

How to Set Up a Voucher Pool for an AutoCount Reward

What Is This?

A voucher pool lets Pixalink create redeemable voucher codes for a reward and send them to your AutoCount counter on their own. You never run out of codes, and your customers can claim a voucher and use it right away.

Real-Life Example

Ahmad runs Kopi Corner, a busy cafe in Bangsar. He wanted to give regulars a free coffee they could redeem at his AutoCount counter. Before, he typed voucher codes into AutoCount by hand and often ran short on a busy morning. Now he switches on the voucher pool for his Free Coffee reward and gives it a short prefix. Pixalink makes a batch of codes and keeps topping it up as customers claim them. When Wei Lin claims her free coffee, the code is already waiting at the counter. Ahmad never touches AutoCount again for that reward.

How to Set It Up

You set this up on the reward itself. Make sure AutoCount is connected first.

1. Go to **Admin Panel** → **Loyalty Program** → **Rewards** and open your reward.

 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

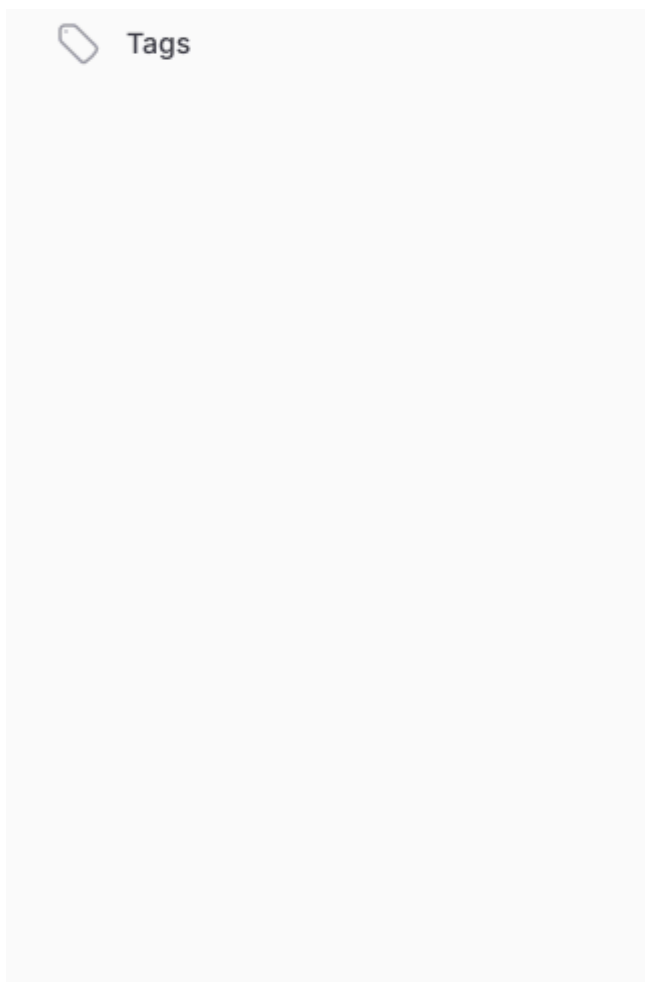
General

 Spaces

Settings

 Users

 Configurations



2. Open the **Configurations** tab and switch on **Enabled** under AutoCount Integration Settings.

Auto Count

Dashboard
Loyalty Program
Record Points
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Tier Configurations
Feedbacks
Reservation
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Reservations
CRM
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Customers
Scan & Share
General
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Settings

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

☒ Enabled

Voucher Type
Cash Value

Voucher Cash Value*
RM 12

Voucher Batch Prefix*
PXL- FREECOFFEE
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.

Advanced Settings
Override the default pool refill threshold and batch size.

Save changes Cancel

Customer Rewards Reward Vouchers

Customer Rewards

Search

Active filters Status: Pending

ID	Received Date	Customer	Expired Date	Used Date	Redeem Status	Outlet	Validator
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3. Set the **Voucher Cash Value** to what the voucher is worth at the counter.

Auto Count

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Customer Rewards

Reward Vouchers

Customer Rewards

Q Search

1

Active filters

Status: Pending

X

ID

Received Date

Customer

Expired Date

Used Date

Redeem Status

Outlet

Validator

4. Enter a **Voucher Batch Prefix**. This is a short name for this reward's codes, like FREECOFFEE. Pixalink adds it after PXL- so AutoCount can tell your batches apart.

Auto Count

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Customer Rewards

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1

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Status: Pending

X

ID

Received Date

Customer

Expired Date

Used Date

Redeem Status

Outlet

Validator

5. Leave **Enable Auto-Generation** switched on so Pixalink makes and tops up the codes for you.

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Outlet

Validator

6. To change the refill settings, open **Advanced Settings** and switch on **Customize advanced settings**. Otherwise, skip this step.

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Advanced Settings

Override the default pool refill threshold and batch size.

Customize advanced settings

Leave off to use Pixalink's tested defaults (refill below 50, mint 250 at a time).

Pool Threshold

50

Batch Size

250

Save changes

Cancel

Customer Rewards

Reward Vouchers

Customer Rewards

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1

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Status: Pending

ID

Received Date

Customer

Expired Date

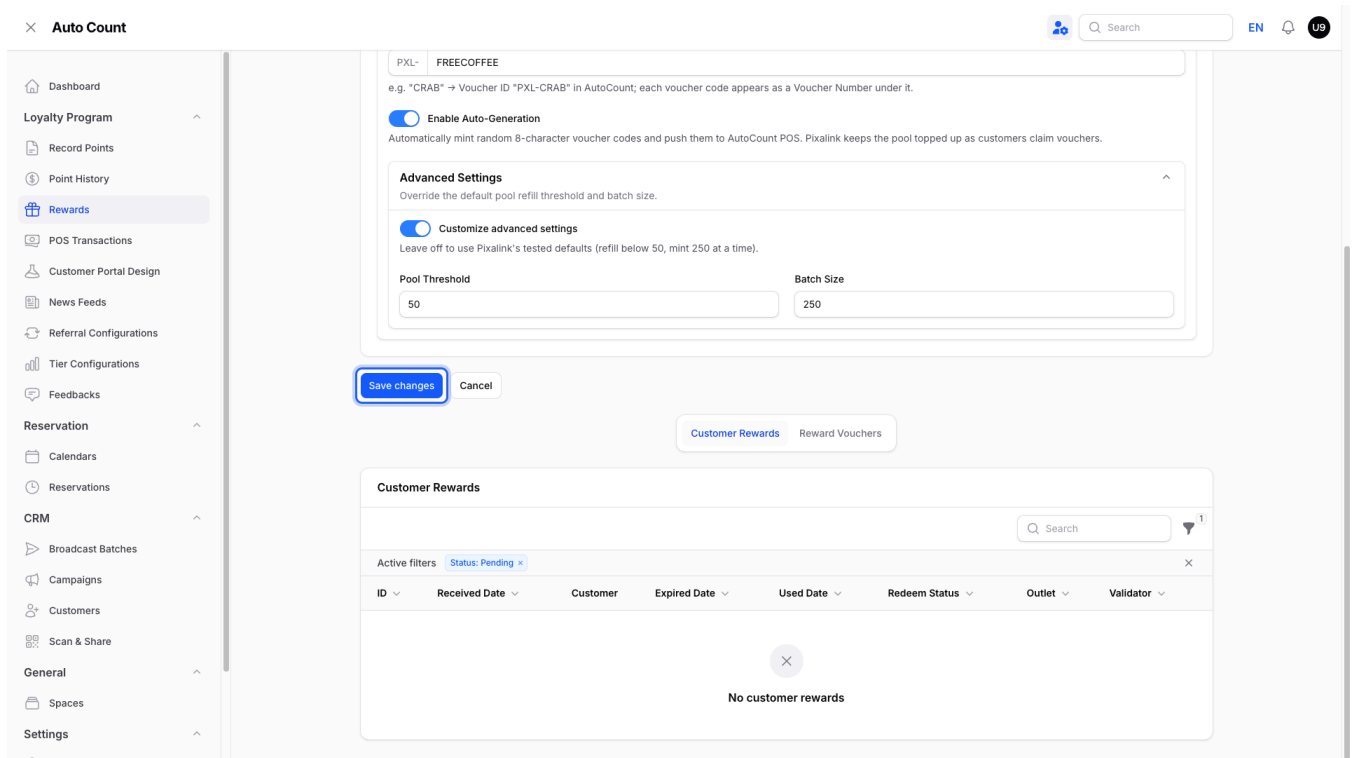
Used Date

Redeem Status

Outlet

Validator

7. Click **Save changes**.



What Your Customers Will See

Your customers see a normal reward. When they claim it, they get a voucher code to show at your counter. The code is already synced, so staff can apply it straight away.

Good to Know

- Leave **Voucher Type** on **Cash Value**, the only choice.
- Give each reward its own prefix. No two rewards in your account can share the same one.
- Keep the prefix short: capital letters, numbers, hyphens, and underscores only, up to 10 characters, so the full Voucher ID stays readable at the AutoCount till.
- Choose the prefix before your first batch: once vouchers are created for the reward, it locks and cannot be changed.
- Each reward becomes one voucher batch in AutoCount, named PXL- plus your prefix.
- With the tested defaults, Pixalink makes 250 codes at a time and tops up before you run low.

Need Help?

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

What's Next?

- [How to Give AutoCount Customers a Redeemable Voucher](#)
- [How to Connect AutoCount AgileX to Pixalink](#)
- [How to Redeem a Customer Voucher at Your Counter](#)