

What Is This?

Switching your AutoCount points programme to Pixalink shouldn't cost any member a point. Follow this order, and each balance will match AutoCount.

Real-Life Example

Siti runs Bayu Health, a pharmacy on AutoCount points. On 1 March she reset points and kept each member's old balance as their **Opening Points**. Siti asked support to import sales from 1 March and imported her debtors and members. Support then loaded the opening points. Four regulars she checked matched AutoCount exactly.

How to Set It Up

Important

Before AutoCount is connected, tell Pixalink support the date your AutoCount points start from. Support sets it as **Import sales from**. Sales dated before that day never earn points. Sales dated on that day do.

1. Go to **Admin Panel** → **CRM** → **Customers** once AutoCount is connected.

 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

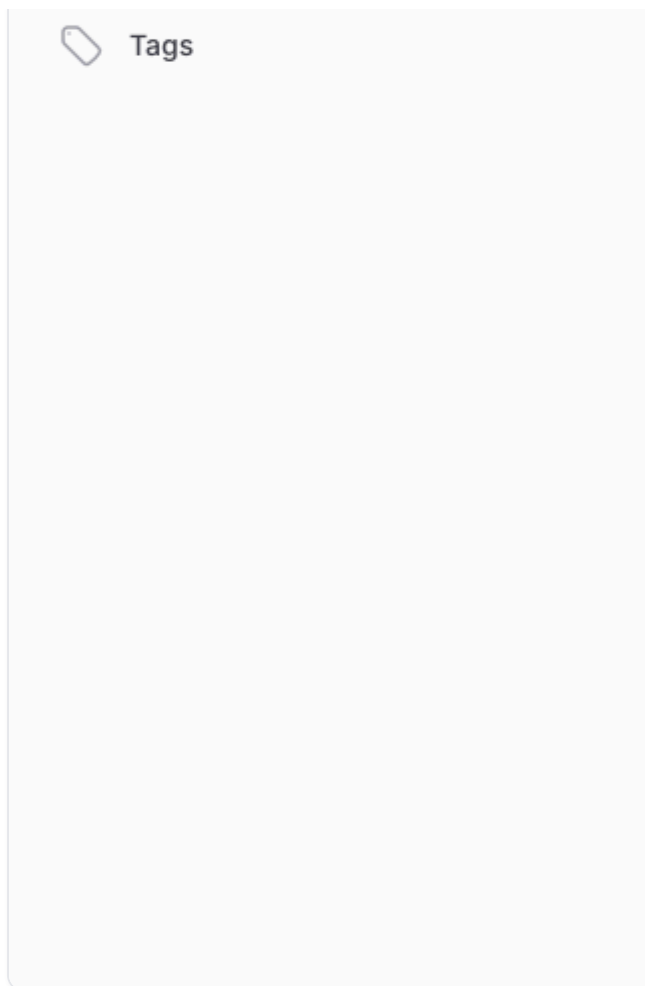
General ^

 Spaces

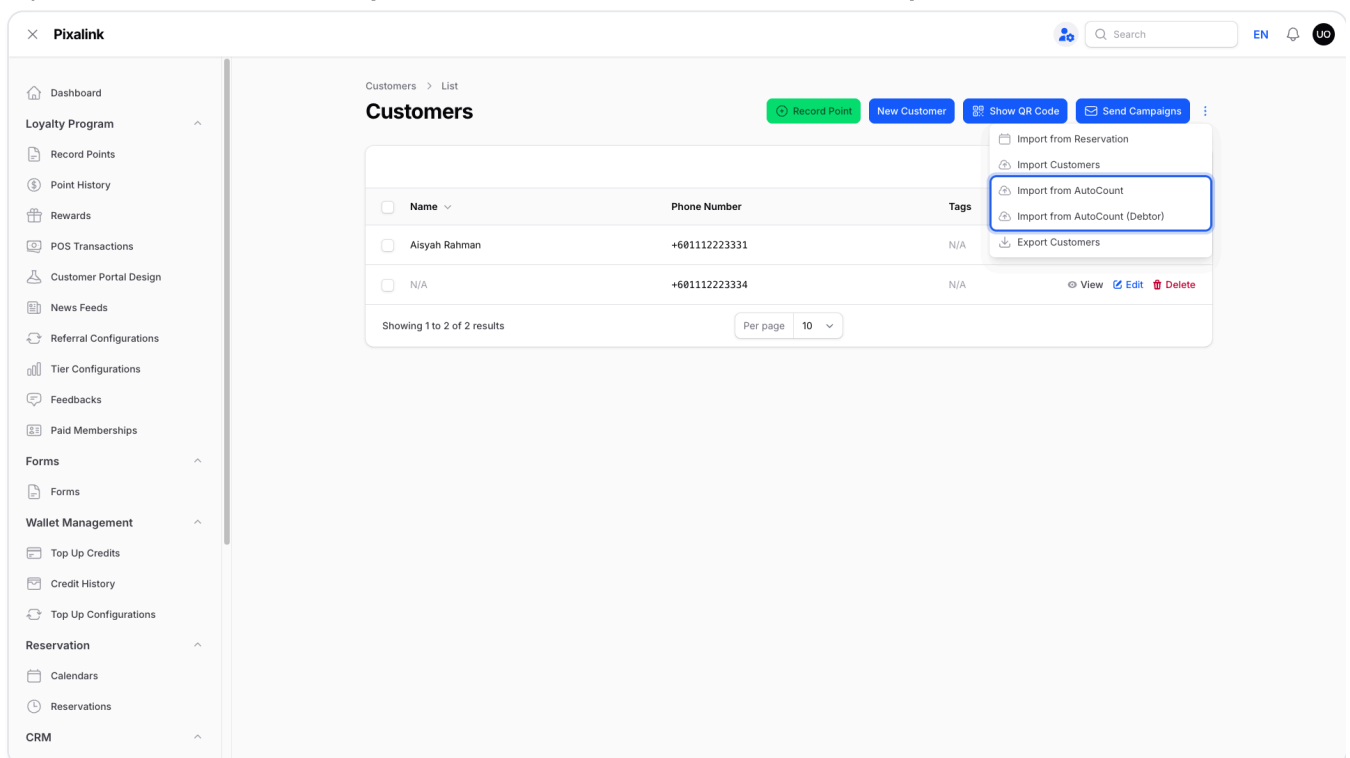
Settings ^

 Users

 Configurations



2. Open the  menu. Run **Import from AutoCount (Debtor)**, then **Import from AutoCount**.



The screenshot shows the Pixalink interface with a sidebar menu on the left and a main content area. The sidebar menu includes sections like Loyalty Program, Forms, Wallet Management, and Reservation. The main content area displays the 'Customers' list. At the top of the list, there are buttons for 'Record Point', 'New Customer', 'Show QR Code', and 'Send Campaigns'. A dropdown menu is open, showing options: 'Import from Reservation', 'Import Customers', 'Import from AutoCount', 'Import from AutoCount (Debtor)', and 'Export Customers'. The 'Import from AutoCount (Debtor)' option is highlighted with a blue box. Below the table, there is a pagination bar showing 'Showing 1 to 2 of 2 results' and a 'Per page' dropdown set to '10'.

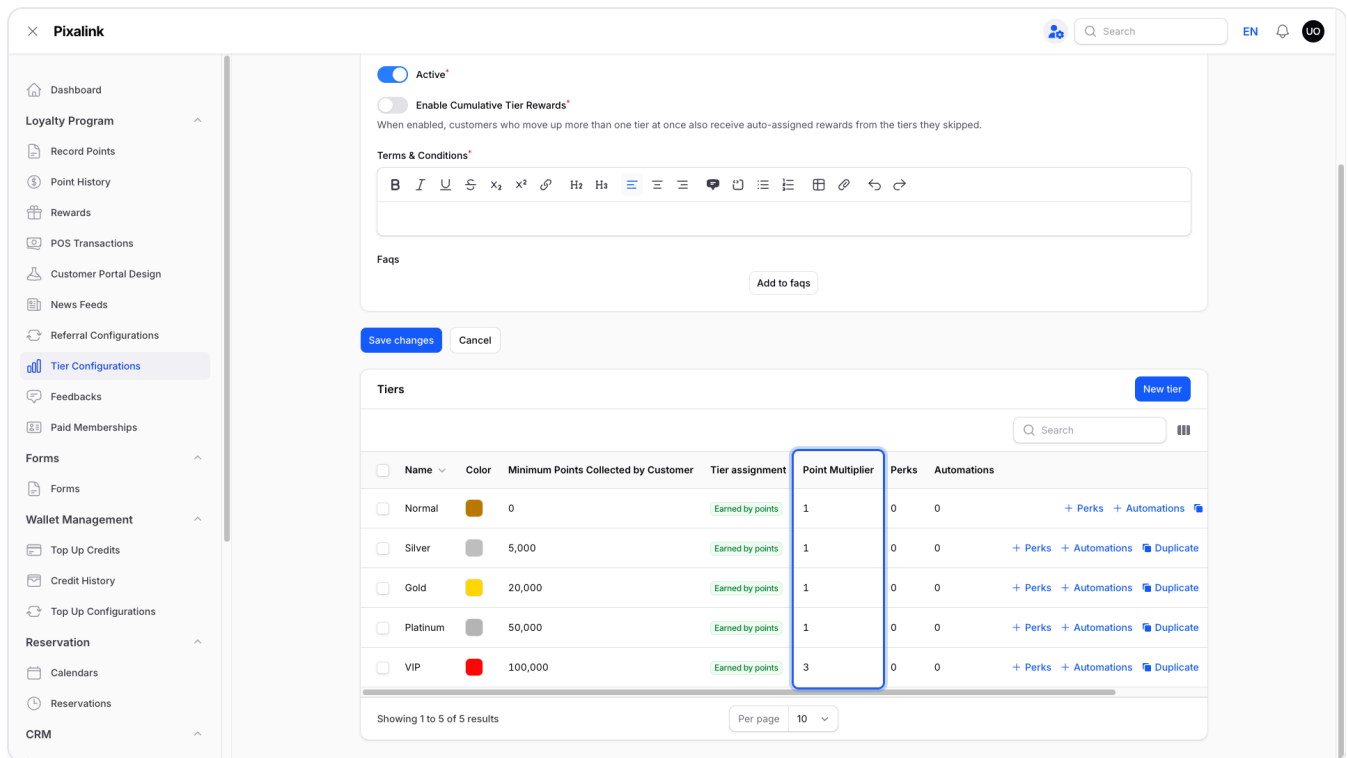
☐	Name	Phone Number	Tags
☐	Aisyah Rahman	+601112223331	N/A
☐	N/A	+601112223334	N/A

Showing 1 to 2 of 2 results

Per page 10

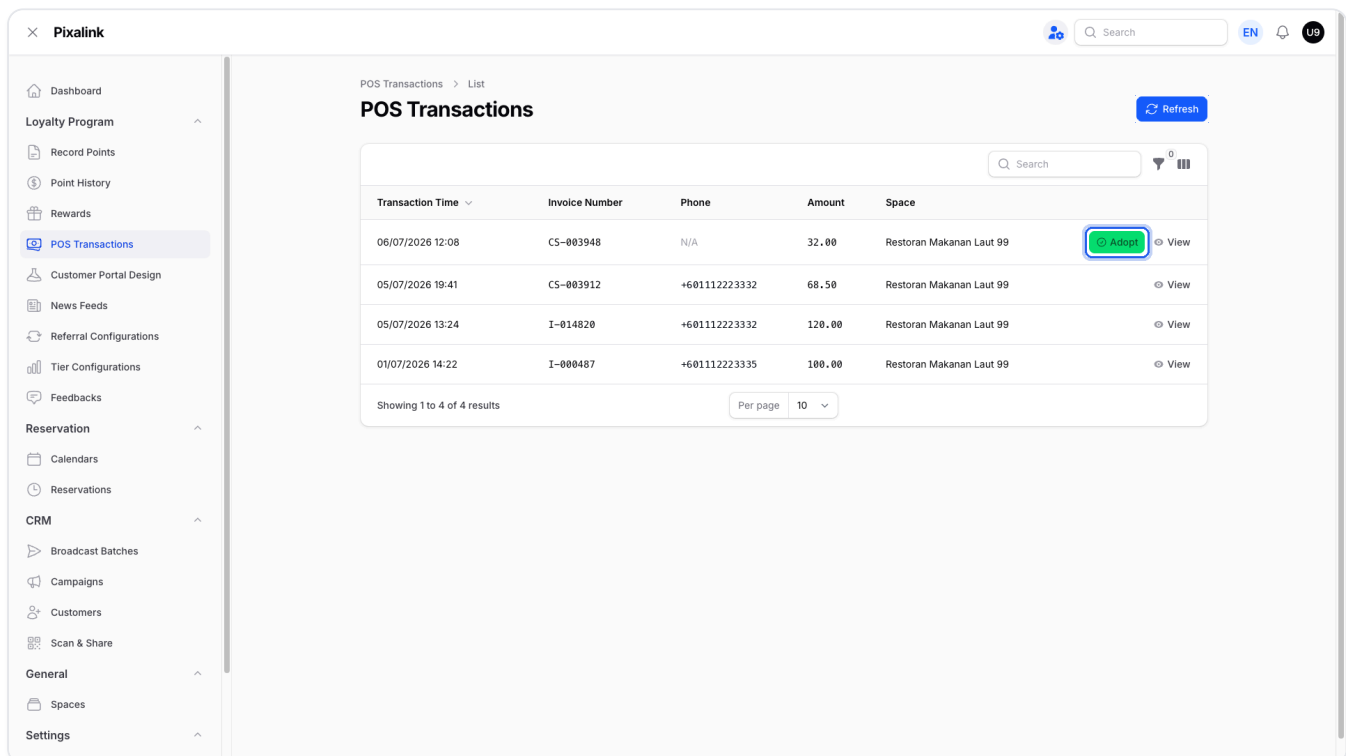
Do this before sales arrive. Pixalink checks for sales every 15 minutes, and a sale with no matching customer waits as **Pending**.

3. Go to **Admin Panel** → **Loyalty Program** → **Tier Configurations** and set each tier's **Point Multiplier** to your AutoCount earning rate.



Pixalink gives 1 point per RM1, times the multiplier. If AutoCount gives 2 points per RM1, set 2. Members with no tier earn 1 point per RM1.

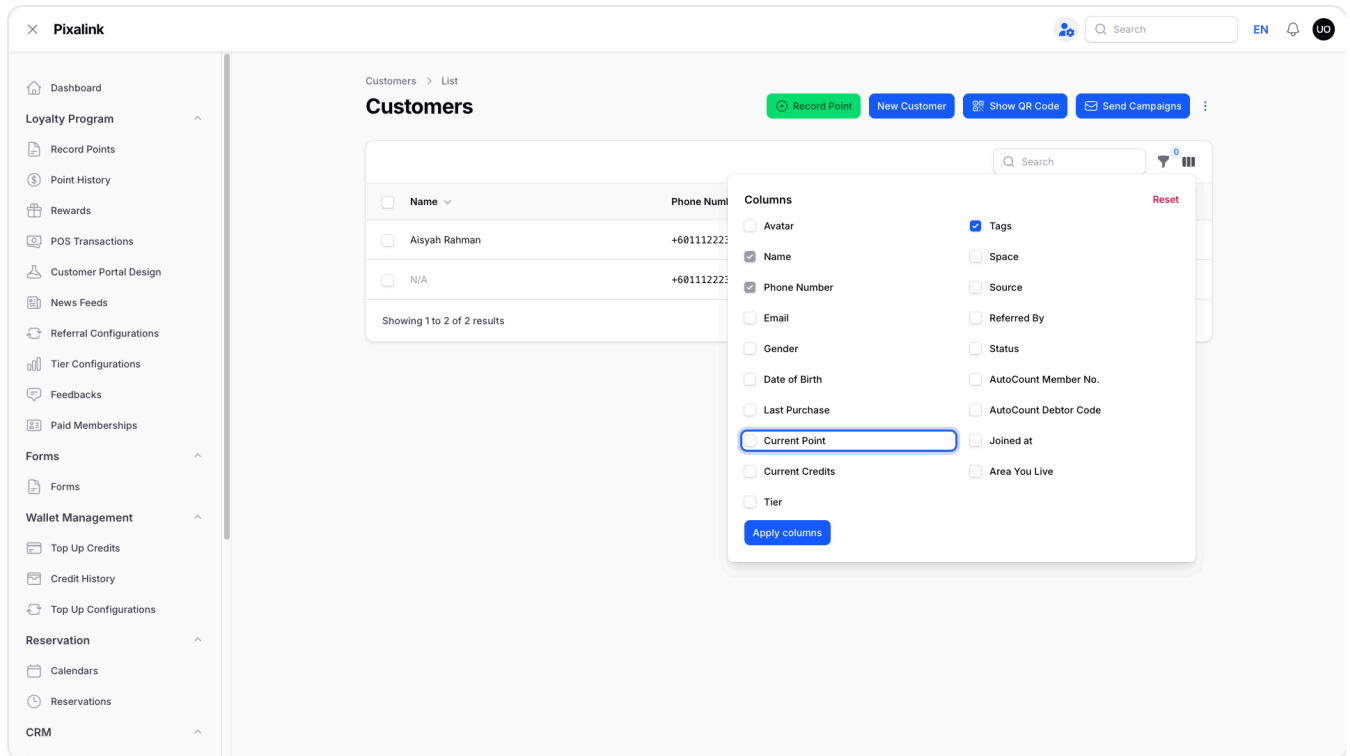
- Go to **Admin Panel** → **Loyalty Program** → **POS Transactions**. For a Pending sale, tap **Adopt** and enter the member's registered phone number.



Note

Now send Pixalink support each member's **Opening Points**. There's no upload button for these yet, so support adds them.

5. Open **Customers**, tick **Current Point** in the columns panel, and compare 3 or 4 members with AutoCount's Member Points report.



What Your Customers Will See

Nothing changes. Their loyalty page shows the same balance AutoCount did.

Good to Know

- Cash sales match the member on the bill first, then the debtor, then the phone number, the same way AutoCount credits its bonus points. Invoices match the debtor, then the phone number. POS terminal bills match the member only.
- Pending invoices and cash sales match on their own within the hour once the customer exists.
- **Adopt** with an unknown phone number creates a new customer.
- Keep each outlet's **Points Multiplier** at 100%. It stacks with the tier multiplier.
- Setting **Import sales from** later won't remove points already given.
- The historical-points upload in [this guide](https://kb.pixalink.io/articles/how-to-import-customers-with-historical-loyalty-points) (https://kb.pixalink.io/articles/how-to-import-customers-with-historical-loyalty-points) treats each row as a bill, so multipliers would inflate opening points.

Need Help?

Our support team is happy to plan your switch-over date.

What's Next?

- [How to Import Customers from AutoCount](https://kb.pixalink.io/articles/how-to-import-customers-from-autocount) (https://kb.pixalink.io/articles/how-to-import-customers-from-autocount)

- [How AutoCount Invoices Become Point-Earning Transactions](https://kb.pixalink.io/articles/how-autocount-invoices-become-point-earning-transactions) (https://kb.pixalink.io/articles/how-autocount-invoices-become-point-earning-transactions)
- [How to Import Customers with Historical Loyalty Points](https://kb.pixalink.io/articles/how-to-import-customers-with-historical-loyalty-points) (https://kb.pixalink.io/articles/how-to-import-customers-with-historical-loyalty-points)