

What Pixalink Sends to QnE for Paid Members

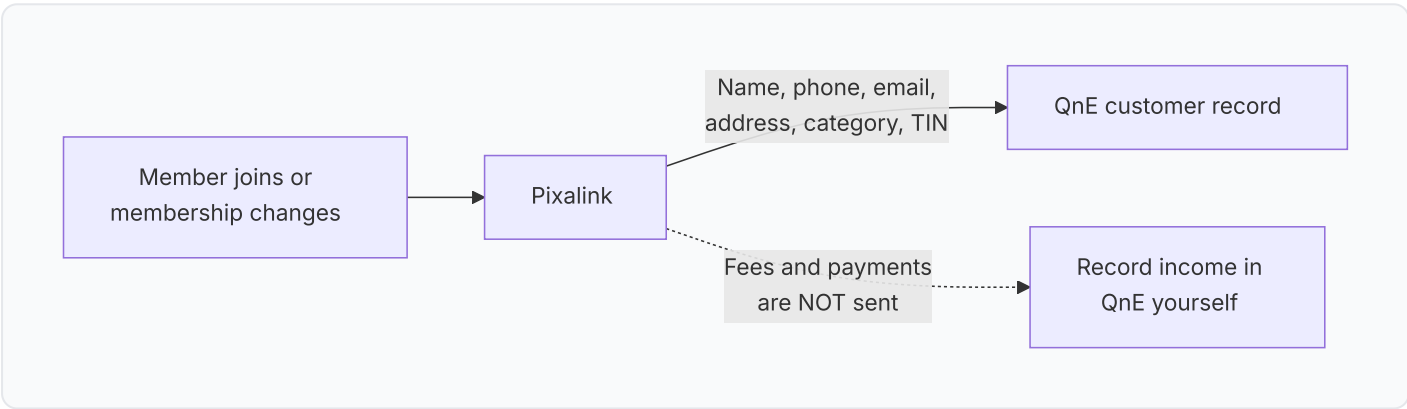
What Is This?

If QnE is connected and paid memberships are enabled for your account, Pixalink can keep your member list in QnE up to date. This saves your staff from typing members in twice.

It is important to know what goes across, and what does not. Pixalink sends the **member**, not the **payment**.

How It Works

What syncs where



Sent to QnE	Not sent to QnE
Name, phone number, email and address	Membership fees and payments
Member category, such as "Paid Member"	Invoices or receipts
Tax number (TIN) and TIN type	

When it is sent

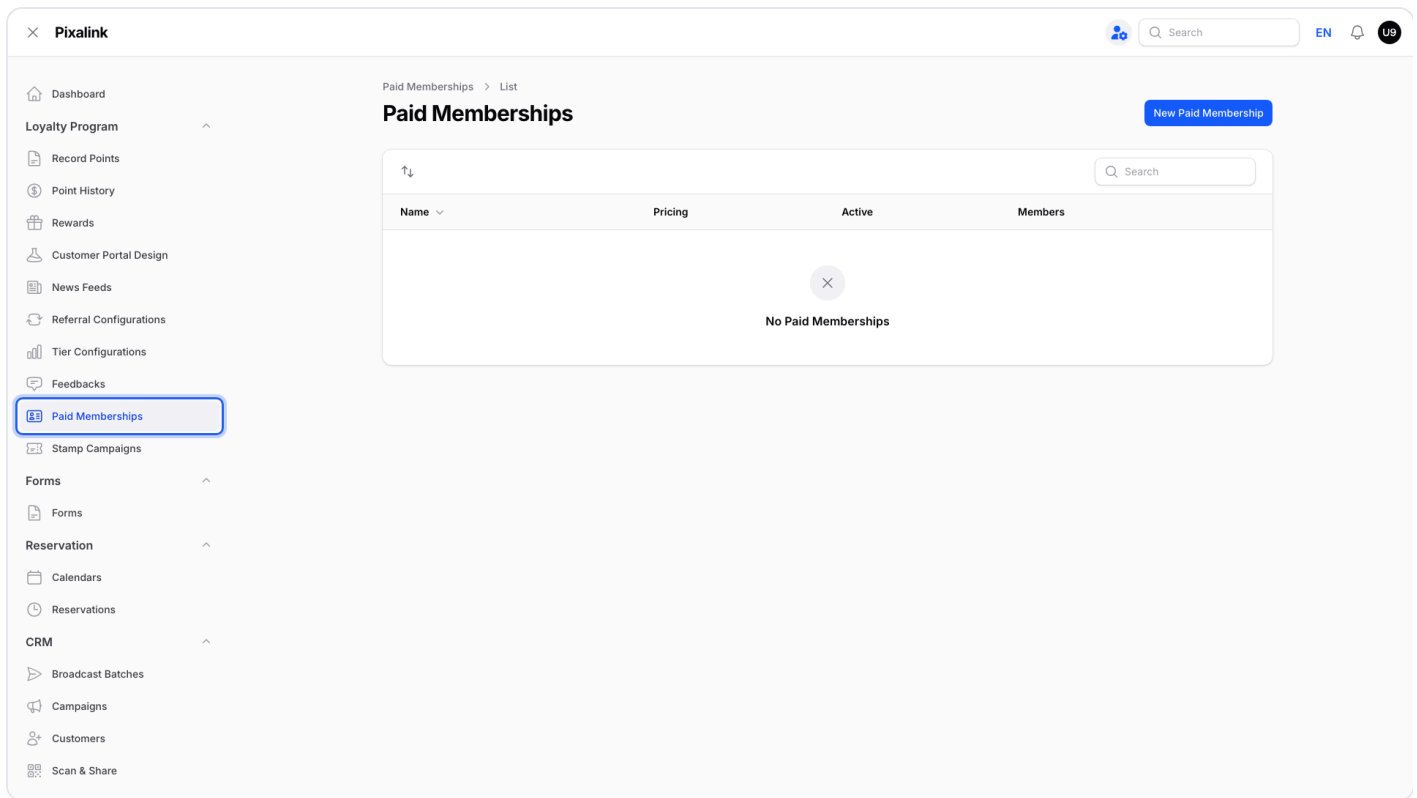
Pixalink sends a member to QnE when they first join. It sends them again when a paid membership starts, changes or ends. Each update runs in the background, so allow a few minutes.

Some accounts also have automatic customer sync switched on. Pixalink then checks every 15 minutes for members whose details changed, and sends them again.

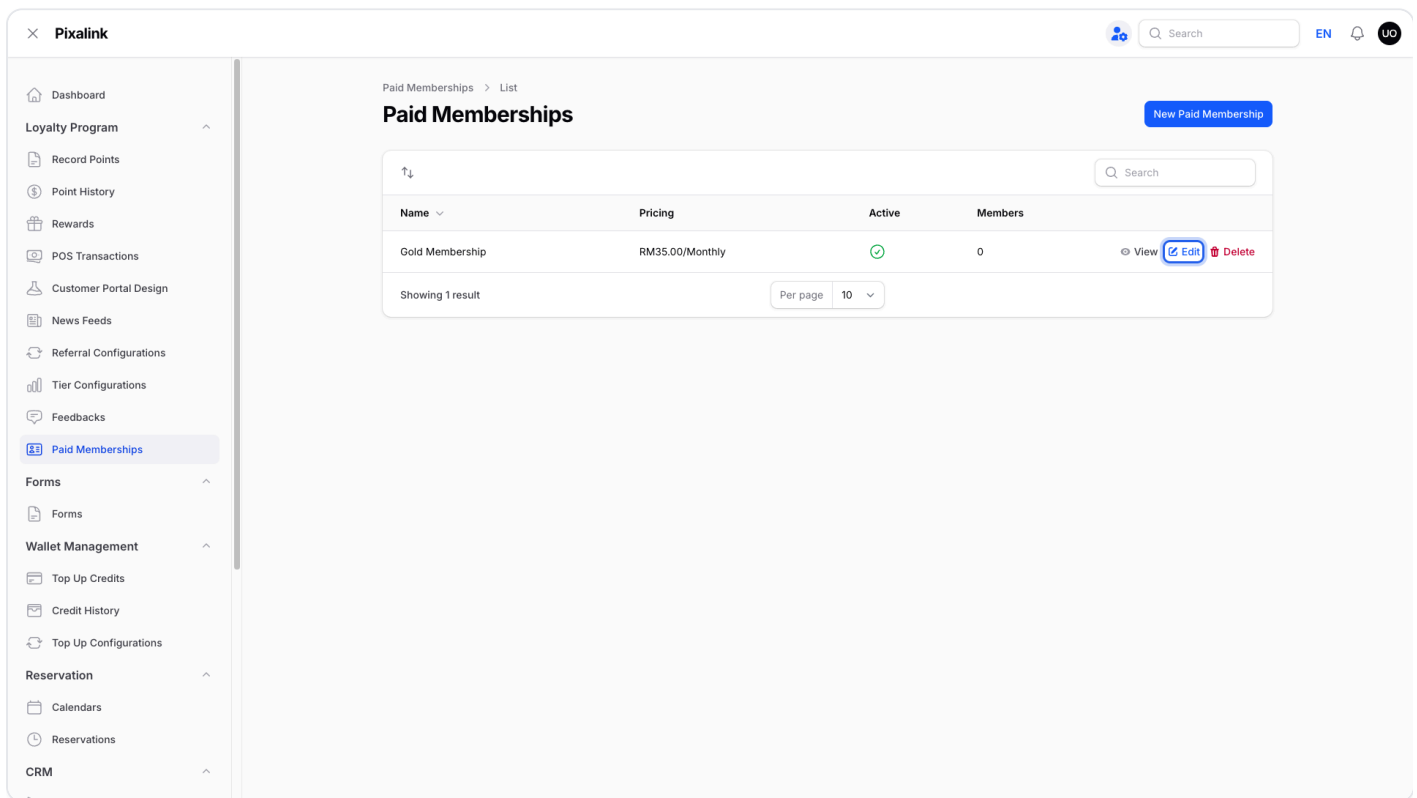
The member category

Active paid members use their plan's QnE category. Members without an active paid membership use your account's default category. Set each plan's category in a few steps:

1. Go to **Loyalty Program → Paid Memberships**.



2. Click **Edit** on the plan.



3. Open the **Configurations** tab and choose the **Paid membership category**. This tab only shows when QnE is connected.

The screenshot shows the Pixalink web interface. On the left is a sidebar menu with categories like Loyalty Program, Forms, Reservation, CRM, and Stamp Campaigns. The 'Paid Memberships' option is highlighted. The main content area is titled 'Create Paid Membership' and has a breadcrumb 'Paid Memberships > Create'. Below the title are tabs for 'Details', 'Pricing', 'Benefits', 'Rewards', 'Notifications', 'Automations', and 'Configurations'. The 'Configurations' tab is active, showing a form with a dropdown menu labeled 'Paid membership category' with the text 'Select an option'. Below the dropdown is a note: 'The QnE customer category assigned when this membership is active (e.g. "Paid Member")'. At the bottom of the form are three buttons: 'Create' (blue), 'Create & create another' (light blue), and 'Cancel' (white).

Important

A paid membership with no **Paid membership category** stops its members from being sent to QnE.

The tax number (TIN)

If Pixalink has no stored TIN for a member, it sends the General Public TIN EI000000000010. If a TIN is already stored, Pixalink sends that number with its stored type, or General Public if no type is stored.

The **TIN Number** and **TIN Type** boxes on the customer's edit page are read-only. A later update can overwrite changes made directly in QnE with the values Pixalink holds.

Real-Life Example

Siti manages a golf club in Seri Kembangan that uses QnE for accounts. A new member, Ahmad, paid for his yearly membership in the portal. Her accounts team could not find his payment in QnE.

Siti learned that Pixalink only sends Ahmad's member record, marked "Paid Member". So her team now records membership fees from the monthly payment report.

Good to Know

These details affect how members appear in QnE:

- **A name is needed.** A new QnE customer cannot be created without a name. Adding the first name in **CRM → Customers** starts a background update when QnE is connected.
- **The category matches their membership.** When a paid membership ends, the member moves back to your default category.
- **Give it a few minutes.** Updates run in the background.

Need Help?

If a member is still missing after an hour, contact our support team with the member's phone number.

What's Next?

- [How to Set Up QnE Customer Sync Integration](https://kb.pixalink.io/articles/how-to-set-up-qne-customer-sync-integration) (https://kb.pixalink.io/articles/how-to-set-up-qne-customer-sync-integration)
- [POS Integration Feature Comparison](https://kb.pixalink.io/articles/pos-integration-feature-comparison) (https://kb.pixalink.io/articles/pos-integration-feature-comparison)