

What Is This?

When your receipt form checks order numbers, Pixalink remembers which customer used each one. Search an order number such as OS0001 to see who sent it and when. Use the result to follow up a sale or check a receipt claim.

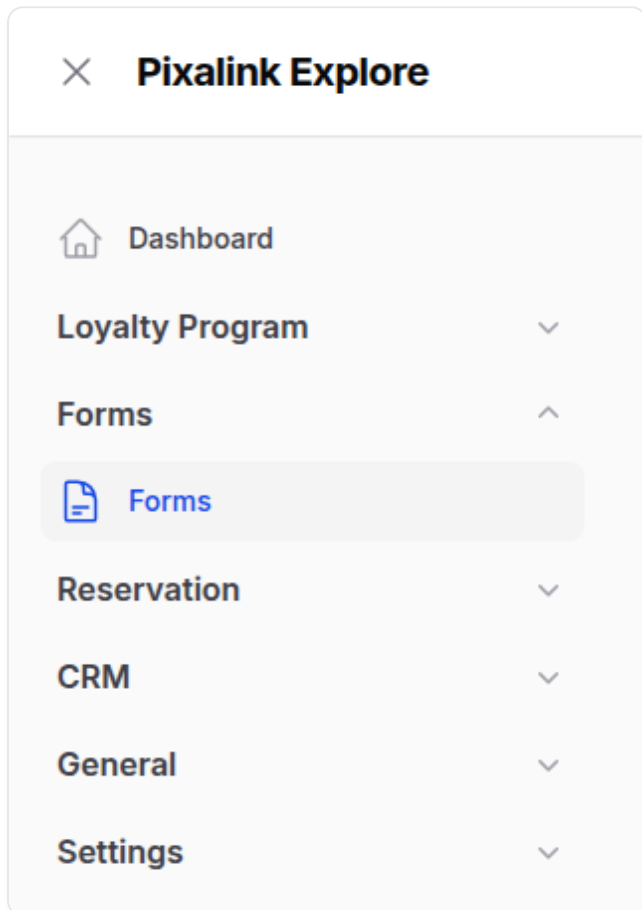
Real-Life Example

Farah owns a furniture shop in Ipoh. Her sales assistant creates order OS0001 for a walk-in buyer. Two weeks later, Farah wants to follow up on that sale. She searches OS0001 on her receipt form and sees the buyer's name under **Used By**. She calls the buyer the same afternoon.

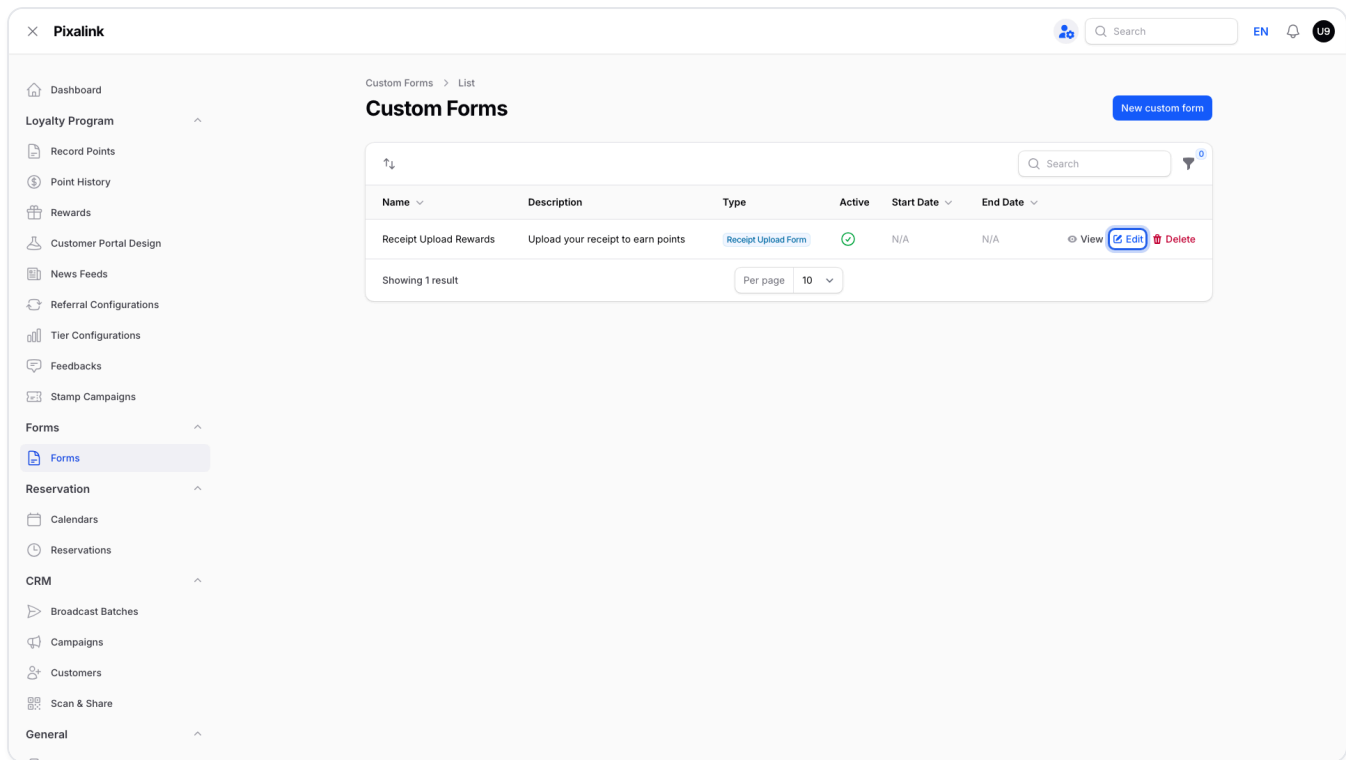
How to Set It Up

This lookup works on a **Receipt Upload Form** with **Enable Order ID Validation** turned on.

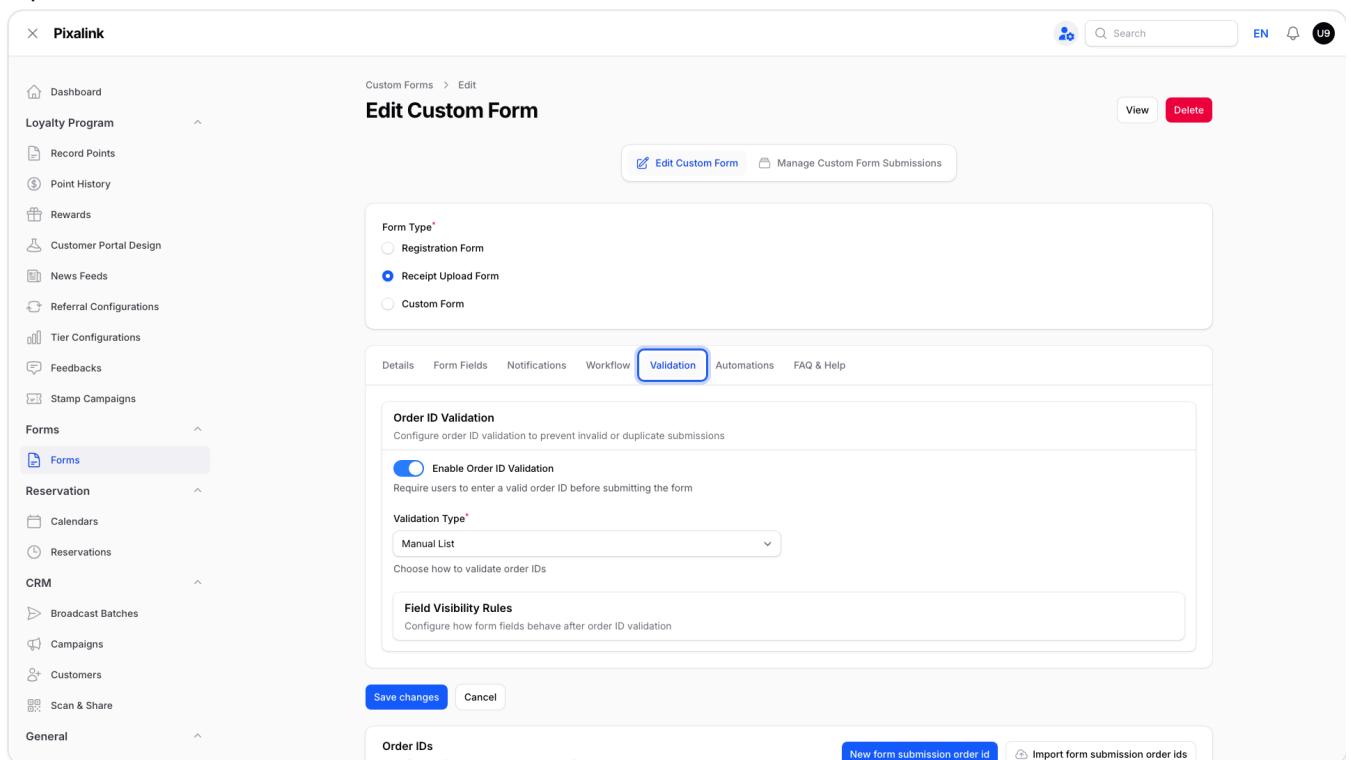
1. Go to **Forms** → **Forms** in the sidebar. This menu only appears when forms are turned on for your account.



2. Click **Edit** on the receipt form the customer used.



3. Open the **Validation** tab and check that **Enable Order ID Validation** is on.



4. Scroll down to **Order IDs** and type the order number in the search box.

5. Read **Used By** for the customer's name and **Used At** for when they sent the form.

6. To see the full submission, click **Manage Custom Form Submissions** at the top of the page.

7. Search the same number. The **Customer** column shows the name, phone number and email.

What Your Customers Will See

Good to Know

What you see	What it means
Used status and a name under Used By	A customer has used this number
N/A status and Not used	The number is on your list but nobody has used it yet
No result	The number was never added or used on this form

- Each form keeps its own list. Search the form the customer actually used.
- Used numbers are locked. You can't edit or delete them.

Tip

Use the filter next to the search box and pick **Used** to list only numbers customers have already taken.

Need Help?

If the **Forms** menu is missing, contact our support team to turn on custom forms for your account.

What's Next?

- [How to Share a Form with a QR Code or Link](https://kb.pixalink.io/articles/how-to-share-a-form-with-a-qr-code-or-link) (https://kb.pixalink.io/articles/how-to-share-a-form-with-a-qr-code-or-link)
- [How to Give a Sign-Up Reward with a Custom Registration Form](https://kb.pixalink.io/articles/how-to-give-a-sign-up-reward-with-a-custom-registration-form) (https://kb.pixalink.io/articles/how-to-give-a-sign-up-reward-with-a-custom-registration-form)
- [How to View and Edit a Customer Profile](https://kb.pixalink.io/articles/how-to-view-and-edit-a-customer-profile) (https://kb.pixalink.io/articles/how-to-view-and-edit-a-customer-profile)