

Why Your AutoCount Sale Didn't Earn Points

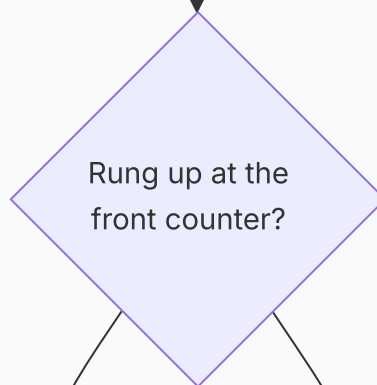
What Is This?

Your AutoCount system and Pixalink work together to add loyalty points after every sale. When points are missing, the cause is almost always one of four things, and each has a quick fix. This guide shows what to check, in the order that solves the most cases first.

How It Works

Pixalink reads your settled AutoCount invoices and cash sales on a schedule. Each document is matched to a customer using the phone number saved on the debtor attached to that sale. When the match works, points reach the customer within minutes.

Invoice or cash sale
created in AutoCount

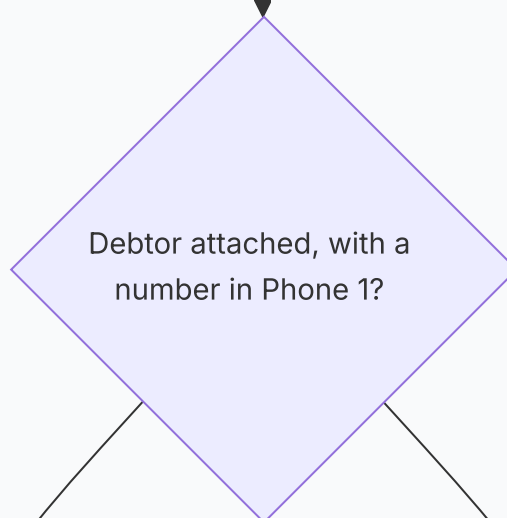


Yes

Waits for AutoCount's own
client sync, about 15 minutes

No

Picked up on the next
scheduled read



Yes

Points added to the

No

Sale waits in POS

customer automatically

Transactions
with no phone number

Check these four things in order.

1. Is the number in the Phone 1 field? This is the most common cause by far. Pixalink reads a debtor's **Phone 1** field. A number typed only into the Mobile field is not read, so that debtor's sales never match a customer.

Find Member											
Keyword							☐ Load all when startup				
☒ Member No. ☐ ID ☒ Phone No. ☐ Member Name ☐ Member Type ☐ Include Expired Member											
Member No.	Name	ID	Member Type	Mobile Phone	Direct Phone	Expiry Date					
> M-001	Demo Member A		Default	+601223456789							
PXL-13	Test Debtor with w phone number		Default	+60127067086	+60127067086						
PXL-18	Test Coompany Name		Default	+601110647086							
PXL-29	Testing		Default	+60139999999							
PXL-30	Pixalink Test Customer Updated		Default	+60102345678							
PXL-31	TC7 edited		Default	+60177777777							
PXL-32	tested tc7		Default	+60107777777							
PXL-33	test with name tc7		Default	+60127777777							
PXL-34	edit3		Default	+60187777777							
PXL-35	testingggggg		Default	+60187945454							
PXL-36	voucher test		Default	+60195556666							
PXL-37	Ahmed		Default	+60123333333							
PXL-38	ricer		Default	+60196666666							
PXL-39	Company A		Default	+60168390138							
PXL-40	Company A		Default	+60168390138							
PXL-41	Company B		Default	+60169590055							
PXL-608306	Autocountissoeasy		Default	+60174697188							
T01-M000003	ms		Default	+60146506525							
T01-M000007	test upload		Default	0134561234		11/06/2027					

2. Was a debtor attached to the sale? A walk-in sale with nobody attached cannot be matched. Go to **Loyalty Program → POS Transactions** to see every sale that reached Pixalink. Unmatched sales sit there with no phone number.

Need Help?

If a sale is missing from POS Transactions, or the amount looks wrong, contact Pixalink support. Include the document number, its date, and the customer's phone number so the team can trace it quickly.

What's Next?

- [How AutoCount Invoices Become Point-Earning Transactions](#) — how a sale turns into points
- [What Happens to Points When an AutoCount Invoice Is Voided or Amended](#) — voids and refunds
- [How Customer Sync Works Between Pixalink and AutoCount](#) — how customers are matched