What Is This?

The cashier view is the counter screen your staff use to serve a customer. This guide shows how to record points for a purchase, check the customer's points history, and fix a points entry you just made. For credits, see Cashier View: Top Up, Deduct and Check Credit History (https://kb.pixalink.io/articles/cashier-view-top-up-deduct-and-check-credit-history). For vouchers and rewards, see Cashier View: Redeem and Use Rewards.

Real-Life Example

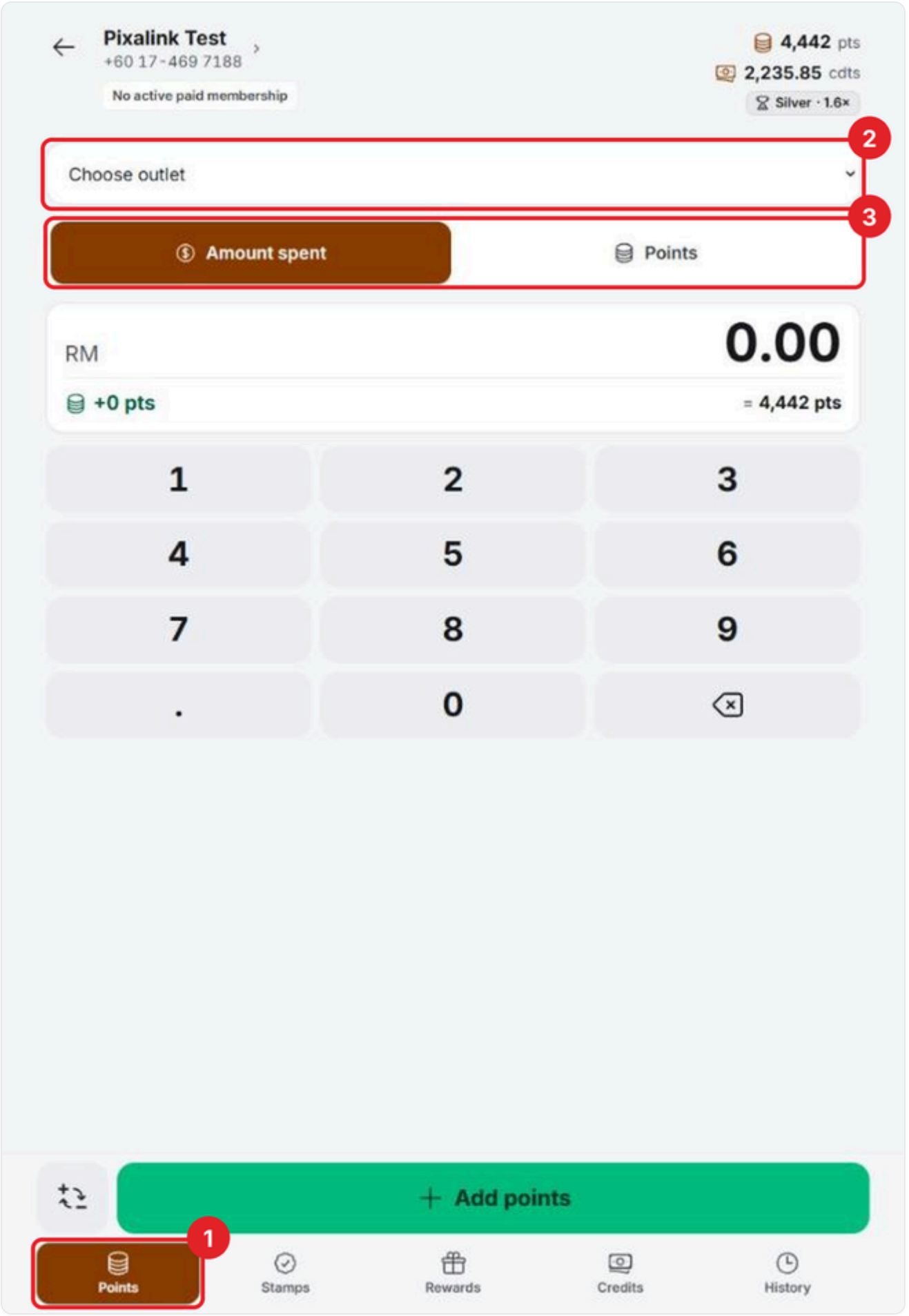
A Silver-tier member spends RM50. The cashier keys in RM50 and the cashier view works out the points, 80 pts with the tier bonus. A moment later the cashier notices the bill was really RM31, so they open **History** and change the entry from 80 to 50 pts, within 15 minutes.

Before You Start

- Open the cashier view. See How to Open the Cashier Screen and Set Its Preferences (https://kb.pixalink.io/articles/how-to-open-the-cashier-screen-and-set-its-preferences).
- Find the customer by phone number, name or member code.
- Check the customer's name at the top before you record points. Tap the name to open their full profile.

1. Record Points

1. Tap **Points** in the bottom bar (1).
2. Choose the outlet in **Choose outlet** (2).
3. Choose how to enter the points (3):
    - **Amount spent**: key in the bill in RM. Points are worked out for you, including any tier bonus.
    - **Points**: key in the exact number of points to give.



4. Key in the amount (4). The line below shows the points the customer will earn and their balance after.
5. Tap **Add points** (5).

6. If a **Transaction Details** box appears, check the amount spent and points earned (6). Fill in any extra field your business asks for.
7. Tap **Confirm** (7).

8. Check the **points added** message and the new balance at the top (8).

Tip

The customer's tier shows under their balance, for example **Silver · 1.6×**. In **Amount spent** mode the multiplier is applied for you, so RM50 becomes 80 pts for a Silver member.

Warning

Some businesses don't show the **Transaction Details** box. In that case the points are added as soon as you tap **Add points**, so check the amount first.

2. Check Points History

1. Tap **History** in the bottom bar (1).

2. Read the entries, newest first. Each one shows its type, date and time, and any note.
   - **+ green** entries added points or credits, for example **Purchase** or **Bonus**.
   - **− red** entries took them away, for example **Deduct** or **Point Reward Redeem**.

3. Edit a Points Entry

1. In **History**, find the points entry to fix and tap its pencil icon (2). The pencil only shows on entries made in the last 15 minutes.
2. Type the correct number in **New points** (3).
3. Tap **Review changes** (4).

4. Check the original and new points, then tap **Save** (5).

5. Check the entry shows the new points and the balance has updated (6).

> **Important**
>
> Points can only be edited within 15 minutes of the transaction. After that the pencil disappears. Ask your manager to correct it.

Good to Know

- Always choose the outlet first, so the points count for that outlet.
- To take points away instead of giving them, tap the switch icon next to **Add points**.
- **History** shows points and credits together in one list.

What's Next?

- Cashier View: Top Up, Deduct and Check Credit History (https://kb.pixalink.io/articles/cashier-view-top-up-deduct-and-check-credit-history)