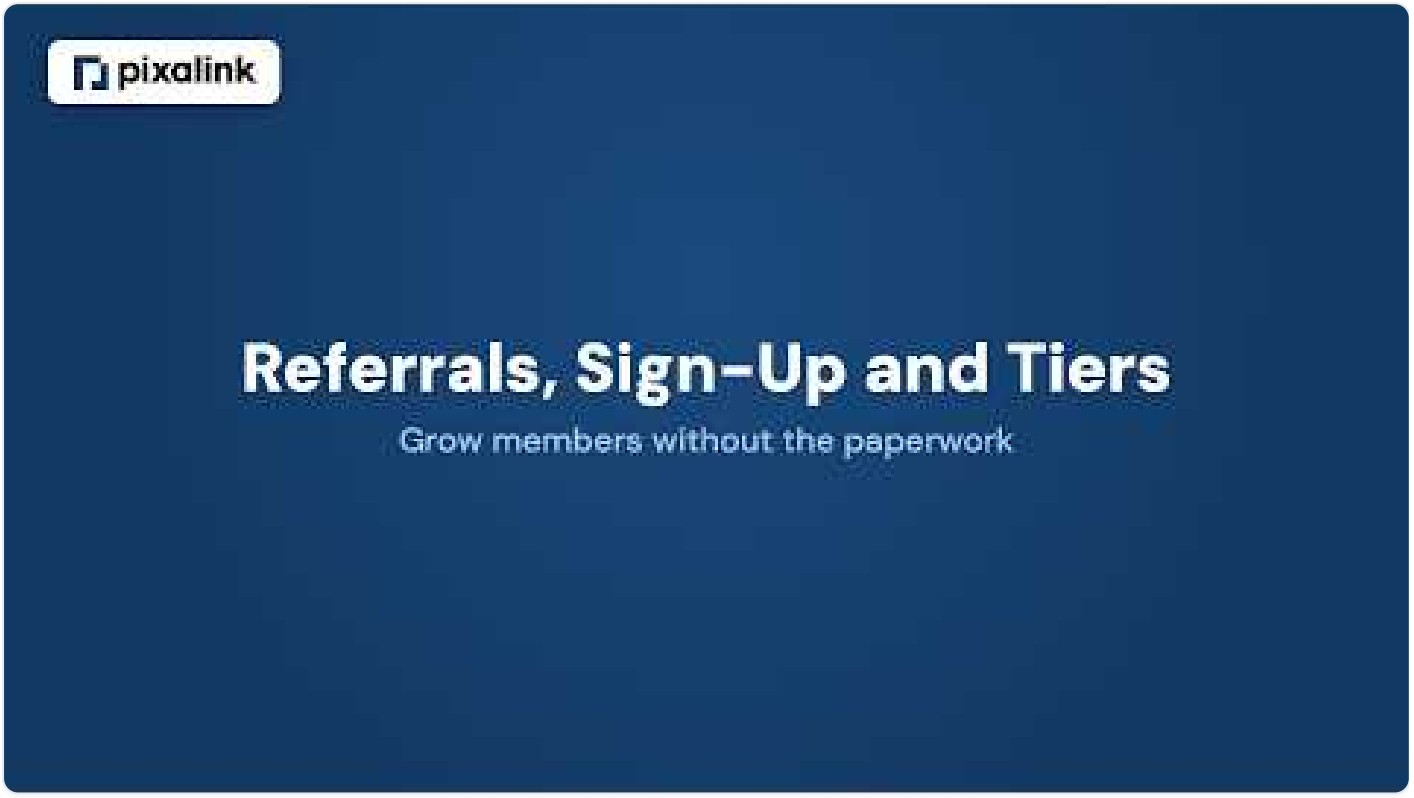
What Is This?

Customers can join your loyalty programme in three ways. They can scan a QR code, give their phone number at the counter, or come across from a list you already have. Each way gives you a member who can earn points straight away.

Video Walkthrough



Watch the video: https://youtu.be/9d96xWRsnM8?t=62

How It Works

- **Scan and join.** A customer scans your counter QR code and types their phone number. They confirm the number with a one-time code, usually on WhatsApp. Then they fill in a short form.
- **Join at the counter.** The cashier types the phone number with the sale. On **Record Points**, a new number becomes a new member, and the points are saved. StoreHub and Loyverse also add new members. With AutoCount or Eats365, the customer must join first, for example by QR code.
- **Bring your existing members.** You can import your current customer list from a spreadsheet. If you connect AutoCount, your member list comes across when you first connect.

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pixalink
General Demo

Login to Pixalink Demo Organization Customer Portal

Login / Sign Up by keying in your WhatsApp number!

Phone Number*

Enter your phone number

Login

By continuing, you agree to the Terms & Conditions and Privacy Policy



This is what a customer sees after scanning your QR code. They type their phone number here to start.

Every new member counts in your sign-up numbers, whichever way they joined.

You can also let members invite their friends. See How the Referral Program Works (https://kb.pixalink.io/articles/how-the-referral-program-works).

Each POS sale linked to a member also adds points and can move them up a tier. See How POS Sales Move Customers Up Tiers (https://kb.pixalink.io/articles/how-pos-sales-move-customers-up-tiers).

Real-Life Example

Wei Lin runs three bakeries in Kuala Lumpur. Her cashiers used to ask every customer to fill in a paper form, and many said no. Now she has a QR code at each counter for customers who have a minute. For everyone else, the cashier types the phone number on **Record Points** at payment. Her old members came across from AutoCount when she connected it. Customers now join without a queue, and nobody fills in paper.

Good to Know

- **Want to block unknown numbers at the counter?** Ask us to turn on existing customers only. Then **Record Points** accepts only numbers already in your list. StoreHub and Loyverse still add their own customers.

- **Paid membership can block Record Points too.** If the Pixalink team set your account to require paid members, **Record Points** refuses anyone without an active paid membership, including new numbers.
- **Your first AutoCount import doesn't send welcome rewards.** This stops a flood of vouchers to members you already have.
- **Members who join on Record Points start with only a phone number.** Their name and other details stay blank until they or your staff fill them in. Some POS systems also send the customer's name.

Need Help?

Not sure if your POS can add new members at the counter? Tell our support team its name, and we'll check for you.

What's Next?

- How to Share Your Customer Portal and Get Your First Members (https://kb.pixalink.io/articles/how-to-share-your-customer-portal-and-get-your-first-members)
- How to Import Customers from CSV (https://kb.pixalink.io/articles/how-to-import-customers-from-csv)
- Members Sign-up vs Total Customers: What's the Difference? (https://kb.pixalink.io/articles/members-sign-up-vs-total-customers-whats-the-difference)

▶ **Video transcript: Referrals, Sign-Up and Tiers Explained**