What Is This?

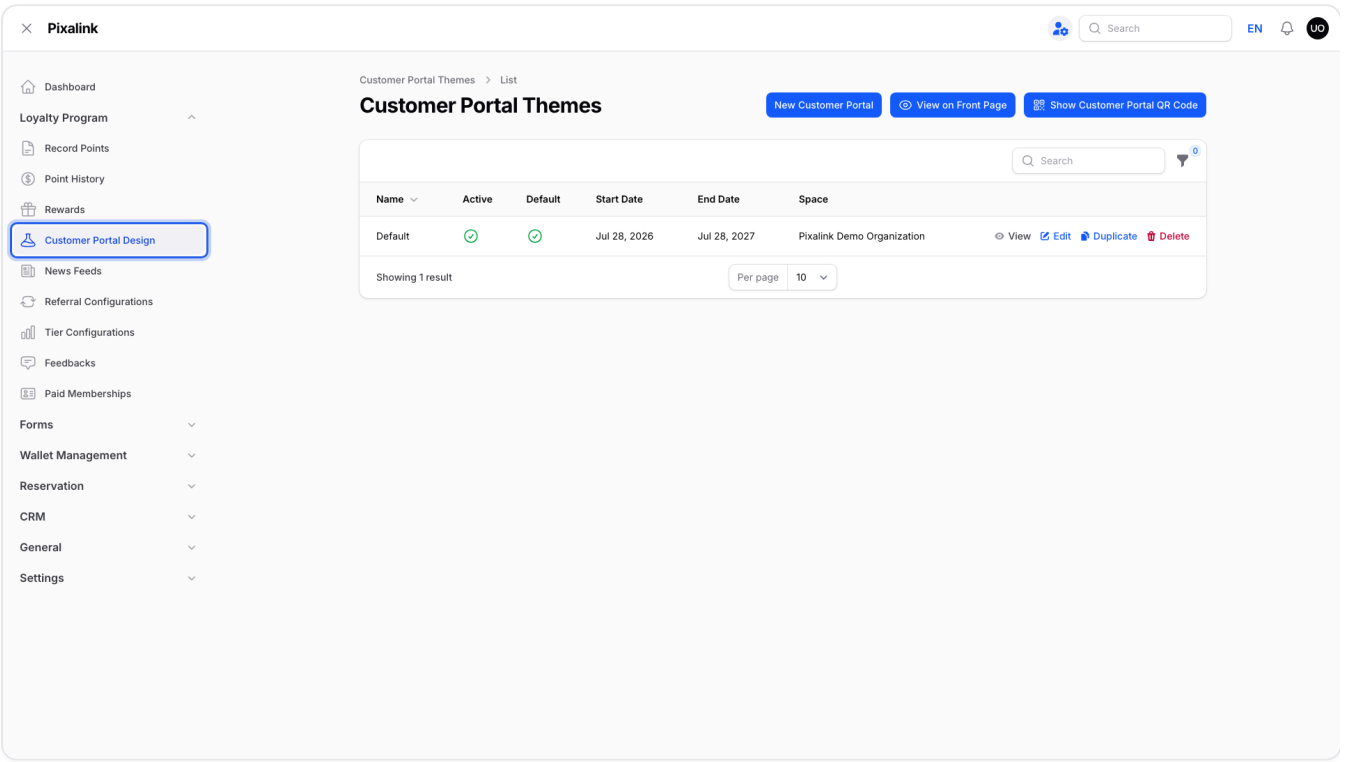
A barcode lets your cashier scan a customer or a voucher instead of typing. It is faster at the counter and stops typing mistakes.

Real-Life Example

Ahmad runs Kopi Corner cafe in Bangsar. In the morning rush, his cashier typed each phone number by hand, and the queue grew. Ahmad turned on **Show Barcode In Profile** and chose **QR Code** for profiles and vouchers. Now regulars hold up their phone and the cashier scans once. The queue moves faster.

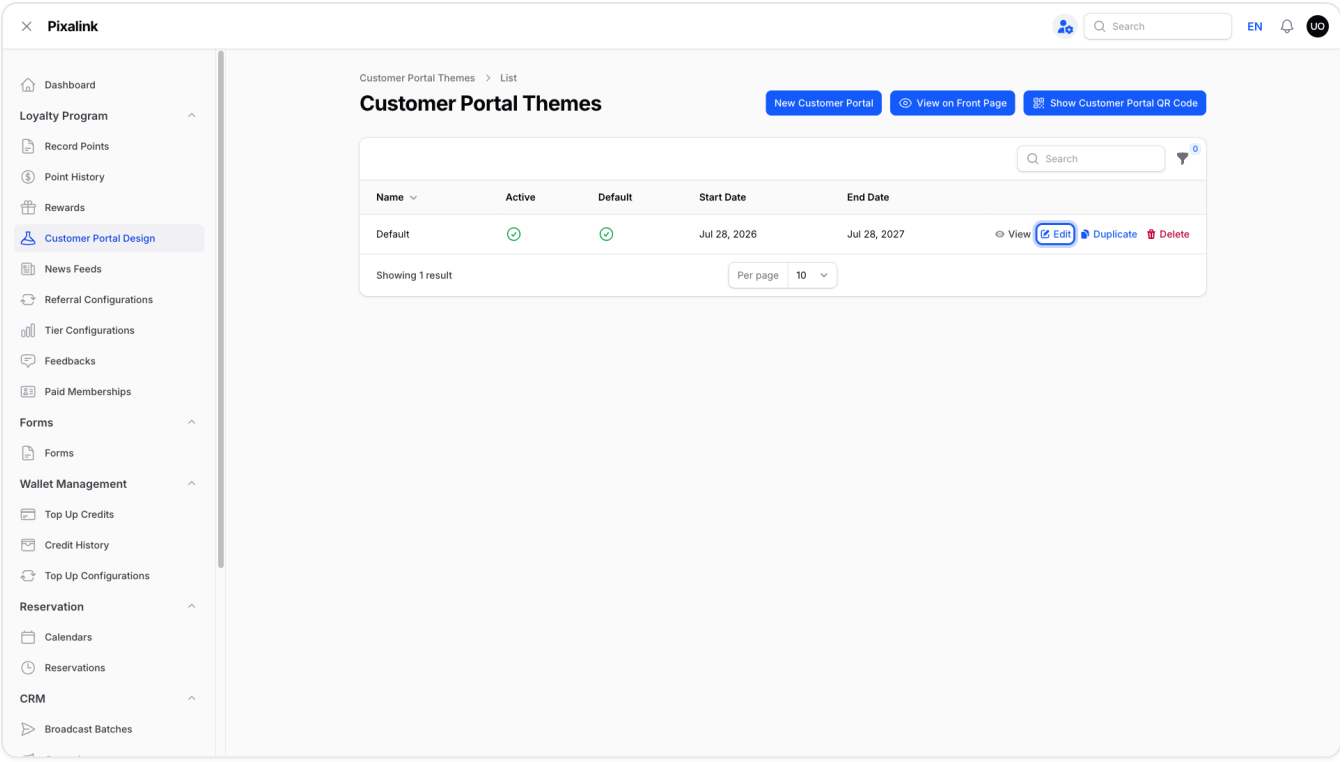
How to Set It Up

1. Go to **Admin Panel → Loyalty Program → Customer Portal Design**.



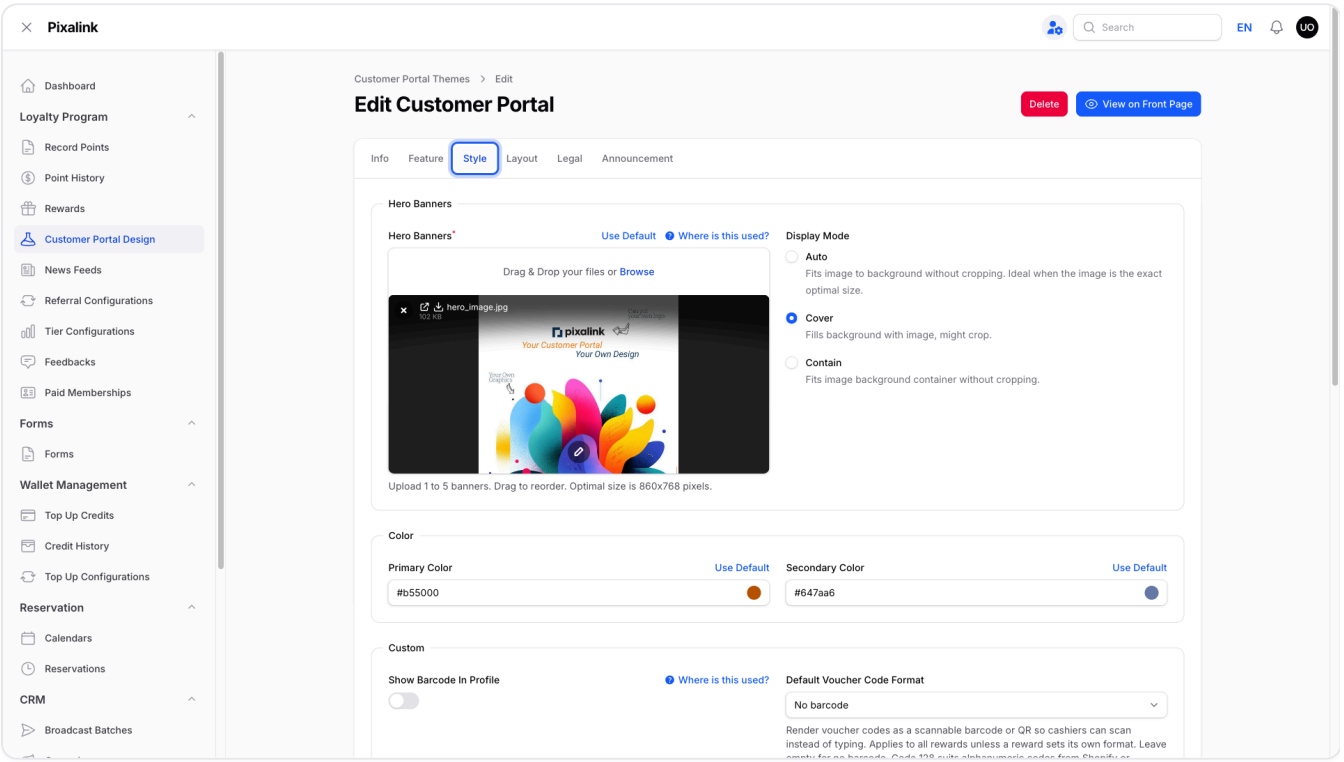
Customer Portal Design is in the Loyalty Program group.

2. Click **Edit** on your theme.



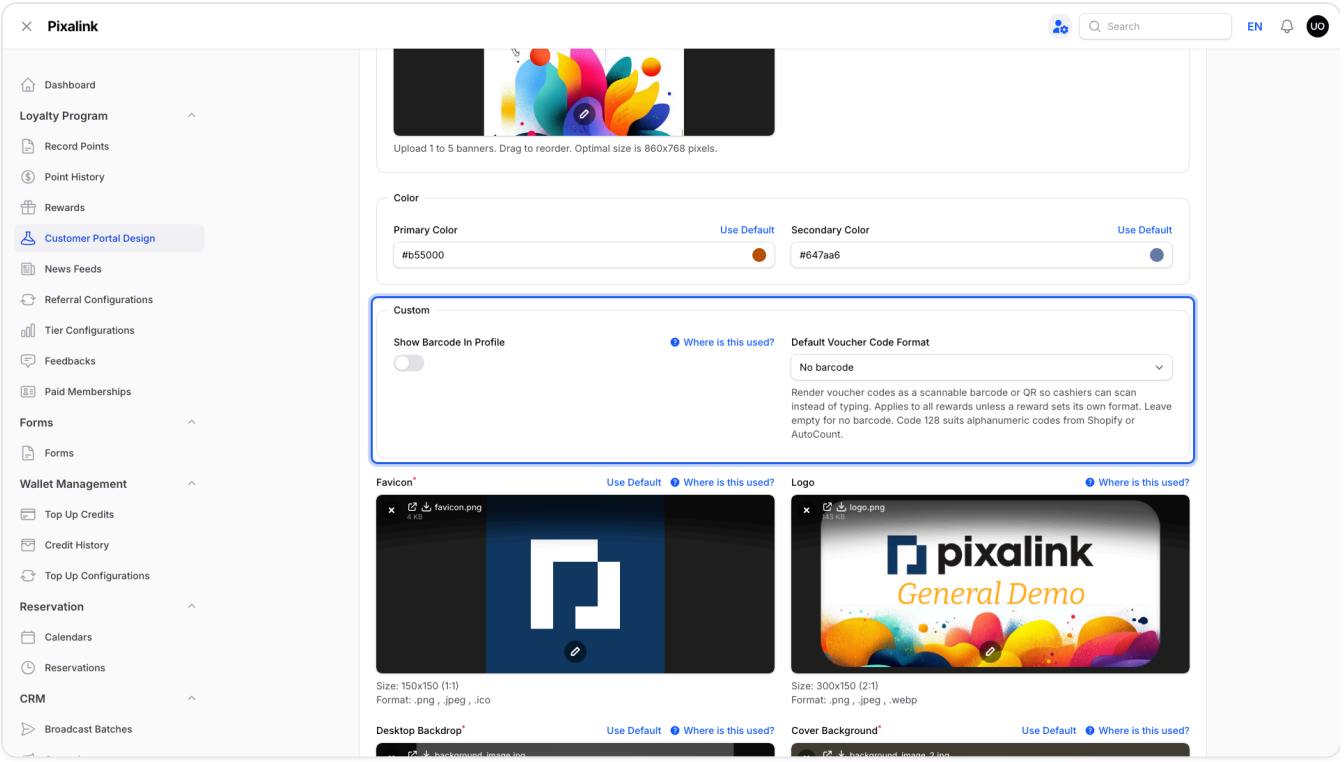
Most businesses have one theme, called Default.

3. Click the **Style** tab.



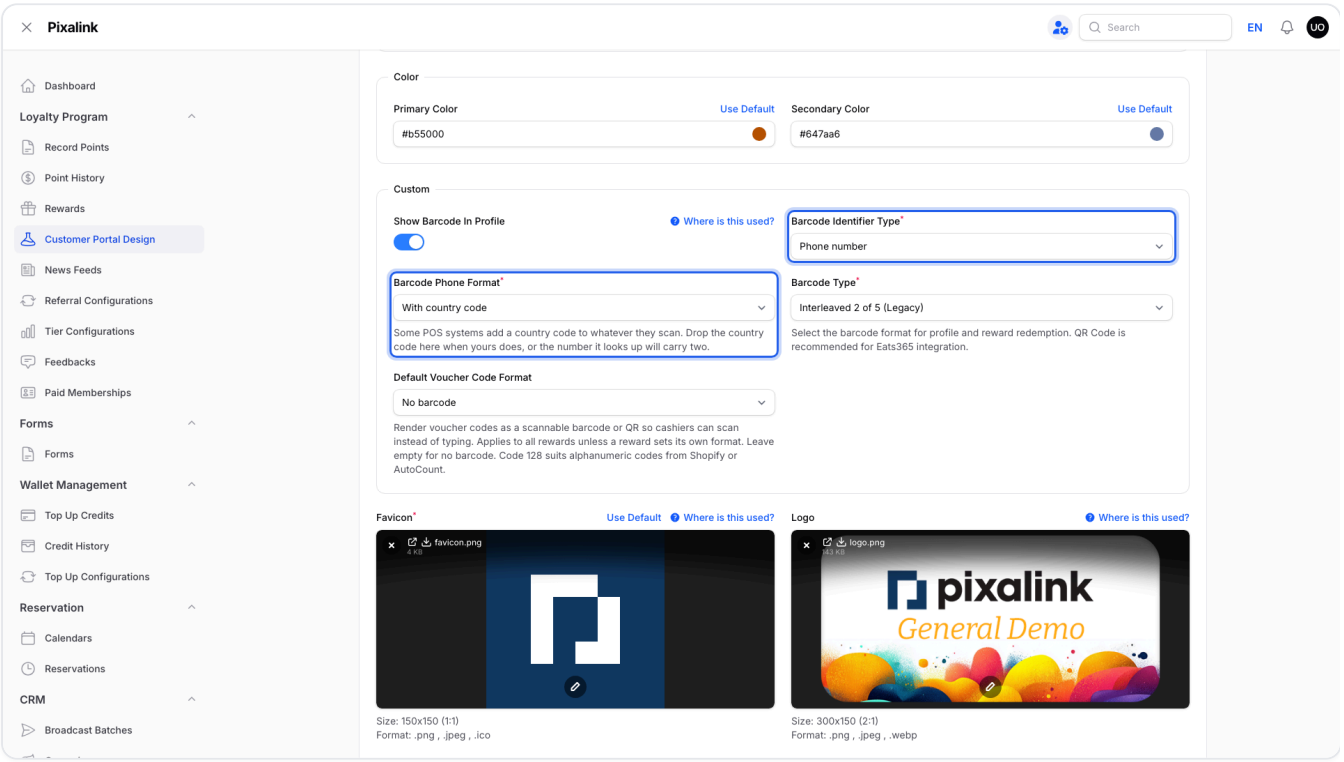
The barcode settings are in the Custom section, below Color.

4. Turn on **Show Barcode In Profile** to put a barcode on the member card.



More fields appear when you turn it on.

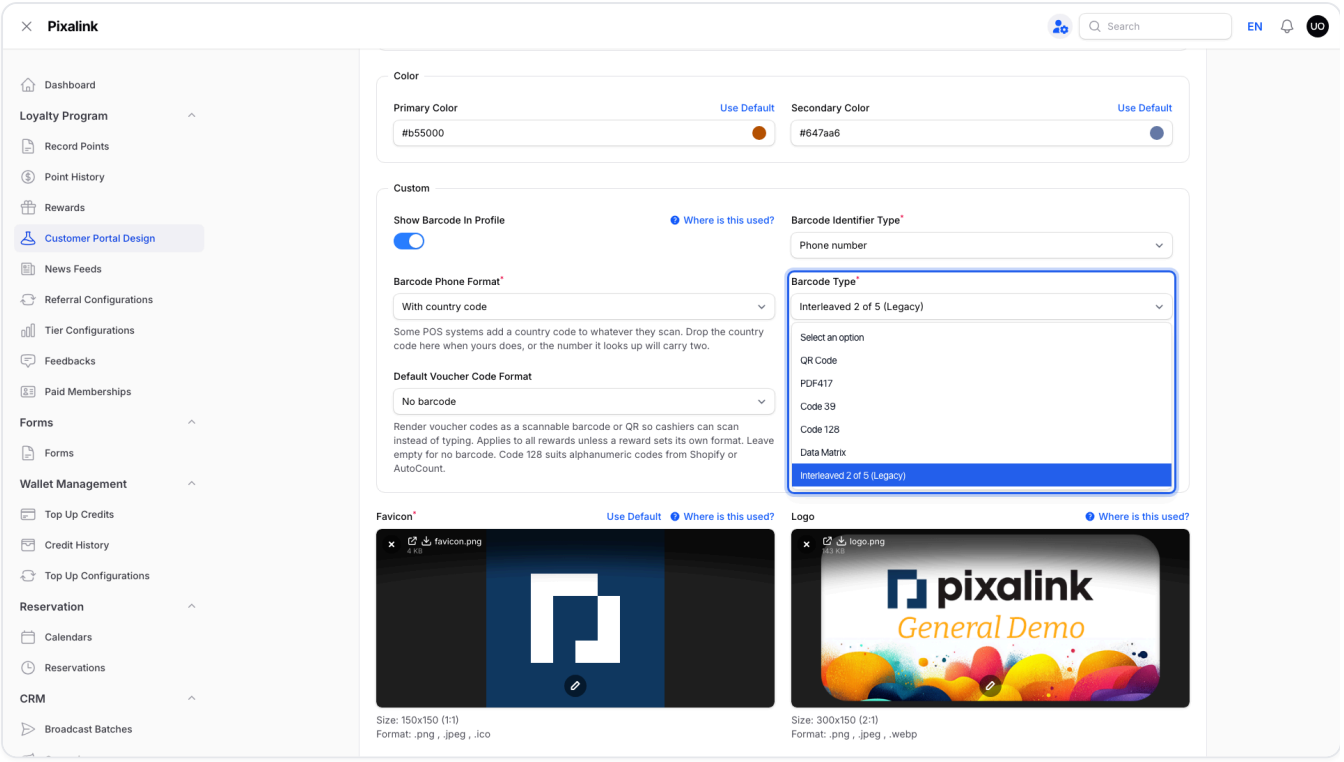
5. Choose the **Barcode Identifier Type** and the **Barcode Phone Format**.



Barcode Phone Format only shows when the identifier is Phone number.

- **Phone number** or **Customer ID**: what the barcode holds. Pick the one your POS searches by.
- **With country code**: the usual choice.
- **Without country code**: pick it if your POS adds the country code itself, or the number gets it twice.

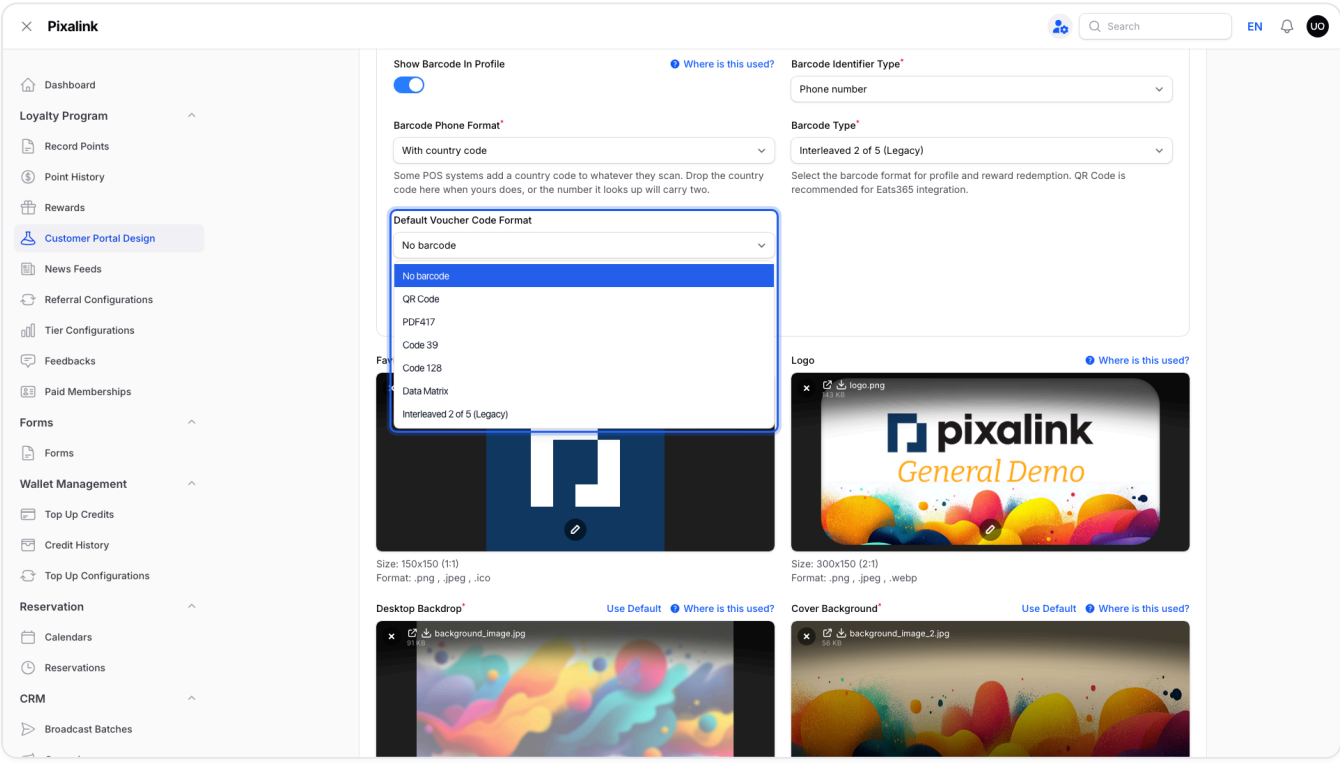
6. Choose a **Barcode Type**.



This shape is used on the member card.

- **QR Code**: works with most scanners and phone cameras. Pick it if you're not sure, or if you use Eats365.
- **PDF417**: a wide 2D code. Pick it only if your scanner asks for it.
- **Code 39**: a long 1D barcode that holds letters and numbers. For older scanners.
- **Code 128**: a short 1D barcode that holds letters and numbers. Good for line scanners.
- **Data Matrix**: a small square 2D code. Pick it only if your scanner asks for it.
- **Interleaved 2 of 5 (Legacy)**: the old default. It holds numbers only.

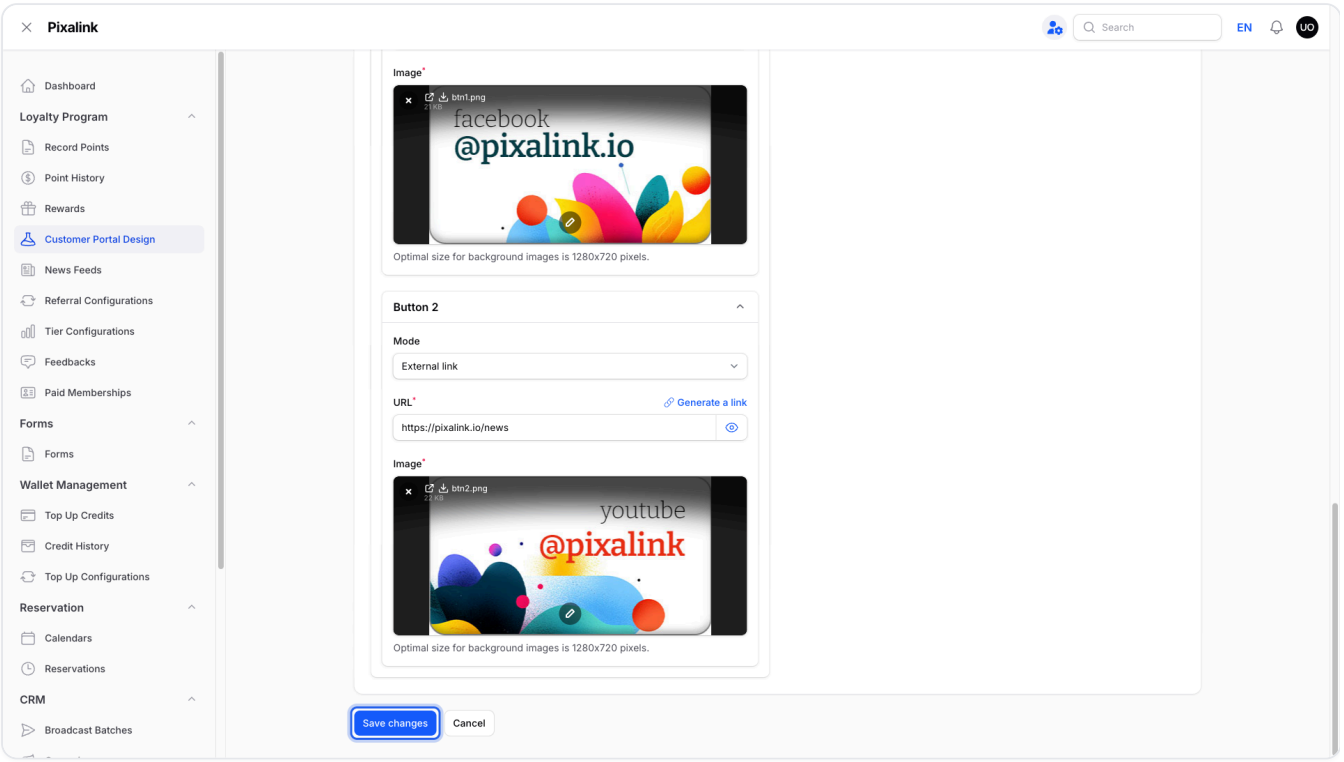
7. Choose a **Default Voucher Code Format** to show voucher codes as a barcode.



It sets the format for every reward left on Inherit (portal default).

- **No barcode**: the voucher code shows as text. If **Show Barcode In Profile** is on, some codes still use your **Barcode Type**.
- **QR Code**: the best pick for most scanners.
- **Code 128**: pick it if your voucher codes have letters, such as codes from AutoCount or Shopify.
- The other options match the shapes in step 6.

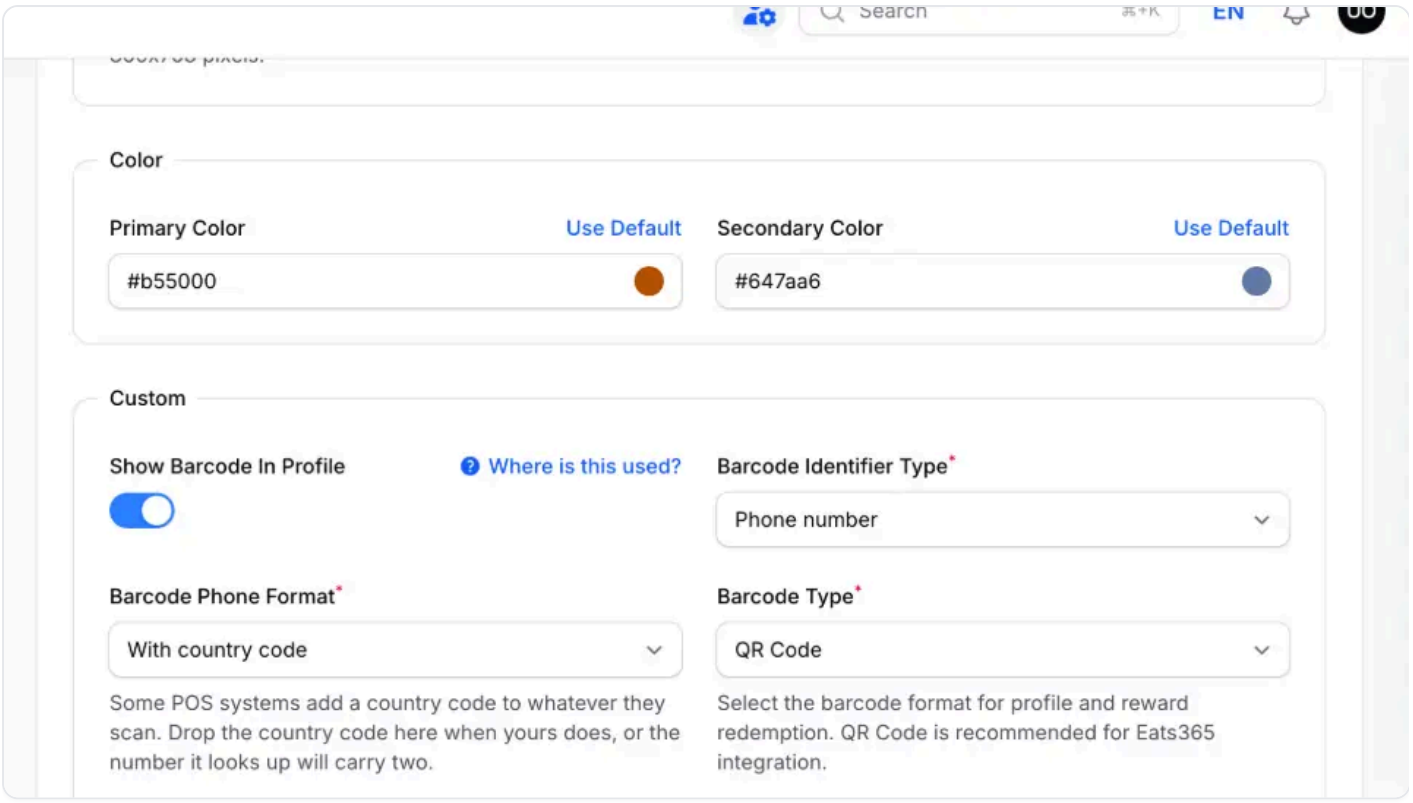
8. Click **Save changes**.



Then click View on Front Page at the top to check the result.

What Your Customers Will See

The member card in the portal shows a barcode under the customer's name.



When a customer opens a claimed voucher and taps **Use Now**, the code shows as a barcode or QR code that your cashier can scan. If **Send customers to ordering** is on and you have ordering set up, **Use Now** opens ordering instead.

Good to Know

- One reward can use its own format. Edit the reward, open the **Misc** tab and set **Voucher Code Format**. That overrides your **Default Voucher Code Format**.
- Vouchers synced to Shopify, with a shop domain set, always show a QR code, whatever format you pick.
- Eats365 businesses start with a **Customer ID** QR code on the member card.

Need Help?

If your scanner can't read the code, try **QR Code** first. Then see How to Scan Customer Barcodes with Your Device Camera (https://kb.pixalink.io/articles/how-to-scan-customer-barcodes-with-your-device-camera).

What's Next?

- How to Redeem a Customer Voucher at Your Counter (https://kb.pixalink.io/articles/how-to-redeem-a-customer-voucher-at-your-counter)
- How to Brand Your Customer Portal (https://kb.pixalink.io/articles/how-to-customise-your-customer-portal-theme)