

This guide walks you through the steps to integrate your ZeonIQ Point of Sale (POS) system with Pixalink's loyalty program.

With this integration, you can:

- **Automatically award loyalty points** to customers when they make purchases.
- **Sync vouchers** with ZeonIQ POS for seamless redemption at checkout.

## Benefits of Integration

Benefit	Description
Automatic Points Awarding	Loyalty points are automatically awarded to customers when transactions are completed in your POS system — no manual entry needed.
Voucher Sync	Apply vouchers directly during checkout in ZeonIQ POS, without needing the Pixalink backend portal open at the cashier counter.
Seamless Customer Experience	Deliver a smoother, more convenient experience for your customers by connecting your sales and loyalty systems.

## Prerequisites

Before you begin, make sure you have the following ready:

- An active **ZeonIQ POS** account
- A **CXM License** enabled by your ZeonIQ key account manager
- An active **Pixalink** account
- Your **CXMID, Merchant Code, and API Key** (from the Pixalink dashboard)
- Contact information for your **Pixalink account manager**

## Integration Process

Follow all steps below in order. The typical setup takes **1-2 business days** once all credentials are in place.

### Step 1: Enable the CXM License in ZeonIQ

The 3rd party CRM integration license is required to enable 3rd party CRM integration within ZeonIQ POS.

1. Contact your **ZeonIQ key account manager**.
2. Request to enable the **3rd party CRM integration** feature.
3. Confirm with your account manager once the license has been activated.

**Note:** If you are unsure who your ZeonIQ key account manager is, contact ZeonIQ support directly or reach out to your Pixalink account manager for assistance.

## Step 2: Obtain Your Credentials from Pixalink

You will need three pieces of information from your Pixalink dashboard to complete the integration:

Credential	Description
CXMID	A unique identifier for your CXM integration instance. Found in the <b>CRM Integration</b> section of your Pixalink dashboard.
Merchant Code	Your unique ZeonIQ restaurant/merchant code that links to your Pixalink space.
API Key (Bearer Token)	A personal access token used to authenticate API calls. Found in the <b>CRM Integration</b> section. Click the refresh icon to generate a new one if unavailable.

To find these credentials, navigate to your **Space Settings** and open the **Configurations** tab. You will see the **ZeonIQ Integration Settings** section:

Space Contact Social Media Media Configurations

**ZeonIQ Integration Settings**  
Manage your connection credentials for the ZeonIQ point-of-sale system

CXMID: 255

Merchant Code: 8890011e-7fc4-4775-8f62-0179696b7a03

Key: .....  
This access key has not been used yet.

## Step 3: Contact Your Pixalink Account Manager

After obtaining your credentials, reach out to your Pixalink account manager to complete the back-end setup.

1. Contact your **Pixalink account manager**.
2. Provide your **CXMID**, **Merchant Code**, and **API Key**.
3. Request your account manager to assign and configure your restaurant in the Pixalink back office.
4. **Wait for confirmation** that your account has been configured before proceeding.

## Step 4: Pass the Key to Your Zeoniq POS Reseller

Once your Pixalink account manager has confirmed the back-end setup, you will need to pass the API key to your Zeoniq POS reseller so they can configure it on the POS side.

### Important — Bearer Token Format

When providing the API Key to Zeoniq, you **must** add the prefix `Bearer` (including the space) before the token.

Example: `Bearer your-access-token-here`

Failing to include this prefix will cause authentication errors.

1. Contact your **Zeoniq POS reseller** or technical support.
2. Provide the API Key in the correct format: `Bearer your-access-token-here`
3. Also provide your **CXMID** and **Merchant Code**.
4. Request the reseller to configure these credentials in the Zeoniq POS integration settings.

## Verification

Once all steps are complete, verify the integration is working correctly before going live.

#	Test	Expected Result
1	Process a test transaction in Zeoniq POS using a registered customer.	Loyalty points appear in the customer's Pixalink account automatically.
2	Apply a voucher during checkout in Zeoniq POS.	Voucher is validated and applied without opening the Pixalink portal.

## Timeline

The typical integration process takes **1-2 business days** once all credentials are in place and both Zeoniq and Pixalink have been notified. No deep technical customization is required for a standard setup.

- **Standard integration:** 1-2 business days
- **Custom configuration (if required):** Please discuss with your Pixalink account manager.

## Support

If you encounter any issues during the integration process, reach out through the following channels:

- Contact your **Pixalink account manager** for direct assistance.
- Reach out in your **customer support WhatsApp group**.

- Contact your **Zeoniq POS reseller** for POS-side configuration issues.
- Email Pixalink support: [info@pixalink.io](mailto:info@pixalink.io)

## **Checklist Before Contacting Support**

Before reaching out, confirm:

- CXM License is activated in Zeoniq
- CXMID, Merchant Code, and Bearer Token have been shared with all parties
- Pixalink account manager has confirmed back-end setup
- Zeoniq reseller has configured the credentials in POS