

How to Stop Wholesale Accounts Earning Points in AutoCount

What Is This?

Some AutoCount debtor accounts aren't real shoppers, like trade buyers or company accounts. Their big orders pile up points you never meant to give. List their debtor codes once, and your points go only to real shoppers.

Real-Life Example

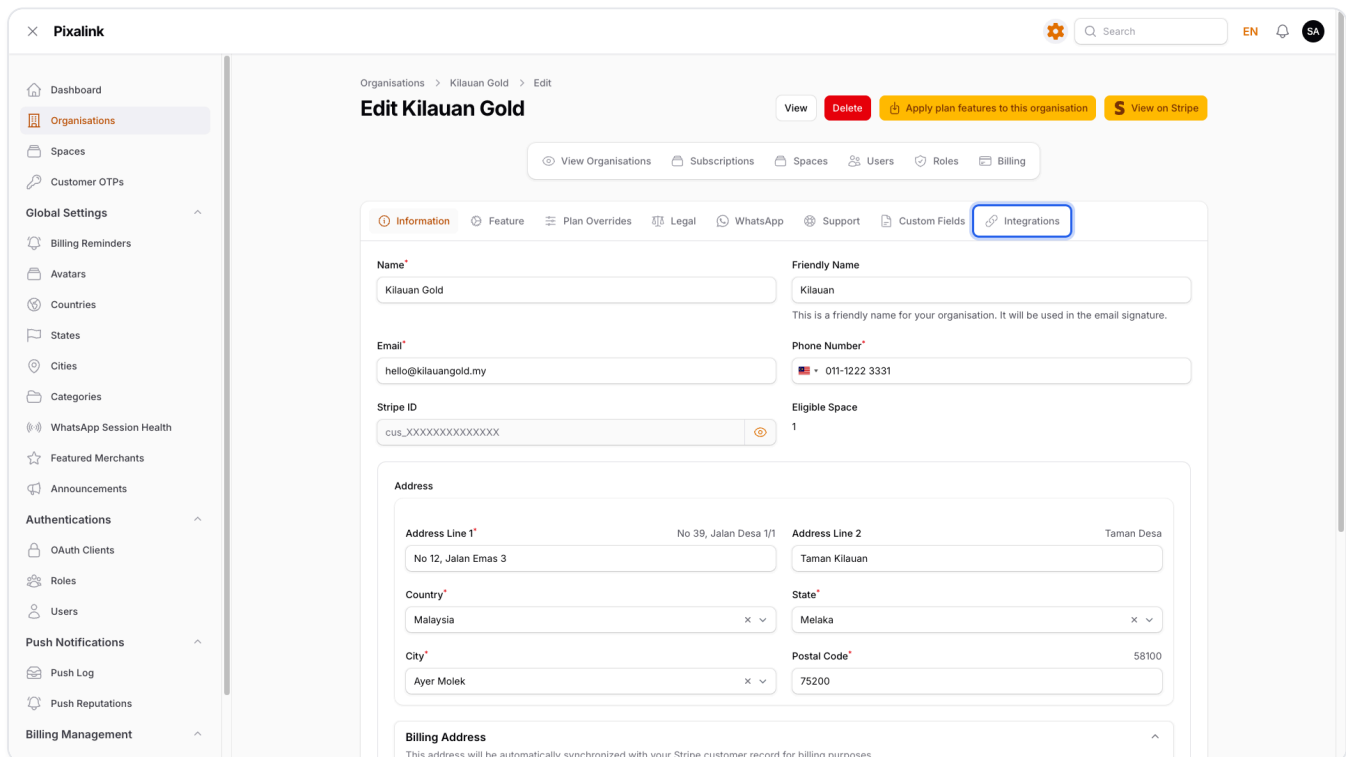
Wei Lin runs Kilauan Gold, a jewellery shop with a wholesale side. One trade buyer, account 300-WHL01, bought RM80,000 of stock in a month. Its invoices earned more points than her whole retail base. Wei Lin sent her two trade codes to her Pixalink contact. Within the hour, those invoices stopped earning points. Her retail members kept earning as usual.

How to Set It Up

Your Pixalink contact adds the codes for you. It lives in Pixalink's own panel, not your Admin Panel. Just send them the debtor codes from your AutoCount debtor list.

This is what your Pixalink contact does:

1. Opens your business under **Organisations**, then clicks the **Integrations** tab.



The screenshot shows the Pixalink web interface. On the left is a sidebar menu with options like Dashboard, Organisations, Spaces, Customer OTPs, Global Settings, Billing Reminders, Avatars, Countries, States, Cities, Categories, WhatsApp Session Health, Featured Merchants, Announcements, Authentications, OAuth Clients, Roles, Users, Push Notifications, Push Log, Push Reputations, and Billing Management. The main area is titled 'Edit Kilauan Gold' and has tabs for Information, Feature, Plan Overrides, Legal, WhatsApp, Support, Custom Fields, and Integrations (which is highlighted with a blue box). The 'Integrations' tab shows fields for Name (Kilauan Gold), Friendly Name (Kilauan), Email (hello@kilauangold.my), Phone Number (011-1222 3331), Stripe ID (cus_XXXXXXXXXXXXXXXX), and Eligible Space (1). Below these is an 'Address' section with fields for Address Line 1 (No 12, Jalan Emas 3), Address Line 2 (Taman Kilauan), Country (Malaysia), State (Melaka), City (Ayer Molek), and Postal Code (75200). A 'Billing Address' section is also present at the bottom.

2. Checks that **Enable POS integration module** is on and **Pos Provider** is **AutoCount AgileX**.

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Dashboard

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Spaces

Customer OTPs

Global Settings

Billing Reminders

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WhatsApp Session Health

Featured Merchants

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Billing Management

POS Integration

Enable POS integration module

If enabled, this organisation can use POS integration module.

Configuration

Pos Provider

AutoCount AgileX

Enable Customer Sync

Automatically import and sync customers between Pixalink and AutoCount

Enable Voucher Sync

Push Pixalink reward vouchers to AutoCount POS. Requires "Enable 3rd Party Reward Redemption" (Features tab) so RewardVoucher codes exist to push.

Base URL*

https://your-autocount-server.com

Full AutoCount Web API base URL including protocol and host

API Key*

Verify Connection

Wholesale Debtor Codes (No Points)

Add Debtor Code

Sales to these AutoCount debtor codes will not earn loyalty points. Used for wholesale or company accounts. Add a code whenever a new wholesale account is opened.

Reverse Points on Credit Notes

When an AutoCount credit note returns a sale, take back all the points that sale earned. Turning this on also applies to credit notes issued before today, so check the old returns with the merchant first.

Ecommerce Integration

Enable ecommerce integration module

If enabled, this organisation can use ecommerce integration features.

3. Clicks **Add Debtor Code** under **Wholesale Debtor Codes (No Points)**, then types one code per row.

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Base URL*

https://your-autocount-server.com

Full AutoCount Web API base URL including protocol and host

API Key*

Verify Connection

Wholesale Debtor Codes (No Points)

300-WHL01

300-SUP02

Add Debtor Code

Sales to these AutoCount debtor codes will not earn loyalty points. Used for wholesale or company accounts. Add a code whenever a new wholesale account is opened.

Reverse Points on Credit Notes

When an AutoCount credit note returns a sale, take back all the points that sale earned. Turning this on also applies to credit notes issued before today, so check the old returns with the merchant first.

Payment Gateway Integration

Enable payment gateway integration

If enabled, this organisation can use payment gateway integration.

4. Clicks **Save changes**.

What Your Customers Will See

Nothing changes for your retail customers. Only listed accounts stop earning.

Good to Know

- Pixalink doesn't read AutoCount's debtor type, so send a new code whenever you open a wholesale account.
- Invoices and cash sales are skipped. POS counter bills are never skipped, because they have no debtor code.
- A cash sale to a listed code earns nothing, even with a member attached. So don't list a shared "cash customer" code if members buy under it.
- Capital letters, and spaces before or after a code, don't matter.
- A listed account still comes into Pixalink as a customer if it has a phone number.
- Sales already in Pixalink before a code was added keep their points. One still waiting for a customer match can still earn. Deduct points by hand if needed.
- Skipped sales still show in **Admin Panel → Loyalty Program → POS Transactions**, marked **No points (wholesale)**, so you can see why they earned nothing.
- Removing a code later only affects new sales. Sales already marked **No points (wholesale)** never earn, so no past points arrive at once.

Need Help?

Our support team can help you choose which accounts to list.

What's Next?

- [How to Deduct Points from a Customer](https://kb.pixalink.io/articles/how-to-deduct-points-from-a-customer) (https://kb.pixalink.io/articles/how-to-deduct-points-from-a-customer)
- [Why Your AutoCount Sale Didn't Earn Points](https://kb.pixalink.io/articles/why-your-autocount-sale-didnt-earn-points) (https://kb.pixalink.io/articles/why-your-autocount-sale-didnt-earn-points)
- [How AutoCount Invoices Become Point-Earning Transactions](https://kb.pixalink.io/articles/how-autocount-invoices-become-point-earning-transactions) (https://kb.pixalink.io/articles/how-autocount-invoices-become-point-earning-transactions)