



FiscalFlow ERP

Get Started Guide

From free trial to your first fiscalised invoice — in 10 minutes

www.dougsabh.co.zw/get-started

Version 1.1 • English • Public Guide

Dougsabh Solutions (Pvt) Ltd • ZIMRA FDMS Compliant

Also available online at <https://www.dougsabh.co.zw/get-started>

FiscalFlow ERP — Get Started Guide

www.dougsabh.co.zw — Self-Service Onboarding in 10 Minutes Version 1.1 — English

Overview — What You Will Achieve

In about 10 minutes you will: start a free trial, get your company approved, add your branch on TARMS, place the Virtual Server order, pass ZIMRA sample validation, and learn daily flows: create → print → fiscalise → download → credit note → debit note → quotation. No need to ask — just follow the numbered steps.

- Trial: 7 days free, no card required.
 - TARMS: Add branch first, then order Virtual Server. Send Order # to support.
 - ZIMRA validation: We send sample documents to ZIMRA for validation on your behalf — takes less than 2 working days.
 - Go Live: First invoice fiscalised to ZIMRA FDMS with QR + verification code.
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1 — Start Free Trial & Select Plan

1. Go to website: www.dougsabh.co.zw
2. Find **Free Trial** — click it (hero button *Get Started* or *Start Free Trial*, or Pricing → *Start Free Trial* on any plan card).
3. **Selector: choose the plan:**

Plan	Best for	Price / year
Basic	Simple ZIMRA invoicing	\$110
Standard — Best value	Full accounting + inventory	\$300
Professional	Purchasing + banking + budgets	\$500
Enterprise	Multi-branch, API, BI	\$900

You can upgrade/downgrade later. Trial defaults to 7 days.

4. Fill all details they ask for → you land on the onboarding wizard (next step).

CTA: <https://www.dougsabh.co.zw/onboarding> or <https://www.dougsabh.co.zw/onboarding?planCode=STD>

2 — Complete Onboarding (4 Steps)

Step 1 — Company

- Company Name & Trading Name (Trading Name max 75)
- TIN (10 digits) — **VAT Number required if TIN starts with 2** (9 digits). TIN starting with 1 = non-VAT.
- Branch address: House Number (max 10), Street & Suburb (max 40), City (20), Province, Region + Station (ZIMRA dropdowns)
- Phone + Company Email

Why address matters: the branch address you enter here is what ZIMRA uses to validate your TARMs branch. Use the exact official address — house number, street, city must match what you add on TARMs.

Step 2 — Admin

- Full Name, Email (must be unique)
- Password + Confirm

You will use this to sign in at `/login`.

Step 3 — Branding & Bank

- Currency (USD / ZWG / ZAR / BWP / EUR / GBP)
- USD & ZWG bank: name, branch, account name/number, swift/sort code — optional, helps invoice footer.

Step 4 — Review

- Check all details → Submit
- Company status becomes **active**, trial 7 days, fiscal device serial `DOU-...` created (pending)

3a — Add Branch on TARMs — Do This BEFORE Ordering

You cannot place a Virtual Server order until the branch exists and is approved on TARMs. Always add the branch first.

1. Log in to TARMs with your account (same TIN you used for onboarding).
2. Top/header → Click **Taxpayer Information**
3. Under Taxpayer Information → Click **Taxpayer Profile**

4. Find the **Branches** tab/section → Click **Add Branch** (or *Add New Branch*)
5. Fill the branch form — **must match your FiscalFlow onboarding address**:
 - House Number — e.g. 2578
 - Street & Suburb — e.g. Zimuto Camp, Eastvale
 - City / Town + Province
 - Region + Station — same ZIMRA values as onboarding
6. Submit. Branch status → *Pending* → wait for ZIMRA approval → *Approved/Active*. You can proceed to the order once approved.

Tip: If you have multiple branches, add each one separately. The Virtual Server order lets you pick which branch the device is assigned to (Quantity 1 per order; repeat for additional branches).

3b — Place the Virtual Server Order on TARMS

After the branch is added/approved.

Exact values — copy carefully:

- Supplier: `Zimra`
- Device Model: `Virtual Server`
- Branch: *select the branch you added in 3a* — must appear in dropdown; if empty, it is not yet approved
- Quantity: `1`
- Order comments: `Virtual Fiscalisation-Testing`

Steps:

1. Log in to TARMS (if not already).
2. Top menu → Click **Self Service**
3. Left/Top menu → Click **Order**
4. Click **New Order**
5. Fill: Supplier `Zimra`, Device Model `Virtual Server`, Branch *your branch*, Quantity `1`, Order comments `Virtual Fiscalisation-Testing`
6. Click **Place Order**
7. **Copy the Order #** that appears and send it to support:
 - WhatsApp: +263 785 070 017 — `https://wa.me/263785070017?text=Hi,%20my%20Virtual%20Server%20Order%20#%20is:%20`
 - Email: dougsabh@gmail.com

3c — We Send Samples to ZIMRA for Validation

Takes less than 2 working days after you send the Order #.

Once you send us the **Order #**, our team prepares sample fiscal documents (invoices, credit notes) for your branch and submits them to **ZIMRA FDMS validation** on your behalf.

- **What ZIMRA checks:** Device model (Virtual Server), branch linkage, TIN/VAT, HS codes, VAT calculations, fiscal signatures and QR format.
- **What you do:** Nothing — just keep your 7-day trial running. We notify you on WhatsApp/email as soon as ZIMRA approves. Typically **within 24–48 hours** (working days).
- **After approval:** Your Virtual Server is activated. A fiscal day can be opened and you can fiscalise live invoices immediately (Step 6). You will see `Device Active` on your Dashboard.

Why this step exists: ZIMRA requires every new Virtual Server branch to pass sample validation before live fiscalisation. This is a one-time approval — it does not repeat. While you wait, continue with the setup in the next step so you are ready to fiscalise the moment approval arrives.

4 — First-Time Setup Checklist

Do this once after signing in to `/login → Dashboard`. Seed data is auto-created for ERP companies (currencies, VAT rates, chart of accounts).

- Settings → VAT Rates: Standard 15.5%, Zero, Exempt — adjust if needed.
- Products: Add items with HS Code (8 digits, zero-padded) and VAT rate; or Import CSV.
- Customers: Add with correct TIN/VAT; or Sync from Companies / Import CSV.
- Settings → Document & Template Labels: customize `description`, `hs_code`, etc.
- Fiscal Day: Open fiscal day before fiscalising (Settings → Fiscal Days → Open).

5 — Create & Print an Invoice

Menu: Invoices → Create

1. Document Info: Invoice Date (default today), Due Date, Currency, Document No. auto-assigned (`INV...`).
2. Customer & Payment: Type to search customer (name/TIN/email) → select → details auto-fill. Choose Payment Method & Terms.
3. Items: Click *Search product...* or type description. Fill HS Code, Qty, Unit Price, VAT Rate. Totals calculate live (ex-VAT, VAT, inc-VAT). Use *Add Item* for more lines.
4. Click **Save Invoice** → Show page (status pending/draft).

How to print:

- Before fiscalisation: Use *Download PDF* or print directly from your browser (`Ctrl+P`). No QR yet.

- After fiscalisation: Use *Download Fiscal PDF* — this includes the ZIMRA QR code and verification code. This is the compliant copy to give the customer.

Note: Editing is blocked once fiscalised. Use a Credit Note or Debit Note for corrections.

6 — Fiscalise the Invoice (Send to ZIMRA FDMS)

On the invoice Show page, status must be pending/draft and fiscal day open. Company VAT number required if any line is vatable (TIN starting with 2).

1. Open the invoice (e.g. INV-0001).
2. Click **Fiscalize**.
3. Wait for: *Success — Receipt Global Number: ...* Fiscal PDF is generated automatically.

If it fails:

- *Fiscalisation blocked: prior receipt pending* → wait/retry (FIFO).
- *VAT not registered* → add VAT number in Settings → Company.
- *Fiscal day not open* → open fiscal day first (Settings → Fiscal Days).
- Check ZIMRA validation errors shown in the success warning.

Requires an active subscription and an open fiscal day.

7 — Download & Share the Fiscal Invoice

- Regular PDF: Use the *Download PDF* button — available for every invoice.
- Fiscal PDF (with QR): Use *Download Fiscal PDF* — available only after fiscalisation. This is the ZIMRA-compliant copy with QR code and verification code.
- Share link: You can generate a secure share link for the fiscal invoice — no login required for the recipient.
- Email: On the invoice view, use *Email* to send the invoice directly to your customer.

The same download and sharing options are also available for credit notes and debit notes.

8a — Credit Notes — Refunds & Returns

Use when you need to reduce/reverse an invoice.

From an invoice (recommended):

1. Open the fiscalised invoice → choose *Create Credit Note*
2. Details are pre-filled from the invoice — adjust quantity/amount and reason
3. Save → Fiscalise the credit note → Download the fiscal PDF

Standalone: Credit Notes → Create → select the original invoice/reason → Save → Fiscalise

8b — Debit Notes — Additional Charges

Use when you under-charged or need to add lines after fiscalisation.

From an invoice: Open the invoice → choose *Create Debit Note* → Enter the additional amounts → Save → Fiscalise → Download the fiscal PDF

Standalone: Debit Notes → Create → select the related invoice → Save and fiscalise the debit note

9 — Quotations — Quote Then Convert

Quotations are NOT fiscalised — only invoices are.

1. Quotations → *Create* — same form as invoice.
2. Save → use *Download PDF* to send the quotation to your customer.
3. When accepted → click **Convert to Invoice** → a new invoice is created in draft/pending status. Then fiscalise (Step 6).

Workflow: Quotation (draft) → PDF → Convert → Invoice (pending) → Fiscalize → Fiscal PDF

FAQ & Troubleshooting

I fiscalised but the PDF has no QR. — Fiscal PDF is generated right after fiscalisation. Refresh and use *Download Fiscal PDF* (not regular Download PDF). If still missing, check fiscal day was open and device is licensed (Settings → Device Status).

"VAT not registered" error on fiscalise. — Add VAT number in Settings → Company (9 digits, required when TIN starts with 2) or use Zero/Exempt rate.

Order # not showing on TARMS after Place Order. — Confirm you placed under Self Service → Order. Branch must have been Approved first. Check TARMS Orders → History/Status.

Branch dropdown empty when placing order. — Branch not yet approved. Go to Taxpayer Information → Taxpayer Profile → Branches and wait for approval. Address must match onboarding.

Can I edit a fiscalised invoice? — No. Fiscalised = immutable. Create a Credit Note (reduce) or Debit Note (increase).

Invoice already fiscalised message. — Each invoice fiscalises once. Re-download the Fiscal PDF or share the signed link.

Support

- WhatsApp: +263 785 070 017
- Email: dougsabh@gmail.com
- Website: <https://www.dougsabh.co.zw>
- Get Started online: <https://www.dougsabh.co.zw/get-started>

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