StartERP
AI BUSINESS OS

MODULE GUIDE 2 OF 14

Selling and documents

Quotations, proforma invoices, sales orders, delivery notes, credit and debit notes, customer price lists, collections and cheques, salespeople and their commission, approvals and a portal for your clients. Step-by-step instructions for each of the 12 modules, with the real screens you will use.

Quotations | Proforma invoices | Delivery notes | Credit notes & debit notes | Customer price lists | Sales orders | Collections & cheques | Tenders & bank guarantees | Warranty claims & vendor RMA | Sales team & commissions | Workflows & approvals | Client portal

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How to use this guide

Each chapter covers one module: what it does, how to start in a few steps, and then each of its screens with the steps to follow. The label under each module name says whether every store has it or whether it is an add-on module switched on for your store. Some modules are made for certain kinds of business or for one country, and the label says which.

Where to find what your store has. Open **Settings** → **Modules** to see the modules your store has. Every screen has a **?** button at the top with the steps for that screen, and the ⓘ beside a title explains what the screen shows.

About the screenshots. They come from StartERP demo stores (starterp.org/#/demo-store), each taken in the kind of business the module is made for, so the names and figures are sample data. Your screens show your own company, products and figures, and some words change to suit your business.

The modules in this guide

Module	What it gives you
Quotations Included	Quote, then turn it into a sale in one click
Proforma invoices Add-on	Proformas for advance payment and approvals
Delivery notes Add-on	Delivery notes signed by the customer
Credit notes & debit notes Add-on	ZATCA-ready credit and debit notes on customer accounts

Customer price lists Add-on	Keep the prices agreed with each customer or customer group: fixed prices, a % off retail or a markup on cost by product, brand or category, with quantity breaks and start and end dates; the right price fills in by itself on quotations, invoices and the POS
Sales orders Add-on	Take a customer's order once and deliver it in parts: each line shows what is ordered, delivered, invoiced and still owed, delivery notes and invoices take the open lines by themselves, late orders stand out by promised date, and blanket orders take call-offs until they end
Collections & cheques Add-on	Chase what customers owe: post-dated cheques from received to deposited, cleared or bounced, an ageing board per customer with promises to pay, reminder emails 7 days before due and when late, and an optional hold on new credit sales for long-overdue customers
Tenders & bank guarantees Add-on	Bid for government and company tenders and keep the contract you win: each bid from preparing to submitted, won or lost with its reason, the bank's bid bonds and performance guarantees with expiry alerts and the cash margin held, and the retention the buyer keeps from your invoices until it is released
Warranty claims & vendor RMA Add-on	Handle a faulty item a customer brings back under warranty: the invoice it was sold on, its serial number and the fault, the decision to repair, replace, credit or reject, the sales return that credits it, and the claim you send the vendor until it is credited or rejected, with each vendor's claim success rate
Sales team & commissions Add-on	Give each customer a salesperson, see sales and collections per salesperson by day, week, month or year, and pay commission on the money customers actually pay
Workflows & approvals Add-on	Decide who signs off purchases, expenses, payments, leave and payroll by amount and role: one or more steps, any or all approvers, with a due time, reminders and escalation, one-tap approve or reject from My tasks, holiday covers and an SLA report
Client portal Add-on	Your clients sign in on their own page to follow their requests, message the office, upload papers, see their invoices and send payment receipts

01

Quotations

Included in every store

Win more deals with professional quotes

Send a branded quotation as a PDF or on WhatsApp, follow it up, and turn it into an invoice with one click when the customer says yes. No retyping, no mistakes.

What you get

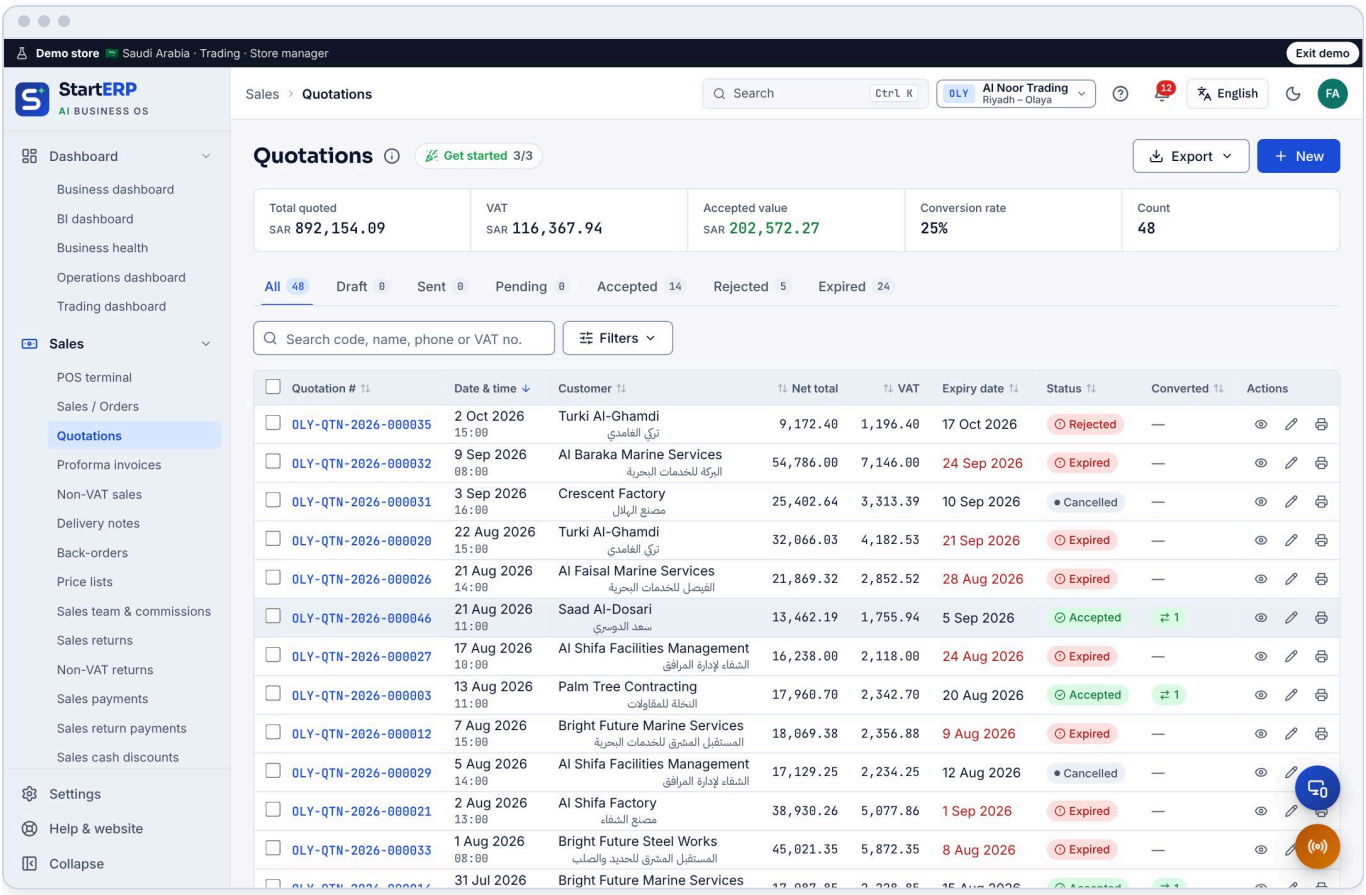
- Quotation to invoice in one click
- Validity dates and status at a glance
- Your logo, terms and bilingual layout
- Share by PDF or WhatsApp

GET STARTED IN 3 STEPS

1. **Add the customer.** Or pick one you already have.
2. **Create a quotation.** Items, prices and validity; send it as PDF or on WhatsApp.
3. **Convert it to an invoice.** When the customer says yes, one click makes the invoice.

Quotations

Send priced offers to customers, track their status and convert accepted ones to a sales invoice or proforma. Quotations do not move stock.



Quotations

ON THE LIST

1. Use the tabs — All, Draft, Sent, Pending, Accepted, Rejected, Expired — to see quotations by status.
2. Type in the search box to find by code, customer name, phone or VAT no.
3. Pick a date range (All time, Today, Last 7 days, This month… or Custom range) and use the filter menus; “Clear” resets them.
4. Check Expiry date (red when expired) and the Converted column, which counts sales orders made from each quotation.
5. Click a row to open it. The row icons are View, Edit, Print and WhatsApp; right-click a row for View, Edit and Delete.
6. Tick rows to act on several at once: Print selected, Export selected (Excel or CSV) or Delete selected.
7. Use Export → Excel (.xlsx), CSV (UTF-8), PDF (list report) or JSON to take the filtered list out, with the store's details, the filters and a totals row.

8. Tick “Show deleted” to see deleted documents; right-click one and choose Restore.

Tips. With “Custom payment account” on in Settings, a cash or bank payment can go to any account you pick (search, filter by type, or open a new one) instead of Cash or Bank. Leave it on the default to keep using Cash or Bank. A quotation becomes Expired automatically once its validity days pass, unless it is Accepted, Rejected or Cancelled. The stats show Total quoted, Accepted value and Conversion rate for the filtered list. Deleted documents are not erased: use “Undo” in the notification right away, or “Show deleted” → Restore later. Your date range, tab, sort and page size are remembered for next time. “Auto-refresh” reloads the list every 30 seconds.

ON THE FORM

1. Choose the Customer (search name, phone, code or VAT no.); with none picked the sale goes to an unknown customer (simplified invoice). Phone, VAT no. and address come from the customer record. “New”, “Edit” and “List” open in a window, so the form stays open.
2. Add items: search a product by name, part no. or barcode and press Enter, or click “Scan barcode”. Picking the same product again adds 1 to its quantity. Not in the list yet? “New product / service” opens the product or service form in a window; save it and it is added as a line (shown to users who may create products).
3. Or copy lines with “Import products”.
4. On each line set Qty, Warehouse, U.Price (ex. or inc. VAT) and a discount (U.Disc or U.Disc %). The gear icon shows or hides columns. The pencil next to a product’s name opens its full product form in a window: save it and the line takes the new name, part no. and unit, keeping the qty and price you typed.
5. In “Quotation terms” set Status, Validity (days), Delivery (days) and Delivery counted from (Payment or Approval). With Sales in quotations on, also pick the Quotation type (required).
6. In “Bill summary” add a Discount (amount or %, ex. or inc. VAT), Shipping / handling, check VAT % and Rounding (tick Auto to round to the nearest 0.05).
7. For a sale from a quotation (type Proforma invoice, with Sales in quotations on) record the payments in “Payments received”; a plain quotation has no payments. Then press Create or Ctrl+S.
8. While writing a new quotation, “Switch to Sales Order” moves its customer and lines to a new sales invoice, not saved yet. A saved quotation has “Create Sales Invoice” instead.

Tips. The date cannot be in the future: it says when the sale, purchase, payment or entry happened, so the picker stops at now in your store's time (a few minutes of leeway for a device clock that runs fast). Due dates, valid-until, expected delivery and bookings can still be later. Validity and Delivery days must be greater than 0. The hint under Validity shows the exact expiry date. Quotations are not tax invoices: they are not reported to ZATCA and do not change stock. A quotation created from an RFQ shows its RFQ link; otherwise “Not from an RFQ”. Saving is blocked by: “Add at least one item”, “Every quantity must be greater than 0”, “A line discount is larger than its unit price” and “Discount cannot exceed the subtotal”. The form follows your business category: Auto Repair Workshop stores get a Workshop card (Vehicle, KM driven, Repair job); everyone else gets the full layout. When editing, the ‹ › arrows open the previous / next document, “New” starts another one, and Esc or Close leaves (asking first if there are unsaved changes).

ON THE RECORD

1. Check the status badge, “Valid until” and “Delivery” in the Document card.
2. Click “Print” or send it with WhatsApp or Email.
3. Click “Create Sales Invoice” when the customer accepts: a sales invoice is created and opened. A sale from a quotation (type Proforma invoice) is already a sale and has no such button.
4. Or click “Create proforma invoice” if the customer needs one for payment, LC or customs.
5. Under More actions use “Create delivery note”, “Create return”, “Thermal Receipt” or Delete.

Tips. Converting copies lines, discount and VAT to a new invoice dated now, deducts stock, sets the quotation to Accepted and links both. Payments are not copied. “Undo” in the notification reverses it. You can convert the same quotation more than once (partial orders); the Conversion row lists each sales order. Conversion buttons are hidden for Rejected or Cancelled quotations. The History tab shows who created and changed the document, with old → new values.

02

Proforma invoices

Add-on module

Get paid before you deliver

Issue proforma invoices for advance payments, approvals and letters of credit, then convert them into the final tax invoice without retyping.

What you get

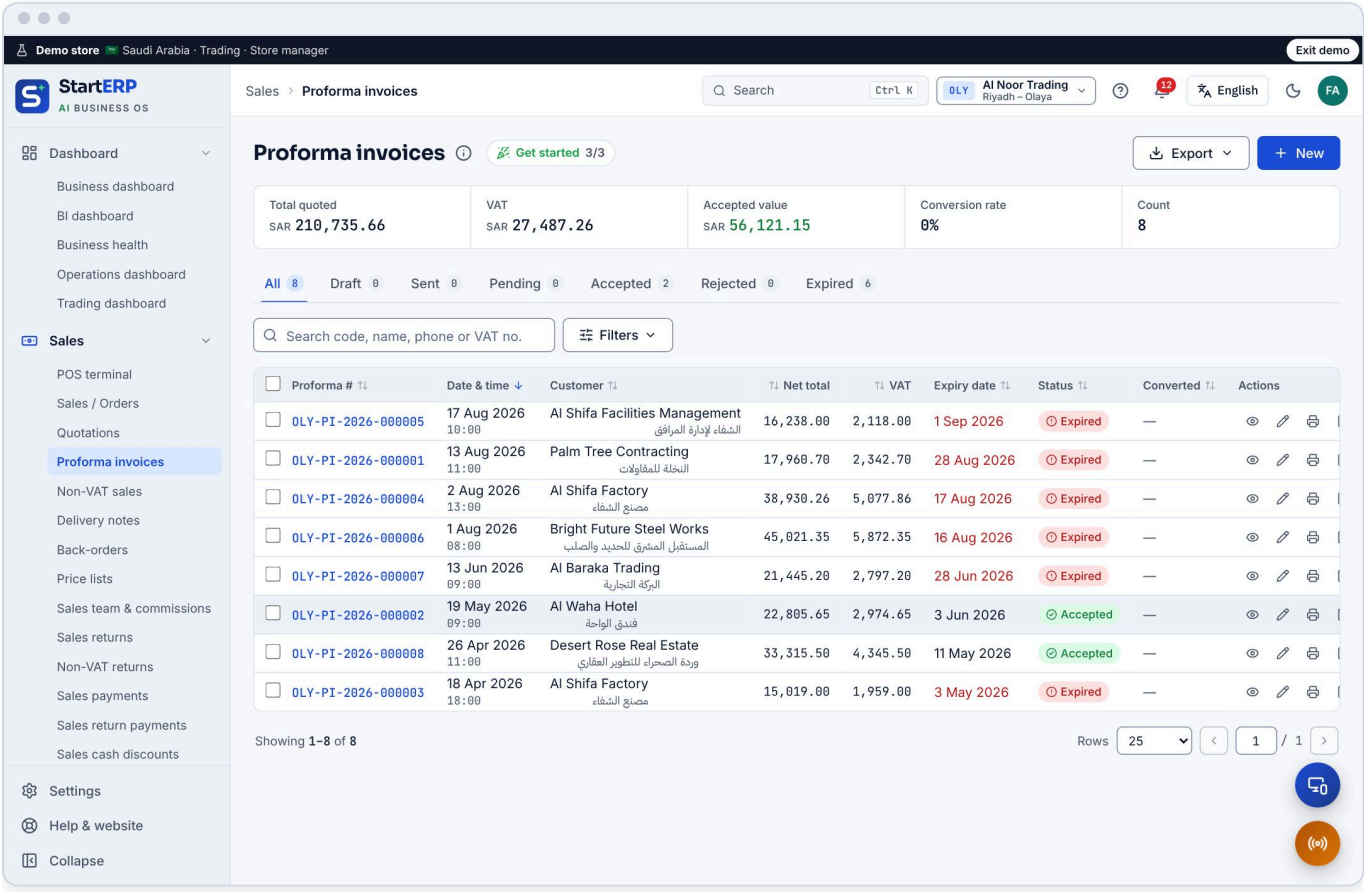
- Proforma to tax invoice in one click
- Advance payments recorded against it
- Same branded layout as your invoices
- Clear status: open, paid, invoiced

GET STARTED IN 3 STEPS

1. **Add the customer.** Or pick an existing one.
2. **Issue a proforma.** Items, prices and advance terms.
3. **Convert to the tax invoice.** One click when the order is confirmed.

Proforma invoices

A priced offer in invoice form for advance payment, letters of credit or customs. It is not a tax invoice: no ZATCA, no stock and no payments.



Proforma invoices

ON THE LIST

1. Use the status tabs (Draft, Sent, Pending, Accepted, Rejected, Expired) to follow up.
2. Type in the search box to find by code, customer name, phone or VAT no.
3. Pick a date range (All time, Today, Last 7 days, This month… or Custom range) and use the filter menus; “Clear” resets them.
4. Click a row to open it. The row icons are View, Edit, Print and WhatsApp; right-click a row for View, Edit and Delete.
5. Tick rows to act on several at once: Print selected, Export selected (Excel or CSV) or Delete selected.
6. Use Export → Excel (.xlsx), CSV (UTF-8), PDF (list report) or JSON to take the filtered list out, with the store's details, the filters and a totals row.
7. Tick “Show deleted” to see deleted documents; right-click one and choose Restore.

Tips. Expiry date turns red and the status shows Expired once the validity days pass. The Converted column shows how many tax invoices were issued from each proforma. Deleted documents are not erased: use “Undo” in the notification right away, or “Show deleted” → Restore later. The totals bar at the top always reflects the current search, filters and date range.

ON THE FORM

1. Choose the Customer (search name, phone, code or VAT no.); with none picked the sale goes to an unknown customer (simplified invoice). Phone, VAT no. and address come from the customer record. “New”, “Edit” and “List” open in a window, so the form stays open.
2. Add items: search a product by name, part no. or barcode and press Enter, or click “Scan barcode”. Picking the same product again adds 1 to its quantity. Not in the list yet? “New product / service” opens the product or service form in a window; save it and it is added as a line (shown to users who may create products).
3. Or copy a quotation’s lines with “Import products → From quotations”.
4. On each line set Qty, Warehouse, U.Price (ex. or inc. VAT) and a discount (U.Disc or U.Disc %). The gear icon shows or hides columns. The pencil next to a product’s name opens its full product form in a window: save it and the line takes the new name, part no. and unit, keeping the qty and price you typed.
5. In “Proforma terms” set Status, Validity (days), Delivery (days) and Delivery counted from.
6. In “Bill summary” add a Discount (amount or %, ex. or inc. VAT), Shipping / handling, check VAT % and Rounding (tick Auto to round to the nearest 0.05).
7. Press Create or Ctrl+S.

Tips. The date cannot be in the future: it says when the sale, purchase, payment or entry happened, so the picker stops at now in your store's time (a few minutes of leeway for a device clock that runs fast). Due dates, valid-until, expected delivery and bookings can still be later. Validity defaults to 15 days; a proforma made from a quotation gets at least 15 days. There is no payments section: record the advance on the tax invoice after conversion. Saving is blocked by: “Add at least one item”, “Every quantity must be greater than 0”, “A line discount is larger than its unit price” and “Discount cannot exceed the subtotal”. Unsaved work is kept as a draft every 30 seconds; when you come back choose “Restore” or “Discard” on the banner.

ON THE RECORD

1. Click “Print” to produce the proforma for the customer or bank, or send it by WhatsApp / Email.
2. When payment or approval arrives click “Convert to tax invoice”: a sales invoice is created and opened.
3. On the new invoice record the payment and report it to ZATCA.
4. Use Edit to change it, or Delete (with Undo) under More actions.

Tips. Converting deducts stock on the new invoice, marks the proforma (and its source quotation) Accepted and links them. “Undo” in the notification reverses it. The Quotation row links back to the quotation it came from; Related lists the tax invoices issued. The History tab shows who created and changed the document, with old → new values.

03 Delivery notes

Add-on module

Proof of delivery, signed by the customer

Print delivery notes with or without prices for your drivers, collect the customer's signature, and invoice later what was delivered.

What you get

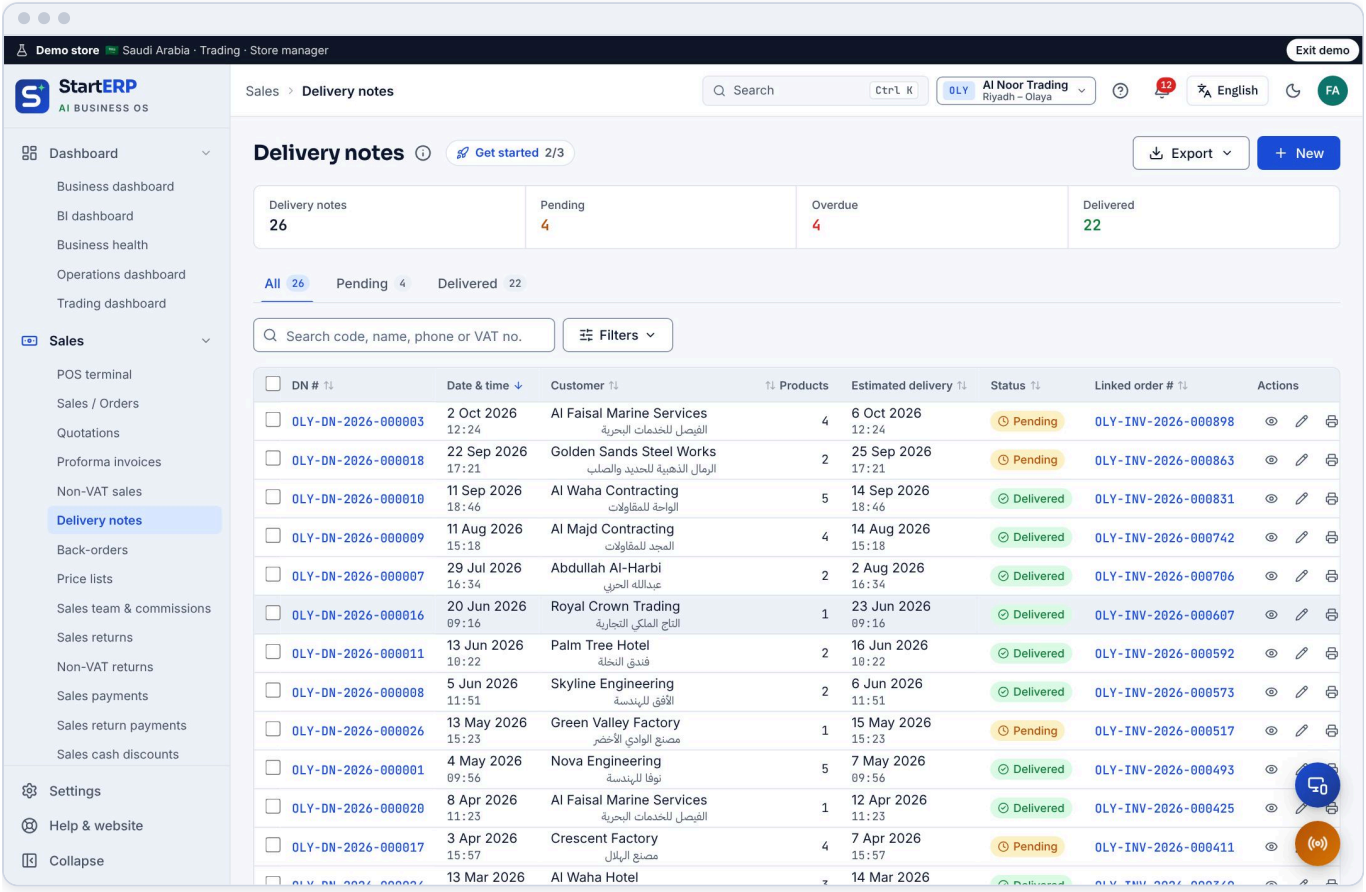
- Print with or without prices
- Customer signature on delivery
- Turn delivered goods into an invoice
- Every delivery traceable

GET STARTED IN 3 STEPS

1. **Start from a sale or order.** Pick what is being delivered.
2. **Print the delivery note.** With or without prices, for the driver.
3. **Collect the signature.** Keep proof of what arrived.

Delivery notes

Track goods handed over to customers: what was delivered, by whom and when. Delivery notes carry no prices to pay and do not move stock.



Delivery notes

ON THE LIST

1. Use the tabs All, Pending and Delivered.
2. Type in the search box to find by code, customer name, phone or VAT no.
3. Pick a date range (All time, Today, Last 7 days, This month… or Custom range) and use the filter menus; “Clear” resets them.
4. Check Estimated delivery, Status and Linked order # for each note.
5. Tick several notes and click “Mark delivered” to close them in one go.
6. Click a row to open it. The row icons are View, Edit, Print and WhatsApp; right-click a row for View, Edit and Delete.
7. Use Export → Excel (.xlsx), CSV (UTF-8), PDF (list report) or JSON to take the filtered list out, with the store's details, the filters and a totals row.
8. Tick “Show deleted” to see deleted documents; right-click one and choose Restore.

Tips. The stats show Pending, Overdue (pending past the estimated date) and Delivered counts. Deleted documents are not erased: use “Undo” in the notification right away, or “Show deleted” → Restore later. Your date range, tab, sort and page size are remembered for next time. “Auto-refresh” reloads the list every 30 seconds.

ON THE FORM

1. Fastest: open a sales invoice or quotation and click “Create delivery note” — customer and lines are copied.
2. Choose the Customer (search name, phone, code or VAT no.); with none picked the sale goes to an unknown customer (simplified invoice). Phone, VAT no. and address come from the customer record. “New”, “Edit” and “List” open in a window, so the form stays open.
3. Set Estimated delivery, Status and Delivered by.
4. Add or adjust items, quantities and warehouse.
5. Press Create or Ctrl+S.

Tips. The date cannot be in the future: it says when the sale, purchase, payment or entry happened, so the picker stops at now in your store's time (a few minutes of leeway for a device clock that runs fast). Due dates, valid-until, expected delivery and bookings can still be later. Estimated delivery is required; a reminder is sent on that date. Stock is deducted by the sales invoice, not by the delivery note, so delivering never changes stock twice. A note created from an invoice or quotation stays linked to it and shows in that document’s Related row. Saving needs at least one item with quantity above 0.

ON THE RECORD

1. Check the Delivery card: status, products, total quantity and any overdue date.
2. Click “Print” (or “Thermal Receipt”) for the driver and customer signature. Prices print by default; untick “Show prices” under Content in the Print Center to print quantities only.
3. When handed over click “Mark delivered”; the delivery time is recorded.
4. Send it by WhatsApp or Email, Edit it, or Delete it under More actions.

Tips. “Mark delivered” shows an Undo in the notification if pressed by mistake. The Linked order row opens the sales invoice this note belongs to. Without prices the note prints no unit price, amount, VAT or total columns: just items, quantities, the total quantity and a “Received by” line. “Save as default” keeps your choice on this device. The History tab shows who created and changed the document, with old → new values.

04

Credit notes & debit notes

Add-on module

Correct a customer's account the compliant way

Issue credit notes and debit notes on a customer's account for price corrections, rebates, extra charges or settlements. Each one is a ZATCA e-invoice document (codes 381 and 383) and updates the balance and your VAT.

What you get

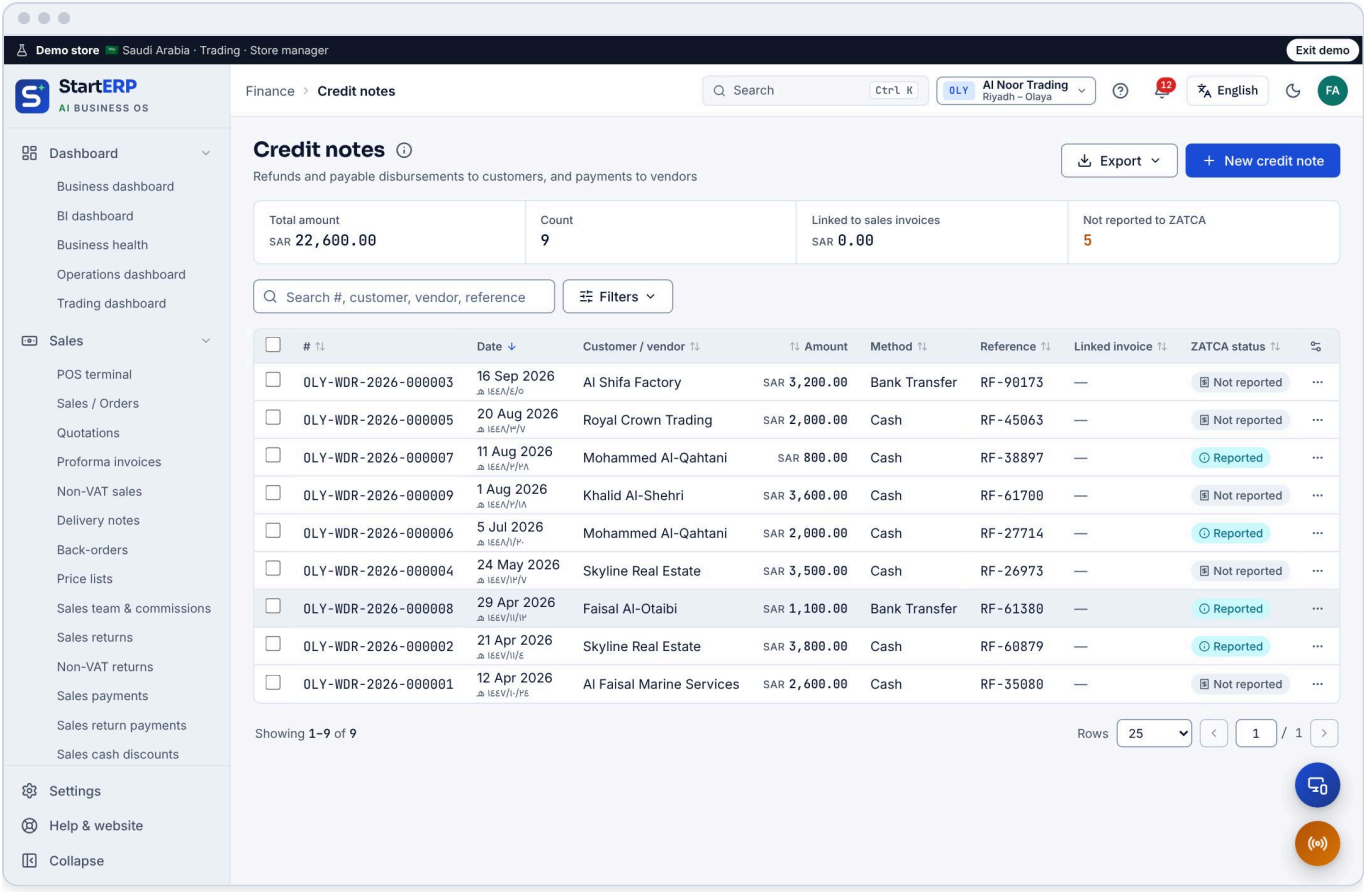
- ZATCA-reported credit notes (381) and debit notes (383)
- Customer balance and VAT corrected
- Linked to the invoice they adjust
- A clean audit trail for your accountant

GET STARTED IN 3 STEPS

1. **Open the customer.** Pick whose account to correct.
2. **Issue a credit or debit note.** For a price correction, rebate or charge.
3. **Check the balance.** The statement and tax figures update.

Credit notes (customer refunds)

Pay money back to customers with a credit note: refunds of advances or payable disbursements, reported to ZATCA. A credit note can also pay a vendor, for example a pending purchase.



Credit notes (customer refunds)

ON THE LIST

1. Open Finance → Credit notes in the sidebar.
2. Click "New credit note" to record a refund.
3. Filter by Method, ZATCA status or Invoice link.
4. Select rows and use "Report to ZATCA" for credit notes not yet reported.
5. Use the row menu "Print credit note".

> **Tips.** With “Custom payment account” on in Settings, a cash or bank payment can go to any account you pick (search, filter by type, or open a new one) instead of Cash or Bank. Leave it on the default to keep using Cash or Bank. A credit note increases the customer balance (a debit on the statement). Refunds of a sales return are recorded on the sales return payment, not here.

ON THE FORM

1. Under "Made out to" keep Customer, or pick Vendor to pay a vendor.
2. Choose the Customer.

3. Enter Date, Amount, Payment method and Reference no.
4. Optionally link it to an invoice.
5. Choose Type: "Refund (reversal)" or "Payable disbursement".
6. Saudi stores in ZATCA Phase 2: leave “Invoice type for ZATCA” on Auto, or pick B2C (always simplified) or B2B (always a standard tax invoice, sent for clearance). With B2B the form lists what ZATCA needs from the buyer and won't save until every line is ticked.
7. Keep "Report credit note to ZATCA" ticked if needed, then Save.

Tips. The date cannot be in the future: it says when the sale, purchase, payment or entry happened, so the picker stops at now in your store's time (a few minutes of leeway for a device clock that runs fast). Due dates, valid-until, expected delivery and bookings can still be later. Once a note is reported to ZATCA (or while it is being reported), its customer or vendor, date, amount and payment method are read-only; the reference, account, linked document and notes can still change. Issue another note to correct it. Posting: Dr 2300 Customer deposits / Cr Cash (1000) or Bank (1010). Check the customer’s current balance in the side card before refunding more than they paid. To pay a vendor, pick Vendor, choose the vendor and pick the purchase under "Pay a purchase" (each shows what is still open), or leave it unlinked to pay in advance. The amount cannot be more than the purchase's open balance; the purchase then shows as paid or partly paid. A vendor credit note posts Dr 2000 Accounts payable / Cr Cash (1000) or Bank (1010), lowers what you owe the vendor, shows under the vendor's Payments and can be reported to ZATCA, with the vendor as the buyer. You can also start one from a purchase ("Pay with credit note") or a vendor ("Pay vendor (credit note)").

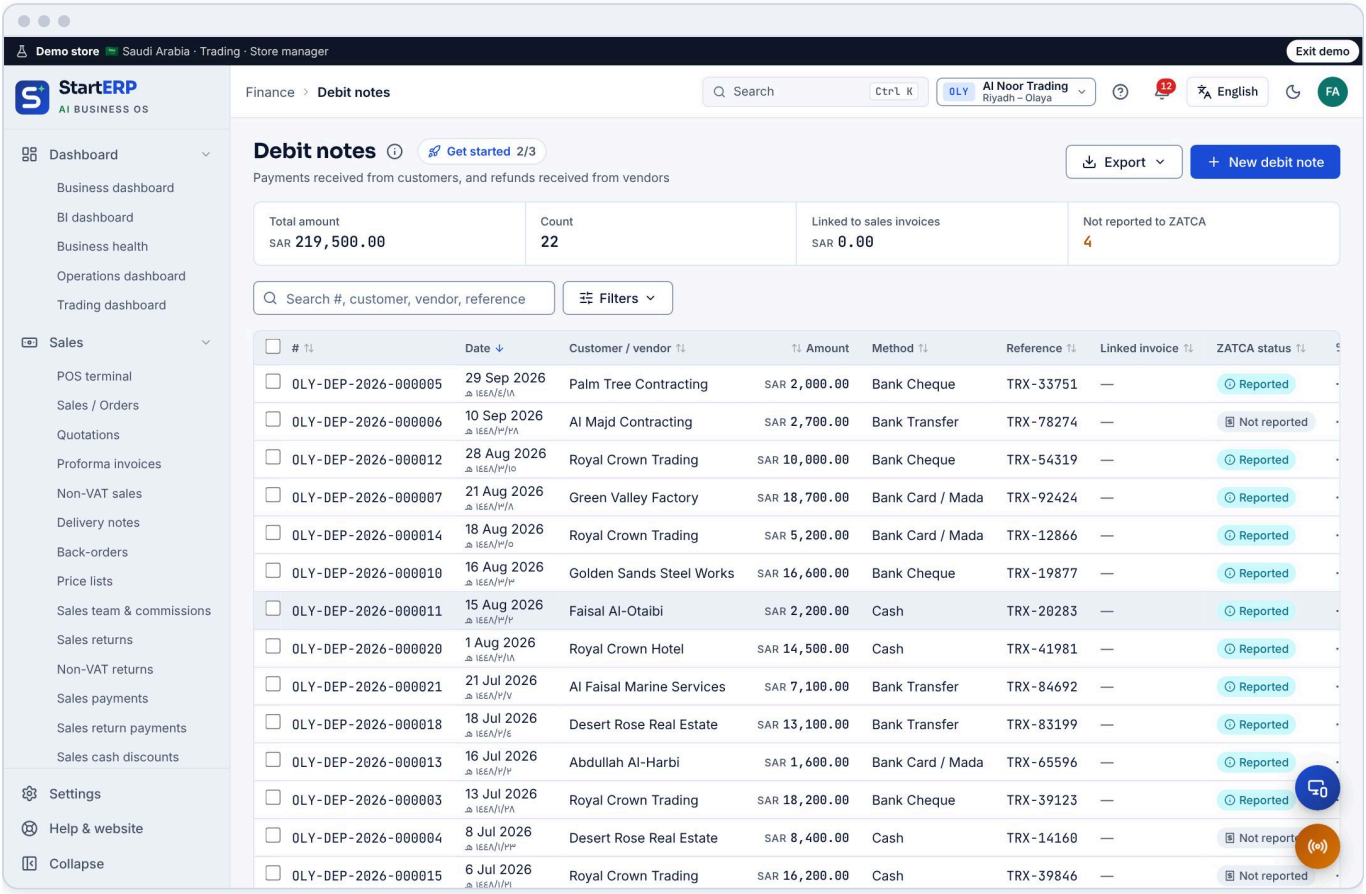
ON THE RECORD

1. Check Amount and "Customer balance now".
2. Click "Report now" in the banner if it is not reported yet.
3. Click "Print" for the credit note (إشعار دائن) and have the customer sign it.

Tips. Badges show the type (Refund or Payable) and whether it is linked to an invoice. The ZATCA card shows the document type, UUID and reporting time.

Debit notes (customer receipts)

Record money received from customers as a debit note, either as an advance payment or linked to an invoice, and report advances to ZATCA. A debit note can also be made out to a vendor, for a refund the vendor pays you.



Debit notes (customer receipts)

ON THE LIST

1. Open Finance → Debit notes in the sidebar.
2. Click "New debit note" to record money received.
3. Filter by Method, ZATCA (Reported / Not reported) or Invoice (Linked / Not linked (advance)).
4. Select rows and use "Report to ZATCA" to report several debit notes at once.
5. Use the row menu "Print debit note" to print one.

Tips. With “Custom payment account” on in Settings, a cash or bank payment can go to any account you pick (search, filter by type, or open a new one) instead of Cash or Bank. Leave it on the default to keep using Cash or Bank. "Not reported to ZATCA" in the stats counts debit notes still waiting to be reported. Click the linked invoice number to open the invoice.

ON THE FORM

1. Under "Made out to" keep Customer, or pick Vendor when a vendor pays you back.

2. Choose the Customer; use "New customer" if they are not in the list yet.
3. Enter Date, Amount and Payment method; the amount is shown in words.
4. Enter the bank or transfer number in "Reference no.".
5. Choose an invoice in "Link to invoice", or leave "Not linked (advance payment)".
6. Saudi stores in ZATCA Phase 2: leave “Invoice type for ZATCA” on Auto, or pick B2C (always simplified) or B2B (always a standard tax invoice, sent for clearance). With B2B the form lists what ZATCA needs from the buyer and won't save until every line is ticked.
7. Keep "Report to ZATCA" ticked to report it on save.
8. Press Save.

Tips. The date cannot be in the future: it says when the sale, purchase, payment or entry happened, so the picker stops at now in your store's time (a few minutes of leeway for a device clock that runs fast). Due dates, valid-until, expected delivery and bookings can still be later. Once a note is reported to ZATCA (or while it is being reported), its customer or vendor, date, amount and payment method are read-only; the reference, account, linked document and notes can still change. Issue another note to correct it. Changing the customer clears the linked invoice. Posting: an advance is Dr Cash/Bank / Cr 2300 Customer deposits; a debit note linked to an invoice is Dr Cash/Bank / Cr 1100 Accounts receivable. Every debit note, linked or not, reduces the customer balance and appears as a credit on the statement. A vendor debit note records a refund from the vendor: link it under "Refund of a purchase return" to settle that return, or leave it unlinked for a refund of an advance. It posts Dr Cash/Bank / Cr 2000 Accounts payable, raises what you owe the vendor back by the amount, shows under the vendor's Payments and can be reported to ZATCA, with the vendor as the buyer. After a debit note is reported, the ZATCA card shows "Already reported" with its UUID.

ON THE RECORD

1. Check Amount, "Customer balance now" and Payment method.
2. If the banner says "Not reported to ZATCA", click "Report now".
3. Click "Print" for the debit note (إشعار مدين) with the amount in words.
4. Send it with "WhatsApp" or "Email".

Tips. The badge shows "Linked · invoice no." or "Advance". To return money to the customer, record a credit note instead of deleting a reported debit note.

05

Customer price lists

Add-on module

For: Industrial Supplies, Trading, Health and Safety Store, Paint store & colour centre, Construction and Contracting, Auto Spare Parts, Toyota Spare Parts, Isuzu Spare Parts, Hyundai Spare Parts, Honda Spare Parts, Car Accessories and Modifications, CCTV, smart home & IT solutions, Luxury lighting showroom, Flooring & matting (retail & wholesale), Drinking water delivery

Every customer pays the price you agreed

Keep the prices agreed with each contractor, factory or reseller, with each customer group, or one trade list for everyone: a fixed price, a percentage off retail or a markup on cost, by product, brand, category or all products, with quantity breaks and start and end dates. Pick the customer and the right price fills in by itself on quotations, invoices, proformas, delivery notes and the POS, never below your minimum price.

What you get

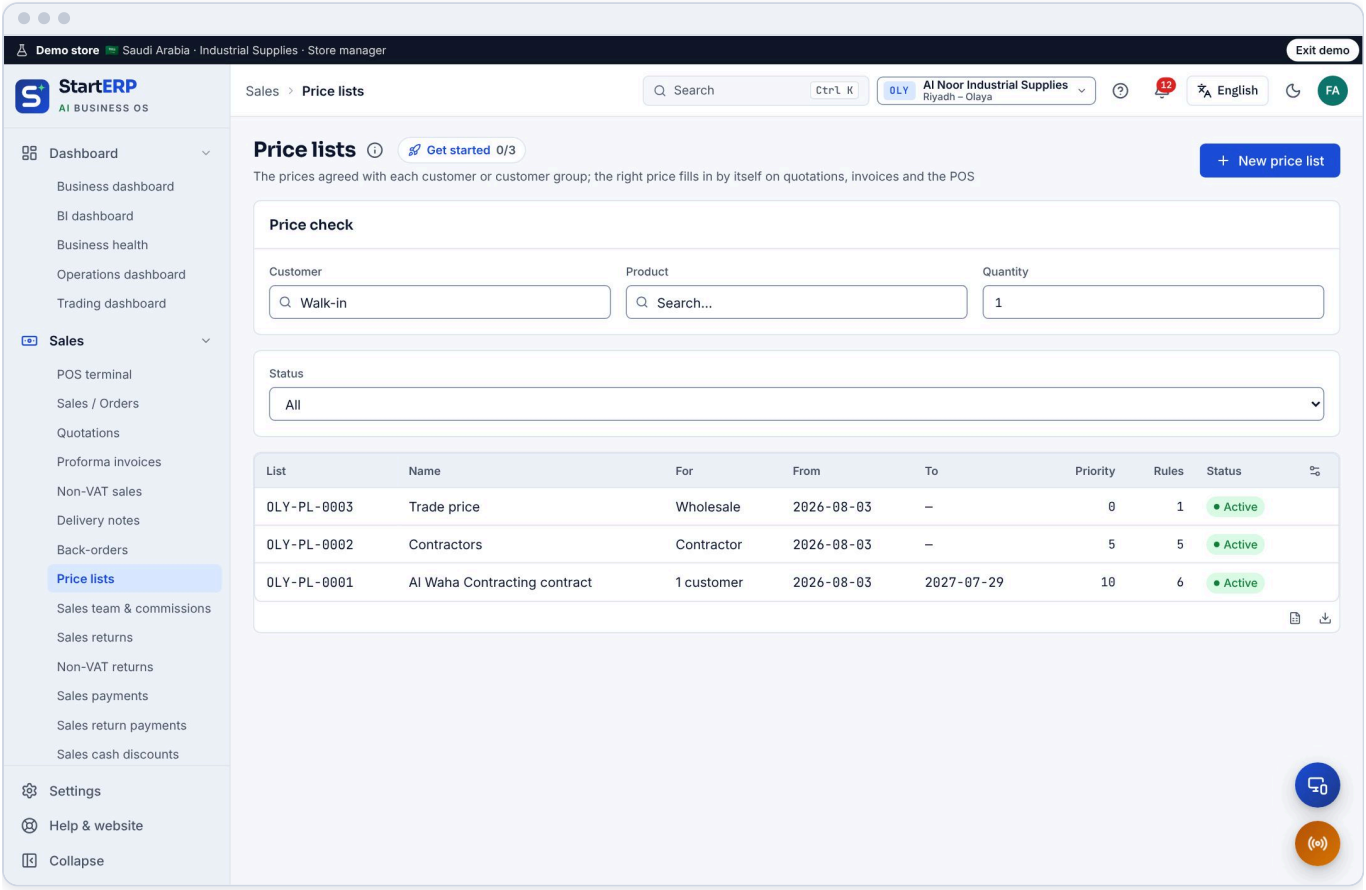
- Prices per customer or group
- Quantity breaks and valid dates
- Filled in by itself on every sale
- Never below your minimum price

GET STARTED IN 3 STEPS

1. **Make a price list.** For a customer, a group or everyone.
2. **Add its price rules.** Fixed, % off retail or % over cost.
3. **Check a customer's price.** Then quote and invoice as usual.

Customer price lists

Keep the prices you agreed with each customer, each customer group or every customer: a fixed price, a percentage off retail or a markup on cost, by product, brand, category or all products, with quantity breaks and start and end dates. When you pick the customer, the price fills in by itself on quotations, invoices, proformas, delivery notes and the POS. Part of the Customer price lists add-on.



Customer price lists · demo store: Industrial Supplies

1. Open Sales → Price lists and press New price list. Give it a name and, if it has them, a start and an end date.
2. Under Who pays these prices, pick the customers, the customer groups (the categories set on each customer, such as Contractor or Wholesale), or leave both empty for the store's default list.
3. Add the price rules: what each applies to (a product, a brand, a category or all products), how the price is set (a fixed price, % off retail or % over cost), the value, and From qty for a quantity break.
4. Use Price check at the top of Price lists to see what a customer pays for a product at a quantity, and which list and rule set it.

Tips. The customer's own list comes first, then a group list, then the store default; between two lists of the same kind the higher priority wins. In one list a product rule beats a brand rule, then category, then all products, and the highest quantity reached counts. A list price never goes below the product's minimum price. A price you type over on a line stays as you typed it, and prices are set on new documents only, so saved invoices keep their prices. StartAI can tell you any customer's price for a product and add or change a price list for you.

06

Sales orders

Add-on module

For: Industrial Supplies, Trading, Health and Safety Store, Paint store & colour centre, Construction and Contracting, Auto Spare Parts, Toyota Spare Parts, Isuzu Spare Parts, Hyundai Spare Parts, Honda Spare Parts, CCTV, smart home & IT solutions, Luxury lighting showroom, Flooring & matting (retail & wholesale), Home furnishings showroom, Textiles and Tailoring

Every customer PO tracked to the last piece

Turn each customer PO into a sales order with its promised date and delivery address, then deliver and invoice it line by line. See what was ordered, delivered, invoiced and still open on every line, the late orders first on one board with the value still to deliver, which orders your stock can ship today, and blanket orders that take call-offs until they end. Short lines go to the back-order register in one press.

What you get

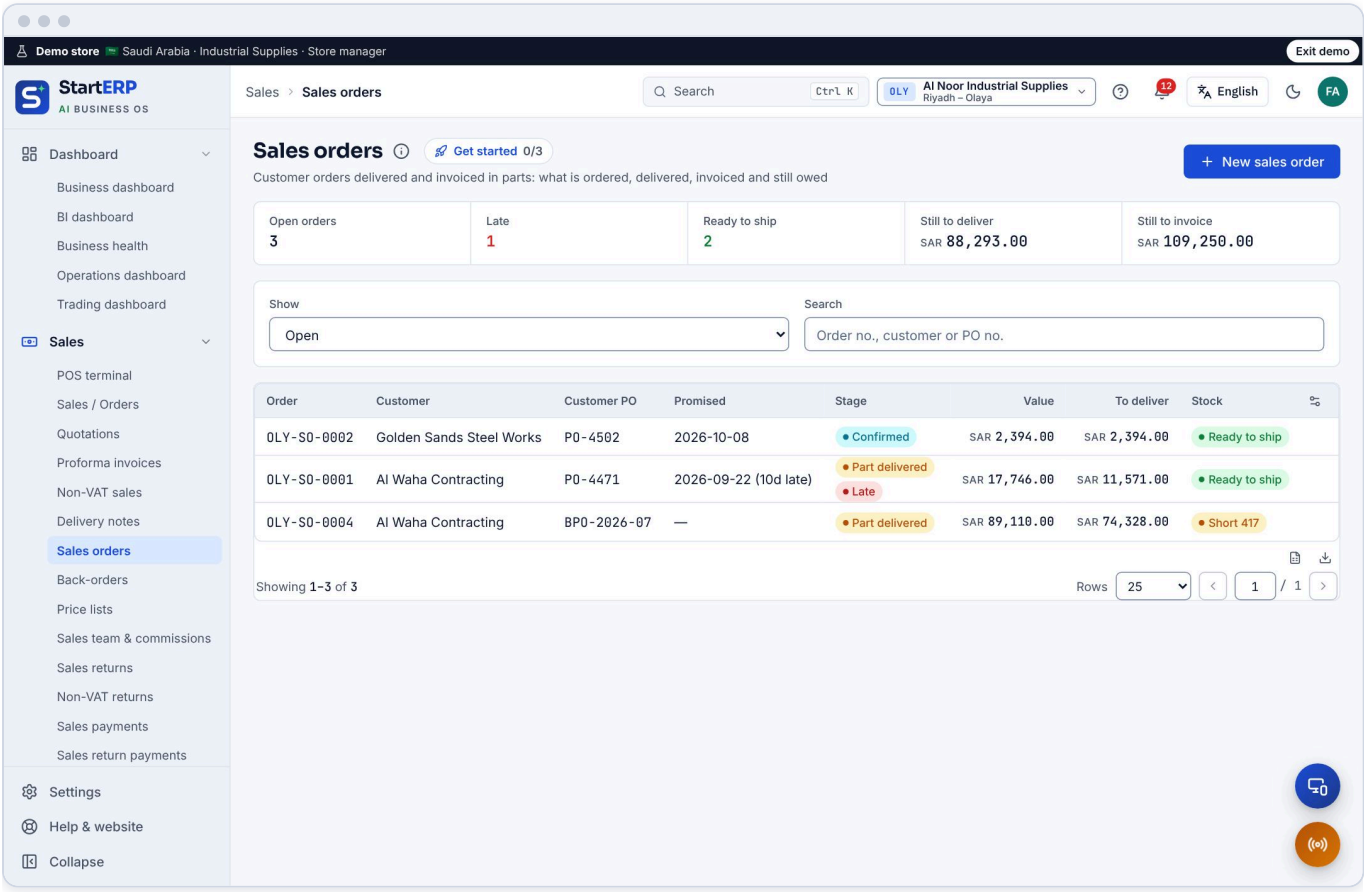
- Ordered, delivered, invoiced, open
- Late orders first, by promised date
- Part deliveries and blanket call-offs
- Short lines to back-orders

GET STARTED IN 3 STEPS

1. **Enter the customer's PO.** Lines, promised date and address.
2. **Deliver and invoice it.** Line by line, part deliveries too.
3. **Watch the open orders.** Late first, with the value to deliver.

Sales orders

Turn a customer's purchase order into a sales order with its PO number, promised date, delivery address and payment terms, then deliver and invoice it line by line. Each line shows what was ordered, delivered, invoiced and still open, the board lists open orders by promised date with late orders first and the value still to deliver, and a blanket order takes call-offs until it ends. Part of the Sales orders add-on.



Sales orders · demo store: Industrial Supplies

1. Open Sales → Sales orders and press New sales order. Pick the customer, type their PO number and the promised date; the delivery address fills in from the customer.
2. Add the lines with the quantity and agreed price and press Save and confirm (or Save as draft to finish it later). Tick Blanket order and set Valid to for a yearly agreement with call-offs.
3. On the order press Make delivery note or Make invoice: only the quantities still open come across, and you can lower them for a part delivery. An invoice made from that delivery note is counted once.
4. Lines with no stock to fill show Short: press Add to back-orders to put them in the back-order register. Close the order when the customer needs no more.

Tips. Once something was delivered or invoiced, a line cannot drop below it and the order cannot go back to draft. Closed and cancelled orders take no more deliveries. Stock is shared out to open orders by promised date, so the board shows which orders are ready to ship and which are short. StartAI can list late orders and what is still to deliver, and StartAI Radio tells you when orders pass their promised date.

07

Collections & cheques

Add-on module

For: Industrial Supplies, Trading, Health and Safety Store, Paint store & colour centre, Construction and Contracting, Auto Spare Parts, Toyota Spare Parts, Isuzu Spare Parts, Hyundai Spare Parts, Honda Spare Parts, CCTV, smart home & IT solutions, Luxury lighting showroom, Flooring & matting (retail & wholesale), Home furnishings showroom, Textiles and Tailoring

Every riyal owed, chased on time

See each customer's balance by age on one board with the post-dated cheques in hand, the last call and every promise to pay. Keep cheques from received to deposited, cleared or bounced, with a cleared cheque paying its invoices by itself. Payment reminders go out 7 days before the due date and when invoices are late, each customer's statement of account prints or goes on WhatsApp, and an optional credit hold stops new credit sales for long-overdue customers until a manager overrides it.

What you get

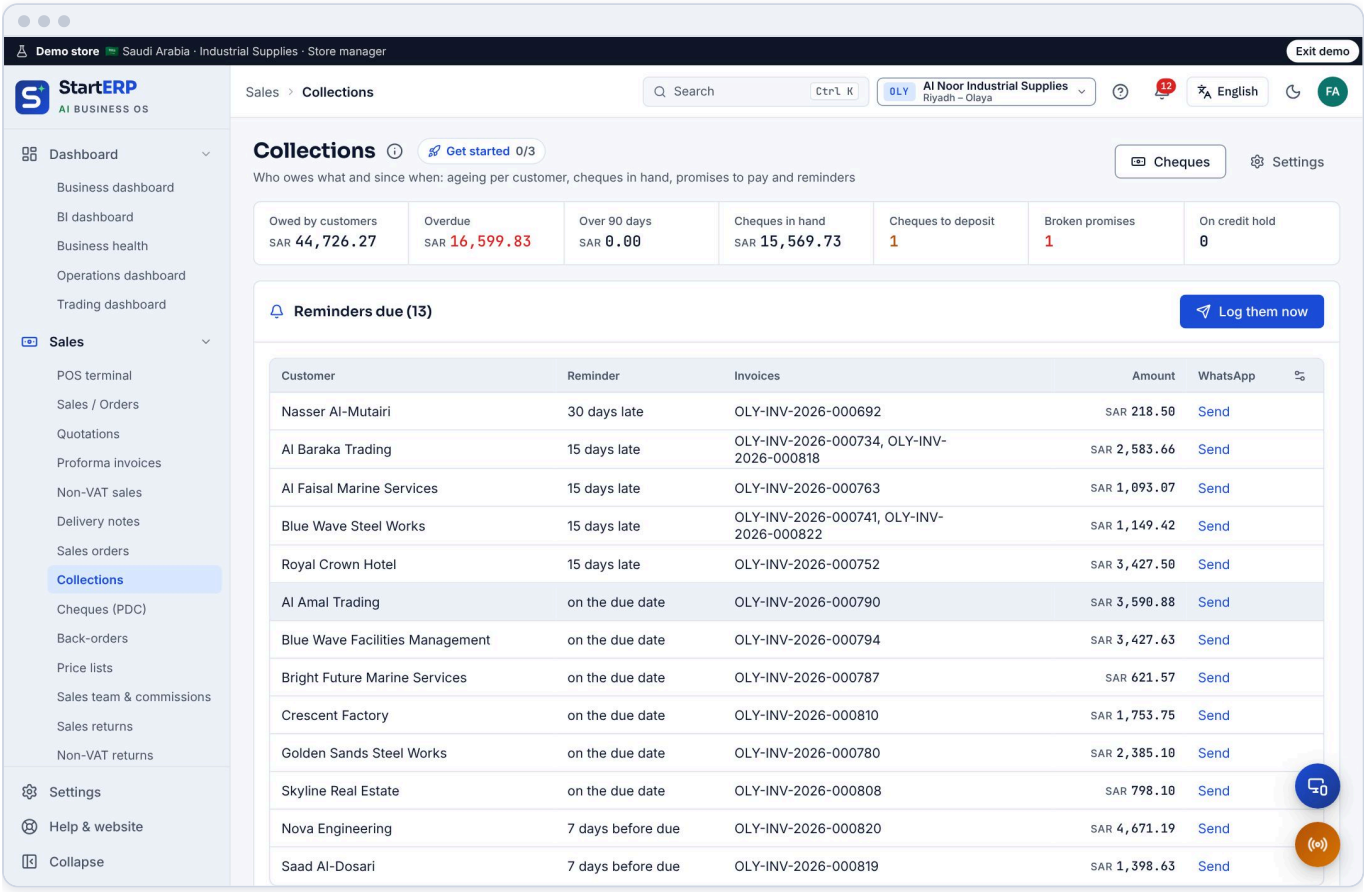
- Ageing per customer, 30 to 90+ days
- Post-dated cheques to cleared or bounced
- Reminders before due and when late
- Credit hold with manager override

GET STARTED IN 3 STEPS

1. **Record the cheques you receive.** Cheque no., bank, date, invoices.
2. **See who owes and since when.** Ageing, promises and reminders due.
3. **Deposit and clear the cheques.** A cleared cheque pays its invoices.

Collections

See who owes you what and since when: each customer's balance split into not due, 1-30, 31-60, 61-90 and over 90 days, the post-dated cheques in hand, the last call and any promise to pay. Send payment reminders 7 days before the due date and when an invoice is late, open a customer's statement of account to print or send on WhatsApp, and stop new credit sales for customers who are long overdue. Part of the Collections & cheques add-on.



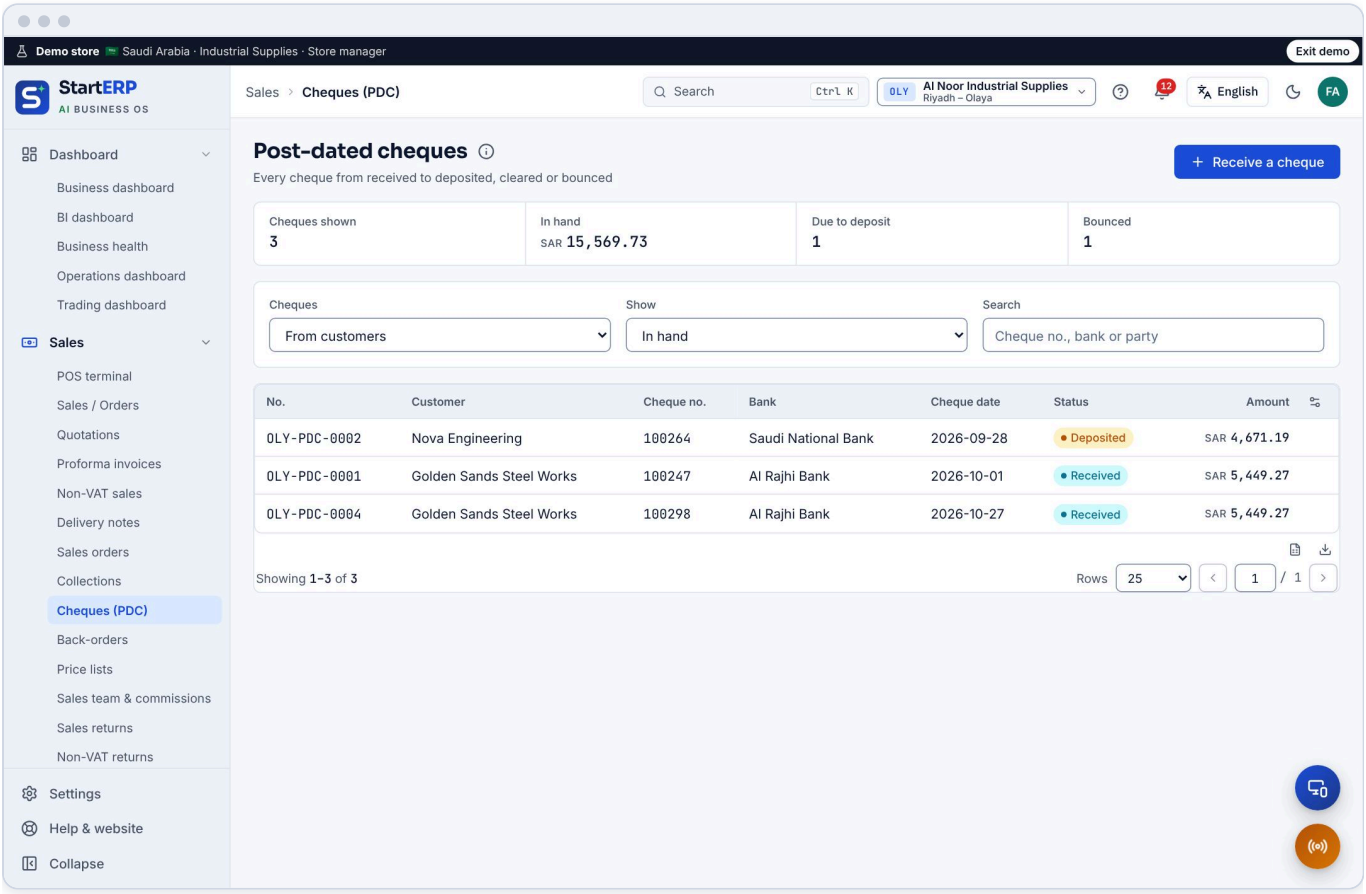
Collections · demo store: Industrial Supplies

1. Open Sales → Collections. The board lists the customers who are overdue first; change Show to see those on credit hold, with a promise to pay or with cheques in hand.
2. Press a customer to open the statement of account: open invoices with their due date and days late, the cheques, and the calls, notes and promises. Log a call or a promise to pay with its date and amount; mark it Kept or Broken later.
3. The Reminders due card lists who should hear from you today and why (7 days before due, on the due date, 15 or 30 days late). Press Email them now, or Send on WhatsApp for a customer without an email.
4. Press Settings to set the default payment terms, the reminder days, daily automatic reminders and the credit hold (for example: hold when an invoice is more than 60 days late).

Tips. With the credit hold on, a new invoice with an unpaid balance for a held customer is refused. A manager with settings edit rights can tick Override the credit hold on the invoice; the override is recorded with their name. The customer's credit limit is still checked on every credit sale, as before. StartAI can list overdue customers and cheques to deposit, and StartAI Radio tells you when cheques are due, promises are broken or customers go on hold.

Post-dated cheques

Keep every post-dated cheque from the day you receive it: cheque number, bank, amount, cheque date and the invoices it pays. Mark it deposited, cleared, bounced, returned or replaced; a cleared cheque pays its invoices by itself, and a bounced one leaves them open. Cheques you give vendors are kept the same way. Part of the Collections & cheques add-on.



Post-dated cheques · demo store: Industrial Supplies

1. Open Sales → Cheques (PDC) and press Receive a cheque. Pick the customer, type the cheque number, bank, amount and cheque date, and tick the invoices it pays (or leave them: the oldest are paid first).
2. Show Due to deposit lists the cheques whose date has come. Open one and press Deposited when it goes to the bank.
3. Press Cleared when the money is in the account: the cheque is added as a bank cheque payment to its invoices and anything left over stays on the account.

4. Press Bounced with the reason if the bank returns it; then Returned when you hand it back, or Replaced when the customer gives a new cheque.

Tips. A cheque can only be deleted while it is still Received; after that its history stays. Every change keeps the date and who made it. Cheques in hand show on the Collections board next to what each customer owes, so you see the balance after cheques.

08

Tenders & bank guarantees

Add-on module

For: Industrial Supplies, Trading, Health and Safety Store, Construction and Contracting, CCTV, smart home & IT solutions, Luxury lighting showroom, Paint store & colour centre, Flooring & matting (retail & wholesale), Home furnishings showroom

Win the bid, keep the contract

Keep every tender you bid for, Etimad or private, with its reference, closing date and offered price from your quotation, and see the ones that close this week before they are missed. Mark each bid submitted, won or lost with the reason, so your win rate is known. Every bid bond and performance guarantee sits with its bank, amount, cash margin and expiry, with a warning 30 days before it ends. A won tender becomes the contract: its invoices are linked, the retention the buyer keeps is counted, and each release is recorded until it is all collected.

What you get

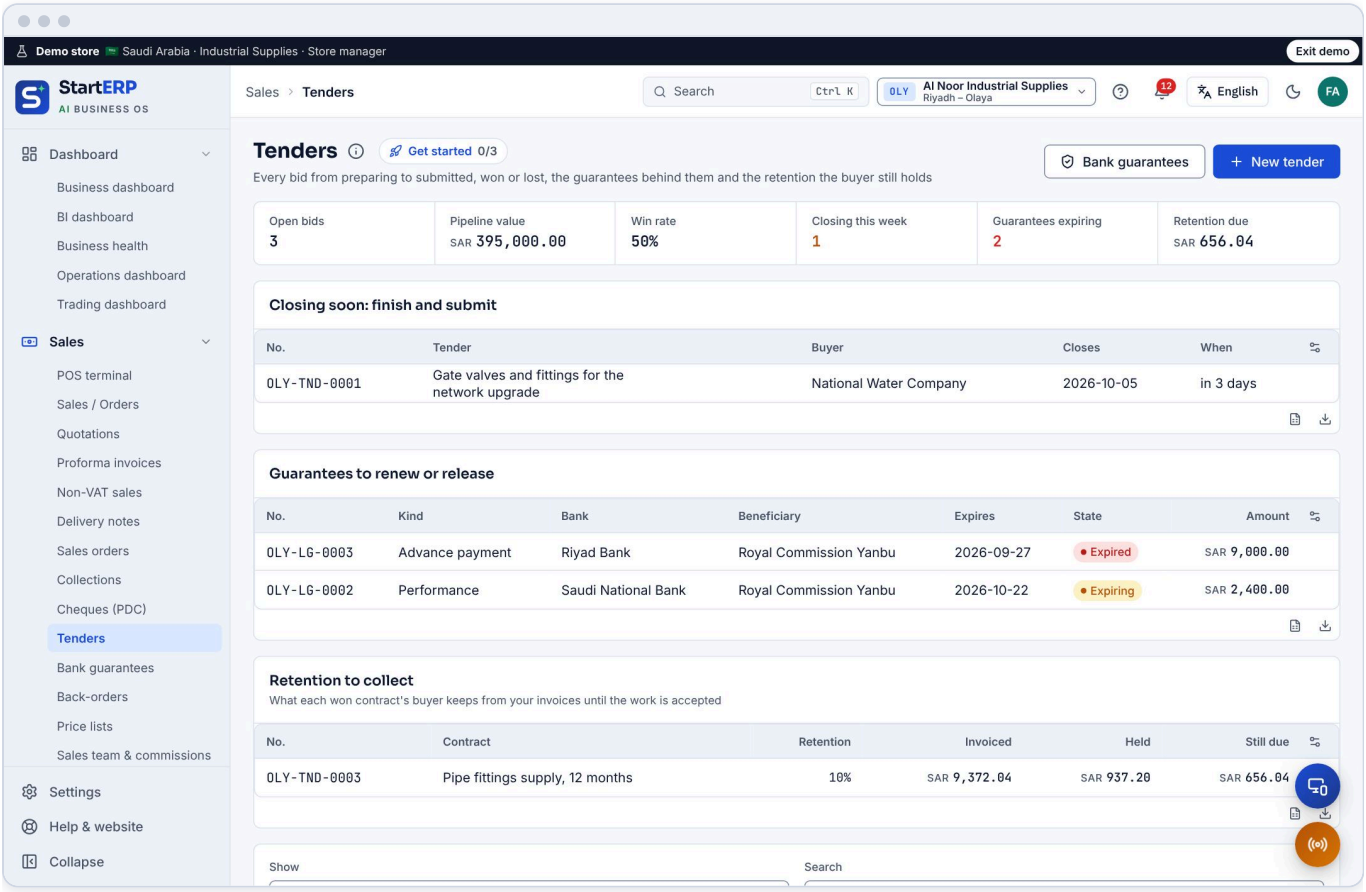
- Bids closing this week
- Win rate and reasons lost
- Guarantee expiry alerts
- Retention held and released

GET STARTED IN 3 STEPS

1. **Record the tender you bid for.** Buyer, reference, closing date, offer.
2. **Add its bid bond.** Bank, amount, margin and expiry.
3. **Win it and collect the retention.** Link the invoices, release the retention.

Tenders and retention

Keep every bid in one place, from preparing to submitted, won or lost. Sales → Tenders shows the bids that close this week, the value of the open bids, your win rate, the bank guarantees about to expire and the retention buyers still hold from your invoices. A won tender becomes the contract: link its invoices, set the retention % the buyer keeps, and record each release. Saudi and GCC stores can mark a bid as Etimad, the government tender portal. Part of the Tenders & bank guarantees add-on.



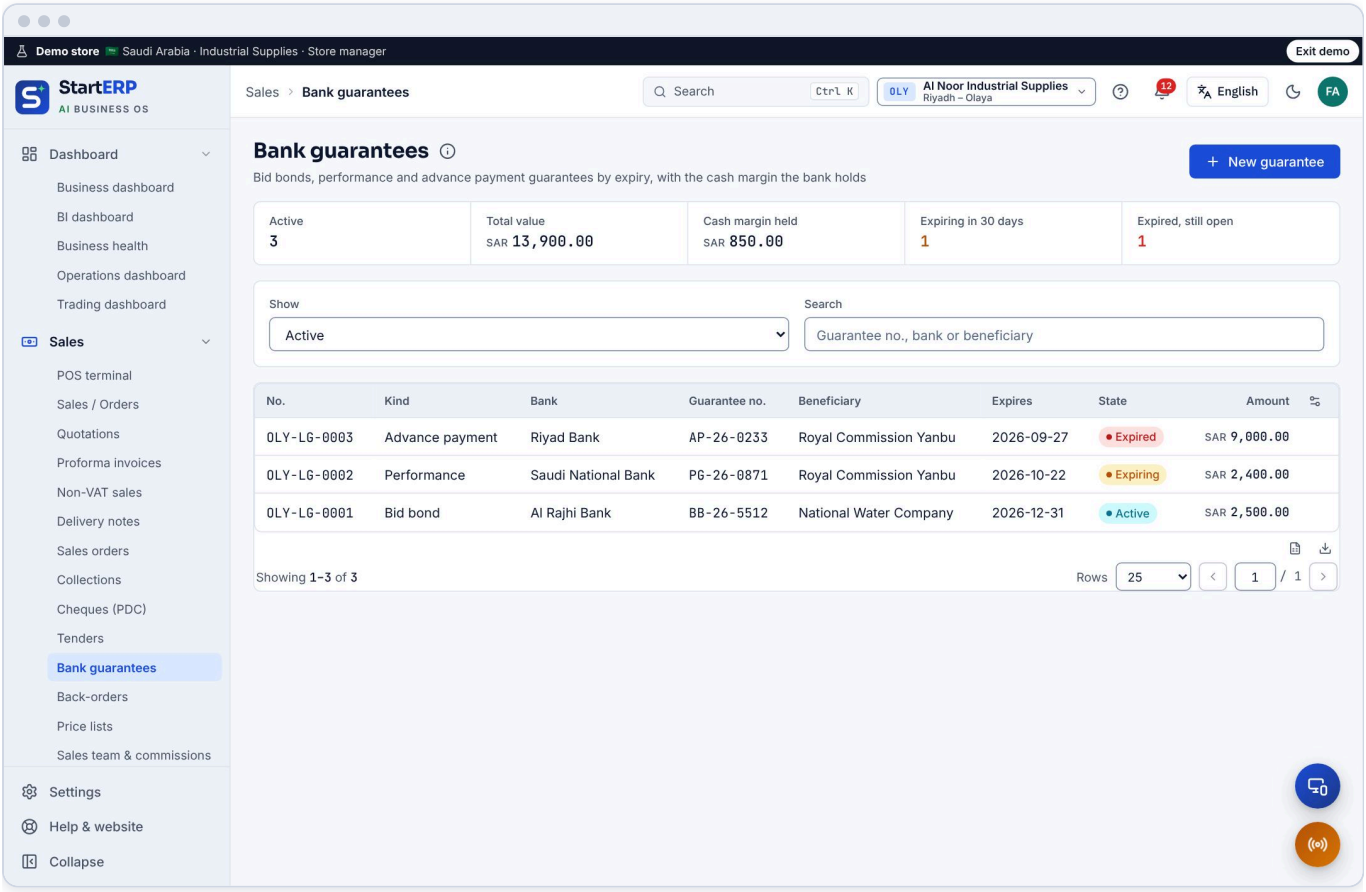
Tenders and retention · demo store: Industrial Supplies

1. Open Sales → Tenders and press New tender: give the title, the buyer, the buyer type (Etimad, government or private), the tender reference and the closing date. Pick the quotation it is priced on to take its amount.
2. When the offer is sent press Mark submitted. When the result comes, press Won (with the awarded amount if it differs) or Lost with the reason, so the win rate and the reasons build up.
3. On a won tender pick the customer the buyer is, tick the contract's invoices and set the retention %: the page shows what is invoiced, held, released and still due. Record each release when the buyer pays it back.

Tips. The board lists a bid that has passed its closing date and was never submitted in red, so a missed deadline is seen the same day. StartAI can tell you which bids close this week, your win rate and the retention to collect, and record a tender or its result for you. StartAI Radio says it when bids close or guarantees expire.

Bank guarantees

Every letter of guarantee the bank issues for you, by expiry: bid bonds, performance guarantees, advance payment and retention guarantees, with the bank, the guarantee number, the amount, the cash margin the bank holds and the tender it is for. Sales → Bank guarantees warns 30 days before a guarantee expires and shows the ones that expired while still open. Part of the Tenders & bank guarantees add-on.



Bank guarantees · demo store: Industrial Supplies

1. Open Sales → Bank guarantees and press New guarantee, or press Add a bank guarantee on a tender. Pick the kind, type the bank, the guarantee number, the amount, the cash margin % and the issue and expiry dates.
2. Linked to a tender, its buyer is the beneficiary unless you type another.
3. When the bank returns it press Released by the bank; if the beneficiary cashes it press Claimed by the beneficiary with the amount. Both are final.

Tips. Ask the bank to extend a guarantee before its expiry while the contract runs: an expired guarantee on a live contract can stop payments.

09

Warranty claims & vendor RMA

Add-on module

For: Industrial Supplies, Trading, Health and Safety Store, Construction and Contracting, CCTV, smart home & IT solutions, Luxury lighting showroom, Auto Spare Parts, Toyota Spare Parts, Isuzu Spare Parts, Hyundai Spare Parts, Honda Spare Parts, Mobile Phones and Accessories

Every warranty claim, back from the vendor

When a customer brings back a faulty item, record it with the invoice it was sold on, its serial number and the fault, and see every claim still waiting for a decision. Decide to repair, replace, credit or reject it, link the sales return that credits the customer, and send the claim to the vendor with their claim number and the amount. When the vendor answers, record the credit and the purchase return or their reason for rejecting it. The board shows claims waiting too long, money still claimed, the credit received and each vendor's success rate.

What you get

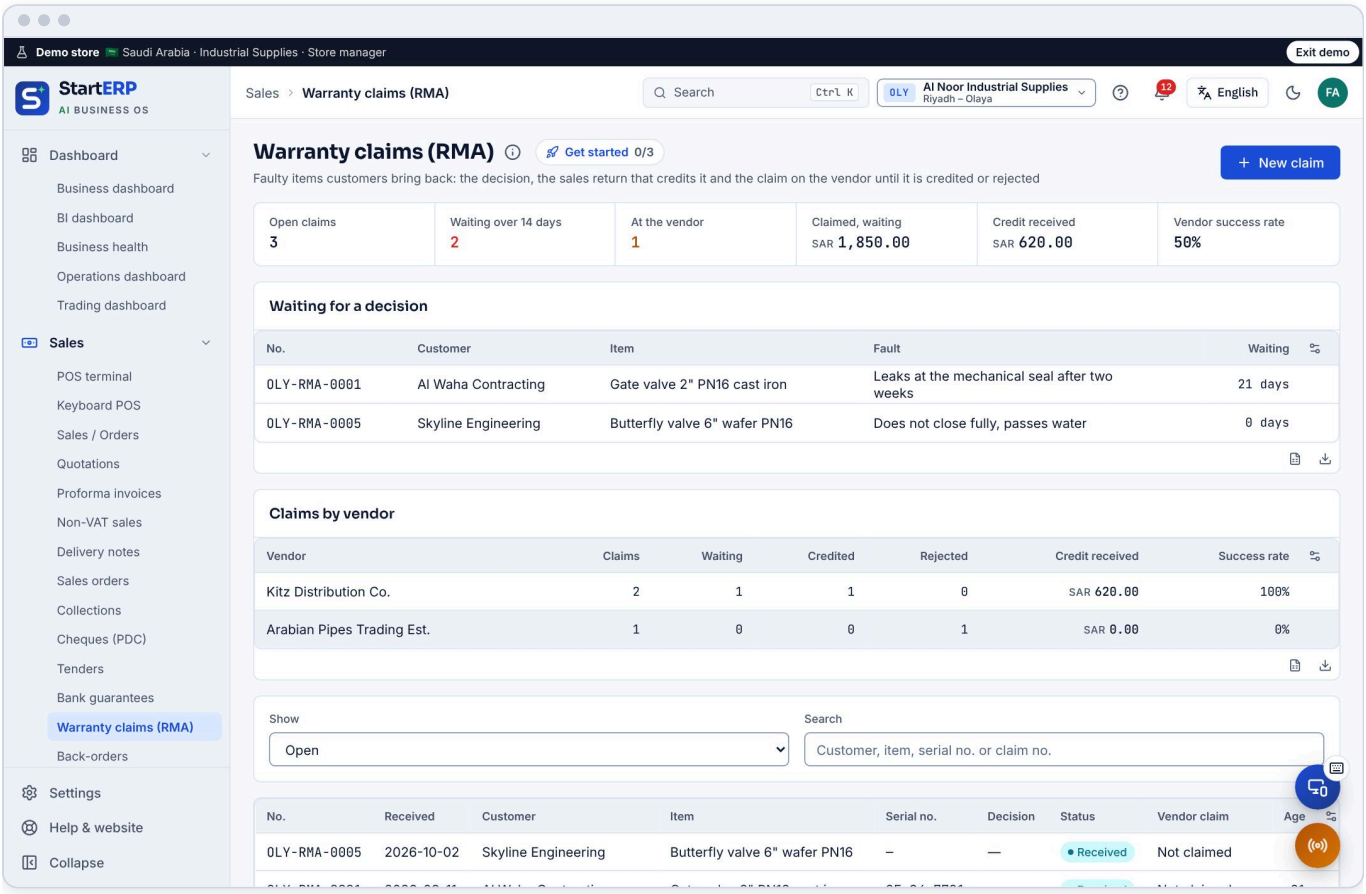
- Claims waiting too long
- Repair, replace, credit or reject
- Vendor claims followed to the credit
- Each vendor's success rate

GET STARTED IN 3 STEPS

1. **Record the faulty item.** Customer, invoice, serial no. and fault.
2. **Decide and claim on the vendor.** Repair, replace or credit; send the claim.
3. **Record the vendor's answer.** Credit received or the reason rejected.

Warranty claims (RMA)

Handle a faulty item a customer brings back under warranty, from the counter to the vendor's answer. Sales → Warranty claims (RMA) lists the claims waiting for a decision (red after 14 days), the claims waiting at the vendor (flagged after 30 days), what is claimed and what was credited, and each vendor's claim success rate. A claim keeps the invoice it was sold on, the serial number and the fault, the decision (repair, replace, credit or reject), the sales return that credits the customer and the purchase return that sends it back to the vendor. Part of the Warranty claims & vendor RMA add-on.



Warranty claims (RMA) · demo store: Industrial Supplies

1. Open Sales → Warranty claims (RMA) and press New claim: pick the customer, the invoice it was sold on, the item, the serial number and type the fault.
2. Press Decide and choose repair, replace, credit note or reject (a reject needs the reason). For a credit, make the sales return as usual and pick it on the claim.
3. Press Claim on the vendor with the vendor, their claim number and the amount. When they answer press Vendor credited with the credit (and the purchase return) or Vendor rejected with their reason, then Close the claim.

Tips. The vendor table shows which suppliers honour their warranty: buy the next lot from the one with the higher success rate. StartAI can tell you which claims wait too long and each vendor's success rate, and record a claim or its decision for you. StartAI Radio says it when claims wait more than two weeks or a vendor has not answered in a month.

10

Sales team & commissions

Add-on module

Every customer has a salesperson, every salesperson is paid fairly

Give each customer a salesperson once: every new quotation, order and invoice of that customer takes the salesperson by itself, and a return takes its sale's. See sales, collections and outstanding balances per salesperson by day, week, month or year, with product-wise and customer-wise sales. Commission is worked out on the money customers actually pay, before VAT and in proportion for partial payments, at the rate the owner set for that day; approve it, pay it and see every line as pending, approved or paid. The words follow your trade: salespeople for traders, sales consultants for showrooms, agents for real estate and account managers for service firms.

What you get

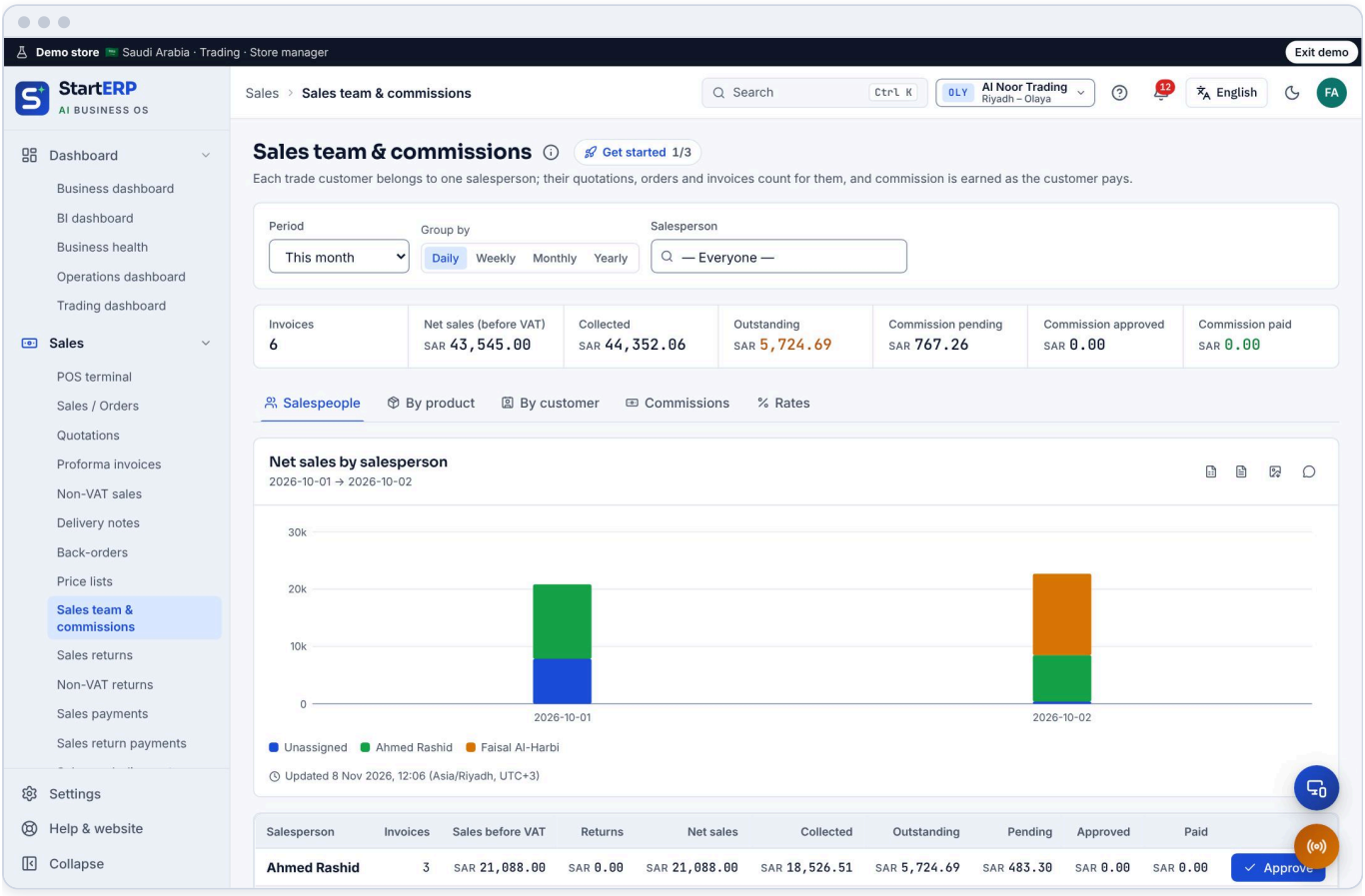
- A salesperson on every customer and document
- Daily to yearly reports per salesperson
- Commission on payments received, partial ones too
- Pending, approved and paid commission

GET STARTED IN 3 STEPS

1. **Give each customer a salesperson.** Their quotations and invoices follow.
2. **Set the commission rates.** One for everyone, or per salesperson.
3. **Approve and pay commission.** On the money customers paid.

Sales team & commissions

Give each customer a salesperson and StartERP puts that salesperson on every new quotation, sale and return of the customer by itself. Sales › Sales team & commissions then shows each salesperson's invoices, sales before VAT, returns, money collected, what is still outstanding and their commission, today, this week, this month, this year or on days you choose, by day, week, month or year, with product-wise and customer-wise sales. Commission is earned on the money customers actually pay: each payment earns its share of the invoice before VAT at the salesperson's rate on that day, so a partial payment earns part of the commission and an unpaid balance earns nothing yet. Commission moves from Pending to Approved to Paid.



Sales team & commissions

1. Add the Sales team & commissions add-on once from Settings → Modules. It is offered to businesses that sell through salespeople, and its words follow your trade: Salesperson for traders and parts shops, Sales consultant for car and truck showrooms, Agent for real estate and Account manager for service firms.
2. Add each salesperson as a user (Settings → Users, role Salesman), then open each customer and pick their Salesperson. The customers list has a Salesperson column and filter.
3. On Sales › Sales team & commissions → Rates, set everyone's commission percent and, where it differs, a salesperson's own percent, each from a day. A new rate starts on its day; commission already earned keeps the old rate.

4. Make quotations and invoices as usual: the Salesperson field fills from the customer (a manager can change it). Record customer payments as usual; each payment adds its commission as Pending.
5. At the end of the period press Approve beside a salesperson: their pending commission becomes one payout (CPO-). When you pay it, open the Commissions tab and press Mark paid on the payout, with how it was paid.

Tips. Example: an invoice of 1,150 (1,000 + 15% VAT) at 5%. The customer pays 400 now: 400 × 1,000 ÷ 1,150 = 347.83 before VAT, so 17.39 commission. When the rest is paid the rest of the commission follows. A refund on a sales return takes commission back the same way. A salesman sees only their own figures and commission; the owner, managers and accountants see everyone. Only the owner changes the rates. Record a paid commission as an expense too (category Sales commission) so it shows in profit and loss. StartAI answers questions such as "What commission does Faisal have pending this month?" and can approve or mark a payout paid when you ask; StartAI Radio tells you who leads today's sales.

11

Workflows & approvals

Add-on module

Who signs off what, decided once and followed through

An approval policy names a document type, an amount band and the creator's role, then the steps that sign it off: a role or a named person, any of them or all of them, each with a due time and someone to escalate to. Send a purchase request for approval and the matching policy opens a request on My tasks for its approvers, with a bell notification and the document locked until it is decided. Approve, reject with a reason or return it for changes in one tap, comment on it, or cancel your own. A colleague on holiday hands their approvals to someone else for the dates; an overdue step reminds and escalates by itself. The report shows the requests of a period, the average hours to a decision, how many met their SLA, the escalations and who decided what.

What you get

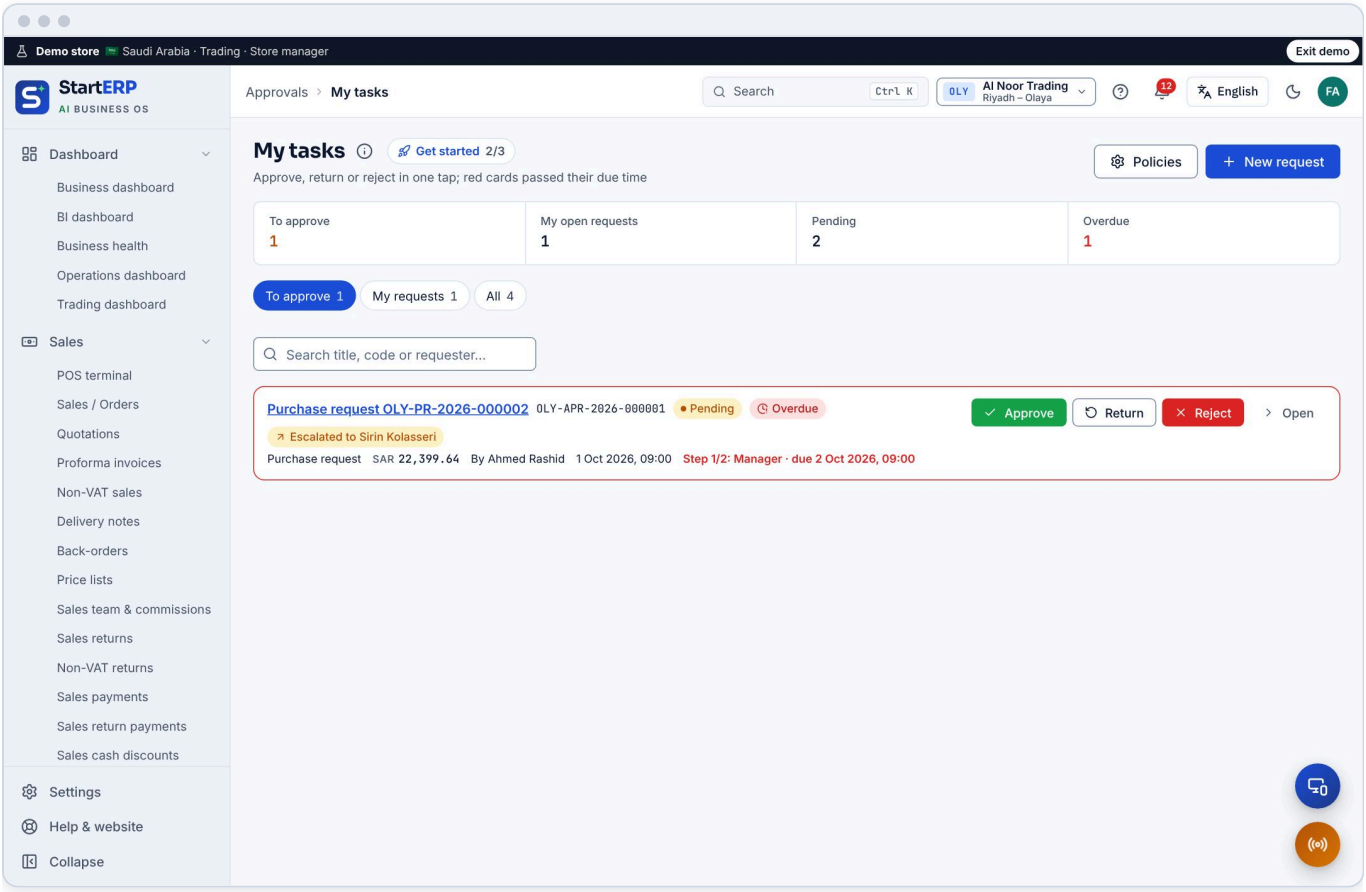
- Policies by document type, amount band and creator role; up to five steps, any or all approvers
- One-tap approve, reject with a reason or return from My tasks; the document stays locked until decided
- Due times with reminders and automatic escalation; holiday covers decide on a colleague's behalf
- An SLA report: hours to a decision, on-time rate, escalations and the decisions by approver

GET STARTED IN 3 STEPS

1. **Create an approval policy.** Document type, amount band and approvers.
2. **Send something for approval.** The policy routes it to the right people.
3. **Decide on My tasks.** Approve, reject or return in one tap.

My tasks

The approval requests waiting for you, the ones you sent and every request of the store, decided in one tap: approve, return for changes or reject with a reason. A request shows its steps with who decided what and when, its due time, the escalation and the document it is about; comments stay on it. A request is opened by Submit for approval on a purchase request, or by New request for anything without a document. Part of the Workflows & approvals add-on.



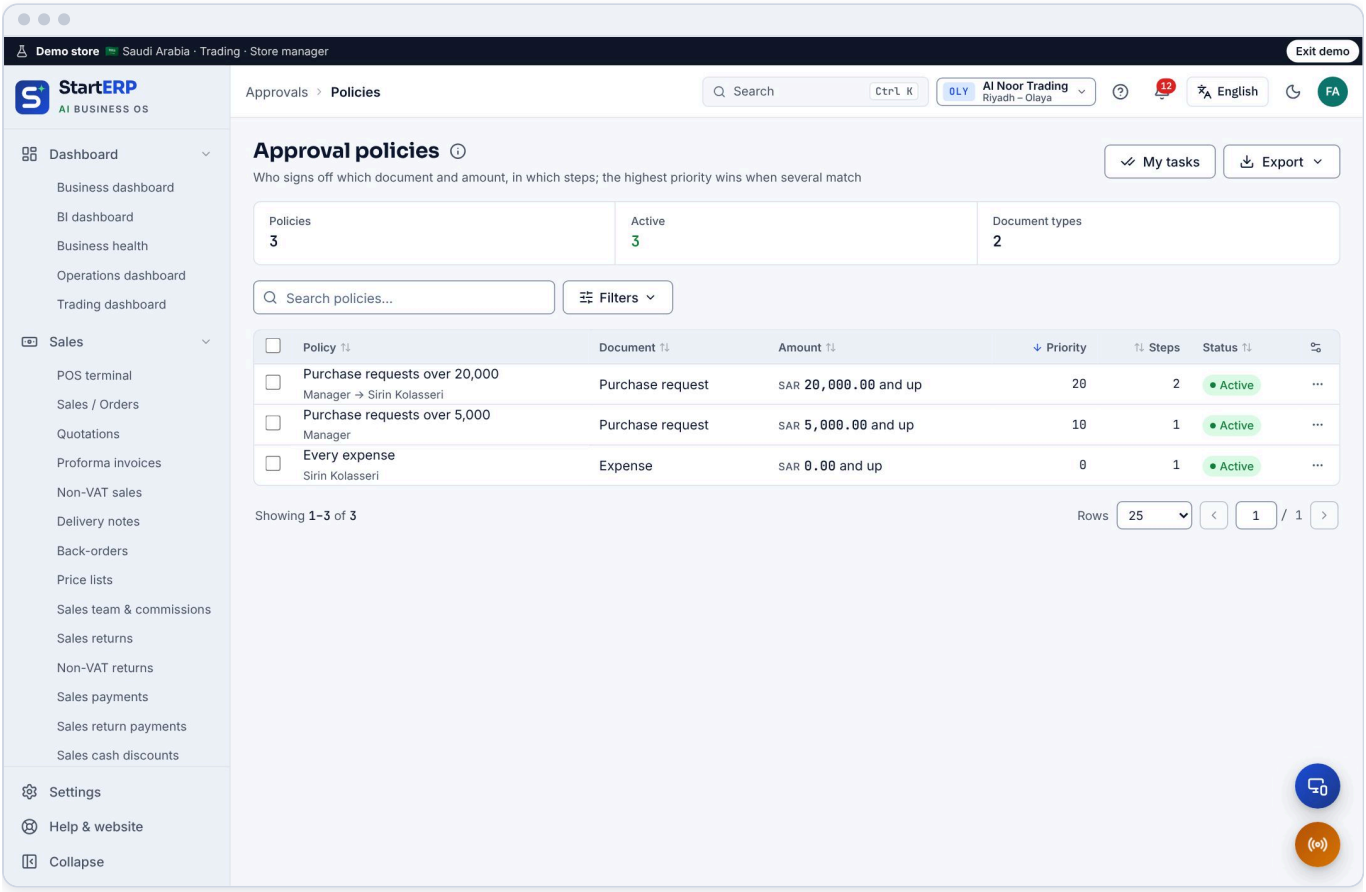
My tasks

1. Open Approvals → My tasks. To approve keeps what waits for your decision (oldest first), My requests what you sent, All every request. The tiles count what is waiting, your open requests, the pending ones and those past their due time; red cards are overdue.
2. Press Approve on a card to sign the step. Return asks what should change and sends the request back to the requester; Reject asks for the reason and ends it. When you cover a colleague, the card says on whose behalf you decide.
3. Open a request: the steps in order with their status, who decided (and on whose behalf), the due time and the escalation; Details show the type, the amount, the document link and the requester; Activity lists every event and takes a comment.
4. New request opens a manual request: the type, the title, the amount and a note; the line under the form names the policy it will follow. A requester (or an admin) can cancel an open request from its card.

Tips. A step decided by a role needs any one of its users, or all of them when the policy says so; the requester never approves their own request unless the policy allows it, and one person decides a step once. A step past its due time rings the bell once as overdue and, when the policy names someone, escalates to them: they can then decide the step alone. An approved or rejected purchase request carries the decision onto the document (Accepted, or Rejected with the reason); while it waits, the document's own Accept and Reject are hidden.

Approval policies

Who signs off which document type and amount band, in which steps. A policy names the document type, the amount from and up to, optionally the creator roles it applies to, and up to five steps: a role (any one of its users, or all of them) or a named person, each with a due time in hours and someone to escalate to. When several policies match, the highest priority wins, then the highest floor. Part of the Workflows & approvals add-on.



Approval policies

ON THE LIST

1. Open Approvals → Policies. Each row shows the document type, the amount band, the priority, the steps and whether the policy is active; filter by document type or search a name.
2. Press "New policy" to add one, or open a row to edit it.

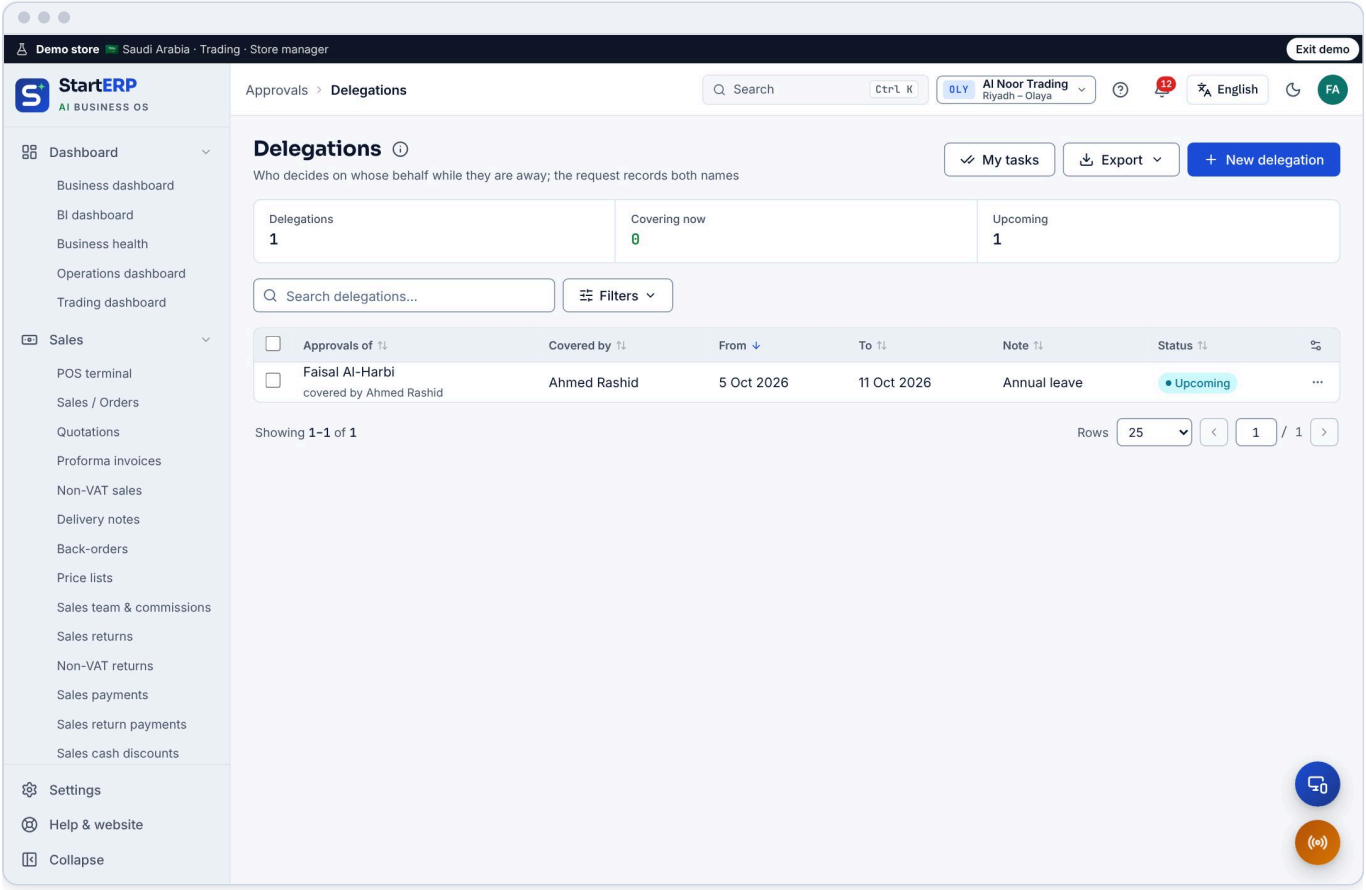
Tips. A switched-off policy stays in the list but opens no requests; the requests it already opened finish as they are.

ON THE FORM

1. Pick a preset (purchase requests over 5,000 to a manager; over 20,000 to a manager then the owner; every expense to the owner; leave requests to a manager) or start blank: a name, the document type, From amount and Up to amount (0 = no ceiling) and the priority.
2. Add the steps in order: Decided by a role or a person, who, Needs any one of them or all of them, Due within hours (0 = no due time) and Escalate to. Press Add step for the next one, up to five.
3. Optionally limit the policy to requests created by certain roles, allow the requester to approve their own request, add notes, and press Add policy.

Delegations

A colleague covers someone's approvals between two dates: while the cover is live, the requests waiting for the absent person appear on the cover's My tasks and are decided on their behalf, with both names on the request. A user may hand over only their own approvals; an admin anyone's. Part of the Workflows & approvals add-on.



Delegations

ON THE LIST

1. Open Approvals → Delegations. Each row shows whose approvals, who covers them, the dates and the state: Covering now, Upcoming, Ended or Off.
2. Press "New delegation" to add one, or open a row to change its dates or switch it off.

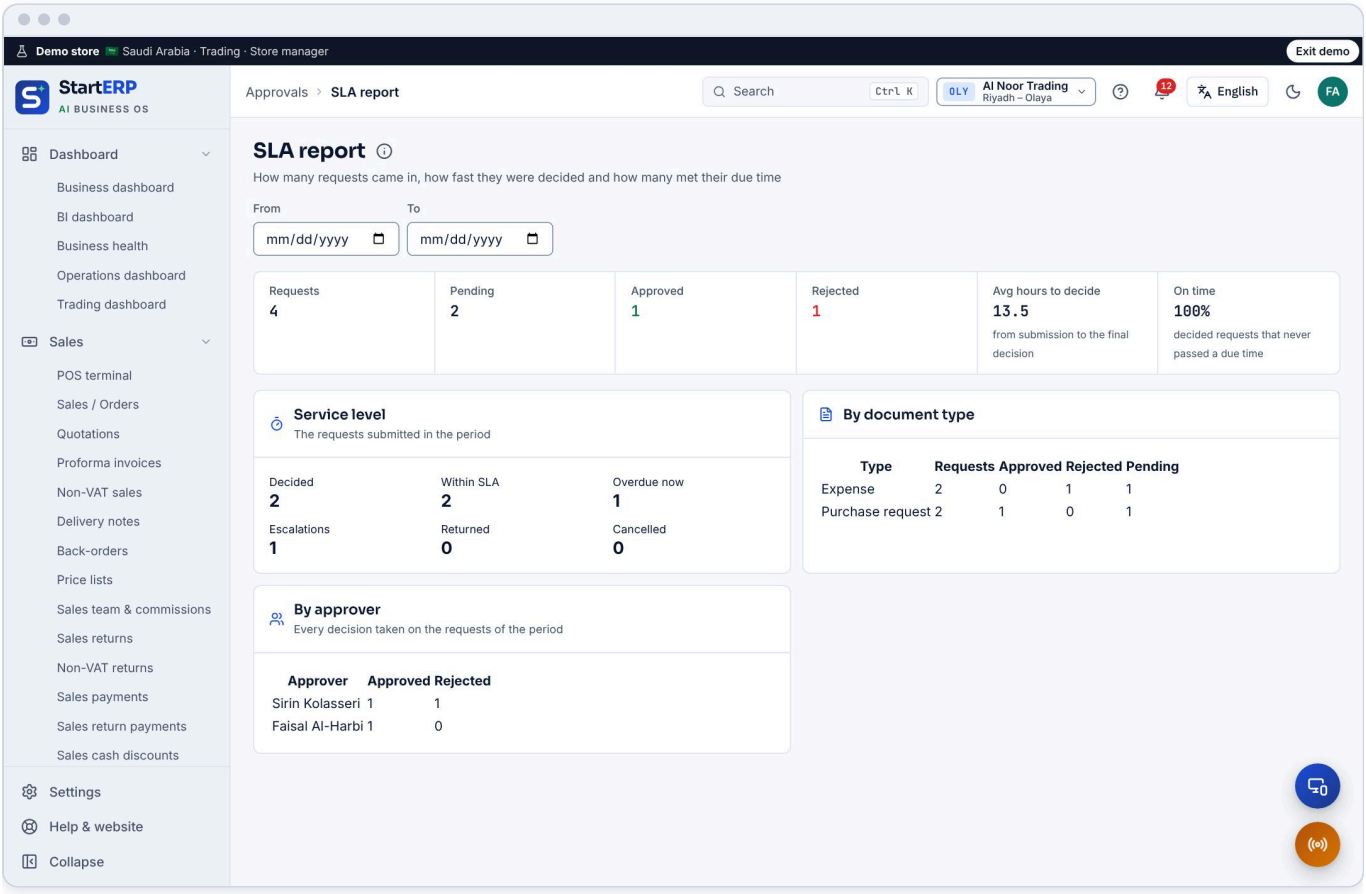
ON THE FORM

1. Choose whose approvals (yourself, unless you are an admin), who covers them, the From and To dates and a note, then press Add delegation.

Tips. A cover never approves the absent person's own requests, and decides each step once like anyone else.

SLA report

How the approvals performed in a period: the requests submitted by status and document type, the average hours from submission to the final decision, how many decided requests never passed a due time, the ones overdue now, the escalations and the decisions by approver. Part of the Workflows & approvals add-on.



SLA report

1. Open Approvals → SLA report. Blank dates cover every request; set From and To to keep the requests submitted on those days.

2. The tiles count the requests, the pending, approved and rejected ones, the average hours to decide and the share decided on time.
3. Service level shows the decided requests, those within SLA, the overdue now, the escalations, the returned and the cancelled; By document type and By approver break the period down.

> **Tips.** A request counts as within SLA when none of its steps passed a due time before it was decided.

12 Client portal

Add-on module

Your clients follow their own requests, papers and invoices online

Invite a client's contact in three clicks: pick the customer, type the name and email, Create. They get a link, choose a password and sign in to a portal in your name: every request the office is running for them with its stage and due date, the papers still needed (uploaded straight into their checklist), the documents you keep on file with expiry dates, and every invoice with what is paid and what is due. They open new requests from your service catalogue, message the case handler, and send a bank-transfer receipt that lands in your Receipts queue with a notification.

What you get

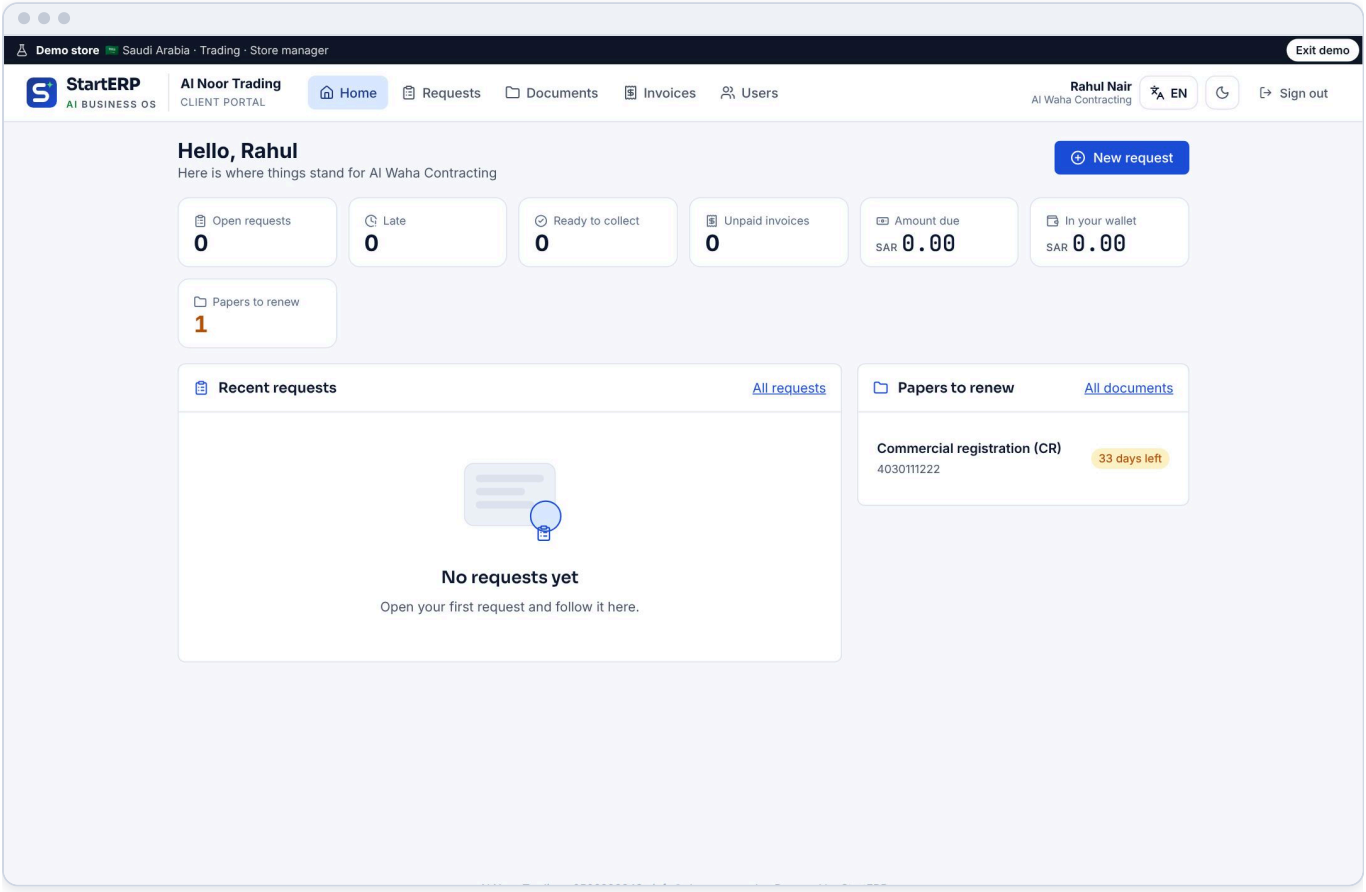
- A portal per store in your name, with an invitation link that works once for 7 days
- Requests opened online land on the service board; messages and uploads go straight into the job
- Clients see their filed documents and expiry dates and download them (Documents add-on)
- Invoices with balances and a receipt upload; your office accepts it and records the payment

GET STARTED IN 3 STEPS

1. **Pick a client.** The company or person to invite.
2. **Invite their contact.** Name and email; they get a link.
3. **Watch for requests and receipts.** Uploads land in your queues.

Client portal

A portal in your name where your clients sign in with their own password and follow the requests your office runs for them, upload the papers still needed, read the documents you keep on file, see their invoices and send a bank-transfer receipt. Part of the Client portal add-on; the office invites each client contact under Client portal → Portal users.



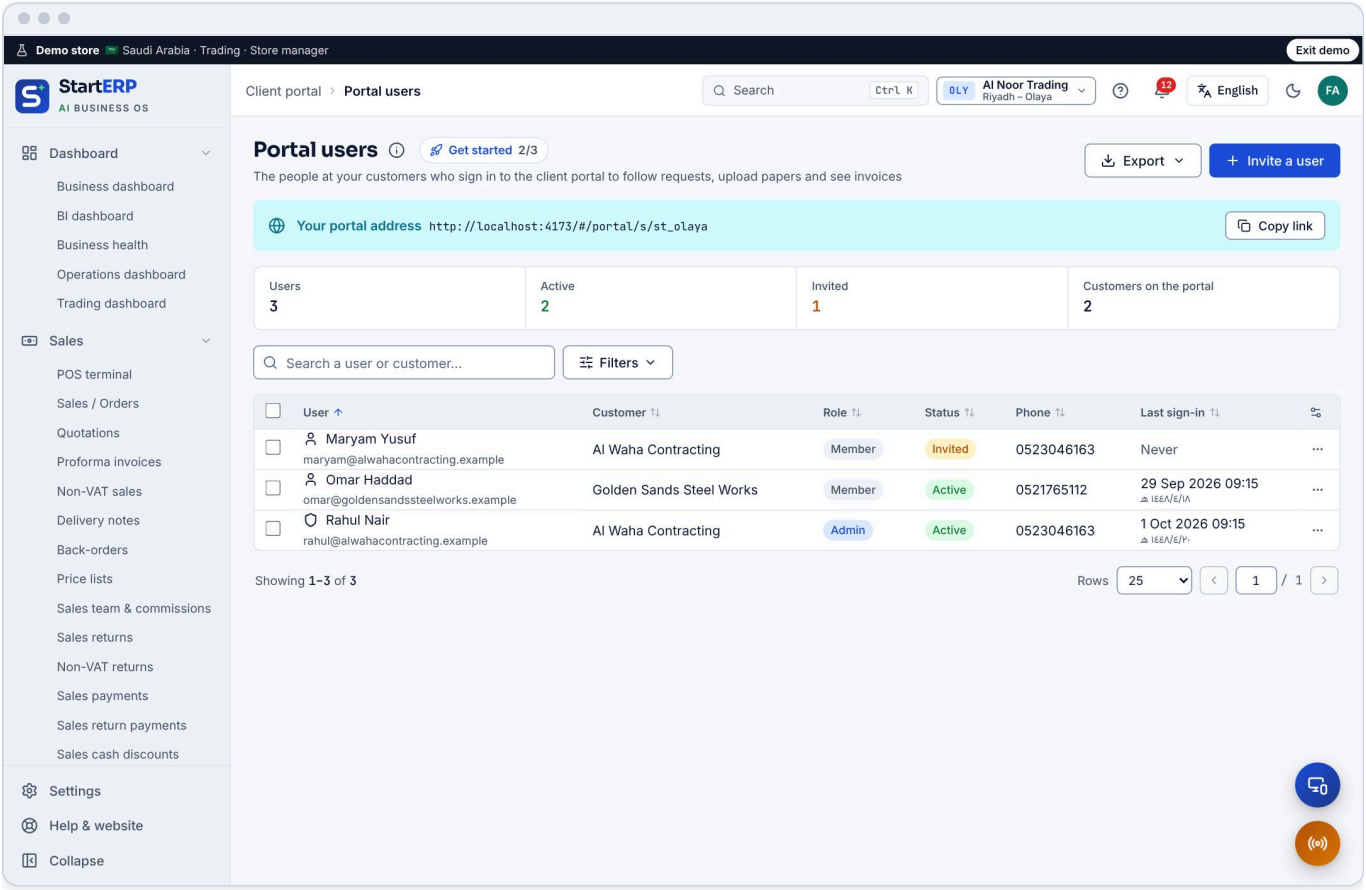
Client portal

1. The client opens the invitation link, chooses a password and lands on the home page: tiles for open requests, papers needed, documents expiring and unpaid invoices, then the latest requests.
2. Requests lists every case with its stage and due date. "New request" picks a service from your catalogue, shows the papers it needs and the estimated fees, takes the persons it is for and a message, and opens the job on your service board.
3. On a request the client ticks off the checklist by uploading each paper (with its number and expiry when the type needs them), reads the timeline and messages the case handler; the office answers from the job's "Messages with the client" card.
4. Documents lists the papers you keep on file for the client with their expiry state, each downloadable; Invoices shows every invoice with its balance, and an unpaid one takes a receipt upload (amount, date, reference, the file) that lands in your Receipts queue.
5. Users (the client's admins only): invite a colleague with a name, email and role; the link shown works once for 7 days. Disable a user to close their access.

Tips. The portal address is <your site>/#/portal/s/<store>; the office copies it from Client portal → Portal users. It opens only for stores with the Client portal add-on. A member sees the requests, documents and invoices; only an admin of the client manages its users. The Documents tab shows only with the Documents add-on; every view and download is in your audit log. Every request, message, upload and receipt from the portal raises a notification under the bell of the office.

Portal users

The client contacts who may sign in to your client portal: who they are, which customer they belong to, their role and whether they are invited, active or disabled. Invite one in three clicks and copy the link. Part of the Client portal add-on.



Portal users

ON THE LIST

1. Open Client portal → Portal users. The banner holds your portal address with a Copy button to send to clients.
2. Press "Invite a user", or click a row to see the contact, resend an invitation or disable the access.

ON THE FORM

1. Pick the customer, type the contact's name and email (a phone is optional), choose the role and the portal language, Create.

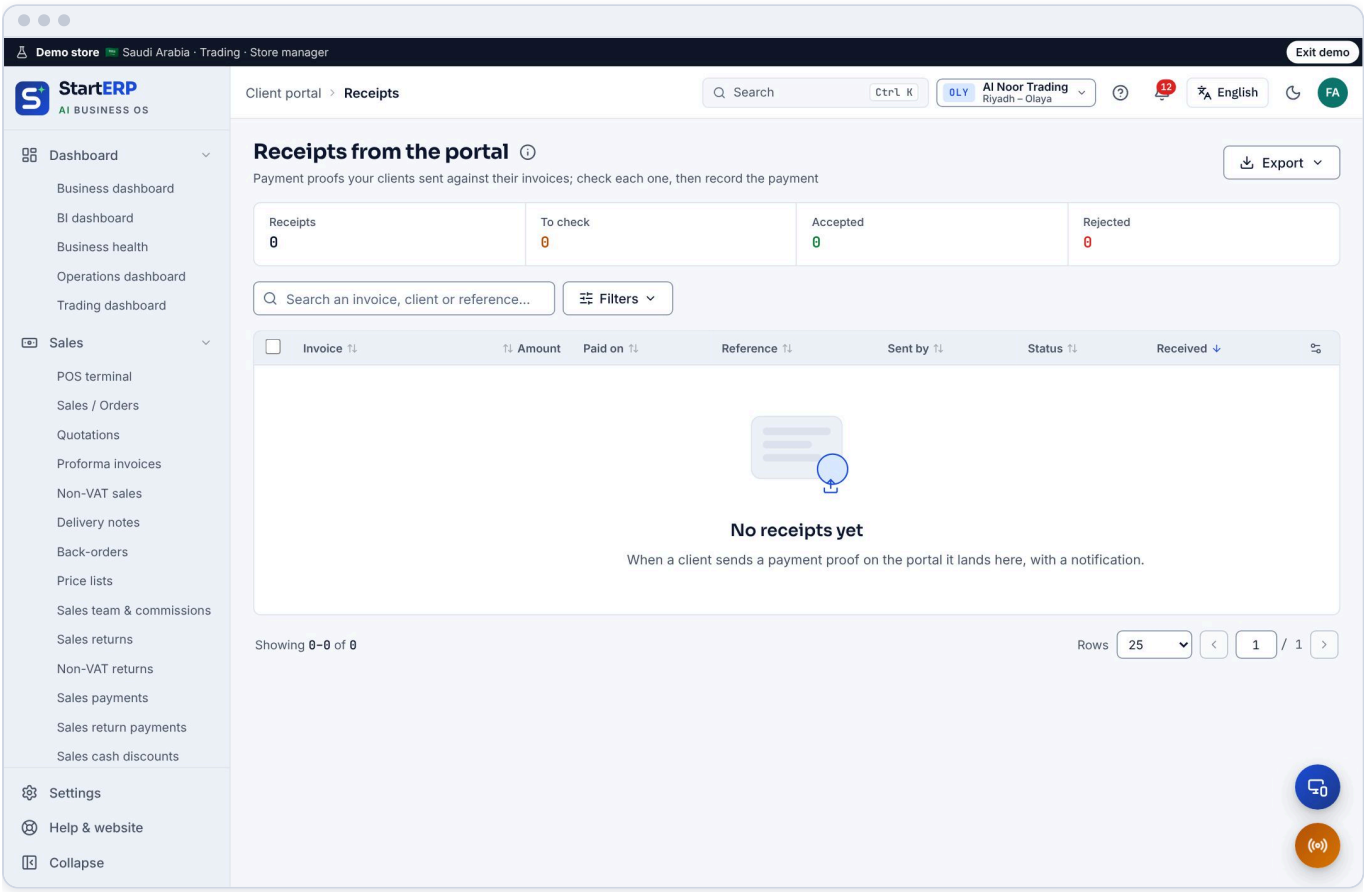
2. The invitation link appears on the user's page: copy it and send it to the contact. It works once, for 7 days, and sets their password.

ON THE RECORD

1. "Resend invitation" (or "New invitation link" for an active user) makes a fresh link; the earlier one stops working.
2. "Disable" closes the access at once and signs the user out of the portal; "Enable" opens it again.

Receipts from the portal

Bank-transfer receipts your clients upload against their invoices on the client portal, waiting for the office to check them: open the file, compare the amount with the invoice balance, accept or reject with a note the client sees, then record the payment on the invoice. Part of the Client portal add-on.



Receipts from the portal

ON THE LIST

1. Open Client portal → Receipts; the badge on the menu counts the new ones. Each row shows the invoice, the client, the amount and the status.
2. Click a row to check the receipt.

ON THE RECORD

1. The receipt image or PDF shows beside the amount, the date and the reference the client typed; a warning appears when the amount differs from the invoice balance.
2. Type a note to the client, then "Accept" or "Reject"; the decision and the note show under the invoice on the portal.
3. After accepting, press "Record payment" to open the invoice and add the bank-transfer payment.

Set-up, help and training

The StartERP team sets up your store, imports your products, customers and opening balances from Excel or CSV, and trains your users on the screens they use.

> **Need an add-on module?** Ask your StartERP contact to switch it on for your store, or write to **sirin@starterp.org** or WhatsApp **+966 50 197 1075**.

The full set of module guides

#	Guide
1	The basics every store has
2	**Selling and documents (this guide)**
3	Customers, CRM and loyalty
4	Restaurants and cafés
5	Purchasing and inventory
6	Finance and accounting
7	HR and payroll
8	AI, automation and reports
9	Online, integrations and control
10	Industry modules
11	Hospitals, clinics, pharmacies and opticians
12	Law firms
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All guides can be downloaded in StartERP under Help → User guides.



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