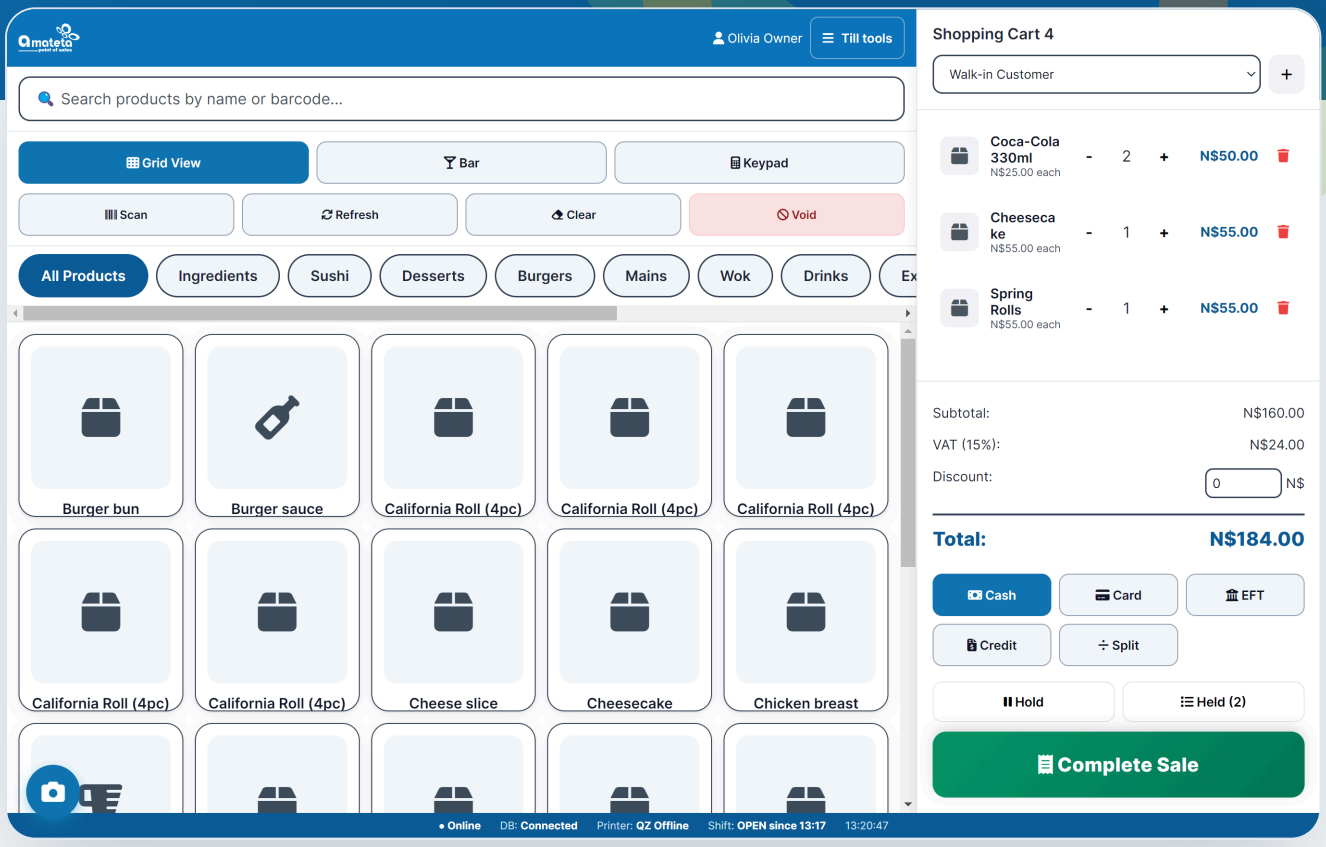
SELLING GUIDE

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.



Amateta Retail Suite
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support@amateta.com · +264 85 344 1248
apos.amateta.com

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.

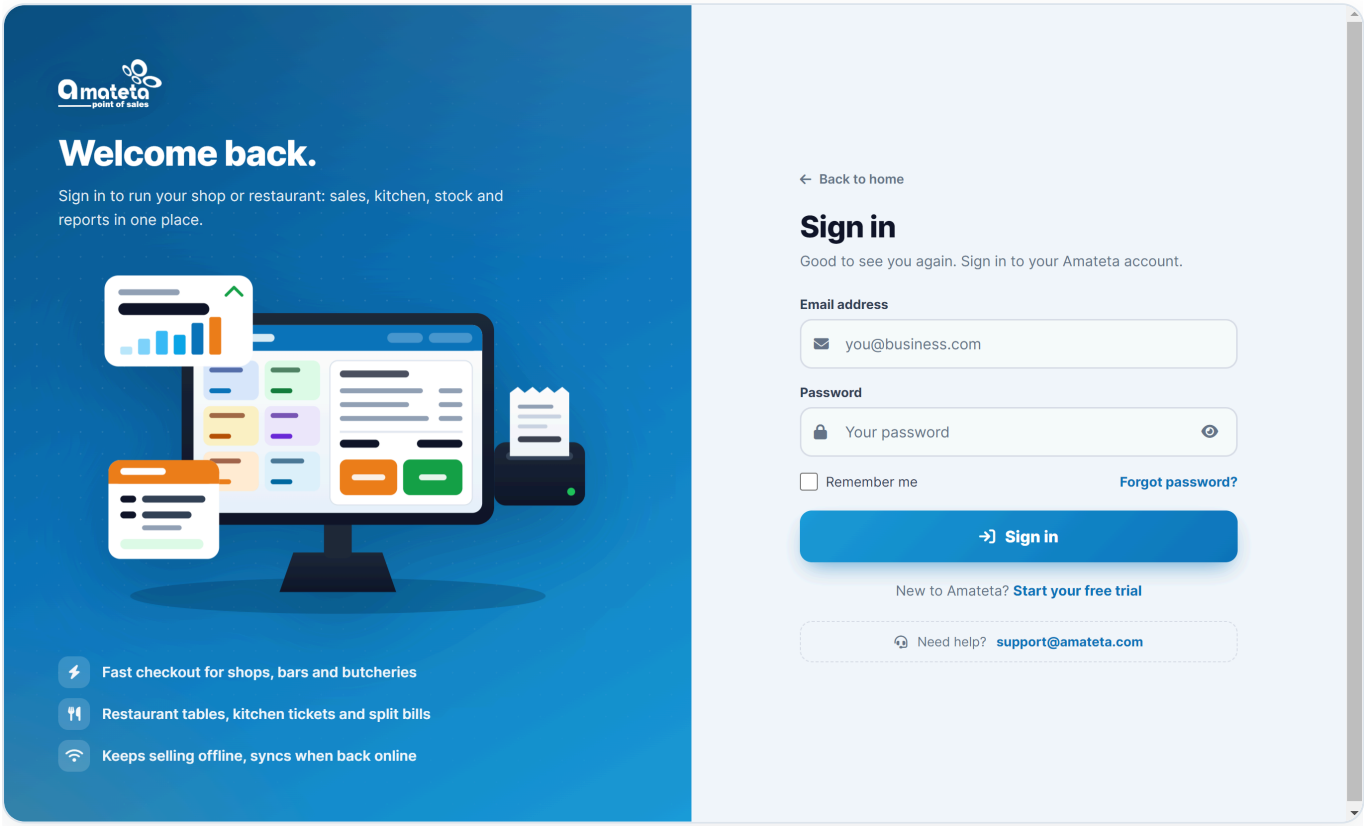

Figure 1 The sign-in page. Never share a password: the till records who did what.

> **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.

2 Open your shift

CASHIER + MANAGER

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.

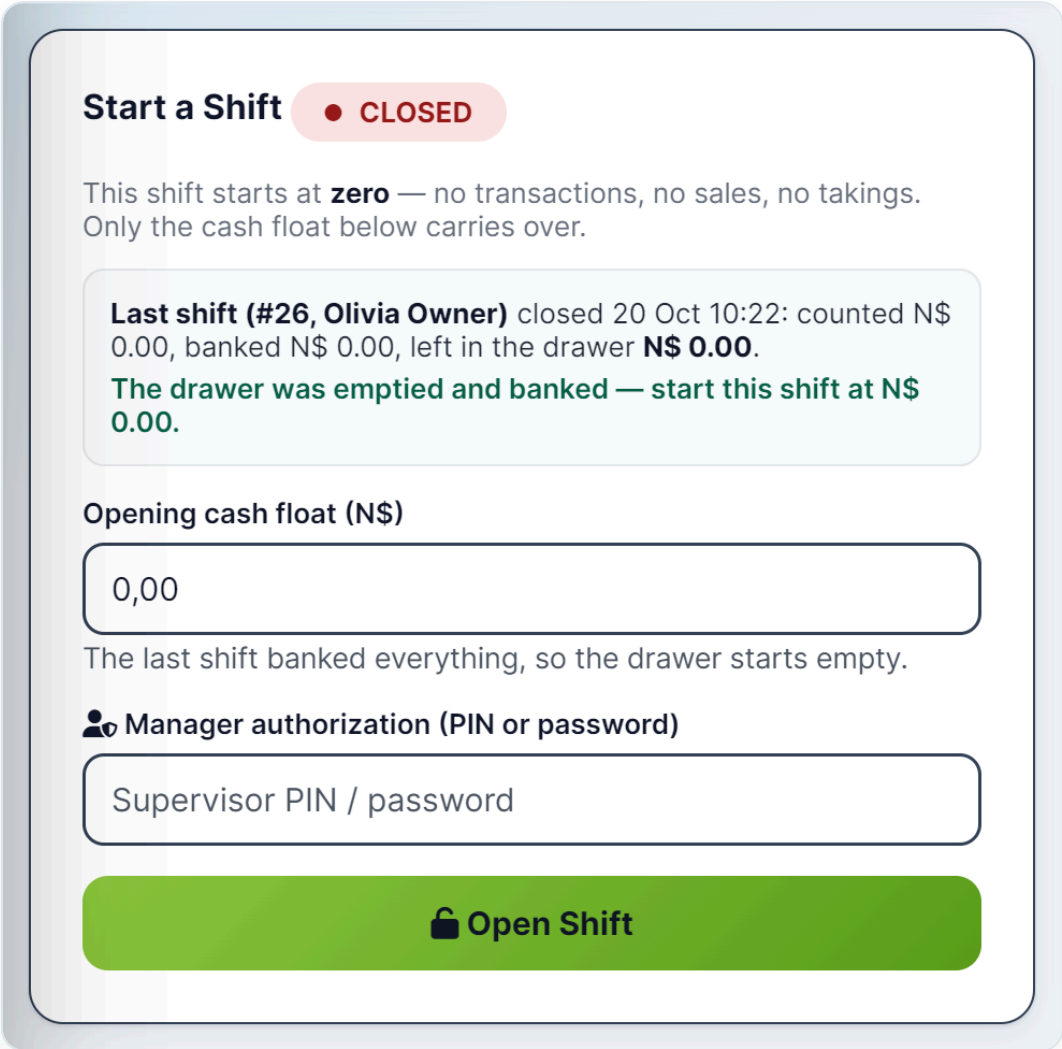

Figure 2 Start a Shift: the float, and the manager's approval.

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.

3 Unlock the till

CASHIER

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**.

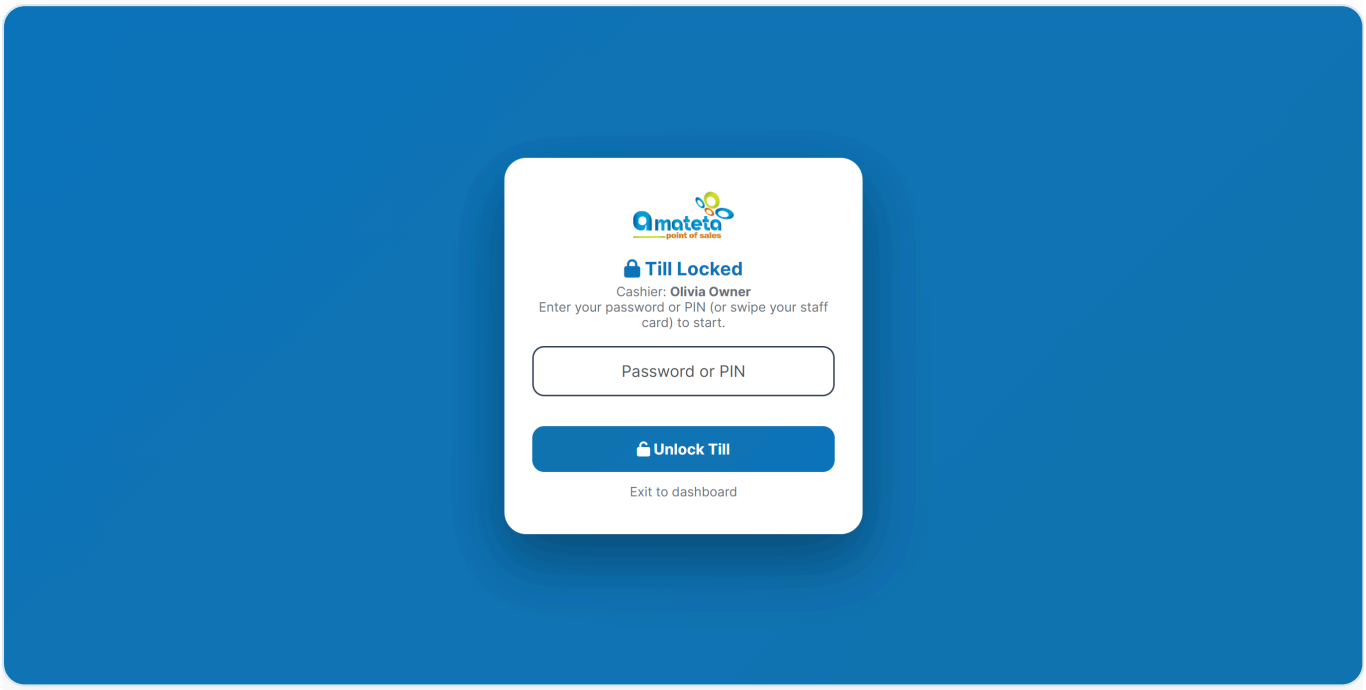

Figure 3 The till is locked until the cashier unlocks it. On a touch screen a number pad appears.

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).

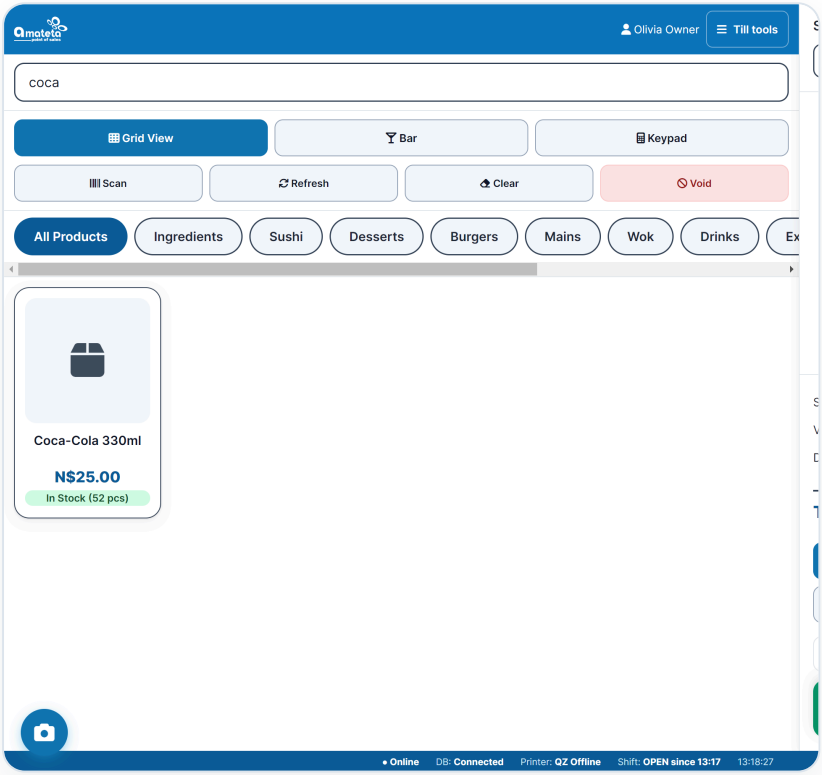

Figure 4 Searching: typing “coca” shows only the matching products.

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).

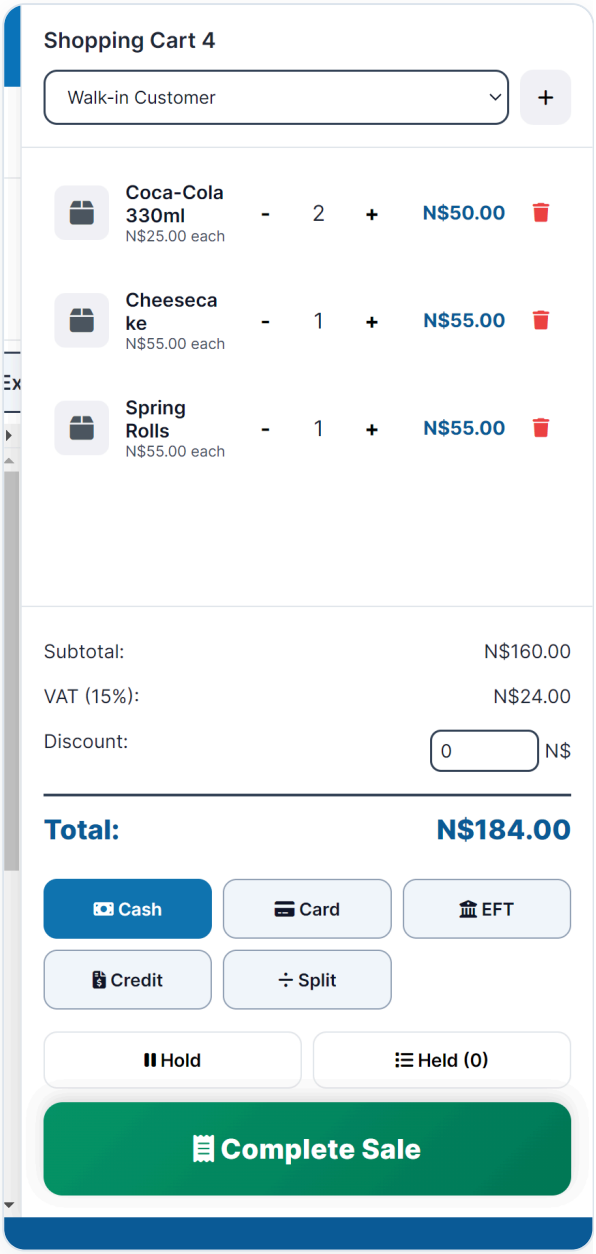

Figure 5 The basket.

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**.

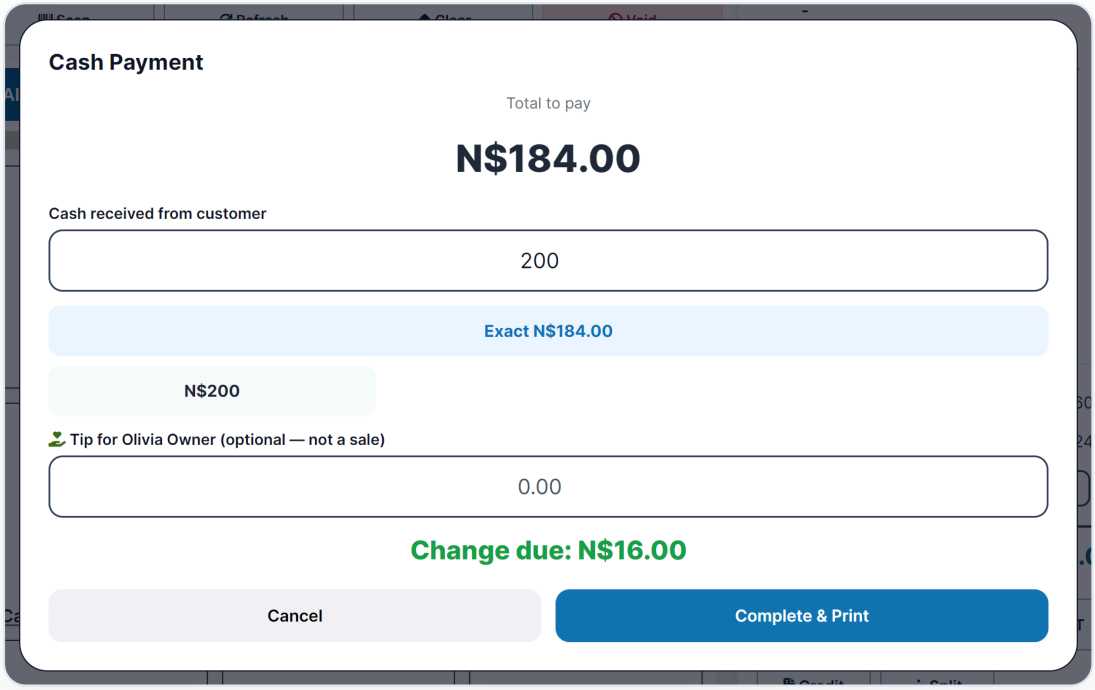

Figure 6 N$200 received on a bill of N$184: change N$16.00.

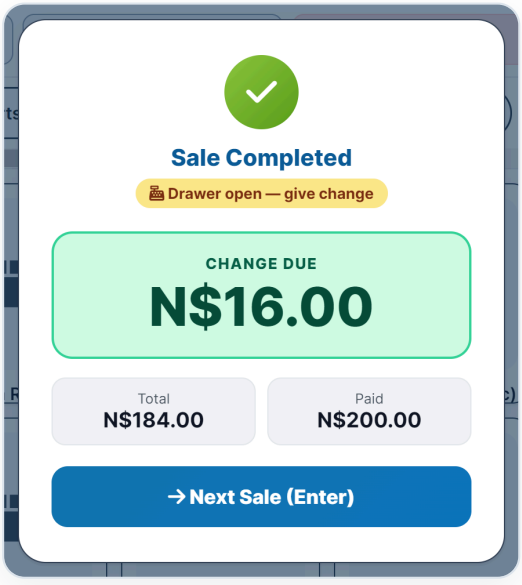

Figure 7 Sale completed: the change in big numbers while the drawer is open.

7 Card, EFT and mobile: change and tips

SHOP TILL

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.

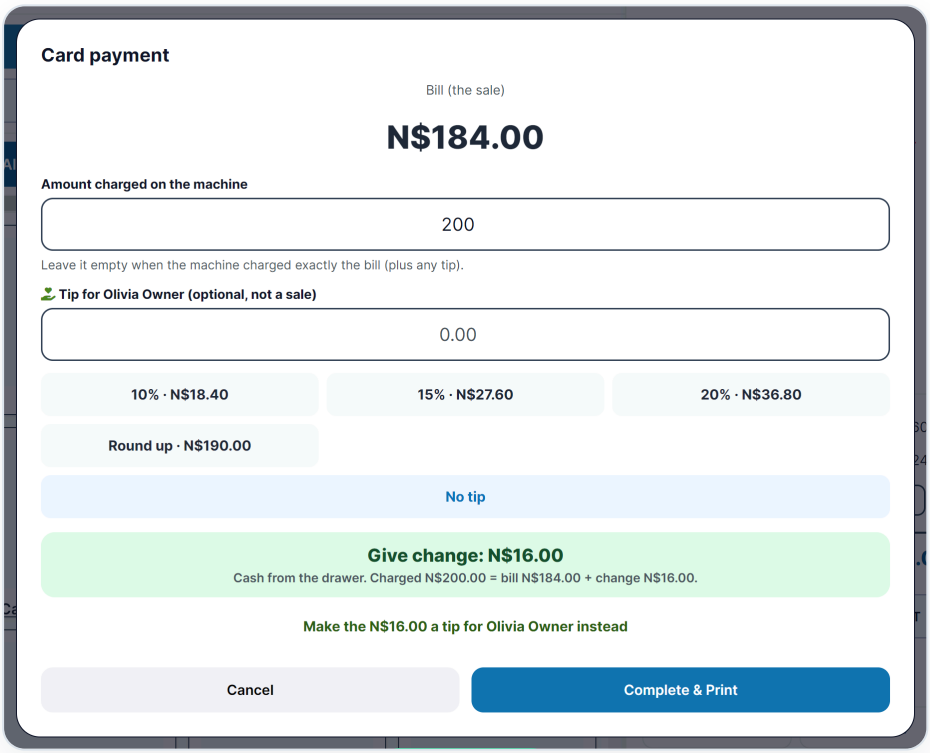

Figure 8 Charged N$200 on a N$184 bill: N$16 change from the drawer. The sale stays N$184.

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.

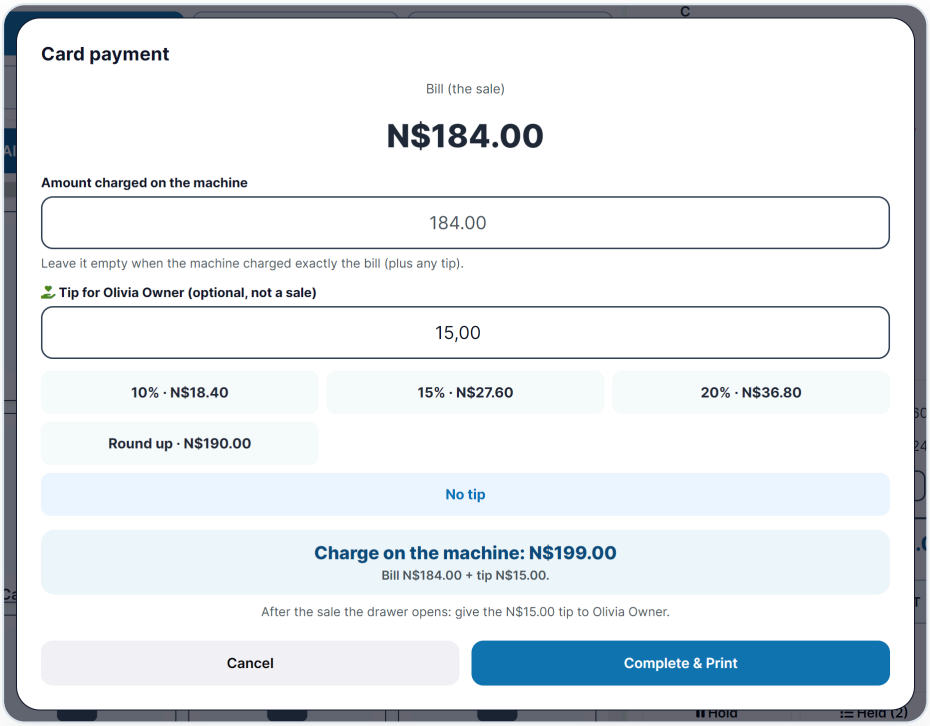

Figure 9 A tip on the card. The tip is never a sale: the sale, its VAT and your reports stay the bill.

> **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.

8 Split payments and account sales

SHOP TILL

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**.

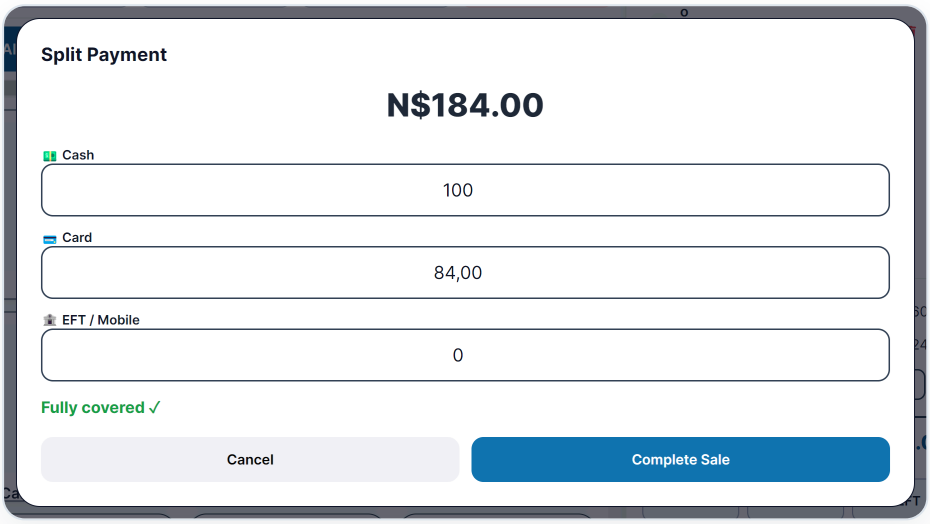

Figure 10 N$100 cash and the rest on card.

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.

9 Hold a sale and come back to it

SHOP TILL

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.

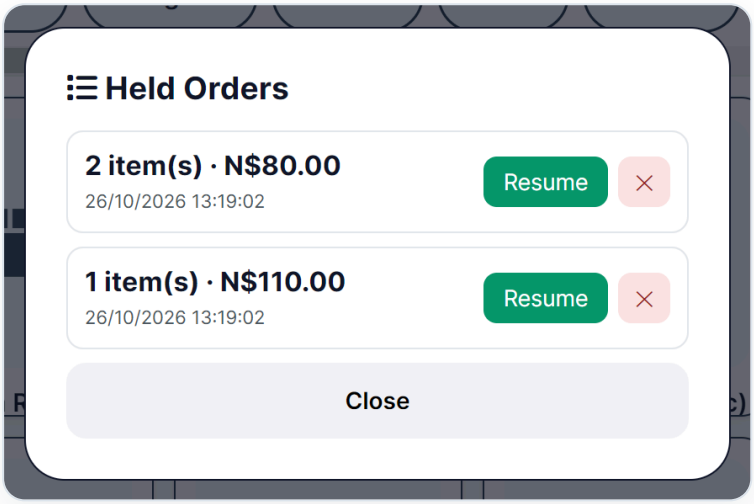

Figure 11 Two held sales, waiting to be resumed. ✕ throws a held sale away.

> **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.

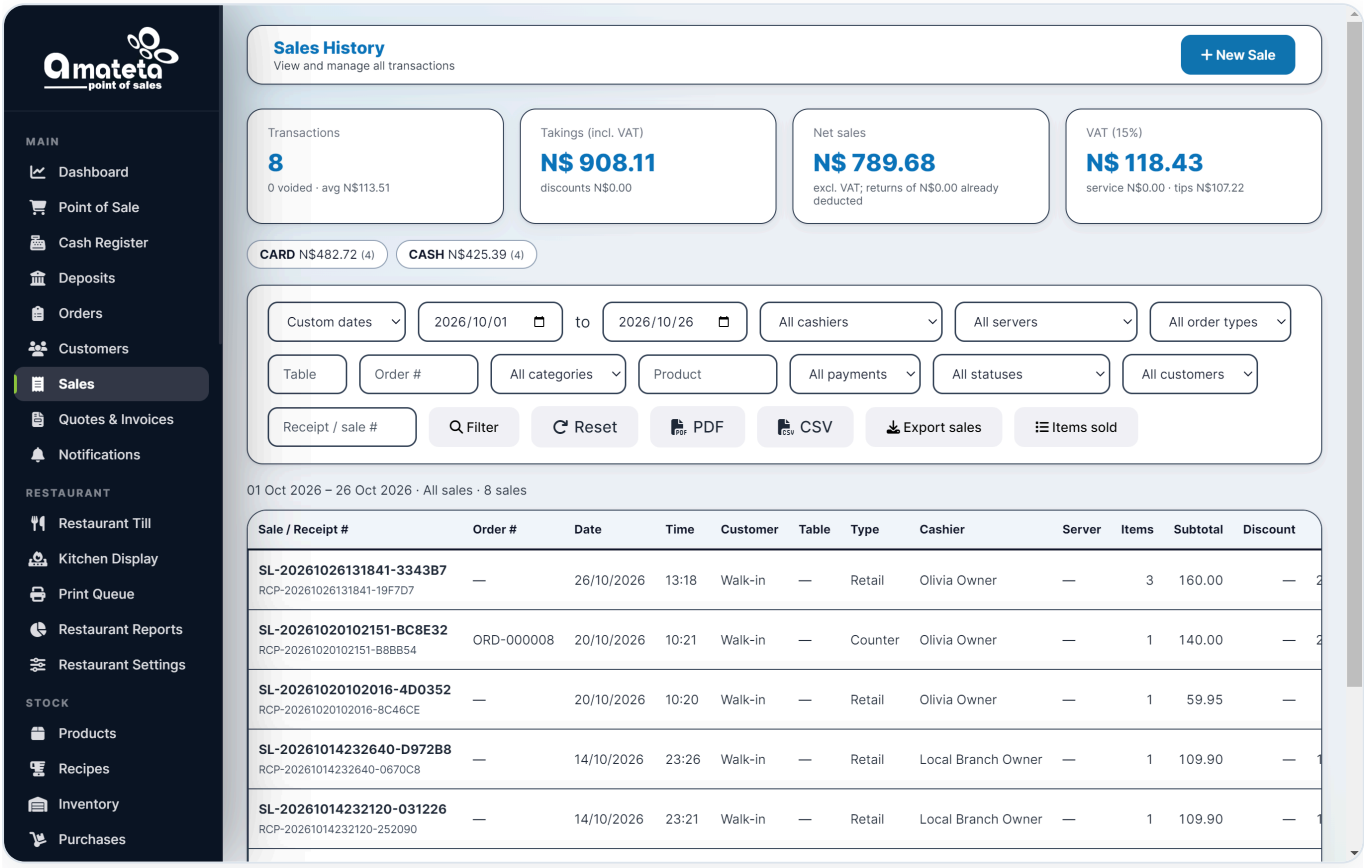

Figure 12 Sales History: the totals, and every sale with its receipt number, time, cashier and payment.

11 Refunds and returns

SUPERVISOR / MANAGER

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.

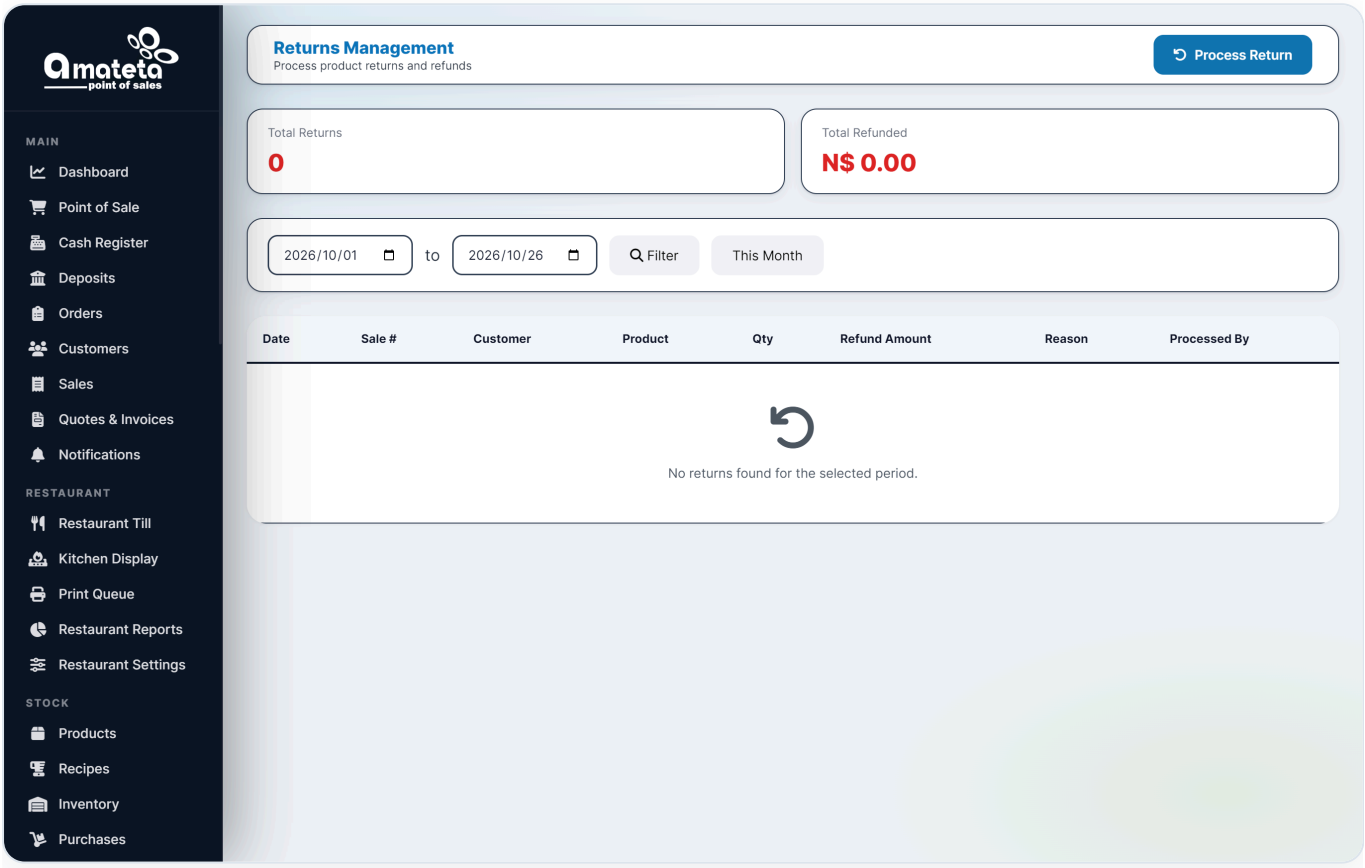

Figure 13 Returns Management: every refund with its reason and who processed it.

12 Restaurant and bar

RESTAURANT TILL

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.

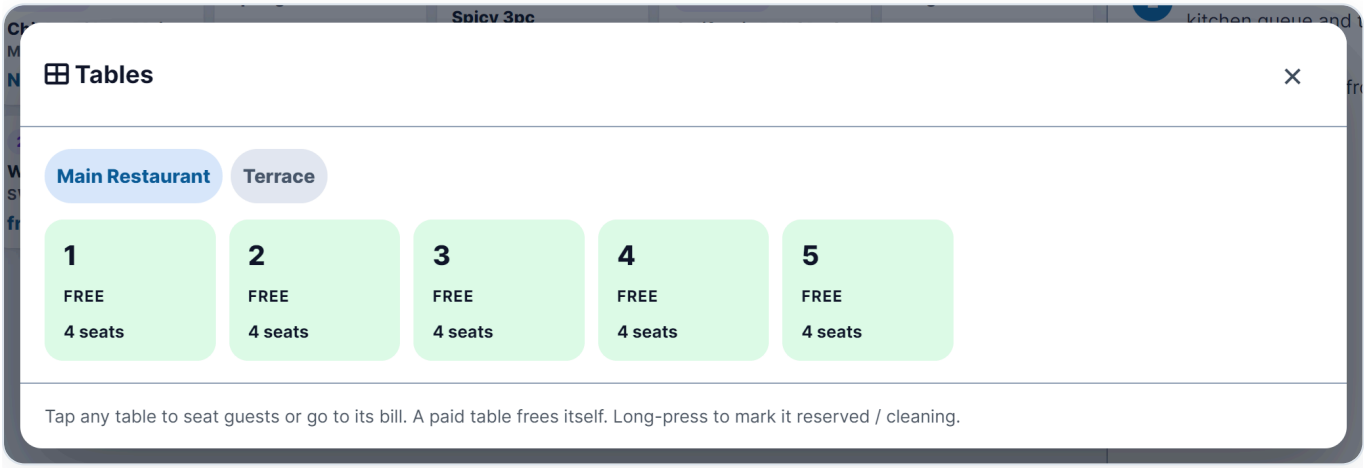

Figure 14 Tables: free (green), occupied (blue), clearing after payment (amber).

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.

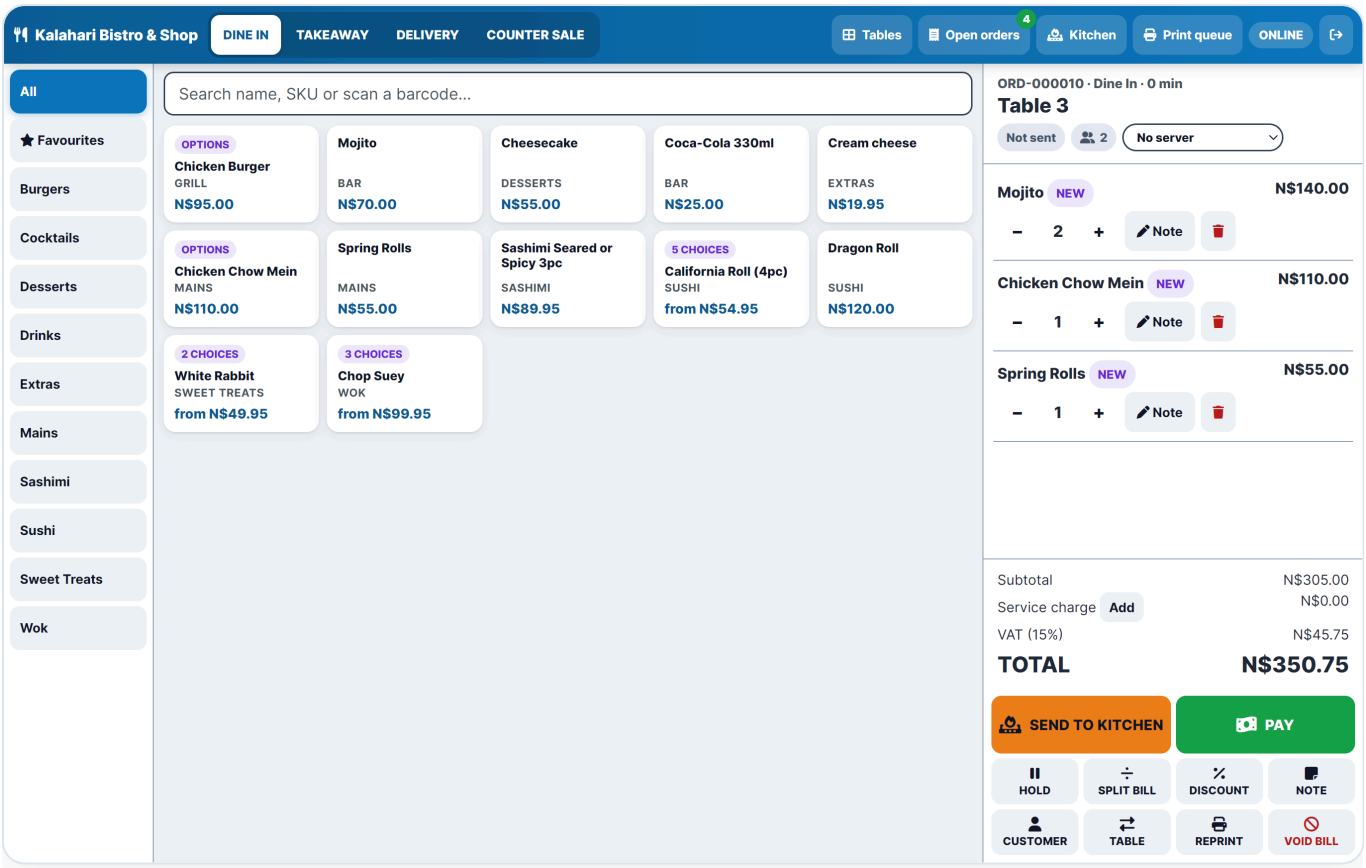

Figure 15 The bill for Table 3: two Mojitos, a Chow Mein and Spring Rolls. NEW means not yet sent to the kitchen.

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.

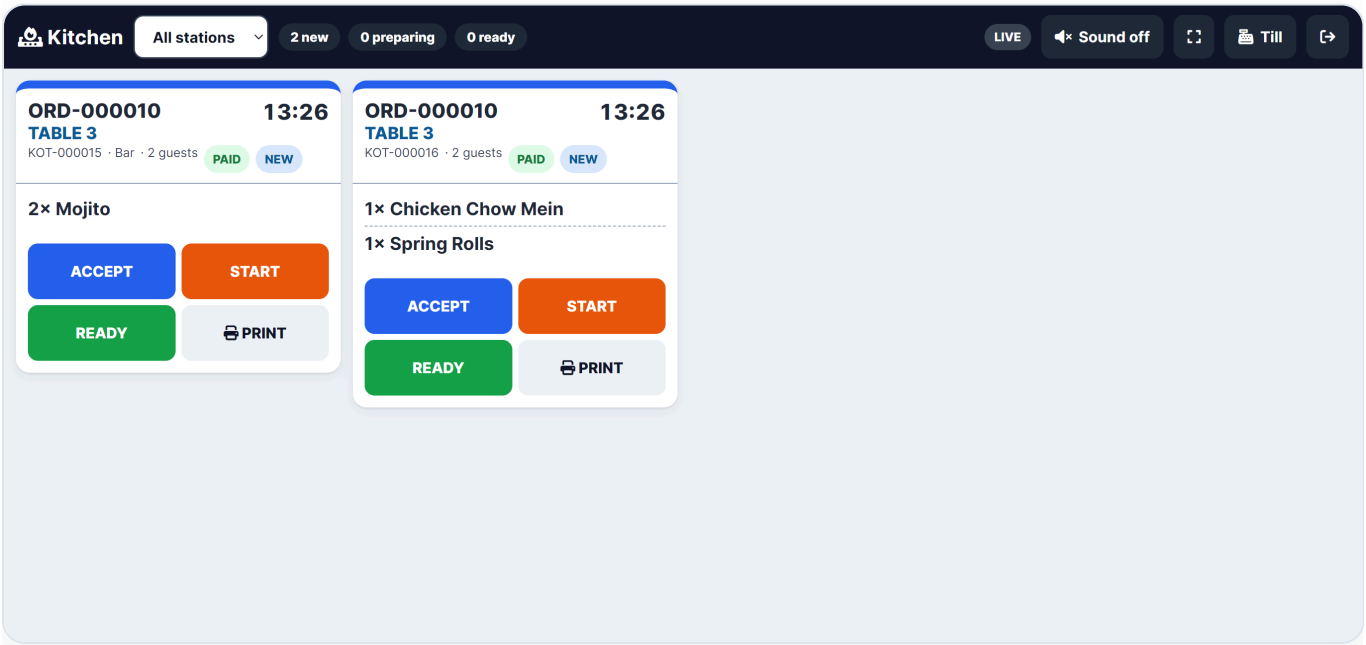

Figure 16 The Kitchen Display: one ticket for the bar (Mojitos) and one for the kitchen, each with its clock.

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.

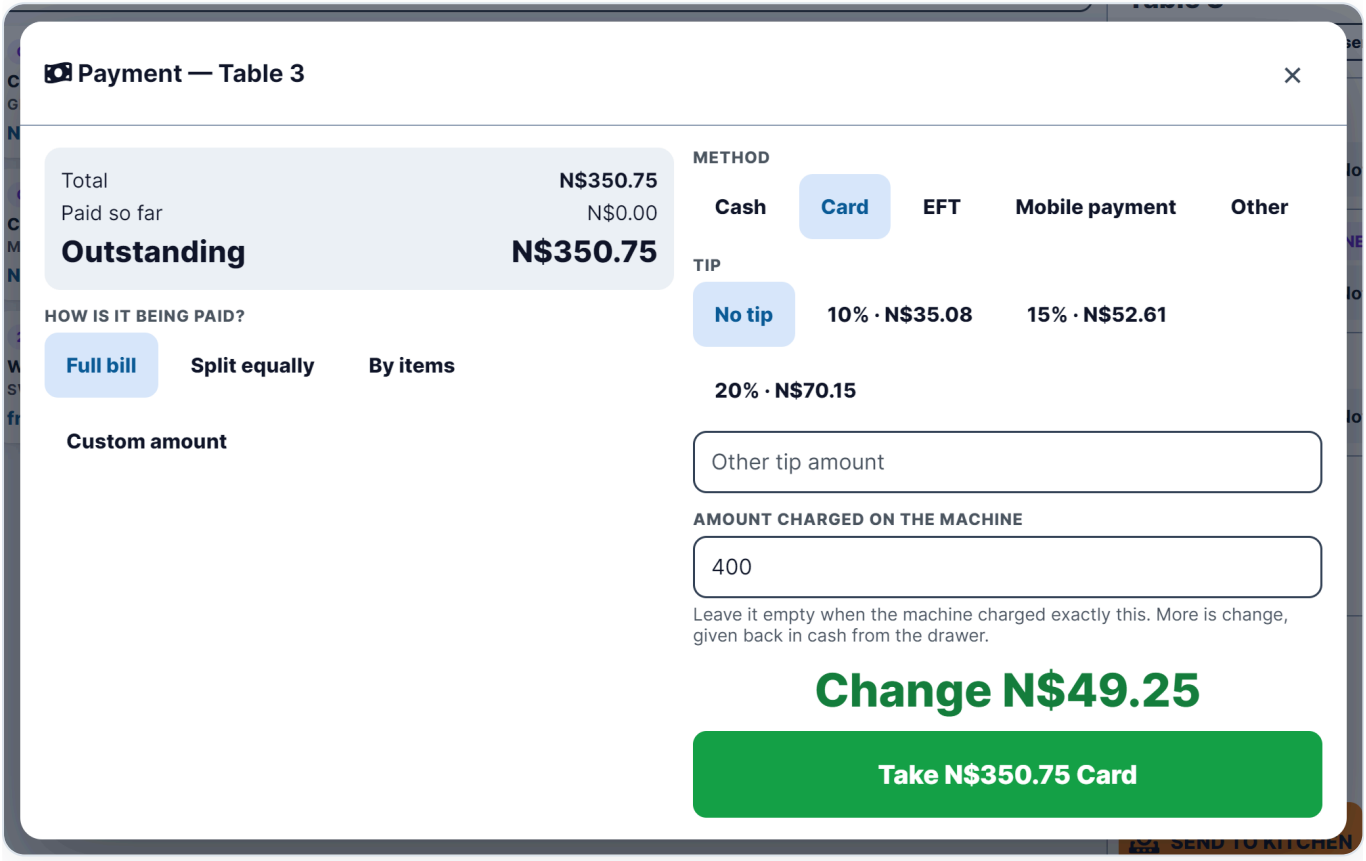

Figure 17 N$400 charged on a card for a bill of N$350.75: change N$49.25 from the drawer.

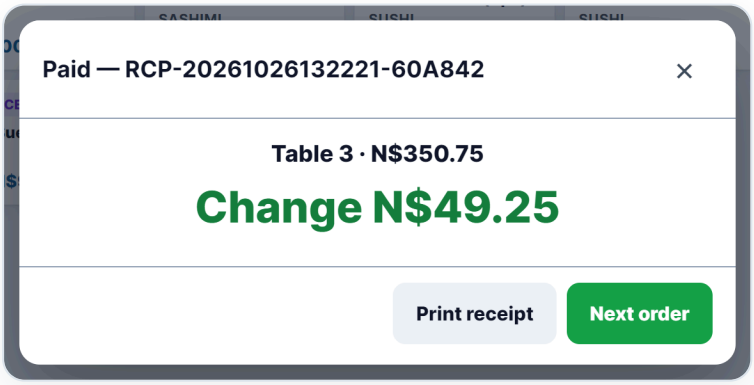

Figure 18 Paid. Give the change, then **Next order** .

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**.

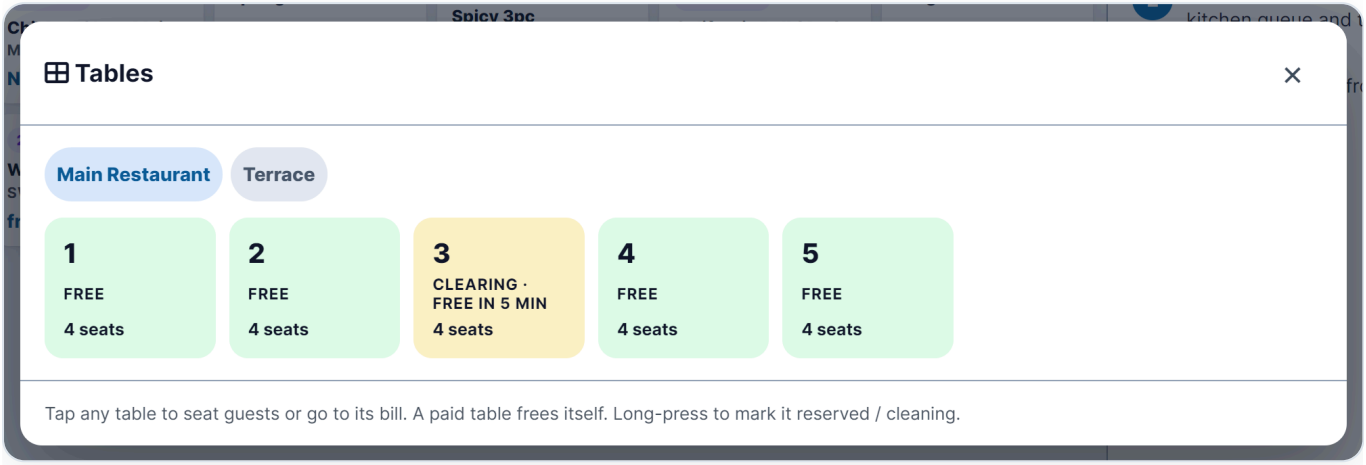

Figure 19 Table 3 was just paid: clearing, free in 5 minutes.

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.

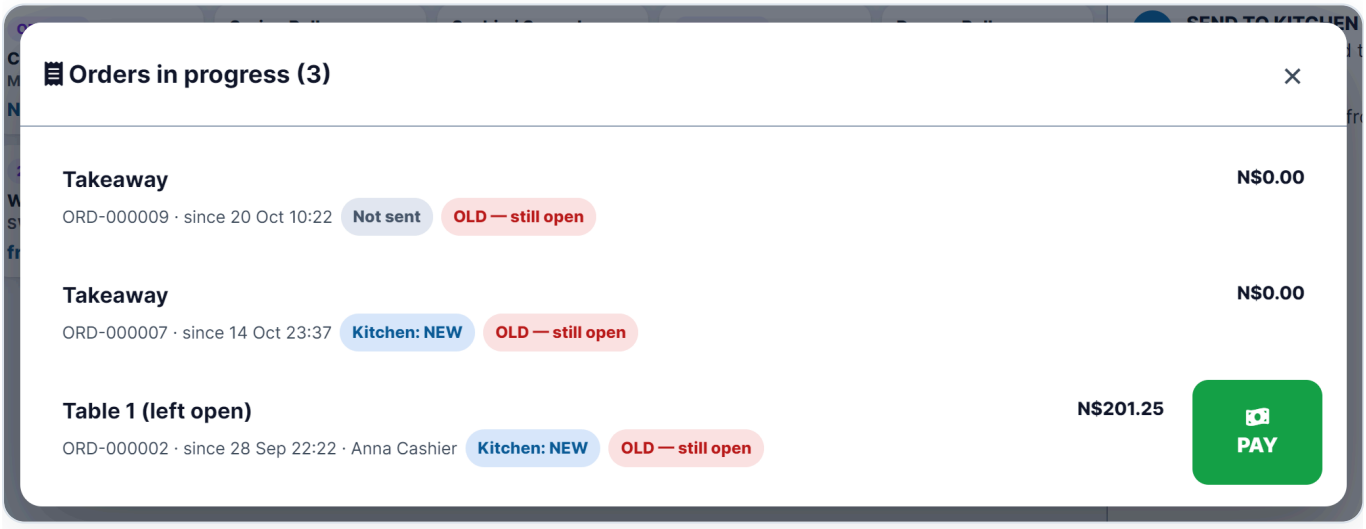

Figure 20 Orders in progress. **PAY** takes the money straight away; tapping a bill opens it.

13 End of shift: cash up

CASHIER + MANAGER

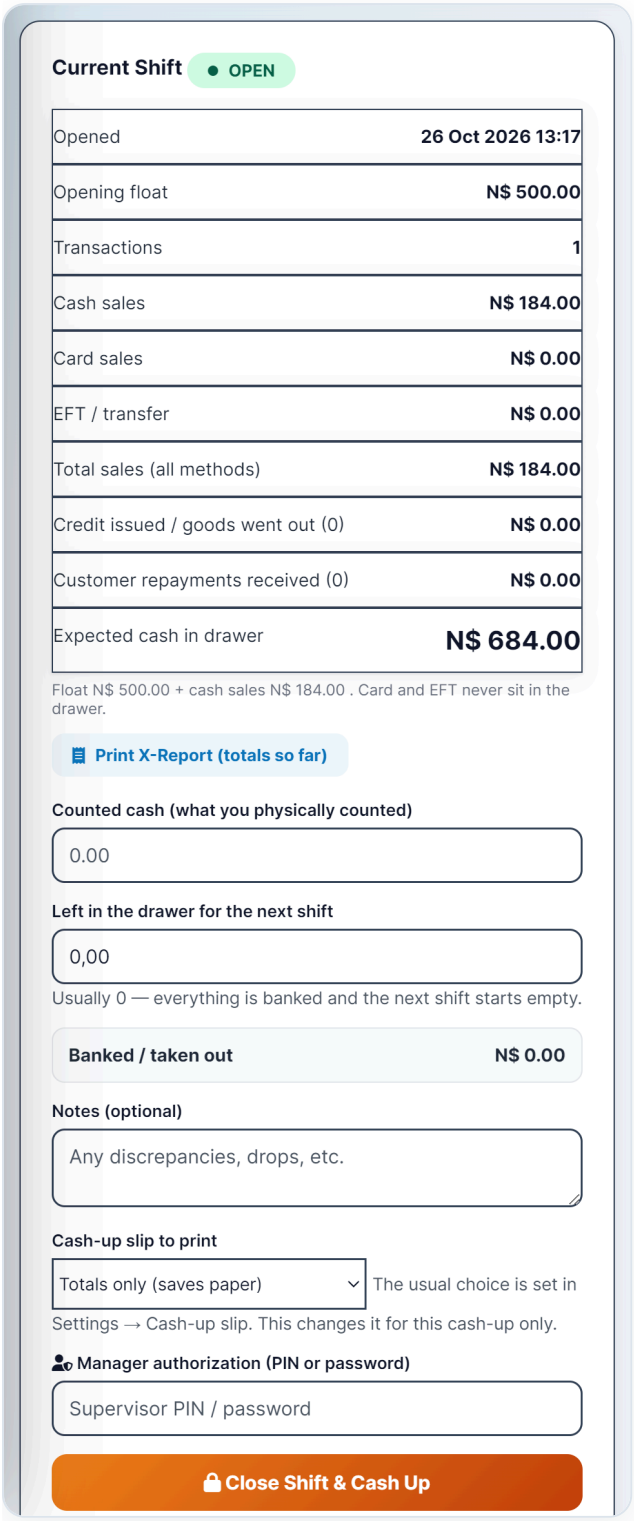

Figure 21 The Cash Register during the shift.

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.

The X- and Z-report

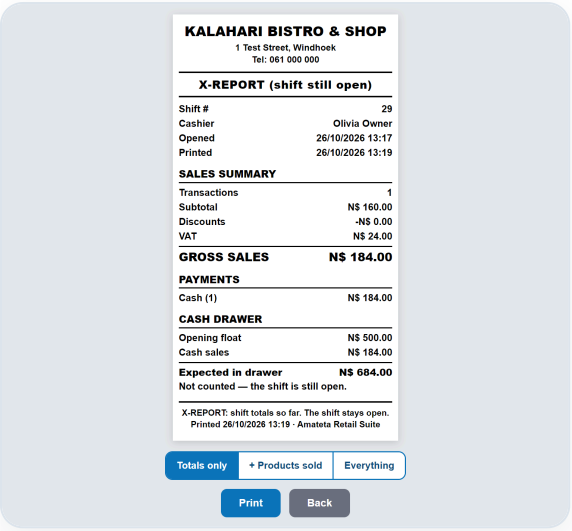

Figure 22 The slip, and the choice of what to print.

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.

14 Settings that change how you sell

OWNER

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.

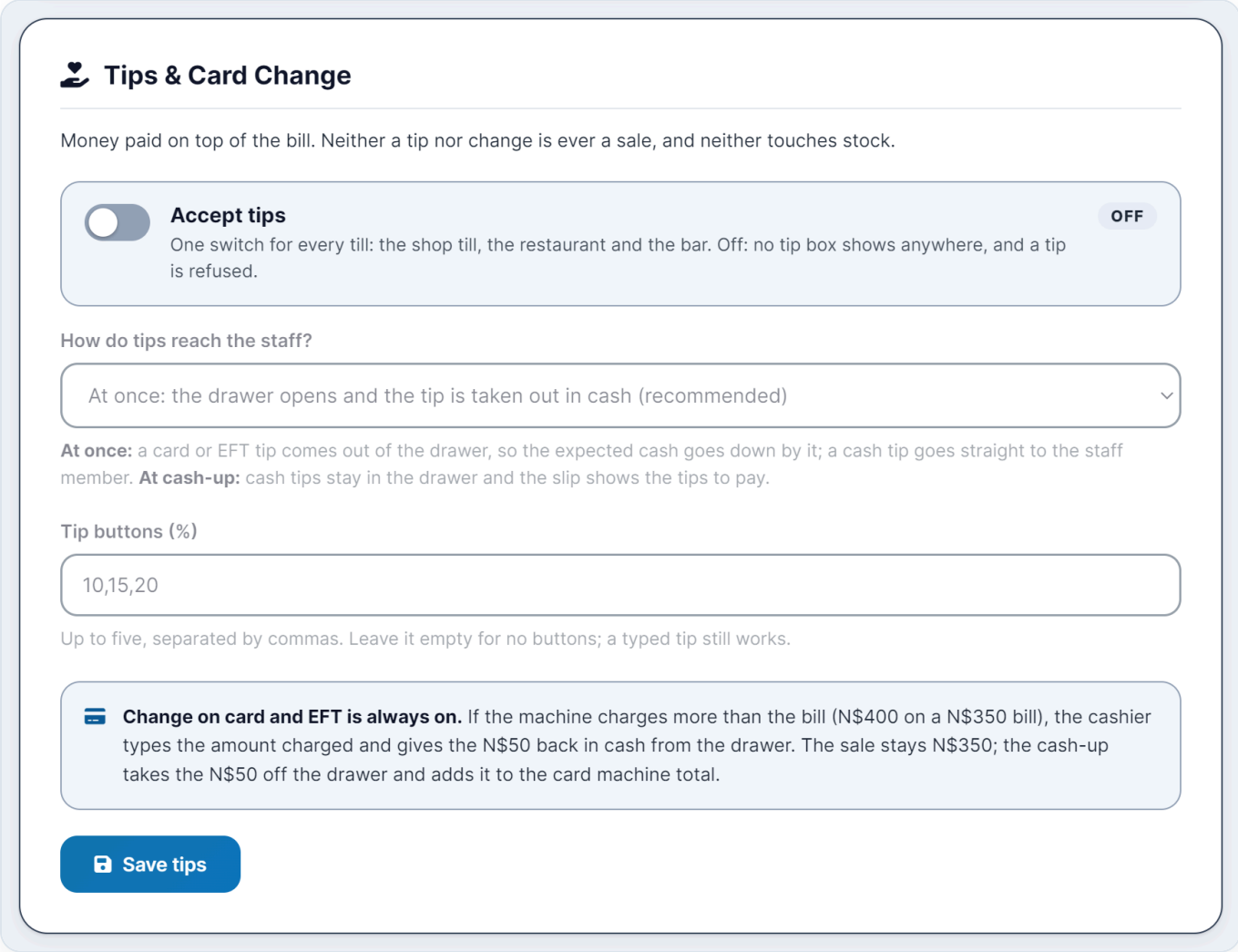

Figure 23 Tips & Card Change: one switch for every till (shop, restaurant and bar), how tips reach the staff, and the tip buttons. Change on card and EFT is always available.

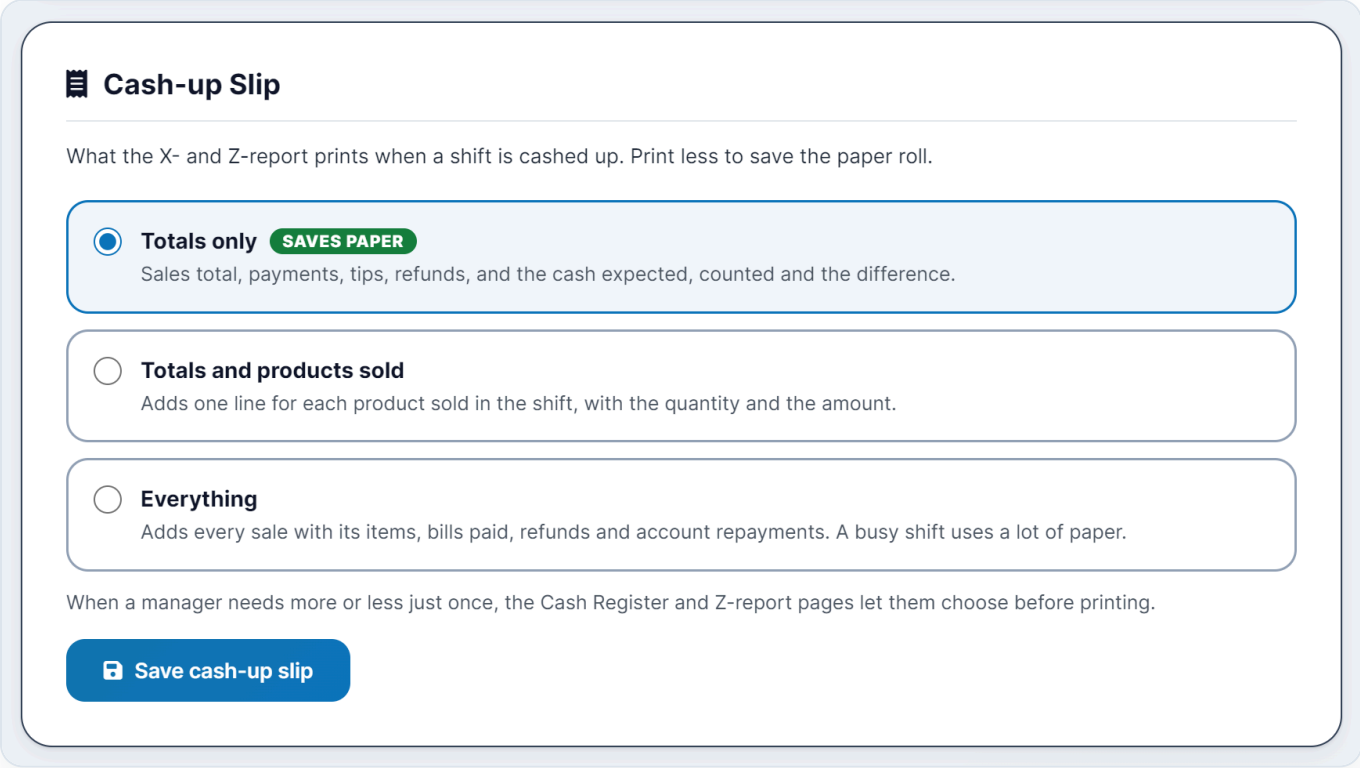

Figure 24 Cash-up Slip: how much the X- and Z-report print.

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.

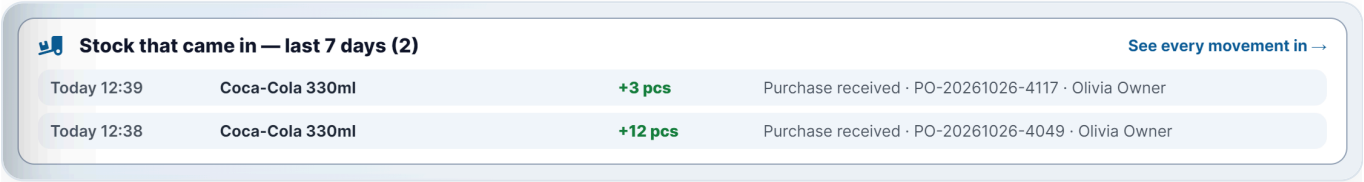

Figure 25 Deliveries this week: when, what, how much, the PO number and who received it.

16 When something goes wrong

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.

EMAIL
support@amateta.com

PHONE / WHATSAPP
+264 85 344 1248

WEBSITE
apos.amateta.com