QILA ERP

USER GUIDE · GETTING STARTED

Qila ERP User Guide

Signing in, everyday work, reports, configuration and Client Space — the essentials for every person who uses Qila ERP.

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qilaerp.com · support@qilaerp.com

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1 About this guide

This guide introduces Qila ERP to everyone in your organisation: the people who record sales and purchases every day, the managers who read reports, and the administrators who shape the system. It is a short companion to the complete **Qila ERP User and Configuration Manual** (21 chapters, from bookkeeping basics to expert configuration), which every client receives.

Qila is installed on your own server, so the screens you see depend on your release, the Qila Pack you installed and how your administrator configured it. Screens and menu names may differ slightly from the examples here.

> **Who does what**
>
> **Users** work with records. **Administrators** configure forms, workflows, roles and automation. **Your Qila Expert** and ABR Studio install, configure and support the system with you.

2 Signing in and keeping your account safe

1. Open the address of your Qila installation in a browser (for example erp.yourcompany.com). Your administrator gives you the address and your first password.
2. Sign in with your e-mail and password, then set a new password the first time.
3. If your role requires it, set up **two-factor sign-in** with an authenticator app. It is mandatory for administrators.
4. On shared counters, sign in with your **PIN**. The screen locks itself when it has been idle.

> **Keep it personal**
>
> Never share a sign-in. Every change in Qila is recorded with who made it, when and from which IP address, so a shared account makes the audit trail meaningless.

3 Finding your way around

The menu

The side menu lists the modules your role can use: Dashboard, Inbox and tasks, Sales, Purchasing, Inventory, Accounts, HR and payroll, Reports. If a module is missing, your role does not include it.

Your inbox

Approvals, workflow steps and tasks assigned to you arrive in one place. Open an item to approve, reject or complete it; the workflow moves on automatically.

Your language

Each person chooses their own language. Switch between English and Arabic in your profile; Arabic uses a full right-to-left layout. Everyone keeps working on the same records.

Search and filters

Every list can be searched, filtered and sorted. Save a filter you use often so it is one click away.

4 Everyday work: sales, purchasing and stock

Every module shares one database. A sale updates stock, accounts and tax in the same moment, and every figure can be traced back to its source document.

A sale, end to end

Quotation → Sales Order → Delivery → Invoice → Payment

Create a quotation, convert it to a sales order when the customer agrees, deliver the goods, then invoice and record the payment. Each step copies the details from the previous one, so nothing is typed twice.

Point of sale

At a POS counter, scan barcodes, take payment and print the receipt. Returns are handled at the counter, and the counter is closed at the end of the shift.

Purchasing

A purchase request can be checked against the budget and sent for approval. Request quotations from suppliers, compare them side by side, then raise the purchase order and receive the goods.

Submitted documents are locked

Once a document is submitted it cannot be edited. To change it, cancel and amend: Qila keeps both versions and records who did it.

I want to…	Where
Check stock of an item	Inventory → Items → open the item → stock by warehouse
See what a customer owes	Sales → Customers → statement
Move stock between branches	Inventory → Stock transfer
Approve a request	Inbox

5 Reports, dashboards and alerts

- **Dashboards** show number cards and charts by role. Your administrator decides which dashboard each role sees.
- **Report builder**: choose columns, filters, totals and a chart, grouped by financial year, quarter or month. Save it to reuse.
- **Scheduled reports** arrive by e-mail on a schedule; **alerts** fire when a threshold is crossed.
- **Team report** shows who has what open, with overdue counts.
- **Activity** is a live feed of what changed, backed by the tamper-evident audit trail.

6 For administrators: configuration without code

Qila puts the power of a software team in the hands of your administrator or Qila Expert. Every change is held as a draft, previewed, reviewed and audited before it goes live.

Draft Preview Review Live

Designer

Drag-and-drop forms with as many fields as you need, arranged in sections and columns with display conditions; child tables, formulas, your own record types, numbering series and print formats.

Workflows

Five approval modes (single, any member, all members, quorum and sequential), tasks, parallel branches and time limits on business calendars, with escalation, versioning and simulation.

Automation

When something happens, if a condition holds, then act: notify, create a task, set a field, send a PDF or call a signed webhook. Run any rule as a dry run before switching it on.

Roles and access

13 permission actions per record type, record scope by owner or branch, field rules that hide or lock data, and segregation-of-duties checks that flag conflicting powers before they reach one person.

Qila Packs and Qadim

A Qila Pack adds the records, roles, workflows, reports and starting data of an industry. Preview it first; it only adds and never overwrites. Qadim, the optional AI setup helper, proposes a configuration plan that nothing applies until an administrator approves.

7 Backups and data responsibility

Qila runs on infrastructure you choose and control. No business data, documents or backups leave your server; the only outbound connection is a signed licence check-in, and Qila shows exactly what it sends.

- Schedule **encrypted backups** with your own passphrase, and keep the passphrase somewhere safe.
- Copy backups to a second location, and **test a restore** regularly.
- Keep the server and its operating system maintained.

> **Data responsibility**
>
> Maintaining the server and keeping regular, tested backups is the client's responsibility. Qila ERP and ABR Studio are not responsible for any loss of data, or of installation or set-up work, caused by failures of the client's hosting, server, network or backups.

8 Client Space: licences, files and support

Client Space at qilaerp.com/client-space is your private area with ABR Studio. Accounts are created for licensed clients; there is no public sign-up.

Section	What you can do
Overview	Active licences, open requests, your implementation stage and notices.
Licences	Status, plan, users, renewal date, the masked licence key and the last check-in from each installation.
Downloads	This user guide, configuration files, licence files, Qila Packs and release notes, each with its SHA-256 checksum.
Support	Raise a request with attachments, follow the replies and mark it solved.
Account	Update your profile, change your password and sign out other devices.

Raising a good support request

1. Choose the category and priority. Use *Critical* only when the system is down.
2. Describe what happened, what you expected and the steps to reproduce it.
3. Attach a screenshot or log file (up to 8 MB).

Standard support (next business day) is included with every active licence. Priority (4 business hours) and Premium (2 hours for critical issues, with a named Qila Expert) are available.

9 Getting help

For	Contact
Support, installation and set-up	support@qilaerp.com or a request in Client Space
Licences, quotations and demonstrations	info@qilaerp.com
Plans, Qila Packs and product news	qilaerp.com

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