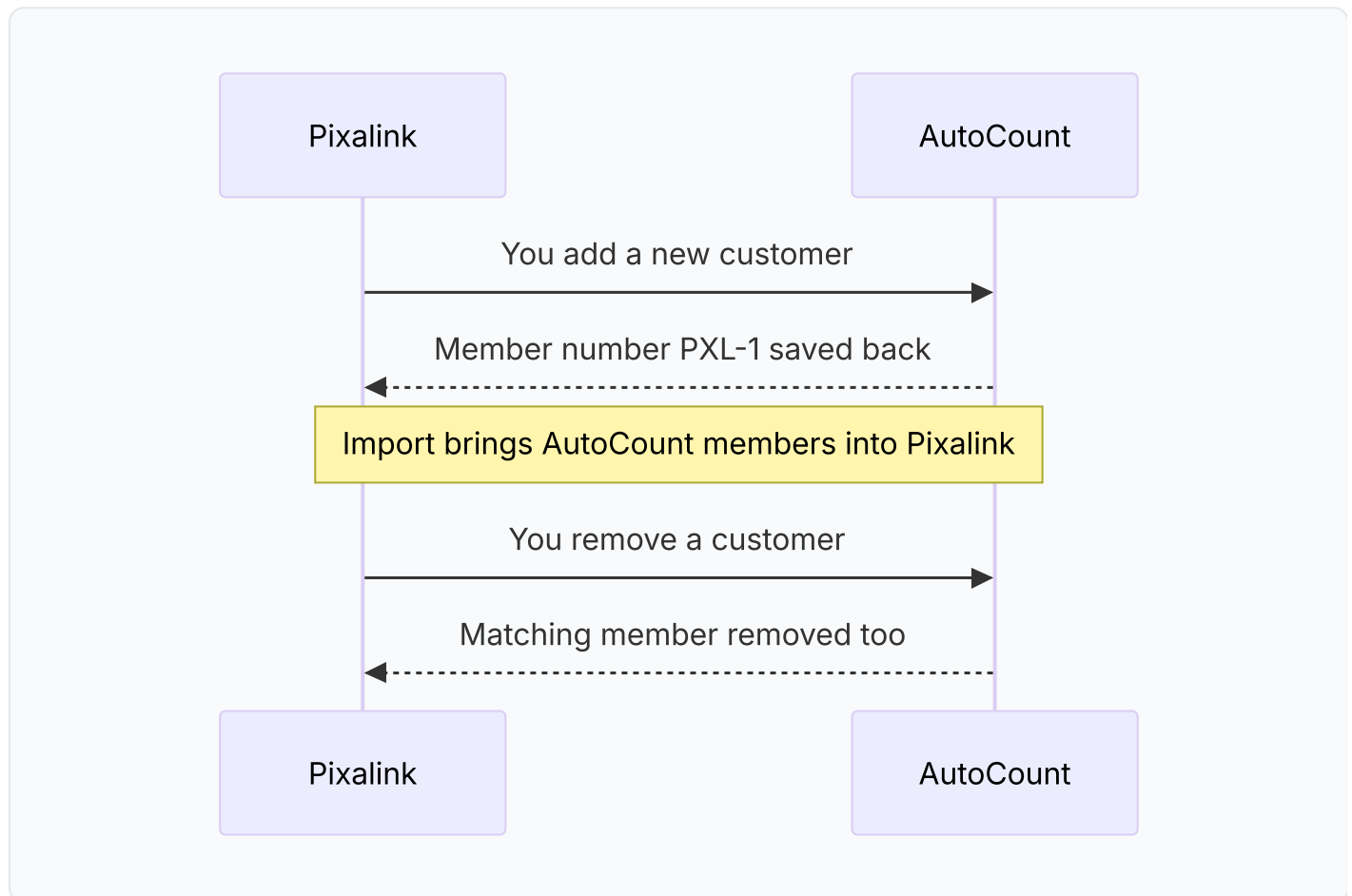


What Is This?

Customer sync keeps one shared customer list across Pixalink and AutoCount. When you add a customer in one system, they appear in the other on their own. This means no double typing, and every shopper can earn points and rewards no matter where their details were first entered.

How It Works

Sync runs both ways, and Pixalink handles it in the background for you.



Pixalink sends customers to AutoCount.

When you add a new customer in Pixalink, their name, phone, and email are saved into AutoCount as a member. Pixalink gives each one a member number that starts with **PXL-**, so you can tell at a glance which members came from Pixalink. If the customer is later removed in Pixalink, their matching member is removed in AutoCount too.

Inside AutoCount, that member number sits on the member record.

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	Autocountisoeasy		Default	+60174697188		
T01-M000003	ms		Default	+60146506525		
T01-M000007	test upload		Default	0134561234		11/06/2027

Record 1 of 19

AutoCount sends customers to Pixalink.

Members already in AutoCount come into Pixalink two ways. You can bring them in yourself with the Import from AutoCount button, or let Pixalink pull new members on a regular schedule. Only members with a phone number are brought in, since the phone is how a shopper is matched to their points.

Matching stops duplicates.

Before creating anyone new, Pixalink checks the member number first, then the phone number. If a shopper is already in your list, Pixalink updates that same record instead of making a second copy. So a shopper who was in AutoCount before Pixalink stays as one person, not two.

Members and debtors are not the same thing.

AutoCount keeps two separate lists: **members** (your loyalty walk-in shoppers, used by the POS front counter) and **debtors** (accounts your sales team invoices, part of your accounting ledger). Pixalink deliberately writes new customers into the **member** list only — it never creates debtors, so your accounting stays clean. Don't be surprised when a shopper who signed up through the loyalty portal appears under Find Member but not under Find Debtor: that is by design. Debtors flow the other way — a debtor with a phone number syncs into Pixalink as a customer — but signing up a member never creates a debtor. If someone needs to be invoiced, your team creates the debtor in AutoCount as usual, and Pixalink matches the two records by phone number.

You can see the shared link on any customer. Go to **Admin Panel → CRM → Customers** and look at the **AutoCount Member No.** and **AutoCount Debtor Code** columns.

 Dashboard

Loyalty Program

 Record Points

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

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 Reservations

CRM

 Broadcast Batches

 Campaigns

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General

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News Feeds

Referral Configurations

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Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Scan & Share

General

Spaces

Settings

Users

Configurations

Tags

Customers > List

Record Point

New Customer

Show QR Code

Send Campaigns

Customers

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 Dairiam	+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 Hadiyah 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

>

Real-Life Example

Ahmad runs a homeware shop in Ipoh and rings up sales through AutoCount. He also uses Pixalink to run his points and rewards. For months he typed each new shopper into both, which was slow and full of small mistakes. After he turned on customer sync, a shopper he adds in Pixalink now appears in

AutoCount straight away, tagged with a **PXL-** member number. His older AutoCount members flowed into Pixalink on their own, matched by phone so nobody was doubled up. Now Ahmad keeps one list, and every shopper earns points from the very first sale.

Good to Know

- A customer needs a phone number before they can sync either way.
- For **debtors**, fill in the **Phone 1** field, not just Mobile. Any phone field is enough for the debtor themselves to sync into Pixalink, but an invoice document only carries the debtor's Phone 1 — so a Mobile-only debtor's invoices can fail to match their customer by phone. Members can use either mobile or office phone. Starting numbers with **+60** is best; numbers without it are treated as Malaysian.
- Pixalink matches by member number, then by phone, so the same shopper is never added twice.
- The **PXL-** member number is added by Pixalink and helps you spot Pixalink members inside AutoCount.
- Removing a customer in Pixalink also removes their member in AutoCount — as long as Customer Sync is switched on and that customer already has a **PXL-** member number. A customer who was never synced across has no member to remove.
- Members brought in for the first time can receive your welcome reward, so early setup does not flood old members with rewards.

Need Help?

Our support team is happy to walk you through customer sync. Just reach out and we will help.

What's Next?

- [How to Connect AutoCount AgileX to Pixalink](#)
- [How to Import Customers from AutoCount](#)