

What Is This?

This is the starter training module for front-line and cashier staff. It covers the three everyday tasks your team performs at the counter in Pixalink: **recording points** when a customer spends, **deducting points** to make corrections, and **redeeming a voucher** when a customer claims a reward.

If a new team member can confidently do these three things, they can run the loyalty program day-to-day. Each task below links to a full step-by-step guide.

Watch: Staff Tutorial Video

This short video walks through all three tasks — recording points, deducting points, and validating a reward — in the staff interface.

Staff Tutorial Video - Record Points, Deduct Points, Validate Reward

Pixalink Customer Loyalty Program Software



Watch on

Who This Is For

- Cashiers and counter staff who serve customers directly
- New team members during their first shift
- Anyone responsible for awarding points or honouring rewards

You don't need admin access for these tasks — a staff/cashier account is enough.

Real-Life Example

Aisha just joined **Kopi Lane**, a coffee shop using Pixalink. On her first shift she learns three things: when a customer buys a drink she **records their points**; when she accidentally adds points to the

wrong customer she **deducts them**; and when a regular wants to claim their free pastry she **redeems their voucher** at the counter. That's the whole daily routine.

The Three Core Tasks

1. Record Points

When a customer makes a purchase, you award them loyalty points. This is the most common task — do it at the point of sale so the customer earns on every visit.

→ Full guide: [How to Record Points for a Customer](#)

2. Deduct Points

Sometimes you need to remove points — a mistaken entry, a refund, or a manual adjustment. Deducting points keeps a customer's balance accurate.

→ Full guide: [How to Deduct Points from a Customer](#)

3. Redeem a Voucher (Validate a Reward)

When a customer wants to claim a reward they've unlocked, you redeem (validate) their voucher at the counter to confirm it's genuine and mark it as used.

→ Full guide: [How to Redeem a Customer Voucher at Your Counter](#)

Quick Reference

Situation	What you do	Guide
Customer makes a purchase	Record points	Record Points
Wrong points added / refund	Deduct points	Deduct Points
Customer claims a reward	Redeem their voucher	Redeem a Voucher

Good to Know

- **Always identify the customer first** — by phone number or QR scan — before recording or deducting points, so the activity lands on the right account.
- **Points and vouchers are different** — points are the balance a customer earns; a voucher is a reward they've already claimed. Redeeming a voucher does not deduct points.
- **Mistakes are fixable** — if you record points for the wrong customer, just deduct the same amount and record them again on the correct account.
- **Each voucher is single-use** — once redeemed at the counter it's marked as used and can't be claimed again.