

Hesabu ERP Role Guides

Guides by job role

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Guides by job role

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

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

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.