

AutoCount Members vs Debtors: Who Gets the Points?

What Is This?

Get points to the right shopper, every time. An AutoCount sale can carry a **debtor** (the account you bill) and a **member** (the shopper's loyalty card). Here's which one Pixalink picks.

How It Works

A sale has both a debtor and a member. Who gets the points?

On a cash sale, the **member** comes first, the same way AutoCount credits its own bonus points. Pixalink checks each sale in this order, stopping at the first match:

Paid sale arrives
from AutoCount

Cash sale with a
matching member?

No

Debtor code matches
a customer?

No

Phone 1 matches
a customer?

Yes

No

Yes

Yes

Debit Sale

Write Off

POINTS go to
that customer

waits as Pending
for you to Adopt

- **Invoices** check the debtor, then Phone 1.
- **Cash sales** check the member, then the debtor, then Phone 1.
- **POS terminal bills** check the member only.

I create a new debtor in AutoCount. Will Pixalink create a PXL- member?

Sometimes. When the debtor first arrives, it happens only if all of these are true:

- **Customer Sync** is on.
- The debtor has a phone number and arrives through the regular automatic sync, not the first import or the **Import from AutoCount (Debtor)** button.
- The debtor is new to Pixalink, not matched to an existing customer.

The screenshot shows the Pixalink web application interface. On the left is a sidebar with navigation links: Dashboard, Loyalty Program, Record Points, Point History, Rewards, POS Transactions, Customer Portal Design, News Feeds, Referral Configurations, Tier Configurations, Feedbacks, Paid Memberships, Forms, Wallet Management, Reservation, and CRM. The main content area is titled 'Customers' and shows a list of two customers. The first customer is Aisyah Rahman with phone number +601112223331. The second customer is Lim Wei Jie with phone number +601112223332. A dropdown menu is open for the 'Import from AutoCount (Debtor)' button, showing options: Import from Reservation, Import Customers, Import from AutoCount, Import from AutoCount (Debtor), and Export Customers. The 'Import from AutoCount (Debtor)' option is highlighted. The interface also includes buttons for Record Point, New Customer, Show QR Code, and Send Campaigns. The bottom of the table shows 'Showing 1 to 2 of 2 results' and a 'Per page' dropdown set to 10.

Name	Phone Number	Tags
Aisyah Rahman	+601112223331	N/A
Lim Wei Jie	+601112223332	N/A

Before creating anything, Pixalink looks for an AutoCount member with the same number as the debtor code, then one with the same phone. If it finds one, it links to that member. Only if none exists does it create a **PXL-** member.

Find Member

Search

New

Edit

OK

Cancel

Keyword

Member No.

ID

Phone No.

Member Name

Member Type

Include Expired Member

Load all when startup

Member No.	Name	ID	Member Type	Mobile Phone	Direct Phone	Expiry Date
> M-001	Demo Member A		Default	+60123456789		
PXL-13	Test Debtor with w phone number		Default	+60127067086	+60127067086	
PXL-18	Test Caompany Name		Default	+601110647086		
PXL-29	Testing		Default	+60139999999		
PXL-30	Pixalink Test Customer Updated		Default	+60102345678		
PXL-31	TC7 edited		Default	+60177777777		
PXL-32	tested tc7		Default	+60107777777		
PXL-33	test with name tc7		Default	+60127777777		
PXL-34	edit3		Default	+60187777777		
PXL-35	testingggggg		Default	+60187545454		
PXL-36	voucher test		Default	+60195556666		
PXL-37	Ahmed		Default	+60123333333		
PXL-38	ricer		Default	+60196666666		
PXL-39	Company A		Default	+60168390138		
PXL-40	Company A		Default	+60168390138		
PXL-41	Company B		Default	+60169590055		
PXL-608306	Autocountissoeasy		Default	+60174697188		
T01-M000003	ms		Default	+60146506525		
T01-M000007	test upload		Default	0134561234		11/06/2027

Record 1 of 19

Some AutoCount setups add a member per debtor themselves. That's AutoCount, not Pixalink.

If I delete a member in AutoCount, is the customer removed from Pixalink?

No. Pixalink never removes a customer because of an AutoCount change. Their points stay.

In the other direction, with Customer Sync on, deleting a customer in Pixalink also deletes their linked AutoCount member, but only a **PXL-** member Pixalink created. Members you created in AutoCount, and debtors, are never deleted.

To see the linked member, go to **Admin Panel → CRM → Customers** and check the **AutoCount Member No.** column.

 Dashboard

Loyalty Program

 Record Points

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

 Calendars

 Reservations

CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

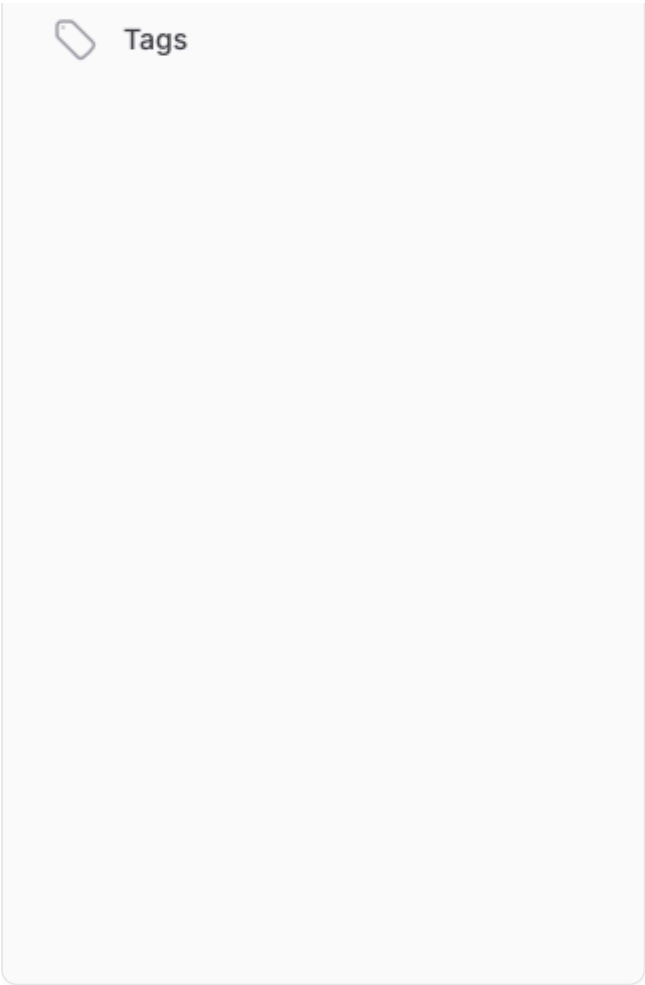
General

 Spaces

Settings

 Users

 Configurations



Auto Count

Point History

Rewards

POS Transactions

Customer Portal Design

News Feeds

Referral Configurations

Tier Configurations

Feedbacks

Reservation

Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Scan & Share

General

Spaces

Settings

Users

Configurations

Tags

Customers > List

Customers

Record Point

New Customer

Show QR Code

Send Campaigns

Search

0

☐	Name	Phone Number	Tags	AutoCount Member No.	AutoCount Debtor Code	
☐	Gao Thor Zit	+60192655417	N/A	PXL-1	300-0001	View Edit Delete
☐	Thamil Nair A/L Selvakkumar Daliriam	+60163409685	N/A	PXL-2	300-0002	View Edit Delete
☐	Gan Pin Lao	+60121121976	N/A	PXL-3	300-0003	View Edit Delete
☐	Sanjay Sekhar	+60164236219	N/A	PXL-4	300-0004	View Edit Delete
☐	Nethaji Sooryapparad A/L Karnail Balan	+60168639329	N/A	PXL-5	300-0005	View Edit Delete
☐	Fahira Hamdani binti Humadu Zubair	+60125366683	N/A	PXL-6	300-0006	View Edit Delete
☐	D. S. Sutheswari	+60192567467	N/A	—	—	View Edit Delete
☐	Sim Yeong Wan	+60121198945	N/A	—	—	View Edit Delete
☐	Noor Hajjah Hadiyatul binti Aqashah	+60191437822	N/A	—	—	View Edit Delete
☐	R. G. Rohan	+60129895777	N/A	—	—	View Edit Delete

Showing 1 to 10 of 15 results

Per page

10

1

2

>

Does the "Has Bonus Point" box on a member matter?

No. Points follow your own earning rules in Pixalink. To stop an account earning, such as a wholesale buyer, ask our team to add its debtor code to your no-points list.

Does Pixalink ever change my AutoCount data?

Mostly it reads: sales, credit notes, debtors, members and vouchers. It writes in two cases only:

- **Customer Sync on:** creates **PXL-** members, can update a linked member's name, phone and email to match Pixalink, and deletes a linked **PXL-** member when you delete the customer.
- **Voucher Sync on:** creates, updates and removes reward vouchers.

Pixalink never creates, edits or deletes debtors, invoices or cash sales.

Real-Life Example

Siti runs Kedai Emas Seri, a jewellery shop in Shah Alam. Her cashier rang up a RM800 cash sale under Farah's debtor account, with Farah's husband's member card attached. The points went to her husband, because the member on the bill is checked first. That matches the Member Points report in AutoCount, so both systems show the same balance.

Good to Know

- A shared walk-in debtor with a phone number becomes a customer in Pixalink. It takes the points on every cash sale billed to it that has no member attached. Leave its phone fields empty.
- New sales to a debtor on your no-points list earn nothing, even with a member attached.
- A new debtor on its own never triggers your welcome reward.
- A deleted customer can come back if you import from AutoCount again.

Need Help?

Our support team can check your Customer Sync and Voucher Sync settings.

What's Next?

- [How AutoCount Invoices Become Point-Earning Transactions](https://kb.pixalink.io/articles/how-autocount-invoices-become-point-earning-transactions) (https://kb.pixalink.io/articles/how-autocount-invoices-become-point-earning-transactions)
- [How Customer Sync Works Between Pixalink and AutoCount](https://kb.pixalink.io/articles/how-customer-sync-works-between-pixalink-and-autocount) (https://kb.pixalink.io/articles/how-customer-sync-works-between-pixalink-and-autocount)
- [Why Your AutoCount Sale Didn't Earn Points](https://kb.pixalink.io/articles/why-your-autocount-sale-didnt-earn-points) (https://kb.pixalink.io/articles/why-your-autocount-sale-didnt-earn-points)