HANDBOOK

Run a contracting company in one system

From the first enquiry to the archived project: every step, every document, how they link and where the money goes, shown with real records from the live demo company.

Demo company data, read 12/11/2026. Dates are DD/MM/YYYY and amounts are in AED. The demo is sample data, not a customer.

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- What "one ERP" means
- The module map
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- Completion certificates and the defects liability period
- Snagging during handover and the defects period
- The final account with the client
- Retention release
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- Close the project
- Archive
- The closing report
- Worked example: closing P-00007, line by line

Reference: Vocabulary and quick reference

- The words the product uses
- Construction and accounting terms in plain words
- Finding your way

PART 1

How the system is organised

Zeyto Construction & Contracting is one ERP, not a construction tool next to an accounts package. This part shows how it is arranged, who sees what, how work gets approved, and which demo project to open when a later part shows an example.

What the product is

Zeyto Construction & Contracting runs the whole life of a contracting or fit-out job for a UAE company: the enquiry, the tender, the estimate, the contract, the buying, the stores, the site work, the client bills, the cash, the final account and the archive. It runs in a web browser, in the browser of a phone, and in a separate role-based phone app for people on site.

You will see the word `sharp` in addresses (`/sharp/my-day`) and in permission names (`sharp.view`). It is the internal name of the construction layer. Nothing in the product asks you to use it.

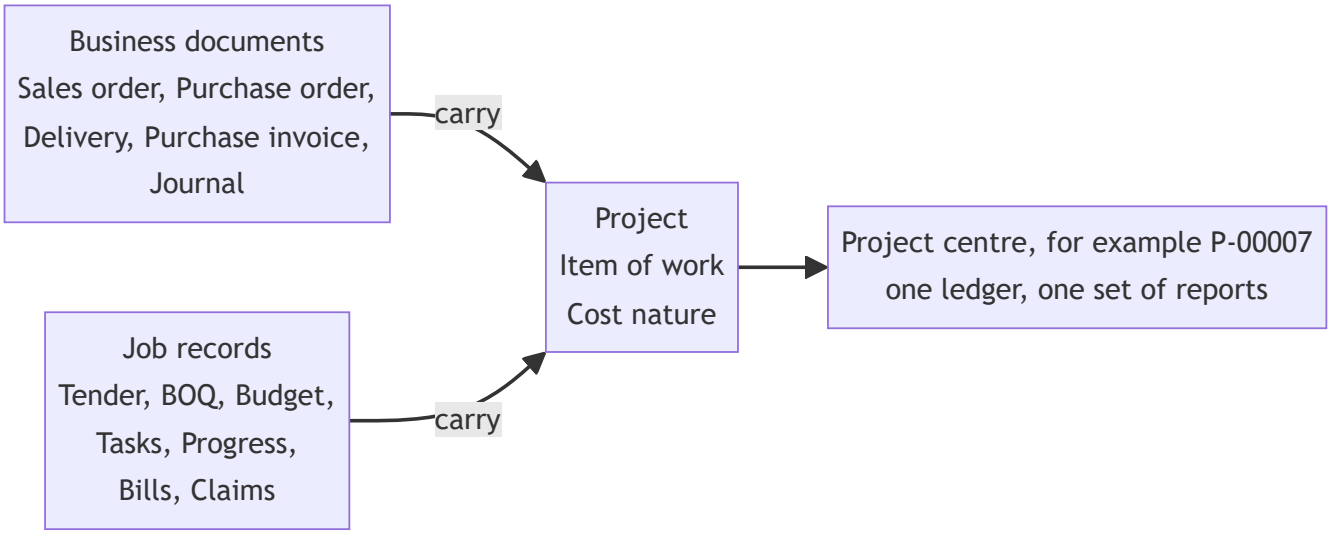
Every picture and every figure in this handbook comes from the demo company **Al Falak Contracting and Interiors LLC (DEMO DATA)**, version v0.2.0. The company name and the version are printed at the bottom of the left-hand menu, so you can always check which company you are in.

What ”one ERP” means

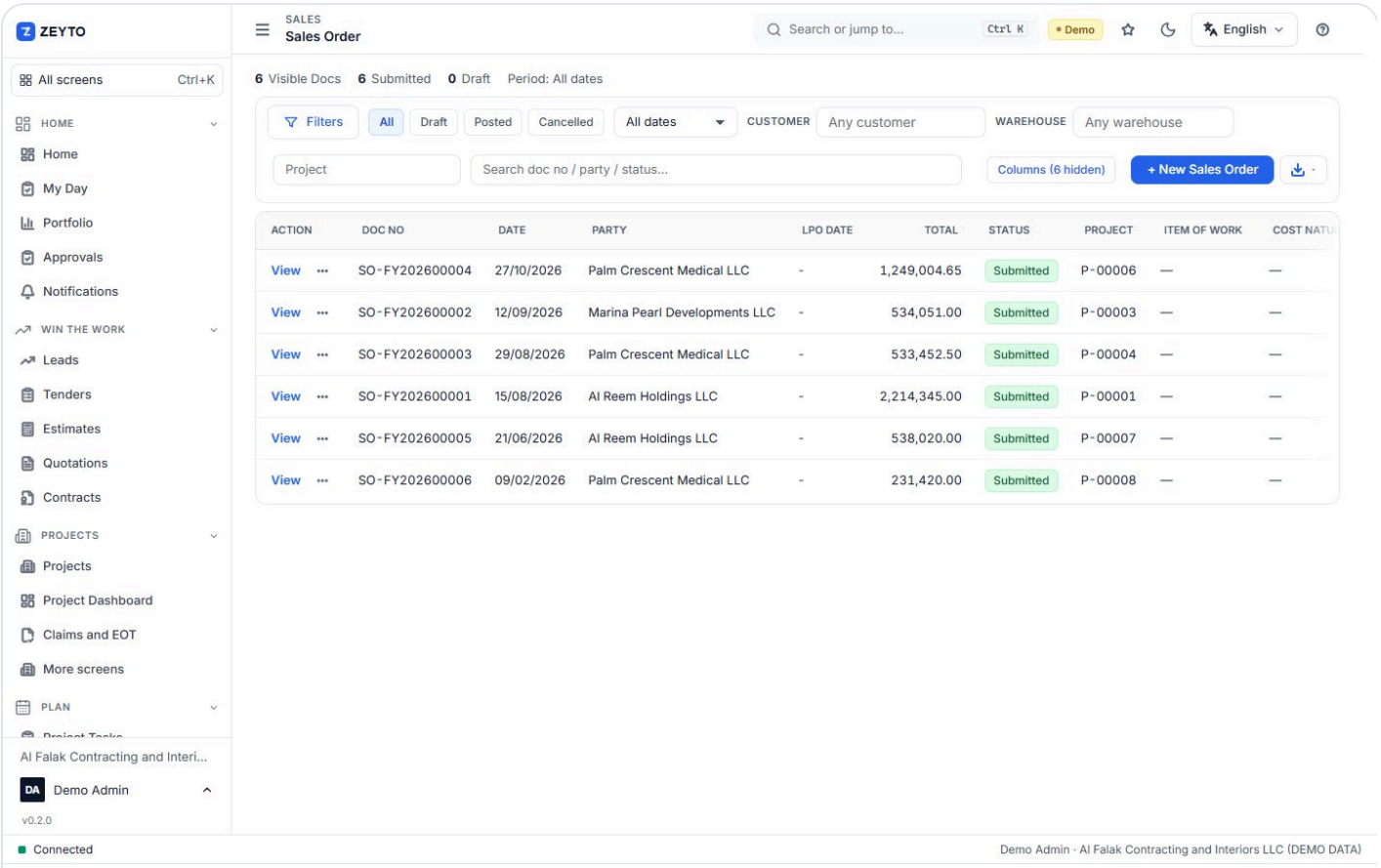
A construction company needs two kinds of record. The first kind is the ordinary business document: a sales order, a purchase order, a delivery, a goods received note, a purchase invoice, a journal. The second kind belongs to the job: the tender, the breakdown of the work, the bill of quantities (BOQ, the priced list of what will be built), the budget, the tasks, the progress entries, the progress bills and the claims.

In Zeyto both kinds live in the same system and meet in the same place. The ordinary documents carry three tags: the **Project**, the **Item of work** and the **Cost nature**. The item of work is one line (a leaf) of the project's work breakdown structure, the WBS, which is the tree that splits the job into the parts that get measured, budgeted and costed. The cost nature says what kind of cost it is, for example `MATERIAL` . The project is also its own project centre: project `P-00007` uses `P-00007` as its centre code in the accounts. So a cost posted from a purchase order and a quantity measured on site land on the same item of work, and the reports read one set of books.

ONE ERP: TWO KINDS OF RECORD, ONE PROJECT



Read from left to right. Whatever you enter, it ends up under a project, and the project is also where the money is reported.



Sales › Sales Order. This is an ordinary ERP register, and it has a Project column. The Item of work and Cost nature columns exist too (the sales orders in the demo leave them empty).

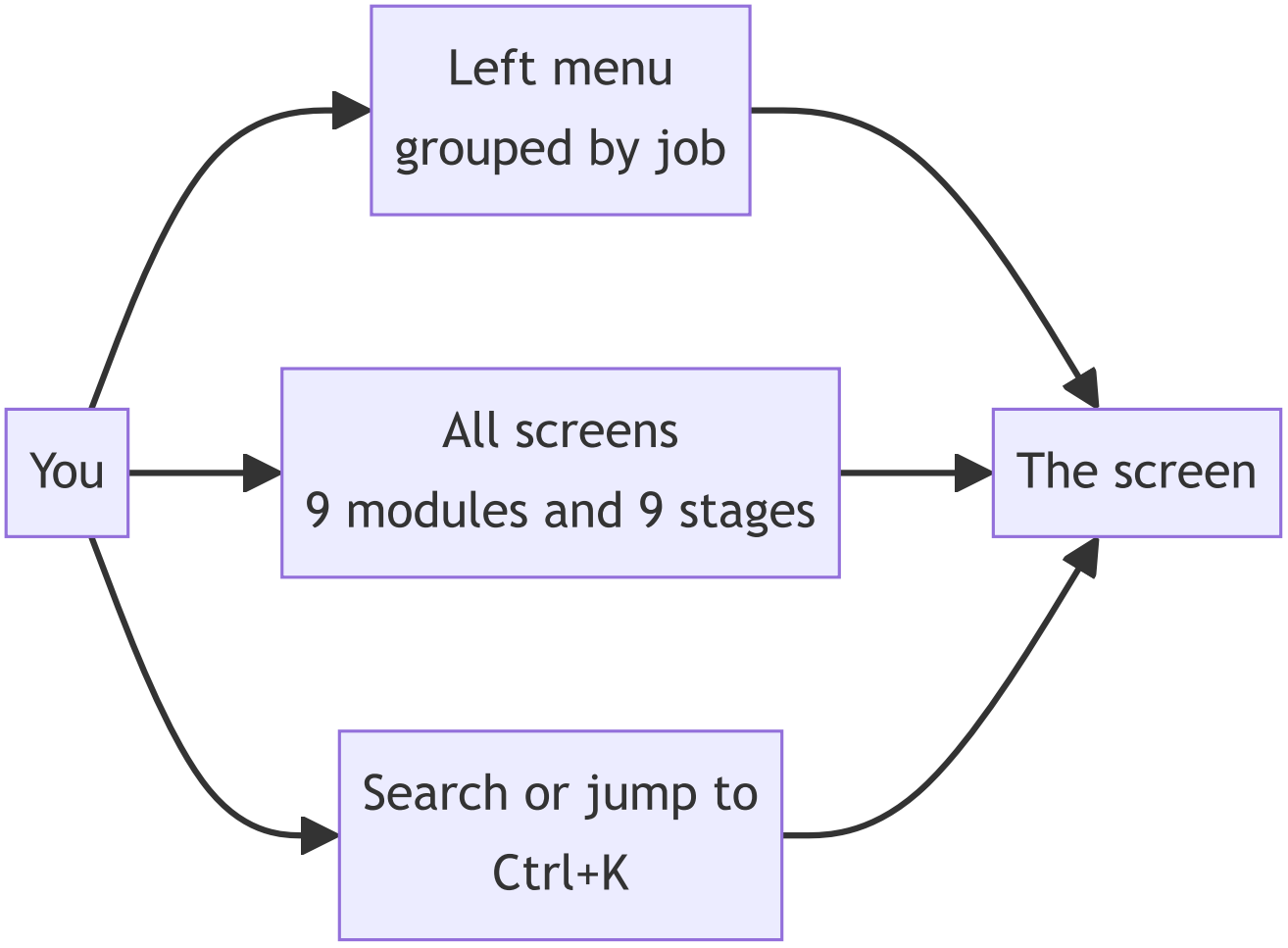
RULE

There is no separate "construction app" to open. When a chapter says "open the purchase order", you open the same Purchase Order screen every other business uses. The project, item of work and cost nature on it are what make it a construction record.

The module map

There are three ways to reach any screen, and all three open the same screen.

THREE WAYS TO THE SAME SCREEN



The left menu is for the screens you use every day. All screens is the full catalogue. Ctrl+K is the quickest when you know a word from the screen name.

The left menu

The menu is grouped by the job you are doing, in the order a project moves. These are the groups the demo administrator sees. A person sees only the screens that their permissions open, so a smaller role sees fewer entries.

MENU GROUP	SCREENS IN IT (AS LISTED IN THE DEMO)
Home	Home, My Day, Portfolio, Approvals, Notifications
Win the work	Leads, Tenders, Estimates, Quotations, Contracts
Projects	Projects, Project Dashboard, Contract Clauses, Claims and EOT, Delay Events
Plan	Project Tasks, Schedule and Views, Map, Category Master, Rate Library
Build and Site	Site: Sites, Permits to Work, Incidents, Toolbox Talks, Transfers Between Sites, Site Gate. Quality: Inspection Templates, Non-conformance Reports, Snags and Defects, Supplier Returns, Supplier Claims
Bill and Cash	Finance Hub, Subcontract Final Accounts, and more
Assets	Assets
People	Departments and Teams, and more
Control	Alerts, Approvals and Controls, Mobile Devices
Reports, Settings	The report catalogue and the company settings
Accounting, Purchase, Inventory, Sales, Employees, VAT	The ERP business modules: vouchers, ledgers, purchase and sales documents, stock, payroll, tax
Help	Getting Started, Before you start: masters checklist, From enquiry to project, How everything links, Where the money goes, Who sees what, Reports by question and stage

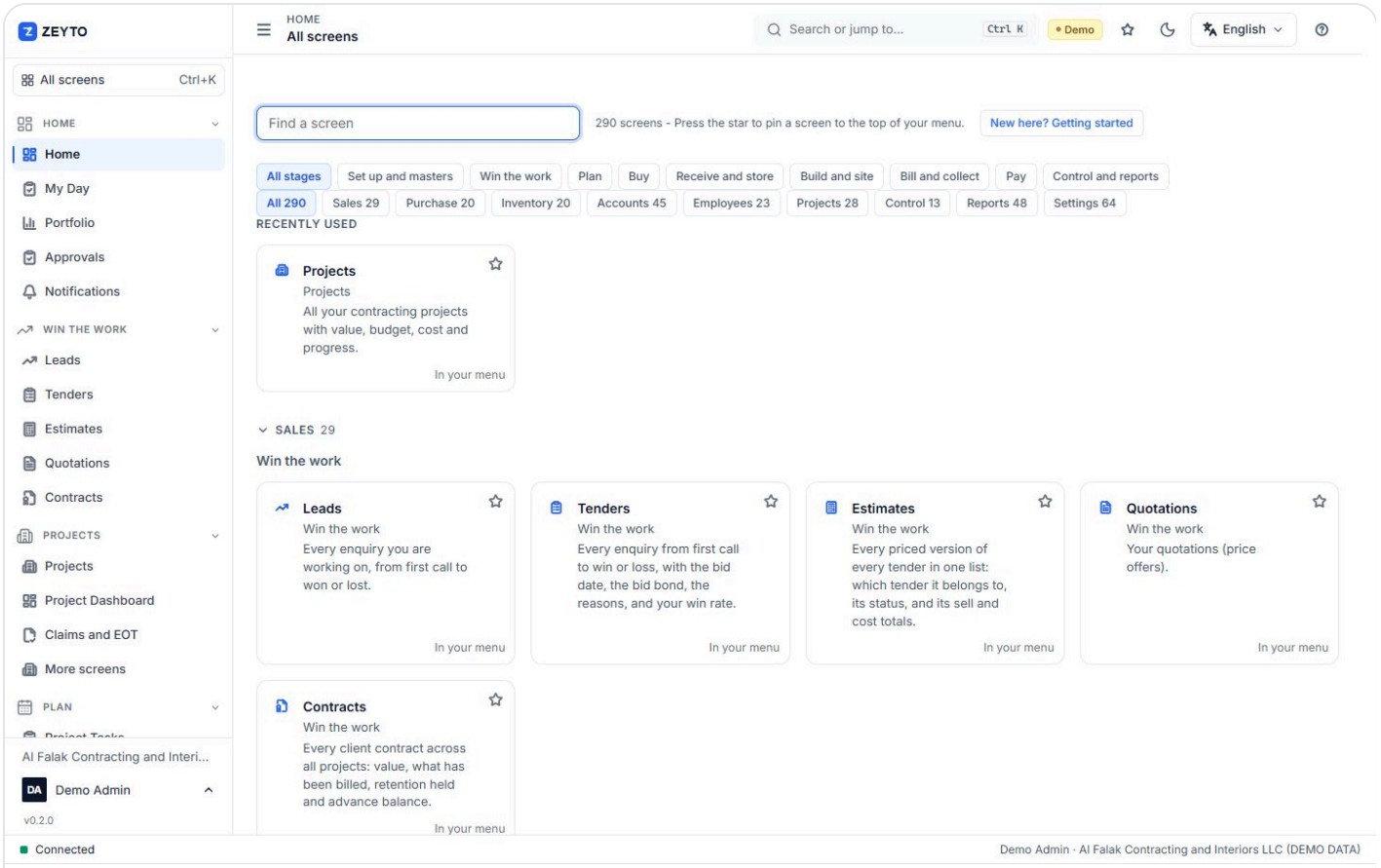
The menu has two modes. **Essential** shows the screens used every day; the rest sit under **More screens** in each group, in Ctrl+K and on your star list. **Full** shows every screen you may open. Each person chooses in `Settings › Theme & Language`, field `Menu`.

All screens

Press **All screens** at the top of the menu (or Ctrl+K and choose it). It lists every screen as a card with one line on what it is for. A star on a card pins the screen to the top of your menu. Two rows of chips filter the cards. The stage row follows the life of a job: Set up and masters, Win the work, Plan, Buy, Receive and

store, Build and site, Bill and collect, Pay, Control and reports. The module row groups by business area, with the count of screens in each.

The counts are Sales 29, Purchase 20, Inventory 20, Accounts 45, Employees 23, Projects 28, Control 13, Reports 48 and Settings 64, which makes 290 screens in all.



Home › All screens. The search box finds a screen by name. The cards marked "In your menu" are in your left menu; the others are reachable here and with Ctrl+K.

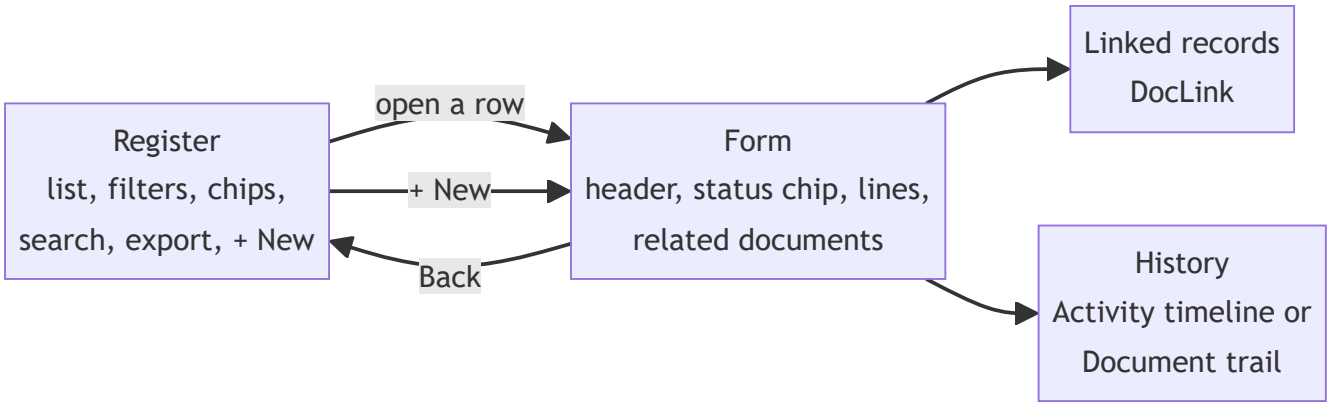
Search or jump to (Ctrl+K)

Press `Ctrl+K` from any screen. With nothing typed it offers your recent screens and quick actions. As you type, it matches screen names and the words people use for them (for example, typing `enquiry` finds Leads and `ipc` finds Progress Bills), and it also searches records. Records only appear for what your permissions and licence allow. If the record search is unavailable, the screen names still work.

The screen pattern

Almost every screen in the product follows one pattern, so a person who has learned one register can use all of them.

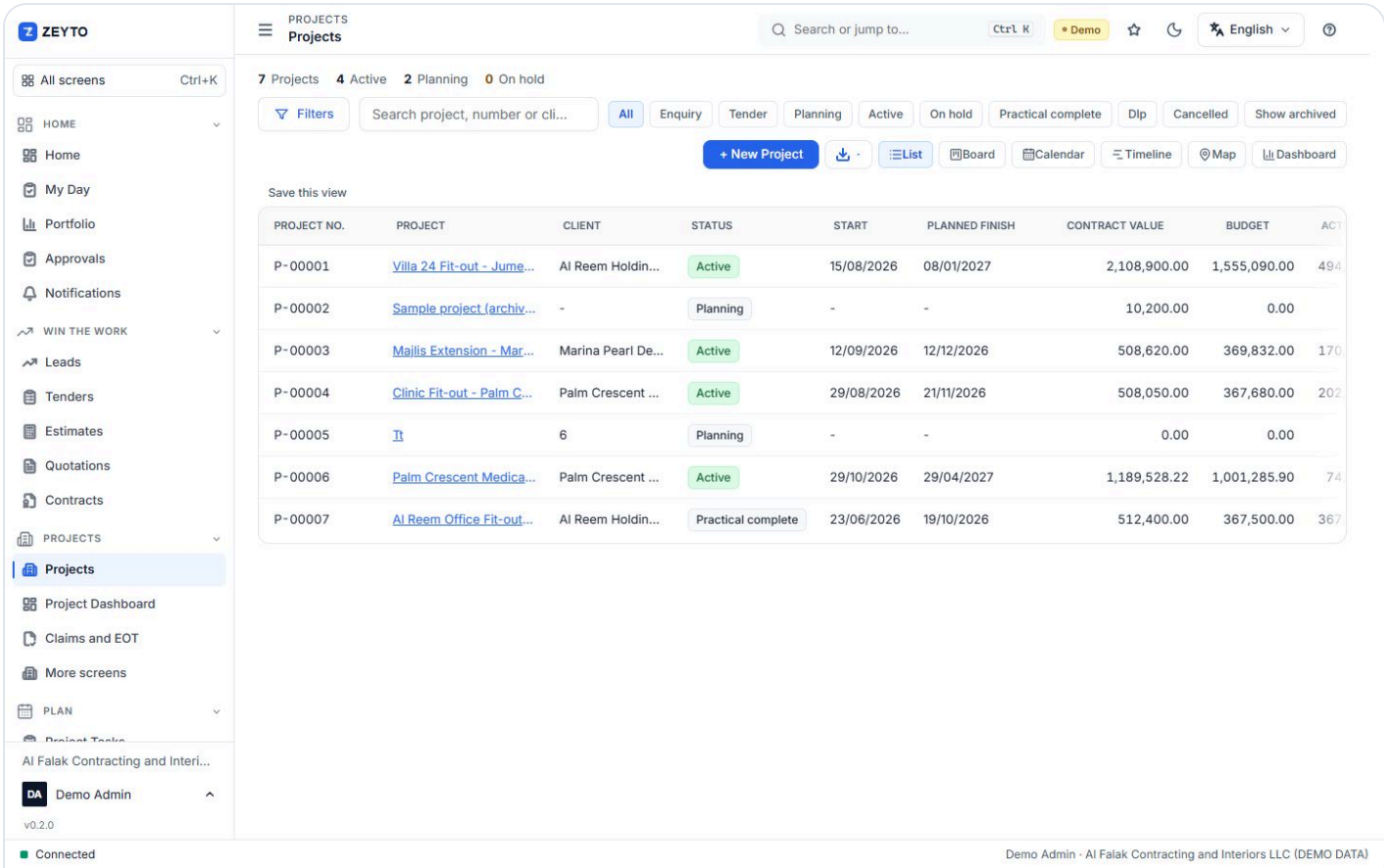
REGISTER FIRST, THEN THE FORM



You always start from a register and come back to it. The form never replaces the register.

The register

A register is the list of all records of one kind. It has, from the top: a line of counts, a **Filters** button, a search box, status chips, an export button, and a blue **+ New** button. Press a status chip to keep only that status. The search box looks in several columns at once, for example number, party and status.



Projects › Projects. Counts at the top (7 projects, 4 active, 2 planning, 0 on hold), the status chips (Enquiry to Show archived), the views (List, Board, Calendar, Timeline, Map, Dashboard) and Save this view. Dates are written DD/MM/YYYY and money with thousands separators.

- **Saved views.** Arrange the filters and columns the way you want and press **Save this view** to come back to the same arrangement later.
- **View switcher.** The Projects register can also be shown as Board, Calendar, Timeline, Map and Dashboard.
- **Columns.** Document registers have a **Columns** button; the Sales Order register above says "6 hidden". Hidden columns can be shown.
- **Dates.** Every date is DD/MM/YYYY, for example 15/08/2026.

The form

A form shows one record. Its parts depend on the family it belongs to.

Business documents (sales, purchase, stock)

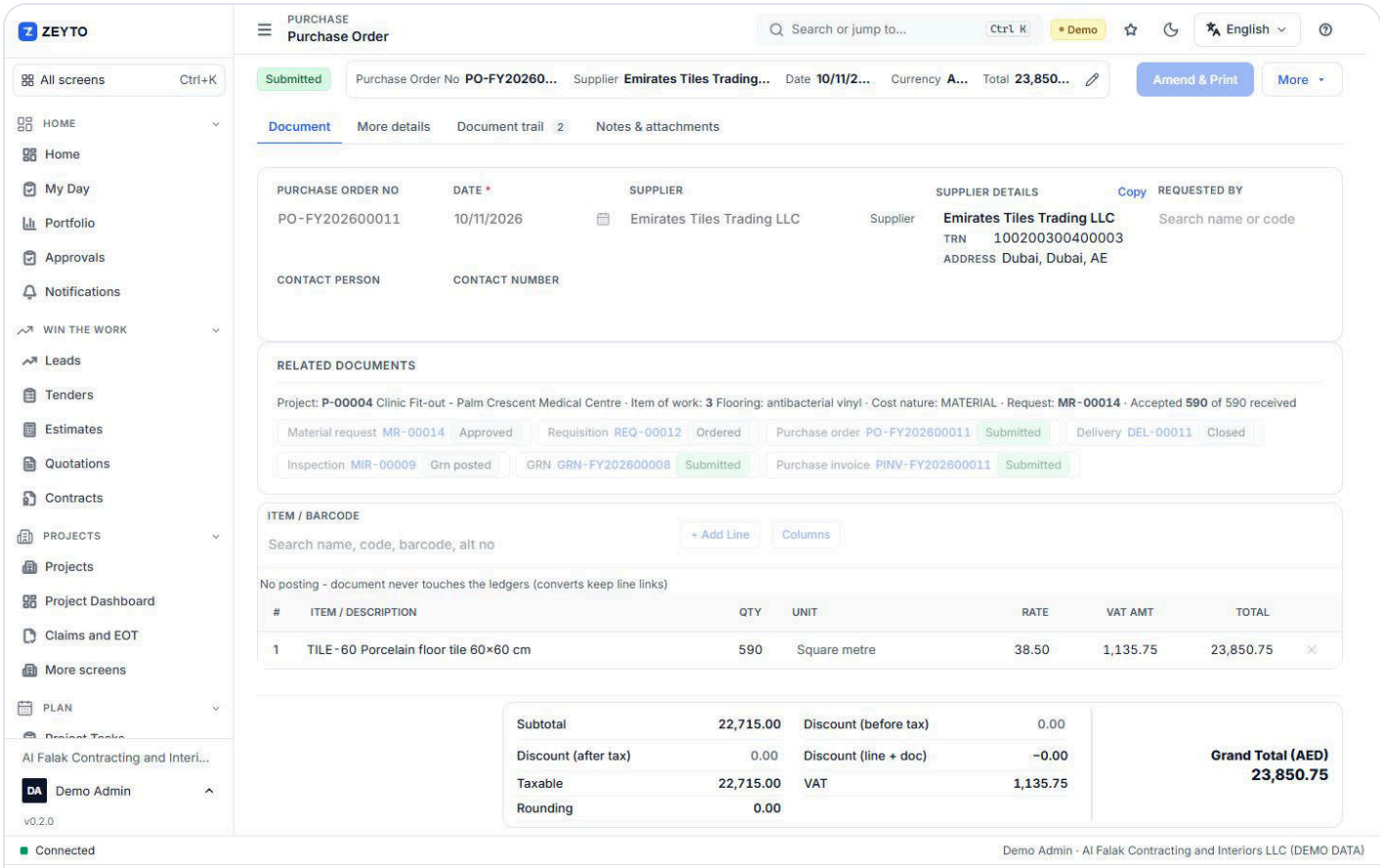
A header strip with a status chip, the document number, party, date, currency and total. Tabs: Document, More details, Document trail, Notes & attachments. A Related documents block that shows the chain the document sits in. Lines with item, quantity, unit, rate, VAT and total, and totals underneath.

Project records (tender, BOQ, progress, claims, snags)

A record screen with the fields on top and a toolbar. Save is Ctrl+S. Back asks before it throws away changes you have not saved. A status chip shows where the record is. History is the

Activity

timeline at the foot of the record.



Purchase › Purchase Order, record PO-FY202600011. Top left: the Submitted chip. Middle: Related documents, with Project, Item of work and Cost nature, then the chain of chips Material request, Requisition, Purchase order, Delivery, Inspection, GRN, Purchase invoice. Below: the lines and the totals. The grey line above the lines says the document never touches the ledgers.

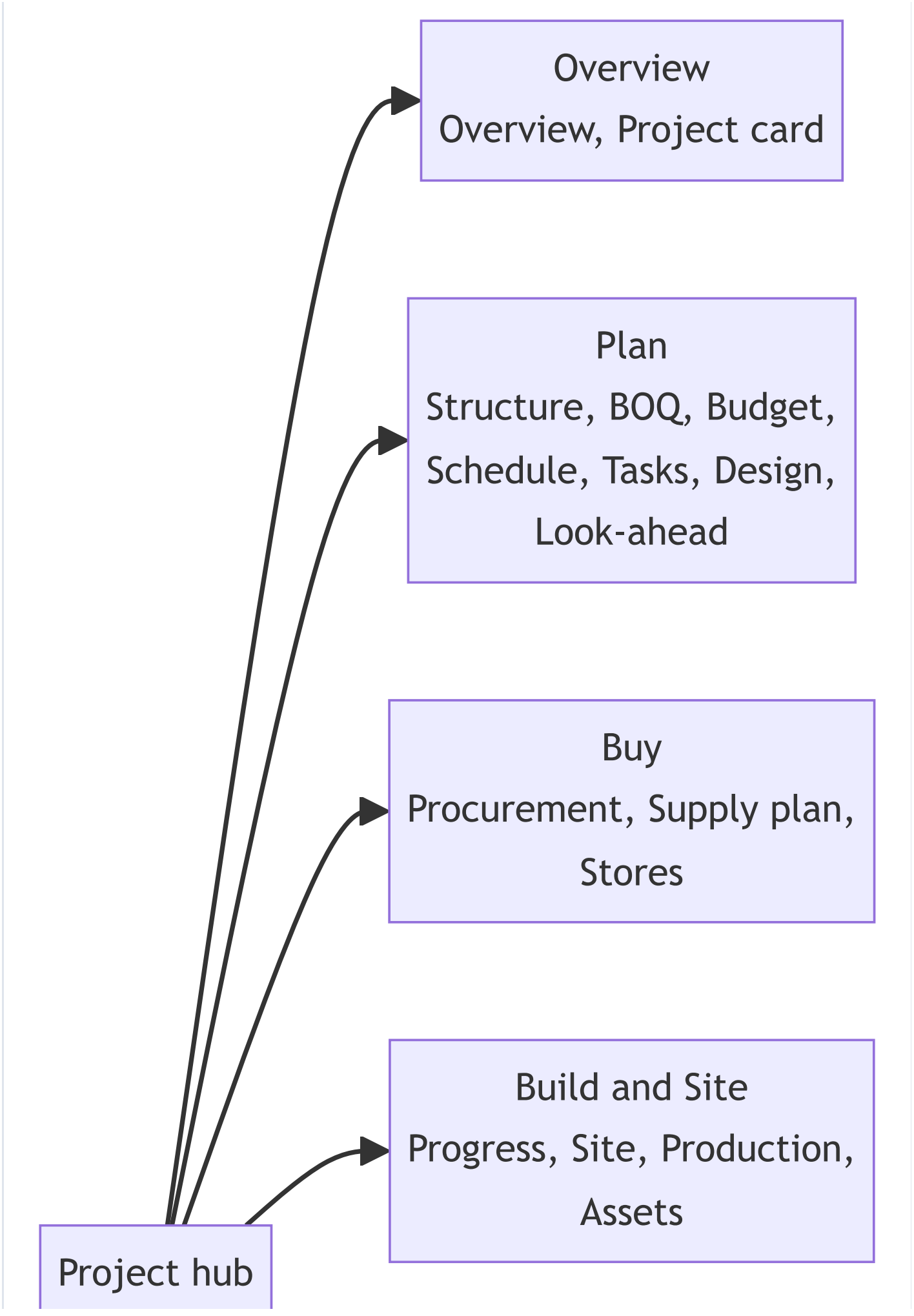
- **Related documents and DocLink.** Every document number in the Related documents block is a link. Press it to open that document. Hover over it for a short preview card first.
- **History.** On a business document the **Document trail** tab shows what happened to it (the demo purchase order shows 2 entries). On a project record the Activity timeline shows who did what and when, including approvals.
- **Pickers.** Wherever a field points at another record (supplier, customer, item, project, employee), type part of the name or the code. The list that opens shows several columns, so you can tell two similar records apart before you choose. The item field on a document line also searches by barcode and alternative number.

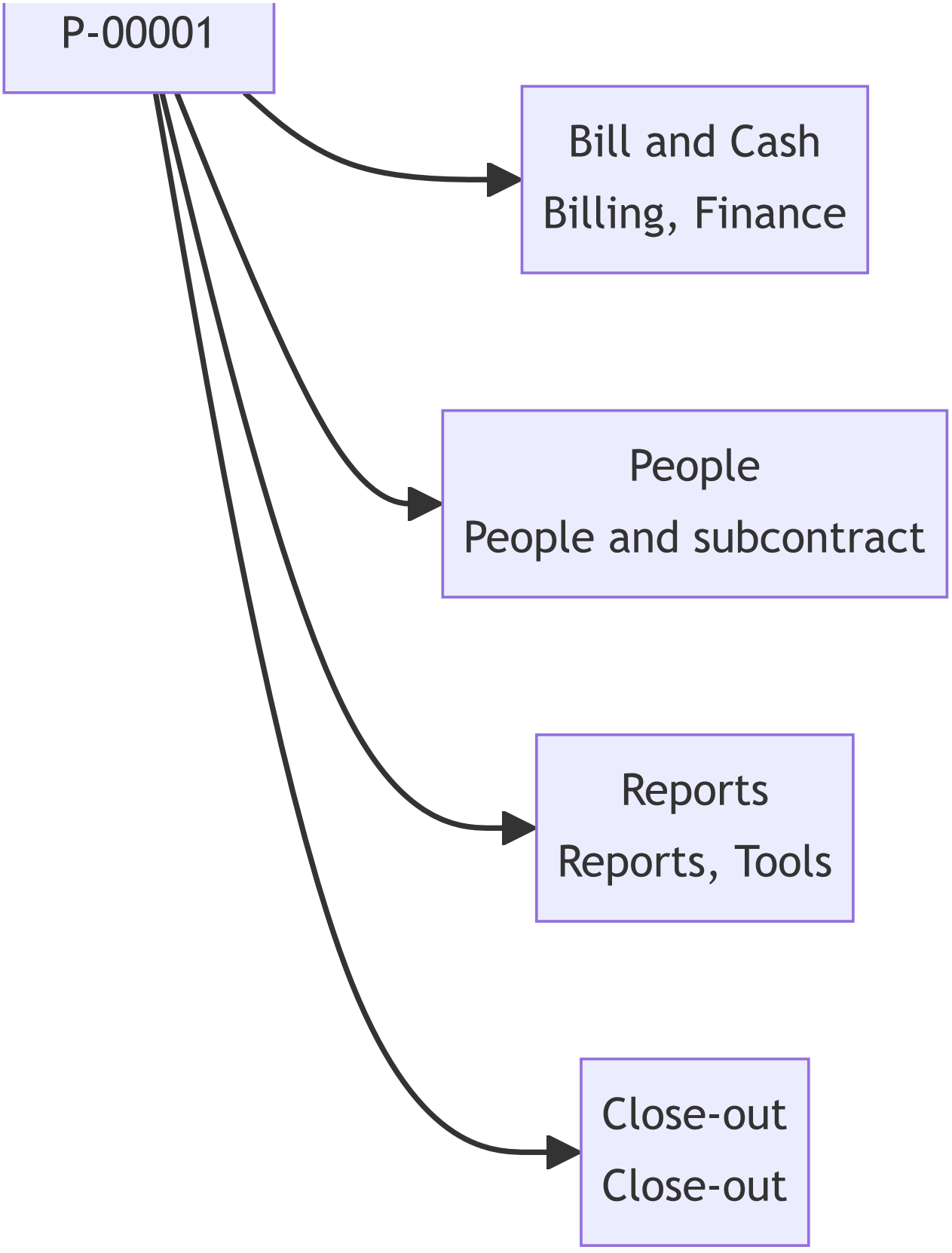
> **TIP**
>
> If a screen does not match what you expected, look at the first line of the page. It names the module and the screen, for example "PURCHASE, Purchase Order", so you know which family of screen you are in.

The project hub

The registers above work across the company. Once you are working on one job you open the **project hub**: press a project in the Projects register. The hub has its own menu, **Project menu**, on the left (on a phone it is one button, "Project menu: Overview"). It is grouped like the job itself.

THE PROJECT MENU


Overview
Overview, Project card
Plan
Structure, BOQ, Budget, Schedule, Tasks, Design, Look-ahead
Buy
Procurement, Supply plan, Stores
Build and Site
Progress, Site, Production, Assets
Project hub



Eight groups and 22 tabs, as the demo shows them for P-00001. Next to Structure and Tasks the hub shows a count (19 nodes and 23 tasks on P-00001).

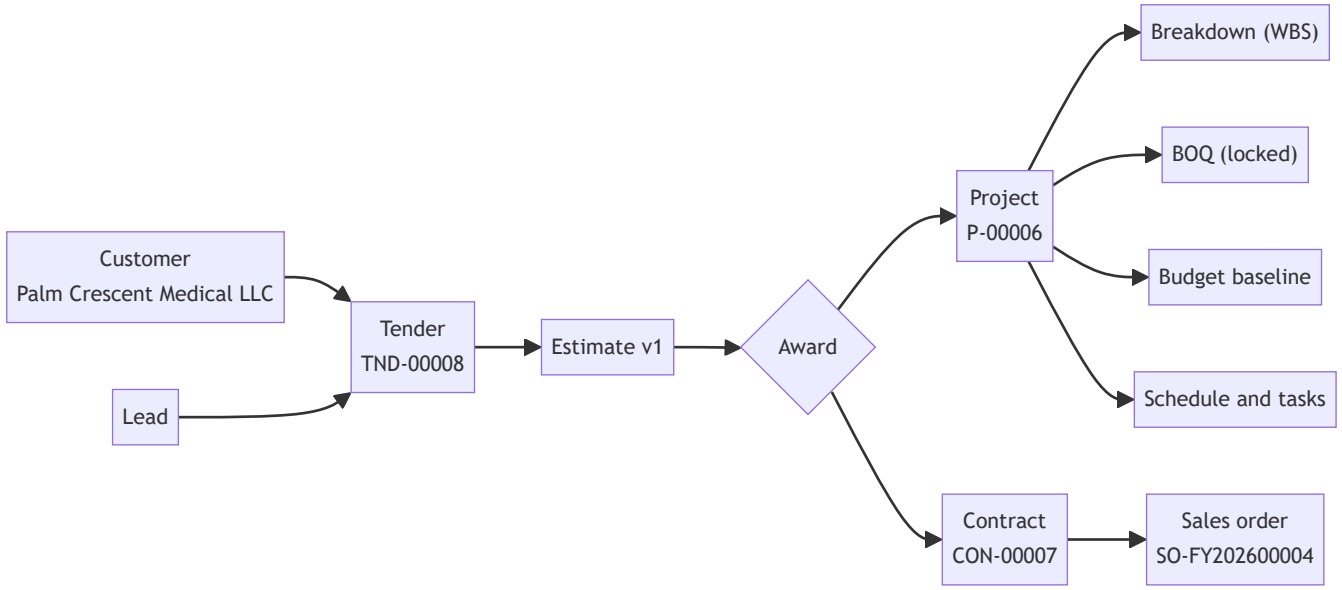
The Overview tab opens on **Where are we?**: six coloured chips (Progress against plan, Cost against budget, Forecast margin, Cash, Safety, Quality) and, under them, **Next actions**. The colours are explained

under Portfolio, further down. Below that, a workflow strip shows the stage of the structure, BOQ, budget baseline, schedule and design approvals.

The key objects and how they relate

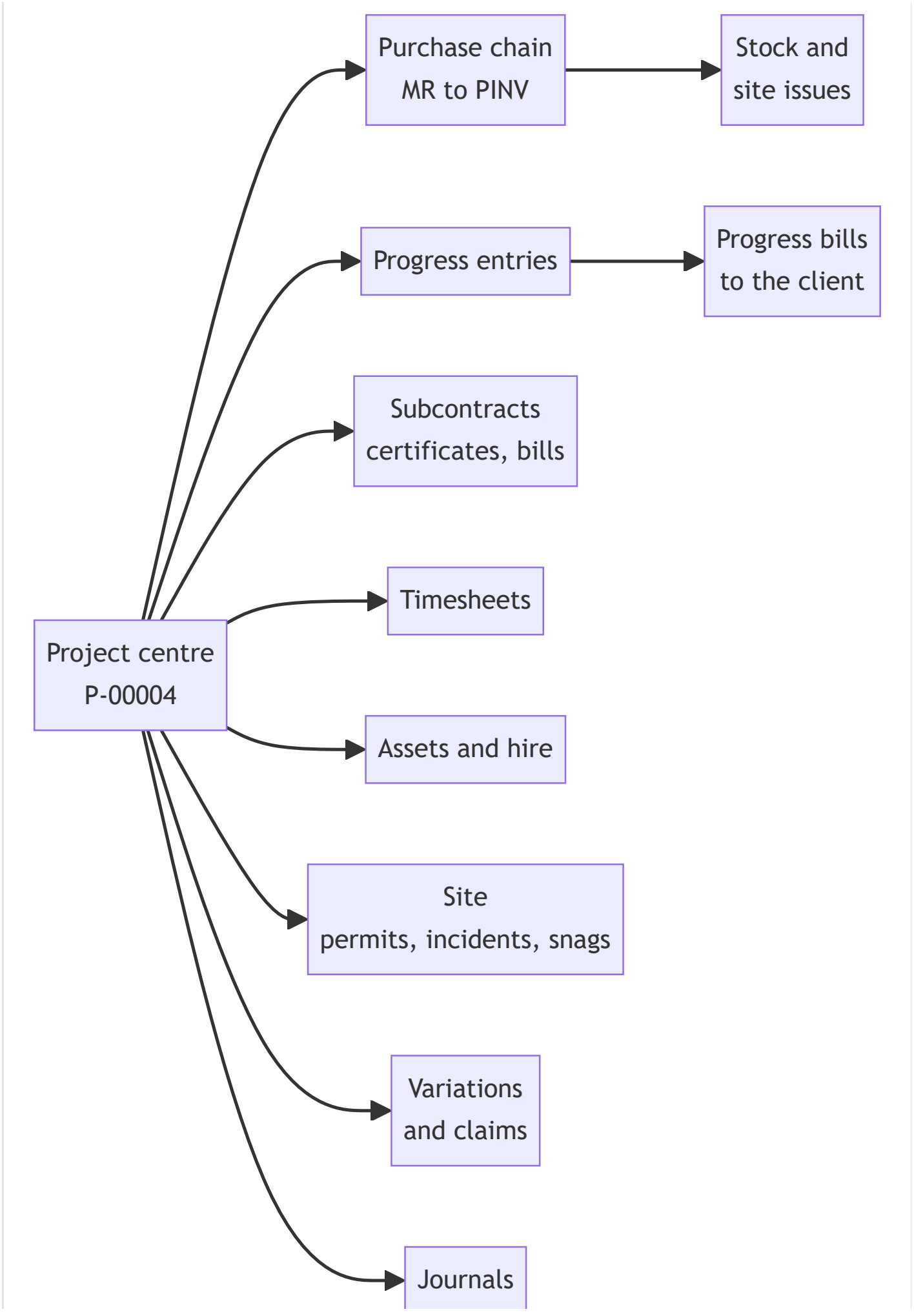
Learn these twelve objects and their order and the rest of the product falls into place. The first diagram follows a job from the first call to the running project. The second shows what hangs on a project once it exists.

FROM CUSTOMER TO PROJECT (THE REAL CHAIN OF TENDER TND-00008)



Awarding a won estimate is the moment the project, its structure, its BOQ, its budget, its programme and its contract are created together. Part 3 walks through it.

WHAT HANGS ON A PROJECT


Project centre
P-00004
Purchase chain
MR to PINV
Stock and
site issues
Progress entries
Progress bills
to the client
Subcontracts
certificates, bills
Timesheets
Assets and hire
Site
permits, incidents, snags
Variations
and claims
Journals

Everything on the right carries the project, and where it applies the item of work and cost nature. The Project hub shows each branch as a tab.

OBJECT	WHAT IT IS	NUMBER AS IT LOOKS IN THE DEMO
Customer	The client, kept once as a party and reused everywhere	Palm Crescent Medical LLC
Lead, Tender	An enquiry; a bid with a bid date, a bond and an outcome	`TND-00008`
Estimate, Quotation	The priced version of a tender; the price offer to a client	Estimate v1 of TND-00008
Contract, Sales order	The agreement and the commercial document that bills it	`CON-00007`, `SO-FY202600004`
Project	The container for one job and its project centre	`P-00006`
WBS, BOQ, Budget, Tasks	The structure, the priced quantities, the cost plan and the programme	On P-00001: 19 nodes, BOQ V2 locked, Budget 1 approved, 23 tasks
Purchase documents	Material request, requisition, RFQ (request for quotation), purchase order, delivery, inspection, goods received note, purchase invoice	`MR-00014`, `REQ-00012`, `PO-FY202600011`, `DEL-00011`, `MIR-00009`, `GRN-FY202600008`, `PINV-FY202600011`
Stock	What the store holds, receives and issues to site	Inventory module
Bills	Progress bills to the client, with retention (the share held back until the end) and advance recovery	`PB-00004`
Subcontract	The agreement with a subcontractor, its certificates and bills	Project hub › People and subcontract
Timesheet	Hours worked, approved by a manager	`TS-00029`
Asset, Site	Plant and equipment; the place where the work happens	Menu groups Assets and Build and Site

OBJECT	WHAT IT IS	NUMBER AS IT LOOKS IN THE DEMO
Journal	An accounting entry carrying the project	Accounting module
Project centre	The same project, seen as a cost and revenue centre in the books	`P-00006` is both

WORKED EXAMPLE: PALM CRESCENT PHASE 2, FROM TENDER TND-00008 TO PROJECT P-00006

Follow one real job from the bid to the first client bill.

1. **The tender.**
   `TND-00008`, "Palm Crescent Medical Centre: Phase 2 fit-out", client Palm Crescent Medical LLC. Enquiry 27/08/2026, bid date 24/09/2026. The client budget was AED 2,250,000.00. A bank guarantee bid bond of AED 112,500.00 was given and its status is Returned. The tender status is `WON`.

2. **The estimate.**
   Version 1, status `AWARDED`, sell AED 1,189,528.22, cost AED 1,001,285.90.

3. **The award.**
   The project `P-00006` exists, status Active, planned 29/10/2026 to 29/04/2027, project manager Hassan Al Marzooqi, 13 tasks. Its contract is `CON-00007`, original value AED 1,189,528.22, advance 10 percent, retention 5 percent, status Active. The project register shows the same AED 1,189,528.22 as contract value and AED 1,001,285.90 as budget.

4. **The sales order.**
   `SO-FY202600004` dated 27/10/2026, total AED 1,249,004.65, status Submitted, project P-00006. A sales order total includes VAT at 5 percent (for another project, P-00007, AED 512,400.00 becomes AED 538,020.00).

5. **The advance and the first bill.**
   The advance receipt `ADR-FY202600006` was received on 01/11/2026 for AED 118,952.82 plus AED 5,947.64 VAT. Progress bill `PB-00004` (the first bill on this contract, certificate IPC-PH2-1) is dated 10/11/2026 and certifies AED 99,803.52, which is 8.39 percent of the contract. The retention held on it is AED 4,990.18 and the advance recovered is AED 9,980.35.

The reader can check the chain from the other end: open Projects › Projects, press P-00006, and the Overview shows the same contract value and progress.

Source: live demo, read on 12/11/2026 (tenders, projects and the project billing view); story in tools/demo-seed/lib/story-palm.mjs.

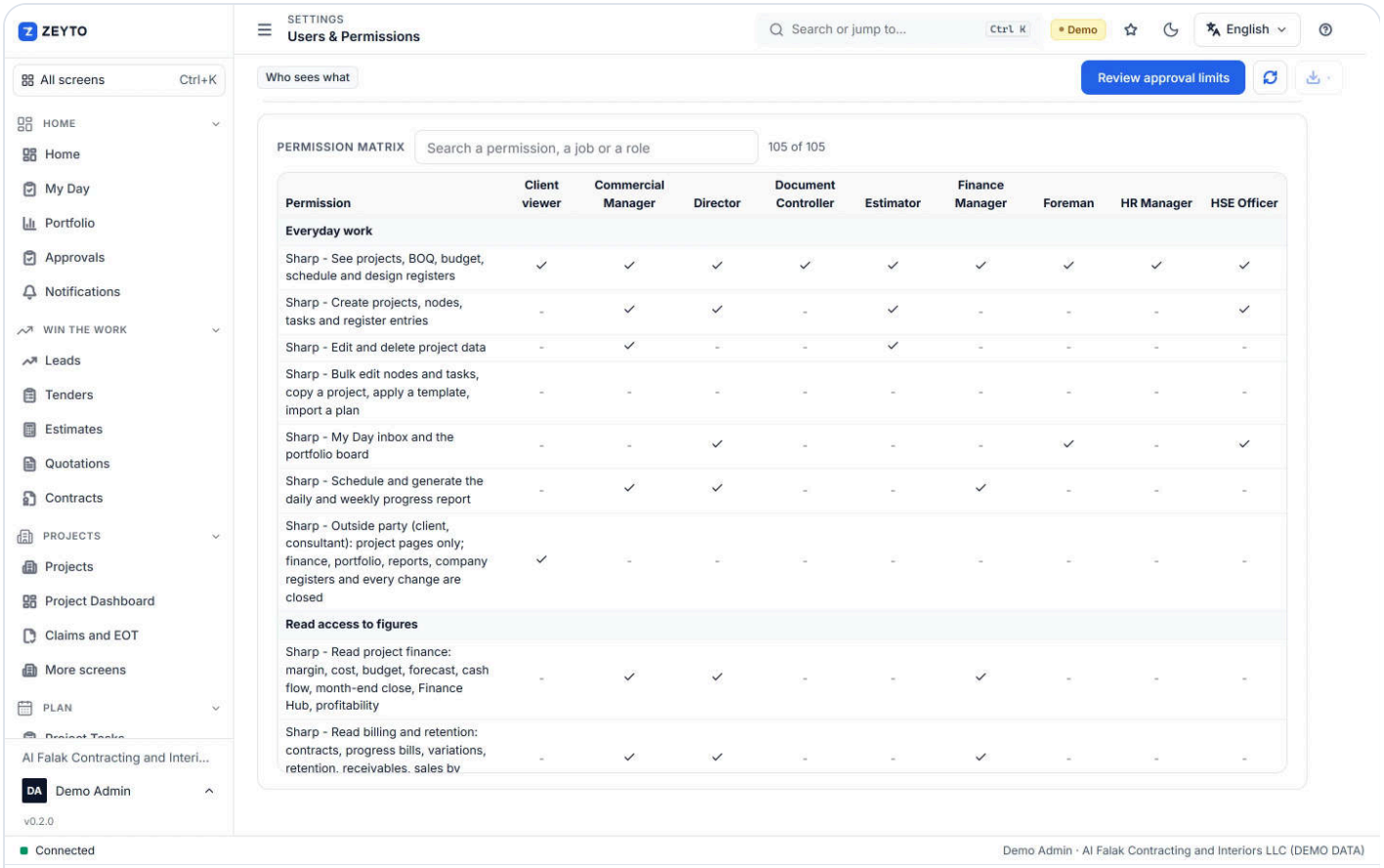
Roles and permissions

The product controls who can see and do what with permission keys. A **permission key** is one named right, for example `sharp.view` (read project pages) or `sharp.billing.approve` (approve bills). The demo has 105 keys. A **role** is a ready-made set of keys. The product ships with 23 predefined roles, plus **Admin**, which holds every key. A person may hold several roles and then has all the keys of all of them.

Three keys do most of the everyday work: `sharp.view` reads the project pages, `sharp.create` adds records, and `sharp.amend` edits and deletes. A key for one particular job (stores, timesheets, My Day, bills) also opens that job's own pages.

> **RULE**
>
> Four keys open figures. `sharp.finance.view` opens project money (margin, cost, budget, forecast, cash). `sharp.billing.view` opens contracts and bills. `sharp.payroll.view` opens labour cost. `sharp.procurement.view` opens what things cost to buy. A role without `sharp.procurement.view` still reads quantities, orders and deliveries, but the price fields stay empty.

The **Client viewer** role is for an outside party such as the client or a consultant. It holds `sharp.external` and sees only the project pages of the projects the administrator gives it. No money, no reports, no company registers and no changes.



Settings › Users & Permissions › Who sees what. Roles are columns and the 105 permissions are rows. A tick means the role holds the key. The search box above the matrix finds a permission, a job or a role. Review approval limits opens the approval rules.

The 23 predefined roles

The demo company has one sign-in for each role. The sign-in page of the demo company lists the logins and the shared public password for them. They are samples that open sample data only.

ROLE	DEMO LOGIN	WHAT THE ROLE DOES
Director	`demo.director`	Owner or managing director. Approves the top amount band of every chain, signs reviews and the month-end close. Does not edit project data.
Project Manager	`demo.pm`	Runs projects: plans, approves site progress, requisitions and bills at the manager step, issues permits, sees reports.
Site Engineer	`demo.siteeng`	Works on site: site updates, requests, permits, inspections, incoming material, phone. Edits are done by the Project Manager.

ROLE	DEMO LOGIN	WHAT THE ROLE DOES
Foreman	`demo.foreman`	Leads a crew: daily site log, check-ins, crew timesheets, material requests, incidents. No project setup, no money.
Planner	`demo.planner`	Owns the programme: re-plans, what-if scenarios, imports from MS Project or Primavera, bulk edits tasks.
QS / Estimator	`demo.qs`	Quantity surveyor: prepares the BOQ, estimates and bills, prices tenders.
Estimator	`demo.estimator`	Builds and prices tender estimates. Cannot award a tender or see the company accounts.
Commercial Manager	`demo.commercial`	Money side of the contracts: variations, progress bills, retention, claims. Approves bills and retention releases. Does not award tenders.
Subcontract Administrator	`demo.subcon`	Prepares subcontracts, certificates, variations and back-charges. A manager activates and approves.
Procurement Manager	`demo.procurement`	Approves requisitions, material requests and purchase orders within the bands, and awards RFQs.
Procurement Officer	`demo.buyer`	Prepares requisitions, RFQs and purchase orders, compares quotes. Cannot approve.
Storekeeper	`demo.storekeeper`	Runs the site store: receives deliveries, posts goods received, issues, returns, transfers, counts.
Quality Engineer	`demo.quality`	Inspects incoming material (accept, conditional, reject, hold) and raises and closes non-conformance reports (NCRs).
HSE Officer	`demo.hse`	Health, safety and environment: permits to work, incidents, toolbox talks.
Plant Manager	`demo.plant`	Plant, equipment and hire: charge-out, fuel, maintenance, hire agreements. Proposes disposals; does not approve them.
Document Controller	`demo.doccontrol`	Drawings, transmittals, RFIs (requests for information), submittals, engineering changes. No money.

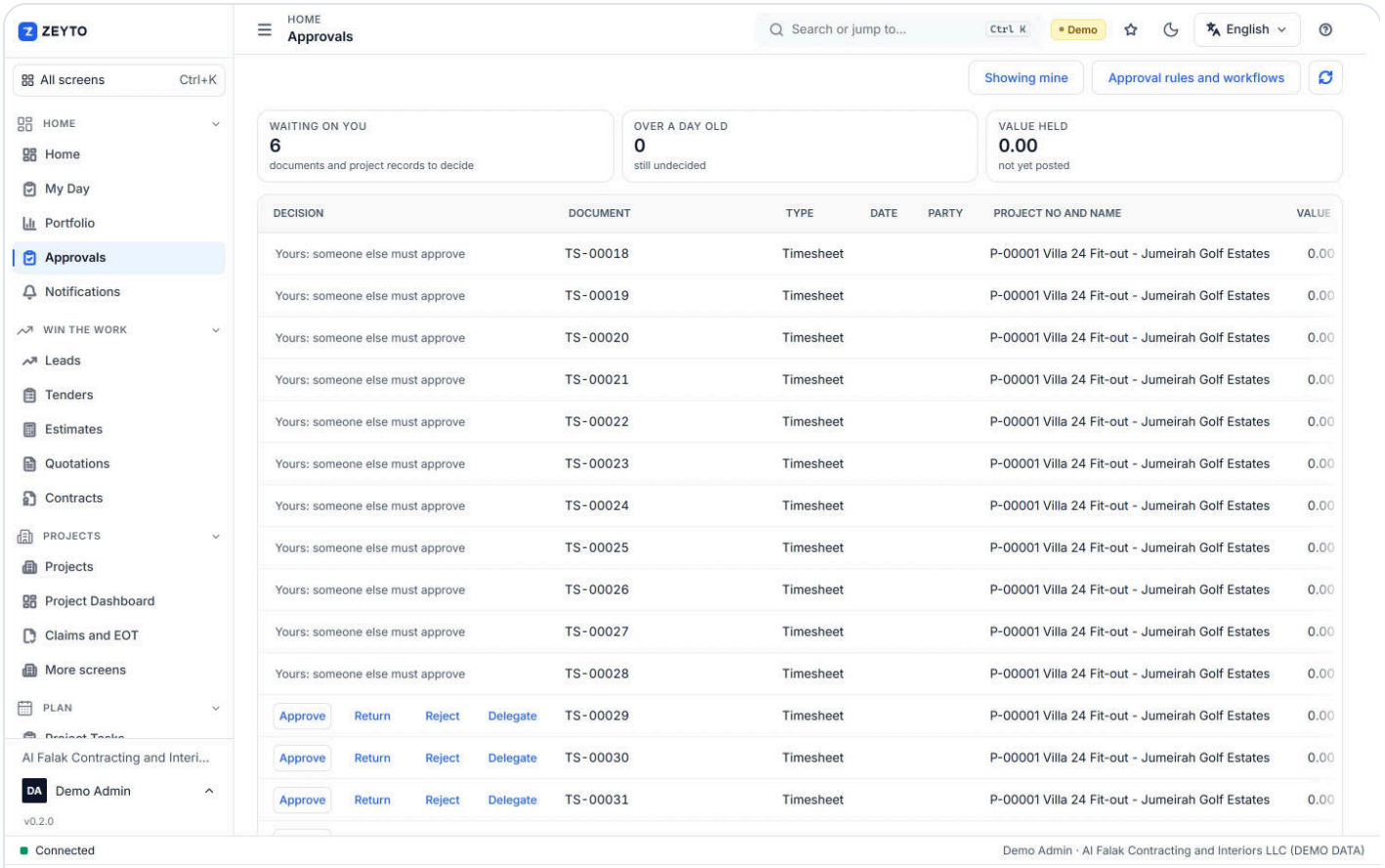
ROLE	DEMO LOGIN	WHAT THE ROLE DOES
Finance Manager	`demo.finance`	Heads the project accounts: month-end journals, budget revisions, retention and asset disposals, signs the month-end close.
Accountant	`demo.accountant`	Vouchers, ledgers, VAT, journals, petty cash, tax invoices, depreciation.
HR Manager	`demo.hr`	Approves timesheets, allocates labour to projects, keeps the employee records.
Payroll Officer	`demo.payroll`	Prepares payroll and the employee records. Sees projects; changes nothing on them.
Cashier	`demo.cashier`	Cash and receipts.
Sales	`demo.sales`	Leads and customers.
Client viewer	`demo.client`	Reads only the project shared with the client. No costs, no margins.

The demo also has `admin`, `demo.approver` and `demo.approver2`, which hold the Admin role. The two approver logins stand for the project office when a second approver is needed.

> **EASY MISTAKE**
> Giving someone Admin "so that it works" lets them see every figure and approve everything. Give a person the role that matches the job and add a second role only when the job needs it.

Approvals

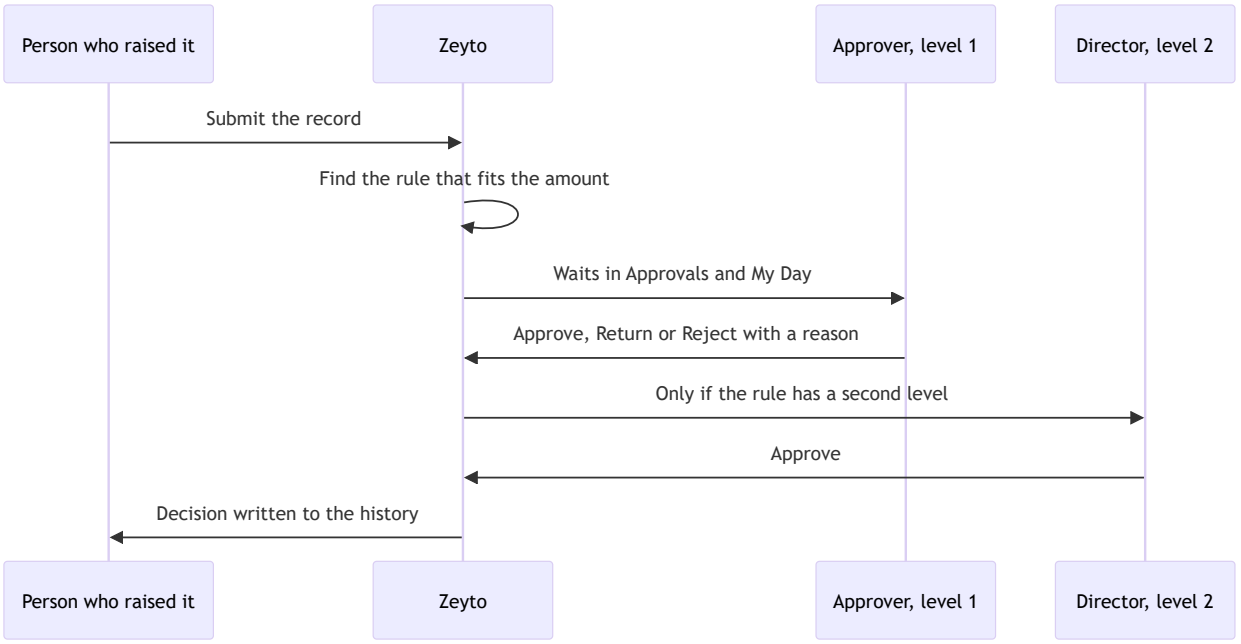
Anything that spends or commits money, changes the plan, or releases a document can wait for a decision. Every decision is taken in one place, `Home › Approvals`, and again in My Day. You do not have to open each document to find what is waiting.



Home › Approvals. Three boxes at the top: Waiting on you, Over a day old and Value held (not yet posted). In the list, the buttons Approve, Return, Reject and Delegate sit in the Decision column. Rows labelled "Yours: someone else must approve" have no buttons: they are listed under your name, but another person must decide them.

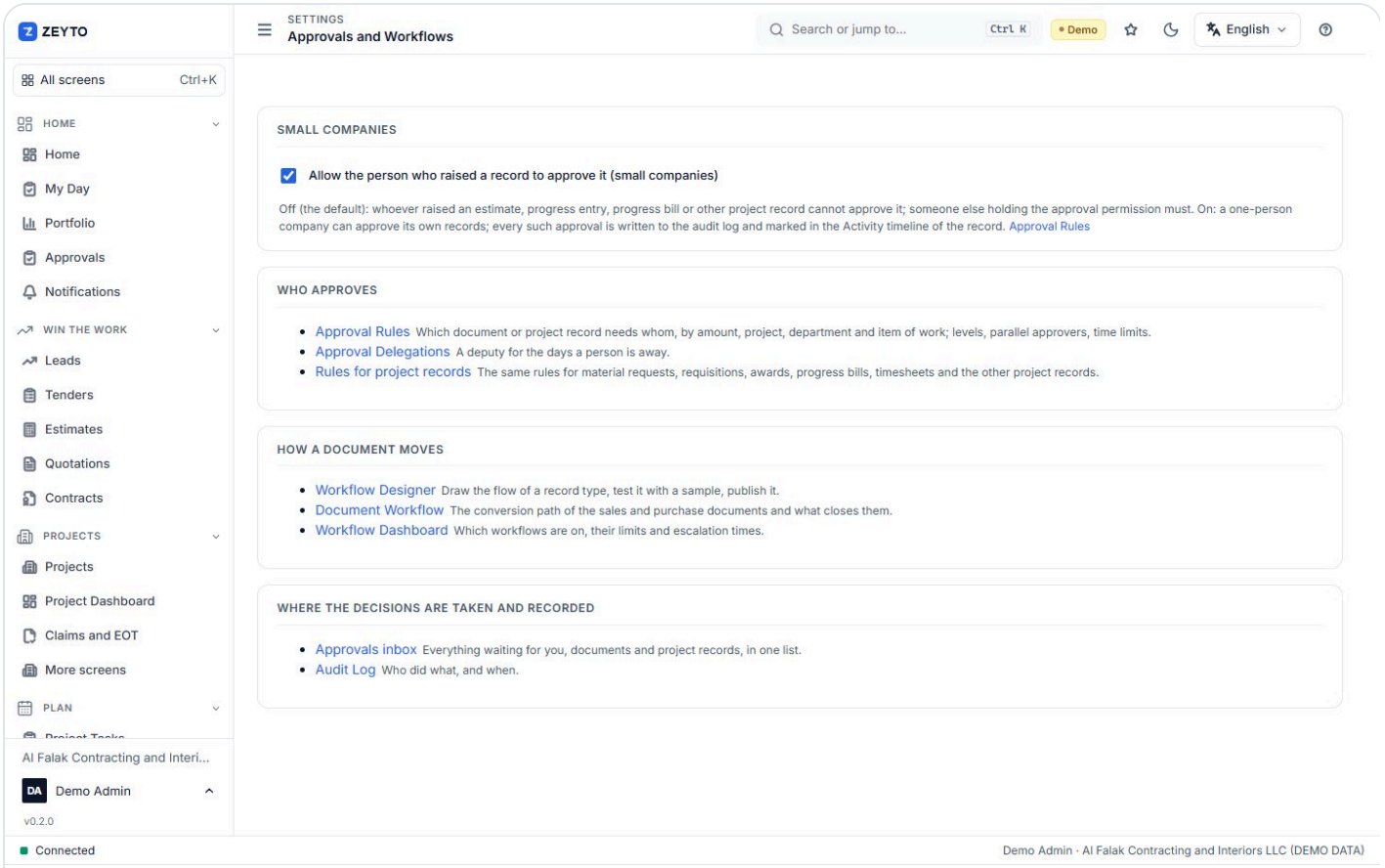
How a decision moves

ONE APPROVAL, STEP BY STEP



If nobody decides within the hours set on the level, the rule either reminds the person or escalates to the next level.

The rules sit in `Settings › Approvals and Workflows`. That page has three groups of links: **Who approves** (Approval Rules, Approval Delegations, Rules for project records), **How a document moves** (Workflow Designer, Document Workflow, Workflow Dashboard) and **Where the decisions are taken and recorded** (Approvals inbox, Audit Log).



Settings › Approvals and Workflows. The tick box at the top, "Allow the person who raised a record to approve it (small companies)", is ticked in the demo.

What a rule decides

A rule says which document or record needs whom. It can depend on the amount, the project, the department and the item of work. It has one or more levels. Each level names a permission key (so anyone holding that key can decide), a number of hours before the level reminds or escalates, and whether the raiser or the previous approver is kept out. A rejection always needs a written reason. If a rule finds nobody to approve, it blocks the record rather than letting it through.

These are the rules in the demo company today. The bands compare the amount of the record with the limits. A band such as "up to AED 100,000.00" means one step; a second step is always the Director.

RECORD	AMOUNT IN AED	STEPS	FIRST STEP NEEDS THE KEY
Purchase requisition	above 25,000.00	1	`sharp.proc.approve`
Purchase order	25,000.01 to 100,000.00	1	`sharp.proc.approve`
Purchase order	above 100,000.00	2: manager, then Director	`sharp.proc.approve`

RECORD	AMOUNT IN AED	STEPS	FIRST STEP NEEDS THE KEY
Purchase invoice	above 50,000.00	1	`sharp.proc.approve`
Subcontract activation	50,000.01 to 250,000.00	1	`sharp.proc.approve`
Subcontract activation	above 250,000.00	2	`sharp.proc.approve`
Subcontract bill	25,000.01 to 100,000.00 / above 100,000.00	1 / 2	`sharp.billing.approve`
Variation order, before it goes to the client	up to 100,000.00 / above 100,000.00	1 / 2	`sharp.billing.approve`
Progress bill	up to 1,000,000.00 / above 1,000,000.00	1 / 2	`sharp.billing.approve`
Asset disposal	up to 50,000.00 / above 50,000.00	1 / 2	`sharp.asset.dispose`
Hire agreement	above 10,000.00	1	`sharp.proc.approve`
RFQ award	when the chosen quote is not the lowest: 2 steps. Above 100,000.00: 1 step	2 / 1	`sharp.proc.approve`
Claim submission to the client	claim longer than 28 days, or above 500,000.00	2	`sharp.claims.assess`
Conditional acceptance of a delivery	concession above 5 percent	2	`sharp.mir.decide`
Advance invoice, final account, back-charge, subcontract final account	any amount	2	`sharp.billing.approve`

RECORD	AMOUNT IN AED	STEPS	FIRST STEP NEEDS THE KEY
Progress entry, permit to work, RFI with cost or time impact, engineering change, document release, submittal	any amount	1	its own key (for example `sharp.progress.approve`)

Who holds the key decides who can approve. For example `sharp.proc.approve` is held by the Director, the Procurement Manager and the Project Manager. `sharp.billing.approve` is held by the Commercial Manager, the Director and the Project Manager. Timesheets are approved by the HR Manager and the Project Manager. Budget revisions and transfers go to the Director or the Finance Manager. The Procurement Officer, who prepares purchase orders, holds none of the approval keys.

CHECK THE FULL LIST

The demo holds older rules next to the newer ones for requisitions and variation orders (rule codes beginning `MX` and `SWF`). Open Settings › Approvals and Workflows › Approval Rules and read all of them before you tell a user what will happen.

Other approval behaviour

- **Small companies.** A switch on the Approvals and Workflows page decides whether the person who raised a record may approve it. When it is off, whoever raised an estimate, progress entry, progress bill or other project record cannot approve it; someone else holding the permission must. When it is on, a one-person company can approve its own records, and each such approval is written to the audit log and marked in the history of the record. In the demo it is on.
- **Delegation.** Press **Delegate** to hand one decision to someone else. `Settings › Approvals and Workflows › Approval Delegations` sets a deputy for the days a person is away.
- **Return and Reject.** Return sends the record back to be corrected. Reject needs a written reason.
- **Business documents.** For a purchase order or purchase invoice, approving only records the decision. After the last approval the person who raised the document presses **Submit** again and that posts it.

Notifications, alerts and the three home screens

Notifications and alerts

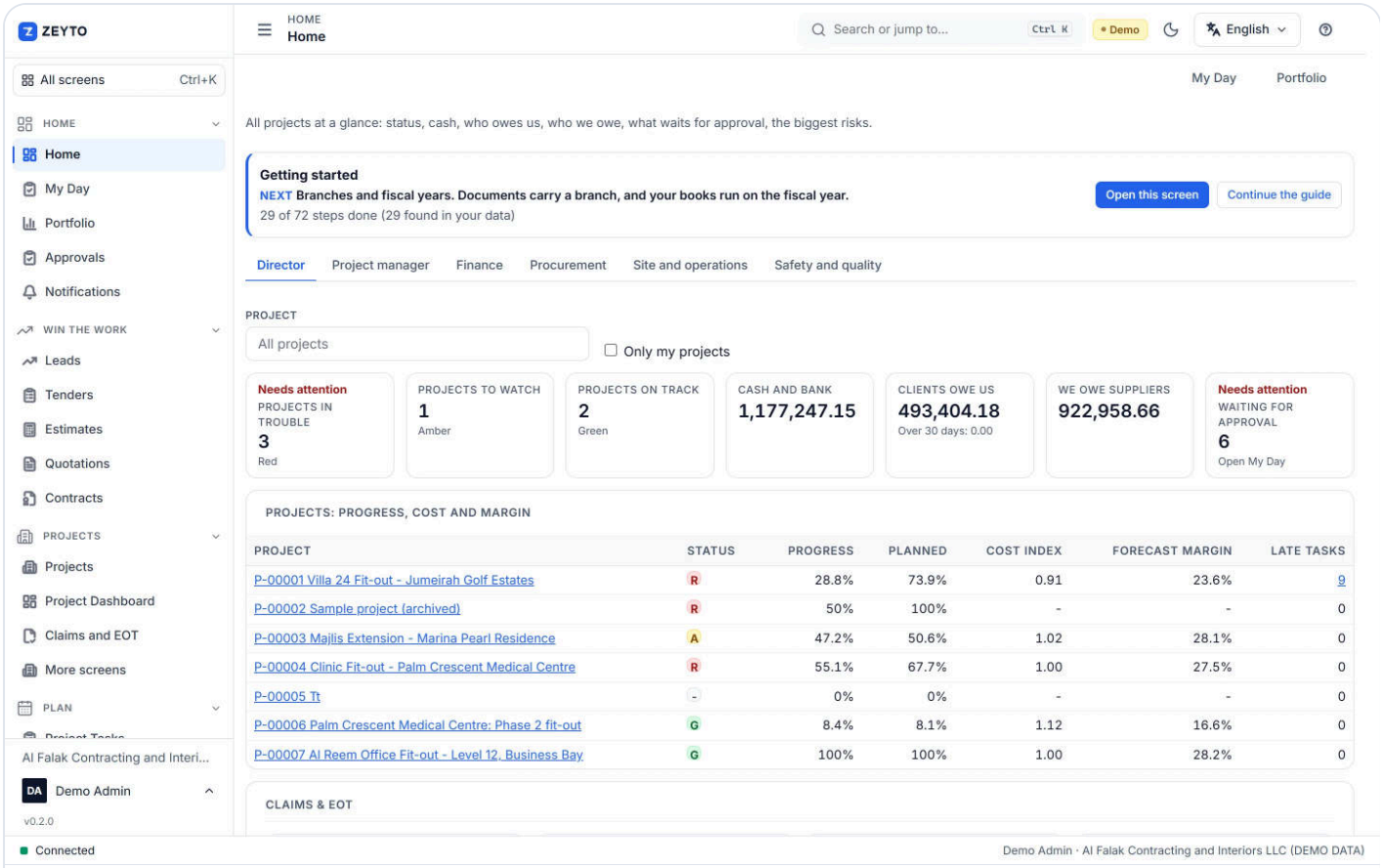
Notifications (`Home › Notifications`) is your own inbox. It holds documents waiting for your approval and the daily reminders an administrator switched on in Settings › Reminders: overdue sales invoices and orders, late purchase orders, items below minimum stock, batches near expiry and cheques falling due.

You can also leave yourself a dated reminder. Nobody else sees your inbox and you are only told about what you are allowed to open.

Alerts (`Control › Alerts`) are raised by the system when a limit is reached. The demo has 75 alert rules, covering budgets, deliveries, bills, permits, equipment and approvals. One alert exists for one thing. It becomes more serious when the situation worsens and closes itself when the cause is fixed. Alerts go to the people the rule names, step by step. On an alert you can **Acknowledge** (this stops the escalation), **Snooze**, or **Resolve**. A manager can **Mute** an alert, and a reason is required.

Home, My Day and Portfolio

SCREEN	WHO IT IS FOR	WHAT IT ANSWERS
Home	Everyone	"How is my job going?" Six views: Director, Project manager, Finance, Procurement, Site and operations, Safety and quality. Every tile is a link to the list behind it. The page remembers your view on that computer.
My Day	Anyone who has work waiting	"What needs me now?" One inbox of approvals, field progress waiting for approval, alerts, late tasks, RFIs, submittals and action items, grouped by project. You can Approve, Reject, Snooze, Hand over or mark Done.
Portfolio	People who look after several projects	"Which project is slipping?" All projects as red, amber and green tiles or as a table, with earned value.



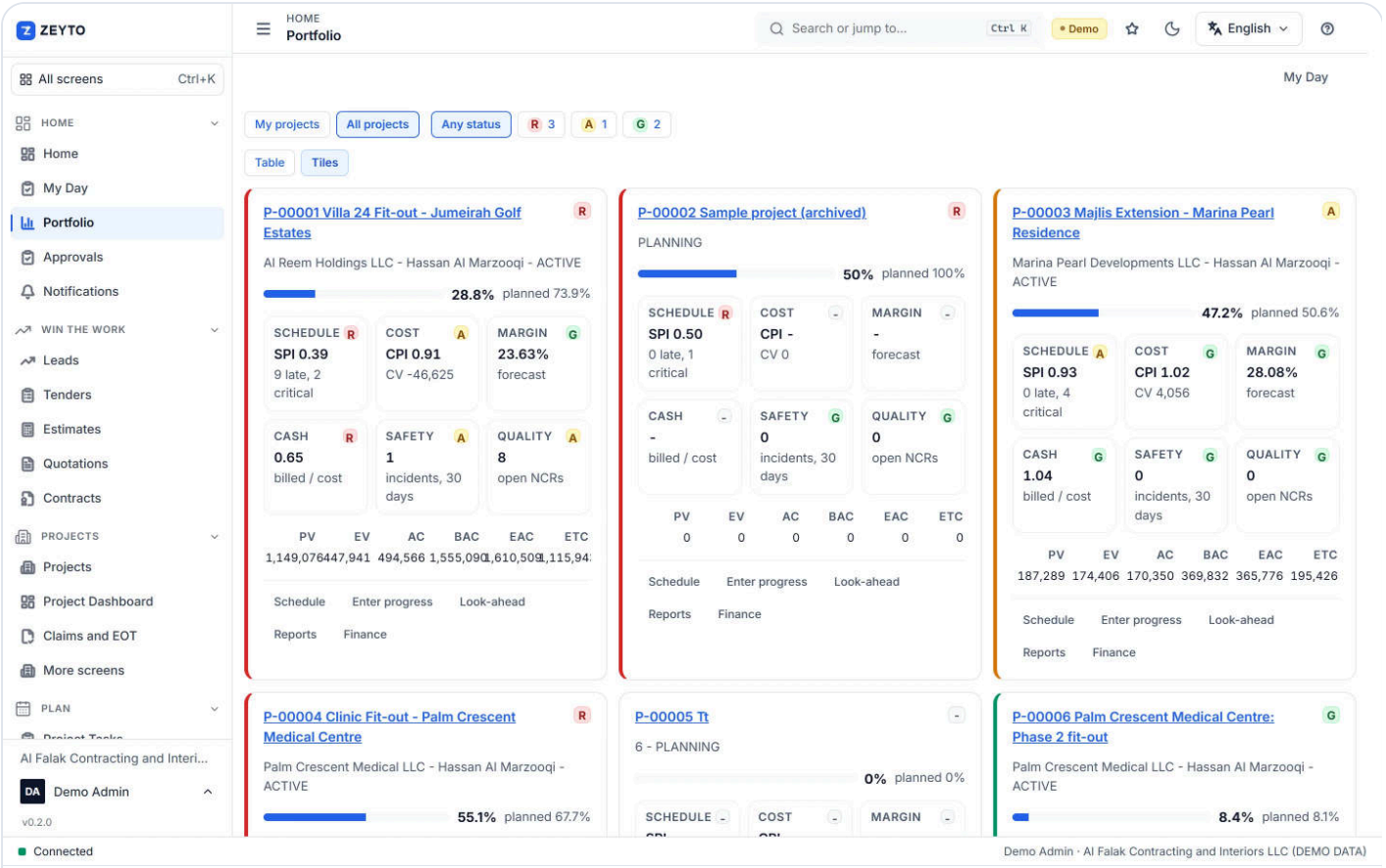
Home, Director view. The tiles count projects in trouble, to watch and on track, then cash and bank, what clients owe, what is owed to suppliers and what waits for approval. The table lists every project with its status colour, progress, planned progress, cost index, forecast margin and late tasks. This picture was taken on an earlier day, so the figures differ a little from today's.

How the colours are decided

The big chip on a Portfolio tile is the worst of six checks. Earned value is the method behind the first two. **PV** (planned value) is the work that should be done by today, **EV** (earned value) is the work actually done, **AC** (actual cost) is what the work cost so far, and **BAC** is the approved budget.

CHECK	WHAT IT MEASURES	GREEN	AMBER	RED
Schedule	SPI: work done divided by work planned by today	0.95 and above	0.85 up to 0.95	below 0.85
Cost	CPI: work done divided by cost so far	0.95 and above	0.85 up to 0.95	below 0.85
Margin	Contract value less forecast cost, as a percent of the contract	8 and above	3 up to 8	below 3

CHECK	WHAT IT MEASURES	GREEN	AMBER	RED
Cash	Billed to the client (net) divided by cost to date	1 and above	0.8 up to 1	below 0.8
Safety	Incidents, lost days, expired permits	none	an incident or an expired permit	an open serious incident or a lost day in 30 days
Quality	NCRs and RFIs	none open	an open NCR or an RFI waiting over 14 days	an overdue NCR



Home › Portfolio on the tile view. The filter chips R 3, A 1, G 2 keep only red, amber or green projects. Each tile has the six checks and, below them, the earned value row (PV, EV, AC, BAC, EAC, ETC). The buttons Schedule, Enter progress, Look-ahead, Reports and Finance open the project hub on that tab. Taken on an earlier day.

WORKED EXAMPLE: WHY VILLA 24, P-00001, IS RED ON THE PORTFOLIO

The Portfolio reads the project as at 12/11/2026. Villa 24 Fit-out, Jumeirah Golf Estates, has a contract value of AED 2,108,900.00 and a budget (BAC) of AED 1,555,090.00.

CHECK	FIGURE	COLOUR	WHY
Planned value PV	AED 1,197,971.36		77.04 percent of the budget should be done by now
Earned value EV	AED 447,941.00		28.80 percent is done
Actual cost AC	AED 494,565.70		What the work cost so far
Schedule SPI	0.37	R	EV divided by PV, below 0.85
Cost CPI	0.91	A	EV divided by AC, between 0.85 and 0.95
Forecast margin	23.63 percent	G	Above 8 percent
Cash	0.65	R	Billed AED 323,072.00 against the cost to date, below 0.8
Safety	1 incident in 30 days	A	An incident, no lost day
Quality	8 open NCRs	A	Open, none overdue

Two checks are red, so the project is red, even though the forecast margin is healthy. The forecast cost at completion is AED 1,610,508.70, AED 55,418.70 over the budget. In the project hub the Overview shows the same six chips under "Where are we?", with the message "This project needs you: at least one measure is past its limit (red)".

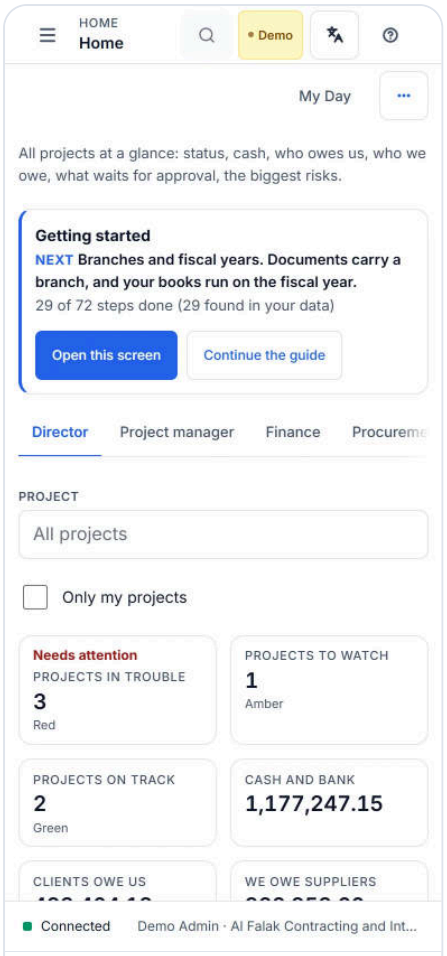
Source: live demo, GET /api/v1/sharp/portfolio, asOf 12/11/2026; colour limits from the Portfolio help page (src/Zeyto.Web/src/help/content/projects-cockpit.ts). The demo data moves every day, so the colours may differ when you look.

On a phone

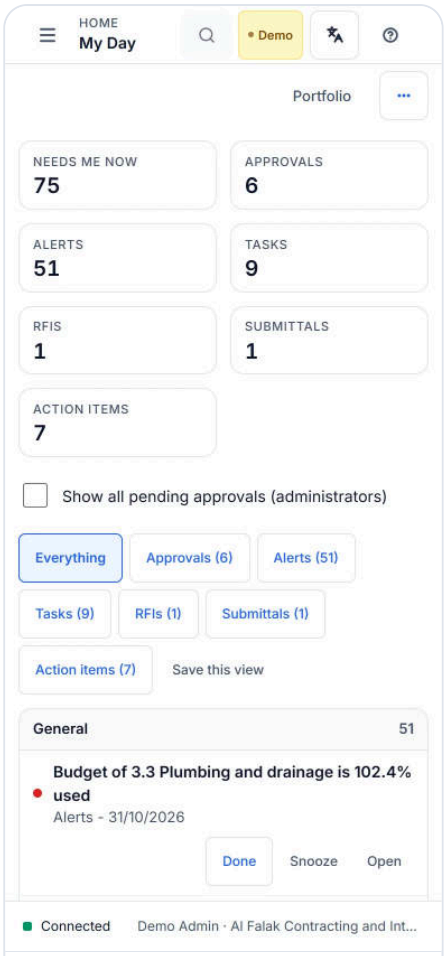
There are two ways to use the product on a phone.

1. **The web app in a phone browser.**
   The same screens, narrower. Cards and a menu button replace the left menu and the wide tables. Use it for approving, looking at a project or reading My Day.
2. **The phone app for site roles.**

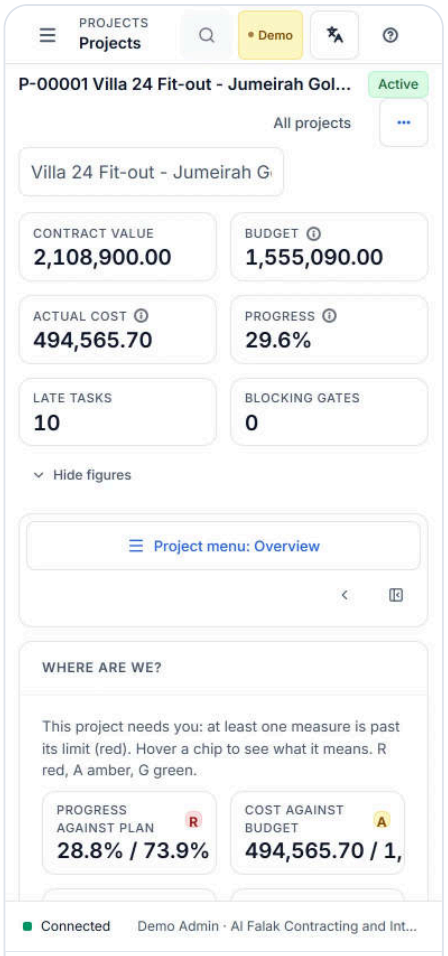
Open the address that ends in `/m`. It shows only the home for the person's role: site engineer, gate, inspection, storekeeper, HSE, assets, procurement and project manager. A phone enrols itself the first time its user opens it, then waits. Nothing it holds is accepted until an administrator approves the phone in `Control › Mobile Devices`, chooses its trust level, and chooses the roles and projects it receives. Only a fully trusted phone may send receipts, issues and counts that move stock.



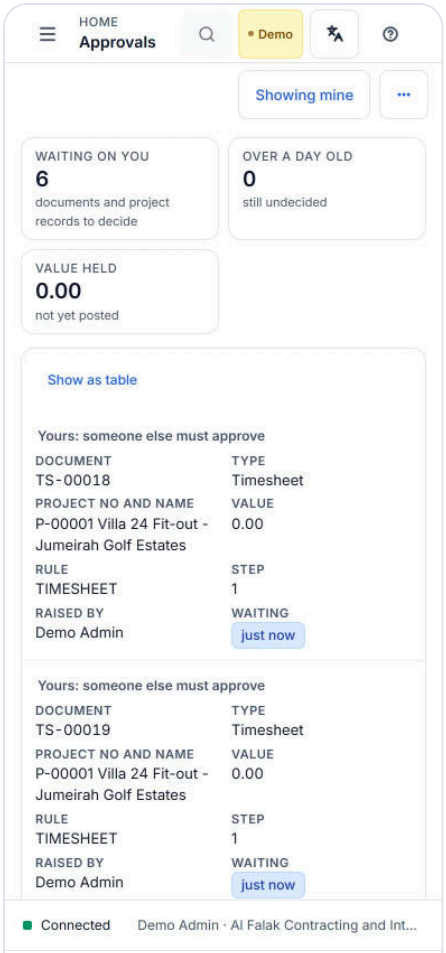
Home



My Day: every kind of work waiting, with Done, Snooze and Open on each line



A project; the Project menu is one button



Approvals as cards, with Show as table

These pictures were taken on an earlier day, so counts and percentages differ from the live demo today.

STOPPED PHONES

A lost phone is marked Lost in Mobile Devices with a reason. It is closed at once for records and is told to erase its data at its next contact. Records already sent stay. Records still on the phone are lost.

The demo company and its projects

The demo company, Al Falak Contracting and Interiors LLC, tells one story from the first enquiry to a closed and archived job. The Projects register lists seven projects. An eighth, P-00008, is closed and archived and appears only when you press **Show archived**. When a later part says "open P-00001", this is the one it means.

PROJECT	CLIENT	STATUS	DATES	CONTRACT AED	BUDGET A
P-00001 Villa 24 Fit-out, Jumeirah Golf Estates	Al Reem Holdings LLC	ACTIVE	15/08/2026 to 08/01/2027	2,108,900.00	1,555,090
P-00003 Majlis Extension, Marina Pearl Residence	Marina Pearl Developments LLC	ACTIVE	12/09/2026 to 12/12/2026	508,620.00	369,832
P-00004 Clinic Fit-out, Palm Crescent Medical Centre	Palm Crescent Medical LLC	ACTIVE	29/08/2026 to 21/11/2026	508,050.00	367,680

PROJECT	CLIENT	STATUS	DATES	CONTRACT AED	BUDGET A
P-00006 Palm Crescent Medical Centre: Phase 2 fit-out	Palm Crescent Medical LLC	ACTIVE	29/10/2026 to 29/04/2027	1,189,528.22	1,001,285
P-00007 Al Reem Office Fit-out, Level 12, Business Bay	Al Reem Holdings LLC	PRACTICAL_COMPLETE	23/06/2026 to 19/10/2026	512,400.00	367,500
P-00008 Palm Crescent Pharmacy Fit-out, Ground Floor	Palm Crescent Medical LLC	CLOSED, archived	11/02/2026 to 02/05/2026	220,400.00	156,760

Two further records, `P-00002` ("Sample project (archived)", contract AED 10,200.00) and `P-00005` ("Tt", no values), are leftovers without a story. No example in this handbook uses them.

WORKED EXAMPLE: A PURCHASE CHAIN ON CLINIC FIT-OUT, P-00004

This one document chain shows one ERP in action: the purchase order is a plain Purchase module document, and the project, the item of work and the cost nature are on it.

STEP	DOCUMENT	STATUS IN THE DEMO
1	Material request `MR-00014`	Approved
2	Requisition `REQ-00012`	Ordered
3	Purchase order `PO-FY202600011`, dated 10/11/2026, supplier Emirates Tiles Trading LLC	Submitted
4	Delivery `DEL-00011`	Closed
5	Inspection `MIR-00009`	GRN posted
6	Goods received note `GRN-FY202600008`	Submitted
7	Purchase invoice `PINV-FY202600011`	Submitted

The tags on the purchase order: Project `P-00004` Clinic Fit-out, Palm Crescent Medical Centre; Item of work `3`, "Flooring: antibacterial vinyl"; Cost nature `MATERIAL`; Request `MR-00014`, accepted 590 of 590 received. The single line is `TILE-60` Porcelain floor tile 60×60 cm, 590 square metres at AED 38.50, which is AED 22,715.00 before tax. VAT is AED 1,135.75 and the grand total is AED 23,850.75.

Does it need approval? The purchase order rules start above AED 25,000.00, and this order is AED 23,850.75, so no approval step applies. A purchase order above AED 25,000.00 would wait in Approvals for a holder of `sharp.proc.approve`.

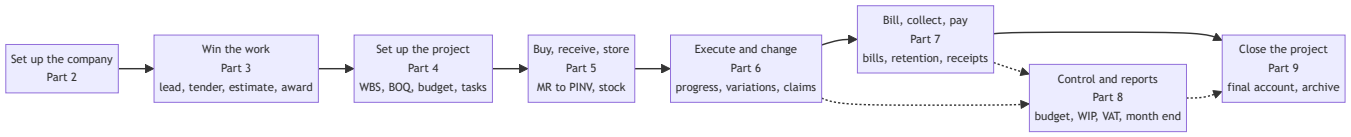
Does it post? The grey line above the lines reads "No posting - document never touches the ledgers (converts keep line links)". The purchase order itself does not post. Which of the later documents post, and to which accounts, is covered in Part 5 and Part 7.

Source: live demo, Purchase › Purchase Order, record PO-FY202600011, read on 12/11/2026; approval bands from GET /api/v1/sharp/approval-matrices.

The life of a project

This is the whole job on one page. The later parts of the handbook follow it from left to right. Setting up the company happens once before the first job. Control and reports run all through the job, not only at the end.

LEAD TO ARCHIVE



Solid arrows are the order of work. Dotted arrows show that control and reports read the job while it runs.

1

Set up the company

Chart of accounts, items, rates, approval rules, users.

Part 2

2

Win the work

Lead, tender, estimate, award, contract.

Win the work › Leads, Tenders, Estimates, Contracts
Part 3

3

Set up the project

Structure, BOQ, budget baseline, programme, crews.

Projects › the project hub
Part 4

4

Buy, receive and store

Material request, requisition, RFQ, purchase order, delivery, inspection, GRN, invoice.

Purchase and Inventory
Part 5

5

Execute and change

Progress, daily log, permits, snags, variations, delays and claims.

Build and Site
Part 6

6

Bill, collect and pay

Progress bills, retention, receipts, supplier and subcontractor payment.

Bill and Cash
Part 7

7

Control and reports

Budget control, WIP, VAT return, month-end close.

Reports and Control
Part 8

8

Close the project

Practical completion, final account, retention release, closing report, archive.

Project hub › Close-out
Part 9

When you meet a real example in a later part, it is usually one of these demo projects: P-00006 in Part 3, P-00001 and P-00007 in Part 4, P-00001 in Parts 5, 6 and 8, P-00007 and P-00001 in Part 7, and P-00007 (at close-out) and P-00008 (closed) in Part 9. Open the same project to see it for yourself.

Check yourself

- [ ] I can explain in one sentence why there is no separate construction app: the same documents carry Project, Item of work and Cost nature.
- [ ] I can reach a screen three ways: the left menu, All screens and Ctrl+K.
- [ ] I know that a register comes first and the form second, and that Back returns me to the register.
- [ ] I can find the history of a record: the Document trail tab on a business document, the Activity timeline on a project record.
- [ ] I can name the objects in the chain from tender to project and say what the award creates.
- [ ] I know which role I hold, which four keys open figures, and why a Client viewer sees no money.

- [ ] I know where my approvals wait (Home › Approvals and My Day) and that a rejection needs a reason.
- [ ] I can read a Portfolio tile: the worst of six checks, and the SPI and CPI limits of 0.95 and 0.85.
- [ ] I know that a phone must be approved in Control › Mobile Devices before the site app works.
- [ ] I know which demo project to open for each part of the handbook.

Where next. Part 2, Set up the company: the masters, the chart of accounts, the approval rules and the users that every job depends on.

PART 2

Set up the company

Before the first project you tell the system who you are, how your books run, how VAT is charged, who may do what, and which clients, suppliers, materials, people, machines and sites exist. This part is done once. Every later part picks from what you enter here.

The setup order and what depends on what

Setup has two halves. **Company setup** is eight screens that describe the company itself: profile, branches and fiscal years, chart of accounts, tax, dimensions, users, approvals and numbering. **Masters** are seven lists that every document picks from: customers, suppliers and subcontractors, items and stores, employees, assets, sites and the rate library. The owner or the accountant does the first half. Procurement, the storekeeper, HR, the plant manager, the project manager and the estimator each own one master.

A fresh installation is not empty. It already holds a UAE chart of accounts, the five VAT codes, the units of measure, one branch, one fiscal year and a set of approval rules. Your job is to replace the placeholder company, check what is already there, and add what is yours.

1
Company profile
Name, TRN, country, base currency, logo.
Settings › Company Setup › Company Profile

2
Branches and years
The office and the fiscal year documents are dated in.
Settings › Company Setup › Branches, Fiscal Years

3
Chart and openings
The accounts, then the starting balances.
Accounting › Ledger › Chart of Accounts, Openings

4
Tax
The VAT codes and the VAT return box of each.
Settings › Finance & Tax › Tax

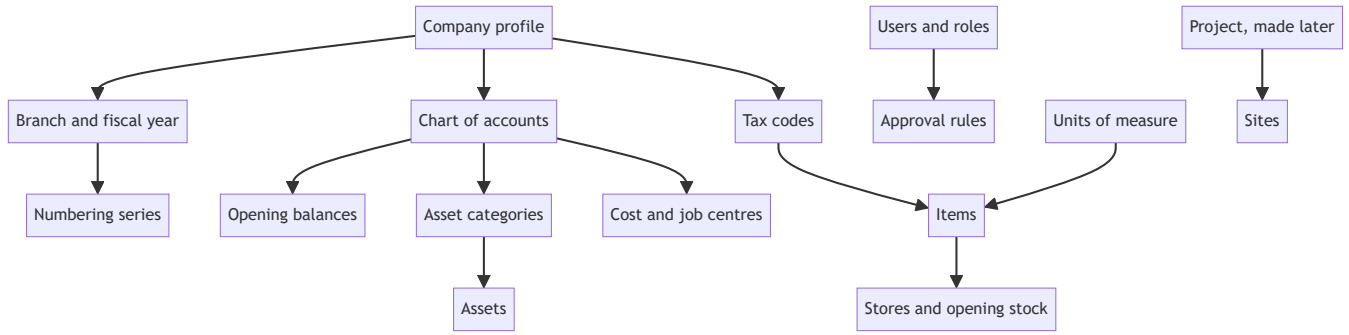
5
Dimensions
Cost, job and project centres.
Accounting › Ledger › Dimensions

6
Users and approvals
Who signs in, what each role may do, who approves what.
Settings › Security & System › Users & Permissions

7
Numbering and print
Prefixes of document numbers, print layouts.
Settings › Company Setup › Numbering, Templates

8
Masters
Customers, suppliers, items, stores, employees, assets, sites, rates.
Sales, Purchase, Inventory, Employees, Assets, Build and Site, Plan

WHAT MUST EXIST BEFORE WHAT



An arrow means "needs this first". Customers, suppliers, employees and the rate library need nothing before them and can be filled in any order. A site refers to a project, so a site for a yard or a company store is created without one, and a site for a job is linked once the project exists.

The minimum to start

You can enter a first lead the day the company profile is right. You cannot run a first purchase order, a first receipt or a first bill without the items below. The "Already there" column says what a new database holds for you.

WHAT	NEEDED FOR	ALREADY THERE IN A NEW DATABASE?	IF IT IS MISSING
Your own company name and 15-digit TRN	Every printed document and the VAT return	A placeholder, "ABC Trading LLC"	The placeholder prints on your documents
A fiscal year that covers the document date	Posting any document	FY2026 only (01/01/2026 to 31/12/2026)	Zeyto refuses the document and says no open fiscal period covers that date
One active branch	Saving any document	Branch MAIN	"no active branch is assigned to this user."
Tax codes and units of measure	Quotations, items, invoices	Yes, five tax codes and the units	The quotation cannot create its service item
The Sharp account types in the chart	First stock issue, subcontract bill, retention release, labour allocation	Yes, in the standard chart	The posting is refused and names the missing type

WHAT	NEEDED FOR	ALREADY THERE IN A NEW DATABASE?	IF IT IS MISSING
A second person who can approve	First requisition, order or bill that needs approval	Roles exist, people do not	The record waits and you cannot approve your own
One customer	Tender, quotation, award, contract	No	Quotation and award refuse a tender with no client
One supplier, one item, one store	Purchase order, receipt, issue	Stores MAIN and VAN01 only	No order line can be entered, no delivery can be saved
Active employees with a pay rate	Timesheets, payroll, labour cost to projects	No	Labour cost does not reach the project

- [ ] The company profile carries my own legal name, Arabic name and 15-digit TRN.
- [ ] The fiscal year I am about to post into exists and its status is Open.
- [ ] I have looked through the chart of accounts and every project cost, retention and advance account is there.
- [ ] A second user holds an approval permission, or the self-approval switch is on and I know why.
- [ ] I have at least one customer, one supplier, one item with its unit and one store.
- [ ] The prefixes in Numbering are the ones I want, before the first document.

WORKED EXAMPLE: THE DEMO COMPANY AFTER SETUP

The live demo is the fictional contractor **Al Falak Contracting and Interiors LLC (DEMO DATA)**. This is what its setup screens hold today. Use it as the picture of a finished setup.

SETUP ITEM	VALUE IN THE DEMO
Country, base currency	AE, AED
Fiscal year	FY2026, 01/01/2026 to 31/12/2026, Open
Branch	MAIN, "Head office - Dubai"
Payment terms	DUE (0 days, the default), COD (0), NET15 (15), NET30 (30)
Tax codes	SR5, ZR, EX, RCM, OOS

SETUP ITEM	VALUE IN THE DEMO
Chart of accounts	104 accounts: 97 posting ledgers and 7 groups, 61 of them marked System
Bank account record	BANK-MAIN, tied to ledger 1100
Numbering series	38, each with a 5-digit counter that restarts each fiscal year
Users	26: the administrator and one demo user for each predefined role

Source: live demo, read on 12/11/2026 and 13/11/2026 (company profile, settings masters, accounts, users); chart counts from the Chart of Accounts screen header.

Company profile

What it is for. The profile is your identity. Printed documents, exported sheets and the VAT return take your name, TRN and address from here. Three settings work behind the scenes: `Base Currency` is the currency every document is posted in, `Fiscal Start Month` feeds the Corporate Tax report, and `Emirate Code` is the emirate your VAT sales are reported under when a customer has none. **Who:** the owner or the accountant. **Where:** `Settings › Company Setup › Company Profile`.

1. **Open the screen**
   It has the cards Legal Identity, Address & Contact, Print Header & Footer, Bank Details, VAT Return Identity and UAE E-Invoice Identity, then Print Assets and Header Preview.
2. **Replace the placeholder**
   In Legal Identity type the `Display Name`, the Arabic name and your 15-digit `TRN`. Check `Country` and `Base Currency` before the first document.
3. **Add address, bank details and logo**
   Under Print Assets press Upload for the logo, stamp or signature (PNG, JPEG or WebP, 1 MB or less).
4. **Press Save**
   Zeyto shows "Company profile saved". The VAT Return Identity card has its own save button.

FIELD	WHAT TO ENTER	EXAMPLE
`Display Name`	The name printed on documents. Required.	Al Falak Contracting and Interiors LLC (DEMO DATA)

FIELD	WHAT TO ENTER	EXAMPLE
`Legal Name`	The registered name when it differs from the display name.	Al Falak Contracting and Interiors LLC
`TRN`	Exactly 15 digits if you are VAT registered. Zeyto checks the length only.	A 15-digit number
`Country` , `Base Currency`	Picking a country fills its currency while the base currency still holds the previous country's own.	AE, AED
`Fiscal Start Month`	1 to 12. Used by the Corporate Tax report. It does not create fiscal years.	1
`Emirate Code`	AZ, DU, SH, AJ, UQ, RK or FU. The VAT return splits box 1 by emirate.	DU for Dubai

What posts. Nothing. **What goes wrong.** Documents already saved are not converted when you change the base currency, so change it before the first document. **Next:** branches and fiscal years.

> **REPLACE THE PLACEHOLDER FIRST**
> A fresh database holds a company called "ABC Trading LLC". If you leave it, that name prints on your tax invoices and tender packs.

Branches and fiscal years

What it is for. A branch is an office or division. Every document is saved under one. The fiscal year is the range of dates your books post into. **Who:** owner or accountant. **Where:** `Settings › Company Setup › Branches` and `Settings › Company Setup › Fiscal Years` .

1. **Check the branch**
   A new database has branch MAIN. One branch is enough for most contractors. Add more with **+ New Branch** : `Code` , `Name` , a `Default Warehouse` , then **Create** .
2. **Check the fiscal year**
   On Fiscal Years press **+ New**

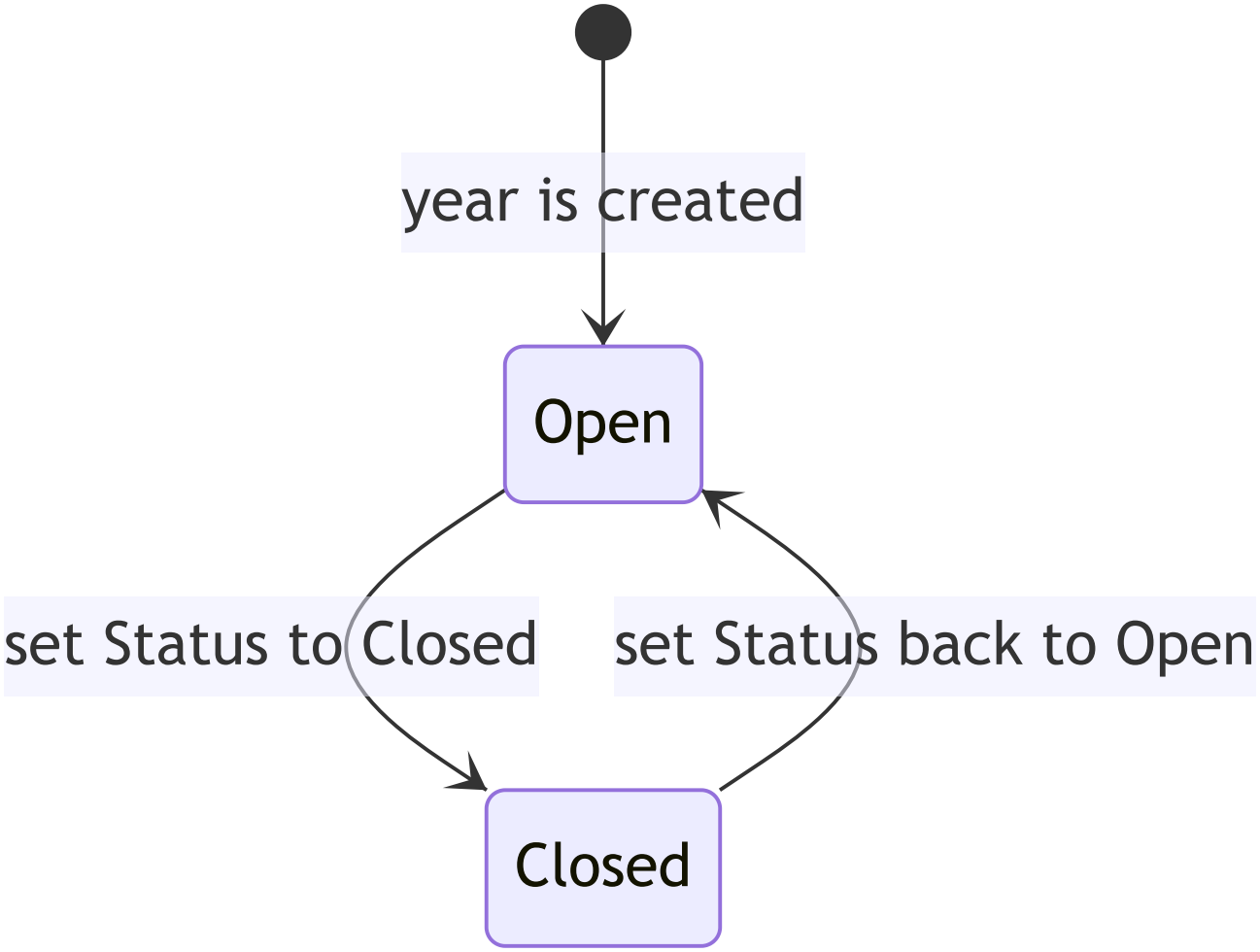
, type a unique `Name` such as FY2027, pick `Starts` and `Ends`, leave Status on Open, press **Save**

.

3 **Limit a user to some branches, if you need to**

On Users & Permissions untick All branches and tick the ones the person may work in.

FISCAL YEAR STATUS



Closing a year posts nothing and moves no balances. It only refuses documents dated inside it.

HOW THE SYSTEM BEHAVES

When you submit, amend or cancel a document, Zeyto looks for an open fiscal year that covers the document date. A filed VAT return locks its own period as well, even when the fiscal year is open. There is no delete for branches or years: fix a wrong name or date by editing it.

ADD NEXT YEAR'S FISCAL YEAR BEFORE 1 JANUARY

A new database holds FY2026 only. From 01/01/2027 you must add FY2027 yourself, or documents dated in 2027 are refused.

What posts. Nothing. **Next:** the chart of accounts.

Chart of accounts and opening balances

What it is for. Every posting lands on an account. The chart is the list of accounts; the Trial Balance, Profit & Loss and Balance Sheet are built from it. An account is either a **posting ledger**, which holds entries, or a **group**, a folder that cannot be posted to. **Who:** the accountant. **Where:** `Accounting › Ledger › Chart of Accounts`, then `Accounting › Ledger › Openings`.

The real structure

Zeyto starts you with a UAE chart, marked System. The live demo holds 104 accounts under seven groups. The tree shows each group with the accounts a contractor touches most. The codes are the product's own.

1 Assets group

> **1000** Cash in Hand, **1010** Petty Cash, **1100** Bank - Current Account, **1110** Card Clearing
>
> **1170** Contract Assets (unbilled revenue), **1190** Contract WIP (completed-contract costs)
>
> **1200** Trade Receivables, **1210** PDC Receivable, **1250** Retention Receivable
>
> **1300** Inventory, **1400** VAT Input, **1450** Supplier Advances, **1460** Employee Advances
>
> **16 Fixed Assets** group inside Assets
>
> > **1610** Furniture & Equipment, **1620** Vehicles, **1630** Computers & IT Equipment, **1640** Plant and Machinery, **1650** Scaffolding, Formwork, Tools and Camps, **1690** Accumulated Depreciation

2 Liabilities group

> **2100** Trade Payables, **2110** PDC Payable, **2150** Retention Payable, **2151** Goods Received Not Invoiced
>
> **2200** VAT Output, **2300** Customer Advances, **2310** Contract Billings (method B), **2320** Deferred Revenue
>
> **2430** Accrued Project Costs (GRNI), **2500** Salaries Payable, **2600** Gratuity Provision

3 Equity group

> **3000** Owner's Capital, **3100** Owner's Drawings, **3200** Retained Earnings, **3900** Opening Balance Suspense

4 Income group

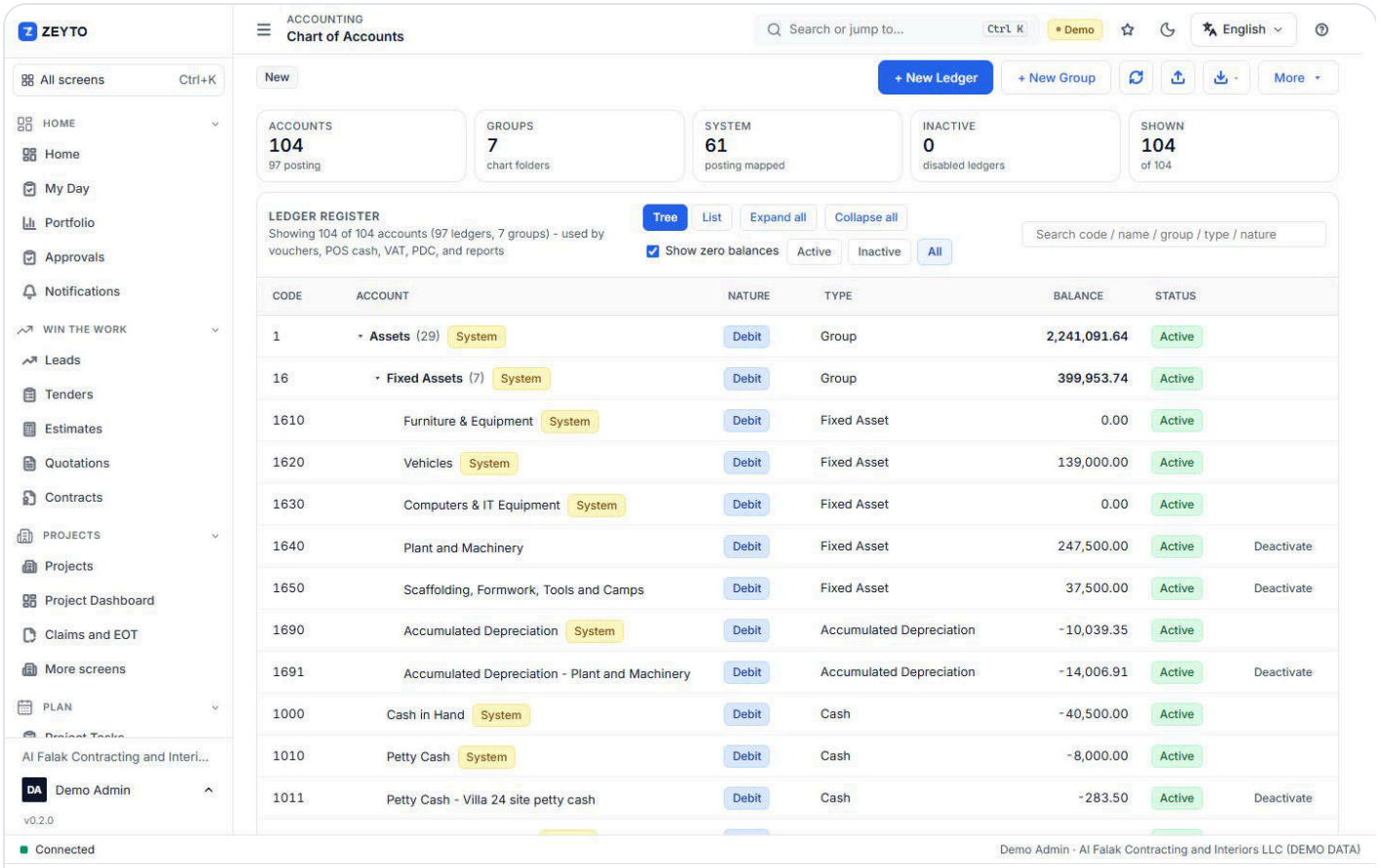
> **4000** Sales, **4020** Equipment Hire Income, **4100** Sales Returns, **4900** Other Income

5 Cost of Sales group

> **5000** Cost of Goods Sold
>
> Project cost block: **5300** Project Materials, **5310** Project Direct Labour, **5320** Subcontract Cost, **5330** Third-party Manpower, **5340** Plant & Equipment (charge-out), **5350** Hired Equipment, **5360** Site Overheads & Consumables, **5370** Project Fuel, **5380** Material Wastage & Damage, **5390** Liquidated Damages & Back-charges
>
> **5400** Purchase Price Variance

6 Operating Expenses group

> **6100** Salaries & Wages, **6200** Rent, **6210** Utilities, **6400** Vehicle & Fuel, **6500** Bank Charges, **6510** Government Fees & Licenses, **6520** Insurance, **6700** Depreciation Expense
>
> **6190** Labour Cost Absorbed, **6710** Plant Cost Recovered

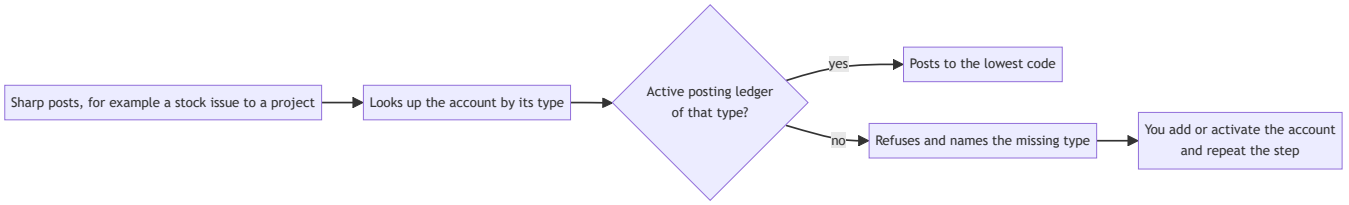


Accounting › Ledger › Chart of Accounts in Tree view. Four tiles count accounts, groups, System accounts and inactive ledgers. The Type column is the account type that documents search by. The System tag marks accounts the posting rules depend on.

Why the account type matters

An account type is how a document finds a ledger. An invoice looks for the ledgers typed Receivable, Sales and VatOutput. Sharp looks for its own types when it posts a stock issue to a project, a subcontract bill, a retention release or a labour allocation. If two active ledgers share a type, Zeyto uses the one with the lowest code. If no active posting ledger has the type, the posting stops and names it.

HOW A POSTING FINDS ITS ACCOUNT



This is why a company that imported its own chart meets the refusal at its first stock issue or retention release, not on the Chart of Accounts screen.

In the live demo the project accounts carry these types: `ProjectMaterialCost` (5300), `ProjectLabourCost` (5310), `ProjectSubcontractCost` (5320), `ProjectManpowerCost` (5330), `ProjectPlantCost` (5340), `ProjectHireCost` (5350), `ProjectOverheadCost` (5360), `ProjectFuelCost` (5370), `ProjectWastageCost` (5380), `LiquidatedDamages` (5390), `RetentionReceivable` (1250), `RetentionPayable` (2150), `CustomerAdvance` (2300), `SupplierAdvance` (1450), `ContractBilling` (2310), `DeferredIncome` (2320), `AccruedProjectCost` (2430), `LabourAbsorbed` (6190), `PlantCostRecovered` (6710) and `OpeningBalance` (3900). The Type column of the Chart of Accounts shows them.

Source: live demo, GET /api/v1/accounts (accountType column), read on 12/11/2026. Labour allocation uses the fixed codes 5310 and 6190, as the guide states.

ADD ACCOUNTS, DO NOT REPURPOSE

Press **+ New Ledger**, choose the Root (Asset, Liability, Equity, Income or Expense), accept the suggested code, type the name, pick a Parent Group and leave Kind on Posting. Set an Account Type only when documents must find the ledger by its type. There is no delete: switch an account to Inactive. A System account cannot be edited, renamed, moved or switched off.

Opening balances

Use **Openings** once, when you start, to bring in what your books already held. You build lines on the screen and nothing reaches the books until you post. Lines are not saved until you post, so closing the screen loses them.

1

Set the header

Check the `Fiscal Year` and the `Opening Date`. The date starts on 1 January of the year, which may not be your fiscal year start. It must fall in an open fiscal year.

2 **Enter ledger balances on the Accounts tab**

Pick an Account, type the amount in Debit or Credit (not both), press **Add Line**. Do this for cash, bank, fixed assets, loans and capital.

3 **Enter open invoices on the Customer / Supplier bills tab**

Choose Customer or Supplier, pick the party, type the invoice number, invoice date, due date and amount, press **Add Bill**. Each invoice becomes its own opening bill, so a later receipt or payment can be matched to it.

4 **Enter stock on the Stock tab**

Pick the Warehouse and Item, type the quantity and the Cost Rate (cost of one unit), press **Add Stock Line**. Do not also enter an Inventory balance on the Accounts tab, or the stock is in the books twice.

5 **Post**

Post Financials posts the opening journals and bills.

Post Stock posts one Opening Stock document (OST-) for each warehouse.

What posts. Openings post the starting balances. Each document is made to balance by one line on the Opening Balance ledger, 3900 in the standard chart. The tile "Difference parked on Opening Balance (3900)" shows what is parked there; you may post with a difference after a confirmation and correct it later with **Edit openings**. Openings do not touch VAT. Each part posts once per fiscal year; a second post is refused, so use Edit openings or Cancel all openings. A user limited to some branches cannot post openings.

> `BLOCKED`
> An opening date outside an open fiscal year, or on or before the "Books locked up to date" set in Settings › Posting Controls, is refused.

Next: tax.

Tax (VAT)

What it is for. Each line of an invoice or bill takes a tax code. The code decides the rate and the box of the VAT return (VAT 201) the line is reported in. **Who:** the accountant. **Where:** `Settings › Finance & Tax › Tax`. Most companies add nothing here; they check the five codes and leave Standard Rated 5% as the default.

CODE	NAME	RATE %	SALE BOX	PURCHASE BOX
`SR5`	Standard Rated 5%	5.000	1	9
`ZR`	Zero Rated 0%	0.000	4	-
`EX`	Exempt	0.000	5	-
`RCM`	Reverse Charge	5.000	3	10
`OOS`	Out of Scope	0.000	-	-

Source: live demo, GET /api/v1/tax-codes, read on 12/11/2026.

ZERO RATED AND EXEMPT BOTH PRINT 0.00

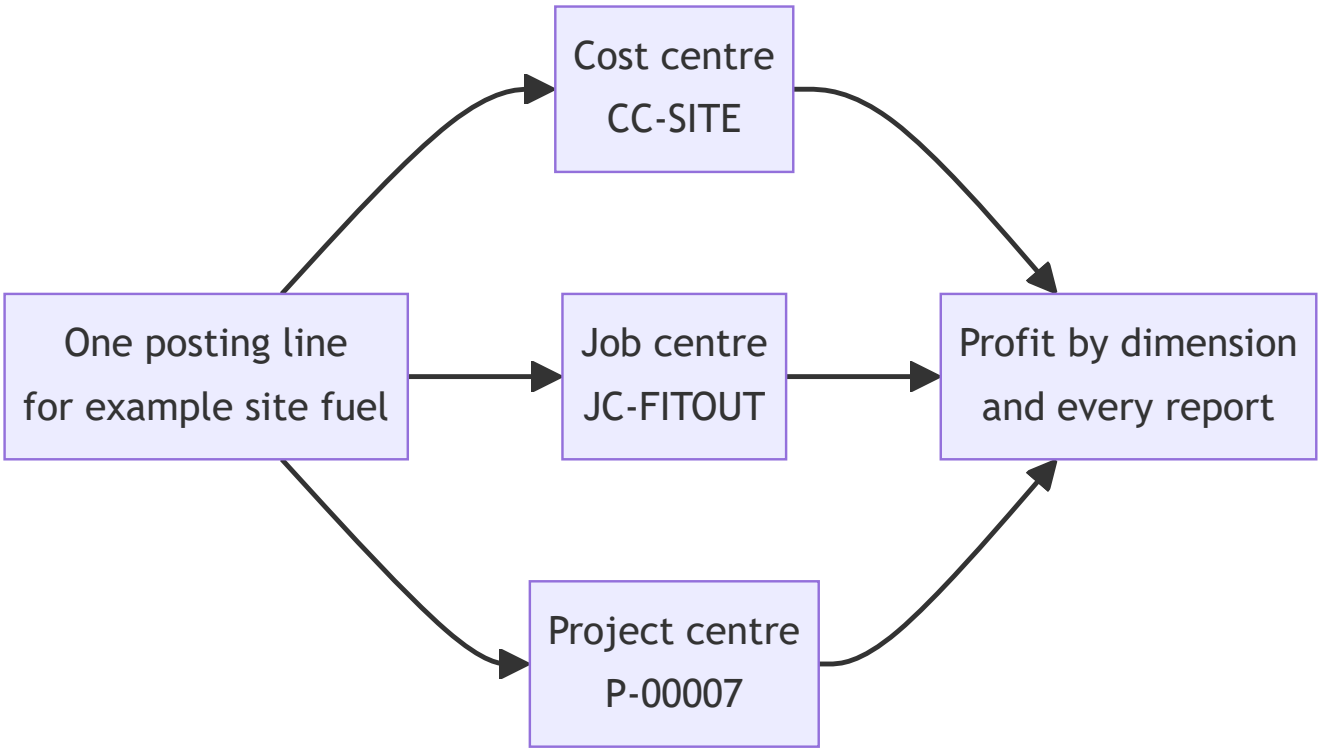
They are filed in different boxes (4 and 5). Do not swap them: the wrong one files a wrong return. A line on a Reverse Charge code adds no VAT to the document total.

What posts. Nothing now. Every invoice and bill books its VAT through these codes later, to the VAT Output and VAT Input ledgers found by account type. A change to a rate or box affects documents posted afterwards only. Sharp creates its service items (SHARP-TENDER, SHARP-CONTRACT, SHARP-SUBCONTRACT) the first time it needs them, with the first unit of measure by code and the SR5 code, so at least one tax code and one unit must exist. **Next:** dimensions.

Dimensions: cost, job and project centres

What it is for. A dimension is a label on an accounting line so that any report can be cut by it and still add up to the ledger. There are three. A **cost centre** says where the money was spent: head office, the site, the plant yard. A **job centre** says which job or trade it belongs to. A **project centre** says which project. The tag is written on every ledger line, on the stock movement and on the VAT row. **Who:** the accountant. **Where:** `Accounting › Ledger › Dimensions` with its tabs Masters, Account rules and By dimension, or the registers `Accounting › Ledger › Cost Centers`, `Job Centers` and `Project Centers`.

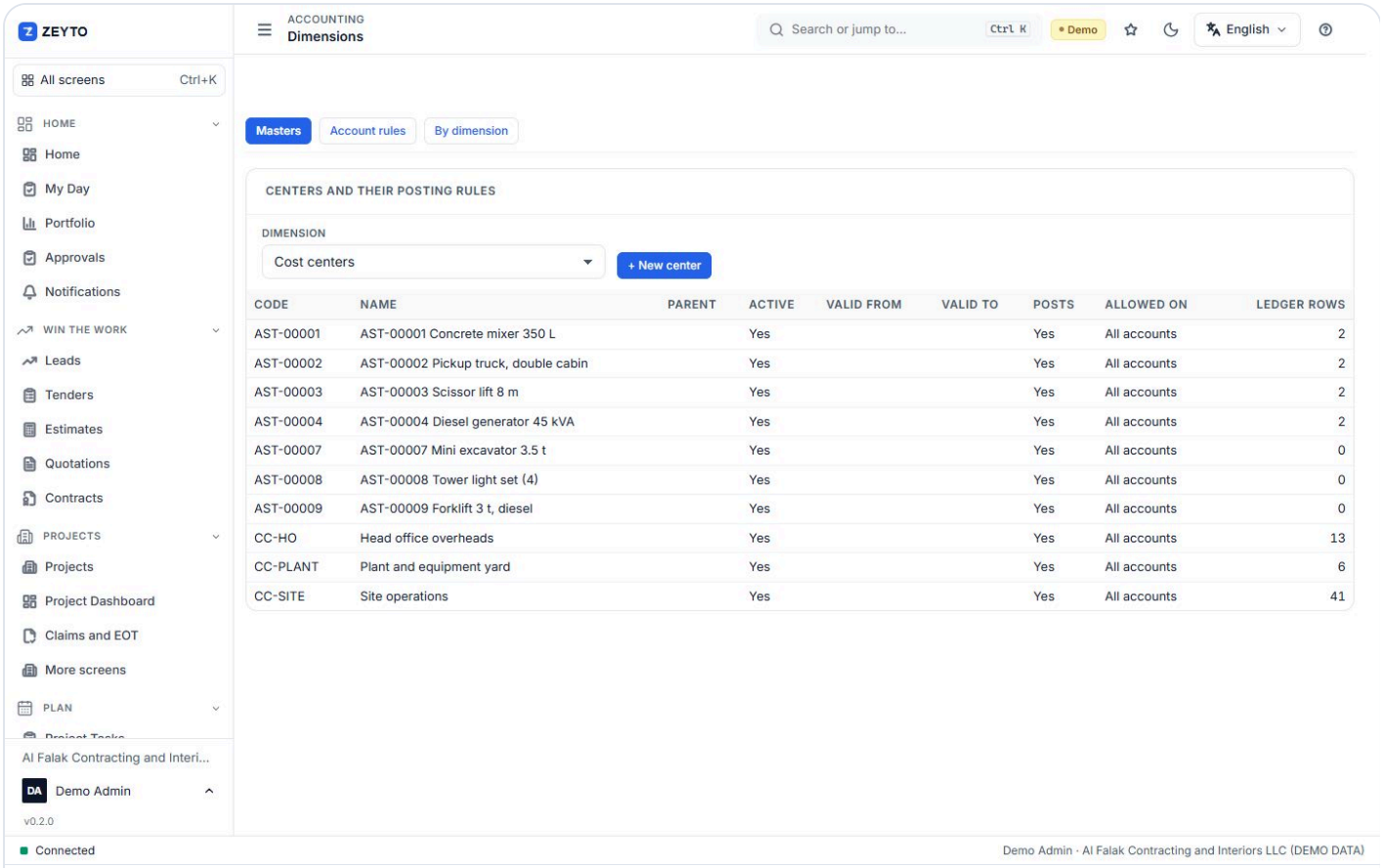
ONE ENTRY, THREE TAGS



A line wins over the document header. If neither names a centre, the customer or supplier default is used, then the default of the account. A centre you name is never replaced by a default.

PROJECTS NEED NO SETUP HERE

With the Projects module a project and its project centre are one record. Creating a project creates the centre, renaming the project renames it, and closing the project makes the centre inactive. You add cost centres for overheads, and job centres only if you track jobs smaller than a project.



Accounting › Ledger › Dimensions, Masters tab, Dimension set to Cost centers. Each row shows whether it is active, its valid dates, whether it takes postings, the accounts it is allowed on and how many ledger rows already carry it. The Dimension list switches to Job centers and Project centers.

Add a cost centre and put a rule on it

1. **Add the centre**

   Open `Accounting › Ledger › Cost Centers`, press **+ New**, give a code such as CC-001 and a name.

2. **Stop postings to a closed centre**

   On Dimensions › Masters choose the centre, set `Valid to` and press **Save the rules**. An entry dated after that day is refused with the reason.

3. **Make every expense carry a centre**

   On Account rules choose Applies to: Account type, Which: Expense, Rule: Block posting, tick Project center and Cost center under "Needs at least one of", press **Add the rule**. Warn only shows a warning and lets the entry through; Header only makes a group centre that adds up its children and cannot be posted to.

4. **Read the result**

On By dimension choose a dimension and a date range. A parent shows its own postings and, in the right-hand columns, the total with its children.

WORKED EXAMPLE: ONE PROJECT, THREE LABELS, AL REEM OFFICE FIT-OUT, P-00007

Project P-00007 is a fit-out of Level 12, Business Bay for the client Al Reem Holdings LLC (customer code CLT-REEM). It is a registered project centre with the same number, status PRACTICAL COMPLETE and a contract value of AED 512,400.00.

DIMENSION	REAL CENTRES IN THE DEMO	WHAT EACH ONE IS FOR
Cost centre	CC-HO Head office overheads (13 ledger rows), CC-PLANT Plant and equipment yard (6), CC-SITE Site operations (41)	Overheads and site running cost that is not tied to one project
Cost centre, made by the system	AST-00001 Concrete mixer 350 L, AST-00002 Pickup truck, double cabin, AST-00003 Scissor lift 8 m and four more	One centre per machine whose category tracks cost centres, so each machine's cost can be read alone
Job centre	JC-CIVIL Civil and structural, JC-MEP MEP works, JC-FITOUT Interior fit-out	The trade or kind of job a cost belongs to
Project centre	P-00001, P-00003, P-00004, P-00006, P-00007 and P-00008, one per project, created with the project	The project a posting belongs to

Source: live demo, settings masters and the Dimensions screen, read on 13/11/2026; seed in tools/demo-seed/lib/*.mjs. Ledger row counts move as the demo is used.

What posts. Nothing. Postings later carry the labels. **What goes wrong.** Skipping this blocks nothing, but overhead cannot later be separated from site cost in the reports. **Next:** users and roles.

Users and roles

What it is for. Every action checks a permission. A **user** is one sign-in. A **role** is a bundle of permissions. A person may hold more than one role and may do everything their roles allow. A person without a permission sees the screen and is refused when pressing the button. **Who:** the owner. **Where:** `Settings › Security & System › Users & Permissions`.

1. **Add the user**

   On the Users tab press **+ New User**. Type `Username` (no spaces), `Full Name` and a first `Password` that meets the Security Policy.

2. **Give a role**

   Under Role & access tick at least one role. Zeyto pre-ticks Sales for a new user, so untick it if it is wrong.

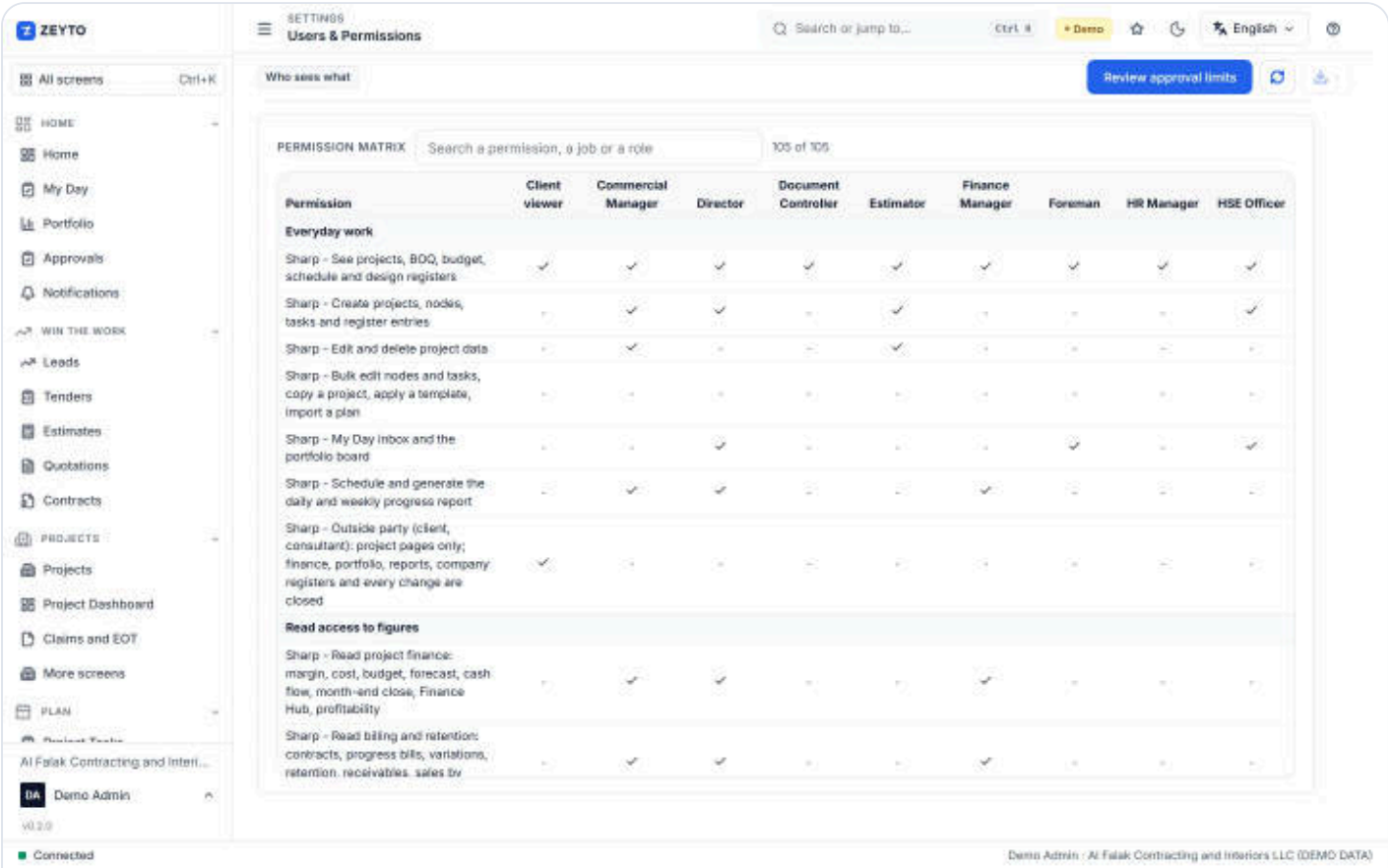
3. **Limit branches, cost and price if needed**

   Untick All branches to limit the person to some branches. Use `Can see cost fields`, `Can edit rate / price`, `Can override credit limits` and `Max discount %` for personal limits.

4. **Save**

   Give the person their name and password in private. Never share one user between two people.

Prices paid to suppliers are a separate permission, **Read procurement prices**. A storekeeper, foreman or site engineer reads quantities, orders and deliveries, not the prices. A non-administrator role starts with no Sharp permission, so the screen opens and the action is refused: "Missing permission {key}."



Users & Permissions › Who sees what. Rows are permissions, grouped (for example Everyday work, Read access to figures); columns are roles; a tick means the role holds it. Search narrows it by permission, job or role.

The product installs construction roles, each with a plain description. The demo has one user for each, named "Demo" plus the role.

ROLE	DEMO USER	WHAT THE ROLE IS FOR
Director	Demo Director	The owner or managing director. Approves the top amount band of every chain, signs reviews and the month-end close, sees the whole company. Does not edit project data.
Project Manager	Demo Project Manager	Runs projects: plans, approves site progress, requisitions and bills at the manager step, issues permits.
Commercial Manager	Demo Commercial Manager	The money side of contracts: variations, progress bills, retention, claims. Approves bills and retention releases. Does not issue tax invoices or award tenders.
QS / Estimator, Estimator	Demo Quantity Surveyor, Demo Estimator	Prepare the BOQ, estimates and bills; price tenders. An estimator cannot award a tender.
Procurement Officer, Procurement Manager	Demo Procurement Officer, Demo Procurement Manager	The officer prepares requisitions, RFQs and orders and cannot approve. The manager approves within the bands and awards RFQs.
Subcontract Administrator	Demo Subcontract Administrator	Prepares subcontracts, certificates, variations and back-charges. A manager activates and approves.
Storekeeper	Demo Storekeeper	Runs the site store: deliveries, goods received, issues, returns, transfers, counts. Does not create purchase orders.
Site Engineer, Foreman	Demo Site Engineer, Demo Foreman	Work on site on the phone. The foreman leads a crew and has no project setup and no money.
Accountant, Finance Manager	Demo Accountant, Demo Finance Manager	Vouchers, ledgers, VAT; tax invoices, petty cash, depreciation. The finance manager also approves budget revisions, retention and disposals and signs the month-end close.

ROLE	DEMO USER	WHAT THE ROLE IS FOR
HR Manager, Payroll Officer	Demo HR Manager, Demo Payroll Officer	Timesheet approval and labour allocation to projects; payroll and employee records.
Client viewer	Demo Client Viewer (Al Reem Holdings)	An outside client or consultant. Reads the project pages of projects the administrator gives them. No money, no reports, no changes.

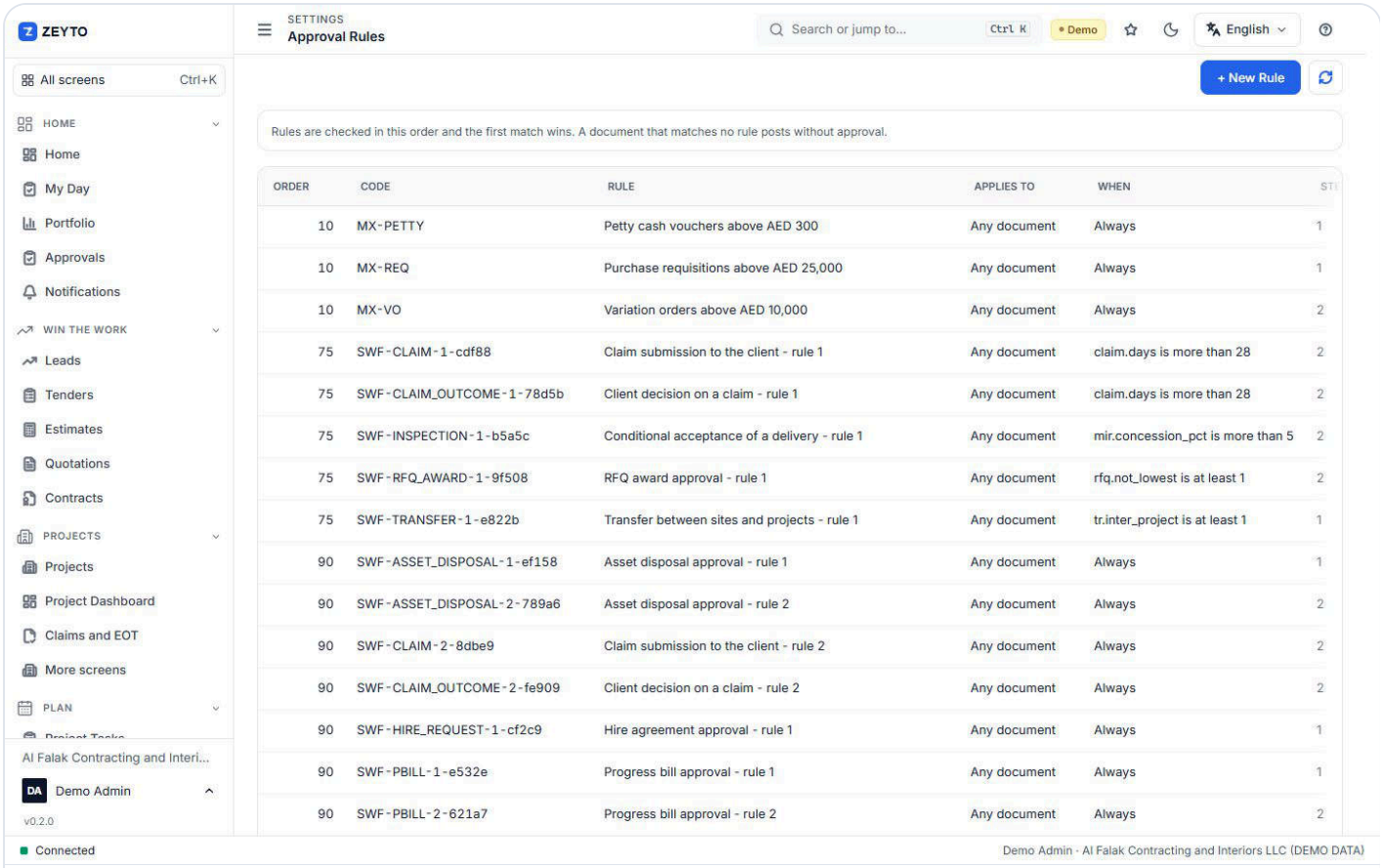
Other installed roles are Planner, Plant Manager, Quality Engineer, HSE Officer, Document Controller, Sales, Cashier and Admin. The Admin role ignores the permission list; keep it for as few people as possible and keep at least one active Admin. Users are never deleted: set Status to Inactive. A password reset or an Inactive status signs the person out everywhere within a few minutes. Each person who signs in takes a licensed seat.

Source: live demo users (names and roles only), read on 12/11/2026; role descriptions from the roles migration in src/Zeyto.Edge/Data/migrations/9999ha-sharp-roles-v2.sql and the Users & Permissions help page.

What posts. Nothing. **Next:** approvals.

Approvals and workflows

What it is for. An approval rule says that a record of a given kind, above a given amount, cannot go ahead until the people you name approve. The record stays a draft and appears in the approvers' inbox. **Who:** the owner. **Where:** `Settings › Approvals and Workflows`, which links to `Approval Rules`, `Approval Delegations`, `Workflow Designer`, `Document Workflow` and the `Approvals inbox under Home`.



Settings › Approval Rules. Rules are checked from the lowest Order up and the first match wins. The When column shows the condition; the last column is the number of steps.

Rules installed with the product, and the demo's own

WORKED EXAMPLE: WHO APPROVES WHAT IN THE DEMO COMPANY

Amount bands start one fils above the limit, so "25,000.01" means above AED 25,000.00.

RECORD	AMOUNT BAND, AED	STEPS	RULE CODE
Purchase requisition	above 25,000.00	1: procurement approval	SWF-REQUISITION-1-22e53
Purchase order	25,000.01 to 100,000.00	1: procurement approval	SWF-PO-1-51b88
Purchase order	above 100,000.00	1: procurement approval, 2: director	SWF-PO-2-31712
Subcontract activation	50,000.01 to 250,000.00	1: procurement approval	SWF-SUBCONTRACT-1-d660f

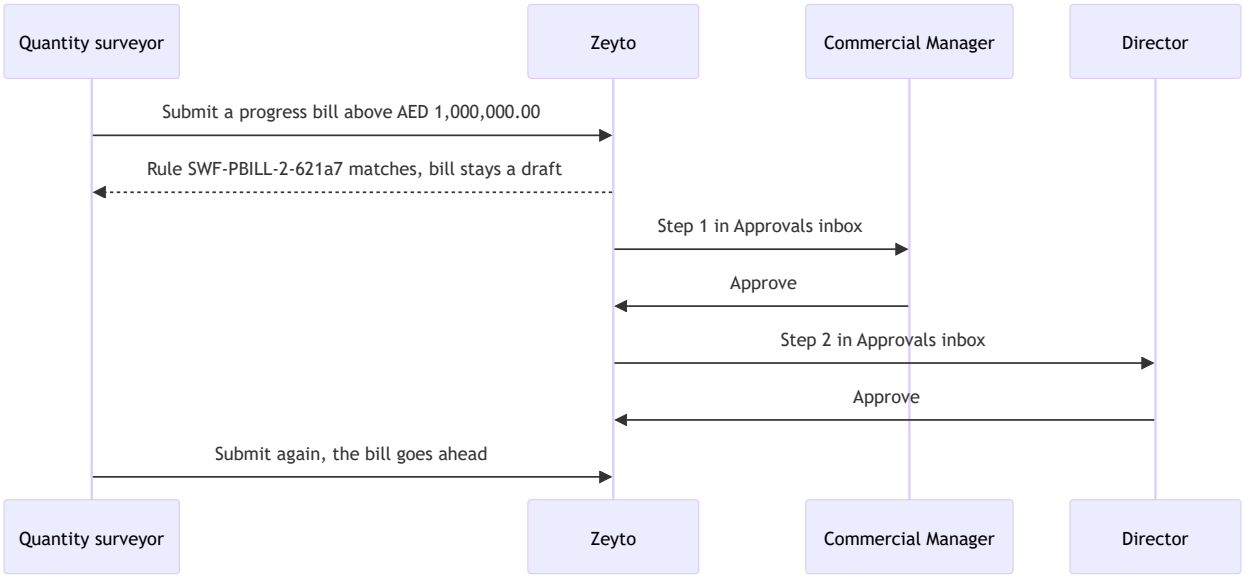
RECORD	AMOUNT BAND, AED	STEPS	RULE CODE
Subcontract activation	above 250,000.00	1: procurement approval, 2: director	SWF-SUBCONTRACT-2-ac8a8
Progress bill	0.01 to 1,000,000.00	1: billing approval	SWF-PBILL-1-e532e
Progress bill	above 1,000,000.00	1: billing approval, 2: director	SWF-PBILL-2-621a7
Variation order, before it goes to the client	0.01 to 100,000.00	1: billing approval	SWF-VO-1-4dfc6
Variation order	above 100,000.00	1: billing approval, 2: director	SWF-VO-2-7f665
Advance invoice, final account, subcontract final account, liquidated damages	any amount	1: billing approval, 2: director	SWF-ADVANCE_INVOICE-1-2f428 and the matching FINAL_ACCOUNT, SC_FINAL_ACCOUNT and LD rules
Demo rule: variation orders above AED 10,000	above 10,000.00	1 and 2: billing approval, self-approval blocked	MX-VO
Demo rule: purchase requisitions above AED 25,000	above 25,000.00	1: procurement approval	MX-REQ

Source: live demo, GET /api/v1/sharp/approval-matrices, read on 13/11/2026. The demo's MX-PETTY rule (petty cash above AED 300) exists and is switched off.

Each rule names a **permission** for its step, not a person, so anyone whose role holds that permission can approve. The permission `sharp.director.approve` is held by the Director role in a fresh install. In a fresh

install only the Director role (and Admin) holds it, so a person with another role cannot finish the top band of those rules.

AN APPROVAL IN TWO STEPS



After the last approval the person who raised the record presses Submit again. A change to the record while it waits cancels the request and a new one is needed.

A ONE-PERSON COMPANY STALLS AT THE FIRST APPROVAL

By default the person who raised a record cannot approve it. A small company can switch on "Allow the person who raised a record to approve it (small companies)" on Settings › Approvals and Workflows. While it is on, every self-approval is written to the audit log and marked in the Activity timeline of the record. The live demo has it on, so the demo can be driven by one login.

Change or add a rule

1. **Open Approval Rules**
   `Settings › Approval Rules`. Click a rule to change it, or press **+ New Rule**.
2. **Describe the rule**
   Type a `Code`, a `Rule name` the approver recognises, choose what it applies to, and add a condition such as Document total is more than 50000 (a plain number).
3. **Name who approves, in order**
   Choose Anyone with a role, A named person, and the Role. Add a step for a second approval level.
4. **Press Save rule**

It applies to records submitted from now on. An approval already waiting keeps the rule as it was.

What posts. Nothing. **What goes wrong.** Approvers find waiting items in `Home › Approvals`, but nothing alerts them, so tell them. Remove a rule with the Remove button; the code cannot be reused. **Next:** numbering and print.

Numbering and print templates

What it is for. A numbering series builds each document number from a prefix, an optional year or month, the counter padded with zeros and a suffix. The number is given when you press Submit, not when you save a draft. **Who:** owner or accountant. **Where:** `Settings › Company Setup › Numbering`, `Master Codes` for customer, supplier, item and employee codes, and `Settings › Company Setup › Templates` for print layouts.

DOC TYPE	DOCUMENT	PREFIX	PAD	NEXT NO.	RESTARTS
`SI`	Sales invoice	INV-	5	12	Each fiscal year
`RV`	Receipt voucher	RV-	5	12	Each fiscal year
`PO`	Purchase order	PO-	5	17	Each fiscal year
`GRN`	Goods receipt	GRN-	5	14	Each fiscal year
`PI`	Purchase invoice	PINV-	5	26	Each fiscal year
`JV`	Journal voucher	JV-	5	35	Each fiscal year

Source: live demo, GET /api/v1/settings/masters (numberingSeries; 38 series in all), read on 13/11/2026.

1. **Check the prefixes before the first document**
   Click a series. Sample next number under the fields is built from the form, so you can change a field and watch it.

2. **Add a series if a document type has none**
   Press **+ New**, choose the Doc Type, set Prefix, Pad and Reset Period, check the sample and press **Save**. Leave Branch empty for a company-wide series; fill it for a branch of its own, with a prefix such as DXB-INV-.

3. **Choose the print layout**

On Templates, Documents tab, press
Set Default
on the template each document type should print with. Paper size (A4, A5 or a receipt roll of 80 mm or 58 mm) and the look (Standard, Modern, Classic, and Classic Emeron on some documents) are set on the Company Profile under Print Format.

4 **Print one test document**

Print any document from its screen and read the header, the TRN and the footer.

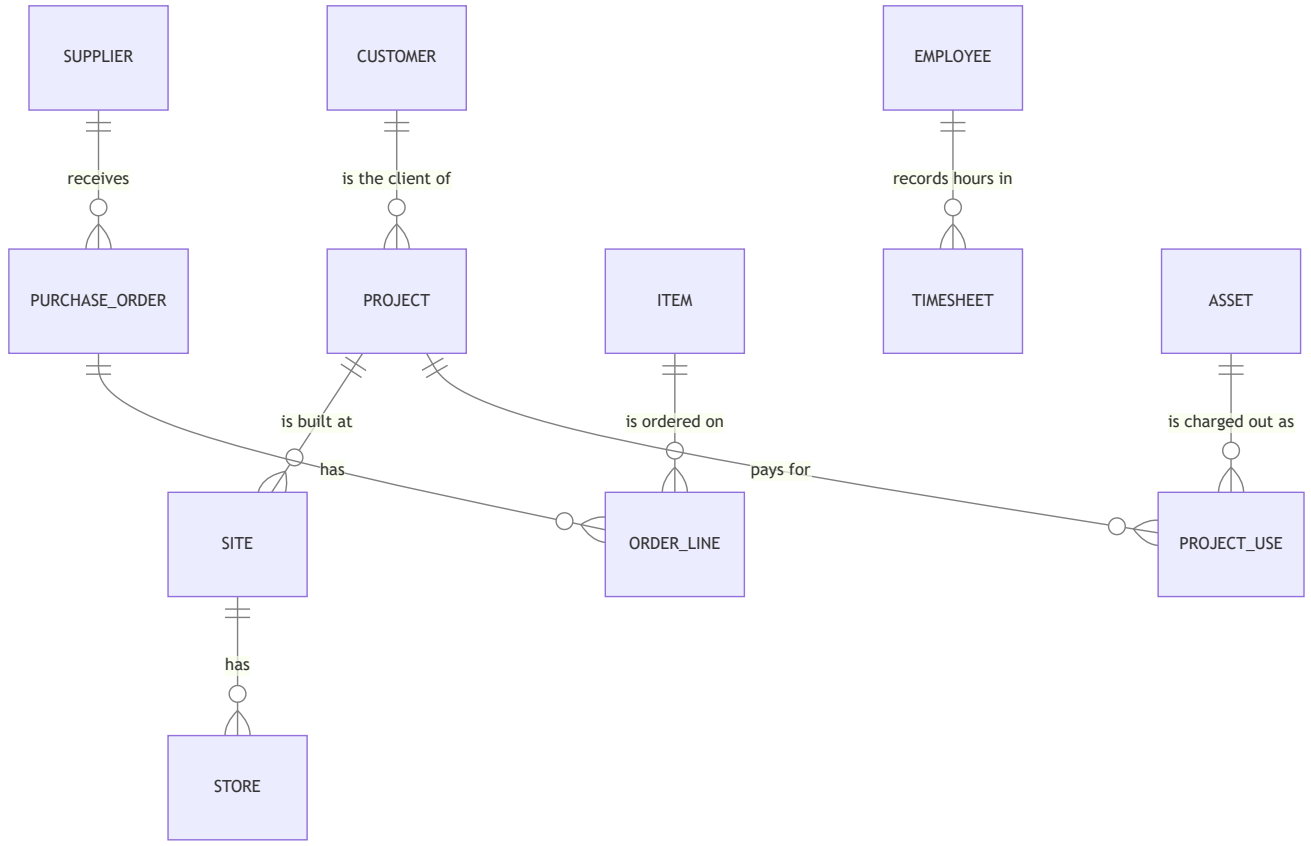
> **DO NOT LOWER NEXT NO ON A SERIES THAT HAS ISSUED TAX INVOICES**
> Duplicate numbers can break the tax-invoice sequence the Federal Tax Authority expects. Changing a prefix later does not renumber documents already made. A cancelled document keeps its number, and an amendment adds /A1, /A2 to the original. If Zeyto refuses a document because no series exists for its type, add one here.

What posts. Nothing. **Next:** the masters.

The masters: what they are and in what order

A master is a list that documents pick from. Seven matter to a contractor. None of them posts to the accounts when you save it, except that linking a purchase to an asset capitalises it and opening stock posts its value. A master is never deleted: you set it Inactive, and old documents and reports keep showing it.

HOW THE MASTERS CONNECT



Read each line as a sentence. A subcontractor is a supplier, so it follows the same line as SUPPLIER.

Which master each first document needs

FIRST DOCUMENT	MASTER IT NEEDS	IF IT IS MISSING
Lead	A customer, or a prospect name typed on the lead	The tender made from it has no client until you choose one
Quotation, award	The client on the tender	"Set the client on the tender first: the contract is made with the client."
Estimate and quotation	Units of measure; optionally the rate library	A BOQ line with no unit prints a blank Unit column
Award to project	A project number (blank takes the next); an employee as project manager	A number already used is refused; with no manager, alerts have nobody to go to
Purchase order	A supplier of kind supplier or both, an item, a store, a price	"The supplier does not exist (or is a customer only)." and "No price for {item}: enter a rate."

FIRST DOCUMENT	MASTER IT NEEDS	IF IT IS MISSING
Receipt and issue	The receiving store; stock on hand	"storeWarehouseId (the receiving store) is required." and "Only {onHand} on hand in this store; the issue needs {need}."
Progress bill, invoice, receipt	A contract with the client, approved site progress, the client's certificate number, a bank or cash account	The bill cannot claim more than approved progress; the invoice needs the certificate recorded
Subcontract certificate	A supplier party, measured items	"Add the measured items (node, quantity, rate) first."
Payroll	Active employees, a pay rate row, approved timesheets, MOHRE person code and IBAN	"no active employees found for this payroll run."; the employee is left out of the WPS file

Source: docs/sharp/user-guide-workflow.md, Part 2 "Before you start: masters checklist".

Customers

What it is for. The client is on the lead, the tender, the project and the contract. Quotation and award refuse a tender without one. **Who:** commercial or accountant. **Where:** `Sales › Customers`.

1. **Open the register**
   Press
   + New
   .
2. **Type the identity**
   Name, TRN, address and contact. Leave `Code` empty for Zeyto to number the customer, or type your own.
3. **Type the credit terms and press Create**
   A TRN already used by another customer is refused.

FIELD	WHAT TO ENTER	EXAMPLE
`Name`	Required. The only required field.	Al Reem Holdings LLC

FIELD	WHAT TO ENTER	EXAMPLE
`Code`	Your short code. Fixed once saved.	CLT-REEM
`Kind`	CUSTOMER, or BOTH if you also buy from them. Fixed once saved.	CUSTOMER
`Type`	Credit or Cash. A label only.	Credit
`TRN`	15 digits in the UAE; refused otherwise.	Filled in
`Credit Limit`	The most they should owe. 0 means no limit. An invoice, order or delivery that would pass it makes Zeyto warn or block, as set in Settings › Credit Control (warn by default).	AED 5,000,000.00
`Credit Days`	Days after the invoice date they normally pay.	30
`Payment Terms`	Free text for your notes. Zeyto does not use it; the document's own Payment Term sets the due date.	Leave empty

The demo has the three project clients and others. **CLT-REEM** Al Reem Holdings LLC (limit AED 5,000,000.00, 30 days); **CLT-MARINA** Marina Pearl Developments LLC (AED 2,000,000.00); **CLT-PALM** Palm Crescent Medical LLC (AED 2,000,000.00); and, from the ERP's earlier sample data, **CUS-0003** Dubai South Properties PJSC (AED 5,000,000.00), **CUS-0004** Gulf Hospitality Group (AED 3,000,000.00) and **CUS-0001** Emirates Heights Development LLC (AED 10,000.00).

Source: live demo, GET /api/v1/parties, read on 12/11/2026; seed in tools/demo-seed/lib/masters.mjs.

What posts. Nothing. The customer's balance, overdue amount and ageing appear beside it once documents exist. **What goes wrong.** A party made as Supplier does not appear where a client is chosen. Territory, Default Price List, Salesman, Receivable A/C and Tax Treatment are saved only and do not change posting. **Next:** suppliers and subcontractors.

Suppliers and subcontractors

What it is for. Everyone you buy from. A **subcontractor is a supplier too**: the same list, picked on the subcontract. **Who:** procurement. **Where:** `Purchase › Suppliers`, and `Purchase › Approved Vendors` for the vendor list.

1. **Open Suppliers and press + New**
   Type the `Name` and your own `Code`, or let Zeyto number it if supplier codes are Automatic in Settings › Numbering › Master Codes.
2. **Add the TRN, credit days and bank details**

`Credit Days` is shown when you pick the supplier; the due date comes from the document's Payment Term.

3 **Press Create**

To correct a saved code press Change beside it and give a reason.

4 **Record the approvals that procurement relies on**

On

Approved Vendors

keep the approved vendor list (vendor, item, rank, valid until, status) and the Prequalification (trade licence number and date, insurance date, HSE score, status). The RFQ invites from the approved vendor list.

CODE	NAME	ROLE	CREDIT DAYS	PREQUALIFICATION IN THE DEMO
SUP-ET	Emirates Tiles Trading LLC	Supplier	30	APPROVED HSE score 8.6, rating B+
SUP-GC	Gulf Ceramics FZE	Supplier	45	APPROVED HSE score 7.9, rating B+
SUP-DB	Dubai Building Materials LLC	Supplier	60	APPROVED HSE score 8.2, rating B+
SUP-EL	Spark Electrical Supplies LLC	Supplier	30	APPROVED_CONDITIONAL HSE score 7.1, rating B+
SUP-PT	Colourworks Paints Trading	Supplier	30	APPROVED HSE score 8.8, rating B+
SUP-XT	Xtreme Hardware Trading	Supplier	15	APPROVED_CONDITIONAL HSE score 1.5, rating C
SUB-HV	CoolBreeze HVAC Contracting LLC	Subcontractor	45	No record
SUB-JN	Al Noor Joinery and Fit-out LLC	Subcontractor	30	No record
SUB-PL	Aqua Flow Plumbing LLC	Subcontractor	30	No record

Source: live demo, GET /api/v1/parties and /api/v1/sharp/x/prequals, read on 13/11/2026. The demo also holds a party SHARP-LOCAL, "Local purchases (site)", used for local site purchases.

> **WHERE THE EXPIRY DATES ARE CHECKED**
>
> The Suppliers form keeps Trade License No and Expiry for your reference only; Zeyto does not warn when they pass. The check that stops work is on the subcontract itself: its `Insurance until` date. Activating a subcontract whose insurance or trade licence has expired is refused with "The subcontractor's insurance or trade licence has expired." Keep that date current.

What posts. Nothing. **What goes wrong.** A purchase order from a requisition needs a party of kind supplier or both, so a customer-only party is refused. With no approved vendor list the RFQ makes you choose the suppliers by hand. A supplier made on the fly from a purchase document has only a code and a name; open it later to add the TRN and bank details. **Next:** items and stores.

Items and stores

What it is for. Every material request, order and stock issue line carries an item. The item also supplies the last-resort price of an order. A store is a place that holds stock; a project normally has a store of its own. **Who:** storekeeper or procurement. **Where:** `Inventory › Items`, `Inventory › Units of Measure` and `Inventory › Warehouses & Racks`.

1. **Check the units**

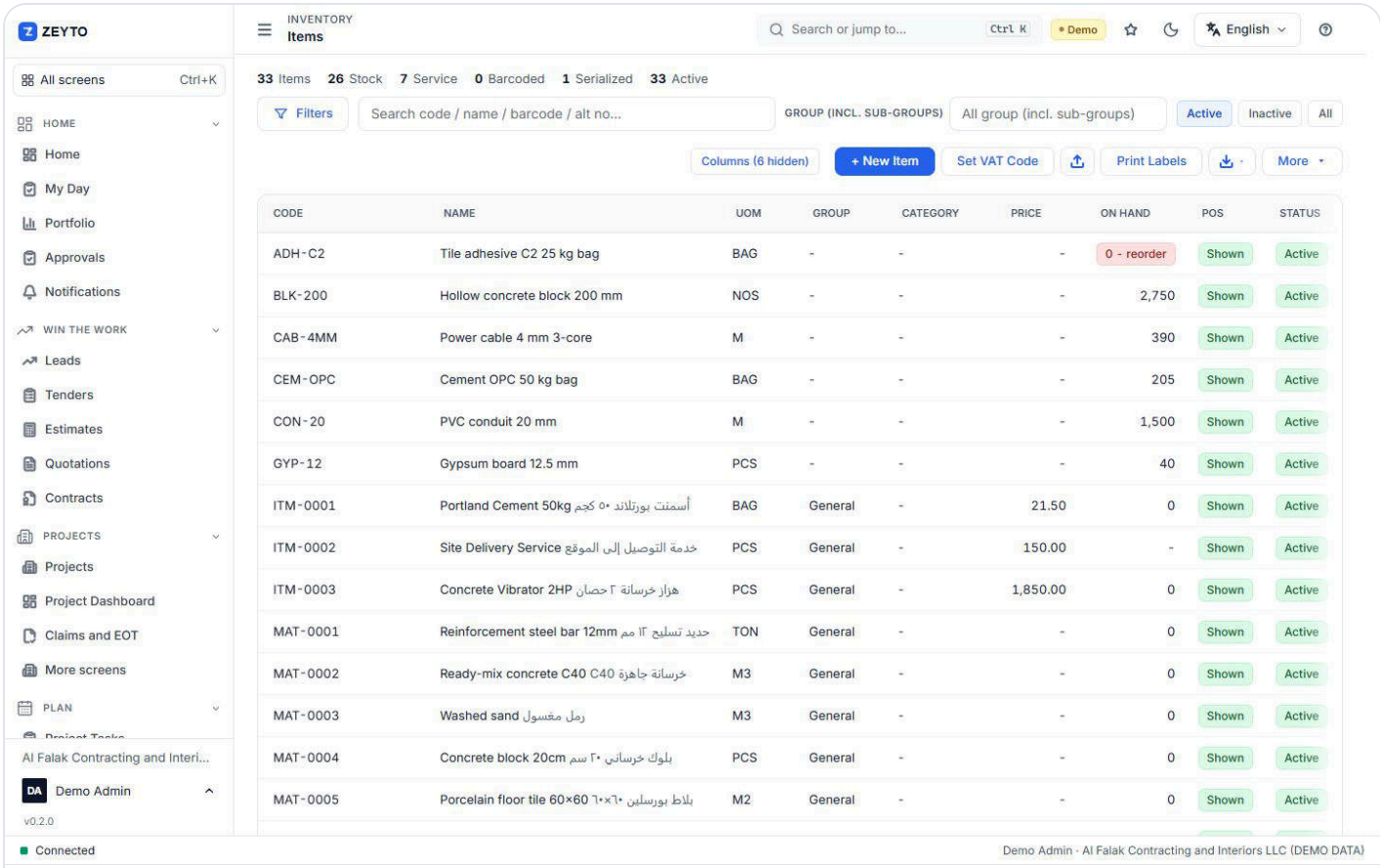
   A fresh database has the seven retail units and thirteen contractor units (Metre, Square metre, Cubic metre, Tonne, Roll, Number, Lump sum, Day, Hour, Linear metre, Month, Set, Trip). The demo lists twenty. Add any that is missing.

2. **Add each material**

   Press **+ New Item** : `Item Code`, `Item Name`, `Base Unit`, VAT code, standard cost. For a long list use Settings › Import Center. Run Export CSV first, because the import has no preview.

3. **Add the stores**

   On Warehouses & Racks press **+ New Warehouse** : Code, Name, Type, Branch. Add one store per site and a central store. Racks are optional.



Inventory › Items. Tiles count items, stock and service items and active items. Columns show code, name, UOM, group, category, price, on hand, POS flag and status. The red "0 - reorder" tag marks an item at or below its reorder level.

FIELD	WHAT TO ENTER	EXAMPLE
`Item Code`, **`Item Name`**	Required. The code is the key you search by.	TILE-60, Porcelain floor tile 60×60 cm
`Base Unit`	The unit stock is counted in.	M2
VAT code	Starts new document lines on this code. A new item with an empty VAT cell is saved on SR5.	SR5
Item type, costing	Stock or Service; moving-average costing.	STOCK, MAVG
`Standard Cost`	The last-resort price of an order line.	AED 38.50
`Reorder Level`	Tags the item when stock falls to it.	20

What posts. Saving an item or a store posts nothing and moves no stock. Stock appears only when you receive, count or adjust it. Opening stock entered on Inventory › Opening Stock, or on the Openings

screen, posts its value. **What goes wrong.** An item with no price history and no standard cost cannot be ordered from a requisition without typing the rate. A delivery with no receiving store is refused.

WHERE THE PRICE OF A PURCHASE ORDER LINE COMES FROM



Zeyto takes the first source it finds, reading left to right. If all are empty the order stops with "No price for {item}: enter a rate."

The demo's stores

The demo has a store per project and a central store: **MAIN** Central store, **S-YARD** Central yard and main store, **S-V24** Villa 24 site store, **S-MAJ** Majlis Extension site store, **S-CLN** Clinic Fit-out site store, **S-PH2** Palm Crescent Phase 2 site store, **S-PHR** Pharmacy fit-out site store, **S-L12** Level 12 site store and **VAN01** Site store - Tower A. Negative stock is not allowed in any of them.

Source: live demo, GET /api/v1/warehouses, /api/v1/items and /api/v1/items/masters, read on 12/11/2026.

Next: employees.

Employees

What it is for. Timesheets and payroll use the employee, and only an active employee can have a timesheet. The project manager on a project is an employee. **Who:** HR or the office manager. **Where:** `Employees › Employees` with the tabs Employees, Departments and Designations.

1. **Create departments and designations first**
   A department needs a Code and a Name; a designation a Code and a Title, with an optional pay grade.
2. **Add the employee**
   Press **+ New**. Keep the suggested `Code`, type the `Name`, pick Branch, Department and Designation.
3. **Enter pay and papers**
   Basic Salary, Housing, Transport and Other Allowance as monthly amounts; for the WPS file also the MOHRE Person Code and IBAN. Enter the Emirates ID, passport, visa and labour card expiry dates, so that Compliance and Documents (expiry) can warn you.
4. **Give each person a pay rate**
   Add a row on Standard Hourly Rates (route `/sharp/people/rates`): the employee, the date it starts, the hourly rate and the burden %.

CODE	NAME	DEPARTMENT	DESIGNATION
E-001	Hassan Al Marzooqi	Projects	Project manager
E-002	Rania Haddad	Site operations	Site engineer
E-003	Imran Qureshi	Site operations	Foreman
E-004	Tomas Reyes	Procurement and stores	Storekeeper
E-005	Leila Farouk	Health, safety and quality	QC inspector
E-006	Dmitri Volkov	Health, safety and quality	HSE officer
E-007	Farah Siddiqui	Procurement and stores	Buyer
E-009	Priya Nair	Accounts	Accountant
E-011	Sanjay Patel	Projects	Quantity surveyor

Source: live demo, GET /api/v1/employees, read on 12/11/2026 (14 employees, 5 departments, 11 designations; names, departments and designations only). The demo's six pay rate rows start on 14/04/2026, run from AED 22.00 to AED 55.00 an hour and carry a burden of 12%.

What posts. Saving an employee posts nothing. Pay reaches the books only through payroll and advances. **What goes wrong.** Labour cost does not reach the project for an employee with no pay rate; the allocation skips the person with the reason NO_STANDARD_RATE. An employee with no MOHRE code or IBAN is left out of the WPS file. Setting Status to Inactive drops the person from payroll, Compliance and the Requested By lists; old payslips stay. **Next:** assets.

Assets: plant, vehicles and tools

What it is for. Plant is charged out to projects at a rate, which works only for an asset with a category and a rate. **Who:** plant manager or accountant. **Where:** `Assets › Assets`, tab Register, and tab Categories.

1. **Check the category**
   On Categories check the class, the accounts, the depreciation method and the life, and how cost is recovered from projects.
2. **Register the machine**
   On Register fill New asset: name, category, site, in-service date and charge-out rate, then press **Register asset**
   .
3. **Link the purchase**

Post the purchase invoice or asset purchase as usual, open the asset and under Link a posted purchase choose that document. The cost comes from the ledger.

4 **Add the papers and print the QR label**

An expired paper stops the machine being allocated or used.

ASSET	NAME	CATEGORY	CHARGE-OUT RATE, AED	ON
AST-00001	Concrete mixer 350 L	Plant and generators	45.00 per hour, dry	Villa 24, Jumeirah Golf Estates
AST-00002	Pickup truck, double cabin	Vehicles	260.00 per day, dry	Villa 24, Jumeirah Golf Estates
AST-00003	Scissor lift 8 m	Heavy machinery	120.00 per hour, dry	Villa 24, Jumeirah Golf Estates
AST-00005	Site cabin, 6 × 2.4 m	Camps and containers	1,800.00 per month, dry	Villa 24, Jumeirah Golf Estates
AST-00007	Mini excavator 3.5 t	Heavy machinery	480.00 per day, dry	Central yard and plant depot, Al Quoz

Source: live demo, GET /api/v1/sharp/assets, read on 13/11/2026 (nine assets in all). A dry rate leaves fuel to be charged to the project; a wet rate includes fuel and operator.

What posts. Linking a posted purchase capitalises the asset; monthly depreciation then posts from the Depreciation tab; charge-out debits the project item and credits Plant Cost Recovered. Registering the asset itself posts nothing. **What goes wrong.** Charge-out skips an asset with no rate. Choose charge-out or the allocation of actual depreciation for a class, never both, or the cost is counted twice. **Next:** sites.

Sites

What it is for. A site is the place the gate check-in, permits and transfers refer to. Every asset, stock item and person has a current site. **Who:** the project manager. **Where:** `Build and Site › Sites`, tab Site master.

1 **Create the site**

Fill New site: `code`, `name`, `kind` (Site or Yard) and the project. A yard or company store has no project.

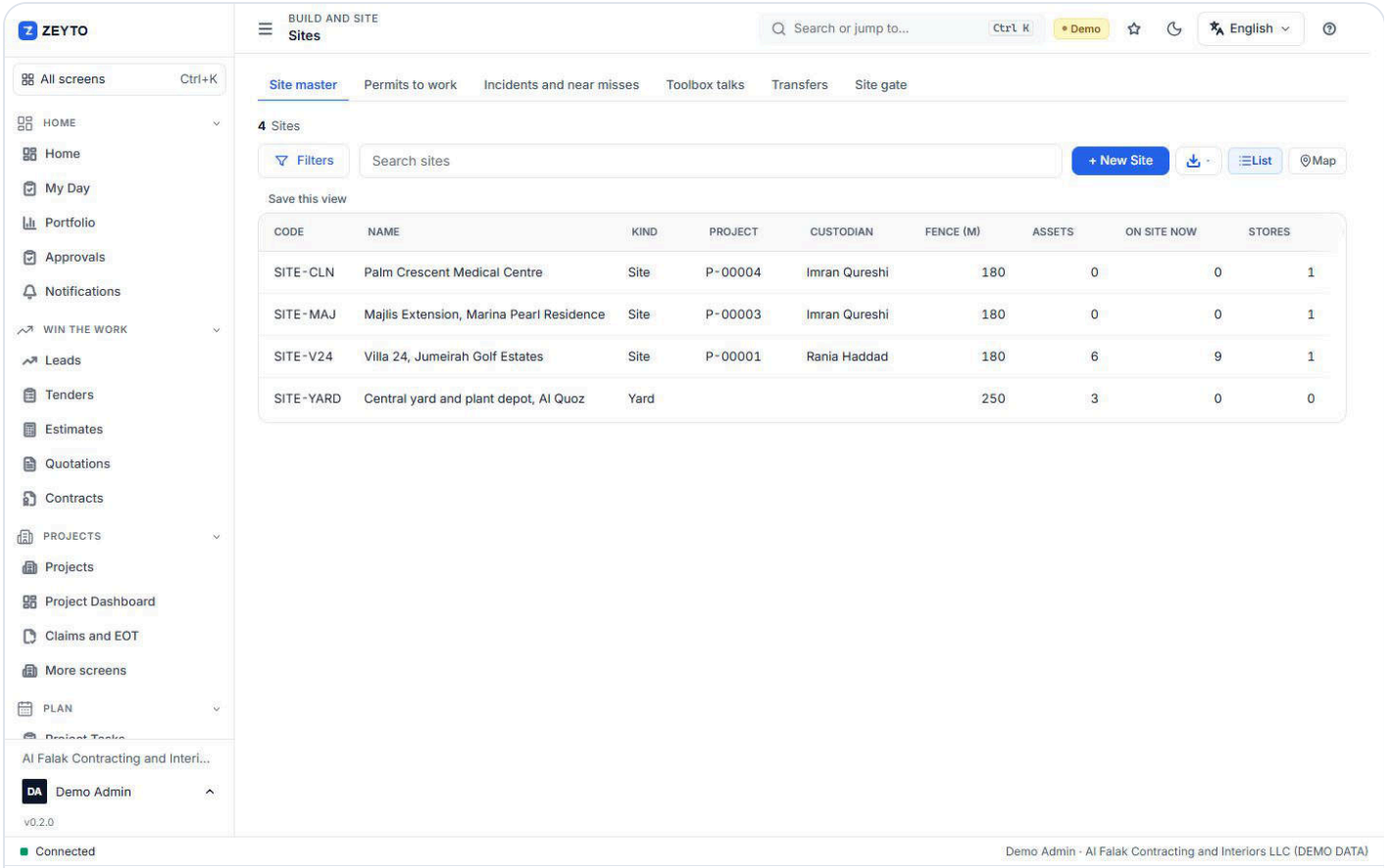
2 **Set the position and the fence**

Stand at the site centre and press

> **Use my position**
>
> , set `Fence radius (m)` and press
> **Save site**
>
> . A phone check-in outside the circle is refused with OUTSIDE_GEOFENCE, so a wrong map point stops workers checking in.

3 **Link the site store**

Select the site in the list to link its stores and add camp units.



Build and Site › Sites, Site master tab. Four sites: three project sites with a 180 m fence and one yard with a 250 m fence. The other tabs are Permits to work, Incidents and near misses, Toolbox talks, Transfers and Site gate.

The demo sites are **SITE-V24** Villa 24, Jumeirah Golf Estates (project P-00001, custodian Rania Haddad); **SITE-MAJ** Majlis Extension, Marina Pearl Residence (P-00003); **SITE-CLN** Palm Crescent Medical Centre (P-00004); and **SITE-YARD** Central yard and plant depot, Al Quoz, a yard with no project.

Source: live demo, GET /api/v1/sharp/x/sites and the Sites screen, read on 13/11/2026.

What posts. Nothing. **Next:** the rate library.

Rate library

What it is for. Your price book. A library rate is a price per unit of a material, a labour hour, a plant hour, a subcontract unit or a preliminaries item, with its usual wastage. A productivity norm says how many hours a crew needs for one unit of work. An assembly is a saved build-up you copy onto an estimate item in one click. The library is optional: estimate lines can be typed by hand. **Who:** the estimator. **Where:** `Plan › Rate Library`, tabs Rates, Productivity norms and Assemblies.

1. **Add the rates**

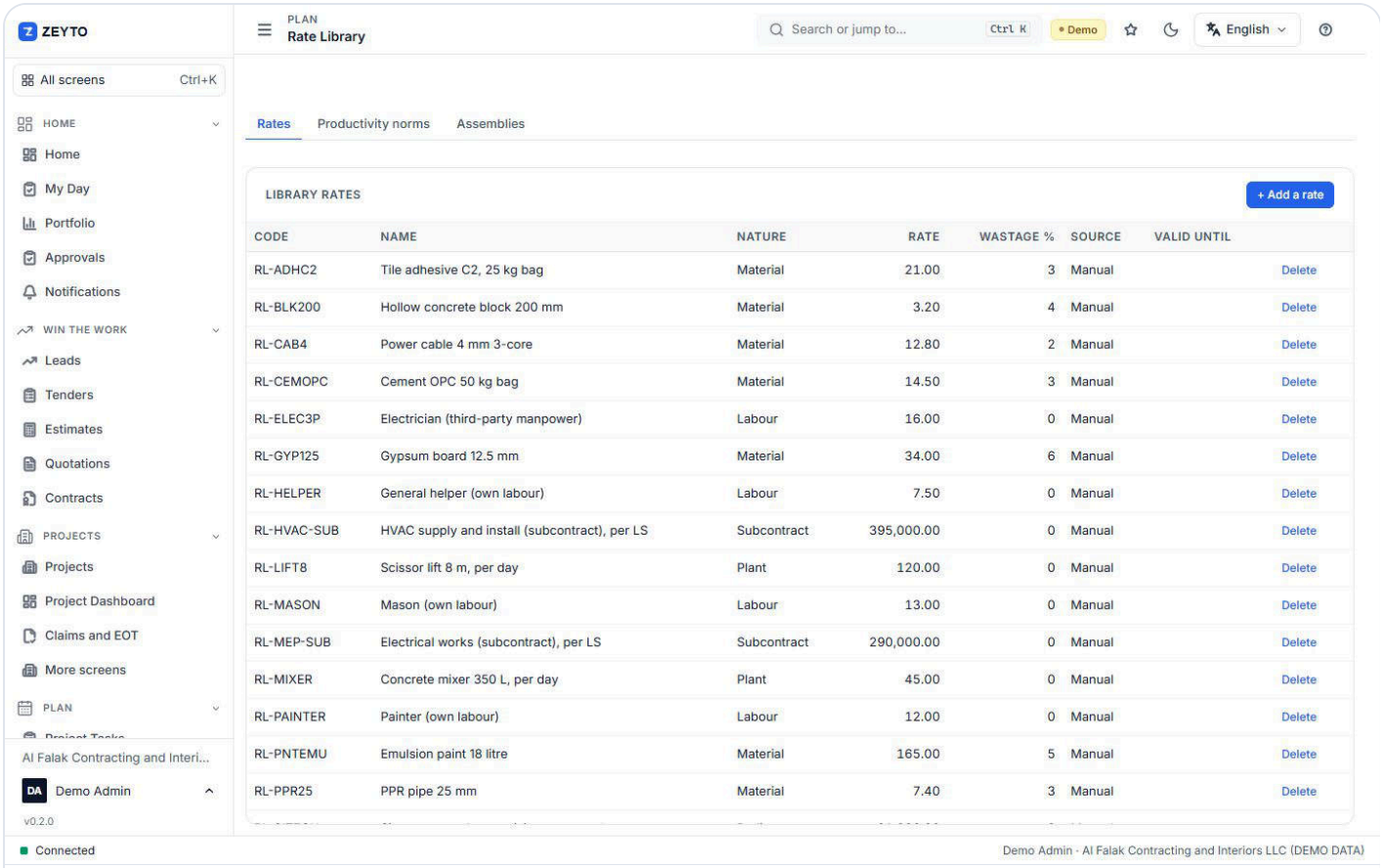
   On Rates press **Add a rate**: `Code`, `Name`, `Nature` (Material, Labour, Plant, Subcontract, Prelims or Other), `Rate`, `Wastage %`.

2. **Add a norm**

   On Productivity norms give a code, the work, the trade, `Crew size`, `Output per hour (crew)` and the labour rate. Hours per unit of work equals crew size divided by the output per hour of the crew.

3. **Make an assembly**

   On Assemblies type a code and a name, press **Add an assembly**, select it and add a line for each library rate with its quantity per unit. On an estimate item open Build-up, choose the assembly and press Copy the lines.



Plan › Rate Library, Rates tab: material, labour, plant and subcontract rates with their wastage. Source shows Manual for hand-entered rates.

WORKED EXAMPLE: FLOOR TILING PER SQUARE METRE, FROM MASTERS TO ESTIMATE

One item of work, floor tiling 60×60, touches five masters. Entered once, they price every tender the same way and feed the purchase order later.

MASTER	RECORD	WHAT IT HOLDS
Item	TILE-60, Porcelain floor tile 60×60 cm	Base unit M2, VAT SR5, moving-average costing, standard cost AED 38.50
Supplier	SUP-ET, Emirates Tiles Trading LLC	30 credit days; prequalification APPROVED; on the approved vendor list at rank 1
Store	S-V24, Villa 24 site store	Where the tiles are received and issued for project P-00001
Library rate	RL-TILE60 and RL-ADHC2	Tile AED 38.50 per m2 with 7% wastage; tile adhesive C2 AED 21.00 per bag with 3% wastage
Productivity norm	PN-TILE, Floor tiling 60×60, crew of 2	Crew size 2, output 3.2 per hour, tied to the labour rate RL-TILER at AED 14.00 per hour

The assembly **AS-FLOOR-TILE** "Floor tiling 60×60 on screed, per m2" ties them together with three lines: the tile at 1.05 per m2, the adhesive at 0.25 per m2, and tiler labour at 1 per m2 linked to the norm PN-TILE. Copy it onto an estimate item and the build-up arrives priced from the library rates.

Source: live demo, GET /api/v1/items, /api/v1/sharp/x/rate-lib, /x/assemblies, /x/assembly-lines, /x/prod-norms, /x/avl and /x/prequals, read on 13/11/2026.

What posts. Nothing. **What goes wrong.** The library is empty on day one, so a first estimate is priced by hand. Deleting a library rate leaves estimates that already used it unchanged. The demo library holds 18 rates, 3 productivity norms and 1 assembly. **Next:** Part 3, Win the work.

One more master is not listed in the guide but you will meet it in the project parts: the **Category Master** at `Plan › Category Master`, a tree of groups and leaf categories (civil works, MEP works, finishes, general and preliminaries) each with a default nature. The demo holds 16 categories.

Check yourself

- [ ] I can name the three things that must exist before any document posts: an open fiscal year, a branch and the Sharp account types.
- [ ] I know why Zeyto refuses a stock issue naming a missing account type, and where to fix it.
- [ ] I can say what a cost centre, a job centre and a project centre label, and which of the three Zeyto creates for me.
- [ ] I have set who approves what, and a second person can approve.
- [ ] I have set the numbering prefixes before the first document.
- [ ] Each supplier, subcontractor, customer, item, store, employee, asset and site I need exists, and none of them is a duplicate of another.
- [ ] Every employee on a project has a pay rate row.
- [ ] Every asset I want charged out has a category and a rate.

Where next. Part 3, Win the work: lead, tender, estimate, quotation, award and contract.

PART 3

Win the work

From the first call from a client to a signed contract and a running project. Five records carry the job: the lead, the tender, the estimate, the quotation and the contract. This chapter shows how each one is made, who does it, and what the award creates in one step.

The whole path on one page

A construction job starts as a rumour and ends as a project with a budget. Zeyto keeps that path in one place so the price you bid is the price you later bill, and the cost you estimated is the budget you later control. Nothing is typed twice between the bid and the project.

1

Lead

Someone asked. You write it down with its value and chance.

Win the work › Leads

2

Tender

The bid file. Bid or no bid is decided here.

Win the work › Tenders

3

Estimate

Items, build-ups, markups. Versions.

Tender › Estimates card

4

Tender pack and quotation

What the client receives.

Estimate › Tender pack

5

Negotiation

Re-price with a new version until the client agrees.

Tender › Move the tender

6

Award

One click creates project, BOQ, budget, schedule and contract.

Estimate › Award

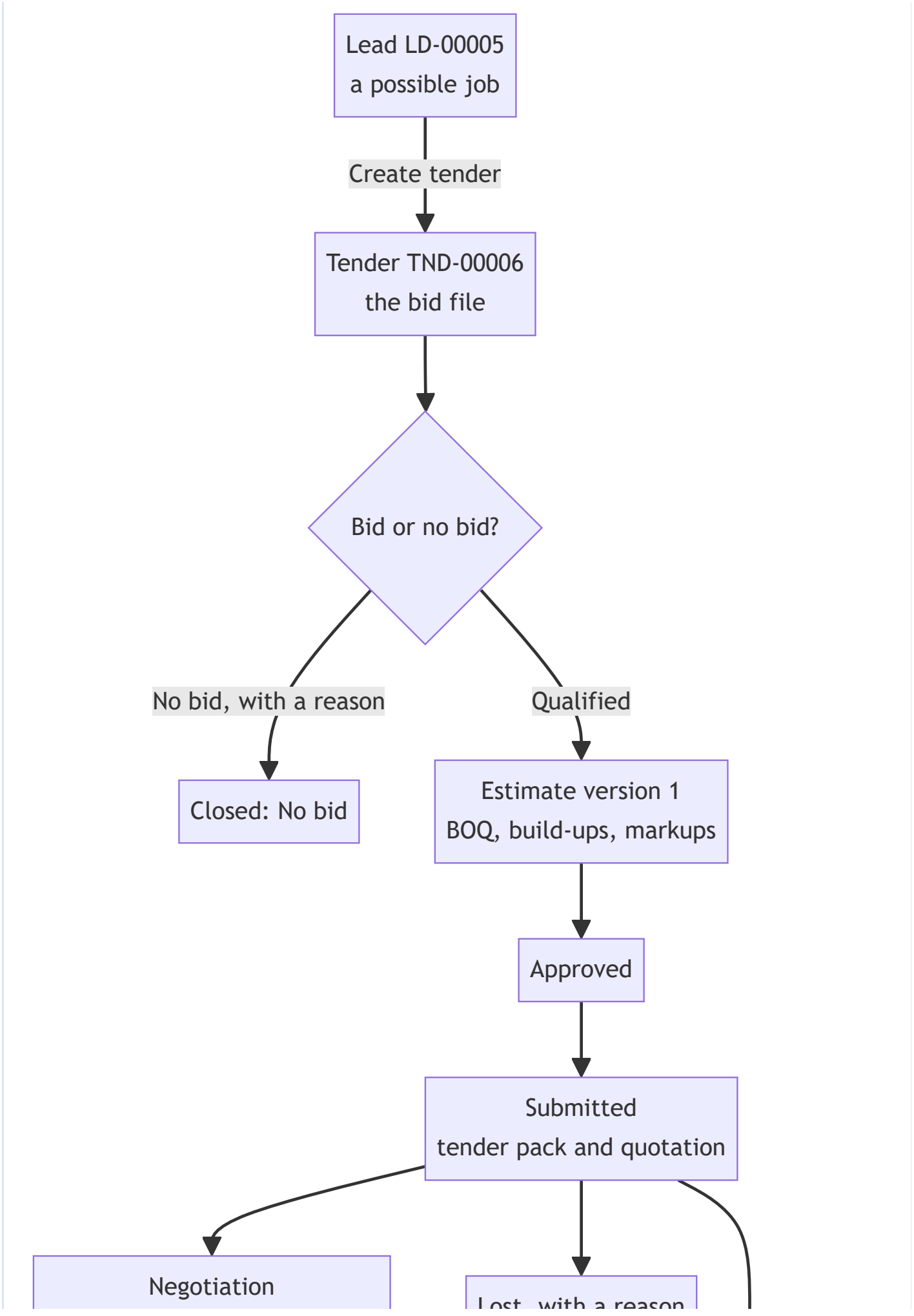
7

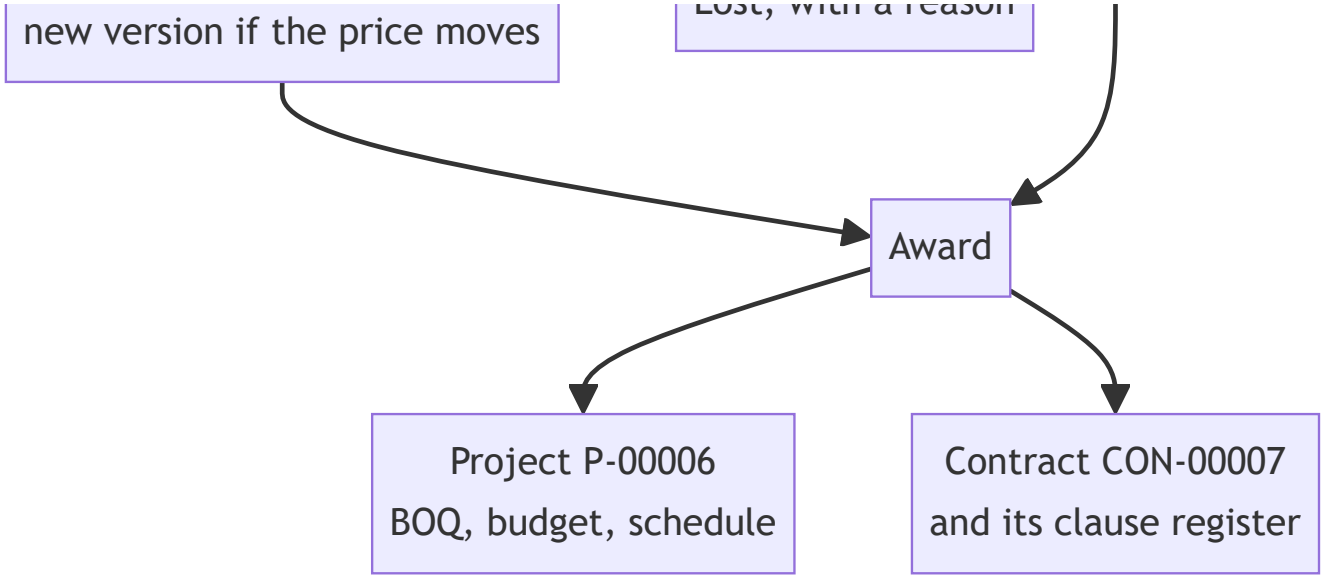
Contract and clauses

Check the terms. Track every notice with a deadline.

Win the work › Contracts, Projects › Contract Clauses

THE DOCUMENTS OF PART 3 AND HOW THEY LINK


Lead LD-00005
a possible job
Create tender
Tender TND-00006
the bid file
Bid or no bid?
No bid, with a reason
Qualified
Closed: No bid
Estimate version 1
BOQ, build-ups, markups
Approved
Submitted
tender pack and quotation
Negotiation



Read from the top. A lead is optional: you can start a tender with no lead. The numbers in the boxes are examples of the numbering the demo uses.

Who does what

Commercial

Records leads, follows them up, creates the tender from a lead, sends the quotation. Needs the sales permissions.

Estimator

Qualifies the tender, builds the estimate, enters supplier quotes, prints the tender pack. Seeing cost and margin needs the tender price permission (`sharp.tender.price`).

Approver

A second person who approves the estimate. A company that runs with one person can switch this off in Settings › Approvals and Workflows.

Owner or director

Presses Award once the client signs. Needs the tender award permission (`sharp.tender.award`).

Contracts manager

Checks the contract terms and keeps the key-clause register, so no notice deadline is missed.

Check these masters first

The win-the-work screens pick from master lists. Three of them decide whether a step works.

MASTER	NEEDED	IF IT IS MISSING
Customer (the client)	Required before quotation and award	A tender with no client cannot be quoted or awarded. The product says: "Set the client on the tender first: the contract is made with the client."
Units of measure and a tax code	Ready in a new company	The quotation uses a service item (SHARP-TENDER) that needs a unit and the 5% tax code. Every priced estimate item needs a unit.
Rate library	Recommended	Optional. Without it every first estimate is priced by hand, line by line.

Lead and enquiry

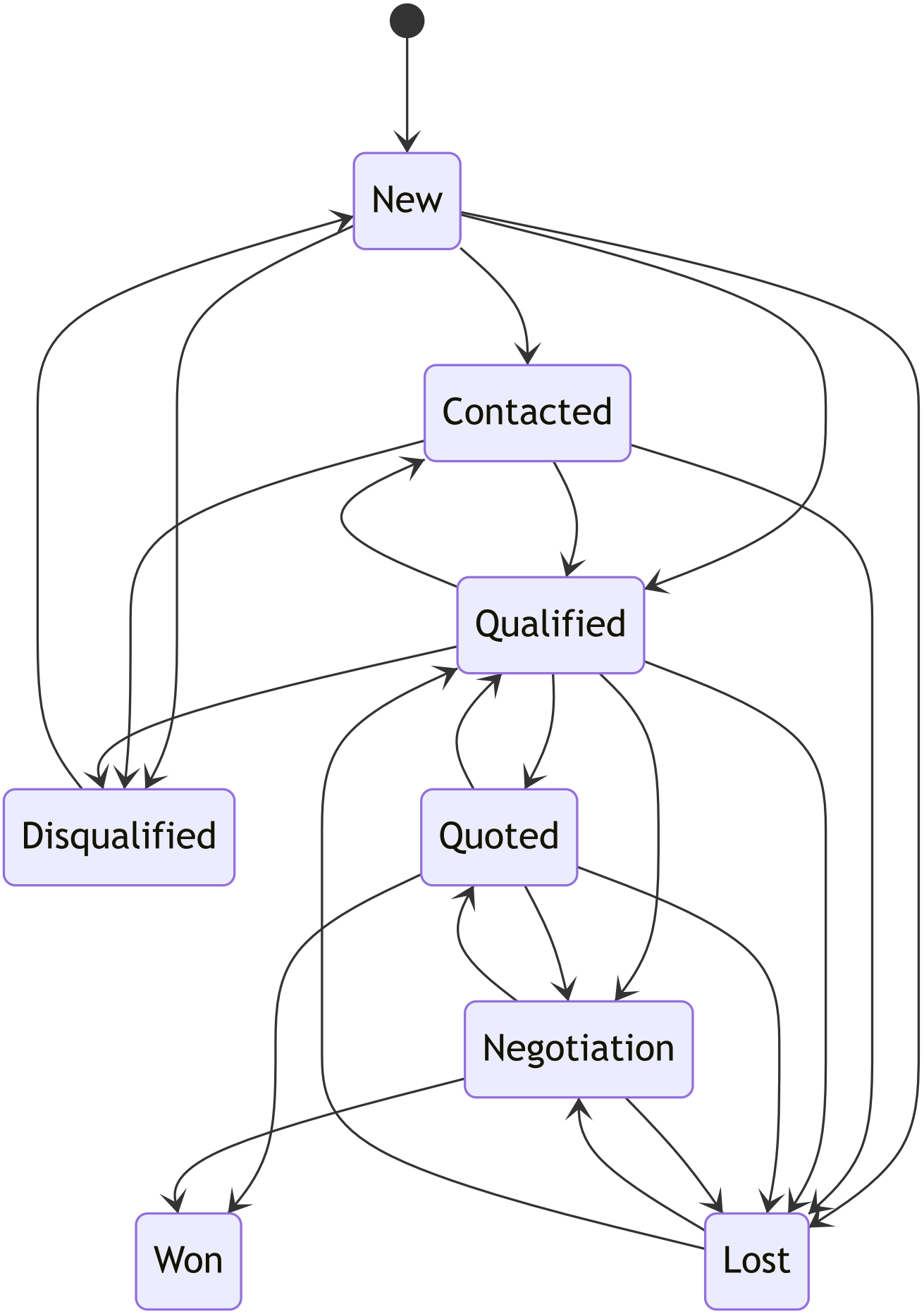
A lead is a possible job: who asked, what for, how big and how likely. Commercial staff keep it so the owner can see the pipeline and, later, why jobs were lost. A lead never posts anything to the accounts.

Menu path: `Win the work › Leads`. The page is titled Leads and Tenders in the app.

1. **Open the register and press + New lead**
   The register shows tiles for the open pipeline, the value weighted by probability, the win rate and the overdue follow-ups. The Pipeline buttons filter by status.
2. **Write the enquiry and choose who asked**
   Type the `Enquiry` (the job). Choose the `Customer`, or type the `Prospect (not yet a customer)`. One of the two is required.
3. **Add value, chance and follow-up**
   Estimated value, probability, expected close, owner and the next follow-up date. The weighted pipeline is value times probability.
4. **Press Save**
   The lead gets a number such as LD-00005 and status New. Log calls, visits and follow-ups on the Activity tab.
5. **Move it along**
   On the Details tab press the next status. Lost and Disqualified ask for a reason.
6. **Press Create tender**
   The tender is made from the lead and the lead keeps a link to it. If the lead is only a prospect, the tender has no client yet: the product says "The lead is a prospect, not a customer yet, so the tender has no client. Choose or create the client on the tender before quoting or awarding."

FIELD	WHAT TO ENTER	EXAMPLE (LD-00005)
Enquiry	The job in a few words. Required.	Office floor fit-out, DIFC
Customer	Pick from the customer master, or type a new name to create it.	Al Reem Holdings LLC
Prospect (not yet a customer)	Use only when the client is not in the master yet.	Mr Faisal Al Mulla (LD-00002 uses a customer record)
Estimated value	Your first guess in AED.	2,100,000.00
Probability %	Your honest chance of winning.	55
Source	Walk in, Referral, Website, Phone, Email, Tender portal, Existing client, Exhibition or Other.	Choose one from the list
Kind of work	Project, Supply, Service or Maintenance.	Project
Next follow-up	The date someone must call. Overdue ones show on the register.	09/11/2026

LEAD STATUSES (FROM THE PRODUCT'S ALLOWED MOVES)

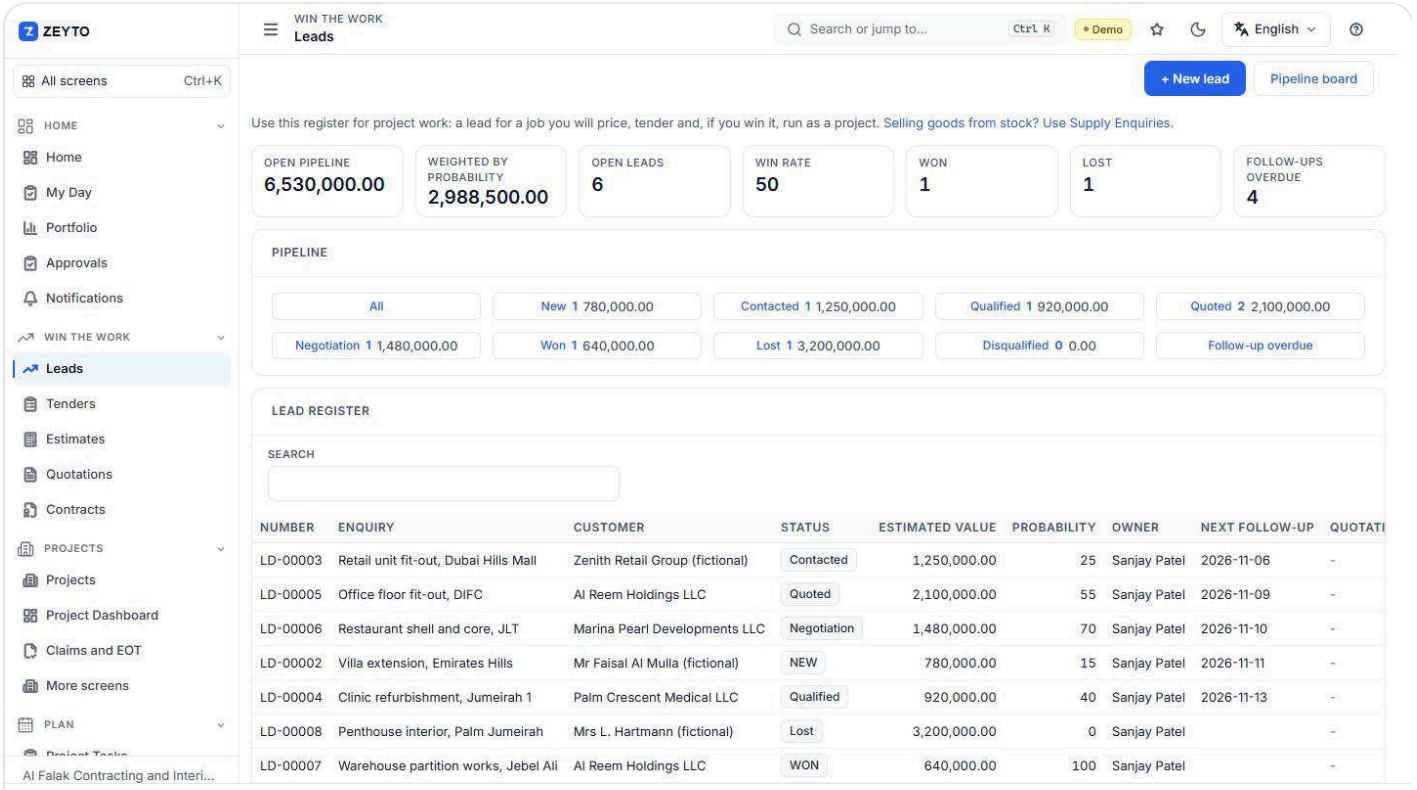


Won has no exit. Lost can be reopened to Negotiation or Qualified, and Disqualified back to New. A move that is not on the map is refused.

Lost and Disqualified need a reason from this list: `Price`, `Technical`, `Relationship`, `Schedule`, `Capacity`, `Risk`, `Client cancelled`, `No funds`, `No response`, `Other`. A lost lead can also record who won it.

CREATE TENDER AND CREATE QUOTATION ARE DIFFERENT BUTTONS

Create tender opens a bid in the tender register. Create quotation makes an empty Sales Quotation draft for a supply job and moves a New, Contacted or Qualified lead to Quoted. It is not the tender quotation. A lead that already has a tender cannot be converted again, and a Lost, Won or Disqualified lead must be reopened first.



The lead register. Top tiles: open pipeline AED 6,530,000.00, weighted AED 2,988,500.00, win rate 50 (one lead won, one lost). The pipeline buttons count leads per status with their value.

WORKED EXAMPLE: THE DEMO LEAD REGISTER

The demo company keeps seven real leads in seven positions. Read them from the top of the pipeline to the bottom.

NUMBER	ENQUIRY	CUSTOMER	STATUS	VALUE (AED)	CHANCE %
LD-00002	Villa extension, Emirates Hills	Mr Faisal Al Mulla (fictional)	New	780,000.00	15
LD-00003	Retail unit fit-out, Dubai Hills Mall	Zenith Retail Group (fictional)	Contacted	1,250,000.00	25
LD-00004	Clinic refurbishment, Jumeirah 1	Palm Crescent Medical LLC	Qualified	920,000.00	40
LD-00005	Office floor fit-out, DIFC	Al Reem Holdings LLC	Quoted	2,100,000.00	55
LD-00006	Restaurant shell and core, JLT	Marina Pearl Developments LLC	Negotiation	1,480,000.00	70
LD-00007	Warehouse partition works, Jebel Ali	Al Reem Holdings LLC	Won	640,000.00	100
LD-00008	Penthouse interior, Palm Jumeirah	Mrs L. Hartmann (fictional)	Lost	3,200,000.00	0

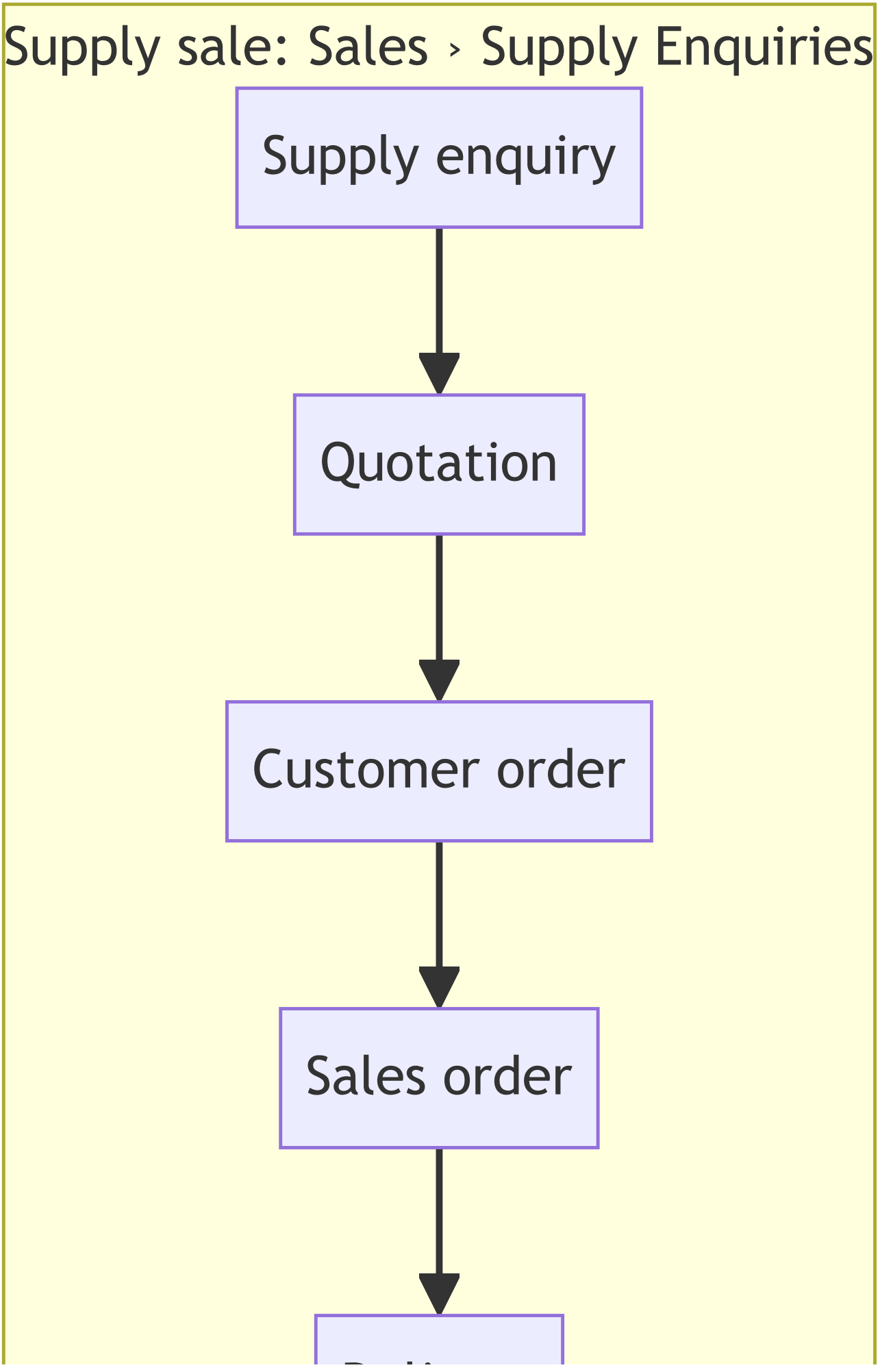
LD-00008 was lost for the reason `Price`, with the details "Client chose a design-and-build firm with a lower offer." and the winner recorded as Prime Interiors (fictional). The weighted pipeline is the sum of value times chance for the open leads: for example LD-00005 contributes 2,100,000.00 × 55% = 1,155,000.00. None of these seven leads has a tender yet. The Won lead LD-00007 was moved to Won with the status buttons and has no project linked.

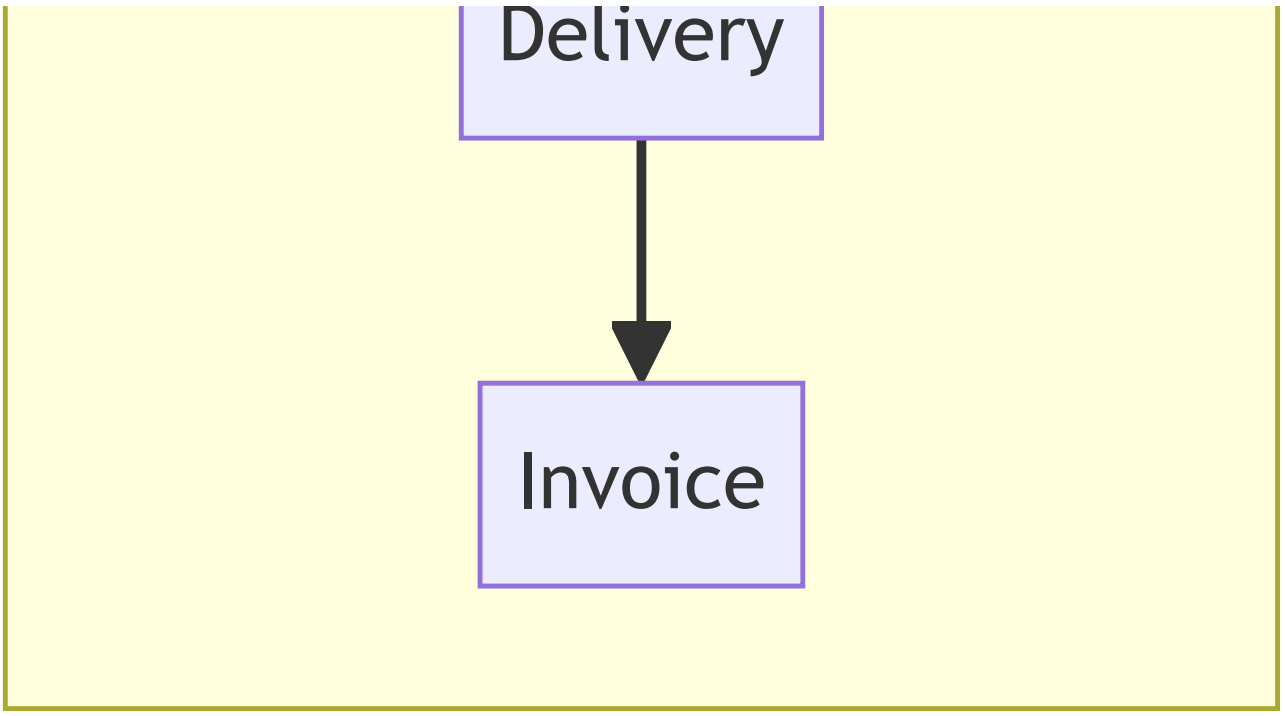
Source: live demo, GET /sales/leads and /sales/leads/dashboard, read on 12/11/2026. One extra record, LD-00001, is a scratch entry typed during testing and is left out.

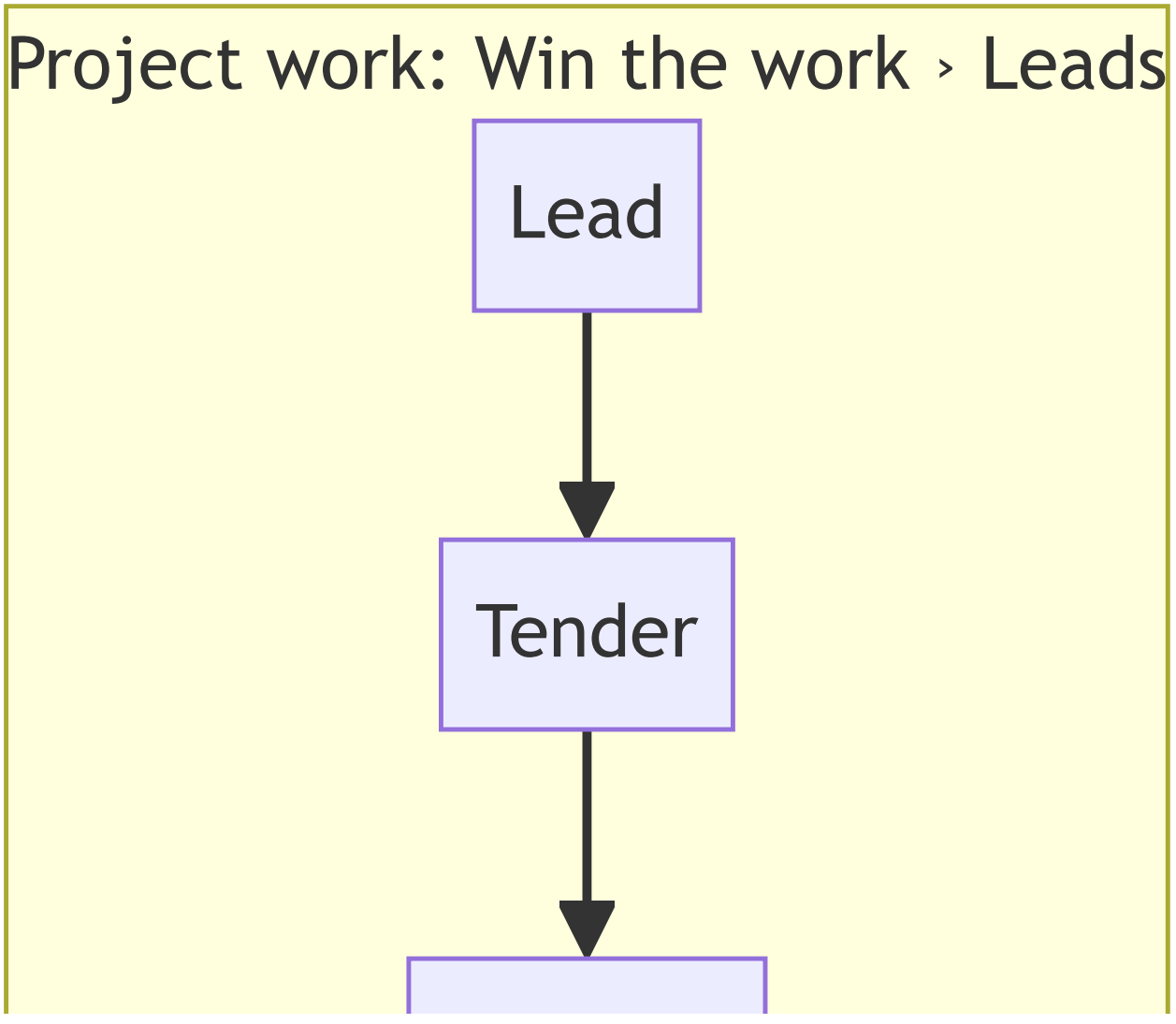
Sales > Supply Enquiries is a different register

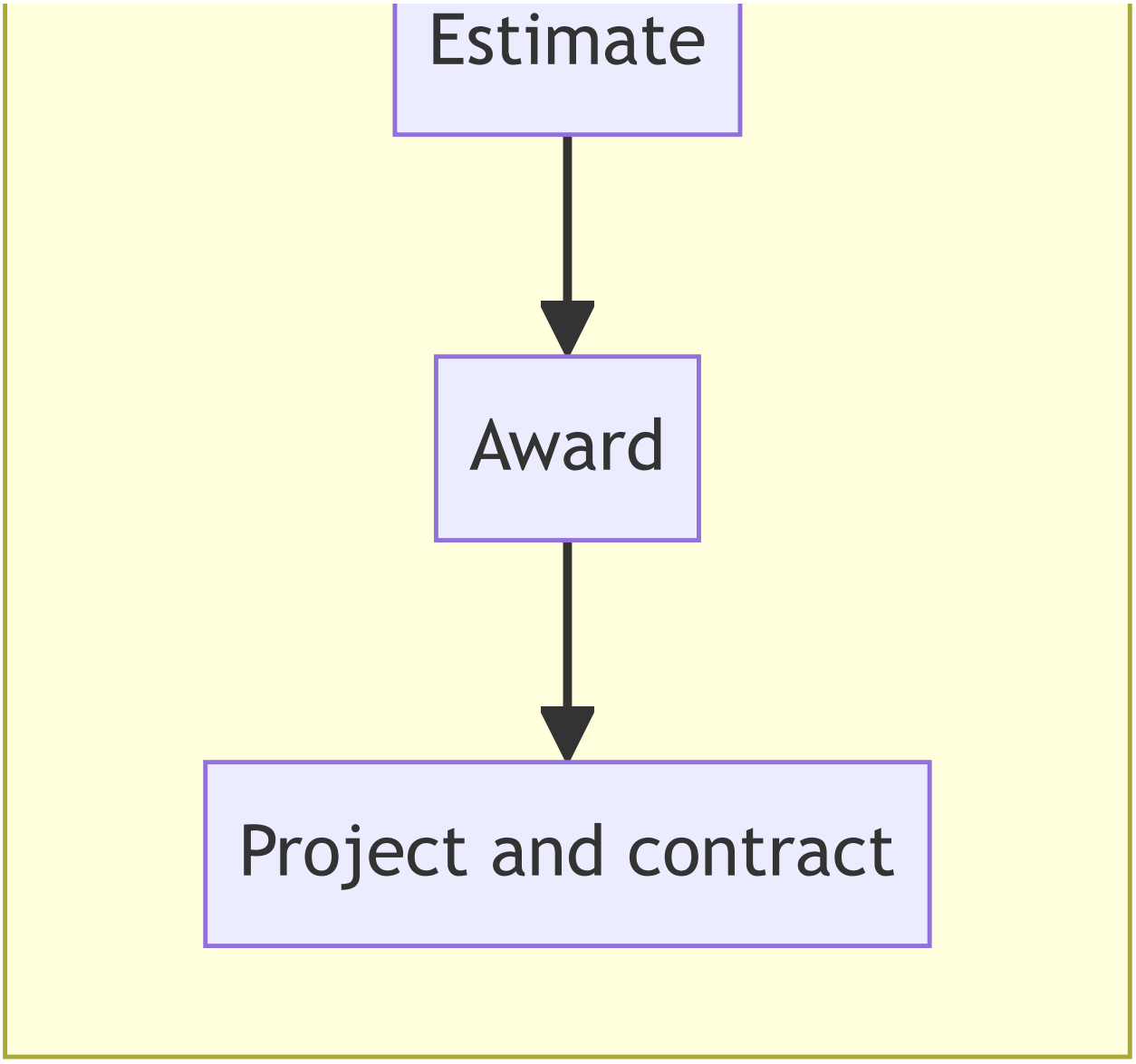
The Leads register is for project work: a job you will price, tender and, if you win it, run as a project. `Sales › Supply Enquiries` is the register of a supply sale: a customer asks for material, you quote it, and an order, a delivery and an invoice follow. It never makes a tender, a project or a contract, and neither register updates the other. The Leads page says so in its first line and links to Supply Enquiries.

TWO REGISTERS, TWO CHAINS


Supply sale: Sales › Supply Enquiries
Supply enquiry
Quotation
Customer order
Sales order


Delivery
Invoice


Project work: Win the work › Leads
Lead
Tender



Pick the register by the kind of job. If the work will become a project with a budget and a schedule, use Leads.

1. **Open Sales › Supply Enquiries and record the enquiry**
   Choose the customer or the prospect and describe what is wanted. The register follows the chain enquiry, quotation, customer order, sales order, delivery, invoice.
2. **Press Create quotation when ready**
   The lines are copied to the quotation. For a prospect the product says: "This enquiry is for a prospect. Link the prospect to a customer record first, then raise the quotation."
3. **Choose the salesman**
   If your login is not linked to an employee the product says: "Choose the salesman. Your login is not linked to an employee."

Tender and the bid or no-bid decision

The tender is the bid file: the client, the deadline, the bid bond, the go or no-go decision and the estimate behind the price. The estimator owns it. A tender is numbered TND-00001 and so on, and it moves along a fixed pipeline.

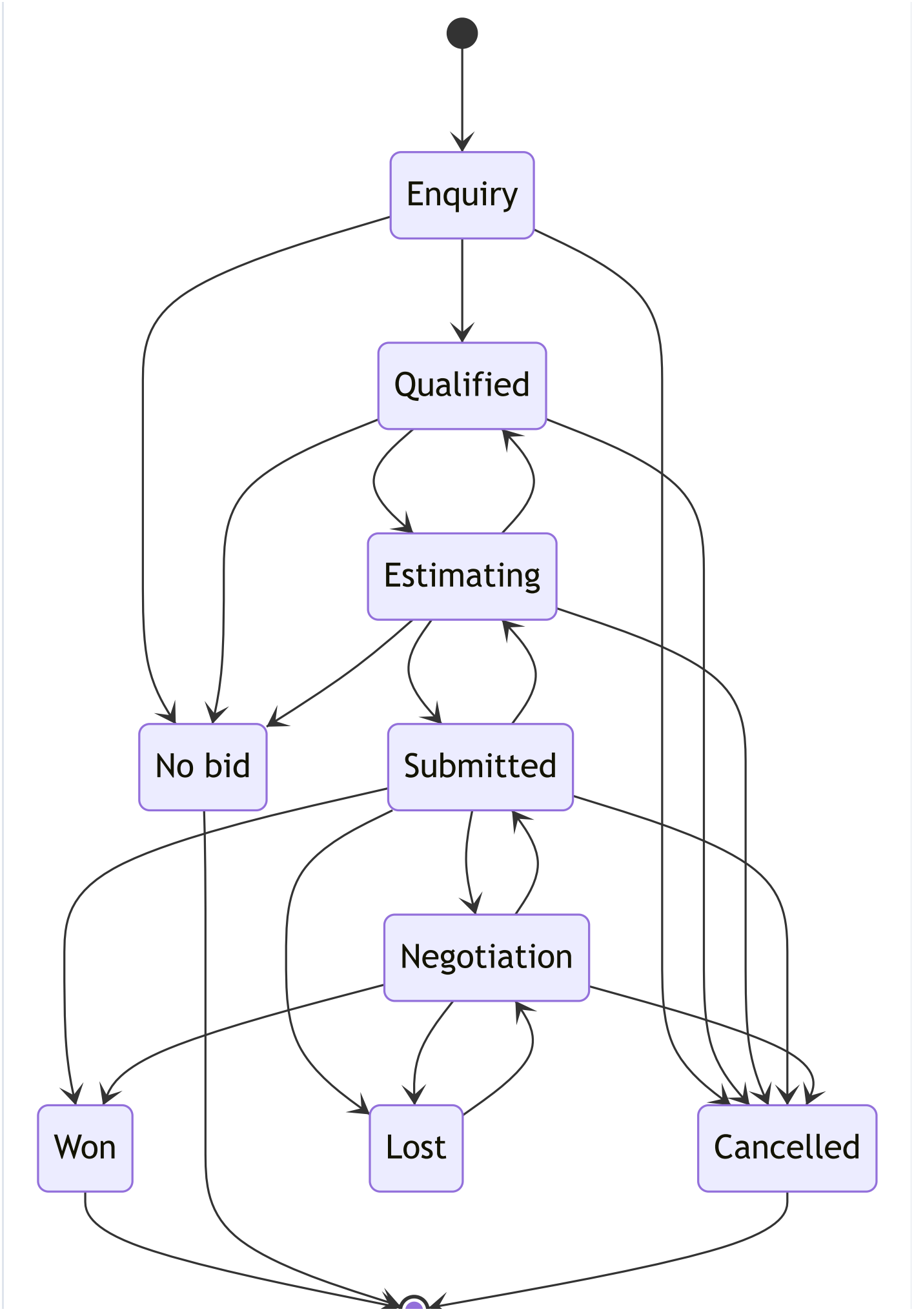
Menu path: `Win the work › Tenders`. A row opens the tender in a window; the estimate opens as its own page.

1. **Press New tender**
   Or skip this step if you pressed Create tender on a lead.
2. **Fill the New tender window**
   `Tender name` is the only required field. Choose the `Client` and the `Consultant`, set the `Bid date`, the `Client budget` and the `Location`. Press Create.
3. **Open the tender and complete it**
   Set `Offer valid for (days)`, the `Contract form`, the bid bond fields and the cover letter, then save the tender.
4. **Decide go or no-go**
   In the card Move the tender press
   Qualified
   to go, or
   No bid
   and give the reason. Press Move.
5. **Price it**
   In the card Estimates press New estimate. The tender moves to Estimating by itself.

FIELD	WHAT TO ENTER	EXAMPLE (TND-00008)
Client	The party who will sign the contract. Quotation and award refuse without it.	Palm Crescent Medical LLC
Bid date	The deadline. Bids due in the next 14 days list at the top of the register.	24/09/2026
Client budget	What the client said it can spend. The register shows it as the tender value until an estimate exists.	AED 2,250,000.00
Offer valid for (days)	How long your price stands.	Set per tender

FIELD	WHAT TO ENTER	EXAMPLE (TND-00008)
Contract form	The form of contract the client uses. At award its key clauses go to the project.	Not chosen in this tender
Bid bond	None, Bank guarantee, Cheque, Insurance bond or Cash.	Bank guarantee
Bond amount and expiry	The amount held for you and when it lapses. An expiry inside 30 days raises an alert.	AED 112,500.00, expiry 29/10/2026
Bond status	None, Requested, Issued, Returned, Forfeited, Expired.	Returned

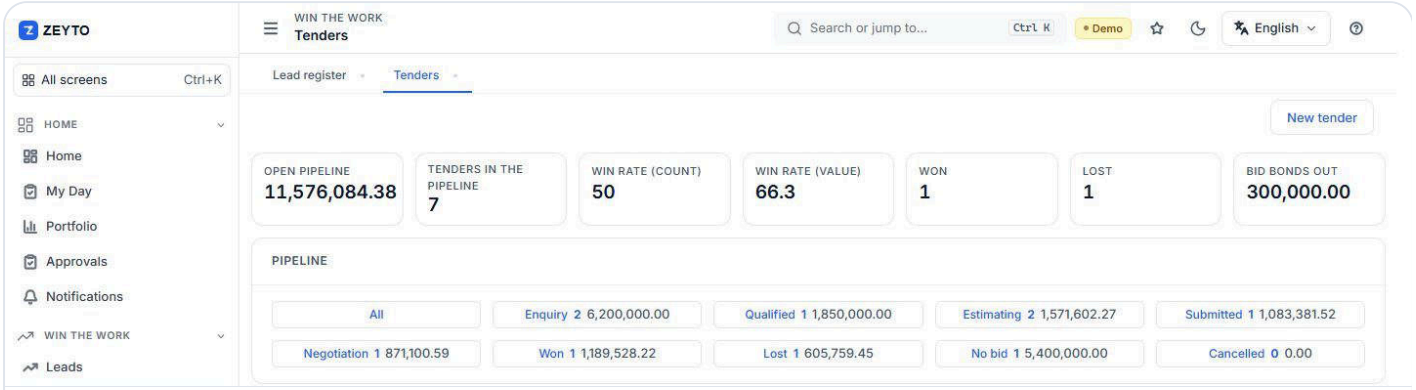
TENDER STATUSES


Enquiry
Qualified
Estimating
No bid
Submitted
Negotiation
Won
Lost
Cancelled

These are the nine statuses the register uses. Won, No bid and Cancelled are closed: the card then says "No further step: the tender is closed." Lost can be reopened to Negotiation. The estimate moves some of these by itself, as the next section shows.

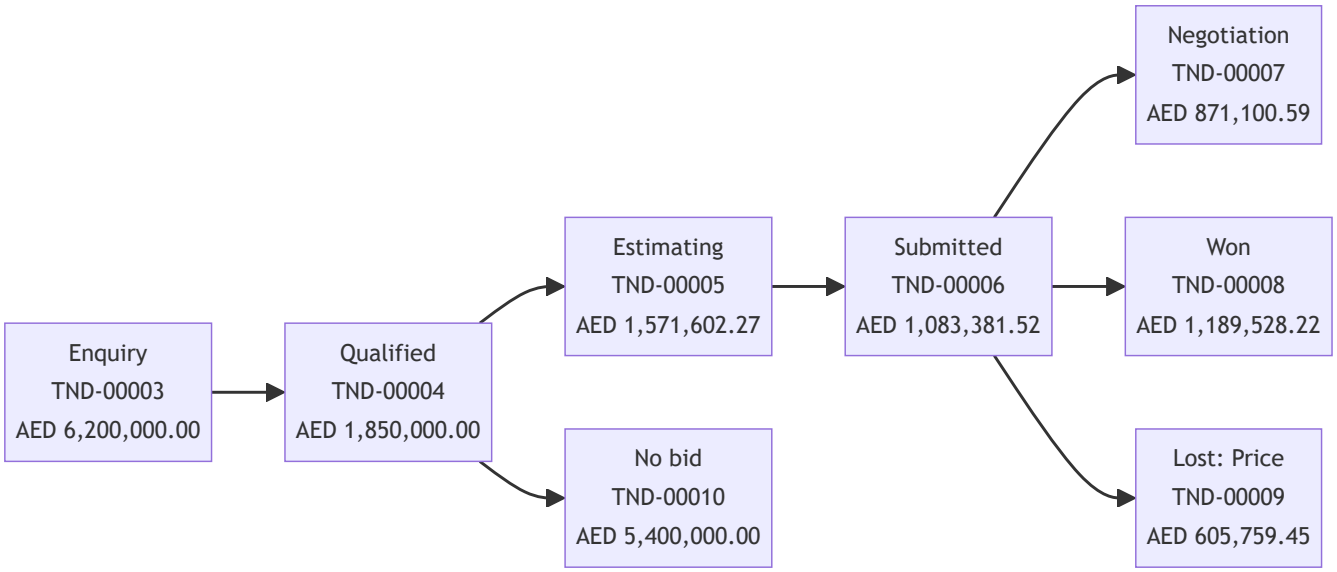
MOVE TO	REASON NEEDED	WHAT ELSE HAPPENS
Lost	Yes, a reason code. You may add the winner and the winning price.	The submitted estimate becomes Lost. If a bid bond was Requested or Issued the screen reminds you: "Return the bid bond to the bank."
No bid	A reason code or a written reason.	Same bond reminder.
Cancelled	A reason code or a written reason.	Same bond reminder.
Won	No. Needs the tender award permission.	The normal route to Won is the award, not this button.

The reasons you can choose are `Price`, `Technical`, `Relationship`, `Schedule`, `Capacity`, `Risk`, `Client cancelled`, `No funds` and `Other`. The register adds them up in the card Why tenders are lost, and shows a win rate by count and by value, in the last 12 months: won divided by won plus lost.



The top of the Tenders register. Win rate by count is 50 and by value 66.3. The pipeline buttons show how many tenders and how much value sit at each status. Bid bonds out: AED 300,000.00.

WHERE THE DEMO'S REAL TENDERS SIT IN THE PIPELINE



One tender per position. The value is the estimate's sell price when an estimate exists, otherwise the client budget.

WORKED EXAMPLE: EIGHT REAL TENDERS, ONE IN EACH POSITION

NUMBER	TENDER	CLIENT	STATUS	BID DATE	VALUE (AED)
TND-00003	Al Barsha Medical Tower: MEP package	Palm Crescent Medical LLC	Enquiry	12/12/2026	6,200,000.00
TND-00004	Jumeirah Beach Villa refurbishment	Marina Pearl Developments LLC	Qualified	29/11/2026	1,850,000.00
TND-00005	Business Bay showroom fit-out	Al Reem Holdings LLC	Estimating	17/11/2026	1,571,602.27
TND-00006	Dubai South warehouse cladding	Al Reem Holdings LLC	Submitted	02/11/2026	1,083,381.52

NUMBER	TENDER	CLIENT	STATUS	BID DATE	VALUE (AED)
TND-00007	Marina Pearl lobby renovation	Marina Pearl Developments LLC	Negotiation	19/10/2026	871,100.59
TND-00008	Palm Crescent Medical Centre: Phase 2 fit-out	Palm Crescent Medical LLC	Won	24/09/2026	1,189,528.22
TND-00009	Silicon Oasis office interiors	Al Reem Holdings LLC	Lost	09/09/2026	605,759.45
TND-00010	Sharjah school extension	Marina Pearl Developments LLC	No bid	09/10/2026	5,400,000.00

Why a tender was lost. TND-00009 closed as Lost with reason `Price`, details "Our price was 9 percent above the winning bid.", winner Prime Interiors LLC (fictional). Its estimate, version 1, moved to Lost by itself because it had been Submitted. **Why no bid.** TND-00010 closed as No bid with the details "No capacity for a project outside Dubai in this quarter." Only the written reason is stored on that record.

The tile Bid bonds out shows AED 300,000.00: the two bonds in status Issued, TND-00005 (170,000.00) and TND-00006 (130,000.00). The won tender's bond was set to Returned by the award.

Source: live demo, GET /tenders and /tenders/dashboard, read on 12/11/2026; the stage list is in tools/demo-seed/lib/extras.mjs. The register also holds two scratch records, TND-00001 and TND-00002, typed during testing. They carry no value and are left out of this table, but they are counted in the tile Tenders in the pipeline (7, of which 5 are listed here).

Estimate: rate library, items, markups

The estimate turns the bill of quantities (BOQ, the list of work items with quantities) into a price. Each item is built up from components: material, labour, plant, subcontract and preliminaries. The server prices everything in one fixed order, so the screen, the tender pack, the quotation and the contract all show the same figures.

Step 1: the rate library (optional, done once)

The rate library is your price book. The estimator keeps it so every tender prices a bag of cement or an hour of a tiler the same way. `Plan › Rate Library` has three tabs: **Rates**, **Productivity norms** and **Assemblies**.

FIELD OF A RATE	WHAT TO ENTER	EXAMPLE
Code and Name	A short unique code and a clear name.	RL-TILE60, Porcelain floor tile 60×60 cm
Nature	Material, Labour, Plant, Subcontract, Prelims or Other.	Material
Rate	Price per unit in AED.	38.50
Wastage %	The usual loss. It is added to the quantity of the line, not to the rate.	7
Labour source	Own or Third party. It decides the budget nature of a labour line.	Own (RL-TILER, 14.00 per hour)

A **productivity norm** says how many labour hours a unit of work takes: crew size divided by the crew's output per hour. A norm of a crew of 2 laying 3.2 m2 an hour gives 0.625 hours per m2. An **assembly** is a saved build-up. The demo has one, AS-FLOOR-TILE, "Floor tiling 60×60 on screed, per m2", made of RL-TILE60 at 1.05 per unit, RL-ADHC2 at 0.25 and the tiler by norm.

Step 2: create the estimate and build the BOQ

1. **Open the tender and press New estimate**
   Version 1 starts with overhead 10, profit 8, risk 2, escalation 1 and VAT 5 percent. Change them on the Markups and adders tab.

2. **Add groups and priced items on Bill of quantities**
   In the card Add an item choose Type: Group or Priced item. A priced item needs a description and a `Unit` (for example m, m2 or LS). Enter the `Quantity` in the table, or paste a take-off with Set quantities (one line per item: code, then quantity). Import takes a breakdown from the category master.

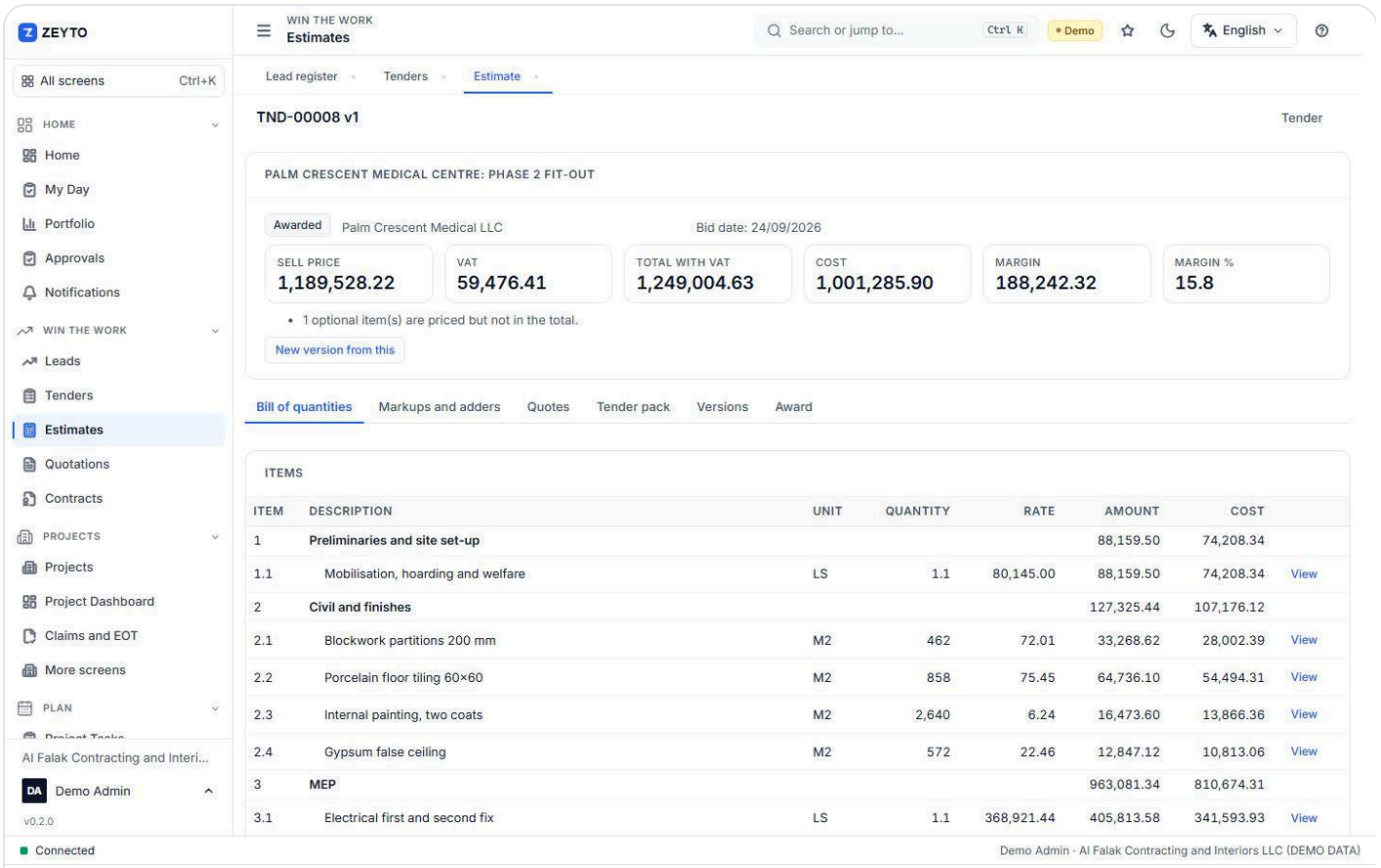
3. **Press Build-up on an item**
   Add components from the rate library, a productivity norm or by hand, or Copy an assembly. The cost of one unit is the sum of the lines. Link a material line to a stock item so the project's requests are measured against the BOQ later.

4. **Mark options**

Tick Optional (alternate) item for a choice the client may take. An option that is not accepted is priced and shown but left out of every total, of the budget and of the award.

5 **Check the Markups and adders tab**

Overhead, profit, risk contingency, escalation, VAT and project months, plus the commercial adders below.

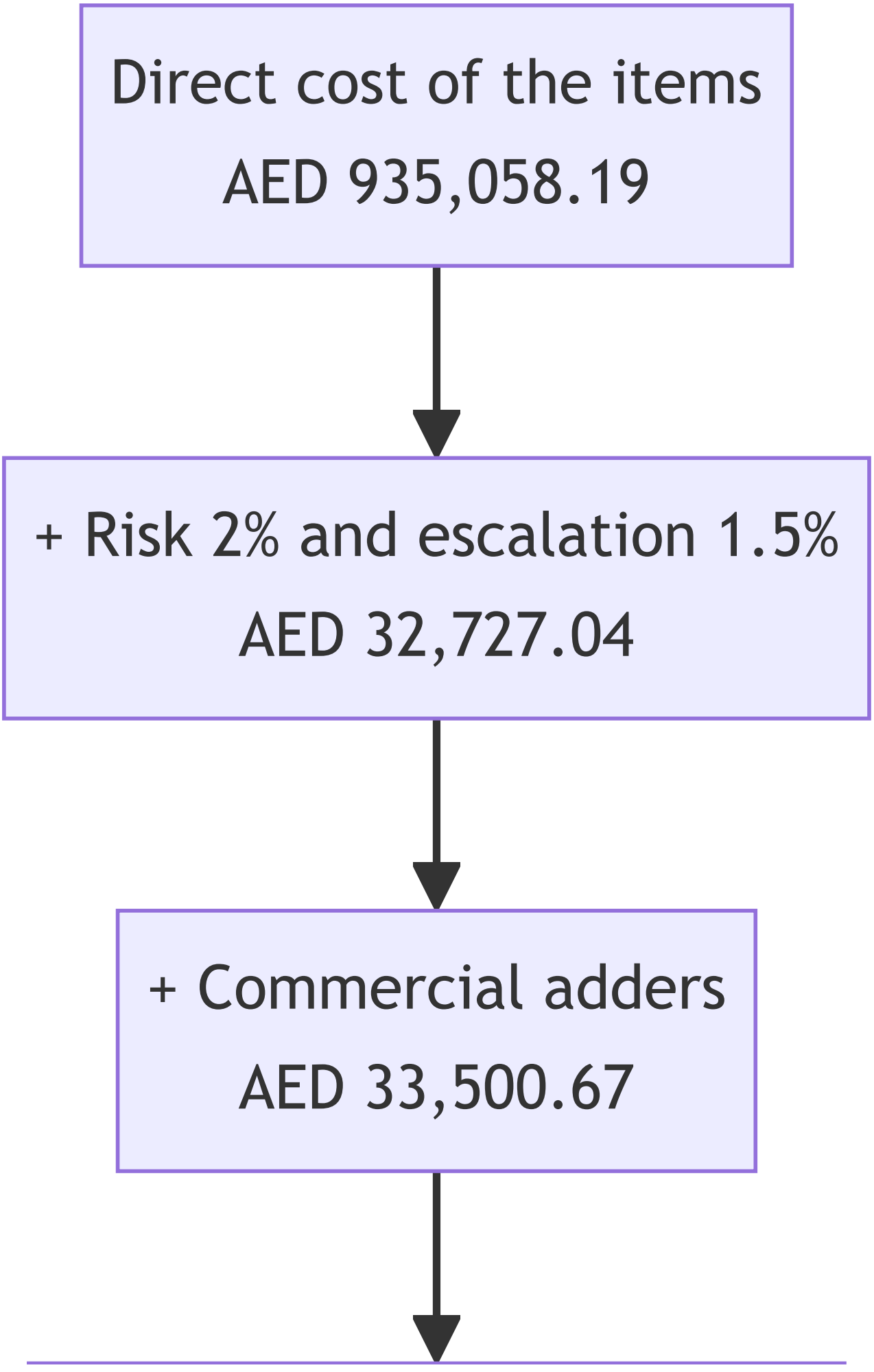


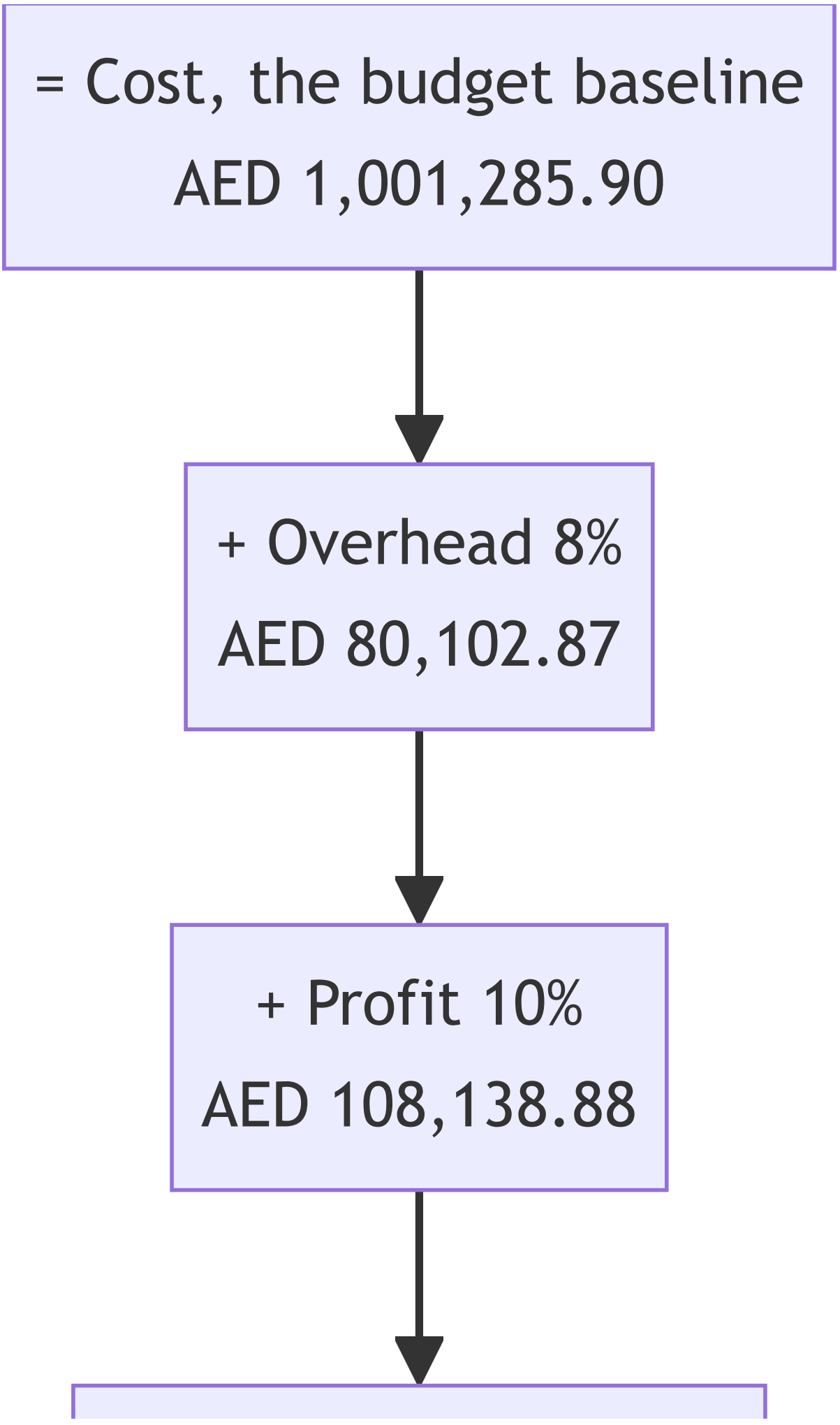
The estimate page of TND-00008. The tiles show sell price AED 1,189,528.22, VAT 59,476.41, total AED 1,249,004.63, cost 1,001,285.90 and margin 188,242.32 (15.8%). Cost and margin appear only for a person with the tender price permission. The warning line counts the priced option left out of the total.

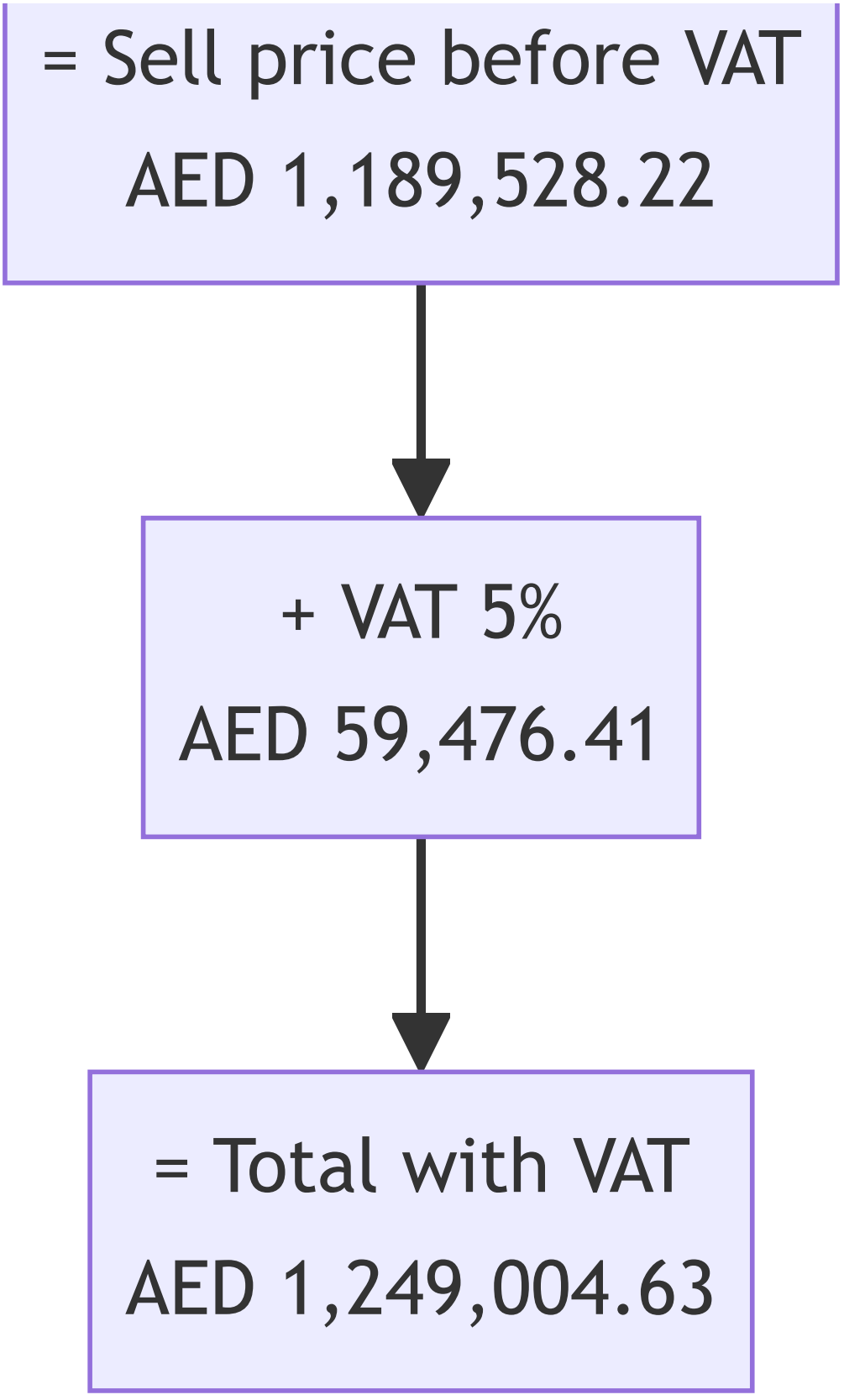
Commercial adders: the UAE items that are not work items

An adder is a cost of winning and delivering the job that no single item carries. Choose the kind: Performance bond, Advance payment guarantee, Insurance car (contractor's all risks), Insurance other, Labour camp, Visa labour, Municipality permit or Other. Choose the basis: Pct of cost, Lump, or Per head month. The system shares every adder over the included items in proportion to their direct cost, and books it under nature Other.

HOW THE PRICE IS BUILT, WITH THE FIGURES OF TND-00008 VERSION 1


Direct cost of the items
AED 935,058.19
+ Risk 2% and escalation 1.5%
AED 32,727.04
+ Commercial adders
AED 33,500.67


= Cost, the budget baseline
AED 1,001,285.90
+ Overhead 8%
AED 80,102.87
+ Profit 10%
AED 108,138.88



Overhead is 8% of cost. Profit is 10% of cost plus overhead. The three lines add to AED 1,189,527.64 before rounding; each unit rate is quoted in fils and the amount is quantity times that rate, which lifts the price by AED 0.58.

WORKED EXAMPLE: HOW ONE ITEM IS PRICED, TND-00008 ITEM 2.2

Item 2.2 is "Porcelain floor tiling 60×60", 858 m2. One square metre is built up from four library lines.

LIBRARY RATE	NATURE	PER M2	WASTAGE %	RATE (AED)	COST PER M2 (AED)
RL-TILE60 Porcelain floor tile 60×60 cm	Material	1.05	7	38.50	43.25475
RL-ADHC2 Tile adhesive C2, 25 kg bag	Material	0.25	3	21.00	5.4075
RL-TILER Tiler (own labour)	Labour	0.60	0	14.00	8.40
RL-HELPER General helper (own labour)	Labour	0.30	0	7.50	2.25
Direct cost per m2					**59.31225**

Direct cost is 858 × 59.31225 = AED 50,889.91. Risk and escalation add 3.5% (AED 1,781.15) and this item's share of the adders adds AED 1,823.25, so its cost is AED 54,494.31, or AED 63.51 per m2. The sell rate is that cost with overhead 8% and profit 10%, rounded to fils: AED 75.45 per m2. The sell amount is 858 × 75.45 = AED 64,736.10.

Source: live demo, GET /estimates/01a1ba4e-bd60-7f4b-8c7f-c1bc9099a942, read on 12/11/2026. The rates are in tools/demo-seed/lib/extras.mjs.

Quotes: supplier and subcontractor offers inside the estimate

The Quotes tab holds offers you collect to price an item, such as an HVAC package. It is not the quotation to the client. Enter each offer with the UAE lines that change its true cost: retention, advance and guarantee, insurance, labour camp and visa, permit fees. The column **Comparable cost** adds those lines to the price. Press Select on the offer you take. A blocked supplier, a supplier of grade D or an offer that is not the cheapest needs a written reason. You can also raise a request for quotation from the estimate and pull the answers back with Pull the quotes.

WORKED EXAMPLE: THREE QUOTES FOR ONE HVAC ITEM

SUPPLIER	QUOTE	GRADE	RATE (AED)	LEAD DAYS	STATUS
CoolBreeze HVAC Contracting LLC	CB-2210	B	391,000.00	12	Selected cheapest
Aqua Flow Plumbing LLC	AQ-8841	B	402,500.00	10	Not selected

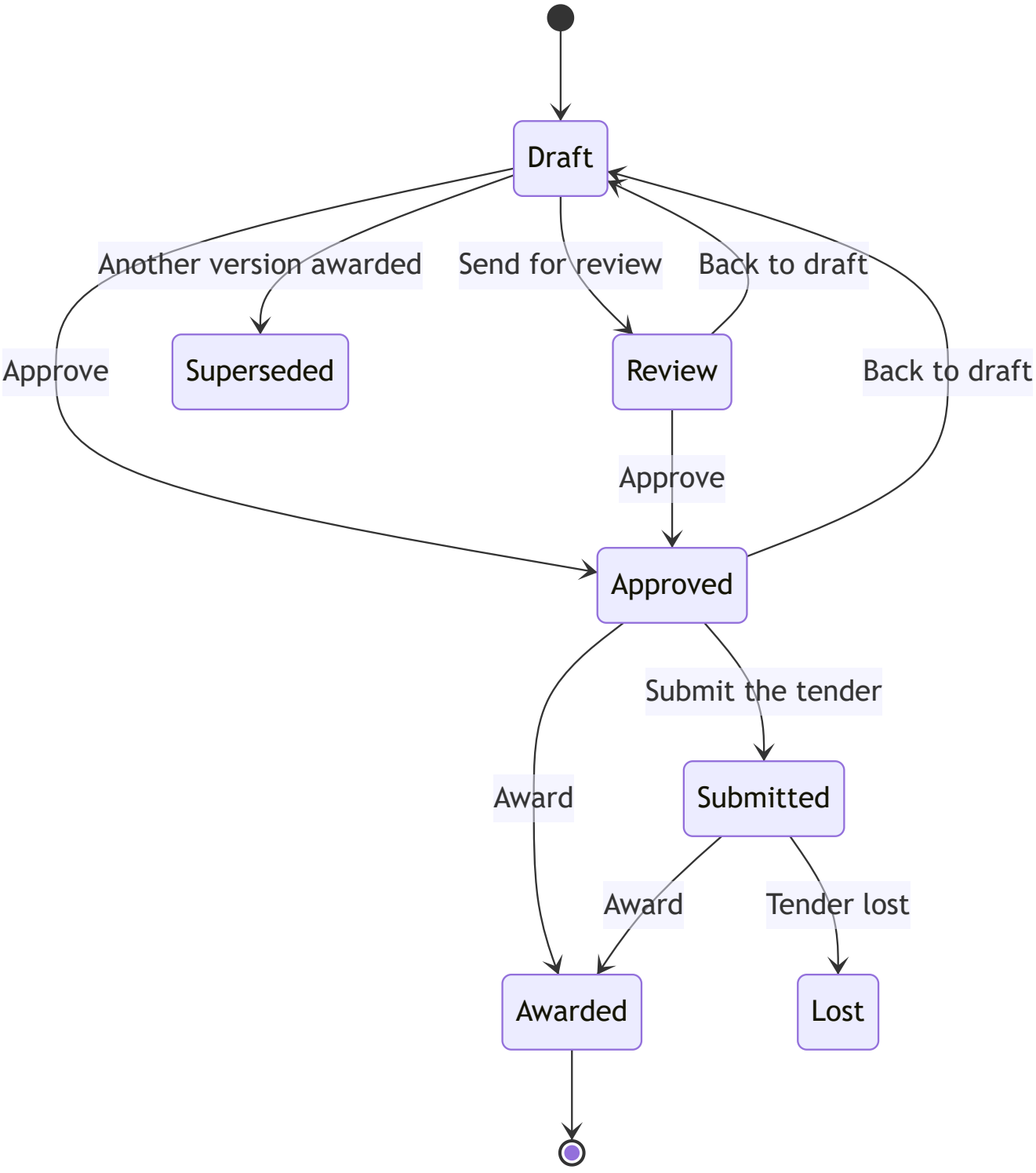
SUPPLIER	QUOTE	GRADE	RATE (AED)	LEAD DAYS	STATUS
Spark Electrical Supplies LLC	SP-0117	A	418,000.00	14	Not selected

The lowest offer was selected, so no reason was needed. Choosing the grade A offer instead would have asked for one, because it is not the cheapest.

Source: live demo, GET /estimates/01a1ba4e-9127-78d8-886a-43a4c086532b/quotes (tender TND-00005, item 3.2), read on 12/11/2026.

Estimate statuses, approval and versions

ESTIMATE STATUSES

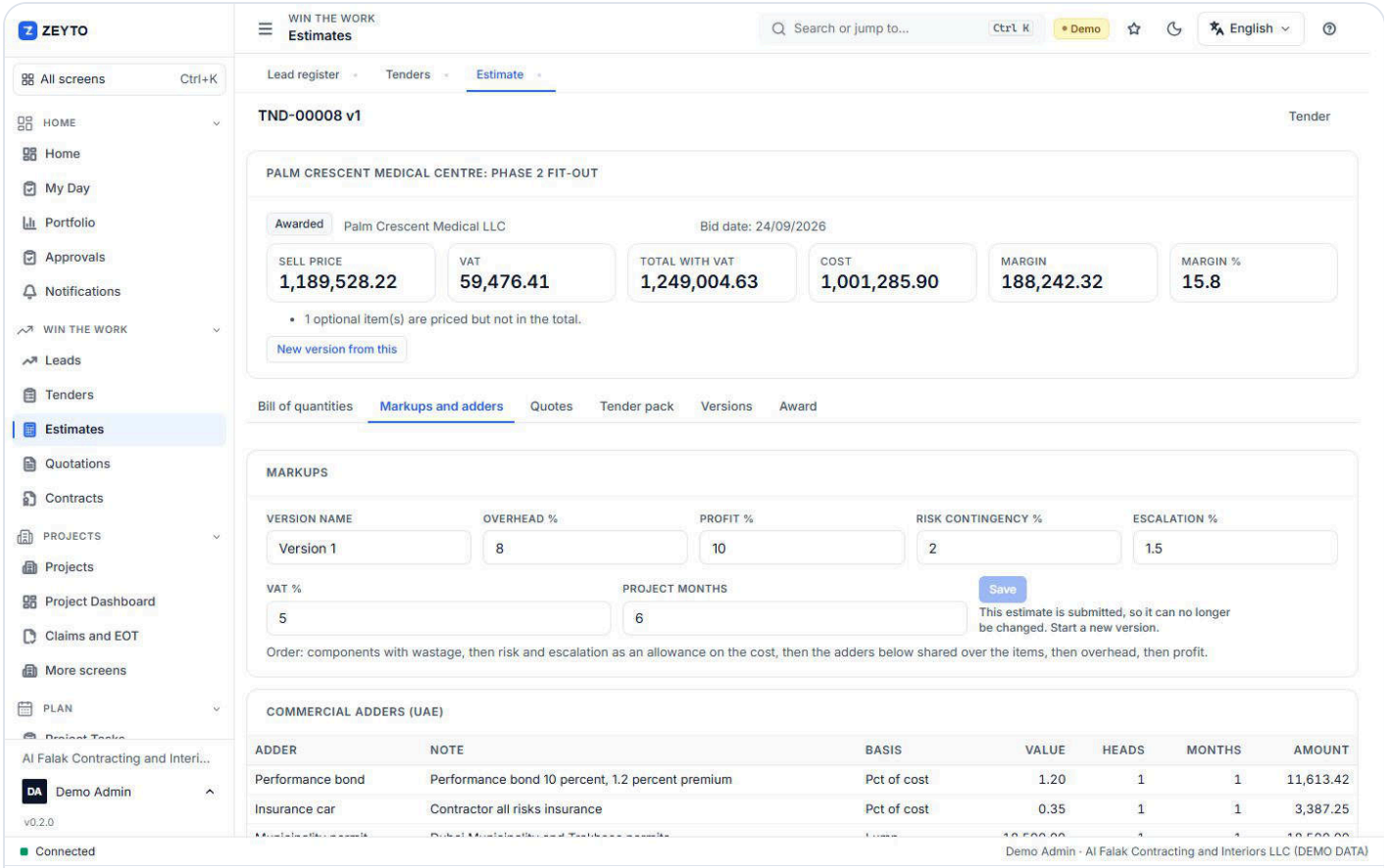


Submitted, Awarded, Superseded and Lost versions are frozen. Submitting version 2 supersedes a Submitted version 1.

- **Approve** is a maker and checker step: someone other than the person who raised the estimate approves it, unless the company allows a person to approve their own work. Approve and Submit are refused until every priced item has a unit, a quantity above zero and a priced build-up. The

product says: "The estimate is not ready: " followed by the first problem, for example "2.2: quantity is zero."

- **Submit the tender** freezes the estimate and moves the tender to Submitted. The register then shows the estimate's sell price as the tender value.
- **New version from this** copies the tree, build-ups, adders and quotes into a new Draft version with the same markups. Use it for a value-engineered option or a price change in negotiation. The Versions tab compares two versions item by item.
- Editing a frozen estimate is refused: "A submitted or awarded estimate is frozen. Make a new version."



Markups and adders of TND-00008. The demo estimates use overhead 8, profit 10, risk 2, escalation 1.5, VAT 5 and 6 project months. The Save button is off and the page says: "This estimate is submitted, so it can no longer be changed. Start a new version."

Tender pack and quotation

The client receives a printed offer. Zeyto gives you two things for it, and it is worth knowing which is which.

	TENDER PACK	QUOTATION
What it is	The printed bid: cover letter, summary by section and the priced BOQ.	An ordinary Sales Quotation for the same price, one line per priced item.
Where	Estimate › Tender pack tab.	Button Quotation in the document designer on the Tender pack tab; the document lives in `Win the work › Quotations`.
What the client sees	Sell price only: no cost, margin or adder. English, Arabic or both, or the priced BOQ as Excel.	One line per priced item at the sell rate, using the service item SHARP-TENDER.
Posts to accounts	No	No. A quotation moves no stock and nothing reaches the accounts or VAT.

1. **Open the estimate and the Tender pack tab**
   Press Cover, summary and BOQ (English and Arabic), English only, Arabic only, or Priced BOQ as Excel.
2. **Press Quotation in the document designer**
   The tender needs a client and the estimate a price. The quotation uses the service item SHARP-TENDER with one line per priced item at the sell rate.
3. **Print or send it**
   It is rebuilt while it is a draft and submitted by itself once the estimate is submitted.

TWO QUOTATIONS THAT ARE NOT LINKED

The empty draft made by Create quotation on a lead and the quotation made from an estimate are different documents. Nothing links them. Win the work › Quotations is also the place for a small job or a supply-only job with no tender and no estimate.

If the tender has no client the product says: "Set the client on the tender before issuing the quotation." With no price: "The estimate has no price yet." In the demo no tender quotation has been issued; the Quotations register holds one unrelated draft.

Negotiate

Clients rarely accept the first price. Move the tender to **Negotiation** with Move the tender, press **New version from this** on the estimate, change the quantities, rates or markups, approve and submit the new

version. The old one becomes Superseded. If the client refuses, move the tender to Lost with a reason; a Lost tender can be reopened to Negotiation if the client comes back.

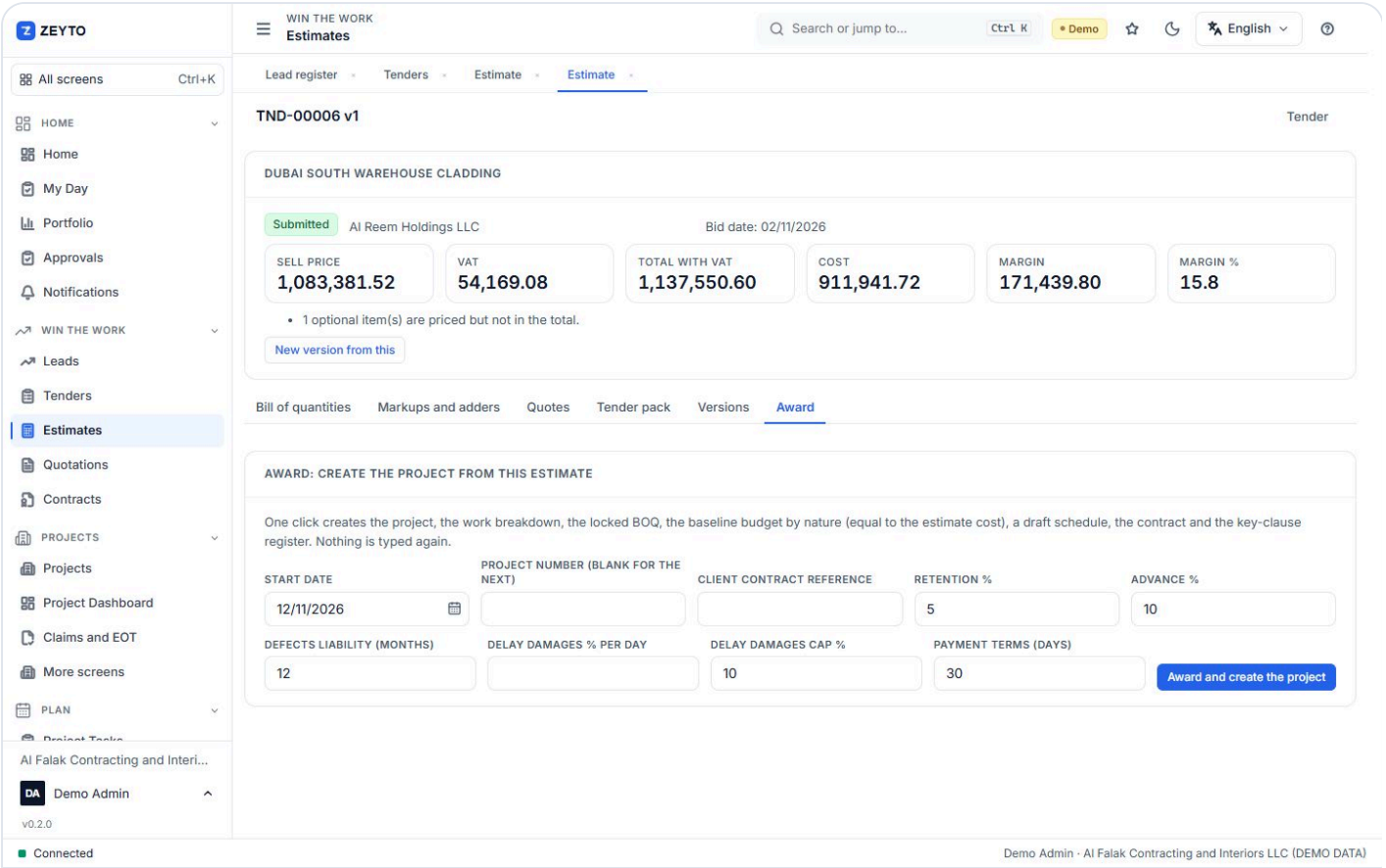
Award and contract

When the client signs, the owner opens the estimate's **Award** tab. One press creates the project and everything that hangs from it. Nothing is typed again, so the contract value equals the estimate, the baseline budget equals the estimate cost, and each BOQ item traces back to the estimate item it came from.

1. **Approve first**
   An estimate that is still Draft or Review cannot be awarded. The product says: "This estimate is still draft, so it cannot be awarded. Next step: open the estimate and press Approve, then award it." The Award button stays off with the same advice.
2. **Open the Award tab and type the contract terms**
   They become the contract. See the table below.
3. **Press Award and create the project and confirm**
   The dialog asks "Award this tender and create the project?". Press it once and wait for the result.
4. **Read the result**
   The estimate lists what was created, with a link to the project and to the contract.
5. **Check**
   Open `Win the work › Contracts` and the project register under Projects.

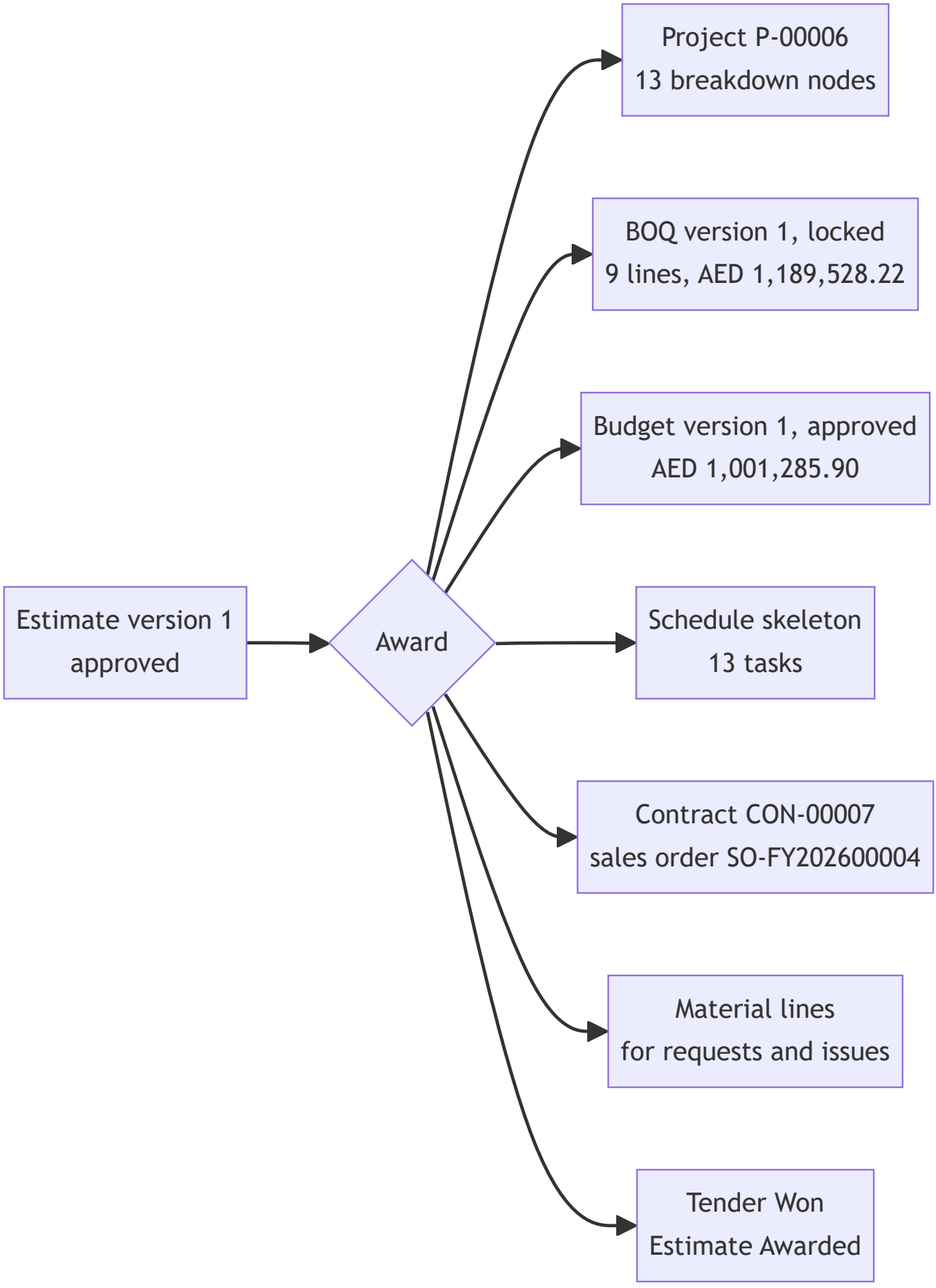
FIELD ON THE AWARD TAB	WHAT TO ENTER	EXAMPLE (TND-00008)
Start date	The first day on site. The end date follows from the estimate's project months.	29/10/2026 (end 29/04/2027)
Project number (blank for the next)	Leave blank for the next number, or type one nobody uses.	P-00006
Client contract reference	The client's own number for the contract.	PCM-PH2-2026
Retention %	Share of each bill the client holds back. The tab shows 5.	5

FIELD ON THE AWARD TAB	WHAT TO ENTER	EXAMPLE (TND-00008)
Advance %	Advance payment as a share of the contract. The tab shows 10.	10
Defects liability (months)	How long after completion you must fix defects. The tab shows 12.	12
Delay damages % per day and cap %	Liquidated damages for late completion and their ceiling. The cap shows 10.	0.05 per day, cap 10
Payment terms (days)	Days the client has to pay a certified bill. The tab shows 30.	30



The Award tab before pressing the button, here on the submitted estimate of TND-00006. The values already filled are retention 5, advance 10, defects liability 12 months, delay damages cap 10 and payment terms 30 days; delay damages per day is blank. Nothing was pressed to take this picture.

WHAT ONE AWARD CREATES, WITH THE FIGURES OF TND-00008



All of this happens in one transaction: either everything is made or nothing is.

The award makes

> **Project and project centre** status Planning; the project number is also the cost centre code
>
> **Work breakdown (WBS)** every group that holds something and every included priced item; an option that was not accepted is left out
>
> **BOQ version 1** locked; later changes are variations
>
> **Budget version 1** kind Baseline, approved, equal to the estimate cost, split by nature
>
> **Schedule skeleton** one window per top-level section, sized by cost share
>
> **Contract and contract sales order** one billing line per priced item; the sales order posts nothing
>
> **Material lines** per item, linked to stock items from the build-ups
>
> **Clause register entries** only if the tender has a Contract form

The award changes

> The tender becomes Won and the estimate Awarded. Other versions become Superseded.
>
> A bid bond in status Requested or Issued becomes Returned.
>
> An open lead is set to Won at 100% and points to the project. A lead already Lost or Disqualified is left alone.

WHAT THE AWARD POSTS

Nothing. The contract sales order goes through the posting engine like any document, but it is non-posting, so no entry reaches the books. The first entries come later, from an advance invoice, a receipt, a stock issue or a bill. Later chapters cover them.

WHEN THE AWARD IS REFUSED

No client on the tender: "Set the client on the tender first: the contract is made with the client." A second award: "This tender already has a project." A taken number: "Project number '{projectNo}' is already used." A tender that is Lost, No bid or Cancelled: "Re-open the tender before awarding it." An estimate already awarded: "This estimate has already been awarded." The estimate not approved, as above. No licence room: "Your licence has no room for another live project. Close a finished project, or ask Zeyto to raise the limit."

The contract register

`Win the work › Contracts` lists every client contract: number, client reference, signed date, original value, approved variations, current value, how much has been billed, retention held and advance balance. A row opens the project's billing workspace. The BOQ total is not compared with the contract value for you: check the two against each other once after the award.

Worked example: tender TND-00008 becomes project P-00006

This is the one winning tender in the demo company, followed from the bid to the running project. The demo project made from it is P-00006, "Palm Crescent Medical Centre: Phase 2 fit-out". It was made directly from the tender: the tender has no lead.

WORKED EXAMPLE: PALM CRESCENT MEDICAL CENTRE, PHASE 2 FIT-OUT

1. The tender

Tender	TND-00008, status Won
Client	Palm Crescent Medical LLC
Enquiry date and bid date	27/08/2026 and 24/09/2026
Client budget	AED 2,250,000.00
Bid bond	Bank guarantee AED 112,500.00 (5%), expiry 29/10/2026, status Returned
History	Enquiry, Qualified, Submitted ("Estimate version 1 submitted"), Won ("Awarded: project P-00006")

2. The estimate, version 1, and its price

The estimate has four groups and ten items, nine in the total. Overhead 8, profit 10, risk 2, escalation 1.5, VAT 5, six project months. Three adders: Performance bond 1.2% of cost (AED 11,613.42), Contractor all risks insurance 0.35% (AED 3,387.25) and Dubai Municipality and Trakhees permits, lump sum AED 18,500.00. Direct cost, allowance, adders, cost, overhead, profit and sell price are the figures of the diagram in the Estimate section: cost AED 1,001,285.90, sell AED 1,189,528.22, margin AED 188,242.32 or 15.82% of sell.

Option A (marble-effect porcelain in the entrance hall) is accepted and in the total. Option B (acoustic ceiling baffles, 132 m2, sell AED 5,995.44) is priced but not accepted, so it is in no total.

3. The award

The award was pressed with: start date 29/10/2026, client reference PCM-PH2-2026, signed date 27/10/2026, advance 10%, retention 5% capped at 5%, defects liability 12 months, delay damages 0.05% per day capped at 10%, payment terms 30 days. The end date, 29/04/2027, is six project months from the start.

4. What it made

MADE BY THE AWARD	WHAT THE LIVE DEMO SHOWS
Project	P-00006, manager Hassan Al Marzooqi, profile Fit-out. The award creates it in Planning; the demo seed then set it Active and assigned the manager.
Breakdown	13 nodes: 4 groups and 9 priced items. Option B is not there.
BOQ	Version 1, "Tender TND-00008 v1", kind Contract, Locked. 9 lines, sell AED 1,189,528.22, markup 18.8% (1.08 × 1.10), contingency 2%.
Budget	Version 1, "Baseline from tender TND-00008", Baseline, Approved, current. AED 1,001,285.90 in total.
Schedule	13 tasks, one per breakdown node.
Contract	CON-00007, signed 27/10/2026, original value AED 1,189,528.22, advance 10%, retention 5%, payment terms 30 days, contract sales order SO-FY202600004.
Clause register	No entries: the tender had no Contract form, so no form clauses were added.

Each estimate item traces to a project item. Sell and budget carry over line by line:

ITEM	DESCRIPTION	QUANTITY	SELL (AED)	BUDGET (AED)
1.1	Mobilisation, hoarding and welfare	1.1 LS	88,159.50	74,208.34
2.1	Blockwork partitions 200 mm	462 m2	33,268.62	28,002.39
2.2	Porcelain floor tiling 60×60	858 m2	64,736.10	54,494.31
2.3	Internal painting, two coats	2,640 m2	16,473.60	13,866.36
2.4	Gypsum false ceiling	572 m2	12,847.12	10,813.06
3.1	Electrical first and second fix	1.1 LS	405,813.58	341,593.93
3.2	HVAC supply and installation	1.1 LS	552,746.10	465,274.49
3.3	Plumbing 25 mm PPR distribution	374 m	4,521.66	3,805.89

ITEM	DESCRIPTION	QUANTITY	SELL (AED)	BUDGET (AED)
4.1	Option A: marble-effect porcelain, entrance hall	93.5 m2	10,961.94	9,227.13
Total			**1,189,528.22**	**1,001,285.90**

The baseline budget by nature: Subcontract AED 779,872.50, Other 105,226.17, Material 93,124.06, Own labour 21,642.32, Machine 1,420.85. The sell side, by group: Preliminaries 88,159.50, Civil and finishes 127,325.44, MEP 963,081.34, Options 10,961.94.

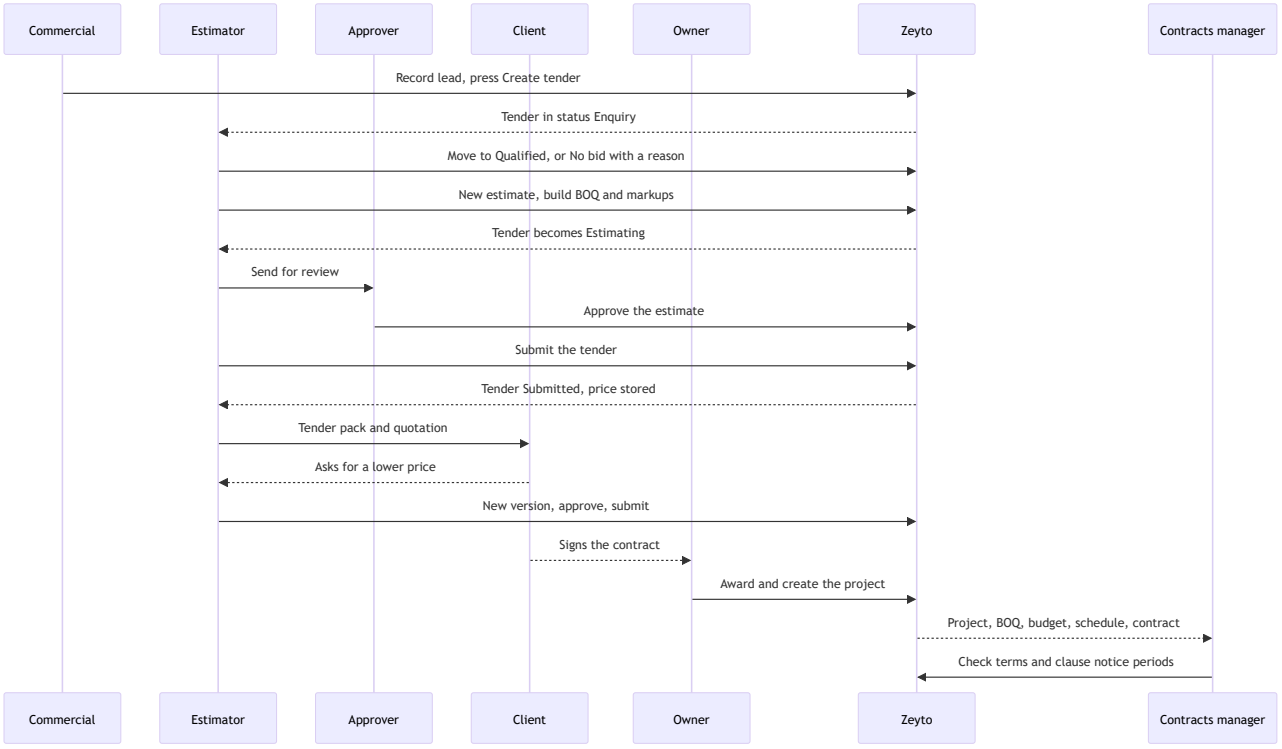
5. Where it stands now

The margin bridge on the project shows estimate margin AED 188,242.32 (15.82%) and the same margin on the current budget, so nothing has moved since award. Actual cost to date is AED 74,842.50. Contract CON-00007 has one progress bill, 8.39% of the contract, AED 99,803.52 billed and retention held AED 4,990.18. The advance received is AED 118,952.82 (ADR-FY202600006, 01/11/2026). The following chapters follow the project from here.

Source: live demo, read on 12/11/2026: GET /tenders/01a1ba4e-bc05-7053-be41-619cfbd03429, /estimates/01a1ba4e-bd60-7f4b-8c7f-c1bc9099a942, /projects/01a1ba4f-91f7-75aa-bab7-bbf346ebd323 (hub, boq, budget, margin-bridge, estimate-trace, schedule, billing) and /sales/contracts. Award inputs: tools/demo-seed/lib/extras.mjs. Project activation: tools/demo-seed/lib/story-palm.mjs. The status history rows carry the date the demo was seeded (08/11/2026), so their dates are left out.

From tender to contract across roles

WHO DOES WHAT BETWEEN THE TENDER AND THE CONTRACT



The approver can be anyone other than the estimator. A company that works with one person lets that person approve their own estimate once the setting allows it.

Contract clauses and notices

Contracts lose money when a notice goes out late. The key-clause register lists the clauses that carry a deadline: time-bar notices, claims, extension of time (EOT, more days granted for the work), delay damages, payment, retention release, the end of the defects liability period (DLP) and the ten-year liability under the UAE Civil Transactions Law. The contracts manager keeps it.

Menu path: `Projects › Contract Clauses`. Tabs: Key-clause register and Clause library.

1. **Choose the contract form on the tender, or add it later**
   On the tender set Contract form, so the award adds its key clauses. For a project that already exists, use the card Add the key clauses of a contract form to a project: choose the project and the form, press Add the key clauses.

2. **Check every notice period**
   The periods in the library are the standard form defaults. Contracts change them in the particular conditions, so compare each entry with the signed contract and edit it if they differ.

3. **When an event happens, press Event happened**

Enter the date it happened or the date you became aware, and confirm the notice days. Press Set the due date. Due date = event date + notice days.

4 **Send the notice, then press Notice sent**

The entry stops raising alerts once it is Notice sent or Done. Waive needs a written reason.

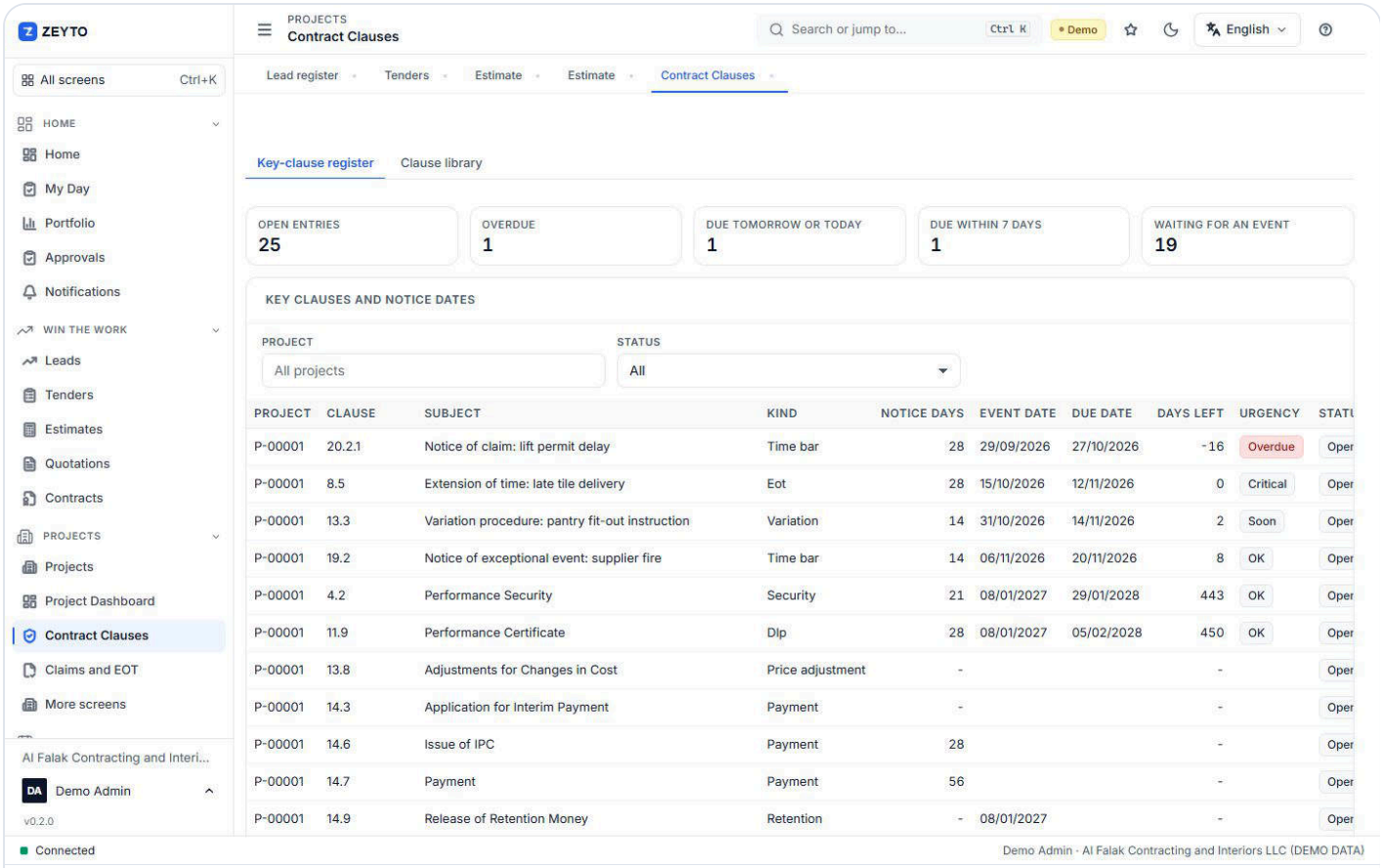
ONE KEY CLAUSE FROM EVENT TO DUE DATE



Entries wait with no due date until their event happens.

URGENCY	MEANING
Overdue	The due date has passed and the entry is still open.
Critical	Due today or tomorrow.
Soon	Due within 7 days.
OK	More than 7 days left.

An entry has the statuses Open, Notice sent, Claim submitted, Resolved, Expired and Waived. Open entries count in the tiles and raise a warning alert at 7 days or less and a critical alert at 1 day or less, to the project manager and then the director. The clause library holds five forms: FIDIC Red Book 1999 (19 clauses, 12 key) and 2017 (19, 13), FIDIC Yellow Book 1999 (19, 12) and 2017 (19, 13), and UAE local standard conditions (10 clauses, 8 key, marked as a template). You can copy a form, add clauses and mark a clause as key or not.



The key-clause register. Tiles count open entries (25), overdue (1), due today or tomorrow (1), due within 7 days (1) and waiting for an event (19). The rows shown belong to P-00001, the Villa 24 project.

WORKED EXAMPLE: A NOTICE ON VILLA 24, P-00001

On P-00001 the register holds four dated notices, one in each urgency. The first one shows the arithmetic.

CLAUSE	SUBJECT	NOTICE DAYS	EVENT DATE	DUE DATE	URGENCY ON 12/11/2026
20.2.1	Notice of claim: lift permit delay	28	29/09/2026	27/10/2026	Overdue 16 days
8.5	Extension of time: late tile delivery	28	15/10/2026	12/11/2026	Critical 0 days left
13.3	Variation procedure: pantry fit-out instruction	14	31/10/2026	14/11/2026	Soon 2 days
19.2	Notice of exceptional event: supplier fire	14	06/11/2026	20/11/2026	OK 8 days

29/09/2026 plus 28 notice days is 27/10/2026. That date passed 16 days ago and the notice is still open, which is the situation the register exists to prevent. Tender TND-00005 also carries eight entries from the UAE local conditions, for example "Notice of claim or delay" and "Extension of time request" at 14 days and "Payment of certified invoice" at 45 days. The project of TND-00008, P-00006, has none, because that tender had no contract form.

Source: live demo, GET /clause-register and /clause-forms, read on 12/11/2026. Urgency is calculated against the day the page is opened. The entries are created in tools/demo-seed/lib/extras.mjs.

What goes wrong, and the fix

YOU SEE	CAUSE	FIX
"Choose why the tender was lost (reasonCode)."	Lost needs a reason code.	Choose one of the nine reasons, then press Move.
"Write down the reason."	No bid or Cancelled with neither a code nor text.	Type the details.
"The estimate is not ready: ..."	An item has no unit, a zero quantity or no priced build-up, or the total is zero.	Fix the item named in the message, then approve.
"A submitted or awarded estimate is frozen. Make a new version."	You edited a frozen version.	Press New version from this.
"Set the client on the tender before issuing the quotation."	The tender has no client. This happens with a lead that has only a prospect name.	Choose or create the client on the tender.
Award button is off	The estimate is not approved, or the tender has no client.	The tooltip says which. Approve, or set the client.
A quote cannot be selected without a reason	The supplier is blocked, grade D, or not the cheapest.	Write down why this supplier is chosen.
The project has no clauses after the award	The tender had no Contract form.	Use Add the key clauses of a contract form to a project.

Check yourself

- [ ] I can say which register to use for a project job and which for a supply sale.
- [ ] I know the nine tender statuses and which ones are closed.
- [ ] I record a reason every time a lead or tender is lost, disqualified or not bid.
- [ ] Every priced item has a unit, a quantity and a build-up before I press Approve.
- [ ] I can explain the order: direct cost, allowance, adders, overhead, profit, VAT.
- [ ] The tender has a client and, if I want the clauses, a contract form before I award.
- [ ] I check the BOQ total against the contract value after the award, because the system does not.
- [ ] I compare the library notice periods with the signed contract and use Event happened the day something occurs.

Where next: the next chapter takes the project, its breakdown, BOQ, budget and schedule that the award created and makes them ready for site work.

PART 4

Set up the project

An awarded job becomes a project with a breakdown of the work, a priced bill of quantities, a budget, a programme and a team. This part shows how each piece is built, how the pieces tie to each other, and how margin and progress are worked out.

What you build, and in which order

Most projects start from a won tender (see the tender and estimate chapters). The award creates the project, its breakdown, a locked BOQ, an approved baseline budget and a one-task-per-section schedule skeleton in one step. A project made by hand starts empty and you build the same six pieces yourself. Either way the work in this part is the same: check the pieces, correct them and approve them, so that every order, timesheet and bill that follows lands on the right item of work.

1

Project

The record: client, manager, dates, status. It is also the project centre in the accounts.

Projects › Projects

2

Breakdown (WBS)

The tree of the work: groups and the items you build.

Project › Plan › Structure

3

BOQ

Quantity and selling rate of each item: what the client pays.

Project › Plan › BOQ

4

Budget

What each item may cost, by cost nature: what you plan to spend.

Project › Plan › Budget

5

Schedule and baseline

Tasks with dates and links on a Gantt chart, then a frozen baseline.

Project › Plan › Schedule

6

Team and crews

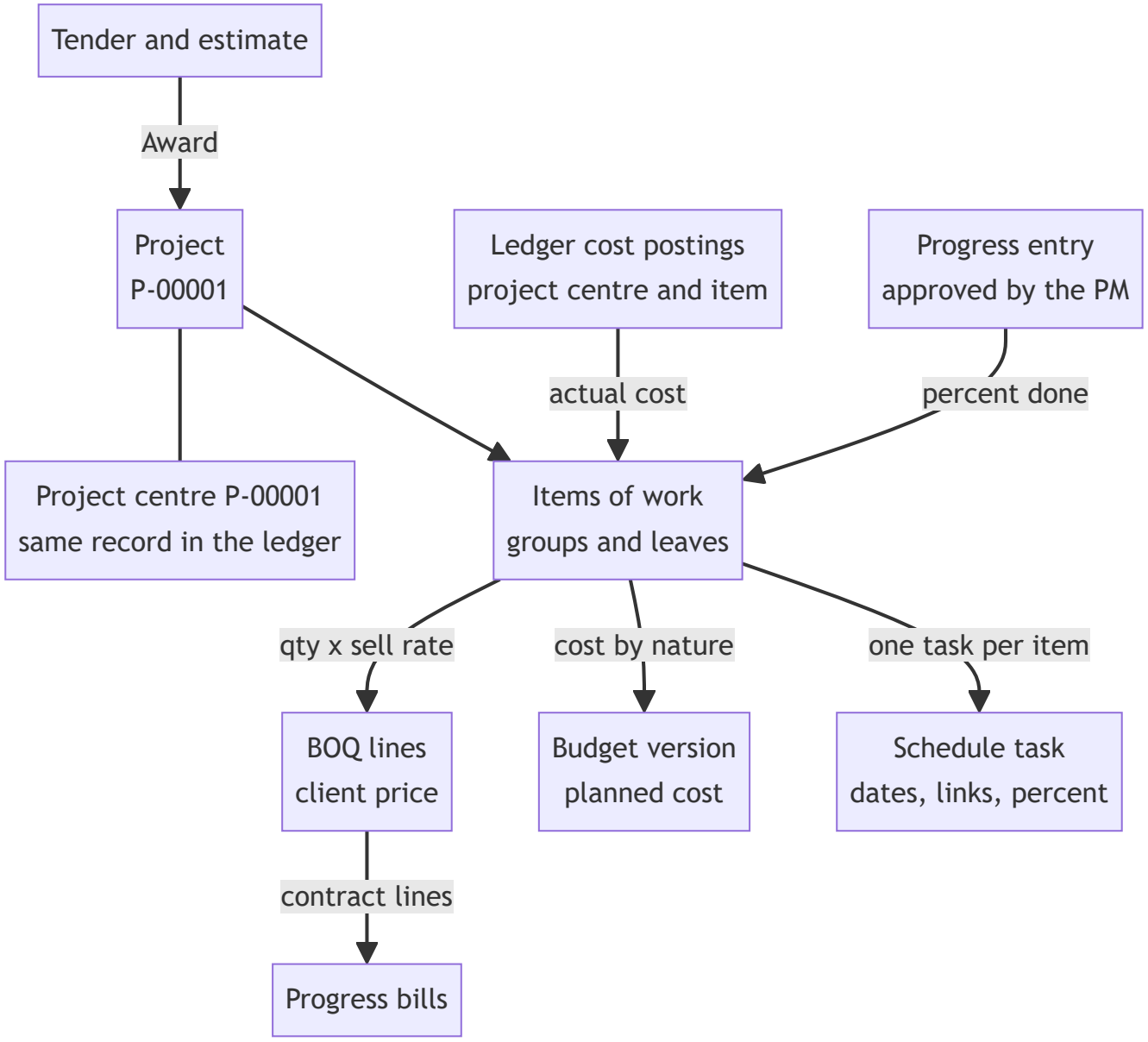
The project manager, the office teams and the site crews.

Employees › Crews

NOTHING HERE POSTS TO THE ACCOUNTS

Creating a project, a breakdown, a BOQ, a budget, a task or a crew allocation writes no journal and moves no stock. Money reaches the accounts later, when purchase invoices, stock issues, timesheets and bills are posted with this project and one of its items on them. The project and its budget are the yardstick those documents are measured against.

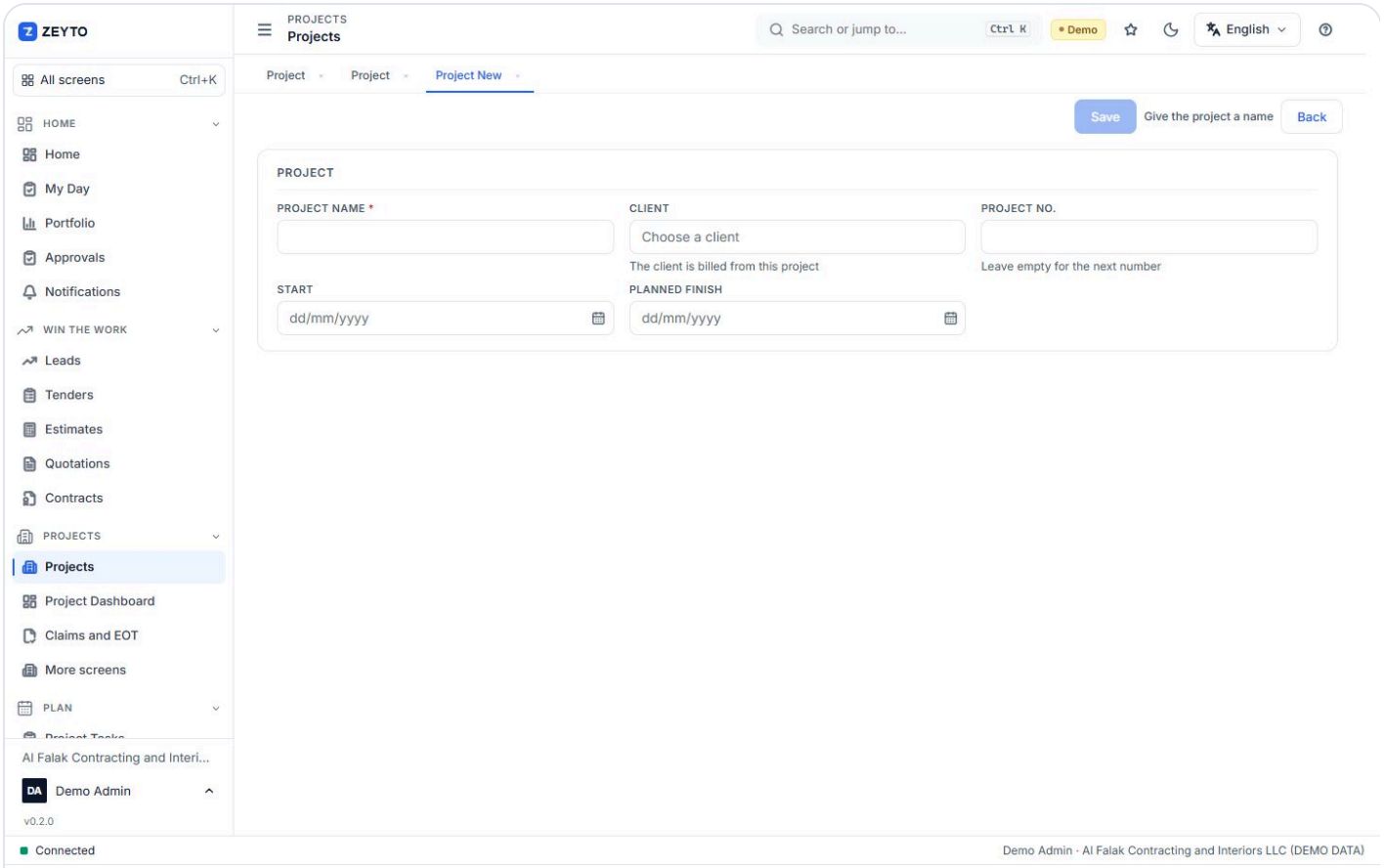
HOW THE PIECES OF A PROJECT LINK



Read from the top: the project owns the items of work. Each item carries its own BOQ line, budget lines and task. Posted costs and approved progress flow back into the same item.

The project record

What it is for. One record per job: client, consultant, project manager, dates and status. Every purchase order, timesheet and bill is tagged with it. **Who does it.** The project manager. **Where.** `Projects › Projects`, then press **+ New Project**, or open the project an award already made.



The New Project form. Only the project name is required; Save stays grey until you type one.

1 **Open the register**

Go to `Projects › Projects` and press **+ New Project**. The form opens and the list stays as it was.

2 **Fill the form**

Type the `Project name`. Pick the `Client` if it is known: the form says the client is billed from this project. Leave `Project no.` empty to take the next number, or type your own. Add `Start` and `Planned finish` if you have them.

3 **Save**

Press **Save** (Ctrl+S). The project hub opens. A project centre with the same code is created for you.

4 **Complete the card**

Open `Overview › Project card` and fill what the form did not ask for: consultant, project manager, profile and the later dates. Press **Save project**.

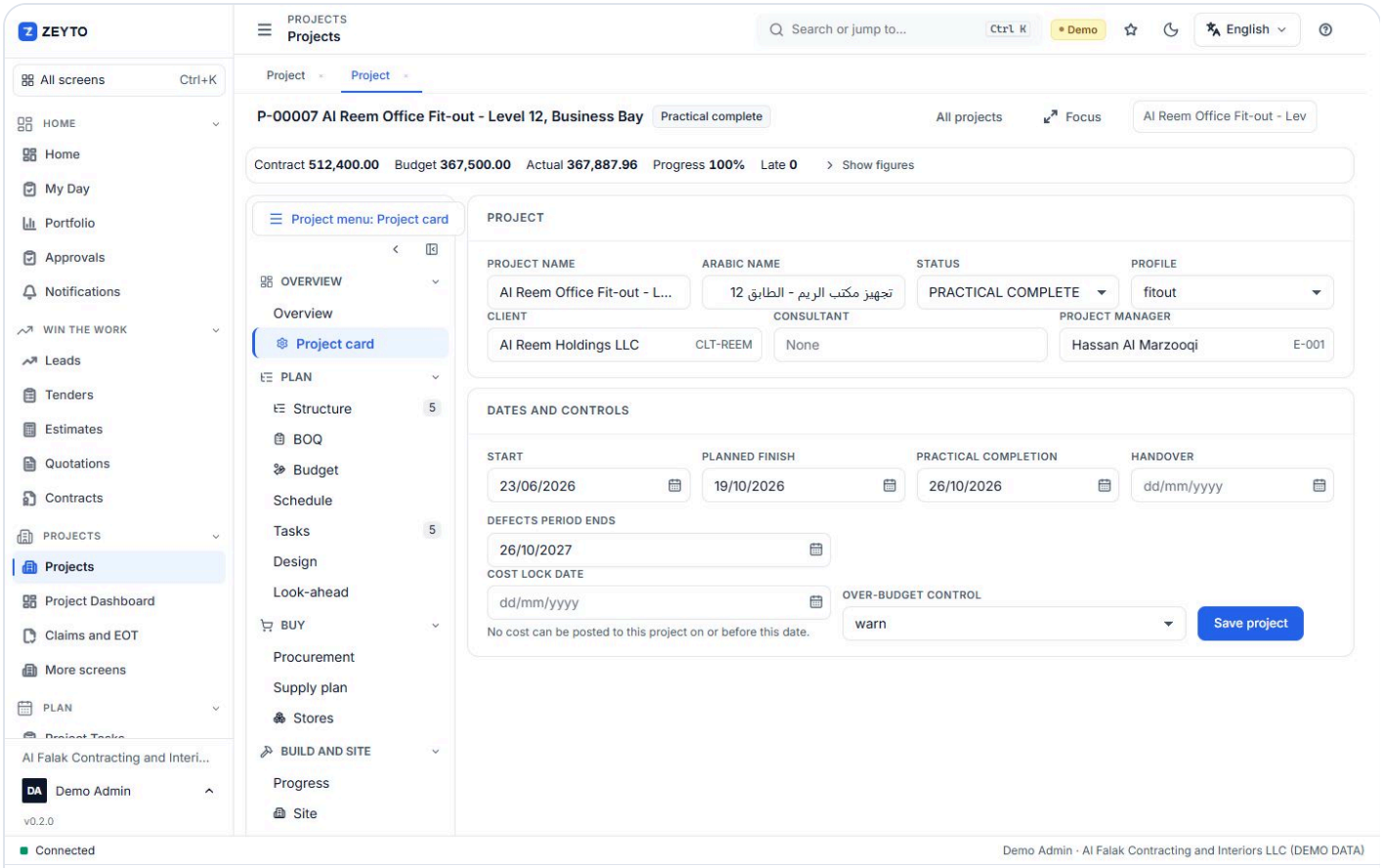
WHAT GOES WRONG

The product refuses a project without a name ("name is required.") and a project centre code that already belongs to another project ("Project centre '{code}' already belongs to a project."). A project made by hand has no contract until you create one on its **Billing** tab. The licence limit on live projects is checked when you award and when you create a project by hand.

The Project card

The card has two blocks. **Project** holds the identity fields; **Dates and controls** holds the dates and the two controls that govern cost.

FIELD	WHAT TO ENTER	EXAMPLE (P-00007)
Project name	The name used on every list and picker.	Al Reem Office Fit-out - Level 12, Business Bay
Arabic name	The name in Arabic. Any Arabic wording in the product is a machine draft.	تجهيز مكتب الريم - الطابق 12
Status	Where the job stands. See the order below.	PRACTICAL COMPLETE
Profile	The kind of job: `construction`, `fitout`, `mep` or `service`.	fitout
Client	The customer the project is billed to.	Al Reem Holdings LLC
Consultant	The client's consultant, if any.	None
Project manager	The employee who runs the job.	Hassan Al Marzooqi
Start, Planned finish	The contract dates.	23/06/2026 and 19/10/2026
Practical completion	The date practical completion was reached.	26/10/2026
Handover	The date the site was handed over.	empty
Defects period ends	The end of the defects liability period (DLP).	26/10/2027
Cost lock date	No cost can be posted to this project on or before this date. Empty means no lock.	empty
Over-budget control	`off`, `warn`, `approval` or `block`: what happens when an order or cost passes the budget.	warn



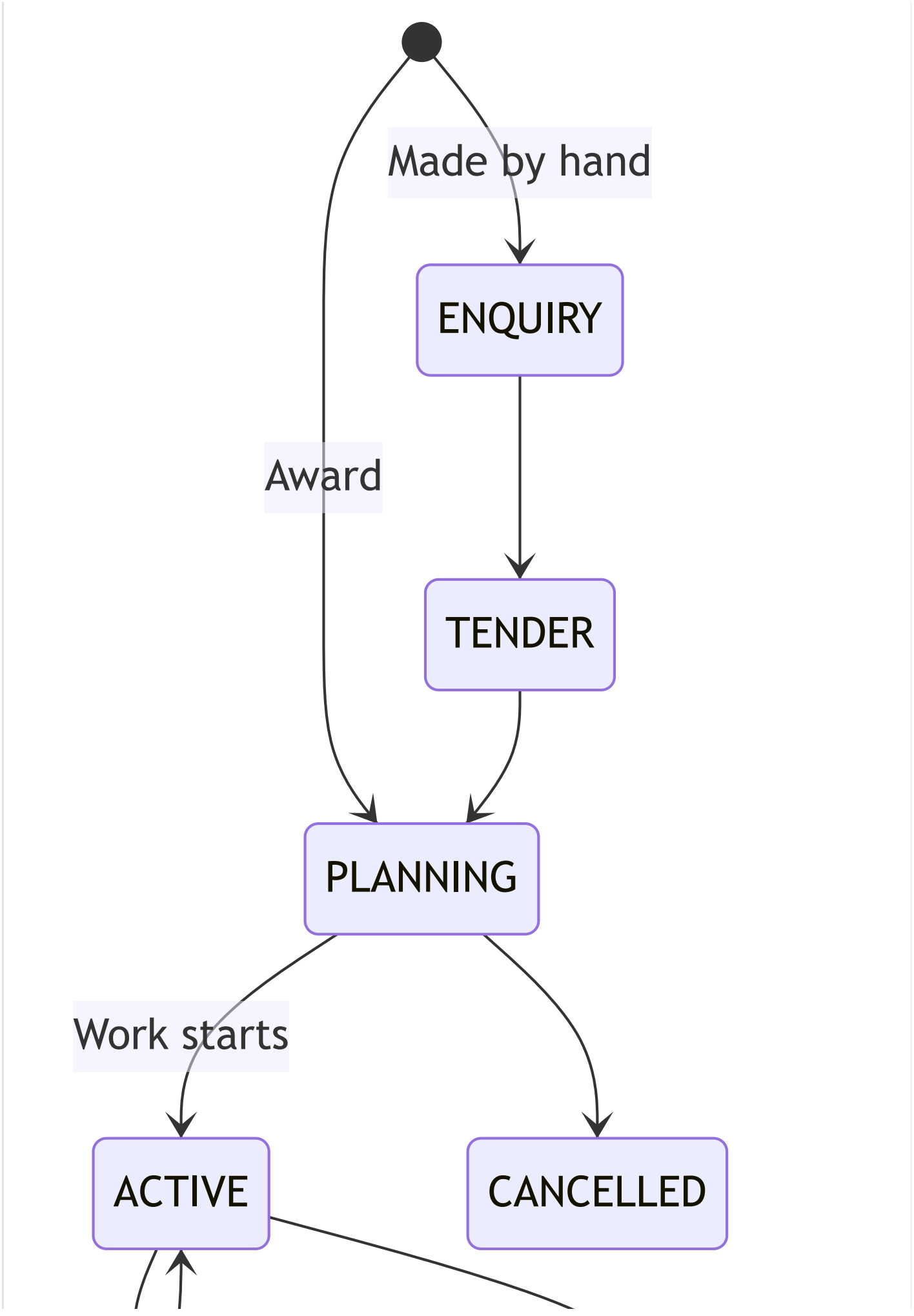
The Project card of P-00007. The first block is who and what; the second block is the dates and the two cost controls. Nothing is saved until you press Save project.

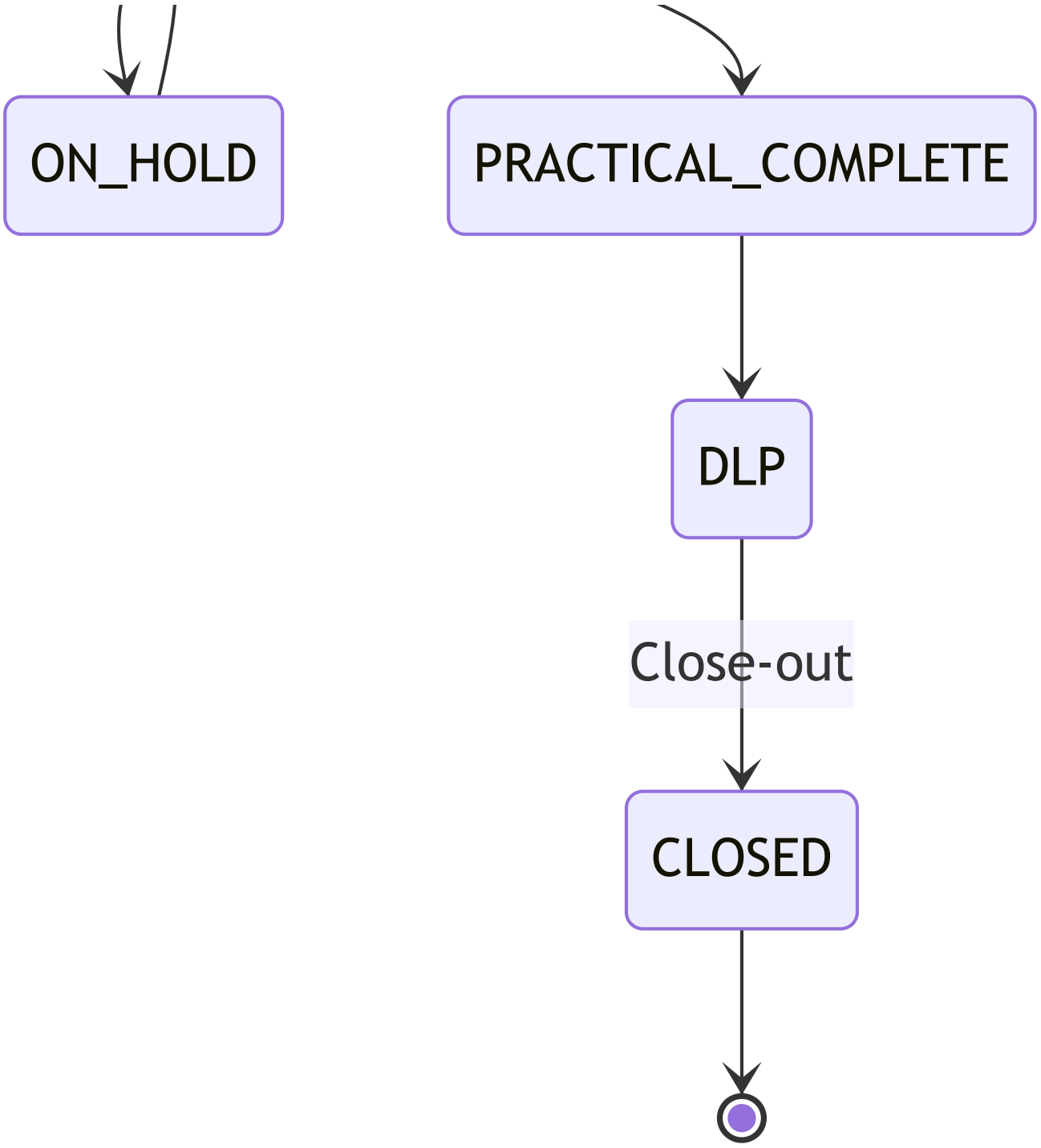
The **profile** is stored on the project and travels with it when you copy the project. In the code I read, no posting rule and no screen changes by profile, so treat it as a label for filtering and reporting.

Project status

The Status box offers nine values: Enquiry, Tender, Planning, Active, On hold, Practical complete, DLP, Closed and Cancelled. Closed is not in the list; it is set by the close-out (Close-out tab). An awarded project starts in Planning. Change it to Active when work starts. Nothing needs the status Active to post: only Closed and Cancelled stop postings.

THE USUAL ORDER OF PROJECT STATUSES


Made by hand
ENQUIRY
Award
TENDER
PLANNING
Work starts
ACTIVE
CANCELLED



This is the customary order. The Status box lets you pick any value except Closed; the arrows show how a job normally moves.

WORKED EXAMPLE: THE PROJECT CARD OF P-00007

P-00007 is the Al Reem fit-out on Level 12 of a Business Bay tower. On 12/11/2026 its record reads as follows.

ITEM	VALUE
Project number and project centre	`P-00007` and `P-00007`

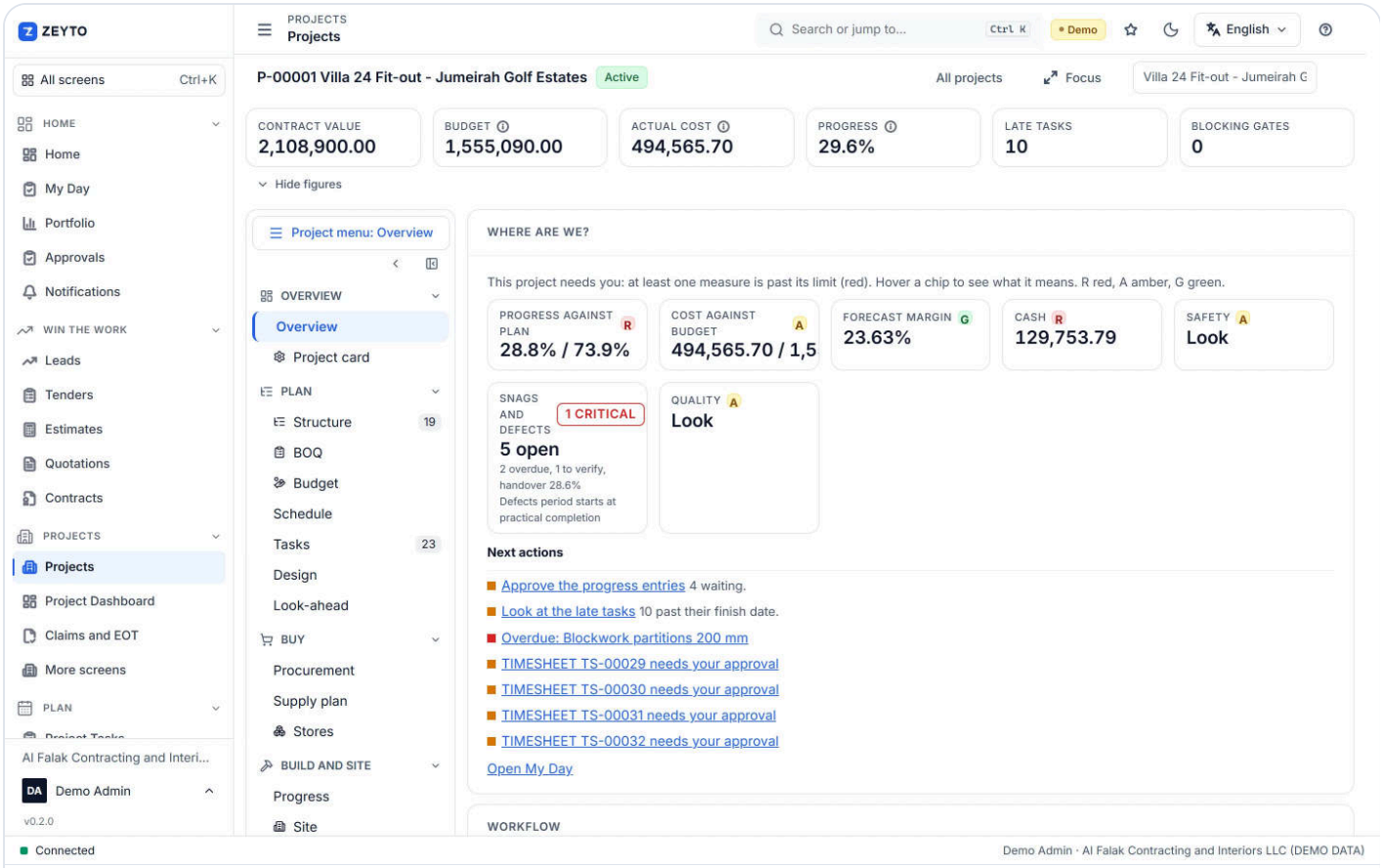
ITEM	VALUE
Status and profile	`PRACTICAL_COMPLETE` and FITOUT
Client and manager	Al Reem Holdings LLC, Hassan Al Marzooqi
Start, planned finish	23/06/2026, 19/10/2026
Practical completion, defects period ends	26/10/2026, 26/10/2027
Over-budget control, cost lock date	warn, none

The project number and the project centre code are the same text. That is how a posting made with the project centre P-00007 finds its way to this project.

Source: live demo, GET /api/v1/sharp/projects/{id}, project P-00007, read on 12/11/2026.

The project hub and the portfolio

Open a project from the list and you are in the **project hub**: one page with a strip of six figures on top and a project menu on the left. The strip shows **Contract value** (the BOQ sell value), **Budget** (the current approved budget, summed over every item), **Actual cost** (posted cost read from the ledger by item), **Progress** (weighted by sell value, see below), **Late tasks** and **Blocking gates** (missing approvals that stop work). A person without the finance permission sees only the progress figure; the server leaves the money out.



The hub of P-00001 on its Overview. Top: the six figures. Left: the project menu in its groups. Right: the Where are we? tiles (R red, A amber, G green) and the Next actions list. The numbers in this picture were captured on an earlier day than the worked examples.

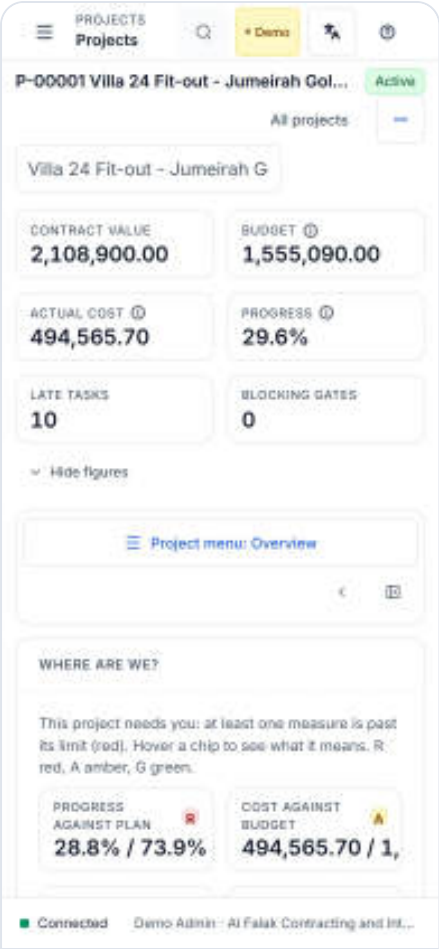
The tabs of the hub

The menu groups the tabs by the job they serve. These are the names the app shows. This chapter covers the first group and the first five tabs of the second; the other tabs belong to the chapters on buying, site work, billing and close-out.

GROUP	TABS	WHAT IT IS FOR
Overview	Overview, Project card	Where are we, the workflow strip, budget against actual by nature; the identity and controls of the project.
Plan	Structure, BOQ, Budget, Schedule, Tasks, Design, Look-ahead	The breakdown, the client price, the planned cost, the programme, the task list, drawings and approvals, the next weeks.
Buy	Procurement, Supply plan, Stores	Requests, orders and deliveries; what must be ordered; the project stores.

GROUP	TABS	WHAT IT IS FOR
Build and Site	Progress, Site, Production, and a link to Assets	Progress entry, daily log, production.
Bill and Cash	Billing, Finance	Contract, progress bills, retention; budget control, forecast, revenue.
People	People and subcontract	Third-party manpower and subcontracts of this project.
Reports	Reports, Tools	Daily and weekly progress reports; copy, template and plan import.
Close-out	Close-out	The checklist that ends the project.

The menu shows a count beside Structure (the number of nodes) and Tasks, and a red mark beside Design when a gate blocks work. You can collapse the menu to icons or hide it with the **[** key, and the **Focus** button hides everything except the work area. On a phone the menu folds into one button.



The same hub on a phone: the six figures first, the project menu folded into one button, then Where are we?

The Overview tab

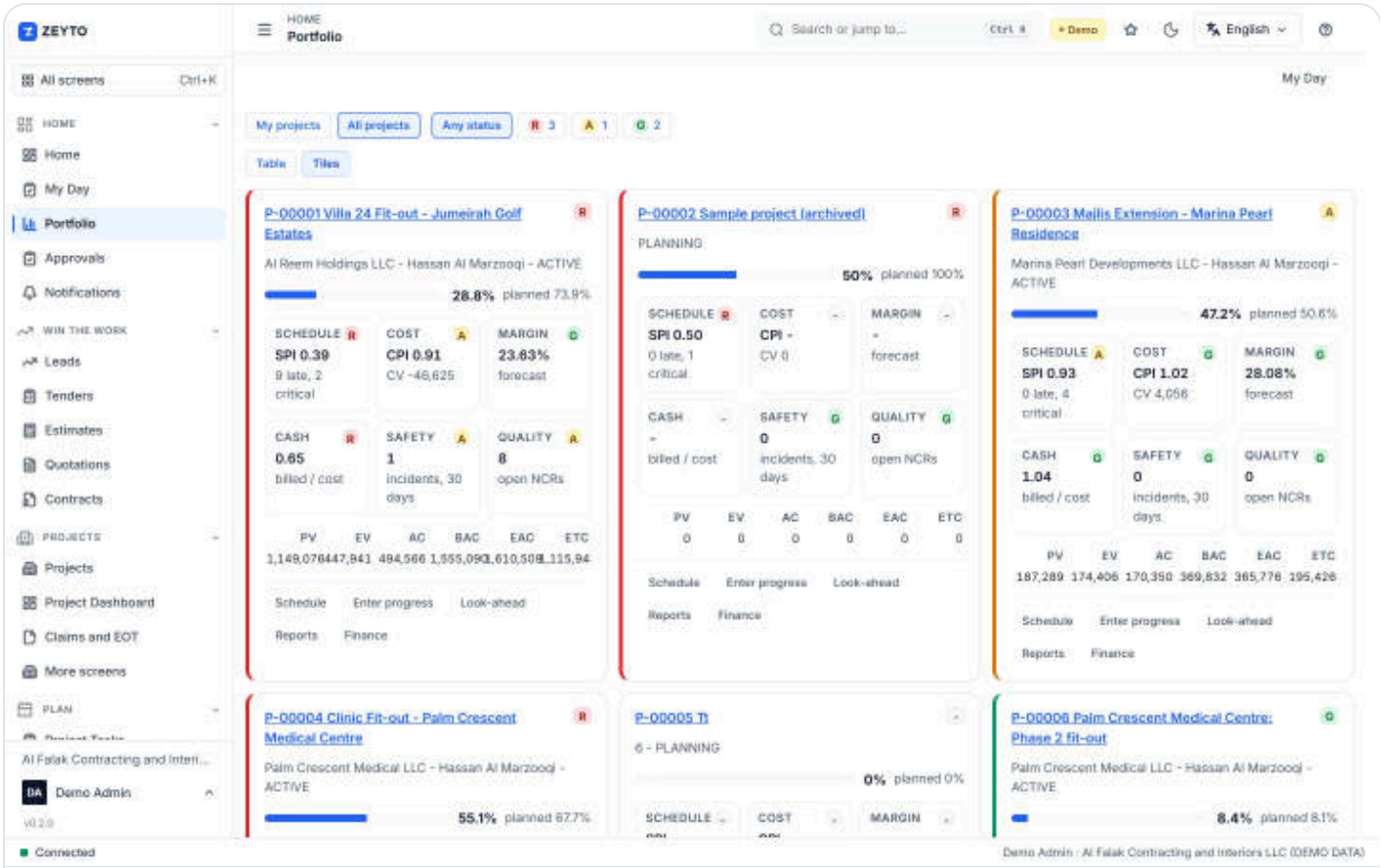
The Overview answers "where are we?" in four blocks. **Where are we?** shows seven tiles, each with a letter and a colour: Progress against plan, Cost against budget, Forecast margin, Cash, Safety, Snags and defects, and Quality. Under them, **Next actions** lists what the project lacks, in the app's own words: *Activate the project*, *Assign a project manager*, *Build the breakdown (WBS)*, *Add the BOQ*, *Add the budget*, *Plan the schedule*, *Take the schedule baseline*, *Approve the progress entries*, *Clear the design approvals* and *Look at the late tasks*. Each is a link to the tab that fixes it.

The **Workflow** strip below is the checklist of this part: Breakdown (WBS), BOQ, Budget baseline, Schedule, Design approvals, Progress approval. A step is ticked when its work is done: Breakdown when at least one item exists, BOQ when the BOQ version is Locked, Budget baseline when a budget is approved, Schedule when the project has at least one task, Design approvals when no gate blocks site work, Progress approval when no progress entry is waiting. **Budget by nature** closes the page.

Looking across projects

Three screens show more than one project. **Home** is the landing page with figures for your job. **Project Dashboard** (`Projects › Project Dashboard`) is the dashboard of the projects module. **Portfolio** (

`Home › Portfolio`) shows each project as a tile.



The Portfolio in Tiles view. Each tile is one project: progress against plan, six checks (Schedule, Cost, Margin, Cash, Safety, Quality) and the earned value row PV, EV, AC, BAC, EAC, ETC. The buttons at the bottom open the hub on the tab you need.

The big chip on a tile is the worst of its six checks. The bands are fixed in the product:

CHECK	MEASURE	GREEN	AMBER	RED
Schedule	SPI: work done divided by work planned by today	from 0.95	from 0.85	below 0.85
Cost	CPI: work done divided by cost so far	from 0.95	from 0.85	below 0.85
Margin	Forecast margin, percent of contract value	from 8	from 3	below 3
Cash	Billed to the client (net) divided by cost to date	from 1	from 0.8	below 0.8

A project that has not started is shown as not started with neutral chips, never red.

WORKED EXAMPLE: THREE PROJECTS ON THE PORTFOLIO

PROJECT	OVERALL	SPI	CPI	FORECAST MARGIN	CASH
P-00001 Villa 24 Fit-out	R	0.37	0.91	23.63%	R
P-00006 Palm Crescent Phase 2	G	0.96	1.12	16.60%	G
P-00007 Al Reem Office Fit-out	G	1.00	1.00	28.20%	G

P-00001 is red because of the Schedule and Cash checks: SPI 0.37 is below 0.85 and its cash cover is 0.65. Its margin is still green at 23.63%, which is above 8. The earned value row for P-00001 reads PV AED 1,197,971.36, EV AED 447,941.00, AC AED 494,565.70, BAC AED 1,555,090.00, EAC AED 1,610,508.70 and ETC AED 1,115,943.00.

Source: live demo, GET /api/v1/sharp/portfolio?all=true, read on 12/11/2026. Margin and cash bands: help content projects-cockpit.ts.

The breakdown (WBS)

What it is for. The work breakdown structure, WBS, is the tree of the job. Groups (Civil, MEP, Finishes) hold the items you actually build. In the app the screen is called **Structure** and its rows are "items of work" or "nodes". Cost and progress are booked to an item, never to a group, and a document that points at a group is refused by the database. **Who does it.** The project manager or the planner. **Where.** `Projects › Projects › (project) › Plan › Structure`. Permission: `sharp.amend`.

There are two kinds of node. An **Item (leaf, takes cost)** has a quantity, a unit, a sell rate and a unit cost, and carries the cost, the budget, the progress and the task. A **Category (group)** has none of its own: it adds up the leaves below it. The tree can go deeper than you need, but a warning mark appears below level 6 and 12 is the limit.

WORKED EXAMPLE: THE BREAKDOWN OF P-00001 VILLA 24

The Villa 24 breakdown has 19 nodes: 5 groups and 14 items, two levels deep. Selling values are the BOQ sell amounts, rolled up by group.

P-00001 Villa 24 Fit-out - Jumeirah Golf Estates contract value AED 2,108,900.00

> **1 Preliminaries and enabling works** AED 160,000.00
>
> > 1.1 Mobilisation, hoarding and site set-up 1 LS at 118,000.00
> >
> > 1.2 Temporary power, water and welfare 1 LS at 42,000.00
>
> **2 Civil and structural** AED 167,220.00

2.1 Blockwork partitions 200 mm 540 M2 at 118.00

2.2 Cement plaster to internal walls 1,150 M2 at 52.00

2.3 Concrete repairs and floor screed 38 M3 at 1,150.00

3 MEP works AED 904,000.00

3.1 Electrical first and second fix 1 LS at 312,000.00

3.2 HVAC supply and installation 1 LS at 428,000.00

3.3 Plumbing and drainage 1 LS at 164,000.00

4 Finishes AED 787,450.00

4.1 Porcelain floor tiling 60×60 620 M2 at 245.00

4.2 Wall tiling to bathrooms 340 M2 at 215.00

4.3 Internal painting, two coats 2,600 M2 at 38.00

4.4 Gypsum false ceiling with cove lighting 410 M2 at 265.00

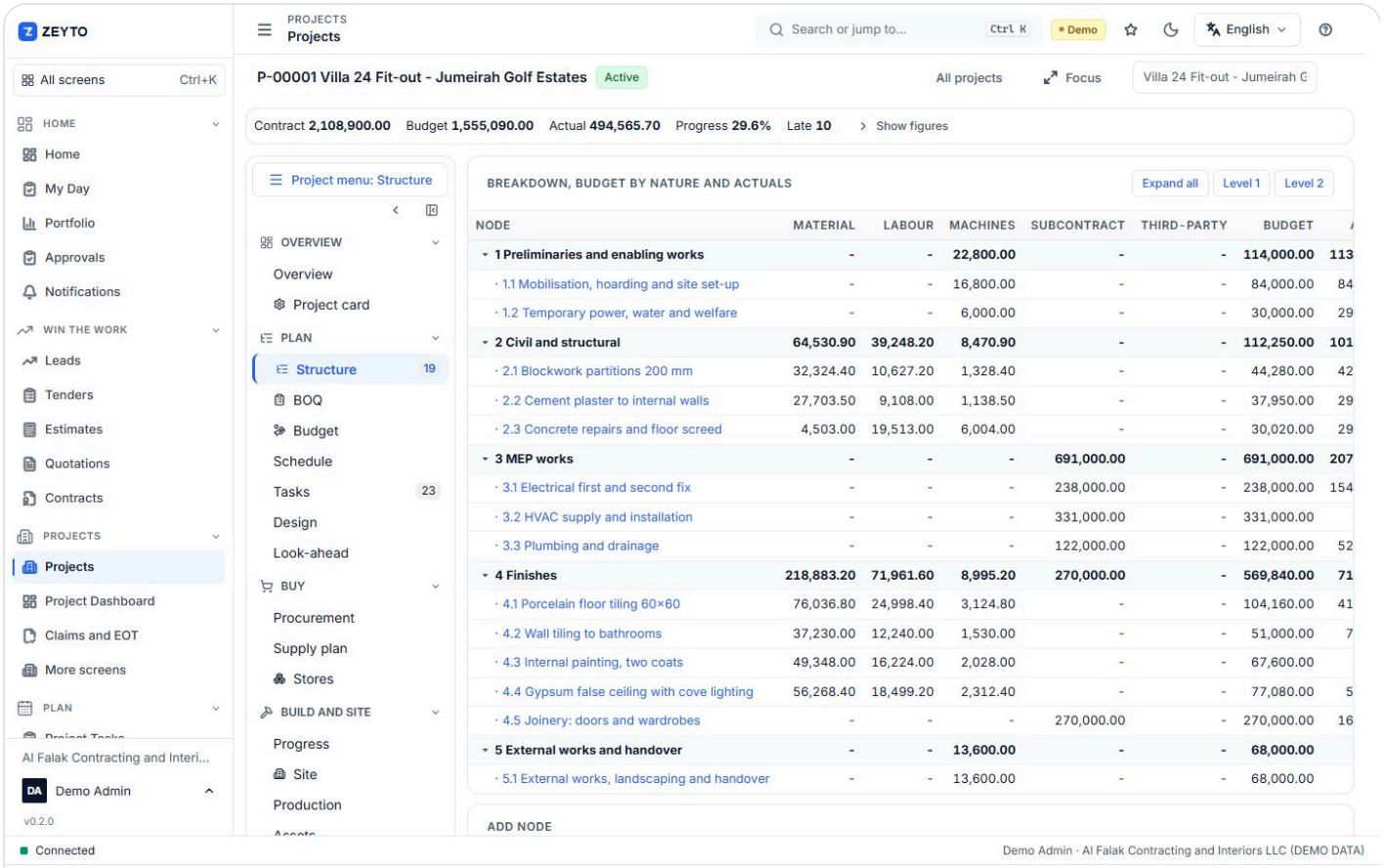
4.5 Joinery: doors and wardrobes 1 LS at 355,000.00

5 External works and handover AED 90,230.00

5.1 External works, landscaping and handover 1 LS at 90,230.00

The five groups add up to the contract value: 160,000.00 + 167,220.00 + 904,000.00 + 787,450.00 + 90,230.00 = AED 2,108,900.00.

Source: live demo, project P-00001, GET /api/v1/sharp/projects/{id}/wbs, read on 12/11/2026.



The Structure tab. Each row shows the node and its budget split into Material, Labour, Machines, Subcontract and Third-party, then Budget. The columns Actual, %, and Time (planned dates) are to the right of the table. Group rows add up the items under them; Expand all, Level 1 and Level 2 fold the tree.

Two ways to build the tree

1 **Copy from the master**

Under **Load from master**, choose a `Category` from the Category Master (`Projects › More screens › Category Master`), choose where it goes under `Into`, and press **Copy into project**. The copy is independent: later changes to the master never change this project.

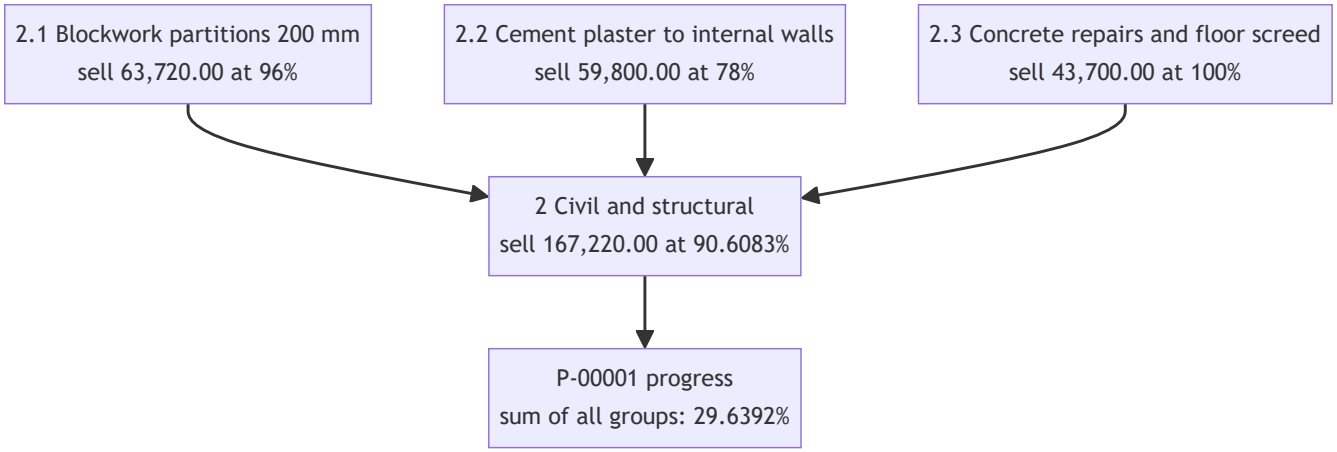
2 **Add nodes by hand**

Under **Add node** choose `Under` (the group it belongs to, or Top level), type the `Name`, choose the `Type`. For an item also type `BOQ qty`, `Sell rate` and `Unit cost`. Press **Add node**.

3 **Check the roll-up**

The group rows must add up. The Structure tab shows the budget by nature, the actual cost, the percent done and the planned dates of every node.

HOW A GROUP IS ROLLED UP (P-00001, GROUP 2)



Sell values add up. Percent done is a sell-weighted average: 61,171.20 + 46,644.00 + 43,700.00 = 151,515.20, which is 90.6083% of 167,220.00.

LEAF ONLY

Progress is entered on a leaf; groups are rolled up by the system. The product says: "Progress is entered on a leaf node; groups are rolled up." Once the BOQ is locked, quantities and rates of a leaf change only through a variation order.

GOOD PRACTICE

Delete children before the parent. Keep the codes (1, 1.1, 2.3) the same as the BOQ the client signed, so a progress bill and the breakdown read line for line.

Click any node to open its **node page**. It shows everything allocated to that one item in tabs: Tasks, Budget, Materials, Manpower, Machines, Subcontract, Timeline and Documents. On an item you can type a new percent and press **Send for approval**, allocate material with its quantity and wastage (**Add material**), plan a trade with **Plan trade** and put a person, machine or subcontractor on it with **Allocate**.

The BOQ: the client price

What it is for. The bill of quantities, BOQ, lists each item with its quantity and its selling rate. It is the contract scope that progress bills are measured against. **Who does it.** The quantity surveyor. **Where.** `Projects › Projects › (project) › Plan › BOQ`. Permission to lock: `sharp.boq.approve`.

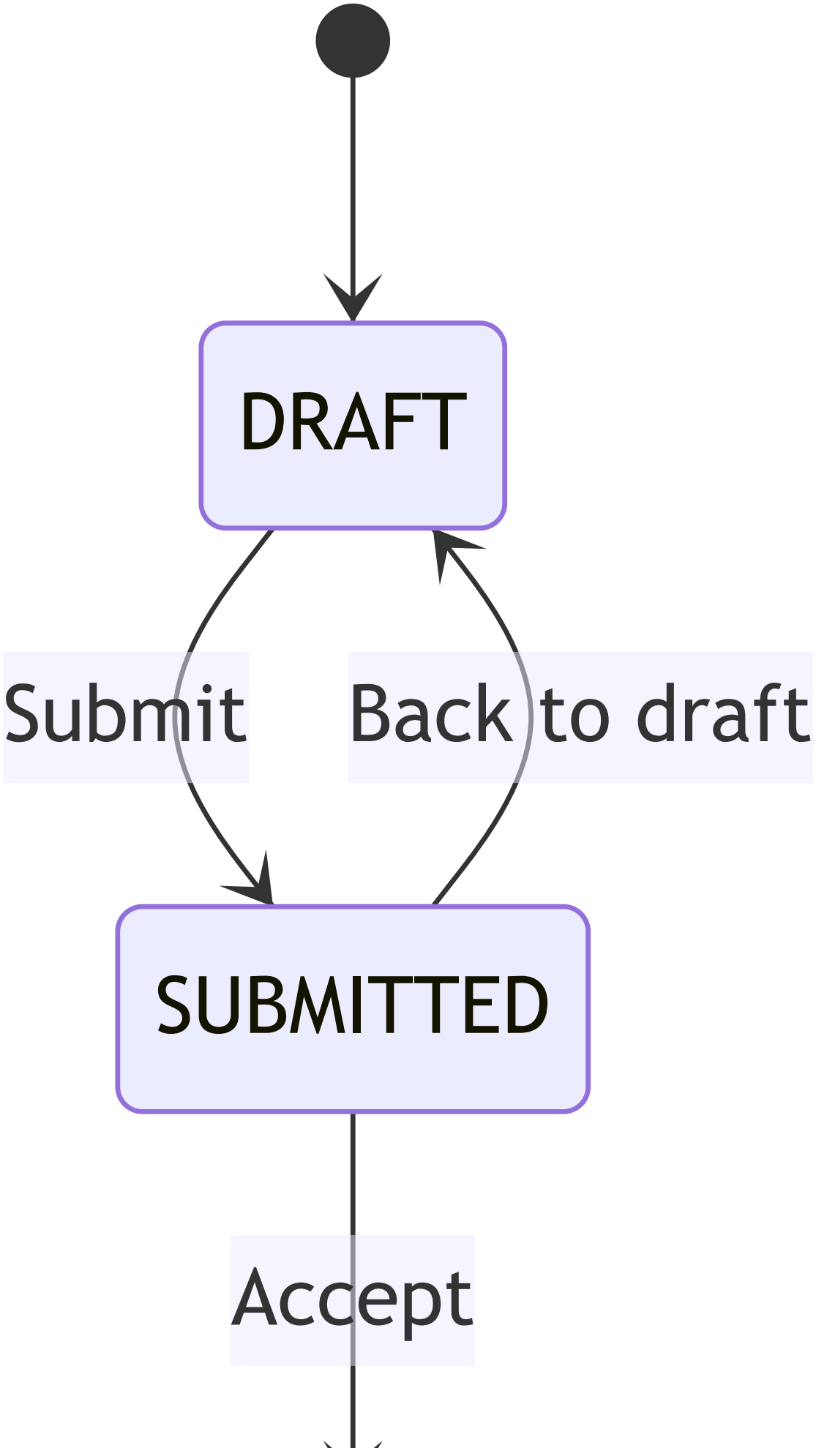
In this product the BOQ is not a separate list typed twice. Each BOQ line is a leaf of the breakdown, so the line and the item can never disagree. For every leaf: **Sell amount** = `Qty` × `Sell rate`, and **Cost amount**

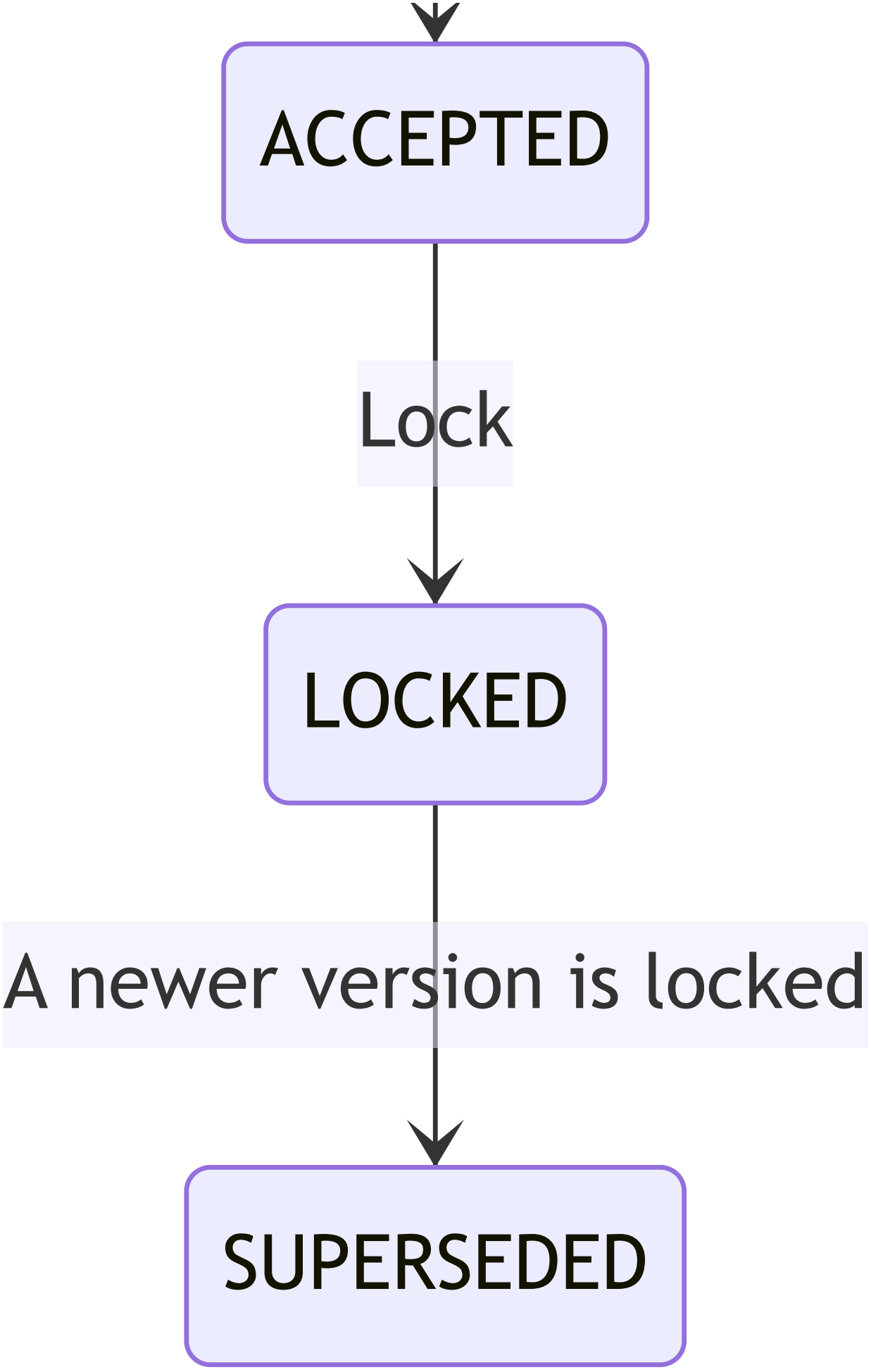
= `Qty` × `Unit cost`. The tab shows four tiles above the lines: **BOQ value (sell)**, **BOQ cost**, **Margin** and **Lines**. The line columns are Code, Item, Qty, Unit, Sell rate, Sell amount, Unit cost and Cost amount.

BOQ versions

The **Versions** block keeps the history. A version moves from Draft to Submitted (button **Submit**), then Accepted when the client agrees (**Accept**), then Locked (**Lock (freeze snapshot)**). Lock stores an unchangeable copy of every line and marks the items as baseline-locked; the version that was locked before becomes Superseded. **Back to draft** is offered only from Submitted. **New version** starts a new version from the current lines.

STATUS OF A BOQ VERSION


DRAFT
Submit
Back to draft
SUBMITTED
Accept


ACCEPTED
Lock
LOCKED
A newer version is locked
SUPERSEDED

> An awarded project already has version 1 Locked, so every later change becomes a variation order. A project

made by hand goes through the three presses itself.

CHECK THE TOTAL YOURSELF

Nothing compares the BOQ total with the contract value. A BOQ that differs from the contract is accepted without a warning, so compare the two figures before you press Accept.

WORKED EXAMPLE: THE BOQ LINES OF P-00007

P-00007 has five lines. Each line is one item of work at level 1 of the breakdown.

CODE	ITEM	QTY	UNIT	SELL RATE	SELL AMOUNT	UNIT COST	COST AMOUNT
1	Partitions and glazed screens	280	M2	310.00	86,800.00	215.00	60,200.00
2	Raised floor and floor finish	520	M2	190.00	98,800.00	132.00	68,640.00
3	MEP: lighting, small power and HVAC diffusers	1	LS	168,000.00	168,000.00	126,000.00	126,000.00
4	Ceilings and acoustic panels	480	M2	135.00	64,800.00	92.00	44,160.00
5	Joinery: reception and pantry	1	LS	94,000.00	94,000.00	68,500.00	68,500.00
TOTAL, 5 LINES					512,400.00		367,500.00

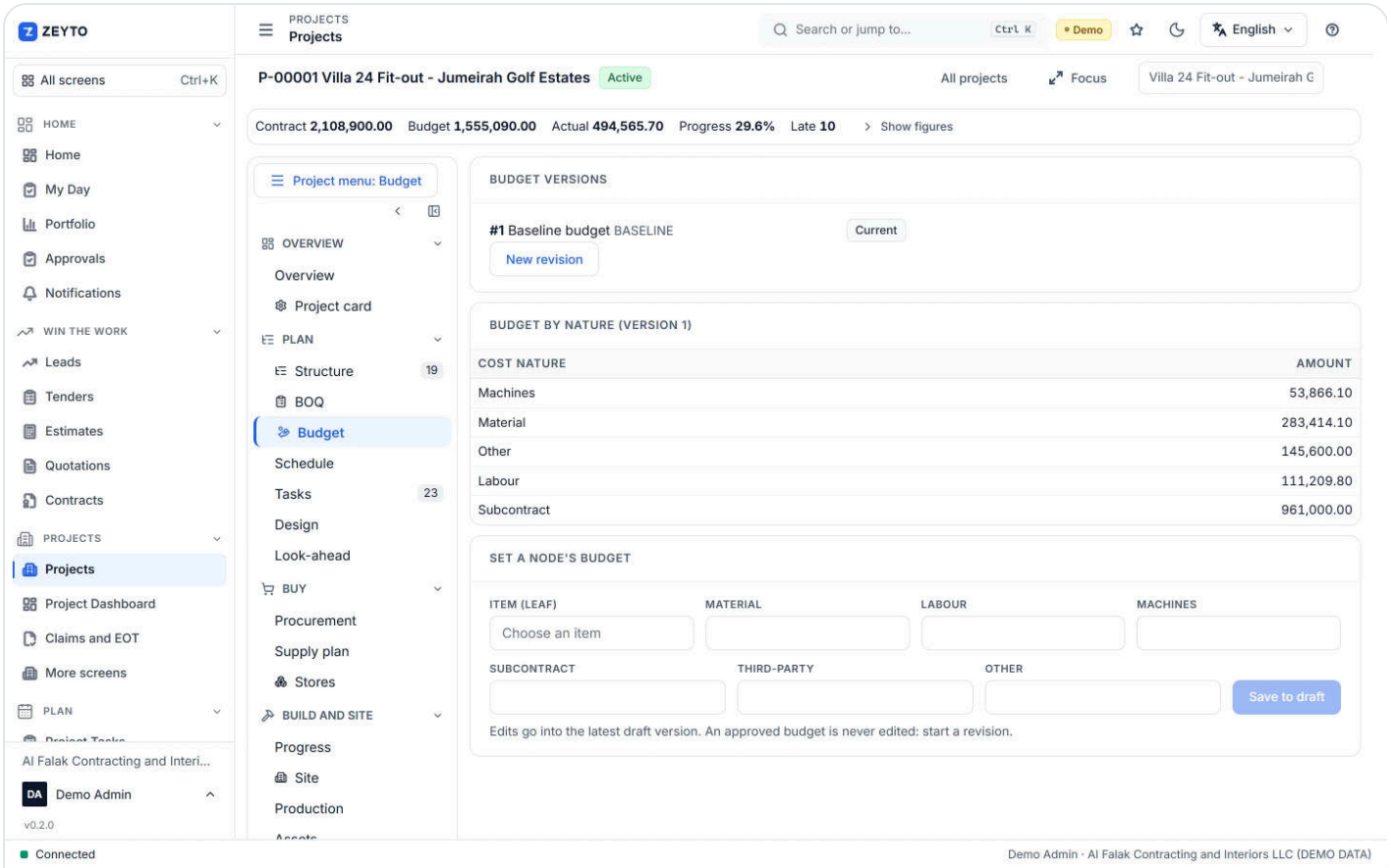
Check line 1 by hand: 280 M2 × AED 310.00 = AED 86,800.00 of price, and 280 M2 × AED 215.00 = AED 60,200.00 of cost. The BOQ margin is (512,400.00 less 367,500.00) divided by 512,400.00 = 28.28%. LS means lump sum: the quantity is 1 and the rate is the whole price.

Source: live demo, project P-00007, GET /api/v1/sharp/projects/{id}/boq, read on 12/11/2026. On the live demo this project lists no BOQ version.

The budget: the planned cost

What it is for. The budget says what each item may cost, split by cost nature. Purchase orders and stock issues are checked against it, by item and by nature. **Who does it.** The project manager and the accountant. **Where.** `Projects › Projects › (project) › Plan › Budget`. Permission to approve: `sharp.boq.approve`.

There are six **cost natures**: Material, Labour, Machines, Subcontract, Third-party and Other. Labour here means your own labour; Third-party is hired manpower from an agency. A budget is a set of lines, each line being one item, one nature and an amount that is not negative.



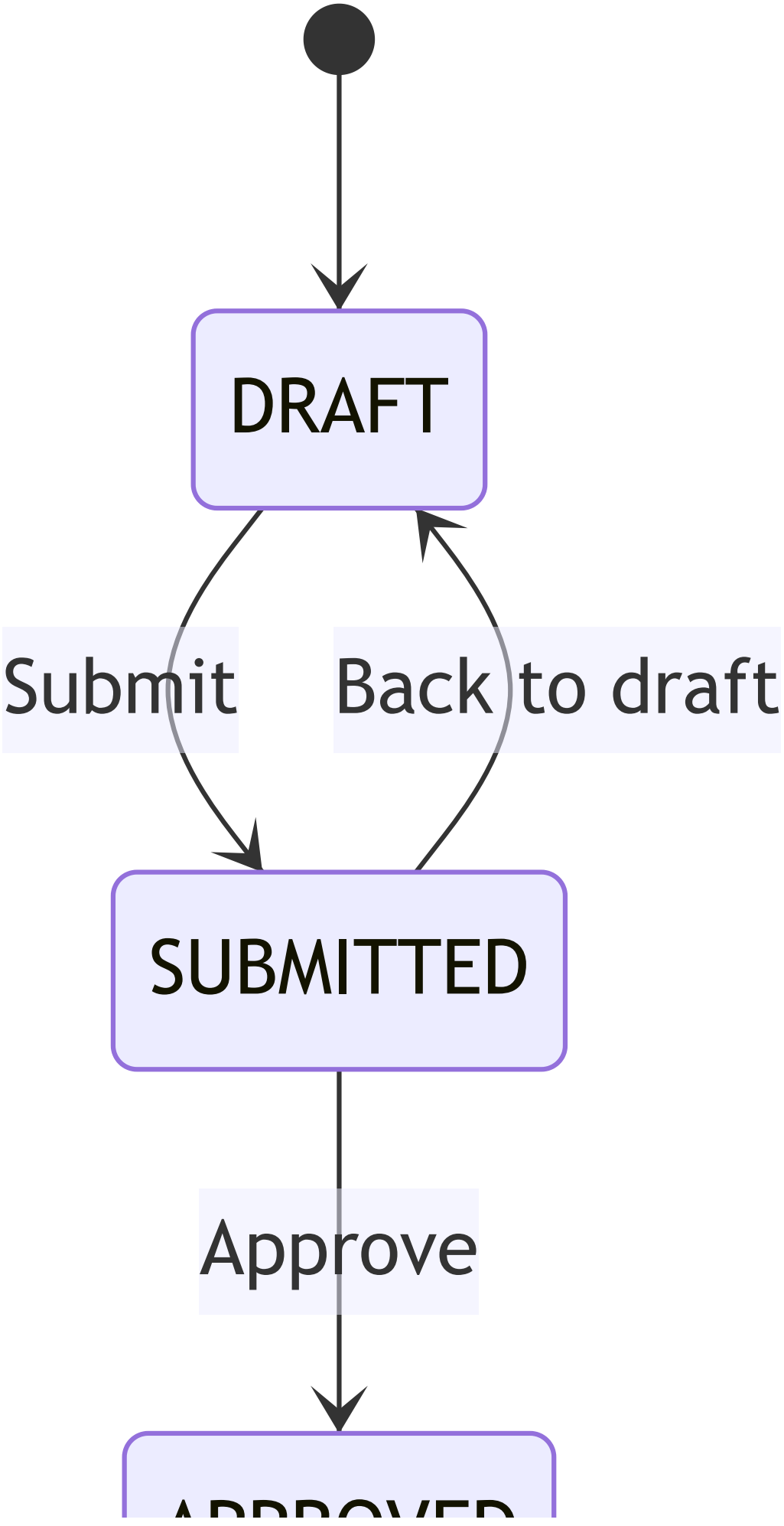
The Budget tab of P-00001. Top: the budget versions (#1 Baseline budget, BASELINE, Current) and the New revision button. Middle: Budget by nature for version 1. Bottom: Set a node's budget, one field per nature, and Save to draft.

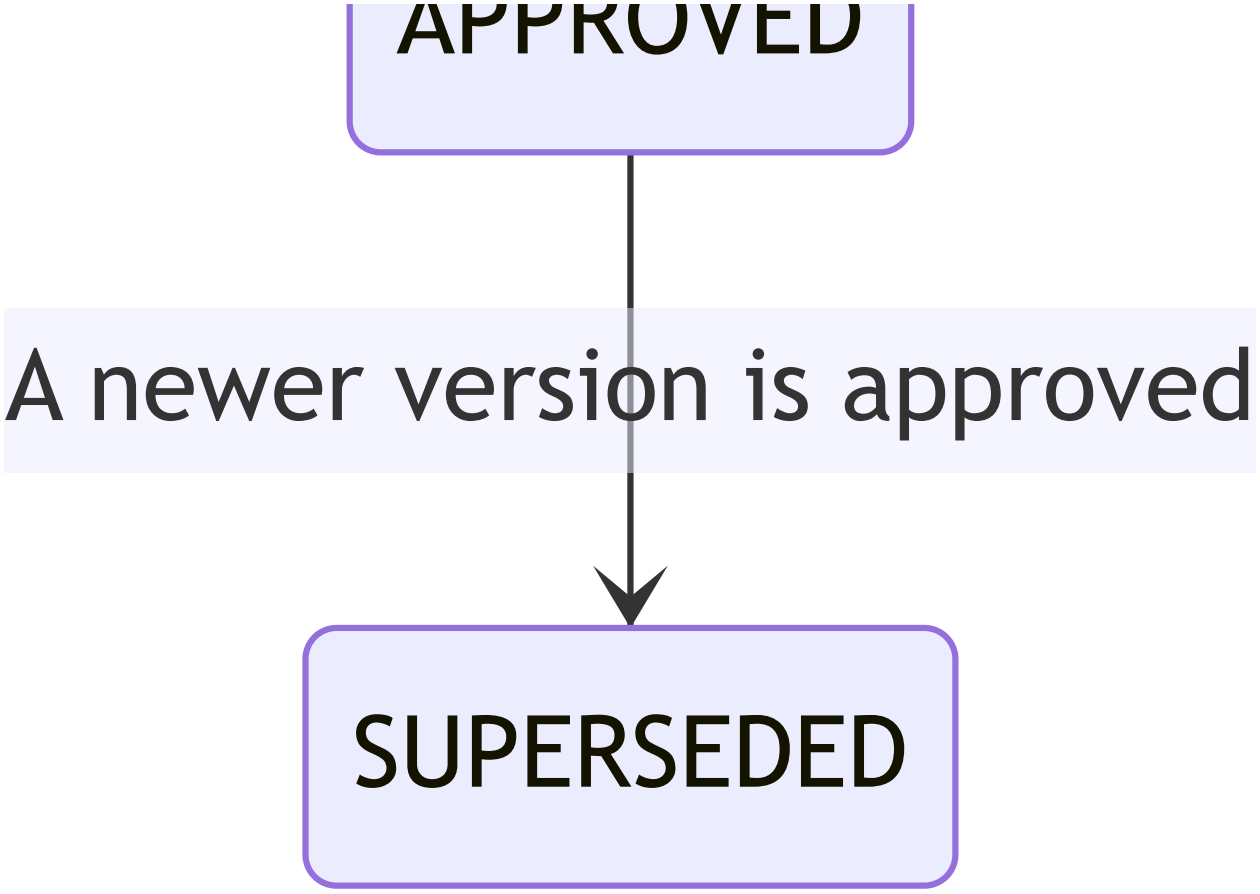
Budget versions

The budget is kept in versions, so the original is never lost. At award, version 1 is created as a **Baseline budget** equal to the estimate cost and approved at once. Later changes are made on a new version:

1. **Start a revision**
   On the Budget tab press **New revision**. It copies the current budget into a draft.
2. **Edit the draft**
   Under **Set a node's budget** choose an `Item (leaf)`, type the amount of each nature and press **Save to draft**. Edits go into the latest draft version; an approved budget is never edited.
3. **Submit and approve**
   Press **Submit**, then **Approve**. The approved version becomes the current budget and the earlier one becomes Superseded.

STATUS OF A BUDGET VERSION


DRAFT
Submit
Back to draft
SUBMITTED
Approve



The server also knows the status Rejected for a draft or submitted version; the screen offers no button for it.

To move money between items, or to change the project total, use a **budget transfer** or a **budget revision** on the Finance tab (`Bill and Cash › Finance`). Both need two approvers and make a new version; the approved baseline never changes.

Over-budget control

The `Over-budget control` on the Project card decides what happens when an order or cost passes the budget of an item and nature: **off** does nothing, **warn** warns, **approval** asks an approver, **block** stops the order. Both demo projects are set to warn.

> **A ZERO BUDGET IS NOT A FREE BUDGET**
>
> If the estimate of an item had no material cost, its material budget is zero. The control is then skipped there or blocks, depending on the project mode. Look for zeros in Budget by nature before you set the control to block.

WORKED EXAMPLE: BUDGET AGAINST ACTUAL COST ON P-00007

The approved baseline budget of P-00007 is version 1. Its five natures, and the cost posted to each, read:

COST NATURE	BUDGET	ACTUAL	LEFT
Machines	18,890.00	0.00	18,890.00
Material	126,290.00	136,287.96	-9,997.96
Other	54,800.00	29,500.00	25,300.00
Labour	41,520.00	76,100.00	-34,580.00
Subcontract	126,000.00	126,000.00	0.00
TOTAL	367,500.00	367,887.96	-387.96

The total budget equals the BOQ cost (AED 367,500.00), because the award built the budget from the estimate cost. The total is almost on budget, but the natures are not: Material is over by AED 9,997.96 and Labour by AED 34,580.00, offset by Other and Machines. The Budget tab shows this by nature, which is why it is kept by nature and not only as one number.

Source: live demo, project P-00007, GET /api/v1/sharp/projects/{id}/hub (byNature) and /budget, read on 12/11/2026.

Margin: one definition

Contractors speak of "the margin" for three different things. The product keeps them apart, and the one you manage by has a single definition.

FIGURE	DEFINITION	WHERE YOU SEE IT
BOQ margin (planned)	(BOQ value less BOQ cost) divided by BOQ value. Price against planned cost. The API calls it the budget margin: contract value less budget, divided by contract value.	BOQ tab, tile **Margin**
Forecast margin	Contract value less forecast cost, divided by contract value, to two decimals. No contract value, no percentage.	Portfolio, the Forecast margin tile of the Overview, Project profitability and Work in progress reports, Finance Hub, budget control header

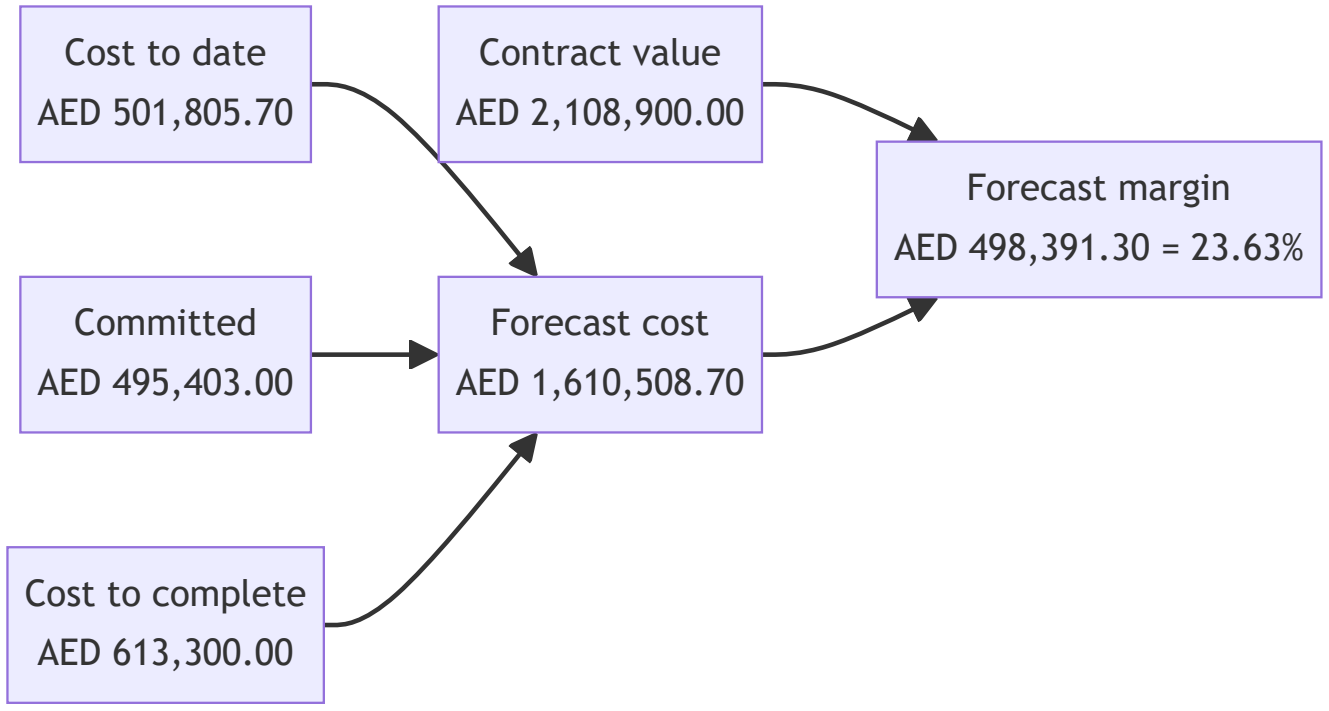
The forecast margin is computed by one function only; every screen above calls it, so they show the same figure for the same date. Its parts are:

- **Contract value**: original value plus client-approved variations of the project's contracts that are not terminated, without VAT.

- **Cost to date**: debits less credits on the cost accounts posted to the project centre, up to the date shown.
- **Committed**: orders not yet received or invoiced, and subcontract value not yet certified.
- **Cost to complete**: for each item and nature, the budget multiplied by the share of work still to do, less what is already committed, never below zero.
- **Forecast cost** = cost to date + committed + cost to complete.

Retention, advance payment and VAT never enter the margin. Retention is cash the client holds back from a bill; the contract value already includes it. A pending variation is not in the margin until the client approves it.

FORECAST MARGIN OF P-00001 ON 12/11/2026



Add the three costs to get the forecast cost, then take it from the contract value.

WORKED EXAMPLE: THREE MARGINS ON THREE PROJECTS

FIGURE	P-00001 VILLA 24	P-00007 AL REEM	P-00006 PALM CRESCENT PH. 2
Contract value	2,108,900.00	512,400.00	1,189,528.22
Planned cost (budget)	1,555,090.00	367,500.00	1,001,285.90
Budget margin	26.26%	28.28%	15.82%
Forecast cost	1,610,508.70	367,887.96	992,119.25

FIGURE	P-00001 VILLA 24	P-00007 AL REEM	P-00006 PALM CRESCENT PH. 2
Forecast margin	23.63%	28.20%	16.60%

P-00001 forecasts AED 55,418.70 more cost than budget, so its forecast margin (23.63%) is below the planned 26.26%. P-00007 is finished: the forecast cost is the cost to date, AED 387.96 above budget, and the margin barely moves. P-00006 forecasts less cost than budget, because the work done is ahead of the cost posted so far; its forecast margin (16.60%) is above the planned 15.82%. The cost to complete is taken from the budget and the percent done, so a project whose progress runs ahead of its booked cost looks better than it may be.

P-00006 was made by award from tender TND-00008: the estimate sell price is AED 1,189,528.22, the same figure as its contract value, and the baseline budget equals the estimate cost of AED 1,001,285.90.

Source: live demo, GET /api/v1/sharp/projects/{id}/finance/control (P-00001, P-00007), /hub and GET /portfolio (P-00006), read on 12/11/2026. Definition: docs/sharp/report-definitions.md section 1 and SharpForecast.cs.

TWO MARGINS ON THE SAME PROJECT

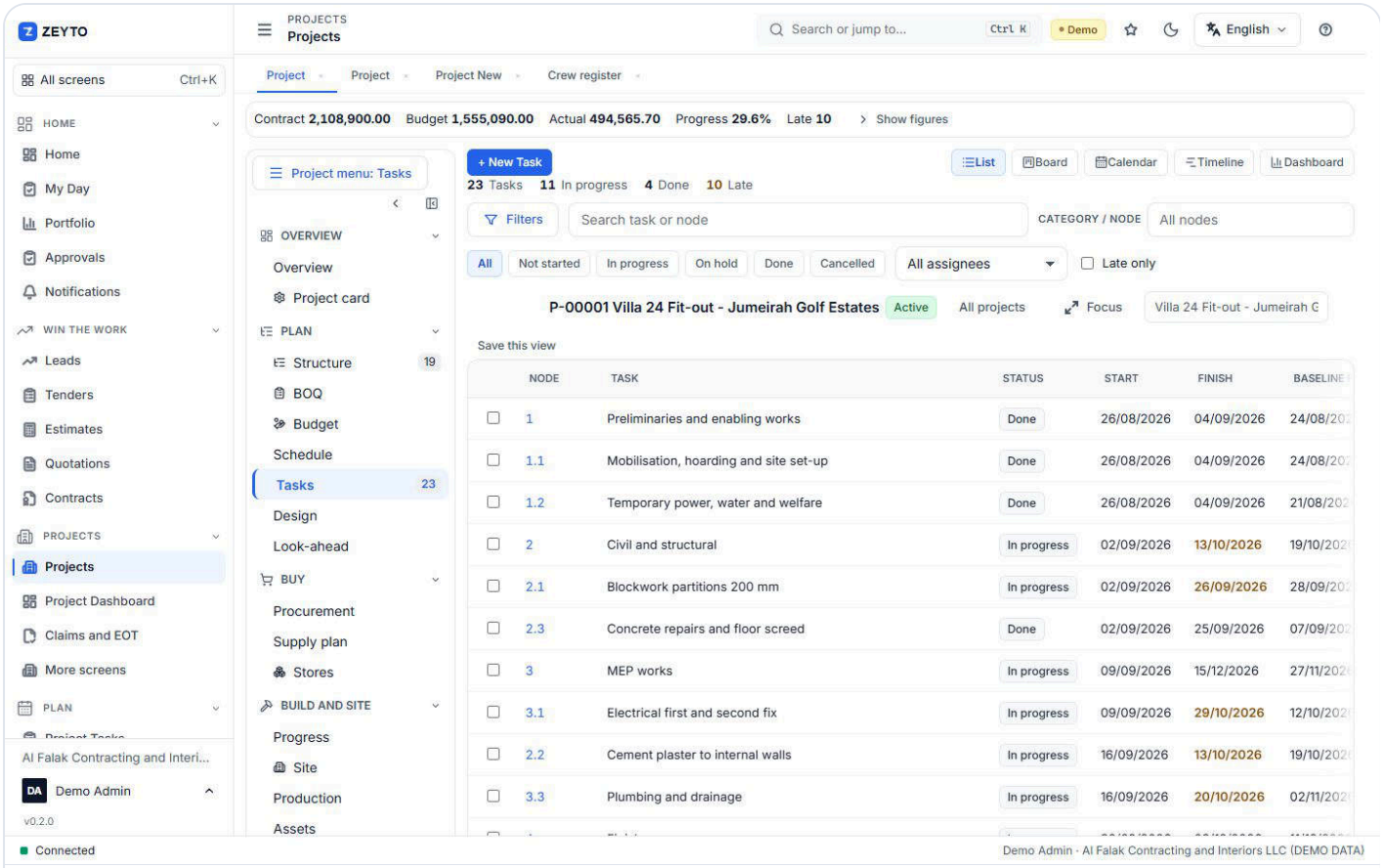
On P-00001 the BOQ tab shows Margin 26.3% and the Overview shows Forecast margin 23.63%. They are different sums, not a mistake. The first compares price with planned cost; the second compares price with the cost the job is now expected to end at. Quote the forecast margin when you talk about profit.

Schedule, baseline and progress

What it is for. The schedule gives the dates that progress and the S-curve are measured against. **Who does it.** The planner. **Where.** `Projects › Projects › (project) › Plan › Schedule` for the Gantt chart and the planning views, and `Plan › Tasks` for the task list. Permission: `sharp.amend`.

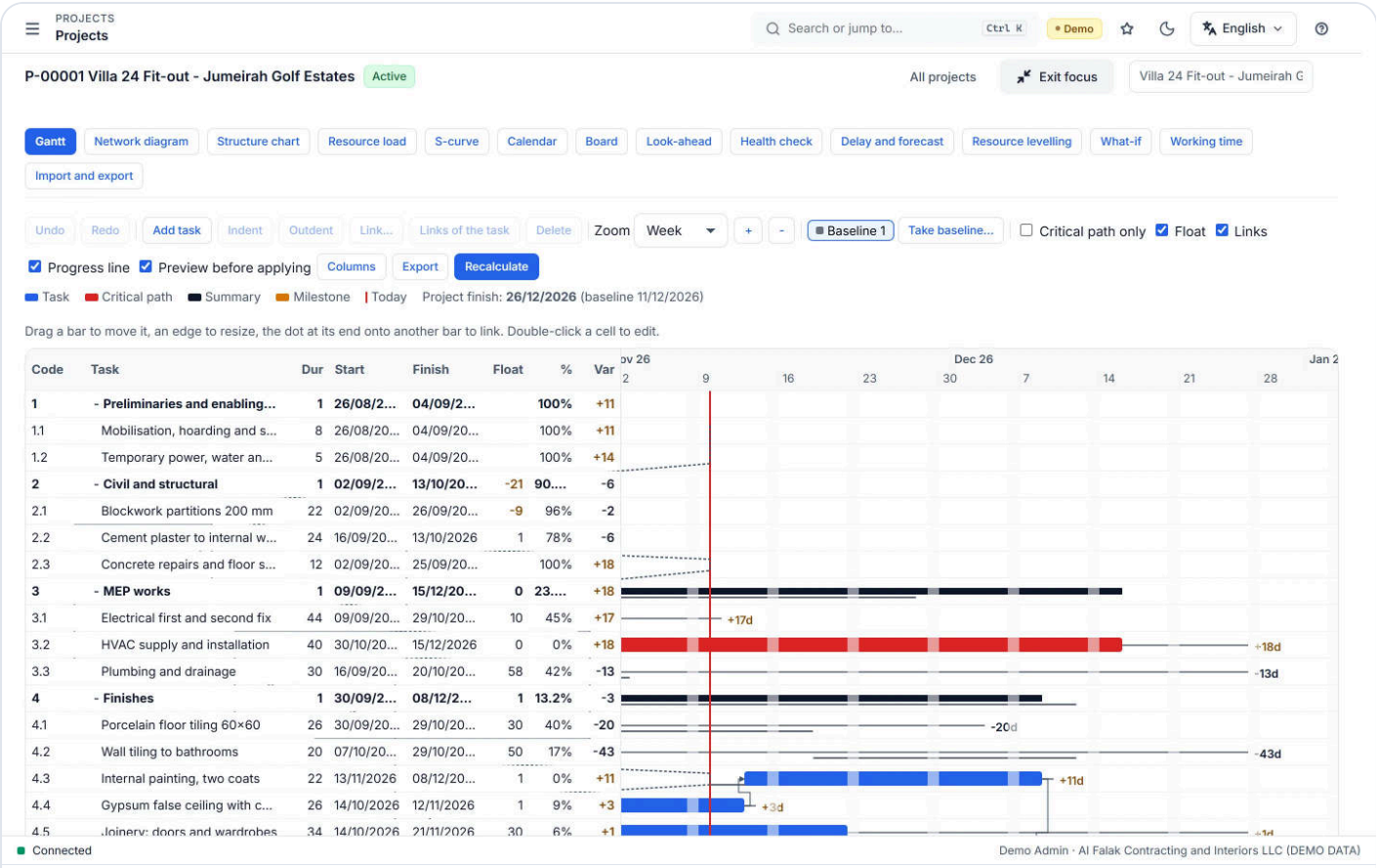
Tasks

A task is a scheduled activity attached to an item of work. It carries planned and baseline dates, a duration in working days, links to other tasks, who is assigned and a percent done. Three kinds exist: **Summary** (a group), **Task** (an item) and **Milestone** (zero days). The statuses are Not started, In progress, On hold, Done and Cancelled. A task needs a name and an item of this project, and one item has one task. The product says: "This node already has a task." and "The node does not belong to this project." An award gives a one-task-per-section skeleton; replace it with the real plan.



The Tasks tab of P-00001: List, Board, Calendar, Timeline and Dashboard views; status chips Not started, In progress, On hold, Done, Cancelled; filters for node, assignee and Late only. Late finish dates are shown in amber.

The Gantt chart



The Schedule of P-00001 in the Gantt view. Along the top: the views (Gantt, Network diagram, Structure chart, Resource load, S-curve, Calendar, Board, Look-ahead, Health check, Delay and forecast, Resource levelling, What-if, Working time, Import and export). Red bars are the critical path. The Var column is the finish slip against the baseline in days. This picture was captured on an earlier day, so its finish date differs from the worked example below.

Drag a bar to move it, drag an edge to resize it and drag the dot at the end of a bar onto another bar to link them. With **Preview before applying** ticked, nothing is kept until you press **Apply**: after you let go you see which tasks move and the new project finish. The toolbar has **Undo**, **Redo**, **Add task**, **Indent**, **Outdent**, **Link...**, **Links of the task**, **Delete**, a **Zoom** box, the baseline chips, **Take baseline...**, **Critical path only**, **Float**, **Links**, **Progress line**, **Preview before applying**, **Columns**, **Export** and **Recalculate**. The grid columns are Code, Task, Dur, Start, Finish, Float, % and Var.

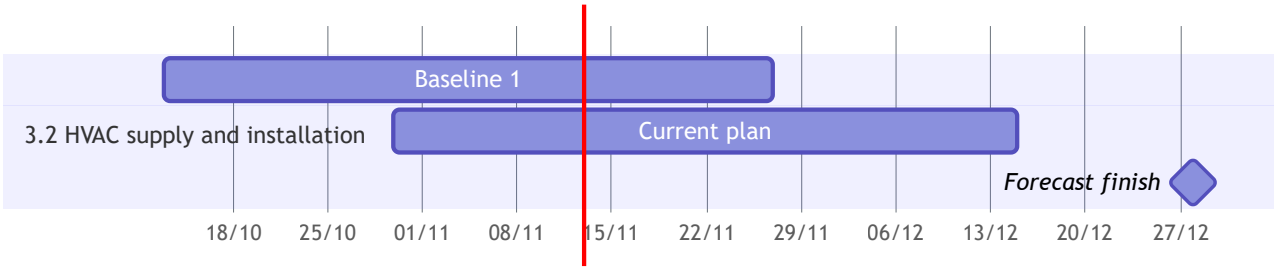
A link has a type (finish to start is the usual one; start to start, finish to finish and start to finish also exist) and a lag, where a negative lag is a lead. If links form a loop, the screen warns that tasks are in a loop of links. The **critical path** is the chain of tasks with no float: delay one of them and the project finish moves. **Float** is the number of working days a task can slip without moving the finish.

The baseline

A baseline is a frozen copy of the dates and weights, kept beside the live plan so the chart can show the slip. Take it when the plan is agreed: press **Take baseline...**. A project keeps up to five baselines; remove one to take another, and take a new one after an approved variation. The chips on the toolbar (for example

Baseline 1) draw a baseline under the bars. Without a baseline, progress cannot be compared with the plan, and the Overview lists *Take the schedule baseline* as a next action.

TASK 3.2 HVAC OF P-00001: BASELINE, PLAN AND FORECAST



The bar of the current plan sits to the right of the baseline: the task was planned later, and the forecast finish is later still.

WORKED EXAMPLE: SLIPPAGE ON P-00001 AGAINST BASELINE 1

P-00001 has 23 tasks and one baseline. Today's schedule summary and the baseline comparison give:

ITEM	BASELINE 1	CURRENT PLAN	FORECAST FINISH	FINISH SLIP
Project finish	11/12/2026	25/12/2026	28/12/2026	17 days
3.2 HVAC supply and installation (critical, 0%)	13/10/2026 to 27/11/2026	30/10/2026 to 15/12/2026	28/12/2026	18 days
4.2 Wall tiling to bathrooms (17%)	19/11/2026 to 11/12/2026	07/10/2026 to 29/10/2026	11/11/2026	-43 days

A positive slip is later than the baseline; a negative slip is earlier. The comparison counts 13 tasks late and 7 early. The critical path of the live plan holds 2 open tasks, and 9 tasks are past their finish date.

Source: live demo, project P-00001, GET /api/v1/sharp/projects/{id}/schedule/summary and /baselines/1/compare, read on 12/11/2026. Dates in the table are those returned by the API.

How progress is calculated

Progress is the share of the work done. It is entered by the people who see the work, approved by the project manager, and then everything else follows. The code works like this.

1 **Enter on a leaf**

On `Build and Site › Progress` (or on the node page) type the `New %` of an item, or type the `Quantity` measured. A quantity becomes a percent: quantity divided by BOQ quantity, times 100. A percent wins when both are typed. It must be between 0 and 100, and cannot go backwards unless the company allows it in its settings.

2 **Approve**

The entry waits as Entered. The project manager approves it (or ticks **Approve as I save** in the grid). A person does not approve an entry they entered themselves, under the company's approval policy.

3 **The item follows**

The approved percent becomes the item's percent. At 100% the item is Done. Its task takes the same percent, and the actual start and finish are the day progress was reported, not the day it was approved.

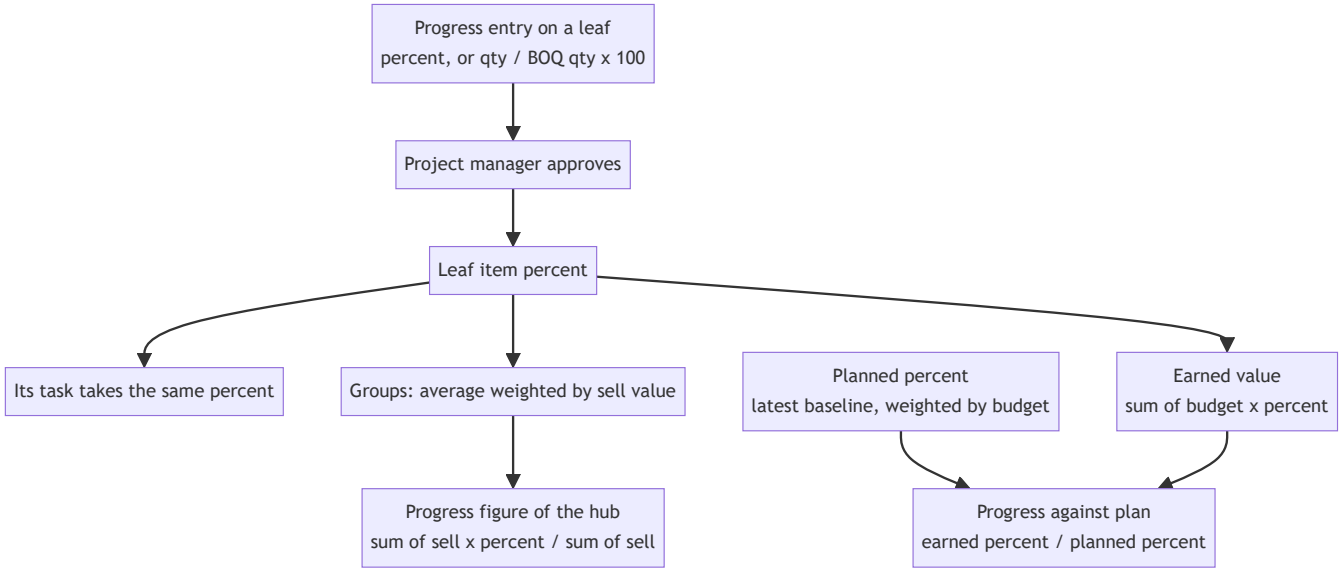
4 **The groups roll up**

Each group's percent is the sell-weighted average of the leaves below it. The tasks of the groups take the roll-up, and the schedule is recalculated.

5 **The bill reads it**

A progress bill cannot claim a percent above the approved progress of the item.

FROM A PROGRESS ENTRY TO THE PERCENTAGES ON THE SCREEN



Two percentages appear on the Overview. The Progress figure at the top is weighted by sell value. Progress against plan is weighted by budget and compared with where the baseline says the project should be by today.

WORKED EXAMPLE: THE PROGRESS OF P-00001

The five groups of P-00001, with their roll-up percent on 12/11/2026:

GROUP	SELL VALUE	PERCENT DONE	SELL X PERCENT
1 Preliminaries and enabling works	160,000.00	100.0000%	160,000.00
2 Civil and structural	167,220.00	90.6083%	151,515.20
3 MEP works	904,000.00	23.1504%	209,279.62
4 Finishes	787,450.00	13.2409%	104,265.47
5 External works and handover	90,230.00	0.0000%	0.00
PROJECT	2,108,900.00	29.6392%	625,060.28

625,060.28 divided by 2,108,900.00 is 29.64%, the Progress figure in the strip (29.6%). The other figure, Progress against plan, reads 28.8% earned against 77.0% planned: earned value AED 447,941.00 over the budget AED 1,555,090.00 is 28.8%, and the baseline says 77.0% of the work should be done by today. That gap is why the schedule check of P-00001 is red (SPI 0.37). On the day of the read, 4 progress entries were waiting for approval.

Source: live demo, project P-00001, GET /api/v1/sharp/projects/{id}/wbs, /evm and /hub, read on 12/11/2026. The sums are the author's check of the printed figures. Rule: SharpPlanningApi.cs (progress entry and approval), SharpViewsApi.cs (earned and planned percent).

Team and crews

What it is for. Approvals, alerts and timesheets must reach the right people. There are three kinds of people on a project: the project manager, the office teams, and the site crews. **Who does it.** The project manager. Permission: `sharp.create`.

Project manager

Set on the Project card (`Project manager`). The project manager approves the progress entries. Always set one: the Overview lists *Assign a project manager* until you do.

Office teams

A team has a code, a name and a kind (Finance, Procurement, Stores, Project, Assets, Management, HSE, Design or Other). A member is a user with the role Lead or Member. Teams are what alerts and approvals can address.

`Employees › Departments and teams` .

Site crews

A crew is a gang with a foreman, a trade and members (employees, or hired workers). A crew is allocated to a project for a period with a load percent. `Employees › Crews`.

1. **Create the crew**

   Go to `Employees › Crews` and press **+ New Crew**. Type the `Code` (for example CRW-FIN), the `Name` and the `Trade` (for example TILER). Save.

2. **Add the members**

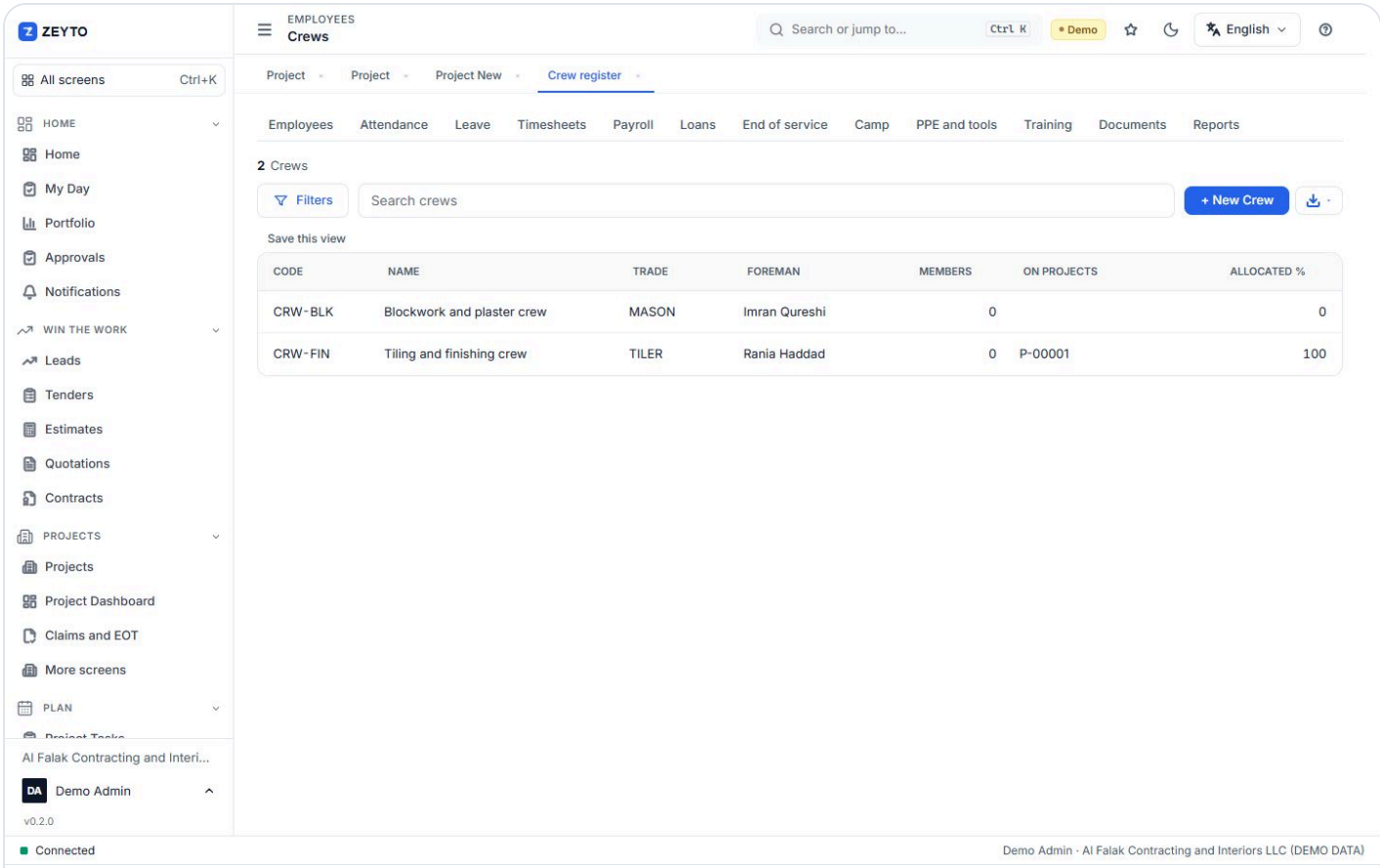
   On the crew, under **Crew members** press **Add member**, choose the employee and the From and To dates.

3. **Allocate to the project**

   Under **Allocation to projects** press **Allocate to project**. Choose the `Project`, the `From` date, the `To` date and the `Load %` (100 by default). A crew may be on two projects in the same week; the Allocated % column of the register turns to a warning when the sum goes above 100.

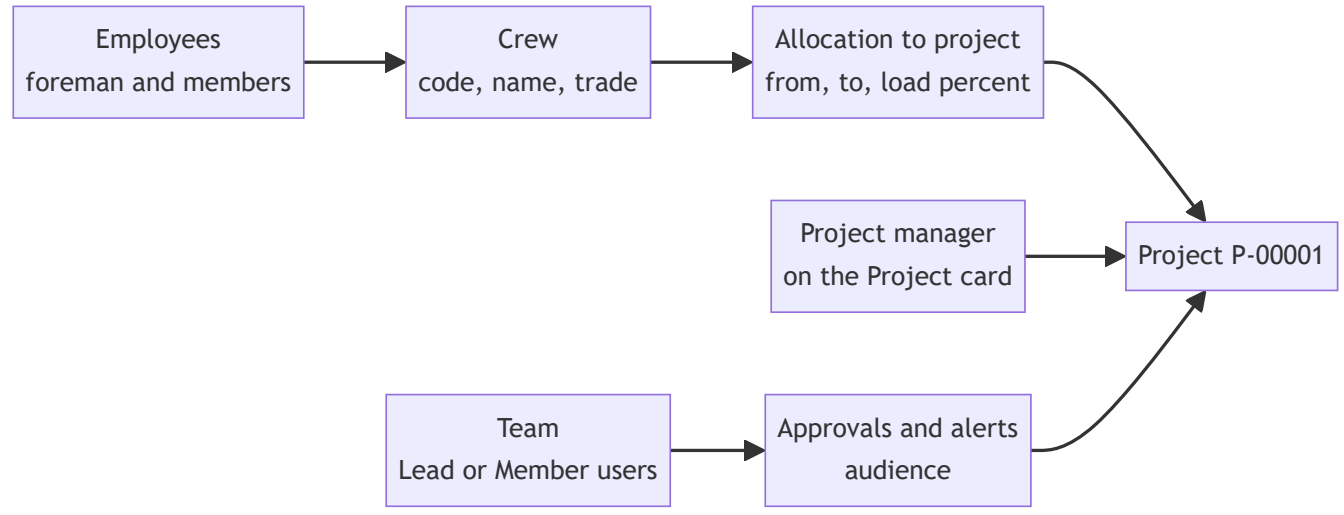
4. **Plan the trades on the items**

   Open the node page of an item, tab **Manpower**, and press **Plan trade** to say how many heads of which trade the item needs. Press **Allocate** to put a person, crew member, machine, subcontractor or third-party worker on it.



The Crew register of the demo company: code, name, trade, foreman, members, the projects it is on and the allocated percent.

HOW PEOPLE REACH A PROJECT



Crews are allocated to a project for a period. Teams and the project manager decide who is asked to approve and who is alerted.

WORKED EXAMPLE: THE TWO CREWS OF THE DEMO COMPANY

CREW	TRADE	FOREMAN	ALLOCATED TO P-00001	LOAD
CRW-BLK Blockwork and plaster crew	MASON	Imran Qureshi	Item 2.2 Cement plaster to internal walls, 01/10/2026 to 10/11/2026	100%
CRW-FIN Tiling and finishing crew	TILER	Rania Haddad	Item 4.1 Porcelain floor tiling 60×60, 17/10/2026 to 25/11/2026	100%

On 12/11/2026 the register showed CRW-FIN on P-00001 at 100% and CRW-BLK on no project, because its allocation ended on 10/11/2026. Neither crew had members recorded. The register screen asks for Project, From, To and Load %; the allocations of the demo also name the item, as the table shows.

Source: live demo, GET /api/v1/sharp/x/crews and /x/crew-assignments, and the Crew register screen, read on 12/11/2026.

NOT IN THIS BUILD

Adding a person to a project team as a project member has no screen in this build; check with your administrator. Project membership does not restrict what a person can see: access follows role permissions and data access rules.

What can go wrong

SYMPTOM	CAUSE	FIX
The project stays in Planning after award.	An awarded project starts in Planning and nothing moves it.	Set the Status to Active on the Project card when work starts.
A document cannot be tagged with an item.	The item is a group; cost goes only on a leaf.	Choose a leaf, or add a leaf under the group.
Quantity or rate of an item cannot be changed.	The BOQ is locked: "The BOQ is locked: change quantities and rates through a variation order."	Raise a variation order.
BOQ total differs from the contract and nothing warns.	The product does not compare the two.	Compare the BOQ value with the contract before you accept the BOQ.

SYMPTOM	CAUSE	FIX
An order passes its budget, or is blocked on a zero-budget nature.	The over-budget control, or an item with no budget for that nature.	Revise the budget by nature, or change the control mode on the Project card.
Progress will not go down.	"Progress cannot go backwards", unless the company allows it.	Ask the administrator, or enter the correct figure from now on.
A task is refused.	"This node already has a task." or "The node does not belong to this project."	Edit the existing task, or choose an item of this project.
Progress against plan is red on a new baseline-less project.	No baseline means no planned percent to compare with.	Press Take baseline... when the plan is agreed.

Check yourself

- [ ] The project has a client, a project manager, a start and a planned finish, and its status is no longer Planning once work has begun.
- [ ] Every item you build is a leaf with a unit, a quantity, a sell rate and a unit cost, and the groups add up to the contract value.
- [ ] The BOQ version is Locked, and you compared its total with the contract yourself.
- [ ] The Budget has an approved version, no nature you need is zero by accident, and the Over-budget control is set on purpose.
- [ ] Every item has one task, links are set, and Baseline 1 was taken after the plan was agreed.
- [ ] You can say which margin you are looking at: BOQ margin (price against planned cost) or Forecast margin (price against forecast cost).
- [ ] You know that progress is entered on leaves, approved by the project manager, and rolled up by sell value.
- [ ] Crews are allocated with dates and a load percent, and none goes above 100% by mistake.

Where next. Buy: material requests, requisitions, RFQs, awards and purchase orders, all tagged with the project and the item you have just built.

PART 5

Buy, receive and store

Everything a project buys follows one chain, from the site's first request to the supplier's invoice, and nothing reaches the accounts until goods are counted, inspected and accepted. After that the goods sit in a store until the site draws them against a line of the budget.

Six short terms are used throughout. The **BOQ** (bill of quantities) is the priced list of the work the client has agreed. A **node** is one line of the project's work breakdown structure (**WBS**), for example node 4.1 for floor tiling. An **NCR** (non-conformance report) records goods or work that failed a check. A **GRN** (goods received note) is the document that puts accepted goods into stock. A **MIR** (material inspection report) is the record of what the inspector found when the goods arrived. **Retention** is a share of each subcontractor payment that you hold back until the work is complete.

The whole chain on one page

Site engineers, storekeepers, buyers, managers and accountants all touch the same chain. Each document is created from the one before it, so every quantity can be traced back to the BOQ line that caused it. The chain can be entered at two points. A site request starts it in the normal case. A buyer holding an approved requisition can also place a direct order, without quotes, when there is a framework agreement or only one possible supplier.

1 **Material request**
Site asks for quantities against BOQ nodes.
Projects › the project › Buy › Procurement › Requests

2 **Reserve, or requisition**
Free stock is reserved. The shortfall becomes a requisition.
Procurement › Requisitions

3 **Requisition approved**
A manager approves the amount.
Purchase › Requisitions

4 **Request for quotation**
Approved suppliers are invited to quote.
Purchase › RFQ and Cost Comparison

5 **Compare and award**
Quotes are scored. The award is proposed, then approved.
Purchase › Awards

6 **Purchase order**
One order per supplier at the award rate.
Procurement › Orders

7 **Delivery and count**
The truck arrives and the storekeeper counts.
Procurement › Receiving

8 **Inspection and decision**
Pass, conditional, reject or hold. NCRs are raised.
Purchase › Delivery and Inspection

9

Goods received note

Accepted quantity enters stock. First posting to the accounts.

Receiving › Receive the accepted goods

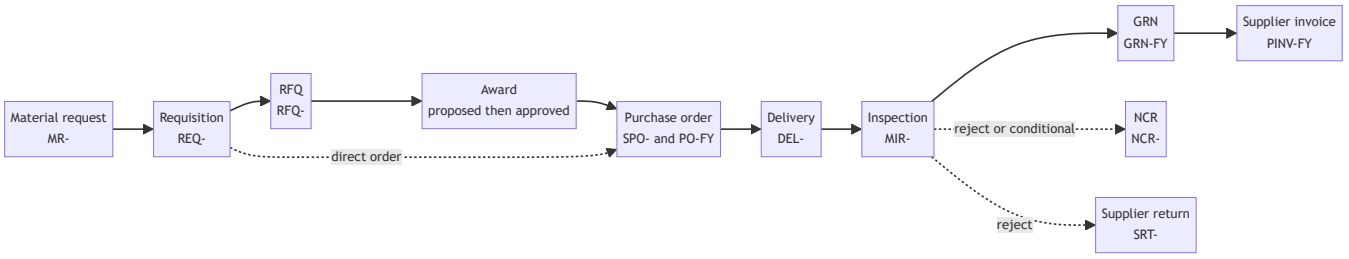
10

Supplier invoice

Billed against what was accepted, then paid (Part 10).

Procurement › Invoices

PROCURE TO PAY, WITH THE DOCUMENTS IT CREATES

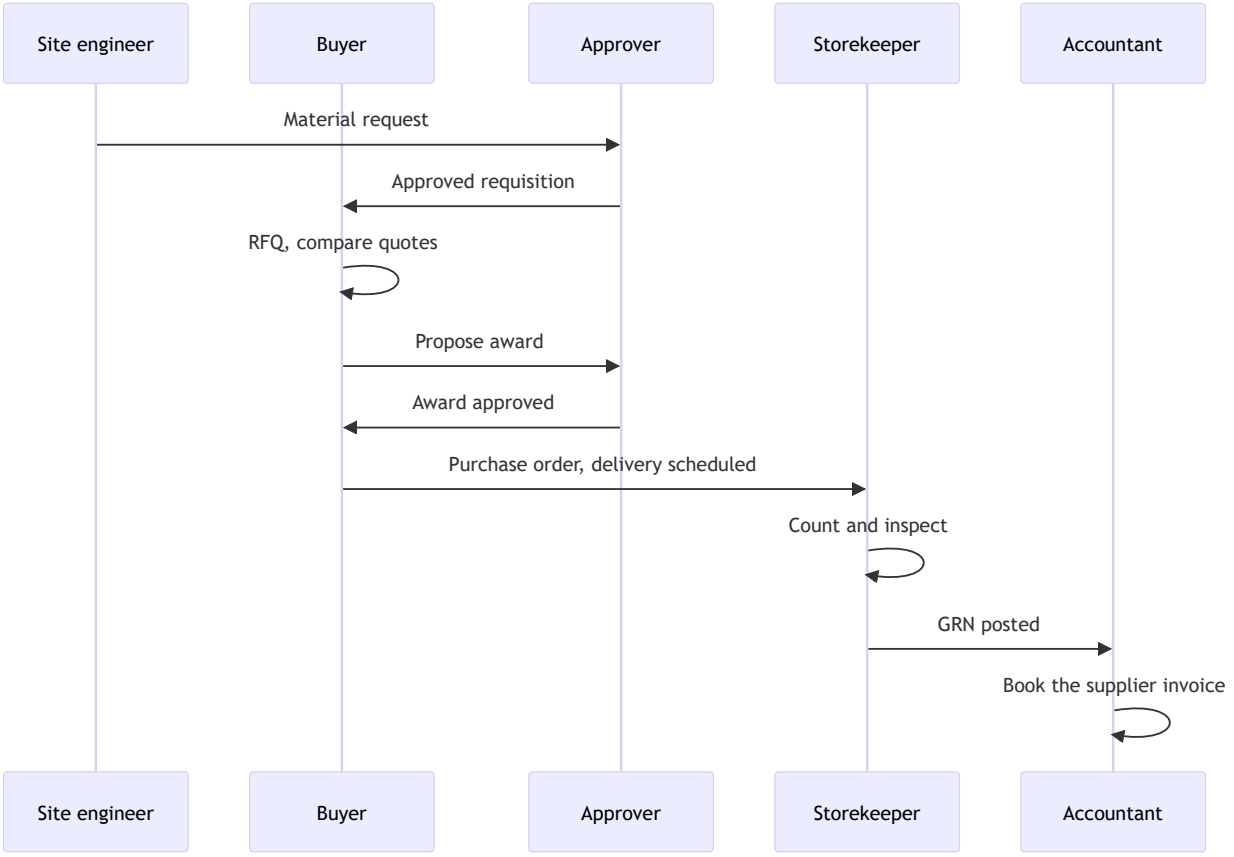


Solid arrows are the normal path. Dotted arrows are the side paths. Every document points back to the one before it.

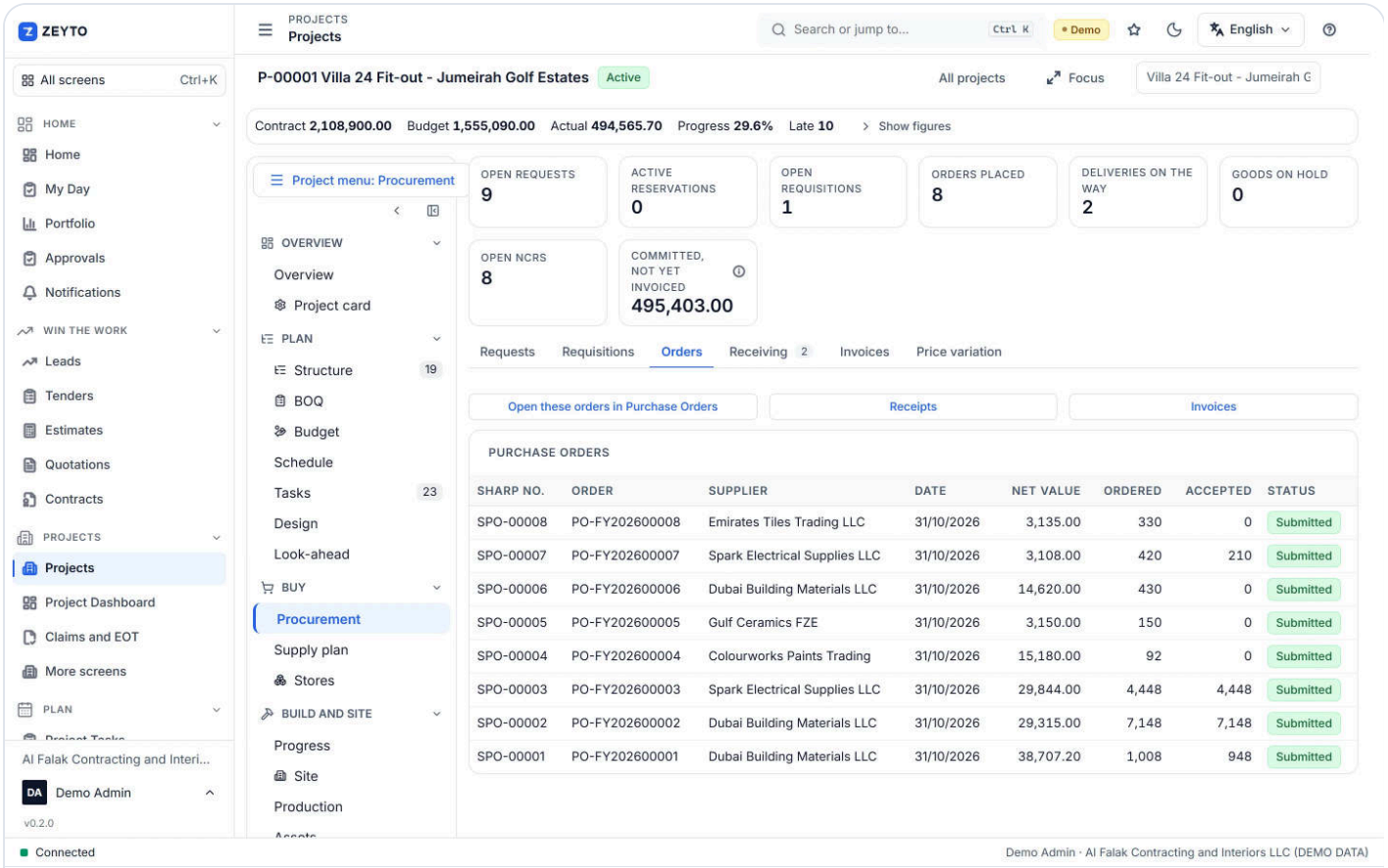
RULE

Material requests, requisitions, RFQs, awards and purchase orders post nothing to the accounts. A purchase order is a commitment, which the project shows as committed cost. The first accounting entry is made by the GRN, when accepted goods enter stock.

WHO DOES WHAT



The person who raises a record cannot approve it, unless the company has switched that rule off (see Approval rules below).



The project's Procurement screen, Orders tab, for P-00001. The tiles above show open requests (9), open requisitions (1), orders placed (8), deliveries on the way (2) and open NCRs (8). The tabs are Requests, Requisitions, Orders, Receiving, Invoices and Price variation. The Invoices and Price variation tabs are shown only to users whose role may see prices. The table lists Sharp number (SPO-00001 to SPO-00008), the ERP order number, supplier, net value, quantity ordered, quantity accepted and status.

The same documents can be reached from the Purchase menu (company-wide lists) or from the project's own menu: `Projects › Projects › the project › Buy › Procurement`, `Buy › Supply plan` and `Buy › Stores`. Use the project screens when you work on one job. Use the Purchase menu when you compare orders across projects.

Material request

Purpose. A material request (MR-) tells the buyer and the storekeeper what a node needs. **Who.** The site engineer or foreman raises it. The storekeeper and project manager act on it.

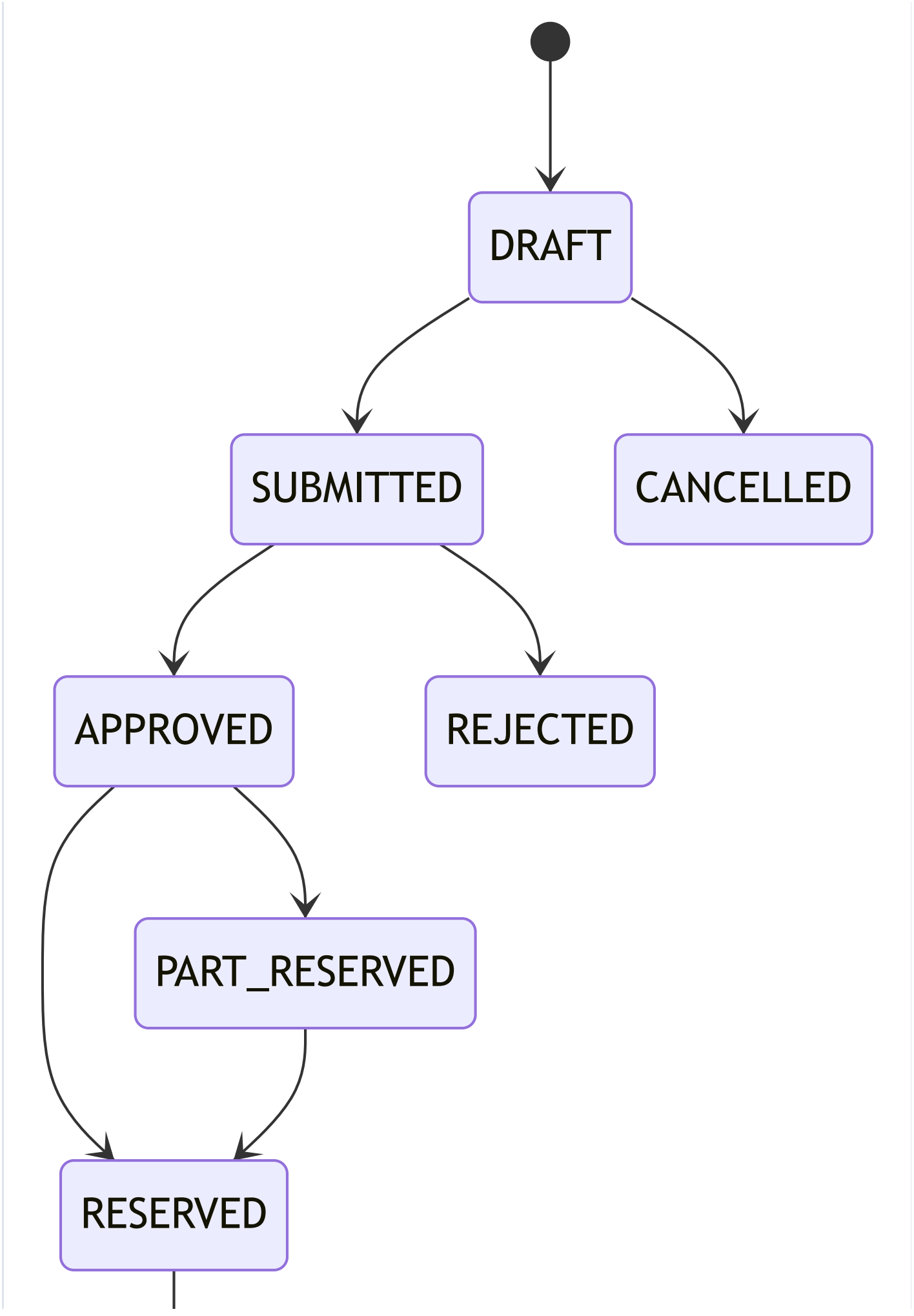
Path. `Projects › the project › Buy › Procurement › Requests`, or `Purchase › Material Requests`.

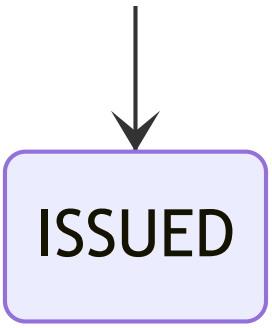
FIELD	WHAT TO ENTER	EXAMPLE
Store	The store that will receive or issue the material. Required.	The project store

FIELD	WHAT TO ENTER	EXAMPLE
Needed by	Date the site must have the material.	18/11/2026 (MR-00002, tiles)
Note	Free text for the buyer.	Free text
Node (line)	The BOQ node that will consume the material. Required.	4.1
Item (line)	The stock item. Required.	TILE-60, Porcelain floor tile 60×60 cm
Quantity (line)	How much the node needs now. Required.	651 M2
Reason if over the BOQ (line)	Needed only when the line asks for more than the BOQ balance.	A written reason

When you submit, the system checks each line against the **BOQ balance**. The balance is the quantity in the BOQ plus the allowed wastage percentage, less what other live requests already asked for. If a line is over the balance, the request will not submit until that line has a reason. The message reads: "A line asks for more than the BOQ balance allows; give a reason on that line before submitting."

MATERIAL REQUEST STATUSES


DRAFT
SUBMITTED
CANCELLED
APPROVED
REJECTED
PART_RESERVED
RESERVED



ISSUED is set by the store, when the last line has been issued to the site.

1. **Open Requests**
   Go to `Buy › Procurement › Requests` on the project and start a new request.
2. **Fill the head and the lines**
   Choose the Store and Needed by, then add one line for each node and item.
3. **Submit**
   The approval engine decides who approves. The default approval workflow gives an MR that goes over the BOQ a manager approval, needing the `sharp.proc.approve` permission.
4. **Reserve**
   On an APPROVED or PART_RESERVED request, press
   Reserve
   . The system reserves the free stock (on hand less other active reservations) and raises a requisition (REQ-) for the shortfall.

Reservations have three statuses: ACTIVE, CONSUMED (the stock was issued) and RELEASED. A reservation keeps the stock for the project. A reservation set to BLOCK stops another project from issuing the same stock.

> **EASY MISTAKE**
> A reason on a line that is over the BOQ does not approve the quantity. It only lets the request be submitted. A manager still decides, and the issue to site is checked against the BOQ again later.

Requisition

Purpose. A requisition (REQ-) is the buyer's list of what still has to be bought. It is created by **Reserve**, so its lines are exactly the shortfall after free stock was set aside. Its amount is the sum of quantity times estimated rate. **Who.** The buyer prepares it, a manager approves it. **Path.**
`Buy › Procurement › Requisitions` or `Purchase › Requisitions`.

Statuses are DRAFT, SUBMITTED, APPROVED and ORDERED. The default approval band is "Above 25,000: Manager approval". A line is marked **Design gate** blocked when a design gate on that node stops purchase orders, and a blocked line cannot be ordered until the design is released.

RULE

The person who raised a record cannot approve it. The refusal reads "You raised {what}, so you cannot approve it". Small companies can switch this off in `Settings › Approvals and Workflows` with "Allow the person who raised a record to approve it (small companies)". It is on in the demo data and off in a new company. Each self-approval is written to the audit log.

WORKED EXAMPLE: TILE REQUISITION REQ-00001, P-00001 VILLA 24 FIT-OUT

REQ-00001 is APPROVED and then ORDERED, required by 18/11/2026. It has two lines for the same item, each priced at the budget rate of AED 38.50.

LINE	NODE	ITEM	QUANTITY (M2)	ESTIMATED RATE	AMOUNT
1	4.1	TILE-60 Porcelain floor tile 60×60 cm	651	38.50	25,063.50
2	4.2	TILE-60 Porcelain floor tile 60×60 cm	357	38.50	13,744.50
		Requisition total	1,008		38,808.00

AED 38,808.00 is above the AED 25,000 band, so under the default workflow it needs a manager. The next step was **Ask for quotes**, which merges the two lines into one RFQ line of 1,008 M2.

Source: live demo, project P-00001, requisition REQ-00001 and RFQ-00001, read on 12/11/2026. Line amounts are quantity times estimated rate.

RFQ and cost comparison

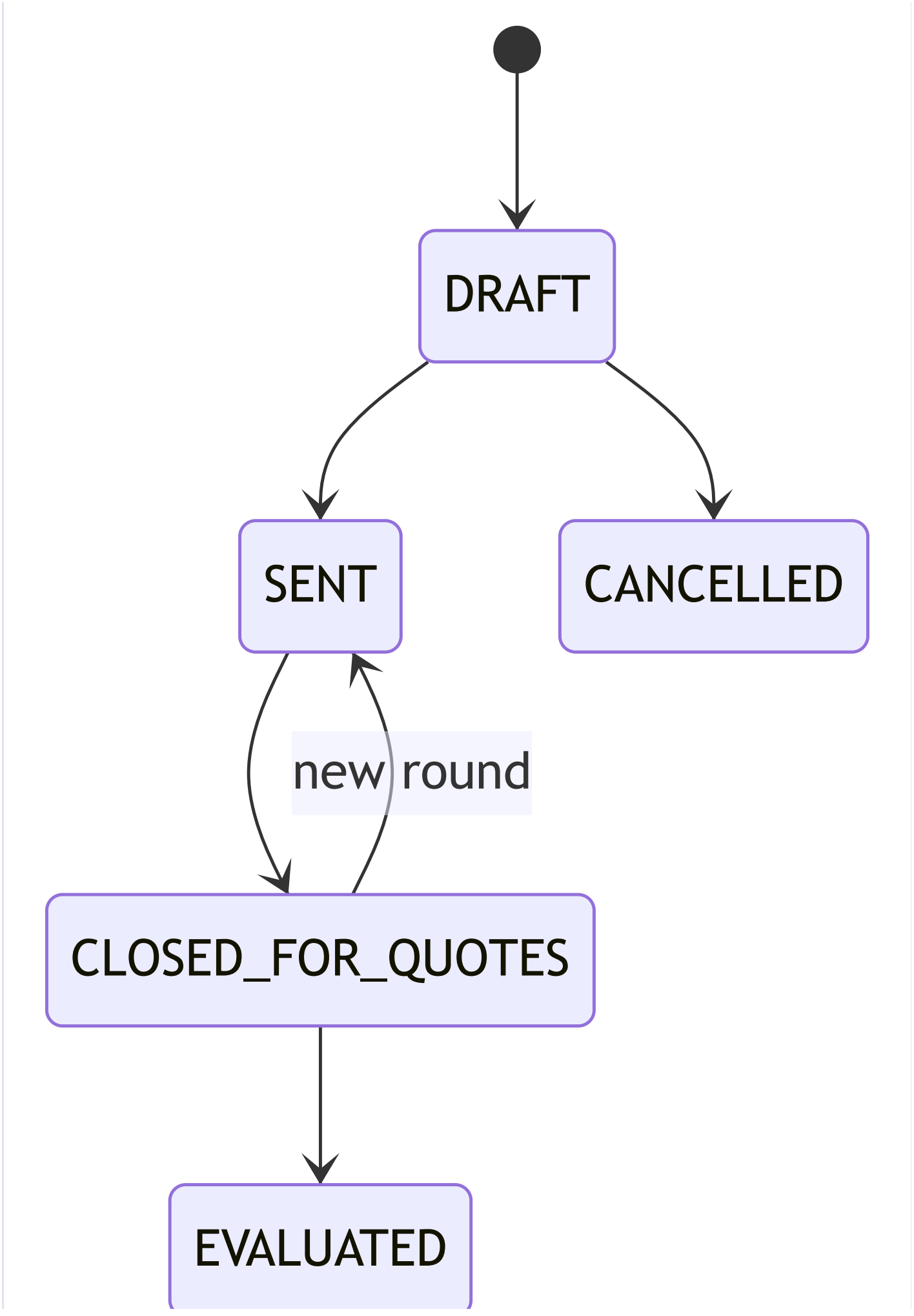
Purpose. A request for quotation (RFQ) asks several suppliers for a price on the same lines and puts their answers side by side. **Who.** The buyer. **Path.** On an APPROVED requisition press **Ask for quotes**. The quotes are then compared, awarded and turned into orders under `Projects › Sourcing › Quotations`, which is the same register as `Purchase › RFQ and Cost Comparison`.

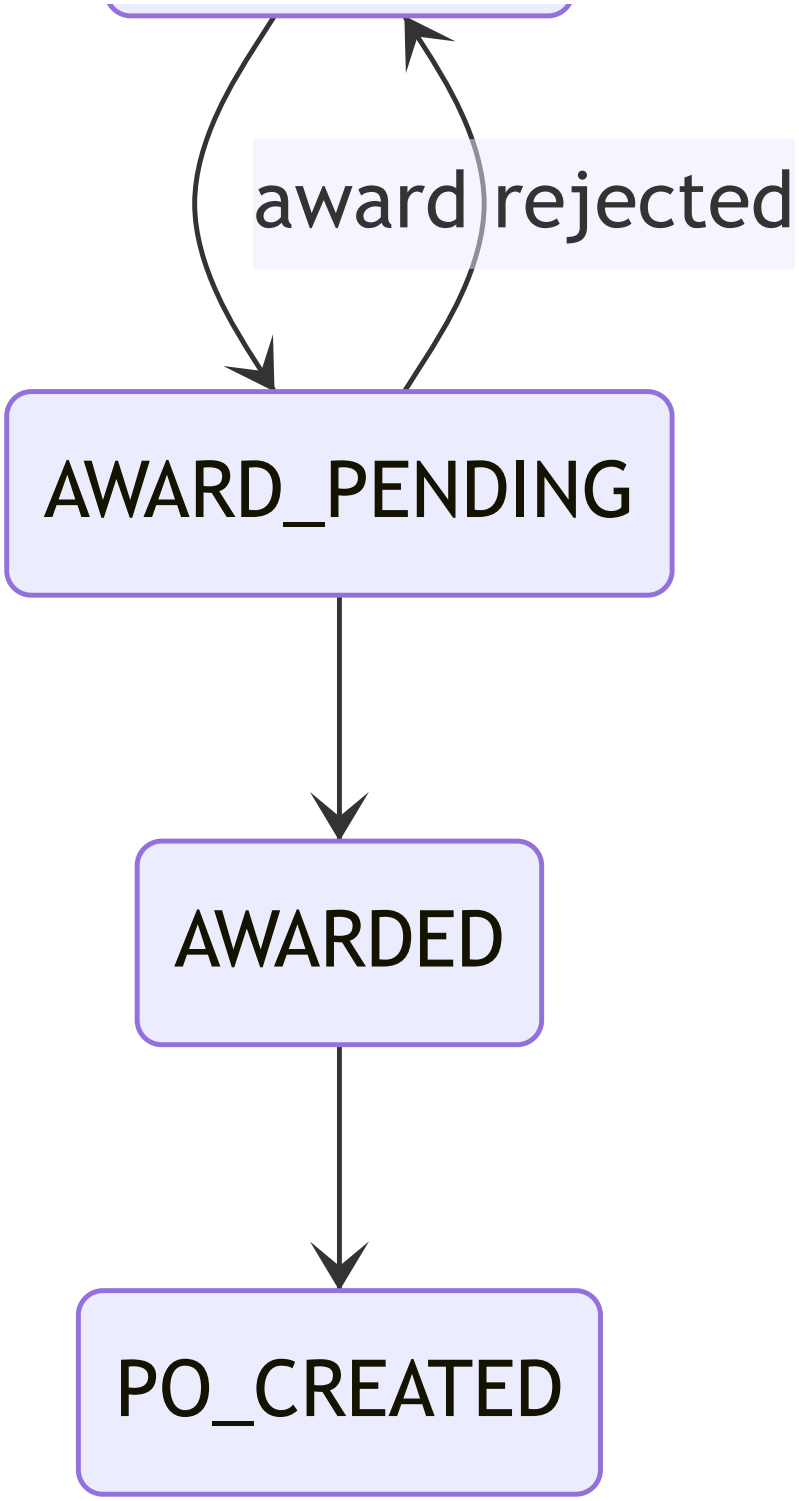
Who is invited

Only suppliers on the approved vendor list (AVL) for those items are invited. Their AVL status must be APPROVED or CONDITIONAL, not expired, and the supplier must not be blacklisted or rejected at prequalification. If none qualifies the system says "Choose the suppliers to invite (none is on the approved

vendor list for these items)". A party that is only a customer cannot be invited. The RFQ can group requisition lines by item, by node or not at all. Grouping by item is what the screen uses, so two nodes asking for the same tile become one RFQ line with two sources.

RFQ STATUSES


DRAFT
SENT
CANCELLED
new round
CLOSED_FOR_QUOTES
EVALUATED



A new round starts from CLOSED_FOR_QUOTES or EVALUATED with round number plus one. The earlier quotes become SUPERSEDED.

Each invited supplier's response is PENDING, QUOTED, DECLINED or NO_RESPONSE. Each quote is RECEIVED, SHORTLISTED, AWARDED, REJECTED or SUPERSEDED. From the register the buyer can send the RFQ, send a reminder, share a private reply link with a vendor, paste a quote received by email, print the RFQ, close it, start a new round and evaluate it. The company settings for RFQs are a minimum number of quotes (3), a quote VAT of 5%, and the number of days a vendor link stays open (14).

How the money is compared

The comparison never compares unit rates alone. For each quote it works out the landed cost, which is what the goods really cost you at the site gate.

Effective rate = rate x exchange rate x (1 - discount %)

Landed rate = (line value x (1 + duty %) + this line's share of freight and other charges, shared by value) / quantity

Total landed = the sum of landed rate x quantity over the lines

A quote that fails the technical check (technical compliance set to no) is taken out of the running. A quote that has not been assessed counts as compliant. Only complete quotes, which price every line offered, can be CHEAPEST. Each offer also shows its variance against the budget (the estimate rate, else the BOQ rate), against the BOQ, against any framework rate and against the last price you paid.

WORKED EXAMPLE: FREIGHT DECIDES, RFQ-00002 TILE ADHESIVE

RFQ-00002 asks for 80 bags of ADH-C2 Tile adhesive C2 25 kg for node 4.2 Wall tiling to bathrooms. The budget rate is AED 21.00, so the budget total is AED 1,680.00. Emirates Tiles Trading quoted the lowest rate and ended with the highest cost.

SUPPLIER	QUOTED RATE	RATE X 80	FREIGHT AND OTHER	TOTAL LANDED	WEIGHTED SCORE
Dubai Building Materials LLC	21.20	1,696.00	0.00	1,696.00	9.25
Gulf Ceramics FZE	20.40	1,632.00	120.00	1,752.00	8.18
Emirates Tiles Trading LLC	19.60	1,568.00	260.00	1,828.00	7.57

Dubai Building Materials carries the CHEAPEST, BEST_SCORE and RECOMMENDED badges, with a landed rate of AED 21.20 (lead time 3 days, 60 days' payment). Emirates Tiles' landed rate is AED 22.85 (lead time 9 days, 45 days' payment). The status is AWARD_PENDING: an award to Dubai Building Materials at AED 1,696.00 has been proposed, which is 0.95% over the budget total, and waits for approval. The matching requisition REQ-00009 is APPROVED and not yet ordered.

Source: live demo, project P-00001, RFQ-00002 comparison and award summary, read on 12/11/2026. The freight column is the total landed less rate x 80, because the screen reports the total.

How bids are scored

Besides the money, the comparison gives each quote a weighted score from 0 to 10. There are four criteria. The default weights are Price 60, Lead time 15, Vendor rating 15 and Payment terms 10. The buyer can change the weights for one RFQ, and the company can change its default. A score typed in by hand replaces the automatic one.

CRITERION	DEFAULT WEIGHT	AUTOMATIC SCORE
Price	60	10 x lowest total landed / this quote's total landed. Only complete, compliant quotes enter the pool.
Lead time	15	10 x shortest quoted lead time / this quote's lead time. 5 if there is no data.
Vendor rating	15	The supplier's latest overall rating (divided by 10 if it is above 10). 5 if there is none.
Payment terms	10	10 x this quote's payment days / the longest payment days quoted. 5 if there is none.

The weighted score is each score times its weight divided by 100, added up. The badges follow: `CHEAPEST` is the lowest total landed among complete, compliant quotes, `BEST_SCORE` is the highest weighted score, and `RECOMMENDED` is the best score (or the lowest total when the RFQ's award basis is LOWEST), leaving out expired quotes and blocked vendors. The award basis is SCORED by default.

WORKED EXAMPLE: SCORING RFQ-00001, TILES FOR P-00001

RFQ-00001 asked for 1,008 M2 of TILE-60 (651 + 357 merged). Terms: valid 30 days, delivery to the site store, 30 days' payment requested. Budget total AED 38,808.00. Three suppliers quoted.

SUPPLIER	RATE	FREIGHT	LEAD DAYS	PAY DAYS	TOTAL LANDED
Dubai Building Materials LLC	38.40	0.00	5	60	38,707.20
Emirates Tiles Trading LLC	36.50	880.00	7	30	37,672.00
Gulf Ceramics FZE	34.90	1,500.00	12	45	36,679.20

CRITERION (WEIGHT)	DUBAI BUILDING	EMIRATES TILES	GULF CERAMICS
Price (60)	9.48	9.74	10.00
Lead time (15)	10.00	7.14	4.17
Vendor rating (15)	5.00	5.00	5.00
Payment terms (10)	10.00	5.00	7.50
Weighted score	**8.94**	8.16	8.13

Dubai Building Materials' price score is 10 × 36,679.20 / 38,707.20 = 9.48. Its weighted score is 9.48 x 60% + 10 × 15% + 5 × 15% + 10 × 10% = 8.94. Gulf Ceramics is CHEAPEST at AED 36,679.20 and ranks first on price, but its 12-day lead time pulls its score down to 8.13. Dubai Building Materials ranks third on price, carries BEST_SCORE and RECOMMENDED, and was awarded the order. No supplier had a vendor rating on file, so each got the neutral 5.

Source: live demo, project P-00001, RFQ-00001 comparison, read on 12/11/2026. Score arithmetic checked against the formulas in SharpSourcingLoopApi.cs.

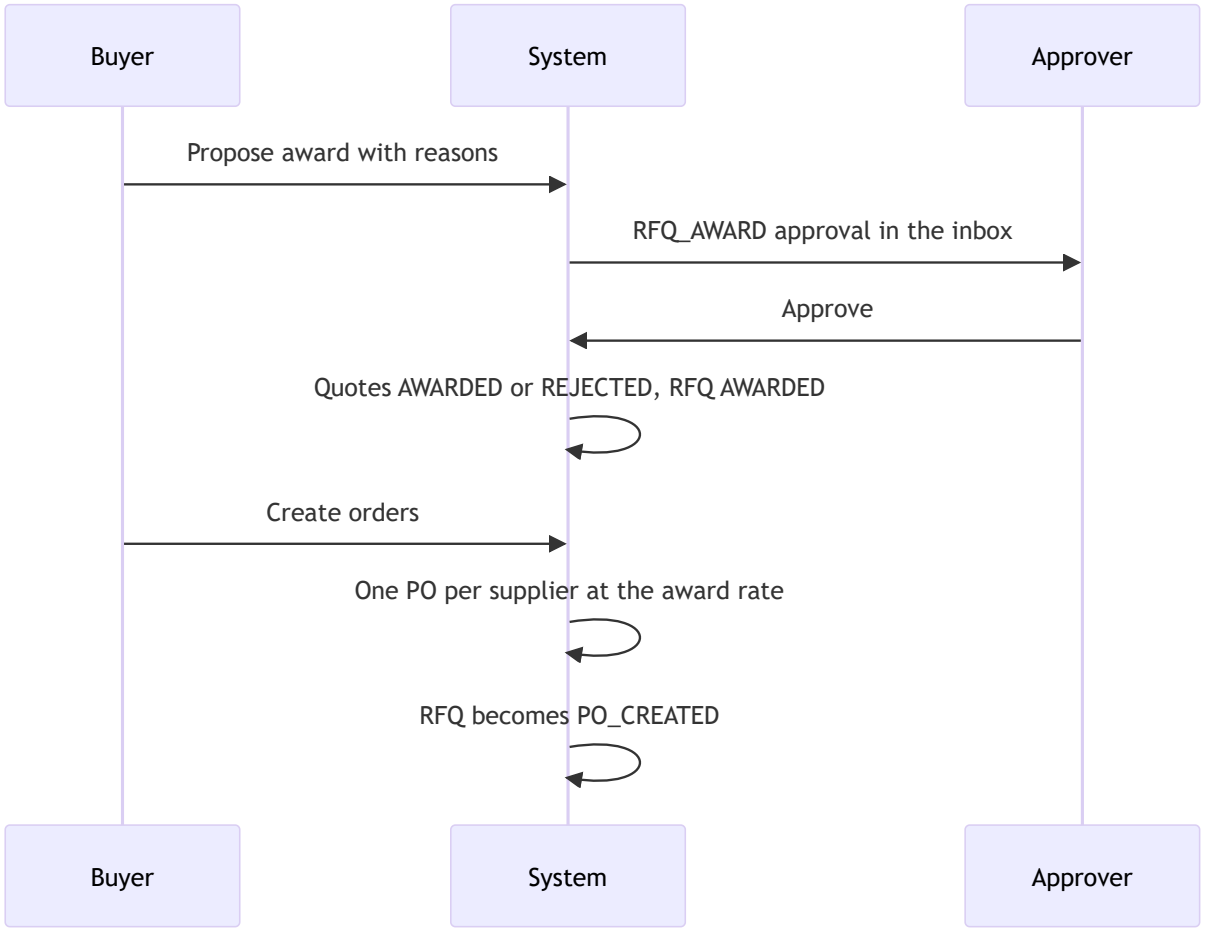
GOOD PRACTICE

The supplier scorecard is a separate screen, `Purchase › Supplier Scores`. It grades each supplier A to D on delivery (30), quality (25), price (20), safety (15) and responsiveness (10), each out of 100. A is 85 or above, B 70, C 50, D below 50. It is not part of the weighted score above. A supplier graded D, or blocked (blacklisted, rejected at prequalification or suspended everywhere), can still be awarded, but only with a written reason. In the demo Dubai Building Materials is grade C (64.77) and Emirates Tiles Trading is grade A (90.40).

Award

Purpose. The award records which supplier gets which lines and why. It is a decision with a trail, so it is proposed by the buyer and approved by someone else. **Who.** The buyer proposes. A holder of `sharp.proc.approve` approves. **Path.** `Projects › Sourcing › Quotations`, then `Purchase › Awards` for the register.

FROM COMPARISON TO ORDERS



If the approver rejects, a reason is required, the RFQ returns to EVALUATED and the quotes return to RECEIVED. A rejection is refused once any order has been created from the award.

Proposing

The RFQ must be EVALUATED, CLOSED_FOR_QUOTES or AWARD_PENDING. Otherwise the system says "Close the RFQ for quotes before awarding". If no lines are chosen, the best-scoring complete and compliant supplier takes everything. A line quantity may be split between suppliers, but never more than the line quantity. The reasons that must be written down are:

SITUATION	WHAT THE SYSTEM ASKS FOR
The winner is not the lowest landed price	A reason: "this is not the lowest landed price. Write down why it is awarded."
The quote is non-compliant or has expired	A reason.
The supplier is blacklisted, rejected, suspended or graded D	A written reason (a vendor override).

SITUATION	WHAT THE SYSTEM ASKS FOR
Fewer quotes than the minimum (default 3)	A justification of at least 8 characters.

On proposing, the system stores the price steps (the award rate against the BOQ rate, the framework rate and the last paid rate), sets the RFQ to AWARD_PENDING and raises an RFQ_AWARD approval in the approver's inbox. The default bands are "Not the lowest quote", which needs a manager and then a director, and "Above 100,000", which needs a manager. A company setting can also forbid the proposer from approving the same award (four-eyes).

Creating the orders

Once the RFQ is AWARDED, the buyer creates the orders and the system makes one purchase order per supplier at exactly the award rate. The order carries the quoted payment days and delivery days. It goes through the same price, budget and design checks as any order (see the next section), so an approved award can still be stopped at this step.

WORKED EXAMPLE: AN AWARD THAT IS NOT THE LOWEST, RFQ-00001

The buyer proposed the award to Dubai Building Materials LLC at AED 38.40 for the 1,008 M2, with the reason "Best landed price within lead time". Gulf Ceramics was AED 2,028.00 cheaper.

AWARD TOTAL (DUBAI BUILDING MATERIALS)	AED 38,707.20
LOWEST COMPLIANT LANDED TOTAL (GULF CERAMICS)	AED 36,679.20
PREMIUM OVER THE LOWEST	AED 2,028.00
VARIANCE AGAINST THE BUDGET TOTAL OF AED 38,808.00	-0.26%

The screen warns "1 line(s) are not awarded to the lowest compliant landed price". That is why the default "Not the lowest quote" band applied. After approval the quote of Dubai Building Materials became AWARDED, the other two became REJECTED, and creating the orders made PO-FY202600001 (Sharp number SPO-00001). The RFQ is now PO_CREATED.

Source: live demo, project P-00001, RFQ-00001 award summary, read on 12/11/2026. Proposed by Demo Admin on 31/10/2026. The premium is the difference of the two totals.

Purchase order

Purpose. The purchase order (PO) is the supplier's instruction to deliver at an agreed rate. It carries two numbers. The Sharp number (SPO-00001) is the project view. The ERP number (PO-FY202600001) is the

number on the printed order and in the Purchase Order list. **Who.** Normally it is created from an award. The buyer can also place a direct order from an APPROVED requisition by opening **Direct order without quotes (framework agreement or single source)**, choosing the supplier and pressing **Place order**. **Path.** `Buy › Procurement › Orders` or `Purchase › Purchase Order`.

What the system checks

The requisition must be APPROVED. "Approve the requisition before ordering."

The project must not be CLOSED or CANCELLED.

The supplier must be a supplier (kind SUPPLIER or BOTH).

The rate is the first value found in the order below.

The price tolerance against the budget and the framework rate.

The budget for the material cost of the node.

ORDER	WHERE THE ORDER RATE COMES FROM
1	A rate typed on the line (an override)
2	The agreed rate in the framework agreement
3	The estimated rate on the requisition
4	The node's budget rate
5	The last order rate to the same supplier
6	The item's standard cost

If none exists the system answers "No price for {item}: enter a rate." An order created from an award does not use this list. It uses the award rate.

Price tolerance. Each line is compared with the budget rate and with the framework rate. A line is over tolerance only when it costs *more* than the allowance. Paying less never triggers it. The allowance is the narrowest of the category tolerance, the project tolerance and the company tolerance. The program default is 5%, and the demo company is set to 10%. An over-tolerance order is refused with code PPV_APPROVAL_REQUIRED unless a user holding `sharp.proc.approve` ticks **Approve a price above tolerance**. Every line writes a price variance row with status RECORDED, APPROVAL_REQUIRED or APPROVED. These rows feed `Purchase › Price Variance` and the Price variation tab.

Budget control. The check adds what the node has already spent, what is committed on open orders and this new order, and compares the total with the node's material budget. What happens next is a project setting: OFF (no check), WARN (a warning only), APPROVAL (the order needs an explicit budget approval) or BLOCK (the order is refused with BUDGET_BLOCK).

Partial orders and the schedule. If you order only part of a requisition line, the line is split and the rest stays open. Each order line gets a delivery schedule row with a due date. When no open requisition line remains, the requisition becomes ORDERED. If an order is a call-off against a framework agreement (`Purchase › Framework Agreements`), the agreement's committed value is updated.

> **EASY MISTAKE**
> The ERP's own approval for a purchase order is separate from the checks above. By default a PO above AED 25,000 and up to AED 100,000 needs a manager, and a PO above AED 100,000 needs a manager and then a director. The checks above can fail even when the approval has been given.

Subcontract order and certificates

Purpose. A subcontract is an agreement with a trade company that supplies labour or work, not stock. It is not a purchase order and does not appear in the ERP purchase order list. Its number is SUBC-nnnnn.
Who. The project manager or contracts manager creates it. A holder of `sharp.proc.approve` activates it.
Path. `Projects › Projects › the project › People › Subcontract` .

FIELD	WHAT TO ENTER	EXAMPLE (SUBC-00002)
Kind	Lump sum, measured items or cost plus.	Measured items
Scope	What the subcontractor will do.	Electrical first and second fix, testing and handover
Measured items	Node, quantity and rate for each item. Required to activate.	Node 3.1, 100 units at AED 2,380.00
Contract value	The original value. The current value changes with variations.	AED 238,000.00
Advance %	Share of each certificate recovered against an advance already paid.	0
Retention %	Share of each certificate held back.	10
Retention cap %	Cumulative limit on retention, as a share of the contract value.	5

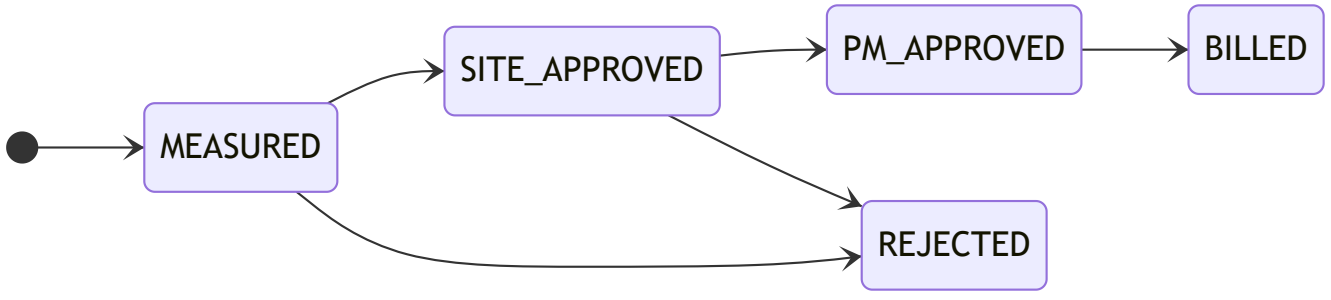
FIELD	WHAT TO ENTER	EXAMPLE (SUBC-00002)
Release at practical completion %	Share of retention released when the work is practically complete.	50
DLP months	The defects liability period (DLP), how long after completion the subcontractor stays liable for defects.	12
Back-charge mode	How damage the subcontractor caused is recovered: a price reduction on the certificate, or a recharge invoice.	Price reduction
Insurance expiry, trade licence expiry	Dates from the subcontractor's papers.	19/05/2027, 18/07/2027

The agreement is DRAFT, then ACTIVE, then CLOSED. Activation refuses to proceed when the insurance or trade licence has expired ("The subcontractor's insurance or trade licence has expired."), when the measured items add up to nothing ("Add the measured items (node, quantity, rate) first."), or when the items add up to more than the contract value. The default approval for a subcontract above AED 50,000 and up to AED 250,000 is a manager, and above AED 250,000 a manager and then a director. While an approval is pending the agreement stays DRAFT.

Certificates

A **certificate** is the formal statement of how much of the subcontract work has been measured and is due for payment. It can only be raised against an ACTIVE subcontract. For each item the quantity certified now cannot exceed the item's quantity, and the cumulative gross cannot exceed the agreement.

SUBCONTRACT AND CERTIFICATE STATUSES



The agreement itself runs DRAFT, ACTIVE, CLOSED. PM_APPROVED needs the sharp.proc.approve permission. Billing needs sharp.billing.invoice.

Gross = the sum of quantity x rate for each item, rounded to 2 decimals

Retention = the smaller of gross x retention %, and the room left under the cap (contract value x cap % less retention already held)

Advance recovery = gross x advance %

Net taxable = gross less retention. VAT is charged on this amount, because VAT on retention is charged when it is released.

Billing a PM_APPROVED certificate (permission `sharp.billing.invoice`) creates a supplier invoice with one line per item at the subcontract cost account, any back-charge lines, and a negative retention line "Retention withheld (VAT on release)". It applies the supplier's advance if one is available, records the retention in the retention ledger as payable, and sets the certificate to BILLED. The bill number starts SCB-, and the invoice is a normal PINV- document.

WORKED EXAMPLE: SUBC-00002 ELECTRICAL, P-00001 VILLA 24 FIT-OUT

SUBC-00002 is with Spark Electrical Supplies LLC, ACTIVE, value AED 238,000.00 for 100 measured units at AED 2,380.00 on node 3.1. Retention is 10% with a 5% cap (AED 11,900.00). Two certificates are BILLED, so 45 of the 100 units are certified.

CERTIFICATE	UNITS	GROSS	RETENTION	NET TAXABLE	VAT 5%	PAYABLE TO SUPPLIER
1, to 01/10/2026	25	59,500.00	5,950.00	53,550.00	2,677.50	56,227.50
2, to 22/10/2026	20	47,600.00	4,760.00	42,840.00	2,142.00	44,982.00

The invoice for certificate 1 (PINV-FY202600003) shows in the ledger as: Dr Subcontract Cost 53,550.00 and Dr Subcontract Cost 5,950.00 (the retained part is still cost); Dr VAT Input 2,677.50; Cr Retention Payable 5,950.00; Cr Trade Payables 56,227.50. Debits and credits both total AED 62,177.50. Certificate 2 (PINV-FY202600004) follows the same pattern with 42,840.00 and 4,760.00 to cost, VAT of 2,142.00, retention 4,760.00 and payables of 44,982.00. Retention held so far is AED 10,710.00. By the rule, only AED 1,190.00 more can be held before the 5% cap of AED 11,900.00 is reached.

Source: live demo, project P-00001, SUBC-00002 and its certificates, and the general ledger rows of PINV-FY202600003 and PINV-FY202600004, read on 12/11/2026 and 13/11/2026. The cap room is calculated from the rule in SharpPeopleApi.cs.

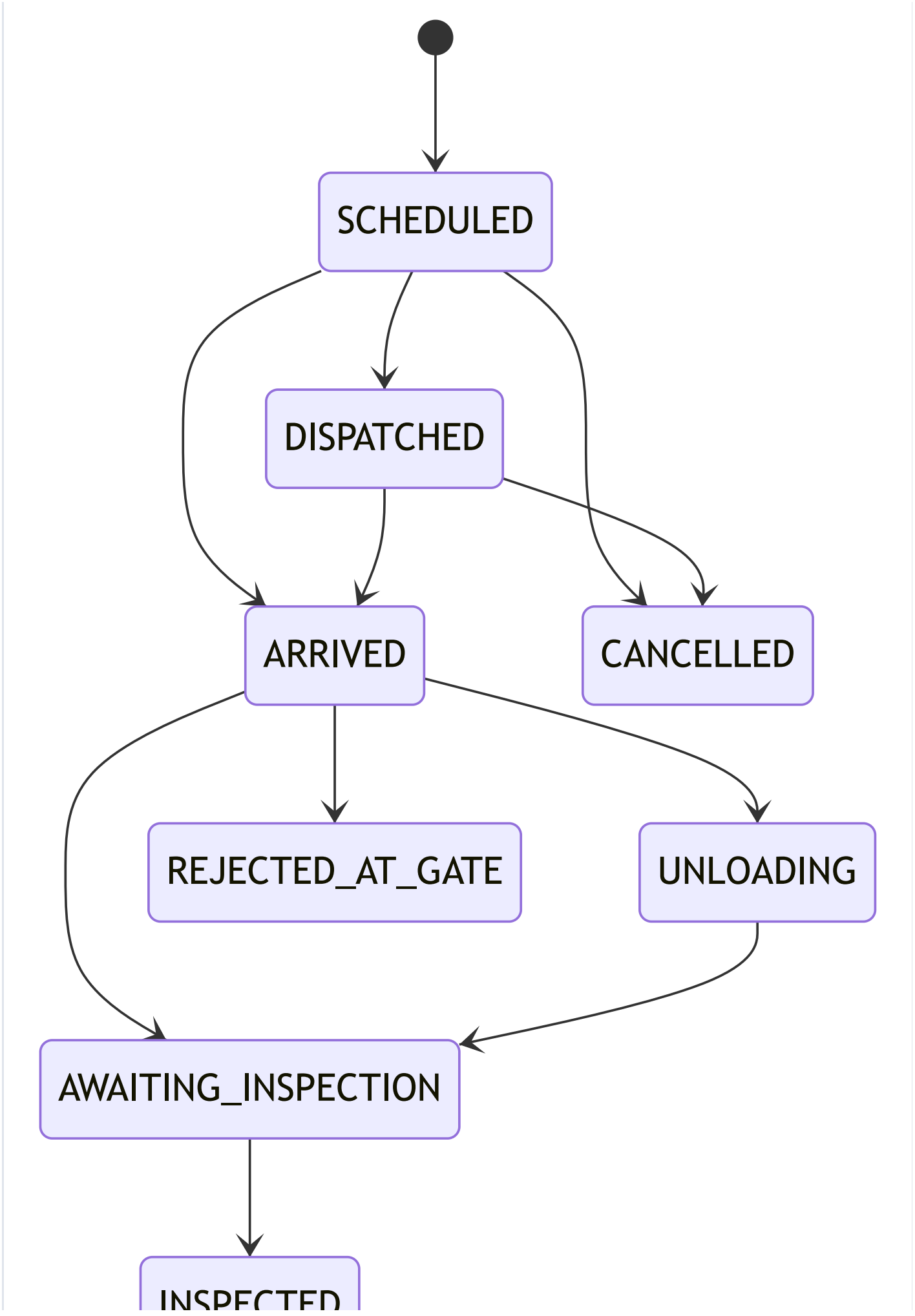
The same project holds SUBC-00003 Plumbing and drainage (AED 122,000.00, ACTIVE), SUBC-00006 Joinery (AED 270,000.00, ACTIVE) and SUBC-00001 HVAC (AED 331,000.00, lump sum, advance 10%, retention 10%, still DRAFT).

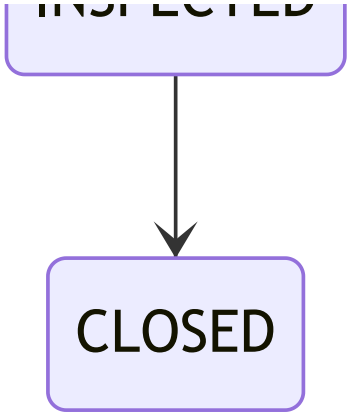
Delivery and inspection

Purpose. A delivery (DEL-) tracks one truckload against one purchase order, from the supplier's dispatch to the moment the store has counted and accepted it. **Who.** The storekeeper counts. A quality or site engineer inspects. **Path.** `Buy › Procurement › Receiving` or `Purchase › Delivery and Inspection`.

A delivery is scheduled with **Schedule a delivery** from a SUBMITTED (or AMENDED) order. The receiving store must be chosen: "Deliveries are scheduled against a submitted order."

DELIVERY STATUSES


SCHEDULED
DISPATCHED
ARRIVED
CANCELLED
REJECTED_AT_GATE
UNLOADING
AWAITING_INSPECTION
INSPECTED



Rejecting at the gate and cancelling both require a note.

1. **Mark progress**
   Dispatch, Arrive and Unload move the delivery along. Reject at the gate when the truck is turned away.
2. **Record the count**
   With the delivery ARRIVED or UNLOADING, press **Record the count**. Enter the quantity counted for each line, and the batch, expiry date and any damage note. The delivery moves to AWAITING_INSPECTION.
3. **Record the inspection**
   Press **Record the inspection**. For each line split the counted quantity into pass, conditional, reject and hold. If you enter nothing, the whole count passes.
4. **Decide the inspection**
   Press **Decide the inspection**. Rejects and conditionals raise NCRs, a reject raises a supplier return and a hold goes to quarantine.
5. **Receive the accepted goods**
   Press **Receive the accepted goods**. This posts the GRN.

Inspection has rules that the screen enforces. Pass plus conditional plus reject plus hold must equal the quantity counted (code MIR_QTY_SPLIT). A conditional needs a deviation text and a reject needs a reason. A failed critical check blocks pass and conditional. An inspection template can require a test certificate or

an approved sample before a line can pass. Each line's result is PASS, CONDITIONAL, REJECT, HOLD or SPLIT. The MIR itself is INSPECTED, then DECIDED, then GRN_POSTED, then CLOSED.

WORKED EXAMPLE: TWO TILE DELIVERIES FOR PO-FY202600001

PO-FY202600001 (651 and 357 M2 of TILE-60) was delivered in two trucks.

DELIVERY	SUPPLIER NOTE	LINE 1 NOTE / COUNTED	LINE 2 NOTE / COUNTED	RESULT
DEL-00001, vehicle DXB O 4238	DN-SEED-TILE-1	390 / 385	214 / 209	5 short on each line (short on count: 10). CLOSED.
DEL-00002	DN-SEED-TILE-2	260 / 260	142 / 142	12% rejected: 31 and 17. Reason "Shade differs from the approved sample board". CLOSED.

Accepted quantity is counted minus rejected: line 1 is 385 + 260 - 31 = 614, line 2 is 209 + 142 - 17 = 334. Only those 948 M2 enter stock. The other 60 M2 of the 1,008 ordered are not accepted: 12 were never counted (6 on each line) and 48 were rejected.

Source: live demo, project P-00001, deliveries DEL-00001 and DEL-00002 and the three-way view of PO-FY202600001, read on 12/11/2026.

Non-conformance reports and quarantine

Purpose. An NCR records goods that failed or passed only with a deviation, and follows the fix until it is closed. **Who.** The system raises it when the inspection is decided. The quality engineer and buyer follow it up. **Path.** `Build and Site › Non-conformance Reports`. The project's Procurement screen also counts open NCRs (8 on P-00001 in the demo).

INSPECTION RESULT	WHAT DECIDING IT CREATES
Conditional	An NCR (NCR-nnnnn, status OPEN, severity MINOR). A manager approves or rejects the conditional quantity, and an approved quantity is accepted into stock.
Reject	An NCR (OPEN, severity MAJOR) and a supplier return (SRT-, kind REJECT_AT_GATE) valued at the PO price. Rejected goods are never received.

INSPECTION RESULT	WHAT DECIDING IT CREATES
Hold	A quarantine row, status HELD. The goods wait for a test or a decision. Resolving it as PASS makes a follow-up inspection, posts a GRN and moves the stock out of the "Goods Not Accepted" account. Resolving it as REJECT raises an NCR.

NCR statuses are OPEN, ACTION_PLANNED, ACTION_DONE, VERIFIED, CLOSED and REJECTED. For the rejection in DEL-00002 the rule gives the supplier return a value of 31 × 38.40 = AED 1,190.40 on line 1 and 17 × 38.40 = AED 652.80 on line 2, a total of AED 1,843.20. That is a calculation from the rule, not a figure read from the demo.

Goods received note (GRN)

Purpose. The GRN moves accepted goods into the store at the accepted quantity and makes the first accounting entry. **Who.** The storekeeper, with `sharp.stores.post`. **Path.** The button **Receive the accepted goods** on the delivery, then `Purchase › GRN` for the list.

Needs the MIR to be DECIDED, otherwise "Decide the inspection before receiving the goods."

Quantity = pass + approved conditional. It can never exceed the accepted quantity (GRN_EXCEEDS_ACCEPTED).

Effect the MIR becomes GRN_POSTED, the delivery becomes CLOSED, and the order's schedule rows move to PART or RECEIVED.

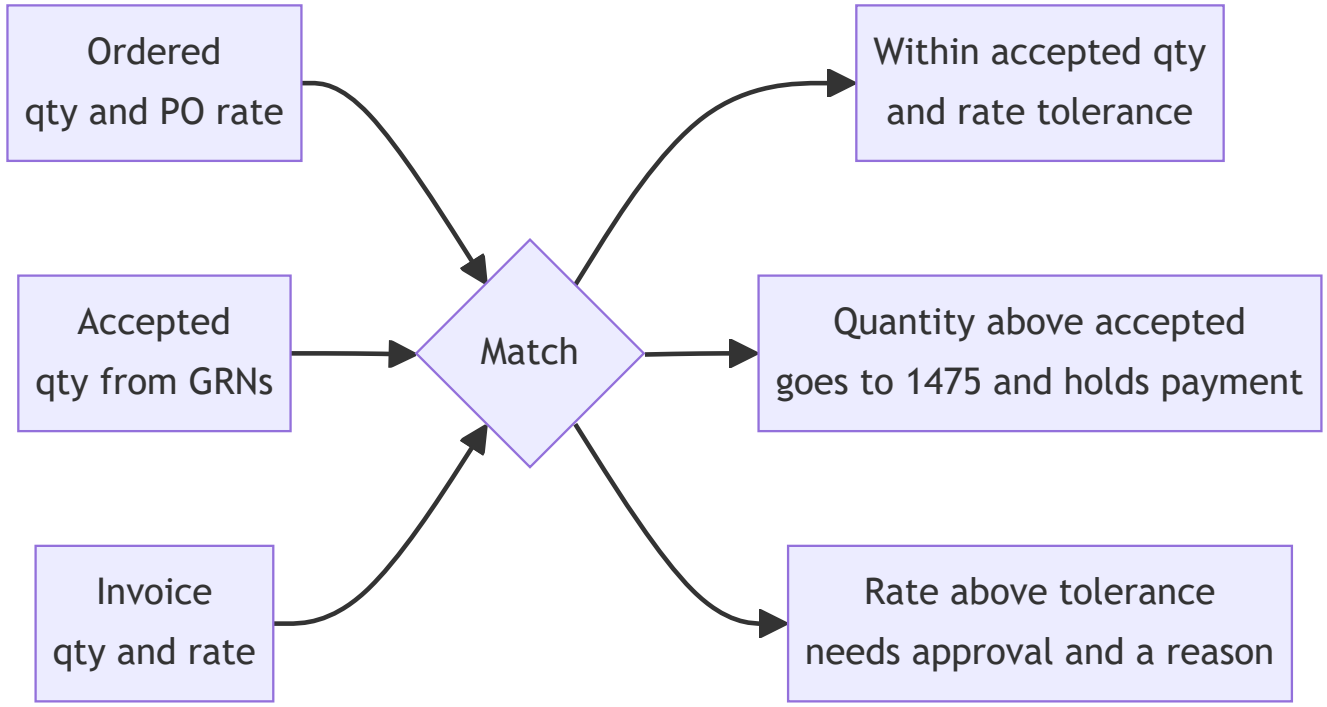
If nothing was accepted no GRN is posted.

On the accounts the GRN books stock in at the stock value, debit Inventory (1300) and credit "Goods Received Not Invoiced" for that supplier. It carries no VAT and no payable, because the supplier has not invoiced yet. Under the perpetual-inventory rule the receipt records the liability before the bill arrives.

Three-way match and the supplier invoice

Purpose. Before you pay a supplier, the invoice is matched with the order and with what was accepted. That is the three-way match: PO, GRN and invoice. **Who.** The accountant. **Path.** `Buy › Procurement › Invoices`, which lists the billing position of each order, then **Book the invoice**. The ERP's own list is `Purchase › Purchase Invoice`.

THREE-WAY MATCH PER PO LINE



Billable quantity is accepted minus already billed. Counted, rejected and held quantities are shown beside it.

For each PO line the view shows ordered, counted, accepted, rejected, held, billed and billable quantities and the PO price. On **Book the invoice** the accountant enters, for each PO line, the invoiced quantity and the invoiced rate. The system matches each line, oldest first, to receipts not yet billed.

Quantity above what was accepted is booked in full to account 1475 Goods Not Accepted - Supplier Receivable. The invoice is flagged for payment hold while that value is above zero.

Rate above the PO rate by more than the tolerance needs a user with sharp.proc.approve, the approval tick and a written reason.

Credit note to the supplier is raised from the invoice, either NOT_ACCEPTED (limited to the quantity still open in 1475) or CLAIM (needs a cost account).

Return after acceptance (kind RETURN_AFTER_ACCEPTANCE) is posted from the supplier return as a purchase-return stock-out.

WORKED EXAMPLE: FROM ORDER TO INVOICE, PO-FY202600001

LINE	ORDERED	COUNTED	ACCEPTED	REJECTED	HELD	BILLED	BILLABLE	PO PRICE
1 (node 4.1)	651	645	614	31	0	614	0	38.40

LINE	ORDERED	COUNTED	ACCEPTED	REJECTED	HELD	BILLED	BILLABLE	PO PRICE
2 (node 4.2)	357	351	334	17	0	334	0	38.40

Two GRNs received the goods: GRN-FY202600001 for 594 M2 (AED 22,809.60) and GRN-FY202600002 for 354 M2 (AED 13,593.60). Together they are 948 M2, which is AED 36,403.20 at AED 38.40. The supplier invoice PINV-FY202600001 bills 948 M2 for AED 36,403.20, plus VAT of AED 1,820.16, for a total of AED 38,223.36. Billable is zero on both lines, so nothing more can be billed against this order until more goods are accepted. The order value of AED 38,707.20 is never billed in full, because 60 M2 were never accepted.

Source: live demo, project P-00001, three-way view of PO-FY202600001, GRN-FY202600001 and 2, and the document chain and ledger of PINV-FY202600001, read on 13/11/2026.

GOOD PRACTICE

Check the Billable column before you key the invoice. If the supplier's invoice is for the full order quantity, expect a hold. Ask the supplier for a corrected invoice or a credit note for the rejected and uncounted quantity, and do not pay the held amount.

Stock request, issue to project and the store

Purpose. Accepted goods are in the store but are not yet project cost. The issue moves them to the node that uses them and charges that node. **Who.** The storekeeper, with `sharp.stores.post`. **Path.** `Projects › the project › Buy › Stores › Issue to node`, or `Inventory › Project Stores › Issue to Project`. The tabs on Stores are Issue to node, Returns, Transfers, Damage and wastage, Local purchase, Stock count and Labels.

FIELD	WHAT TO ENTER	EXAMPLE
Store	The store the stock leaves. Required.	The project's store
Node	The lowest-level (leaf) node that will use it. Required.	4.1
Item	The stock item. Required.	TILE-60
Quantity	Above 0.	60

FIELD	WHAT TO ENTER	EXAMPLE
Reason if over the BOQ	Needed if the issue exceeds the node's allowance.	A written reason
Approve over BOQ	Ticked by a user holding sharp.proc.approve.	Ticked

Closed project no issue is possible.

Stock available the default negative-stock policy is BLOCK: "Only {onHand} on hand in this store; the issue needs {need}. Receive or transfer stock first." Stock another project has reserved with a BLOCK reservation is not available (RESERVED_FOR_OTHERS).

BOQ allowance = quantity with wastage less quantity already consumed. An issue above it needs a reason and an approval (ISSUE_OVER_BOQ).

Side effects it consumes the project's reservations, adds to the material request's issued quantity and sets the MR to ISSUED when all lines are issued.

WORKED EXAMPLE: TILES ISSUED TO SITE, P-00001

On 27/10/2026 the store issued 60 tiles to the project. The issue (Sharp number MI-00020) is valued at the moving-average cost of AED 38.40 a unit, which is also the PO price, so the value is 60 × 38.40 = AED 2,304.00. The matching ERP stock adjustment is ADJ-FY202600020.

ACCOUNT	DEBIT	CREDIT
5300 Project Materials (tagged P-00001)	2,304.00	
1300 Inventory		2,304.00

Project materials cost goes up by AED 2,304.00 and inventory goes down by the same amount.

Source: live demo, project P-00001 store movement MI-00020 and the general ledger rows of ADJ-FY202600020, read on 13/11/2026.

Transfers and returns from site

Return from site

On the **Returns** tab you choose a posted issue and the quantity coming back for each line. The return needs the issue line it reverses, and it reverses at the original issue cost. The numbers start MRT-. The material request line's issued quantity goes down and the BOQ allowance is restored.

Site transfer

On the **Transfers** tab choose From store, To store, Item and Quantity. Ticking **Send through transit** moves the goods first to a TRANSIT warehouse ("There is no TRANSIT warehouse; create one or send directly."). The receiving store then confirms the receipt, and cannot confirm more than was sent. Any shortage is reported. The numbers are STR- for the send and STRR- for the receipt. A transfer between two projects needs `sharp.transfer.approve`. The default transfer workflow runs DRAFT, APPROVED, SENT, IN_TRANSIT, RECEIVED and CANCELLED.

> **RULE**
> A transfer moves the stock ledger only. It writes no ledger rows because both stores use the same inventory account. A transfer therefore never changes the profit or the balance sheet, and a return from site reverses the original issue entry.

Damage and write-off

Purpose. Goods that break, go missing or expire in a store are written off with a cause and a person responsible, so the cost is recovered where possible. **Who.** The storekeeper reports, a manager decides the treatment. **Path.** `Buy › Stores › Damage and wastage` or `Inventory › Project Stores › Damage and Write-off`.

FIELD	WHAT TO ENTER	CHOICES
Node, Item, Quantity	What was lost and where it would have been used.	
Cause	Why it was lost.	DAMAGED, LOST, THEFT, EXPIRED, WASTAGE, REWORK, WEATHER, OTHER
Responsible	Who is liable.	NONE, OWN_CREW, SUBCONTRACTOR, SUPPLIER, CLIENT, THIRD_PARTY
Treatment	What to do with the cost.	PROJECT_COST, BACKCHARGE_SUBCONTRACTOR, CLAIM_SUPPLIER, WRITE_OFF_OVERHEAD and others

Posting the report (number DMG-, status POSTED) takes the stock out at cost: debit 5380 Material Wastage & Damage, credit Inventory. With the treatment **BACKCHARGE_SUBCONTRACTOR** the system also raises a sales invoice to the subcontractor at cost and sets the damage to RECOVERED. A **back-charge** is a charge to a subcontractor for loss that it caused. A summary by project, section and category

is available for reports. No posted damage report appears in the demo ledger rows read, so this section has no live example.

Supply plan

Purpose. The supply plan tells the buyer what to order now so that the material reaches the site before the work needs it. **Who.** The buyer or project manager. **Path.** `Buy › Supply plan` or `Inventory › Project Stores › Supply Plan`. A run looks 90 days ahead by default.

Net need = quantity with wastage less quantity already consumed, never below zero.

Shortage = net need less reserved, less free stock in the project's stores, less quantity on open orders, less quantity already requested.

Order by = required-on-site date less (item lead time + safety days + transport days). The defaults are lead time 14, safety 3, transport 0.

STATUS	MEANING
OK	No shortage, or the order-by date is more than 30 days away.
ORDER_NOW	The order-by date falls within 30 days.
AT_RISK	The order-by date falls within 7 days.
LATE	The order-by date is already in the past.
GATE_BLOCKED	A design gate stops the purchase.

WORKED EXAMPLE: BLOCKS FOR NODE 2.1, P-00001

The latest run, for 08/11/2026 with a 90-day horizon, lists BLK-200 Hollow concrete block 200 mm for node 2.1 Blockwork partitions 200 mm. The node needs 752.5 and the project stores hold 550, with nothing reserved, on order or on requisition. The shortage is 202.5. The work was required on site on 02/09/2026. With a lead time of 14 days and 3 safety days the suggested order date is 16/08/2026, which is already past, so the status is LATE.

Source: live demo, project P-00001 supply plan run of 08/11/2026, read on 13/11/2026. The plan is DRAFT. Dates come from the seeded schedule.

Imports and landed cost

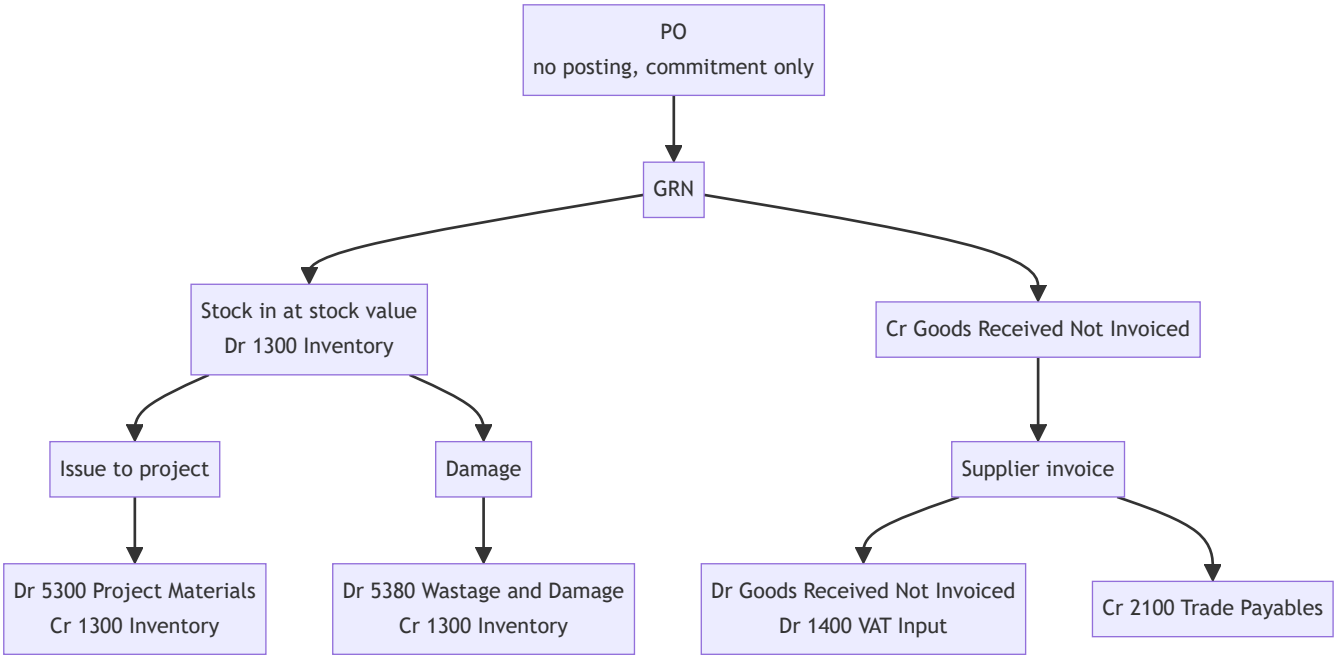
For goods bought abroad the build holds the registers on `Projects › Sourcing › Imports and landed cost`, which is the same area as

`Purchase › Import and Landed Cost`. They are Letters of credit (LC), Shipments (incoterm, bill of lading, container), Customs entries (bill of entry, CIF value, duty) and Bank guarantees (bid bond, performance, advance payment, retention, customs). The tab is shown only to users who may see prices.

The **Landed cost vouchers** card spreads freight and customs cost over the goods it belongs to. You tick the goods receipts, tick the freight and customs supplier invoices, choose **Allocate by** (Value, Qty, Weight or Manual) and press **Post the voucher**. The screen explains the result: the invoices are booked to Landed Cost Clearing, and the voucher moves them into the stock value of the goods received. The share that belongs to goods already issued or sold goes to cost. The seeded accounts are 1480 LC Margin Deposit and 1490 Landed Cost Clearing. The demo has no landed cost voucher and no import record, so this section has no worked example.

What posts where

ACCOUNTS AND STOCK AT EACH STEP



Read each box as the ledger lines that document makes. Documents above the GRN make none.

DOCUMENT	STOCK	ACCOUNTS
MR, requisition, RFQ, award, PO	None (a reservation holds stock for a project)	None
GRN	In, at accepted quantity	Dr 1300 Inventory, Cr Goods Received Not Invoiced. No VAT, no payable.

DOCUMENT	STOCK	ACCOUNTS
Supplier invoice (PI)	None, except a price difference on goods still held, which goes to Inventory	Dr Goods Received Not Invoiced at the receipt's value, one line per GRN. Dr Inventory or expense for lines with no receipt. Dr 1400 VAT Input. Cr 2100 Trade Payables. A price difference on goods already sold goes to 5400 Purchase Price Variance.
Goods billed beyond acceptance	None	The excess goes to 1475 Goods Not Accepted - Supplier Receivable
Issue to project (MI-)	Out, at moving average	Dr 5300 Project Materials (or the node's cost account), Cr 1300 Inventory. Tagged with the project and the node.
Return from site (MRT-)	In, at the original issue cost	Reverses the issue
Site transfer (STR-, STRR-)	Out of one store, into the other	None
Damage (DMG-)	Out	Dr 5380 Material Wastage & Damage, Cr 1300 Inventory. A back-charge also raises a sales invoice at cost.
Subcontract certificate, billed (SCB-)	None	Dr 5320 Subcontract Cost (retention included), Cr 2150 Retention Payable, Cr 2100 Trade Payables, Dr 1400 VAT Input on the amount after retention

WORKED EXAMPLE: THE LEDGER ROWS OF A RECEIPT AND OF AN OLDER TILE INVOICE

The demo holds goods received before the accrual rule and after it. The receipt GRN-FY202600006 on 10/11/2026, for project P-00003, shows the rule as it works now.

DOCUMENT	ACCOUNT	DEBIT	CREDIT
GRN-FY202600006	1300 Inventory	107,200.00	
GRN-FY202600006	2151 Goods Received Not Invoiced		107,200.00

DOCUMENT	ACCOUNT	DEBIT	CREDIT
PINV-FY202600001	1300 Inventory	36,403.20	
PINV-FY202600001	1400 VAT Input	1,820.16	
PINV-FY202600001	2100 Trade Payables (Dubai Building Materials LLC)		38,223.36

The tile receipts GRN-FY202600001 and 2 have no ledger rows in the period read, and the invoice that billed them behaves as it did before the accrual rule. In that case the invoice debits Inventory directly, with the VAT and the payable. For a receipt posted under the accrual rule, the invoice debits Goods Received Not Invoiced instead and clears what the receipt credited.

Source: live demo general ledger, 01/09/2026 to 13/11/2026, read on 13/11/2026. The older-receipt rule is stated in the comments of GlMapper.cs.

Approval rules in one place

The defaults below are installed in each new company and can be changed in the workflow designer. The demo company's own settings were not read, so check `Settings › Approvals and Workflows` before you tell a client what applies to them.

DOCUMENT	DEFAULT RULE	WHO APPROVES
Material request	Only when it goes over the BOQ	Manager
Requisition	Above AED 25,000	Manager
RFQ award	Not the lowest quote	Manager, then director
RFQ award	Above AED 100,000	Manager
Purchase order	Above AED 25,000 up to AED 100,000 Above AED 100,000	Manager Manager, then director
Subcontract	Above AED 50,000 up to AED 250,000 Above AED 250,000	Manager Manager, then director

DOCUMENT	DEFAULT RULE	WHO APPROVES
Supplier invoice	Above AED 50,000	Manager
Transfer between projects	Always	Holder of sharp.transfer.approve

Price checks

Order against budget or framework rate. Award rate against BOQ, framework and last paid. Invoice rate against the PO rate. The narrowest of category, project and company tolerance applies. Demo: 10%.

Key permissions

`sharp.proc.approve` approves requisitions, awards and subcontracts and any price or budget override. `sharp.mir.decide` decides inspections. `sharp.stores.post` posts GRNs and issues. `sharp.billing.invoice` bills certificates. `sharp.director.approve` is the director step.

Segregation

The person who raised a record cannot approve it, unless the company setting is switched on. The proposer of an award cannot approve it when the four-eyes setting is on.

BLOCKED

An order cannot be placed from a requisition that is not APPROVED. A delivery cannot be scheduled against an order that is not SUBMITTED. A GRN cannot be posted before the inspection is DECIDED. A reason typed on a line does not replace the approval the line needs.

Check yourself

- [ ] I can name the ten steps from material request to supplier invoice and say which is the first to post to the accounts.
- [ ] I know why a request over the BOQ balance needs a reason on the line and a manager's approval.
- [ ] I can work out a quote's landed rate from its rate, freight and duty, and explain why the lowest rate can lose.
- [ ] I can explain the four scoring criteria, their default weights and what changes them.
- [ ] I know which cases need a written reason when awarding, and who approves an award that is not the lowest.

- [ ] I can read a PO line's price check and say what happens above the tolerance.
- [ ] I know that counting, inspecting, deciding and receiving are four separate buttons, and which permission each needs.
- [ ] I can say why a supplier invoice for the full order quantity is held when part of the delivery was rejected.
- [ ] I can calculate a subcontract certificate's retention, including the cap, and name the account it lands in.
- [ ] I know what an issue, a transfer and a damage report each do to stock and to the accounts.

Where next. The goods are now in stock and charged to the work. The chapters that follow cover running the work on site. Paying supplier and subcontractor invoices and releasing retention is covered in Part 10.

PART 6

Execute and change

Once the contract is signed and the budget is set, the job is to record what really happens on site every day, and to deal with every change to the contract in writing, with dates. This part covers the site records first, then variations, delay events, claims and supplier claims.

Seven short terms are used here. A **daily log** is the site diary for one day. A **timesheet** records hours worked, by person and by item of work. A **permit to work** is written permission to start a dangerous job such as hot work. A **snag** is a small defect on a list that must be fixed before handover. A **variation order** (VO) is a written change to the scope or the price of the contract. **EOT** means extension of time: extra days added to the completion date. A **back-charge** is an amount you take from a subcontractor because they caused a cost, for example by leaving a defect.

The two halves on one page

The first half runs every day and is mostly entered from the phone. The second half runs when something outside the plan happens, and it is where money and dates are won or lost. Almost nothing in the first half posts to the accounts. The exceptions are labour allocation and plant charge-out, covered below, and they post only when someone runs them on purpose.

1

Daily log and progress

The site engineer records the day and the percent done per item.

Project › Build and Site › Site and Progress

2

Hours and machines

Timesheets and equipment use are approved on site, then by the project manager.

Employees › Timesheets, Assets

3

Checks and safety

Inspections, permits, incidents, toolbox talks and snags.

Build and Site › Quality, Permits to Work

4

Something changes

The client instructs extra work, or delays the job.

Delay events, Variation Orders

5

Claim or variation

Time and cost are claimed in writing within the notice period.

Projects › Claims and Delay Events

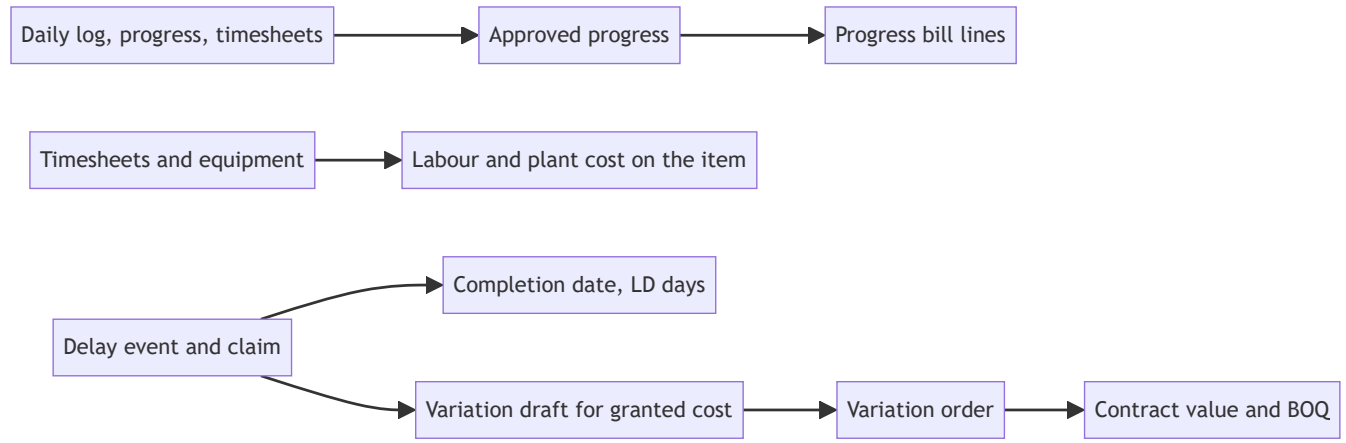
6

Decision applied

Contract value or completion date moves, with a trail.

Contract, billing, schedule

WHAT EACH RECORD CHANGES



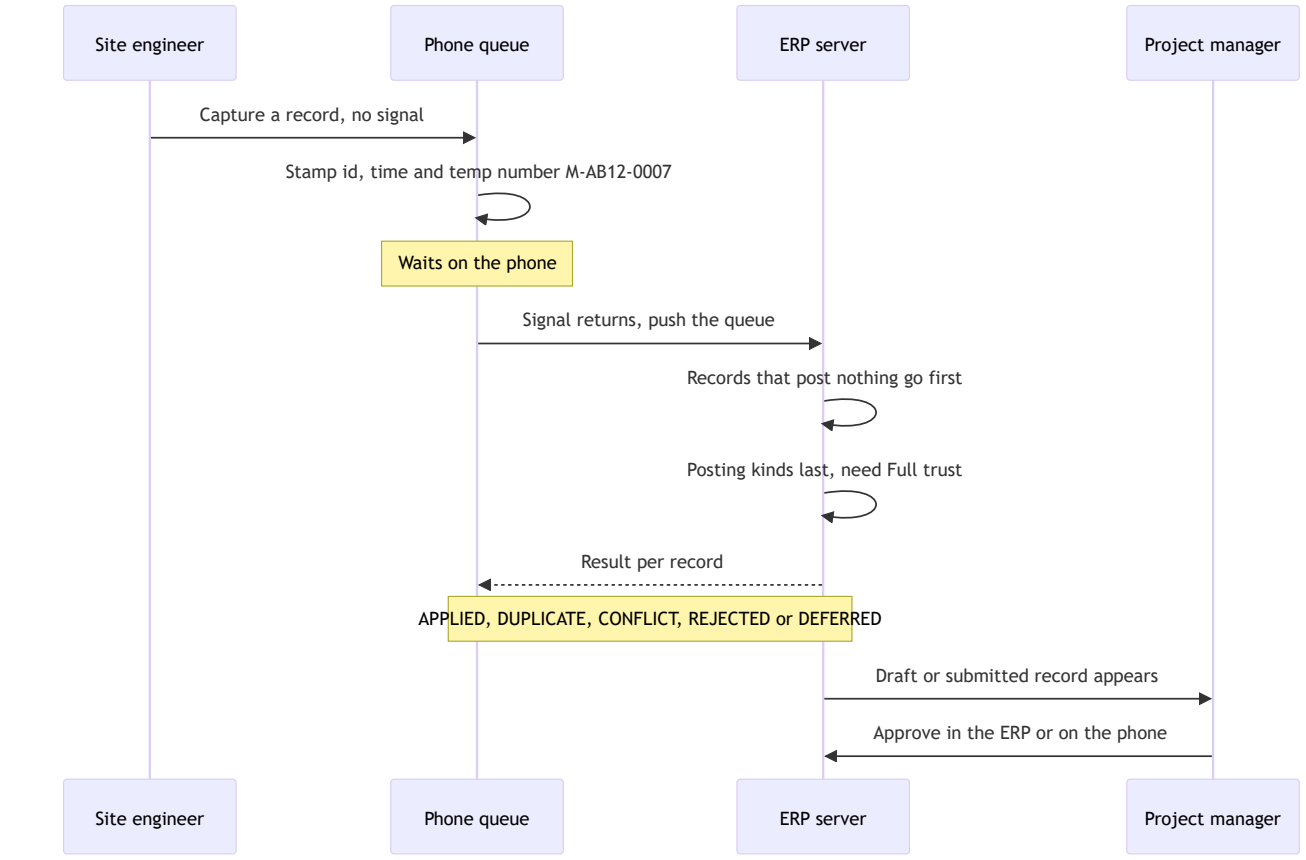
Read left to right. Site records feed progress and cost. Changes feed the contract. A granted claim cost reaches the contract only through a variation.

How site data gets from the phone to the ERP

Site staff enter most records on the phone app, because the signal on site is poor. The app keeps each record in a queue on the phone and sends it when the connection returns, so a record is never lost to a dropped signal. Site engineers, the project manager, the storekeeper, gate staff, inspectors and the safety officer each see only the screens for their role.

1. **Install and sign in**
   Open the app at the address ending `/m` and set a PIN of 4 to 12 digits.
2. **Get the phone approved**
   An administrator approves it under `Control › Mobile Devices` and gives it a trust level (Basic, Standard or Full), its roles and its projects.
3. **Download for offline**
   Before a poor-signal day press
   Download for offline
   so the lists you need are on the phone.
4. **Capture**
   Enter the record. The phone stamps it with a unique id, the time it was captured and a temporary number such as `M-AB12-0007`.
5. **Sync**
   When there is a signal the queue is sent. Each record comes back with a result and, where a real number is issued, the real number replaces the temporary one.

ONE SITE RECORD, FROM PHONE TO ERP

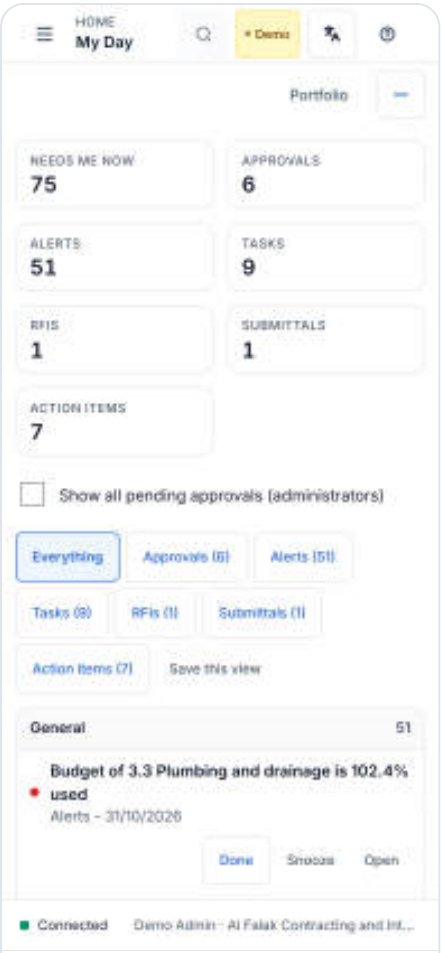


The same record sent twice is recognised by its id and answered DUPLICATE, so a retry never creates a second copy.

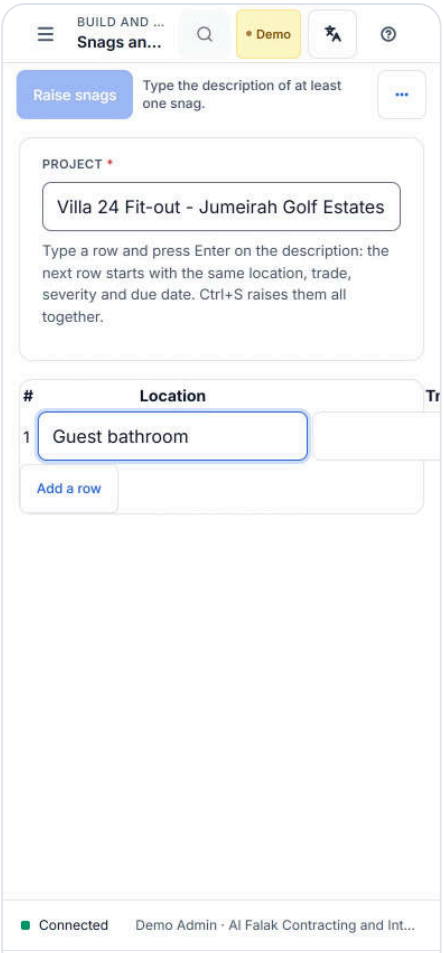
RESULT	WHAT IT MEANS
APPLIED	The ERP accepted the record and it now exists there.
DUPLICATE	This record was already received. Nothing is created twice.
CONFLICT	Someone changed the same record in the ERP first. For records that follow a status flow, the server wins.
REJECTED	A rule refused it, for example a missing reason. The phone shows why.
DEFERRED	Held back, for example a posting record on a phone whose trust level is below Full.

QUANTITIES ARE NEVER MERGED

Records that only add (a check-in, a photo, a fuel entry) never conflict. Records that follow a status flow obey the server. A quantity is never averaged or merged with another person's quantity. Stock records that post (goods received, issues, returns, transfers, count posting) are sent last and need Full trust.



My Day on the phone: what needs the user now, approvals, alerts, tasks, RFIs, submittals and action items in one list.



Raising snags on the phone: pick the project, type a row and press Enter.

The daily site log

The site engineer writes one log per site per day. It is the first document anyone reaches for in a dispute, because it says who was on site, what was done, what stopped the work and who gave which instruction.

1 **Open the log**

Go to `Projects › open the project › Build and Site › Site` and stay on the **Daily log** sub-tab. The other sub-tabs are Permits, Safety, Issues risks and decisions, Meetings and Equipment on this project.

2 **Prefill the people and machines**

Press **Fill from check-ins and machine hours**

. Manpower and equipment come from the site gate check-ins and from the equipment usage already entered.

3 **Write the day**

Fill in the text fields below and add photos.

Stamp my position on the photos

adds the place the photo was taken.

4 **Enter progress**

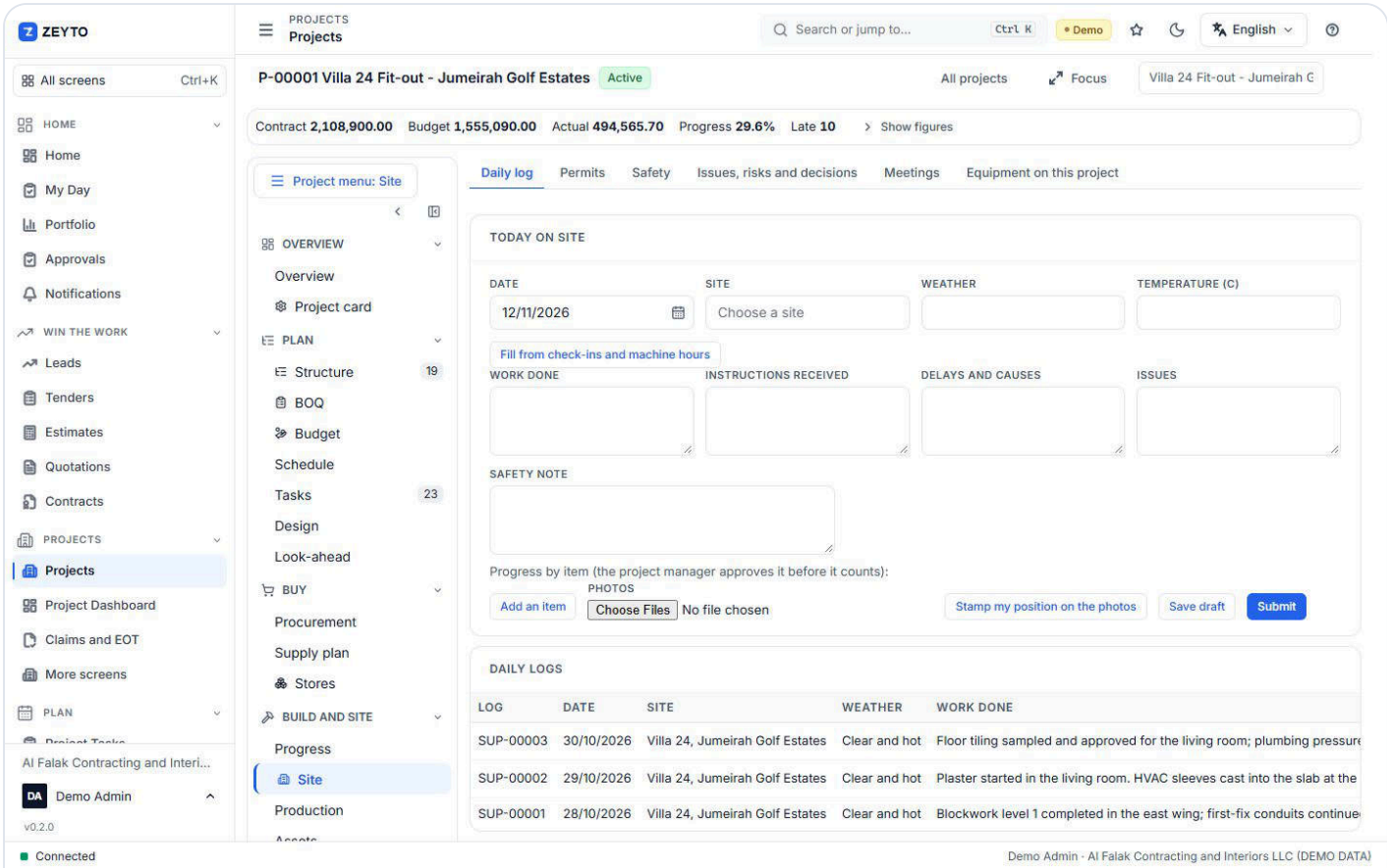
In

Progress by item

type the percent done for the items worked today.

5 **Save draft or Submit**

A draft can still be edited. Submit sends it for signature.



The Daily log form with its fields, the two helper buttons, and the earlier logs SUP-00001 to SUP-00003 listed underneath.

FIELD	WHAT TO ENTER
Date	The day the log covers. The form opened on 12/11/2026 when this picture was taken.

FIELD	WHAT TO ENTER
`Site` , `Weather` , `Temperature`	Where you were and the conditions. Weather is the usual evidence for a weather delay.
`Work done`	What was actually built, by area or item.
`Instructions received`	Anything the client, consultant or main contractor told you, and who said it. This is where a verbal instruction first gets written down.
`Delays and causes`	What stopped or slowed the work and why. It is the first record a later delay event points back to.
`Issues` , `Safety note`	Problems and anything safety related.
`Progress by item`	Percent done per item. Only items at the lowest level of the work breakdown count, and the percent must be from 0 to 100 and not below what is already approved.

Document states. A log is numbered `SUP-` and moves `DRAFT` `SUBMITTED` `SITE_ENGINEER_SIGNED` `CLIENT_SIGNED`. A daily progress report (DPR) can be produced for the date. The engineer signs it first, then the client's representative.

What posts. Nothing. A percent typed in the log creates a progress entry that waits for the project manager's approval.

What can go wrong. A percent below the approved figure is refused. A percent on a group line instead of an item is ignored. A log that was never submitted is not signed by anyone, so it proves little.

Progress by item

Progress is how much of each BOQ item is physically done. It drives the progress bill, so the project manager or quantity surveyor treats it as a money screen, not a courtesy.

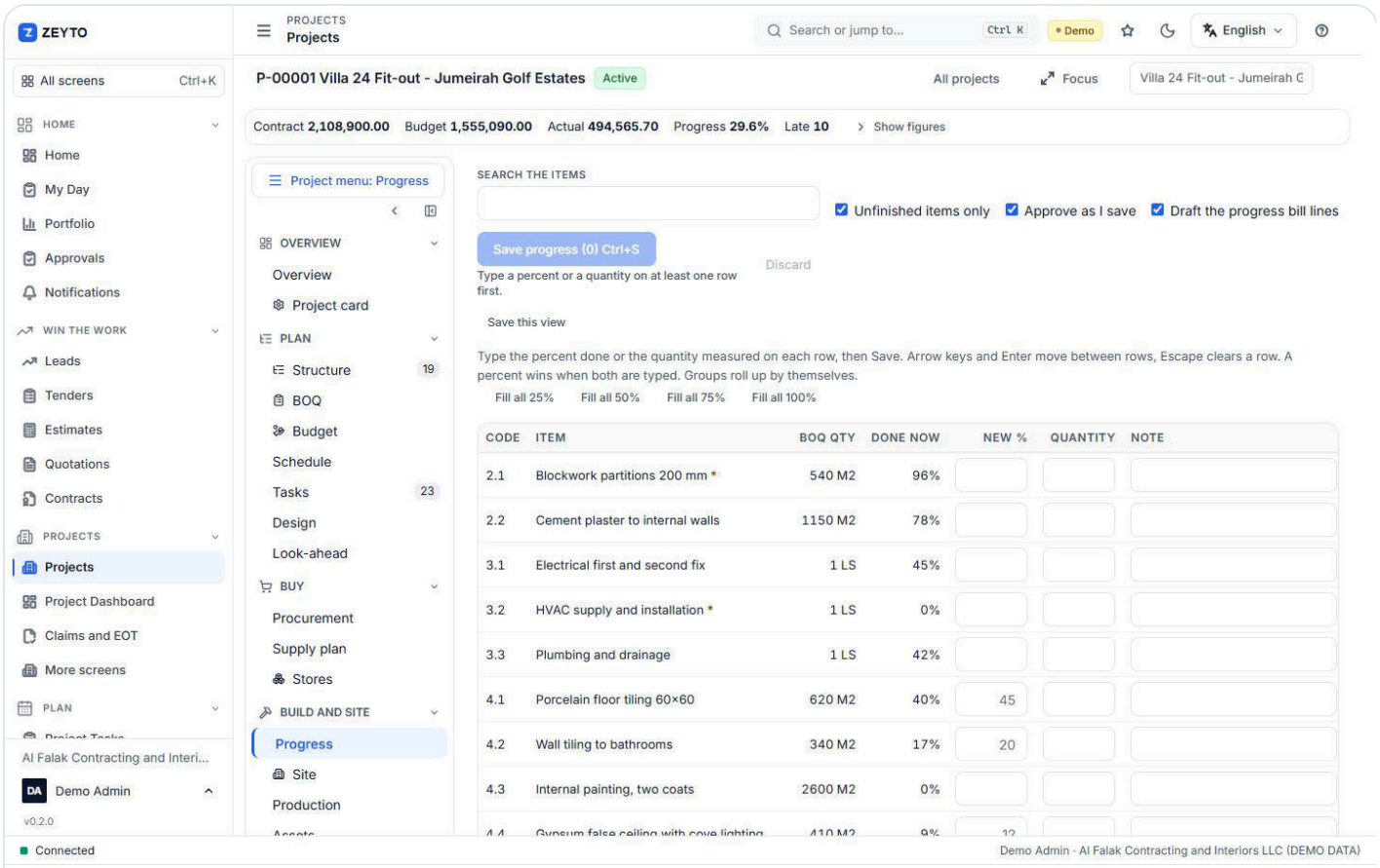
1. **Open the grid**
   Go to `Projects › open the project › Build and Site › Progress`.
2. **Enter the figures**
   Per item type either a new percent or a quantity. If you type both, the percent wins. The buttons Fill all 25, 50, 75 and 100% set a whole column at once. Tick
   Unfinished items only
   to shorten the list.

3 **Choose what the save does**

Tick **Approve as I save** if you hold `sharp.progress.approve`. Tick **Draft the progress bill lines** to start the bill from the approved figures.

4 **Save**

Press **Save progress** (or Ctrl+S).



The progress grid: BOQ quantity, done so far, new percent, quantity and a note for each item.

> **PROGRESS DOES NOT GO BACKWARDS**
>
> A figure below the approved percent is refused unless the company setting `sharp.progress.allowRegression` is on. A bill line above the approved percent is refused when billing. Approved progress also recalculates the schedule.

Next step. Approved progress is what the progress bill is drafted from. See Part 7.

Timesheets and attendance

A timesheet turns hours into project cost. Staff and hired workers are fed in from the site gate check-ins, so people do not retype hours that the gate already knows. Employees enter or correct the rest.

1. **Open it**

   Go to `Employees › Time › Timesheets`. The page has the tabs Timesheets, Labour allocation, Crews, Departments and teams, Overtime rules and Standard hourly rates. Attendance entry for HR is at `Employees › Attendance`.

2. **Enter lines**

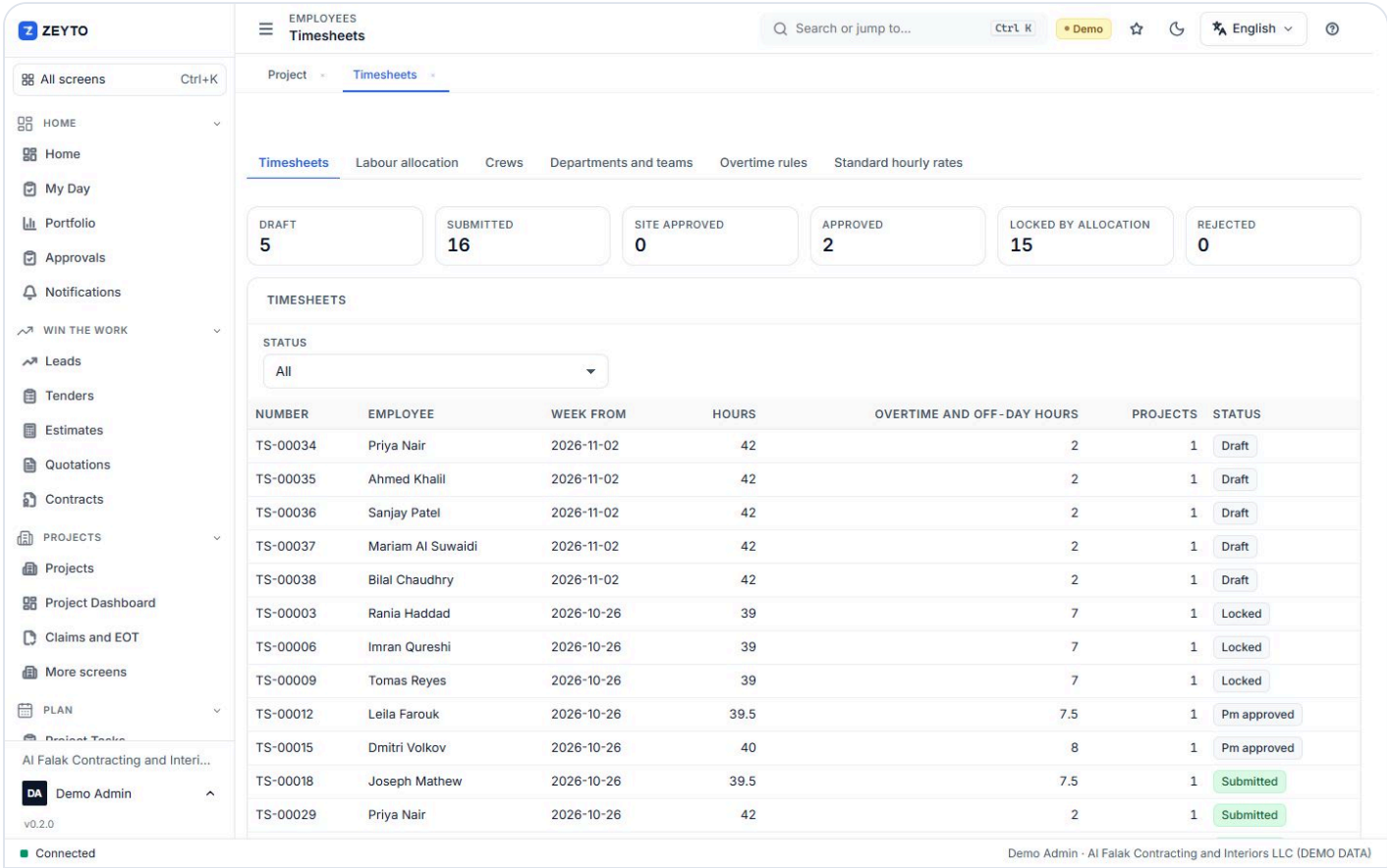
   Each line is a day, a project, an item of work and hours. Hours on or before the cost lock date are blocked.

3. **Submit, approve on site, approve by the project manager**

   Nobody approves their own timesheet.

4. **Run labour allocation**

   Once a month, on the Labour allocation tab, with the basis Actual payslip or Standard rate.

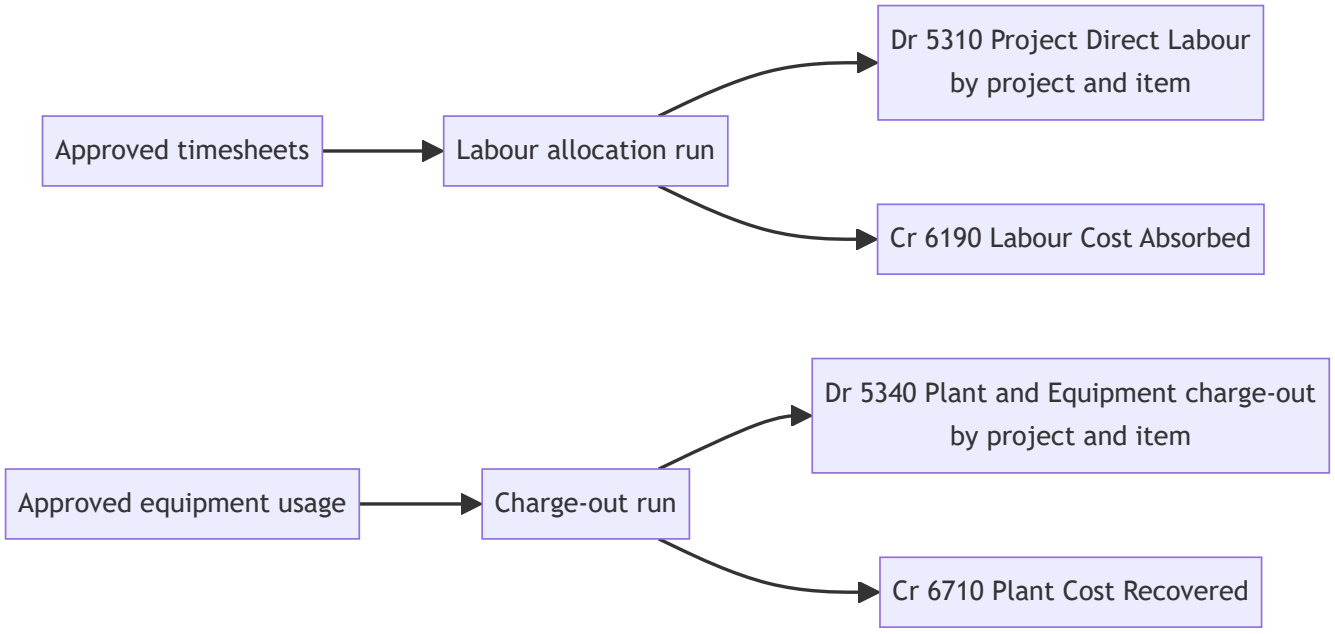


The Timesheets tab with its status tiles: Draft, Submitted, Site approved, Approved, Locked by allocation and Rejected.

A timesheet moves `DRAFT` `SUBMITTED` `SITE_APPROVED` `PM_APPROVED` `LOCKED`. LOCKED means a labour allocation run has used it and it can no longer be edited. A `REJECTED` timesheet is sent back with a reason and returns to DRAFT when edited.

The standard overtime rule, **STD Standard (8 h, Friday off)**, allows at most 16 hours a day, pays overtime at 1.25, and pays work on an off day or a holiday at 1.5.

WHAT LABOUR ALLOCATION AND EQUIPMENT CHARGE-OUT POST



Labour allocation moves the project's share of payroll that was already accrued, so there is no second accrual. Plant charge-out charges the project and credits the plant cost recovered.

WORKED EXAMPLE: A WEEK OF ELECTRICAL HOURS, TS-00003

Rania Haddad (E-002) worked the week 26/10/2026 to 01/11/2026 on Villa 24, project P-00001, item 3.1 Electrical first and second fix. The hours came in from the gate check-ins. Her timesheet `TS-00003` has four lines, 26/10 to 29/10/2026.

DAY	REGULAR HOURS	OVERTIME HOURS
26/10/2026	8.00	1.75
27/10/2026	8.00	1.75
28/10/2026	8.00	1.75
29/10/2026	8.00	1.75
Total	**32.00**	**7.00**

That is 39.00 hours in all. It was approved on site, approved by the project manager and then locked by labour allocation run `LAR-00001` for period 2026-10 on the basis Standard rate. The run posted journal `JV-FY202600001` for AED 26,891.20, covering 616.25 hours and 6 employees. Once locked, TS-00003 cannot be edited. To change it, the run has to be reversed first.

Source: live demo, read on 12/11/2026 (re-checked 13/11/2026); timesheets screen and labour allocation tab.

Equipment use

Equipment use records which machine worked on which item and for how many hours, so the project carries the cost of the machine it used. It is entered by the site engineer or assets staff, from `Assets` on the tab **Usage and charge-out**, or from the project at `Build and Site › Site › Equipment on this project`.

A usage record has the states `ENTERED` `SITE_APPROVED` `PM_APPROVED` `CHARGED` and `REJECTED`. The record itself posts nothing. A charge-out run posts the journal shown above. Breakdown hours are free. The asset must have a rate, and an asset whose papers have expired cannot work. Fuel logs from the phone are a posting kind, so they are sent last.

WORKED EXAMPLE: THE SCISSOR LIFT ON ITEM 4.4

The 8 m scissor lift `AST-00003` has a dry rate of AED 120.00 per hour. On 29/10/2026 it worked 7.50 hours on item 4.4. The usage record is `CHARGED` for AED 900.00 (7.50 hours at AED 120.00). The pickup truck `AST-00002` is rated AED 260.00 per day, so an 8-hour row charges AED 260.00, and the concrete mixer `AST-00001` at AED 45.00 per hour charges AED 292.50 for 6.5 hours.

Source: live demo, assets and equipment usage, read on 12/11/2026.

Quality inspections

Quality checks stop bad work and bad material before they become a claim against you. Three records do this job.

Inspection templates the checklist

> Set up at `Build and Site › Quality › Inspection Templates`. A template applies to one item, a group, a category or everything. A critical check rejects the goods when it fails.

Material inspection report (MIR) what the inspector found when goods arrived

> On the project hub under Procurement, then Receiving. Failed goods lead to an NCR.

Inspection and test plan points (ITP) checks during the work

> On the Design tab, inspection plans. The kinds are HOLD, WITNESS, REVIEW and SURVEILLANCE. The results are PENDING, PASS, FAIL and NA. A FAIL raises a non-conformance report of kind WORK, unless you tell it not to.

Non-conformance report (NCR) the record of the failure

> At `Build and Site › Quality › Non-conformance Reports`. States: `OPEN` `ACTION_PLANNED` `ACTION_DONE` `VERIFIED` `CLOSED` `REJECTED`.

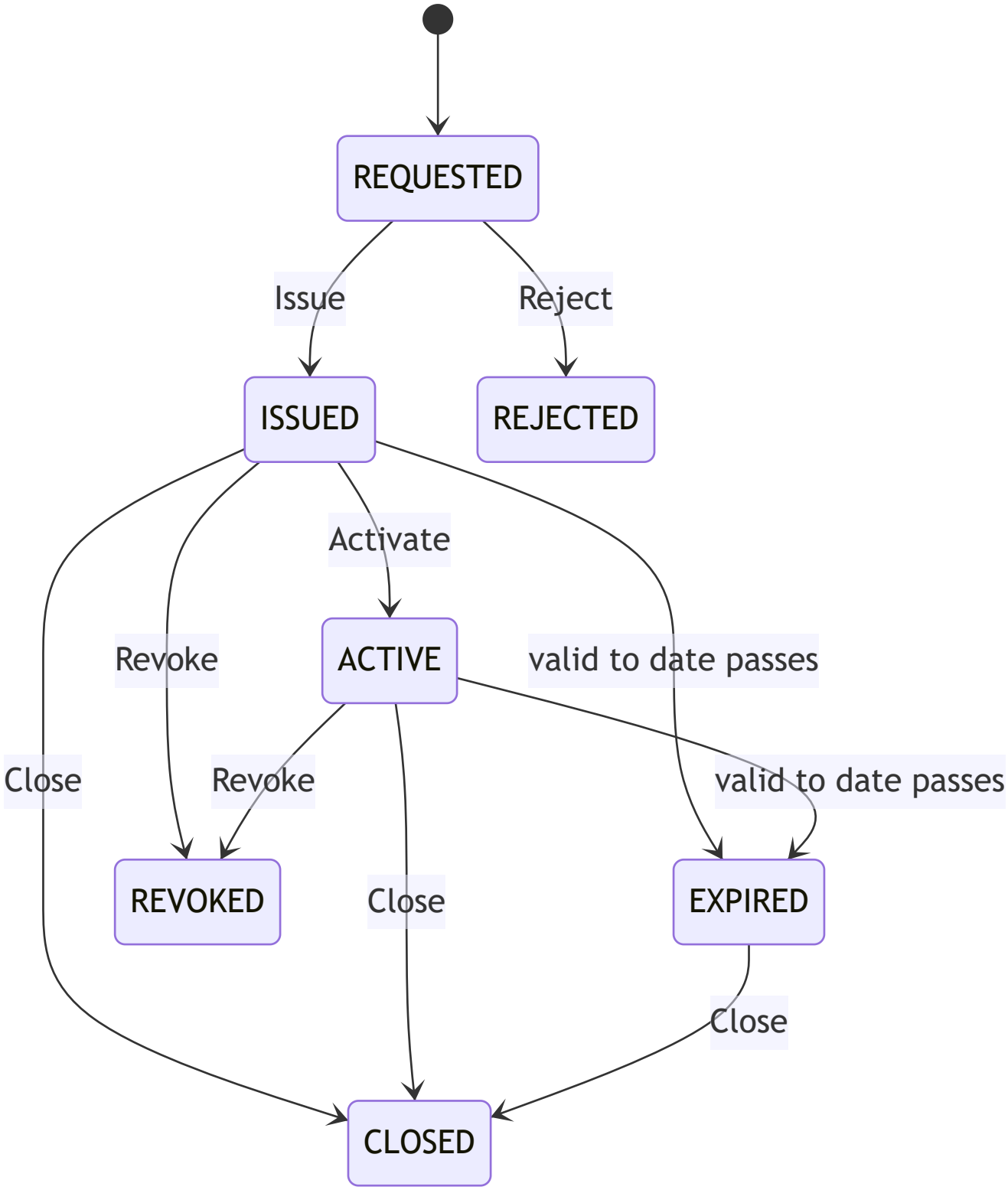
Inspection records post nothing to the accounts. A permit or a passed check can still stop work: an item of work can be gated so that it cannot start until a permit is active, a quality check has passed or an ITP is approved.

Real data. On Villa 24 the rejected tile shade (MIR-00002) produced NCR-00001 and NCR-00002. Six more NCRs, NCR-00003 to NCR-00008, are against the supplier Xtreme Hardware Trading (SUP-XT), all for material, mostly still open and due 15/11/2026. They are the basis of the supplier claims later in this part.

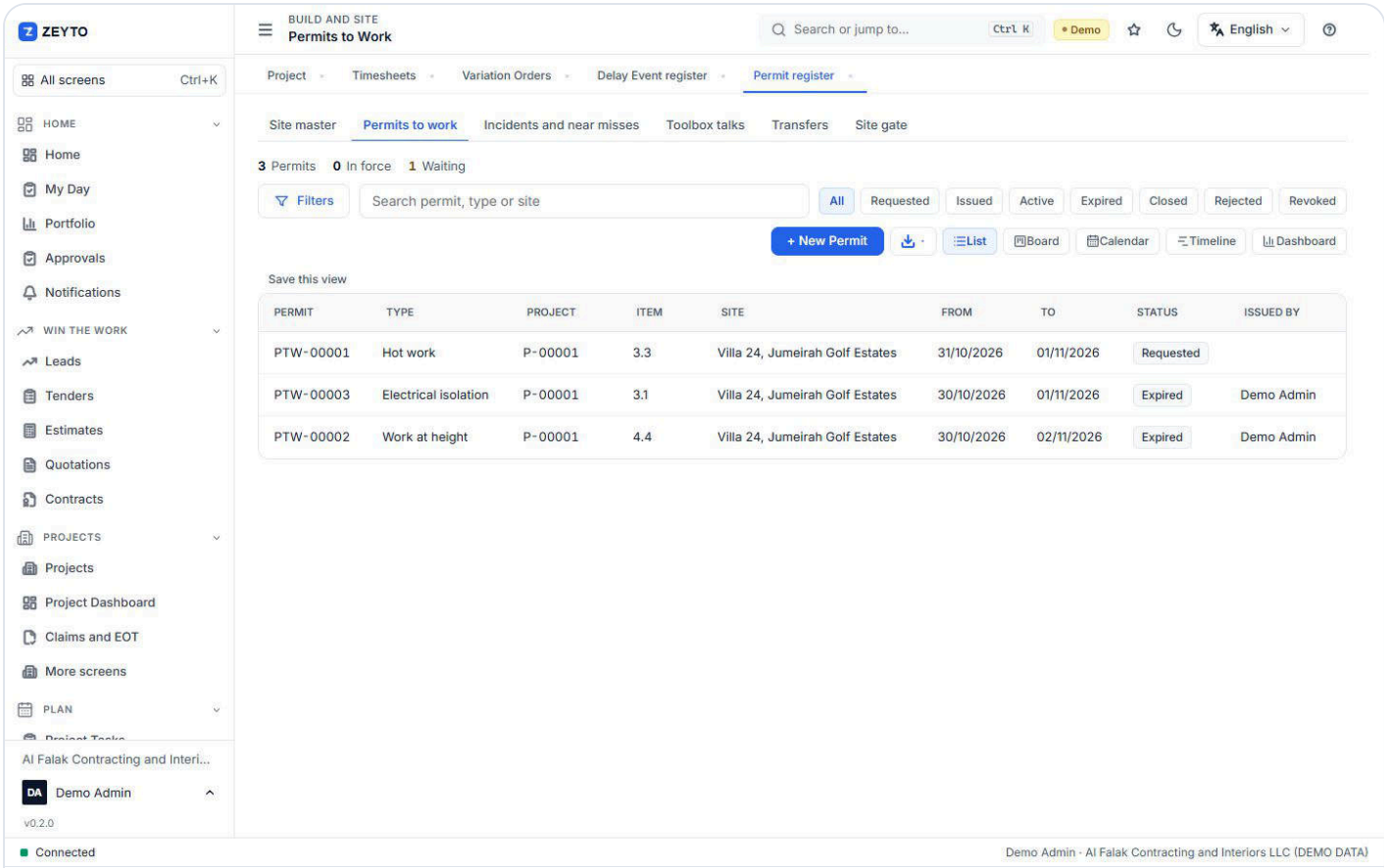
Safety: permits, incidents and toolbox talks

The safety officer and site engineers keep three registers under `Build and Site › Permits to Work, Incidents and Toolbox Talks`. The same registers are tabs on the Sites page, together with Site master, Transfers and Site gate.

PERMIT TO WORK STATES



Expiry is automatic. A permit still ISSUED or ACTIVE after its valid-to date becomes EXPIRED by itself. Issuing needs the permission `sharp.permit.issue`.



The permit register: PTW-00001 Hot work is still Requested. PTW-00002 and PTW-00003 show Expired because their dates have passed.

RECORD	REAL EXAMPLE
Permit	`PTW-00001` Hot work, item 3.3, 31/10/2026 to 01/11/2026, `REQUESTED`. `PTW-00002` Work at height, item 4.4, 30/10/2026 to 02/11/2026, `EXPIRED`. `PTW-00003` Electrical isolation, item 3.1, 30/10/2026 to 01/11/2026, `EXPIRED`.
Incident	`INC-00001`, a near miss of medium severity on 27/10/2026, `REPORTED`. A tile box slipped from the trolley near the lift lobby and nobody was hurt. Immediate action: area cordoned and a trolley limit of four boxes set.
Toolbox talk	`TBT-00001` on 25/10/2026, Working at height and scaffold checks, 6 attendees. `TBT-00002` on 30/10/2026, Heat stress: water, shade and rest breaks, 6 attendees.

An incident moves `REPORTED` `INVESTIGATING` `ACTION_OPEN` `CLOSED`. A toolbox talk records the project, the topic and who attended. None of the three posts to the accounts.

AN EXPIRED PERMIT IS NOT A WORKING PERMIT

If the job runs past the valid-to date, issue a new permit. Do not keep working on an expired one. A permit gates the item of work only while it is in force.

Snags and defects

The snag register is the list of small defects to be fixed before handover and during the defects liability period (DLP), the months after handover when the contractor must still repair faults. Anyone on site can raise one. The client, the consultant or your own team may be the source. A snag can be assigned to your own employee or to a subcontractor, but not to both.

1. **Raise it**

   Open `Build and Site › Quality › Snags and Defects` and use **Quick add**, or capture it on the phone with a photo. Set the severity (MINOR, MAJOR or CRITICAL), who raised it (CLIENT, CONSULTANT or INTERNAL), the phase (PRE_HANDOVER or DLP) and a due date.

2. **Assign**

   Pick the responsible employee or the subcontractor.

3. **Fix**

   The fixer marks it fixed and must give a photo, a photo still waiting on the phone, or a written reason. At most 8 photos, each under 1.5 MB.

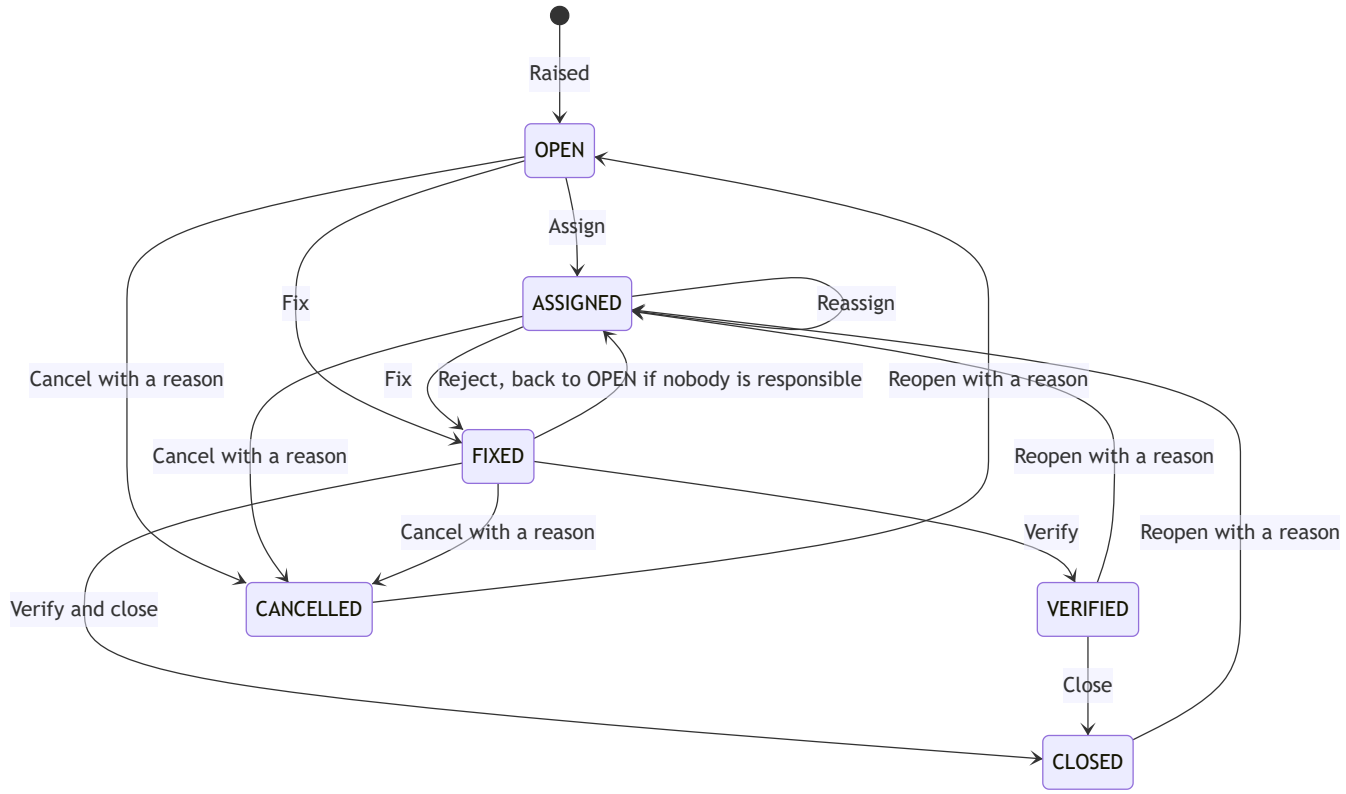
4. **Verify**

   A different person checks the work. The fixer cannot verify unless the company setting allows it. If the work is wrong, **Reject** it with a reason and it goes back for rework.

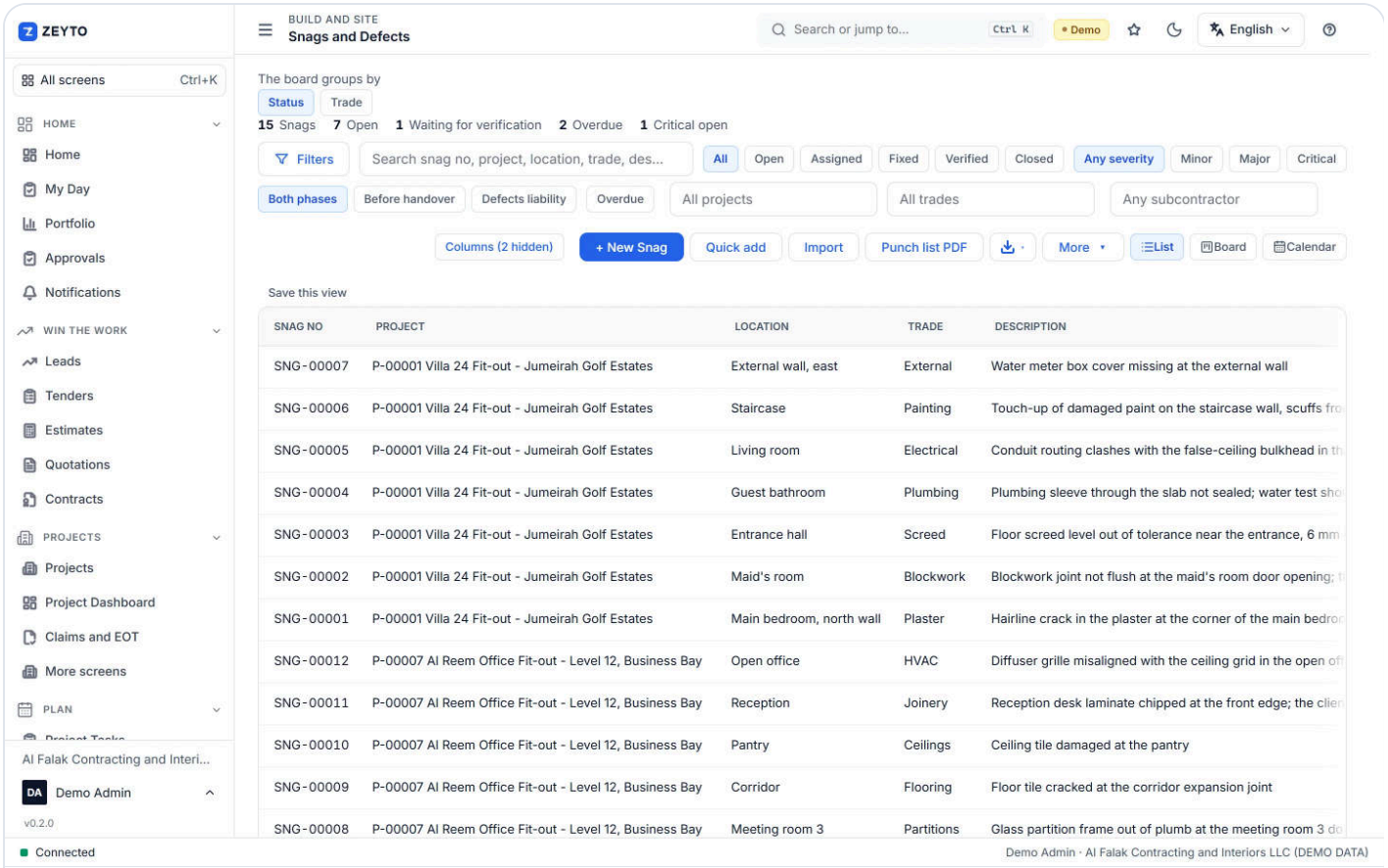
5. **Close**

   Use **Verify and close** or close a verified snag.

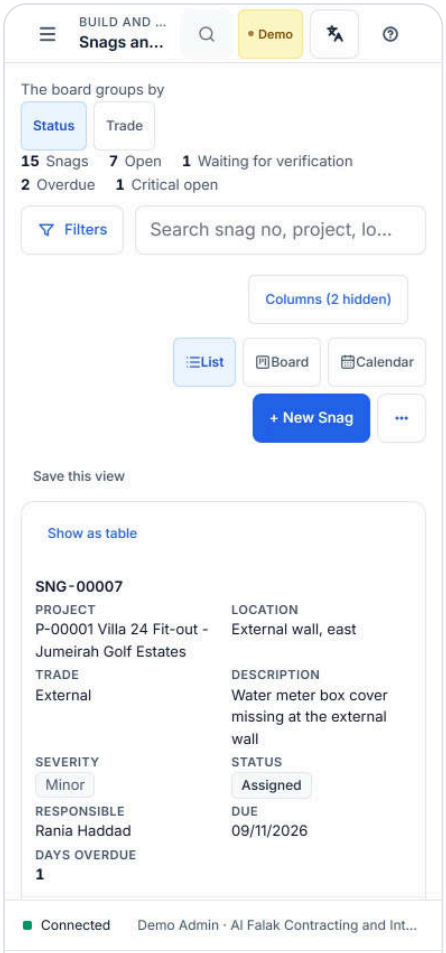
SNAG LIFECYCLE WITH THE REAL STATUSES



OPEN, ASSIGNED and FIXED count as open for the retention gate. A rejection raises the rework count on the snag.



The register with its summary line, status, severity and phase chips, and the buttons Quick add, Import, Punch list PDF and the List, Board and Calendar views. The days-overdue figures belong to the day the picture was taken.



The same register on the phone: card for SNG-00007 with its due date.

Snags and retention

The company setting `sharp.snag.retentionGate` decides how open snags affect the release of retention, the money you hold back from a subcontractor. It is **WARN** by default, and it can be set to **BLOCK**. The final retention release (when the DLP ends) lists all open snags. The practical completion release lists only open CRITICAL snags of the PRE_HANDOVER phase, and it only warns.

Back-charging a subcontractor

On a snag assigned to a subcontractor, **propose a back-charge** with an amount and a reason. The subcontractor needs one live subcontract. The proposal then goes through approval (record type LD). When it is applied, a defect back-charge is created on the subcontract and the next subcontract certificate deducts it. Nothing is posted at the moment of the proposal.

WORKED EXAMPLE: THREE SNAGS AT DIFFERENT POINTS, VILLA 24 AND AL NOOR

SNAG	WHAT IT IS	WHERE IT STANDS
SNG-00003	Entrance hall, screed (item 2.3), MAJOR, raised by the consultant Eng. Ibrahim on 29/10/2026. Floor screed level out of tolerance near the entrance, 6 mm over 2 m. Due 08/11/2026.	FIXED by Imran Qureshi, one photo, note "Reworked and cleaned, see photo". Waiting for verification and already overdue.
SNG-00004	Guest bathroom, plumbing (item 3.3), CRITICAL, raised internally on 01/11/2026. Plumbing sleeve through the slab not sealed, and the water test shows seepage. Due 16/11/2026.	ASSIGNED to the subcontractor Aqua Flow Plumbing LLC. A back-charge of AED 3,200.00 is proposed (cost of re-sealing and the repeated water test) and not yet applied.
SNG-00013	Scratch on the dispensing counter top, left of the till, MAJOR, raised by the client.	CLOSED. The subcontractor Al Noor Joinery and Fit-out LLC was back-charged AED 1,800.00 for the replacement counter top, and the back-charge is applied.

SNG-00004 is the only critical snag still open, so it is the one to clear before practical completion. SNG-00003 needs a different person from Imran Qureshi to verify it. On 12/11/2026 the register held 15 snags: 8 closed, 7 open for the retention gate, 1 waiting for verification, 1 critical open and 2 overdue (SNG-00003 and SNG-00007).

Source: live demo, snag register and snag history, read on 12/11/2026 (re-checked 13/11/2026).

When the contract changes

The contract is the document you can be paid against. Anything that changes the price, the scope or the completion date has to be recorded as a change, with dates, or you will not get paid for it. Three records handle change and each does a different job.

RECORD	WHAT IT IS FOR	MOVES CONTRACT VALUE?	MOVES COMPLETION DATE?
Variation order	Changed scope or price instructed by the client	Yes, when the client approves it	The order has a time figure, but the claim moves the date

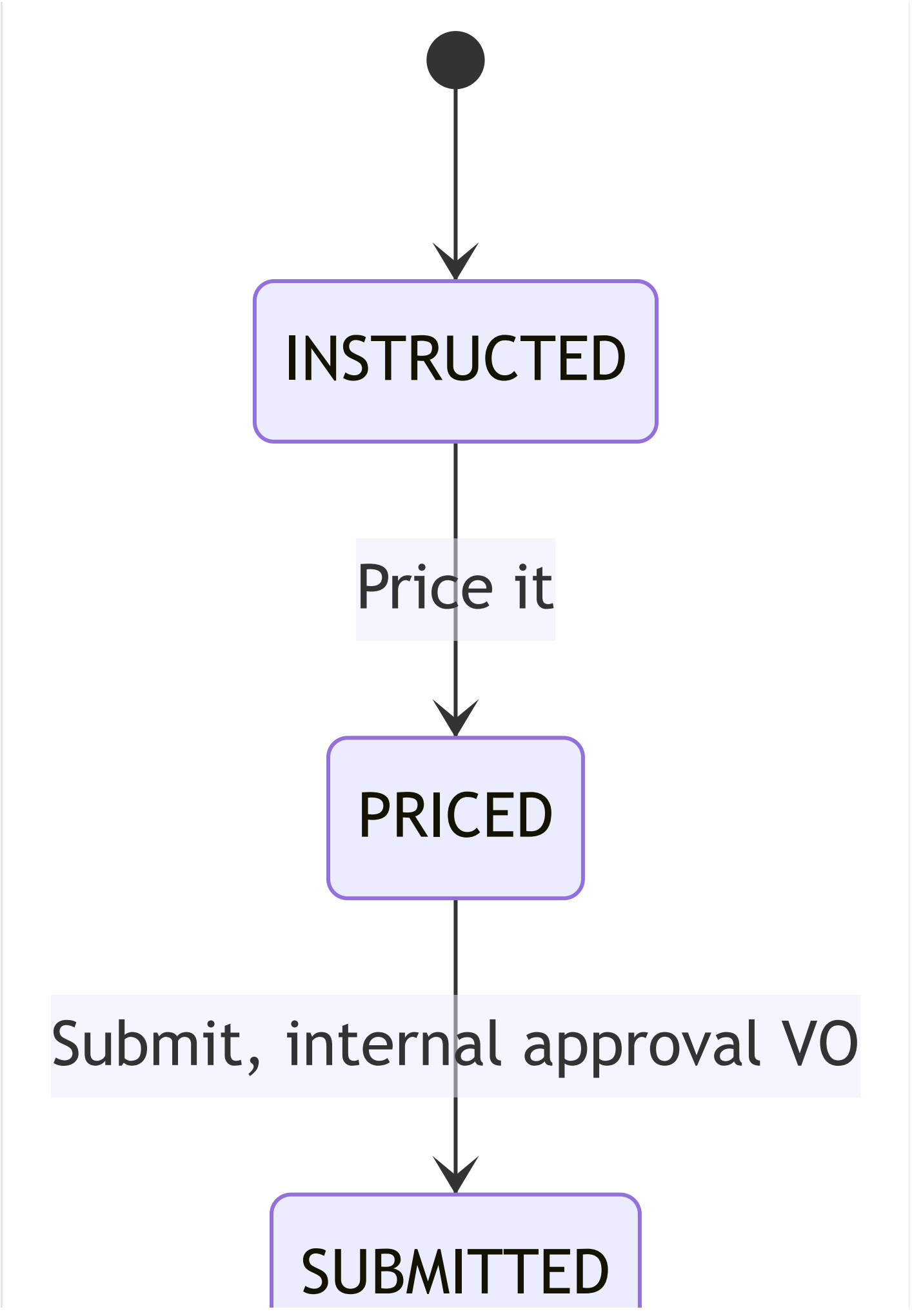
RECORD	WHAT IT IS FOR	MOVES CONTRACT VALUE?	MOVES COMPLETION DATE?
Delay event	The fact that something happened, with its notice clock	No	No
Claim (EOT, cost, or both)	Your written request for time and money	No, a variation does it	Yes, by the days granted
Supplier claim	Credit asked from a supplier	No	No

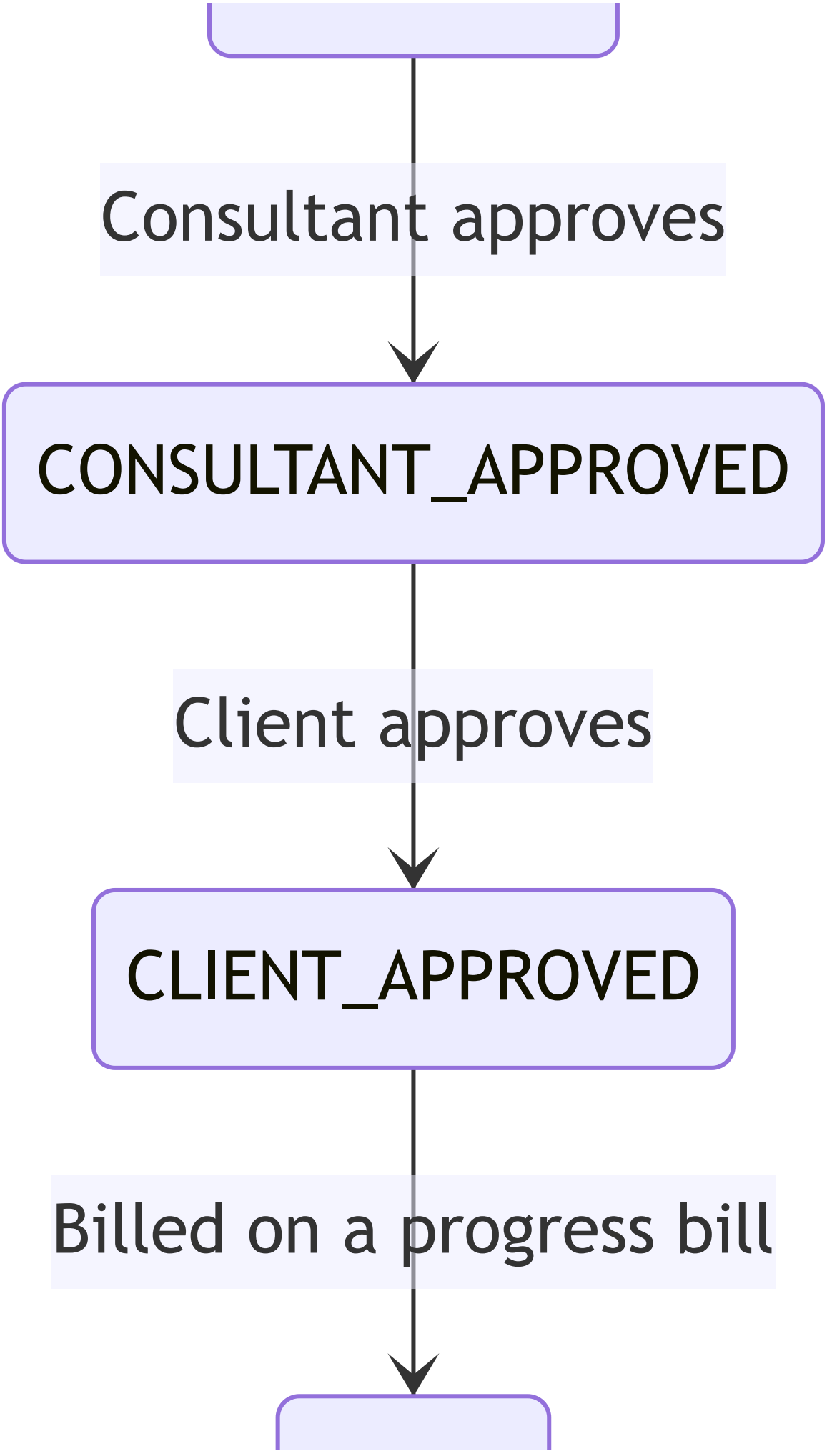
Variation orders

A variation order is the contract change itself. The quantity surveyor raises it when the client instructs extra work, removes work or changes a provisional sum. Open it at `Sales › Contract billing › Variation Orders`, or on the project's Billing tab.

FIELD	WHAT TO ENTER	EXAMPLE
Kind	ADDITION, OMISSION, TIME_ONLY or PROVISIONAL_SUM_DRAWDOWN.	ADDITION
What the client asked for	What the client asked for, and by whom, with the date.	"Additional pantry fit-out and island counter, as instructed by the client on site visit."
Instructed date	When the client gave the instruction.	15/10/2026
Priced value	Your price, ex VAT, once costed. Before that you can enter an estimate.	AED 51,100.00
Time	Days the change adds, if any.	5 days

VARIATION ORDER STATES


INSTRUCTED
Price it
PRICED
Submit, internal approval VO
SUBMITTED

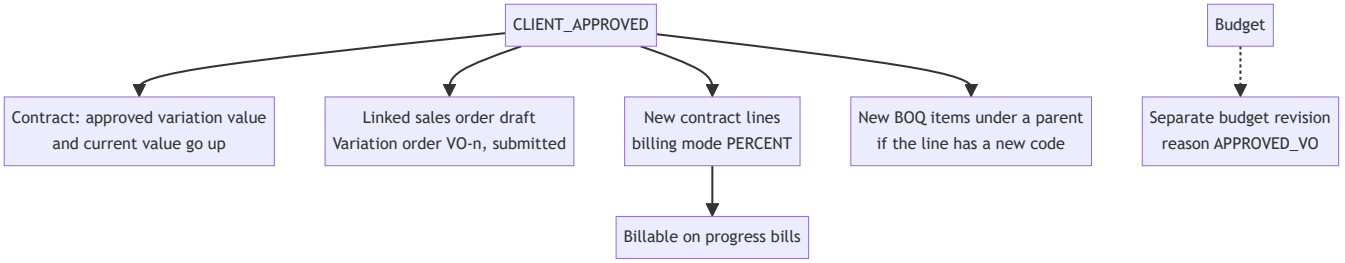

Consultant approves
CONSULTANT_APPROVED
Client approves
CLIENT_APPROVED
Billed on a progress bill



The steps go in this order and cannot be skipped. A variation can also end as REJECTED or WITHDRAWN. Moving to CLIENT_APPROVED needs the permission `sharp.billing.approve`.

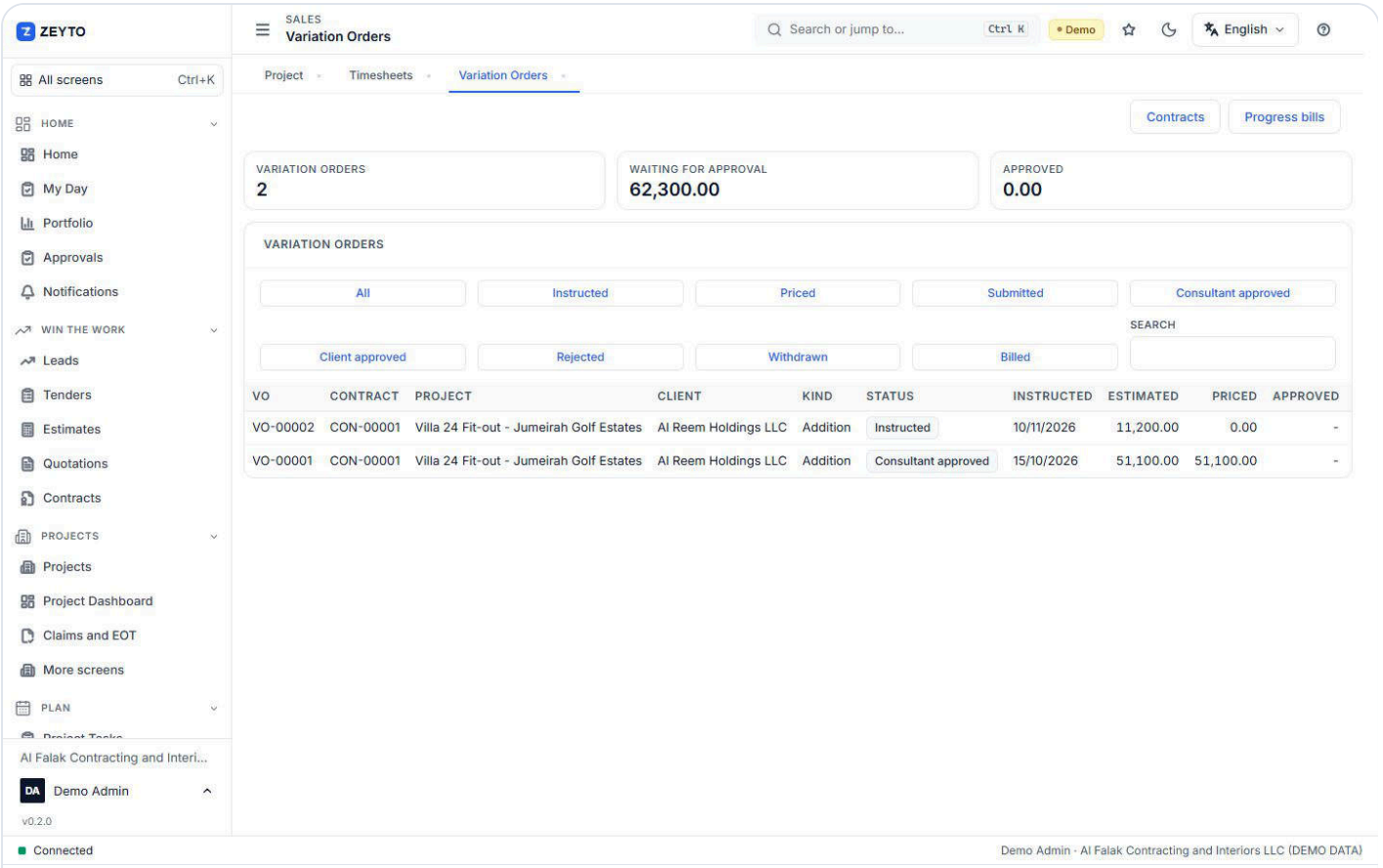
Submitting starts your own approval first. The default rule sends every variation to a manager, and the demo adds a rule (MX-VO) for amounts above AED 10,000.

WHAT A CLIENT-APPROVED VARIATION CHANGES



The budget is not changed by the variation. Moving it is a separate step with two approvers. An omission gives a negative approved value.

WHAT	WHAT HAPPENS WHEN THE CLIENT APPROVES
Contract value	The contract's approved variation value and current value both go up by the approved amount. The original value is kept, so the final account can show original, variations and current.
BOQ	A locked BOQ keeps an unchangeable copy and changes only through a variation. If the variation line has a new parent and code, a new item is added with its BOQ quantity and sell rate, tagged with the variation.
Billing	A contract line is added with billing mode PERCENT. A variation line cannot be billed before the client has approved it, and the bill is refused otherwise (VO_NOT_APPROVED). A linked sales order is created and submitted.
Budget	No automatic change. A budget revision with the reason APPROVED_VO needs the approved variation and two approvers, and it creates a new budget version.
Exposure	Variations from INSTRUCTED to CONSULTANT_APPROVED are counted as exposure: work you may be doing without an approved price. Cost already running on a node of an unapproved variation is shown the same way.



The register: 2 orders, 62,300.00 waiting for approval, 0.00 approved. VO-00002 Instructed at 11,200.00, VO-00001 Consultant approved at 51,100.00.

WORKED EXAMPLE: TWO VARIATIONS WAITING ON CONTRACT CON-00001

Villa 24 (P-00001) is on contract `CON-00001`. Its original value is AED 2,108,900.00, the approved variation value is AED 0.00 and the current value is AED 2,108,900.00. Two variations are waiting.

ORDER	KIND	STATUS	VALUE	ORIGIN
`VO-00001`	ADDITION	`CONSULTANT_APPROVED`	AED 51,100.00 priced	Pantry fit-out and island counter, instructed 15/10/2026, 5 days
`VO-00002`	ADDITION	`INSTRUCTED`	AED 11,200.00 estimated	Raised from claim CLM-00001 on 10/11/2026

Together they are AED 62,300.00 in the exposure figure shown on the register. The contract still reads AED 2,108,900.00 because neither is client-approved. If VO-00001 were approved by the client at AED 51,100.00, the arithmetic is AED 2,108,900.00 plus AED 51,100.00, which gives a current value of AED 2,160,000.00. That last number is a calculation, not a record in the demo.

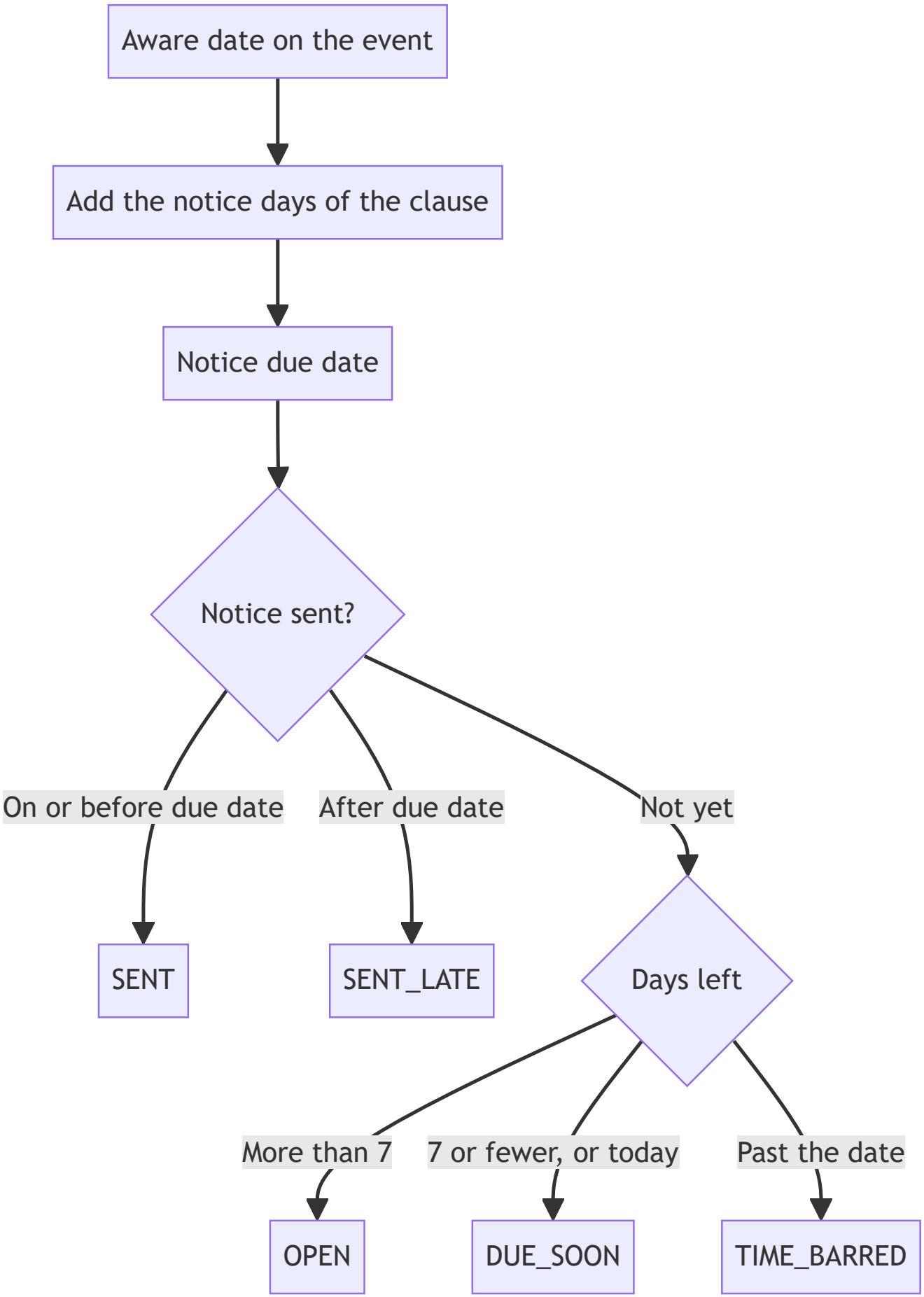
Source: live demo, variation orders and contract CON-00001, read on 12/11/2026 (re-checked 13/11/2026).

Delay events and the notice time bar

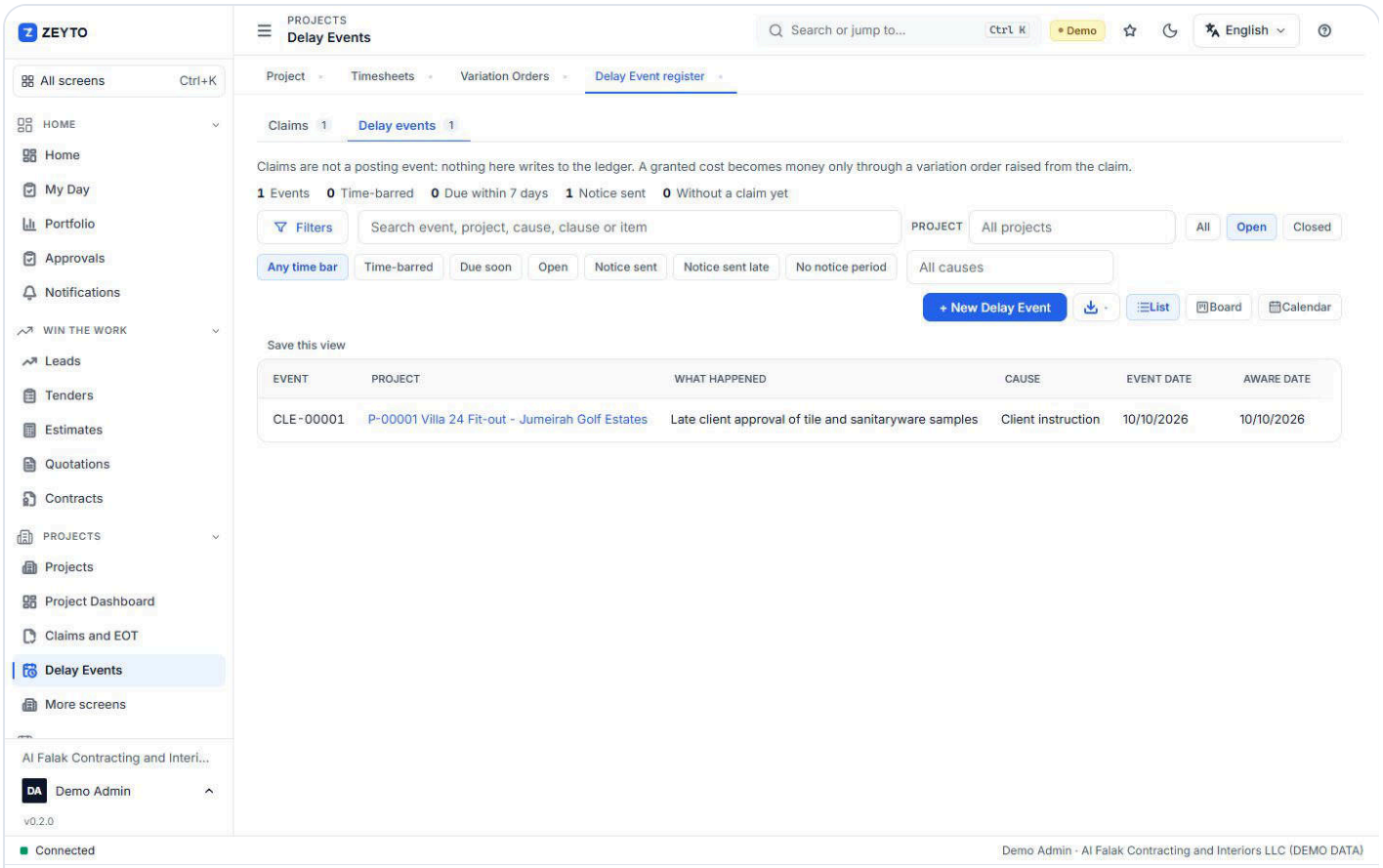
A delay event is the written fact that something happened: a client instruction, late drawings, late access, a variation, unforeseen conditions, weather, force majeure or another cause. It starts the clock on your notice. Most contracts say the contractor loses the right to claim if notice is not given within a set number of days, and that is called a time bar. The project manager or contract administrator records the event the day it is known. Open it at `Projects › Claims and Delay Events`, on the page tab **Delay events**.

> **THE PRODUCT HAS NO BUILT-IN NOTICE PERIOD**
>
> The time bar is counted from the **aware date** on the event, plus the notice days of the clause you pick on that event. The days come from your company's clause register, not from the software. In the demo the clause is 20.2.1 Notice of Claim, 28 days, counted from the date the contractor became aware. If the clause has no days, the bar shows NO_PERIOD.

HOW THE NOTICE TIME BAR IS WORKED OUT



An event whose clause has no days shows NO_PERIOD. Past the bar, the notice can still be recorded, but only with a written reason.



The Delay events tab: summary counts and the time-bar filter chips. CLE-00001 is the one event, with notice sent.

What can go wrong. Without a written reason the notice is refused (error TIME_BARRED). The reason is kept on the claim, in the audit trail as an override, and in the override log. The clause register also lists clause 20.2.4 Fully Detailed Claim at 84 days, but the Claims screen tracks only the notice period.

Claims and extension of time

A claim is your written request, made from a delay event, for more time, more money or both. The type is **EOT**, **COST** or **EOT_AND_COST**. Only people with the claims permissions can work on it (`sharp.claims.view`, `create`, `submit` and `assess`). The client login cannot see claims at all.

1. **Record the event**
   On Delay events, with the cause, the aware date, the clause and the items of work it touches.
2. **Draft the claim**
   From the event: type, title, days claimed, amount claimed (ex VAT) and the description of cost.
3. **Record the notice sent**

Enter the date the notice went to the client. This must come first. Sending the detailed claim without it is refused (NOTICE_REQUIRED).

4 **Send the detailed claim**

This goes through the company's approval (record type CLAIM). The status becomes SUBMITTED.

5 **Mark it under assessment**

When the client starts reviewing it.

6 **Record the client's decision**

Outcome, days and amount granted and who decided (reference required). A note is required for any outcome other than GRANTED. More than claimed is refused (EXCEEDS_CLAIM). GRANTED must equal the full claim. PARTLY_GRANTED needs some days or money. REJECTED grants 0.

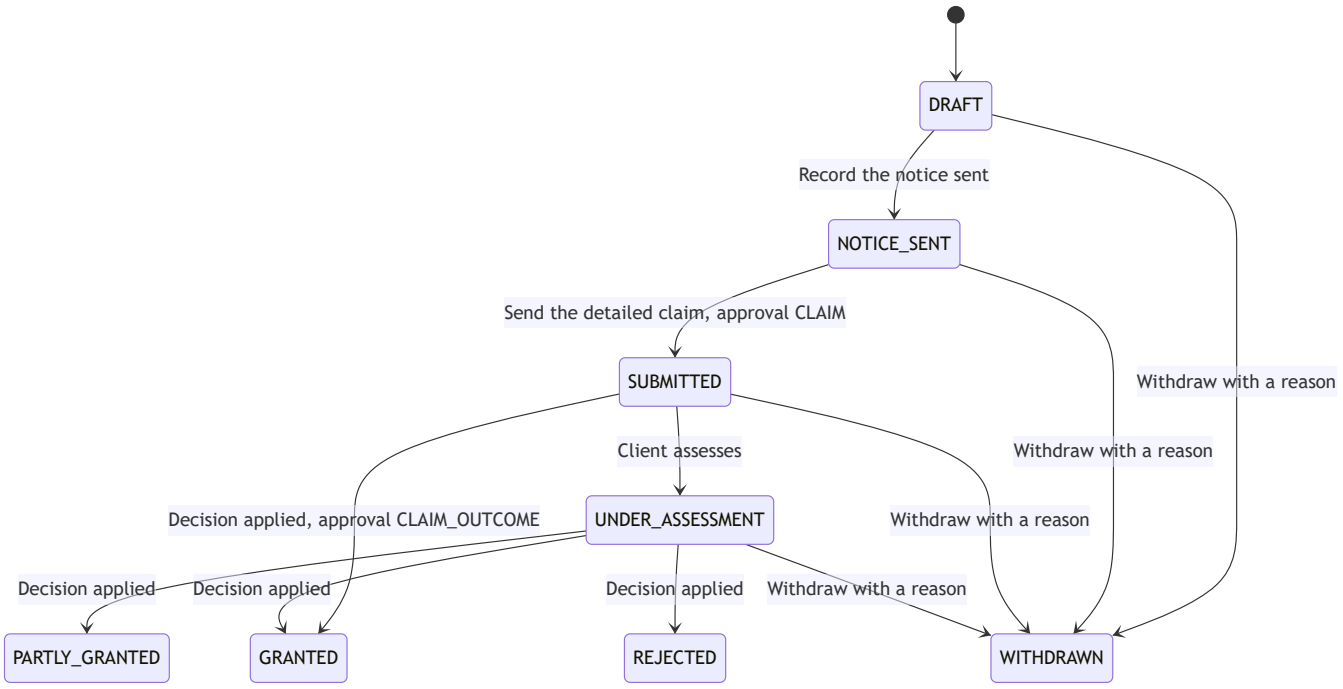
7 **Apply the decision**

This is a separate step and goes through approval (record type CLAIM_OUTCOME). Days granted move the dates.

8 **Raise a variation from the claim**

If money was granted, press **Raise variation from this claim** .

CLAIM LIFECYCLE WITH THE REAL STATUSES



A decision can be recorded and applied while the claim is SUBMITTED or UNDER_ASSESSMENT. A draft can also be deleted. Once a claim has gone to the client it can only be withdrawn.

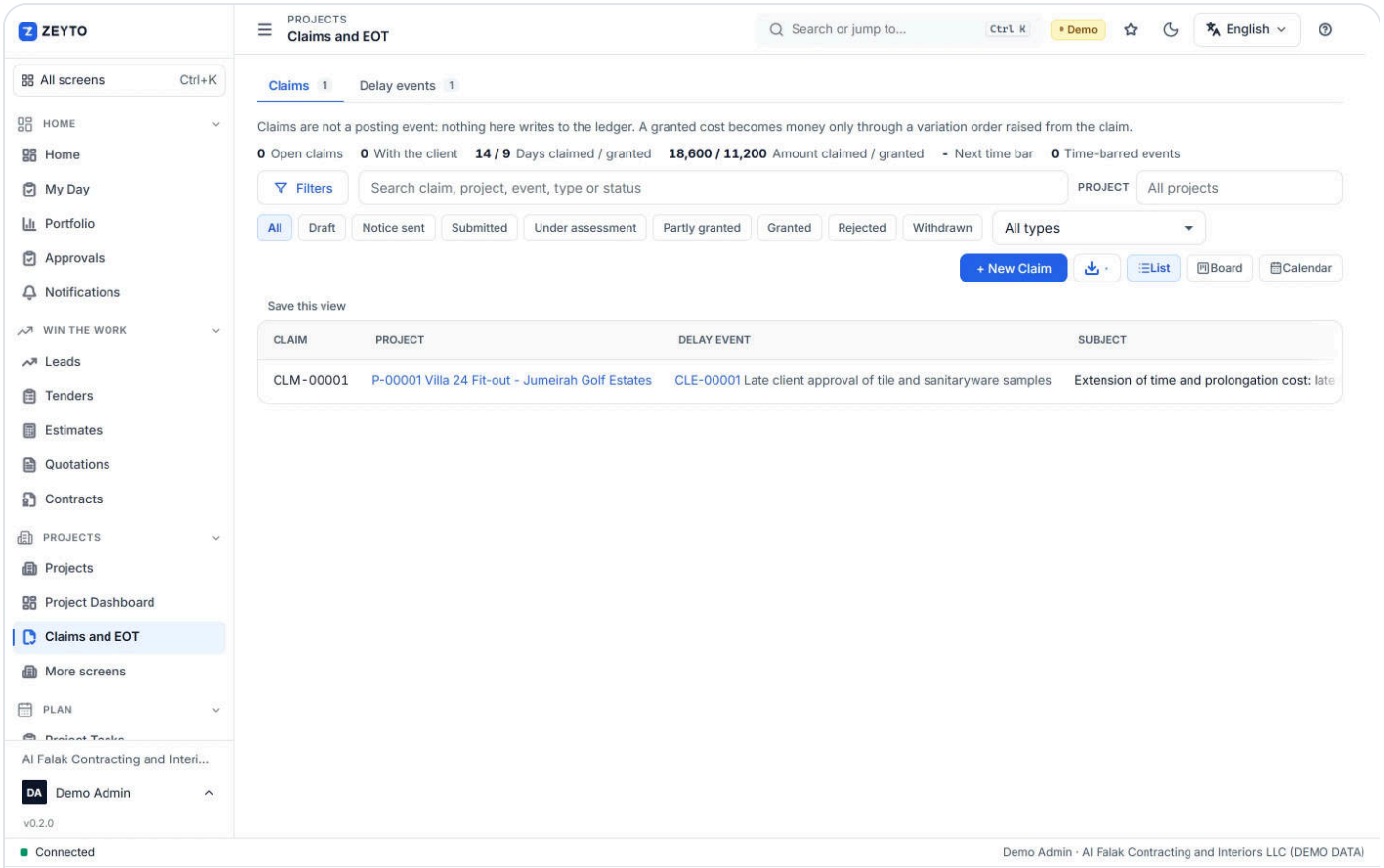
A CLAIM POSTS NOTHING

No claim, granted or not, creates a journal. Granted cost becomes money only when you raise a variation from it, and that variation then has to be approved like any other.

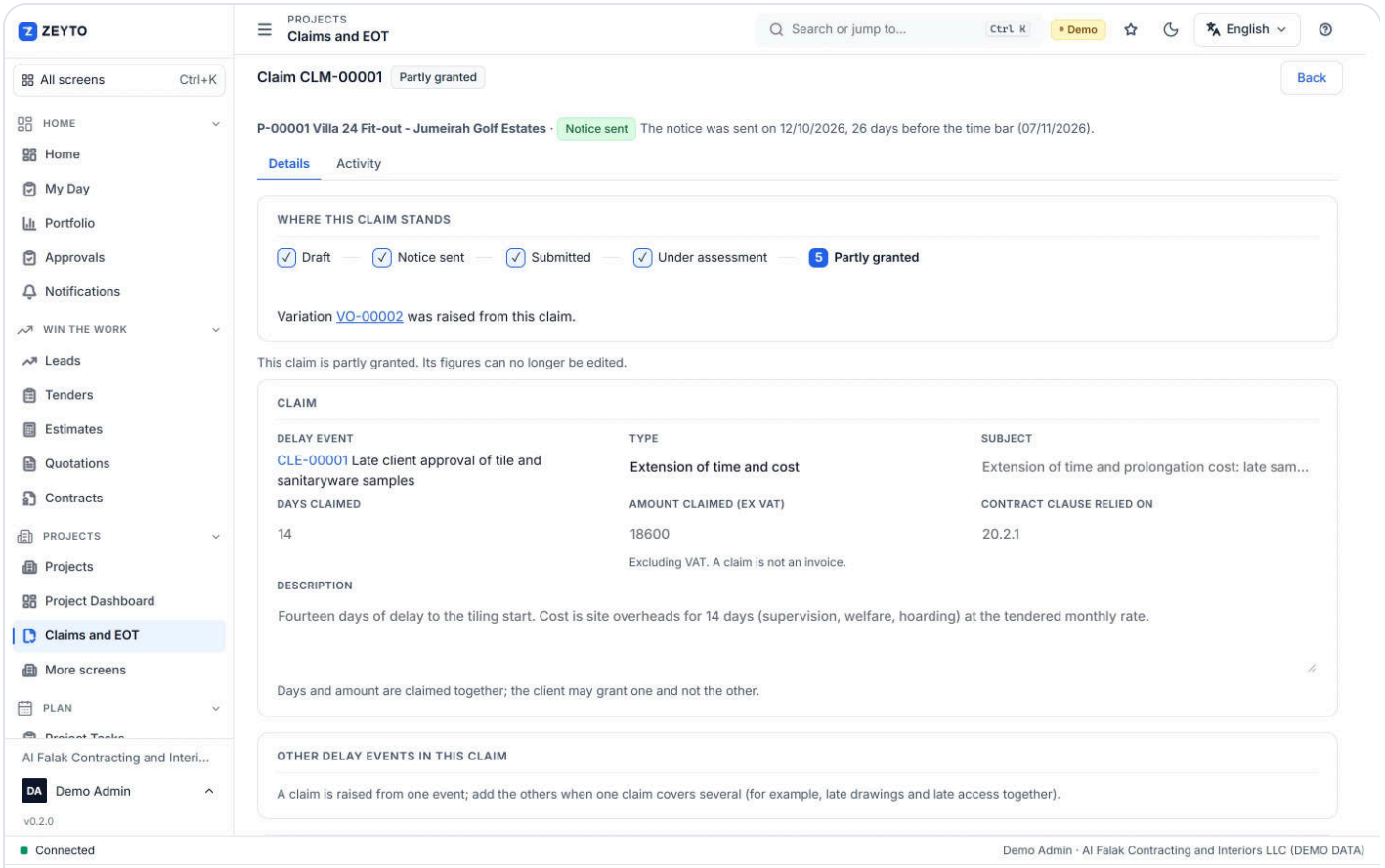
What a granted EOT really changes

The contract's completion date and the project's planned end move by the days granted. The original completion date is kept next to the new one. Days granted also come off the liquidated damages days late (LD, the daily penalty for finishing after the completion date). Dates that follow completion are refreshed, such as the end of the DLP and the retention release. Two things do **not** change: the schedule baseline is not moved, and the programme activities are not changed. Re-plan them in the Schedule yourself.

If you raise a variation from the claim, the line is a leaf item. If the event touches exactly one leaf item it is used. If it touches two, you must choose (error CHOOSE_ITEM). The variation is created as a draft of kind ADDITION with time 0, because the time is dealt with in the claim.



The Claims list with its summary: nothing open, 14 days claimed and 9 granted, AED 18,600.00 claimed and AED 11,200.00 granted. The note on screen says claims are not a posting event.



CLM-00001 Partly granted. The stepper shows Draft, Notice sent, Submitted, Under assessment and Partly granted. The notice sentence reads 26 days before the time bar, and VO-00002 is shown as raised from it.

WORKED EXAMPLE: CLM-00001, LATE SAMPLE APPROVAL ON VILLA 24

The event. `CLE-00001`, "Late client approval of tile and sanitaryware samples", cause CLIENT_INSTRUCTION, on project P-00001, contract CON-00001. The event date and the aware date are both 10/10/2026. The client's consultant returned the samples 13 days after the agreed date, so the floor and wall tiling (items 4.1 and 4.2) could not start on the programme date. The clause is 20.2.1 with 28 days, so the notice was due on 07/11/2026.

DATE	STEP	STATUS AFTER
10/10/2026	Event recorded, aware date	Event OPEN
12/10/2026	Notice sent, 26 days before the bar, not late	`NOTICE_SENT`
10/11/2026	Detailed claim sent (approved internally), then marked under assessment	`SUBMITTED`, then `UNDER_ASSESSMENT`
10/11/2026	Decision recorded: Eng. Ibrahim (client consultant), letter ENG/IE/0412	Decision recorded

DATE	STEP	STATUS AFTER
10/11/2026	Decision applied (approved internally), then EOT applied	PARTLY_GRANTED
10/11/2026	Variation raised from the claim	VO-00002 INSTRUCTED

The claim. Type EOT_AND_COST, "Extension of time and prolongation cost: late sample approval". Fourteen days of delay to the tiling start. The cost is site overheads for 14 days (supervision, welfare, hoarding) at the tendered monthly rate.

	CLAIMED	GRANTED
Days	14	9
Cost, ex VAT	AED 18,600.00	AED 11,200.00

The client's reason: nine days granted because the samples were four days late through the contractor's own submission, and the prolongation cost was agreed at AED 11,200.00. The contract completion date moved from 30/12/2026 to 08/01/2027 (plus 9 days), and the project end moved with it. The system noted that the schedule baseline was not moved and the activities were not changed. The granted cost became the draft variation VO-00002 for AED 11,200.00 ex VAT.

Source: live demo claim CLM-00001 and its Activity history, read on 12/11/2026 (re-checked 13/11/2026); tools/demo-seed/lib/story.mjs.

ONE AUTOMATIC REMINDER USES 28 DAYS

Separately from the notice period, an alert fires for a claim that was submitted or is under assessment and has had no answer for 28 days. This figure is fixed in the product. It is not the contract notice period.

Supplier claims

A supplier claim is the opposite direction: you ask a supplier for credit. It is a different record from a client claim and it is used when goods were rejected, short or damaged. Open it at `Build and Site › Quality › Supplier Claims`. The states are `OPEN` `AGREED` `CREDITED` and `REJECTED`, and the number starts `SCL-`. The fields that matter are the supplier, the kind, the amount claimed, the amount agreed, the cost account and the links to the NCR, the MIR and the return.

Creating the claim posts nothing. When the supplier agrees, you record their credit note. The credit note is a billing-only purchase return that does not touch stock. Each line needs the cost account where the cost was first booked. Then the claim becomes CREDITED.

WORKED EXAMPLE: THREE CLAIMS ON XTREME HARDWARE TRADING

On Villa 24 (P-00001) the supplier Xtreme Hardware Trading has three open claims of kind REJECTED_GOODS.

CLAIM	REASON	CLAIMED	STATUS
SCL-00002	Credit for rejected conduit	AED 4,850.00	OPEN
SCL-00003	Credit for the short delivery	AED 1,920.00	OPEN
SCL-00004	Credit for the damaged cable drums	AED 3,300.00	OPEN
Total		**AED 10,070.00**	

None of these has a credit note yet, so the accounts show nothing for them. The amount is recovered only when the supplier agrees and the credit note is recorded.

Source: live demo, supplier claims, read on 12/11/2026 (re-checked 13/11/2026).

Check yourself

- [ ] I can name where the daily log, progress, timesheets, equipment, permits and snags are, from the menu.
- [ ] I know why a phone record can be answered DUPLICATE or CONFLICT, and which records go last.
- [ ] I know that a log or progress entry posts nothing, and that labour allocation and plant charge-out are the two runs that do.
- [ ] I can say what moves the notice time bar, and that the days come from the clause register, not from the software.
- [ ] I know that a claim posts nothing, and that granted cost reaches the contract only through a variation.
- [ ] I know that an approved EOT moves the completion date but not the schedule baseline.
- [ ] I can list what a client-approved variation changes, and what it leaves alone (the budget).
- [ ] I can follow a snag from OPEN to CLOSED and say who may not verify it.

Where next. Part 7, Bill and collect, takes the approved progress and the approved variations on to the progress bill, the retention and the money received.

PART 7

Bill, collect and pay

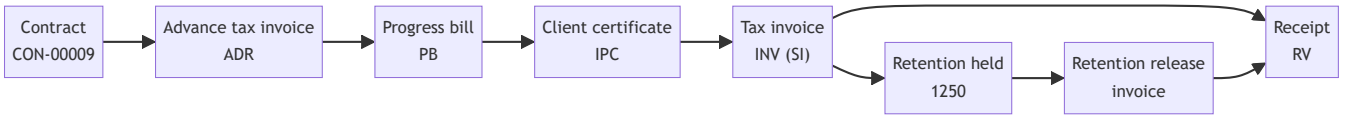
This part follows the money in both directions: what the client owes you (advance, progress bills, retention, tax invoices, receipts) and what you owe others (supplier invoices, subcontractor certificates, payments, site petty cash, payroll). Every figure in the examples is read from the live demo company.

The money picture in one page

A contractor is paid in slices. The client pays a small advance at the start, then pays each progress bill after the client's consultant has certified the work, and the client holds back a percentage of every bill (retention) until the job is finished and the defects period has passed. The same shape repeats downstream: you hold back retention from your subcontractors and pay your suppliers against their invoices.

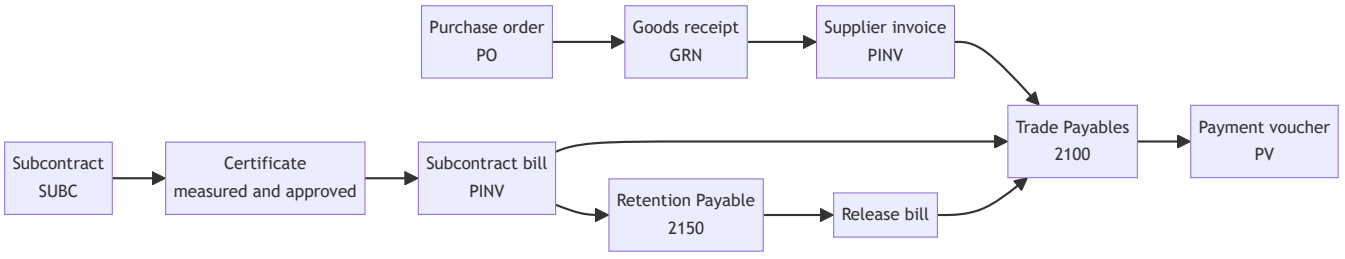
Retention is money that is earned but not yet payable. It is held by the client from you, and by you from your subcontractors. It is released in two steps, usually half at practical completion and the rest when the defects liability period (DLP, the time after handover when the contractor must fix defects) ends.

CLIENT SIDE: FROM CONTRACT TO CASH



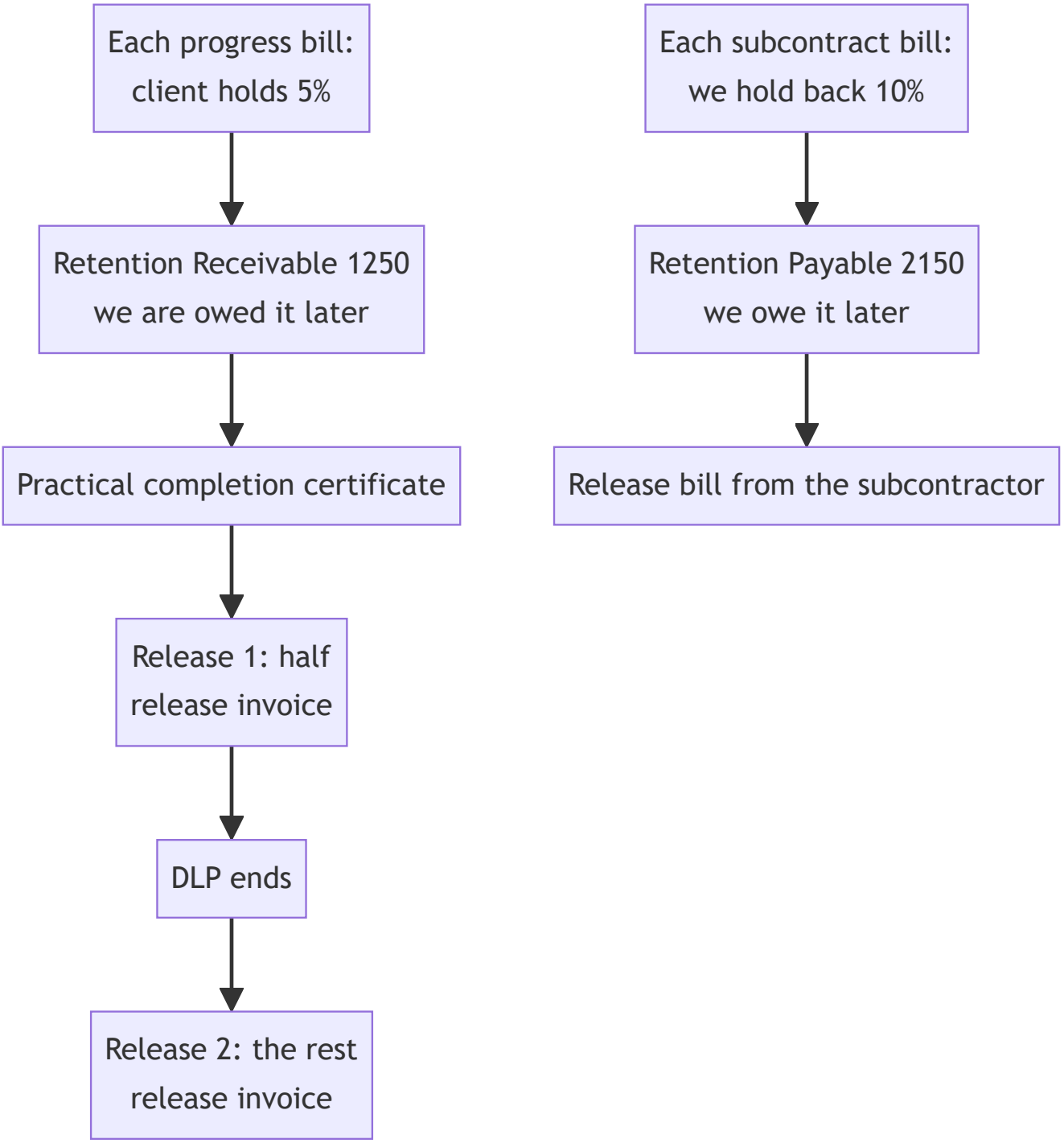
Read left to right. The retention leaves every tax invoice as a receivable that the client does not pay yet, and comes back later as its own release invoice.

PAY SIDE: FROM ORDER TO PAYMENT



Supplier goods and subcontract work both end as a bill in Trade Payables. Only subcontract bills hold retention.

THE RETENTION LOOP ON BOTH SIDES



The top chain is money the client owes you. The bottom chain is money you owe your subcontractors. Both sit on the balance sheet until released, and both are listed in the Retention Ageing report.

MAKER AND CHECKER

The person who created a bill cannot approve it. This is a company switch under `Settings › Approvals and Workflows`. A retention release needs two approvals from two different people by default, and neither may be the person who raised it.

Advance payment invoice

Purpose. When a client pays an advance, the UAE rule treats that payment as a taxable supply on the day the money arrives. Zeyto therefore issues an advance tax invoice (document type ADR) at once and posts the VAT. **Who.** An accountant or billing user with the permission `sharp.billing.invoice`.

Where. `Projects › Projects`, open the project, choose **Billing** in the project menu, then the **Contract and advance** tab, then **Issue advance tax invoice**. The screen `Sales › Advance Tax Invoices` is a register only. Its **+ New Advance** button opens `Accounting › Vouchers › Advances`.

FIELD	WHAT TO ENTER	EXAMPLE
Advance received (gross, VAT included)	The money actually received, VAT included	`53,802.00`
Mode	Bank, Cash or Cheque	Bank
Advance %	Set once on the contract (card **New contract**). The advance is later recovered at this percentage of every bill	`10`

What posts. Debit the bank for the gross, credit Customer Advances 2300 for the net, credit VAT Output 2200 for the VAT. The advance is capped: the advances, excluding VAT, may not pass the contract value. **Document states.** The advance register shows OPEN, PARTIAL, APPLIED, REFUNDED or CANCELLED. An advance is OPEN until a progress bill uses it, PARTIAL while some is left, and APPLIED when all of it has been recovered.

WORKED EXAMPLE: THE ADVANCE ON AL REEM OFFICE FIT-OUT, P-00007

The contract CON-00009 is worth AED 512,400.00 with an advance of 10%. Advance tax invoice ADR-FY202600007 was received on 25/06/2026.

LINE	ACCOUNT	DEBIT AED	CREDIT AED
Money received	1100 Bank	53,802.00	
Advance held for the client	2300 Customer Advances		51,240.00
VAT due on the day received	2200 VAT Output		2,562.00

The net 51,240.00 is exactly 10% of 512,400.00, and the VAT 2,562.00 is 5% of it. The VAT register puts this row in box 1. The advance state is now APPLIED because both progress bills recovered it in full (30,024.00 plus 21,216.00).

Source: live demo, project P-00007, read on 12/11/2026 (Billing hub, VAT ledger and posting trail of ADR-FY202600007).

WHAT CAN GO WRONG

If the figure you type is the net and not the gross, the VAT is worked out on top of the wrong base. Always type the amount that reached the bank. The system also refuses an advance that would take total advances past the contract value.

Next step. The first progress bill recovers the advance automatically.

The contract terms that drive every bill

Before the first bill, the contract carries the commercial terms. They are entered on the **New contract** card of **Billing › Contract and advance** and applied to every later bill.

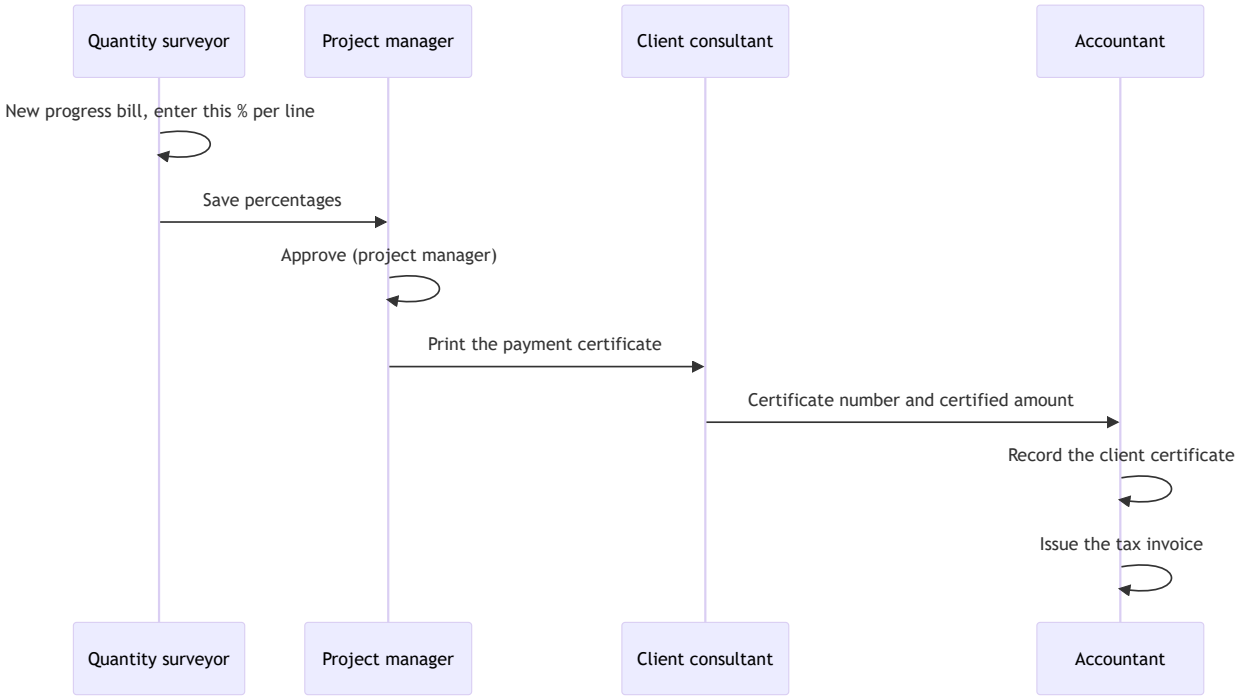
FIELD	WHAT IT DOES	P-00007 VALUE
Advance %	Share of each bill's gross that recovers the advance	10%
Retention %	Share of each bill's gross that the client holds	5%
Retention cap % of contract	Total retention never goes above this share of the contract value	5%
Defects liability months	Length of the DLP after completion	12
Payment terms (days)	Days from invoice to the due date	30
Revenue method	When revenue is recognised (below)	A

The card also holds Delay damages % per day and Delay damages cap %. Revenue method A credits Sales 4000 as each bill is issued. Method B credits Contract Billings 2310 and recognises revenue by percent of completion. Method C spreads revenue on a straight line and method D recognises it at a point in time. This chapter follows methods A and B for billing.

Progress bill

Purpose. A progress bill (also called an interim payment application) claims the work done in a period against the contract lines. **Who.** The quantity surveyor enters the percentages, the project manager approves, the client's consultant certifies, and an accountant issues the tax invoice.

WHO DOES WHAT ON ONE PROGRESS BILL



The system enforces the order. The tax invoice cannot be issued until the client certificate is recorded.

1 **Open the project billing**

Go to `Projects › Projects`, open the project, choose **Billing**, then the **Progress bills** tab. You can also see every bill in `Sales › Progress Bills`.

2 **Create the bill**

Press **New progress bill**. A new bill opens with one row per contract line, with the columns Contract value, Previous %, Progress %, This %, Cumulative % and This bill.

3 **Enter this percentage per line**

Type the **This %** for each line (the work done since the last bill), then press **Save percentages**. The status becomes PCT_ENTERED and the totals fill in.

4 **Approve**

The project manager presses **Approve (project manager)**

. The status becomes PM_APPROVED. The person who entered the percentages cannot approve their own bill when the maker and checker switch is on.

5 **Print and send the payment certificate**

Press **Print the payment certificate** and send it to the client's consultant.

6 **Record the client certificate**

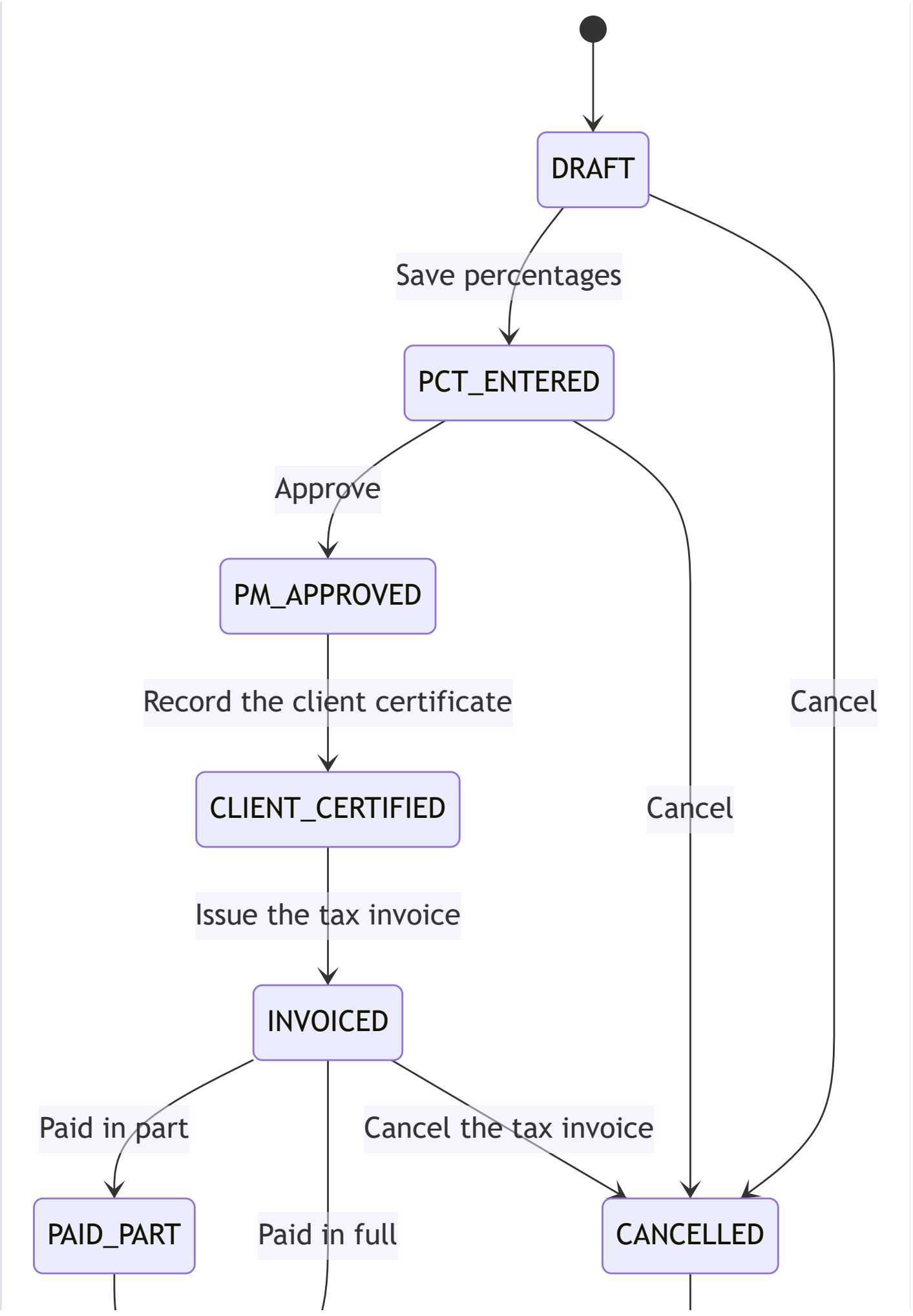
Type the **Client certificate no.**. If the client certified less than you claimed, type the lower figure in **Certified gross (if less than claimed)**, then press **Record the client certificate**. The status becomes CLIENT_CERTIFIED. The certified figure may never be higher than the claim.

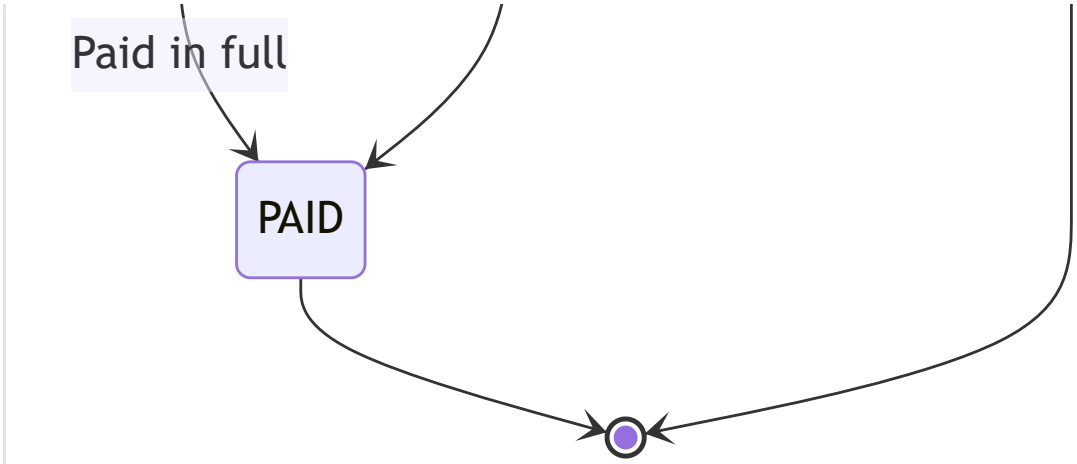
7 **Issue the tax invoice**

Press **Issue the tax invoice** and confirm. The invoice posts to receivables, revenue, VAT and retention. The status becomes INVOICED.

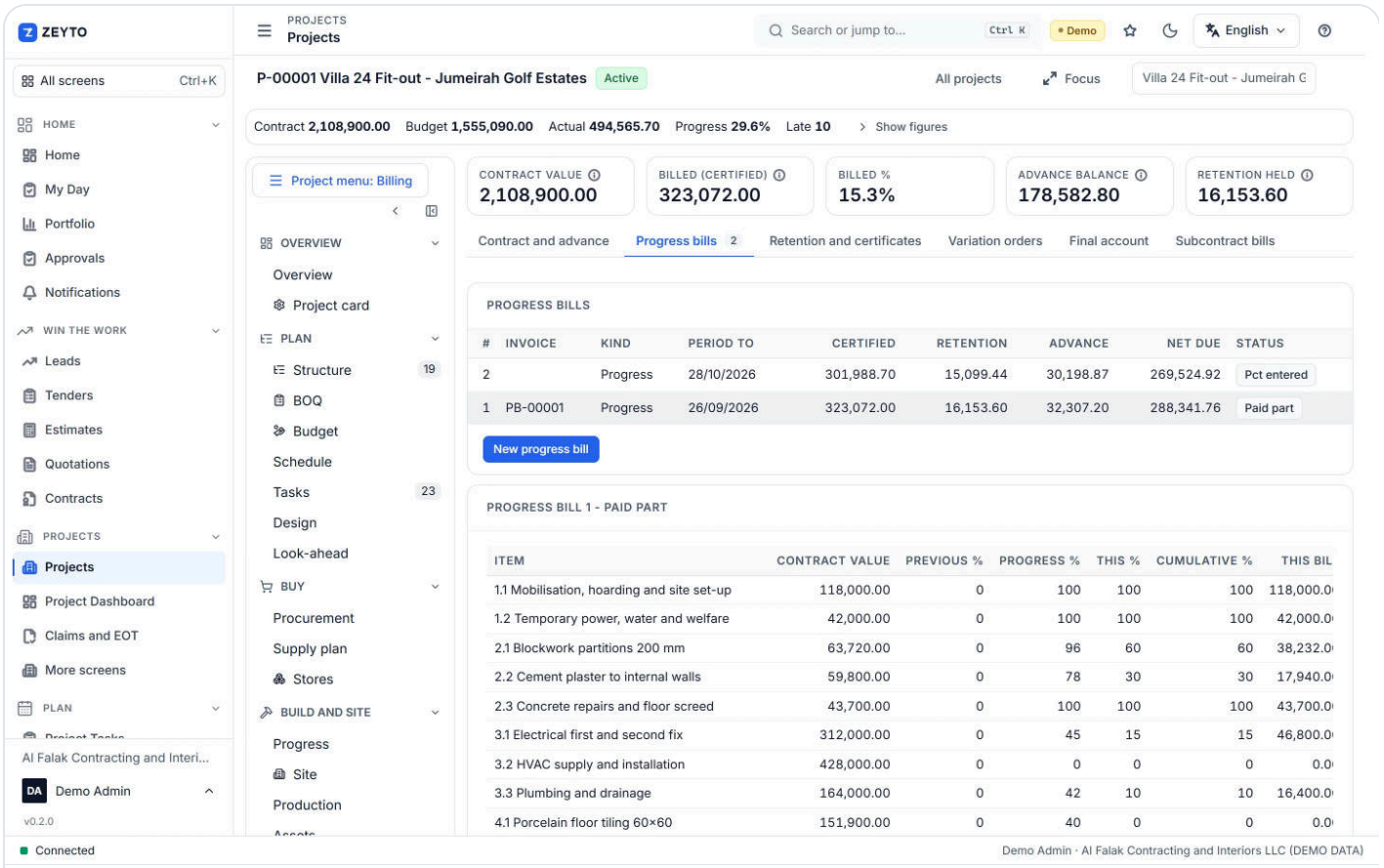
The bill detail shows seven tiles: Claimed, Certified, Retention, Advance recovered, Deductions, VAT and Net due. The **Deductions** card takes back-charges (costs you recharge to the client or that the client recharges to you) and delay damages, and these reduce Net due.

PROGRESS BILL STATUSES


DRAFT
Save percentages
PCT_ENTERED
Approve
PM_APPROVED
Record the client certificate
CLIENT_CERTIFIED
Issue the tax invoice
INVOICED
Paid in part
Paid in full
Cancel the tax invoice
PAID_PART
CANCELLED
Cancel
Cancel



A bill with receipts against it cannot be cancelled. The system says: raise a credit note. A seventh status, DISPUTED, also exists for bills the client disputes.



Villa 24 (P-00001), Billing, Progress bills. Bill 1 (PB-00001) is certified at 323,072.00 with retention 16,153.60, advance 32,307.20 and net due 288,341.76. Bill 2 is still at Pct entered.

Rules the screen applies for you

- **Retention** is the contract retention % of the gross, and it stops when the total held reaches the cap (% of contract value).
- **Advance recovery** is the advance % of the gross. The last bill recovers whatever balance is left, so the advance ends at exactly zero.

- **VAT** is worked out line by line at 5% on the gross less the retention. VAT on the retention itself falls due only when the retention is released.
- **Short certification.** If the client certifies less than you claimed, the lines scale down to the certified figure and you choose what happens to the difference (carry it forward, dispute it, or write it off).
- **Late tax point.** If the bill date is more than 14 days after the certificate date, the screen warns you.

Walking one real progress bill line by line

The best way to trust the numbers is to rebuild one by hand. This is bill 1 of the Al Reem fit-out. Retention is 5%, the advance is 10% of gross, VAT is 5%.

WORKED EXAMPLE: PROGRESS BILL PB-00005, INVOICE INV-FY202600005, P-00007

Period 25/06/2026 to 17/08/2026. The bill was dated 22/08/2026, and the client certificate IPC-L12-1 was recorded on 24/08/2026. The five contract lines were certified as follows.

LINE	ITEM	CONTRACT AED	THIS %	CERTIFIED AED	RETENTION 5% AED	TAXABLE AED	VAT 5% AED
1	Partitions and glazed screens	86,800.00	70%	60,760.00	3,038.00	57,722.00	2,886.1(
2	Raised floor and floor finish	98,800.00	60%	59,280.00	2,964.00	56,316.00	2,815.8(
3	MEP: lighting, small power and HVAC diffusers	168,000.00	60%	100,800.00	5,040.00	95,760.00	4,788.0(
4	Ceilings and acoustic panels	64,800.00	50%	32,400.00	1,620.00	30,780.00	1,539.0(

LINE	ITEM	CONTRACT AED	THIS %	CERTIFIED AED	RETENTION 5% AED	TAXABLE AED	VAT 5% AE
5	Joinery: reception and pantry	94,000.00	50%	47,000.00	2,350.00	44,650.00	2,232.5
TOTAL				300,240.00	15,012.00	285,228.00	14,261.4

Now the bill totals, step by step.

STEP	WHAT IT IS	HOW IT IS WORKED OUT	AED
1	Certified work (gross)	Sum of the five lines	300,240.00
2	Retention held by the client	5% of 300,240.00	15,012.00
3	Taxable value	300,240.00 less 15,012.00	285,228.00
4	VAT 5%	5% of 285,228.00, summed per line	14,261.40
5	Tax invoice total	285,228.00 plus 14,261.40	299,489.40
6	Advance recovered	10% of the gross 300,240.00	30,024.00
7	Advance VAT reversed	5% of 30,024.00	1,501.20
8	Net payable by the client	299,489.40 less 30,024.00 less 1,501.20	267,964.20

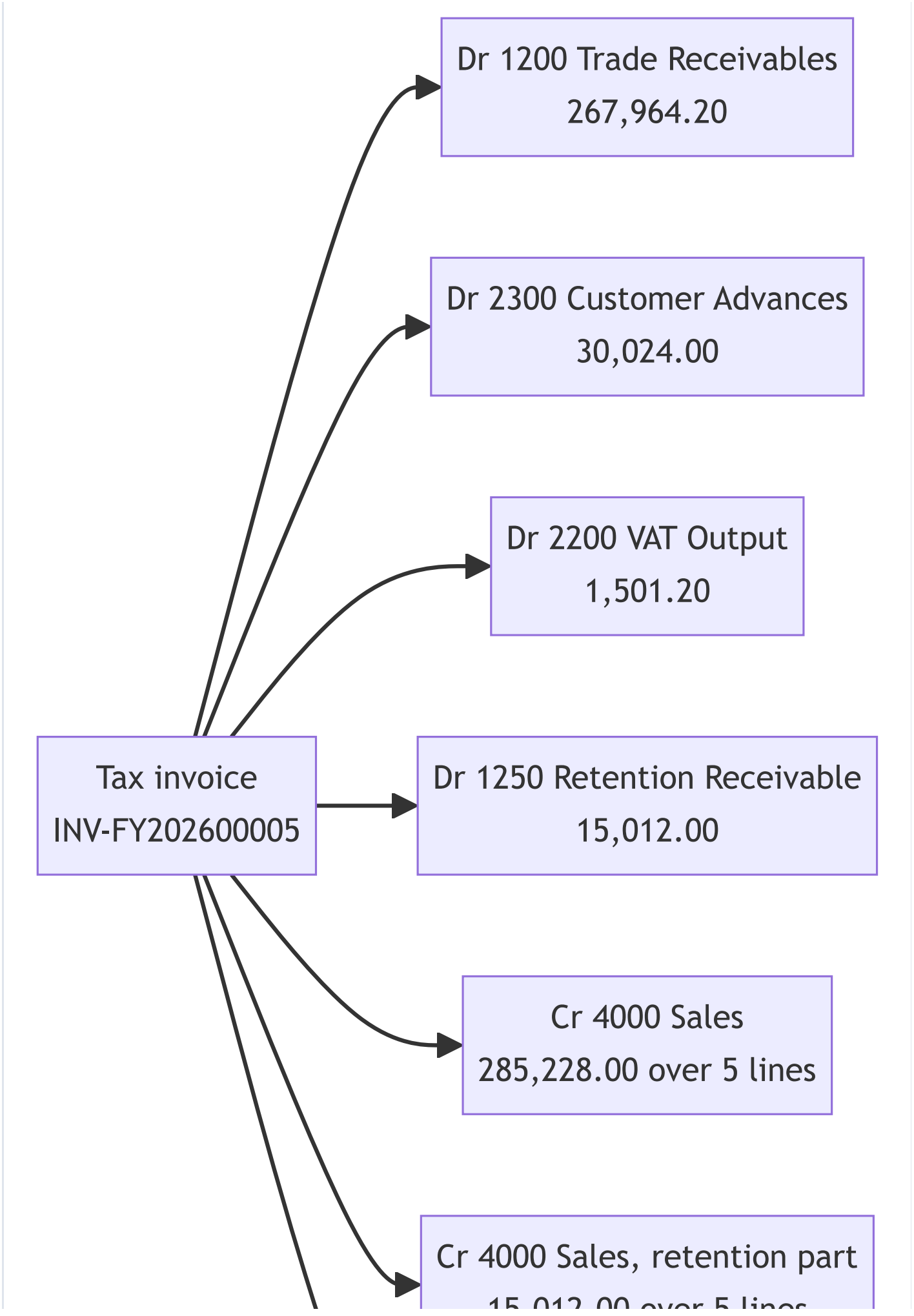
The client pays 267,964.20 in cash terms. Of the rest, 15,012.00 is held as retention, and 31,525.20 (advance plus its VAT) was already paid on 25/06/2026.

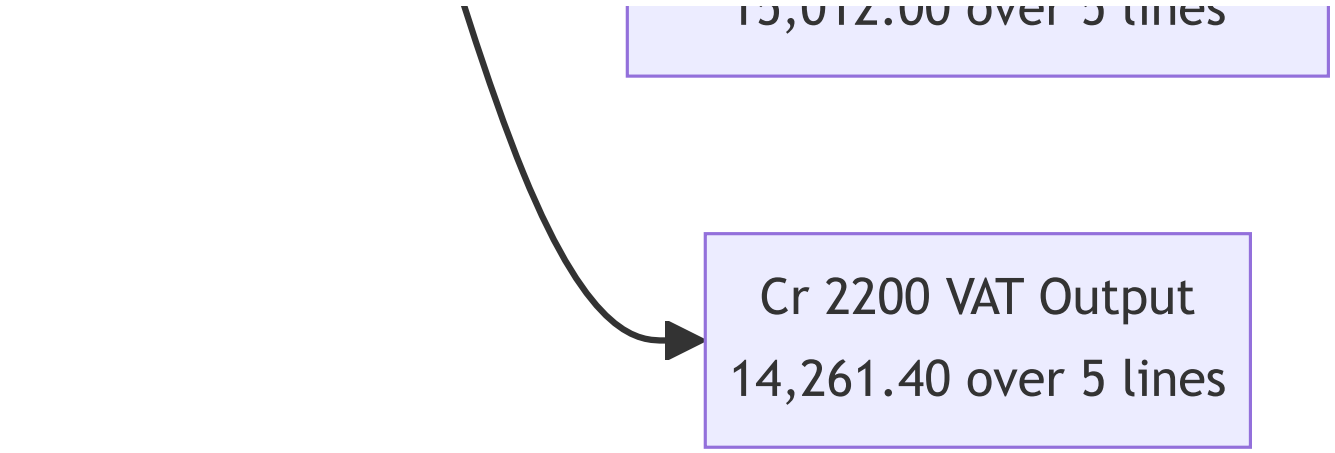
Source: live demo, project P-00007, bill 1, read on 12/11/2026 (progress bill lines, invoice INV-FY202600005 and its VAT register rows).

What the tax invoice posts

The tax invoice (document type SI) posts 19 ledger lines that balance at AED 314,501.40 on each side.

JOURNAL OF INV-FY202600005


Dr 1200 Trade Receivables
267,964.20
Dr 2300 Customer Advances
30,024.00
Dr 2200 VAT Output
1,501.20
Tax invoice
INV-FY202600005
Dr 1250 Retention Receivable
15,012.00
Cr 4000 Sales
285,228.00 over 5 lines
Cr 4000 Sales, retention part



Debits on the left (receivable, advance, advance VAT, retention) equal credits on the right (revenue and VAT).

WORKED EXAMPLE: THE JOURNAL LINES OF INV-FY202600005

SIDE	ACCOUNT	LINES	AED
Debit	2300 Customer Advances (against ADR-FY202600007)	1	30,024.00
Debit	2200 VAT Output (advance VAT reversed)	1	1,501.20
Debit	1250 Retention Receivable	1	15,012.00
Debit	1200 Trade Receivables	1	267,964.20
Credit	4000 Sales, retention part: 3,038 / 2,964 / 5,040 / 1,620 / 2,350	5	15,012.00
Credit	4000 Sales: 57,722 / 56,316 / 95,760 / 30,780 / 44,650	5	285,228.00
Credit	2200 VAT Output: 2,886.10 / 2,815.80 / 4,788.00 / 1,539.00 / 2,232.50	5	14,261.40
TOTAL EACH SIDE			314,501.40

The customer's receivable is only 267,964.20 because the advance and the retention are debited on their own accounts. The full 300,240.00 is revenue, because under method A the retention is earned even though it is not yet payable. The VAT register shows two output rows for this invoice: taxable 285,228.00 with VAT 14,261.40, and taxable minus 30,024.00 with VAT minus 1,501.20, labelled Advance applied (VAT reversed).

Source: live demo, Reports › Posting Trail and VAT ledger for INV-FY202600005, read on 12/11/2026.

CHECK IT YOURSELF

Open `Reports › Posting Trail` and search the invoice number to see every ledger line behind a document. The totals above can be checked against it.

WORKED EXAMPLE: A SMALLER SECOND BILL, THEN A DIFFERENT CLIENT

Bill 2 of the same project (PB-00006, INV-FY202600006, dated 19/10/2026, certificate IPC-L12-2) used the same method on the remaining work (cumulative 100% on every line).

ITEM	AED
Certified gross	212,160.00
Retention 5%	10,608.00
Taxable	201,552.00
VAT 5%	10,077.60
Invoice total	211,629.60
Advance recovered (10% of gross)	21,216.00
Advance VAT reversed	1,060.80
Net payable	189,352.80

Both bills together recovered 51,240.00, the whole advance, and held 25,620.00 of retention, which is 5% of the contract value 512,400.00. For contrast, Majlis (P-00003) has a 15% advance: its bill 1 (PB-00003, INV-FY202600003 dated 01/11/2026) certified 176,860.00, held retention of 8,843.00, recovered an advance of 26,529.00 and left a net payable of 148,562.40.

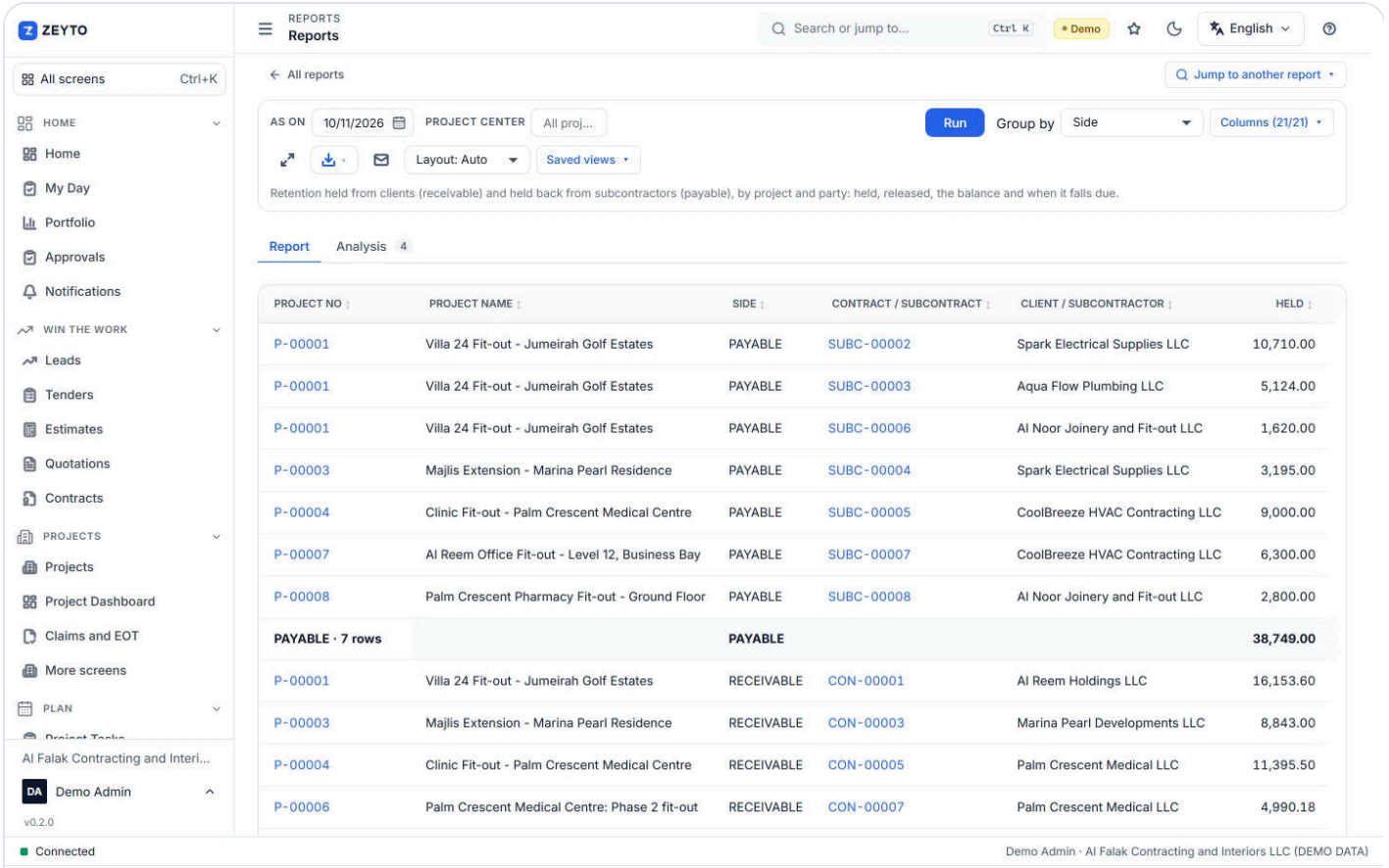
Source: live demo, projects P-00007 and P-00003, read on 12/11/2026.

THE BILL STATUS IS A LABEL, THE LEDGER IS THE TRUTH

In the demo, bill 1 of P-00007 still reads INVOICED although receipt RV-FY202600005 settled it in full on 19/09/2026. To see what a client still owes, read the Outstanding column of the invoice or the party statement, not the bill status.

Retention: held, ageing and release

Purpose. Retention is the security the client holds against defects. Zeyto keeps a retention ledger with the events HELD, RELEASE_CLAIMED, RELEASED and ADJUSTMENT, so you always know how much is held, why, and when it falls due. **Who.** The project manager or accountant requests, two different approvers approve (permission `sharp.retention.approve`), and an accountant issues the release invoice.



Reports › Retention Ageing. Receivable retention (the client holds) and payable retention (you hold) are listed side by side, with a bucket for each contract.

Retention Ageing is at `Reports` (report name `sharp-retention-ageing`). The buckets are Overdue over 90 d, 61-90 d, 31-60 d, 1-30 d, Due in 30 d, 90 d, 365 d, Later and No date set. It also shows the completion basis (for example Actual, from a certificate) and the next due date. A separate Retention Receivable report shows only what clients hold.

Releasing retention

1. **Record the completion certificate**

   On **Billing › Retention and certificates**, card **Completion certificates**

, pick the kind (PRACTICAL_COMPLETION, HANDOVER, SNAGGING_COMPLETE, FINAL_COMPLETION or DLP_END), type **Signed by** and press **Record certificate**. A release needs the matching certificate: the system says a practical completion certificate must be on record first.

2 **Request the release**

In the **Retention releases** card choose **Release at** (practical completion, DLP end, partial or other). Leave the amount blank to take the contract share, which is 50% of the retention held at practical completion by default and the remainder at DLP end. Press **Request release**.

3 **Approve twice**

Two different people press **Approve**. Open snags can show a warning or block the release, depending on the setting.

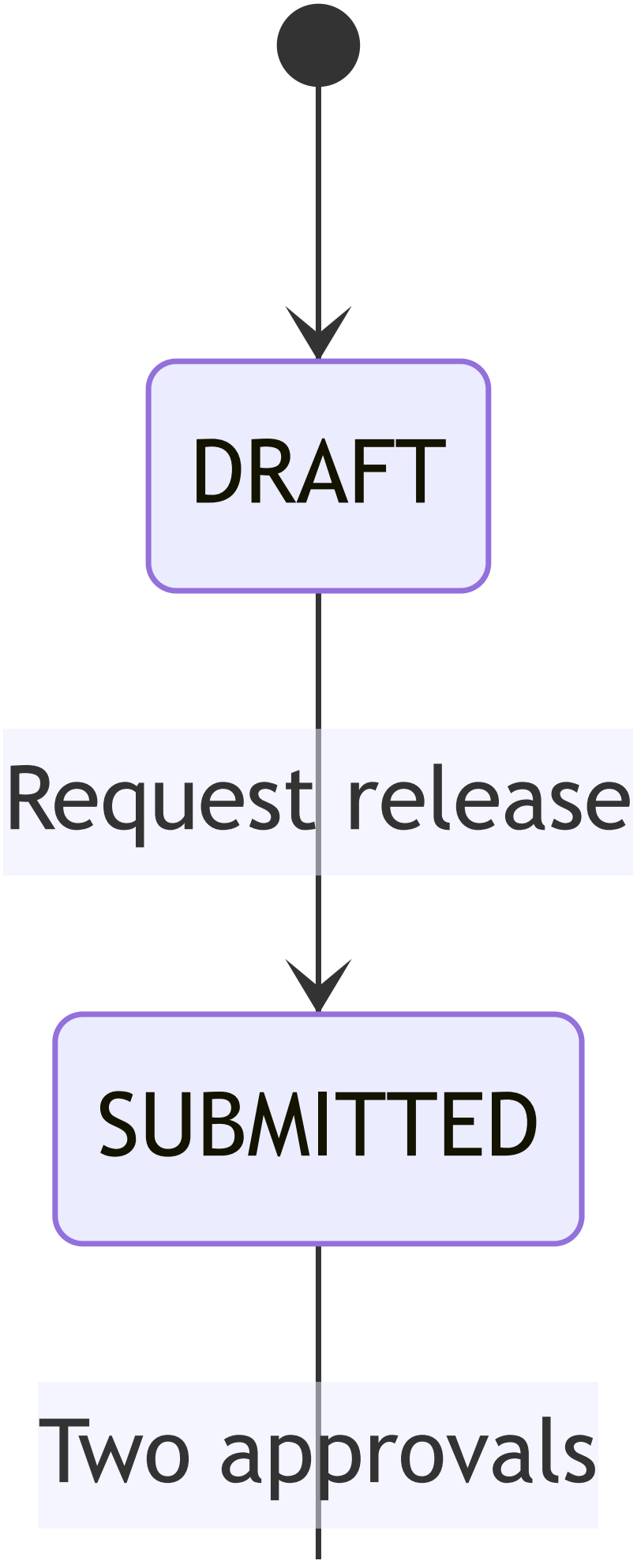
4 **Issue the release invoice**

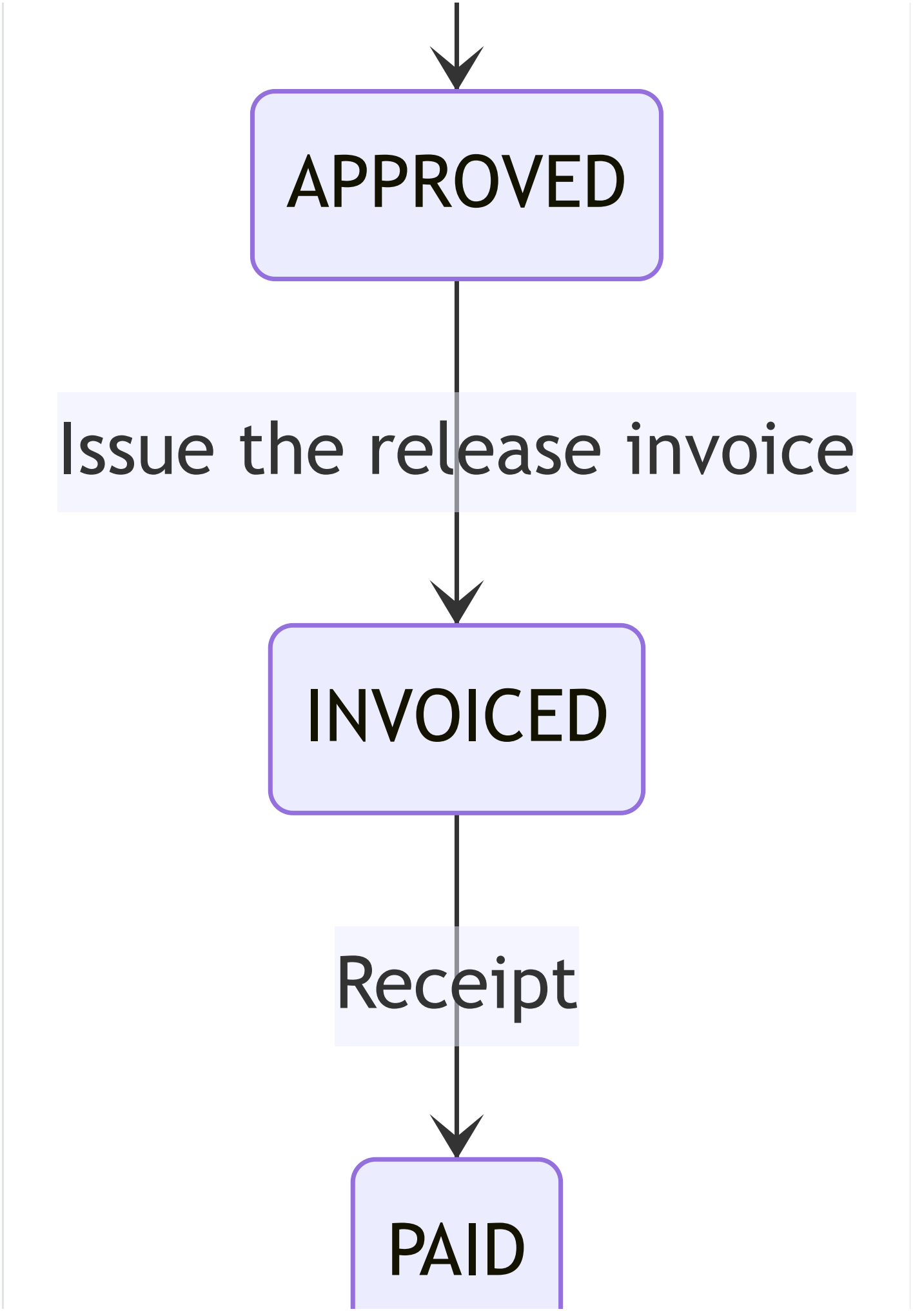
Press **Issue the release invoice**. A release cannot be larger than the retention held.

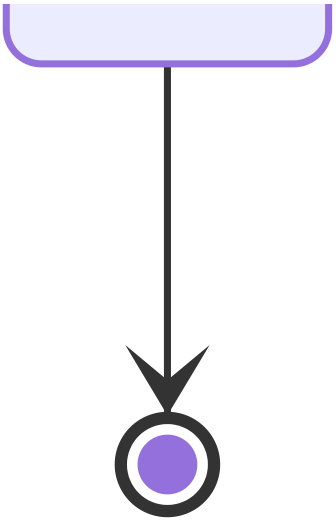
5 **Collect it**

Record a receipt against the release invoice like any other.

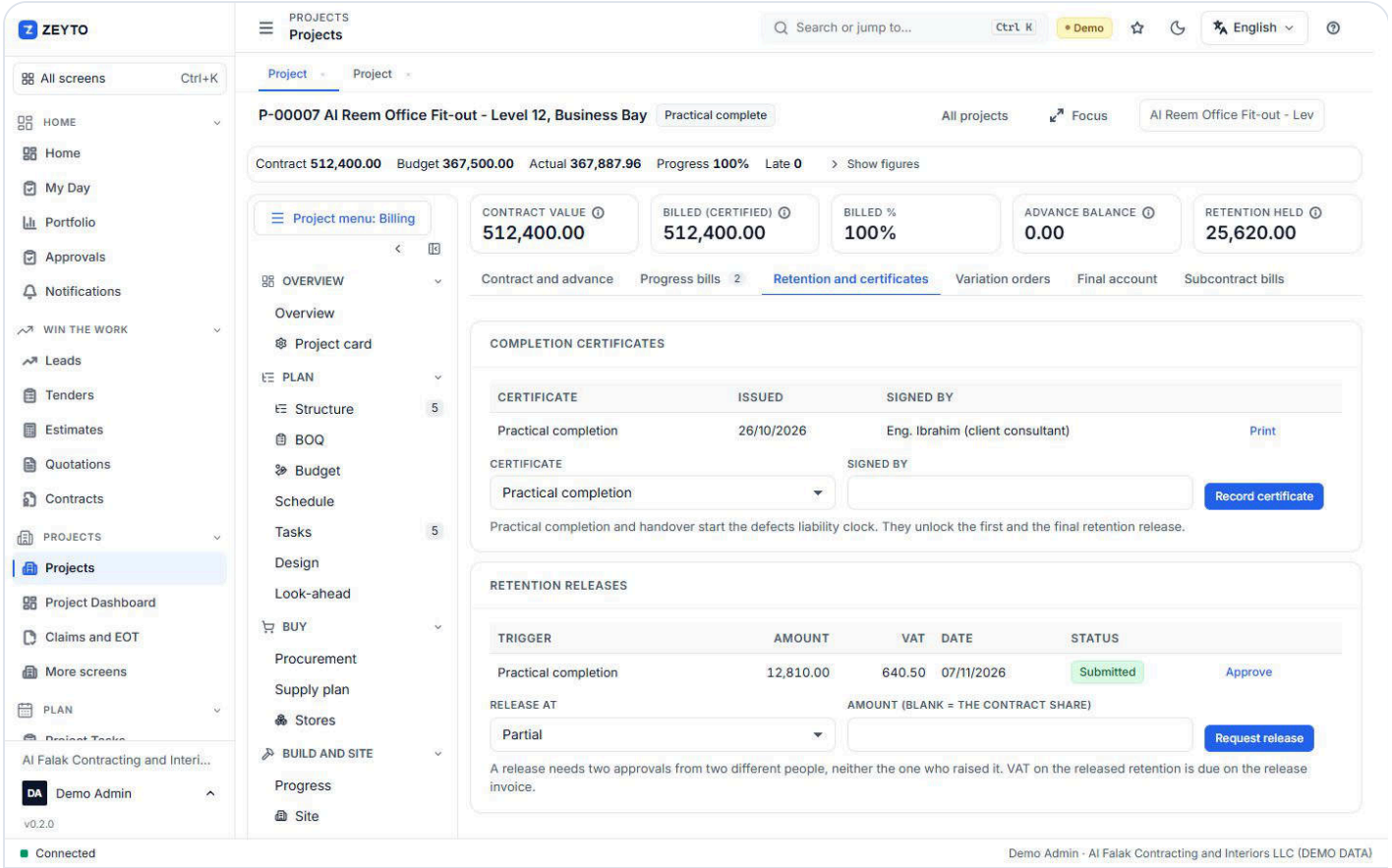
RETENTION RELEASE STATUSES


DRAFT
Request release
SUBMITTED
Two approvals


APPROVED
Issue the release invoice
INVOICED
Receipt
PAID



A release can also be CANCELLED. The retention ledger moves in step: HELD on each bill, RELEASE_CLAIMED on request, RELEASED when invoiced. ADJUSTMENT is for corrections.



P-00007, Billing › Retention and certificates. The practical completion certificate is recorded (26/10/2026). The first release of 12,810.00 plus VAT 640.50 is Submitted and waits for approval. The note under the card states that two different people must approve.

WORKED EXAMPLE: THE FULL RETENTION LOOP ON PALM CRESCENT PHARMACY, P-00008

Contract CON-00011 is worth AED 220,400.00 with 5% retention and a four month DLP. Three bills held retention.

BILL	DATE	GROSS AED	RETENTION AED
PB-00007	25/03/2026	131,480.00	6,574.00
PB-00008	02/05/2026	77,900.00	3,895.00
FI-00001 (final bill)	05/06/2026	11,020.00	551.00
RETENTION HELD			11,020.00

The practical completion certificate was recorded on 06/05/2026 and the DLP end certificate on 21/09/2026. Two releases followed.

RELEASE	DATE	RETENTION AED	VAT 5% AED	INVOICE TOTAL AED	INVOICE
PRACTICAL_COMPLETION	18/05/2026	5,234.50	261.73	5,496.23	INV-FY20260000
DLP_END	23/09/2026	5,785.50	289.28	6,074.78	INV-FY20260001

The first release is 50% of the 10,469.00 held on 18/05/2026 (6,574.00 plus 3,895.00), because the final bill had not been raised yet. The second takes the rest, so that 5,234.50 plus 5,785.50 equals the full 11,020.00 and the retention balance is zero. Each release invoice posts: debit Trade Receivables, credit Retention Receivable, credit VAT Output (release 2: 6,074.78, 5,785.50 and 289.28). The VAT on retention is declared only now.

Source: live demo, project P-00008, Billing › Retention and certificates, read on 12/11/2026.

BLOCKED

Without the matching certificate on record the release is refused. A release also cannot exceed the retention still held. The two approvers cannot be the person who raised the request.

Final account. When the work is done, **Billing › Final account** has **Calculate the final account**, **Record agreement** and **Start the final bill**. For P-00008 the final bill FI-00001 is where the last retention is taken.

Tax invoice and VAT

Every sales invoice in Zeyto is a tax invoice with VAT at 5% (tax code SR5). Progress bills create theirs for you. A plain invoice for other work is raised in `Sales › Sales Invoice`. In all cases the rules are the same.

- **The tax point is the bill date.** A bill raised more than 14 days after the certificate shows a warning.
- **VAT on an advance** is declared when the money is received (the ADR). Each progress bill then reverses a proportional slice, shown as Advance applied (VAT reversed), so the VAT is counted once.
- **VAT on retention** is declared only on the release invoice.
- **The VAT return** at `Reports › VAT Return` reads the VAT register. Output rows sit in box 1 and input rows in box 9.

WORKED EXAMPLE: OUTPUT VAT OVER THE WHOLE AL REEM PROJECT

DOCUMENT	VAT AED
Advance ADR-FY202600007	2,562.00
Bill 1 INV-FY202600005	14,261.40
Bill 1 advance VAT reversed	-1,501.20
Bill 2 INV-FY202600006	10,077.60
Bill 2 advance VAT reversed	-1,060.80
DECLARED SO FAR	24,339.00

This equals 5% of 486,780.00, which is the contract value 512,400.00 less the 25,620.00 retention. The remaining 1,281.00 (5% of the retention) will be declared when the retention is released.

Source: live demo, VAT ledger rows for P-00007, read on 12/11/2026.

Receipt

Purpose. A receipt records money received and settles invoices with it. **Who.** The accountant or cashier with `accounting.submit`. **Where.** `Accounting › Vouchers › Receipts` (also reachable from `Sales › Receipts`), then **+ New**.

FIELD	WHAT TO ENTER	EXAMPLE
Received From	The customer (press F3 to search)	Al Reem Holdings LLC
Date	Date of the receipt, in an open fiscal year	`19/09/2026`

FIELD	WHAT TO ENTER	EXAMPLE
Mode	A mode set up in Settings (for example Cash, Bank Transfer, Card, Cheque) or PDC Cheque. Each mode posts to its own ledger account	A bank mode, posted to 1100 Bank
Amount	The money actually received	`267,964.20`
Open Items › Allocate	Leave empty to settle the oldest invoices first, or type an amount per invoice	INV-FY202600005

What posts. Debit the bank (or the ledger of the payment mode), credit Trade Receivables against the invoice. A draft changes nothing until you press **Submit**. A posted receipt is never edited in place: **Amend** reverses it and posts the corrected one, and **Cancel** reverses it. A post-dated cheque settles the invoice at once and is tracked in PDC Management until deposited or cleared. **What can go wrong.** Money not allocated stays on account, and shows on the statement as a credit.

WORKED EXAMPLE: TWO RECEIPTS ON AL REEM

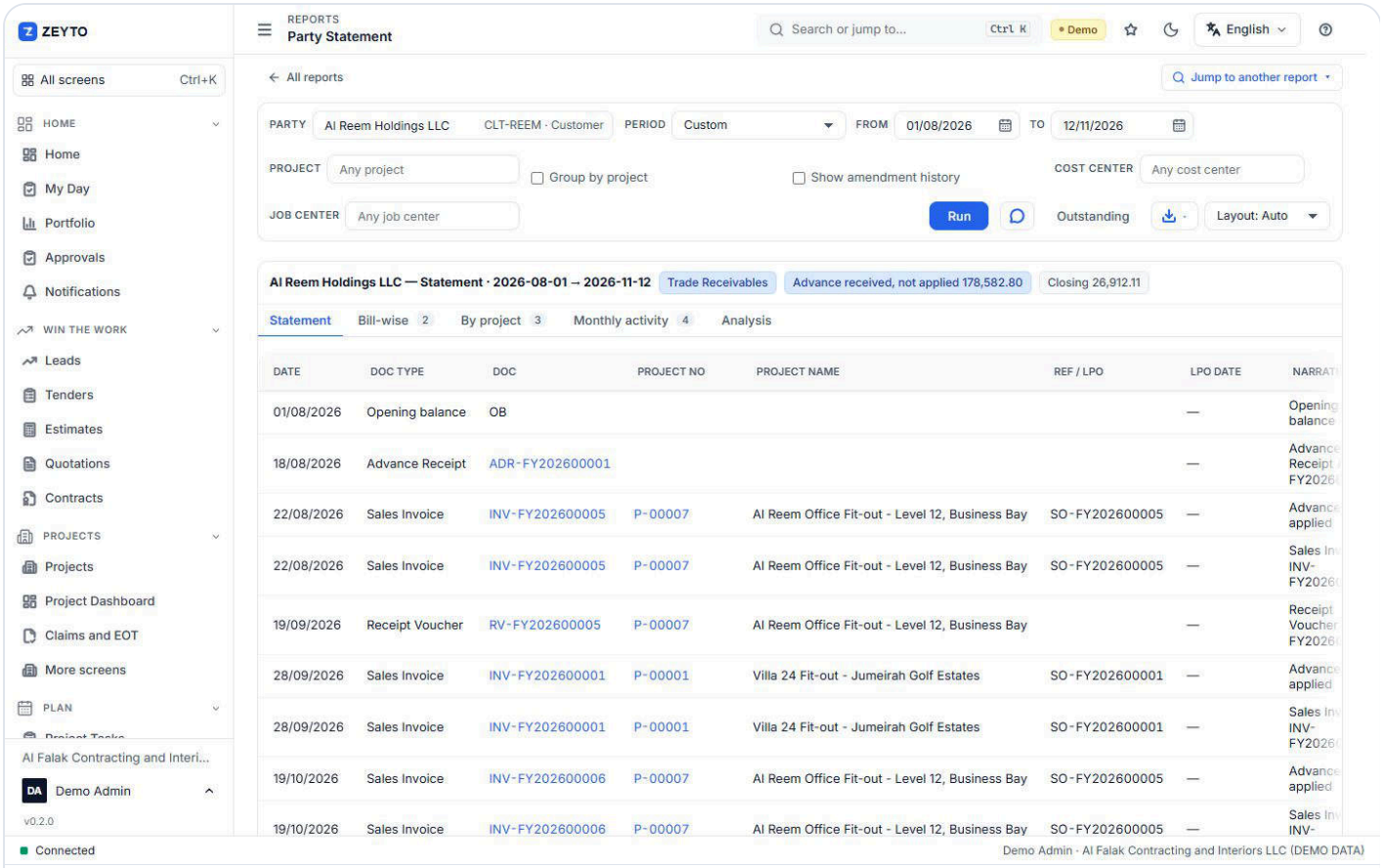
RECEIPT	DATE	SETTLES	AMOUNT AED	LEFT OPEN AED
RV-FY202600005	19/09/2026	INV-FY202600005	267,964.20	0.00
RV-FY202600006	08/11/2026	INV-FY202600006	113,611.68	75,741.12

Invoice INV-FY202600006 has net payable 189,352.80, so 189,352.80 less 113,611.68 leaves 75,741.12. Both receipts debit 1100 Bank and credit 1200 Trade Receivables.

Source: live demo, project P-00007, read on 12/11/2026 (receipts and open items).

Statements and amended documents

Purpose. The party statement is the running account of one customer or supplier. Open `Reports › Party Statement`, choose the party and the period and press **Run**. The tabs are Statement, Bill-wise, By project, Monthly activity and Analysis.

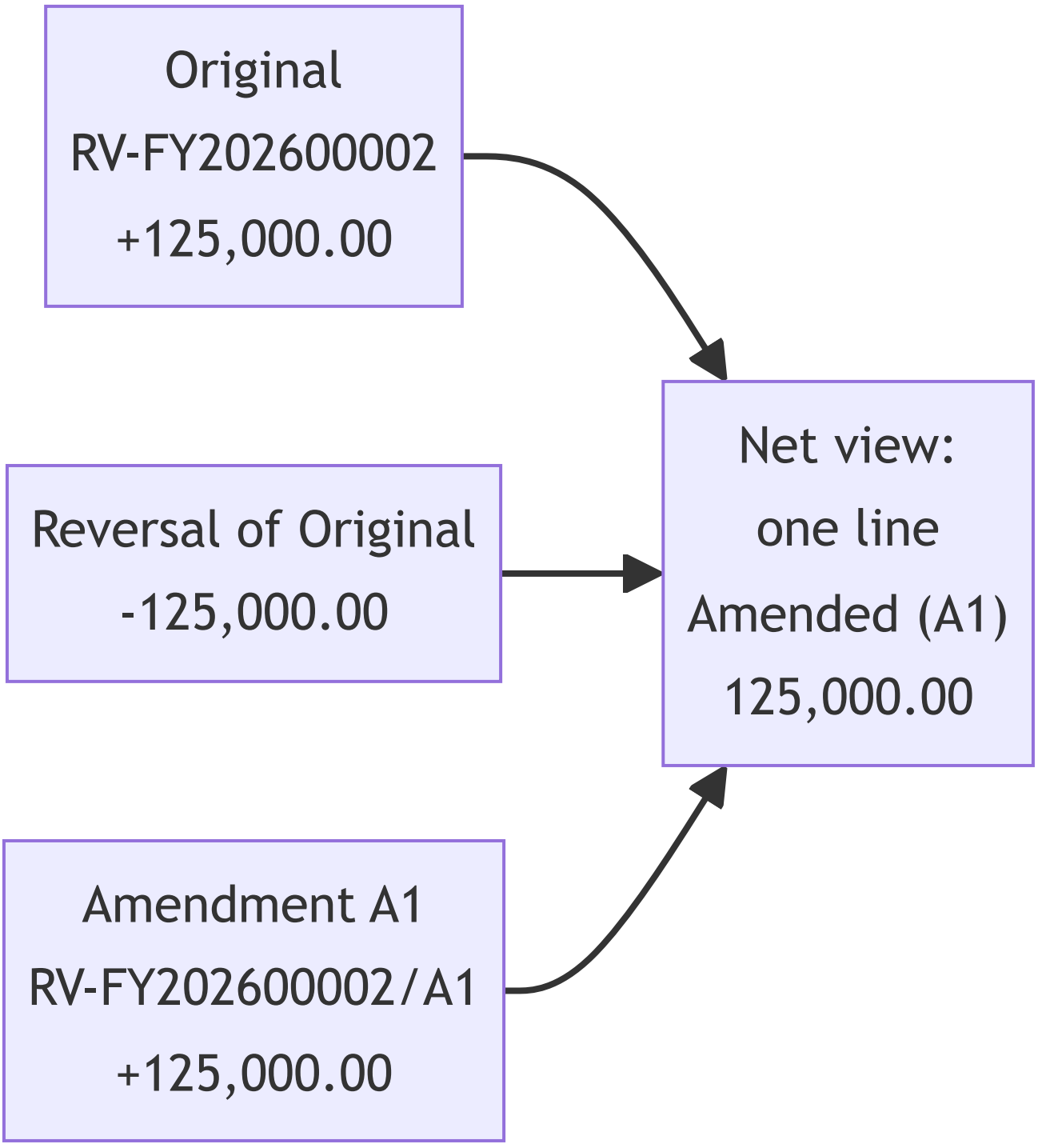


Reports › Party Statement for Al Reem Holdings LLC (CLT-REEM). Each invoice with an advance appears as two rows: Advance applied and Sales Invoice. The tick Show amendment history is under the Project field.

Original, Reversal and Amendment A1

The ledgers are append-only: nothing is ever erased. When you amend a posted document, Zeyto reverses the old posting and posts the corrected one under the same number with the suffix `/A1`. The ledger therefore holds three rows: the Original, the Reversal of the Original and the Amendment A1.

WHAT AN AMENDED RECEIPT LEAVES BEHIND



The three ledger rows add up to the single amended line. The balance is the same in both views.

- By default the statement shows **one net line** labelled Amended (A1).
- Tick **Show amendment history** to list every row, labelled Original, Reversal of Original, Amendment A1 and Cancellation. The tick is not kept in the address bar.
- Cancelled documents drop out of the net view. The printed Statement of Account always shows each document once.

- Advance rows are not duplicates. An invoice that applies an advance shows the applied advance and the remaining invoice as two separate lines.

WORKED EXAMPLE: MARINA PEARL DEVELOPMENTS, CLT-MARINA

The statement for 01/01/2026 to 31/12/2026 closes at AED -115,339.04. A negative balance is a credit: the client has paid or been credited more than has been invoiced.

DATE	DOCUMENT	DEBIT AED	CREDIT AED	BALANCE AED
15/09/2026	ADR-FY202600002 (advance)		76,293.00	-76,293.00
21/10/2026	RV-FY202600002/A1 Amended (A1)		125,000.00	-201,293.00
01/11/2026	INV-FY202600003 Advance applied	26,529.00		-174,764.00
01/11/2026	INV-FY202600003 Sales Invoice	148,562.40		-26,201.60
08/11/2026	RV-FY202600004		89,137.44	-115,339.04

The net view has 5 lines. With **Show amendment history** ticked it has 7: the amended receipt splits into Original (+125,000.00), Reversal of Original (-125,000.00) and Amendment A1 (+125,000.00), and the closing balance is still -115,339.04. Palm Crescent (CLT-PALM) closes at -8,502.16, with 23 lines in the net view and 25 with the history. The books were always right. Only the display used to show the duplicates.

Source: live demo, Reports › Party Statement for CLT-MARINA and CLT-PALM, read on 12/11/2026; rules from docs/sharp/phase-w55.md and docs/operations/w55-statement-duplicates.md.

Supplier invoice

Purpose. The supplier invoice (purchase invoice, PINV) books what you owe a supplier. **Who.** Accounts payable. **Where.** `Purchase › Purchase Invoice`, then **+ New Purchase Invoice**. Goods received first on a Goods Receipt (GRN) are billed by pulling that receipt, so the chain is order, receipt, bill.

FIELD	WHAT TO ENTER	EXAMPLE
Supplier	The supplier (press F3)	Dubai Building Materials LLC

FIELD	WHAT TO ENTER	EXAMPLE
Supplier Invoice No and Date	Copy both from the supplier's own bill	`INV-DBM-L12-2026`
Create Against	Independent, Purchase Order or Goods Receipt. Tick the receipts and press **Pull Lines**	Goods Receipt
Qty and Rate	Check against the supplier's bill	1,100 and 1,160 at 34.00

Open **Accounting impact** before you press **Submit** to see the entries. The invoice **Date** decides the VAT return month. Freight and customs charges are added in the **Charges** card.

WORKED EXAMPLE: PINV-FY202600016 FOR THE AL REEM PROJECT

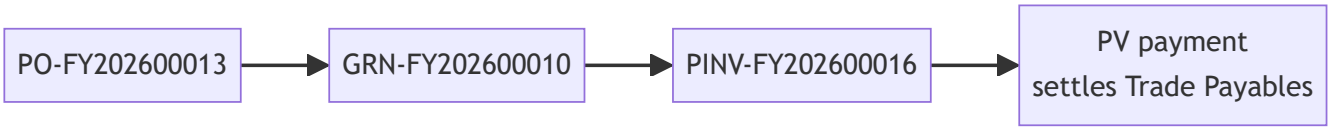
Chain: purchase order PO-FY202600013, goods receipt GRN-FY202600010, bill PINV-FY202600016. Item GYP-12, two lines of 1,100 and 1,160 units at AED 34.00.

LINE	ACCOUNT	DEBIT AED	CREDIT AED
Goods already received (against GRN-FY202600010)	2151 Goods Received Not Invoiced	76,840.00	
VAT 5%	1400 VAT Input	3,842.00	
Owed to the supplier	2100 Trade Payables		80,682.00

(1,100 plus 1,160) times 34.00 is 76,840.00, and 5% of that is 3,842.00. The full 80,682.00 is outstanding until a payment is made. Goods rejected at inspection are held in 1475 Goods Not Accepted - Supplier Receivable, a claim against the supplier.

Source: live demo, purchase invoice PINV-FY202600016, read on 12/11/2026.

HOW THE PURCHASE DOCUMENTS LINK

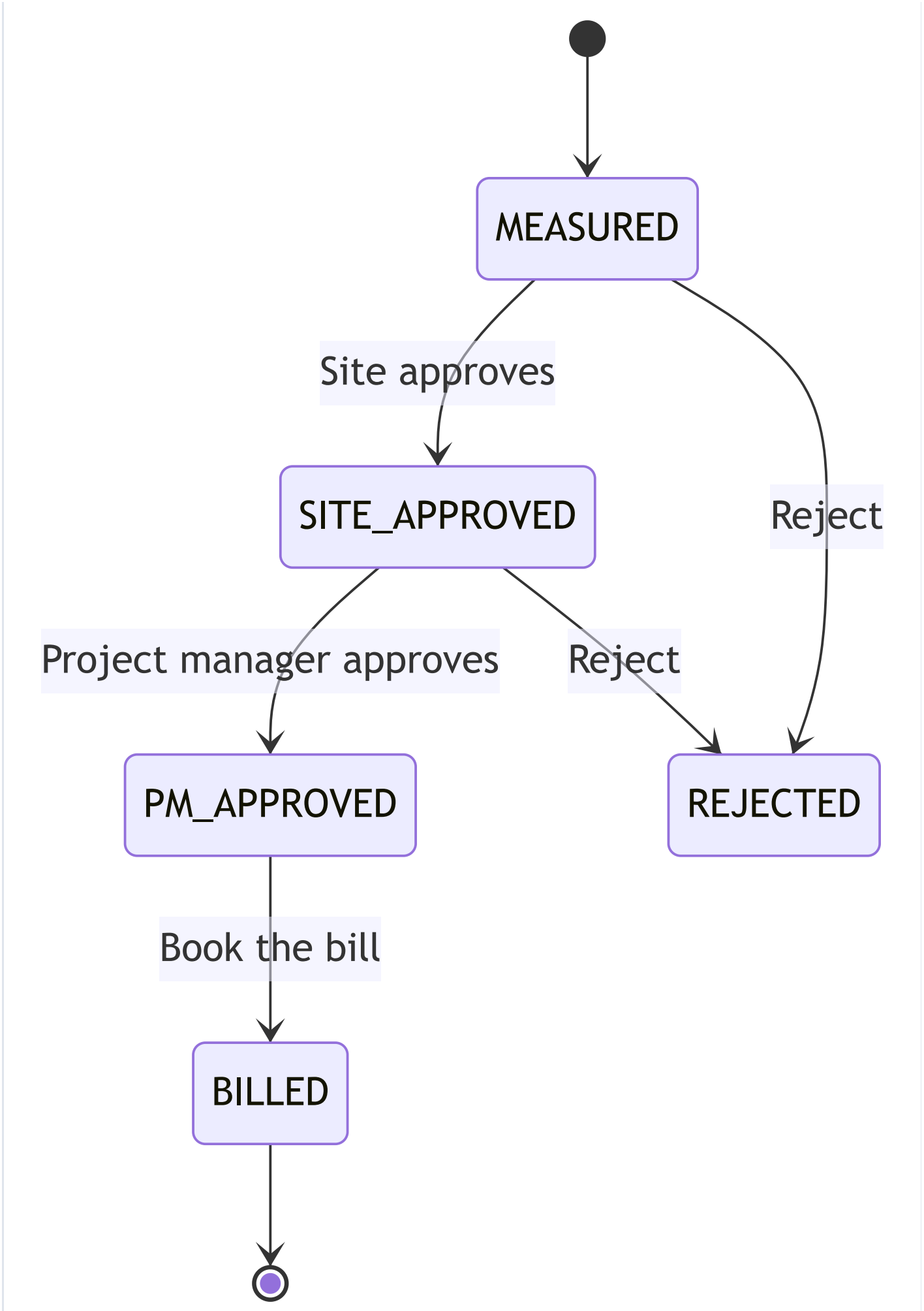


Each document names its source, so a bill can always be traced back to what was ordered and received.

Subcontractor certificate and bill

Purpose. A subcontractor is paid on measured work, certified in steps, with retention held back. **Who.** The site engineer measures, the project manager approves (permission `sharp.proc.approve`), and an accountant books the bill (`sharp.billing.invoice`). Certificates are raised on an active subcontract and cannot pass the quantity of the subcontract item.

SUBCONTRACT CERTIFICATE STATUSES


MEASURED
Site approves
SITE_APPROVED
Reject
Project manager approves
Reject
PM_APPROVED
REJECTED
Book the bill
BILLED

Only a PM_APPROVED certificate can be billed. The subcontract itself runs DRAFT, ACTIVE, COMPLETE, CLOSED, or TERMINATED.

1. **Measure and approve**
   The certificate walks MEASURED, SITE_APPROVED and PM_APPROVED.
2. **Find it for billing**
   On the project, **Billing › Subcontract bills**, the card **Subcontract certificates waiting to be billed** lists approved certificates.
3. **Book the bill**
   Press **Book the bill**. A purchase invoice is created, retention is held on the payable side, and any supplier advance is applied. Back-charges can reduce the bill as negative lines.
4. **Release the retention**
   Later, the card **Subcontract retention releases** has **Book the release**.

WORKED EXAMPLE: COOLBREEZE HVAC, SUBCONTRACT SUBC-00007 ON P-00007

Lump sum AED 126,000.00, retention 10% with a cap of 5% of the sum (6,300.00), item of 100 units at 1,260.00.

CERTIFICATE	BILL	GROSS AED	10% WOULD BE AED	RETENTION HELD AED	TAXABLE AED	VAT 5 AE
1 (to 17/08/2026)	PINV-FY202600018	56,700.00	5,670.00	5,670.00	51,030.00	2,551.5
2 (to 11/10/2026)	PINV-FY202600019	69,300.00	6,930.00	630.00	68,670.00	3,433.5

On the second certificate the cap bites: 6,300.00 less the 5,670.00 already held leaves only 630.00. Bill 1 posts: debit 5320 Subcontract Cost 51,030.00 and 5,670.00, debit 1400 VAT Input 2,551.50,

credit 2150 Retention Payable 5,670.00, credit 2100 Trade Payables 53,581.50 (59,251.50 each side). The payable retention is 6,300.00 in total. The final account of subcontract SUBC-00008 (Al Noor Joinery) shows a release: PINV-FY202600025 dated 25/09/2026 debits 2150 for 2,800.00 and 1400 for 140.00 and credits 2100 for 2,940.00.

Source: live demo, subcontract SUBC-00007 and SUBC-00008, read on 12/11/2026.



Final account statement - subcontract / كشف الحساب الختامي لمقاول الباطن SFA-00001

Al Falak Contracting and Interiors LLC (DEMO DATA) - P-00008 Palm Crescent Pharmacy Fit-out - Ground Floor

Subcontract / العقد: **SUBC-00008** Subcontractor / مقاول الباطن: **Al Noor Joinery and Fit-out LLC** Status / الحالة: **SETTLED** Agreed by / وافق: **Mr Hamdan, Al Noor Joinery and Fit-out LLC** on **23/06/2026**

Original subcontract value / القيمة الأصلية	56,000.00
Add approved additions / يضاف: الإضافات المعتمدة	0.00
Less omissions / ناقص: الحذف	0.00
Remeasurement / إعادة القياس	0.00
Other adjustment / تسوية أخرى	0.00
Final agreed value / القيمة النهائية المتفق عليها	**56,000.00**
Certified to date / المعتمد حتى تاريخه	50,400.00
Billed to date / المفوتر حتى تاريخه	50,400.00
Still to bill / المتبقي للفوترة	**5,600.00**
Less back-charges / ناقص: المطالبات المرتدة	-1,800.00
Less liquidated damages / ناقص: غرامات التأخير	0.00
Less other deductions / ناقص: استقطاعات أخرى	0.00
Less unrecovered advance / ناقص: الدفعة المقدمة غير المستردة (paid 0.00, recovered 0.00)	0.00
Less retention withheld on this balance / ناقص: المحتجز على هذا الرصيد	0.00
Balance payable to the subcontractor / الرصيد المستحق لمقاول الباطن	**3,800.00**

Retention	Held	Released	Still held
Retention payable to the subcontractor / المحتجز	2,800.00	0.00	2,800.00

Amounts exclude VAT; VAT is added on the tax invoice. Retention is released through the retention release of the subcontract.

Contractor / المقاول الرئيسي | Subcontractor / مقاول الباطن | Project manager / مدير المشروع

Subcontract Final Accounts, statement SFA-00001 as agreed on 23/06/2026: final value 56,000.00, certified and billed 50,400.00, back-charges 1,800.00, balance payable 3,800.00, retention held 2,800.00. The release of that retention came later, on 25/09/2026.

WHERE THE GUIDE AND THE SCREEN DIFFER

The older user guide says subcontract bills are under Bill and Cash. In the current build that menu group holds only Finance Hub and Subcontract Final Accounts. Subcontract bills are on the project, **Billing › Subcontract bills**.

Payments

Purpose. A payment voucher records money paid to a supplier or subcontractor and settles their open bills. **Who.** Accounts payable. **Where.** `Accounting › Vouchers › Payments`, then **+ New**.

1 Choose the supplier

In
Paid To
pick the supplier (F3).

2 **Set date, mode and amount**
Mode is Cash, Bank Transfer, Card, Cheque or PDC Cheque. For a cheque type the cheque number and date.

3 **Allocate**
Leave
Allocate
empty to settle the oldest bills first, or type an amount per bill.

4 **Submit**
Press
Submit
. The Outstanding column of Purchase Invoice shows the bills cleared.

A payment debits Trade Payables 2100 and credits the bank or cash ledger of the mode. Posted vouchers are amended or cancelled the same way as receipts.

WORKED EXAMPLE: TWO REAL PAYMENTS

VOUCHER	DATE	PAID TO	AED	POSTING
PV-FY202600001	27/10/2026	Dubai Building Materials LLC	30,780.75	Dr 2100 against PINV-FY202600002, Cr 1100 Bank
PV-FY202600003	02/11/2026	Spark Electrical Supplies LLC (cash CASH-0098, on account, P-00001)	9,200.00	Dr 2100 against PINV-FY202600003, Cr 1000 Cash in Hand

PINV-FY202600003 is a subcontract bill with 47,027.50 outstanding, so after this payment the rest is still owed.

Source: live demo, payment vouchers PV-FY202600001 and PV-FY202600003, read on 12/11/2026.

Site petty cash

Purpose. A petty cash float is a fixed cash box held on site for small buys. The imprest method means you top it up by exactly what was spent. **Who.** The custodian of the float records the bills, and the accountant approves and tops up. **Where.** `Accounting › Petty Cash`. The group has Petty Cash, PC Vouchers, PC Replenishments, PC Cash Count, PC Count History and PC Staff Advances.

FLOAT SETTING	WHAT IT DOES	VALUE FOR PC-V24
Imprest	The fixed amount of the box	AED 10,000.00
Limit per voucher	Largest single spend	AED 500.00
Daily limit	Most that can be spent in a day	AED 2,000.00
Receipt required above	A bill must be attached over this amount	AED 100.00

1. **Record a bill**
   On the Petty Cash page press **+ New Voucher**. Type the **Invoice / Bill No**, choose **Paid from float**, pick the expense **Account** and the **Taxable** amount before VAT.
2. **Claim VAT when allowed**
   Keep **Claim VAT input** ticked, pick the supplier and type the 15-digit TRN. Clear the tick when there is no VAT to claim.
3. **Post**
   Press **Save & Post**. A draft voucher posts nothing until it is posted or approved.
4. **Count and top up**
   Use **Cash Count** to compare the cash with the books, and

+ Replenish

to move money from bank or cash into the float.

WORKED EXAMPLE: A SITE BILL ON VILLA 24, EXP-FY202600004

On 22/10/2026 the float PC-V24 (Villa 24 site petty cash, account 1011, custodian Rania Haddad) paid for masking tape and drop sheets for the painters, charged to node 4.3 of P-00001.

LINE	ACCOUNT	DEBIT AED	CREDIT AED
Cost of the bill	5360 Site Overheads & Consumables	366.00	
VAT 5%	1400 VAT Input	18.30	
Cash out of the box	1011 Petty Cash - Villa 24 site petty cash		384.30

The voucher is within the AED 500.00 limit, and the VAT register puts the 18.30 in box 9. The float was topped up on 31/10/2026 by replenishment PRQ-00001 of 1,149.76 (journal JV-FY202600002: debit 1011, credit 1100 Bank).

Source: live demo, petty cash float PC-V24 and voucher EXP-FY202600004, read on 12/11/2026.

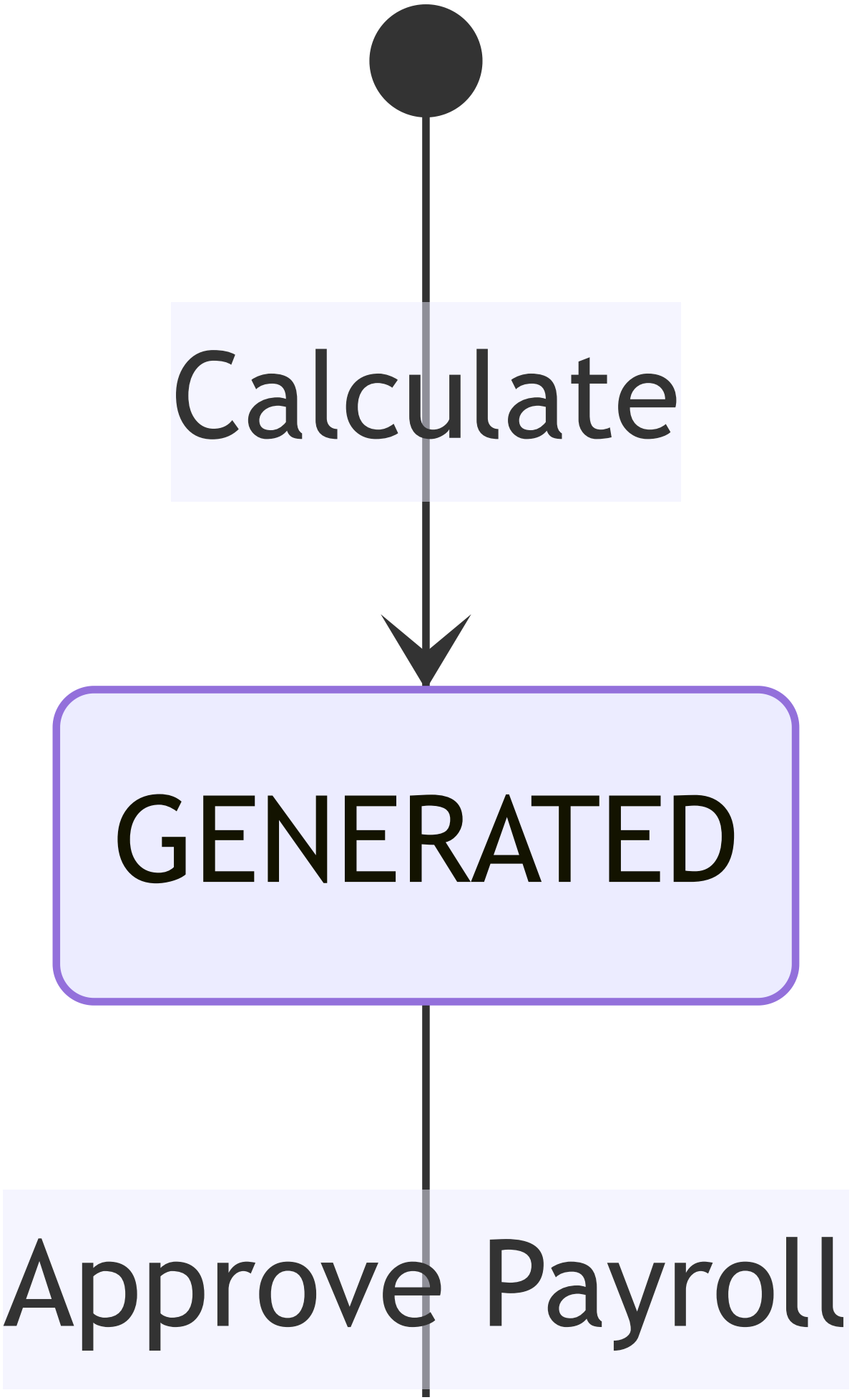
GOOD PRACTICE

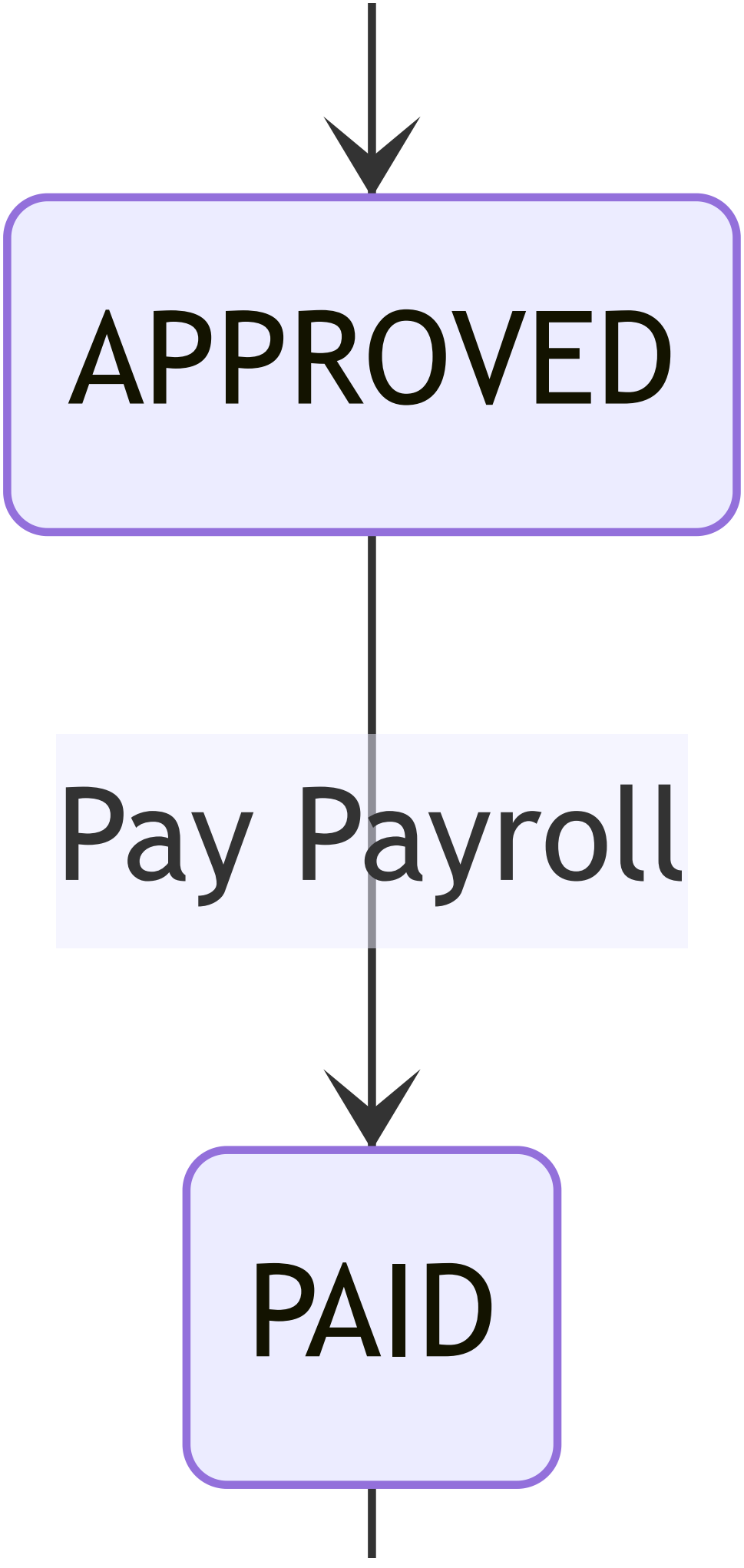
Always type the supplier's real bill number, because the form refuses to post without one. A petty cash voucher can only be paid from a float, never from the main cash or a bank account.

Payroll, WPS and allocation to projects

Purpose. Payroll pays the people, WPS (the Wages Protection System of the UAE ministry, MOHRE) is the file that goes to the bank so salaries are paid through it, and allocation moves the labour cost onto the projects. **Who.** HR or payroll staff (`employees.create` , `employees.submit`), and a project controller for allocation (`sharp.labour.allocate`). **Where.** `Employees › Payroll & WPS › Payroll` and `Employees › Payroll & WPS › WPS` .

PAYROLL RUN STATUSES

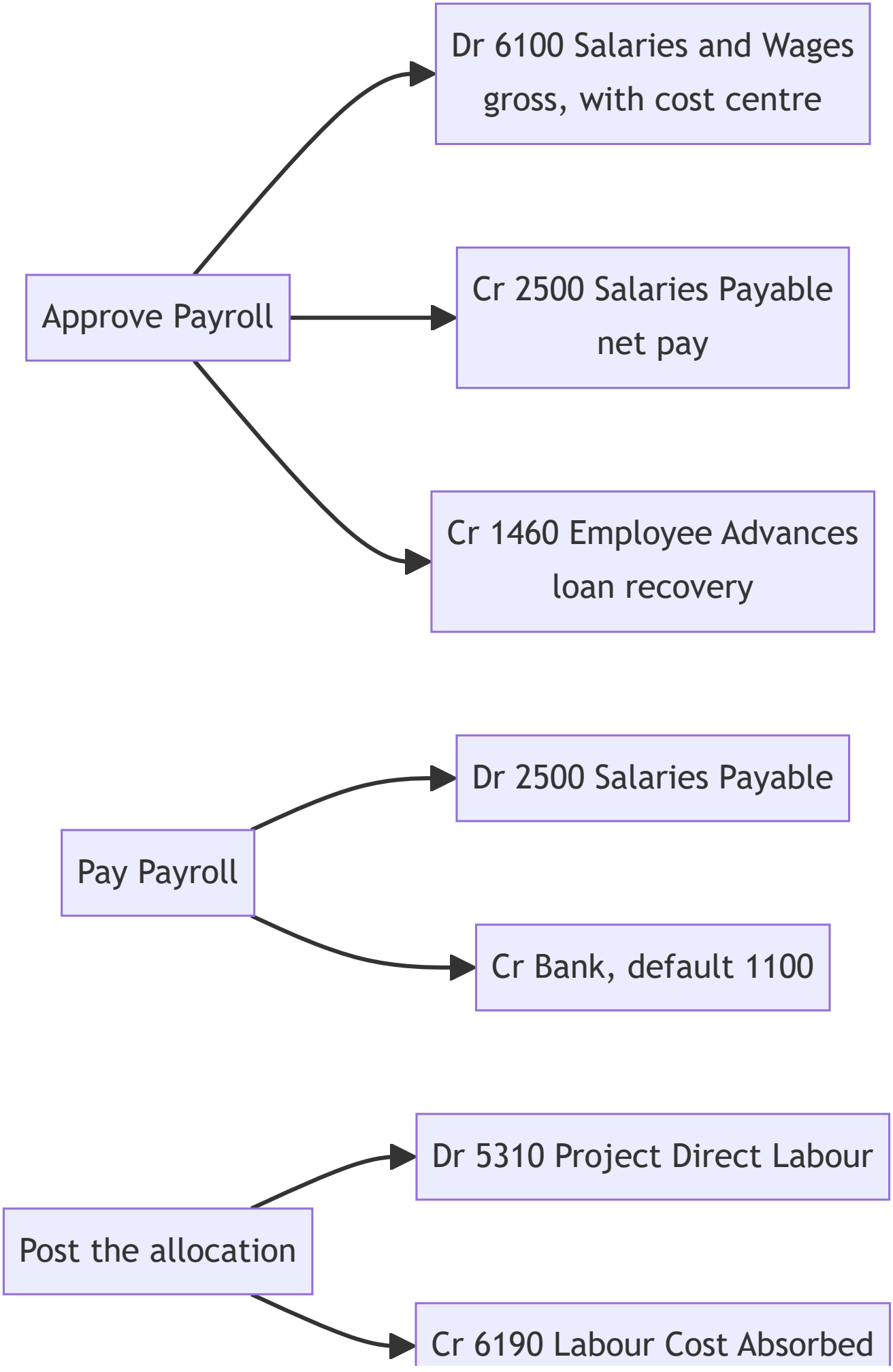

Calculate
GENERATED
Approve Payroll


APPROVED
Pay Payroll
PAID



Approve needs a GENERATED run. Pay needs an APPROVED run, otherwise the system says the run must be approved before payment.

WHAT PAYROLL POSTS


Approve Payroll
Dr 6100 Salaries and Wages gross, with cost centre
Cr 2500 Salaries Payable net pay
Cr 1460 Employee Advances loan recovery
Pay Payroll
Dr 2500 Salaries Payable
Cr Bank, default 1100
Post the allocation
Dr 5310 Project Direct Labour
Cr 6190 Labour Cost Absorbed

Approval books the cost and the liability. Payment clears the liability. The allocation then moves the cost to the projects.

1. **Calculate**

   Choose the month and press **Calculate**. The run is GENERATED.

2. **Approve**

   Press **Approve Payroll**. The screen then shows the **Accrual journal**.

3. **Pay**

   Choose the **Payment Bank** and press **Pay Payroll**. The screen shows the **Payment journal**.

4. **Allocate to the projects**

   Under an approved or paid run the card **Step 2 - allocate the payroll to the projects** has **Preview** and **Post the allocation**. The same tool is at `Employees › Timesheets`, tab Labour allocation, card **Allocate payroll to the projects**, with Basis (Actual payslip or Standard rate) and Burden %.

5. **Generate the WPS file**

   On the WPS screen press **Generate WPS SIF**, then **Download SIF (not bank ready)**.

. The file is named `WPS-YYYY-MM.sif`.

The WPS file includes only employees with a MOHRE person code, an IBAN and a net pay above zero. The card **Employer identity for the SIF file** holds the Establishment id (MOL / MOHRE) and the Employer bank routing code. If these or other details are missing, the screen lists them as blocking gaps. The screen states that the file layout follows the MOHRE specification but has not been accepted by a bank yet, so send the first file to your bank to confirm it before relying on it.

WORKED EXAMPLE: LABOUR ALLOCATION LAR-00001, OCTOBER 2026

The demo company has no payroll run to show, so the payroll steps above come from the product's code and help text. The allocation step is in the ledger. Run LAR-00001 used the Standard rate basis for October 2026, covering 6 employees and 616.25 hours.

LINE	ACCOUNT	DEBIT AED	CREDIT AED
Labour cost to Villa 24	5310 Project Direct Labour	26,891.20	
Cost absorbed out of overheads	6190 Labour Cost Absorbed		26,891.20

It posted as journal JV-FY202600001 on 31/10/2026.

Source: live demo, labour allocation run LAR-00001 and its journal, read on 12/11/2026.

WHAT CAN GO WRONG

An employee without a MOHRE person code or IBAN is left out of the WPS file silently. Check the count of lines in the file against the number of employees paid. A loan recovery is credited to Employee Advances, so a wrong loan balance shows up there.

Check yourself

- [ ] I can name the steps from a draft progress bill to a posted tax invoice, and who may do each one.
- [ ] I can rebuild retention, VAT, advance recovered and net payable for a bill from its certified gross.
- [ ] I know that VAT on retention is declared on release, and that VAT on an advance is declared on receipt.
- [ ] I know why a release needs a certificate on record and two different approvers.
- [ ] I can read the Retention Ageing report and say which side (receivable or payable) a row belongs to.
- [ ] I can explain Original, Reversal and Amendment A1 on a party statement, and why the balance is the same either way.

- [ ] I know the three payments a purchase invoice can be settled by (voucher, advance applied, or paid at entry) and where a petty cash bill is posted from.
- [ ] I know what payroll posts on approval and on payment, and why the WPS file must be checked with the bank.

Where next. Read the part on control and reports, where the VAT Return, Party Statement and Posting Trail are covered in depth, and then Part 9, Close the project, which takes the final account and the last retention release to the end. Return to the project Billing tabs whenever a figure on a statement or in the VAT return needs to be traced back to its document.

PART 8

Control and reports

Every document you raised in the earlier parts ends up in one of a few places: the project budget, the ledger, the stock ledger or the approvals inbox. This part shows how to read those places so you can say, on any day, whether a project is on budget, what it will earn, who owes you, and whether the books are safe to close.

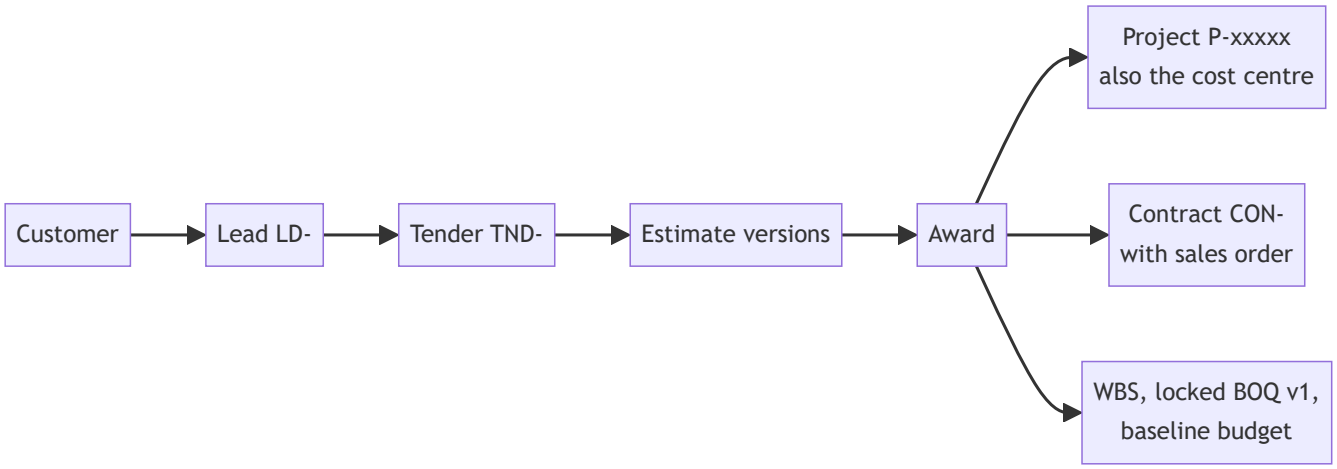
The chapter follows a finance person's week: the map of documents and money, the project view, the company view, approvals, alerts, reports, VAT and statements. All numbers in the examples were read from the live demo on 12/11/2026 for Al Falak Contracting and Interiors LLC (DEMO DATA).

> **ONE FORECAST, EVERYWHERE**
>
> The forecast margin, forecast cost and cost to complete come from one calculation on the server. The Portfolio, the project cockpit, the Work in Progress report, the Finance Hub Profitability tab and the Budget control tab all read it. Two different margins for one project on one date is a defect to report.

How everything links

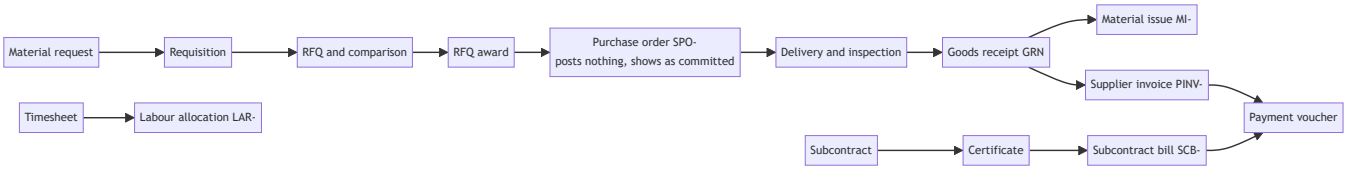
Sharp is one ERP with a construction layer on top. The project (numbered `P-00001` and so on) is also a cost and income centre: any posting that names the project is that project's cost or income. The work breakdown, the **WBS** (the tree of work items under the project), decides where cost lands. Every cost posting names a leaf item of that tree, so cost reaches an item of work. The **BOQ** (bill of quantities, the priced list of work) is locked as version 1 by the award, and later changes come as **variations** (client-instructed changes to the contract). The three diagrams below follow a job from the first enquiry to the final account.

1. FROM ENQUIRY TO A RUNNING PROJECT



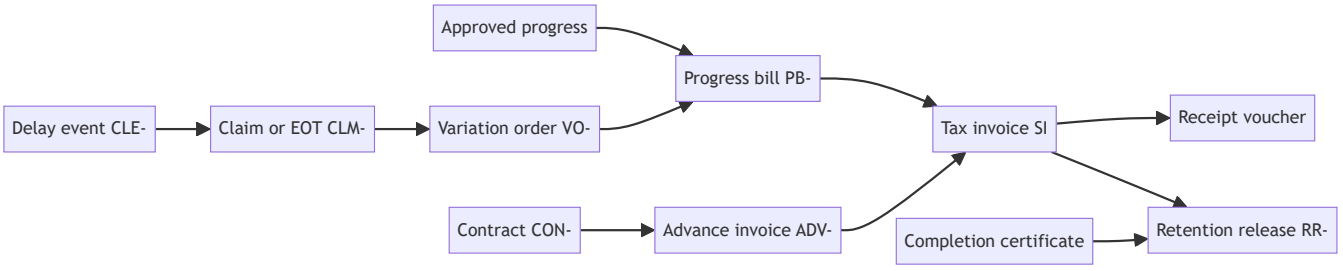
The Award step creates the project, its breakdown, the locked BOQ, the approved baseline budget, a draft schedule, the contract and its clause register in one go.

2. BUYING, SUBCONTRACTING AND LABOUR REACH THE SAME ITEMS OF WORK



A **certificate** is the measured, approved statement of work done that a subcontractor or the client is paid against.

3. BILLING, COLLECTING AND CLOSING



Retention is the share of each bill the client holds back until completion and the end of the defects liability period (DLP). **EOT** is an extension of time. Claims and delay events post nothing; a granted cost reaches the accounts only through a variation order raised from the claim.

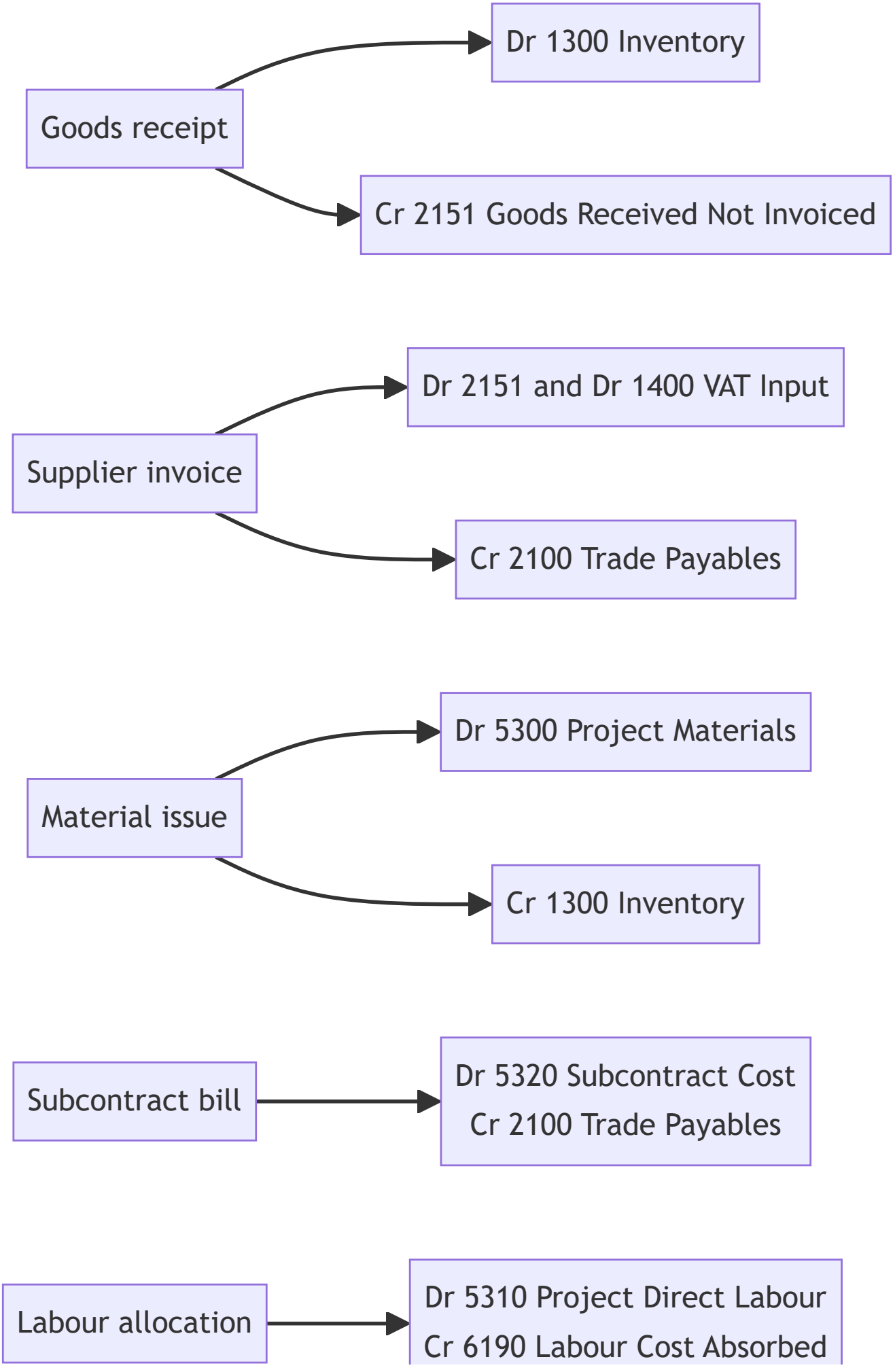
LINKS THAT ARE NOT IN THIS BUILD

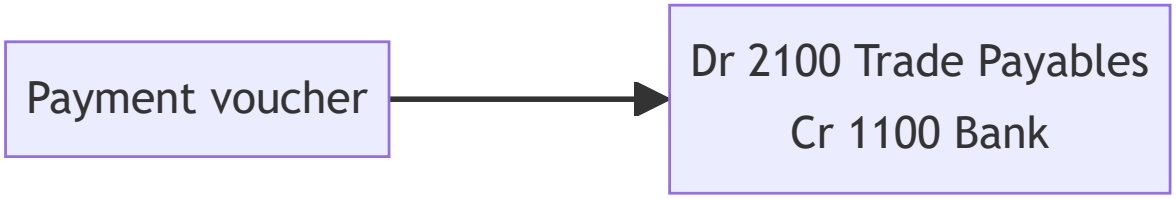
A granted extension of time moves the contract completion date and the project planned end, not the schedule baseline: re-baseline the programme yourself. The BOQ total is not compared with the contract value for you.

Where the money goes

Only some documents post to the ledger. A purchase order, which shows as committed cost, and a progress bill before it is invoiced post nothing. The posting documents and the accounts they touch are below. They were read from the ledger of a demo company, except the subcontract bill and the labour allocation, which come from the posting code.

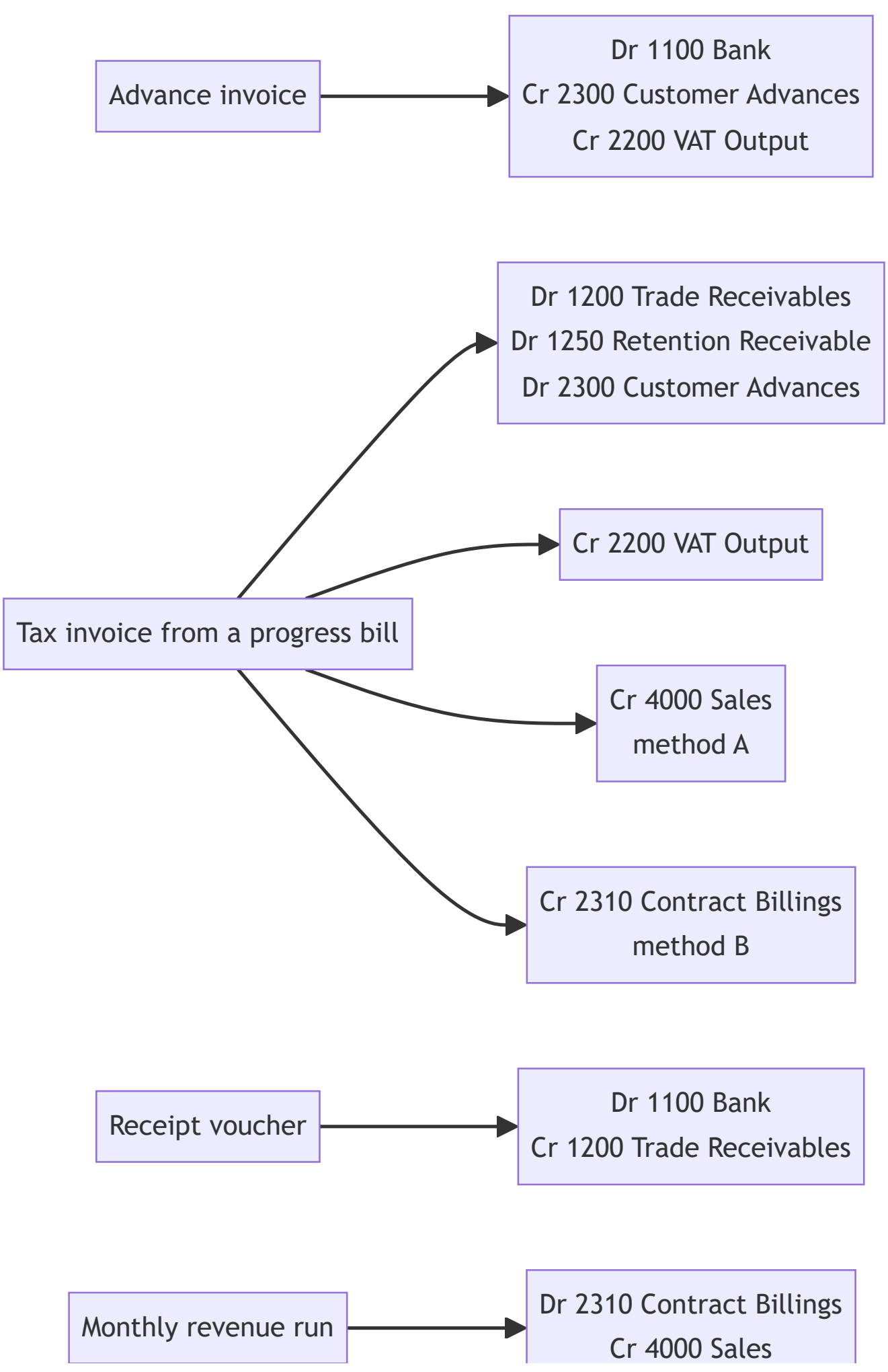
4. COST SIDE: STOCK, SUPPLIER, SUBCONTRACT AND LABOUR


Goods receipt
Dr 1300 Inventory
Cr 2151 Goods Received Not Invoiced
Supplier invoice
Dr 2151 and Dr 1400 VAT Input
Cr 2100 Trade Payables
Material issue
Dr 5300 Project Materials
Cr 1300 Inventory
Subcontract bill
Dr 5320 Subcontract Cost
Cr 2100 Trade Payables
Labour allocation
Dr 5310 Project Direct Labour
Cr 6190 Labour Cost Absorbed



Goods receipts and material issues also move quantity in the stock ledger. The month-end close checks that its value ties to account 1300.

5. INCOME SIDE: ADVANCE, INVOICE, RECEIPT AND REVENUE

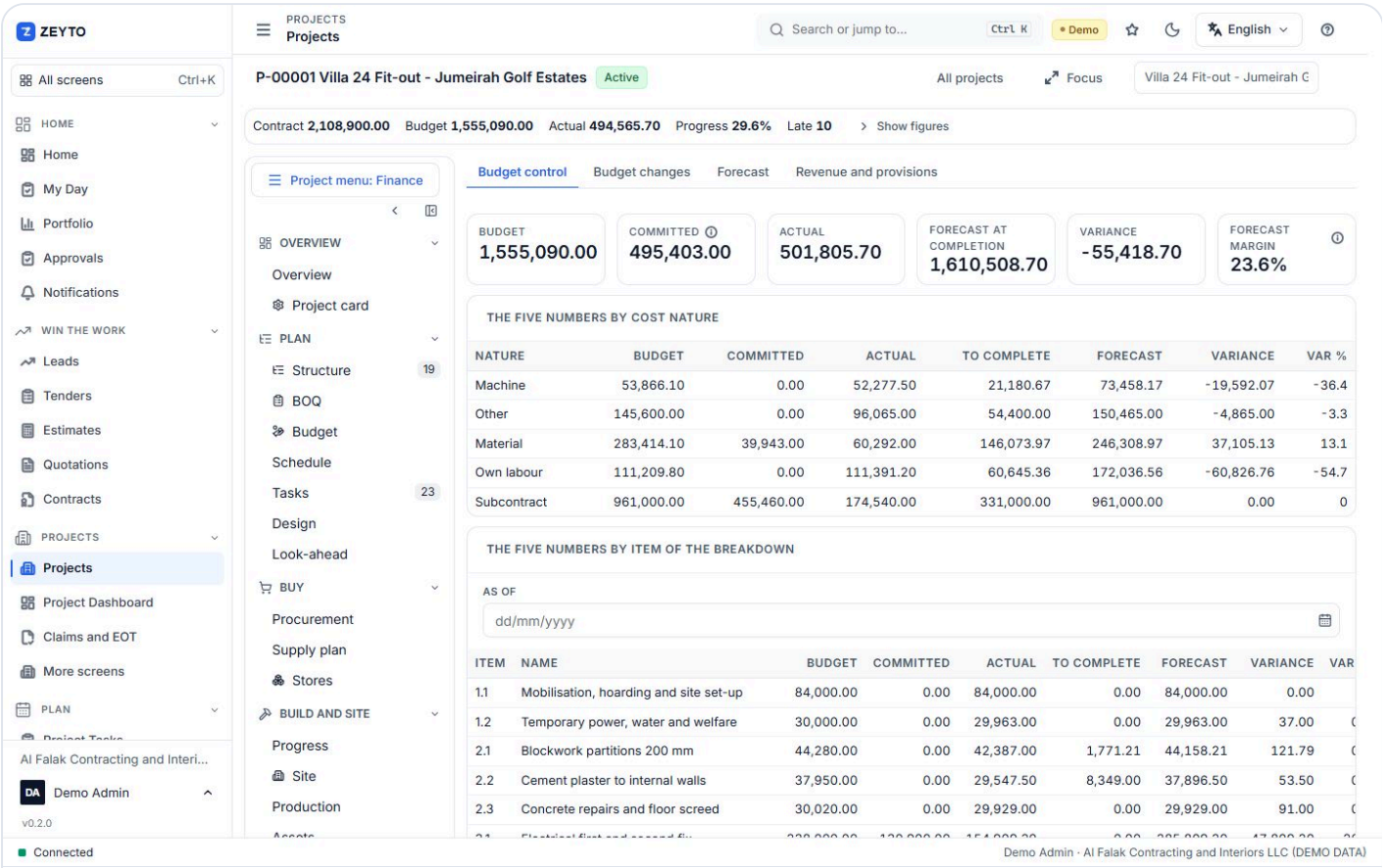

Advance invoice
Dr 1100 Bank
Cr 2300 Customer Advances
Cr 2200 VAT Output
Tax invoice from a progress bill
Dr 1200 Trade Receivables
Dr 1250 Retention Receivable
Dr 2300 Customer Advances
Cr 2200 VAT Output
Cr 4000 Sales
method A
Cr 2310 Contract Billings
method B
Receipt voucher
Dr 1100 Bank
Cr 1200 Trade Receivables
Monthly revenue run
Dr 2310 Contract Billings
Cr 4000 Sales

The revenue method is set on the contract: method A credits Sales at invoice, method B credits 2310 and the monthly run moves earned revenue into Sales.

Also posting nothing: budget transfers, budget revisions, forecast snapshots, claims, delay events, snags, the saved Work in Progress schedule and the month-end close (which locks, but does not post).

Cost against budget

Purpose. To see, per item of work and per cost nature, what was budgeted, what is committed, what is spent and what is still to come. **Who.** The project manager and the quantity surveyor watch it weekly; the accountant reads it at month end. **Where.**
`Projects › Projects › open the project › Finance › Budget control`, or the Finance link on the project's tile on the Portfolio.

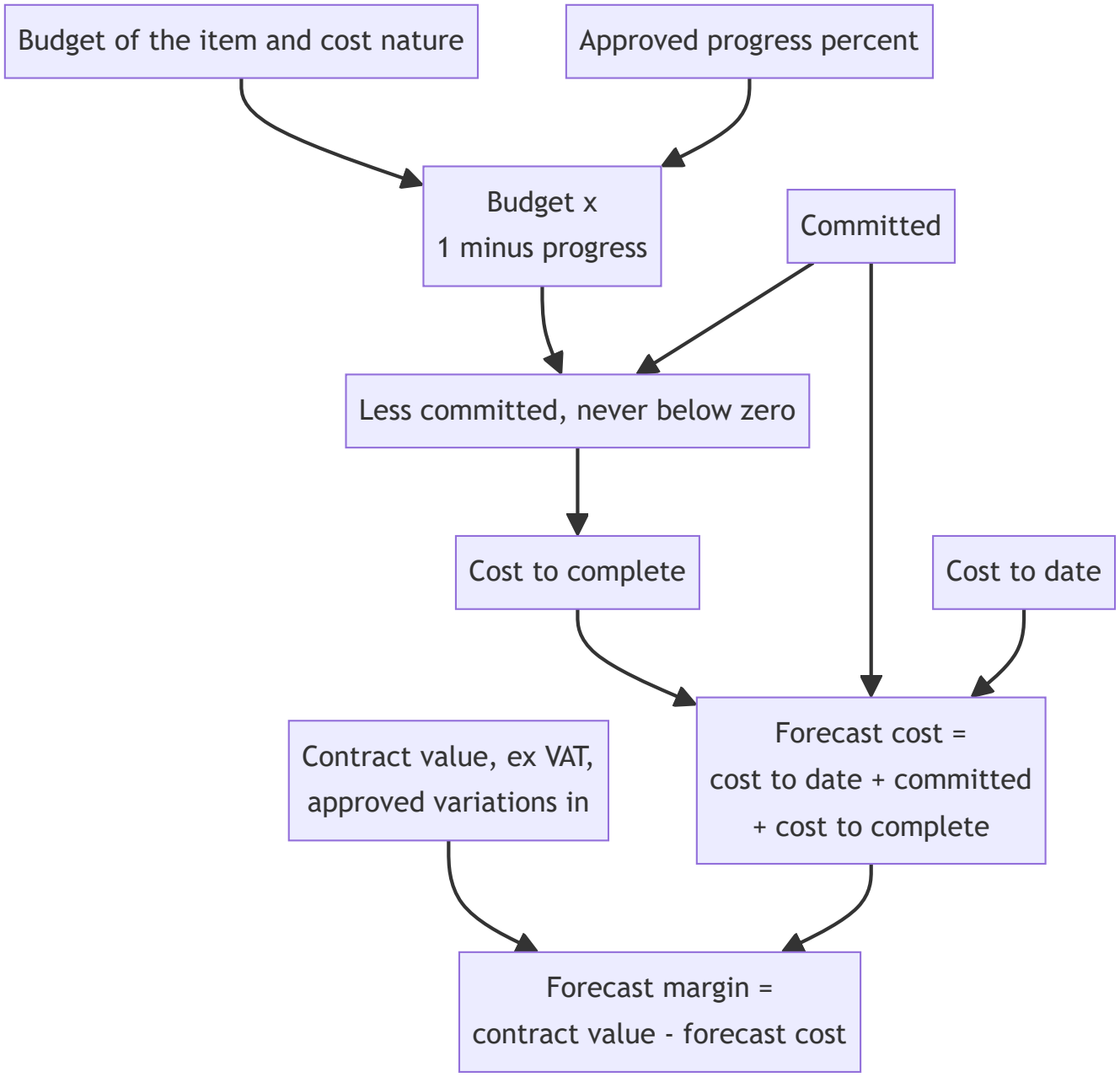


P-00001, Finance, Budget control, read on 12/11/2026. The six tiles at the top are Budget, Committed, Actual, Forecast at completion, Variance and Forecast margin. Below are the five numbers by cost nature and by item of the breakdown, with an As of date you can change.

Each row carries five numbers. **Budget** is the approved baseline. **Committed** is ordered but not yet received or invoiced, plus subcontract value not yet certified. **Actual** is cost posted to the date shown. **To**

complete is what the budget says is left. **Forecast** is Actual + Committed + To complete, and **Variance** is Budget less Forecast, so negative means overrun.

6. HOW THE FORECAST MARGIN IS WORKED OUT



All figures are ex VAT. Retention and advance are left out because they are cash, not margin. A variation still waiting for client approval is left out until approved.

WORKED EXAMPLE: COST AGAINST BUDGET ON P-00001, VILLA 24 FIT-OUT - JUMEIRAH GOLF ESTATES

Contract value AED 2,108,900.00 (Al Reem Holdings LLC). Budget control, as on 12/11/2026, project total:

MEASURE	AED	HOW IT IS MADE
Budget	1,555,090.00	Approved baseline
Committed	495,403.00	Material 39,943.00 plus subcontract 455,460.00
Actual	501,805.70	494,565.70 on items of work plus 7,240.00 on no item
To complete	613,300.00	Sum of the cost-to-complete of every item and nature
Forecast	1,610,508.70	501,805.70 + 495,403.00 + 613,300.00
Variance	-55,418.70	1,555,090.00 - 1,610,508.70, which is -3.10 percent
Forecast margin	498,391.30	2,108,900.00 - 1,610,508.70, which is 23.63 percent

Two items show how the rule behaves. Item 3.1 Electrical first and second fix: budget 238,000.00, progress 45 percent, committed 130,900.00, actual 154,909.20. Cost to complete is 238,000.00 x (1 - 0.45) = 130,900.00, less committed 130,900.00, so 0.00. Forecast is 154,909.20 + 130,900.00 = 285,809.20, an overrun of 47,809.20 (-20.09 percent). Item 3.2 HVAC supply and installation has no cost and no progress, so the whole budget of 331,000.00 is still to complete. On item 3.3 Plumbing and drainage the budget left at 42 percent is 70,760.00 but 72,314.00 is already committed, so cost to complete is floored at zero.

The 7,240.00 has no item of work, so it has no budget and adds nothing to cost to complete, but it is in the forecast. The screen shows it as its own row.

Source: live demo, P-00001 Finance, Budget control tab and its data, read on 12/11/2026. Arithmetic checked against docs/sharp/report-definitions.md section 1.

A second project shows the same rule on a clean item. On P-00003, item 2 Blockwork and RCC frame has budget 139,000.00, progress 80 percent, committed 0.00 and actual 107,200.00. Cost to complete is 139,000.00 x (1 - 0.80) = 27,800.00 and the forecast is 107,200.00 + 27,800.00 = 135,000.00, which is 4,000.00 under budget. (Live demo, P-00003 Budget control, read on 12/11/2026.)

WHAT CAN GO WRONG

The forecast uses budget and progress, so a project whose progress runs ahead of its booked cost looks better than it is. Keep progress honest and watch Committed. A project manager can enter and approve an estimate to complete on the Forecast tab; it shows on the Work in Progress report as `approvedEac` and is never mixed into the margin. On P-00001 it is AED 1,119,177.00 against a live forecast of AED 1,610,508.70, so it is out of date.

Budget changes and forecast snapshots

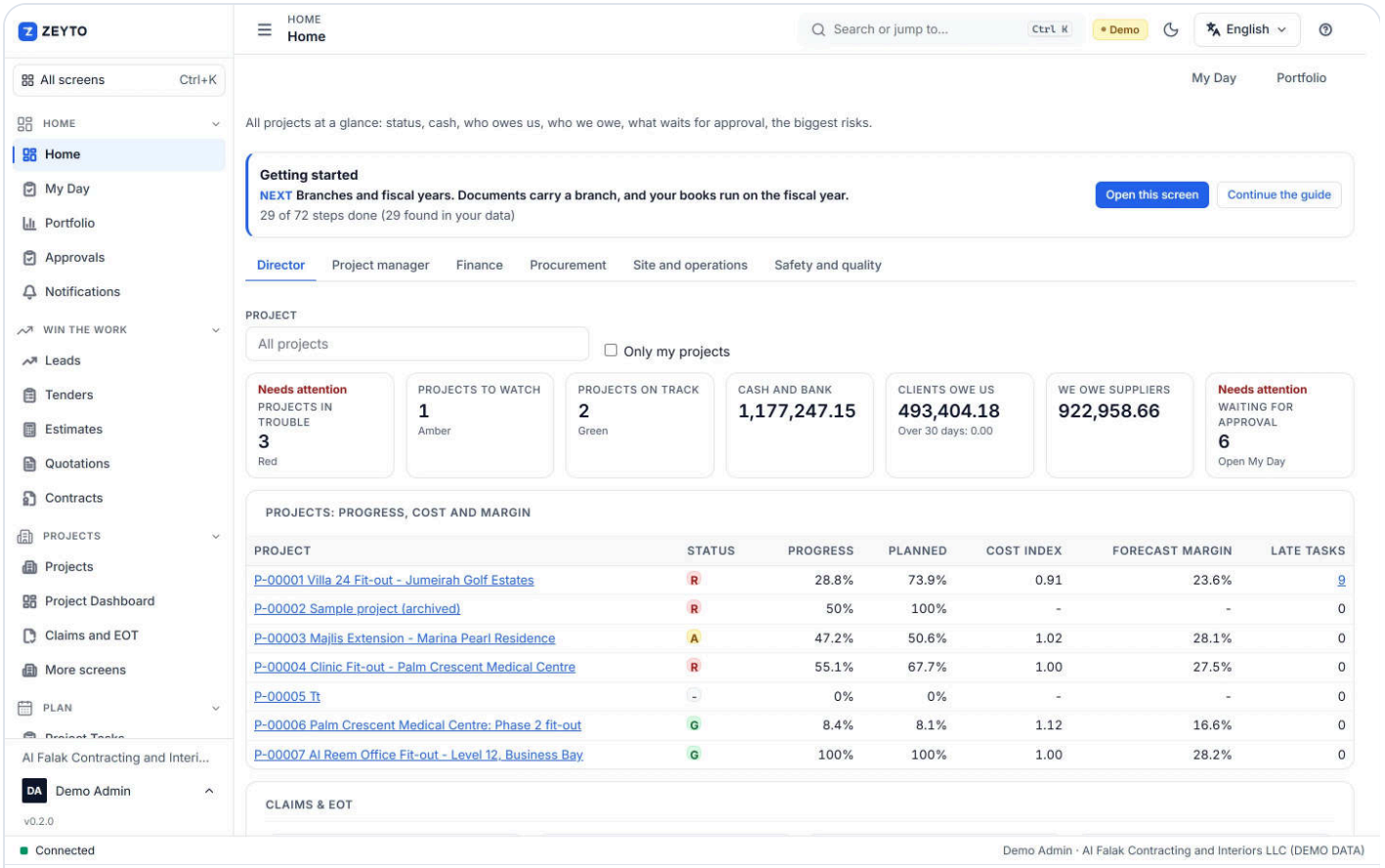
The approved baseline budget never changes. You change what the project is held to in two controlled ways, both on `Projects › Projects › open the project › Finance › Budget changes`. A **budget transfer** moves budget from one item to another (the grid shows the number, kind, from and to). A **budget revision** changes the total with a reason and a note. Both need two different people to approve, and neither can be the person who raised it. Neither posts anything to the ledger.

The **Forecast** tab holds snapshots. A forecast snapshot is a frozen photo of the five numbers on a date, with the causes of variance, and starts as `DRAFT` until confirmed. A snapshot never updates itself. On P-00001 the snapshot dated 09/11/2026 shows a forecast of AED 1,370,468.70 and a margin of 35.015 percent, while the live figure is 23.63 percent. The snapshot is a photo of its day, so confirm snapshots at month end and compare them to the live figure.

The **cost lock** is a date per project. Cost dated on or before that date is locked for the project. Moving it forward is routine. Lowering or removing it needs the close permission `sharp.close.sign` and a reason, and the event is logged as `COST_LOCK_LOWERED`.

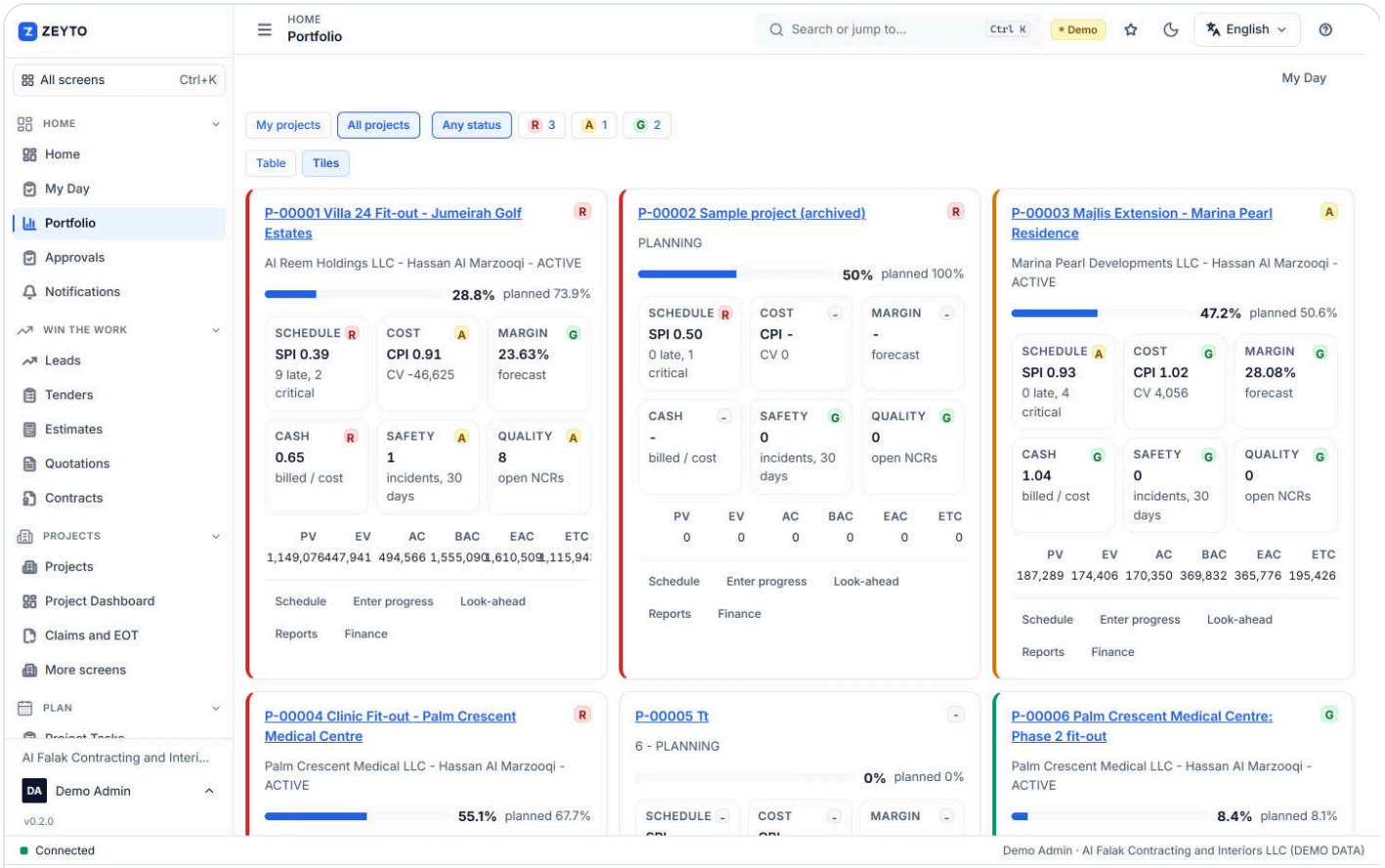
Dashboards, the Portfolio and EVM

Purpose. To see every project at a glance and find the red ones. **Who.** Directors and project managers. **Where.** `Home › Home` (tabs Director, Project manager, Finance, Procurement, Site and operations, Safety and quality) and `Home › Portfolio`.



Home, Director tab. Cash and bank 1,177,247.15, clients owe us 493,404.18, we owe suppliers 922,958.66, six documents waiting for approval, and the projects table.

The Portfolio gives each project six checks: Schedule, Cost, Margin, Cash, Safety and Quality, each with a red, amber or green band. The overall status is the worst of the six. Under them sit the **earned value** figures: **BAC** is the budget at completion, **PV** the budget value of work planned by today, **EV** the budget value of work done, and **AC** what that work cost. **CPI** is EV divided by AC (below 1.00 means over cost). **SPI** is EV divided by PV (below 1.00 means behind). **EAC** is the estimate at completion and **ETC** is EAC less AC.



Portfolio, tiles view. Each tile shows the six checks and the PV, EV, AC, BAC, EAC and ETC strip. This picture was taken earlier than the figures in this chapter, so its PV differs from the live value.

WORKED EXAMPLE: READING THE PORTFOLIO ROW OF P-00001

FIGURE	LIVE VALUE	MEANING AND CALCULATION
BAC	1,555,090.00	Approved budget
PV	1,197,971.36	Planned 77.04 percent of the work by 12/11/2026
EV	447,941.00	Earned 28.80 percent of the budget
AC	494,565.70	Cost on items of work, without the 7,240.00 on no item
CPI	0.9057	447,941.00 / 494,565.70, so each dirham spent earned about 91 fils (cost check amber)
SPI	0.3739	447,941.00 / 1,197,971.36, far behind plan (schedule check red)

FIGURE	LIVE VALUE	MEANING AND CALCULATION
EAC / ETC	1,610,508.70 / 1,115,943.00	ETC = EAC - AC = 613,300.00 + 495,403.00 + 7,240.00
Margin	23.63 percent	Green, from the forecast above
Cash cover	0.65	Billed 323,072.00 over cost 494,565.70 (cash check red)

The overall status is red because Schedule and Cash are red. The client has been invoiced AED 288,341.76 including VAT, has paid AED 158,587.97, and AED 129,753.79 is still open.

Source: live demo, Portfolio data for P-00001, read on 12/11/2026.

Alerts

Purpose. To be told before you look. **Who.** Each rule belongs to a team such as Finance, Project or Procurement. **Where.** `Control › Alerts`. The screen counts Critical, Warning, Info and Resolved in 7 days. On 12/11/2026 the demo shows 7 critical, 27 warning and 17 info alerts.

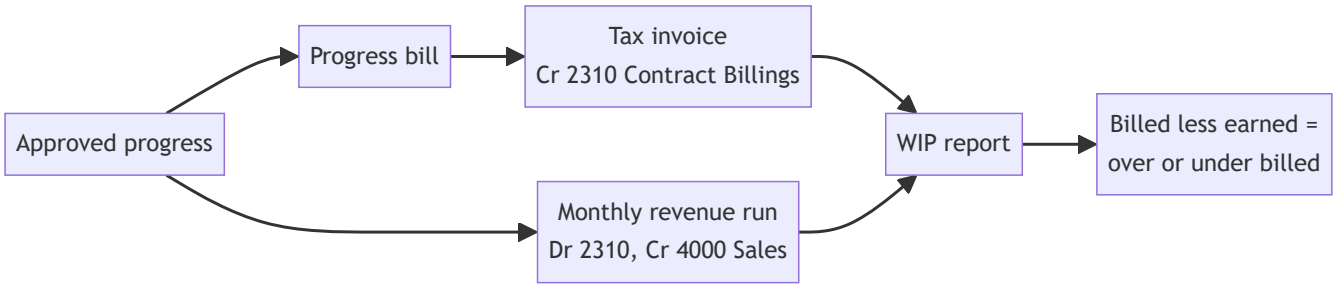
Each alert has a rule, a threshold, an escalation step and a status. You can **Acknowledge** it, **Snooze** it (a critical alert snoozes for 24 hours, others for 72), **Resolve** it, or **Mute** the rule with a reason. Two Finance rules are live on P-00001: the rule *Budget used (actual + committed) by item* raised the alerts "Budget of 3.1 Electrical first and second fix is 120.1% used" and "Budget of 3.3 Plumbing and drainage is 102.4% used". Check the first by hand: (154,909.20 + 130,900.00) / 238,000.00 = 120.1 percent. It is the same item that shows the overrun on Budget control.

Revenue, work in progress and over or under billing

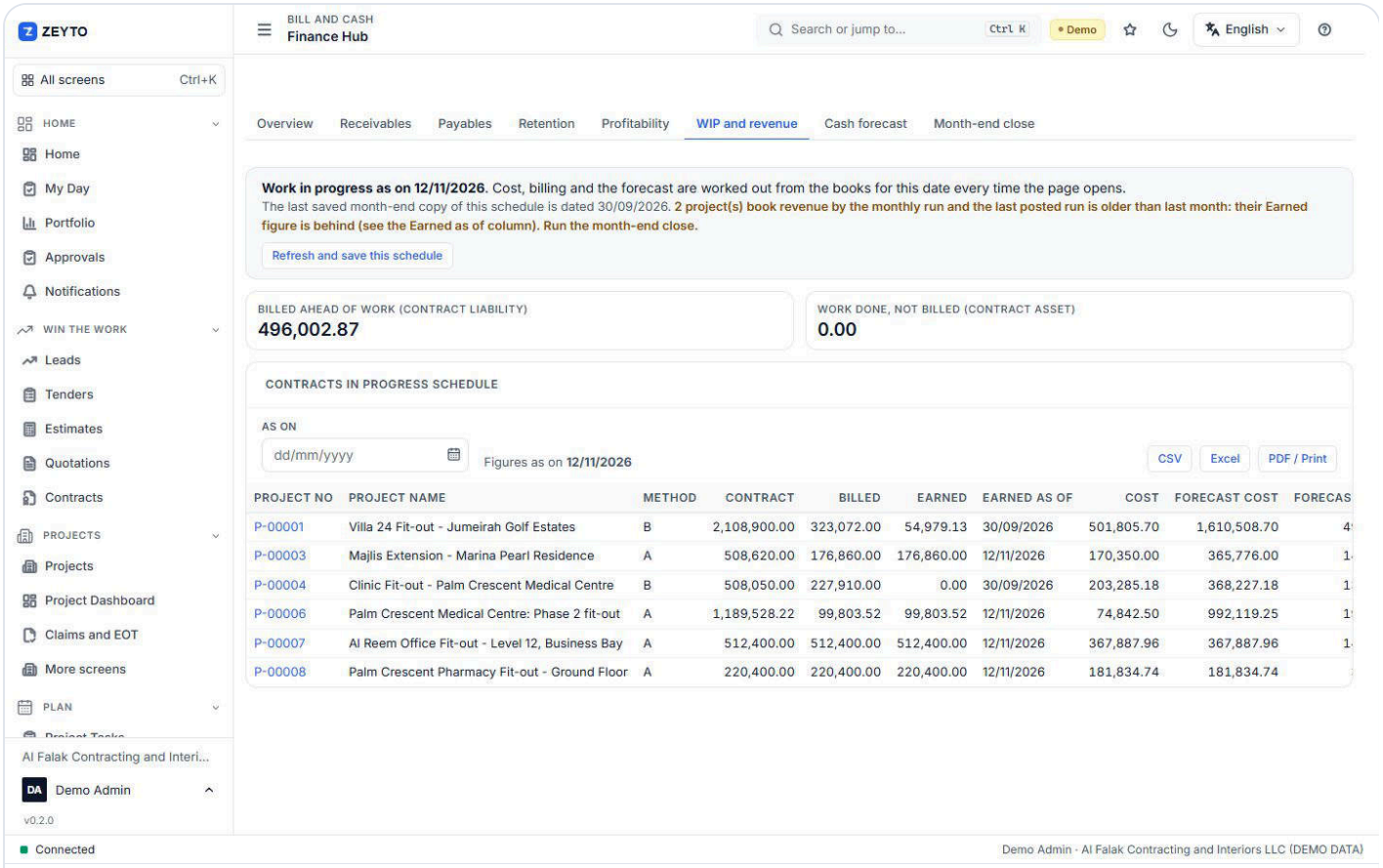
Purpose. To know whether you have billed more than you have earned (cash ahead of work) or less (work ahead of cash). **Who.** The commercial manager and the accountant. **Where.** `Bill and Cash › Finance Hub › WIP and revenue` and the report `Reports › Projects › Finance › Work in Progress (WIP)`. On the project, the monthly run is on `Finance › Revenue and provisions`.

Work in progress (WIP) is the work done and not yet fully billed or earned at a date. The contract sets one of four revenue methods. Under **method A** the invoice credits Sales. Under **method B** (percent of completion) it credits 2310 Contract Billings and a monthly revenue run moves the earned amount into Sales, with a loss-making contract provided for in full. Method C is straight line and method D is point in time, using 1190 Contract WIP.

7. METHOD B: BILL FIRST, EARN BY THE MONTHLY RUN



Billed less earned above zero is a contract liability (billed ahead of work). Below zero it is a contract asset (work done, not billed). Earned on a method B project is only as new as the last posted revenue run.



Finance Hub, WIP and revenue tab, as on 12/11/2026. The banner says the figures are worked out from the books for this date every time the page opens, shows the last saved month-end copy (30/09/2026) and warns that 2 projects are behind on the monthly run.

WORKED EXAMPLE: P-00001 OVER-BILLING, THE 2310 TIE-OUT AND WHY THE LEDGER SHOWS A LOSS

P-00001 is on method B. As on 12/11/2026 the WIP schedule shows contract value AED 2,108,900.00, billed AED 323,072.00, and earned AED 54,979.13 as of the revenue run of 30/09/2026. Over-billed is 323,072.00 - 54,979.13 = AED 268,092.87. The flag `revenueStale` is true, so the row says "Behind: run the month-end". A pending variation order of AED 51,100.00 is shown separately and is not in the margin.

Method B project P-00004 is over-billed by AED 227,910.00. Together that is AED 496,002.87, exactly the balance of account 2310 Contract Billings on the trial balance and the tile "Billed ahead of work (contract liability)" on the Finance Hub.

Now look at the ledger. Reports › Financial › Profit by Centre (by project) shows, for 01/01/2026 to 12/11/2026:

CENTRE	METHOD	INCOME	EXPENSE	NET	FORECAST MARGIN
P-00001	B	54,979.13	501,805.70	-446,826.57	498,391.30
P-00004	B	0.00	203,285.18	-203,285.18	139,822.82
P-00007	A	512,400.00	367,887.96	144,512.04	144,512.04
All rows, including cost with no centre				-401,690.99	

The ledger has booked cost but little revenue on the two method B projects, because their billings sit in 2310 until the revenue run moves them. The forecast margin looks at the whole contract and says both projects will earn. P-00007 is on method A and complete, so ledger profit and forecast margin agree at AED 144,512.04 (28.20 percent). The Profit by Centre rows add up to the net profit of the Trading & profit and loss report, AED -401,690.99.

Source: live demo, the WIP report data, the trial balance and /reports/centre-profit?by=project, read on 12/11/2026. Net per project for P-00001 and P-00004 is the Profit by Centre row; the forecast margin is from the WIP report.

MONTH-END HABIT

Post the monthly revenue run before reading any method B margin from the ledger. **Refresh and save this schedule** (for users who may post finance) saves the month-end copy for that date and posts nothing.

Finance Hub, cash forecast and month-end close

The Finance Hub is the company page for money. Open `Bill and Cash › Finance Hub`. It has eight tabs: Overview, Receivables, Payables, Retention, Profitability, WIP and revenue, Cash forecast and Month-end close. Tabs such as WIP and revenue have an **As on** date, say which day their figures are for, and export to CSV, Excel and PDF.

Overview gives the company totals (live: contract value AED 5,047,898.22, cash AED 1,177,247.15). Receivables and Payables show who owes whom, by age, counting days overdue from the due date stored on the invoice. Retention shows held, released and when the rest falls due, half at practical completion and the rest at the end of the defects period by default. Profitability shows contract, billed, cost, committed, forecast cost and forecast margin from the same forecast as the Portfolio.

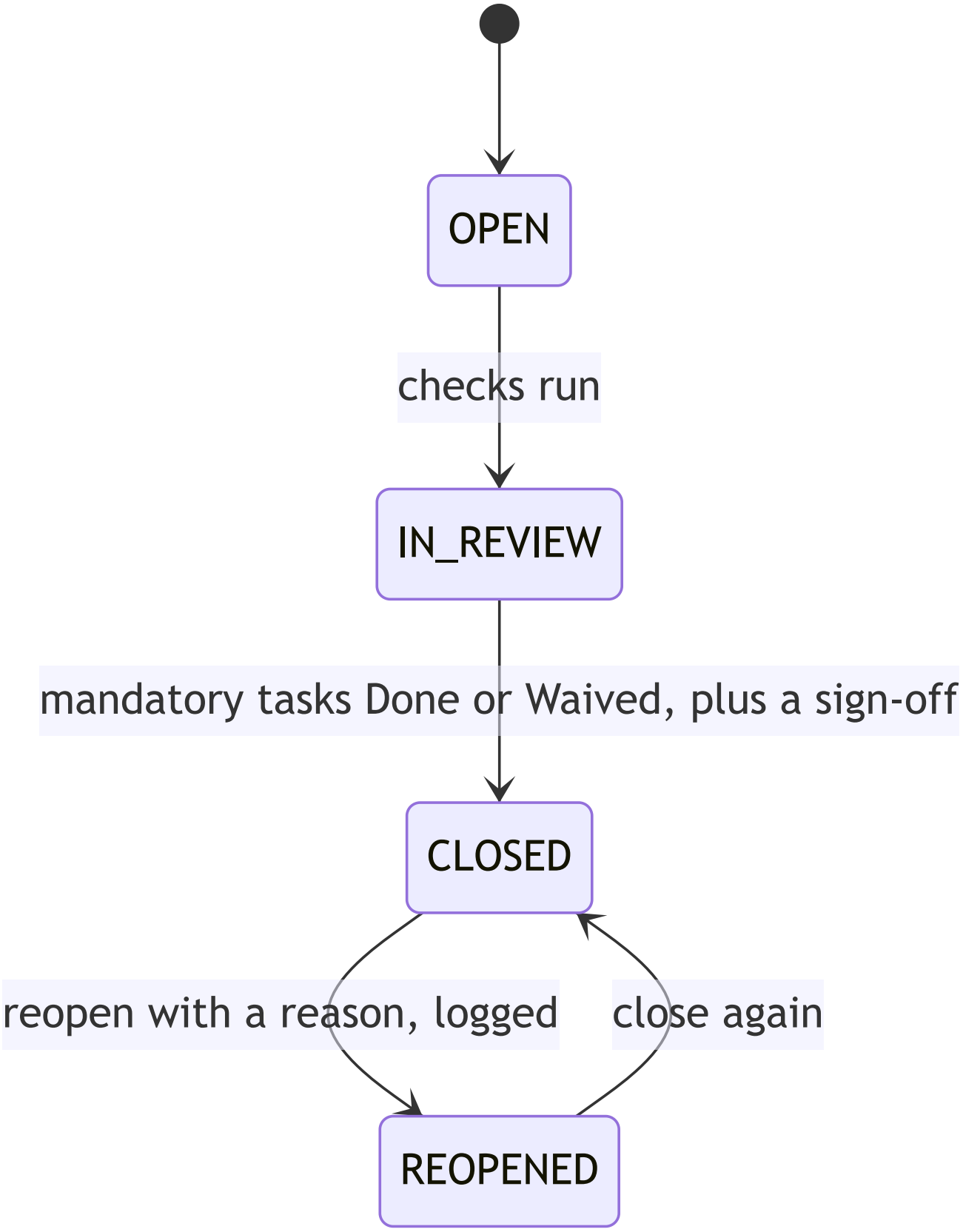
Cash forecast

It shows 13 weeks of money in and out for the company, not per project. Bills, certificates, retention release and supplier and subcontract bills are derived from posted documents. Payroll, rent, VAT, tax, cheques and loans are typed in. The opening balance is the cash and bank accounts. The latest saved run, dated 11/11/2026, opens at AED 1,177,247.15 with no shortfall week.

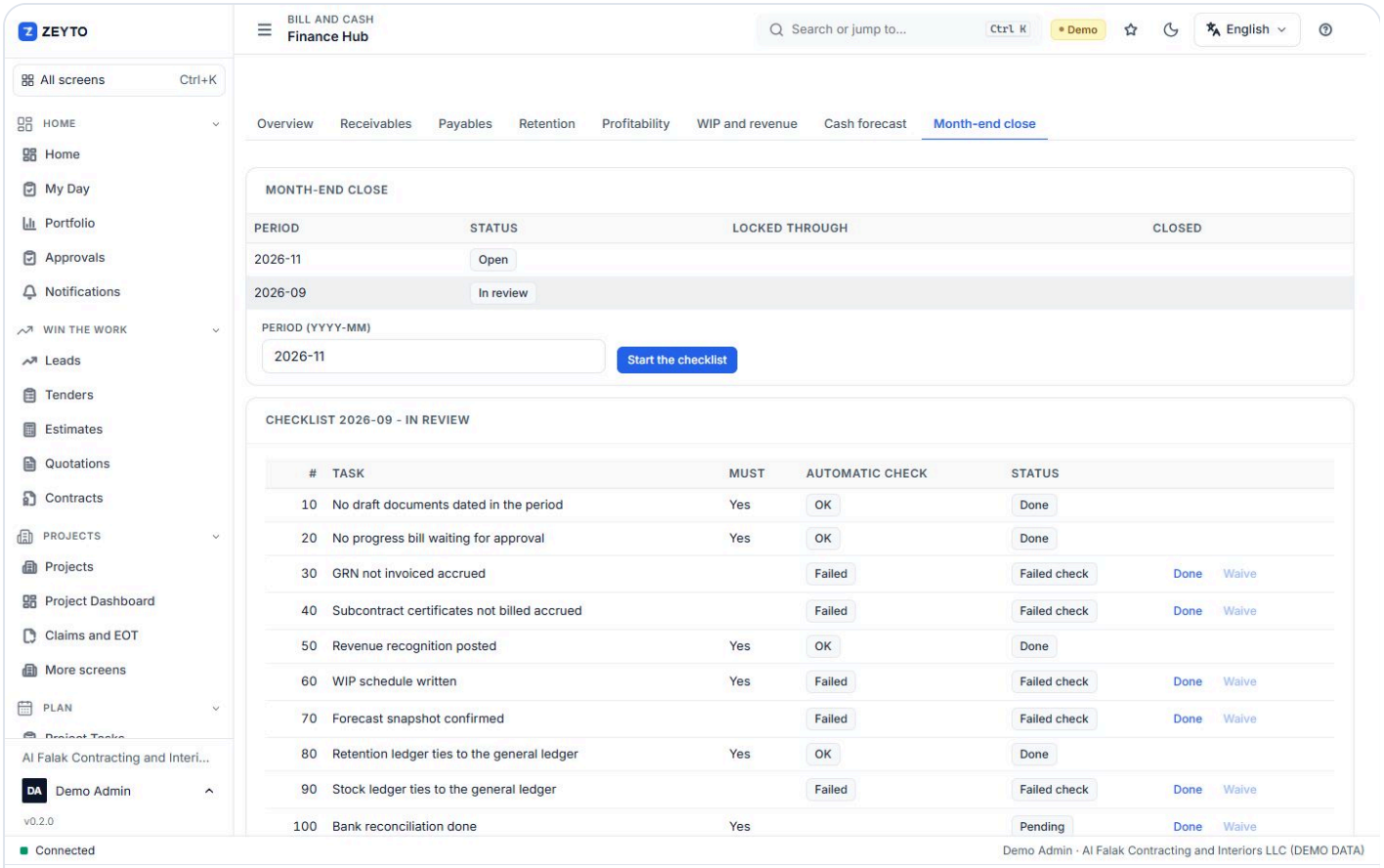
Month-end close

Purpose. To prove the month is complete and then lock it. **Who.** The accountant, with the close permission `sharp.close.sign` for sign-off. **Where.** `Bill and Cash › Finance Hub › Month-end close`. Type the period (`2026-09`) and press **Start the checklist**. Each task has an automatic check (OK or Failed) and a status. A task can be set to Done or **Waived**.

8. STATUSES OF A CLOSE PERIOD



Closing posts nothing. It sets the books lock to the end of the month and moves the cost lock of every live project to that date.



Month-end close. Period 2026-11 is Open and 2026-09 is In review. The checklist shows each task, whether it is a Must, the automatic check result, the status, and the Done and Waive actions.

WORKED EXAMPLE: THE 2026-09 CHECKLIST, WHY IT CANNOT BE CLOSED YET

#	TASK	MUST	CHECK	STATUS	WHAT THE CHECK FOUND
10	No draft documents dated in the period	Yes	OK	DONE	0 drafts
20	No progress bill waiting for approval	Yes	OK	DONE	0 bills
30	GRN not invoiced accrued		Failed	FAILED_CHECK	0 accrual runs
40	Subcontract certificates not billed accrued		Failed	FAILED_CHECK	0 accrual runs
50	Revenue recognition posted	Yes	OK	DONE	0 missing, 2 projects

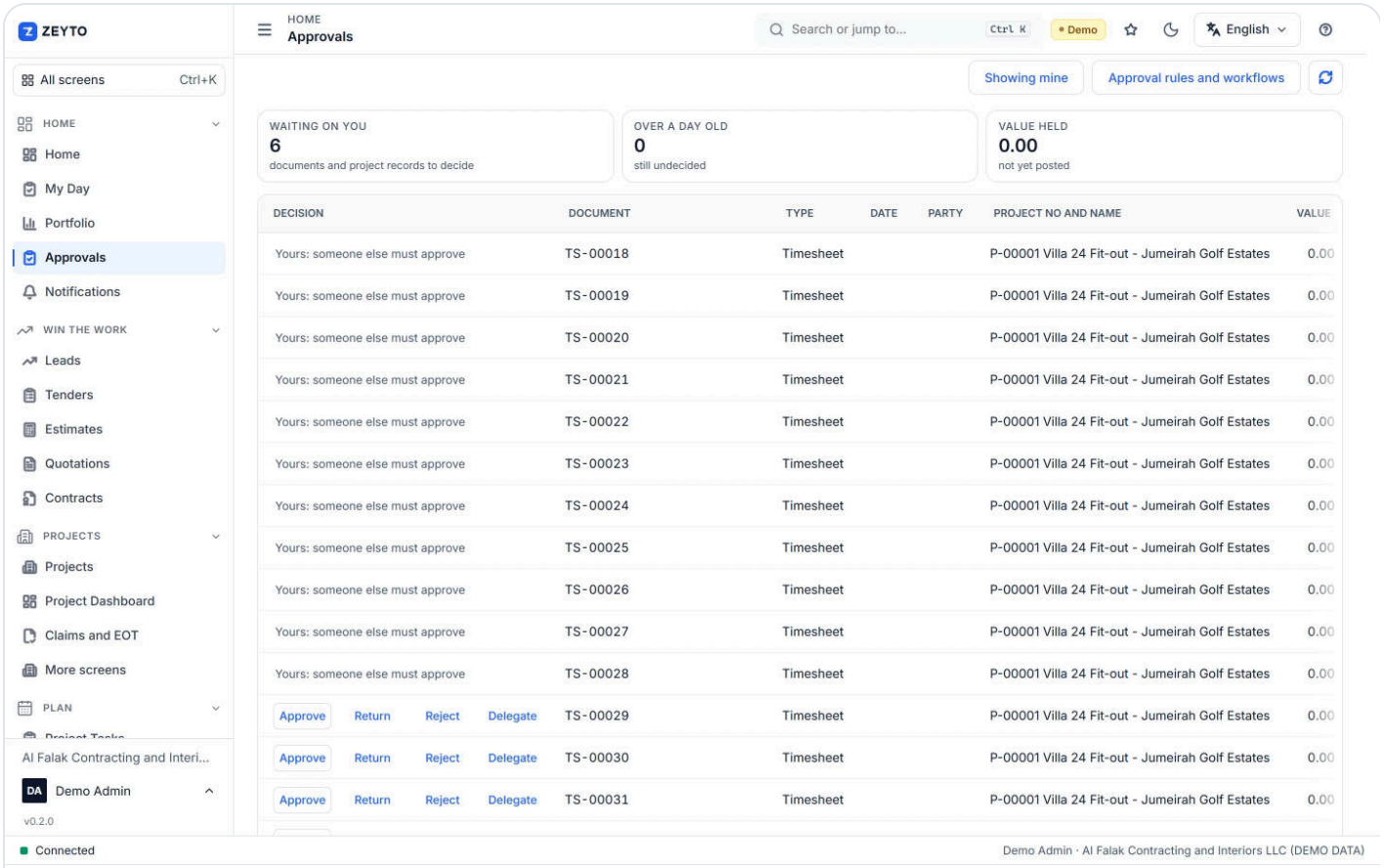
#	TASK	MUST	CHECK	STATUS	WHAT THE CHECK FOUND
60	WIP schedule written	Yes	Failed	FAILED_CHECK	1 missing
70	Forecast snapshot confirmed		Failed	FAILED_CHECK	3 missing
80	Retention ledger ties to the general ledger	Yes	OK	DONE	Both 16,153.60 receivable, 0 payable
90	Stock ledger ties to the general ledger		Failed	FAILED_CHECK	Stock ledger 36,824.20, general ledger 5,426.20
100	Bank reconciliation done	Yes	None	PENDING	Manual task
110	VAT return ready	Yes	None	PENDING	Manual task

Three Must tasks are open (60, 100 and 110) and there is no sign-off, so the system refuses to close. To move on: save the WIP schedule, reconcile the bank, mark the VAT return ready, then sign off and close. Explain the stock difference before waiving that check. A reopen later needs a reason and is logged as `PERIOD_LOCK_OVERRIDE`.

Source: live demo, Month-end close checklist of period 2026-09, read on 12/11/2026; close rules from SharpFinanceApi.cs.

Approvals inbox and approval rules

Purpose. To make sure nothing that spends or commits company money moves on one person's word. **Who.** Anyone who holds an approval permission decides; the rules are set by the administrator. **Where.** `Home › Approvals`, with the button **Approval rules and workflows** leading to `Control › Approvals and Controls`.

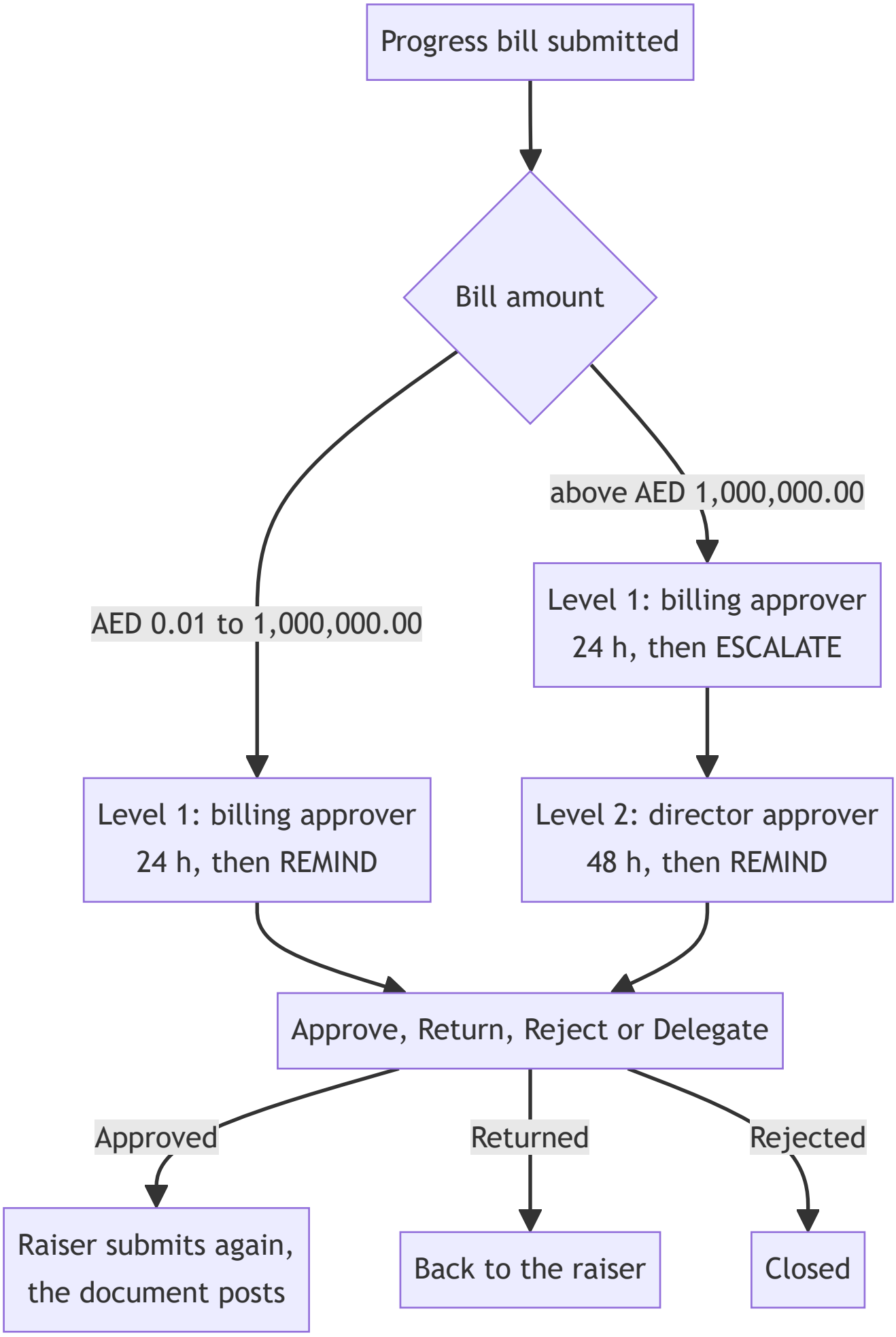


Approvals inbox. The tiles count what waits on you, what is over a day old and the value held. Rows you raised yourself say "Yours: someone else must approve". Rows you may decide show Approve, Return, Reject and Delegate.

The inbox lists both ERP documents (purchase orders, invoices, bills) and project records (timesheets, submittals, progress, variation orders). You can **Approve**, **Return** (send it back to the raiser to fix), **Reject** (stop it, with a reason where the rule requires one) or **Delegate** (hand it to someone else). The demo inbox held 17 rows on 12/11/2026, 16 timesheets and 1 submittal.

The rules are **approval matrices**. A matrix says: for this kind of record, in this scope (project, department, work item) and within this amount band, who must approve, in which order, and how quickly. Each level of a matrix names its approver as a permission, a role, a named user or a project role. A level also carries the time allowed (the SLA) and what happens when it runs out: **ESCALATE** to the next step, **REMIND** the approver, or **DELEGATE**. The system never approves anything for you when time runs out. A segregation setting (none, not the creator, not the prior approver) keeps one person from approving twice. If no approver can be found, the matrices in the demo are set to block the document. The demo has 39 matrices.

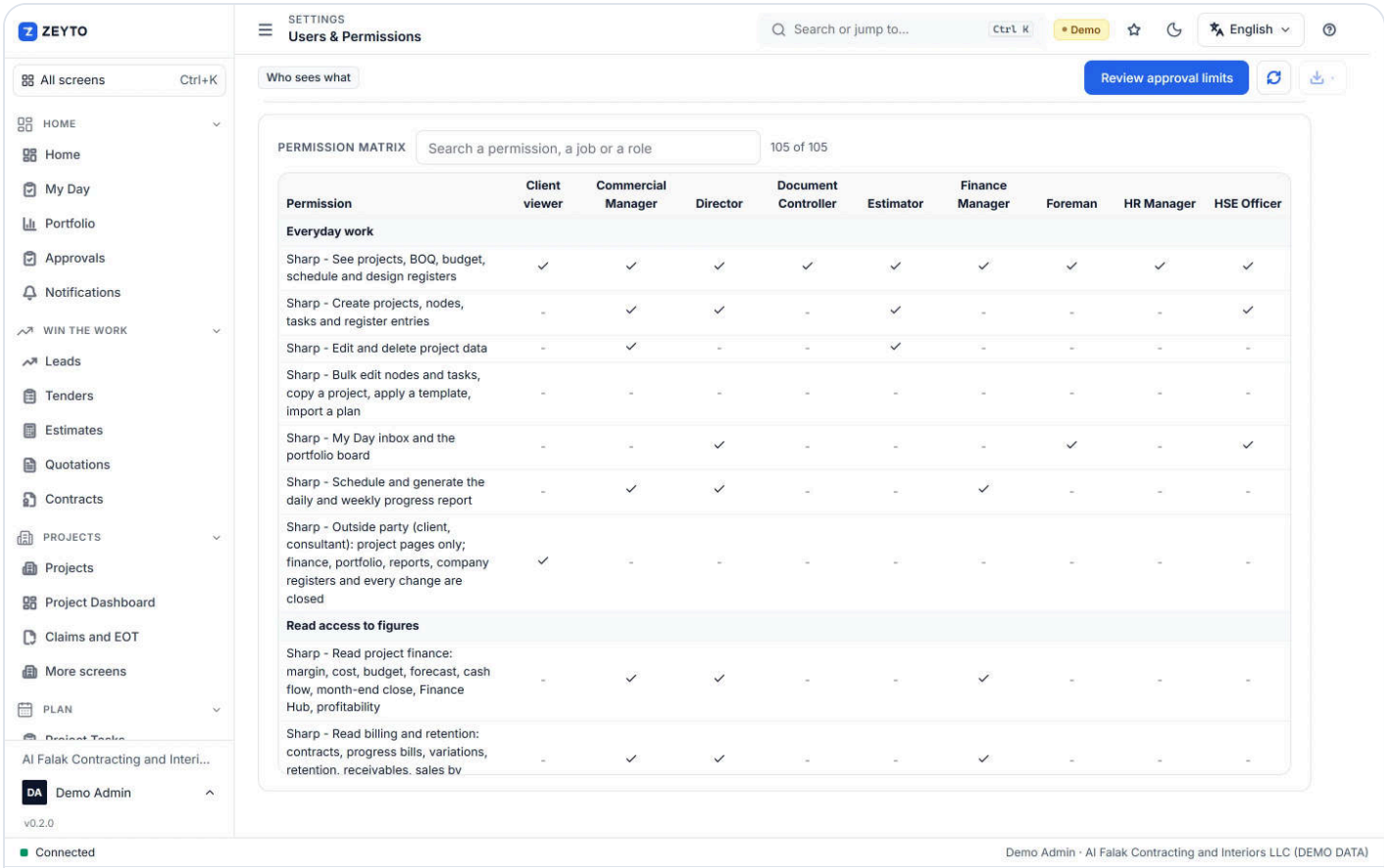
9. ROUTING OF A PROGRESS BILL BY AMOUNT


Progress bill submitted
Bill amount
AED 0.01 to 1,000,000.00
above AED 1,000,000.00
Level 1: billing approver
24 h, then REMIND
Level 1: billing approver
24 h, then ESCALATE
Level 2: director approver
48 h, then REMIND
Approve, Return, Reject or Delegate
Approved
Returned
Rejected
Raiser submits again,
the document posts
Back to the raiser
Closed

Approving does not post by itself. After approval the person who raised the document submits it the normal way and it posts. Permissions: billing approver is `sharp.billing.approve`, director approver is `sharp.director.approve`.

RECORD	BAND (AED)	LEVELS
Progress bill	0.01 to 1,000,000.00 / above	1 billing approver / billing approver then director
Purchase order	25,000.01 to 100,000.00 / above 100,000.00	1 procurement approver (`sharp.proc.approve`) / procurement approver then director
Subcontract bill	25,000.01 to 100,000.00 / above 100,000.00	1 billing approver / billing approver then director
Purchase requisition	above 25,000.00	1 procurement approver
Purchase invoice	above 50,000.00	1 procurement approver

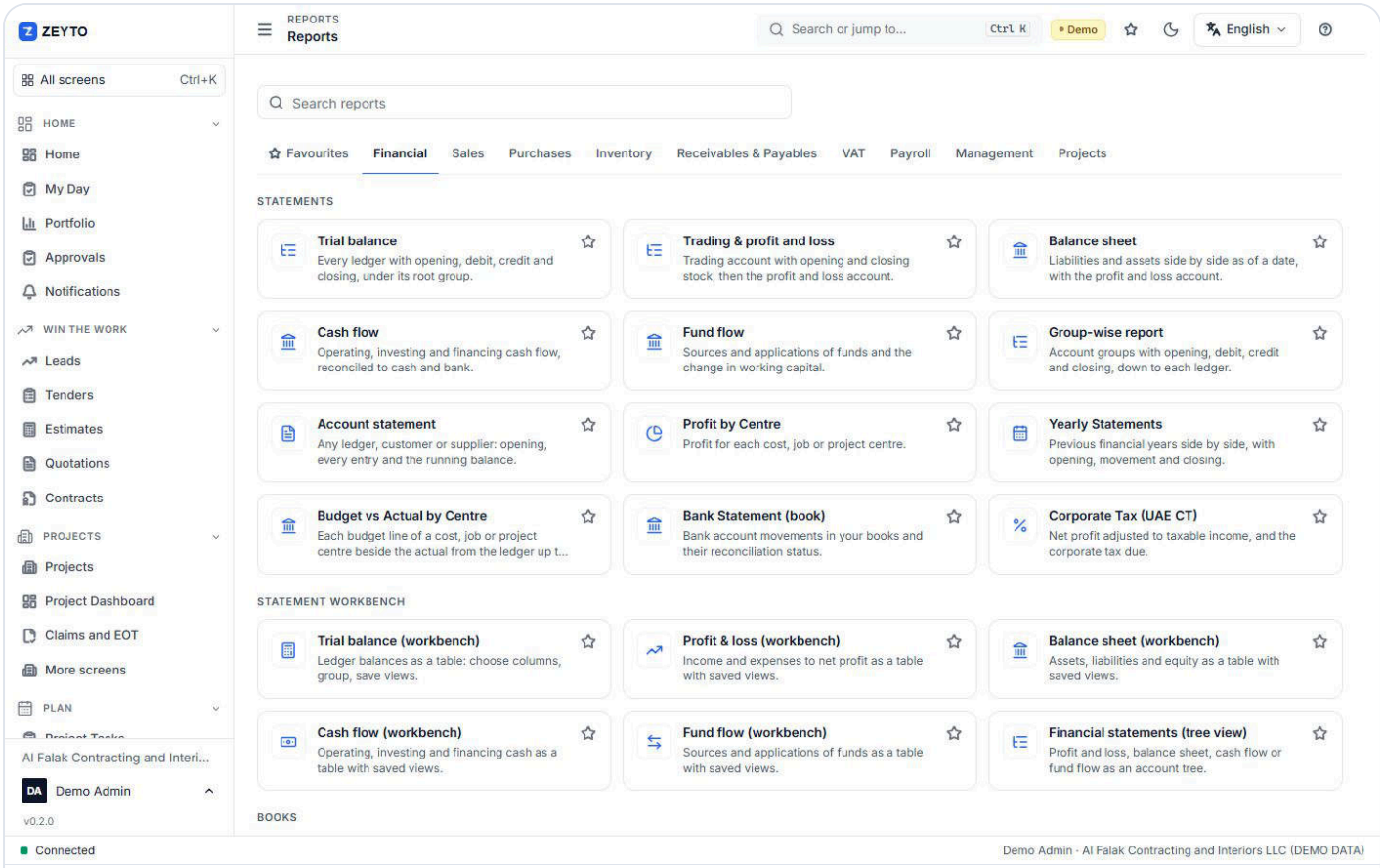
Some records use a **four-eyes** rule by default: a budget revision, a budget transfer and a retention release each need two different people besides the raiser. A company setting can allow self-approval, every use is audited, and the demo has it switched on. Even so, the demo inbox still blocks the raiser on their own rows, so test with two users before relying on either behaviour.



Settings, Users and Permissions, Who sees what. The permission matrix lists each permission against each role. The row "Read project finance" is ticked for Commercial Manager, Director and Finance Manager among the roles visible here.

Reports: the catalogue and the dimension filter

Open `Reports`. The reports are grouped in tabs: Favourites, Financial, Sales, Purchases, Inventory, Receivables & Payables, VAT, Payroll, Management and Projects. The Projects tab has the sections Finance, Contract, Site and supply and People and plant. A search box at the top finds a report by name, and the star pins it to Favourites.



Reports, Financial tab. The Statements section holds Trial balance, Trading & profit and loss, Balance sheet, Cash flow, Fund flow, Group-wise report, Account statement, Profit by Centre, Yearly Statements, Budget vs Actual by Centre, Bank Statement (book) and Corporate Tax (UAE CT). The workbench versions below let you choose columns and save views.

The financial statements can be cut by a **dimension**: a project, a cost centre or a job centre. Choose the project or centre in the filter and the statement shows only that project's postings. **Profit by Centre** does this for every centre at once, one row per centre. VAT is the exception: the VAT return totals have no project split, although its audit list names the project of each line.

WORKED EXAMPLE: THE BOOKS AGREE WITH EVERY SCREEN

On 12/11/2026 the trial balance for 01/01/2026 to 12/11/2026 balances: debit and credit both AED 6,396,672.50, difference 0.00. Its balances equal the figures on the other screens.

LEDGER ACCOUNT	AED	SAME FIGURE ON
1200 Trade Receivables	493,404.18	Home tile "Clients owe us"
2100 Trade Payables	922,958.66	Home tile "We owe suppliers"

LEDGER ACCOUNT	AED	SAME FIGURE ON
1100 Bank 1,226,030.65 less 1000 Cash in Hand 40,500.00, 1010 Petty Cash 8,000.00 and 1011 site petty cash 283.50 (credit balances in the demo data)	1,177,247.15	Home "Cash and bank", Finance Hub Overview, cash forecast opening
2310 Contract Billings (method B)	496,002.87	WIP over-billed total

Source: live demo, GET /reports/fin-trial-balance?from=2026-01-01&to=2026-11-12, /finance/overview and the Home tiles, read on 12/11/2026.

Which report answers which question

Use the real report name. The tab is where it sits in `Reports`.

QUESTION	REPORT OR SCREEN	TAB OR PATH	READ THIS FIRST
Which projects make money?	Portfolio; Project Profitability	Home › Portfolio; Projects › Finance	One forecast margin, as on the date shown
Are we on budget, item by item?	Cost to Complete; project Budget control	Projects › Finance	Forecast uses budget and progress, not a typed figure
Over or under billed?	Work in Progress (WIP)	Projects › Finance	Earned as of: which revenue run
What is the ledger profit of one project?	Profit by Centre	Financial › Statements	Method B shows revenue only after the run
Where will cash be in 13 weeks?	Finance Hub, Cash forecast	Bill and Cash › Finance Hub	Company level; payroll and rent are typed
What can I invoice now?	Invoicing Pending	Receivables & Payables	Certified bills not yet invoiced
What do clients owe, by age?	Aging report; Outstanding; Credit statement	Receivables & Payables	Use Split by project for the project view

QUESTION	REPORT OR SCREEN	TAB OR PATH	READ THIS FIRST
What retention is due?	Retention Ageing; Retention; Retention Receivable	Projects › Finance; Receivables & Payables	Only Retention Ageing puts it into due-date buckets
Are the books balanced?	Trial balance; Trading & profit and loss; Balance sheet; Cash flow	Financial › Statements	Filter by project centre for one project
VAT for the period	VAT return (201)	VAT	No project split in the totals

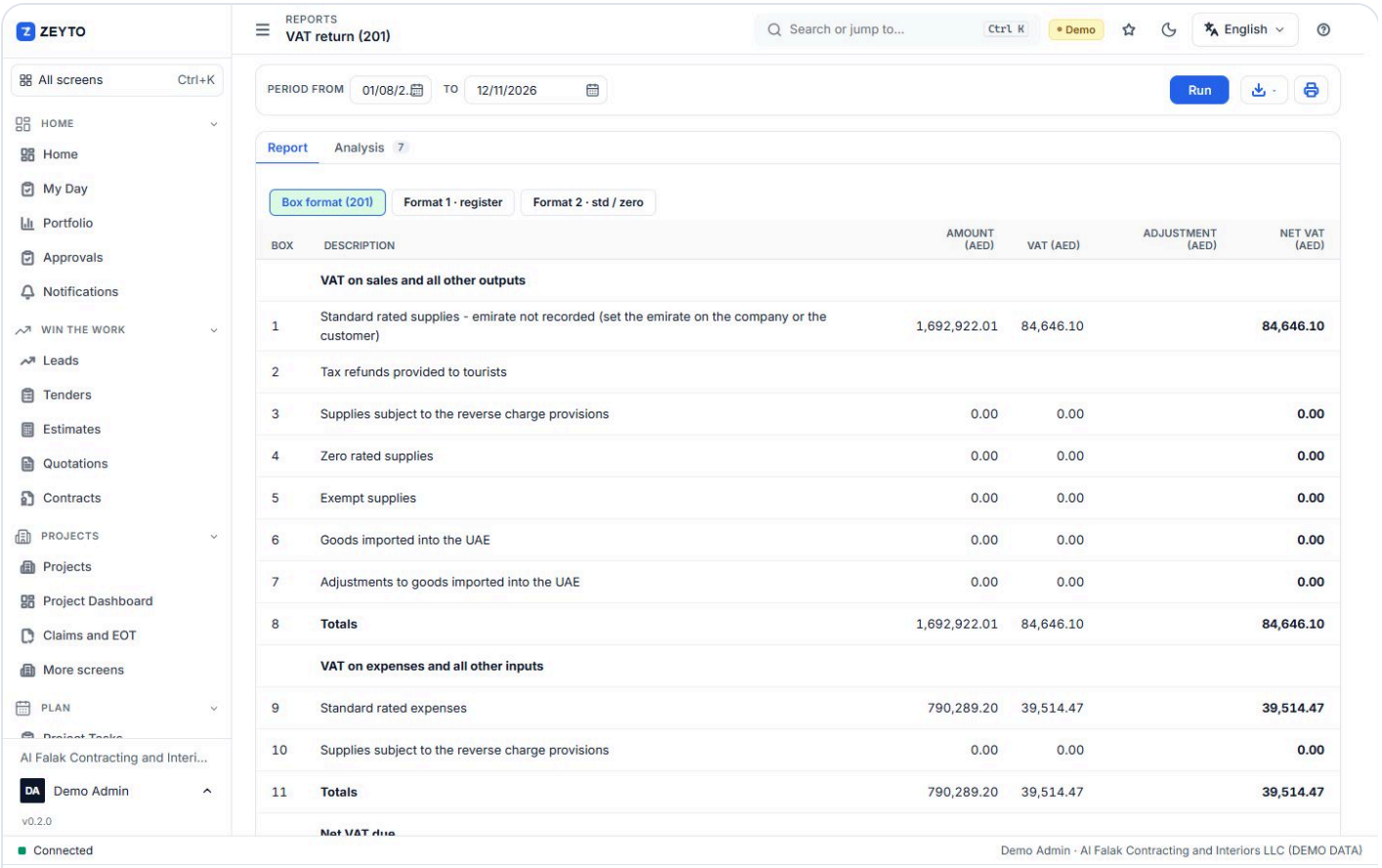
By stage of the job. Buy: Purchase Price Variance (PPV), Pending purchase orders, Vendor scores. Receive and store: Delivery and Inspection, Material Status, Goods received not invoiced. Execute on site: Manpower, Equipment Utilisation, Health and Safety (HSE). Change: Claims and EOT Register, Time-bar Exposure. Bill and collect: Invoicing Pending, Collection Forecast. Pay: Aging report, Party Statement, Retention Ageing, Subcontract Status. Control: Portfolio, Cost to Complete, Project Profitability, Finance Hub, Alerts. Close the project: Work in Progress (WIP), Trial balance, Handover Readiness.

NOT IN THIS BUILD

VAT by project (the totals have no project split), a cash forecast per project, and a reconciliation of BOQ quantity against ordered, received, issued and wasted material.

VAT return and VAT books

Purpose. To prepare the UAE VAT 201 return from the ledger. **Who.** The accountant. **Where.** `Reports › VAT › VAT return (201)`, or `VAT › Return Worksheet`. Choose the period From and To and press **Run**. Three views are offered: Box format (201), Format 1 as a register and Format 2 split into standard and zero rated. The audit list of documents behind the boxes shows a Status and a Posting column, and a tick to show the amendment history.



VAT return (201), box format, 01/08/2026 to 12/11/2026. Box 1 holds the standard rated supplies with the note that the emirate is not recorded; box 9 holds standard rated expenses.

WORKED EXAMPLE: THE VAT RETURN FOR 01/08/2026 TO 12/11/2026

BOX	DESCRIPTION	AMOUNT AED	VAT AED
1	Standard rated supplies, emirate not recorded	1,692,922.01	84,646.10
8	Totals, VAT on sales	1,692,922.01	84,646.10
9	Standard rated expenses	790,289.20	39,514.47
11	Totals, VAT on expenses	790,289.20	39,514.47
	Net VAT due (84,646.10 - 39,514.47)		45,131.63

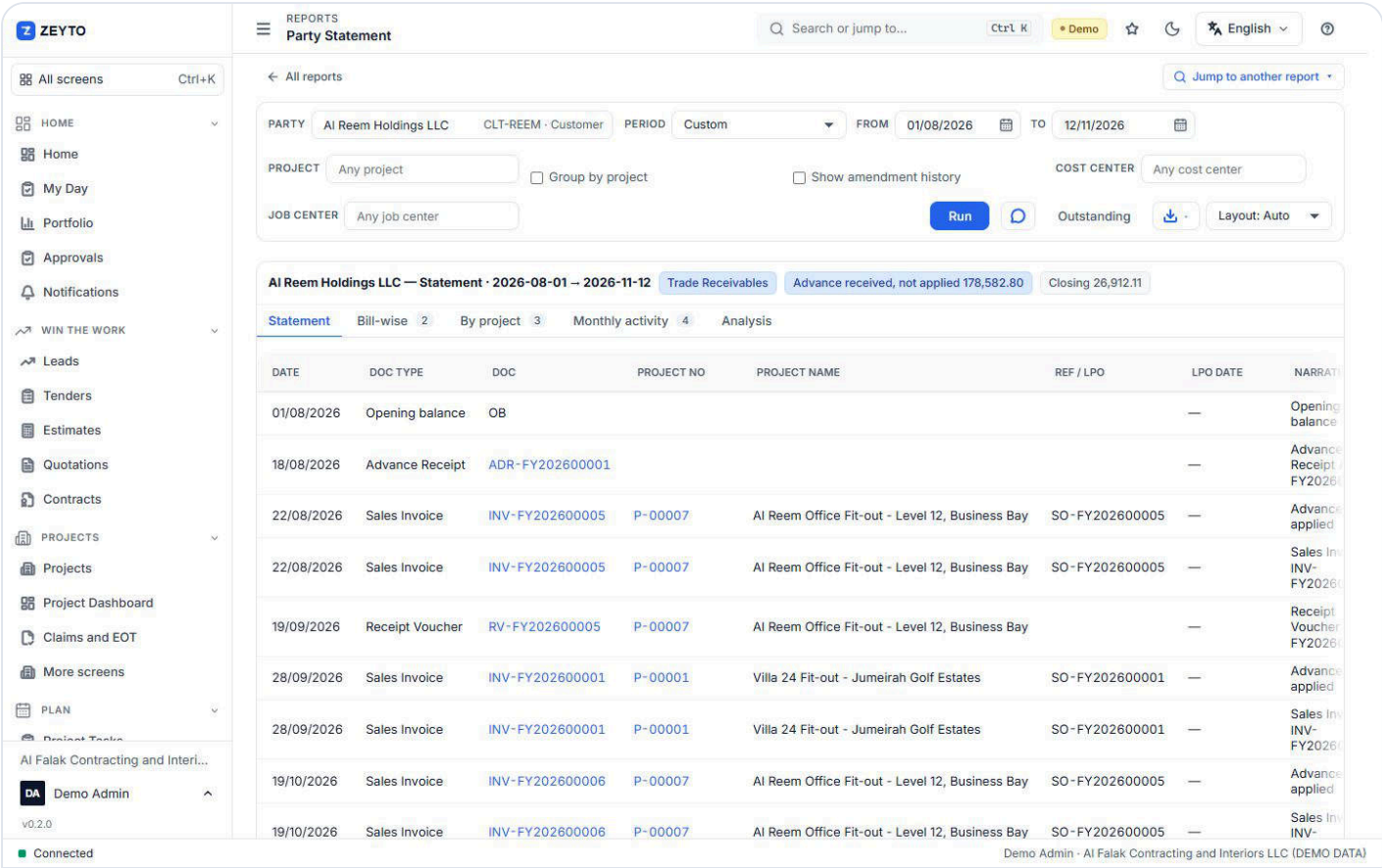
Output VAT 84,646.10 is 5 percent of 1,692,922.01. The return agrees with the ledger: output VAT per the ledger is 84,646.10 and input VAT is 39,514.47, with 0 unclassified lines and 44 documents behind the figures. The period is not filed. The return sits in box 1 rather than boxes 1a to 1g because the company and the customers have no emirate set. The screen says so; set the emirate on the company or the customer so that supplies land in the right emirate box (for example 1b Dubai).

Source: live demo, GET /reports/vat-return-201?from=2026-08-01&to=2026-11-12, read on 12/11/2026.

The VAT books (VAT ledger, the VAT return book audit list, Format 1 and Format 2) show an amended or cancelled document once, as one net line. A cancelled document is one zero line labelled Cancelled. A second negative VAT row labelled "Advance applied (VAT reversed)" is not a duplicate: it is the VAT on a client advance coming back.

Party and account statements, and the amendment trail

Purpose. To send a client or supplier a statement that agrees with their own books, and to see which project each line belongs to. **Who.** The accountant and the commercial manager. **Where.** `Reports › Receivables & Payables › Party Statement` for customers and suppliers, and `Reports › Financial › Account statement` for any ledger. Choose the party and period, and optionally a project, cost centre or job centre. Tick **Group by project** to split by project and **Show amendment history** to see every posting row.



Party Statement for Al Reem Holdings LLC (CLT-REEM), 01/08/2026 to 12/11/2026. The chips show the control account Trade Receivables, advance received not applied 178,582.80 and closing 26,912.11. Every line carries its project number and name.

WORKED EXAMPLE: STATEMENT OF CLT-REEM, AL REEM HOLDINGS LLC, WITH PROJECT SLICES

Period 01/08/2026 to 12/11/2026, customer statement. Opening balance AED -51,240.00 (a credit), closing AED 26,912.11. The ten lines start with the advance receipt ADR-FY202600001 of AED 210,890.00 on 18/08/2026 and end with receipt RV-FY202600006 on 08/11/2026.

The **By project** tab splits the same balance into slices that add up to the closing balance:

SLICE	OPENING	DEBIT	CREDIT	CLOSING
P-00001 Villa 24 Fit-out	0.00	320,648.96	0.00	320,648.96
P-00007 Al Reem Office Fit-out	0.00	508,557.00	381,575.88	126,981.12
No project	-51,240.00	0.00	369,477.97	-420,717.97
Total				**26,912.11**

The No project slice holds the advance receipt (210,890.00) and the receipt RV-FY202600001 of AED 158,587.97, neither of which named a project. That is why the P-00001 slice shows 320,648.96 while its real open balance is smaller. The **Bill-wise** tab gives the open balance per invoice: INV-FY202600001 (P-00001) invoiced 322,264.32, settled 192,510.53, outstanding 129,753.79, 15 days overdue; INV-FY202600006 (P-00007) invoiced 211,629.60, settled 135,888.48, outstanding 75,741.12, not yet due. The settled amount of INV-FY202600001 is the receipt 158,587.97 plus 33,922.56, which equals the advance applied 32,307.20 plus 5 percent VAT.

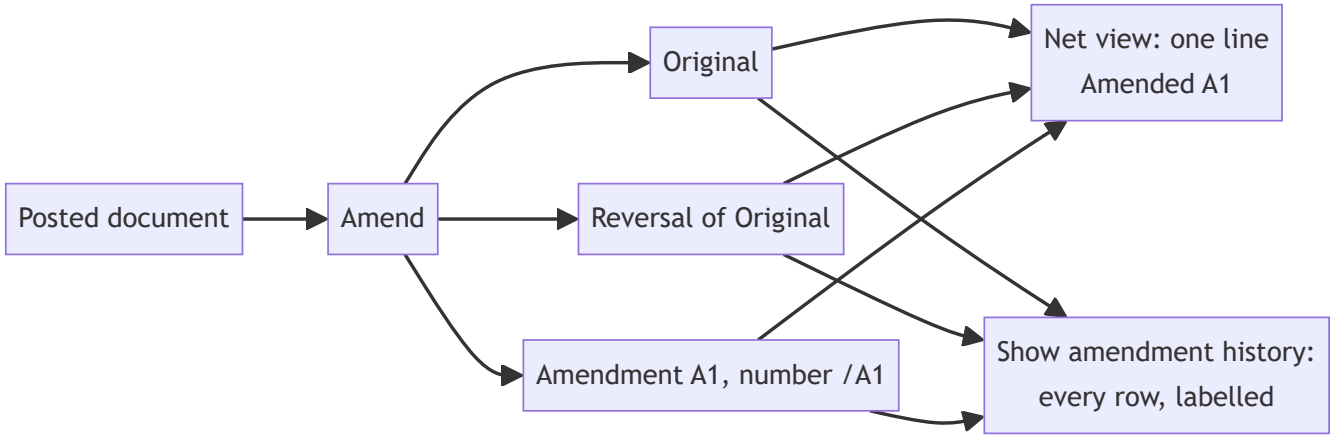
Source: live demo, GET /reports/party-statement?party=CLT-REEM&kind=AR&from=2026-08-01&to=2026-11-12, read on 12/11/2026. The 5 percent relation is arithmetic on those figures.

TAG EVERY RECEIPT

Name the project on receipts and advances. Untagged money piles up in the No project slice and makes a project slice differ from its outstanding balance.

Amending a posted document re-posts it in place, and the ledger is append-only, so it holds an Original row, a Reversal row and an Amendment A1 row, and the document is renumbered with `/A1`. Cancelling adds a Cancellation row. The statements show this once.

10. THE AMENDMENT TRAIL ON STATEMENTS



Opening, totals, running balance and closing balance are the same in both views. A cancelled document is left out of a running statement and appears as one zero line, labelled Cancelled, in the VAT books.

WORKED EXAMPLE: A RECEIPT AMENDED ONCE, CLT-PALM

VIEW	LINES	THE RECEIPT APPEARS AS	CLOSING AED
Default (net)	22	One line, Amended (A1)	41,497.84
Show amendment history	24	Original +64,000.00, Reversal of Original -64,000.00, Amendment A1 +64,000.00	41,497.84

Send the net view to the client and use the history view when they ask why a number changed. The General ledger and the Day book always list every posting row.

Source: docs/sharp/phase-w55.md, reproduced on a local copy of the demo data, not on the live demo. The live demo on 12/11/2026 showed no amended document in the CLT-REEM statement.

Who does what

Owner or director

Reads Home (Director tab) and the Portfolio daily, the Finance Hub weekly, and approves the top band of bills and orders.

Project manager

Keeps progress current, watches Budget control and the Budget used alerts, raises budget transfers and revisions.

Commercial manager or quantity surveyor

Reads WIP, retention ageing and claims time bars, and approves progress bills.

Accountant or finance manager

Posts the revenue run, runs the month-end close, prepares VAT and sends statements.

Check yourself

- [ ] Can you say what one cost-to-complete row is made of: budget, progress, committed, and the floor at zero?
- [ ] Do you know why a method B project can show a ledger loss and a healthy forecast margin at the same time?
- [ ] Can you name what stops a period from closing, and which permission signs, closes and reopens it?
- [ ] Do you know that approving a document does not post it, and who submits it again?
- [ ] Can you explain why the slices on a party statement add up to the closing balance even when a receipt names no project?

Where next. Open your own project and go through Budget control, WIP and revenue and Month-end close in that order, tying each figure to the ledger as the examples do.

PART 9

Close the project

A project is finished when the client has accepted the work, every final account is agreed, the retention is released or knowingly carried, and nothing can be posted to it any more. This part follows that path from the completion certificate to the archive, using two real projects of the demo company.

Closing is the last job of the project manager and the accountant. It is also the job that is most often skipped, because the site is already empty and the next project has started. The system makes the skipped steps visible: a live checklist reads the records of the project and tells you, line by line, what is still open. Nothing on that checklist is ticked by hand.

1 **Completion**
Practical completion and handover certificates start the defects clock.
Billing › Retention and certificates

2 **Snagging**
Defects found at the walk-around are fixed, verified and closed.
Build and Site › Snags and Defects

3 **Client final account**
Agreed with the client, then the final bill.
Billing › Final account

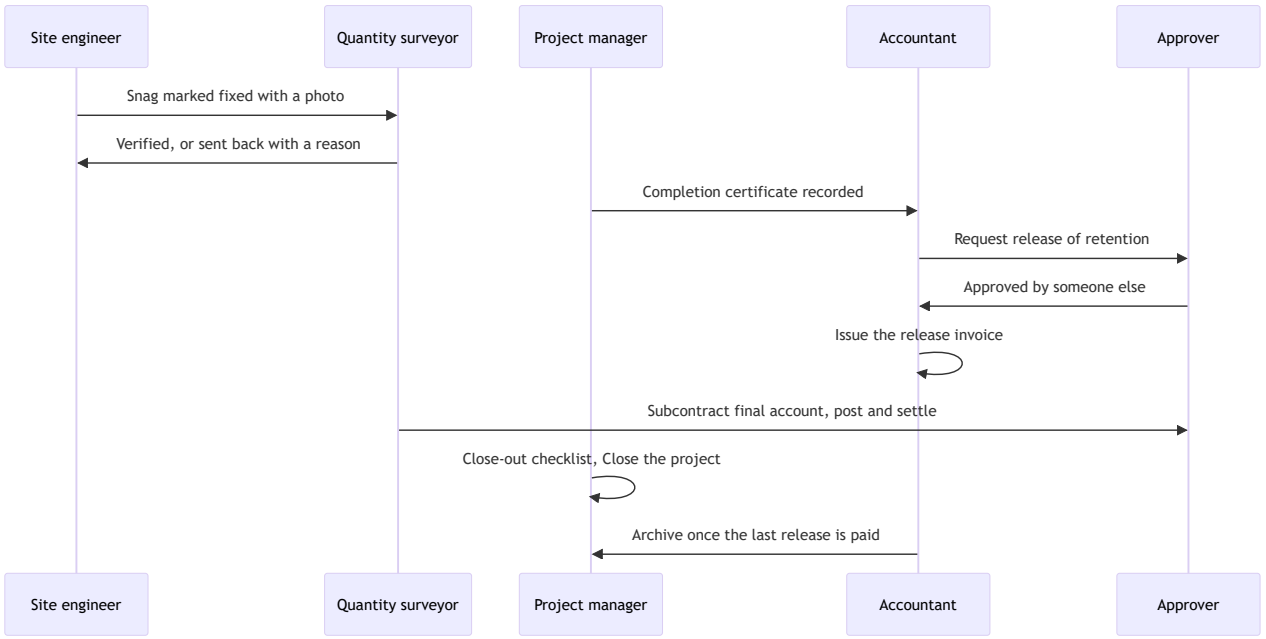
4 **Retention release**
Half at completion, the rest at the end of the defects period.
Billing › Retention and certificates

5 **Subcontract final accounts**
Each subcontractor settled once.
Bill and Cash › Subcontract Final Accounts

6 **Assets and material back**
Plant to the yard, leftover material to the store.
Site transfers, Returns from Site

7 **Close-out**
Checklist, Close the project, Archive.
Project menu › Close-out

WHO DOES WHAT AT CLOSE-OUT

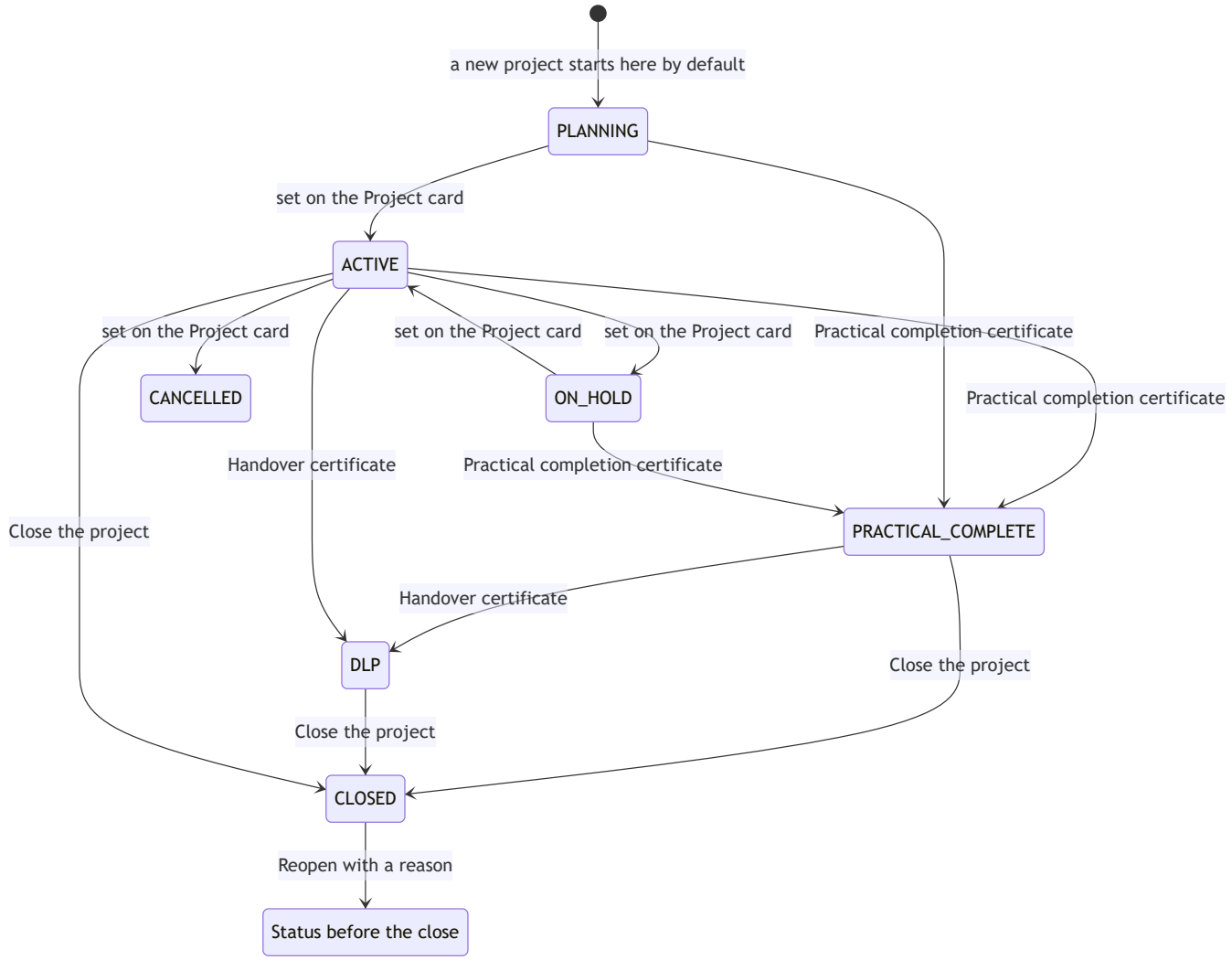


Read from top to bottom. Each arrow is a step you do in the product; the people are the usual owners of the step, not a rule of the software.

The project status chain

Every project carries one status. The status decides how the project is listed (Projects has a chip for each) and, once it is Closed, whether anything can be posted to it. These are the nine statuses the product knows.

PROJECT STATUS: THE MOVES THE PRODUCT MAKES ITSELF



ENQUIRY and TENDER are earlier statuses on the same list. Apart from CLOSED, the Project card lets a person set any status by hand; the arrows above are the ones the product draws for you or the ones this part is about.

STATUS	HOW A PROJECT GETS THERE
`ENQUIRY` `TENDER` `PLANNING`	Before the work starts. A project made without a status starts at PLANNING.
`ACTIVE`	Set on the Project card while the work is on.
`ON_HOLD`	Set on the Project card.
`PRACTICAL_COMPLETE`	Recording a Practical completion certificate moves a PLANNING, ACTIVE or ON_HOLD project here.

STATUS	HOW A PROJECT GETS THERE
DLP	Recording a Handover certificate moves a PLANNING, ACTIVE, ON_HOLD or PRACTICAL_COMPLETE project here (the defects liability period).
CLOSED	Only through Close-out, Close the project. Closed and archived is one more step on the same status.
CANCELLED	Set on the Project card. A cancelled project is never closed; it stays cancelled.

RULE

You cannot close a project by changing its status on the Project card. The product answers: "A project is closed from Project > Close-out, where the checklist runs and the closing summary is stored. It cannot be closed by changing its status."

Completion certificates and the defects liability period

What it is for. A completion certificate is the client's (or the consultant's) written statement that the work, or a stage of it, is complete. Practical completion means the building can be used. The defects liability period (DLP) is the months after completion in which you must come back and repair defects at your own cost; the client keeps the retention for that time. The length in months comes from the contract. **Who.** The project manager.

1. **Open the Billing tab**

   Open the project, then `Bill and Cash › Billing`, then the tab **Retention and certificates**.

2. **Pick the certificate**

   In the box under Completion certificates choose `Practical completion`, type who signed it in **Signed by** (for example `Eng. Ibrahim (client consultant)`) and press **Record certificate**.

3. **Record handover**

   On the day the keys go to the client, record a `Handover` certificate the same way.

4. **Record the end of the defects period**

When the client confirms the period is over, record `Dlp end`. It is the document the final retention release asks for.

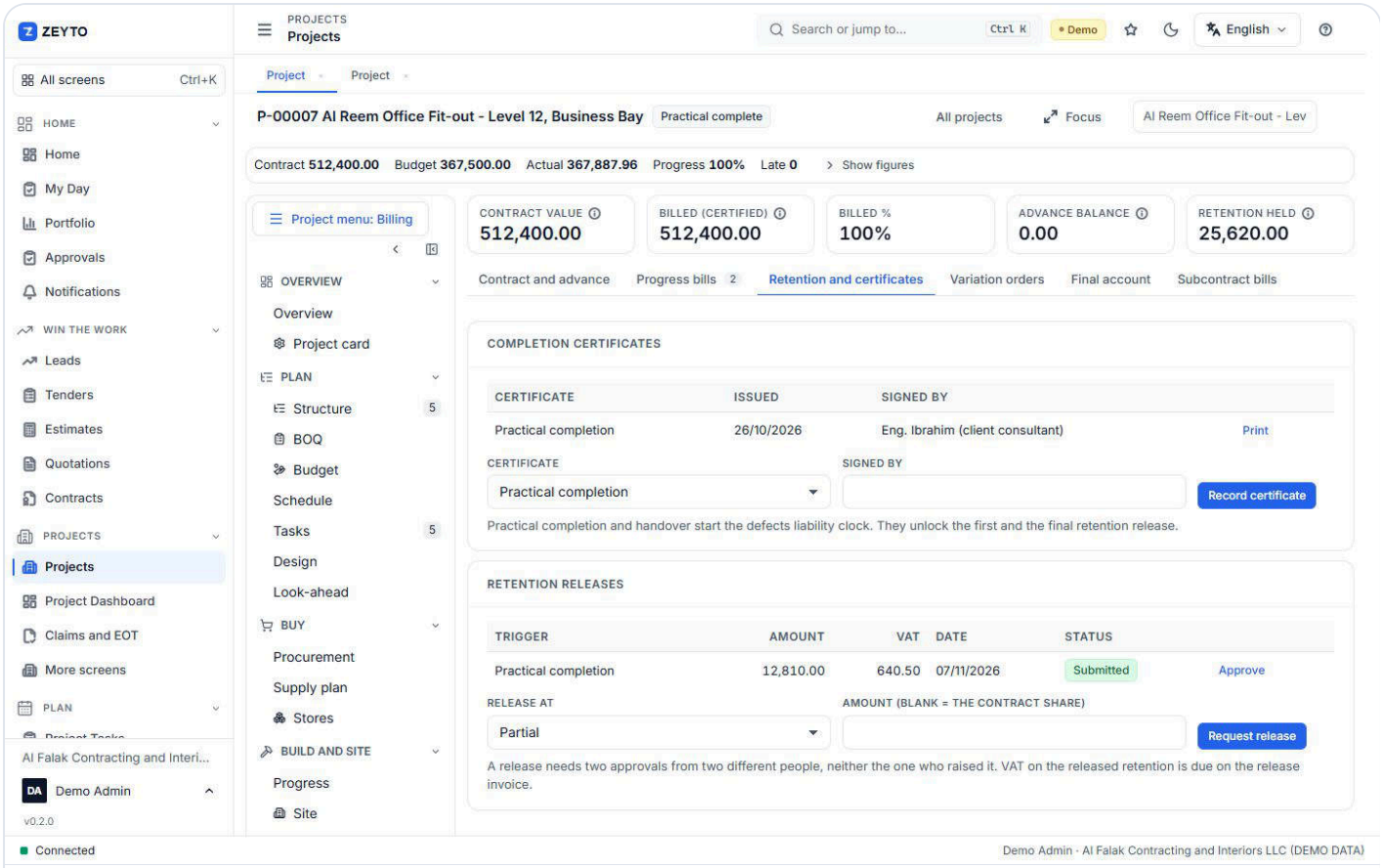
5 **Print a certificate**

Press **Print** on its row to give the client a copy.

CERTIFICATE	WHAT THE PRODUCT DOES WHEN YOU RECORD IT
Practical completion	Sets the practical completion date of the project and its DLP end date (completion date plus the contract's DLP months). Moves the status to PRACTICAL_COMPLETE. Unlocks the first retention release.
Handover	Sets the handover date, recalculates the DLP end date from the handover date and moves the status to DLP.
Snagging complete, Final completion	Kept on record and printable. They change no date and no status.
Dlp end	Kept on record. Unlocks the final retention release.

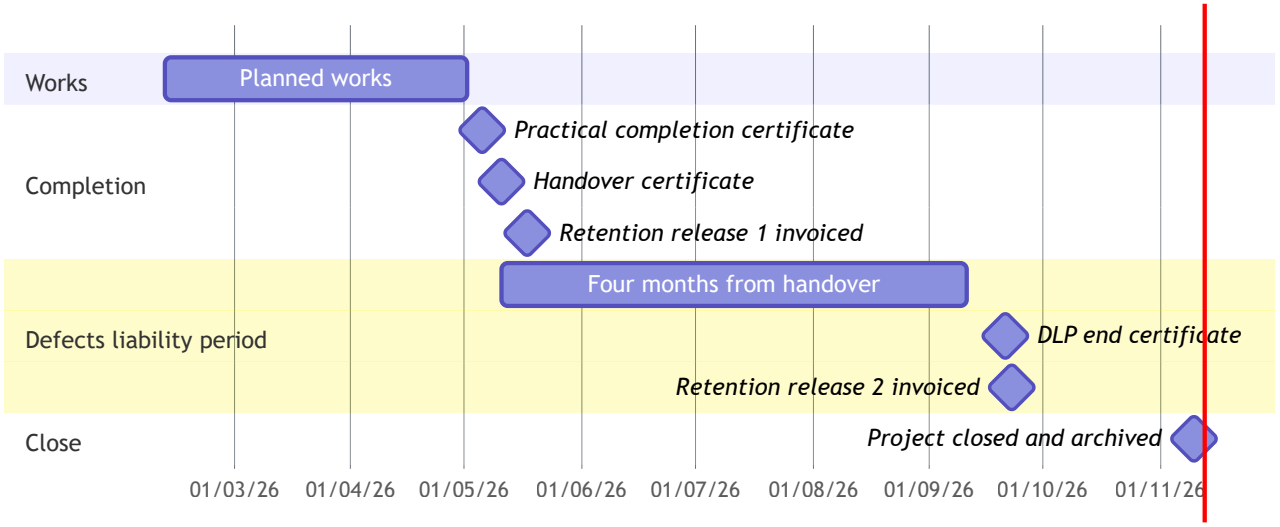
EASY MISTAKE

The screen has no date field: the issue date of a certificate is the day you press Record certificate. Record each certificate on the day it is signed, because the DLP end date is counted from it.



Project P-00007, Billing, Retention and certificates. One Practical completion certificate (26/10/2026, signed by the client consultant) and one retention release of 12,810.00 with the status Submitted. The tiles above show Retention held 25,620.00.

THE DEFECTS LIABILITY PERIOD OF P-00008, PALM CRESCENT PHARMACY



The bar is the DLP: handover on 11/05/2026 plus the contract's 4 months gives the DLP end date 11/09/2026 on the project card.

WORKED EXAMPLE: DATES OF TWO PROJECTS

P-00008 has a 4-month DLP. P-00007, still open, has the 12-month DLP of its contract, so its DLP end date is exactly one year after the completion certificate.

PROJECT	PRACTICAL COMPLETION	HANDOVER	DLP END DATE	STATUS
P-00007 Al Reem Office Fit-out	26/10/2026	not recorded	26/10/2027 (348 days left on 12/11/2026)	`PRACTICAL_COMPLETE`
P-00008 Palm Crescent Pharmacy Fit-out	06/05/2026	11/05/2026	11/09/2026 (DLP end certificate 21/09/2026)	`CLOSED`, archived

Source: live demo, projects P-00007 and P-00008 (project card and Billing hub), read on 12/11/2026.

Snagging during handover and the defects period

What it is for. A snag is one defect or unfinished item found at the walk-around before handover or reported by the client during the DLP. The register is the punch list. **Who.** The site engineer raises and fixes; the quantity surveyor or project manager verifies and closes. Open the register at `Build and Site › Snags and Defects`.

1. **Raise it**

   Press **+ New Snag**. Choose the project, type the `Location` (`Reception`), the trade, the description, the severity (Minor, Major or Critical), the due date, and the employee or subcontractor who must fix it. Use **Quick add** for many in a row and **Import** for an Excel or CSV list.

2. **Fix it**

   The person who repaired it presses **Mark fixed** and adds a photo of the repair, or types why there is no photo.

3. **Check it**

   Somebody other than the person who marked it fixed presses

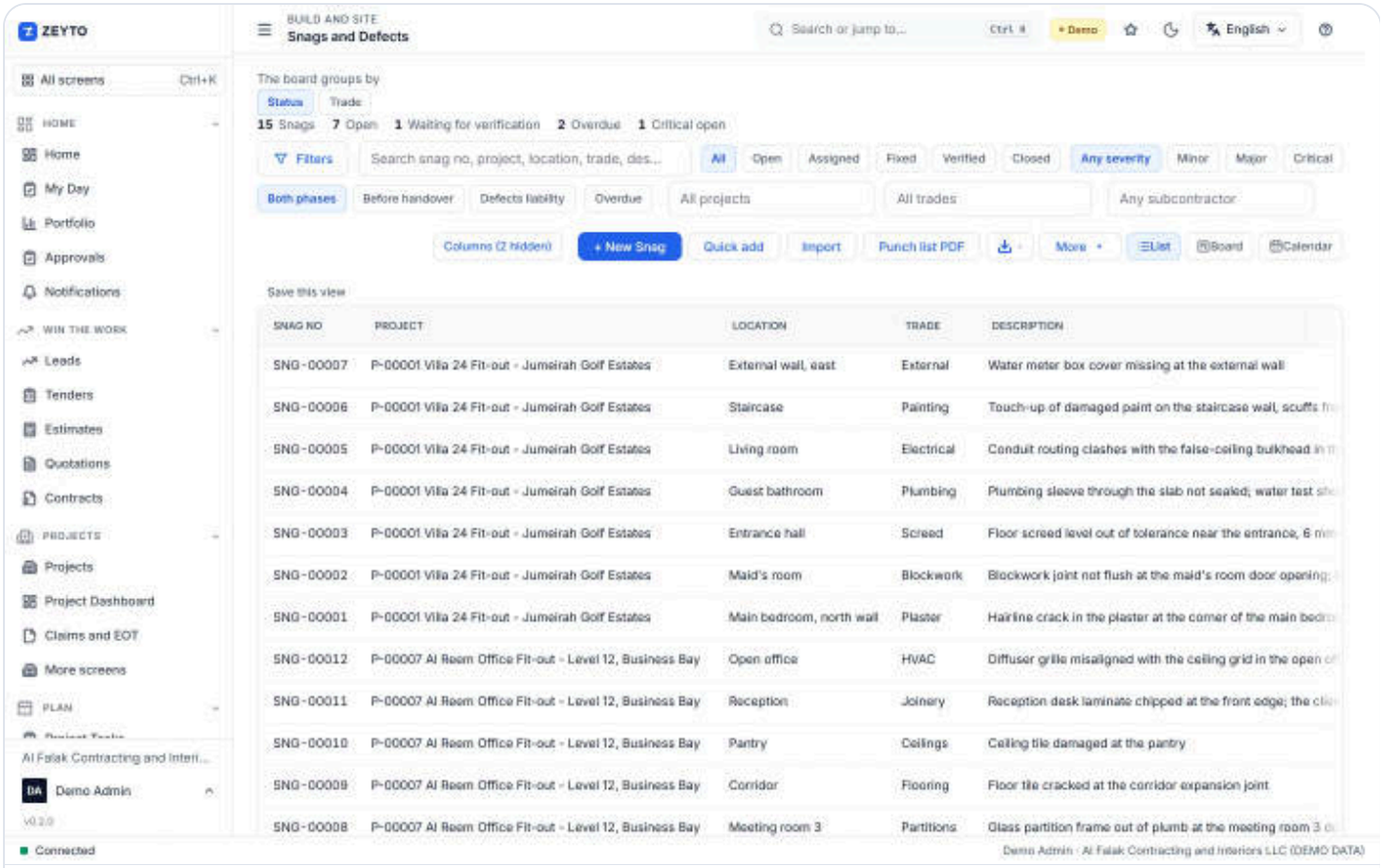
Verify
, or
Send back for rework
with the reason.
Verify and close
does both steps at once.

4 **Back-charge**

For a defect a subcontractor must pay for, press
Back-charge
on the snag, type the amount and the reason. It is a proposal that goes for approval; once approved it becomes the ordinary back-charge of the subcontract, of the kind Defect.

SNAG STATUS	COUNTS AS OPEN FOR THE RETENTION RELEASE AND THE CLOSE-OUT?
Open, Assigned	Yes
Fixed	Yes. A fix nobody has verified is not accepted work.
Verified, Closed	No
Cancelled	No (for a snag raised by mistake)

Open snags matter in two places. First, the final retention release lists them and either warns or, when the company rule says Block, refuses until they are closed. The rule is set in the register under **More › Rules**; the default is Warn. For a subcontractor's release only the snags assigned to that subcontractor count, and the release at practical completion looks only at critical snags raised before handover. Second, the close-out checklist has a snag line (see below).

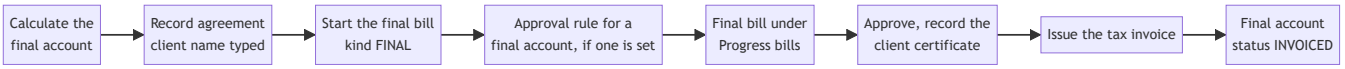


The register. The last rows are the snags of P-00007 Al Reem Office Fit-out: SNG-00012 (HVAC, open office), SNG-00011 (joinery, reception), then three that are already closed. The counters above the list count all projects.

The final account with the client

What it is for. The final account is the last reconciliation with the client: the original contract value, the approved variations, everything billed, deductions, retention and advance. When the client agrees it, the last invoice (the final bill) takes whatever is left. **Who.** The quantity surveyor, with the client. Open `Bill and Cash › Billing › Final account`.

CLIENT FINAL ACCOUNT: FROM CALCULATION TO INVOICE



The final account is DRAFT after Calculate, AGREED after Record agreement and INVOICED once the final tax invoice is issued.

1 **Calculate**

Press

Calculate the final account

. The product works out the final value of the contract, what has been billed and what is left to bill. Nothing is typed.

2 **Record the agreement**

Type the client's name in
Agreed with (client's name)
and press
Record agreement
.

3 **Start the final bill**

Press
Start the final bill
. The product makes a bill of the kind FINAL in which every item is billed to 100 percent, that is, what remains after the earlier bills. With the ready-made rules this step first goes to the approvals inbox (manager or director).

4 **Finish the bill**

Open it under
Progress bills
and do the usual steps:
Approve (project manager)
,
Record the client certificate
,
Issue the tax invoice
. It posts like a progress bill, with the retention held back and the advance still to recover taken off (see the example of P-00008 below).

> **BLOCKED**
> "Agree the final account with the client before the final invoice." appears when the account is still a draft. "Finish or cancel the open bill first." appears when another bill of the contract is still open.

Retention release

What it is for. Retention is the share of every bill (5 percent in the demo contracts) that the client keeps back. It is only cash when you bill its release. Usually a first share is released at practical completion and the rest when the defects period ends. The release invoice carries VAT. **Who.** The accountant. Open `Billing › Retention and certificates › Retention releases`.

FIELD	WHAT TO ENTER	EXAMPLE
`Release at`	Practical completion, Dlp end or Partial.	Practical completion
`Amount (blank = the contract share)`	Leave blank for the contract share. At practical completion the share is the release percentage of the contract (50 percent in the demo) of the retention held. At Dlp end it is everything still held. A Partial release needs the amount typed.	blank

1. **Request release**
   Press
   Request release
   . The release is Submitted.
2. **Approve**
   A person other than the one who requested it presses
   Approve
   (the company can relax this rule). The release becomes Approved.
3. **Invoice**
   Press
   Issue the release invoice
   . A sales invoice for the released amount plus VAT is posted to the client and the release is entered in the retention ledger. The status becomes Invoiced.

RULE

A release at practical completion needs a Practical completion certificate on record, and a release at the end of the defects period needs a Dlp end certificate. The product answers "A practical completion certificate must be on record first." A release cannot exceed the retention held; the retention counts down only when the release invoice is issued, not when it is requested.

WORKED EXAMPLE: THE RETENTION OF P-00008, RELEASED IN TWO PARTS

The Palm Crescent Pharmacy contract (CON-00011, AED 220,400.00) holds 5 percent retention. Three bills withheld it, and the two releases paid it back after the matching certificates.

STEP	DATE	AMOUNT
Bill 1 (PB-00007) retention withheld	25/03/2026	AED 6,574.00
Bill 2 (PB-00008) retention withheld	02/05/2026	AED 3,895.00
Practical completion release, 50 percent of AED 10,469.00 held then	18/05/2026	AED 5,234.50
Final bill (FI-00001) retention withheld	05/06/2026	AED 551.00
Dlp end release, everything still held (5,234.50 + 551.00)	23/09/2026	AED 5,785.50
Retention held after both releases		**AED 0.00**

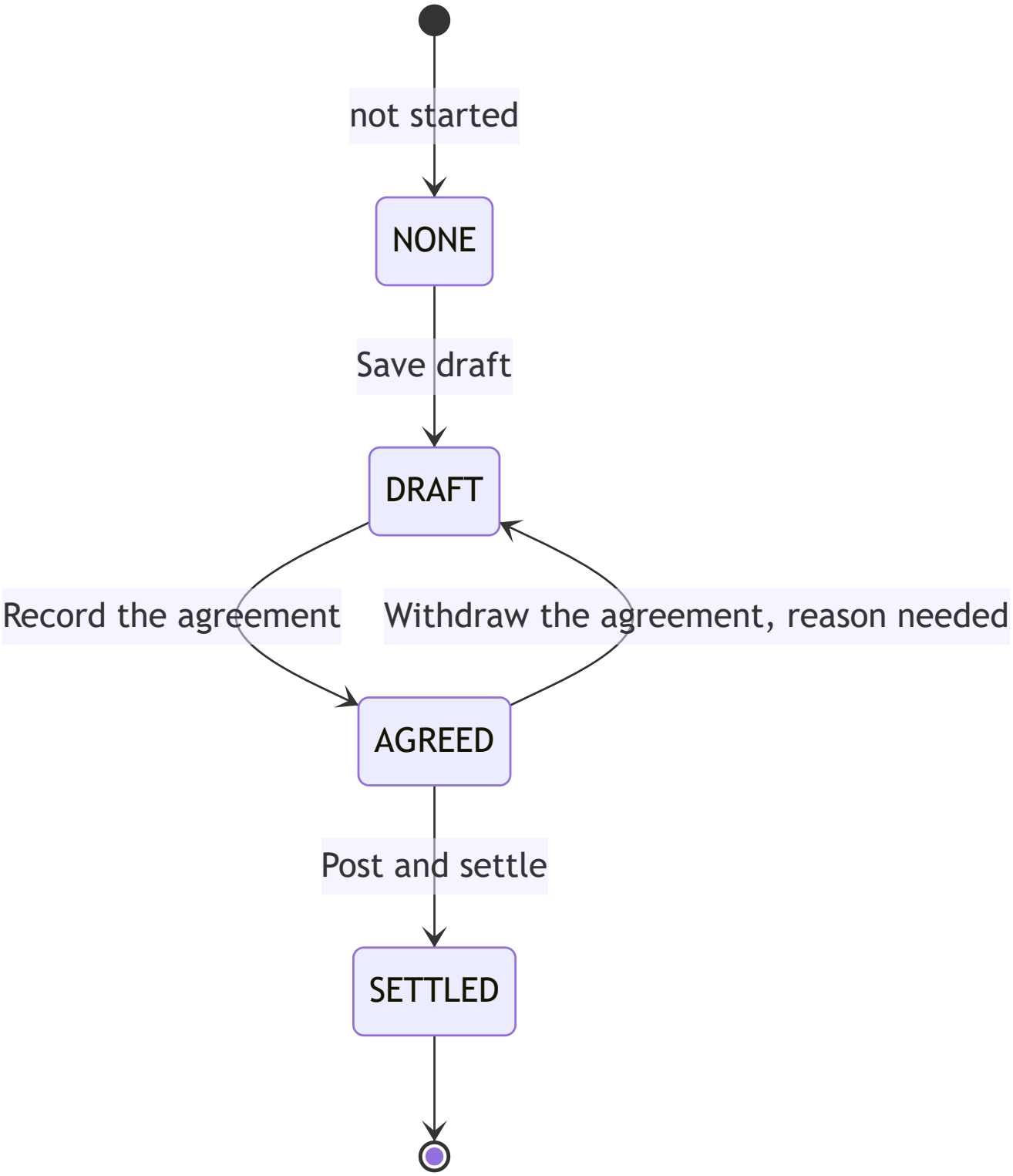
Total withheld 6,574.00 + 3,895.00 + 551.00 = AED 11,020.00, which is 5 percent of AED 220,400.00. The two releases add up to the same figure.

Source: live demo, project P-00008, Billing hub (bills, releases, certificates), read on 12/11/2026; seeded by tools/demo-seed/lib/story-closeout.mjs.

Final accounts of the subcontractors

What it is for. Each subcontractor is settled once: the final agreed value of the subcontract, what was already billed, back-charges, liquidated damages, the advance still to recover and the retention. Without it the project cannot close. **Who.** The quantity surveyor. Open `Bill and Cash › Subcontract Final Accounts` (every subcontract, one line each) or, inside the project, `People and subcontract`, pick the subcontract and press **Prepare the final account**. On the Close-out tab the button **Subcontract final accounts of this project** opens the same register for the project.

SUBCONTRACT FINAL ACCOUNT: ITS STATUSES



In DRAFT the figures move with the records. In AGREED they are frozen with who agreed and when. In SETTLED the bill has been posted.

FIELD	WHAT TO ENTER	EXAMPLE
`Remeasurement`	For a measured subcontract, empty means the suggestion from the quantity certified against the contract quantity. For a lump sum, empty means none.	empty
`Other adjustment`	An agreed amount that is in no variation. Plus or minus.	0
`Other deductions`	Agreed deductions such as cleaning or insurance. A positive number.	0
`Agreed by (for the subcontractor)`	The name of the person who agreed for the subcontractor.	Mr Hamdan, Al Noor Joinery and Fit-out LLC
`Date agreed`	The date of the agreement.	23/06/2026
`Reason for withdrawing the agreement`	Only to withdraw. Five letters or more; it is audited.	

1. **Prepare**
   Check the figures read from the subcontract. Type a remeasurement, other adjustment or other deductions only if they are agreed. Press **Save draft**.

2. **Record the agreement**
   Fill **Agreed by** and **Date agreed** and press **Record the agreement**. The product refuses while certificates are unbilled: "{count} certificate(s) are not billed yet. Bill or reject them first".

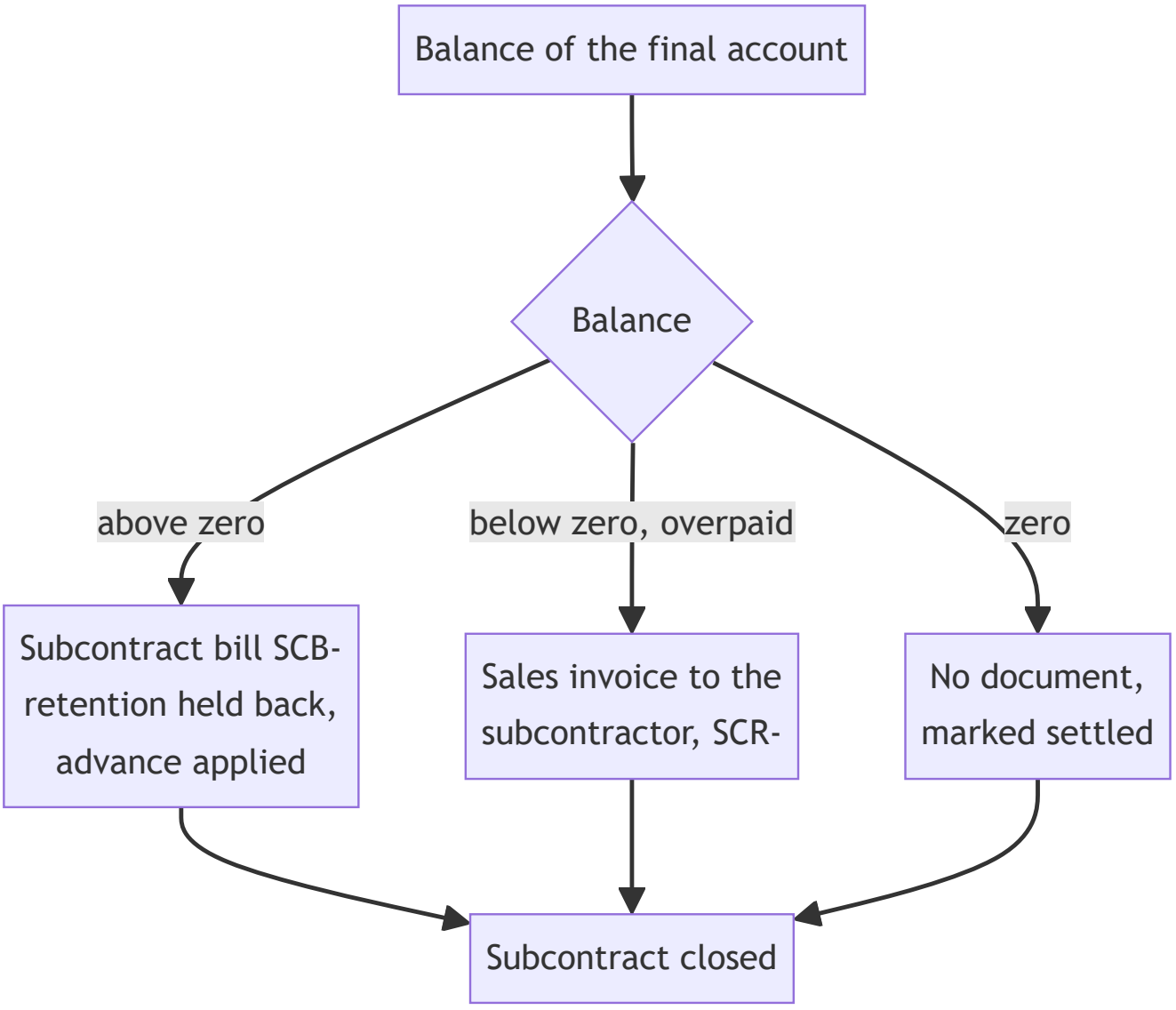
3. **Print the statement**
   Press **Print statement**

and have the subcontractor sign it.

4 **Post and settle**

Press **Post and settle** and confirm. With the ready-made rules this may first go to the approvals inbox.

WHAT POST AND SETTLE DOES WITH THE BALANCE

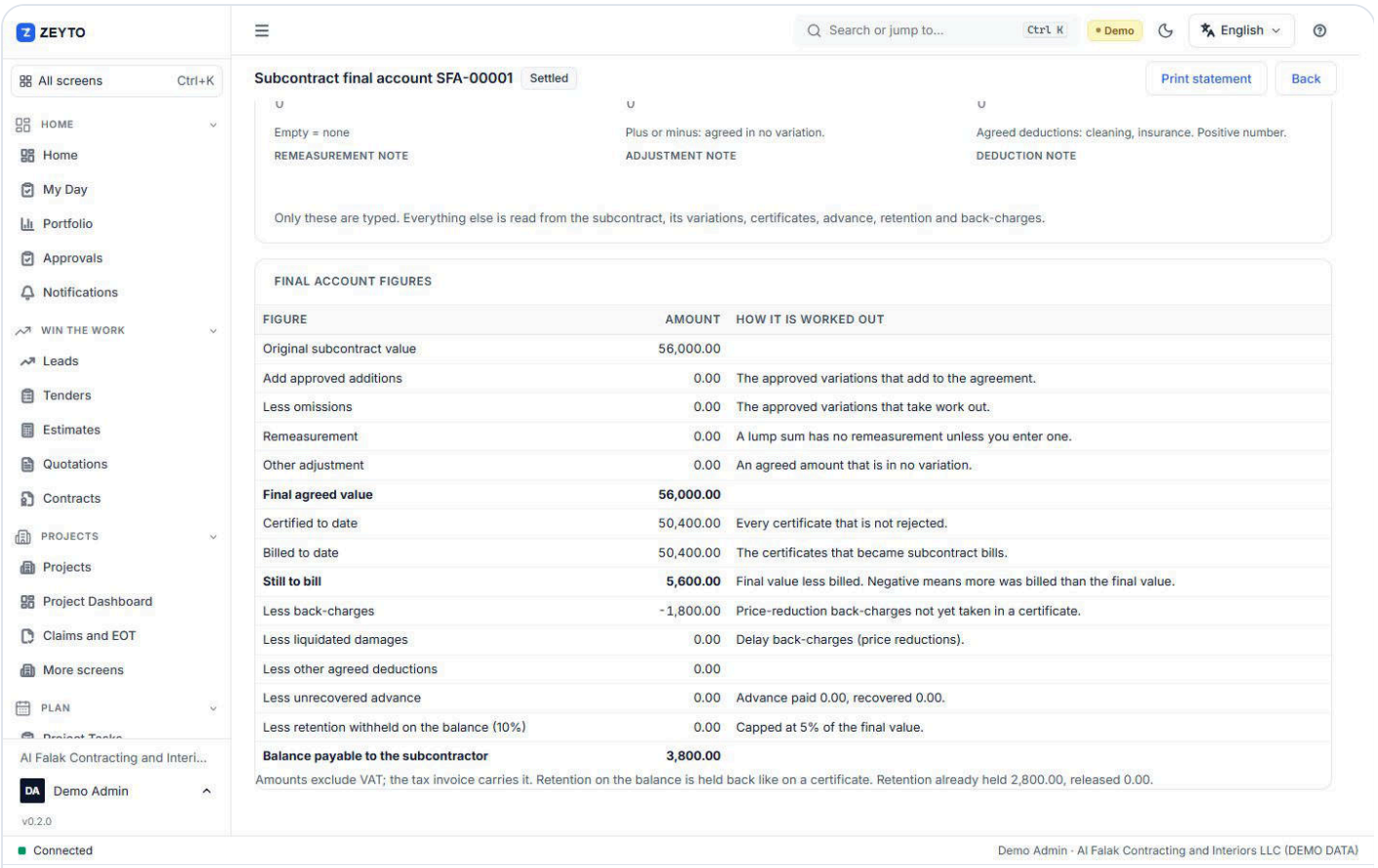


The ledger entries come from the normal posting engine; there is no second ledger for final accounts.

The balance is worked out like this:final agreed value = original value + approved additions - omissions + remeasurement + other adjustment. Still to bill = final value - billed. Balance = still to bill - back-charges - liquidated damages - other deductions - unrecovered advance - retention withheld on the balance. Retention on the balance is never taken past the subcontract's cap.

EASY MISTAKE

Changing a certificate, back-charge or advance after the agreement moves the balance. The screen then says so and Post and settle is refused ("The figures changed since the final account was agreed"). Withdraw the agreement, with a reason, and record it again.



SFA-00001 on screen: the right-hand column explains how each figure is worked out. Settled, balance payable 3,800.00.

WORKED EXAMPLE: SFA-00001, AL NOOR JOINERY ON P-00008

Subcontract SUBC-00008 (AED 56,000.00) had AED 50,400.00 billed when the final account was prepared. One defect at the dispensing counter (snag SNG-00013) was back-charged AED 1,800.00.

LINE	AED
Original value, additions, omissions, remeasurement, other adjustment	56,000.00 + 0 - 0 + 0 + 0
Final agreed value	**56,000.00**
Billed to date	50,400.00
Still to bill (56,000.00 - 50,400.00)	**5,600.00**

LINE	AED
Less back-charge	-1,800.00
Less liquidated damages, other deductions, unrecovered advance	0.00
Less retention on the balance (held 2,800.00 already, the 5 percent cap of 56,000.00)	0.00
Balance payable to the subcontractor	**3,800.00**

Agreed by Mr Hamdan on 23/06/2026, settled on 28/06/2026 with the subcontract bill SCB-00013. The held retention of AED 2,800.00 was released afterwards: a Dlp end release with VAT of AED 140.00 was invoiced on 25/09/2026.

Source: live demo, subcontract final account SFA-00001 and subcontract SUBC-00008 (final-account endpoint and Subcontract Final Accounts register), read on 12/11/2026.



Final account statement - subcontract / كشف الحساب الختامي لمقاول الباطن SFA-00001

Al Falak Contracting and Interiors LLC (DEMO DATA) - P-00008 Palm Crescent Pharmacy Fit-out - Ground Floor

Subcontract / العقد: **SUBC-00008** Subcontractor / مقاول الباطن: **Al Noor Joinery and Fit-out LLC** Status / الحالة: **SETTLED** Agreed by / وافق: **Mr Hamdan, Al Noor Joinery and Fit-out LLC** on **23/06/2026**

Original subcontract value / القيمة الأصلية	56,000.00
Add approved additions / يضاف: الإضافات المعتمدة	0.00
Less omissions / ناقص: الحذف	0.00
Remeasurement / إعادة القياس	0.00
Other adjustment / تسوية أخرى	0.00
Final agreed value / القيمة النهائية المتفق عليها	**56,000.00**
Certified to date / المعتمد حتى تاريخه	50,400.00
Billed to date / المفوتر حتى تاريخه	50,400.00
Still to bill / المتبقي للفوترة	**5,600.00**
Less back-charges / ناقص: المطالبات المرتدة	-1,800.00
Less liquidated damages / ناقص: غرامات التأخير	0.00
Less other deductions / ناقص: استقطاعات أخرى	0.00
Less unrecovered advance / ناقص: الدفعة المقدمة غير المستردة (paid 0.00, recovered 0.00)	0.00
Less retention withheld on this balance / ناقص: المحتجز على هذا الرصيد	0.00
Balance payable to the subcontractor / الرصيد المستحق لمقاول الباطن	**3,800.00**

Retention	Held	Released	Still held
Retention payable to the subcontractor / المحتجز	2,800.00	0.00	2,800.00

Amounts exclude VAT; VAT is added on the tax invoice. Retention is released through the retention release of the subcontract.

Contractor / المقاول الرئيسي | Subcontractor / مقاول الباطن | Project manager / مدير المشروع

The printed statement of SFA-00001 with three signature lines (contractor, subcontractor, project manager). The Retention table at the bottom shows the figures as at the settlement. The Arabic wording is a machine draft.

Assets and leftover material back

What it is for. Plant still on the site and material still in the site store keep costing the project and block the close. **Who.** The plant manager and the storekeeper.

1. **Plant to the yard**
   Open `Build and Site › Transfers Between Sites` and move each machine from the project site to the yard. The condition and the meter reading are recorded. The checklist line clears when no allocation of the project is Planned or Active.
2. **End hired plant**
   Open `Assets › Hire in and out` and press **Off-hire** on each hired machine.
3. **Material back to the store**
   Open `Inventory › Returns from Site`, add the lines and press **Return to store**. The value of the material goes back to the store.

Two checklist lines read this: "Plant and equipment are returned from the project" (blocks while an allocation is Planned or Active) and "The site stores of the project are empty" (blocks while a site store of the project holds stock). Both were clear for P-00007 on 12/11/2026.

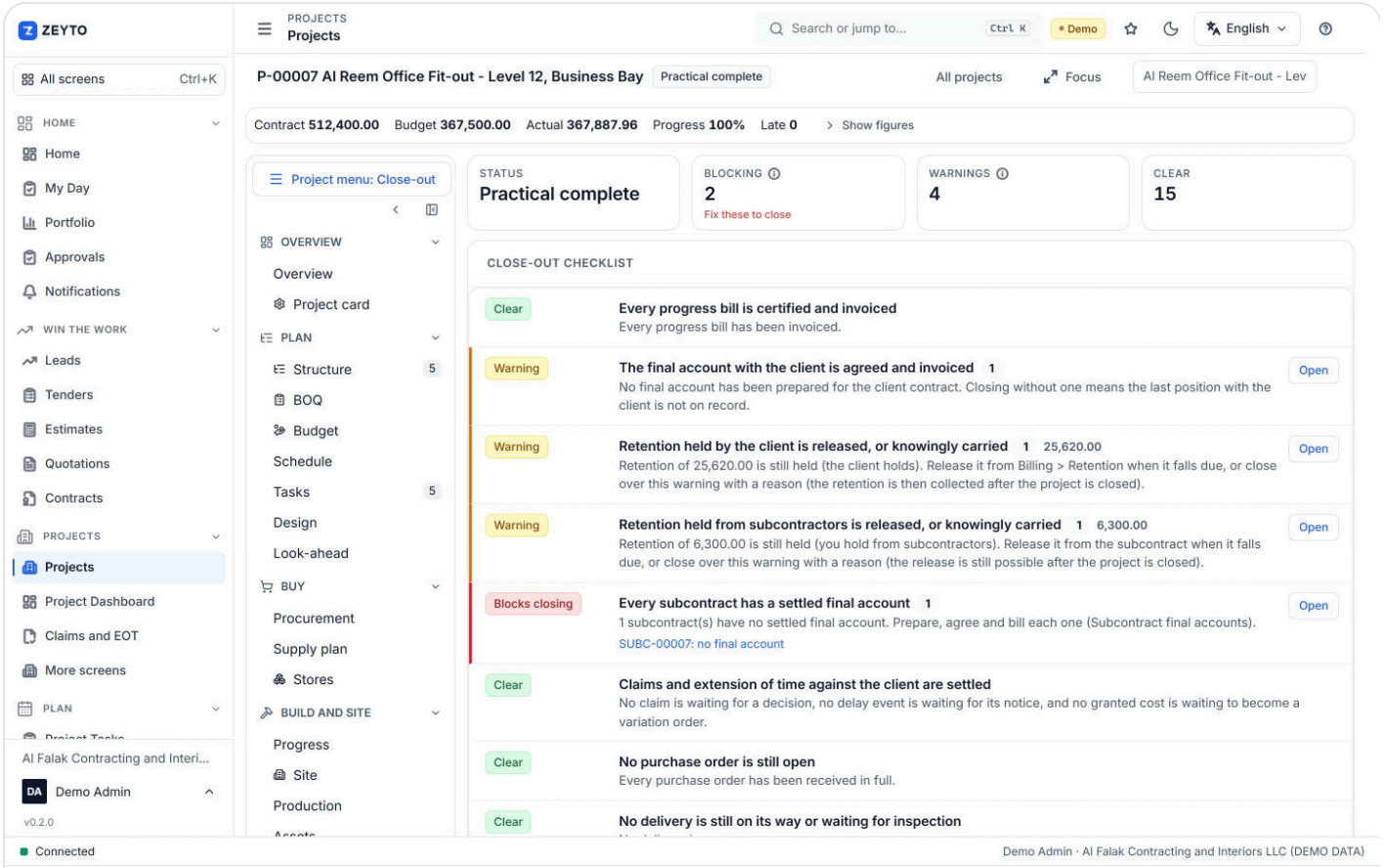
The close-out checklist

What it is for. Closing with an open invoice, order or approval leaves money or work that nobody owns. The checklist reads the records and gives every line one of three results. **Who.** The project manager and the accountant. Open the project, then the project menu group `Close-out › Close-out`.

RESULT ON SCREEN	NAME	MEANING
Clear	PASS	Nothing to do.
Warning	WARN	You may close over it by typing a reason, if the company rule allows it.
Blocks closing	BLOCK	The project cannot be closed until the records are fixed.

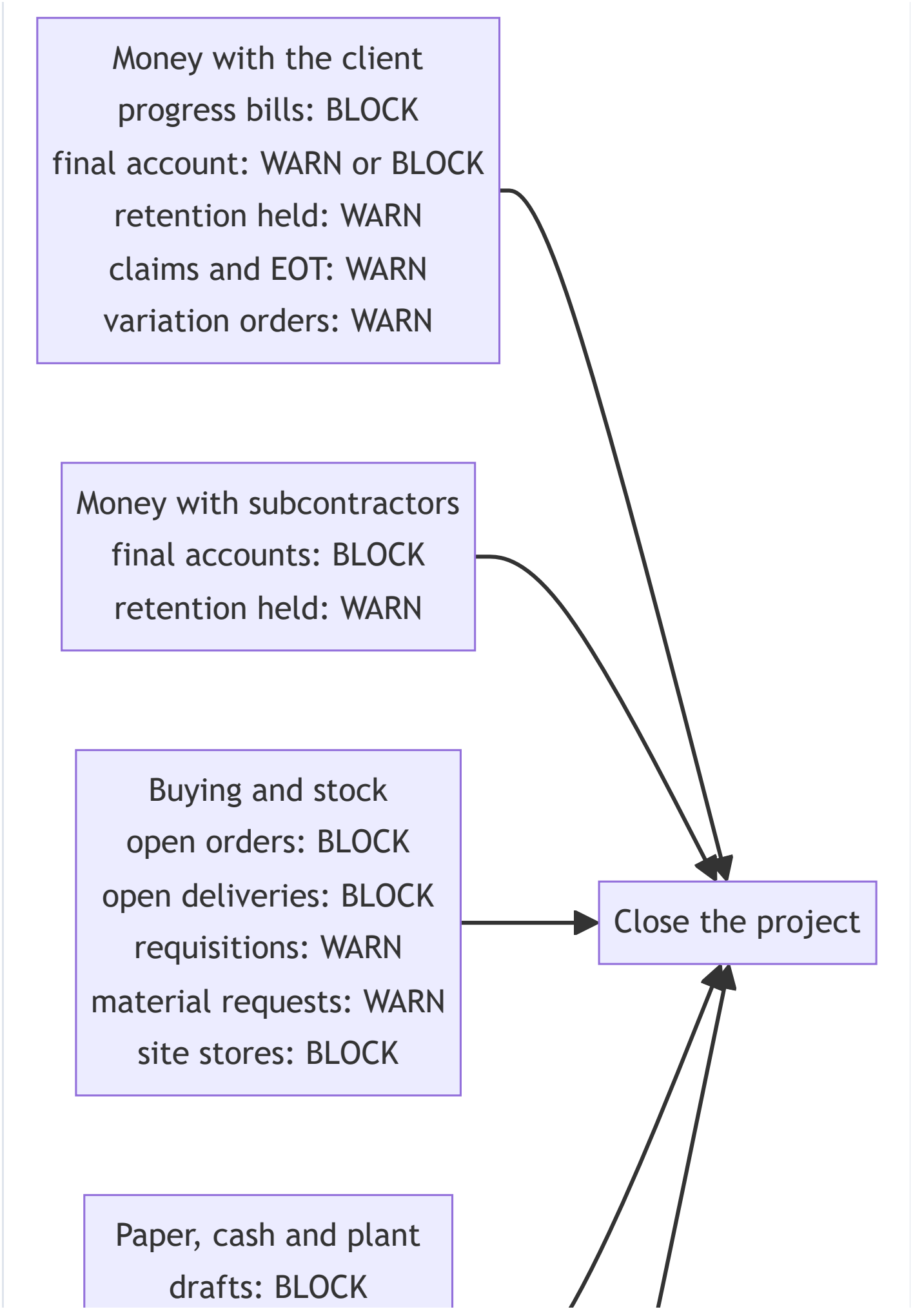
Four tiles sit above the list: **Status**, **Blocking**, **Warnings** and **Clear**. Each line shows the check, a count of open records, an amount where there is one, a plain sentence, links to the first records, and a button **Open**

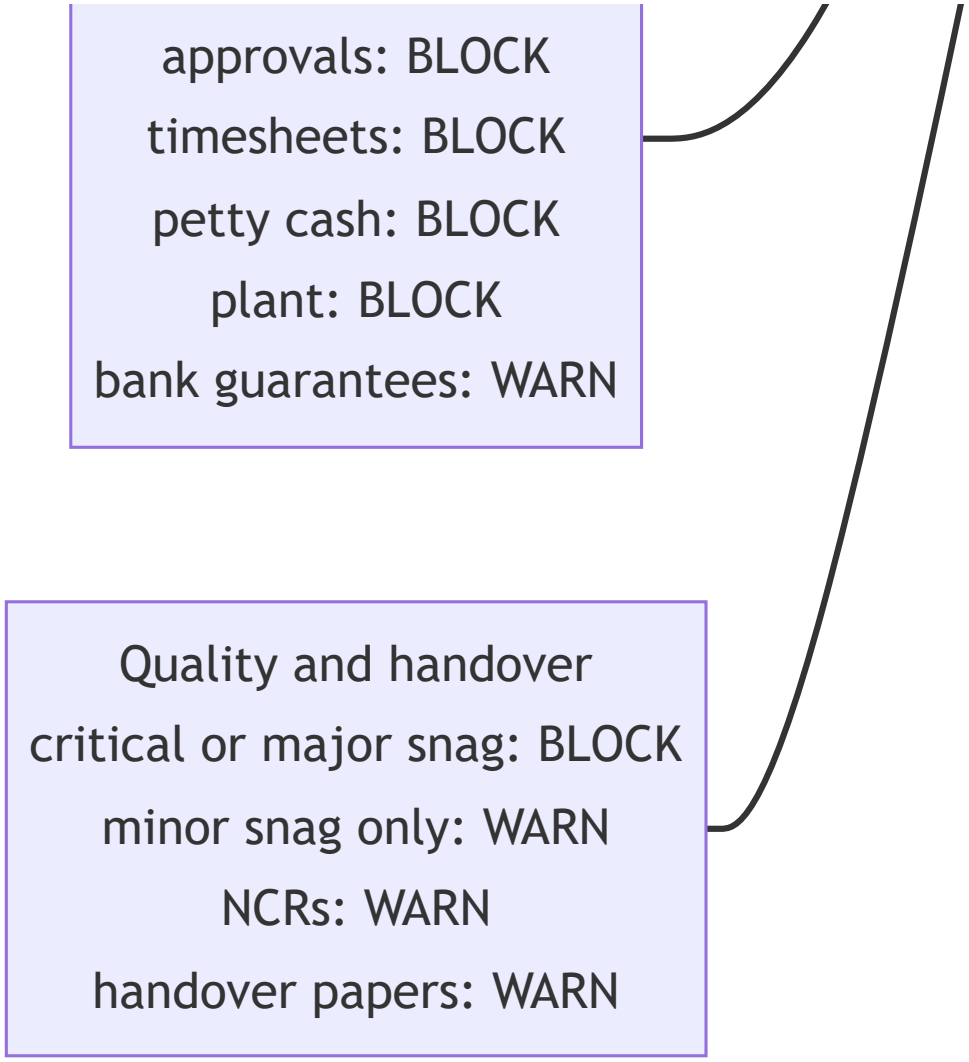
to the screen where you fix it. A check that cannot run is shown as Blocks closing ("This check could not be run"), never as clear.



The Close-out tab of P-00007. The tiles read Blocking 2, Warnings 4, Clear 15. Warning and Blocks closing lines carry an Open button and the amount where one applies (25,620.00 and 6,300.00 retention).

THE 21 CHECKS BY AREA, WITH THE LEVEL EACH GIVES WHEN IT FINDS SOMETHING


Money with the client
progress bills: BLOCK
final account: WARN or BLOCK
retention held: WARN
claims and EOT: WARN
variation orders: WARN
Money with subcontractors
final accounts: BLOCK
retention held: WARN
Buying and stock
open orders: BLOCK
open deliveries: BLOCK
requisitions: WARN
material requests: WARN
site stores: BLOCK
Paper, cash and plant
drafts: BLOCK
Close the project



All five areas feed one decision: a single BLOCK stops the close, WARN lines need one typed reason.

NO.	CHECK, AS WRITTEN ON SCREEN	WHEN IT BLOCKS OR WARNS	WHAT CLEARS IT
1	Every progress bill is certified and invoiced	BLOCK while a bill is Draft, Pct entered, PM approved, Client certified or Disputed.	Finish the bill, or cancel it.
2	The final account with the client is agreed and invoiced	WARN when none is prepared. BLOCK when it is Draft or Agreed. Clear when Invoiced. A project with no client contract passes.	Billing › Final account, to the final invoice.
3	Retention held by the client is released, or knowingly carried	WARN while retention still held (held minus released) is above zero. Shows the amount.	Release it, or close over the warning. It is then collected after the close.

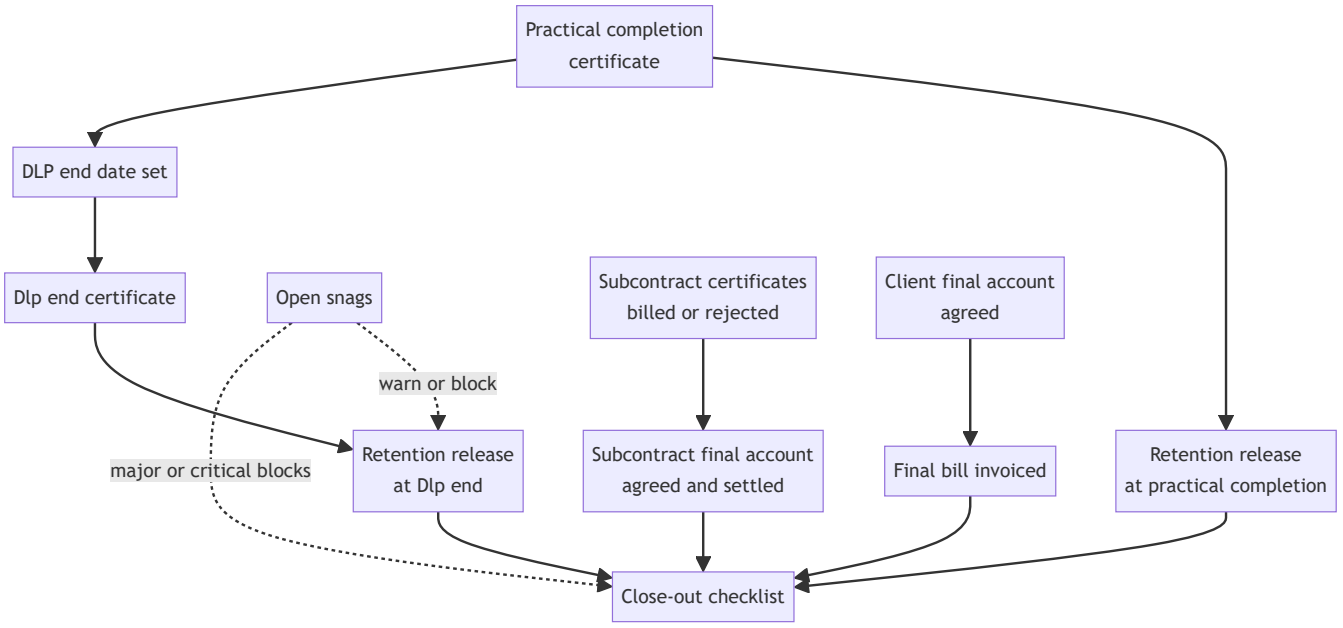
NO.	CHECK, AS WRITTEN ON SCREEN	WHEN IT BLOCKS OR WARNS	WHAT CLEARS IT
4	Retention held from subcontractors is released, or knowingly carried	WARN, same rule, on the subcontractor side.	Release it from the subcontract, or carry it. The release is still possible after the close.
5	Every subcontract has a settled final account	BLOCK for each active, complete, closed or terminated subcontract whose final account is not Settled (a terminated one only if it has a certificate).	Prepare, agree and settle each one.
6	Claims and extension of time against the client are settled	WARN for a claim that is Draft, Notice sent, Submitted or Under assessment; a granted claim with money and no variation order; a delay event with no notice sent.	Settle or withdraw them in Claims and EOT, raise the variation order, or send the notice.
7	No purchase order is still open	BLOCK while a submitted or amended order has quantity not received.	Receive the goods or close the order short.
8	No delivery is still on its way or waiting for inspection	BLOCK for any delivery not Closed, Rejected at gate or Cancelled.	Finish or cancel the delivery.
9	No purchase requisition is still open	WARN for Draft, Submitted, Approved or RFQ.	Cancel them, or carry the warning.
10	No material request is still open	WARN for Draft, Submitted, Approved, Part reserved or Reserved.	Cancel them, or close them once served.
11	No document tagged to the project is still a draft	BLOCK for each draft document charged to the project.	Post or delete each draft.
12	Nothing on the project is waiting for an approval	BLOCK for each pending approval of the project, except the approval to close itself.	Decide it in the approvals inbox.
13	The site stores of the project are empty	BLOCK while a site store of the project holds stock.	Return the stock to the main store, transfer it, or write it off.

NO.	CHECK, AS WRITTEN ON SCREEN	WHEN IT BLOCKS OR WARNS	WHAT CLEARS IT
14	Petty cash and advances of the project are cleared	BLOCK while a petty cash advance has a balance not accounted for.	Settle it with receipts or return the cash.
15	All timesheets of the project are posted	BLOCK for a timesheet with hours on the project that is not Locked or Rejected.	Approve and allocate it, or reject it.
16	Plant and equipment are returned from the project	BLOCK for each asset allocation that is Planned or Active.	End the allocation by returning the asset to the yard.
17	As-built and handover documents are on file	WARN when there is no project file, no handover, practical or final completion certificate and no drawing revision with the purpose As built. Otherwise Clear with the count.	Record the certificates or add the as-built drawings.
18	No variation order is still open	WARN for Instructed, Priced, Submitted, Consultant approved or Client approved (not yet billed).	Bill or reject each one: money may be left unclaimed.
19	Bank guarantees of the project are released	WARN for each guarantee that is Active.	Get it released.
20	No non-conformance report is still open	WARN for each report not Closed or Rejected.	Close it.
21	No critical or major snag is still open	BLOCK when a critical or major snag is Open, Assigned or Fixed. WARN when only minor ones are open.	Fix, verify and close the snags, or cancel those that are not defects.

GOOD PRACTICE

Work from the top. Several lines are the same job seen from different sides: a pending approval (12) is often the final account bill or a retention release you raised yourself, and an unbilled subcontract certificate stops the subcontract final account (5) from being agreed.

WHAT UNLOCKS WHAT

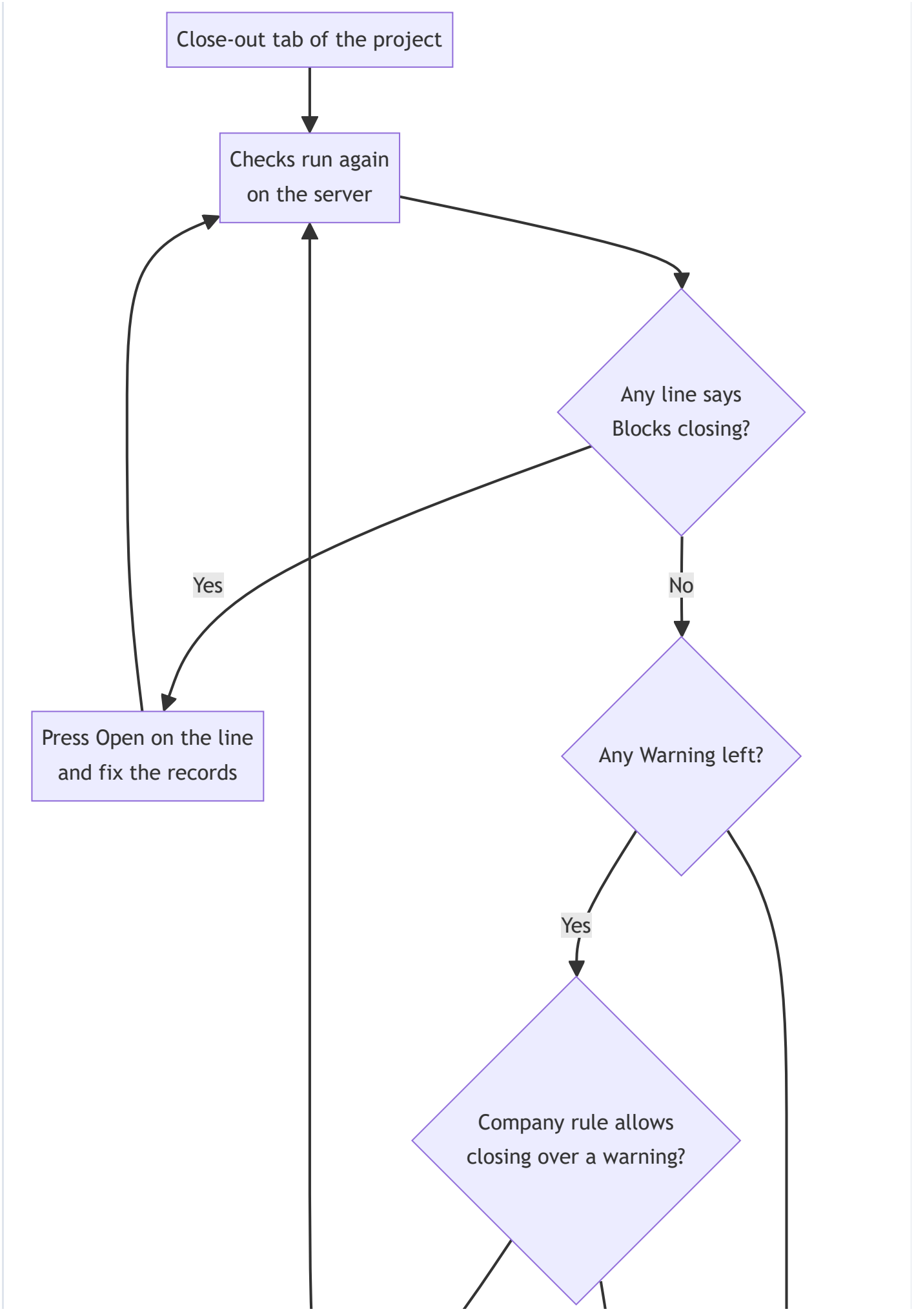


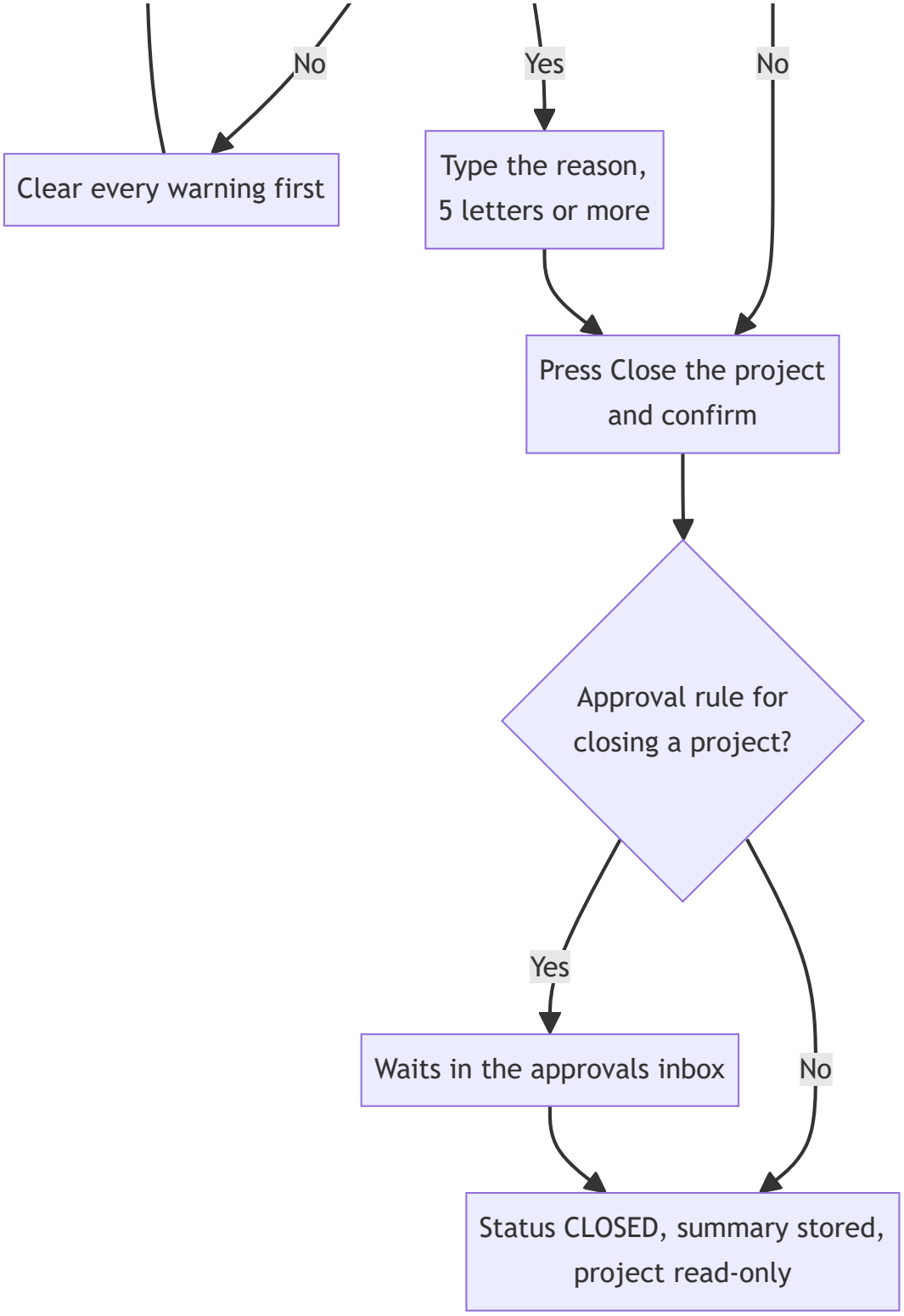
Solid arrows are things that must exist first. Dotted arrows are open snags, which warn at the release and block the close when they are major or critical.

Close the project

What it is for. Closing stores the closing figures and stops anything more from reaching the project. **Who.** The permission to close is held by the Director, Project Manager, Commercial Manager and Finance Manager roles. Only the Director and Finance Manager roles may reopen.

CLOSE THE PROJECT: THE DECISION


Close-out tab of the project
Checks run again on the server
Any line says Blocks closing?
Yes
No
Press Open on the line and fix the records
Any Warning left?
Yes
Company rule allows closing over a warning?

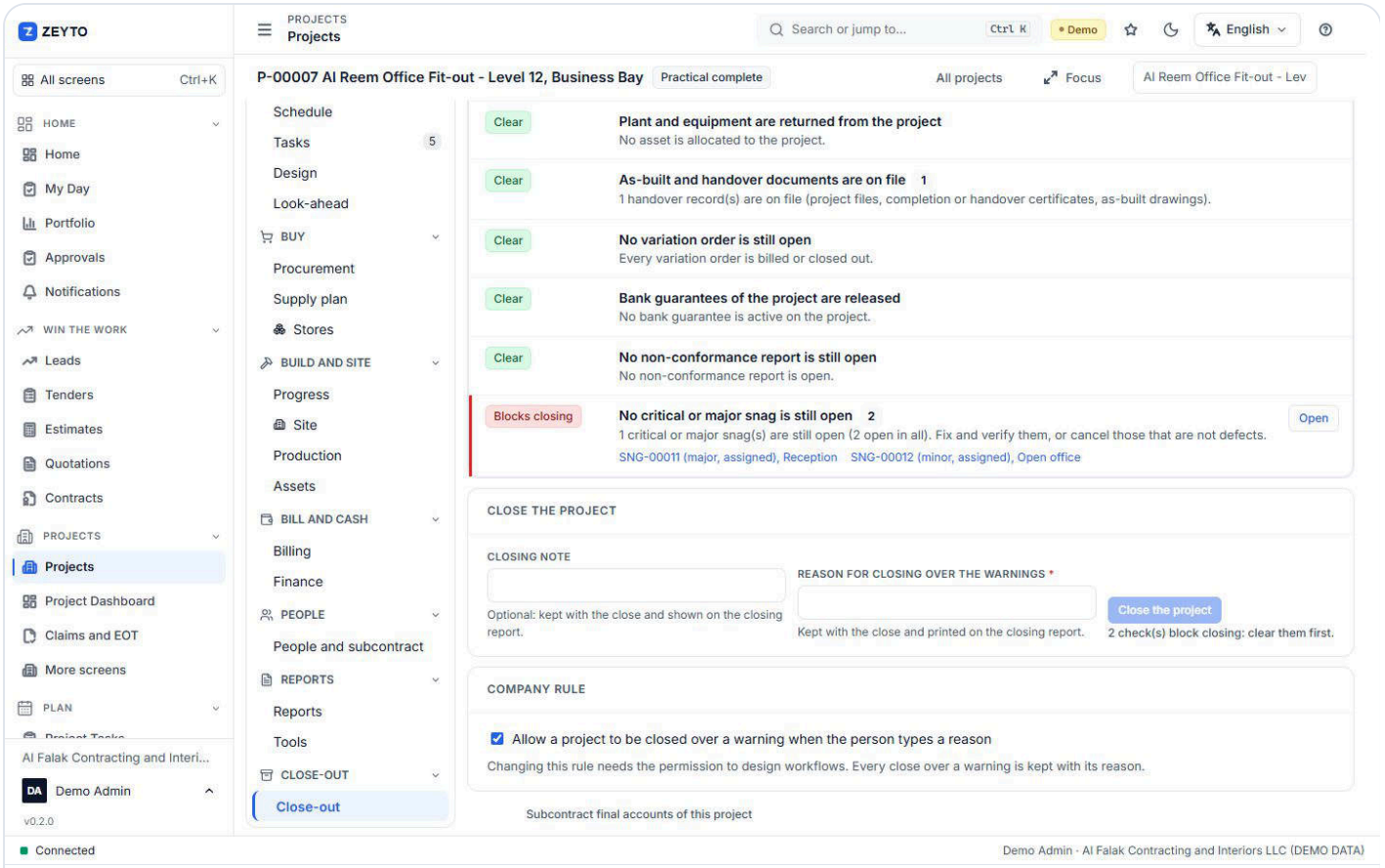


The checks run twice: when you open the tab, and again on the server when you press the button.

FIELD	WHAT TO ENTER
`Closing note`	Optional. Kept with the close and printed on the closing report.
`Reason for closing over the warnings`	Appears when any line is a Warning. Five letters or more. Kept with the close, in the audit trail and on the closing report.
`Allow a project to be closed over a warning when the person types a reason`	The company rule at the foot of the tab. Ticked in the demo. Changing it needs the permission to design workflows.

FIELD	WHAT TO ENTER
`Reason for reopening`	Mandatory, five letters or more, on a closed project. Written to the audit trail with your name and the date.

1. **Open Close-out**
   Open the project and choose **Close-out** in the project menu.
2. **Clear the blocks**
   Press **Open** on each line that says Blocks closing and fix it.
3. **Decide on the warnings**
   Clear them, or type the reason.
4. **Close**
   Press **Close the project** and confirm. The button stays off and the text beside it says why ("2 check(s) block closing: clear them first.").
5. **Print the report**
   The closed banner offers **Print the closing report**.



The foot of the Close-out tab of P-00007. The last line, "No critical or major snag is still open", blocks. Below are the Closing note, the reason field, the grey Close the project button with its reason, and the Company rule tick.

When a project is closed, the server refuses every voucher, purchase order, store issue, timesheet, bill and subcontract certificate for it. The product answers: "is closed, so nothing can be posted to it. Reopen the project first (Project > Close-out > Reopen; it needs the reopen permission and a reason)." Three kinds of work are still allowed on a closed project, but not on an archived one: the retention releases, the final account bills, and a receipt or payment that settles an invoice which already exists. If your company has an approval rule for closing a project, **Close the project** sends the request to the approvals inbox and the project closes when it is approved. The ready-made rules do not include one for closing.

> **EASY MISTAKE**
>
> Do not close over the retention warning and then archive straight away. A late retention release is refused on an archived project. If you must release after archiving, reopen the project with a reason first.

Archive

What it is for. Archiving takes a closed project out of the working lists. It stays on every statement. **Who.** Anyone with the permission to close a project.

1 **Open Close-out**

On the closed project press **Archive the project** and confirm.

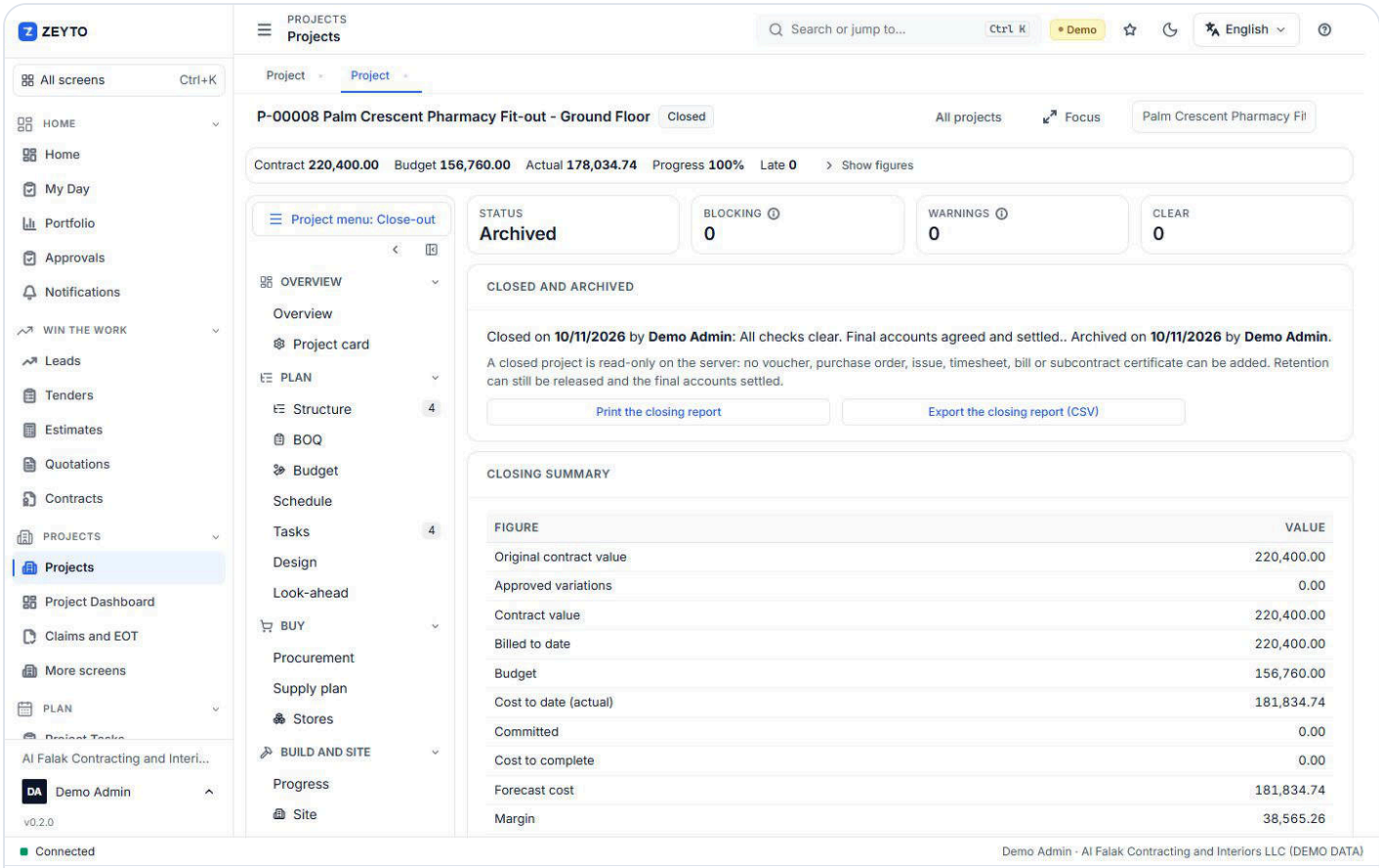
2 **Find it again**

In Projects press **Show archived**. The default Projects list, the pickers and the portfolio no longer show it.

3 **Work on it again**

Press **Reopen the project** with the reason. It goes back to the status it had before the close.

Archived is not a separate status: the project is CLOSED with an archive date. Only a closed project can be archived.



P-00008 after the close. The tiles read Status Archived, Blocking 0, Warnings 0, Clear 0, because a closed project no longer runs the live checks. The banner states who closed it and when, and offers the two report buttons. The closing summary follows.

The closing report

When the project is closed the product stores its figures. **Print the closing report** opens a page that the browser prints, with the company and project number and name at the top and three signature lines (Project manager, Commercial manager, Director). **Export the closing report (CSV)** gives the same items in a file named like `Closing report P-00008.csv`. The title carries an Arabic line; the Arabic wording is a machine draft.

SECTION	LINES
Money	Original contract value, Approved variations, Contract value, Billed to date, Budget, Cost to date (actual), Budget less actual, Committed, Cost to complete, Forecast cost, Margin, Margin %. The margin is the same forecast margin as the Profitability report.
Time	Planned start, Planned finish, Practical completion, Handover, Planned duration, Actual duration to the close, Days against plan.
Variations and subcontracts	Client-approved variation orders and their value, Subcontracts, Subcontract final accounts settled and their value.
Warnings closed over	Printed only when the close went over a warning: the warnings closed over and the reason typed.

RULE

"Actual duration to the close" counts the days from the planned start to the day the project was closed, not to practical completion. A project closed months after handover therefore shows many days against plan. Read it beside the Practical completion and Handover dates.

Project closing report / تقرير إغلاق المشروع P-00008

Al Falak Contracting and Interiors LLC (DEMO DATA) - P-00008 Palm Crescent Pharmacy Fit-out - Ground Floor

Figures as at the close on 10/11/2026. Closed by **Demo Admin**: All checks clear. Final accounts agreed and settled..

Money (the margin is the company's one forecast margin)

Original contract value	220,400.00
Approved variations	0.00
Contract value	220,400.00
Billed to date	220,400.00
Budget	156,760.00
Cost to date (actual)	181,834.74
Budget less actual	-25,074.74
Committed	0.00
Cost to complete	0.00
Forecast cost	181,834.74
Margin	38,565.26
Margin %	17.50

Time

Planned start	11/02/2026
Planned finish	02/05/2026
Practical completion	06/05/2026
Handover	11/05/2026
Planned duration (days)	80.00
Actual duration to the close (days)	272.00
Days against plan (+ late)	192.00

Variations and subcontracts

Client-approved variation orders	0.00
Value of those variation orders	0.00
Subcontracts	1.00
Subcontract final accounts settled	1.00
Value of settled subcontract final accounts	56,000.00

The printed closing report of P-00008: figures as at the close on 10/11/2026, closed by Demo Admin with the closing note.

WORKED EXAMPLE: THE CLOSING REPORT OF P-00008

LINE	VALUE
Original contract value, Contract value, Billed to date	AED 220,400.00
Budget	AED 156,760.00
Cost to date (actual)	AED 181,834.74
Budget less actual	AED -25,074.74
Margin / Margin %	AED 38,565.26 / 17.50 %
Planned start, planned finish	11/02/2026, 02/05/2026
Practical completion, handover	06/05/2026, 11/05/2026
Planned duration, actual duration to the close, days against plan	80, 272, +192
Subcontracts, final accounts settled, their value	1, 1, AED 56,000.00

The project cost AED 25,074.74 more than its budget and finished at a margin of 17.50 percent. The stored summary also holds an unallocated cost of AED 3,800.00, which is the difference between this report's cost and the Actual figure in the project header (AED 178,034.74).

Source: live demo, closing report of P-00008 (stored summary, closed 10/11/2026), read on 12/11/2026.

Worked example: closing P-00007, line by line

WORKED EXAMPLE: AL REEM OFFICE FIT-OUT, P-00007, AT CLOSE-OUT

P-00007 (client Al Reem Holdings LLC, contract CON-00009, AED 512,400.00) is Practical complete since 26/10/2026. On 12/11/2026 its Close-out tab read 15 Clear, 4 Warnings, 2 Blocks closing, so `canClose` was false. The first table is what the screen shows; the second is what the user does. Nothing below was done on the demo, which is read-only; it is the path the rules above give.

LINE	RESULT	WHAT THE SCREEN SAYS
The final account with the client is agreed and invoiced	WARN	No final account has been prepared for the client contract.
Retention held by the client is released, or knowingly carried	WARN	Retention of 25,620.00 is still held.
Retention held from subcontractors is released, or knowingly carried	WARN	Retention of 6,300.00 is still held.
Every subcontract has a settled final account	BLOCK	SUBC-00007: no final account (CoolBreeze HVAC Contracting LLC, AED 126,000.00).
No material request is still open	WARN	MR-00016 and MR-00017, both approved.
No critical or major snag is still open	BLOCK	SNG-00011 (major, assigned, Reception) and SNG-00012 (minor, assigned, Open office).

LINE	RESULT	WHAT THE SCREEN SAYS
The other 15 lines (progress bills, claims, purchase orders, deliveries, requisitions, drafts, approvals, site stores, petty cash, timesheets, plant, handover papers, variations, bank guarantees, non-conformance reports)	PASS	Nothing open.

LINE	WHAT THE USER DOES TO CLEAR IT
Snag SNG-00011 (BLOCK)	Al Noor Joinery presses **Mark fixed** with a photo (due 15/11/2026). A different person, the quantity surveyor, presses **Verify and close**. The line then changes from Blocks closing to a Warning, because the minor snag SNG-00012 (CoolBreeze, due 18/11/2026) is still open. Fix and verify that one too and the line is Clear, or carry it as a warning.
SUBC-00007 final account (BLOCK)	Open Subcontract Final Accounts for the project and press **Prepare the final account** on SUBC-00007. The live figures already read final value 126,000.00, billed 126,000.00, balance 0.00, so the settlement kind is nil. Press **Save draft**, type who agreed and the date, press **Record the agreement**, then **Post and settle**. No document is posted; the account is marked settled and the subcontract closed.
Material requests MR-00016, MR-00017 (WARN)	Open Purchase › Material Requests and cancel each, or close it if it was served. Then the line is Clear.
Final account with the client (WARN)	The contract is billed to 100 percent (bills PB-00005 AED 300,240.00 and PB-00006 AED 212,160.00). Either carry the warning, or press **Calculate the final account** and **Record agreement**. Be careful: once an account exists the line is stricter. A Draft or Agreed account is a BLOCK until the final invoice is issued. I could not test what the final bill does when nothing is left to bill, so the demo path is to carry this warning.

LINE	WHAT THE USER DOES TO CLEAR IT
Retention held by the client, 25,620.00 (WARN)	A release at practical completion is already requested: AED 12,810.00 (50 percent), VAT AED 640.50, dated 07/11/2026, status Submitted. Two approvers approve it and the accountant presses **Issue the release invoice**. The retention held then falls to AED 12,810.00. The rest can only be released with a Dlp end certificate, which is due on 26/10/2027. Until then the line stays a Warning, so the project is closed over it with a reason. Releases stay possible on the closed project, as long as it is not archived.
Retention held from subcontractors, 6,300.00 (WARN)	Same: release it from the subcontract after the Dlp end certificate, or carry it. A subcontractor's release only looks at the open snags assigned to that subcontractor.

After those steps the tiles read Blocking 0 and Warnings 3 or 4 (final account, the two retentions and, if SNG-00012 is left open, the minor snag). The user types, for example, `Retention carried to the end of the defects period` in **Reason for closing over the warnings**, presses **Close the project** and confirms. The reason is printed on the closing report in the section Warnings closed over. If an approval rule for closing exists, the project waits in the approvals inbox first.

Source: live demo, Close-out checklist, Billing hub, Subcontract final account and snag register of P-00007, read on 12/11/2026; story in tools/demo-seed/lib/story-closeout.mjs. The steps in the second table follow the rules in the product code and were not run.

Worked example: a project that closed clean, P-00008

WORKED EXAMPLE: PALM CRESCENT PHARMACY FIT-OUT, P-00008, CLOSED AND ARCHIVED

P-00008 is the demo's finished job: client Palm Crescent Medical LLC, contract CON-00011 (AED 220,400.00), 10 percent advance, 5 percent retention, 4 months DLP. It went through every step of this part in order.

DATE	STEP	RESULT
06/05/2026	Practical completion certificate	Status PRACTICAL_COMPLETE
before the close	Snags SNG-00013 (major, dispensing counter, back-charged AED 1,800.00), SNG-00014, SNG-00015	All three Closed (handover readiness 100.0 percent)

DATE	STEP	RESULT
11/05/2026	Handover certificate	Status DLP, DLP end date 11/09/2026
18/05/2026	Retention release at practical completion	AED 5,234.50 invoiced
05/06/2026	Client final account agreed with Mr Farid; final bill FI-00001 (gross AED 11,020.00)	Final account INVOICED
23/06/2026 and 28/06/2026	Subcontract final account SFA-00001 agreed, then settled with SCB-00013	Balance AED 3,800.00 payable
21/09/2026	DLP end certificate, signed by Mr Farid	Releases 23/09/2026 (client, AED 5,785.50) and 25/09/2026 (subcontractor, AED 2,800.00)
10/11/2026	Close-out: all lines Clear, **Close the project**	Status CLOSED, closing note "All checks clear. Final accounts agreed and settled."
10/11/2026	**Archive the project**	Hidden from the default list; Projects › Show archived shows it

The checklist stored at the close shows every line Clear. The status before the close was DLP, so a reopen would return the project there. The Close-out history lists one row: status Archived, closed on 10/11/2026 by Demo Admin.

Source: live demo, project P-00008 (close-out state, Billing hub, snag register, Subcontract Final Accounts), read on 12/11/2026; tools/demo-seed/lib/story-closeout.mjs (archivedProject).

Project closed: handover pack

Print or export these, in this order, and file them with the project. Each line is a real button or report of the product.

NO.	DOCUMENT	WHERE	HOW
1	Closing report	`Project › Close-out`	Print the closing report

NO.	DOCUMENT	WHERE	HOW
2	Closing figures as a file	`Project › Close-out`	Export the closing report (CSV)
3	Completion certificates (practical completion, handover, defects period end)	`Billing › Retention and certificates › Completion certificates`	Print on each row
4	Payment certificate of every progress bill, final bill included	`Billing › Progress bills`	Print the payment certificate
5	Client final account figures	`Billing › Final account`	On screen only. The tab has no print button; the final bill's payment certificate is item 4.
6	Subcontract final account statement, one per subcontractor, signed	`Subcontract Final Accounts › the account`	Print statement
7	Punch list of the project	`Snags and Defects` filtered to the project	Punch list PDF
8	Reports: Handover Readiness, Snag Register, Snags by Subcontractor	`Reports › Projects › Quality`	Pick the project and run the report
9	Reports: Retention, Retention Ageing (Finance); Subcontract Status, Subcontract Final Accounts (Site and supply); Claims and EOT Register (Contract)	`Reports › Projects`, under the sections named	Pick the project and run the report
10	As-built drawings	Project menu › Design, drawing revisions with the purpose As built	Open the drawing revision

Check yourself

- [ ] I can say what status each certificate gives the project, and I know the screen records the date of pressing Record certificate.

- [ ] Every snag of the project is Closed or Cancelled, or I know which minor ones I am carrying.
- [ ] The client final account is agreed and the final invoice is issued, or I closed over the warning with a real reason.
- [ ] Both retention releases are invoiced, or I wrote down when the rest falls due.
- [ ] Every subcontract has a Settled final account and a signed statement.
- [ ] No asset is allocated and the site store is empty.
- [ ] Blocking reads 0 on the Close-out tab before I press Close the project.
- [ ] I did not archive the project while a retention release was still to come.
- [ ] The closing report and the pack in the table above are printed and filed.

Where next. Part 10 (Reference) lists the reports, roles and permissions named in this part.

REFERENCE

Vocabulary and quick reference

One word for one thing. The product uses the same word on every screen, in the menu, in help and in the Ctrl-K search, and this chapter lists those words with what they mean.

The words the product uses

The right-hand column shows the words the product avoids. If you teach a new user, use the left-hand word, because it is the word they will see on the screen.

SAY	NOT	MEANING
Project	job, contract (for the whole), centre	A piece of work for one client. "Project Centre" appears only in the ledger and in reports.
Item of work	WBS leaf, activity	One line of the breakdown. A short code such as `W1` names it.
Breakdown	WBS (in sentences)	The tree of items of work. "WBS" stays in the help of that tab for people who know the term.
BOQ	bill of quantities (after the first use)	The quantities and rates the client agreed.
Budget	baseline cost	What we plan to spend. It is approved in versions.
Actual cost	spend, expense	Cost already posted on the project.
Progress	completion, percent done	The share of the work done, weighted by sell value.
Progress bill	IPC, invoice (before it is issued)	The bill sent to the client for the work done in a period.
Retention	holdback	The amount the client keeps back until the end of the contract.
Quotation (request)	RFQ in headings	A request for prices from vendors. "RFQ" appears in the help only.

SAY	NOT	MEANING
Purchase order		An order to a supplier. "PO" is allowed on buttons.
Goods received		What arrived on site or in the store. "GRN" is allowed on buttons.
Non-conformance report		A record of work or goods that failed inspection. "NCR" is allowed.
Alert	notification (for system warnings)	A warning raised by a rule. "Notification" is the personal inbox.
Approval	sign-off, authorisation	A decision by a person who has the right to decide.
Clients owe us	receivables (in tiles)	Progress bills that are not yet paid.
We owe suppliers	payables (in tiles)	Supplier bills and certificates that are not yet paid.
Home	Dashboard	The landing page. The ERP dashboard for the books stays under Dashboards.
Area	module, group	A part of the menu and of the project page: Plan, Buy, Build and Site, Bill and Cash.
Cost index / Schedule index	CPI / SPI (in tiles)	Work done against cost, and work done against plan. CPI and SPI stay in the help and in the Portfolio table headings.

> **STATUS COLOURS NEVER STAND ALONE**
> Every status chip carries a word or a letter (R, A, G, "Needs attention", or the status word itself), so a colour-blind user reads the same information.

Construction and accounting terms in plain words

These are general industry meanings, so that a reader new to contracting can follow the rest of the handbook. The product's own behaviour is described in the chapters.

Tender

An invitation to price a piece of work, and the contractor's answer to it. You decide whether to bid, then price it.

Estimate

The contractor's own cost build-up for a tender: quantities, rates, markup.

BOQ (bill of quantities)

The list of work items with quantities and rates that makes up the contract price.

WBS (work breakdown structure)

The work split into a tree, from the whole project down to the items that are measured and costed.

Variation order (VO)

A written change to the agreed scope, with its price and time effect.

Extension of time (EOT)

Extra time the client grants because of a delay that is not the contractor's fault.

Claim

The contractor's request for time or money, supported by a notice and records.

Retention

A percentage of each payment that the client holds until completion and the end of the defects period. The same idea applies to subcontractors.

Advance payment

Money the client pays before work starts. It is recovered from later bills.

Progress bill / payment certificate

The periodic statement of work done that leads to a payment. The certificate is the client's or consultant's approval of it.

Snag

A small defect or unfinished item found at inspection that must be fixed before handover.

Defects liability period (DLP)

The period after completion in which the contractor must fix defects at its own cost.

Practical completion

The point at which the work is finished enough for use, apart from minor snags.

Final account

The settlement that agrees the final contract value, with variations, deductions and retention.

Back-charge

A cost charged to a subcontractor for work they did badly or damage they caused.

Subcontract certificate

The periodic payment document for a subcontractor, the mirror of a progress bill.

NCR (non-conformance report)

A record that work or material did not meet the specification.

WIP (work in progress)

Cost or revenue earned on projects that are not yet finished or billed.

WPS (wage protection system)

The UAE system through which salaries are paid and reported electronically.

Finding your way

Ctrl-K

Opens the search that lists the same screens as the menu. Type part of a screen name.

Register, then form

Every screen opens as a list first, with filters, search and export. Press **+ New** to open the form.

Project and item of work

Vouchers carry the project and, where it applies, the item of work, so costs reach the right project.

One approvals inbox

Everything waiting for your decision is in one place, with the figures needed to decide.

Source: docs/sharp/glossary.md (slice 10-U rule), docs/sharp/menu-structure.md. The plain-word meanings of industry terms are general definitions written for this handbook.

ARABIC

The Arabic wording in the product is a machine-drafted proposal that no native speaker has reviewed yet. Company overrides in Settings > Translations take priority over the built-in text.