

How to Give AutoCount Customers a Redeemable Voucher

What Is This?

Turn any reward into a voucher your customers can spend at your AutoCount till. Pixalink sends the voucher codes straight to AutoCount, so your cashier takes money off the bill the moment a customer redeems. No more writing codes by hand or wondering if one has been used twice.

Real-Life Example

Wei Lin runs a busy seafood restaurant in Klang and rings up every sale in AutoCount. She wanted to thank her regulars with a free mud crab, worth RM25. Before, she printed paper coupons that were easy to fake. Now she sets the reward's cash value to RM25 and gives it a short batch prefix. When a regular claims the reward, the code appears at her AutoCount till. Her cashier keys it in, RM25 comes off the bill, and the code is used up for good. Wei Lin rewards her best diners without a single paper coupon.

How to Set It Up

You'll only see these settings once AutoCount is connected as your till.

1. Go to **Admin Panel** → **Loyalty Program** → **Rewards**.

 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

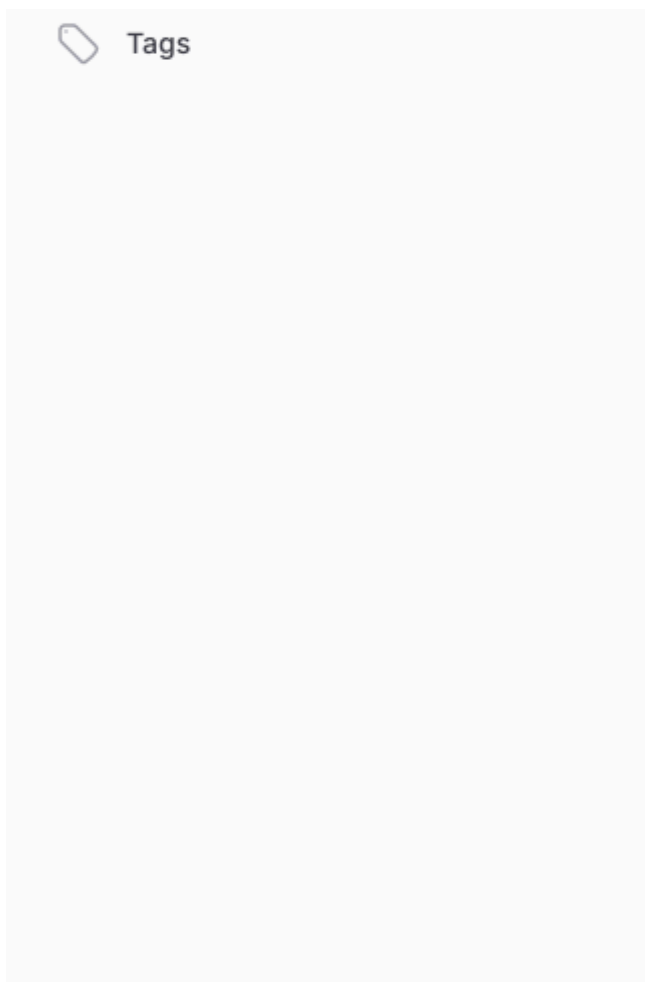
General

 Spaces

Settings

 Users

 Configurations



2. Open the reward you want to give, open the **Configurations** tab, then switch on **Enabled** under **AutoCount Integration Settings**.

AutoCount Integration Settings
Configure how this reward voucher is synced to AutoCount POS.

☒ Enabled

Voucher Type
Cash Value

Voucher Cash Value
RM 25

Voucher Batch Prefix
PXL- CRAB

e.g. "CRAB" → Voucher ID "PXL-CRAB" in AutoCount; each voucher code appears as a Voucher Number under it.

☒ Enable Auto-Generation
Automatically mint random 8-character voucher codes and push them to AutoCount POS. Pixalink keeps the pool topped up as customers claim vouchers.

3. Leave **Voucher Type** on **Cash Value**. Then set **Voucher Cash Value** to the amount taken off your customer's bill at the till.

AutoCount Integration Settings
Configure how this reward voucher is synced to AutoCount POS.

☒ Enabled

Voucher Type
Cash Value

Voucher Cash Value
RM 25

Voucher Batch Prefix
PXL- CRAB

e.g. "CRAB" → Voucher ID "PXL-CRAB" in AutoCount; each voucher code appears as a Voucher Number under it.

☒ Enable Auto-Generation
Automatically mint random 8-character voucher codes and push them to AutoCount POS. Pixalink keeps the pool topped up as customers claim vouchers.

4. Enter a **Voucher Batch Prefix**, such as CRAB. Pixalink adds **PXL-** in front, so your voucher shows in AutoCount as PXL-CRAB.

AutoCount Integration Settings
Configure how this reward voucher is synced to AutoCount POS.

☒ Enabled

Voucher Type
Cash Value

Voucher Cash Value
RM 25

Voucher Batch Prefix
PXL- CRAB

e.g. "CRAB" → Voucher ID "PXL-CRAB" in AutoCount; each voucher code appears as a Voucher Number under it.

☒ Enable Auto-Generation
Automatically mint random 8-character voucher codes and push them to AutoCount POS. Pixalink keeps the pool topped up as customers claim vouchers.

5. Keep **Enable Auto-Generation** switched on. Pixalink then creates fresh codes and keeps a supply ready for your customers.

AutoCount Integration Settings
Configure how this reward voucher is synced to AutoCount POS.

☒ Enabled

Voucher Type
Cash Value

Voucher Cash Value
RM 25

Voucher Batch Prefix
PXL- CRAB

e.g. "CRAB" → Voucher ID "PXL-CRAB" in AutoCount; each voucher code appears as a Voucher Number under it.

☒ Enable Auto-Generation
Automatically mint random 8-character voucher codes and push them to AutoCount POS. Pixalink keeps the pool topped up as customers claim vouchers.

6. Click **Save changes**.

AutoCount Integration Settings

Configure how this reward voucher is synced to AutoCount POS.

☒ Enabled

Voucher Type

Cash Value

Voucher Cash Value

RM 25

Voucher Batch Prefix

PXL- CRAB

e.g. "CRAB" → Voucher ID "PXL-CRAB" in AutoCount; each voucher code appears as a Voucher Number under it.

☒ Enable Auto-Generation

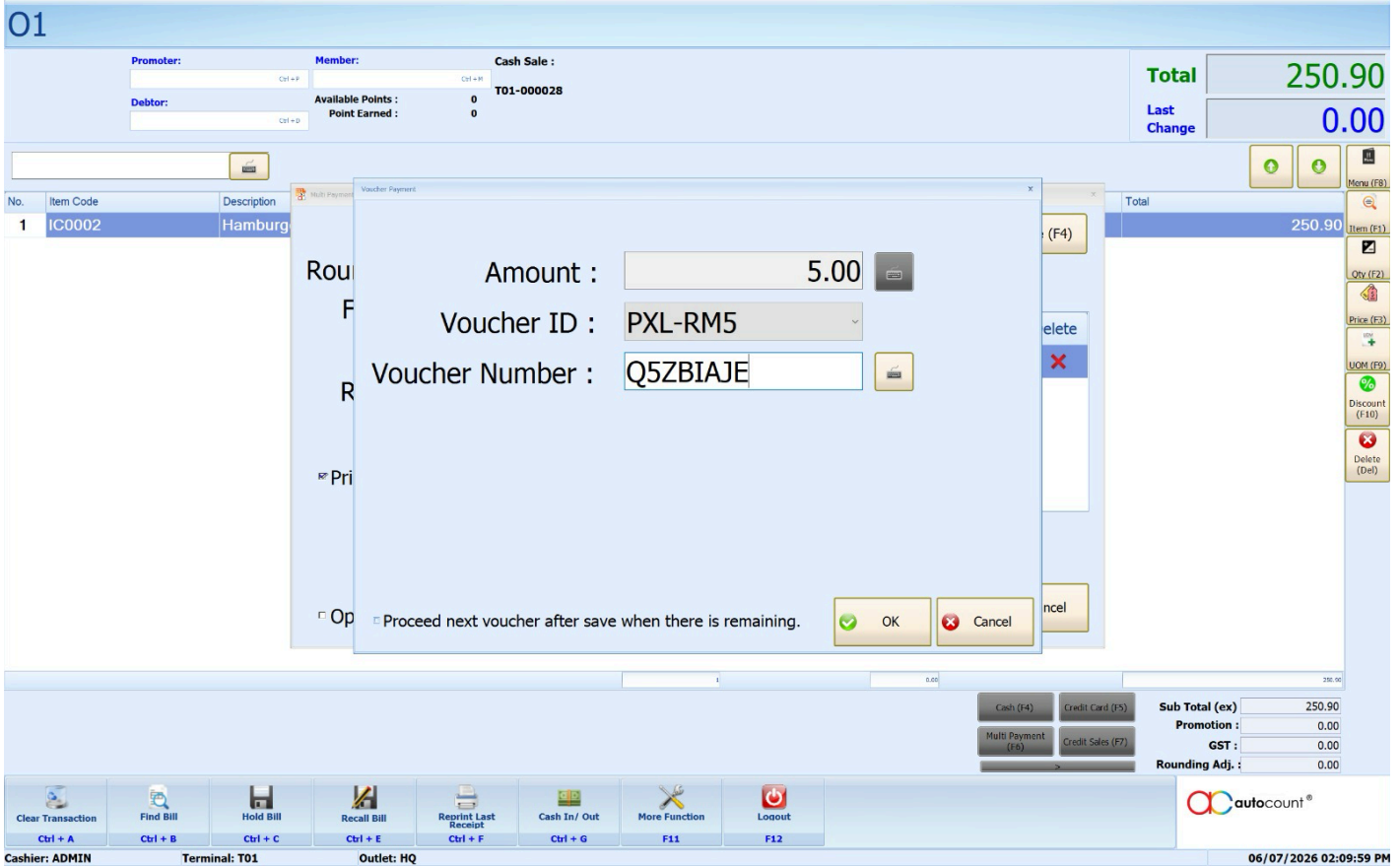
Automatically mint random 8-character voucher codes and push them to AutoCount POS. Pixalink keeps the pool topped up as customers claim vouchers.

What Your Customers Will See

Your customer claims the reward in their Pixalink account and gets a voucher code. They show that code at your counter. Your cashier enters it into AutoCount, and the cash value comes off the bill straight away.

At the counter, your cashier picks this reward's batch from the voucher list. Each reward you set up appears here as its own **PXL-** entry.

The screenshot displays the AutoCount POS interface. At the top, there's a header with '01' and fields for Promoter, Member, Cash Sale, Debtor, and Available Points. The total amount is 250.90, and the last change is 0.00. A 'Voucher Payment' dialog box is open, showing a list of voucher options. The 'Amount' is set to 5.00. The 'Voucher ID' is 'PXL-KOPI'. The 'Voucher Number' is 'PXL-KOPI'. The list of vouchers includes: PXL-KOPI, PXL-RICE, PXL-BANANA, PXL-BURGER, PXL-PASTA, PXL-RM5 (highlighted), PXL-RM10, PXL-RM20, PXL-RM50, PXL-RM100, PXL-NEWCUSTOMER, and PXL-WINBACK-RM3. The dialog also has 'OK', 'Cancel', and 'Proceed next voucher after save' buttons. The background shows a list of items, including 'Hamburger' (IC0002) for 250.90. The bottom of the screen features a toolbar with various functions like 'Clear Transaction', 'Find Bill', 'Hold Bill', 'Recall Bill', 'Reprint Last Receipt', 'Cash In/ Out', 'More Function', and 'Logout'. The status bar at the bottom indicates 'Cashier: ADMIN', 'Terminal: T01', 'Outlet: HQ', and the date/time '06/07/2026 04:08:18 PM'.



Redeeming Away From the Till

Voucher payment is a feature of the AutoCount **POS front counter** only. A back-office sales invoice (the kind your online or B2B sales team raises and collects payment on later) has no voucher screen, so a code cannot be applied there.

For those sales, redeem the voucher manually instead:

1. In Pixalink, go to **Admin Panel → Loyalty Program → Customer Rewards**, enter the customer's phone number, and click **Validate** on their voucher — or open the customer's profile and use **Mark as Used** on the voucher. Either way the code is spent and cannot be used again.
2. In AutoCount, key the voucher's value as a normal discount on the invoice.

This keeps the voucher honest in Pixalink while your accounting shows the discount the customer received.

Good to Know

- Give each reward its own **Voucher Batch Prefix**. Two rewards can't share the same one.
- A prefix can use capital letters, numbers, hyphens and underscores, up to 10 characters. Once vouchers exist for the reward, it locks and cannot be changed.
- Once a customer redeems a code at your till, it can't be used again — AutoCount marks the code spent instantly, even though the voucher may still show as unused in the customer's Pixalink app for a few minutes until the next sync catches up.

- The customer's voucher shows as a QR code plus the code itself. Your cashier can scan it with a phone camera or type the code in — when scanned at the Voucher Payment screen, the right voucher batch is selected automatically. If your counter uses a barcode scanner that cannot read QR codes, ask us to switch the format to a barcode.
- **Enable Auto-Generation** means you never run out of codes. To change how many are made, see the voucher pool guide below.

Need Help?

Our support team is happy to help you set up your first AutoCount voucher.

What's Next?

- [How to Set Up a Voucher Pool for an AutoCount Reward](#)
- [How to Connect AutoCount AgileX to Pixalink](#)
- [How to Import Customers from AutoCount](#)