

Eats365 Reward Offer & Condition Types — Configuration Guide

What Is This?

When you create rewards in Pixalink that are redeemable at Eats365 POS terminals, you need to configure **offer types** (what discount the customer gets) and **condition types** (what the customer must do to qualify). These settings are stored in the reward's Eats365 properties and sent to the POS as "coupons" when a customer's membership is looked up.

This guide is a reference for all available offer and condition types, how to configure them, and common combinations.

Offer Types

Offer types define **what the customer receives** when they redeem the reward at the POS.

Type 1: Percentage Discount (Storewide)

Applies a percentage discount to the entire bill.

- **Discount (%)** — The percentage off (e.g., **10** for 10% off)
- **Example:** "10% off your entire bill"

Offer

Offer Type*

Percentage Discount on Whole Bill

Discount Percentage*

10

%

Percentage Discount to be applied

Type 2: Fixed Amount Discount (Storewide)

Deducts a fixed amount from the total bill.

- **Discount Amount** — The fixed amount in RM (e.g., **5.00** for RM5 off)
- **Example:** "RM5 off your next visit"

Offer

Offer Type*

Amount Discount on Whole Bill

Discount Amount*

RM

10

Amount Discount to be applied

Type 3: Percentage Discount on Specific Products

Applies a percentage discount only to selected products.

- **Discount (%)** — The percentage off
- **Product Codes** — Select which products this applies to from the Eats365 menu dropdown
- **Example:** "20% off any pasta dish"

Offer

Offer Type*

Percentage Discount on Item

Discount Percentage*

25

%

Percentage Discount to be applied

Product Code List*

Carbonara (PASTA001) - RM18.00 (Sushi King PJ)

Aglio Olio (PASTA002) - RM16.00 (Sushi King PJ)

Choose menu items using Product Codes (SKUs) from your POS System.

Type 4: Fixed Amount Discount on Specific Products

Deducts a fixed amount from selected products only.

- **Discount Amount** — The fixed amount in RM
- **Product Codes** — Select which products this applies to
- **Example:** "RM3 off any coffee"

Offer

Offer Type*

Amount Discount on Item

Discount Amount*

RM

3

Amount Discount to be applied

Product Code List*

Latte (COFFEE001) - RM12.00 (Sushi King PJ)

Cappuccino (COFFEE002) - RM11.00 (Sushi King PJ)

Americano (COFFEE003) - RM9.00 (Sushi King PJ)

Choose menu items using Product Codes (SKUs) from your POS System.

Type 5: Free / Included Products

Gives the customer specific products for free.

- **Product Codes** — Select which products are given free
- **Quantity** — How many units are included
- **Example:** "Free slice of cake with any purchase"

Offer

Offer Type*

Free Items

Product Code List*

Chocolate Cake (CAKE001) - RM12.00 (Sushi King PJ)

Choose menu items using Product Codes (SKUs) from your POS System.

Type 6: Amount Discount on Item — Single Item Only

Similar to Type 4, but the discount applies to only one item (not all matching items in the order).

- **Example:** "RM5 off one main course"

Note: Type 6 does not show any additional configuration fields (no Discount Amount, no Product Code List). Only the Offer Type selection itself is required. The discount details are managed on the Eats365 side.

Offer
Offer Type*
Amount Discount on Item (1 Item Only) ▼

Condition Types

Condition types define **what the customer must do** to qualify for the reward. Conditions are optional — if no condition is set, the reward can be redeemed without any requirement.

To add a condition:

1. Toggle the **Enabled** switch under the Conditions section
2. Select a **Condition Type** from the dropdown (only appears when enabled)
3. Fill in the condition-specific fields

Type 1: Quantity of Specific Products

Customer must order a minimum quantity of specific products.

- **Product Codes** — Which products count
- **Minimum Quantity** — How many the customer must order
- **Example:** "Buy 2 main courses" (then get 10% off)

Conditions

Enabled

Condition Type

Item with Quantity

Quantity of SKU*

2

Product Code List*

Chicken Rice (MAIN001) - RM12.00 (Sushi King PJ)

Nasi Lemak (MAIN002) - RM10.00 (Sushi King PJ)

Choose menu items using Product Codes (SKUs) from your POS System.

Type 2: Minimum Total Price

Customer's order must meet a minimum spend.

- **Minimum Amount** — The minimum bill total in RM
- **Example:** "Spend at least RM50" (then get RM5 off)

Conditions

Enabled

Condition Type

Total Price of the Order

Minimum Price*

50

Type 3: Minimum Quantity of Any Product

Customer must order a minimum number of items (any product counts).

- **Minimum Quantity** — The total number of items required
- **Example:** "Order at least 3 items" (then get a free drink)

Conditions

☒ Enabled

Condition Type

Total Quantity of the OrderSKU

Quantity of SKU*

3

Type 4: Party Size

The number of diners at the table must fall within a range.

- **Minimum Party Size** — The minimum number of guests
- **Maximum Party Size** — The maximum number of guests (optional)
- **Example:** "Table of 4 or more" (then get 15% off)

Conditions

☒ Enabled

Condition Type

Party Size of the Order

Party Size

Minimum of party size

4

☒ Party size has maximum party size

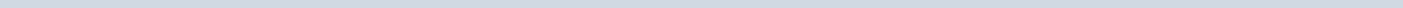
Maximum of party size

10

Common Combinations

Here are popular offer + condition pairings used by restaurants:

Reward Name	Offer Type	Condition Type	Description
Birthday Special	Type 1 (15% off)	Type 2 (Min RM30)	15% off when you spend RM30+ on your birthday
Buy 2 Get 1 Free	Type 5 (Free item)	Type 1 (2x specific product)	Buy 2 coffees, get 1 free
Group Dining Deal	Type 2 (RM20 off)	Type 4 (Min 6 guests)	RM20 off for tables of 6 or more
Pasta Lover	Type 3 (25% off pasta)	Type 3 (Min 2 items)	25% off pasta when you order 2+ items
Welcome Voucher	Type 2 (RM10 off)	Type 2 (Min RM50)	RM10 off your first visit (min spend RM50)



How to Configure in Admin Panel

Pixalink



Dashboard

Loyalty Program



Record Points



Transactions



Rewards



E-commerce Transactions



POS Transactions



Customer Portal Design



News Feed



Referral Configuration



Tier Configuration

 Feedback

 Paid Membership Types

Forms



Wallet Management



Reservation



CRM



General



Settings



 Users

 Configurations

1. Go to **Rewards** and create or edit a reward
2. Scroll down to the **Eats365** section

Prerequisite: This section only appears when your organisation's POS provider is set to Eats365. If you don't see it, contact Pixalink support to check your integration setup.

3. Toggle **Enabled** on, then set **Voucher Version** to **V1 — Discount defined in Pixalink**. The offer and condition types in this guide only apply to V1 — the default is V2, which uses a discount defined inside Eats365 instead
4. Select the **Offer Type** from the dropdown
5. Fill in the offer-specific fields (discount percentage, amount, product codes, etc.)
6. Optionally select a **Condition Type** and fill in the condition fields
7. Save the reward

Eats365 Integration Settings

This integration allows you to set up rewards that can be redeemed through the Eats365 POS system. Please ensure that you have the necessary API credentials and permissions set up in your Eats365 account.

☒ Enabled

Applicable Spaces*

Sushi King PJ - REST_001 Sushi King KLCC - REST_002

Select all locations where this reward can be redeemed via Eats365. The system will create a shop group that includes all selected restaurants.

Offer

Offer Type*

Percentage Discount on Whole Bill

Discount Percentage*

15

%

Percentage Discount to be applied

Conditions

☒ Enabled

Condition Type

Total Price of the Order

Minimum Price*

50

Product Code Dropdown

The product code fields pull live data from the Eats365 menu. Products are displayed as:

Product Name (SKU Code) - RM{price} (Space Name)

Products are aggregated from all Eats365-connected spaces in your organisation, so you can see items from every outlet.

Store Defined Discount (Voucher Version V2)

The **Voucher Version** select in the Eats365 Integration Settings controls where the discount is defined:

- **V2 — Discount defined in Eats365 (recommended, default)** — the reward carries a **Discount Code** referencing a Merchant Discount configured inside Eats365. The offer and condition types in this guide do not apply.
- **V1 — Discount defined in Pixalink** — the offer and condition types described in this guide apply.

Only one method can be active per reward — switching version clears the other method's settings on save, since Eats365 would otherwise stack both discounts and could discount the whole bill twice. See **Eats365 Voucher 2.0 Integration — Setup Guide** for the V2 flow.

Redemption & Rollback

How Redemption Works

1. Customer is looked up at POS → rewards appear as "coupons" in the member profile
2. Cashier selects a coupon to redeem
3. Pixalink validates: coupon exists, belongs to customer, is in pending (unredeemed) status
4. Coupon is marked as used, and the discount is applied to the order
5. Activity is logged with the space that processed the redemption

What Happens on Void

If the order is voided after a coupon was redeemed:

- The coupon is **rolled back to pending status** — the customer can use it again
- This happens automatically when the POS sends a void request

Good to Know

- **One reward can serve multiple spaces** — Use the **Applicable Spaces** field to control which outlets accept this reward
- **Each offer type shows different fields** — The admin form dynamically shows/hides fields based on your selected offer type
- **Conditions are optional** — Not every reward needs a condition. Simple rewards like "RM5 off" can work without any qualification
- **Discount codes** — Some rewards can have a discount code for manual entry at the POS
- **Coupon names support multiple languages** — The reward name sent to Eats365 uses the configured language for the organisation