2-WEEK PROGRAMME · NEW

POS Terminal Operation and Technical Support

Hands-on training on Goodcom handheld POS terminals for revenue collectors, cashiers, ICT officers and technicians.



2 weeks · 30 hours

10 sessions of 3 hours, Monday to Friday

From TZS 150,000

Low fees, plus free places with terminal purchases

Two tracks

Track A field operations · Track B technical support

English & Kiswahili

Operator materials in both languages

Buy terminals, train free. For every 10 Goodcom terminals bought from Kevajopa, you get 2 free Track A places. Orders of 20 or more also get 1 free Track B place.

Who it is for

Councils, institutions and businesses that collect revenue or sell with handheld POS terminals. A terminal only earns its cost when the people holding it can keep it running in the field, and the people supporting it can fix it quickly. This programme trains both.

How it is structured

Everyone learns the terminal together in Week 1. In Week 2 the group splits: operators learn to use and care for the unit, technicians learn to set up, manage and repair it.

Week 1 · POS foundations

All participants. Unboxing and setup, thermal printing and paper, power and connectivity, daily care and first-line troubleshooting, security and payments.

Week 2 · Choose a track

Track A, Field operations: tax collectors, supervisors, cashiers.
Track B, Technical support: ICT officers and technicians.

Equipment

Hands-on on Goodcom GT-series Android terminals (GT90EZ, GT81EZ Pro). The P3000 card-payment terminal is covered in class. Each session is about 1 hour of explanation and 2 hours with the terminals, 2 to 3 participants per unit.

What you will be able to do

Everyone, after Week 1

- Set up a terminal from the box: SIM, paper, first boot, mobile data
- Load the right paper roll and keep receipts printing clearly
- Keep a unit charged, connected and clean through a working day
- Solve common faults: blank receipt, paper jam, no data, short battery life
- Keep a unit secure and report a lost or stolen one

Track A adds

- Issue, reprint and reconcile receipts in the revenue app
- Close the day: sync, match collections, charge for tomorrow
- Keep working when network, paper or battery fails
- Report a fault with the details a technician needs

Track B adds

- Name every internal part and how it works
- Deploy and lock apps across a fleet with MDM
- Decide when a unit may be opened, and open it safely
- Repair field faults, run the pre-delivery checklist and raise warranty claims

Week 1 · POS foundations (all participants)

#	Topic	Hands-on
1	Meet the terminal: models, how a POS differs from a phone, unboxing	Unbox, charge, first boot, record serial and IMEI
2	Printing and paper: thermal printing, roll sizes, receipt quality	Load each roll type, test print, fix a blank receipt
3	Power and connectivity: batteries, charging, SIM and APN, Wi-Fi, Bluetooth, GPS	Check battery and charging, set an APN, get a GPS fix
4	Daily care and first-line troubleshooting	Work through 10 staged faults
5	Security and payments: screen locks, kiosk mode, lost devices, card payments	Lock a unit into one app; Week 1 practical check

Week 2 · Track A, Field operations

#	Topic	Hands-on
A6	The revenue app: log in, issue receipts, offline mode and sync	Issue receipts on a test account
A7	End of day: battery, sync, matching receipts to cash and mobile money	Run a full end-of-day close
A8	Field scenarios: no network, paper out, flat battery, disputes, lost unit	Role-play each scenario
A9	Care routine and reporting a fault correctly	Fault report; daily care checklist
A10	Assessment and certificates	Practical test and short quiz

Week 2 · Track B, Technical support

#	Topic	Hands-on
B6	Inside the POS: mainboard, SoC, memory, display, printer, interfaces	Identify every part on a training unit
B7	Software: Android, app install, kiosk mode, MDM, OTA updates	Enrol units, push an app, apply kiosk mode
B8	Tools, safety and opening: decision flow, ESD, battery safety	Open and close a training unit
B9	Repairs and quality control: print head, battery, checklist, warranty	Repair staged faults; complete the checklist
B10	Assessment and certificates	Practical fault-finding and written test

Fees

Option	Who it is for	Fee (TZS)
Track A · POS Operation	Tax collectors, supervisors, cashiers	**150,000**
Track B · POS Technical Support	ICT officers, technicians	**250,000**
Group, Track A	Up to 10 participants from one council or organisation	**1,200,000**
Registration	Every participant	20,000

Fees cover tuition, use of training terminals, paper, test SIMs and course materials. Kevajopa is not VAT-registered, so no VAT is charged. On government contracts, 2% withholding tax is deducted at source.

Free places with terminal purchases
For every 10 Goodcom terminals bought from Kevajopa: 2 free Track A places.
Orders of 20 terminals or more: also 1 free Track B place for your ICT officer.

Assessment and certificate

Week 1 practical check 20% · final practical 50% · quiz 30%. Pass mark 70%, with at least 80% attendance. Track B participants must answer every safety question correctly.

Successful participants receive the **Kevajopa Certificate in POS Terminal Operation** (Track A) or **POS Technical Support** (Track B).

Where and when

At the Kevajopa training room, Dar es Salaam, Monday to Friday. Group sessions for Track A can be delivered at your own office on request. Dates for each intake are confirmed on registration.

How to register

Call or WhatsApp **+255 782 444 470**, email **info@kevajopa.co.tz**, or visit **kevajopa.co.tz/training**. Councils and organisations can request a group quotation.