How AutoCount Invoices Become Point-Earning Transactions

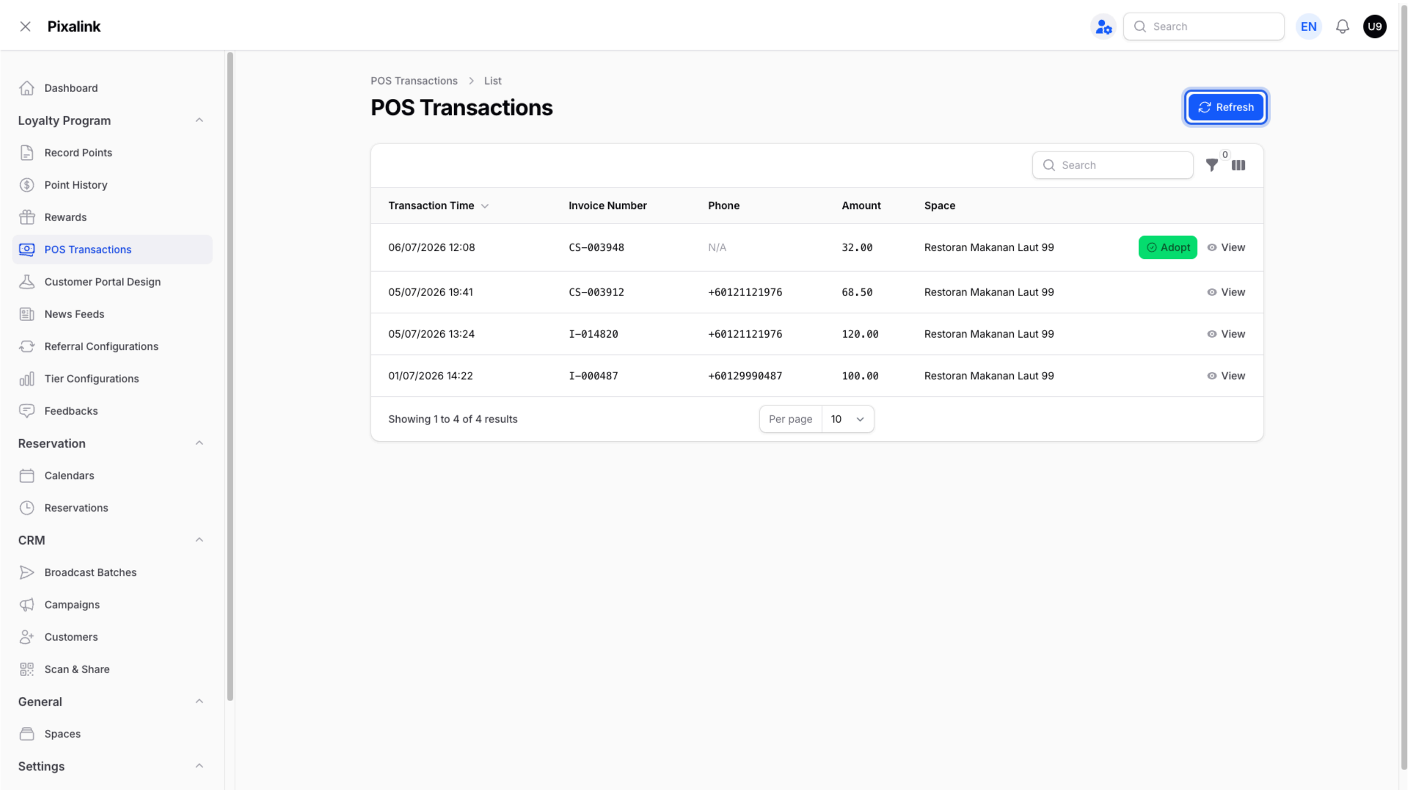
What Is This?

When you connect AutoCount AgileX to Pixalink, your paid sales turn into loyalty points on their own. Every settled invoice, cash sale, and front-counter POS bill flows in and rewards the right customer, so you never re-key a receipt or hand out points by hand.

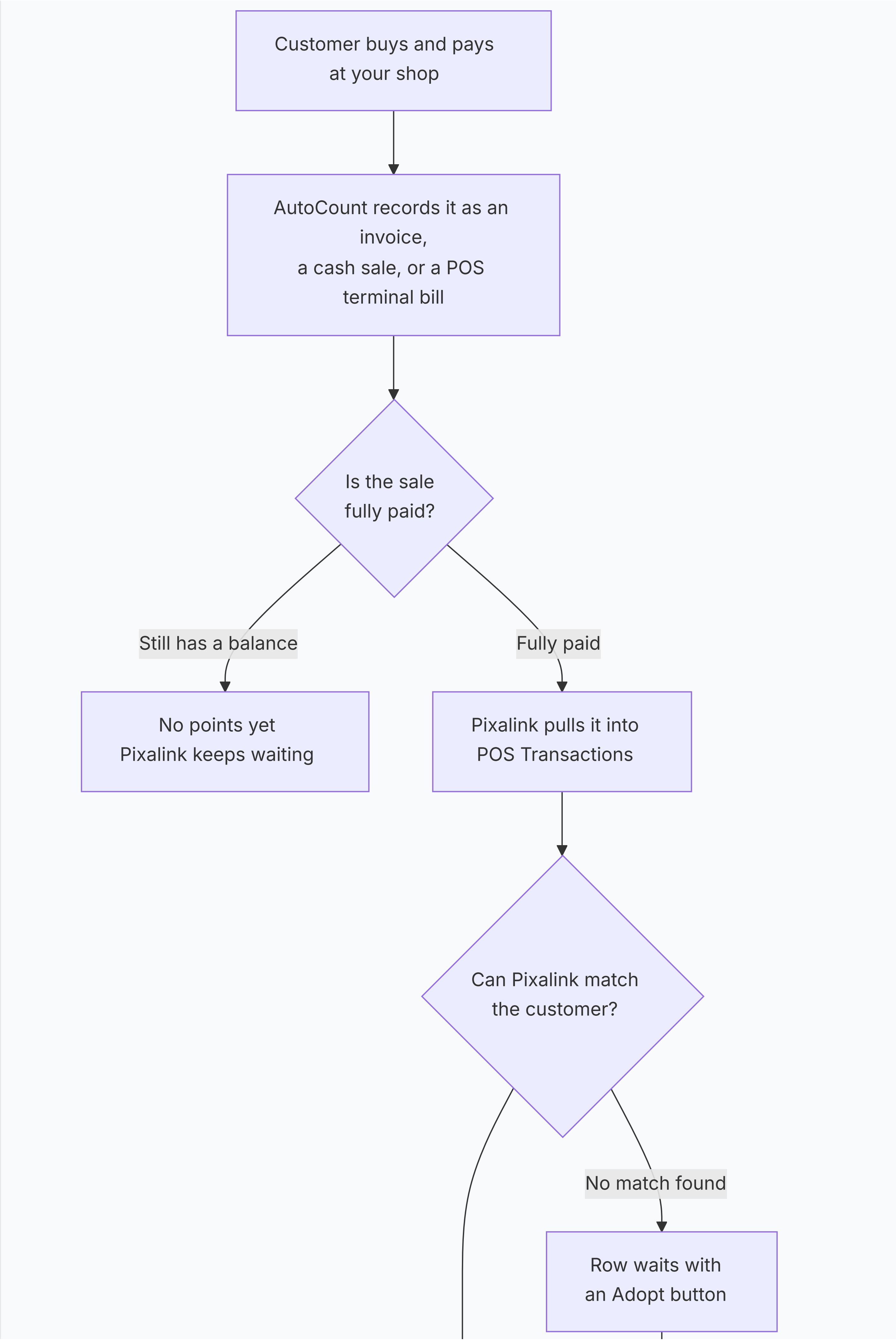
How It Works

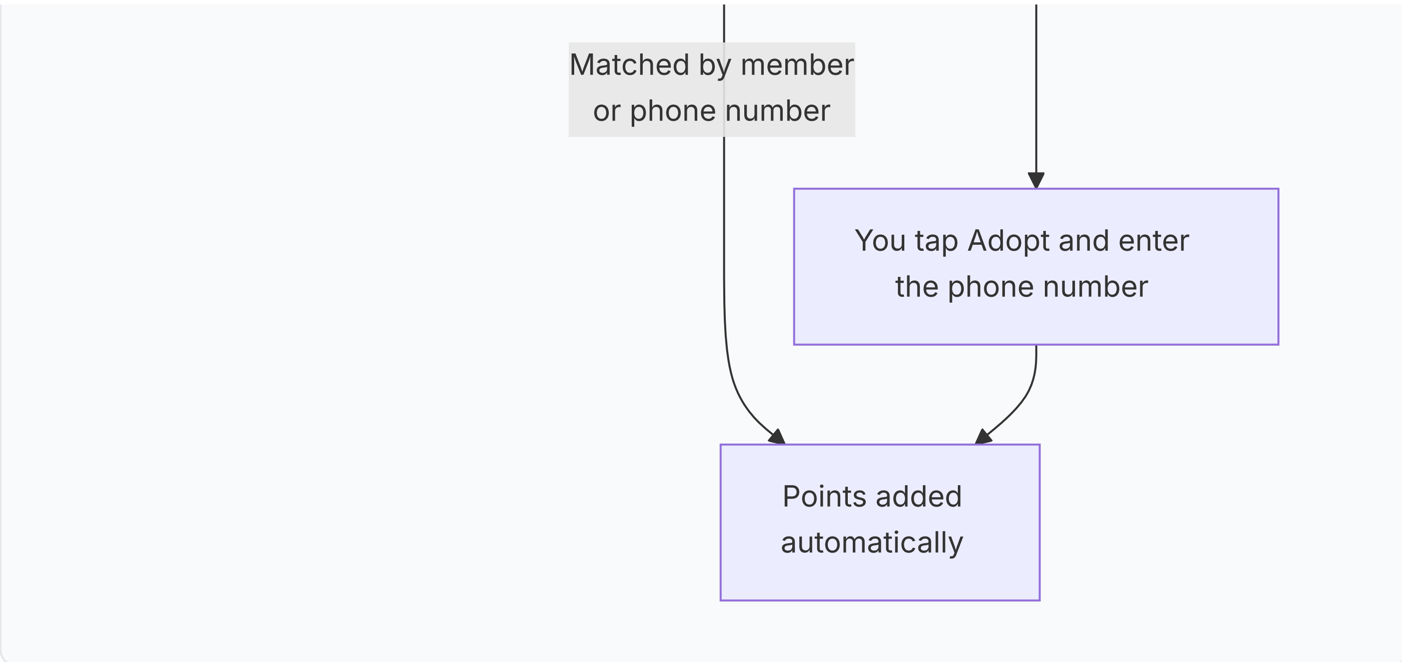
Pixalink watches your AutoCount sales and pulls in the paid ones. You can see them all under **Admin Panel → Loyalty Program → POS Transactions**. Each row is one AutoCount document — an invoice, a cash sale, or a bill rung up on your POS terminal — with its document number, the amount, and the outlet.

All three kinds earn points. A bill you ring up at the counter on your AutoCount POS terminal (its document number usually looks like `T01-000123`) is picked up the same way an invoice or a cash sale is.



Here is the journey a sale takes:

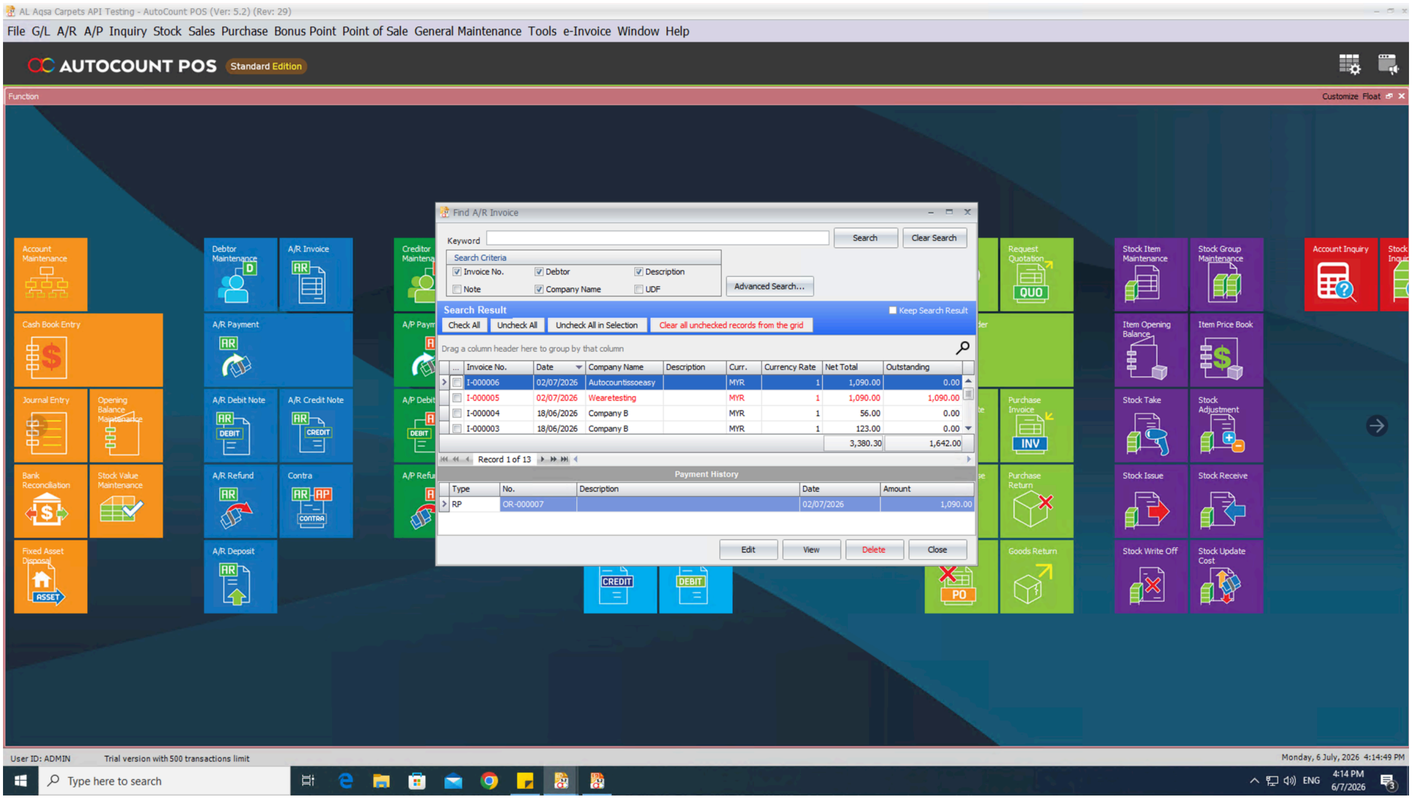

Customer buys and pays at your shop
AutoCount records it as an invoice, a cash sale, or a POS terminal bill
Is the sale fully paid?
Still has a balance
Fully paid
No points yet Pixalink keeps waiting
Pixalink pulls it into POS Transactions
Can Pixalink match the customer?
No match found
Row waits with an Adopt button

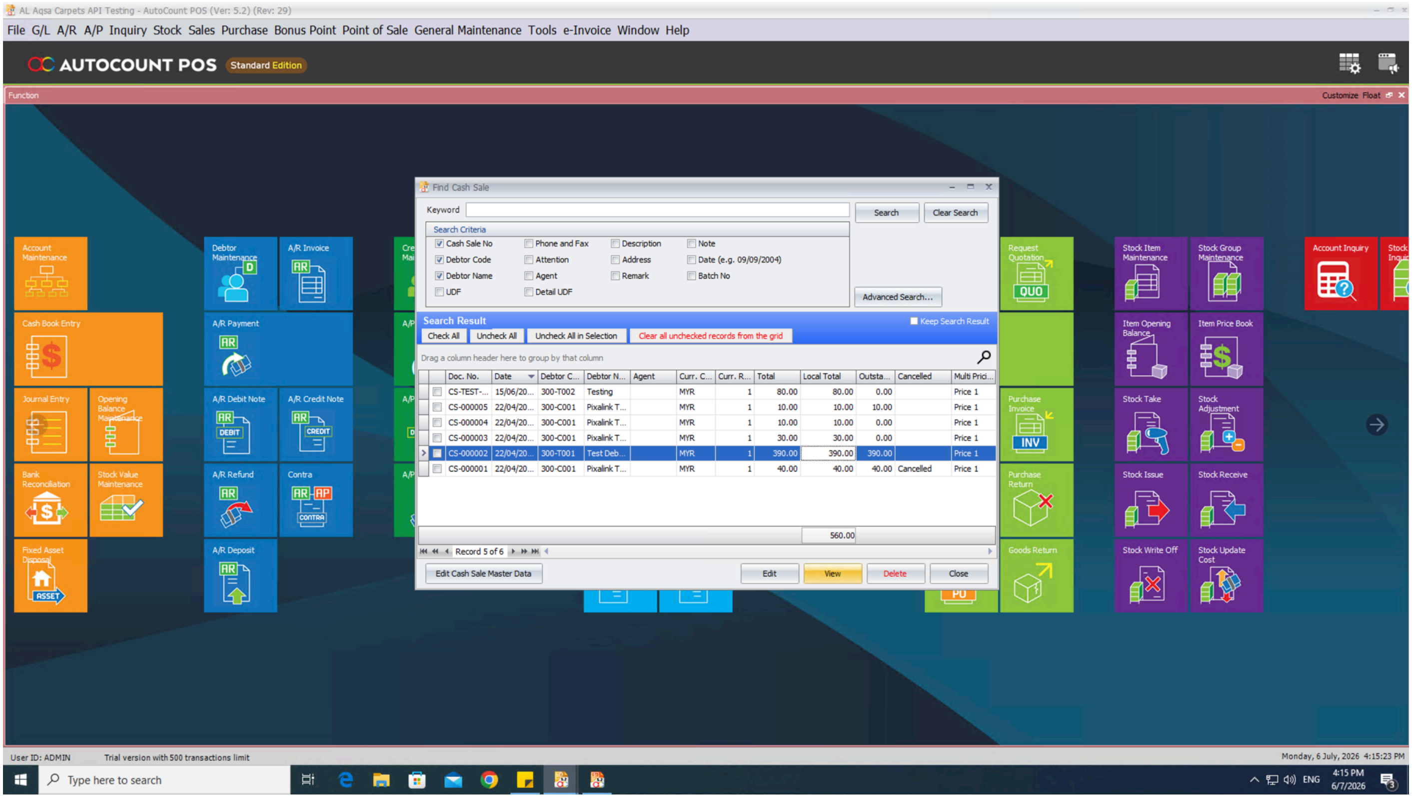


Three things decide what happens:

- **Only paid sales earn points.** An invoice on account earns nothing until the balance reaches zero. A cash sale earns points once it is fully paid. Part-paid sales simply wait.
- **Customers are matched for you.** Pixalink links the sale to a customer by their AutoCount member record, and if that is missing, by the phone number on the receipt. For invoices and cash sales, that phone number is read from the debtor's **Phone 1** field — a number typed only into the **Mobile** field will not match, so make sure your team fills in Phone 1 when creating debtors. Starting the number with `+60` is best, but a number without it is still recognised and treated as Malaysian.
- **Unmatched sales wait as Pending.** If no customer is found, the sale sits with an **Adopt** button. Tap it, enter the phone number, and the points land straight away.

On the AutoCount side, a sale is ready once its balance is settled:





Want the latest sales right now? Click **Refresh** at the top of the page to sync straight away instead of waiting for the next automatic check. It also re-checks older sales in case they have since been paid.

Why Isn't My Sale Showing Yet?

A bill actually makes **two hops** before it reaches Pixalink, and each hop has its own timing:

1. **Your POS terminal → your AutoCount system.** The AutoCount front counter holds its bills locally and sends them up on its own schedule — the AgileX client sync, which many shops set to every 15 minutes. Until this sync runs, the bill exists only on the terminal and no outside system (including Pixalink) can see it. To push it through straight away, in the AutoCount back end go to **Point of Sales → Sync Monitor Status** and click **Run All Client Sync**.
2. **Your AutoCount system → Pixalink.** Pixalink then picks the bill up on its next automatic check, or immediately when you click **Refresh** on the POS Transactions page.

So if a sale you just rang up is missing from Pixalink, run the client sync in AutoCount first, then click **Refresh** in Pixalink. If it still does not appear after both, contact support.

Real-Life Example

Ahmad runs Kopi Corner in Bangsar and rings up every sale in AutoCount. His regular, Wei Lin, buys RM50 of coffee beans on account. At first she gets no points, because the invoice is still unpaid. The next day she settles the bill, and Pixalink pulls in the now-paid invoice and adds her points on its own. Later, a walk-in pays RM30 cash but is not yet linked to a customer, so the sale waits as Pending. Ahmad opens **POS Transactions**, taps **Adopt**, and types the customer's phone number. The points land at once, and Ahmad never touches a calculator.

Good to Know

- Points follow the **document total**, awarded only once the bill is fully settled. Paying part of an invoice earns nothing yet — there are no partial points. Paying *more* than the invoice (an overpayment or deposit) still earns exactly the invoice total; the extra sits as credit in your AutoCount accounts and never becomes points.
- **Discounts are taken off first.** If you sell a RM250.90 item and give a discount, the customer earns points on what the bill actually comes to, not on the original price.
- **Rounding works slightly differently for POS terminal bills.** At the counter, AutoCount applies a small rounding adjustment to a bill's final total. Cash sales earn points on that exact rounded total. POS terminal bills earn on the total just before the adjustment, so a bill showing a Final Total of RM200.85 earns points on RM200.86. Invoices are not rounded at the counter, so they simply earn on their document total. The gap is never more than a sen or two, and because points round down to the whole ringgit it almost never changes the points a customer gets.
- If an invoice is paid days after it was raised, Pixalink still catches it and rewards the customer.
- A sale stays as **Pending** until it is matched. It never disappears, so you can adopt it whenever you are ready.
- If a paid sale was matched to the wrong person, adopt-by-phone lets you point it at the right customer.
- Both invoices and cash sales are covered, so counter sales and account sales both reward your customers.

Need Help?

Reach out to our support team any time. We are happy to walk you through your AutoCount setup.

What's Next?

- How to Connect AutoCount AgileX to Pixalink
- How to Import Customers from AutoCount