

e-Invoice Saudi



USER GUIDE

Your guide to confident invoicing

Invoices · Settings · Backup & Restore

English

2026



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Welcome to e-Invoice

Your everyday guide to confident invoicing

Create invoices, keep your business identity consistent and protect your records.

One clear workflow. From setup to a saved invoice.

This client guide explains the controls available in the app, including Arabic and English headers, A4 and thermal output, credit notes and local backup copies.

Start here

Open www.einvoice-sa.com/app and sign in to your own account.

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For the current e-Invoice application. Screens and button labels may evolve.

Start with your account

Set up once, then follow the same daily routine

Sign in and verify your email

1. Open the app and sign in with the email address and password for your account.
2. If your email is not verified, use the verification option and open the message in your inbox. Check Spam if necessary, then return to the app.
3. Use **Forgot password** on the sign-in screen if you cannot remember your password.

Complete Business Profile

1. Open **Settings**. Enter your legal business names, address and city. The Arabic seller name is required for finalization.
2. Select the correct VAT registration status. For a VAT-registered business, enter your valid VAT number. Add CR, phone and email details as applicable.
3. Add default invoice notes if required. Press Enter for a new line.
4. Select **Save Settings** and wait for confirmation before issuing an invoice.

Invoice numbering

A new account can choose its starting invoice number before its first invoice. For example, start at 756 if your previous system ended at 755. Once issuance begins, the starting number is locked; the sequence continues automatically. Invoice and credit-note numbers are separate, such as **INV-000756** and **CN-000001**.

Daily routine: sign in → check sync → create and review → finalize → download or print → check backup status.

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Build your invoice header

Settings → Invoice Header Builder

Choose what the header shows

Select **Logo Only**, **Logo + Business Name** or **Business Name Only**. Use Upload / Replace to choose a PNG, JPG or SVG logo; the upload limit is 5 MB. Remove clears the selected logo for future headers.

Choose a layout

- Logo Left · Name Right
- Logo Right · Name Left
- Logo Top · Name Below
- English Left · Logo Center · Arabic Right

Printed names are optional

Printed name (Arabic) and **Printed name (English)** control the names shown in the invoice header. Leave them empty to use your Business Profile names. They do not replace your registered Business Profile details.

Review before saving

Check both names and the logo in the header preview. Switch between **A4** and **80mm**; use Fit or 100% to inspect it. Then save Settings.

Issued invoices keep their original header. Header changes apply to newly issued invoices, not previously issued records.

Fine-tune the header

Keep typography balanced and positioning simple

Typography

Open **Advanced Header Settings**. Adjust Arabic and English name sizes separately. Each name has a Weight dropdown: Regular, Medium, Semibold or Bold. Regular or Medium produces a lighter appearance.

The Arabic Font dropdown offers **Alexandria**, **Noto Kufi** and **Noto Sans**. Size matching aims to balance the visible letter sizes. Font shapes differ, so review the actual preview rather than comparing only the size numbers.

Optional arrangement and position

1. Open **Name arrangement & position** and enable optional placement.
2. Choose Arabic above English or Side by side.
3. Select each name's Left, Centre or Right alignment.
4. Adjust Name gap for the space between stacked names.
5. Open **Fine adjustment** only if you need horizontal offsets or extra space above a name. Use the number field or +/- controls.

Reset position & gap resets those placement controls. Turning optional placement off restores the original arrangement.

The fixed **English Left · Logo Center · Arabic Right** layout keeps its established arrangement; the optional placement panel does not change it.

Logo proportions

Choose Small, Medium, Large or Custom. Width, height, spacing and Fit logo inside size help refine the result. Check A4 and thermal previews, then save.

Create and issue an invoice

Review carefully before Finalize & Save Invoice

1. Select **New Invoice**. Choose the invoice type, date and payment method. Finalized invoices currently use **SAR**.
2. Select a saved customer or enter the buyer details. A Standard Tax Invoice requires buyer name, address and city; enter buyer VAT when the buyer is VAT-registered. Phone and email are optional.
3. Add item descriptions, quantities, prices and discounts. A saved product can fill the name and price. Press Enter for a new line in a description or Notes.
4. Check whether prices include or exclude VAT and review the subtotal, VAT and grand total.
5. Review the preview, buyer details and header. Save any pending Business Profile changes first.
6. Select **Finalize & Save Invoice** and wait for the issued/cloud confirmation. The invoice number is assigned automatically.
7. Download the PDF or print the issued invoice.

On the Arabic interface, quantity, price and discount fields accept Arabic or English digits. The app displays Arabic digits while calculating the same values.

Choose the right document

Standard Tax Invoice and **Simplified Tax Invoice** require a VAT-registered seller profile. **Commercial Invoice (No VAT)** is available for a business marked Not VAT Registered. Credit Note is used for adjustments to an issued invoice.

An issued invoice is a fixed record. You cannot edit or delete it. Use a credit note for a correction or refund.

Example only: 2 items at SAR 100 each, no discount, 15% VAT excluded → net SAR 200, VAT SAR 30, total SAR 230. Verify the rate and VAT treatment appropriate to your transaction.

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Create a credit note

Adjust an issued invoice without rewriting its history

1. Open **History** and find the original invoice.
2. Use that invoice's **Credit Note** action. The app loads the original reference and relevant details.
3. Choose the available full or partial credit mode. For a partial adjustment, review the items and quantities you are crediting.
4. Enter a clear reason for the adjustment.
5. Review the original invoice number, credit amount and VAT calculation.
6. Finalize and save, then download or print the credit note.

Linked records

The original invoice and its credit notes remain linked. History can show Issued, Partially Refunded and Fully Refunded records.

The app limits credit notes to the remaining eligible amount/items. An invoice that is already fully credited cannot receive another full refund.

Use the original invoice's Credit Note action where possible; it reduces the risk of entering the wrong reference. The original invoice remains unchanged.

If you cannot continue

Check that the original invoice is present, the reason is filled in and the credit does not exceed what remains. Resolve the displayed validation message before trying again.

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Save customers and products

Reuse details and reduce repeated typing

Customers

1. Open the Customers panel from the invoice workspace.
2. Enter name, VAT number, phone, email, address and city as applicable, then add the customer.
3. Use **Edit** next to an existing customer, update the fields and save. Cancel closes the edit without saving.
4. In a new invoice, type in the customer field and select the matching suggestion.

Editing a saved customer updates your customer list for future work. Previously issued invoices keep their original buyer details.

Products

1. Open the Products panel.
2. Enter a product/service name and price, then use the + button to add it.
3. When creating an invoice, select a product suggestion to reuse its description and price.
4. Use the available list action to remove a product you no longer need. Previously issued line items remain intact.

Select from suggestions

Type part of a customer or product name. Scroll inside the suggestions, or use the Up/Down arrow keys and Enter to select. Escape closes the list.

On small screens

Scroll inside the panel to reach the last record. Close the panel with the cross button when finished. Review auto-filled buyer and item information before finalizing.

If another device changed a customer while you were editing, follow the conflict message and reload/review the latest details before saving again.

Find records and export reports

History, filters and customer statements

Find an invoice

1. Open **History**.
2. Search by invoice reference, customer or date.
3. Choose the time range, document type, refund status and customer filters.
4. Open a record to view its saved details, download it, print it or start a credit note.

Older records may require the app's load-more action or an online search. Complete reports require an internet connection.

Reuse an invoice as a new draft

Open a saved invoice, then use its **More (...)** menu → **Duplicate as new invoice**. Review the copied customer, items, prices and notes; change what you need and check the new date. The copy receives its own number when finalized. The original remains unchanged. This action is unavailable for credit notes.

Export the filtered history

Use **Excel** to download a CSV report that spreadsheet applications can open. Use **Print** or **PDF** to create a printable report; the PDF report uses the browser's Save as PDF option.

Customer Statement

1. In History, select **Statement**.
2. Select the customer and Last 7 Days, This Month, This Year or Lifetime.
3. Review opening balance, invoice debits, credit-note credits and closing balance.
4. Choose Excel / CSV, Print or PDF.

The statement summarizes invoices and credit notes. It is not a complete cash-receipt or bank-payment ledger; a selected payment method does not record a separate settlement.

Download and print

Choose the format before creating the output

Invoice PDF

1. Open the issued invoice.
2. Select **A4 Standard** or **Thermal (80mm)**.
3. Review the selected layout, totals and notes.
4. Select **Download PDF**. Open the downloaded file to check the final result.

Print

Select **Print** to open the browser's print dialog. Choose the correct printer and paper size. For thermal output, use an 80mm-compatible printer. Review scale and margins in the print preview.

For browser-printed reports and statements, choose **Save as PDF** in the print dialog when you want a PDF file instead of paper.

Language and appearance

The language button switches the interface between English and Arabic. Header names remain governed by your saved bilingual header settings. The theme button switches light/dark appearance.

PDF is the shareable invoice document. A JSON backup is a recovery file; do not send it to a customer as their invoice.

If printing is blocked

Allow the print/pop-up window if your browser blocks it. Check Downloads for PDF files and choose the correct printer before confirming Print.

Work offline and sync later

Pending Sync is not the same as Issued

Prepare while online

Sign in, verify your account and let the app load/sync while online. Offline availability depends on this browser having cached the app and your account data.

When the connection drops

1. Use the available cached app to complete an invoice.
2. Select Finalize & Save. If saved locally, the app shows **Pending Sync**.
3. Use View Pending to inspect locally queued records.
4. Reconnect to the internet and keep the app open. The app attempts to sync queued invoices.
5. Confirm the record appears as issued in History before treating it as an issued invoice.

Do not clear site data, switch browser profiles or sign out while you still have unsynced records. First reconnect and confirm that Pending Sync is cleared.

Another device

Use the same account on the second device and wait for cloud sync. Only records successfully synced to the cloud can be retrieved there.

Refresh and return

The app remembers the active workspace panel and its scroll position in the same browser. Unsaved work and offline records are not a substitute for a verified cloud save or backup.

Complete cloud reports, complete backups and restore operations need an internet connection. Resolve any sync error before creating a new backup.

Keep your own backup copy

Settings → Data Protection & Backup

Download Backup

1. Connect to the internet and sign in to the correct account.
2. Save Business Profile changes and let pending invoices sync.
3. Select **Download Backup** in Settings.
4. Keep the downloaded JSON file in a private, protected location.

The complete cloud backup includes saved invoices, profile/header information, logo, products, customers, selected settings and available activity history. Unsaved drafts and locally pending invoices are not included.

Automatic copies on this computer

1. Choose a private folder in a supported desktop browser.
2. Select Daily, Every 2 days or Weekly and select **Auto Backup**.
3. Check **Folder connected** and the last successful file-save time. Back up now triggers a copy when Auto Backup is on.
4. The app keeps only **Latest.json** and **Previous.json** in its account folder. Paused stops folder backups.

Automatic copies run only while the app is open, visible, online and ready to sync. They do not run while the app or computer is closed. These are your local copies, not an independent server backup service.

After closing and reopening

Use the same browser/profile and app address. A remembered folder may need browser permission: press **Allow saved folder access**. If offered, choose **Allow on every visit**. Clearing site data or changing browsers/addresses can require choosing the folder again.

Backup files contain private business data and are not encrypted by this download feature. Keep an additional protected copy outside the same computer for protection against device failure.

Restore and get help

Recover carefully, then verify your records

Restore a backup

1. Sign in to the same account and connect to the internet. Finish pending sync first.
2. Keep a fresh backup of your current data. In Settings, select **Restore Backup**.
3. Select a trusted JSON backup, such as Latest.json or Previous.json. The file limit is 10 MB.
4. Read the confirmation: restore can replace local app data and customer/product lists. The app attempts a PreRestore download before applying the backup.
5. Keep the account signed in until the operation completes. Do not switch accounts during restore.
6. Check Business Profile, customers/products, invoice references, History and sync status after success.

Account-bound backups from another account and damaged or unsupported files are rejected. Older backups without an integrity check require an extra trust confirmation. Existing issued invoice content cannot be overwritten with conflicting content.

Quick troubleshooting

What you see	Next step
Verification email missing	Check inbox/Spam and confirm the account email.
Pending Sync	Reconnect, keep the app open and review the sync message.
Folder permission needed	Allow saved folder access; use Download Backup if folder saving is unavailable.
No old invoice in History	Choose All Time, clear filters and search online.
Cannot issue	Read the validation message; check verification, profile save, required fields and account access.

Contact the support link on the website or your account provider. Share the action, exact error, time, device/browser and a redacted screenshot. Never send your password or a full client-data backup through an unsecured support message.