What Is This?

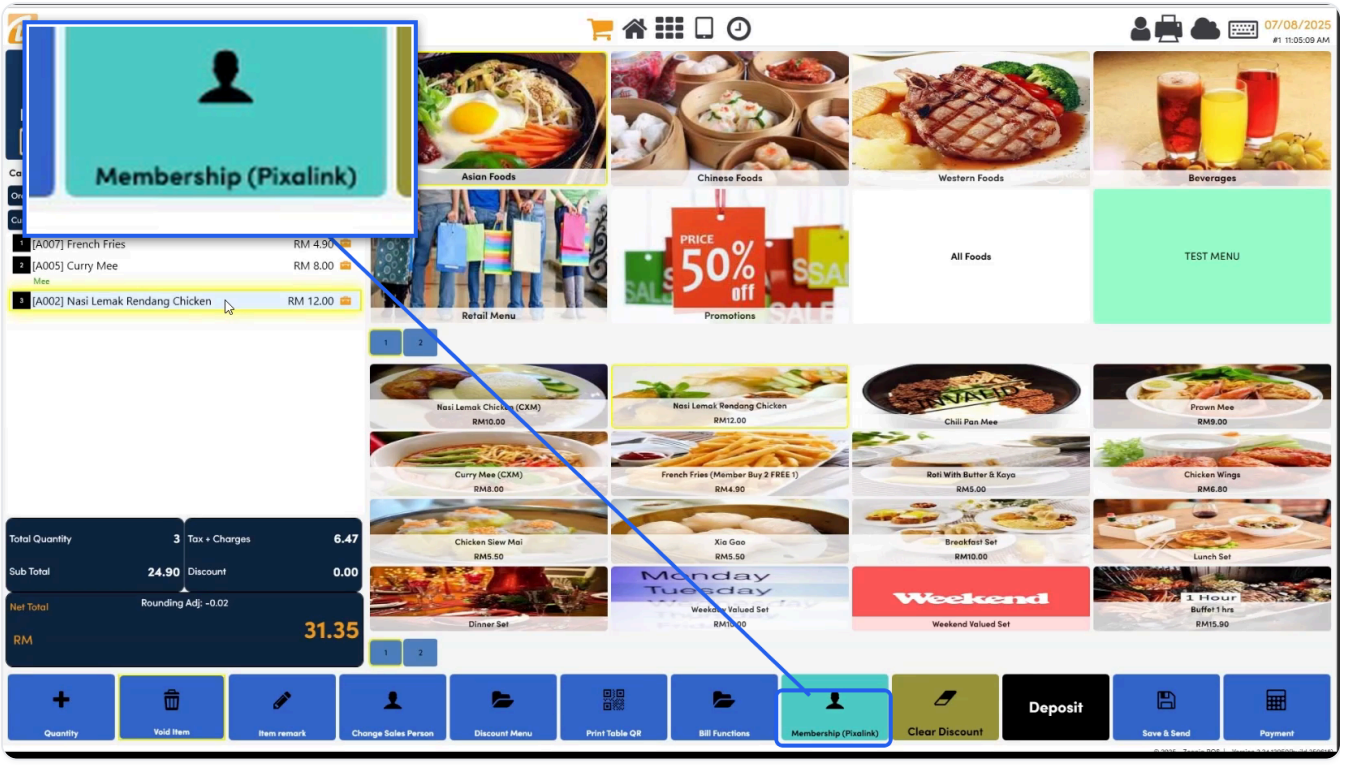
Your Zeoniq POS can find a Pixalink member and apply their voucher at the counter. When the bill is paid, the member earns points by themselves. Your cashier never opens Pixalink.

Real-Life Example

Wei Lin runs a cafe in Puchong with Zeoniq POS. Her regulars kept asking why their visits didn't earn points. Her new cashier took payment without adding the member. Wei Lin showed her the **Membership (Pixalink)** button. Now the cashier adds the member, applies their 5% discount voucher, then takes payment. The points show on the customer's phone moments after they pay.

How to Set It Up

1. Tap **Membership (Pixalink)** after you add the items to the order.



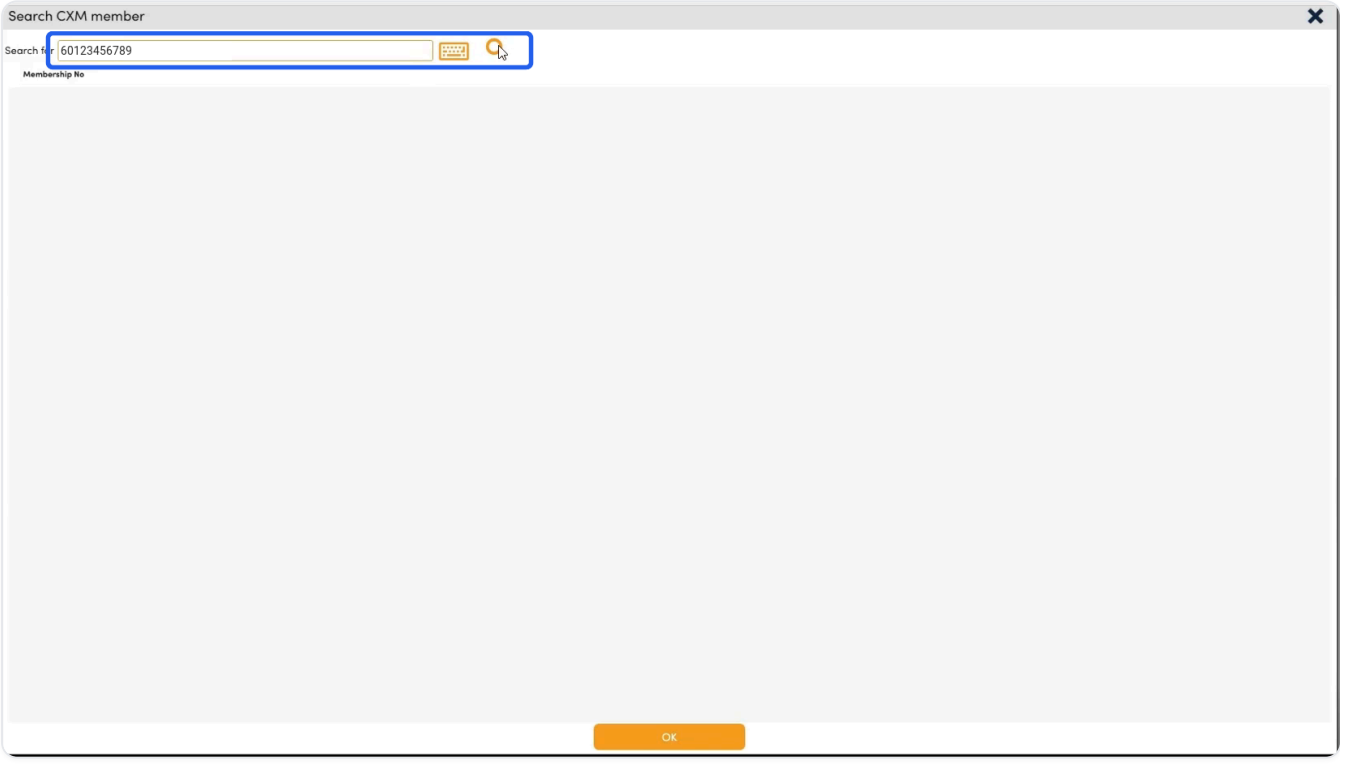
Membership (Pixalink) is the teal button in the bottom bar.

2. Tap **Get Pixalink Membership**.



The Pixalink buttons replace the normal bottom bar.

3. Type the customer's phone number in **Search for**, then tap the search icon.



Type the number like 60123456789. This is an example number, not a real customer.

4. Tap the member, then tap **OK**.

The member shows as their phone number with its country code, like +60123456789.

5. Tap **Membership (Pixalink)** again.

The member's name now shows on the order.

6. Tap **Get Discount Voucher**.

This opens the member's vouchers.

7. Tap the voucher the customer wants to use.

The discount then shows under each item.

8. Tap **Payment**, then tap **Exact Amount** and finish as usual.

Pixalink adds the points and uses up the voucher when Zeoniq sends the paid bill.

Video Walkthrough

Watch the video: https://www.youtube.com/watch?v=ztCqWjXXprs

What Your Customers Will See

The new points show in the customer's portal moments after the bill is paid. The voucher they used moves to **Used Rewards**. If you cancel the bill later, the points come off again, except any already spent. The voucher comes back too, if it hasn't expired.

Good to Know

- Add the member before you tap **Payment**. A bill paid without a member earns no points.
- Zeoniq finds members by phone number only. A customer who didn't finish signing up won't show.
- A voucher only shows if its reward is active and turned on for Zeoniq. See how to create a voucher for Zeoniq (https://kb.pixalink.io/articles/how-to-create-a-pixalink-voucher-your-zeoniq-pos-can-apply).
- Points use the bill total, rounded down to whole ringgit. Tier and outlet point bonuses still apply.
- If a picked voucher was already used, Pixalink rejects the whole bill. Remove that voucher and pay again.
- Zeoniq can also swap a member's points for a new voucher at the counter, if your Zeoniq setup offers it.

Need Help?

If you don't see the **Membership (Pixalink)** button, ask your Zeoniq account manager to turn on the third-party CRM licence for your outlet.

What's Next?

- Connect Zeoniq POS to Pixalink (https://kb.pixalink.io/articles/connecting-zeoniq-pos-with-pixalink-loyalty-system)
- How Zeoniq sales earn points and how cancelling works (https://kb.pixalink.io/articles/how-zeoniq-sales-earn-points-and-why-a-sale-might-not)
- How loyalty points are earned at POS (https://kb.pixalink.io/articles/how-loyalty-points-are-earned-at-pos)

▶ **Video transcript: How to Find a Member and Apply a Voucher at Zeoniq POS**

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