Qaswara ERP User Guide

The complete guide to the system — screen by screen, with pictures

Version 2.0 — November 2026

Try everything in this guide yourself on the full demo: demo.qaswaraelfohrar.com — username demo, password demo1234

Qaswara Elfohrar Information Technology — qaswaraelfohrar.com

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General tips

- Every document goes through stages: draft → approved → posted. A draft can be edited freely; a posted document is never edited but cancelled or reversed, so its trace stays in the audit log.
- Click any figure in a report to drill down to the documents behind it.
- Every screen works on phones, and the program can be installed as an app from the browser.
- The smart assistant (the robot icon) answers questions such as “today’s sales?” or “safe balance” straight from your data.
- You can enlarge the text and switch the theme (light/dark) from the top bar.

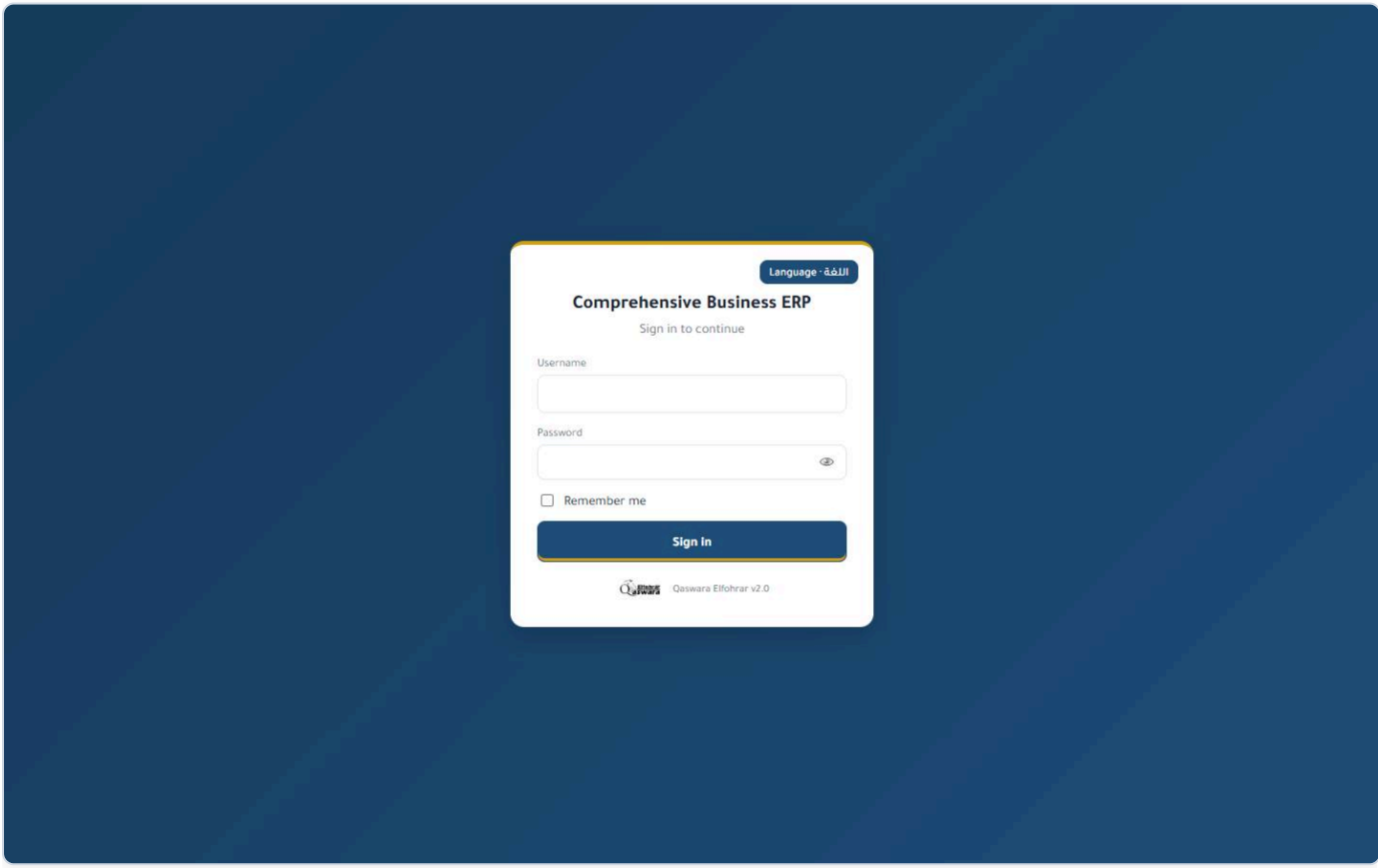
Chapter 1

Getting started

> Qaswara ERP is a cloud system that runs in the browser on computers and phones. It brings sales, point of sale, purchasing, inventory, accounting, HR and specialised business types (hotels, clinics, schools, real estate, salons, contracting and more) into one database. Every posted document creates its own journal entry automatically, so accounts, stock and reports always agree.

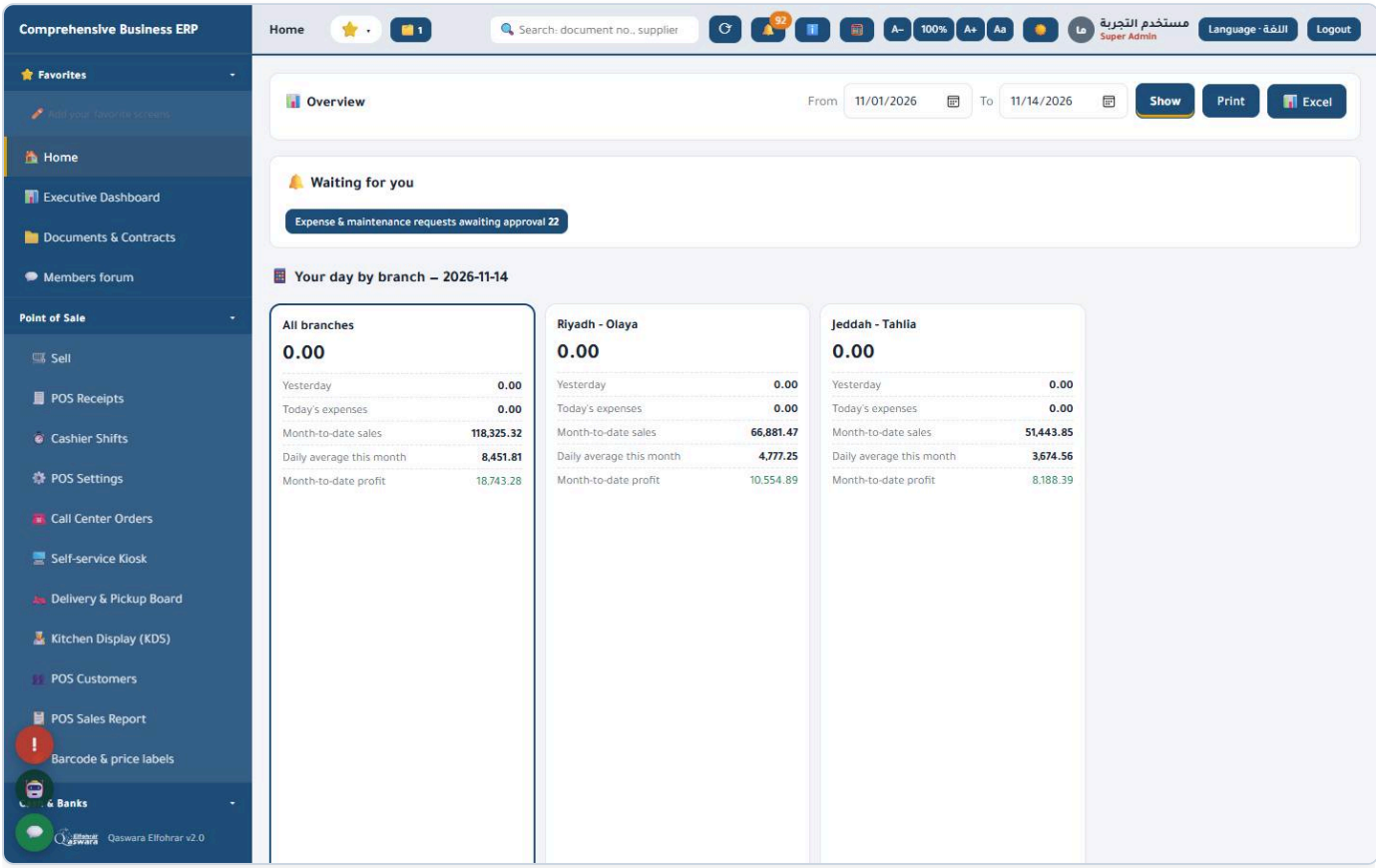
Signing in

Open your company link and enter your username and password. You can pick the interface language (Arabic, English, French, Turkish, Russian) and tick “Remember me” on your own device. On first sign-in the system asks you to change the temporary password; two-step verification can be enabled from settings.



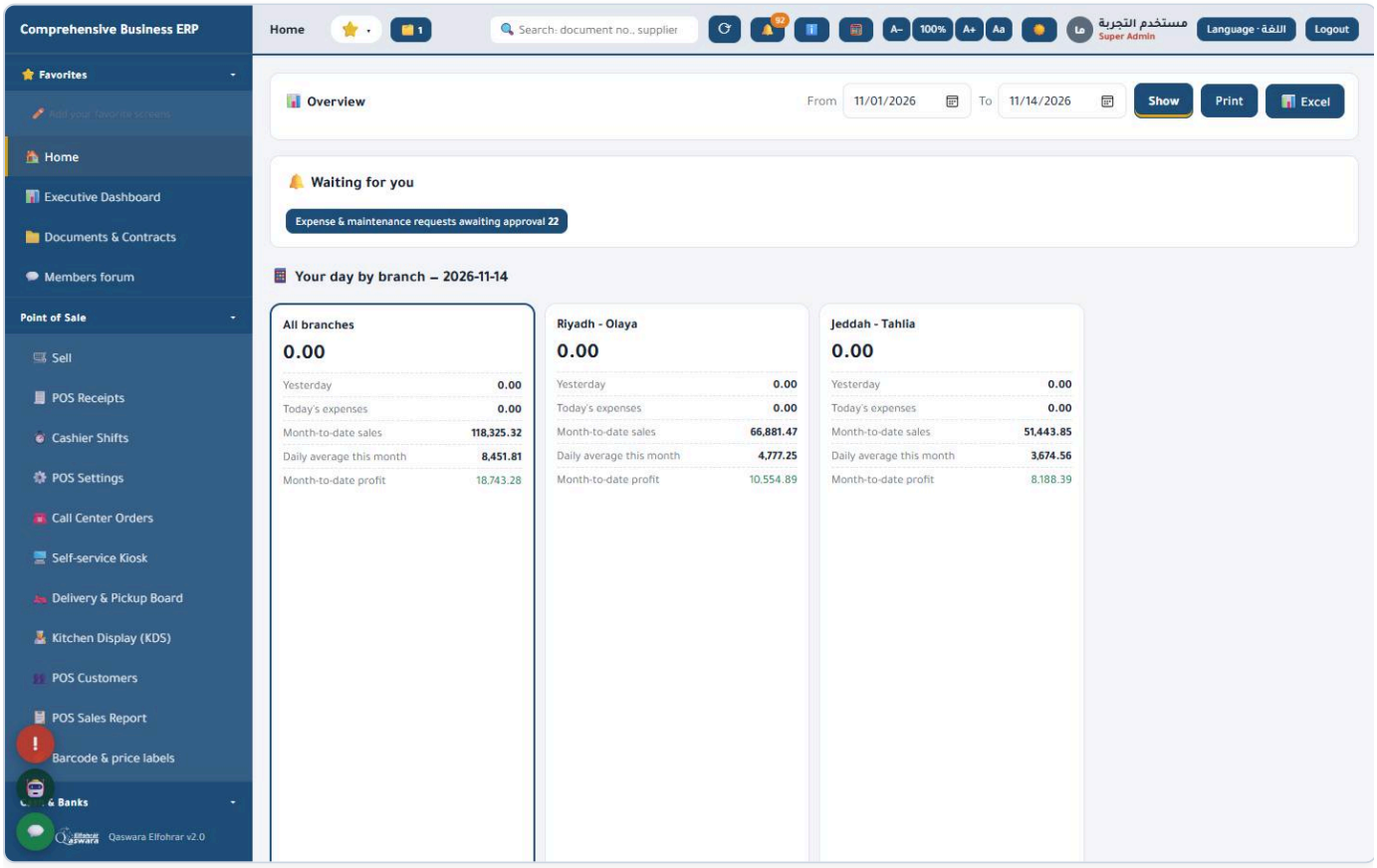
Home screen

Shows an overview of the selected period: today's and the month's sales, invoice count and average, sales day by day, and profit and loss with each line as a share of revenue. The side menu is grouped by department, and you can pin the screens you use most to "Favourites". The search bar at the top searches every document, customer, supplier and item. At the start the super admin also gets a "Start guide": the setup steps in order for your business type (choose the activity, load its starter data, then steps specific to it); each step opens its screen and is ticked automatically when done.



Executive dashboard

A page for top management with the key indicators in one place: revenue and net profit, cash in safes and banks, receivables and payables, stock, and a comparison with the previous period — with alerts for whatever needs a decision.



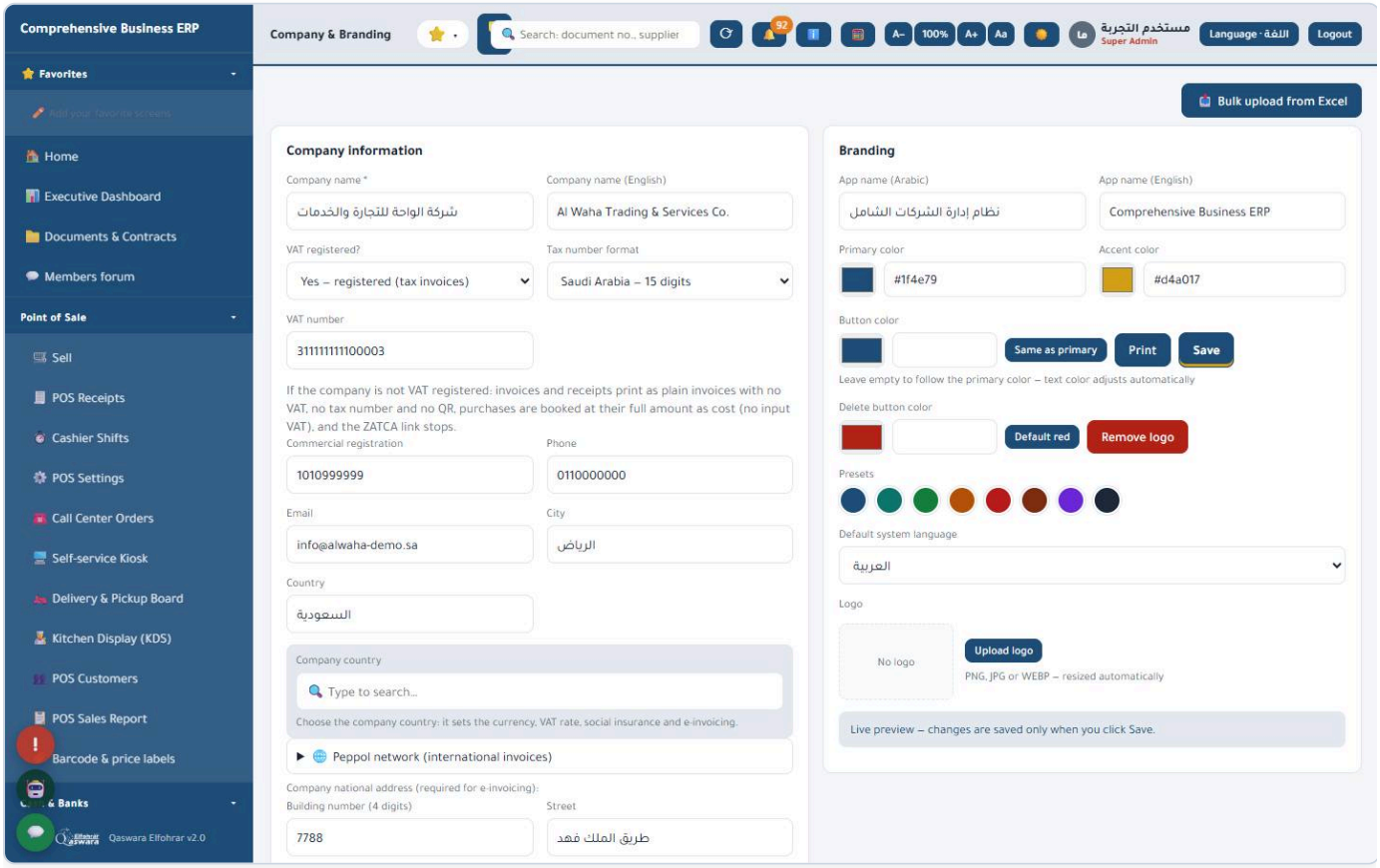
Chapter 2

First setup

> Before you start, set up the company, branches, warehouses, users and their permissions, safes and banks, and the account mapping. The “Go-live readiness” screen checks all of this and tells you what is missing, and “Import from Excel” moves your data and opening balances in one go.

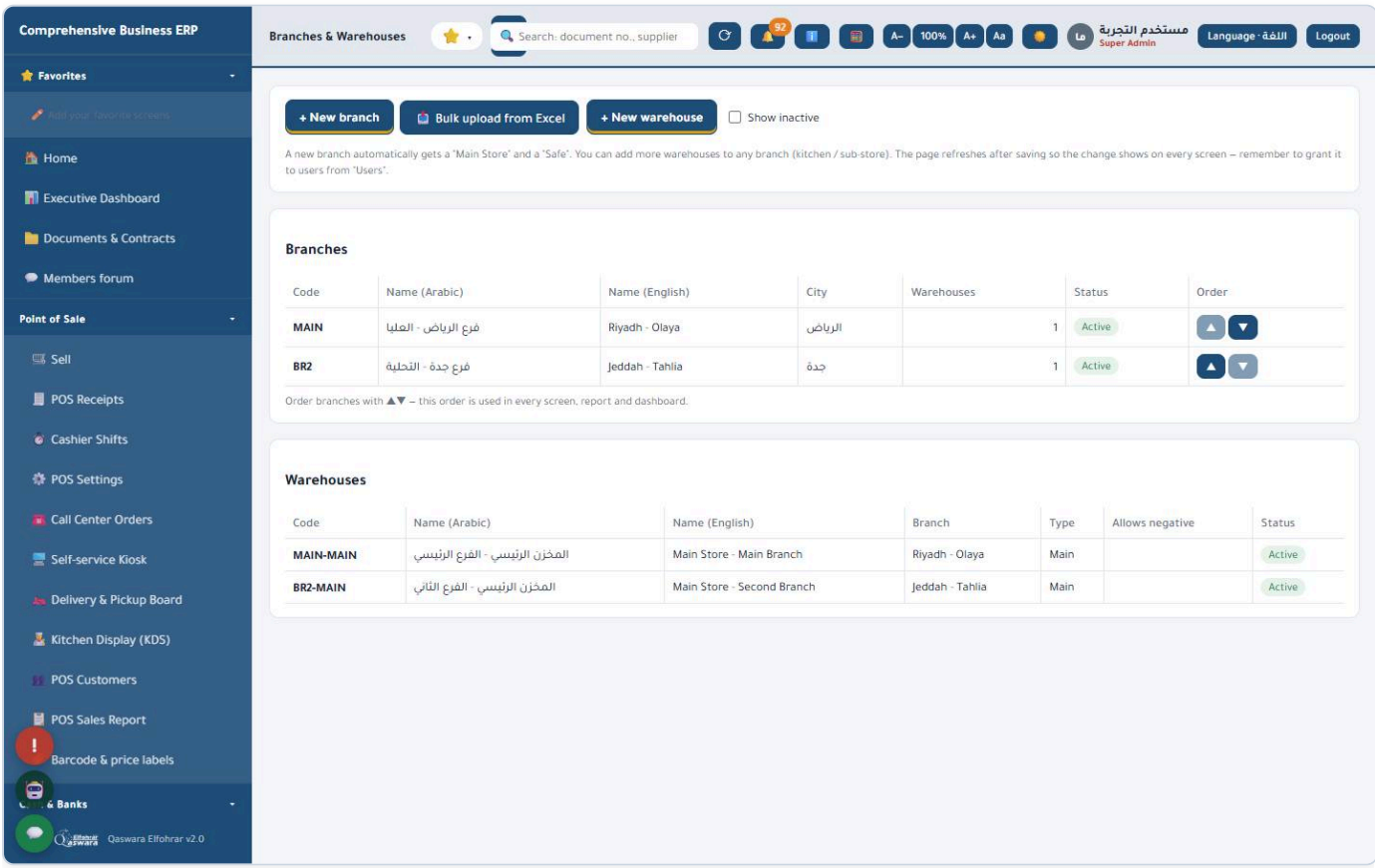
Company & branding

The company name in Arabic and English, VAT number, commercial registration and national address (printed on the tax invoice and its QR code), logo and colours, and the base currency.



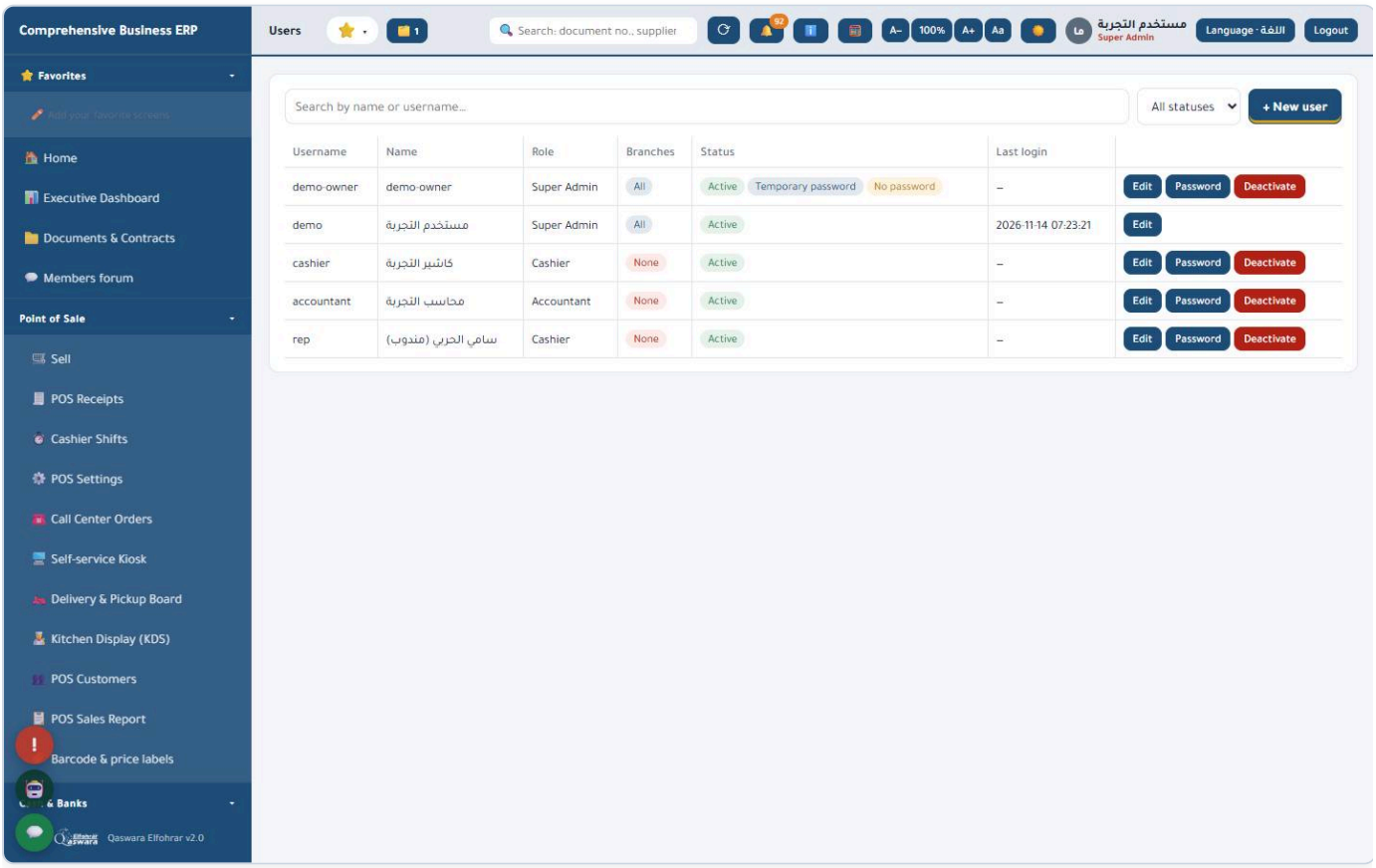
Branches & warehouses

Add your branches and give each one its warehouses and cost centre. Every document belongs to a branch, so you can see reports per branch or for the whole company.



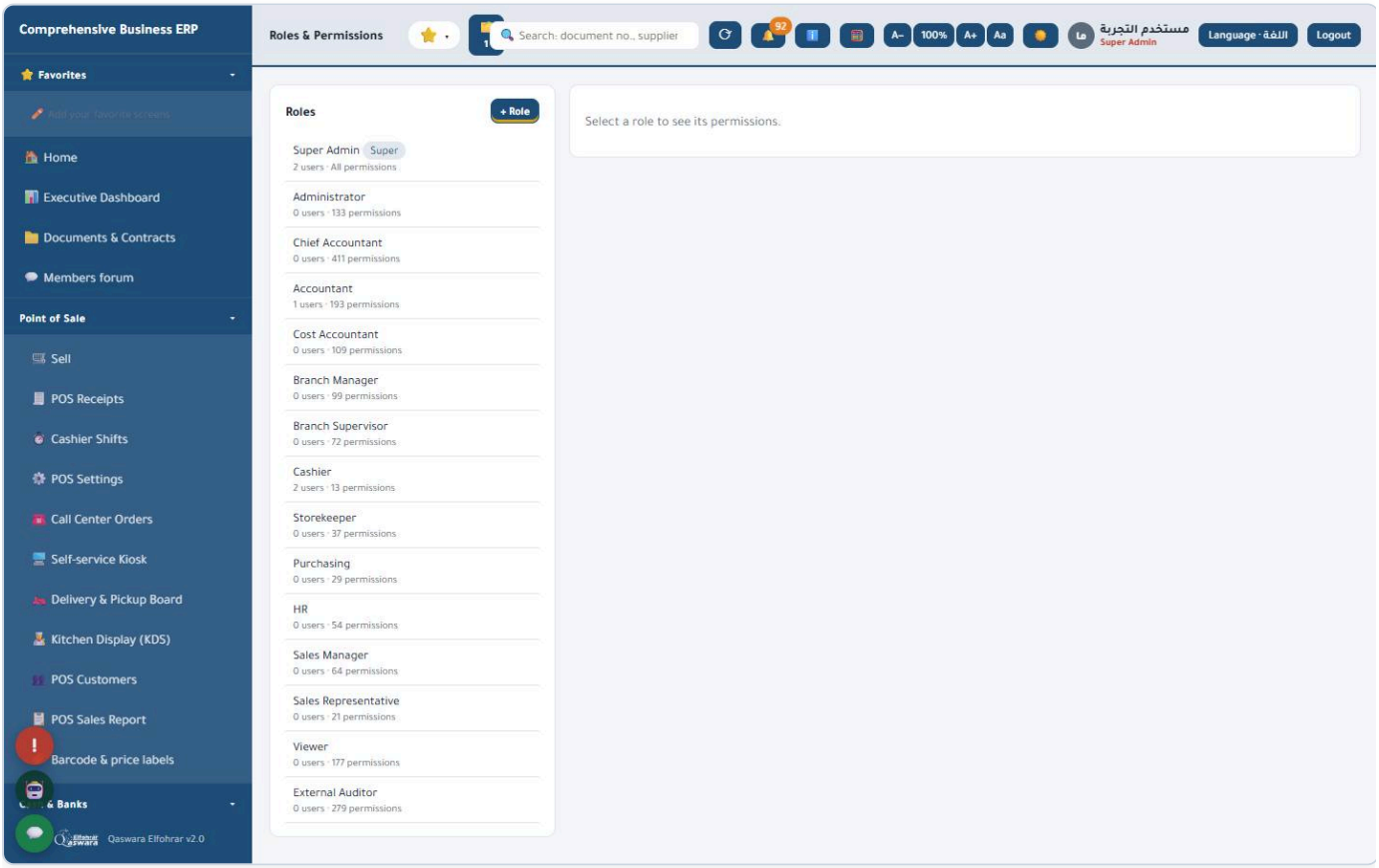
Users

Create an account for each employee and set their role and the branches and warehouses they may use. A user can be suspended or have their password reset, and everything they do is recorded in the audit log.



Roles & permissions

Permissions are set per screen and per action (view, create, edit, approve, post, cancel). Ready-made roles come with the system (manager, accountant, cashier, storekeeper…) and you can change them or create new ones.



Safes, banks & payment methods

Define a safe for each branch, your bank accounts and the payment methods (cash, mada, Visa, transfer…) and POS terminals, and link each one to its account in the chart of accounts.

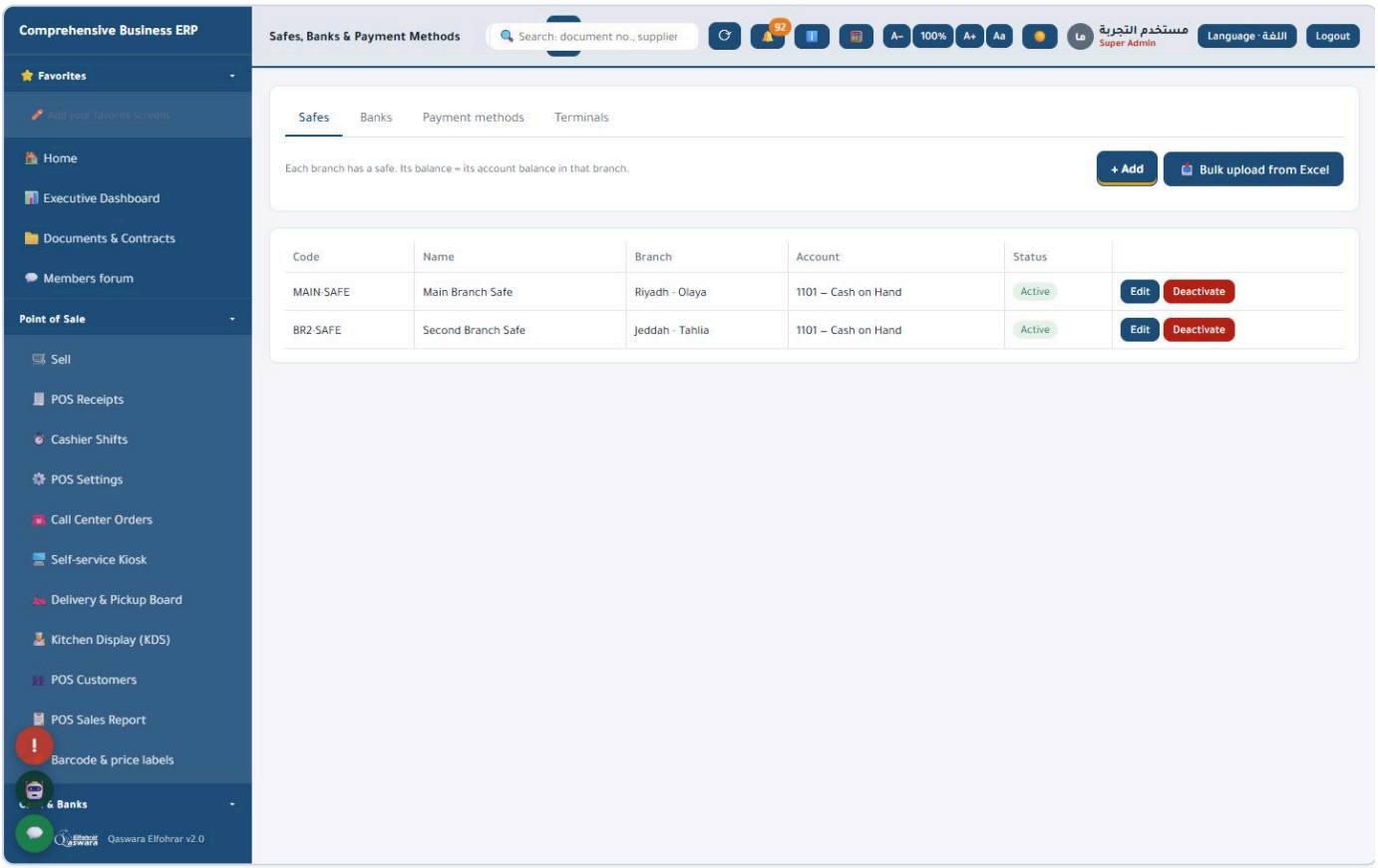
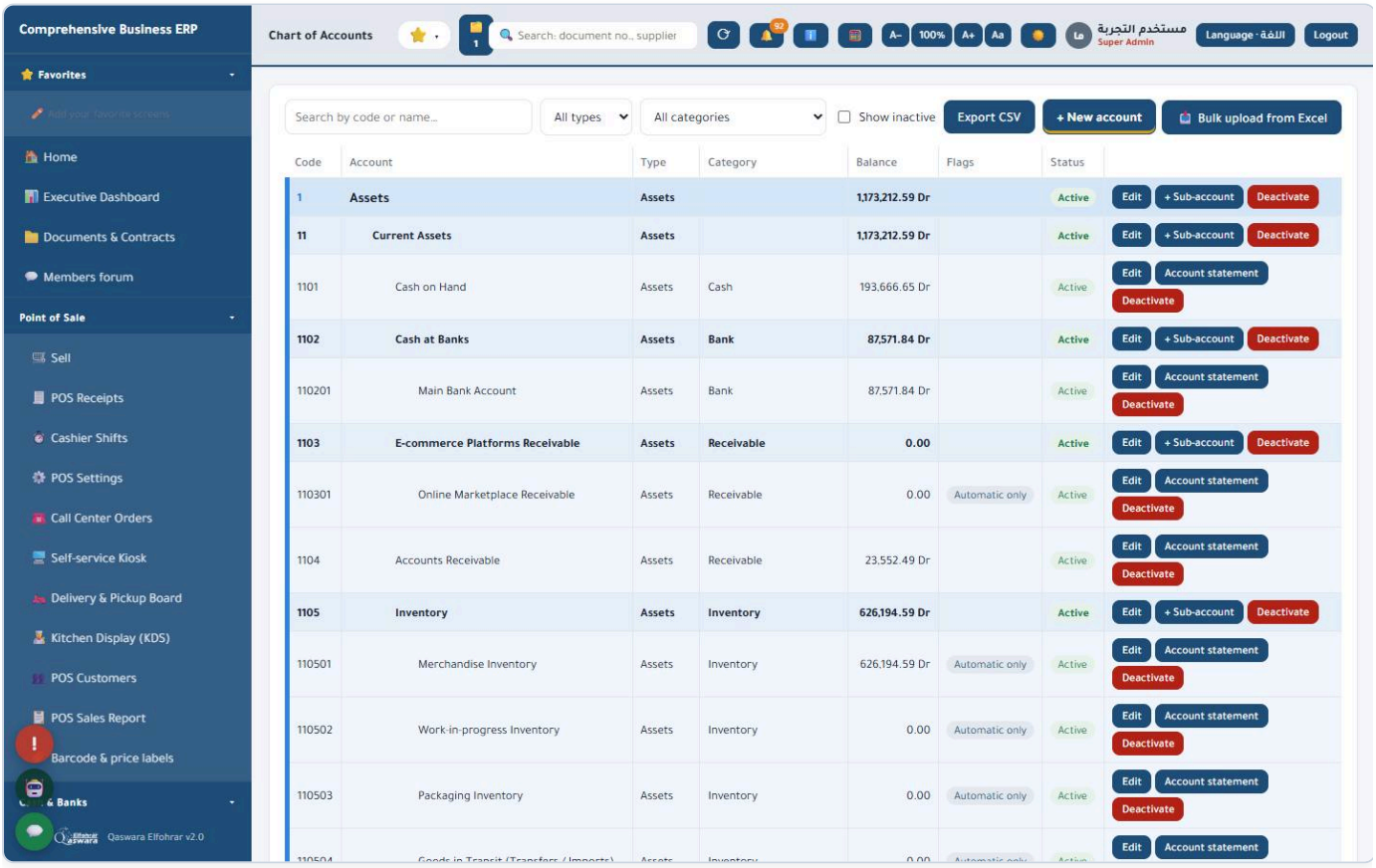


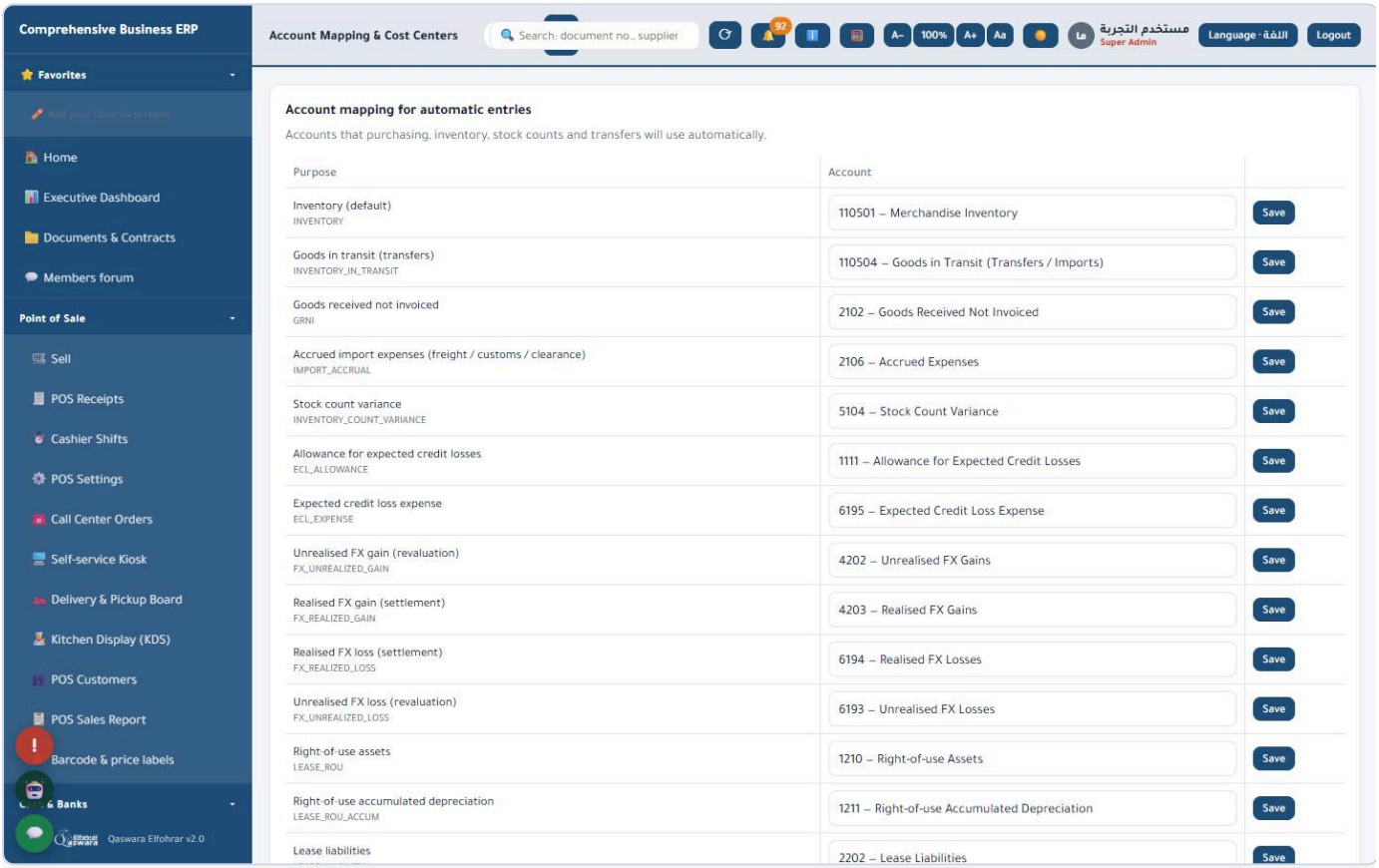
Chart of accounts

A ready chart of accounts that follows international standards; you can edit it and add unlimited levels. Group accounts cannot be posted to directly, and every account has a type and category that decide where it appears in the financial statements.



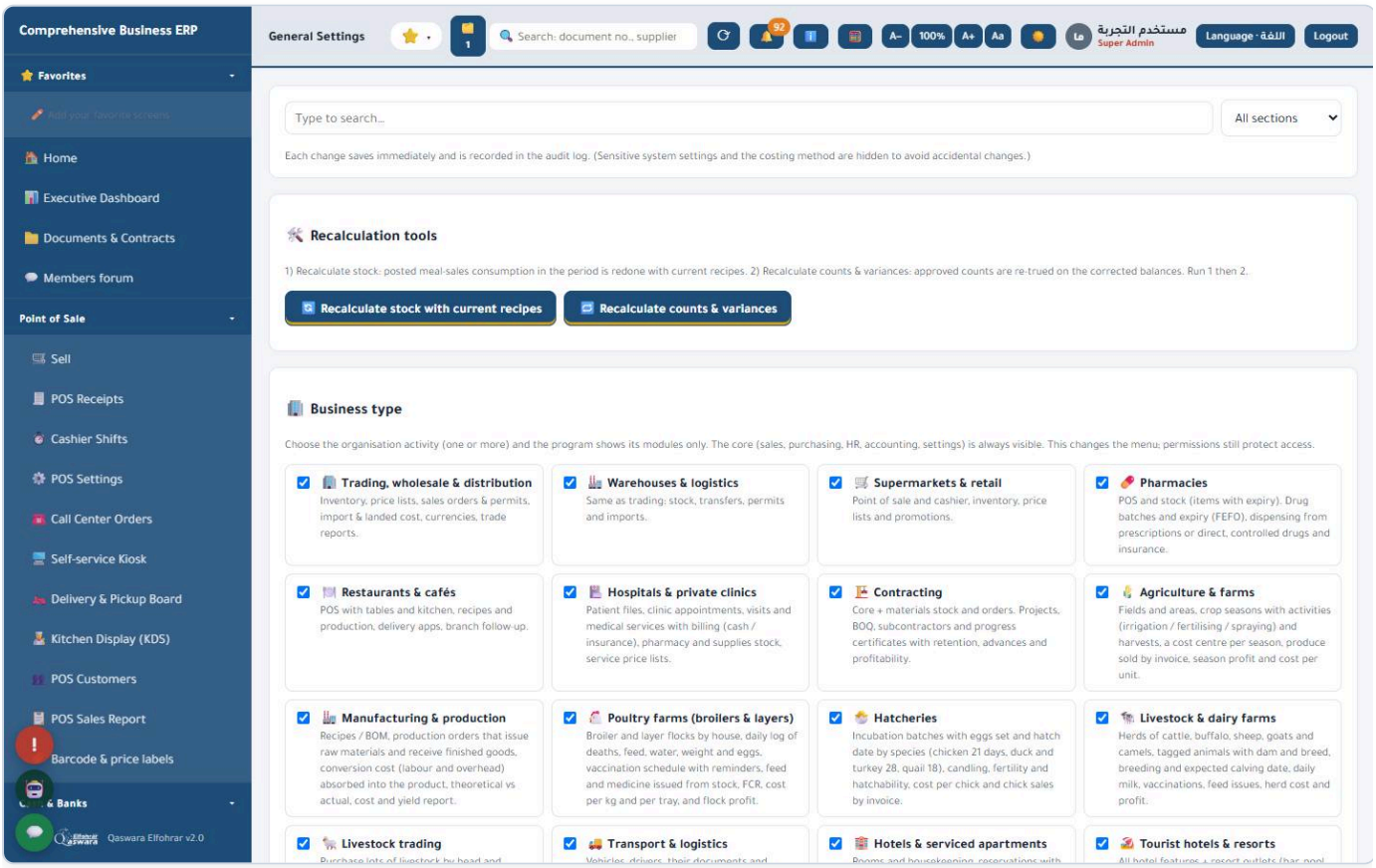
Account mapping & cost centres

Here you choose the account the system uses automatically for each operation: sales, cost of sales, inventory, input and output VAT, customers and suppliers, the opening-balances offset… and you create cost centres.



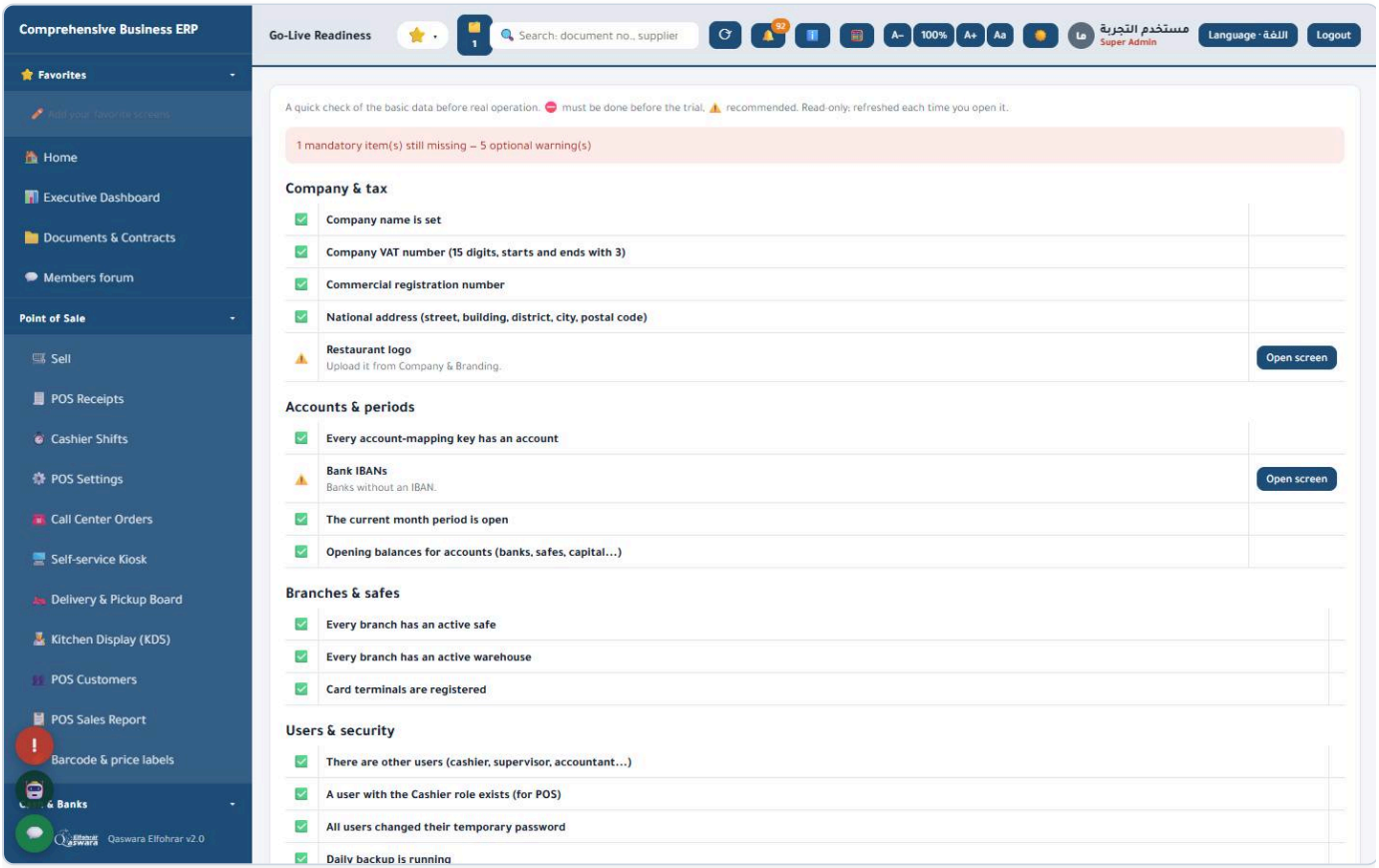
General settings

Settings that control how the system behaves: approval policies, required attachments, discount limits, numbering, negative stock, business hours and more — each one is explained next to it.



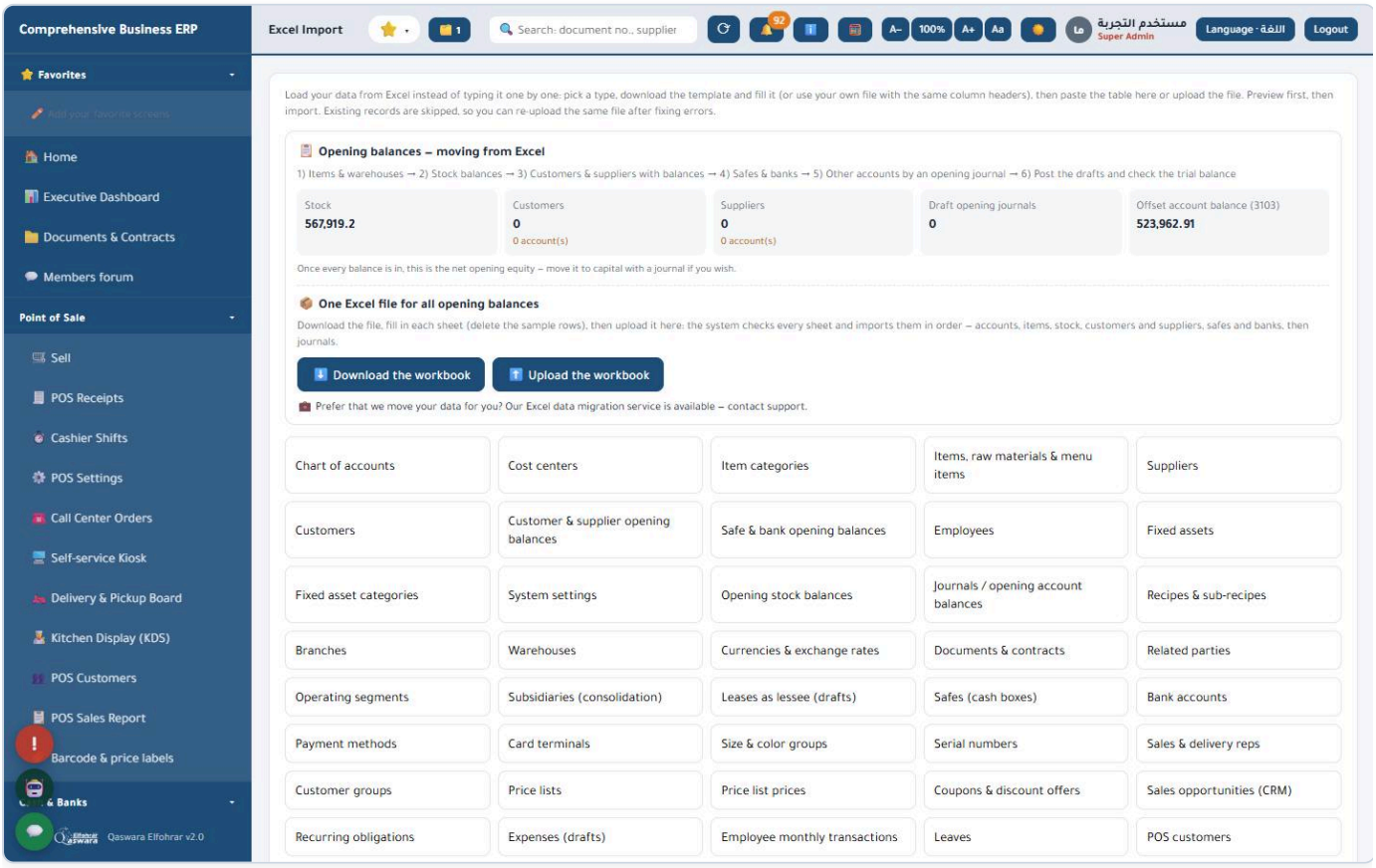
Go-live readiness

An automatic checklist before going live: are the company details and VAT number complete? Does every branch have a safe and a warehouse? Is the account mapping complete? Have opening balances been entered? Every missing item links straight to its screen.



Import from Excel & opening balances

Copy the table from Excel and paste it, or upload an xlsx file, then press “Preview”: every row is shown (new / existing / error) before anything is written. Types include the chart of accounts, items, customers and suppliers with their balances, stock balances, safe and bank balances, opening journals, employees, fixed assets and more. Importing is safe to repeat, and the “Opening balances” panel at the top sums up what has been entered and which drafts remain. Order of work: items and warehouses → stock balances → customers and suppliers → safes and banks → other accounts → post the drafts and check the trial balance. Every data screen (members, students, patients, rooms, properties, vehicles, branches, expenses…) also has a “ Bulk upload from Excel” button next to its add button: download that screen’s template, fill it in and upload it the same way.



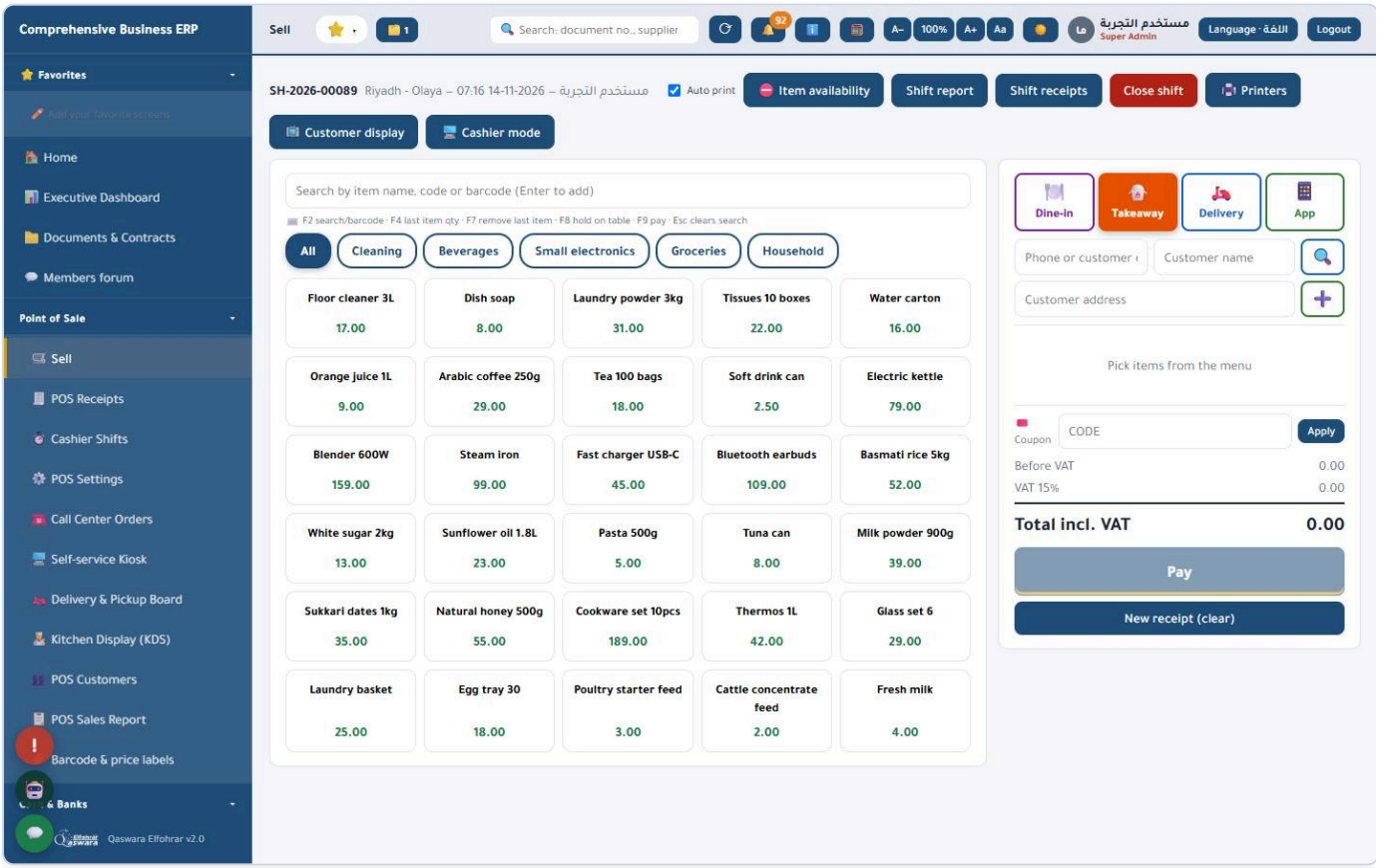
Chapter 3

Point of sale & cashiers

> A fast sales screen that works by touch or barcode, keeps working when the internet drops and syncs the invoices automatically later. Each cashier opens a shift and closes it by counting the cash; a supervisor then approves the closing, which posts its journal and issues the stock.

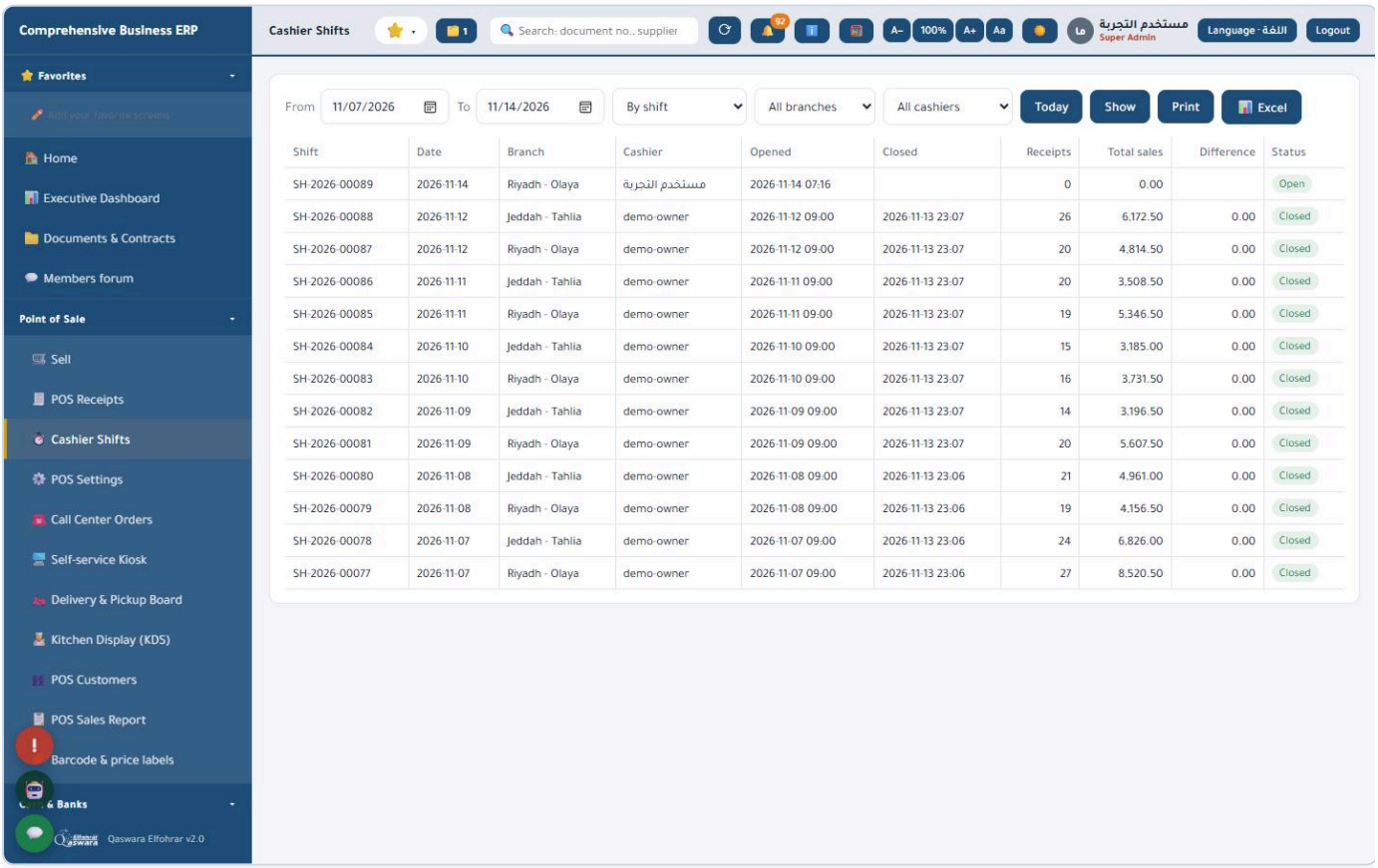
Sales screen

Pick items from the categories, by search or by barcode, adjust quantity and discount, then choose the payment method (cash, card, split, on account). A simplified tax invoice with a ZATCA-compliant QR code is printed. Tables, takeaway, delivery and parked orders are supported.



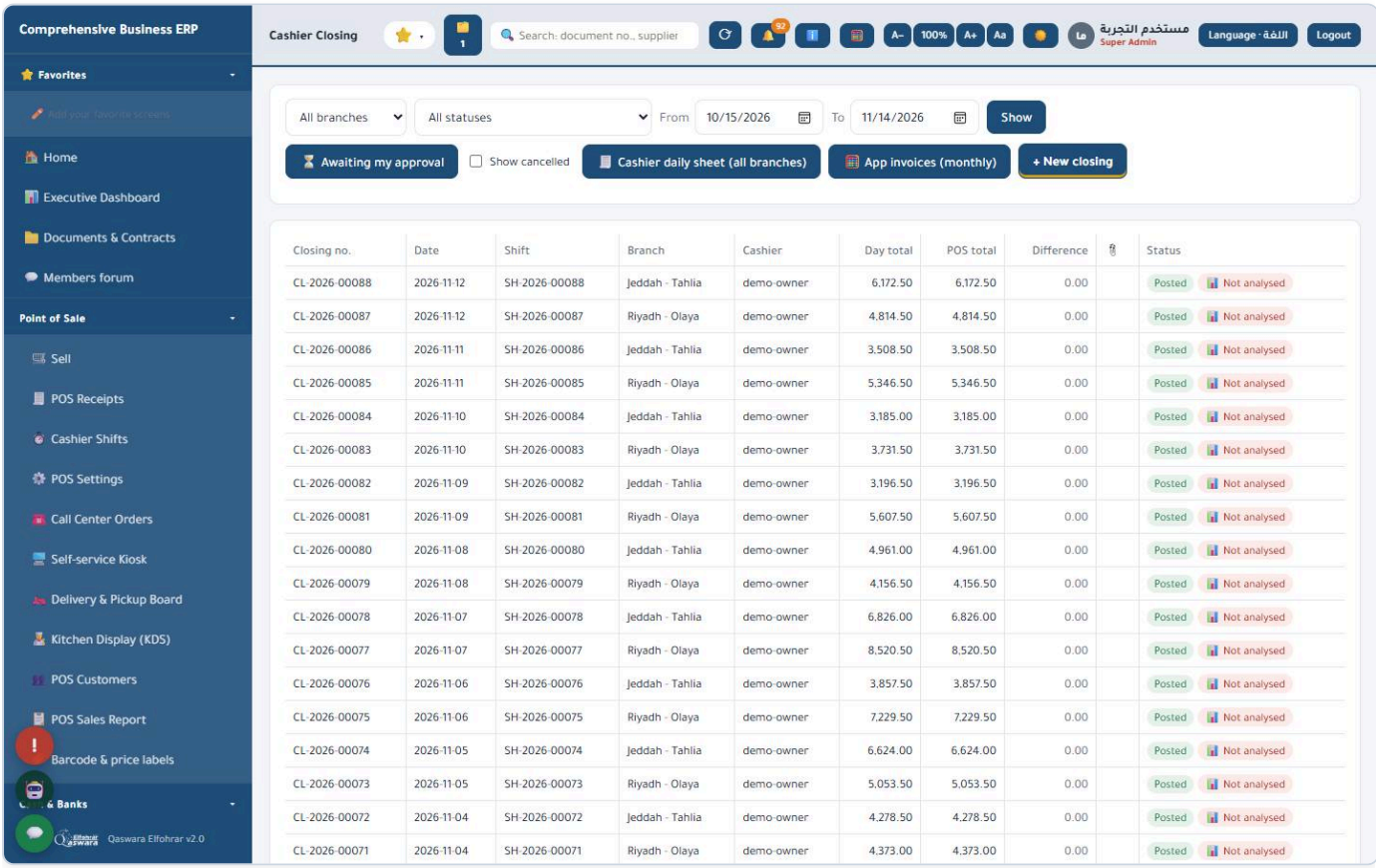
Cashier shifts

Each shift has an opening float, cash and card sales and returns. At closing the cashier counts the cash and enters the card totals, and any shortage or overage shows immediately.



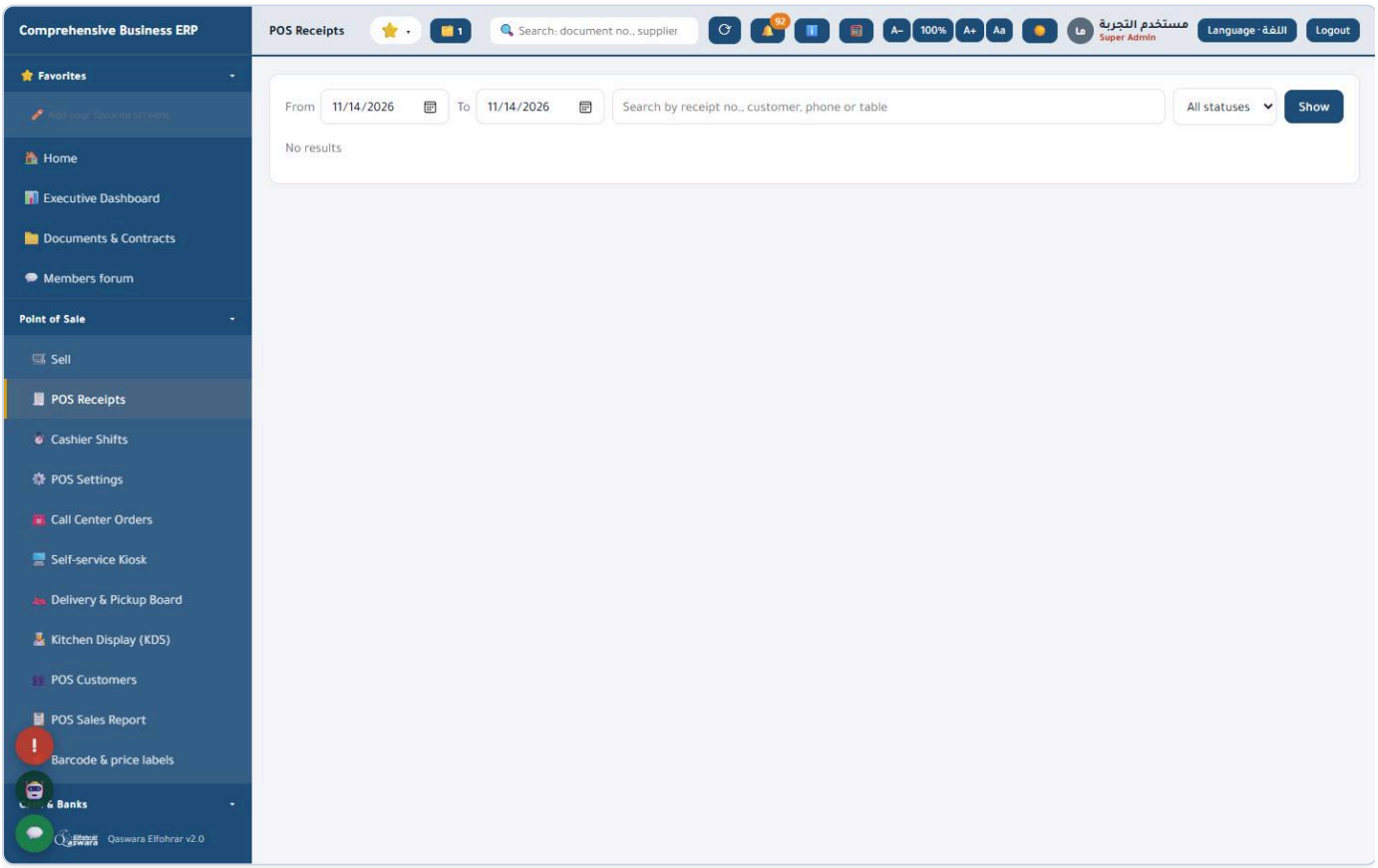
Cashier closing

The supervisor reviews each shift closing with its attachments (photos of card receipts) and approves it; approval posts the sales, VAT and cash journal and issues the sold stock. A closing can be returned to the cashier with a note.



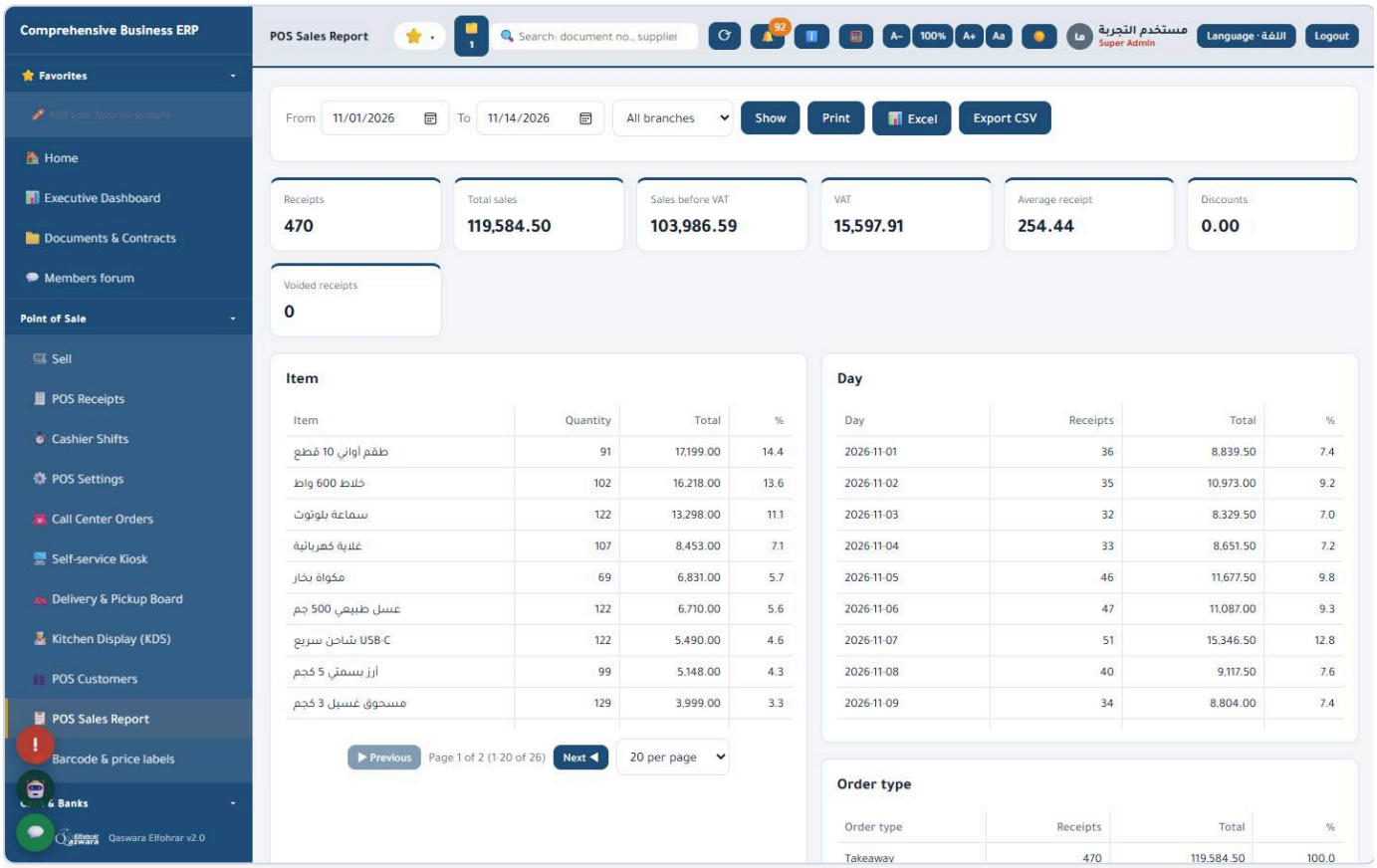
POS invoices

All POS invoices by date, branch, cashier and payment method, with reprinting and returns linked to the original invoice.



POS sales report

Sales analysed by hour, day, item, cashier and payment method — helps you find peak times and best-selling items.



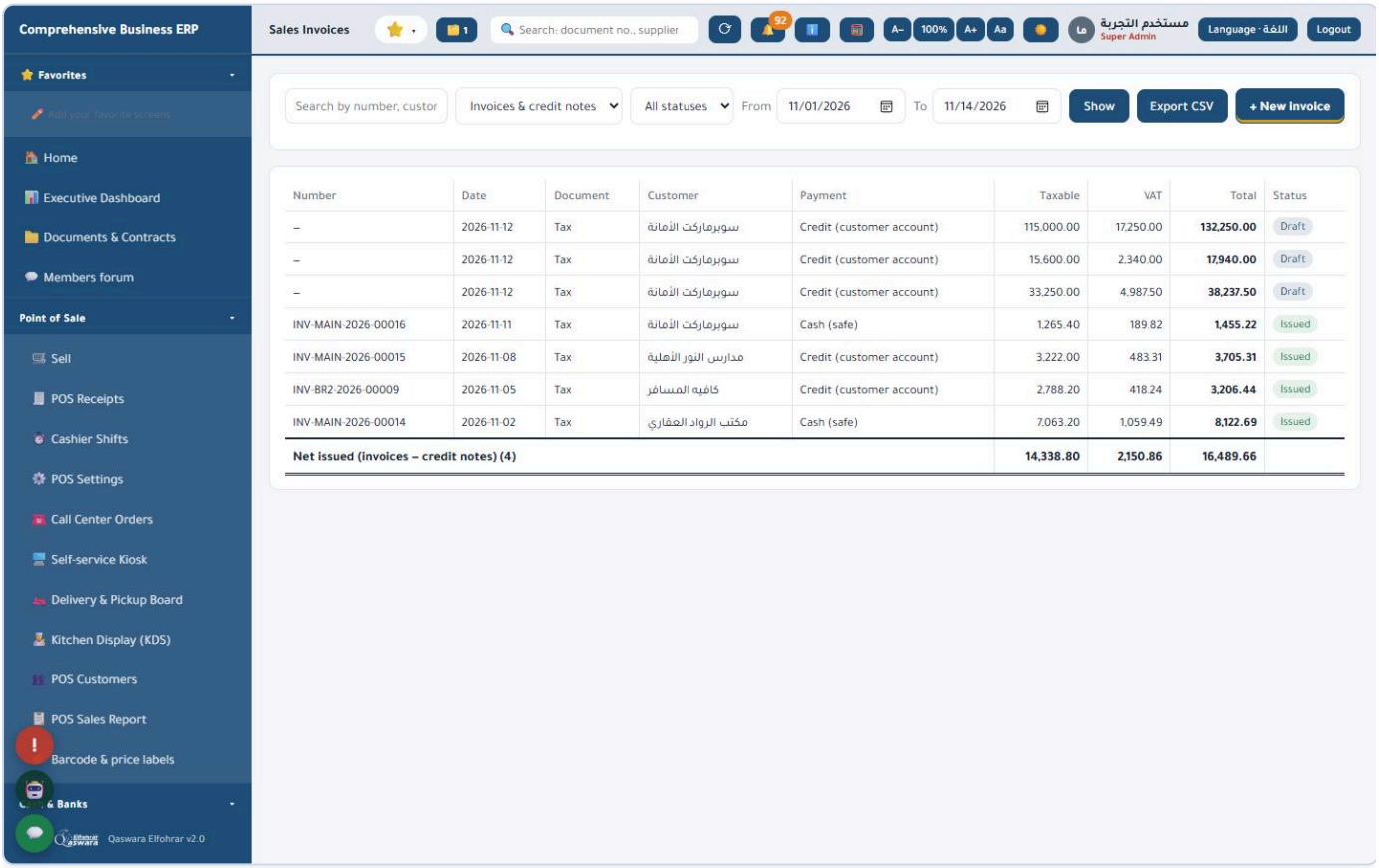
Chapter 4

Sales & customers

> The full sales cycle: quotation → sales order → delivery permit → tax invoice → collection. Invoices comply with Saudi e-invoicing (FATOORA), and credit customers have a credit limit, a statement and debt ageing.

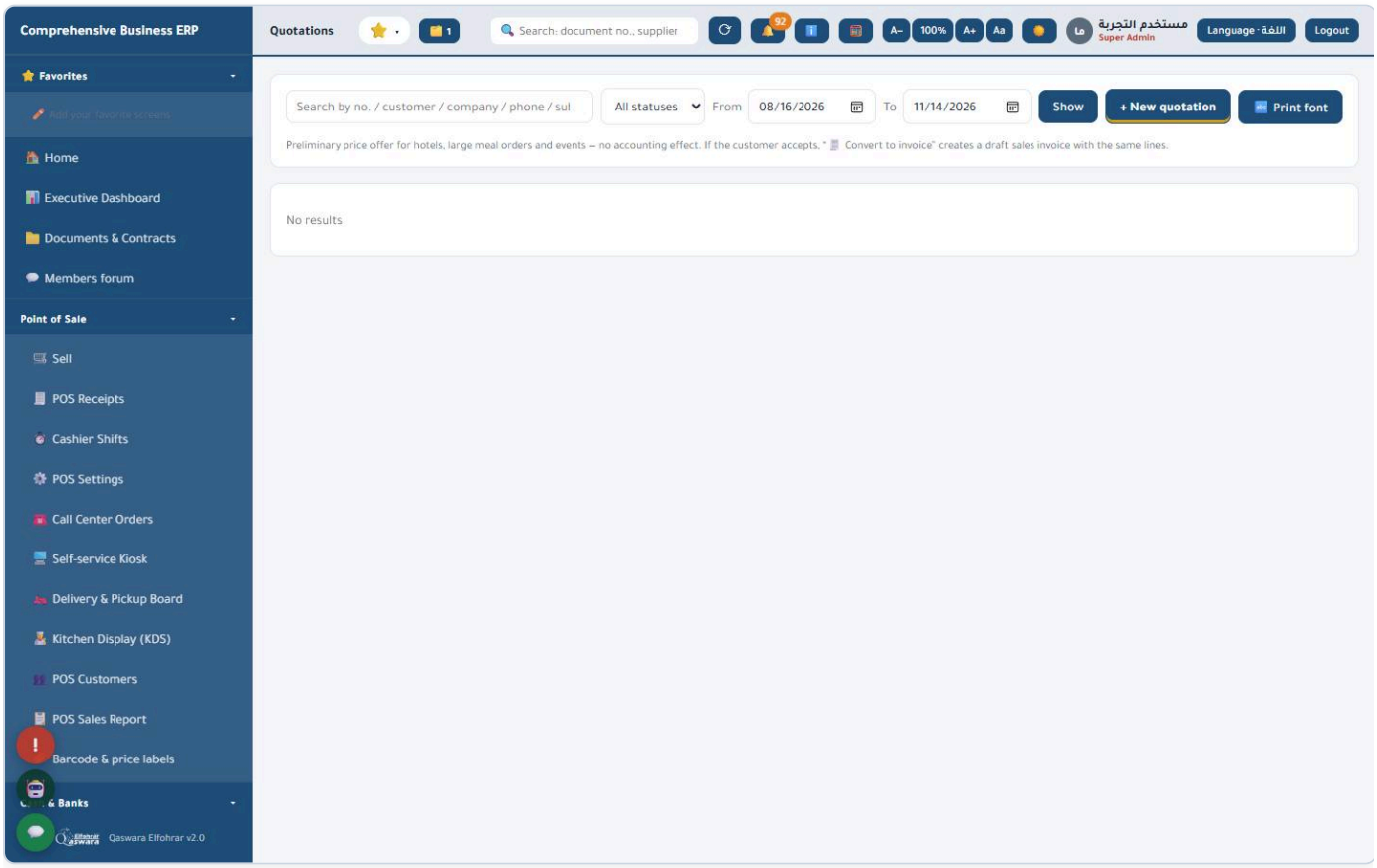
Sales invoices

Create a standard or simplified tax invoice for a customer, cash or on account, with discount and VAT per line. Issuing posts the journal, issues the stock and creates the QR code. A credit note (return) is created from the original invoice.



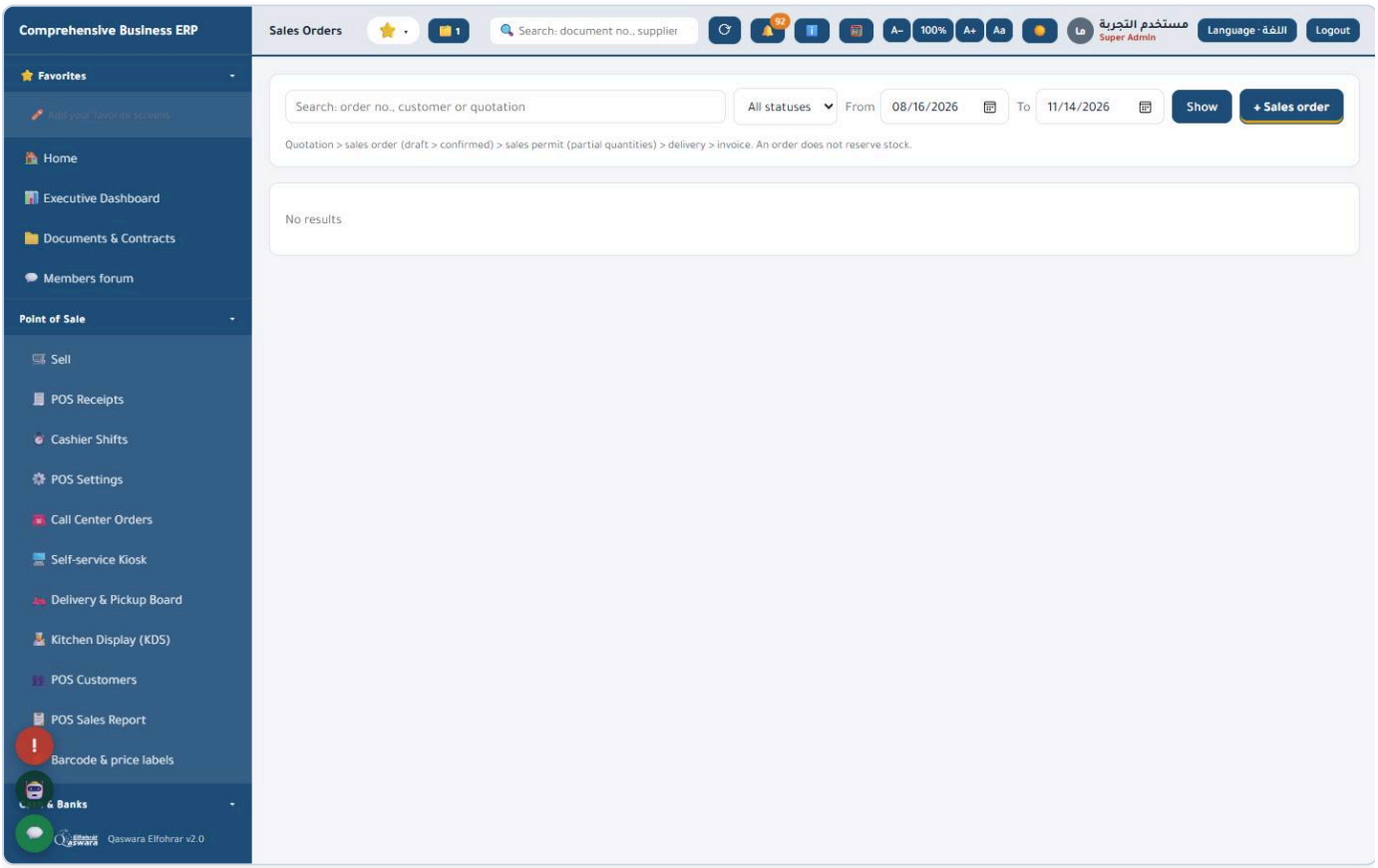
Quotations

A quotation for the customer with a validity date, printed or sent, and turned into a sales order or invoice with one click.



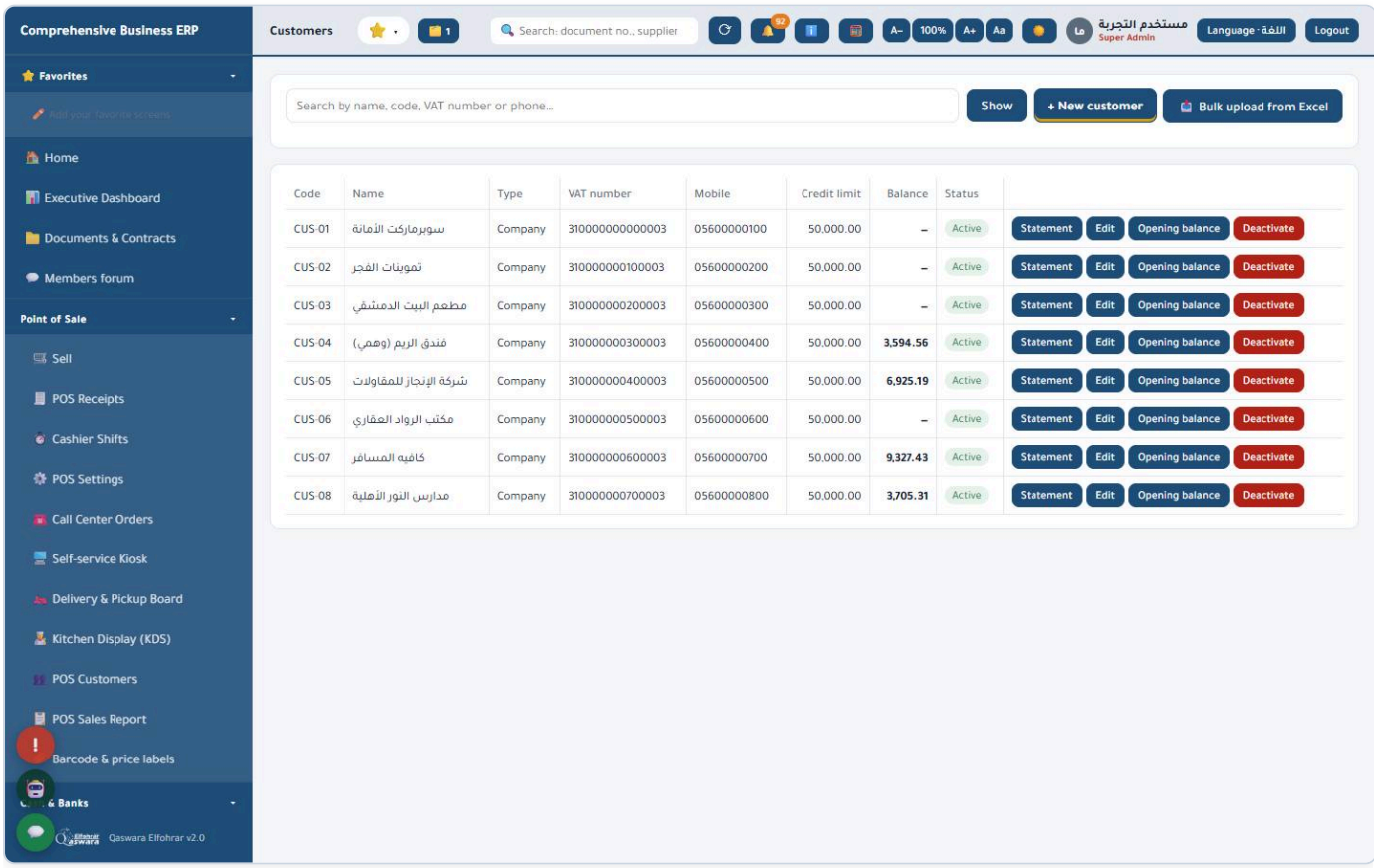
Sales orders

A sales order reserves quantities and tracks partial and full delivery, showing what is left to deliver and invoice.



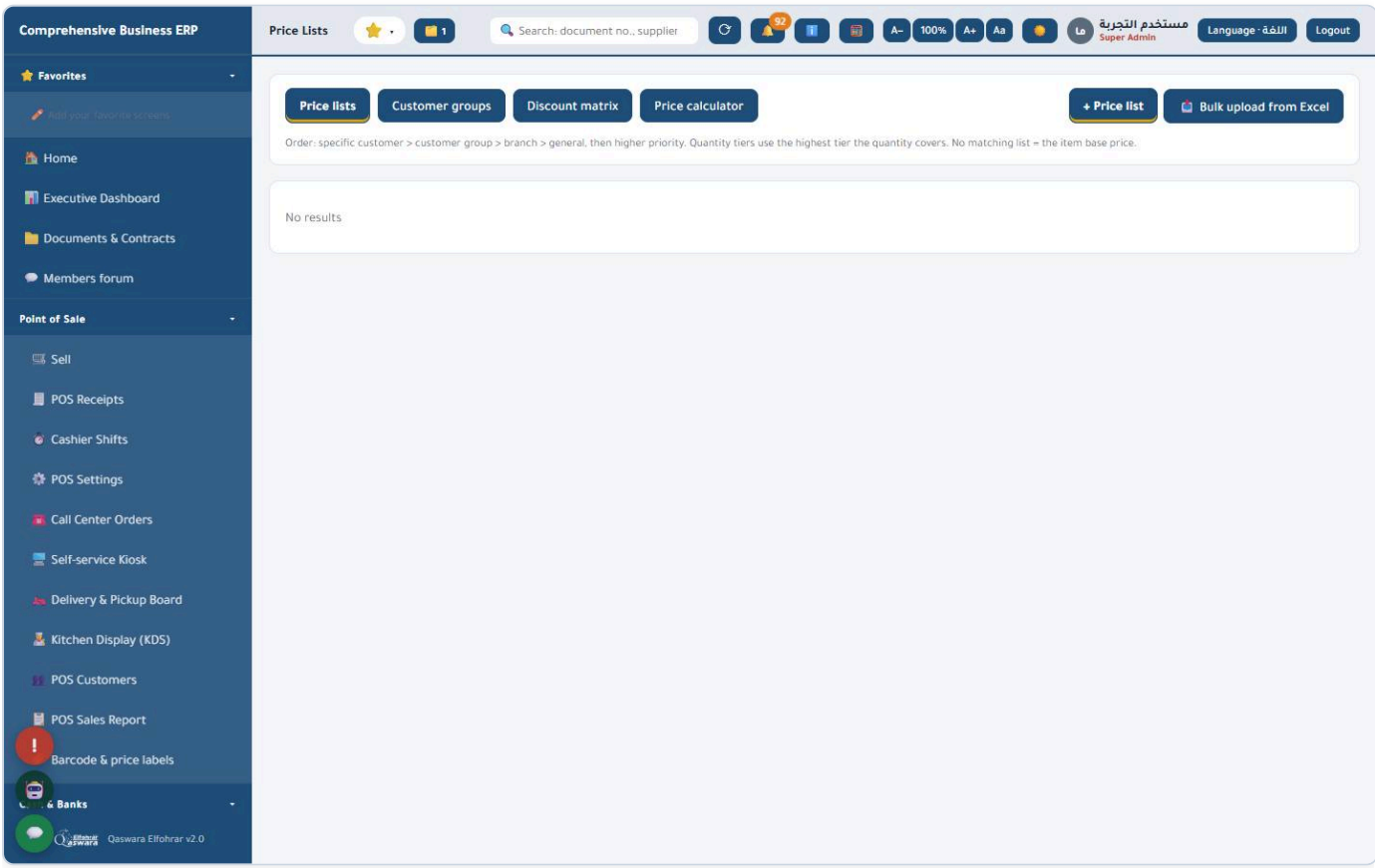
Customers

The customer's tax details, national address, credit limit, payment terms and opening balance, with a detailed statement and debt ageing.



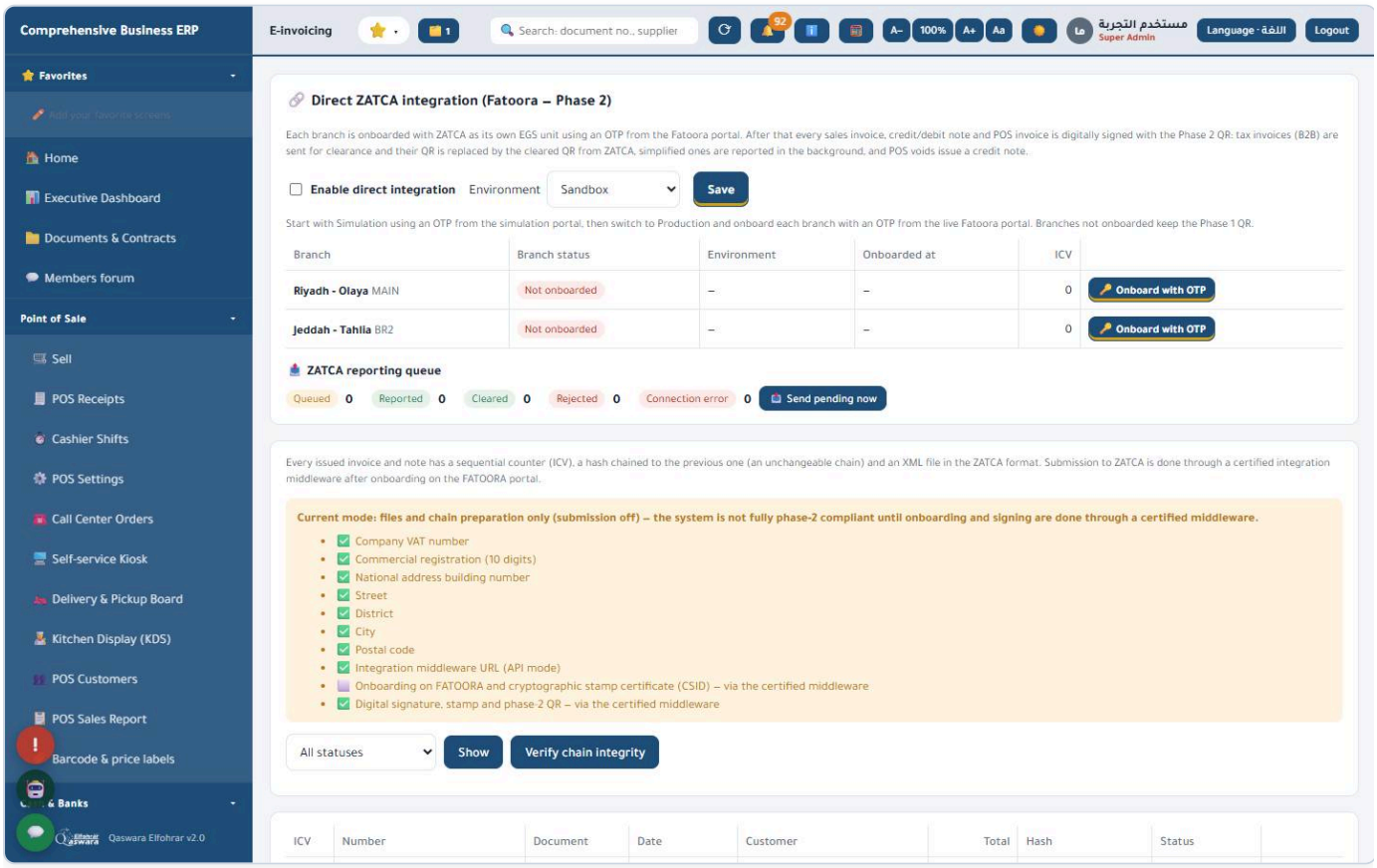
Price lists

Different prices per customer group or sales channel (wholesale, retail, online) or promotion period; the system picks the right price automatically.



E-invoicing

Tracks invoices sent to the FATOORA platform (phase 2): device onboarding, the status of each invoice (cleared / warning / rejected) and resending.



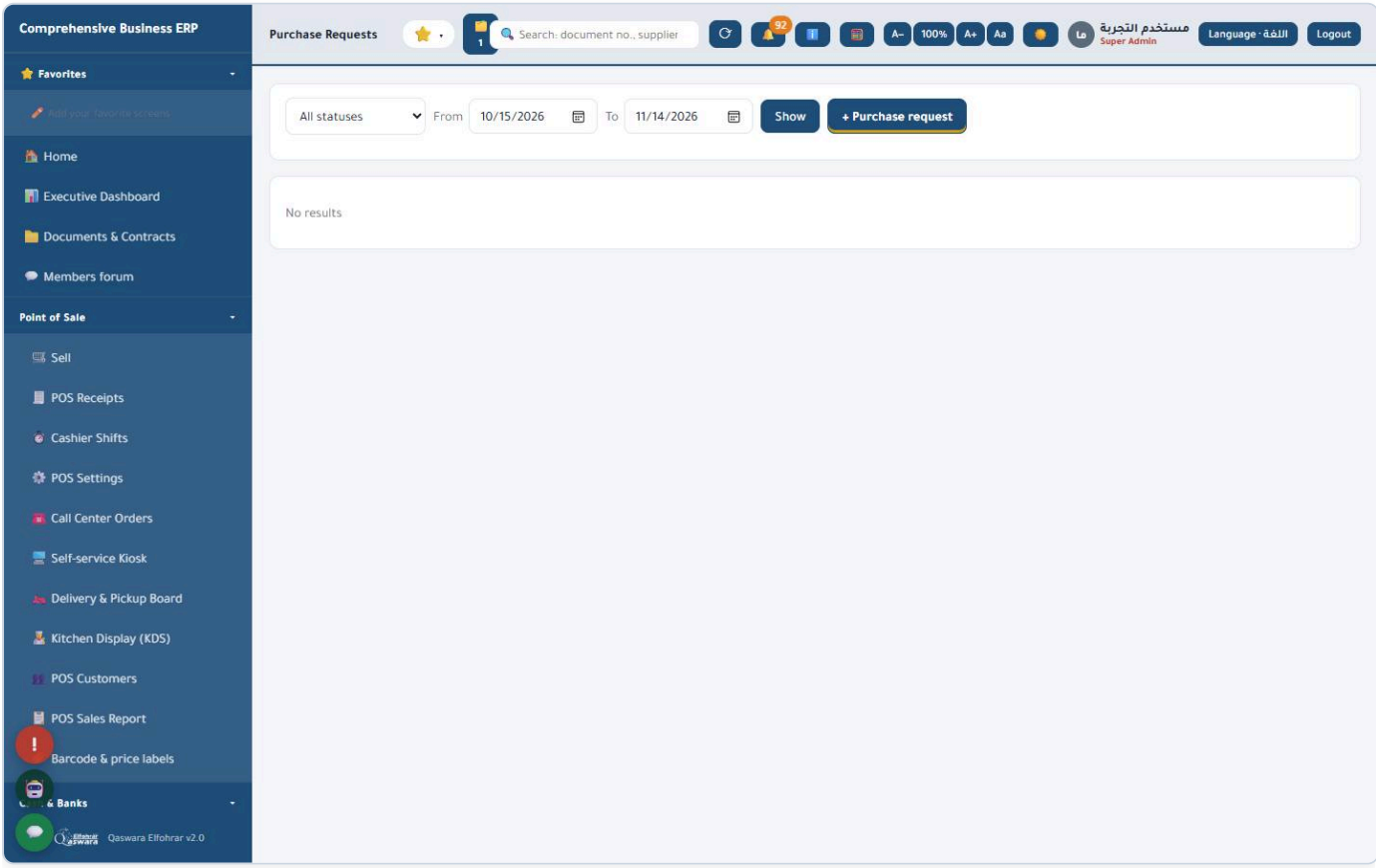
Chapter 5

Purchasing & expenses

> The purchasing cycle: purchase request → purchase order → goods receipt → supplier invoice → payment, with quantities and prices matched between documents. Expenses are recorded with their attachments and approved before posting.

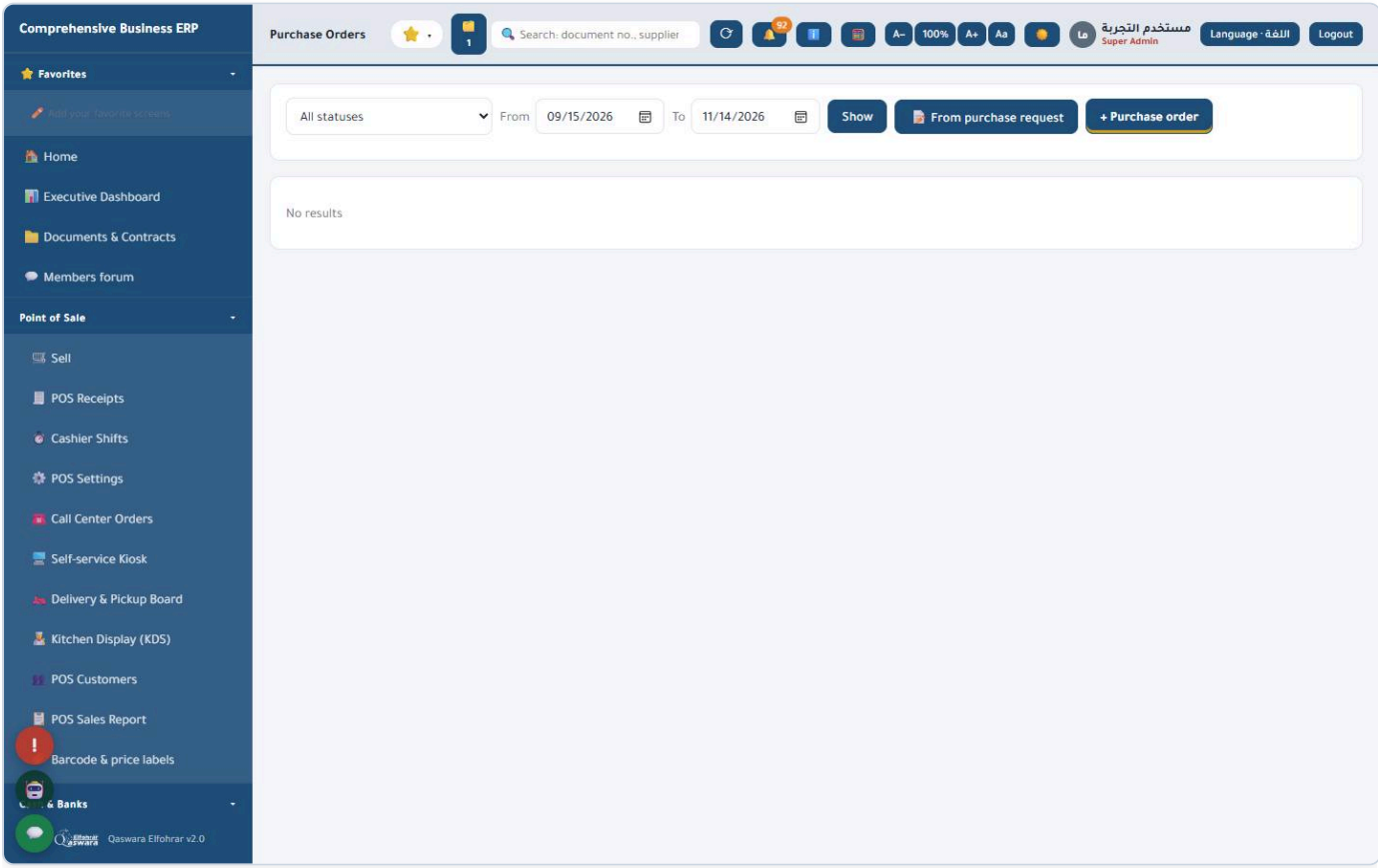
Purchase requests

Branches request what they need, the manager approves or edits, and approved requests become purchase orders grouped by supplier.



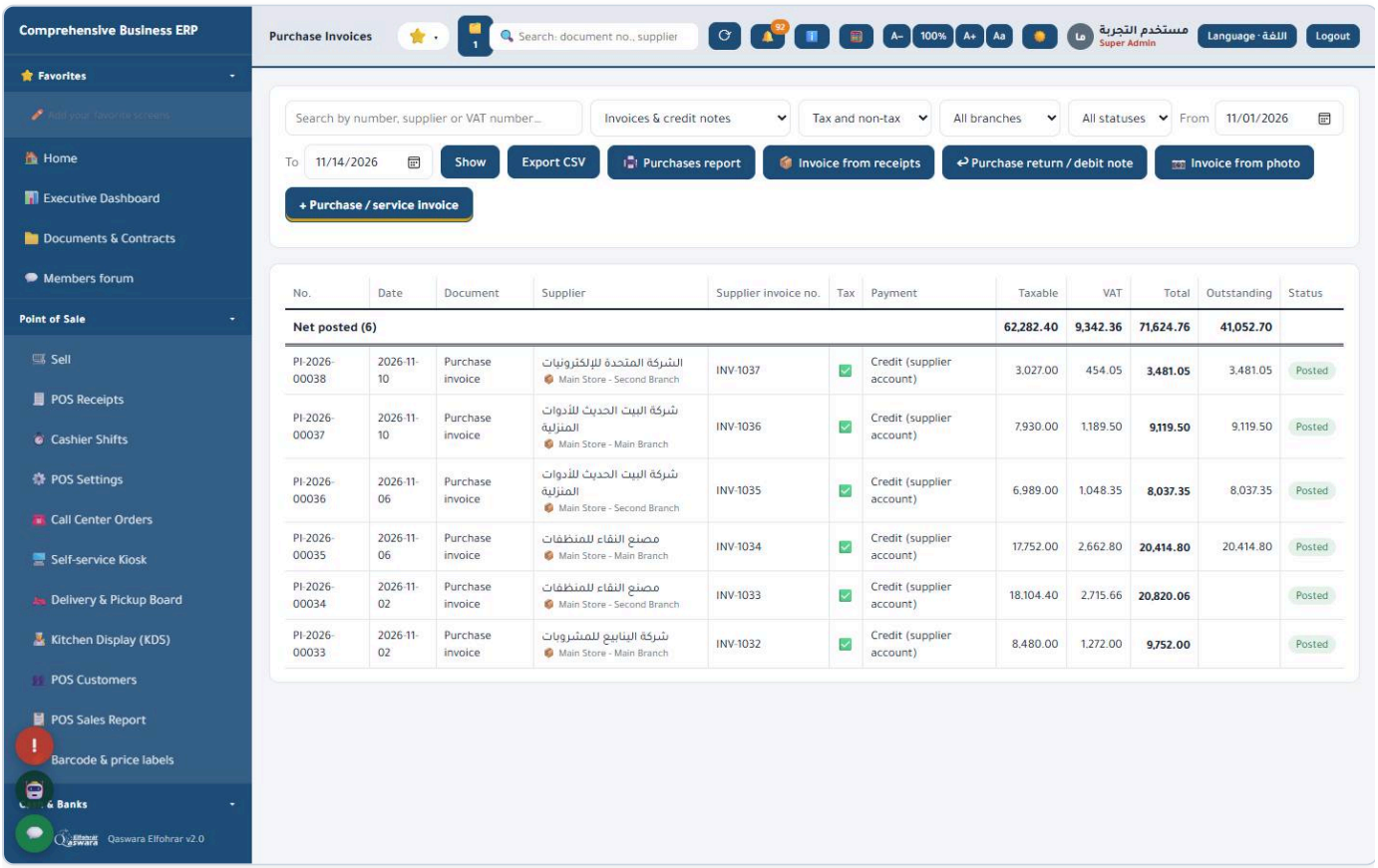
Purchase orders

The order to the supplier with the agreed quantities and prices; the system tracks what has been received and what is still due.



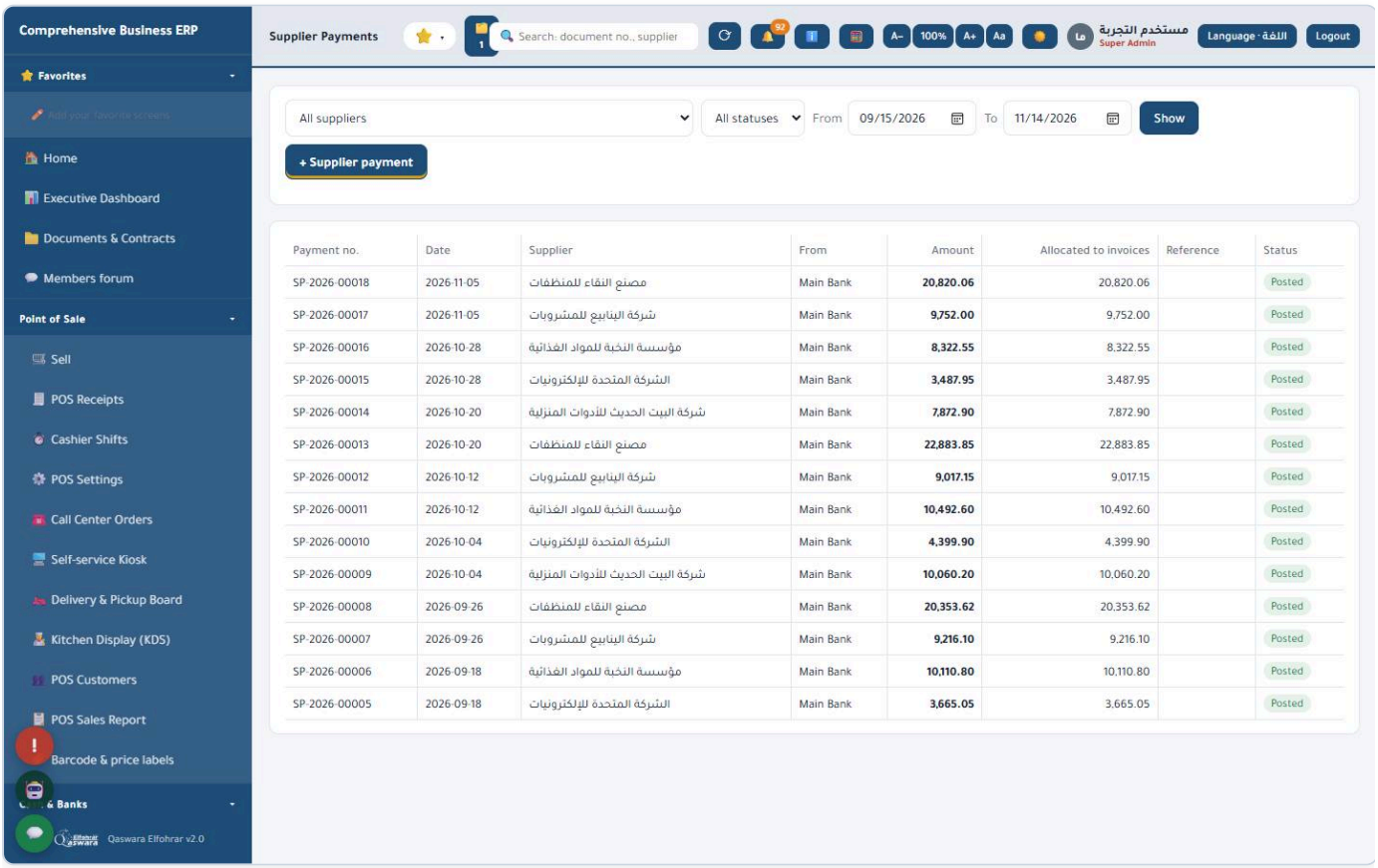
Purchase invoices

The supplier invoice is recorded with items or services and VAT; posting brings the stock in at cost and records the amount owed to the supplier and the input VAT.



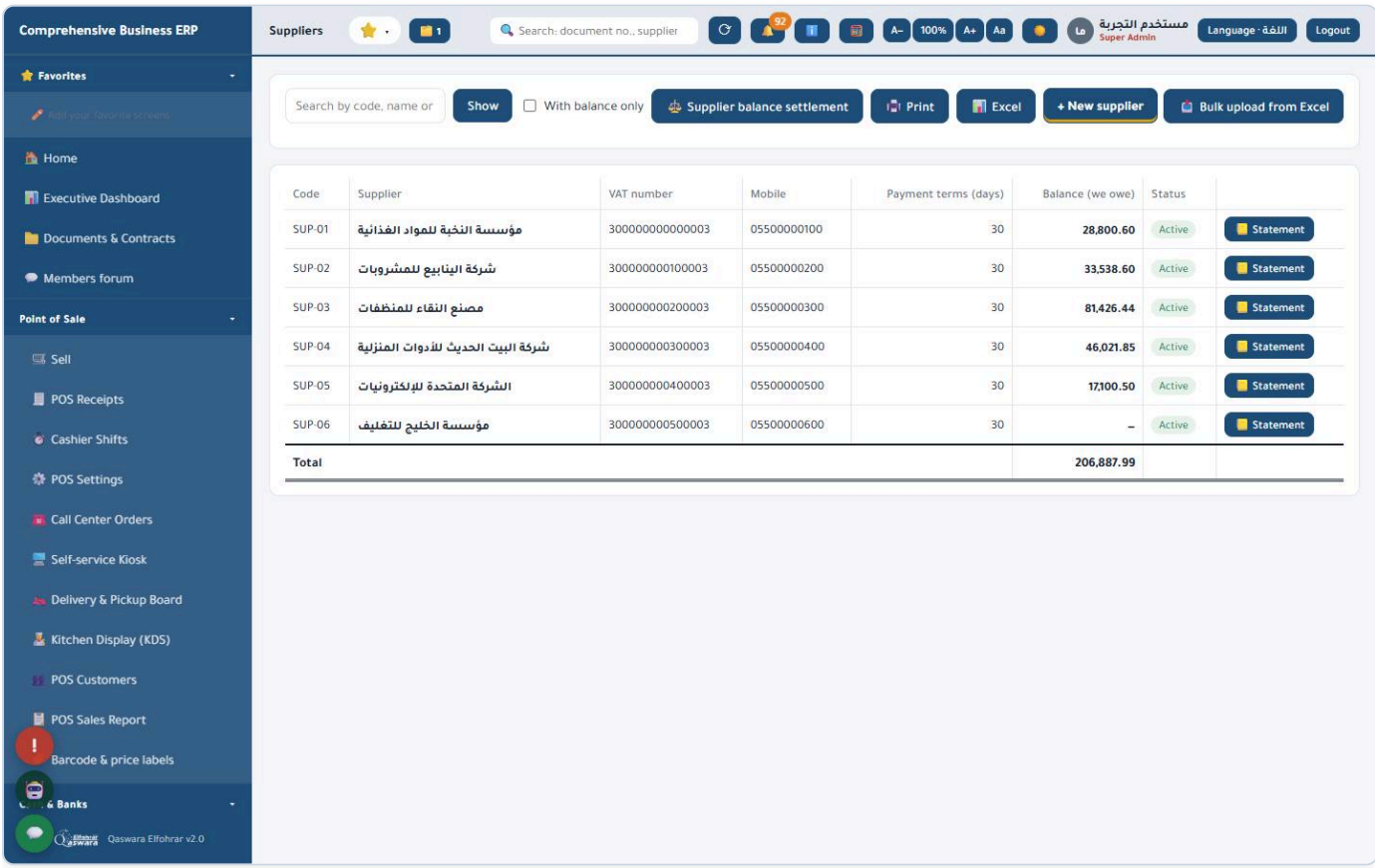
Supplier payments

A payment voucher from a safe or bank, allocated against the supplier's open invoices so the balance of each invoice is visible.



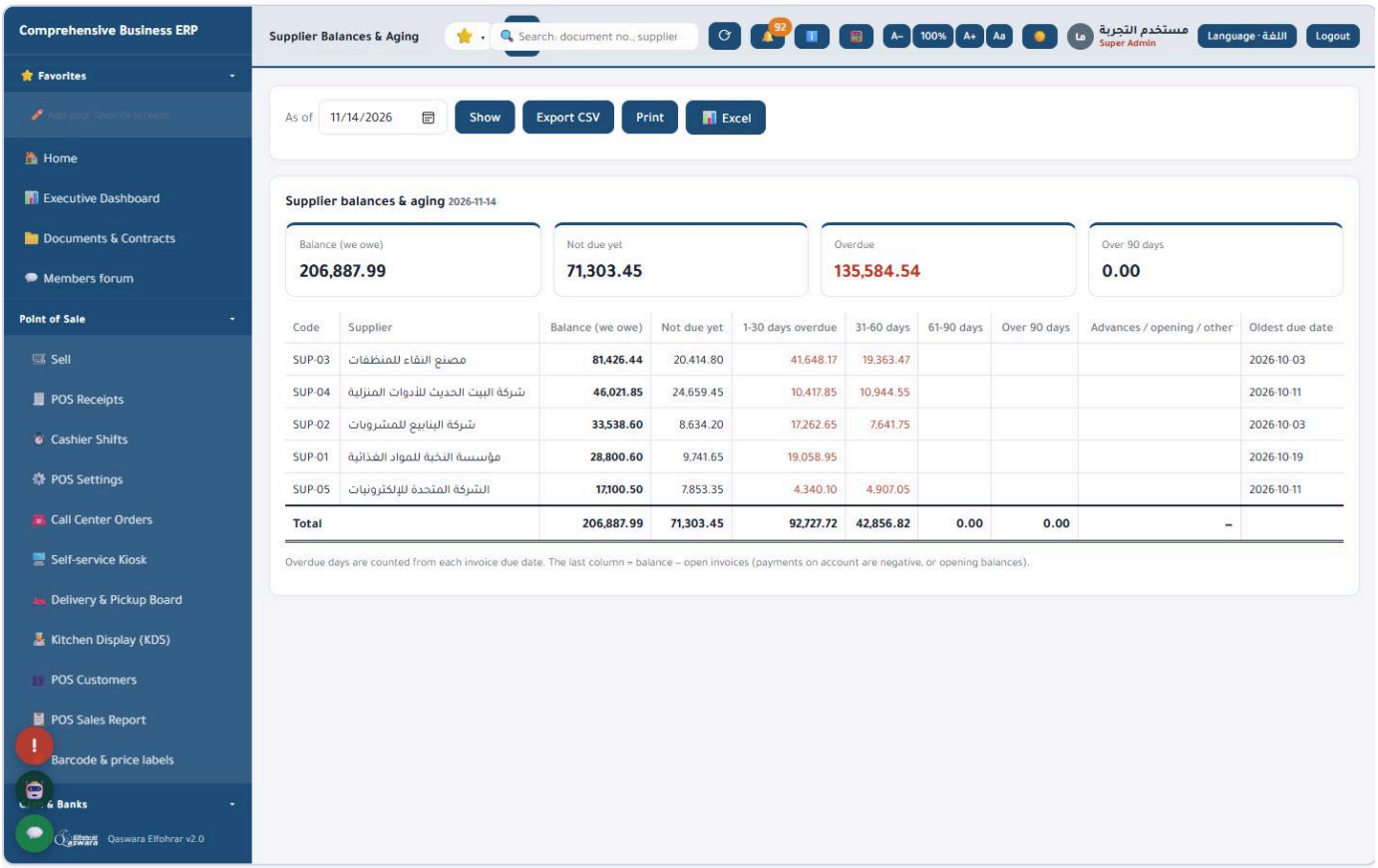
Suppliers

The supplier’s tax and bank details, payment terms and opening balance (which can be split by branch), with the statement.



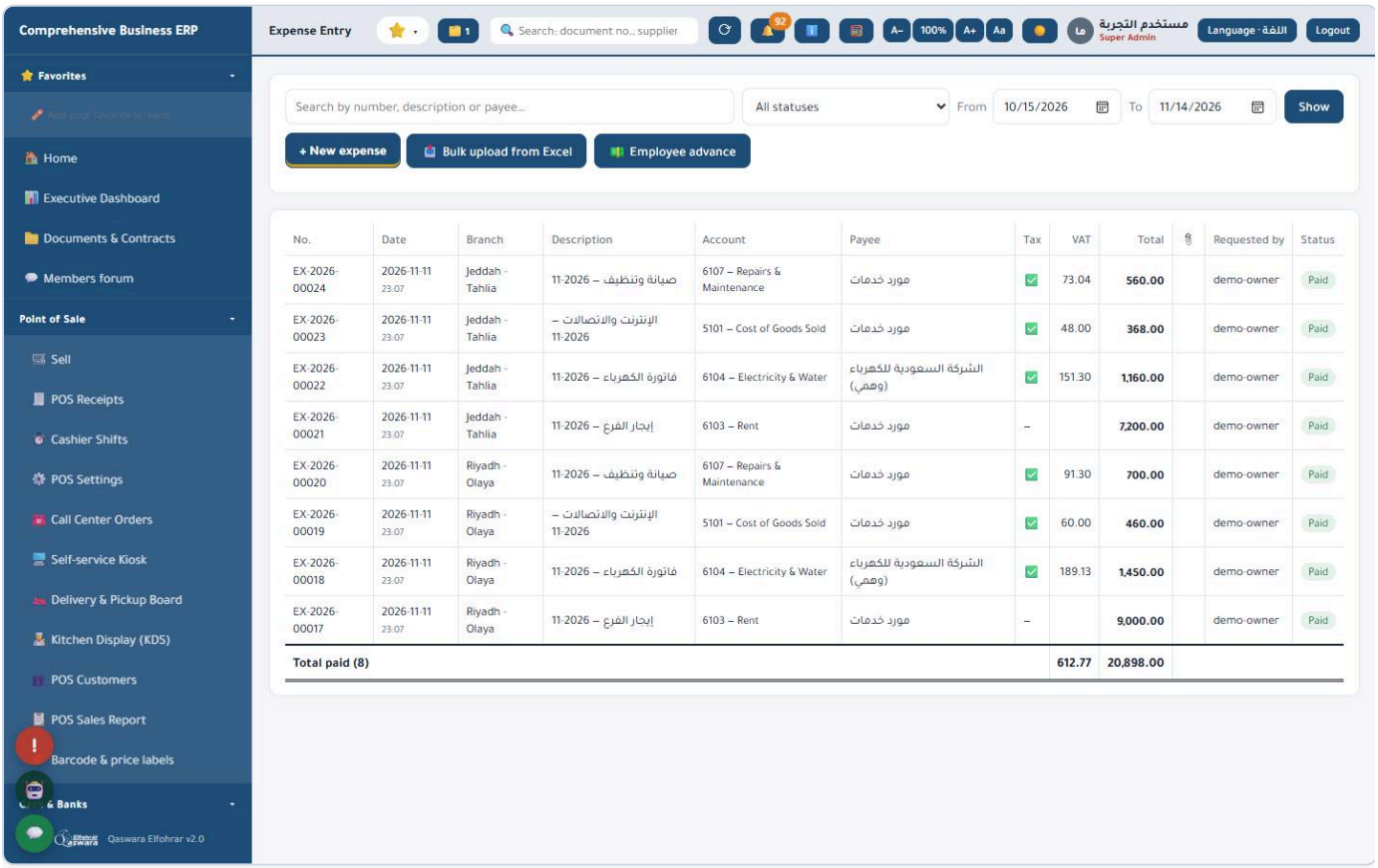
Supplier balances & ageing

How much you owe each supplier and how old each amount is (up to 30 days, 31–60, 61–90, over 90) to plan payments.



Recording expenses

Record an expense (electricity, rent, maintenance…) with branch, cost centre, VAT and attachment; it goes through approval before posting.



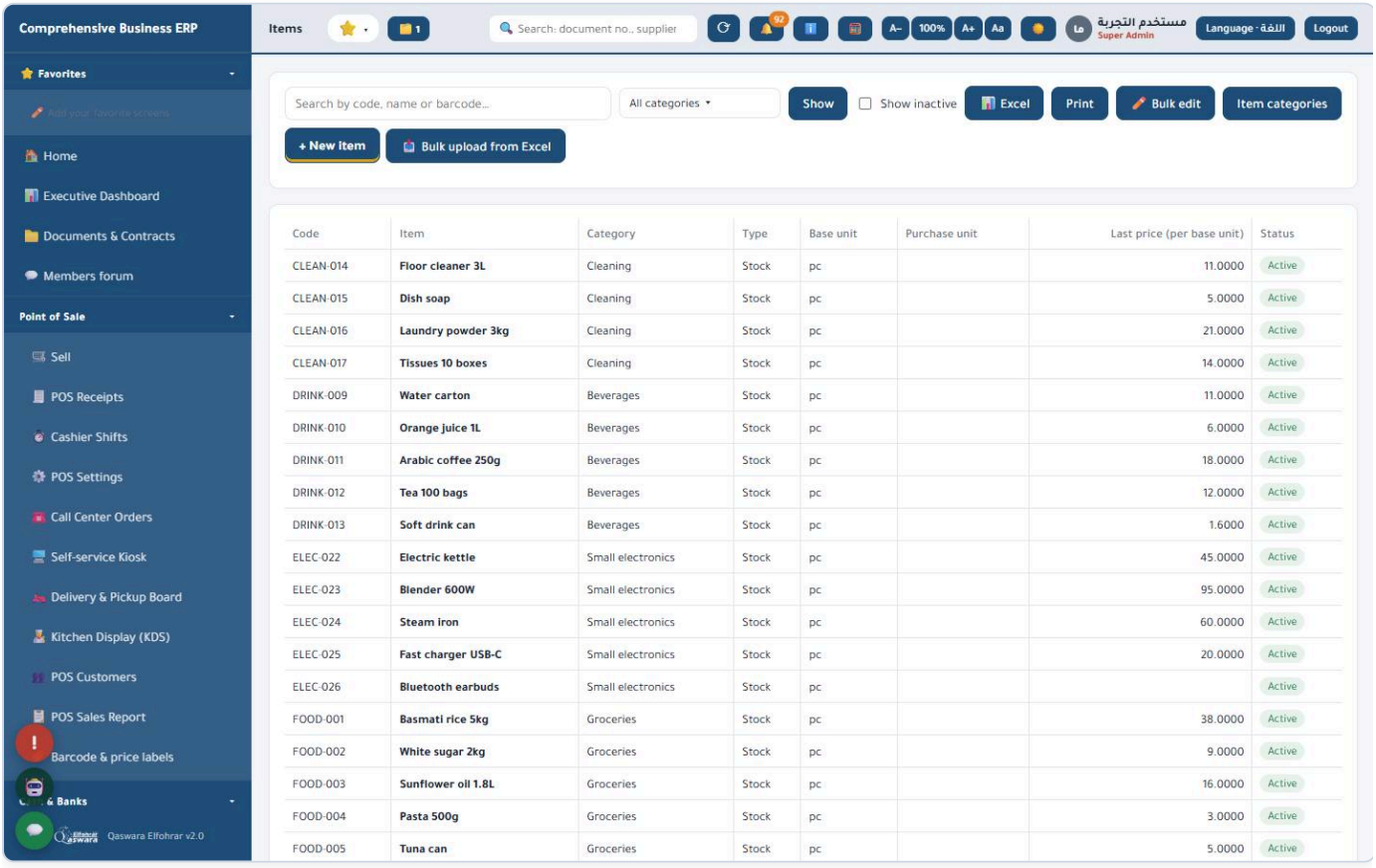
Chapter 6

Inventory & items

> Stock is valued at weighted average cost, with several units per item (base, purchase and count units), transfers between warehouses and branches, and periodic counts with automatic adjustment of differences.

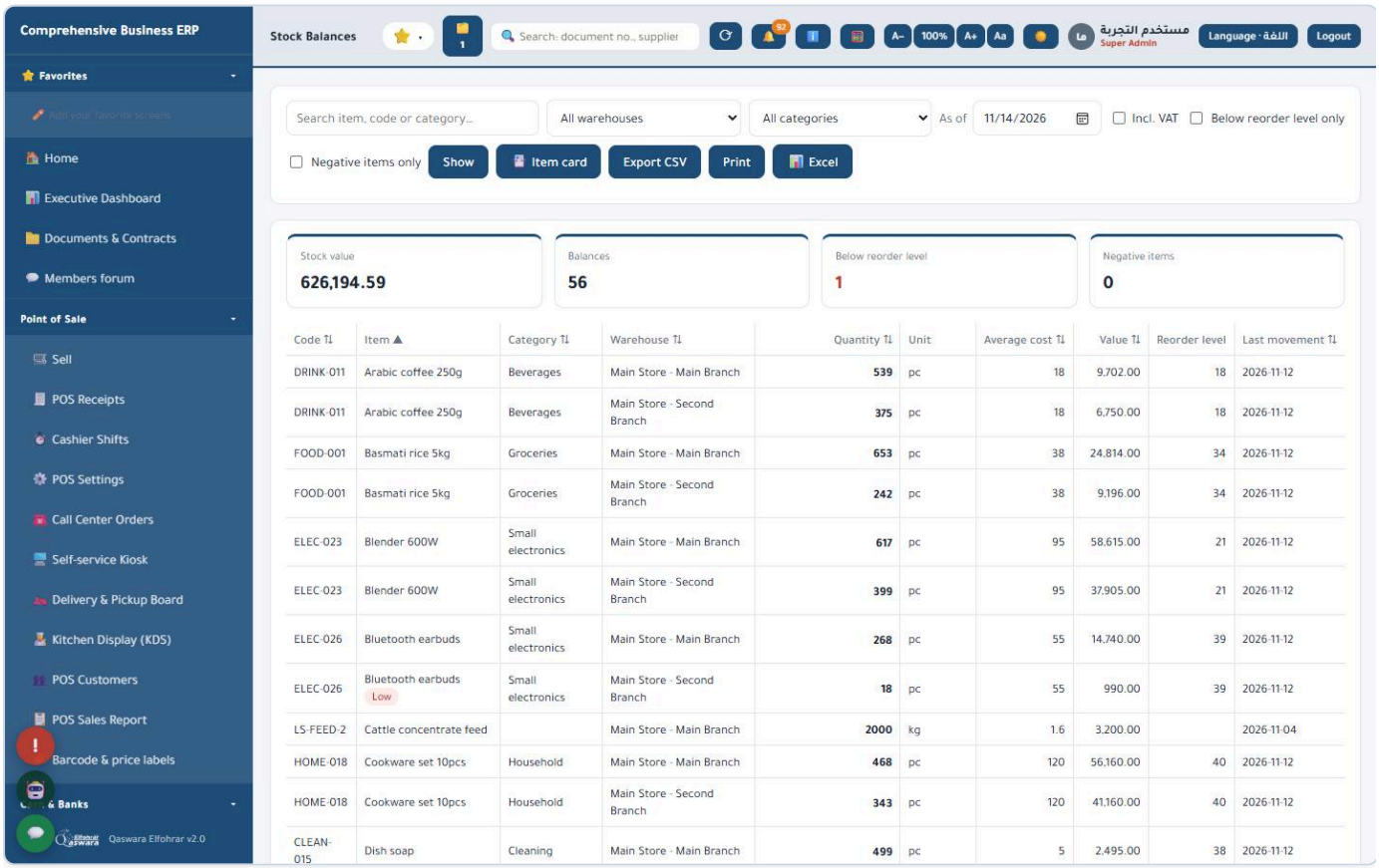
Item catalogue

Each item with its code, category, units and conversion factors, selling price, VAT, barcode and reorder level. Sizes, colours and serial numbers can be added.



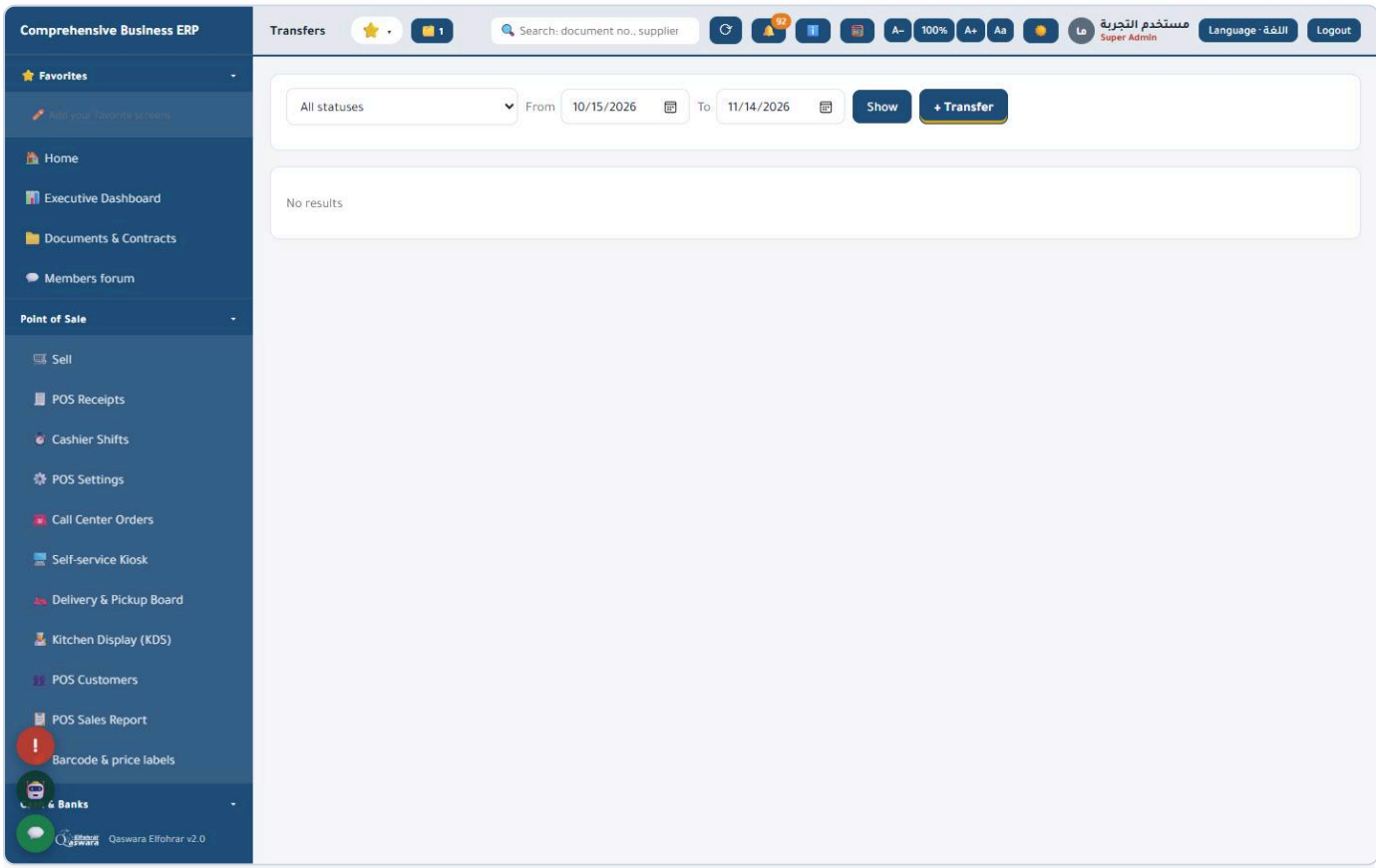
Stock balances

Quantity and cost of each item in each warehouse, with alerts for items below the reorder level and a detailed item movement.



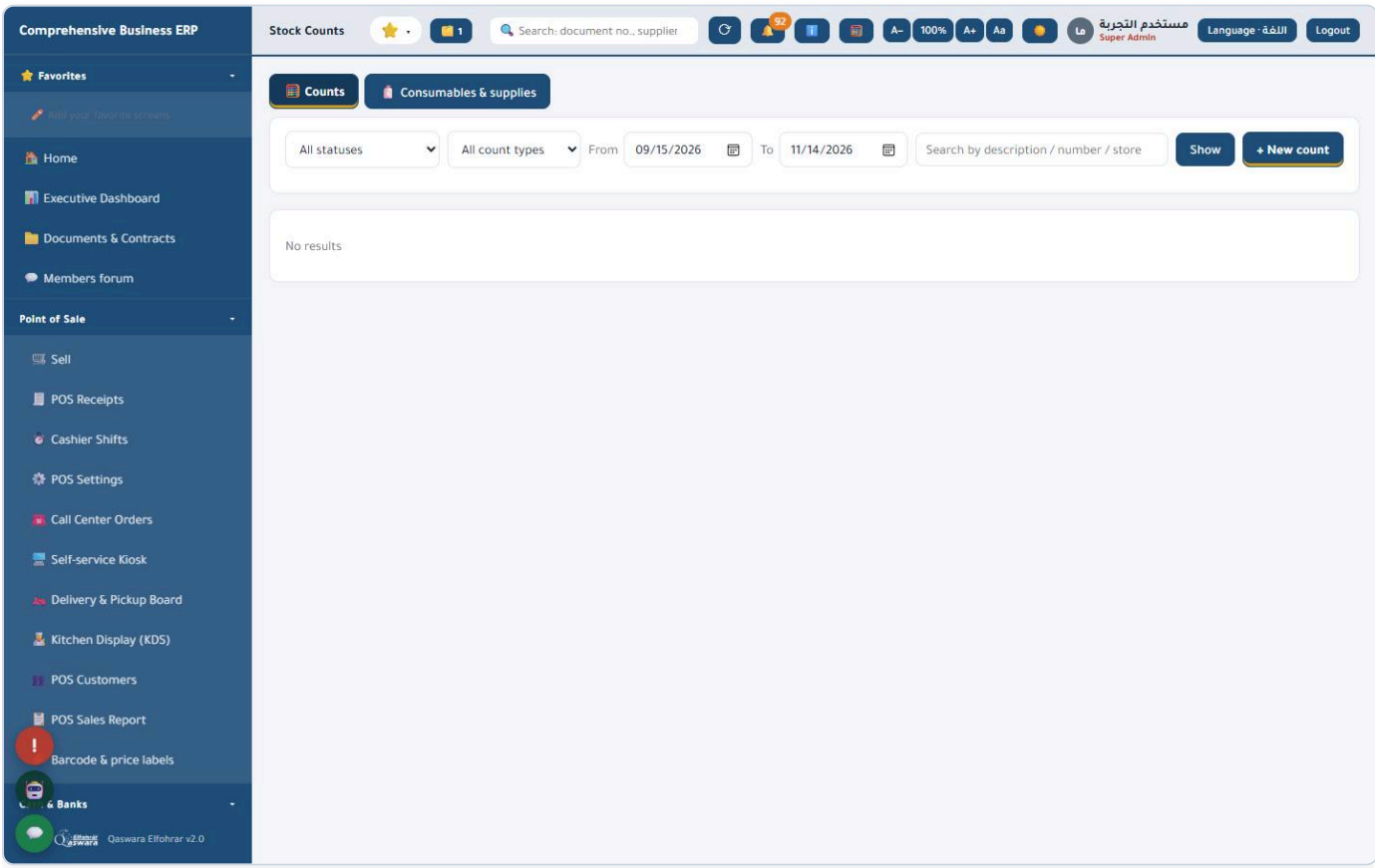
Transfers

Move quantities between warehouses or branches: sent from the source warehouse and received at the destination, with goods in transit visible.



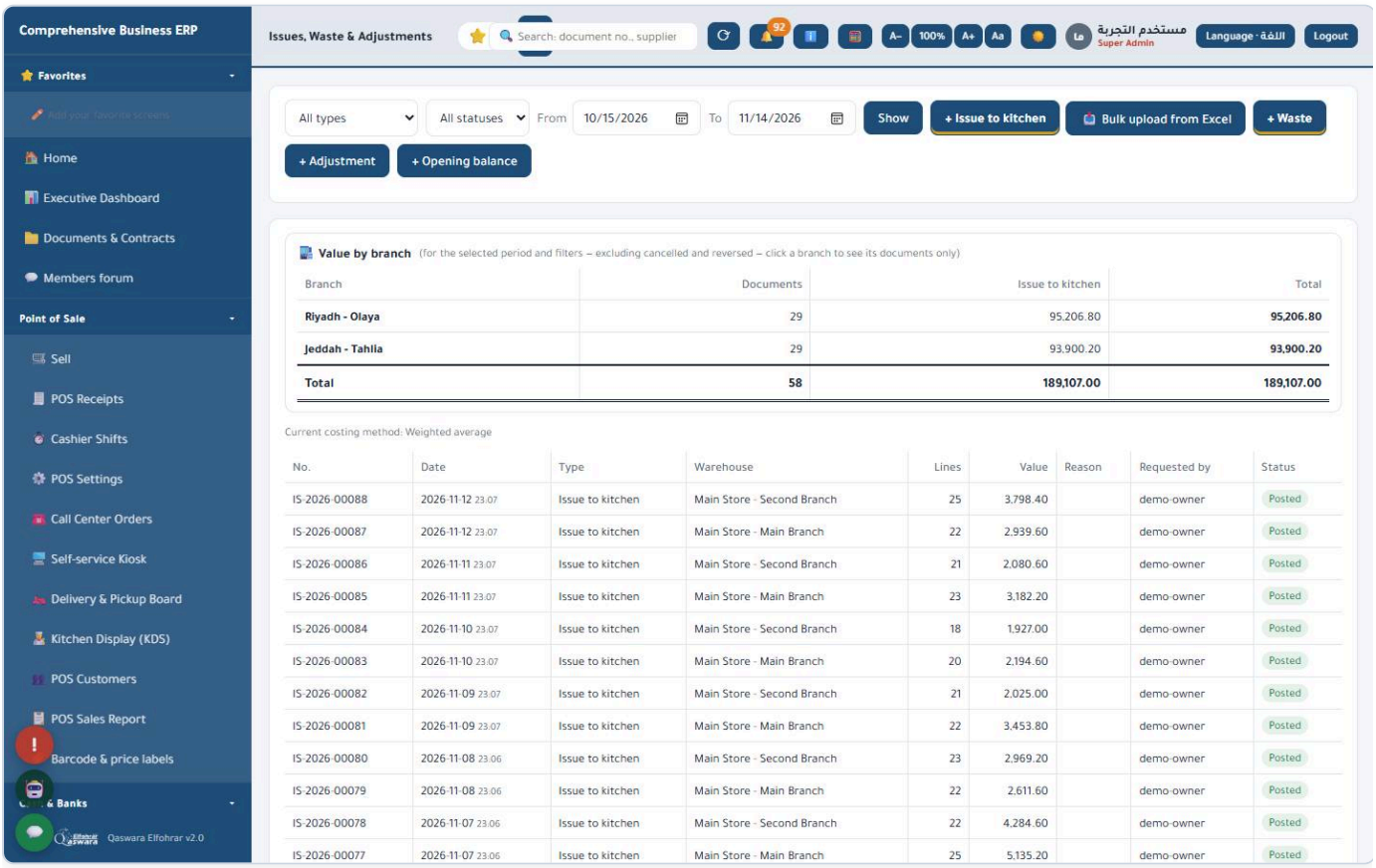
Stock counts

A full or partial count: enter the actual quantities, the system calculates the difference in quantity and value, and approval posts the adjustment.



Issues, waste, adjustments & opening stock

Manual stock documents: issue to a department or cost centre, waste, adjustment, and opening balance — all drafts until reviewed and posted.



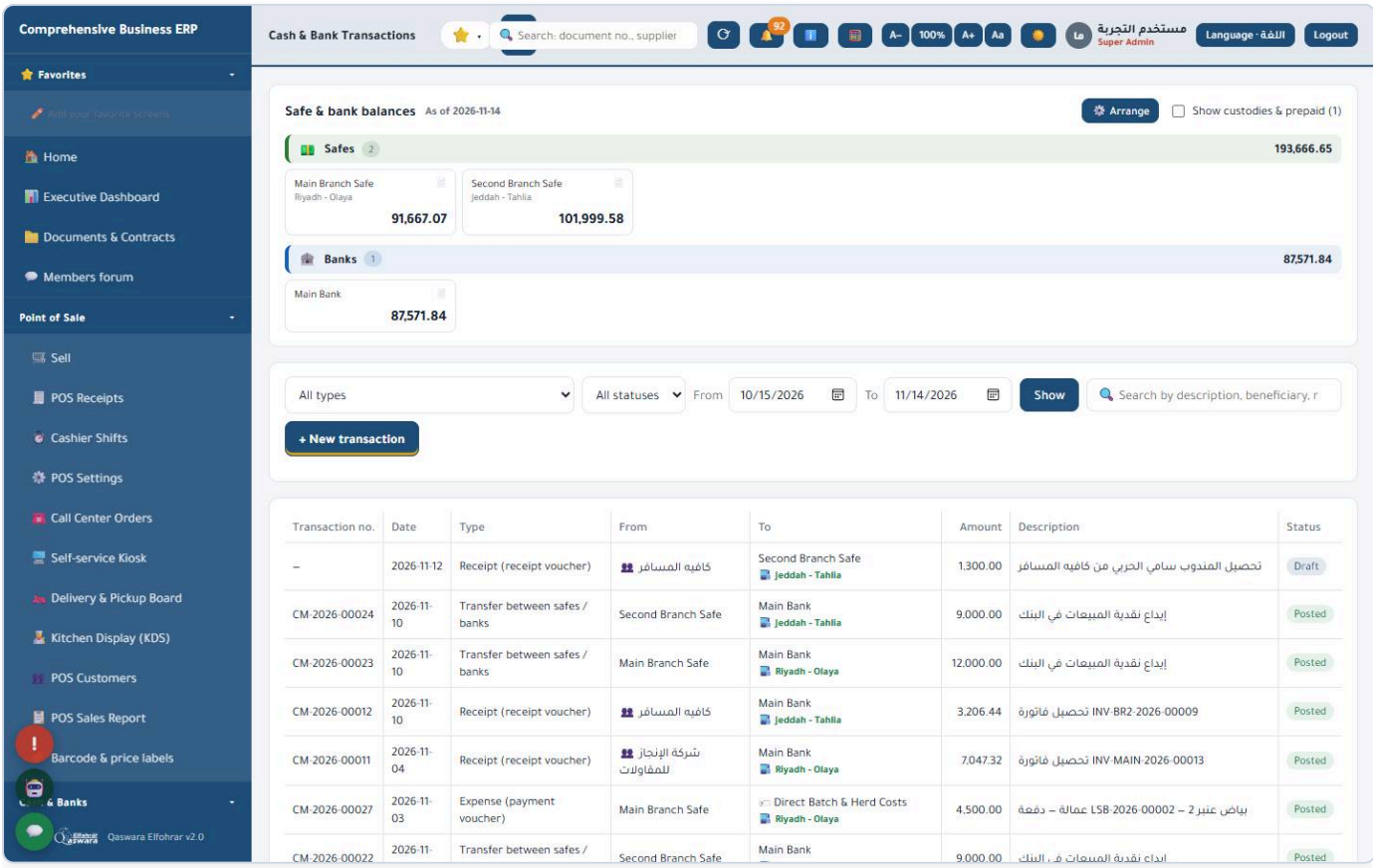
Chapter 7

Cash & banks

> Every cash movement has a voucher: receipt, payment, transfer between safes and banks. Bank reconciliation matches the bank statement with the books, and the cash forecast shows what will come in and go out in the coming days.

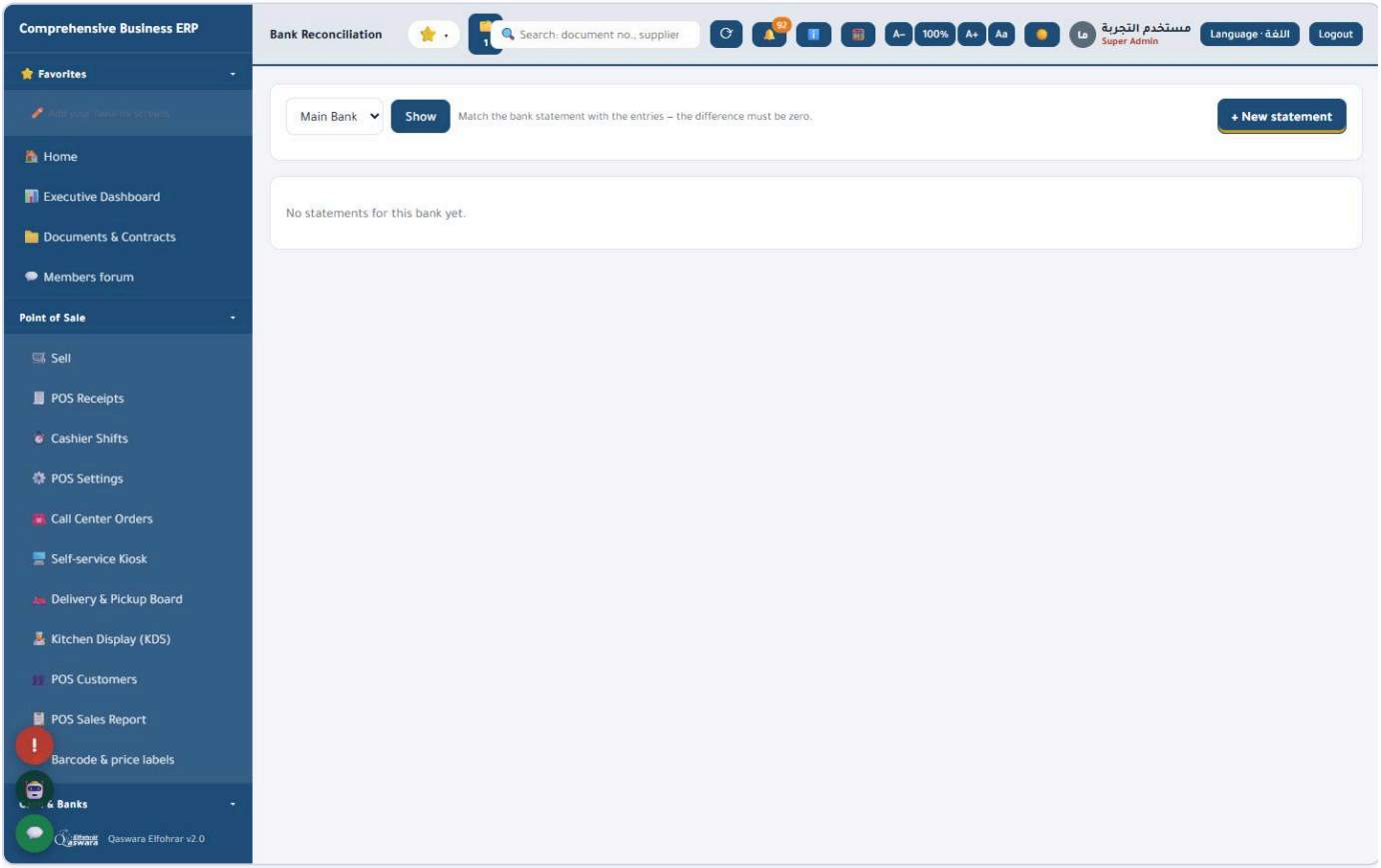
Safe & bank movements

Receipt, payment and transfer vouchers, with the current balance of each safe and bank.



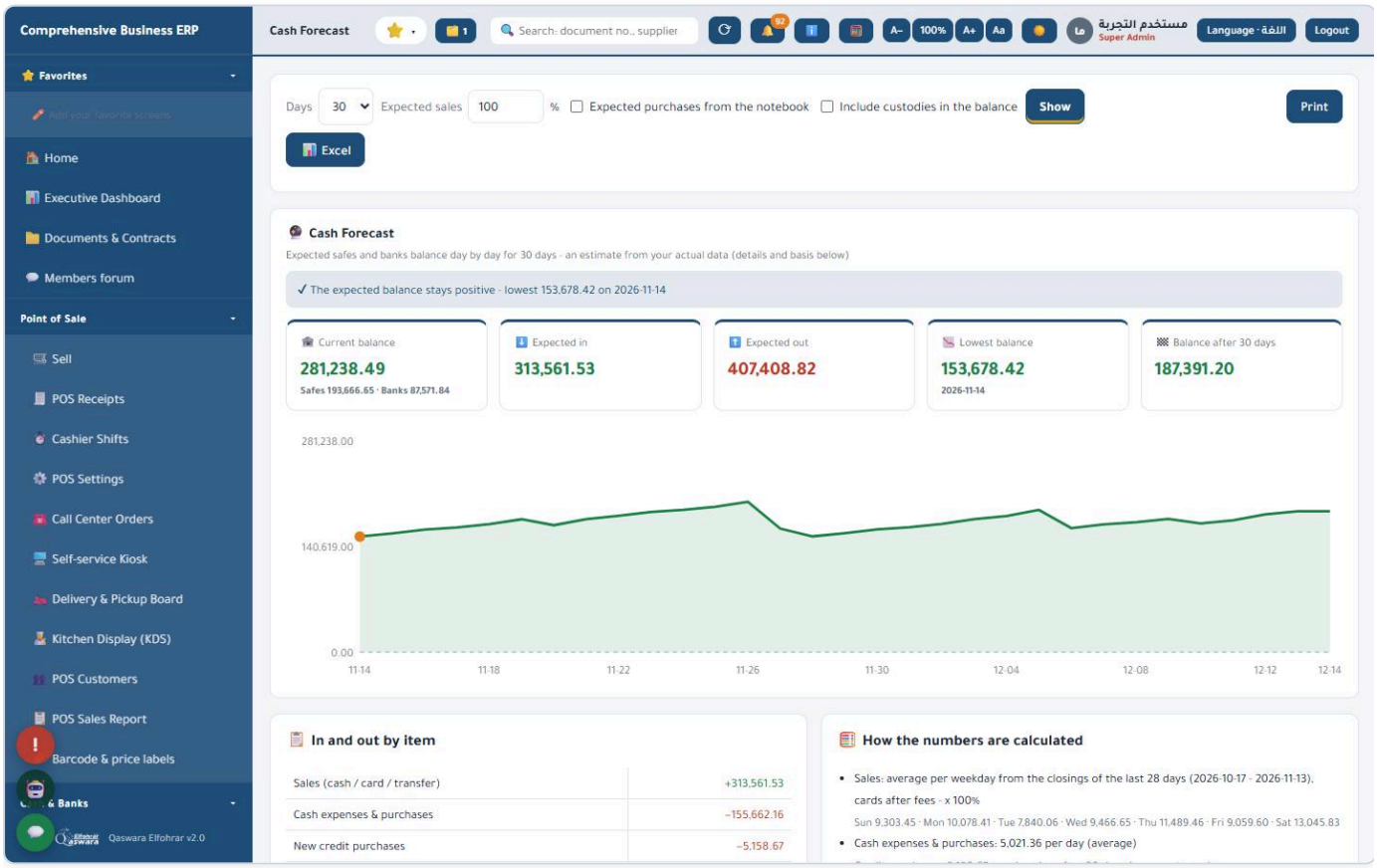
Bank reconciliation

Import or enter the bank statement and match each line with its movement in the books, so unmatched items stand out.



Cash forecast

Forecasts the cash balance for the coming weeks from customer and supplier dues, recurring obligations and payroll.



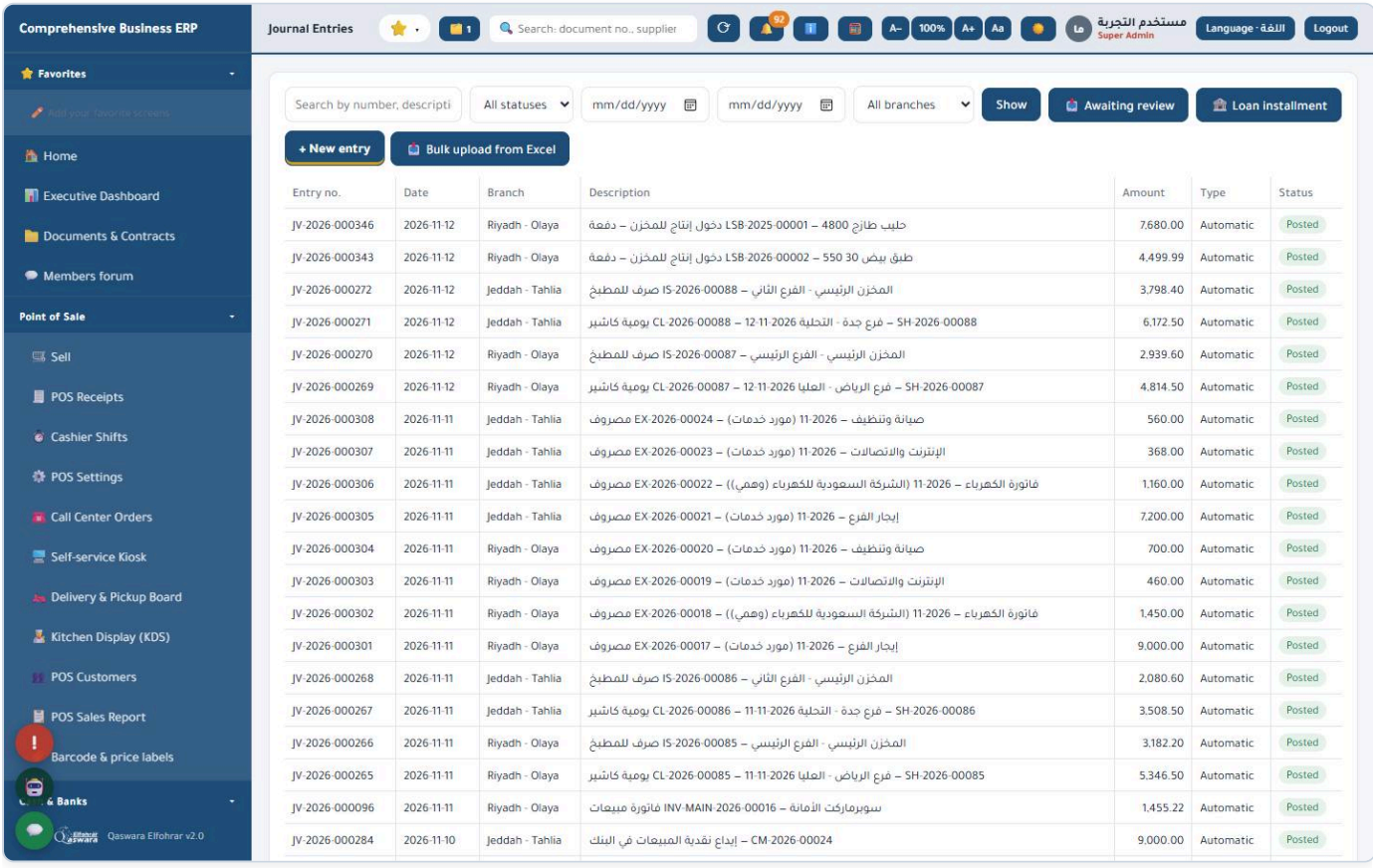
Chapter 8

Accounting & tax

> Every operation posts automatically; manual journals are left for adjustments. Accounting reports and financial statements are available at any moment for any period and branch, and the VAT return is calculated straight from the invoices.

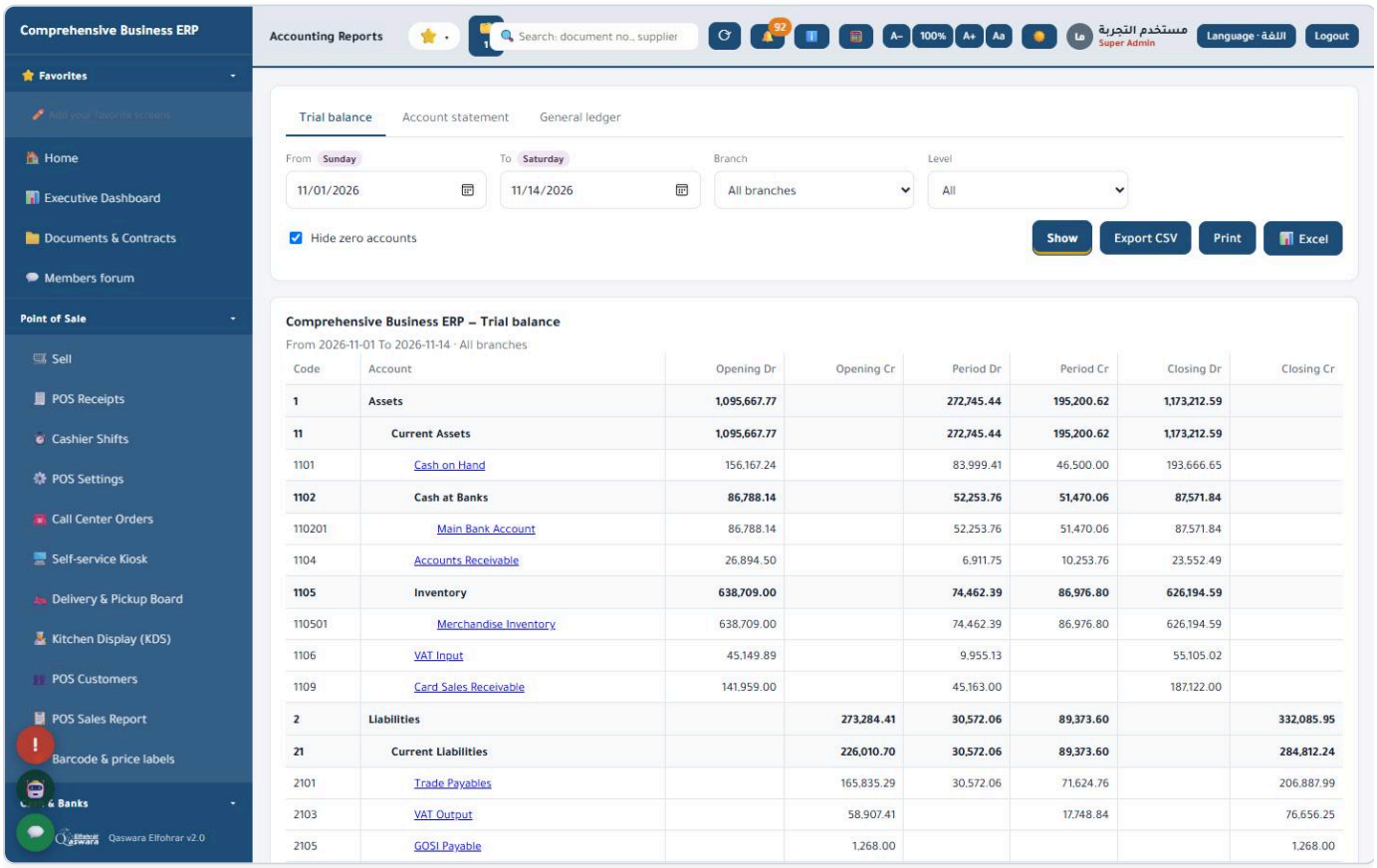
Journal entries

Manual and automatic journals, each linked to its source document. A manual journal is a draft, then approved and posted; a posted journal is never edited but reversed by a reversing entry.



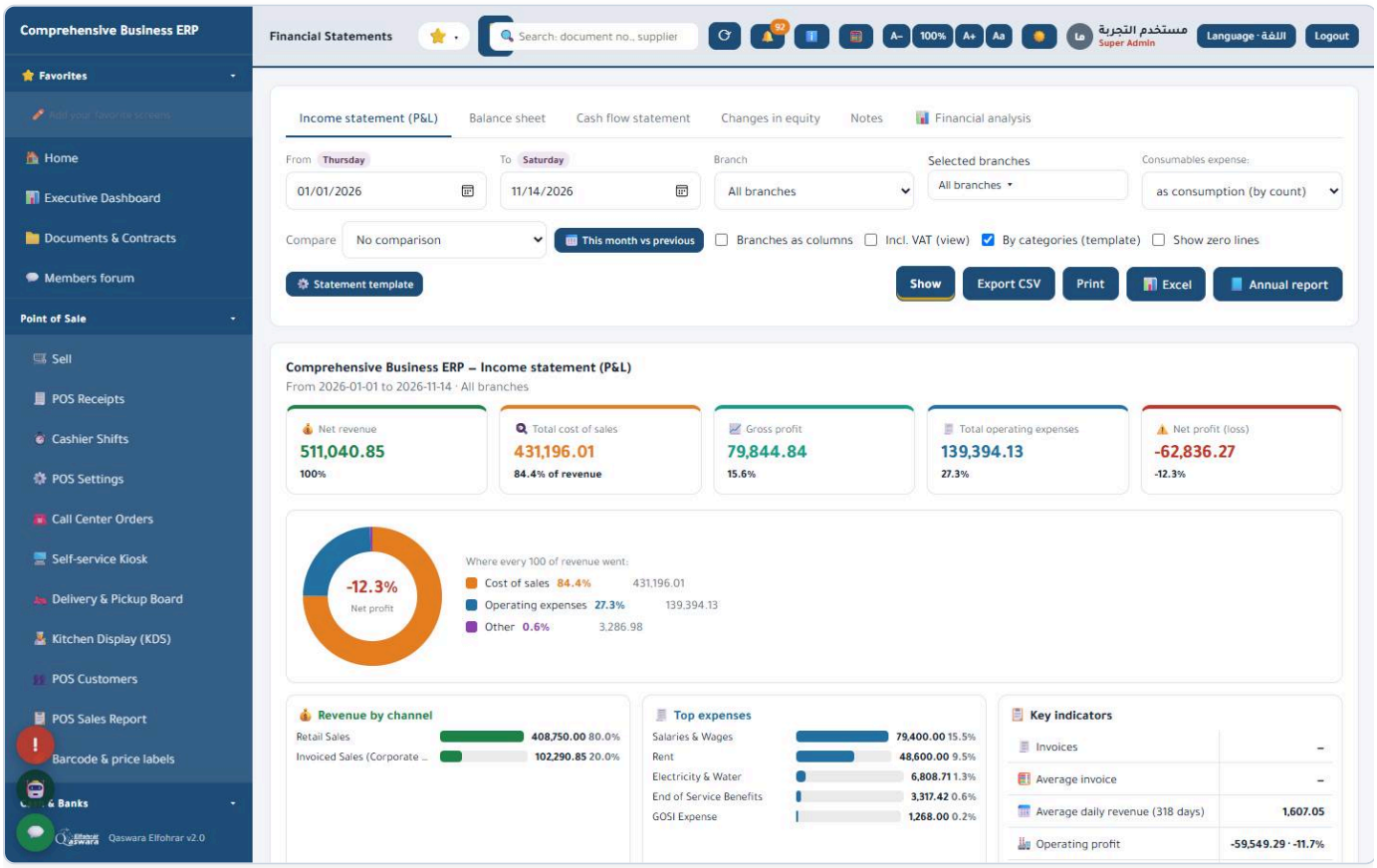
Accounting reports

Trial balance, general ledger statement and day book by period, branch and cost centre, with drill-down from any figure to the source document.



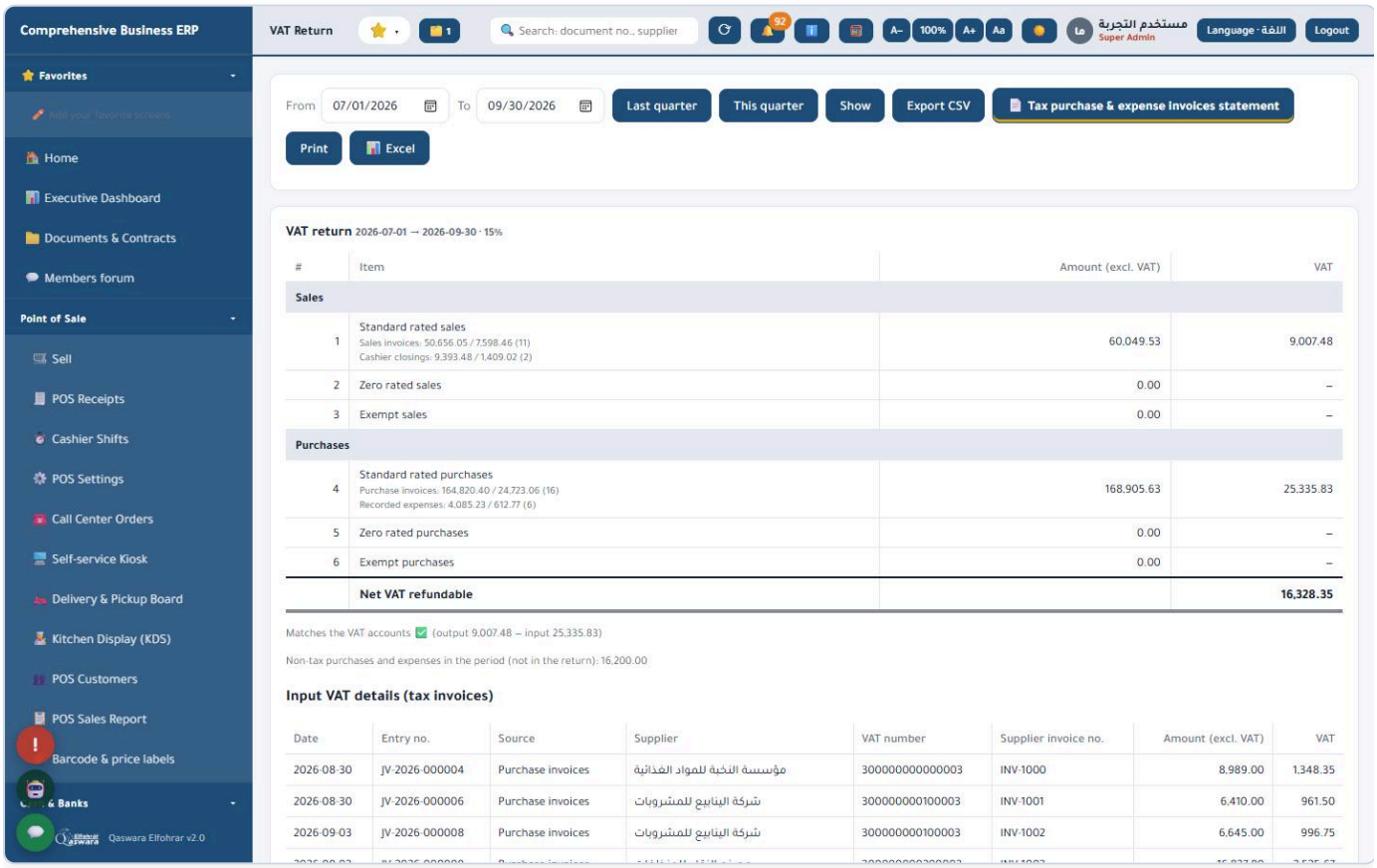
Financial statements

Income statement, balance sheet, cash flow and changes in equity, compared with the previous period and ready to export.



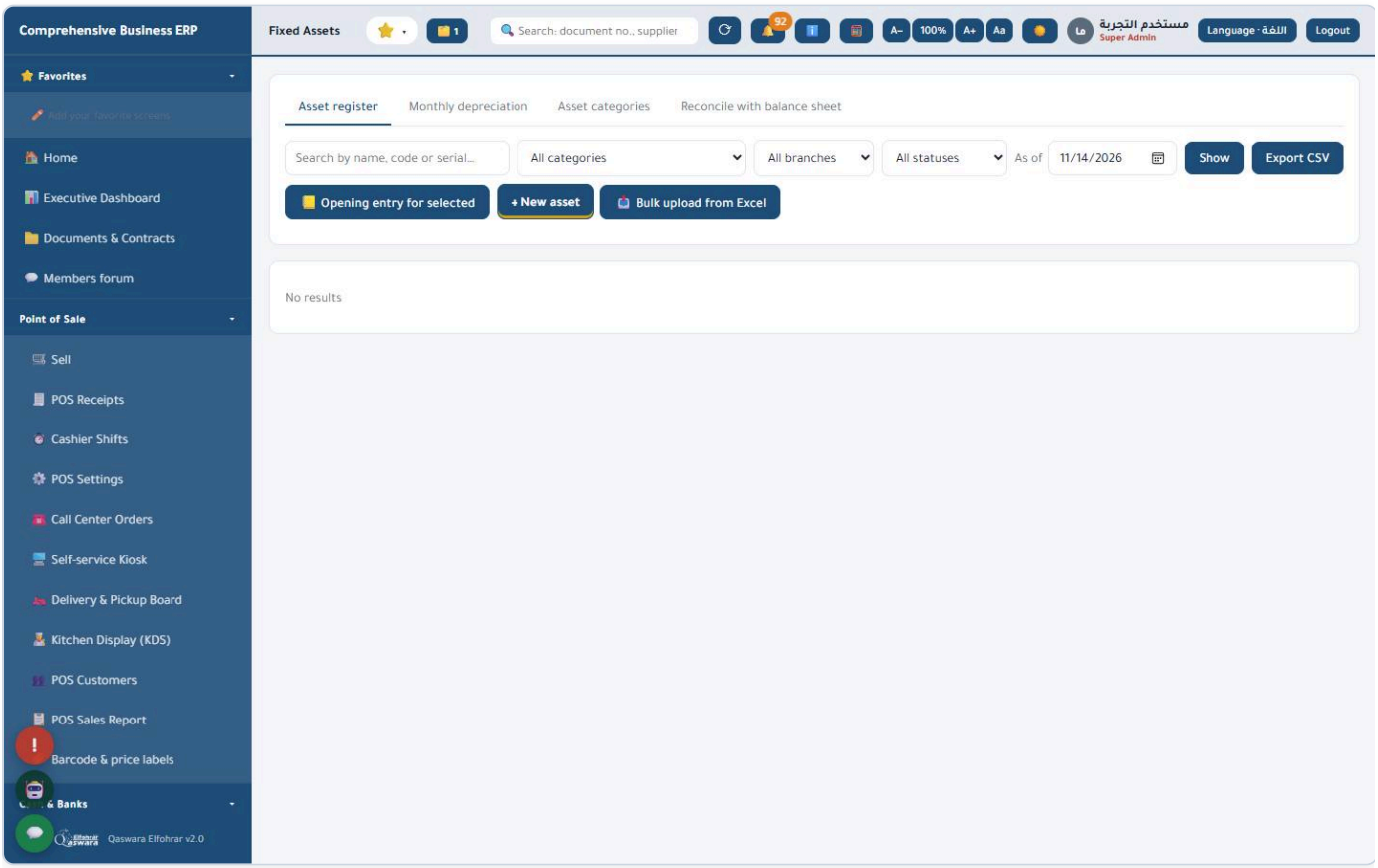
VAT return

The VAT return calculated from the invoices using the authority's form boxes, with each box broken down by document.



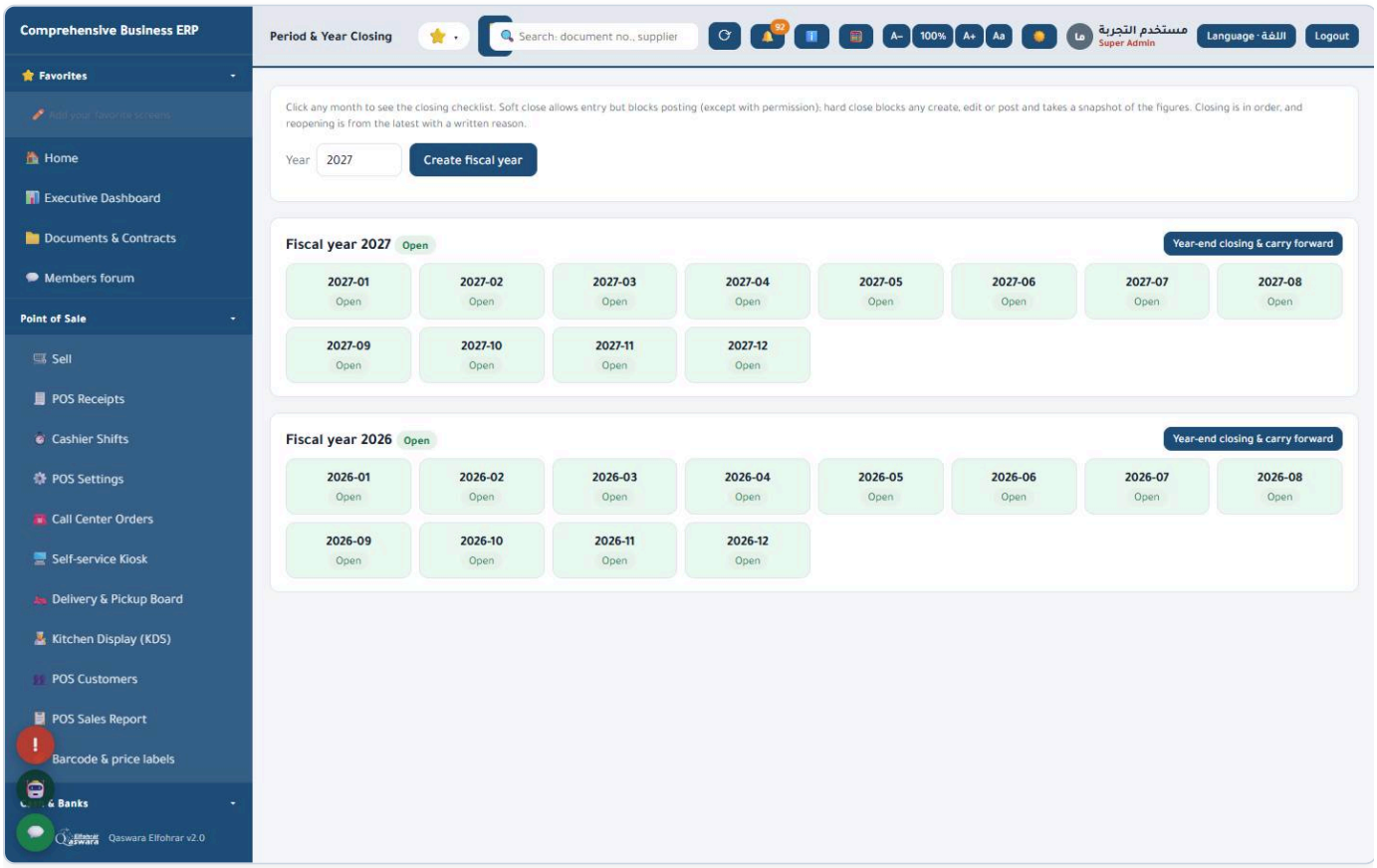
Fixed assets

The asset register with cost, useful life and depreciation method; monthly depreciation posts automatically, plus disposal and sale.



Closing periods & the financial year

Closing a month blocks any change dated inside it, and closing the year moves the result to retained earnings.



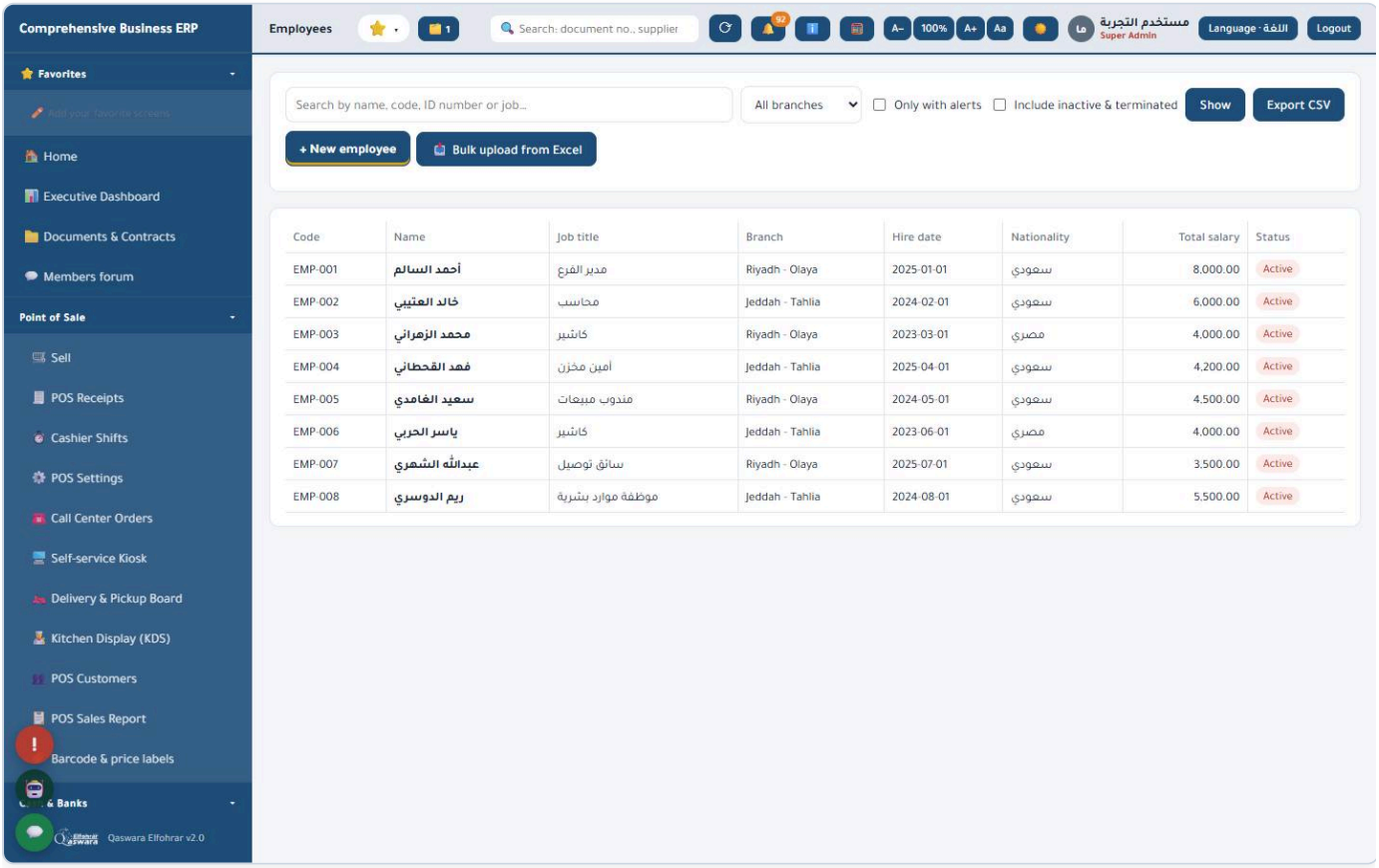
Chapter 9

HR & payroll

> A full file for each employee, attendance, leave, advances and deductions, a monthly payroll that calculates social insurance (GOSI) and posts the payroll journal, and end-of-service settlement under the labour law.

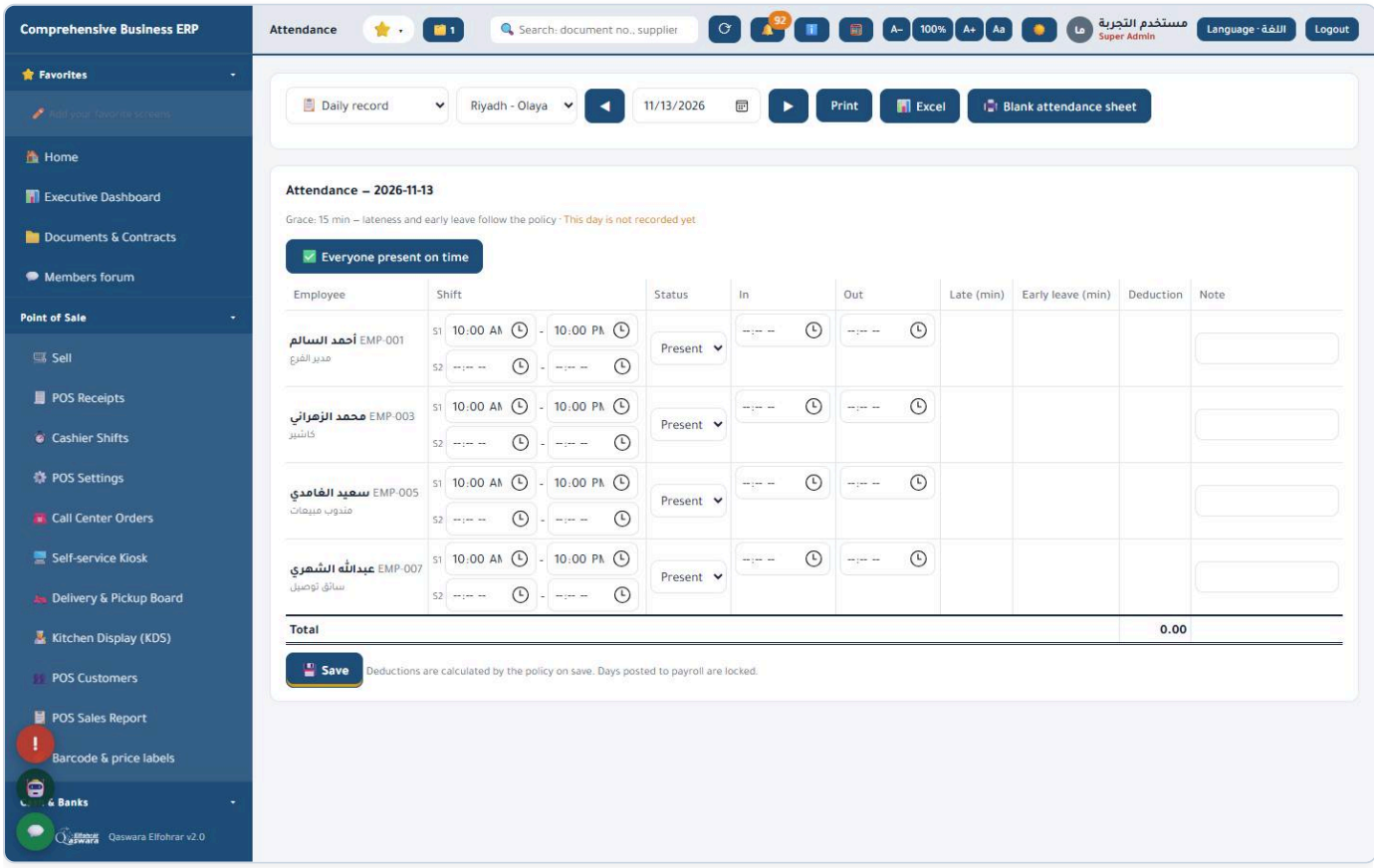
Employees

The employee's details, job, branch, salary and allowances, residency and bank data, with document-expiry alerts.



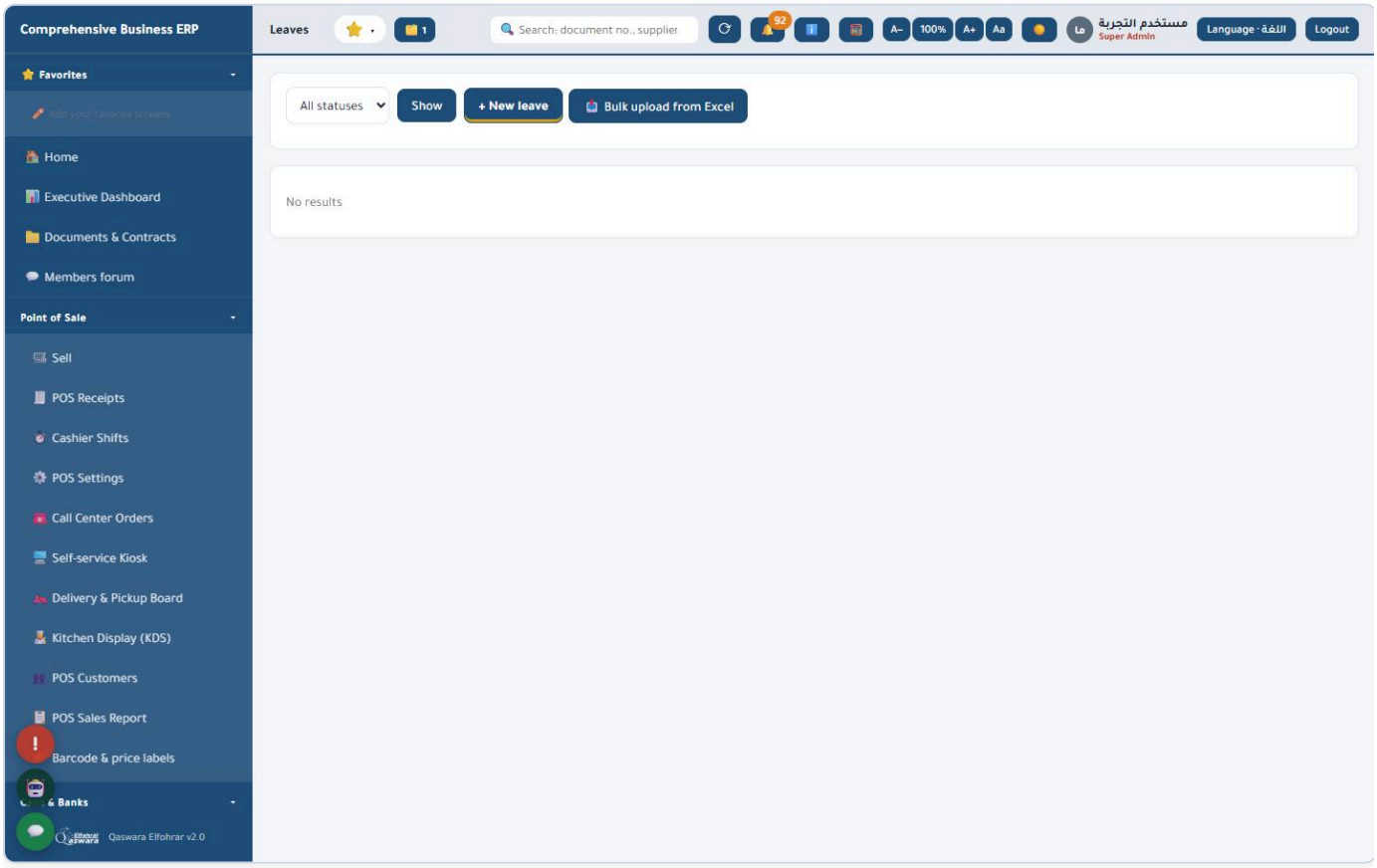
Attendance

From fingerprint devices or manual entry, with lateness, absence and overtime calculated.



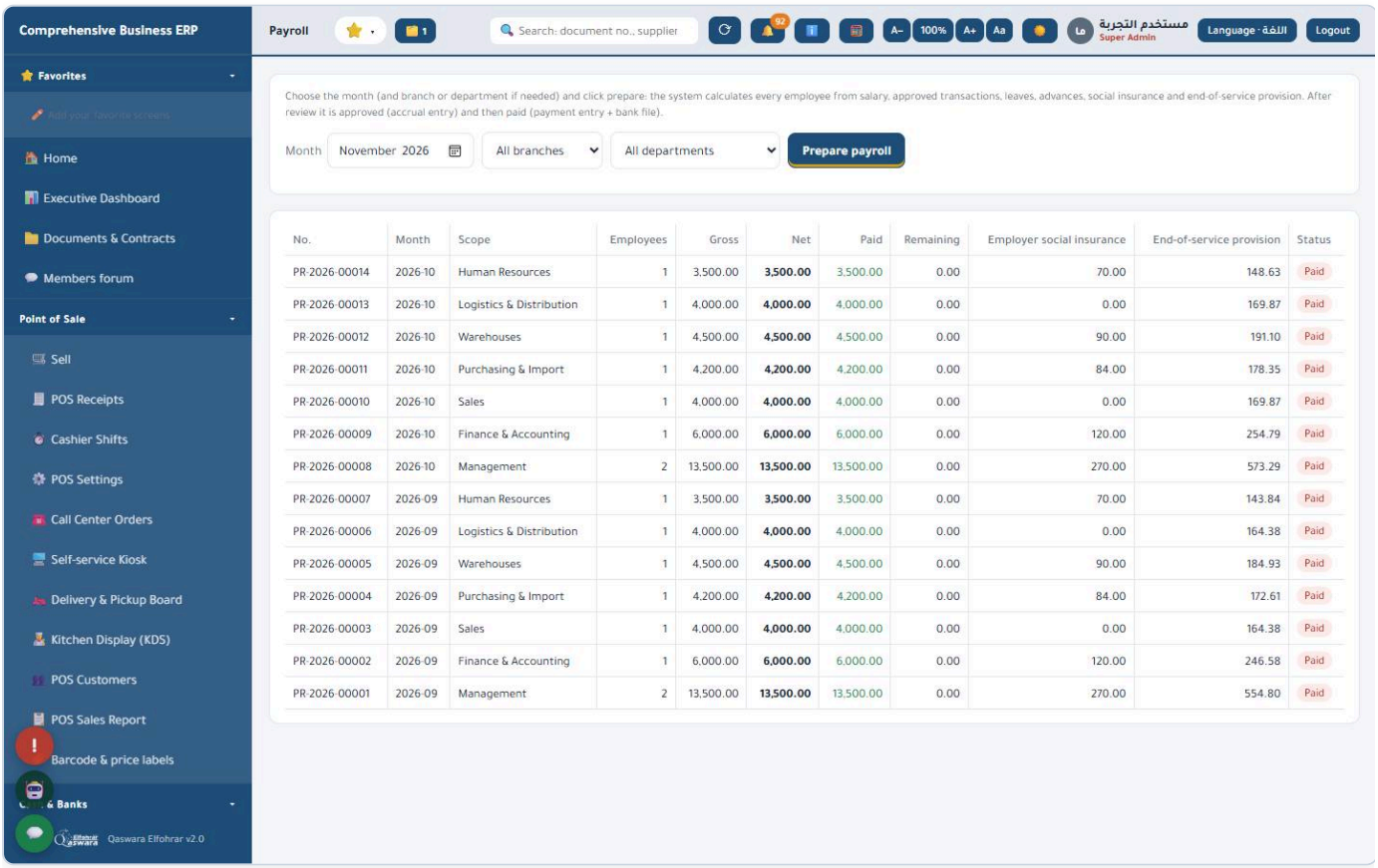
Leave

Leave requests and approval, and each employee’s leave balance.



Payroll

The payroll is generated from employee data and movements, then approved (posting the payroll journal) and paid from the bank or safe.



No.	Month	Scope	Employees	Gross	Net	Paid	Remaining	Employer social insurance	End-of-service provision	Status
PR-2026-00014	2026-10	Human Resources	1	3,500.00	**3,500.00**	3,500.00	0.00	70.00	148.63	Paid
PR-2026-00013	2026-10	Logistics & Distribution	1	4,000.00	**4,000.00**	4,000.00	0.00	0.00	169.87	Paid
PR-2026-00012	2026-10	Warehouses	1	4,500.00	**4,500.00**	4,500.00	0.00	90.00	191.10	Paid
PR-2026-00011	2026-10	Purchasing & Import	1	4,200.00	**4,200.00**	4,200.00	0.00	84.00	178.35	Paid
PR-2026-00010	2026-10	Sales	1	4,000.00	**4,000.00**	4,000.00	0.00	0.00	169.87	Paid
PR-2026-00009	2026-10	Finance & Accounting	1	6,000.00	**6,000.00**	6,000.00	0.00	120.00	254.79	Paid
PR-2026-00008	2026-10	Management	2	13,500.00	**13,500.00**	13,500.00	0.00	270.00	573.29	Paid
PR-2026-00007	2026-09	Human Resources	1	3,500.00	**3,500.00**	3,500.00	0.00	70.00	143.84	Paid
PR-2026-00006	2026-09	Logistics & Distribution	1	4,000.00	**4,000.00**	4,000.00	0.00	0.00	164.38	Paid
PR-2026-00005	2026-09	Warehouses	1	4,500.00	**4,500.00**	4,500.00	0.00	90.00	184.93	Paid
PR-2026-00004	2026-09	Purchasing & Import	1	4,200.00	**4,200.00**	4,200.00	0.00	84.00	172.61	Paid
PR-2026-00003	2026-09	Sales	1	4,000.00	**4,000.00**	4,000.00	0.00	0.00	164.38	Paid
PR-2026-00002	2026-09	Finance & Accounting	1	6,000.00	**6,000.00**	6,000.00	0.00	120.00	246.58	Paid
PR-2026-00001	2026-09	Management	2	13,500.00	**13,500.00**	13,500.00	0.00	270.00	554.80	Paid

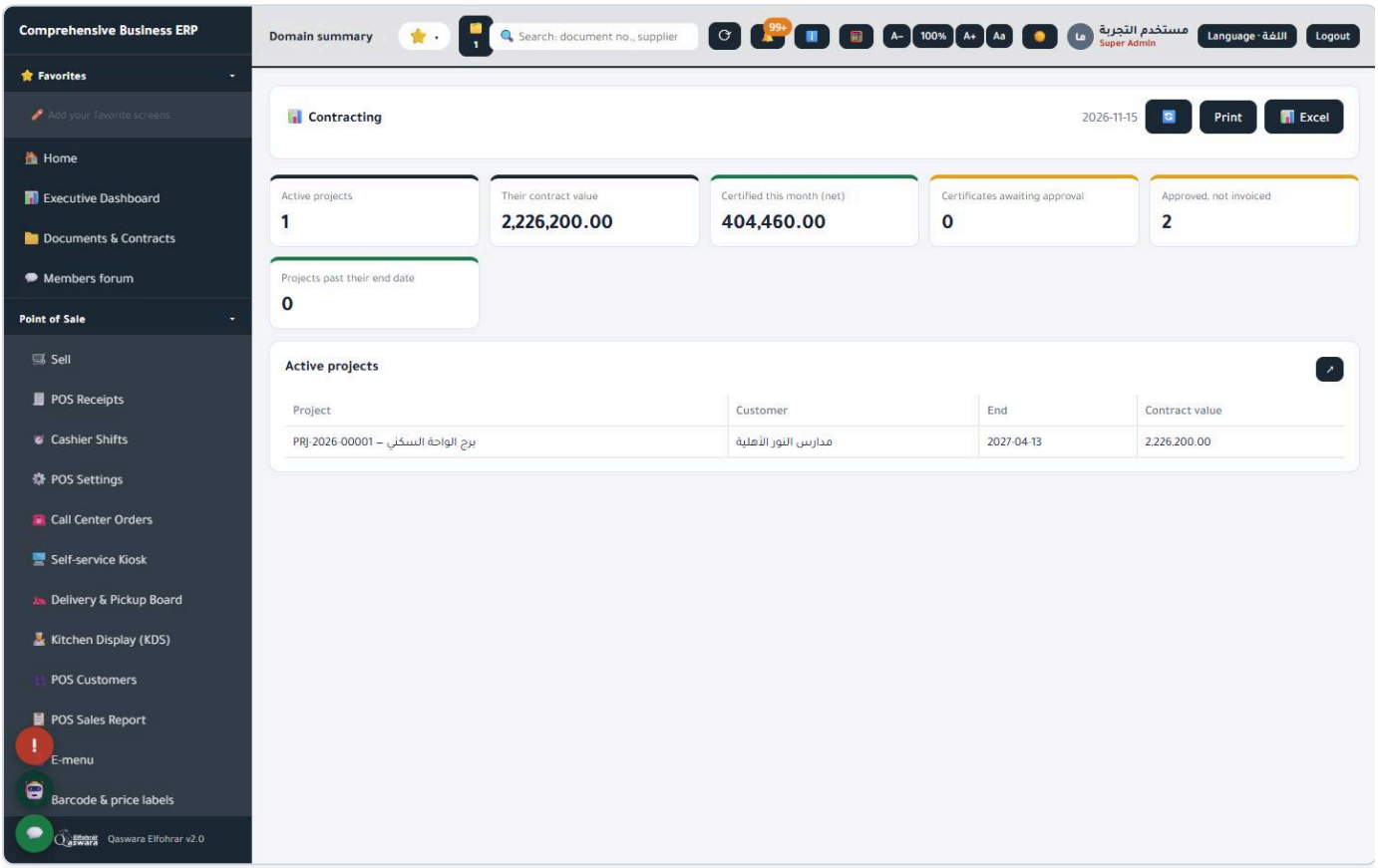
Chapter 10

Business types

> They are switched on to match your business, and all of them are linked to sales and accounting. In the full demo every business type is enabled so you can try it.

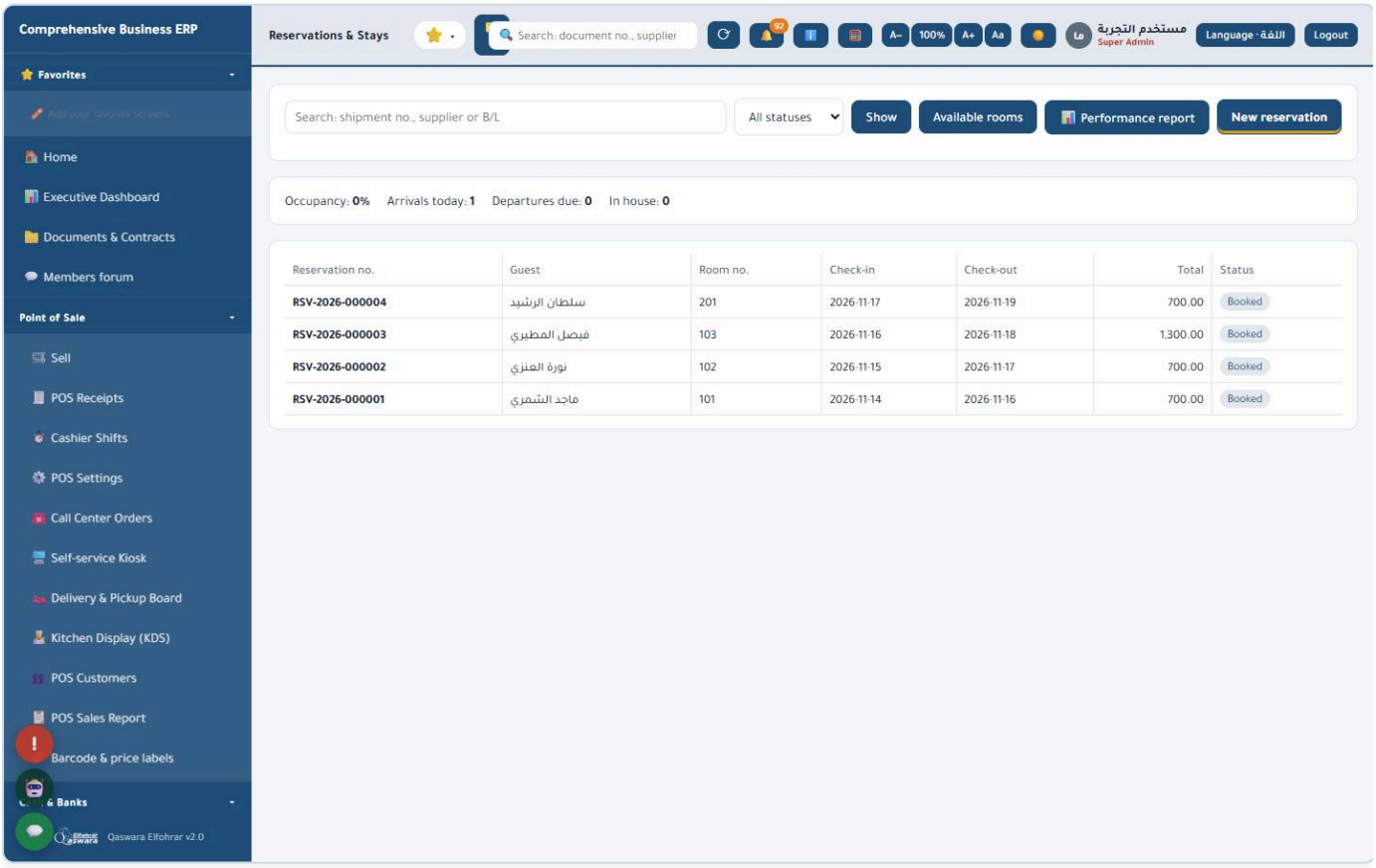
Domain summary

The first item of every domain in the side menu is a short dashboard for that domain only, separate from the home screen: cards with the key figures (today's appointments, revenue, arrears, what expires soon…) and follow-up lists of what needs action. Each card opens its screen, and the figures cover only the branches you may see. The picture shows the contracting summary; every domain has its own: medical, pharmacies, hotels, education, real estate, transport, agriculture, livestock and the service businesses.



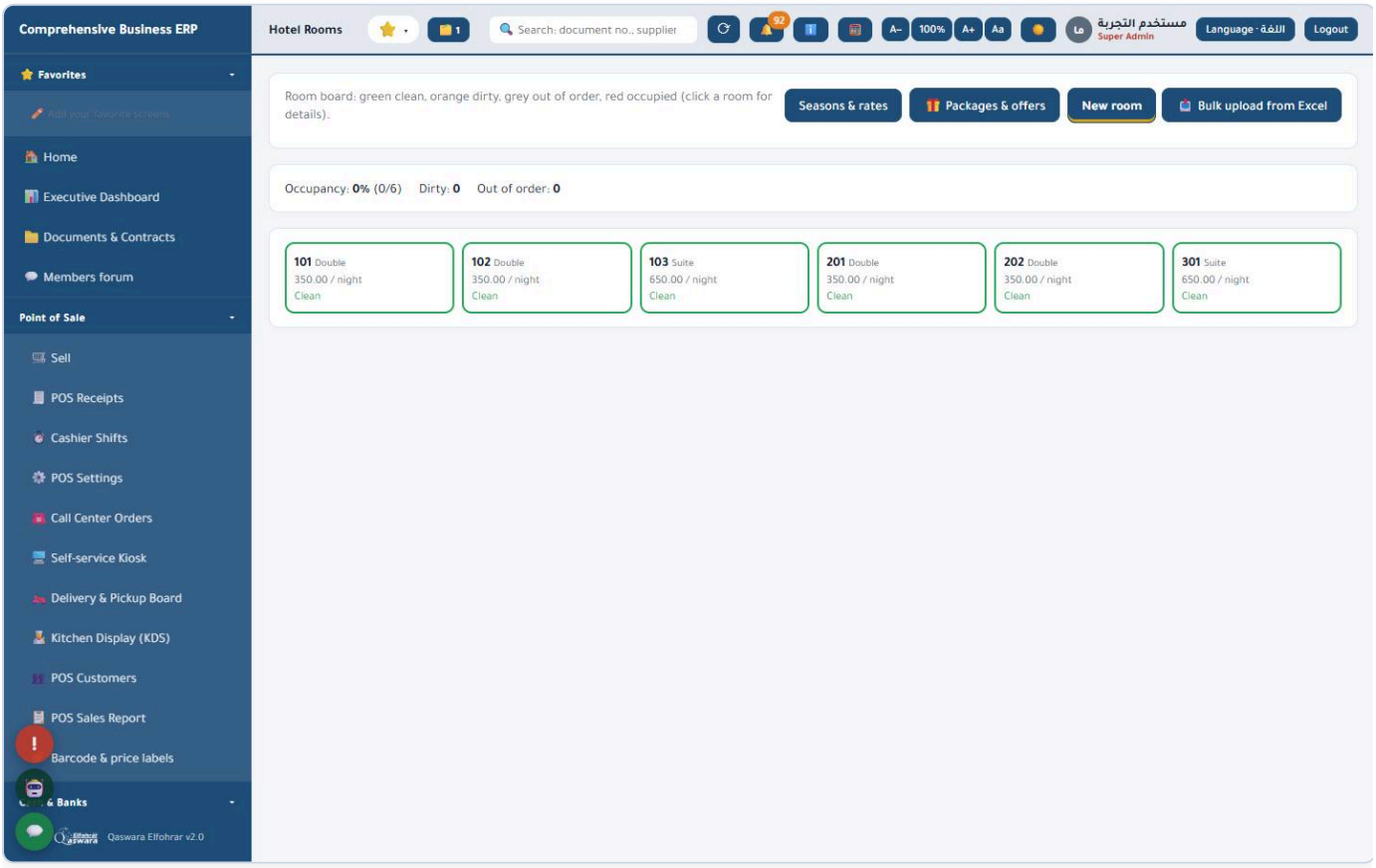
Hotel: reservations & stays

Room booking, check-in and check-out, charging services to the room, and the stay invoice.



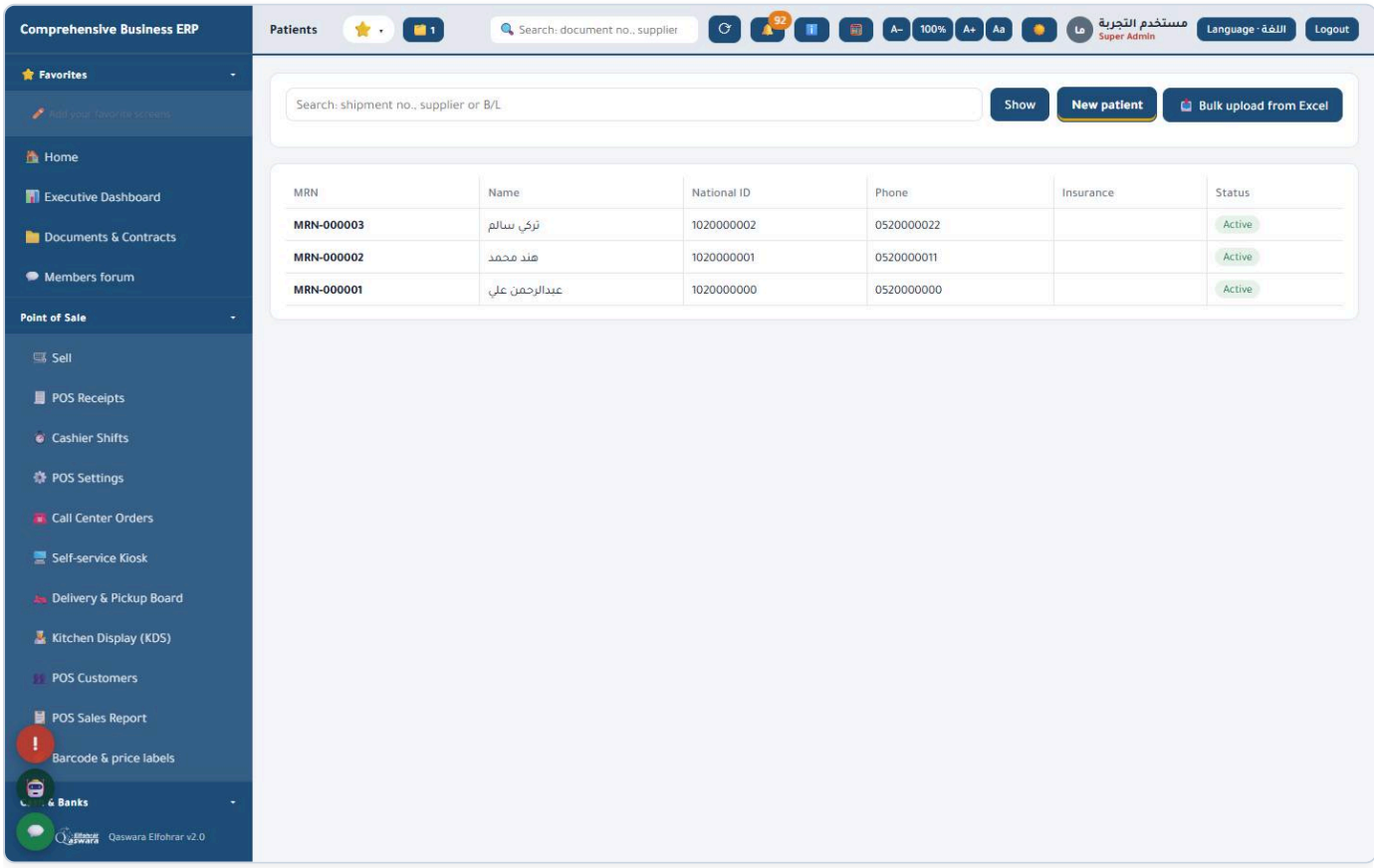
Hotel: rooms

The status of each room (available, occupied, cleaning, maintenance), its type and rate.



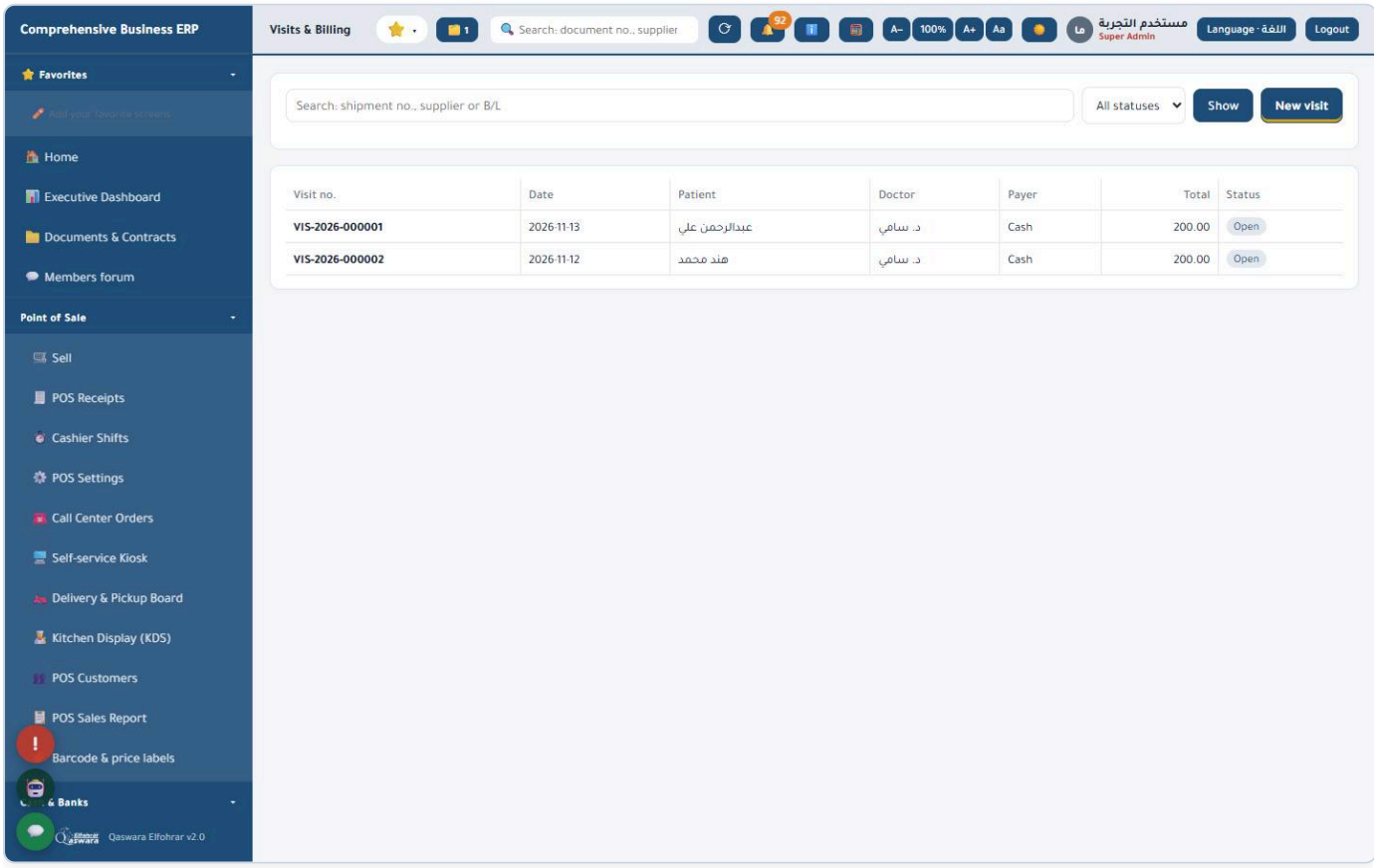
Clinics: patients

The patient file, insurance details and visit history.



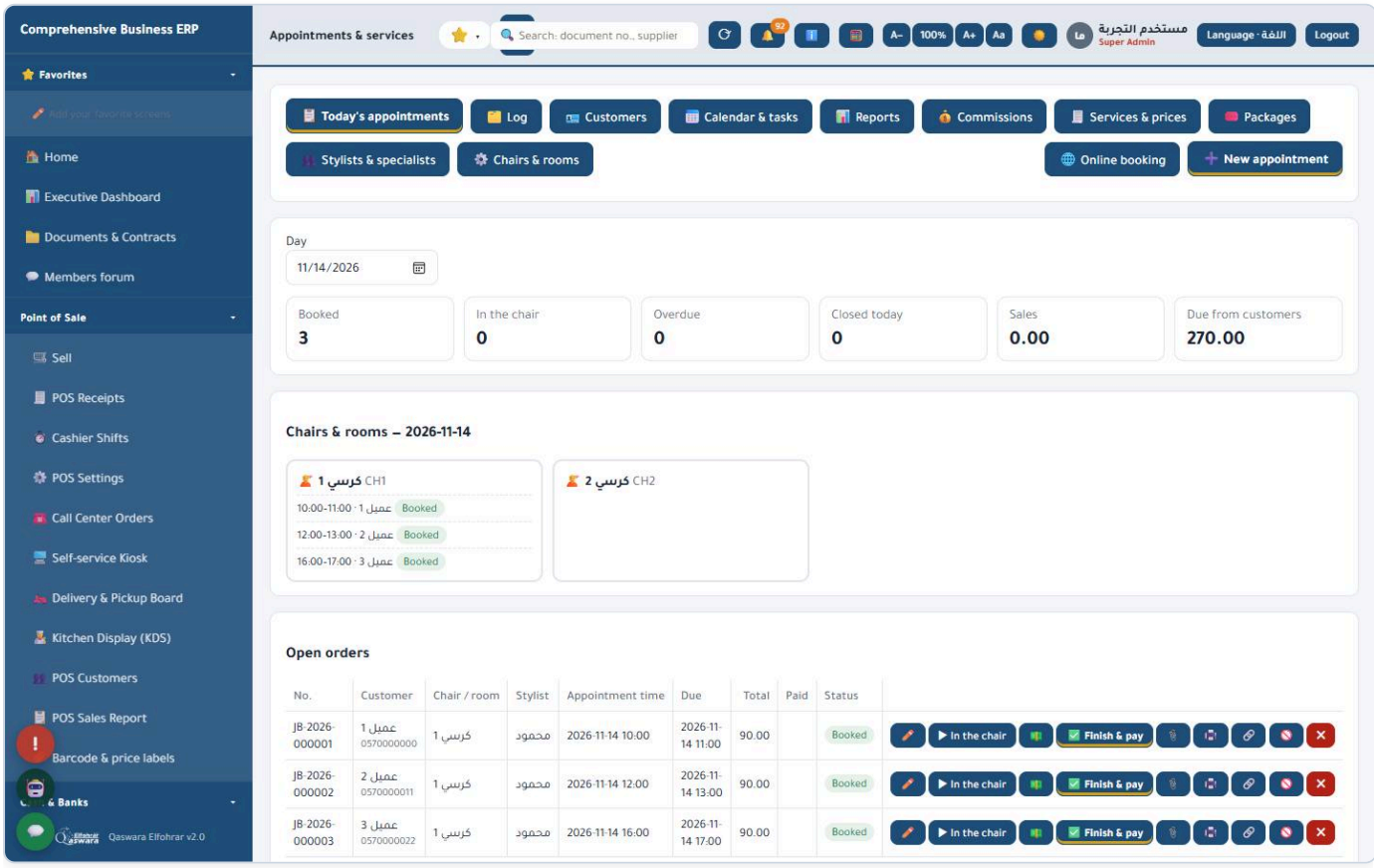
Clinics: visits & billing

A visit with its services and doctor, and the invoice split between the patient and the insurer.



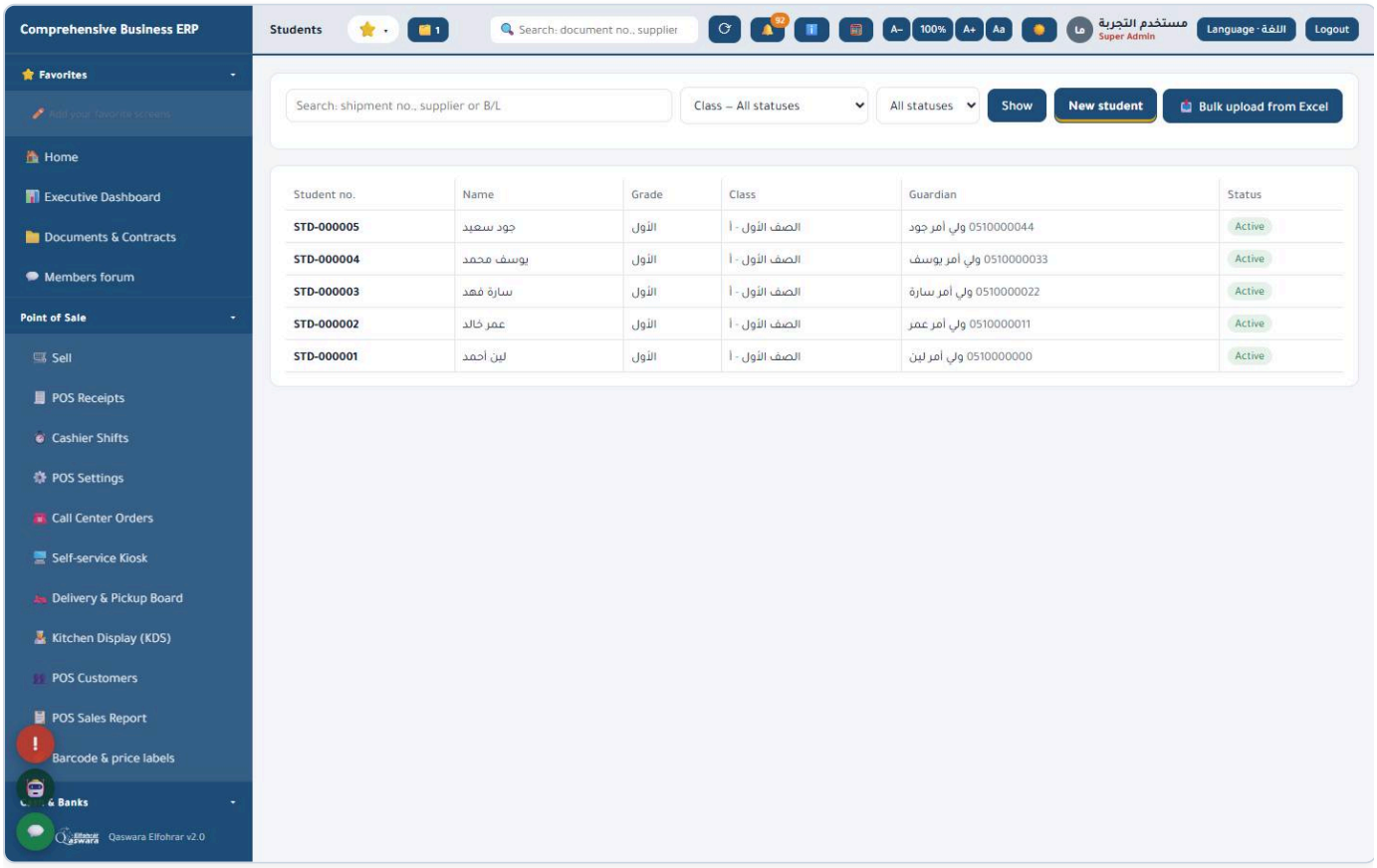
Salon: appointments & services

Client appointments by stylist and chair, services and their prices, and staff commissions.



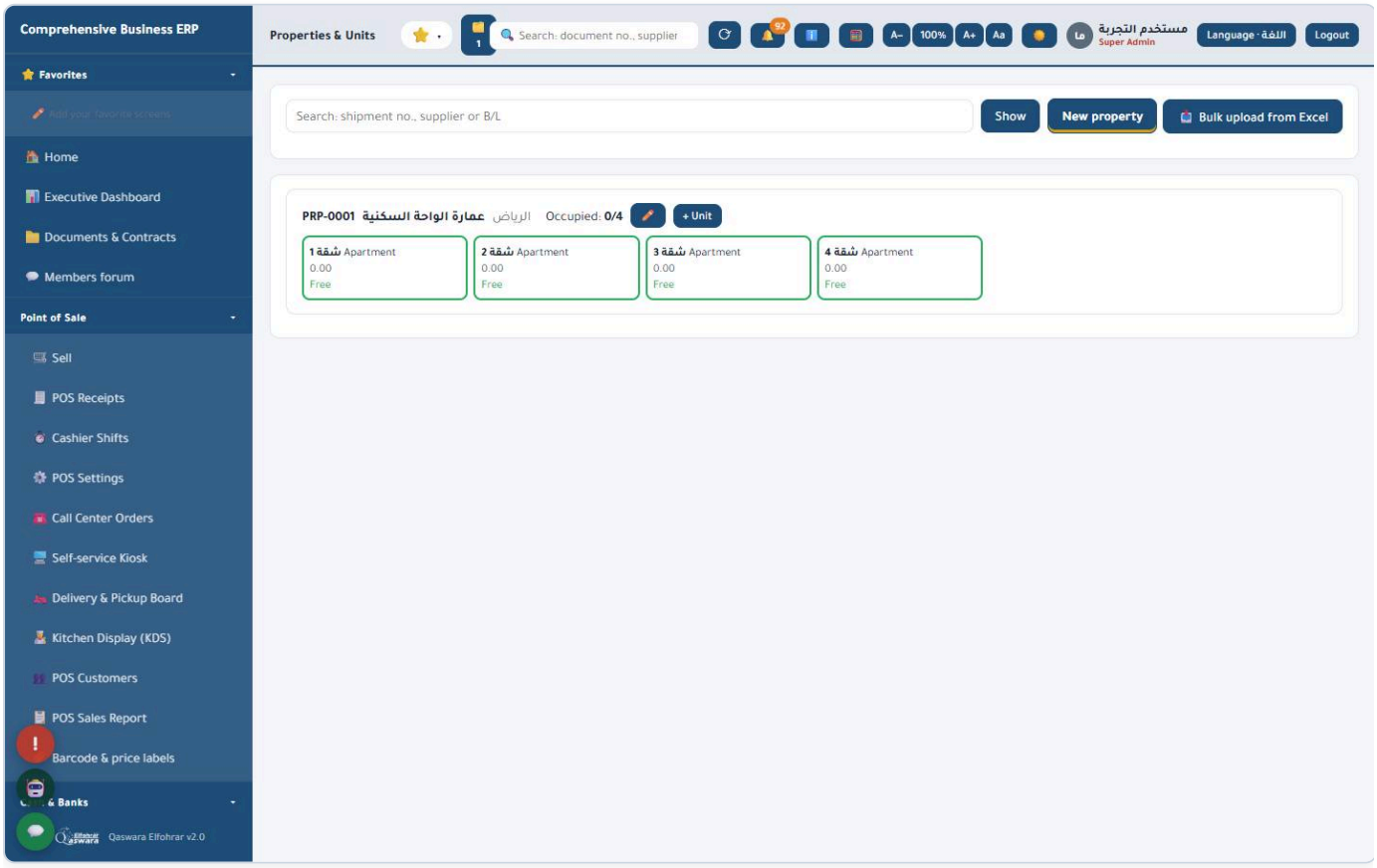
Education: students

The student file, class and guardian, tuition fees, attendance and grades.



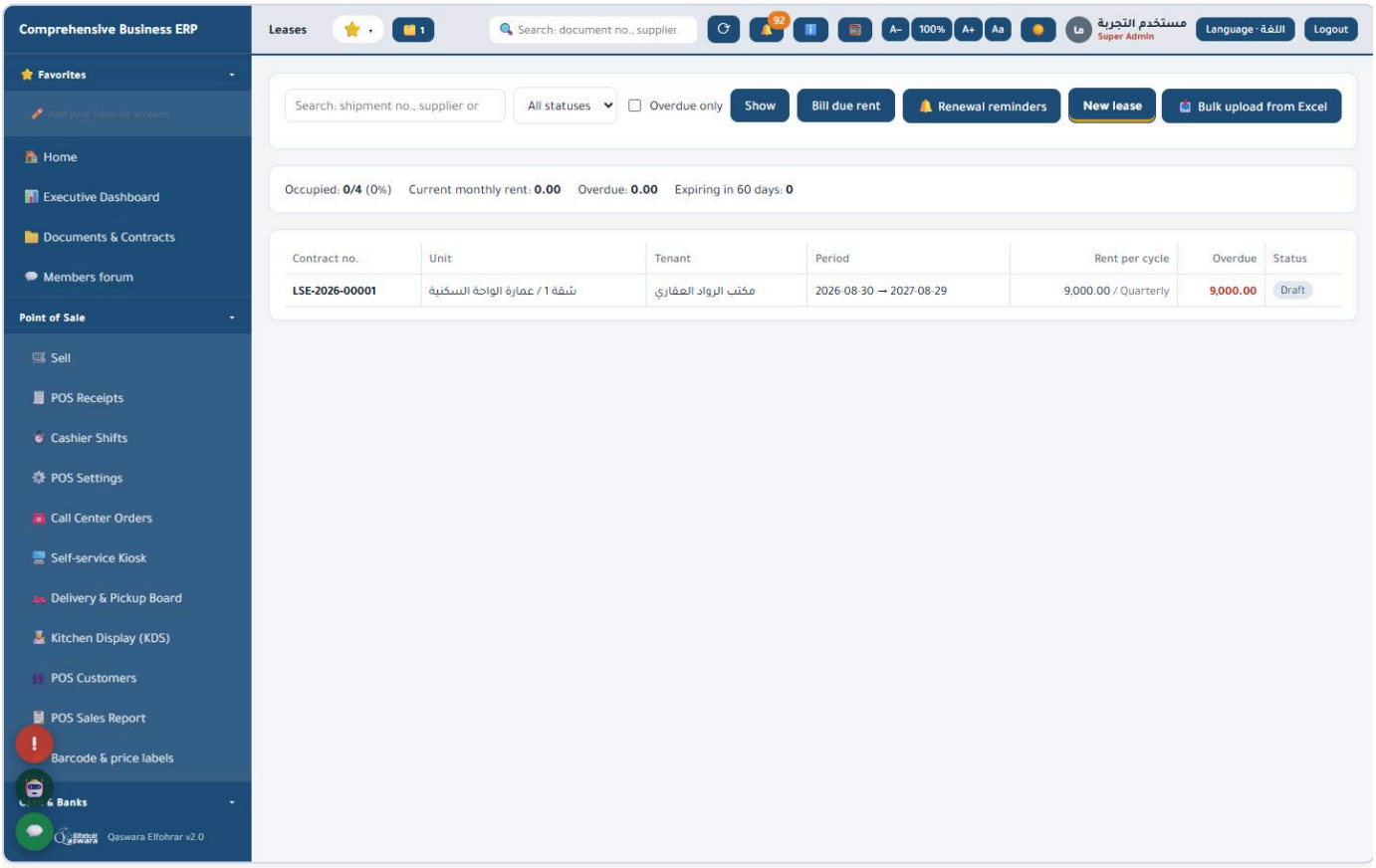
Real estate: properties & units

Properties, their units and the status of each unit.



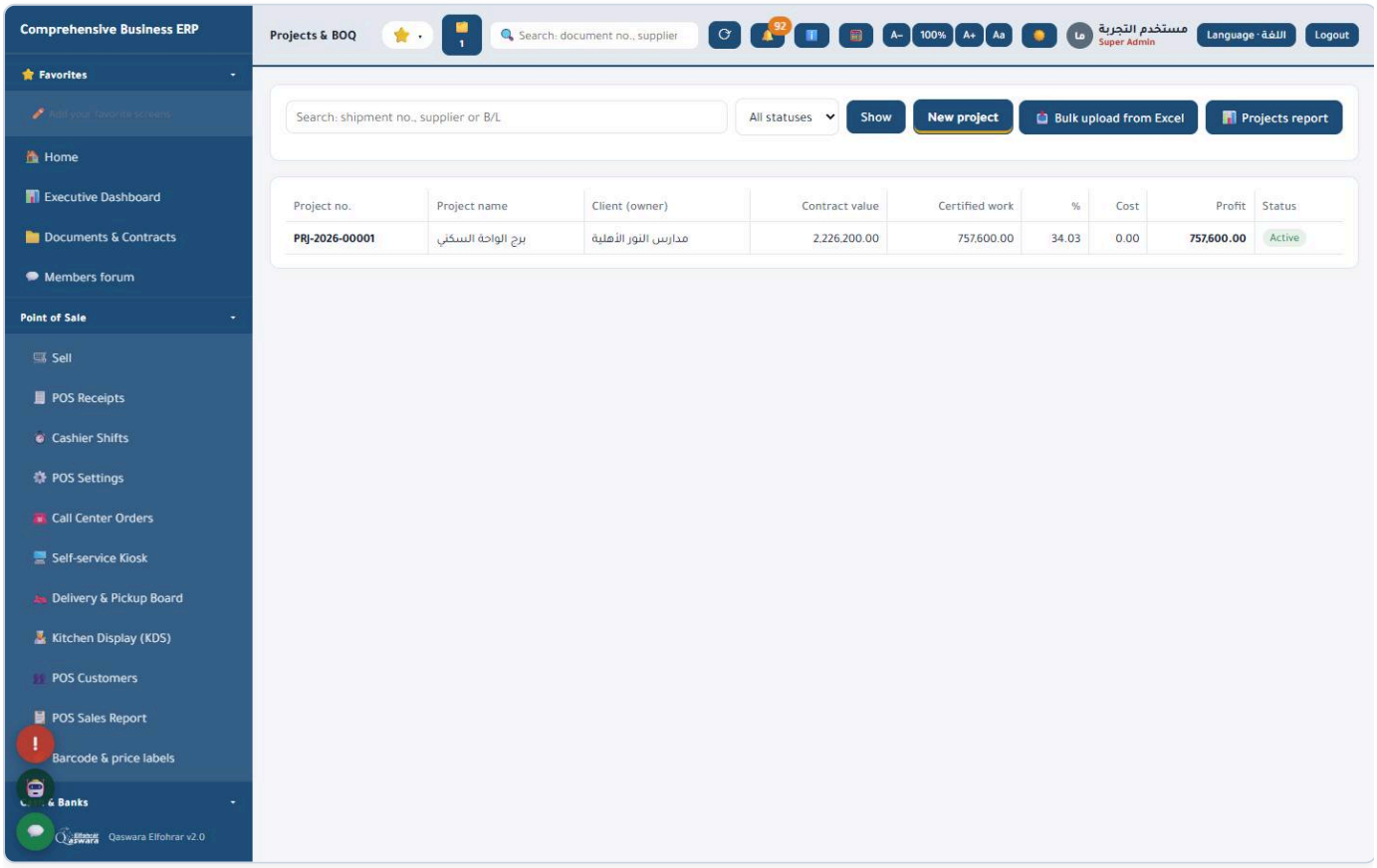
Real estate: leases

The lease with its instalments, periodic tenant invoices and arrears tracking.



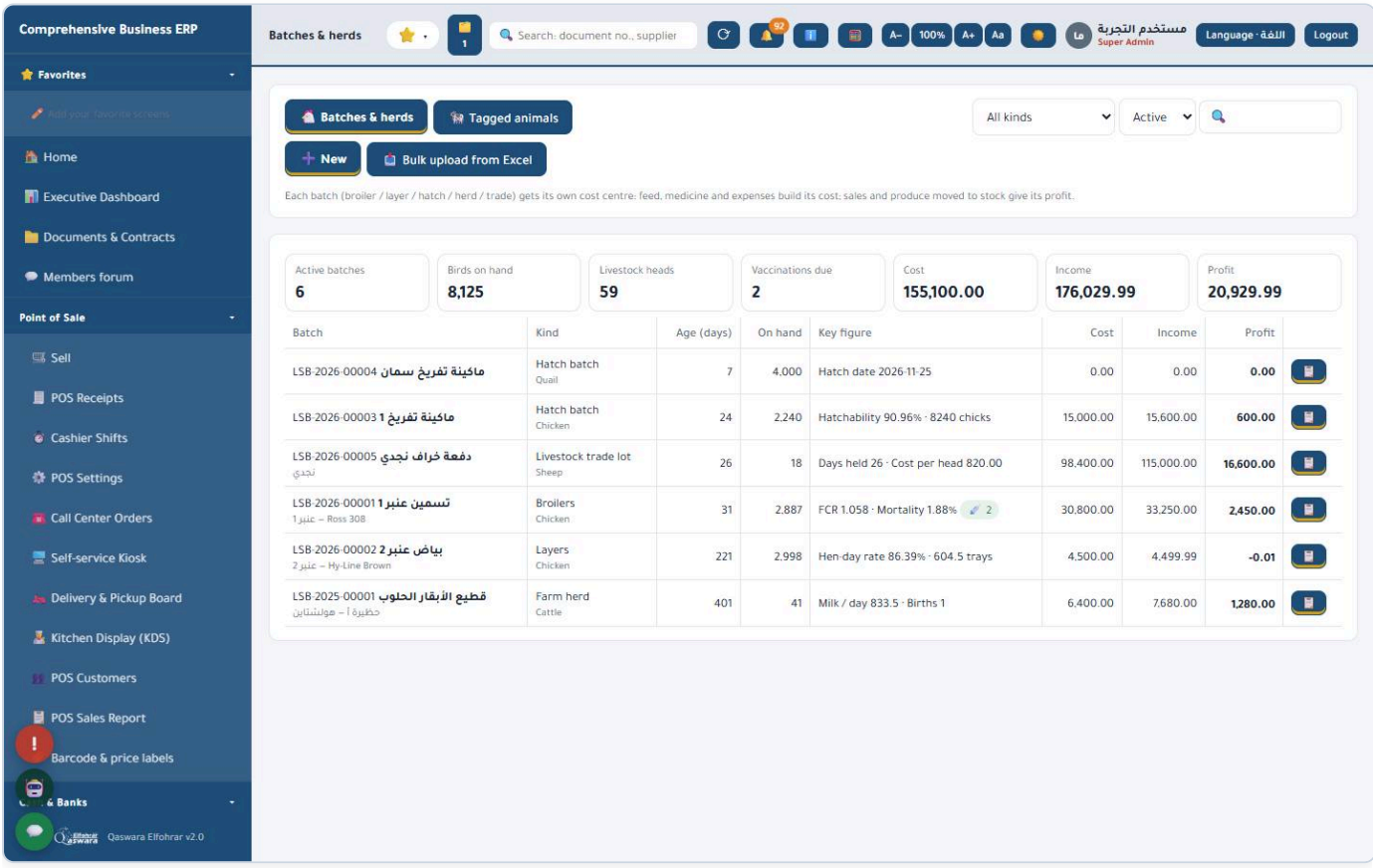
Contracting: projects & bills of quantities

A project with its bill of quantities, actual costs and progress claims.



Poultry, hatcheries & livestock

Broiler, layer and hatch batches, herds and trading batches: a daily log (deaths, feed, weight, eggs, milk), a vaccination schedule, feed and medicine issued from stock to the batch cost centre, egg candling and hatching, and sales of the output by invoice. Each batch shows its mortality, feed conversion ratio, cost per kilo and profit, and tagged animals keep a breeding and birth record with the expected calving date.



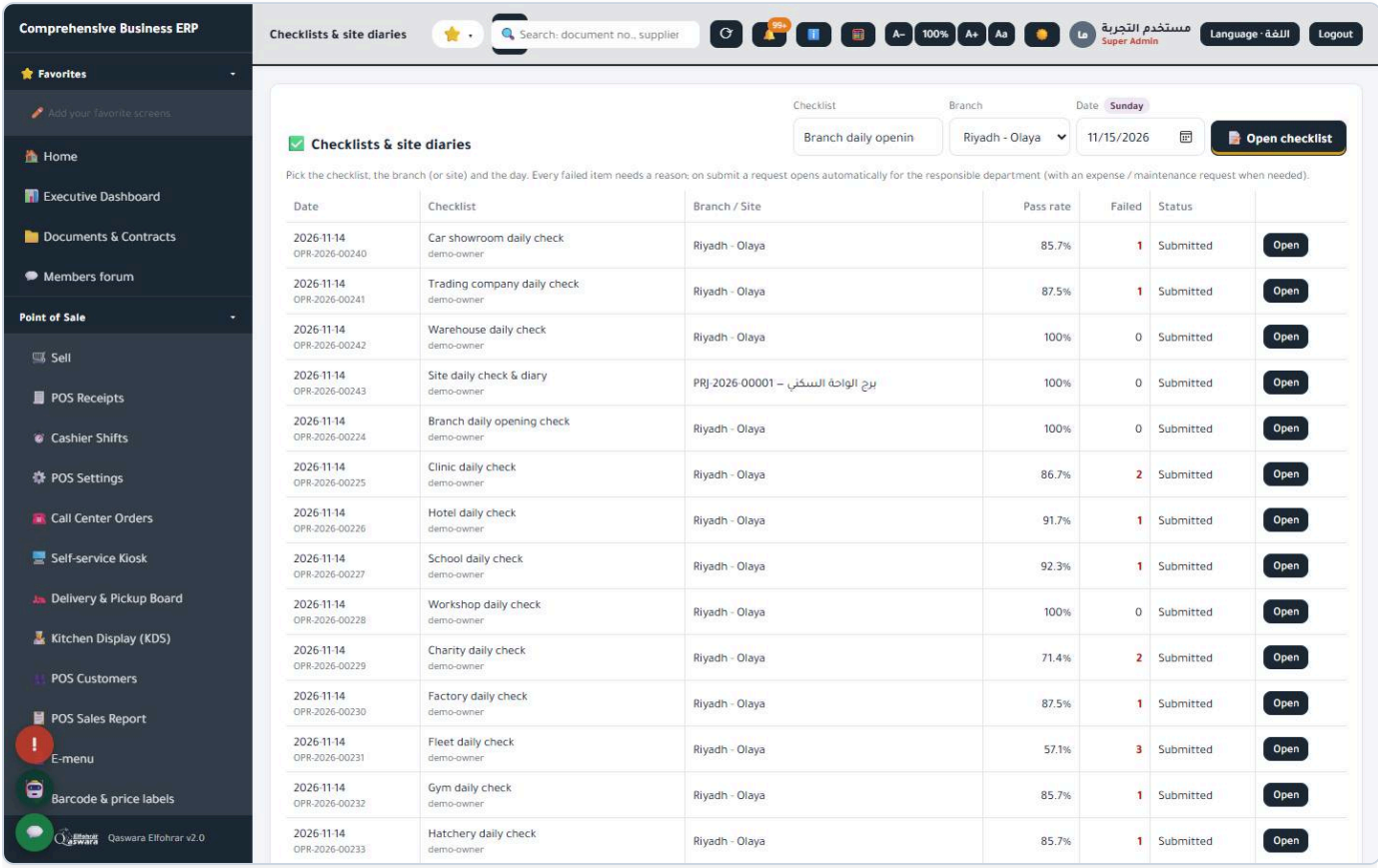
Chapter 11

Daily operations

> A layer that links branches and sites to departments and the owner: a daily checklist for each business type → every failed item opens a request to the responsible department with a due time set by its priority (plus a maintenance or purchase request when needed) → a late request is escalated to the manager, then to the owner → one board for the owner. Each of the 32 business types has a ready checklist you can edit.

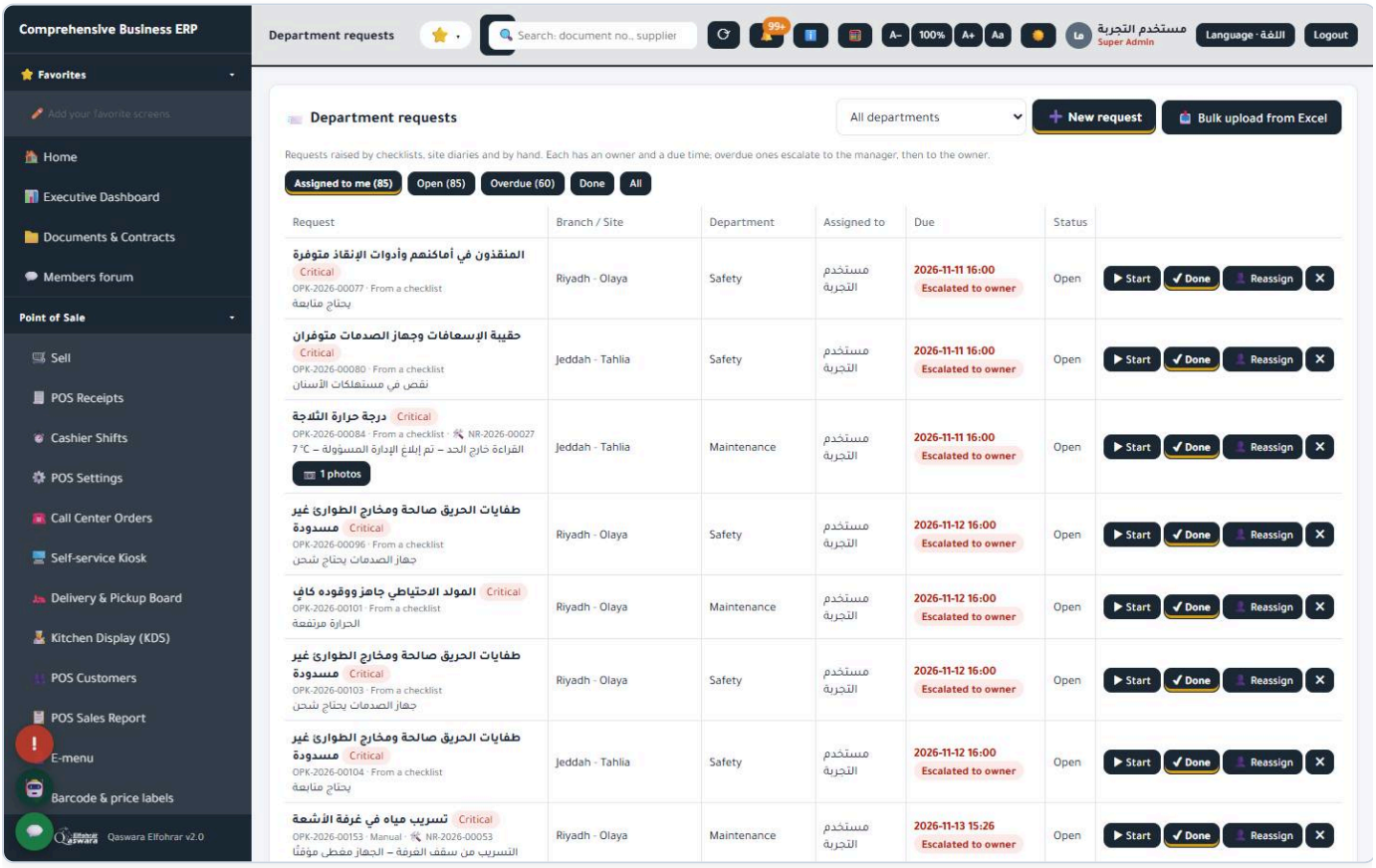
Checklists & site diaries

The employee picks the checklist and the branch (or project site) and answers each item: pass, or fail with a note, or types the reading (such as the fridge temperature), which is judged automatically against the allowed range. Some items need a photo always or when they fail. A checklist cannot be sent until it is complete; after sending, the manager reviews it and approves it or sends it back. Contracting sites also get a diary of manpower, equipment, work done and materials.



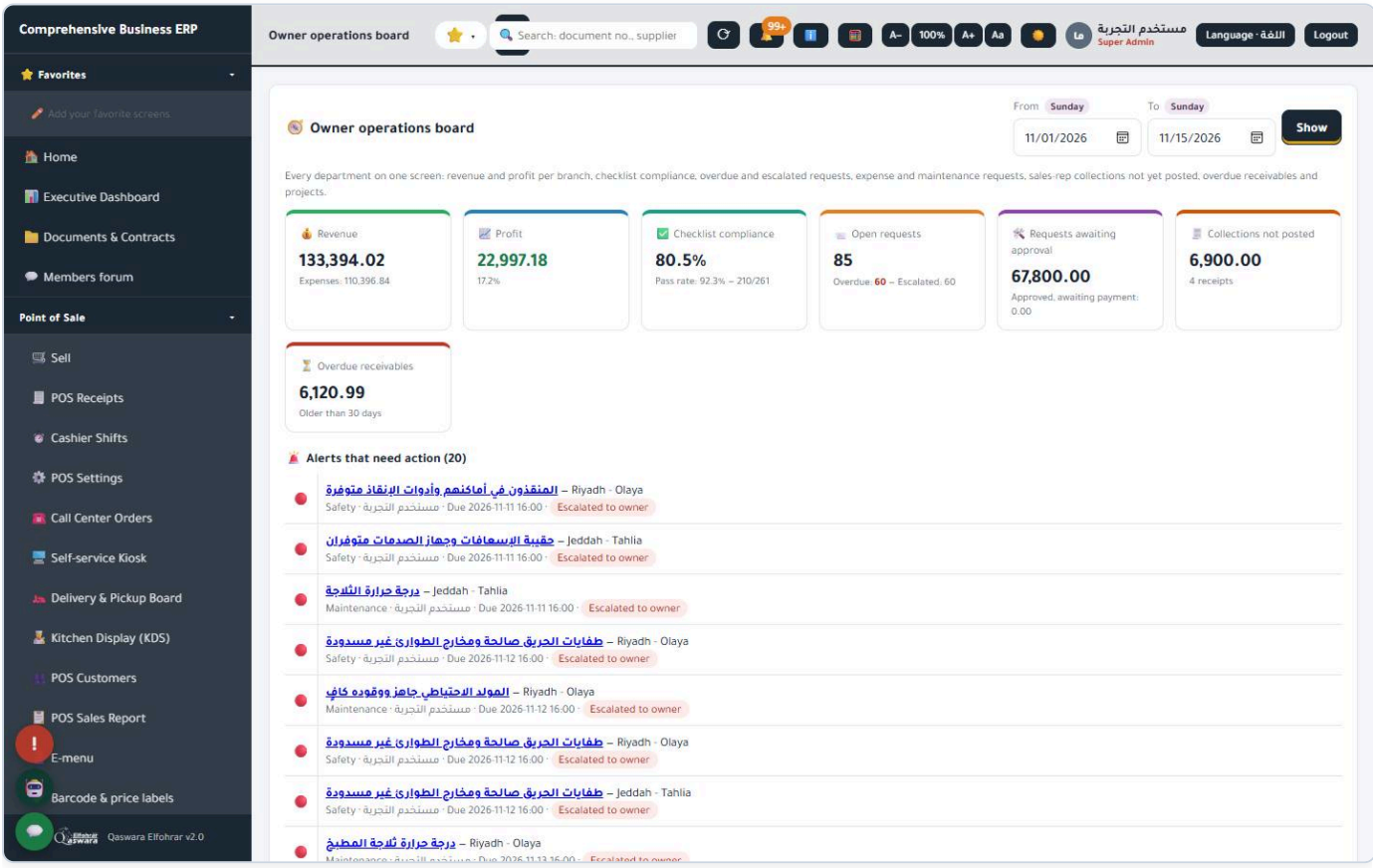
Department requests

Every failed item becomes a request assigned to the department head (maintenance, purchasing, warehouse, safety, finance…) with a due time by priority: normal 48 hours, high 24, critical 4. The assignee sees the photos of the item that opened it and closes it with a note. Requests can also be opened by hand.



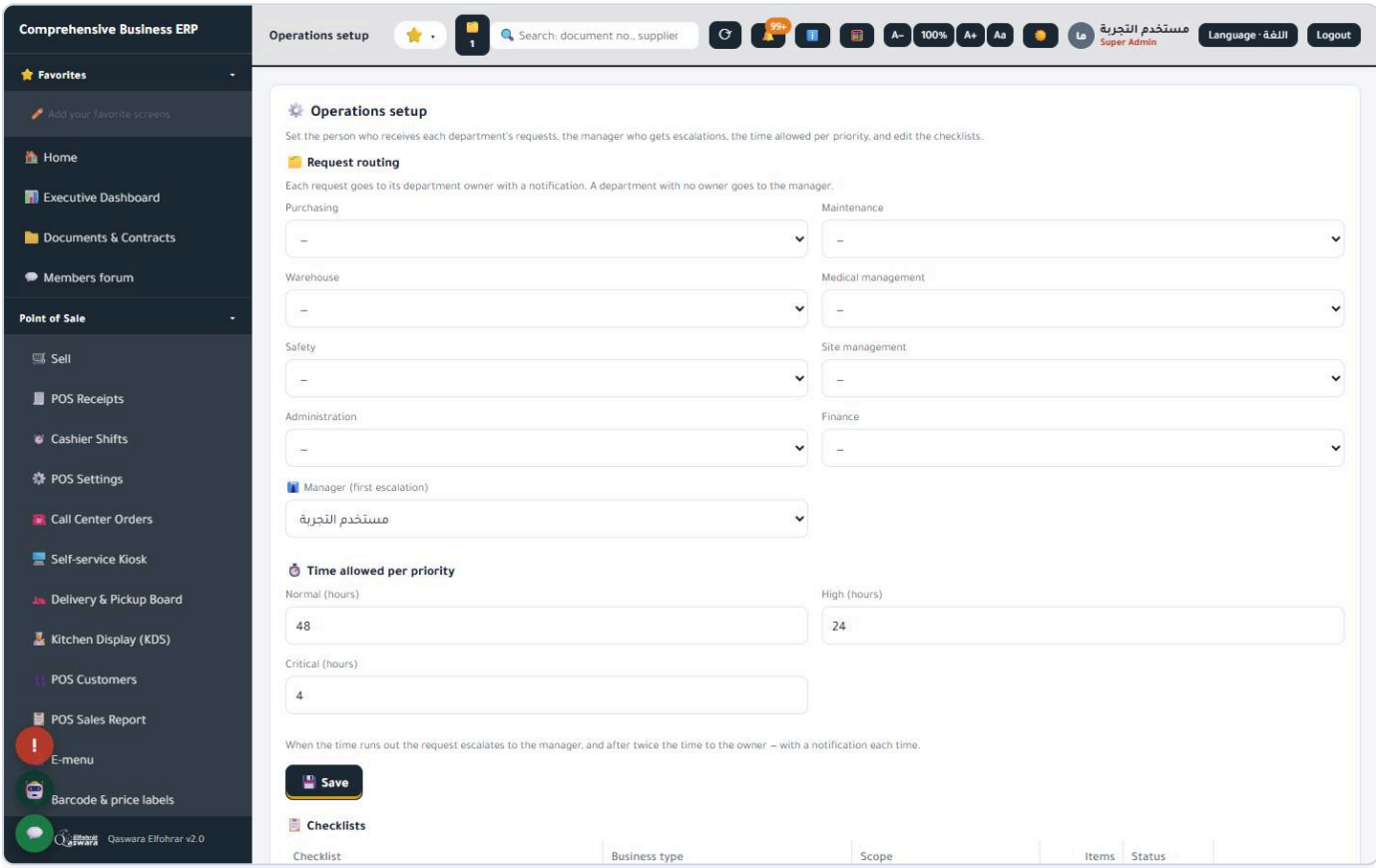
Owner operations board

For each branch: revenue, expenses and profit, checklist compliance, open, late and escalated requests, purchase requests, sales-rep collections not yet posted, and receivables more than 30 days overdue. For each project site: progress, profit, delay and the latest diary. A branch that has not sent today's checklist shows in the alerts.



Operations setup

Choose the head of each department, the manager requests escalate to and the hours for each priority, and edit the ready checklists or build a new one: sections and items, each item’s type (check, number with limits, note), responsible department, priority, maintenance or purchase request and photo rule.



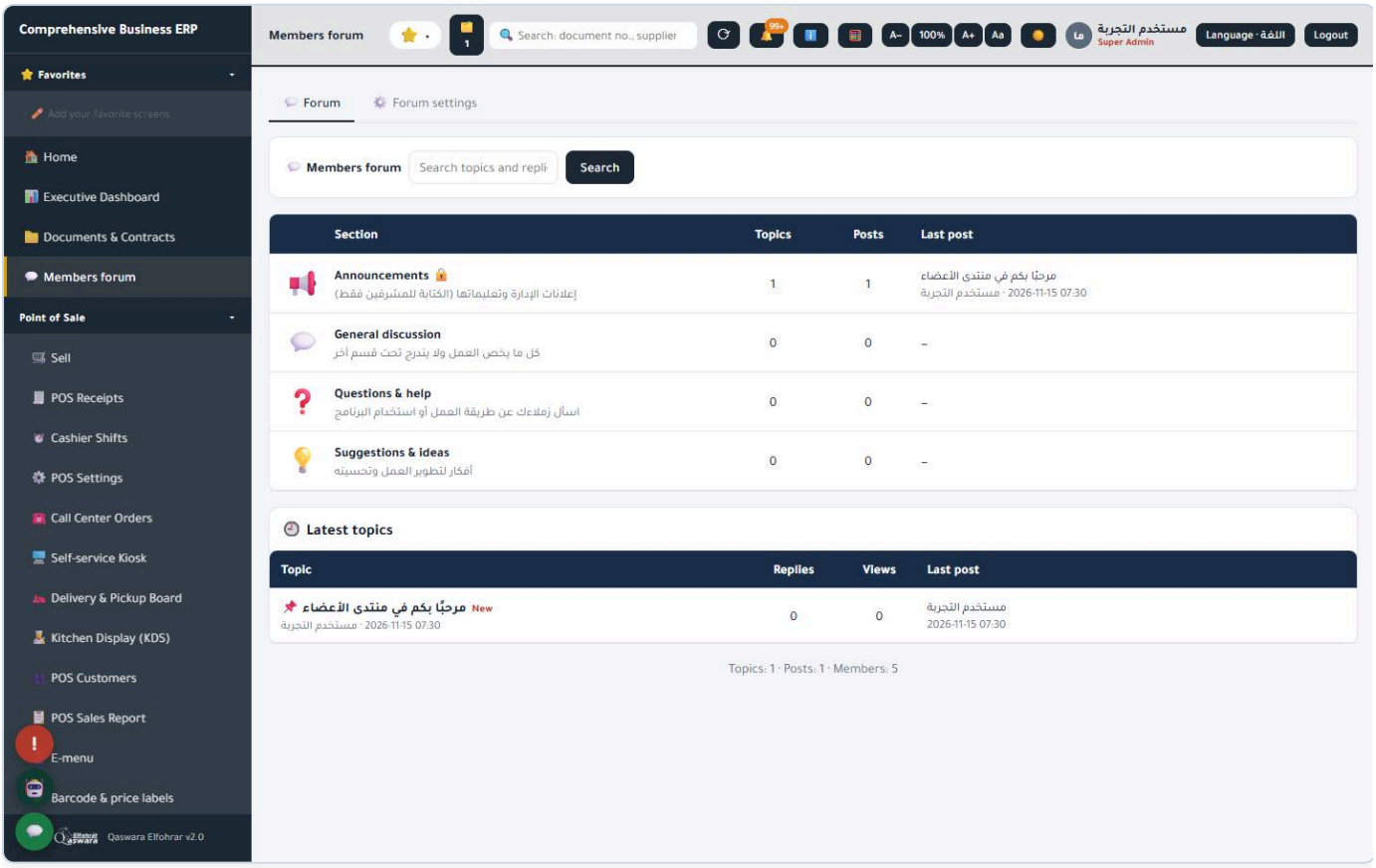
Chapter 12

Team communication

> An internal forum for company members, with sections set by the moderator, instead of scattered chat groups.

Forum

Sections, topics and replies, with search. The moderator sees a second tab, “Forum settings”, to add sections, choose who may post in each (everyone or moderators only) and switch a section off.



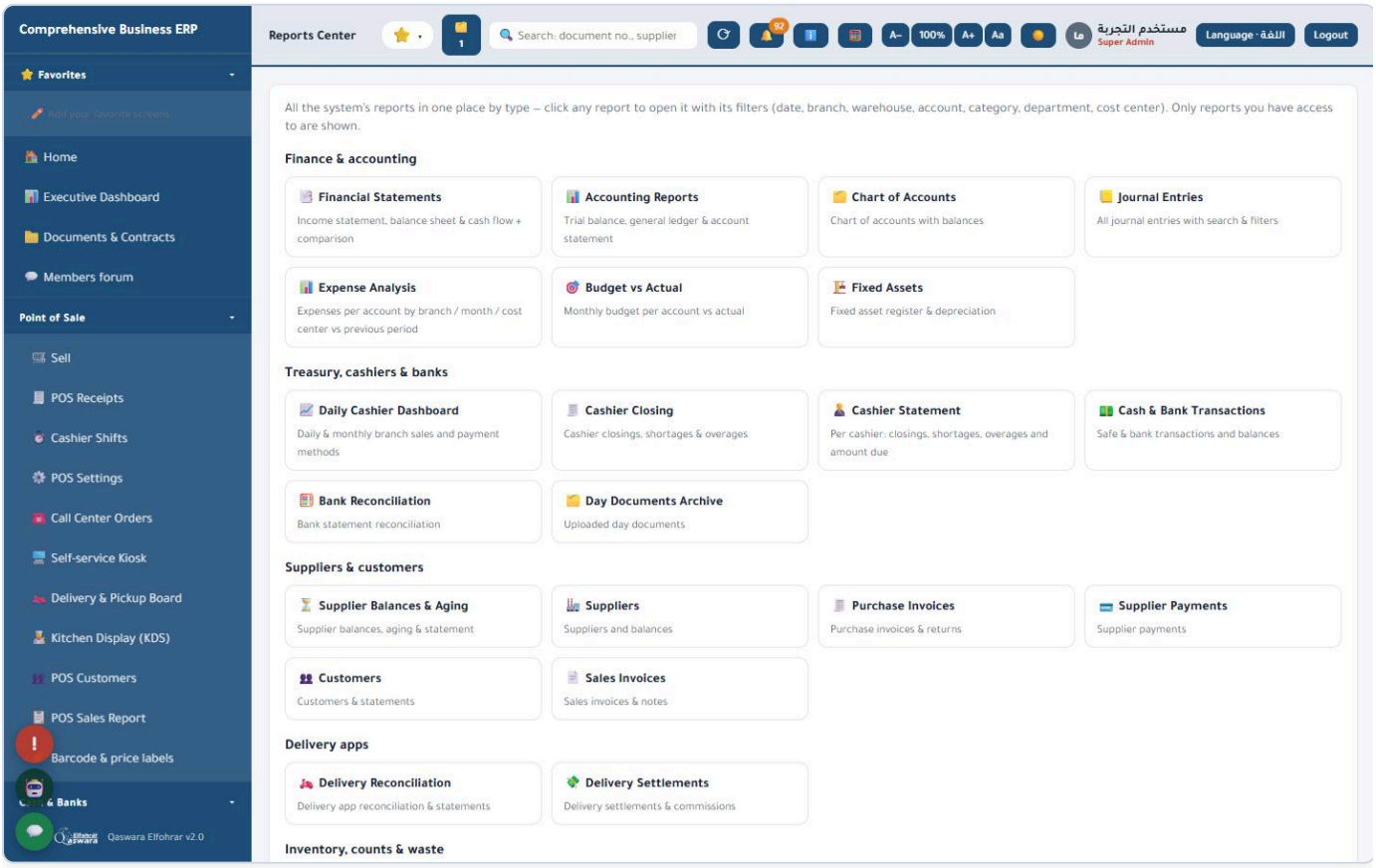
Chapter 13

Reports & analysis

> Besides each department's reports, the "Report centre" gathers every report in one place, and the costing reports give you the profitability of each branch and channel. The smart assistant (the robot icon at the bottom of the screen) answers your questions straight from your data.

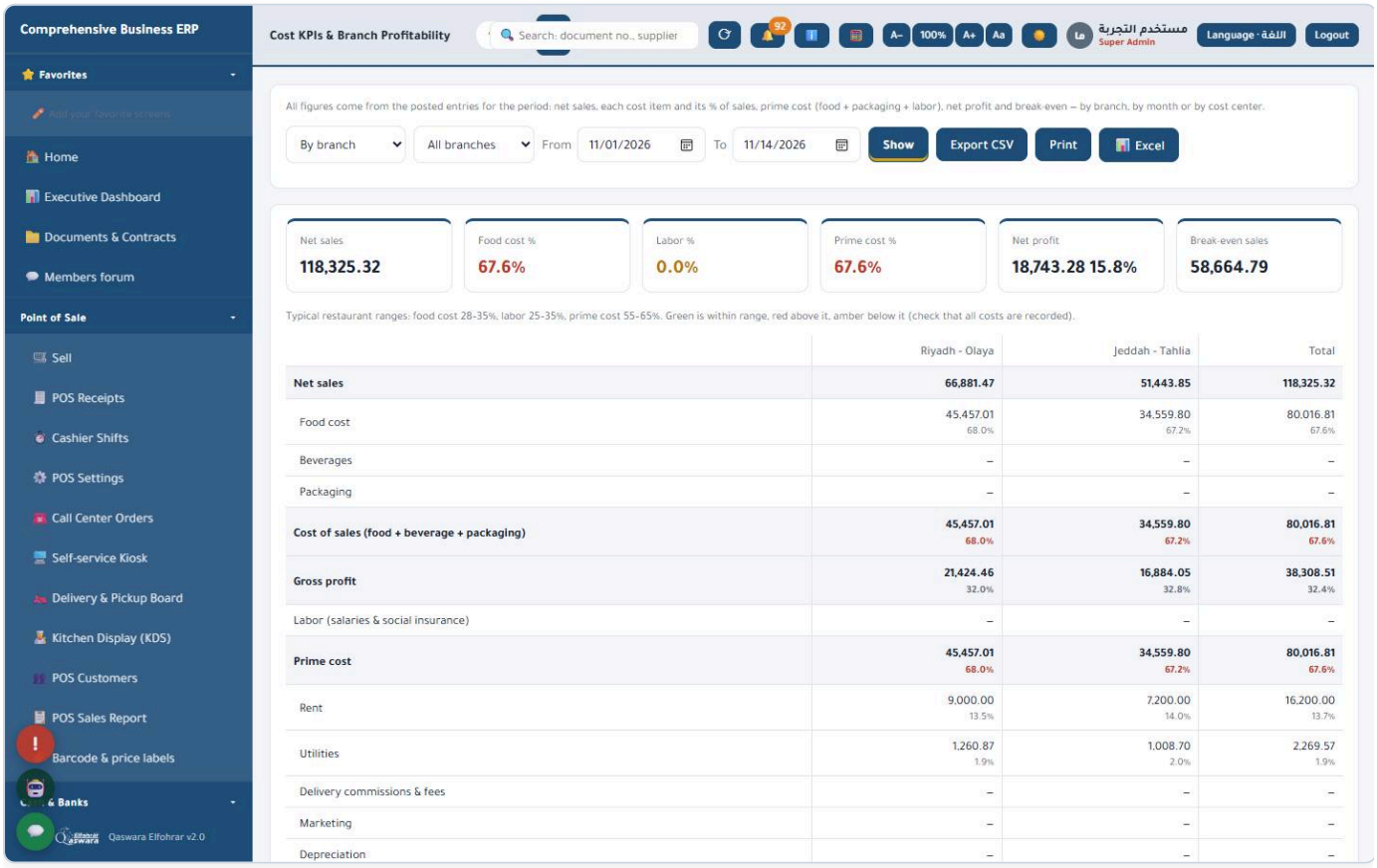
Report centre

All system reports grouped by department, with search, favourites and export to Excel and PDF.



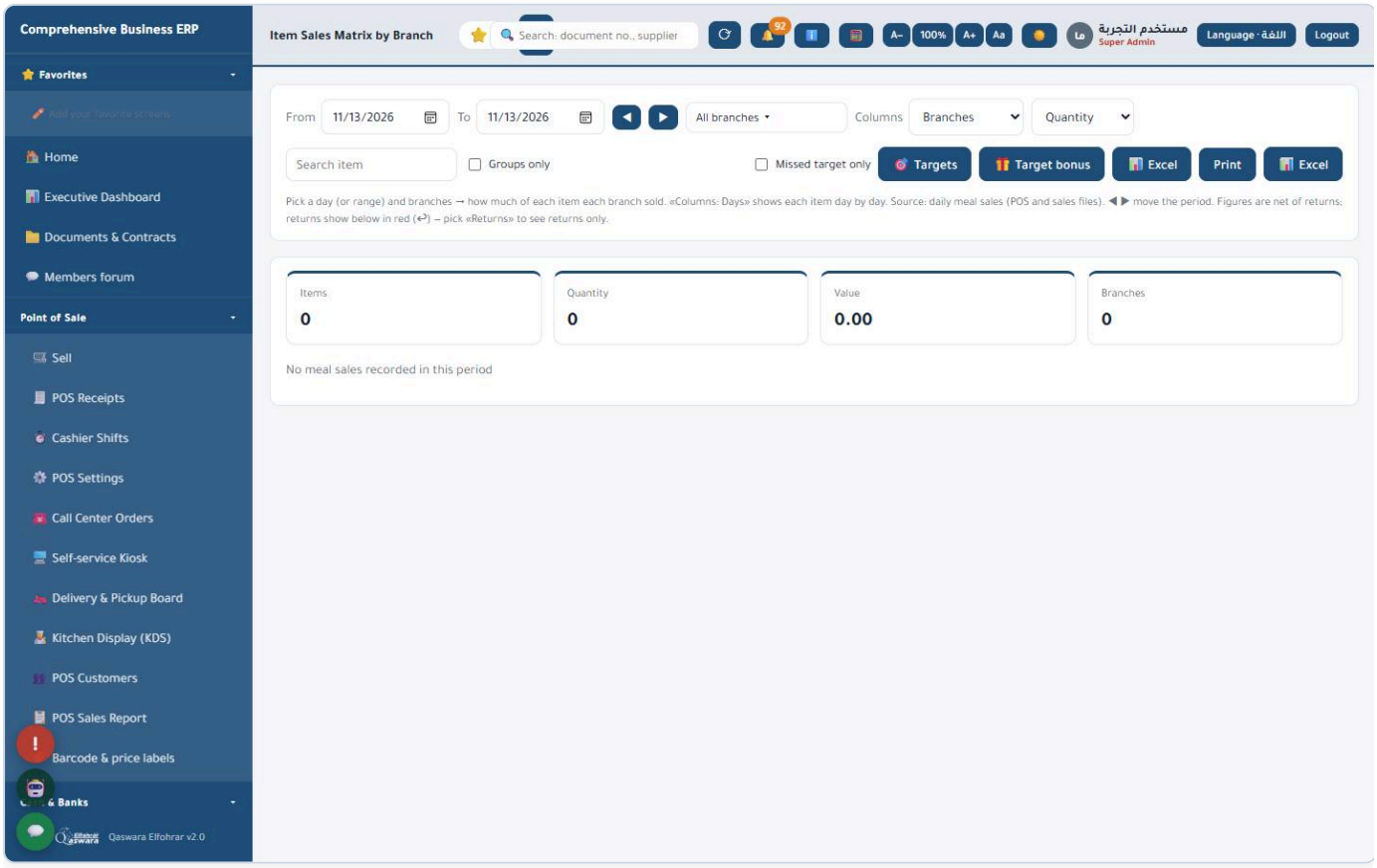
Cost indicators & branch profitability

Cost-of-sales, labour and expense ratios per branch, and each branch's net profit against targets.



Item sales matrix by branch

Quantity and value of each item's sales in each branch, to see what sells where.



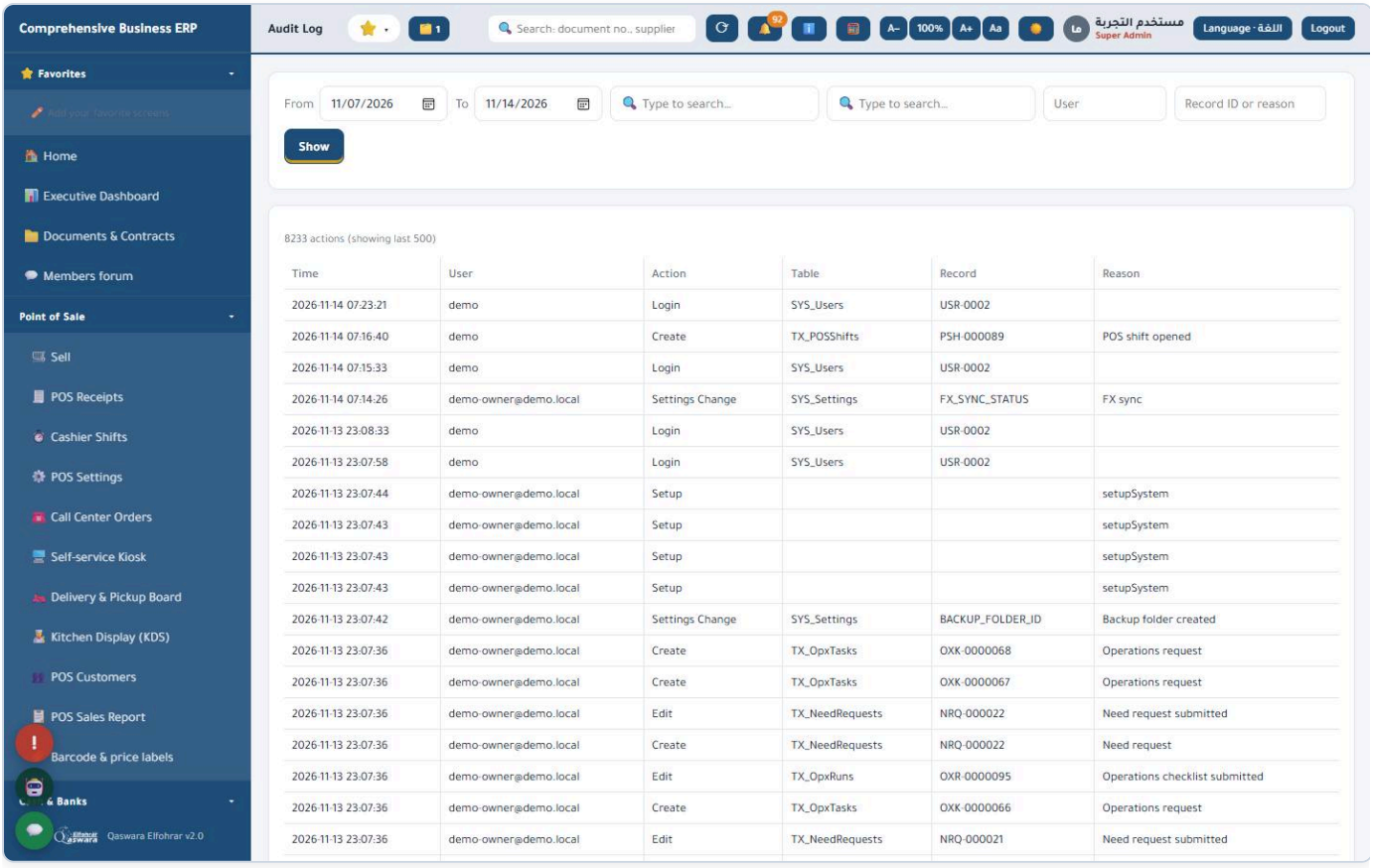
Chapter 14

Security & audit

> Every change is recorded with the user, the time and the before and after values, backups run automatically every day, and you can download a copy at any time.

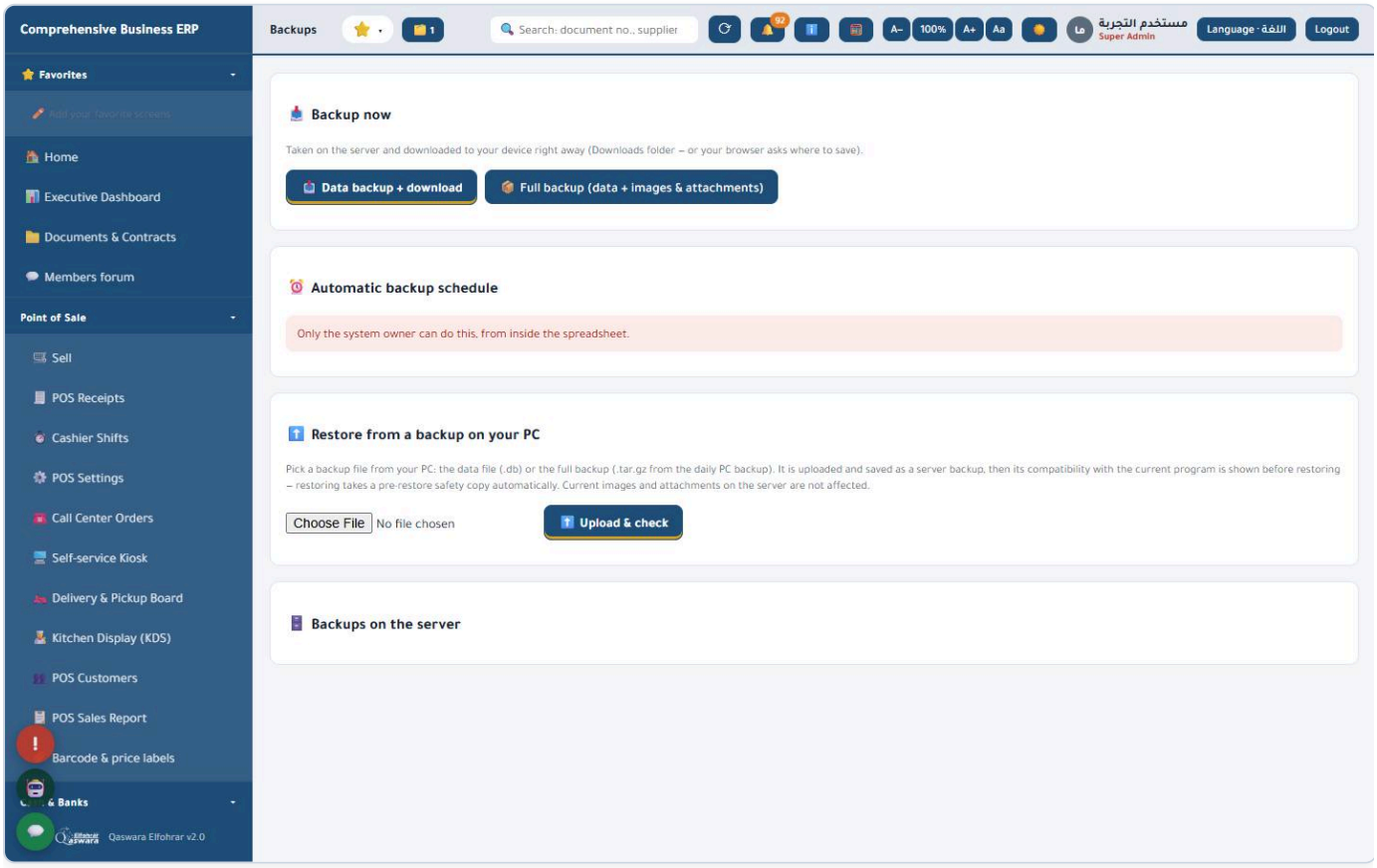
Audit log

Who did what and when: create, edit, approve, post, cancel, sign-in — searchable by user, screen and date.



Backups

Automatic daily backups with several copies kept, and a manual download whenever you need one.



Help services

Data migration from Excel and opening balances, account setup, and team training — contact us at qaswaraelfohrar.com/contact.html

Try everything in this guide yourself on the full demo: demo.qaswaraelfohrar.com — username demo, password demo1234

Qaswara Elfohrar Information Technology — qaswaraelfohrar.com