

What Is This?

Pixalink has no setting that blocks points when a customer uses a voucher. When you add points in Record Points, your staff type the amount themselves, so you stay in control.

So for a voucher sale, you decide. Give points only on what the customer actually paid, or give no points at all.

Real-Life Example

Wei Lin runs a guitar shop in Petaling Jaya. A regular buys a RM450 guitar and uses a RM50 voucher, so he pays RM400. Wei Lin doesn't want to give points on the RM50 she has already given away. Her cashier records **400** points, not 450. For a free gift voucher with nothing paid, the cashier simply records nothing. Wei Lin's points now match real sales, and no one argues at the counter.

How to Set It Up

1. Go to **Admin Panel → Loyalty Program → Record Points**.

 Dashboard

Loyalty Program

 **Record Points**

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

 Calendars

 Reservations

CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

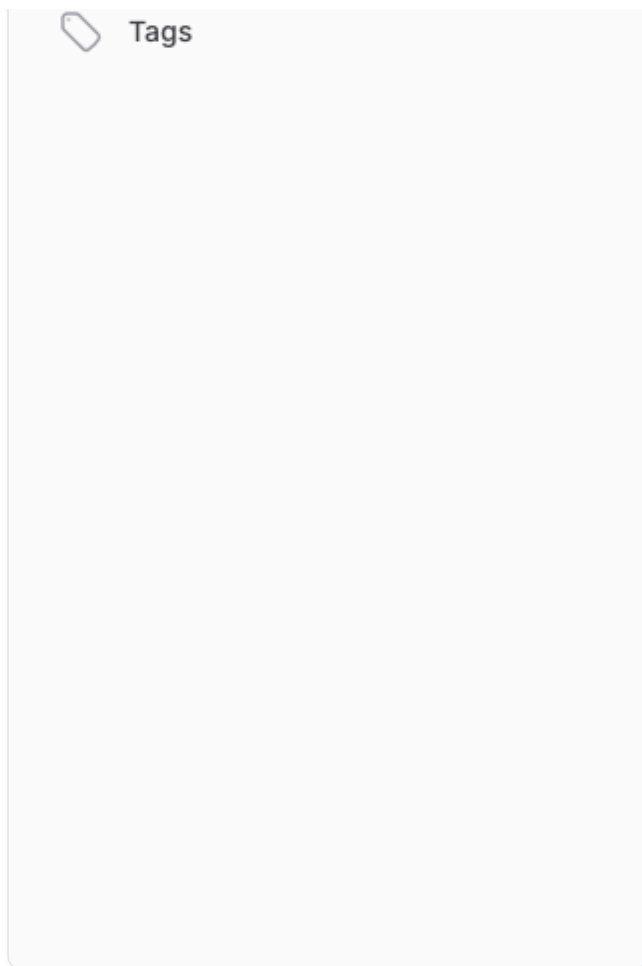
General

 Spaces

Settings

 Users

 Configurations



Record Points sits near the top of the Loyalty Program group.

2. Type the customer's number in **Phone Number**.

You can also tap the camera icon to scan the customer's code.

3. Click **Next**.

Record Points

01 Enter Customer Phone Number

Phone Number*

012-048 7510

Customer Name or Phone

Amira Rahman (+60120487510)

Next

Check Customer Rewards Validate Reward Deduct Point

Check that the customer's name appears before you continue.

4. Type the amount paid after the voucher in **Point Amount**.

- RM450 bill with a RM50 voucher: type 400.
- Each 1 you type counts as RM1 spent and gives 1 point, before any tier or outlet boost.

Record Points

02 Enter Add Point Amount

Point Amount*

Customer Information

Customer Name	Amira Rahman
Phone Number	+60120487510
Current Points	0
Tier	Normal

Back Create

Check Customer Rewards Validate Reward Deduct Point

Customer Information on the right shows who you're giving points to.

5. Click **Create** to add the points. If Pixalink asks you to confirm, confirm it.

Point Amount shows 400, the amount paid after the RM50 voucher.

If you don't want to give any points for that sale, skip these steps. Nothing is added unless you click **Create**.

What Your Customers Will See

Your customer sees their points go up by the amount you recorded, plus any tier or outlet boost. For a sale where you skipped Record Points, their balance stays the same.

Good to Know

- Marking a voucher as used at your counter doesn't add any points on its own.
- If you gave too many points by mistake, use **Deduct Point** on the same page to take them back. If you don't see that button, contact support.
- If you use tier or outlet point boosts, the customer may get more points than the amount you type.
- This guide is for points you record yourself. If your POS sends sales to Pixalink, contact support to check how discounts are handled.

Need Help?

Reach out to our support team. We're happy to help you set up a rule your staff can follow.

What's Next?

- [How to Redeem a Customer Voucher at Your Counter](https://kb.pixalink.io/articles/how-to-redeem-a-customer-voucher-at-your-counter) (https://kb.pixalink.io/articles/how-to-redeem-a-customer-voucher-at-your-counter)
- [How to Deduct Points from a Customer](https://kb.pixalink.io/articles/how-to-deduct-points-from-a-customer) (https://kb.pixalink.io/articles/how-to-deduct-points-from-a-customer)

- [How to Record Points for a Customer](https://kb.pixalink.io/articles/how-to-record-points-for-a-customer) (https://kb.pixalink.io/articles/how-to-record-points-for-a-customer)