



USER MANUAL

Electronic Invoicing System (EIS) Taxpayer Portal Management

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CERTIFICATE OF APPROVAL

I, the undersigned, certify that I have read and hereby approve the "**Electronic Invoicing System (EIS) Taxpayer Portal Management in Domestic Taxes Division**".

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1.0 INTRODUCTION.

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

The EIS taxpayer portal is used to manage inventories, sales, suppliers, users and generate reports.

This manual serves as a guide to taxpayers with basic functionalities of the system.

2.0 ACCESSING SYSTEM

The Electronic Invoicing System (EIS) taxpayer 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.

The image shows a rectangular box representing a web browser's address bar. Inside the box, the URL "https://eis-portal.mra.mw/" is displayed in a black, sans-serif font. The box has a thin black border, and the text is centered within it.

Figure 1: EIS web link.

Type the link into your web browser and press **Enter**. The login page shown in Figure 2 will appear. Click **Create Account**.

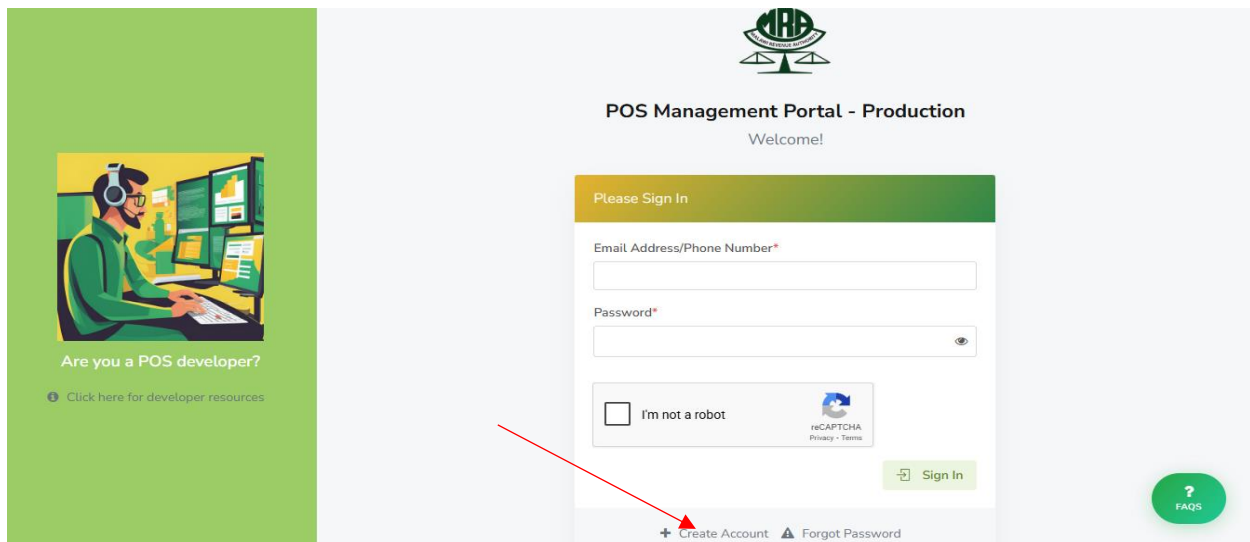


Figure 2: EIS login Portal.

2.1 Create New Account

The **Create New Account** page will open, as illustrated in Figure 3. Follow the on-screen instructions to enter your details and ensure that all mandatory fields marked with an asterisk (*) are completed.

Note: All information entered must match the details in Msonkho Online.

Figure 3: EIS Create New Account page.

After completing all required details, click **Create Account**. The **Verification code** window will then appear, as shown in Figure 4 below. Enter the verification code received via your email or phone number, and click **Validate Code**.

If the code expires or is not received, please call **672** or visit your nearest **MRA office** for assistance.

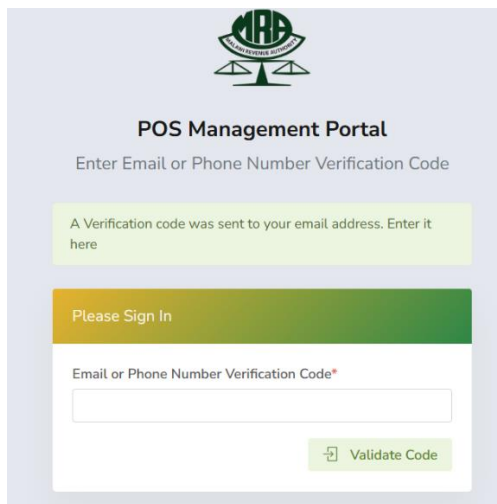
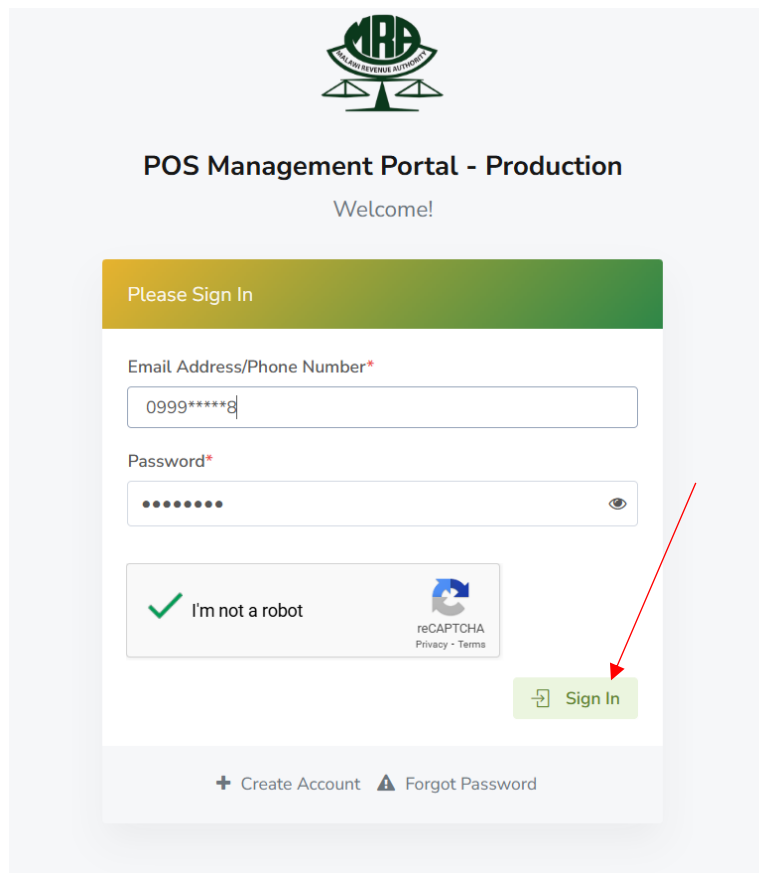
The screenshot shows the 'POS Management Portal' interface. At the top is the MRA logo. Below it, the text 'Enter Email or Phone Number Verification Code' is displayed. A green message box states: 'A Verification code was sent to your email address. Enter it here'. Below this is a green bar with the text 'Please Sign In'. Underneath is a white box containing the label 'Email or Phone Number Verification Code*' and a text input field. At the bottom right of the white box is a green button with a checkmark icon and the text 'Validate Code'.

Figure 4: Email Verification window.

2.2 Signing In

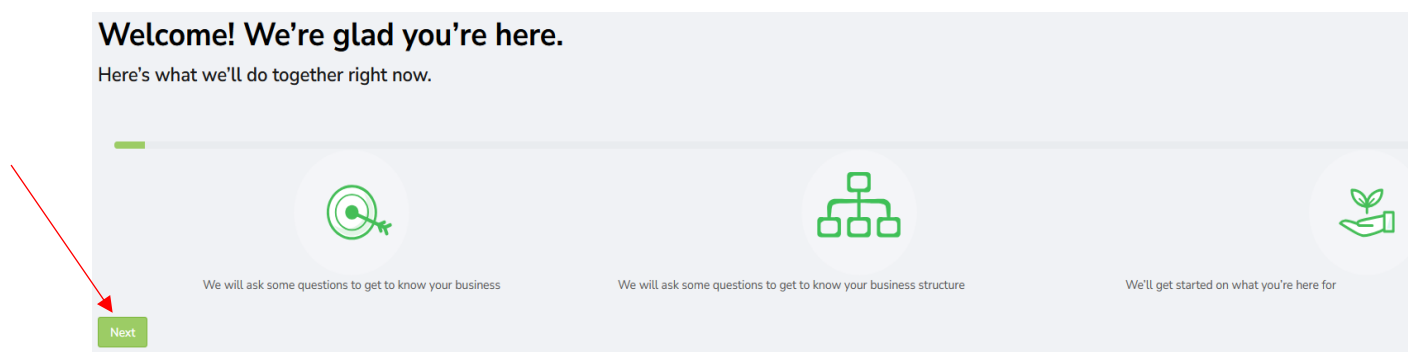
To sign in to the EIS, enter your email address or phone number and password, then click **Sign In**, just below the credential tabs as shown in Figure 5 below.



The image shows the login page for the POS Management Portal - Production. At the top is the MRA logo (Malawi Revenue Authority) with the text "POS Management Portal - Production" and "Welcome!". Below this is a green header with "Please Sign In". The form contains two input fields: "Email Address/Phone Number*" with the value "0999****8" and "Password*" with masked characters. Below the password field is a reCAPTCHA widget with the text "I'm not a robot" and a "Sign In" button. A red arrow points to the "Sign In" button. At the bottom of the form are links for "+ Create Account" and "⚠️ Forgot Password".

Figure 5: Signing in.

After signing in, the page below will appear as in Figure 6a, click **next**.



The image shows the welcome page after signing in. It features a green header with "Welcome! We're glad you're here." and "Here's what we'll do together right now." Below this is a progress bar with three steps: 1. "We will ask some questions to get to know your business" (with a target icon), 2. "We will ask some questions to get to know your business structure" (with a hierarchy icon), and 3. "We'll get started on what you're here for" (with a plant icon). A red arrow points to a green "Next" button at the bottom left.

Figure 6a: Welcome page.

Enter all the details about your business and click **next** as shown in Figure 6b below.

Tell us more about your business

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

1. Business Details

2. Business Structure

3. Levies

Tell us more about your business.

Business Sector*
Activities of extraterritorial organizations and bodies

How do you keep your inventory*
Choose many..

Import Method:*
Choose many..

Local Sourcing:*
Choose many..

In what business are you into:*
What is your main business. e.g selling of car parts

Business Type*
☐ Product Oriented Business ☐ Service Oriented Business ☐ Both (Service and Product Oriented)

Are you a manufacturing business*
☐ Yes ☐ No

< Previous

Next >

Figure 6b: Capture business details.

Capture all the details about your business structure and click **next** as shown in Figure 6c below.

Tell us more about your business

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

The screenshot shows a three-step progress bar at the top: '1. Business Details' (active), '2. Business Structure', and '3. Levies'. Below the progress bar, the heading 'Tell us more about your business structure' is followed by three required fields: 'Business Locations*' (a dropdown menu with 'Please select'), 'Distribution Method:*' (an empty text box), and 'Product transfer*' (a dropdown menu with 'Please select'). At the bottom, there are two buttons: '< Previous' on the left and 'Next >' on the right. A red arrow points from the 'Next >' button to the right edge of the form.

Figure 6c: Business Structure.

To add levy type, select the levy type(s) that apply to your business from the drop-down menu. Then click on **submit** to complete onboarding as shown in Figure 6d below.

Tell us more about your business

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

The screenshot shows the same three-step progress bar: '1. Business Details', '2. Business Structure', and '3. Levies' (active). Below the progress bar, the heading 'Select the levies that apply to your business' is followed by a 'Levy Types' section. This section contains a single text box with the value 'Malawi Law Society' and a small 'x' icon to its left. At the bottom, there are two buttons: '< Previous' on the left and '✓ Submit' on the right. A red arrow points from the 'Submit' button to the right edge of the form.

Figure 6d: Levy type(s) selection.

3.0 APPLICATION TOUR

This page will show you a step-by-step tutorial about the EIS taxpayer portal management.

The page opens with a Tour as displayed in Figure 7 below.

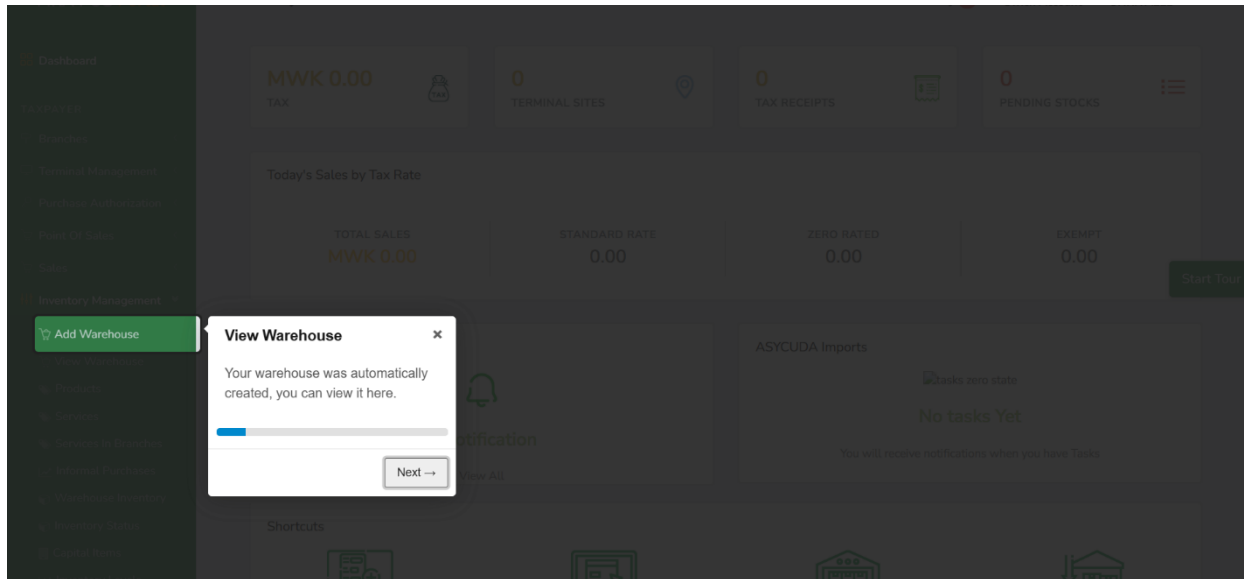


Figure 7: Start Tour page.

3.1 MRA POS Portal Dashboard.

The Dashboard shows a summary of daily transactions, notifications and shortcuts as illustrated in Figure 8 below. It is for reference purposes only.

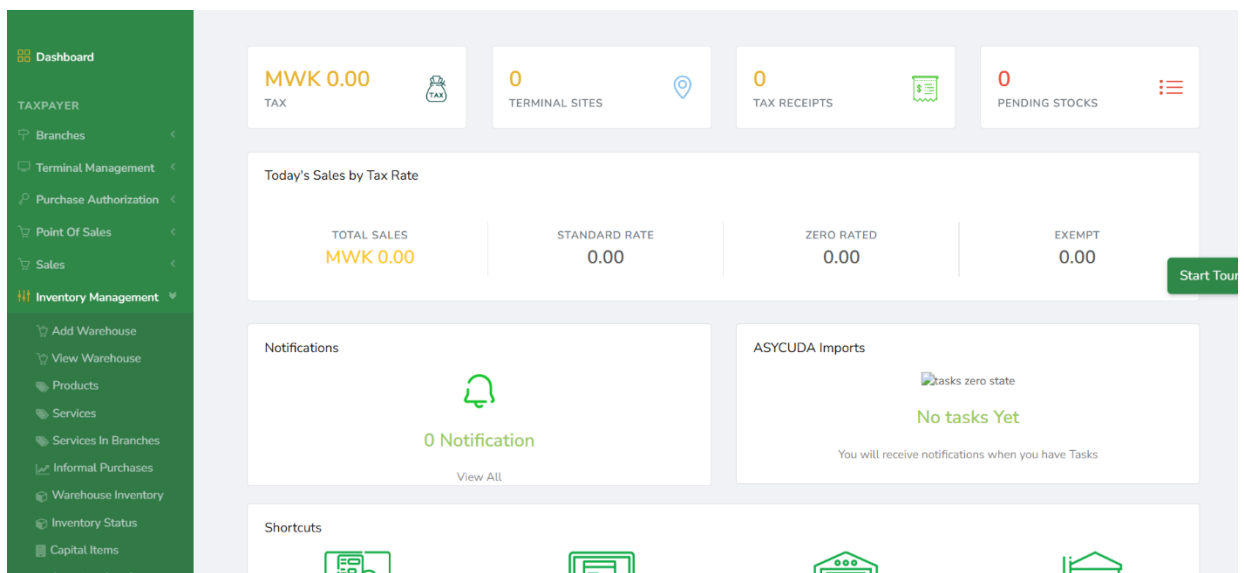


Figure 8: MRA POS portal Dashboard.

3.2 Switch an Account and Sign Out.

The system allows you to operate with multiple business operating under the same TIN (Taxpayer Identification Number). To move from one trading name to another, you will select **switch account** and the system will direct you to a page listing all the trading names available. Select the trading name you would like to transact from then click **continue**.

To sign out, click on the username tab, then select the **sign out** button as shown in Figure 9 below.

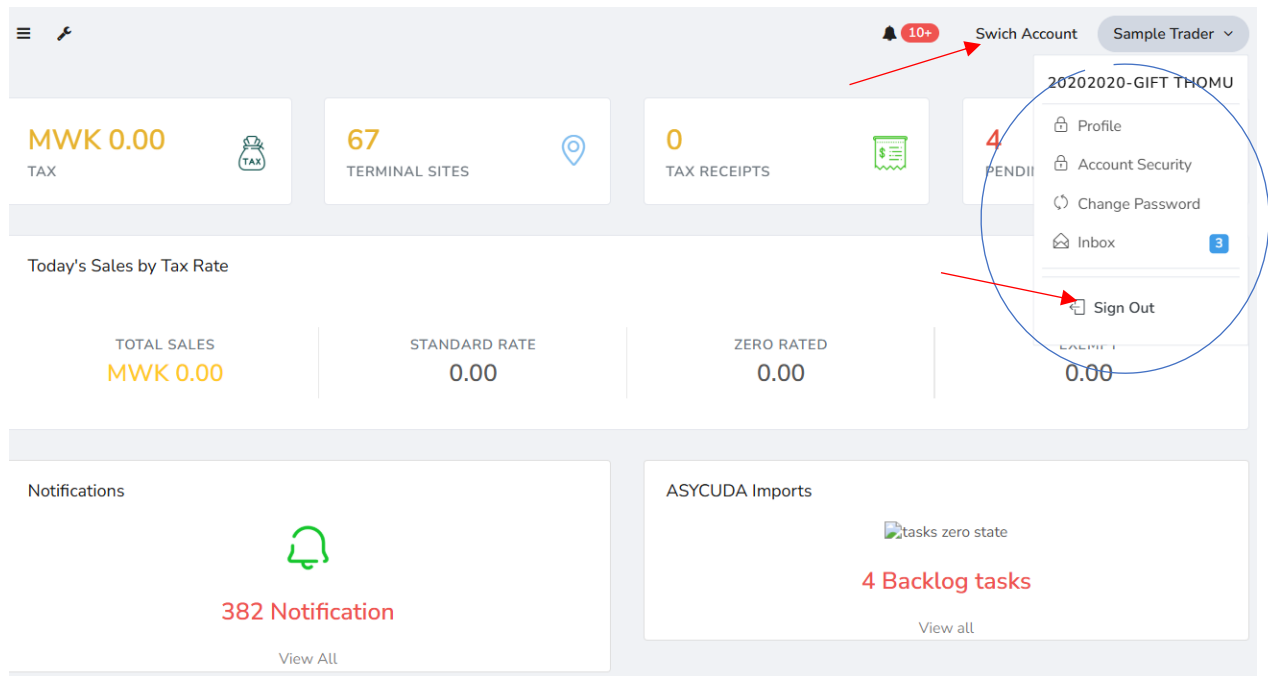


Figure 9: Switch account and sign-out buttons.

After clicking on **switch account**, the system will redirect you to select the preferred **trading name** then click continue as shown in figure 10 below.

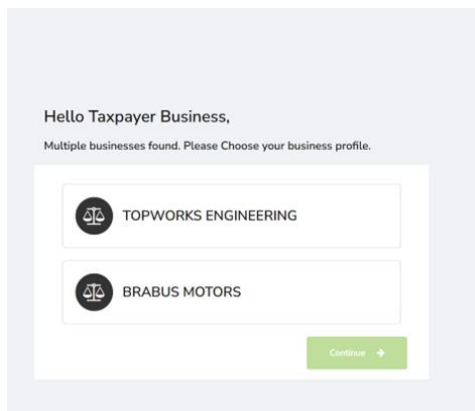


Figure 10: List of Trading names available for switching accounts.

4.0 BRANCHES

Once the inventory has been approved by MRA, branch creation should follow.

4.1 Adding a Branch

To add a branch, go to **branches**, select **add branch** and enter the details then click **submit** as shown in Figure 11 below.

Note: Inventory must be transferred to a branch in order to make a transaction.

+ Add Branch here.

Branch Details

Enter the location where your terminals will be operating

Branch Name

Site Address

+ Submit

Figure 11: Adding a Branch.

4.2 View Branches

You can view a list of all your branches by going to **branches** and select **view active/inactive branches** as shown in Figure 12 below.

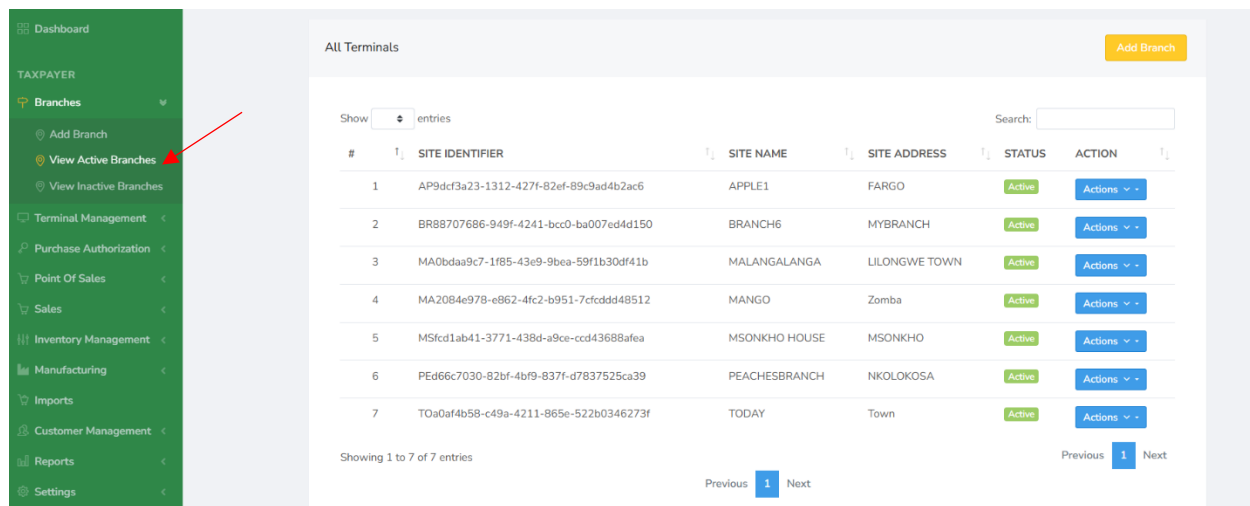


Figure 12: View Branches.

5.0 INVENTORY MANAGEMENT

After a user has successfully signed in, a virtual warehouse is auto-generated by the system. This is where all inventory (from initial stock, B2B, imports and informal purchases) of the business is stored.

5.1 Upload Initial Inventory

The first requirement is for you to upload all current stock (initial inventory) into the system. To upload initial inventory, go to **Inventory Management tab** and click on **Upload Initial Inventory**. Then download the sample Excel file to capture the details of your current stock as illustrated in Figure 13 below.

NB: This is a once off process whereby all current stock is uploaded.

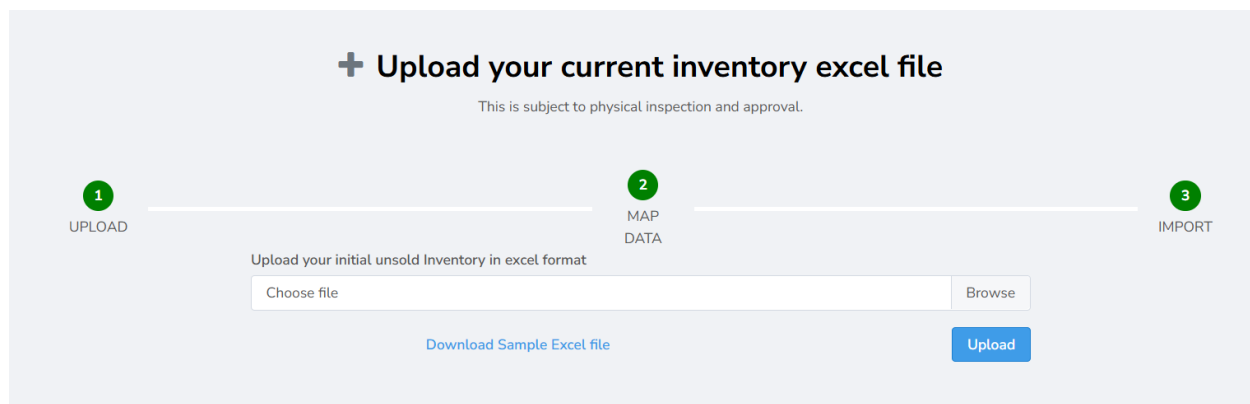


Figure 13: Initial inventory upload.

[illegible]

After completing the excel file, click **browse** to select the file then click **upload** as shown in figure 15 below.

Figure 15: Excel file upload.

15

+ Upload your current inventory excel file
You can upload all your data at once here

1 UPLOAD 2 MAP DATA 3 IMPORT

SOURCE COLUMN	TARGET COLUMN
Bar Code	BarCode
Product Name	ProductName
Product Description	Description
Unit Price	UnitPrice
Quantity in Stock	Quantity
Cost Price	CostPrice
Date Bought	DateBought

Save Products

Figure 16: Products saving.

If all the barcodes for the uploaded products are available in the master file, the system will auto-map as shown in Figure 17 below, proceed by clicking on **Synchronize now**.

Synchronization Information

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

Synchronize Now

Close

Figure 17: Synchronization.

5.2 Manual Mapping

You will be required to manually map the products in the event that some barcodes are not available in the system as demonstrated in Figure 18 below. Go to **product code** tab, search by product name or description and select the product from the list then click **submit mapping**.

The screenshot displays the 'Auto-Mapping Summary' interface. At the top, a dark header bar contains the title 'Auto-Mapping Summary'. Below this, four white cards provide a summary of the mapping process: '3 Total Items', '2 Auto-Mapped (66.7%)', '1 Need Manual Mapping (33.3%)', and '66.7% Complete'. A green progress bar indicates '2 of 3 items mapped'. A light blue message box states: 'Good news! 2 items were automatically mapped based on existing barcodes. Please manually map the remaining 1 items below.' Below the message, a section titled 'Map Initial Inventories' includes a tip: 'Start typing to search for a product by product name or description. Results will appear after you enter at least four characters.' A table with four columns is shown: 'PRODUCT NAME', 'PRODUCT DESCRIPTION', 'QUANTITY', and 'PRODUCT CODE'. The first row contains 'Mug Cup', 'Blue Mug Cup', and '100.00'. The 'PRODUCT CODE' column has a search input field with the placeholder text 'Search by a product name or description'. A red arrow points to this search field. At the bottom of the table, there are 'Previous', '1', and 'Next' navigation links. A 'Submit Mapping' button is located at the bottom left, and a 'Go Back' button is at the top right.

PRODUCT NAME	PRODUCT DESCRIPTION	QUANTITY	PRODUCT CODE
Mug Cup	Blue Mug Cup	100.00	Search by a product name or description

Figure 18: Manual mapping.

In the event that the product barcode is not found in the master file during manual mapping, you will be required to introduce it in the system by clicking **here** as shown in the Figure 19 below.

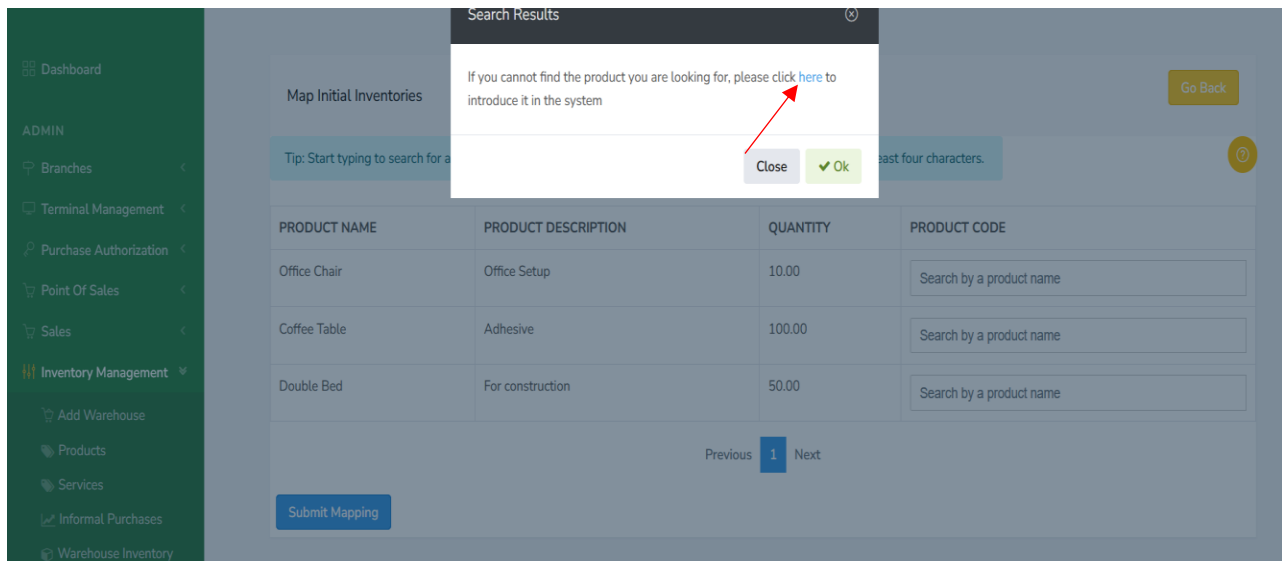


Figure 19: Product not found.

5.3 Adding a Product

A product will be added to the master file through **add product** under **inventory management**.

Figure 20 below displays a window for **adding a product** and searching products in the master file.

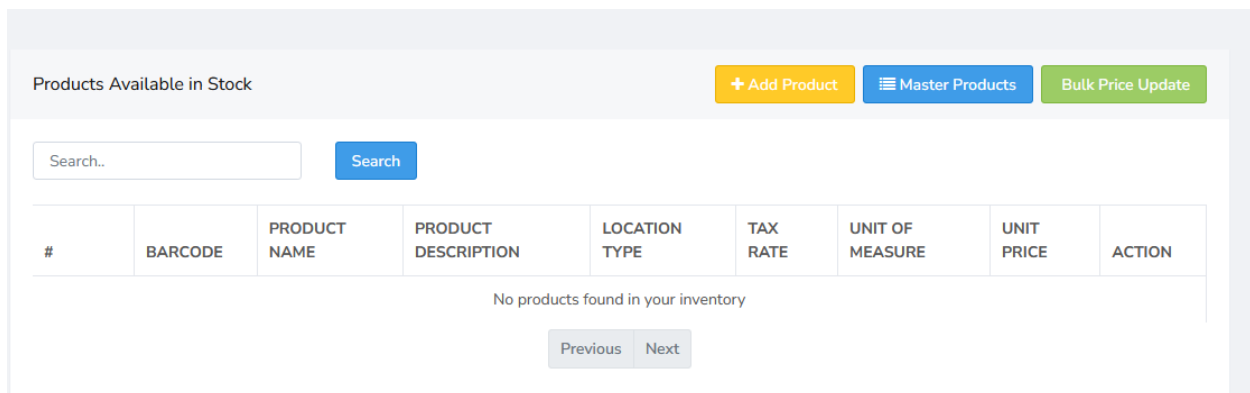


Figure 20: Adding a product.

Incase the product has a barcode but it is not available in the system, enter all the details of the product and click **submit**. Then the product will be added as shown in Figure 21 below.

Note: Once you enter the product code, the system will automatically indicate whether the product is standard rated, exempted or zero rated.

The screenshot shows a web interface for adding products. At the top, a green banner displays a success message: "Product added successfully! Barcode: JJK12355690877". Below this is the "Add Products" section, which includes a "Back" button and instructions for users. The instructions state that if a product has a barcode, it should be entered; if not, the system will generate one. A warning in red text states: "On the HSCODE, you have to map to the correct HSCODE as this will invite penalties should you map to the wrong one. You can quickly search HSCODE [here](#)".

The "Product Summary" section displays the following details:

Product Name:	PHOTOGRAPHIC FLASH
Description:	PHOTOGRAPHIC FLASH
Barcode:	JJK12355690877
Tax Rate ID:	A
Product Code:	90069900
Unit Size:	1

Below the summary is a form with the following fields:

- Barcode: JJK12355690877
- Product Code*: Search HSCODE
- Product Name: PHOTOGRAPHIC FLASH
- Product Description*: PHOTOGRAPHIC FLASH
- Unit of Measure*: Case
- Package Kind: (empty)
- Unit Size*: 1

A green "Submit" button is located at the bottom left of the form.

Figure 21: Adding a product.

5.4 Generating a Barcode

If the product does not have a barcode, you can generate a barcode by entering all the other details and clicking the **submit** button. The system will auto generate a barcode as illustrated in Figure 22b below.

Add Products

Back

Before you continue:

- If your product has a Barcode please enter it on the form
- A Barcode is supposed to be numeric with at least 10 digits and utmost 15 digits
- If your product does not have a barcode, the system will generate one for you
- **On the HSCODE, you have to map to the correct HSCODE as this will invite penalties should you map to the wrong one.** You can quickly search HSCODE [here](#)

Barcode

Product Code*

ANIMAL OR VEGETABLE FERTILIZERS OTHER THAN GUANOx

This product is taxed at 0%

Product Name

FERTILIZER

Product Description*

NPK FERTILIZER

Unit of Measure*

Kilogram/cubic decimeter

Package Kind

Unit Size*

1

Submit

Figure 22a: Generating a barcode.

✔ Product added successfully! Barcode: 251216100427 ✕

Add Products
Back

Before you continue:

- If your product has a Barcode please enter it on the form
- A Barcode is supposed to be numeric with at least 10 digits and utmost 15 digits
- If your product does not have a barcode, the system will generate one for you
- On the HSCODE, you have to map to the correct HSCODE as this will invite penalties should you map to the wrong one. You can quickly search HSCODE [here](#)

Product Summary

Product Name:	NPK FERTILIZER
Description:	NPK FERTILIZER
Barcode:	251216100427
Tax Rate ID:	B
Product Code:	31029000
Unit Size:	1

Barcode	
Product Code*	Search HSCODE
Product Name	NPK FERTILIZER
Product Description*	NPK FERTILIZER
Unit of Measure*	Kilogram/cubic decimeter
Package Kind	
Unit Size*	1

Submit

Figure 22b: Barcode generated.

After adding all the products, go back to **inventory management**, select **initial inventory mapper** and complete the mapping process by entering the **product name** or **description** then select **submit mapping**. Upon submitting, Figure 22c below will appear, click **synchronize now** to complete the process.

Synchronization Information

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

Synchronize Now

Close

Figure 22c: Synchronization.

After synchronization is done, a window will appear as in Figure 23 below, displaying **inventory upload summary**. The inventory quantities will not be reflected in the warehouse inventory until MRA approves.

+ 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 23: Inventory upload summary.

5.5 Manage Suppliers

Before transacting with informal suppliers, you will be required to introduce the supplier into the system. Go to **Inventory management**, click on **manage suppliers** then select **add supplier**. This will redirect you to a window where you will enter the details of the supplier as shown in Figures 24a and 24b below.

All Suppliers

Add Supplier

#	SUPPLIER NAME	CONTACT PERSON	EMAIL	PHONE	SUPPLIER TIN	COUNTRY	ACTION
Previous Next							

Figure 24a: All suppliers.

Supplier Details

Enter the details of the supplier

Supplier Name*

Contact Person*

Contact Email

Contact Phone*

Address*

City / Place of Business*

Region / State*

Country*

Select Identifier Type*

Supplier Identity*

Supplier TIN

+ Submit

Figure 24b: Adding a Supplier.

5.6 Informal Purchases

These are purchases made from informal suppliers who are not onboarded in EIS. To access informal purchases, go to **inventory management**, select **informal purchases** and a window will appear as shown in Figure 25 below.

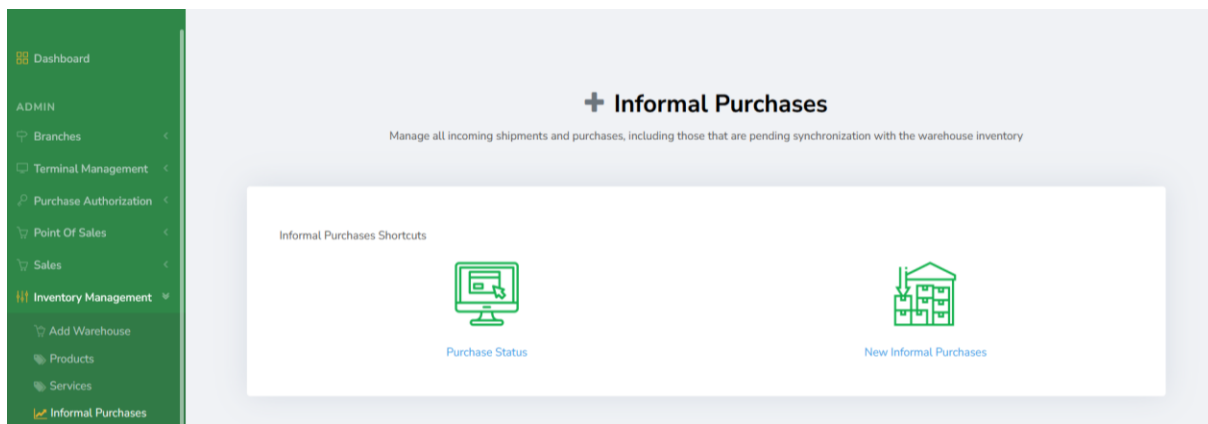


Figure 25: Informal Purchases.

5.6.1 New Informal Purchases

This is where you will be required to enter details of the informal supplier and the purchase details. Select new **informal purchases**, enter informal supplier's details and the purchases details then click on **submit request** as shown in Figure 26 below. The request will require MRA approval.

New Purchases

Back

Receiving Details

Supplier Name *

Start searching for a Supplier

Received By

EKHAYA FARM FOODS

Delivery Note Number

Enter delivery note number

Storage Location

APPLES at Blantyre

Receiving Date *

mm/dd/yyyy

Purchase Order Number

Enter PO number

Item Details

Enter product name or barcode

Search

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

Summary

Total Items

Total Value

Total Quantity

Notes

Enter any additional notes or discrepancies

Submit Request

Figure 26: New Informal Purchases.

Purchase status: Shows the current status on informal purchases awaiting MRA approval.

5.7 Inventory Status

The window in Figure 27 below shows the list of inventories awaiting MRA approval. Go to **inventory management** and **select inventory status**. Upon approval, the inventory will reflect in the warehouse inventory.

Warehouse Inventory Status

Search..

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 27: Warehouse Inventory Status.

5.8 Rejected Inventory

This contains a list of inventories that have been rejected by MRA.

5.9 Inventory Levels

This will show the Branch inventory levels. To access **inventory levels**, go to **inventory management** and select **inventory levels**. Under the **action** tab, the system allows you to **edit** the price of a product at a branch and make an **adjustment** in case of any changes in inventory.

MRA POS Portal									
Dashboard									
TAXPAYER									
Branches									
Terminal Management									
Purchase Authorization									
Point Of Sales									
Sales									
Inventory Management									
Add Warehouse									
View Warehouse									
Products									
branch Stock Levels									
Search..		Search					Download		
BRANCH	PRODUCT NAME	PRODUCT DESCRIPTION	TAX RATE	UNIT MEASURE	IN STOCK	SELLING PRICE	PRODUCT EXPIRY DATE	ACTION	
1111111111111111	Aqua Mineral Water 500mls	Aqua Mineral Water 500mls	A	BT	1.00	MK900.00	31 August 25	Edit	Adjust
another site	air pump	fanta	A	M3	200.00	MK3,826.62		Edit	Adjust
another site	aqua water	water	A	BT	10.00	MK2,000.00		Edit	Adjust
AREA 14	aqua water	water	A	BT	9.00	MK4,972.60		Edit	Adjust
Area 25	Puma ATF II	Puma ATF II	A	EA	200.00	MK4,209.28	20 January 26	Edit	Adjust

Figure 28: Inventory Levels.

5.10 Warehouse Inventory

5.10.1 Adding Inventory to Capital Items

Inventories can be allocated from the **warehouse inventory** to **capital item**. Go to **inventory management** and click **Warehouse Inventory**. Select the item to transfer and on the Action tab, select **add to capital item** as shown in figure below.

Warehouse Inventory						
Search by barcode or product..		Search	Excel Bulk Transfer	Bulk Transfer	Download	
BARCODE	PRODUCT NAME	PRODUCT DESCRIPTION	TAX RATE	UNIT MEASURE	AVAILABLE	ACTION
2490893	Blockboard	For construction	A	M3	2	Actions
2490894	cement	For construction	A	KG		Adjust Transfer Add To Capital Item Add To Raw Materials Allocate to Operations
55893456	Water nyika	the nyika water	A	ML		
0027077006803	WIRE BINDING STARLINE 2.0X250G	WIRE BINDING STARLINE 2.0X250G	A	Percentage		
811618842599	Mamba Crunch	Snack product: Mamba Crunch	A	EA		
2000000000001	Minerals	Mineral drink 330 mls	A	Milligram/Liter	36	

Figure 29a: Add inventory to capital item.

After selecting, add to capital items a window will be displayed as shown in the Figure 29b below. Enter the **quantity** and click **submit**.

Dashboard

TAXPAYER

Branches

Terminal Management

Purchase Authorization

Point Of Sales

Sales

Inventory Management

Add Warehouse

View Warehouse

Transfer a Product to a Capital Item

ProductID84903

Product NameWater nyika

Product Descriptionthe nyika water

Quantity To Transfer5

Purchase Price0.00

Back To Inventory

Figure 29b: Transfer product to capital item.

To view a list of all capital items, go to **inventory management**, select **capital items**, the page as in Figure 30 below will appear displaying a list of all the capital items in your business.

Capital Items							Add Capital Item
Show 10 entries		Search:					
BARCODE	PRODUCT CODE	PRODUCT NAME	DESCRIPTION	PURCHASE PRICE	QUANTITY	PURCHASE DATE	ACTIONS
2000000000001	22029920	Minerals	Mineral drink 330 mls		20	10/10/2025	Transfer to Warehouse
6950676279087	84713000	Personal Computer Desktop	HP 250 G5 MT PC		1	12/18/2025	Transfer to Warehouse
6161107260424	39249000	Plastic basin	Round Plastic Basin		5	12/18/2025	Transfer to Warehouse
Showing 1 to 3 of 3 entries							Previous 1 Next

Figure 30: List of Capital Items.

5.10.2 Adding Inventory to Raw Material

Inventories can be allocated from the **warehouse inventory** to **raw materials** for manufacturing. Go to **inventory management** and click the **Warehouse Inventory**. On the Action tab, select **add to raw materials** as shown in figure 31a below.

Warehouse Inventory						
Search by barcode or product..		Search	Excel Bulk Transfer	Bulk Transfer	Download	
BARCODE	PRODUCT NAME	PRODUCT DESCRIPTION	TAX RATE	UNIT MEASURE	AVAILABLE	ACTION
2490893	Blockboard	For construction	A	M3	2	Actions
2490894	cement	For construction	A	KG		Adjust Transfer Add To Capital Item Add To Raw Materials Allocate to Operations
55893456	Water nyika	the nyika water	A	ML		
0027077006803	WIRE BINDING STARLINE 2.0X250G	WIRE BINDING STARLINE 2.0X250G	A	Percentage		
811618842599	Mamba Crunch	Snack product: Mamba Crunch	A	EA		
2000000000001	Minerals	Mineral drink 330 mls	A	Milligram/liter	36	

Figure 31a: Add Inventory to Raw Materials.

After selecting add to raw materials, a window will be displayed as shown in the below Figure 31b. Enter the **quantity** then click **submit**.

The screenshot shows the 'MRA POS Portal' interface. On the left is a green sidebar with navigation options: Dashboard, TAXPAYER, Branches, Terminal Management, Purchase Authorization, Point Of Sales, Sales, Inventory Management (selected), Add Warehouse, View Warehouse, and Products. The main area displays a form titled 'Transfer a Product to a Rawmaterial Warehouse'. The form contains the following fields: ProductID (93501), Product Name (Amber Rose Fragrance), Product Description (Amber Rose Fragrance 100ml), Available Quantity (99998.00), Quantity To Transfer (2), and Purchase Price (0.00). At the bottom of the form are two buttons: 'Back To Inventory' (orange) and 'Submit' (green).

Figure 31b: Transfer of raw materials to raw material warehouse.

5.10.3 Adding Inventory to Operations

You can allocate inventories from the **warehouse inventory** to **operations**. Go to **inventory management** and click **warehouse inventory**. On the Action tab, select **allocate to operations** as shown in figure 32a.

The screenshot shows the 'Warehouse Inventory' page. At the top, there is a search bar with the text 'Search by barcode or product...' and a 'Search' button. To the right of the search bar are three buttons: 'Excel Bulk Transfer' (green), 'Bulk Transfer' (orange), and 'Download' (grey). Below these is a table with the following columns: BARCODE, PRODUCT NAME, PRODUCT DESCRIPTION, TAX RATE, UNIT MEASURE, AVAILABLE, and ACTION. The table contains six rows of data. The 'ACTION' column for each row has a dropdown menu. The dropdown menu for the row with 'WIRE BINDING STARLINE 2.0X250G' is open, showing options: Adjust, Transfer, Add To Capital Item, Add To Raw Materials, and Allocate to Operations. A red arrow points to the 'Allocate to Operations' option.

BARCODE	PRODUCT NAME	PRODUCT DESCRIPTION	TAX RATE	UNIT MEASURE	AVAILABLE	ACTION
2490893	Blockboard	For construction	A	M3	2	Actions
2490894	cement	For construction	A	KG		
55893456	Water nyika	the nyika water	A	ML		
0027077006803	WIRE BINDING STARLINE 2.0X250G	WIRE BINDING STARLINE 2.0X250G	A	Percentage		Adjust Transfer Add To Capital Item Add To Raw Materials Allocate to Operations
811618842599	Mamba Crunch	Snack product: Mamba Crunch	A	EA		
2000000000001	Minerals	Mineral drink 330 mls	A	Milligram/liter	36	Actions

Figure 32a: Allocating Inventory to Operations.

After selecting allocate to operations, a window will be displayed as shown in Figure 32b below. Enter the **quantity** and the **select the purpose** from the drop-down menu then click **submit**.

Allocate Product for Business Use

Product Name: Personal Computer Desktop

Description: HP 250 G5 MT PC

Available Quantity: 1589.00

Quantity to Allocate: 5

Purpose: -- Select Purpose --

Back To Inventory

Internal Use / Consumption

Allocate to Business Expenses

Samples / Promotions

Staff Use / Allowance

Testing / Quality Control

Other Reasons

Figure 32b: Allocating product for business use (operational stock).

Viewing Inventory for Operations

You can view a list of all **operational stock** used by the business. Go to **inventory management**, select **Operational Stock**, the page below will appear displaying a list of all the operational stock in your business.

Allocated Product Summaries

View Allocated Stock Logs

Search:

#	PRODUCT NAME#	DESCRIPTION#	PURPOSE#	TOTAL ALLOCATED#	LAST UPDATED#
1	Dried Mango	Fruit product: Dried Mango	StaffAllowance	10.00	22/10/2025 10:06
2	LAUNDRY SOAP TABLET RABS 140G PACK	LAUNDRY SOAP TABLET RABS 140G PACK	InternalUse	2.00	23/12/2025 09:02
3	Plastic basin	Round Plastic Basin	InternalUse	5.00	23/12/2025 09:00

Previous 1 Next

Previous 1 Next

Figure 33: List of operational stock.

5.10.4 Transferring Inventory to Branch

After a branch has been created, the inventory must be transferred to the branch from the warehouse for resale. Go to **inventory management** and click **warehouse inventory**. You can use excel bulk transfer, bulk transfer or single product transfer by selecting **transfer** on the drop-down menu as shown in figure 34.

Warehouse Inventory						
Search by barcode or product..			Search	Excel Bulk Transfer	Bulk Transfer	Download
BARCODE	PRODUCT NAME	PRODUCT DESCRIPTION	TAX RATE	UNIT MEASURE	AVAILABLE	ACTION
2490893	Blockboard	For construction	A	M3	2	Actions
2490894	cement	For construction	A	KG		Adjust
55893456	Water nyika	the nyika water	A	ML		Transfer
0027077006803	WIRE BINDING STARLINE 2.0X250G	WIRE BINDING STARLINE 2.0X250G	A	Percentage		Add To Capital Item
811618842599	Mamba Crunch	Snack product: Mamba Crunch	A	EA		Add To Raw Materials
2000000000001	Minerals	Mineral drink 330 mls	A	Milligram/liter	36	Allocate to Operations

Figure 34: Inventory transfer from warehouse to branch.

A. Using Bulk Transfer Option

Upon selecting **bulk transfer** (refer to Figure 34 above) a window will appear allowing the transfer of products to several branches at a time as shown in Figure 34a below.

Bulk Inventory Transfer from Warehouse to Branches
Back

Warehouse Name: APPLES
Warehouse Location: Blantyre

☐ Use single price for all transfers
☐ VAT Exclusive On the Price

BRANCH	PRODUCT	CURRENT QUANTITY	QUANTITY TO TRANSFER	SELLING PRICE
APPLE1	Plastic basin x	50	10	1000
MANGO	bread x	30	30	5

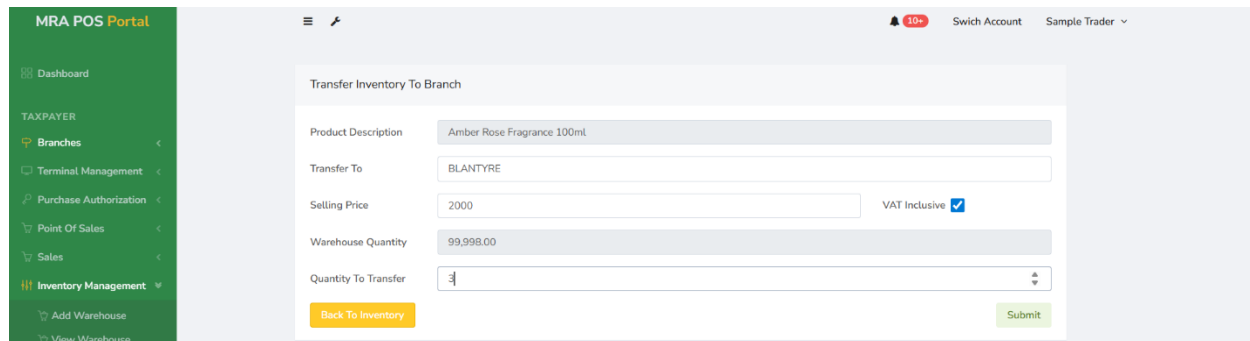
Add Row
Delete
Process Transfer

Figure 34a: Inventory Bulk Transfer.

Once you have entered the required product details you can finalize the transfer by clicking on **Process Transfer**.

B. Using a Single Product Transfer

Upon selecting **transfer** (refer to figure 34 above) you can transfer a single product from warehouse to branch as shown in the figure 34b below.

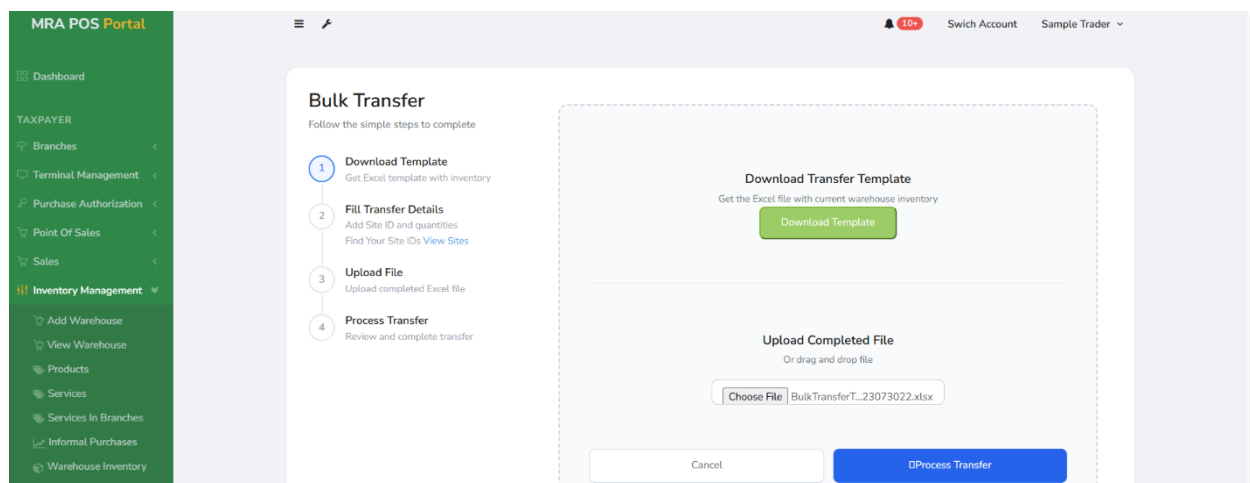


The screenshot shows the 'MRA POS Portal' interface. On the left is a green sidebar with navigation links: Dashboard, TAXPAYER, Branches, Terminal Management, Purchase Authorization, Point Of Sales, Sales, Inventory Management (highlighted), Add Warehouse, and View Warehouse. The main content area is titled 'Transfer Inventory To Branch'. It contains a form with the following fields: 'Product Description' (Amber Rose Fragrance 100ml), 'Transfer To' (BLANTYRE), 'Selling Price' (2000), 'Warehouse Quantity' (99,998.00), and 'Quantity To Transfer' (a spinner set to 1). There is a 'VAT Inclusive' checkbox which is checked. At the bottom of the form are two buttons: 'Back To Inventory' (orange) and 'Submit' (green). The top right of the portal shows a user profile icon, 'Switch Account', and 'Sample Trader'.

Figure 34b: Transferring single product to branch.

C. Using Excel Bulk Transfer

Upon selecting **excel bulk transfer** (refer to figure 34 above) you will be required to download an excel template, fill it with the products details, upload then click **process transfer** to complete the process.



The screenshot shows the 'MRA POS Portal' interface for the 'Bulk Transfer' process. The left sidebar is the same as in Figure 34b. The main content area is titled 'Bulk Transfer' and includes a sub-header 'Follow the simple steps to complete'. There are four numbered steps: 1. Download Template (Get Excel template with inventory), 2. Fill Transfer Details (Add Site ID and quantities, Find Your Site IDs View Sites), 3. Upload File (Upload completed Excel file), and 4. Process Transfer (Review and complete transfer). The 'Download Template' step is active, showing a 'Download Transfer Template' button. Below it, the 'Upload Completed File' section shows a 'Choose File' button with the filename 'BulkTransferT...23073022.xlsx' and a 'Process Transfer' button. There is also a 'Cancel' button. The top right of the portal shows a user profile icon, 'Switch Account', and 'Sample Trader'.

Figure 34c: Excel bulk transfer.

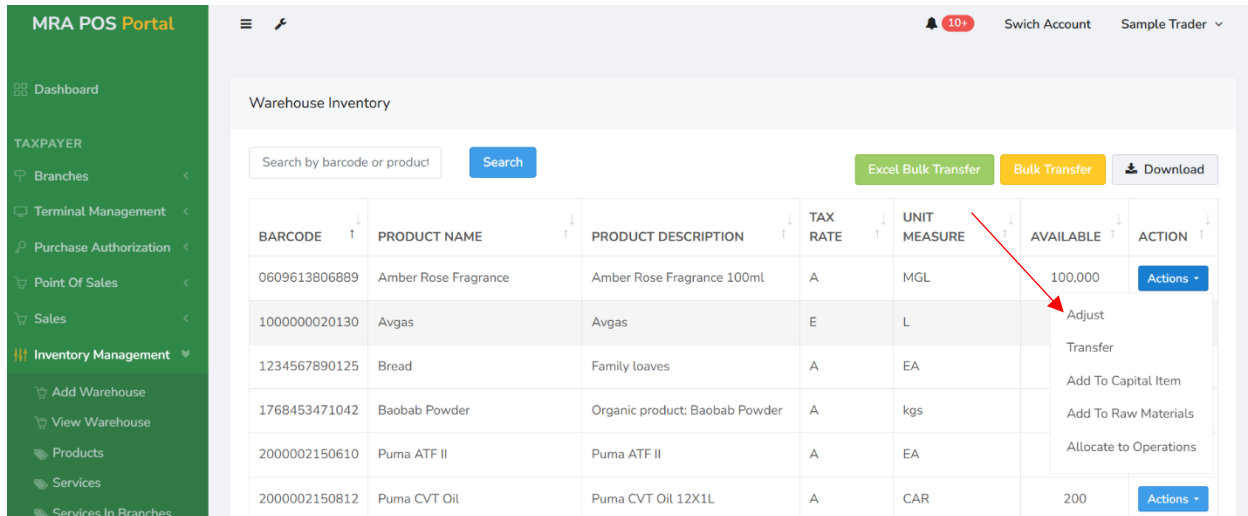
5.10.5 Adjustments (changing stock levels)

It is possible to apply for stock adjustments under the following circumstances:

- Theft
- Capital item
- Imported for home use
- Obsolete

- Accidental damage

Go to **inventory management**, select **warehouse inventory**, then click on **actions** for the specific product requiring adjustments, and click **adjust** as shown in the Figure 35a below.

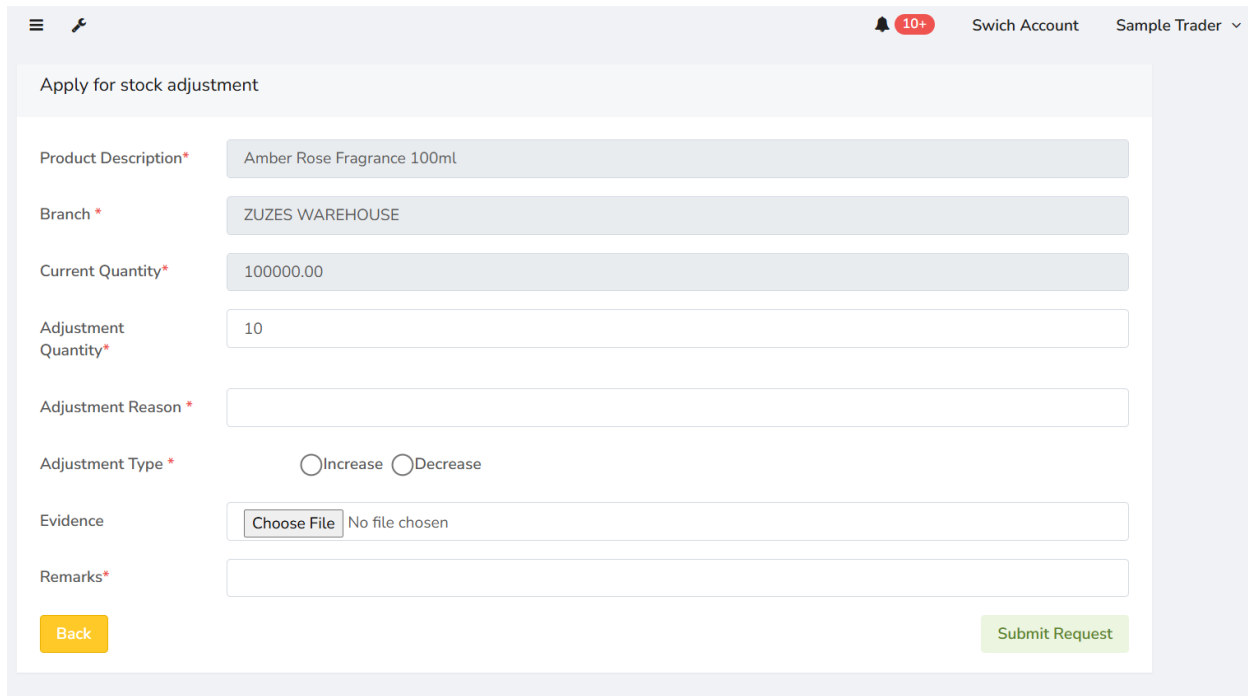


The screenshot shows the 'Warehouse Inventory' page in the MRA POS Portal. The left sidebar contains navigation options: Dashboard, TAXPAYER, Branches, Terminal Management, Purchase Authorization, Point Of Sales, Sales, Inventory Management (selected), Add Warehouse, View Warehouse, Products, Services, and Services In Branches. The main content area displays a table of inventory items. The table has columns: BARCODE, PRODUCT NAME, PRODUCT DESCRIPTION, TAX RATE, UNIT MEASURE, AVAILABLE, and ACTION. The 'Amber Rose Fragrance' item is highlighted, and its 'Actions' dropdown menu is open, showing options: Adjust, Transfer, Add To Capital Item, Add To Raw Materials, and Allocate to Operations. A red arrow points to the 'Adjust' option.

BARCODE	PRODUCT NAME	PRODUCT DESCRIPTION	TAX RATE	UNIT MEASURE	AVAILABLE	ACTION
0609613806889	Amber Rose Fragrance	Amber Rose Fragrance 100ml	A	MGL	100,000	Actions
1000000020130	Avgas	Avgas	E	L		
1234567890125	Bread	Family loaves	A	EA		
1768453471042	Baobab Powder	Organic product: Baobab Powder	A	kgs		
2000002150610	Puma ATF II	Puma ATF II	A	EA		
2000002150812	Puma CVT Oil	Puma CVT Oil 12X1L	A	CAR	200	Actions

Figure 35a: Stock adjustment.

Once you click **adjust**, a window as in the below Figure 35b will be displayed. Enter all the required details and **submit request**.



The screenshot shows the 'Apply for stock adjustment' form. The form has the following fields and options:

- Product Description*: Amber Rose Fragrance 100ml
- Branch*: ZUZES WAREHOUSE
- Current Quantity*: 100000.00
- Adjustment Quantity*: 10
- Adjustment Reason*: (empty)
- Adjustment Type*: ☐ Increase ☐ Decrease
- Evidence: No file chosen
- Remarks*: (empty)

At the bottom, there is a 'Back' button and a 'Submit Request' button.

Figure 35b: Apply for stock adjustment.

5.11 Inhouse Inventory Transfer

The system allows transferring of products from one branch to another. To make a transfer, go to **inventory management**, select **inhouse inventory transfer** and enter all the details required then click on **process transfer** as shown in figure 36 below. To add another product, click on **add row**.

MRA POS Portal

Transfer Inventory Between Business Sites

Source Shop: Ginnery Corner 1

Destination Shop: Area 25

PRODUCT	AVAILABLE QUANTITY	QUANTITY TO TRANSFER
Nyika Premium Still Water - Nyika Premium 500r	175	1
ana Bread - Baked Good product: Banana Bread	177	1

Add Row Delete Row Process Transfer

Figure 36: Inhouse inventory transfer.

5.12 Transferred Inventory

This shows a history of all the transferred inventory. Go to **inventory management**, click on **transferred inventory**, a window will be displayed as shown in figure 37 below.

MRA POS Portal

Previous Stock Transfers List

#	TRANSFERRED FROM	TRANSFERRED TO	TRANSFERRED ON	TRANSFERRED BY	QUANTITY TRANSFERRED
1	ZUZES WAREHOUSE	Ginnery Corner 1	12/18/2025 1:34:39 PM	20202020-Gift Thomu	2.00
2	ZUZES WAREHOUSE	Ginnery Corner 1	12/18/2025 1:34:39 PM	20202020-Gift Thomu	1.00
3	ZUZES WAREHOUSE	Ginnery Corner 1	12/18/2025 1:32:30 PM	20202020-Gift Thomu	3.00
4	ZUZES WAREHOUSE		12/16/2025 3:37:07 PM	20202020-Gift Thomu	1.00
5	ZUZES WAREHOUSE	another site	12/15/2025 4:04:29 PM	20202020-Gift Thomu	10.00
6	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
7	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
8	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
9	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
10	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
11	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
12	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
13	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
14	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
15	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00
16	ZUZES WAREHOUSE	another site	12/15/2025 3:16:53 PM	20202020-Gift Thomu	10.00

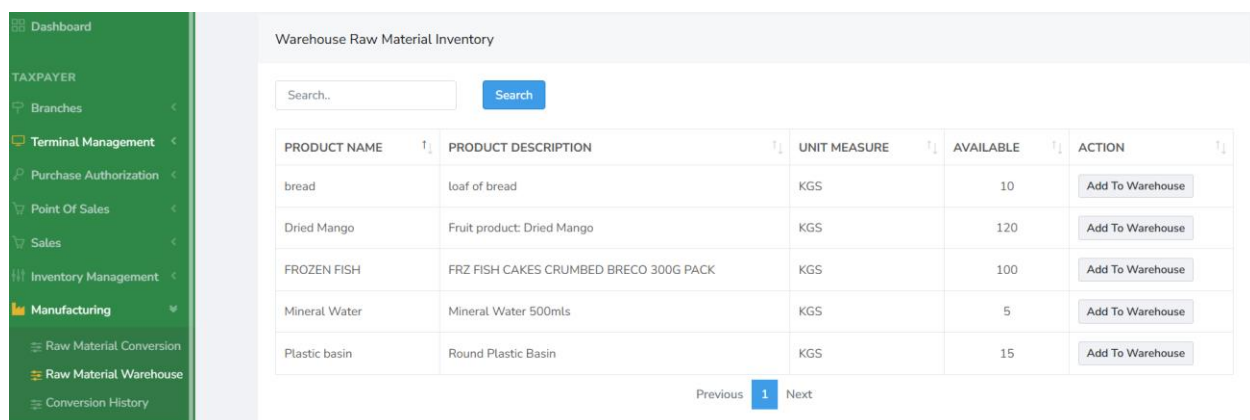
Figure 37: Transferred Products.

6.0 MANUFACTURING

In the manufacturing environment, the system allows the conversion of the raw materials to manufacture specific products. Conversion of raw materials in this case does not imply disclosure of specific recipes but rather a general list of inputs.

6.1 Raw Material Warehouse

This displays all the raw materials that have been transferred from the **warehouse inventory** to the **raw material warehouse** for manufacturing purposes. To view the list of items in the **raw materials warehouse** go to **Manufacturing**, select **raw material warehouse**, all the items will be displayed as shown in figure 38 below.



PRODUCT NAME	PRODUCT DESCRIPTION	UNIT MEASURE	AVAILABLE	ACTION
bread	loaf of bread	KGS	10	<button>Add To Warehouse</button>
Dried Mango	Fruit product: Dried Mango	KGS	120	<button>Add To Warehouse</button>
FROZEN FISH	FRZ FISH CAKES CRUMBED BRECO 300G PACK	KGS	100	<button>Add To Warehouse</button>
Mineral Water	Mineral Water 500mls	KGS	5	<button>Add To Warehouse</button>
Plastic basin	Round Plastic Basin	KGS	15	<button>Add To Warehouse</button>

Figure 38: Raw materials warehouse.

6.2 Raw Material Conversion

This allows you to declare the raw materials used to manufacture products. The raw material conversion must be done after finalizing the production process. Go to **manufacturing** then **raw material conversion**, enter the details as displayed in the figure below and click **process conversion** as illustrated in figure 39 below.

MRA POS Portal

Switch Account Sample Trader

Raw Material Conversion

Finished Products

2025-12-19

PRODUCT	QUANTITY	UNIT OF MEASURE	ACTION
Smoked Beef Sausages	5	Gram/liter	

Add Product

Scan for the Inputs (Raw Materials) Used

INPUT USED	AVAILABLE QUANTITY	USED QUANTITY	ACTION
MEAL SOLUTIONS	20	10	
aqua water	990	5	

Add Raw Material Process Conversion

Figure 39: Raw material conversion.

6.3 Conversion History

This displays a summary of previous raw material conversions.

7.0 ADDING A SERVICE

A service must be added to the system before a transaction can be made. To add a service, go to **inventory management**, click on **services**, the window in figure 40a below will be displayed, then click **Add service**.

Your Services

Search Service Search

Add Service Add Service to Branch

SERVICE NAME	SERVICE DESCRIPTION	PRICE	ACTION
No Services found or Your Services are pending approval.			

Previous Next

Figure 40a: Services.

Firstly, select service from master services (encompasses all services available in the system). Select **Add from master services** as shown in figure 40b below.

Add Services

Add From Master Services

Service Code* ⓘ

Service Name*

Service Description*

Back To Services **Submit**

Figure 40b: Add Service.

On available services, type and search your service then select by clicking **Add service to inventory**. A window will appear to add service description and price as shown in figure 40c below. After submitting the initial service application, approval from MRA is required.

Note: You can only add other services after MRA has approved the initial service.

Update Service Details

Service Name*

Service Description*

Price (VAT Inclusive)*

Submit **Close**

Figure 40c: Adding Service from Master Services.

If the service is not available in the **master services list**, you will be required to introduce it in the system. Navigate to **Inventory Management**, click on **Services**, and select **Add Service**. A window will appear to enter the service details. To find the service, click on

the **information icon**, the system will redirect you to United Nations Standard Procedures Services Code. Copy the service description or code then navigate back to add the service. Once completed, click **Submit**.

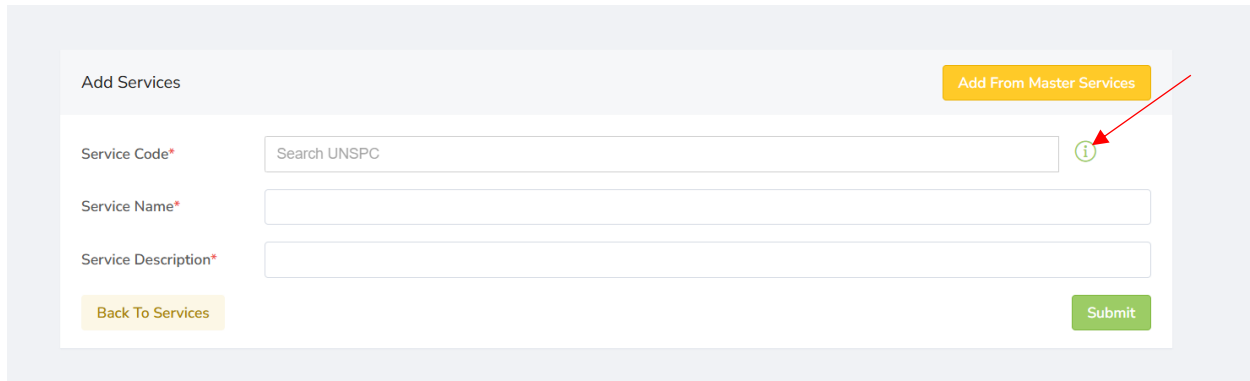


Figure 41: Add service from UNSPSC.

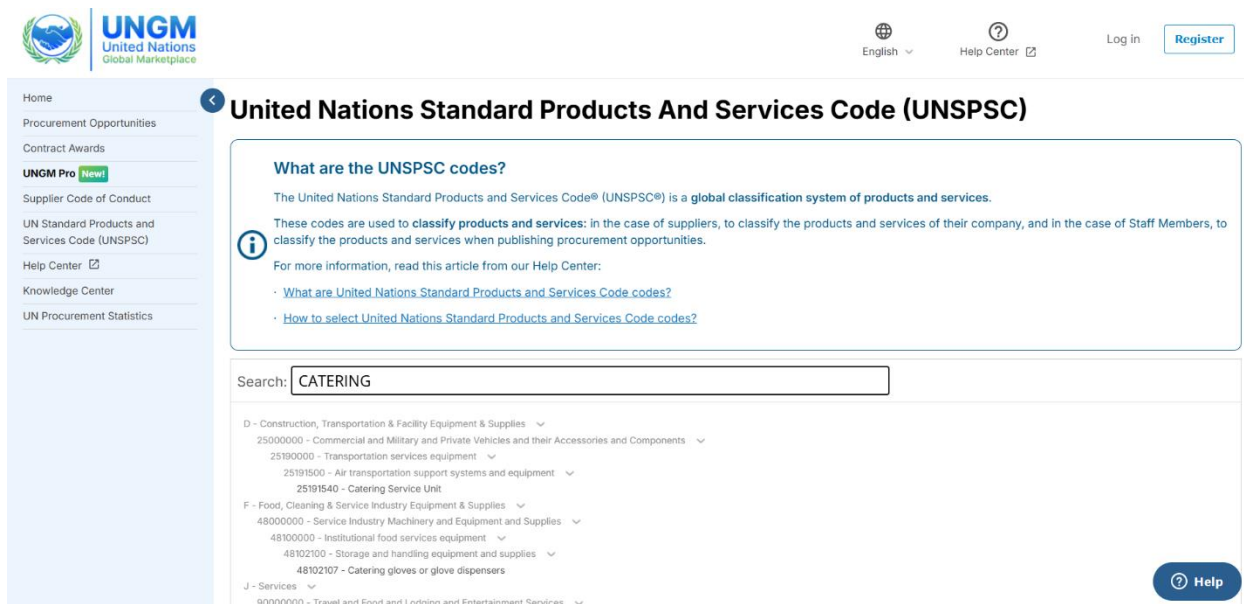


Figure 41a: United Nations Standard Procedures Services Code.

7.1 Adding Service to Branch

In order to transact, you will be required to add a service to the branch. Go to **inventory management, services** and select **add service to branch** as shown in figures 42a and 42b below.

Your Services

SERVICE NAME^	SERVICE DESCRIPTION^	PRICE^	ACTION^
AC Gas Top Up	AC Gas Top Up	MK100.00	
AUTO MECHANIC	TRANSPORT	MK100,000.00	
Baby Sitter	LOOKING AFTER BABIES	MK1,000.00	
BABYSITTING	BABY SITTING 1 HOUR	MK100,000.00	

Figure 42a: Available Services.

Introduce Services to Branches

Select a service and a branch you would like to introduce that service to

Select Services:

BABYSITTING - BABY SITTING HALF DAY

Select Branches:

MALANGALANGA

Add Service

Services Pending Confirmation

AUTO MECHANIC - TRANSPORT to APPLE1

AUTO MECHANIC - TRANSPORT to MSONKHO HOUSE

BABYSITTING - BABY SITTING HALF DAY to MSONKHO HOUSE

BABYSITTING - BABY SITTING HALF DAY to MALANGALANGA

Confirm Service(s)

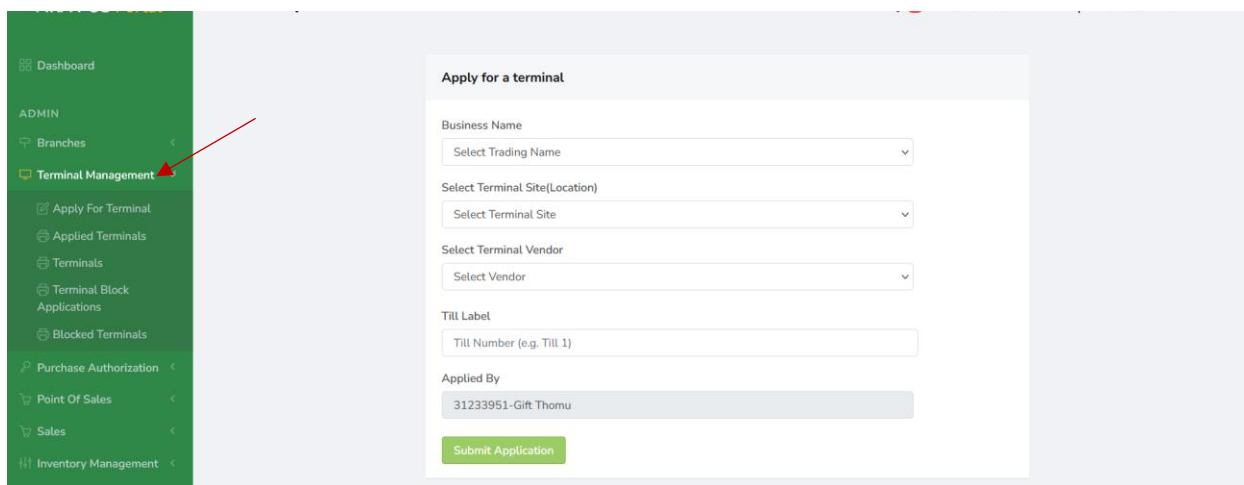
Figure 42b: Introduce Services to Branch.

8.0 APPLYING FOR A TERMINAL

A terminal is a physical or virtual device used to generate and transmit electronic invoices in compliance with regulatory and business requirements.

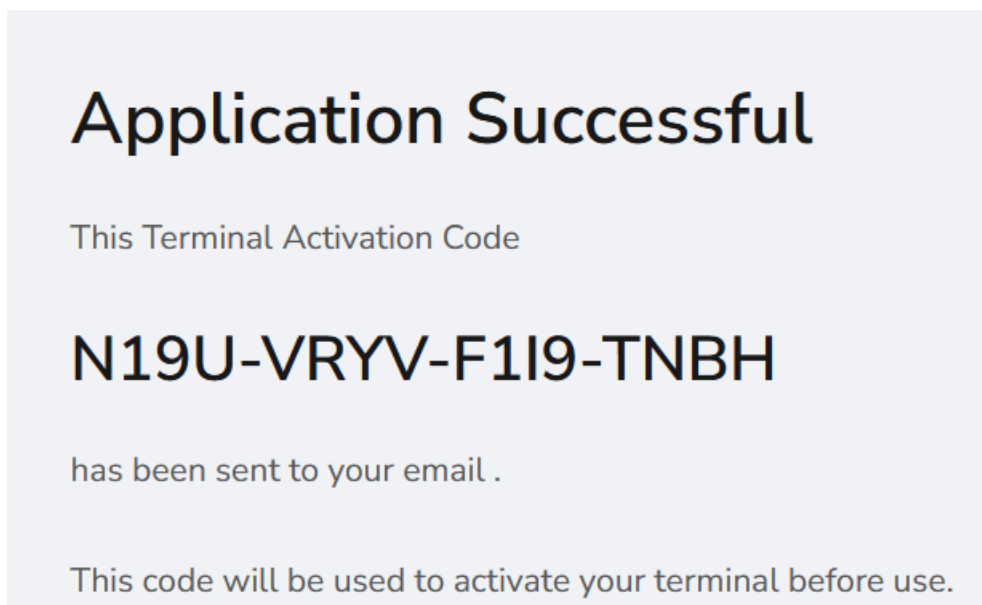
To apply for a terminal, select **apply for terminal** under **terminal management** tab and complete all the required fields then click **submit application**. An Activation code will pop up and will be sent to your email and phone number as shown in Figure 43a below. This code will be used to activate your terminal before use.

Note: You can apply for more than 6 terminals only if all the 6 are active.



The screenshot shows a web application interface. On the left is a green sidebar with a menu. Under the 'ADMIN' section, 'Terminal Management' is highlighted, and a red arrow points to the 'Apply For Terminal' option. The main content area displays a form titled 'Apply for a terminal'. The form includes the following fields: 'Business Name' (a dropdown menu with 'Select Trading Name'), 'Select Terminal Site(Location)' (a dropdown menu with 'Select Terminal Site'), 'Select Terminal Vendor' (a dropdown menu with 'Select Vendor'), 'Till Label' (a text input field with 'Till Number (e.g. Till 1)'), and 'Applied By' (a text input field with '31233951-Gift Thomu'). At the bottom of the form is a green button labeled 'Submit Application'.

Figure 43a: Applying for a Terminal.



The screenshot shows a confirmation message on a light blue background. At the top, it says 'Application Successful' in large, bold, black letters. Below this, it says 'This Terminal Activation Code' in smaller black letters. The activation code 'N19U-VRYV-F1I9-TNBH' is displayed in large, bold, black letters. Below the code, it says 'has been sent to your email .' in smaller black letters. At the bottom, it says 'This code will be used to activate your terminal before use.' in smaller black letters.

Figure 43b: Terminal Activation Code.

9.0 POINT OF SALES (POS)

This is a device which is used to capture sales transactions of products or services. There are three types of POS; Web, desktop and mobile.

POS allows you to make the following adjustments:

1. Quantity
2. Price (For services)
3. Discount

For Business to Business (B2B) transactions, you will be required to provide your customer's details including **Buyer name**, **Buyer TIN**, **Authorization code** (if available) and indicate the **transaction type** from the list in the drop-down menu. Once all the details are captured, you will then indicate the **amount** which is equal to or greater than the grand total.

9.1 Web POS

This is accessed through the EIS taxpayer portal. To generate a transaction, go to the **Point of Sales** and click **For Products** or **For Services**.

Once you select the type of transaction, you will be required to choose the **trading name** you wish to operate under and click **continue**, as shown in figure 44a below.

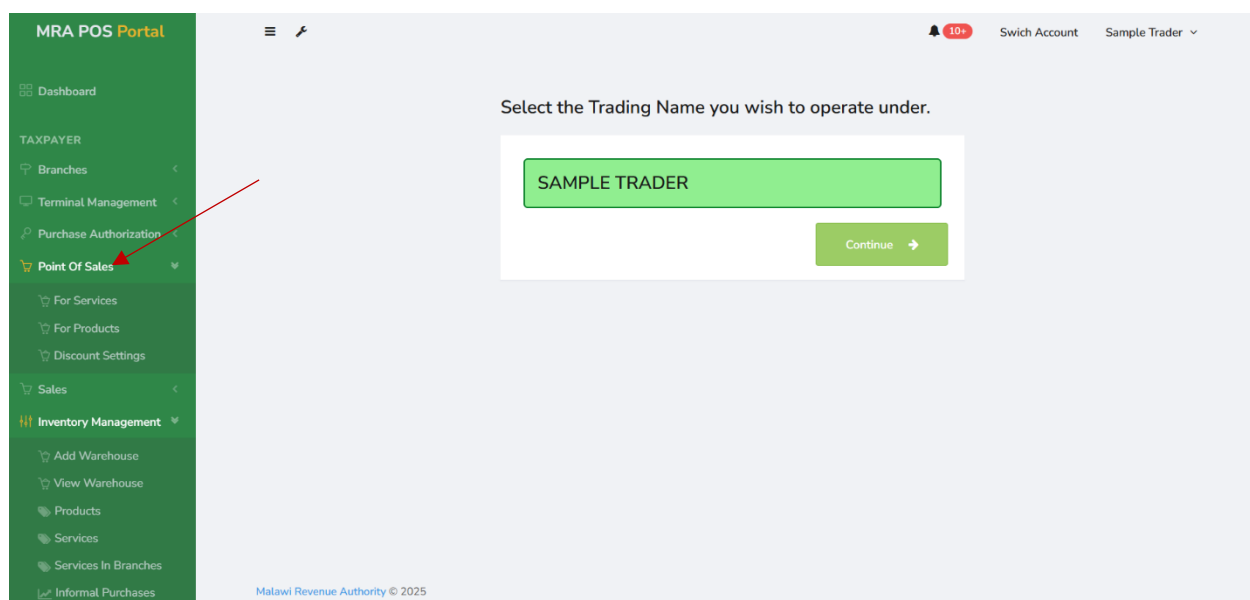


Figure 44a: Selecting a trading name.

Upon selecting the **trading name**, a window will be displayed as in figure 44b below, prompting you to select the **branch** from which you will transact, then click **continue**.

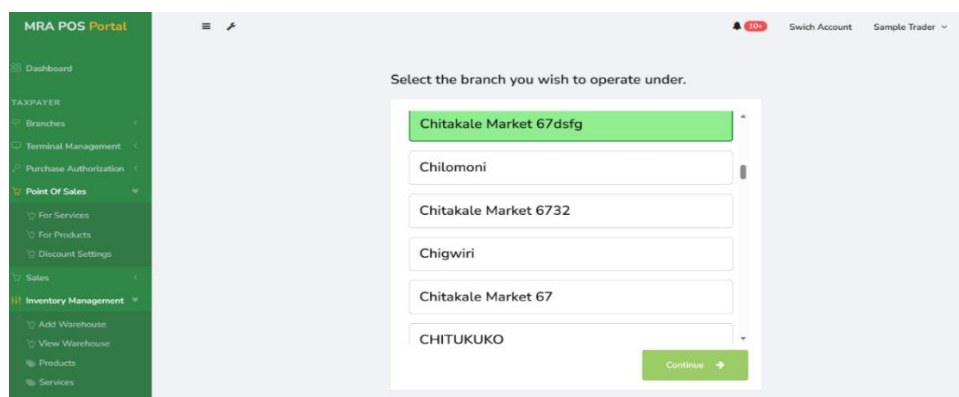


Figure 44b: Selecting the branch.

Upon selecting a **branch**, the system will redirect you to the **web POS** which will enable you to transact.

To process a transaction, you will be required to select the **product** or **service** from **available services/available products** tab or enter details in the **search tab**.

The **submit transaction** button will be activated to green once the transaction type has been selected and the correct amount is entered. Upon submitting the transaction, a receipt will be generated.

Operating at 1111111111111111 Branch Change Branch

Suspended Sales

☐ Exports
 ☐ Apply VAT Relief

15:56:40 pm Dec 18, 2025

Search

Submit Transaction
Find Product
Suspend

BARCODE	PRODUCT DESCRIPTION	PRICE	QUANTITY	DISCOUNT	TOTAL	ACTION
2000000000002	Mineral Water	5222.88	2	0.00	10445.76	

Sub Total:

8,966.32

Discount:

0

VAT:

1,479.44

No. of items:

2

Grand Total

MWK 10,445.76

Change

MWK 0.00

Buyer Name

Buyer TIN

Authorization Code

Transaction Type

Airtel Money

Amount

Void Transaction

Figure 44c: Point of Sales.

Key

- **Exports tab:** Check the tab for export sales
- **Apply Vat relief tab:** Check the tab to apply Vat relief on a transaction. A dialogue box will prompt you to enter the project number, certificate number and quantity.
- **Suspend tab:** Click the tab to temporarily halt a transaction.
- **Suspended sales tab:** Recall suspended sales to finalize a transaction.
- **Void transaction tab:** Click to cancel a void transaction
- **Change branch tab:** Click to switch to a different branch
- **Authorization code tab:** Applicable only if the buyer has generated an authorization code.
- **Discount tab:** You can apply discount by entering the discounted amount.
- **Quantity tab:** Adjust the purchase quantity accordingly.

9.2 Mobile Point of Sale (P.O.S)

To use the mobile P.O.S, begin by applying for a terminal on the taxpayer portal through the administrator's account. You can download the mobile P.O.S application from Playstore, for android users or Apple store, for IOS users. Once the application is downloaded, install.

Upon successful installation, the window in figure 45a below will be displayed, click on **get started** to initialize the process.



Figure 45a: Welcome to MRA POS.

Enter the terminal activation code, **agree to the terms and conditions** by checking the box then click on **activate** as shown in figure 45b below.

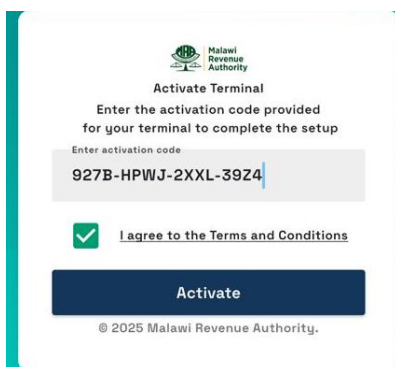
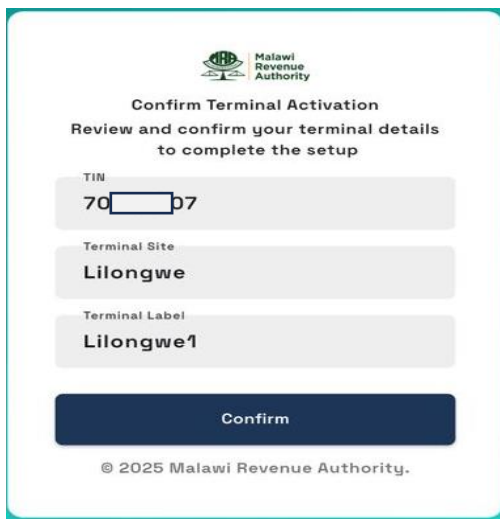


Figure 45b: Activate terminal.

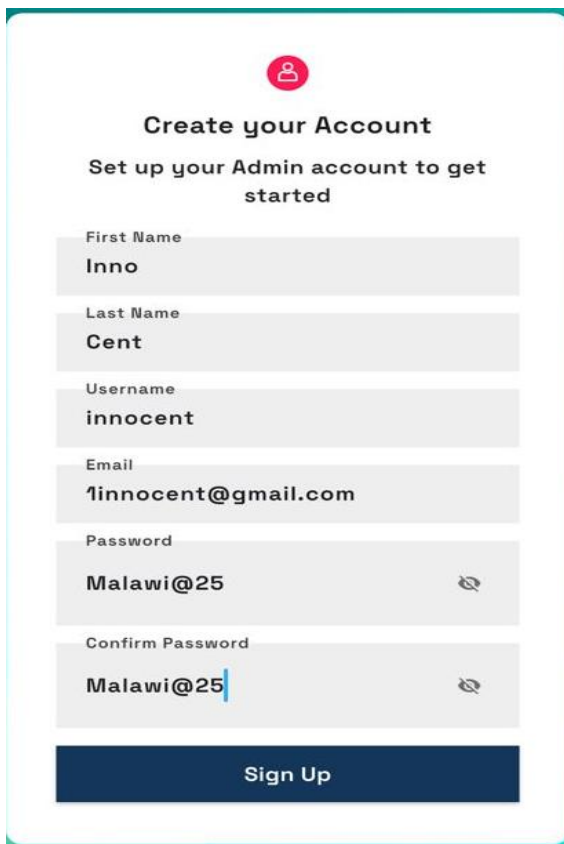
Review your terminal details then click on **confirm** to complete the setup as shown in figure 45c below.



The image shows a web form titled "Confirm Terminal Activation" from the Malawi Revenue Authority. The form asks the user to review and confirm their terminal details. It contains three input fields: "TIN" with the value "70" followed by a small box and "p7", "Terminal Site" with the value "Lilongwe", and "Terminal Label" with the value "Lilongwe1". Below these fields is a dark blue button labeled "Confirm". At the bottom, there is a copyright notice: "© 2025 Malawi Revenue Authority."

Figure 45c: Confirm terminal activation.

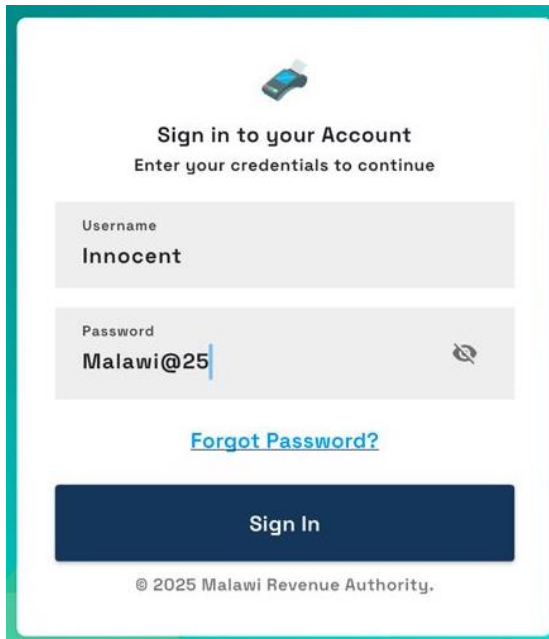
Create an account by filling in the details as shown in the figure 45d below.



The image shows a web form titled "Create your Account" from the Malawi Revenue Authority. The form asks the user to set up their Admin account. It contains six input fields: "First Name" with the value "Inno", "Last Name" with the value "Cent", "Username" with the value "innocent", "Email" with the value "1innocent@gmail.com", "Password" with the value "Malawi@25", and "Confirm Password" with the value "Malawi@25". Below these fields is a dark blue button labeled "Sign Up".

Figure 45d: Create account.

As shown in figure 45e below, Sign in to your account with your username and password.



The image shows a sign-in form for the Malawi Revenue Authority. At the top, there is a small icon of a smartphone. Below it, the text "Sign in to your Account" is displayed, followed by "Enter your credentials to continue". The form consists of two input fields: "Username" with the value "Innocent" and "Password" with the value "Malawi@25". To the right of the password field is a small eye icon. Below the password field is a link that says "Forgot Password?". At the bottom of the form is a dark blue button labeled "Sign In". Below the button, the copyright notice "© 2025 Malawi Revenue Authority." is visible.

Sign in to your Account
Enter your credentials to continue

Username
Innocent

Password
Malawi@25

[Forgot Password?](#)

Sign In

© 2025 Malawi Revenue Authority.

Figure 45e: Sign in.

After signing in, the dashboard will be displayed as illustrated in figure 45f below. Select **new transaction**.

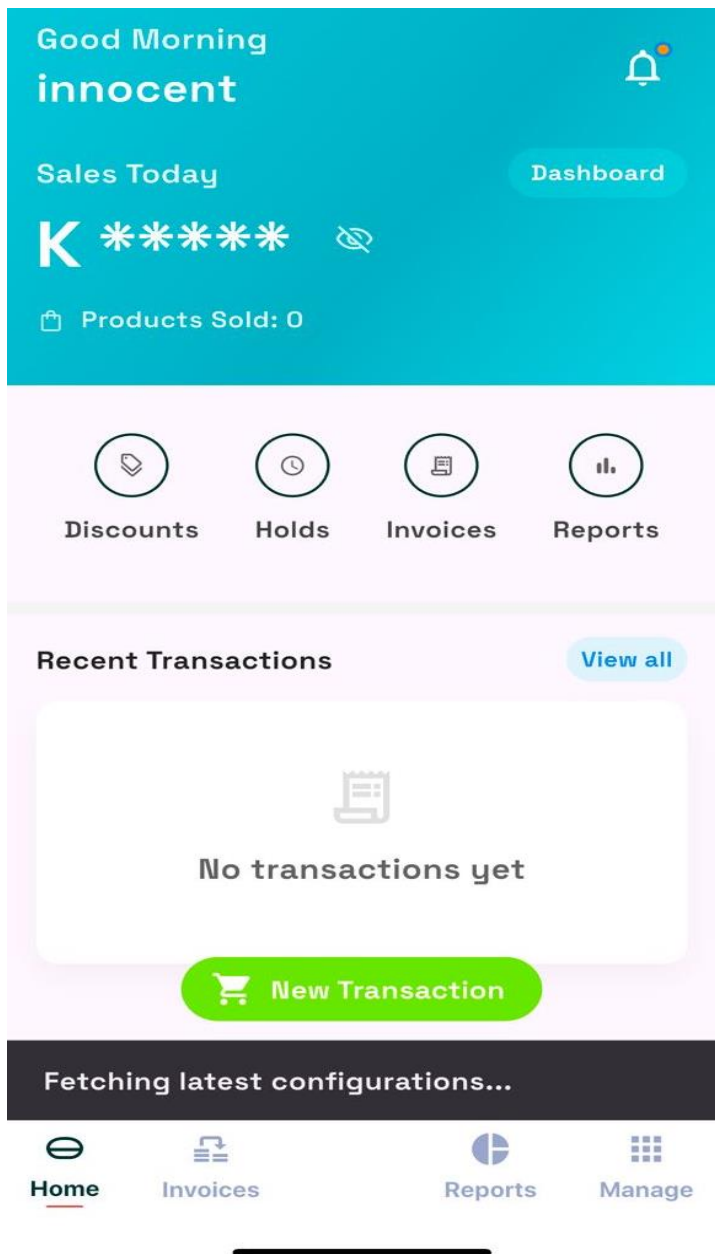


Figure 45f: Mobile POS dashboard.

Upon selecting **new transaction**, a window will be displayed as shown in figure 45g below. Click on **Add item** to select the type of transaction.

Subtotal	MWK 0.00
Tax	MWK 0.00
Discount	MWK 0.00
Total Items	0
Grand Total	MWK 0.00

✓ Proceed →

Figure 45g: Add item.

Select the item, whether **products** or **services** as illustrated in figure 45h below.

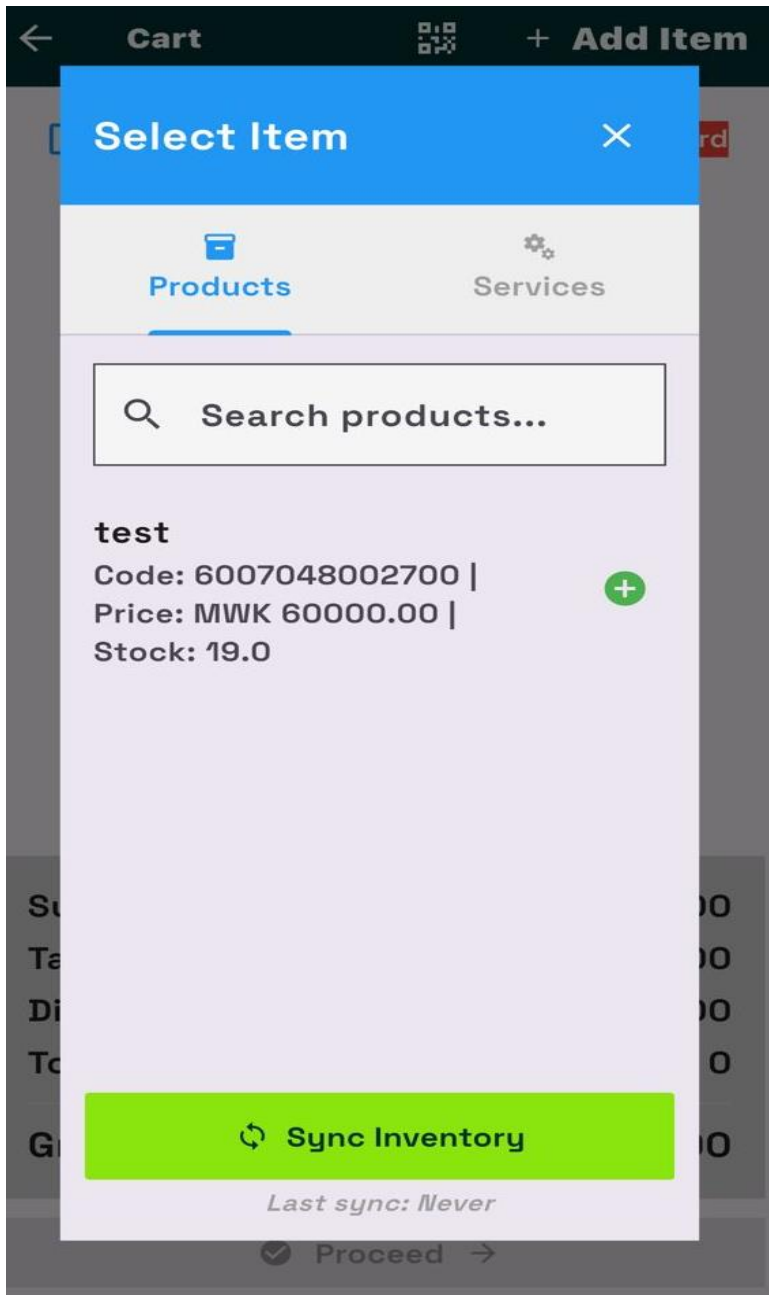


Figure 45h: Select item.

Upon selecting the **item**, adjust the **quantity** and click on **proceed** as shown in figure 45i below.

Cart + Add Item

☐ VAT Relief ☐ Export ☐ Hold ☐ Discard

test MWK 60000.00

Tap to edit price/discount

Price: MWK 60000.00

Qty - 1 +

Subtotal	MWK 51502.15
Tax	MWK 8497.85
Discount	MWK 0.00
Total Items	1
Grand Total	MWK 60000.00

✓ Proceed →

Figure 45i: Add quantity.

As shown in figure 45j below, select the **payment method** from the drop-down menu and enter the **amount tendered** then click on **check out** to complete the transaction.

For transactions with final consumer, you may complete transaction without capturing buyer details including authorization code while as for B2B transactions, it is necessary to capture the details of the buyer allowing the transaction to reflect in their inventory.

 **Process Tr...**  Ping  Printers

Total Items1

TaxMWK 8497.85

Total CostMWK 60000.00

Change

Buyer TIN

Buyer Name

Authorization Code

Payment Method

Cash

Amount Tendered

 Checkout

Figure 45j: Transacting.

Once the transaction is completed, select **download receipt** or **print receipt** and click **done** to make another transaction as shown in figure 45k below.

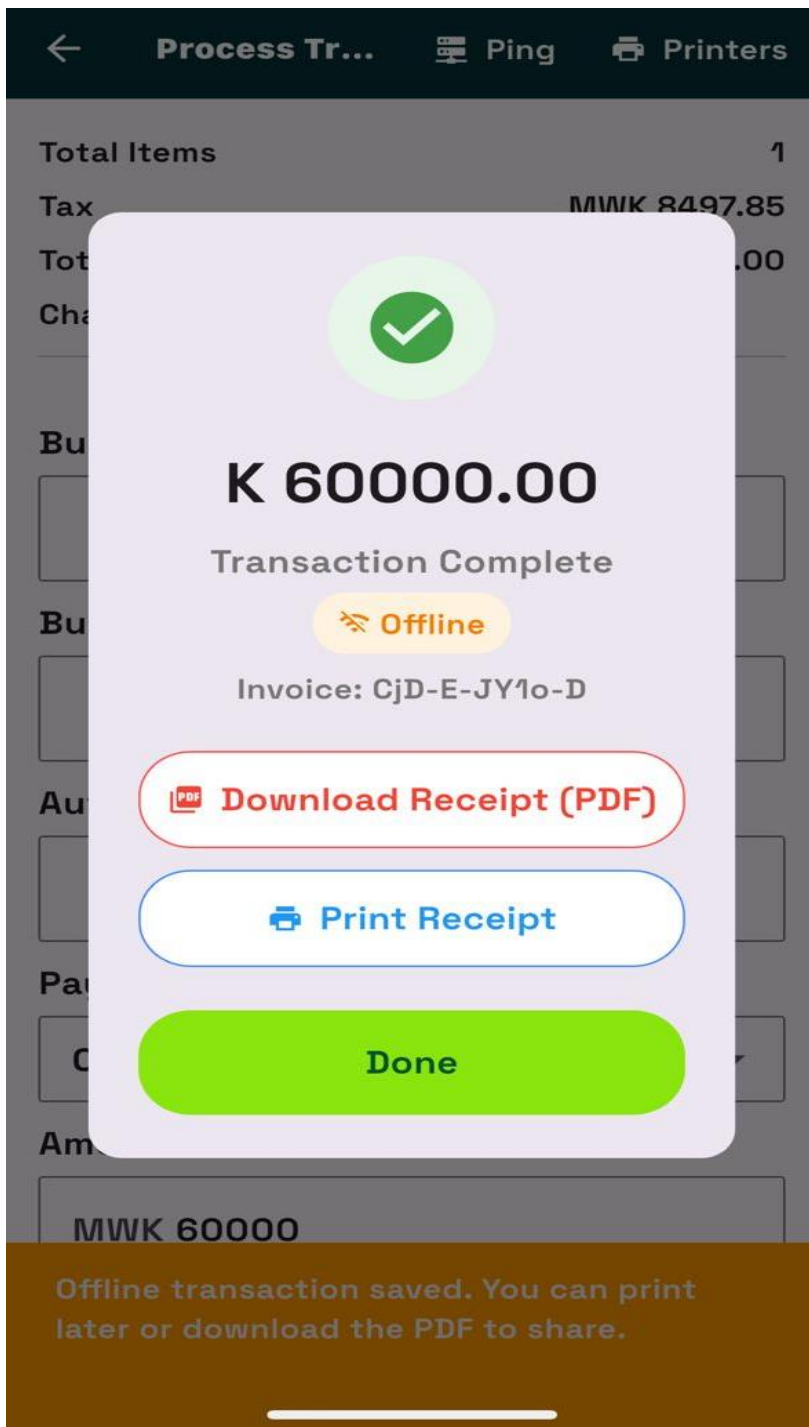


Figure 45k: Transaction completed.

9.3 Desktop Application Point of Sale (POS)

To use the desktop POS, begin by downloading the application from the taxpayer portal. Navigate to **downloads** then click on **Desktop POS** as shown in figure 46a below.

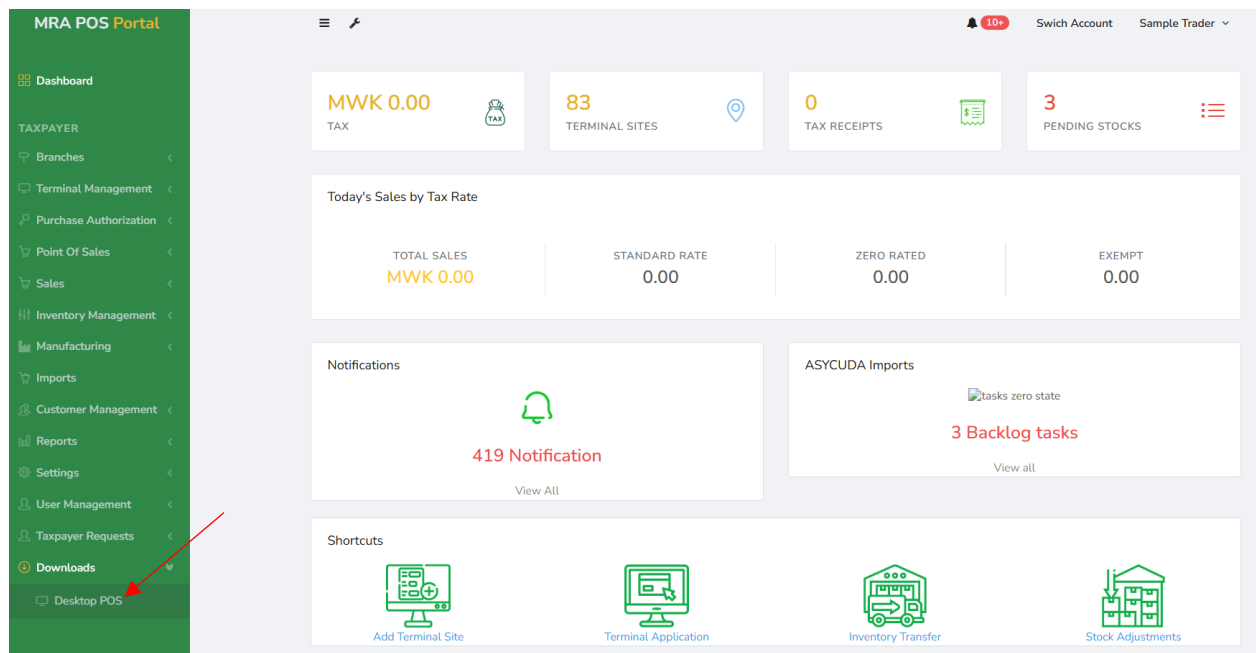


Figure 46a: Downloading desktop POS.

Once the application is successfully downloaded and installed, navigate to **terminal management** tab and **apply for a terminal** on the taxpayer portal through the administrator's account.

Upon successful installation, the window below is displayed, enter the **activation code**, **agree to the terms and conditions** by checking the box then click on **activate terminal** as shown in figure 46b below.

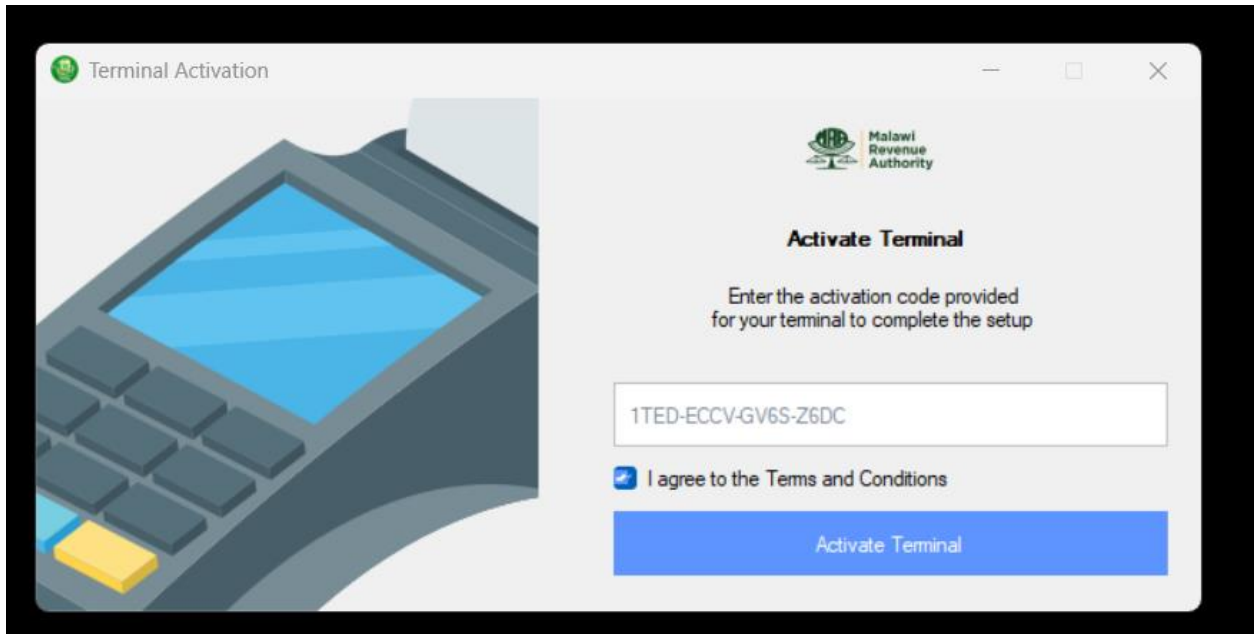


Figure 46b: Activate terminal.

Review your terminal details then click on **confirm activation** to complete the setup as illustrated in figure 46c and 46d below.

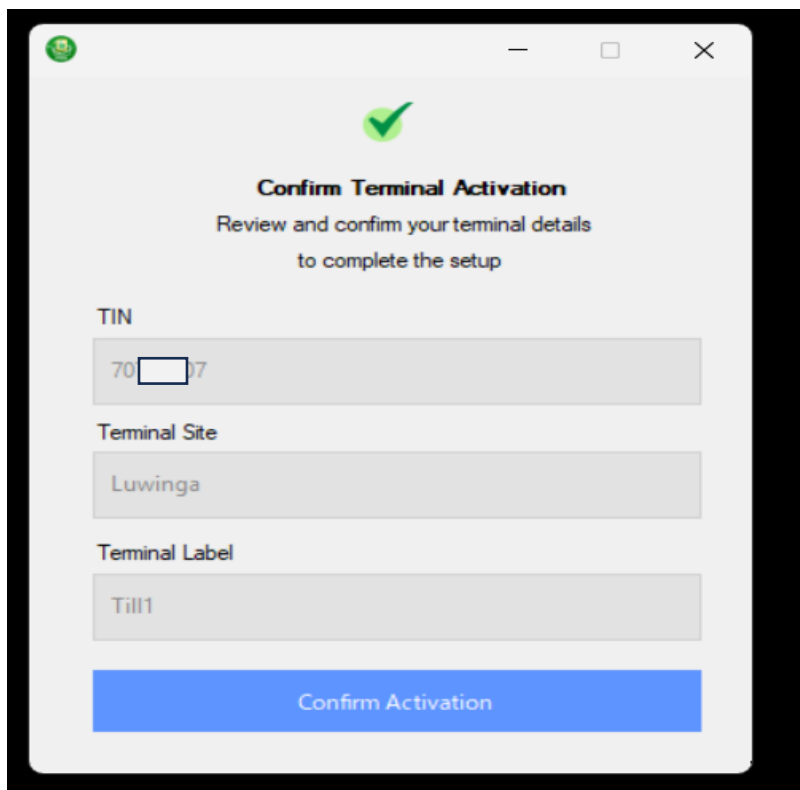


Figure 46c: Confirm activation.

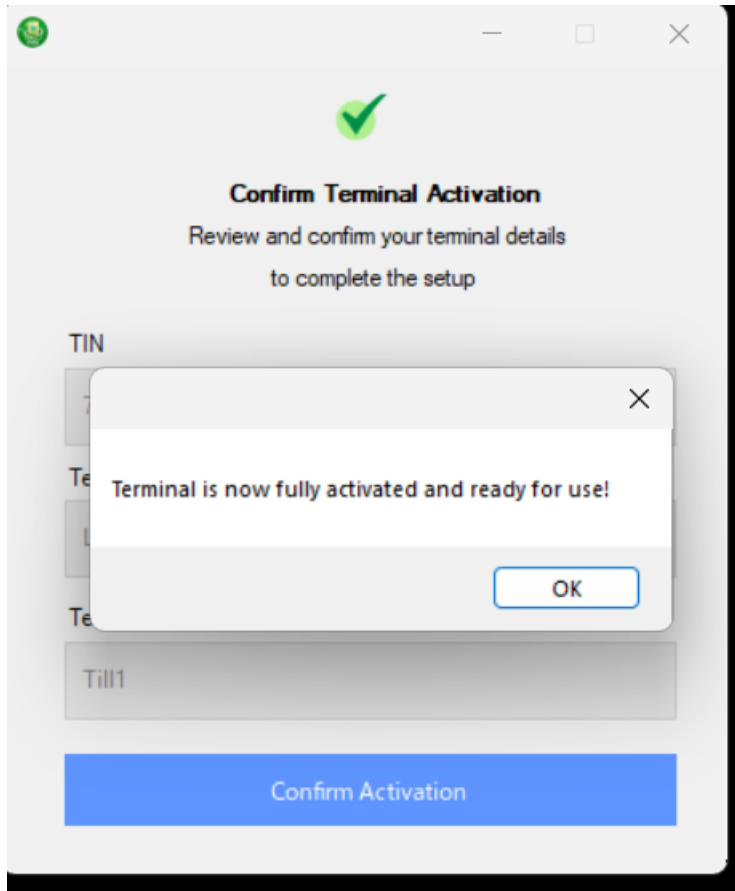
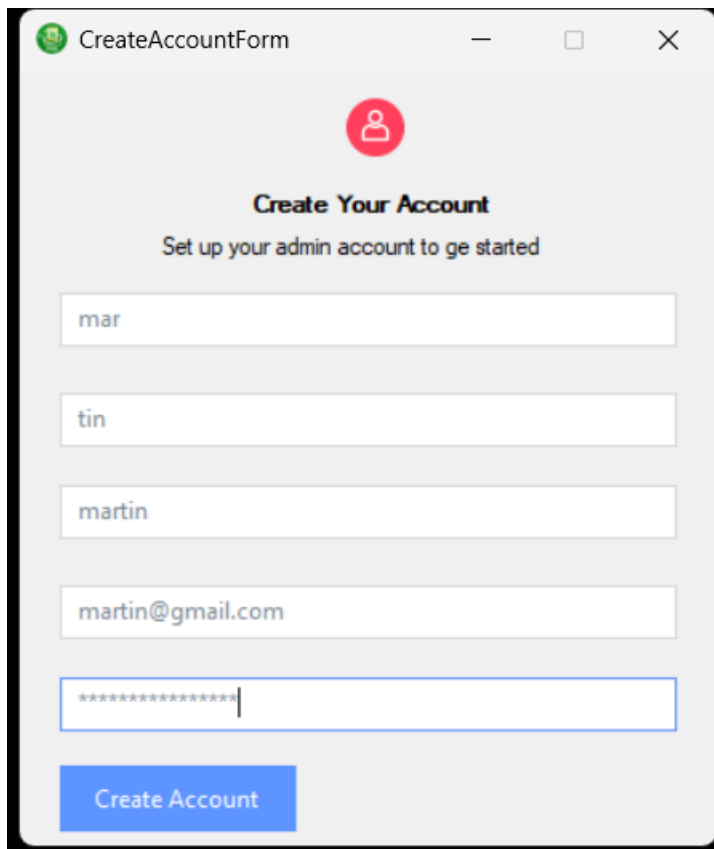


Figure 46d: Terminal activated and ready for use.

Create your account by filling in the details then click on **create account** as shown in figure 46e below.



The screenshot shows a web application window titled "CreateAccountForm". Inside the window, there is a red circular icon with a white person silhouette. Below the icon, the text "Create Your Account" is displayed in bold, followed by "Set up your admin account to ge started". The form contains five input fields: the first contains "mar", the second contains "tin", the third contains "martin", the fourth contains "martin@gmail.com", and the fifth contains "*****" with a cursor at the end. At the bottom of the form is a blue button labeled "Create Account".

Figure 46e: Create your account.

Upon successful creation of the account, the POS dashboard is displayed as shown in the figure 46f below, click on **sales** to transact.

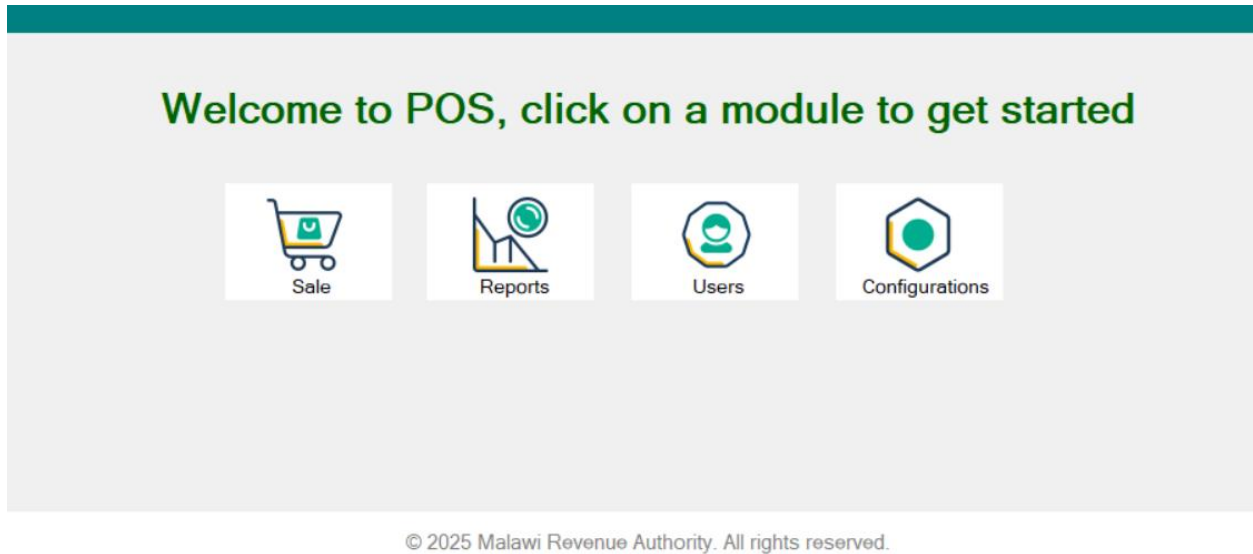


Figure 46f: Desktop POS Dashboard.

Home

Suspended Sales

Last Submitted

Transactions

Add Item

Invoice Details

Barcode	Description	Price	Quantity	Discount	Total	Action

Sub Total0.00Grand Total

Discount0.000.00

VAT0.00CHANGE

No. of Items00.00

Checkout (F12)

Apply VAT Relief

Export

Find Item (F3)

Suspend (F4)

Void (F5)

Amount

Buyer Tin

Buyer Authorization Code

Customer Name

Buyer Email

Cash

789

456

123

0Del

57

Upon finding the item, **double click** to select the product or service as shown in figure 46h below.

The screenshot displays a POS system interface. At the top, there are navigation buttons: Home, Suspended Sales, Last Submitted, and Transactions. Below these is a search bar labeled 'Enter Item Code or Scan Product' and a yellow 'Add Item' button. A 'Product Lookup' dialog box is open in the center, showing a table with the following data:

Barcode	Product Description	Price	Quantity	Tax Rate ID
6007048002700	test	55,000.00	5.00	A

A red arrow points to the first row of the table. Below the table is a green 'Download Products' button. In the background, the checkout screen shows buttons for 'Find Item (F3)', 'Suspend (F4)', and 'Void (F5)'. At the bottom, there is a summary table:

		Grand Total
Sub Total	0.00	
Discount	0.00	0.00
VAT	0.00	CHANGE
No. of Items	0	0.00

Figure 46h: Selecting items.

Upon selecting the item, capture the transaction details including the correct amount then click on **checkout** as shown in figure 46i below.

Home | Suspended Sales | Last Submitted | Transactions

Enter Item Code or Scan Product | Add Item

Invoice Details

Barcode	Description	Price	Quantity	Discount	Total	Action
600704800...	test	55,000.00	1.00	0.00	55,000.00	⊗

Sub Total: **47,210.30** | Grand Total: **MWK 55,000.00**

Discount: **MWK 0.00** | CHANGE: **5,000.00**

VAT: **7,789.70**

No. of Items: **1**

Checkout (F12)

Apply VAT Relief | Export

Find Item (F3) | Suspend (F4)

⊗ Void (F5)

60000

Buyer Tin

Buyer Authorization Code

Customer Name

Buyer Email

Cash

7 8 9

4 5 6

1 2 3

0 Del

Figure 46i: Capturing details.

Complete the transaction by generating a receipt and choose **print option** as shown in figure 46j below.

The screenshot displays the POS interface. At the top, there are navigation tabs: Home, Suspended Sales, Last Submitted, and Transactions. Below these is a search bar for 'Enter Item Code or Scan Product' and an 'Add Item' button. The main area shows 'Invoice Details' with a table of items. A 'Print Receipt' dialog box is open, asking for a print option. On the right, there are buttons for 'Apply VAT Relief', 'Export', 'Find Item (F3)', 'Suspend (F4)', and 'Void (F5)'. Below these are input fields for '600000', 'Buyer Tin', 'Buyer Authorization Code', 'Customer Name', 'Buyer Email', and a 'Cash' dropdown. At the bottom, there is a numeric keypad.

Barcode	Description	Price	Quantity	Discount	Total	Action
600704800...	test	55,000.00	1.00	0.00	55,000.00	⊗

Print Receipt

Choose print option:

YES - Generate A4 PDF receipt

NO - Proceed with thermal printing

Yes No

Sub Total	47,210.30	Grand Total
Discount	MWK 0.00	MWK 55,000.00

Figure 46j: Generation of receipt.

10.0 DISCOUNT SETTINGS

In this window, you can set discount values for specific items to selected branches. To add a discount, go to **Point of Sales**, select **discount settings** and click on the **Add button** as in figure 47a, below.

The screenshot shows the 'Discount Settings' interface. On the left is a green sidebar with navigation options: Dashboard, TAXPAYER, Branches, Terminal Management, Purchase Authorization, Point Of Sales, For Services, For Products, and Discount Settings. The main area is titled 'All Discounts' and contains a table with columns: #, BARCODE, DESCRIPTION, DISCOUNT VALUE, DISCOUNT TYPE, SITENAME, START DATE, END DATE, CREATED BY, STATUS, and ACTION. There are 'Add' and 'Back' buttons at the top right of the table. A red arrow points to the 'Add' button, and another red arrow points to the 'Discount Settings' option in the sidebar.

Figure 47a: Discount Settings.

Upon selecting **add**, the **Add New Discount** window will be displayed. Enter all required details and **save changes** as illustrated in figure 47b below.

The screenshot shows the 'Add New Discount' window. The 'Select Branch' dropdown is set to 'MOTO'. The 'Barcode' field contains '6007048002700'. The 'Discount Type' is set to 'Percentage'. The 'Discount Value' is '10000'. The 'Start Date & Time' is '12/19/2025 09:58 AM' and the 'End Date & Time' is '12/19/2025 09:59 AM'. The 'Save changes' button is highlighted in blue.

Figure 47b: Adding A New Discount.

11.0 PURCHASE AUTHORIZATION

To protect the buyer's Taxpayer Identification Number (TIN) from abuse of unauthorized purchases, you can **enable** the use of Purchase Authorization Code (PAC) by clicking on the **toggle button** and **saving changes**. This is a one-time code that can only be used on a single transaction.

11.1 Activate one Time purchase Code

To generate an authorization code, go to **Purchase authorization**, select **activate one-time purchase code**, click the button to enable then **save changes** as shown in figure 48 below.

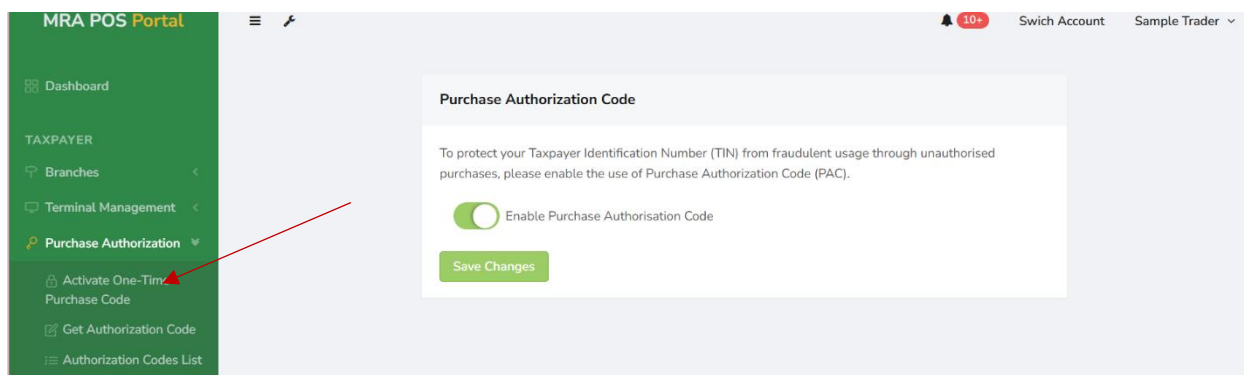


Figure 48: Purchase Authorization Code window.

11.2. Get Authorization Code

Once you activate the authorization code, go to **get authorization code**, select the **validation reasons** from the drop-down menu and click on **submit** as shown in figure 49a below.

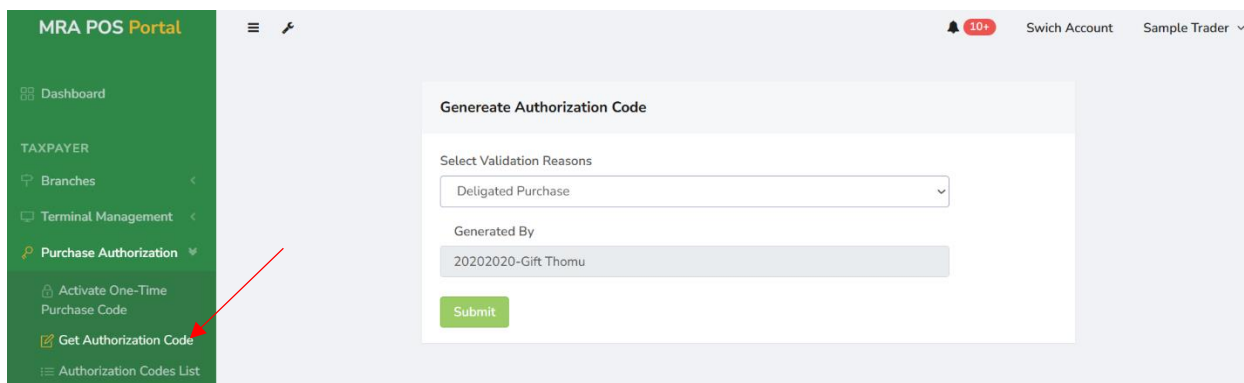


Figure 49a: Get Authorization code.

Upon submission, the authorization code will be displayed as in figure 49b below.

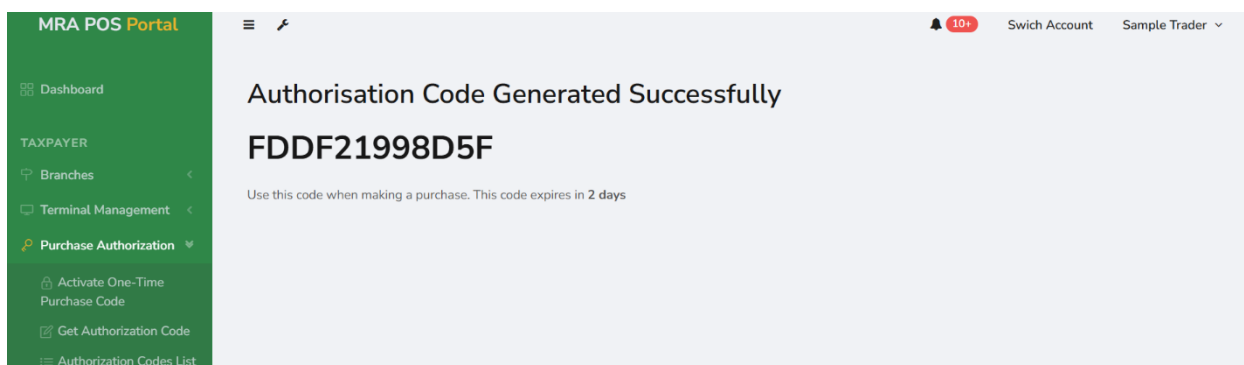


Figure 49b: Authorization code generated.

11.3. Authorization Codes List

You can generate as many codes as possible. To access all generated codes, click on **Authorization codes list**, all previously generated codes will appear as shown in the figure 50 below.

#	AUTHORIZATION CODE	GENERATED BY	GENERATED ON	EXPIRES ON	USED ON
1	2B13B979CE97	70427375-Taxpayer Business	12/29/2025 11:53:31 AM	1/3/2026 11:53:31 AM	12/29/2025 11:55:02 AM
1	C3DD8FA1B78F	70427375-Taxpayer Business	12/29/2025 11:51:57 AM	1/3/2026 11:51:57 AM	12/29/2025 11:56:56 AM
1	C4274DFE77CB	70427375-Taxpayer Business	12/29/2025 11:51:47 AM	1/3/2026 11:51:47 AM	

Figure 50: Authorization codes list.

12.0 SALES

This provides a summary of all receipts generated in the system and allows you to reprint, adjust and recall a receipt.

12.1 Receipt Reprint

To reprint a receipt, select **reprint** and a copy of the original receipt will be generated.

INVOICE #	TOTAL	ITEMS	VAT	SITE	DATE	REPRINTS	BLACKLISTED	ACTION
WEB81089Ciw-A-JY1v-B	MWK 1,000.00	1	MWK 141.35	APPLE1	12/29/2025, 11:57:00 AM	0	No	Reprint
WEB51842Ciw-A-JY1v-B	MWK 1,000.00	1	MWK 141.35	APPLE1	12/29/2025, 11:55:00 AM	0	No	Reprint
WEBd782aCiw-A-JY1h-B	MWK 100,000.00	1	MWK 14,163.09	APPLE1	12/15/2025, 11:06:00 AM	0	No	Reprint
WEBafe96Ciw-A-JY1h-B	MWK 1,000,000.00	1	MWK 139,293.28	APPLE1	12/15/2025, 10:57:00 AM	0	No	Reprint

Figure 51: Sales receipts

12.2 Receipt Cancellation

To cancel a receipt, go to the **action tab**, click on the drop down and select **cancel** as illustrated in figure 51 above. Then a window will be displayed as shown in figure 52 below. State the reason for cancellation then click **submit cancellation request**. This process is subject to MRA approval.

The screenshot shows a web application interface for a 'Receipt Cancellation Request'. On the left is a green sidebar with a menu including Dashboard, TAXPAYER (Branches, Terminal Management, Purchase Authorization, Point Of Sales), For Services, For Products, Discount Settings, Sales (Sales Receipts), Inventory Management, Manufacturing, Imports, and Customer Management. The main content area has a title 'Receipt Cancellation Request' with a note: 'This request is subject to physical investigation by our officers'. Below this is a 'Receipt Line Items' table with one item: INVOICE NUMBER WEB81089Ciw-A-JY1v-B, PRODUCT CODE 6007048002700, UNIT PRICE 1,000.00, DESCRIPTION chemical, DISCOUNT 2.00, QTY 1.00, TOTAL 998.00, VAT 141.35, and TAX RATE A. A red 'Cancellation Request' banner follows, with an important note: 'Important: Once submitted, this request will be reviewed by our team. Please provide a detailed reason for the cancellation.' Below this is a text area for 'Reason for Cancellation' with the text 'Goods were returned due to damage'. At the bottom are a 'Receipts' button and a red 'Submit Cancellation Request' button.

#	INVOICE NUMBER	PRODUCT CODE	UNIT PRICE	DESCRIPTION	DISCOUNT	QTY	TOTAL	VAT	TAX RATE
1	WEB81089Ciw-A-JY1v-B	6007048002700	1,000.00	chemical	2.00	1.00	998.00	141.35	A

Reason for Cancellation *

Goods were returned due to damage

Submit Cancellation Request

Figure 52: Receipt cancellation

12.3 Receipt Recall

To recall a receipt, go to the **action tab**, click on the drop down and select **recall** as illustrated in figure 51 above. Then a window will be displayed as shown in figure 53 below. State the reason for adjustment, adjust the new price, quantity and new discount where applicable then click **submit adjustment**.

The screenshot shows a web application interface for an 'Adjust Invoice'. The sidebar is the same as in Figure 52. The main content area has a title 'Adjust Invoice: WEB81089Ciw-A-JY1v-B' and a note: 'Review and modify line items before submission'. A light blue banner contains a note: 'Note: You can adjust quantities or remove line items. Increasing quantities will create a Debit Note, while decreasing quantities will create a Credit Note.' Below this is the 'Original Invoice Details' section with a table showing Invoice Number, Invoice Date (29 Dec 2025), Site Name (APPLE1), Customer, Invoice Total (MK1,000.00), Total VAT (MK141.35), and Amount Tendered (MK1,000.00). The 'Line Items' section has a table with columns: PRODUCT CODE, DESCRIPTION, UNIT PRICE, ORIGINAL QTY, NEW QTY (with a dropdown arrow), DISCOUNT, and ACTION. One line item is shown: PRODUCT CODE 6007048002700, DESCRIPTION chemical, UNIT PRICE 1000.00, ORIGINAL QTY (dropdown), NEW QTY 1.00, DISCOUNT 2.00, and ACTION (trash icon). At the bottom are a 'Back to Sales Receipts' button, a 'Submit Adjustment' button, and a tip: 'Tip: Click the trash icon to remove unwanted line items'.

PRODUCT CODE	DESCRIPTION	UNIT PRICE	ORIGINAL QTY	NEW QTY	DISCOUNT	ACTION
6007048002700	chemical	1000.00	(dropdown)	1.00	2.00	(trash icon)

Submit Adjustment

Figure 53: Recalling a receipt

13.0. CUSTOMER MANAGEMENT

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

13.1 Add Customer

You can add a customer by going to **Customer Management**, select **add customer** and fill in the information as guided by the page. Refer to figure 54 below.

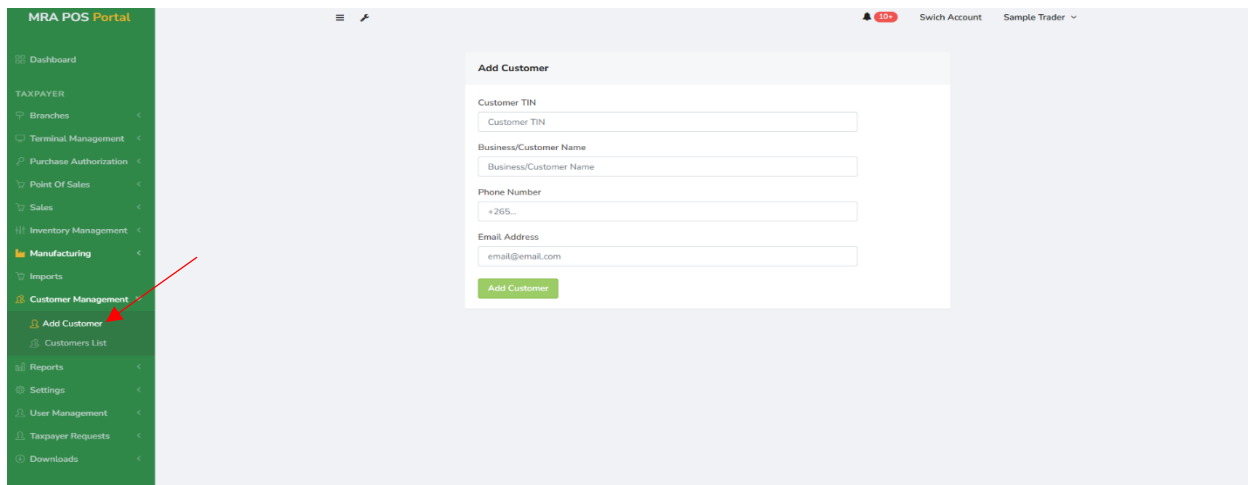
The screenshot shows the MRA POS Portal interface. On the left is a green sidebar with a menu. The 'Customer Management' option is highlighted in yellow, and a red arrow points to the 'Add Customer' sub-option. The main content area displays a white 'Add Customer' form with the following fields: 'Customer TIN' (with a placeholder 'Customer TIN'), 'Business/Customer Name' (with a placeholder 'Business/Customer Name'), 'Phone Number' (with a placeholder '+255...'), and 'Email Address' (with a placeholder 'email@email.com'). A green 'Add Customer' button is at the bottom of the form. The top of the page shows the user's name 'Sample Trader' and a 'Switch Account' link.

Figure 54: Adding customer.

13.2 Customer List

This is where you will be able to view the list all the added customers. Go to **Customer Management** and select **Customer List**.

14.0 REPORTS

The following reports are available in the system:

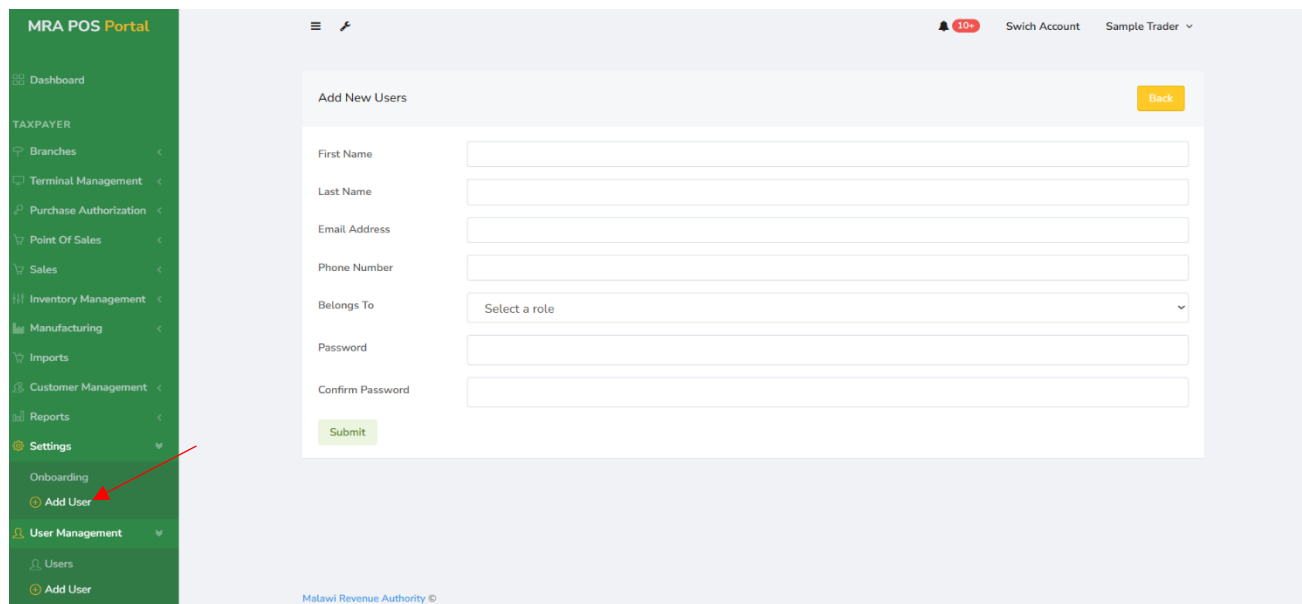
- **B2B transactions:** this shows a summary of the Business-to-Business purchases and sales report for a Taxpayer.
- **Sales reports:** Contain sales reports, e.g. sales summary, sales by product, category sales, sales trends, discounts, recalled transactions, VAT reports and cancelled receipts.
- **Inventory reports:** Contains a summary of all the quantities of stock existing in the warehouse inventory and the branches.
- **Supplier reports:** contains informal suppliers' performance report, Purchase orders, and supplier cost analysis.

15.0 USER MANAGEMENT

This is where users are added, deactivated and roles assigned. Roles include cashier, accountant, administrator, procurement, and inventory.

15.1 Add User

To add a user, go to **user management**, click on **add users** and enter all details required then **submit** as shown in figure 55 below.



The screenshot displays the 'MRA POS Portal' interface. On the left is a green sidebar menu with options: Dashboard, TAXPAYER (with sub-items: Branches, Terminal Management, Purchase Authorization, Point Of Sales, Sales, Inventory Management, Manufacturing, Imports, Customer Management, Reports, Settings), Onboarding, Add User (highlighted with a red arrow), User Management (with sub-items: Users, Add User), and Malawi Revenue Authority ©. The main content area is titled 'Add New Users' and contains a form with the following fields: First Name, Last Name, Email Address, Phone Number, Belongs To (a dropdown menu currently showing 'Select a role'), Password, and Confirm Password. A green 'Submit' button is at the bottom of the form, and a yellow 'Back' button is in the top right corner of the form area. The top right of the page shows a notification bell with '10+', a 'Switch Account' link, and a 'Sample Trader' dropdown.

Figure 55: Adding new users.

15.2 Users

You can also view a list of all users by clicking on **users** under **user management**. Edit and deactivate any changes in user information by selecting under the **actions** tab as shown in figure 56 below.

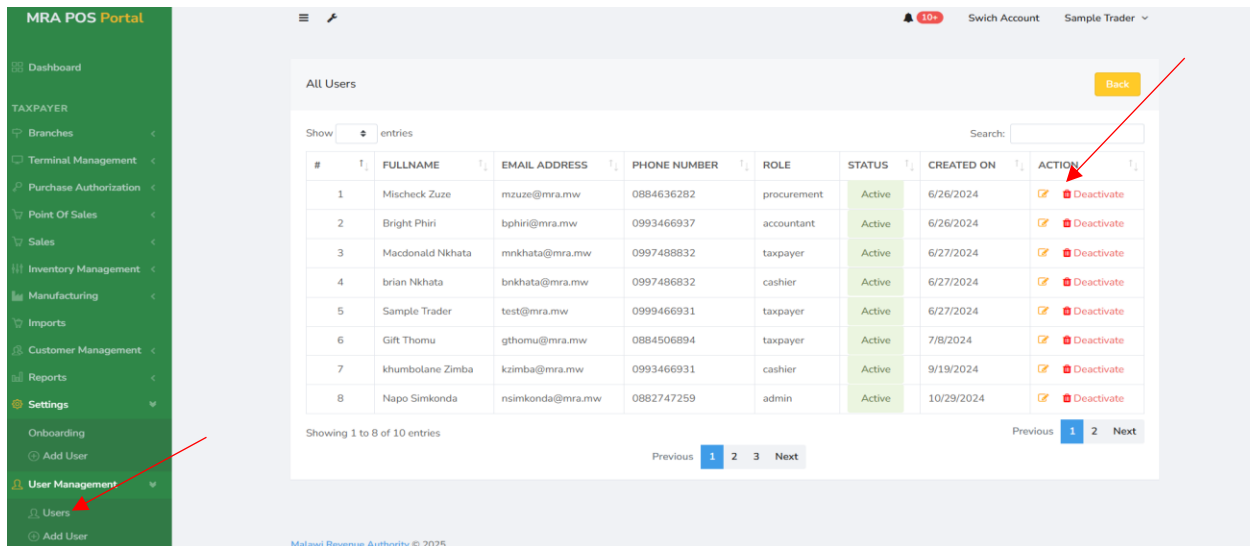


Figure 56: List of added users.

16.0 IMPORTS

This window allows you to verify all your imports and add the consignment to your warehouse inventory.

16.1 Imported Inventories

To view the list of imported items, select the **imports tab**, the system will display a list of all your importations as shown in figure 57a below.

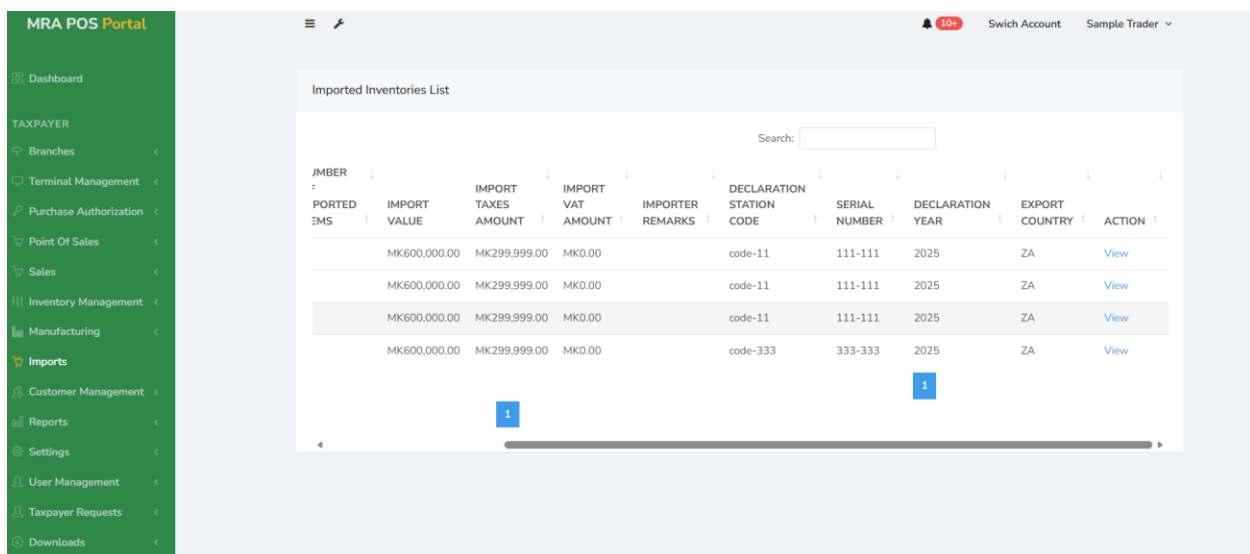


Figure 57a: Imported inventories list.

16.2 Mapping Imported Items

You will be required to map the imported items. Click **view** on the unsynchronized item and a window below (figure 57b) will be displayed, click on **Map imported items**.

The screenshot shows a 'Pending Task' window with a green sidebar on the left containing a 'Dashboard' icon and a 'TAXPAYER' menu with options: Branches, Terminal Management, Purchase Authorization, Point Of Sales, Sales, Inventory Management, Manufacturing, Imports, Customer Management, Reports, and Settings. The main content area is titled 'Pending Task' and has a 'Go Back' button in the top right. It is divided into two sections: 'Task Information' and 'Import Information'. 'Task Information' shows 'Task Type' as 'Imports', 'Status' as 'Pending', and 'Description' as 'You have a pending import awaiting your approval'. 'Import Information' shows 'Import Serial Number' as '111-117', 'Imported Items' as '1', 'Date of Import' as '12/29/2025', and 'Country Of Export' as 'ZA'. Below this, there is a 'year Cleared' field with '2025' and two buttons: 'View Imported Items' and 'Map Imported Items'. A red arrow points to the 'Map Imported Items' button.

Figure 57b: Mapping imported item.

Upon selecting **map imported items** a window as in figure 57c below will be displayed. Enter the product code and **submit mapping**. The status will change from Unsynchronized to Synchronized upon submission.

The screenshot shows a 'Map Imports Task' window with a green sidebar on the left containing a 'Dashboard' icon and a 'TAXPAYER' menu with options: Branches, Terminal Management, Purchase Authorization, Point Of Sales, Sales, Inventory Management, Manufacturing, Imports, Customer Management, Reports, and Settings. The main content area is titled 'Map Imports Task' and has a 'Go Back' button in the top right. It contains a tip: 'Tip: Start typing to search for a product. Results will appear after you enter at least four characters.' Below the tip is a table with columns: 'PRODUCT NAME', 'QUANTITY', 'UOM', and 'CODE'. The table has one row with 'Colgate', '400', 'EA', and 'TOOTHPASTE HERBAL COLGATE 140G'. A red arrow points to the 'CODE' cell. Below the table, there is a 'Submit Mapping' button and a pagination bar with 'Previous', '1', and 'Next'.

Figure 57c: mapping imported item.

16.3 Transferring of imported items to warehouse inventory

After successful mapping, an option **add to warehouse inventory** will appear requiring you to transfer the items to warehouse inventory. Upon selecting **view** from the **actions** tab (refer to figure 57a above), the system will display a window as shown in figure 57d below.

Note: Imported items will only appear in warehouse inventory once they have been transferred from the imported items list.

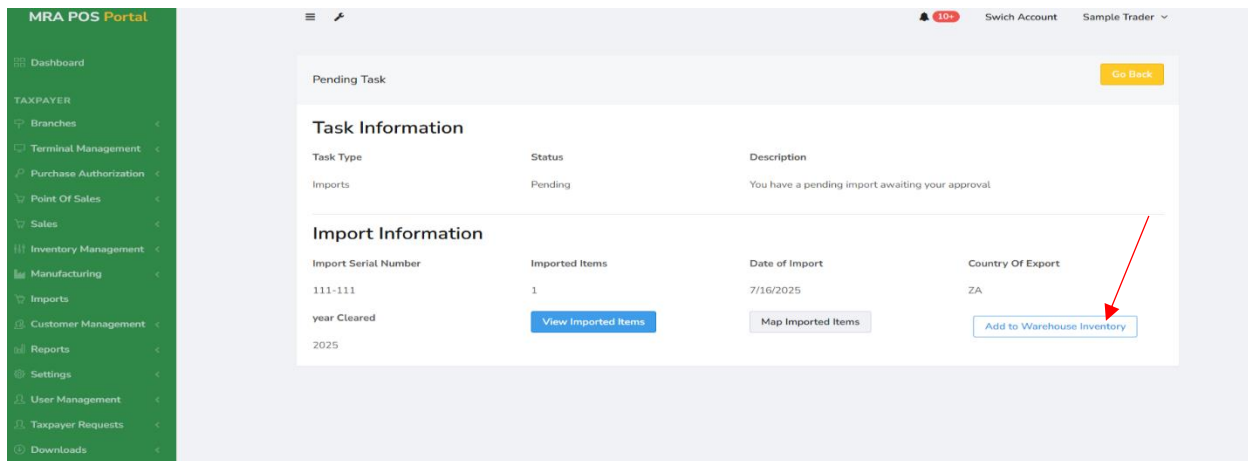


Figure 57d: Imported items.

14.0 TAXPAYER REQUESTS

14.1 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.

To make a request, go to **taxpayer requests**, select **create request**, a window will be displayed as in figure 58 below. Enter all the required details and click **submit request**.

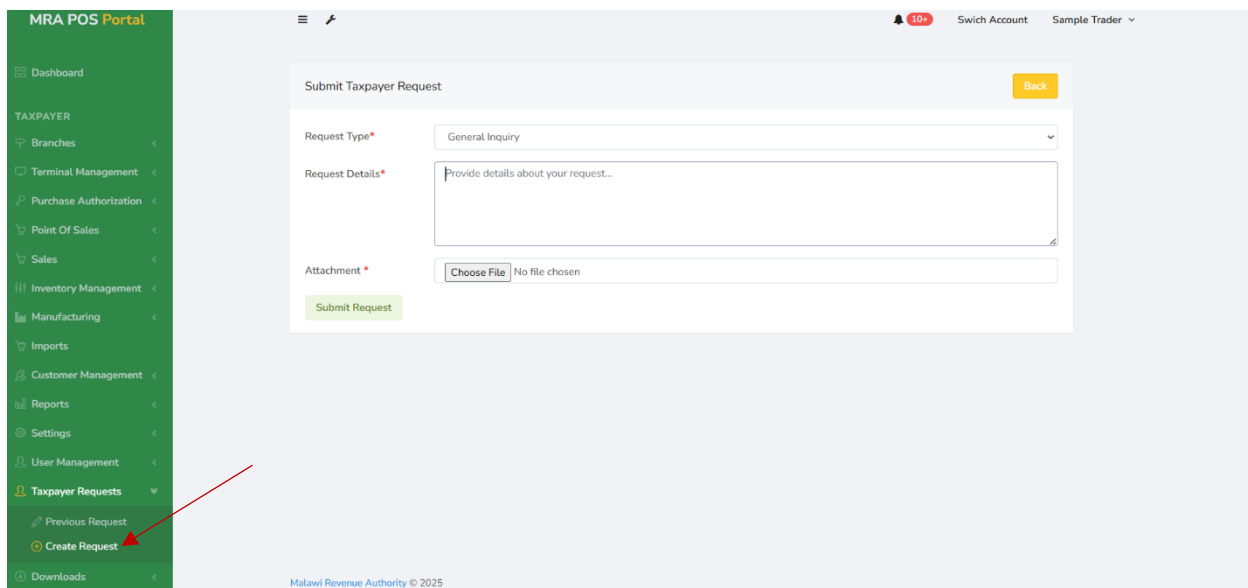


Figure 58: Create request.

The window in figure 59 below, allows you to view all requests pending MRA's approval.

MRA POS Portal

Dashboard

TAXPAYER

Branches

Terminal Management

Purchase Authorization

Point Of Sales

Sales

Inventory Management

Manufacturing

Imports

Customer Management

Reports

Settings

User Management

Taxpayer Requests

Previous Request

Create Request

Downloads

10+

Switch Account

Sample Trader

All Taxpayer Request

#	TAXPAYER TIN	REQUESTED BY	REQUEST TYPE	REQUEST DETAILS	STATUS	ASSIGNED TO	CREATED ON
1	20202020	20202020-Gift Thomu	General-Inquiry	bbb	Pending	gchalira	10/31/2025 1:52:58 PM
2	20202020	20202020-Gift Thomu	General-Inquiry	cancel receipt	Pending	gchalira	9/3/2025 2:12:42 PM
3	20202020	20202020-Gift Thomu	General-Inquiry	CANCEL RECEIPT NUMBER BX005	Pending	gchalira	8/28/2025 8:25:50 AM
4	20202020	20202020-Gift Thomu	General-Inquiry	cancel receipt generated on 8 august	Pending	gchalira	8/28/2025 3:27:20 AM
5	20202020	20202020-Gift Thomu	General-Inquiry	Cancel reciept number	Pending	gchalira	8/28/2025 3:26:41 AM
6	20202020	20202020-Gift Thomu	General-Inquiry	Cancelled receipt numbe xx123 Please take note	Pending	gchalira	8/20/2025 9:58:22 AM
7	20202020	20202020-Gift Thomu	General-Inquiry	Globe Imatslera	Pending	gchalira	8/12/2025 7:01:21 AM
8	20202020	20202020-Gift Thomu	General-Inquiry	This is all	Pending	gchalira	8/12/2025 6:55:54 AM
9	20202020	20202020-Gift Thomu	General-Inquiry	why didnt you work the first time we checked	Pending	gchalira	2/27/2025 6:17:11 PM

Show

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entries

Previous

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Figure 59: List of Previous Request.