

Hesabu ERP Account and Billing Guide

Your Hesabu ERP account and billing

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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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Your Hesabu ERP account and billing

Your plan, invoices, payment links and what happens if a payment is late.

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.

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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.

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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

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.