

What Your AutoCount Setup Needs Before You Start

What Is This?

AutoCount is sold in separate modules, and not every business buys all of them. Which modules you own decides which parts of Pixalink can work with your till. Checking this before setup takes two minutes and saves a lot of confusion later.

How It Works

Pixalink reads different things from AutoCount depending on the modules you own.

What you want	AutoCount module you need
Customers and members kept in step both ways	Bonus Point
Points from invoices and cash sales	Accounting, included as standard
Sales rung up at a front counter till	Point of Sale
Customers redeeming voucher codes at the till	Point of Sale

To check what you have, open AutoCount on your desktop and look along the top menu bar. **Bonus Point** and **Point of Sale** sit there as separate menus. Voucher redemption lives under **Point of Sale** → **Maintenance** → **Voucher Maintenance**. If there is no Point of Sale menu, your AutoCount does not include that module.

Important

Your Pixalink team makes the connection for you, using details supplied by AgileX, the company that provides the AutoCount API connection. The check they run only tests the web address and access key, and it passes even when a module is missing. Confirm your modules with your AutoCount dealer before setup day rather than relying on that check.

Prepare a Test Account Book

Before going live, Pixalink tests against a copy of your accounts, so nothing touches your real books or e-invoices. Create a test account book in AutoCount (your dealer can help), then share its database name and an admin login with AgileX. AgileX connects Pixalink to the test book first, and switches to your main book on go-live night.

If You Do Not Have Point of Sale

Most of Pixalink still works. Your customers sync, your invoices and cash sales earn points, and tiers and rewards run as normal. Two things change:

- Sales rung up at a front counter till never reach Pixalink, because there is no till to read from. Invoices and cash sales still do.
- Customers cannot hand a voucher code to a cashier. Instead, mark the voucher used in Pixalink under **Loyalty Program → Customer Rewards**, then key the value in as a discount on the invoice.

Tell your Pixalink onboarding contact that you do not have Point of Sale. They will leave voucher sync switched off, which keeps your account tidy until you own the module.

Real-Life Example

Farah runs a furniture showroom and bills everything as an invoice, with no front counter till. Her AutoCount has Bonus Point but no Point of Sale. Her customers sync across, every settled invoice earns points, and her tier programme runs normally. She gives rewards as a discount on the invoice rather than a voucher code at a counter.

Good to Know

- Modules can be added later. Speak to the AutoCount dealer who sold you the system.
- Owning Bonus Point does not include Point of Sale. They are priced and installed separately.
- Ask your dealer to confirm your modules in writing before the setup call, so nothing is switched on that cannot work.
- Your AutoCount dealer and AgileX are usually different companies. Your dealer sells and supports AutoCount itself. AgileX supplies the connection to Pixalink.

Need Help?

Not sure which modules you have? Send Pixalink support a photo of your AutoCount menu bar and the team will tell you what will and will not work.

What's Next?

- [How to Connect AutoCount AgileX to Pixalink](#) — the setup steps
- [How to Give AutoCount Customers a Redeemable Voucher](#) — voucher setup, once you have Point of Sale
- [Why Your AutoCount Sale Didn't Earn Points](#) — when points are missing