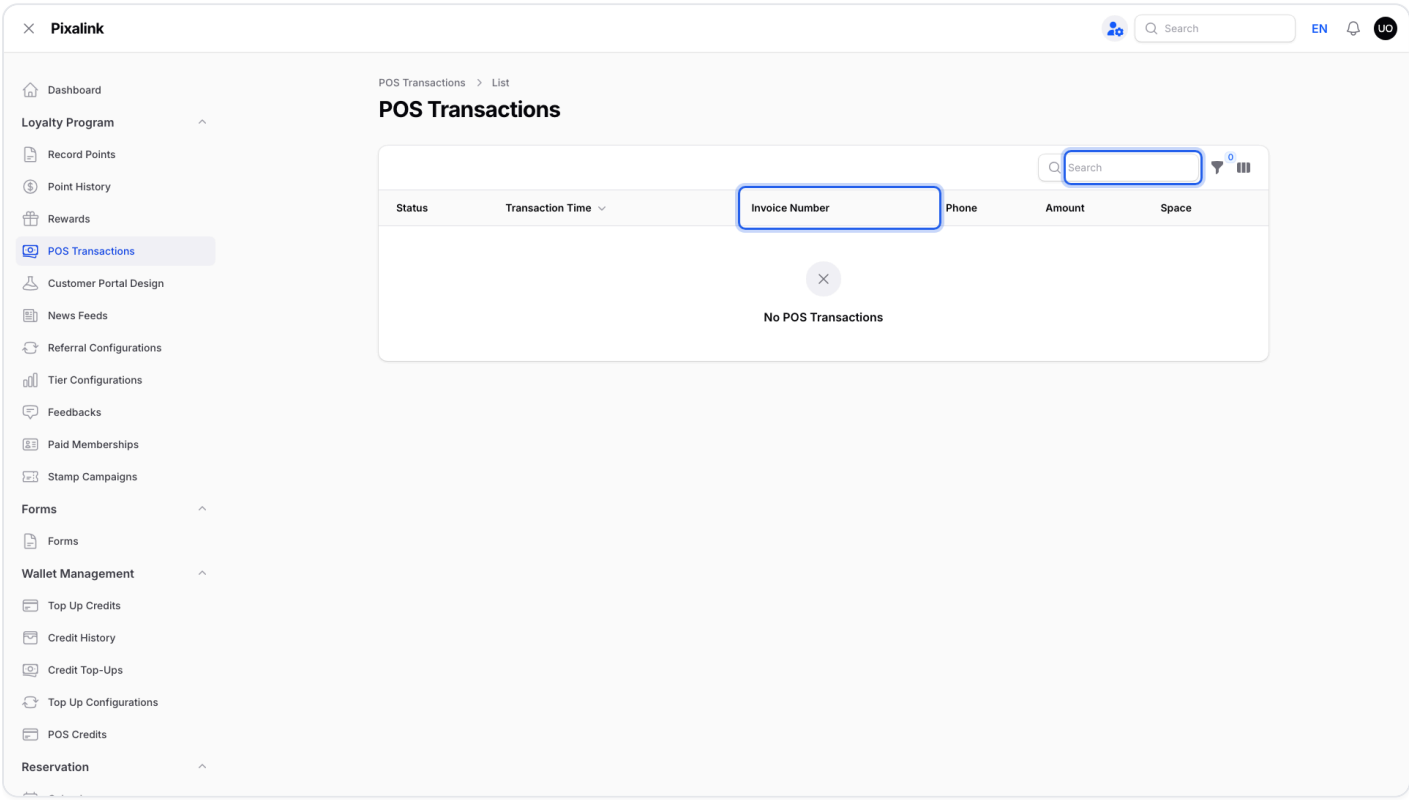
POS Receipts Explained: How to See What a Customer Bought

What Is This?

When your POS is connected, Pixalink keeps a copy of every receipt it receives. You can look up a member's receipt and see the items on it, without leaving Pixalink. This helps you answer questions like "why did I get these points?" at the counter.

How It Works

Every sale your POS sends lands in **Loyalty Program → POS Transactions**. You'll see this page if your business is connected to Eats365, Zeoniq, StoreHub, Loyverse, Softinn, Bukku or AutoCount.



This demo account has no sales yet. Your page lists one row per sale or refund, newest first.

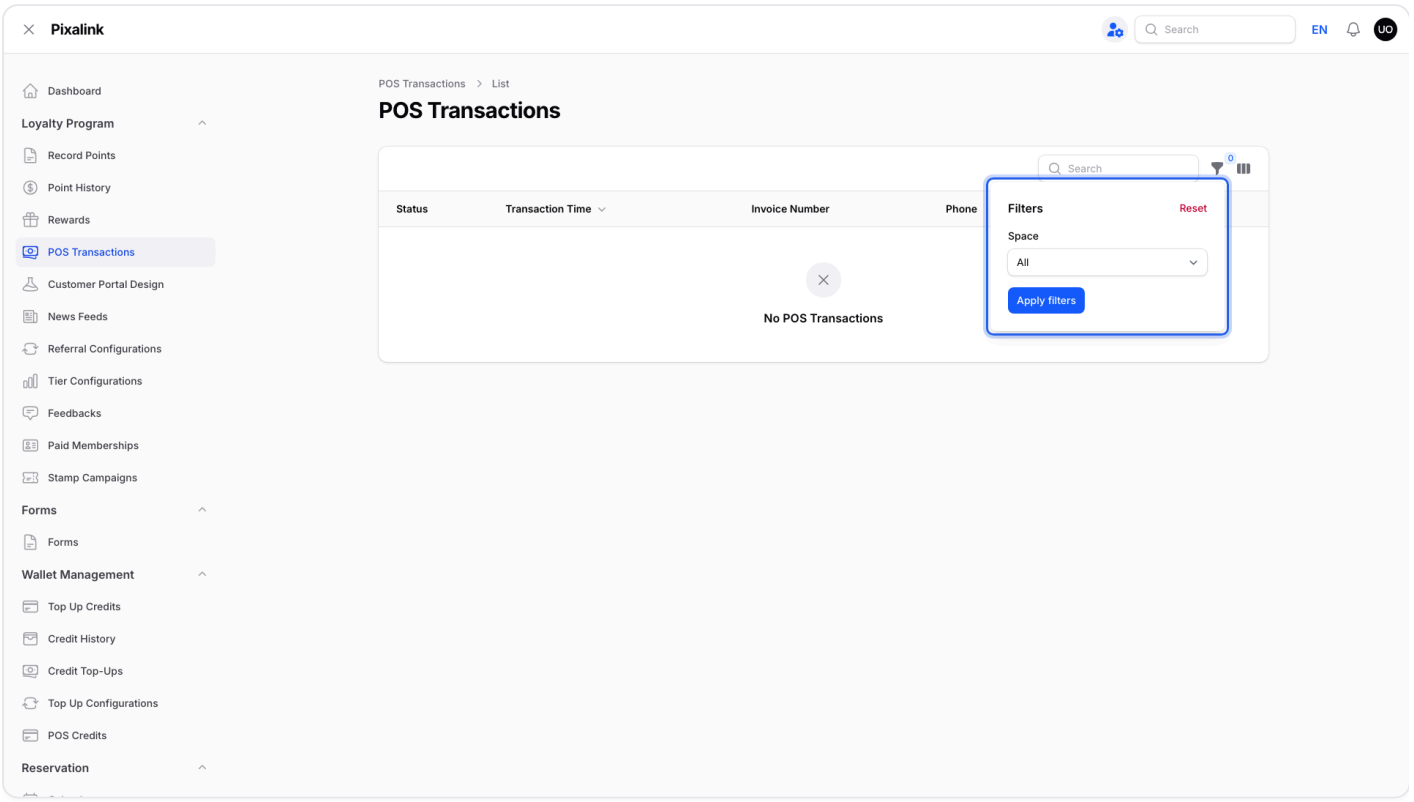
Each row shows:

- **Status**: **Adopted** means the sale was matched and processed. **Pending** means it isn't linked to a member yet. **Voided** means the sale was cancelled. **No points (wholesale)** means the sale was kept out of points on purpose.
- **Transaction Time**: when the sale happened.
- **Invoice Number**: the receipt number. For Eats365, it's the Eats365 receipt number. Zeoniq and Softinn pages don't have this column.
- **Phone**: the member's phone number, or N/A when there's none.
- **Amount** and **Space**: the bill total and the outlet.

Find a customer's receipt

Type the member's phone number in **Search**. If you use Eats365, you can also search by the receipt number.

To narrow the list to one outlet, click the filter icon, pick an outlet in **Space**, then click **Apply filters**.



*The **Space** filter lists outlets that have POS sales. Leave it on All to search every outlet.*

You can also start from the customer. Go to **Customers**, click **View** on the member, and open the **Transactions** tab. For Eats365 sales, **Remarks** reads "Points earned from POS - Invoice:" followed by the receipt number. Search that number on **POS Transactions**. If it finds nothing, search the member's phone number instead.

See the items

Click **View** on the row. The window shows **Reference ID**, **Transaction Time** and **Amount**. Click **Payload** to open the sale details Pixalink stored.

For Eats365, **Payload** is the full receipt Eats365 sent. It lists each item with its name, quantity and unit price, plus discounts and how the bill was paid. It looks like plain data, not a printed receipt.

Real-Life Example

Wei Lin runs a café on Eats365. A member asked why she earned only 18 points last Saturday. Wei Lin searched the member's phone number in **POS Transactions** and opened Saturday's receipt. **Payload** showed two lattes and a croissant, with a member discount. The member was happy once she saw the items.

Good to Know

- Eats365 sends the receipt when the bill is closed. Bills that are still open don't appear yet.
- A **Pending** row has no member attached. See How to Give Points for a POS Sale Missing a Phone Number (https://kb.pixalink.io/articles/how-to-give-points-for-a-pos-sale-missing-a-phone-number).
- What's inside **Payload** depends on your POS. For some POS systems it holds totals only, without items.
- Customers see the points from a POS sale in their points history, but not the items.

Need Help?

If you use Eats365 and a closed bill is missing from **POS Transactions**, contact Pixalink support with the receipt number and outlet. We'll check whether Eats365 sent it.

What's Next?

- How to View and Edit a Customer Profile (https://kb.pixalink.io/articles/how-to-view-and-edit-a-customer-profile)
- How Loyalty Points Are Earned at POS (https://kb.pixalink.io/articles/how-loyalty-points-are-earned-at-pos)