

How to Scan Customer Barcodes with Your Device Camera

What Is This?

Typing phone numbers at a busy counter is slow and easy to get wrong. The camera scan button lets your staff scan the customer's member barcode instead. The phone number fills in on its own, so points and rewards move faster.

Real-Life Example

Ahmad runs Kopi Corner, a cafe in Bangsar. His staff used to type each phone number by hand, and typos meant lost points. Now his cashier clicks the camera icon and scans each customer's member barcode. The number appears straight away. The queue moves faster, and points always reach the right person.

How to Set It Up

Before you start, turn on **Show Barcode In Profile** under **Customer Portal Design** so customers have a barcode to show.

1. Go to **Admin Panel** → **Loyalty Program** → **Record Points**

 Dashboard

Loyalty Program ^

 **Record Points**

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

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Reservation ^

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 Reservations

CRM ^

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

General ^

 Spaces

Settings ^

 Users

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 Tags

2. Ask the customer to tap their photo on their loyalty page. Their member card pops up with a barcode.



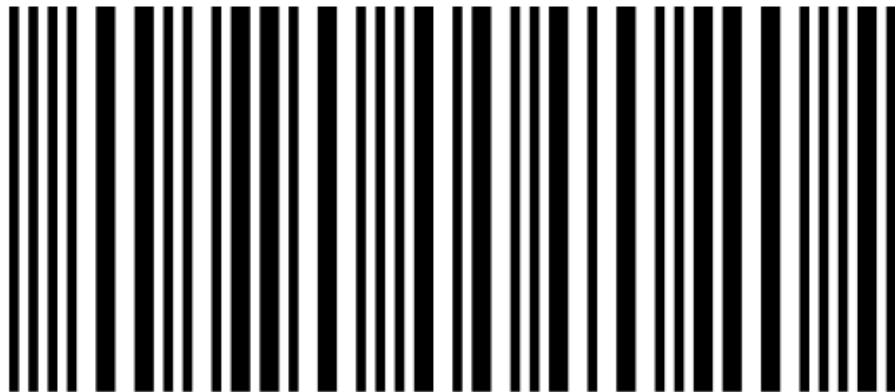
Membership



Aisyah Rahman

+60111222333

Joined at 2025-01-01 (1 year ago)



60111222333




Home


Order


Rewards


Profile

3. Click the camera icon at the end of the **Phone Number** box. If your browser asks to use the camera, choose **Allow**.

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Dashboard

Loyalty Program

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- Point History
- Rewards
- Customer Portal Design
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- Referral Configurations
- Tier Configurations
- Feedbacks

Reservation

- Calendars
- Reservations

CRM

- Broadcast Batches
- Campaigns
- Customers
- Scan & Share

General

- Spaces

Settings

- Users

Record Points

[Check Customer Rewards](#) [Validate Reward](#) [Deduct Point](#)

01 Enter Customer Phone Number

02 Enter Add Point Amount

Phone Number*

012-345 6789



[Next](#)

4. Point your camera at the customer's barcode. The phone number fills in on its own.

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Validate Reward

Deduct Point

01 Enter Customer Phone Number

02 Enter Add Point Amount

Phone Number*

+ 111222333

Next

5. Click **Next** to check the customer's details, then record points as usual.

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Deduct Point

01 Enter Customer Phone Number

02 Enter Add Point Amount

Point Amount*

Back

Customer Information

Customer Name

Aisyah Rahman

Phone Number

+60111222333

Current Points

300

Create

6. Click **Validate Reward** to check a reward code instead, and use the same camera icon there.

Validate Reward

Mode

Redemption code

Voucher code

Redemption Code*

112233

Ask the customer to open their claimed reward. They will see a 6-digit code that refreshes every 15 minutes. Enter it here (or scan the barcode).

Submit

Cancel

What Your Customers Will See

They tap their photo on the loyalty page and show you their member card. The barcode usually holds their phone number. If you set a **Default Voucher Code Format**, their claimed rewards show a barcode too.

Good to Know

- Printed member cards work too. Some carry an extra padding digit, and the scan tidies that up. No need to trim any digits yourself.
- Pick the barcode style with the **Barcode Type** setting on the same page. Choices include QR Code, Code 128, Data Matrix and more. The starting style is **Interleaved 2 of 5 (Legacy)**.
- If no customer appears after a scan, the number may not be saved under your business yet. Add them under **CRM → Customers**, then scan again.
- **Validate Reward** appears only when reward redemption checks are on for your account. Message us if you do not see it.
- The same camera icon also appears in the **Check Customer Rewards** window.

Need Help?

Camera or barcode not working? Send our support team a message.

What's Next?

- [How to Redeem a Customer Voucher at Your Counter](#)
- [How to Redeem a Reward by Its Voucher Code](#)
- [Staff Training Basics: Record Points, Deduct Points & Redeem Vouchers](#)