view



A sales invoice form showing the customer, dates, company and an items table.

- The top shows the record's name and **status label**, such as Unpaid.
- Fields marked with a red star are **mandatory**.
- **Tabs** (Details, Payments, Address and Contact, Terms, More Info, Connections) organise the form. **Connections** lists related documents.
- The sidebar on the left holds **Assigned To**, **Attachments**, **Tags** and **Share**.
- The **Create** menu makes the next document in the chain. The **View** menu shows related ledgers. The **printer** icon prints.

Steps: create a record

1. Open the list and click **Add** (or use the search bar: `new` and the type).
2. Fill in the mandatory fields. Select existing records from drop-downs where offered.
3. Click **Save** (or **Ctrl + S**). The record is saved as a **Draft**.
4. Check it. For transactions such as invoices, click **Submit** to post it.

Practical example

The salesperson clicks **Add Sales Invoice**, picks the customer Baraka Supplies (the address and payment terms fill themselves in), adds three item rows, saves, and submits.

Important notes

- A saved draft has no effect on your books until you submit it.
- Unsaved changes show a **Not Saved** label. Save before leaving the page.

Common mistakes

- Closing the browser tab with the document still **Not Saved**.
- Editing a submitted document. It is locked; see Understanding document status.

Next steps

Read Filtering, sorting and exporting.

Related documentation

- Filtering, sorting and exporting records
- Understanding document status
- Documents, DocTypes and records

Getting started

Filtering, sorting and exporting records

Narrow a list to what you need, sort it, save the view and export it to a spreadsheet.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Overview

Lists can grow to thousands of rows. Filters and sorting let you find exactly what you need, and you can export the result.

Steps

Filter

1. Open a list, for example **Sales Invoice**.
2. Type into the boxes above the table, such as **Customer** or **Status**, for a quick filter.
3. For more control, click **Filter**, then **Add a Filter**. Choose a field, a condition (equals, like, between) and a value, for example *Status equals Overdue*.
4. Click the **x** next to Filter to clear all filters.

Sort

1. Use the **Last Updated On** button at the top right to choose a field.
2. Click the arrow beside it to flip between ascending and descending.

Save a filter

1. With your filters set, find **Save Filter** in the left sidebar.
2. Type a name, such as *Overdue invoices*, and click **Save**. It appears in the sidebar for next time.

Export

1. Click the **...** menu at the top right of the list.
2. Choose **Export**, then pick **Excel** or **CSV**.
3. Choose the columns you want, and click **Download**.

Practical example

To chase late payers: filter **Sales Invoice** by *Status equals Overdue*, sort by **Due Date**, save the filter as *Overdue invoices*, and export to Excel to share with the person making the calls.

Important notes

- The left sidebar of a list also has **Filter By** (Assigned To, Created By, Tags), which count records for you.
- Exports include only what you are allowed to see.

Common mistakes

- Forgetting a saved filter is on, then thinking records are missing. Check for a number beside the Filter button.

Next steps

Read Reports.

Related documentation

- Running and saving reports
- List views and form views

Getting started

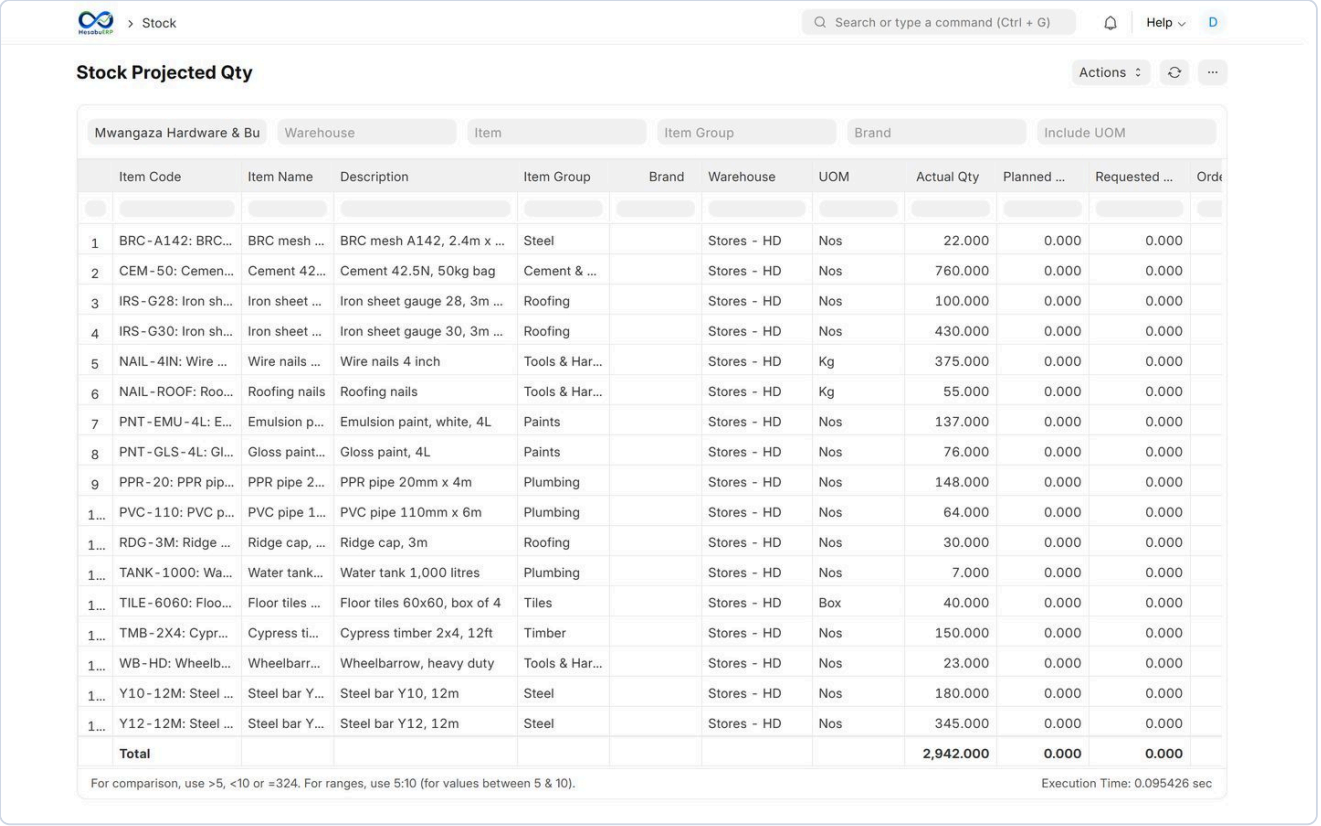
Running and saving reports

Open a report, change its filters, save your own version and export it.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Overview

Reports answer business questions: how much profit did we make, who owes us, what is in stock. Each module has its own reports, listed on its workspace under **Reports & Masters**.



The Stock Projected Qty report, with filters across the top and a total row at the bottom.

Steps

1. Open a module workspace, such as **Stock**, and find the report under **Reports**. Or type the report name in the search bar.
2. Set the **filters** at the top, such as **Company**, **Warehouse** or date range. The report updates.
3. Use the column headers to sort. Use the **Menu** at the top right for more options.
4. To keep your filters, choose **Save** in the menu and name the report. It appears in your list of reports.
5. To share it, use **Menu**, then **Export** (Excel or CSV) or **Print** (PDF).

Practical example

The storekeeper opens **Stock Projected Qty**, filters by the Stores warehouse and the Steel item group, and exports to Excel to send to the supplier as an order list.

Important notes

- Some reports need mandatory filters, such as the company or a date. If a report looks empty, check these first.
- Reports show posted (submitted) documents. Drafts are not included.
- Totals in the last row add the numeric columns.

Common mistakes

- Reading a report with the wrong company or fiscal year selected.
- Expecting a draft invoice to appear in a financial report.

Next steps

Read Attachments and files.

Related documentation

- Financial reports
- Stock reports
- Filtering, sorting and exporting records

Getting started

Attachments and files

Attach scanned documents and images to any record, and manage them.

Beginner · About 5 minutes · Version 1.0 · Updated 17 November 2026

Overview

You can attach files, such as a supplier's invoice scan or a signed delivery note, to any record. They stay with the record so they are easy to find later.

Steps

1. Open the record.
2. In the left sidebar, click the **+** beside **Attachments**.
3. Click **Upload**, choose the file, or drag it in. You can also attach a link or take a photo on a phone.
4. Leave **Private** ticked unless the file must be public, then click **Upload**.
5. The file appears under Attachments. Click it to open it, or the small **x** to remove it.

Practical example

When goods arrive, the storekeeper photographs the supplier's delivery note and attaches it to the Purchase Receipt. Months later, a query about the quantity is settled by opening the record.

Important notes

- **Private** files are visible only to signed-in users with access to the record. **Public** files can be opened by anyone who has the link. Keep customer and financial documents private.
- Very large files may be rejected. Compress photos before uploading.
- Files count towards your storage.

Common mistakes

- Making a sensitive file public.
- Attaching to the wrong record. Check the record name first.

Next steps

Read Understanding document status.

Related documentation

- List views and form views
- Backups, logs and security

Getting started

Understanding document status

What Draft, Submitted, Cancelled, Paid, Overdue and the other labels mean, and how to correct a mistake.

Beginner · About 8 minutes · Version 1.0 · Updated 17 November 2026

Overview

Transactions, such as invoices, move through stages. The label next to the record's name tells you which one it is in.

The three stages

Stage	What it means	Can you edit it?	In your books?
Draft	Saved, not final	Yes	No
Submitted	Final and posted	No	Yes
Cancelled	Reversed	No	Reversed

Submitted documents are locked on purpose, so your records can be trusted and audited.

Other labels you will see

- On invoices: **Unpaid**, **Partly Paid**, **Paid**, **Overdue**, **Return**, **Credit Note Issued**.
- On orders: **To Deliver and Bill**, **To Bill**, **Completed**, **Closed**.
- On leads: **Open**, **Replied**, **Opportunity**.

Steps: correct a mistake in a submitted document

1. Open the document.
2. If it has linked documents (for example a payment), cancel or unlink those first, using the **Connections** tab.
3. Click the **Cancel** button (or **...**, then **Cancel**) and confirm.
4. Click **Amend**. A new draft copy appears with the old number plus a suffix.
5. Correct it and submit again.

For small changes, such as a customer's address, many documents let you update a few fields without cancelling. Look for fields that are not greyed out.

Practical example

An invoice was raised at the wrong price. The accountant cancels it, clicks **Amend**, corrects the rate, and submits. The history shows the original, the cancellation and the amended invoice, so the audit trail is complete.

Important notes

- **Do not** delete submitted documents to hide mistakes. Cancel and amend.
- A document linked to others cannot be cancelled until those are cancelled.

Common mistakes

- Submitting before checking. Review the totals and taxes first.
- Trying to edit a submitted document and not realising it is locked.

Next steps

Read Importing data.

Related documentation

- List views and form views
- Creating a sales invoice
- Invoice submission errors

Getting started

Importing data

Load customers, items, opening balances and other records from a spreadsheet.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Overview

If you already keep customers, items or suppliers in a spreadsheet, you can load them in bulk with **Data Import** instead of typing each one.

Prerequisites

- The permission to create the record type (for example Item).
- Your data in a spreadsheet, one row per record.

Steps

1. Search for **Data Import** and click **Add Data Import**.
2. Choose the **Document Type**, for example *Customer*, and the **Import Type** (*Insert New Records*).
3. Click **Download Template**. Choose which columns you want, and download the Excel or CSV file.
4. Open the template and fill your data in, **keeping the column headings exactly as they are**. Do not remove the first rows.
5. Back in Data Import, attach your filled file.
6. Click **Start Import** after reviewing the **Preview**. Fix any rows with warnings first.
7. When it finishes, open the list to check your records.

Practical example

A hardware shop has 400 items in Excel. The administrator downloads the **Item** template, pastes the item codes, names, groups, units and prices into it, imports it, and finds all 400 items in the Item list in a few minutes.

Important notes

- Import a **small test file first**, with five or ten rows.
- Mandatory fields must be filled for every row.
- Linked values, such as the **Item Group**, must already exist. Create them first.
- To update existing records instead, use *Update Existing Records* and include the record IDs.

Common mistakes

- Changing the column headings, so the system cannot match them.
- Dates in the wrong format. Use the format the template shows.

Troubleshooting

See Data import errors.

Next steps

Move on to Creating your company.

Related documentation

- Data import errors
- Opening stock and stock counts

Guides by job role

A practical day-one guide for each job: owner, cashier, storekeeper, accountant, sales, purchasing, HR and administrator.

For: Every team member

Guides by job role

Guide for the business owner or manager

What to look at, and when, to stay in control of your business without doing the data entry.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You do not need to enter transactions. You need to know how the business is doing, approve what matters and make sure the right people have the right access.

Your first day

1. Sign in and take the tour. See Signing in to your workspace and The Hesabu ERP interface.
2. Check that your company details are right. See Creating and configuring your company.
3. Make sure staff have their own users with the right roles. See Creating users and assigning roles.

Every day (5 minutes)

- Open the **Accounting** workspace and look at the cards: money owed to you, money you owe and cash. See The dashboard and workspaces.
- Check your **To Do** and notifications for approvals. See To Do, assignments and mentions.
- If you run a shop, look at yesterday's closing entries. See Point of sale reports and the daily routine.

Every week

- **Sales:** the pipeline and the sales register. See Sales pipeline and CRM reports.
- **Customers who owe you:** the *Accounts Receivable* report.
- **Suppliers you owe:** *Accounts Payable*.
- **Stock:** low and slow-moving items. See Stock reports.

Every month

- Profit and Loss and Balance Sheet. See Financial reports.
- Compare with the budget. See Budgets.
- Confirm VAT, PAYE and other taxes are filed and paid. See Kenya tax overview.
- Check the Hesabu ERP invoice is paid. See Your plan and your Hesabu ERP invoices.

Good habits

- Ask for reports from the system, not from spreadsheets.
- Never share your login. Give each person their own.
- Review who has access every quarter. See Backups, logs and security.

Common mistakes

- Letting one person do everything, with no second check.
- Only looking at sales, and never at what customers owe.

Who to ask

Your administrator for access. Hesabu ERP support for anything about the service.

Related documentation

- Financial reports
- The dashboard and workspaces
- Permissions and restricting access
- Guide for the administrator

Guides by job role

Guide for the cashier

Your day at the till: open, sell, take payments, handle returns and close.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Your role

You serve customers quickly and accurately, take payment and make sure the cash and M-Pesa you hold match what the system says.

Start of the day

1. Sign in with **your own** login. Never use someone else's.
2. Open the **POS** and open your shift, entering the float you counted. See Opening and closing a shift.

During the day

- Scan or select each item. Check the quantity before you charge.
- Choose the right payment method: cash, M-Pesa or card. See Selling at the till.
- For M-Pesa, **see the message** on the business phone before you complete the sale, and type the code.
- Give the receipt and the correct change.
- Never give discounts unless a manager has agreed.
- For returns, follow Returns and corrections at the till. Do not refund without a return document.

End of the day

1. Count the cash drawer in front of a witness if your policy says so.
2. Close the shift, enter the amounts you counted, and write a note about any difference. See Opening and closing a shift.
3. Hand the cash and the closing slip to your manager.

If something goes wrong

Problem	What to do
Item not found	Check the spelling or the barcode, then ask the storekeeper. Do not guess a price
Wrong item charged	Fix it before you complete the sale. After completing, make a return
Payment not received	Do not hand over the goods. Ask the customer to wait or pay by another method
Screen frozen	Refresh. Draft orders are kept. Tell your manager if it continues

Common mistakes

- Leaving the till open and signed in.
- Using the wrong payment method, so the count does not match.

Who to ask

Your shop manager for discounts and refunds. The administrator for login problems. See Login problems.

Related documentation

- Opening and closing a shift
- Selling at the till
- Returns and corrections at the till

Guides by job role

Guide for the storekeeper

Receive, store, issue and count stock so the system always matches the shelf.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You make sure the stock in the system is the same as the stock on the shelf. If the system is wrong, the business buys the wrong goods and sells goods it does not have.

When goods arrive

1. Check the delivery against the **purchase order** and the supplier's delivery note: item, quantity and condition.
2. Create a **Purchase Receipt** from the purchase order, enter what you actually received, and submit. See The procurement cycle.
3. Put the goods in the right warehouse and location.
4. For damaged or wrong goods, reject them on the receipt and tell the buyer.

When goods go out

- Deliveries to customers: make a **Delivery Note** from the sales order. See From quotation to invoice.
- Moving stock between stores or shops: use a **Stock Entry** of type *Material Transfer*. See Warehouses and stock entries.
- Goods used in production or written off: use the right type of **Stock Entry**, with a reason.

Never move goods without a document.

Every day

- Look at the stock levels of the fast-moving items. See Stock reports.
- Look for **Draft** receipts and notes that were not submitted.

Every week or month

- Count a few items each week and compare with the system. Do a full count at least once a year. See Opening stock and stock counts.
- Tell the buyer which items have reached their **reorder level**. See Stock valuation and reorder levels.
- Check expiry dates of batches. See Batches and serial numbers.

If the stock is wrong

Follow Incorrect stock balances.

Common mistakes

- Receiving goods and submitting the receipt days later.
- Leaving goods in the wrong warehouse.
- Taking items "just for a moment" with no record.

Who to ask

The purchasing officer about orders, and the accountant about valuation.

Related documentation

- Creating items
- Warehouses and stock entries
- Opening stock and stock counts
- Incorrect stock balances

Guides by job role

Guide for the accountant

Daily, weekly and monthly accounting routines, including bank reconciliation and tax.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Your role

You keep the books accurate, make sure money is collected and paid on time and prepare the figures for the owner, the auditor and KRA.

Set up once

- A tidy chart of accounts. See The chart of accounts.
- Fiscal year, currency and cost centres. See Currency, fiscal year and accounting periods and Cost centres.
- Tax templates and accounts. See VAT.

Every day

- Review new **sales invoices** and **purchase invoices**. Check tax and cost centre. See Creating a sales invoice and Recording supplier bills.
- Record **customer and supplier payments**. See Recording customer and supplier payments.
- Check POS closing entries and the M-Pesa total. See Point of sale reports.
- Answer questions about invoices and credit notes. See Credit notes and debit notes.

Every week

- **Bank reconciliation.** See Bank accounts and bank reconciliation.
- Chase overdue invoices from the *Accounts Receivable* report.
- Plan supplier payments from *Accounts Payable*.

Every month

1. Make sure all documents are submitted, and stock is counted if needed.
2. Post depreciation, accruals and payroll. See Depreciation and Running payroll and payslips.
3. Reconcile bank, M-Pesa and card accounts.
4. Review the **Trial Balance**, **Profit and Loss** and **Balance Sheet**. See Financial reports.
5. File and pay **VAT**, **PAYE** and other taxes, and record the payments. See Kenya tax overview and compliance calendar.
6. Compare with the budget. See Budgets.

Every year

Close the year. See Closing the financial year.

Common mistakes

- Editing submitted documents instead of cancelling and amending. See Understanding document status.
- Not reconciling for months, so errors pile up.
- Paying tax without recording the payment.

Who to ask

The administrator for access, and your auditor or tax adviser for rules.

Related documentation

- Bank accounts and bank reconciliation
- Financial reports
- VAT: setting up, recording and returning
- Closing the financial year

Guides by job role

Guide for the sales representative

Manage leads, quote, follow up and turn orders into invoices.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You find customers, give accurate quotes, follow up and turn interest into paid orders.

Every day

1. Open your **To Do** and the leads assigned to you. See To Do, assignments and mentions.
2. Log every new enquiry as a **Lead**, with the source. See Leads and opportunities.
3. Send **quotations** to interested customers, from the lead or opportunity. See From quotation to invoice.
4. Follow up open quotations. Write each call or visit in the record's comments.
5. When a customer accepts, create the **Sales Order** from the quotation.

For existing customers

- Check their balance and history before you promise credit. See Creating and managing customers.
- Check **stock** before promising delivery. See Stock reports.
- Ask the accountant before giving a discount outside your limit.

Every week

- Update your opportunities' stages and expected dates. See Sales pipeline and CRM reports.
- Record why you lost any deal.
- Book appointments. See Campaigns and appointments.

Common mistakes

- Quoting from memory, without checking the price list and stock.
- Leaving leads with no next step or date.
- Promising a delivery date to the customer without asking the store.

Who to ask

Your sales manager for discounts, the storekeeper for stock, and the accountant for credit terms.

Related documentation

- Leads and opportunities
- From quotation to payment
- Creating and managing customers
- Sales pipeline and CRM reports

Guides by job role

Guide for the purchasing officer

Order from suppliers, follow deliveries and make sure bills match what was received.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You make sure the business buys what it needs, at a fair price, and that what arrives is what was ordered.

Every day

1. Look at **Material Requests** from stores and departments, and at items below their **reorder level**. See Stock valuation and reorder levels.
2. Get prices from suppliers. See The procurement cycle.
3. Raise **Purchase Orders** for what you approve. See Creating and managing suppliers to keep supplier details right.
4. Follow up deliveries that are late. The **Purchase Order** list shows status.
5. Check that the **Purchase Receipt** matches the order, and the supplier's invoice matches both. See Recording supplier bills.

When there is a problem

- Wrong or damaged goods: reject them on the receipt and raise a return. See Purchase returns and debit notes.
- A price difference on the bill: ask the supplier for a credit note, and do not approve the bill until it is fixed.

Every month

- Review the *Accounts Payable* report with the accountant to plan payments.
- Check suppliers' tax details are complete, for withholding tax. See Withholding tax and turnover tax.

Common mistakes

- Ordering by phone with no purchase order.
- Approving a bill before the goods have arrived.

Who to ask

The storekeeper about stock, and the accountant about payment terms.

Related documentation

- The procurement cycle
- Creating and managing suppliers
- Stock valuation and reorder levels
- Recording supplier bills

Guides by job role

Guide for the HR officer

Keep employee records, leave, attendance and payroll correct month after month.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You look after the people side of the business: who works for you, when they are away and what they are paid. The information is confidential. Treat it that way.

When someone joins

1. Create the employee record with the right department, designation and bank details. See Employees.
2. Record their KRA PIN, National ID, NSSF and SHA numbers.
3. Assign leave. See Leave types, allocations and applications.
4. Assign a salary structure. See Salary components and structures.
5. Create their user if they need to sign in. See Creating users and assigning roles.

Every day and week

- Record attendance. See Attendance, and Biometric attendance if you use a device.
- Process leave applications, or check that approvers do.
- Process expense claims. See Expense claims.

Every month

1. Make sure attendance and leave are submitted.
2. Run payroll and check the slips. See Running payroll and payslips.
3. Check the statutory amounts against current rates. See Kenyan statutory deductions.
4. Pay salaries and send payslips.
5. Give the accountant the figures for PAYE, SHIF, Housing Levy and NSSF payments.

When someone leaves

Follow the checklist in Gratuity and end of service. Set the status to *Left*, never delete the record.

Common mistakes

- Running payroll before attendance is complete.
- Sharing payslip or salary details with people who do not need them.

Who to ask

The accountant about tax, and your lawyer about employment law.

Related documentation

- Employees
- Leave types, allocations and applications
- Running payroll and payslips
- Kenyan statutory deductions

Guides by job role

Guide for the administrator

Keep users, access, printouts and the system healthy, and know when to call support.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You make sure the right people can do the right things, documents look professional and problems are fixed quickly. You are the first person staff ask when something goes wrong.

When staff join or leave

- Create users and assign roles. See Creating users and assigning roles.
- Use Example access setups as a starting point.
- **Disable** leavers on the day they go. Do not delete them.

Every week

- Read the **Error Log** and **Email Queue** for problems. See Backups, logs and security.
- Answer staff questions with Troubleshooting and the Missing modules or permissions article.

When the business changes

- New document layout or logo: Print formats and letterheads.
- A new detail on a form: Custom fields and forms.
- An approval step or alert: Workflows and notifications.
- A change in invoice numbering: Document numbering. Talk to the accountant first.
- Importing data: Importing data.

Every quarter

- Review all users and roles. Remove what is not needed.
- Check outgoing email is working. See Email problems.
- Check your Hesabu ERP invoice is paid on time. See Your plan and your Hesabu ERP invoices.

Keep it safe

- Use strong, different passwords. Never share administrator logins.
- Give integrations their own users and keys. See API keys and webhooks.

When to contact support

For anything about the server, backups and restores, plan changes or a suspected security problem. Call or WhatsApp us, with your workspace address.

Common mistakes

- Giving everyone the System Manager role to avoid access problems.
- Changing settings with no note of what or why.

Related documentation

- Creating users and assigning roles
- Permissions and restricting access
- Print formats and letterheads
- Backups, logs and security

Guides by job role

Guide for every employee: leave, claims, timesheets and payslips

Apply for leave, claim expenses, record your time and see your payslips yourself.

Beginner · About 12 minutes · Version 1.0 · Updated 17 November 2026

Your role

You do your job. This guide shows what you can do yourself in Hesabu ERP, so you do not have to ask HR for every small thing.

Before you start

Your administrator must link your user to your employee record, and give you the Employee role. If you cannot see the items below, ask HR. See Missing modules or permissions.

Sign in and set up your profile

1. Sign in at your company's address. See Signing in to your workspace.
2. Change your password and check your details. See Updating your profile and password.

Apply for leave

1. Search for **Leave Application** and click **Add Leave Application**.
2. Choose the **Leave Type**, the dates and the reason. The balance is shown.
3. Check that your **Leave Approver** is correct, then **Save**. Your approver is notified.
4. You will be told when it is approved or rejected. Do not go on leave until it is approved.

See Leave types, allocations and applications.

Claim an expense

1. Search for **Expense Claim** and click **Add Expense Claim**.
2. Add each expense with the type, amount and a description. Attach the receipt.
3. Save and submit. Your approver reviews it, then finance pays you.

See Expense claims.

Record your time

If your work is billed by time, search for **Timesheet**, add each piece of work with the project, task and hours, and submit. See Timesheets.

See your payslip

1. Search for **Salary Slip**. You see only your own.
2. Open the month you want. You can print or download it as a PDF.

See Running payroll and payslips.

Your To Do list

Tasks assigned to you and mentions appear in your notifications and **To Do**. See To Do, assignments and mentions.

Good habits

- Submit claims within the month, with receipts.
- Apply for leave early.
- Never share your login.

Who to ask

Your department head for approvals, HR for records and payslip questions, your administrator for login problems.

Related documentation

- Leave types, allocations and applications
- Expense claims
- Timesheets
- Running payroll and payslips
- Updating your profile and password

Guides by job role

Guide for the department head or approver

Approve leave, expense claims, purchase orders and other documents waiting for you, and keep your team's work moving.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

People in your team need your decision before they can continue. You approve fairly and quickly, and you check what you approve.

Where to find what is waiting

- **Notifications** (the bell) and **To Do** show items assigned to you. See To Do, assignments and mentions.
- In each list, filter by **Pending** status or **Assigned To me**.

Leave

1. Open the **Leave Application**.
2. Check the dates, the balance and who covers for them.
3. Set the status to **Approved** or **Rejected**, and submit. Write a reason when you reject.

See Leave types, allocations and applications.

Expense claims

1. Open the **Expense Claim** and check each line against the attached receipts.
2. Set **Approval Status** to *Approved* or *Rejected*, and submit.
3. Reject if there is no receipt or the expense is not business related.

See Expense claims.

Purchase orders and workflow documents

Where your business uses approvals, a document waits in a state such as *Pending Approval*. Open it, check the supplier, items, quantities and prices, and use the **Actions** button to approve or reject. See Workflows and notifications.

Attendance and timesheets

Check that your team's attendance is complete before payroll. See Attendance. Approve timesheets where required. See Timesheets.

Good habits

- Clear your approvals daily. A delay holds up pay and orders.
- Do not approve something you have not checked.
- Name a stand-in when you are away, so approvals are not stuck.
- Do not approve your own claims or orders.

Who to ask

HR about leave policy, finance about expense rules, and the administrator if an approval does not appear.

Related documentation

- Leave types, allocations and applications
- Expense claims
- Workflows and notifications
- To Do, assignments and mentions

Guides by job role

Guide for the shop or branch manager

Run one location day to day: tills, refunds, discounts, stock, staff and the daily close.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Your role

You are responsible for one shop or branch: sales, cash, stock and the people. You check what the cashiers and storekeepers do, and you make the decisions they cannot.

Open the day

- Check the staff present, and that each cashier opens their own shift. See Opening and closing a shift.
- Look at the **Stock Balance** for items that must be on the shelf today. See Stock reports.
- Receive deliveries with the storekeeper. See Guide for the storekeeper.

During the day

- **Discounts.** Only approve within your rules. Record who agreed.
- **Refunds and returns.** Check the goods and the original receipt, then have the cashier do a return in the system. See Returns and corrections at the till.
- **Price questions.** Prices come from the price list. Ask the owner or accountant to change it, not the till.
- Watch for stock-outs of fast-moving items, and raise a **Material Request** to your head office or buyer.

Close the day

1. Each cashier closes their shift and counts their cash. See Opening and closing a shift.
2. Review the **POS Closing Entry** for each cashier. Read the **difference** and the note. See Point of sale reports and the daily routine.
3. Bank the cash and keep the deposit slip. Pass the figures to the accountant.
4. Check the M-Pesa and card totals against the till phone and statements.

Every week

- Count a few items and compare. See Opening stock and stock counts.
- Review the *Item-wise Sales Register* for best and slow sellers.
- Check overtime and attendance. See Attendance.

Every month

- Compare sales, expenses and stock losses with the previous month and the budget. See Budgets.
- Meet each cashier about repeated differences.

Common mistakes

- Approving discounts and refunds by word of mouth, with no record.
- Closing the day without looking at the differences.
- Keeping large cash in the shop overnight.

Who to ask

The owner for pricing and policy, the accountant for banking and reconciliation.

Related documentation

- Point of sale reports and the daily routine
- Returns and corrections at the till
- Stock reports
- Guide for the cashier

Guides by job role

Guide for the credit controller

Set credit limits, watch the ageing, chase late payers and keep cash coming in.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Your role

You make sure customers who buy on credit pay on time, without damaging the relationship. You decide who may buy more, and who must pay first.

Set up once

- Set each customer's **payment terms** and **credit limit** on their record. See Creating and managing customers.
- Agree with the owner what happens when a customer goes over the limit or is late: warn, hold orders or stop supply.
- Set automatic reminders with a notification. See Workflows and notifications.

Every day

1. Open **Accounts Receivable**. Filter to overdue, and sort by amount or age.
2. Call or message customers whose invoices are due or overdue. Write what was promised in the comments of the invoice.
3. Match payments received to invoices. See Recording customer and supplier payments.
4. Before a big new order is delivered, check the customer's balance and credit limit.

Every week

- Review the **Accounts Receivable Summary** by customer, and the ageing bands (0-30, 31-60, 61-90 and over 90 days).
- Send **statements of account** to customers with several open invoices. Use the **Process Statement of Accounts** tool, or print the **General Ledger** for the customer.
- Send formal reminders for invoices over 30 days.

Disputes

If a customer disputes an invoice, find out why. If the invoice is wrong, ask the accountant for a credit note. See Credit notes and debit notes. Track the dispute in the comments, so the invoice is not chased in error.

Bad debts

Old debts that will not be paid are written off by the accountant, with the owner's approval. Ask about the VAT and tax treatment. See Kenya tax overview.

Common mistakes

- Chasing only the large customers.
- Letting credit limits be changed without approval.
- Not recording promises to pay.

Who to ask

The accountant for write-offs and credit notes, the sales manager for relationships.

Related documentation

- Recording customer and supplier payments
- Financial reports
- Creating and managing customers
- Workflows and notifications

Guides by job role

Guide for the production manager or supervisor

Plan production, issue materials, track work orders and job cards, and report output and waste.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Your role

You turn orders and plans into finished goods, on time, with the least waste.

Every day

1. Open the **Work Order** list and filter to *Not Started* and *In Process*. See Work orders and production.
2. Check the materials for today's work. If something is short, tell purchasing.
3. Issue materials with a **Material Transfer for Manufacture** from the work order.
4. Check that operators start and complete their **Job Cards**. See Job cards and production planning.
5. When a batch is finished, click **Finish** and enter the **actual quantity produced**, and the scrap.

Every week

- Run the **Production Plan** from sales orders and stock. See Job cards and production planning.
- Check the **Work Order Summary** and the **BOM Stock Report** for materials that will run out.
- Ask quality to review problem batches. See Quality inspections.

Every month

- Review variances: planned materials against what was actually consumed. See Production costing and reports.
- Update the **BOM** when the real recipe changes. See Bills of materials.
- Look at downtime and waste by workstation.

Good habits

- Close work orders the same day. Open ones hide stock in work in progress.
- Record scrap honestly. Hidden waste makes costs wrong.

Who to ask

The storekeeper for materials, purchasing for shortages, the accountant for costing questions.

Related documentation

- Work orders and production
- Job cards and production planning
- Production costing and reports
- Bills of materials

Guides by job role

Guide for the project manager

Plan projects, assign tasks, approve time and watch costs and billing.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Your role

You deliver projects on time and on budget, and make sure the client is billed correctly.

Start a project

1. Create the **Project** with client, dates and the estimated cost and price. See Projects and tasks.
2. Break it into **Tasks** with dates, hours and an owner. Reuse a template for repeat jobs.
3. Agree milestones and billing terms with the client in writing.

Every day

- Check your **Kanban** or **Gantt** view of tasks, and clear blockers. See Kanban boards, recurring documents and bulk tools.
- Answer mentions and comments on tasks.

Every week

1. Review the percent complete and the tasks that are late.
2. Approve **Timesheets**. Check that time is on the right tasks, and that billable hours are correct. See Timesheets.
3. Check that supplier bills and expense claims carry the **Project**. If not, costs are missing.

Billing

- Raise invoices at milestones, or from timesheets. See Billing clients and tracking project costs.
- Follow up unpaid invoices with the credit controller. See Guide for the credit controller.

At the end

1. Complete all tasks and get client sign-off.
2. Make sure everything is billed.
3. Check the final **Gross Margin**, and note what you learned.
4. Set the project status to *Completed*.

Common mistakes

- Starting work without agreed scope and billing.
- Leaving costs without a project, so the margin looks good until the audit.

Who to ask

The accountant about billing and costs, HR about staff availability.

Related documentation

- Projects and tasks
- Timesheets
- Billing clients and tracking project costs
- Kanban boards, recurring documents and bulk tools

Guides by job role

Guide for the support agent

Handle customer issues quickly, meet your response targets and handle warranty claims.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You are the customer's contact when something goes wrong. You want the problem solved, and the customer to feel heard.

Every day

1. Open the **Issue** list and filter to *Open*, sorted by priority and due time. See Logging and resolving customer issues.
2. Take the oldest and highest priority first. Assign it to yourself.
3. Reply to the customer. A short reply with a clear next step is better than silence. Use **Communication** from the issue so the reply is recorded.
4. Check the **Response By** and **Resolution By** times. See Service levels and response targets.
5. Resolve the issue, write the **Resolution Details**, and mark it resolved.

Warranty and visits

1. For a product problem, search the serial number in a **Warranty Claim** to check the warranty. See Warranty claims and maintenance visits.
2. Book a **Maintenance Visit** if a technician needs to go out.
3. Charge for anything outside the warranty, by a sales invoice.

When you cannot fix it

- Assign it to the right person with a comment explaining what you need. See To Do, assignments and mentions.
- Tell the customer who is handling it, and when to expect an update.

Every week

Look at **Issue Analytics** and the first-response report with your manager. Look for causes that repeat, and suggest fixes.

Good habits

- One issue per problem, with a clear subject.

- Never close an issue without a resolution note.
- Be polite, even if the customer is not.

Who to ask

Your support manager for escalations, and the storekeeper or technician for parts and visits.

Related documentation

- Logging and resolving customer issues
- Service levels and response targets
- Warranty claims and maintenance visits
- To Do, assignments and mentions

Guides by job role

Guide for the fixed assets officer

Register, tag, move, maintain and dispose of assets, and keep the register matching what you own.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You make sure every asset the business owns is recorded, found, cared for and removed from the books when it is gone.

When something is bought

1. Check the supplier invoice for assets, with the accountant. See Recording supplier bills.
2. Register the asset with category, cost, location and custodian. See Registering assets.
3. Tag the item with its asset number, and take a photo. Attach it to the record.

During the year

- Record every transfer with an **Asset Movement**. See Moving and maintaining assets.
- Set up maintenance schedules and log repairs.
- Keep insurance, warranty and logbook details attached.
- Check that depreciation is posted each month with the accountant. See Depreciation.

Once a year

1. Print the **Fixed Asset Register**.
2. Walk through each location, and verify every asset: present, condition, and custodian.
3. Correct differences: update locations, and report missing assets.

When something is sold, scrapped or lost

Use the steps in Selling and scrapping assets. Get written approval first, and attach it.

Good habits

- No asset moves without a record.
- Update custodians when staff leave. See Gratuity and end of service.

Who to ask

The accountant for categories, depreciation and disposal entries.

Related documentation

- Registering assets
- Moving and maintaining assets
- Selling and scrapping assets
- Depreciation

Guides by job role

Guide for the quality officer

Inspect incoming and finished goods, record failures and follow corrective actions through to closure.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You protect customers and the business from faulty goods, and make sure problems are not repeated.

Every day

1. Check for **Purchase Receipts**, **Delivery Notes** and work orders that need inspection.
2. Take samples and record each reading in a **Quality Inspection**, then submit. See Quality inspections.
3. Hold rejected goods, and tell purchasing or production. For supplier faults, request a return. See Purchase returns and debit notes.

When something goes wrong

1. Log a **Non Conformance** with what happened, where, and which procedure applies.
2. Find the root cause, not only the symptom.
3. Record corrective and preventive actions, with owners and dates. See Quality management: goals, procedures and non-conformances.
4. Close it only when the action is done and checked.

Every month

- Review inspection results by supplier and by product. Share a summary with purchasing and production.
- Update procedures that changed. Remove old ones.
- Run a **Quality Review** and a **Quality Meeting** for your goals.

Good habits

- Record readings honestly, including failures.
- Keep samples and photos as evidence.
- Do not accept goods under pressure without inspection.

Who to ask

The production manager and purchasing for corrective actions, and the owner for decisions on suppliers.

Related documentation

- Quality inspections
- Quality management: goals, procedures and non-conformances
- Purchase returns and debit notes
- Work orders and production

Guides by job role

Guide for the website and marketing officer

Publish pages and posts, run campaigns, collect enquiries and report what brings customers in.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You bring in interest and make sure the sales team follows it up.

Website

1. Update pages and publish blog posts. See Web pages and the blog.
2. Fill in the meta title and description for each, so search engines show them well.
3. Do not publish prices, customer names or other private information.

Enquiry forms

- Keep your web forms short. See Web forms.
- Test them every month, and check the enquiry appears as a **Lead**.
- Make sure sales answers each enquiry fast.

Campaigns

1. Create a **Campaign** for each activity, such as a radio advert or a social media post. See Campaigns and appointments.
2. Tag every lead with the campaign and the source.
3. Send newsletters only to people who agreed to get them. Include a way to unsubscribe.

Report to the owner

- Leads and orders per campaign, from the **Campaign Efficiency** and **Lead Source** reports.
- Which sources convert best. See Sales pipeline and CRM reports.
- Spend against results, with the accountant.

Good habits

- Follow data protection rules. Keep proof of consent.
- Agree with sales who follows up leads, and how fast.

Who to ask

The sales manager about leads and the administrator about website settings.

Related documentation

- Web pages and the blog
- Web forms
- Campaigns and appointments
- Sales pipeline and CRM reports

Guides by job role

Guide for the delivery driver or field technician

Deliver goods, get signatures, record visits and handle payments away from the office.

Beginner · About 12 minutes · Version 1.0 · Updated 17 November 2026

Your role

You are the face of the business at the customer's door. What you record is the proof of delivery and of work done.

Before you leave

1. Open your **Delivery Notes** or **Maintenance Visits** for today, on your phone or tablet. They are in the browser.
2. Check the goods or tools against the document. Tell the store about differences before you go. See Guide for the storekeeper.

At the customer

Deliveries

1. Hand over the goods and check them with the customer.
2. Get the customer's **signature** and name on the delivery note, or take a photo of the signed copy and attach it. See Attachments and files.
3. Record any shortages or damage on the delivery note.

Service visits

1. Open the **Maintenance Visit** and record the work done, the parts used and the **Completion Status**. See Warranty claims and maintenance visits.
2. Take photos where useful, and get the customer's sign-off.

Taking payment

- **M-Pesa:** the customer pays to the business till or paybill. Check the confirmation, and note the transaction code. Never use your own number.
- **Cash:** count it in front of the customer, give a receipt and hand it to the office the same day.
- Tell the accountant, who records it in a **Payment Entry**. See Recording customer and supplier payments.

At the end of the day

- Return the signed copies and any goods not delivered.
- Hand over the cash and the list of payments.

Good habits

- Do not hand over goods before payment if the order is cash on delivery.
- Never promise discounts or refunds. Call the office.

Who to ask

Your supervisor or the sales team for customer issues, the storekeeper for stock.

Related documentation

- From quotation to payment
- Warranty claims and maintenance visits
- Recording customer and supplier payments
- Attachments and files

Guides by job role

Guide for the auditor or read-only reviewer

Review records, reports and history without changing anything, and what access to ask for.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You check that the records are complete, accurate and properly authorised. You look at everything, and you change nothing.

Access

Ask the administrator to create a user with **read-only** access: the ability to **read**, **report**, **export** and **print**, but not create, edit, submit or cancel. Limit it to the companies and periods you are reviewing. See Permissions and restricting access and Example access setups.

For an outside auditor, set an end date for the user, and disable it afterwards.

What to review

Area	Where to look
Overall figures	**Trial Balance**, **Profit and Loss**, **Balance Sheet**. See Financial reports
Transactions	**General Ledger**, **Sales Register**, **Purchase Register**
Customers and suppliers	**Accounts Receivable**, **Accounts Payable**
Cash and bank	Bank reconciliation. See Bank accounts and bank reconciliation
Stock	**Stock Ledger**, **Stock Balance**
Assets	**Fixed Asset Register** and depreciation
Payroll	Salary slips and statutory reports
Tax	VAT, PAYE and withholding reports and payments. See Kenya tax overview

Audit trail

- Each document's **Activity** section shows who created and changed it, and when.
- The **Version** list and **Activity Log** show changes to records and logins. See Backups, logs and security.
- Cancelled documents stay visible. See Understanding document status.

Export evidence

Export reports to Excel or PDF from the report toolbar. See Filtering, sorting and exporting records. Keep a record of the filters you used.

Good habits

- Note document numbers for every sample you test.
- Raise queries with the accountant, in writing.
- Remember the data is confidential.

Who to ask

The accountant for explanations, the administrator for access.

Related documentation

- Permissions and restricting access
- Example access setups
- Backups, logs and security
- Financial reports

Guides by job role

Guide for the integration developer

Connect your own software to Hesabu ERP safely, using API keys and webhooks.

Advanced · About 20 minutes · Version 1.0 · Updated 17 November 2026

Your role

You build connections between Hesabu ERP and other systems, such as a website, an app or accounting tools, without risking the live data.

Before you start

1. Agree with the administrator what the integration must do, and which records it reads or writes.
2. Ask support whether the workspace has a **test** copy you can use. Do not experiment on the live data.

Get access

1. Ask the administrator to create a **dedicated user** for the integration, with only the roles it needs. See Permissions and restricting access.
2. On that user, generate the **API key and secret**, and store them in a secrets manager or environment variable. See API keys and webhooks.
3. Send `Authorization: token <api_key>:<api_secret>` with each request, over HTTPS.

Build and test

- Start with read-only calls to confirm access.
- Test creating and updating records with test documents, and delete them after.
- For events leaving Hesabu ERP, use **Webhooks**, and check the **Webhook Request Log**.
- Handle errors and timeouts, and retry safely, so a document is not created twice.

Go live

1. Review the integration with the administrator.
2. Set up monitoring. Check the **Error Log** now and then. See Backups, logs and security.
3. Document what it does, who owns it and how to turn it off.

Security

- Never put keys in front-end code or in a shared chat.

- Regenerate keys if they may have leaked, and when a project ends.
- Do not send more data than the other system needs.

Payments

For online payments, ask support which gateway setup is prepared for your workspace before building your own. See Payment gateways.

Who to ask

The administrator for users and keys, and Hesabu ERP support for anything on the server side.

Related documentation

- API keys and webhooks
- Payment gateways
- Permissions and restricting access
- Backups, logs and security

Guides by job role

Guide for customers and suppliers: using your portal

See your quotations, orders, invoices and statements online, and who to contact for help.

Beginner · About 8 minutes · Version 1.0 · Updated 17 November 2026

Who this is for

You buy from or supply a business that uses Hesabu ERP, and they have invited you to their **portal**. It lets you see your own documents without calling or emailing for copies.

First sign-in

1. Open the email invitation, and click the link to **set your password**.
2. Sign in at the business's address. Use the email address they invited.
3. If the link has expired, use **Forgot Password?** on the sign-in page.

What you can see

Depending on what the business turned on:

- **Quotations** sent to you.
- **Sales orders** and their status.
- **Invoices**, and whether they are paid.
- **Shipments** and delivery notes.
- **Purchase orders** (for suppliers) and **supplier invoices**.
- **Support issues** you opened.

You see only **your own** documents.

Download or print a document

Open it, and click **Print** or **Download PDF**.

Pay an invoice

If the business accepts online payment, a **Pay** button appears on the invoice. Otherwise, use the bank, paybill or till details on the invoice, and quote the invoice number.

Update your details

Open your **Profile** to change your name or password. To change an email address or company details, ask the business.

If something is not right

- Cannot sign in: reset your password, then contact the business.
- A document is missing: it may not yet be issued, or may not be shared with the portal. Contact the business.
- A mistake on an invoice: contact the business's accounts department. They can issue a credit note.

Keep it safe

- Never share your password.
- Sign out on shared computers.
- Be careful of emails asking for payment details that did not come from the business.

Who to contact

The business that invited you. They manage your access and your documents.

Related documentation

- The customer and supplier portal
- Paying with the link in your invoice email
- Signing in to your workspace

Industry guides

How to set up and run Hesabu ERP for a retail shop, a wholesaler, a service business or a manufacturer.

For: Business owners

Industry guides

Running a retail shop

A setup and daily routine for a shop that sells over the counter, from items to till to month end.

Beginner · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Needs the **Kuza** or **Enterprise** plan, which include selling, point of sale, buying and stock.

Who this is for

Shops that sell to walk-in customers for cash, M-Pesa or card: hardware, groceries, pharmacies, boutiques, agrovets.

Modules you will use

Stock, Point of sale, Buying, Accounting. Selling is used only for customers on credit.

Set up, in this order

1. **Company and tax.** Your company, fiscal year, KRA PIN and VAT. See Creating and configuring your company and VAT.
2. **Warehouses.** One for each shop, and one for the back store if you have one. See Warehouses and business locations.
3. **Items.** Import your items with codes, barcodes, units, selling prices and reorder levels. See Creating items and Importing data.
4. **Opening stock.** Count and enter it. See Opening stock and stock counts.
5. **Suppliers.** See Creating and managing suppliers.
6. **Point of sale.** Payment methods, profile and cashiers. See Setting up the POS.
7. **Users.** One login per person. See Example access setups.

Your daily routine

When	Who	What
Opening	Cashier	Open the shift, count the float
All day	Cashier	Sell, take payments, handle returns
Closing	Cashier and manager	Close the shift, count, note differences
Evening	Manager	Review closing entries and low stock
Morning	Storekeeper	Receive deliveries and submit receipts

Weekly and monthly

- Reorder what is below its reorder level. See Stock valuation and reorder levels.
- Count a few fast-moving items every week.
- Reconcile M-Pesa, card and bank. See Bank accounts and bank reconciliation.
- File VAT and PAYE. See Kenya tax overview.

Tips for retailers

- Use **barcodes**. Scanning is faster and has fewer errors than typing. See Barcodes and scanners.
- Set **price lists** for retail and for wholesale customers, if you have both.
- Use **batches and expiry dates** for pharmacies and food. See Batches and serial numbers.
- Review slow-moving stock monthly. See Stock reports.

Common mistakes

- Selling without an open shift, so sales are not tied to a cashier.
- Entering prices with and without VAT inconsistently.
- Skipping stock counts, then losing track of shrinkage.

Next steps

Read the cashier guide and the storekeeper guide.

Related documentation

- Point of sale overview
- Creating items
- Stock valuation and reorder levels
- VAT: setting up, recording and returning

Industry guides

Running a wholesale or distribution business

Set up credit customers, price lists, deliveries and collections for a business that sells in bulk.

Intermediate · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Needs the **Kuza** or **Enterprise** plan, which include selling, buying and stock.

Who this is for

Businesses that sell larger quantities to shops, institutions and other businesses, often on credit and with delivery.

Modules you will use

Selling, Stock, Buying, Accounting. Point of sale only if you also have a counter.

Set up, in this order

1. **Company, tax and warehouses.** Include delivery vehicles' stock if goods are loaded for the route. See Warehouses and business locations.
2. **Items and price lists.** One price list for each customer type, such as *Wholesale* and *Distributor*. See Creating items.
3. **Customers.** Add payment terms and a **credit limit** to each. See Creating and managing customers.
4. **Suppliers.** See Creating and managing suppliers.
5. **Users.** Sales staff, store and accounts. See Permissions and restricting access.

The order-to-cash flow

1. The salesperson creates a **quotation** or a **sales order**. See From quotation to invoice.
2. The store prepares and issues a **delivery note**, and the customer signs it.
3. Accounts raises the **sales invoice** from the delivery note, with the right tax. See Creating a sales invoice.
4. The customer pays, and accounts records the payment. See Recording customer and supplier payments.

Collections

- Check the **Accounts Receivable** report every week, sorted by age.
- Send reminders using a notification. See Workflows and notifications.
- Put customers over their credit limit on hold until they pay.

Buying

Reorder using reorder levels and material requests. See The procurement cycle. Track landed cost if you import. Ask your accountant.

Tips for wholesalers

- Do not tick **Update Stock** on invoices that follow a delivery note.
- Use **Auto Repeat** for standing monthly orders. See Kanban boards, recurring documents and bulk tools.
- Let key customers see their statements on the customer portal.
- Use the pipeline for new accounts. See Sales pipeline and CRM reports.

Common mistakes

- Delivering without a signed delivery note.
- Letting credit limits be ignored, so old debts grow.
- Wrong price lists on invoices.

Next steps

Read the sales representative guide and the accountant guide.

Related documentation

- From quotation to payment
- Creating and managing customers
- Warehouses and stock entries
- Recording customer and supplier payments

Industry guides

Running a service business

Quote jobs, track time and costs, invoice clients and manage recurring services.

Intermediate · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Accounting and invoicing are in every plan. Projects and timesheets, and HR, need the **Enterprise** plan.

Who this is for

Consultants, agencies, contractors, repair shops, schools and other businesses that sell time and expertise instead of goods.

Modules you will use

Selling, Projects, HR (for staff and expenses), Accounting. Stock only if you also sell parts.

Set up, in this order

1. **Company, tax and chart of accounts.** See Creating and configuring your company.
2. **Service items.** Create each service as an item with **Maintain Stock** unticked, and with a rate. See Creating items.
3. **Customers.** See Creating and managing customers.
4. **Employees and activity types** with billing rates, if you bill by time. See Timesheets.
5. **Cost centres** for departments or branches. See Cost centres and accounting dimensions.

The job-to-cash flow

1. **Lead and quotation.** See Leads and opportunities.
2. **Project and tasks** once the client accepts. See Projects and tasks.
3. **Time and expenses** recorded against the project. See Timesheets and Expense claims.
4. **Invoice** by time, by milestone or at a fixed price. See Billing clients and tracking project costs.
5. **Collect** and follow up late payers.

Recurring work and retainers

Use **Auto Repeat** on the invoice for a monthly retainer. See Kanban boards, recurring documents and bulk tools.

Know your numbers

- **Profit by project.** Compare billed amounts and costs.
- **Utilisation.** What share of staff hours is billable.
- **Outstanding invoices.** Services often have long payment delays.

Tax

Most services are standard-rated for VAT, but some are exempt. Withholding tax commonly applies to professional fees paid to you or by you. See VAT and Withholding tax and turnover tax.

Tips

- Agree the scope and the billing terms in writing before you start.
- Record time on the same day.
- Put the project on every cost, or the margin will look better than it is.

Common mistakes

- Billing late, so cash flow suffers.
- Under-recording non-billable time.

Next steps

Read the business owner guide.

Related documentation

- Projects and tasks
- Timesheets
- Billing clients and tracking project costs
- Kanban boards, recurring documents and bulk tools

Industry guides

Running a manufacturing business

Set up recipes, production, purchasing and costing for a business that makes what it sells.

Advanced · About 35 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Needs the **Production** add-on on top of a **Kuza** or **Enterprise** plan.

Who this is for

Bakeries, furniture makers, food and beverage producers, garment makers and workshops that turn raw materials into products.

Modules you will use

Manufacturing, Stock, Buying, Selling, Accounting. Quality and Subcontracting if you inspect goods or outsource steps.

Set up, in this order

1. **Company, tax and warehouses.** Create separate warehouses for *Raw materials*, *Work in progress* and *Finished goods*. See Warehouses and business locations.
2. **Items.** Raw materials, finished goods, and packaging, with units and reorder levels. See Creating items.
3. **Bills of materials** for each product. See Bills of materials.
4. **Workstations and operations** if you track time. See Job cards and production planning.
5. **Opening stock.** See Opening stock and stock counts.
6. **Suppliers and customers.**

The plan-to-cash flow

1. **Demand.** Sales orders, or your own forecast.
2. **Plan.** A production plan works out what to make and what to buy. See Job cards and production planning.
3. **Buy.** Purchase orders for missing materials. See The procurement cycle.
4. **Make.** Work orders, material transfer and finishing. See Work orders and production.
5. **Check.** Quality inspections on materials and finished goods. See Quality inspections.
6. **Sell.** Deliver and invoice. See From quotation to invoice.

Know your costs

- Compare the BOM with what was actually consumed. See Production costing and reports.
- Update raw material prices, and re-cost the BOM.
- Review yield and waste monthly.

Outsourced steps

If another business does part of the work with your materials, use Subcontracting.

Tips

- Keep the BOM accurate. Fix it when the real recipe changes.
- Finish work orders promptly, so stock is not stuck in work in progress.
- Use batches for food and anything with an expiry date. See Batches and serial numbers.
- Count raw materials often. Small losses add up.

Common mistakes

- Selling items with no BOM, so production cannot be planned.
- Never recording scrap and waste.
- Costing by guesswork instead of the system.

Next steps

Read the storekeeper guide and the accountant guide.

Related documentation

- Manufacturing overview
- Bills of materials
- Work orders and production
- Production costing and reports

Company setup and configuration

Set up your company, currency, fiscal year, cost centres, warehouses and regional settings.

For: Business owners and administrators

Company setup and configuration

Creating and configuring your company

Create your company record, add its details and logo, and understand the defaults it sets.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

The **Company** record is the foundation of your system. It holds your business name, currency, country and tax details, and it decides which chart of accounts and default accounts your transactions use. Most customers have one company, but you can add more if you run separate legal entities.

Prerequisites

- The **System Manager** role, or the permission to edit Company.
- Your official business name, KRA PIN and physical address to hand.

Steps

1. Type **Company** in the search bar and open the list.
2. Open your existing company, or click **Add Company** for another one.
3. Fill in the **Details**: - **Company Name**: your legal name as it should appear on invoices. - **Abbreviation**: a short code, such as `MHB`. It is added to the end of account and warehouse names, for example `Stores - MHB`. Choose it carefully, because it is hard to change later. - **Default Currency**: `KES` for Kenya shillings. - **Country**: Kenya. - **Tax ID**: your KRA PIN.
4. Upload your **Company Logo** in the Company Info section.
5. Check the **Chart of Accounts** setting. Leave the standard chart for a new company, and see The chart of accounts to adapt it.
6. Click **Save**.
7. Add your address: open **Address** from the Connections tab, click **Add Address**, link it to the company, tick **Preferred Billing Address**, and save.

Practical example

Mwangaza Hardware & Building Supplies Ltd sets the abbreviation `MHB`, the currency `KES`, the country Kenya and its KRA PIN. Every new invoice then shows the right name, PIN and address without anyone typing them.

Important notes

- The **Default Currency** applies to all new transactions. Change it only before your first transaction.
- The company's **Default Accounts** section (cash, bank, receivables, payables and income accounts) fills automatically from the chart. Review it before you start posting.
- To use more than one company, switch between them using the **Company** field on each document.

Common mistakes

- Using a long abbreviation. Account names get long and hard to read.
- Entering the trading name instead of the legal name, so invoices show the wrong name.

Troubleshooting

If you cannot change the default currency, transactions already exist. Ask support before attempting to change it.

Next steps

Read Currency, fiscal year and accounting periods.

Related documentation

- Currency, fiscal year and accounting periods
- The chart of accounts
- Warehouses and business locations

Company setup and configuration

Currency, fiscal year and accounting periods

Set your currency, define your accounting year and close periods.

Beginner · About 12 minutes · Version 1.0 · Updated 17 November 2026

Overview

Your **fiscal year** is the twelve months your accounts are reported over, for example 1 July to 30 June. Reports such as the Profit and Loss and the Balance Sheet are produced for a fiscal year, and documents must fall within one.

Steps

Check or create the fiscal year

1. Search for **Fiscal Year** and open the list.
2. Check there is one covering today's date. If not, click **Add Fiscal Year**.
3. Enter a name such as `2026-2027`, the **Year Start Date** and the **Year End Date**.
4. Tick **Disabled** only to hide an old year. Leave it off for the current year.
5. Click **Save**.

Currencies and exchange rates

1. Your company currency is **KES**, set on the Company record.
2. To bill a customer in another currency, such as USD, choose it on the document. The **Exchange Rate** is fetched or entered by you.
3. For regular foreign dealings, open **Currency Exchange** and add dated rates.

Closing an accounting period (optional)

1. Search for **Accounting Period** and click **Add Accounting Period**.
2. Choose the company and dates, and the **document types** to close, such as Sales Invoice and Payment Entry.
3. Save. Documents in that period of those types can no longer be created or changed.

Practical example

A business whose year ends on 30 June finishes its audit in September. The accountant creates an **Accounting Period** for July 2025 to June 2026 covering sales invoices, purchase invoices and journal entries. Nobody can back-date entries into the audited year.

Important notes

- If you try to post on a date outside any fiscal year, you will get an error. Create the year first.
- Closing a period protects your numbers but also blocks genuine corrections. Close it only after your review.
- Many businesses also run **Period Closing Voucher** at year end, which moves profit to retained earnings. Ask your accountant.

Common mistakes

- Forgetting to create the next fiscal year before the new year begins.
- Using a calendar year when the business reports on a different one.

Troubleshooting

An error that mentions the *fiscal year* when you save a document means there is no fiscal year covering its posting date. See Invoice submission errors.

Next steps

Read Cost centres and accounting dimensions.

Related documentation

- Creating and configuring your company
- Financial reports
- Journal entries and opening balances

Company setup and configuration

Cost centres and accounting dimensions

Track income and costs by branch, department or project.

Intermediate · About 12 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **cost centre** is a part of the business whose income and costs you want to see separately, such as a branch, shop or department. An **accounting dimension** is an extra tag you can add to every entry, for example *Project* or *Branch*.

Steps

Create cost centres

1. Search for **Cost Center** and open the tree.
2. Select your company's group, then click **Add Child**.
3. Enter the **Cost Center Name**, such as `Nakuru Branch`.
4. Tick **Is Group** only for a folder holding other cost centres.
5. Click **Save**.

Use them on documents

1. On a sales or purchase document, open the **Accounting Dimensions** section (or the item row).
2. Choose the **Cost Center**.
3. Submit. The income or expense is recorded against that cost centre.

Create an accounting dimension

1. Search for **Accounting Dimension** and click **Add**.
2. Choose the **Document Type** to use as the dimension (for example *Department*) and the company.
3. Save. The new field now appears on accounting documents.

Practical example

A hardware business with a Nakuru and an Eldoret branch makes a cost centre for each. At month end, the **Profit and Loss Statement** is filtered by cost centre, showing that Nakuru earns more but Eldoret has lower costs.

Important notes

- Decide your cost centres before you start. Adding them later does not re-tag old entries.
- Keep the tree simple. Too many cost centres make reports hard to read.

Common mistakes

- Creating a cost centre per customer. Use a *project* or *customer* report instead.
- Not setting a default cost centre in the Company, so entries land in the main one.

Next steps

Read Warehouses and business locations.

Related documentation

- Financial reports
- Creating and configuring your company

Company setup and configuration

Warehouses and business locations

Create the places you keep stock and set the defaults for each.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **warehouse** is any place you hold stock: a shop, a store room, a van or a supplier's consignment area. Every stock movement is recorded against a warehouse, so the stock report can tell you what you hold where.

Prerequisites

The **Stock** module in your plan and the Stock Manager or System Manager role.

Steps

1. Search for **Warehouse** and open the tree.
2. Click **Add Warehouse**.
3. Enter the **Warehouse Name**, for example `Stores`. The company abbreviation is added automatically (`Stores - MHB`).
4. Choose a **Parent Warehouse** if it sits inside a group, or tick **Is Group** for a folder.
5. Choose the **Company**.
6. In the **Address and Contact** section, add the location's address and contact.
7. Click **Save**.

Set defaults

1. Open **Stock Settings** from the Stock workspace.
2. Choose the **Default Warehouse** used when a document does not specify one.
3. Save.

Practical example

Mwangaza Hardware sets up `Stores - HD` (main store), `Showroom - HD` (shop floor) and `Delivery Van - HD`. When the shop sells the last bag of cement on the showroom floor, the team moves more from Stores to Showroom with a stock transfer.

Important notes

- Warehouses are tied to a company. You cannot move stock between companies by transfer.

- A **group** warehouse cannot hold stock directly. Only the non-group child warehouses do.
- You can mark a warehouse as **Rejected** for goods that failed inspection.

Common mistakes

- Creating a warehouse per shelf. Use a single warehouse per physical site, and manage shelves with item locations or batch information.
- Using a group warehouse in a stock entry.

Next steps

Read Email and regional settings.

Related documentation

- Warehouses and stock entries
- Creating items
- Creating and configuring your company

Company setup and configuration

Email and regional settings

Set up your sending email account, system defaults and Kenyan regional options.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

Your workspace sends emails, such as invoices and notifications, through an **Email Account**. It also has **System Settings** for the date format, time zone and number format, which control how information appears to everybody.

Prerequisites

- The System Manager role.
- Your mail provider's details: the email address, the outgoing (SMTP) server, port and an app password.

Steps

Outgoing email

1. Search for **Email Account** and click **Add Email Account**.
2. Enter the **Email Address** and a **Password** (use an app password where your provider supports it).
3. Tick **Enable Outgoing** and fill in the **Outgoing Server**, **Port** and whether to use **TLS** or **SSL**, as your provider specifies.
4. Tick **Default Outgoing** if it should be used for all sending.
5. Click **Save**. The system tests the connection.

System settings

1. Search for **System Settings**.
2. Set the **Country** (Kenya), **Time Zone** (`Africa/Nairobi`), **Date Format**, **Number Format** and **First Day of the Week**.
3. Choose the **Language**.
4. Click **Save**.

Practical example

The business sets the date format to `dd-mm-yyyy` and the number format to `#,###.##`. Invoices then read `14-10-2026` and `102,000.00`, the way customers expect.

Important notes

- Emails will fail to send if the outgoing account is wrong. After saving, send a test email to yourself.
- Change the number format only before you start posting, to avoid confusion in old documents.
- Personal users can set their own language and time zone. See Updating your profile and password.

Common mistakes

- Using the normal mailbox password instead of an app password.
- Choosing the wrong SMTP port. Check the provider's documentation.

Troubleshooting

See Email problems.

Next steps

Move on to Users and access control.

Related documentation

- Email problems
- Workflows and notifications

Users and access control

Add your team, give each person the right access, and keep sensitive information safe.

For: Administrators

Users and access control

Creating users and assigning roles

Add team members, give them roles, disable accounts and understand what each role allows.

Beginner · About 12 minutes · Version 1.0 · Updated 17 November 2026

Overview

Every person who uses your workspace should have their own **user**. A user's **roles** decide which modules they can open and what they can do. Giving each person only the access they need keeps your data safe.

Prerequisites

You must have the **System Manager** role.

Steps

Add a user

1. Search for **User** and click **Add User**.
2. Enter the person's **Email** and **First Name**.
3. Leave **Send Welcome Email** ticked so they get a link to set their password.
4. Click **Save**.
5. In the **Roles** section, tick the roles they need. See the table below.
6. Click **Save** again.

Disable or enable a user

1. Open the user.
2. Untick **Enabled** to disable, or tick it to re-enable.
3. Save. A disabled person can no longer sign in, but their past work remains in the records.

Common roles

Role	Typical use
System Manager	Administrator. Full access, including users and settings
Accounts Manager	Senior accountant. All accounting functions
Accounts User	Accountant or bookkeeper. Enter invoices and payments
Sales Manager / Sales User	Manage or record sales
Purchase Manager / Purchase User	Manage or record purchases
Stock Manager / Stock User	Manage or record stock
HR Manager / HR User	Employee records, leave and payroll

Practical example

The owner adds Wanjiru as an **Accounts User**, Kamau as a **Stock User** and Aisha as a **Sales User**. Each sees only their own modules in the sidebar.

Important notes

- Do not give System Manager to everyone. Keep it to one or two administrators.
- Remove access the day someone leaves. Disable the user, do not delete them, so the audit trail stays intact.
- Share the workspace address with new users. See Signing in to your workspace.

Common mistakes

- Sharing one login between several people.
- Giving a Manager role when a User role is enough.

Troubleshooting

If a new user says a module is missing, check their roles. See Missing modules or permissions.

Next steps

Read Permissions and restricting access.

Related documentation

- Permissions and restricting access
- Example access setups

- Updating your profile and password

Users and access control

Permissions and restricting access

Control what each role can do on each document type, and limit users to specific companies or records.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

Access in Hesabu ERP works in two layers:

1. **Role permissions** say what a role can do with a document type: read, write, create, submit, cancel, delete, export, print, email.
2. **User permissions** narrow a user down to specific records, such as one company, one warehouse or one customer.

Steps

See and change role permissions

1. Search for **Role Permissions Manager** and open it.
2. Choose a **Document Type**, for example *Sales Invoice*.
3. The table lists each role and what it may do. Tick or untick the boxes.
4. Click **Update** (the change takes effect immediately for new sessions).

Restrict a user to certain records

1. Search for **User Permission** and click **Add User Permission**.
2. Choose the **User**.
3. Choose the **Allow** document type, such as *Company* or *Warehouse*, and the **For Value**, such as `Stores - MHB`.
4. Tick **Apply to all Document Types** if the restriction should apply everywhere, then Save.

Practical example

Tabitha manages the Eldoret shop. The administrator adds a **User Permission** for her user: *Warehouse* equals `Eldoret Shop - MHB`. She now sees stock for her shop only, and invoices linked to it.

Important notes

- **Submit** and **Cancel** are separate permissions. Give them only to people who should post and reverse transactions.

- Sensitive fields, such as salaries, can be hidden using **permission levels**. Ask your administrator.
- Test a restriction by signing in as that user in a private browser window.

Common mistakes

- Giving **Delete** to many roles. Cancel and amend is safer.
- Creating a user permission and forgetting it. A restricted user then wonders why records are missing.

Troubleshooting

If a user gets *Not permitted*, check the role permission for the document type, then any user permissions. See Missing modules or permissions.

Next steps

Read Example access setups.

Related documentation

- Creating users and assigning roles
- Example access setups

Users and access control

Example access setups

Practical role combinations for an accountant, salesperson, storekeeper, branch manager and owner.

Beginner · About 8 minutes · Version 1.0 · Updated 17 November 2026

Overview

These examples show how a small business can split access sensibly. Adjust them for your own team.

Examples

Person	Roles	What they can do	Restrictions
Owner	System Manager, Accounts Manager	Everything, including approving and reports	None
Accountant	Accounts User	Enter invoices, payments and journals, run reports	Cannot manage users
Sales person	Sales User	Quotations, orders, customers	Cannot see purchase or payroll data
Storekeeper	Stock User	Receipts, delivery notes and transfers	User Permission on their warehouse only
Branch manager	Sales User, Stock User	Day-to-day for one branch	User Permission on their warehouse and cost centre
HR officer	HR User	Employee records and leave	Cannot see accounting

Practical example

Kamau, the storekeeper in Nakuru, can receive goods and issue stock, but cannot see invoices, prices that are not on his documents, or payroll. When he receives cement, the delivery is recorded under his own name, which gives a clear audit trail.

Important notes

- **Separate the jobs** where possible: the person who raises a payment should not also approve it. You can enforce approvals with a workflow. See Workflows and notifications.
- Review your users every few months and remove anyone who no longer needs access.

- Audit what users did by opening a record and reading its **Activity** section, or by searching for **Activity Log**.

Common mistakes

- Giving the owner's login to a manager, so there is no trace of who acted.
- Leaving accounts of former staff enabled.

Next steps

Move on to Accounting.

Related documentation

- Creating users and assigning roles
- Permissions and restricting access

Accounting and finance

Chart of accounts, invoices, payments, bank reconciliation and financial reports.

For: Accountants and finance teams

Accounting and finance

The chart of accounts

Understand account groups and types, and add the accounts your business needs.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

The **chart of accounts** is the list of every account your books are kept in. It is shown as a tree. Every transaction you post lands in one or more of these accounts, which is how the reports are built.

There are five **root types**:

Root type	Examples
Asset	Cash, Bank, Accounts Receivable, Stock, Fixed Assets
Liability	Accounts Payable, Loans, Taxes Payable
Equity	Capital, Retained Earnings
Income	Sales, Other Income
Expense	Cost of Goods Sold, Rent, Salaries, Transport

Prerequisites

The Accounts Manager role, and a company created. See Creating and configuring your company.

Steps

Add an account

1. Open **Accounting** and click **Chart of Accounts**.
2. Choose your company at the top, if asked.
3. Click the group the new account belongs to, for example *Bank Accounts*, then click **Add Child**.
4. Enter the **Account Name**, such as `Equity Bank`.
5. Set the **Account Type** (Bank, Cash, Receivable, Payable, Tax, Stock, Expense Account and so on). This tells the system how to treat it.
6. Leave **Is Group** unticked, because this is an account that receives postings.
7. Click **Create New**.

Review a balance

Click an account to see its balance on the tree, or use the **General Ledger** report to see every entry.

Practical example

Mwangaza Hardware opens separate accounts under *Bank Accounts* for `NCBA Current` and `M-Pesa Till`, and one under *Indirect Expenses* for `Transport and Delivery`. Their reports then show each clearly.

Important notes

- **Group** accounts are folders. You can only post to non-group (leaf) accounts.
- Do not rename or delete accounts that already have entries. Disable them instead.
- Use the **Account Type** correctly. For example, a *Bank* type account is needed for bank reconciliation.

Common mistakes

- Creating a very detailed chart. Start simple. You can add accounts later.
- Making an account a group by mistake, so it cannot receive postings.

Troubleshooting

An error saying an account is a group means you chose a folder. Pick one of its children instead.

Next steps

Read Journal entries and opening balances.

Related documentation

- Journal entries and opening balances
- Financial reports
- Creating and configuring your company

Accounting and finance

Journal entries and opening balances

Make manual accounting entries, record opening balances and understand debits and credits.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **Journal Entry** is a manual accounting entry. Use it for things that are not an invoice or a payment: opening balances, adjustments, bank charges and transfers between accounts. Every entry must **balance**: total debits equal total credits.

Prerequisites

The Accounts User or Accounts Manager role, and the accounts you need in your chart.

Steps

Make a journal entry

1. Search for **New Journal Entry**.
2. Choose the **Entry Type**, for example *Journal Entry*, *Bank Entry* or *Cash Entry*.
3. Set the **Posting Date**.
4. In the **Accounting Entries** table, add a row for each account: choose the **Account**, and enter the amount in **Debit** or **Credit**.
5. Check that the **Total Debit** and **Total Credit** match. The difference shows at the bottom.
6. Add a **Reference Number** and **User Remark** explaining the entry.
7. Click **Save**, then **Submit**.

Record opening balances

1. Create a **Journal Entry** with the **Entry Type** set to *Opening Entry*.
2. Set the **Posting Date** to the day before you start using the system.
3. Debit your asset accounts (bank, cash, receivables) and credit your liability and equity accounts, so that debits equal credits. Use *Temporary Opening* if you need a balancing account.
4. For customers' and suppliers' outstanding invoices, use the **Opening Invoice Creation Tool** so each invoice is recorded individually.
5. For stock, use a **Stock Reconciliation**. See Opening stock and stock counts.

Practical example

The bank charged KES 1,500 in fees. The accountant makes a *Bank Entry*: debit `Bank Charges` 1,500, credit `NCBA Current` 1,500. The expense appears in the Profit and Loss, and the bank balance drops by 1,500.

Important notes

- Remember: **debit** increases assets and expenses, and **credit** increases liabilities, equity and income.
- Do not use a journal entry to record a sale or a purchase. Use the invoice, so receivables and stock stay correct.
- Cancelled entries are reversed, not erased.

Common mistakes

- An entry that does not balance cannot be saved. Check the totals.
- Posting to a group account.

Troubleshooting

If you get an error about the fiscal year, see Invoice submission errors.

Next steps

Read Creating a sales invoice.

Related documentation

- The chart of accounts
- Bank accounts and bank reconciliation
- Currency, fiscal year and accounting periods

Accounting and finance

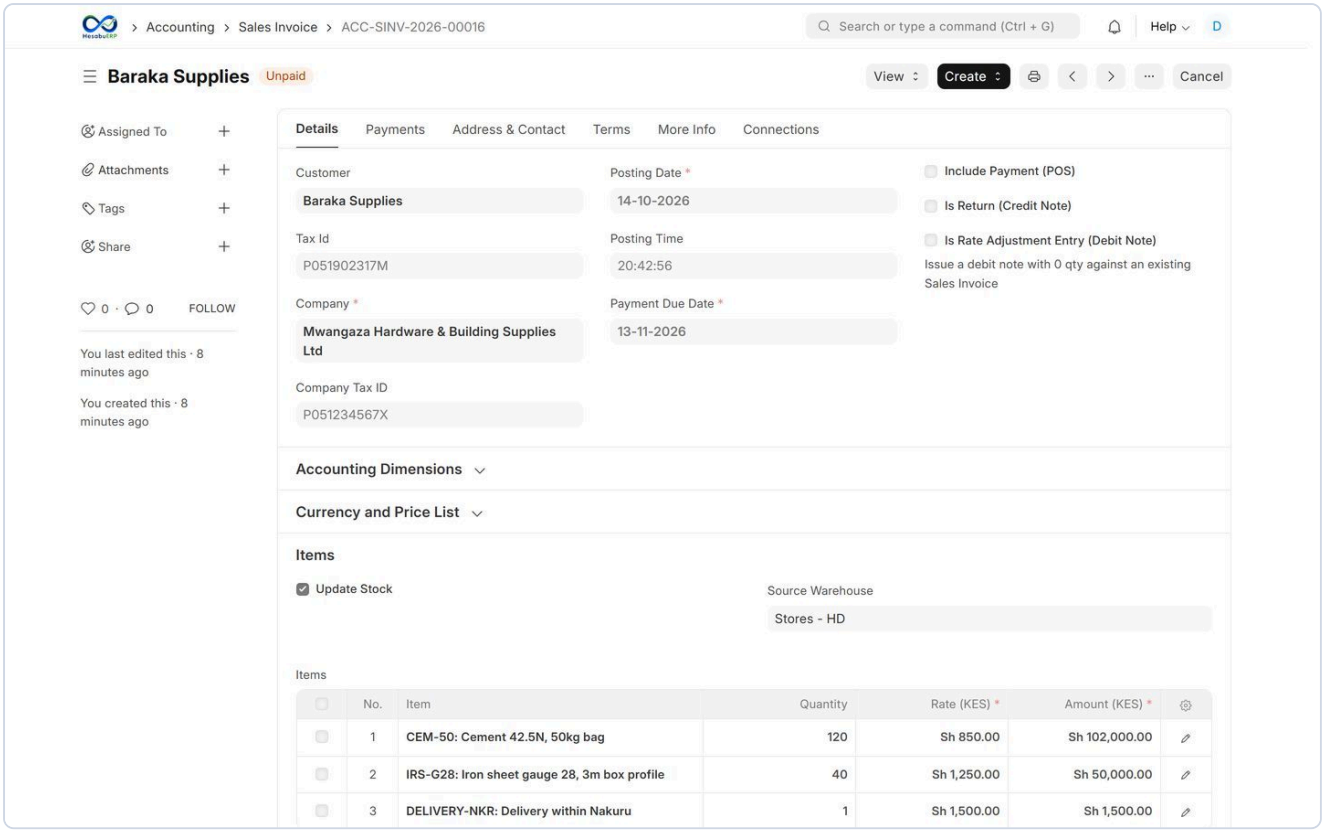
Creating a sales invoice

Raise an invoice, add items and taxes, submit it, and email or print it.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **Sales Invoice** is the bill you send to a customer. When you submit it, the amount is added to what the customer owes (Accounts Receivable) and recorded as income.



A submitted sales invoice for Baraka Supplies, showing the customer, dates, company details, an Update Stock option and three item rows.

Prerequisites

- A **Customer** record. See Customers.
- **Items** created, if you bill for goods. See Creating items.
- The Accounts User or Sales User role.

Steps

1. Search for **New Sales Invoice**.

2. Choose the **Customer**. Their tax ID and address fill in.
3. Check the **Posting Date** and **Payment Due Date**. The due date follows the customer's payment terms.
4. In the **Items** table, click **Add Row** and choose the **Item**. The description and rate fill in. Enter the **Quantity**.
5. If this invoice should reduce stock itself, tick **Update Stock** and choose the **Source Warehouse**. Leave it unticked if a Delivery Note already moved the stock.
6. Under **Taxes and Charges**, choose a **Sales Taxes and Charges Template** if the sale is taxable. See Sales taxes and VAT.
7. Check the **Grand Total** at the bottom.
8. Click **Save**, then **Submit**. The invoice gets its number, for example `ACC-SINV-2026-00016`.

Send it to the customer

1. On the submitted invoice, click the **printer** icon to print, or the **...** menu, then **Email**.
2. Choose your **Print Format** if you have a branded one. See Print formats.
3. Click **Send**. The PDF is attached.

Practical example

Baraka Supplies orders 120 bags of cement at KES 850, 40 iron sheets at KES 1,250 and a delivery fee of KES 1,500. The invoice totals KES 153,500, is due in 30 days, and shows as **Unpaid** until the payment is recorded.

Important notes

- A submitted invoice cannot be edited. To fix a mistake, cancel and amend it, or issue a credit note. See Understanding document status.
- The **Is Return (Credit Note)** option on an invoice is for returns. Do not tick it for a normal sale.
- If your business must issue KRA eTIMS invoices, ask support to set up the eTIMS connection before you go live. See Electronic tax invoices and eTIMS.

Common mistakes

- Ticking **Update Stock** and also raising a Delivery Note. Stock then reduces twice.
- Not setting the right tax template, so VAT is missing.

Troubleshooting

See Invoice submission errors.

Next steps

Read Recording customer payments.

Related documentation

- Recording customer and supplier payments
- Credit notes and debit notes
- Sales taxes and VAT
- From quotation to payment

Accounting and finance

Recording customer and supplier payments

Record money received or paid, allocate it to invoices and handle partial and advance payments.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **Payment Entry** records money received from a customer or paid to a supplier, and ties it to the invoices it settles. Submitting it moves the invoice to **Paid** (or **Partly Paid**) and updates your bank or cash balance.

Prerequisites

A submitted invoice and a **Mode of Payment** set up with an account (Cash, Bank or M-Pesa).

Steps

Receive a customer payment from an invoice

1. Open the submitted **Sales Invoice**.
2. Click **Create**, then **Payment**. A Payment Entry opens with the party and amount filled in.
3. Check the **Mode of Payment**, such as *M-Pesa* or *Bank Draft*.
4. Enter the **Reference No** (for example the M-Pesa code or bank transaction number) and the **Reference Date**.
5. Check the **Paid Amount**. Change it if the customer paid only part.
6. Click **Save**, then **Submit**.

Pay a supplier

1. Open the submitted **Purchase Invoice** and click **Create**, then **Payment**.
2. Choose the **Mode of Payment**, enter the reference and amount, and submit.

Record a payment with no invoice yet (advance)

1. Search for **New Payment Entry**.
2. Choose the **Payment Type**: *Receive* or *Pay*.
3. Choose the **Party Type** (Customer or Supplier) and the **Party**.
4. Enter the **Paid Amount** and the reference, then save and submit. Leave it **unallocated**.
5. Later, allocate it with the **Payment Reconciliation** tool, or when you create the invoice.

Practical example

Baraka Supplies pays KES 100,000 by M-Pesa against a KES 153,500 invoice. The accountant creates the payment, enters the M-Pesa code as the reference, and sets the paid amount to 100,000. The invoice shows **Partly Paid**, with KES 53,500 outstanding.

Important notes

- Always enter the **reference number**. It makes bank reconciliation fast.
- To spread one payment across several invoices, open **New Payment Entry**, choose the party, and click **Get Outstanding Invoices**. Then allocate the amount to each.
- Cancel a payment by clicking **Cancel**. The invoices return to unpaid.

Common mistakes

- Recording a payment against the wrong customer.
- Forgetting to submit the payment, so the invoice stays unpaid. Check the list for **Draft** payments.

Troubleshooting

If the invoice does not appear in the **Get Outstanding Invoices** list, check the company and currency match, and that the invoice is submitted and unpaid.

Next steps

Read Credit notes and returns.

Related documentation

- Creating a sales invoice
- Recording supplier bills
- Bank accounts and bank reconciliation

Accounting and finance

Credit notes and debit notes

Reverse or reduce an invoice for returns, discounts and corrections, without deleting anything.

Intermediate · About 10 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **credit note** reduces what a customer owes you. A **debit note** reduces what you owe a supplier. They keep your records honest when goods are returned, you give a discount after invoicing, or a price was wrong.

Steps

Issue a credit note to a customer

1. Open the submitted **Sales Invoice**.
2. Click **Create**, then **Return / Credit Note**.
3. A new invoice opens with **Is Return (Credit Note)** ticked and the items shown as negative quantities.
4. Edit the quantities to include only what is being returned or credited.
5. Click **Save**, then **Submit**.
6. The original invoice now shows the credit. If the customer has already paid, you can refund them with a Payment Entry, or leave the credit against future invoices.

Debit note to a supplier

1. Open the submitted **Purchase Invoice**.
2. Click **Create**, then **Return / Debit Note**.
3. Adjust the quantities and submit.

Practical example

Baraka Supplies returns 10 damaged iron sheets that cost KES 1,250 each. The accountant creates a credit note for 10 sheets, KES 12,500. The customer's balance drops by 12,500, and, if the return updates stock, the sheets are added back to the warehouse.

Important notes

- Do not delete or edit an invoice to reduce it. Use a credit note, so the original and the correction are both on record.
- If **Update Stock** was on the original, the return also returns the goods to stock.

Common mistakes

- Creating a new positive invoice with a negative rate instead of a proper return.
- Returning more than was originally invoiced.

Next steps

Read Recording supplier bills.

Related documentation

- Creating a sales invoice
- Recording supplier bills
- Sales returns and customer refunds
- Purchase returns and debit notes

Accounting and finance

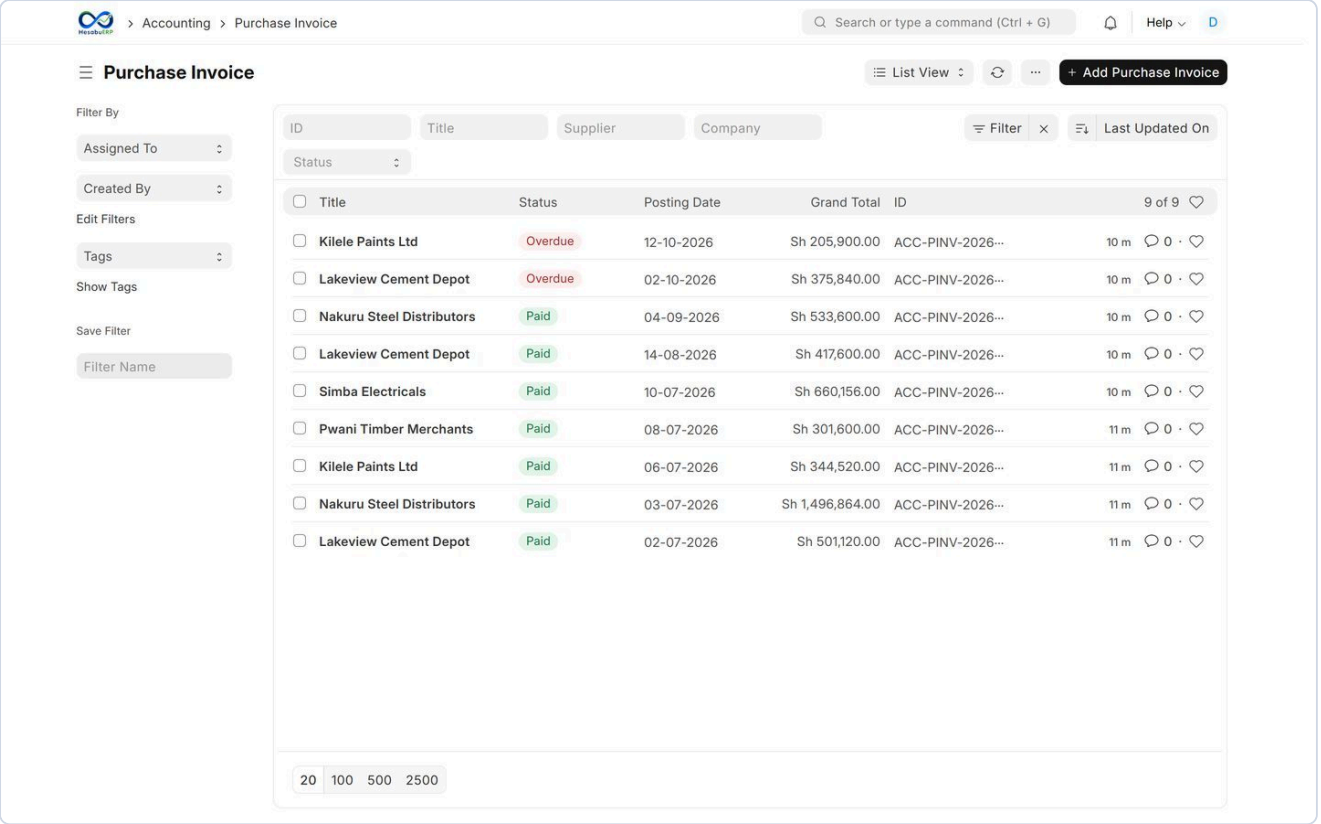
Recording supplier bills

Enter a supplier's bill, track what you owe and pay it on time.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **Purchase Invoice** records a bill from a supplier. When you submit it, the amount is added to your **Accounts Payable**, and the cost is posted to stock or an expense account.



A list of purchase invoices with Overdue and Paid status labels.

Prerequisites

A **Supplier** record, and **Items** or expense accounts. See Suppliers.

Steps

1. Search for **New Purchase Invoice**.
2. Choose the **Supplier**.
3. Enter the supplier's **Supplier Invoice No** and **Supplier Invoice Date** from their invoice, so you can match them later.

4. Set the **Due Date**.
5. In the **Items** table, add each item with its quantity and rate. For a service or expense with no item, you can add a row and choose an **Expense Account**.
6. If the invoice should update your stock, tick **Update Stock** and choose the warehouse. Skip it if a Purchase Receipt already recorded the goods.
7. Add taxes if applicable.
8. Click **Save**, then **Submit**.
9. To pay, click **Create**, then **Payment**. See Recording customer and supplier payments.

Practical example

Lakeview Cement Depot bills KES 375,840 for cement, due in 30 days. The accountant enters their bill number, submits the invoice, and sets a reminder using the **Overdue** filter. In 30 days, the invoice status changes to **Overdue** if unpaid, which shows in the list.

Important notes

- Entering the supplier's **Supplier Invoice No** helps catch duplicates. The system warns you if the same number already exists for that supplier.
- Use the **Accounts Payable** report to see everything you owe and how late each bill is.

Common mistakes

- Entering the same bill twice.
- Ticking **Update Stock** after you already received the goods on a Purchase Receipt.

Next steps

Read Bank reconciliation.

Related documentation

- Recording customer and supplier payments
- The procurement cycle
- Credit notes and debit notes

Accounting and finance

Bank accounts and bank reconciliation

Link your bank, import statements and match them to your books.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Overview

Bank reconciliation makes sure your books agree with the bank. You match each line on the bank statement to a payment or journal entry in Hesabu ERP. What is left over shows mistakes or missing entries.

Prerequisites

- A bank **account** in your chart of accounts, of type *Bank*. See The chart of accounts.
- A bank statement for the period, as a CSV or Excel file.

Steps

Set up the bank account

1. Search for **Bank Account** and click **Add Bank Account**.
2. Enter the **Account Name**, choose the **Bank**, and select the **Company Account**, which is the matching account in your chart.
3. Enter the account number, tick **Is Company Account**, and save.

Import and reconcile

1. Search for **Bank Statement Import** and add a new one. Choose the bank account and attach your statement file.
2. Map the columns (date, description, deposit, withdrawal, reference), and start the import. The lines become **Bank Transactions**.
3. Search for **Bank Reconciliation Tool** and choose the bank account and date range.
4. For each bank transaction, click it and choose **Match** with the suggested payment or journal entry, or **Create Voucher** for something not yet recorded, such as bank charges.
5. When all lines are matched, the reconciliation is complete.

Practical example

The NCBA statement shows an M-Pesa deposit of KES 100,000 with the code `QJK3...`. The Payment Entry for Baraka Supplies has the same reference, so the tool suggests it. The accountant clicks **Match**. A bank charge of KES 1,500 has no entry, so they click **Create Voucher** to record it.

Important notes

- Recording the **reference number** on every payment makes matching much faster.
- Reconcile at least once a month.
- The difference between the statement balance and your ledger balance should be explained by unmatched items.

Common mistakes

- Importing the same statement twice.
- Matching a payment to the wrong line because two amounts are equal. Check the reference.

Troubleshooting

If the bank account is missing from the tool, check that **Is Company Account** is ticked and the GL account type is *Bank*.

Next steps

Read Financial reports.

Related documentation

- Recording customer and supplier payments
- Journal entries and opening balances
- The chart of accounts

Accounting and finance

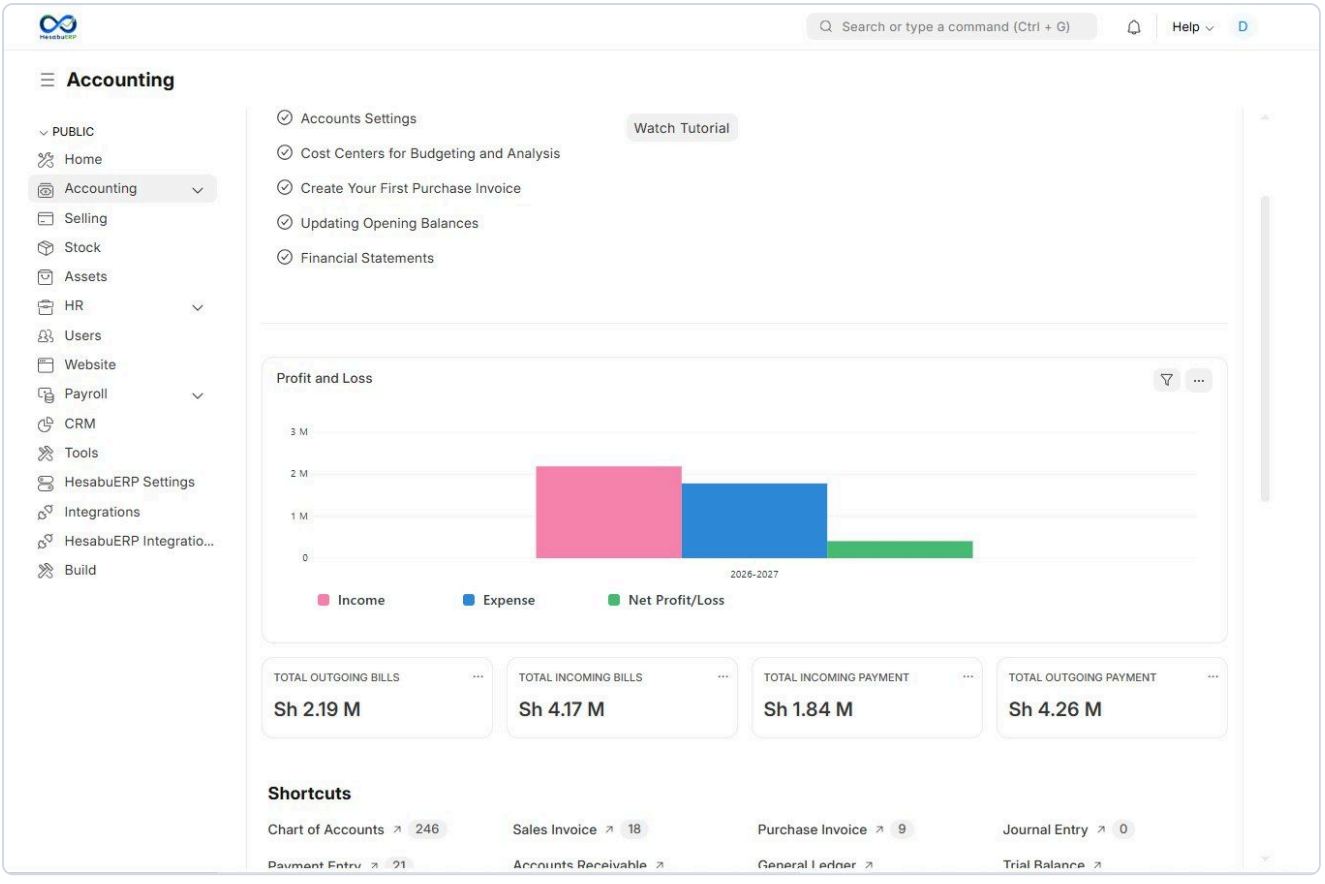
Financial reports

Produce the Profit and Loss, Balance Sheet, Cash Flow, Trial Balance and receivables reports, and read them.

Beginner · About 20 minutes · Version 1.0 · Updated 17 November 2026

Overview

Financial reports turn your transactions into the statements an owner, bank or tax adviser needs. Find them on the **Accounting** workspace under **Reports & Masters**, or type the name in the search bar.



The Accounting workspace, with a Profit and Loss chart and the list of reports and shortcuts.

The key reports

Report	It shows
Profit and Loss Statement	Income, expenses and net profit for a period
Balance Sheet	What you own, owe and your equity on a date
Cash Flow	Where cash came from and went
Trial Balance	Every account's balance, to check the books agree
General Ledger	Every entry in an account, with filters
Accounts Receivable	Who owes you, and how overdue each invoice is
Accounts Payable	Whom you owe, and how overdue

Steps

1. Open the report, for example **Profit and Loss Statement**.
2. Choose the **Company** and **Fiscal Year**, or a **From** and **To** date.
3. Choose how to **Periodicity** group the columns: Monthly, Quarterly or Yearly.
4. Optionally filter by **Cost Center** or another dimension.
5. Read the totals. Click an account name to open its ledger entries.
6. Use **Menu**, then **Export** or **Print** to share it. Save your filter settings using **Save** in the menu.

Practical example

At the end of each month, the owner opens the **Profit and Loss Statement** with *Monthly* periodicity for the fiscal year. Net profit for October is lower than September. She clicks the *Transport and Delivery* line, which opens the ledger and shows a large fuel bill she had not expected. She then checks the **Accounts Receivable** report and phones the three biggest overdue customers.

Important notes

- Reports include **submitted** documents only. Drafts are not counted.
- If the **Balance Sheet** does not balance, look for entries posted to the wrong account, or an unsubmitted opening entry.
- Use the **Trial Balance** to check that total debits equal total credits.
- Tax reports depend on your tax setup. See Sales taxes and VAT.

Common mistakes

- Comparing two reports with different fiscal years or companies.
- Forgetting that backdated entries change past months' figures.

Next steps

Read Sales taxes and VAT.

Related documentation

- Running and saving reports
- Currency, fiscal year and accounting periods
- The chart of accounts

Accounting and finance

Sales taxes and VAT

Set up a tax template so VAT is calculated correctly on sales and purchases.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **Sales Taxes and Charges Template** adds tax to every line of a sale automatically. A matching **Purchase Taxes and Charges Template** does the same for purchases. This lets you report the tax you collected and the tax you paid.

> **Check the rules with your accountant**
>
> Tax rules change. In Kenya, the standard VAT rate is currently 16% and VAT registration is required once taxable sales pass the threshold set by law. Confirm your own rate, exemptions and filing obligations with your accountant or the Kenya Revenue Authority before you use a template.

Prerequisites

- A **Tax** account in your chart, for example `VAT Payable` under *Duties and Taxes*, with **Account Type** *Tax*.
- The Accounts Manager role.

Steps

1. Search for **Sales Taxes and Charges Template** and click **Add**.
2. Name it, for example `Kenya VAT 16%`, and choose the company.
3. In the **Sales Taxes and Charges** table, add a row.
4. Set **Type** to *On Net Total*, choose the **Account Head** (your VAT account), enter the **Rate** (16), and give a **Description**.
5. Tick **Default** if most of your sales use it, then **Save**.
6. On a **Sales Invoice**, choose the template under *Taxes and Charges*. The tax is added to the totals.
7. For purchases, create a **Purchase Taxes and Charges Template** in the same way, using an *input tax* account.

Items with no tax

For exempt or zero-rated items, create a second template (for example `Zero Rated`) with a 0% row, or set an **Item Tax Template** on the item.

Practical example

The hardware business uses `Kenya VAT 16%` by default. A KES 100,000 sale shows KES 16,000 tax and a KES 116,000 total. At month end the accountant compares VAT collected on sales to VAT paid on purchases to prepare the VAT return.

Important notes

- Hesabu ERP calculates and records tax. Your accountant files returns.
- If your business must issue KRA eTIMS invoices, ask support to set up the eTIMS connection. See Electronic tax invoices and eTIMS.

Common mistakes

- Using the wrong account type for the tax account.
- Adding tax on top of prices that already include it. Tick **Is this Tax included in Basic Rate** on the tax row if your prices include tax.

Next steps

Move on to Selling.

Related documentation

- Creating a sales invoice
- Recording supplier bills
- Financial reports

Accounting and finance

Budgets

Set spending limits by account and cost centre, and be warned or stopped when they are exceeded.

Advanced · About 25 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **Budget** sets how much you plan to spend on an expense account for a cost centre or project in a fiscal year. When someone raises a bill or order that would exceed it, the system can warn or stop them.

Prerequisites

Cost centres, a fiscal year, and an expense plan by account.

Steps

1. Search for **Budget** and click **Add Budget**.
2. Choose whether it applies to a **Cost Center** or a **Project**, and select it.
3. Choose the **Fiscal Year**.
4. In the **Budget Accounts** table, add each expense **Account** and its **Budget Amount** for the year.
5. Choose the **Monthly Distribution** if spending is uneven, such as higher in January. Create it under **Monthly Distribution**.
6. Under the **Action** options, choose what happens when the budget is exceeded: - **Stop**: block the document - **Warn**: show a message but allow it - **Ignore**: do nothing Under **Control Action**, set separate actions for the annual budget and the accumulated monthly budget, on **Material Requests**, **Purchase Orders** and **actual expenses**.
7. Save and **Submit**.

Compare budget and actual

Open **Budget Variance Report**. It lists each account with the budget, the actual spend and the difference by month.

Practical example

Marketing is given KES 600,000 for the year, with a monthly distribution that puts more in the school opening months. When a purchase order would take spending 5% over, the system warns the buyer, and a manager must agree.

Important notes

- Cost centres and accounts in budgets must match those on transactions, or the budget is not checked.
- Revise a budget by cancelling and amending it, or add a new one for the next year.
- A **Stop** action can block urgent bills. Use **Warn** while people learn the process.

Common mistakes

- Budgets without cost centres on transactions.
- Setting **Stop** without telling staff.

Next steps

Read Multiple currencies.

Related documentation

- Cost centres and accounting dimensions
- Financial reports
- The chart of accounts

Accounting and finance

Multiple currencies

Invoice and pay in dollars or other currencies, and handle exchange rates and exchange gains and losses.

Advanced · About 25 minutes · Version 1.0 · Updated 17 November 2026

Overview

If you buy or sell in a foreign currency such as US dollars, Hesabu ERP records each document in that currency and converts it to Kenya shillings for your books, using the **exchange rate** on the document date.

Prerequisites

Your company currency (KES) is set. Enable the foreign currency (search for **Currency**, open it and tick **Enabled**).

Steps

Invoice in a foreign currency

1. Create the **Customer** with a **Default Currency** of USD, or choose it on the invoice.
2. On the **Sales Invoice**, set **Currency** to USD. The **Exchange Rate** fills in from your rate table or the last known rate. Check it and correct it to your actual rate.
3. Item prices use a price list in that currency. Create a USD **Price List** if needed.
4. Submit. The invoice shows USD amounts and the shilling equivalent.

Keep exchange rates

1. Search for **Currency Exchange** and add the rate, with the date, **From Currency** and **To Currency**.
2. Update it regularly. Use your bank's or the Central Bank of Kenya's rate.

Receive payment

1. Create the **Payment Entry** from the invoice. Enter the **Exchange Rate** on the payment date.
2. If it differs from the rate on the invoice date, the difference goes to **Exchange Gain/Loss** automatically when the payment is matched.

Revalue balances

At the end of a period, balances in foreign bank and debtor accounts should be revalued to the current rate.

1. Search for **Exchange Rate Revaluation** and click **Add**.
2. Select the **Company** and enter the **Posting Date**.
3. Click **Get Entries** to list foreign-currency accounts, then check the new exchange rates.
4. Save and submit, then click **Create**, then **Journal Entries** to post the revaluation. Gains and losses go to the company's **Unrealized Exchange Gain/Loss Account**.

Practical example

An invoice for USD 1,000 is issued at 129.00 (KES 129,000). The customer pays when the rate is 128.20, so you receive KES 128,200 and the KES 800 difference is booked as exchange loss.

Important notes

- Set the **Exchange Gain/Loss** and **Unrealized Exchange Gain/Loss** accounts in the company settings.
- Reports are in KES unless you filter by currency.
- Ask your accountant how to treat unrealised exchange differences for tax.

Common mistakes

- Using a stale exchange rate on the invoice.
- Not revaluing at the month or year end.

Next steps

Read Closing the financial year.

Related documentation

- Currency, fiscal year and accounting periods
- Creating a sales invoice
- Recording customer and supplier payments

Accounting and finance

Closing the financial year

Lock periods, close your books for the year and carry balances forward safely.

Advanced · About 30 minutes · Version 1.0 · Updated 17 November 2026

Overview

At the end of the financial year you check your accounts, post year-end adjustments, then **close** the year. Closing moves the year's profit or loss into retained earnings, and locks the period so nothing changes later by accident.

Prerequisites

The Accounts Manager role. Agree the steps with your accountant or auditor.

Steps

1. Check and adjust

1. Make sure all invoices, payments and bank transactions are entered. See Bank accounts and bank reconciliation.
2. Post depreciation. See Depreciation.
3. Count stock and correct differences. See Opening stock and stock counts.
4. Post accruals and prepayments by journal entry.
5. Review the **Trial Balance**. See Financial reports.

2. Create the next fiscal year

Search for **Fiscal Year** and add the new year, so new transactions can be posted. See Currency, fiscal year and accounting periods.

3. Close the year

1. Search for **Period Closing Voucher** and click **Add**.
2. Set the **Posting Date** to the last day of the year, the **Fiscal Year**, and the **Closing Account Head**, which is the retained earnings (or reserves) account.
3. Save and **Submit**. Income and expense balances are transferred, and the year's profit or loss goes into the closing account.

4. Lock the period

1. Search for **Accounting Period** and click **Add**, choose the dates, and list the document types that are **closed** (for example Sales Invoice and Journal Entry).

2. Or set **Accounts Frozen Till Date** in **Accounts Settings** to the last day of the year. Only users with the role named in **Role Allowed to Set Frozen Accounts and Edit Frozen Entries** can post before this date.

Practical example

On 15 January the accountant finishes the audit adjustments, creates the Period Closing Voucher dated 31 December, and sets *Accounts Frozen Till Date* to 31 December. A later invoice dated 28 December is refused, so the signed accounts do not change.

Important notes

- Close only after the auditor agrees the figures. Cancelling a closing voucher is possible, but should be rare.
- Take a backup or data export before closing. See Backups, logs and security.
- Opening balances for the new year are carried forward automatically from the closed accounts.

Common mistakes

- Closing before depreciation or stock adjustments.
- Forgetting to create the next fiscal year.

Troubleshooting

If you cannot post a late correction, ask the user who can set frozen accounts to temporarily allow it, or post it in the new year with a note.

Next steps

Return to Financial reports.

Related documentation

- Currency, fiscal year and accounting periods
- Financial reports
- Journal entries and opening balances

Selling and customers

Customers, leads, quotations, sales orders, delivery and getting paid.

For: Sales teams

Selling and customers

Creating and managing customers

Add customers once, group them, and set their payment terms and contacts.

Beginner · About 12 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

A **Customer** record stores everything about a customer that you reuse on every sale: their name, tax ID, address, contacts, payment terms and credit limit. Create each customer once, and select it on quotations, orders and invoices.

Steps

1. Search for **New Customer**.
2. Enter the **Customer Name**. Use the legal or common trading name, consistently.
3. Choose the **Customer Type**: *Company* or *Individual*.
4. Choose the **Customer Group** (for example *Commercial* or *Individual*) and **Territory** (for example *Kenya*). These are used to group sales in reports.
5. Enter the **Tax ID** (KRA PIN) if the customer has one, so it prints on invoices.
6. Save the customer. The **Connections** panel then lets you add an **Address** and a **Contact** with phone and email.
7. In the **Accounting** tab, set the **Payment Terms** (for example *30 days*) and a **Credit Limit** if you want a warning when a customer owes too much.

Practical example

Baraka Supplies is created as a *Company* in the *Commercial* group, territory *Kenya*, with the KRA PIN and the Nakuru address, and payment terms of 30 days. Every invoice for them then picks up the PIN and the due date automatically.

Important notes

- To see everything about a customer, open their record and use the **Connections** tab, or open the **Accounts Receivable** and **Customer Ledger Summary** reports.
- Search before you create. A second record for the same customer splits their history in two.

- You can merge a duplicate customer into another from the **...** menu, then **Rename**.

Common mistakes

- Typing the customer name differently each time, creating duplicates.
- Leaving the address empty, so invoices print without one.

Next steps

Read Leads and opportunities.

Related documentation

- From quotation to payment
- Creating a sales invoice
- Leads and opportunities

Selling and customers

Leads and opportunities

Capture enquiries, follow them up, and turn them into quotations and customers.

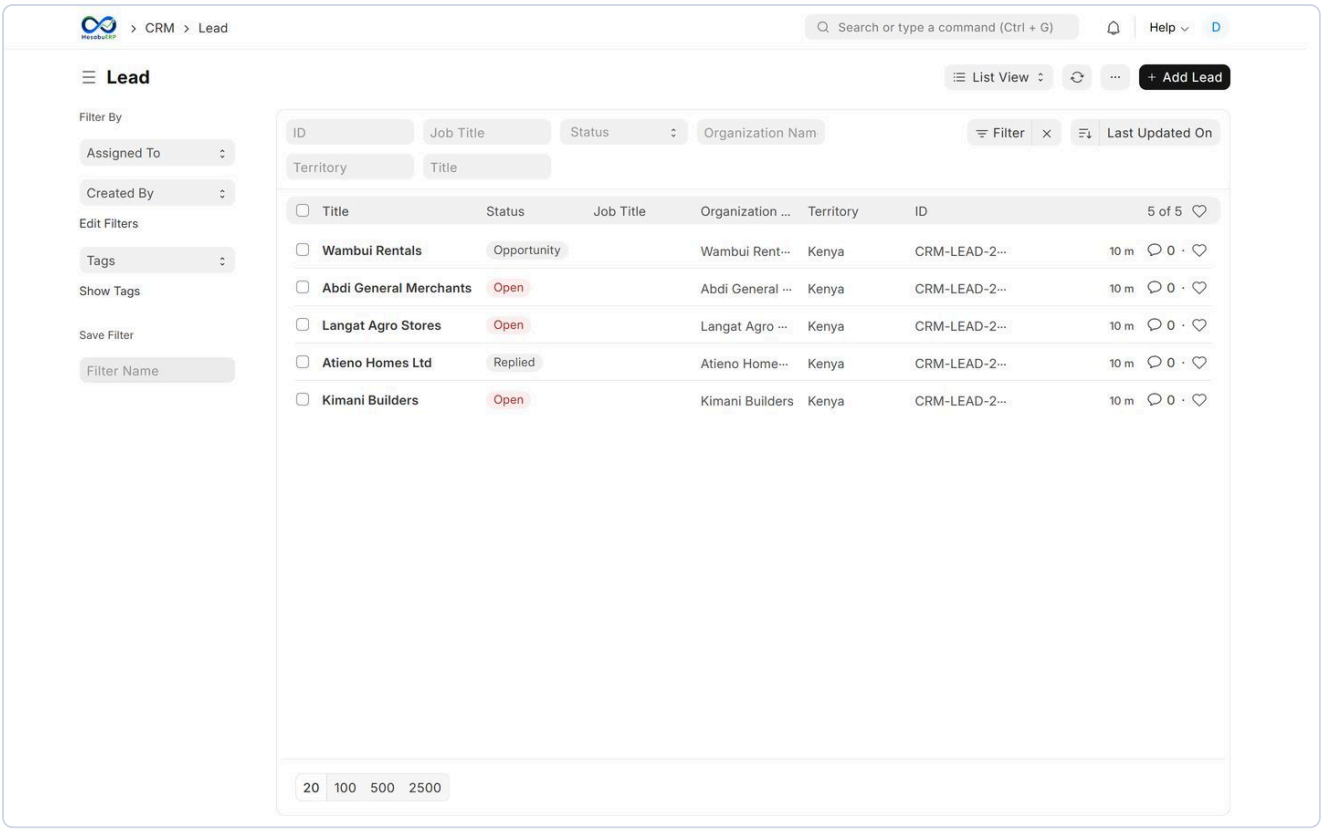
Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

A **Lead** is someone who might buy from you. An **Opportunity** is a lead with a real chance of becoming a sale. Tracking them in one place means no enquiry is forgotten.



The Lead list, showing leads with statuses such as Open, Replied and Opportunity.

Prerequisites

The **CRM** module is included in your plan. Check your sidebar for **CRM**.

Steps

Record a lead

1. Open **CRM**, then **Lead**, and click **Add Lead**.
2. Enter the person's name, the **Organization Name**, their phone and email, and the **Source** (for example *Walk In* or *Campaign*).
3. Choose the **Territory** and **Status**.
4. Click **Save**.
5. Log each conversation: scroll to **Activity** and add a **Comment**, or send an **Email**.

Turn a lead into an opportunity

1. Open the lead and click **Create**, then **Opportunity**.
2. Enter what they want, the expected amount and schedule the next follow-up from the **Activities** tab (a **To Do** or **Event** with a date).
3. Click **Save**.

Make a quotation and a customer

1. In the opportunity, click **Create**, then **Quotation**. The lead becomes a customer when you confirm.
2. Continue as in From quotation to payment.

Practical example

Atieno Homes Ltd phones about 50 sheets of roofing. The salesperson records a lead, creates an opportunity worth KES 62,500, and schedules a follow-up for next Monday. On Monday a reminder appears, she calls, and creates a quotation.

Important notes

- Use the **Status** to see your pipeline at a glance: Open, Replied, Opportunity, Converted, Lost.
- Scheduling the next follow-up keeps leads warm. Without it, leads go cold.

Common mistakes

- Creating a customer straight away for a casual enquiry. Start with a lead.
- Not recording why an opportunity was lost. Use the **Lost** reason so you can learn from it.

Next steps

Read From quotation to payment.

Related documentation

- From quotation to payment
- Creating and managing customers

Selling and customers

From quotation to payment

The full sales process, from a price offer to delivery, invoice and payment.

Beginner · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

A complete sale passes through up to five documents. Each is created from the previous one with the **Create** button, so details are carried forward and everything stays linked.

1. **Quotation**: your price offer.
2. **Sales Order**: the customer's confirmed order.
3. **Delivery Note**: the goods leaving your warehouse.
4. **Sales Invoice**: the bill.
5. **Payment Entry**: the money received.

You can skip steps. A cash sale can start at an invoice.

Prerequisites

A customer (or lead) and items. See Customers and Creating items.

Steps

1. Quotation

1. Search for **New Quotation**. Choose the **Quotation To**: *Customer* or *Lead*.
2. Add the items, quantities and rates. Set **Valid Till**.
3. Save and submit. Print or email it to the customer.

2. Sales Order

1. When the customer accepts, open the quotation and click **Create**, then **Sales Order**.
2. Set the **Delivery Date**. Confirm the items and save.
3. Submit. The order is now **To Deliver and Bill**.

3. Delivery Note

1. In the sales order, click **Create**, then **Delivery Note**.
2. Check the quantities and the **Source Warehouse**. Save and submit.
3. Stock is deducted. The customer signs the printed note on delivery.

4. Sales Invoice

1. In the delivery note, click **Create**, then **Sales Invoice**.
2. Check taxes and the due date. Save and submit. See Creating a sales invoice.
3. Leave **Update Stock** unticked, because the Delivery Note already reduced it.

5. Payment

1. In the invoice, click **Create**, then **Payment**, and submit it. See Recording payments.

Practical example

Baraka Supplies asks for a price on 120 bags of cement. The salesperson sends **Quotation** `SAL-QTN-...` at KES 850 a bag. Baraka accepts. She creates the **Sales Order**, then the **Delivery Note** (the storekeeper issues the cement), then the **Sales Invoice**. Baraka pays by M-Pesa, recorded with a **Payment Entry**.

Important notes

- The **Connections** tab on any document shows the whole chain.
- A partly delivered order can be invoiced in stages.
- Reports such as **Sales Analytics** and **Accounts Receivable** use this chain to answer *who owes what*.

Common mistakes

- Typing a new invoice instead of creating it from the order, which breaks the link.
- Delivering and invoicing with **Update Stock** on both, so stock reduces twice.

Troubleshooting

If the **Create** button does not show the next document, the document may still be in **Draft**. Submit it first.

Next steps

Read Sales returns.

Related documentation

- Creating a sales invoice
- Recording customer and supplier payments
- How the modules connect

Selling and customers

Sales returns and customer refunds

Handle goods a customer sends back, and credit or refund them correctly.

Intermediate · About 12 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

When a customer returns goods, two things must be recorded: the **goods coming back into stock** and the **money you no longer expect**. Hesabu ERP does this with a return document, linked to the original sale.

Steps

If goods were delivered with a Delivery Note

1. Open the submitted **Delivery Note**.
2. Click **Create**, then **Sales Return**.
3. Reduce the quantities to what actually came back. Choose the **Warehouse** it returns into.
4. Save and submit. Stock increases.
5. Then open the original **Sales Invoice** and click **Create**, then **Return / Credit Note** to reduce what the customer owes. See Credit notes and debit notes.

If the invoice updated stock itself

Create one **Return / Credit Note** from the invoice. The goods return to stock and the amount is credited in the same step.

Refund the money

1. If the customer already paid, open the credit note and click **Create**, then **Payment**.
2. Choose *Pay* as the type, enter the reference, and submit.

Practical example

Baraka Supplies returns 10 damaged iron sheets. The storekeeper receives them into a `Rejected - HD` warehouse using a Sales Return, so damaged goods do not go back on sale. The accountant

issues a credit note for KES 12,500.

Important notes

- Returns can only be made for items on the original document.
- Use a separate **Rejected** warehouse for damaged goods.

Common mistakes

- Creating only a credit note and forgetting the goods, so stock is wrong.
- Returning goods into the main warehouse when they are damaged.

Next steps

Move on to Buying.

Related documentation

- Credit notes and debit notes
- From quotation to payment
- Warehouses and stock entries

Selling and customers

Campaigns and appointments

Run marketing campaigns, track which leads they bring in and book customer appointments.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

A **Campaign** groups the leads you gain from one marketing effort, such as a radio advert, a Facebook post or a trade show. An **Appointment** books a meeting with a lead or customer. Together they show what works and keep follow-up from slipping.

Steps

Create a campaign

1. Search for **Campaign** and click **Add Campaign**.
2. Enter the **Campaign Name**, such as *Back to School 2027*, and a description.
3. Save.
4. When you log a lead, choose the **Campaign** (and the **Source**) on the lead. Leads from the campaign are listed in the campaign.

Email the leads

1. Search for **Email Group** and add a group such as *Newsletter*. Add the leads or contacts in it.
2. Search for **Newsletter**, click **Add Newsletter**, choose the email group, write the subject and content, and click **Send**.
3. Only send to people who agreed to receive your messages.

Book an appointment

1. Search for **Appointment** and click **Add Appointment**.
2. Enter the **Scheduled Time**, the customer's name, email and phone, and any notes.
3. Save. If your calendar is connected, it appears there, and the customer can be sent a confirmation.

Check what works

Open **Lead Source** and **Campaign Efficiency** reports to compare the number of leads and orders per campaign.

Practical example

A school supplier runs a *Back to School 2027* SMS and Facebook campaign. Leads from it are tagged. At the end, the report shows the SMS brought 40 leads and 12 orders, and Facebook 25 leads and 3 orders, so next year more budget goes to SMS.

Important notes

- Tag every lead with a source. Without it, you cannot compare campaigns.
- Respect the Kenya Data Protection Act. Keep proof of consent, and give an easy way to unsubscribe.

Common mistakes

- Sending a newsletter to people who did not agree.
- Not recording the source at the time of the lead.

Next steps

Read Sales pipeline and CRM reports.

Related documentation

- Leads and opportunities
- Sales pipeline and CRM reports
- Calendar, events and notes

Selling and customers

Sales pipeline and CRM reports

See where each opportunity stands, forecast sales and find out why you win or lose.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

Your **sales pipeline** is the list of all opportunities and how far each has progressed. Hesabu ERP shows it as a funnel, a board and reports, so you can see what is likely to close.

Prerequisites

Leads and opportunities entered with a **Sales Stage** and an expected amount. See Leads and opportunities.

Steps

Use the pipeline

1. Open the **Opportunity** list and switch to **Kanban** or **Pipeline** view.
2. Drag an opportunity between columns as it moves, for example from *Prospecting* to *Proposal*.
3. Update the **Expected Closing Date** and **Opportunity Amount**.

Record a lost opportunity

1. Open the opportunity, click **Set as Lost**, and choose the **Lost Reason**, such as *Price* or *Went to a competitor*.
2. Add **Lost Reason** values under **Opportunity Lost Reason** so they are consistent.

Reports

Search for these in the search bar.

Report	Shows
Sales Funnel	Leads, opportunities, quotations and orders by stage
Lead Details and **Lead Conversion Time**	Who has not been followed up, how long they take to become customers
Opportunity Summary by Sales Stage	Value in each stage
Lost Opportunity	Why you lose sales
Sales Pipeline Analytics	Pipeline by person, territory or period
Prospects Engaged But Not Converted	Leads that need a push

Practical example

On Monday the sales manager opens the funnel and sees KES 4.2 million in *Proposal*. The lost report shows three losses to price, so she reviews the discount rules and asks reps to follow up the three oldest proposals.

Important notes

- A pipeline is only useful if people keep it up to date. Review it weekly.
- Do not count unlikely deals at full value when forecasting.

Common mistakes

- Leaving old opportunities open for months.
- Missing lost reasons, so you learn nothing.

Next steps

Return to Leads and opportunities.

Related documentation

- Leads and opportunities
- Campaigns and appointments
- From quotation to payment

Buying and procurement

Suppliers, requests, purchase orders, receiving goods and paying bills.

For: Procurement and finance teams

Buying and procurement

Creating and managing suppliers

Add suppliers with their terms and contacts, and see what you owe each one.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

A **Supplier** record stores the vendor's name, tax ID, address, contacts and payment terms. Select it on purchase orders and bills.

Steps

1. Search for **New Supplier**.
2. Enter the **Supplier Name**, the **Supplier Group** (for example *Raw Material* or *Services*) and **Supplier Type** (*Company* or *Individual*).
3. Enter the **Tax ID** (KRA PIN) if applicable.
4. Save. Use the **Connections** panel to add an **Address** and **Contact**.
5. In the **Accounting** tab, set the default **Payment Terms** and the **Default Payable Account** if it differs from the company's.
6. Optionally, tick **On Hold** to stop new purchases from this supplier.

Practical example

Lakeview Cement Depot is created in the *Raw Material* group with 30-day terms. When the accountant records their bill, the due date is set 30 days ahead automatically.

Important notes

- Open a supplier and use **Connections** to see their orders, receipts and bills, or run the **Accounts Payable** report for what you owe.
- Use **Supplier Group** to compare spending by category.

Common mistakes

- Creating a supplier twice with slightly different names.

- Not setting payment terms, so due dates are the posting date.

Next steps

Read The procurement cycle.

Related documentation

- The procurement cycle
- Recording supplier bills

Buying and procurement

The procurement cycle

From a material request to a supplier payment: ordering, receiving goods and paying.

Beginner · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Buying follows a chain, like selling. Each document is created from the one before.

1. **Material Request**: an internal request for something you need.
2. **Request for Quotation (RFQ)** and **Supplier Quotation**: price comparison.
3. **Purchase Order**: your confirmed order.
4. **Purchase Receipt**: goods arrive and stock increases.
5. **Purchase Invoice**: the supplier's bill.
6. **Payment Entry**: you pay.

Small purchases often begin at the Purchase Order or even the Purchase Invoice.

Steps

1. Material Request

1. Search for **New Material Request**. Choose the **Purpose**: *Purchase*.
2. Add the items, quantities and **Required By** date. Submit.

2. Compare prices (optional)

1. In the material request, click **Create**, then **Request for Quotation**. Choose the suppliers and send it to them.
2. Record each reply as a **Supplier Quotation**.
3. Use **Quotation Comparison** to see them side by side.

3. Purchase Order

1. From the material request or the winning quotation, click **Create**, then **Purchase Order**.
2. Confirm the **Supplier**, **Required By** date, rates and taxes. Submit.
3. Print or email it to the supplier.

4. Purchase Receipt

1. When goods arrive, open the purchase order and click **Create**, then **Purchase Receipt**.
2. Enter the quantity **actually received** and the warehouse. Submit. Stock increases.

5. Purchase Invoice and payment

1. From the receipt, click **Create**, then **Purchase Invoice**. Enter the supplier's **Supplier Invoice No**. Submit. See Recording supplier bills.
2. Pay it with a **Payment Entry**. See Recording payments.

Practical example

The storekeeper raises a material request for 500 bags of cement. The buyer sends an RFQ to two suppliers and orders from Lakeview Cement Depot at the lower price. When the truck arrives with only 480 bags, the storekeeper receives 480, and the invoice is created for 480. The remaining 20 stay open on the purchase order.

Important notes

- Receiving on a **Purchase Receipt** before the invoice lets stock and accounts agree with what really arrived.
- Use **Per Received** and **Per Billed** on the order to see what is outstanding.

Common mistakes

- Skipping the receipt, then having stock and payables out of step.
- Receiving the full order quantity when part was short-delivered.

Next steps

Read Purchase returns.

Related documentation

- Recording supplier bills
- Recording customer and supplier payments
- Creating items

Buying and procurement

Purchase returns and debit notes

Send goods back to a supplier and reduce what you owe them.

Intermediate · About 10 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

When you return goods to a supplier, record both the **goods leaving your stock** and the **reduction in what you owe**.

Steps

1. Open the submitted **Purchase Receipt**.
2. Click **Create**, then **Return**.
3. Set the quantities being returned, and save and submit. Stock decreases.
4. Open the **Purchase Invoice** for those goods and click **Create**, then **Return / Debit Note**. Submit it.
5. If the supplier refunds you, record the money with a **Payment Entry** of type *Receive* against the debit note.

If the invoice itself updated stock, a single **Return / Debit Note** does both.

Practical example

Lakeview Cement Depot delivers 20 bags that arrived wet. The storekeeper returns them, and the accountant issues a debit note for KES 17,000. The amount owed to Lakeview falls by that sum.

Important notes

- Returns link to the original document, which keeps the audit trail.
- Return only what was on the original.

Common mistakes

- Returning goods but not the invoice, so you still owe the money.

Next steps

Move on to Stock and inventory.

Related documentation

- Credit notes and debit notes
- The procurement cycle

Stock and inventory

Items, warehouses, stock movements, counts, batches, valuation and reports.

For: Storekeepers and inventory managers

Stock and inventory

Creating items

Set up the products and services you buy and sell, with groups, units, variants and prices.

Beginner · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

An **Item** is anything you buy or sell: goods, raw materials or services. Items drive your stock, pricing and reports, so setting them up carefully pays off.

Prerequisites

The Stock Manager role, or Item Manager. You should know your **Item Groups** and **units of measure**.

Barcodes

Add the item's barcodes in the **Barcodes** table so you can scan it. See Barcodes and scanners.

Steps

Create an item

1. Search for **New Item**.
2. Enter an **Item Code**: a short, unique reference, for example `CEM-50`. You can type your own or let numbering choose.
3. Enter the **Item Name**, for example `Cement 42.5N, 50kg bag`.
4. Choose the **Item Group** (such as *Cement and Concrete*). Create it first if it does not exist.
5. Choose the **Default Unit of Measure**, such as *Nos* or *Kg*.
6. Tick **Maintain Stock** for goods you count. Leave it unticked for services.
7. In the **Inventory** section, set a **Reorder Level** if you want a warning when stock is low (see Valuation and reorder levels).
8. In the **Sales** and **Purchase** sections, set the **Standard Selling Rate** and default supplier if you wish.
9. Click **Save**.

Set a selling price

1. Search for **Item Price** and click **Add**.
2. Choose the item, the **Price List** (for example *Standard Selling*) and the **Rate**. Save.

Variants (sizes and colours)

1. Create **Item Attributes**, such as *Size* with values *S, M, L*.
2. On the item, tick **Has Variants** and add the attributes.
3. Click **Create**, then **Multiple Variants** to generate each combination.

Other units of measure

Add **UOM Conversion Details** to the item, so that you can sell by the *Box* and buy by the *Pallet*.

Practical example

The hardware shop creates `CEM-50`, `IRS-G28` (iron sheet gauge 28, 3m) and `NAIL-4IN` (wire nails 4 inch, sold by the kg). Each is in an item group, with a selling price. A *Delivery within Nakuru* service item has **Maintain Stock** unticked.

Important notes

- An item that has stock movements cannot easily have its code or stock setting changed. Plan before you start.
- Use clear, consistent names. Staff will search by them.
- Disable items that you no longer sell instead of deleting them.

Common mistakes

- Forgetting **Maintain Stock**, so stock is never tracked.
- Creating duplicate items for different sizes instead of using variants.

Next steps

Read Warehouses and stock entries.

Related documentation

- Warehouses and stock entries
- Batches and serial numbers
- Creating a sales invoice

Stock and inventory

Warehouses and stock entries

Move stock in, out and between warehouses, and understand which documents change your stock.

Beginner · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Your stock changes only when a **stock-moving document** is submitted. Most are created by buying and selling: Purchase Receipts add stock, Delivery Notes remove it. A **Stock Entry** handles every other movement.

Which documents change stock

Document	Effect
Purchase Receipt	Stock in
Delivery Note	Stock out
Sales or Purchase Invoice with **Update Stock** ticked	Stock out or in
Stock Entry	In, out or between warehouses
Stock Reconciliation	Sets stock to a counted value

Steps

Transfer stock between warehouses

1. Search for **New Stock Entry**.
2. Set the **Stock Entry Type** to *Material Transfer*.
3. For each item, choose the **Source Warehouse** and **Target Warehouse**, and the quantity.
4. Save and submit.

Other types

- **Material Receipt**: stock in with no purchase, such as a free sample or opening stock.

- **Material Issue**: stock out for another reason, such as damage or internal use.
- **Manufacture**, **Repack**: for production and repacking.

See where an item is

1. Open the **Item**. Use **View**, then **Stock Ledger** or **Stock Balance**.
2. Or run the **Stock Balance** report. See Stock reports.

Practical example

Stock in the showroom is low. The storekeeper creates a Material Transfer of 50 bags of cement from `Stores - HD` to `Showroom - HD`. The Stock Balance report shows Stores down 50 and Showroom up 50, with the total unchanged.

Important notes

- You cannot issue more than you hold unless negative stock is allowed in **Stock Settings**. Leave it off.
- Always add a **remark** to issues and adjustments, so the reason is recorded.

Common mistakes

- Typing a quantity in the wrong unit, such as bags instead of kg.
- Using a Material Issue to record a sale. Use a Delivery Note or an invoice.

Troubleshooting

If you cannot submit because stock is insufficient, check the Stock Balance for that warehouse. See Incorrect stock balances.

Next steps

Read Opening stock and stock counts.

Related documentation

- Warehouses and business locations
- Opening stock and stock counts
- Stock reports

Stock and inventory

Opening stock and stock counts

Load your starting stock and correct it after a physical count using Stock Reconciliation.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Stock Reconciliation sets the stock of an item in a warehouse to the quantity you actually counted. Use it to load your **opening stock** when you start, and to correct the system after a physical count.

Prerequisites

Items and warehouses created. The Stock Manager role.

Steps

1. Search for **New Stock Reconciliation**.
2. Set **Purpose**: *Opening Stock* when you first start, or *Stock Reconciliation* for later counts.
3. Set the **Posting Date** (for opening stock, the day before you begin).
4. Click **Get Items** to load the items in a warehouse, or add rows by hand.
5. For each row, enter the warehouse, the real **Quantity** counted, and the **Valuation Rate** (cost per unit) when asked.
6. Check the **Difference Amount** at the bottom. For opening stock, choose the **Difference Account** *Temporary Opening*. For a later count, choose a stock adjustment expense account.
7. Save and submit.

Large lists can be loaded in bulk. Use **Data Import** with the Stock Reconciliation template, or the **Upload** option on the document.

Practical example

The hardware shop counts 760 bags of cement on the shelf, but the system says 770. The storekeeper creates a Stock Reconciliation for `CEM-50` in `Stores - HD` with quantity 760. The system books a 10-bag loss, valued at the item's cost, to *Stock Adjustment*.

Important notes

- Do a count when the shop is closed or movements are paused, so quantities are exact.
- Opening stock needs a **valuation rate** because it sets your stock's value in the books.
- Never keep adjusting stock to hide a problem. Find out why it differs.

Common mistakes

- Counting while sales are still being processed.
- Entering the system's quantity instead of the counted one.

Troubleshooting

See Incorrect stock balances.

Next steps

Read Batches and serial numbers.

Related documentation

- Stock reports
- Journal entries and opening balances
- Incorrect stock balances

Stock and inventory

Batches and serial numbers

Track expiry dates by batch and individual units by serial number.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Some items need tracking beyond a total quantity.

- A **batch** groups units made or received together, usually with an **expiry date**. Use it for paint, medicines, food and chemicals.
- A **serial number** is unique to one unit. Use it for equipment, phones and anything with a warranty.

Steps

Turn tracking on for an item

1. Open the **Item**.
2. In the **Inventory** section, tick **Has Batch No**, or **Has Serial No**.
3. For batches, you can tick **Automatically Create New Batch** and set an expiry rule (**Shelf Life in Days**).
4. Save. This must be done before the first movement of the item.

Receive stock with a batch

1. On the **Purchase Receipt**, in the item row, enter the **Batch No** (or create one), and the expiry date.
2. Submit.

Sell by batch

1. On the **Delivery Note**, choose the **Batch No** to issue (the system shows the batches with stock, earliest expiry first).
2. Submit.

Serial numbers

1. On the receipt, enter one serial number per line in the **Serial No** box, one per unit.
2. On delivery, select the serial numbers being sold.

Practical example

The shop buys 100 tins of paint in batch `PNT-2026-11`, expiring in 24 months. Later, a customer reports a faulty tin. The batch number on the delivery note shows exactly which delivery it came from, so the supplier can be told.

Important notes

- Decide whether an item needs tracking **before** it has stock. Changing it later is difficult.
- Keep the **Batch** report for expiry management. Use the **Stock Ageing** report to spot slow-moving stock.

Common mistakes

- Tracking everything by serial number, which makes data entry heavy.
- Mixing batches in one stock line.

Next steps

Read Valuation and reorder levels.

Related documentation

- Creating items
- Warehouses and stock entries

Stock and inventory

Stock valuation and reorder levels

Understand how stock is valued, and set alerts so you reorder before you run out.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Valuation is the cost the system puts on your stock, which matters for your balance sheet and for cost of goods sold. **Reorder levels** tell you when to buy more.

Valuation

Each item uses a **valuation method**, set in the item's **Inventory** section, or as a default in **Stock Settings**.

Method	How it works
FIFO	The oldest stock is sold first, so cost of goods sold uses the oldest purchase price
Moving Average	Each purchase changes the average cost per unit

Choose one and be consistent. Ask your accountant which suits your business.

Steps: set a reorder level

1. Open the **Item**.
2. In **Inventory**, find **Reorder level based on Warehouse** and click **Add Row**.
3. Choose the **Warehouse**, the **Reorder Level** (minimum quantity), and the **Reorder Qty** (how much to order).
4. Choose the **Material Request Type**: *Purchase*.
5. Save.

Automatic requests (optional)

1. Open **Stock Settings**.
2. Tick **Raise Material Request When Stock Reaches Re-order Level**, so a draft request is created when stock falls below the level.

3. Save.

Practical example

Cement is sold fast. The owner sets a reorder level of 200 bags and a reorder quantity of 500 for the main store. When stock falls below 200, a Material Request for 500 appears for the buyer to review.

Important notes

- Valuation cannot be changed easily once an item has stock movements.
- Set reorder levels from real sales history, not guesses.
- Check the **Stock Projected Qty** report to see stock on hand, on order and reserved.

Common mistakes

- Setting a reorder level without a warehouse.
- Ignoring the draft requests, which then pile up.

Next steps

Read Stock reports.

Related documentation

- Creating items
- The procurement cycle
- Stock reports

Stock and inventory

Stock reports

See what you hold, where, what it is worth, and what is moving or stuck.

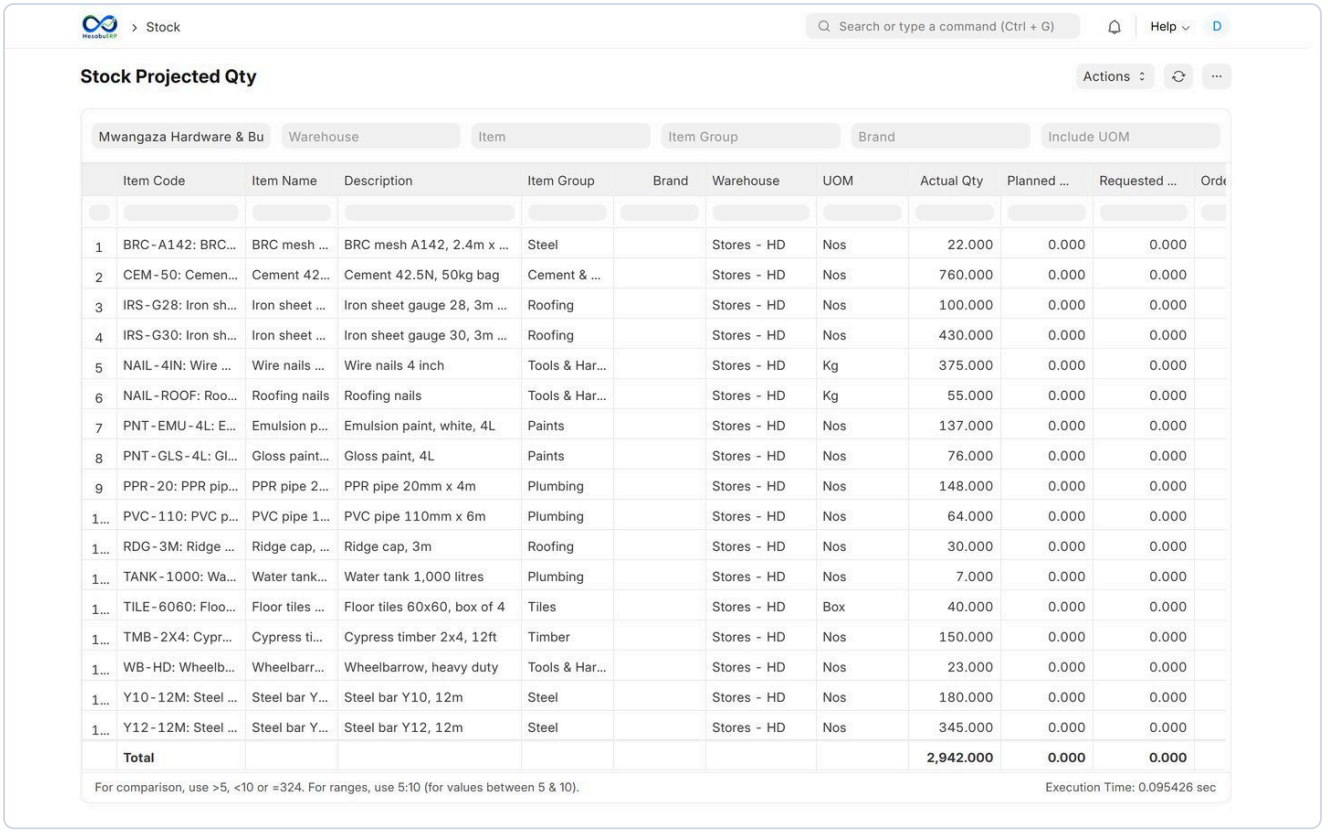
Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Stock reports are in the **Stock** workspace under **Reports**. They answer the daily questions: what do I have, where, and what should I buy.



	Item Code	Item Name	Description	Item Group	Brand	Warehouse	UOM	Actual Qty	Planned ...	Requested ...	Orde
1	BRC-A142: BRC...	BRC mesh ...	BRC mesh A142, 2.4m x ...	Steel		Stores - HD	Nos	22.000	0.000	0.000	
2	CEM-50: Cemen...	Cement 42...	Cement 42.5N, 50kg bag	Cement & ...		Stores - HD	Nos	760.000	0.000	0.000	
3	IRS-G28: Iron sh...	Iron sheet ...	Iron sheet gauge 28, 3m ...	Roofing		Stores - HD	Nos	100.000	0.000	0.000	
4	IRS-G30: Iron sh...	Iron sheet ...	Iron sheet gauge 30, 3m ...	Roofing		Stores - HD	Nos	430.000	0.000	0.000	
5	NAIL-4IN: Wire ...	Wire nails ...	Wire nails 4 inch	Tools & Har...		Stores - HD	Kg	375.000	0.000	0.000	
6	NAIL-ROOF: Roo...	Roofing nails	Roofing nails	Tools & Har...		Stores - HD	Kg	55.000	0.000	0.000	
7	PNT-EMU-4L: E...	Emulsion p...	Emulsion paint, white, 4L	Paints		Stores - HD	Nos	137.000	0.000	0.000	
8	PNT-GLS-4L: Gl...	Gloss paint...	Gloss paint, 4L	Paints		Stores - HD	Nos	76.000	0.000	0.000	
9	PPR-20: PPR pip...	PPR pipe 2...	PPR pipe 20mm x 4m	Plumbing		Stores - HD	Nos	148.000	0.000	0.000	
1...	PVC-110: PVC p...	PVC pipe 1...	PVC pipe 110mm x 6m	Plumbing		Stores - HD	Nos	64.000	0.000	0.000	
1...	RDG-3M: Ridge ...	Ridge cap, ...	Ridge cap, 3m	Roofing		Stores - HD	Nos	30.000	0.000	0.000	
1...	TANK-1000: Wa...	Water tank...	Water tank 1,000 litres	Plumbing		Stores - HD	Nos	7.000	0.000	0.000	
1...	TILE-6060: Floo...	Floor tiles ...	Floor tiles 60x60, box of 4	Tiles		Stores - HD	Box	40.000	0.000	0.000	
1...	TMB-2X4: Cypr...	Cypress ti...	Cypress timber 2x4, 12ft	Timber		Stores - HD	Nos	150.000	0.000	0.000	
1...	WB-HD: Wheelb...	Wheelbarr...	Wheelbarrow, heavy duty	Tools & Har...		Stores - HD	Nos	23.000	0.000	0.000	
1...	Y10-12M: Steel ...	Steel bar Y...	Steel bar Y10, 12m	Steel		Stores - HD	Nos	180.000	0.000	0.000	
1...	Y12-12M: Steel ...	Steel bar Y...	Steel bar Y12, 12m	Steel		Stores - HD	Nos	345.000	0.000	0.000	
	Total							**2,942.000**	**0.000**	**0.000**	

For comparison, use >5, <10 or =324. For ranges, use 5:10 (for values between 5 & 10).
Execution Time: 0.095426 sec

The Stock Projected Qty report, listing each item with warehouse, actual quantity, planned and requested quantity.

The key reports

Report	It answers
Stock Balance	How many of each item are in each warehouse, and their value
Stock Ledger	Every movement of an item, with who and when
Stock Projected Qty	Stock on hand plus what is on order, minus what is reserved
Stock Ageing	How long stock has been sitting
Item Shortage Report	Items needed to meet orders but not available
Warehouse-wise Stock Balance	The total per warehouse

Steps

1. Search for the report, for example **Stock Balance**.
2. Set the **Company**, **From** and **To** dates, and optionally the **Warehouse** or **Item Group**.
3. Read the **Balance Qty** and **Balance Value** columns.
4. Click an item to open its ledger.
5. Use **Menu**, then **Export** to share it.

Practical example

On Friday, the owner runs **Stock Balance** filtered to the *Roofing* item group. 100 iron sheets of gauge 28 are left in Stores. He opens the **Stock Ledger** for that item and sees where the sheets went this week, then raises a purchase request.

Important notes

- Reports show submitted movements only.
- If numbers look wrong, check the filters (warehouse, company and dates) before suspecting the data.
- Compare the **Stock Balance** value to your **Stock** account in the Balance Sheet. They should match.

Common mistakes

- Reading the report for one warehouse and thinking it is the total.
- Forgetting to set the **To Date** to today.

Troubleshooting

See Incorrect stock balances.

Next steps

Move on to System administration.

Related documentation

- Running and saving reports
- Stock valuation and reorder levels
- Opening stock and stock counts

Stock and inventory

Barcodes and scanners

Give items barcodes, scan them at the till and in the store, and fix common scanner problems.

Beginner · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

A **barcode** is a code printed on an item that a **scanner** reads in a fraction of a second. Scanning is faster than typing and avoids mistakes. In Hesabu ERP you can scan at the point of sale and in the store, when you receive goods, move stock or count it.

How a scanner works

Most USB and Bluetooth barcode scanners behave like a **keyboard**. When you scan, the scanner "types" the number and presses **Enter**. Nothing needs to be installed. If you can type in a box, you can scan into it.

- **Handheld USB scanner:** plug it into the till computer.
- **Bluetooth scanner:** pair it with your computer, tablet or phone like a keyboard.
- **Phone camera:** some phones can scan with an app that types into the browser. Dedicated scanners are faster and more reliable for busy counters.

Prerequisites

- Items created. See Creating items.
- A scanner. Choose one that reads the codes on your goods (most read **EAN-13**, **UPC** and **Code 128**) and can add **Enter** after each scan.

Steps

Add barcodes to an item

1. Search for **Item** and open the item.
2. Scroll to the **Barcodes** table and click **Add Row**.

3. Enter the **Barcode** (the number printed under the stripes). Choose the **Barcode Type**, such as *EAN*, *UPC-A* or *CODE-128*, if the form asks.
4. Add a row for each different barcode, if the same item comes with more than one.
5. Click **Save**.

A barcode must be **unique**. Two items cannot have the same one.

Goods that already have a barcode

Use the barcode printed by the manufacturer. Enter the number exactly as printed. Scan it into the barcode box to avoid typing mistakes.

Goods without a barcode

You can make your own. Use a code such as the item code or a number you choose, and print it on labels (see below).

Scan at the till

1. Open the **POS** and open your shift. See Opening and closing a shift.
2. Click the item search box so the cursor is in it.
3. Scan the item. It is added to the cart. Scanning the same item again adds one more.
4. Continue scanning, then click **Checkout**. See Selling at the till.

Scan in the store

Many stock documents, such as **Purchase Receipt**, **Delivery Note**, **Stock Entry** and **Stock Reconciliation**, have a **Scan Barcode** box near the top of the form.

1. Open the document and click **Scan Barcode**.
2. Scan an item. A row is added, or the quantity goes up by one.
3. Check the quantities before you save and submit.

Scanning can also pick **batch** and **serial** numbers if those are barcoded. See Batches and serial numbers.

Use scanning for stock counts

During a count, scan each item and enter the counted quantity. See Opening stock and stock counts.

Print barcode labels

1. Decide whether you need labels for your own items, or only for goods with no barcode.
2. Use a label printer, or print labels from a print format. See Print formats and letterheads.
3. Test one label with your scanner before printing many.

If you need labels printed from Hesabu ERP, ask us. We can help set up a label format for your printer.

Practical example

A hardware shop imports 800 items with their manufacturer barcodes. At the till, the cashier scans a tin of paint, and it appears in the cart with its price. In the store, the storekeeper scans each delivery against the **Purchase Receipt**, and a count of the paint shelf takes ten minutes instead of an hour.

Important notes

- Keep one barcode for one item, and one item for one barcode (unless you intentionally add more rows).
- A scanner only reads what is printed. If the label is damaged or smudged, type the number or print a new label.
- Barcodes work with the **unit of measure**: if you sell by carton and by piece, ask us how your barcodes should be set, so a scan picks the right one.
- Fast scanning can add the same item twice by accident. Check the cart before taking payment.

Common mistakes

- Typing a barcode with a missing digit, so scans do nothing.
- Giving two items the same barcode, which stops you saving.
- Using a scanner that does not add **Enter**, so you have to press it yourself.
- Scanning while the cursor is not in the box.

Troubleshooting

Problem	What to check
Nothing happens when I scan	Click in the search or scan box first. Test the scanner in a text box such as Notepad. If it types nothing, check the cable or battery
The number appears, but the item is not added	The barcode is not on any item. Add it to the item. See above
The scanner types but the item does not add until I press Enter	Set the scanner to add Enter (suffix) after each scan. See its manual
The wrong item is added	Two items share a barcode, or the barcode was entered wrongly. Search for the number in the **Item** list
Letters appear as numbers, or the other way round	The scanner's keyboard layout does not match your computer. Set it to the same layout as your keyboard
It scans twice	The scanner repeats on a long press, or the label is read twice. Scan once and wait for the beep

Next steps

Read Selling at the till and the retail guide.

Related documentation

- Creating items
- Selling at the till
- Opening stock and stock counts
- Running a retail shop

Point of sale

Set up the till, open and close shifts, sell, take M-Pesa and cash, handle returns and reconcile the day.

For: Cashiers, shop managers and accountants

Point of sale

Point of sale overview

What the point of sale (POS) does, how a day at the till runs and the order in which to set it up.

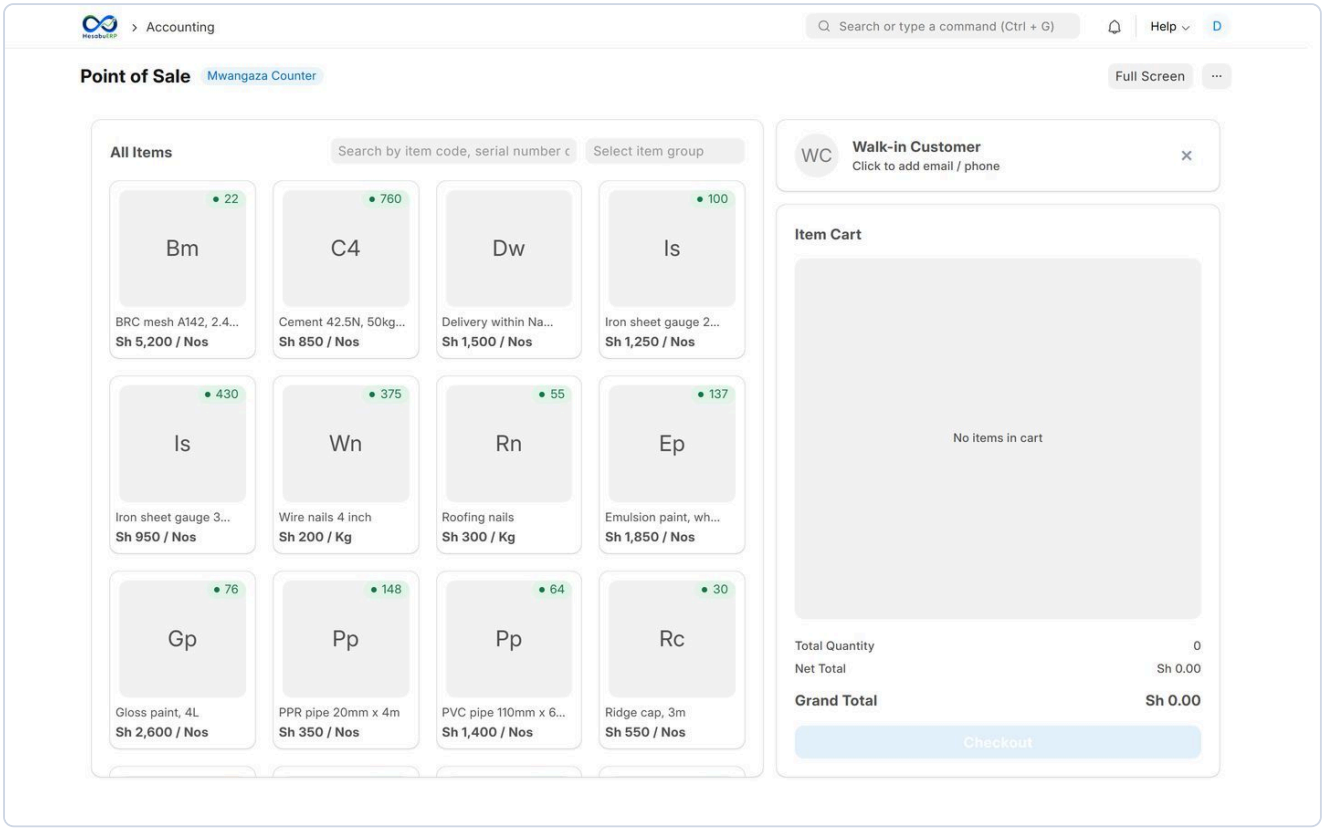
Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

The **Point of Sale (POS)** is a fast, touch-friendly screen for selling over the counter. The cashier picks items, takes payment and prints a receipt in seconds. Every sale updates your stock and your books automatically.



The point of sale screen

A day at the till

1. The cashier **opens the shift** with the cash in the drawer.
2. They **sell**: pick items, choose the customer if needed, take payment, print the receipt.
3. They handle **returns** when a customer brings goods back.
4. At closing they **close the shift**, count the cash and the system shows any difference.
5. The accountant reviews the day's sales and the reconciliation.

Setup order

1. Make sure your items have prices and stock. Create a warehouse for the shop.
2. Create the payment accounts: cash, M-Pesa and card.
3. Set up the POS profile and cashiers.
4. Train cashiers on selling at the till.

Important notes

- Each sale made at the till creates a **POS Invoice**. At the end of the shift, these are combined into regular **Sales Invoices** when you close the shift.
- The POS needs a working internet connection for normal use. If your connection is unreliable, test before you rely on it at a busy counter.
- If the POS is not in your sidebar, it may not be part of your plan. Contact us.

Next steps

Read Setting up the POS.

Related documentation

- Setting up the POS: profile, payments and cashiers
- Opening and closing a shift
- Selling at the till

Point of sale

Setting up the POS: profile, payments and cashiers

Create a POS profile with the warehouse, price list and payment methods, and assign it to cashiers.

Intermediate · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

A **POS Profile** holds the settings for a till: which company, warehouse and price list it uses, which payment methods it accepts and who may use it.

Prerequisites

- A company, a shop warehouse and items with prices.
- A **Walk-in Customer** for anonymous sales (create it under **Customer**, with a group such as *Individual*).
- The Accounts Manager role to set up payment accounts.

Steps

Create modes of payment

1. Search for **Mode of Payment** and click **Add**.
2. Create one for each method: *Cash*, *M-Pesa* and *Card*.
3. In the **Accounts** table, choose the **Company** and the **Default Account** for that method: - *Cash*: a cash account (cash in hand) - *M-Pesa*: a bank-type account for your M-Pesa till or paybill - *Card*: the bank account that receives card settlements
4. Save.

Create the POS profile

1. Search for **POS Profile** and click **Add POS Profile**.
2. Enter a name, such as *Main Shop Till*, and choose the **Company**.
3. Choose the **Warehouse** the till sells from.

4. Choose the **Price List** and the **Currency**.
5. Under **Payments**, add each mode of payment and tick **Default** on the one used most, usually cash.
6. Under **Applicable for Users**, add the cashiers who may use this profile.
7. Optionally limit the items by **Item Group** or **Customer Group**, and set a default **Customer**.
8. Save.

Create the cashier users

1. Create a user for each cashier. Give only the roles they need, such as *Sales User* and *Accounts User* for POS. See Creating users and assigning roles.
2. Do not give cashiers the ability to change prices or delete invoices. See Permissions and restricting access.

Practical example

Mwangaza Hardware creates a profile *Main Shop Till*. It sells from the *Shop - MH* warehouse on the *Retail* price list, and accepts Cash, M-Pesa and Card. Two cashiers, Wanjiru and Otieno, are listed as applicable users.

Important notes

- One profile can be used by several cashiers, but only one shift should be open per till at a time.
- Match the M-Pesa account to your real till or paybill so reconciliation is simple.
- Prices come from the price list. Update it when your prices change. See Creating items.

Common mistakes

- Forgetting to add the cashier under **Applicable for Users**, so they cannot open the POS.
- Selling from a warehouse that holds no stock, so items show zero available.
- Missing payment accounts, so payments cannot be posted.

Troubleshooting

If the cashier sees *No POS Profile found*, the user is not listed on any profile, or the profile is disabled.

Next steps

Read Opening and closing a shift.

Related documentation

- Point of sale overview
- Opening and closing a shift
- Creating users and assigning roles
- The chart of accounts

Point of sale

Opening and closing a shift

Start the day with the drawer cash recorded and end it with a count and a reconciliation.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Cashiers must **open** a shift before they can sell. It records the opening cash. At the end of the day they **close** it, count what is in the drawer and the system compares it with what the sales say it should be.

Steps

Open the shift

1. Search for **POS** and open it. If no shift is open, a dialog appears. (You can also search for **POS Opening Entry**.)
2. Choose the **POS Profile**, and the **Company**.
3. Enter the **opening amount** for each payment method. For cash, count the float in the drawer. For M-Pesa and card, enter 0.
4. Click **Submit**. The till opens.

Close the shift

1. In the POS, open the menu and choose **Close the POS**, or search for **POS Closing Entry**.
2. Check the period and the cashier.
3. For each payment method, the system shows the **Expected Amount**. Enter the **Closing Amount** you counted.
4. The **Difference** is the closing amount minus the expected amount. Write a note if it is not zero.
5. Click **Submit**. The day's POS invoices are consolidated into sales invoices.

Practical example

Wanjiru opens with KES 5,000 float. During the day the system records KES 38,200 in cash, KES 61,500 in M-Pesa and KES 12,000 by card. At closing, she counts KES 43,150 in the drawer. The

expected cash is 5,000 + 38,200 = 43,200, so the difference is −50. She notes *change given incorrectly* and submits.

Important notes

- Do not share a shift between cashiers. Each person opens their own, so differences can be traced.
- The accountant should review differences every day. Small differences are normal. Repeated ones are not.
- You cannot close a shift if some invoices are still in **Draft**. Submit or delete them first.
- Keep cash counts signed by the cashier.

Common mistakes

- Forgetting to close the shift, so the next day's sales are mixed in.
- Entering the expected amount as the closing amount instead of counting.

Troubleshooting

If the POS asks you to open a shift when one is already open, the old shift was never closed. Close it first, then open the new one.

Next steps

Read Selling at the till.

Related documentation

- Selling at the till
- Point of sale reports and the daily routine
- Setting up the POS: profile, payments and cashiers

Point of sale

Selling at the till

Add items, apply discounts, choose payment, take M-Pesa and cash and print the receipt.

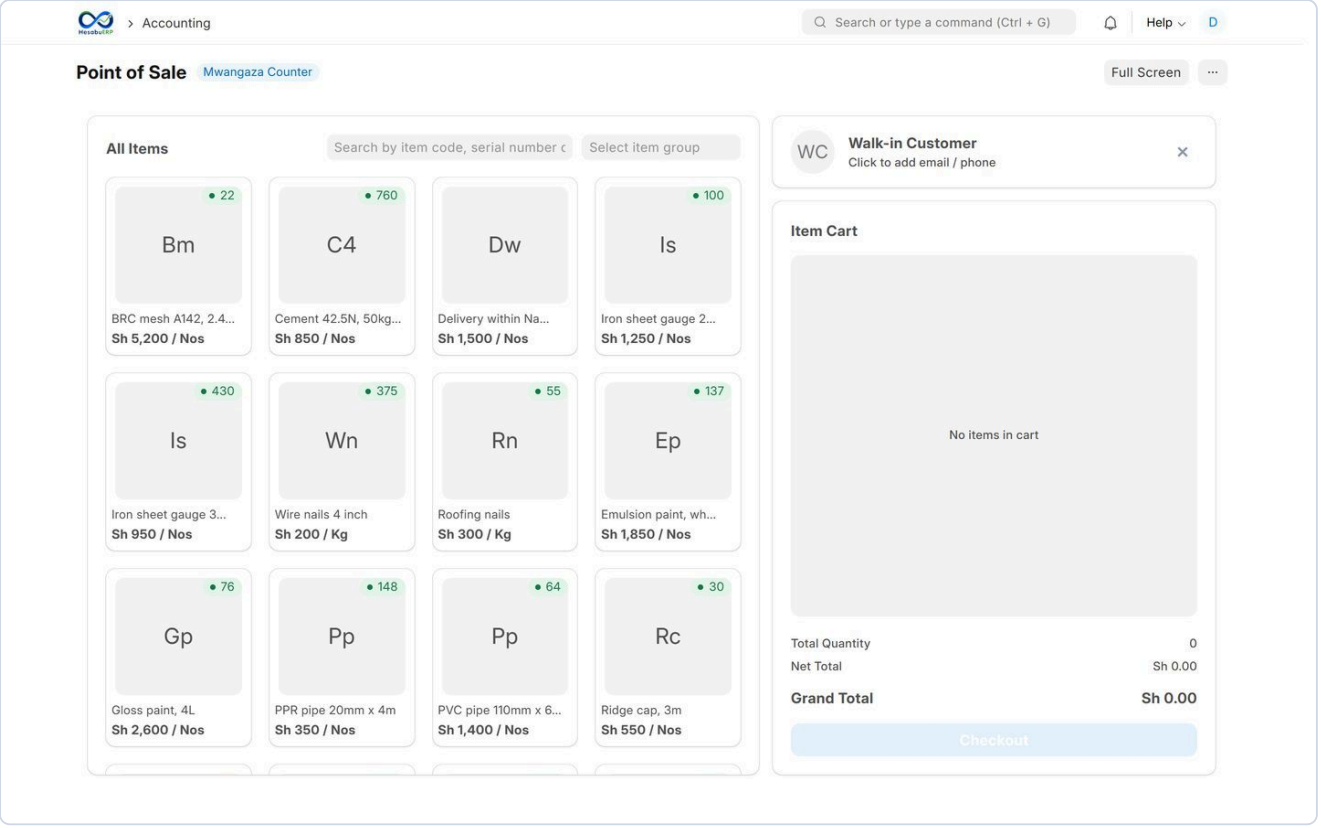
Beginner · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

A sale at the till takes four steps: add items, choose the customer, take payment and print the receipt.



The point of sale screen

Steps

Add items

1. Find an item by clicking its tile, searching by name or code in the search box, or scanning its **barcode**. See Barcodes and scanners.
2. Each click adds one. To change the quantity, click the item in the cart and type the number.
3. To remove it, set the quantity to 0 or use the delete key on the keypad.

Choose the customer

1. For a walk-in, leave the default customer.
2. For a customer with an account, click the customer box and select or create the customer. See Creating and managing customers.

Apply a discount

1. Click the item in the cart and set the **Discount** percentage, or use the discount on the whole invoice.
2. Cashiers should only do this with a manager's permission. You can restrict it in the POS profile.

Take payment

1. Click **Checkout**.
2. Choose the method: *Cash*, *M-Pesa* or *Card*.
3. For **cash**, enter the amount received. The system shows the **change** to give.
4. For **M-Pesa**, check that the payment message has arrived on the till phone, then enter the amount and the M-Pesa transaction code in the reference.
5. For **split payments**, add more than one method, for example part cash and part M-Pesa, until the remaining amount is zero.
6. Click **Complete Order**.

Print the receipt

1. After completing, click **Print Receipt**.
2. A receipt can also be emailed to the customer. Customise the layout under Print formats and letterheads.

Hold a sale

To serve another customer while the first looks for money, leave the draft order and start a new one. The draft can be reopened from **Recent Orders**.

Practical example

A customer buys two bags of cement and a bucket. The cashier scans the items, clicks **Checkout**, chooses *M-Pesa*, checks that the payment of KES 4,200 has arrived, types the transaction code, and completes the sale. The receipt prints and stock drops automatically.

Important notes

- Never accept an M-Pesa payment before you see the message on the business till or check the statement.
- Selling an item with no stock may be blocked, depending on your stock settings.
- Prices on the screen come from the price list. Staff cannot change them unless the profile allows it.
- Taxes are added according to the item tax settings. See Sales taxes and VAT.

Common mistakes

- Choosing the wrong payment method, which throws off the end-of-day reconciliation.
- Not entering the M-Pesa code, making it hard to trace a payment later.
- Starting to sell without an open shift.

Troubleshooting

If an item does not appear, check that it is not disabled, is in the profile's item groups and has a price in the price list.

Next steps

Read Returns and corrections.

Related documentation

- Opening and closing a shift
- Returns and corrections at the till
- Setting up the POS: profile, payments and cashiers
- Creating items

Point of sale

Returns and corrections at the till

Take back goods, refund customers and fix mistakes safely.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Customers bring goods back, and cashiers make mistakes. You must never delete a sale to hide it. Use a **return** so stock and accounts stay correct and the history is clear.

Steps

Return goods from a sale

1. In the POS, open **Recent Orders** and find the original invoice using its number or date.
2. Click **Return**. The system opens a return document for that invoice.
3. Select the items and quantities being returned.
4. Choose how to refund the customer: **cash**, **M-Pesa** or a **credit note** for a later purchase.
5. Complete the return. Stock increases and sales fall by the returned amount.

An exchange

Do a return for the old item, then a new sale for the replacement. If the new item costs more, collect the difference.

A mistake before completing

If an order has not yet been completed, simply remove or change the lines. Nothing has been posted.

A mistake after completing

1. Do **not** delete the invoice.
2. Make a return for the incorrect sale, then a correct sale.
3. A manager can cancel a submitted invoice only if the shift is still open and your permissions allow it. See Credit notes and debit notes.

Practical example

A customer returns one of two paint tins because it is the wrong colour. The cashier finds the invoice in **Recent Orders**, returns one tin, refunds KES 1,800 in cash, and sells the correct colour as a new order. The cash count at closing still matches.

Important notes

- Ask for the original receipt. Check the item condition against your returns policy.
- Require manager approval for refunds above a set amount.
- A return of an M-Pesa sale should be refunded by M-Pesa, with a record of the transaction code.

Common mistakes

- Refunding cash without a return document, which causes a shortage at closing.
- Deleting invoices to cover errors.

Next steps

Read Point of sale reports and the daily routine.

Related documentation

- Selling at the till
- Credit notes and debit notes
- Opening and closing a shift

Point of sale

Point of sale reports and the daily routine

Review sales by cashier and item, check payments against the bank, and run a safe daily routine.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Once the shift is closed, the sales are in your books. These reports help the manager and accountant check them.

Useful reports

Search for each in the search bar.

Report	What it tells you
POS Closing Entry list	Each shift: cashier, totals per payment method, difference
Sales Register	Every invoice for a period, with customer and tax
Item-wise Sales Register	Which items sold, in what quantity
Sales Analytics	Sales by item, customer or period
Stock Balance	What is left on the shelves
Payment Entry / Bank Reconciliation	Whether the M-Pesa and card receipts reached the bank

Steps: the end-of-day routine

1. The cashier **closes the shift** and records the cash count. See Opening and closing a shift.
2. The manager opens the **POS Closing Entry** for the day, checks the differences and reads the notes.
3. The accountant compares the **M-Pesa** total with the M-Pesa statement, and the **card** total with the bank settlement. See Bank accounts and bank reconciliation.
4. The cash is banked, and the deposit is recorded as a bank transaction.

5. The storekeeper checks the fast-moving items in **Stock Balance**, and reorders. See Stock reports.

Practical example

On Friday evening the manager sees three closing entries. One cashier has a difference of −KES 400, with no note. The manager asks about it the next morning, and reviews that cashier's sales and returns for the day.

Important notes

- Reconcile M-Pesa and card **every day**. Problems are easier to trace while they are fresh.
- Restrict reports and closing entries to managers and accountants.
- Keep your sales by cashier. It helps with training and honesty.

Common mistakes

- Looking only at totals, and never at the differences.
- Not banking cash daily.

Next steps

Return to Point of sale overview.

Related documentation

- Opening and closing a shift
- Bank accounts and bank reconciliation
- Stock reports
- Financial reports

Kenya tax and compliance

VAT, eTIMS, withholding tax, turnover tax and a monthly compliance calendar, and how to set each up.

For: Business owners and accountants

Kenya tax and compliance

Kenya tax overview and compliance calendar

The taxes a Kenyan business deals with, when each is due and where Hesabu ERP helps.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

This chapter explains the main Kenyan taxes and how to record and report them in Hesabu ERP. Hesabu ERP keeps your records and calculates the amounts. You still file and pay through KRA's iTax and other portals, and your accountant remains responsible for advice.

> **Always check the current rules.** Tax rates, thresholds and deadlines change, often with each Finance Act. The Finance Act 2026 changes took effect mostly from 1 July 2026, with some filing timelines from 1 January 2027. Confirm everything with KRA or your tax adviser before relying on it.

The main taxes

Tax	Applies to	Where in Hesabu ERP
VAT	Sales of taxable goods and services by VAT-registered businesses	VAT
PAYE	Employees' income tax, withheld by the employer	Kenyan statutory deductions
NSSF, SHIF, Housing Levy, NITA	Employer and employee contributions	Kenyan statutory deductions
Withholding tax	Certain payments to suppliers, such as professional fees and rent	Withholding and turnover tax
Turnover tax	Small businesses within the threshold who are not VAT-registered	Withholding and turnover tax
Corporation or income tax	Profits of companies and individuals	Your financial reports. Prepared by your accountant
Electronic tax invoices	Invoices that KRA can validate	eTIMS

A monthly calendar

Confirm each date with KRA. This is a typical monthly pattern:

By the	What
9th	PAYE, SHIF and NSSF for the previous month
9th working day	Affordable Housing Levy for the previous month (counted in working days, not calendar days)
20th	VAT return and payment; withholding tax; turnover tax
End of month	Reconcile bank and M-Pesa, review payroll, check eTIMS invoices
Annually	Income tax return (end of June for individuals and, for most companies, six months after the year end), plus annual employer returns

How Hesabu ERP helps

1. Set tax accounts and tax templates once. See Sales taxes and VAT.
2. Record every sale and purchase with the right tax, and keep supplier invoices.
3. Run tax reports and payroll reports for each filing period.
4. Pay the authority and record the payment, so your liability clears.

Important notes

- Keep records for at least the period KRA requires (currently at least five years).
- Late filing and late payment carry penalties and interest. A reminder set in Calendar costs nothing.
- Ask your accountant to review your set-up once.

Next steps

Read VAT.

Related documentation

- VAT: setting up, recording and returning
- Electronic tax invoices and eTIMS
- Withholding tax and turnover tax
- Kenyan statutory deductions

Kenya tax and compliance

VAT: setting up, recording and returning

Charge 16% VAT correctly, claim input VAT and prepare the monthly return.

Advanced · About 35 minutes · Version 1.0 · Updated 17 November 2026

Overview

VAT is charged on taxable sales (**output VAT**) and can be claimed back on business purchases (**input VAT**). You pay KRA the difference each month. The standard rate is **16%**. Some supplies are **zero-rated** (0%, with input VAT claimable) or **exempt** (no VAT, no input claim).

> Registration is required once your taxable supplies reach the threshold (**KES 5 million** a year at the time of writing). Confirm the current rules and the treatment of your products with KRA.

Prerequisites

- Your company is VAT registered, with a **KRA PIN** and VAT number entered. See Creating and configuring your company.
- Accounts for VAT in your chart of accounts: **VAT Output (Payable)** and **VAT Input (Receivable)**, or one control account. See The chart of accounts.

Steps

Set up VAT templates

1. Search for **Sales Taxes and Charges Template** and click **Add**.
2. Name it *VAT 16%*. In the **Taxes** table, choose the type **On Net Total**, the **Account Head** (VAT Output), and the **Rate** 16.
3. Save. Create a *Zero Rated* template with rate 0, and an *Exempt* template with rate 0, so reports can separate them.
4. Do the same under **Purchase Taxes and Charges Template**, with the VAT Input account, for purchases.

Prices with VAT

If your prices already include VAT, tick **Included in Print Rate** on the tax row, so the net amount is calculated back.

Record sales and purchases

1. On each **Sales Invoice**, choose the correct **Taxes and Charges** template. See Creating a sales invoice.

2. On each **Purchase Invoice**, choose the purchase template, and enter the **supplier's PIN and invoice number**. Only claim input VAT on valid tax invoices that are in your business's name. See Recording supplier bills.
3. Set the default tax on items under **Item Tax Template**, so staff do not choose wrongly.

Prepare the return

1. Open the **VAT Audit Report** (or **Sales Register** and **Purchase Register**) for the month.
2. Compare the totals of taxable, zero-rated and exempt sales, and the input VAT, with the **VAT Output** and **VAT Input** account balances in the **Trial Balance**. They should agree.
3. Calculate the VAT payable: output minus input. If input is larger, the difference may be refundable or carried forward.
4. File the return on iTax and pay by the due date (normally the **20th** of the next month).
5. Record the payment with a **Payment Entry** or a **Journal Entry** from the bank to the VAT account, so the liability clears.

Practical example

In October, Mwangaza Hardware sells KES 5,800,000 plus VAT (KES 928,000) and buys KES 3,200,000 plus VAT (KES 512,000). The VAT payable is 928,000 − 512,000 = KES 416,000. It is paid and recorded by 20 November.

Important notes

- VAT may only appear on an invoice for a **taxable** supply. Do not charge VAT on exempt goods.
- Fees for digital payment services (card and gateway fees) are not VAT-exempt under the 2026 changes. Ask your accountant how to treat them.
- Keep supplier invoices and credit notes. Reverse input VAT on goods returned. See Purchase returns and debit notes.
- Bad debt VAT claims have a time limit, which the 2026 Act extended to three years.

Common mistakes

- Claiming input VAT without a valid supplier invoice.
- Mixing VAT-inclusive and exclusive prices.
- Not posting the VAT payment, so the account keeps growing.

Next steps

Read Electronic tax invoices and eTIMS.

Related documentation

- Sales taxes and VAT
- Electronic tax invoices and eTIMS
- Kenya tax overview and compliance calendar
- Creating a sales invoice
- Recording supplier bills

Kenya tax and compliance

Electronic tax invoices and eTIMS

What KRA's electronic tax invoice system requires, and how it is set up with your Hesabu ERP plan.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Overview

eTIMS (Electronic Tax Invoice Management System) is KRA's system for issuing invoices that KRA can see and validate. VAT-registered businesses are required to use it, and others may be too. KRA also uses it to validate which expenses can be claimed for income tax: an expense backed by an invoice not issued through eTIMS may be disallowed.

> **Check the current rules** with KRA for your business type, and for any waiver or penalty changes. The Finance Act 2026 says KRA will give notice and consider an explanation before penalising a failure to issue an electronic invoice, but you should not rely on that.

How it works

1. Your business registers for eTIMS on iTax and chooses an integration method.
2. Each sale is sent to KRA, which returns a **validated invoice** with a unique control code and a **QR code**.
3. The customer receives the validated invoice, and can claim the expense.

What this means for Hesabu ERP

- **eTIMS is part of every Hesabu ERP plan.** Our team sets it up with you, so you do not need to connect it yourself. Ask us to start, and tell us your KRA PIN and how you sell (counter, delivery or online).
- **KRA must approve your connection first.** You apply for eTIMS on iTax and ask for the **VSCU** service type. After KRA approves it, a small KRA program runs for your business and Hesabu ERP connects to it. We help with the setup, but the approval is KRA's.
- **What is connected:** sales invoices and credit notes. Stock movements and purchase confirmations are not yet sent from Hesabu ERP.
- Until it is set up, you can issue the validated invoice from KRA's eTIMS tool, then record the same sale in Hesabu ERP and enter the **KRA invoice number** in a field (add one if needed, see Custom fields and forms).
- Make sure every customer has the **KRA PIN** recorded, so the invoice names them properly. See Creating and managing customers.

Using eTIMS in Hesabu ERP

Once your connection is set up and switched on:

1. **Items:** open each item and, in the **KRA eTIMS** section, choose its **KRA item classification** and, if needed, its **KRA tax code** (A exempt, B 16%, C 0%, D non-VAT, E 8%). Hesabu ERP registers the item with KRA the first time you sell it.
2. **Customers:** record the customer's **KRA PIN** (Tax ID) where they have one.
3. **Selling:** create and submit the Sales Invoice as usual. It is sent to KRA in the background. A few seconds later the invoice shows **eTIMS: Sent**, with KRA's receipt number, signature and QR code, and you can print it with the **KRA eTIMS Invoice** print format.
4. **If it is not sent:** the invoice shows **Queued** (the connection was unavailable, and it is retried automatically) or **Failed** (read the **eTIMS message**, fix the cause, then click **Actions > Send to eTIMS**).
5. **Returns:** a credit note is sent to KRA like an invoice. Choose the **credit note reason** first, and make sure the original invoice was sent. A sent invoice cannot be cancelled; issue a credit note instead.

The invoice total must match the tax codes on your items. If they do not, the invoice is not sent and the message tells you the two totals.

Steps: a good routine

1. Register for eTIMS on iTax and confirm the method you will use.
2. Make sure every sales invoice shows your PIN, the customer's PIN where available, the description, quantity, price, and tax.
3. Share the validated invoice (with its QR code) with the customer.
4. Each month, compare the invoices in KRA's portal with those in Hesabu ERP. Fix differences before the VAT return.
5. Ask suppliers for eTIMS invoices, and only record purchases supported by valid ones. See VAT.

Practical example

A wholesaler issues invoices through its integrated system. At month end, the accountant matches the total of validated invoices in KRA's portal with the Sales Register, and finds one invoice missing. It is corrected before the VAT return is filed.

Important notes

- Credit notes and returns also need to be reported to KRA. Use Credit notes and debit notes and follow the eTIMS procedure for them.
- Do not alter an invoice after it is validated. Issue a credit note instead.

Common mistakes

- Issuing a plain invoice from the system, and a separate one from eTIMS, for the same sale.
- Recording supplier invoices that are not eTIMS-validated.

Next steps

Read Withholding tax and turnover tax.

Related documentation

- VAT: setting up, recording and returning
- Kenya tax overview and compliance calendar
- Creating a sales invoice

Kenya tax and compliance

Withholding tax and turnover tax

Deduct withholding tax from supplier payments, and understand turnover tax for small businesses.

Advanced · About 30 minutes · Version 1.0 · Updated 17 November 2026

Overview

Withholding tax (WHT) is tax you deduct from certain payments to suppliers, and pay to KRA on their behalf. **Turnover tax (TOT)** is a simplified tax on the gross sales of small businesses that are not VAT-registered.

> Rates below are a summary from KRA's published table (resident payees). Check KRA and your accountant for the current rate for each payment, since the Finance Act 2026 also changed how some fees are classified.

Withholding tax: common resident rates

Payment	Rate
Management, professional and training fees	5%
Consultancy and agency fees	5%
Contractual fees	3%
Rent of buildings	12%
Dividends	5% (nil for shareholders with more than 12.5%)
Interest (bank)	15%
Insurance commissions	10%
Royalties	5%

Non-residents have different rates, usually higher.

Set it up

1. Create accounts: **WHT Payable** (a liability) and, if you are the one being withheld from, **WHT Receivable** (an asset).
2. Search for **Tax Withholding Category** and click **Add**. Name it *Professional Fees 5%*. In the **Rates** table, add the fiscal year and the **Tax Withholding Rate** 5. In **Accounts**, choose the company and the *WHT Payable* account. Create one per rate.
3. On the **Supplier**, choose the **Tax Withholding Category** that applies.

Record a payment

1. Create the **Purchase Invoice** from the supplier. The system calculates the withheld tax from the category. Check it.
2. When you pay, the **Payment Entry** pays the supplier the invoice amount less the withholding.
3. Pay the withheld amount to KRA by the **20th** of the next month, through iTax. Record it with a Payment Entry or Journal Entry to clear **WHT Payable**.
4. Give the supplier a **withholding tax certificate** for the amount you withheld.

If a customer withholds from you

Your customer pays you less than the invoice and gives you a certificate. Record the shortfall as **WHT Receivable** in the payment, and use the certificates to reduce your own income tax.

Turnover tax

TOT is a **1.5%** tax on gross monthly sales for resident businesses with annual turnover between **KES 1 million and KES 25 million** that are not VAT-registered, at the time of writing. Check the current thresholds.

1. Create a **TOT Payable** account.
2. Each month, run the **Sales Register** for gross sales.
3. Calculate 1.5% of the total, file the return and pay by the **20th** of the next month.
4. Record the expense and payment with a Journal Entry.

A business that registers for VAT stops paying turnover tax.

Practical example

A company pays a consultant KES 200,000. At 5%, it withholds KES 10,000, pays the consultant KES 190,000, and pays KES 10,000 to KRA by the 20th of the next month.

Important notes

- Do not withhold on payments that are exempt, and do check each supplier's status.
- Obtain the supplier's PIN before paying. Without it, you cannot file correctly.
- Keep certificates and iTax receipts for your audit.

Common mistakes

- Paying the supplier the full amount, and having to recover the withholding later.
- Forgetting to remit what you have withheld.

Next steps

Return to Kenya tax overview.

Related documentation

- VAT: setting up, recording and returning
- Kenya tax overview and compliance calendar
- Recording supplier bills
- Recording customer and supplier payments

Human resources and payroll

Employees, attendance, leave, salary structures, payroll, payslips and Kenyan statutory deductions.

For: HR officers and payroll administrators

Human resources and payroll

Human resources overview

What the HR and Payroll module covers and the order in which to set it up.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

The HR and Payroll module keeps your staff records, tracks attendance and leave, and calculates salaries with the correct deductions. It is connected to Accounting, so payroll posts to your books.

What it covers

Area	What you do
Employees	Keep one record per person, with contract and contact details
Attendance	Record who worked each day
Leave	Set leave types, allocate days, approve requests
Salary structures	Define earnings and deductions
Payroll	Create monthly salary slips for everyone
Expense claims	Reimburse staff expenses

Recommended setup order

1. Check your **Company** and **fiscal year**. See Creating and configuring your company.
2. Create **Departments**, **Designations** and **Employment Types**.
3. Add Employees.
4. Set up Leave and Attendance.
5. Build Salary structures and assign them.
6. Run Payroll and review the Kenyan statutory deductions.

Important notes

- You need the **HR Manager** role to set up the module, and **HR User** for daily work. Payroll information is confidential, so grant these roles carefully. See Permissions.

- If you do not see the HR module in your sidebar, it may not be part of your plan. Contact us.

Next steps

Start with Employees.

Related documentation

- Employees
- Leave types, allocations and applications
- Salary components and structures

Human resources and payroll

Employees

Create and maintain employee records, including departments, designations and statutory numbers.

Beginner · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

An **Employee** record is the foundation of HR and payroll. Leave, attendance and salary all attach to it.

Prerequisites

The HR Manager or HR User role. Create your **Departments** and **Designations** first (search for each and click **Add**).

Steps

Add an employee

1. Search for **Employee** and click **Add Employee**.
2. Enter **First Name**, **Last Name**, **Gender** and **Date of Birth**.
3. Enter the **Date of Joining**, and choose the **Company**.
4. Choose the **Department**, **Designation** and **Employment Type** (permanent, contract, casual and so on).
5. Add contact details, including a personal email.
6. Open the **Salary** tab and enter the **Bank Account** details, so salaries can be paid.
7. Click **Save**.

Statutory numbers

Record each person's **KRA PIN**, **National ID**, **NSSF number** and **SHA/SHIF number**. Payroll reports for the authorities need them. If your form has no field for one of these, add it. See Custom fields and forms.

Let an employee sign in

1. In the employee record, set **User ID** to the person's user. Create the user first if needed. See Creating users and assigning roles.
2. The employee can then apply for leave and see their own records.

When someone leaves

1. Open the record, set **Status** to **Left**, and enter the **Relieving Date**.
2. Do not delete the record. Payroll and audit history depend on it.

Practical example

Mwangaza Hardware hires a storekeeper. HR creates the employee, picks the *Stores* department and *Storekeeper* designation, adds KRA PIN and bank details, and links the employee to a user that has only stock roles.

Important notes

- Keep records accurate: wrong bank or PIN details cause payroll errors.
- Restrict who can see salary details.

Common mistakes

- Deleting leavers instead of marking them as **Left**.
- Two records for the same person, which splits their history.

Next steps

Read Attendance.

Related documentation

- Human resources overview
- Salary components and structures
- Creating users and assigning roles

Human resources and payroll

Attendance

Record daily attendance, mark absences and use it to drive payroll.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

Attendance records whether each employee was present, absent, on leave or working from home. Payroll can use it to work out the **payment days** for the month.

Steps

Mark attendance for one person

1. Search for **Attendance** and click **Add Attendance**.
2. Choose the **Employee** and the **Date**, and set the **Status**: *Present*, *Absent*, *On Leave*, *Half Day* or *Work From Home*.
3. Click **Save**, then **Submit**.

If the status is *On Leave* or *Half Day*, choose the **Leave Type**. For *Half Day*, also set **Status for Other Half**.

Mark several days for one person

1. Open the **Attendance** list and click **Mark Attendance**.
2. Choose **For Employee**, the **Start** and **End** dates, and the **Status**. Tick **Exclude Holidays** to skip holidays.
3. Untick any days to skip, then click **Mark Attendance** and confirm.

Mark attendance for many people

1. Search for **Employee Attendance Tool**.
2. Choose the **Date** and optionally filter by department.
3. Choose the **Status**, click **Get Employees**, tick the employees it applies to, and click **Mark Attendance**. Repeat for the other status.

Check attendance

Open **Monthly Attendance Sheet** from the reports to see everyone for the month.

Practical example

On Monday, the supervisor uses the **Employee Attendance Tool** for the *Stores* department, marks the whole team present, then marks the one absent colleague as absent.

Biometric devices

If your business uses a fingerprint or face device, attendance can be created automatically from check-ins. See Biometric attendance.

Important notes

- Approved leave marks the days as **On Leave** automatically.
- Submit attendance before running payroll, so the days are counted.
- You can set up **Shift Types** for staff on different hours, if you need them.

Common mistakes

- Forgetting to submit, so the days are ignored.
- Marking attendance for dates before the employee joined.

Next steps

Read Leave.

Related documentation

- Leave types, allocations and applications
- Running payroll and payslips

Human resources and payroll

Leave types, allocations and applications

Set up leave types and allocate days, then let staff apply and managers approve.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

You define the **leave types** your business offers, give each employee a **leave allocation** and handle **leave applications** with an approval step.

Prerequisites

Employees set up, and a **Holiday List** for the year (search for **Holiday List**) so public holidays are not counted as leave.

Steps

Create leave types

1. Search for **Leave Type** and click **Add Leave Type**.
2. Enter the name, such as *Annual Leave*, *Sick Leave*, *Maternity Leave* or *Paternity Leave*.
3. Set the **Maximum Leave Allocation Allowed per Leave Period**, and tick **Is Leave Without Pay** if it is unpaid.
4. Save.

Set the amounts to match your contracts and Kenya's Employment Act. Check requirements with your lawyer or the Ministry of Labour.

Allocate leave

1. Search for **Leave Allocation** and click **Add**.
2. Choose the **Employee**, **Leave Type**, the period and the **New Leaves Allocated**.
3. Save and submit.

To allocate to many employees, use **Leave Policy** and **Leave Policy Assignment**.

Apply and approve

1. The employee opens **Leave Application**, selects the **Leave Type**, dates and a reason, and saves.
2. The **Leave Approver** receives it, sets the **Status** to *Approved* or *Rejected*, and submits.
3. Approved leave reduces the balance and marks attendance as **On Leave**.

See balances

Open the **Employee Leave Balance** report.

Practical example

Each full-time employee receives 21 days of *Annual Leave* via a leave policy. A cashier applies for five days. Her supervisor approves, and the balance drops to 16.

Important notes

- Set the approver on the employee record, so applications go to the right person.
- Leave without pay reduces the salary in payroll.

Common mistakes

- Forgetting the holiday list, so public holidays use up leave.
- Approving but not submitting.

Next steps

Read Salary components and structures.

Related documentation

- Attendance
- Employees
- Workflows and notifications

Human resources and payroll

Salary components and structures

Define earnings and deductions, build a salary structure and assign it to employees.

Advanced · About 40 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

A **Salary Component** is one line on a payslip, for example *Basic Salary*, *House Allowance* or *PAYE*. A **Salary Structure** is a set of components. You **assign** a structure to each employee with their base pay.

Prerequisites

Employees created, and the accounting company set up. Agree the pay package for each role.

Steps

Create salary components

1. Search for **Salary Component** and click **Add Salary Component**.
2. Enter the name, and choose the **Type**: *Earning* or *Deduction*.
3. Choose how it is calculated: - a fixed **Amount** - a **Formula**, such as `base * 0.15` - a **Condition**, if it applies only sometimes
4. For earnings that are taxed, leave **Is Tax Applicable** ticked.
5. Save. Under **Accounts**, set the expense or payable account for the company, so payroll posts correctly.

Build a structure

1. Search for **Salary Structure** and click **Add**.
2. Name it, such as *Standard Monthly*, and choose the **Company**.
3. Set **Payroll Frequency** to *Monthly*.
4. Add the components in the **Earnings** and **Deductions** tables.
5. Save, then **Submit**.

Assign it to an employee

1. Search for **Salary Structure Assignment** and click **Add**.
2. Choose the **Employee**, the **Salary Structure**, the **From Date** and the **Base** (the base pay used in formulas).
3. Save and submit.

Practical example

Standard Monthly has *Basic Salary* (= base), *House Allowance* (15% of base), and deductions *NSSF*, *SHIF*, *Housing Levy* and *PAYE*. A clerk is assigned this structure with a base of KES 60,000.

Important notes

- Change a salary by creating a **new assignment with a later From Date**, not by editing the old one.
- Test with one employee before running payroll for everyone.
- Deduction rates must follow current Kenyan law. See Kenyan statutory deductions.

Common mistakes

- Employees with no assignment, so they get no salary slip.
- Formulas that refer to a component not yet defined above them.

Next steps

Read Kenyan statutory deductions.

Related documentation

- Kenyan statutory deductions
- Running payroll and payslips
- Employees

Human resources and payroll

Kenyan statutory deductions

How PAYE, NSSF, SHIF, the Housing Levy and NITA are set up and checked in payroll.

Advanced · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

Kenyan employers must deduct and remit several statutory amounts. Hesabu ERP handles them as **deduction components** in your salary structure.

> **Check before use.** The rates below are a summary at the date of this manual. Rates and thresholds change, often at the start of the year or tax year. Confirm the current figures with the Kenya Revenue Authority (KRA), NSSF, SHA and your accountant before you rely on them.

The deductions

Item	Who pays	Basis (summary)
PAYE (income tax)	Employee	Monthly bands: 10% on the first KES 24,000, 25% to 32,333, 30% to 500,000, 32.5% to 800,000, 35% above
Personal relief	Reduces PAYE	KES 2,400 per month
NSSF	Employee and employer	6% of pensionable pay up to the current upper limit, in two tiers
SHIF	Employee	2.75% of gross pay, minimum KES 300
Affordable Housing Levy	Employee and employer	1.5% of gross pay each
NITA	Employer	KES 50 per employee per month

NSSF, SHIF and the Housing Levy are deducted **before** PAYE is calculated, which lowers the taxable pay.

Steps

Ask for the preloaded setup

Hesabu ERP can load a ready-made Kenyan structure into your workspace, called **Kenya Standard (Hesabu)**. It contains Basic Salary and the deductions above (NSSF, SHIF, Housing Levy and PAYE), plus the employer's NSSF, Housing Levy and NITA shown as information lines. Ask support to load it. Then open **Salary Structure** to see it, and assign it to your employees with **Salary Structure Assignment**.

The figures are loaded as of November 2026. Check them against the current rates, and ask us to refresh them when the law changes. If you prefer to build the components yourself, follow the steps below.

Set up the components

1. For each item, create a **Salary Component** of type *Deduction*. See Salary components and structures.
2. Use a **Formula** for each. For example, for the Housing Levy: `gross_pay * 0.015`. Use a formula for PAYE that applies the monthly bands to taxable pay after the other deductions.
3. Put the PAYE component **after** the others in the structure, so it can use them.
4. Add the **employer's** share of NSSF and the Housing Levy, and NITA, as separate components. Mark them as employer contributions (**Statistical** or **Do not include in total**) so they do not reduce the employee's net pay, and set up their expense accounts.
5. Add the statutory payables accounts, so the amounts owed to KRA, NSSF and SHA appear on your balance sheet.

Check with a worked example

Take gross pay of KES 100,000 with the figures above:

Line	Amount (KES)
NSSF	6,000
SHIF	2,750
Housing Levy	1,500
Taxable pay	89,750
PAYE after personal relief	19,308
Net pay	**70,442**

Create a test salary slip for an employee at this figure and compare. If the numbers differ, fix the formulas before running payroll.

Important notes

- Remit PAYE, SHIF and NSSF by the **9th of the following month**, and the Housing Levy by the **9th working day** of the following month, and file through iTax and the relevant portals. Confirm your deadlines with your accountant.
- Keep payslips and remittance proofs for your records and audits.
- Ask support if you want help configuring the formulas for your company.

Common mistakes

- Using old rates after a law change.
- Calculating PAYE on gross pay without removing the pre-tax deductions.
- Treating the employer's share as an employee deduction.

Next steps

Read Running payroll.

Related documentation

- Salary components and structures
- Running payroll and payslips

Human resources and payroll

Running payroll and payslips

Create the month's salary slips, review them, submit and pay.

Intermediate · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

Each month you run a **Payroll Entry**. It creates a **Salary Slip** for every employee, using their salary structure, attendance and leave.

Prerequisites

Employees with submitted salary structure assignments, submitted attendance and approved leave for the month.

Steps

Run the payroll

1. Search for **Payroll Entry** and click **Add Payroll Entry**.
2. Choose the **Company**, **Payroll Frequency** (*Monthly*), and the **Start Date** and **End Date**.
3. Optionally filter by **Branch**, **Designation** or **Department**. Tick **Validate Attendance** if you want attendance checked, and choose the **Payment Account** and **Cost Center**.
4. Click **Get Employees** to list who will be paid.
5. Click **Save**, then **Create Salary Slips**.

Review the slips

1. Open **Salary Slip** and check several, especially anyone with unpaid leave, a new joiner or a leaver.
2. Check the **Payment Days**, earnings, deductions and **Net Pay**.
3. Correct problems in the source data, such as attendance, then recreate.

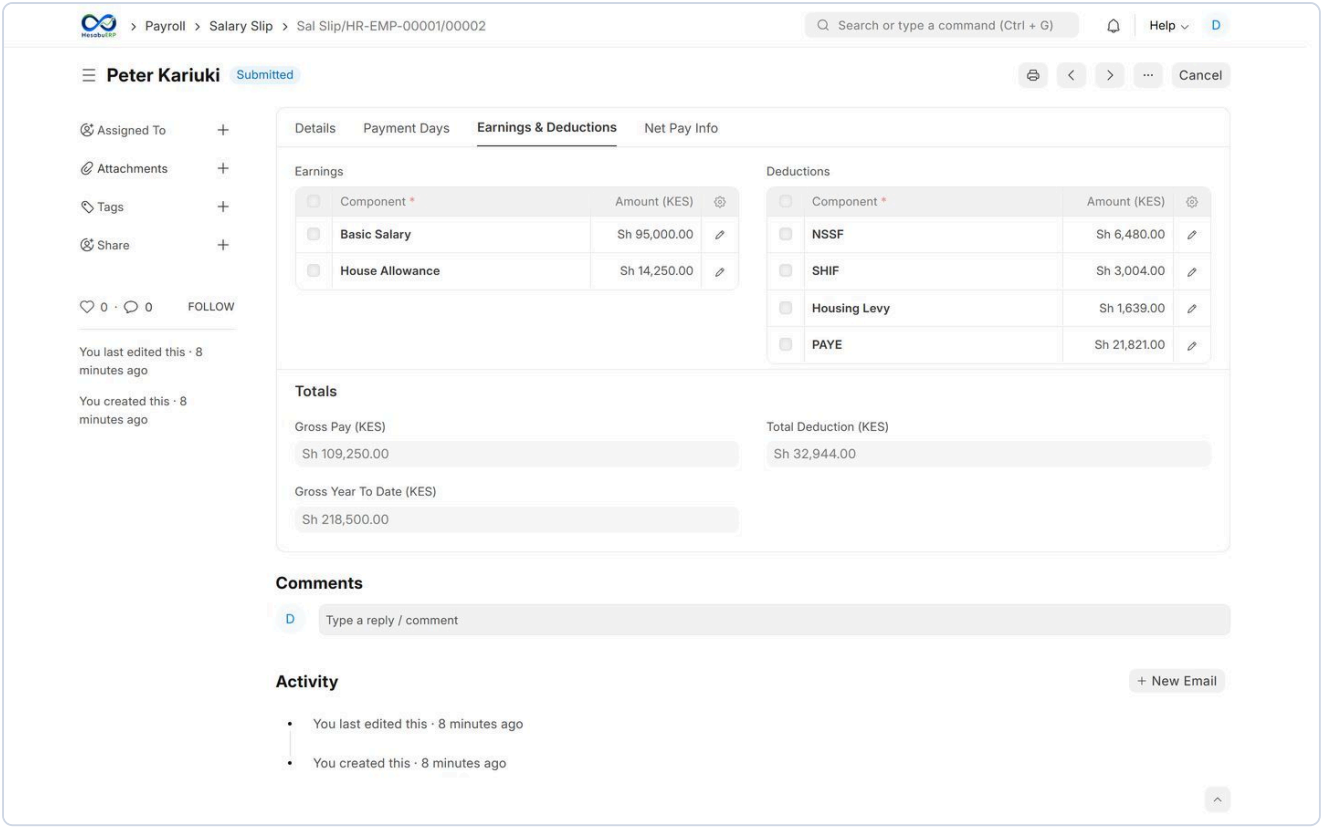
Submit and pay

1. In the Payroll Entry, click **Submit Salary Slip**.
2. Click **Make Bank Entry** to record the payment of net salaries from the bank account.

3. Pay staff by bank transfer or M-Pesa bulk payment, using the amounts shown.

Payslips for employees

Open a slip and print or email the PDF, which uses your print format. See Print formats and letterheads.



Salary slip

Practical example

On the 25th, HR runs payroll for November. After checking three sample slips against the worked example, they submit, make the bank entry, and email the payslips.

Important notes

- Do not edit a submitted slip. Cancel it, fix the cause and recreate.
- The statutory amounts payable appear on your balance sheet until you pay them. Record those payments with a journal or payment entry.

Common mistakes

- Running payroll before attendance is submitted.
- Paying staff before checking the totals.

Troubleshooting

An employee has no slip: they have no salary structure assignment for that period, or are not **Active**.

Next steps

Read Expense claims.

Related documentation

- Salary components and structures
- Kenyan statutory deductions
- Attendance

Human resources and payroll

Expense claims

Let staff claim business expenses, approve them and reimburse.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

An **Expense Claim** records money an employee spent for the business, such as fuel or airtime. After approval, it is paid back to them.

Prerequisites

Set up **Expense Claim Types** (search for it), each linked to an expense account. Set an **Expense Approver** on each employee.

Steps

1. The employee opens **Expense Claim**, clicks **Add**, and chooses the **Date**.
2. In the **Expenses** table, adds each item with the **Expense Type**, **Amount** and description. They attach receipts.
3. They save and submit for approval.
4. The approver opens it, sets **Approval Status** to *Approved* or *Rejected*, and submits.
5. Accounts clicks **Create > Payment Entry** to reimburse, or the amount is added to the next payroll.

Practical example

A driver spends KES 3,500 on fuel and attaches the receipt. The supervisor approves, and finance pays the amount by M-Pesa and records the payment against the claim.

Important notes

- Always require receipts.
- The status moves from *Unpaid* to *Paid* once the payment is recorded.

Common mistakes

- Paying outside the system, so the claim stays *Unpaid*.

Next steps

Return to Human resources overview.

Related documentation

- Running payroll and payslips
- Recording customer and supplier payments

Human resources and payroll

Recruitment

Plan vacancies, track applicants through interviews and make a job offer.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

The recruitment tools let you advertise a vacancy, keep every applicant in one place, schedule interviews, record feedback and issue an offer. When someone accepts, you create their employee record from the offer.

Prerequisites

The HR Manager or HR User role, and your **Designations** and **Departments** created.

Steps

Open a vacancy

1. Search for **Job Opening** and click **Add Job Opening**.
2. Enter the **Job Title**, **Designation**, **Department** and a description of duties and requirements.
3. Set the **Status** to *Open*, and save. If your website module is enabled, the opening can be published to your careers page.

Record applicants

1. Search for **Job Applicant** and click **Add Job Applicant**.
2. Enter the name and email, choose the **Job Opening**, and attach the CV.
3. Save. Update the **Status** as the person progresses: *Open*, *Replied*, *Hold*, *Accepted* or *Rejected*.

Interview

1. Search for **Interview Round** and define your rounds, such as *Screening* and *Panel*, with the interviewers.
2. From the applicant, click **Create > Interview**, and choose the round, date and time.

3. After the interview, each interviewer opens it and records **Feedback** and a rating, then submits.

Make an offer

1. From the applicant, click **Create > Job Offer**.
2. Enter the **Designation**, offer date and terms, and submit.
3. When the candidate accepts, set the offer **Status** to *Accepted*, then click **Create > Employee** to carry the details across.

Practical example

Mwangaza Hardware opens a *Cashier* vacancy and gets 12 applicants. HR rejects those who do not meet the requirements, schedules a screening round for five, and a panel round for two. The panel's feedback favours one candidate, who receives and accepts an offer. HR creates her employee record from the offer.

Important notes

- Applicants' CVs are personal data. Limit who can see them and delete those you no longer need.
- Do not set up salary until the offer is accepted. See Salary components and structures.

Common mistakes

- Leaving old openings *Open*, so they stay on your careers page.
- Recording feedback in email instead of the interview record.

Next steps

Read Shifts and rosters.

Related documentation

- Employees
- Human resources overview
- Salary components and structures

Human resources and payroll

Shifts and rosters

Define work shifts and assign them to employees so attendance and lateness are measured correctly.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

A **Shift Type** defines working hours, such as 8:00 to 17:00. A **Shift Assignment** gives a shift to an employee for a period. Shifts help the system judge whether staff arrived late, left early or worked a half day.

Prerequisites

A list of the shifts your business runs, and your employees created.

Steps

Create a shift type

1. Search for **Shift Type** and click **Add Shift Type**.
2. Enter a name, for example *Day Shift*, with the **Start Time** and **End Time**.
3. Set the **Grace Period** for late entry and early exit, in minutes.
4. Set the working hours that count as a **Half Day** and as **Absent**.
5. Save.

Assign shifts

1. Search for **Shift Assignment** and click **Add Shift Assignment**.
2. Choose the **Employee**, **Shift Type**, **Company** and the **Start Date**. Leave the **End Date** empty for an open-ended assignment.
3. Save and submit.

For many people, use **Shift Assignment Tool** or assign a **Default Shift** on each employee.

Night shifts

Set the end time earlier than the start time, for example 22:00 to 06:00, and the system treats it as crossing midnight.

Practical example

A pharmacy runs *Morning* (7:00 to 15:00) and *Evening* (15:00 to 23:00). Each week the manager assigns people to one or the other. Anyone who clocks in more than 15 minutes late is flagged as late.

Important notes

- Shifts alone do not record attendance. Attendance still needs to be marked manually or captured from a clock-in device. See Attendance and Biometric attendance.
- A person can have only one shift at a time.
- Overtime pay needs its own salary component. See Salary components and structures.

Common mistakes

- Overlapping assignments for the same employee.
- Forgetting the grace period, so many people look late.

Next steps

Read Employee advances and salary deductions.

Related documentation

- Attendance
- Employees
- Running payroll and payslips

Human resources and payroll

Employee advances and salary deductions

Give an employee a salary advance and recover it through payroll. Formal loans with interest are not available.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

An **Employee Advance** records money you give an employee before the work or expense happens, or as an advance on salary. You can recover it by having the employee claim it against expenses, return it, or have it deducted from salary.

Loans are not available

Hesabu ERP does not include a lending feature. There are no loan products, loan applications, interest or repayment schedules. For a loan you want recovered in instalments, record the advance, then create one **Additional Salary** deduction for each month.

Prerequisites

- The employee record exists. See Employees.
- A **Salary Component** of type *Deduction*, such as *Advance Recovery*. See Salary components and structures.
- An **Advance Account** set for the company, such as *Employee Advances*. See The chart of accounts.

Steps

Record the advance

1. Search for **Employee Advance** and click **Add Employee Advance**.
2. Choose the **Employee**, enter the **Purpose** and the **Advance Amount**.
3. Choose the **Mode of Payment** and check the **Advance Account**.
4. Save and submit. The status is *Unpaid*.
5. Click **Create**, then **Payment** to pay it. The status becomes *Paid*.

Recover it from salary

1. Open the paid advance and click **Create**, then **Deduction from Salary**.
2. An **Additional Salary** opens with the **Employee** and the unrecovered **Amount**. Choose the *Advance Recovery* **Salary Component** and the **Payroll Date**.
3. To recover in instalments, tick **Is Recurring**, set the **From Date** and **To Date**, and enter the monthly **Amount**.
4. Save and submit. The amount is deducted when you run payroll for that date. See Running payroll and payslips.

Other ways to settle an advance

- **Claim against expenses:** from the advance click **Create**, then **Expense Claim**. The claimed amount reduces what the employee owes. See Expense claims.
- **Return unused money:** click **Create**, then **Return**, and choose the bank or cash account.

The **Status** moves through *Unpaid*, *Paid*, *Claimed*, *Returned* or *Partly Claimed and Returned*. The **Pending Amount** shows what is still outstanding.

Practical example

A driver asks for a KES 30,000 salary advance. The manager approves it, and accounts pay it. HR creates a recurring **Additional Salary** of KES 5,000 from January to June. Each payslip shows the *Advance Recovery* deduction.

Important notes

- Deductions reduce take-home pay. Agree the amount with the employee in writing, and check Kenyan limits on salary deductions with your lawyer.
- No interest is calculated. If you charge interest, add it to the deduction amount yourself.
- Check that the pending amount reaches zero before the employee leaves. See Gratuity and final settlement.

Common mistakes

- Paying out cash without recording an Employee Advance.
- Forgetting to submit the Additional Salary, so nothing is deducted.
- Setting the recurring dates wrongly, so recovery stops early or runs too long.

Related documentation

- Salary components and structures
- Running payroll and payslips
- Expense claims

Human resources and payroll

Gratuity and end of service

Calculate service pay and final dues for an employee who leaves.

Advanced · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

When an employee leaves, you settle their **final dues**. These can include unpaid salary, accrued leave, notice pay and **gratuity** or service pay. Hesabu ERP has a **Gratuity** feature that calculates the amount from rules you define.

Prerequisites

The gratuity feature must be enabled in your plan. If **Gratuity Rule** does not appear in search, contact support.

> **Check the law.** Entitlements such as service pay and notice depend on the Employment Act, the person's contract and, in some cases, pension scheme membership. Confirm with your lawyer or the Ministry of Labour before you set your rules. Do not use the figures in the example as a legal standard.

Steps

Create a gratuity rule

1. Search for **Gratuity Rule** and click **Add Gratuity Rule**.
2. Name the rule and choose the **Calculate Gratuity Amount Based On**: the *Current Slab* or a *Sum of all previous slabs*.
3. In the slabs table, enter **From(Year)** and **To(Year)**, and the **Fraction of Applicable Earnings** (for example 0.5 for half a month's pay per year).
4. Choose the **Salary Component** that is used as the base, such as *Basic Salary*.
5. Save.

Calculate for a leaver

1. Search for **Gratuity** and click **Add Gratuity**.

2. Choose the **Employee** and the **Gratuity Rule**. The system works out **Current Work Experience** and **Total Amount** from the rule and the relieving date.
3. To pay through payroll, tick **Pay via Salary Slip** and choose the **Payroll Date** and **Salary Component**. An **Additional Salary** is created when you submit.
4. To pay separately, leave it unticked, set the **Payable Account**, **Expense Account** and **Mode of Payment**, submit, then click **Create Payment Entry**.

Final settlement checklist

1. Set the employee's **Status** to *Left* and the **Relieving Date**. See Employees.
2. Pay salary up to the last day, with unpaid leave deducted.
3. Pay out accrued leave if your policy or contract says so. See Leave types, allocations and applications.
4. Recover any outstanding advances. See Employee advances and salary deductions.
5. Calculate gratuity, and apply statutory deductions that are due on the final pay. See Kenyan statutory deductions.
6. Collect company property, and issue a certificate of service.

Practical example

A rule gives half a month's basic pay for each full year of service. A storekeeper with four completed years and a basic salary of KES 40,000 is owed 4 × 20,000 = KES 80,000 under this rule. HR creates the gratuity, adds it as an additional salary for the final month, and runs payroll.

Important notes

- Each rule applies to those it is written for. Use different rules for permanent and contract staff if needed.
- Keep a copy of the final settlement signed by the employee.

Common mistakes

- Setting the employee to *Left* before running the final payroll, so the slip is not created.
- Forgetting taxes that may apply to the final payment.

Next steps

Read Employee appraisals.

Related documentation

- Employees
- Salary components and structures
- Leave types, allocations and applications

Human resources and payroll

Employee appraisals and goals

Set goals, run review cycles and record each employee's performance rating.

Intermediate · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

Appraisals let you review performance on a regular schedule. You set the review period, give each employee goals, collect ratings and keep the history on the employee record.

> The appraisal screens differ slightly between versions of the module. If a name below does not match what you see, search for **Appraisal** and follow the fields on your screen.

Prerequisites

Employees created, with their managers set, and the HR Manager role.

Steps

Create an appraisal cycle

1. Search for **Appraisal Cycle** and click **Add Appraisal Cycle**.
2. Enter a name such as *Mid-year 2026*, and the **Start Date** and **End Date** of the period being reviewed.
3. Choose the **KRA Evaluation Method**: *Automated Based on Goal Progress* or *Manual Rating*.
4. On the **Applicable For** tab, filter by **Branch**, **Department** or **Designation**, and click **Get Employees**. Save.

Create a template

1. Search for **Appraisal Template** and click **Add**.
2. Add the **KRAs** (key result areas), such as *Sales targets* or *Customer service*, and give each a **Weight** so the total is 100%.
3. Add rating criteria if you use them. Save.

Run the cycle

1. In the appraisal cycle, click **Create Appraisals**, then **Start**.
2. Each employee gets an **Appraisal** with the KRAs.
3. The employee writes a **self review**, then the manager records their rating and feedback for each KRA.
4. The system works out the **final score**, by default the average of the goal, feedback and self appraisal scores. Submit once agreed. Templates are linked through the employee's designation.

Goals

1. Search for **Goal** and click **Add Goal**.
2. Enter the goal, the **Employee**, the dates and the **progress** measure.
3. Update the progress during the period, so reviews are based on facts.

Practical example

Every June and December, HR starts an appraisal cycle for the shop. Each manager rates their team on sales, stock accuracy and customer service. Scores of 80% or above are shortlisted for a bonus decision by the owner.

Important notes

- Appraisals are confidential. Limit access to HR and the line manager.
- Discuss the ratings with each employee in person, and keep the outcome with the record.
- Link pay changes to appraisals only through a new salary assignment. See Salary components and structures.

Common mistakes

- KRA weights that do not add up to 100%.
- Rating without goals set at the start of the period.

Next steps

Return to Human resources overview.

Related documentation

- Employees
- Human resources overview

Human resources and payroll

Biometric attendance

How fingerprint or face device check-ins become attendance, lateness and payroll days, and how to correct mistakes.

Intermediate · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

A biometric device, such as a fingerprint or face reader, records when each person arrives and leaves. Hesabu ERP turns those **check-ins** into **attendance**, decides who was late or absent, and uses the result when you run **payroll**.

Setting up the connection between the device and Hesabu ERP is done by our team. This article explains what happens inside Hesabu ERP once the device is connected, and what HR does every day and month.

How it fits together

1. The person puts a finger or face to the **device**.
2. The device sends the time and the person's device ID to Hesabu ERP. It is saved as an **Employee Checkin** with the type **IN** or **OUT**.
3. At a set time, Hesabu ERP reads the check-ins for each **shift** and creates one **Attendance** record per person per day: *Present*, *Half Day*, *Absent* or *On Leave*.
4. Payroll counts the days from attendance. See Running payroll and payslips.

Before you start

- A biometric device installed and connected by our team. Contact us to set it up.
- Employees created. See Employees.
- Shifts created and assigned. See Shifts and rosters.
- The **HR Manager** role.

Steps

1. Link each employee to their device ID

1. Open the **Employee** record.

2. In the attendance section, enter the **Attendance Device ID (Biometric/RF tag ID)** (the number the person was enrolled with on the device).
3. Save. Every device ID must be **unique**.

Staff are **enrolled** (their finger or face registered) on the device itself, by whoever manages it. Keep the device's user list and your employee list matching.

2. Set up the shift for automatic attendance

1. Open the **Shift Type**.
2. Tick **Enable Auto Attendance**.
3. Choose how check-ins are read: - **Strictly based on Log Type in Employee Checkin**: use when the device sends IN and OUT. - **Alternating entries as IN and OUT during the same shift**: use when the device sends only a time. The first punch is IN, the next OUT, and so on.
4. Set the **Begin check-in before shift start time** and **Allow check-out after shift end time**, in minutes, so early and late punches count for the right shift.
5. Choose **Working Hours Calculation Based On**: *First Check-in and Last Check-out*, or *Every Valid Check-in and Check-out*.
6. Set **Working Hours Threshold for Half Day** and for **Absent**. Less than the first is a half day, and less than the second is absent.
7. Set the **Late Entry Grace Period** and **Early Exit Grace Period**, and tick **Enable Late Entry Marking** or **Enable Early Exit Marking** if you want those flagged on the attendance. See Shifts and rosters.
8. Set **Process Attendance After** to the date you go live, so old records are not changed. Tick **Mark Auto Attendance on Holidays** only if staff who punch in on a holiday should be marked present.
9. Save. **Last Sync of Checkin** shows when the device data was last read.

3. Check that it works

1. Ask two or three staff to punch in and out.
2. Open **Employee Checkin** and look for their records with the correct time and type.
3. The next day, open **Attendance**. You should see a record for each, created automatically.
4. Check the status against what you expected.
5. If a punch is not linked to a shift, open the **Employee Checkin** and click **Fetch Shift**.

4. Every day

- Look at **Employee Checkin** for the previous day to confirm the device is sending data. If there are none, the device or its connection is down. Contact us.
- Open the **Monthly Attendance Sheet** for a quick view.

5. Correct mistakes

Situation	What to do
Someone forgot to punch	The employee or manager creates an **Attendance Request** with the date and reason. When approved, attendance is created
A wrong punch	Open the **Employee Checkin**, and correct or delete it. Then recreate the attendance for that day
Person on approved leave	Attendance is marked **On Leave** from the leave application. See Leave types, allocations and applications
Device was off for the day	Enter the day's attendance manually, or create the check-ins by hand, with a note
Someone punched for another person	Treat it as a disciplinary matter. Correct the record and tell the HR officer

Always keep a note of why a change was made.

6. At month end

1. Run through the **Monthly Attendance Sheet**. Look for absent days that should be leave, and half days that need review.
2. Make sure all attendance is **submitted**. Draft attendance is ignored.
3. Run payroll. See Running payroll and payslips. Days absent and leave without pay reduce the salary.

Practical example

A shop opens at 8:00 with a 10-minute grace period. Wanjiru punches in at 8:04 and out at 17:02: present. Otieno punches in at 8:20 and out at 12:15, so his working hours are below the half-day threshold: half day. Kamau does not punch at all and has no leave, so he is marked absent. He tells HR he was in a meeting off site, and his manager creates an attendance request. After approval, he is changed to present.

Privacy and fairness

Fingerprints and face data are **sensitive personal data** under the Kenya Data Protection Act. Before you start:

- Tell staff what you collect, why, and who can see it, and get their **written consent**.
- Limit who can view attendance and check-in records. See Permissions and restricting access.
- Keep the device and its software secure, and delete data for people who have left, as the law and your policy require.
- Ask your lawyer to review your policy.

Hesabu ERP stores the **times** and IDs it receives. Whether the device keeps fingerprint templates, and where, depends on the device. Ask our team and the device supplier.

Important notes

- Biometrics tells you **when** someone punched, not whether they worked. Use it with supervision.
- The device clock must be right. A clock that is wrong by minutes causes false late marks. Ask us to check it if staff complain.
- Employees who work in the field or from home need **Attendance Requests** or manual attendance.

Common mistakes

- Two employees sharing a device ID.
- Forgetting **Enable Auto Attendance** on the shift, so check-ins never become attendance.
- Not submitting attendance before payroll.
- Editing an attendance record without recording why.

Troubleshooting

Problem	Likely cause
Check-ins appear, but no attendance is created	Auto attendance is off on the shift, the employee has no shift, or **Process Attendance After** is later than the check-in date
A person has no check-ins	Their device ID is missing or wrong on the employee record
Everyone is marked late	Wrong shift start time, or the device clock is out
An overnight shift shows absent	The shift crosses midnight and is not set up as a night shift. See Shifts and rosters
No check-ins at all	The device or its connection is down. Contact us

Who to contact

Our team, for the device connection and any change to it. Call or WhatsApp us with your workspace address and the device model.

Next steps

Read Running payroll and payslips and the HR officer guide.

Related documentation

- Attendance
- Shifts and rosters
- Running payroll and payslips
- Employees
- Leave types, allocations and applications

Manufacturing

Bills of materials, work orders, production, job cards and costing of what you make.

For: Production managers and storekeepers

Manufacturing

Manufacturing overview

How production works in Hesabu ERP, from a bill of materials to finished goods in stock.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Production** add-on, which any plan can add. Contact us to add it.

Overview

Manufacturing means turning **raw materials** into **finished goods**: bread from flour, furniture from timber, a packaged product from bulk stock. Hesabu ERP records what each product is made from, what was used, and what it cost.

The flow

1. **Items.** Create the raw materials and the finished product. See Creating items.
2. **Bill of materials (BOM).** The recipe: what goes into one unit. See Bills of materials.
3. **Work order.** An instruction to make a quantity. See Work orders and production.
4. **Material transfer.** Raw materials move to the production floor.
5. **Manufacture.** Finished goods are received into stock, and raw materials are consumed.
6. **Costing.** The cost of the materials, labour and overheads becomes the cost of the finished item. See Production costing and reports.

Before you start

- Warehouses for raw materials, work in progress and finished goods. See Warehouses and business locations.
- Stock accounts. See Stock valuation and reorder levels.
- If your plan does not include Manufacturing, ask us.

Important notes

- Do not use Manufacturing for simple resale. Use Buying and Selling.
- Accurate BOMs are the foundation. A wrong recipe produces wrong stock and wrong costs.

Next steps

Read Bills of materials.

Related documentation

- Bills of materials
- Work orders and production
- Creating items

Manufacturing

Bills of materials

Define the recipe for each product: raw materials, quantities, operations and scrap.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Production** add-on, which any plan can add. Contact us to add it.

Overview

A **Bill of Materials (BOM)** lists everything needed to make a quantity of a product, and optionally the **operations** it passes through. A work order uses it to know what to consume.

Prerequisites

Items created for the product and each ingredient, with their units of measure.

Steps

1. Search for **BOM** and click **Add BOM**.
2. Choose the **Item** you are making, and the **Quantity** the BOM produces (for example 10 loaves).
3. In the **Items** table, add each raw material, with its **Quantity** and **UOM**. Choose the **Source Warehouse** if you want a default.
4. If your process has steps, tick **With Operations** and add the **Operations** table: the operation, the **Workstation**, and the time in minutes.
5. Add scrap items under **Scrap Items**, if any.
6. Click **Save**, then **Submit**.
7. Tick **Is Default** and **Is Active** so the system chooses it for work orders.

Sub-assemblies

If a raw material is itself made in-house, give that item its own BOM and tick **Allow Alternative Item** or choose **BOM No** in the row. The system can then plan it too.

Cost

Click **Update Cost** to refresh the BOM cost from current purchase and valuation rates. The **Raw Material Cost** and the total appear on the form.

Practical example

A BOM for 10 loaves lists 5 kg flour, 0.2 kg yeast, 0.1 kg salt and 3 litres of water. The cost of ingredients per loaf is clear before any dough is made.

Important notes

- Submit a new version of a BOM instead of editing a used one. Mark the old one inactive.
- Include waste in the quantities, or record it as scrap.
- Quantities and UOM errors are the most common cause of wrong costs.

Common mistakes

- Two active default BOMs for one item.
- Forgetting to submit the BOM, so it cannot be used.

Next steps

Read Work orders and production.

Related documentation

- Manufacturing overview
- Work orders and production
- Creating items

Manufacturing

Work orders and production

Create a work order, move materials, record production and receive finished goods.

Intermediate · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Production** add-on, which any plan can add. Contact us to add it.

Overview

A **Work Order** tells production to make a quantity of an item using a BOM. It tracks the materials issued and the goods produced.

Prerequisites

A submitted default BOM, enough raw material in stock, and the **Source**, **Work-in-Progress** and **Target** warehouses.

Steps

Create the work order

1. Search for **Work Order** and click **Add Work Order**.
2. Choose the **Item To Manufacture**. The default BOM fills in.
3. Enter the **Quantity to Manufacture**, and the **Planned Start Date**.
4. Choose the **Source Warehouse** (raw materials), **Work-in-Progress Warehouse** and **Target Warehouse** (finished goods).
5. Save and **Submit**.

Start production

1. Click **Start**. Hesabu ERP creates a **Stock Entry** of type *Material Transfer for Manufacture*.
2. Check the quantities, and submit. Raw materials move to the work-in-progress warehouse.

Record the finished goods

1. When production is done, click **Finish**.
2. A **Stock Entry** of type *Manufacture* opens, with raw materials consumed and finished goods received. Adjust the quantity if only part was made.

3. Submit. Finished goods enter the target warehouse, and the work order shows the **Produced Qty**.

If something goes wrong

- To stop, click **Stop**. To resume, **Re-open**.
- If you transferred the wrong materials, return them with a stock entry. See Warehouses and stock entries.

Practical example

The bakery makes 200 loaves. The baker raises a work order using the bread BOM, transfers the flour, yeast and salt, bakes, and records 196 loaves produced and 4 spoiled in the *Manufacture* entry.

Important notes

- Work orders do not start if stock is insufficient. Buy first, or reduce the quantity.
- Only submitted work orders affect stock.
- Keep the time between **Start** and **Finish** short, so work in progress does not hide stock.

Common mistakes

- Finishing a work order for more than was physically made.
- Not completing, so raw materials stay stuck in work in progress.

Next steps

Read Job cards and production planning.

Related documentation

- Bills of materials
- Job cards and production planning
- Warehouses and stock entries

Manufacturing

Job cards and production planning

Track operations and time on the shop floor, and plan production from sales orders.

Advanced · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Production** add-on, which any plan can add. Contact us to add it.

Overview

Job Cards record the work done at each operation. A **Production Plan** looks at your sales orders and stock and works out what to make and what to buy.

Prerequisites

BOMs with operations and workstations. Create each **Workstation** (search for it), with its working hours and hourly cost.

Steps

Job cards

1. Create a work order for a BOM with operations. A **Job Card** is created for each operation.
2. The operator opens the **Job Card**, clicks **Start Job**, works, and clicks **Complete**. The **Time Logs** record how long.
3. Enter the **Completed Qty**. Submit.

Production plan

1. Search for **Production Plan** and click **Add**.
2. Under **Get Items From**, choose *Sales Order*, and click **Get Sales Orders**, or add items by hand.
3. Click **Get Finished Goods for Manufacture**. The plan lists the items to make and the **raw materials** needed.
4. Click **Get Raw Materials for Purchase** to see what to buy, or **Get Raw Materials for Transfer** for materials to move from another warehouse. The plan adjusts for stock already on hand.
5. After submitting, click **Create > Work Order / Subcontract PO**, or create a Material Request from the plan.

Practical example

On Monday the production manager plans the week: five customer orders need 40 chairs. The plan shows enough timber for 30, so it raises work orders for 40 and a material request for the missing timber.

Important notes

- Job cards give you real times and costs per operation. Use them if labour is a large cost.
- A plan is only as good as the stock figures. Do a count first. See Opening stock and stock counts.

Common mistakes

- Planning without checking existing work orders, which duplicates production.
- Skipping the operator's time logs.

Next steps

Read Production costing and reports.

Related documentation

- Work orders and production
- Bills of materials
- From quotation to payment

Manufacturing

Production costing and reports

Understand what a finished item costs and use reports to monitor production.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Production** add-on, which any plan can add. Contact us to add it.

Overview

When you finish a work order, the finished item receives a **valuation rate** equal to the cost of materials used, plus operation costs and additional costs. This is your cost of goods for those items.

How cost is built

Part	Where it comes from
Raw materials	Valuation of the materials consumed
Operating cost	Time on a workstation times its hourly rate
Additional costs	Costs added in the *Manufacture* stock entry, such as electricity or packaging
Scrap	Value recovered from scrap items reduces the cost

To add costs, open the *Manufacture* stock entry and use the **Additional Costs** table before submitting.

Reports

Search for these reports.

Report	Shows
Work Order Summary	Status and quantities of every work order
Production Analytics	Output by period
BOM Stock Report	Whether you hold enough stock to make each BOM
Work Order Consumed Materials	Materials used against what the BOM expected
Cost of Poor Quality	Losses from rework and scrap, if tracked
Stock Ledger	Every movement of materials and finished goods

Practical example

A work order was expected to use 50 kg of flour but used 56 kg. The consumed materials report flags the 6 kg variance. The manager checks for waste and adjusts the BOM if the real recipe needs it.

Important notes

- Costing is only as accurate as your purchase rates and BOM quantities.
- Review variances monthly and correct the BOM when reality has changed.
- Ask your accountant how to treat labour and overheads for tax and reporting.

Common mistakes

- Never updating BOM costs after prices change.
- Recording additional costs outside the system, so the unit cost is too low.

Next steps

Return to Manufacturing overview.

Related documentation

- Work orders and production
- Stock valuation and reorder levels
- Financial reports

Projects and timesheets

Plan projects and tasks, record time, bill clients and track project costs.

For: Project managers and service businesses

Projects and timesheets

Projects and tasks

Create projects, break them into tasks, assign people and track progress.

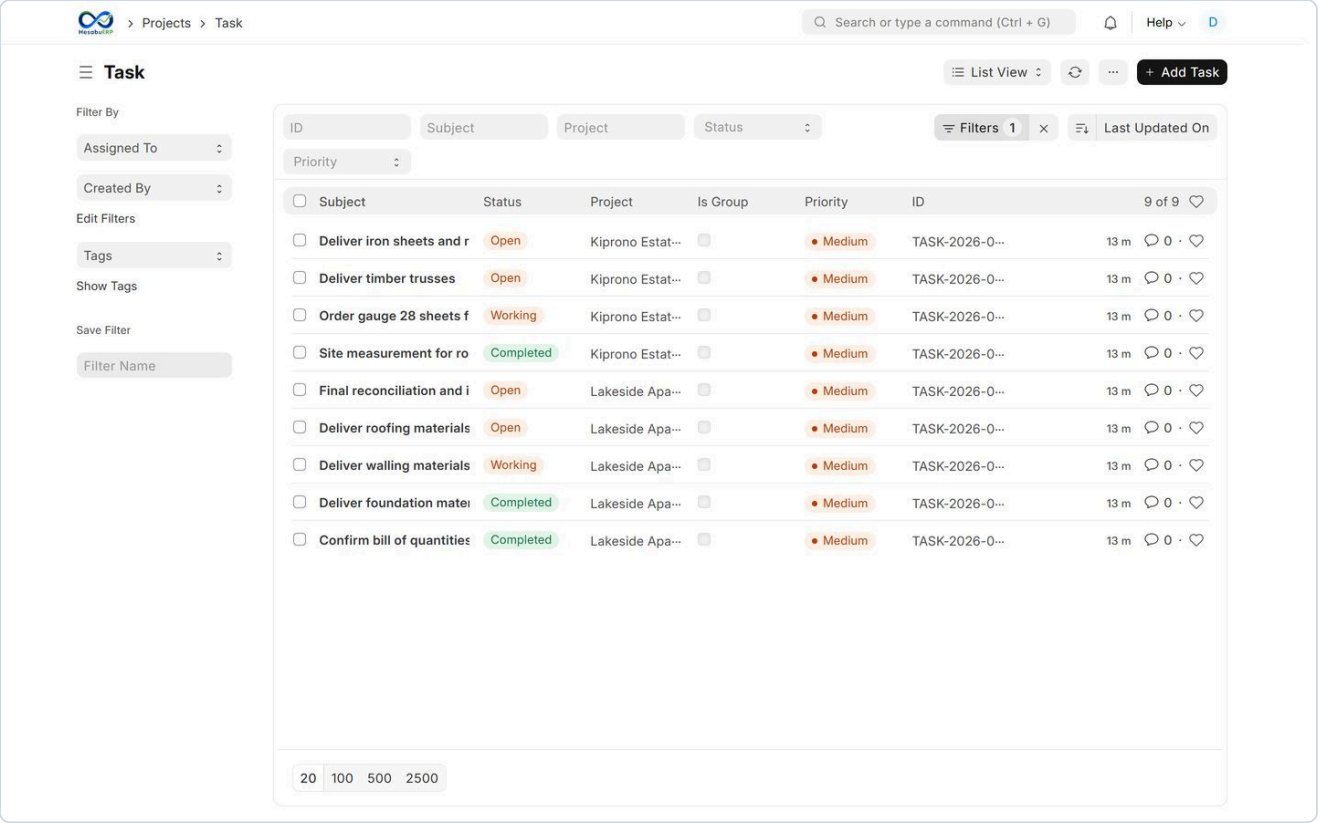
Beginner · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

A **Project** groups the work for one job, for a customer or for your own company. It is divided into **Tasks** that you assign, schedule and track.



Tasks in a project

Prerequisites

A **Customer** if the project is for a client. Users or employees to assign work to. The Projects Manager role to set things up.

Steps

Create a project

1. Search for **Project** and click **Add Project**.
2. Enter the **Project Name**, choose the **Customer** and the **Status** (*Open*).
3. Set the **Expected Start Date** and **Expected End Date**.
4. Choose the **% Complete Method**, which sets how progress is calculated: by tasks, by task progress or by task weight.
5. Under **Costing and Billing**, enter the **Estimated Cost** and **Total Sales Amount** if you know them.
6. Save.

Add tasks

1. From the project, click **Tasks** (or search for **Task** and click **Add Task**).
2. Enter the **Subject**, the **Project**, the **Expected Start and End dates**, the **Priority** and the **Expected Time** in hours.
3. Assign it with **Assigned To**. The person is notified.
4. For tasks that depend on others, add them in **Depends On**.
5. Save. Update the **Status** as work proceeds: *Open*, *Working*, *Pending Review*, *Completed*.

Views

In the **Task** list, use **Gantt** for a timeline, **Kanban** for columns and **Calendar** for dates. See Kanban boards, recurring documents and bulk tools.

Practical example

Mwangaza Interiors wins a contract to fit out an office. The project has tasks such as *Measure*, *Order materials*, *Install* and *Handover*, each assigned and dated. The manager checks the Gantt each Monday.

Important notes

- Use **Project Templates** to reuse the same set of tasks for repeat jobs.
- Close a project by setting the status to *Completed* only after billing is done.

Common mistakes

- Tasks with no assignee or dates.
- Never updating status, so the percent complete is meaningless.

Next steps

Read Timesheets.

Related documentation

- Timesheets
- Billing clients and tracking project costs
- Kanban boards, recurring documents and bulk tools

Projects and timesheets

Timesheets

Record hours worked against projects and tasks, with an activity type and billing rate.

Beginner · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

A **Timesheet** records the hours an employee worked, and on which project or task. It is the basis for billing clients by time and for knowing what a project really costs.

Prerequisites

Employees created, and **Activity Types** set up (search for it), such as *Consulting*, *Installation* or *Planning*, each with a **Billing Rate** and **Costing Rate** per hour.

Steps

1. Search for **Timesheet** and click **Add Timesheet**.
2. Choose the **Employee**.
3. In the **Time Sheets** table, add a row for each piece of work: **Activity Type**, **From Time**, **To Time** or **Hrs**, the **Project** and the **Task**.
4. Tick **Is Billable** where the client should pay for the time.
5. Check the **Total Billable Hours** and **Total Billable Amount** at the top.
6. Save and **Submit**. A manager may approve it first.

Practical example

A technician spends 6 hours installing shelving, 2 of which are travel and not billable. She logs 4 billable hours at KES 1,500 and 2 non-billable ones, all against the *Install* task.

Important notes

- Record time the same day if possible. Memory fades quickly.
- Timesheets do not replace payroll or attendance. They record **what** was worked on.
- Submitted timesheets cannot be changed. Cancel and recreate if wrong.

Common mistakes

- Logging all time as billable.
- Choosing the wrong project, which distorts project costs.

Next steps

Read Billing clients and tracking project costs.

Related documentation

- Projects and tasks
- Billing clients and tracking project costs
- Employees

Projects and timesheets

Billing clients and tracking project costs

Invoice time and expenses to a client, and see profit on each project.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

You can bill a client for **time and materials** from timesheets, or bill a **fixed price** in stages. Either way, the project accumulates its costs so you can see the margin.

Steps

Bill from a timesheet

1. Open the submitted **Timesheet** with billable hours.
2. Click **Create > Sales Invoice**.
3. Choose the customer and the service item, check the hours and the rate, and submit the invoice. See Creating a sales invoice.
4. The timesheet is marked as billed, so it cannot be billed twice.

Bill a fixed price in stages

1. Create a **Sales Invoice** for each milestone, such as 30% on start, 40% on delivery, 30% on handover.
2. Select the **Project** on each invoice, so it counts towards that project.

Link costs to the project

1. Choose the **Project** on purchase invoices for materials, and on expense claims. See Expense claims.
2. Timesheets add the cost of staff time, using the **Costing Rate**.

Check profitability

1. Open the **Project**. Under **Costing and Billing** you can see **Total Costing Amount**, **Total Billed Amount** and **Gross Margin**.
2. Open **Project Profitability** or **Profit and Loss by Project** reports for more detail.

Practical example

An office fit-out is quoted at KES 850,000. At the halfway point, the project shows KES 410,000 billed and KES 290,000 of costs. The manager sees a healthy margin, and notices that materials are being charged without the project selected on two bills. Fixing it brings the costs up to KES 330,000.

Important notes

- Costs only show if the **Project** is selected on the document. Make it a habit.
- Do not bill unapproved timesheets.
- Always agree billing terms with the client in writing.

Common mistakes

- Billing a timesheet twice by creating a manual invoice.
- Leaving the project off supplier bills.

Next steps

Return to Projects and tasks.

Related documentation

- Timesheets
- Creating a sales invoice
- Expense claims

Customer support

Log customer issues, set response targets, resolve them and handle warranty claims.

For: Support teams and managers

Customer support

Logging and resolving customer issues

Record a customer's problem, assign it, reply and close it.

Beginner · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Customer Support** add-on, which any plan can add. Contact us to add it.

Overview

An **Issue** is a record of a customer's problem or question, from the first report to the solution. Keeping them in one place means nothing is forgotten, and you can see what customers complain about most.

Prerequisites

Customers created. **Issue Types** set up (search for it), such as *Billing*, *Delivery* or *Product fault*. The Support Team role for staff.

Steps

Log an issue

1. Search for **Issue** and click **Add Issue**.
2. Enter a clear **Subject**, choose the **Customer**, the **Issue Type** and the **Priority**.
3. Describe the problem in the **Details**. Attach screenshots or photos.
4. Save. The status is *Open*.

Issues from email

If an incoming email account is connected for support, emails to it create issues automatically, and replies are linked to the same issue. See Email and regional settings.

Work on the issue

1. Assign it to a team member in the sidebar. They are notified.
2. Reply to the customer from the issue by using **Communication** (email), or add an internal comment.
3. Change the **Status** as it moves: *Open*, *Replied*, *On Hold*, *Resolved*.

Resolve and close

1. When fixed, click **Resolved** (or set the status), and write a **Resolution Details** note.
2. Resolved issues may close automatically after a set number of days, or you can click **Close**.
3. If the customer says it is not fixed, **Re-open** it.

Practical example

A customer reports that a delivered printer jams. The support officer logs it as *Product fault*, high priority, assigns it to the technician, and replies with a diagnosis the same day. The technician visits, replaces a part, and the issue is closed with a resolution note.

Important notes

- Reply to every issue, even if it is only to say you are working on it.
- Use the same issue for follow-ups, not a new one each time.
- Review open issues every day. See Service levels and response targets.

Common mistakes

- Vague subjects such as "Problem".
- Closing without a resolution note.

Next steps

Read Service levels and response targets.

Related documentation

- Service levels and response targets
- Warranty claims and maintenance visits
- To Do, assignments and mentions

Customer support

Service levels and response targets

Set how fast you will respond and resolve, and be warned before you miss a target.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Customer Support** add-on, which any plan can add. Contact us to add it.

Overview

A **Service Level Agreement (SLA)** is your promise about response and resolution times, such as "reply within 4 hours and fix within 2 days for high priority". Hesabu ERP tracks each issue against it and shows if you are late.

Prerequisites

A **Holiday List** (search for it), so weekends and public holidays are not counted against you. The issue types and priorities you use.

Steps

1. Search for **Service Level Agreement** and click **Add Service Level Agreement**.
2. Enter a name. Optionally tick **Default Service Level Agreement**, or choose an **Entity Type** (*Customer*, *Customer Group* or *Territory*) and the **Entity**.
3. In **Working Hours**, add a row for each working day with its **Start Time** and **End Time**.
4. In the **Priorities** table, enter for each priority the **First Response Time** and the **Resolution Time**.
5. Choose the **Holiday List**.
6. Tick **Enabled** and save. First turn on **Track Service Level Agreement** in **Support Settings**.
7. Create a test issue. The **Response By** and **Resolution By** dates appear on it.

Be alerted

Create a **Notification** that emails the team lead when an issue is close to its target. See Workflows and notifications.

See how you are doing

Open the **First Response Time for Issues** report, and the **Issue Analytics** report.

Practical example

Standard Support: 8:00 to 17:00, Monday to Friday. High priority issues need a reply within 2 hours and a fix within 8. An issue raised at 16:00 on Friday has its first response due at 9:00 on Monday, not 18:00 on Friday.

Important notes

- Promise only what you can deliver. A missed SLA is worse than a longer one.
- Set longer targets for low priority issues.
- Premium customers can have their own SLA.

Common mistakes

- Forgetting the holiday list.
- Giving every issue the highest priority.

Next steps

Read Warranty claims and maintenance visits.

Related documentation

- Logging and resolving customer issues
- Workflows and notifications
- Leave types, allocations and applications

Customer support

Warranty claims and maintenance visits

Handle products under warranty and record service visits to customers.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Customer Support** add-on, which any plan can add. Contact us to add it.

Overview

Customers who bought a product with a warranty may bring it back for repair. A **Warranty Claim** records the claim, and a **Maintenance Visit** records a technician's visit to a customer.

Prerequisites

Products you sell with serial numbers, if you want automatic warranty checks. See Batches and serial numbers. Set the **Warranty Period (in days)** on the item.

Steps

Warranty claim

1. Search for **Warranty Claim** and click **Add Warranty Claim**.
2. Choose the **Customer** and the **Serial No**. The system shows the warranty status and expiry.
3. Describe the **Issue** and any **Resolution** later.
4. Save. Update the **Status** from *Open* to *Closed* once resolved.

Maintenance visit

1. Search for **Maintenance Visit** and click **Add Maintenance Visit**.
2. Choose the **Customer**, the **Maintenance Type** (*Scheduled*, *Unscheduled* or *Breakdown*) and the **Maintenance Date**.
3. In **Purposes**, add the item serviced, the **Work Done** and the technician.
4. Mark the **Completion Status**, then submit.

Scheduled servicing

For customers on service contracts, create a **Maintenance Schedule** listing the items and how often they are serviced. It generates visits and reminders.

Practical example

A customer returns a generator three months after buying it. The support team enters its serial number in a warranty claim, sees it is within the 12-month warranty, and books a visit. The technician replaces a part and records it under *Work Done*.

Important notes

- Check the warranty terms and expiry before promising free repair.
- Keep the replaced parts and costs on the record, so you can claim back from the supplier.
- Charge for work outside the warranty with a normal sales invoice. See Creating a sales invoice.

Common mistakes

- Selling products without serial numbers, so warranty cannot be verified.
- Not closing claims once repaired.

Next steps

Return to Logging and resolving customer issues.

Related documentation

- Logging and resolving customer issues
- Batches and serial numbers
- Moving and maintaining assets

Quality management

Inspect goods, record quality goals, handle non-conformances and keep quality procedures.

For: Quality officers and production managers

Quality management

Quality inspections

Define what to check on an item and record inspection results on receipts, deliveries and production.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Production** add-on, which any plan can add. Contact us to add it.

Overview

A **Quality Inspection** records the result of checking goods against a specification, for example the moisture of grain you receive or the finish on a product before delivery. It can be required before a document is submitted.

Prerequisites

Items created. Decide what to check and the acceptable range for each reading.

Steps

Create an inspection template

1. Search for **Quality Inspection Template** and click **Add**.
2. Enter a name, such as *Grain Intake*.
3. Search for **Quality Inspection Parameter** first and add each parameter you check, such as *Moisture* or *Weight*.
4. In the template, add the parameters, with the **Acceptance Criteria**: either a numeric range (**Minimum Value** and **Maximum Value**), or an **Acceptance Criteria Value** or **Formula**.
5. Save.

Require it on an item

1. Open the **Item**, and find the **Quality Inspection** section.
2. Tick **Inspection Required before Purchase** and/or **before Delivery**, and choose the **Quality Inspection Template**.
3. Save.

Record an inspection

1. From a **Purchase Receipt**, **Delivery Note** or **Stock Entry**, click **Create > Quality Inspection**. You can also add one from **Quality Inspection** directly.
2. Choose the **Inspection Type** (*Incoming*, *Outgoing* or *In Process*), the **Item**, the **Sample Size** and the **Inspected By**.
3. The template's parameters fill in. Enter each **Reading Value** and mark it **Accepted** or **Rejected**.
4. Save and **Submit**. The overall **Status** is *Accepted* if all readings pass, or *Rejected* if not.

Practical example

A mill checks each delivery of maize. Moisture must be at most 13.5%. A lorry's sample reads 15.1%, so the inspection is rejected, and the receipt is held. The purchasing manager contacts the supplier.

Important notes

- If an inspection is required and not done, the system can stop the document from being submitted. Check the setting in **Stock Settings**.
- Record readings honestly. The inspection history is your evidence in a dispute with a supplier.
- Return rejected goods with a **Purchase Return**. See Purchase returns and debit notes.

Common mistakes

- A range that is too tight, so everything fails.
- Inspecting after the goods have been issued.

Next steps

Read Quality management.

Related documentation

- Quality management: goals, procedures and non-conformances
- Creating items
- The procurement cycle

Quality management

Quality management: goals, procedures and non-conformances

Set quality goals, document procedures, log problems and record the actions taken.

Advanced · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Production** add-on, which any plan can add. Contact us to add it.

Overview

Beyond checking goods, you can manage quality as a system: set **goals**, write down **procedures**, record **non-conformances** when things go wrong, and review progress in meetings. This helps with standards such as ISO 9001.

> This module is for businesses that need formal quality records. A small shop may only need Quality inspections.

Steps

Quality goals

1. Search for **Quality Goal** and click **Add**.
2. Enter the goal, such as *Customer complaints below 2%*, a **Monitoring Frequency**, the **Procedure** and the **Objectives** with a measurable target and unit.
3. Save. Review progress in each meeting.

Quality procedures

1. Search for **Quality Procedure** and click **Add**.
2. Write the procedure name, such as *Handling returned goods*, and the **Process Owner**.
3. List the steps, or link sub-procedures in the **Processes** table. Add a parent procedure to build a tree.
4. Save. Staff can read it from the list.

Record a non-conformance

1. Search for **Non Conformance** and click **Add**.
2. Enter the **Subject**, the **Procedure** it relates to and the details of what happened.

3. Describe the **Corrective Action** and **Preventive Action**, the root cause and who is responsible.
4. Set the **Status**: *Open*, *Resolved* or *Cancelled*, and close it once fixed.

Quality actions and reviews

- Use **Quality Action** to track the work arising from a review or non-conformance.
- Use **Quality Review** to record goal results for a period, and **Quality Meeting** for minutes and decisions.

Practical example

A batch of juice was bottled with the wrong label. The quality officer logs a non-conformance, finds the root cause (labels stored together), changes the storage procedure, and links the corrective action. Next month's review shows no repeats.

Important notes

- Keep procedures short and clear, and keep them current. Old procedures cause harm.
- Use non-conformances to learn, not to blame.

Common mistakes

- Closing a non-conformance without root cause or action.
- Goals with no number.

Next steps

Return to Quality inspections.

Related documentation

- Quality inspections
- Logging and resolving customer issues
- Workflows and notifications

Subcontracting

Send materials to outside suppliers for processing and receive the finished goods back.

For: Procurement and production teams

Subcontracting

Subcontracting overview

How to have an outside supplier process your materials, and how it is recorded.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Ask us whether this is part of your package.

Overview

In **subcontracting**, an outside supplier does part of your production. You send them **raw materials**, they make or finish the product, and they send it back. You pay for their **service**. Examples are a tailor sewing your cloth, a workshop welding your parts or a printer finishing your packaging.

How it works

1. You buy the **service** from the supplier, and give them the materials.
2. Hesabu ERP keeps track of the materials sitting in the supplier's hands.
3. When goods return, the raw materials are consumed and the finished goods are received.
4. You pay the supplier's invoice for the service.

Before you start

- A **supplier** record for each subcontractor. See Creating and managing suppliers.
- **Items** for the raw materials, the finished product and the service. See Creating items.
- A **BOM** for the finished item. See Bills of materials.
- A **warehouse** for goods held by the supplier. See Warehouses and business locations.

Important notes

- Subcontracting is for work done by others using **your** materials. If the supplier buys the materials and sells you the finished goods, it is a normal purchase.
- Agree prices, quality and delivery in writing with the subcontractor.
- This module may not be in every plan. Contact us.

Next steps

Read The subcontracting process.

Related documentation

- The subcontracting process
- Manufacturing overview
- The procurement cycle

Subcontracting

The subcontracting process

Create an order, send materials, receive the finished goods and pay for the work.

Advanced · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Ask us whether this is part of your package.

Overview

The steps are: set up the items, create a **Subcontracting Order**, **send** the raw materials, **receive** the finished goods, and **bill** the supplier.

Prerequisites

Read Subcontracting overview. Prepare:

- The **service item**: an item with **Maintain Stock** unticked and a service type.
- The **finished item** with a default **BOM** that lists the raw materials. On the BOM, tick **For Subcontracting** where offered, or use **Subcontracting BOM** to link the service item to the finished item.

Steps

Before you start

- Create a non-stock **service item** for the work, and separate items for the raw and finished product.
- On the finished item, tick **Supply Raw Materials for Purchase**.
- Create a **Bill of Materials** for the finished item, with the raw materials as sub-items.
- Create a **Supplier Warehouse** to track materials held by the supplier.
- Optionally create a **Subcontracting BOM** linking the service item and finished good item, so one fills in the other.

1. Order

1. Create a **Purchase Order** for the **service item**, choose the supplier, and quantity. Tick **Is Subcontracted** if the field shows.
2. Submit it, then click **Create > Subcontracting Order**.

3. Choose the **Job Worker Warehouse** (where the goods are held while with them) and the **Finished Good** item and quantity. Check the **Supplied Items** table lists the materials from the BOM.
4. Submit.

2. Send the raw materials

1. In the order, click **Transfer Materials > Material to Supplier**. A **Stock Entry** of type *Send to Subcontractor* is created.
2. Check the quantities, source warehouse and the supplier warehouse, and submit.
3. The materials move to the supplier's warehouse, and are still counted as your stock there.

3. Receive the finished goods

1. When the supplier delivers, open the order and click **Create > Subcontracting Receipt**.
2. Enter the quantity **received**, and the **warehouse** to receive it into. Any **rejected** quantity goes to a separate warehouse.
3. The materials used are taken out of the supplier warehouse according to the BOM. Check any difference.
4. Submit. The finished goods enter your stock, and their value includes the materials and the service charge.

4. Pay the supplier

Create a **Purchase Invoice** from the receipt or order for the service. See Recording supplier bills.

Practical example

A garment maker sends 100 metres of cloth and 200 buttons to a tailor. The tailor returns 48 shirts, charging KES 350 for each. After receipt, the shirts are in stock at a cost of cloth, buttons and the tailor's KES 16,800.

Important notes

- Do a regular stock check of items at the supplier's warehouse. See Opening stock and stock counts.
- If the supplier loses or wastes material, agree on how it is dealt with, and record the cost.
- Inspect the goods on arrival. See Quality inspections.

Common mistakes

- Receiving goods without sending the raw materials first, so stock goes negative.
- Not linking the service item to the finished item.

Troubleshooting

If the **Supplied Items** table is empty, the finished item has no active BOM, or the service item is not linked to it. Check the BOM.

Next steps

Return to Subcontracting overview.

Related documentation

- Subcontracting overview
- Bills of materials
- The procurement cycle
- Recording supplier bills

Fixed assets

Register vehicles, equipment and property, depreciate them, move them, maintain them and dispose of them.

For: Accountants and asset managers

Fixed assets

Fixed assets overview

What counts as a fixed asset, how Hesabu ERP tracks it and the order to set it up.

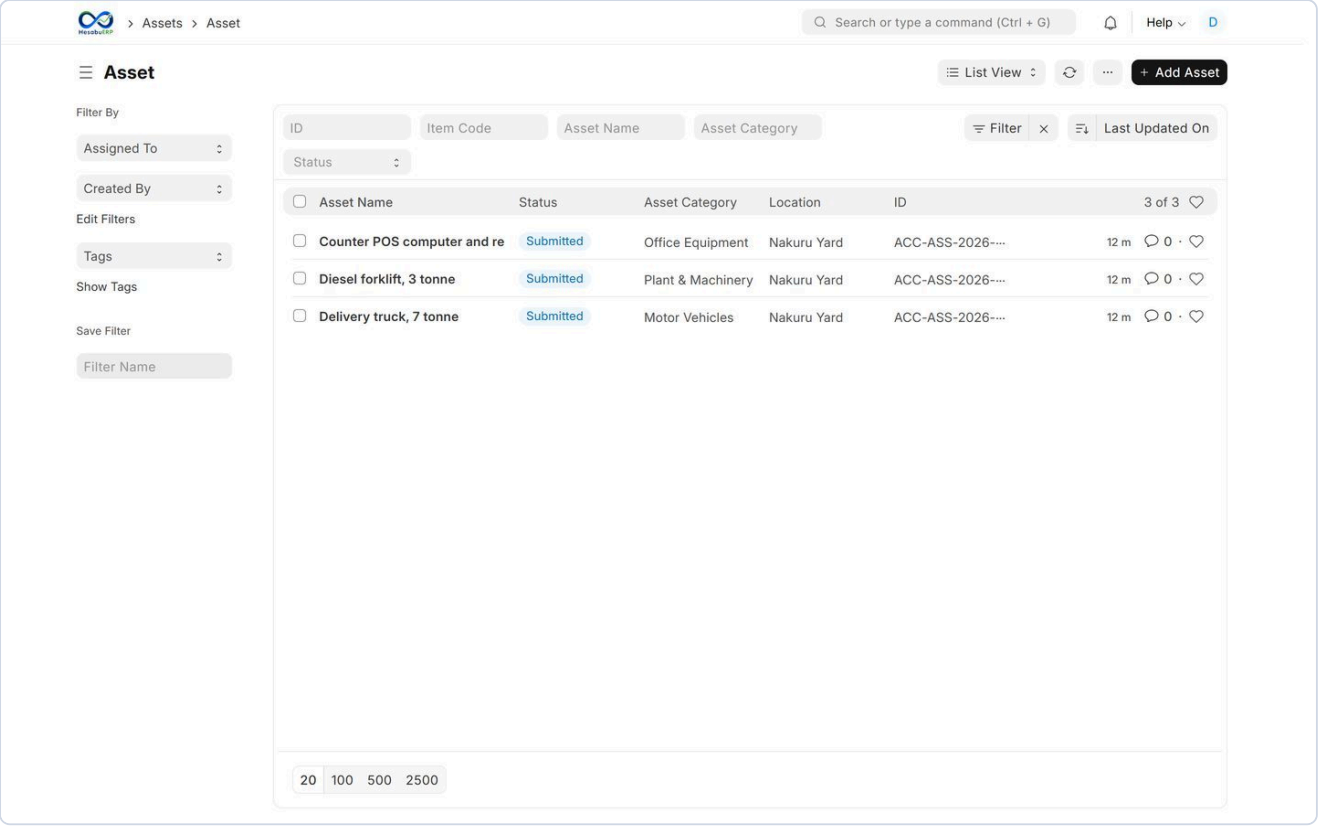
Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

A **fixed asset** is something your business owns and uses for more than a year: a delivery van, a computer, shop shelving, a generator. Unlike stock, you do not sell it. Instead its cost is spread over its useful life as **depreciation**.



The list of assets

What the module does

Task	Result
Register an asset	One record per asset with cost, date, location and custodian
Depreciate it	Monthly entries that lower its value and record an expense
Move it	A history of where it has been and who holds it
Maintain it	Scheduled service tasks and repair logs
Dispose of it	Sale or scrap, with the gain or loss in your accounts

Setup order

1. Check your chart of accounts has the right asset and depreciation accounts. See The chart of accounts.
2. Create asset categories.
3. Register your assets, either new purchases or existing ones.
4. Let depreciation run.
5. Use movements and maintenance and disposal as needed.

Important notes

- Ask your accountant which depreciation method and rates to use. They affect your tax and your profit.
- Fixed assets are not the same as stock items. Do not create a delivery van as an item you hold for sale.

Next steps

Read Asset categories.

Related documentation

- Asset categories
- Registering assets
- Depreciation

Fixed assets

Asset categories

Group assets by type and set the depreciation method, life and accounts once per category.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

An **Asset Category** is a group such as *Motor Vehicles*, *Computers* or *Furniture*. It stores the rules shared by every asset in the group, so you do not repeat them each time.

Prerequisites

The Accounts Manager role, and these accounts in your chart of accounts for each category:

- the **asset** account (for example *Motor Vehicles*)
- the **accumulated depreciation** account
- the **depreciation expense** account

Steps

1. Search for **Asset Category** and click **Add Asset Category**.
2. Enter the name, such as *Motor Vehicles*.
3. In the **Finance Books** table, set: - the **Depreciation Method**: *Straight Line* or *Written Down Value* - the **Total Number of Depreciations** and the **Frequency** in months (for example 60 depreciations monthly for a five-year life)
4. In the **Accounts** table, choose the **Company** and the three accounts above.
5. Save.

Practical example

Mwangaza Hardware creates *Motor Vehicles* with straight-line depreciation over 60 months, and *Computers* over 36 months. Each uses its own accounts, so the balance sheet shows them separately.

Important notes

- Rates and lives must follow your accountant's advice and the tax rules for capital allowances in Kenya. Book depreciation and tax depreciation are often different.
- Changing a category later does not rewrite assets already depreciating.

Common mistakes

- Using the same expense account for every category, which hides where the cost sits.
- Choosing an account that is a group, not a ledger account.

Next steps

Read Registering assets.

Related documentation

- Fixed assets overview
- Registering assets
- The chart of accounts

Fixed assets

Registering assets

Record a newly bought asset, or bring in assets you already own.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

Every asset gets its own **Asset** record. How you create it depends on whether you just bought it or already owned it.

Prerequisites

Asset categories created. A **Location** for each place assets are kept (search for **Location** and add, for example *Head Office* or *Shop*).

Steps

A new purchase

1. Record the supplier's bill as a **Purchase Invoice**, with the item set as a fixed asset item. See Recording supplier bills.
2. The system creates the asset in draft, or you create it from the invoice.
3. Open **Asset**, check the details below, and **Submit**.

An asset you already own

1. Search for **Asset** and click **Add Asset**.
2. Choose the **Item** (a fixed-asset item), the **Asset Category** and the **Company**.
3. Enter the **Net Purchase Amount** (the original cost) and the **Purchase Date**.
4. Enter the **Available-for-use Date**, which is when depreciation starts.
5. Tick **Is Existing Asset** and fill in the **Opening Accumulated Depreciation**, if it has already lost value.
6. Choose the **Location** and the **Custodian** (the employee responsible).
7. Check the **Depreciation** table, then **Save** and **Submit**.

Create the fixed-asset item

Search for **Item**, add it, tick **Is Fixed Asset**, and choose the **Asset Category**. Untick **Maintain Stock**.

Practical example

The business bought a delivery van for KES 2,400,000 in March. It is registered as *KBZ 123X*, category *Motor Vehicles*, location *Warehouse*, custodian *Otieno*. The first depreciation is scheduled for the end of March.

Important notes

- Register costs that bring the asset into use, such as delivery and installation, in the cost. Ask your accountant.
- Put the asset tag number or the registration number in the **Asset Name** so it is easy to find.
- Tag physical assets with their asset number.

Common mistakes

- Forgetting to tick **Is Existing Asset**, so depreciation is calculated from scratch.
- Entering the wrong available-for-use date, which shifts all depreciation.

Next steps

Read Depreciation.

Related documentation

- Asset categories
- Depreciation
- Recording supplier bills

Fixed assets

Depreciation

See the schedule, post depreciation entries and review the value of your assets.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

Depreciation spreads an asset's cost over its life. When you register an asset, the system builds a **depreciation schedule**: a list of future dates and amounts. On each date, a journal entry is created.

Steps

View the schedule

1. Open the **Asset** record.
2. Scroll to the **Depreciation Schedule** table. Each row shows the date, the amount and the accumulated total.

Post depreciation

Depreciation entries are usually created automatically on the schedule date. To post one manually:

1. Open the asset.
2. In the schedule, find the row due, and click **Make Depreciation Entry**.
3. Open the journal entry, review it, and submit.

Review values

1. Open **Fixed Asset Register** to see each asset's cost, accumulated depreciation and **book value**.
2. Open **Asset Depreciations and Balances** for totals by category and period.
3. The same figures feed your balance sheet. See Financial reports.

Practical example

On the last day of each month, a journal debits *Depreciation Expense* and credits *Accumulated Depreciation – Motor Vehicles* for KES 40,000. The van's book value falls by that amount.

Important notes

- Post depreciation before closing the month or year.
- Check that the fiscal year exists for the schedule dates. See Currency, fiscal year and accounting periods.
- Do not edit a depreciation journal by hand. Cancel it and repost.

Common mistakes

- Skipping months, then having to catch up.
- Disposing of an asset without posting depreciation up to the disposal date.

Troubleshooting

If no depreciation entries appear, check that the asset is submitted and has an available-for-use date in the past, and that automatic depreciation is not turned off in **Accounts Settings**.

Next steps

Read Moving and maintaining assets.

Related documentation

- Asset categories
- Registering assets
- Financial reports

Fixed assets

Moving and maintaining assets

Record transfers between people and places, and keep service and repair history.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

Assets move between people and places, and they need servicing. Recording both keeps accountability clear and protects the asset's value.

Steps

Record a movement

1. Search for **Asset Movement** and click **Add Asset Movement**.
2. Choose the **Purpose**: *Transfer*, *Issue* (to an employee) or *Receipt* (back from an employee).
3. Add the assets in the table, with the **Target Location** and **To Employee**.
4. Save and submit. The asset's location and custodian update, and the history is kept.

Plan maintenance

1. Search for **Asset Maintenance** and click **Add Asset Maintenance**.
2. Choose the **Asset**, and add a **Maintenance Team** and the **Maintenance Tasks**: the name, how often (monthly, yearly) and the next due date.
3. Save. The responsible person is reminded when a task is due.

Log a repair

1. Open **Asset Repair** and click **Add**.
2. Choose the asset, add the failure date, the description and the **cost**.
3. If the repair extends the asset's life or value, ask your accountant whether to add it to the asset's cost instead of expensing it.

Practical example

The delivery van is issued to Otieno on 1 March. In June it goes for a service costing KES 18,500, recorded as an asset repair. The next service is scheduled for September.

Important notes

- Keep insurance and warranty details in the asset's notes or attachments. See Attachments and files.
- Run a physical check of assets against the register once a year.

Common mistakes

- Moving an asset physically without a record.
- Leaving a former employee as custodian.

Next steps

Read Selling and scrapping assets.

Related documentation

- Registering assets
- Selling and scrapping assets

Fixed assets

Selling and scrapping assets

Remove an asset from your books when it is sold, scrapped or lost, and record the gain or loss.

Advanced · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Enterprise** plan. Contact us if you want to upgrade.

Overview

When an asset is sold or scrapped, you remove it from the register. The difference between its **book value** and what you received is a **gain or loss** on disposal.

Prerequisites

Depreciation posted up to the date of disposal. See Depreciation.

Steps

Sell an asset

1. Create a **Sales Invoice** to the buyer.
2. In the items table, choose the asset's item, and select the **Asset**. Set the rate to the selling price.
3. Submit. The asset's status becomes *Sold*, and a journal posts the gain or loss.

Scrap an asset

1. Open the **Asset**.
2. Click **Manage > Scrap Asset**.
3. Confirm the date. The asset is written off, and its remaining book value goes to the loss account.

Undo a scrap

If you scrapped by mistake, open the asset and click **Restore Asset**.

Practical example

A laptop with a book value of KES 12,000 is sold for KES 15,000. The sale posts a gain of KES 3,000. Another has a book value of KES 4,000 and is broken, so it is scrapped and the KES 4,000 is recorded as a loss.

Important notes

- Keep the sales agreement or the scrap approval attached to the record.
- Disposal can have tax consequences. Ask your accountant.
- Stolen or lost assets should be written off with a note and the police report number.

Common mistakes

- Deleting an asset instead of disposing of it, which destroys the history.
- Disposing without posting depreciation first.

Next steps

Return to Fixed assets overview.

Related documentation

- Depreciation
- Creating a sales invoice
- Moving and maintaining assets

Website and portal

Publish pages and a blog, collect enquiries with web forms, and give customers a portal.

For: Administrators and marketing teams

Website and portal

Website and portal overview

What the Website module offers and how it differs from your main company website.

Beginner · About 8 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Offered in **custom packages**. Contact us to ask about it.

Overview

The **Website** module lets you publish simple pages from inside Hesabu ERP and gives your customers and suppliers a **portal** where they can see their own documents.

What it offers

Feature	Use it to
Web Page	Publish simple pages such as About or Contact
Blog	Post news and updates
Web Form	Collect enquiries, applications or orders into Hesabu ERP records
Portal	Let customers and suppliers sign in and view their own invoices, orders and quotations
Website Settings	Set the site title, logo, menu and footer

Things to know

- This is a simple site builder. It is **not** a replacement for a full marketing website. Many businesses keep their main site elsewhere and use the portal and web forms only.
- Web pages are **public**: anyone on the internet can read them. Never publish confidential information.
- Portal users see only their own records. Use portal access carefully. See The customer portal.

Next steps

Read Web pages and the blog.

Related documentation

- Web pages and the blog
- Web forms
- The customer and supplier portal

Website and portal

Web pages and the blog

Create and publish pages and blog posts, and set the menu and footer.

Beginner · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Offered in **custom packages**. Contact us to ask about it.

Overview

Pages and blog posts are written in the browser. Published ones appear on your Hesabu ERP website address.

Steps

Set up the site

1. Search for **Website Settings**.
2. Enter a **Title Prefix** (shown in the browser tab before each page title) and upload your logo as the **Brand Image**.
3. Under **Top Bar Items**, add menu links, such as *About* and *Contact*, with the page route.
4. Under **Footer Items**, add footer links and a copyright note.
5. Save.

Create a page

1. Search for **Web Page** and click **Add Web Page**.
2. Enter the **Title**, which also creates the web address (route), such as `about`.
3. Write the content. You can use the page builder, markdown or HTML depending on the **Content Type**.
4. Tick **Published** and save. The page appears at `/about`.

Write a blog post

1. Search for **Blogger** and add yourself as an author.
2. Search for **Blog Category** and add categories such as *News*.
3. Search for **Blog Post**, click **Add**, choose the category and blogger, write the post, and tick **Published**.

Search engine details

On each page or post, fill in the **Meta Title** and **Meta Description**. They are what search engines show.

Practical example

A school supplier publishes an *About* page, a *Contact* page and a monthly blog post about new stock, and adds them to the top bar menu.

Important notes

- Unpublish a page by unticking **Published**. Do not delete it unless you are sure.
- Use images that are not too large, so pages load quickly on mobile data.
- Your public website should not show internal prices or customer names.

Common mistakes

- Typing spaces or capitals in the route.
- Publishing a draft page by accident.

Next steps

Read Web forms.

Related documentation

- Website and portal overview
- Web forms

Website and portal

Web forms

Collect enquiries, applications or requests from the public straight into Hesabu ERP records.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Offered in **custom packages**. Contact us to ask about it.

Overview

A **Web Form** is a form on your website that creates a record when someone submits it, for example a **Lead** from an enquiry or a **Job Applicant** from a careers page.

Steps

1. Search for **Web Form** and click **Add Web Form**.
2. Enter the **Title**, and choose the **DocType** that will be created, such as *Lead*.
3. The **Route** is its web address, for example `contact-us`.
4. Tick **Published**. Leave **Login required** unticked if the public may submit it.
5. In the **Web Form Fields** table, choose the fields the visitor should fill, and mark the important ones **Mandatory**.
6. Write the **Success Message** that appears after submitting.
7. Tick **Allow Editing After Submit** or **Allow Multiple Responses** only if visitors should change or submit several records. Save. Open `/contact-us` on your site, and submit a test.
8. Check the new record, for example in **Lead**.

Practical example

A hardware shop publishes a *Request a quote* form creating Leads. Each enquiry arrives in the sales team's list, and a notification email alerts them. See Workflows and notifications.

Important notes

- Public forms attract spam. Keep the number of fields small and enable the captcha option if your version has one.
- Do not collect sensitive data, such as ID numbers or card details, on a public form.
- Tell visitors how you will use their information.

Common mistakes

- Choosing too many fields, so people give up.
- Forgetting to test it.

Next steps

Read The customer portal.

Related documentation

- Website and portal overview
- Leads and opportunities
- Recruitment

Website and portal

The customer and supplier portal

Let customers and suppliers sign in to see their own quotations, orders, invoices and tickets.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Offered in **custom packages**. Contact us to ask about it.

Overview

The **portal** is a simple area for people outside your company. A customer signs in and sees only **their own** quotations, orders, invoices and shipments. It saves phone calls asking for copies.

Steps

Choose what appears

1. Search for **Portal Settings**.
2. In the menu table, tick the items you want to show, such as *Invoices*, *Orders* and *Quotations*, and untick the rest.
3. Save.

Invite a customer

1. Open the **Customer** record.
2. Add a **Contact** with the person's email address.
3. In the contact, click **Invite as User**. A portal user is created and they receive an email to set a password.
4. The person signs in at your Hesabu ERP address and sees their portal.

Check what they see

Use a test customer contact, sign in on another browser, and check that only that customer's documents are visible.

Practical example

A key customer is invited. The next month their accountant signs in, downloads three invoices and views the statement, with no need to ask your office.

Important notes

- Portal users are **not** staff. They have no access to your desk or other customers' data.
- Remove access when a contact leaves their company. See Creating users and assigning roles.
- Check portal visibility with a test account before inviting real customers.

Common mistakes

- Inviting the wrong email address, which gives a stranger access to a customer's invoices.
- Forgetting to untick menu items you do not want to share.

Troubleshooting

If a customer cannot see their invoices, check that the contact is linked to the right customer, and that the invoices are submitted and not drafts.

Next steps

Return to Website and portal overview.

Related documentation

- Website and portal overview
- Permissions and restricting access
- Creating and managing customers

Tools and productivity

To-dos, calendar, notes, assignments, Kanban boards, recurring documents and bulk updates.

For: Everyone

Tools and productivity

To Do, assignments and mentions

Keep a task list, assign documents to colleagues and ask for their attention.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

Tools in Hesabu ERP help your team work together without leaving the system. **To Do** is your personal list, **assignments** hand a document to someone, and **mentions** call a colleague into a conversation.

Steps

Your To Do list

1. Search for **To Do** and click **Add To Do**.
2. Write the **Description**, set a **Due Date** and a **Priority**, and optionally assign it to someone else.
3. Save. Mark it **Closed** when finished.

Assign a document

1. Open any document, such as a sales invoice or an issue.
2. In the sidebar under **Assigned To**, click **+** and choose the person. Add a comment if useful.
3. The person gets a To Do and a notification. When they finish, they click **Done**.

Mention someone

1. In the **Comments** box at the bottom of a document, type `@` and choose the colleague.
2. Write your message and click **Comment**. They are notified and can open the document directly.

See what is waiting for you

Click the **To Do** shortcut on your Home workspace, or filter any list by **Assigned To me**.

Practical example

The accountant assigns a disputed invoice to the sales manager with the comment "Customer says the price was 950. Please confirm." The manager replies, then marks it done.

Important notes

- Comments stay on the document, so there is a record of who said what.
- Use assignments for tasks tied to a document, and To Do for general reminders.

Common mistakes

- Assigning without a comment, so the person does not know what to do.
- Never closing finished To Dos.

Next steps

Read Calendar and notes.

Related documentation

- Calendar, events and notes
- Kanban boards, recurring documents and bulk tools
- Notifications

Tools and productivity

Calendar, events and notes

Schedule meetings and reminders and keep shared notes.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

The **Calendar** shows events, tasks and due dates in one place. **Notes** are short pieces of text you can share.

Steps

Add an event

1. Search for **Event**, or open **Calendar**, and click an empty date.
2. Enter the **Subject**, the **Starts On** and **Ends On** times, and the **Type** (*Private*, *Public* or *Public with participants*).
3. In **Event Participants**, add colleagues or customers, and set a **Repeat** schedule if it recurs.
4. Save. Invited staff see it on their calendars and are notified.

Reminders

Tick **Send an email reminder** and choose when. Use it for follow-up calls and payment collections.

Keep notes

1. Search for **Note** and click **Add Note**.
2. Enter a **Title** and the **Content**.
3. Tick **Public** to share it with everyone, or add people in **Share**.

Connect an outside calendar

If your plan includes it, you can link a Google Calendar. See Connecting other services.

Practical example

The sales rep creates a recurring event, *Monthly stock review*, with the shop manager and the storekeeper as participants. A note called *Delivery rules* is shared with all drivers.

Important notes

- Do not put passwords or confidential information in public notes.
- Private events are visible only to you.

Common mistakes

- Creating a *Public* event for a private meeting.

Next steps

Read Kanban boards, recurring documents and bulk tools.

Related documentation

- To Do, assignments and mentions
- Connecting other services

Tools and productivity

Kanban boards, recurring documents and bulk tools

Organise work visually, repeat documents automatically and update many records at once.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Overview

Three tools save time once you know them: **Kanban boards** to see work as cards in columns, **Auto Repeat** to create documents on a schedule, and **bulk update** to change many records together.

Steps

Kanban boards

1. Open a list, such as **Issue** or **Task**, and switch the view to **Kanban** from the **View** menu.
2. Click **New Kanban Board**, name it and choose the field that makes the columns, such as **Status**.
3. Drag a card to another column to change its status.

Auto Repeat

1. Open a submitted document you want to repeat, such as a monthly rent invoice.
2. Click **Actions > Repeat** (or search for **Auto Repeat**).
3. Choose the **Frequency** (*Weekly*, *Monthly*, *Quarterly* or *Yearly*), the **Start Date**, and an optional **End Date**.
4. Add recipients to email each new copy.
5. Save. A new document is created on each date.

Bulk update

1. In any list, tick several records.
2. Click **Actions > Edit**, choose the field and the new value, then click **Update**.
3. Use **Actions > Assign To** or **Add Tags** the same way.

Practical example

A landlord customer is billed KES 45,000 on the first of every month. The invoice is set to repeat monthly. A shop manager ticks 30 items and bulk-updates their **Item Group** after a reorganisation.

Important notes

- Check a bulk edit on two or three records first. Some changes cannot be undone.
- Auto-repeated invoices are created as submitted or draft, depending on your setting. Review the first one.
- You cannot bulk-edit submitted documents.

Common mistakes

- Setting Auto Repeat on the wrong document, which sends customers duplicate invoices.
- Selecting all records instead of a few.

Next steps

Return to Tools overview.

Related documentation

- List views and form views
- Filtering, sorting and exporting records
- To Do, assignments and mentions

Integrations

Payment gateways, API keys, webhooks, SMS and linking Hesabu ERP to other services.

For: Administrators

Integrations

Integrations overview

What you can connect to Hesabu ERP and which connections are managed by your administrator.

Beginner · About 8 minutes · Version 1.0 · Updated 17 November 2026

Overview

An **integration** links Hesabu ERP to another service, so data moves between them without retyping. Examples are online payments, SMS alerts, a Google calendar or your own software.

Open the **Integrations** workspace in the sidebar to see what is available for your plan.

What you can connect

Need	Article
Take payments online	Payment gateways
Connect your own software or another app	API keys and webhooks
Calendar, contacts, storage and SMS	Connecting other services

Important notes

- Only the System Manager should set up integrations. They hold keys and secrets that must stay private.
- Some integrations are available only on certain plans, or are set up for you by Hesabu ERP support. Ask us first.
- Every integration has a cost, such as transaction fees or SMS charges, charged by the other service, not by us.

Next steps

Read Payment gateways.

Related documentation

- Payment gateways
- API keys and webhooks
- Connecting other services

Integrations

Payment gateways

Accept online payments against your invoices and see them recorded automatically.

Advanced · About 25 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **payment gateway** lets customers pay your invoice online. The payment is recorded against the invoice automatically, so you do not match it by hand.

> Gateways available to you depend on your plan and region. Ask Hesabu ERP support which ones we have prepared for your workspace, and use that setup rather than building your own where possible.

Prerequisites

An account with the payment provider, such as Paystack, with **test** and **live** keys. A bank account or wallet set up in your chart of accounts to receive the money. See The chart of accounts.

Steps

1. Search for the gateway's settings, for example **Paystack Settings**, in the Integrations workspace.
2. Enter your **public key** and **secret key**, starting with test keys.
3. Search for **Payment Gateway Account**, add one, choose the gateway, the **payment account** and the currency, and save.
4. Create a test invoice, then click **Create > Payment Request**. Send the payment link to yourself and pay with a test card or wallet.
5. Check that a **Payment Entry** was created and the invoice shows as **Paid**.
6. Replace the test keys with your live keys when everything works.

Practical example

A wholesaler emails each invoice with a **Pay now** link. Customers pay by card or mobile money, and the receipt and payment entry appear within a minute.

Important notes

- Never share your **secret key** or paste it in an email.
- Gateway fees are charged by the provider. Record them as an expense, or ask your accountant how to book them.

- Keep the gateway's own statement. Reconcile it with your bank. See Bank accounts and bank reconciliation.

Common mistakes

- Using live keys while testing, which creates real charges.
- Choosing the wrong payment account, so money posts to the wrong place.

Troubleshooting

If a payment was taken but the invoice is still unpaid, check **Error Log** and the gateway's dashboard. A webhook may have failed. Contact support with the payment reference.

Next steps

To send a payment prompt straight to a customer's phone, read Requesting M-Pesa and Airtel Money payments from an invoice. Then read API keys and webhooks.

Related documentation

- Integrations overview
- Recording customer and supplier payments
- Creating and managing customers

Integrations

API keys and webhooks

Let other software read and write your data, or send events to other systems.

Advanced · About 25 minutes · Version 1.0 · Updated 17 November 2026

Overview

An **API** lets another program use Hesabu ERP, for example a website that creates orders. A **webhook** does the opposite: Hesabu ERP calls another system when something happens, such as a submitted invoice.

These tools are for developers or technical staff.

API keys

1. Use a **dedicated user** for the integration, such as `integration@yourcompany.co.ke`, with only the roles it needs. See Permissions and restricting access.
2. Open that user, scroll to **API Access** and click **Generate Keys**.
3. Copy the **API Secret** immediately. It is shown only once.
4. The other software sends `Authorization: token <api_key>:<api_secret>` with each request.

Webhooks

1. Search for **Webhook** and click **Add Webhook**.
2. Choose the **Document Type** and the **Event**, for example *Sales Invoice* and *on_submit*.
3. Enter the **Request URL** of the receiving system.
4. Optionally add **Request Headers**, a **Condition** and a **JSON body** with the fields to send.
5. Save. Submit a test document, then check the receiver and the **Webhook Request Log**.

Practical example

A courier company's system receives a webhook each time a delivery note is submitted, and starts the delivery job. Another uses an API key to read stock levels onto the shop's website.

Important notes

- Treat keys like passwords. Regenerate them if they leak, and remove them when a project ends.
- Use HTTPS addresses only.
- Mistakes in an API call can change real data. Test on a copy or with a test document.

Common mistakes

- Using the administrator's keys for an integration.
- Sending more fields than the receiver needs.

Troubleshooting

If a webhook fails, open its **Webhook Request Log** for the response from the other system, which usually names the reason.

Next steps

Read Connecting other services.

Related documentation

- Integrations overview
- Backups, logs and security
- Permissions and restricting access

Integrations

Connecting other services

Link calendars, contacts, file storage and SMS to your workspace.

Advanced · About 25 minutes · Version 1.0 · Updated 17 November 2026

Overview

Besides payments and the API, the **Integrations** workspace offers links to common services. The ones available depend on your plan, and some need extra setup on our side.

Common connections

Service	What it does	Where to set it up
Google Calendar	Syncs events with your Google calendar	**Google Calendar**
Google Contacts	Syncs contacts	**Google Contacts**
SMS	Sends messages from notifications and workflows	**SMS Settings**
Dropbox or Google Drive	Stores files	**Dropbox Settings** or **Google Drive**

Steps: Google Calendar

1. Create a project and **OAuth credentials** in the Google Cloud console, and enable the Calendar API. Your IT person or our support can help.
2. In Hesabu ERP, open **Google Settings**, enter the **Client ID** and **Client Secret**, and enable it.
3. Open **Google Calendar**, click **Add**, choose your user, and click **Authorize**.
4. Sign in to Google and allow access. Events now sync.

Steps: SMS

1. Open **SMS Settings** and enter the **SMS Gateway URL** and parameters from your SMS provider.
2. Add a number to send a test message.
3. Use SMS in a notification. See Workflows and notifications.

Practical example

Customers get an SMS when their order is ready for collection, sent from a notification on the delivery note.

Important notes

- Check data protection rules before you sync contacts or send marketing messages. Only message people who have agreed.
- Credentials expire sometimes. If a sync stops, re-authorize it.
- Ask support before connecting anything you are unsure about.

Common mistakes

- Pasting keys into emails or chats.
- Letting a staff member's personal Google account hold the business connection.

Next steps

Return to Integrations overview.

Related documentation

- Integrations overview
- Calendar, events and notes
- Workflows and notifications

Integrations

Requesting M-Pesa and Airtel Money payments from an invoice

Send a payment prompt to your customer's phone from a Sales Invoice, and have the payment recorded automatically.

Intermediate · About 30 minutes · Version 1.0 · Updated 17 November 2026

Overview

You can ask a customer to pay a Sales Invoice by **M-Pesa** or **Airtel Money** without leaving the invoice. Hesabu ERP sends a prompt to the customer's phone. The customer enters their PIN, and the payment is recorded against the invoice for you, with the receipt number.

> This feature is set up for your workspace by Hesabu ERP support. Ask us to switch it on. After that, an administrator adds your payment provider details, as described below.

How the money reaches you

Hesabu ERP never holds your money. The payment goes to **your own** account with the provider you choose.

Provider	Where the customer's money goes	When you see it
Paystack (M-Pesa or Airtel Money)	Paystack first, then paid out to the bank account or M-Pesa number you added in your Paystack account	Usually the next business day. Paystack deducts its fee.
Safaricom Daraja (M-Pesa direct)	Your own paybill or till	Straight away. No Paystack fee. Needs Safaricom approval for your shortcode.
Airtel Money Open API (Airtel direct)	Your own Airtel Money merchant account	Straight away. Needs Airtel approval.

Hesabu ERP records the payment on the invoice as soon as the customer confirms, whichever provider you use. With Paystack, your till or bank statement shows the money only after Paystack pays out.

You can use a different provider for each network. For example, M-Pesa direct and Airtel Money through Paystack.

Prerequisites

- An approved account with your chosen provider, and its keys. Keep **test** keys for testing.
- A **bank or cash account** in your chart of accounts to record received money, one for M-Pesa and one for Airtel Money if you use both. See The chart of accounts.
- The invoice is **submitted**, in **KES**, and has an outstanding balance.
- Permission to create Payment Entries (for example Accounts User).

Steps

Set up (administrator, once)

1. Search for **Mobile Money Settings**.
2. For **M-Pesa via** and **Airtel Money via**, choose the provider for each network.
3. Enter the provider's keys. Secrets are hidden after you save.
4. Choose the **M-Pesa receiving account** and the **Airtel Money receiving account**.
5. Tick **Enabled** and save.
6. Click **Test > Test M-Pesa connection** and **Test Airtel Money connection**. Each should confirm your keys are accepted.
7. Copy the callback addresses shown at the bottom of the page. Register the Paystack address in your Paystack dashboard (Settings, API Keys & Webhooks) and the Airtel address in the Airtel developer portal. Safaricom needs nothing to be registered.

Send a prompt (everyday use)

1. Open a submitted Sales Invoice with a balance.
2. Click **Create > Request Mobile Money**.
3. Choose the **network** the customer will pay with, check the **phone number** (for example 0712 345 678) and the **amount**, then click **Send prompt**.
4. Ask the customer to enter their PIN. The window shows **Payment received** when it is confirmed, and the invoice updates.

To see every prompt for an invoice, click **View > Mobile Money Requests**.

Practical example

A clinic invoices a patient KES 3,500 for a consultation. At the desk, the receptionist opens the invoice, chooses M-Pesa, confirms the patient's number and sends the prompt. The patient approves on their phone. The invoice turns **Paid** and a Payment Entry appears with the M-Pesa receipt number, so the receipt is already attached when the day is reconciled.

Statuses

Status	Meaning
Pending	Waiting for the customer to enter their PIN
Success	Paid. A Payment Entry was created
Failed or **Cancelled**	The customer cancelled, entered a wrong PIN, or had too little money. Send a new prompt
Timeout	No answer within about 10 minutes
Needs Review	Money was received but something did not match, or the Payment Entry could not be created. See troubleshooting

Important notes

- Prompts are in **whole shillings** and **KES** only. If an invoice has cents, the cents stay outstanding.
- You can ask for less than the full balance. The invoice then shows **Partly Paid**.
- You cannot send a second prompt for the same invoice for about two minutes. Wait for the first to finish.
- Never share your provider's secret keys.
- Provider fees are charged by the provider. Ask your accountant how to book them.
- Ask the customer to check the amount on their phone before entering the PIN. Customers cannot undo a payment from the invoice.
- Keep the provider's statement and reconcile it with your bank. See Bank accounts and bank reconciliation.

Common mistakes

- Using **live** keys while testing, which takes real money.
- Forgetting to choose the receiving account, so prompts will not send.
- Registering the Paystack address while Paystack is in the wrong mode. Test and live have separate addresses.
- Expecting Paystack payments to appear in your till straight away. They arrive after Paystack pays out.

Troubleshooting

- **No prompt reached the phone.** Check the number and network. Open **Mobile Money Request**, find the request and read the note.
- **The invoice did not update after the customer paid.** Wait a minute, then reopen the invoice. If the request is still **Pending**, check that the callback address is registered with the provider.
- **Needs Review.** Open the request and read the note. If the money was received but the Payment Entry failed (for example, the invoice was paid in the meantime), fix the cause and

click **Retry posting**. If the amount did not match, check the provider's statement.
- **Test connection fails.** Re-enter the keys. Check that the Environment is **Sandbox** for test keys and **Production** for live keys.

Next steps

Read Payment gateways and Recording customer and supplier payments.

Related documentation

- Payment gateways
- Recording customer and supplier payments
- Creating a sales invoice
- Bank accounts and bank reconciliation

System administration

Print formats, custom fields, approvals, notifications, backups and logs.

For: Administrators

System administration

Print formats and letterheads

Design branded invoices and other printouts, and choose which format each document uses.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **Print Format** controls how a document looks when printed or emailed as a PDF. Hesabu ERP has standard formats, and you can build your own with your logo, colours, bank and M-Pesa details and footer wording. A **Letter Head** adds your company header and footer.

Prerequisites

The System Manager role. A logo image, if you want one.

Steps

Create a letter head

1. Search for **Letter Head** and click **Add Letter Head**.
2. Enter a name, tick **Is Default** if it should be used automatically, and add your header (logo and company details) and optional footer.
3. Save.

Build a print format

1. Search for **Print Format Builder** and choose the **Document Type**, for example *Sales Invoice*.
2. Click **Create New**, and give the format a name.
3. Drag fields in from the left, and arrange sections and columns.
4. Click **Save**.

For full control, use **Print Format** instead, choose **Custom Format** and write the design in HTML.

Make it the default

1. Search for **Customize Form** and choose the **Document Type**.
2. Set **Default Print Format** to your format.
3. Click **Update**.

Preview

Open any submitted document, click the **printer** icon, and choose your **Print Format** from the drop-down to preview it.

Practical example

Mwangaza Hardware creates a format called `Mwangaza Invoice` with its logo, KRA PIN, and a footer reading *"Pay by Paybill 880100, account number is your invoice number"*. They set it as the default for **Sales Invoice**, so every printed and emailed invoice uses it.

Important notes

- Use images that are not too large, so the PDF stays small.
- Keep a copy of a custom format before you edit it.
- If you embed a logo that is private, it may not appear in some outputs. Use a public file for logos.

Common mistakes

- Choosing a format but forgetting to set it as the default, so staff keep printing the old one.
- Very wide tables that get cut off in the PDF.

Troubleshooting

See Printing and PDF problems.

Next steps

Read Custom fields and forms.

Related documentation

- Creating a sales invoice
- Custom fields and forms
- Printing and PDF problems

System administration

Custom fields and forms

Add your own fields, hide ones you do not use and change how a form is laid out, without any coding.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Overview

Every business has a detail the standard forms do not capture, such as a delivery driver or a customer's PO number. **Customize Form** lets you add fields and change existing ones, safely, and your changes survive software updates.

Prerequisites

The System Manager role.

Steps

Add a field

1. Search for **Customize Form**.
2. Choose the **Document Type**, such as *Delivery Note*.
3. Scroll to the **Fields** table and click **Add Row**.
4. Enter the **Label** (for example `Delivery Driver`), choose the **Type** (Data, Link, Select, Date, Check and so on).
5. Use the **Insert After** setting to place it, and tick **Mandatory** if it must be filled.
6. Click **Update**. Reload the form to see the new field.

Change an existing field

1. In the **Fields** table, click the field.
2. Change its **Label**, tick **Hidden**, or tick **Read Only**.
3. Click **Update**.

Practical example

The shop adds a *Customer PO Number* field (type *Data*) to **Sales Invoice**, placed after *Customer*. It is also added to the print format, so the number appears on each invoice. It is easy to find when a customer queries the invoice.

Important notes

- **Do not hide mandatory fields** the system needs, or documents cannot be saved.
- Test on a draft record before using it widely.
- Choose the **Type** carefully. Changing it later can lose data.

Common mistakes

- Adding many fields nobody uses.
- Forgetting to add the new field to the print format so it never prints.

Next steps

Read Workflows and notifications.

Related documentation

- Print formats and letterheads
- Document numbering

System administration

Workflows and notifications

Require approvals before documents are submitted, and send automatic alerts.

Advanced · About 30 minutes · Version 1.0 · Updated 17 November 2026

Overview

A **Workflow** forces a document to pass through approval stages before it can be submitted. A **Notification** sends an email or system alert when something happens, such as an invoice becoming overdue.

Prerequisites

The System Manager role. Roles for the approvers must exist. See Creating users and roles.

Steps

Create a workflow

1. Search for **Workflow** and click **Add Workflow**.
2. Enter a name and choose the **Document Type**, for example *Purchase Order*.
3. In the **States** table, add each state, for example *Draft*, *Pending Approval*, *Approved*, *Rejected*, and the **Doc Status** for each (*Draft* for the first ones, *Submitted* for Approved).
4. In **Transitions**, define who can move from one state to another: for example from *Draft* to *Pending Approval* by *Purchase User*, with the action *Request Approval*, and from *Pending Approval* to *Approved* by *Purchase Manager*, with the action *Approve*.
5. Tick **Is Active**, and click **Save**.

Create a notification

1. Search for **Notification** and click **Add Notification**.
2. Choose the **Document Type** and the **Send Alert On** event (for example *Days After* a date field, or *Value Change*).
3. Add **Recipients** (a role, a user, or a field such as the customer's email).
4. Write the **Subject** and **Message**. You can use values from the document with `{{ doc.customer }}`.
5. Save.

Practical example

Purchase orders above KES 100,000 need the owner's approval. A workflow with a condition on the grand total moves large orders to *Pending Approval*. A notification emails the owner each time

one is waiting.

Important notes

- Only one active workflow can apply to a document type.
- Test with a user who has only the roles in the workflow.
- Notifications need working outgoing email. See Email and regional settings.

Common mistakes

- A workflow without a way back from *Rejected*, which traps documents.
- Forgetting to set the **Doc Status**, so documents never become submitted.

Next steps

Read Document numbering.

Related documentation

- Permissions and restricting access
- Notifications

System administration

Document numbering

Control how invoices, orders and other documents are numbered.

Intermediate · About 12 minutes · Version 1.0 · Updated 17 November 2026

Overview

Each document gets a number such as `ACC-SINV-2026-00016`, built from a **naming series**: a prefix, the year and a counter. You can choose your own series, for example `INV-.YYYY.-.####`.

Prerequisites

The System Manager role.

Steps

Add a naming series

1. Search for **Document Naming Settings**.
2. Choose the **Transaction** (for example *Sales Invoice*).
3. Click **Get Options** to see the current series.
4. Edit the list: add your own, one per line, such as `INV-.YYYY.-.####`. In the pattern, `.YYYY.` is the year and `.####` is a four-digit counter.
5. Click **Update**.

Choose which series a document uses

1. On the new document, pick the series from the **Series** field at the top.
2. To make one the default, put it first in the list.

Change the counter

1. In **Document Naming Settings**, under *Update Series Counter*, choose the series and enter the **Current Value**.
2. Click **Update Series Counter**.

Practical example

The business wants invoice numbers like `INV-2026-0001`. The administrator adds `INV-.YYYY.-.####` to *Sales Invoice* and puts it first. New invoices are numbered in that style from now on.

Important notes

- Do not reset a counter to a number that is already used. It will clash.
- Existing document numbers do not change.
- For legal or audit reasons, avoid gaps and changes during the year. Ask your accountant.

Common mistakes

- Changing the series mid-year without telling the accountant.
- Setting the counter lower than the highest existing number.

Next steps

Read Backups, logs and security.

Related documentation

- Documents, DocTypes and records
- Custom fields and forms

System administration

Backups, logs and security

Know what is backed up, where to look when something goes wrong, and how to keep your workspace secure.

Advanced · About 20 minutes · Version 1.0 · Updated 17 November 2026

Overview

This article covers what **you**, the business administrator, can see and do. Server-level work, such as software updates, restoring a database and scheduled jobs, is handled by Hesabu ERP on the hosted service.

Backups

Your data is backed up by us as part of running the service. Ask support for the current backup arrangements for your plan, and for a copy of your data when you need one, for example before a major clean-up.

Download your own data

1. Search for **Data Export** or use **Export** on a list to download records as Excel or CSV. See Filtering, sorting and exporting records.
2. Keep downloaded files secure. They contain your business data.

Logs

Search for these in the search bar.

Log	What it shows
Error Log	Technical errors, with the time and the user
Activity Log	Logins and important changes
Email Queue	Emails waiting, sent or failed, with the error
Scheduled Job Log	Whether automatic jobs ran
Version	The history of changes on a record (also under *Activity* on each document)

Who changed this record?

1. Open the document.
2. Scroll to **Activity**. Each change shows who made it, when, and the old and new values.

Security best practices

- Give each person their own user, with the least access they need.
- Use strong, unique passwords. Turn on **two-factor authentication** if it is enabled for your workspace.
- Disable users who leave on the same day.
- Do not make confidential attachments public.
- Review your users and roles every few months.
- Be careful with exports and who receives them.

Practical example

A user reports that a customer's email never arrived. The administrator opens **Email Queue**, filters by the customer's address, and sees the status *Error*, with a message saying the recipient address was invalid. The address is corrected on the customer and the email is resent.

Important notes

- Logs are for diagnosis. If you cannot explain an error, send the entry to support.
- Do not delete logs to hide problems.

Common mistakes

- Waiting weeks to look at an error.
- Sharing an administrator login.

When to contact support

For restoring from a backup, a suspected security problem, or anything involving the server.

Next steps

Look through Troubleshooting for common fixes.

Related documentation

- Login problems
- Creating users and assigning roles
- Attachments and files

Troubleshooting

Diagnose and fix the most common problems.

For: Everyone

Troubleshooting

Login problems

Fix a forgotten password, a locked or disabled account and a page that will not load.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Problem

You cannot sign in to your workspace.

Symptoms

- "Invalid login credentials"
- The page does not load, or shows a blank screen
- You are told your account is disabled or locked
- The reset email never arrives

Possible causes

- A mistyped email or password (check Caps Lock)
- The wrong workspace address
- The user is disabled
- Too many failed attempts, which temporarily locks the account
- Email not arriving, so the reset link is missing

Diagnosis and resolution

1. **Check the address.** You must sign in at your own workspace address, such as `yourcompany.hesabuerp.co.ke`.
2. **Check the email and password.** Retype slowly. Use **Forgot Password?** to reset.
3. **Check your spam folder** for the reset email.
4. **Ask your administrator** to open your user record. They should make sure **Enabled** is ticked and your email is correct.
5. **Wait a few minutes** if you made several failed attempts, then try again.
6. **Try another browser** or a private window, to rule out a stored old session.
7. If a page will not load at all, check your internet connection and try another site.

Prevention

- Bookmark your workspace address.
- Keep your email address on your user record up to date.
- Use a password manager.

When to contact support

If the administrator's own account is locked, or no reset email ever arrives. Call or WhatsApp us with your workspace address.

Related documentation

- Signing in to your workspace
- Creating users and assigning roles

Troubleshooting

Missing modules or permissions

Work out why you cannot see a module, a button or a record.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Problem

A module, button or record that you expect to see is not there, or you get a *Not permitted* message.

Symptoms

- The sidebar lacks a module such as Stock or HR
- The **Submit**, **Cancel** or **Create** button is missing
- "Not permitted" or "No permission for..."
- A list is empty, though you know records exist

Possible causes

- Your user lacks the **role** for that document type
- A **User Permission** restricts you to certain companies or warehouses
- Your plan does not include the module
- The record is a **Draft** and the button needs it submitted first

Diagnosis and resolution

1. **Check your roles.** Ask your administrator to open your user record and look at the **Roles** section.
2. **Check the document type.** The administrator opens **Role Permissions Manager**, chooses the document type, and checks your role has the right ticked (read, write, submit and so on).
3. **Check restrictions.** Search for **User Permission** and look for entries for your user. A restriction to one warehouse hides other warehouses' records.
4. **Check the status.** The **Create** menu appears only on submitted documents.
5. **Check your plan.** Some modules, such as Manufacturing or HR, depend on the plan. Call us to confirm.
6. Sign out and in again after any change, so it takes effect.

Prevention

Set up roles using the examples in Example access setups and document who has what.

When to contact support

If a module that is in your plan does not appear for the administrator.

Related documentation

- Permissions and restricting access
- Creating users and assigning roles

Troubleshooting

Invoice submission errors

Understand the most common errors when saving or submitting an invoice, and how to clear them.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Problem

You click **Save** or **Submit** on an invoice and get an error.

Symptoms and fixes

Message (or meaning)	Cause	Fix
"Mandatory fields required"	A required field with a red star is empty	Fill in the listed field
Fiscal year does not exist for the date	No fiscal year covers the posting date	Create it. See Currency, fiscal year and accounting periods
"Due date cannot be before posting date"	The dates are the wrong way round	Correct the **Payment Due Date**
Insufficient stock	**Update Stock** is on and the warehouse has too little	Check the stock, or untick **Update Stock** if a delivery note was used
"Account … is a group"	A group account was chosen	Choose a non-group account
Debit and credit not equal (journals)	The entry does not balance	Correct the amounts
Period closed	An accounting period blocks that date	Use a date in an open period, or ask the accountant
"Cannot cancel: linked with …"	Other documents depend on this one	Cancel or unlink those first

Diagnosis steps

1. Read the **whole message**. It names the field or account.
2. Check the **Posting Date** against your fiscal year.
3. Check the **Customer** and **Company** match your accounts.
4. If stock is involved, open the **Stock Balance** report for the item.
5. If you still cannot find it, note the exact message and the document number.

Prevention

- Create the new fiscal year before the old one ends.
- Do not tick **Update Stock** on invoices that follow a delivery note.
- Keep your chart of accounts tidy.

When to contact support

Send the exact message, the document number and a screenshot.

Related documentation

- Creating a sales invoice
- Currency, fiscal year and accounting periods
- Warehouses and stock entries

Troubleshooting

Email problems

Find out why emails are not arriving or not sending from your workspace.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Problem

An email you sent from Hesabu ERP, such as an invoice or notification, does not arrive.

Symptoms

- The customer says nothing was received
- A *Sending failed* message appears
- The email shows **Error** in the queue

Possible causes

- The customer's email address on the record is wrong
- The email went to spam or a filtered folder
- Your outgoing email account's password or settings are wrong
- Your mail provider limits how many emails can be sent

Diagnosis and resolution

1. Search for **Email Queue** and find the email. Check its **Status**: - **Sent**: it left our system. Ask the recipient to check spam and promotions, and add your address to their safe list. - **Error**: open it and read the **Error** text. - **Not Sent** or **Sending**: wait a few minutes, as emails are sent in batches.
2. **Check the recipient's address** on the customer record, for typing errors.
3. **Check your outgoing account.** Open **Email Account**, and confirm **Enable Outgoing**, the SMTP server and the password are right. See Email and regional settings.
4. Send a **test email** to yourself.
5. If you use a personal mail provider (Gmail, Yahoo), you may need an **app password**.

Prevention

- Use a business email on your own domain, with proper authentication records (SPF and DKIM), so messages are trusted.
- Send invoices as PDF from the document, not from your personal mailbox.

When to contact support

If the queue shows *Sent* for every message but recipients never get them, or after a change of mail provider.

Related documentation

- Email and regional settings
- Backups, logs and security

Troubleshooting

Printing and PDF problems

Fix a missing logo, a cut-off table, a blank PDF or the wrong print format.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Problem

A printout or PDF looks wrong or will not generate.

Symptoms

- The PDF is blank, or the download fails
- The logo or an image is missing
- A table is cut off at the right edge
- Staff print the old format

Possible causes

- The wrong **Print Format** or **Letter Head** is selected
- The logo file is private, or its link is broken
- The design is too wide for the page
- A temporary fault in the PDF service

Diagnosis and resolution

1. **Choose the format.** In the print preview, check the **Print Format** and **Letter Head** boxes.
2. **Set the default.** Use **Customize Form** to choose the default print format for the document type. See Print formats and letterheads.
3. **Check images.** Open the image's address in a private browser window. If it asks you to sign in, make the file public or reattach it.
4. **Check the width.** In the print format, reduce column widths or tick **Landscape**.
5. **Try again** after refreshing the page. If the **PDF** button fails but the print preview shows, try printing to PDF from the browser as a workaround.

Prevention

- Test a new print format with a real document before staff use it.
- Keep image files small.

When to contact support

If every PDF fails, or one does not load after you have tried another document.

Related documentation

- Print formats and letterheads
- Creating a sales invoice

Troubleshooting

Incorrect stock balances

Find why the system's stock differs from the shelf and put it right.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Problem

The quantity in the system does not match what is on the shelf.

Symptoms

- A negative quantity
- A count that is higher or lower than the report
- An item is "out of stock" but you have it

Possible causes

- Stock was reduced twice, because **Update Stock** was ticked on an invoice that followed a delivery note
- A **Delivery Note** or **Purchase Receipt** was never submitted
- Goods were received into the wrong warehouse
- Returns were not recorded
- Stock moved without a document (for example, someone took goods unrecorded)
- A unit-of-measure mistake (bags versus kilograms)

Diagnosis steps

1. Open the **Stock Ledger** report for the item and warehouse. It lists every movement.
2. Look for the date things went wrong. Is there a movement twice? A large unexpected number?
3. Check for **Draft** documents. Open the lists for Delivery Note and Purchase Receipt filtered by *Draft*.
4. Check the other warehouses. The stock may be sitting somewhere else.
5. Check the **UOM**. A movement of 50 kg is not 50 bags.

Resolution

- If a document was missed, submit or create it.
- If a document was wrong, cancel and amend it.
- For a true difference, do a physical count and create a **Stock Reconciliation**. See Opening stock and stock counts.

Prevention

- Do not tick **Update Stock** on invoices that follow a delivery note.
- Count regularly, a few items each week.
- Give each storekeeper their own login.

When to contact support

If the ledger shows entries you cannot explain, or negative stock persists after corrections.

Related documentation

- Opening stock and stock counts
- Stock reports
- Warehouses and stock entries

Troubleshooting

Data import errors

Fix common problems when importing customers, items and other records from a spreadsheet.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Problem

A Data Import fails, or some rows are rejected.

Symptoms

- The preview shows warnings or red rows
- "Column not found", "Mandatory field missing" or "Could not find ..."
- Only some records were created

Possible causes

- The template's column headings were changed
- A mandatory field is empty
- A linked value does not exist yet (for example, an **Item Group** that has not been created)
- The wrong date or number format
- A duplicate of an existing record

Diagnosis and resolution

1. **Use a fresh template** from Data Import, and paste your data into it without changing the headings.
2. **Fix the red rows** in the preview. Each shows the cause.
3. **Create missing linked records first**, such as item groups, units of measure and customer groups.
4. **Check formats.** Use the date format in the template. Remove thousands separators from numbers.
5. **Import a small sample** of five or ten rows to test.
6. For updates, use *Update Existing Records* and include the **ID** column.

Prevention

- Clean your spreadsheet before importing: remove blank rows and duplicates.
- Keep one record per row.

When to contact support

For very large imports, or errors you cannot read. Send the file and the message.

Related documentation

- Importing data
- Creating items

Your Hesabu ERP account and billing

Your plan, invoices, payment links and what happens if a payment is late.

For: Business owners

Your Hesabu ERP account and billing

Your plan and your Hesabu ERP invoices

How your subscription is billed and what you receive before each renewal.

Beginner · About 5 minutes · Version 1.0 · Updated 17 November 2026

Overview

Hesabu ERP is billed on the plan you chose, either monthly or for a longer period. Your workspace stays active as long as your subscription is paid.

What you receive

1. **A reminder** shortly before the renewal date, telling you the date and amount.
2. **An invoice email** from `billing@hesabuerp.co.ke` when payment is due. It includes: - the amount and due date - the invoice as a **PDF** attachment, named after your company and the billing month - a **pay link**, for that invoice only
3. **A receipt email** after your payment, with the next due date.

If a card is saved for your subscription, it is charged automatically on the renewal date, and you receive a receipt.

Practical example

Mwangaza Hardware is on a monthly plan. A few days before renewal, the owner receives a reminder. On the due date, an invoice email arrives with the PDF and a pay link. She pays online, and a receipt follows.

Important notes

- The invoice shows your **plan name** and the amount.
- If you have not received an invoice, check your spam folder and contact us.
- To change your plan, call or WhatsApp us. You are told when the change takes effect.

Common mistakes

- Using an old invoice link for a new bill. Each invoice has its own link.

Next steps

Read Paying with the link in your invoice email.

Related documentation

- Paying with the link in your invoice email
- If a payment is late

Your Hesabu ERP account and billing

Paying with the link in your invoice email

Pay a Hesabu ERP invoice securely online, and what you see afterwards.

Beginner · About 5 minutes · Version 1.0 · Updated 17 November 2026

Overview

Every invoice email contains a button, **Pay KES ... now**. It opens a secure Paystack payment page for **that invoice only**.

Steps

1. Open the invoice email from `billing@hesabuerp.co.ke`.
2. Click the **Pay** button.
3. The Paystack page opens, showing the amount.
4. Choose a payment method shown on the page and complete the payment.
5. You return to confirmation. A receipt email follows.

If you open the link again after paying

You see a **Payment received** confirmation, not a payment page. This protects you from paying the same invoice twice.

Practical example

The accountant clicks the link, pays by card, and sees the confirmation. A week later she opens the same email by mistake, clicks the link, and sees **Payment received**. Nothing is charged.

Important notes

- Only pay from the link in an email sent by `billing@hesabuerp.co.ke`. We never ask for payment details by phone or message.
- The payment page is run by Paystack. We do not see or store your full card number.
- If you prefer to pay by bank or Paybill, the invoice email or your agreement tells you how. Quote the invoice number as the reference.

Common mistakes

- Paying from a forwarded email whose link has been altered. Use the original.
- Closing the page before the confirmation. Check your email for the receipt.

Troubleshooting

If the link says it is **not valid or has expired**, the invoice may already be paid or replaced by a newer one. Contact us and we will send a fresh link.

Next steps

Read If a payment is late.

Related documentation

- Your plan and your Hesabu ERP invoices
- If a payment is late

Your Hesabu ERP account and billing

If a payment is late

What happens when an invoice is not paid on time, and how to restore access.

Beginner · About 5 minutes · Version 1.0 · Updated 17 November 2026

Overview

If an invoice is not paid by its due date, we do not cut you off immediately.

What happens

1. **Reminder.** On or after the due date, we email you that payment is overdue and tell you the date your access will pause.
2. **Grace period.** Your workspace keeps working during a short grace period (usually seven days from the due date).
3. **Paused.** If the invoice is still unpaid when the grace period ends, your workspace is **paused**. You are emailed.
4. **Restored.** Pay the invoice and access returns within moments.

Your data

Your data is **not deleted** when a workspace is paused. It is kept safe, and is available again as soon as the invoice is paid.

Steps: restore a paused workspace

1. Open the latest email from `billing@hesabuerp.co.ke`, or the message on the paused screen.
2. Click the **pay link** and complete the payment.
3. Refresh your workspace. It should open as normal.

If you did not receive the email, call or WhatsApp us, and we will send you a link.

Important notes

- Pay before the grace period ends to avoid any interruption.
- If you expect a delay, tell us early.

Common mistakes

- Ignoring the reminder email because it went to spam.

Troubleshooting

If you paid and the workspace is still paused after a few minutes, contact us with your payment reference.

Related documentation

- Paying with the link in your invoice email
- Your plan and your Hesabu ERP invoices

Your Hesabu ERP account and billing

Plans and modules: what is included

Which modules come with Biashara, Kuza and Enterprise, and which are add-ons.

Beginner · About 5 minutes · Version 1.0 · Updated 17 November 2026

Overview

Hesabu ERP comes in three plans. Each higher plan includes everything in the one below it. Two optional **add-ons** can be added to any plan.

What each plan includes

Module	Biashara	Kuza	Enterprise
Accounting	Yes	Yes	Yes
Invoicing and KRA eTIMS	Yes	Yes	Yes
Selling and point of sale	-	Yes	Yes
Buying and suppliers	-	Yes	Yes
Stock and inventory	-	Yes	Yes
HR and leave	-	-	Yes
Payroll with PAYE, SHIF and NSSF	-	-	Yes
CRM	-	-	Yes
Projects	-	-	Yes
Assets	-	-	Yes

Tools, integrations, users and access control, and the documentation are available on every plan.

Add-ons

Add-on	Includes	Chapters
Production	Manufacturing and quality	Manufacturing and Quality management
Customer Support	Service tickets and complaints	Customer support

The **Website** module is offered in custom packages. Ask us about **Subcontracting**.

How to read this documentation

Each chapter and article that needs a particular plan or add-on says so in a **Plan availability** note at the top. If an article describes something you cannot see, check this table first.

Employees and pricing

Each plan includes a number of employees (users). You can add more employees for a small monthly fee per person. Current prices are on our pricing page. To change plan or add an add-on, call or WhatsApp us.

Important notes

- If a module is in your plan but you cannot see it, your **role** may not allow it. Ask your administrator. See Missing modules or permissions.
- Plans can change. If this table does not match what you were sold, trust your agreement and tell us.

Next steps

Read Your plan and your Hesabu ERP invoices.

Related documentation

- Your plan and your Hesabu ERP invoices
- Missing modules or permissions

Glossary

Account
A named record in your books where amounts are posted, for example Cash, Sales or Rent Expense.

Accounts Payable
Money you owe to suppliers.

Accounts Receivable
Money customers owe you.

Amend
Create a corrected copy of a cancelled document.

Batch
A group of units of an item produced or received together, tracked by a batch number, often with an expiry date.

Chart of Accounts
The full list of accounts in your books, arranged in a tree.

Cost Centre
A part of the business, such as a branch or department, that you want to measure income and costs for.

Credit Note
A document that reduces what a customer owes, usually for returned goods or a price correction.

Debit Note
A document that reduces what you owe a supplier.

Desk
The main working area of Hesabu ERP, with the sidebar, workspaces, lists and forms.

DocType
The type of a document, such as Sales Invoice or Item. It defines the fields and rules.

Document
A single record, such as one invoice or one customer.

Draft
A document that is saved but not yet submitted. It can still be edited and has no effect on your books.

Fiscal Year
Your accounting year, for example 1 July to 30 June.

General Ledger
The record of every posting to every account.

Item

A product or service you buy or sell.

Journal Entry
A manual accounting entry that debits and credits accounts.

Lead
A person or business that might become a customer.

Material Request
An internal request for items that you need.

Opportunity
A lead with a real chance of becoming a sale.

Payment Entry
A record of money received from a customer or paid to a supplier.

Purchase Order
Your confirmed order to a supplier.

Quotation
A price offer sent to a customer.

Role
A set of permissions, such as Accounts User, that you give to users.

Sales Invoice
The bill you send to a customer.

Sales Order
A customer's confirmed order.

Serial Number
A unique number that identifies one individual unit of an item.

Stock Entry
A record of stock moving in, out or between warehouses.

Stock Reconciliation
A stock count that sets the system's quantity to what is really on the shelf.

Submit
Finalise a document so it is posted to your books. A submitted document cannot be edited.

Warehouse
A place where you keep stock, such as a shop, store room or van.

Workflow
A set of approval steps a document must pass before it can be submitted.

Workspace
A module's home screen with shortcuts, charts and reports.

Support

Call or WhatsApp 0117 801 786.
Support requests: https://www.hesabuerp.co.ke/support.html
Website: https://www.hesabuerp.co.ke
Online documentation: https://www.hesabuerp.co.ke/documentation/

When you contact us, please give your workspace address and a short description of what you were doing. A screenshot helps.