



# USER MANUAL

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## *Electronic Invoicing System (EIS) POS Management*

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## 1. INTRODUCTION

The **Electronic Invoicing System (EIS)** is a comprehensive digital solution designed to automate the sales reporting and inventory management process for taxpayers. It facilitates real-time tracking of sales transactions and ensures accurate inventory adjustments, improving compliance, transparency, and operational efficiency.

The Point of Sale (POS) module is an IES module that will be used by taxpayers to manage inventories, suppliers, users and track sales receipts.

This manual serves as a guide to help taxpayers become familiar with the basic and most frequently used functionalities of the system.

## 2. ACCESSING SYSTEM

The Electronic Invoicing System (EIS) POS Management Portal is web-based and can be accessed with a link on your computer and mobile devices' browsers (Firefox, Microsoft Edge, Google Chrome, etc.).

Below is the link to access the system <https://eis-portal.mra.mw/>, as shown in Figure 1 below



Figure 1. EIS link

Press enter after typing the link in your web browser, it shall display a login page as shown below in figure 2

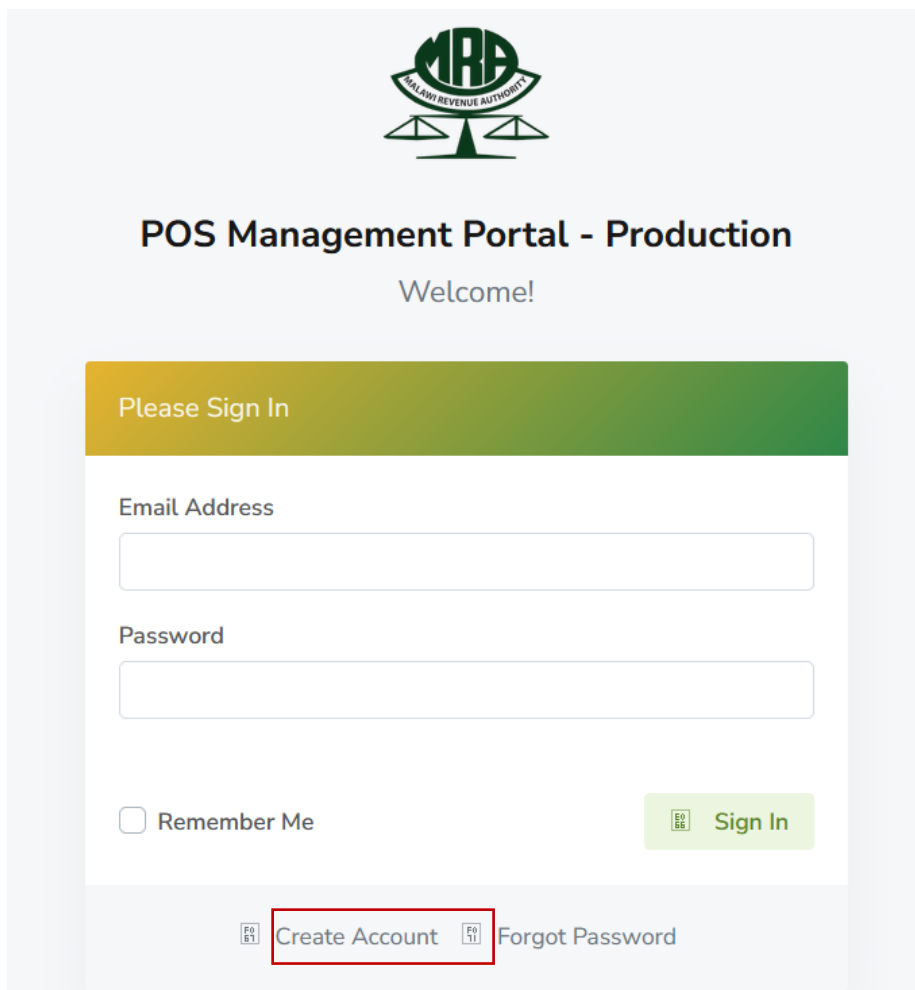


Figure 2. EIS login Portal

## 2.1 CREATE ACCOUNT

To create an account, you click on the link Create Account as shown in Figure 2 of the EIS login portal above. Create a new account page opens as in Figure 3 below. Then proceed to add your details and take note to fill up all mandatory fields with an asterisk (\*).

The screenshot shows the 'Create New Account' page for the EIS system. At the top, there is the IIR logo and the text 'Create New Account' and 'We're excited to have you on board!'. Below this is a form with a green header that says 'Please add your details'. The form has several input fields, each with an asterisk indicating it is mandatory: TIN, Business Name/ Trading Name, Mobile Number, Email Address, Physical Address, Password, and Password Confirmation. There is also a reCAPTCHA 'I'm not a robot' checkbox and a checkbox for 'I agree to Terms & Conditions'. A green '+ Create Account' button is located at the bottom right of the form. At the bottom of the page, there are links for 'Read Terms' and 'Sign In'.

Figure 3. EIS Create New Account page

After filling in all the details, click on the link **Create Account** and then the Email verification window appears. Enter the validation code received from your email or your phone number and click on the **Validate Code** link. As Figure 4 below.

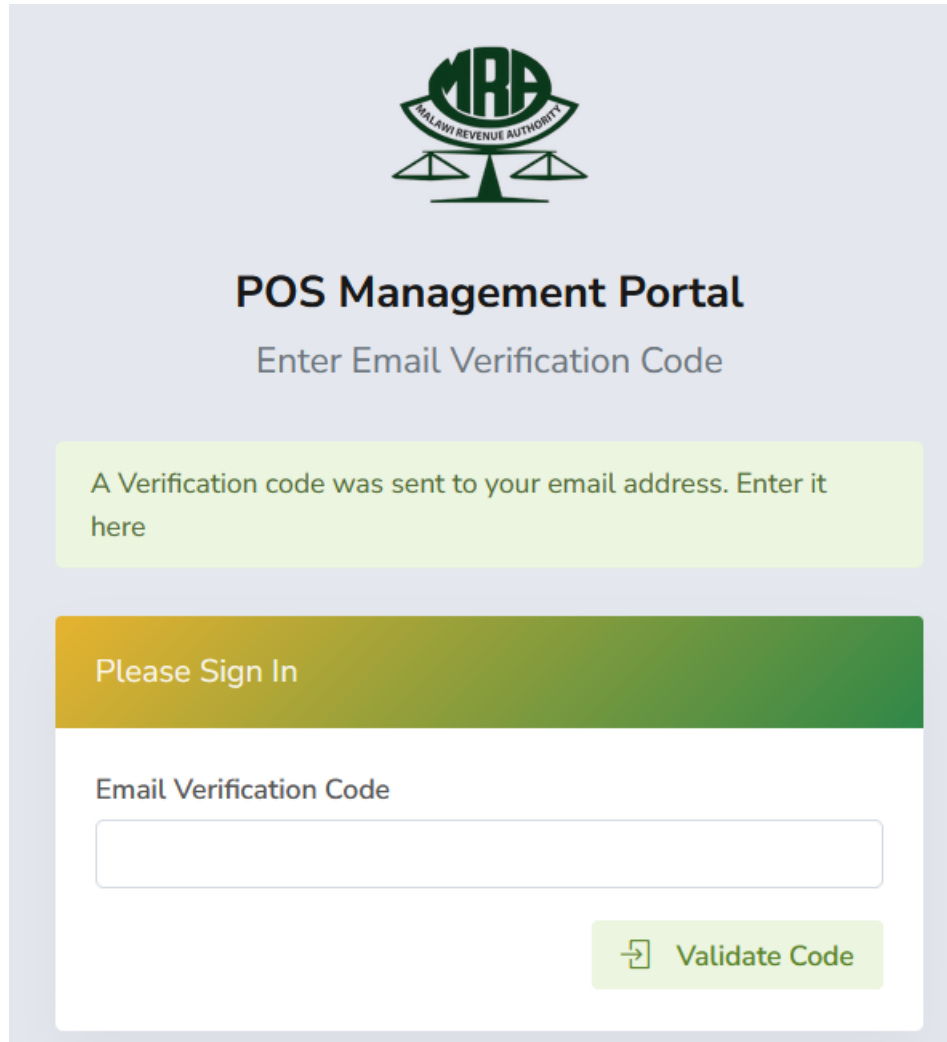


Figure 4. Email Verification window

## 2.2 SIGNING IN and SIGNING OUT

To sign in to the EIS, you will be required to use your domain credentials (credentials used to log in on your computer). Enter your domain username and password, and click on the Sign In button just below the credential tabs as shown in Figure 5 below



## POS Management Portal - Production

Welcome!

Please Sign In

Email Address

gthomu@mra.mw

Password

●●●●●●●●●●



I'm not a robot



reCAPTCHA  
Privacy - Terms



Remember Me



Sign In



Create Account



Forgot Password

Figure 5 shows credentials and sign in

## Welcome! We're glad you're here.

Here's what we'll do together right now.

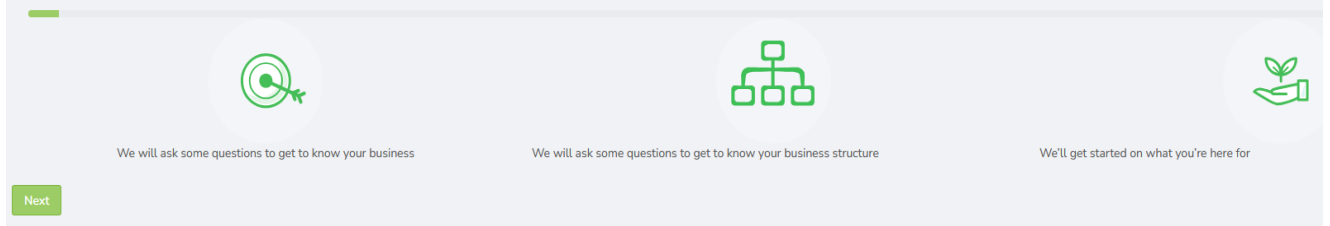


figure 6, shows Welcome page

Click Next and input the all the details about your business as in figure 7 below.

## Tell us more about your business

Here's what we'll do together right now.

The form is titled 'Tell us more about your business' and is divided into three sections: 1. Business Details, 2. Business Structure, and 3. Extra. The 'Business Details' section is active. It contains the following fields: 'Business Sector' (dropdown menu with 'Utilities' selected), 'Import Method:' (checkbox 'Import Finished Products' selected), 'How do you keep your inventory' (checkbox 'RFID system' selected), 'Local Sourcing:' (checkbox 'Source Finished Products Locally' selected), 'In what business are you into:' (text input with 'sales' entered), 'Business Type' (radio buttons for 'Product Oriented Business', 'Service Oriented Business', and 'Both (Service and Product Oriented)' with 'Both' selected), and 'Are you a manufacturing business' (radio buttons for 'Yes' and 'No' with 'Yes' selected). Navigation buttons '< Previous' and 'Next >' are at the bottom.

figure 7, input Business details

## Tell us more about your business

Here's what we'll do together right now.

The form is titled 'Tell us more about your business structure' and is divided into three sections: 1. Business Details, 2. Business Structure, and 3. Extra. The 'Business Structure' section is active. It contains the following fields: 'Business Locations' (dropdown menu with 'I have multiple business locations' selected), 'Distribution Method:' (checkbox 'Warehouse Distribution' selected), and 'Product transfer' (dropdown menu with 'I transfer goods from one business location to another whenever there is a need' selected). Navigation buttons '< Previous' and 'Next >' are at the bottom.

figure 8, input Business Structure

## Tell us more about your business

Here's what we'll do together right now.

1. Business Details      2. Business Structure      3. Extra

Current Setup for POS

All POS are connected to a single database that controls everything

Database Types

SQLite

< Previous      ✓ Submit

*Figure 9, input Business Extra*

Then click on submit to complete onboarding.

### 3. APPLICATION TOUR

The page below (*Figure 10*) opens, showing the Start Tour page. This page will show you a step-by-step tutorial about the POS Management Portal.

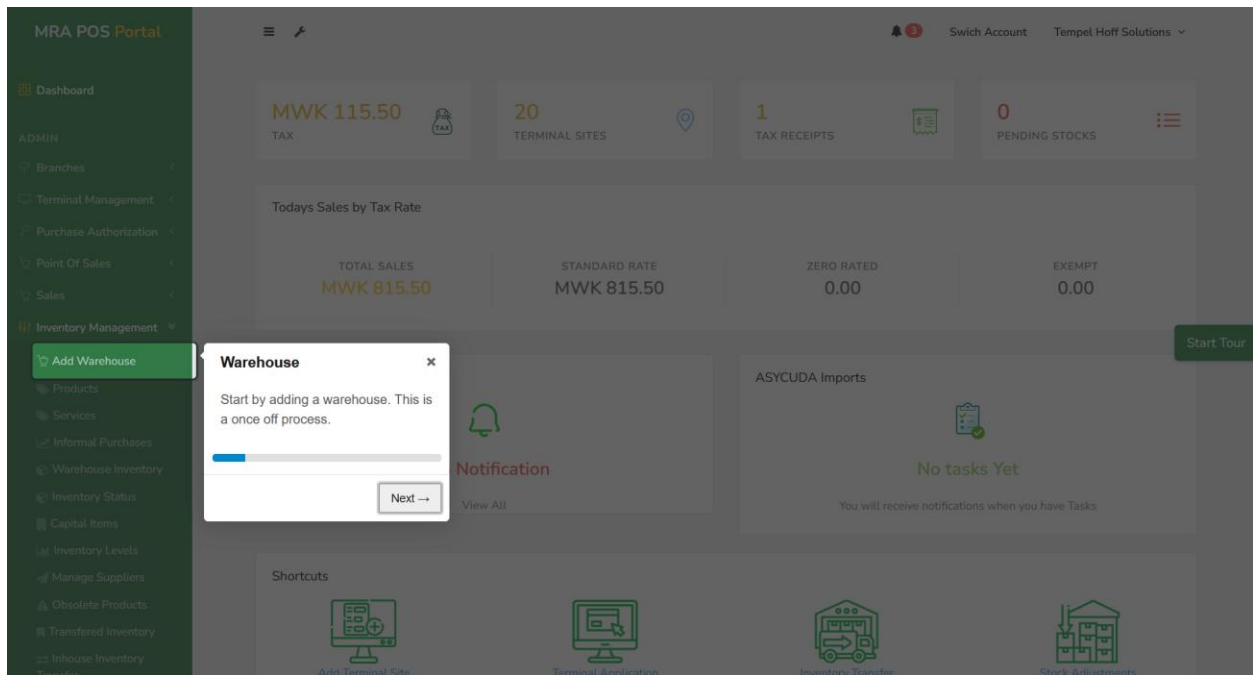


Figure 10, Start Tour page

#### 4. POS MANAGEMENT PORTAL DASHBOARD.

The Dashboard shows a summary of transactions. It is for reference purposes only.

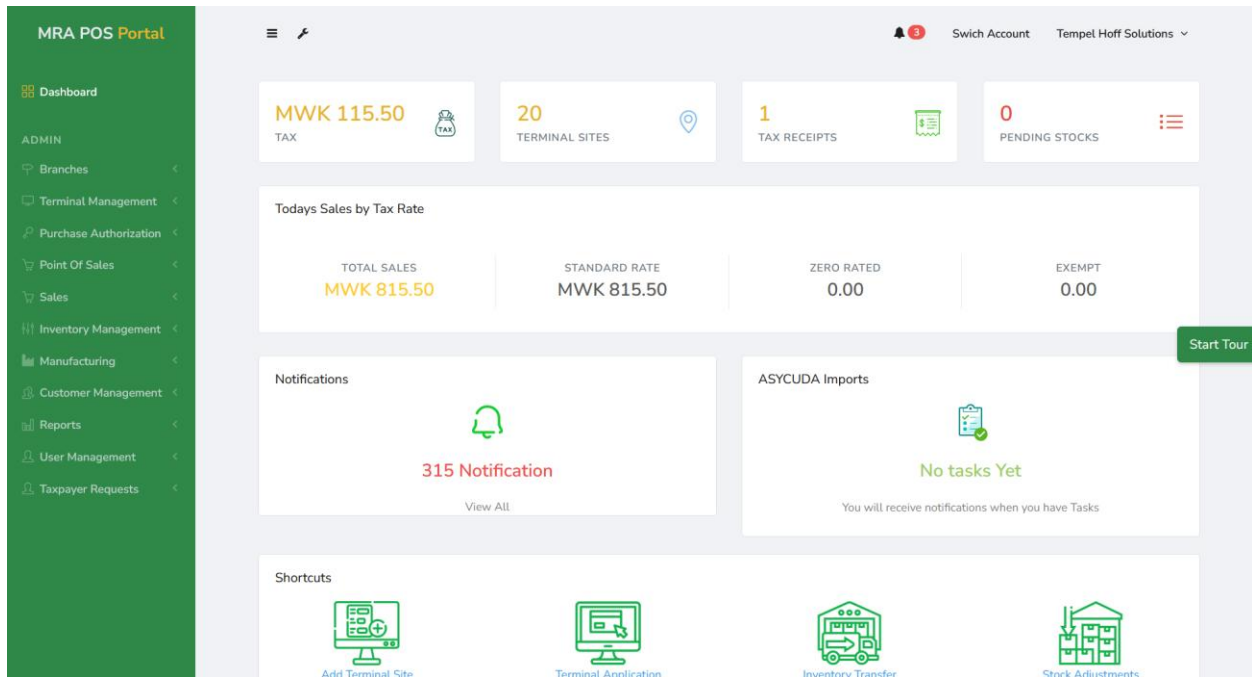


Figure 11, POS Management Portal Dashboard

To sign out, click on the username down arrow, then click the sign out button as shown in Figure 12 below.

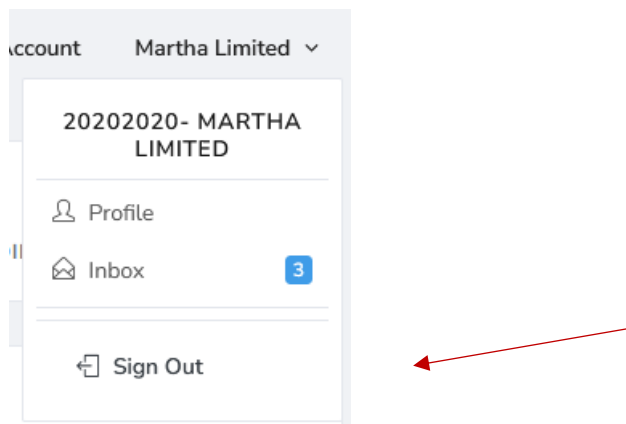


Figure 12: shows the sign-out button

#### 5. INVENTORY MANAGEMENT

After a user has successfully signed in, a Warehouse must be added.

To add a Warehouse. Expand Inventory Management, then click on the Add Warehouse link, *Figure 13* will come up. Fill in the details and click the submit request button.

*Figure 13, Adding a New Warehouse*

### 5.1 UPLOAD INITIAL INVENTORY

In the main menu, go to **Inventory Management**, click on the link **Upload Initial Inventory** to upload inventory. Click on Download sample Excel file link.

*Figure 14, upload initial inventory page.*

Below is figure 15 that shows the downloaded sample excel file format. Input the required data and save the file. Upload the excel file as in figure 14 above then click on Upload button.

BarCode	ProductName	ProductDescription	Unit Price	Quantity in Stock	Cost Price	DateBought	SellingPrice	Reorder Level	OverQuantityStockLevel	Perishability	ExpiryDate
1160302890	GreenCity Coffee	Coffee	45000.00	20	35000.00	2024-12-20	45000.00	5	100	Low	2/25/2025
2232992436	Mulinga Salt	table salt	2000.00	100	1200.00	2024-12-21	2000.00	20	200	Low	11/20/2026
2490893675	Ben soap	laundry powder	15000.00	50	13500.00	2024-12-22	15000.00	15	100	Low	2/20/2026

*Figure 15, sample excel file.*

After uploading the file, click on upload button this will take you to the window below to Map Initial Inventories, and search for Product code then click Submit Mapping button.

Map Initial Inventories
Go Back

Tip: Start typing to search for a product by product name or description. Results will appear after you enter at least four characters.

PRODUCT NAME	PRODUCT DESCRIPTION	QUANTITY	PRODUCT CODE
Office Chair	Office Setup	10.00	<input style="width: 95%;" type="text" value="Search by a product name"/>
Coffee Table	Adhesive	100.00	<input style="width: 95%;" type="text" value="Search by a product name"/>
Double Bed	For construction	50.00	<input style="width: 95%;" type="text" value="Search by a product name"/>

Previous 1 Next

Submit Mapping

Figure 16, Map Initial Inventories.

### Product Not Found

MRA POS Portal
Swich Account Tempel Hoff Solutions

- Dashboard
- ADMIN
- Branches
- Terminal Management
- Purchase Authorization
- Point Of Sales
- Sales
- Inventory Management
- Add Warehouse
- Products
- Services
- Informal Purchases
- Warehouse Inventory

Search Results

If you cannot find the product you are looking for, please click [here](#) to introduce it in the system

Close
Ok

Map Initial Inventories
Go Back

Tip: Start typing to search for a

PRODUCT NAME	PRODUCT DESCRIPTION	QUANTITY	PRODUCT CODE
Office Chair	Office Setup	10.00	<input style="width: 95%;" type="text" value="Search by a product name"/>
Coffee Table	Adhesive	100.00	<input style="width: 95%;" type="text" value="Search by a product name"/>
Double Bed	For construction	50.00	<input style="width: 95%;" type="text" value="Search by a product name"/>

Previous 1 Next

Submit Mapping

Figure 17, Product Not Found.

After submitting the window below will popup click on Synchronize Now button to finalize the Mapping of Inventories.

13

## Synchronization Information

Your inventory is already mapped waiting for synchronization. Click the link below.

[Synchronize Now](#)

Close

Figure 18, Map Initial Inventories

After synchronization is done, the window below will show inventory upload summary. the inventory quantities will not be reflected in the active inventory records until a physical inventory inspection has been completed.

### + Inventory upload summary

This is subject to physical inspection and approval.

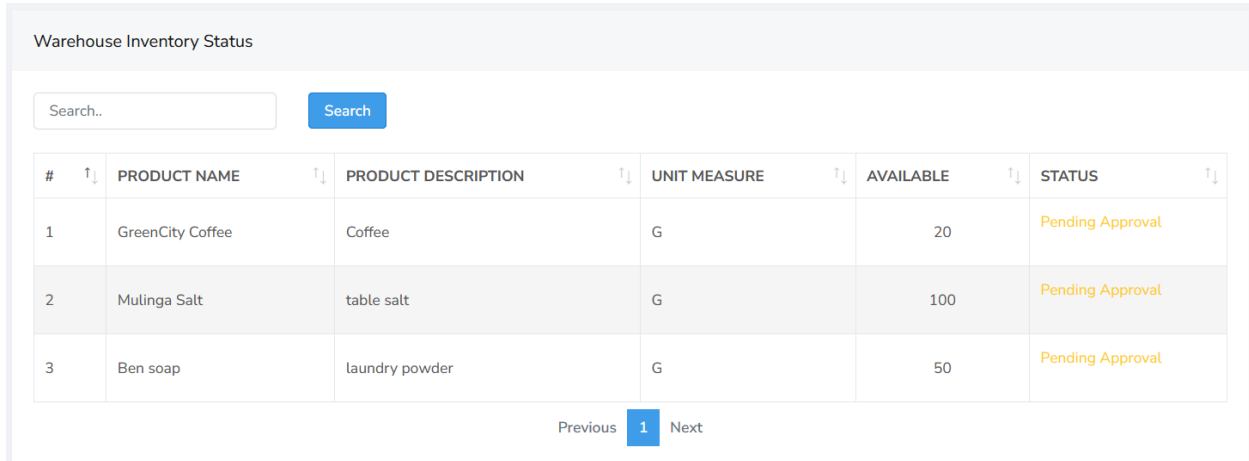
Your initial inventory has been successfully uploaded to the system. However, the inventory quantities will not be reflected in the active inventory records until a physical inventory inspection has been completed.

NAME	DESCRIPTION	BARCODE	QUANTITY	UNITPRICE	COSTPRICE	SELLINGPRICE	UPLOAD STATUS
No products were found							

Figure 19, Inventory upload summary

## 5.2 WAREHOUSE INVENTORY STATUS

This shows the status of inventory waiting approval.



Warehouse Inventory Status

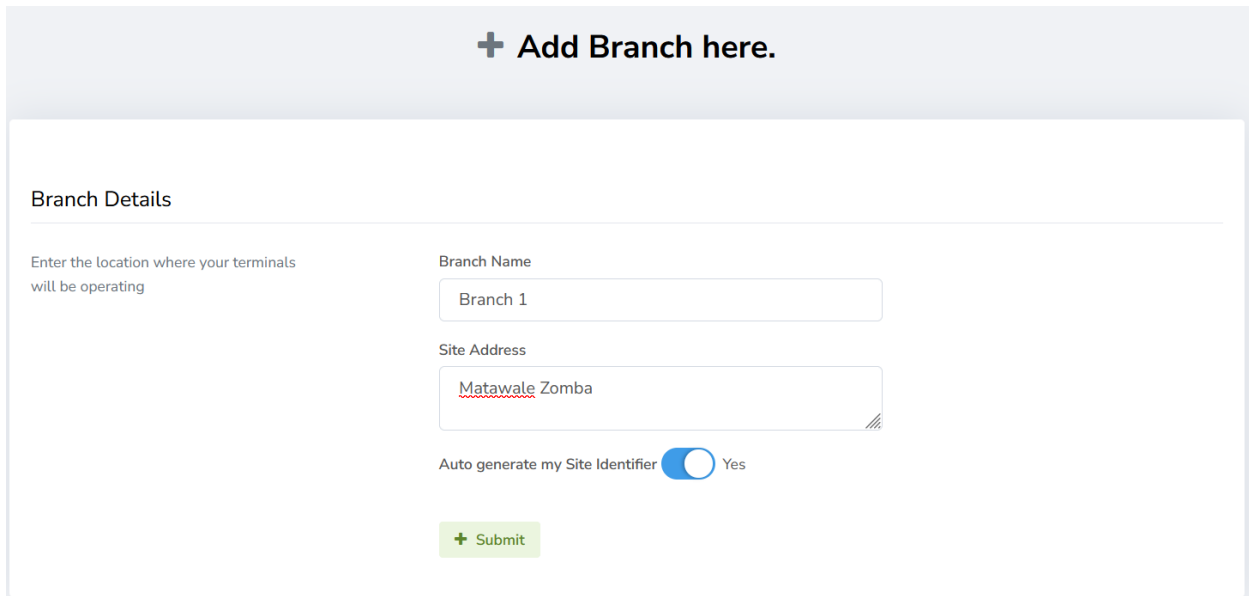
Search..

#	PRODUCT NAME	PRODUCT DESCRIPTION	UNIT MEASURE	AVAILABLE	STATUS
1	GreenCity Coffee	Coffee	G	20	Pending Approval
2	Mulinga Salt	table salt	G	100	Pending Approval
3	Ben soap	laundry powder	G	50	Pending Approval

Previous **1** Next

Figure 20. Warehouse Inventory Status

Once the inventory has been approved by MRA, branch creation should follow. You are required to enter the branch name, site address, and enable auto generation of site identifier (optional) or enter site identifier. Click Submit to complete branch addition.



**+ Add Branch here.**

Branch Details

Enter the location where your terminals will be operating

Branch Name

Site Address

Auto generate my Site Identifier  Yes

Figure 21. Adding a Branch

### 5.3 ADDING INVENTORY TO CAPITAL ITEMS

You can transfer inventories from the warehouse inventory to the capital item. Go to Inventory management and click the Warehouse Inventory. Then, click the 'Add to Capital Item' button.

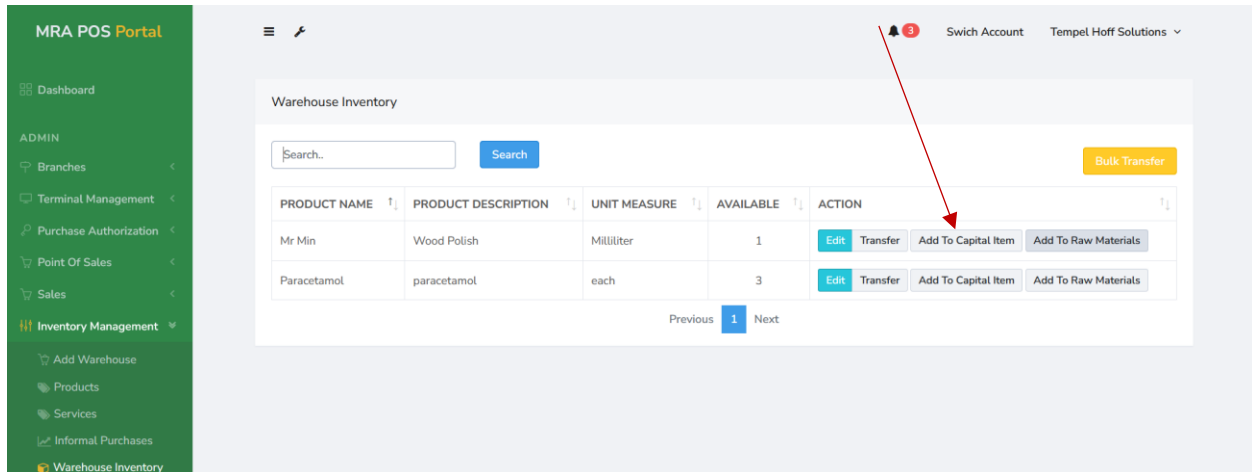


Figure 22. Transfer Inventory to capital item

### 5.4 ADDING INVENTORY TO RAW MATERIAL

You can transfer inventories from warehouse inventory to raw materials inventory. Go to Inventory Management and click on the Warehouse Inventory. Then, click the Add to Raw Materials button.

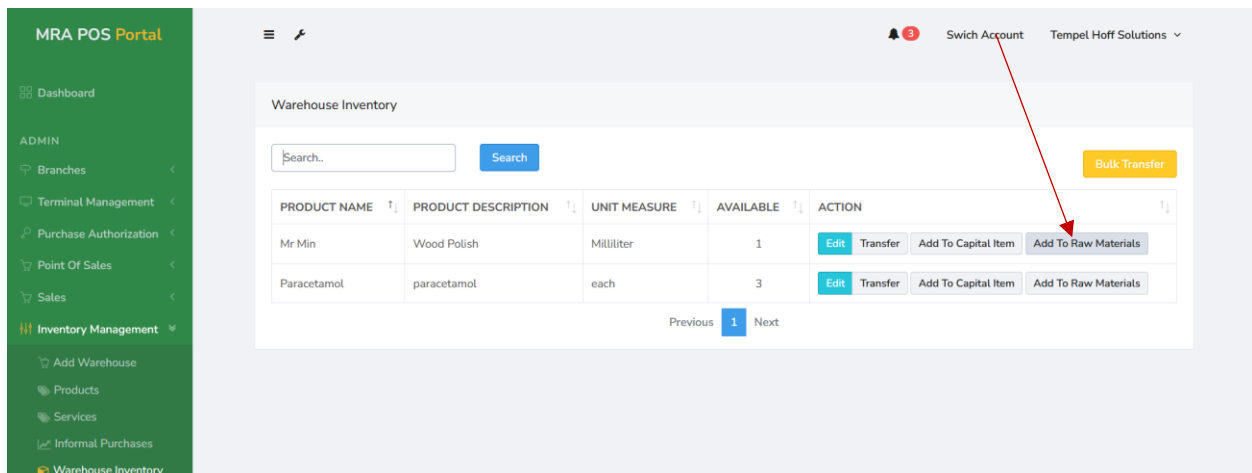


Figure 23. Transfer Inventory to raw materials

## 5.5 ADDING INVENTORY

After a branch has been created, the inventory must be transferred to the branch from the warehouse before a terminal can be applied. Go to Inventory management and click the warehouse Inventory. You can either use Bulk Transfer or Individual product transfer.

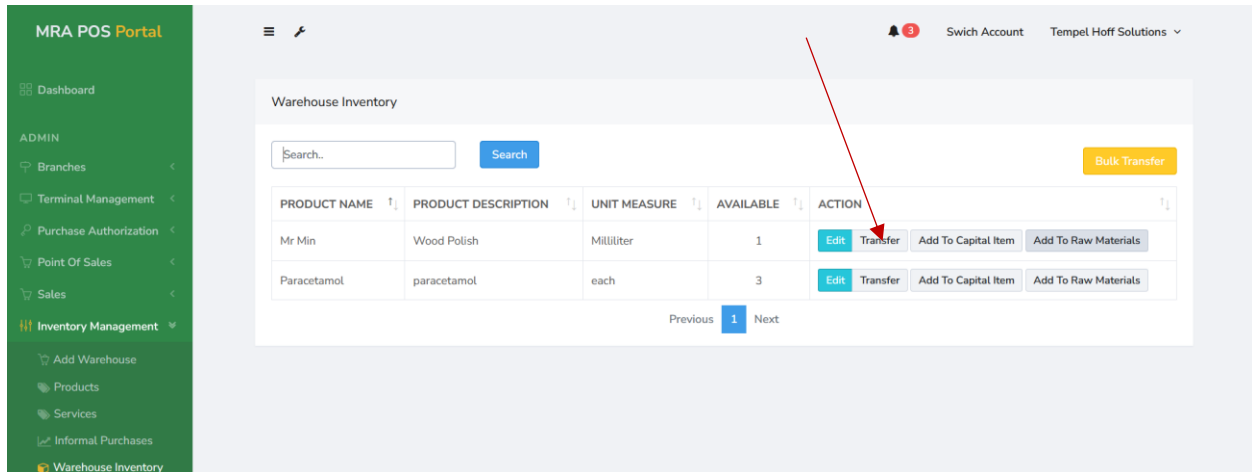


Figure 24. Transfer Inventory

## 5.6 USING BULK TRANSFER OPTION

You can transfer products to several branches at a time.

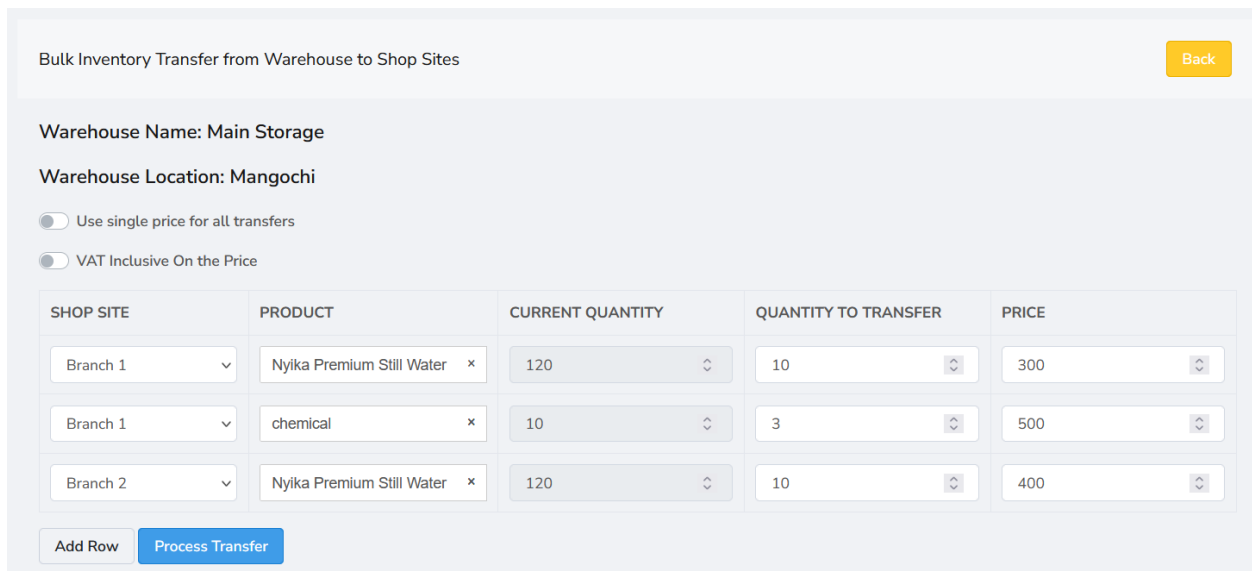
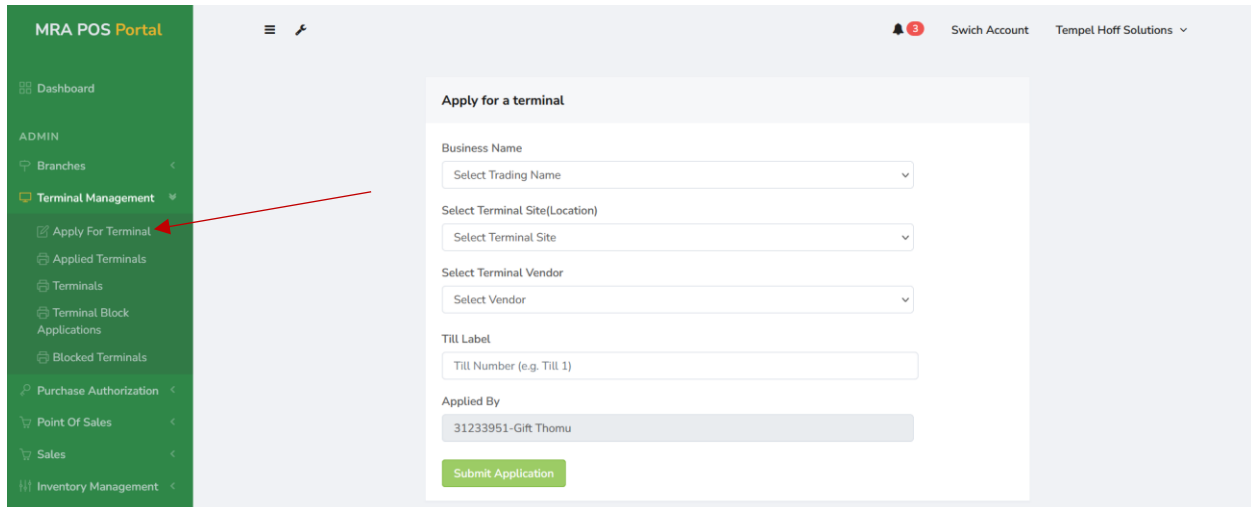


Figure 25. Using Bulk Transfer Window

## 6. APPLYING FOR A TERMINAL

Applying for a terminal at a branch. Populate all the required fields and click submit application. An Activation code will pop up and will be sent to your email as shown in Figure 23 below. This code will be used to activate your terminal before use.



The screenshot shows the MRA POS Portal interface. On the left is a green sidebar with a navigation menu. The 'Terminal Management' section is expanded, and 'Apply For Terminal' is highlighted with a red arrow. The main content area displays a form titled 'Apply for a terminal' with the following fields:

- Business Name: Select Trading Name (dropdown)
- Select Terminal Site(Location): Select Terminal Site (dropdown)
- Select Terminal Vendor: Select Vendor (dropdown)
- Till Label: Till Number (e.g. Till 1) (text input)
- Applied By: 31233951-Gift Thomu (text input)
- Submit Application (green button)

Figure 26. Applying for a Terminal.

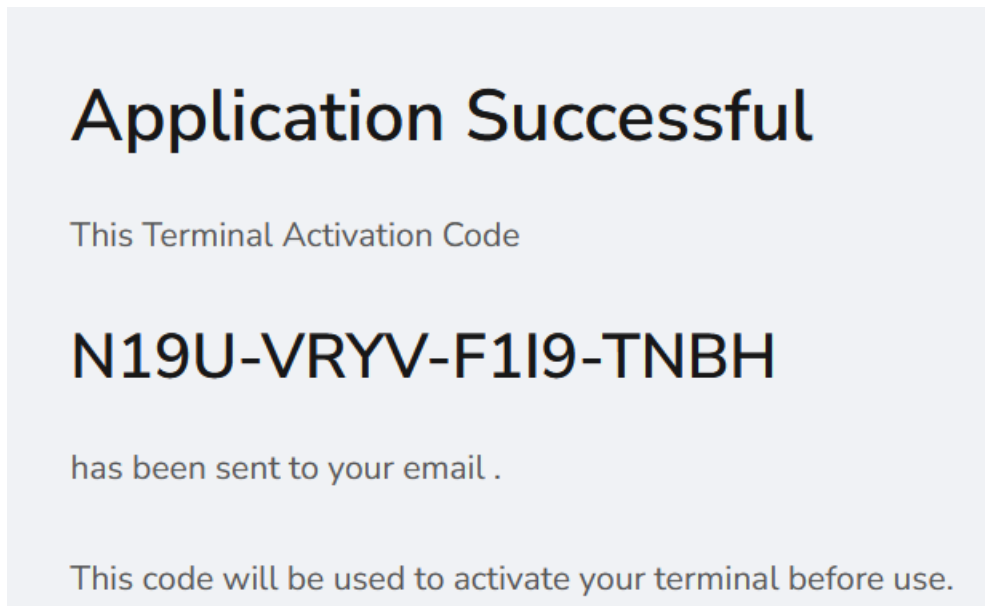


Figure 27. Terminal Activation Code

## 7. POINT OF SALES (POS).

To make a sale of a product or service, go to the Point of Sales and click For Products or Services as in Figure 28 below. And select a Branch and click on Continue to the Point of Sales.

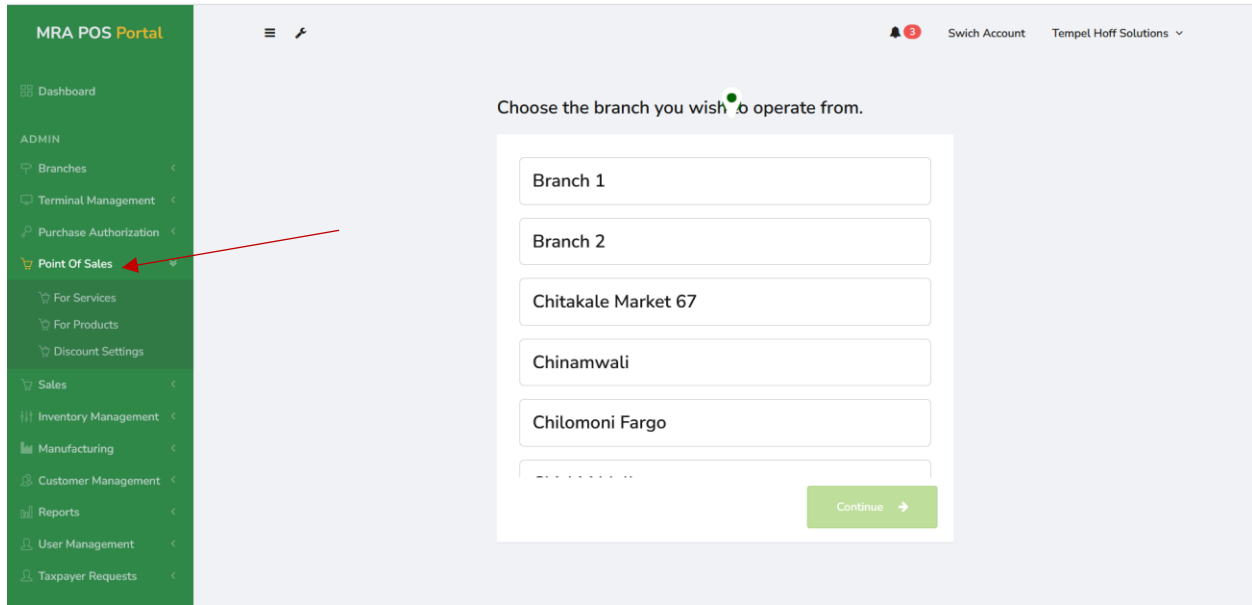


Figure 28. selecting Branch to add a Point of Sales.

This is a Point of Sales window where you can make sales transactions on the Taxpayer portal.

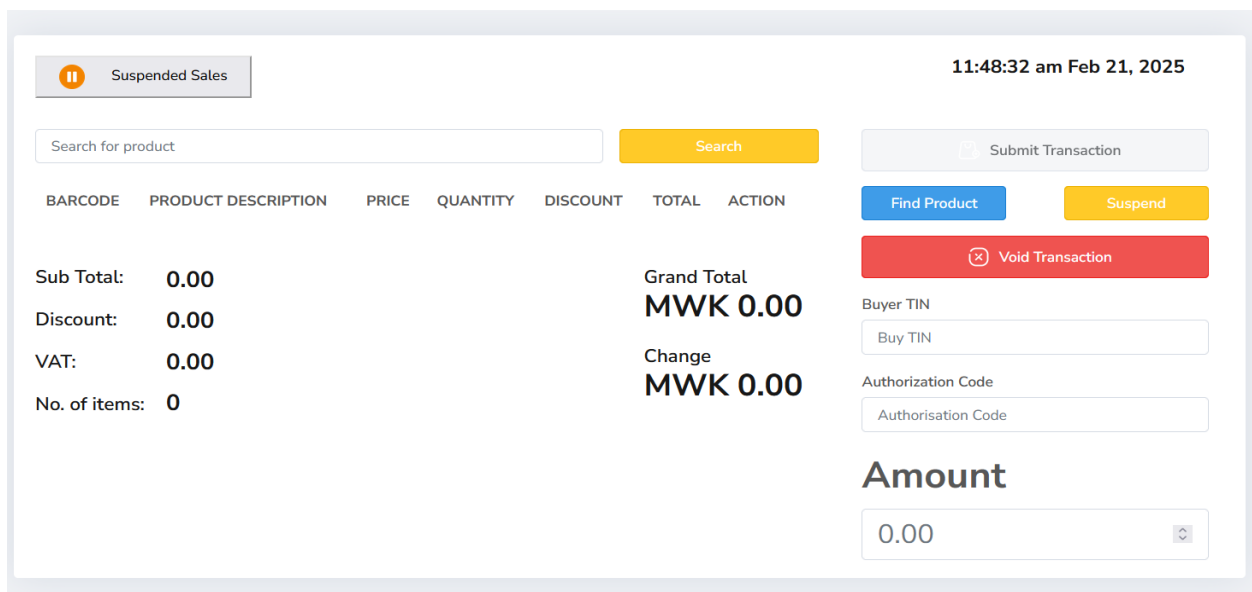


Figure 29. Point of Sales

## 7.1 DISCOUNT SETTINGS

In this window, Figure 30, you can set discount values for specific items to selected branches. Click on the Add button to add a new discount, as in Figure 31 below

The screenshot shows the MRA POS Portal interface. On the left is a green sidebar with navigation options: Dashboard, ADMIN (Branches, Terminal Management, Purchase Authorization), Point Of Sales (For Services, For Products, Discount Settings), and a red arrow pointing to 'Discount Settings'. The main area shows a table titled 'All Discounts' with an 'Add' button in the top right. The table contains the following data:

#	BARCODE	DESCRIPTION	DISCOUNT VALUE	DISCOUNT TYPE	SITENAME	START DATE	END DATE	CREATED BY	STATUS	ACTION
1	6.00705E+12	Nyika Premium 500ml	10.00%	Percentage	Chitakale Market 67	2/23/2025	3/9/2025	31233951-Gift Thomu	Inactive	Activate
2	6.00705E+12	Nyika Premium 500ml	10.00%	Percentage	Thava	2/23/2025	3/9/2025	31233951-Gift Thomu	Inactive	Activate
3	8.90254E+12	paracetamol	20.00%	Percentage	Chitakale Market 67	1/20/2025	1/23/2025	31233951-Mischeck Zuze	Inactive	Activate
4	6.00705E+12	Nyika Premium	10.00%	Percentage	Chitakale	1/7/2025	1/31/2025	31233951-Gift	Inactive	Activate

Figure 30. Discount settings.

Add New Discount. In the figure below, after adding the discount Save Changes

The screenshot shows the 'Add New Discount' form overlaid on the discount settings table. The form contains the following fields:

- Select Terminal Site:** A dropdown menu with options: Branch 1, Branch 2, Chitakale Market 67, Chinamwali.
- Barcode:** An empty text input field.
- Discount Type:** A dropdown menu with 'Percentage' selected.
- Discount Value:** An empty text input field.
- Start Date:** A date picker showing 'mm / dd / yyyy'.
- End Date:** A date picker showing 'mm / dd / yyyy'.

At the bottom of the form are 'Close' and 'Save changes' buttons. The background shows the discount table from Figure 30.

Figure 31. Adding a new discount

## 8. PURCHASE AUTHORISATION

To protect your Taxpayer Identification Number (TIN) from fraudulent usage through unauthorised purchases, you can either enable the use of Purchase Authorisation Code (PAC) or disable it by clicking on the toggle button and saving changes.

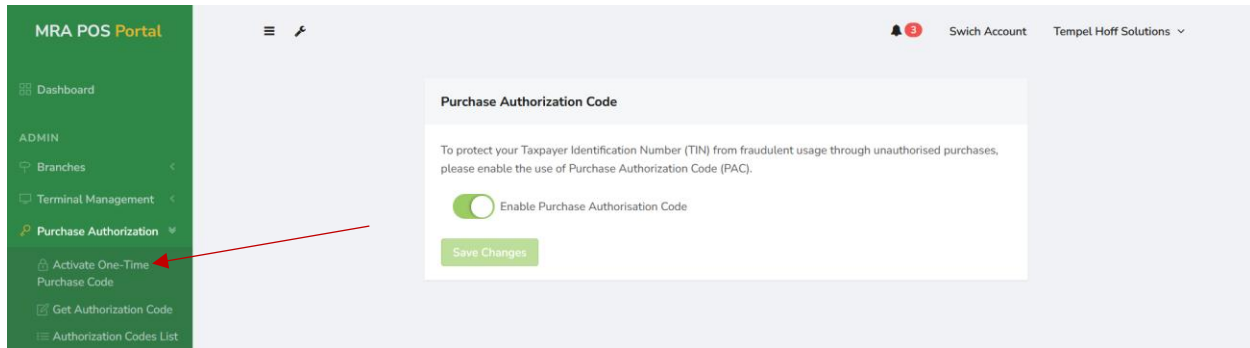


Figure 32. Purchase Authorisation Code window.

Note: everything that has been described above is the whole onboarding process for a Taxpayer to register and start issuing receipts.

## 9. OTHER FUNCTIONALITIES.

### 9.1 **Sales**

#### 9.1.1 Sales Receipts

link gives a summary of all receipts generated in the system.

### 9.2 **Inventory Management**

#### 9.2.1 Informal Purchases

Manages all incoming shipments and purchases, including those that are pending synchronization with the warehouse inventory, as in Figure 33 below.

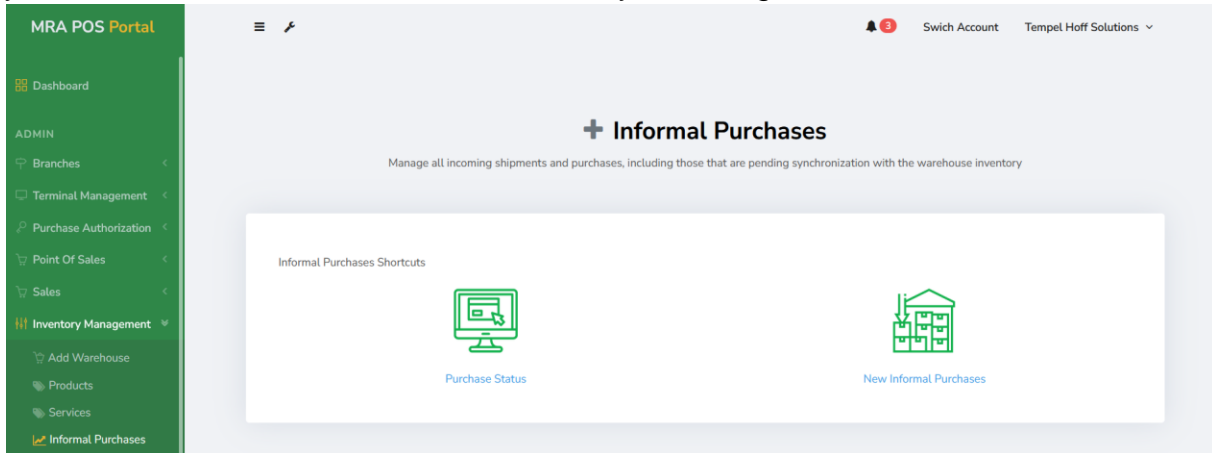


Figure 33. Informal Purchases.

#### 9.2.2 New Informal Purchases

This will be used to receive new incoming inventories from informal suppliers, as in Figure 34 below.

☰
🔍
🔔 3
Switch Account
Tempel Hoff Solutions ▾

---

### Receiving Details

Supplier Name

Delivery Note Number

Receiving Date  
 📅

Purchase Order Number

Received By

Storage Location

Quality Check Status  
 ▾

---

### Item Details

ITEM CODE	DESCRIPTION	QUANTITY ORDERED	QUANTITY RECEIVED	UOM	UNIT PRICE	TOTAL PRICE	IS FINISHED PRODUCT	ACTIONS
-----------	-------------	------------------	-------------------	-----	------------	-------------	---------------------	---------

---

### Summary

Total Items

Total Value

Figure 34. New Informal Purchases.

### 9.2.3 Capital Items

This will list all Capital items used by the business.

Capital Items

Show  entries
Search:

BARCODE	PRODUCT CODE	PRODUCT NAME	DESCRIPTION	PURCHASE PRICE	QUANTITY	PURCHASE DATE
10101507	111111	Clarks Shoe	Clarks Shoe	200	6	2024-08-30T11:17:05
10121500	909090	mpilu	fresh mpilu	0	1	2024-09-03T15:02:03.903
10121500	909090	mpilu	fresh mpilu	0	1	2024-09-03T15:06:04.927
10101505	11603023	Plywood	For construction	0	1	2024-09-17T08:30:26.59
10101510	22329909	Glue	Adhesive	0	1	2024-09-17T08:30:48.833
10101505	11603023	Plywood	For construction	0	1	2024-09-17T08:30:57.667
10121500	909090	mpilu	fresh mpilu	0	1	2024-09-17T08:31:36.66
10121500	909090	mpilu	fresh mpilu	0	1	2024-09-18T11:52:21.42
902000	22329909	Glue	Adhesive	0	4	2024-10-25T08:53:10.39

Showing 1 to 9 of 9 entries
Previous  Next

Figure 35. Capital items

## 9.2.4. Inventory Levels

This will show the Branch inventory levels.

Branch Stock Levels

Search..

BRANCH	PRODUCT NAME	PRODUCT DESCRIPTION	UNIT MEASURE	IN STOCK	SELLING PRICE	PRODUCT EXPIRY DATE	ACTION
Chitakale Market 67	Nyika Premium Still Water	Nyika Premium 500ml	Milligram/liter	53.00	MK700.00	12 March 25	<input type="button" value="Edit"/> <input type="button" value="Adjust"/>
Chitakale Market 67	Paracetamol	paracetamol	each	54.00	MK700.00		<input type="button" value="Edit"/> <input type="button" value="Adjust"/>
Chitakale Market 67	Fanta	Fanta Orange	Gram/liter	48.00	MK700.00		<input type="button" value="Edit"/> <input type="button" value="Adjust"/>
Thava	Paracetamol	paracetamol	each	3725.00	MK700.00		<input type="button" value="Edit"/> <input type="button" value="Adjust"/>

1

Figure 36. Branch Stock Levels.

## 9.2.5. B2B Transactions

Under **Reports**, this shows a summary of the Business-to-Business purchases and sales report for a Taxpayer.

MRA POS Portal

ADMIN

- Branches
- Terminal Management
- Purchase Authorization
- Point Of Sales
- Sales
- Inventory Management
- Manufacturing
- Customer Management
- Reports**
  - Income Tax
  - B2B Transactions**
  - Sales Reports
  - Inventory Reports
  - Supplier Reports
- User Management
- Taxpayer Requests

B2B Transactions Report

Search..

INVOICE NUMBER	INVOICE TOTAL	QUANTITY	TRANSACTION TYPE	BUYER TIN	SELLER TIN	TRANSACTION DATE	SITE NAME	ACTION
E-r-JYwK-G	MK2,100.00	3.00	Sales	20202020	31233951	06/31/02025	Chitakale Market 67	<input type="button" value="Eye"/>
E-r-JYwK-H	MK5,600.00	8.00	Sales	20202020	31233951	06/33/02025	Chitakale Market 67	<input type="button" value="Eye"/>
E-r-JYwK-I	MK4,900.00	7.00	Sales	20202020	31233951	06/37/02025	Chitakale Market 67	<input type="button" value="Eye"/>
E-u-JYwK-D	MK2,800.00	4.00	Sales	20202020	31233951	06/36/02025	Chitakale Market 67	<input type="button" value="Eye"/>
E-u-JYwK-E	MK4,200.00	6.00	Sales	20202020	31233951	06/39/02025	Chitakale Market 67	<input type="button" value="Eye"/>
E-u-JYwK-F	MK4,200.00	6.00	Sales	20202020	31233951	06/42/02025	Chitakale Market 67	<input type="button" value="Eye"/>
E-u-JYwK-G	MK4,200.00	6.00	Sales	20202020	31233951	06/43/02025	Chitakale Market 67	<input type="button" value="Eye"/>
E-Y-JYw8-BK	MK1,400.00	2.00	Sales	20202020	31233951	23/26/02024	Chitakale Market 67	<input type="button" value="Eye"/>

Figure 37. B2B Transactions Report.

### 9.2.6. Manage Suppliers

in this section suppliers information can be added up or edited.

#	SUPPLIER NAME	CONTACT PERSON	EMAIL	PHONE	SUPPLIER TIN	COUNTRY	ACTION
1	SugarPlaintain	Khumbo	<a href="mailto:kzimba@mra.mw">kzimba@mra.mw</a>	0993467893		Malawi	
2	Madeco Fisheries	Gomani Gomani	<a href="mailto:vlifa@mra.mw">vlifa@mra.mw</a>	+265991234567	20202020	Malawi	
3	Matabwa Timbers	Andrew Saw	<a href="mailto:vlifa@mra.mw">vlifa@mra.mw</a>	+265991234567	23202022	Malawi	

Figure 38. Manage Suppliers

### 9.2.7. Obsolete Products,

This shows all items that are about to expire in 7 days or have expired.

MRA POS Portal

ADMIN

- Branches
- Terminal Management
- Purchase Authorization
- Point Of Sales
- Sales
- Inventory Management
  - Add Warehouse
  - Products
  - Services
  - Informal Purchases
  - Warehouse Inventory
  - Inventory Status
  - Capital Items
  - Inventory Levels
  - Manage Suppliers
  - Obsolete Products

Obsolete Products

Search...

#	PRODUCT NAME	PRODUCT DESCRIPTION	EXPIRED ON	QUANTITY IN STOCK	ACTION
No products found in your inventory					

1

Figure 39: Obsolete Products.

### 9.2.8. Transferred Inventory

This shows the inventory transfer history.

MRA POS Portal

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Dashboard

ADMIN

- Branches
- Terminal Management
- Purchase Authorization
- Point Of Sales
- Sales
- Inventory Management**
  - Add Warehouse
  - Products
  - Services
  - Informal Purchases
  - Warehouse Inventory
  - Inventory Status
  - Capital Items
  - Inventory Levels
  - Manage Suppliers
  - Obsolete Products
  - Transferred Inventory**

Previous Stock Transfers List

New Transfers

#	TRANSFERRED FROM	TRANSFERRED TO	TRANSFERRED ON	TRANSFERRED BY	QUANTITY TRANSFERRED
1	1	CH045G	2/17/2025 3:56:52 PM	31233951-Gift Thomu	5.00
2	1	CH	2/17/2025 10:02:08 AM	31233951-Gift Thomu	1.00
3	1	BR5d427029-750c-4ca4-bed3-ed9c5d1c66f	2/17/2025 9:32:25 AM	31233951-Gift Thomu	2.00
4	1	BR5d427029-750c-4ca4-bed3-ed9c5d1c66f	2/17/2025 9:32:11 AM	31233951-Gift Thomu	5.00
5	1	TH1ee70ed0-4713-4a69-a011-6826a7573105	1/21/2025 10:44:57 AM	31233951-Alice Yunus	3725.00
6	1	CH	12/23/2024 4:16:05 PM	31233951-Gift Thomu	400.00
7	1	CH	12/18/2024 10:30:16 AM	31233951-Alice Yunus	100.00
8	1	CH	12/18/2024 10:29:49 AM	31233951-Alice Yunus	2.00
9	1	CH	12/18/2024 9:07:25 AM	31233951-Alice Yunus	100.00

Previous 1 Next

Figure 40: Transferred Products.

## 10. RAW MATERIAL CONVERSION

Populate the details of the products produced and the raw materials used on the form below. Click Process Conversion to initiate the inventory upload that is subject to approval by MRA.

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### Raw Material Conversion

Back

Finished Products

PRODUCT	QUANTITY	UNIT OF MEASURE	EXPIRY DATE	PRODUCTION DATE	ACTION
<input type="text" value="Search for finished proc"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Expiry Date"/>	<input type="text" value="Production date"/>	<input type="button" value=""/>

Add Product

Scan for the Inputs (Raw Materials) Used

INPUT USED	AVAILABLE QUANTITY	USED QUANTITY	ACTION
<input type="text" value="Search for a raw material"/>	<input type="text"/>	<input type="text"/>	<input type="button" value=""/>

Add Raw Material Process Conversion

Figure 41. Raw Material Conversion

## 11. CUSTOMER MANAGEMENT

This allows for the management of customers. You can create customers and view the customer list.

## 12. REPORTS

- ✓ The following reports are available in the system
- ✓ Sales reports: Contain sales reports, e.g. sales summary, sales by product, category sales, sales trends, discounts, sales taxes and cancelled receipts.
- ✓ Inventory reports: Expiring Items, Overstock Items, Slow Moving Items, Inventory Turnover, Inventory Levels, Low Inventory, Stock Vs Sales, and Reorder Point.
- ✓ Supplier reports: contains suppliers' performance report, Purchase orders, and supplier cost analysis.

## 13. USER MANAGEMENT

This is where users are added, deactivated and roles assigned. Roles include Cashier, Accountant, Administrator, procurement, and Inventory.

## 14. IMPORTS MANAGEMENT

This allows the taxpayer to verify his imports and add the consignment to his inventory.

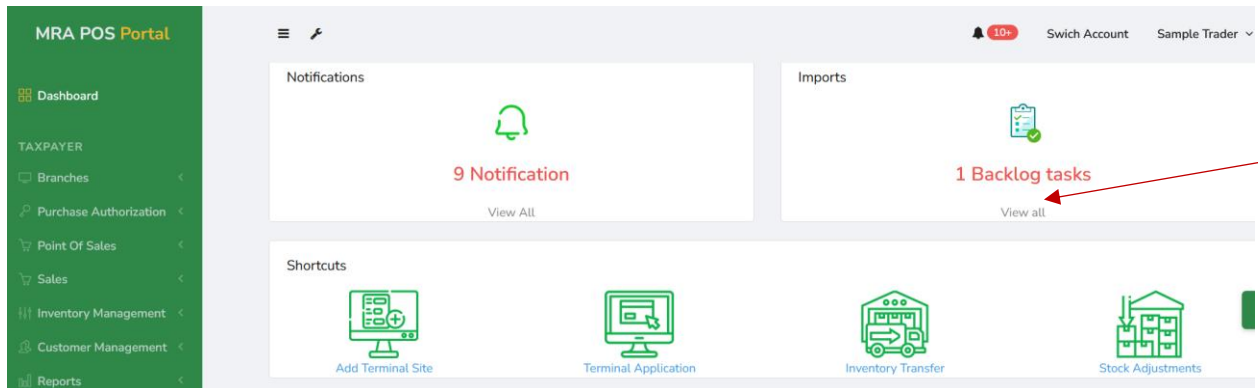


Figure 42: Import management.

## 15. TAXPAYER REQUESTS

This allows the taxpayer to view requests that required MRA approval, and it also acts as a shortcut to all requests in the system for easy navigation.

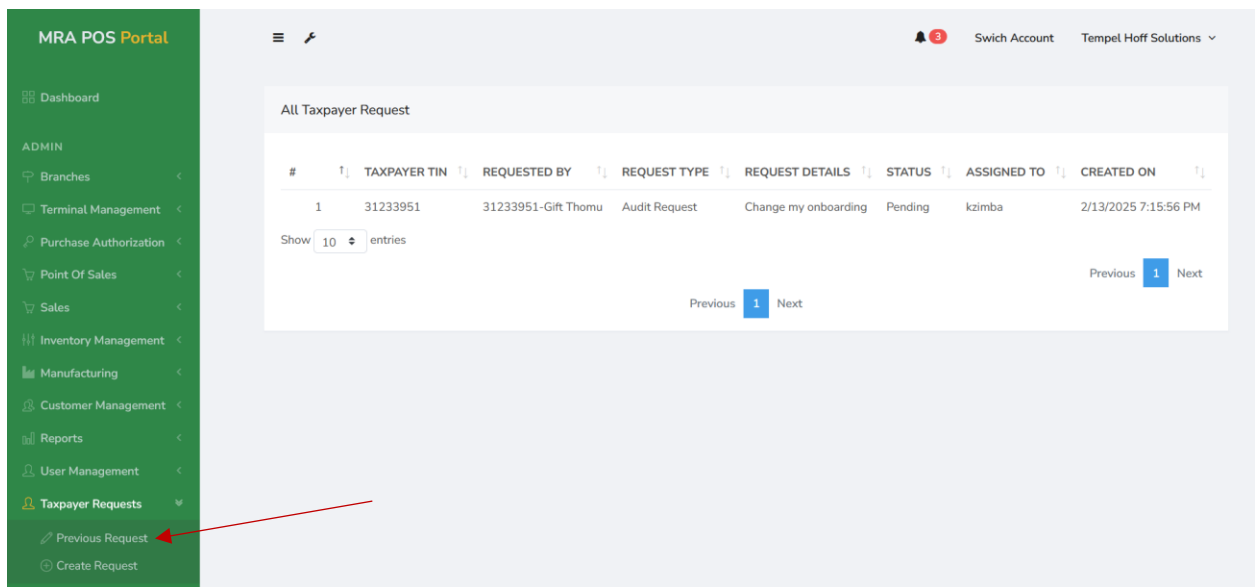
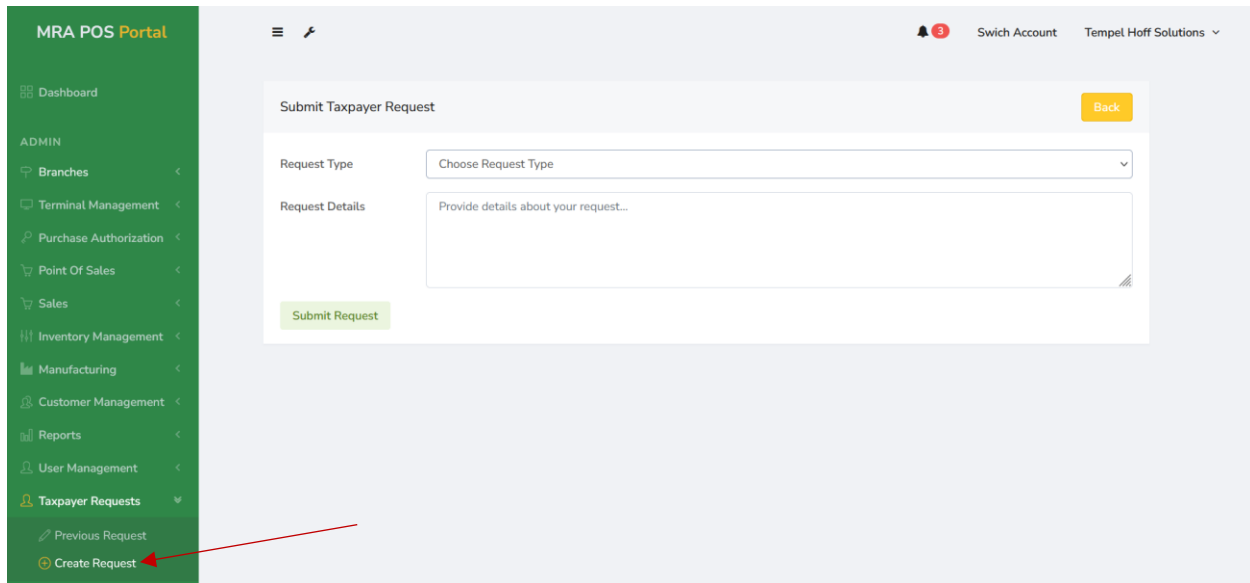


Figure 43 List of Previous Request.

## 15.1 CREATE TAXPAYER REQUESTS

From this window, you can select a type of request, and you will be redirected to the target page as long as the type of request is not General Inquiry. If the request type is General Inquiry, enter the request details and submit.



The screenshot displays the MRA POS Portal interface. On the left, a green sidebar contains a navigation menu with the following items: Dashboard, ADMIN, Branches, Terminal Management, Purchase Authorization, Point Of Sales, Sales, Inventory Management, Manufacturing, Customer Management, Reports, User Management, Taxpayer Requests (expanded), Previous Request, and Create Request. A red arrow points to the 'Create Request' option. The main content area is titled 'Submit Taxpayer Request' and includes a 'Back' button in the top right corner. Below the title, there is a 'Request Type' dropdown menu with the text 'Choose Request Type' and a downward arrow. Underneath is a 'Request Details' text area with the placeholder text 'Provide details about your request...'. At the bottom left of the form area is a green 'Submit Request' button.

Figure 44: Create request.