What Is This?

The cashier view is the counter screen your staff use to serve a customer. From one customer's **Credits** page they can top up credits, deduct credits, and check that customer's credit history. This guide walks through all three, plus how to correct a wrong entry.

Real-Life Example

A customer at Pottery MyTOWN prepays RM10. The cashier finds her by phone number, tops up 10 credits, and later deducts 4 credits when she pays for a class. At the end of the day the cashier checks her **History** tab to confirm both entries.

Before You Start

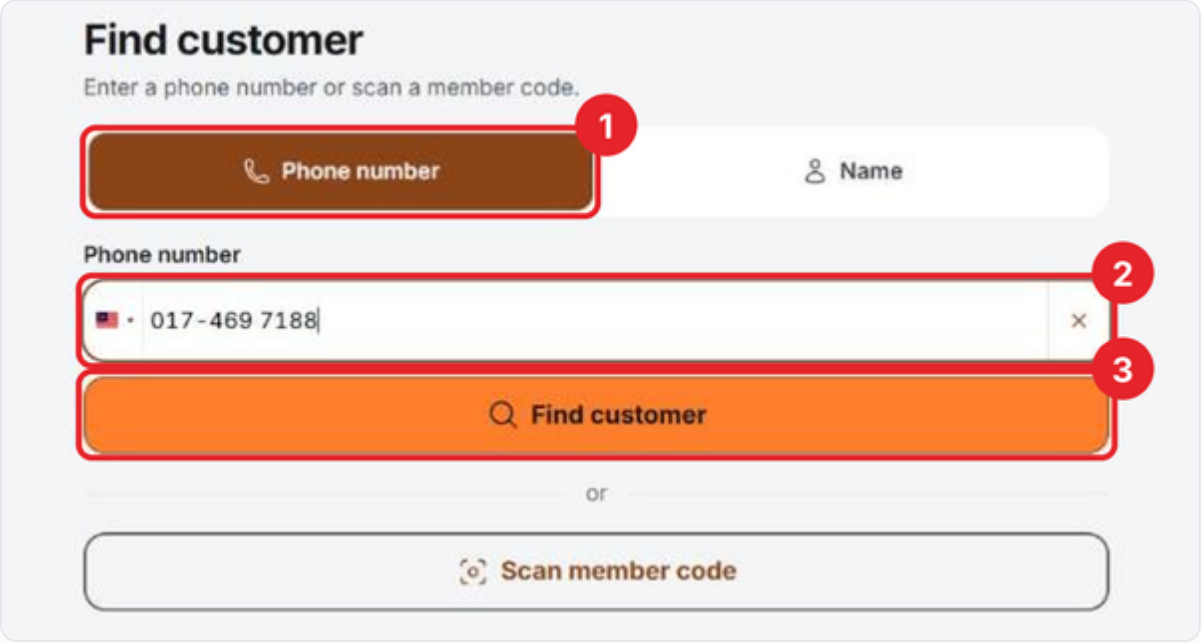
- Open the cashier view. See How to Open the Cashier Screen and Set Its Preferences (https://kb.pixalink.io/articles/how-to-open-the-cashier-screen-and-set-its-preferences).
- To land on the Credits page every time you open a customer, tap the gear icon at the top right and set **Open customers on** to **Credits**.

1. Find the Customer

You can find a customer by phone number, by name, or by scanning their member code.

By phone number

1. Tap **Phone number** (1).
2. Type the customer's phone number (2).
3. Tap **Find customer** (3).

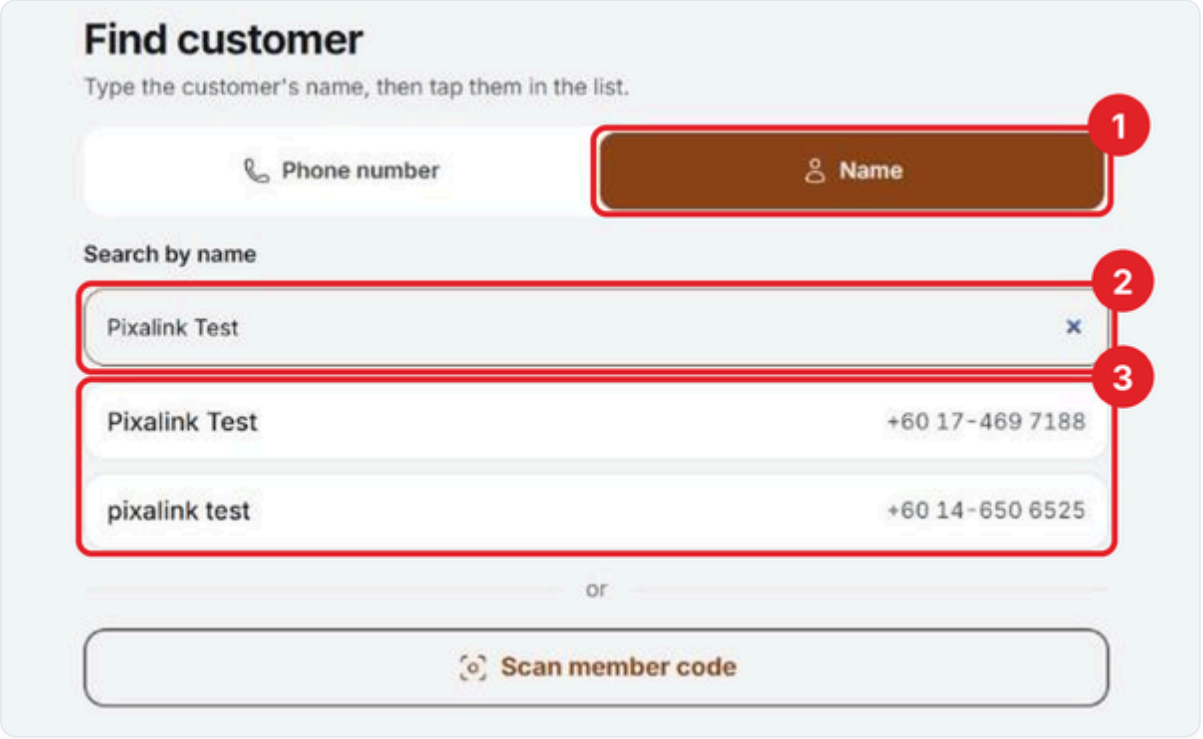


> **Tip**

If the customer shows their member code, tap **Scan member code** and scan it instead. It's the fastest way.

By name

1. Tap **Name** (1).
2. Type the customer's name (2). A list appears as you type.
3. Ask the customer for their phone number, then tap the customer whose number matches (3).



Warning

Two customers can share a name, like the two in the picture. Always pick by phone number, and check the name and number at the top of the customer's page before you top up or deduct.

2. Top Up Credits

1. Check the customer's name and current balance at the top (1).
2. Pick the outlet in **Choose outlet** (2).
3. Make sure the mode bar says **Top up credits** (3). You are on the **Credits** tab (4).

4. Key in the amount on the keypad (2). The line below shows the credits added and the balance after.
5. Tap **Top up** (3).

6. Check the amount and new balance, then tap **Yes, top up**.

7. A message confirms the top-up and the balance at the top updates.

3. Deduct Credits

1. On the Credits page, tap the switch icon on the mode bar (1) or beside the main button (2). The bar turns yellow and says **Deduct credits**.

2. Pick the outlet (1) and key in the amount to deduct (2). The line below shows the balance after.
3. Tap **Deduct** (3).

4. Check the amount and new balance, then tap **Yes, deduct**.

5. A message confirms the deduction and the balance updates.

> **Tip**
>
> Tap the pencil icon next to the mode bar to add a remark, such as "Pottery class, 2 pax". Remarks show in the customer's history.

4. Check Credit History

1. From the Credits page, tap **History** in the bottom bar (1).

2. The latest entries show with type, date, time and amount (2).
3. Tap **View all** (3) to see the full list.

4. **View all** leaves the cashier view. Tap **Continue** to open this customer in the admin panel.

5. Open the **Credits** tab (1) to see every entry (2). Tap **View** (3) for an entry's outlet, amount, type and remarks.

5. Correct a Wrong Entry

There is no undo button for a credit entry. To reverse one, add an opposite entry for the same amount and note why:

Wrong entry	To reverse it
Top up	Deduct the same amount
Deduct	Top up the same amount

1. Find the customer and pick the outlet.
2. Set the mode to the opposite of the wrong entry.
3. Tap the pencil icon (1) and type a remark (2), such as "Reverse wrong deduction 12 Nov 10:04AM".
4. Key in the same amount (3) and tap the main button (4), then confirm.

5. Open **History** to check. The reversing entries show their remarks, and the balance is back to what it should be.

Good to Know

- Always pick the outlet first. Entries are recorded against that outlet, which matters for end-of-shift tallies.
- Both top-up and deduct ask you to confirm, so check the amount in the dialog before tapping yes.
- Topping up credits doesn't earn loyalty points.

- To export credit history by outlet and day, see How to Export Credit History for End-of-Shift Tallies (https://kb.pixalink.io/articles/how-to-export-credit-history-for-end-of-shift-tallies).

What's Next?

- How to Top Up Customer Credits (https://kb.pixalink.io/articles/how-to-top-up-customer-credits) (admin panel)
- How to Ask for a Customer Code Before Deducting Credits (https://kb.pixalink.io/articles/how-to-ask-for-a-customer-code-before-deducting-credits)