

Hesabu ERP Industry Guides

Industry guides

Documentation version 1.0
Published 17 November 2026
https://www.hesabuerp.co.ke/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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Industry guides

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

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

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.