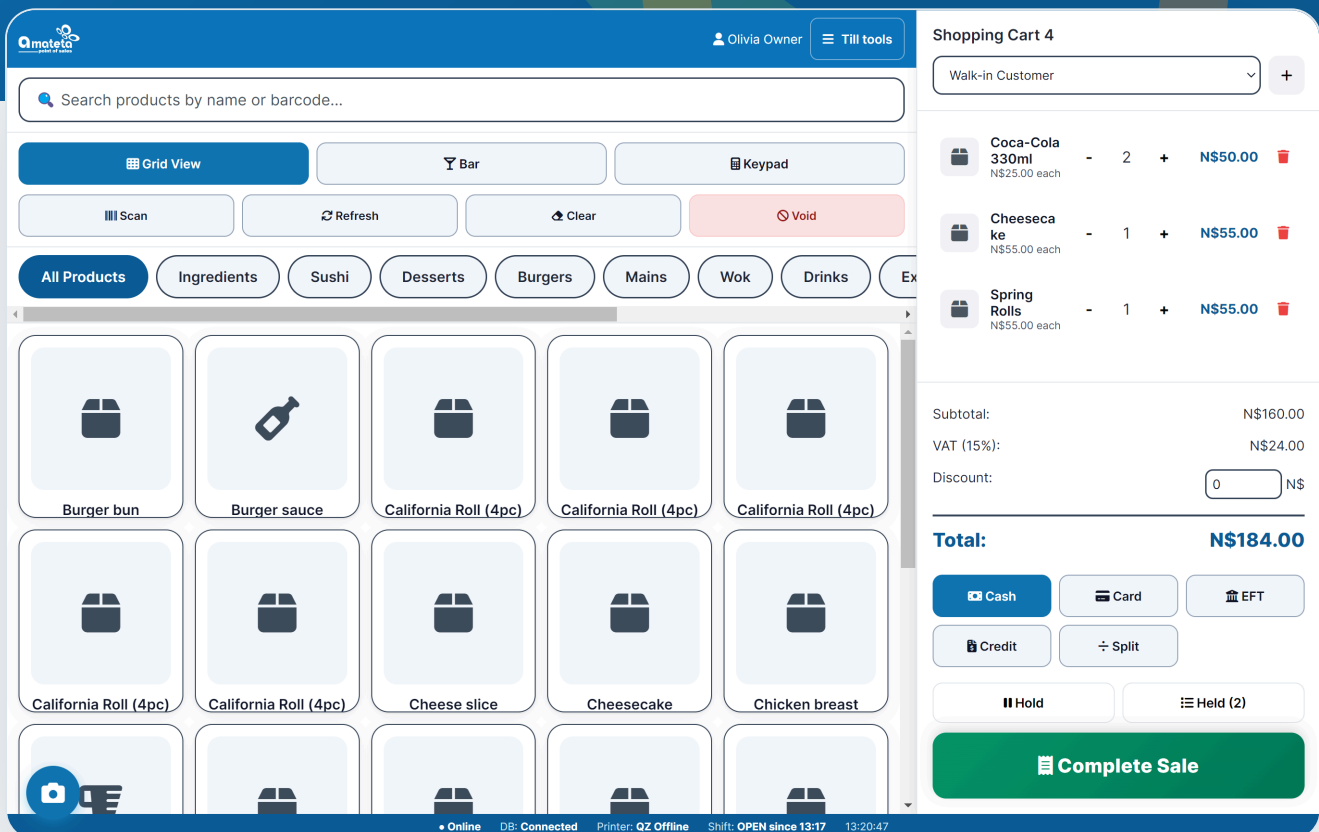




SELLING GUIDE

Selling with Amateta

Every step at the till, from signing in to cashing up: cash, card, EFT, change, tips, split bills, refunds, restaurant tables and the end of the day.



What this guide covers

A Before you sell

- 1 Sign in
- 2 Open your shift
- 3 Unlock the till
- 4 Find the products
- 5 The basket
- 6 Take cash
- 7 Card, EFT and mobile: change and tips
- 8 Split payments and account sales

9 Hold a sale and come back to it

- 10 Find a sale and reprint the receipt
- 11 Refunds and returns
- 12 Restaurant and bar: tables, kitchen, paying
- 13 End of shift: cash up
- 14 Settings that change how you sell
- 15 Stock that came in
- 16 When something goes wrong

A day at the till, in four steps

1

Open the shift

Count the float into the drawer and open the shift in Cash Register.

2

Sell

Add products, take cash, card or EFT. Give change, print the receipt.

3

Check as you go

The Cash Register screen shows the expected cash at any moment.

4

Cash up

Count the drawer, close the shift, print the Z-report and sign it.

Every figure on the screens and the slips comes from the same place, so the screen and the paper always agree.

A

Before you sell

Who may sell

A cashier always may. The owner decides who else may complete a sale (supervisor, manager, owner) in **Staff** → **Who can sell**. Everyone else can look, not sell.

Website or desktop till

The same screens work in the browser and in the Windows desktop till. The desktop till also keeps selling when the internet drops, and sends everything to the back office when it is back.

A shift for every cashier

Money is counted per cashier and per shift. Nobody can take payment without an open shift, so every cent belongs to someone.

Your plan

The till sells while your plan (and its grace days) is active, online or offline. When it ends, selling pauses until it is renewed; your records stay available.

1 Sign in

EVERYONE

Each person signs in with their own email and password, so every sale and every cent is linked to the right person.

- 1 Open apos.amateta.com in the browser, or start the **Amateta Retail Suite** desktop till.
- 2 Type your **Email address** and **Password**.
- 3 Press **Sign in**. Forgot it? Press **Forgot password?** and follow the email.

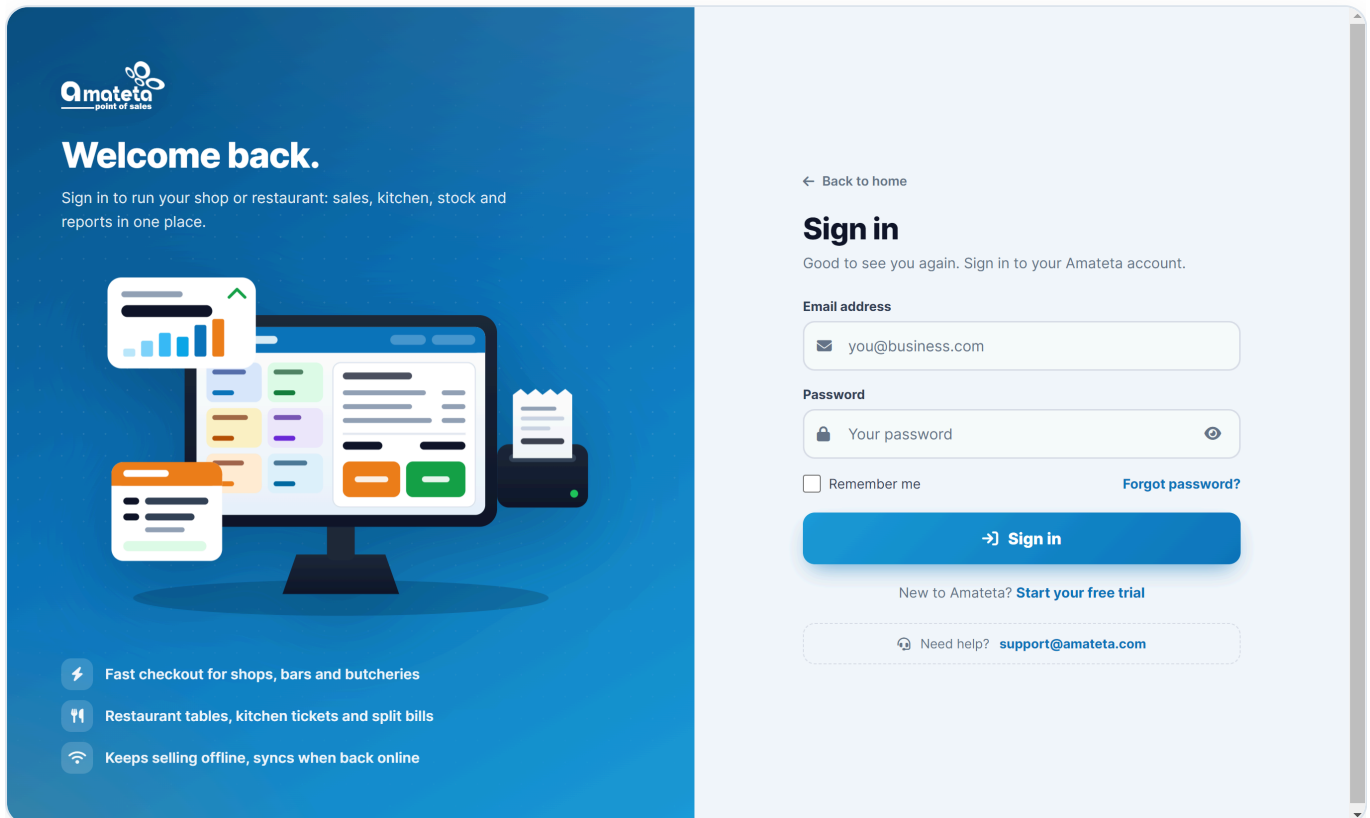


Figure 1 The sign-in page. Never share a password: the till records who did what.

Tip

On a shared till, sign out when you leave (the door icon at the top). The till also signs a person out after a while with nothing done.

A shift is one cashier's time on the till. It starts with the cash float in the drawer and ends with the cash-up.

- 1 Open **Cash Register** in the menu.
- 2 Count the coins and notes you put in the drawer and type it in **Opening cash float**. The screen tells you what the last shift left in the drawer.
- 3 A manager types their PIN or password in **Manager authorization**.
- 4 Press **Open Shift**. The float slip prints by itself.

Start a Shift

CLOSED

This shift starts at **zero** — no transactions, no sales, no takings. Only the cash float below carries over.

Last shift (#26, Olivia Owner) closed 20 Oct 10:22: counted N\$ 0.00, banked N\$ 0.00, left in the drawer **N\$ 0.00**.
The drawer was emptied and banked — start this shift at N\$ 0.00.

Opening cash float (N\$)

0,00

The last shift banked everything, so the drawer starts empty.

 **Manager authorization (PIN or password)**

Supervisor PIN / password

 **Open Shift**

Figure 2 Start a Shift: the float, and the manager's approval.

Why the float matters

At cash-up the till works out the cash that should be in the drawer: float + cash sales – change given on card – refunds. A wrong float makes a correct drawer look short or over.

The Point of Sale opens locked, so nobody can sell on someone else's name.

- 1 Open **Point of Sale** (shops, bars, butcheries) or **Restaurant Till** (restaurants).
- 2 Type your password or PIN, or swipe your staff card, and press **Unlock Till**.

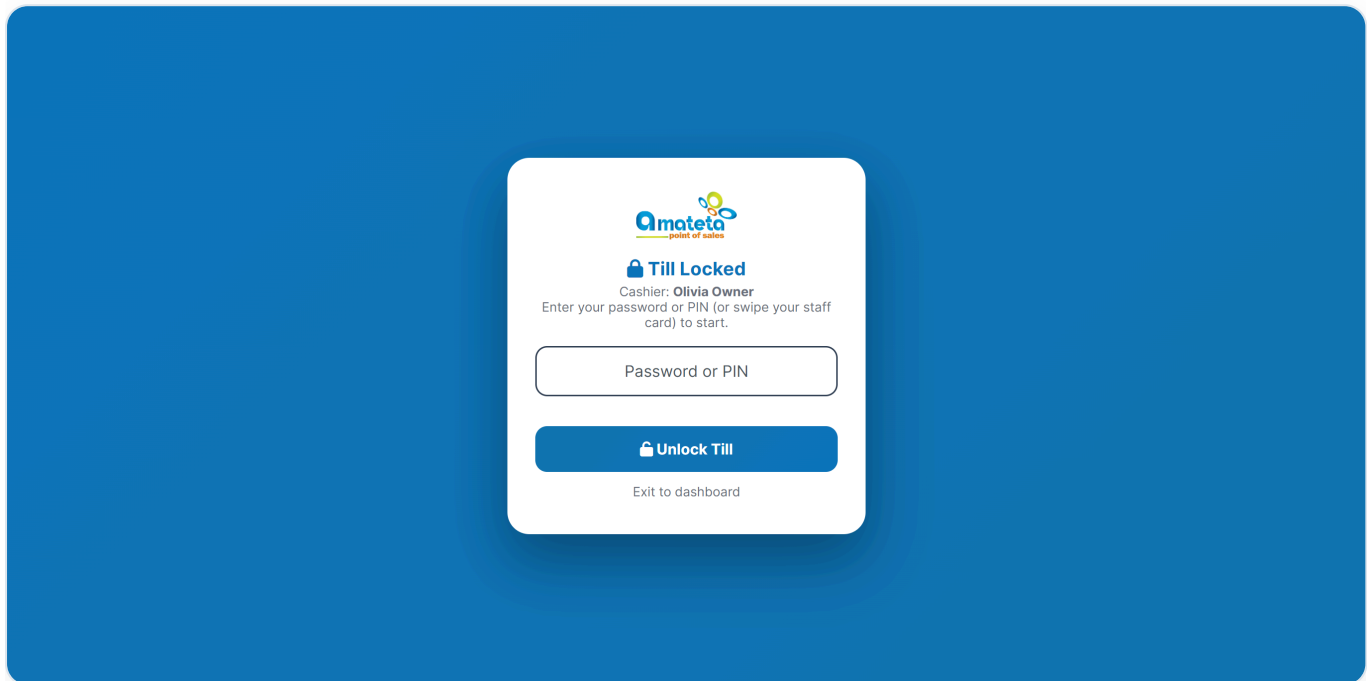


Figure 3 The till is locked until the cashier unlocks it. On a touch screen a number pad appears.

4

Find the products

SHOP TILL

Four ways to put a product in the basket. Use whichever is fastest for your shop.

Scan the barcode

Scan with the barcode scanner, or press **Scan** to use the camera. The product goes straight into the basket.

Search

Type part of the name or the barcode in the search box. Tap the product.

Tap a tile

Choose a category (Drinks, Desserts...) and tap the product tile. Tap again for a second one.

Keypad and weighed items

Keypad types a quantity or a price. Products sold by weight read the scale (set up in **Settings** → **Weighing Scale** on the desktop till).

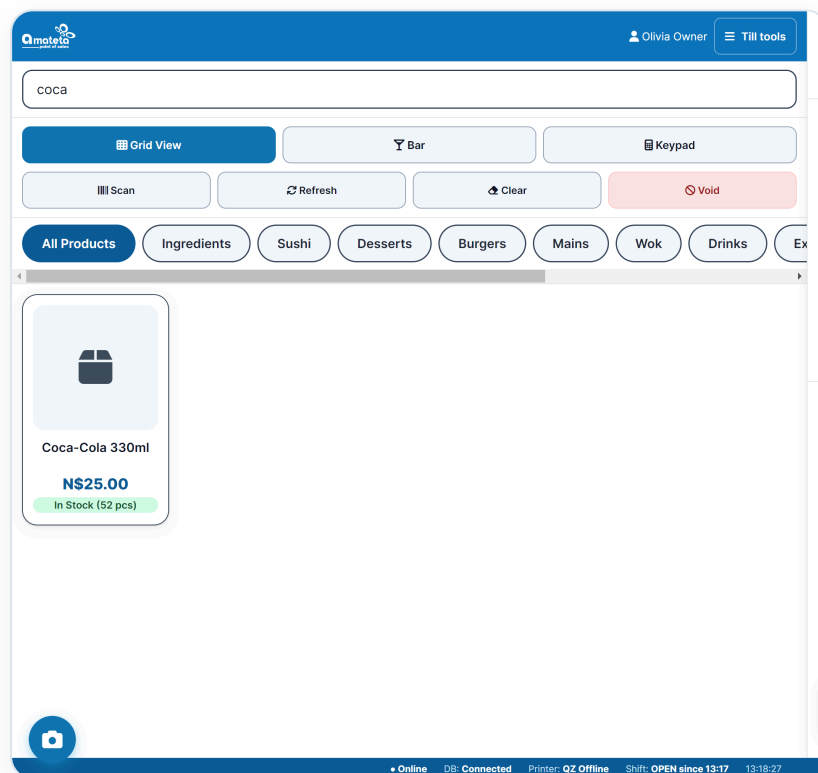


Figure 4 Searching: typing “coca” shows only the matching products.

5

The basket

SHOP TILL

Everything the customer is buying, with the total and the VAT worked out for you.

- 1 – and + change the quantity. The red bin takes the line out.
- 2 Choose the customer in the box at the top. Leave **Walk-in Customer** for a normal sale; choose a customer for loyalty or an account sale.
- 3 Type a **Discount** in your currency if you give one.
- 4 Check the **Total**.
- 5 Choose how the customer pays: **Cash**, **Card**, **EFT**, **Credit** (account) or **Split**.
- 6 Press **Complete Sale**.

Clear and Void

Clear empties the basket before payment. **Void** cancels the whole basket being rung up, with a supervisor PIN, so it is recorded who did it. A completed sale is refunded through Returns (chapter 11).

Shopping Cart 4

Walk-in Customer

+

	Coca-Cola 330ml N\$25.00 each	-	2	+	N\$50.00	
	Cheesecake N\$55.00 each	-	1	+	N\$55.00	
	Spring Rolls N\$55.00 each	-	1	+	N\$55.00	

Subtotal:

N\$160.00

VAT (15%):

N\$24.00

Discount:

N\$

Total:

N\$184.00

Cash

Card

EFT

Credit

Split

Hold

Held (0)

Complete Sale

Figure 5 The basket.

6

Take cash

SHOP TILL

- 1 Choose **Cash** and press **Complete Sale**.
- 2 Type what the customer handed over in **Cash received from customer**, or tap a quick button (**Exact**, N\$200...).
- 3 The till shows **Change due** straight away. If tips are switched on, a tip can be typed too; the change is worked out after the bill **and** the tip.
- 4 Press **Complete & Print** (or Enter). The receipt prints and the drawer opens.
- 5 Count the change from the screen, give it, and press **Next Sale**.

Cash Payment

Total to pay

N\$184.00

Cash received from customer

200

Exact N\$184.00

N\$200

Tip for Olivia Owner (optional — not a sale)

0.00

Change due: N\$16.00

Cancel Complete & Print

Figure 6 N\$200 received on a bill of N\$184: change N\$16.00.

✓

Sale Completed

Drawer open — give change

CHANGE DUE

N\$16.00

Total N\$184.00 Paid N\$200.00

→ Next Sale (Enter)

Figure 7 Sale completed: the change in big numbers while the drawer is open.

The card machine is not connected to the till. The cashier types what the machine charged, and the till does the rest.

Exactly the bill

- 1 Choose **Card** (or **EFT**) and press **Complete Sale**.
- 2 Charge the bill on the card machine.
- 3 Leave **Amount charged on the machine** empty and press **Complete & Print** (or Enter).

The machine charged more: give change

- 1 Type what the machine charged, for example 200 on a bill of 184.
- 2 The till shows **Give change: N\$16.00**. Press **Complete & Print**; the drawer opens and you give the N\$16 in cash.

Card payment

Bill (the sale)

N\$184.00

Amount charged on the machine

200

Leave it empty when the machine charged exactly the bill (plus any tip).

Tip for Olivia Owner (optional, not a sale)

0.00

10% · N\$18.40 15% · N\$27.60 20% · N\$36.80

Round up · N\$190.00

No tip

Give change: N\$16.00
Cash from the drawer. Charged N\$200.00 = bill N\$184.00 + change N\$16.00.

Make the N\$16.00 a tip for Olivia Owner instead

Cancel Complete & Print

Figure 8 Charged N\$200 on a N\$184 bill: N\$16 change from the drawer. The sale stays N\$184.

A tip on the card

Only when the owner has switched tips on (**Settings → Tips & Card Change**).

- 1 Tap a tip button (10%, 15%, 20%) or type the tip. The screen shows **Charge on the machine**: bill + tip.
- 2 Charge that amount on the machine and press **Complete & Print**.
- 3 The tip is paid to the cashier the way the owner chose: out of the drawer at once, or at cash-up.
- 4 Charged more than bill + tip? The extra is change. Press **Make the ... a tip instead** if the customer says it is a tip.

The screenshot shows a 'Card payment' screen. At the top, it says 'Bill (the sale)' followed by 'N\$184.00'. Below this is a section 'Amount charged on the machine' with a text input field containing '184.00'. A note below the field says 'Leave it empty when the machine charged exactly the bill (plus any tip)'. Then there is a section 'Tip for Olivia Owner (optional, not a sale)' with a text input field containing '15,00'. Below this are four buttons: '10% · N\$18.40', '15% · N\$27.60', '20% · N\$36.80', and 'Round up · N\$190.00'. A 'No tip' button is also present. Below these is a large blue button that says 'Charge on the machine: N\$199.00' with the subtext 'Bill N\$184.00 + tip N\$15.00.'. At the bottom, there is a note: 'After the sale the drawer opens: give the N\$15.00 tip to Olivia Owner.' and two buttons: 'Cancel' and 'Complete & Print'.

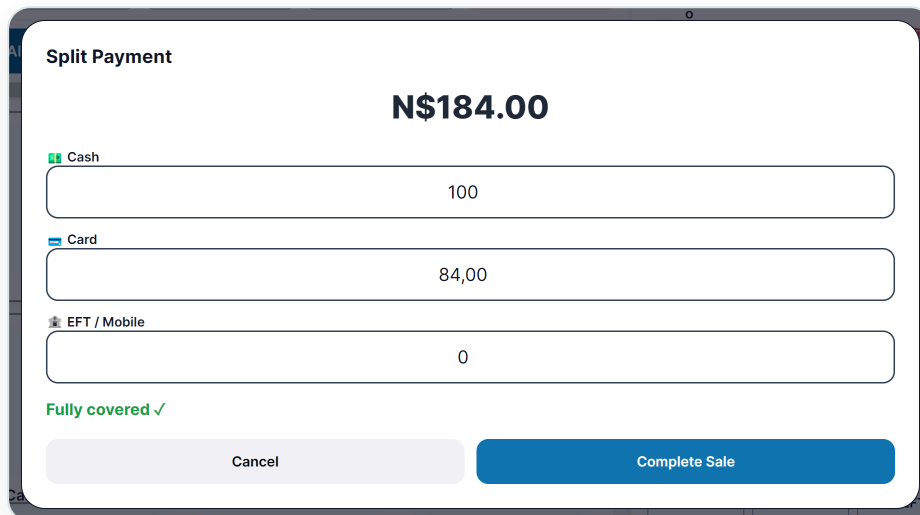
Figure 9 A tip on the card. The tip is never a sale: the sale, its VAT and your reports stay the bill.

Remember

Change and tips never move stock, and never change the sale. At cash-up the change given on card comes off the drawer, and the card machine total matches the machine's own slip.

Part cash, part card

- 1 Choose **Split** and press **Complete Sale**.
- 2 Type how much is paid in **Cash**, **Card** and **EFT / Mobile**. The till shows what is still **Remaining**.
- 3 When it says **Fully covered**, press **Complete**.



Split Payment

N\$184.00

Cash 100

Card 84,00

EFT / Mobile 0

Fully covered ✓

Cancel Complete Sale

Figure 10 N\$100 cash and the rest on card.

On a customer's account (credit)

- 1 Choose the customer in the basket. They need a **credit limit** (set in **Customers**).
- 2 Choose **Credit** and press **Complete Sale**. Confirm. Two receipt copies print: one for the customer to sign.
- 3 The till refuses when the limit would be passed, and says how much credit is left.

Paying an account later

Open **Customers**, open the customer and press **Receive Payment**. It shows in the cash-up as an account repayment, not as a new sale.

The customer forgot their wallet in the car? Put the basket aside and serve the next person.

- 1 Press **Hold**. The basket is saved and emptied.
- 2 Serve the next customer as normal.
- 3 Press **Held**, then **Resume** next to the sale. Its basket comes back exactly as it was.

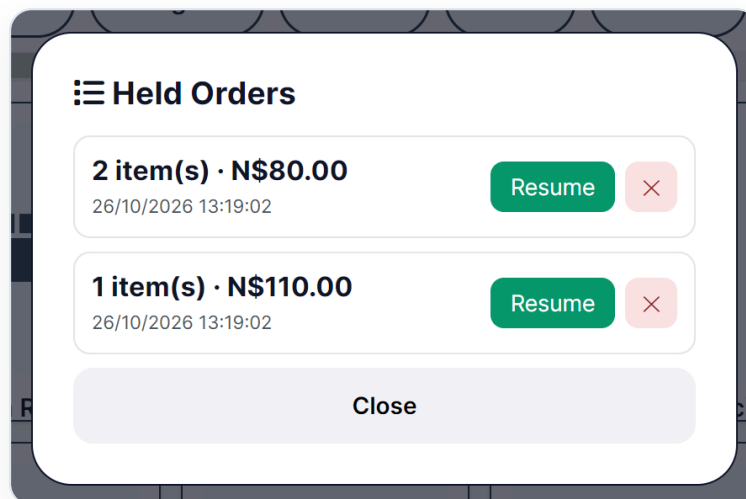


Figure 11 Two held sales, waiting to be resumed. X throws a held sale away.

Note

A held sale is not a sale yet: no stock has moved and no money is counted until it is completed.

10

Find a sale and reprint the receipt

EVERYONE

- 1 Open **Sales**.
- 2 Choose the dates, and narrow it down: cashier, payment method, receipt number, product or customer. Press **Filter**.
- 3 Open the sale to see every line, the payments, the change and the tip. **Reprint Receipt** prints the till slip again; the PDF button opens the full receipt.
- 4 **PDF**, **CSV** and **Export sales** download the list; **Items sold** shows what was sold.

Amateta
point of sales

MAIN

- Dashboard
- Point of Sale
- Cash Register
- Deposits
- Orders
- Customers
- Sales**
- Quotes & Invoices
- Notifications

RESTAURANT

- Restaurant Till
- Kitchen Display
- Print Queue
- Restaurant Reports
- Restaurant Settings

STOCK

- Products
- Recipes
- Inventory
- Purchases

Sales History
View and manage all transactions

+ New Sale

Transactions: **8**
0 voided · avg N\$113.51

Takings (incl. VAT): **N\$ 908.11**
discounts N\$0.00

Net sales: **N\$ 789.68**
excl. VAT; returns of N\$0.00 already deducted

VAT (15%): **N\$ 118.43**
service N\$0.00 · tips N\$107.22

CARD N\$482.72 (4) CASH N\$425.39 (4)

Custom dates: 2026/10/01 to 2026/10/26
All cashiers All servers All order types

Table Order # All categories Product All payments All statuses All customers

Receipt / sale # Filter Reset PDF CSV Export sales Items sold

01 Oct 2026 – 26 Oct 2026 · All sales · 8 sales

Sale / Receipt #	Order #	Date	Time	Customer	Table	Type	Cashier	Server	Items	Subtotal	Discount
SL-20261026131841-3343B7 RCP-20261026131841-19F7D7	—	26/10/2026	13:18	Walk-in	—	Retail	Olivia Owner	—	3	160.00	—
SL-20261020102151-BC8E32 RCP-20261020102151-B8BB54	ORD-000008	20/10/2026	10:21	Walk-in	—	Counter	Olivia Owner	—	1	140.00	—
SL-20261020102016-4D0352 RCP-20261020102016-8C46CE	—	20/10/2026	10:20	Walk-in	—	Retail	Olivia Owner	—	1	59.95	—
SL-20261014232640-D972B8 RCP-20261014232640-0670C8	—	14/10/2026	23:26	Walk-in	—	Retail	Local Branch Owner	—	1	109.90	—
SL-20261014232120-031226 RCP-20261014232120-252090	—	14/10/2026	23:21	Walk-in	—	Retail	Local Branch Owner	—	1	109.90	—

Figure 12 Sales History: the totals, and every sale with its receipt number, time, cashier and payment.

- 1 Open **Returns** and press **Process Return**.
- 2 Choose the sale and the item being brought back (**Select Sale Item**).
- 3 Type the **Quantity to Return**. The **Refund Amount** is worked out from what the customer paid.
- 4 Choose the **Return Reason** and the **Refund Method** (cash, card...).
- 5 Save. The stock goes back on the shelf, and a cash refund comes off the expected drawer cash at cash-up.

Returns Management
Process product returns and refunds

[Process Return](#)

Total Returns: **0**

Total Refunded: **N\$ 0.00**

2026/10/01 to 2026/10/26 [Filter](#) [This Month](#)

Date	Sale #	Customer	Product	Qty	Refund Amount	Reason	Processed By
<p>No returns found for the selected period.</p>							

Figure 13 Returns Management: every refund with its reason and who processed it.

Open a bill on a table, send it to the kitchen, and take the money when the guests are done.

Seat the guests

- 1 Press **Tables** at the top and tap a table. Choose the number of guests and press **Open table**.
- 2 For a takeaway, delivery or a quick drink, choose **TAKEAWAY**, **DELIVERY** or **COUNTER SALE** instead.
- 3 A busy table opens its bill, or press **New bill on this table** for other guests at the same table.

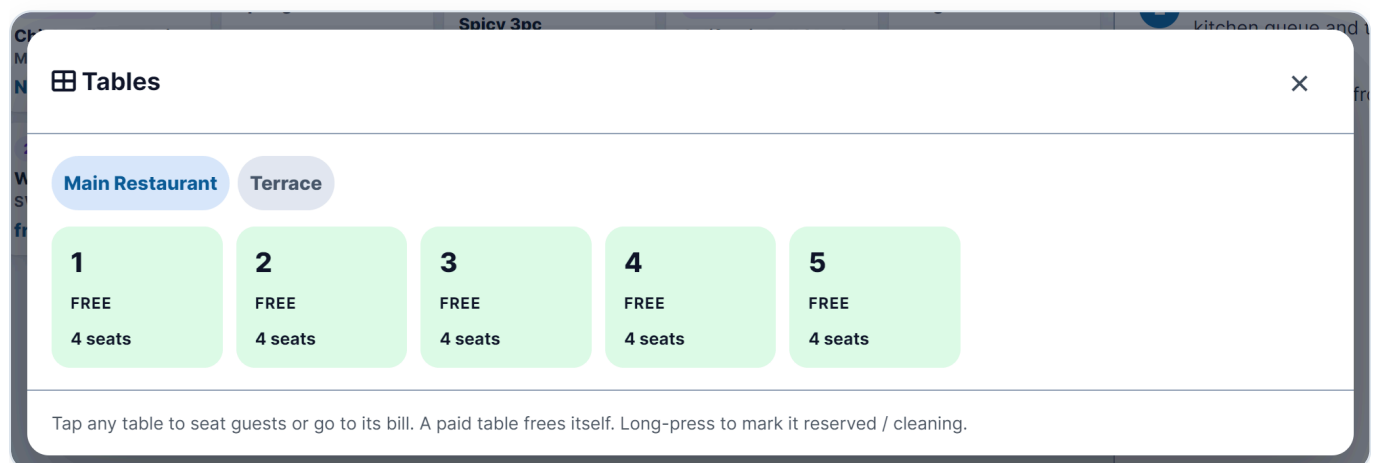


Figure 14 Tables: free (green), occupied (blue), clearing after payment (amber).

Take the order

- 1 Tap the dishes and drinks. Items with **OPTIONS** or **CHOICES** ask for them (size, extras).
- 2 **Note** on a line tells the kitchen ("no onions").
- 3 Press **SEND TO KITCHEN**. Each kitchen station gets its own ticket.

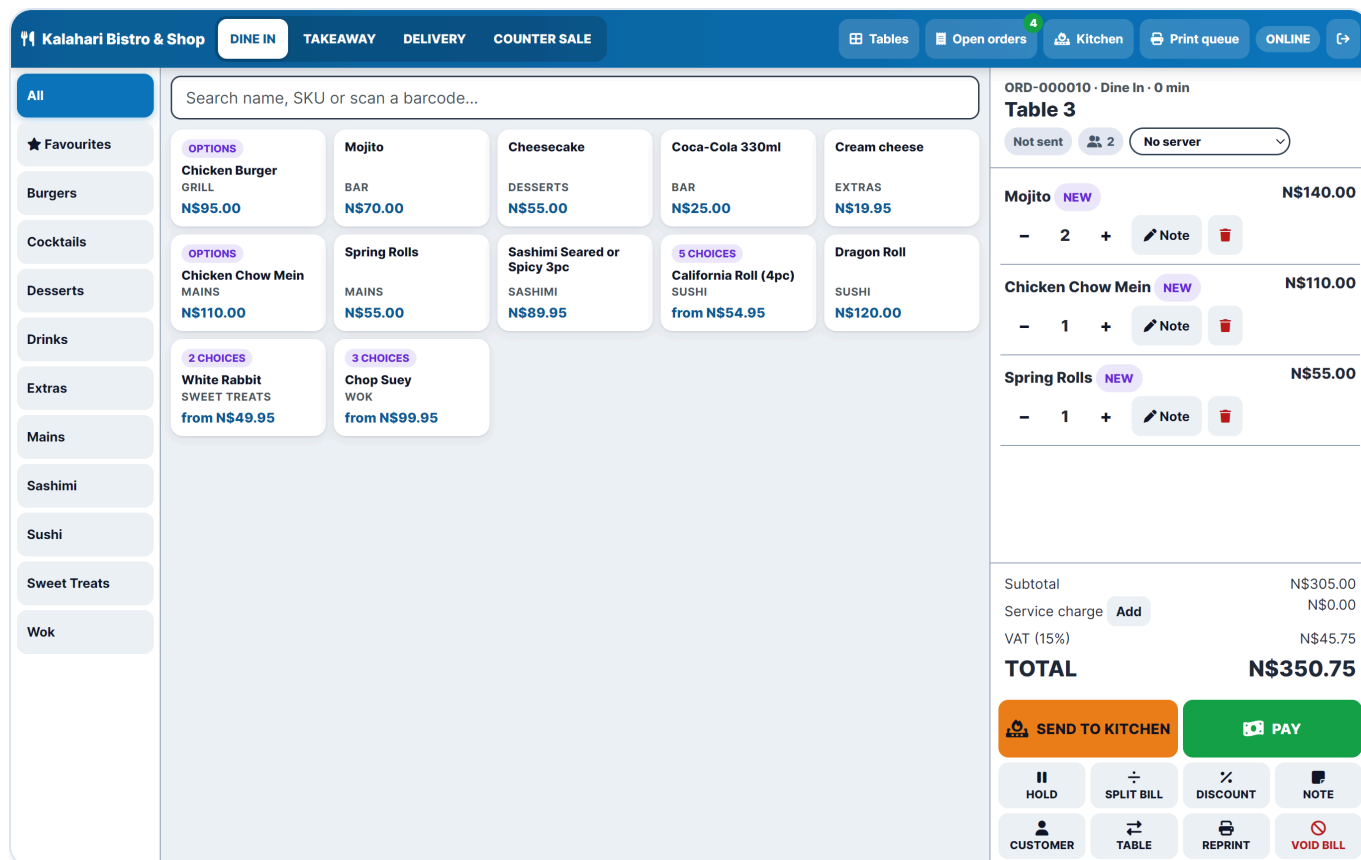


Figure 15 The bill for Table 3: two Mojitos, a Chow Mein and Spring Rolls. NEW means not yet sent to the kitchen.

The kitchen

The kitchen sees every ticket on the **Kitchen Display** (or on its printer): **ACCEPT**, **START**, **READY**. When the food is ready, the till says so.

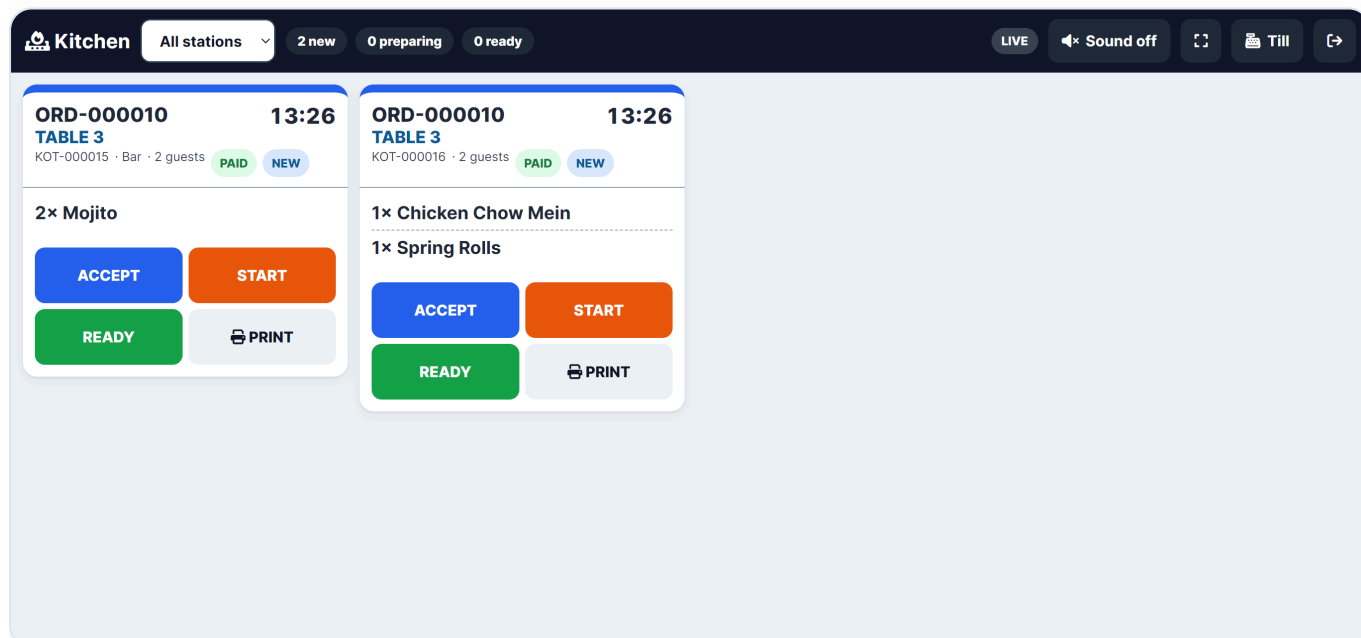


Figure 16 The Kitchen Display: one ticket for the bar (Mojitos) and one for the kitchen, each with its clock.

Take the payment

- 1 Open the bill (from **Tables** or **Open orders**) and press **PAY**.
- 2 Choose **Full bill**, **Split equally**, **By items** or a **Custom amount**.
- 3 Choose the method. For cash type what was handed over; for card or EFT type the **Amount charged on the machine** if it charged more than the bill. Add a tip if the guests give one.
- 4 Press **Take ...**. The receipt prints, and a signed merchant copy for card payments.

Payment — Table 3

Total **N\$350.75**
Paid so far **N\$0.00**
Outstanding N\$350.75

HOW IS IT BEING PAID?
Full bill Split equally By items
Custom amount

METHOD
Cash **Card** EFT Mobile payment Other

TIP
No tip 10% · N\$35.08 15% · N\$52.61
20% · N\$70.15
Other tip amount

AMOUNT CHARGED ON THE MACHINE
400
Leave it empty when the machine charged exactly this. More is change, given back in cash from the drawer.

Change N\$49.25

Take N\$350.75 Card

Figure 17 N\$400 charged on a card for a bill of N\$350.75: change N\$49.25 from the drawer.

Paid — RCP-20261026132221-60A842

Table 3 · N\$350.75
Change N\$49.25

Print receipt Next order

Figure 18 Paid. Give the change, then **Next order** .

After payment: the table frees itself

A paid table shows **CLEARING · FREE IN 5 MIN** and then becomes free by itself. It can be seated straight away, it never blocks anybody. The minutes are set in **Restaurant Settings**.

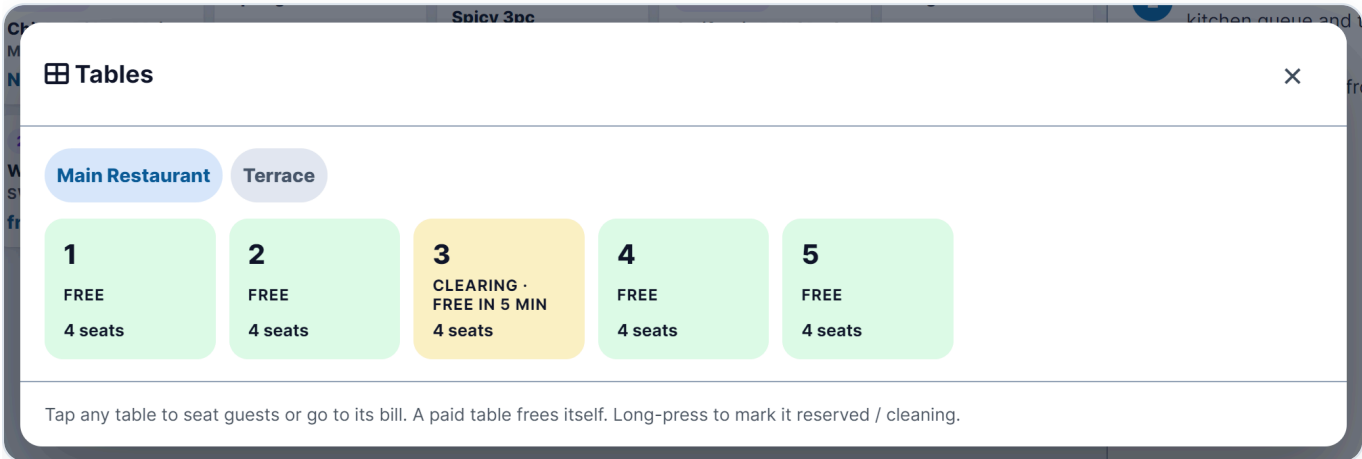


Figure 19 Table 3 was just paid: clearing, free in 5 minutes.

Open orders

Open orders lists every bill still to be paid, with how long it has been open. A bill left untouched for hours moves off its table into this list as “Table 5 (left open)” with everything kept, so the table is free for new guests.

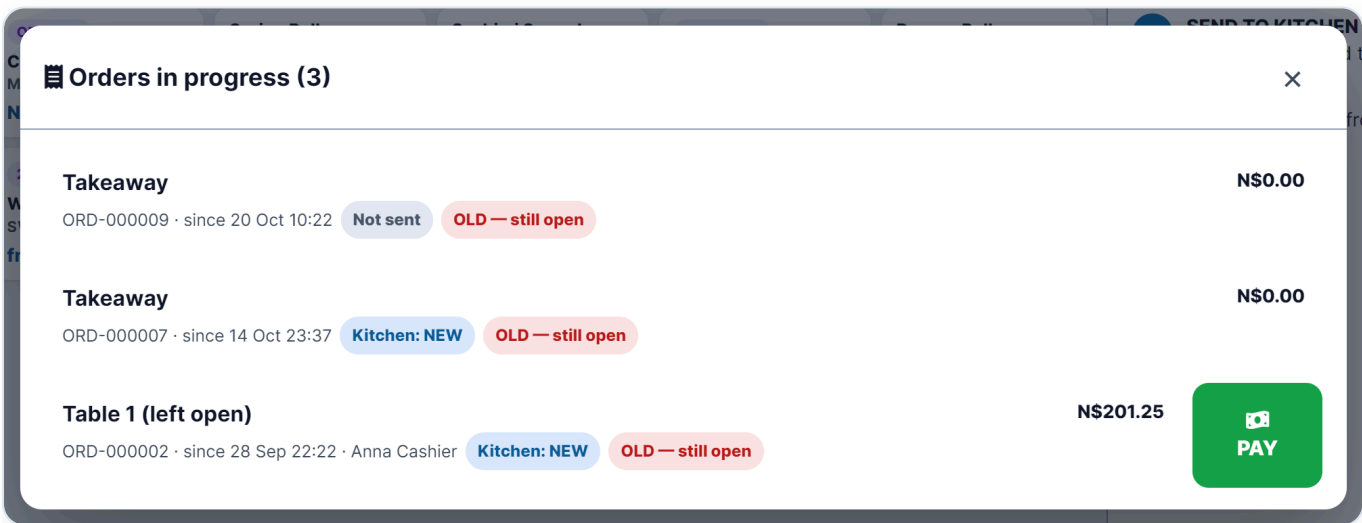


Figure 20 Orders in progress. **PAY** takes the money straight away; tapping a bill opens it.

Current Shift ● OPEN

Opened	26 Oct 2026 13:17
Opening float	N\$ 500.00
Transactions	1
Cash sales	N\$ 184.00
Card sales	N\$ 0.00
EFT / transfer	N\$ 0.00
Total sales (all methods)	N\$ 184.00
Credit issued / goods went out (0)	N\$ 0.00
Customer repayments received (0)	N\$ 0.00
Expected cash in drawer	N\$ 684.00

Float N\$ 500.00 + cash sales N\$ 184.00 . Card and EFT never sit in the drawer.

Print X-Report (totals so far)

Counted cash (what you physically counted)

Left in the drawer for the next shift

Usually 0 — everything is banked and the next shift starts empty.

Banked / taken out N\$ 0.00

Notes (optional)

Cash-up slip to print

Totals only (saves paper) The usual choice is set in Settings → Cash-up slip. This changes it for this cash-up only.

Manager authorization (PIN or password)

Close Shift & Cash Up

The Cash Register shows the shift so far at any moment: sales by method, tips, change given on card, refunds and the **expected cash in the drawer**.

- 1 **Print X-Report** prints the totals so far without closing anything.
- 2 At the end: count the drawer and type it in **Counted cash**.
- 3 Type what stays in the drawer for the next shift in **Left in the drawer** (usually 0). The rest shows as **Banked / taken out**.
- 4 Choose the **Cash-up slip to print**: totals only, + products sold, or everything.
- 5 A manager types their PIN, and press **Close Shift & Cash Up**.
- 6 The Z-report prints. Cashier and manager sign it.

Short or over?

The Z-report says **BALANCED**, **SHORT** or **OVER** with the amount. Card and EFT are never in the drawer; the card machine total on the slip matches the machine's own end-of-day slip.

Figure 21 The Cash Register during the shift.

The X- and Z-report

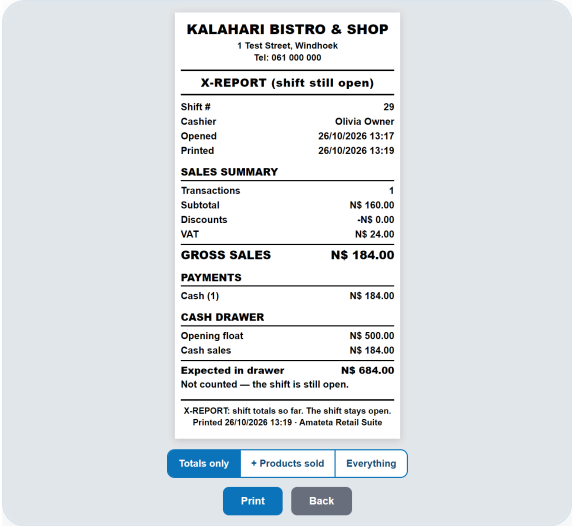


Figure 22 The slip, and the choice of what to print.

Section	What it shows
Sales summary	Transactions, subtotal, discounts, VAT and gross sales.
Payments	Each method with its count. The card machine and EFT totals include tips and change given on card.
Cash drawer	Float + cash sales + cash repayments – tips paid out – change given on card – cash refunds = expected cash. Counted, and the difference.
Products sold	Optional: one line per product.
Every sale	Optional: each sale with its items. Long on a busy day.

Totals only saves the paper roll. The usual choice is set in **Settings → Cash-up Slip**; the three buttons print another level just once.

In **Settings**. On a desktop till these changes go to the back office first, so every till agrees; without internet they are refused, and nothing is half-changed.

Tips & Card Change

Money paid on top of the bill. Neither a tip nor change is ever a sale, and neither touches stock.

☐

Accept tips
One switch for every till: the shop till, the restaurant and the bar. Off: no tip box shows anywhere, and a tip is refused.

OFF

How do tips reach the staff?

At once: the drawer opens and the tip is taken out in cash (recommended) 

At once: a card or EFT tip comes out of the drawer, so the expected cash goes down by it; a cash tip goes straight to the staff member. **At cash-up:** cash tips stay in the drawer and the slip shows the tips to pay.

Tip buttons (%)

10,15,20

Up to five, separated by commas. Leave it empty for no buttons; a typed tip still works.



Change on card and EFT is always on. If the machine charges more than the bill (N\$400 on a N\$350 bill), the cashier types the amount charged and gives the N\$50 back in cash from the drawer. The sale stays N\$350; the cash-up takes the N\$50 off the drawer and adds it to the card machine total.

 Save tips

Figure 23 Tips & Card Change: one switch for every till (shop, restaurant and bar), how tips reach the staff, and the tip buttons. Change on card and EFT is always available.

Cash-up Slip

What the X- and Z-report prints when a shift is cashed up. Print less to save the paper roll.

☒ **Totals only** **SAVES PAPER**

Sales total, payments, tips, refunds, and the cash expected, counted and the difference.

☐ **Totals and products sold**

Adds one line for each product sold in the shift, with the quantity and the amount.

☐ **Everything**

Adds every sale with its items, bills paid, refunds and account repayments. A busy shift uses a lot of paper.

When a manager needs more or less just once, the Cash Register and Z-report pages let them choose before printing.

 **Save cash-up slip**

Figure 24 Cash-up Slip: how much the X- and Z-report print.

15 Stock that came in

OWNER / MANAGER

Every sale takes its products out of stock by itself. Deliveries come in through **Purchases** → **Receive Stock**.

- 1 Open **Purchases**, press **Receive Stock**, choose the supplier and type their invoice number.
- 2 Add each product with the quantity and the cost, and press **Receive & Update Stock**.
- 3 The same supplier invoice received twice is stopped, and so is the same form sent twice (a double click or Refresh): stock is never counted twice.
- 4 See what came in on **Inventory: Stock that came in — last 7 days** and the **Last stock in** column.

📦 Stock that came in — last 7 days (2)				See every movement in →
Today 12:39	Coca-Cola 330ml	+3 pcs	Purchase received · PO-20261026-4117 · Olivia Owner	
Today 12:38	Coca-Cola 330ml	+12 pcs	Purchase received · PO-20261026-4049 · Olivia Owner	

Figure 25 Deliveries this week: when, what, how much, the PO number and who received it.

What you see	What to do
"Your role cannot complete sales"	The owner allows the role in Staff → Who can sell , or a cashier takes the payment.
"No open till shift"	Open the shift in Cash Register (chapter 2).
The internet is down	The desktop till keeps selling. Sales, stock and payments go to the back office by themselves when the connection is back. Settings that every till shares cannot change until then.
"Selling is paused"	The plan and its grace days have ended. Renew under Payments ; nothing is lost.
The receipt did not print	Check the printer is on and has paper; reprint from Sales (chapter 10). In the restaurant, Print queue retries failed tickets.
The card machine charged too much	Type what it charged: the difference is change from the drawer (chapter 7). Or reverse it on the machine and charge again.
"That was already saved. Nothing was changed a second time."	The form was sent twice (a double click or Refresh). The first one counted; nothing more to do.
The drawer is short at cash-up	Check the float typed at the start, card payments typed as cash, and refunds. The Z-report lists every movement of cash.
A table looks busy, but the guests left	Open the bill and take the payment, or void what was never served. Untouched bills free their table by themselves after the hours set in Restaurant Settings.

We are here to help

More step-by-step guides are in **Help & guides** on the website and inside the till.

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