

KEBARICK POS

Complete Business & Staff User Manual

Practical instructions for business setup, everyday sales, stock, finance, industry operations, approvals and platform support.

October 2026 | Refinement Stage 9 | Applicable features depend on permissions, industry configuration and enabled integrations.

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Important: This manual distinguishes recorded/manual payments from provider-verified funds. It does not represent all third-party payment or fiscal integrations as activated. Some transaction approval features remain incomplete.

1. Getting started and access

Who uses this

Kebarick POS serves business owners, Primary Admins, supervisors, cashiers, storekeepers, purchasing officers and finance staff. Your screen and available branches depend on your access rights.

Register your business

Open the public POS website and choose Register. Complete the registered and trading names, official contact information, industry and location, planned branches and staff count. Enter a strong password.

Verify email

Enter the six-digit verification code sent to the registered email. Request a new code if needed. Never share it.

Await approval

A newly registered business remains pending until Kebarick Platform Administration approves it. If asked for additional information, submit corrected details and wait for the decision.

Sign in

Use the registered email and password. If access fails, check that verification and approval are complete. The Forgot Password process uses a recovery code.

Safety checkpoint

Confirm the browser shows HTTPS. If it says Not secure, do not enter credentials or payment details until the certificate and connection problem is resolved.

2. Organisation settings and first-time setup

Open setup

As an owner or authorised administrator, sign in and open the business workspace and Organisation Settings.

Business identity

Verify registered name, trading name, branch contacts and operating details. Save changes and read the confirmation.

Choose an industry

Select the relevant industry preset and branch override where available. Presets guide navigation and available tools; do not assume a specialised external integration is active.

Branches

Create and review each real operating branch. Check its correct name, county, address and assigned staff before transacting.

Payment options

Select which methods your business accepts. A preference for M-Pesa, bank or card does not activate a payment-provider connection; verify your actual payment configuration.

Receipt setup

Set receipt business name, contact phone, address, footer and optional HTTPS logo. Print a test receipt and inspect the result.

Setup completion

The progress checklist is a guide. Do a test purchase, test sale, receipt and report before opening live trading.

3. Staff roles, permissions and branch assignment

Owner / Primary Admin

Manage the whole organisation as permitted, configure settings, create staff, assign branches and oversee controls.

Branch supervisor

Review permitted branch transactions, check stock and cash activity and carry out authorised approvals. Avoid approving your own actions.

Cashier

Use the checkout screen, shifts, receipts and permitted returns. Cashiers should not use finance or organisation setup unless separately authorised.

Storekeeper / purchasing

Use stock tools, counts, supplier purchasing and goods receiving within assigned branches.

Finance

Review cashbook, expenses, recorded collections, balances and appropriate reports. Some manual entries are not bank verified.

Role changes

Primary Admin transfer requires the designated controlled flow. Staff should sign out and in after access changes; report unexpected access rather than sharing credentials.

4. Checkout: scan, search and sell

Before the first sale

Choose the correct organisation and branch, confirm access and open the cashier shift where required.

Barcode scanner

Place the cursor in the barcode scan field. Scan an item using a keyboard-style USB or Bluetooth scanner. Check the product description, price and quantity added to the basket. A repeated scan should increase quantity.

Without barcode

Type the product name or SKU and select the correct item from the suggestions. Confirm the exact product and unit.

Review the basket

Verify quantities, unit prices, discounts and total. Change quantities or remove incorrect lines before completing the sale.

Cash transaction

Choose the supported cash checkout action. Enter cash received, check calculated change, then confirm only once and wait for the transaction result.

Other payments

Follow the supported payment workflow and verify actual provider confirmation where applicable. Manual M-Pesa or bank references are not proof that money arrived.

Receipt

Use Show/Print Receipt following successful completion. Confirm branch information, item lines, totals and the configured receipt footer.

If checkout fails

Do not rapidly click again. Check the sale history or transaction reference before attempting another sale to avoid duplicates.

5. Cashier shifts, returns and refunds

Opening shifts

Start a shift using the authorised checkout controls; confirm branch and opening cash if requested.

During shift

Record sales against the correct shift and maintain physical cash separately from manual bank and provider references.

Closing shifts

Count physical cash, compare expected amount, explain differences, and submit a variance for authorised review where available.

Returns

Find the original sale, check return eligibility and quantities, and request supervisor approval when required.

Refunds

Ensure the actual refund channel and payment movement are verified. An approved review request alone does not send money or reconcile a provider payment.

Do not self-authorise

High-risk actions must follow maker/checker/approver or supervisor permissions as configured. Controls may differ by operation.

6. Products and bulk imports

Add one product

Open Products & Stock. Enter a unique SKU or barcode, product name, price in KES, unit and appropriate category.

Download a template

In Product Management, select Download Excel Template or Download CSV Template. The same screen allows upload.

Fill the file

Replace the sample rows with your real product data. Keep required column headings unchanged. Enter prices in Kenyan shillings, for example 250.00, not internal cents.

Preview before import

Upload the .xlsx or .csv file and review valid rows, invalid rows and duplicate products. Correct issues in the file and upload again.

Commit carefully

Confirm the import only after reviewing the preview. Import does not automatically add opening stock to a branch.

Opening quantities

Post actual received/opening quantities through the approved inventory workflow, not a guessed value in the catalogue.

7. Receiving, counts, transfers and stock controls

Goods receiving

Open Product & Barcode Tools or the relevant purchasing page; choose the branch and an approved purchase order, scan/identify the item and enter received quantity.

Physical count

Scan or search the item, enter counted units and reason. Submission may create a pending count that requires approval before inventory changes.

Branch transfer

Select the authorised source and destination branches, check available stock and follow the dispatch/receiving process.

Adjustments and write-offs

State a clear reason, use the appropriate action and obtain approval if that branch and operation require it.

Audit trail

After posting, inspect the corresponding stock movement and branch balances. Report unexpected differences; never bypass the ledger.

8. Industry-specific operation

General retail and supermarket

Prioritise barcode scanning, rapid basket checkout, stock receiving and cashier shifts.

Restaurants and cafes

Use available menu, hospitality and service tools as appropriate. Verify any table and kitchen routing functionality before relying on it operationally.

Bars and wines & spirits

Use appropriate retail product and restricted-sale procedures, consistent with your legal obligations.

Hotel and lodges

Use supported hospitality and customer-billing tools; do not assume reservations are linked unless tested.

Pharmacy and agrovet

Use the relevant regulated-product and batch/expiry workflows; follow professional and legal requirements.

Wholesale and hardware

Confirm units, quantities, approved pricing and customer-credit terms where supported.

Salon, laundry and service businesses

Use service-based items and suitable checkout workflows where configured.

Mixed branches

An authorised administrator may set different branch presets. Always select the correct branch before operating.

9. Purchasing, customers, suppliers and finance

Supplier setup

Maintain supplier details and verify invoice references and purchase-order quantities.

Purchases

Follow purchasing and goods receiving approvals before stock enters the saleable ledger.

Credit sales

Verify customer identity, credit limits and authorised terms before creating a credit sale.

Collections

Record the exact amount and method; manual bank or mobile-money references remain unverified until reconciled.

Supplier payments

Only record or execute supplier payment actions within your permissions; confirm separately when funds actually move.

Finance interpretation

Cashbook and balances reflect recorded data. Missing supplier costs, manual collections and unverified payment references can alter accuracy.

10. Approvals and loss controls

Open the review centre

Use Approval & Loss Review to inspect requests relevant to your branch and role.

Three separate duties

The maker creates the request; a separate checker verifies; a separate authorised approver makes the final decision.

Matching and single use

For supported controls, the approval must match the exact branch and transaction and may be consumed only once.

Current limitations

Enforceable opt-in approval checks currently cover selected stock write-offs and price changes. The broader approval registry is review-only for some legacy transaction types.

Audit

Record reasons and reference evidence; retain decision histories. Approval is not equivalent to a payment or stock posting unless the endpoint expressly applies it.

11. Reporting Centre and exports

Open reporting

Select Reporting Centre from the dashboard. Choose your organisation and a permitted branch.

Choose a report

Select sales performance, profitability, product margins, balances, cashbook, stock, valuation or business overview.

Interpret the results

Check displayed data quality notes, branch scope and time period. Some reports contain estimated margin or manually recorded payment figures.

Export CSV

Use Download CSV to save the displayed data. Open in Excel or a compatible spreadsheet tool. Exported reports reflect the loaded data, not independent audits.

Print

Choose Print to print or save the currently displayed report as PDF.

Protect business information

Only authorised staff should have access to financial and staff performance reports. Store exported files securely.

12. Business Doctor and Profit Protection

Open alerts

Use AI Business Doctor or Profit Protection from the dashboard.

Select scope

Choose the correct organisation, authorised branch and analysis history period.

Thresholds

Authorised managers can set slow-stock, dormant-stock, expiry, large-discount and supplier-cost-rise warning levels.

Investigate

Open an alert, review supporting product, stock or sales evidence, record findings and use an approved operational action if necessary.

Do not accuse staff

Alerts indicate patterns or missing information and are not proof of fraud or misconduct.

Data limitations

Expiry alerts require actual batch records; supplier cost and margin analysis require accurate underlying purchase and sales records.

13. Platform administration and support

For Kebarick platform staff only

Open /admin with authorised platform credentials. Platform permissions differ from an organisation Primary Admin.

Review applications

Inspect pending applications and business details. Approve, reject or request information using recorded reasons.

Organisation directory

Search an organisation, review its subscription and support context, and use suspension/restoration only with appropriate authority.

Support queue

Assign or review support issues and record resolution. Never request customer passwords or recovery codes.

System health

Infrastructure diagnostics and integration readiness should be used by authorised technical staff, not presented as customer accounts.

Separation

Platform administration does not automatically authorise opening private customer operational transactions.

14. Troubleshooting and safe operations

Cannot sign in

Check email verification, pending approval, credentials and assigned role. Use recovery code rather than resetting customer data.

Barcode does not scan

Confirm scanner is in keyboard mode, focus the scan field, test a code manually, and ensure the product has an exact matching barcode.

Product not found

Check the correct organisation, active branch, SKU, barcode and product catalogue.

Import rejected

Download a fresh template, preserve headers, review duplicate SKUs/barcodes and correct invalid KES values.

Receipt missing logo

Verify saved receipt preferences and that the image URL uses accessible HTTPS; test browser and printer settings.

Report missing data

Check role permissions, branch selection, recorded transactions and available cost basis.

Unexpected approval denial

Confirm the exact transaction details, maker/checker identities, branch, approval scope and whether an approval has already been used.

Security warning

If browser says Not secure, stop submitting confidential data and contact support; do not bypass certificate warnings.

Contact support

Use Operations & Support, explain the screen and steps, and omit customer passwords, verification codes and sensitive credentials.