

What Is This?

Each POS sale earns points for the customer linked to the bill. Link the wrong person and they get the points. Here's how to spot it and move the points.

Real-Life Example

Farah runs a carpet shop that uses AutoCount. She buys a RM400 rug as her own member, "Umi". Later, the points land on "Demo Member A", a test member from setup. That demo member was still attached to the bill at the counter. Farah takes the points back from Demo Member A and records them for Umi.

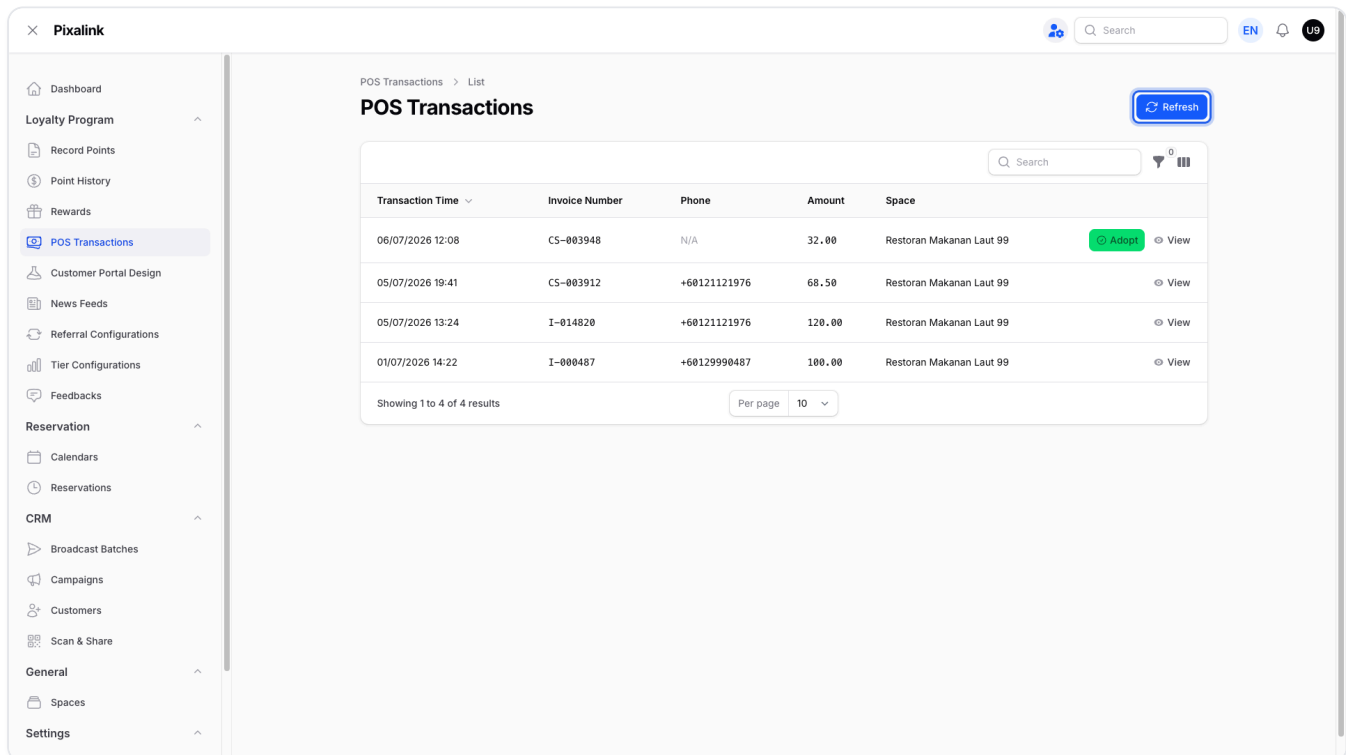
How to Set It Up

For AutoCount, Pixalink matches a cash sale by the member on the bill, then the debtor, then the bill's **Phone 1**. Invoices use the debtor, then Phone 1. POS terminal bills use the member only. So first check the bill for:

- A demo, test or walk-in member or debtor left selected
- A wrong or placeholder phone number, such as 0123456789
- The wrong member picked from the list

Editing the bill in AutoCount afterwards doesn't move points already given. Fix them in Pixalink:

1. Go to **Loyalty Program → POS Transactions** and find the sale by its **Invoice Number**. The **Phone** column usually shows who got the points.



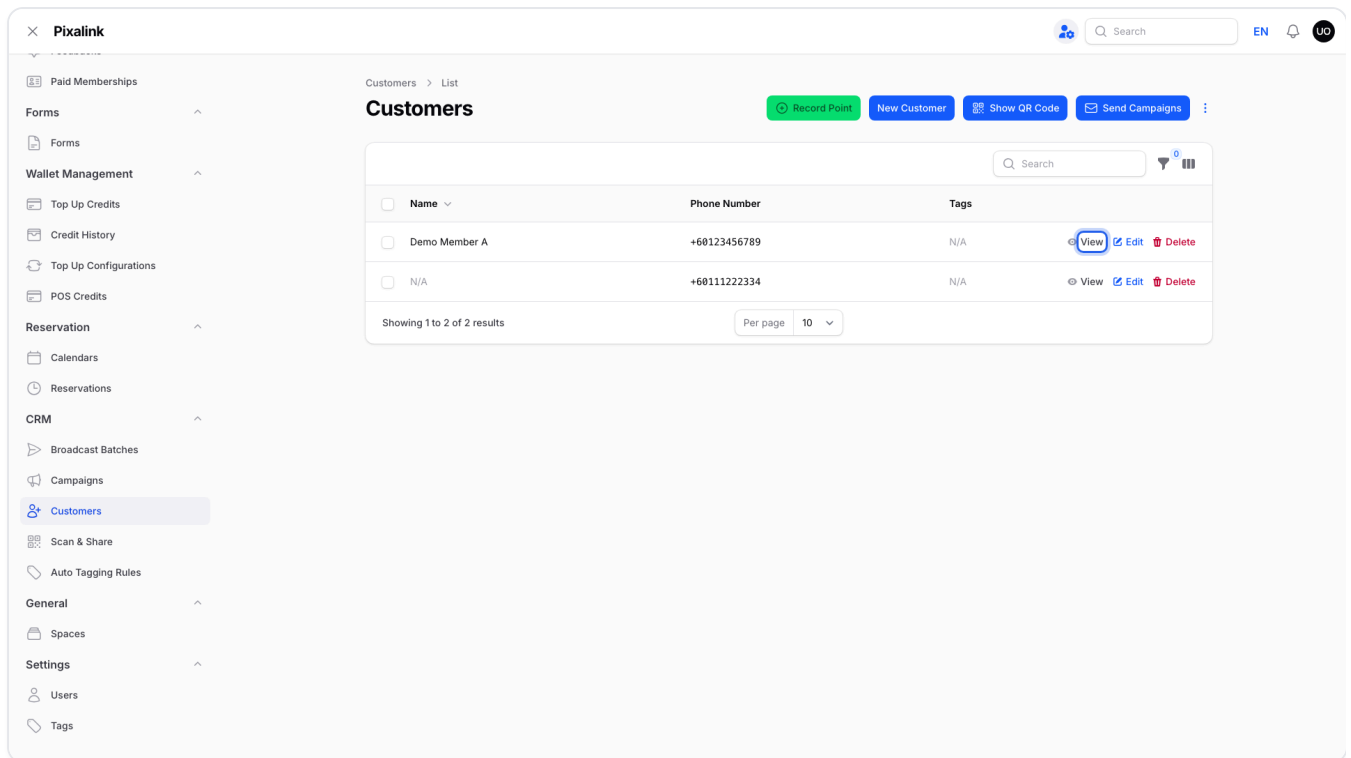
The screenshot shows the Pixalink web application interface. On the left is a sidebar menu with options like Dashboard, Loyalty Program, Record Points, Point History, Rewards, POS Transactions (highlighted), Customer Portal Design, News Feeds, Referral Configurations, Tier Configurations, Feedbacks, Reservation, Calendars, Reservations, CRM, Broadcast Batches, Campaigns, Customers, Scan & Share, General, Spaces, and Settings. The main content area is titled 'POS Transactions' and contains a table with the following data:

Transaction Time	Invoice Number	Phone	Amount	Space	
06/07/2026 12:08	CS-003948	N/A	32.00	Restoran Makanan Laut 99	Adopt View
05/07/2026 19:41	CS-003912	+60121121976	68.50	Restoran Makanan Laut 99	View
05/07/2026 13:24	I-014820	+60121121976	120.00	Restoran Makanan Laut 99	View
01/07/2026 14:22	I-000487	+60129990487	100.00	Restoran Makanan Laut 99	View

Below the table, it says 'Showing 1 to 4 of 4 results' and 'Per page 10'.

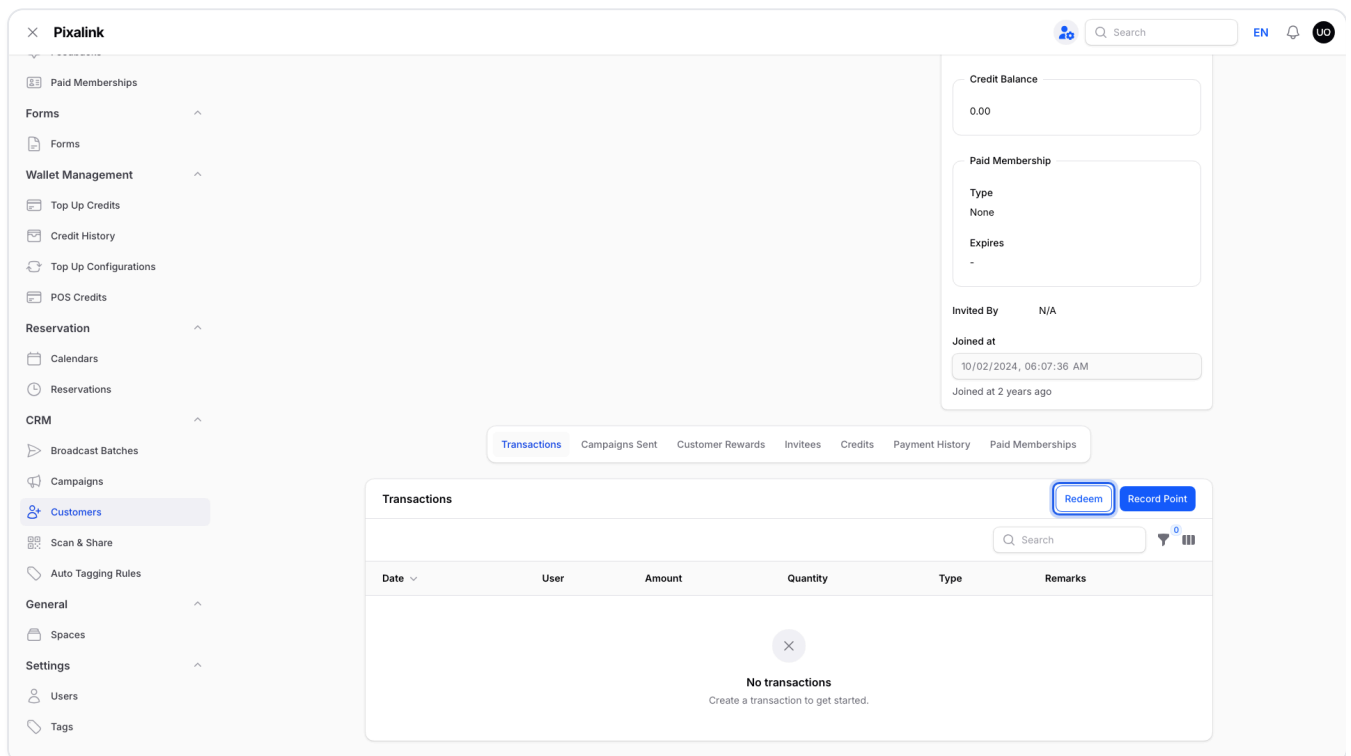
Search matches phone numbers, not invoice numbers. Note the Amount for step 6.

2. Go to **CRM → Customers** and click **View** on the customer who got the points by mistake.



In their Transactions, search for the invoice number. It is in Remarks. Note that sale's points.

3. Click **Redeem** in the Transactions section.



Redeem is the outlined button.

4. Choose **Custom...** in **Reward Name**, type the points in **Custom Points Deduction**, then click **Submit**.

Redeem

Reward Name*

Custom... x v

Custom Points Deduction*

Submit

Cancel

Balanced point

N/A

The points field appears once Custom... is picked.

- Open the right customer's page and click **Record Point** in the Transactions section.

Pixalink

Feedbacks

Paid Memberships

Forms

Forms

Wallet Management

Top Up Credits

Credit History

Top Up Configurations

Reservation

Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Scan & Share

Auto Tagging Rules

General

Spaces

Settings

Users

Tags

EN

UP

Credit Balance

0.00

Paid Membership

Type

None

Expires

-

Invited By

N/A

Joined at

10/02/2024, 06:07:36 AM

Joined at 2 years ago

Transactions

Campaigns Sent

Customer Rewards

Invitees

Credits

Payment History

Paid Memberships

Transactions

Redeem

Record Point

Q Search

0

Date v

User

Amount

Quantity

Type

Remarks

No transactions

Create a transaction to get started.

Record Point is the filled blue button.

- Type the sale amount in **Point Amount**, add the invoice number in **Remarks**, then click **Create**.

Create Transaction

Point Amount*

Remarks

Create

Cancel

If asked, pick the sale's Space. Their tier multiplier still applies.

What Your Customers Will See

The right customer sees the new points. The other customer's balance drops.

Good to Know

- You can't take back more points than the customer has left.
- After moving the points, don't void, return or change that bill's amount in AutoCount. Pixalink would apply the change to the first customer.
- **Adopt** only shows on Pending sales.

Need Help?

Contact support with the invoice number and both phone numbers.

What's Next?

- [AutoCount Members vs Debtors: Who Gets the Points?](https://kb.pixalink.io/articles/autocount-members-vs-debtors-who-gets-the-points) (https://kb.pixalink.io/articles/autocount-members-vs-debtors-who-gets-the-points)
- [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 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)