KitWise ERP – User Manual

Version 3.29.3 · Windows 10 / 11 and the web portal · © KitWise Tools · https://kitwisetools.com/erp

1. About KitWise ERP and this manual

KitWise ERP is one program for running a small or mid-size business in any country. It covers sales, purchases, stock, production, HR & payroll, accounts and tax. Ready country packs set the tax, invoice format and payroll rules for the UAE, Saudi Arabia, Bahrain, Oman, Qatar, Kuwait, India, Pakistan, the United Kingdom and Egypt; other countries use the basic tax table. It runs offline on Windows and can also sync to a web portal.

Way to use it	What it is	Good for
Desktop program (Setup.exe)	Windows program; the data file stays on your computer	Shops, offices, warehouses without reliable internet
Web portal / app	Same screens in a browser or phone, data on the cloud server	Owners and sales staff away from the office
Both together	Desktop works offline and syncs when online (Cloud add-on)	Branches and owners who want to see the books anywhere

Who should read what

- Every user: sections 2 to 11 (the modules they work in) and 15 (FAQ).
- The company Admin: also sections 12 (Settings), 13 (Admin tasks) and 14 (plans and licence keys).

How screens are named. Menu names are written in bold, and a path is written with arrows, for example **Settings → My package**. A button is written as it appears on screen, for example **Save**.

Version. This manual describes version 3.29.0 (22 Nov 2026). The version and build date show in **Settings → My package** and on the Help & contact card.

2. Getting started

Install the program, enter your company details, and start working. The free trial runs 30 days with every module open.

2.1 Install

1. Run **KitWise-ERP-Setup.exe** on Windows 10 or 11 (64-bit). No internet is needed.
2. Windows may show "Windows protected your PC". Click **More info → Run anyway**.
3. Open **KitWise ERP** from the Start menu or the desktop icon.

The data file is kept in your Windows user folder. A backup is made automatically every day and before every update.

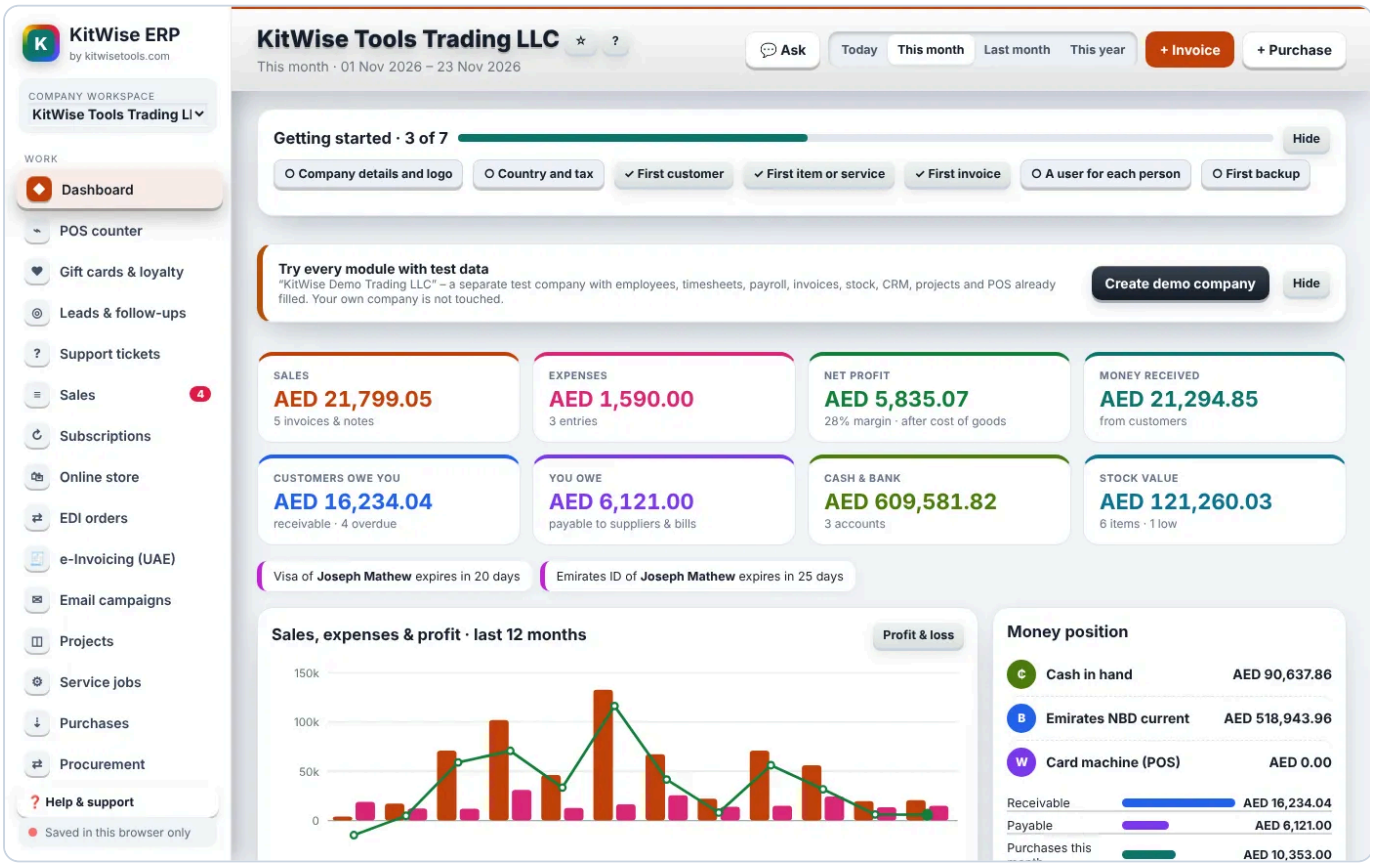
2.2 First run and the free trial

- The first screen offers a **Sample company** to explore. Sample and demo companies never count for anything and can be deleted.
- Click **Add company** to create your own company. Enter the name **exactly as it prints on your invoices**: the licence key is made for this name.
- The green bar at the top shows the trial days left. When 30 days pass, the books become **read-only**: you can still open, print, export and back up everything. Nothing is deleted.
- Installing a licence key removes the trial at once (section 14).

2.3 Company setup checklist

1. **Settings → Company**: name, address, phone, email, logo, TRN, bank details for invoices.
2. **Settings → Country, currency & tax**: your country (ready packs: UAE, Saudi Arabia, Bahrain, Oman, Qatar, Kuwait, India, Pakistan, UK, Egypt; any other country: set the tax name, rate and tax-number label yourself), base currency, exchange rates.
3. **Settings → Numbering**: number formats for invoices, quotations and other documents.
4. **Settings → Layout & colours**: invoice layout, language (English, Arabic, Urdu), light or dark look, Motion look.
5. **Settings → Users & permissions**: add users, each with their own password or PIN and role.
6. Enter opening balances: the **Opening balance** on each customer, supplier and employee record, the opening quantity on each item, cash and bank balances in **Cash & Bank**, other accounts in **Accounting → Chart of accounts**. **Accounting → Lock & opening** shows what is still unbalanced.

2.4 The screen



Part	Where	What it does
Side menu	Left	Modules in one order: Sales, Purchases & Expenses, Inventory, Production & Jobs, HR & Payroll, Money & Accounts, Reports, Automation, General
Top band	Top	Company name, company switcher, search, user, notifications
Tools Box	Dashboard	Every tool as a tile, with **Find a tool**, favourites (right-click a tile) and red counts for things waiting
Lists	Each module	Every row has View, Edit and Delete; wide lists fold row actions under ⋯
Recycle bin	General	Deleted records can be restored

2.5 Searching

- **Documents** search starts on **Anything**: it looks in the number, customer or supplier, reference, comment and item lines at once. Pick **By Number**, **By Customer / Supplier**, **By Item**, **By Reference** or **By Comment** to narrow it.
- Filter by document type, period and status beside the search box. **Clear** resets all filters.
- Every row has **Preview**, **Print**, **PDF** and **More ▾** (edit, 2 on 1 page, PDF with a password, e-mail, share, duplicate, convert, delete) – you do not need to open the document first. Double-click a row to edit it.
- Ctrl + K finds screens, settings and records from anywhere.

2.6 Keyboard shortcuts

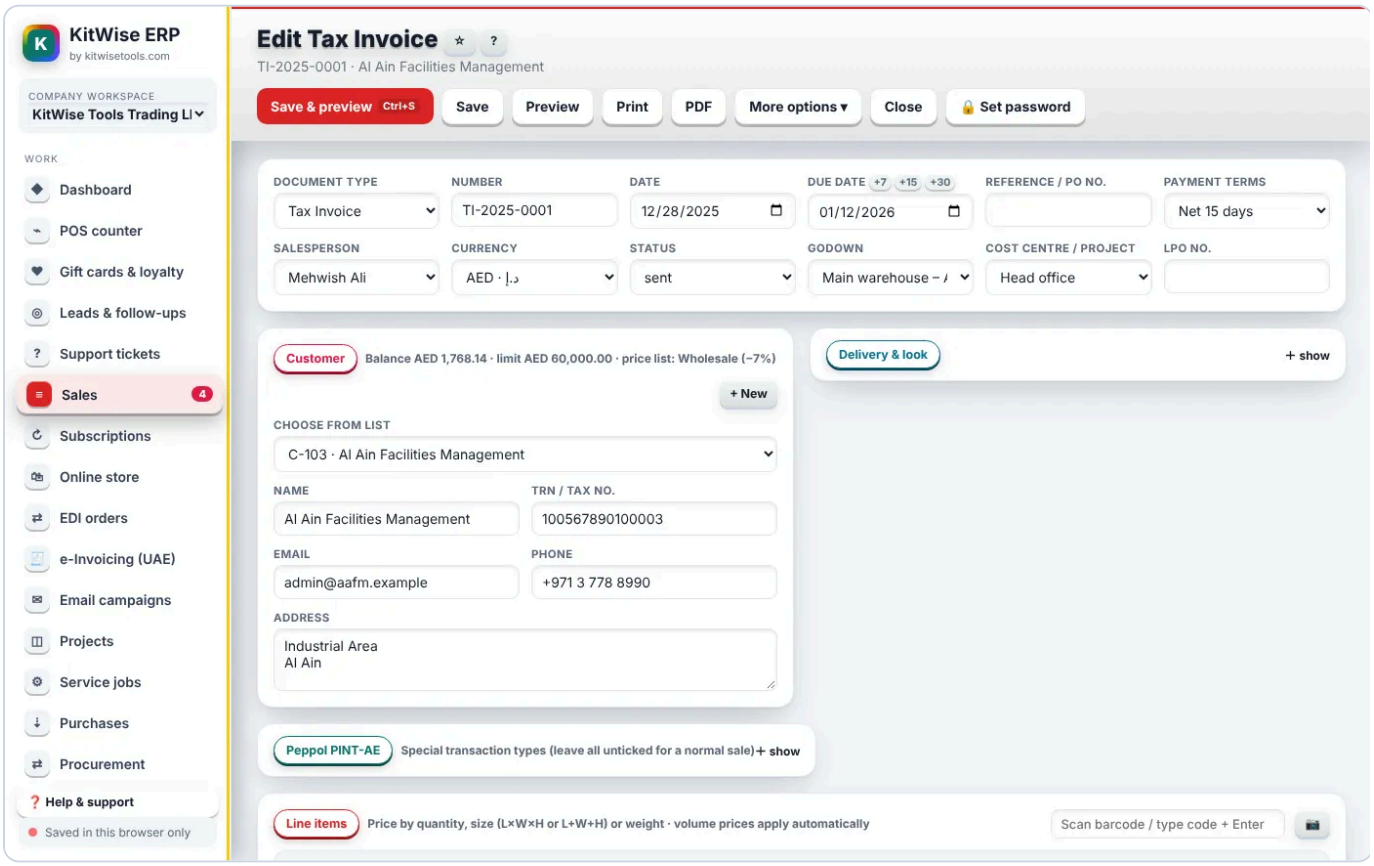
Keys	Action
Ctrl + K	Search & commands (find any screen, setting or record)
Alt + N	New sales invoice
Alt + P	New purchase bill
Alt + E	New expense
Alt + D	Dashboard
Ctrl + S	Save the document being edited
F1	Help for this page
?	List of shortcuts
Esc	Close a window
Tab / Shift + Tab	Move between fields and buttons

You can change the Ctrl + letter shortcuts in **Settings → Layout & colours → Shortcut keys**; the full list is in **Settings → Backup & data → Keyboard shortcuts**.

3. Sales

Sales covers every paper you give a customer, from the first quotation to the receipt. One document turns into the next, so nothing is typed twice.

3.1 Sales documents



Document	Use it for	Books and stock
Quotation	Price offer with validity date	Nothing posted
Proforma Invoice	Advance payment request	Nothing posted
Sales Order	Confirmed order; reserves stock	Stock reserved, not moved
Delivery Note / Packing Slip / Packing List / Weight List	Goods leave the godown	Stock out (when set to move stock)
Invoice / Tax Invoice	The sale; Tax Invoice shows TRN and VAT as the FTA requires	Customer owes, sales and VAT posted, stock out
Credit Note	Return or discount after the invoice	Reverses sale and VAT, stock back in
Debit Note	Extra charge after the invoice	Customer owes more
Receipt	Money received	Cash/bank up, customer owes less

Make a document

1. **Sales → New** and pick the type (or Alt + N for an invoice).
2. Choose the customer. Their price list, payment terms and salesperson fill in.
3. Add lines: type or scan the item; the description list shows matching items. Quantity, unit, price, discount and VAT code per line.

4. Add charges (delivery, packing), notes, terms and attachments if needed.
5. **Save**. Then **Print / PDF**, **Email** or **WhatsApp**.

Convert. From a quotation or sales order, **Convert to** makes the next document with all lines copied. Partial deliveries and partial invoices are allowed; the open quantity is tracked.

Statuses. Draft, Open, Partly paid, Paid, Overdue, Cancelled. Overdue invoices show in red and in the Tools Box count.

Credit limits. A customer over the credit limit gets a warning or a block (set per customer). Approval rules can require a manager's approval above an amount.

3.2 POS counter

Fast counter billing with barcode scanner, touch tiles, cash/card/split payment, change due, receipt printer and cash drawer. Open and close a **shift** with cash counted; the shift report lists sales by payment method. Returns at the counter make a credit note.

3.3 Gift cards & loyalty

Sell gift cards, check balances, redeem at the counter or on invoices. Loyalty points are earned per AED spent and redeemed as a discount; the rules are in this screen.

3.4 Subscriptions

Plans with a price per period, free trials, automatic invoices on each renewal date, upgrades and downgrades with pro-rata, and the MRR (monthly recurring revenue) figure. Usage-based lines (per unit used) can be added to each period's invoice.

3.5 Leads & follow-ups (CRM)

Each enquiry from first call to won order: source, stage, expected value, next follow-up date. A won lead becomes a quotation in one click. Follow-ups due today show on the calendar.

3.6 Support tickets

Customer requests with priority, target response time, owner and status. Satisfaction is recorded when a ticket is closed.

3.7 Customers and salespersons

- **Customer List**: contact details, TRN, credit limit, payment terms, price list, balance, statement (print, PDF, email), labels.
- **Salespersons**: the sales team and commission per salesperson, shown in the commission report.

4. Purchases & Expenses

Everything you buy and spend is entered here; purchase bills add stock and what you owe the supplier in one step.

4.1 Purchases

Document	Use it for	Books and stock
Purchase Order	Order to the supplier	Nothing posted; shows as "on order" in stock
Blanket PO	One agreement for a total quantity over months; each **call-off** releases part of it	Call-offs become normal orders
Purchase Bill	Supplier's invoice	Stock in at cost, input VAT, supplier owed
Purchase Return	Goods sent back	Stock out, VAT and supplier balance reduced

Bills from email. In Procurement, the **Email inbox bills** card reads e-invoice XML and PDF attachments from the inbox folder you choose and prepares draft bills for you to check and save.

4.2 Procurement

1. **Requisition**: a staff member asks for items.
2. **Supplier quotations**: request and compare prices side by side.
3. **Purchase order** from the chosen quotation.
4. **Goods received note** when the goods arrive.
5. **Three-way match**: order, goods received and bill quantities and prices must agree before payment.
6. **Landed cost**: freight, customs and clearing are spread over the items, so the stock cost is the real cost.

4.3 Expenses and petty cash

- **Expenses**: what you spent, category, supplier, VAT, paid from which account, receipt photo. Expense categories are in **Settings → Lists & stock**.
- **Petty cash**: one fund per person or branch with a fixed float. Cash vouchers with receipts and VAT; **Top up** refills the fund to the float; the petty cash book prints per period.

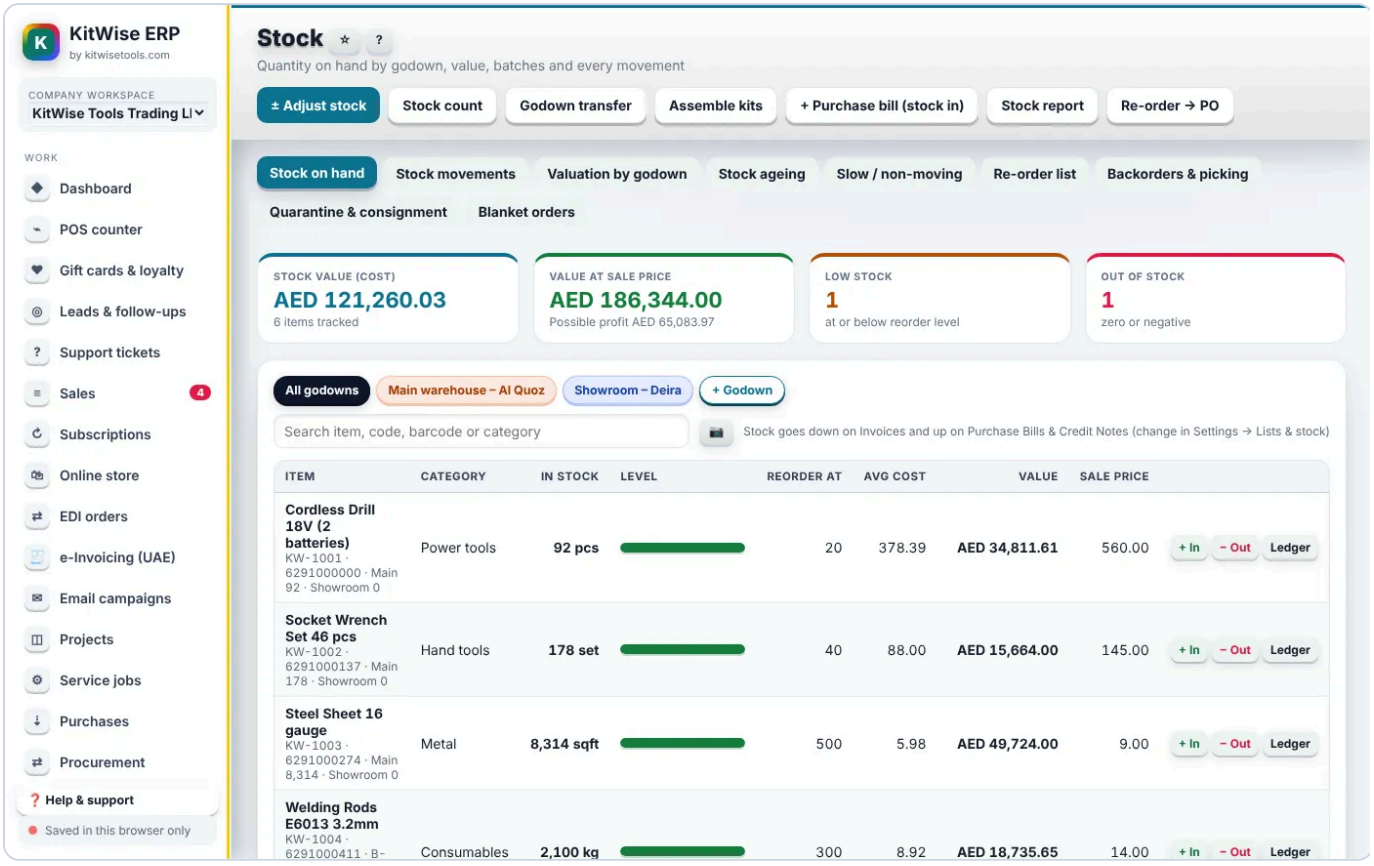
4.4 Paying suppliers

- **Payments**: money paid to suppliers, matched to their bills (full or part).
- **Supplier bank file**: select bills to pay and save one bank file (ISO 20022 pain.001 or CSV) to upload to your bank's online banking. The bank does the transfer; KitWise never moves money.
- **Supplier List**: balance owed, ageing, statement.

5. Inventory / Stock

Stock shows quantity on hand by godown, its value and every movement; it moves by itself when you save sales and purchase documents.

5.1 Items



Item List → New item: code, name, Arabic name, barcode, category, unit, sale price, cost, VAT code, photo, reorder level, safety stock, preferred supplier.

Feature	What it does
Units of measure	Buy in cartons, sell in pieces: each extra unit has a factor (1 carton = 24 pcs); cost and stock convert automatically
Variants	One item in sizes / colours, each with its own code, barcode and stock
Kits	A set sold as one line (gift box); selling it takes each part out of stock
Batches and expiry	Batch number and expiry per receipt; first-expiry-first-out picking; expiry warnings
Serial numbers	One serial per unit, traced from purchase to sale and warranty
Drop-ship	Supplier delivers straight to the customer; the item never enters your godown
Price lists	Different prices per customer group or currency; fixed prices for single items

5.2 Godowns and bins

- Any number of godowns (warehouses, shops, vans). Each line chooses its godown; **Transfer** moves stock between them.
- **Bins** (shelf locations) inside a godown; the **pick list** for a sales order is sorted by bin.
- Godown kinds: **normal**, **hold** (damaged or under inspection, not sellable) and **consignment** (your goods at a customer's place). A **consignment invoice** bills only what the customer reports as sold.

5.3 Orders, backorders and reorder

- Quantity **available to sell** = on hand minus quantity reserved by open sales orders and minus hold godowns.
- When stock is short, **Deliver available** delivers what is there and keeps the rest as a **backorder**.
- **Reorder report**: items below the reorder level or safety stock, with a button to make purchase orders.

5.4 Stock costing

Choose in **Settings → Lists & stock → Stock costing in the books**:

- **Average cost** (default): each purchase updates the average cost.
- **FIFO**: first in, first out; the cost of sales uses the oldest purchase layers. The FIFO report shows the layers left.

Changing the method affects new transactions; ask your accountant before changing it mid-year.

5.5 Adjustments, counts and scanning

- **Stock adjustment**: damage, loss, found stock, with a reason; posted to the stock adjustment account.
- **Stock count**: print a count sheet, enter counted quantities, post the differences.
- **Barcode and camera scan**: a USB scanner types into any item field; on a laptop or phone the **camera scan** button reads barcodes and QR codes.

6. Production & Jobs

Production turns raw materials into finished goods with real cost; Projects, Service jobs, Fleet and Operations track work done for customers and your own assets.

6.1 Production (manufacturing)

Step	Screen	What happens
1. Bill of materials	Production → BOM	Materials, quantities, scrap %, labour and overhead per finished unit; **versions** with dates; **by-products**
2. Change control	ECO	An engineering change order must be approved before a BOM version changes
3. Planning	MRP	From sales orders and reorder levels: what to make, what to buy, when
4. Work order	Work orders	Quantity to make; materials reserved and issued
5. Shop floor	Job card	Start / pause / finish per operation and workstation; downtime and OEE
6. Quality	Quality checks	Pass / fail per batch; failed goods go to a hold godown
7. Finish	Daily production entry	Finished goods into stock at material + labour + overhead cost

- **Subcontracting**: a subcontract PO sends materials to an outside workshop and receives finished goods back with their charge.
- **Traceability**: from a finished batch back to the material batches used, and forward to the customers who received it.
- **Capacity**: load per workstation per day against its hours.

6.2 Projects

Projects with tasks, milestones, time sheets, budgets and billing (fixed price, by milestone, time and material, or retainer). The profitability view compares budget, cost and billed amount.

6.3 Service jobs

Repairs, installations and maintenance at customers: technician, visit date, parts used (from stock), warranty check, signature, and the invoice from the job.

6.4 Fleet

Vehicles with registration and insurance expiry, fuel, service and repairs, traffic fines, and the cost per km. Expiry dates show on the calendar.

6.5 Operations

Appointments, equipment rental (out and back, with charges), subcontractors, controlled documents and quality records.

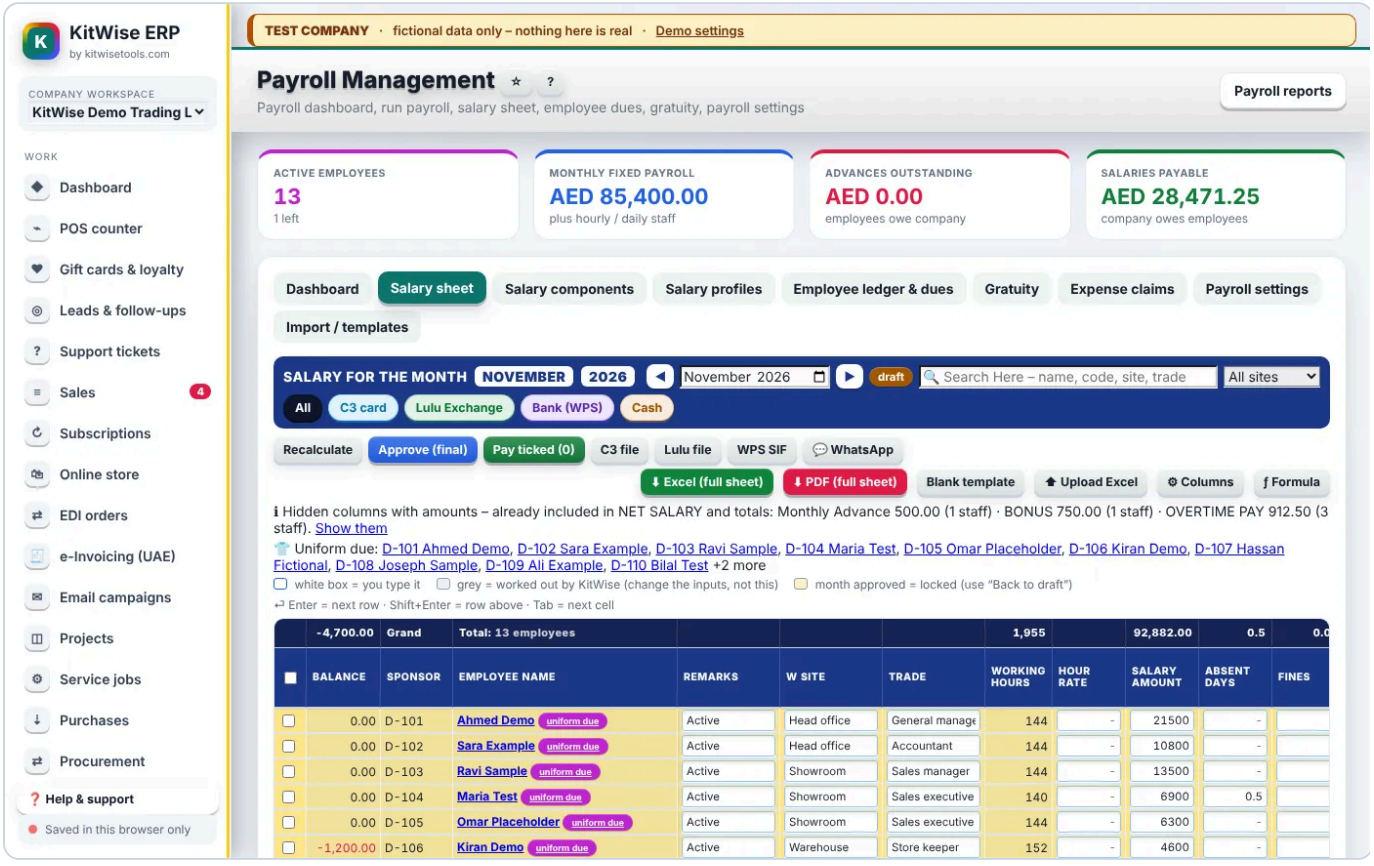
7. HR & Payroll

HR keeps every employee's record, attendance and leave; Payroll turns them into a salary sheet, the WPS SIF file and the accounting entry each month.

7.1 HR Management

- **Employees**: personal details, Emirates ID, passport, visa and labour card numbers with expiry dates, bank / IBAN or exchange, salary parts (basic, housing, transport, other allowances), joining date, department, sponsor.
- **Documents**: copies of passport, visa, contract; expiries 30 days ahead show in red and on the calendar.
- **Attendance & timesheets**: daily in/out, overtime, absences. **Attendance machine import** reads the file exported from the fingerprint / face machine (CSV or text) and matches employee codes.
- **Leave**: annual, sick, unpaid and your own leave types; balances, approval, and leave salary.
- **Recruitment, reviews, training**: candidates, appraisal forms, training records.

7.2 Monthly payroll



1. **Payroll Management → Run payroll**: pick the month. Attendance, overtime, leave, loans, advances and deductions are pulled in.
2. Check the **salary sheet** (master sheet): one row per employee with every earning and deduction. Days already paid in last month's approved run are not counted again.
3. **Approve**. The salary journal is posted (salaries expense, payable, deductions).
4. **WPS**: save the SIF file for your bank or exchange (employer ID, routing code and agent set in **Payroll Management → Payroll settings → UAE WPS**).
5. **Payslips**: print, PDF or email to each employee.
6. **Pay**: record the bank payment of the salaries payable.

7.3 Dues, gratuity and final settlement

- **Employee dues**: loans and advances with instalments.
- **Gratuity**: end-of-service benefit worked out from basic salary and years of service under the UAE labour law; a monthly provision can be posted.
- **Final settlement**: last salary, leave salary, gratuity and deductions on one sheet.

7.4 Employee app

Employees see their payslips, leave balance and documents and can apply for leave from their phone. Setup is in **Settings → Employee app** (needs the web portal).

Package note: HR & Payroll is in Full ERP (25 employees) or as an add-on (25 / 50 / 100 / unlimited). See **Settings → My package**.

8. Money & Accounts

Every document posts its own double-entry journal, so the trial balance, profit & loss and balance sheet are always up to date; you enter journals only for things no document covers.

8.1 Cash & Bank

- One account per cash box, bank account and wallet (card, Tabby, etc.), each with its currency.
- **Transfer** between accounts; bank charges on the same screen.
- **Payments**: money received from customers and paid to suppliers, allocated to invoices and bills.

8.2 Accounting

Screen	What it does
Chart of accounts	Ready chart of accounts; add your own accounts and groups
Vouchers	Journal, payment, receipt and contra vouchers, with attachments and approval
Ledgers	Any account's entries with running balance; click to open the document
Bank reconciliation	Tick entries against the bank statement; unmatched items listed
Bank statement import	MT940, camt.053, OFX or CSV statement files matched to your entries automatically
Cheques	Post-dated cheques received and issued, due dates, deposit, cleared, bounced
Budgets	Budget per account per month, compared with actual
Fixed assets	Asset register and depreciation

8.3 Multi-currency

Invoices, bills and bank accounts in any currency. Rates are set in **Settings → Country, currency & tax → Exchange rates**. Exchange gains and losses on payment are posted automatically.

8.4 Period close

1. Reconcile every bank account.
2. Check the **Balance changes** report for unusual movements.
3. File the VAT return (section 9).
4. **Lock the books**: **Accounting → Lock & opening → Lock books**, choose the date. No one can add, change or delete anything dated on or before it. The Admin can press **Unlock**.
5. Make a backup and keep it outside the computer.

9. Tax & country packs

Pick your country in **Settings → Country, currency & tax**. A country pack sets the tax name and rates (with the date each rate started), tax categories, tax-number format, financial year and payroll contributions, and shows the date it was last checked.

Country	Tax	Payroll pack
United Arab Emirates	VAT 5%, Corporate Tax worksheet, PINT AE e-invoicing	WPS SIF, C3, Lulu, GPSSA, gratuity
Saudi Arabia	VAT 15%	GOSI
Bahrain, Oman, Qatar, Kuwait	Bahrain VAT 10%, Oman VAT 5%, Qatar and Kuwait no VAT	SIO, Social Protection Fund, GRSIA, PIFSS
India	GST 5% / 18% (and other slabs)	EPF, ESI, salary TDS
Pakistan	Sales tax 18%	Salary income tax, EOBI
United Kingdom	VAT 20%	PAYE, National Insurance
Egypt	VAT 14%	Social insurance, salary tax
Any other country	Your own tax name and rates	Your own salary components

The UAE pack is described below in detail as an example; the other packs work the same way.

9.1 VAT

Topic	How KitWise handles it
TRN	Your TRN in Settings → Company; customer and supplier TRNs on their records; printed on tax invoices
VAT codes	Standard 5%, Zero-rated, Exempt, Reverse charge, Out of scope (Settings → Country, currency & tax → VAT codes)
Tax invoice	Shows "Tax Invoice", TRNs, date of supply, VAT per line and total in AED
Simplified invoice	For retail sales under AED 10,000 to non-registered customers
Reverse charge	Imports and services from abroad: output and input VAT posted together
VAT return	Reports → VAT return: the VAT 201 boxes by emirate, with drill-down to each document; export to Excel for the FTA portal
Corporate tax	Profit & loss and adjustments help prepare the return; filing is done on EmaraTax

9.2 UAE e-invoicing (PINT AE)

1. Get an account with an accredited service provider (ASP) and enter its connection in the **e-Invoicing (UAE)** screen.
2. Each tax invoice and credit note is checked for the required PINT AE fields when saved; missing fields are listed.
3. **Send** sends the invoice as XML to the ASP; the status (sent, accepted, rejected with reason) shows per document.
4. **Inbox** receives supplier e-invoices; **Import XML** turns them into draft purchase bills.

The e-invoicing connector is an add-on (yearly). The Peppol PINT AE settings tab holds the Peppol IDs and scheme codes.

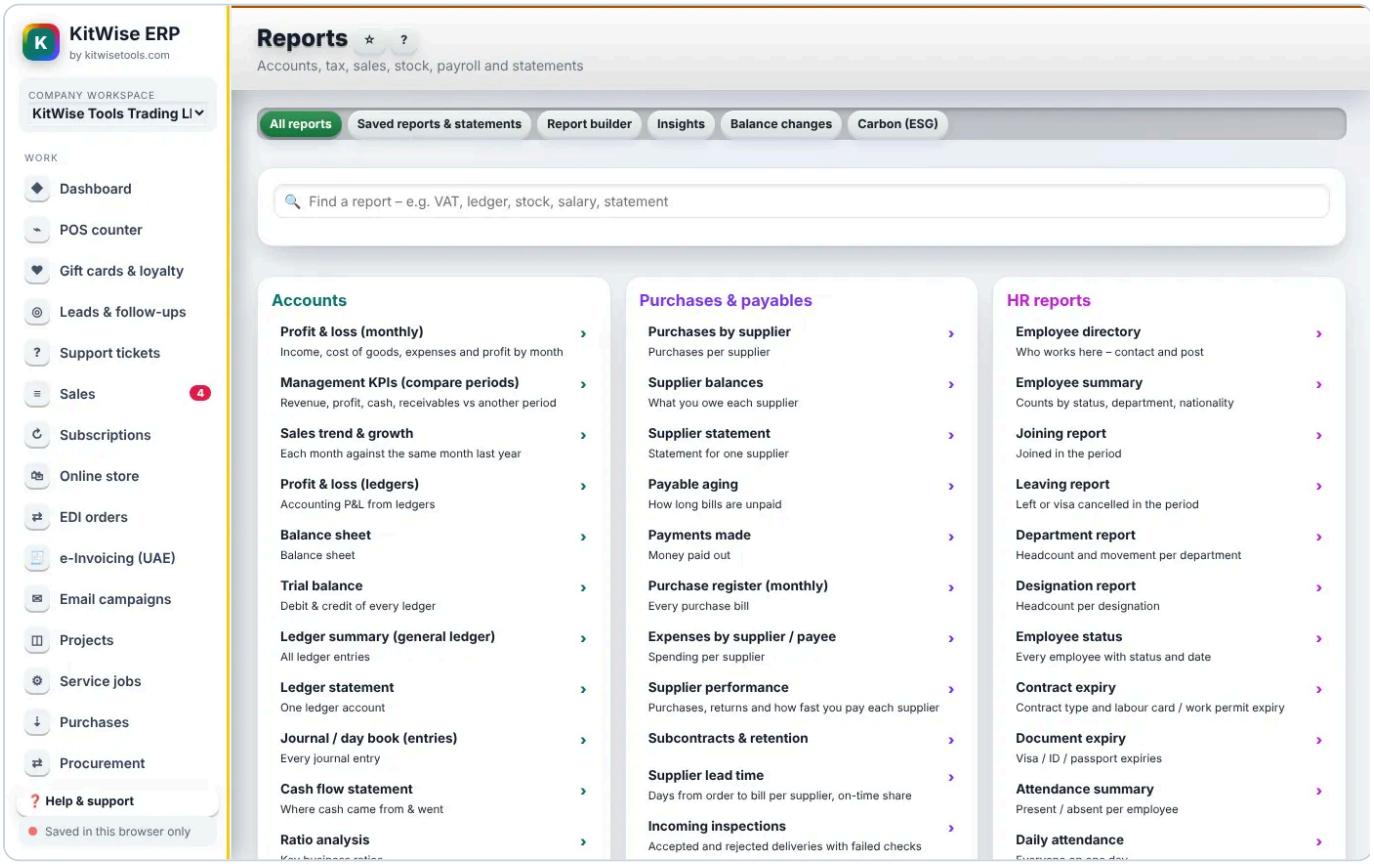
9.3 Bilingual documents

Settings → Layout & colours → Documents in Arabic and English prints every label in both languages (for example "Tax Invoice / فاتورة ضريبية"). Item and customer Arabic names print when filled in. The whole program can also be switched to Arabic (right-to-left) or Urdu.

9.4 WPS

Salary files in the SIF format for UAE banks and exchange houses; see section 7.2.

10. Reports



All reports live on one **Reports** page with six tabs; every figure opens the documents behind it, and every report prints, saves as PDF or exports to Excel.

Tab	What is there
All	Every report by group: Accounts, Sales, Receivables, Purchases & payables, Expenses, Stock, Compliance & system, HR, Payroll
Saved	Your saved reports with their filters, and statements (customer, supplier, employee)
Builder	Make your own report: pick the data, rows, columns, filters and totals; save it to Saved
Insights	Management dashboard: compare periods, branches and companies; drill down
Balance changes	Accounts that moved more than usual between two periods (flux analysis) with the documents that caused it
Carbon	Fuel, electricity and travel turned into CO2e estimates (ESG)

Main reports

- Accounts: trial balance, profit & loss, balance sheet, cash flow, general ledger, day book.
- Sales: by customer, item, salesperson, branch, period; profit per invoice; commission.
- Receivables / payables: ageing, overdue, statements, collection list.
- Stock: on hand, valuation (average or FIFO), movement, slow-moving, reorder, batches and expiry.

- Tax: VAT return, VAT audit file, sales and purchase VAT registers.
- HR & payroll: salary register, WPS summary, leave, gratuity provision, document expiry.

Tips: set the period at the top; use **Save this view** to keep filters; Admin decides per role which reports each user sees (Settings → Users & permissions).

11. Automation & integrations

Repeating work runs by itself, and outside systems (online store, retail chains, email, AI assistants) connect without retyping.

Tool	Where	What it does
Templates & Auto	Automation	Saved document templates; invoices, bills or expenses that repeat every week / month / year
Automation rules	Automation	When something happens, do something: e.g. invoice 7 days overdue → reminder; stock below reorder → draft PO; lead not followed up → task
Calendar & to-do	General	Due invoices, bills, cheques, expiries, salaries and your own reminders
Approvals	Purchases & Expenses	Entries waiting for approval, with full history; rules per document type and amount
Online store	Sales	Shopify / WooCommerce orders come in as sales orders; stock levels go out
EDI orders	Sales	Orders from retail chains (EDIFACT) in, invoices back
Email campaigns	Sales	Newsletters and offers to customer groups, with unsubscribe
Email inbox bills	Purchases	Supplier invoices from a mail folder become draft bills
AI connection (MCP)	Settings (provider)	Lets an AI assistant on your computer read (not change) your figures

Connections and keys. Store, email and e-invoicing connections need the service's own key or password. Your provider sets these up with you in developer mode; the keys stay on your computer.

Package note: Online store, EDI and Email campaigns come with Full ERP or the Commerce add-on.

12. Settings reference (Admin)

Settings are open to the Admin only; each tab below is one row of the Settings page. Switching modules on or off and licence internals belong to your provider and are not shown here.

Tab	What you set
Company	Name (must match your licence key), address, phone, email, TRN, logo, stamp, signature, bank details, custom fields
My package	Your package, valid until, users / companies / employees used against the limits, add-ons, modules with 🔒 "Ask provider", **Enter licence key**, **Renew or upgrade**
Plans & prices	All packages and add-ons in AED, USD or other currencies (estimate); **Buy** opens WhatsApp
Document checklist	Copies, blank lines, charges, private status, watermark, document folders, document names, deposit, PDF security
Country, currency & tax	Country rules (UAE pack), VAT codes, base currency, exchange rates
Layout & colours	Font (one font for every screen: Standard, Tahoma, Arial, Verdana, Calibri, Georgia), language, Motion look, screen layout, invoice layout and column widths, Tax 2 / Tax 3, light or dark, shortcut keys, list sorting, Arabic + English documents
Numbering	Number formats and next numbers per document type
Labels & fields	Document titles, field labels, company custom fields, extra fields on documents
Lists & stock	Expense categories, payment terms, shipping terms, saved notes, stock options, price lists, stock costing method
Employee app	Self-service app for employees
Peppol PINT-AE	Peppol IDs and scheme codes for e-invoicing
POS	Counter options, receipt printer, shift history
Payment QR & email	Payment QR on invoices, email message templates
Users & permissions	Users, roles and what each may see and do, approval rules, support access
Workspaces	Saved screen sets per role
Backup & data	Backup, restore, raw data to Excel, clear this company, keyboard shortcuts, help & contact

Some tabs appear only when their module is in your package (for example POS, Employee app).

13. Admin tasks

The Admin keeps users, approvals and backups in order; these are the tasks to do once and then regularly.

13.1 Users and permissions

1. **Settings → Users & permissions → Add user**: name, password or PIN (strong passwords are required), role.
2. Tick exactly what the role may **view**, **edit** and **delete** per module, and which reports it sees.
3. Optional: two-factor sign-in with an authenticator app.

4. Users beyond your package limit are refused with "ask your provider"; see **My package** for users used.

When a user leaves, switch the user off; their entries stay with their name in the audit log.

13.2 Approvals

Approval rules decide which documents need approval: by type (purchase order, expense, credit note, discount), amount and approver per step. A person cannot approve their own entry. Waiting items show in **Approvals** and the Tools Box count.

13.3 Backup and restore

What	How often	How
Automatic backup	Daily and before every update	Done by the program into its backup folder
Backup file	Weekly at least	**Settings → Backup & data → Backup**, keep a copy on a USB or cloud drive
Restore	When needed	**Restore**, choose the file; the current data is backed up first
Raw data to Excel	Any time	Every list in a workbook for your accountant

13.4 Recycle bin and audit log

- Deleted documents and records go to the **Recycle bin** and can be restored. A record used elsewhere (an item on an invoice) cannot be deleted.
- The **audit log** records who did what and when (create, change, delete, approvals, sign-ins, licence changes).

13.5 More than one company

Add company in the company switcher. Each company has its own books, numbering and settings; users can be given access to some companies only. The number of companies is set by your package (Basic and Standard 1, Full ERP 3, more as an add-on).

13.6 Web portal and cloud

With the Cloud add-on, your provider connects the company to the web portal: the desktop keeps working offline and syncs when online, and users can sign in from a browser or phone. New web users are approved by the Admin before they can sign in.

14. Plans, prices and licence keys

Three packages, each yearly, monthly or lifetime, plus add-ons; one licence key per company switches on what you bought. Prices are in AED; USD is AED ÷ 3.6725. Other currencies in **Plans & prices** are estimates.

14.1 Packages

Package	Users	Companies	Payroll	Monthly	Yearly	Lifetime
Basic – billing & stock	2	1	–	AED 49 ($13)	AED 499 ($136)	AED 1,499 ($408)
Standard – complete business	5	1	–	AED 119 ($32)	AED 1,199 ($326)	AED 3,499 ($953)
Full ERP – everything	10	3	25 employees	AED 299 ($81)	AED 2,999 ($817)	AED 7,999 ($2,178)

- **Basic**: quotations, invoices, tax invoices, credit and delivery notes, VAT / GST and the tax return, customers, items, stock, godowns, expenses, cash & bank, standard reports.
- **Standard**: everything in Basic, plus purchases and procurement, POS, gift cards and loyalty, full accounting with reconciliation and cheques, leads, salespersons, approvals, support tickets, report builder, insights, automation rules.
- **Full ERP**: everything in Standard, plus manufacturing, projects, service jobs, fleet, operations, HR & payroll with WPS, subscriptions, online store, EDI, email campaigns, UAE e-invoicing.

14.2 Add-ons

Add-on	Yearly	Lifetime
Extra user (each)	AED 99 ($27)	AED 299 ($81)
Extra company (each)	AED 249 ($68)	AED 749 ($204)
HR & Payroll up to 25 employees	AED 499 ($136)	AED 1,499 ($408)
HR & Payroll up to 50 employees	AED 799 ($218)	AED 2,399 ($653)
HR & Payroll up to 100 employees	AED 1,499 ($408)	AED 4,499 ($1,225)
HR & Payroll unlimited	AED 2,499 ($680)	AED 7,499 ($2,042)
Manufacturing (with Standard)	AED 999 ($272)	AED 2,999 ($817)
Online store + EDI + Email campaigns	AED 499 ($136)	AED 1,499 ($408)
UAE e-invoicing (ASP connector)	AED 499 ($136)	yearly only
Cloud sync / web portal (per company)	AED 590 ($161), or AED 59 ($16) a month	yearly only

Lifetime = the program and all its updates for life. An optional support plan for lifetime licences costs 20% of the price a year (priority help, data checks, set-up changes). Setup and training: AED 399 to 1,499.

14.3 How to buy

1. Choose a package and add-ons in **Settings → Plans & prices** (or on kitwisetools.com/erp).
2. Pay by bank transfer to the account shown on the website's pricing page.

3. Send the transfer ID and your **company name exactly as on your invoices** on WhatsApp.
4. You receive **one licence key** (a long line starting with KWL1.).
5. **Settings → My package → Enter licence key**, paste, **Activate**.

14.4 How the key works

- One key per company name; paste the same key on every computer of the company. No computer codes are needed.
- Some keys also carry your TRN / tax number: then the tax number in **Settings → Company** must match too.
- The company name in **Settings → Company** must match the key. Capitals, spaces, dots and "LLC / L.L.C. / FZE" do not matter. If you rename the company, ask for a new key.
- The key holds your package, add-ons, limits (users, companies, employees) and the end date.
- **Upgrade or add-on**: you get a new key that holds everything; paste it over the old one. Nothing is reinstalled and no data changes.
- **Renewal**: 15 days before the end a reminder bar appears with **Renew – WhatsApp**. After the end there are 7 grace days; then the books are read-only until you enter the renewal key. Nothing is ever deleted.
- Do not set the computer's date back: the licence pauses until the date is correct.

15. FAQ and troubleshooting

Question or problem	Answer
The key says it is for another company	The name in Settings → Company differs from the key. Write it exactly as in the message, save, enter the key again.
The trial ended. Is my data lost?	No. Everything opens, prints and exports; only new entries are blocked until you enter a key.
Can I use the key on my second computer?	Yes, the same key on every computer of the same company.
A module shows 🔒 in My package	It is not in your package. Click it to ask your provider; you receive a new key.
"Your package allows 5 users"	Ask for the Extra user add-on, or switch off a user who has left.
The licence is paused because of the date	Correct the computer's date and time (Windows settings); it works again at once.
I deleted an invoice by mistake	Open the Recycle bin and restore it.
The computer broke	Install KitWise on the new computer, **Restore** your latest backup file, enter the same key.
Windows blocks the Setup	Click **More info → Run anyway**; the Setup is from KitWise Tools.
The invoice layout is cut when printing	Settings → Layout & colours: choose another layout or set column widths; check the printer's paper size (A4).
VAT return totals look wrong	Open the box and check documents with the wrong VAT code; fix the code on the document, the return updates.
How do I get support?	Help & contact (Settings → Backup & data, or the Help button): WhatsApp +92 336 7002351, support@kitwisetools.com. **Support code** sends your version and licence status without any business data.