

Rudaya Enterprise Suite 19.3.1 User Manual

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RUDAYA POWERS PVT. LTD.

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1. Introduction

Rudaya Enterprise Suite (RES) is a business management platform for sales, finance, assets and industry operations. This manual describes the everyday screens for users who work in the Suite through a web browser. For installation and activation, see the RES 19.3.1 Installation Guide. For each industry package, see its Setup Guide.

New in this edition of the manual

- RES 19.3.1: Order Tracking from the customer order to closure (sections 4.3 and 4.4), approval email alerts (section 4.5), Standard Quote and Standard Invoice layouts (section 6.4), removing a user with handover (section 3.1) and a product search on each line of a manual RFQ (section 7.6).
- **RES 19.3:** GST Dashboard, Tax Classification, Purchase Register analysis, cash-flow forecasts and FX actuals are open for the 30-day trial and for Enterprise Plus licences (section 9).
- **RES 19.2:** bank connections, AI suggestions in Finance using a local model, e-invoice settings and the Exchange Rates screen (sections 6 and 8).

1.1 Good practice

- Sign in with your own account. Never share passwords.
- Approvals use a maker–checker rule: the person who prepares a record cannot approve it. Ask a colleague with approval permission.
- If a save seems uncertain (for example after a slow connection), check the stored record before trying again. Several screens offer Check original outcome for this purpose.
- A permission or licence message means the action is not available to your account. Ask your administrator rather than trying another route.

2. Signing in and finding your way

Open the address your administrator gives you (for example http://localhost:5111 on the server, or an https:// address on your network) and sign in.

Your menu shows only the areas that your company’s licence includes and your permissions allow. Choose a Visual theme (Light, Dark or Rudaya Executive) from the theme selector in the header; the choice is kept in your browser.

Group	Menu items
Home	Home, AI Assistant
Sales	New Quotation, Quotation Center, Retail Operations, Distribution & Trading, Customers, Product Catalog, CRM Leads, Inbox email review, RFQ Opportunities
Pricing	Product Catalog, Price Lists & Policy, Freight Calculator
Finance	Vendors, Invoices, Receivables, Payables, Cash Flow, Bank Intelligence, Exchange Rates, GST Dashboard, Sales Register, Purchase Register
Assets	Installed Base & CMDB, Warranty, AMC, Service History
Industry	Real Estate > Projects & Bookings; Manufacturing > Production; Construction > Projects & Job Costing

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Group	Menu items
Administration	Settings, Users & roles, Licensing, Audit Center, Backup & Recovery

A package that your company has not switched on is labelled Not installed, and an item your account may not open is labelled Permission needed. Approvals appear inside each workflow (quotation, sales order, banking and policy screens), not in a single inbox.

3. Roles

Role	Typical use
Admin	Settings, users and roles, master data, policies
Sales Engineer	CRM leads, preparing quotations and direct sales orders
Sales Manager	Approving quotations and direct sales orders; won, lost and cancel
Application Engineer	Installed base, service and CMDB
Finance	Invoices, receivables, payables, exchange rates
Viewer	Read-only access

Some areas need extra permissions granted by an administrator: Bank Intelligence and bank connections, Distribution & Trading, Inbox email review and the finance approval controls.

3.1 Removing a user (since RES 19.3.1)

Where: Administration > Users & roles, Remove user on the person’s row (super administrator). RES lists the open work the person started. Choose a successor to receive their roles, selected permissions and the follow-ups and alerts for their open quotations, orders, shipments and approvals, or choose No successor. Enter a reason and choose Remove user. The account is switched off for good and its licence seat is freed; every record the person created or approved keeps their name. Only an account that never signed in can be deleted permanently.

4. Quotation to Sales Order

Where: Sales > Quotation Center.

1. Choose New quotation, enter the customer and lines, then save. The Valid until date starts from your company’s configured validity period.
2. Choose Submit for approval.
3. A different user with approval permission enters a reason and chooses Approve or Reject.
4. Optionally choose Mark sent to record that it was sent. This records a status only; no email is sent.
5. When the customer sends a purchase order or work order, open the approved, sent or on-hold quotation. Under Customer PO / Work order received enter the order type, the number and date exactly as printed, the value (optional) and how it was received, and tick the confirmation.
6. Choose Record order & create Sales Order. The quotation becomes won and an Open Sales Order is created. Follow it in Order Tracking (section 4.4).
7. Create invoice then becomes available for that quotation.

Mark lost and Cancel each need a reason. Business-request groups keep related quotations together.

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4.1 Follow-up reminders

Open an approved quotation and use Follow-up reminders: set a follow-up date and an optional message draft, then Save follow-up reminder. Use draft in follow-up email copies the text for your own email; the Suite does not send it. Close a reminder with Mark complete or Cancel reminder.

4.2 FX assessment and configured charges

In the quotation editor, FX assessment helps you plan currency risk when buying from a foreign vendor. Enter purchase and base currencies, amount, current and expected rates, adverse and favourable movement, and the rate source. Load approved rates uses rates approved under Finance > Exchange Rates (section 6.2). Choose the margin basis and freight allocation, add any configured charges (fixed amount or percentage of a selected basis), then Compare scenarios or Compare and save assessment. Results are planning estimates and are never posted to accounts.

4.3 On hold (since RES 19.3.1)

If the customer has not decided, open the quotation, enter a reason and a Review on date, and choose Put on hold. On the review date the quotation owner gets an email. Choose Resume to bring it back. From hold you can still record the customer order, mark the quotation lost or create a revision.

4.4 Order Tracking (since RES 19.3.1)

Where: Sales > Order Tracking. Each Sales Order has one page that follows it from the customer order to closure: the customer PO / WO and its documents, the purchase orders to the supplier, shipments (supplier acknowledgement and ETA, packing list with serial numbers, international shipping, customs clearance and delivery), the invoice and payments, the warranty register and the closure checklist.

Each shipment status needs its evidence (for example an acknowledgement number and ETA before Acknowledged, or the bill of entry before Cleared). Serial numbers entered on the packing list become warranty assets: under Warranty register (CMDB) tick the confirmation and choose Register warranty assets from serials. When every blocking check is green, enter a closing note and choose Close order; a closed order can no longer be changed.

For the full import workflow (enquiry, costing, supplier purchase order, shipping, customs, invoice, payment, warranty and closure) see the RES 19.3.1 Order-to-Cash Workflow Setup Manual and its training video.

4.5 Approval email alerts (since RES 19.3.1)

When an item needs approval (a quotation, price list, exchange rate, supplier bill or payment, bank posting, purchase order, adjustment or customer change), everyone allowed to approve it gets an Action needed email within about two minutes, with reminders after 5 hours and then daily, four times. The requester gets the outcome. Purchasing gets an email when a supplier acknowledgement is overdue or an ETA has passed, and the salesperson when an ETA changes or goods clear customs. Alerts need the company email account under Administration > Settings > Email.

5. Direct Sales Order (without a quotation)

Where: Sales > Quotation Center > Direct Sales Orders.

One-time approval policy. Before the first direct order can be approved, one user proposes the Direct Sales Order approval policy (approval window, validity and reason) and a different user confirms it.

Enter the order.

1. Choose New direct Sales Order and pick an active customer.
2. Complete the customer, seller, GST, place-of-supply, currency, payment and delivery terms, and the customer’s order reference and evidence.
3. Add lines with Add line (description, HSN/SAC, unit, quantity, unit price, discount, GST %).
4. Tick the confirmation and choose Record order for approval.

Approve. The maker chooses Submit for approval. A different user chooses Approve order or Reject order, then Apply approval and open order makes the order Open. Direct sales orders are not invoiced from the Invoices screen in this release.

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6. Invoices, supplier bills and exchange rates

Where: Finance > Invoices.

1. Enter the quotation ID and choose Load quotation.
2. Enter the invoice quantities and choose Create draft invoice. If the screen says Convert the accepted quotation to a Sales Order before creating an invoice, record the customer acceptance first (section 4).
3. On the draft you can Edit draft and Save draft, Issue and generate PDF (assigns the official number), Record payment, or Cancel invoice with a reason.

6.1 Supplier bills and payments

Finance internal controls separate duties: the person who records a supplier bill cannot also approve it and authorise its payment. Bill approval and payment authorisation are each done by a user holding that specific permission, and every decision is kept in the approval audit trail.

Supplier bill reading (since RES 19.2). With a local AI model configured by your administrator, you can paste the text of a supplier bill in Finance > Payables to have its fields read and checked against the text. This is advice only: a person reviews and saves the bill, and the approval rules are unchanged. Without a local model the screen says so and you enter the bill by hand.

6.2 Exchange rates

Where: Finance > Exchange Rates.

1. Under Enter a rate, choose the From currency and To currency and enter the Rate (1 from-currency equals this amount).
2. Enter Effective from, an optional Effective to, and the Source or reference.
3. Choose Save for independent review. The rate is listed in the Rate register as pending.
4. A different user approves it. Only approved rates are used by business workflows such as the FX assessment.

6.3 E-invoice settings (since RES 19.2)

Under Administration > Settings > E-invoice an administrator can record the details your company receives for the government e-invoice system. This is a provision only: the details are stored (secrets encrypted and not shown again) and nothing is sent to the e-invoice system. Continue to raise e-invoices by your present method.

6.4 Standard Quote and Standard Invoice layouts (since RES 19.3.1)

Under Administration > Settings > Quotation templates and Invoice templates, copy the built-in Standard Quote and Standard Invoice samples: company block with logo, a shaded quote or invoice box with the references, Bill To / Ship To, an SKU / Description / Qty / Price / Total table and the terms beside the totals. Put in your own terms and declaration. Phone, email and website from Settings > Company print under the company address; PAN is taken from the GSTIN. Choose the layout in the quotation or draft invoice editor; an unapproved quotation prints NOT APPROVED - NOT FOR CUSTOMER ACCEPTANCE.

7. CRM leads and RFQs with AI assistance

Rudaya Enterprise Suite can read a customer email you select and turn it into a CRM lead suggestion or an RFQ opportunity with items matched to your product catalogue. The AI prepares; people decide.

7.1 How the AI works

- It reads only the one email you select, as plain text. Nothing is sent to an AI provider until you click.
- It creates a suggestion or draft only. No CRM lead, customer, quotation or reply exists until an authorised person reviews and approves it.
- Every value it returns must appear word-for-word in the email. Items or company details that are not in the email are rejected automatically.
- Each AI action is recorded in the audit history (who, when, which provider).

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- No email is sent to the customer by the AI. Unattended (automatic) mailbox processing is not enabled in this release.

Customer email, then Inbox email review, then the AI reads the selected email. From there the two routes are:

CRM lead	RFQ
Create AI lead suggestion	Create RFQ opportunity
Enquiry review queue: a person checks, links duplicates and approves	RFQ Opportunities: a person confirms customer, items and prices
CRM lead	Draft quotation, approval, Sales Order

7.2 One-time set-up (administrator)

Item	Detail
Licence	Enterprise Plus edition
Permission	crm.email_intake for each user of Inbox email review, granted under Administration > Users & roles > Governed permission assignments. Creating customers from an email also needs customer.manage.
Mailbox	A Microsoft 365 mailbox connected through Microsoft Graph
AI provider	At least one of the providers below

Provider	Use for	Configure in
Local model (Ollama or LM Studio on the server)	Lead suggestions	Administration > Settings > AI
Azure OpenAI	Lead suggestions and RFQs	Settings > AI (provider Azure OpenAI: endpoint, deployment, API version, key)
Microsoft 365 Copilot	Lead suggestions and RFQs	Settings > Microsoft Graph > Microsoft 365 Copilot (CRM lead extraction)

Steps. Open Administration > Settings > Microsoft Graph. The setup checklist at the top shows each step as done or open with the next action. Work from top to bottom:

1. Connect the mailbox: save the Microsoft Graph form with sync enabled.
2. Allow selected-email body review.
3. Optional: save the Azure OpenAI deployment in Settings > AI, then approve its data scope for leads and RFQs.
4. Optional: save the Microsoft 365 Copilot application once (same Microsoft 365 tenant as the mailbox), then approve its data scope.
5. Each user connects their own Microsoft 365 account (section 7.3).

Notes

- Cloud providers are off by default. Each needs its own approval, recorded by a user with the Admin role (a super administrator can view but not approve).
- Changing any provider or mailbox setting withdraws the approvals and user connections, and they must be given again. Saving a form without changes keeps them.

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- Microsoft 365 Copilot uses Microsoft's Copilot Chat API, which Microsoft currently offers as a preview. Each user needs a Microsoft 365 Copilot licence and signs in with their own work account. Your IT administrator registers a web application in Microsoft Entra (same tenant), adds the redirect address shown in the settings panel, grants the delegated Microsoft Graph permissions listed there, and enters the tenant ID, application ID and client secret in Rudaya.

7.3 Connect your Microsoft 365 account (each user, Copilot only)

1. Open Sales > Inbox email review.
2. Under Your Microsoft 365 Copilot connection, choose Connect Microsoft 365, sign in and consent.
3. Rudaya keeps only a protected sign-in token for you. Disconnect removes it at any time.

7.4 Create a CRM lead from an email (AI)

1. Open Sales > Inbox email review and choose Sync recent inbox metadata.
2. Select the customer's email and choose Review selected email, then Load selected plain-text body.
3. Choose the Lead extraction provider (Local model, Azure OpenAI or Microsoft 365 Copilot).
4. Choose Create AI lead suggestion. The suggestion is placed in the Enquiry review queue; no lead exists yet.
5. Open CRM Leads > Review enquiries and open the item with Review.
6. Check every field against the email. Correct anything wrong, enter a Review reason and choose Save reviewed fields.
7. Check Possible duplicates: choose Link this lead to add the enquiry to an existing lead, or tick that you reviewed the duplicates and choose Create distinct lead.
8. If there are no duplicates, choose Approve and create lead, or Reject enquiry if it is not a real lead.
9. The new lead appears in Sales > CRM Leads. Use Update stage to move it through your pipeline and Convert to Draft customer when it becomes a customer (an administrator activates draft customers).

The message body is not stored by Rudaya; only the reviewed lead fields are kept.

7.5 Create an RFQ and quotation from an email (AI)

Use this when a customer emails a request for quotation listing items.

1. In Sales > Inbox email review, select the email, choose Review selected email and load its body.
2. Choose Azure OpenAI or Microsoft 365 Copilot, then Create RFQ opportunity.
3. The AI reads each item line (quoted from the email) and the requesting company's name, address, contact and tax ID from the email body or signature. Rudaya rejects any item not found in the email and drops any company detail not found there.
4. The RFQ opportunity is created and immediately compared with your active Product Catalog. Choose Open RFQ opportunity.
5. In Sales > RFQ Opportunities (tab Drafts to review), confirm the customer, the items and the prices as described below.
6. Choose Prepare draft quotation. The draft opens in the Quotation Center.
7. Continue with the normal quotation process (section 4): submit for approval, approval by a different user, send to the customer.
8. When the customer accepts, choose Convert to order to create the Sales Order from the approved quotation.

- **Customer:** if the company is new, choose New customer from this email. A form opens prefilled from the email and the sender's address. Check it and choose Create customer; duplicate legal names or contact emails are refused. Matching then refreshes and links the new customer.
- **Items:** choose Suggest matches, or Search customers / Search products, then Confirm mapping for the customer and each line.
- **Prices:** choose Check prices, then for each line Confirm approved price or Use reference after review.

The tab Processing attempts shows each AI reading with its outcome. A GSTIN found in the email is shown for information; add it to the customer through the customer's tax registration approval.

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7.6 Manual leads and enquiries (without AI)

- **Sales > CRM Leads:** New lead, Edit details, Update stage, Convert to Draft customer.
- **CRM Leads > Review enquiries:** Record a manual enquiry (company, contact, notes) and Save enquiry for review, then review and approve it as in section 7.4, steps 5 to 8.
- Sales > Manual RFQ Opportunities: record an enquiry received by phone, visit or WhatsApp against an active customer. For each line enter the description and quantity, type the part number in that line's product search and choose Find, then pick the product and unit and keep the customer's words as evidence. Choose Record manual RFQ, then Check prices and Prepare draft quotation. The same enquiry text is refused as a duplicate.

7.7 Good practice

- Always compare the AI result with the original email before approving. The AI can miss or misread information.
- Use AI only on genuine customer emails you are permitted to process. Do not select emails containing passwords or unrelated personal data.
- If a provider refuses or returns nothing, the reason is shown on screen; no fallback provider is used automatically.
- Copilot may use your own Microsoft 365 content when answering; Rudaya disables web searches and rejects any answer containing values that are not in the selected email.

8. Bank Intelligence and bank connections

Where: Finance > Bank Intelligence. An administrator first binds each bank account to a branch.

Stage a source. Choose the source mode: Manual, SMS or Email (paste the alert text), or Statement (.csv or .xlsx up to 2 MiB with column mapping and preview). Choose the bound bank account, confirm and Stage source only. Staging never creates a payment.

Prepare to post.

1. Open the source and Inspect original source.
2. Optionally Suggest classification from rules.
3. Complete the draft, use Find matching records to choose the target, enter the exact amount and reason, and Save draft without posting.
4. A reviewer records a human review.
5. The creator submits for posting approval; a different user approves.
6. A user with posting permission chooses Post exact approved settlement.

Posting needs an open financial period. Approval never initiates a bank transfer. Treasury cash visibility shows a read-only cash position from recorded data.

8.1 Bank connections (since RES 19.2)

A bank connection lets Rudaya pull account statements from your company's own bank. Your company arranges API access with its bank; Rudaya provides the screens to record the details.

1. A super administrator grants the bank permissions to a role under Users & roles > Governed permission assignments, with a reason. The role must not be one held by their own account.
2. A user with that role opens Finance > Bank Intelligence > Bank connections, chooses the bank and enters the details the bank issued. For HDFC Bank the form lists the onboarding steps to complete with the bank. For ICICI, Axis, Kotak and Yes Bank the details are recorded as a provision, and statements are imported as files (MT940 or camt.053).
3. A second person approves the connection. Until it is approved it cannot be used.
4. Start in your bank's test (UAT) environment. Move to production only after your bank confirms the test.

- Statements arrive in an inbox for review. Nothing is posted to your accounts automatically.
- Secrets are stored encrypted on the server and masked on screen. Every statement pull is recorded in the audit trail.

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8.2 AI suggestion for a bank entry (since RES 19.2)

With a local AI model configured by your administrator, choose Ask the local AI model on a bank entry to get a suggested match. It is advice only: a person reviews and decides, and the approval steps above are unchanged. No data leaves your own server.

9. Finance Center: registers, GST, tax classification and cash flow

The Finance Center groups the finance work on one screen with a row of tabs: Receivables, Payables, Procurement, Purchase Register, Sales Register, GST Dashboard, Tax Classification, Aging, Collections, Vendor Payments, Cash Flow, Adjustment Approvals and Bill & Payment Controls. You see the tabs your licence and permissions allow.

Availability. From RES 19.3, GST Dashboard, Tax Classification, the Purchase Register analysis tabs, cash-flow forecasts and FX actuals are open during the 30-day trial and with an Enterprise Plus licence. After an upgrade they appear without a new activation.

9.1 Sales Register

Where: Finance > Sales Register. It shows your issued sales for the period: Total sales, Taxable sales, CGST, SGST and IGST, a monthly trend and your top customers. Tabs: Overview, Invoices, Tax Summary, Customer Analysis and Period Summary.

9.2 Purchase Register

Where: Finance > Purchase Register. It opens on a summary with the monthly purchase trend. Tabs:

- **Bills:** supplier bills for the chosen period.
- **Vendor Analysis:** purchases by vendor.
- **Input Taxes:** input tax on your purchases.
- **Period Summary:** one period compared with another.
- **Trends:** purchases over time.

9.3 GST Dashboard

Where: Finance > GST Dashboard. Choose the Year and Month at the top.

- **Period status.** Until a period is generated the screen says Not generated (Live figures) and shows figures calculated from your current records. Generate / refresh stores the figures for the period and Close period closes it. Your administrator decides who may generate, close or reopen a period and add adjustments.
- **Overview:** GST by rate, HSN distribution of taxable sales, items for manual review and regulated product warnings.
- **Output GST and Input GST:** tax on sales and on purchases for the period.
- **ITC Analysis:** blocked input tax credit by reason, and eligible and blocked credit by classification.
- **HSN Analysis and SAC Analysis:** HSN-wise sales and purchases, SAC-wise services, risk category and review flags.
- **Tax Liability and Period Comparison:** liability for the period and a comparison between periods.
- **Adjustments:** adjustments and liability snapshots.

The dashboard reports from the records in Rudaya. It does not file returns and does not send anything to the GST portal. Check the figures against your books before you rely on them for a return.

9.4 Tax Classification

Where: Finance Center > Tax Classification (the tab in the Finance Center row).

- **Classification GST View:** HSN-wise sales and purchases, SAC-wise services, GST rate analysis, eligible and blocked ITC by classification, risk category, manual review records and regulated product records.
- **HSN / SAC Codes:** the code master. Search by code or description.
- **Suggestions:** classification suggestions for review. A person decides.
- **Sales Summary and Purchase Summary:** totals by classification for a date range.

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- **History:** who changed what in classification.
- **Catalogue Defaults:** the default classification of catalogue products.
- **Analytics:** classification analytics.

9.5 Cash Flow

Where: Finance > Cash Flow. It opens on your INR position. Tabs:

- **Forecast:** cash-flow forecasts, including advanced forecasts.
- **Bank Accounts:** the bank accounts used for cash visibility.
- **FX Actuals:** realised foreign-exchange results recorded against your transactions.

Forecasts are planning figures. They are not posted to accounts.

10. Installed Base, CMDB and service

Where: Assets > Installed Base & CMDB.

Under Nameplate suggestions, paste the text from an equipment nameplate or label (up to 8,000 characters) and choose Suggest fields. Review the suggested manufacturer, model, part and serial numbers and the Duplicate checks, then Apply to form and Save. Nothing is saved until you choose Save. Change status offers only the moves allowed from the asset's current status.

Warranty, AMC and Service History are under the Assets menu. See the Service & AMC Setup Guide for the full workflow.

Since RES 19.3.1, warranty assets can also be created from Order Tracking: one asset per serial number on the packing list, linked to the issued invoice line (section 4.4).

11. Industry packages

Each industry appears only when your company has it licensed and switched on under Administration > Licensing > Installed packages. Each package has its own Setup Guide with the daily steps and the way it works with Core Foundation.

- **Distribution & Trading (Sales > Distribution & Trading):** stock locations and tracked products; receive stock at recorded cost; transfers between locations; fulfilments from Open Sales Orders with reserve and dispatch (carrier and tracking reference); returns to stock; and reconciliation of dispatched, returned and net quantities against the stock ledger.
- **Retail (Sales > Retail Operations):** stores, tills, till sessions, sales, returns and reconciliation.
- **Manufacturing (Manufacturing > Production):** work centres, structures, production orders, material issue, routing steps and completion.
- **Construction (Construction > Projects & Job Costing):** projects, BOQ, work orders and progress bills.
- **Real Estate (Real Estate > Projects & Bookings):** projects, buildings, units, bookings, collections and possession.
- **Service & AMC (Assets menu):** installed base, warranty, AMC contracts and service history.

12. AI Assistant

Where: Home > AI Assistant. The Assistant answers questions about your business records using read-only access, within your own permissions. It does not create, change or approve records. Always check an answer against the underlying record before acting on it.

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13. Messages you may see

Message	Meaning
“…cannot be invoiced or fulfilled until a different authorized user approves it.”	Ask an approver.
“Approve the quotation before scheduling a customer follow-up.”	Approve the quotation first.
“Convert the accepted quotation to a Sales Order before creating an invoice.”	Record the customer acceptance first.
“A one-time policy requires a different authorized human to approve it.”	Ask a second user to confirm the policy.
“This proposal is advisory-only…”	This kind of banking draft cannot be posted.
“New rates remain pending and are not used in calculations until approved…”	Ask a different user to approve the exchange rate.
Permission needed, or a permission or licence message	Ask your administrator.
A message with a reference ID	An unexpected error occurred. Send the reference ID to support.

Refusal messages explain the reason and what to do next. If you ever see technical detail such as an error stack or database code, stop and contact your administrator.

14. Not included in this release

- BSIQE Discover. It follows in a later release.
- Unattended RFQ processing and automated document extraction.
- Image-based nameplate reading (paste the text instead).
- Automatic posting from bank connections. Statements arrive in an inbox and a person posts them through the approval steps.
- Sending e-invoices to the government system. E-invoice settings are recorded only.
- Filing GST returns. The GST Dashboard reports from your records only.
- Invoicing directly from a direct Sales Order.
- Printing or emailing supplier purchase orders. Send the purchase order from your own email and upload a copy in Order Tracking.
- Supplier purchase orders in a foreign currency. Enter them in INR and keep the supplier’s USD price and rate in the supplier quotation reference.

15. Support

Email Rudaya support at sales_rudaya@rudayapowers.com, call +91 020-46761610, or use the contact page at rudayapowers.com.

Step-by-step video tutorials for installation, configuration and everyday workflows are on the Rudaya Enterprise Suite YouTube channel: https://www.youtube.com/@rudaya3321

For RES 19.3.1 there is also an Order-to-Cash Training Video (about 10½ minutes) and a Customer Presentation Video (about 3 minutes), published with the RES 19.3.1 release documents.

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Include the product version shown in the application and a screenshot of any message. Never send passwords, licence keys or customer data.

Revision history

Revision	Date	Change
3	21st November 2026	RES 19.3.1. New sections 3.1 (removing a user), 4.3 to 4.5 (on hold, Order Tracking, approval email alerts) and 6.4 (Standard Quote and Invoice layouts). Section 4 steps 5 and 6 use the Customer PO / Work order panel. Manual RFQ product search per line (7.6); warranty assets from Order Tracking (10); two items added to section 14.
2	16th November 2026	RES 19.3. New section 9 (Finance Center: Sales Register, Purchase Register, GST Dashboard, Tax Classification, Cash Flow). Added exchange rates, e-invoice settings, supplier bill reading, bank connections and the AI suggestion for bank entries (since RES 19.2). Menu table, messages and the list of items not included updated. BSIQE Discover is not part of RES 19.3.
1	14th November 2026	First release for RES 19.1.

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