

Eats365 Automatic Credit Top-Ups — How Product Purchases Add to Your Wallet

What Is This?

Automatic credit top-ups let your customers add credit to their Pixalink wallet by purchasing specific products at your Eats365 POS — like a "RM50 Credit Pack". When a customer buys it, the matching credit is added to their wallet instantly. You can also set up bonus promotions so customers get extra free credit when they top up above a certain amount.

Real-Life Example

Amirah runs a cafe using Eats365 POS. She creates three menu products: "RM30 Credit Pack", "RM50 Credit Pack", and "RM100 Credit Pack". Her regular customer Danish buys the RM100 pack at the counter. Amirah has set up a bonus: any top-up of RM100 or more gets an extra RM10. So Danish's wallet receives RM110 total. Next visit, he pays straight from his wallet.

How It Works

1. **Customer buys a top-up product** — your cashier rings it up on the Eats365 POS like any other item.
2. **Pixalink matches the product** — when the order closes, Pixalink finds the mapped credit item and calculates the amount (value x quantity).
3. **Credit is added** — the top-up goes into the customer's wallet immediately. Bonus credit is added separately if a bonus level is met.


What Your Customers Will See

Your customer's wallet balance updates right away. If bonus credit was applied, it shows as a separate entry.

How Bonus Promotions Work

You set up bonus levels in **Admin Panel → Wallet Management → Top Up Configurations:**

Pixalink

 Dashboard

Loyalty Program 

Forms 

Wallet Management 

 Top Up Credits

 Credits

 Credit Top Ups

 Top Up Configurations

 POS Credits

Reservation 

CRM 

General



Settings



| Top-Up Amount | Bonus Credit |
|---------------|--------------|
| RM50 or more | RM5 bonus |
| RM100 or more | RM10 bonus |
| RM200 or more | RM30 bonus |

Top up Promo configurations

Promo Thresholds

| Minimum Top-up Credit (Threshold) | Bonus Credit | |
|-----------------------------------|---------------------------------|--|
| <input type="text" value="50"/> | <input type="text" value="5"/> | |
| <input type="text" value="100"/> | <input type="text" value="10"/> | |
| <input type="text" value="200"/> | <input type="text" value="30"/> | |

Only the highest matching level applies. If a customer tops up RM150, they get RM10 bonus (from the RM100 level), not RM5 + RM10.

What Happens on Void or Refund

If a top-up order is voided on the POS, both the top-up credit and any bonus credit are automatically reversed. Your staff just void the order as usual — Pixalink handles the wallet update.

Good to Know

- **Products must be mapped first** — top-up products need to be linked to credit amounts in the Space settings under the Eats365 section.
- **Quantity matters** — buying two "RM50 Credit Pack" items gives RM100 in credit. Bonus levels are checked against the total.
- **Works across outlets** — credit added at one branch is available at all your connected locations.

- **Customer must be identified** — the cashier needs to look up the customer on the POS before closing the order.

What's Next?

- Learn how customers spend their wallet balance at checkout