Distribution ERP

User and Administrator Manual

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For trading and distribution companies in Egypt. Version 0.2 adds the practical "How do I...?" chapter (9) and the latest rules on company defaults, prices, approvals and error messages. Arabic edition: ERP-User-Manual-AR.pdf

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1. What the system is

Distribution ERP is a web application for trading and distribution companies in Egypt. It covers accounting, treasury and payables, sales invoicing, inventory, customer relationship management and human resources in one system, with Arabic (right-to-left) and English screens. All amounts are kept in Egyptian pounds (EGP) with exact decimal arithmetic, and all business dates follow Cairo time (Africa/Cairo).

1.1 Modules

Module	Menu in the sidebar	Purpose	Availability
Organization	Organization	Company, branches, distribution vehicles	Core
Identity and Administration	Administration	Users, roles, permissions, settings, audit log	Core
Accounting	Accounting, Financial reports	Chart of accounts, journals, fiscal years and periods, posting monitor, financial statements	Core
Finance	Receipts and treasury, Payables, Accounting	Treasury, bank reconciliation, vendor invoices and payments, VAT and withholding tax, fixed assets, budgets, period close	Core
Invoicing	Sales	Quotations, sales orders, invoices, receipts, credit notes, approvals, ETA monitoring	Core
Inventory	Inventory	Items, stock locations, receipts, issues, transfers, counts, valuation, vehicle stock	Optional, sold separately
CRM	CRM	Customers, parties, opportunities, visits and activities	Optional, sold separately
HR	HR	Employees, attendance, leave, overtime, payroll	Optional, sold separately

> **Note**
> Inventory, CRM and HR are optional modules sold separately. A company without a module does not see its menus. Service-only sales documents work without Inventory.

1.2 Core concepts

Concept	Meaning
Company	The legal entity that owns the books. One company can have many branches. Base currency EGP and timezone Africa/Cairo are set on the company.
Branch	An operating site (head office, sales branch). Every transaction belongs to a branch. A branch that still has active stock locations cannot be deactivated.
Warehouse / stock location	Where stock is held (warehouse, showroom, in-transit, quarantine, distribution vehicle). Inventory module only. Appears as "Stock locations" in the Inventory settings menu.
Branch scope	The list of branches a user may see. A user without "all branches" sees only the branches granted to them. A record in another branch is reported as "not found", not as "forbidden".

Concept	Meaning
Branch selector	The "Current branch" control in the header. It can only narrow what you see within your granted branches; it never widens it.
Fiscal year and periods	A fiscal year has 12 monthly periods and an optional 13th adjustment period. A new year starts as Draft and must be approved by a second user before anything can be posted.
Period states	Open (normal posting), soft-closed (only manual journals by users holding a special permission), hard-closed (nothing can be posted).
Maker-checker	Sensitive actions need two different people: one prepares, another approves. The system refuses self-approval.
Posting	Business documents (invoices, receipts, stock movements, payroll) produce accounting journals through a posting queue. Events that cannot be mapped to accounts are parked in "Posting exceptions"; nothing is posted to a hidden suspense account.
Currency and time	Amounts are EGP by default; other currencies and exchange rates are maintained under Accounting settings. Dates are Cairo dates.
Business date	Every document, posting, effective and period date is a Cairo calendar date (Africa/Cairo), not the server (UTC) date. A document saved just after midnight in Cairo belongs to the new day.
Demo company	A DEMO company and its DEMO branches exist only as seed data. They are hidden from branch selectors, lists and filters whenever a real company is reachable (see 3.3).

2. Getting started

2.1 Addresses and login

- Production: the address given to you by your administrator (to be confirmed per installation).
- Development: web application at http://localhost:3000; API at http://127.0.0.1:8000/api.
- Health check for operators: GET /up.

1. Open the application address. The login screen asks for "Email or username" and a password.
2. Enter either your email or your username, then the password, and sign in.
3. The session token lasts 60 minutes and is renewed automatically for up to 7 days; after that you sign in again.

2.2 Language and branch

- Language: use "Change language" in the header to switch between Arabic and English. Each user also has a preferred language stored on the profile.
- Branch: use "Current branch" in the header to choose one of "Your branches". The choice narrows lists, reports and new documents to that branch.
- If a branch is withdrawn from you while you work, you see "This branch is no longer available to you. Choose another branch."
- Demo branches (DEMO-CAI, DEMO-ALX) are hidden from the branch selector, lists and filters when a real company is reachable.

> **Using the screens**
>
> - A "Skip to content" link at the top lets keyboard users jump past the menu; the focused control always shows a visible ring.
> - Every field has a visible label. A missing or invalid value is explained in a message under the field, in your language ("Required field").
> - Tables have a "Rows per page" selector (25 by default, at most 100).
> - Error messages are shown in the language you chose. Error pop-ups no longer print internal request ids; use "Copy reference" on the message when you contact support.
> - Deactivate and Reactivate ask you to confirm in a dialog before anything changes. There is no hard delete anywhere in the system.

2.3 Password and lockout rules

- Passwords have at least 8 characters, with letters and numbers by default. The administrator can tighten the policy under Administration > Settings > Security (length 8 to 64).
- The 5th consecutive wrong password locks the account for 15 minutes (threshold and duration are configurable). Login is also limited to 10 attempts per minute.
- A blocked or deactivated account cannot sign in; contact the system administrator.

- There is no self-service password reset. The login screen tells you to ask your system administrator to reset the password.
- Sign-in, failed sign-in and sign-out are recorded in the audit log.

2.4 First-run checklist

Perform these steps in order after the first installation. The administrator account is created automatically from the ERP_ADMIN_* settings (see 3.1).

1. Sign in as the administrator and review the company: Organization > Company (legal name, tax data, currency EGP, timezone).
2. Check Organization > Branches. A fresh installation creates one head-office (HQ) branch if the company has none. Add or correct branches.
3. Create the working users and roles (section 4.4), including a second finance user, because approvals need two people.
4. Accounting > Period close > Fiscal years: a Draft year for the current Cairo calendar year with 12 periods is created for you. Check its dates (a July-June company corrects them), then have a second user approve it. Nothing posts until it is approved.
5. Accounting > Chart of accounts: load your accounts (manual entry or import) and set Accounting settings > Posting profiles.
6. Enter tax setup: tax profiles and rates, withholding categories, tax registrations. These are not pre-loaded (see 7.5).
7. HR: enter the official holidays announced for movable dates (Eid, Islamic New Year, Prophet's Birthday, Sham El-Nessim). Fixed Egyptian holidays are pre-loaded for this and next year.
8. Check Administration > Settings (section 7.1).

> **Note**
> A fresh installation also loads 17 standard units of measure per company (Inventory module). These defaults were decided as recommended on 2026-11-07 and still need client confirmation.

3. Demo data and demo logins

3.1 What production creates

> **Development / demo only - never in production**
>
> The accounts and data in this section exist only in development and demonstration databases. Never run the demo seeders in production and never use the demo accounts there. All demo seeders refuse to run when the environment is production.

In production the seeding creates only: the system administrator (name, email and password taken from `ERP_ADMIN_NAME`, `ERP_ADMIN_EMAIL` and `ERP_ADMIN_PASSWORD` in the environment file; a password is mandatory in production), the role templates, one head-office branch if the company has none, a Draft fiscal year, the standard units of measure and the fixed Egyptian holidays. No demo company, customers, items or employees are created.

3.2 Demo logins

Email	Username	Role	Branch scope	What it can do
admin@example.com	admin	System Administrator (system-administrator)	All branches	Users, roles, branches, company, settings, audit log; Inventory, CRM and Invoicing master data. Has no Accounting, Finance or HR permissions by design (D04), so it cannot approve a fiscal year or post journals.
owner@example.com	owner	dev-full-access (development-only role created by hand in the dev database; not part of the seeders)	All branches	Broad access (189 permissions) for developers. It lacks the Finance and Invoicing permissions, so it is not a true "full" role.

Passwords are not printed in this manual. In development the administrator password is the `ERP_ADMIN_PASSWORD` value of the local environment file; change it at first use. The seeders create no other users.

> **Per-role accounts**
>
> To try the workflows as an accountant, sales representative, storekeeper and so on, create one user per role template using section 4.4. These per-role example accounts do not exist yet ("to be created"), and at least two finance users are needed to test maker-checker approvals.

3.3 Demo data by module

The demo company is "DEMO Nile Lantern Distribution LLC" with branches DEMO-CAI (head office) and DEMO-ALX (sales branch). Demo records carry the prefix DEMO-. The demo company and its branches are hidden from branch selectors, lists and filters whenever a real company ("Distribution Company") is

reachable, so a normal user never sees them. Figures below are those of the development database on 2026-11-07 and may include a set per company.

Module	Demo content
Organization	2 companies, 2 demo branches, 1 distribution vehicle
Accounting	172 accounts, fiscal year FY2026 (Draft) with periods; no journals
Finance	3 cash accounts (cash box, custody, bank account), VAT demo tax profile, 2 withholding categories, currencies AED/EGP/EUR/SAR/USD with 6 exchange rates, asset category DEMO-EQUIP, 1 cheque
Invoicing	2 quotations, 2 sales orders, 4 invoices, 3 receipts
Inventory	120 items, 24 item categories, 34 units of measure, 4 stock locations (main and vehicle per company); no stock movements or transfers
CRM	12 customers, 6 vendors, 20 parties, 8 customer groups, 12 opportunity stages, 3 opportunities, 3 activities
HR	12 employees DEMO-001 to DEMO-012 with contracts, bank accounts and salaries, 7 departments, 2 shifts, 8 leave types, 28 official holidays, 298 attendance records, 1 payroll run

> **Demo limitation**
>
> The demo dataset has no posted transactions: no journals, stock movements or stock transfers. Posting needs an approved fiscal year, which needs a second user. Create a second finance user and approve FY2026 before testing posting.

4. Roles, permissions and audit

4.1 How access is controlled

- Deny by default: a role grants only the permission keys listed on it. A role with no keys grants nothing.
- Permission keys are written resource.action, for example `invoices.issue` or `fiscal-years.approve`.
- Branch scope is fail-closed: a user sees only granted branches (or all, with "manage all branches"). Out-of-scope records answer "not found".
- Some actions need all-branches scope, for example payroll actions.
- Granting rights is limited by your own rights: you cannot grant a branch you do not hold, nor "manage all branches" unless you hold it.

4.2 Role templates (D04)

Role template	Arabic name	Purpose	Permissions
system-administrator	مسؤول النظام	System setup and user/role administration; no financial approvals	43
branch-manager	مدير الفرع	Approves granted actions inside assigned branches	50
finance-manager	المدير المالي	Finance scope in the assigned legal entity and branches	266
accountant	محاسب	Prepares, imports and reconciles; approval and posting are separate grants	130
sales-manager	مدير المبيعات	Assigned team and branches	77
sales-representative	مندوب مبيعات	Assigned customers and branch; rights granted per action	35
cashier	أمين الصندوق	Branch cashbox, receipts, cheque custody, handovers (assumption pending client confirmation, INV-D27)	15
inventory-manager	مدير المخازن	Assigned stock locations and branches	45
storekeeper	أمين مخزن	Executes authorised movements and counts in the assigned location	21
hr-manager	مدير الموارد البشرية	Assigned employee and branch scope	49
auditor	مراجع	Read-only access to explicitly scoped records	130

Highlights of the templates (full detail in Appendix A):

- System administrator: no Accounting, Finance or HR permissions at all.
- Auditor: reads almost everything except employee salaries, employee contracts, party national IDs and CRM settings.
- Finance manager: also payroll approve and lock, salary view and export, HR parameter approval and the financial access log.

- HR manager: all HR permissions except payroll approve/lock, HR parameter approval and the financial access log.
- Branch manager: approvals inside the branch (stock counts, transfer discrepancies, customers, discounts, price overrides, credit override, invoice issue and close, HR attendance, leave and overtime).
- Sales representative: cannot issue invoices or collect receipts by default.
- Cashier: creates receipts, views cash accounts, confirms custody, makes cash deposits, deposits/collects/bounces/returns cheques.
- Storekeeper: creates stock receipts, issues, transfers and counts; ships, receives and counts.

4.3 Permission matrix (summary)

One representative permission key per task, and the role templates that hold it (a dot means held). Appendix A lists every resource. The system-administrator column is shown as SysAdmin.

Task	Permission key	SysAdmin	Branch Mgr	Finance Mgr	Accountant	Sales Mgr	Sales Rep	Cashier	Inv Mgr	Storekeeper	HR Mgr	Auditor
Manage users and roles	`users.update-scope`	•										
Change settings	`settings.update`											
Approve a fiscal year	`fiscal-years.approve`			•								
Close a fiscal period	`fiscal-periods.close`			•								
Post a journal	`journals.post`			•								
View trial balance	`accounting-reports.trial-balance`			•	•							•
Issue an invoice	`invoices.issue`		•			•						
Create a receipt	`receipts.create`				•			•				
Approve a write-off	`invoices.write-off-approve`			•								
Approve a customer	`customers.approve`		•			•						
Create a stock transfer	`stock-transfers.create`								•	•		
Create a stock count	`stock-counts.create`								•	•		
View employee salaries	`employee-salaries.show`			•							•	
Approve a payroll run	`payroll-runs.approve`			•								
View the audit log	`audit-logs.show`	•										•

4.4 Creating a user, assigning a role and restricting branches

Needs the permissions `users.create`, `users.update` and `users.update-scope` (held by the system administrator).

1. Open Administration > Users and choose to add a user.

2. Fill in name, username, email, phone, an initial password (8 characters or more, letters and numbers) and the preferred language.
3. Choose the role template (for example accountant).
4. Restrict branches: select the allowed branches, or tick "manage all branches" only for people who must see every branch. You can grant only branches you hold yourself.
5. Save. Give the initial password to the user through a secure channel; there is no reset email.
6. To change the role or branches later, edit the user. The branch scope has its own save action, protected against simultaneous edits.
7. To remove access, deactivate the user (users are never deleted). You cannot deactivate yourself.

> **Note**
> Roles are managed under Administration > Roles. A custom role lists the permission keys it grants; the templates above are the starting point. Because approvals need two people, always create at least two users who hold the matching maker and approver permissions.

4.5 The audit trail

- Open Administration > Audit log (permission `audit-logs.show`).
- Every create, update, deactivate, approval, posting and sign-in is recorded with the user, time, record and changed values. Secrets such as passwords are never stored.
- The log is written inside the same transaction as the business action and cannot be edited or deleted.
- Reads of salaries and contracts are logged separately in HR > HR settings > Financial access log.

5. Workflows by module

Sections follow the order in which a company normally works. Each lists the menu path, the steps and the blocking rules in plain language.

5.1 Organization

Menu: Organization > Company, Branches, Vehicles. Permissions: `companies.show` /update, `branches.show` /create/update/deactivate.

1. Company: review the legal name, tax data, base currency and timezone.
2. Branches: add each branch with code, name and type (head office or sales branch).
3. Vehicles: register distribution vehicles that carry stock and are closed daily (Inventory).

> **Blocking rules**
>
> - A branch with active stock locations cannot be deactivated (`BRANCH_HAS_ACTIVE_LOCATIONS`).
> - Masters are deactivated and reactivated, never deleted.
> - Two records cannot share the same code (`DUPLICATE_CODE`).
> - Create forms fill in the company for you when only one real company is reachable. With several real companies you must choose one, otherwise you get `COMPANY_REQUIRED` .
> - Deactivate and Reactivate ask for confirmation first.

5.2 Accounting

Fiscal year and periods

Menu: Accounting > Period close > Fiscal years / Period close / Fiscal year end.

1. Check the Draft fiscal year and its 12 periods (plus period 13 if the adjustment period is enabled).
2. A second user holding `fiscal-years.approve` approves it. The preparer cannot approve.
3. At month end, close the period (`fiscal-periods.close`): soft-close first, then hard-close.
4. Reopening needs `fiscal-periods.reopen` and a written reason.

Chart of accounts

Menu: Accounting > Chart of accounts. Add accounts in up to 5 levels; only lowest-level accounts take journal lines. Bulk load through Accounting settings > Import chart of accounts (dry run, submit, a different user approves, then commit; up to 5,000 rows).

Journals

1. Accounting > Journals > new journal. Enter date, branch and at least two lines.
2. Submit; an approver other than the creator approves (unless a threshold in Accounting settings lets small amounts pass).
3. Post (`journals.post`). A posted entry is final; correct it by reversal.

Blocking rules

- A journal needs at least 2 lines and debits must equal credits, also within each branch (`JOURNAL_UNBALANCED`).
- Nothing posts until the fiscal year is approved and the period is open. A soft-closed period accepts manual journals only from users with `fiscal-periods.post-soft-closed` ; a hard-closed period accepts nothing (`PERIOD_CLOSED` for documents from other modules).
- Period 13 accepts only manual or opening journals.
- Manual lines cannot use control accounts. You cannot approve what you submitted (`SELF_APPROVAL_NOT_ALLOWED`).

Posting monitor

Menu: Accounting > Posting monitor > Posting exceptions, Posting outbox, Event matching, Period balances. An event that cannot be mapped to accounts is parked as an exception. Fix the posting profile, then reprocess (`posting-exceptions.reprocess`).

5.3 Finance

Treasury

Menu: Receipts and treasury. Cash and bank accounts are set under Accounts and reports > Cash and bank accounts, then linked to the ledger (Treasury ledger mapping).

- Custody: the cashier confirms a custody handover; a variance needs approval by a third user.
- Cash deposits receive a DEP number. Petty cash and issued cheques are under Payments.
- Bank transfers and bank charges are entered under Banks.

Bank reconciliation

1. Banks > Bank statements: import the statement. The import first runs as a dry run; a different user approves it.
2. Banks > Bank reconciliations: match statement lines to ledger movements.
3. Finalise. A second user must finalise and the difference must be zero.

Payables (AP)

1. Payables > Vendor invoices: create a draft, submit.
2. A different user approves, then the invoice is posted.
3. Payables > Vendor payments: create the payment; a second user approves. Withholding tax is deducted at payment using the rate valid on that date.
4. Reports: open items, aging (not due, 1-30, 31-60, 61-90, over 90 days), unmatched receipts, vendor statement.

Receivables (AR), cheques and provisions

Menu: Accounting > Receivables and provisions: AR reconciliation, provision runs, provision policies. Provision percentages are not pre-loaded. Received cheques are under Receipts and treasury > Collections > Cheques: In hand, then Deposited, then Collected, or Bounced or Returned.

VAT and withholding tax

Menu: Accounting > Taxes: VAT return, withholding report, tax box report, withholding certificates, tax boxes. Tax boxes, tax rates and withholding rates are not pre-loaded; an accountant must enter them (see 7.5).

Fixed assets

1. Define asset categories and their depreciation rules (effective-dated; not pre-loaded).
2. Register the asset; a second user activates it.
3. Run depreciation batches monthly; record disposals; use asset reports.

Budgets

Menu: Accounting > Budgets > Budgets and Import lines. Budgets can be imported from a file.

> **Blocking rules**
>
> - Vendor invoice approval, vendor payment approval, bank statement approval, reconciliation finalisation, asset activation and imports all need a second user.
> - Nothing posts into a closed period (`PERIOD_CLOSED`).
> - Reconciliation cannot finish while a difference remains.

5.4 Invoicing (Sales)

Order of work: quotation, sales order, invoice, receipt, then credit note if needed. Menu: Sales.

1. Quotations (QUO): create and send a quotation to a customer.
2. Sales orders (SO): convert or create an order. Confirming the order reserves stock.
3. Invoices: create the draft from the order, submit it, and issue it. The INV number is allocated at issue and needs an open sales period.
4. Receipts: collect payment (cash, cheque or transfer). A receipt can carry withholding tax (category and certificate) or create an advance.
5. Credit notes (CN): reduce an invoice; write-offs need an extra approval (`invoices.write-off-approve`); then close the invoice.
6. ETA monitor (Sales > ETA monitor): follows the tax-authority state of each invoice: Pending, Valid, Invalid, Rejected. This state is separate from the commercial status.

Blocking rules

- Discounts, price overrides, credit and free goods above the role limits need approval by a different user. If no limit is configured it counts as zero, so approval is always required.
- Credit control blocks issue when the customer is on hold, overdue or over the credit limit, unless an override is approved.
- A missing price or tax rate stops the document (`PRICE_MISSING` , `TAX_RATE_MISSING`); nothing is guessed. For `PRICE_MISSING` the message names the unpriced line (`lines.N.sellable_id`), including when you create an invoice from an order. Add a price for that item or service in Sales > Pricing > Price lists (group price) and repeat the action.
- Group prices proposed by a user without `item-prices.maintain` start as "Pending approval"; a holder of `item-prices.approve` approves them. You cannot approve your own request (`SELF_APPROVAL_NOT_ALLOWED` , 409). Users with `item-prices.maintain` apply prices directly.
- Issued invoices cannot be edited; correct them with a credit note. Stock is not issued below zero (`INSUFFICIENT_STOCK`).
- Tax is rounded half-up per line.
- Submitting invoices to the tax authority over HTTP is refused (`ETA_NOT_CONFIGURED`) until credentials and signing are configured and reviewed. ETA applies to Egypt only.

5.5 Inventory (optional module)

Menu: Inventory > Settings (item categories, items, units, unit conversions, stock locations), then Operations (supplier receipts, stock issue, transfers, stock counts, opening balances) and Inventory (balances, vehicle stock, vehicle day close, valuation, reorder report).

1. Set up categories, items (with unit of measure) and stock locations.
2. Enter opening balances and post them (needs an open period).
3. Receive from suppliers (supplier receipt), then match the receipt to the vendor invoice.
4. Transfer between locations in two steps: ship, then receive. Goods in between sit in the in-transit location.
5. Stock counts: create, count, then a different user approves; the location is frozen meanwhile.
6. Vehicles: load stock to the vehicle, sell from it, and close the vehicle day.

Blocking rules

- Negative stock is blocked.
- Cost is a moving weighted average at company level.
- Receiving more than was shipped is refused (`RECEIVED_EXCEEDS_SHIPPED`); a shortage becomes a pending discrepancy that a second user approves.
- A location under count is frozen (`COUNT_IN_PROGRESS`). Posted movements cannot be edited.
- Item type, tracking or base unit cannot change once the item has stock (`ITEM_HAS_STOCK`).

5.6 CRM (optional module)

Menu: CRM > Customers and parties, Sales pipeline, Visits and activities, Reports and import.

1. Parties: one party (a person or company) can be both customer and vendor. The system warns about likely duplicates.
2. Customers: create a customer. When a sales representative creates one it waits in "Customers pending approval" until a different user with `customers.approve` decides.
3. Assign customers to representatives (Owner or Support). Representatives see only their own portfolio.
4. Opportunities move through New, Qualified, Proposal, Negotiation, then Won or Lost.
5. Activities: plan visits and follow-ups, complete them with an outcome; see Overdue activities and the representative activity report.

> **Blocking rules**
>
> - A lost opportunity needs a reason; completing an activity needs an outcome.
> - The owner can edit an activity only within 24 hours (setting `crm.visit_edit_hours`).
> - Merging parties needs a second approver. The national ID is hidden unless the user holds its own permission.
> - Party import is an XLSX file with maker-checker approval.

5.7 HR (optional module)

Menu: HR > People, Attendance and time, Leave, Payroll, HR settings.

1. People: set up departments and job titles, then add employees with assignments, contract and bank account (stored encrypted).
2. Attendance: define shifts, work calendars and holidays; import attendance (Excel template or device CSV mapping). The import runs as a dry run, then a user other than the uploader approves it.
3. Overtime: request before the work; an independent approver decides once.
4. Leave: check balances, submit a request; an independent approver decides. Rest days and holidays are not counted as leave days.
5. Payroll: one run per company per month. Preview; Finance accepts any pending parameters; a different user approves the run; then lock it; then export the payroll register and bank file (both need a reason).

Blocking rules

- Attendance exceptions NoAssignment and Duplicate block approval; MissingPunch blocks payroll.
- Once a payroll period is approved or locked, leave, attendance and overtime for it cannot change (`PAYROLL_PERIOD_LOCKED`).
- A negative net salary is refused (`PAYROLL_NEGATIVE_NET`). Payroll actions need all-branches scope (`PAYROLL_REQUIRES_COMPANY_SCOPE`).
- Salary and contract data need `employee-salaries.show` ; each such read is logged in the financial access log.
- The salary-sensitive employee fields (National ID, Person with disability) need `employee-salaries.update` . Without it the save is refused with Forbidden before any validation message is shown.
- Statutory parameters are effective-dated; Martyrs' Fund and overtime rates stay "pending confirmation" until set.

6. Dashboard, reports and exports

6.1 Dashboard

The home page shows widgets according to the modules and permissions you hold: finance and inventory summaries, aging, work queues and quick links. The layout is being redesigned, so this manual describes it only in general terms.

6.2 Reports

Area	Reports (menu path)
Financial reports	Financial reports > Accounting reports: trial balance, account statement, party statement, GRNI by vendor, inter-branch matrix. Financial statements: balance sheet, income statement, cash flow statement. Supporting schedules.
Sales	Sales > Sales reports, Customer statements, ETA monitor
Payables	Payables > Reports: open items, aging, unmatched receipts, vendor statement
Treasury and assets	Treasury reconciliation reports; Fixed assets > Asset reports
Inventory	Inventory > balances, valuation, reorder report, vehicle stock
CRM and HR	CRM > Representative activity; HR attendance, leave and payroll registers

Reports respect branch scope: a user sees and exports only the branches granted to them.

6.3 Exports and notifications

- Exports: Financial reports > Report export (permission `accounting-reports.export`); the payroll register and bank file are exported from the payroll run.

> **Not available yet**
>
> Notifications (in-app, email, mobile push, SMS) are not built yet. The system does not send emails or messages about approvals, due dates or payroll. Users must check the work queues and approval screens themselves. Outgoing mail settings exist for deployment, but no business notification uses them yet.

7. Administration and operations

7.1 Settings

Menu: Administration > Settings (`settings.show` , `settings.update` ; security and accounting writes also need `settings.update-security`).

Group	What it controls
Security	Lockout attempts (3-10) and minutes (5-120), token lifetime (5-480 min), refresh window (60-43200 min), password length (8-64) and character rules
Company	Allowed countries (default EG)
Accounting	Journal approval threshold, rounding tolerance, narration language
CRM	Visit edit window (hours), duplicate-name threshold
Uploads	Maximum import file size, maximum cheque image size
Numbering	Prefixes (PTY-, CUS-, VND-, EMP-) and zero padding

7.2 Audit log

See 4.5. Review the log regularly for failed sign-ins, role changes and approvals.

7.3 Backups and deployment

- The stack runs as containers: application (php-fpm 8.3), web (nginx), queue worker, scheduler and database (MySQL 8.4).
- A database backup runs every hour (backup:run --only-db). Take an extra dump before every release.
- Full installation, upgrade and rollback steps are in the technical guide backend/docs/deployment.md, which is the reference for operators.

> **Deployment status**
>
> The Docker stack was validated locally on 2026-11-07 (images build, stack starts, seeding, queue, scheduler and smoke test). TLS and reverse proxy, real SMTP, and backup and restore on a real host are not validated yet.

7.4 Troubleshooting

When an action fails the screen shows a message; the code below is shown in the technical details and helps support find the cause. Messages are shown in your language. Server errors show a generic message without internal ids; use "Copy reference" on the message and give it to support.

Code	HTTP	Meaning	What to do
UNAUTHENTICATED	401	Session missing or expired.	Sign in again.
`INVALID_CREDENTIALS`	422	Wrong email/username or password.	Retry; the 5th failure locks the account.

Code	HTTP	Meaning	What to do
`ACCOUNT_LOCKED`	423	"This account is temporarily locked." The account is locked after 5 consecutive wrong passwords.	Wait 15 minutes or ask the administrator (see 9.1).
`ACCOUNT_BLOCKED`	403	Account is blocked.	Contact the system administrator.
`ACCOUNT_INACTIVE`	403	Account is deactivated.	Contact the system administrator.
`TOO_MANY_REQUESTS`	429	More than 10 login attempts a minute.	Wait a minute and retry.
FORBIDDEN	403	Your role lacks the permission. This is checked before field validation, so you see Forbidden rather than a validation message (for example the salary-sensitive employee fields need `employee-salaries.update`).	Ask the administrator for the permission key.
`COMPANY_REQUIRED`	422	Several real companies are reachable, so the form cannot choose one for you.	Select the company in the form. With exactly one real company it is filled in automatically.
`BRANCH_NOT_ALLOWED`	403	Branch not allowed for you.	Choose another branch or ask for access.
`CANNOT_GRANT_ALL_BRANCHES`	403	You tried to grant "all branches" without holding it.	Ask a user who holds it.
`NOT_FOUND`	404	Record does not exist or is outside your branches.	Check the branch selector and your scope.
`CONCURRENCY_CONFLICT`	409	Someone changed the record since you opened it.	Reload and repeat the edit.
`CANNOT_DEACTIVATE_SELF`	409	You cannot deactivate your own account.	Ask another administrator.
`BRANCH_HAS_ACTIVE_LOCATIONS`	409	Branch still has active stock locations.	Deactivate the locations first.
`DUPLICATE_CODE`	422/409	Code already used.	Choose another code.
`VALIDATION_FAILED`	422	A field is missing or invalid.	Read the message under each field.
`PERIOD_CLOSED`	422	The accounting period is closed.	Ask finance to reopen it (reason required) or use an open date.
`JOURNAL_UNBALANCED`	422	Debits do not equal credits.	Correct the lines.
`SELF_APPROVAL_NOT_ALLOWED`	409	You cannot approve what you submitted.	Ask a different approver.

Code	HTTP	Meaning	What to do
`INSUFFICIENT_STOCK`	422	Not enough stock.	Receive stock or reduce the quantity.
`COUNT_IN_PROGRESS`	422	A stock count is running in this location.	Finish or cancel the count.
`RECEIVED_EXCEEDS_SHIPPED`	422	Received more than shipped.	Receive up to the shipped quantity.
`ITEM_HAS_STOCK`	409	Cannot change type, tracking or base unit with stock.	Create a new item instead.
`DOCUMENT_POSTED`	409	Document already posted.	Correct by reversal or credit note.
`PRICE_MISSING` / `TAX_RATE_MISSING`	422	No price or tax rate found. `PRICE_MISSING` names the unpriced line (`lines.N.sellable_id`).	Add a price for that item in Sales > Pricing > Price lists (group price, approved) or the tax rate, then repeat. See 9.2.
`ETA_NOT_CONFIGURED`	422	Tax-authority submission is not configured.	Complete ETA settings and review.
`PAYROLL_PERIOD_LOCKED`	409	Payroll period is approved or locked.	Ask finance to handle it via payroll.
`PAYROLL_NEGATIVE_NET`	422	Net salary would be negative.	Review deductions.
`PAYROLL_REQUIRES_COMPANY_SCOPE`	403	Payroll needs all-branches scope.	Use a user with all branches.
`METHOD_NOT_ALLOWED`	405	Unsupported operation.	Report to support.
`COMPANY_NOT_CONFIGURED`	409	The company has no setup yet.	Complete Organization > Company.
`NETWORK_ERROR`	-	Connection unavailable.	Check the network and retry.
`SERVER_ERROR`	500	Unexpected server error.	Retry later; quote the request ID to support.

7.5 Go-live checklist and open items

- Tax profiles and rates, withholding rates, provision percentages, depreciation rules, ETA settings and aging buckets are not pre-loaded; the client accountant must enter or confirm them.
- Advance VAT mode (setting advance_vat_mode): confirm with the tax advisor before go-live.
- The default holidays, Draft fiscal year and 17 units of measure are recommendations awaiting client confirmation.
- The cashier role is an assumption pending client confirmation.
- There is no password reset flow and no notification module yet.

8. Glossary

English	Arabic
Account	حساب
Accounts payable	ذمم دائنة
Accounts receivable	ذمم مدينة
Activity	نشاط
Aging	أعمار الذمم
Attendance	حضور
Audit log	سجل التدقيق
Balance sheet	قائمة المركز المالي
Bank reconciliation	تسوية بنكية
Branch	فرع
Budget	موازنة
Cash flow statement	قائمة التدفقات النقدية
Chart of accounts	دليل الحسابات
Cheque	شيك
Company	شركة
Credit note	إشعار دائن
Custody	عهدة
Customer	عميل
Depreciation	إهلاك
Distribution vehicle	سيارة توزيع
Employee	موظف
Fiscal period	فترة مالية
Fiscal year	سنة مالية
Fixed asset	أصل ثابت
Hard close	إقفال نهائي
In transit	بضاعة بالطريق
Income statement	قائمة الدخل
Invoice	فاتورة
Journal entry	قيد يومية
Leave	إجازة

English	Arabic
Maker-checker	اعتماد مزدوج
Opportunity	فرصة
Overtime	عمل إضافي
Party	طرف
Payroll run	مسيرة رواتب
Permission	صلاحية
Petty cash	عهدة نثرية
Posting	ترحيل
Posting exception	استثناء ترحيل
Provision	مخصص
Quarantine	مخزن الحجز
Quotation	عرض سعر
Receipt voucher	سند قبض
Reversal	قيد عكسي
Role	دور
Sales order	أمر بيع
Soft close	إقفال مبدئي
Stock count	جرد مخزون
Stock location	موقع مخزون
Stock transfer	تحويل مخزون
Supplier receipt	إيصال مورد
Tax authority e-invoice (ETA)	منظومة الفاتورة الإلكترونية (ETA)
Trial balance	ميزان المراجعة
Value added tax (VAT)	ضريبة القيمة المضافة
Vendor	مورد
Warehouse	مخزن
Weighted average cost	متوسط التكلفة المرجح
Withholding tax	خصم من المنبع
Write-off	شطب

9. How do I...? (FAQ)

Short, practical answers grouped by task. Menu names are the ones shown on screen (sidebar, then page, then button). Permission keys are written resource.action; if a menu or button is missing for you, your role does not hold that key (see 4.4 and section 7.4). Where a step needs two people, the system refuses to let the same user do both.

9.1 Sign in and setup

How do I sign in?

1. Open the application address given by your administrator.
2. Enter your "Email or username" and your "Password", then choose "Sign in".
3. The session lasts 60 minutes and renews while you work, for up to 7 days; then you sign in again.

> Tip: if "Caps Lock is on" appears under the password field, turn Caps Lock off before retrying.

How do I change the language?

1. In the header, open the user menu and choose "Change language".
2. Pick "English" or "Arabic". Arabic switches the whole screen to right-to-left.

> Tip: messages and error texts follow the language you picked. Your administrator can also set a preferred language on your user.

How do I switch branch?

1. In the header, open the "Current branch" control.
2. Choose one of "Your branches" (or "All your branches" when you hold more than one).

> Tip: the selector only narrows what you see inside the branches granted to you. Demo branches (DEMO-...) are hidden when a real company is reachable.

I forgot my password. What do I do?

There is no self-service reset and no reset email. Ask your system administrator: they open Administration > Users, edit your user and enter a "New password", which they give you through a secure channel.

> Needs (administrator): users.update.

My account is locked. What do I do?

After 5 consecutive wrong passwords the screen says "This account is temporarily locked." (code ACCOUNT_LOCKED). Wait 15 minutes and sign in again, or ask your administrator. If the message says the account is blocked or deactivated, only the administrator can restore it.

> Tip: login is also limited to 10 attempts per minute (TOO_MANY_REQUESTS); wait one minute.

How do I add a user and give a role?

1. Open Administration > Users and choose "Create".
2. Fill in name, username, email, phone, an initial password and the language.
3. Select the role (for example accountant) and the allowed branches. Tick "Manage every branch" only for people who must see all of them.
4. Save, and give the initial password to the person privately.

To build a custom role, use Administration > Roles, create the role and tick its permissions with the permission picker. Deactivate a user instead of deleting (you cannot deactivate yourself).

> Needs: users.create, users.update, users.update-scope; roles.create for a new role. You can grant only branches you hold yourself.

9.2 Sales

How do I create a customer?

1. Open CRM > Customers and parties > "New customer".
2. Pick an existing party or "Create a new party" and fill the details and address.
3. Choose the customer group (needed later for group prices) and save.

A customer created by a sales representative waits as "Customer created pending approval" in "Pending customers" until a different user approves it.

> Needs: customers.create; approval needs customers.approve. The company is filled in for you when only one real company is reachable; with several real companies you must pick one (COMPANY_REQUIRED).

How do I set a price for a customer group?

1. Open Sales > Pricing > Price lists (the page is titled "Group prices").
2. Choose "Propose price".
3. Select the "Customer group", the "Sellable type" and the "Item or service", then enter the "Unit price" and "Effective from" (and "Effective to" if it ends).
4. Save. With `item-prices.maintain` the price applies immediately; without it the price starts as "Pending approval".

> Needs: item-prices.maintain (or item-prices.import to stage prices). A later price closes the previous open one on the day before; overlapping dates are refused (PRICE_OVERLAP). Many prices at once: Sales > Pricing > Price imports (XLSX, dry run, approval, commit).

How do I approve a group price?

1. Open Sales > Pricing > Price lists and filter the rows "Pending approval".
2. Open the row and choose "Approve" (or "Reject" with a reason).

You cannot approve a price you proposed yourself: the system answers 409 SELF_APPROVAL_NOT_ALLOWED. Ask another holder of the permission.

> Needs: item-prices.approve (held by the finance manager template).

How do I create a sales order?

1. Open Sales > Sales orders > "New sales order".
2. Select the customer and branch, then add lines (item or service and quantity). Prices come from the customer's group.
3. Save the draft, then choose "Confirm order". Confirming reserves stock for stock lines; services need no reservation.

> Needs: sales-orders.create and sales-orders.confirm. If a line has no price you get PRICE_MISSING (see the entry below).

How do I make an invoice from an order?

1. Open the confirmed order and choose "Create invoice".
2. On "Create invoice from order", tick the lines and enter the "Quantity to invoice" (up to what is left).
3. Choose "Create draft invoice".
4. On the invoice, "Submit for approval", then "Issue invoice" once approvals are given. The invoice number is assigned at issue and needs an open sales period.

> Needs: invoices.create; invoices.issue to issue. An issued invoice cannot be edited: correct it with a credit note.

The invoice says PRICE_MISSING. How do I fix it?

The message names the unpriced line (field `lines.N.sellable_id`, where N is the position of the line in the document). It appears when creating an invoice from an order, and when saving quotations, orders and invoices.

1. Note which item or service the named line holds.
2. Add a price for it in Sales > Pricing > Price lists for the customer's group, effective on or before the document date (see the entry on group prices).
3. If the price is "Pending approval", have another user approve it.
4. Return to the document and repeat the action.

> Tip: also check that the customer belongs to a customer group. Nothing is guessed: the system never invents a price.
> Needs: item-prices.maintain or approval by item-prices.approve.

How do I issue a credit note?

1. Open the issued invoice and choose "Create credit note" (or Sales > Credit notes > "New credit note" and select the original invoice).
2. Tick the lines to credit, set the quantity, a reason, and say what happens to the goods ("Goods disposition"). A price correction uses the "No stock" disposition.
3. "Save credit note", then "Issue credit note". Issuing assigns the number, posts it and cannot be undone.

> Needs: credit-notes.create and credit-notes.issue. Quantities are limited to what was not yet returned.

How do I record a customer receipt?

1. Open the invoice and choose "Collect payment", or use Receipts and treasury > Customer receipts > "New receipt".
2. Select the customer, branch, cash account or bank account, the instrument (cash, cheque or transfer) and the "Amount received".
3. Apply the amount to open invoices; any rest becomes an advance. Add the withholding tax category and certificate if the customer withheld tax.
4. Save. A wrong receipt is undone with "Reverse receipt".

> Needs: receipts.create (receipts.reverse to reverse). The receipt date cannot be in the future.

9.3 Finance

How do I add a cash or bank account?

1. Open Receipts and treasury > Accounts and reports > Cash and bank accounts and choose "New account".
2. Select the "Branch", "Type" (cashbox or bank), the "Currency" (3 letters, for example EGP) and a "Code".
3. Save, then map it to a ledger account under "Treasury GL mapping" so postings reach the books.

> Tip: branch, type and currency cannot be changed later; only the code can. Needs: cash-accounts.create.

How do I pay a vendor?

1. Enter and post the vendor invoice first: Payables > Vendor invoices (draft, submit, a different user approves).
2. Open Payables > Vendor payments > "Create payment", choose the vendor and the invoices to settle.
3. A second user approves the payment. Withholding tax is deducted using the rate valid on the payment date.

> Needs: vendor-payments.create; approval needs vendor-payments.approve from another user.

How do I handle a cheque?

Received cheques: Receipts and treasury > Collections > Cheques. Open the cheque and use "Deposit" (choose the bank account, deposit reference, optional bank charges), then "Mark collected"; or "Mark bounced" or "Return to customer". Deposit is posted and cannot be undone. You can attach an image (JPG, PNG or PDF up to 4096 KB).

Cheques you issue: Receipts and treasury > Payments out > Issued cheques > "Register cheque", later "Clear cheque".

> Needs: cheques.deposit, cheques.collect, cheques.bounce, cheques.return; issued-cheques.create and issued-cheques.clear.

How do I import a bank statement?

1. Open Receipts and treasury > Bank > Bank statements and choose "Import statement".
2. Follow the wizard and choose "Validate and import" (a dry run runs first).
3. A different user approves the statement, then it is committed.

> Needs: bank-statements.create; approval needs bank-statements.approve and commit needs bank-statements.commit. The exact file layout is not described in this manual; ask your administrator for the agreed template.

How do I reconcile a bank account?

1. Open Bank > Bank reconciliations > "New reconciliation" and pick a committed statement.
2. Match statement lines to ledger movements: accept "Suggested matches" or select lines and choose "Match selected". "Unmatch" removes a match.
3. For a bank charge not yet booked, use "Propose an adjustment" ("Create draft").
4. When the difference is zero, a second user chooses "Finalise".

> Needs: bank-reconciliations.create, .match and .finalise. Finalising is refused while a difference remains.

How do I post a manual journal?

1. Open Accounting > Journals > "New journal".
2. Enter the posting date and branch, then "Add line" for each account with a debit or a credit (at least two lines; debits must equal credits).
3. Save, then "Submit". Another user approves unless the amount is under the approval threshold.
4. "Post". A posted journal is final: correct it with "Reverse".

> Needs: journals.create, journals.submit, journals.approve, journals.post. The date must fall in an open period (PERIOD_CLOSED otherwise).

How do I close a period?

1. Make sure the fiscal year is approved and everything for the month is posted (check Posting exceptions and Posting outbox are empty).
2. Open Accounting > Period close and choose "Start close". Select the "Fiscal year" and the period, then "Create run".
3. Review the checks (Pass, Warning or Fail). Any Fail must be fixed first (CLOSE_CHECKS_FAILED).
4. "Submit", then a different user "Approve", then "Close". Reopening needs "Reopen" and a written reason.

> Needs: close-runs.create, .submit, .approve, .close and company-wide (all branches) access. Year-end is a separate screen, Year-end.

9.4 Inventory

How do I add a unit of measure and an item?

1. Units: Inventory > Units of measure > "Create unit". Conversions (for example box to piece): Inventory > UOM conversions > "Create conversion".
2. Create an item category in Inventory > Item categories if needed.
3. Open Inventory > Items > "Create item": give the names, "Type", "Category", "Base unit", purchase and sales units and "Tracking".

> Needs: uoms.create, items.create. Type, tracking and base unit cannot change once the item has stock (ITEM_HAS_STOCK). The standard units are already loaded.

How do I receive stock from a supplier?

1. Open Inventory > Goods receipts (page "Supplier receipts") > "Create supplier receipt".
2. Select the "Stock location", the "Supplier" and "Supplier reference", then add item lines with quantity and unit cost.
3. "Save draft", then "Post". Posting is final and needs an open period.

> Needs: stock-receipts.create and stock-receipts.post. For starting balances use Inventory > Opening balances instead.

How do I issue stock out?

1. Open Inventory > Stock issues > "Create stock issue".
2. Select the stock location and the "Reason", add the item lines and quantities.
3. "Save draft", then "Post".

> Needs: stock-issues.create and stock-issues.post. Stock never goes below zero (INSUFFICIENT_STOCK).

How do I count stock?

1. Open Inventory > Stock counts > "Create stock count": choose the "Stock location", the count date and, if wanted, "Blind count" and "Freeze stock".
2. Choose "Start count" (optionally only one item or one category). The system snapshots the stock.
3. Enter the "Counted quantity" per line, "Save counts", then "Submit count".
4. A different user chooses "Approve" (or "Reject" with a reason). Nothing is posted until approval.

> Needs: stock-counts.create, stock-counts.count, stock-counts.approve. A frozen location blocks postings until the count ends (COUNT_IN_PROGRESS).

How do I transfer stock between warehouses?

1. Open Inventory > Stock transfers > "Create stock transfer", select the source and destination locations and the item lines.
2. "Save draft", then "Ship". The goods sit in the in-transit location.
3. At the destination open the transfer and choose "Receive" (or "Receive now") with the received quantities.
4. A shortage becomes a discrepancy that a second user clears with "Approve discrepancy".

> Needs: stock-transfers.create, .ship and .receive; stock-transfers.approve-discrepancy for the discrepancy. You cannot receive more than was shipped.

9.5 CRM and HR

How do I take a lead through to a customer?

1. Open CRM > Sales pipeline > Opportunities > "New opportunity" for the lead (a party without a customer role).
2. Move it along the stages with "Change stage" (New, Qualified, Proposal, Negotiation). A lost opportunity needs a "Lost reason".
3. When it is won, choose "Convert lead to customer" and complete the address step.
4. The new customer is "pending approval" until a different user approves it in "Pending customers".

> Needs: opportunities.create, opportunities.update, customers.create; approval needs customers.approve.

How do I add an employee?

1. Open HR > People > Employees > "Create employee".
2. Enter the Arabic name, "Hire date", "Employment type" and the "Initial assignment" (branch, department, position, "Effective from"). The assignment cannot start before the hire date.
3. Save. The employee code (EMP-...) is generated. Add the contract and bank account from the employee page.

> Needs: employees.create. Departments and positions must exist first.

Why does saving an employee say Forbidden when I change the national ID?

"National ID" and "Person with disability" are salary-sensitive fields. Without `employee-salaries.update` you get Forbidden (403) first, before any field validation message, even if the form also has other mistakes. Ask the administrator for the permission, or leave those two fields unchanged. Every read or change is logged in HR > HR settings > Financial access log.

> Needs: employee-salaries.update to change them; employee-salaries.show to view salaries.

How do I request and approve leave?

1. Open HR > Leave requests and balances > "New leave request".
2. Select the employee, the "Leave type" and the dates. Rest days and holidays are not counted.
3. Submit. An independent approver opens the request and approves or rejects it (a reason is needed to reject).

> Needs: leave-requests.create; leave-requests.approve for the approver. If the screen says no balances exist for the year, the leave year must be opened by an administrator command. A payroll period that is approved or locked cannot change.

9.6 Reports and exports

How do I run and export a report?

1. Open the report from its menu: Financial reports > Accounting reports (trial balance, account statement, party ledger), Sales > Sales reports, Payables > Reports, Inventory > Stock balances, Stock valuation, Reorder report.
2. Set the filters (date range, branch, account) and run it.
3. To export, use the export button on the report or Financial reports > "Report exports" (trial balance, general ledger, journals, AP aging as CSV or Excel, up to 20,000 rows).

> Needs the report's show key and its export key, for example accounting-reports.export, sales-reports.export. Reports and exports respect your branch scope.

How do I find who changed a record?

1. Open Administration > Audit log.
2. Filter by "Target type" and "Target ID", "Actor", the "From date" and "To date".
3. Open a row to see who, when, the old and new values and the reason. Secrets such as passwords are never stored.

> Needs: audit-logs.show. The log cannot be edited or deleted. Salary and contract reads are in HR > Financial access log.

9.7 Troubleshooting

I see Forbidden. What does it mean?

Your role lacks the permission for that action (403 FORBIDDEN, "You do not have permission for this action."). It is checked before field validation, so you will not see a validation message for that form until the permission is granted. Note the action and ask your administrator for the permission key from this manual.

> Tip: a record in another branch is shown as "not found", not "forbidden".

I do not see a branch (or a record).

1. Check "Current branch" in the header: it may be narrowed to another branch.
2. Your user may not be granted that branch: ask an administrator to extend your branch scope (users.update-scope).
3. The branch may be deactivated, or it may be a demo branch (DEMO-...), which is hidden from selectors, lists and filters when a real company exists.

> If you are told "This branch is no longer available to you", choose another branch.

I cannot deactivate a record.

1. Open the record, choose "Deactivate", read the dialog and choose "Confirm". Nothing changes until you confirm. "Reactivate" brings it back.
2. If it is refused, read the message: a branch with active stock locations (BRANCH_HAS_ACTIVE_LOCATIONS), your own account (CANNOT_DEACTIVATE_SELF), or you lack the deactivate permission.

> There is no hard delete anywhere in the system: records are only deactivated, and posted documents are corrected by reversal or credit note.

A number or tax looks wrong.

1. Taxes are rounded half-up per line. Compare the line amounts, not only the total.
2. Check Sales > Sales settings > Tax profiles and the effective dates of rates. Tax rates and withholding rates are not pre-loaded; they need entry and confirmation by the client accountant.
3. Stock cost is a moving weighted average at company level; check Stock valuation.
4. Dates are Cairo business dates (Africa/Cairo): a document entered just after midnight in Cairo belongs to the new day.

> An issued invoice or posted journal cannot be edited: correct it with a credit note or reversal.

My export is empty.

1. Check the filters: date range, status and search text.
2. Check "Current branch": exports contain only the branches granted to you and the branch you selected.
3. Check that the period actually has posted documents; ledger reports show posted data only.

> Needs the export key of the report. If it still looks wrong, copy the reference from the error message and send it to support.

My session expired. What now?

The session lasts 60 minutes and renews while you work, for up to 7 days. After that, or when UNAUTHENTICATED (401) appears, sign in again. Reload the screen first if you changed branch or permissions and nothing seems to work.

> Tip: error messages appear in your language and no longer show internal ids. Use "Copy reference" on the error message when you contact support.

Appendix A. Permission matrix by role template

Legend: a dot means every action of the resource is granted; a single word is the one action granted (for example show); a list names the actions granted; empty means none. Source: role template seeder (446 permission keys). Actions: show = view, create, update, deactivate, approve, post and so on.

Resource	SysAdmin	Branch Mgr	Finance Mgr	Accountant	Sales Mgr	Sales Rep	Cashier	Inv Mgr	Storekeeper	HR Mgr	Auditor
Accounting (31)											
accounting-reports			trial-balance, account-statement, export	trial-balance, account-statement, export							trial-balance, account-statement, export
accounting-settings			•	show							show
accounts			•	show, create, update							show
fiscal-periods			•								
fiscal-years			•	show							show
journals			•	show, create, submit							show
opening-balances			post-gl					post-gl			
posting-exceptions			•	show							show
posting-profiles			•	show							show
AuditLog (1)											
audit-logs	show										show
CRM (43)											
crm-activities		show			•	show, create, update					show
crm-reports		show			show						show
crm-settings	•										
customer-assignments		•			•	show					show
customer-groups					show, create, update						show
customers		show, approve			show, create, update, approve, import	show, create					show
customers.credit			update		update						
opportunities					show, create, update	show, create, update					show
opportunity-stages											show
parties			show, merge-approve		show, create, merge, override-duplicate, export	show, create					show
party-national-id											
segments					manage						show

Resource	SysAdmin	Branch Mgr	Finance Mgr	Accountant	Sales Mgr	Sales Rep	Cashier	Inv Mgr	Storekeeper	HR Mgr	Auditor
vendors			show, create, update, import								show
Core (4)											
posting-outbox			show	show							show
settings											
Finance (167)											
ap-rates			•	show, create							show
ap-reconciliations			show	show							show
ap-reports			•	show							•
ar-reconciliations			•	show							•
asset-categories			•	show, create, update							show
asset-disposals			•	show, create, submit							show
asset-reports			•								•
assets			•	show, create, update							show
bank-charges			•	show, create							show
bank-reconciliations			•	show, create							show
bank-statements			•	show, create							show
budget-reports			•	show							•
budgets			•	show, create, update, submit, import							show
close-runs			•	show, create, submit							show
coa-imports			•	show, create, submit							show
currencies			•	show							show
depreciation-runs			•	show, create, submit							show
event-reconciliations			•	show							•
exchange-rates			•	show, create							show
finance-dimension-rules			update								
finance-dimensions			•	show, create							show
finance-settings			•	show							show
financial-statements			•	show							•
issued-cheques			•	show, create							show
journal-imports			•	show, create, submit							show

Resource	SysAdmin	Branch Mgr	Finance Mgr	Accountant	Sales Mgr	Sales Rep	Cashier	Inv Mgr	Storekeeper	HR Mgr	Auditor
opening-ap-imports			•	show, create, submit							show
period-balances			show	show							show
petty-cash			•	show, create							show
provision-policies			•	show, create							show
provision-runs			•	show, create, submit							show
schedules			show	show							show
tax-box-report			•								•
tax-boxes			•	create, update							show
transfers			•	show, create							show
treasury-accounts			•	show							show
treasury-reports			•								•
vat-return			•								•
vendor-credits			•	show, create, update, submit							show
vendor-invoices			•	show, create, submit							show
vendor-payments			•	show, create							show
wht-certificates			•	create, update							show
wht-report			•								•
year-end			•	show, preview, create, submit							show
HR (52)											
attendance-imports		show, approve								•	show
attendance-records		show								•	show
departments										•	show
employee-contracts										•	
employee-salaries			show, export							•	
employees		show								•	show
financial-access-events			show								show
hr-parameters			show, approve							show, update	show
leave-requests		show, approve								•	show
leave-types										•	show
official-holidays										•	show
overtime-requests		show, approve								•	show

Resource	SysAdmin	Branch Mgr	Finance Mgr	Accountant	Sales Mgr	Sales Rep	Cashier	Inv Mgr	Storekeeper	HR Mgr	Auditor
pay-components										•	show
payroll-runs		show	show, approve, lock, export							show, preview, export	show
positions										•	show
shifts										•	show
Identity (9)											
roles	•										show
users	•	show									show
Inventory (43)											
inventories	•	show	show		show			•	show		show
inventory-reports			valuation	valuation				•			•
item-categories	•	show	show	show				•	show		show
item-identifiers	manage							manage			
items	•	show	show	show				•	show		show
opening-balances		show, post	show	show				•	show, create		show
stock-balances		show	show	show				show	show		show
stock-counts		show, approve	show	show				•	show, create, count		show
stock-issues		show, post	show	show				•	show, create		show
stock-receipts		show, post	show	show				•	show, create		show
stock-transfers		show, close-discrepancy, approve-discrepancy	show	show				•	show, create, ship, receive		show
uoms	•	show	show	show				•	show		show
vehicle-reconciliations		show, approve						show, create	show, create		
Invoicing (84)											
approval-thresholds			show, approve	show							show
cash-accounts			•	show			show				show
cash-deposits			show	show			•				show
cheques			show	show	show	show	•				show
credit		override			override						
credit-notes		show-branch	show	show	•	show					show, show-branch
custody-handovers		approve-variance	show, approve-variance	show	show, create	show, create	show, confirm				show

Resource	SysAdmin	Branch Mgr	Finance Mgr	Accountant	Sales Mgr	Sales Rep	Cashier	Inv Mgr	Storekeeper	HR Mgr	Auditor
customer-statements			•	show	•	show	show				show
discounts		approve			approve						
eta-documents			•	•							show
eta-settings	update		update								
invoices		show-branch, issue, close	show, write-off-approve	show	show, show-branch, create, edit-draft, delete-draft, edit-submitted, issue, close, write-off	show, create, edit-draft, delete-draft					show, show-branch
item-prices			show, approve	show	show, maintain, import	show					show
price-overrides		approve			approve						
quotes		show-branch	show	show	•	show, create, update, send, convert					show, show-branch
receipts		show-branch	show, reverse	show, create	show, show-branch	show	show, show-branch, create				show, show-branch
sales-approvals		show	show	show	show						show
sales-orders		show-branch	show	show	•	show, create, update, confirm					show, show-branch
sales-reports		show	•	show	•						show
sales-services			show	show							show
sales-settings	•		•	show							show
settlements			manage	manage							
tax-profiles			•	show, manage							show
tax-registrations	•	show	•	show	show	show	show	show	show		show
vehicle-sales					create	create					
wht-categories			•	show							show
Organization (12)											
branches	•	show	show	show	show			show		show	show
companies	•	show	show	show							show
vehicle-assignments					•	show					show
vehicles					show, create, update	show					show