SOAS ERP User Manual

Version 5 · Solafide

SOAS ERP

Comprehensive User Manual

Version 5.0 · May 2026

OHADA-Compliant ERP · Accounting · Invoicing · Inventory · HR & Payroll Banking · Budgeting · Tax · Fixed Assets · AI-Powered Insights

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1. System Overview & Navigation

SOAS ERP (Solafide Accounting & Operations Suite) is a web-based ERP platform built for OHADA-regulated businesses in the CEMAC/UEMOA economic zones. It delivers double-entry accounting, invoicing, procurement, inventory, HR & payroll, banking, tax compliance, fixed assets, budgeting, and AI-assisted decision tools — all in one platform designed to run fully online or as an offline-capable desktop edition.

1.1 Core Design Principles

- OHADA-first: every transaction is validated against the SYSCOHADA UAAFR 2018 plan comptable.
- Multi-tenant: your company data is fully isolated from other organisations.
- Multi-currency: record transactions in any currency; reports automatically convert to XAF.

- Role-based access: each user sees only the modules and actions their role permits.
- Audit-ready: every create, update, post, and approval is time-stamped and attributed.
- AI-powered: AI models assist with account suggestions, anomaly detection, and forecasting.

1.2 Left Sidebar Navigation

The left sidebar is the primary navigation. It collapses on small screens. All paths in this manual use the format Module › Sub-module.

Section	What you find here
Dashboard	Entity KPIs, cash position, overdue items, and live balance feeds.
Quick Actions	Fast access to Customers, Invoices, Bills, Receipts, and Estimates.
Money & Banking	Bank accounts, transactions, reconciliation, transfers, and payments.
Inventory Management	Products, stock, warehouses, cycle counts, and expiry tracking.
Operations	Purchase orders, goods receipts, and expense claims.
Accounting & Setup	Journals, chart of accounts, taxes, budgets, closing entries.
Reports & Insights	Financial statements, dashboards, OHADA reports, AI analytics.
People & Payroll	Employees, attendance, payroll, ESS, and leave management.
Fixed Assets	Asset register, depreciation schedules, and disposals.
Administration	Entity settings, invoice customization, email, roles, and audit trail.

1.3 Entity Selector

SOAS ERP supports multiple companies (entities) under one login. The entity you are currently working in is shown in the top navigation bar. Always confirm the active entity before creating any transaction, especially if you manage more than one company.

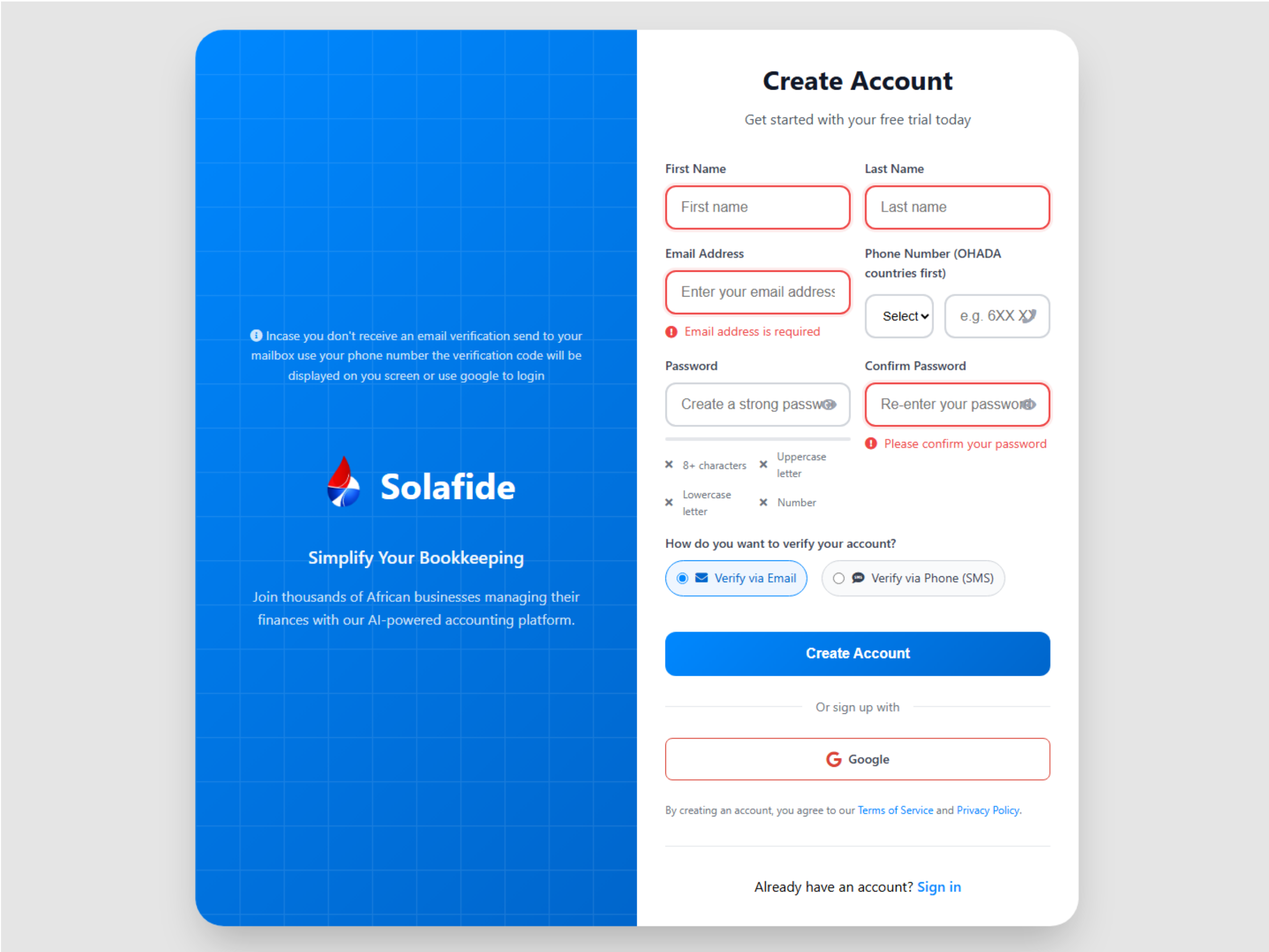
■ Posting a transaction in the wrong entity cannot be reversed without manual correction. Verify the entity name before every posting.

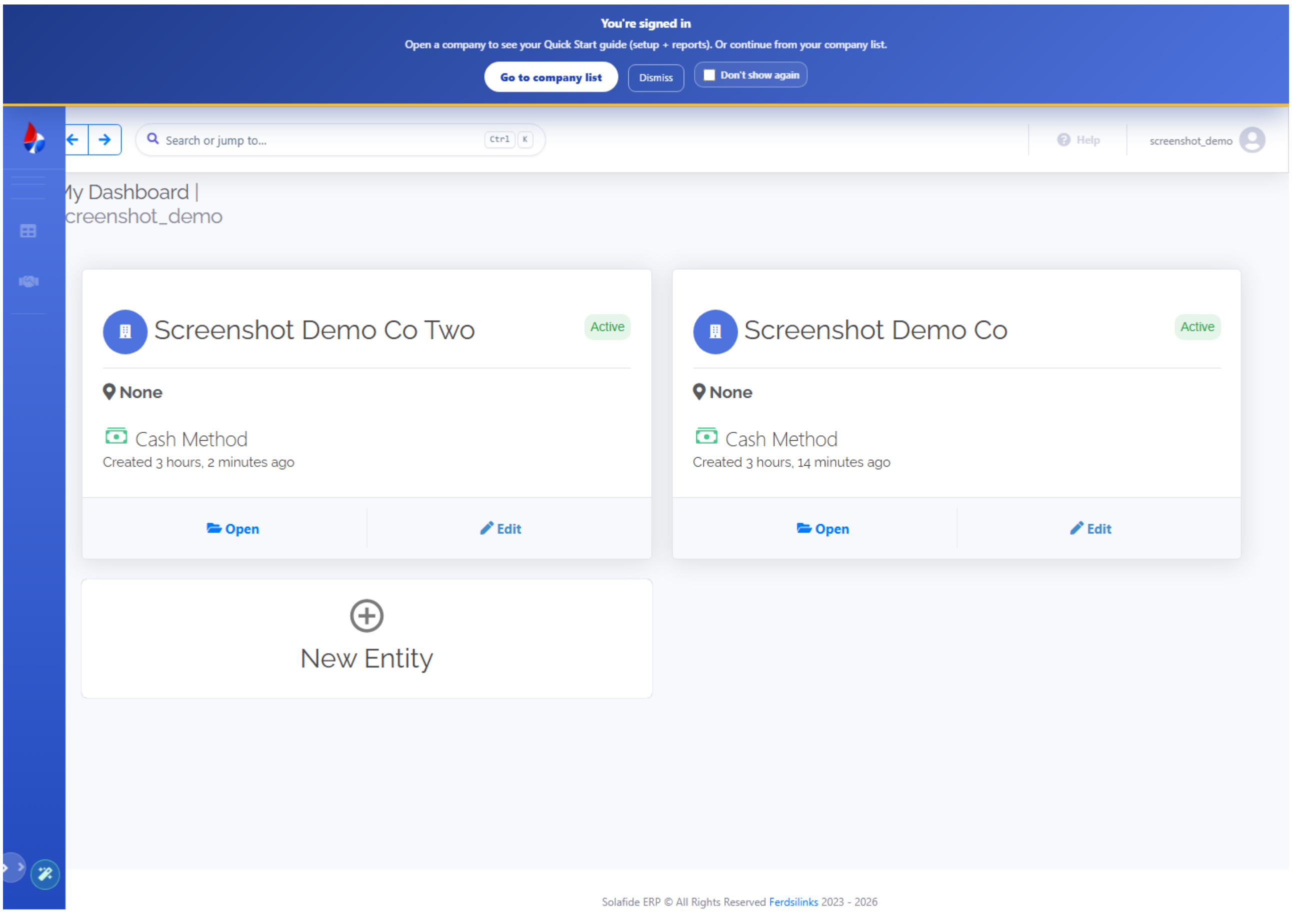
1.4 Search & Quick Filters

- Use the top search bar to find customers, vendors, invoices, bills, and transactions by name, number, or date.
- Every list view offers column-level filters and date-range pickers.
- Status chips (Draft · In Review · Approved · Paid · Overdue · Void) act as one-click filters.
- Export buttons on list views produce Excel or PDF snapshots of the filtered set.

2. First Login, Onboarding & Entity Activation

2.1 Registering and Activating Your Account


Incase you don't receive an email verification send to your mailbox use your phone number the verification code will be displayed on you screen or use google to login
Solafide
Simplify Your Bookkeeping
Join thousands of African businesses managing their finances with our AI-powered accounting platform.
Create Account
Get started with your free trial today
First Name
First name
Last Name
Last name
Email Address
Enter your email address
Email address is required
Phone Number (OHADA countries first)
Select
e.g. 6XX XX
Password
Create a strong password
Confirm Password
Re-enter your password
Please confirm your password
8+ characters
Uppercase letter
Lowercase letter
Number
How do you want to verify your account?
Verify via Email
Verify via Phone (SMS)
Create Account
Or sign up with
Google
By creating an account, you agree to our Terms of Service and Privacy Policy.
Already have an account? Sign in



1. Go to the SOAS ERP login page and click Create account.

2. Enter your name, email address, and a strong password (minimum 8 characters, mix of letters, numbers, and symbols).

3. Verify your email address using the link sent to your inbox.

4. If you were invited by an administrator, accept the invitation email and set your password.

5. Log in and proceed to the onboarding wizard.

✔ Tip: If you have an activation key from a purchased plan, enter it at Administration › Subscription to unlock premium features immediately.

2.2 Three-Step Onboarding Wizard

First-time users are guided through a three-step setup wizard before reaching the main dashboard.

Step 1 of 3 — Choose your starting point

• Start with real data — recommended for businesses ready to enter live transactions.

• Explore with demo data — pre-loaded sample transactions for learning and evaluation.

Step 2 of 3 — Tell us about your role and first goal

• Select your role: Business Owner, Accountant / Bookkeeper, Operations Manager, or Employee.

• Select your first goal: Issue first invoice, Manage expenses, Run payroll, Review financials, or Explore OHADA compliance.

• Your selection personalises the recommended first action and first-week checklist shown after setup.

Step 3 of 3 — Create your company

1. Choose Quick setup (guided defaults, ideal for solo users) or Advanced 5-step setup (full control over COA, opening balances, and integrations).

2. Enter your legal company name exactly as registered — this appears on all documents.

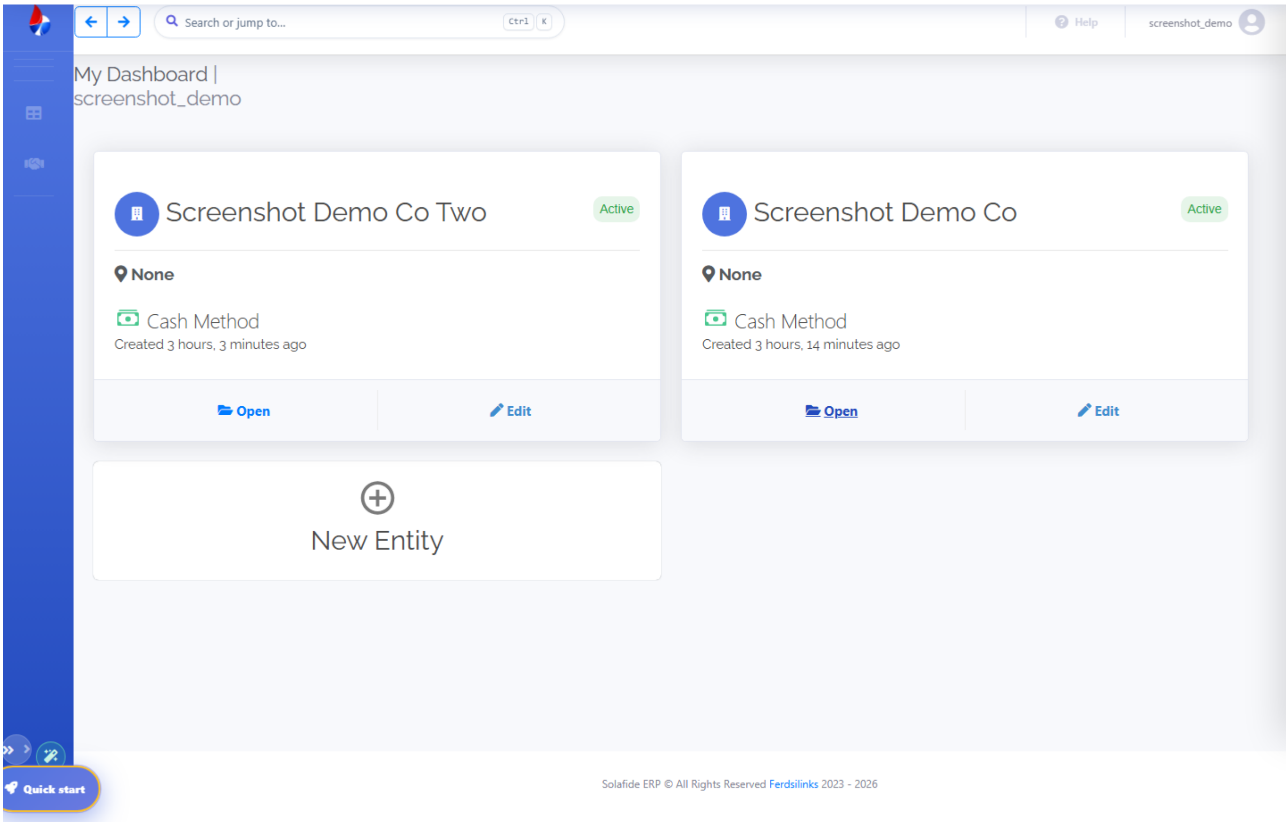
3. Select your fiscal year start month (January is the OHADA default; adjust if different).

4. Choose your base currency (XAF is the default for CEMAC/OHADA entities).

5. Click Create My Company. The system generates a default OHADA chart of accounts automatically.

■ *Note: Accountants and bookkeepers should choose Advanced setup to import opening balances, configure tax rates, and review the chart of accounts before any transactions are entered.*

2.3 First-Week Checklist



- ✓ Verify your company name, address, and tax identification number under Administration › Settings.
- ✓ Upload your company logo (Administration › Invoice Customization).
- ✓ Configure at least one bank account (Money & Banking › Bank Accounts).
- ✓ Add or import your customer list (Quick Actions › Customers).
- ✓ Add or import your vendor / supplier list (Quick Actions › Suppliers).
- ✓ Review the chart of accounts and activate relevant OHADA account codes.
- ✓ Set up tax rates applicable to your jurisdiction.
- ✓ Create at least one product or service item.
- ✓ Issue your first test invoice and verify totals, PDF layout, and email delivery.

3. Subscription Plans & Feature Access

SOAS ERP offers five subscription tiers designed for businesses at every stage — from a sole trader tracking expenses to a multi-entity group needing unlimited capacity. All tiers include full OHADA compliance. Upgrade anytime; your data is never locked.

3.1 Plan Comparison

Feature	FREE	STANDARD	PROFESSIONAL ★	PREMIUM	ENTERPRISE
Monthly price (XAF)	0	4900	9,900	24,900	Contact us
Users	2	5	20	50	Unlimited
Entities / Companies	1	3	10	30	Unlimited
Invoices / month	30	150	500	2,000	Unlimited
Bills / month	30	150	500	2,000	Unlimited
Inventory items	50	500	2,000	Unlimited	Unlimited
Warehouses	1	1	5	10	Unlimited

3.2 Feature Availability by Tier

Feature	FREE	STANDARD	PRO ★	PREMIUM	ENTERPRISE
OHADA / SYSCOHADA compliance	ALL	ALL	ALL	ALL	ALL
PDF & Excel export	ALL	ALL	ALL	ALL	ALL
Multi-currency	—	✓	✓	✓	✓
Recurring invoices	—	✓	✓	✓	✓
Batch invoicing	—	✓	✓	✓	✓
Warehouse management	—	✓	✓	✓	✓
Budgeting & variance	—	✓	✓	✓	✓
Remove SOAS branding	—	✓	✓	✓	✓
REST API access	—	—	✓	✓	✓
Payroll	—	—	✓	✓	✓
Approval workflows	—	—	✓	✓	✓
Fixed assets	—	—	✓	✓	✓
Serial & lot tracking	—	—	✓	✓	✓
Webhook support	—	—	✓	✓	✓
Advanced AI (all modules)	—	—	—	✓	✓

Feature	FREE	STANDARD	PRO ★	PREMIUM	ENTERPRISE
Custom branding / invoice themes	—	—	—	✓	✓
Invoice factoring	—	—	—	✓	✓
BOM / Work orders / MRP	—	—	—	✓	✓
White-label capability	—	—	—	—	✓
Dedicated support & custom SLA	—	—	—	—	✓

■ *Note: ★ PROFESSIONAL is the recommended tier for most growing businesses. It includes payroll, API access, approval workflows, and fixed assets at ~9,900 XAF/month (about the cost of one hour of bookkeeper time).*

3.3 Upgrading or Changing Your Plan

1. Go to Administration › Subscription.

2. Select Compare Plans to review feature differences side by side.

3. Click Upgrade next to the target tier.

4. Choose monthly or annual billing (annual = 10 months price, 2 months free).

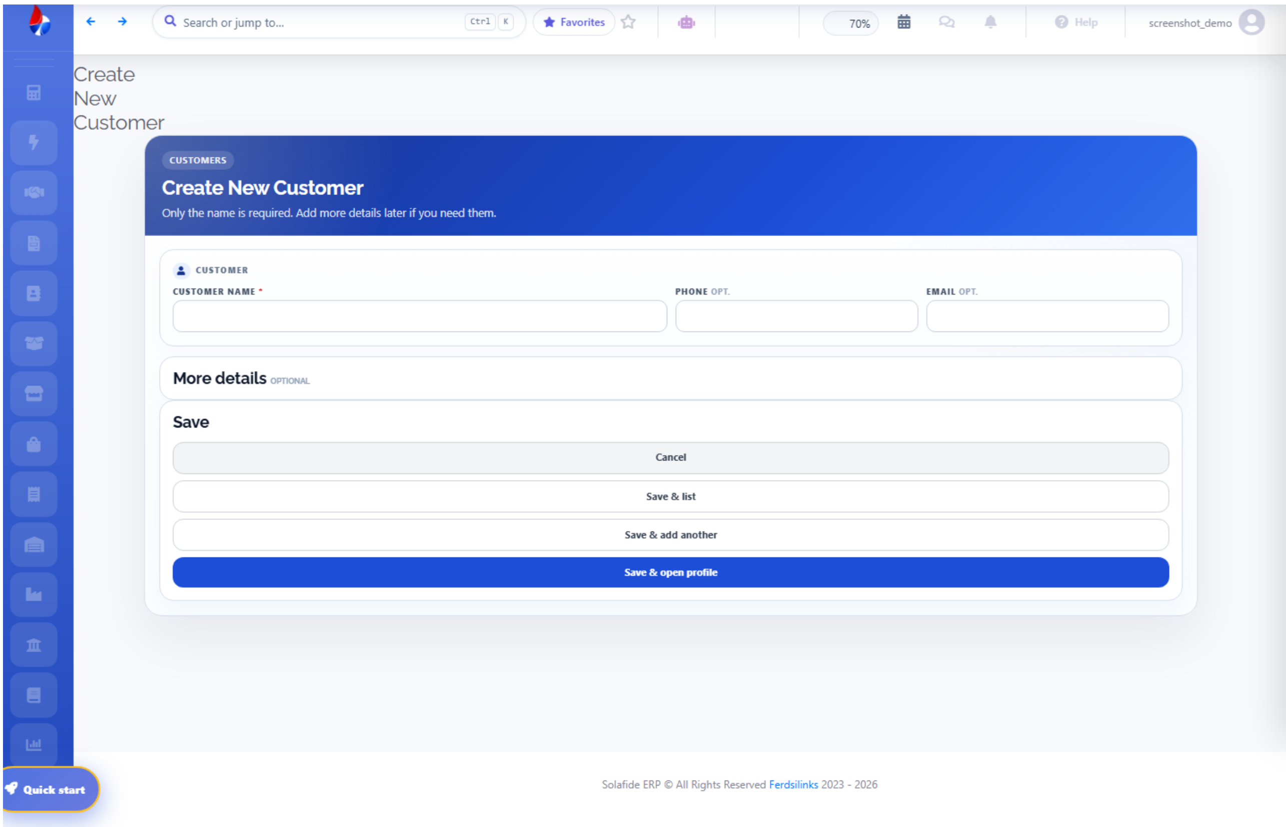
5. Complete the payment process. Your new limits activate immediately.

✔ *Tip: Annual plans save ~17% versus monthly. Choose annual at the start of your fiscal year to align billing with your accounting cycle.*

4. Master Data — Customers, Vendors & Contacts

Clean master data is the foundation of reliable reports and smooth workflows. Invest time here before processing any transactions.

4.1 Customers



Path: Quick Actions › Customers or Sidebar › Customers

Creating a Customer

1	Click + New Customer.
2	Enter the legal customer name exactly as it appears on contracts and tax documents.
3	Enter tax identification number (NUI/NIU for Cameroon entities) — required for VAT invoices.
4	Set default payment terms (e.g. Net 30, Net 60, Cash on Delivery).
5	Add billing address, phone number, and primary email for invoices.
6	Optional: add internal notes for the sales or collections team.
7	Save. The customer profile is immediately available in the invoice customer selector.

✔ Tip: Use the naming convention LegalName — Branch for customers with multiple sites (e.g. Acme Corp — Douala).

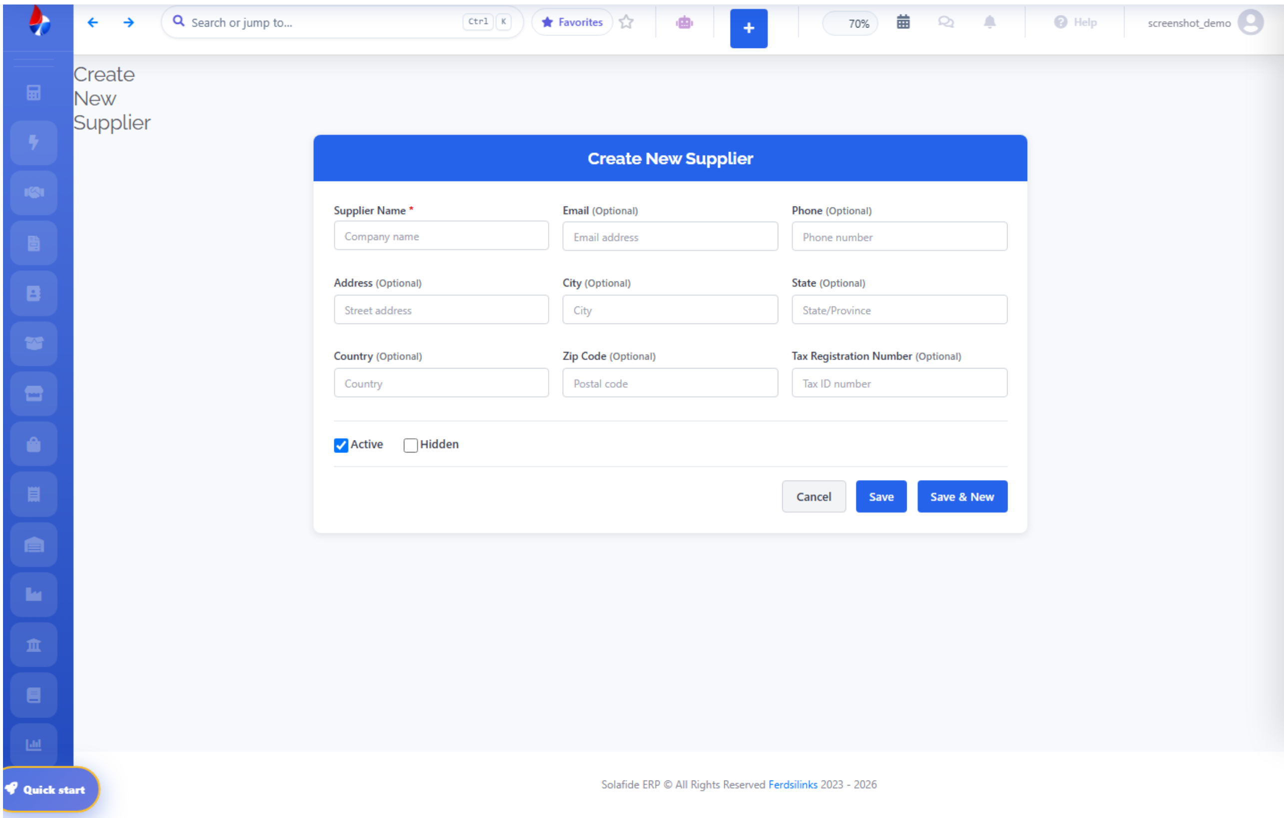
■ Do not create duplicate customer records. Two profiles with the same tax ID cause reconciliation errors. Search before creating.

Customer Fields Reference

Field	Purpose & Guidance
Customer Name	Legal name as registered. Appears on all invoices.
Tax ID (NUI/NIU)	Mandatory for B2B VAT invoices. Appears on tax reports.

Field	Purpose & Guidance
Payment Terms	Controls invoice due date calculation (e.g. Net 30 = due in 30 days).
Credit Limit	Optional ceiling for outstanding receivables. Shows warning when breached.
Currency	Override the entity default for foreign-currency customers.
Email	Used for automated invoice delivery and reminders.
Portal Access	Grant the customer access to the Customer Self-Service Portal.
Internal Notes	Visible to staff only. Use for collection notes, contract refs, or risk flags.

4.2 Vendors / Suppliers



Path: Sidebar › Suppliers or Quick Actions › Suppliers

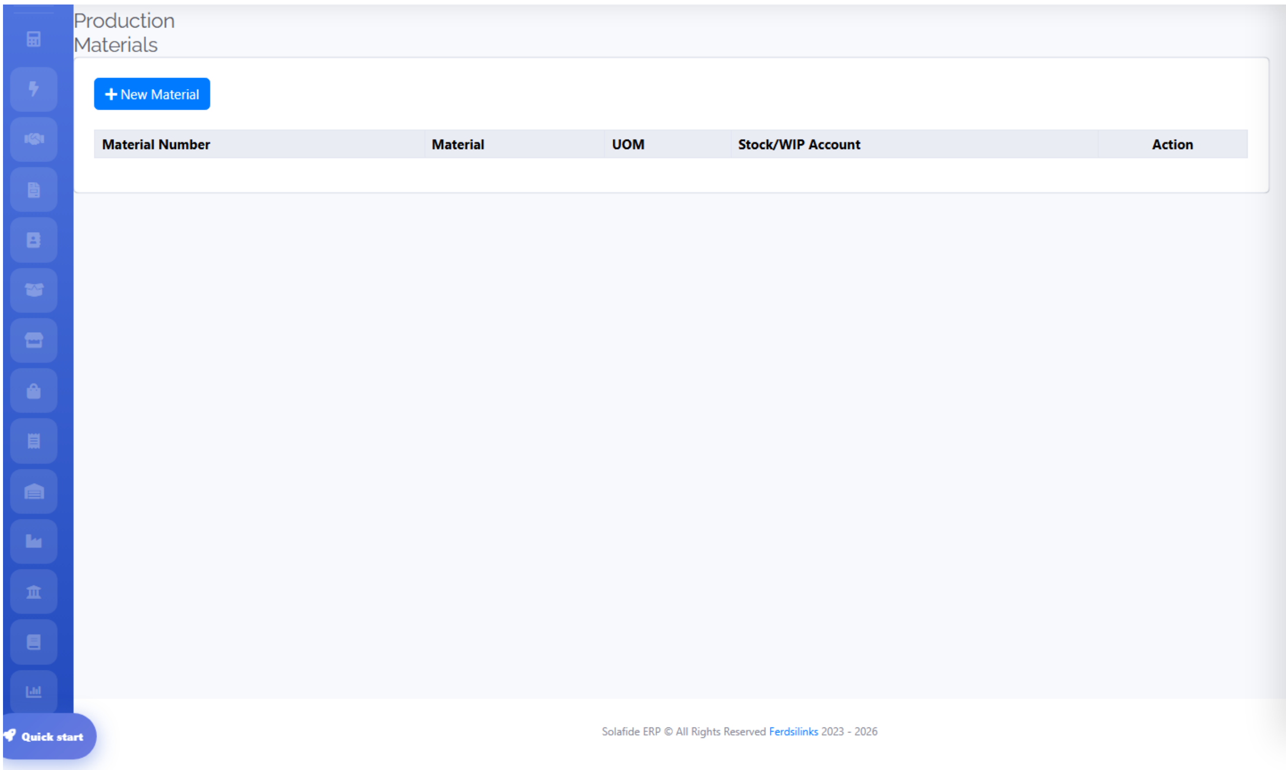
Creating a Vendor

1	Click + New Vendor.
2	Enter legal vendor name and tax identification number.
3	Set default payment terms (how quickly you pay: e.g. Net 45).
4	Enter bank account details for payment processing (optional at creation stage).
5	Select the default expense account used when posting bills from this vendor.

1	Click + New Vendor.
6	Save. The vendor is now available when creating bills and purchase orders.

Field	Purpose & Guidance
Vendor Name	Legal name. Appears on purchase orders and payment vouchers.
Tax ID	Required for WHT (Withholding Tax) certificate generation.
Payment Terms	Default used when creating bills from this vendor.
Bank Details	Required before processing electronic payments.
Default Expense Account	Pre-fills the GL account on bill line items.
Lead Time (days)	Used in purchase order planning and reorder calculations.

4.3 Products, Services & Inventory Items



Path: Inventory Management › Products & Items

Items are the building blocks of invoices, bills, and purchase orders. Define them once and reuse everywhere.

Item Types

Type	When to use
Product (stocked)	Physical goods tracked in inventory. Quantity is decremented on sale.
Product (non-stocked)	Physical goods not tracked in inventory. Use for one-off purchases.
Service	Labour, consulting, or recurring fees. No inventory impact.

Type	When to use
Bundle / Kit	Group of items sold together at a combined price.

Creating an Item

1	Click + New Item.
2	Select item type (Product or Service).
3	Enter item code (internal reference) and item name as it should appear on documents.
4	Set unit cost (purchase price) and unit price (selling price).
5	Link to the correct OHADA revenue account (Class 7) for sales and expense account (Class 6) for purchases.
6	For stocked products: set the inventory account (Class 3) and enable quantity tracking.
7	Set tax rate applied on sale (VAT 19.25% for standard-rated goods in Cameroon).
8	Save. The item is now available in invoice and bill line items.

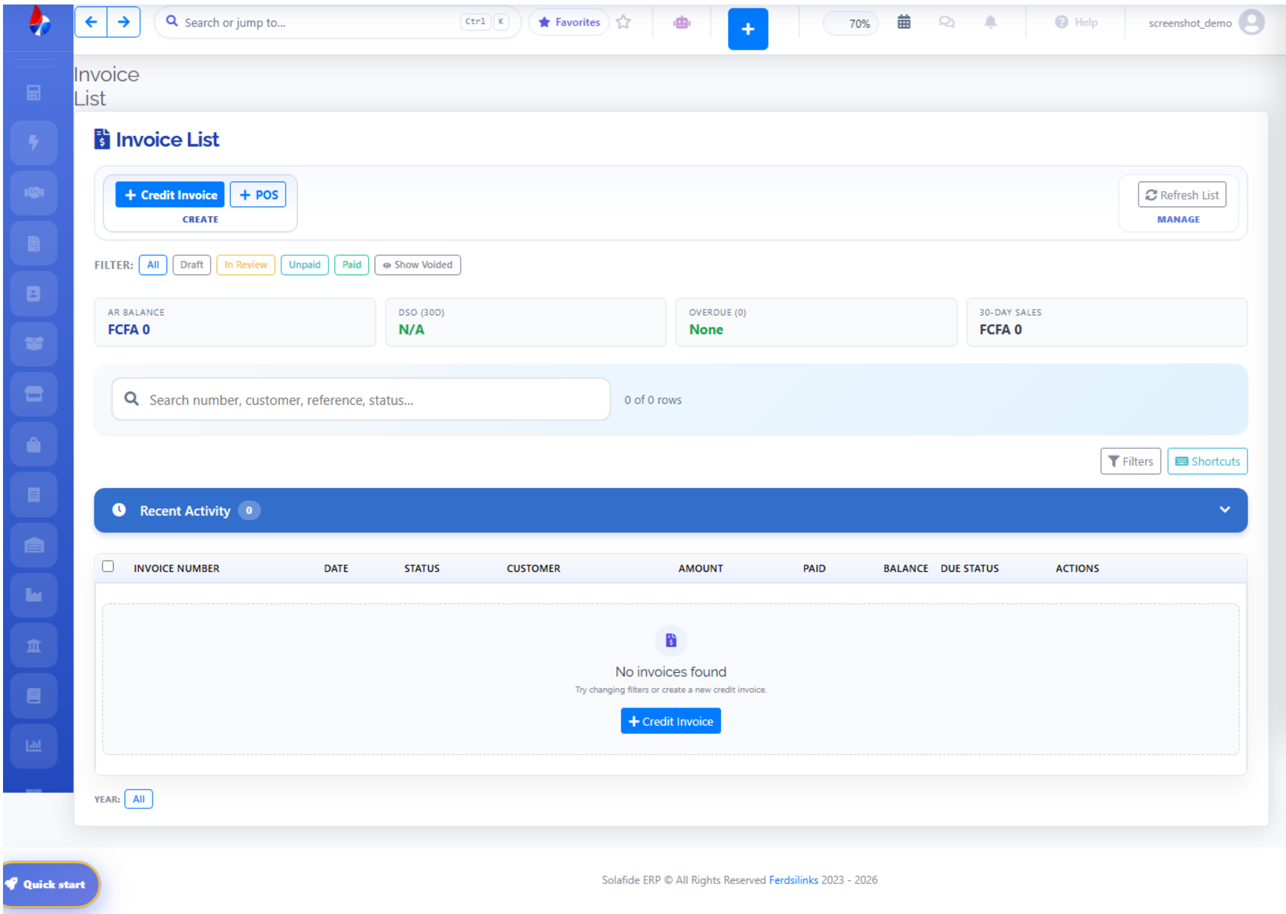
5. Invoicing & Accounts Receivable

Path: Quick Actions › Invoices

5.1 Invoice Lifecycle

Status	Meaning	Next Action
Draft	Being edited. No accounting impact.	Review, edit, or issue.
In Review	Submitted for approval. Read-only pending approval.	Approve or reject.
Approved	Approved, not yet sent. Ready to issue.	Issue / send to customer.
Sent / Issued	Delivered to customer. Receivable recorded in GL.	Await payment.
Partial	Partial payment received. Balance outstanding.	Record remaining payment.
Paid	Fully settled. Closed.	Archive or follow up on next invoice.
Overdue	Past due date, not fully paid.	Send reminder or escalate.
Void	Cancelled. GL reversal posted automatically.	Issue replacement if needed.

5.2 Creating an Invoice



1	**Click + New Invoice or go to Quick Actions › Invoices › Create.**
2	Select the customer from the dropdown. Terms and currency pre-fill from the customer profile.
3	Verify the invoice date and due date. Adjust if the customer has special terms for this order.
4	Click + Add Line to add each product or service. The system pre-fills unit price, tax rate, and GL accounts from the item master.
5	Review the subtotal, discount (if applicable), VAT total, and grand total.
6	Add a narration / reference (purchase order number, contract reference, delivery note number).
7	Save as Draft for internal review, or click Issue to post the receivable to the GL immediately.
8	Send the invoice to the customer via the built-in email send button or download PDF.

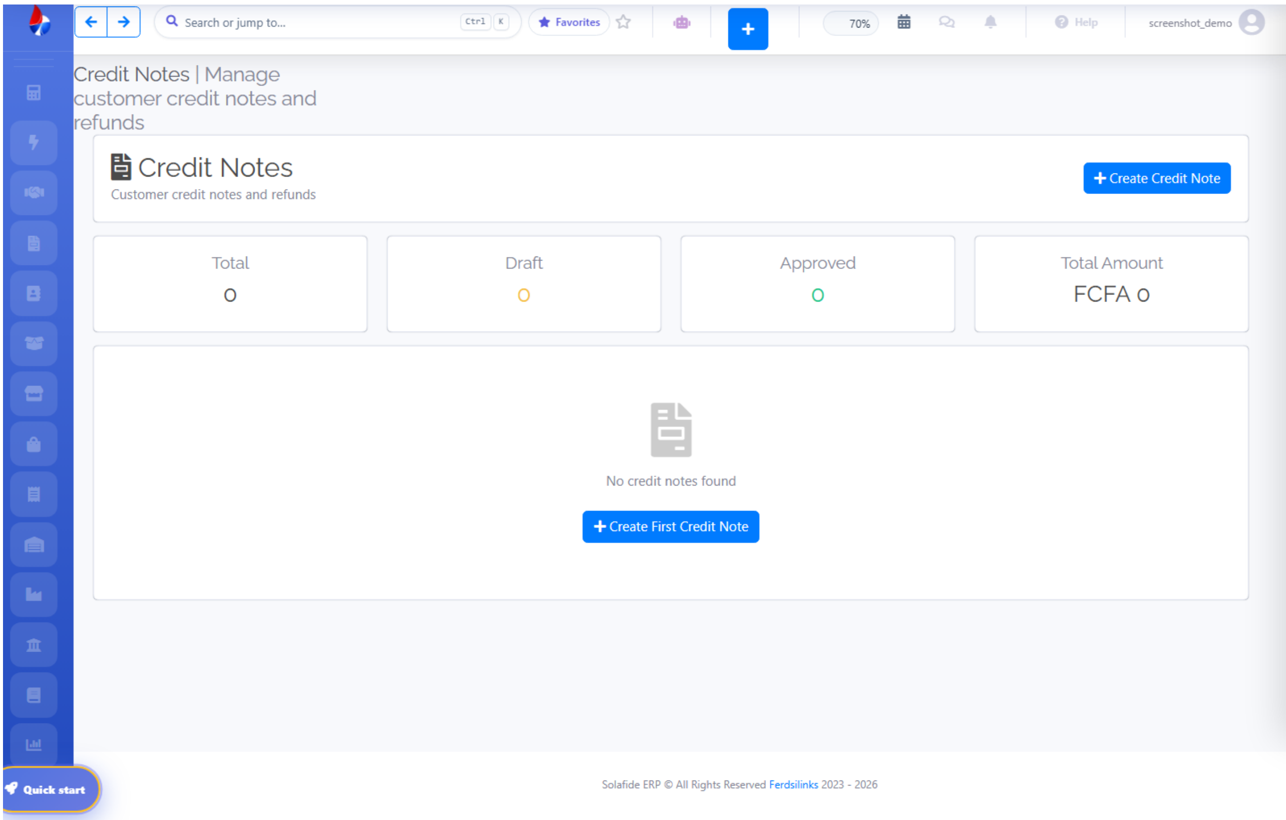
✔ *Tip: Always preview the invoice PDF before sending. Check that the company logo, tax ID, bank details, and totals are correct.*

5.3 Recording a Payment

1	**Open the invoice from the invoice list or customer detail.**
2	Click Add Payment.
3	Enter the payment date (must be within the current open accounting period).
4	Enter the amount received (partial or full).
5	Select the bank account / cash account where the money was deposited.
6	Enter the bank transaction reference number for reconciliation.
7	Save. The invoice status updates automatically (Partial or Paid).

■ Do not post a payment before confirming the bank deposit. Using an incorrect bank account will create a reconciliation break.

5.4 Credit Notes



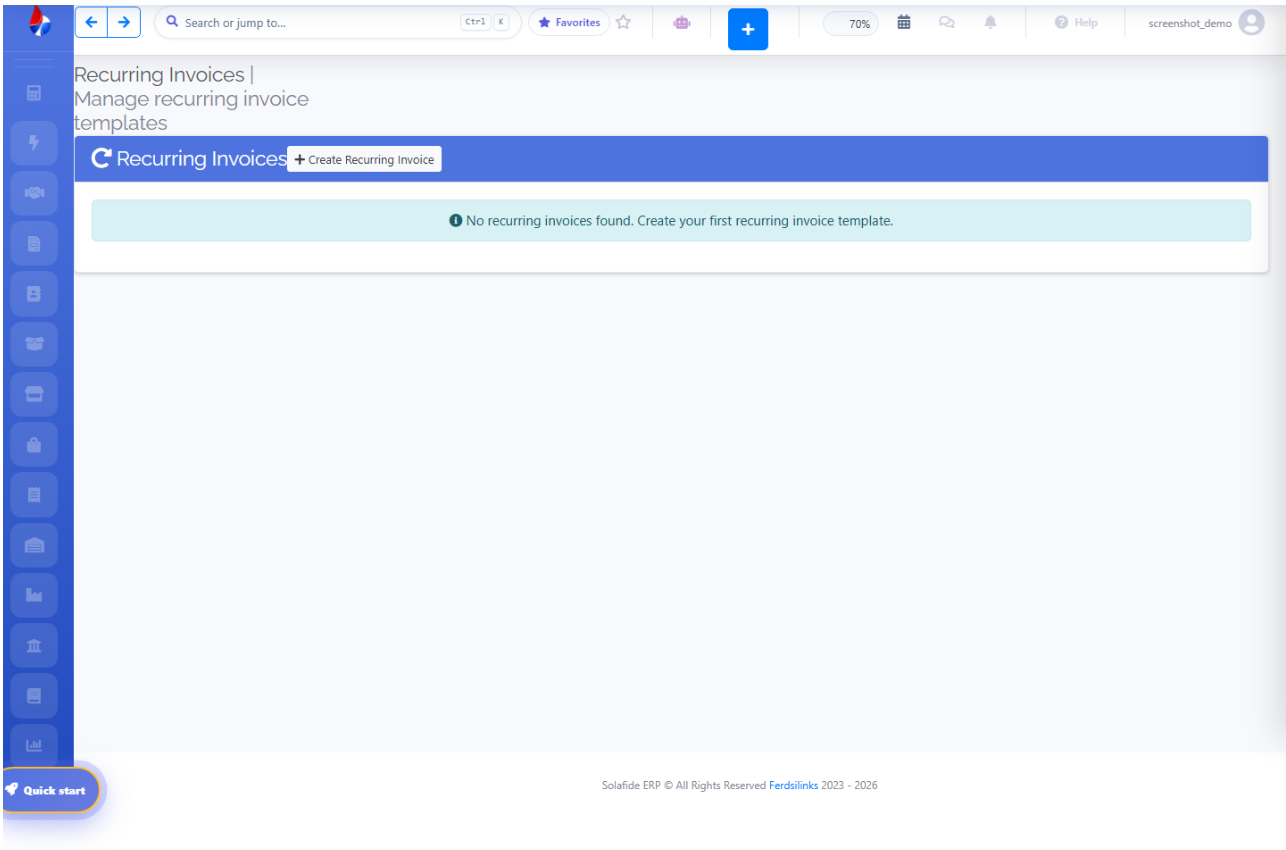
Path: Money & Banking › Credit Note or from the invoice detail page

Issue a credit note to fully or partially reverse a previously issued invoice.

1	**Open the original invoice and click Issue Credit Note, or create a new credit note linked to the original invoice number.**
2	Enter the credit note date and reason (returns, price correction, goodwill).

1	**Open the original invoice and click Issue Credit Note, or create a new credit note linked to the original invoice number.**
3	Add line items matching the goods or amounts being credited.
4	Save and issue. The GL reverses the original revenue and receivable entries.
5	Apply the credit note against the customer's open balance or issue a cash refund.

5.5 Recurring Invoices (STANDARD tier and above)



Path: Quick Actions › Invoices › Recurring Invoices

Set up invoices that generate automatically on a schedule: weekly, monthly, quarterly, or annually. Ideal for subscriptions, retainers, and rental agreements.

1	**Create a recurring invoice template by clicking + New Recurring Invoice.**
2	Set the customer, line items, frequency (monthly / quarterly / annually), and start date.
3	Choose whether the system auto-issues and auto-sends, or creates a draft for review.
4	Save. The system generates the next invoice automatically on the scheduled date.

5.6 Invoice Reminders & Collections

Path: from the invoice detail or Reports › Invoice Aging

The aging dashboard groups overdue invoices into buckets: 1–30 days, 31–60 days, 61–90 days, and 90+ days. Each bucket has a one-click Send Reminder action that uses your approved email template.

- Review the aging report weekly. Act on 30+ day buckets before they become 60+.
- Log every customer interaction in the invoice's internal notes for collector handover.
- For disputed invoices, flag the invoice with a dispute note before sending any reminder.
- Escalate 90+ day accounts to finance management before any write-off consideration.

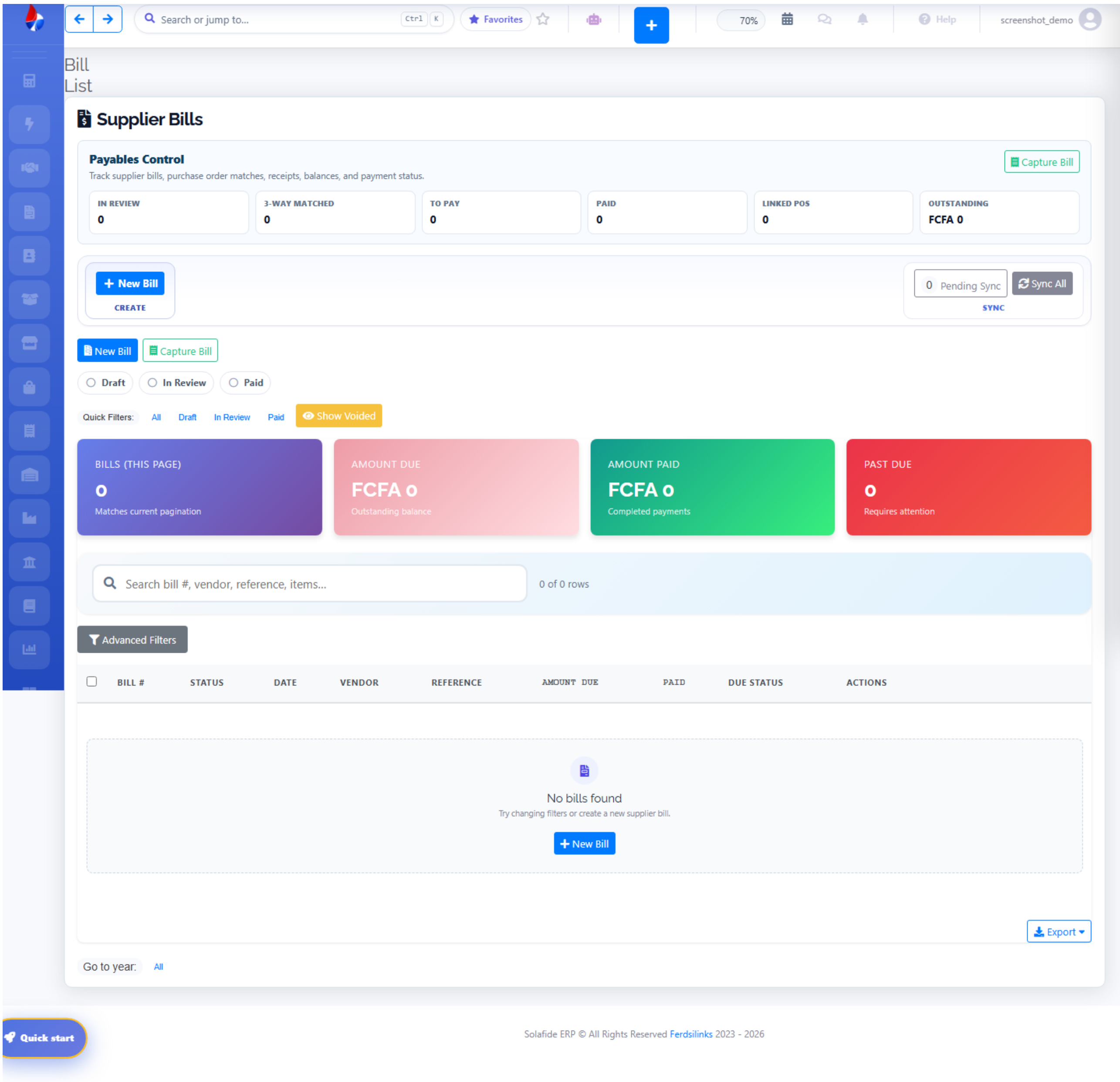
6. Bills & Accounts Payable

Path: Quick Actions › Bills

6.1 Bill Lifecycle

Status	Meaning	Next Action
Draft	Data being entered. No accounting impact.	Complete all fields, attach source document.
In Review	Submitted for approval. Awaiting sign-off.	Approver: verify line items and amounts.
Approved	Approved. Payable recorded in GL.	Schedule or process payment.
Partial	Partial payment made.	Record remaining payment.
Paid	Fully settled.	File bill with payment evidence.
Void	Cancelled with GL reversal.	Re-enter if needed.

6.2 Creating a Bill from a Vendor Invoice



1	Click + New Bill.
2	Select the vendor. Payment terms and currency pre-fill.
3	Enter the bill date (date on the vendor's invoice, not the date you received it).
4	Enter the due date, or let it calculate from payment terms.
5	Add line items: description, quantity, unit cost, and expense account (pre-fills from vendor default).
6	Enter the vendor's invoice number in the Reference field — this is critical for duplicate detection.
7	Attach the vendor's original invoice as a PDF or image.
8	Save as Draft, then submit for approval per your authorisation policy.
9	Post / Approve to record the payable in the GL.

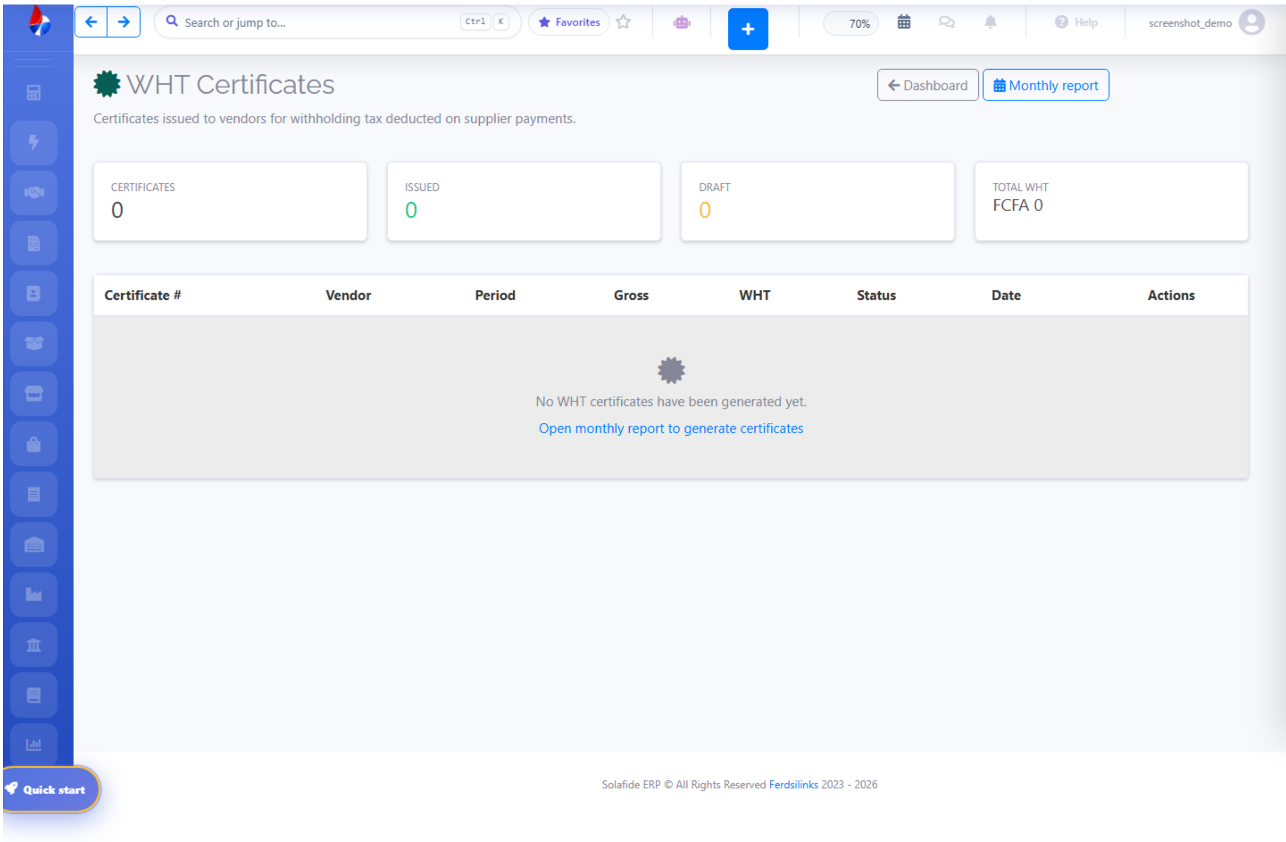
✔ *Tip: Use the Bill OCR feature (if enabled) to automatically extract line items from a scanned vendor invoice. Always verify extracted data before saving.*

6.3 Bill Payments

1	**Open the approved bill and click Add Payment.**
2	Select the payment date and bank account.
3	Enter the amount paid (partial or full).
4	Enter the bank payment reference.
5	If withholding tax (WHT) applies, check the WHT box and verify the computed WHT amount.
6	Save. The bill status updates and the GL reduces the payable.

■ In Cameroon, WHT applies to most service payments to local suppliers (standard rate 5.5%). Failure to deduct and remit WHT on time attracts penalties.

6.4 Withholding Tax (WHT) Certificates



Path: Accounting & Setup › WHT › WHT Certificates

When you deduct WHT from a vendor payment, SOAS ERP automatically generates a WHT certificate. This certificate must be issued to the vendor and filed with the tax authority.

1	**Go to Accounting & Setup › WHT › WHT Certificates.**
2	Filter by date range to find certificates from the current period.

1	Go to Accounting & Setup › WHT › WHT Certificates.
3	Review and confirm each certificate amount against the corresponding bill payment.
4	Download or print the certificates for filing.
5	Record the WHT remittance payment to the tax authority as a separate bill.

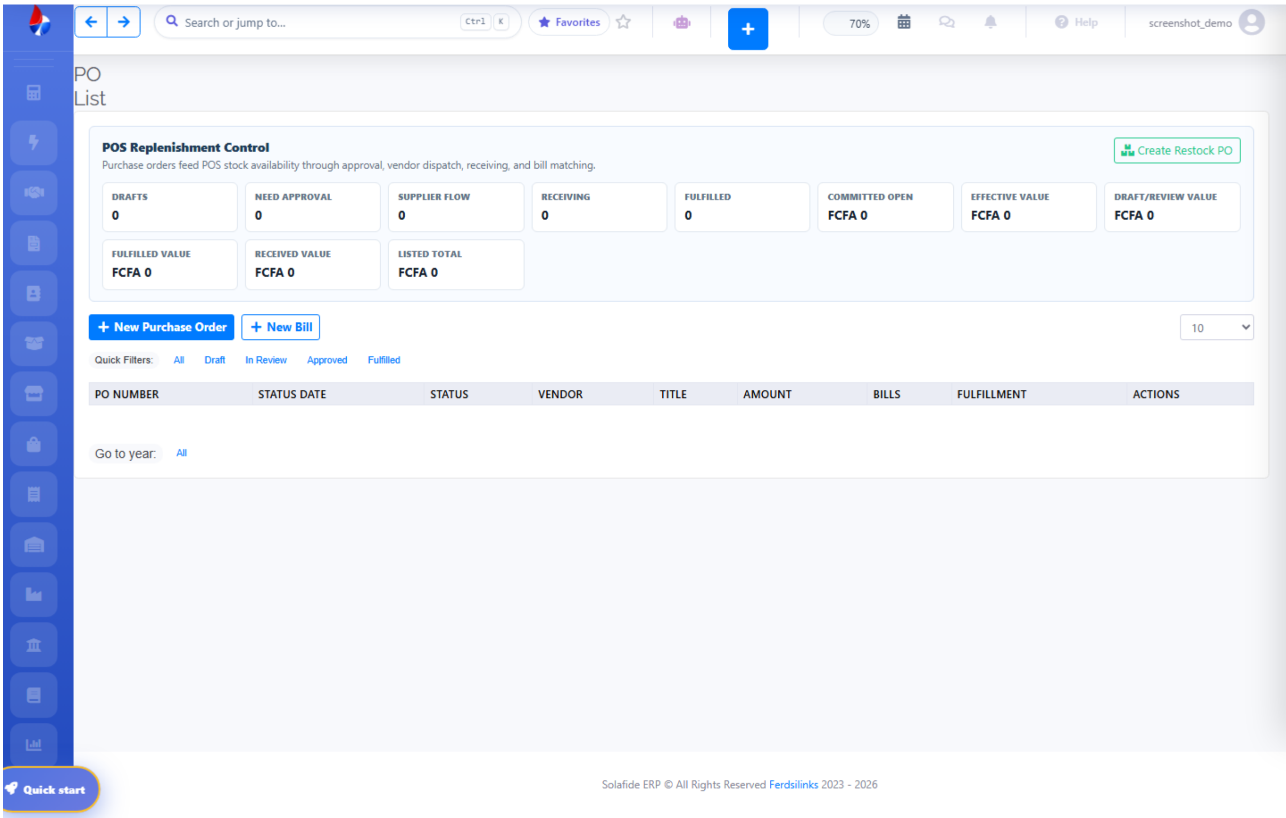
7. Purchase Orders & Goods Receipt

Path: Operations › Purchase Orders · Operations › Goods Receipts

7.1 Purchase Order Workflow

Status	Meaning	Next Action
Draft	PO being prepared.	Add items, quantities, and prices.
In Review	Submitted for budget / manager approval.	Approver validates against budget.
Approved	Approved and sent to vendor.	Await goods delivery.
Partial GR	Some goods received, rest pending.	Record remaining delivery.
Fully Received	All goods received. Ready to match to bill.	Process vendor's bill against PO.
Closed	Matched and paid.	Archive.
Cancelled	PO cancelled before delivery.	Release any budget reservation.

7.2 Creating a Purchase Order



1	**Click + New Purchase Order under Operations › Purchase Orders.**
2	Select the vendor. Lead time and default payment terms pre-fill.
3	Add line items: select item from inventory master, enter quantity required and agreed unit cost.
4	Add delivery address and required date.
5	Save as Draft and submit for approval if your policy requires it.
6	Once approved, send the PO to the vendor (download PDF or use the email button).

7.3 Three-Way Match: PO → Goods Receipt → Bill

Three-way matching is the gold standard for AP control. It verifies that the quantity ordered (PO), quantity received (GR), and amount billed (vendor invoice) all agree before payment.

1	**When goods arrive, go to Operations › Goods Receipts and click + New Goods Receipt.**
2	Link the GR to the original PO. The system pre-fills the PO line items.
3	Enter the actual quantities received. Partial deliveries are supported.
4	Attach the delivery note. Save and confirm the GR.
5	When the vendor's invoice arrives, create a Bill linked to the same PO.

1	When goods arrive, go to Operations › Goods Receipts and click + New Goods Receipt.
6	The system compares PO quantities, GR quantities, and billed quantities and flags discrepancies.
7	Investigate any quantity or price mismatch before approving the bill for payment.

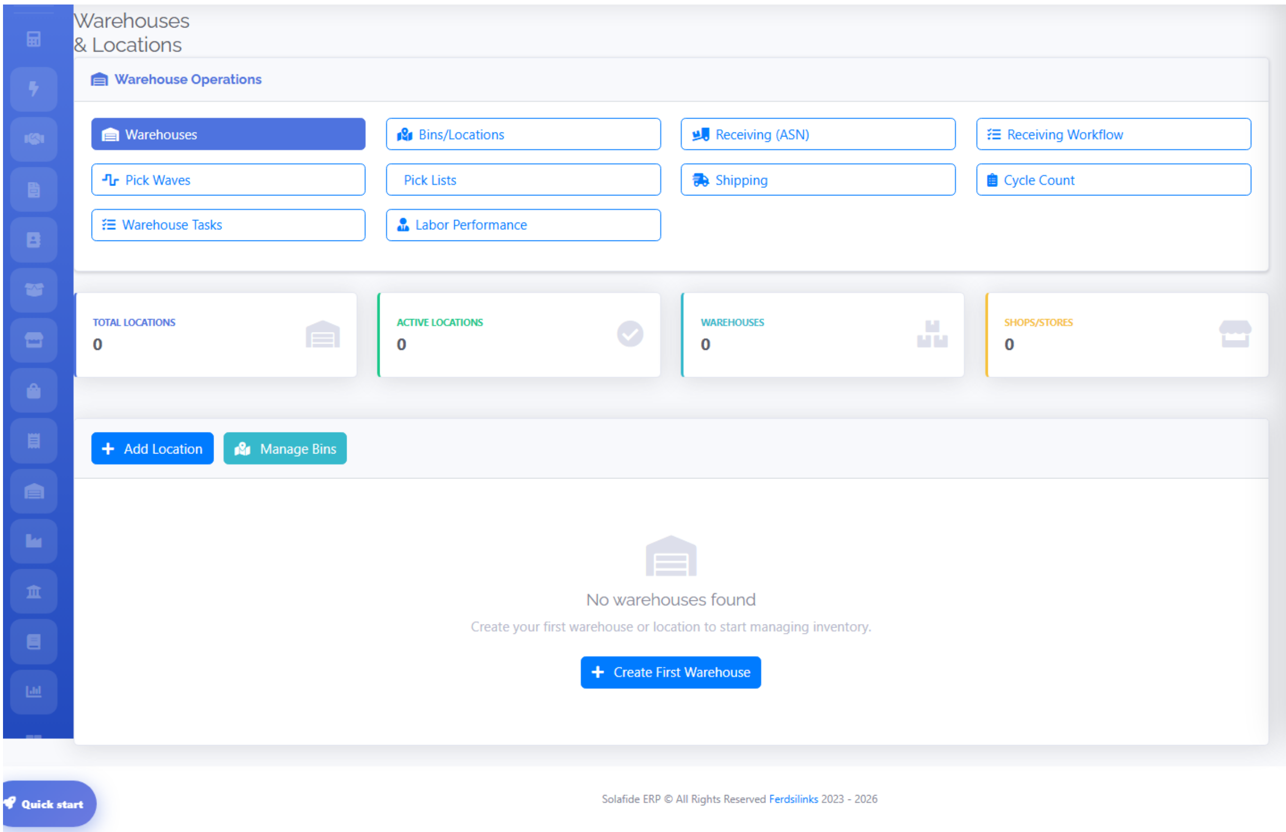
✔ *Tip: Never approve a bill for payment if the three-way match shows a quantity discrepancy. Contact the vendor or raise a debit note for the difference.*

8. Inventory & Warehouse Management

Path: Inventory Management

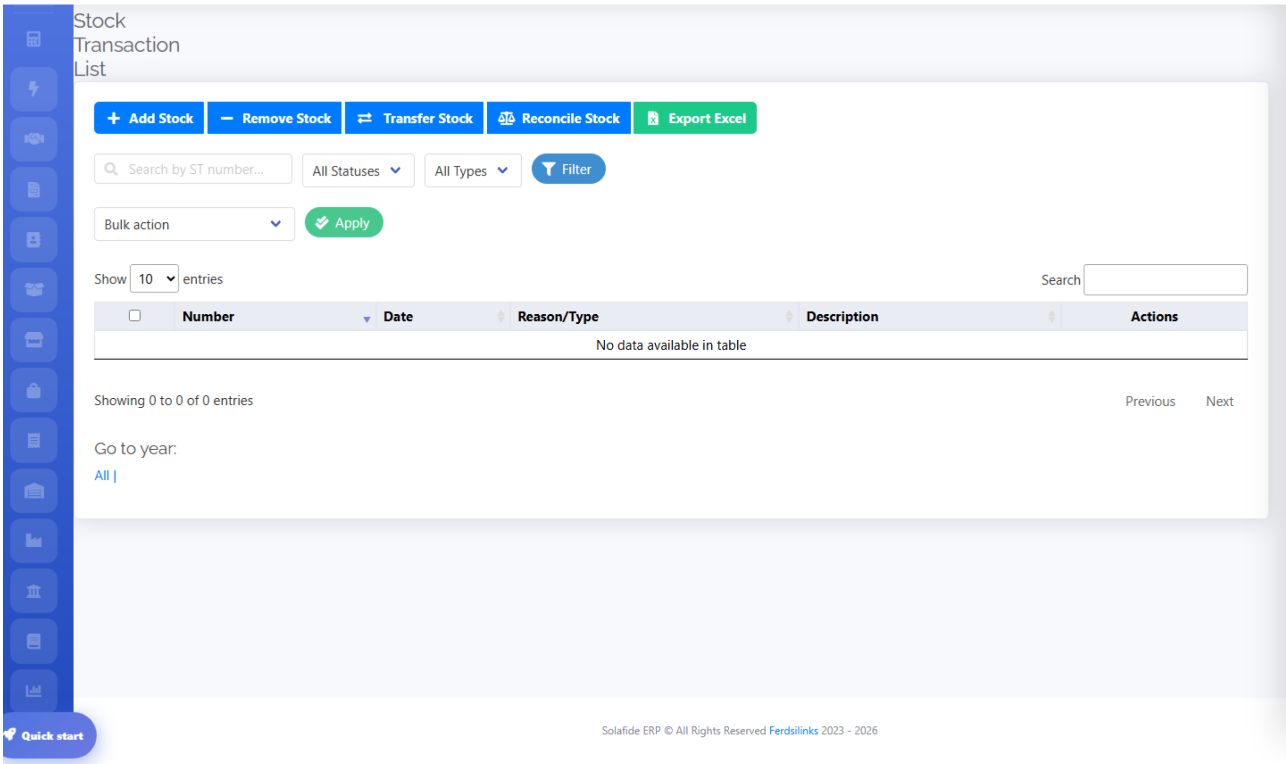
SOAS ERP supports multi-location perpetual inventory with FIFO, LIFO, and weighted-average costing. Inventory movements (receipts, sales, transfers, adjustments) post automatically to the GL inventory account (Class 3).

8.1 Warehouse Setup



1	Go to Inventory Management › Warehouses and click + New Warehouse.
2	Enter warehouse name, address, and responsible manager.
3	Create storage bins (optional) for bin-level location tracking.
4	Assign items to warehouses by setting the default warehouse on each item record.

8.2 Stock Transactions



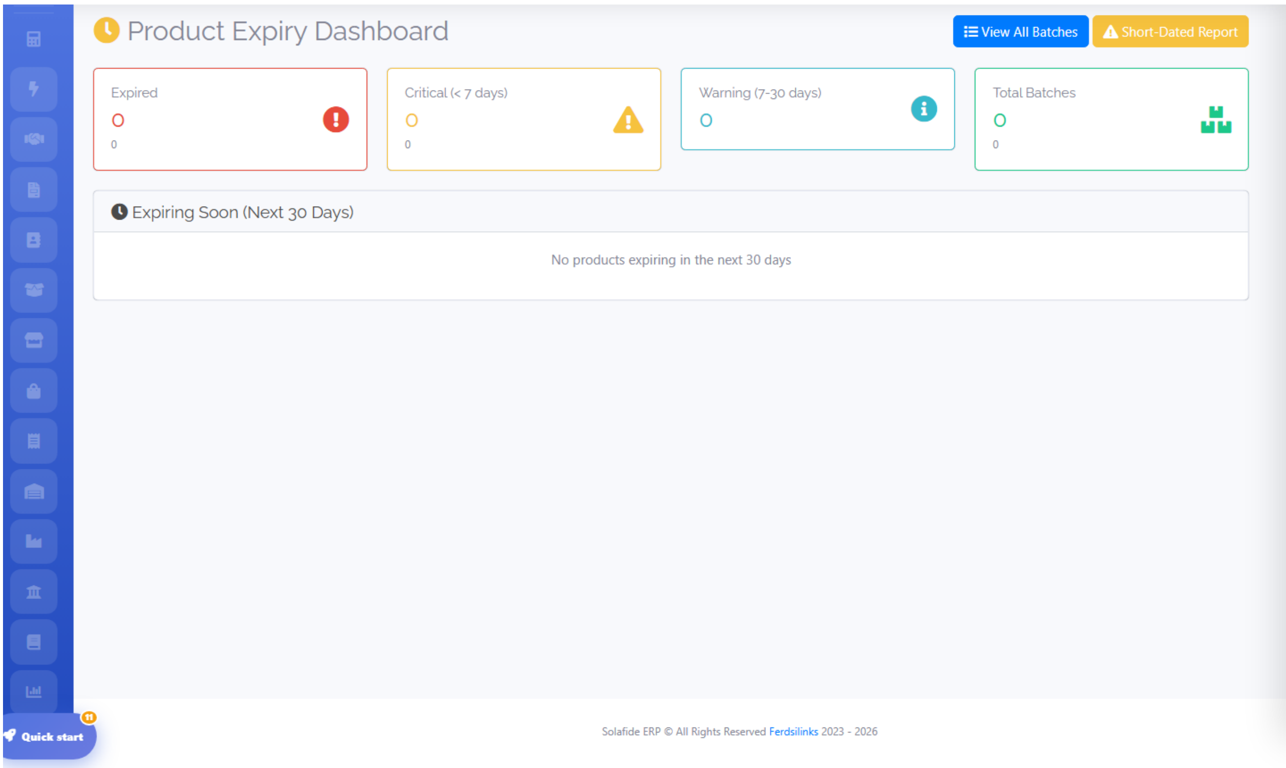
Transaction Type	Description
Goods Receipt	Stock received from a purchase order. Auto-posts to inventory GL.
Sales Delivery	Stock dispatched against an invoice. Reduces inventory.
Inventory Adjustment	Manual corrections for damages, shrinkage, or count differences.
Warehouse Transfer	Move stock between warehouses. Both sides are recorded.
Cycle Count	Periodic physical count reconciled to system quantities.
Stock Return	Return from customer (credit note) or to vendor (debit note).

8.3 Running a Cycle Count

1	Go to Inventory Management › Cycle Counts and click + New Cycle Count.
2	Select the warehouse and optionally filter by item category or ABC class.
3	Print or export the count sheet and distribute to counting team.
4	Enter actual counted quantities in the system.
5	Review variance report: items with differences are highlighted.
6	Investigate large variances before posting. Post the adjustment to record the GL impact.

■ **Posting a cycle count adjustment writes to the inventory GL account and the adjustment expense account. Ensure period is open and amounts are authorised.**

8.4 Product Expiry Tracking



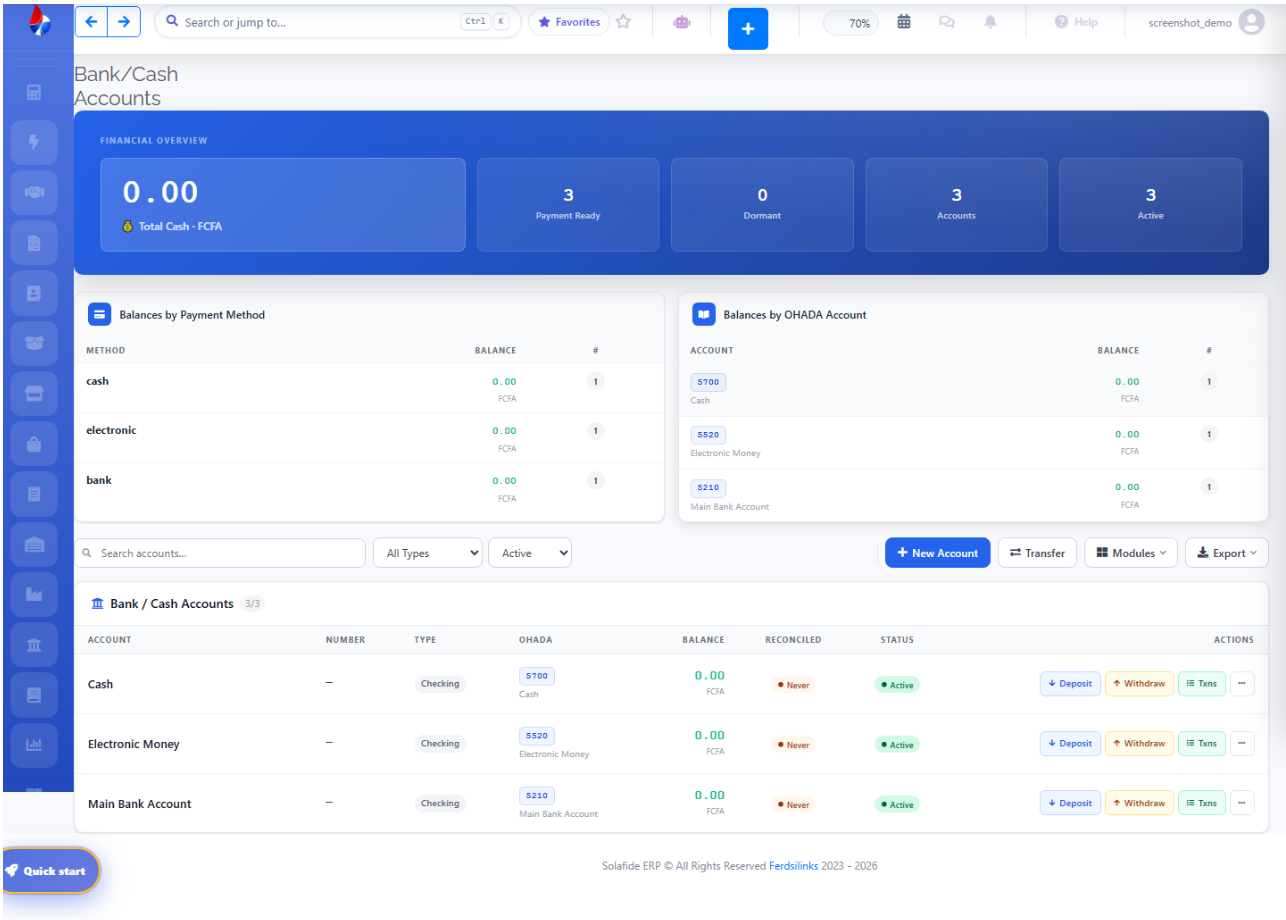
Path: Inventory Management › Product Expiry

For perishable goods, medicines, or date-sensitive stock, SOAS ERP tracks expiry dates at the lot/batch level. The expiry dashboard shows items expiring within 30, 60, and 90 days so you can prioritise dispatch or write-off before the expiry date.

9. Banking, Payments & Reconciliation

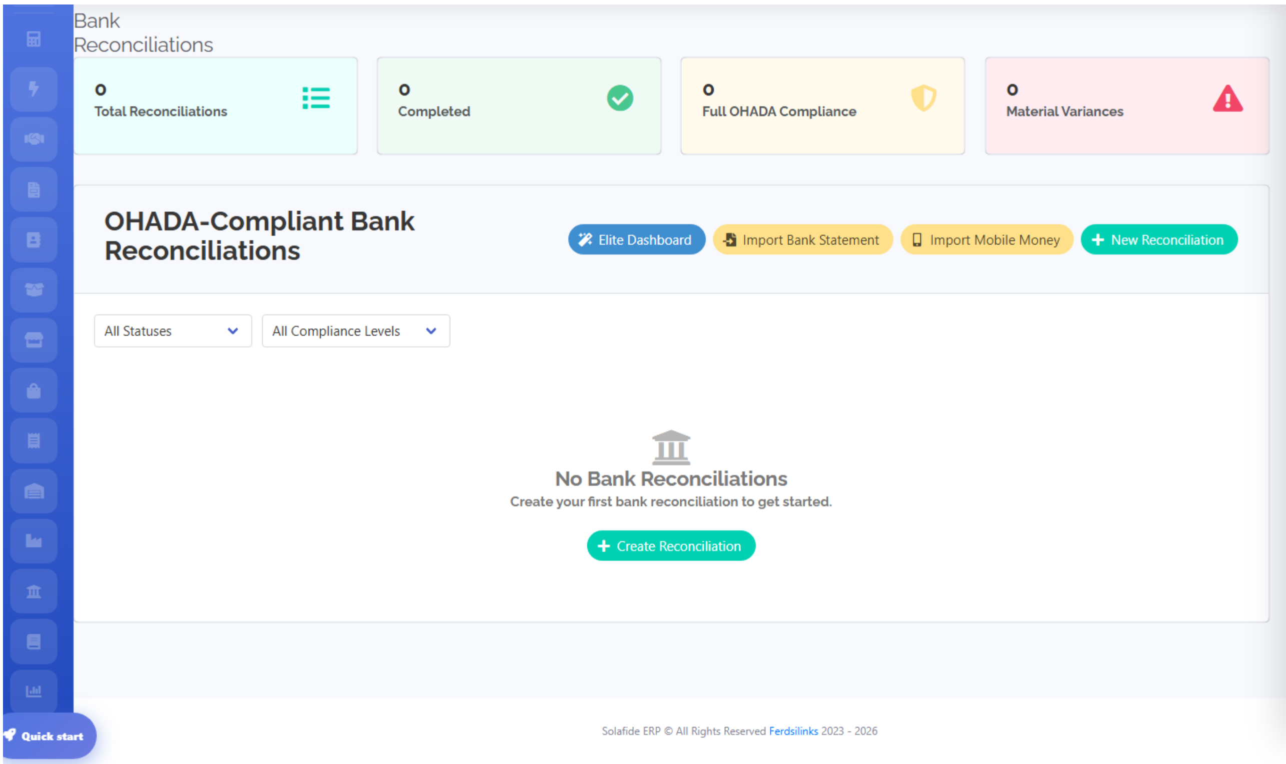
Path: Money & Banking

9.1 Bank Account Setup



1	**Go to Money & Banking › Bank Accounts › + New Bank Account.**
2	Enter the bank name, account number, account type (current / savings / mobile money), and currency.
3	Link to the corresponding OHADA cash account (Class 5: 521, 522, 531, etc.).
4	Enter the opening balance with the opening date (should match your trial balance opening date).
5	Save. The account is now available for all payment and receipt transactions.

9.2 Bank Reconciliation

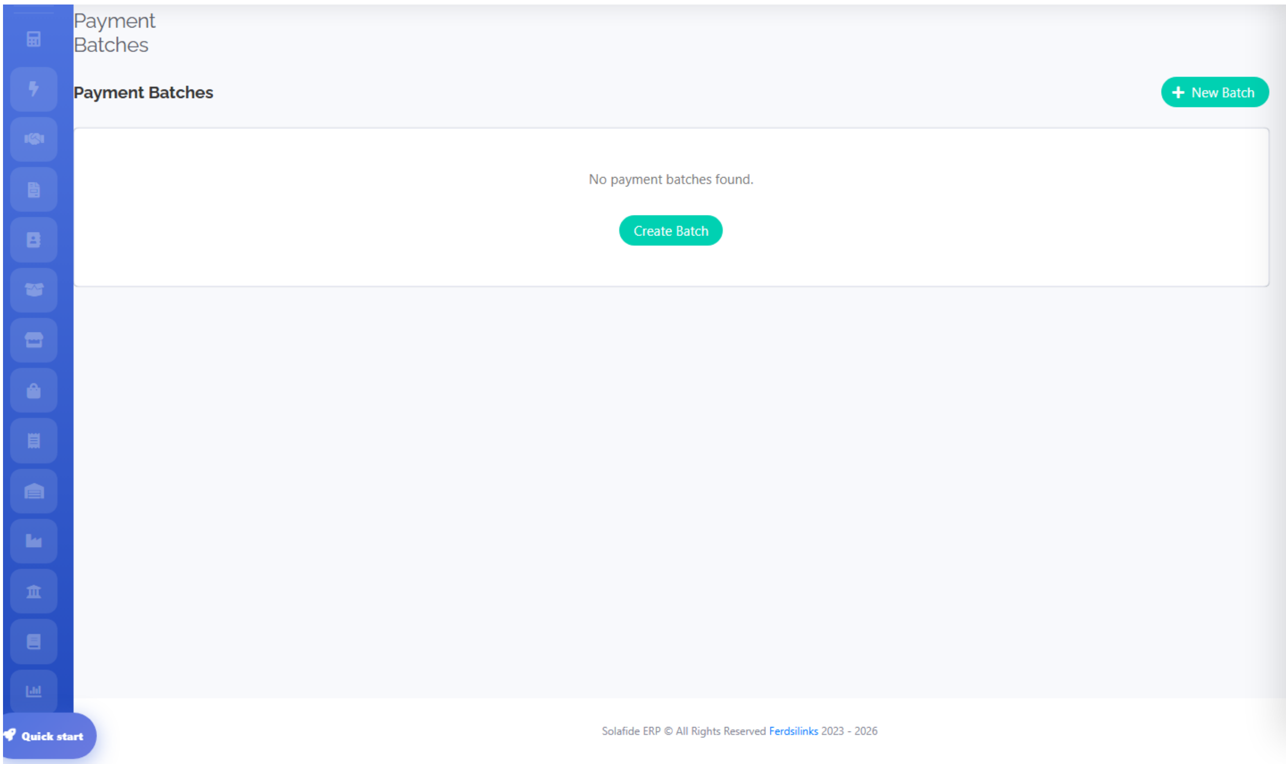


Bank reconciliation matches transactions in SOAS ERP with your bank statement to detect missing entries, duplicates, and unauthorised transactions. Reconcile monthly at minimum; weekly for high-volume accounts.

1	**Go to Money & Banking › Bank Reconciliation.**
2	Select the bank account and statement period.
3	Import your bank statement (CSV / OFX format) or enter the closing statement balance manually.
4	The system lists unmatched GL entries and unmatched bank statement lines side by side.
5	Match GL entries to bank statement lines by clicking the pair and confirming.
6	For bank charges, interest, or fees in the statement but not yet in SOAS ERP: create the transaction directly from the reconciliation screen.
7	Once all lines are matched, click Finalise Reconciliation. The reconciled balance locks.

✔ Tip: Reconcile in chronological order. If prior months are unreconciled, start from the oldest open period to avoid cascading mismatches.

9.3 Payment Batches (PROFESSIONAL tier and above)

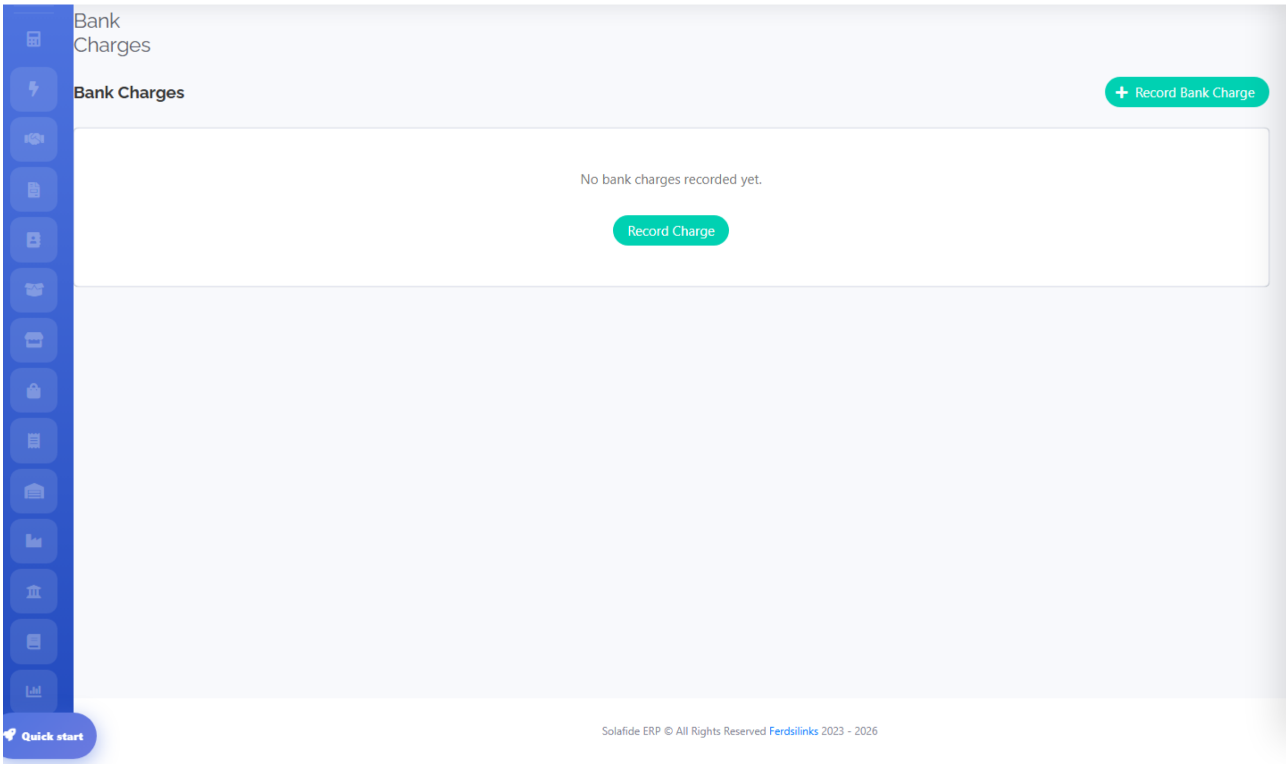


Path: Money & Banking › Payment Batches

Batch multiple supplier payments into a single payment run authorised by one approver. Reduces authorisation effort for high-volume payables and produces a single bank transfer instruction.

1	Go to Money & Banking › Payment Batches › + New Batch.
2	Add bills to the batch by selecting vendors and open bills.
3	Review total amount and verify bank accounts for each vendor.
4	Submit batch for approval.
5	Approved batch produces a bank transfer file or printable instruction.
6	After payment, confirm execution to update all bill statuses to Paid.

9.4 Bank Charges & Interest



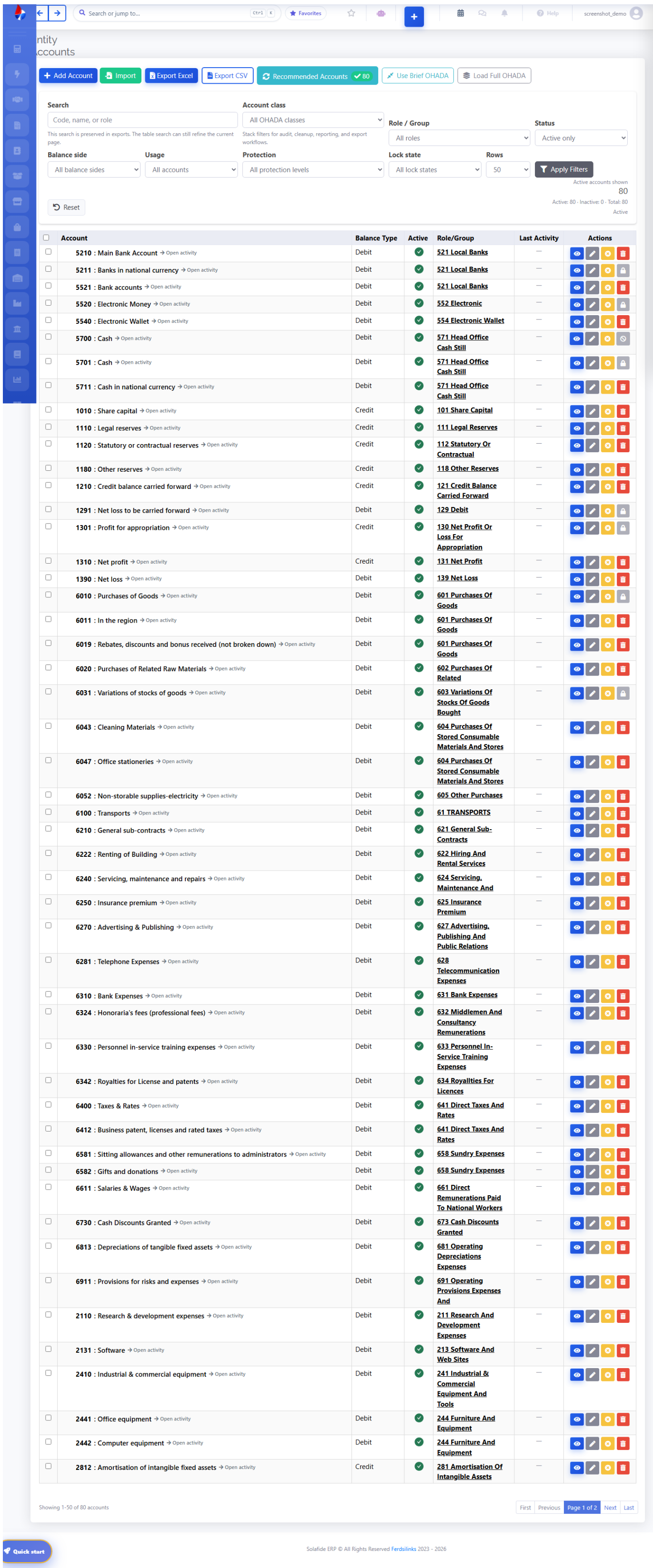
Path: Money & Banking › Bank Charges · Bank Interest

Record bank charges (account maintenance fees, transfer fees, commission) and credit interest directly without creating a bill. These transactions post to Class 63 (charges) or Class 77 (interest income) and immediately appear in reconciliation.

10. Accounting — Journals, Chart of Accounts & Period Control

Path: Accounting & Setup

10.1 Chart of Accounts (COA)



SOAS ERP ships with the complete OHADA UAAFR 2018 chart of accounts pre-loaded. All account codes follow the SYSCOHADA numeric plan comptable.

OHADA Class	Content
Class 1 — Capital & Long-term Liabilities	Share capital, reserves, long-term debt.

OHADA Class	Content
Class 2 — Fixed Assets	Tangible and intangible assets and their depreciation.
Class 3 — Inventory	Raw materials, WIP, finished goods.
Class 4 — Third-party Accounts	Receivables (41), payables (40), tax accounts (44).
Class 5 — Cash & Bank	Bank accounts (52), petty cash (57), mobile money.
Class 6 — Operating Expenses	Purchases, wages, overheads, depreciation charges.
Class 7 — Revenue	Sales of goods (701), services (706), other income.
Class 8 — Special Accounts	Commitments, contingencies, off-balance-sheet items.

■ *Note: Do not modify Class 1–5 account codes without accounting manager approval. Revenue and expense accounts (Classes 6 & 7) may be extended by adding sub-accounts.*

10.2 Journal Entries

Path: Accounting & Setup › Journals

Every financial transaction in SOAS ERP generates a journal entry automatically. Manual journals are reserved for adjustments, accruals, reclassifications, and opening entries.

Creating a Manual Journal Entry

1	Go to Accounting & Setup › Journals › + New Journal Entry.
2	Enter the transaction date and a descriptive narration (include source document reference).
3	Add debit lines: select account code, enter amount in the Debit column.
4	Add credit lines: select account code, enter amount in the Credit column.
5	Total debits must equal total credits before the entry can be posted.
6	Attach supporting document if required.
7	Submit for approval if two-role journal control is enabled.
8	Post. The entry becomes permanent and updates all balances immediately.

■ **Posted journal entries cannot be deleted. To reverse a posted entry, create a reversal journal entry for the same amounts on the opposite sides.**

10.3 Period Closing

Path: Accounting & Setup › Closing Entries

At period end (monthly or annually), SOAS ERP closes revenue and expense accounts to retained earnings following the OHADA closing entry sequence.

1	Ensure all invoices, bills, bank transactions, and journal entries for the period are posted.
2	Run the Trial Balance report and verify it balances to zero.
3	Run the Bank Reconciliation report and confirm all accounts are reconciled.

1	Ensure all invoices, bills, bank transactions, and journal entries for the period are posted.
4	Go to Accounting & Setup › Closing Entries › Generate Closing Entries.
5	Review the generated entries: Class 7 (revenue) closes to retained earnings; Class 6 (expenses) closes to retained earnings.
6	Post the closing entries. The period is now effectively closed.
7	Optionally lock the period (Accounting & Setup › Period Locks) to prevent backdated entries.

✔ *Tip: Lock periods as soon as management accounts are signed off. Locked periods require admin override to post, creating an audit trail for any late adjustments.*

10.4 Journal Entry Approval Workflow (PROFESSIONAL and above)

When two-role journal control is enabled, no single user can both create and post a journal entry. The maker creates and submits; the checker reviews and posts.

Status	Meaning	Next Action
Draft	Created by maker. Editable.	Submit for review.
In Review	Submitted. Read-only for maker.	Checker: approve or reject.
Approved	Checker approved. Ready to post.	Checker: post.
Posted	Final. Irreversible.	Reverse if correction needed.
Rejected	Checker rejected. Returned to maker.	Maker: correct and resubmit.

11. Tax Configuration & OHADA Compliance

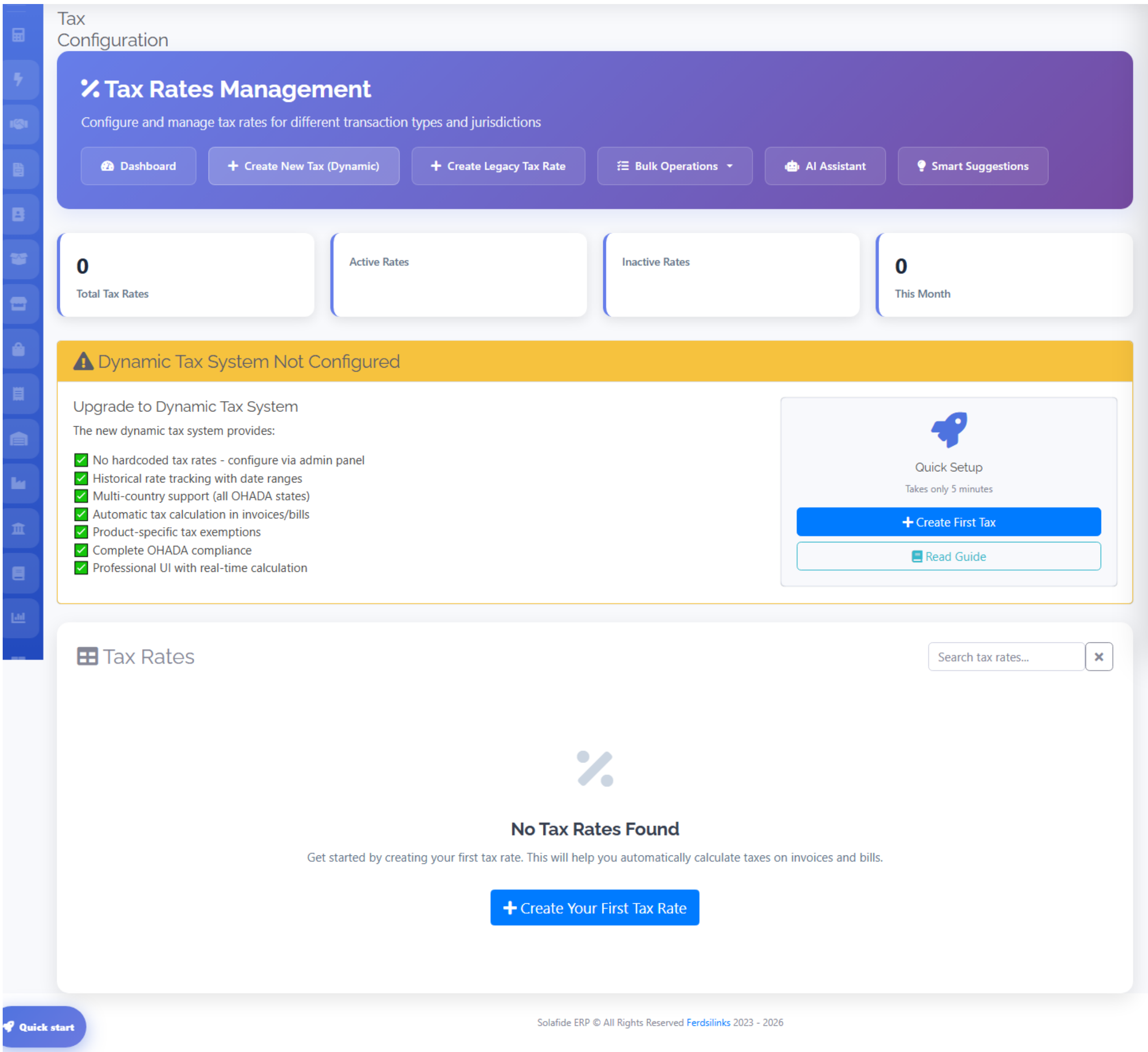
Path: Accounting & Setup › Tax Rates · Reports › OHADA

11.1 OHADA Accounting Framework

SOAS ERP is built to the SYSCOHADA UAAFR 2018 standard — the uniform accounting framework for all 17 OHADA member states (Cameroon, Côte d'Ivoire, Senegal, Gabon, Congo, DRC, etc.). The system enforces correct account class usage and produces OHADA-format financial statements.

- Trial Balance: validates double-entry; Dr/Cr columns follow OHADA opening + movement format.
- Income Statement: Class 7 revenues minus Class 6 expenses = net income.
- Balance Sheet: Class 1–5 assets and liabilities; equity includes retained earnings (account 120000).
- Retained Earnings: automatically calculated as Opening RE + (Class 7 – Class 6) for the period.
- All four statements available in French and English.

11.2 Tax Rate Setup



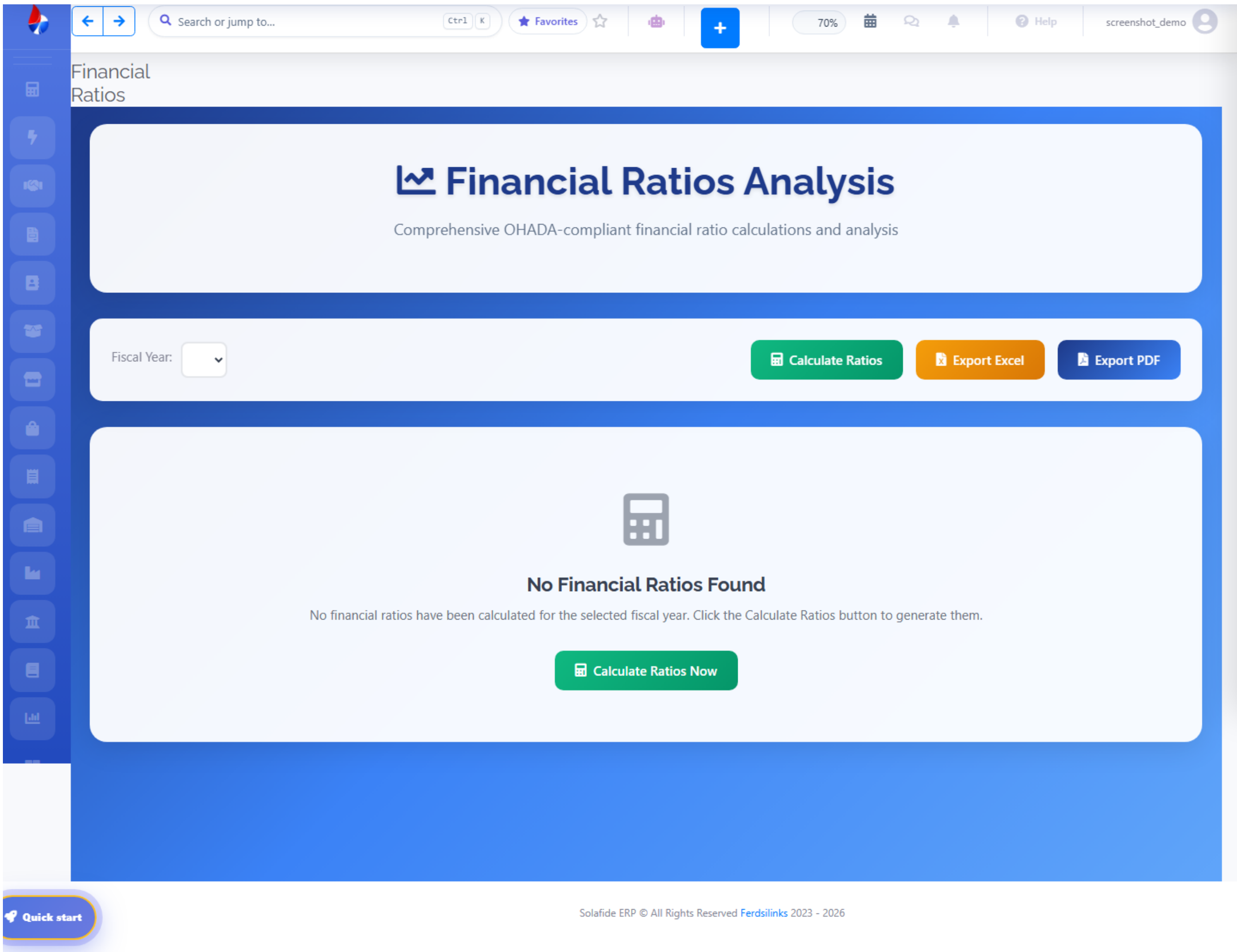
Path: Accounting & Setup › Tax Rates

1	Go to Accounting & Setup › Tax Rates › + New Tax Rate.
2	Enter the tax name (e.g. TVA 19.25%, Retenue à la source 5.5%).
3	Enter the rate as a percentage.
4	Select the tax type: Sales Tax, Purchase Tax, or Withholding Tax.
5	Link to the correct GL account (Class 4431 for TVA collecté, Class 4432 for TVA déductible).
6	Activate the rate. It is now available on invoice and bill line items.

Tax	Application
TVA 19.25%	Standard VAT rate in Cameroon. Applied to most goods and services.
TVA 0%	Zero-rated exports and exempt supplies.

Tax	Application
Retenue à la source 5.5%	Standard WHT rate on services paid to local suppliers.
IS (Impôt sur les Sociétés)	Corporate income tax. Applied at period end via manual journal.
IRPP	Personal income tax on employee salaries. Managed through payroll module.

11.3 OHADA Financial Reports



Path: Reports & Insights › OHADA

All OHADA reports are available in PDF and Excel format.

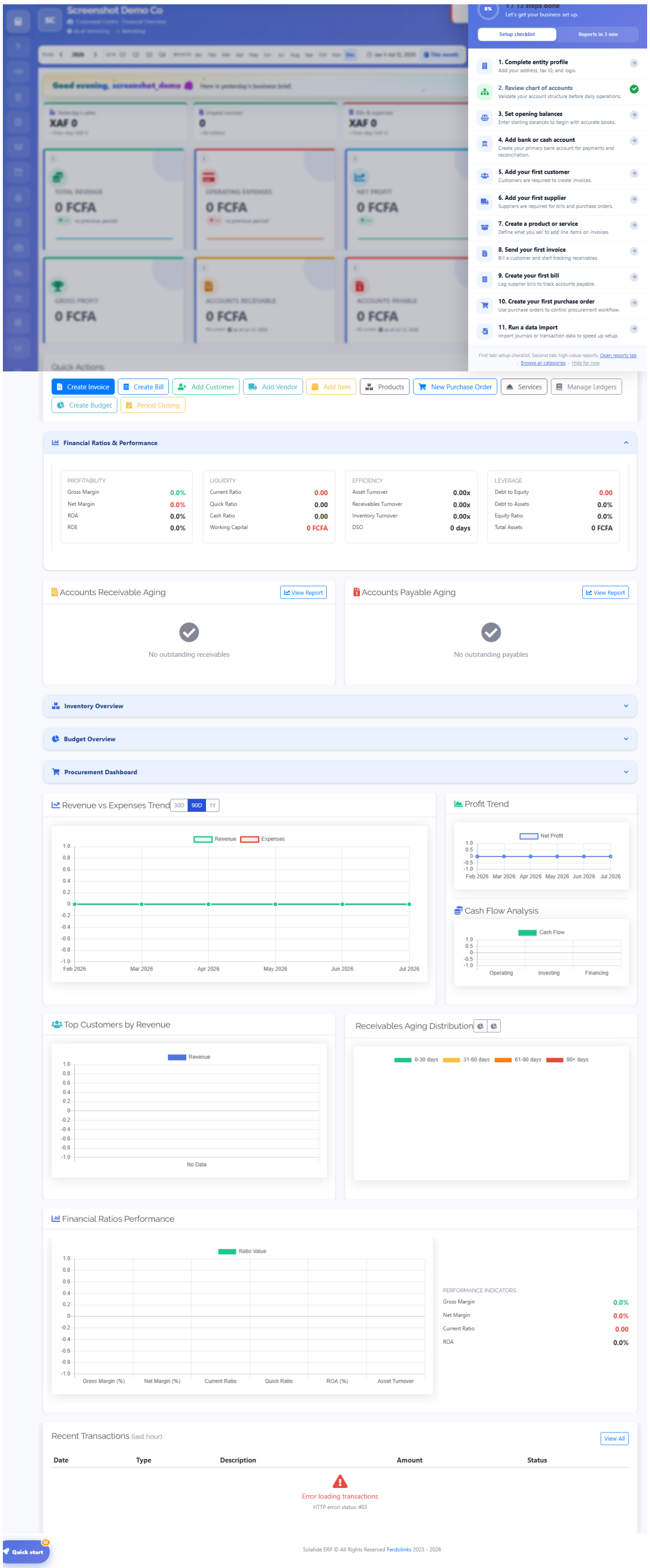
- Bilan (Balance Sheet) — OHADA SYSCOHADA format, pages 1 and 2.
- Compte de Résultat (Income Statement) — OHADA 19-line format.
- Tableau des Flux de Trésorerie (Cash Flow Statement) — indirect method.
- Trial Balance — with opening balances, period movements, and closing balances.
- OHADA Compliance Audit — validates all transactions against OHADA posting rules.

12. Budgeting & Variance Analysis

Path: Accounting & Setup › Budget · Accounting & Setup › Budget Builder

The budgeting module enables annual budget creation by GL account, monthly phasing, scenario comparison, and real-time variance tracking against actuals.

12.1 Creating a Budget



1	**Go to Accounting & Setup › Budget Builder › + New Budget.**
2	Enter the budget name, fiscal year, and responsible manager.
3	Add budget lines: select GL account, enter annual amount, then phase by month.
4	Import from Excel/CSV for large budgets (download the import template first).
5	Create multiple scenarios (Optimistic, Realistic, Conservative) for sensitivity analysis.
6	Submit for approval. Finance manager or CFO reviews and approves.
7	Activate the budget. Variance data becomes visible on the dashboard from that point.

12.2 Reading Variance Reports

Path: Accounting & Setup › Budget › Variance Analysis

Term	Meaning
Favourable (F)	Actual revenue above budget or actual expense below budget.
Unfavourable (U)	Actual revenue below budget or actual expense above budget.
Variance %	Percentage deviation from budget. Highlight thresholds: >10% warrants review.
Period to date (PTD)	Current month budget vs current month actuals.
Year to date (YTD)	Cumulative budget vs cumulative actuals since period 1.
Full year forecast	YTD actuals plus remaining budget periods.

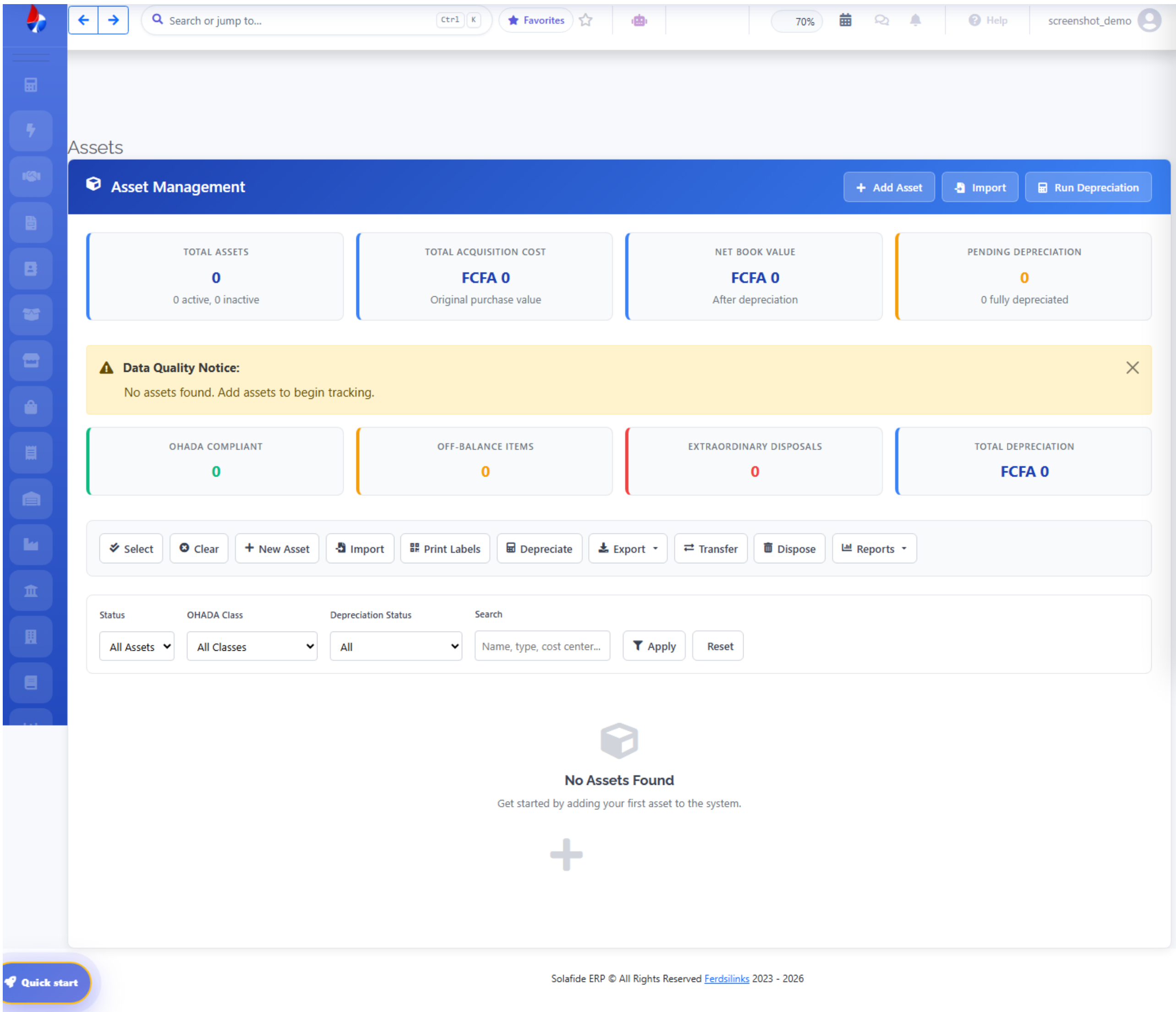
✔ Tip: Review variance monthly before the management accounts meeting. Items with >15% unfavourable variance require a written explanation before final board pack.

13. Fixed Assets & Depreciation (PROFESSIONAL and above)

Path: Fixed Assets

The fixed asset register tracks every capital asset from acquisition to disposal. Depreciation runs automatically each month via a scheduled Celery task.

13.1 Adding a Fixed Asset



1	Go to Fixed Assets › + New Asset.
2	Enter asset name, asset category (e.g. Véhicule, Matériel Informatique, Immeuble).
3	Enter acquisition date, acquisition cost, and purchase vendor.
4	Select depreciation method: Straight-Line (linéaire) or Reducing Balance (dégressif).
5	Enter useful life in years (e.g. 5 years for computers, 25 years for buildings).
6	Enter residual value (salvage value at end of life).
7	Link to the OHADA Class 2 account (e.g. 2410 for vehicles).
8	Save and activate. The system calculates and records depreciation monthly.

13.2 Depreciation Schedule

Depreciation runs on the 1st of each month via an automated background task. Go to Fixed Assets › Depreciation Schedule to review the calculated amounts before they post.

■ *Note: Monthly depreciation posts to Class 6813 (Dotations aux amortissements) and reduces the Class 28 accumulated depreciation account. The net book value updates on the balance sheet automatically.*

13.3 Asset Disposal

1	Open the asset record and click Dispose Asset.
2	Enter the disposal date and proceeds (if sold). Zero proceeds for write-offs.
3	The system computes the gain or loss on disposal automatically.
4	Review the disposal journal entry (debit: accumulated depreciation + disposal proceeds; credit: asset cost).
5	Post the disposal. The asset is removed from the active register and balance sheet.

14. Human Resources — Employees, Attendance & Leave

Path: People & Payroll

14.1 Employee Records

Path: People & Payroll › Employees

1	Click + New Employee.
2	Enter full legal name, national ID number, and date of birth.
3	Enter job title, department, and reporting manager.
4	Set employment start date and employment type (permanent, fixed-term, contract).
5	Enter gross monthly salary and applicable payroll components.
6	Upload required documents: employment contract, ID copy, and tax clearance certificate.
7	Activate the employee record. The employee can now be added to payroll runs and attendance.

14.2 Attendance Management

Path: People & Payroll › Attendance

SOAS ERP supports multiple attendance capture methods:

- Manual entry — HR enters clock-in / clock-out times directly.
- Biometric device sync — attendance data imported from compatible time-attendance devices.
- Mobile clock-in (ESS app) — employees clock in via their mobile browser using the Employee Portal.
- Shift assignment — employees are assigned to work shifts; attendance is validated against shift schedule.

Resolving Attendance Exceptions

1	Go to People & Payroll › Attendance › Exceptions.
2	Review missing clock-outs, late arrivals, or early departures flagged by the system.
3	For each exception: contact the employee or supervisor to verify the correct time.
4	Correct the entry and add a resolution note with the authoriser's name.
5	Approve the corrected record. Corrected attendance feeds into payroll calculations.

14.3 Leave Management

Path: People & Payroll › Leave

Employees submit leave requests via the Employee Self-Service Portal. HR managers review, approve, or reject from the HR leave dashboard.

Leave Type	Notes
Annual Leave	Statutory paid leave. Accrues monthly per employee contract.
Sick Leave	Requires medical certificate for absences beyond 2 days.
Maternity/Paternity	Legal entitlement per Cameroon Labour Code.
Unpaid Leave	Authorised absence without pay. GL impact: salary deduction.
Compassionate Leave	Emergency family circumstances. Subject to manager discretion.

15. Payroll & Employee Self-Service (ESS) (PROFESSIONAL and above)

Path: People & Payroll › Payroll · Employee Portal

15.1 Monthly Payroll Run

1	Go to People & Payroll › Payroll › + New Payroll Run.
2	Select the pay period (month and year).
3	Click Import Attendance to pull confirmed attendance data for the period.
4	Review earnings: base salary, overtime, allowances, and bonuses.
5	Review deductions: IRPP (income tax), CNPS (pension), WHT, and any custom deductions.
6	Verify total net payable per employee against payroll policy.
7	Submit for finance manager approval.
8	Once approved, post the payroll journal to the GL. The payroll posts to salary expense (Class 661) and net payable (Class 422).

1	Go to People & Payroll › Payroll › + New Payroll Run.
9	Process salary disbursements from the bank accounts.
10	Generate payslips and distribute to employees via the ESS portal.

■ **Do not post payroll before all attendance exceptions for the period are resolved. Unresolved exceptions cause incorrect overtime calculations.**

15.2 IRPP & CNPS Calculation

SOAS ERP applies the current Cameroon tax tables automatically to each employee's gross salary. The payroll module calculates:

- IRPP (Impôt sur le Revenu des Personnes Physiques) — income tax on employee salaries.
- CNPS Pension — 4.2% employee contribution + 3.7% employer contribution on capped base.
- CAC (Contribution à l'Apprentissage et au Crédit Foncier) — 1% of gross salary.
- FNE (Fonds National de l'Emploi) — 1% employer contribution.

■ *Note: Tax tables and CNPS caps are updated in the system each fiscal year. Verify the current rates with your tax advisor at the start of each year.*

15.3 Employee Self-Service (ESS) Portal

Path: Employee Portal (separate URL: /employee-portal/)

The ESS portal gives employees a dedicated workspace without access to the full ERP. Employees can:

- View and download their payslips.
- Submit attendance corrections or missing clock-in/out requests.
- Apply for leave and track approval status.
- Submit expense claims with receipts.
- View assigned tasks and project updates.
- Update personal information and emergency contacts.

■ *Note: ESS access is granted by HR when the employee record is created. The ESS login is separate from the main ERP login to maintain data separation.*

16. Reports, Analytics & AI Insights

Path: Reports & Insights

16.1 Core Financial Reports

Report	What it shows
Trial Balance	Debit/credit balances by account for a selected period. Foundation of all other reports.
Income Statement (Compte de Résultat)	Revenue minus expenses = net income. OHADA Class 7 vs Class 6.

Report	What it shows
Balance Sheet (Bilan)	Assets, liabilities, and equity at a point in time. Must balance to zero.
Cash Flow Statement	Operating, investing, and financing cash flows.
Aged Receivables	Overdue invoices by customer and aging bucket.
Aged Payables	Overdue bills by vendor and aging bucket.
Customer Statement	Running balance of invoices, payments, and credit notes per customer.
Inventory Valuation	Stock quantity and value by item, warehouse, and costing method.
Fixed Asset Schedule	Asset register with cost, accumulated depreciation, and NBV.
Tax Summary	TVA collected, TVA deductible, and WHT by period.

16.2 AI-Powered Features

SOAS ERP integrates AI assistance across multiple modules. AI features use Claude (Anthropic), OpenAI, or Google AI models based on your configuration.

AI Journal Entry Suggestions

When you type a description in a journal entry, the AI suggests the most likely debit and credit accounts based on your historical posting patterns and OHADA account logic. Always review suggestions before posting — AI assistance is a productivity aid, not a validator.

AI Financial Analysis

From any financial statement screen, click the AI Analysis button to receive a plain-language commentary on trends, anomalies, and ratios in the current period versus prior periods.

AI Inventory Predictions (PREMIUM and above)

The inventory prediction engine analyses sales velocity and lead times to forecast reorder points and flag items at risk of stockout before they occur. Predictions are refreshed daily.

AI Budget Builder

When creating a new budget, the AI Budget option suggests line-item amounts based on prior-year actuals and growth assumptions. Accept, reject, or adjust each suggestion.

✔ *Tip: AI features improve with data volume. The more transactions in the system, the more accurate the suggestions.*

16.3 AI Query (Natural Language Search)

Path: Reports & Insights › AI Query

Type a plain-language question about your data and the system generates the answer. Examples:

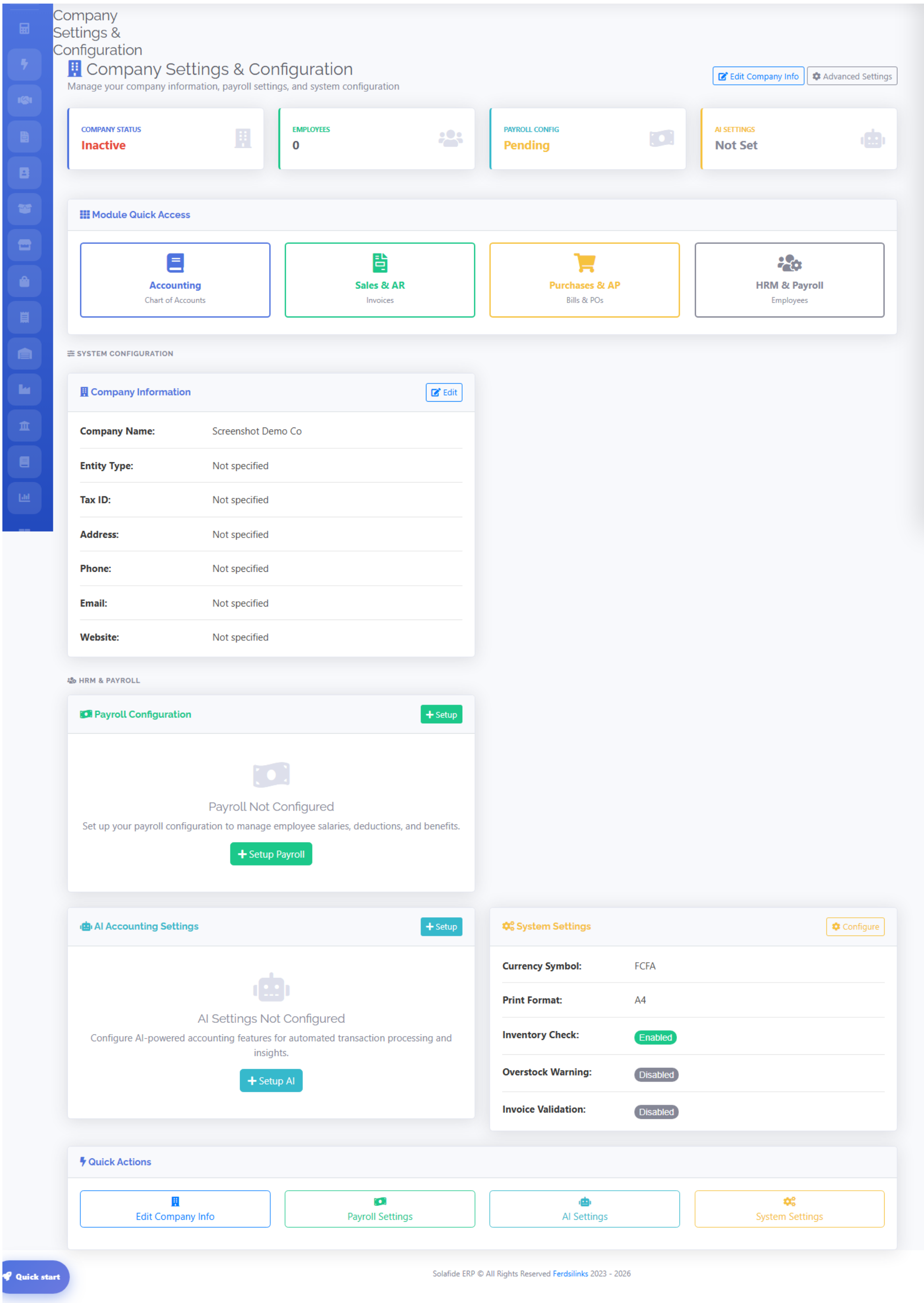
- "What were my top 5 customers by revenue last quarter?"
- "Show all overdue invoices above 500,000 XAF."
- "Which vendors did I pay more than budget in Q1?"
- "What is the current cash balance across all bank accounts?"

■ *Note: AI Query is rate-limited per subscription tier. Query results are indicative and should be verified against formal reports for accounting decisions.*

17. Administration, Settings & Invoice Customization

Path: Administration

17.1 Entity Settings



Path: Administration › Settings

Setting	Purpose
Company Name & Logo	Name appears on all documents. Logo appears on PDFs and the invoice preview.
Address & Contact	Printed on invoices, bills, and official communications.
Tax ID (NUI/NIU)	Mandatory for tax-compliant invoicing.
Fiscal Year Start	Controls which month the financial year begins (e.g. January or July).
Base Currency	Default currency for all transactions. XAF is the OHADA default.
Exchange Rate Management	Set or import daily exchange rates for foreign-currency transactions.
Default Payment Terms	Pre-fills on new customer and vendor records.
Invoice Numbering Prefix	Customise the prefix on invoice numbers (e.g. INV, FAC).

17.2 Invoice Customization Hub (PREMIUM and above)

Path: Administration › Invoice Customization

The Invoice Customization Hub gives PREMIUM and ENTERPRISE subscribers complete control over how invoices and bills look — both on screen and in PDF. Changes apply to all new invoices and bills immediately. A live preview panel shows the result as you adjust settings.

Customization Sections

Section	What you control
Template Style	Choose from Classic, Modern, Minimal, Elegant, or Corporate base styles.
Colours	Set primary colour, secondary colour, accent bar colour, header background, and table row highlighting.
Typography	Choose font families for body text and headings. Set base font size.
Logo	Upload company logo. Set size (max width and height) and position (left, center, right).
Header Controls	Toggle: show company name, address, contact, and tax ID in the document header.
Invoice Details	Toggle: show invoice number, issue date, due date, customer ID, and payment terms.
Line Item Columns	Toggle: show item codes, unit prices, discount column, and tax column.
Totals Section	Toggle: show subtotal, discount total, tax breakdown, shipping, amount paid, balance due.
Grand Total Highlight	Toggle: highlight grand total row with primary brand colour.
Footer	Toggle: show payment instructions, bank details, and terms & conditions. Enter custom text.
Paper & Layout	Choose paper size (A4, A5, Letter, Legal) and orientation. Set custom margins.

Section	What you control
Watermark	Enable and configure a background watermark for DRAFT or custom text invoices.
Page Numbers	Toggle page numbers on multi-page invoices and bills.
QR Code	Enable QR code in invoice footer (links to customer payment page or contact URL).

■ *Note: Invoice Customization is a PREMIUM tier feature. Users on FREE, STANDARD, or PROFESSIONAL plans are directed to upgrade from the Administration page.*

17.3 Role Management & Access Control

Path: Administration › Roles

SOAS ERP uses role-based access control (RBAC). Each user in an entity is assigned one or more roles that determine which modules they can see and which actions they can take.

Role	Default Access
Entity Admin	Full access to all modules, settings, and user management.
Accountant	Full accounting access: journals, reports, COA, closing entries, tax.
Finance Manager	Approval authority for payments, bills, payroll, and journals.
Operations Manager	Access to procurement, inventory, and warehouse operations.
HR Manager	Access to HR, attendance, payroll, and ESS management.
Sales Agent	Create and manage invoices and estimates. No access to banking or payroll.
Purchasing Agent	Create bills and purchase orders. Limited view of inventory.
Employee (ESS only)	Access to Employee Self-Service Portal only.
Auditor (read-only)	View all modules and reports. No write access.

17.4 Email Settings & SMTP Configuration

Path: Administration › Email Settings

Configure the SMTP server used to send invoices, reminders, payslips, and system notifications.

1	Go to Administration › Email Settings.
2	Enter your SMTP host, port, username, and password.
3	Choose security: TLS (port 587) or SSL (port 465).
4	Enter the From email address and From name as they should appear to recipients.
5	Click Test SMTP to send a test email and confirm delivery.
6	Save. All outbound emails from SOAS ERP now route through your SMTP server.

■ *Note: Supported providers include Gmail (App Password required), Brevo (Sendinblue), Mailgun, and any standard SMTP server. For high-volume sending (>500 emails/day), use a dedicated transactional email provider.*

17.5 Audit Trail

Path: Administration › Audit Trail

Every significant action in SOAS ERP is recorded in the audit trail: who did it, what changed, when, and from which IP address. Audit records are immutable and retained for 120 days by default.

18. Role-Based Playbooks & Daily Checklists

Business Owner / General Manager

Daily checklist:

1. Review the Dashboard: cash position, overdue receivables, overdue payables.

2. Check pending approvals: invoices, bills, and journal entries awaiting your sign-off.

3. Review this week's key payments: large vendor payments going out today.

4. Check any AI alerts or anomaly flags raised by the system.

Weekly review:

- Review aging receivables: follow up on 30+ day buckets.
- Review budget variance report: investigate >15% unfavourable variances.
- Verify bank reconciliation is up to date for all accounts.
- Review employee leave and expense approvals.

Accountant / Bookkeeper

Daily checklist:

1. Post any outstanding invoices and bills from yesterday.

2. Record all bank receipts and payments received today.

3. Verify no journal entries are stuck in Draft or Rejected.

4. Check for posting errors or system alerts.

Weekly review:

- Reconcile all bank accounts for the week.
- Review trial balance — confirm it balances.
- Check tax account balances: TVA collecté and déductible.
- Review aged receivables and payables for collection actions.
- Run OHADA compliance audit report.

Operations Manager

Daily checklist:

1. Review open purchase orders with expected delivery today.

2. Check goods receipts pending inspection.

3. Review inventory alerts: items below reorder point.

4. Check overdue deliveries and contact vendors.

Weekly review:

- Review procurement cycle: POs outstanding more than 7 days.
- Audit goods receipts vs delivery notes — resolve discrepancies.
- Review inventory variance report.
- Update project and task status for weekly operations meeting.

HR Manager

Daily checklist:

1. Approve or reject leave requests submitted since yesterday.

2. Review attendance exceptions for today's shift.

3. Check payroll run status if it is a payroll processing week.

4. Review any new employee onboarding tasks.

Weekly review:

- Review attendance summary for the week.
- Validate monthly attendance data before payroll run.
- Review employee documents expiring in the next 30 days.
- Update job roles and assignments for new starters or transfers.

19. Troubleshooting & Recovery

I cannot log in

Check that Caps Lock is off. Use Forgot Password to reset via email. If you were invited by an admin, ensure you completed the invitation flow and set your password. Contact your Entity Admin if your account has been deactivated.

Menu items or modules are missing

Your role may not include access to that module. Contact your Entity Admin to review and update your assigned role. Subscription tier also affects module availability — see Chapter 3 for the feature access matrix.

Invoice totals are incorrect

Check each line item: verify quantity, unit price, and tax rate. Ensure the correct tax rate is selected (TVA 19.25% for standard-rated goods). Discounts are applied before tax — verify discount entry is correct. Save as draft and review the PDF preview before issuing.

Cannot post a journal entry

Verify that debits equal credits (the system blocks posting if they do not). Check whether the accounting period is locked — locked periods require admin override. If two-role control is enabled, the maker cannot post; submit for checker approval first.

Bank reconciliation shows an unexplained difference

Common causes: (1) a transaction was posted after the statement date, (2) a bank fee was not recorded in SOAS ERP, (3) a payment was posted to the wrong bank account. Compare statement total to GL balance line by line to isolate the source.

Employee payslip shows incorrect amounts

Check that attendance data for the period is fully confirmed and exceptions are resolved. Verify the employee's salary and allowance configuration. Confirm the correct payroll run period was selected. If payroll has already been posted, do not re-post — raise a correcting journal entry instead.

Report numbers differ between screens

Verify all screens are filtered to the same entity, period, and date range. Some dashboards cache data for performance — refresh the page or clear the cache. For statutory reports, always use the Reports & Insights › OHADA section, not dashboards.

Inventory quantity does not match the physical count

Run the Inventory Valuation report for the specific item and review all movements. Check for unconfirmed goods receipts, unposted sales deliveries, or unapproved adjustments. Run a cycle count to formally capture the variance and post the adjustment.

The system is slow or timing out

Avoid running large reports during peak business hours if possible. Use date filters to limit report size. Clear browser cache and cookies. Contact your administrator if slowness persists — it may indicate a server resource issue.

20. Glossary & Quick Reference

20.1 Key Terms

Term	Definition
Entity	A company or legal person in SOAS ERP. All data belongs to one entity. A user can belong to multiple entities.
Posting	The act of making a transaction final and recording it in the general ledger. Posted transactions cannot be deleted.
Draft	A document in progress. Not yet accounted for in the GL. Safe to edit or delete.
OHADA	Organisation pour l'Harmonisation en Afrique du Droit des Affaires. Unified business law framework for 17 African countries.
SYSCOHADA	Système Comptable OHADA. The uniform chart of accounts and accounting standards used in all OHADA states.
XAF	Franc CFA d'Afrique Centrale. The common currency of the CEMAC zone (Cameroon, Gabon, Congo, Chad, CAR, Equatorial Guinea).
NUI / NIU	Numéro Unique d'Identification. Cameroon business tax registration number. Required on all tax invoices.
TVA	Taxe sur la Valeur Ajoutée (VAT). Standard rate 19.25% in Cameroon.
IRPP	Impôt sur le Revenu des Personnes Physiques. Individual income tax applied to employee salaries.
CNPS	Caisse Nationale de Prévoyance Sociale. Social security contributions.
WHT / Retenue à la source	Withholding tax deducted from vendor payments and remitted to the tax authority.

Term	Definition
Plan Comptable	Chart of accounts. The structured list of all GL accounts organised by class.
Retained Earnings (Compte 120)	Accumulated net income/loss from prior periods. OHADA account 120000.
Three-Way Match	Control check that PO quantity, GR quantity, and billed quantity all agree before payment.
Maker-Checker	Two-role control where one user creates and another approves. Prevents single-user fraud.
FIFO	First In First Out. Inventory costing: oldest stock is sold first.
WAC	Weighted Average Cost. Inventory costing: average of all stock values.
ESS	Employee Self-Service Portal. Separate employee-facing interface for payslips, leave, attendance, and tasks.
RBAC	Role-Based Access Control. Permission system that grants access based on user role.
Fiscal Year (Exercice)	12-month accounting period. OHADA default: January 1 to December 31.

20.2 Keyboard Shortcuts & Power User Tips

- Press / in any list view to focus the search bar instantly.
- Press N on the invoice list to open a new invoice draft.
- Use Ctrl + P (or Cmd + P on Mac) to print the current page or export to PDF via the browser.
- Bookmark the URL for your most-used entity dashboard: /entity/[your-slug]/dashboard/.
- Use the Export button on any list to download a filtered Excel snapshot for offline analysis.
- Add the SOAS ERP to your phone home screen (Add to Home Screen in the browser menu) for quick mobile access.

20.3 Support & Feedback

For technical issues, account questions, or feature requests, contact the SOAS ERP support team:

- In-app: use the Feedback button in the left sidebar.
- Email: support@solafideonline.com
- Website: https://solafideonline.com
- For enterprise contracts: contact your dedicated account manager.

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