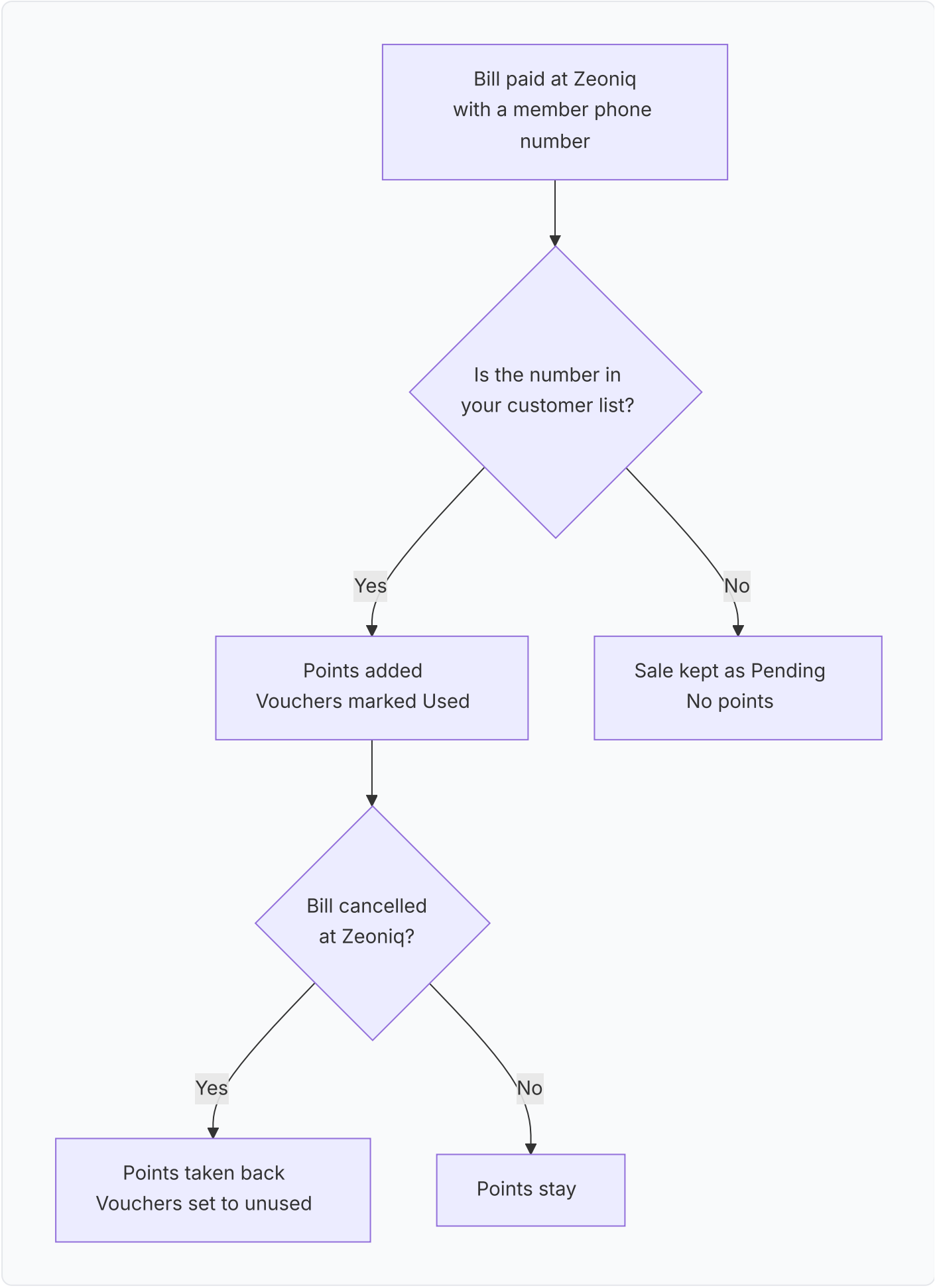
What Is This?

When a bill is paid at your Zeoniq counter, Pixalink adds points to the customer and marks their vouchers on that bill as used. If you cancel the bill, Pixalink takes the points back.

To connect Zeoniq, see Connecting Zeoniq POS with Pixalink Loyalty System (https://kb.pixalink.io/articles/connecting-zeoniq-pos-with-pixalink-loyalty-system).

How It Works

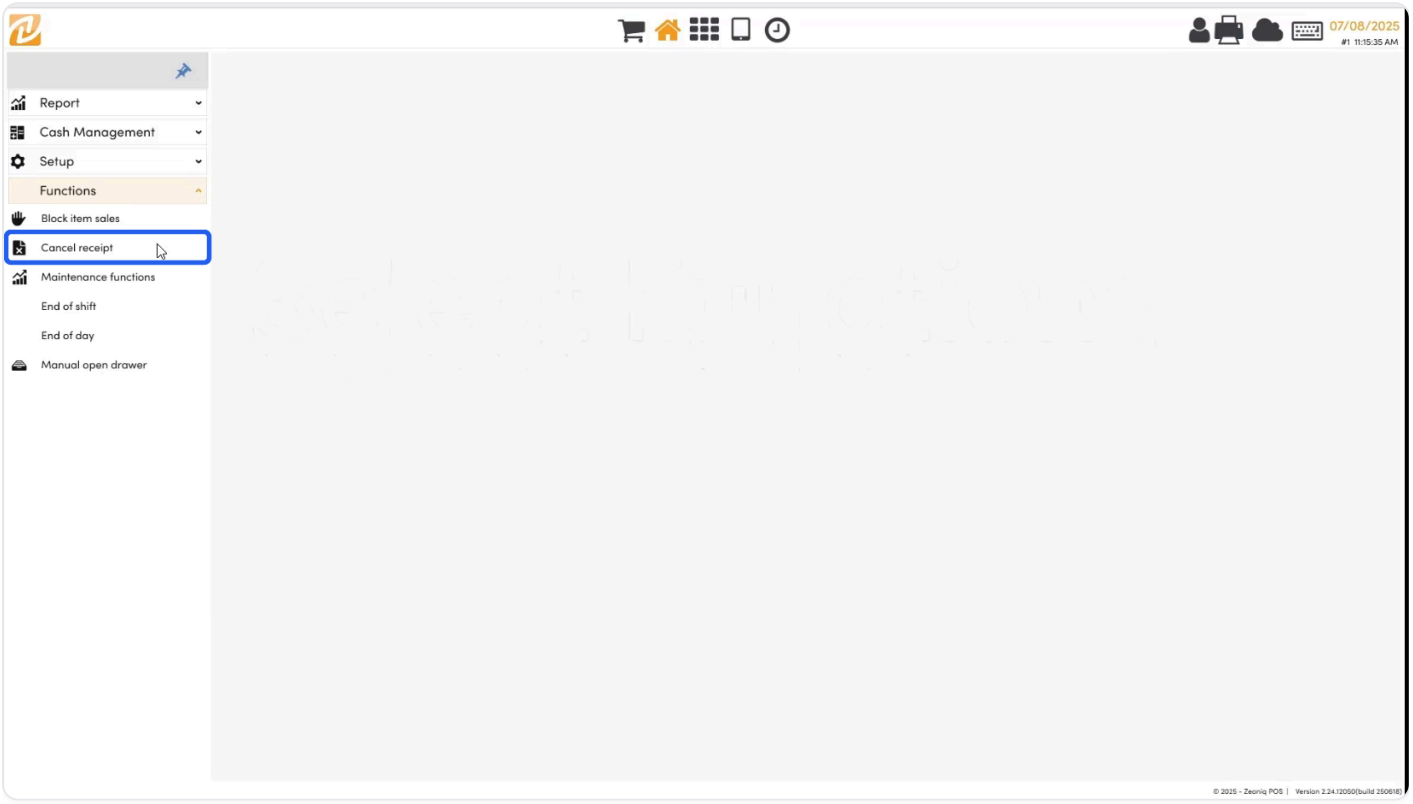

Bill paid at Zeoniq with a member phone number
Is the number in your customer list?
Yes
No
Points added
Vouchers marked Used
Sale kept as Pending
No points
Bill cancelled at Zeoniq?
Yes
No
Points taken back
Vouchers set to unused
Points stay

How many points. Pixalink drops the sen and uses the whole ringgit of the bill total. It then multiplies by the customer's tier multiplier and your outlet's **Points Multiplier** (100% unless you changed it). The result is rounded down.

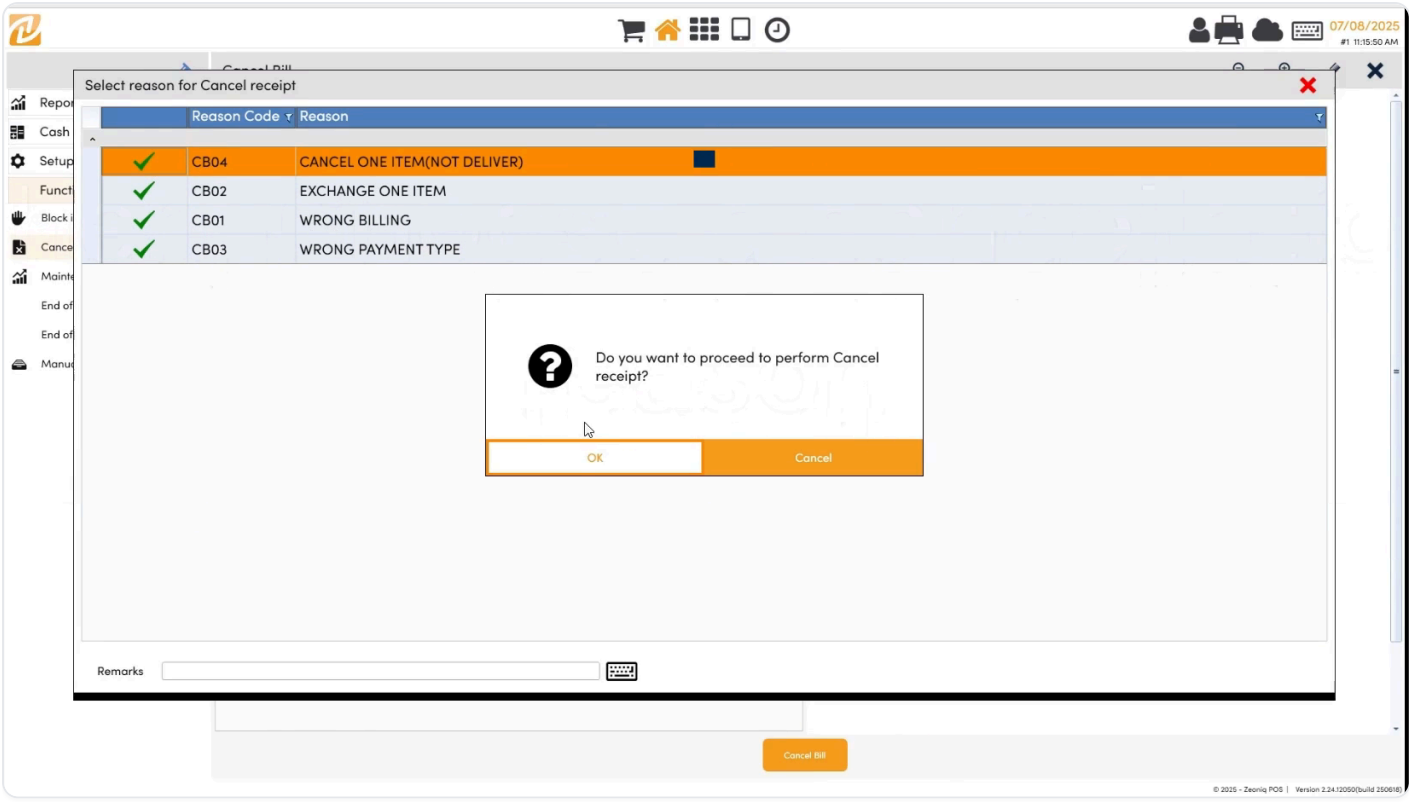
Example. A RM99.75 bill from a Gold member with a 2x multiplier counts as RM99. That is 99 x 2 = 198 points.

Paid bills. The paying member's vouchers on the bill change to **Used**.

Cancelled bills. At Zeoniq, go to **Functions → Cancel receipt**. Pick the bill and a reason, then confirm.



Cancel receipt sits under Functions in the Zeoniq menu.



Pick a reason, then tap OK to cancel the bill.

Pixalink then:

- takes back the points that bill earned, up to what the customer has now;
- sets the vouchers back to unused, but one that has expired stays expired;
- takes back any referral commission from that bill that the referrer hasn't spent.

Points the customer spent to get a voucher are not refunded.

Sent again. If Zeoniq sends the same order again from the same outlet for the same customer, Pixalink cancels the earlier record and keeps the new one.

Unknown phone number. Pixalink keeps the sale as **Pending** and gives no points. Zeoniq does not register the customer for you. To give the points later, go to **Admin Panel → Loyalty Program → POS Transactions**, click **Adopt** on the sale and enter the customer's phone number. Adopt adds the customer if the number is new.

If a sale gave no points, or the counter shows an error

What you see	Why	What to do
Counter says the member is not found	The number isn't registered, has a typo, or the customer didn't finish signing up	Check the number. Register the customer in **Admin Panel → CRM → Customers**, then look them up again.
Counter says a voucher is not found	Often the voucher is already used. Zeoniq applies it when the order is taken, but Pixalink only uses it when the bill is paid. The first bill paid wins. It may also be expired.	Remove the voucher from this bill and send it again. If it belongs here, cancel the other bill first.
A paid bill gave no points	The number isn't registered, so the sale shows as **Pending**	Use **Adopt**, as above. A bill with no member at all is not recorded, so add the points by hand.

Pixalink reads numbers as Malaysian unless they start with + and a country code. The number must then match the saved number exactly.

Real-Life Example

Farah runs a cafe in Subang. Wei Lin gave her phone number and a voucher, but the counter said the voucher was not found. Farah checked the bills. The same voucher was on a small bill under Wei Lin's number that a staff member had paid first. Farah removed the voucher from the big bill, and it went through.

Good to Know

- Cancelling never takes a customer's points below zero.
- Customers see vouchers as **Active**, **Used** or **Expired** in their portal.

Need Help?

If you can't see the sale under **POS Transactions**, ask the Pixalink team to check that your Zeoniq link is connected. Send the bill number.

What's Next?

- Connecting Zeoniq POS with Pixalink Loyalty System (https://kb.pixalink.io/articles/connecting-zeoniq-pos-with-pixalink-loyalty-system)
- How to Find a Member and Apply a Voucher at Zeoniq POS (https://kb.pixalink.io/articles/how-to-find-a-member-and-apply-a-voucher-at-zeoniq-pos)