

Mali Mali POS

Complete User Manual

Web System & Mobile App

Point of Sale & Inventory Management System

Web System + Android Mobile App

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Developed by Xamoelc

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1. System Overview

Mali Mali POS is a complete Point of Sale and Inventory Management system. It has two components that work together from the same database:

Component	Access	Best For
Web System	Browser: your-domain.com/INVENTORY	Full management, reports, admin tasks
Mobile App	Android phone via download page	Sales floor, offline selling, quick checks

Key capabilities:

- Sell products with Cash, M-Pesa, or Card payment
- Manage products, categories, suppliers, and stock levels
- Full customer CRM with purchase history
- Detailed sales reports and analytics
- Sell offline -- sales sync automatically when internet returns
- Print or share receipts
- Multi-user with role-based access control (Admin, Manager, Cashier)

2. Getting Started

2.1 Web System Access

Open any web browser and go to: <https://your-domain.com/INVENTORY>

Supported browsers: Chrome, Firefox, Edge, Safari (latest versions). Enter your username and password to log in.

2.2 Mobile App -- Download & Install

1	On your Android phone, open the browser and go to: your-domain.com/download.php
2	Tap the Download App button
3	Open the downloaded file from your notifications bar
4	If prompted, go to Settings -> Install unknown apps -> enable it -> go back and install
5	If Google Play Protect warns you, tap "Install anyway" (small text at the bottom -- NOT the blue "Got it" button)
6	Open the app and log in with your credentials

NOTE: Requires Android 6.0 or higher.

2.3 First Login

Use the credentials provided by your system administrator.

- Username: provided by your administrator
- Password: provided by your administrator (change it after first login)

WARNING: Log in at least once while connected to the internet. This saves your credentials on the device, enabling offline login in future sessions.

3. User Roles & Permissions

Admin -- Full Access

- All sales, products, categories, suppliers, stock
- Customer CRM, reports, user management
- System settings, activity logs

- Can add, edit, and delete all records
- Can manage other users and their roles

Manager

- All sales, products, categories, suppliers, stock
- Customer CRM and reports
- Can view staff overview and performance
- Cannot manage system settings or user accounts

Cashier

- Point of Sale (selling only)
- View own sales history only
- Cannot access products, stock, reports, or settings

Feature	Admin	Manager	Cashier
Dashboard (full stats)	Yes	Yes	Limited
Products -- view/edit/delete	Yes	Yes	No
Categories	Yes	Yes	No
Suppliers	Yes	Yes	No
Stock Management	Yes	Yes	No
Point of Sale	Yes	Yes	Yes
Sales History (all)	Yes	Yes	Own only
Customers (CRM)	Yes	Yes	No
Reports	Yes	Yes	No
User Management	Yes	No	No
Activity Logs	Yes	Yes	No
Settings	Yes	No	No

4. Web System -- Complete Guide

4.1 Dashboard

The dashboard is the first screen after login. It gives you an instant snapshot of the business.

- Today's Sales -- total revenue and number of transactions today
- Total Products -- number of products in the system
- Low Stock Alert -- products with stock 10 units or fewer
- Out of Stock -- products with zero units
- Sales Chart -- visual graph of sales over recent days
- Recent Transactions -- latest 5-10 sales

NOTE: Cashiers see a simplified dashboard showing only their own sales.

4.2 Products

Navigation: Sidebar -> Inventory -> Products

Lists all products with price, stock level, category, and image. The stock badge is colour-coded: Green = good stock, Orange = low stock (<=10), Red = out of stock.

Adding a Product

- 1 Click the + Add Product button (top right)
- 2 Fill in: Product Name (required), Category (required), Supplier (required), Buying Price, Selling Price, Initial Stock, Barcode (optional), Product Image (optional)
- 3 Tick "Featured" to show this product prominently in the POS grid
- 4 Click Save

Editing / Deleting a Product

- Click the Edit (pencil) icon -> make changes -> Save Changes
- Click the Delete (bin) icon -> confirm deletion

WARNING: Deleting a product is permanent. It will no longer appear in the POS or stock reports.

Featured Products

Products marked as featured appear at the top of the POS product grid. Toggle the star icon on any product to feature or un-feature it. Useful for fast-moving items.

Exporting Products

Click the Export button to download the full product list as an Excel spreadsheet or PDF document.

4.3 Categories

Navigation: Sidebar -> Inventory -> Categories

Groups your products (e.g. Basins, Towels, Bags). Click + Add Category, enter the name and optional description, click Save.

NOTE: You cannot delete a category that still has products assigned to it. Move or delete those products first.

4.4 Suppliers

Navigation: Sidebar -> Inventory -> Suppliers

Track who supplies your products. Click + Add Supplier, enter: Supplier Name, Contact Person, Phone Number, Email, Physical Address, then click Save.

Deleting a supplier does not delete the products linked to them.

4.5 Stock Management

Navigation: Sidebar -> Inventory -> Stock

Use this page whenever goods arrive from suppliers to update stock levels.

Adding Stock (Receiving Goods)

- 1 Find the product in the list or search for it
- 2 Click Add Stock
- 3 Enter: Quantity received, Buying Price (this batch), Supplier, Notes (optional e.g. "June delivery")
- 4 Click Save -- the product stock level updates immediately

Stock colour guide:

Colour	Range	Action Required
Green	More than 10 units	None -- stock is healthy
Orange/Amber	1 to 10 units	Consider reordering soon
Red (0)	Zero units	Reorder immediately -- out of stock

4.6 Point of Sale (POS)

Navigation: Sidebar -> Sales -> Point of Sale

This is where you process all customer purchases. The screen is split into a product grid (left) and the cart (right).

Step-by-Step: Making a Sale

- 1 **FIND PRODUCTS:** Browse the product grid or use the search bar. Scan a barcode with a USB scanner to add by barcode. Click any product to add it to the cart.
- 2 **REVIEW CART:** Cart appears on the right. Use - and + to adjust quantity. Click the quantity box to type a specific number. Click X to remove an item. Click Clear Cart to start over.
- 3 **PAYMENT METHOD:** Select Cash, M-Pesa, or Card from the dropdown.
- 4 **COMPLETE SALE:** Click Complete Sale. A receipt preview appears. Optionally print the receipt. Click Confirm & Complete Sale to finalise.

M-Pesa Payment

- 1 Select M-Pesa as payment method
- 2 Enter the customer phone number (format: 2547XXXXXXX)
- 3 Click Send STK Push -- the customer's phone shows a payment prompt
- 4 Customer enters their M-Pesa PIN
- 5 System confirms payment -- click Complete Sale

Barcode Scanning

Click in the barcode field (or it may be auto-focused). Scan a product barcode with a USB scanner. The product is added to the cart instantly. If the barcode is not found, a message appears.

4.7 Sales History

Navigation: Sidebar -> Sales -> Sales History

View all past sales. Search by product name, cashier, or payment method. Filter by date range. Export to Excel or PDF. Cashiers see only their own sales.

4.8 Customers (CRM)

Navigation: Sidebar -> CRM -> Customers

Manage your customer database. Click + Add Customer to add name, phone, email, address. Click a customer name to see their full purchase history, total spent, and visit frequency.

4.9 SMS Messaging

Navigation: Sidebar -> CRM -> Messaging | Admin and Manager only.

Send SMS messages to customers and staff directly from the system using the TextSMS gateway. Use this for promotions, order updates, or general announcements.

Sending an SMS

1	Navigate to Messaging from the sidebar
2	Select recipients: tick individual customers/staff, or click Select All
3	Type your message in the Message box (shows character count and SMS count)
4	Click Send SMS -- a progress indicator shows sending status
5	A confirmation summary shows how many messages were sent successfully

SMS Statistics

The top of the Messaging page shows running totals:

- Total SMS Sent -- all messages sent to date
- Delivered -- confirmed deliveries by the carrier
- Delivery Rate -- percentage successfully delivered
- Recent messages -- log of the last messages sent with timestamps

NOTE: SMS delivery depends on the recipient having network coverage. Delivery confirmation may take a few minutes.

WARNING: Each SMS costs credits from your TextSMS account. Monitor usage to avoid running out of credits.

4.10 Reports & Analytics

Navigation: Sidebar -> Analytics -> Reports | Admin and Manager only.

Report	What It Shows
Sales Summary	Total revenue by day/week/month, number of transactions, average sale value
Top Products	Best-selling products by quantity and revenue; slow-moving stock
Payment Methods	Breakdown of Cash vs M-Pesa vs Card sales
Recent Sales	Detailed list of all transactions with full details

Click Export PDF or Export Excel on any report to download it.

4.11 User Management

Navigation: Sidebar -> Administration -> User Management | Admin only.

Adding a New Staff Account

- 1 Click + Add User
- 2 Fill in: Full Name, Username (no spaces), Email, Phone, Role (Admin/Manager/Cashier), Password
- 3 Click Save. The new user can now log in.

NOTE: Advise new staff to change their password immediately after first login.

Managing Users

- Edit -- change name, email, phone, or role
- Reset Password -- if a user has forgotten their password
- Deactivate -- prevents login without deleting the account (sales history preserved)

4.12 Activity Logs

Navigation: Sidebar -> Administration -> Activity Logs | Admin and Manager only.

Full audit trail of everything that happens: logins, sales, edits, deletions, errors. Each entry shows Date/Time, User, Action, Details, and IP Address. Use this to investigate discrepancies or monitor staff activity.

4.13 Settings

Navigation: Sidebar -> Administration -> Settings | Admin only.

These shop details appear on all printed receipts:

- Shop Name -- your business name
- Tagline -- a short slogan
- Address -- physical address (P.O. Box, Town)
- Phone Number and Email Address
- Logo -- upload your shop logo (PNG/JPG recommended 200x80px)
- Receipt Footer -- text at the bottom of receipts

Click Save Shop Details after making any changes.

4.14 My Profile & Change Password

Click your name (top right) to access My Profile or Change Password.

My Profile: update your full name, email, phone number, and profile picture.

Change Password: enter current password -> new password (min 6 characters) -> confirm -> click Change Password.

WARNING: Always change your password if someone else set it up for you.

5. Mobile App -- Complete Guide

5.1 Download & Install

Download page: <https://your-domain.com/download.php> (see Section 2.2 for full instructions)

5.2 Login & Forgot Password

Online Login: Enter your username and password. The app connects to the server to verify.

Offline Login: If there is no internet, the app uses credentials saved from your last successful online login.

WARNING: You MUST log in online at least once before offline login will work.

Forgot Password

If you cannot remember your password, tap the "Forgot password?" link on the login screen:

- 1 Tap "Forgot password?" (blue underlined link below the password field)
- 2 On the Reset Your Password screen, enter your username OR phone number registered on your account
- 3 Tap "Send Temporary Password"
- 4 A temporary password is sent to your registered phone via SMS
- 5 Go back to the login screen and sign in with your username + the temporary password
- 6 Once logged in, immediately go to Menu -> Change Password to set a new permanent password

NOTE: The temporary password replaces your current password in the system. Log in with it as soon as you receive the SMS.

5.3 Dashboard

Shows Today's Sales (revenue and transaction count), Total Products, Low Stock count, Out of Stock count, and Recent Sales list.

NOTE: When offline, the dashboard loads cached data from the last sync. A banner shows connectivity status.

5.4 Products

Navigation: Menu () -> Products

- Search bar -- type to filter products instantly
- Stat cards at top -- totals for products, stock, low stock, out of stock
- Edit (pencil icon) -- change product name or selling price -> Save
- Delete (bin icon) -- confirm to permanently remove product

NOTE: View works offline using cached data. Edit and delete require internet connection.

5.5 Categories

Navigation: Menu () -> Categories | Edit and delete categories. Requires internet for changes.

5.6 Point of Sale (POS)

Navigation: Menu () -> Point of Sale

The POS has two tabs: Products and Cart.

Products Tab

- Browse all products in a grid
- Use the search bar to find products quickly
- Tap any product to add it to the cart
- Products already in cart show a blue border

- Cart tab badge shows total item count

Cart Tab -- Cart Item Controls

Control	Action
Product image	Visual confirmation of item
- button	Reduce quantity by 1 (removes item at 0)
Quantity number (tap)	Type any specific quantity (e.g. 10 for 10 blankets)
+ button	Increase quantity by 1
X (red)	Remove item from cart entirely
Line total (green)	Quantity × price shown on right

Completing a Sale

1	Add items to cart using the Products tab
2	Go to Cart tab and review items and quantities
3	Select Payment Method from the dropdown (Cash / M-Pesa / Card)
4	Tap Complete Sale
5	Review the Receipt Preview (shows store details, items, total)
6	Optionally tap Print to send receipt to a printer
7	Tap Confirm & Complete Sale to finalise

Today's Summary

The green banner at the top of the POS shows today's total revenue and number of sales.

My Recent Sales

Shown at the bottom of the Cart tab -- your last 10 completed sales with product, quantity, price, payment method, and date.

Offline Selling

If there is no internet connection, the sale is saved locally on the phone:

- Red banner shows: "Offline -- X sales queued"
- When internet returns, sales sync automatically within seconds
- Banner turns blue (syncing) then green (synced)
- A confirmation appears: "Synced X offline sales to server"

5.7 Sales History

Navigation: Menu () -> Sales History | Shows all past sales from the server. Requires internet connection.

5.8 Suppliers

Navigation: Menu () -> Suppliers | View, add (tap +), and manage suppliers. Requires internet connection.

5.9 Stock

Navigation: Menu () -> Stock | View stock levels and add new stock when goods arrive. Requires internet connection.

5.10 Customers

Navigation: Menu () -> Customers | View and add customers. Requires internet connection.

5.11 Reports

Navigation: Menu () -> Reports | Sales analytics by period, top products, payment breakdown. Requires internet connection.

5.12 User Management

Navigation: Menu () -> User Management | Admin only. Manage staff accounts. Requires internet connection.

5.13 Settings

Navigation: Menu () -> Settings | Admin can edit shop name, tagline, address, phone, email. Non-admins view only. Requires internet connection.

5.14 Activity Logs

Navigation: Menu () -> Activity Logs | Admins and Managers see all activity. Cashiers see own activity only. Colour-coded entries: Blue = login, Green = sale, Red = deletion, Orange = error. Requires internet.

5.15 My Profile

Navigation: Menu () -> My Profile | Update your full name, email, and phone number. Tap Save Changes. Requires internet connection.

5.16 Change Password

- 1 Enter your Current Password
- 2 Enter your New Password (minimum 6 characters)
- 3 Enter the new password again to Confirm
- 4 Tap Change Password

NOTE: Requires internet connection.

5.17 Forgot Password -- Reset via SMS

If you have forgotten your password, the app can send a temporary password to your registered phone number so you can regain access.

How to Reset Your Password

- 1 On the login screen, tap the blue "Forgot password?" link (below the password field on the right)
- 2 The "Reset Your Password" screen opens

- 3 Enter your username (e.g. admin) OR your registered phone number (e.g. 0712345678) in the field
- 4 Tap the "Send Temporary Password" blue button
- 5 Wait a few seconds -- the screen changes to a green "Password Sent!" confirmation showing your masked phone number
- 6 Check your SMS inbox for a message from TextSMS with your temporary password
- 7 Tap "Back to Login" and sign in using your username and the temporary password from the SMS
- 8 Immediately go to Menu (=) -> Change Password and set a new permanent password

WARNING: The temporary password replaces your old password in the system. Anyone who intercepts the SMS can use it. Change your password immediately after logging in.

NOTE: If you did not receive the SMS within 2 minutes, check that your phone number is registered correctly on your account. Ask your administrator to verify it via User Management.

What the Success Screen Shows

- Green checkmark circle -- confirms the request was successful
- Masked phone number -- e.g. "sent to *****5892" (last 4 digits visible)
- Step 1: Check your SMS
- Step 2: Login with temp password
- Step 3: Change your password
- "Back to Login" button -- returns to the main login screen
- "Try a different account" link -- clears the form to try a different username/phone

5.18 SMS Messaging

Navigation: Menu (=) -> Messaging | Admin and Manager only. Requires internet connection.

Send SMS messages to customers and staff directly from the mobile app using the TextSMS gateway.

Sending an SMS from the Mobile App

- 1 Open the side menu and tap Messaging
- 2 The Messaging screen loads customer and staff lists with SMS statistics at the top
- 3 Use the search bar to find specific recipients
- 4 Tick the checkbox next to each recipient, or tap "Select All" to select everyone
- 5 Type your message in the Message box at the bottom
- 6 Tap "Send SMS" -- a loading indicator appears while sending
- 7 A success or error summary is shown after sending completes

SMS Statistics on the Messaging Screen

Stat	What It Means
Total Sent	Total SMS messages sent from the system to date
Delivered	Messages confirmed delivered by the carrier network
Delivery Rate	Percentage of sent messages that were delivered successfully
Recent Messages	Log of the last SMS messages with recipient and timestamp

NOTE: SMS delivery is handled by the TextSMS gateway. Delivery confirmation may take a few minutes depending on carrier network.

WARNING: Sending SMS uses credits from the system TextSMS account. Contact your administrator if SMS sending fails or credits run low.

6. Offline Mode -- How It Works

The mobile app is designed to keep working even without internet. Here is exactly what happens:

What Works Offline

Feature	Offline Behaviour
Login	Works using saved credentials from last online login
Dashboard	Shows cached data from last sync
Products -- view	Shows cached product list
Categories -- view	Shows cached categories
Point of Sale	Full selling works offline
Offline sale queue	Sales saved locally, sync automatically when online

What Requires Internet

Feature	Offline Behaviour
Sales History	Shows "requires internet connection" -- tap Retry when connected
Suppliers	Shows "requires internet connection" -- tap Retry when connected
Stock	Shows "requires internet connection" -- tap Retry when connected
Customers	Shows "requires internet connection" -- tap Retry when connected
Reports	Shows "requires internet connection" -- tap Retry when connected
User Management	Shows "requires internet connection" -- tap Retry when connected
Settings	Shows "requires internet connection" -- tap Retry when connected
Activity Logs	Shows "requires internet connection" -- tap Retry when connected
My Profile	Shows "requires internet connection" -- tap Retry when connected
Change Password	Shows "requires internet connection" -- tap Retry when connected

Offline Sale Sync Process

1	Make sales normally -- red banner shows count of queued sales
2	When internet returns, app syncs automatically within seconds
3	Banner turns blue: "Syncing data from server..."
4	Banner turns green: "All data synced -- ready to use offline"
5	Notification confirms: "Synced X offline sales to server"

The app also retries syncing every 2 minutes automatically.

WARNING: Offline sales are stored ONLY on the phone. If the phone is lost or the app is uninstalled before syncing, those sales cannot be recovered. Restore connectivity as soon as possible.

Offline Banner Colour Guide

Colour	Meaning
Red	No internet -- X sales queued and waiting to sync
Blue	Currently syncing with the server
Green	All data synced -- system ready
Grey	Online -- shows time of last successful sync

7. Receipt Printing

Web System

After completing a sale, a receipt preview appears automatically. Click Print to send to your connected printer. The receipt includes: shop logo and name, address, phone, email, receipt number, date, cashier, payment method, itemised products, and grand total.

Mobile App

- 1 Complete items in the cart and select a payment method
- 2 Tap Complete Sale -- receipt preview dialog appears
- 3 Review the receipt contents
- 4 Tap Print -- your phone's print menu opens
- 5 Select your printer (must be on same WiFi network) or save as PDF
- 6 Alternatively, save as PDF and share via WhatsApp or email

The receipt includes: shop logo, shop name, tagline, address, phone, email, receipt number (RCV-XXXXXXXX), date/time, cashier name, payment method, itemised product list with quantities and prices, and grand total.

8. M-Pesa Integration

The web POS supports M-Pesa STK Push (Lipa Na M-Pesa), allowing customers to pay by mobile money.

How to Accept M-Pesa Payment (Web)

- 1 Add items to the cart as normal
- 2 Select M-Pesa as the payment method
- 3 Enter the customer's M-Pesa phone number in the format: 2547XXXXXXX
- 4 Click Send STK Push
- 5 The customer's phone vibrates and shows a payment prompt
- 6 Customer enters their M-Pesa PIN to approve payment
- 7 Payment confirmation appears in the system -- click Complete Sale

NOTE: The M-Pesa receipt number is saved against the sale for reference and reconciliation.

NOTE: Prerequisite: M-Pesa Daraja API must be configured in Settings by the administrator.

9. Troubleshooting

Web System Issues

Problem	Solution
Cannot log in	Check username and password. Ensure Caps Lock is off. Contact admin to reset password.
Page not loading	Check internet connection. Refresh (Ctrl+R). Clear browser cache.
Session expired	Your session timed out. Log in again -- this is normal after inactivity.
M-Pesa not going through	Check phone number format (2547XXXXXXX). Confirm M-Pesa API is configured by admin.
Product image not showing	Image may not have uploaded correctly. Edit the product and re-upload the image.
Export not downloading	Check browser allows pop-ups and downloads from this site.
Forgot password	Click Forgot Password on the login page and follow the instructions.

Mobile App Issues

Problem	Solution
Cannot log in on mobile	Ensure you have internet. Check username and password carefully.
Offline login not working	You must log in online at least once first. Connect to internet and log in.
Offline sales not syncing	Check internet connection. App retries every 2 minutes automatically. Tap Retry on banner.
Screen shows "requires internet"	Connect to WiFi or mobile data. Tap the Retry button on the screen.
Products not showing in POS	Pull down to refresh. If offline, ensure you synced recently while online.
Receipt print not working	Ensure printer is on the same WiFi network. Try saving as PDF and sharing instead.
App crashes or freezes	Force close and reopen. If it persists, reinstall from the download page.
"Signatures do not match"	Uninstall the old version first, then install the new one. (Note: clears app data.)

Forgot password

Tap "Forgot password?" on the login screen. Enter your username or phone number to receive a temporary password via SMS. Then log in and change your password immediately.

Did not receive SMS

Check your phone number is registered on your account. Ask admin to verify via User Management. Try again after 2 minutes.

SMS Messaging fails

Check internet connection. Verify the TextSMS account has credits. Contact administrator.

10. Quick Reference

Mobile App Tips

Tip	How To Do It
Add many of one item	Tap the quantity number in the cart -- type the amount directly
Find a product fast	Type in the search bar on the Products tab
Switch Products / Cart	Tap the tabs at the top of the POS screen
Check offline queued sales	Red banner shows the count at the top of any screen
Force sync now	Connect to internet -- sync is automatic within seconds
Log out	Menu () -> scroll to bottom -> Logout
Download latest app	Visit your-domain.com/download.php on phone browser

Payment Method Reference

Method	When to Use	Notes
Cash	Customer pays with physical cash	Count and confirm before completing
M-Pesa	Customer pays via mobile money	Enter phone number -- wait for PIN confirmation
Card	Customer pays with debit/credit card	Requires card reader device

Stock Colour Reference

Colour	Range	Action
Green	>10 units	No action needed -- stock is healthy
Orange/Amber	1-10 units	Consider reordering soon
Red	0 units	Reorder immediately -- cannot sell this product

Web System Quick Navigation

Page	Sidebar Path
Dashboard	Home / Dashboard
Products	Inventory -> Products
Categories	Inventory -> Categories
Suppliers	Inventory -> Suppliers
Stock	Inventory -> Stock
Point of Sale	Sales -> Point of Sale
Sales History	Sales -> Sales History
Customers	CRM -> Customers
Reports	Analytics -> Reports
User Management	Administration -> User Management
Activity Logs	Administration -> Activity Logs
Settings	Administration -> Settings

Mobile App Navigation

Screen	Works Offline?
Login	Yes (saved credentials)

Dashboard

Yes (cached data)

Products -- view

Yes (cached)

Categories -- view

Yes (cached)

Point of Sale (full selling)

Yes

Sales History

No -- needs internet

Suppliers / Stock / Customers

No -- needs internet

No -- needs internet

No -- needs internet

My Profile / Change Password

No -- needs internet

Forgot Password

No -- needs internet (SMS sent via server)

SMS Messaging

No -- needs internet

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Quick Access

Web System: [your-domain.com/INVENTORY](#)

App Download: [your-domain.com/download.php](#)

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