KALIWEB SYSTEM

Field Service & Ticketing System

Electrical Contractors

Business guide — step by step, with screenshots
How your team works with KALIWEB SYSTEM every day

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Contents

1. KALIWEB SYSTEM for electrical contractors . . . 3

1.1 Before and after . . . 3

1.2 Who uses it in your company . . . 3

1.3 Works on any phone, even without internet . . . 3

2. Your first week . . . 5

3. Every request is a ticket . . . 6

3.1 Logging a request . . . 6

3.2 Following the work . . . 6

4. Design it right . . . 8

4.1 The electrical installation calculator . . . 8

4.2 Quotation and project . . . 8

5. Safe on site, certified at the end . . . 10

5.1 Permits before work . . . 10

5.2 Test results and the certificate . . . 10

6. Your electricians' licences . . . 11

7. The technician's day . . . 12

7.1 Jobs and attendance . . . 12

7.2 Materials . . . 12

7.3 The job report . . . 13

8. Stock: from the store to the customer . . . 16

8.1 Items and the store desk . . . 16

8.2 Buying and faulty items . . . 16

9. Getting paid . . . 18

9.1 Quotations and invoices . . . 18

9.2 Payments that match themselves . . . 19

10. Knowing how the business is doing . . . 21

11. Questions electrical contractors ask . . . 22

Next step: see it with your own jobs . . . 23

1. KALIWEB SYSTEM for electrical contractors

For wiring, installations, maintenance and testing in homes, commercial buildings and industry: calculations and materials lists, safety permits on site, test results and certificates, and your electricians' licences kept up to date.

This guide walks you through how a electrical contractor runs its day on KALIWEB SYSTEM: from the first call of a customer to the money in your account. Every step is shown with the screens your team will use. Kaliweb Systems sets the system up with you, trains your team and stays on WhatsApp and phone for support.

1.1 Before and after

Today	With KALIWEB SYSTEM
Load and cable calculations repeated by hand for every job	The electrical calculator gives the load schedule, cable and breaker sizes and materials
Test results and certificates typed after the job	Results recorded on site; the certificate is printed from the report
Licences expire without anyone noticing	Reminders 30 days before expiry; an expired electrician is flagged when assigned
Safety rules skipped on site	Isolation (LOTO) and work-at-height permits must be completed before work
Materials disappear between the store and the site	Materials issued per job and recorded on the job report

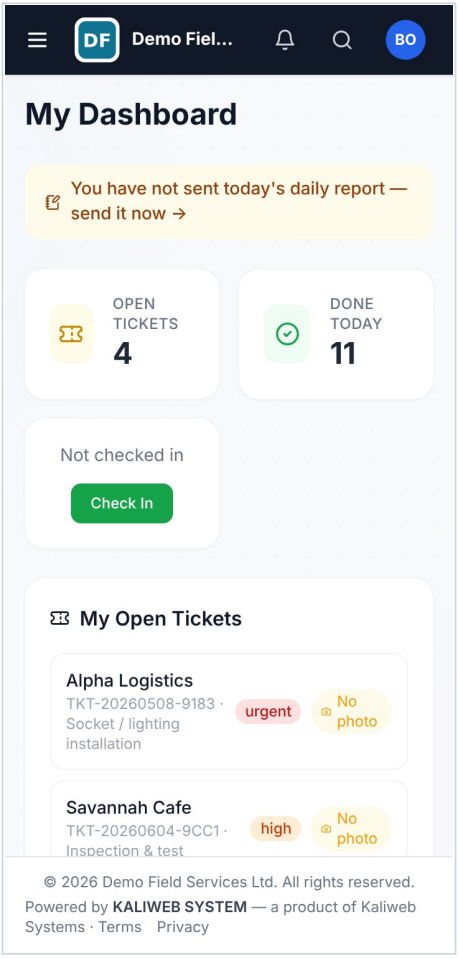
1.2 Who uses it in your company

Everyone signs in with their own username and only sees what their job needs. You can add your own roles (for example *store keeper* or *cashier*).

Person	What they do in the system
Estimator / designer	Electrical designs, materials lists, quotations
Electricians	Jobs, permits, test results, photos and sign-off
Supervisor	Assigns jobs, approves designs, reviews reports and certificates
Store	Cable, breakers, boards and fittings
Accounts	Quotations, project invoices, payments
HR	Licences and certificates, attendance, payroll

1.3 Works on any phone, even without internet

Technicians open the system in the phone's browser and press *Add to Home screen*: it works like an app, with nothing to install from a store. Job reports, photos, signatures and materials used are kept on the phone when there is no network and are sent by themselves when the phone is back online.



The technician's dashboard on a phone.

2. Your first week

Kaliweb Systems prepares the system with you. This is what happens in the first days, so you know what to have ready.

1. **Company details and logo.** Your name, logo, address, phone and tax PIN go on every invoice, quotation, receipt and report.
2. **Branches and staff.** Add each branch and every staff member with their role. Technicians receive their login by SMS.
3. **Your services and job types.** Typical job types: *new installation*, *rewiring*, *fault finding*, *testing & inspection*, *maintenance*, *board upgrade*.
4. **Customers.** Your customers and their buildings are imported from Excel or added before any job.
5. **Stock.** Cable and conduit are kept in metres (drums and coils); breakers, boards, sockets and fittings in pieces; generators and changeovers with serial numbers.
6. **Payments.** Your own M-Pesa paybill or till (or MTN / Airtel) and your bank account are connected, so customer payments are matched by themselves. The money goes straight to your account; Kaliweb never holds it.

TIP Start with one branch and a few technicians for the first week, then bring in everyone. Most teams are comfortable within two weeks.

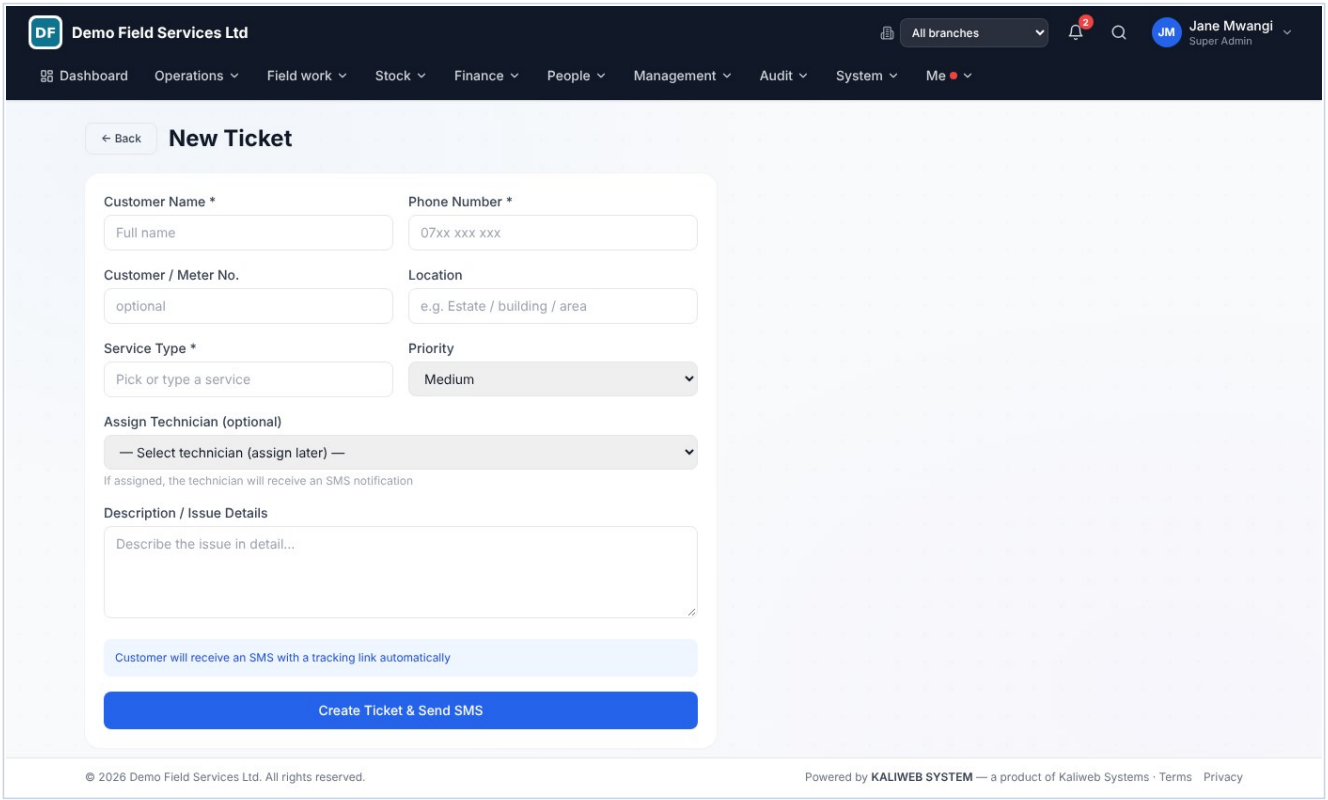
3. Every request is a ticket

A **ticket** is one customer request: an installation, a fault, a test and inspection, a maintenance visit. It gets a number such as `TKT-20261001-B101` and the customer receives an SMS with a private **tracking link**.

3.1 Logging a request

Customer care opens **New Ticket**:

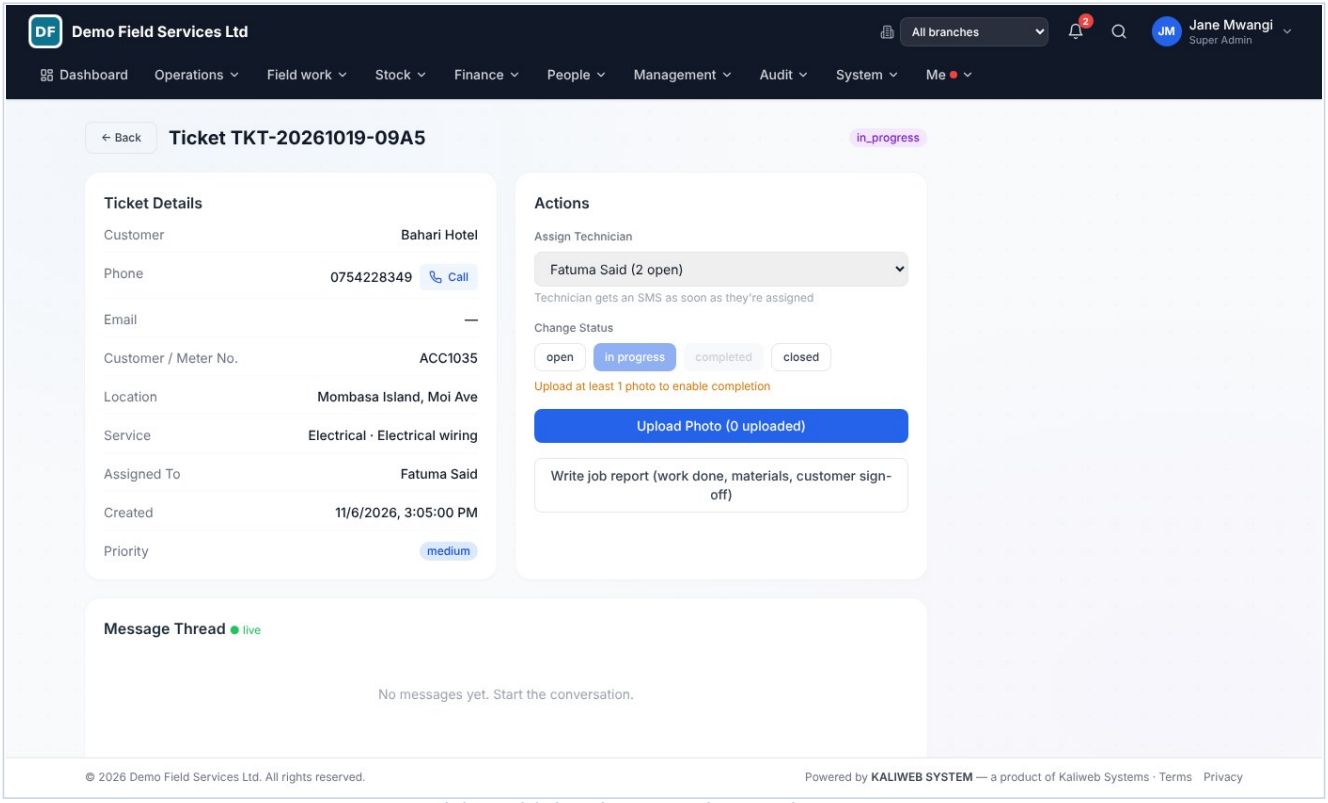
1. Type the customer's **phone number** — returning customers are recognised and their details filled in.
2. Add the **account number** and the **location**.
3. Choose the **job type** (installation, fault finding, testing, maintenance…), the **priority** and describe the problem.
4. Assign a **technician** now or later. A technician with an expired certificate is marked with a warning.
5. Press **Create Ticket & Send SMS**.



Logging a new ticket.

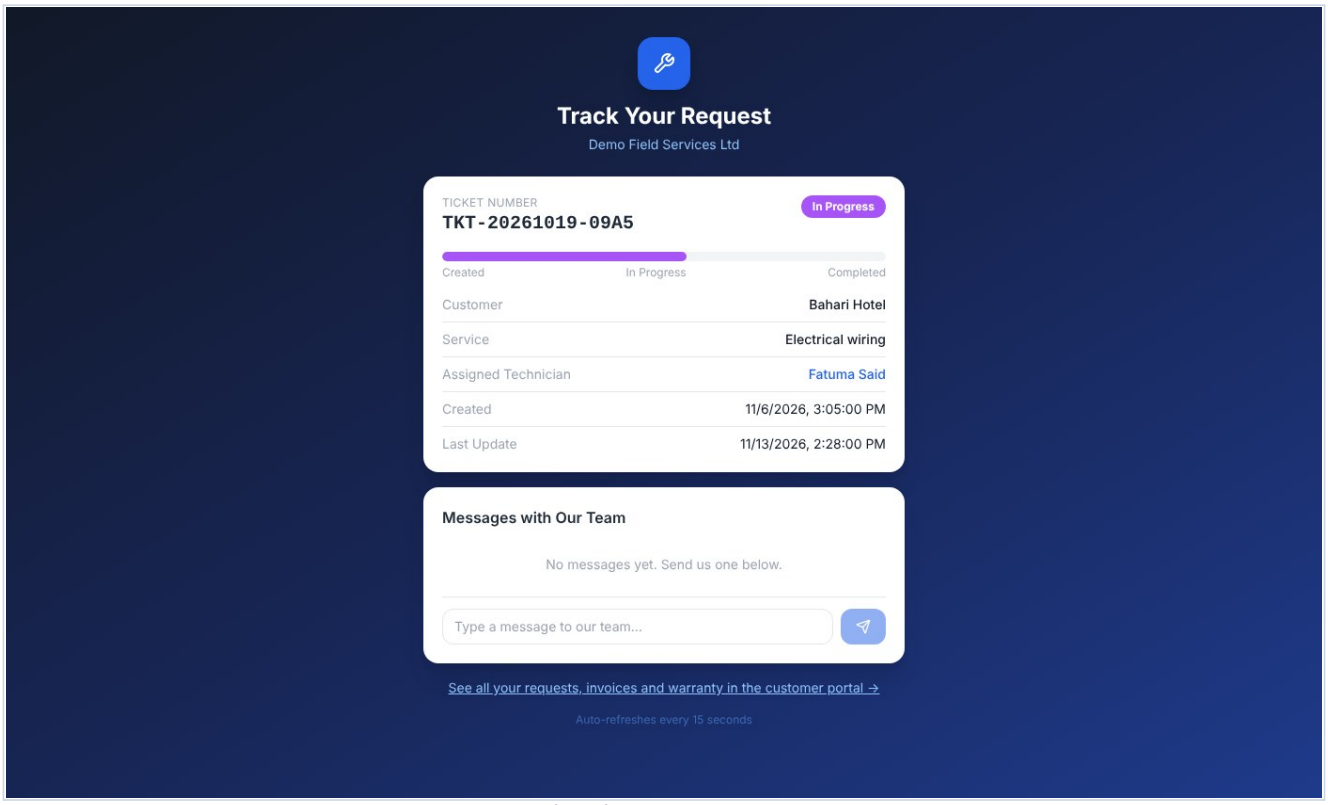
3.2 Following the work

The ticket list shows every request with its status — *open, assigned, in progress, completed, closed* — the technician and how long it has been waiting. Open a ticket to see everything about it: the customer, photos before and after, the message thread with your team and the customer, and the job report.



A ticket with its photos, actions and messages.

The customer follows the same job on their tracking page and can send a message to your team without calling.



What the customer sees.

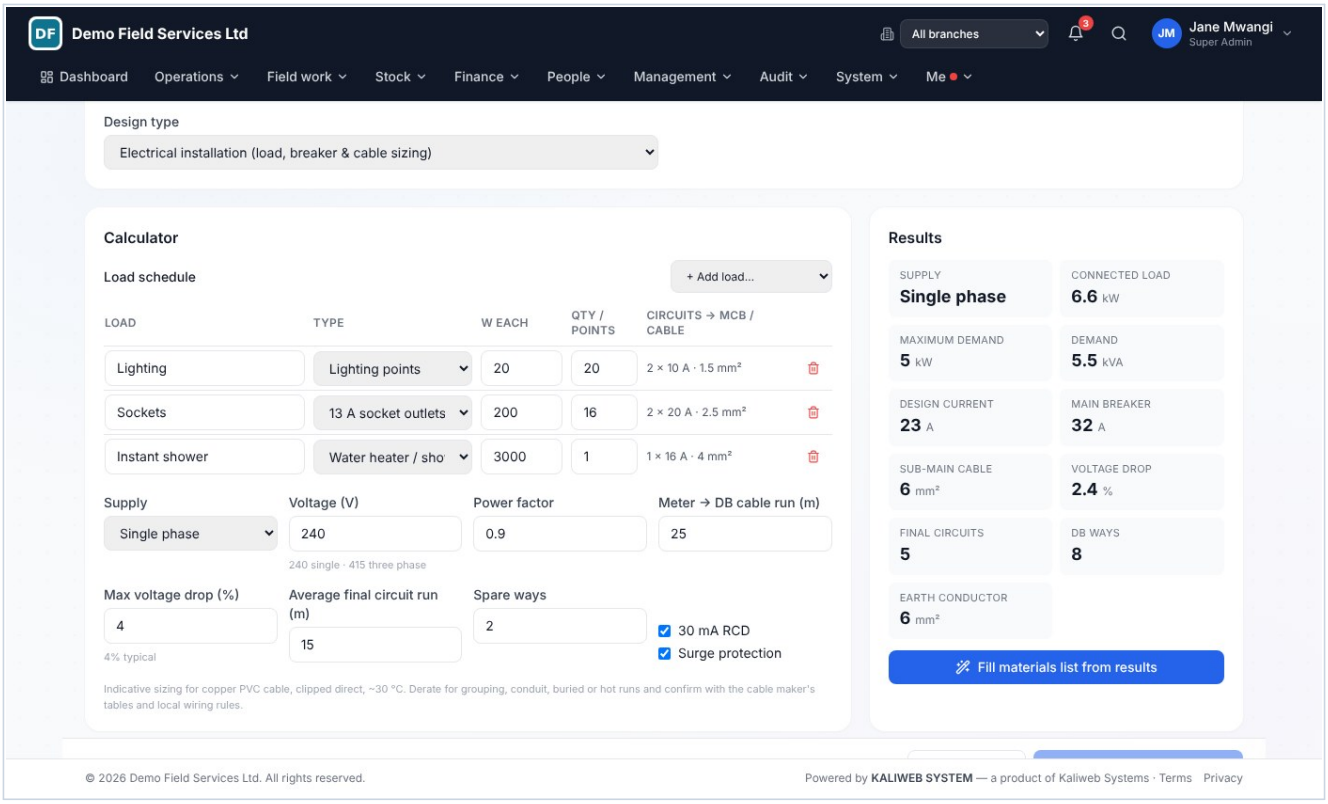
4. Design it right

4.1 The electrical installation calculator

Open **Field work → Designs → Electrical installation** and enter the circuits (lighting, sockets, cookers, water heaters, motors…) with their loads. The calculator gives:

- the **load schedule** and the **maximum demand** with diversity;
- the **main breaker** and the **sub-main cable** with its voltage drop;
- the **MCB and cable size per circuit**, the number of **DB ways** and the **earth** size.

Press **Fill materials list from results**, add labour and prices, and send for approval.

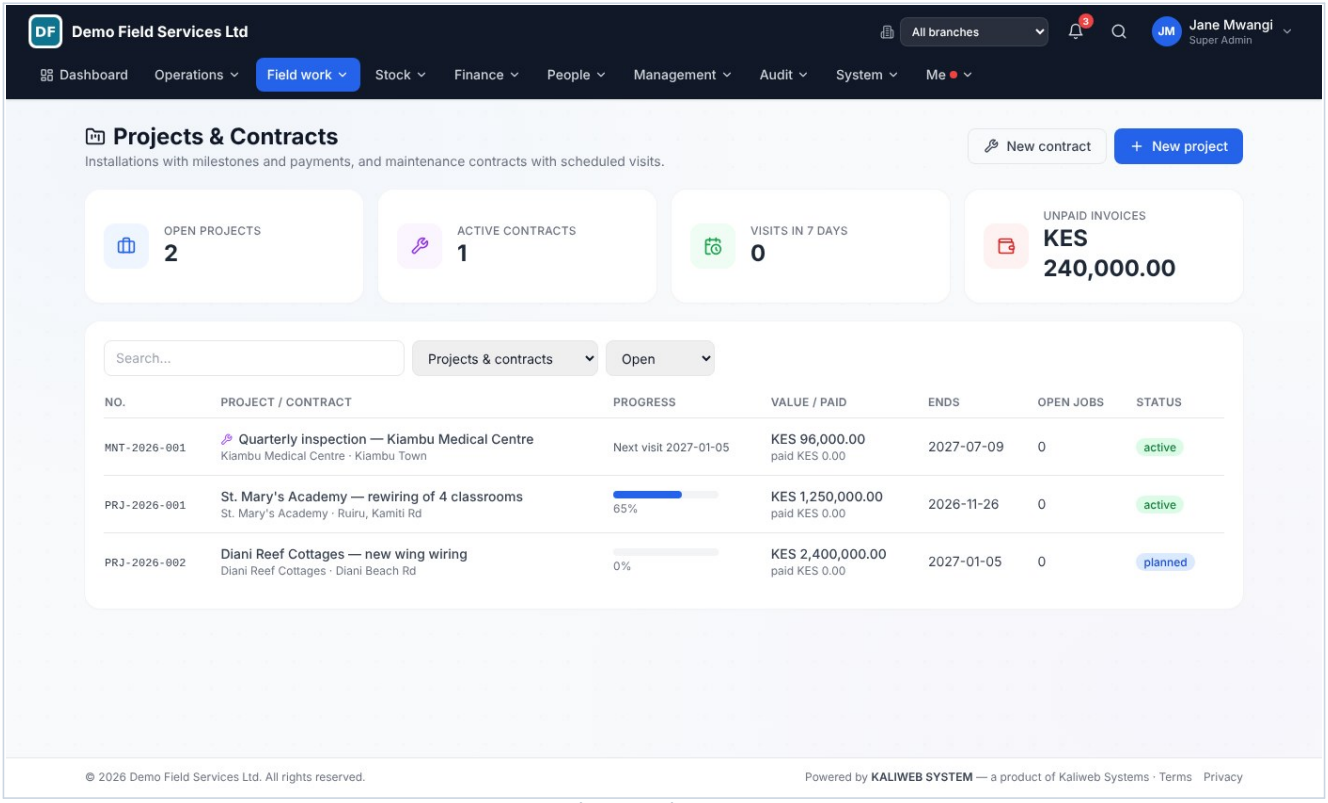


The electrical installation calculator.

> **NOTE** The results are a guide for a qualified person. Confirm cable sizes and protection with the makers' tables and the local wiring rules.

4.2 Quotation and project

From the approved design **Create quotation** and send it as a link: the customer accepts with a signature. A bigger job becomes a **project** with milestones invoiced in one click, a team, and the materials and costs against the budget.

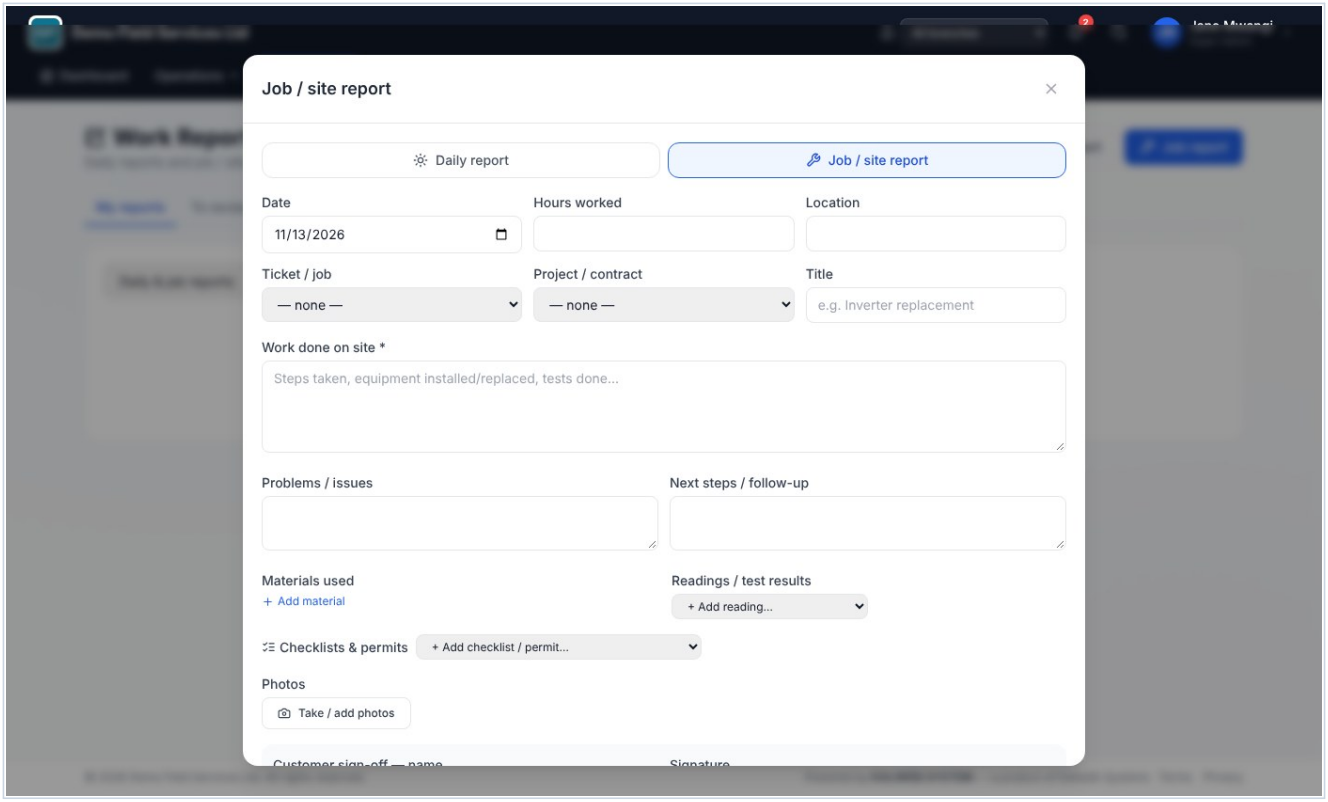


Projects and contracts.

5. Safe on site, certified at the end

5.1 Permits before work

At the start of the job the electrician adds the **Electrical isolation (LOTO)** permit — or *Work at height* — to the job report and answers every item: Pass / Fail / N/A. The report can't be sent until every permit item is answered. A failed **critical** item alerts the supervisor and the manager at once: work stops until they answer.



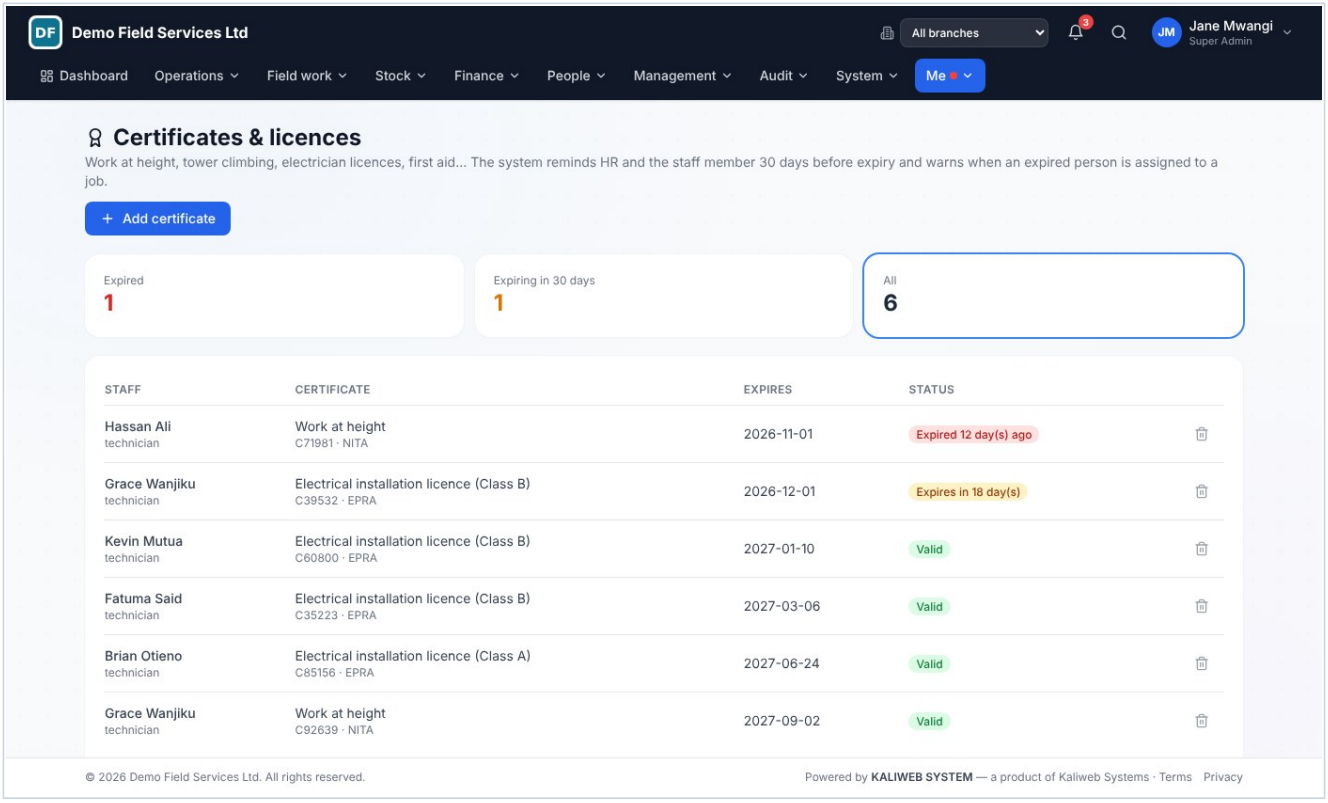
A job report with a permit.

5.2 Test results and the certificate

The electrician records the **test results** on the phone — insulation resistance, earth resistance, loop impedance, RCD trip time — with photos of the board and the customer's signature. After the supervisor's review, print the **completion / test certificate** on your letterhead with the readings, checklist results and signatures.

6. Your electricians' licences

HR → Certificates records every electrician's licence and certificates (wiring licence, work at height, first aid) with expiry date and a scan. HR and the electrician are reminded **30 days before** expiry and on the day; an electrician with an expired licence is **flagged when a job is assigned** to them.



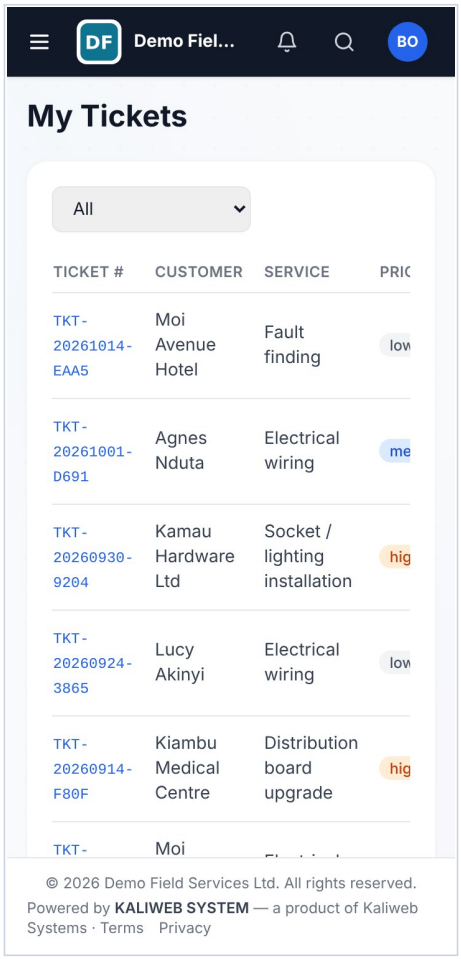
Certificates and licences.

TIP Ask the customer for a maintenance contract after a large installation: yearly testing and inspection visits are raised by themselves.

7. The technician's day

7.1 Jobs and attendance

On arrival the technician presses **Check in**; **My Tickets** shows only their jobs for the day, with the customer's phone, location and directions.

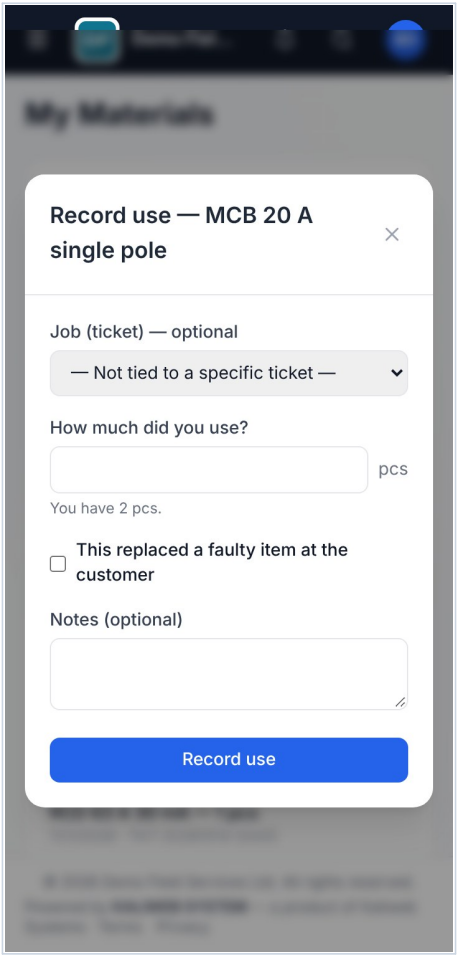


My tickets on a phone.

7.2 Materials

The store issues items to the technician; **My Materials** shows what they hold. After each job they press **Record use**:

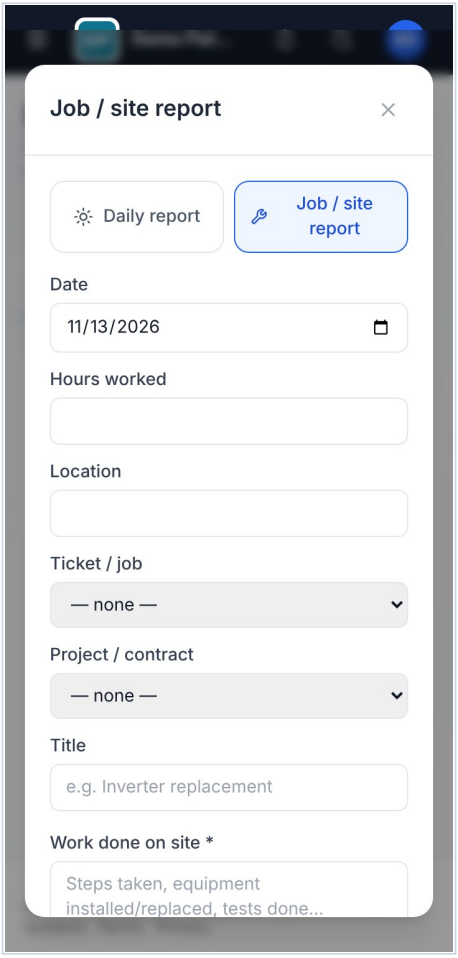
- Cable is recorded in metres from the drum or coil issued to the electrician.
- Items with serial numbers (changeovers, generators, meters) are scanned with the phone camera and recorded at that customer, with the installation date and warranty.
- A faulty item replaced at the customer is ticked as *replaced a faulty item* and must be handed in at the store.



Recording what was used on a job.

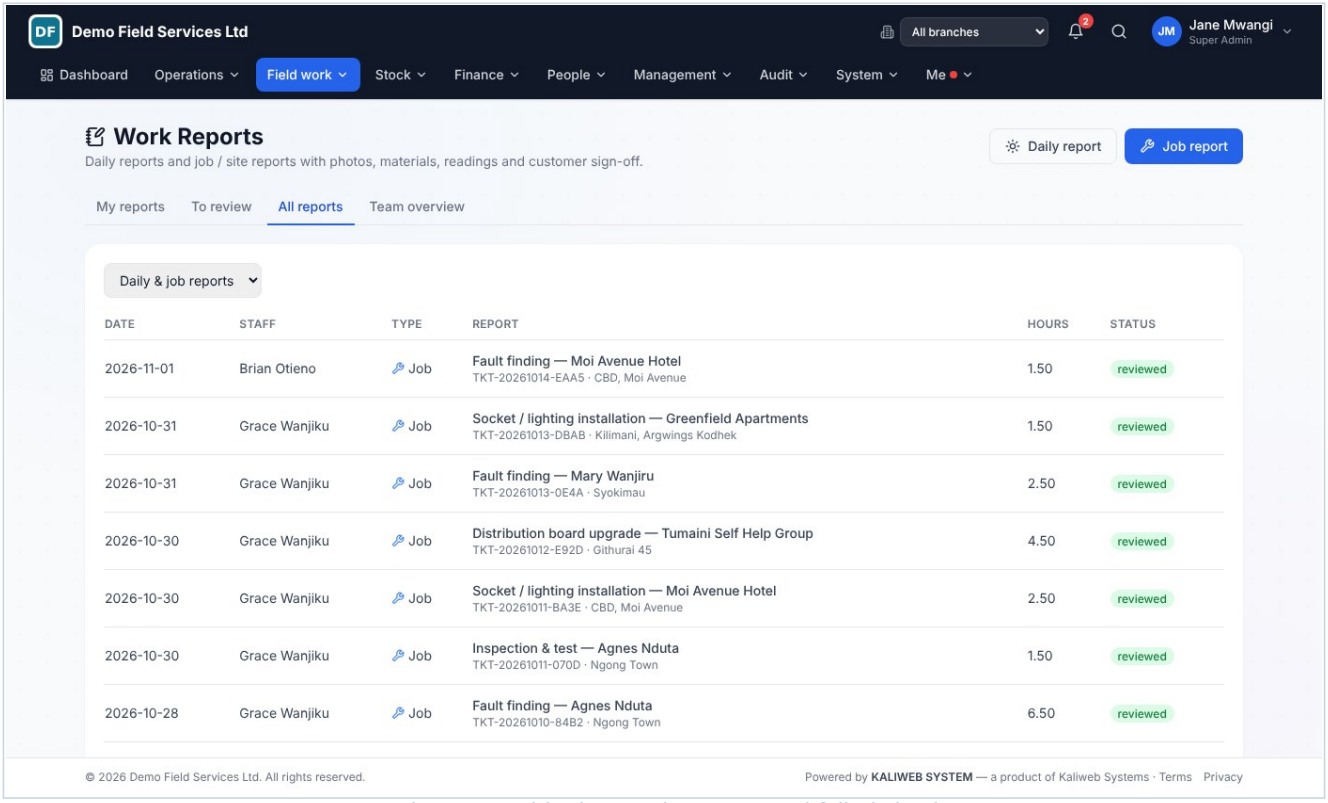
7.3 The job report

At the end of every visit the technician fills in the **job report** on the phone: work done, materials used, **test results (insulation resistance, earth resistance, loop impedance, RCD trip time)**, photos and the **customer's name and signature** on the screen. Before work starts the **electrical isolation (LOTO)** permit is completed: every item must be answered before the report can be sent, and a critical failure alerts the supervisor at once.



A job report on a phone.

Supervisors review the report or return it with a comment. From an approved report you print a **completion / test certificate** on your letterhead with the readings, checklist results and signatures.



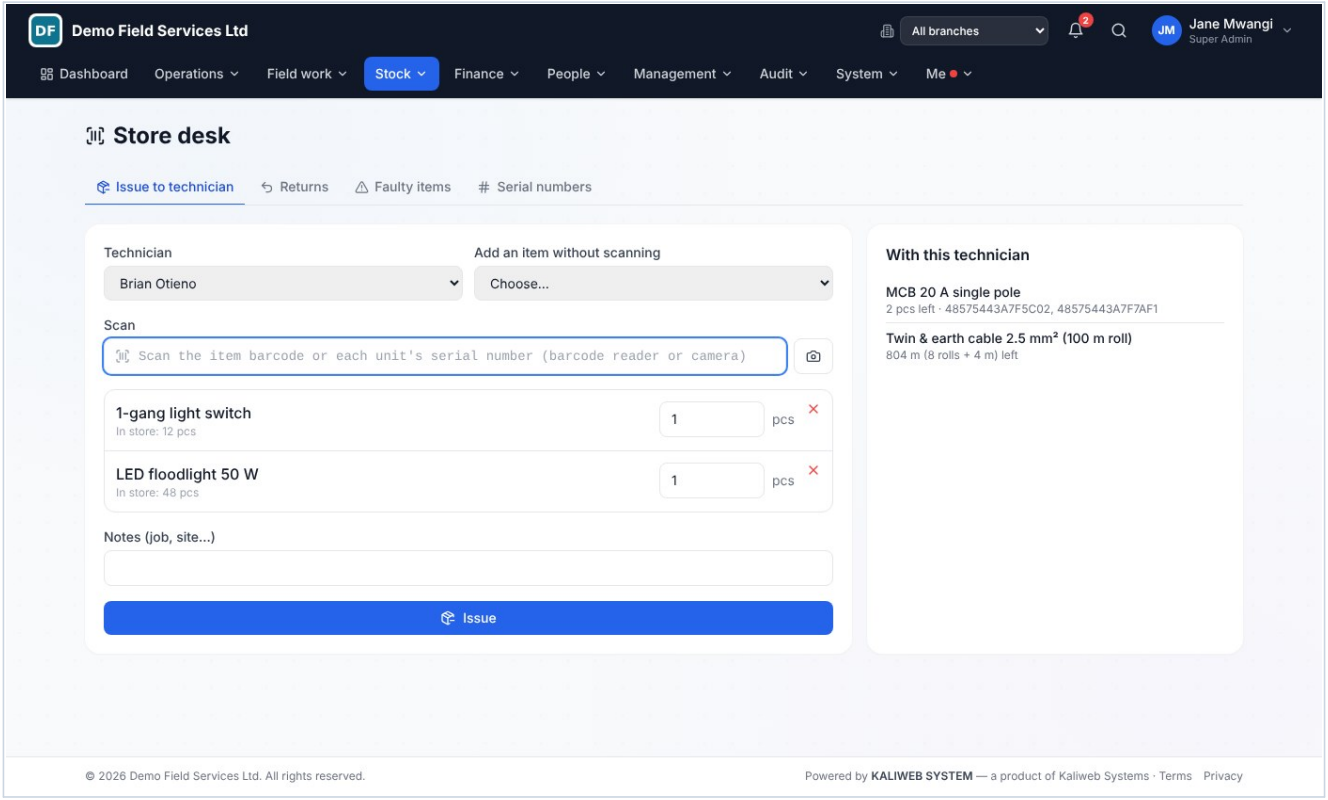
Work reports with photos, signatures and failed checks.

8. Stock: from the store to the customer

8.1 Items and the store desk

Stock → Accessories lists every item per branch with quantity and reorder level. Typical items: cable (by size), conduit and trunking, breakers and RCDs, distribution boards, sockets and switches, earth rods, lights.

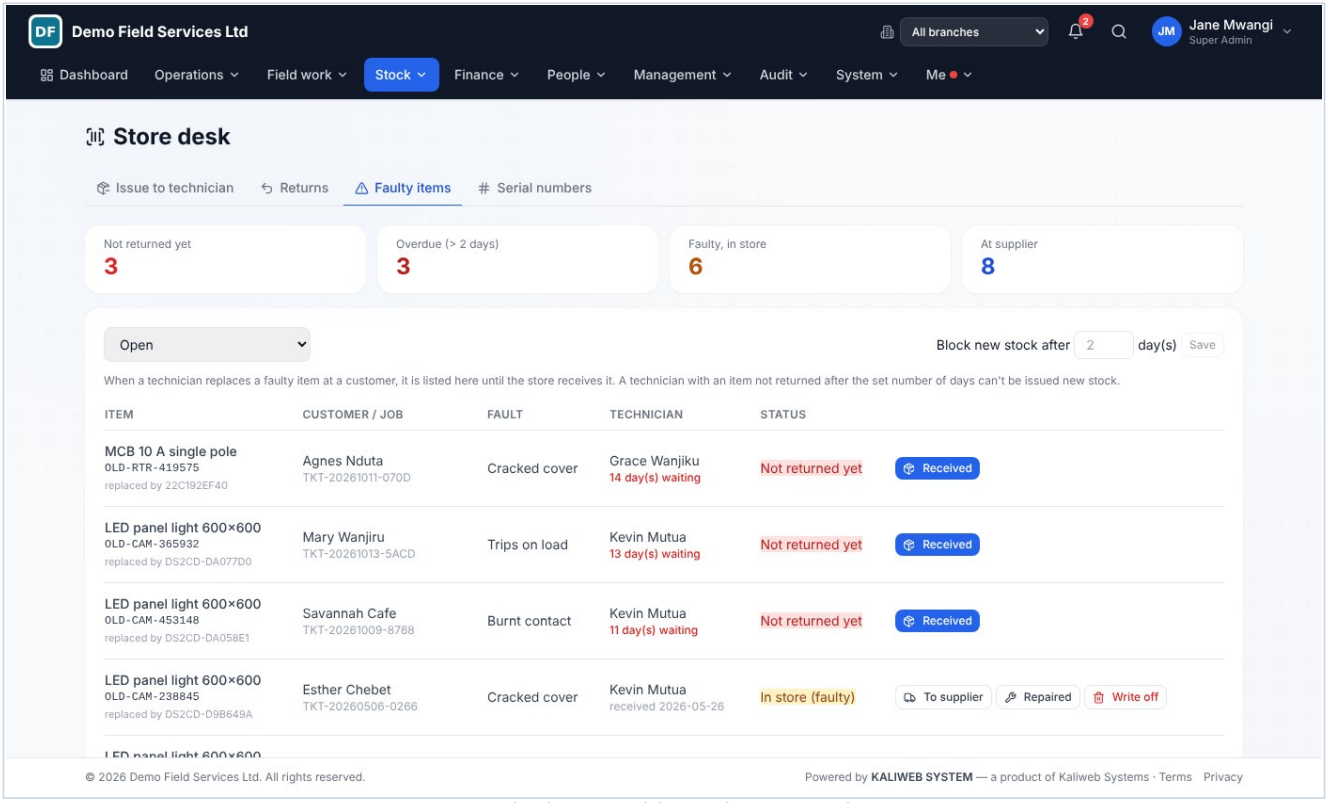
- **Cable** is kept in metres and issued by the roll or box; the technician records the metres used.
- **Serial-numbered items** are received, issued and returned by scanning, so you always know which unit is in the store, with which technician or at which customer.
- At the **store desk** the store keeper issues items to a technician by scanning; the screen shows what that technician already holds and any faulty item they still owe.



Issuing a roll of cable and a unit scanned by its serial number.

8.2 Buying and faulty items

- **Purchasing:** one click adds every low-stock item to a purchase order; a manager approves it (never the person who raised it); goods received are added at the average cost.
- **Faulty items:** every unit replaced at a customer is tracked until it is returned, sent to the supplier, repaired or written off. A technician who keeps a faulty unit too long can't take new stock.

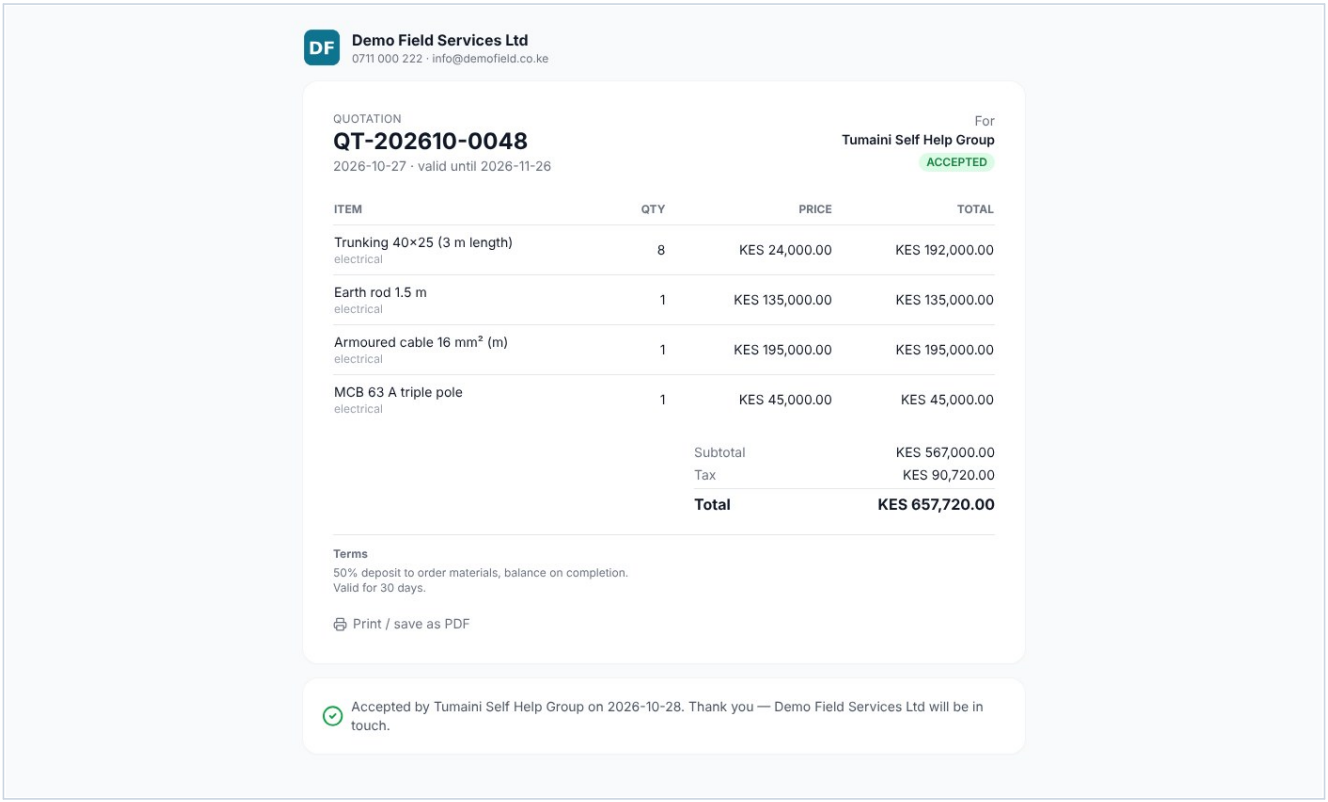


Faulty items waiting to be returned.

9. Getting paid

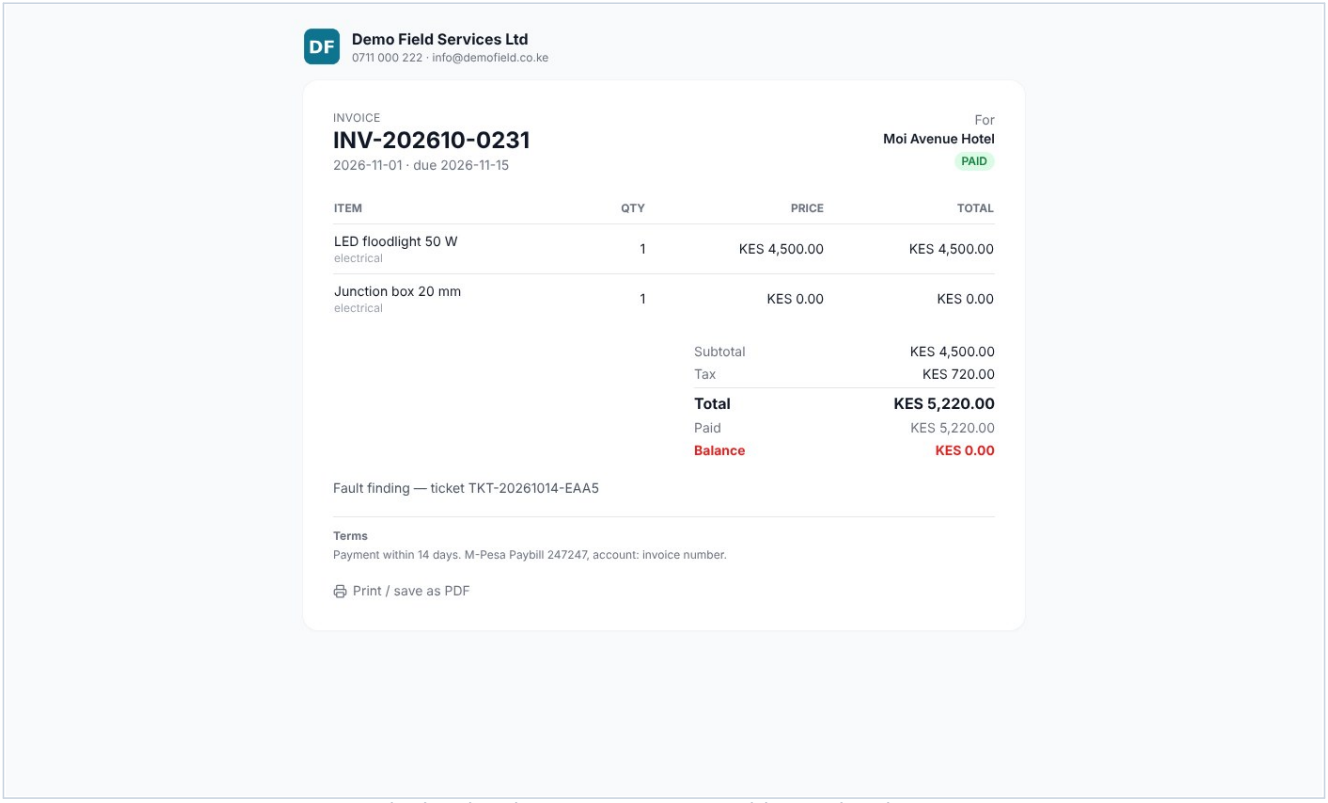
9.1 Quotations and invoices

Quotations and invoices are sent to the customer as an **SMS link**. A quotation is made straight from an approved electrical design. The customer opens the quotation on their phone and **accepts it with their name and signature**; you are told when they open it and when they answer.



The customer accepts the quotation with a signature.

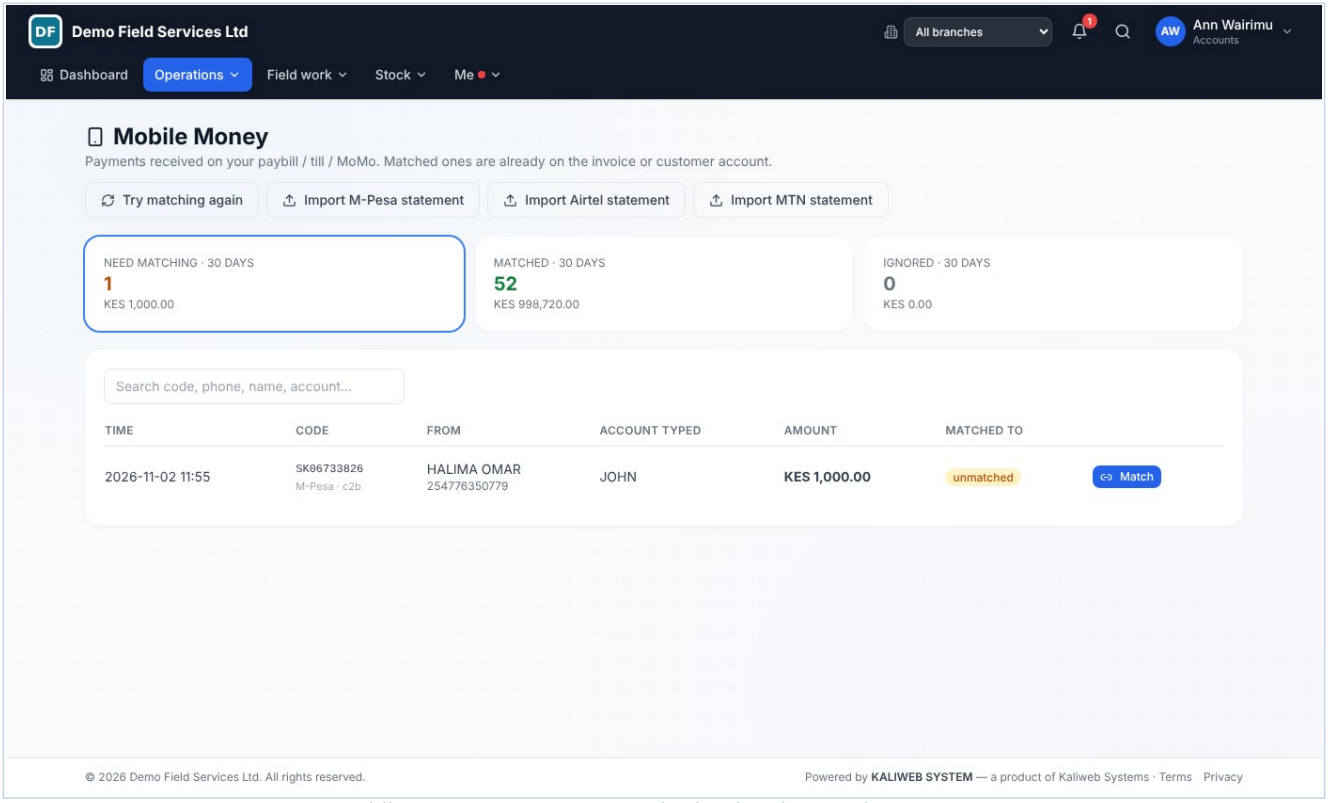
Invoices show *sent, partly paid, paid* or *overdue*. **Request via phone** sends an M-Pesa, MTN or Airtel request to the customer's phone: they enter their PIN and the invoice is marked paid.



The invoice the customer opens, with "Pay by phone".

9.2 Payments that match themselves

Customers pay to your paybill or till with the invoice number. Payments to your paybill or till, and deposits in your bank, are matched to the right invoice or customer by themselves, and the customer receives a thank-you SMS. Anything the system can't match waits for one click under **Accounts → Mobile Money**.

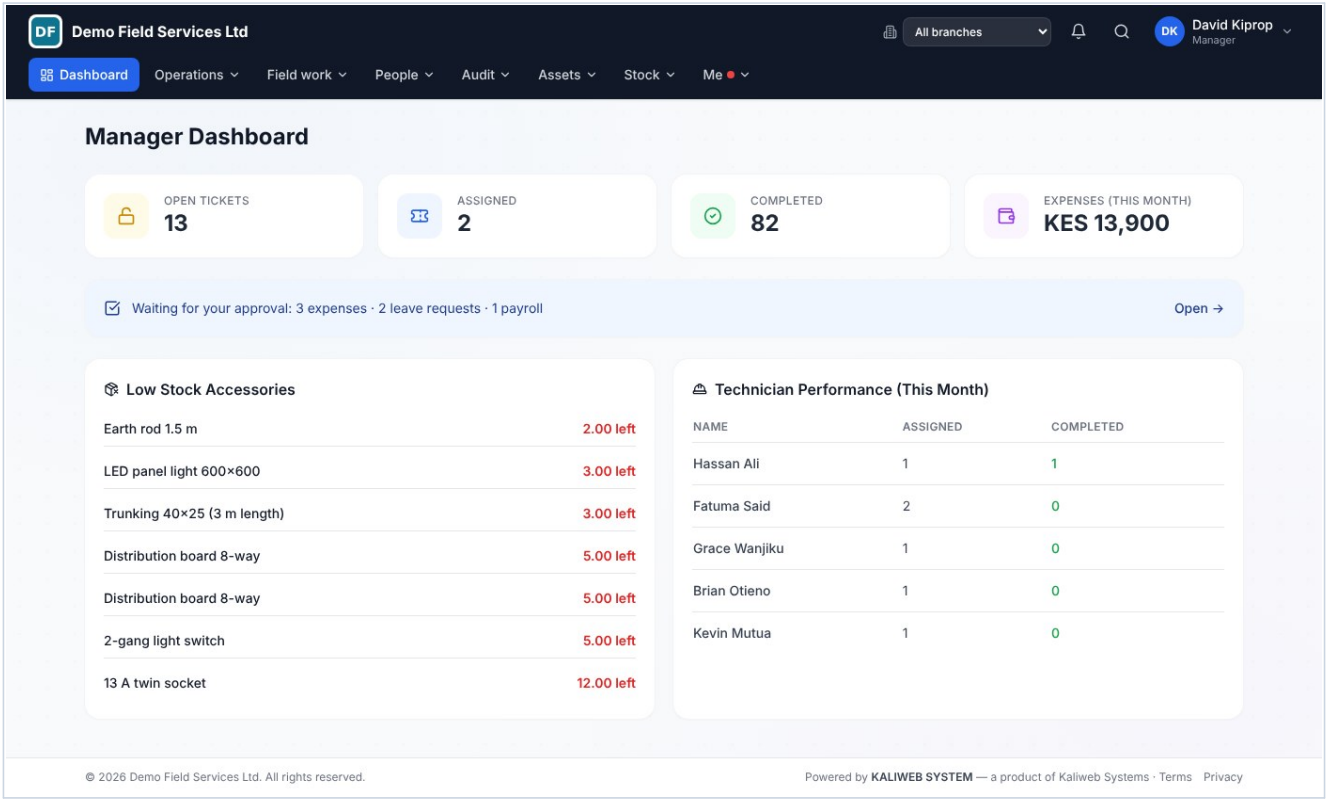


Mobile money payments matched to invoices and customers.

Every payment gets an official **receipt** on your letterhead, and expenses, salaries and supplier payments go through approval, so you always see what came in and what went out.

10. Knowing how the business is doing

- **Dashboards** for the manager, supervisor and accounts: open jobs, jobs waiting too long, today's money in, overdue invoices.
- **Reports:** revenue, expenses and profit, jobs per technician, time to complete, materials used per job, branch results — exported to Excel.
- **Performance and targets** per technician and team.
- **HR and payroll:** attendance, leave, certificates with reminders before they expire, and the monthly payroll with your country's taxes.



The manager's dashboard.

11. Questions electrical contractors ask

Question	Answer
Do the calculations replace the wiring rules?	No. They are a guide for a qualified person; confirm cable sizes and protection with the makers' tables and the local wiring rules.
Can we print a test certificate?	Yes. From the job report: on your letterhead with the readings, checklist results and signatures.
Can we track electricians' licences?	Yes. HR records each licence with its expiry; reminders go out and expired electricians are flagged when assigned.
Does the money go through Kaliweb?	No. Customers pay your own paybill, till and bank account. Kaliweb never holds your money.
Can we have it on our own server?	Yes. We host it for you (with nightly backups and updates done for you) or install it on your own server.
Is it in Kenya only?	It works in Kenya, Uganda and Tanzania, with the currency, phone numbers, taxes and mobile money of your country.

Next step: see it with your own jobs

Book a free demo: we show you the system with your kind of work, on your phone and laptop, in about 20 minutes.

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