Introduction

What is DellSuite?

DellSuite is business management software that helps companies stay on top of their operations, whether it's tracking inventory, managing finances, handling projects, or keeping customers happy. Think of it as the central nervous system for your business, bringing everything together in one place.

Most ERPs are clunky, expensive, and a headache to customize. DellSuite is different. It is open-source, cloud-ready, and built to be flexible. You get the power of an enterprise system without the usual complications.

Why DellSuite?

Because running a business is already hard enough. Your ERP should not make it harder.

With DellSuite, you get a complete set of tools for all your business needs, built in and ready to use. With DellSuite, you get:

1. A complete suite of tools: From Assets to Accounting to Inventory, everything you need is built-in.
2. No vendor lock-in: Open-source means you own your data and have the freedom to customize.
3. Easy to use: A clean, modern interface that doesn't feel like it was built in the '90s.

4. Cost-effective: No sky-high licensing fees. Just powerful software that works.

Whether you are a small business or a growing enterprise, DellSuite helps you stay organized, automate the boring stuff, and focus on what really matters - running your business.

Key features

DellSuite will help you:

1. Keep track of the financial indicators of the organization.
2. Track all invoices and payments.
3. Know what quantity of product is available in stock.
4. Identify and track your key performance indicators (KPIs).
5. Identify open customer queries.
6. Manage employee payroll.
7. Assign tasks and follow up on them.
8. Maintain a database of all your customers, suppliers, and contacts.
9. Prepare quotations.
10. Track your budgets and spending.
11. Determine effective selling price based on the actual raw material, machinery, and effort cost.
12. Get reminders on maintenance schedules.
13. Publish your website.

And a ton more.

Under the Hood

1. **Frappe Framework**: A full-stack web application framework written in Python and JavaScript. The framework provides a robust foundation for building web applications, including a database abstraction layer, user authentication, and a REST API.
2. **Frappe UI**: A Vue-based UI library, to provide a modern user interface. The Frappe UI library provides a variety of components that can be used to build single-page applications on top of the Frappe Framework.

Learning and community

1. Frappe School - Learn the Frappe Framework and DellSuite from the various courses by the maintainers or from the community.

Why should businesses use an ERP?

If you are already convinced you need an all-in-one enterprise solutions system for your organization, you can skip this page.

Today, small and medium-sized businesses (SMEs) also face some of the problems that large enterprises do. One of them being planning and managing their resources. SMEs face similar complexities but have limited resources to deal with them.

Small businesses (like their bigger counterparts) have to:

1. Do accounts to track their sales/purchases.
2. Do their taxes.
3. Pay their employees.
4. Manage deliveries within promised timelines.
5. Deliver quality goods and services.
6. Communicate with customers, answer their queries.

Large enterprises invest millions of dollars in highly sophisticated systems like SAP. SAP and similar systems are able to handle requirements from these large enterprises to bring their **multi-country**, **multi-company**, **multi-currency**, global businesses into a single platform. This has helped them achieve consolidation of data/records in the fundamental processes such as accounting, taxation, payroll, reporting, and supply chain to name a few.

In contrast to large enterprises, SMEs have been left out of the **1st wave of digital revolution (1995-2015)**. The main reason for being left out is because they don't have the financial resources to **license, hire programmers and customize** such software to match their needs. Systems like SAP have been a **no-go** for most SMEs. Such systems need a **minimum** CAPEX or OPEX layout of **$100k (Yes, One Hundred Thousand Dollars)** and upwards. Even with cloud offerings (Software as a Service, SAAS) from such vendors, there is no easy Do It Yourself (DIY) people can feel confident about.

So even today, small businesses continue to struggle to keep things organized. They often use a mix of applications and tools such as spreadsheets, accounting software, web-based CRMs to manage their day to day record keeping. As a consequence, they have to access different systems to understand customers' master data, sales, cash flows, or profitability. The information exists in different silos. It becomes hard to combine the data in order to get useful insights or alerts. This leads to SMEs being **reactive** instead of being **proactive** in their day to day operations. With such a constrained way of working, there's limited scope for **growth**.

DellSuite addresses some fundamental problems SMEs struggle with when managing their resources:

1. **Affordability**: It is a Free and Open Source Software, freely available to download and install.
2. **Completeness**: All necessary modules are available.
3. **Customization**: It is easy to add fields, or add more features.
4. **Efficiency**: Computing requirements are relatively low (cheaper to host and manage).
5. **Wholesomeness**: A single system and database that allows multiple users to record transactions or extract data simultaneously.

Is DellSuite only for SMEs?

DellSuite is a powerful and versatile ERP system that is well-suited for SMBs and large enterprises and is equally competitive as any of the market leaders of ERP world. It is highly scalable, flexible, secure, lightening-fast, high-performance, cost-effective, and compliant. It also offers a wide range of features and benefits that can help large enterprises to improve their operations and achieve their goals.

Here are brief highlights on how DellSuite can benefit large enterprises:

- **DellSuite can help large enterprises to improve their financial performance.** DellSuite provides real-time insights into financial data, which can be used to make better decisions about budgeting, forecasting, and investing.
- **DellSuite can help large enterprises to streamline their operations.** DellSuite can automate tasks and processes, which can free up employees to focus on more strategic work.
- **DellSuite can help large enterprises to automate their supply chain.** DellSuite can improve efficiency and reduce costs by automating the flow of information of goods and materials.
- **DellSuite can help large enterprises to make better decisions.** DellSuite provides real-time data and insights, which can be used to identify trends, make predictions, and optimize operations.

If you are a large enterprise looking for an ERP system that can help you to improve your operations and achieve your goals, DellSuite is a good option to consider. Here are some of the strengths of DellSuite that make it a good solution for large enterprises:

- **Scalability:** DellSuite is a cloud-based ERP system, which means that it can scale to meet the needs of even the largest enterprises. It can be easily deployed and managed on a large number of users and devices.
- **Flexibility:** DellSuite is a highly flexible ERP system that can be customized to meet the specific needs of any business. It has a wide range of modules that can be used to manage different aspects of a business, such as accounting, manufacturing, sales, and HR.

- **Security:** DellSuite is a secure ERP system that uses industry-standard security features to protect data. It has a robust authentication system that prevents unauthorized access to data.
- **Performance:** DellSuite is a high-performance ERP system that can handle large volumes of data and transactions. It is designed to be efficient and reliable, even under heavy load.
- **Support:** DellSuite has a strong community of users and developers who provide support. There are also a number of third-party partners who offer professional services for DellSuite.

Do I Need DellSuite?

Are you still using multiple specialised tools/platforms for managing your operations and finding it challenging to maintain data consistency?

Are you hesitant to go paperless by digitising all your operations?

Are you fed up with your legacy system which is difficult to cater to your ever evolving business needs?

DellSuite will help you get rid of these pain points as it is an open source platform which will act as a single source of truth for all your operational needs. DellSuite can host all your data and replicate business processes to make them operate seamlessly. Since it covers a wide range of business functions/departments like Accounting, Procurement, Sales, HR, Inventory Management etc, DellSuite is a system that can be setup by any organisation.

Benefits over traditional accounting software:

- **Integrated Modules:** DellSuite provides a complete package integrated modules including accounting, sales, purchasing, inventory, manufacturing, HR, CRM, and project management. This integration ensures that there is seamless data flow across various departments, reducing data silos and improving efficiency.
- **Easy Customisation:** Highly customisable to fit specific business needs where tailored workflows can be designed
- **Scalability:** the system can be scaled up with the growth of the business by accommodating increasing transaction volumes and additional functional requirements.
- **Unified Platform:** DellSuite facilitates better collaboration across departments as all data and processes reside on the same platform.
- **Real-Time Data:** Provides real-time visibility and accessibility to the business data allowing quick data driven decision making.
- **Comprehensive Reports:** Offers detailed reports and dashboards covering all aspects of the business providing deeper insights and analytics capabilities.

Benefits over big ERPs

- **Minimum Investment**: Since it is open source, DellSuite eliminates the need for expensive licensing fees unlike big ERPs.
- **Affordable Implementation and Maintenance**: The implementation and maintenance cost of DellSuite is generally lower.
- **Open Source Nature**: DellSuite allows complete access to the source code, enabling deep customisations and integrations.
- **Faster Deployment Cycle**: DellSuite can be implemented more quickly unlike most of the big ERPs.

- **Active Community**: There is a widespread community of users and developers around the globe which provides support and contributes to the continuous improvement of the platform.
- **No Vendor Lock-In:** The open-source nature of DellSuite ensures that businesses are not locked into long-term contracts with a single vendor even through there is less satisfaction

Open Source

The term open source refers to those software where the source code is available to the public for inspection, modification, enhancement and distribution to the software. This is contrast to the proprietary systems where the code is highly restricted.

DellSuite is a free and open source software published under GNU General Public License (GPLv3) license.

It grants you the freedom to…

- Use the software for any purpose
- Change the software to suit your needs
- Share the software with anyone
- Share the changes you make

System Security

DellSuite uses encryption to protect all data at rest and in transit. This means that even if a hacker gains access to your data, they will not be able to read it without the correct key.

There are two main types of encryption used by DellSuite:

- **Symmetric encryption:** This uses the same key to encrypt and decrypt data. This is a simpler and more efficient type of encryption, but it requires that both the sender and receiver of the data have the same key.
- **Asymmetric encryption:** This uses two different keys, one for encryption and one for decryption. This is a more secure type of encryption, but it is also more complex and less efficient.

DellSuite uses a combination of symmetric and asymmetric encryption to protect data. For example, symmetric encryption is used to encrypt data at rest, while asymmetric encryption is used to encrypt data in transit.

In addition to encryption, DellSuite also uses other security features to protect data, such as:

- **Access control:** This allows you to control who has access to your data. You can create different user roles and permissions, so that only authorized users can access the data they need.
- **Intrusion detection:** This monitors your system for suspicious activity. If a hacker attempts to breach your security, DellSuite will alert you so that you can take action.
- **Regular security audits:** DellSuite is regularly audited by independent security firms to ensure that its security is up to date.

These security features make DellSuite one of the most secure ERP solutions on the market. If you are looking for a secure way to manage your business data, DellSuite is a good choice.

Here are some additional benefits of using encryption in DellSuite:

- It can help to protect sensitive data, such as customer information, financial data, and intellectual property.
- It can help to prevent data breaches, which can damage a company's reputation and financial bottom line.
- It can help to comply with data privacy regulations, such as the General Data Protection Regulation (GDPR).

Advantages of an open source software are:

1. There is no lock-in with one specific vendor.
2. You can host the application anywhere, including your own server to gain complete ownership and privacy of the data.
3. You can benefit from using a product that is critiqued and used by a wide range of people, who have reported hundreds of issues and suggestions to improve the product.

While DellSuite is free and open source, running a server for DellSuite, implementing it and, supporting it is not an easy task. You can opt for professional help or find a suitable service provider. This will allow you to reduce your risk and focus on delivering business value.

The Project Champion

Implementing DellSuite in any organisation requires clear identification of pain points, meticulous planning and active involvement of all parties associated with the project. It involves the integration of various business processes, data migration, training, and organisational change management.

Since there are so many moving parts in parallel, having a single point of contact for driving the activities plays a huge role. It has been fund that effectiveness of the Project Champion is the key distinguishing factor between Success and Failure.

These are some of the key benefits of having a Project Champion assigned for each project.

1. **Leadership:** Project Champion acts as a single point of contact at customer's end and provides strong leadership by closely adhering to the vision, goals, and objectives for the project.
2. **Stakeholder Buy-In:** Project Champion acts as a liaison between the project team and key stakeholders. He/She works to create more awareness about the project and acquires buy-in from the potential users and stakeholders.
3. **Resource Allocation:** Project Champion ensures that the required resources (man power, funding etc) is allotted as per the requirement to ensure seamless continuation of the project.
4. **Problem-Solving:** Project Champion provides solutions whenever any challenges are faced. They are expected to address burning issues, resolve interpersonal conflicts and make informed decisions to keep the project on track.
5. **Change Management:** ERP implementation involves reasonable changes in the processes and the way teams operate. Project Champion helps employees adapt to the new system, ensuring a seamless transition.
6. **Risk Management:** ERP implementations can be complex and risky as it directly affects business continuity of the user. A project champion identifies potential risks and derives strategies to mitigate them, minimising the likelihood of project delays or failures.
7. **Communication:** Project Champion keeps track of the project and shares updates with the concerned stakeholders.
8. **Accountability:** Project Champion builds the team at their end and ensures that everyone is aware of the role they have to play in the implementation process. They keep track of commitments, deadlines and milestones very closely and call out any potential risks.
9. **Continuous Improvement:** At times, ERP implementation can be an iterative process. So, a Project Champion continues to lead the project involving customisations, localisations and enhancements.

Concepts and Terms

Before you start implementation, lets get familiar with the terminology that is used and some basic concepts in DellSuite.

Basic Concepts

Company

This represents the Company records for which DellSuite is setup. With this same setup, you can create multiple Company records, each representing a different legal entity. The accounting for each Company will be different, but they will share the Customer, Supplier and Item records.

Setup > Company

Customer

Represents a customer. A Customer can be an individual or an organization. You can create multiple Contacts and Addresses for each Customer.

Selling > Customer

Supplier

Represents a supplier of goods or services. Your telephone company is a Supplier, so is your raw materials Supplier. Again, a Supplier can be an individual or an organization and has multiple Contacts and Addresses.

Buying > Supplier

Item

A Product, sub-product or Service that is either bought, sold or manufactured and is uniquely identified.

Stock > Item

Account

An Account is a heading under which financial and business transactions are carried on. Examples of accounts are "Debtors", "Creditors", "VAT Payable", “Travel Expenses”, "Sales", "Share Capital", etc. DellSuite keeps track of your customers' and suppliers' balances in the background, so you don't need to create dedicated Accounts for them.

Accounting > Chart of Accounts

Address

An address represents location details of a Customer or Supplier. These can be of different locations such as Head Office, Factory, Warehouse, Shop etc.

Selling > Address

Contact

An individual Contact belongs to a Customer or Supplier or is just an independent. A Contact has a name and contact details like email and phone number.

Selling > Contact

Communication

A list of all Communication with a Contact or Lead. All emails sent from the system are added to the Communication table.

Support > Communication

Price List

A Price List is a place where different rate plans can be stored. It's a name you give to a set of Item Prices stored under a particular List.

Selling > Price List

Buying > Price List

Accounting

Fiscal Year

Represents a Financial Year or Accounting Year. You can operate multiple Fiscal Years at the same time. Each Fiscal Year has a start date and an end date and transactions can only be recorded in this period. When you "close" a fiscal year, it's balances are transferred as "opening" balances for the next fiscal year.

Setup > Company > Fiscal Year

Cost Center

A Cost Center is like an Account, but the only difference is that its structure represents your business more closely than Accounts. For example, in your Chart of Accounts, you can separate your expenses by its type (i.e., travel, marketing, etc.). In your Chart of Cost Centers, you can separate them by product line or business group (e.g., online sales, retail sales, etc.).

Accounting > Chart of Cost Centers

Journal Entry

A document that contains General Ledger (GL) entries and the sum of Debits and Credits of those entries is the same. In DellSuite you can update Payments, Returns, etc., using Journal Entries.

Accounting > Journal Entry

Sales Invoice

A bill sent to Customers for delivery of Items (goods or services).

Accounting > Sales Invoice

Purchase Invoice

A bill sent by a Supplier for delivery of Items (goods or services).

Accounting > Purchase Invoice

Currency

DellSuite allows you to book transactions in multiple currencies. There is only one currency for your book of accounts though. While posting your Invoices with payments in different currencies, the amount is converted to the default currency by the specified conversion rate.

Setup > Currency

Selling

Customer Group

A classification of Customers, usually based on market segment.

Selling > Setup > Customer Group

Lead

A person who could be a future source of business. A Lead may generate Opportunities. (from: “may lead to a sale”).

CRM > Lead

Opportunity

A potential sale. (from: "opportunity for a business").

CRM > Opportunity

Quotation

Customer's request to price an item or service.

Selling > Quotation

Sales Order

A note confirming the terms of delivery and price of an Item (product or service) by the Customer. Deliveries, Work Orders and Invoices are made on basis of Sales Orders.

Selling > Sales Order

Territory

A geographical area classification for sales management. You can set targets for Territories and each sale is linked to a Territory.

Selling > Setup > Territory

Sales Partner

A third party distributer / dealer / affiliate / commission agent who sells the company's products usually for a commission.

Selling > Setup > Sales Partner

Sales Person

Someone who pitches to the Customer and closes deals. You can set targets for Sales Persons and tag them in transactions.

Selling > Setup > Sales Person

Buying

Purchase Order

A contract given to a Supplier to deliver the specified Items at the specified cost, quantity, dates and other terms.

Buying > Purchase Order

Material Request

A request made by a system User, or automatically generated by DellSuite based on reorder level or projected quantity in Production Plan for purchasing a set of Items.

Buying > Material Request

Stock (Inventory)

Warehouse

A logical Warehouse against which stock entries are made.

Stock > Warehouse

Stock Entry

Material transfer from a Warehouse, to a Warehouse or from one Warehouse to another.

Stock > Stock Entry

Delivery Note

A list of Items with quantities for shipment. A Delivery Note will reduce the stock of Items for the Warehouse from where you ship. A Delivery Note is usually made against a Sales Order.

Stock > Delivery Note

Purchase Receipt

A note stating that a particular set of Items were received from the Supplier, most likely against a Purchase Order.

Stock > Purchase Receipt

Serial Number

A unique number given to a particular unit of an Item.

Stock > Serial Number

Batch

A number given to a group of units of a particular Item that may be purchased or manufactured in a group.

Stock > Batch

Stock Ledger Entry

A unified table for all material movement from one warehouse to another. This is the table that is updated when a Stock Entry, Delivery Note, Purchase Receipt, and Sales Invoice (POS) is made.

Stock Reconciliation

Update Stock of multiple Items from a spreadsheet (CSV) file.

Stock > Stock Reconciliation

Quality Inspection

A note prepared to record certain parameters of an Item at the time of Receipt from Supplier, or Delivery to Customer.

Stock > Quality Inspection

Item Group

A classification of Item.

Stock > Setup > Item Group

Human Resource Management

Employee

Record of a person who has been in present or past, in the employment of the company.

Human Resources > Employee

Leave Application

A record of an approved or rejected request for leave.

Human Resource > Leave Application

Leave Type

A type of leave (e.g., Sick Leave, Maternity Leave, etc.).

Human Resource > Leave and Attendance > Leave Type

Payroll Entry

A tool that helps in creation of multiple Salary Slips for Employees.

Human Resource > Payroll Entry

Salary Slip

A record of the monthly salary given to an Employee.

Human Resource > Salary Slip

Salary Structure

A template identifying all the components of an Employees' salary (earnings), tax and other social security deductions.

Human Resource > Salary and Payroll > Salary Structure

Appraisal

A record of the performance of an Employee over a specified period based on certain parameters.

Human Resources > Appraisal

Appraisal Template

A template recording the different parameters of an Employees' performance and their weightage for a particular role.

Human Resources > Employee Setup > Appraisal Template

Attendance

A record indicating presence or absence of an Employee on a particular day.

Human Resources > Attendance

Manufacturing

Bill of Materials (BOM)

A list of Operations and Items with their quantities, that are required to produce another Item. A Bill of Materials (BOM) is used to plan purchases and do product costing.

Manufacturing > BOM

Workstation

A place where a BOM operation takes place. It is useful to calculate the direct cost of the product.

Manufacturing > Workstation

Work Order

A document signaling production (manufacture) of a particular Item with specified quantities.

Manufacturing > Work Order

Production Planning Tool

A tool for automatic creation of Work Orders and Purchase Requests based on Open Sales Orders in a given period.

Manufacturing > Production Planning Tool

Website

Blog Post

A short article that appears in the “Blog” section of the website generated from the DellSuite website module. Blog is a short form of “Web Log”.

Website > Blog Post

Web Page

A web page with a unique URL (web address) on the website generated from DellSuite.

Website > Web Page

Setup / Customization

Custom Field

A user defined field on a form / table.

Setup > Customize DellSuite > Custom Field

Global Defaults

This is the section where you set default values for various parameters of the system.

Setup > Data > Global Defaults

Print Heading

A title that can be set on a transaction just for printing. For example, you want to print a Quotation with a title “Proposal” or “Pro forma Invoice”.

Setup > Branding and Printing > Print Headings

Terms and Conditions

Text of your terms of contract. In Sales/Purchase transactions there might be certain Terms and Conditions based on which the Supplier provides goods or services to the Customer. You can apply the Terms and Conditions to transactions and they will appear when printing the document.

Selling > Setup > Terms and Conditions

Unit of Measure (UOM)

How quantity is measured for an Item. E.g., Kg, No., Pair, Packet, etc.

Stock > Setup > UOM

Implementation Strategy

Implementing an Enterprise Resource Planning (ERP) system such as DellSuite is a critical endeavor that can transform the way your organization operates, streamlining processes, enhancing productivity, and fostering growth. To ensure the seamless integration of DellSuite into your enterprise, it's imperative to devise a comprehensive implementation strategy. While DellSuite offers a user-friendly interface and extensive documentation, engaging a certified implementation partner can significantly enhance your chances of a successful deployment.

The Implementation Strategy for Enterprises

While DellSuite provides comprehensive documentation and resources for self-implementation, enterprise-wide deployments often involve intricate processes and configurations that may go beyond the scope of standard documentation. To create a robust implementation strategy that ensures the success of your DellSuite deployment, consider the following steps:

1. **Needs Assessment**: Work closely with your chosen certified implementation partner to thoroughly assess your organization's needs and challenges. Identify key pain points, process bottlenecks, and strategic goals that the ERP system should address.
2. **Customization and Configuration**: Leverage the expertise of your implementation partner to customize and configure DellSuite according to your business requirements. This includes mapping existing workflows onto the new system and designing user interfaces that enhance user experience.
3. **Data Migration and Integration**: Collaborate with your partner to plan and execute a seamless data migration from your legacy systems to DellSuite. Ensure that integration with other systems is thoroughly tested to maintain data integrity.
4. **Change Management and Training**: Engage your certified partner to develop a comprehensive change management strategy. They can help you train your employees to use the new system effectively, minimizing resistance to change.
5. **Testing and Quality Assurance**: Work closely with your partner to conduct thorough testing of the DellSuite implementation. Identify and rectify any issues before rolling out the system to the entire organization.
6. **Go-Live and Post-Implementation Support**: With the assistance of your implementation partner, execute a controlled go-live process. Post-implementation, your partner should provide ongoing support to ensure the system's stability and optimal performance.

The Role of an Implementation Partner

An implementation partner is a certified professional or firm with in-depth knowledge of DellSuite's functionalities, deployment practices, and industry best practices. Collaborating with an experienced implementation partner can bring numerous benefits to your ERP implementation journey:

1. **Expertise and Experience**: Certified implementation partners possess the expertise and experience necessary to understand your organization's unique needs and tailor DellSuite accordingly. Their insights into industry-specific challenges, coupled with their knowledge of DellSuite's capabilities, enable them to design solutions that align with your business objectives.
2. **Efficient Project Management**: An experienced partner can streamline the implementation process, defining clear milestones, timelines, and objectives. Their project management skills ensure that the implementation stays on track, reducing the risk of delays and cost overruns.
3. **Customization and Integration**: DellSuite is a versatile system that can be customized to suit your enterprise's requirements. A certified partner can effectively customize the platform while integrating it with existing systems, ensuring a seamless flow of information across your organization.
4. **Training and Change Management**: Successful ERP implementation is not just about technology; it's also about managing the organizational change that comes with it. A certified partner can provide comprehensive training to your teams, helping them adapt to the new system smoothly.
5. **Ongoing Support**: Post-implementation support is crucial for maintaining system functionality and addressing any issues that may arise. A certified partner can offer ongoing support and updates, safeguarding your investment in the long run.
6. **Risk Mitigation**: ERP implementations can be complex and fraught with challenges. Engaging a certified partner can help mitigate risks by identifying potential issues early and implementing proactive solutions.

Before you start managing your Operations in DellSuite, you must first become familiar with the system and the terms used. For this, we recommend implementation should happen in two phases.

- A **Test Phase**, where you enter dummy records representing your day-to-day transactions, and a **Live Phase**, where we start entering live data.

Test Phase

- Read the Manual
- Create your first Customer, Supplier and Item. Add a few more so you get familiar with them.
- Create Customer Groups, Item Groups, Warehouses, Supplier Groups, so that you can classify your Items.
- Complete a standard sales cycle - Lead > Opportunity > Quotation > Sales Order > Delivery Note > Sales Invoice > Payment (Journal Entry)
- Complete a standard purchase cycle - Material Request > Purchase Order > Purchase Receipt > Purchase Invoice > Payment (Journal Entry).

- Complete a manufacturing cycle (if applicable) - BOM > Production Planning Tool > Work Order > Material Issue
- Replicate a real-life scenario into the system.
- Create custom fields, print formats, etc as required.

Live Phase

Once you are familiar with DellSuite, start entering your live data!

- Clean up the account of test data or better, start a fresh install.
- If you just want to clear your transactions and not your master data like Item, Customer, Supplier, BOM etc, you can click delete the transactions of your Company and start fresh. To do so, open the Company Record via Accounting > Accounting Masters > Company and click on the Manage button, and then the Delete Transaction button.
- Setup all the modules with Customer Groups, Item Groups, Warehouses, BOMs etc.
- Import Customers, Suppliers, Items, Contacts and Addresses using Data Import Tool.
- Import opening stock using Stock Reconciliation Tool.
- Create opening accounting entries via Journal Entry and create outstanding Sales Invoices and Purchase Invoices.

Getting Started with DellSuite

Getting started with DellSuite can seem overwhelming, but focusing on these steps will help you set up and integrate the system effectively. Here's a streamlined approach to kickstart your DellSuite journey.

1. Define Your Needs

- **Identify Requirements**: Determine the key features you need (e.g., inventory management, accounting).
- **Set Goals**: Clarify what you aim to achieve with DellSuite.

2. Choose Deployment

- **Cloud Hosting**: Opt for an easy setup with minimal infrastructure by using Frappe Cloud or a third-party provider.
- **Self-Hosting**: Install DellSuite on your own server if you have the technical resources and prefer control over your setup.

3. Setup DellSuite

- **Cloud**: Sign up and follow the setup instructions.
- **Self-Hosting**: Prepare your server, and follow the installation guide to set up DellSuite.

4. Configure Basic Settings

- **Set Up Admin Account**: Create your administrator profile.
- **Enter Company Details**: Input essential information like company name, address, and currency.
- **System Configuration**: Configure different modules and workflows to match your requirements.

5. Train and Launch

- **Train Users**: Provide training sessions or resources to help your team get familiar with DellSuite.
- **Go Live**: Transition to DellSuite for your daily operations and monitor the system for any issues.

Settings

Core Settings

'Core Settings' in DellSuite typically refer to the foundational configurations that are essential for setting up and customizing the ERP system to suit a specific business's needs. These settings are often managed by administrators or users with administrative privileges due to their critical nature.

System Settings

System Setting contains settings for system-wide configuration of the account.

You can localize DellSuite to use particular time zone, date, number or currency format, and also set global session expiry via System Settings.

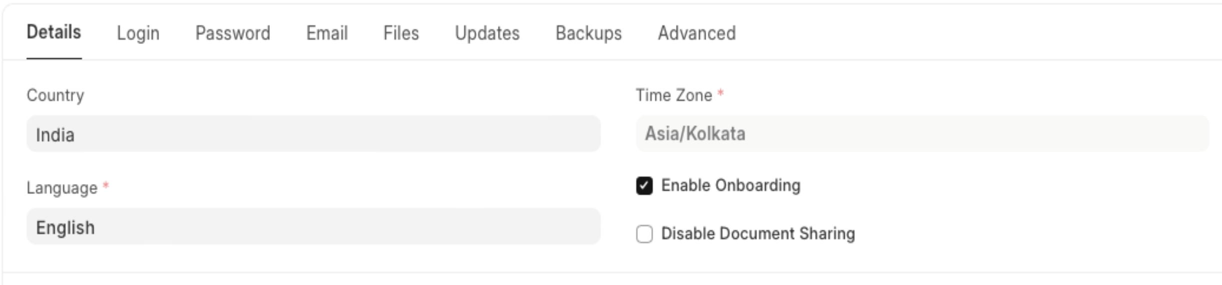
To open System Settings, go to:

Home > Settings > System Settings

1. Sections in System Settings

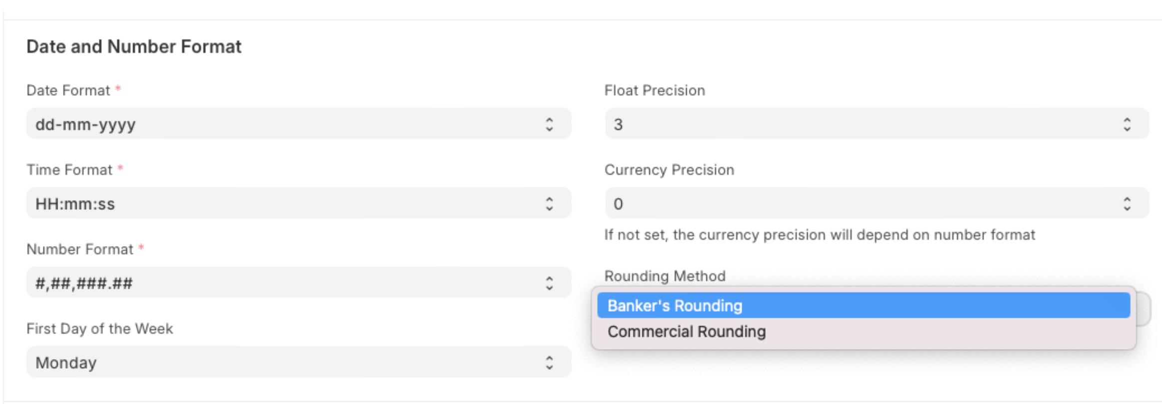
1.1 General

- **Country**: You can set the default country here; this will be fetched when creating new addresses. If your company has multiple branches in different countries, choose the head office location.
- **Time Zone**: Sets time automatically based on the time zone.
- **Language**: Sets the global language for the DellSuite account. Then language will be changed in all the menus, transactions, masters, etc.
- **Disable Document Sharing**: Disables share access for all users across the system (except Administrator) to make sure access is only given via permissions. Users will only be able to view who the document is shared with and not share the document itself. Additionally, assigning a document to a user will be **blocked** if the assignee does have access to the document.
- **Enable Onboarding:** It facilitates the onboarding process for new users. This feature typically provides a series of guided steps and helpful prompts to introduce new users to the DellSuite system, helping them to understand and utilize its features effectively.



1.2 Date and Number Format

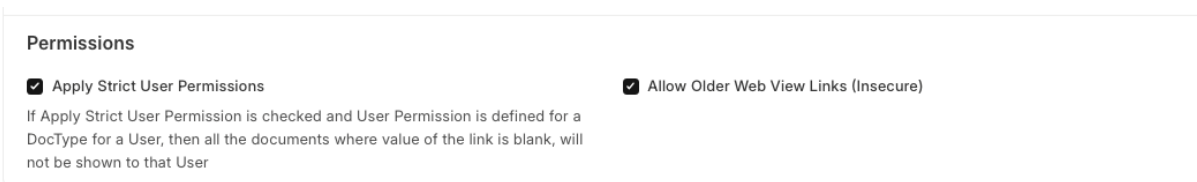
- **Date Format**: Format in which dates will be displayed. For e.g., dd.mm.yyyy or mm/dd/yyyy. This depends on how dates are formatted in your region.
- **Time Format**: Format in which time will be displayed. You can choose to show (HH:mm:ss) or hide seconds by setting the option as (HH:mm) .
- **Number Format**: Format in which numbers will be formatted. For e.g., 1,000 or 1000.00.
- **Float Precision**: The number of zeros displayed after the decimal point for quantities etc. The range is 2-9. Default is 3.
- **Currency Precision**: Number of zeros displayed after the decimal point for currency values. If left blank, it will be based on the **Number Format**.
- **First Day of the Week**: This can be used to configure the day for start of the week. This affects dynamic filters for week used in list and report views, date selection layout and calendar view.
- **Rounding Method**: Specifies rounding method to be used everywhere. The default rounding method is Banker's Rounding which rounds 0.5 to nearest even number. "Commercial Rounding" which rounds 0.5 to next number away from zero, e.g. 1.5 becomes 2.0 and -1.5 becomes -2.0 when rounded.



1.3 Permissions

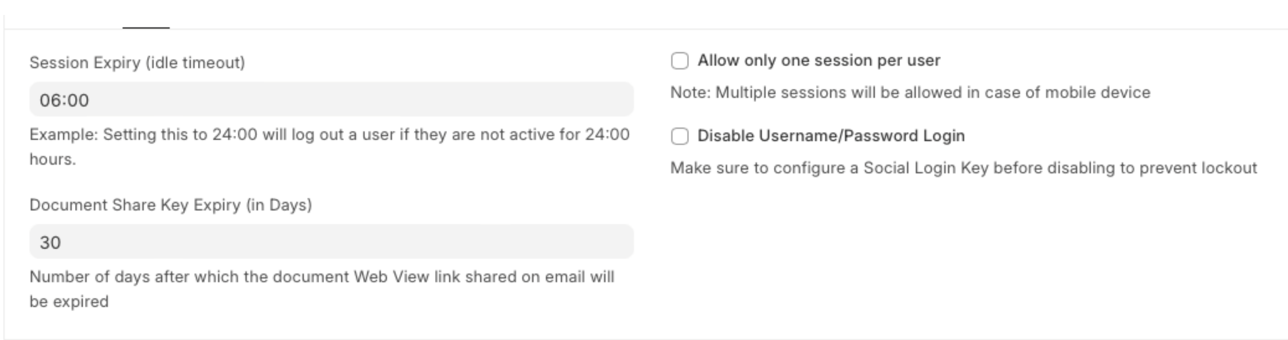
- **Apply Strict User Permissions:** When this checkbox is ticked and User Permission is defined for a DocType for a User, then all the documents where the value of the link is **blank**, will not be shown to that User.

For example: If you set User Permissions for Territory and set the value as India. If the checkbox is unticked, all transactions (sales orders, quotations) with India and **blank** will be shown to the users. If the Apply Strict User Permissions checkbox is ticked, documents, where Territory is blank, will not be shown to the users. * **Allow Older Web View Links (Insecure)**: The configuration that allows web links with no expiry. Note: Older web links (generated in v13) are considered to be insecure as they had no expiry. It is recommended to keep this configuration unchecked.



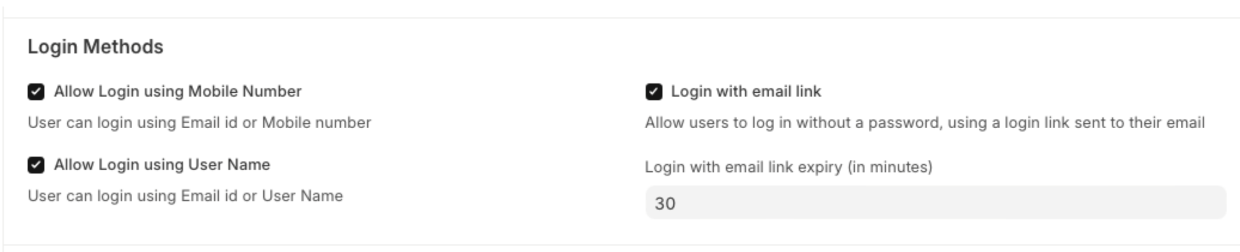
1.4 Session

- **Session Expiry**: Number of idle hours after which you'll be logged out of a session. This helps in better security. For example, if there is no activity for 6 hours, your account will be logged out.
- **Document Share Key Expiry (in Days)**: Number of days after which "document web link" sent via email will be expired.
- **Allow only one session per user**: If you want to use a single set of credentials for multiple users, tick this checkbox. The number of simultaneous sessions can be changed under User master. Mobile phone sessions are not counted here.
- **Disable Username/Password Login:** Make sure to configure a Social Login Key before disabling to prevent lockout.



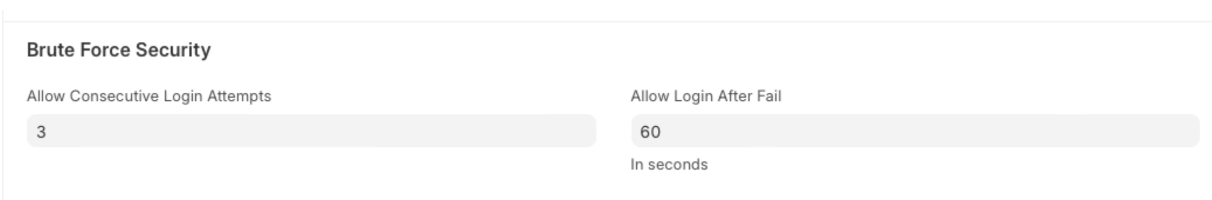
1.5 Login Methods

- **Allow Login using Mobile Number**: By checking the 'Allow Login using Mobile Number' checkbox, you can log in to DellSuite using a valid mobile number set in your User account.
- **Allow Login using User Name**: Allow user login via their username set in the.
- **Login with email link:** Allow users to log in without a password, using a login link sent to their email.
- **Login with email link expiry (in minutes):** Indicates the duration in minutes for which login via email link will be active.



1.6 Brute Force Security

- **Allow Consecutive Login Attempts**: Consecutive logins after which you'll be locked out of the account for a specific period. This helps if an intruder tries to log in to your account.
- **Allow Login After Fail**: Seconds after which a login attempt will be allowed after consecutive unsuccessful attempts.

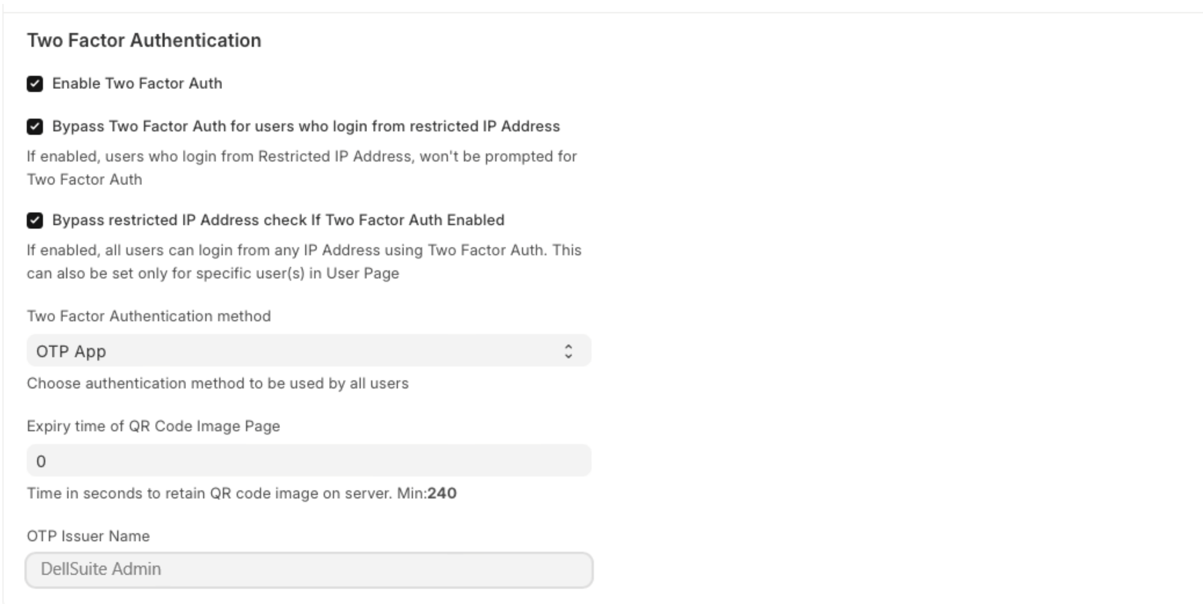


1.7 Two Factor Authentication

On ticking 'Enable Two Factor Auth', the following two options will be seen.

- **Bypass Two Factor Auth for users who log in from restricted IP Address**: Users who log in from restricted IP addresses will not be asked for Two Factor Authentication. You can restrict IPs from User master under the Restrict IP field.
- **Bypass restricted IP Address Check If Two Factor Auth Enabled**: If checked, all users can log in with Two Factor Authentication regardless if their IP is restricted or not.
- **Two Factor Authentication method**: Select the authentication method to be used - OTP App, SMS, or email.

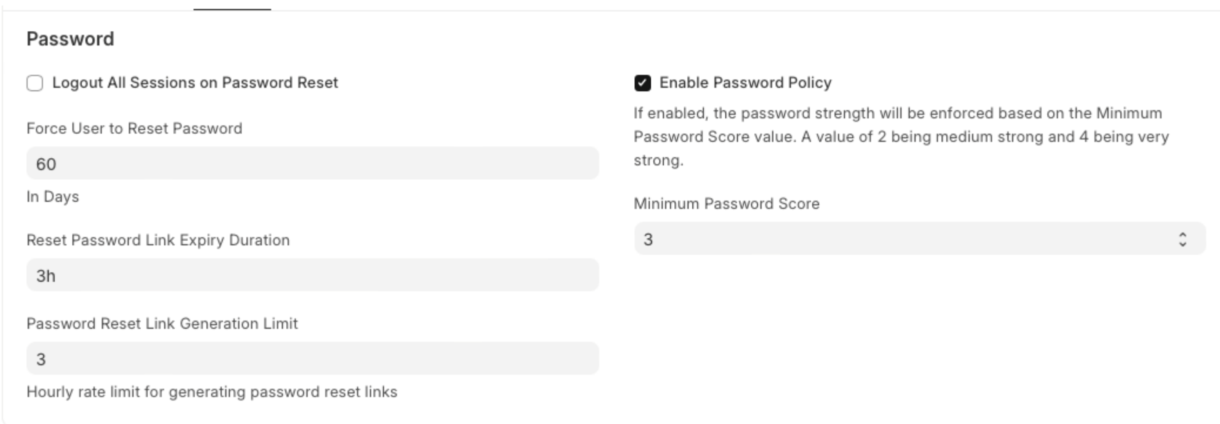
- **Expiry time of QR Code Image Page**: Expiry time for QRCode image if "OTP App" is selected in the method.
- **OTP Issuer Name:** It refers to the entity responsible for providing or issuing the OTPs used for authentication within the DellSuite system.



1.8 Password

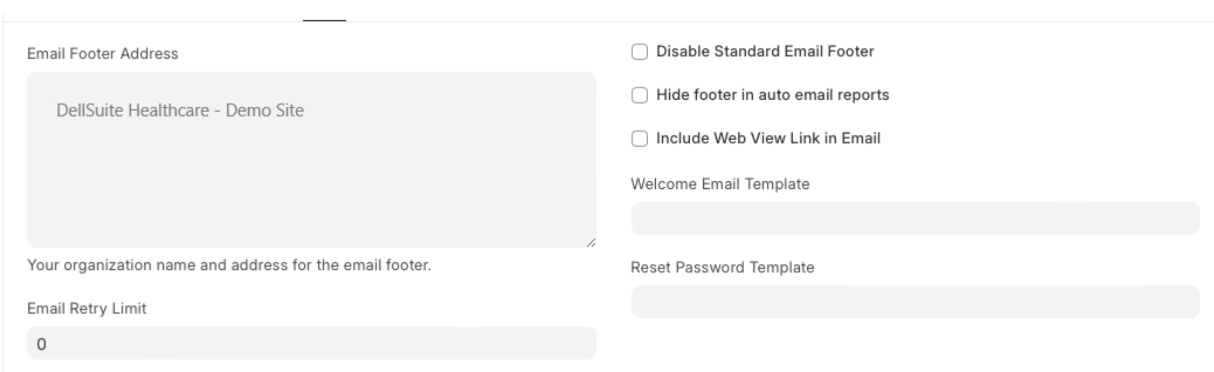
- **Logout All Sessions on Password Reset:** Once this is checked, all active sessions will be closed as soon as the password is changed.
- **Force User to Reset Password**: Number of days after which a password reset is mandatory. 0 means no limit.
- **Enable Password Policy**: Enables a password strength checker so that users have to use strong passwords for their login.

- **Minimum Password Score**: Score for the password strength checker
  - 2 is medium
  - 3 is strong
  - 4 is very strong. The complexity is based on the number of characters, capitalization, special characters, etc.
- **Reset Password Link Expiry Duration**: This configuration is used to set the duration after which the newly created reset password link gets expired. The default expiry for reset password link is 20 minutes. Setting it to "0 Seconds" disables the "Reset Password Link Expiry" functionality.
- **Password Reset Link Generation Limit**: Using this configuration the limit for number of password reset requests per hour can be set. The default limit is 3. Setting it to 0 will allow unlimited password reset link generation requests.



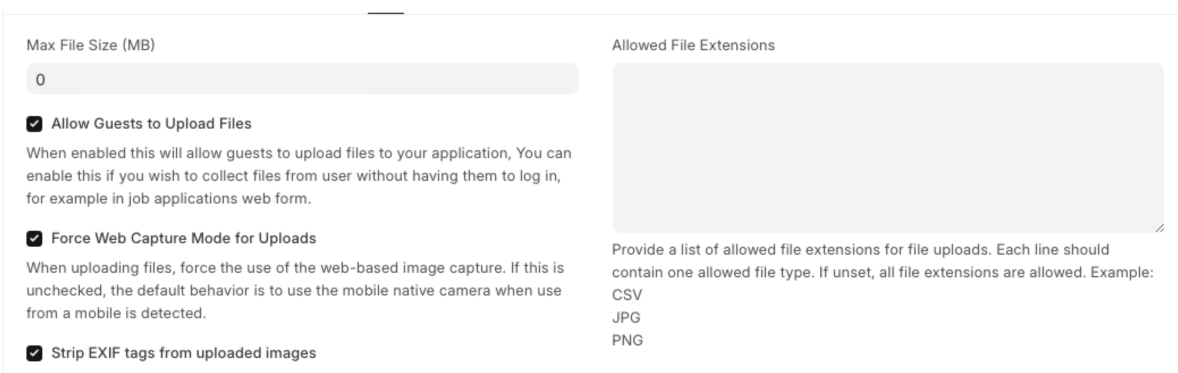
1.9 Email

- **Email Footer Address**: Organization name, address, and other details can be added here. This will be set as default in all outgoing mails.
- **Disable Standard Email Footer**: If ticked, the standard email footer will be disabled for outgoing emails.
- **Hide footer in auto-email reports**: If ticked, footers will be hidden in.
- **Include Web View Link in Email**: When you turn on *Attach Document Print* for a new email, the system attaches a PDF or HTML version of your document to the email. If you also enable *Include Web View Link in Email* in the **System Settings**, a link will be added to the email, allowing the recipient to view the document online as a webpage.
- **Welcome Email Template:** Predefined template for welcome email can be set from the list of available templates.
- **Reset Password Template:** Predefined template for the password reset activity can be set from the list of available templates.
- **Email Retry Limit:** It controls how many times the system will attempt to resend an email if the initial sending attempt fails. This is particularly useful in cases where there might be temporary network issues or server problems that prevent the email from being sent successfully on the first try.



1.10 File

- **Max File Size (MB)**: This option lets you configure the maximum size for any uploaded file. If not configured, the default maximum size is 25MB.
- **Allow Guests to Upload Files:** When enabled this will allow guests to upload files to your application, you can enable this if you wish to collect files from user without having them to log in, for example in job applications web form.
- **Force Web Capture Mode for Uploads:** When uploading files, force the use of the web-based image capture. If this is unchecked, the default behavior is to use the mobile native camera when use from a mobile is detected.
- **Remove EXIF tags from uploaded images**: Metadata stored in image files in the EXIF file format can be exploited to get sensitive user information. This option lets users remove that data from the images before uploading.
- **Allowed File Extensions:** Provide a list of allowed file extensions for file uploads. Each line should contain one allowed file type. If unset, all file extensions are allowed.



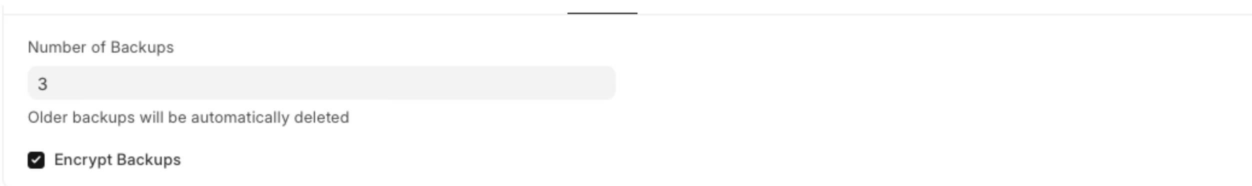
1.11 Updates

- **Disable System Update Notification**: This option disables all version update notifications triggered by the application.
- **Disable Change Log Notification:**

1.12 Backups

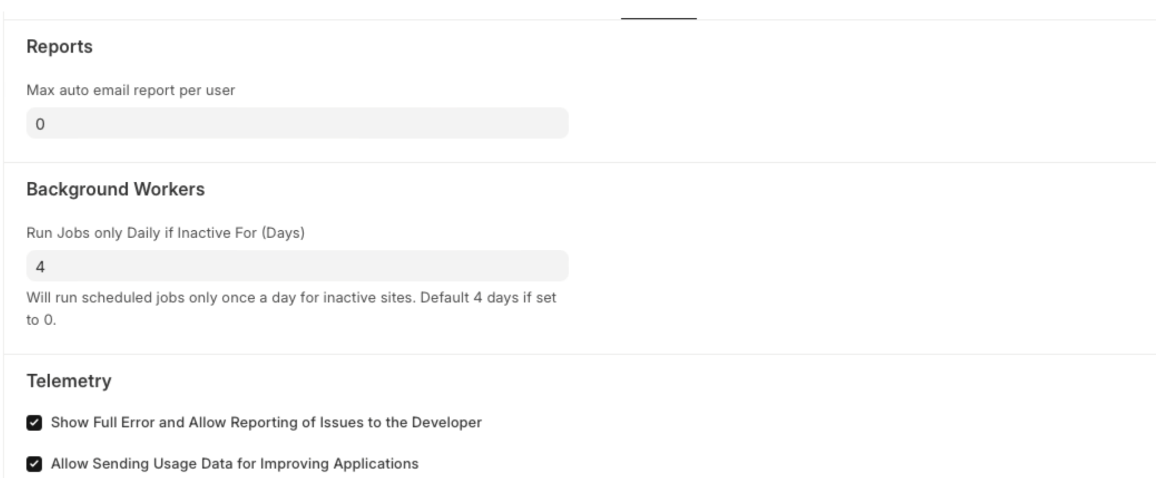
- **Number of Backups:** In DellSuite you can back up the database as well as your files. Database backups are created automatically while file backups need to be downloaded explicitly.

This field shows the number of backups after which older ones will be deleted. By default, 3 backups are saved over 24 hours. New backups are automatically created every few hours and the newest backup will overwrite the oldest one. For a backup of files, click on the Download Files Backup button in the Download Backups form. * **Encrypt Backups:** When this option is enabled, DellSuite will encrypt the backup files before storing them. Encryption ensures that even if the backup files are accessed by unauthorized parties, the data within those files remains unreadable without the appropriate decryption key.



1.13 Advanced

- **Max auto email report per user:** It controls the maximum number of automatic email reports a single user can schedule. This setting helps administrators manage and limit the load on the system by preventing individual users from scheduling an excessive number of automated reports, which could impact overall performance.
- **Run Jobs Only Daily if Inactive for (Days):** This will run scheduled jobs only once a day for inactive sites. Default 4 days if set to 0.
- **Show Full Error and Allow Reporting of Issues to the Developer**: This will display the whole error on the screen and allow reporting issues. If you have technical knowledge in this area, you can get a better idea of the error by reading the whole message.
- **Allow Sending Usage Data for Improving Applications:** If enabled, this sends usage data to the engineering team who can improve the application by understanding how the software is being used and identifying common issues.



Company Setup

A company is a legal entity made up of an association of people carrying on a commercial or industrial enterprise.

In DellSuite, the first Company is created when an DellSuite account is set up. For each Company, you can set a domain as manufacturing, retail, or services depending on the nature of your business activity.

If you have more than one company, you can add them from:

Home > Accounting > Company

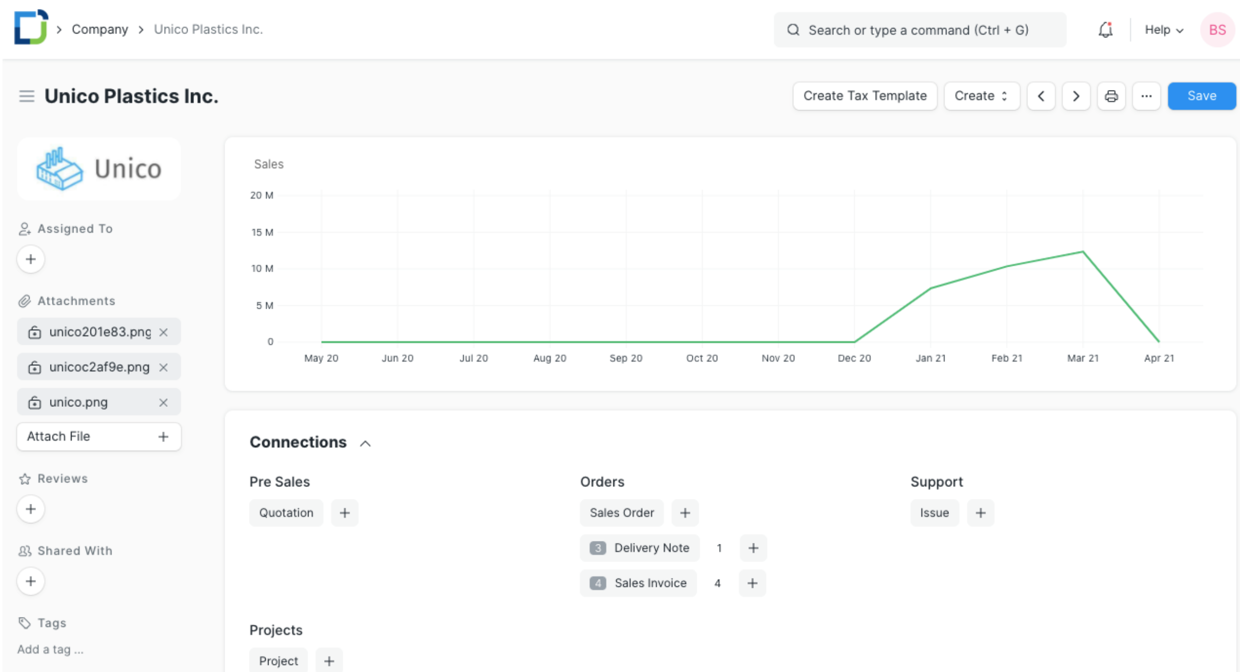
1. How to create a new Company

1. Go to the Company list, click on New.
2. Enter the name, abbreviation, and default currency for the company.
3. Save.

The abbreviation for your company is created by default. For example, FT for Frappe Technologies. The abbreviation helps differentiate the assets of one company from another.

The abbreviation also appears in various accounts, cost centers, taxes templates, warehouse, etc., of your company.

You can also attach a company logo and add a description for the company.



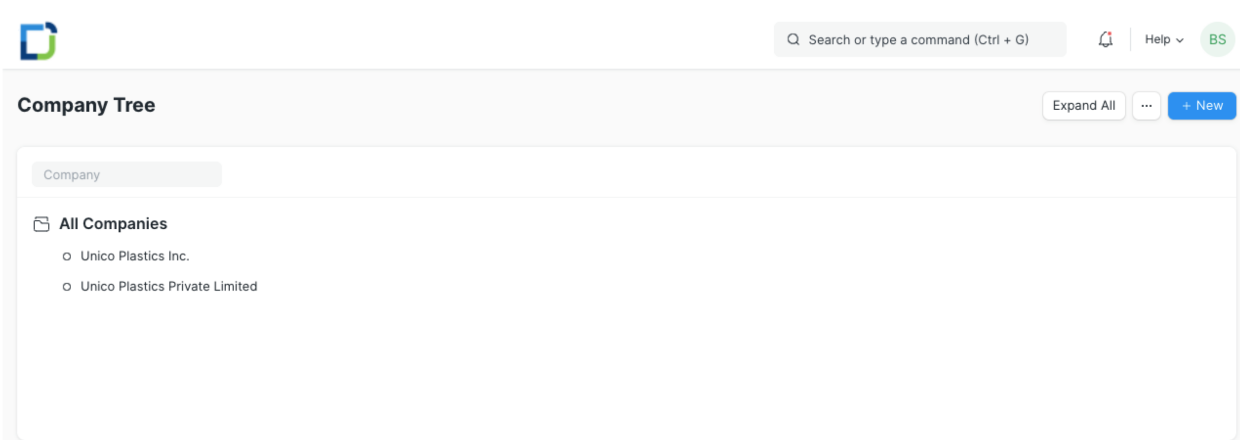
1.1 Multi-Company Structure

Let's assume you run a group of companies, some may be larger companies and some may be smaller that are a part of the larger company(s).

In DellSuite, you can set up multiple companies. The company structure can be parallel, i.e., sister companies, parent-child companies, or a combination of both.

A parent company is a larger organization which consists of one or more child companies. A child company is a subsidiary of a parent company.

The company tree view displays the overall structure of your company.



Once you build a company tree, DellSuite will validate if the accounts of the child companies match the accounts in the parent company. All the accounts can be combined in a consolidated chart of accounts statements.

1.2 Other Options when Creating a Company

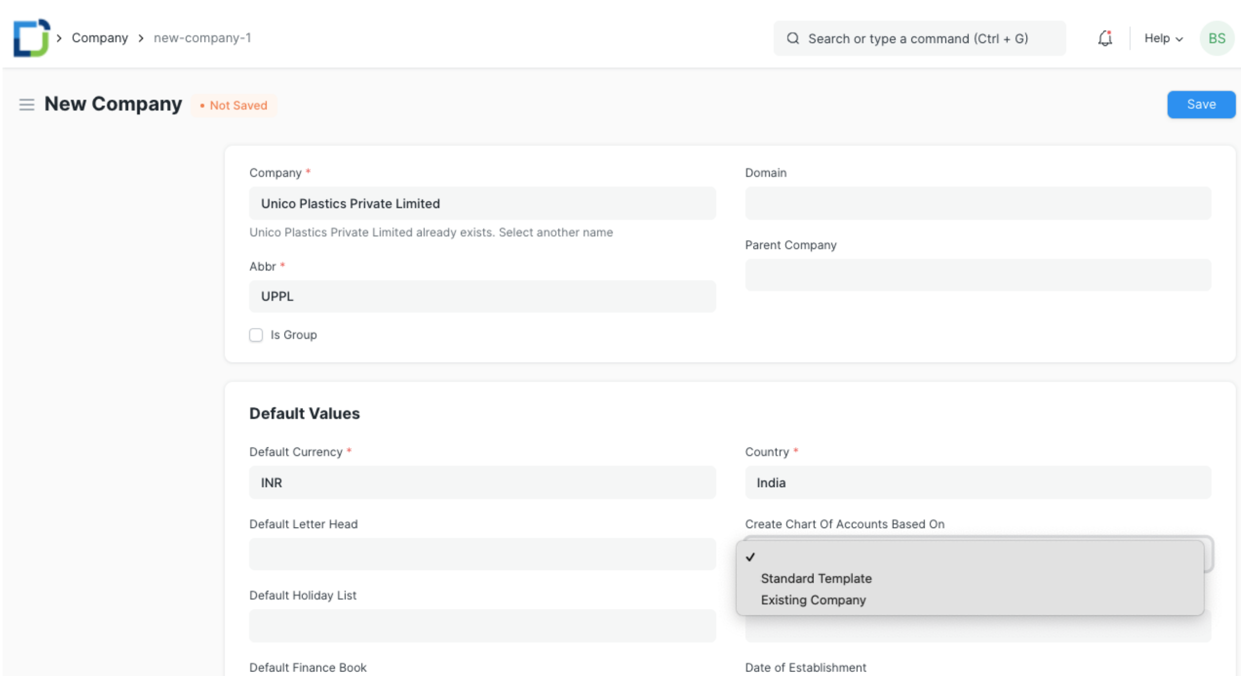
- **Domain**: The domain of work the company is into. E.g.: manufacturing, services, etc. Choose one when setting up your account.
- **Is Group**: If checked, this becomes a parent company.
- **Parent Company**: If this is a child company, set the parent from this field i.e., select a group company this company belongs to. If a parent company is set, the chart of accounts for the new company you're creating will be created based on the selected parent company.

1.3 Chart of Accounts

For each Company, the master for Chart of Accounts is maintained separately. This allows you to maintain separate accounting for each company as per the legal requirements.

DellSuite has localized Chart of Accounts readily available for some countries. When creating a new Company, you can choose to set up the Chart of Account from one of the following options.

- Standard Chart of Accounts
- Based on Existing Company's Chart of Account



Note that, if the Parent Company is selected when creating a new Company, the Chart of Accounts will be created based on the existing Parent Company.

1.4 Defaults

Within the Company master, you can set many of the default values for masters and accounts. These default accounts will help you quickly post accounting transactions, where the value for the account will be fetched from the Company master if provided. As soon as the company is created, a default Chart of Accounts and Cost Center is automatically created.

The following defaults can be set for a company:

- Default Letter Head
- Default Holiday List
- Standard Working Hours
- Default Terms and Conditions
- Country
- Tax ID
- Date of Establishment

2. Features

2.1 Monthly Sales Target

Set the monthly sales target number in the company currency, for example, $10,000. Total monthly sales will be visible once transactions are made.

2.2 Account Settings

Some of the following accounts will be set by default when you create a new company, others can be created. These values can be changed later on if needed.

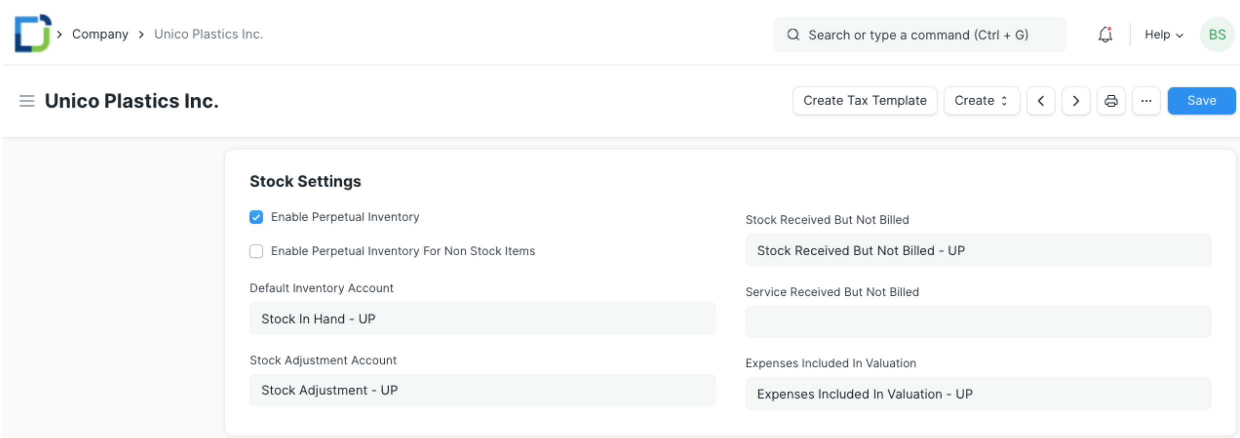
- Default Bank Account
- Default Cash Account
- Default Receivable Account
- Round Off Account
- Round Off Cost Center
- Write Off Account
- Discount Allowed Account
- Discount Received Account
- Exchange Gain / Loss Account
- Unrealized Exchange Gain/Loss Account
- Default Payable Account

- Default Employee Advance Account
- Default Cost of Goods Sold Account
- Default Income Account
- Default Deferred Revenue Account
- Default Deferred Expense Account
- Default Payroll Payable Account
- Default Expense Claim Payable Account
- Default Cost Center
- Credit Limit
- Default Payment Terms Template

2.3 Stock Settings

The perpetual Inventory feature would lead to Stock transactions impacting the company's books of accounts. It is enabled by default.

- Default Inventory Account
- Stock Adjustment Account
- Stock Received but Not Billed
- Expenses Included in Valuation

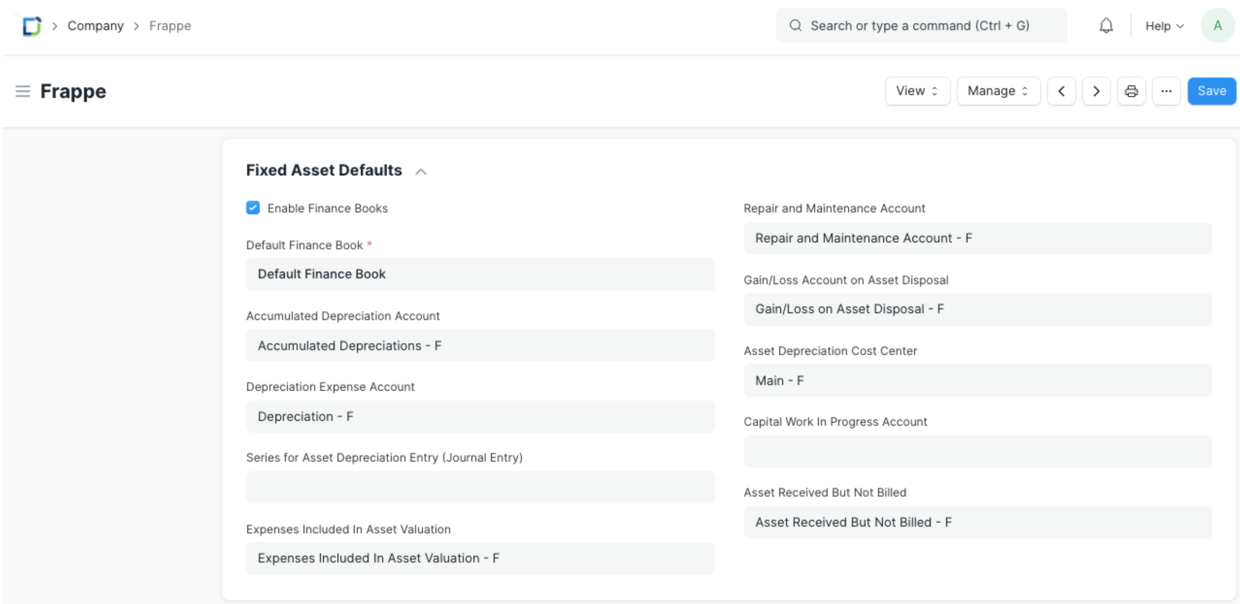


2.4 Fixed Asset Defaults

For managing fixed assets in a company, the following accounts are needed. Most of them will be created by default.

- Accumulated Depreciation Account
- Depreciation Expense Account
- Series for Asset Depreciation Entry (Journal Entry)
- Expenses Included in Asset Valuation
- Gain/Loss Account on Asset Disposal
- Asset Depreciation Cost Center

- Capital Work in Progress Account
- Asset Received but Not Billed



If you wish to book your accounting entries against different, check the Enable Finance Books box and set a Default Finance Book.

2.5 HRA Settings

Set the default Component for the following Salary Components.

For the Indian user, setting the default value in this section will help in Employee Tax Declaration calculations, especially for HRA exemption amount.

- Basic Component
- HRA Component
- Arrear Component

2.6 Bank Remittance Settings

Only for India.

Using the Payment Order feature (in Accounts), you can give a single document of transfer for multiple bank transfers. Updating the value in the following fields will help you generate Bank Remittance in a format which can be accepted and uploaded on the bank's portal.

A payment order allows a user to combine several payment entries/payment requests into a single document. Bank Remittance allows a user to send **that** single document to the bank as text format, this text format can be manually uploaded to Kotak bank payments platform.

Client Code and Product Code are codes given by the bank to you. This is required to be added in the text file as per the format specified by Kotak bank.

2.7 Budget

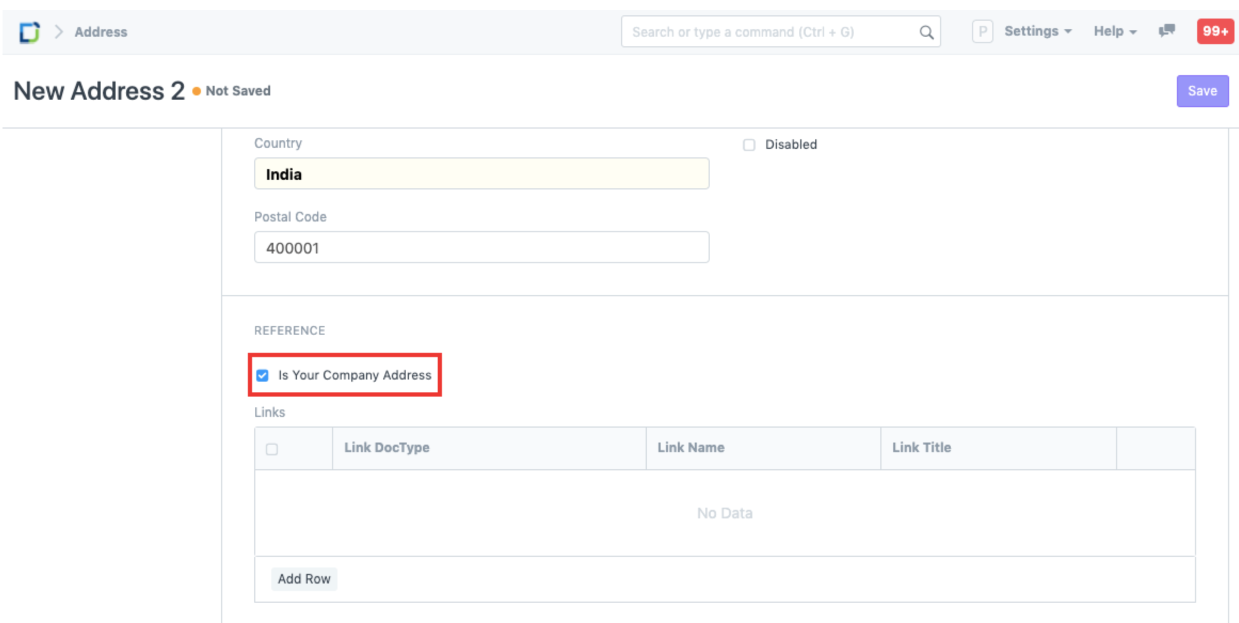
Exception Budget Approver Role: The role selected here can bypass the set budget to approve expenses.

2.8 Company Info

For reference, the following details of your company can be saved in DellSuite:

- Date of Incorporation
- Phone No
- Fax
- Email
- Website
- Address
- Registration Details

Note: When setting the address here, it is important to tick the 'Is Your Company Address' checkbox.



For India, different addresses can be added with different GSTIN numbers if the company has multiple locations. For example, if your company has offices in Mumbai, Delhi, and Bangalore, you'll have to add different addresses with different GSTIN numbers.

Registration Details: Here, you can save various tax/cheque/bank number for reference.

2.9 Deleting all Company Transactions

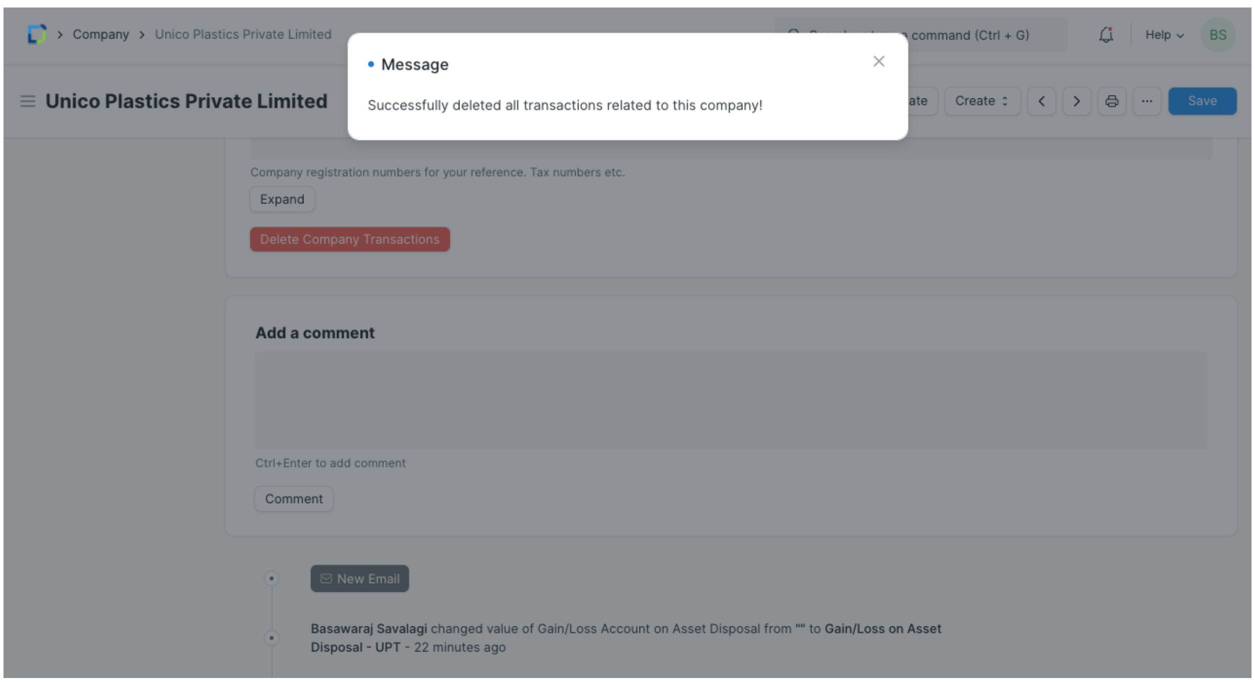
You can delete all transactions (Orders, Invoices) of a Company. *Use with caution*, transactions once deleted cannot be recovered.

Requirements

- The User has to be a System Manager
- The User has to be the creator of the Company

Steps

1. Click on the **Delete Transactions** button under **Manage**
2. Verify your password
3. Enter Company name for confirmation



And you're done. The master data like Item, Account, Employee, BOM etc. will remain as it is.

What is affected?

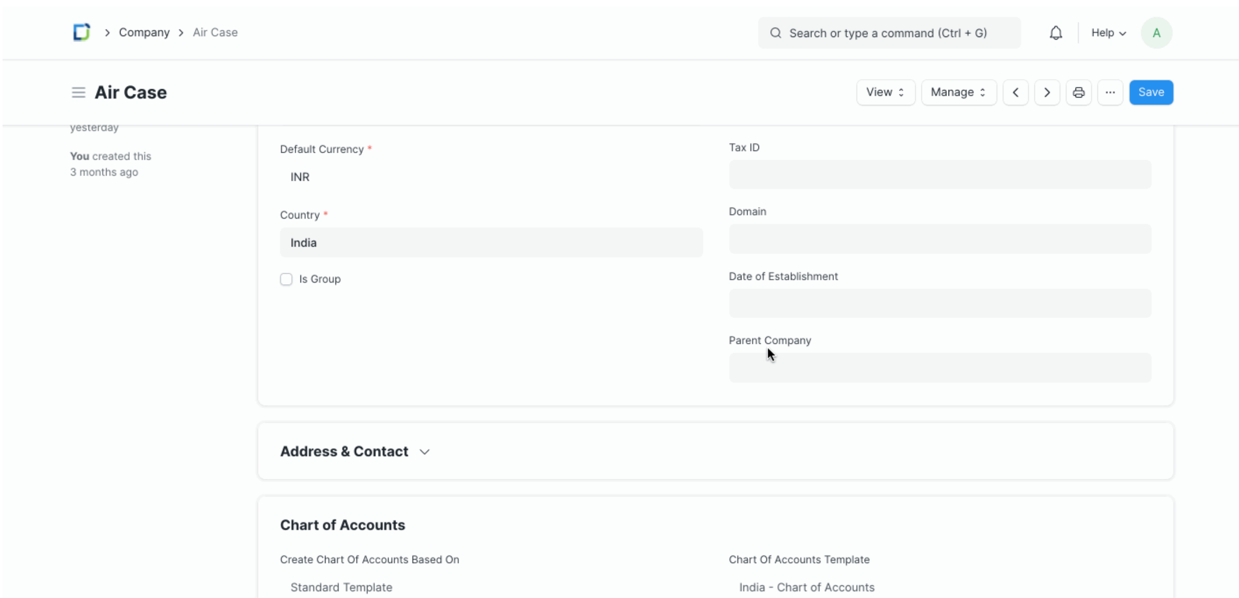
- Sales/Purchase Orders/Invoices Receipts/Notes will be deleted.
- The monthly sales and sales history will be cleared.
- All notifications will be cleared.
- Lead Addresses to which the Company is linked will be deleted.
- All communications linked to the Company will be deleted.

- All naming series will be reset.
- Stock Entries linked to a Warehouse of this Company will be deleted.

Introduced in Version 13.

2.10 Change Parent Company

You can change the Parent Company of an existing company. Go to the Parent Company field, select the Company from the list, and save the form.



Domain Settings

You can use Domain Settings to keep selected domains active globally.

To access Domain Settings, go to:

Home > Settings > Core > Domain Settings

If a domain is disabled, the following things will happen:

- The domain will be unavailable on the home page
- The DocTypes related to the domain will no longer be accessible. For example, if you disable the Education module, Student and other DocTypes in Education will not be accessible.

Session Defaults

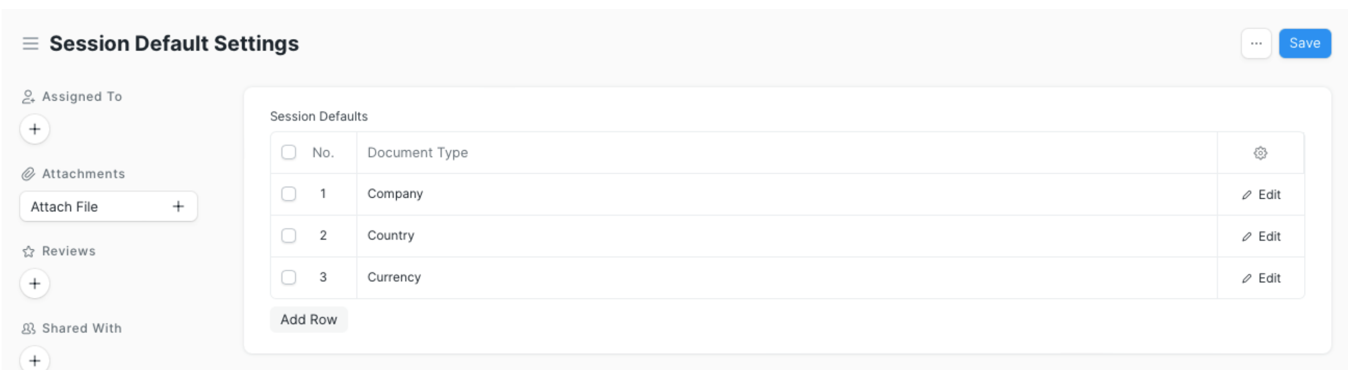
Session Defaults allow users to configurable default values for certain parameters during user sessions.

Let's assume that you have a multi company setup spanning across different countries then you have to set the 'Company', 'Country' and 'Currency' fields every time while creating new transactions. This is a very time-consuming process when you have to deal with multiple Sales Orders daily. Hence, instead of putting the value manually, the value set in the Session Defaults gets displayed automatically by default.

1. How to Create Session Defaults

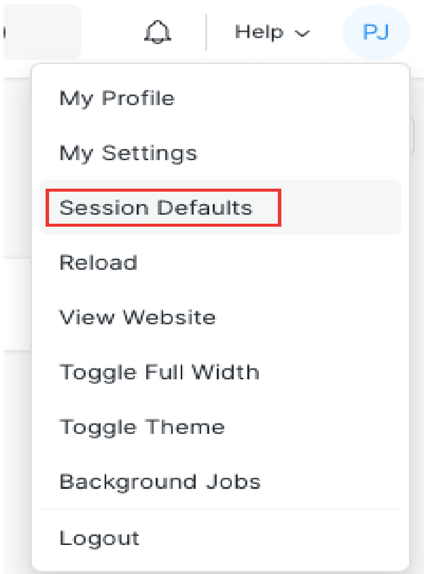
1.1 Set up the Session Default Settings

1. Go to Session Default Settings. There you can see a table for Session Defaults.
2. Click on 'Add Row'.
3. Select the DocType for which you want to set Session Defaults.
4. Save.

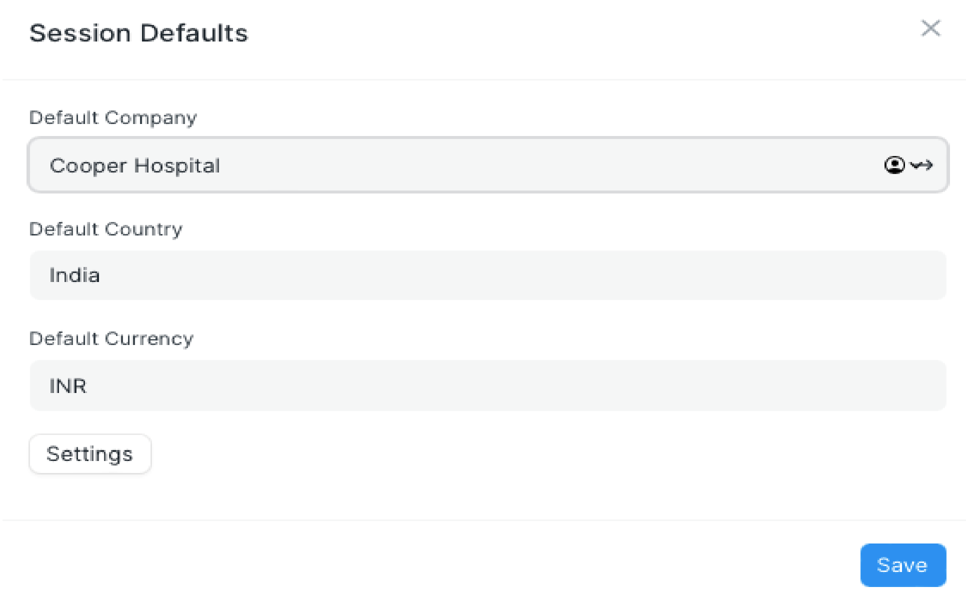


1.2 Set up the Session Default Values

1. Click on the 'Settings' menu in the toolbar. You will find an option 'Session Defaults' there. Click on it.

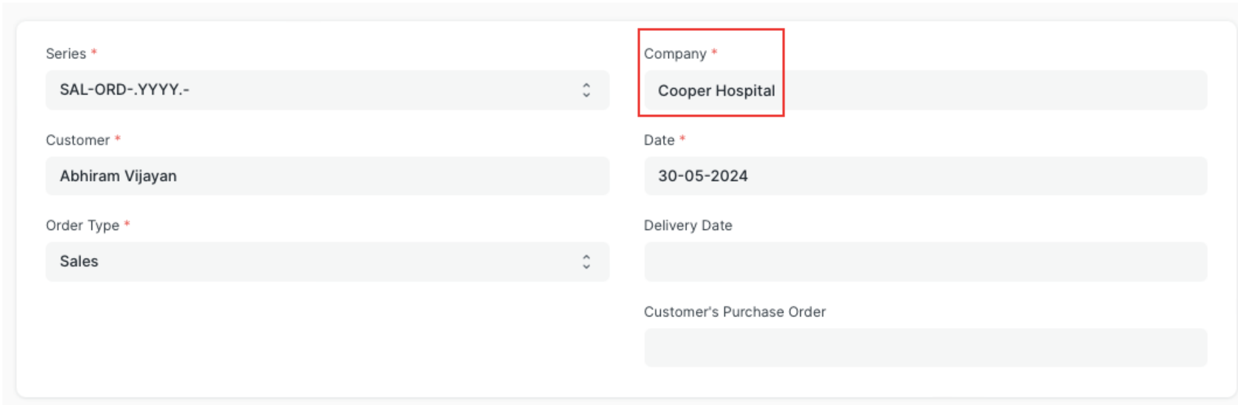


2. A 'Session Defaults' prompt will appear. Set the default values for the respective fields and Save.

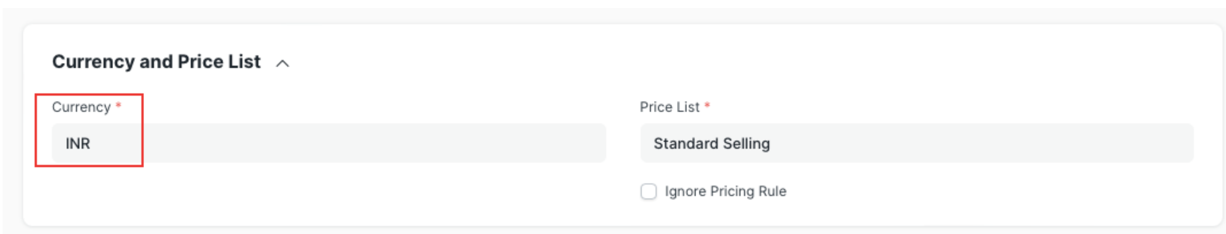


After saving, the default values will be set everywhere.

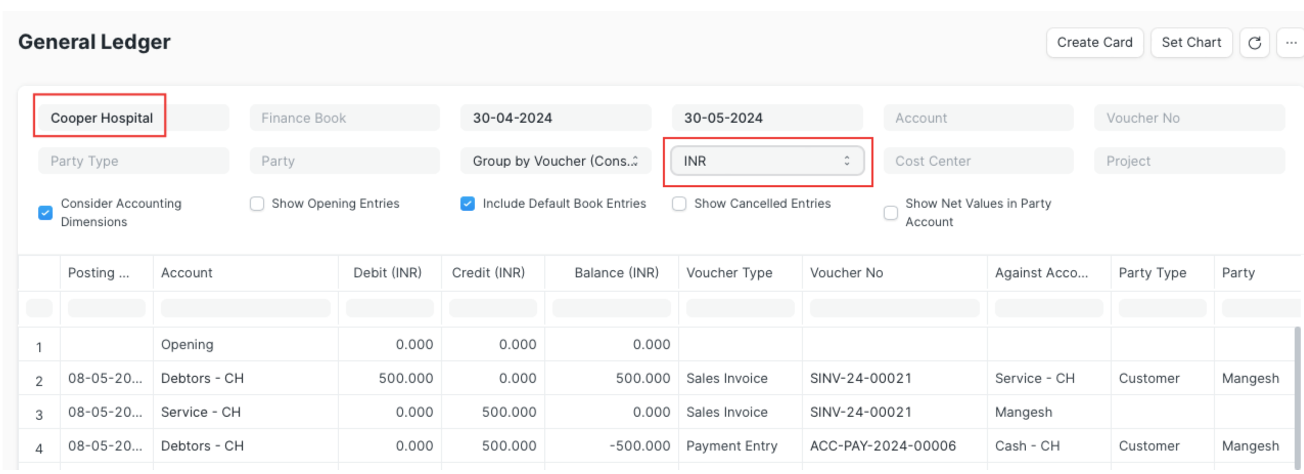
You can open a new Sales Order and check. The company field is set to the default Company.



The default currency is also set to INR as defined in the Session Defaults



Once you open any report, the default company and currency will be Cooper Hospital and INR respectively.



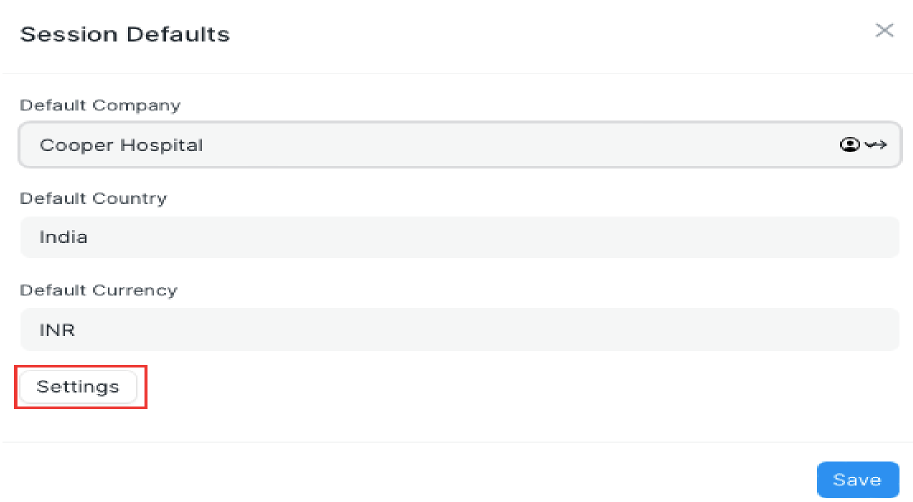
2. Features

2.1 Defaults cleared on logout

The default values are set for that particular user for the ongoing session. Once logged out, these default values are cleared.

2.2 'Settings' button visibility

The Settings button is only visible to the System Manager or to a person having permission to access 'Session Default Settings'. This button navigates you to Session Default Settings where you can add or remove the document types for which you want to set Session Defaults.



Global Defaults

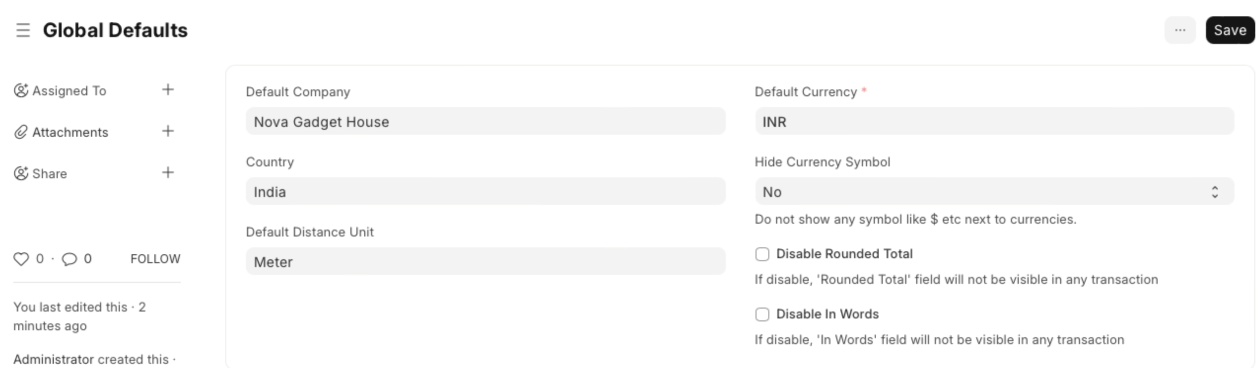
Global Defaults helps you pre-set a few fields for system wide use.

Instead of manually inserting the values for certain fields, you might want to have them automatically fetched while creating documents. To do so, you can set the values in 'Global Defaults' so that the system can fetch them automatically and set as default while creating any transactions.

The values set here will impact all users and the default values for various fields will be set for them.

To access Global Defaults,

Home > Settings > Global Defaults



The fields which can be set as Global Defaults are as follows. Except currency, no other field is mandatory.

- Default Company
- Country
- Currency
- Hide Currency Symbol
- Default Distance Unit
- Disable Rounded Total
- Disable in Words

Address Template

Address Template can store different formats of addresses based on the region.

Each region has its way of defining addresses. To manage multiple address formats for your Documents (like Quotations, Purchase Invoices, etc.), you can create country-wise **Address Templates**.

To access address template, go to:

CRM > Address Template

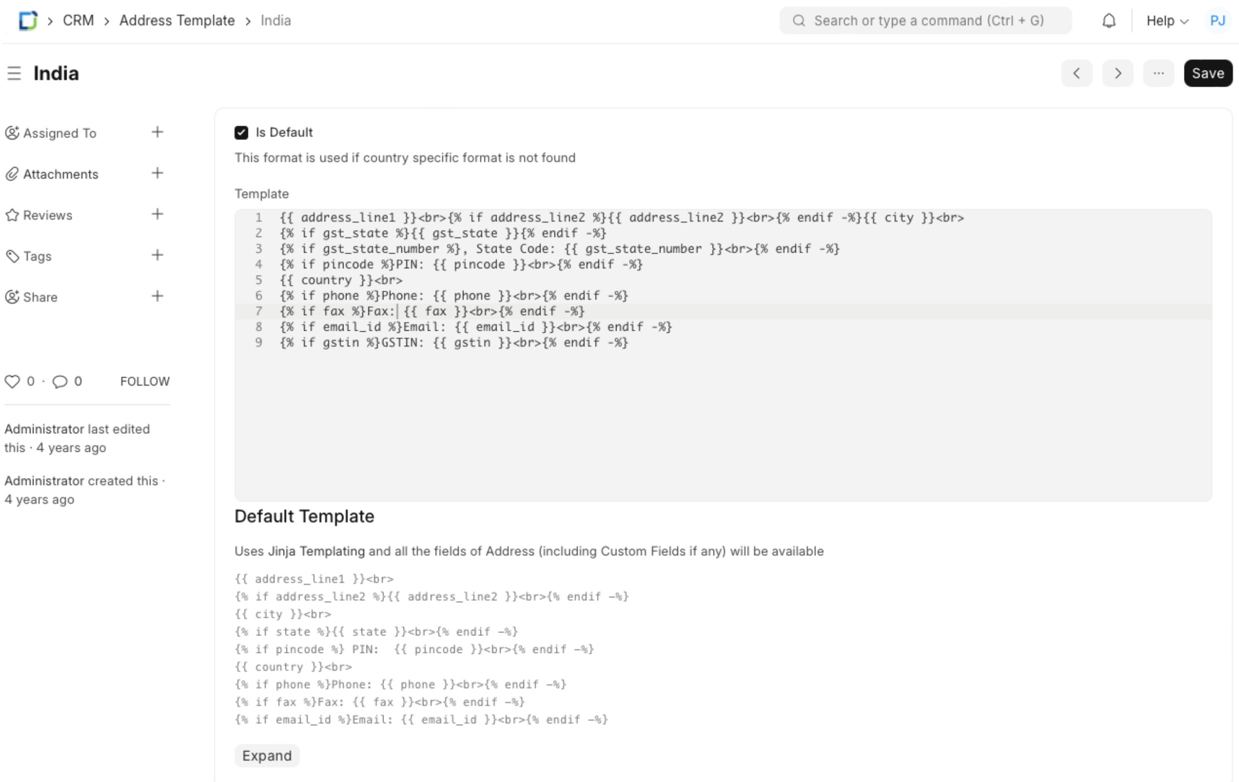
A default Address Template is created when you set up the system. You can either edit it or create a new template. This default template will apply to all countries not having a specific template.

Consider a customer from the United States where 'County' is a part of the address. If you set county in the address template for United States, then it'll show up in the address field and hence in the print preview. Fields like PIN code can be changed to be displayed as ZIP code and fields like county can be added by using Address Templates.

The Address Template checks the 'Country' field in the Address master to apply different address templates to transactions.

1. How to create an Address Template

1. Go to the Address Template list, click on Add Address Template.
2. Select a country.
3. Change the CSS and Jinja if required.
4. Mark as default if it is going to be the default address template in the system
5. Save.



Note: The template engine is based on HTML and the Jinja system. All the fields (including Custom Fields) will be available for creating the template.

Module Settings

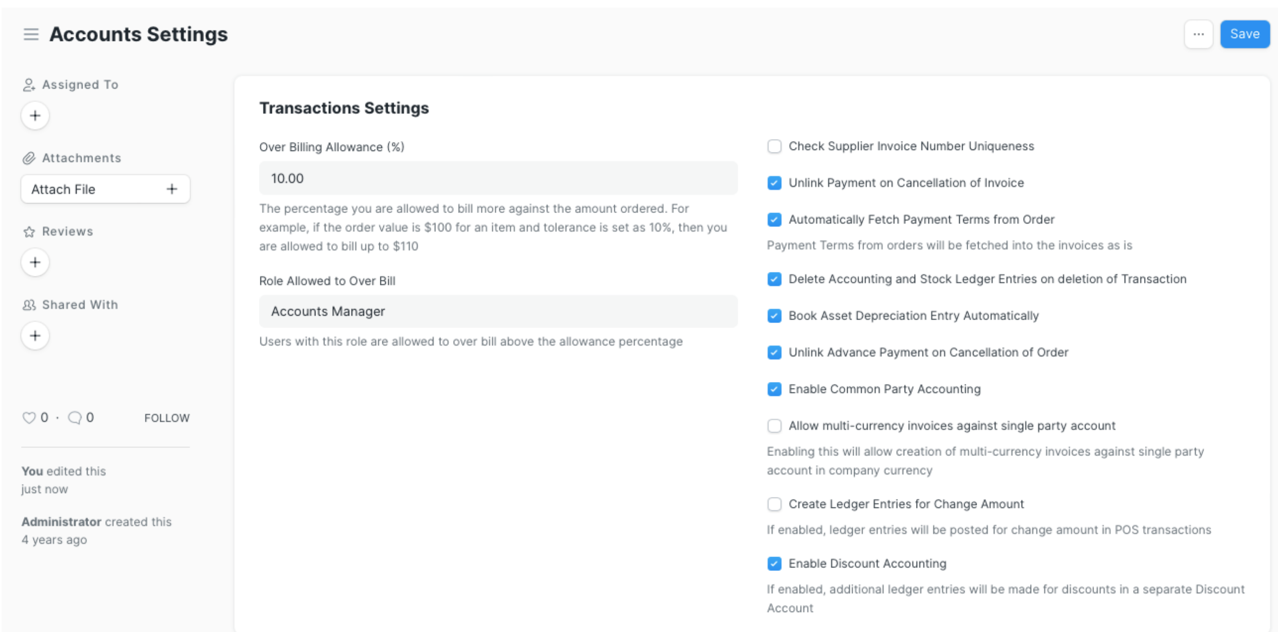
'Module Settings' in DellSuite refer to the configuration options related to each module in the ERP system. The module settings allow administrators and permitted users to customize and refine system behavior, features, and workflows within each module according to the organization's requirements.

By leveraging module settings effectively, organizations can use DellSuite to satisfy their requirements pertaining to business processes, data accuracy, user experience.

Accounts Settings

DellSuite allows you to configure some aspects of Accounting as per your business rules. This page will help you understand how you can leverage this to cater to various scenarios encountered by you.

Transactions Settings



1. Over Billing Allowance (%)

The percentage by which you can overbill transactions. For example, if the order value is $100 for an Item and percentage here is set as 10% then you are allowed to bill for $110.

2. Role Allowed to Over Bill

Users with this role are allowed to over bill above the allowance percentage.

3. Check Supplier Invoice Number Uniqueness

When checked, Purchase Invoices with same 'Supplier Invoice No' will not be allowed. This is useful to avoid duplicate entries.

4. Unlink Payment on Cancellation of Invoice

If checked, system will unlink the payment against the respective invoice. By default, if a Payment Entry is submitted, the linked invoice cannot be canceled until the Payment Entry is also canceled. On unlinking, you can now cancel and amend the invoices. But the payments not be linked and considered as advance payments.

5. Automatically Fetch Payment Terms from Order

Enabling this will automatically fetch the Payment Terms from a Purchase/Sales Order to its linked Purchase/Sales Invoice.

6. Delete Accounting and Stock Ledger Entries on deletion of Transaction

Enabling this will allow the deletion of linked General Ledger and Stock Ledger Entries on deleting invoices and receipts. This can be checked if you don't want to lose the document ID after cancelling the document. You can now cancel and delete the document to get the same document ID again.

7. Book Asset Depreciation Entry Automatically

When checked, an automatic entry for an asset depreciation will be created based on the first date set. For example, yearly depreciation for an item will be scheduled for the next 3/4 years based on the Number of Depreciations Booked set in the Asset master.

8. Unlink Advance Payment on Cancellation of Order

Similar to the previous option, this unlinks any advance payments made against Purchase/Sales Orders.

9. Enable Common Party Accounting

If checked, an adjustment Journal Entry will be posted automatically on creation of Sales/Purchase Invoices against common Customer & Supplier.

10. Allow multi-currency invoices against single party account

Enabling this will allow creation of multi-currency invoices against single party account in company currency.

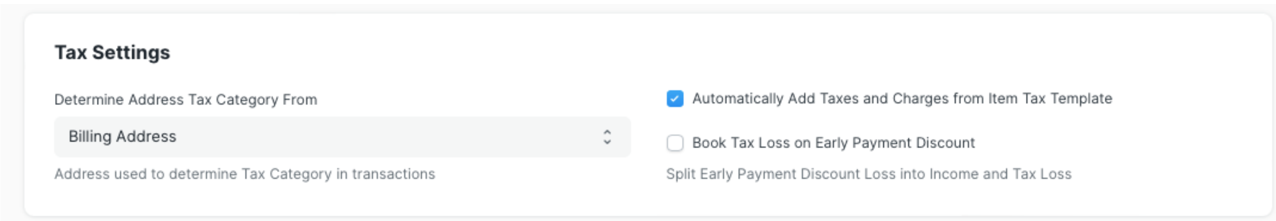
11. Create Ledger Entries for Change Amount

If checked, for a Point of Sale invoice, the system will post ledger entries considering the change amount given.

12. Enable Discount Accounting

If checked, Discount Accounts can be added in the Items table of Sales Invoices, which will allow you to account for Discounts applied on Items more efficiently. It also lets you add Default Discount Accounts for Items, which will be fetched automatically when the Item is added to a Sales Invoice.

Tax Settings



1. Determine Address Tax Category From

Tax category can be set on Addresses. An address can be Shipping or Billing address. Set which address to select when applying Tax Category.

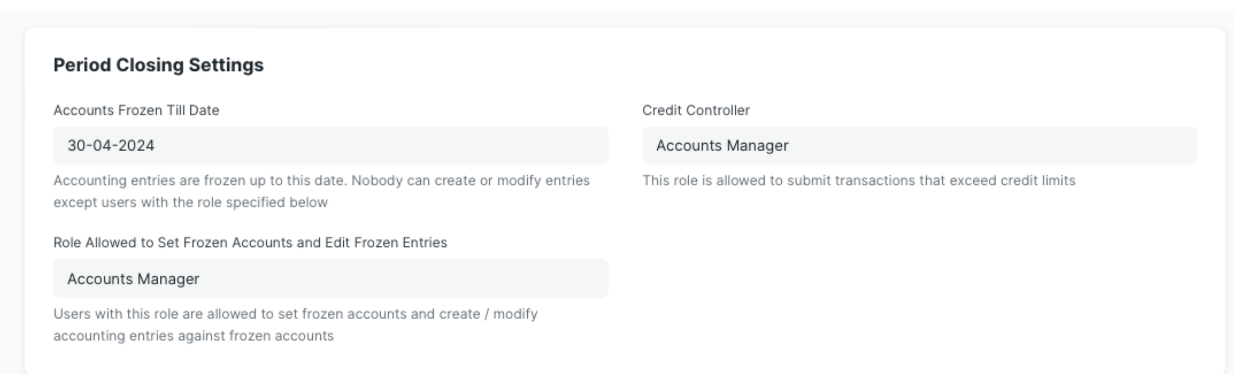
2. Automatically Add Taxes and Charges from Item Tax Template

Enabling this will populate the Taxes table in transactions if an Item Tax Template is set for an Item and that Item is selected in the transaction.

3. Book Tax Loss on Early Payment Discount

Enabling this will split the Payment Entry discount deductions into Income Loss and Tax Loss if the document against the Payment Entry has an Early Payment Discount set.

Period Closing Settings



1. Accounts Frozen till Date

Freeze accounting transactions up to specified date, nobody can make/modify entry except the specified Role.

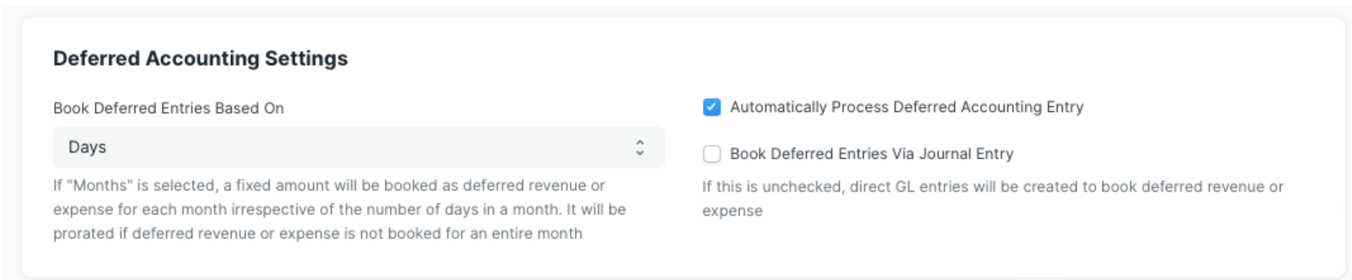
2. Role Allowed to Set Frozen Accounts and Edit Frozen Entries

Users with this Role are allowed to set frozen accounts and create/modify accounting entries against frozen accounts.

3. Credit Controller

This role is allowed to submit transactions that exceed credit limit.

Deferred Accounting Settings



1. Book Deferred Entries Based On

Deferred revenue amount can be booked based on two criteria. The default option here is "Days". If "Days" is selected, the deferred revenue amount will be booked based on the number of days in each month and if "Months" is selected, then it will be booked based on number of months. **For Eg:** If "Days" is selected and $12000 revenue has to be deferred over a period of 12 months, then $986.30 will be for the month having 30 days and $1019.17 will be booked for the month having 31 days. If "Months" is selected, $1000 deferred revenue will booked each month irrespective of the number of days in a month.

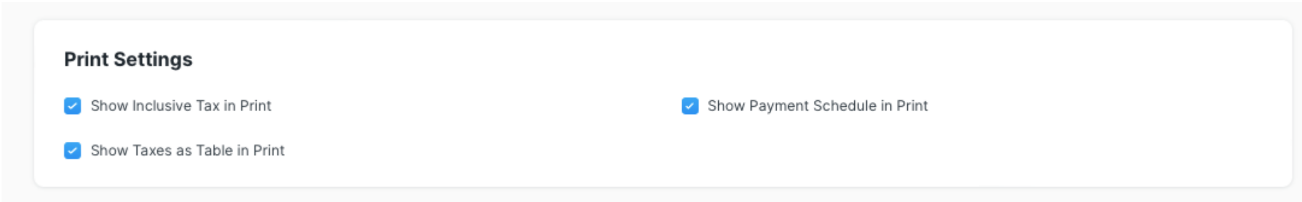
2. Automatically Process Deferred Accounting Entry

This setting is enabled by default. In case you don't want the deferred accounting entries to be posted automatically you can disable this setting. If this setting is disabled deferred accounting will have to be processed manually using Process Deferred Accounting

3. Book Deferred Entries Via Journal Entry

By default, Ledger Entries are posted directly to book deferred revenue against an invoice. In order to book this deferred amount posting via Journal Entry, this option can be enabled.

Print Settings



1. Show Inclusive Tax in Print

It allows you to display the tax amounts inclusive of the item prices on printed documents such as invoices and sales orders.

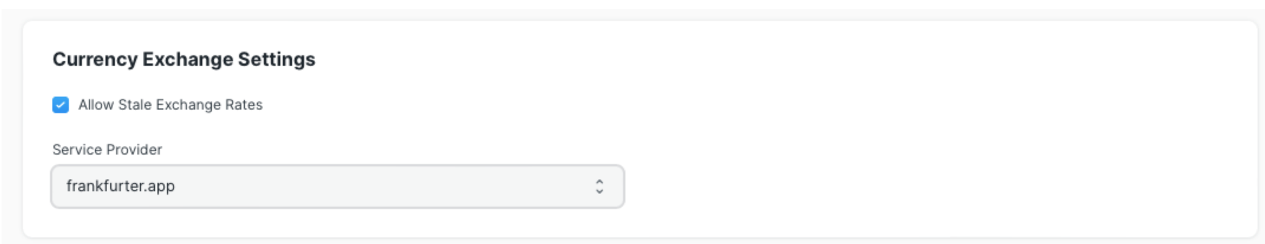
2. Show Taxes as Table in Print

It allows you to display tax details in a tabular format on printed documents such as invoices, purchase orders, and sales orders.

3. Show Payment Schedule in Print

The Payment Schedule table is visible on using Payment Terms. Enabling this will show this table in print view.

Currency Exchange Settings



1. Allow Stale Exchange Rates

This should be unchecked if you want DellSuite to check the age of records fetched from Currency Exchange in foreign currency transactions. If it is unchecked, the exchange rate field will be read-only in documents.

Stale Days is the number of days to use when deciding if a Currency Exchange record is stale. This is valid when 'Allow Stale Rates' is **disabled**. So, if the Stale Days is set as 10, stale rates that are 10 days will be allowed. If Allow Stale Rates is enabled, there is no time limit on the age of stale rates.

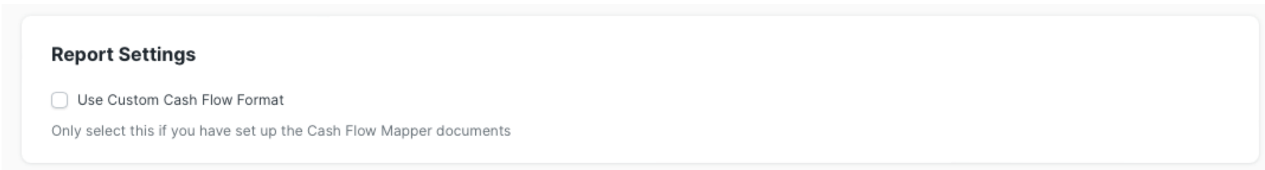
If stale rates are enabled, the order of fetching is:

- Latest rate from Currency Exchange form
- If no Currency Exchange is found latest rate as per market is fetched automatically

If stale rates are disabled, the order of fetching is:

- Latest rate from Currency Exchange form up to number of days set in 'Stale Days'
- If no Currency Exchange is found Latest rate as per market is fetched automatically

Report Settings



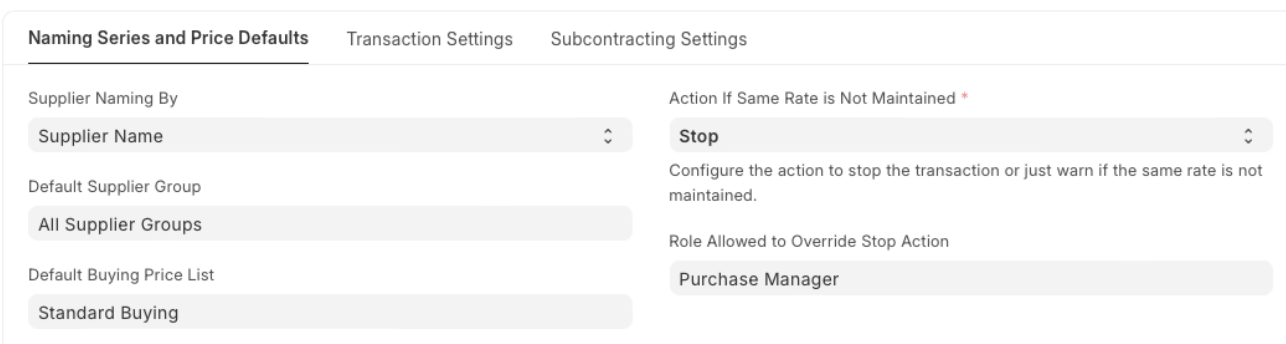
1. Use Custom Cash Flow Format

You may choose to use Custom Cash Flow Formats to customize what the Cash Flow report looks like.

Buying Settings

DellSuite allows you to configure various settings and configurations that help streamline and automate the purchasing workflow.

Naming Series and Price Defaults



1. Supplier Naming By

When a Supplier is saved, system generates a unique identity or name for that Supplier which can be used to refer the Supplier in various Buying transactions.

If not configured otherwise, DellSuite uses the Supplier's Name as the unique name. If you want to identify Suppliers using names like SUPP-00001, SUPP-00002, or such other patterned series, select the value of Supplier Naming by as "Naming Series".

2. Default Supplier Group

Configure what should be the default value of Supplier Group when creating a new Supplier. For example, if most of your suppliers supply your hardware, you can set the default as 'Hardware'.

3. Default Buying Price List

Configure what should be the default Price List when creating a new Buying transaction, the default is set as 'Standard Buying'. Item prices will be fetched from this Price List. You can modify the 'Price List' by using the arrow at the right-end of the field to change the currency and country.

4. Action if Same Rate is Not Mentioned

It defines the action the should take when it encounters a purchase order, material request, or any other buying transaction where the same rate of an item is not mentioned.

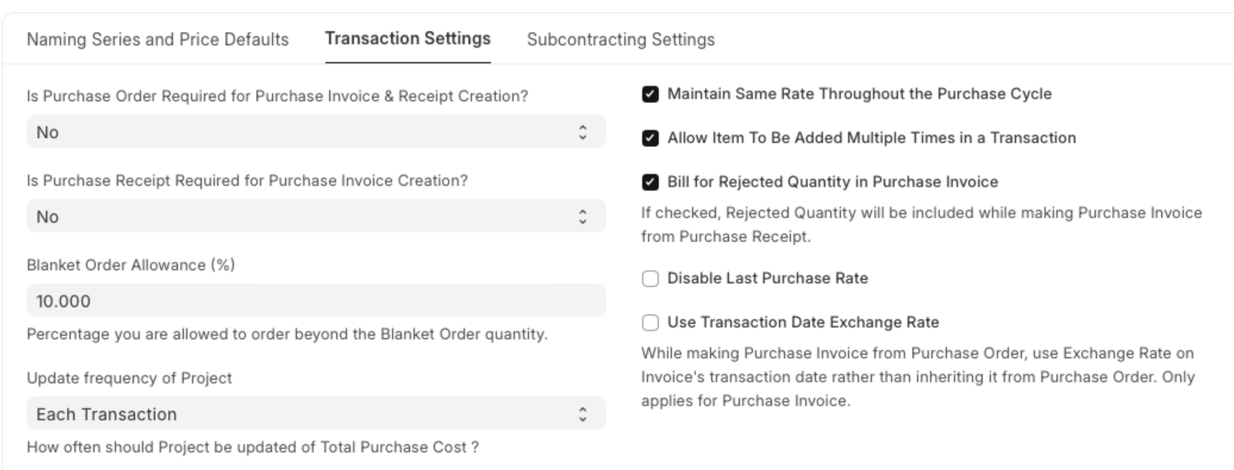
There are two possible actions the user can take.

- **Stop**: The system will stop the transaction preventing the user from proceeding without specifying a rate. This ensures that all transactions have explicit rates mentioned, avoiding potential discrepancies.
- **Warn**: The system will allow the transaction happen but will display a warning message to alert the user that the same rate has not been mentioned.

5. Role Allowed to Override Stop Action

This setting specifies which user roles have the permission to override the "Stop" action in the buying transaction due to discrepancy in the rate.

Transaction Settings



1. Is Purchase Order Required for Purchase Invoice & Receipt Creation?

If this option is configured "Yes", DellSuite will prevent you from creating a Purchase Invoice or a Purchase Receipt directly without creating a Purchase Order first.

If retail transactions are involved where the order happens offline, then Purchase Orders can be skipped. If you're accepting sample Items, you can directly create a Purchase Receipt to receive the Items to your Warehouse.

This configuration can be overridden for a particular supplier by enabling the "Allow Purchase Invoice Creation Without Purchase Order" checkbox in supplier master

2. Is Purchase Receipt Required for Purchase Invoice Creation?

If this option is configured "Yes", DellSuite will prevent you from creating a Purchase Invoice without creating a Purchase Receipt first. In case the Item being transacted is a service, it'll not require a receipt, you can directly create an Invoice.

This configuration can be overridden for a particular supplier by enabling the "Allow Purchase Invoice Creation Without Purchase Receipt" checkbox in the supplier master

3. Blanket Order Allowance (%)

You can set the percentage you are allowed to order more against the Blanket Order Quantity. For example: If you have a Blanket Order of Quantity 100 units. and your Allowance is 10% then you are allowed to order 110 units.

4. Update frequency of Project

It indicates how often should Project be updated of Total Purchase Cost.

5. Maintain Same Rate Throughout Purchase Cycle

If this is enabled, DellSuite will validate whether an Item's price is changing in a Purchase Invoice or Purchase Receipt created from a Purchase Order, i.e. it will help you maintain the same rate throughout the purchase cycle.

You can configure the action that system should take if the same rate is not maintained in the "Action If Same Rate is Not Maintained" field:

- **Stop**: DellSuite will stop you from changing the price by throwing a validation error.
- **Warn**: The system will let you save the transaction but warn you with a message if the rate is changed.

Note: This field will only be visible if Maintain Same Rate Throughout Purchase Cycle is enabled.

6. Allow Item to be added multiple times in a transaction

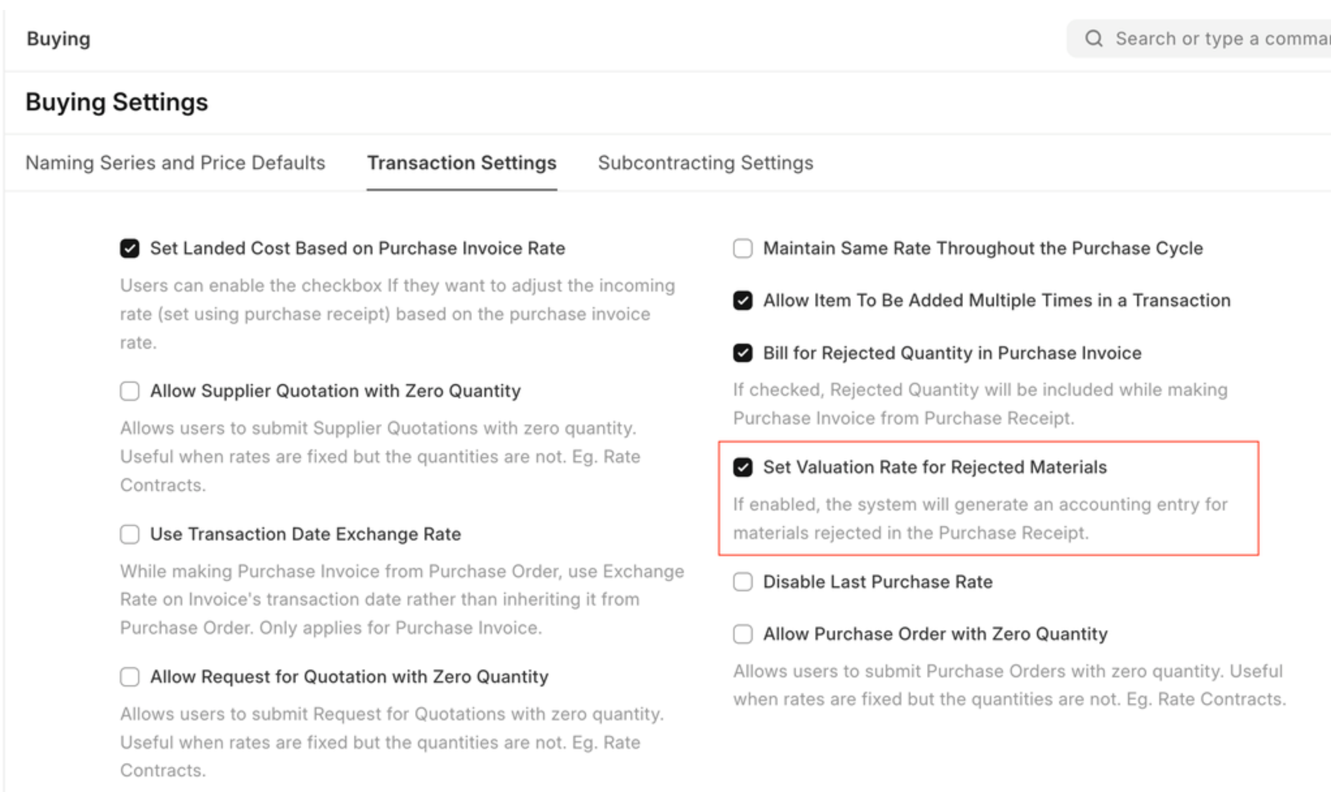
When this checkbox is unchecked, an item cannot be added multiple times in the same Purchase Order. However, you can still explicitly change the quantity. This is a validation checkbox for preventing accidental purchase of the same item. This can be checked for specific use cases where there are multiple sources for the same material, for example in manufacturing.

7. Bill for Rejected Quantity in Purchase Invoice

If checked, Rejected Quantity will be included while making Purchase Invoice from Purchase Receipt.

7.1 Set Valuation Rate for Rejected Materials

For rejected materials, the valuation rate is set to zero, and no accounting ledger entry is created for them in the Purchase Receipt. To apply a valuation rate and generate accounting entries for rejected materials, enable the 'Set Valuation Rate for Rejected Materials' option in Buying Settings. This option is only applicable when `Bill for Rejected Quantity in Purchase Invoice` has enabled in the Buying Settings.



8. Set Landed Cost Based on Purchase Invoice Rate

If the 'Maintain Same Rate Throughout the Purchase Cycle' is disabled, then this field shows in the buying settings. If user wants to adjust the product valuation as per the purchase invoice cost, then this option needs to be enable.

How It Works

- Created Purchase Receipt for item A with rate as 100
- System has booked Stock in Hand with 100 rate
- After 2 days, user has created purchase invoice against the above purchase receipt
- After 2 days because of change in exchange rate the rate in the invoice changed to 150
- Now purchase receipt has rate 100 where as Purchase invoice has rate 150
- If you want to adjust the Stock in Hand with Purchase Invoice Rate (150) then enable "Set Landed Cost Based on Purchase Invoice Rate".

Note: on submission of the purchase invoice, system creates the repost item valuation record to update the cost of the purchase receipt. User has to wait to complete the repost item valuation to see the impact of the invoice cost on the stock in hand.

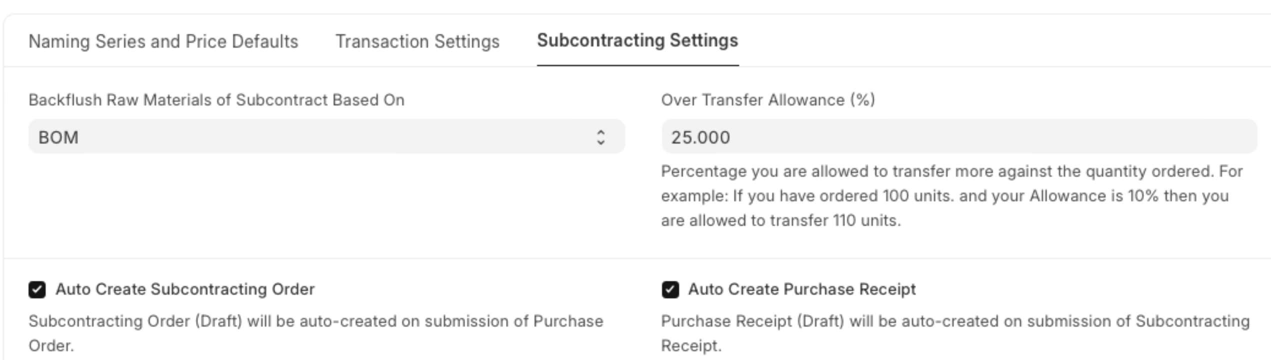
9. Disable Last Purchase Rate

It prevents the system from automatically using the rate from the last purchase transaction when creating new purchase orders or transactions.

10. Use Transaction Date Exchange Rate

While making Purchase Invoice from Purchase Order, use Exchange Rate on Invoice's transaction date rather than inheriting it from Purchase Order. Only applies for Purchase Invoice.

Subcontracting Settings



1. Backflush Raw Materials of Subcontract Based On

1. BOM: system will consume raw materials in the subcontracting receipt as per the FG BOM
2. Material Transferred for Subcontract: system will consume raw materials based on the materials transferred against the Subcontracting Order. If no stock transferred, then no materials will be consuming at the time of Subcontracting Receipt.

2. Auto Create Subcontracting Order

System will auto create the subcontracting order in a Draft state on submission of the purchase order which has "Is Subcontracted" enabled.

3. Auto Create Purchase Receipt

System will auto create the purchase receipt for the service items in a Draft state on submission of the subcontracting receipt.

4. Over Transfer Allowance (%)

It is the percentage you are allowed to transfer more against the quantity ordered. For example: If you have ordered 100 units. and your Allowance is 10% then you are allowed to transfer 110 units.

CRM Settings

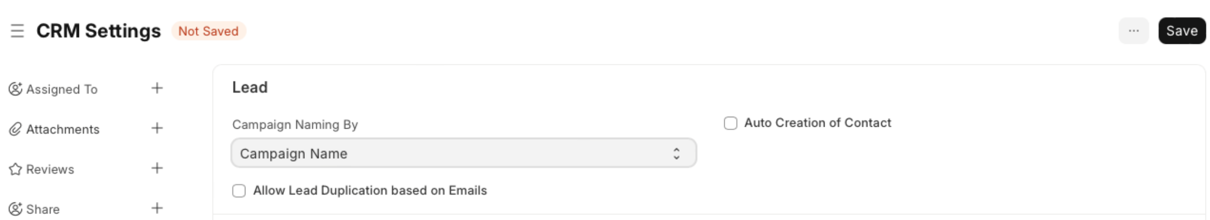
Introduced in Version 14.

CRM Settings allow you to configure your leads, opportunities, quotations and communication as per the business rules.

To access CRM Settings, go to:

Home > CRM > Settings > CRM Settings

Lead



1. Campaign Naming By

It ensures consistency in the naming convention used by the organization by automatically generating names for new campaigns based on predefined rules or patterns. It helps users create and maintain unique campaigns and track their effectiveness.

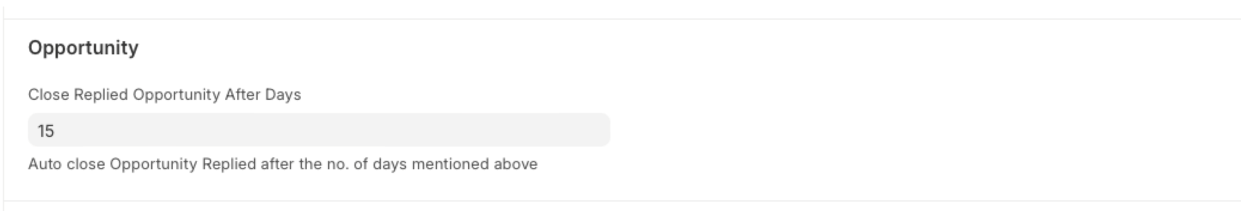
2. Allow Lead Duplication based on Emails

If this is enabled, the system will allow users to create multiple leads with the same email address at the same time.

3. Auto Creation of Contact

The system will automatically create a new Contact on creation of a Lead.

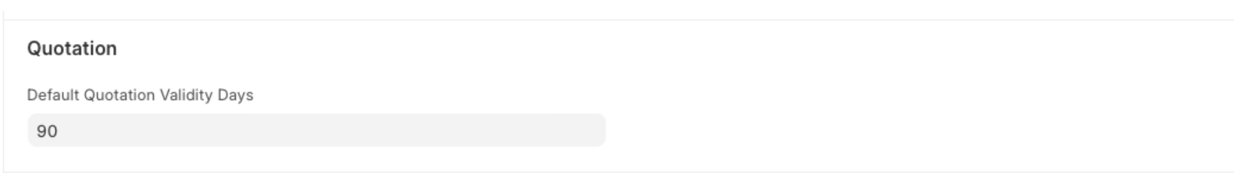
Opportunity



1. Close Replied Opportunity After Days

If there are many Opportunities having a status other than Open, then they will be auto-closed after the no. of days mentioned in this field if there is no action.

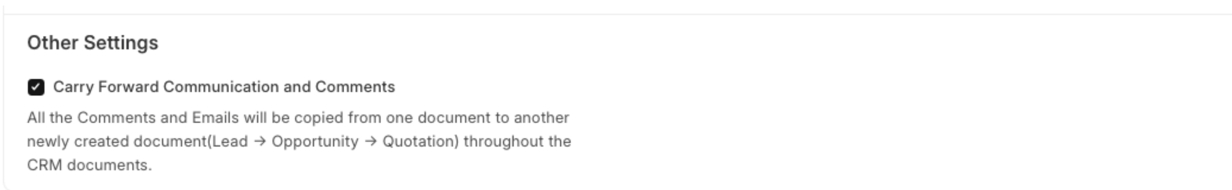
Quotation



1. Default Quotation Validity Days

You can configure quotations to the customer to be valid only for certain days. In the Quotation, you can update Valid Till Date manually. By default, the Valid till date is auto-set as 30 days from the Quotation's Posting Date. You can change the no. of days in this field as per your business case.

Other Settings



1. Carry Forward Communication and Comments

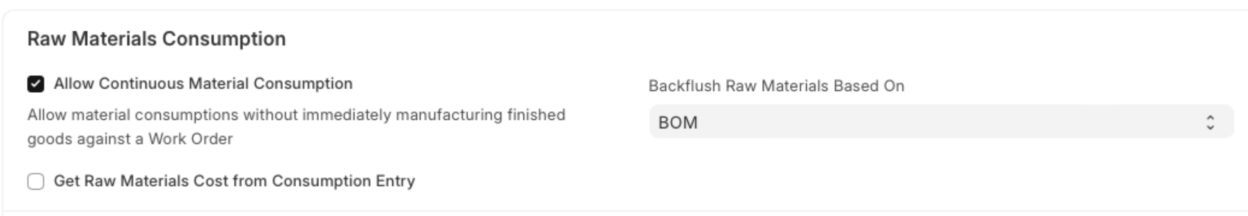
If this is enabled, when converting a Lead into Opportunity and Opportunity to Quotation, the system will auto copy the emails and comments from the source document.

Manufacturing Settings

Manufacturing settings in DellSuite configure production workflows, manage bill of materials (BOM), track work orders, and oversee inventory to streamline operations and ensure efficient production management.

Home > Manufacturing > Settings > Manufacturing Settings

Raw Materials Consumption



1. Allow Continuous Material Consumption

If enabled, materials can be consumed without immediately manufacturing finished goods in a single Work Order. This is useful if one or more time consuming products are being manufactured.

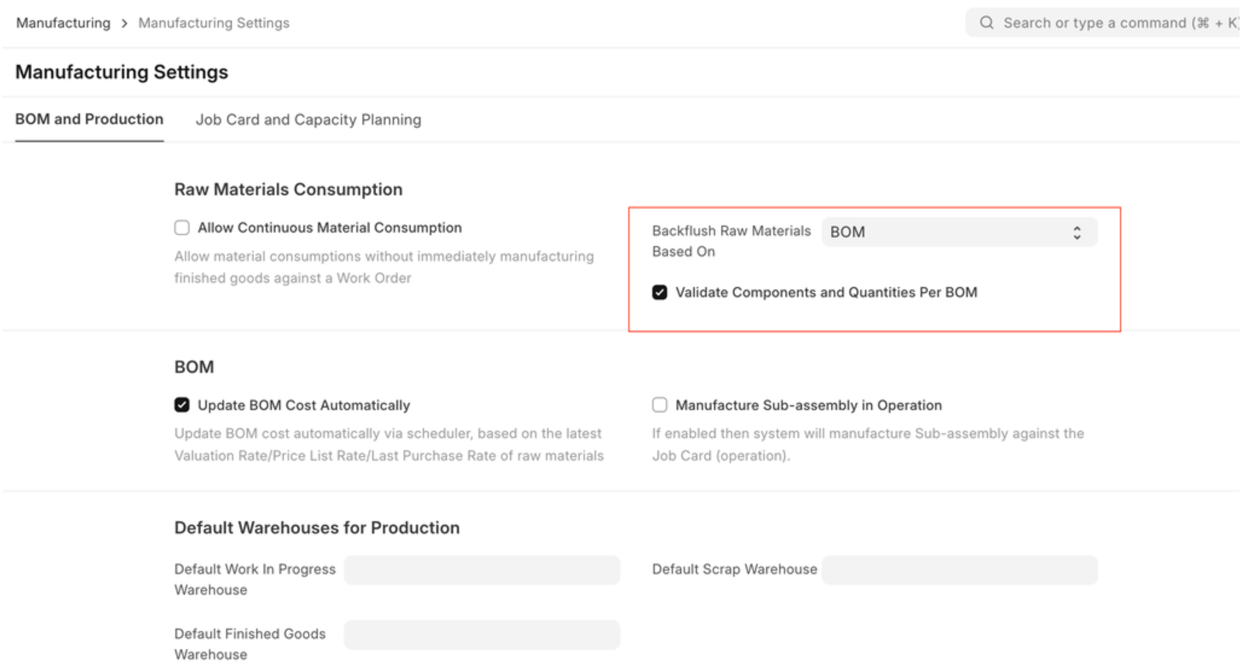
For example, a single product takes a month to manufacture and the raw materials are consumed daily. In a regular scenario, this won't be feasible with stock entries. Enabling this option will allow you to create stock entries for **Material Consumption** without having to create an entry to backflush. End result is that you can see the stock being consumed in the Warehouses and can update the final manufacture entry for finished goods at a later stage.

2. Backflush raw materials based on

The method selected here will be chosen for back flushing raw materials: 1. Material Transferred for Manufacture 2. BOM

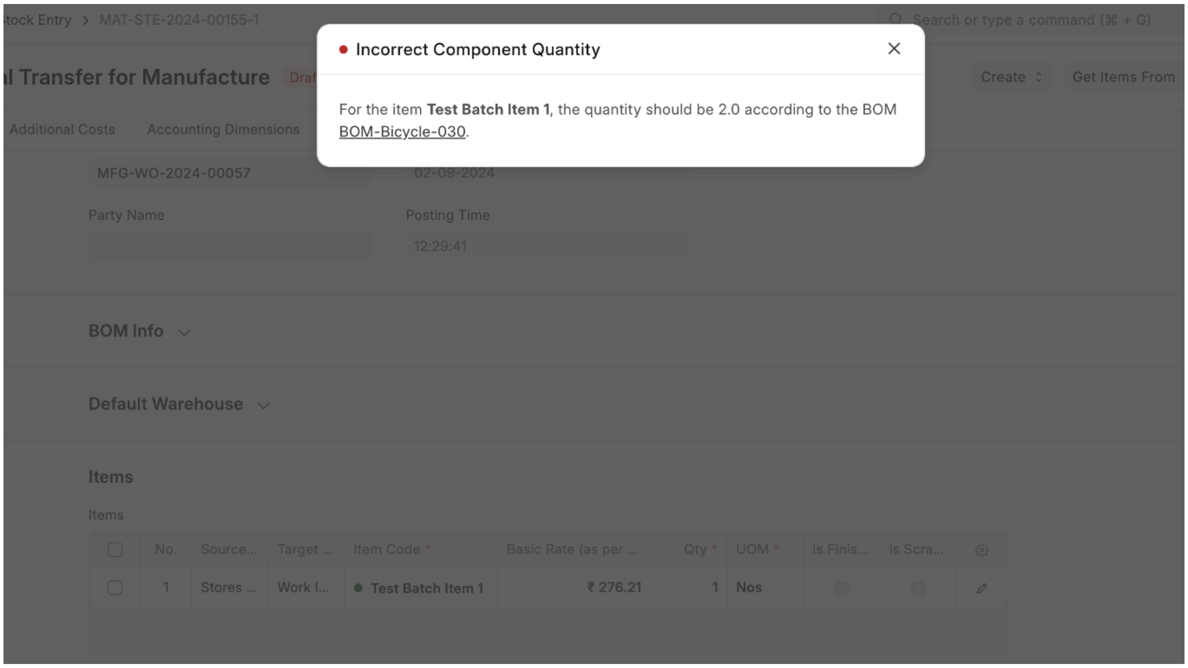
3. Validate Components and Quantities Per BOM

Note: This feature will be available from the version V15

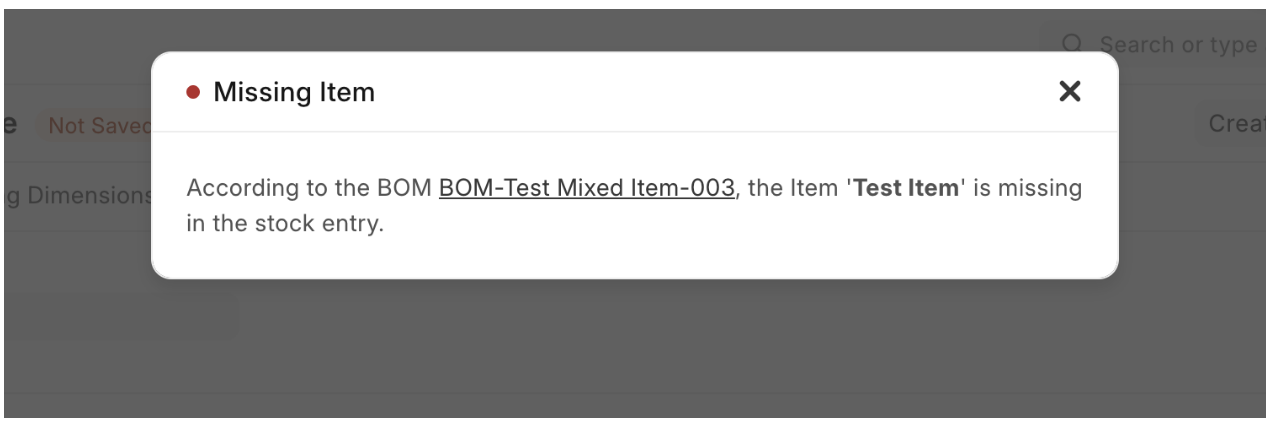


If "Backflush Raw Materials Based On" as BOM, then users can validate component quantity according to BOM. To do that they have to enable "Validate Components Quantities Per BOM" checkbox in the "Manufacturing Settings".

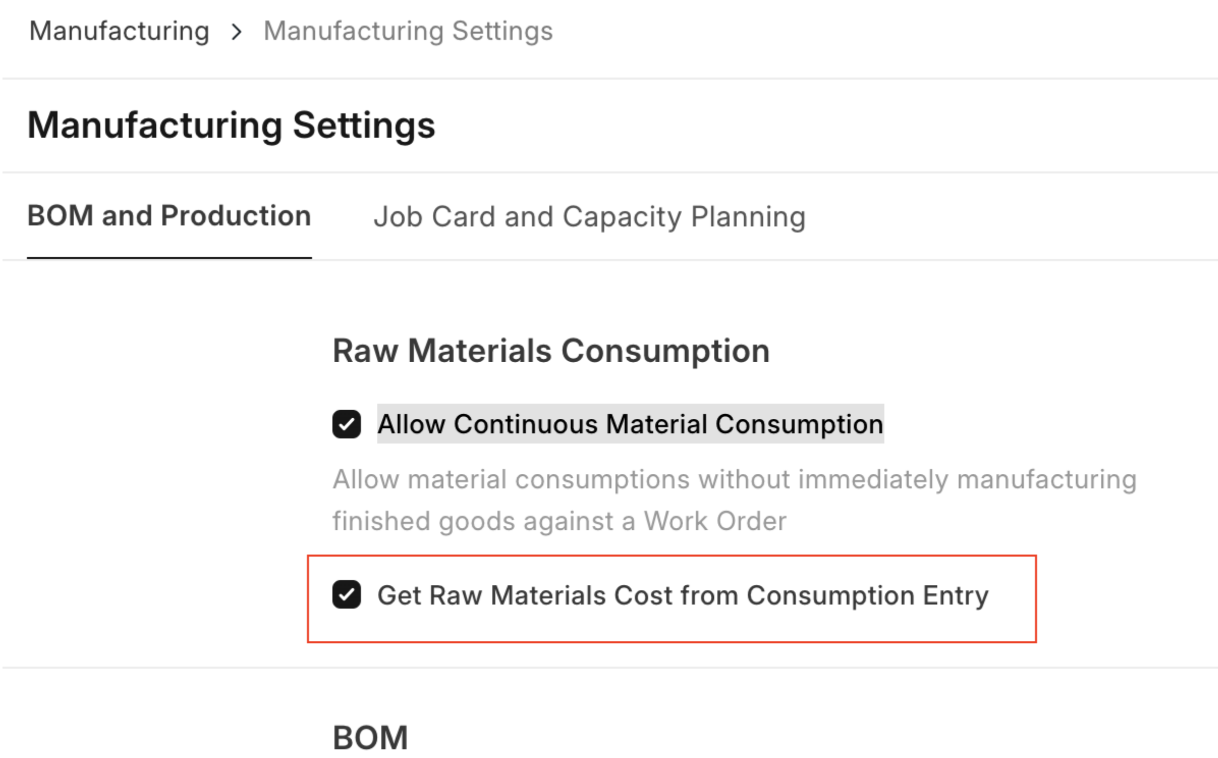
If user has changed the quantity in the "Material Transfer for Manufacture" or "Manufacture" stock entry, then system will throw the below error



If user has removed the item in the "Material Transfer for Manufacture" or "Manufacture" stock entry, then system will throw the below error



4. Get Raw Materials Cost from Consumption Entry

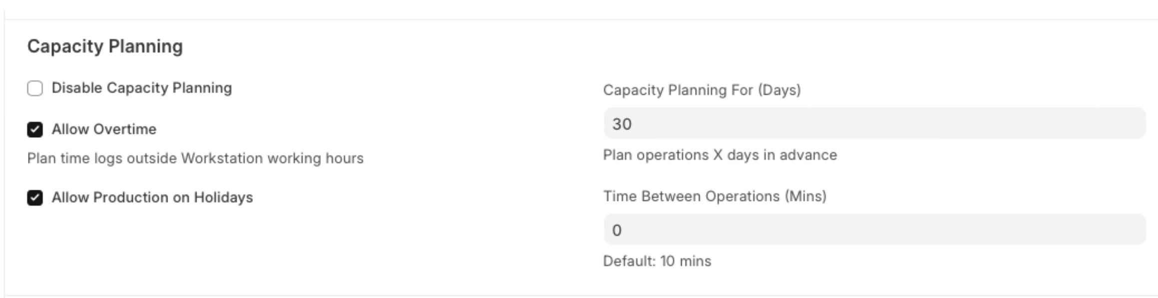


If the 'Allow Continuous Material Consumption' is enabled, then user can see the option 'Get Raw Materials Cost from Consumption Entry'.

The 'Get Raw Materials Cost from Consumption Entry', determines whether the cost of raw materials used in production should be automatically derived from the consumption entries recorded during the manufacturing process. When enabled, DellSuite calculates the cost based on the actual materials consumed, ensuring accurate cost tracking and financial reporting.

Capacity Planning

Capacity planning is the process in which an organization decides whether or not to accept the new orders based on the resources and existing work orders.



1. Disable Capacity Planning

If checked, capacity planning won't be done. Enabling it will help to decide whether or not to accept the new orders based on the resources and existing work orders.

2. Allow Overtime

If enabled it'll allow creating work orders, job cards etc. outside workstation working hours.

3. Allow Production on Holidays

If enabled, it'll allow production activities even on those days that are marked as holidays as per the Holiday List of the organization.

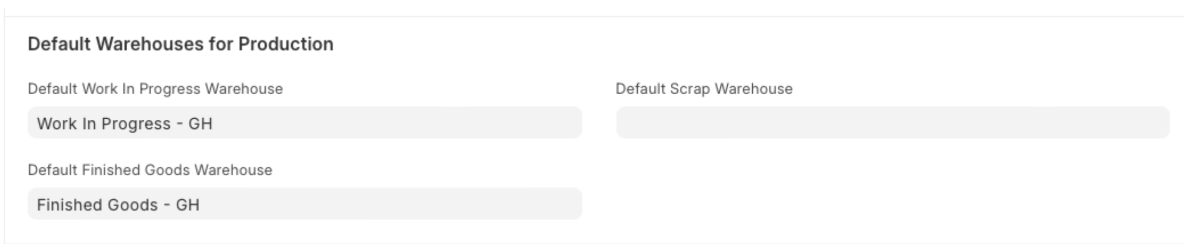
4. Capacity Planning for (Days)

The number of days specified here means the number of days in advance when the capacity planning activities will be initiated for production.

5. Time Between Operations (Mins)

This specifies the time span that should be kept between two operations in minutes.

Default Warehouses for Production



1. Default Work in Progress Warehouse

This Warehouse will be auto-updated in the 'Work In Progress' Warehouse field of Work Orders.

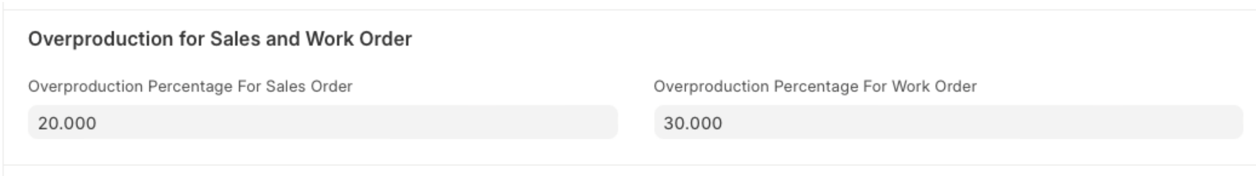
2. Default Finished Goods Warehouse

This Warehouse will be auto-updated in the 'Target Warehouse' field of Work Order.

3. Default Scrap Warehouse

This Warehouse will be auto-updated in the 'Scrap Warehouse' field of Work Order.

Over Production for Sales and Work Order



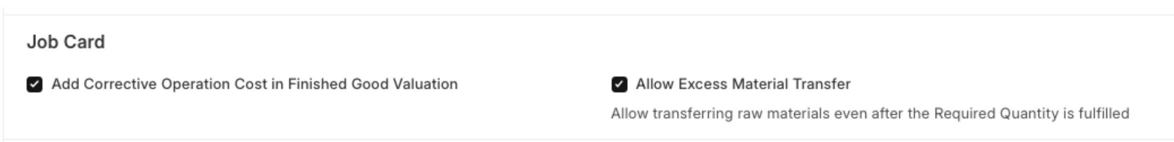
1. Overproduction Percentage For Sales Order

It allows you to specify a percentage by which production can exceed the sales order quantity.

2. Overproduction Percentage For Work Order

It defines the allowable percentage by which the actual production quantity can exceed the planned quantity specified in a work order.

Job Card



1. Add Corrective Operation Cost in Finished Good Valuation

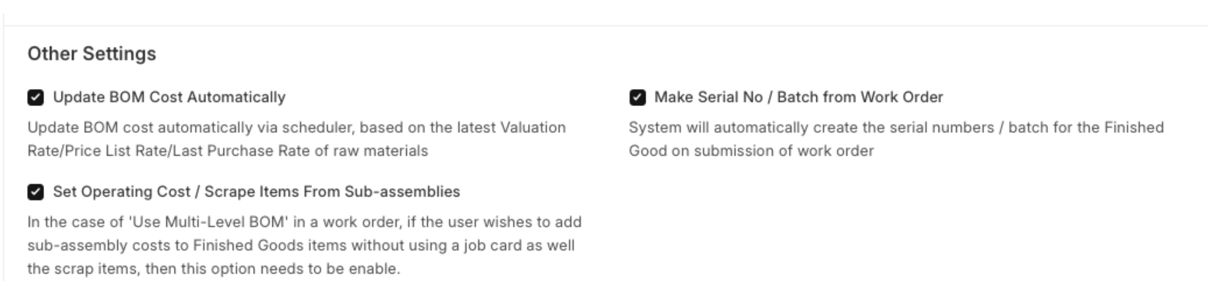
If enabled then the cost for a corrective operation type will also be included while calculating finished goods valuation

2. Allow Excess Material Transfer

If enabled, the **Material Transfer** button will be visible and will allow you to transfer raw materials even if after the raw material requirement is fulfilled against a Job Card.

This is particularly useful in cases where the transferred raw materials are damaged and additional raw materials need to be transferred to produce the same amount of finished goods as intended.

Other Settings



1. Update BOM Cost Automatically

If ticked, the BOM cost will be automatically updated based on Valuation Rate / Price List Rate / last purchase rate of raw materials.

2. Set Operating Cost / Scrape Items from Sub-assemblies

In the case of 'Use Multi-Level BOM' in a work order, if the user wishes to add sub-assembly costs to Finished Goods items without using a job card as well the scrap items, then this option needs to be enable.

3. Make Serial No/Batch from Work Order

If checked, system will automatically create the serial numbers / batches for finished goods on submission of Work Order

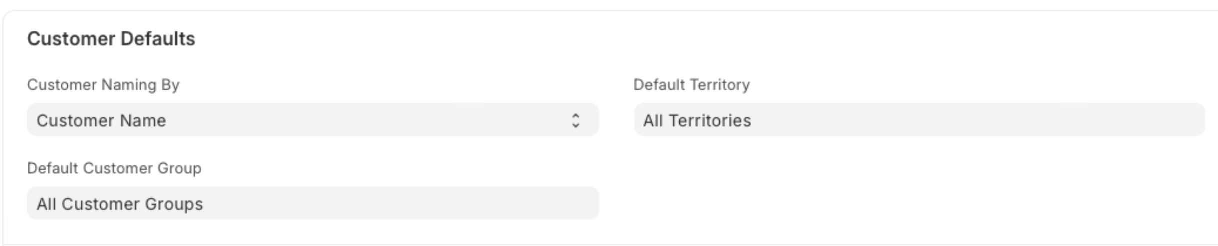
Selling Settings

Selling Settings is where you can define properties and validations which will be applied to the masters and transactions involved in the sales cycle.

To access Selling Settings, go to:

Home > Selling > Settings > Selling Settings

Customer Defaults



1. Customer Naming By

When a customer is saved, a unique ID is generated for that Customer.

By default, Customer ID is generated based on Customer Name.

If you wish to save Customer using a naming series, in the field Customer Naming Series, set value as "Naming Series". Example of Customer ID's saved in Naming Series - "CUST00001, CUST00002, CUST00003..." and so on.

2. Default Customer Group

Select a default Customer Group which will be auto-updated when creating a new Customer.

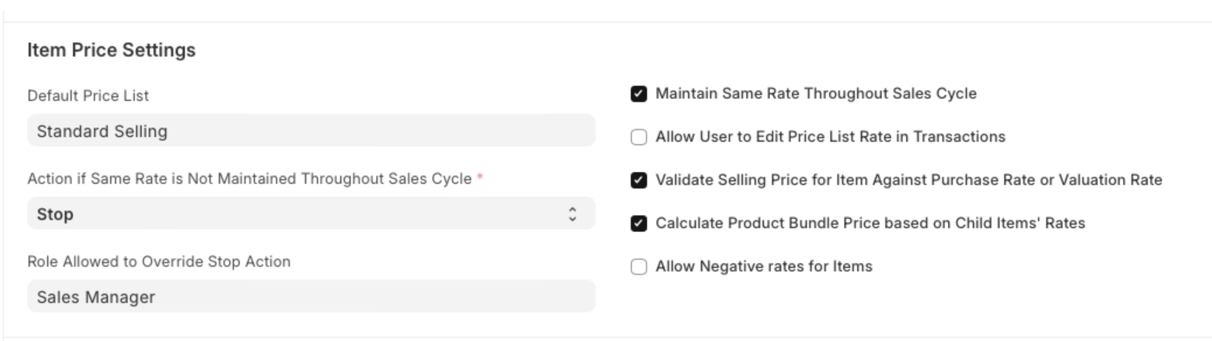
Quotations can be created for the Customers as well as for the Leads. When converting a Quotation into a Sales Order, which is created for a Lead, the system attempts to convert that Lead into a Customer. While creating Customer in the backend, the value for Customer Group is picked from Selling Settings. If no default values are found for Customer Group, then you will receive a validation message asking for the Customer Group. You can also manually convert a Lead into a Customer.

3. Default Territory

Select a default Territory which will be auto-updated when creating a new Customer.

Quotations can be created for the Customers as well as for the Leads. When converting a Quotation into a Sales Order, which is created for a Lead, the system attempts to convert that Lead into a Customer. While creating Customer in the backend, the value for Territory is picked from Selling Settings. If no default values are found for Territory, then you will receive a validation message asking for the Territory. You can also manually convert a Lead into a Customer.

Item Price Settings



1. Default Price List

Price List set in this field will be auto-updated in the Price List field of sales transactions like Quotation, Sales Order, Delivery Note, and Sales Invoice.

2. Maintain Same Rate Throughout Sales Cycle

It ensures that the same rate is maintained throughout the sales process. Once enabled, DellSuite will validate whether an Item's price is changing in a Delivery Note or Sales Invoice created from a Sales Order.

3. Action if Same Rate is Not Maintained Throughout Sales Cycle

You can configure the action that system should take if the same rate is not maintained in the "Action If Same Rate is Not Maintained Throughout Sales Cycle" field:

- **Stop**: DellSuite will stop you from changing the price by throwing a validation error.
- **Warn**: The system will let you save the transaction but warn you with a message if the rate is changed.

Note: This field will only be visible if Maintain Same Rate Throughout Sales Cycle is enabled.

4. Role Allowed to Override Stop Action

Allow users to add role to override "Stop" action for Maintain Same Rate Throughout Sales Cycle, if Action if Same Rate is Not Maintained was set to Stop.

Note: This field will only be visible if 'Maintain Same Rate Throughout Sales Cycle' is enabled and 'Action if Same Rate is Not Maintained' is set to Stop.

5. Allow User to Edit Price List Rate in Transactions

The item table in sale transactions has a field called Price List Rate. This field is non-editable by default in all the sales transactions. This is to ensure that the price of an item is fetched from Item Price record and the user is not able to edit it.

If you need the Item Price fetched from Price List of an item to be editable, you should uncheck this field.

6. Validate Selling Price for Item Against Purchase Rate or Valuation Rate

When making sales, it's important to know that you're not making losses. Enabling this validation will validate the item's Selling Price with its valuation/buying price. If an item's selling price is found to be less than it's buying price, then you will get a prompt when this checkbox is ticked.

7. Calculate Product Bundle Price based on Child Items' Rates

Enabling this will do the following:

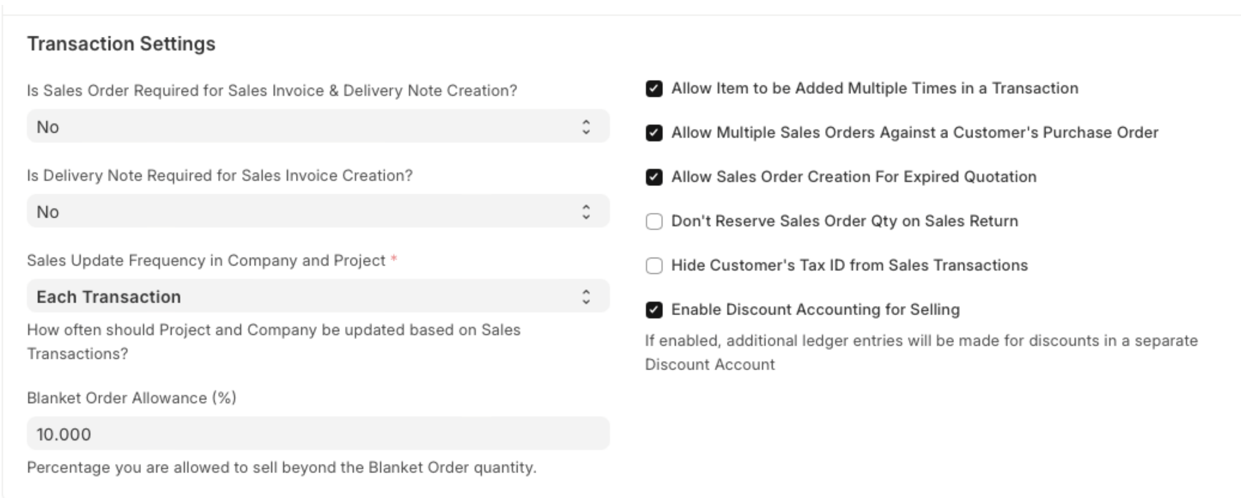
- Make the Rate column of all Packed/Bundle Items tables editable.
- Calculate the prices of all Product Bundles in the Items table, based on the prices of its Child Items, specified in the Packed/Bundle Items table.

Note: If this is enabled, updating the rate of the Product Bundle in the Items table will not change its price. It will get reset to the price based on its Child Items on saving the doc.

8. Allow Negative Rate for Items

Enable this option to permit the use of negative rates for items in sales transactions. This setting is useful for applying substantial discounts, processing refunds or returns, and handling special promotional pricing.

Transaction Settings



1. Is Sales Order Required for Sales Invoice & Delivery Note Creation?

If you wish to make Sales Order creation mandatory before the creation of a Sales Invoice or a Delivery Note, then you should set the 'Sales Order Required' field as 'Yes'. By default, this will be 'No'.

This configuration can be overridden for a particular customer by enabling the "Allow Sales Invoice Creation Without Sales Order" checkbox in customer master.

2. Is Delivery Note Required for Sales Invoice Creation?

To make Delivery Note creation as mandatory before Sales Invoice creation, you should set this field as 'Yes'. By default, this will be 'No'.

This configuration can be overridden for a particular customer by enabling the "Allow Sales Invoice Creation Without Delivery Note" checkbox in customer master

3. Sales Update Frequency

The frequency at which project progress and company transaction details will be updated. By default it is for Each Transaction, you can also set it to Daily or Monthly if you have a lot of transactions every day.

4. Blanket Order Allowance (%)

It indicates the percentage one is allowed to sell beyond the Blanket Order quantity

5. Allow Item to be Added Multiple Times in a Transaction

This is a validation check which prevents an item from being added multiple times in the same transaction when unchecked. In some cases, this might be an explicit need if so check this box.

6. Allow Multiple Sales Orders Against a Customer's Purchase Order

When creating a Sales Order, you can update the Purchase Order ID and Date received from the Customer. You can create only one Sales Order against the Customer's PO No. and Date. However, if you wish to allow the creation of multiple Sales Orders against the same PO No. of the Customer, tick the checkbox "Allow multiple Sales Orders against a Customer's Purchase Order".

7. Allow Sales Order Creation For Expired Quotation

This allows creation of sales orders from quotations that have passed their expiration date, providing flexibility in processing orders despite outdated quotes.

8. Don't Reserve Sales Order Qty on Sales Return

It prevents the automatic reservation of stock quantities from sales orders when processing sales returns.

9. Hide Customer's Tax ID from Sales Transactions

As per the statutory requirement, most of the Customers have unique Tax ID assigned to them. They also need to have this tax ID fetched in the selling transactions. However, if you don't wish to use this functionality, you can disable by checking this property.

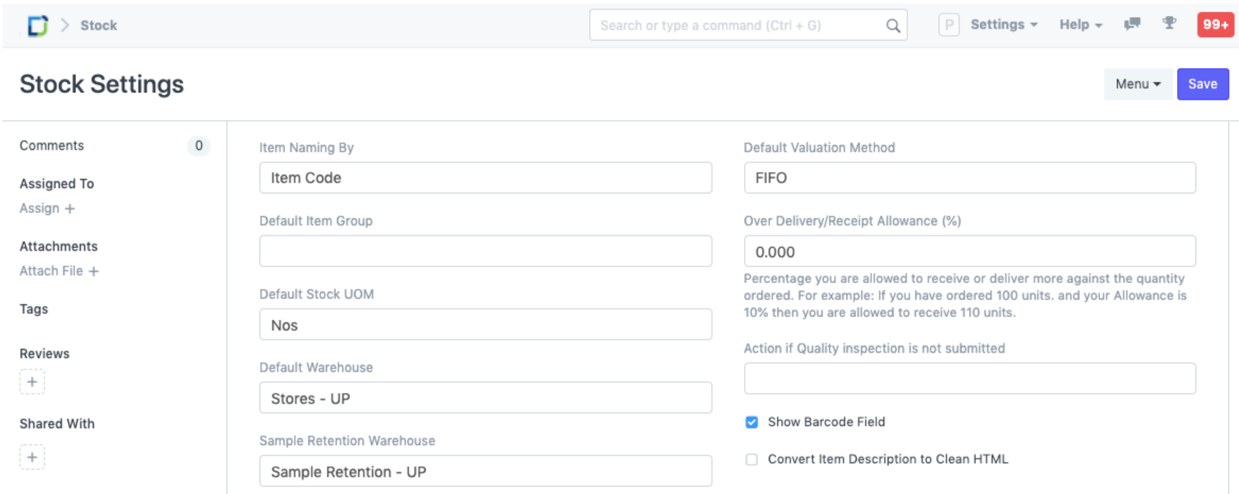
10. Enable Discount Accounting for Selling

Once enabled, additional ledger entries will be made for discounts in a separate Discount Account

Stock Settings

You can set default settings for your stock related transactions from the Stock Settings page...

1. Item Naming By



By default, the Item Name is set as per the Item Code entered. If you want Items to be named by a set Naming Series choose the 'Naming Series' option.

2. Defaults

2.1 Default Item Group

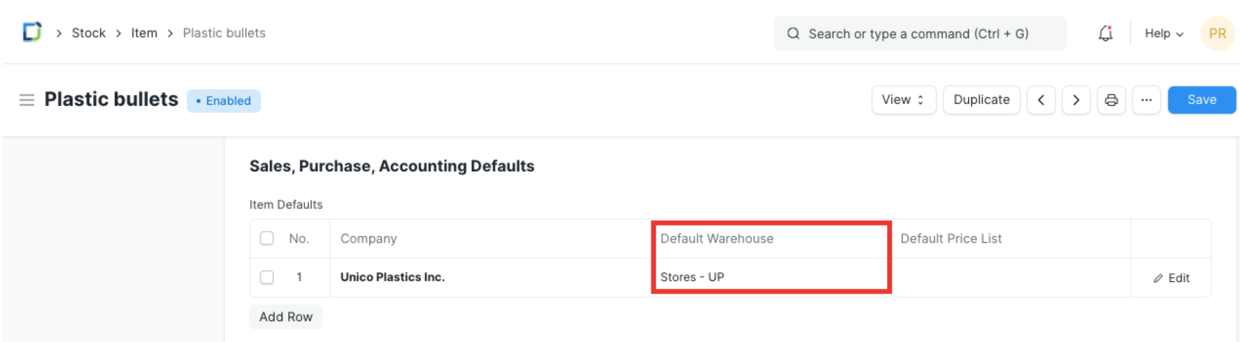
This will be the default item group allocated to a newly created item. Item groups are useful for classification and setting properties for the whole group. To know more visit the Item Group page.

2.2 Default Stock UOM

The default unit of measure for stock is set as numbers (Nos), it can be changed from here.

2.3 Default Warehouse

Set the default Warehouse from which the stock transactions are done. This will be fetched into the Default Warehouse in the Item master:



2.4 Sample Retention Warehouse

This is the Warehouse where sample retentions are stored.

2.5 Default Valuation method

FIFO - first in first out or moving average valuation for your items. The default method is FIFO. If you select Moving Average, new Items will be valuated on Moving Average. You can change this when creating new Items in the Item form. Once the Item is saved, the Valuation Method cannot be changed.

3. Limit Percent

This is the percentage you are allowed to receive or deliver more against the quantity ordered. For example: If you have ordered 100 units, Supplier sends 120 units and the percentage is set to 10% then you are allowed to receive 110 units. By default, this is set to 0.

4. Role Allowed to Over Deliver/Receive

Users with this role are allowed to over deliver/receive against orders above the allowance percentage

5. Show Barcode Field

A field to enter Barcode details for an item. If unticked, the field won't be visible in the Item form.

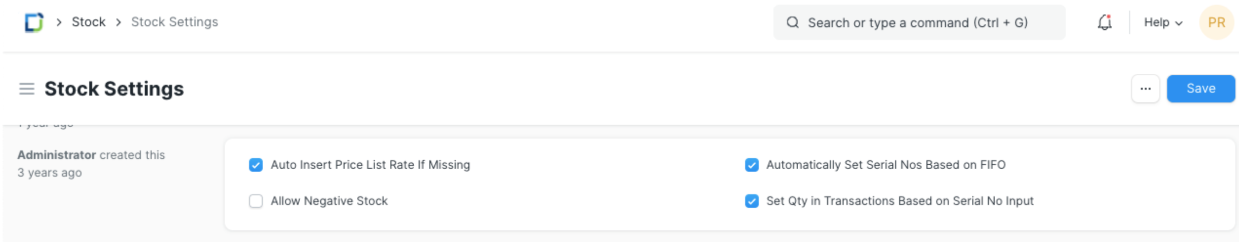
6. Convert Item Description to Clean HTML

Usually, descriptions are copy-pasted from a website or Word/PDF file and they contain a lot of embedded styles. This messes up the Print view of your invoices or quotes.

To fix this, you can check "Convert Item Description to Clean HTML" in Stock Settings. This will ensure that when you save the Items, their descriptions will be cleaned up.

If you want to control your description, views, and allow any HTML to be embedded, you can uncheck this property.

7. Auto insert



7.1 Auto insert Price List rate if missing

Enabling this will insert an Item Price to the Price List of an Item automatically when using the Item in its first transaction. This price is fetched from the 'Rate' set in the first transaction with the Item. The Price List depends on whether you're using a Purchase or Sales transaction.

Note that, the Item Price will be automatically inserted only in the first transaction if not already present.

If this is unticked, the 'Standard Selling Rate' set in the Item when creating the Item will be added as Item Price.

7.2 Automatically Set Serial Nos based on FIFO

Serial numbers for stock will be set automatically based on the Items entered based on first in first out. The Serial Numbers will be set automatically in transactions like Purchase/Sales Invoices, Delivery Notes, etc.

8. Allow Negative Stock

This will allow stock items to be displayed in negative values. Using this option depends on your use case. For example, the stock transaction entries are entered at the weekend or month-end. In this case, negative stock needs to be enabled so that you can continue with your purchase/sales transaction entries.

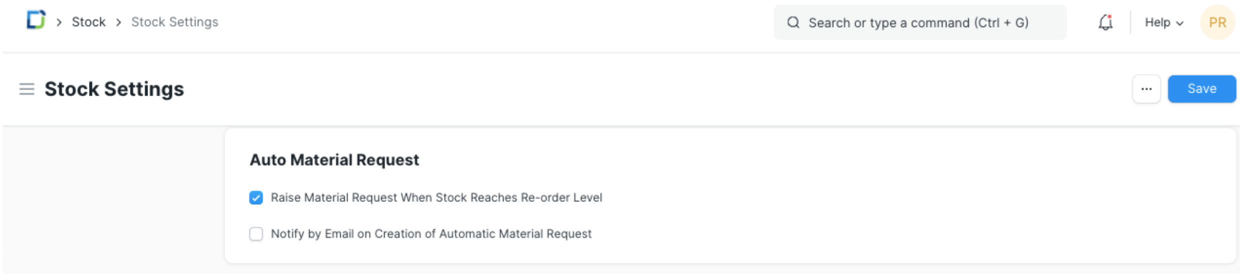
Instead of enabling negative stock globally you can also enable it for specific items.

Allow Negative Stock has removed for Serial / Batch Items from version 15. So from version 15, users won't be able to make negative stock transactions for serial /batch items even though Allow Negative Stock has enabled in the Stock Settings.

9. Set Qty in Transactions based on Serial No Input

The quantity of items will be set according to the serial numbers. For example, if the user has added serial nos like A001, A002, and A003 then the system will set the quantity as 3 in the transaction.

10. Automatic Material Request



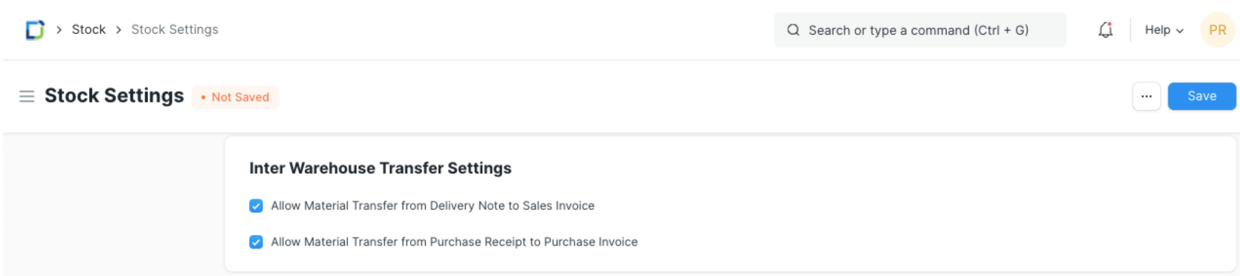
10.1 Raise Material Request when the stock reaches re-order level

This option is useful if you want to ensure a constant supply of raw materials/products and avoid shortage. A Material Request will be raised automatically when stock reached the re-order level defined in the Item form.

10.2 Notify by Email on the creation of automatic Material Request

An email will be sent to notify the User with the role 'Purchase Manager' when an automatic Material Request is created.

11. Inter Warehouse Transfer Settings



11.1 Enable customer warehouse for material transfer from Delivery Note and Sales Invoice

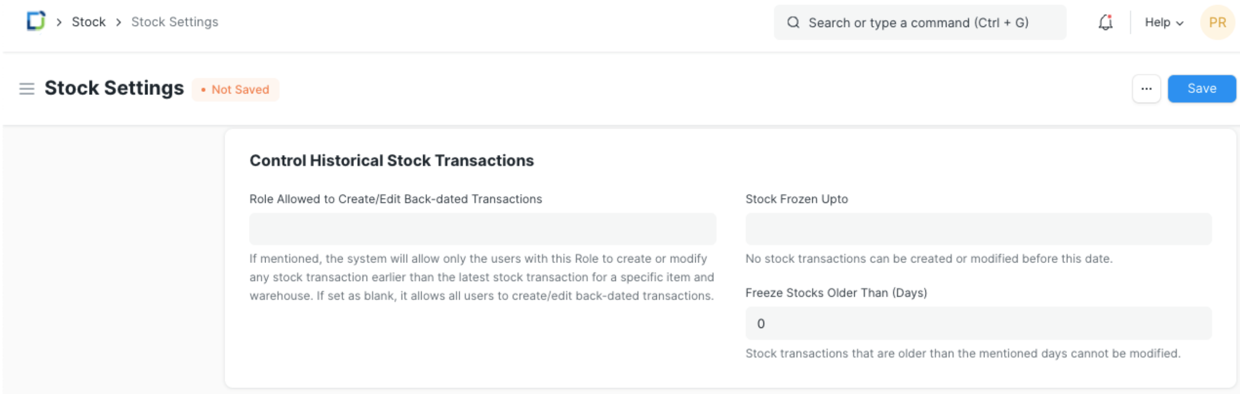
This option is useful when material transfer needs to be presented as a Delivery Note. For example, if there are statutory requirements where taxes are to be applied on each transfer of Material. It is easier to manage in a transaction like Delivery Note, than in the Stock Entry

11.2 Enable supplier warehouse for material transfer from Purchase Receipt and Purchase Invoice

Similar to above option this option is useful when material transfer needs to be presented as Purchase Receipt.

12. Freeze Stock Entries

The User will not be allowed to make stock postings beyond this date.



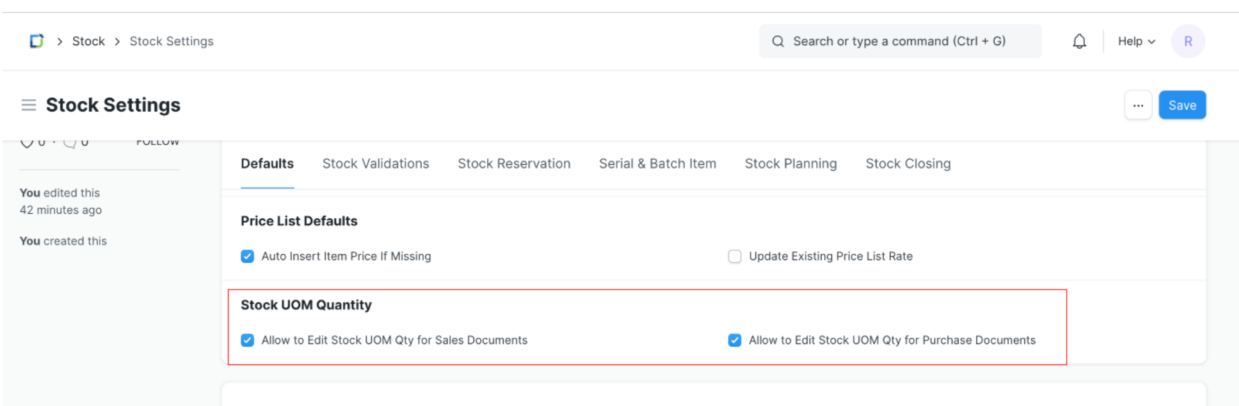
- **Stock Frozen Upto**: A threshold date till which stocks will be frozen.
- **Freeze Stocks Older Than [Days]**: Stocks older than x days will be frozen. This is calculated based on the creation date of the item.
- **Role Allowed to edit frozen stock**: The role you choose here will be allowed to edit frozen stock.

13. Batch identification

Global setting for batches of stocks to be identified by a Naming Series. You can override this in the Item DocType.

14. Allow to Edit Stock Quantity

Enable "Allow to Edit Stock UOM Qty for Sales Documents / Allow to Edit Stock UOM Qty for Purchase Documents" in the stock settings.

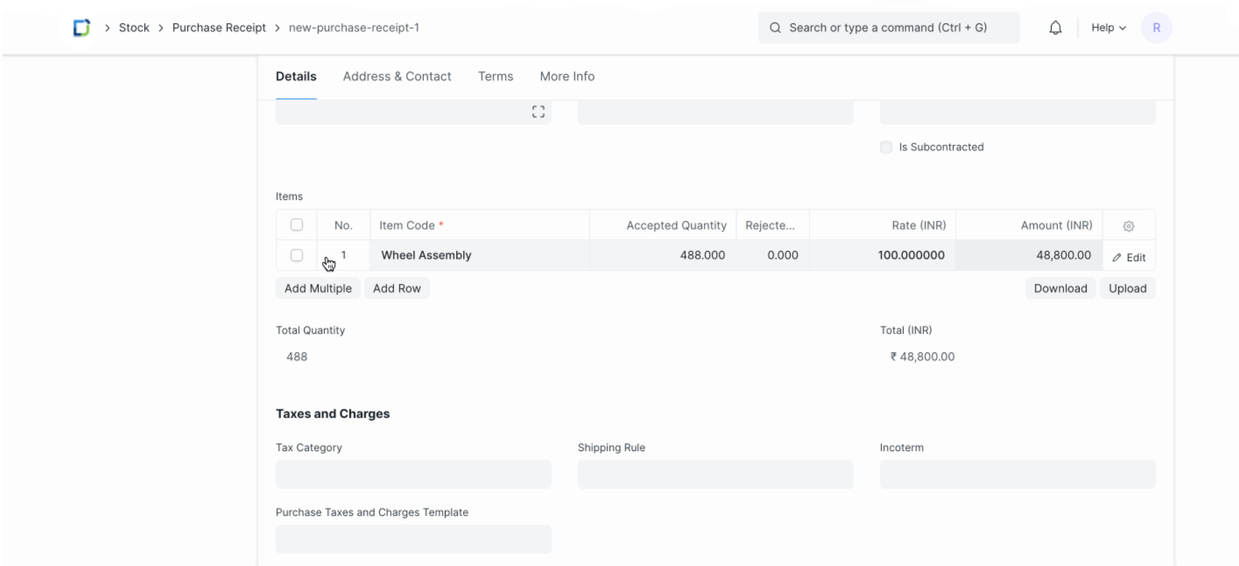


Why to Edit Stock Qty / Qty as Per Stock UOM

If you're using multi-uom and your stock uom is a whole number, then you might face the issue that the Stock UOM should be non-decimal. Users experience this problem when they are unable to set an accurate conversion factor.

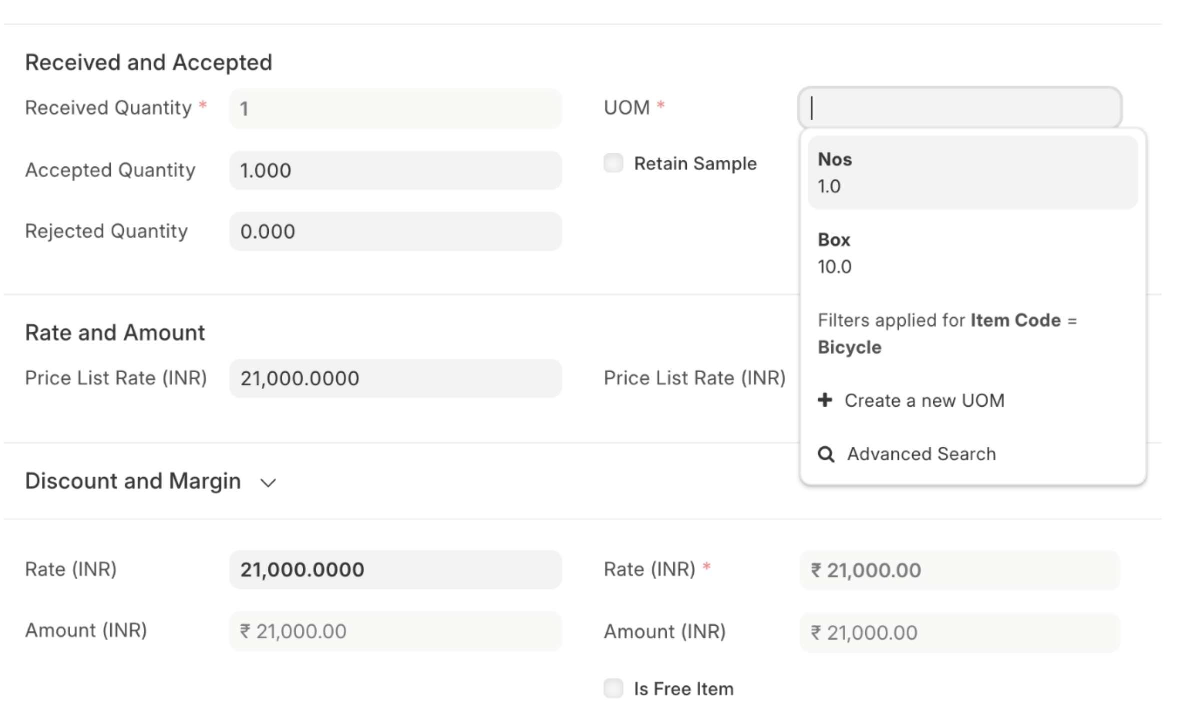
Solution

User will set the Stock Quantity and system will calculate the conversion factor



15. Allow UOM with Conversion Rate Defined in Item

If enabled, the system will allow selecting UOMs in sales and purchase transactions only if the conversion rate is set in the item master.

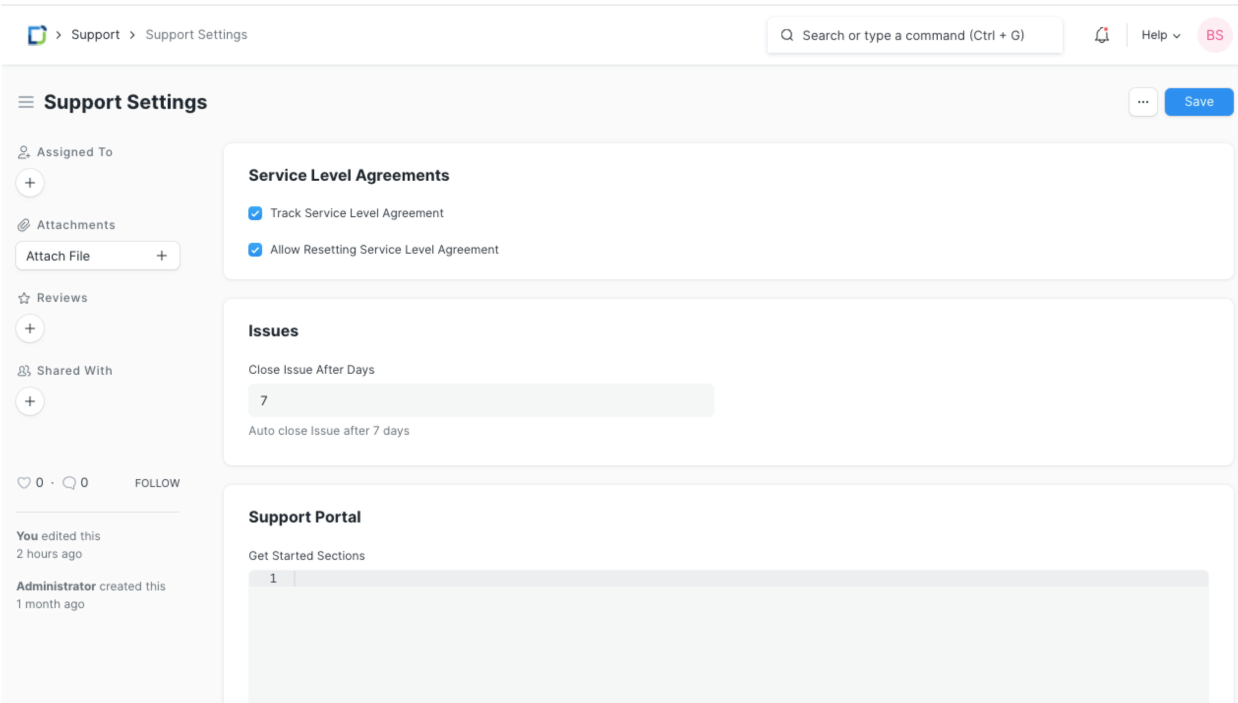


Support Settings

All the global settings for support related documents can be found in Support Settings.

To access Support Settings, go to:

Home > Support > Settings > Support Settings



1. Service Level Agreements

1.1 Track Service Level Agreement

Enable this feature to start using and tracking Service Level Agreement in Issues.

1.2 Allow Resetting Service Level Agreement

It enables the support team to reset the SLA timers under specific conditions. This can be particularly useful in scenarios where the initial SLA timers need to be adjusted due to changes in the ticket status or additional information being provided by the customer.

2. Issues

2.1 Close Issue After Days

Any "Replied" or "Resolved" issue will be closed after the number of days defined in this field. However, if the Customer replies to a closed Issue, the Issue will Open again.

Website Settings

Website related settings like landing page and website wide theme can be configured here.

To access Website Settings, go to:

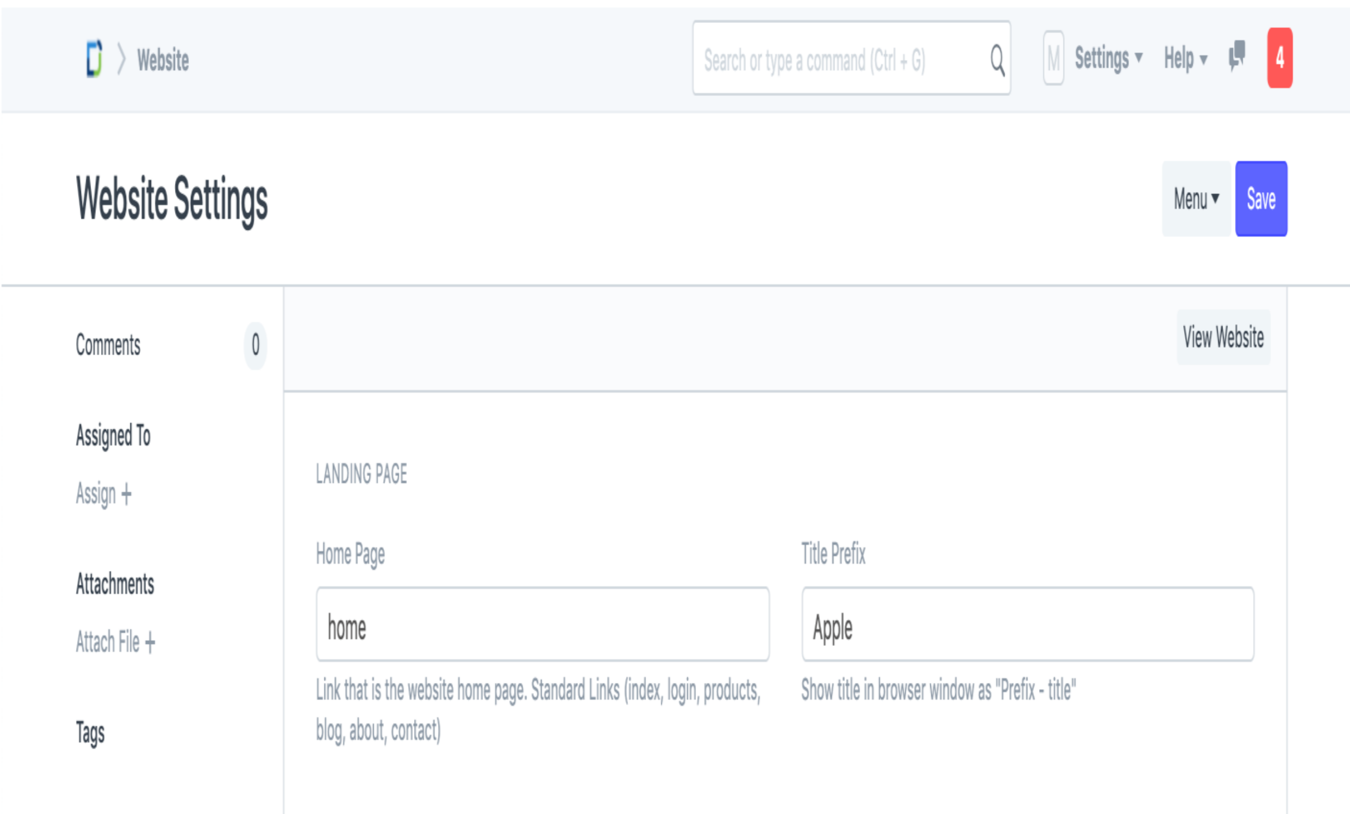
Home > Website > Setup > Website Settings

1. Landing Page

Configure the default landing page of your website by setting the **Home Page** field to the route of that page. You can put any route here including standard routes like `home`, `about`, `contact`, `login`, `all-products`, and `blog`.

You can also set a Web Page as the landing page.

If you want to use the DellSuite Homepage, you must set it as `home`.



Website Settings - Landing Page

You can also set the **Title Prefix** here. It will be appended to the browser title on every page. You can put your company name here.

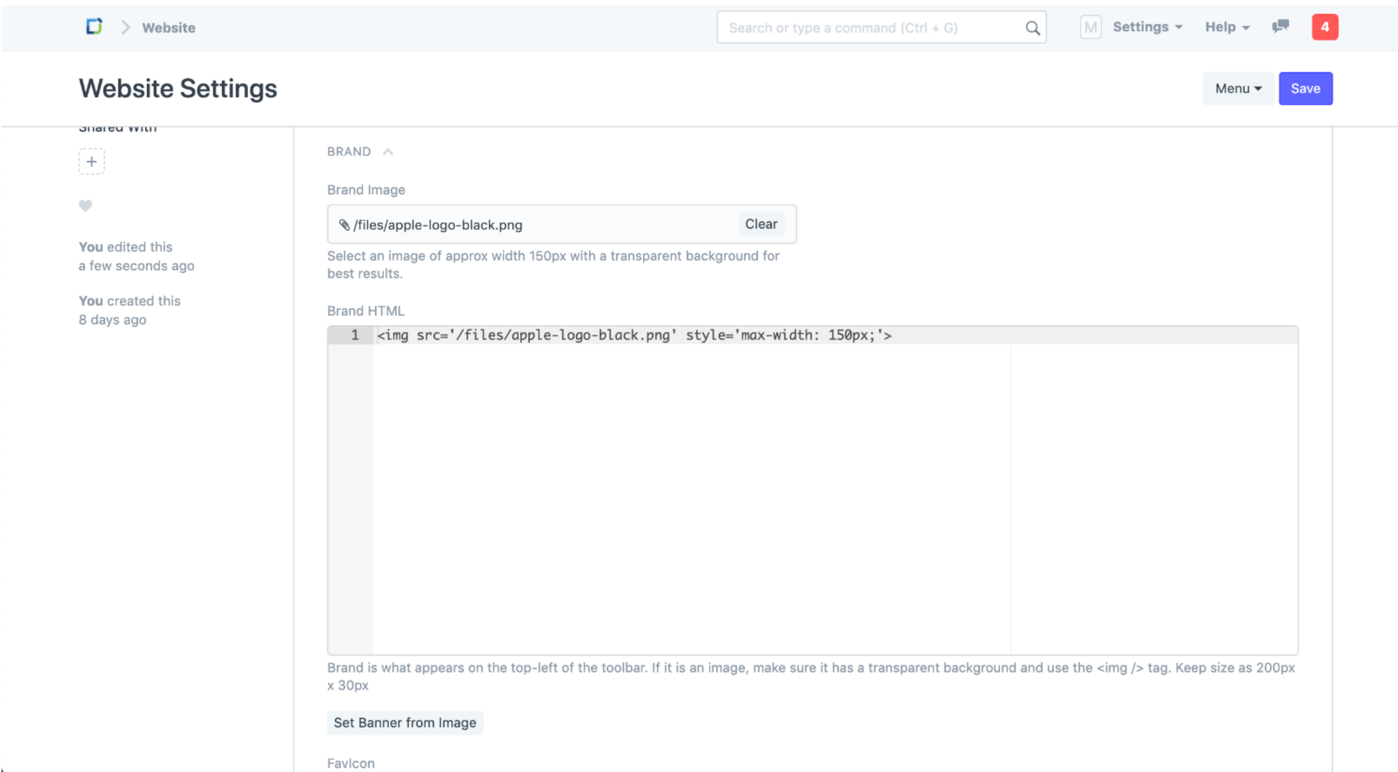
2. Website Theme

Create a personalized theme for your Website and set it here.

3. Brand

3.1 Brand Logo

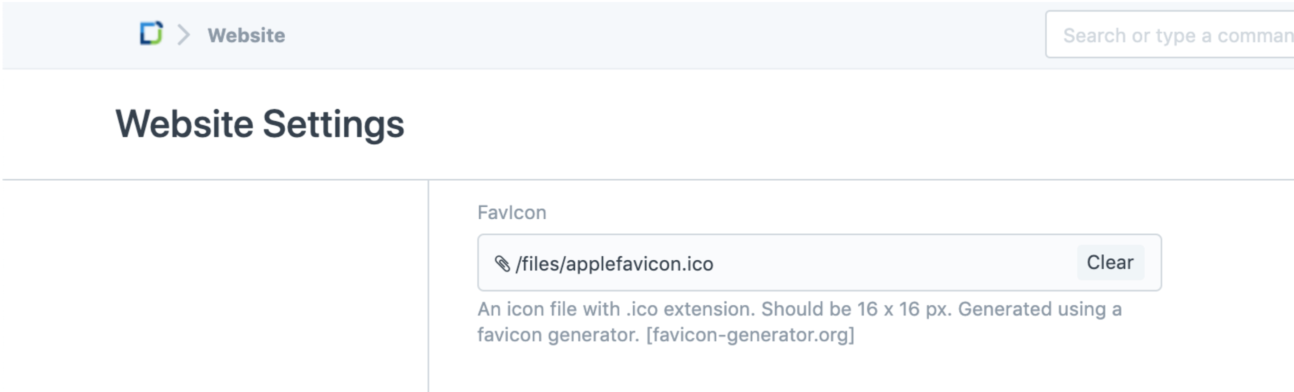
You can set the brand logo for your website in this section. Upload the Brand Image first and then click on "Set Banner from Image" button. It will generate a Banner HTML with your uploaded logo.



Website Settings - Banner Image

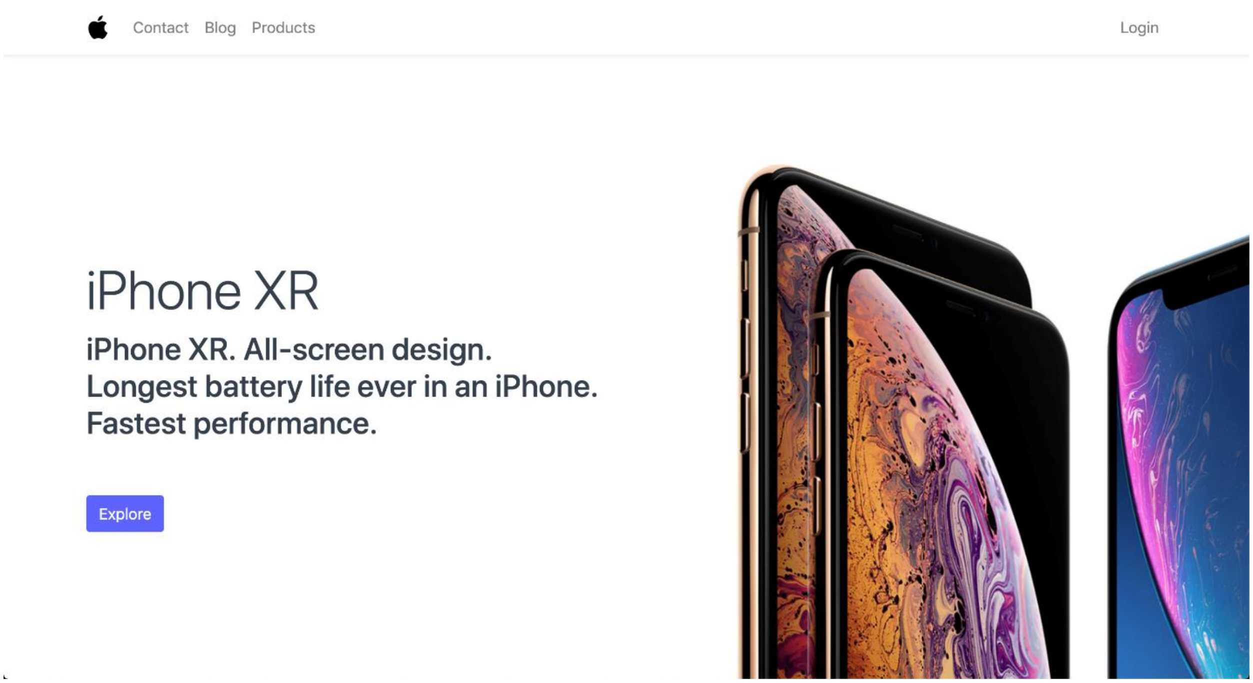
3.2 Favicon

You can also set the favicon of your website in this section. It appears on the left side of the browser tab.



Website Settings - Favicon

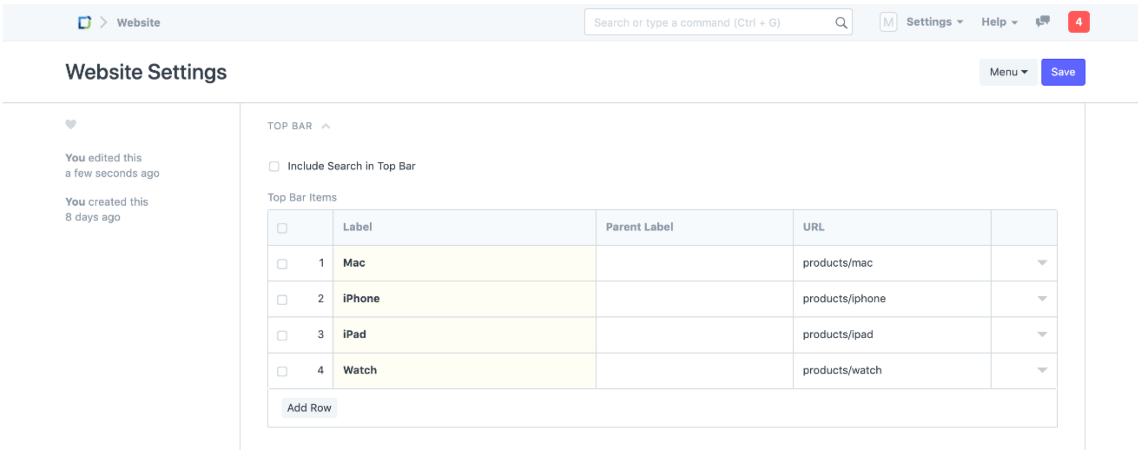
View your website by clicking on **View Website** in the action bar on top right.



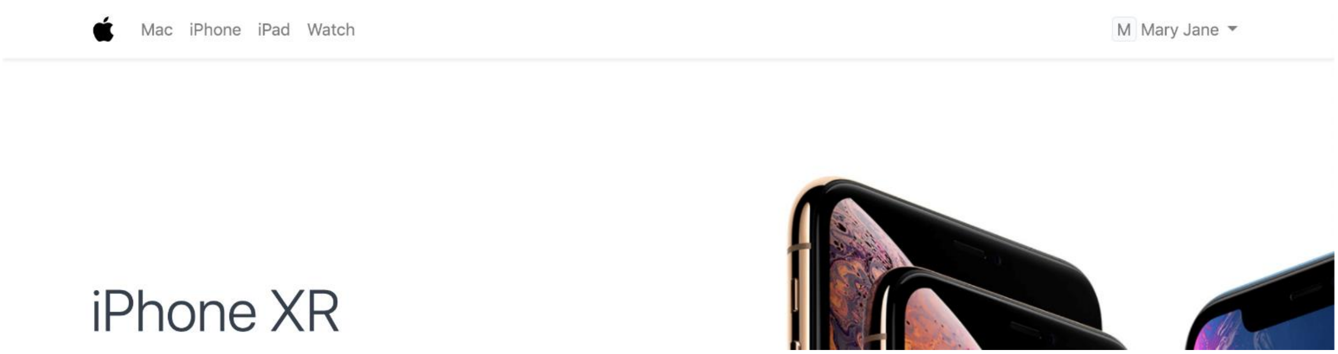
Website with Brand and Favicon

4. Top Bar

You can customize the menu items in the navbar of your website from the **Top Bar** section.



Website Setting - Top Bar

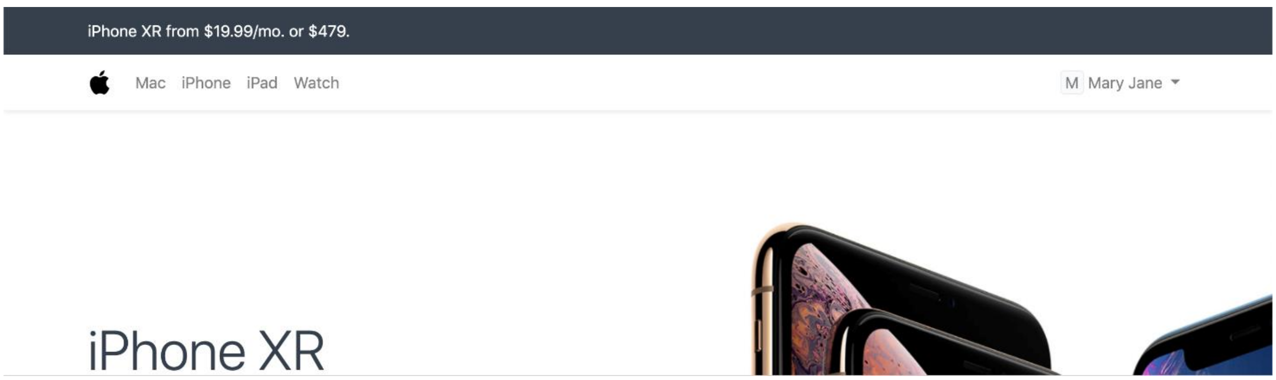


Website Navbar Items

5. Banner

You can add a persistent banner to your website which will be shown above the navbar on all web pages. You can write any valid Bootstrap 4 markup here.

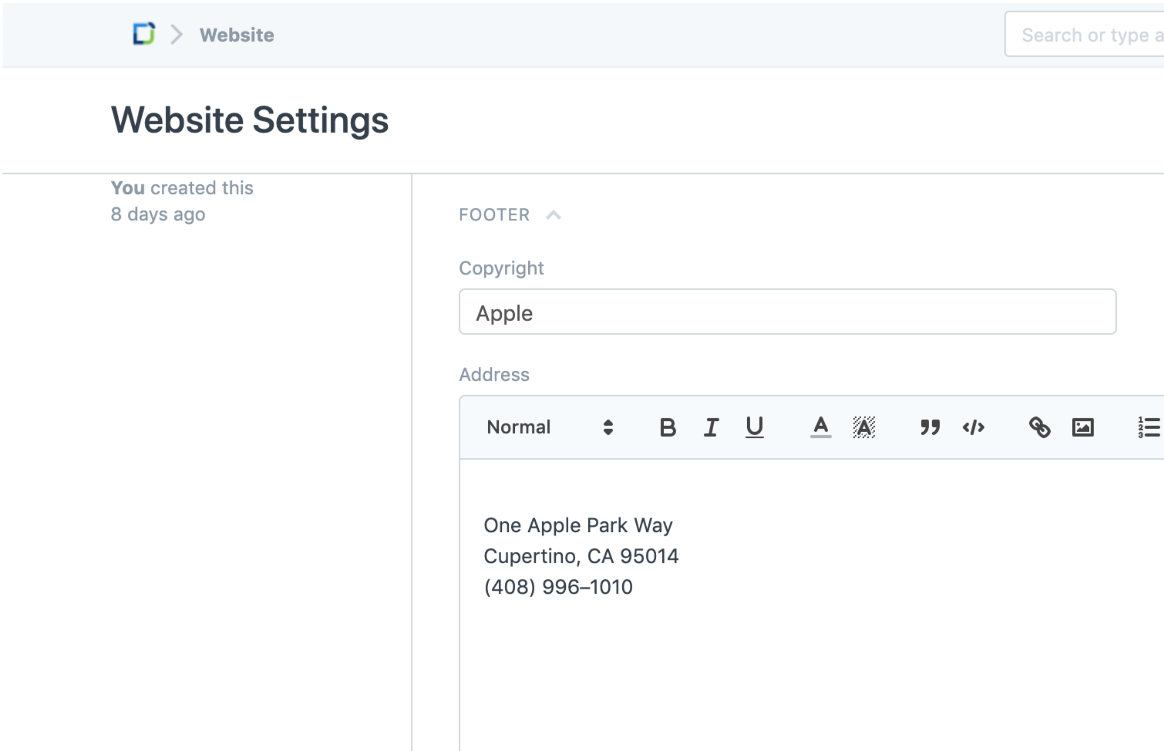
Website Settings - Banner



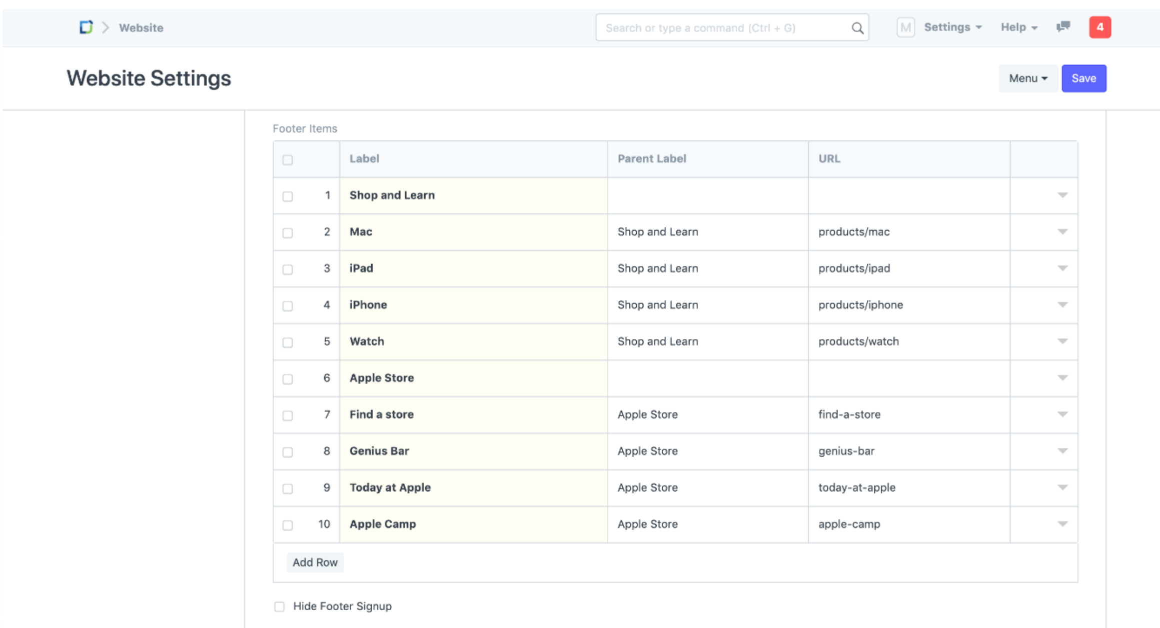
Website Banner

6. Footer

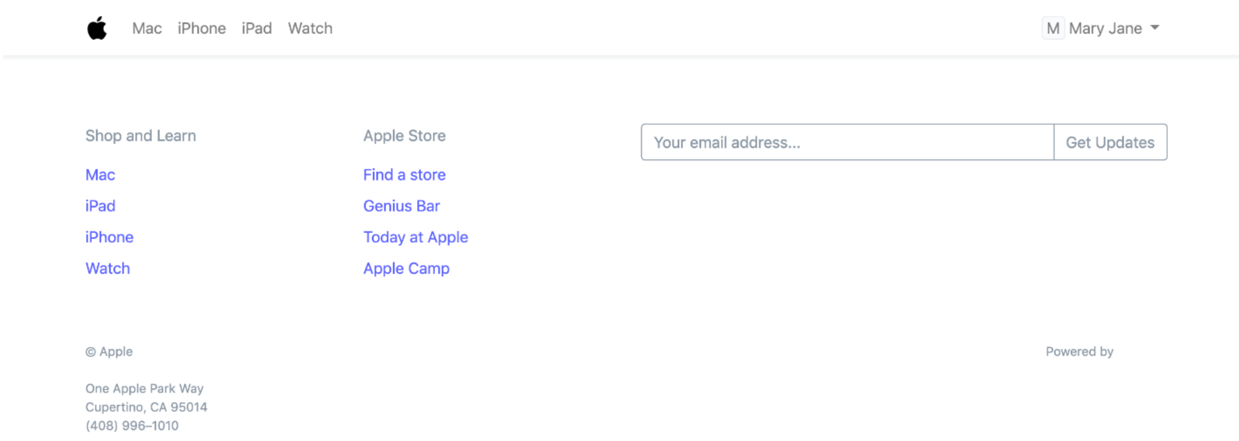
You can add address information and categorized links to your footer in the **Footer** section.



Website Settings - Footer Address



Website Settings - Footer Links



Website Footer

Configuring "Powered by" Section

You can configure Powered by section by editing "Footer Powered By"

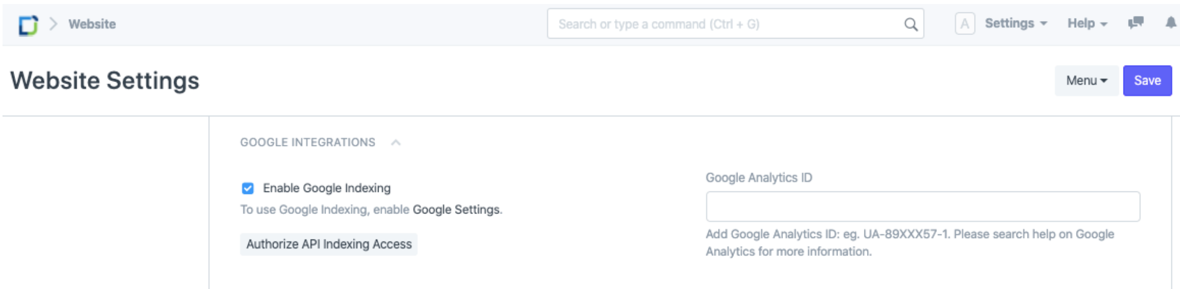
7. Google Integrations

7.1 Google Indexing

How to set up automated Google Indexing

In order to allow DellSuite to request Google crawlers to index a web page, you need to authorize DellSuite to send a request whenever the user requests the data. Google Drive Integration is set up with the following steps:

- Create OAuth 2.0 Credentials via
- Enable indexing in the Website Settings
- Now click on **Authorize API Indexing Access** to authorize DellSuite to send a publish request.
- Once Authorized, an indexing request is automatically sent on creation/update/trash of any new blog post or web pages created via the user.



Google Integrations

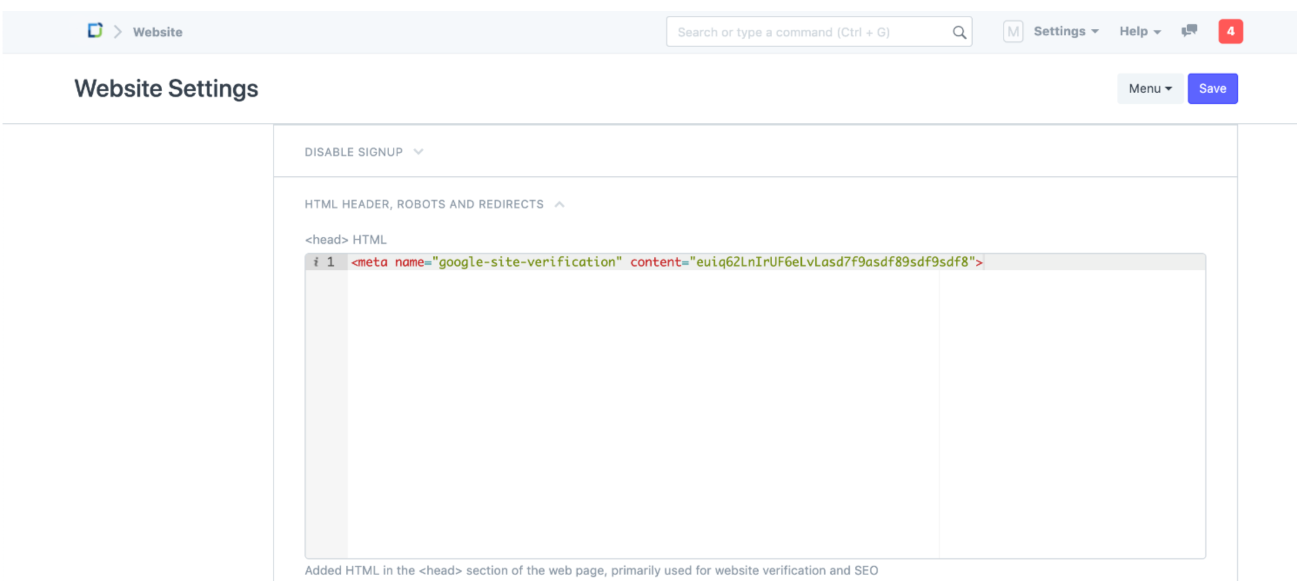
7.2 Google Analytics

You can enable Google Analytics on your website. Just get your Google Analytics ID from your Google Console and set it here.

By default, Google Analytics will collect the full IP address of your website visitors. By checking "Google Analytics Anonymize IP", DellSuite will instruct Google Analytics to anonymize the IP address before it is sent to Google servers. You can find out more about the effect of this setting in Google's documentation.

8. HTML Header

You can use this section to set meta tags across all of your web pages. A common use case is to add Google site verification tags.



Website Settings - Header

9. Robots

You can define robots.txt rules in this section. This information is used by web crawlers to decide which pages to index and which to skip.

Website Settings - Robots

Learn more about robots.txt at [Moz - Robots.txt]

11. Chat

You can enable website visitor chat on your website in the Chat section. The chat widget will be shown between **From** time and **To** time. You can also set **Chat Operators** (Users) who will get notified when a visitor sends a message.

Chat is an experimental feature.

Email Settings

There is a process for configuring email in DellSuite that can greatly enhance communication and productivity within the system. By configuring your email settings, you can seamlessly send and receive emails directly from DellSuite which allows efficient correspondence with clients, suppliers, and team members in order to maintain transparency.

Additionally, the users can personalize email templates, set up auto-replies, and schedule email notifications, enhancing productivity and streamlining communication workflows within the ERP system.

Email Domain

The `Email Domain` is the display name of an email network/service account you're setting up for your email services in DellSuite and other Frappe apps.

You can configure Email Domains in DellSuite for easy setup of all Email Accounts. To find Email Domain settings go to:

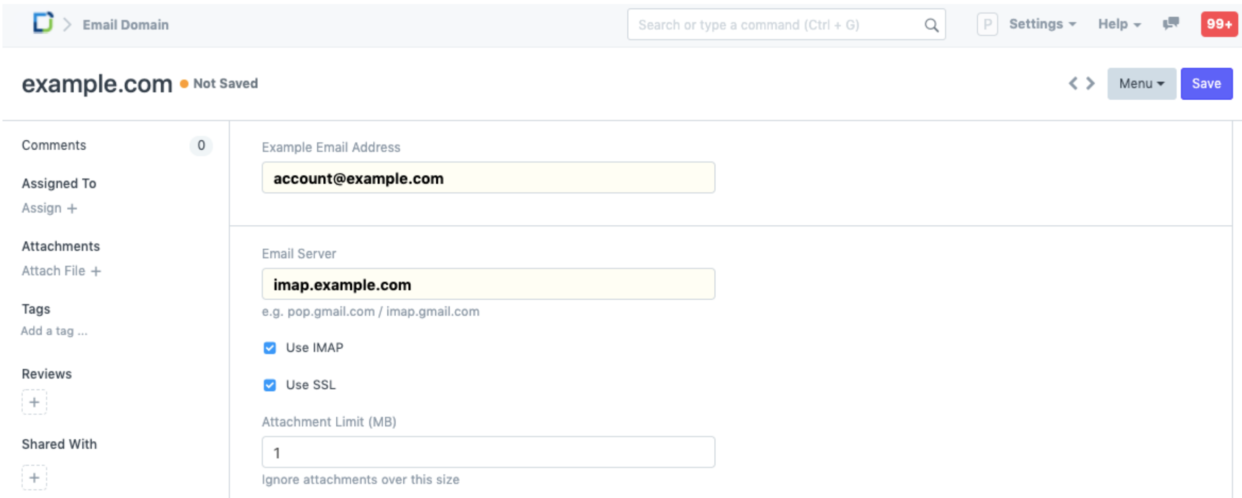
Home > Settings > Email Domain

What is my Email Domain? You might have purchased an Email service from your internet service provider or your IT services provider. For example, if you access your business mailbox with URL like http://mail.yourcompany.com, then yourcompany.com is expected to be used as your email domain. DellSuite tries to guess the `Email Domain` from your initially entered example `Email Address` if you started from there.

If you want to send and receive emails on your DellSuite account, you need to correctly setup an `Email Domain`. You may be using free mail services like GMail or Yahoo. In this case, you don't need to create a domain, instead select a service provider from the list. However, you might have to allow access to DellSuite for your GMail account.

DellSuite creates a template `Email Domain` using example.com for your reference. You should add your new domain if you want to use it in your DellSuite account.

IMPORTANT: If your actual mail account id differs from the work email address you use in the `Email Account` setup later, you need to use the option `Use different Email ID` when creating the different work mail accounts to communicate with your service and use the related password!



1. How to create an Email Domain

1. Go to the Email Domain list, click on New.
2. Enter the Example Email Address. This is where you enter your business email address. For example, if your email ID is yourname@yourcompanyname.com you should enter this.
3. Email Server. This is the URL of your mail server or the email service that you have purchased. For example, it may be mail.yourcompany.com or imap.yourcompany.com.
4. Use IMAP. IMAP and POP are two services used by most mail servers for incoming emails. If your Email server allows IMAP service for the incoming emails keep this checked. Otherwise, leave this unchecked.
5. Use SSL. If your mail server uses SSL (Secure Socket Layer) communication keep this checked.

   Do I have SSL? You may have purchased SSL certificate from your IT service provider for SSL and they may have set up SSL for your mail server. If you're using 'https' while accessing mail server over browser, then you might have SSL setup.
6. Use SSL for Outgoing. If your mail server uses SSL for outgoing, enable this to explicitly use SSL for outgoing emails. Defaults to port 465.
7. Append Outgoing Email to Send Folder. If you are not using standard mail servers provided by GMail and similar services, you might need to enable this option to append all outgoing emails to the email account's inbox. (Recommended for email servers like Zimbra and CPanel).
8. Attachment Limit (MB). You can limit the size of file attachments in emails sent from DellSuite.

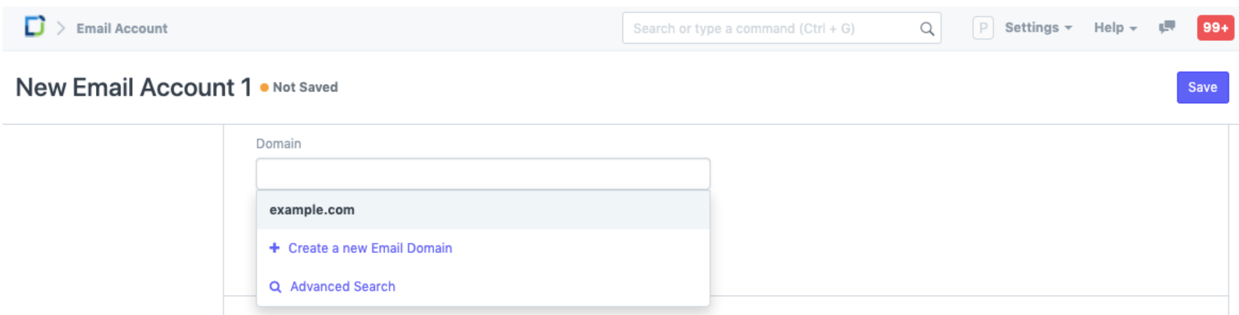
9. SMTP Server is the outgoing email service address of your email server.

10. Tick Use TLS if your SMTP service supports TLS for security.

11. Default port. SMTP service is usually set on port 25. If your email server is set up on a separate port number, you can set that up here.

1.1 After saving the domain

Once you click on save, these settings are validated by DellSuite and the Email Domain gets saved. Sometimes this could take a few seconds and you might have to wait. This email domain is then available in a dropdown called Domain in the Email Accounts screen.



Entered everything but still unable to setup Email Domain?

If you've entered and verified the above settings and are still unable to setup Email Domain, you can contact DellSuite support within your account for help.

Email Account

You can sync your email account with DellSuite to send and receive emails from DellSuite.

You can manage multiple incoming and outgoing Email Accounts in DellSuite. There has to be at least one default outgoing account and one default incoming account. If you are on the DellSuite cloud, the default outgoing email is set by us.

To access Email Accounts, go to:

Home > Settings > Email Account

1. Prerequisites

Before creating an Email Account, you need an Email Domain. However, you can skip creating an Email Domain if you're using one of the services listed below, then create here for set up

- **Gmail**

- **Yahoo**
- **Sparkpost**
- **SendGrid**
- **Outlook.com**
- **Yandex.mail**

2. How to create an Email Account

1. Go to the Email Account list, click on New.
2. Enter the email address with the domain. Domains need to be created in order to create an email account.
3. Enter the email account password.
4. Save. If the credentials are correct, the email account will be synced.

For some services like Gmail, you may need to enable 2FA and use App Passwords.

2.1 Additional options when creating an Email Account

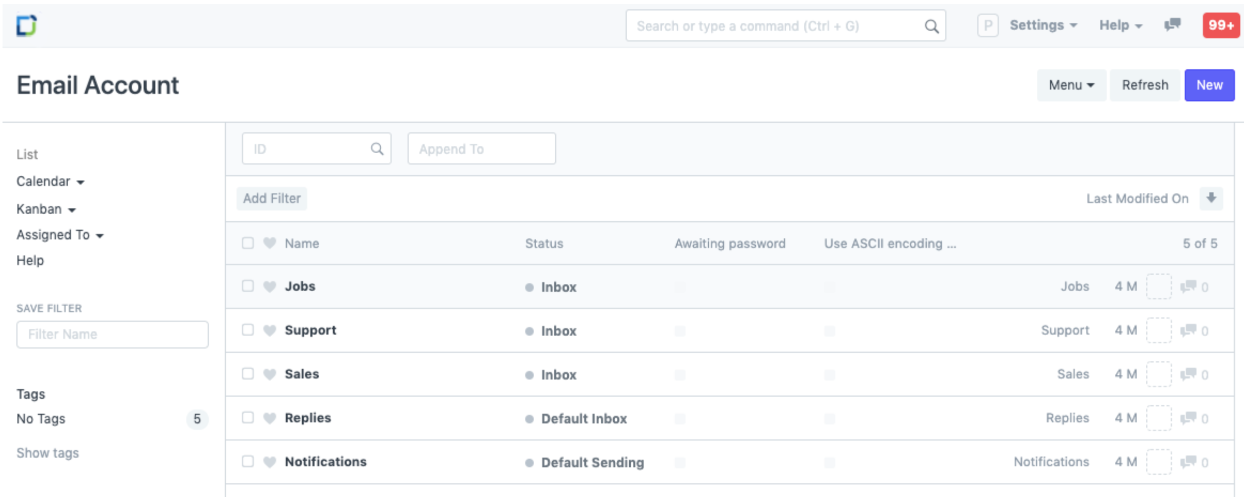
1. **Use Different Email Login ID**: To use an alternative email login and password to access this account. For example, if you have notifications@example.com and you want users to access this email with an alternate email ID, they should tick this checkbox. The recipients will see notifications@example.com as the sender.
2. **Awaiting password**: If you're creating this account on behalf of someone and the password is unknown, tick this checkbox. When the other user logs in, they'll be prompted to enter the password.
3. **Use ASCII encoding for password**: Ticking this will use ASCII encoding for the password.

3. Configuration of the Email Account

3.1 Default Email Accounts

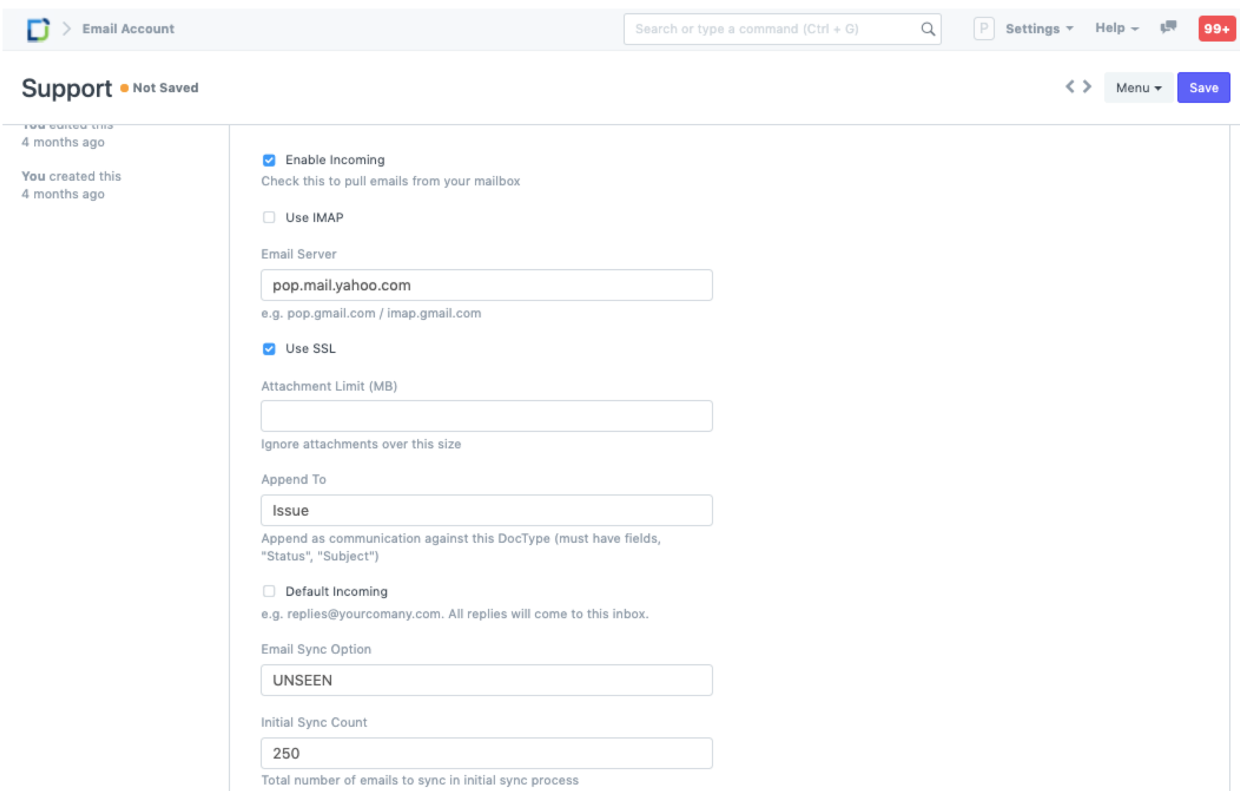
DellSuite will create templates for a bunch of email accounts by default. Not all of them are enabled. To enable them, you must set valid email account details.

There are two types of email accounts, outgoing and incoming. Outgoing email accounts use an SMTP service to send emails and emails are retrieved from your inbox using an IMAP or POP. Most email providers such as Gmail, Outlook, or Yahoo provide these services.



3.2 Incoming Email Accounts

To set up an incoming Email Account, check on **Enable Incoming** and set your POP3 settings, if you are using a popular email service, these will be preset for you.



The following options are available for incoming emails:

1. **Use IMAP**
2. **Use SSL**

3. **Attachment Limit**
4. **Default Incoming**: If ticked, all replies to your company (eg: replies@yourcomany.com) will come to this account.
5. **Email Sync Option**: Whether to sync all or only unseen emails.
6. **Initial Sync Count**: Number of emails to sync the first time.

Automatic Document Creation Through Linked Emails

This feature creates documents when an email is sent to a particular pre-configured email.

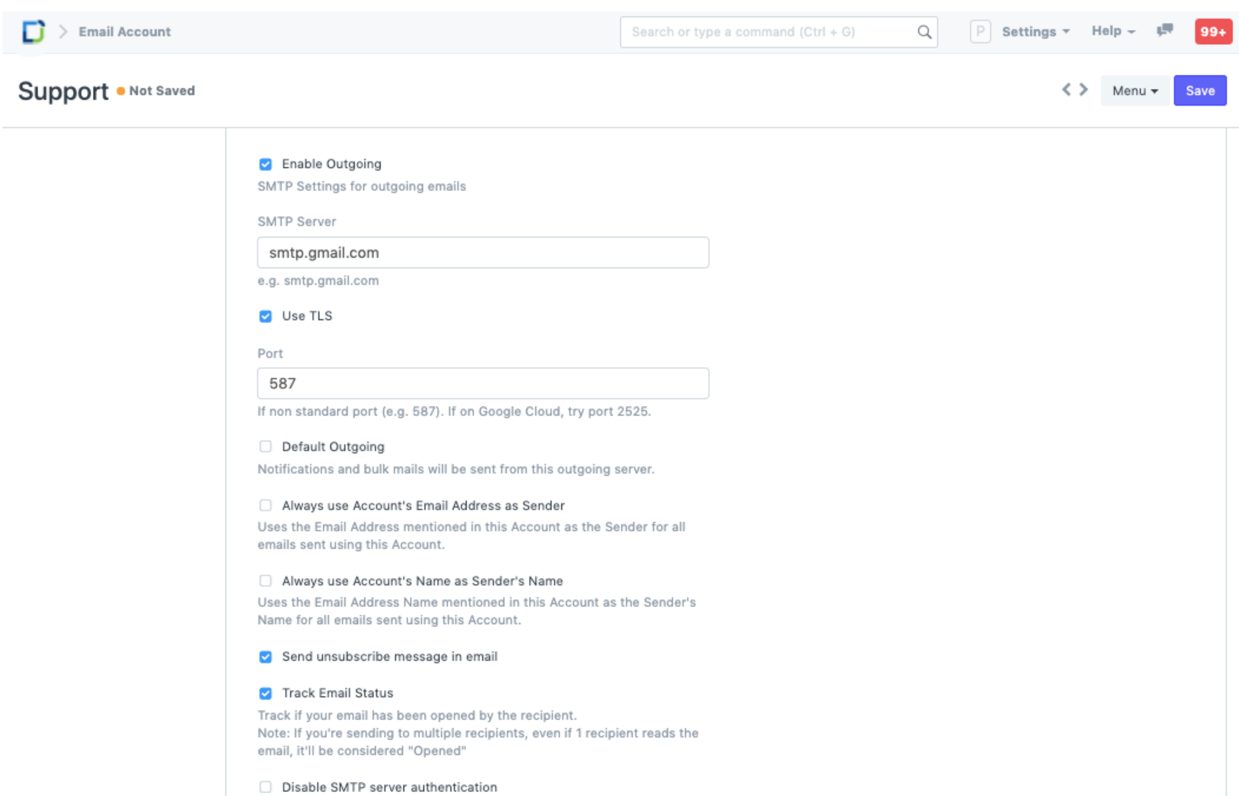
For example, you can link support@example.com to the Issue DocType. After doing this, whenever an email is sent to support@example.com, the system will automatically create an Issue is the system.

Similarly, if you link jobs@example.com, when emails are sent to jobs@example.com, a Job Applicant document is automatically created.

3.4 Outgoing Email Accounts

All emails sent from the system, either by the user to contact or via notifications or via transaction emails, will be sent from an Outgoing Email Account.

To set up an outgoing Email Account, check on **Enable Outgoing** and set your SMTP server settings, if you are using a popular email service, these will be preset for you.



The following options are available for outgoing emails:

1. **Use TLS**
2. **Port**
3. **Disable SMTP server authentication**
4. **Add Signature**: The default signature is appended to the end of each email.
5. **Default Outgoing**: Notifications and bulk emails will be sent from this outgoing server.
6. **Always use Account's Email Address as Sender**: The email address of this account will be mentioned as the sender for outgoing emails.
7. **Send unsubscribe message in an email**: Send a link to unsubscribe from emails sent from this account.
8. **Track Email Status**: Track if your email has been opened by the recipient. Note that, if you're sending to multiple recipients, even if one recipient reads the email, it'll be considered "Opened".
9. **Enable Auto Reply**: If enabled, enter an auto-reply message.
10. **Append Outgoing Email to Sent Folder**: If using custom email servers like Zimbra or CPanel, SMTP will not automatically append emails to the Sent folder. Enabling this option will ensure all emails are explicitly appended to the email account's Sent folder.
11. **Use SSL for Outgoing Emails**: Use SSL as a standard for outgoing emails. Defaults to port 465.

4. How DellSuite handles replies

In DellSuite when you send an email to contact like a customer, the sender will be the user who sent the email. In the **Reply-To** property, the Email Address will be of the default incoming account (like `[replies@yourcompany.com](mailto:replies@yourcompany.com)`). DellSuite will automatically extract these emails from the incoming account and tag them to the relevant communication.

Note for self implementers: For outgoing emails, you should set up your own SMTP server or sign up with an SMTP relay service like mandrill.com or sendgrid.com that allows a larger number of transactional emails to be sent. Regular email services like Gmail will restrict you to a limited number of emails per day.

Email Template

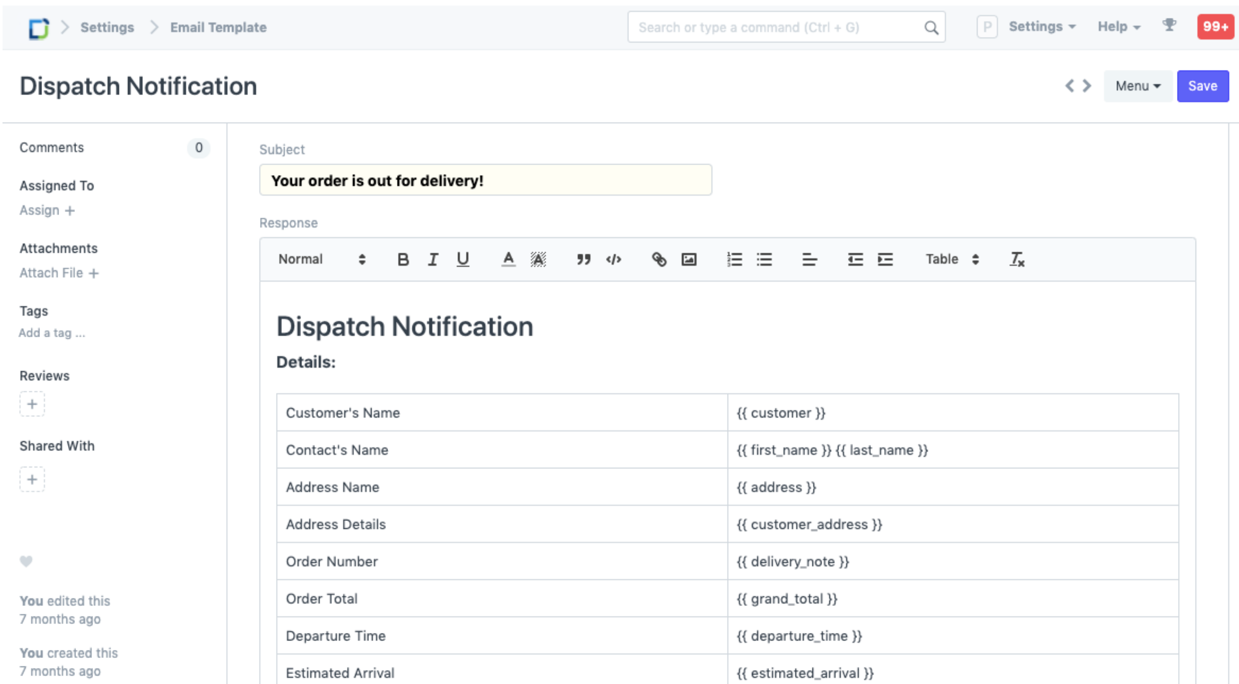
Every email sent is different but certain emails can be standardized, usually known as Email Template or Standard Reply.

To access the Email Template list, go to:

Home > Settings > Email > Email Template

1. How to create an Email Template

1. Go to the Email Template list, click on New.
2. Enter a name for this Email Template.
3. Enter a Subject for this Email Template.
4. Response is the standard content of the email that will be a part of this template.
5. Save.



DocType Associated: (optional) The DocType associated with this template.

1.1 How to use Email Template

You can use this Email Template in the Emails that are sent from DellSuite in the "CC, BCC & Email Template" field of the email section of the document. DellSuite will fetch the subject and response as per the template selected.

You can set a Default Email Template for each document type via Customize Form.

1.2 How to get fieldnames

The fieldnames you can use in your email template are the fields in the document from which you are sending the email. You can find out the fields of any documents via Customize Form and selecting the document type (e.g. Sales Order)

1.3 Using HTML to build the template

There's a `Use HTML` check that you can toggle to switch from the text editor to a code editor. This allows finer control over the body of the email and makes it easier to use for features like loops in Jinja.

1.4 Templating

Templates are compiled using the Jinja. To learn more about Jinja, visit this page.

Email Digest

Email Digests allow you to get regular updates about your sales, expenses and other critical numbers directly in your Email Inbox.

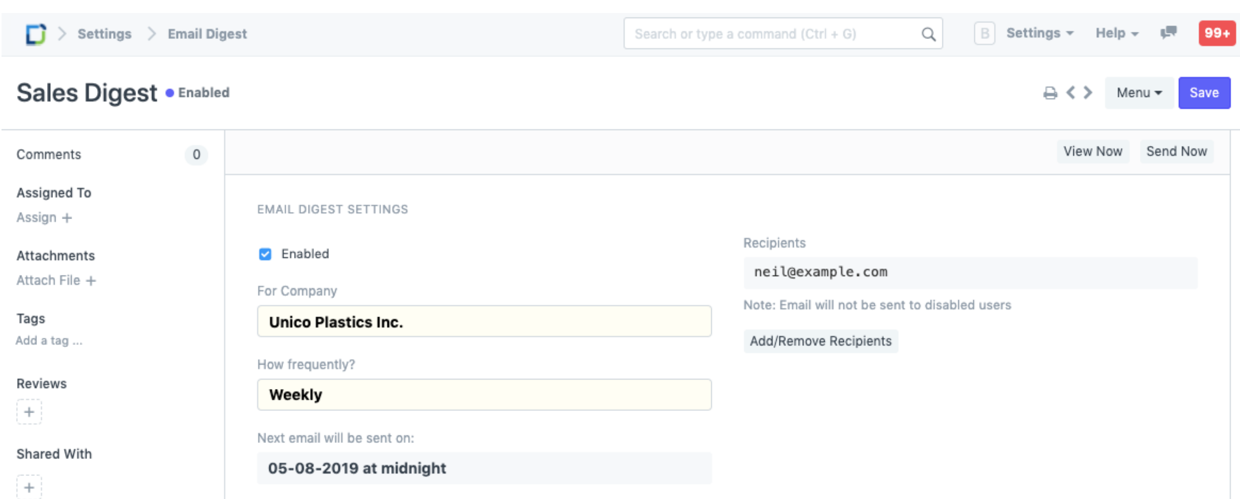
Email Digests are a great way for top managers to keep track of the big numbers like "Sales Booked" or "Amount Collected" or "Invoices Raised" etc.

To set up Email Digest, go to:

Home > Settings > Email Digest

1. Enter a name for the Email digest.
2. Set the frequency of mails to be sent.
3. Add or remove recipients.
4. Select the items to be included in the digest.
5. Save.

Example:



Newsletter

Newsletter is an email which is sent to a specific group of subscribers periodically.

In the context of CRM, its is an informational and product-focused email that is sent to existing and potential customers with an intention of softly pushing the subscriber to do required actions.

Newsletter can also be used to share information to employees, investors etc.

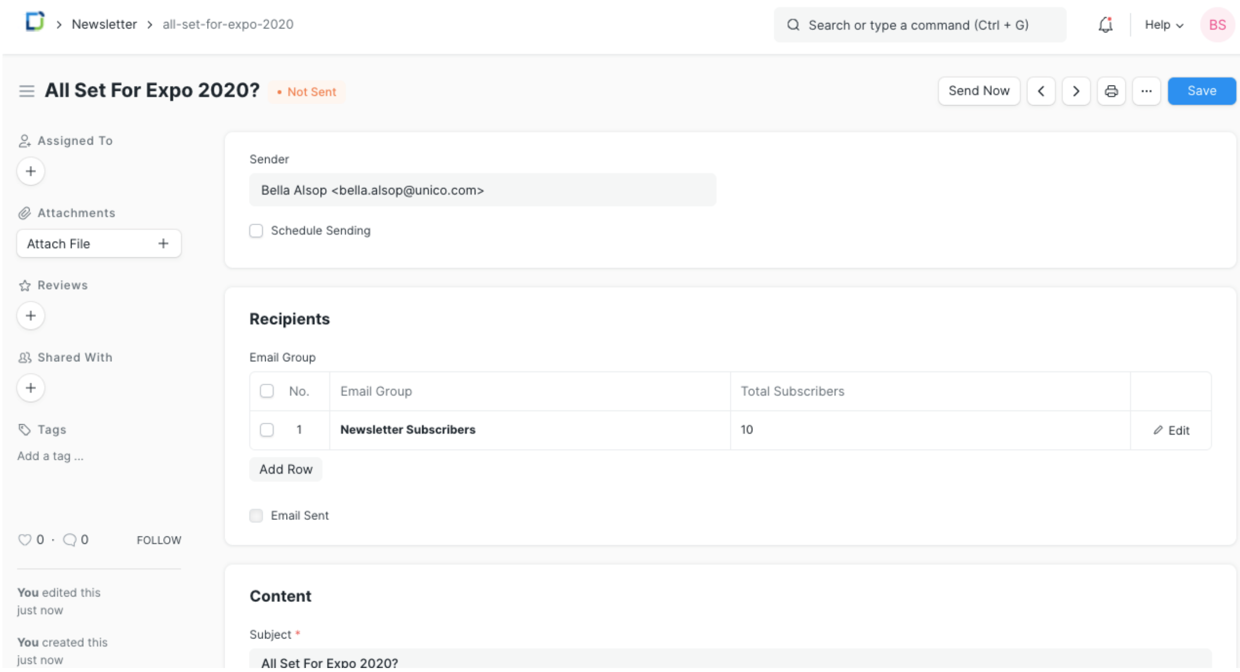
You need to create Email Groups before sending the newsletters.

To access the Newsletter list, go to:

Home > Settings > Email > Newsletter

1. How to Create a Newsletter

1. Go to the Newsletter list and click on New.
2. Select the Email Group in RECIPIENT table.
3. Enter 'Subject'.
4. Enter 'Message'.
5. 'Publish' the newsletter to make it available on the web.
6. Tick 'Send Unsubscribe Link' if you would like to include unsubscribe link in the email.
7. 'Send Web View Link' will include a link in the email to open the newsletter on the web. This option is only visible when the newsletter is published.



Below is the screenshot of the email received with link to unsubscribe and a link to open the email on the web.

2. Features

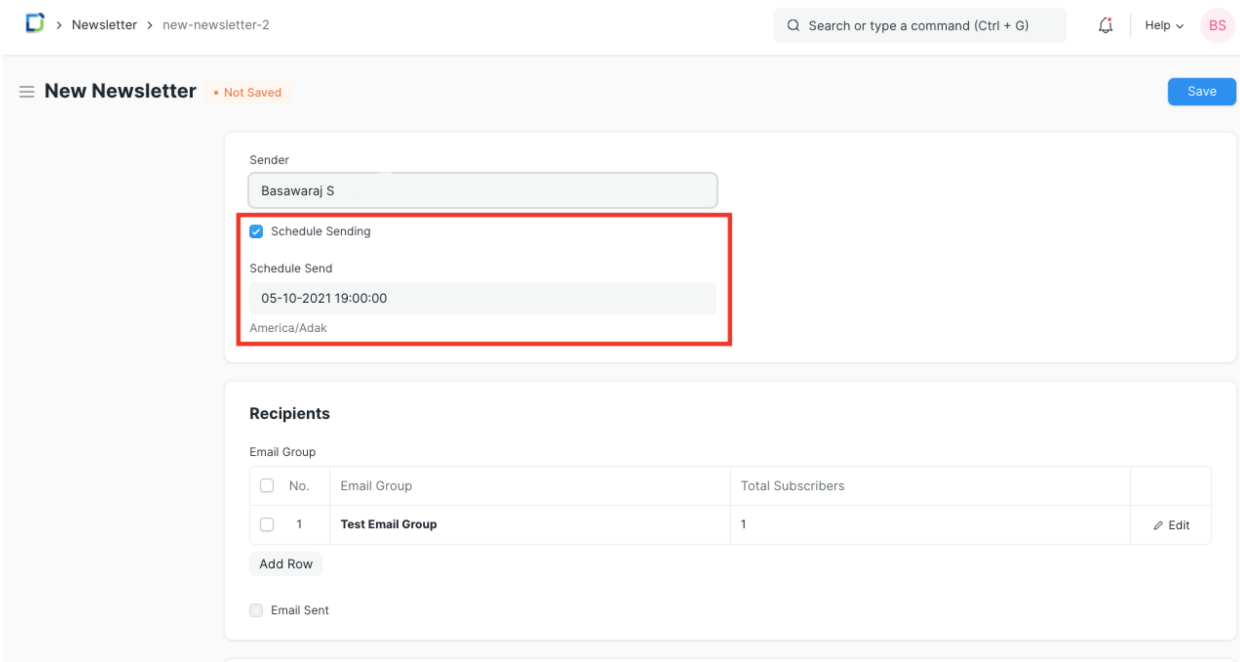
2.1 Create Subscriber Groups

You can manage subscribers by grouping them into different Email Groups.

You can select multiple email groups in the 'RECIPIENT' tables in the newsletter.

2.2 Schedule Send

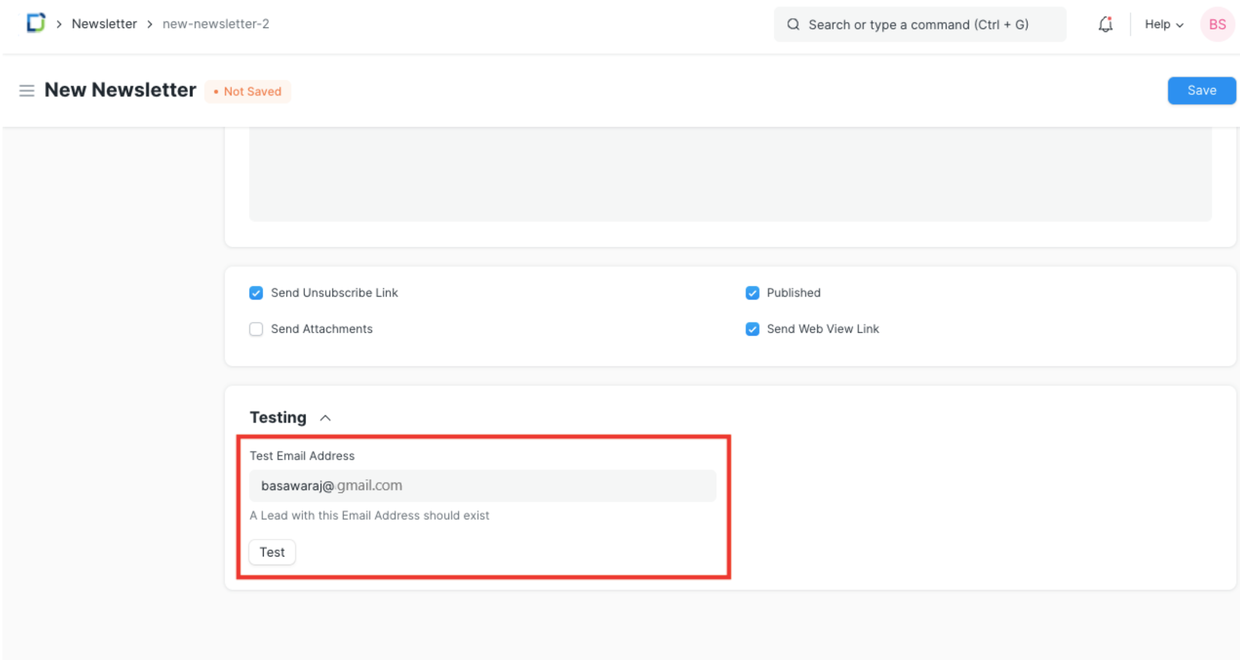
You can choose to send your newsletter at any future datetime by specifying time in hourly steps.



2.3 Test Newsletter Before Sending to Subscribers

Once the newsletter is ready you can provide a 'Test Email Address' and click on 'Test'.

You can review the newsletter received in the test email, verify it and then send it to all subscribers by clicking on 'Send'.



Notification

You can configure various notifications in your system to remind you of important activities.

1. The completion date of a Task.
2. Expected Delivery Date of a Sales Order.
3. Expected Payment Date.
4. A reminder of follow up.
5. If an Order greater than a particular value is received or sent.
6. Expiry notification for a Contract.
7. Completion/Status change of a Task.

To access notification setup, go to:

Home > Settings > Notification

1. Setting Up An Alert

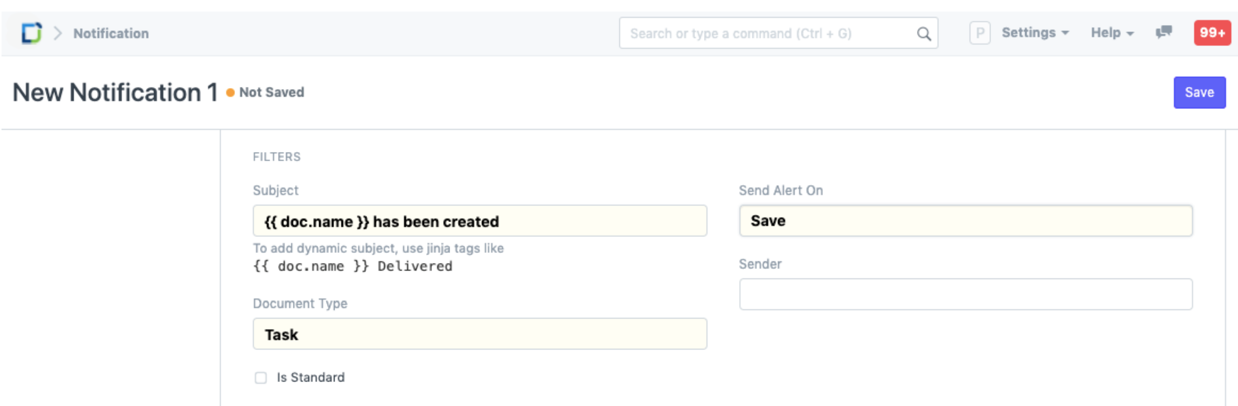
To set up a Notification:

1. Define what events you want to watch under Send Alert On. Events are:
    1. New: When a new document of the selected type is made.
    2. Save/Submit/Cancel: When a document of the selected type is saved, submitted, or canceled.

    3. Days Before/Days After: Trigger this alert a few days before or after the **Reference Date.** To set the days, set **Days Before or After**. This can be useful in reminding you of upcoming due dates or reminding you to follow up on certain leads of quotations.
    4. Value Change: When a particular value in the selected type changes.
    5. Method: Sends notification when a specific method is triggered. Eg: before_insert.
    6. Custom: Send a notification to an Email Account selected.
2. Select the Document Type you want to watch changes on. From Version 16, You can also select child Document Types if Send Alert On is set to *Days Before*or *Days After*.
3. Set additional Conditions if required.
4. Set the recipients of this alert. The recipient could either be a field of the document or a list of fixed Email Addresses.
5. Compose the message.
6. Save.

1.1 Setting a Subject

You can retrieve the data for a particular field by using `doc.[field_name]`. To use it in your subject/message, you have to surround it with `{% raw %}{{ }}{% endraw %}`. These are called Jinja tags. For example, to get the name of a document, you use `{% raw %}{{ doc.name }}{% endraw %}`. The following example sends an email on saving a Task with the Subject, "TASK#### has been created"



1.2 Setting Conditions

Notifications allow you to set conditions according to the field data in your documents. For example, if you want to receive an Email if a Lead has been saved as "Interested" as it's status, you put `doc.status == "Interested"` in the conditions textbox. You can also set more complex conditions by combining them with the operator **and** or **or**.

The above example will send a Notification when a Task is saved with the status "Open" and the "Expected End Date" for the Task is the date on or before the date on which it was saved on.

1.3 Setting a Message

You can use both Jinja Tags (`{% raw %}{{ doc.[field_name] }}{% endraw %}`) and HTML tags in the message textbox.

{% raw %}<h3>Order Overdue</h3>

Transaction {{ doc.name }} has exceeded Due Date. Please take necessary action.

{% if comments %} Last comment: {{ comments[-1].comment }} by {{ comments[-1].by }} {% endif %}

<h4>Details</h4>

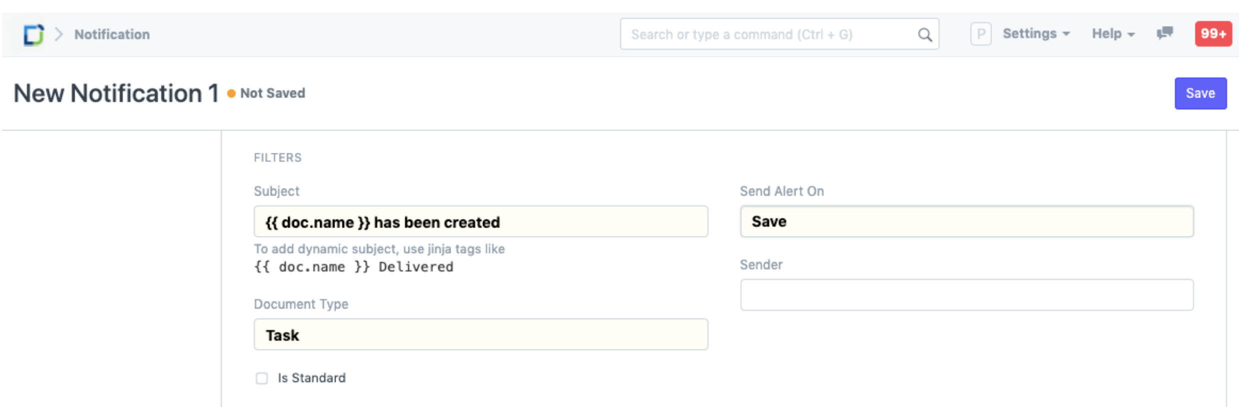
- Customer: {{ doc.customer }}
- Amount: {{ doc.total_amount }}

{% endraw %}

1.4 Setting a Value after the Alert is Set

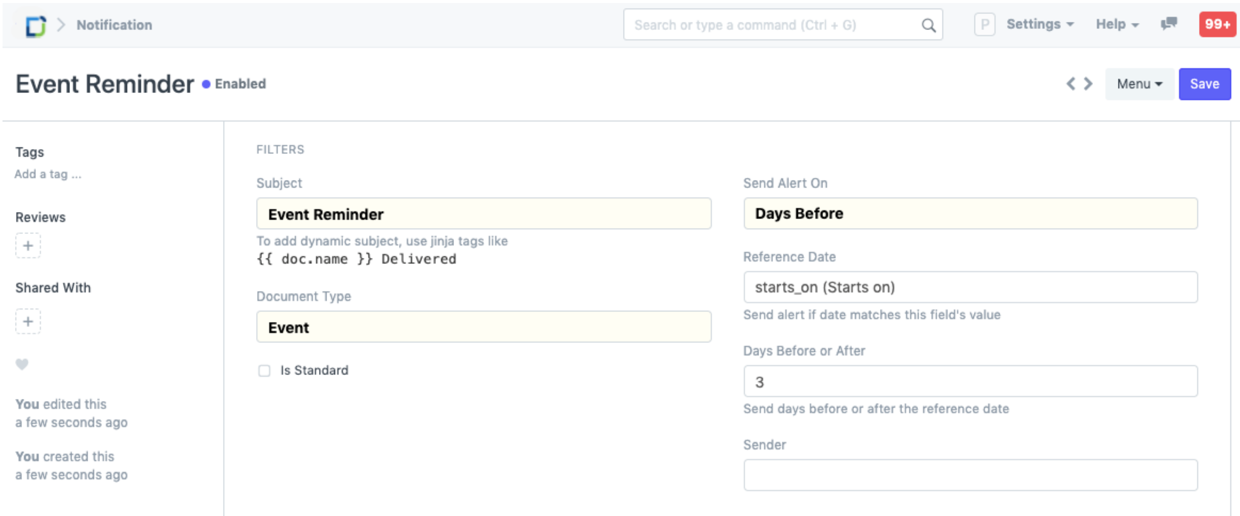
Sometimes to make sure that the Notification is not sent multiple times, you can define a custom property (via Customize Form) like "Notification Sent" and then set this property after the alert is sent by setting the **Set Property After Alert** field.

Then you can use that as a condition in the **Condition** rules to ensure emails are not sent multiple times

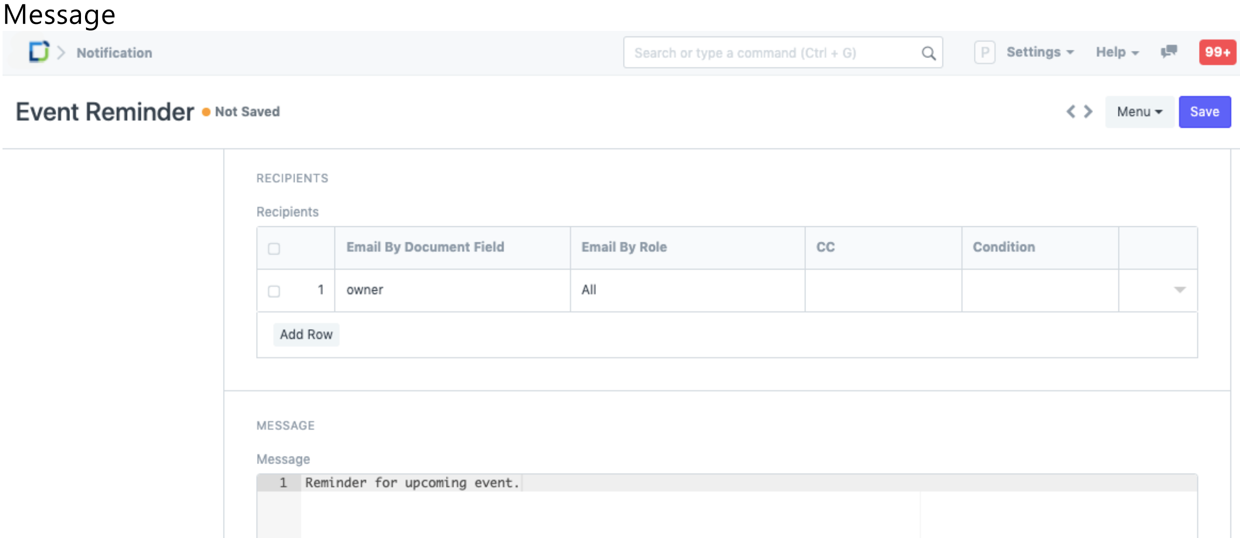


1.5 Example

1. Defining the Criteria



2. Setting the Recipients and Message



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2. Slack Notifications

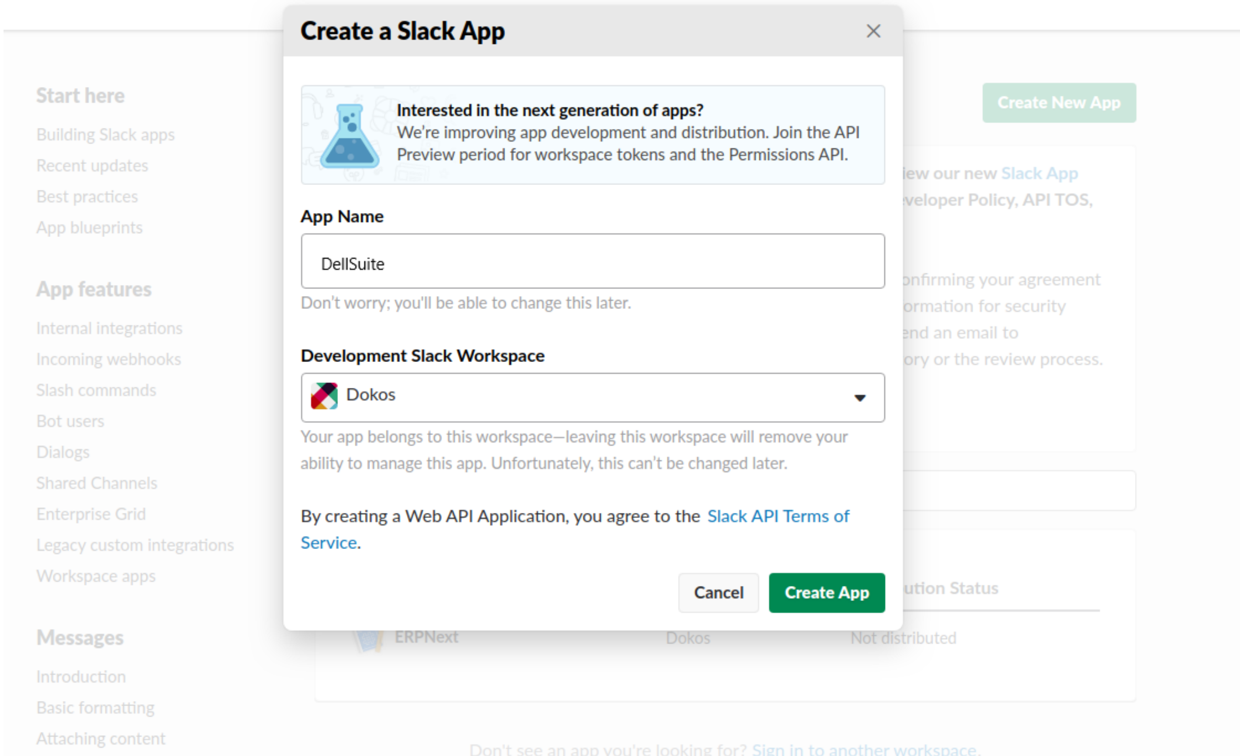
If you prefer to have your notifications sent to a dedicated Slack channel, you can also choose the option "Slack" in the channel options and select the appropriate Slack Webhook URL.

2.1 Slack Webhook URL

A Slack webhook URL is a URL pointing directly to a Slack channel.

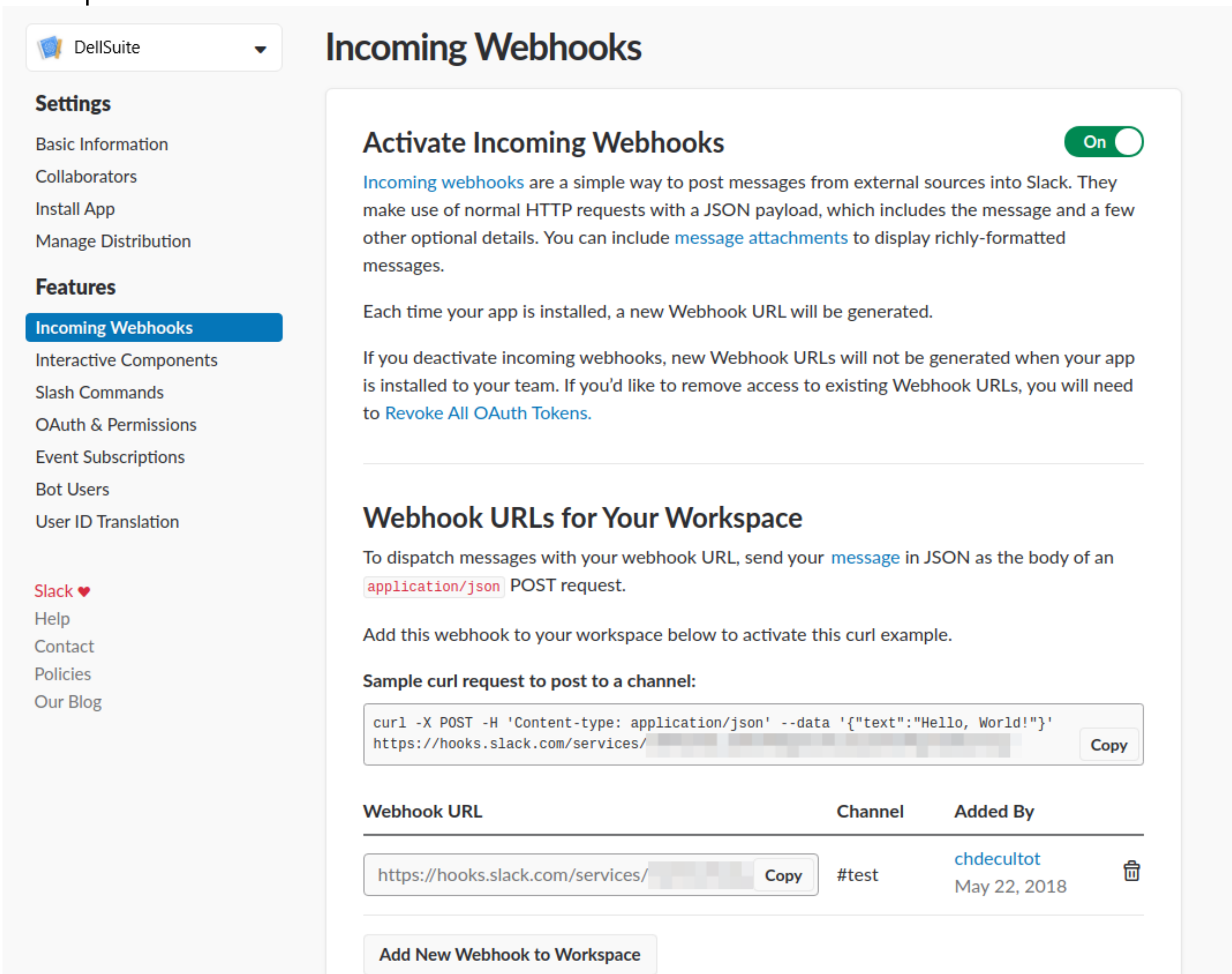
To generate webhook URLs, you need to create a new Slack App:

1. Go to https://api.slack.com/slack-apps.
2. Click on "Create a Slack App".

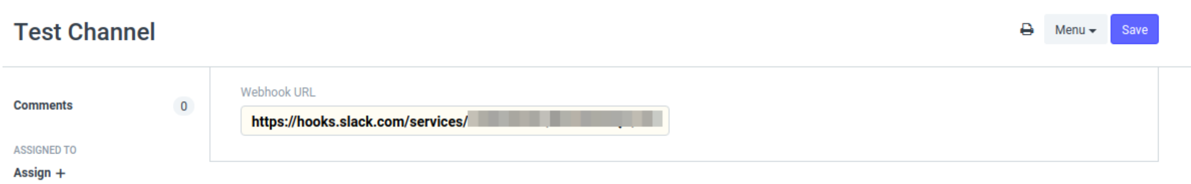


3. Give your App a name and choose the right workspace. Once your app is created, go to the "Incoming Webhooks" section and add a new Webhook to

Workspace.



4. Copy the created link, go back to DellSuite and use it to create a new Slack Webhook URL in Integrations > Slack Webhook
URL.



5. Select Slack and your Slack channel in the channel and Slack channel fields within your notification

2.2 Message Format

Unlike Email messages, Slack doesn't allow HTML formatting.

Instead, you can use markdown formatting: Slack Documentation

Example: {% raw %} *Order Overdue*

Transaction {{ doc.name }} has exceeded Due Date. Please take the necessary action.

{% if comments %}

Last comment: {{ comments[-1].comment }} by {{ comments[-1].by }}

{% endif %}

Details

• Customer: {{ doc.customer }}

• Amount: {{ doc.grand_total }}

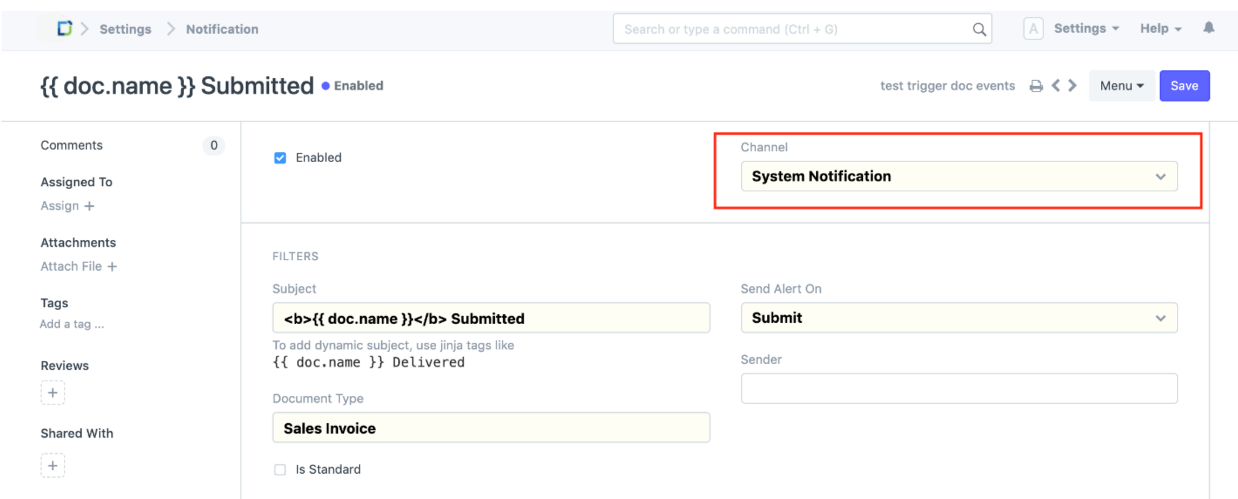
{% endraw %}

---

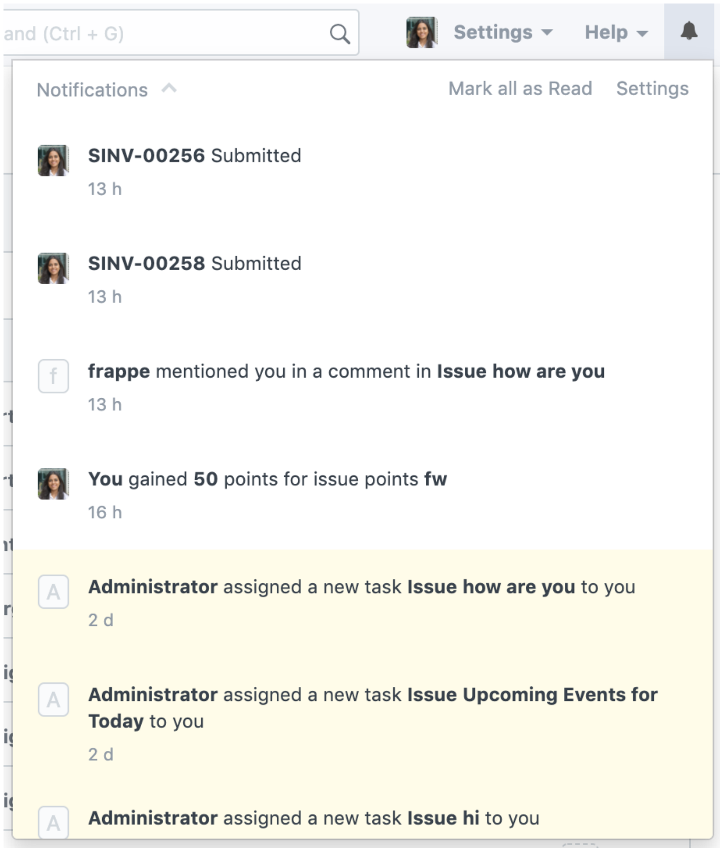
3. System Notifications

In **Version 12** we introduced System notifications for **Assignments**, **mentions**, **documents shared**, and **Energy Points**. These notifications show up in the notifications dropdown on the navigation bar's top right corner.

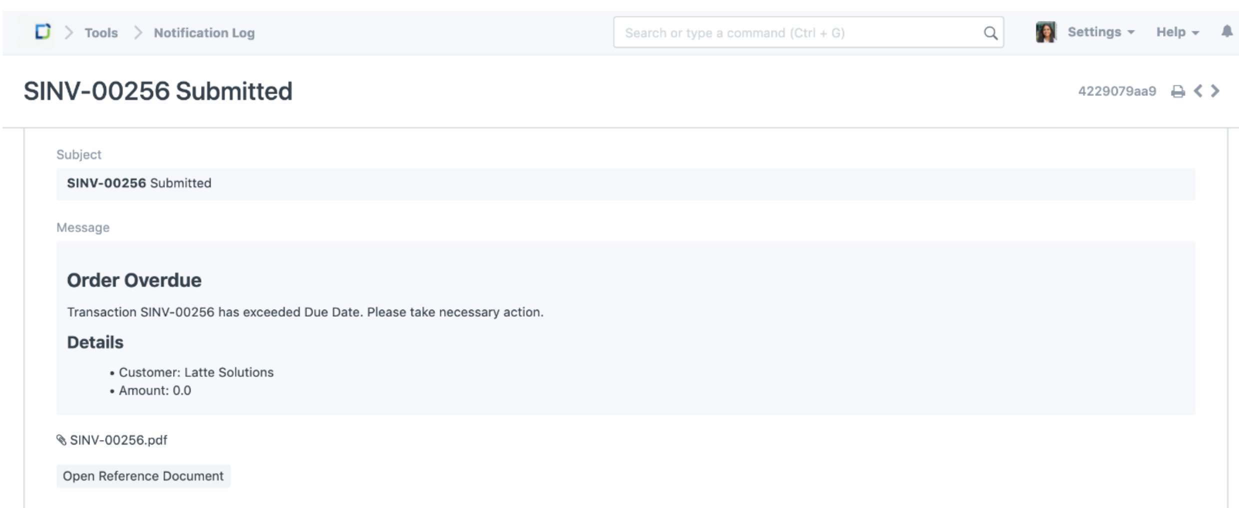
In **Version 13** we have introduced an additional channel to send alerts - **System Notifications**:



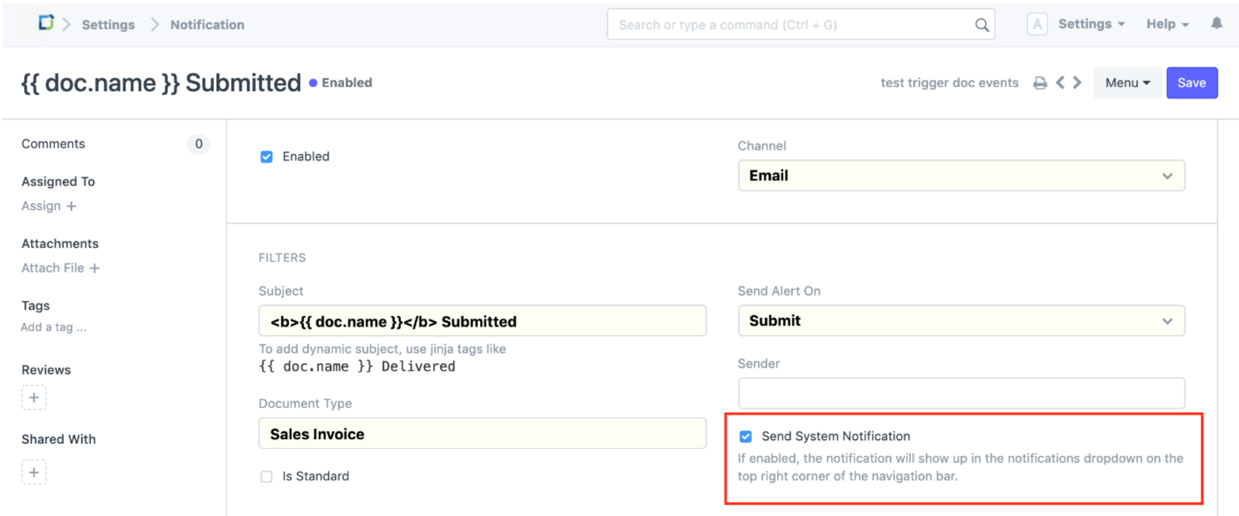
Choosing this channel will send a system notification when a notification is triggered, instead of an Email or a Slack notification.



Clicking on the notification routes to the **Notification Log** document which contains the configured subject, message as well as the attached file, if Attach Print is set:

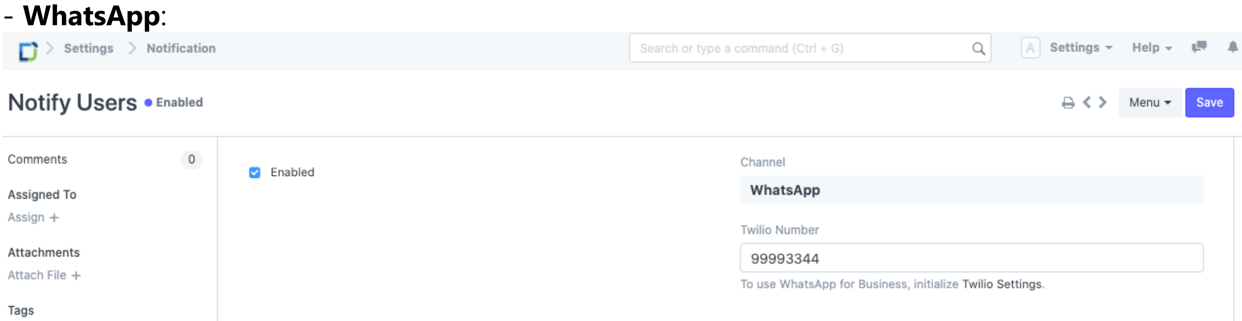


If Email/Slack alerts and System Notifications both are required, the main channel can be set as Email or Slack and this option can be checked:

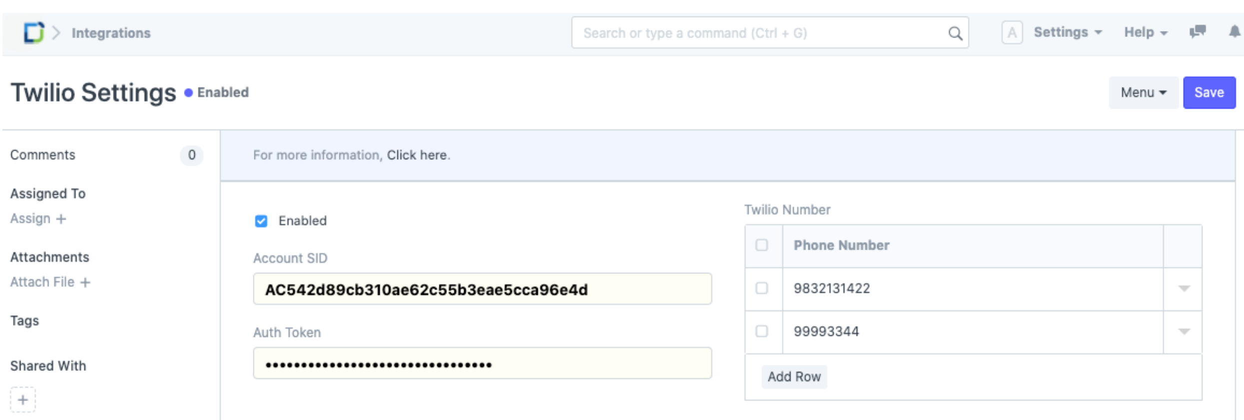


4. WhatsApp

In **Version 13** we have introduced an additional channel to send alerts - **WhatsApp**:

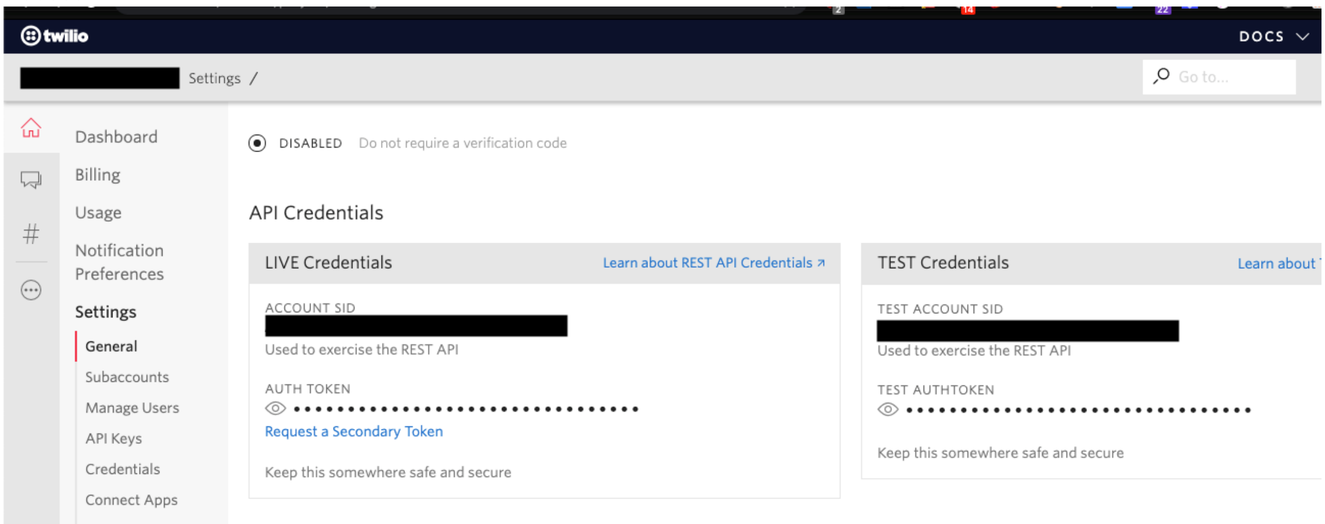


If you prefer to have your notifications sent to a WhatsApp number, you can also choose the option "WhatsApp" in the channel options and select the appropriate Twilio Number. Twilio Numbers can be added to Twilio settings in Frappe. WhatsApp messages can only be sent to numbers which have country codes in them.



4.1 Twilio Settings

In order to configure Twilio settings, you need to first obtain Twilio credentials from your Twilio Account's account settings. You can only add those phone numbers that have been activated in your Twilio Account with WhatsApp access.



4.2 Message Format

WhatsApp allows their users to only send those message templates that are pre-approved by them to your customers. Failure to do so might result in restrictions on you Twilio account.

Warning: Only Use Pre-Approved WhatsApp for Business Template

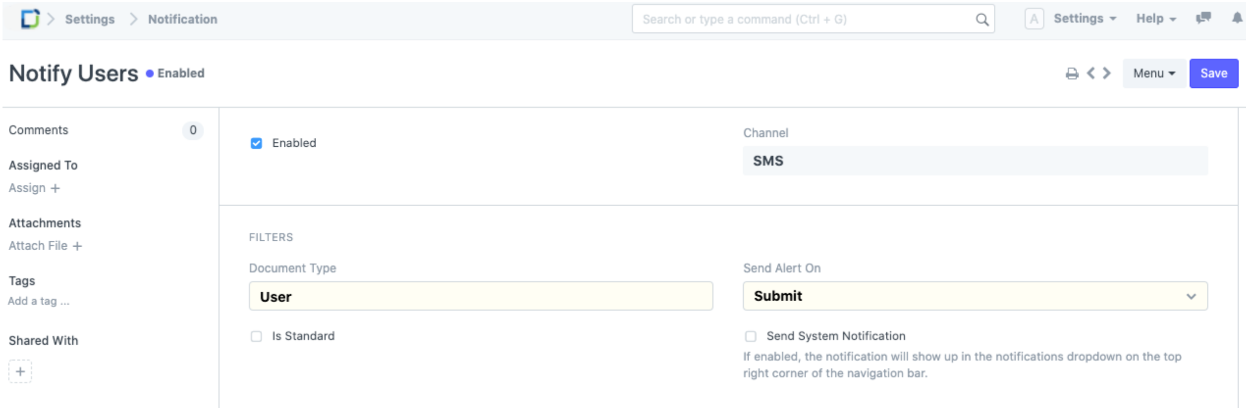
Message Example

```
Your appointment is coming up on {{ doc.date }} at {{ doc.time }}
```

View Properties (via Customize Form)

5. SMS

In **Version 13** we have introduced an additional channel to send alerts
- **SMS**:



In order to use this channel, you would need to complete the configuration of SMS Settings.

7. One-off Reminders

Note: This feature is only available in nightly version as of now.

Since setting up notifications is quite involved process, Frappe Framework also provides a way to setup one-off reminders on documents. Example of such notification would be "Remind me to follow up about this lead in 4 hour"

To set up one-off reminder on document:

1. Open the document on which you want to set a reminder
2. Click on menu (three dots) > "Remind Me"
3. Select time and add a description for yourself and click "Create"
4. System will send you a system notification around the time you've configured with reminder description as subject.

Auto Email Reports

Auto Email Reports automatically sends reports for the selected document.

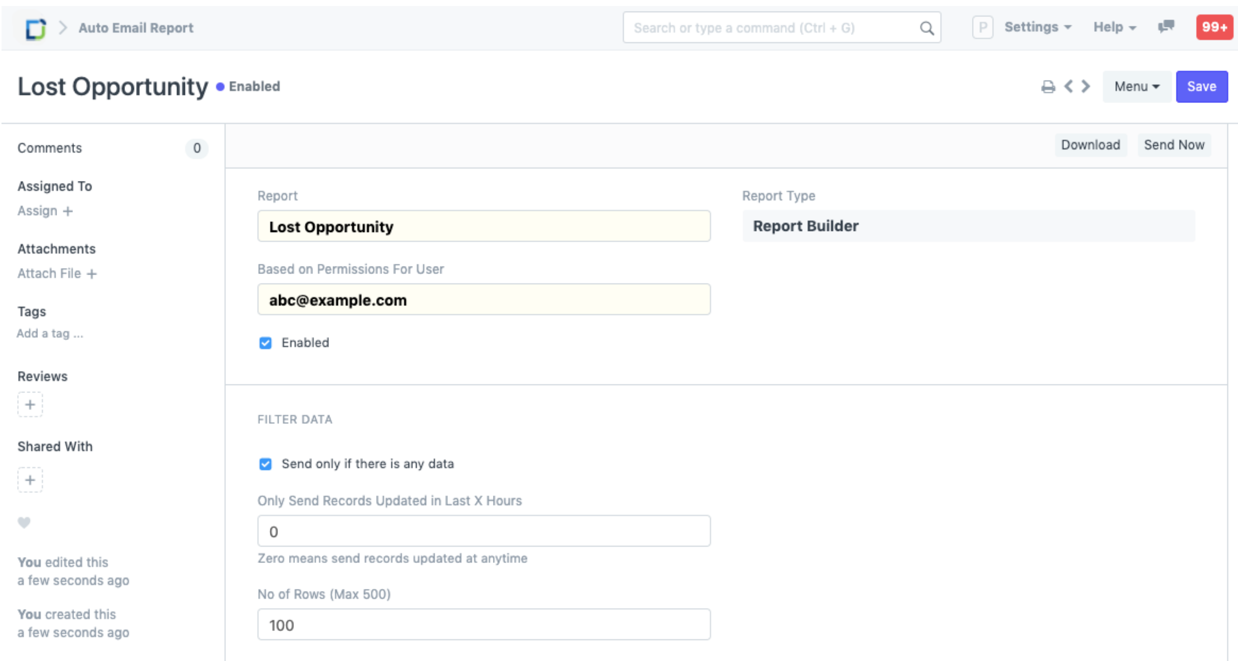
You can setup **Auto Email Report** to send reports at regular intervals. These must be saved reports of any type (Report Builder, Script or Query Report).

You can find Auto Email Report at:

Home > Settings > Auto Email Report

1. How to create an Auto Email Report

1. Go to the Auto Email Report list, click on New.
2. Select the Report for which you want to generate emails.
3. Select the user for which you want to create this report (permissions will apply for this user).
4. Set the Email Addresses to which you want this report to be emailed and the frequency of the report. Emails will be sent at midnight. The date will be repeated in case of weekly/monthly/yearly frequency.



5. Save.

You can test the report by clicking on "Download" or "Send Now". Here is an example of the email you will receive for a general ledger report:

General Ledger Inbox ×

Notifications <frappetest@gmail.com>
to prasad

General Ledger

	Item	Item Name	Apr (Qty)	Apr (Amt)	May (Qty)	May (Amt)	Jun (Qty)	Jun (Amt)	Jul (Qty)	Jul (Amt)	Aug (Qty)	Aug (Amt)	Sep (Qty)	Sep (Amt)
1		Ubuntu Testing	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	7,000.00
2	5 MP Camera	5 MP Camera	0	0.00	0	0.00	0	0.00	0	0.00	2	2,000.00	0	0.00
3	Air cooler	Air cooler	0	0.00	0	0.00	0	0.00	0	0.00	1	0.00	0	0.00
4	Apple iMac ME086HN/A	Apple iMac ME086HN/A All-in-One (Quad Core i5/ 8GB/ 1TB/ OS X Mavericks)	0	0.00	0	0.00	0	0.00	2	200,000.00	2	200,000.00	0	0.00
5	Battery 2300 mAh	Battery 2300 mAh	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

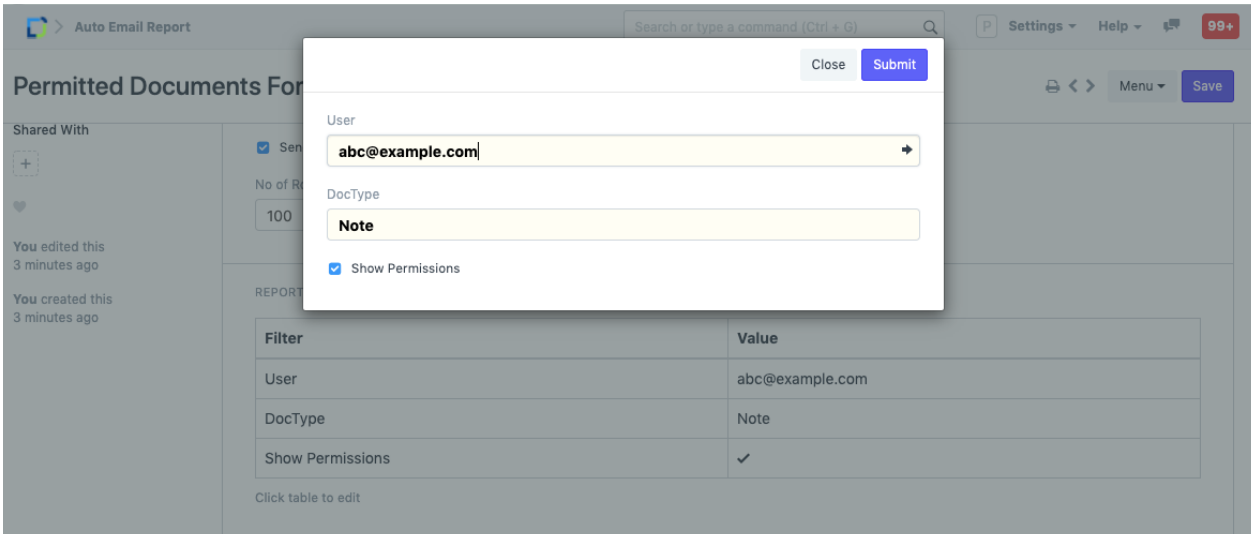
2. Features

2.1 Filter Data

- **Send only if there is any data**: If enabled, emails will not be sent if there is no data in the report.
- **Only Send Records Updated in Last X Hours**: If set to 24, an email will contain only records updated in the last 24 hours.
- **No of Rows**: The number of rows to be sent in the email. The maximum is 500.

2.2 Report Filters

If your report has filters, you will be able to see them. Click on the table to edit it:



For example, if the email is on the report 'Project Billing Summary' select the Project. The date range here is the date range of the 'Project Billing Summary'.

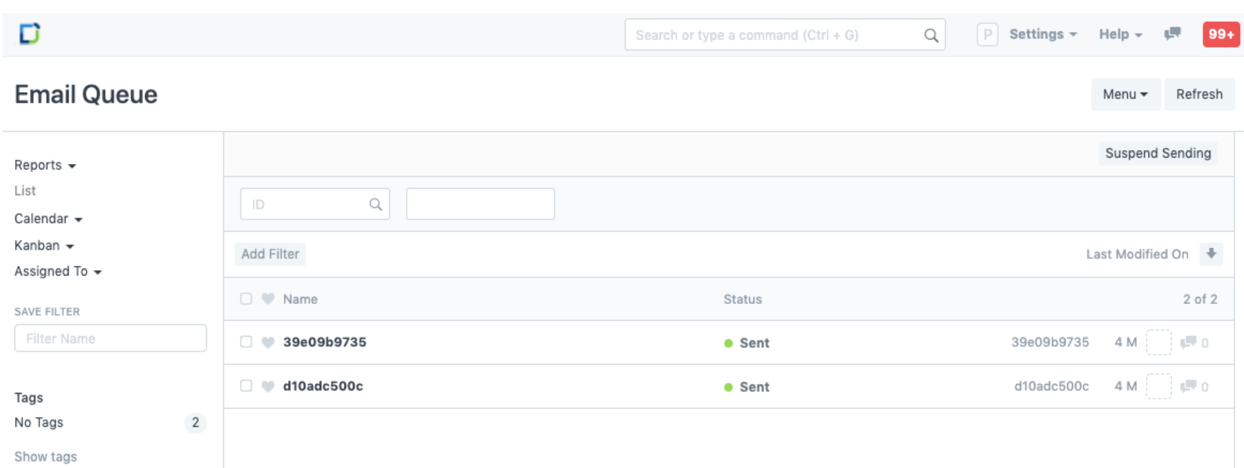
2.3 Message

A message can also be added to be sent with the email report. For example, 'This is your monthly Project Billing Summary Report:'

You can also change the file format in which the report is created. The available options are HTML, XLSX, and CSV.

Sending Email from any Document

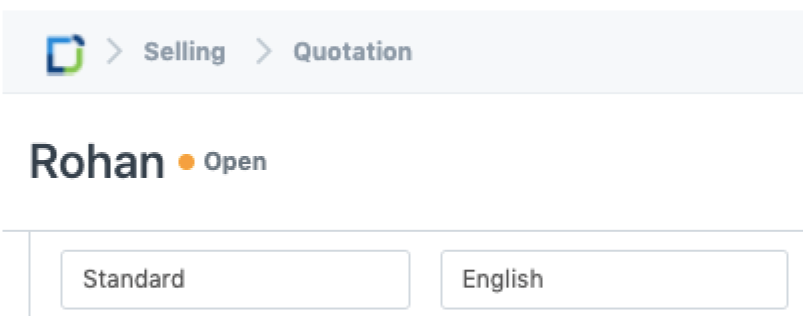
In DellSuite you can send any document as email (with a PDF attachment) by clicking on Menu > Email after opening any document. After you click on send, the email gets added to the email queue. It will be in the Sending status until it is Sent. The status of the email is displayed in the queue, if sending has failed, it can be sent by clicking on Send Now.



The following options are available when sending an Email.

- **TO:** Recipients of the email.
- **From:** If user has access to multiple outgoing email accounts, the user can select which outgoing email account to use. Multiple outgoing email accounts can be configured from the User document by adding them to the "User Email" table.
- **CC**: Carbon Copy of the email. Useful when you want to keep someone in the conversation loop but don't want to address the email directly to them.
- **BCC**: Blind Carbon Copy is similar to CC but everyone else on the email thread cannot see that the mail was also sent to the BCC recipients. This is useful to hide the email address of certain people if you're sending the email to a lot of people who don't necessarily know each other.
- **Email Template**: You can create preset templates to send out standard replies. Email Templates are already available in the system for Dispatch Notification, Leave Status Notification, and Leave Approval Notification. You can set a Default Email Template via Customize Form.
- **Send me a copy**: This will send a copy to your email address. It's useful to ensure that the email was sent without any errors.
- **Send Read Receipt**: Ticking this checkbox will send you a notification if the receiver has read the email. In case of multiple receivers, even if one has read the email, you'll get a notification.
- **Attach Document Print**: Attach the PDF of the document you're sending via email.
- **Select Attachments**: Any additional attachments can be added here.

The following two fields are the fields which appear on the print screen:



- **Select Print Format**: The print format of the document.
- **Select Languages**: The language in which the PDF is to be generated.

Document Naming Rule

In DellSuite, managing naming conventions systematically helps maintain consistency and traceability across your records. The Document Naming Rule feature allows you to set up dynamic naming based on conditions, offering more flexibility than the standard Document Naming Settings (Series).

✨ Key Differences from Traditional Naming Settings While Document Naming Settings apply a prefix or pattern globally to a doctype, Document Naming Rule introduces conditional logic to apply naming series based on specific field values within the document.

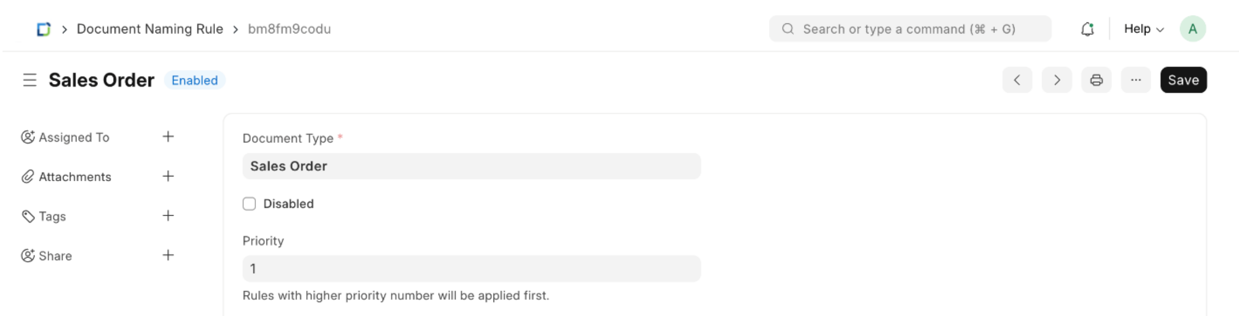
🛠 How to Set Up a Document Naming Rule Follow the steps below to configure a Document Naming Rule:

Steps:

1. Select the Document Type Choose the Doctype (e.g., Sales Invoice, Customer, etc.) where the rule will apply.

2. Set Priority Assign a Priority number to the rule.

🔹 Higher priority rules (e.g., 10) are applied before lower ones (e.g., 5). 🔹 If multiple rules match, the one with the highest priority is used.



3. Add Rule Conditions ➕ You can add multiple conditions per rule. The rule is applied only when all conditions are satisfied.

🔍 Example Use Case Scenario: You want to name Customers based on their location.

If the customer's Country is India, the naming format should be: CUST-INDIA-00001, CUST-INDIA-00002, ...

This can be achieved using two Document Naming Rules:

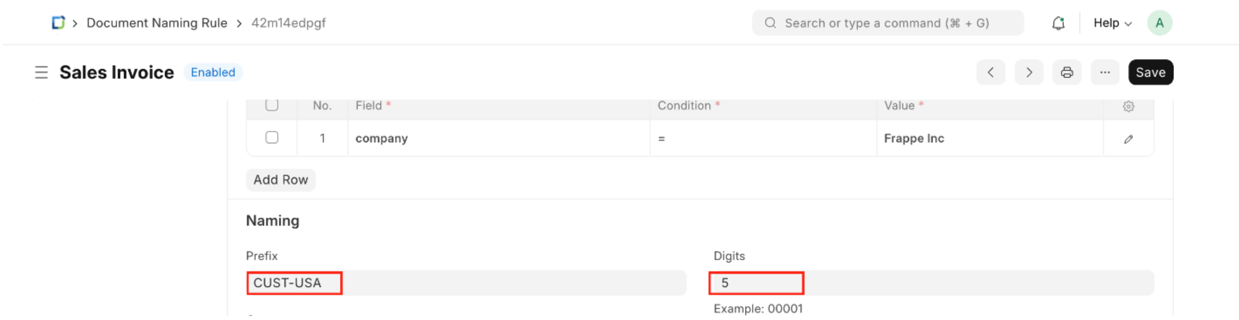
Rule 1: Prefix = CUST-INDIA-, Condition = Country = India

Rule 2: Prefix = CUST-USA-, Condition = Country = USA

If the Country is USA, the format should be: CUST-USA-00001, CUST-USA-00002, ...

4. Define the Prefix Enter the desired prefix in the Prefix field under the Naming section. Example: PSI/

5. Set the Serial Number Start Specify the starting serial number in the field next to the prefix. Example: 5 → The first document will be named PSI/00005



Here is an Example:

✅ Benefits Automates naming based on document fields

Reduces manual selection and human error

Supports multiple naming patterns within the same Doctype

Useful for companies with multi-branch, multi-country, or multi-category document types

📝 Notes Always ensure the conditions are specific enough to avoid conflicts between rules.

If no rule matches, the system will fall back to the default Naming Series (if configured).

Workflow

A typical 'Workflow' in DellSuite involves various stages to manage different aspects of business operations. It starts with creating a document and taking it through series of steps. Users can track the status of each document and collaborate with team members by assigning tasks and tracking their progress.

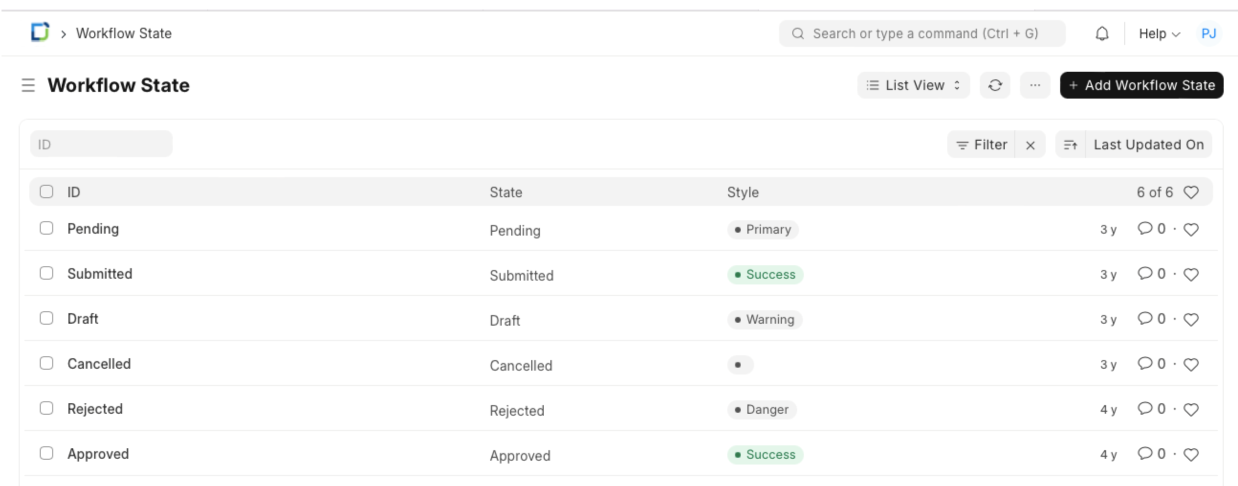
DellSuite streamlines processes by automating repetitive tasks that need multi phase attention by different people. DellSuite offers a comprehensive workflow to enhance productivity and efficiency across various departments within an organisation.

Workflow State

A 'Workflow State' is a specific status that a document (such as a sales order, purchase order, or leave application) can be in during its lifecycle.

Workflow states are crucial for managing multi stage approval processes, ensuring proper checks and balances, and maintaining the flow of operations.

Different Workflow States may be achieved before or after applying different Workflow Actions on them. If you want to create a Workflow where there are multiple approvals from manager, senior manager, general manager, etc, you can set the states for it from Workflow States.



The system represents different states in different colors based on the Style tagged to each stage.

- Success - Green
- Danger - Red
- Inverse - Black

- Primary - Dark Blue
- Info - Light Blue
- Warning - Orange

Workflow Actions

Introduced in Version 11

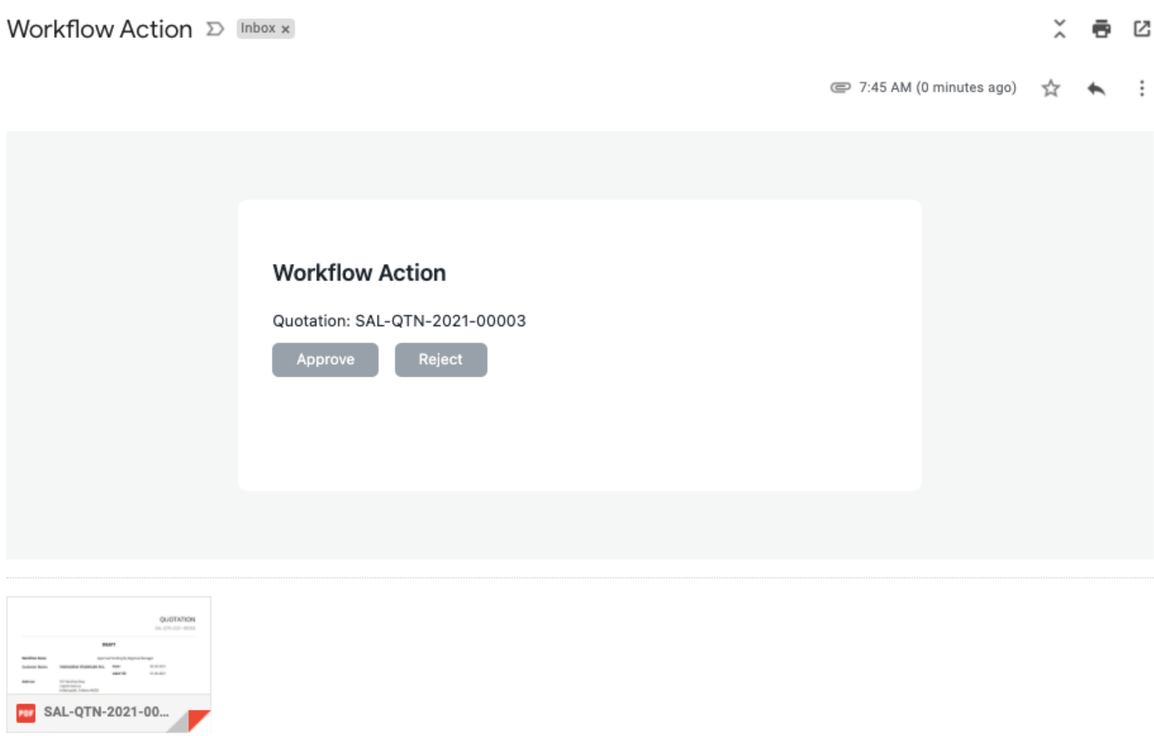
'Workflow Actions' is a single place where you can track and manage all pending actions you have to take on Workflows.

Workflow Actions will send email notifications only if the 'Send Email Alert' checkbox is ticked in the Workflow that you've created.

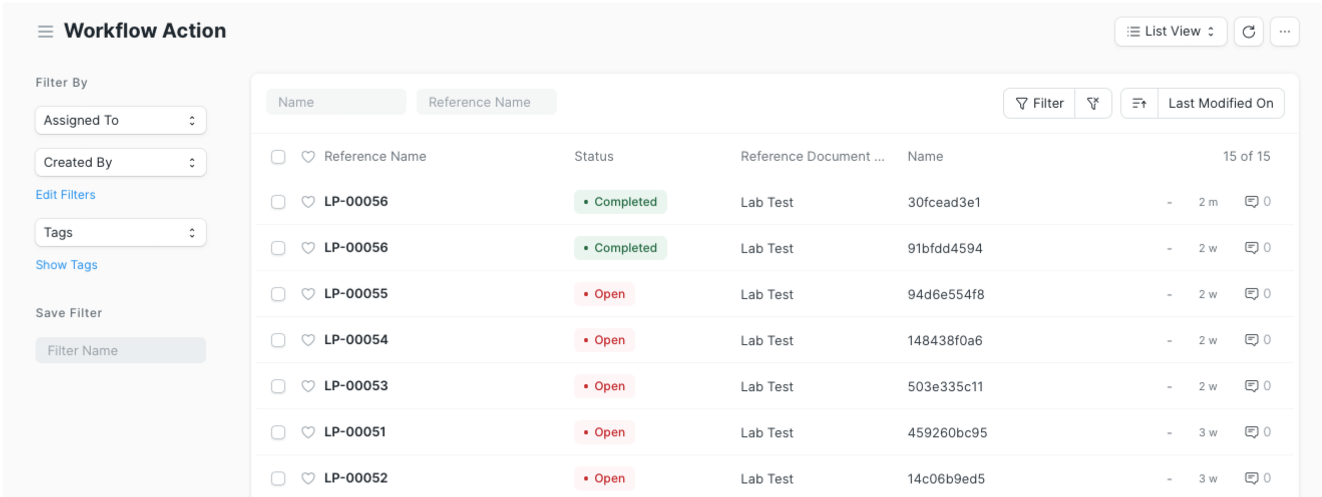
To access Workflow Actions, go to:

Home > Settings > Workflow Actions

If a User is eligible to take action on some workflows, emails will be sent to the user with the relevant document as attachment. From there the user can Approve or Reject the Workflow.



Also the users will see entries in their Workflow Action list:



Note:

- You can set email template for Workflow Actions on each state. The template might consist of a message for users to proceed with the next Workflow Actions.
- Workflow Actions will not be created for a transition to optional states.

Workflows

With workflows you can rewrite how a particular process/workflow is approved in DellSuite.

You can set multiple levels of approval for an DellSuite Workflow. To allow multiple people to submit multiple requests, for approvals by multiple users, DellSuite requires you to fill the Workflow conditions. DellSuite tracks the multiple permissions before submission.

Consider a scenario, where multiple levels of approval are required for a quotation. A sales person (user with 'Sales User' role) will create a quotation. Then it is either approved or rejected by a sales lead (user with 'Sales Manager' role). If approved by sales lead, it is further approved or rejected by regional manager (user with 'Regional Manager' role).

To make a Workflow and transition rules go to:

Home > Settings > Workflow

Once a Workflow is created, you can take actions on it via Workflow Actions.

1. Prerequisites

Before creating a Workflow, it is advised to create these first:

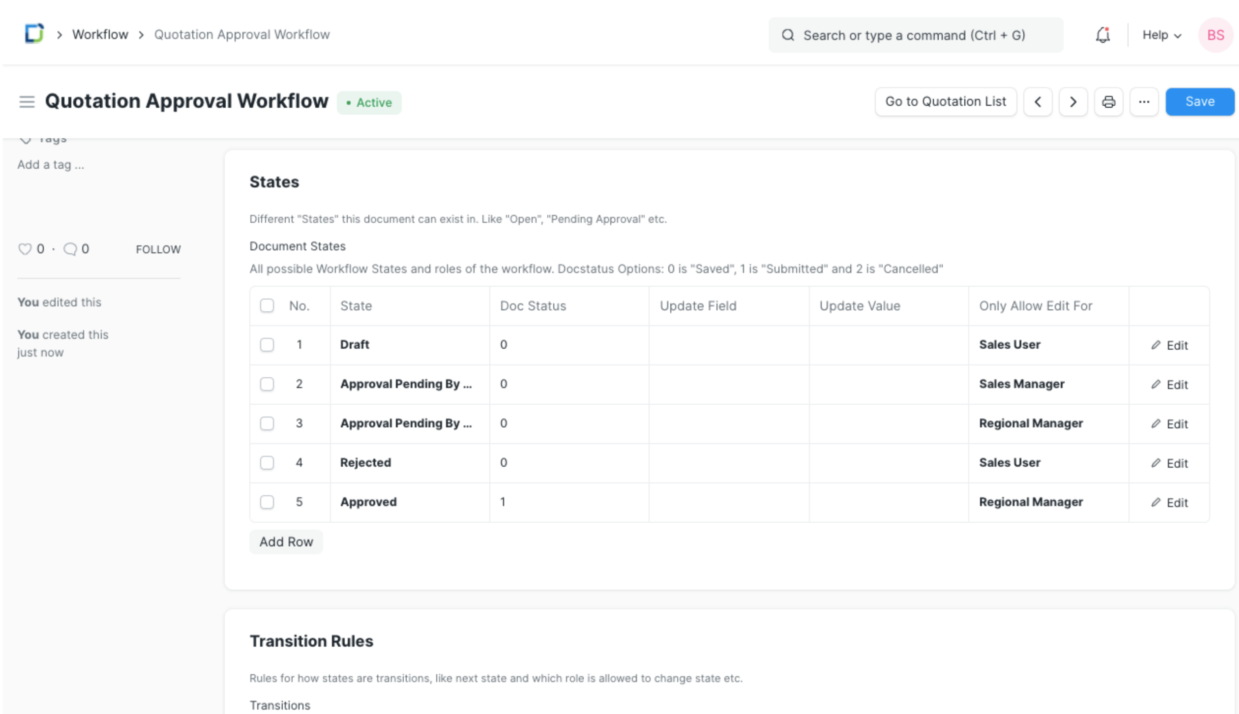
- Workflow Actions

- Workflow States like Approved, Canceled, etc.

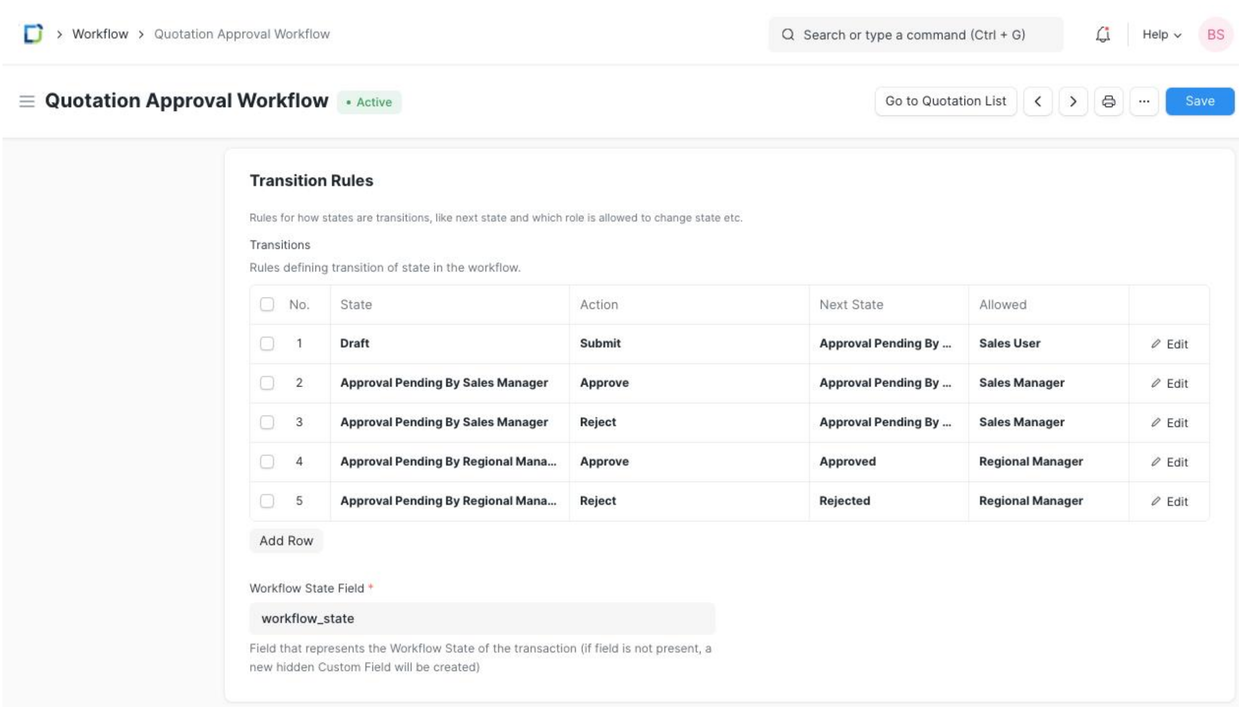
2. How to Create a Workflow

1. Go to the Workflow list, click on New.
2. Enter a name for the **Workflow** and select the DocType on which to be applied.
3. Enter the different states of the Workflow. Enter Doc Status for them, select which field to update from the Update Field column, enter what the value will be updated to under Update Value.

The Workflow States can have different colors according to the state. Eg: Green for success. Document statuses: Saved = 0, Submitted = 1, Cancelled = 2.



4. Enter the Transition Rules.



2.2 Things to note when creating a Workflow

- Creating a Workflow in DellSuite essentially overrides the regular Save and Submit workflow. Thus the document will function based on your Workflow and not based on the pre-set code workflow. Hence there might be no Submit button/option if you have not specified it in the Workflow you create.

If you don't apply a Workflow to a document, and that document is submittable, then it has the default workflow with states: Draft - Submitted - Cancelled. If you are applying a Workflow to a submittable document, then those default states should be handled by the user. * A document cannot be canceled unless it is submitted. * If you wish to give the option to cancel, you will have to write a workflow transition step that says from submitted you can cancel. * If fields under Update Field column are not updated, a new custom field will be created with the name you set in the 'Workflow State Field' field.

2.3 Other options for a Workflow

1. Is Active: On ticking this, all other Workflows for the selected DocType become inactive.
2. Don't Override Status: This Workflow's status will not override the status of the document (Quotation) in the list view.
3. Send Email Alerts: Emails will be sent to the user with next possible workflow actions.

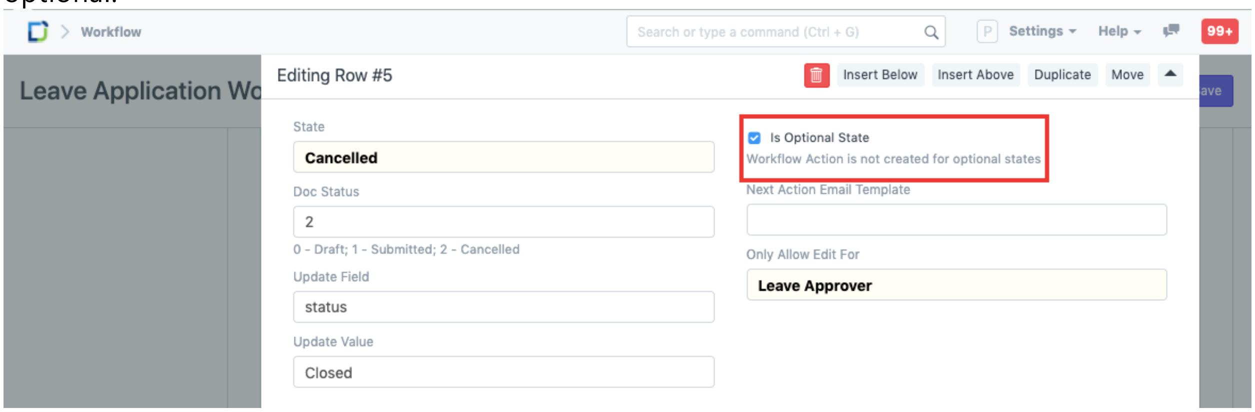
3. Features

3.1 Enable/Disable Optional Workflow State

Introduced in Version 12

In States, optional Workflow state means that the state may not be a part of final approval.

E.g. states like Canceled or Rejected can be optional.



Note: Workflow Actions are not created for optional states.

3.2 Conditions

You can also add a condition for the Transition to be applicable. For example, in this case, if sales executive creates a quotation with grand total of $100,000 or more, a particular role must approve. For this to happen in the particular transition, you can set a property for **Condition**:

[redacted]

Here, `grand_total` is the field name of the field 'Grand Total' of Quotation. To see the field name of a field go to Menu > Customize.

This can be extended to any property of the document.

Introduced in Version 13

In Version 13, you can use date/time, session, get*value and get*list functions in your condition expressions.

Allowed functions:

- frappe.db.get_value
- frappe.db.get_list

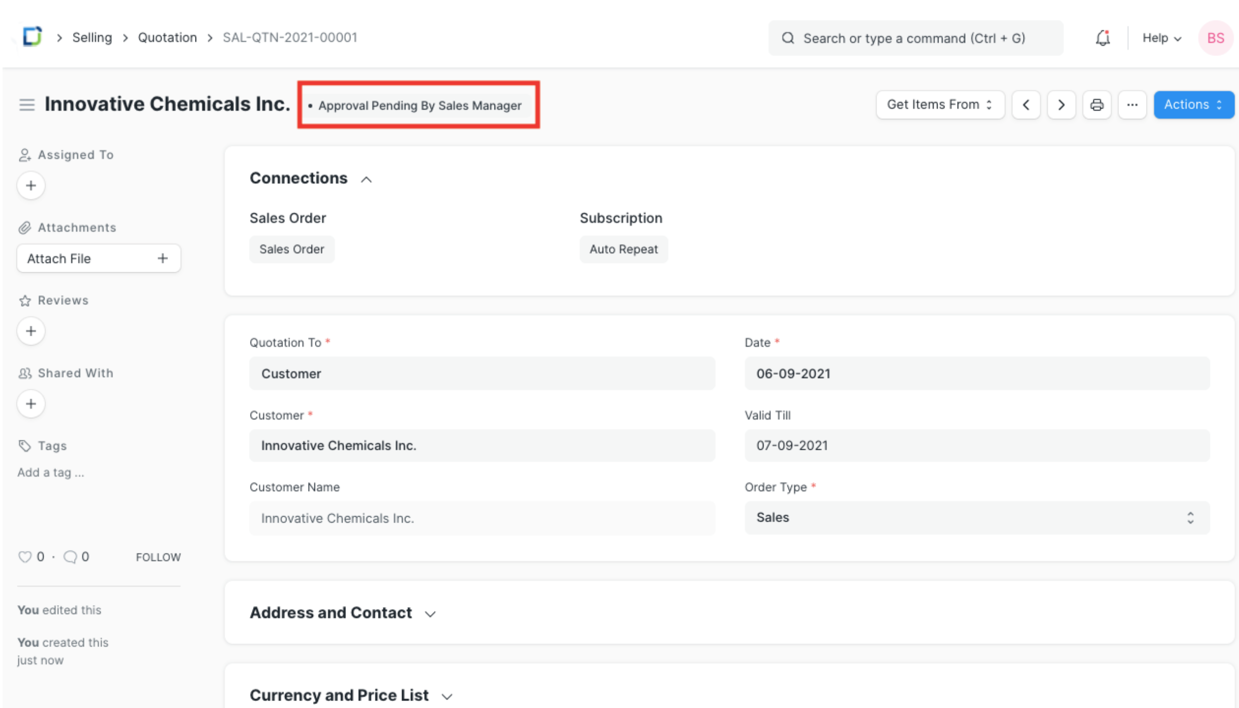
- frappe.session
- frappe.utils.now_datetime
- frappe.utils.get_datetime
- frappe.utils.add*to*date
- frappe.utils.now

Examples:

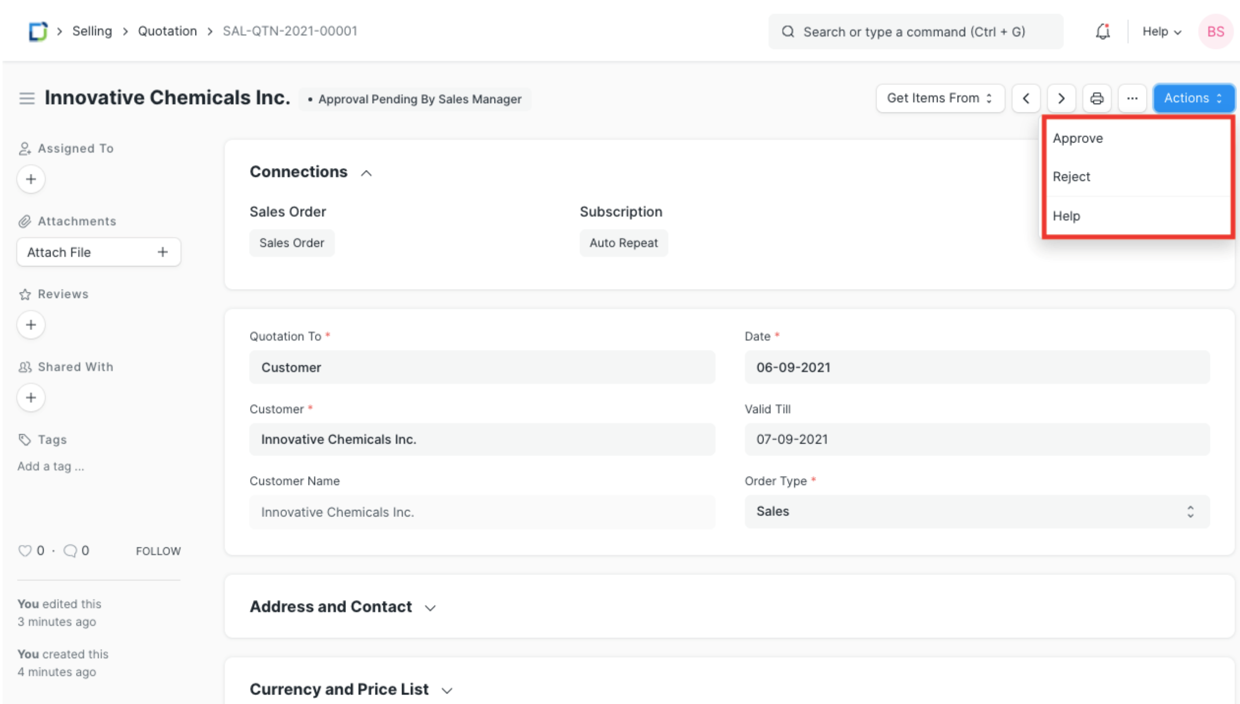
[redacted]

4. Example of a Quotation Approval Process

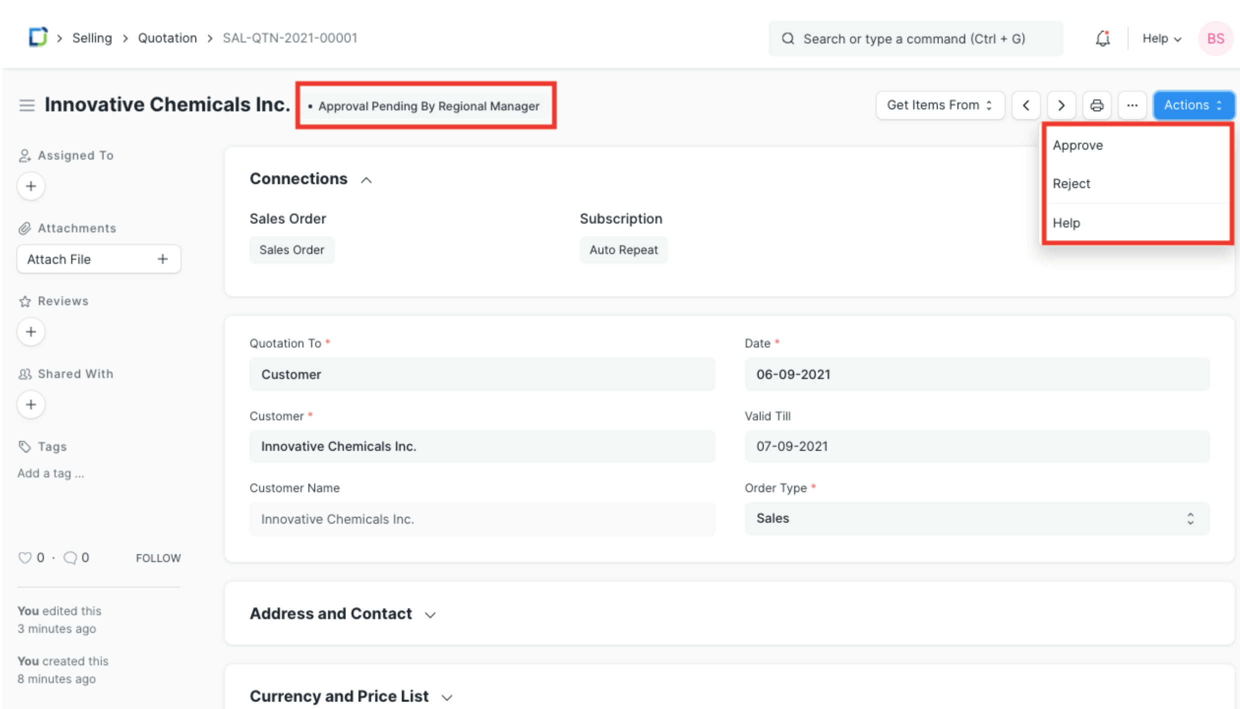
When a quotation is saved by sales user, the status of the document changes to "Draft" and when clicked on submit the status changes to 'Approval Pending By Sales Manager':



When the Sales Manager logs in, he can either Approve or Reject. If approved the status of the document changes to "Approval Pending By Regional Manager".



When the Regional Manager opens the quotation, he can finally "Approve" or "Reject" it.

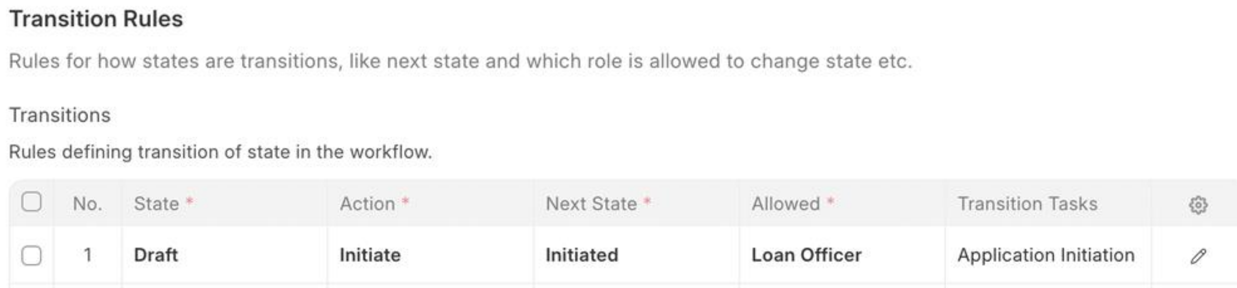


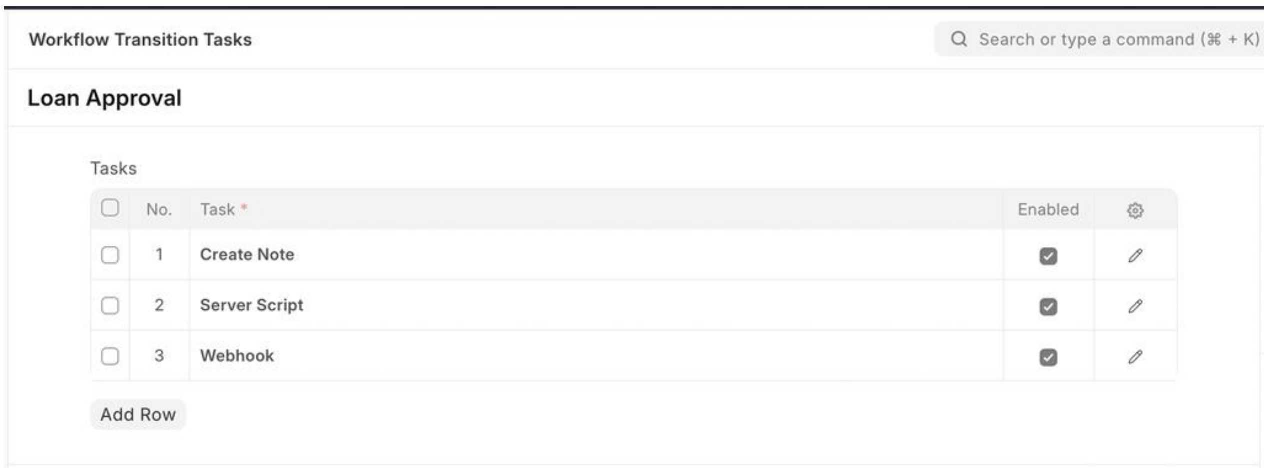
Workflow Transition Tasks

Note: To be added in version 16

Introduction

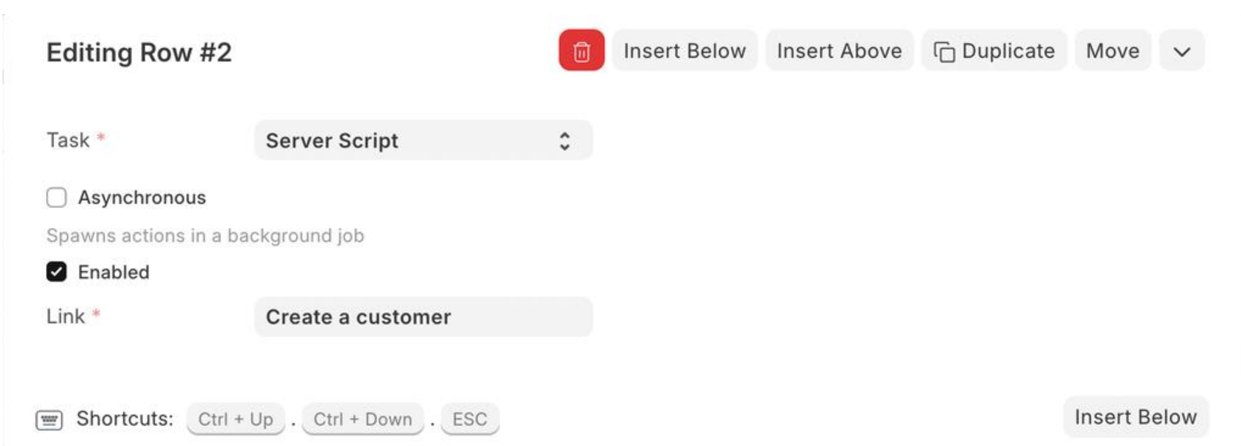
Workflow Transition Tasks are actions that can be run during state transitions in workflows. Each Workflow Transition can link to a set of transition tasks.





Each Workflow Transition Task can have tasks of the following types:

1. App-Defined Actions (specified by each Frappe app through hooks.py)
2. Server Scripts
3. Webhooks



On top of this, each transition task can be either:

1. **Synchronous**: This is the default mode of transition tasks. All of the transition tasks run one-by-one when the state transition is initiated. Even if one of them fails, the transition is reversed.
2. **Asynchronous**: This mode can be enabled using the 'Asynchronous' checkbox. Each asynchronous transition task runs after the state transition is completed, meaning it has zero influence over state completion, and is run in a separate background job of its own.

App-Defined Actions

Each Frappe app defines them using the 'workflow_methods' hook.

Any dotted path method defined through the workflow_methods hook has to accept `doc: Document` as the parameter, which is the document on which the transition is being applied.

An example of an app-defined task is:

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

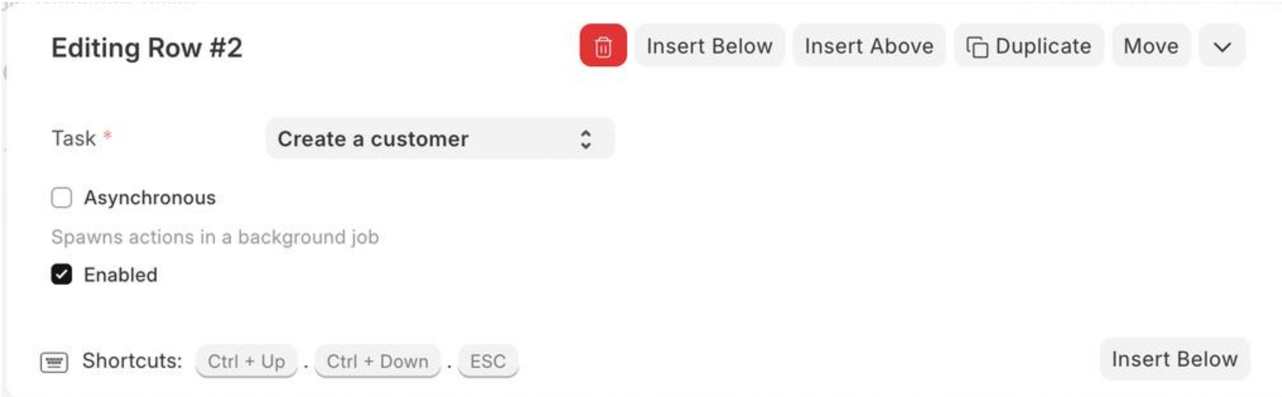
[redacted]

[redacted]

[redacted]

[redacted]

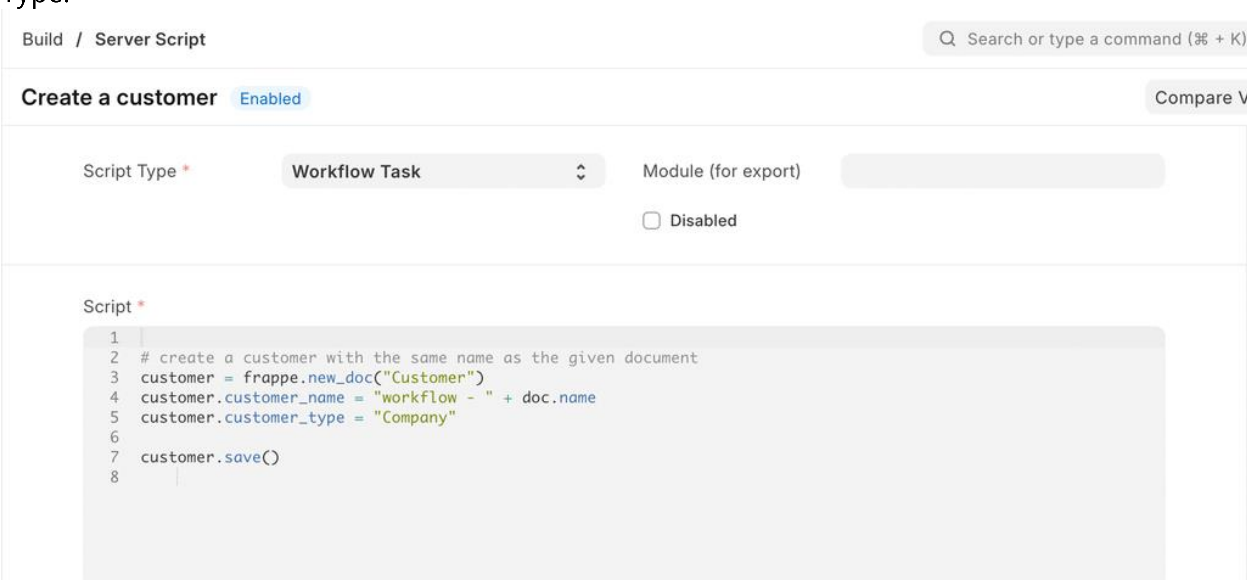
These will be available in the 'Tasks' drop-down if any of the apps has provided them.



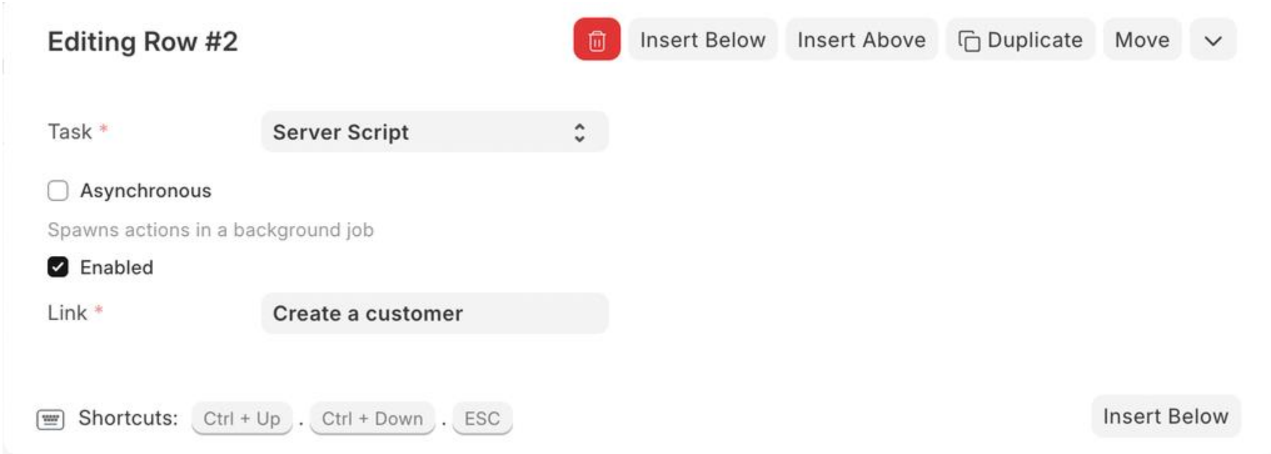
If you are an end user, you cannot create app-defined actions on your own and will have to use server scripts as mentioned below.

Server Scripts

These also take the `doc: Document` parameter and can be set using the 'Workflow Task' Script Type.

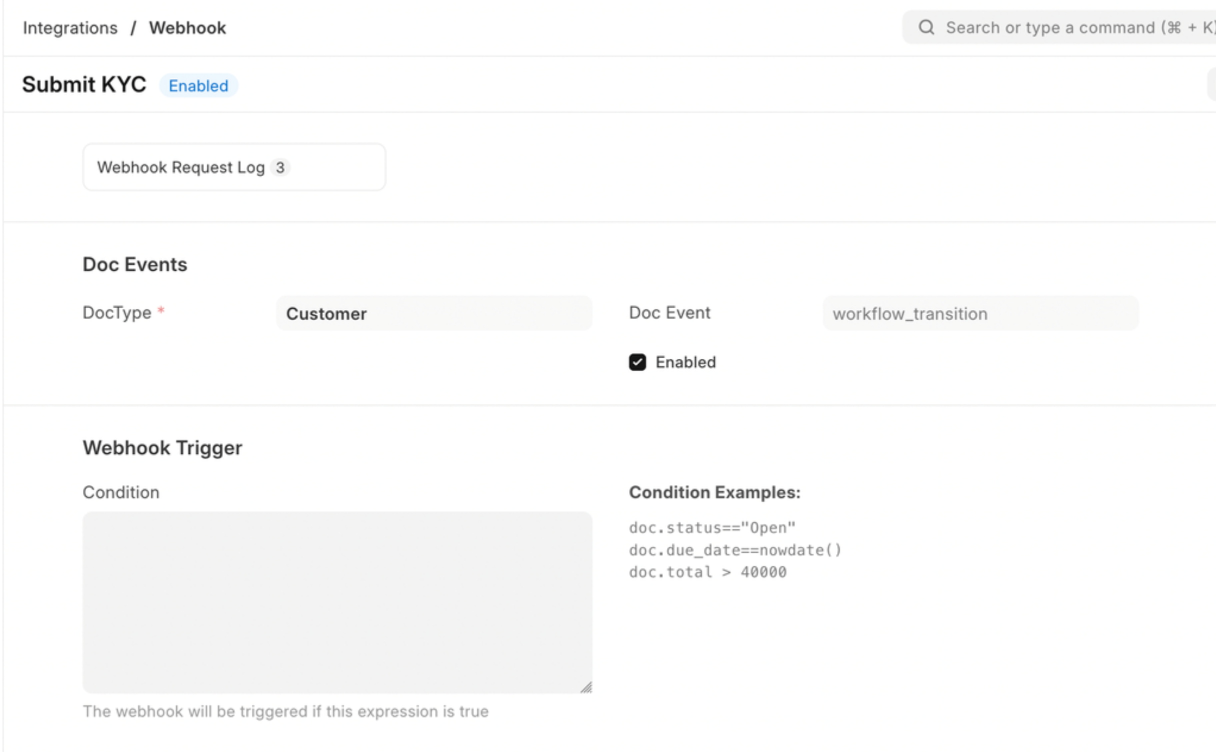


And then these have to be linked to in the transition task:

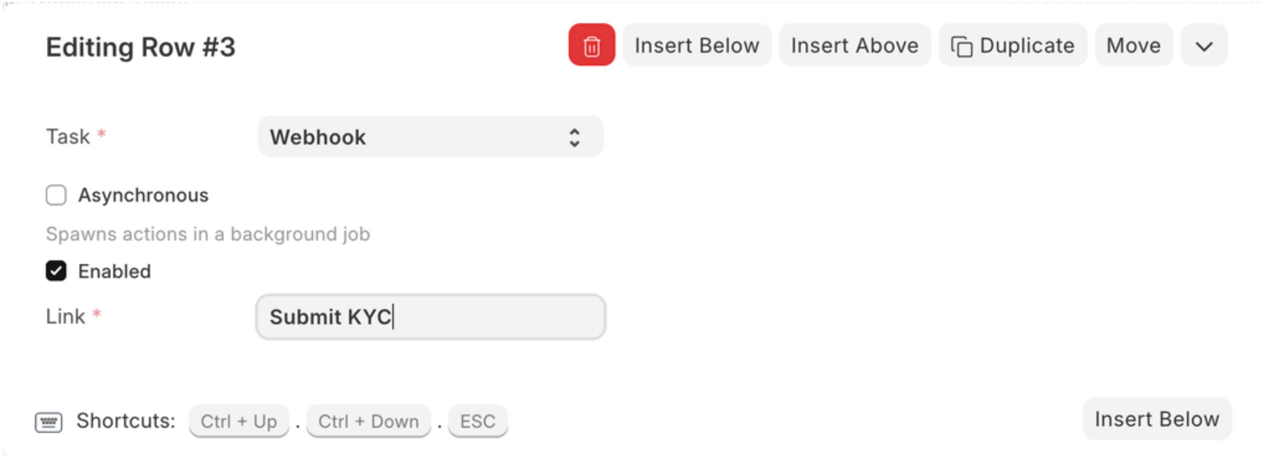


Webhooks

These can be created by setting the 'Doc Event' field of the webhook to 'workflow_transition':



And then these have to be linked to in the transition task:



Users and Permissions

Users

User management in DellSuite includes creating and managing user accounts, defining roles, and assigning these roles to users based on their responsibilities. Administrators can configure detailed permissions for each role by specifying the level of access to modules within the system.

Adding Users

Users can be added by the System Manager. To add users go to:

Home > Users and Permissions > User

There are two main types of users:

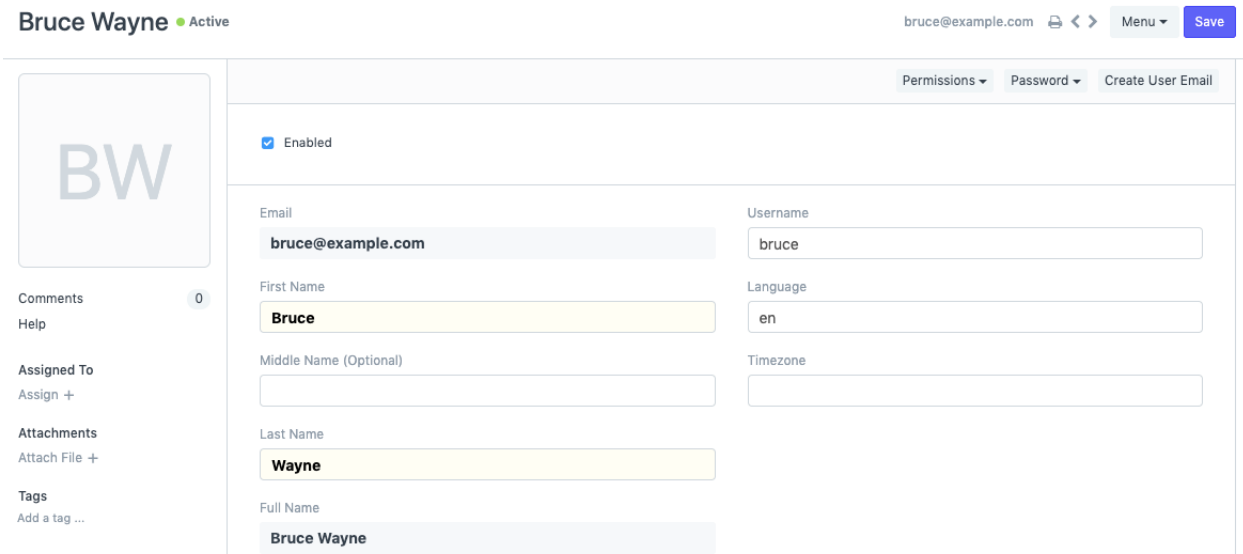
Website users: Customers, Suppliers, Students, etc., who have access only to the portal and not to any modules. **System Users**: People using DellSuite in the Company with access to modules, company data, etc.

Under User, a lot of info can be entered. For the sake of usability, the information entered for web users is minimal: First Name and Email.

An Email address is the unique key (ID) identifying the Users.

1. How to Create a New User

1. Go to the User list, click on New.
2. Add an Email address and name of the user.
3. Save.

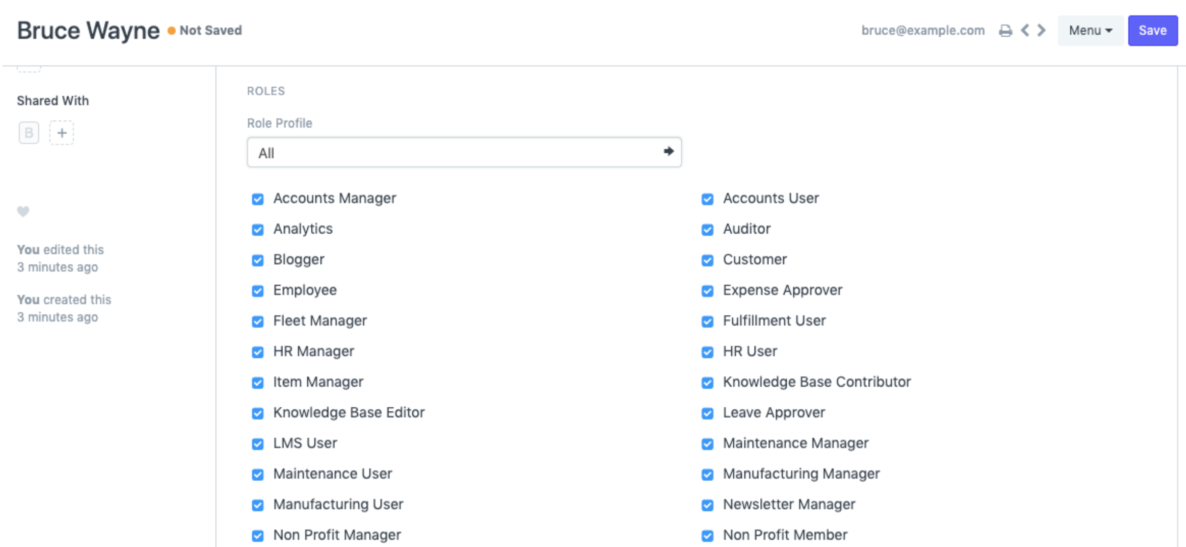


Details like Username and Language can also be changed.

2. Features

2.1 Setting Roles

After saving, you will see a list of roles and checkboxes next to them. Just check the roles you want the user to have and save the document. The roles have pre-defined permissions. You can set Role profiles to use as a template which selects multiple roles together.



2.2 More Information

More information about the employee can be set from this section:

- Gender
- Phone
- Mobile No
- Birth Date
- Location
- Interests
- Bio
- Banner Image

Ticking on 'Mute Sounds' will mute sounds that play on interacting with documents. The user may need to do a Settings > Reload for the changes to take place.

2.3 Change Password

- **Set New Password**: As a System Manager, you can set a new password for the user if it needs to be changed.
- **Send Password Update Notification**: Send an email notification to the user that their password has been changed.
- **Log out from all devices while changing Password**: When changing the user's password, this logs out the user from PC and any mobile device they may have logged into.

2.4 Document Follow

With this option you can follow various documents in the system and get email notifications when they are updated.

2.5 Email Settings

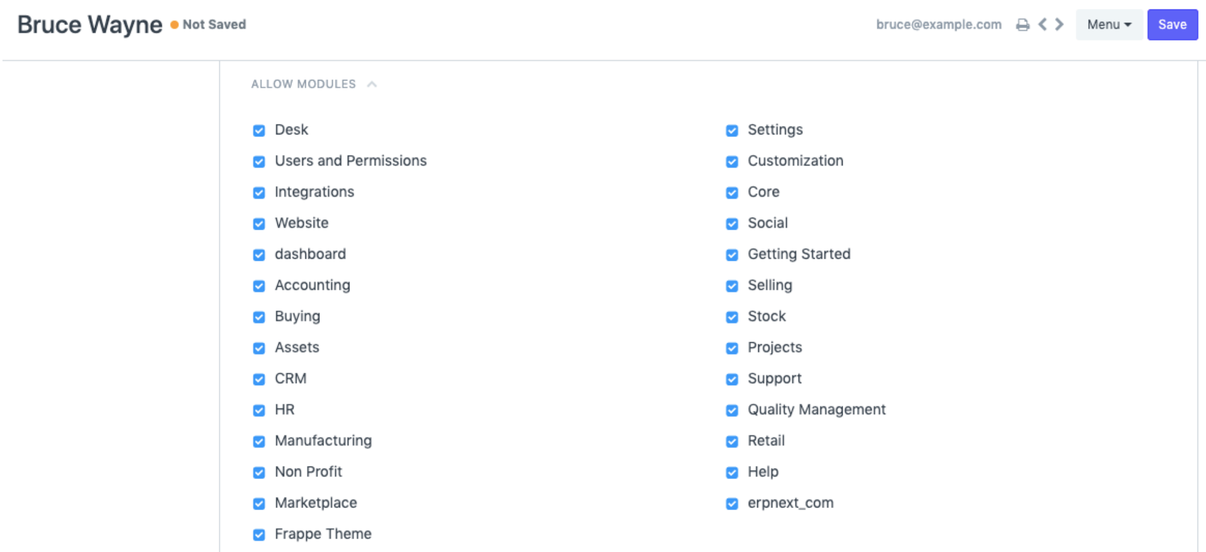
- **Send Notifications for Email threads**: The user will get notifications for Email conversations that take place in document types like Opportunities.
- **Send Me A Copy of Outgoing Emails**: Sends the user a copy of the emails they send. This is useful for keeping track if the email got sent.
- **Allowed In Mentions**: Allow this user's name to appear in thread conversations so that they can be mentioned using '@'.
- **Email Signature**: Adding an email signature here will set it as default for all outgoing emails for the user. This is different from a footer which is set from the Company master.

2.6 Email Inbox

Subscribe the user to different mailing lists of your company from this section. Add a new row and select the mailing list to assign this user. For example, mailing lists can be jobs, support, sales, etc.

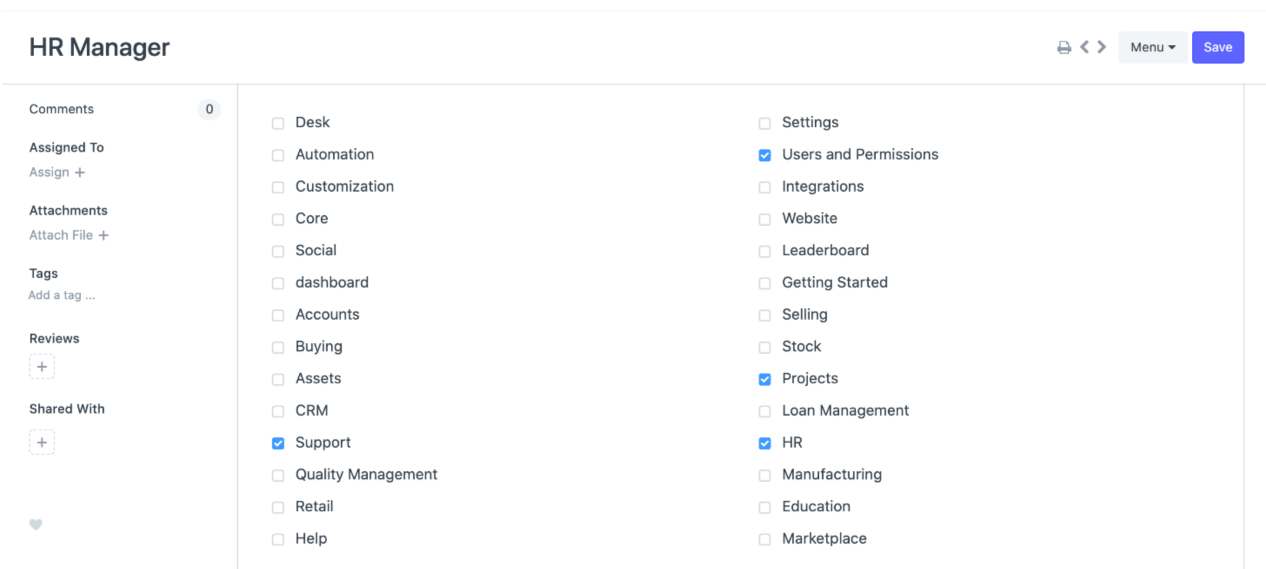
2.7 Allow Module Access

Users will have access to all modules for which they have role-based access. If you want to restrict access of certain modules for this user, un-check the modules from this list.



2.7.1 Module Profiles

Role Profiles act as a template to store and select access to multiple modules. This Role Profile can then be assigned to a User. For example, HR Users will have access to multiple modules like HR, Payroll, etc. Role Profiles are useful to provide access to multiple modules at once when adding multiple users.



2.8 Security Settings

- **Simultaneous Sessions**: Simultaneous login sessions the user is allowed. You can use the same set of credentials for multiple users by allowing more sessions. This can be restricted from System Settings globally. For cloud account, the total number of simultaneous sessions cannot exceed the total number of subscribed users.
- **User Type**: If the user has any role checked other than Customer, Supplier, Patient, or Student they automatically become a System User. This field is read-only.
- **Login After, Login Before**: If you wish to give the user access to the system only between office hours, or during weekends, specify it here. For example, if office hours are from 10 am to 6 pm, set the Login After, Login Before hours as 10:00 and 18:00.
- **Restrict IP**: Restrict user login to the IPs specified here. This can be used so that the user can log in only from office computers. Multiple IPs can be added separated by commas.

This section also shows other details like Last Login, Last IP, and Last Active time for the user.

2.9 Third Party Authentication

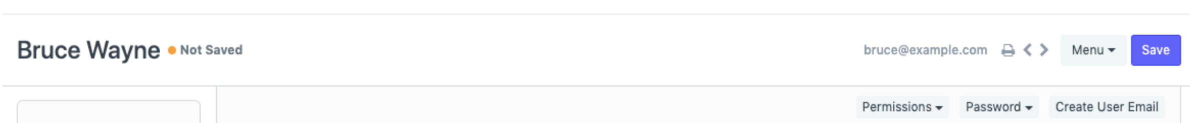
This will allow users to use Facebook, Google, or GitHub to log in. To use this feature, signup for a developer account with Facebook, Google, GitHub, etc. Create an app on their console, specify an app name, the originating URL and callback URL, copy the client ID and client secret info here to start using.

2.10 API Access

You can generate API Secret keys from this section using the Generate Keys button. This can be used to access your account's data from another application, for example, an offline POS system.

2.11 After saving

After saving a user, these buttons will be seen on the dashboard area of the User master.



Permissions

- **Set User Permissions**: Will take you to the User Permissions page of Bruce from where you can restrict Bruce's access to documents.
- **View Permitted Documents**: Will take you to the 'Permitted Documents For User' report for this user. Here you can see which documents does Bruce have access to. For example, on selected Sales Order, the list of Sales Orders Bruce has access to will be displayed.

Password

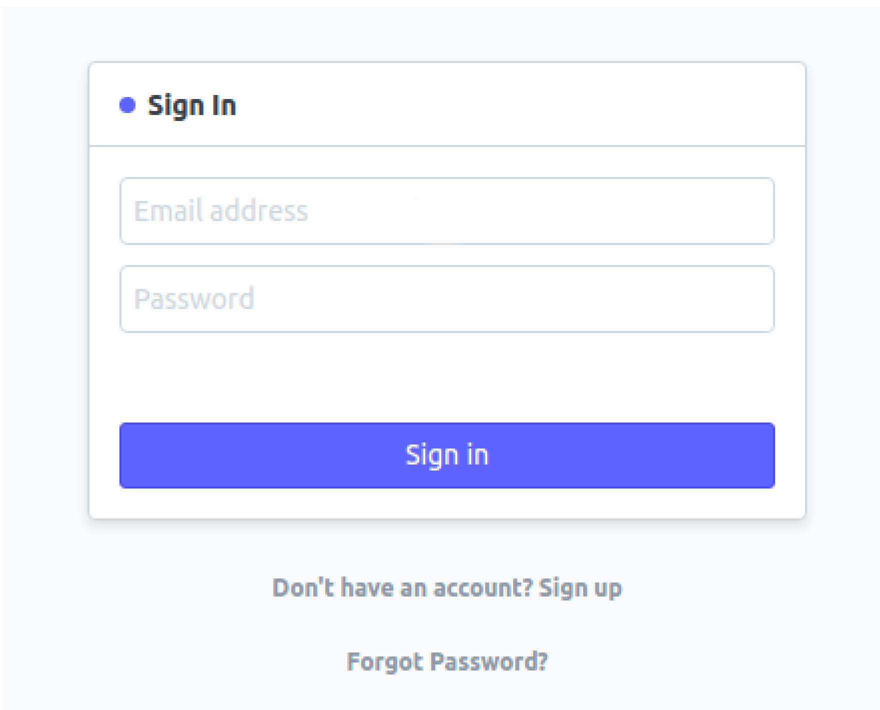
- **Reset Password**: An email with instructions to reset the user's password will be sent to the user's Email Account.
- **Reset OTP Secret**: Reset OTP Secret for logging in via Two Factor Authentication.

Create User Email will let you create an Email Account for the user based on the email entered in the User master.

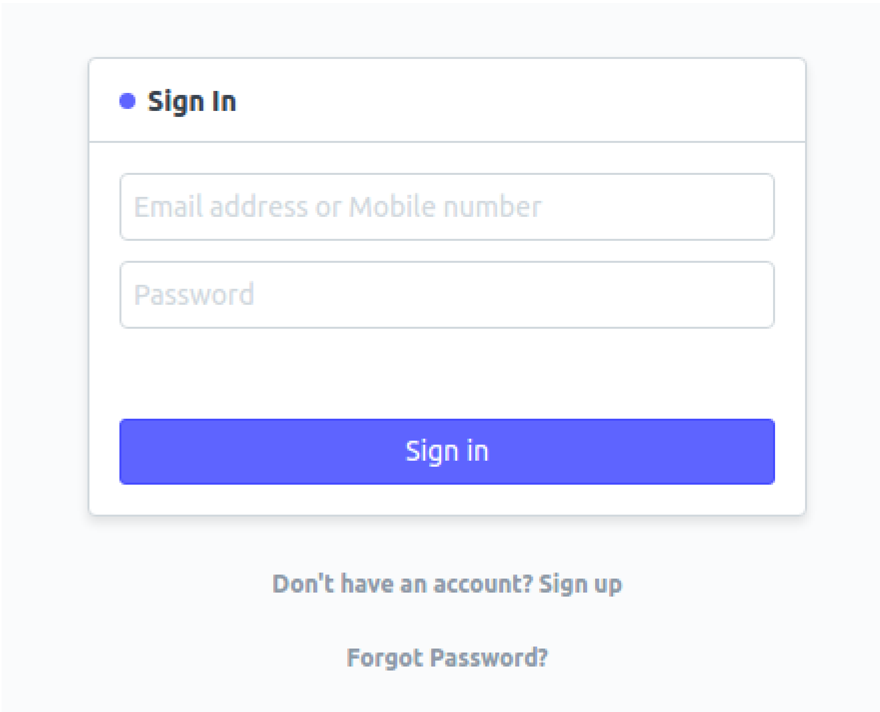
3. Login Methods

In System Settings, under the Security section, if you check the 'Allow Login using Mobile No' checkbox, a mobile number can also be used to log in. While a Mobile No will be unique, it will not be treated as a user ID.

Login with Email:



Login with Email or Mobile:



After adding these details, save the user.

Permissions

Permissions in DellSuite refer to the access rights granted to users or roles within the system. These permissions determine what kind of actions can be performed by a user on different modules and documents.

User Permissions

User permissions is a way of restricting user access to particular documents.

Role based permissions allow setting complete (by default) access to a document type (doctype) like Sales Invoice, Orders, Quotation, etc. This means that when you assign a Sales User role to a user, they can access all the Sales Orders and Quotations.

User Permissions can be used to restrict access to select documents based on the link fields in the document. For example, consider that you do business with multiple territories and you want to restrict access of certain Sales Users to Quotations/Sales Order belonging to a particular territory. This can be done via User Permissions. The restrictions can be set on Customer, Supplier, Customer Group, Supplier Group, etc.

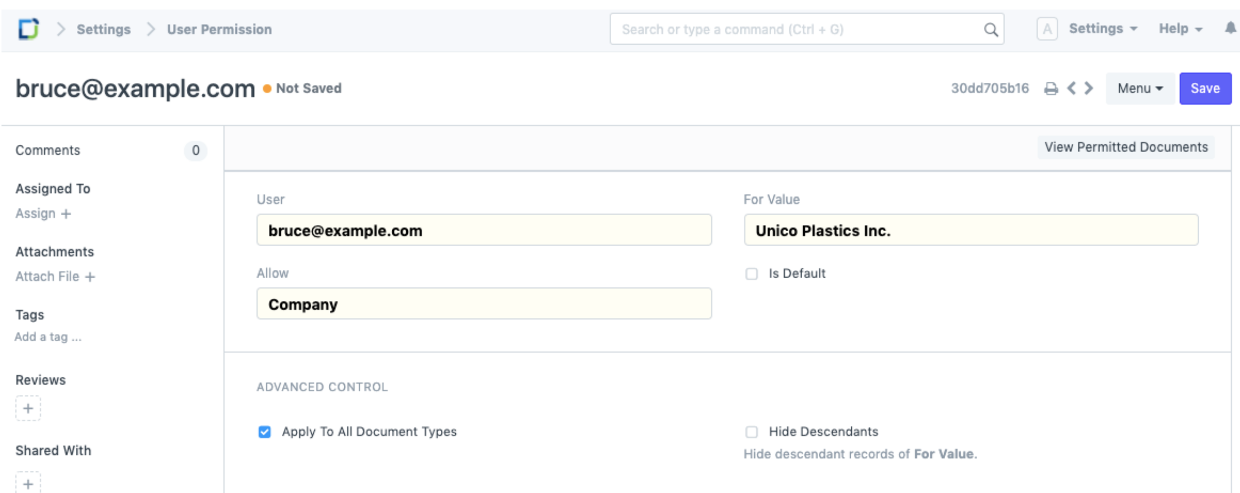
Setting User Permissions are particularly useful when you want to restrict based on:

1. Allowing user to access data belonging to one Company
2. Allowing user to access data related to a specific Customer or Territory

To access User Permissions, go to: > Home > User and Permissions > User Permissions

1. How to create User Permissions

1. Go to the User Permissions list, click on New.
2. Select the user for which the rule has to be applied.
3. Select the type of document to be allowed (for example "Company").
4. Under For Value, select the specific item that you want to allow (the name of the "Company).
5. If you check 'Is Default', the value selected in 'For Value' will be used by default for any future transactions by this user. That is if company 'Unico Plastics Inc.' is selected as 'For Value', this Company will be set as default for all future transactions by this user.



Note: Only a single user permission can be set as default for a particular document type for a specific user.

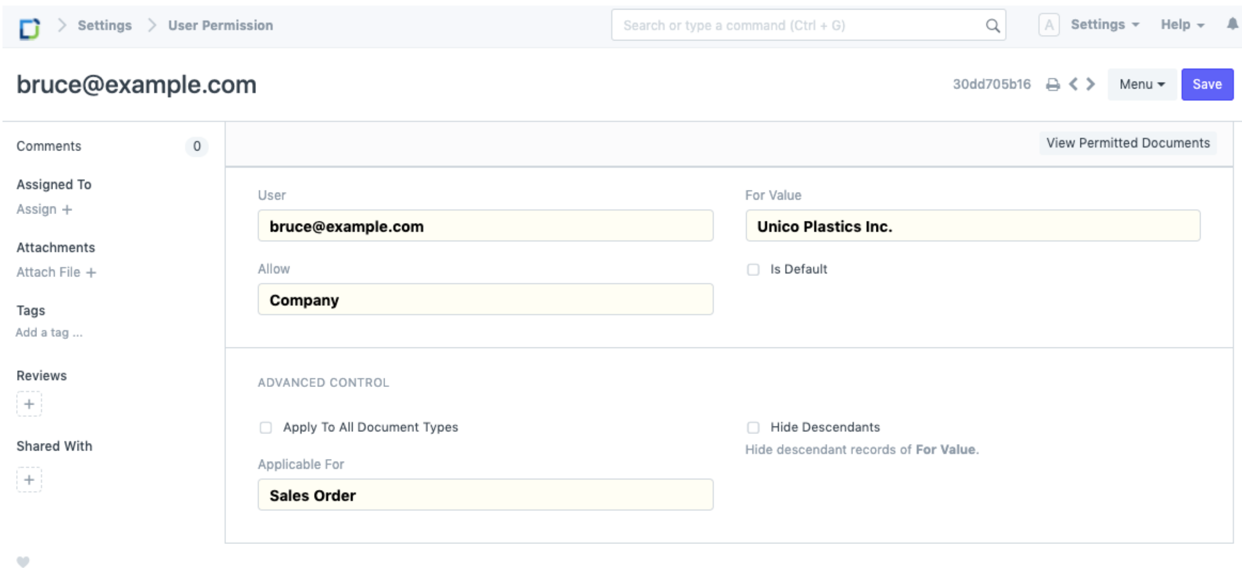
2. More User Permission actions

2.1 Advanced Control

In Advanced Control, you can have better command over where the User Permission is applied.

2.1.1. Applicable For

You can optionally apply user permissions only for specific document type by setting the Document Type after unchecking the Apply To All Document Types checkbox.
Setting **Applicable For** option will make the current user permission applicable only under the selected Document Type master.



In the above User Permission, the user will be able to access only Sales Orders of the selected company.

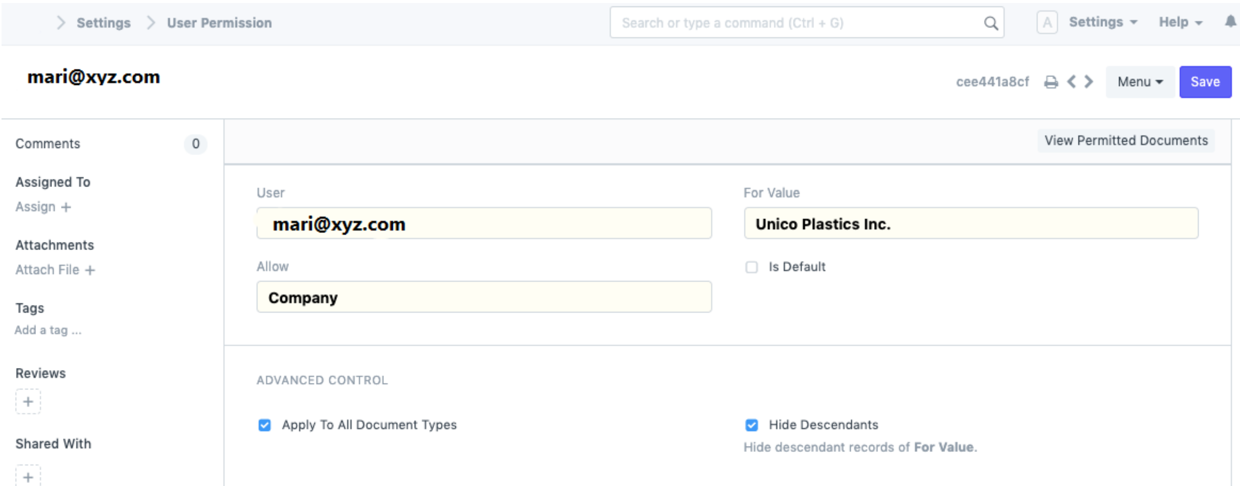
Note: If **Applicable For** is not set, User Permission will apply across all related Document Types.

2.1.2. Hide Descendants

The value of **Allow** could be a DocType with a Tree View, which will have records with a parent-child or ancestor-descendant relationship.

Let's assume **For Value**, 'Unico Plastics Inc.', has a child company 'Unico Toys'. When a User Permission is created for 'Unico Plastics Inc.', permissions for its descendants are granted as well.

Hide Descendants is visible only on selecting a Tree View DocType. By enabling this checkbox, permissions for descendants of **For Value** will not be granted.

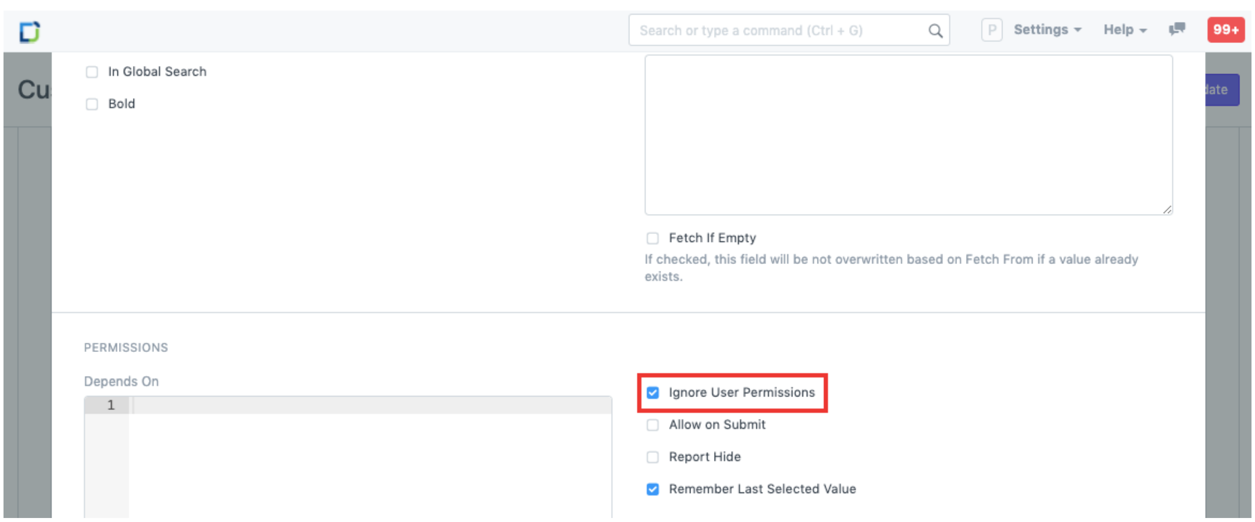


A user that can view records of 'Unico Plastics Inc.' will not be able to view those of 'Unico Toys'.

2.2 Ignoring User Permissions on Certain Fields

Another way of allowing documents to be seen by everyone that have been restricted by User Permissions is to tick "Ignore User Permissions" on a particular field by going to **Customize Form**.

For example, you don't want Assets to be restricted for any user, then select **Asset** in form type. Under the fields table, expand the Company field and tick on "Ignore User Permissions".



2.3 Strict Permissions

When user permissions are defined, for a particular role - the role permissions are only applied when the user permission are defined. When there are no user permissions for a particular user, there could be two interpretations:

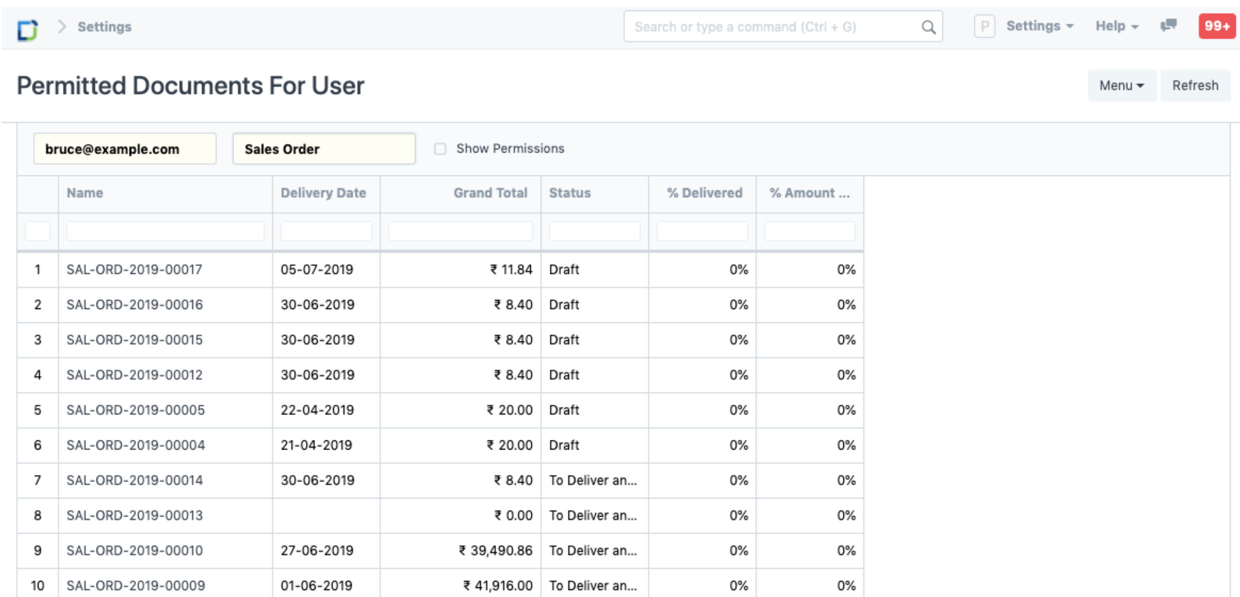
1. Show everything (nothing is restricted)
2. Show nothing (nothing is permitted)

You can choose how to interpret this the way you want by checking "Apply strict permissions" on the System Settings page.

2.4 Checking How User Permissions are Applied

Finally, once you have created your air-tight permission model, and you want to check how it applies to various users. You can see it via the **Permitted Documents for User** report. Using this report, you can select the **User** and document type and view which documents a particular user can access.

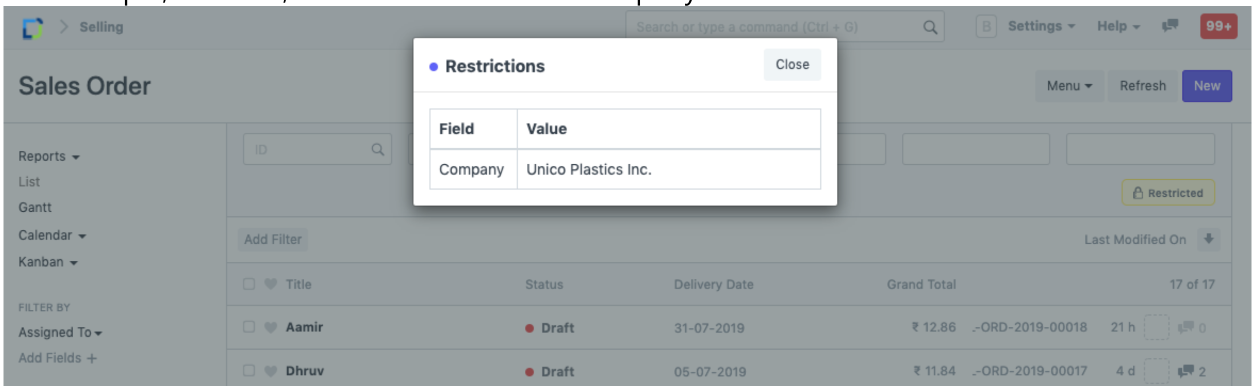
Ticking on the Show Permissions checkbox will show the read/write/submit and other access levels.



	Name	Delivery Date	Grand Total	Status	% Delivered	% Amount ...
1	SAL-ORD-2019-00017	05-07-2019	₹ 11.84	Draft	0%	0%
2	SAL-ORD-2019-00016	30-06-2019	₹ 8.40	Draft	0%	0%
3	SAL-ORD-2019-00015	30-06-2019	₹ 8.40	Draft	0%	0%
4	SAL-ORD-2019-00012	30-06-2019	₹ 8.40	Draft	0%	0%
5	SAL-ORD-2019-00005	22-04-2019	₹ 20.00	Draft	0%	0%
6	SAL-ORD-2019-00004	21-04-2019	₹ 20.00	Draft	0%	0%
7	SAL-ORD-2019-00014	30-06-2019	₹ 8.40	To Deliver an...	0%	0%
8	SAL-ORD-2019-00013		₹ 0.00	To Deliver an...	0%	0%
9	SAL-ORD-2019-00010	27-06-2019	₹ 39,490.86	To Deliver an...	0%	0%
10	SAL-ORD-2019-00009	01-06-2019	₹ 41,916.00	To Deliver an...	0%	0%

Note: If you cannot access Sales Order or any other document type in this list, make sure you've set the roles correctly.

For example, the user, Bruce is restricted to Company 'Unico Plastics Inc.'



Role Based Permissions

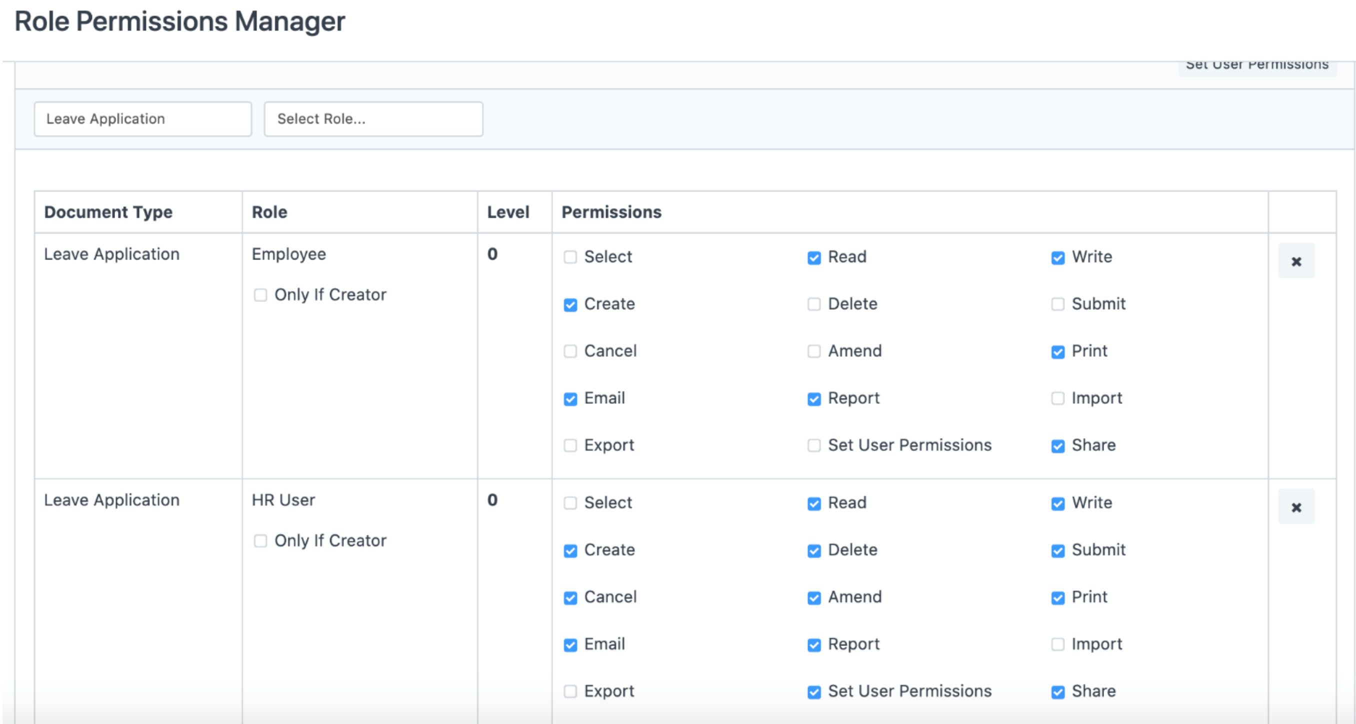
Permission to different documents can be controlled using Role Based Permissions.

DellSuite has a role-based permission system. It means that you can assign Roles to Users, and Permissions can be set on Roles. The Role Permissions Manager allows you to set which roles can access which documents and with what permissions (read, write, submit, etc.).

Once roles are assigned to a user, their access can be limited to specific documents. The permission structure allows you to define different permission rules for different fields using a concept called **Permission Level** of a field.

1. How to use the Role Permissions Manager

To start using the Role Permission Manager, go to: > Home > Users and Permissions > Role Permissions Manager



Permissions are applied on a combination of:

- **Roles:** As we saw earlier, Users are assigned Roles and it is on these Roles that permission rules are applied. For example, a sales user may be given the roles of an Employee and a Sales User.

Examples of Roles include Accounts Manager, Employee, HR User, etc. * **Document Types:** Each type of document, master or transaction, has a separate list of role-based permissions as seen in the preceding screenshot.

Examples of Document Types are Sales Invoice, Leave Application, Stock Entry, etc. * **Permission Levels:** In each document, you can group fields by "levels". Each group of fields is denoted by a unique number (0 to 9). A separate set of permission rules can be applied to each field group. By default, all fields are of level 0.

Permission "Level" connects fields with level X to a permission rule with level X. * **Document Stages:** Permissions are applied on each stage of the document like Creation, Saving, Submission, Cancellation, and Amendment. A role can be permitted to Print, Email, Import or Export data, access Reports, or define User Permissions. * **User Permissions:** Using User Permissions in DellSuite a user can be restricted to access only specific Documents for that Document Type. Eg: Only one Territory from all Territories. User Permissions defined for other Document Types also get applied if they are related to the current Document Type through Link Fields.

For example, a Customer is a link field in a Sales Order or Quotation. In the Role Permissions Manager, User Permissions can be set using the 'Set User Permissions' button.

To set User Permissions based on documents/fields go to: > Home > Users and Permissions > Permissions > User Permissions * **Add a New Rule**: In the Role Permissions Manager, to add a new rule, click on the **Add a New Rule** button and a pop-up box will ask you to select a Role and a Permission Level. Once you select this and click on 'Add', this will add a new row to your rules table.

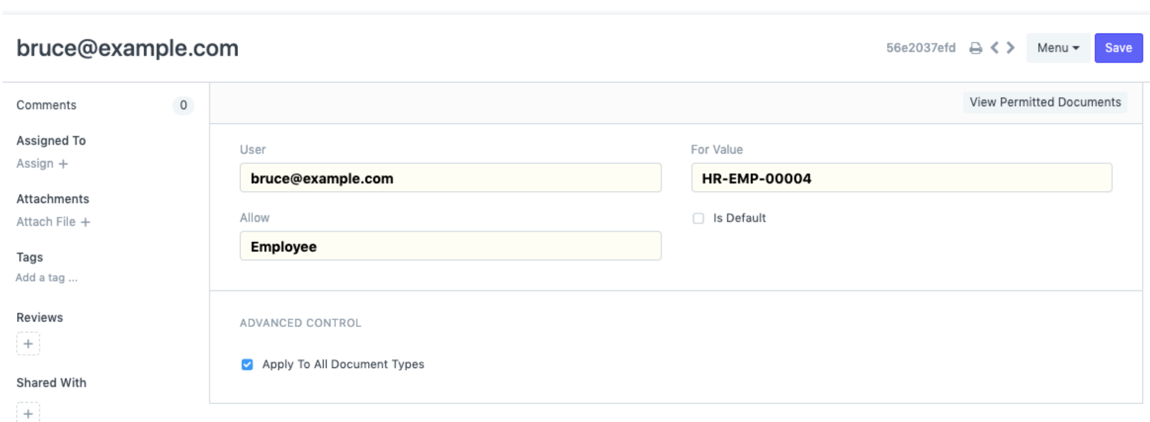
2. How Role Based Permissions Work

Leave Application is a good example that encompasses all areas of a Permission System.

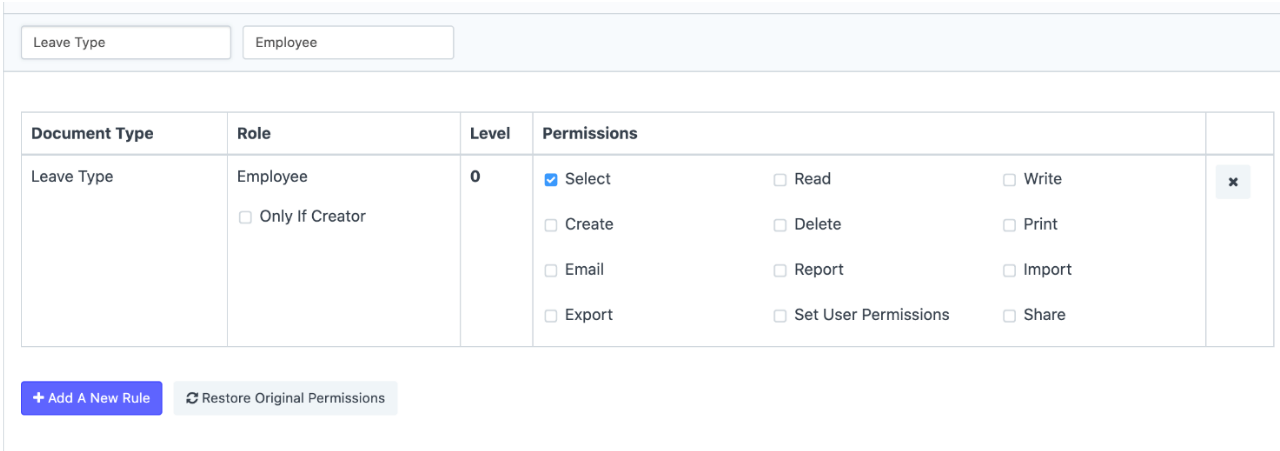
- It should be created by an Employee. For this, Employee Role should be given Read, Write, Create permissions.

Document Type	Role	Level	Permissions			
Leave Application	Employee ☐ Only If Creator	0	☐ Select	☑ Read	☑ Write	×
			☑ Create	☐ Delete	☐ Submit	
			☐ Cancel	☐ Amend	☑ Print	
			☑ Email	☑ Report	☐ Import	
			☐ Export	☐ Set User Permissions	☑ Share	

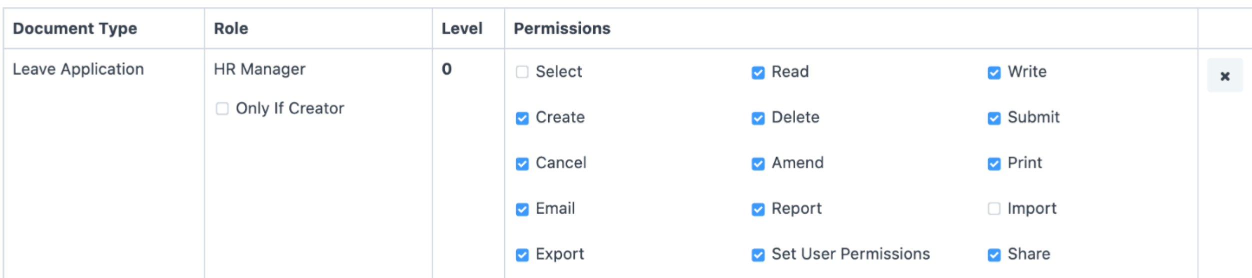
 * An **Employee** should only be able to access his/her Leave Application. Hence, User Permissions record should be created for each User-Employee combination.



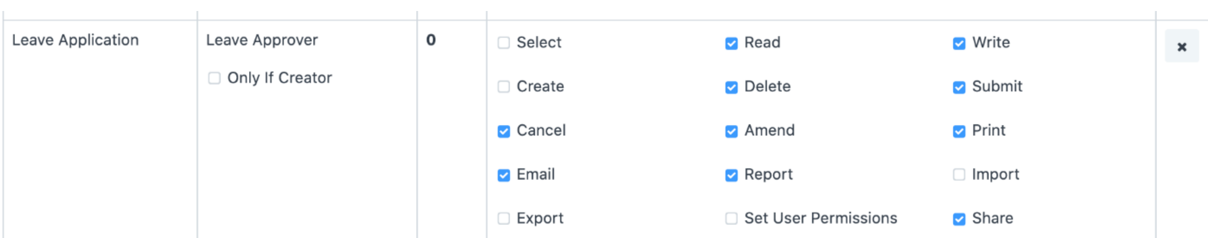
* If you want an **Employee** to only select a document in another document and not have read access to that document as a whole, then grant only Select perm to the role, Employee.



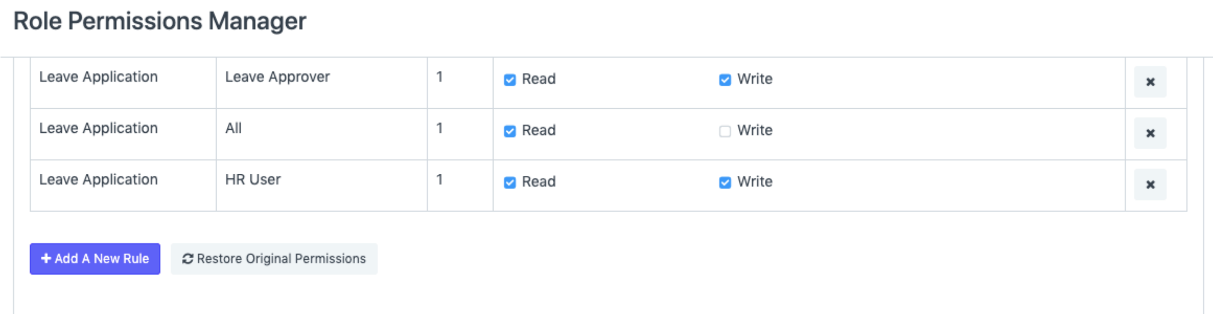
* **HR Manager** should be able to see all Leave Applications. Create a Permission Rule for HR Manager at Level 0, with Read permissions. Apply User Permissions should be disabled.



* **Leave Approver** should be able to see and update Leave Applications of employees under him/her. Leave Approver is given Read and Write access at Level 0. Relevant Employee Documents should be enlisted in the User Permissions of Leave Approvers. (This effort is reduced for Leave Approvers mentioned in Employee Documents, by programmatically creating User Permission records).

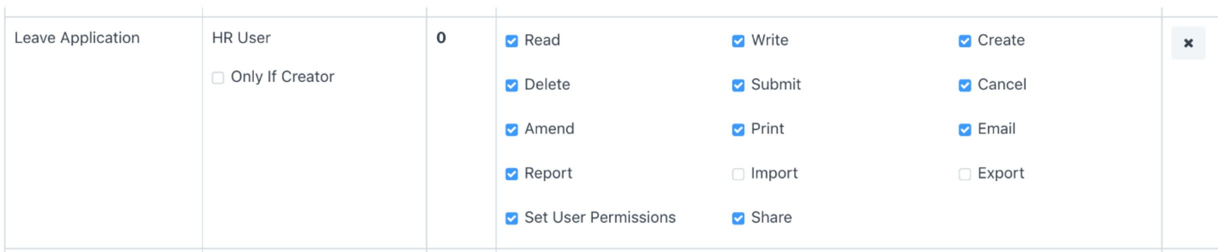


* It should be Approved/Rejected only by HR User or Leave Approver. The Status field of a Leave Application is set at Level 1. HR User and Leave Approver are given Read and Write permissions for Level 0, while everyone else (All) are given Read permission for Level 1.



*

HR User should be able to delegate Leave Applications to his/her subordinates. HR User is given the right to Set User Permissions. A User with HR User role would be able to define User Permissions on Leave Application for other users.



Role Permission for Page and Report

Access to different pages and reports can be controlled in Role Permission for Page and Report.

Document types are Sales Order, Customer, Supplier, etc. They are a **document type** meaning they can contain multiple documents of that type. A Page is a single page like Selling Settings. You cannot create multiple Selling Settings, but you can create multiple Sales Orders.

In DellSuite, user can make a custom user interface using Page and a custom report using Report Builder or Query Report. DellSuite has a role-based permission system where you can assign roles to the user. The same role can be assigned to the page and report to access them.

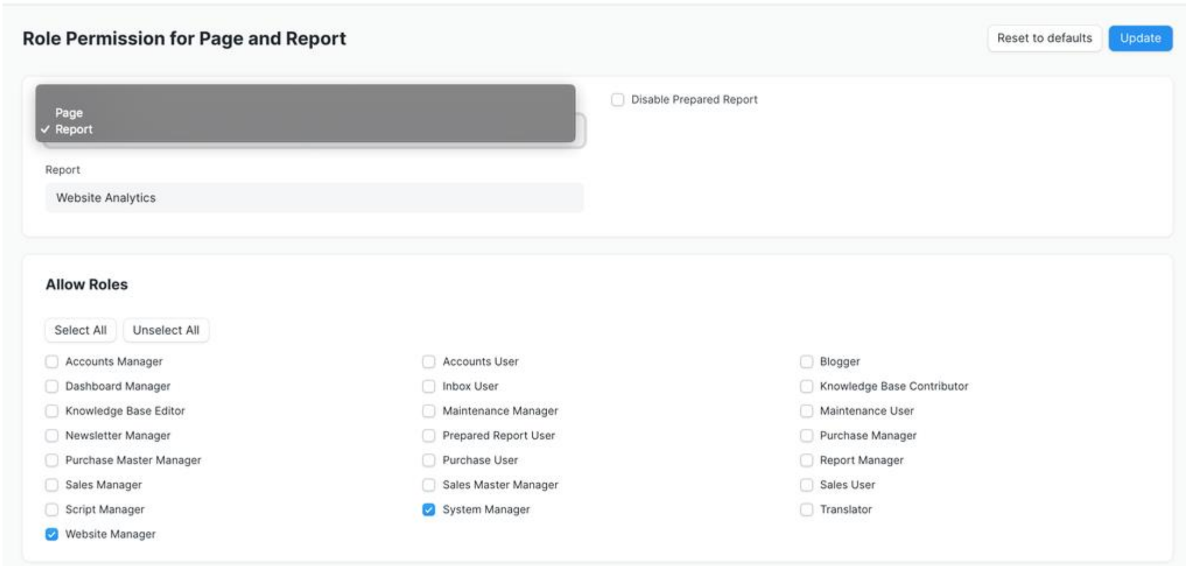
If the user has enabled developer mode, then they can add the roles directly in the page and report record. In that case, the permissions will also be reflected in the JSON file for the page/report. Consider you want to restrict the roles that can access certain pages and reports in DellSuite, this can be done via the Role Permission for Page and Report.

To access Role Permission for Page and Report, go to:

Home > Users and Permissions > Role Permission for Page and Report

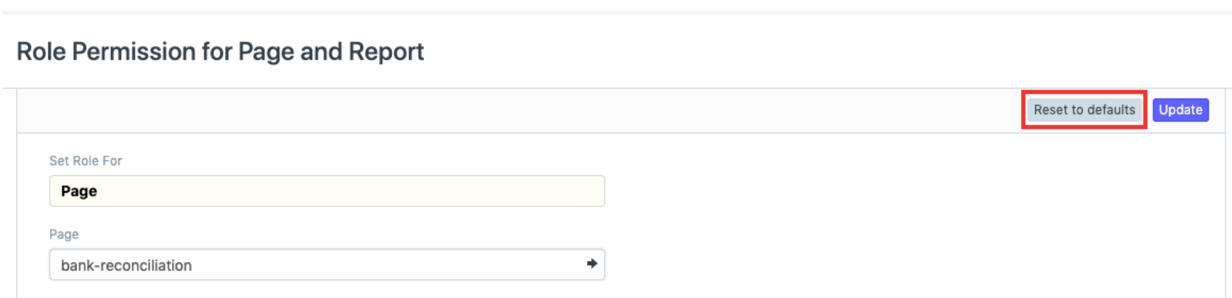
1. How to use Role Permission for Page and Report Tool

If developer mode is disabled, the user can assign the roles to the page and report, using "Role Permission for Page and Report" page.



1.1 Reset to defaults

Using the "Reset to Defaults" button, the user can remove the custom permissions applied on a page or report. Then default permissions will be applicable on that page or report.

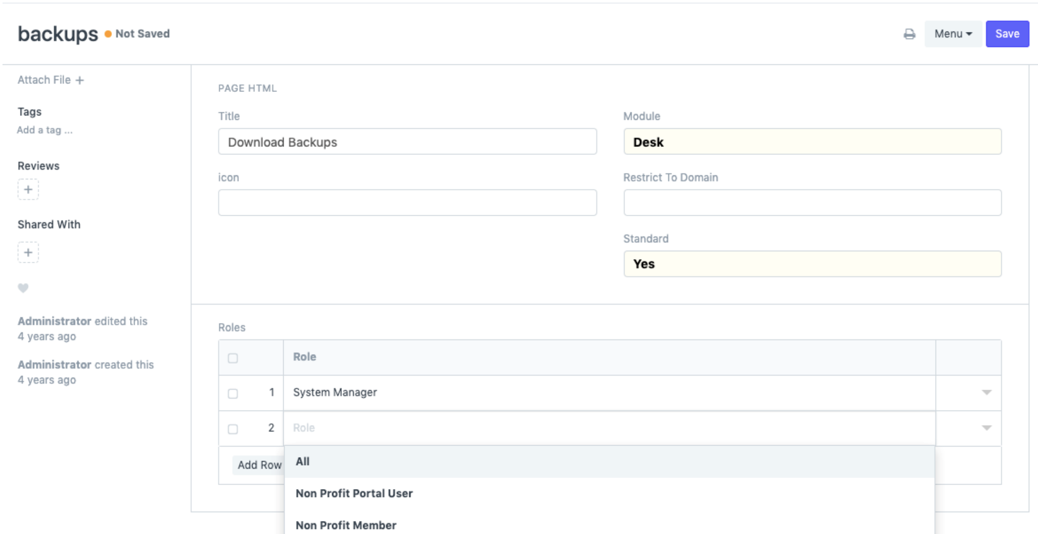


Setting Role Permissions from the Page/Report as a Developer

Role Permissions For Page

1. Go to: Home > Developer > Page.

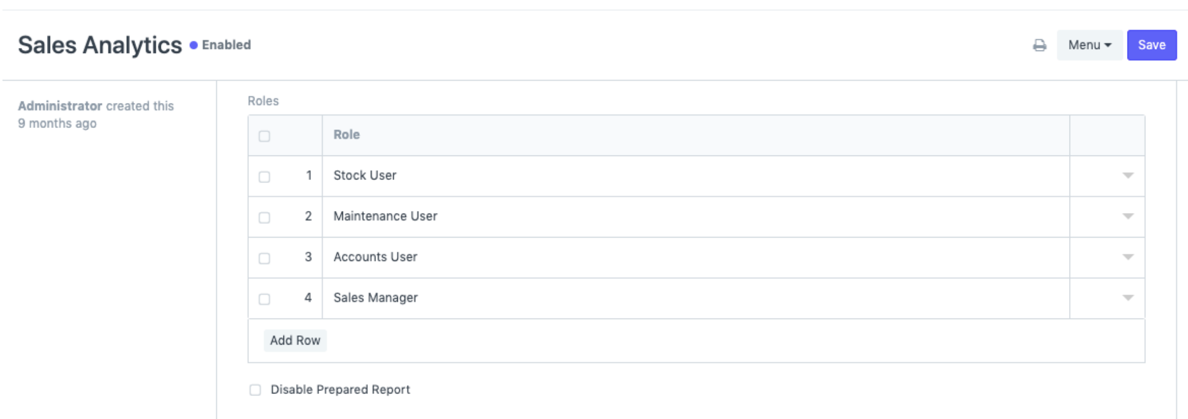
2. Add a row and select which other roles can access the Page.



Role Permissions For Report

1. Go to: Home > Developer > Report.

2. Add rows with roles who can access the Report.



Managing Perm Level in Permission Manager

Perm Level is way of reducing the amount information visible or changeable in a specific DocType for certain User Groups. Where as you can define visibility or changeability for each DocType by customizing the DocType-specific Permissions Rule, with the Perm Level you can change these for specific Sections or Fields.

In each document, you can group fields by "levels". Each group of fields or field group is denoted by a unique number (0, 1, 2, 3 etc.). A separate set of permission rules can be applied to each field group. By default all fields are of level 0.

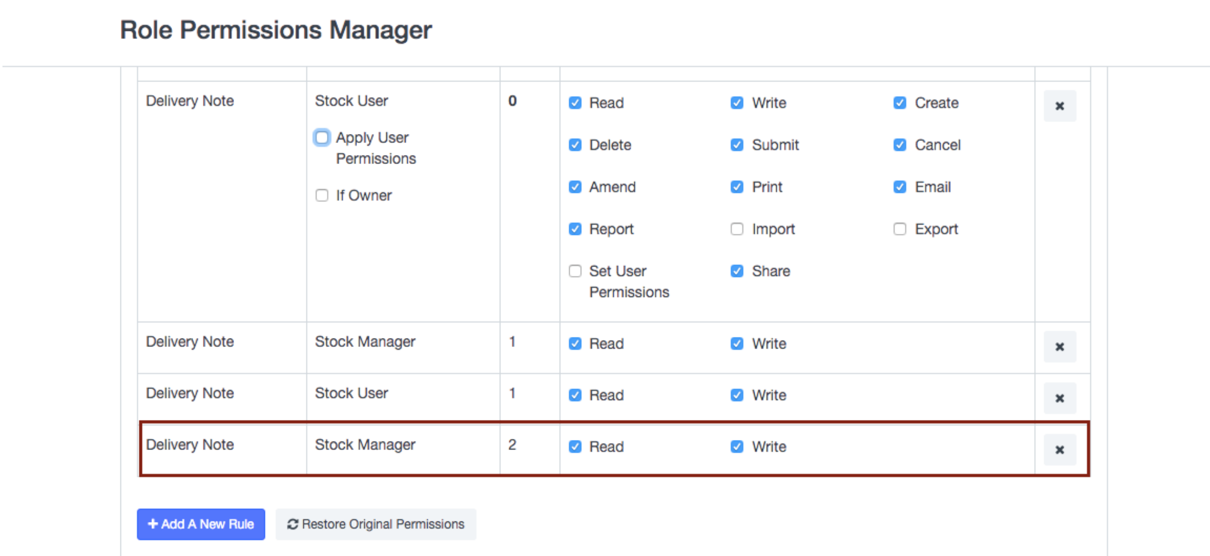
Perm Level (Abbreviated form of Permission Level) for a field can be defined in the Customize Form.

If you need to assign different permission of particular field to different users, you can achieve it via Perm Level. Let's consider an example for better understanding.

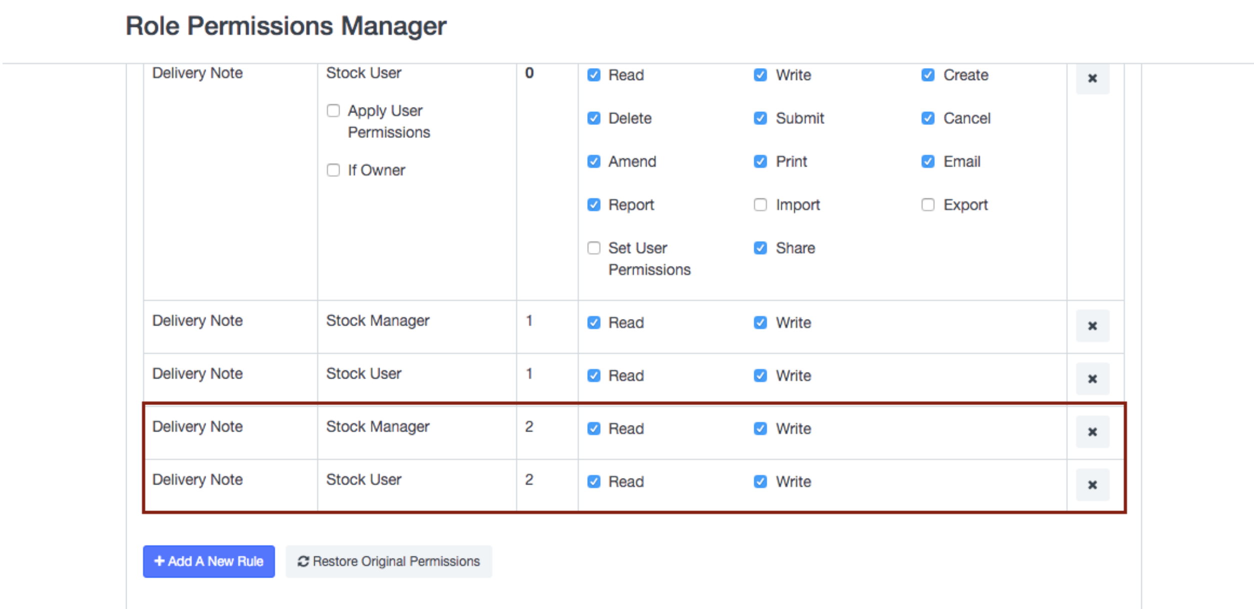
Delivery Note is accessible to Stock Manager as well as Stock User. You don't wish Stock User to access Amount related field in Delivery Note, but other field should be visible just like it is visible Stock Manager.

For all related fields, that should not be seen, you can set Perm Level as (say) 2.

For Stock Managers, they will have permission on fields on Delivery Note with Perm Level 2, whereas a Stock User will not have any permission on Perm Level 2 for Delivery Note, because their role has not been assigned with a rule allowing them to read or write in Field with Perm Level of 2, as shown below.



Considering the same scenario, if you want a Stock User to access a field at Perm Level 2, but do not want to give permission to edit it, the Stock User will be assigned with permission to only be able to read on Perm Level 2, but not to write/edit.



Perm Levels (1, 2, 3 or 2, 1, 3 or 3,2,1) do not need to be in any particular order. They do not imply hierarchy. Perm Level is primarily used for grouping number of fields together, and then assigning permission to Roles for that group. Hence, you can set any perm level for an item, and then do permission setting for it.

If you want to change permissions for all fields in a section, you can simply change the perm level for the section field and it will be applied to all fields in the section.

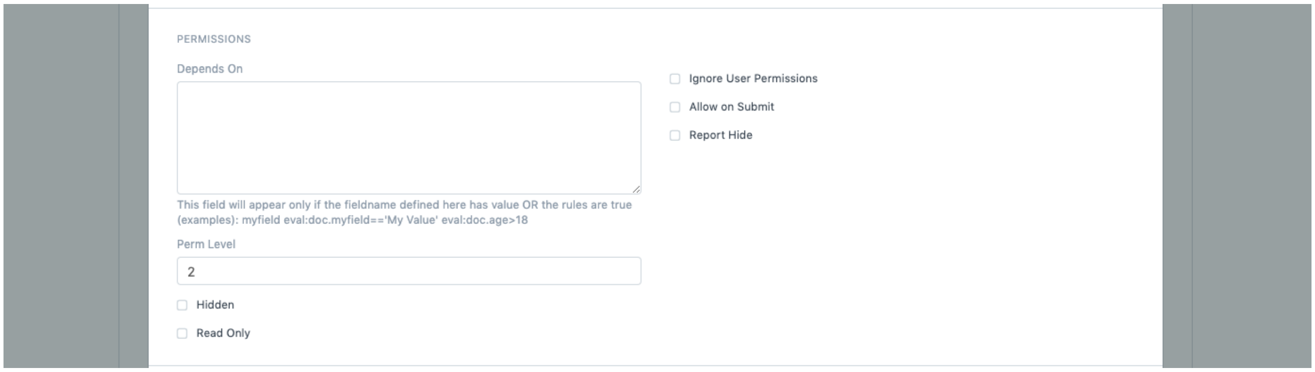
Field Level Permission Management

Restricting a field based on Roles can be easily configured using Perm Level, which is required by most organizations. To define a **Perm Level**, you can go to the respective form and Customize it.

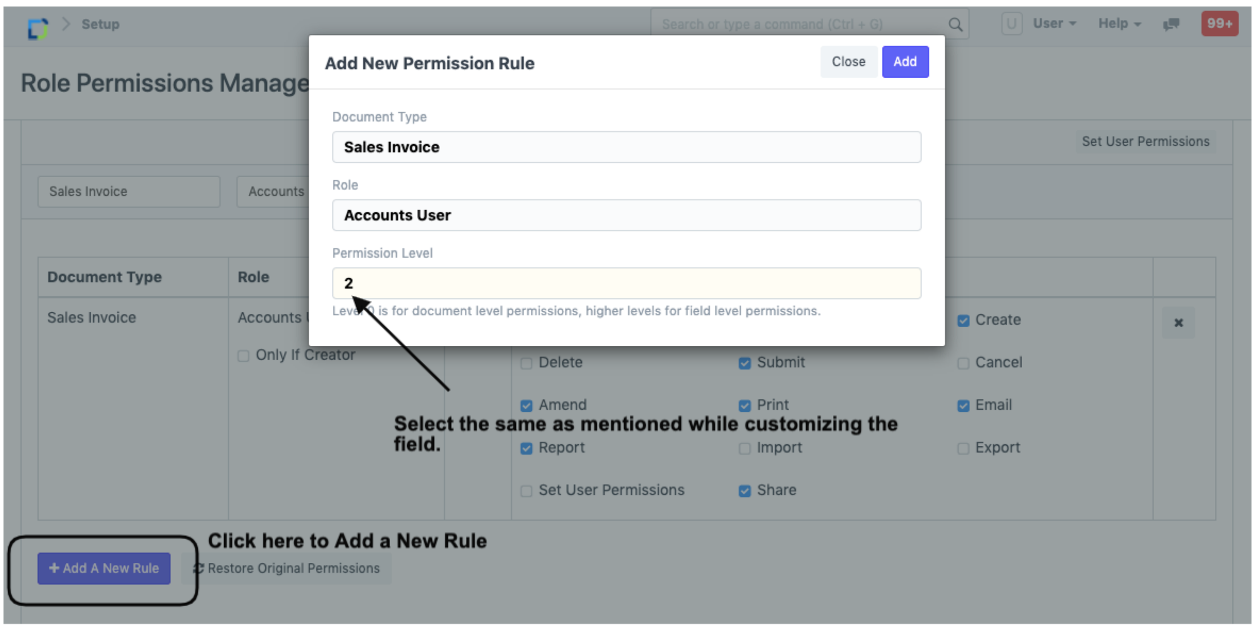
Let's take a scenario where the organization doesn't want its Employee (Accounts User) to edit the Rate of the item while creating a **Sales Invoice**. To do that, we can simply make the **Item Rate** field a _read-only_.

1. To achieve this, go to **Customize Form**, select DocType as **Sales Invoice Item**, scroll to the **Item Rate** field and expand it.

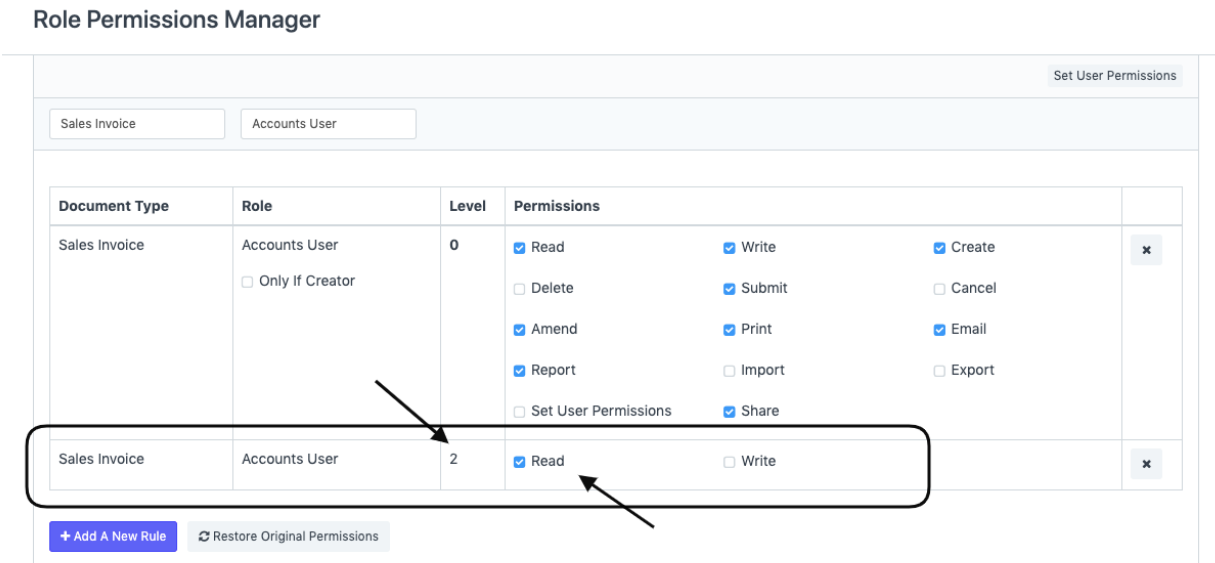
2. Search for the **Perm Level**, enter the number (0, 1, 2, 3, etc), and _Save_ it.



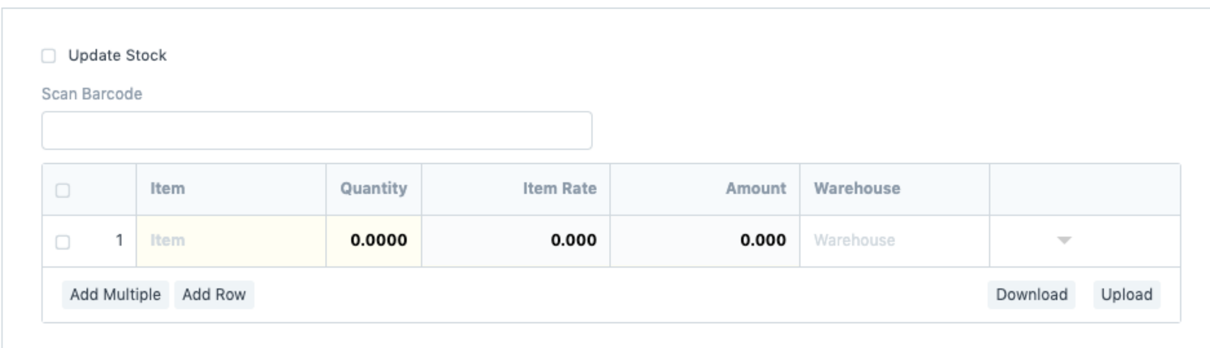
3. Once saved, click on **Add a New Rule** in Role Permission Manager and select the Document Type and the Role, in our case, _Accounts_ _User_, set the Perm Level as 2 and grant the Employee Read access.



This is how the Role Permissions Manager will display the newly created Rule with Perm Level as 2:



4. Now, as you can see in the Sales Invoice the User can only read the Item Rate field which will be fetched automatically from the Price List.



Data Management

Data Import

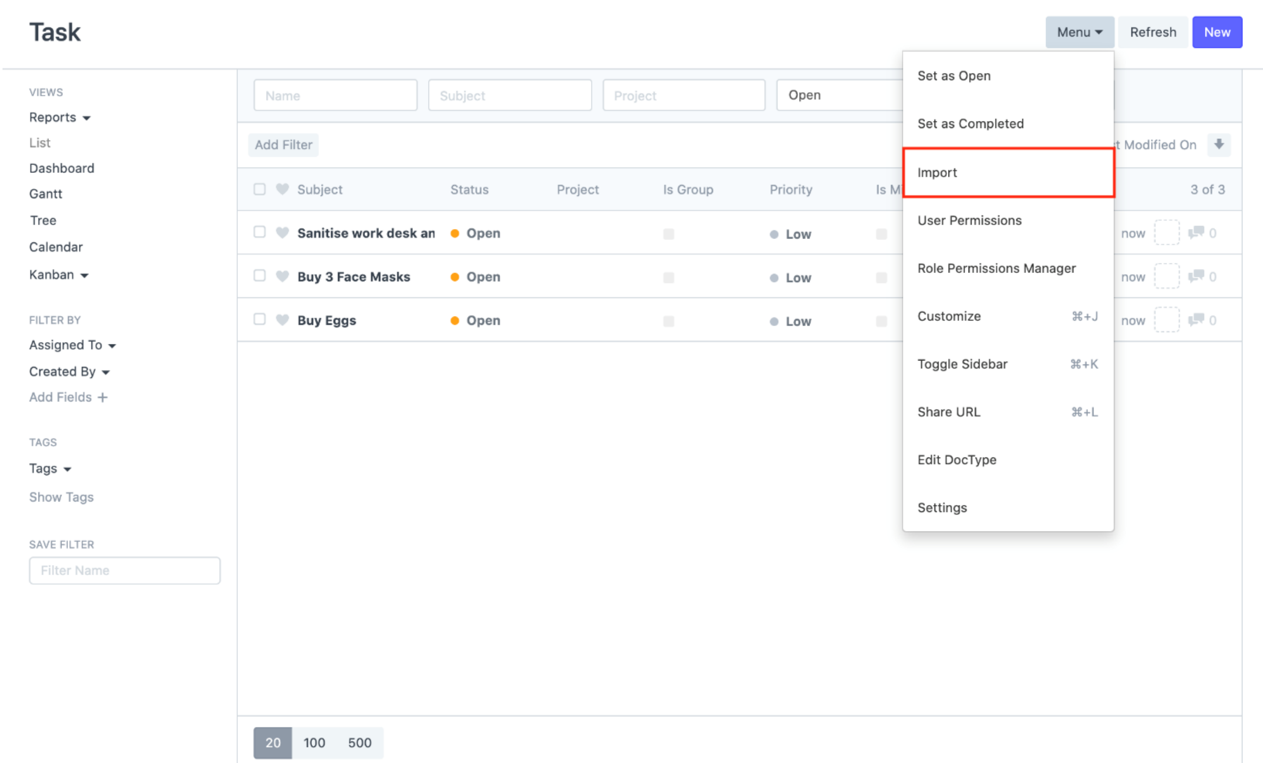
The Data Import Tool in DellSuite lets you import records from a CSV/Excel file.

Data Import Tool is an easy way to upload (or edit) bulk data (especially master data) into the system.

To begin importing data, go to:

Home > Data Import and Settings > Import Data

Or go to the Document you want to import and click on Menu > Import:



Before using Data Import **ensure** that you have all of your data ready.

1. Inserting New Records

Let's say you want to import the list of Customers from your old system into DellSuite. The first step is to download a template in which we can enter our data.

1.1 Download the Template

1. Go to Customer List, click on Menu > Import. Click on **New**.
2. Select Import Type as Insert New Records.
3. Click on **Save**.
4. Now, click on **Download Template**.
5. While inserting new records, the template should be blank. If you have a few Customers in your system, you can select Export Type as "5 Records" to see the format in which you have to enter the data in the template.
6. Select the File Type of the export template.
7. Select the fields that you want to fill in as the Customer details.
8. Click on **Export**.

1.2 Entering Data in the Template

Your downloaded template will look something like this:

Customer

ID	Full Name	Type	Customer Group	Territory

Open the downloaded template in a spreadsheet application (like Excel, Numbers, or Libre Office) and enter the data below the column headings shown as follows:

Customer

ID	Full Name	Type	Customer Group	Territory
	Schulist-Ferry	Company	Government	Rest of The World
	Baumbach-Bayer	Company	Commercial	India
	Kuhic, Batz and Labadie	Company		
	Schimmel LLC	Company	Commercial	Rest of The World
	Hoeger, Sanford and Kozey	Company	Government	
	Stokes-Towne	Company	Commercial	
	Reilly LLC	Company	Government	
	Wyman, Schmeler and Wilkinson	Company	Commercial	Rest of The World
	Weimann, Reinger and Schmidt	Company	Government	Rest of The World
	Cassin-Schultz	Company	Commercial	
	Biddie Butson	Individual	Individual	India
	Esdras McGrady	Individual	Individual	
	Titus Palombi	Individual		Rest of The World
	Philippe Rodman	Individual	Individual	
	Charline Larmouth	Individual	Individual	
	Gwyn Tatersale	Individual	Individual	
	Sharon Spadeck	Individual	Individual	Rest of The World
	Brook Ganing	Individual	Individual	India
	Rickard Gosney	Individual	Individual	
	Marita Grisenthwaite	Individual	Individual	India

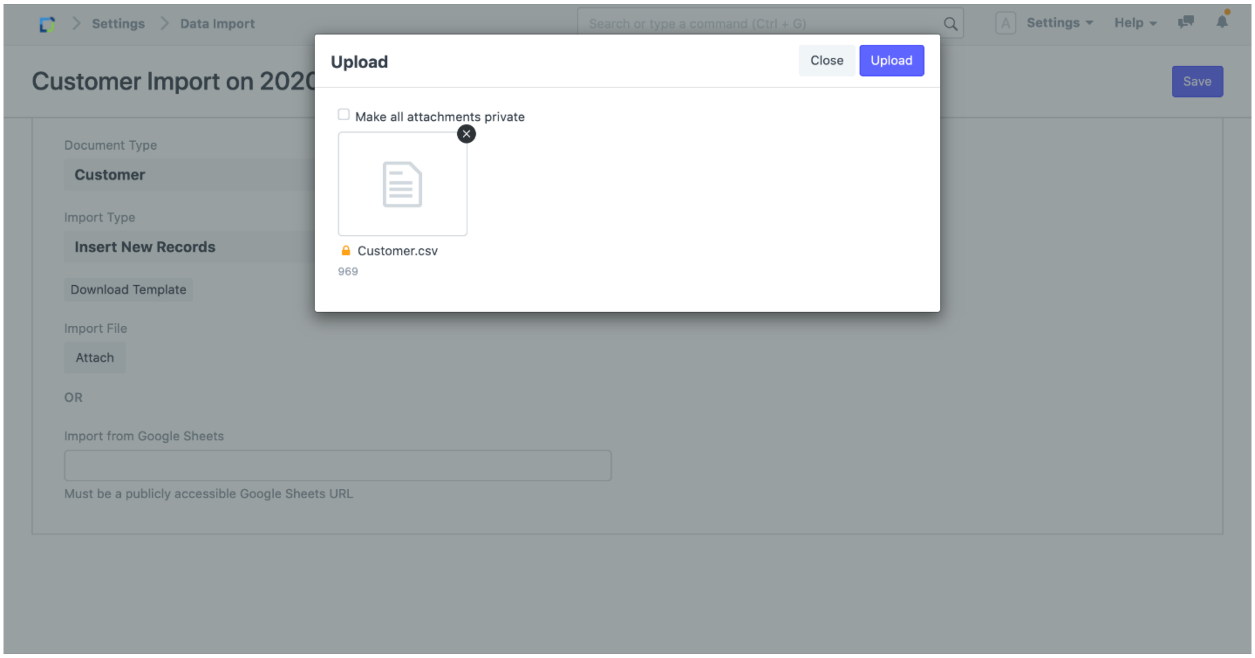
Now, save your template as an Excel or Comma Separated Values (CSV) file.

You can leave the ID column as blank while inserting new records.

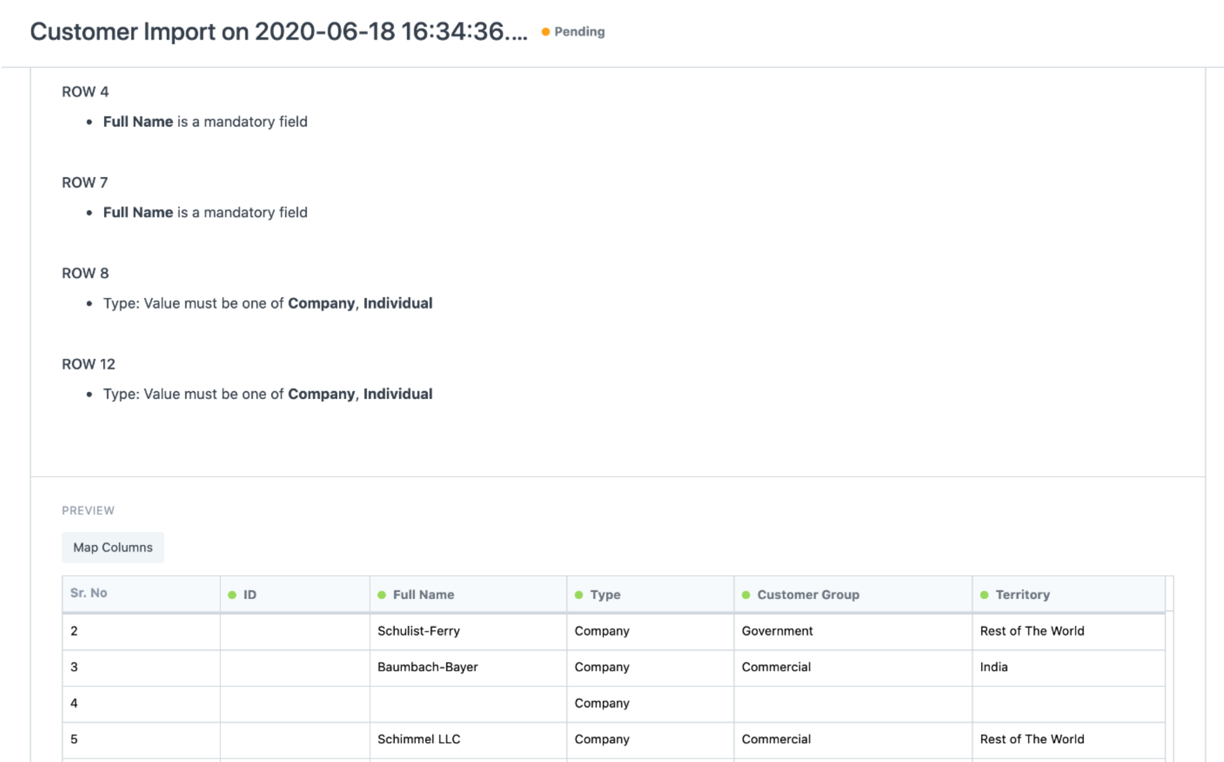
When you import this template, each row will make a Customer record in the system.

1.3 Importing the Template

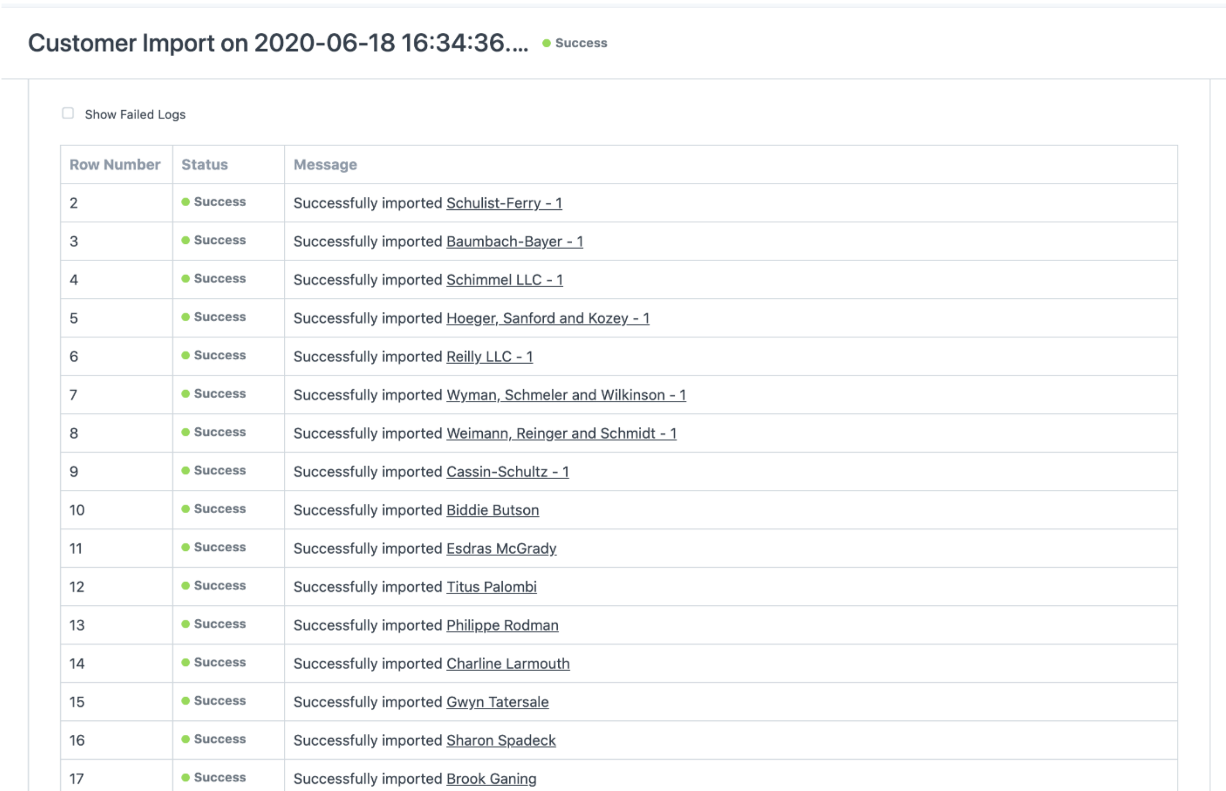
1. After updating your template file, go back to the Data Import form and attach the file by clicking on the **Attach** button.
2. Select the template file and click on **Upload**.
3. After the upload is successful, click on **Start Import**.



If there are any errors in your template, they will be shown in the Warnings section. The warnings will be categorized by Row or Column with their number so that you can easily track them down in the template and resolve them. You must resolve all the warnings before you can import the data.



After you have resolved the warnings, click on **Start Import** again to import the data. On successful import of the data, you'll see a log of each record that was created in the Import Log section.



Customer Import on 2020-06-18 16:34:36.... Success

Show Failed Logs

Row Number	Status	Message
2	Success	Successfully imported Schulist-Ferry - 1
3	Success	Successfully imported Baumbach-Bayer - 1
4	Success	Successfully imported Schimmel LLC - 1
5	Success	Successfully imported Hoeger, Sanford and Kozey - 1
6	Success	Successfully imported Reilly LLC - 1
7	Success	Successfully imported Wyman, Schmeler and Wilkinson - 1
8	Success	Successfully imported Weimann, Reinger and Schmidt - 1
9	Success	Successfully imported Cassin-Schultz - 1
10	Success	Successfully imported Biddie Butson
11	Success	Successfully imported Esdras McGrady
12	Success	Successfully imported Titus Palombi
13	Success	Successfully imported Philippe Rodman
14	Success	Successfully imported Charline Larmouth
15	Success	Successfully imported Gwyn Tatersale
16	Success	Successfully imported Sharon Spadeck
17	Success	Successfully imported Brook Ganing

2. Updating Existing Records

Let's say you want to update Customer data in bulk in your system. The first step is to download the template with the data.

2.1 Download the Template

1. Go to Customer List, click on Menu > Import. Click on **New**.
2. Select Import Type as Update Existing Records
3. Click on **Save**.
4. Now, click on **Download Template**.
5. While updating existing records, you must export the records from the system with the ID field and the fields that you want to update. You can choose All Records or Filtered Records depending on your case.
6. Select the fields that you want to update for the Customer records.
7. Click on **Export**.

2.2 Updating Data in the Template

Your downloaded template will look something like this:

Customer

ID	Full Name	Type	Customer Group	Territory
Marita Grisenthwaite	Marita Grisenthwaite	Individual	Individual	India
Rickard Gosney	Rickard Gosney	Individual	Individual	All Territories
Brook Ganing	Brook Ganing	Individual	Individual	India
Sharon Spadeck	Sharon Spadeck	Individual	Individual	Rest Of The World
Gwyn Tatersale	Gwyn Tatersale	Individual	Individual	All Territories
Charline Larmouth	Charline Larmouth	Individual	Individual	All Territories
Philippe Rodman	Philippe Rodman	Individual	Individual	All Territories
Titus Palombi	Titus Palombi	Individual	All Customer Groups	Rest Of The World
Esdras McGrady	Esdras McGrady	Individual	Individual	All Territories
Biddie Butson	Biddie Butson	Individual	Individual	India
Cassin-Schultz	Cassin-Schultz	Company	All Customer Groups	All Territories
Weimann, Reinger and Schmidt	Weimann, Reinger and Schmidt	Company	All Customer Groups	All Territories
Wyman, Schmeler and Wilkinson	Wyman, Schmeler and Wilkinson	Company	All Customer Groups	All Territories
Reilly LLC	Reilly LLC	Company	All Customer Groups	All Territories
Stokes-Towne	Stokes-Towne	Company	All Customer Groups	All Territories
Hoeger, Sanford and Kozey	Hoeger, Sanford and Kozey	Company	All Customer Groups	All Territories
Schimmel LLC	Schimmel LLC	Company	All Customer Groups	All Territories
Kuhic, Batz and Labadie	Kuhic, Batz and Labadie	Company	All Customer Groups	All Territories
Baumbach-Bayer	Baumbach-Bayer	Company	All Customer Groups	All Territories
Schulist-Ferry	Schulist-Ferry	Company	All Customer Groups	All Territories

Now, change the values in your template and save the file as Excel or CSV.

While exporting records for updating them, ensure that the ID column is exported and is untouched. The values in the ID column are used to identify the records in the system. You can update the values in other columns but not in the ID column. If you remove some child table row, the system will consider that the row is supposed to be deleted.

2.3 Importing the Template

Follow the steps in Importing the Template section above.

3. Importing Child Records

Data in DellSuite is stored in tables like a spreadsheet with columns and rows of data. Each form likes Sales Order has multiple fields like Customer, Company, etc. It also has tables like the item table, tax table, etc. In Data Import, the set of fields in the Sales Order are treated as the main table and the rows inside the child table (item table) are treated as the child table for data import.

Each form in DellSuite can have multiple child tables associated with it. The child tables are linked to the parent tables and are implemented where there are multiple values for any property. For example, an Item can have multiple prices, a Sales Invoice has multiple Items, Taxes, and so on.

When you export a document with child tables, for e.g., each child row will appear on a separate row but it is associated with a single parent row. The subsequent values in the parent columns will remain blank. You must ensure that this order is not broken when you are importing them via Data Import.

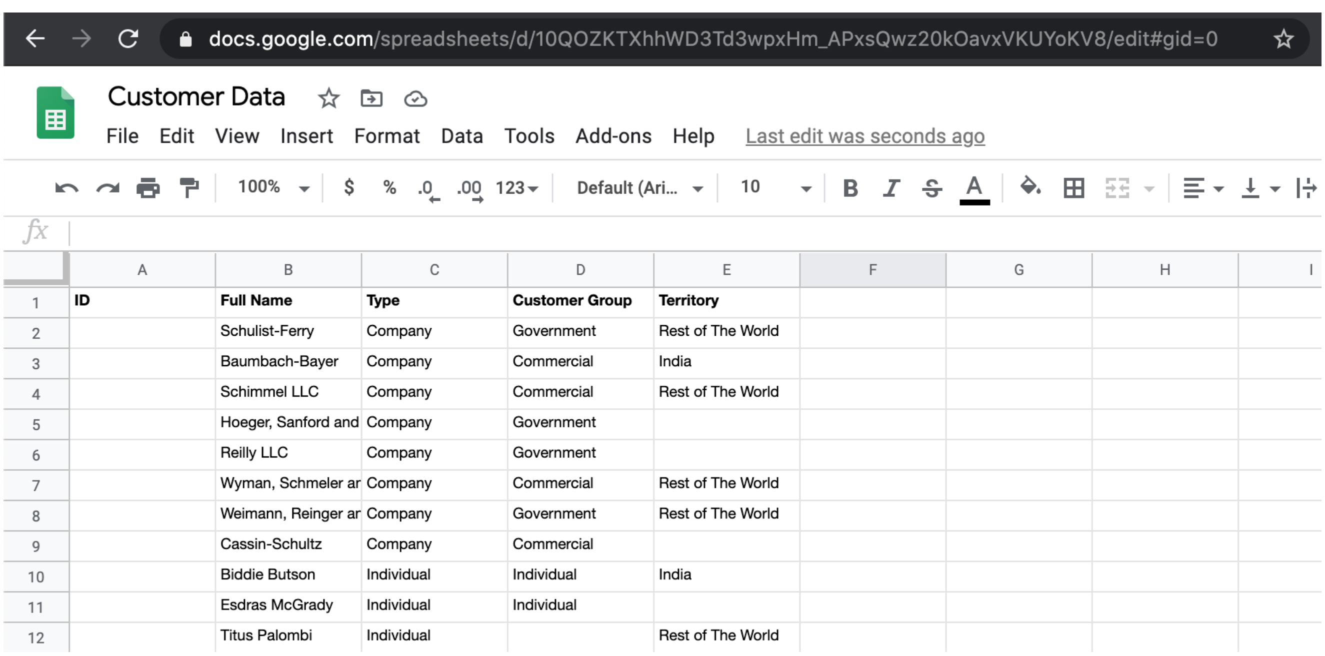
Quotation

ID	Series	Quotation To	Company	Date	Price List	ID (Items)	Item Code (Items)	Item Name (Items)	Description (Items)	Quantity (Items)	UOM (It
SAL-QTN-2020-00001	SAL-QTN-.YYYY.-	Customer	Tennis Mart	2020-06-18	Standard	415bed37e0	Tennis Ball	Tennis Ball	Tennis Ball	1.0	Unit
						df437bdbf4	Tennis Racquet	Tennis Racquet	Tennis Racquet	1.0	Unit

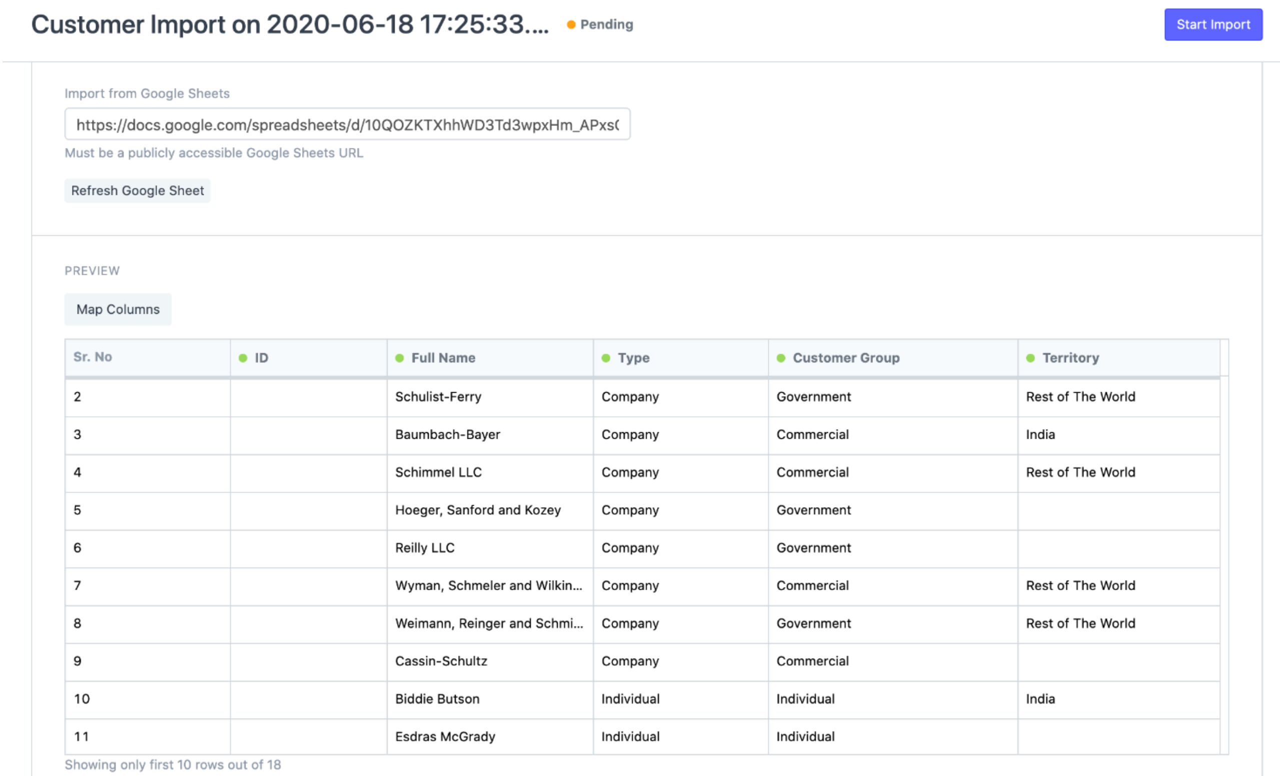
4. Import Options

4.1 Import from Google Sheets

You can also import data from Google Sheets. Import your template in Google Sheets and enter the data. Make sure the Google Sheet is public. You can test this by opening the Google Sheets URL in an incognito browser window.



	A	B	C	D	E	F	G	H	I
1	ID	Full Name	Type	Customer Group	Territory				
2		Schulist-Ferry	Company	Government	Rest of The World				
3		Baumbach-Bayer	Company	Commercial	India				
4		Schimmel LLC	Company	Commercial	Rest of The World				
5		Hoeger, Sanford and	Company	Government					
6		Reilly LLC	Company	Government					
7		Wyman, Schmeler ar	Company	Commercial	Rest of The World				
8		Weimann, Reinger ar	Company	Government	Rest of The World				
9		Cassin-Schultz	Company	Commercial					
10		Biddie Butson	Individual	Individual	India				
11		Esdras McGrady	Individual	Individual					
12		Titus Palombi	Individual		Rest of The World				



4.2 Submit After Import

In DellSuite document types are mainly of two types - masters and transactions. The masters are records like Customer and Task which can only be saved not submitted. Transactions like Sales Orders, Purchase Invoices are submittable documents and can be submitted.

When you select a submittable document type for Import, you can tick **Submit After Import** to submit the document after it is imported.

4.3 Don't Send Emails

Let's say you have created a Notification in your system and whenever a Lead is created an email is sent. Now, if you are bulk importing Leads then a lot of emails will be sent, which may not be desired. You can disable this option to avoid sending emails.

5. Additional Notes

5.1 Upload Limit

There is no hard limit on the number of records that can be imported. But you must try and upload only a few thousand records at a time. Importing a large number of records (let's say 50,000) might slow down the system considerably for the users that are using the system.

5.2 CSV Files

A CSV (Comma Separated Value) file is a data file that you can upload into DellSuite to update various data. Any spreadsheet file from popular spreadsheet applications like MS Excel or Open Office Spreadsheet can be saved as a CSV file.

If you are using Microsoft Excel and using non-English characters, make sure to save your file encoded as UTF-8.

For older versions of Excel, there is no clear way of saving as UTF-8. So save your file as CSV, then open it in Notepad, then save as "UTF-8". (Or upgrade your Excel!)

Data Export

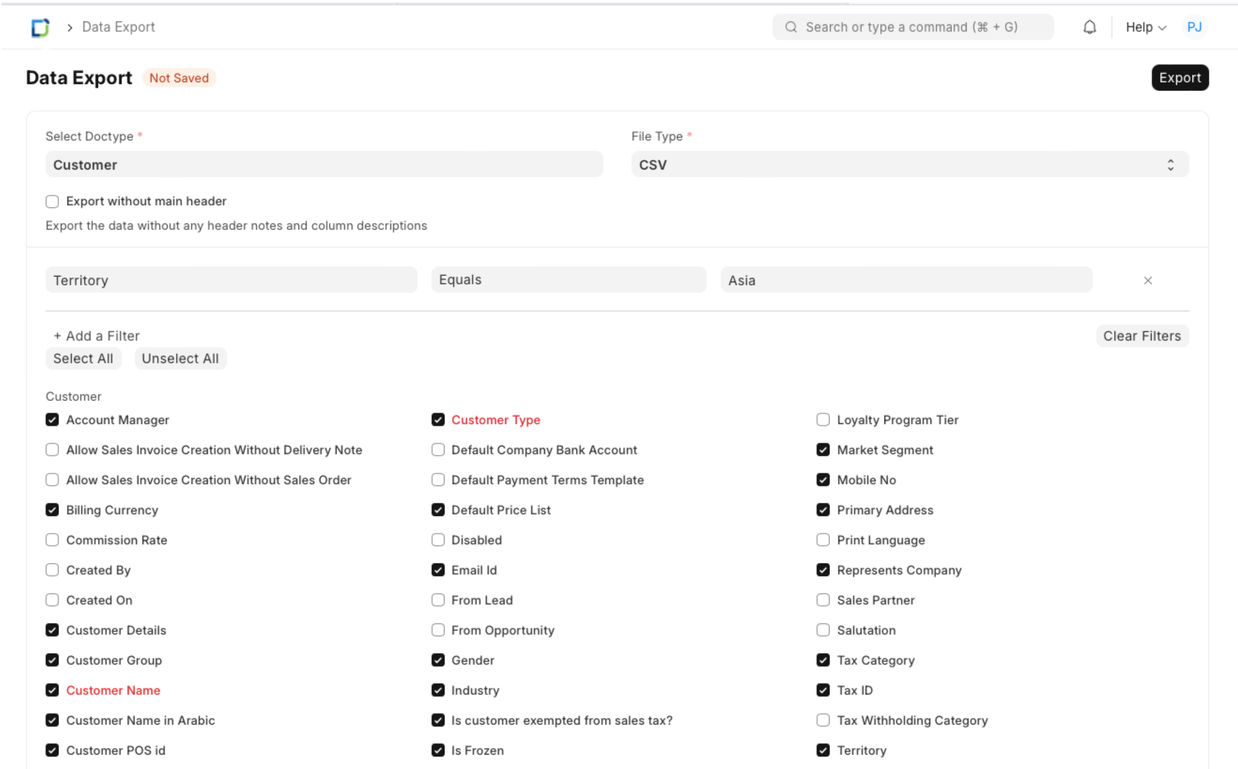
'Data Export' helps you extract data from any DocTypes to a CSV or an Excel format.

To access Data Export, Go here.

Home > Settings > Data Export

1. How to Use Data Export

1. Go to the 'Data Export' DocType.
2. Select the DocType from which the data is to be extracted.
3. Select the file format whether CSV or Excel.
4. Tick the checkbox if you want to export the data without any header notes and column descriptions.
5. Select the fields to export, the red ones are mandatory.
6. You can also add filters to select only specific data. For example, 'Territory = Asia' will export all Customers whose Territory is set as 'Asia'.
7. Click on Export to download the file.



After exporting data, you can use the same file to import data using Data Import.

Chart of Accounts Importer

Introduced in Version 12

When a new company is created in DellSuite, the Chart of Accounts for it is created by default with a pre-set structure. However, if you have your own Chart of Accounts, you can import it using the Chart of Accounts Importer.

It allows you to create your own Chart of Accounts according to your requirement and import it into the system.

Any existing Chart of Accounts against that company will be overwritten. Make sure the company you are selecting doesn't have any pre-existing transactions otherwise you'll receive a validation error.

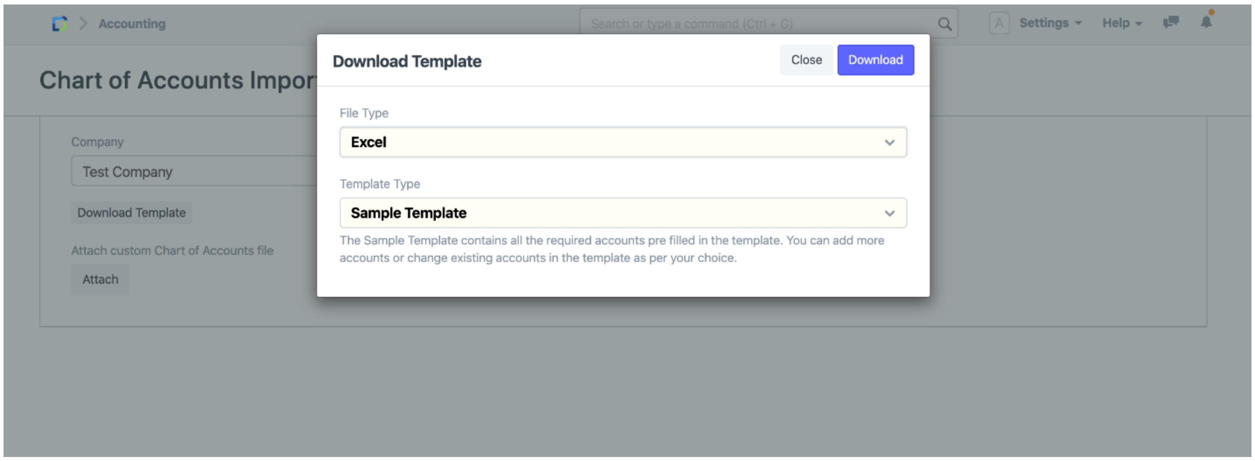
To access, go to:

Home > Getting Started > Chart of Accounts Importer

1. How to import Chart of Accounts

1. Select the Company for which you want to import the Chart of Accounts.

2. Click on "Download Template" button to download the template. Select file type in which you want to download the template. Select the template type and click on "Download". "Sample Template" contains pre-filled sample data so that you get an idea of how to fill the template. You can edit the data in "Sample Template" itself or download "Blank Template" for a fresh template.

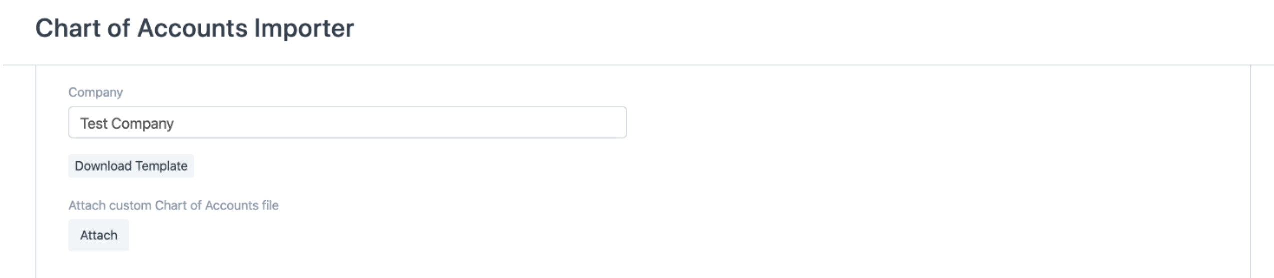


Account Name	Parent Account	Account Number	Is Group	Account Type	Root Type
			1		Asset
			1		Liability
			1		Expense
			1		Income
			1		Equity
			1	Bank	Asset
			1	Cash	Asset
			1	Stock	Asset
			0	Cost of Goods Sold	Expense
			0	Depreciation	Expense
			0	Fixed Asset	Asset
			0	Payable	Liability
			0	Receivable	Asset
			0	Stock Adjustment	Expense
			0	Bank	Asset
			0	Cash	Asset
			0	Stock	Asset

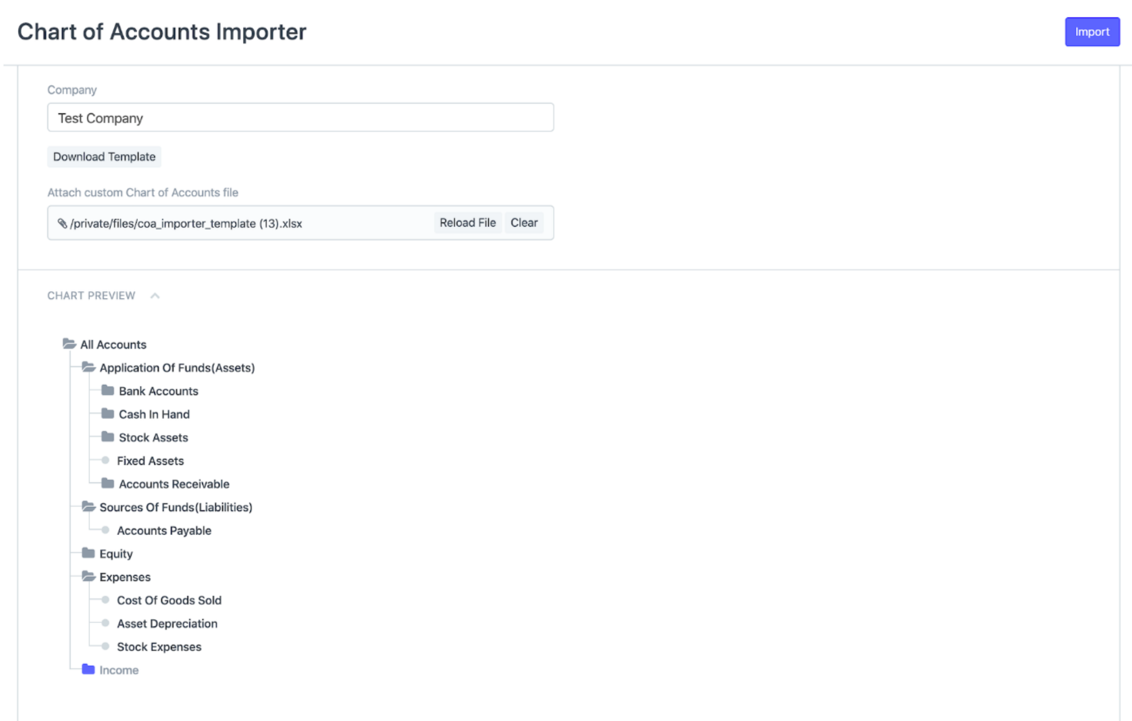
3. Once you download the template, fill in the details in the template as shown in the sample template below. Please make sure to make accounts for account types "Cost of Goods Sold", "Depreciation", "Fixed Asset", "Payable", "Receivable", "Stock Adjustment". Root types for these accounts must be one of Asset, Liability, Income, Expense, and Equity.

Account Name	Parent Account	Account Number	Is Group	Account Type	Root Type
Application Of Funds(Assets)			1		Asset
Sources Of Funds(Liabilities)			1		Liability
Equity			1		Equity
Expenses			1		Expense
Income			1		Income
Bank Accounts	Application Of Funds(Assets)		1	Bank	Asset
Cash In Hand	Application Of Funds(Assets)		1	Cash	Asset
Stock Assets	Application Of Funds(Assets)		1	Stock	Asset
Cost Of Goods Sold	Expenses		0	Cost of Goods Sold	Expense
Asset Depreciation	Expenses		0	Depreciation	Expense
Fixed Assets	Application Of Funds(Assets)		0	Fixed Asset	Asset
Accounts Payable	Sources Of Funds(Liabilities)		0	Payable	Liability
Accounts Receivable	Application Of Funds(Assets)		1	Receivable	Asset
Stock Expenses	Expenses		0	Stock Adjustment	Expense
Sample Bank	Bank Accounts		0	Bank	Asset
Cash	Cash In Hand		0	Cash	Asset
Stores	Stock Assets		0	Stock	Asset

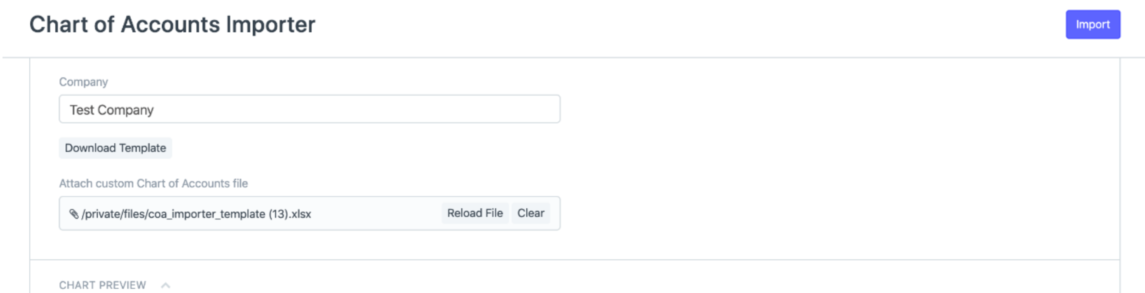
4. Click on "Attach" to upload the template.



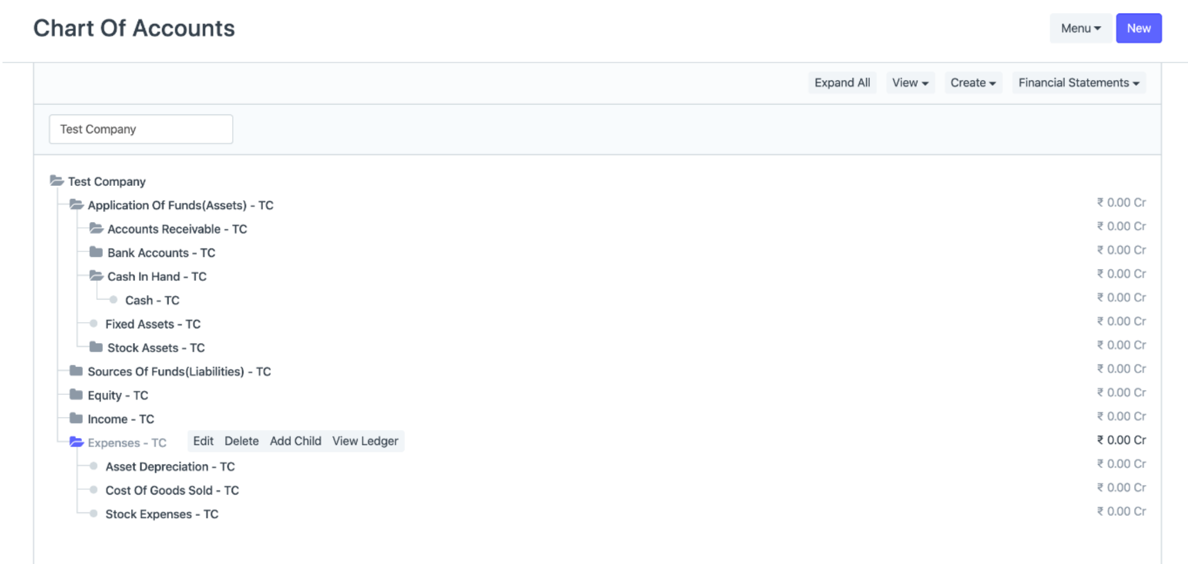
5. Once you upload the template you'll be able to see the preview of the Chart of Accounts in the Chart Preview section.



6. If everything seems correct in the preview, click on "Import" in the top right corner and the accounts will be created.



7. To verify the created accounts, you can go to Chart of Accounts and see the newly created accounts for that company.



Downloading Backups

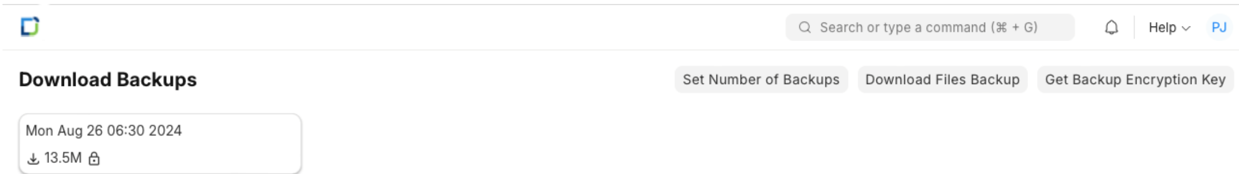
In the DellSuite, you can manually download database backup.

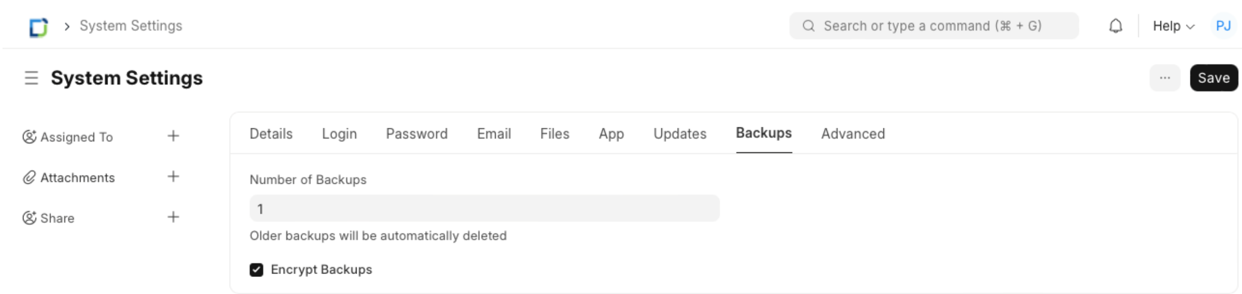
To get the latest database backup, go to:

Home > Tools > Download Backups

Backup available for the download is updated in every eight hours. Click on the link to download the backup at a given time.

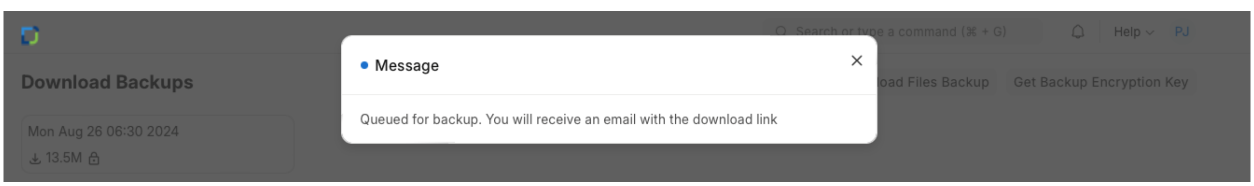
If you want to set the number of Backups available for download at a time, then click on 'Set Number of Backups' which will navigate you to 'System Settings' where you can set the number.





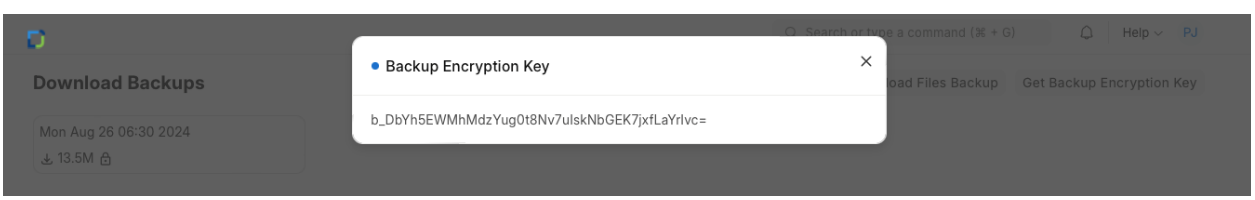
Downloading Files Backup

Clicking on Download Files Backup will send an email with links to the backup for both private and public files. Email must be configured for this to work.



Getting Backup Encryption Key

In order to get the backup encryption key, click on the designated button. Upon getting your system password validated, the system will provide you with the encryption key.



Automating Backups to Cloud Storage

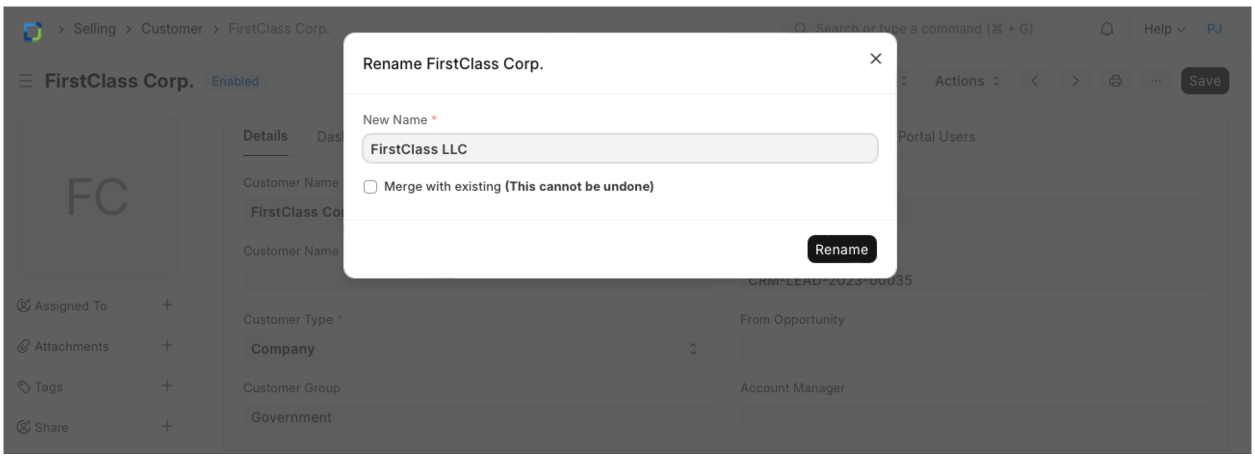
You can also automate your backups to be uploaded directly on a cloud storage platform. Currently, DellSuite supports:

1. Amazon S3
2. Dropbox
3. Google Drive

Bulk Renaming of Records

Bulk Renaming allows renaming multiple records at once.

You can rename a document in DellSuite (if it is allowed) by going to **Menu > Rename** in the document.

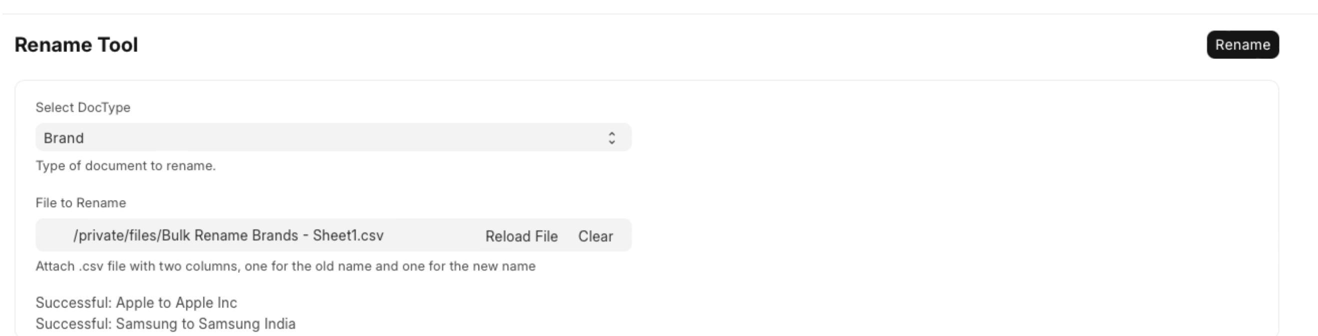


Alternatively, if you want to rename a whole bunch of records, use the Rename Tool. Go to:

Home > Settings > Rename Tool

This tool will allow you to rename multiple records at the same time.

To rename multiple records, upload a **.csv** file with the old names in the first column and the new names in the second column. Then click on **Rename**.



You can also merge documents by renaming them. For example, if you have a customer named Steve and a duplicate named Steve1, you can go to either of them, click on Menu > Rename and tick the 'Merge with existing' checkbox. This will merge all the linked documents of both documents.

Bulk Update

Bulk Update allows you to update a particular field of a DocType for all documents.

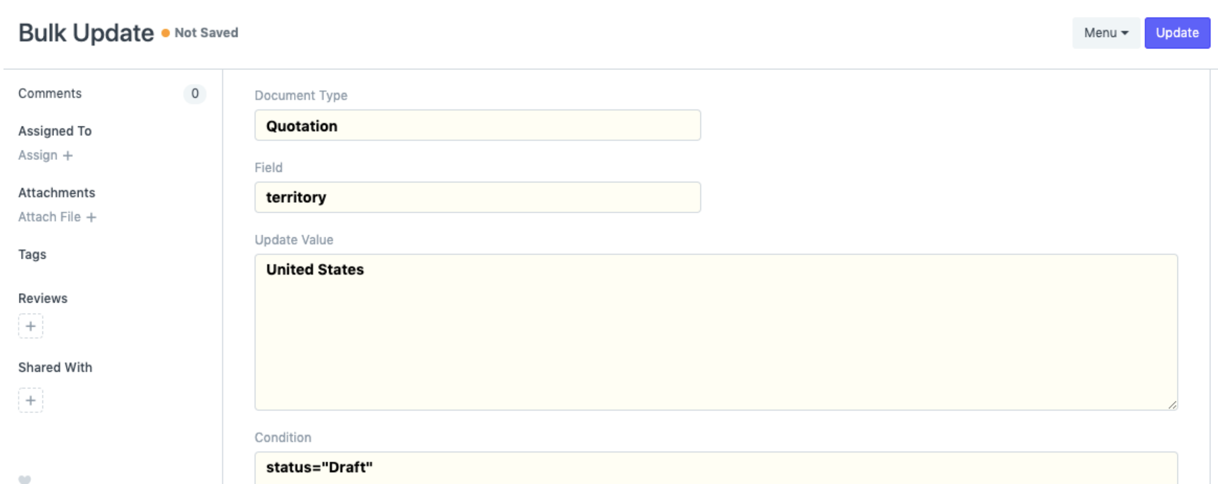
To access Bulk Update, go to:

Home > Settings > Bulk Update

Consider that you have 20 quotations in which you had selected 'All Territories' and now you want to change the Territory to France. Instead of updating the individual quotations manually, you can use Bulk Update to update all 20 Quotations at once.

To do this,

1. Go to Bulk Update.
2. Select the Document Type, like Quotation.
3. Select the field to update, like territory.
4. Enter a **valid** new value to be updated.
5. Enter any conditions that apply, for example, status="Draft" will only affect documents in the Draft stage.
6. Select the limit, i.e. number of documents (Quotations) to be updated.
7. Click on Update.



Note: You can only update fields that can be updated normally in a particular stage. For example, valid till date cannot be updated for submitted Quotations.

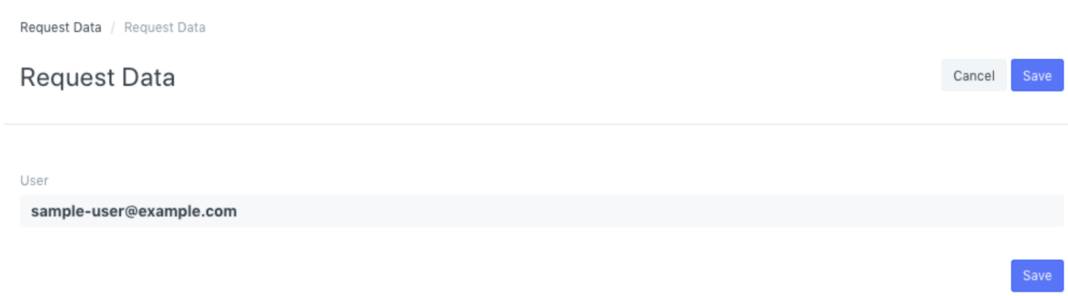
Personal Data Download

As a part of GDPR compliance, DellSuite has Personal Data Download.

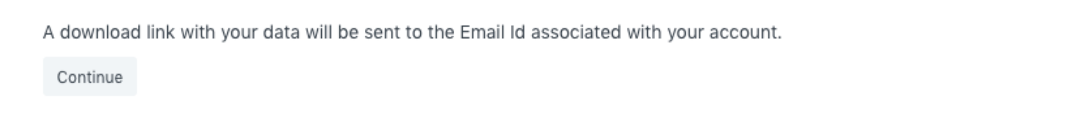
Personal data download tool enables a user to automatically download all the personal data they have generated while using DellSuite. This includes personally identifiable data from your user account like: username, full name, birth date, phone numbers, mobile numbers, location, interests, bio, email signature, Email, Contact, Address, Communication, etc. It also includes data from Leads and Opportunities, the details you have saved like phone numbers, mobile numbers, fax, website, and name.

1. How to request user data download

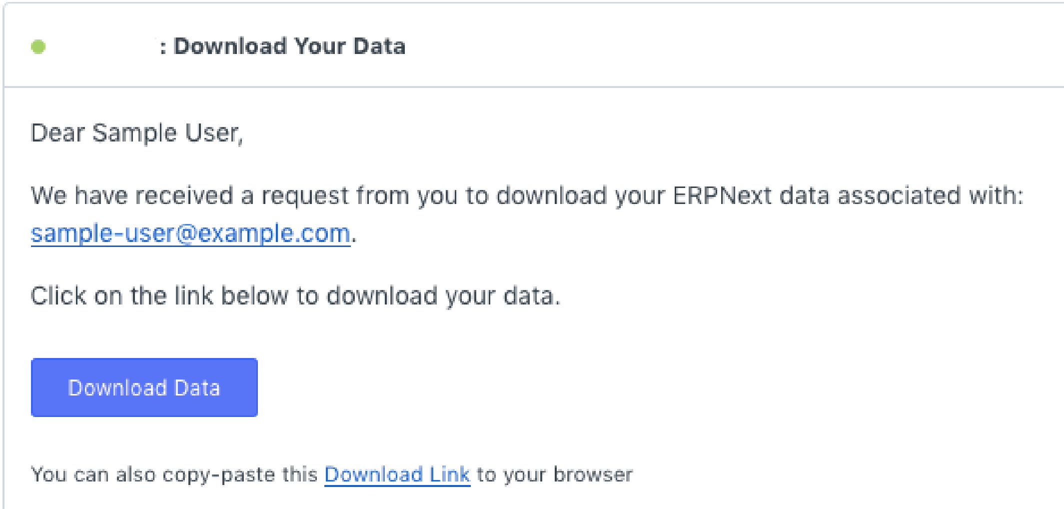
1. To begin downloading data, the user has to **logged in** and visit [host-name]/request-data in the URL field.



2. After submitting your request, you will receive a success response.



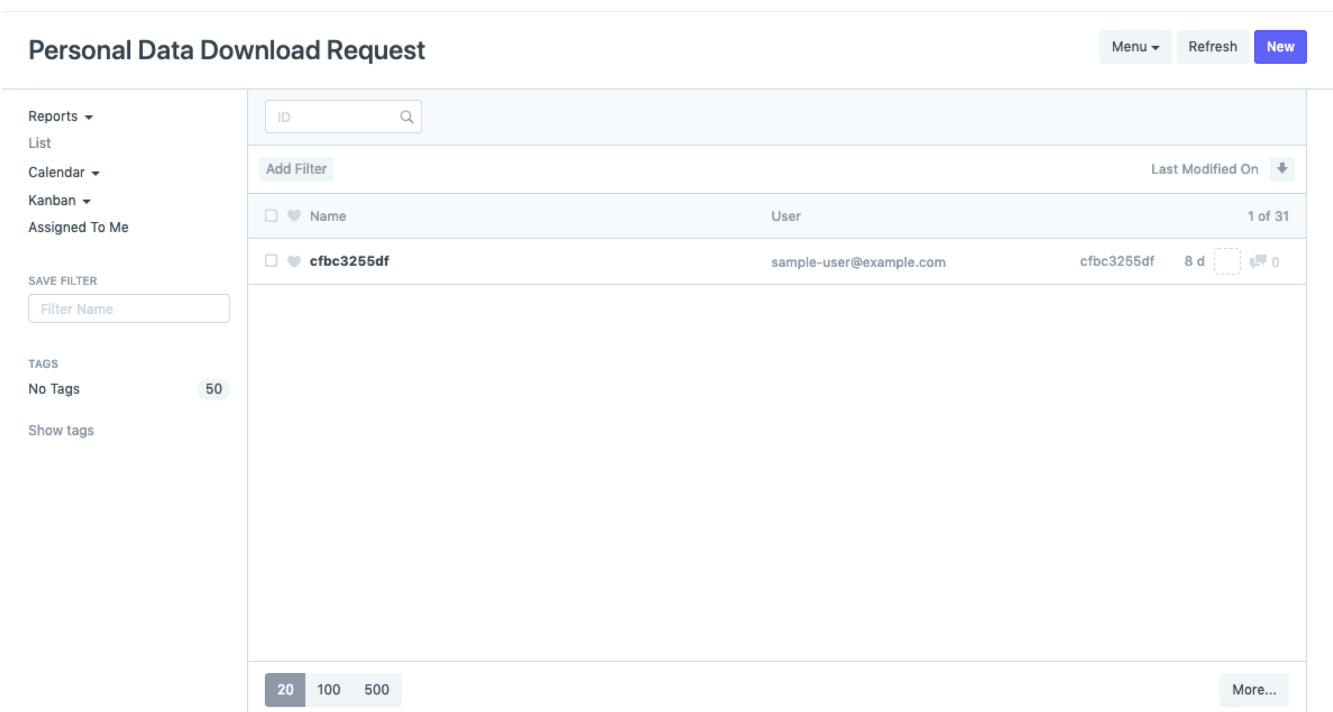
3. This will send an email with a download link of the data to the email address associated with the user.



The file available for download will be in the JSON format.

2. Personal Data Download Request DocType

The request is also recorded in the DocType "Personal Data Download Request", the file-link that is sent to the user via email is also attached to the doc. Search for Personal Data Download Request from the search bar.



Personal Data Deletion

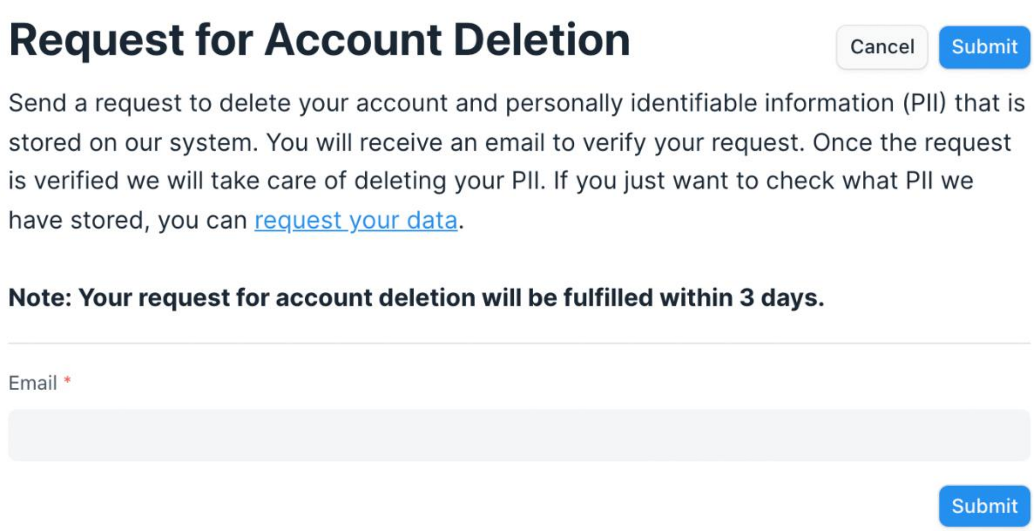
As a part of GDPR compliance, DellSuite has Personal Data Deletion.

Personal data deletion tool enables a user to delete their account and anonymize all the personally identifiable data a user has generated while using DellSuite. That is, personally identifiable information will be randomized. This includes personally identifiable data from your user account like: username, full name, birth date, phone numbers, mobile numbers, location, interests, bio, email signature, Email, Contact, Address, Communication, etc. It also includes data from Leads and Opportunities, the details you have saved like phone numbers, mobile numbers, fax, website, and name.

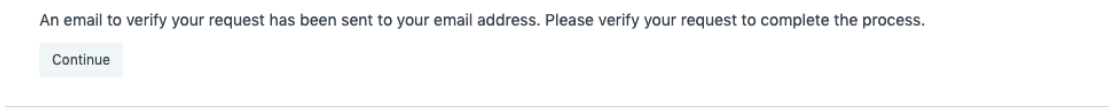
However, this excludes data that is required by law to be maintained by a business.

1. How to request account deletion

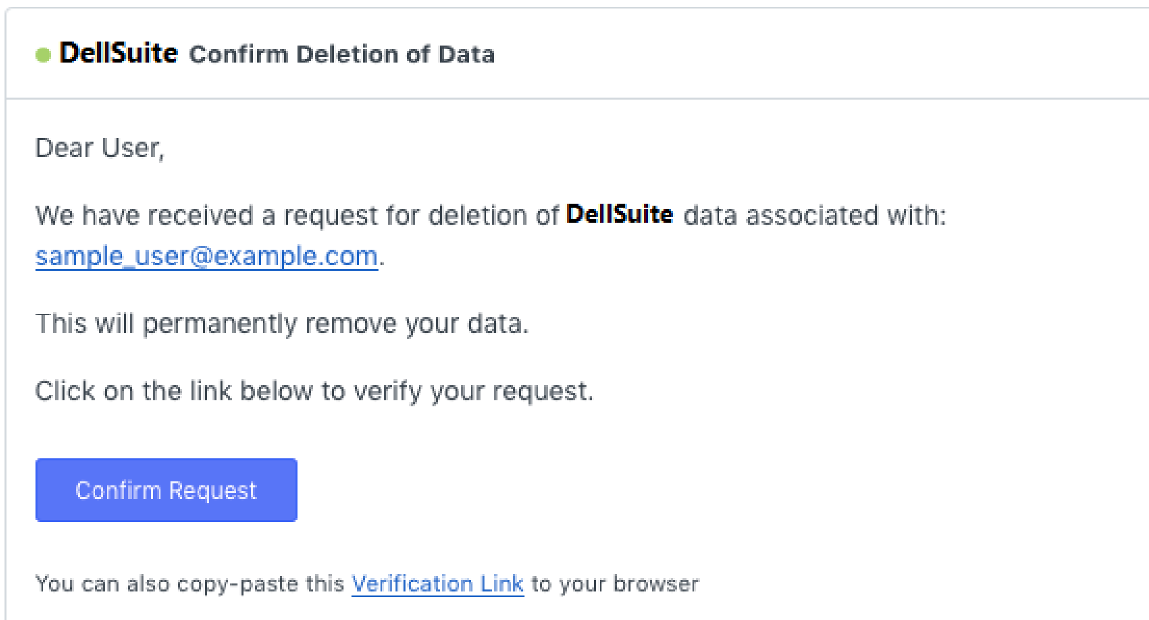
1. To begin deleting users account and personally identifiable data, you need to visit [host-name]/request-for-account-deletion in the URL field.



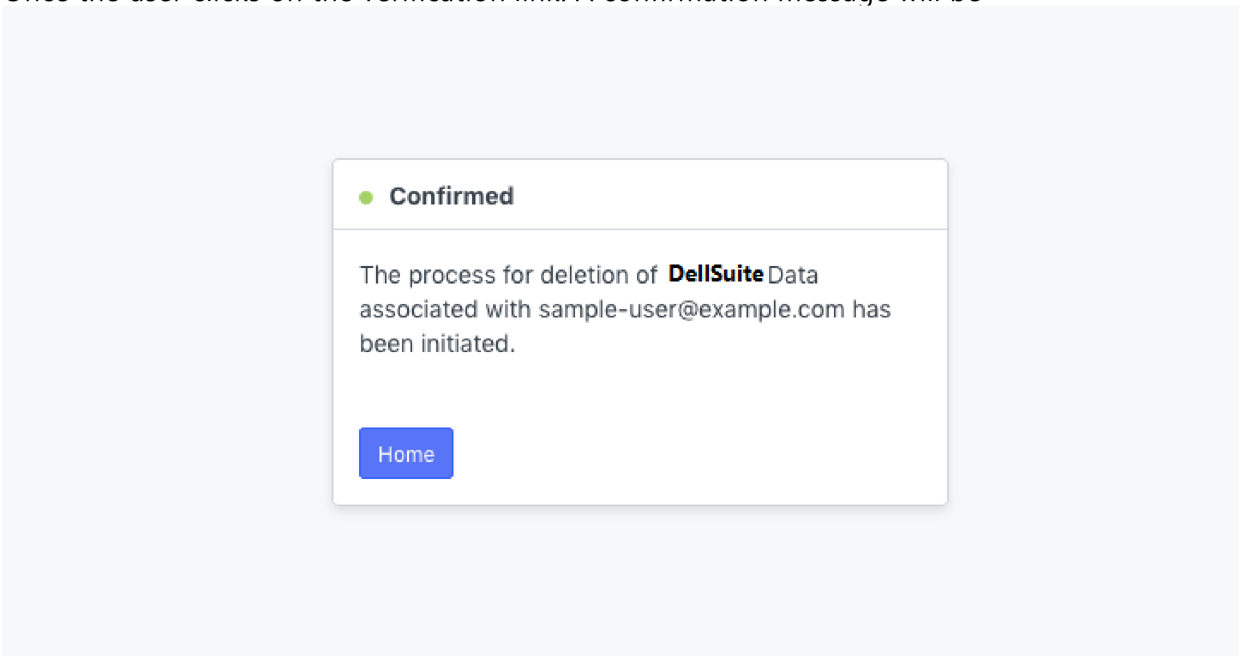
2. Enter the email associated with your DellSuite account. After submitting your request, you will receive a success response.



3. This will send an email with a verification link to delete data to the email address associated with the user.

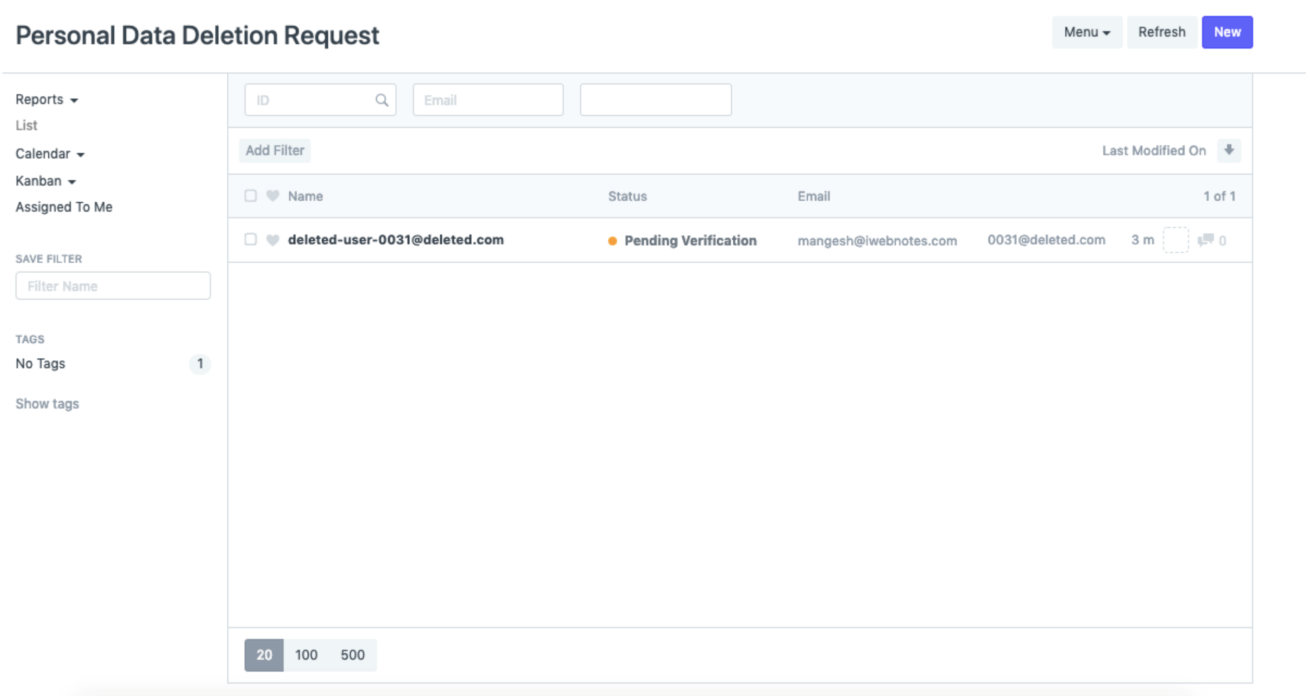


4. Once the user clicks on the verification link. A confirmation message will be



2. How deleting user's personal data works

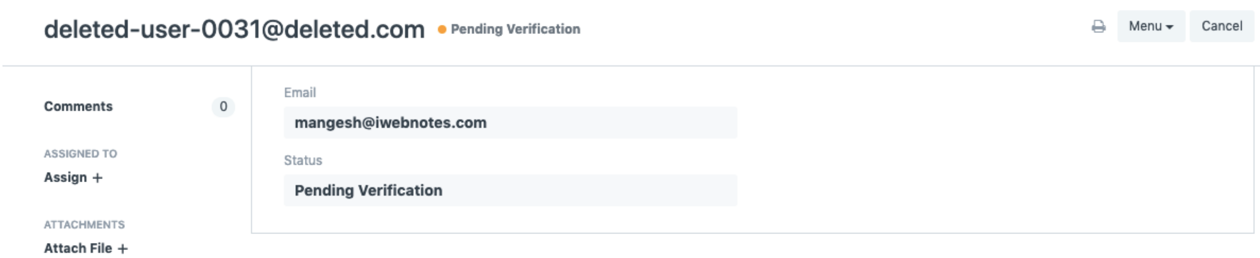
The request to delete data is recorded in the DocType "Personal Data Deletion Request".



This DocType maintains three states of status to complete the process of removal of user data.

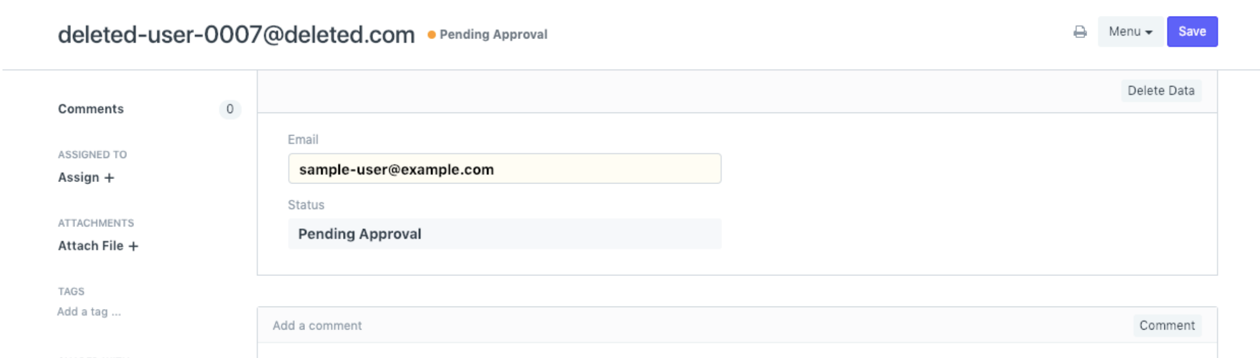
2.1 Pending Verification

This status indicates that the user has requested data deletion via the web-form. However, verification of this request is still pending. Search for Personal Data Deletion Request from the search bar.



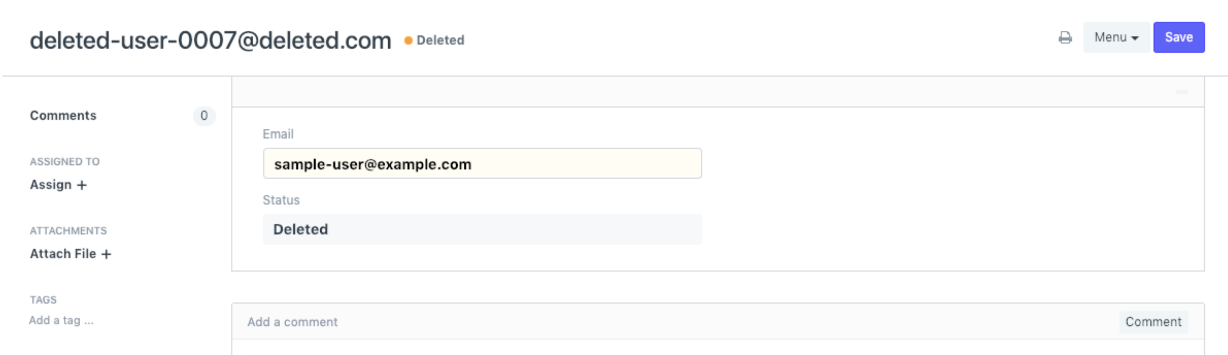
2.2 Pending Approval

This indicates that the user has verified the request via email. This enables the option of "Delete Data" for System Managers.



2.3 Deleted

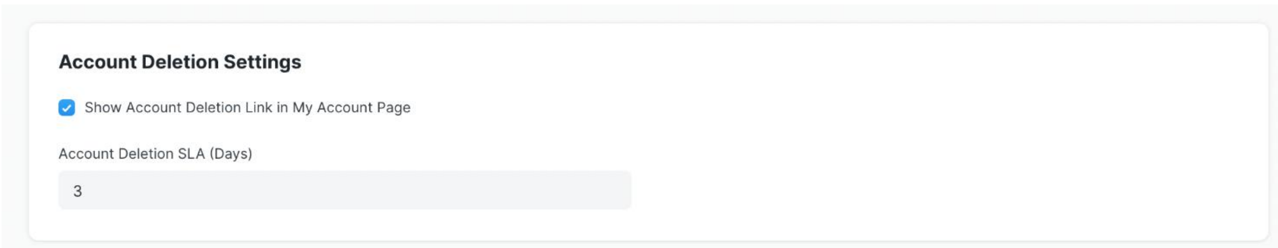
This indicates that the System Manager has clicked on the "Delete Data" button. This means that the user's personally identifiable data has been anonymized.



3. Setting SLA for Personal Data Deletion Request.

You can also set an SLA for Personal Data Deletion Request through Website Settings. This will appear on the web form description.

- Go to Website Settings
- Scroll to the section called Account Deletion Settings
- In the **Account Deletion SLA (Days)** field set the number of days within which users request for Account Deletion will be fulfilled.
- If you enable **Show Account Deletion link in My Account page**, the form link will be visible to users on the My Account Page of the website



Delete Company Transactions

DellSuite allows you to delete all the transactions like Sales Invoices, Sales Order, Payment Entries etc associated with a company, while keeping the master data intact.

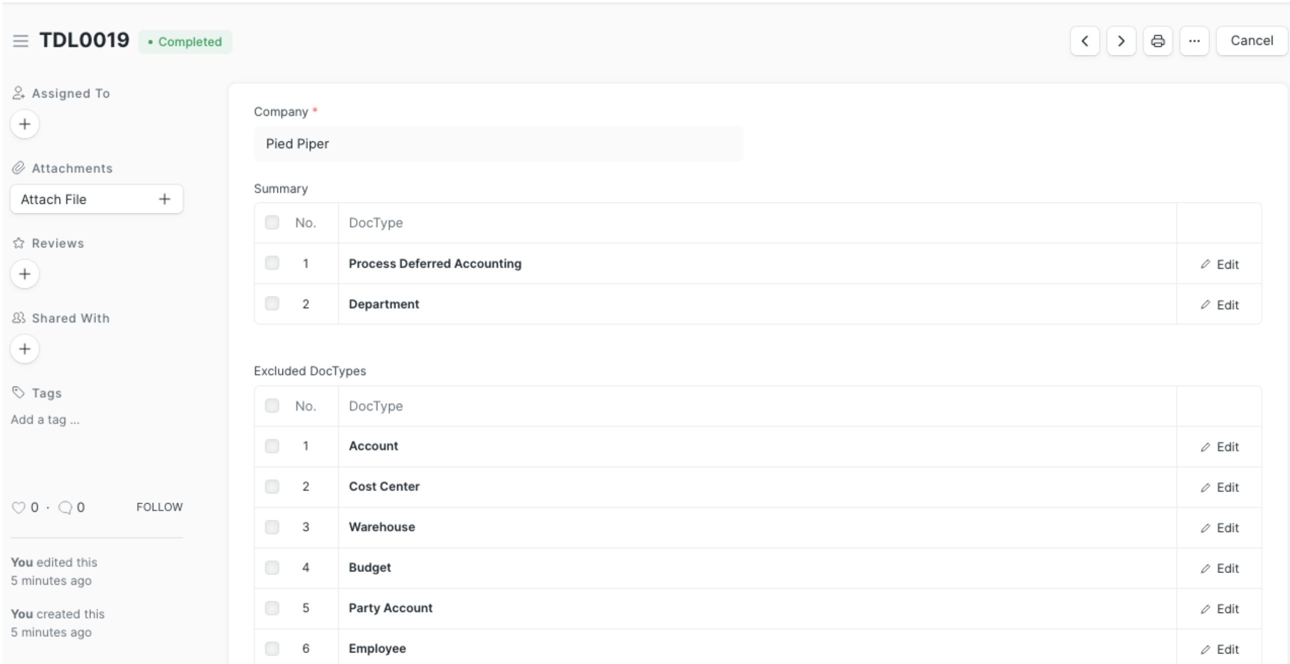
Often, users setup all the master data and then create a few dummy records to test/explore the system. Then, they want to delete the dummy records and the company and start over again.

1. Transaction Deletion Record

This feature allows you to delete all the records associated with a specified company, except for the ones belonging to the DocTypes listed in the **Excluded DocTypes** table.

If you really want to wipe out the transactions, then follow these steps. However, the deleted transactions can't be restored.

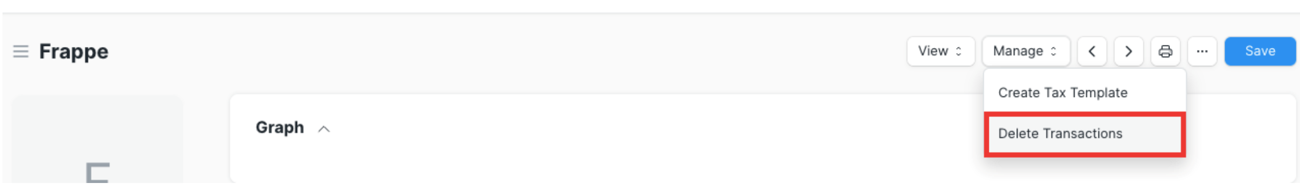
1. Create a new "Transaction Deletion Record" document.
2. Enter the name of the Company whose records you wish to delete.
3. Modify the "Excluded DocTypes" table if needed.
4. Save and Submit.



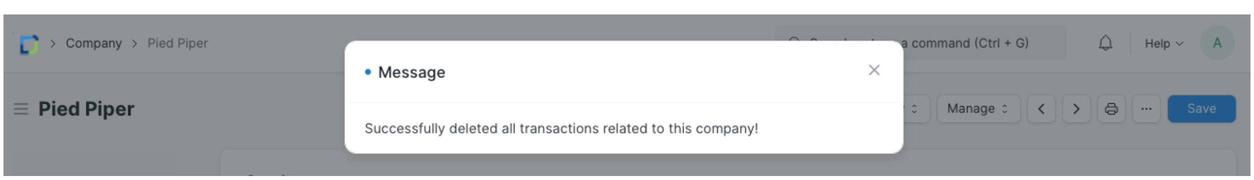
The **Summary** table displays the names of the DocTypes whose records were deleted as well as the number of records that were deleted.

2. Delete Transactions

1. Go to **Home > Accounting > Company** and find your company.
2. On the top right, you'll find the **Delete Transactions** button under **Manage**.
3. Enter your password.
4. Enter the company name to confirm.



This will submit a record in the Transaction Deletion Record DocType.



Note:

To perform this action, the user must have the role of System Manager.