



## SETUP GUIDE

# Multi-Branch & Main Shop

Run your head office, branches, warehouse and every till from one account — set up from A to Z, with licence keys and computers.

MAIN

Dashboard

Point of Sale

Cash Register

Deposits

Orders

Customers

Sales

Quotes & Invoices

Notifications

STOCK

Products

Recipes

Inventory

Purchases

Processing

Stock Count

Stock Out

Stock Movements

Branch Stock

Stock Transfers

### Branches & Tills

Your shops and warehouses, their tills, and who works where.

Branch stock

Transfers

WHERE YOU ARE WORKING

Sales, receiving and stock counts happen at

Windhoek Main Shop (HQ)

Work here

Your plan: 3 branches & warehouses (no limit) 4 tills of 4 Each licence key also activates up to 4 computer(s) — see [Billing](#).

BRANCHES & WAREHOUSES

| BRANCH                                          | CODE | TYPE      | UNITS    | VALUE (COST)   | TILLS | STATUS |
|-------------------------------------------------|------|-----------|----------|----------------|-------|--------|
| Windhoek Main Shop                              | HQ   | Shop      | 3,148.62 | N\$ 180,087.20 | 3     | Active |
| Northern Warehouse<br>Industrial Area, Ondangwa | WH1  | Warehouse | 0        | N\$ 0.00       | 0     | Active |
| Oshakati Shop<br>Main Road, Oshakati            | OSH  | Shop      | 42       | N\$ 210.00     | 1     | Active |

ADD A BRANCH OR WAREHOUSE

Name \*

Short code

Type

Phone

e.g. Mall Kiosk

e.g. MALL

Shop (sells)

Address

Add branch

TILLS

Every till has its own Till ID. Each cashier signs in with their own account every till at a branch sells from that branch's own stock. Give each desktop computer its till under

Amateta Retail Suite

Version 1.8.17 · October 2026

support@amateta.com · +264 85 344 1248

apos.amateta.com

Amateta Retail Suite · Multi-Branch Setup Guide

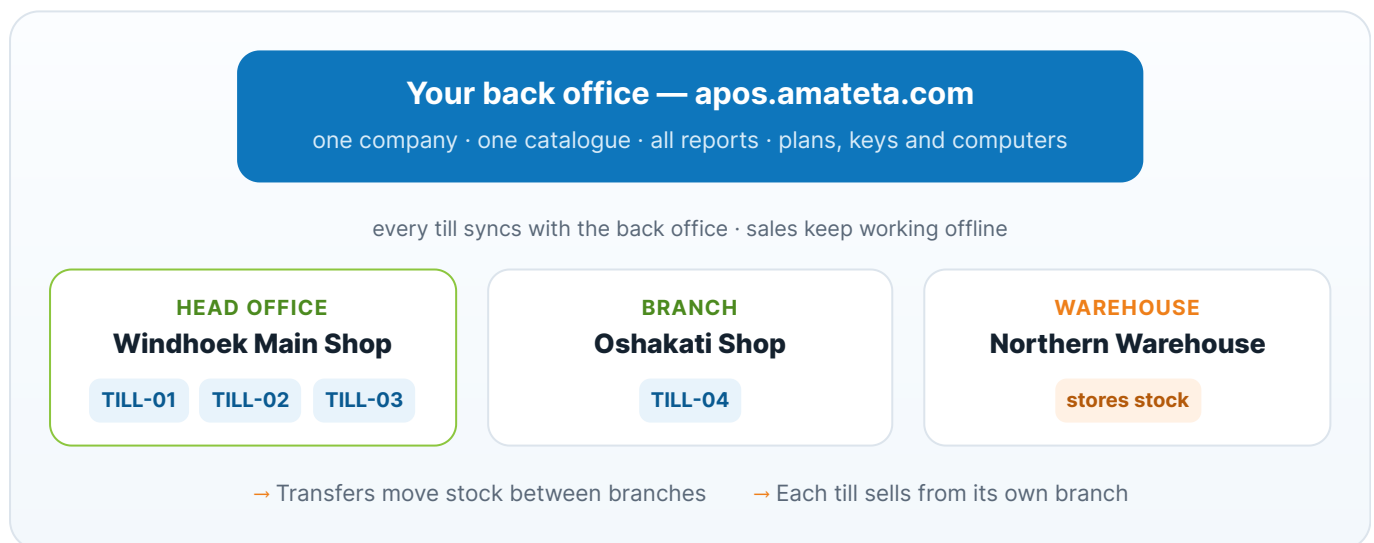
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# What this guide covers

- |                                             |                                              |
|---------------------------------------------|----------------------------------------------|
| <b>A</b> How multi-branch works             | <b>7</b> Choose where each person works      |
| <b>B</b> Before you start                   | <b>8</b> Bring in products, prices and stock |
| <b>1</b> Choose a plan with multi-branch    | <b>9</b> Move stock between branches         |
| <b>2</b> Switch on multi-branch             | <b>10</b> Check stock at every branch        |
| <b>3</b> Add your branches and warehouses   | <b>11</b> Working from the till              |
| <b>4</b> Add the tills                      | <b>12</b> Licence keys and computers         |
| <b>5</b> Install and activate each computer | <b>C</b> When the plan ends                  |
| <b>6</b> Give each computer its till        | <b>D</b> Questions & answers                 |

## A How multi-branch works

One company, one product list and one price list. Every shop and warehouse keeps its own stock, its own tills and its own cashiers — and the back office sees everything, live.



### Stock per branch

Each branch has its own quantities. The company total is always the sum of the branches, and the system checks it for you.

### No selling what is not there

A branch can never sell stock it does not hold, even when another branch has some. Move it with a transfer first.

### Every computer has a place

Each till computer belongs to one till at one branch. Its sales, returns and stock movements are booked there, with its Till ID.

### One licence key

The same key is typed on every till computer. Your plan decides how many computers and branches you may use.

**B**

## Before you start

Set up takes about 30 minutes for a business with three branches. Have these ready:

- ☐ The **owner's Amateta account** (email and password). Only the owner or an admin can switch multi-branch on.
- ☐ A **plan that includes multi-branch** (for example **Enterprise**) — see step 1.
- ☐ Your **licence key** (it looks like `AMT-2026-XXXX-XXXX-XXXX`). It is emailed after payment and always shown under **Billing → My Desktop Licences**.
- ☐ The **names of your branches and warehouses**, and how many tills (counters) each one has.
- ☐ Each till computer with **Windows 10 or 11** and an internet connection for the first sign-in.
- ☐ Optional: your **stock list** from your old system (Excel, CSV, Text or HTML) — see step 8.

### Where to do it

Everything in this guide can be done on the website (**apos.amateta.com**) or inside the desktop till app. In the app, the branch pages open live from the back office in the same window — no browser needed.

**1**

## Choose a plan with multi-branch

**OWNER**

Every plan card shows exactly what it includes: computers per licence, branches, and features such as quotations and your logo on receipts.

- 1 Sign in at **apos.amateta.com** and open **Billing → Payments** (or **Subscription**).
- 2 Choose a plan whose card says **Multi-branch & stock transfers**, then pay by EFT and upload the proof of payment.
- 3 When the payment is approved you receive an email, and your licence key appears under **Billing → My Desktop Licences**.

### Already on Enterprise?

Plans that include multi-branch switch it on automatically. If your branches page still says it is not included, contact us and we will check your plan.

- 1 Open **Branches & Tills** in the menu (under Stock).
- 2 Type the name of your first branch — the one that holds today's stock, usually your main shop (for example *Windhoek Main Shop*).
- 3 Press **Switch on multi-branch** and confirm.

#### 🔗 MULTI-BRANCH

Switch this on when the business has more than one shop or a warehouse. One product list and price list for the whole company; each branch keeps its own stock, sales, cashiers and tills.

- Your current stock becomes the stock of the first branch (the head office). Nothing is lost or counted twice.
- Move stock between branches with transfers: dispatched, in transit, received — with a delivery note.
- A branch can never sell stock it does not have, even when another branch has some.
- You can switch it off again; your branches and transfers are kept.

Name of the first branch (where today's stock is)

**Figure 1** The first branch receives all the stock you have today. Nothing is lost or counted twice.

#### You can switch it off again

Your branches, branch stock and transfers are kept, and switching on again carries on where you stopped.

- 1 On **Branches & Tills**, go to **Add a branch or warehouse**.
- 2 Enter the **name**, a **short code** (for example **OSH**), the **type** — *Shop (sells)* or *Warehouse (stores)* — and the phone and address.
- 3 Press **Add branch**. Repeat for every branch.

BRANCHES & WAREHOUSES

| BRANCH                                          | CODE | TYPE      | UNITS    | VALUE (COST)   | TILLS | STATUS                   |
|-------------------------------------------------|------|-----------|----------|----------------|-------|--------------------------|
| Windhoek Main Shop <span>HEAD OFFICE</span>     | HQ   | Shop      | 3,148.62 | N\$ 180,087.20 | 3     | Active <span>Edit</span> |
| Northern Warehouse<br>Industrial Area, Ondangwa | WH1  | Warehouse | 0        | N\$ 0.00       | 0     | Active <span>Edit</span> |
| Oshakati Shop<br>Main Road, Oshakati            | OSH  | Shop      | 42       | N\$ 210.00     | 1     | Active <span>Edit</span> |

ADD A BRANCH OR WAREHOUSE

Name \*

Short code

Type

Phone

e.g. Mall Kiosk

e.g. MALL

Shop (sells) ▼

Address

Add branch

**Figure 2** Each branch shows its units in stock, the stock value at cost and its number of tills.

The line **Your plan** above the list shows how many branches you use and how many your plan allows.

## 4

## Add the tills

OWNER / ADMIN

A till is one counter where people sell. Each till gets its own **Till ID** (TILL-01, TILL-02...), recorded with every sale and stock movement, so you always know where it happened.

- 1 In the **Tills** section, type a **till name** (for example *Front counter 1*).
- 2 Choose the branch under **At branch** and press **Add a till**.
- 3 Add one till for every counter at every branch.

**TILLS**

Every till has its own Till ID. Each cashier signs in with their own account; every till at a branch sells from that branch's one stock. Give each desktop computer its till under **Computer**: from its next sync it sells from that branch's stock and its sales are booked there.

| TILL ID | NAME             | BRANCH             | COMPUTER                             | LAST SEEN        | STATUS                      |
|---------|------------------|--------------------|--------------------------------------|------------------|-----------------------------|
| TILL-04 | Oshakati counter | Oshakati Shop      | OSHAKATI-TILL · 5b2b2b · 14/10 18:16 | —                | Active <a href="#">Edit</a> |
| TILL-01 | Front counter 1  | Windhoek Main Shop | WHK-COUNTER-1 · 398dd0 · 14/10 18:16 | —                | Active <a href="#">Edit</a> |
| TILL-02 | Front counter 2  | Windhoek Main Shop | WHK-COUNTER-2 · 800db8 · 14/10 18:16 | 10/10/2026 11:25 | Active <a href="#">Edit</a> |
| TILL-03 | Service desk     | Windhoek Main Shop | — browser till / none —              | —                | Active <a href="#">Edit</a> |

Till name

At branch

+ Add a till

**Figure 3** Tills with their branch and, under Computer, the till computer that works as that till (step 6).

## 5

## Install and activate each computer

EACH TILL

Do this once on every till computer, at every branch.

- 1 Download the Windows till from **apos.amateta.com/download** and install it.
- 2 Connect the computer to the internet. Open the app and **sign in with your Amateta account** (the owner's email and password). This links the computer to your business and downloads your products, prices and staff.
- 3 Open **Settings → Licence & Activation**, type your **licence key** and press **Activate Online (one time)**.

## Connecting a NEW computer or till terminal to its branch — the whole flow

1

### Install

Download the till from [apos.amateta.com/download](https://apos.amateta.com/download) and install it on the new computer.

2

### Sign in online

Open the app with internet and sign in with your Amateta account. The computer is now linked to your business.

3

### Activate

Settings → Licence & Activation: type your licence key. It takes one seat.

4

### Choose its branch

Back office → Branches & Tills → Tills: pick this computer under Computer next to the till at the right branch (main shop or branch).

**Done:** within a minute it sells from that branch's stock, books its sales there with its Till ID, and keeps selling if the internet drops.

## Licence & Activation

Current plan

**Trial**

⌚ 45 trial days left — activate your licence to keep selling.

This computer's Device ID

**PC-5XF4CC5**

Send this to Amateta for offline activation.

Licence Key

AMT-2026-XXXX-XXXX-XXXX

Activation Code (only for offline activation)

XXXX-XXXX-XXXX-XXXX

🌐 **Activate Online (one time)**

📶 **Activate Offline with Code**

Buy a plan at [apos.amateta.com/pricing](https://apos.amateta.com/pricing). One key works on as many computers as your plan includes: type the same key on each till computer. Online activation needs internet once. Lifetime keys can also be activated without internet: send your Device ID to Amateta and enter the code you get back.

**Figure 4** Licence & Activation on the till. Use the same key on every computer; each computer takes one place ("seat").

## How the key works

Your plan sets how many computers one key can run on. The same computer activating again (for example after a reinstall) takes no new seat. When all seats are in use, the till tells you which computers hold them — free one under **Billing → My Desktop Licences → Release** (step 12).

## No internet at the shop?

A lifetime key can be activated without internet: send us the **Device ID** shown on this screen and type the activation code we give you. Monthly and yearly keys need internet once, so the paid period can be checked.

## 6

## Give each computer its till

OWNER / ADMIN

After a computer has signed in (step 5), it appears in the **Computer** list by its Windows name.

- 1 On **Branches & Tills** → **Tills**, find the till.
- 2 Under **Computer**, choose the computer that stands at that counter. It is saved at once.
- 3 Within a minute that computer sells from **that branch's stock**, and its sales are booked there with its Till ID.

### A computer without a till

works as a head-office till and is listed as a warning on the page until you give it its till.

## 7

## Choose where each person works

OWNER / ADMIN

Each cashier signs in with their **own account**. Give cashiers, supervisors and managers a **home branch**: they sell and receive stock only there. *All branches* is for head-office staff and owners.

 **STAFF HOME BRANCHES**

A cashier, supervisor or manager with a home branch sells and receives there. "All branches" is for head office staff and owners.

| NAME         | ROLE    | WORKS AT                   |
|--------------|---------|----------------------------|
| Anna Cashier | Cashier | Oshakati Shop              |
| Max Manager  | Manager | All branches (head office) |
| Olivia Owner | Owner   | All branches (head office) |

**Figure 5** Staff home branches: choose a branch for each person.

Add staff under **Staff** as usual (see the guide *Staff, roles and who can sell* in the Help Centre).

Moving from another system? Import its stock report instead of typing. Excel (.xlsx), CSV, Text, HTML, Unicode Text and Unicode HTML all work — including the old Windows "Export" reports.

- 1 Open **Products → Import from another system**, choose the file and press **Read the file**.
- 2 Check the columns. Common names are recognised (*OH* = quantity on hand; *TC* = total cost, not imported).

### 2. WHICH COLUMN IS WHICH?

Check each column against the first rows of your file. Choose "not imported" for anything you do not want.

| COLUMN IN YOUR FILE | FIRST VALUES                                                         | IMPORT AS                  |
|---------------------|----------------------------------------------------------------------|----------------------------|
| Code                | ACC-1001 · ACC-1002 · SPR-2001                                       | Code / SKU                 |
| Barcode             | 6009880123456 · 6009880123463 · 6009880123470                        | Barcode                    |
| Description         | USB-C FAST CHARGER 20W · TEMPERED GLASS A15 · SAMSUNG A15 LCD SCREEN | Product name / description |
| OH                  | 12.00 · 30.00 · 4.00                                                 | Quantity on hand           |
| Cost                | 65.00 · 9.50 · 320.00                                                | Cost price                 |
| Selling             | 149.00 · 49.00 · 780.00                                              | Selling price              |
| TC                  | 780.00 · 285.00 · 1280.00                                            | — not imported —           |

### 3. WHAT SHOULD HAPPEN?

☒ **Products & prices**  
 Add new products and update the prices (and empty details) of the ones you already have.

☐ **Update prices only**  
 Change the cost and selling prices of products you already have. Nothing new is added; stock is not touched.

☐ **Stock received**  
 Add the quantities in the file to your stock (a delivery or opening stock). Products must already exist.

**Figure 6** Each column of your file, its first values, and what it is imported as.

- 3 Choose what should happen: **Products & prices**, **Update prices only**, or **Stock received**.
- 4 In a business with branches, choose **which branch** the stock is at, then press **Preview**.
- 5 Check every row, then press **Import**. Nothing is saved before this.

NEW
4

Import 4 row(s)
0 row(s) will be left out — fix them in the file and import it again if needed.

| ROW | RESULT | DETAILS                                         |
|-----|--------|-------------------------------------------------|
| 1   | New    | New: USB-C FAST CHARGER 20W at 149.00, stock 12 |
| 2   | New    | New: TEMPERED GLASS A15 at 49.00, stock 30      |
| 3   | New    | New: SAMSUNG A15 LCD SCREEN at 780.00, stock 4  |
| 4   | New    | New: IPHONE 11 BATTERY at 450.00, stock 6       |

**Figure 7** The preview shows exactly what will happen to every row.

### Safe by design

Stock is only ever **added**, never overwritten. The same file cannot be imported twice by mistake, and **Undo this import** puts prices back and takes the added stock out.

## 9 Move stock between branches

MANAGER / STOCK

- 1 Open **Stock Transfers** → **New transfer**. Choose where the stock comes **from** and where it goes **to**.
- 2 Add the products and quantities. You see what the sending branch holds and cannot send more. Phones travel with their IMEI numbers.
- 3 **Approve**, then **Dispatch**: the stock leaves the sending branch and is *in transit*.
- 4 Print the **delivery note** for the driver.
- 5 At the receiving branch, open the transfer and **Receive**: enter what arrived. Missing, damaged and returned items are recorded.



**Branch Stock** shows every product at every branch, the value at cost, and a **Balanced** check: the company total always equals the sum of the branches. Use **Export CSV** to open it in Excel.

**Branch Stock**  
What every branch holds, what is on the road, and what it is worth.

[Export \(Excel\)](#) [New transfer](#)

**WINDHOEK MAIN SHOP**  
**N\$ 180,087.20**  
3,148.62 units at cost

**NORTHERN WAREHOUSE**  
**N\$ 0.00**  
0 units at cost

**OSHAKATI SHOP**  
**N\$ 210.00**  
42 units at cost

**IN TRANSIT**  
**N\$ 0.00**  
0 units on the road

**TOTALS CHECK**  
**Balanced**  
Company total = sum of branches

Find a product by name, SKU or barcode [Find](#)

| PRODUCT                                                     | HQ    | WH1 | OSH | IN TRANSIT | COMPANY |
|-------------------------------------------------------------|-------|-----|-----|------------|---------|
| <b>Burger bun</b><br>ING-BUN                                | 58    | 0   | 0   | —          | 58      |
| <b>Burger sauce</b><br>ING-SAU                              | 2,970 | 0   | 0   | —          | 2,970   |
| <b>California Roll (4pc)</b><br>MENU-CALIFORN-9028          | 0     | 0   | 0   | —          | 0       |
| <b>California Roll (4pc) - Crab</b><br>MENU-CALIFORN-E069   | 0     | 0   | 0   | —          | 0       |
| <b>California Roll (4pc) - Prawn</b><br>MENU-CALIFORN-2EC1  | 0     | 0   | 0   | —          | 0       |
| <b>California Roll (4pc) - Salmon</b><br>MENU-CALIFORN-DFB5 | 0     | 0   | 0   | —          | 0       |
| <b>California Roll (4pc) - Tuna</b><br>MENU-CALIFORN-BEDD   | 0     | 0   | 0   | —          | 0       |
| <b>California Roll (4pc) - Veg</b><br>MENU-CALIFORN-2B82    | 0     | 0   | 0   | —          | 0       |
| <b>Cheese slice</b><br>ING-CHS                              | 70    | 0   | 28  | —          | 98      |

**Figure 11** Branch Stock: totals per branch and the reconciliation check.

On the till, **Branches & Tills**, **Branch Stock**, **Stock Transfers** and **Import** open **live from the back office inside the app**, signed in as the person at the till. Everyone sees the same, up-to-date figures.

**Branches & Tills**  
Your shops and warehouses, their tills, and who works where.

[Branch stock](#) [Transfers](#)

**WHERE YOU ARE WORKING**  
Sales, receiving and stock counts happen at  
Windhoek Main Shop (HQ) [Work here](#)

Your plan: 3 branches & warehouses (no limit) 4 tills of 4 Each licence key also activates up to 4 computer(s) — see [Billing](#).

**BRANCHES & WAREHOUSES**

| BRANCH                                          | CODE | TYPE      | UNITS    | VALUE (COST)   | TILLS | STATUS                      |
|-------------------------------------------------|------|-----------|----------|----------------|-------|-----------------------------|
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| Oshakati Shop<br>Main Road, Oshakati            | OSH  | Shop      | 42       | N\$ 210.00     | 1     | Active <a href="#">Edit</a> |

**ADD A BRANCH OR WAREHOUSE**

Name \* Short code Type Phone

e.g. Mall Kiosk e.g. MALL Shop (sells)

Address

[Add branch](#)

**TILLS** [Back to the till](#)

Every till has its own Till ID. Each cashier signs in with their own account; every till at a branch calls from that branch's one stock. Give each desktop computer its till under

**Figure 12** Opened from the till: the live back office. [Back to the till](#) (bottom right) returns to selling.

- Each person keeps their own rights: a cashier cannot open branch settings.
- With **no internet**, these pages say so and offer **Try again. Selling carries on offline as usual**; the sales are sent when the connection returns.

**Billing** → **My Desktop Licences** shows each key, its plan, and every computer using it.

My Desktop Licences

Download POS

| Licence Key             | Plan       | Status | Computers                                                              | Issued      |
|-------------------------|------------|--------|------------------------------------------------------------------------|-------------|
| AMT-2026-W97P-2JMJ-63Z2 | Enterprise | active | 3 of 4 in use                                                          | 14 Oct 2026 |
|                         |            |        | WHK-COUNTER-1 · PC-WHK1001 · since 14 Oct 2026 <a href="#">Release</a> |             |
|                         |            |        | WHK-COUNTER-2 · PC-WHK1002 · since 14 Oct 2026 <a href="#">Release</a> |             |
|                         |            |        | OSHAKATI-TILL · PC-OSH2001 · since 14 Oct 2026 <a href="#">Release</a> |             |

One key runs on as many computers as your plan includes. Type the same key on each till computer. Moving to a new computer? **Release** the old one here, then activate the new one with the same key. In a business with branches, choose each computer's till under Branches & Tills.

**Figure 13** One key (example) used by three computers of its four seats, with Release next to each.

### Moving to a new computer

- 1 Press **Release** next to the old computer. Its seat is free at once.
- 2 Activate the new computer with the same key (step 5), then give it its till (step 6).

### Need more computers or branches?

Upgrade the plan under **Billing** → **Payments**. The new limits apply as soon as the payment is approved.

## C

### When the plan ends

| Plan             | What happens                                                                                                                                               |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Monthly / yearly | Selling continues for <b>7 days</b> after the paid period (the grace period). After that it pauses on the website <b>and on every till, also offline</b> . |
| Lifetime         | Never ends.                                                                                                                                                |
| Free trial       | Selling stops when the trial ends. Reinstalling does not start a new trial.                                                                                |
| Your records     | Always available: reports, sales history, customers and products can be viewed and exported. Nothing is deleted.                                           |

**To renew:** pay under **Billing** → **Payments**. When it is approved, connect each till to the internet once — it then sells again, also offline. Changing the Windows clock does not extend a plan.

| Question                                                   | Answer                                                                                                                                              |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Branches says "Multi-branch is not included in your plan". | Choose a plan that includes it (step 1). Already paid for one? Contact us and we will check your plan.                                              |
| My computer is not in the Computer list.                   | Sign in once on that computer with your Amateta account while it is online (step 5). It appears within a minute.                                    |
| "All computers on this licence are in use".                | Release a computer you no longer use (step 12), or upgrade for more seats.                                                                          |
| A branch says it does not have enough stock.               | That branch has none of it. Transfer stock from another branch (step 9).                                                                            |
| The till says there is no internet on the branch pages.    | Those pages work live with the back office. Connect, then press Try again. Selling is not affected.                                                 |
| I reinstalled Windows on a till.                           | Install the app, sign in, and activate with the same key — the same computer takes no new seat. If the computer changed, release the old one first. |
| Where are the Help guides?                                 | apos.amateta.com/help, and <b>Help &amp; guides</b> in the app menu — they also work offline on the till.                                           |

## We are here to help

Our team in Namibia sets up branches, tills and hardware with you, and trains your staff.

### EMAIL

support@amateta.com

### PHONE & WHATSAPP

+264 85 344 1248

### ONLINE

apos.amateta.com/help