

Guide for customers and suppliers: using your portal

Guides by job role

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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