

How to Import Customers from AutoCount

What Is This?

If you already keep member records in AutoCount, you can bring them straight into Pixalink with one click. This saves you from typing customers in by hand and gets your regulars into your loyalty program right away.

Real-Life Example

Ahmad runs Kopi Corner cafe in Bangsar. He has spent years building up a member list in AutoCount, with hundreds of regulars who buy coffee every morning. When he joined Pixalink, he wanted all those members in his loyalty program without starting from scratch. Instead of re-typing every name, he used the Import from AutoCount button. Within minutes, his members with a phone number appeared in his Pixalink Customers list. Now they can collect points on their next visit, and Ahmad kept all the history he had built. He can also send them offers straight from Pixalink, without touching his old records again.

How to Set It Up

The Import from AutoCount option only shows once your AutoCount connection is set up.

1. Go to **Admin Panel** → **CRM** → **Customers**.

 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

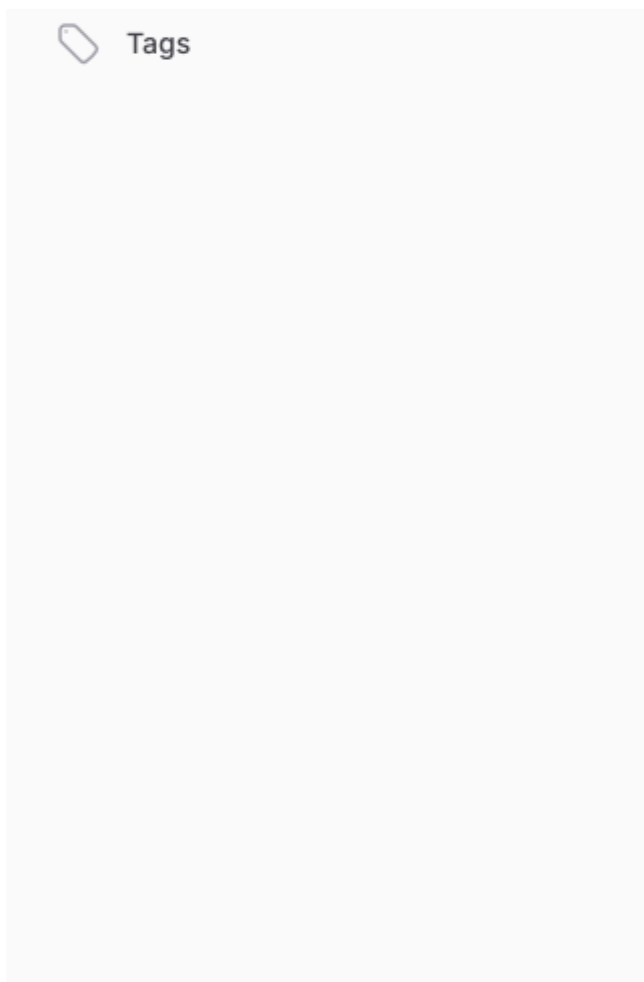
General

 Spaces

Settings

 Users

 Configurations



2. Open the **Actions** menu at the top right, then click **Import from AutoCount**.

Customers > List

Customers

Record Point New Customer Show QR Code Send Campaigns

Search

☐	Name	Phone Number	Tags	
☐	Gao Thor Zit	+60192655417	N/A	View Edit Delete
☐	Thamil Nair A/L Selvakkumar Dalriam	+60163409685	N/A	View Edit Delete
☐	Gan Pin Lao	+60121121976	N/A	View Edit Delete
☐	Sanjay Sekhar	+60164236219	N/A	View Edit Delete
☐	Nethaji Sooryapparad A/L Karnail Balan	+60168639329	N/A	View Edit Delete
☐	Fahira Hamdani binti Humadu Zubair	+60125366683	N/A	View Edit Delete
☐	D. S. Sutheswari	+60192567467	N/A	View Edit Delete
☐	Sim Yeong Wan	+60121198945	N/A	View Edit Delete
☐	Noor Hajjah Hadiyatul binti Aqashah	+60191437822	N/A	View Edit Delete
☐	R. G. Rohan	+60129895777	N/A	View Edit Delete

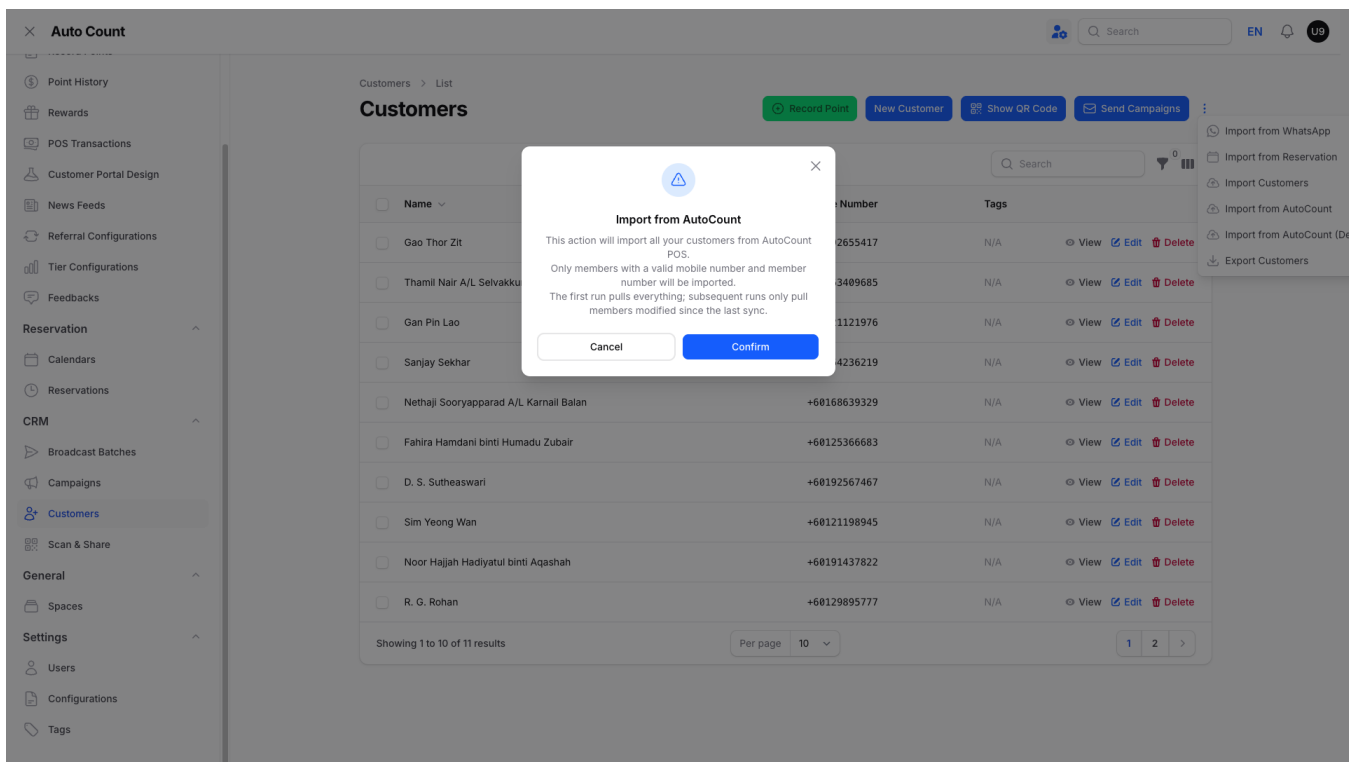
Showing 1 to 10 of 11 results

Per page 10

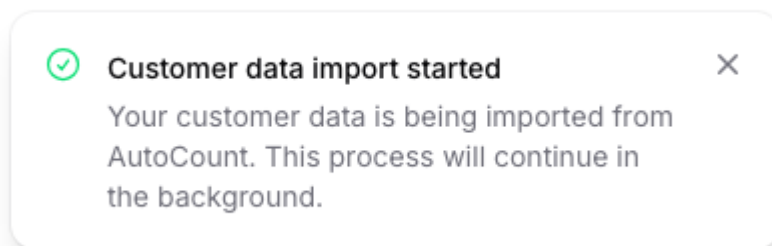
1 2 >

Import from WhatsApp
Import from Reservation
Import Customers
Import from AutoCount
Import from AutoCount (I)
Export Customers

3. Read the note about what will be imported, then click **Confirm**.



4. Check the message confirming your import has started.



What Your Customers Will See

Your customers won't get any message from this import. They simply become part of your loyalty program, ready to collect points the next time they visit. Once the import finishes, your imported members appear in your Customers list.

Good to Know

- Only members that have a phone number and a member number are brought over. Members with no phone number are skipped.
- Each time you run this, it re-checks your whole AutoCount member list. Anyone who already matches a customer is updated, so you won't get duplicates, and new members are added.
- The import runs in the background, so a large member list may take a little while to appear.
- You can run this import again any time you add or update members in AutoCount.

Need Help?

Reach out to our support team any time. We're happy to help you get your AutoCount members into Pixalink.

What's Next?

- [How to Import Customers from CSV](#)
- [Bulk-Syncing Customers to On-Prem POS Systems \(iVend, AutoCount\)](#)