

What Is This?

Going live moves Pixalink from your test account book to your real AutoCount book. It happens on one night, usually around midnight when your shop has no sales. A few answers from you, sent a few days before, make that night short and smooth.

Real-Life Example

Mei Ling runs a jewellery shop with years of sales in AutoCount. A week before go-live, her Pixalink contact sends her the questions below. She replies with her points reset date, the name of her main book, and the balances of four regular customers. On the night, her team only has to switch off one plugin. By morning every member and balance is in Pixalink, and they match her AutoCount report.

What We Need From You

Send these to your Pixalink contact a few days before go-live:

1. **Points start date.** From which date should past sales earn points in Pixalink? If you reset points in AutoCount before, give that date.
2. **Your main account book.** The exact database name of the book you use day to day. Your AutoCount dealer can tell you if you are not sure.
3. **Custom plugins.** Tell us about any AutoCount plugin that creates members or changes sales, for example one that makes a member for every debtor. We will agree whether to switch it off before the night.
4. **Wholesale accounts.** Debtor codes that should never earn points, such as suppliers and trade customers.
5. **Four members to check.** Pick four regular customers. On the night, we will ask for their balances from AutoCount's **Member Points** report and compare them with Pixalink.

What Happens on the Night

1. Your team switches off any plugin we agreed on, and creates one test debtor so we can confirm no member is made for it. You then delete that test debtor.
2. AgileX, who provides your AutoCount connection, switches it from your test book to your main book.
3. Pixalink imports your debtors, members and sales. This only reads from AutoCount and never changes your books.
4. We compare the four balances with you, then confirm you are live.

Good to Know

- Your shop does not need to stop trading. Midnight is chosen so sales don't land in the middle of the import.
- **Has Bonus Point** on a debtor does not affect Pixalink. Points in Pixalink come from the sale amount, so your dealer may untick it if they need to.

- Deleting a member in AutoCount does not remove the customer from Pixalink. See [How Customer Sync Works Between Pixalink and AutoCount](https://kb.pixalink.io/articles/how-customer-sync-works-between-pixalink-and-autocount) (https://kb.pixalink.io/articles/how-customer-sync-works-between-pixalink-and-autocount).
- After go-live, a new debtor gets a **PXL-** member in AutoCount within about 15 minutes, ready to pick at the counter.

Need Help?

Reply in your Pixalink WhatsApp group and your onboarding contact will help.

What's Next?

- [What Your AutoCount Setup Needs Before You Start](https://kb.pixalink.io/articles/what-your-autocount-setup-needs-before-you-start) (https://kb.pixalink.io/articles/what-your-autocount-setup-needs-before-you-start)
- [How to Connect AutoCount AgileX to Pixalink](https://kb.pixalink.io/articles/how-to-connect-autocount-agilex-to-pixalink) (https://kb.pixalink.io/articles/how-to-connect-autocount-agilex-to-pixalink)
- [How to Import Customers from AutoCount](https://kb.pixalink.io/articles/how-to-import-customers-from-autocount) (https://kb.pixalink.io/articles/how-to-import-customers-from-autocount)