



Kiwi User Manual

Filling station management: tanks, pumps, prices and people in one place.

Generated 7 July 2026 · All times are West Africa Time (WAT)

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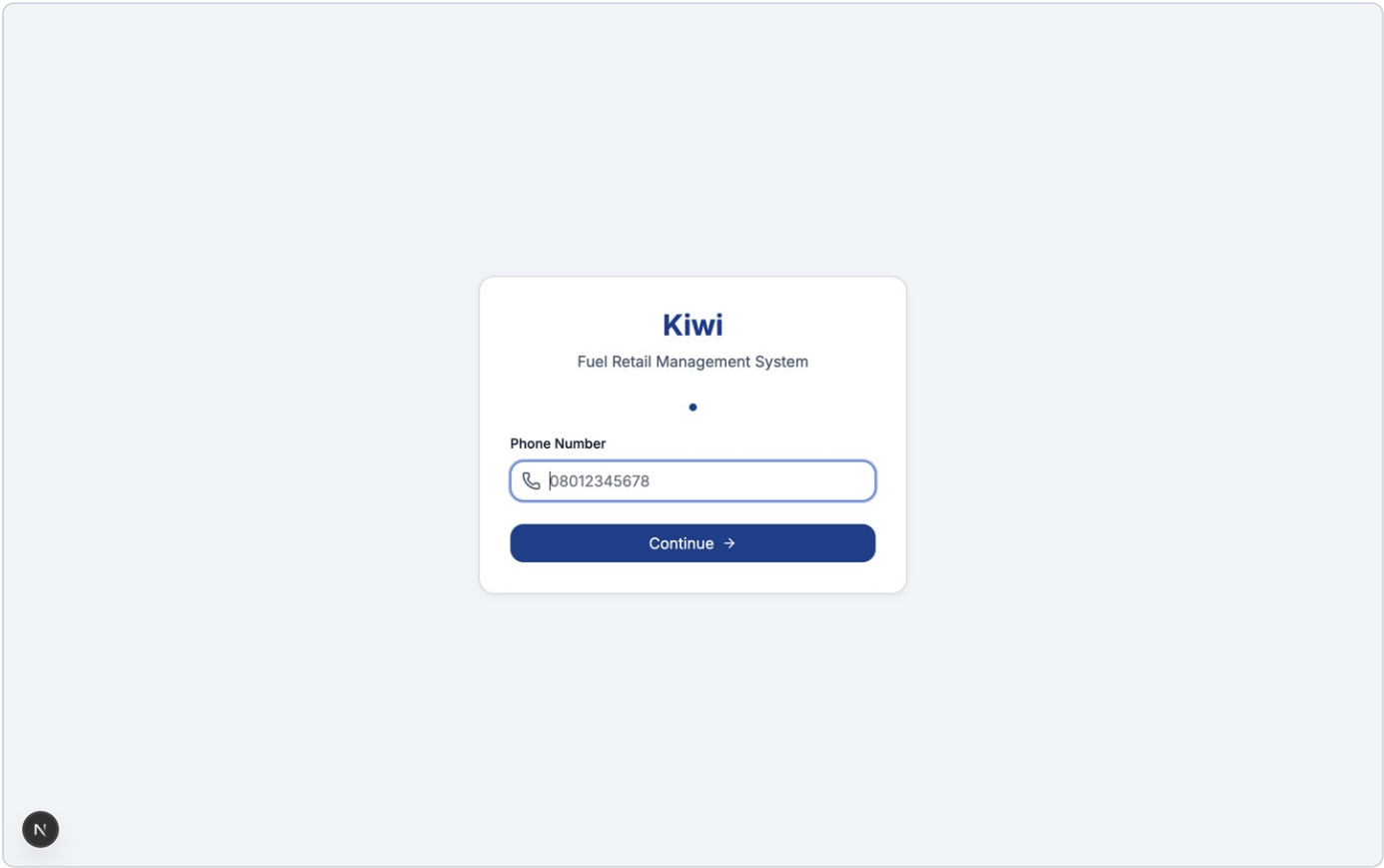
Getting Started

Kiwi is a fuel retail management system. It tracks your prices, pump and tank readings, deliveries and stock across every branch of your organisation, and turns them into sales figures, reconciliation reports and alerts. This chapter gets you signed in and comfortable finding your way around.

Who this chapter is for: everyone.

Signing in

Kiwi runs in your web browser, on phones, tablets and computers. Your administrator will give you the web address and register your phone number.



- 1. Open Kiwi in your browser. You will land on the sign-in page.
- 2. Enter your registered **Phone Number** and click **Continue**.
- 3. Enter your **Password** and click **Sign In**. The eye icon shows or hides what you have typed.

If something goes wrong:

What you see	What to do
"No account found with this phone number"	Check the number for typing mistakes. If it is correct, ask your administrator to register you.

What you see	What to do
A message that your account is inactive	Your account has been deactivated. Contact your administrator.
"Invalid password"	Try again, or ask your manager to reset your password. Branch managers and above can reset passwords for their staff.

First time signing in

If you were just added to Kiwi, you will not have a password yet. Enter your phone number on the sign-in page and Kiwi takes you straight to the password setup screen. Choose a password of at least 6 characters and confirm it. A strength guide helps you pick something strong; prefer a longer password that mixes letters, numbers and symbols. Once saved, you are signed in.

Finding your way around

Dashboard

Organizations

Branches

Products

Pricing

Assets

Debitives

Readings

Point Of Sale

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Analytics

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Dashboard

Welcome back, Admin Chatter

22:16

Organization Alerts

Meter anapah required for Premium Motor Spirit (Petrol) at Lekki Retail

Meter anapah required for Premium Motor Spirit (Petrol) at Ikeja Station

Meter anapah required for Premium Motor Spirit (Petrol) at Abuja Central

Meter anapah required for Premium Motor Spirit (Petrol) at Port Harcourt Depot Road

10 pump readings overdue

8 tank readings overdue

Tank Levels - Abuja Central

PM5 Tank (PM5)

ADD Tank (ADD)

Financial Performance

July 2026 Sales

July 2026 Profit

July 2026 Sales Value

Organization WPT

Products Performance

Organization Wide Product Performance

Branch Performance

Organization Branch Performance

Operations

Branch Operations Health

Organization Inventory Status

The top bar, always visible, holds three controls on the right:

- The sun and moon icon switches between light and dark themes. Your choice is remembered on that device.
- The bell shows your notifications, with a badge counting unread ones. Price changes needing your action, missed readings and other alerts arrive here.
- Your name and role open the profile menu, where you can sign out.

The sidebar on the left lists the modules you can use. On phones it collapses behind a menu button. What you see depends on your role:

Module	What it is for
Dashboard	Sales, stock and alert overview for your branch or organisation
Organizations	Organisation profile and settings (organisation administrators only)
Branches	Branch management (organisation administrators only)
Products	The product catalogue and per-product pricing
Pricing	Price lists and scheduled price changes
Assets	Tanks, pumps, calibration and assignments
Deliveries	Recording and reviewing fuel deliveries
Readings	Pump and tank readings (see the Daily Operations chapter)
Point Of Sale	Non-fuel sales
Inventory	Stock ledger and reconciliation
Analytics	Reports and analysis modules
Users	Staff accounts and role assignments
Settings	Your account and organisation settings

Attendants see a shorter menu with just **Readings** and **Settings**, because recording readings is their job in Kiwi.

Understanding roles

Every Kiwi user has a role, assigned at organisation or branch level. Your role decides what you can see and do. From least to most access:

Role	What they do in Kiwi
Attendant	Records pump readings assigned to them
Supervisor	Records and oversees readings at their branch
Branch Manager	Runs a branch: readings, deliveries, reconciliation, meter snapshots for price changes, and staff at their branch
Administrator	Organisation-level operations management

Role	What they do in Kiwi
Organisation Admin	Full control of the organisation: branches, products, pricing, users
Site Administrator	Platform-level management across organisations (Kiwi staff)

If a page tells you that you need a different role or a branch assignment, your administrator can adjust your access under **Users**.

A note on time

Everything in Kiwi runs on West Africa Time (WAT). Reading times, price change schedules and reports all use it, regardless of the device's own timezone setting.

Daily Operations: Readings and Return to Tank

Everything Kiwi knows about your station's fuel movement starts with readings. Pump meter readings tell the system how much fuel was dispensed, and sales are calculated automatically from the difference between one reading and the next, valued at the price in effect at that time. Tank readings (dips) tell the system how much fuel is physically in each tank. Reconciliation compares the two, so accurate and timely readings are the foundation of loss detection.

Who this chapter is for: attendants, supervisors and branch managers. Anyone assigned to a branch can record readings.

Before you start

- You must be signed in and assigned to a branch. If you see "Branch Access Required", ask your administrator to assign you to a branch.
- All dates and times in Kiwi are West Africa Time (WAT).
- After saving a reading, attendants are returned to their Dashboard; supervisors and managers are returned to the Readings page.

The Readings page

Open **Readings** from the sidebar. This is the hub for all reading activity at your branch.

Kiwi

Emeka Obi

Branch Manager

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Readings Management

Record and track tank and pump readings

+ Tank Reading

+ Pump Reading

5

Tank Readings

Total recorded readings

5

Pump Readings

Total recorded readings

0

Today's Tank Readings

Readings recorded today

0

Today's Pump Readings

Readings recorded today

Recent Tank Readings

View All →

PMS Tank

Premium Motor Spirit (Petrol) • Lekki Retail

127.9cm

10,551.75L

Tank reading

5 Jul 2026, 06:13

AGO Tank

Automotive Gas Oil (Diesel) • Lekki Retail

120cm

9,000L

Tank reading

5 Jul 2026, 06:10

DPK Tank

Dual Purpose Kerosene • Lekki Retail

305.5cm

19,093.75L

Tank reading

5 Jul 2026, 06:10

PMS Tank

Premium Motor Spirit (Petrol) • Lekki Retail

127.9cm

10,551.75L

Tank reading

4 Jul 2026, 21:19

DPK Tank

Dual Purpose Kerosene • Lekki Retail

305.4cm

19,087.5L

Tank reading

4 Jul 2026, 21:15

Recent Pump Readings

View All →

Pump 4 (DPK)

LEK-MTR-004 • Lekki Retail

Manual Reading

247618.485L

5 Jul 2026, 08:59

Pump 3 (AGO)

LEK-MTR-003 • Lekki Retail

Manual Reading

308436.891L

5 Jul 2026, 08:59

Pump 1 (PMS)

LEK-MTR-001 • Lekki Retail

Manual Reading

313351.33L

5 Jul 2026, 08:59

Pump 2 (PMS)

LEK-MTR-002 • Lekki Retail

Manual Reading

340449.65L

5 Jul 2026, 08:59

Pump 3 (AGO)

LEK-MTR-003 • Lekki Retail

Manual Reading

308181.804L

5 Jul 2026, 06:19

Quick Actions

Bulk Tank Readings

Record multiple tank readings

Bulk Pump Readings

Record multiple pump readings

Reconciliation

Compare readings vs inventory

From here you can:

- See counts of recent tank and pump readings, including how many were recorded today.
- Review the most recent readings on each side. Pump readings marked with a circular arrow icon are Return to Tank (RTT) entries; entries marked with an X icon were recorded as "no reading". Hover over the info icon on either to see the reason.
- Start a new reading with the **+ Tank Reading** and **+ Pump Reading** buttons at the top right.
- Jump to **Bulk Tank Readings**, **Bulk Pump Readings** or **Reconciliation** under Quick Actions.

Record a pump reading

Record a pump reading at every shift handover and at your branch's scheduled reading times. Consistent timing makes reconciliation and trend analysis far more reliable.

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3. If a yellow or red **Pending Price Change** alert appears, stop. The form is locked until meter snapshots for the price change are submitted. Branch managers will see a **Submit Meter Snapshots** button on the alert; if you are not a branch manager, inform yours. See the Pricing chapter for the full snapshot procedure.
4. Assign the reading. Attendants are automatically assigned to themselves. Supervisors and managers select the staff member responsible for the reading from the **Assign to Attendant** list.
5. Enter the **Meter Value** in litres, exactly as shown on the pump's meter display. Whole numbers only: `125000` is valid, `125000.5`, `125,000` and `125k` are not.
6. Leave **Source** as Manual Entry unless the value came from a sensor, an import or a management correction.
7. Confirm the **Reading Date & Time**. It defaults to now; change it if you took the reading earlier.
8. Add optional notes (maintenance activity, unusual meter behaviour, incidents), then click **Record Reading**.

What happens after you save: Kiwi pairs this reading with the previous one for the same pump, calculates the volume dispensed, and records a sale valued at the price in effect during that window. Automatic checks run in the background: suspicious jumps, meters that appear to have gone backwards, duplicates and other irregularities are flagged as anomalies for management review. You do not need to do anything for a flagged reading unless a supervisor contacts you.

Common problems:

What you see	What it means
"No price configured for this product"	The product has no active price. Sales cannot be valued until a manager sets one under Pricing.
"No tank assigned to this pump"	The pump is not connected to a tank. An administrator must set the assignment under Assets.
Meter value rejected	The value must be a whole number between 0 and 10,000,000.

When a pump cannot be read

If a pump is out of service, record a "no reading" entry instead of skipping it. Skipped pumps show up as missed readings and trigger alerts to management.

1. On the New Pump Reading form, select the pump, then expand **Extra Reading Options**.
2. Tick **No reading available for this pump**. The meter value fills in automatically with the last known value and cannot be edited, because the meter has not moved.
3. Select the reason:

Reason	Use when
Pump Out of Service	Pump is not operational
No Inventory	Product unavailable
Tank Empty	Connected tank has no fuel

Reason	Use when
Scheduled Maintenance	Planned maintenance or calibration
Power Outage	No electricity to operate the pump
Management Directive	Temporary closure on management's instruction
Equipment Failure	Mechanical or electrical failure
Safety Issue	Safety concern preventing operation
Other	Anything else. Notes become compulsory

4. Add notes if the situation needs explaining (up to 500 characters), then click **Record Reading**.

Kiwi records zero sales for the period, carries the meter value forward, and logs the reason for reporting.

Record a Return to Tank (RTT) reading

Use RTT when fuel passed through the pump meter but was returned to the tank rather than sold, for example during pump proving or maintenance. Without an RTT entry, the meter movement would be counted as a sale and your reconciliation would show a false loss.

1. On the New Pump Reading form, select the pump first. The tank and product fill in automatically from the pump's assignment.
2. Expand **Extra Reading Options** and tick **Return to Tank (RTT) Reading**.
3. Select the reason:

Reason	Use when
Pump Proving/Calibration	Testing pump accuracy
Pump Maintenance	Fuel returned during routine servicing
Filter Change	Fuel recirculated while replacing filters
Quality Testing	Samples taken for quality verification
System Priming	Priming pumps or lines after maintenance
Other Reason	Anything else. A detailed explanation of at least 10 characters is required

4. Enter **RTT Notes** describing what was done. Notes are compulsory for every RTT entry.

5. Enter the **Meter Value** shown on the meter after the operation, then click **Record Reading**.

What happens after you save: the returned volume is calculated automatically as the difference between this meter value and the last normal reading. No sale is recorded for that volume.

Rules to know:

- RTT volumes are limited per entry and per tank per day. The defaults are 50 litres per entry and 100 litres per tank daily; the current limits for your organisation are shown in the blue info box on the form. Entries above the limit are rejected, so plan proving runs accordingly.

- A reading cannot be both RTT and "no reading available". Ticking one clears the other.
- Every RTT entry is kept in a permanent audit trail linking the pump, tank, product and the person who recorded it.

Record a tank reading (dip)

Record tank readings at your branch's scheduled times each day, and after every delivery. Wait 15 to 30 minutes after a delivery before dipping, so the fuel can settle.

Kiwi

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Branch Manager

← Back to Readings

Record Tank Reading

Record fuel level and volume measurements

Tank Selection

Tank *
Select a tank

Reading Details

Fuel Height (cm) *
e.g., 150

Volume (Litres)
e.g., 15000

Reading Metadata

Reading Date & Time *
dd/mm/yyyy, --:--

Record Reading Cancel

Guidelines & Tips

Reading Accuracy

Accurate tank readings are critical for inventory management and loss detection.

Best Practices:

- Wait 15-30 minutes after deliveries before reading
- Take readings at the same time daily for consistency
- Use a clean, calibrated measuring stick
- Record heights as whole centimetres (no decimals)

Height vs Volume

Calibrated Tanks
Volume is automatically calculated from height using calibration data. Most accurate method.

Non-Calibrated Tanks
Manual volume entry required. Use tank strapping charts or manufacturer specifications.

Automatic Checks

Capacity limits:
Volumes above tank capacity or below zero are flagged for review.

Sudden changes:
Large jumps from the previous reading are flagged as anomalies.

Calibration consistency:
Entered volumes are compared against the tank's calibration data.

Safety & Compliance

Safety First:

- Turn off engines and equipment before readings
- Use grounded measuring equipment
- Never smoke or use open flames near tanks
- Report any unusual odors or conditions

Temperature Impact:
Fuel expands/contracts ~0.1% per °C, so readings taken at very different times of day may vary slightly.

1. Go to **Readings**, then click **+ Tank Reading**.
2. Select the tank. An information box shows its capacity, current product and calibration status.
3. Enter the **Fuel Height** from your dip stick, in whole centimetres.
4. Check the **Volume** field:
 - For calibrated tanks, the volume is calculated automatically from the height and the field is locked. A calculator icon confirms this.

- For tanks without calibration data, enter the volume yourself in whole litres, using the tank's strapping chart or manufacturer specifications. Ask an administrator to add calibration data so this step becomes automatic.

5. Confirm the **Reading Date & Time**, then click **Record Reading**.

What happens after you save: the reading updates the tank's current stock level on the dashboard. Automatic checks flag volumes above the tank's capacity, sudden jumps from the previous reading, and volumes inconsistent with the tank's calibration data.

Enter readings in bulk

At shift change you usually need readings for every pump and tank at once. The bulk forms let you enter up to 100 readings in one submission.

For pumps, go to **Readings**, then **Bulk Pump Readings** under Quick Actions. Click **Add Reading** for each pump and fill in the pump, meter value, source and reading time per row. The bin icon removes a row.

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Bulk Pump Readings

Record multiple pump meter readings at once

Pump Readings

+ Add Reading

Reading 1

Pump *

Meter Value *

Source *

Reading Time *

Select a pump ▾

0

Manual ▾

dd/mm/yyyy, 📅

Notes

Additional notes for this reading...

Record 1 Pump Readings

Cancel

📘 Guidelines & Tips

Meter Value Format

✓ Enter whole numbers only

✓ Correct:

✗ Incorrect:

• 125000

• 125000.5

• 89250

• 89,250

• 50000

• 50.5k

Bulk Reading Efficiency

Recording multiple pump readings simultaneously saves time and ensures consistency across your station.

Best Practices:

• Record readings at shift changes for consistency

• Use the same source for all pumps in a batch

• Complete all readings within a 5-10 minute window

• Add readings for all active pumps in your station

Reading Sources

🔧 Manual Entry

Standard readings entered by staff. Most common type for daily operations.

🔧 Sensor Reading

Automated readings from connected sensors or monitoring systems.

🔧 Imported Data

Readings imported from external systems or bulk data uploads.

🔧 Corrected Reading

Readings that have been corrected due to errors or adjustments.

Data Validation

⚠️ Validation Checks:

• Enter whole numbers only - no decimal places

• Record the exact litre counter value from pump display

• Meter values should increase from previous readings

• Verify pump assignments and product information

• Double-check readings before submitting

Documentation & Notes

📝 Use Notes For:

• Pump maintenance or calibration activities

• Unusual meter behavior or discrepancies

• Environmental conditions affecting readings

• Equipment issues or customer complaints

💡 Tip:

Use consistent reading times daily to establish reliable patterns and catch anomalies quickly.

For tanks, use **Bulk Tank Readings**. Each row takes the tank, fuel height and reading time, with volume auto-calculated for calibrated tanks.

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Branch Manager

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Bulk Tank Readings

Record multiple tank readings at once

Tank Readings

+ Add Reading

Reading 1

Tank *

Height (cm) *

Calculated Vol (L)

Reading Time *

Select a tank ▾

0

Auto-calculate

dd/mm/yyyy, 📅

Record 1 Tank Readings

Cancel

Guidelines & Tips

Bulk Tank Reading Benefits

Recording multiple tank readings simultaneously ensures consistency and provides a complete inventory snapshot.

Advantages:

- Consistent timing across all tanks
- Complete facility inventory snapshot
- Efficient shift changeover process
- Reduced data entry errors

Height Measurement Accuracy

Precision Requirements

Enter heights as whole centimetres (no decimals). Small height differences = large volume differences.

Auto-Calculation

Volume automatically calculated from calibration data. Manual entry only for non-calibrated tanks.

Timing & Consistency

Critical Timing:

- Wait 15-30 minutes after deliveries before reading
- Complete all readings within 10-15 minutes
- Use same time for all tanks in the session
- Record at consistent daily intervals

Data Validation

Automatic Checks:

- Heights must be whole centimetres
- Volumes above tank capacity are flagged for review
- Significant changes from previous readings are flagged
- Volumes are checked against calibration data

Tip:

Take readings before and after major deliveries to track inventory changes accurately.

Two things the bulk forms do not support:

- Assigning a reading to a specific attendant. Use the single pump reading form when attendant accountability matters.
- No-reading and RTT entries. Record those individually.

Review and export RTT history

Managers can review all RTT activity under **Operations**, then **RTT**.

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Branch Manager

RTT History

View and export Return to Tank (RTT) records

Filters

Start Date

dd/mm/yyyy

End Date

dd/mm/yyyy

Reason

All Reasons

Clear Filters

Export CSV

Total Records

10

Total Volume

334.6L

Showing

Page 1 of 1

RTT Records

Date & Time	Pump	Tank	Product	Volume (L)	Reason	Recorded By	Notes
Jun 29, 2026 12:28	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	32.7	Quality Testing	Ifeoma Nwosu	Density/quality check sample returned to tank
Jun 21, 2026 12:37	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	41.3	Filter Change	Ifeoma Nwosu	Line recirculation after filter replacement
Jun 11, 2026 12:38	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	30.7	Pump Maintenance	Ifeoma Nwosu	Fuel evacuated during dispenser servicing
Jun 03, 2026 12:34	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	23.4	Pump Proving/Calibration	Ifeoma Nwosu	Quarterly pump accuracy proving with 20L ...
May 25, 2026 12:33	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	39.2	Other Reason	Ifeoma Nwosu	Operational return — see supervisor log
May 17, 2026 12:36	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	28.7	System Priming	Ifeoma Nwosu	Line priming after maintenance
May 10, 2026 12:31	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	33.6	Quality Testing	Ifeoma Nwosu	Density/quality check sample returned to tank
May 02, 2026 12:35	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	29.8	Filter Change	Ifeoma Nwosu	Line recirculation after filter replacement
Apr 22, 2026 12:38	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	40.8	Pump Maintenance	Ifeoma Nwosu	Fuel evacuated during dispenser servicing
Apr 13, 2026 12:32	Pump 1 (PMS)	PMS Tank	Premium Motor Spirit (Petrol) (PMS)	34.4	Pump Proving/Calibration	Ifeoma Nwosu	Quarterly pump accuracy proving with 20L ...

Showing 1 to 10 of 10 records

Previous

Next

- Filter by date range and reason, and see the total records and total returned volume for the filtered period at a glance.
- Each row links the date, pump, tank, product, volume, reason, who recorded it, and the notes.
- Click **Export CSV** to download the filtered records for audits or head office reporting.

Quick reference

Item	Rule
Pump meter value	Whole litres, 0 to 10,000,000, exactly as displayed
Tank height	Whole centimetres, 0 to 10,000

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Item	Rule
Tank volume	Whole litres, up to 1,000,000; automatic for calibrated tanks
RTT limits (defaults)	50 L per entry, 100 L per tank per day
Notes	200 characters on a normal reading; 500 on no-reading and RTT entries
Bulk entry	Up to 100 readings per submission
Missed readings	Pumps or tanks with no reading in 24 hours raise an alert to management
Timezone	All times are West Africa Time (WAT)

Deliveries

Every litre and every carton that arrives at your station enters Kiwi through a delivery record. Deliveries feed the stock ledger, tank levels and reconciliation, so recording them promptly and accurately is what makes the "Received" side of your reconciliation trustworthy.

Who this chapter is for: branch managers and supervisors receiving stock at a branch.

The Deliveries page

Open **Deliveries** from the sidebar.

Kiwi

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EO

Emeka Obi

Branch Manager

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Deliveries

Track and manage deliveries to your stations

+ New Delivery

43

Total Deliveries

3

Last 7 Days

3

This Month

Recent Deliveries

Time Range

All Deliveries

Delivery #DEL-LEK-043

Lekki Retail • Apex Lagos Depot

Primary Product

Assorted Snacks

Tank

Multiple/None

Total Quantity

300 L

Items

1 item

Delivered 5 Jul 2026, 09:16

Driver: Ibrahim Musa

1 items

Delivery #DEL-LEK-042

Lekki Retail • Apex Lagos Depot

Primary Product

Dual Purpose Kerosene

Tank

DPK Tank

Total Quantity

15,000 L

Items

1 item

Delivered 2 Jul 2026, 09:47

Driver: Fatima Garba

1 items

Delivery #DEL-LEK-041

Lekki Retail • Apex Lagos Depot

Primary Product

Premium Motor Spirit (Petrol)

Tank

PMS Tank

Total Quantity

22,000 L

Items

1 item

Delivered 1 Jul 2026, 10:18

Driver: Fatima Garba

1 items

Delivery #DEL-LEK-040

Lekki Retail • Apex Lagos Depot

Primary Product

Premium Motor Spirit (Petrol)

Tank

PMS Tank

Total Quantity

20,000 L

Items

1 item

Delivered 26 Jun 2026, 10:27

Driver: Fatima Garba

1 items

Delivery #DEL-LEK-039

Lekki Retail • Apex Lagos Depot

Primary Product

Automotive Gas Oil (Diesel)

Tank

AGO Tank

Total Quantity

18,000 L

Items

1 item

Delivered 24 Jun 2026, 09:39

1 items

Delivery #DEL-LEK-037

Lekki Retail • Apex Lagos Depot

Primary Product

Energy Drink

Tank

Multiple/None

Total Quantity

400 L

Items

1 item

Delivered 23 Jun 2026, 10:37

Driver: Fatima Garba

1 items

Delivery #DEL-LEK-038

Lekki Retail • Apex Lagos Depot

Primary Product

Assorted Snacks

Tank

Multiple/None

Total Quantity

300 L

Items

1 item

Delivered 23 Jun 2026, 10:11

Driver: Ibrahim Musa

1 items

Delivery #DEL-LEK-036

Lekki Retail • Apex Lagos Depot

Primary Product

Premium Motor Spirit (Petrol)

Tank

PMS Tank

Total Quantity

21,000 L

Items

1 item

Delivered 21 Jun 2026, 09:42

Driver: Ibrahim Musa

1 items

Delivery #DEL-LEK-035

Lekki Retail • Apex Lagos Depot

Primary Product

Premium Motor Spirit (Petrol)

Tank

PMS Tank

Total Quantity

22,000 L

Items

1 item

Delivered 16 Jun 2026, 09:10

1 items

Delivery #DEL-LEK-034

Lekki Retail • Apex Lagos Depot

Primary Product

Dual Purpose Kerosene

Tank

DPK Tank

Total Quantity

15,000 L

Items

1 item

Delivered 13 Jun 2026, 09:06

Driver: Ibrahim Musa

1 items

Showing 1 to 10 of 43 deliveries

Previous

1

2

...

5

Next

The cards at the top count total deliveries, the last 7 days and this month. The **Time Range** filter narrows the list. Each delivery card shows the reference, branch and source depot, primary product, destination tank, total quantity, driver and delivery time. Click a card to see the full detail with every line item.

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Recording a delivery

Record the delivery while the tanker or supplier is still on site, with the waybill in hand.

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New Delivery

Record a new product delivery (fuel or non-fuel products)

Delivery Information

Delivery Reference Number

e.g., DEL-2024-001

Order Number

e.g., PO-2024-001

Customer Number

e.g., CUST-2024-001

Delivery Date *

dd/mm/yyyy, --:--

Driver

+ Add New

Select a driver (optional)

Source Depot

+ Add New

Select a depot (optional)

Delivery Items

+ Add Item

Item 1

Product *

Select a product

Expected Qty (Units) *

0

Delivered Qty (Units) *

0

Additional Notes

Any other notes for this item...

Create Delivery

Cancel

Guidelines & Tips

Delivery Documentation

Complete and accurate documentation ensures proper inventory tracking and regulatory compliance.

Key Information:

Exact delivery date and time (required)

Driver and source depot (required for fuel deliveries)

Reference number from delivery note/BOL (recommended)

Product Types & Storage

Fuel Products (PMS, AGO, DPK)

Measured in litres. Must specify destination tank. Ensure tank is compatible with product grade.

Non-Fuel Products (Oil, Convenience Items)

Measured in units/packs/litres. Tank assignment not required - products go to general storage.

Quality & Safety

Before Discharge:

Verify product grade matches tank contents

Check tank capacity and available space

Inspect seals and compartment numbers

Take opening tank readings

After Discharge:

Record final quantities delivered

Take closing tank readings

Document any discrepancies

Complete reconciliation

Best Practices

Multiple Items:

Add separate line items for different products or compartments.

Quantity Precision:

Quantities must be whole numbers (litres for fuel, units for non-fuel).

Notes Section:

Use for temperature readings, density, or special conditions.

Tip:

Complete delivery documentation immediately while details are fresh.

1. Click **+ New Delivery**.

2. Fill in the **Delivery Information**:

- **Delivery Reference Number**, **Order Number** and **Customer Number** are optional but recommended; use the numbers from your waybill or purchase order so the record can be traced back to paper.
- **Delivery Date** is required. Enter the actual date and time the delivery arrived.
- **Driver** and **Source Depot** are required for fuel deliveries and optional otherwise. If the driver or depot is not in the list yet, click **+ Add New** beside the field to create one without leaving the form;

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a driver needs a name and contact number (vehicle plate is optional), a depot needs a name and address.

3. Add the **Delivery Items**, one per product. Click **+ Add Item** for additional products; the bin icon removes an item.

- **Product**: only products enabled for your branch appear.
- **Expected Qty**: what the waybill says was sent. Whole numbers, in litres for fuel or the product's unit otherwise.
- **Delivered Qty**: what actually arrived, measured on your side. It copies the expected quantity automatically; correct it if they differ.
- **Destination Tank** appears for fuel products and is required. Only tanks assigned to that product are offered. Non-fuel items go to general storage and take no tank.

4. Review the warnings before saving:

- **Variance Detected** appears whenever expected and delivered differ, amber under 2 percent and red from 2 percent. A **Variance Reason** box opens; it is compulsory for variances of 2 percent or more, so state what happened (short delivery, spillage, measurement difference).
- **Tank Capacity Exceeded** appears in red if the delivered quantity cannot fit the selected tank. Reduce the quantity or pick a larger tank; do not save through this warning.

5. Click **Create Delivery**.

What happens after you save: each item is posted to the stock ledger as a delivery entry, fuel volumes count towards the tank's stock and appear as "Received" in reconciliation, and the delivery becomes part of the audit trail with your name on it.

After the tanker discharges: take a tank reading. Wait 15 to 30 minutes for the fuel to settle first; the Daily Operations chapter covers the dip procedure. A delivery without a follow-up tank reading leaves reconciliation guessing.

Common problems:

What you see	What it means
"No tanks assigned to this product"	The product has no tank at your branch. An administrator must assign one under Assets before fuel of that product can be received.
"Driver is required for fuel product deliveries"	Fuel deliveries must name a driver and source depot. Add them with + Add New if they are not listed.
Quantity rejected	Quantities must be whole numbers greater than zero.

Quick reference

Item	Rule
Fuel items	Destination tank, driver and source depot required
Non-fuel items	No tank; measured in the product's unit
Quantities	Whole numbers greater than zero

Item	Rule
Variance reason	Required when delivered differs from expected by 2% or more
Reference fields	Optional, up to 50 characters each
Item notes	Up to 200 characters
After discharge	Take a tank reading once the fuel settles (15 to 30 minutes)

Inventory

Kiwi keeps a running account of every product at every branch: what came in through deliveries, what went out through sales, and what is physically in the tanks. This chapter covers reading that account, and what to do when the numbers disagree.

Who this chapter is for: branch managers day to day; supervisors and administrators reviewing stock.

The Inventory page

Open **Inventory** from the sidebar.

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Inventory Management

Monitor fuel levels and track inventory movements

Export Stock Levels

Reconciliation

View Ledger

Product Inventory

View All Readings →

Product	Current Stock	Capacity	Utilization
Assorted Snacks SNACKS Non-Fuel Code: SNACKS Unit: PACK	222 PACK	N/A	0.0%
Automotive Gas Oil AGO Fuel Code: AGO 0 tanks	0 Litres	0 Litres	0.0%
Automotive Gas Oil (Diesel) AGO Fuel Code: AGO 1 tank	3,610.498 Litres	30,000 Litres	12.0%
Compressed Natural Gas CNG Fuel Code: CNG 0 tanks	0 Litres	0 Litres	0.0%
Compressed Natural Gas CNG Fuel Code: CNG 0 tanks	0 Litres	0 Litres	0.0%
Dual Purpose Kerosene DPK Fuel Code: DPK 0 tanks	0 Litres	0 Litres	0.0%
Dual Purpose Kerosene DPK Fuel Code: DPK 1 tank	27,002.091 Litres	25,000 Litres	108.0%
Energy Drink ED001 Non-Fuel Code: ED001 Unit: UNIT	0 UNIT	N/A	0.0%
Engine Oil 5W-30 EO530 Non-Fuel Code: EO530 Unit: LITRE	0 LITRE	N/A	0.0%
Liquefied Petroleum Gas LPG Fuel Code: LPG 0 tanks	0 Litres	0 Litres	0.0%
Liquefied Petroleum Gas (Cooking Gas) LPG Fuel Code: LPG 0 tanks	0 Litres	0 Litres	0.0%
Premium Motor Spirit PMS Fuel Code: PMS 0 tanks	0 Litres	0 Litres	0.0%
Premium Motor Spirit (Petrol) PMS Fuel Code: PMS 1 tank	0 Litres	33,000 Litres	0.0%

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The **Product Inventory** table lists every product enabled at your branch with its current stock, tank capacity and utilisation percentage. Fuel stock comes from tank readings; non-fuel stock comes from the ledger balance. **Export Stock Levels** downloads the table; **View Ledger** and **Reconciliation** open the two tools below.

A utilisation figure over 100 percent, or a stock figure that does not match what you can see on the ground, is a prompt to check recent readings and deliveries, not a number to ignore.

The stock ledger

The ledger is the full transaction history behind the stock figures. Every delivery, sale and adjustment is one row that can never be silently changed, only added to.

stock-in and stock-out movements.

- Use the ledger when investigating: it answers "what exactly happened to this product between Tuesday and Thursday" better than any summary screen.

The Reconciliation Center

Open **Inventory**, then **Reconciliation**. Reconciliation compares what should have happened to your fuel with what actually happened, like balancing a bank account: fuel in (deliveries), fuel out (sales), balance (what is left in the tanks).

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Inventory → Reconciliation

Reconciliation Center

Monitor fuel reconciliation, investigate variances, and manage adjustments

Yesterday's Reconciliation

PENDING

Complete reconciliation for yesterday's operations

No activity yet. Add pump readings, tank readings, or deliveries to begin tracking.

Investigate

This Week's Reconciliation

FAILED

7-day operational reconciliation summary

Variance by Product

PMS Premium Motor Spirit (Petrol)

+22.55%

Dispensed

19,357.059L

Raw pump reading

Actual Sales

19,357.059L

Dispensed - RTT

Received

22,000L

Deliveries

Expected

+2,642.941L

22,000L in - 19,357.059L sales

Actual

+3,333L

Tank change

Variance

+690.059L

+22.55%

Tolerance applied:

Pump reading: 19,357.059L

Tank depletion: 19,260.399L (adjusted)

Retained in system: 76.664L

690.059L surplus (22.6%) - check for missing deliveries or reading errors

AGO Automotive Gas Oil (Diesel)

+3.66%

Dispensed

6,438.053L

Raw pump reading

Actual Sales

6,438.053L

Dispensed - RTT

Received

0L

Deliveries

Expected

-6,438.053L

0L in - 6,438.053L sales

Actual

-6,202.5L

Tank change

Variance

+235.553L

+3.66%

235.553L surplus (3.7%) - check for missing deliveries or reading errors

DPK Dual Purpose Kerosene

+0.43%

Dispensed

3,772.979L

Raw pump reading

Actual Sales

3,772.979L

Dispensed - RTT

Received

15,000L

Deliveries

Expected

+11,227.021L

15,000L in - 3,772.979L sales

Actual

+11,275L

Tank change

Variance

+47.979L

+0.43%

Reconciliation Tools

Investigate

Detailed variance analysis

Make Adjustments

Correct reading errors

Historical Data

Past reconciliation records

Analytics

Performance insights

Understanding Fuel Reconciliation

How Reconciliation Works

Think of it like balancing your bank account:

Fuel In: Deliveries received

Fuel Out: Sold to customers

Balance: What's left in tanks

If the numbers don't match, something needs to be checked.

Variance Thresholds

0% to 0.5%

Excellent - fuel amounts balance correctly

0.5% to 2%

Monitor - small difference, check readings

Over 2%

Action required - investigate immediately

Troubleshooting Steps

1. Check Staff Readings

Verify pump and tank numbers were recorded correctly

2. Verify Deliveries

Confirm all deliveries were entered on correct dates

3. Review Sales

Check for unrecorded large sales or off-hours dispensing

When to Escalate

Variance over 5%: Call supervisor

Readings going backwards: Call maintenance

Can't solve in 30min: Ask for help

Quick Reference

0-0.5%

Excellent

0.5-2%

Monitor

2%+

Act Now

Two cards summarise **Yesterday's Reconciliation** and **This Week's Reconciliation**. For each product you get:

- **Dispensed**: raw pump meter movement.

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- **RTT**: fuel returned to tank during proving or maintenance (see the Daily Operations chapter). Subtracted from dispensed to give **Actual Sales**.
- **Received**: deliveries into the tanks.
- **Expected** change (received minus sales) against the **Actual** tank change from your dip readings, and the resulting **Variance** in litres and percent.

Where pump tolerance settings apply, the card shows the tolerance-adjusted figures and notes how many litres the tolerance retained; the variance percentage you act on is the one after tolerance.

Reading the variance:

Variance	Meaning	What to do
0 to 0.5%	Excellent, fuel accounts balance	Nothing
0.5 to 2%	Small difference	Monitor; double-check readings
Over 2%	Action required	Investigate immediately

A surplus suggests a missing delivery record or a reading error; a shortage means verifying sales records and checking for leaks. Escalate when a variance passes 5 percent, when meters appear to run backwards (call maintenance), or when you cannot explain a variance within about 30 minutes.

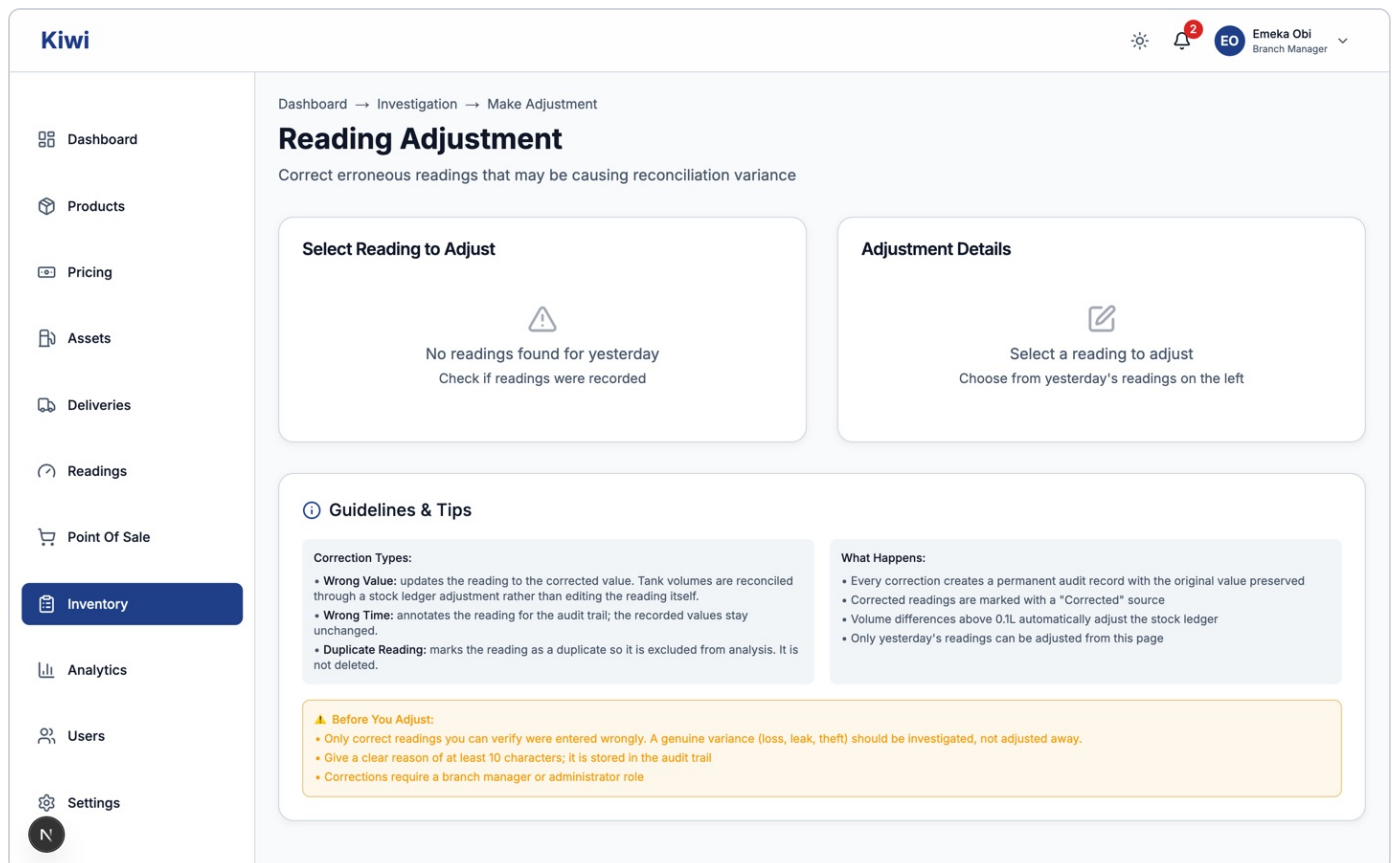
If the card reports **Configuration Issues**, a pump or tank at your branch is dispensing untracked volume because it is not assigned to a product. Reconciliation cannot be complete until an administrator fixes the assignment under Assets.

Investigating a variance

Click **Investigate** on the daily card (or **Investigate** under Reconciliation Tools) to open the Reconciliation Investigation page. It breaks yesterday down product by product: every pump reading, tank reading and delivery that fed the calculation, so you can spot the entry that does not belong. Work through the troubleshooting steps in order: check staff readings first, verify deliveries against waybills, then review sales.

Correcting a wrong reading

If the investigation shows a reading was entered wrongly, correct it rather than living with a false variance. Click **Adjust** on a variance card, or **Make Adjustments** under Reconciliation Tools.



1. Select the faulty reading from yesterday's readings on the left. Only yesterday's readings can be adjusted from this page.
2. Choose the **Correction Type**:
 - **Wrong Value**: enter the **Corrected Value** in litres. Tank volumes are reconciled through a stock ledger adjustment rather than editing the original reading.
 - **Wrong Time**: annotates the reading for the audit trail; the recorded values stay unchanged.
 - **Duplicate Reading**: marks the reading as a duplicate so it is excluded from analysis. It is not deleted.
3. Give a clear **Reason for Adjustment** of at least 10 characters. It is stored permanently in the audit trail.
4. Submit. Corrected readings are marked with a "Corrected" source, and the original value is preserved in the correction record.

Corrections need a branch manager or administrator role. Only correct readings you can verify were entered wrongly: a genuine variance from loss, leak or theft should be investigated and escalated, not adjusted away.

Quick reference

Item	Rule
Fuel stock	Calculated from tank readings
Non-fuel stock	Calculated from the ledger balance
Ledger entries	Permanent; corrections add new entries, nothing is deleted

Item	Rule
Variance bands	Under 0.5% fine; 0.5 to 2% monitor; over 2% investigate; over 5% escalate
Adjustments	Yesterday's readings only; reason of 10+ characters; branch manager or administrator role
RTT	Subtracted from dispensed volume before sales are computed

Pricing

Kiwi values every sale at the price that was in effect at the moment of sale, so getting prices in on time, and marking exactly when pump displays changed, is what keeps your revenue figures accurate. This chapter covers how prices are resolved, how to set them, and the meter snapshot workflow for fuel price changes.

Who this chapter is for: organisation admins and administrators set prices; branch managers submit meter snapshots.

How Kiwi decides which price applies

Every price lives in a price list with a scope and an effective window:

- **Organisation scope** prices apply to all branches.
- **Branch scope** prices apply to one branch and override the organisation price for that branch.
- Each list has an **Effective From** date and, optionally, an **Effective To** date.

When Kiwi values a sale, it looks for a branch price in effect at that time; if there is none, it uses the organisation price. Where several lists are in effect, the one that became effective most recently wins. Because pump readings are timestamped, a sale is always valued at the price in force during its reading window. That is why fuel price changes need a precise boundary, which is what meter snapshots provide.

Viewing price lists

Open **Pricing** from the sidebar to see the price lists that apply to you.

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Price Lists

Manage pricing for your organization and branches

+ New Price List

Apex Energy Group Prices (Effective Jun 15, 2026)

Active

Apex Energy Group

6 items

Effective From

15 Jun 2026

Created

5 Jul 2026, 09:44

Apex Energy Group Prices (Effective May 11, 2026)

Expired

Apex Energy Group

6 items

Effective From

11 May 2026

Effective To

15 Jun 2026

Created

5 Jul 2026, 09:44

Apex Energy Group Prices (Effective Apr 6, 2025)

Expired

Apex Energy Group

6 items

Effective From

6 Apr 2025

Effective To

10 May 2026

Created

5 Jul 2026, 09:44

Each card shows the scope, the number of items, the effective window and a status chip: **Active** (in effect now), **Future** (scheduled to start later) or **Expired**. Click a card to view or edit its items. **+ New Price List** creates a list by hand, which suits bulk updates of non-fuel items; for fuel prices, use the product pricing flow below.

Setting a product's price

Open **Products**, select the product, and scroll to the **Product Pricing** section.

1. Choose the **Price Scope**: Organization for all branches, or Branch to override the price at one branch.
2. Enter the **Buy Price (Cost)** per unit.
3. Set the **Margin Type** (percentage or absolute) and **Margin Value**. Tick **Auto calculate sell price** to derive the sell price from cost plus margin, or type the **Sell Price** yourself.

4. If the figure you have in hand already includes VAT, tick **Price includes VAT**. Kiwi strips the VAT out and stores the price excluding VAT; the customer-facing price shown below the field includes it again.
5. Click the submit button. What happens next depends on the product:
 - **Fuel at organisation scope** becomes a scheduled price change, and the button reads **Schedule Price Change**. See the next section.
 - **Fuel at branch scope** applies immediately, but you must enter meter snapshots for that branch's pumps as part of the submission.
 - **Non-fuel products** apply immediately.

The **Price History** section below the form shows every past price with its scope and dates, so you can always trace what a product sold for and when.

Scheduling a fuel price change

Organisation-wide fuel prices are never applied silently; they are scheduled, so every branch can mark the exact meter position when its pumps switch to the new price.

1. In the **Schedule Price Change** section of the pricing form, set the **Effective Date** and **Effective Time** (WAT). Early morning, before heavy trading, is common practice.
2. Choose the **Snapshot Mode**:
 - **Snapshots Required (Recommended)**: each branch's new price takes effect the moment its branch manager submits meter snapshots. Revenue is split exactly at the meter boundary.
 - **No Snapshots Required**: the price applies to every branch at the scheduled time, whether or not snapshots were submitted. Use this for emergencies; revenue attribution around the change is less precise.
3. Click **Schedule Price Change**.

Branch managers are notified immediately that snapshots will be required. Once scheduled, the change appears under **Scheduled Price Changes** with a **Cancel** button available until it starts executing. Execution is automatic: within a few minutes of the effective time, Kiwi processes the change, applies prices, and notifies you when it completes.

Submitting meter snapshots (branch managers)

When a price change is scheduled for your branch, you will be told three times: a notification arrives, an alert appears on your dashboard, and the pump reading form shows a blocking banner for the affected pumps. Regular readings for those pumps stay locked until you submit snapshots, so do this promptly.

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Submit Meter Snapshot

Lekki Retail • Premium Motor Spirit (Petrol)

Snapshot Required
Price will be applied immediately upon submission. Effective time: 7/12/2026, 6:00:00 AM

Price Change Details
New Price
₦720.00
Effective Date
7/12/2026, 6:00:00 AM

Why are meter snapshots required?
Meter snapshots create a precise boundary for revenue tracking. All sales before the snapshot are calculated at the old price, and all sales after use the new price. This ensures accurate revenue reporting and prevents revenue loss.

Pumps Requiring Snapshots

Pump 1 (PMS) Last reading: 313,351.33L	✓
Pump 2 (PMS) Last reading: 340,449.65L	✓

[Enter Meter Snapshots](#)

1. Click **Submit Meter Snapshots** on the alert, or follow the link in the notification. The page shows the current price, the new price, the effective time, and every pump at your branch that dispenses the product.
2. At the effective time, go out to the pumps. Change each pump's display to the new price and note the meter reading as you do.
3. Back on the page, click **Enter Meter Snapshots**.
4. Enter the current meter reading for each pump, in whole litres, exactly as displayed.
5. Tick **I confirm that I have physically changed the pump display** to the new price, record when you changed it, and add notes if useful (for example, "Changed all nozzles, verified display matches new price").
6. Submit. The new price takes effect for your branch immediately.

The snapshot readings are the boundary: every litre sold before them is valued at the old price, every litre after at the new price. Submit as close to the effective time as you can. Kiwi's price timing analytics show head office which branches submitted on time, early or late, and a branch that has not submitted by the effective time is marked **Overdue** on its dashboard and on the price change record.

Tracking a scheduled change

Open the product's page and click **View All Price Changes**, or follow the link from any price change notification, to reach the **Scheduled Price Changes** page.

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Scheduled Price Changes

Premium Motor Spirit (Petrol)

Cancelled

New Price

N690.00

Effective Time

May 26, 6:00 AM

Snapshot Mode

Branches

Snapshots Required

0/3 submitted

Premium Motor Spirit (Petrol)

Scheduled

New Price

N720.00

Effective Time

Jul 12, 6:00 AM

Snapshot Mode

Branches

Snapshots Required

0/4 submitted

Cancel

Premium Motor Spirit (Petrol)

Completed

New Price

N700.00

Effective Time

Jun 15, 6:00 AM

Snapshot Mode

Branches

Snapshots Required

All 3 applied

Each change shows the new price, effective time, snapshot mode and how many branches have submitted or been applied. The status chips mean:

Status	Meaning
Scheduled	Waiting for the effective time. Can still be cancelled
Awaiting Snapshots	Effective time reached; waiting for branch managers to submit snapshots
Partially Applied	Applied at some branches; others are still outstanding
Retrying	A technical fault stopped one or more branches; Kiwi retries automatically
Completed	Applied at every branch
Failed	Technical faults at all branches; contact support if it does not recover
Cancelled	Cancelled before execution

No action is needed from you while a change shows Retrying; the system keeps retrying on its own. Chase branch managers when a change sits in Awaiting Snapshots.

Quick reference

Item	Rule
Price resolution	Branch price beats organisation price; latest effective list wins
Organisation-wide fuel prices	Always scheduled, with meter snapshots per branch
Branch fuel price override	Applies immediately, snapshots entered at submission
Non-fuel prices	Apply immediately, no snapshots
VAT	Prices are stored excluding VAT; tick Price includes VAT to enter a VAT-inclusive figure
Cancelling	Only changes still showing Scheduled can be cancelled
Effective times	West Africa Time (WAT)

Setup & Administration

This chapter covers the one-time and occasional work that makes daily operations possible: the product catalogue, tanks and pumps, the assignments that connect them, staff accounts, and organisation settings.

Who this chapter is for: organisation admins mainly; branch managers for the parts scoped to their branch.

Setting up in the right order

Kiwi's pieces depend on each other, so set them up in this order:

1. Branches (under **Branches**, organisation admins only)
2. Products enabled for the organisation, then for each branch
3. Tanks, with calibration
4. Pumps, assigned to tanks
5. Prices (see the Pricing chapter)
6. Staff accounts

Skipping a step shows up later as a blocked form: a delivery cannot be recorded without a tank assigned to the product, and a pump reading cannot be valued without a price.

Products and enablement

Open **Products** to see the catalogue.

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Manage your product catalog

+ Add Product

Q Search products by name, code, or SKU...

Filters

PRODUCT	CATEGORY	UNIT	AVAILABILITY	ACTIONS
 Assorted Snacks SNACKS	Convenience	PACK	● Available	View
 Automotive Gas Oil AGO	Fuel	LITRE	● Not Enabled	View
 Automotive Gas Oil (Diesel) AGO	Fuel	LITRE	● Available	View
 Compressed Natural Gas CNG	Fuel	SCM	● Not Enabled	View
 Compressed Natural Gas CNG	Fuel	SCM	● Not Enabled	View
 Dual Purpose Kerosene DPK	Fuel	LITRE	● Not Enabled	View
 Dual Purpose Kerosene DPK	Fuel	LITRE	● Available	View
 Energy Drink ED001	Convenience	UNIT	● Available	View
 Engine Oil 5W-30 EO530	Lubricant Oil	LITRE	● Available	View
 Liquefied Petroleum Gas LPG	Fuel	KG	● Not Enabled	View
 Liquefied Petroleum Gas (Cooking Gas) LPG	Fuel	KG	● Available	View
 Premium Motor Spirit PMS	Fuel	LITRE	● Not Enabled	View
 Premium Motor Spirit (Petrol) PMS	Fuel	LITRE	● Available	View

Products are shared definitions (name, code, category, unit); whether a branch actually sells one is controlled by **enablement**, which works in two layers:

1. **Organisation level**: enable the product for your organisation on the Organization Products page, reachable from the product catalogue.
2. **Branch level**: enable it for each branch that stocks it.

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Organization Products

Enable and configure products for Apex Energy Group

Enabled Products

Products currently enabled for your organization

Premium Motor Spirit (Petrol) Fuel • • PMS	Enabled
Automotive Gas Oil (Diesel) Fuel • • AGO	Enabled
Dual Purpose Kerosene Fuel • • DPK	Enabled
Liquefied Petroleum Gas (Cooking Gas) Fuel • • LPG	Enabled
Engine Oil 5W-30 Lubricant Oil • • EO530	Enabled
Energy Drink Convenience • • ED001	Enabled
Assorted Snacks Convenience • • SNACKS	Enabled

Available Products

Products you can enable

Automotive Gas Oil Fuel •	+ Enable
Compressed Natural Gas Fuel •	+ Enable
Compressed Natural Gas Fuel •	+ Enable
Dual Purpose Kerosene Fuel •	+ Enable
Liquefied Petroleum Gas Fuel •	+ Enable
Premium Motor Spirit	+ Enable

How Enablement Works

- Enabling a product here makes it available to the whole organization; individual branches still choose which products they carry
- Enabling a product directly for a branch automatically enables it for the organization too
- Only enabled products can be priced, delivered, and sold
- Disabling here removes the organization-level enablement but keeps branch records and history

Only enabled products appear in delivery forms, pricing and inventory for that branch. If a product you expect is missing from a form, check its enablement before anything else.

New products are created from the **Products** page. Note that the fuel category is managed by the platform; organisations create their own non-fuel products (lubricants, gas, convenience items and so on).

Tanks and pumps

Open **Assets** for the equipment overview: total tanks and pumps, how many are calibrated, connected and actively read.

To add a tank, click **Add Tank**:

1. Choose the branch and give the tank a clear name (for example "PMS Tank 1").
2. Enter the **Capacity** in litres.
3. Optionally set the **Current Product** now, with a note on why; you can also do this later under Assignments.

Calibrate the tank from its detail page before relying on its dip readings. Calibration maps fuel height to volume. You can upload calibration points from a CSV strapping chart, or generate a calibration curve from the tank's geometry (cylindrical or rectangular). Once calibrated, tank reading volumes are computed automatically from the height (see the Daily Operations chapter); until then, staff must enter volumes by hand.

To add a pump, click **Add Pump**: choose the branch, name the pump, record the **Meter Serial**, and assign it to the tank it draws from, with the date the assignment takes effect.

Assignments connect everything: pumps to tanks, and tanks to products. Manage them under **Assets**, then **Manage Assignments**. Keep them current when equipment is repurposed. An unassigned pump or tank dispenses untracked volume, which reconciliation flags as a configuration issue until it is fixed (see the Inventory chapter).

Staff accounts

Open **Users** to manage accounts.

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Manage users, roles, and access permissions

+ Add User

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Branch

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All roles

All branches

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Showing 16 of 16 users

User	Role	Access Scope	Status	Joined	Actions
Zainab Idris 08014000008 Password setup required	Fuel Attendant	Apex Energy Group Ikeja Station	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Chidi Eze 08014000007	Fuel Attendant	Apex Energy Group Lekki Retail	Inactive Activate	5 Jul 2026, 09:44 9:44:01 AM	View
Amina Bello 08014000005	Fuel Attendant	Apex Energy Group Abuja Central	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Obinna Eze 08014000006	Fuel Attendant	Apex Energy Group Abuja Central	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Yakubu Sani 08014000003	Fuel Attendant	Apex Energy Group Ikeja Station	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Tope Alabi 08014000004	Fuel Attendant	Apex Energy Group Ikeja Station	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Ngozi Okeke 08014000002	Fuel Attendant	Apex Energy Group Lekki Retail	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Segun Ola 08014000001	Fuel Attendant	Apex Energy Group Lekki Retail	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Halima Yusuf 08013000003	Supervisor	Apex Energy Group Abuja Central	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Ifeoma Nwosu 08013000001	Supervisor	Apex Energy Group Lekki Retail	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Kunle Adesina 08013000002	Supervisor	Apex Energy Group Ikeja Station	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Musa Abdullahi 08012000003	Branch Manager	Apex Energy Group Abuja Central	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Funmi Adeyemi 08012000002	Branch Manager	Apex Energy Group Ikeja Station	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Tunde Bakare 08011000002 +1 more role	Administrator	Apex Energy Group	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Emeka Obi 08012000001 +1 more role	Branch Manager	Apex Energy Group Lekki Retail	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View
Adaeze Okafor 08011000001	Organization Administrator	Apex Energy Group	Active Deactivate	5 Jul 2026, 09:44 9:44:01 AM	View

16

Total Users

15

Active Users

5

Available Roles

The list shows each user's role, access scope (organisation or branch), and status, with filters by role and branch. **Deactivate** blocks a user from signing in without deleting their history; **Activate** restores them.

To add a user, click **+ Add User**:

1. Enter their full name and phone number. The phone number is their login and cannot be changed later.

2. Assign a role. Branch-level roles (attendant, supervisor, branch manager) also need a branch assignment. The Getting Started chapter describes what each role can do.
3. Setting a password now is optional. Users without one create their own the first time they sign in with their phone number, which is the smoothest way to onboard staff.

Additional roles can be assigned later from the user's detail page; a person can, for example, be an administrator for the organisation and also manage a specific branch.

Password rules: branch managers and above can reset passwords, but only for staff within their own scope; branch-scoped managers can only manage users assigned to their branches.

Organisation settings

Open **Settings**. The tabs you see depend on your role.

The screenshot shows the Kiwi application interface. On the left is a sidebar with navigation links: Dashboard, Organizations, Branches, Products, Pricing, Assets, Deliveries, Readings, Point Of Sale, Inventory, Analytics, Users, and Settings (highlighted with a blue bar and a notification badge). The main content area is titled 'Settings' with the subtitle 'Manage your account settings and preferences'. It features a user profile card for 'Adaeze Okafor' (08011000001) with tabs for Profile, Security, Organization, Drivers, Depots, Tank Thresholds, and Pump Tolerance. The Profile tab is active, showing fields for Full Name (Adaeze Okafor) and Phone Number (08011000001), with a 'Save Changes' button. Below this is the 'Account Status' section, showing 'Account Status' as 'Active' and 'Member Since' as 'July 5, 2026'. At the bottom is the 'Account Info' section, showing the role as 'Organization Administrator', status as 'Active', and joined date as '5 Jul 2026, 09:44'.

Tab	What it holds
Profile	Your name; the phone number is shown but cannot be changed
Security	Your password
Organization	Your organisation and branch details, and your role assignments

Tab	What it holds
Drivers	The delivery driver list (also maintainable from the delivery form)
Depots	Source depots for fuel deliveries
Tank Thresholds	The stock levels at which tanks show critical, low, medium or good. Set at branch level, falling back to organisation level, then system defaults
Pump Tolerance	Calibration variance allowances per pump, branch product or organisation product, used by reconciliation

Organisation-level operational policies also live here: the **tank reading schedule** (expected reading times, acceptance windows, minimum gap between readings and grace periods, under Settings) and **RTT limits** (per-entry and daily caps on return-to-tank volumes). Platform-level settings, such as countries, VAT rates, fuel tax and system setup, are managed by the site administrator.

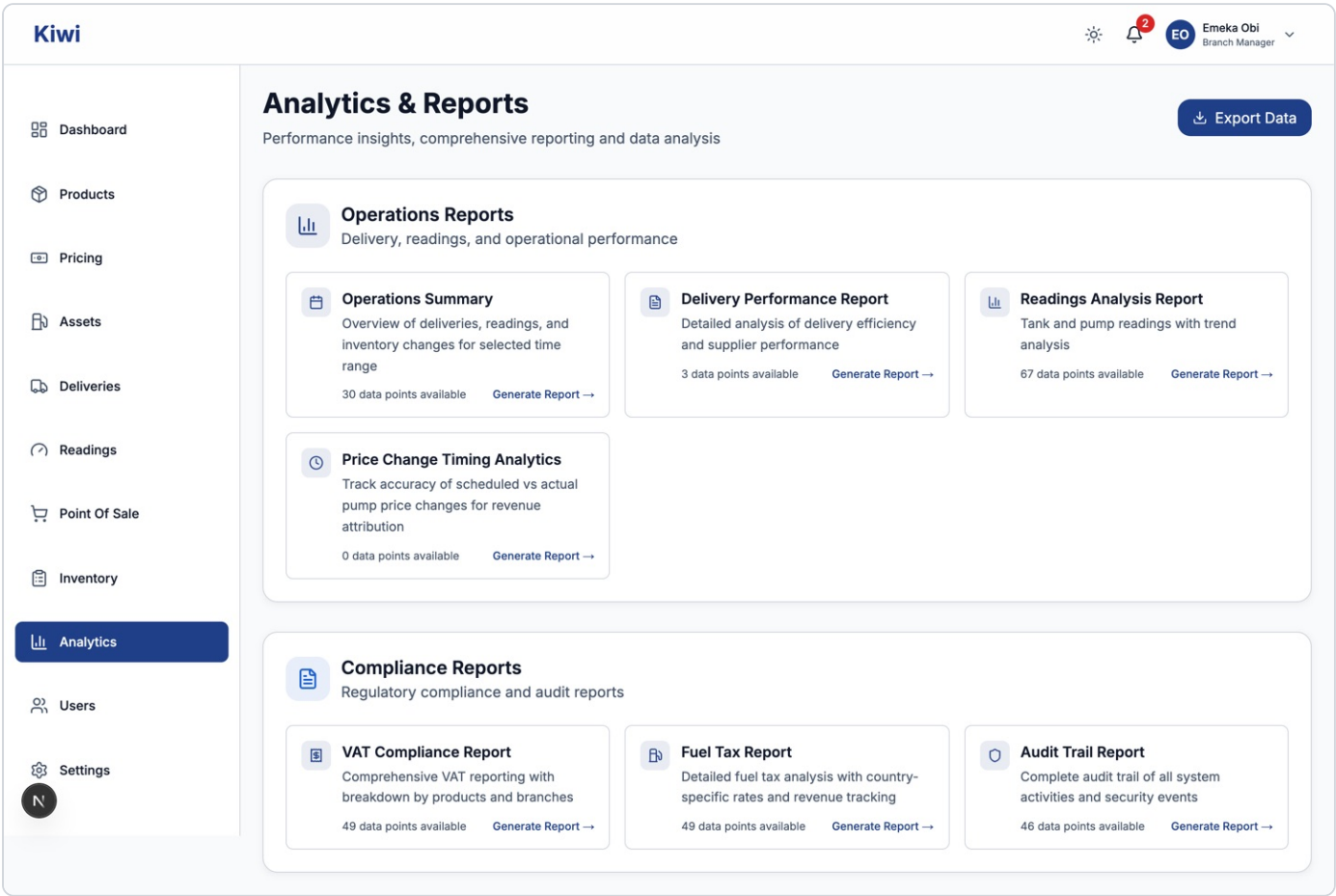
Quick reference

Item	Rule
Enablement	Organisation first, then per branch; forms only offer enabled products
Tank calibration	CSV strapping chart or geometric curve; required for automatic dip volumes
Pump assignment	Every pump must point at a tank; every fuel tank at a product
Phone numbers	A user's login; unique and unchangeable
New user passwords	Optional at creation; users set their own at first sign-in
Deactivation	Reversible; blocks sign-in, keeps history
Thresholds and tolerance	Branch level overrides organisation level, which overrides system defaults

Analytics & Reports

The Dashboard answers "how are we doing right now"; Analytics answers everything else. Open **Analytics** from the sidebar to reach the report hub. Every report respects your scope: branch managers see their branch, organisation admins see the whole organisation.

Who this chapter is for: branch managers, administrators and organisation admins.



Operations reports

Report	The question it answers
Operations Summary	What happened across deliveries, readings and inventory in a chosen period? The starting point for a weekly or monthly review.
Delivery Performance Report	How efficient are our deliveries and how do suppliers compare? Looks at variances between expected and delivered quantities over time.
Readings Analysis Report	Are readings being taken consistently, and what trends do the tank and pump readings show? Useful for spotting gaps in reading discipline before they become reconciliation problems.

Report	The question it answers
Price Change Timing Analytics	When we scheduled a price change, how accurately did each branch submit its meter snapshots? Shows on-time, early and late submissions per branch, so head office can see where revenue attribution is at risk.

Compliance reports

Report	The question it answers
VAT Compliance Report	How much VAT is embedded in our sales, broken down by product and branch? Built for filing periods.
Fuel Tax Report	What fuel tax applies to our volumes, using the rates configured for our country?
Audit Trail Report	Who did what, and when? Every significant action in Kiwi is logged with the user, time and context. Use it for incident investigations and external audits.

Exporting data

Export Data at the top of the hub opens the export tool for raw data downloads. Individual reports also offer their own exports where applicable. Exports are the bridge to whatever spreadsheet or accounting workflow your organisation already runs; the RTT history export (see the Daily Operations chapter) and inventory stock level export (see the Inventory chapter) live on their own pages.

Getting trustworthy numbers

Reports are only as good as the operational data underneath them. If a report looks wrong, work backwards:

1. Check the period and branch filters first.
2. Check reconciliation for the period (Inventory chapter); an unresolved variance flows into every downstream figure.
3. Check for missed readings or missing deliveries in the Operations Summary.
4. Check that prices existed for the whole period; sales without an effective price cannot be valued (Pricing chapter).

Alerts & Notifications

Kiwi watches your operation continuously and tells you when something needs attention. This chapter explains where those messages appear, what each one means, and what to do about them.

Who this chapter is for: everyone; the actions mostly fall to branch managers and administrators.

Where alerts appear

On the dashboard, the alerts panel sits at the top. Alerts of the same kind are grouped into one row (for example "4 pump readings overdue") with a single action button; expand the row to see each item with its own link. Rows are ordered by severity.

Dashboard

Organizations

Branches

Products

Pricing

Assets

Deliveries

Readings

Point Of Sale

Inventory

Analytics

Users

Settings

Dashboard

Welcome back, Advance Okurfor

Organization Alerts

Tank Levels - Abuja Central

Financial Performance

Products Performance

Branch Performance

Operations

Current Inventory Value

Organization Inventory Status

In the notification bell on the top bar, with a badge counting unread notifications. The panel filters between all and unread, and you can mark items read one at a time or all at once. Notifications are delivered inside Kiwi; check the bell as part of your daily routine.

Some alerts also appear exactly where you need them: a pending price change shows a blocking banner on the pump reading form itself (see the Pricing chapter).

The alerts and what to do

Alert	What it means	What to do
Pump reading overdue	A pump has had no reading in 24 hours	Record the reading, or a no-reading entry if the pump is down (Daily Operations chapter)
Tank reading overdue	A tank has had no dip in 24 hours	Record the tank reading
Low tank level	A tank has fallen below its configured threshold (critical or low)	Plan a delivery; check the threshold settings if the level is actually fine
Missing price	A product is being sold without an effective price, so sales cannot be valued	Set the price (Pricing chapter)
Meter snapshot required	A scheduled price change needs your branch's snapshots	Submit them promptly (Pricing chapter); the alert turns red once overdue
Variance alert	Stock variance breached the configured threshold in the last day	Investigate through the Reconciliation Center (Inventory chapter)
Reading anomaly	Automated checks flagged a reading as suspicious	Verify the reading; correct it if it was entered wrongly, escalate if it is genuine

How the monitoring works

Kiwi's checks run automatically every 15 minutes; you do not need to trigger anything.

Anomaly detection examines readings as they arrive and flags six patterns: missing readings, suspicious jumps in volume, statistical outliers, duplicate readings, meters that appear to run backwards, and mismatches between pump and tank movements. Each anomaly carries a severity: **Low**, **Medium**, **High** or **Critical**.

Routing is by role and scope: branch-level alerts go to that branch's managers, organisation-wide issues go to administrators. Critical anomalies that stay unresolved for 48 hours are escalated to organisation admins automatically, so acting within two days keeps the matter at branch level.

Compliance monitoring compares actual reading times against your organisation's configured reading schedule (see Setup & Administration), with a grace period before a reading is declared missed.

Keeping the noise down

An alert you ignore today will be there tomorrow with company. The system quietens down when the underlying discipline is right:

- Readings recorded at every scheduled time keep overdue and anomaly alerts away.
- Prices set before selling keeps missing-price alerts away.
- Thresholds tuned to your real tank sizes and delivery cadence keep low-stock alerts meaningful.

- Snapshots submitted at the effective time keep price change alerts short-lived.

If a category of alert fires constantly and wrongly, the fix is usually in Settings (thresholds, reading schedule) rather than in dismissing the alerts.

Reference

Quick lookups for terms, statuses and limits used across Kiwi. Chapter references point to the full explanations.

Glossary

Term	Meaning
Dip / tank reading	Physical measurement of fuel height in a tank, converted to volume via calibration (ch. 2)
Pump reading	The cumulative meter value on a pump; sales are the difference between consecutive readings (ch. 2)
RTT (Return to Tank)	Fuel that passed through a pump meter but was returned to the tank instead of sold (ch. 2)
No-reading entry	A pump reading recorded when the pump could not be read; carries the last meter value forward with zero sales (ch. 2)
Calibration	The height-to-volume mapping for a tank, from a strapping chart or geometric formula (ch. 6)
Enablement	The two-layer switch (organisation, then branch) that controls which products a branch stocks (ch. 6)
Price list	A set of product prices with a scope (organisation or branch) and an effective window (ch. 5)
Effective price	The price Kiwi resolves for a product at a moment in time: branch beats organisation, latest effective wins (ch. 5)
Meter snapshot	The meter readings submitted at a price change, marking the boundary between old-price and new-price sales (ch. 5)
Stock ledger	The permanent, append-only record of every stock movement (ch. 4)
Reconciliation	Comparing expected stock change (deliveries minus sales) with the actual tank change (ch. 4)
Variance	The difference between expected and actual stock change, in litres and percent (ch. 4)
Tolerance	The allowance for pump calibration drift applied before variance is judged (ch. 4, 6)
Anomaly	A reading flagged as suspicious by automated checks (ch. 8)
SOH	Stock on hand: current inventory level
WAT	West Africa Time; every date and time in Kiwi

Input formats

Input	Format
Pump meter value	Whole litres, 0 to 10,000,000, no decimals, commas or abbreviations
Tank height	Whole centimetres, 0 to 10,000

Input	Format
Tank volume	Whole litres, up to 1,000,000
Delivery quantities	Whole numbers greater than zero
Phone number	The user's login; at least 10 digits, unchangeable
Bulk readings	Up to 100 per submission

Statuses

Scheduled price change (ch. 5): Scheduled, Awaiting Snapshots, Partially Applied, Retrying, Completed, Failed, Cancelled.

Branch snapshot (ch. 5): Pending (not yet submitted), Submitted, Overdue (effective time passed without submission).

Price list (ch. 5): Active (in effect now), Future (starts later), Expired.

Reading source (ch. 2): Manual Entry (staff at the pump), Sensor Reading (automated gauging), Imported Data (bulk upload from another system), Corrected Reading (adjusted by management).

Anomaly workflow (ch. 8): Open, Investigating, then Resolved, False Positive or Ignored.

Reconciliation severity (ch. 4): green within tolerance, amber small variance, red action required.

Default limits and timings

Organisation admins can change most of these; the values below are the system defaults.

Setting	Default
RTT per entry	50 litres
RTT per tank per day	100 litres
Minimum gap between scheduled readings	4 hours
Grace period before a reading is missed	30 minutes
Overdue reading alert	No reading in 24 hours
Critical anomaly escalation	Unresolved for 48 hours
Delivery variance requiring a reason	2% or more
Reconciliation variance bands	Under 0.5% fine; 0.5 to 2% monitor; over 2% investigate; over 5% escalate
Alert checks	Every 15 minutes
Scheduled price change execution	Within about 5 minutes of the effective time

Notes field limits

Field	Limit
Pump reading notes	200 characters
No-reading notes	500 characters (required when reason is Other)
RTT notes	500 characters, always required; at least 10 when reason is Other
Delivery item notes	200 characters
Delivery variance reason	500 characters
Reading adjustment reason	At least 10 characters

Roles at a glance

Attendant → Supervisor → Branch Manager → Administrator → Organisation Admin → Site Administrator, each including the capabilities of the one before. See the Getting Started chapter for what each role does.