

What Is the Normal Delay for Points and Customer Updates?

What Is This?

Points and customer details update at different speeds. Knowing the normal wait helps you tell a short delay from a real problem, so you don't call support for nothing.

How It Works

Points and customer records reach Pixalink through a few paths, each with its own speed.

Points staff add by hand. When staff use **Record Points** on a customer's profile, the points show up right away. No wait at all.

The screenshot displays the Pixalink 'Record Points' interface. On the left is a sidebar with a 'Loyalty Program' section containing 'Record Points', 'Point History', 'Rewards', 'Customer Portal Design', 'News Feeds', 'Referral Configurations', 'Tier Configurations', 'Feedbacks', 'Reservation', 'Calendars', 'Reservations', 'CRM', 'Broadcast Batches', 'Campaigns', 'Customers', 'Scan & Share', 'General', 'Spaces', 'Settings', 'Users', and a bottom section with three dots. The main area is titled 'Record Points' and features three buttons at the top: 'Check Customer Rewards', 'Validate Reward', and 'Deduct Point'. The form consists of two steps: '01 Enter Customer Phone Number' and '02 Enter Add Point Amount'. Step 01 has a 'Point Amount' input field with a red asterisk and a 'Back' button. Step 02 displays 'Customer Information' for Aisyah Rahman, with phone number +60 12-345 6789 and current points of 300. A 'Create' button is located at the bottom right of the form.

Sales from your till. Most tills check in with Pixalink on a schedule, not the instant a sale happens:

- Some tills send sales the moment the bill closes, so points appear almost right away.
- Other tills are checked about once a minute.
- A few tills are checked every 10 minutes.
- Tills that sync less often are checked about once an hour.

If a sale has not shown up yet, it may just be waiting for the next check.

"Not synced yet" vs "not linked." These look the same, but they are not the same problem.

- **Not synced yet** means Pixalink has not checked your till since the sale happened. Give it a little time.
- **Not linked** means the sale already arrived, but no phone number matched a customer profile. This happens when a walk-in gives a different number, or none.

Go to **Admin Panel → Loyalty Program → POS Transactions** to see these sales. A blank phone number and an **Adopt** button mean the sale is unlinked, not delayed.

The screenshot shows the Pixalink Admin Panel interface. On the left is a sidebar menu with categories: Dashboard, Loyalty Program (expanded), Reservation, CRM, General, and Settings. The main content area is titled 'POS Transactions' and shows a list view. The list has columns: Transaction Time, Phone, Amount, and Space. The list is currently empty, displaying a message 'No POS Transactions' with a close button. The top right of the panel includes a search bar, language selector (EN), and user profile icon.

(This shop had no unmatched sales at the time of writing. When one is waiting to be linked, it appears in this same list with a blank Phone column and an Adopt link.)

Checking a customer's point history. Go to **Admin Panel → CRM → Customers**, click a customer, then open the **Transactions** tab.

 Dashboard

Loyalty Program

 Record Points

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

 Calendars

 Reservations

CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

General

 Spaces

Settings

 Users

 Configurations



Every point earned, spent, or expired shows here, with the date, amount, and reason.

Point History

Rewards

Customer Portal Design

News Feeds

Referral Configurations

Tier Configurations

Feedbacks

Reservation

Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Scan & Share

General

Spaces

Settings

Users

Configurations

Tags

012-345 6789

Gender

Date of Birth

01/01/1990

Space

Petal & Stem - Subang

Notes

Tags

New tag

Current Points

300

Lifetime Total Spent

0.00

Invited By

N/A

Joined at

mm/dd/yyyy, --:--:-- --

Joined at recently

Transactions

Campaigns Sent

Customer Rewards

Invitees

Payment History

Transactions

Redeem

Record Point

Search

0

Date	Amount	Quantity	Type	Remarks	
10 Jun 2026 13:34	200	1	Point Reward Redeem	Reward: Free Bouquet	View
10 Jun 2026 13:34	500	1	Purchase	N/A	View

Showing 1 to 2 of 2 results

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Editing a phone number. The phone field checks for duplicate numbers as you type, with a short pause before it saves the check. If you type a new number and click Save right away, wait a few seconds first.

Real-Life Example

Farah runs Petal & Stem, a flower shop in Subang. A regular customer bought a birthday bouquet and paid at the till, but her points did not show up that afternoon. Farah checked **POS Transactions** and found the sale sitting there with no phone number attached. The customer had used a new number that was not in her profile yet. Farah clicked **Adopt**, typed in the customer's correct number, and the points appeared right away. It was not a delay at all. The sale was simply never linked to a customer.

Good to Know

- Points added by staff through **Record Points** always appear instantly.
- A sale with no phone number is not "coming later." Use **Adopt** to link it and award the points right away.
- If a sale never appears in **POS Transactions** after a few hours, your till connection may be down. Contact support with the invoice number.
- Customer edits like a new phone number save normally once the duplicate check finishes.
- If the Save button seems stuck, wait a few seconds, then refresh and check whether your edit saved. A stuck save is usually a slow connection. But if your shop is linked to a POS or online store, the save can wait on that system to respond. If it keeps happening, contact support.

Need Help?

If a sale or customer update still looks wrong after checking these two screens, reach out to our support team with the customer's name and the time of the sale.

What's Next?

- [How Loyalty Points Are Earned at POS](#)
- [Staff Training Basics: Record Points, Deduct Points & Redeem Vouchers](#)
- [POS Integration Feature Comparison](#)