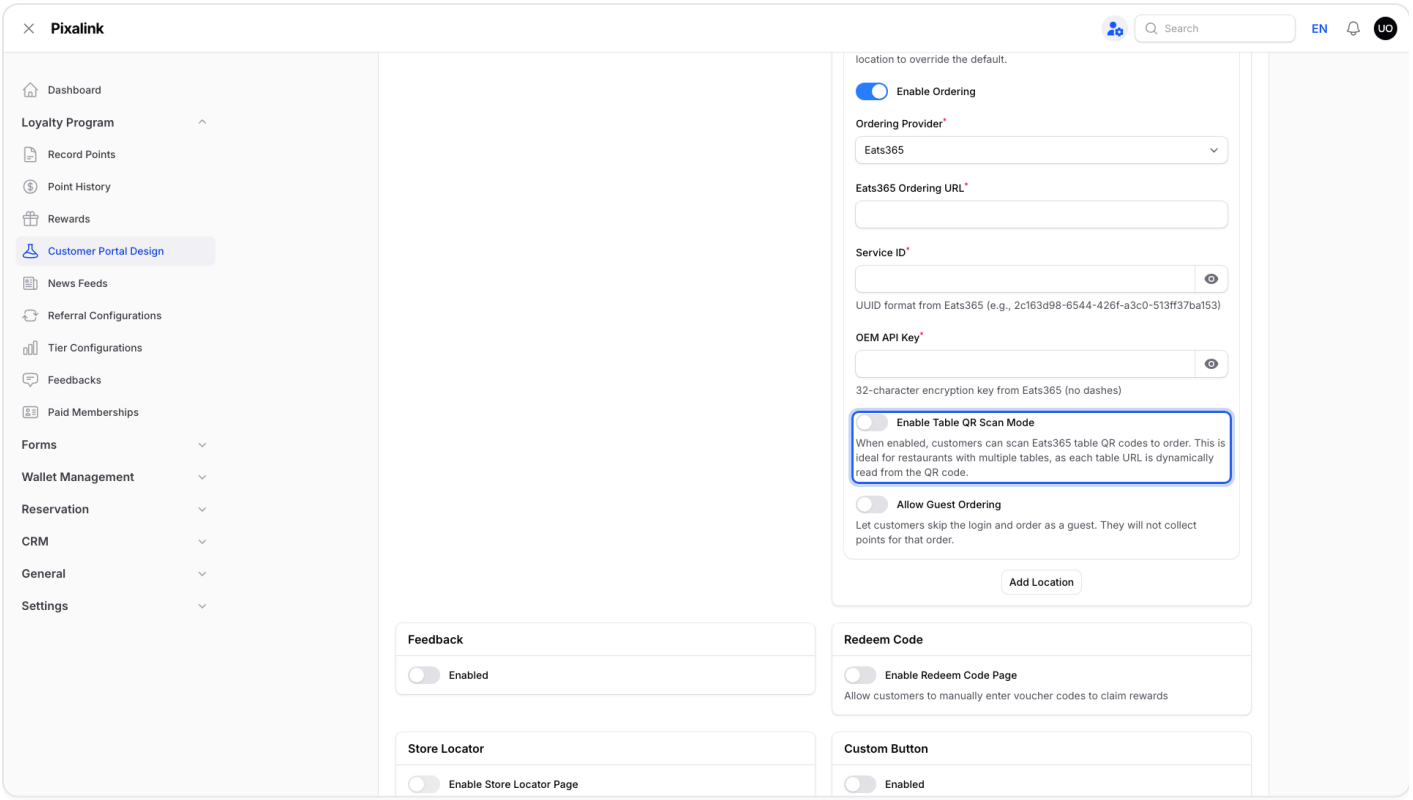
What Is This?

Table QR Scan Mode links every dine-in order placed through the portal scanner to a real member, so you can reward them for it. Members scan their table's Eats365 QR code inside your portal and order already signed in.

Turn it on with **Enable Table QR Scan Mode** under **Admin Panel → Loyalty Program → Customer Portal Design**, on the **Feature** tab in **Ordering System**. Setup steps are in the Eats365 setup guide (https://kb.pixalink.io/articles/how-to-set-up-eats365-qr-ordering-in-the-customer-portal).



How It Works

Where Order and Order Now take the member

Member taps Order
or Order Now

Check 1

Portal shared by several outlets?

- **No** → **Continue at stage 3**
  Order page
  camera opens
- **Yes** → **Continue at check 2**
  Main outlet has scan mode on?

Check 2

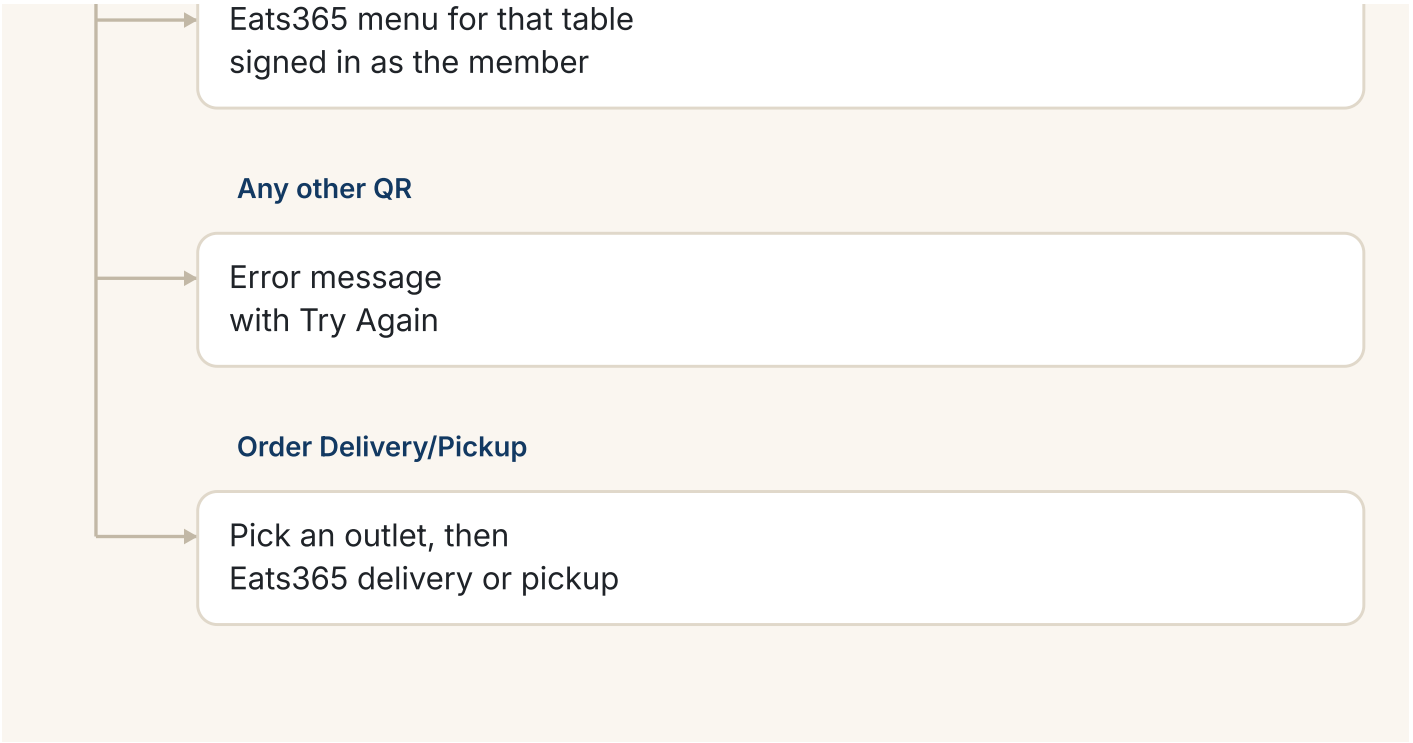
Main outlet has scan mode on?

- **Yes** → **Continue at stage 3**
  Order page
  camera opens
- **No** → Outlet list
  Select your location
  - **Order Here** → Eats365 ordering page
    in a new tab

Stage 3

Order page camera opens

Eats365 table QR or portal sticker for it



Open Order. The member taps **Order** in the bottom bar or the **Order Now** quick link. They need to be logged in to your portal.

EN

Can put your own logo

pixalink

Your Customer Portal

Your Own Design

Your Own Graphics



Quick Links

Order Now
Shop

Rewards
Vouchers

Membership
Points

Reservation
Booking



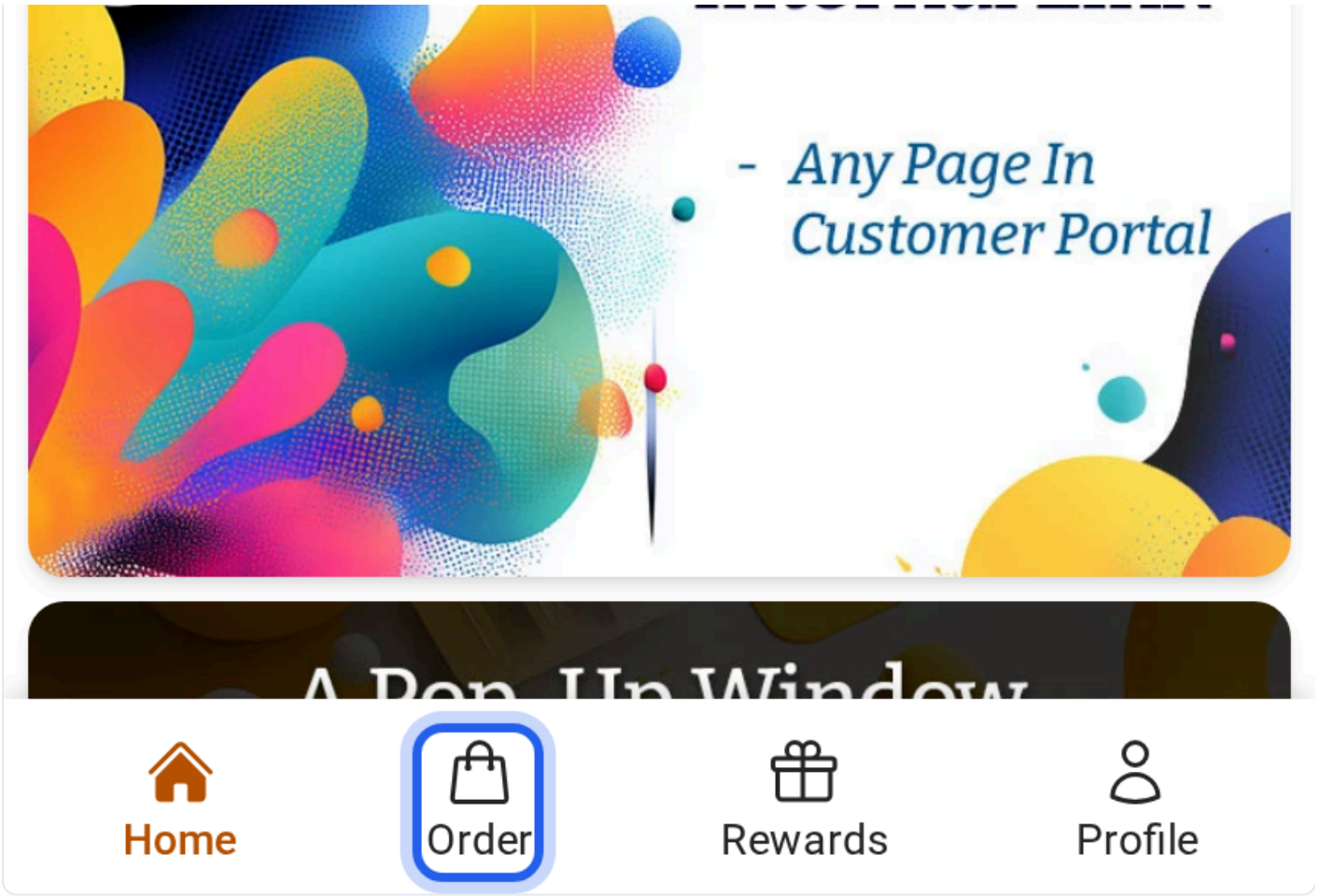
Siti Noraini

Normal

0	0	140.00
Rewards	Points	Credits



Internal Link

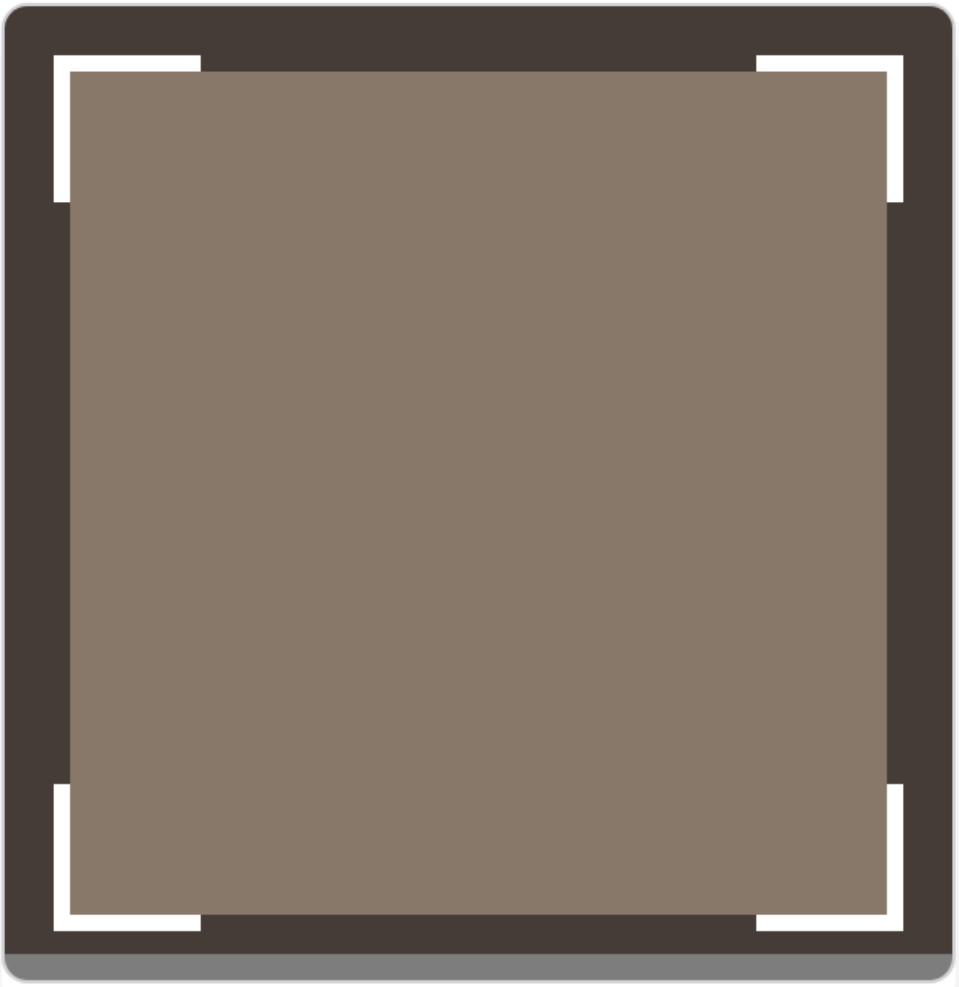


Scan the table. The Order page opens the camera straight away. Their phone may ask for camera access first.

EN

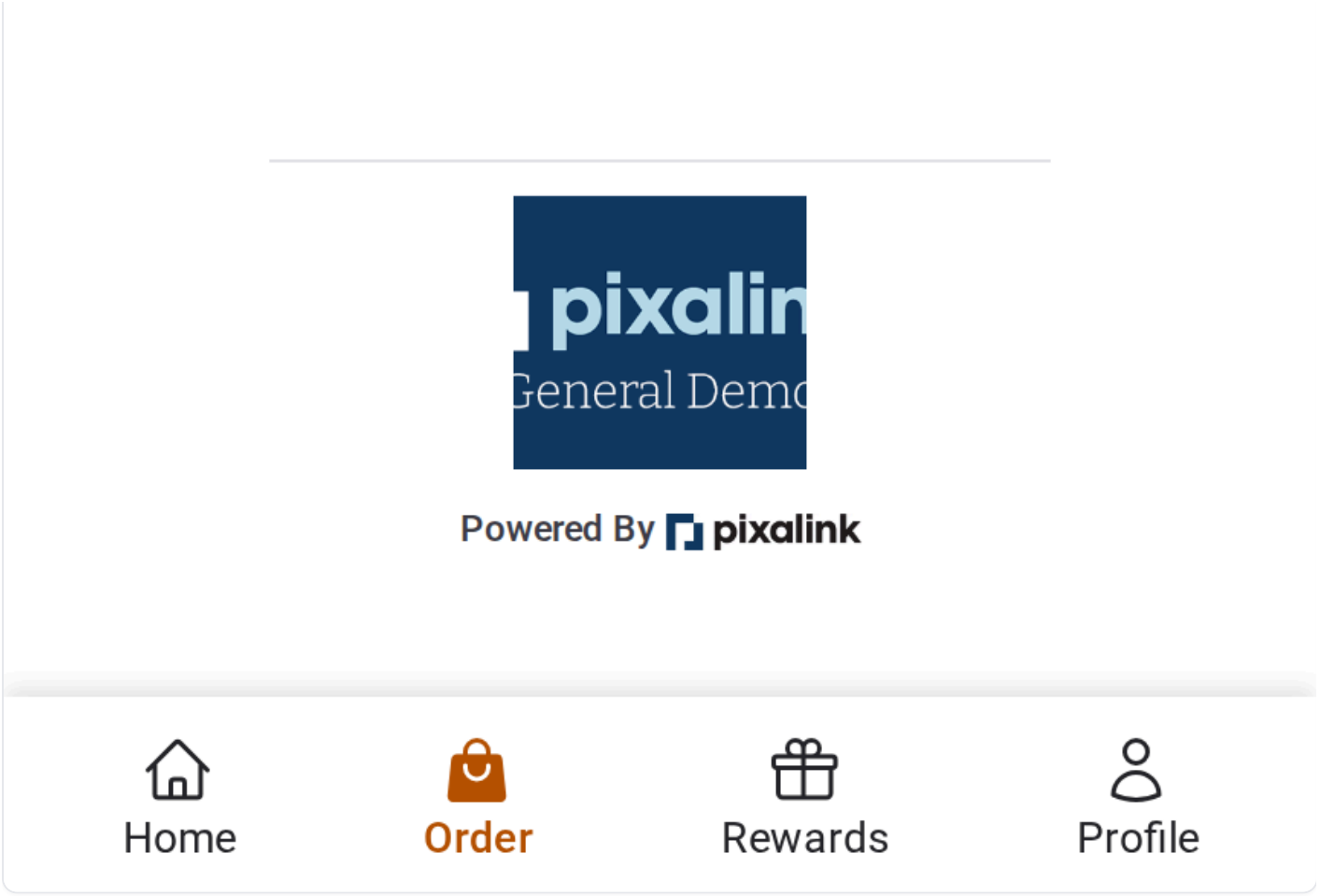
Order Now

Select your location



Order Delivery/Pickup

Point your camera at the QR code on your table

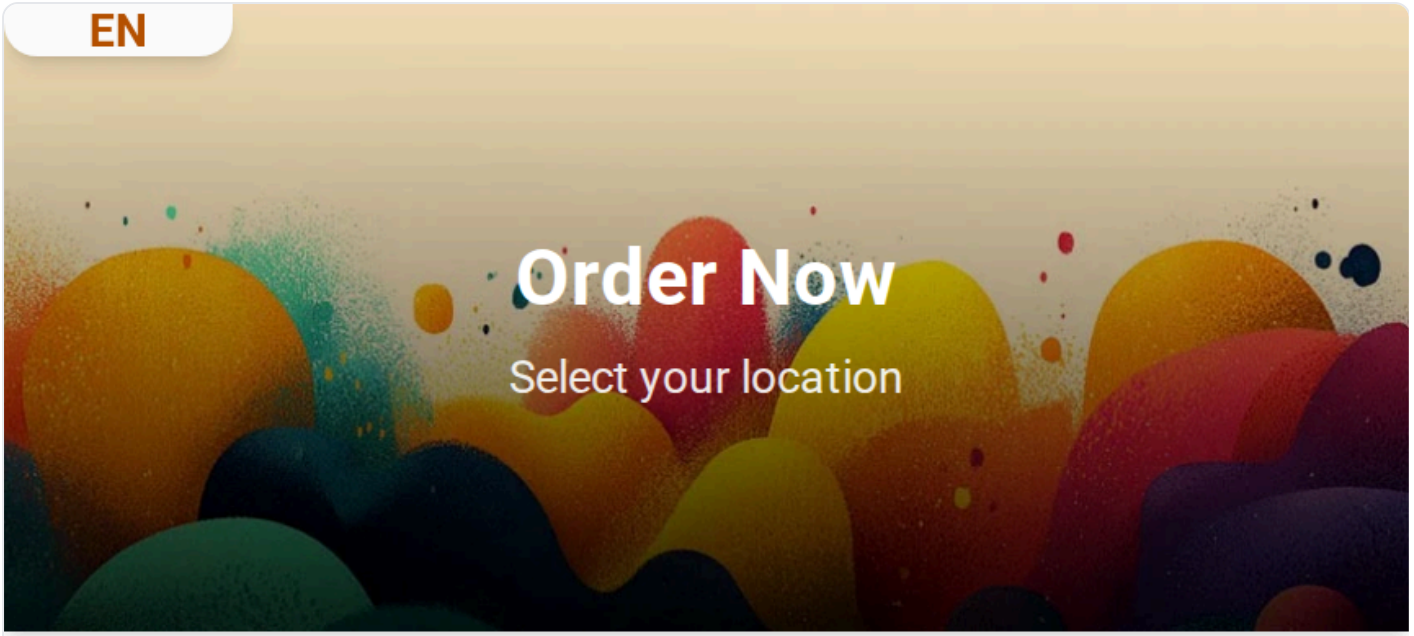


Start ordering. A valid Eats365 table QR opens that table's Eats365 menu. Their name, phone and email are passed over.

Table stickers you re-printed with your portal link, so a phone camera opens your portal first, work too. They open that table's Eats365 menu with no error.

If the code isn't from Eats365, the member sees "The scanned QR code is not from Eats365. Please scan a valid Eats365 table QR code." They tap **Try Again**.

EN



The scanned QR code is not from Eats365. Please scan a valid Eats365 table QR code.

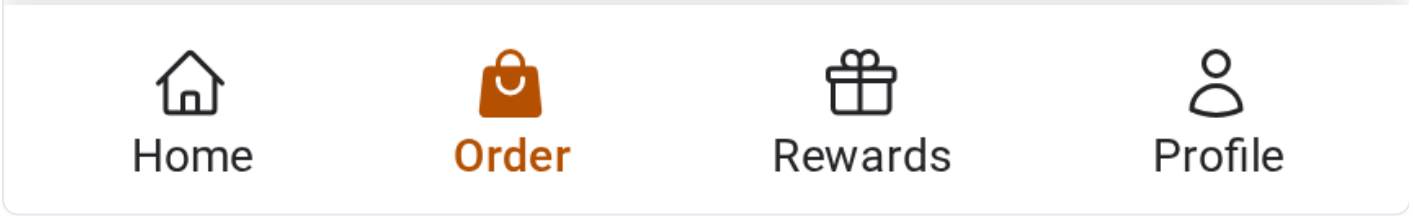
Try Again

Order Delivery/Pickup

Point your camera at the QR code on your table

pixalin
General Demo

Powered By pixalink



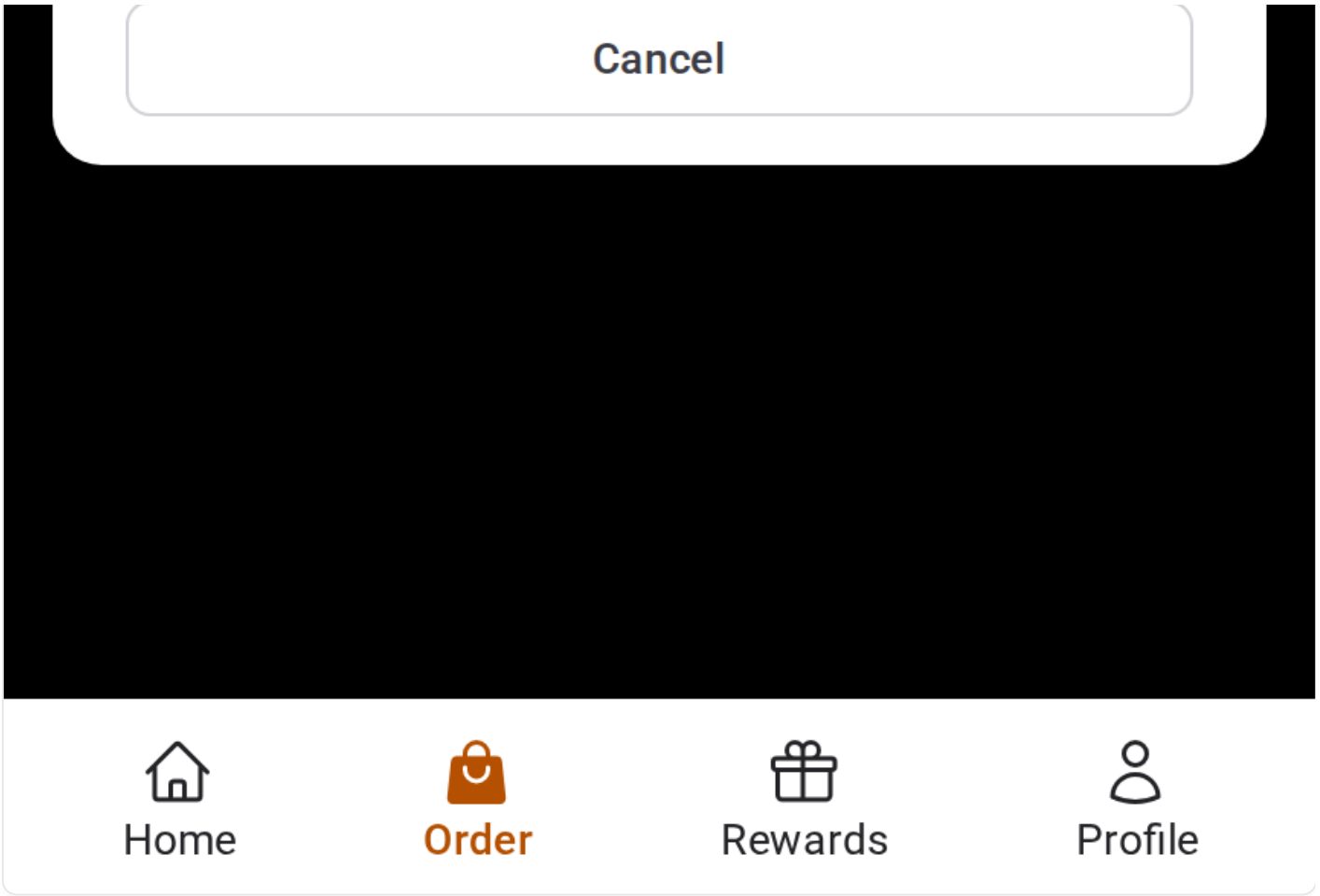
Delivery/Pickup: members not at a table tap **Order Delivery/Pickup**. **Select Location** lists each outlet you've added by name in **Ordering System** that has scan mode (or a **Seats / Tables** list) and the Delivery/Pickup button on. With only one, the member goes straight to it. If you only use **All Locations (Default)**, add a location entry for each outlet, or the list will be empty.

EN

Select Location

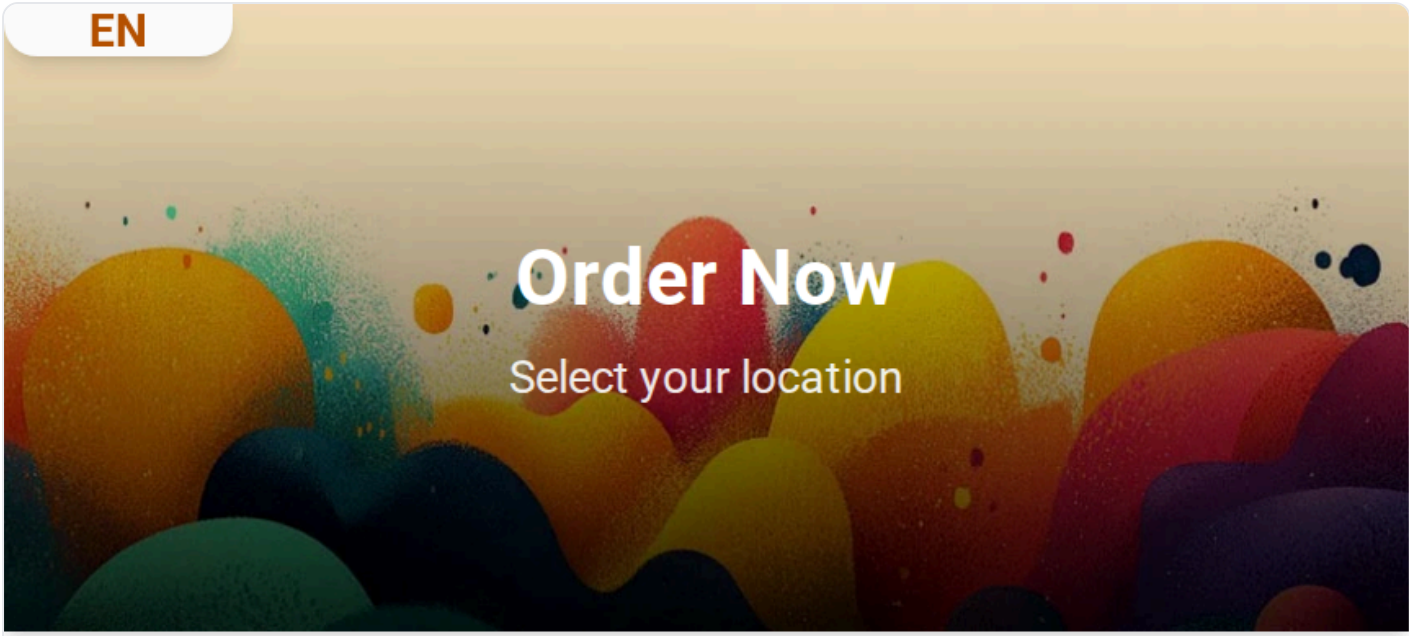
Choose where you would like to order from:

- Bangsar Outlet
- Mid Valley Outlet
- Subang Outlet



Several outlets on one portal: your main outlet is the one your shared portal opens on. If it has scan mode on, members get the scanner. If not, they see an outlet list.

EN



Bangsar Outlet

Kuala Lumpur

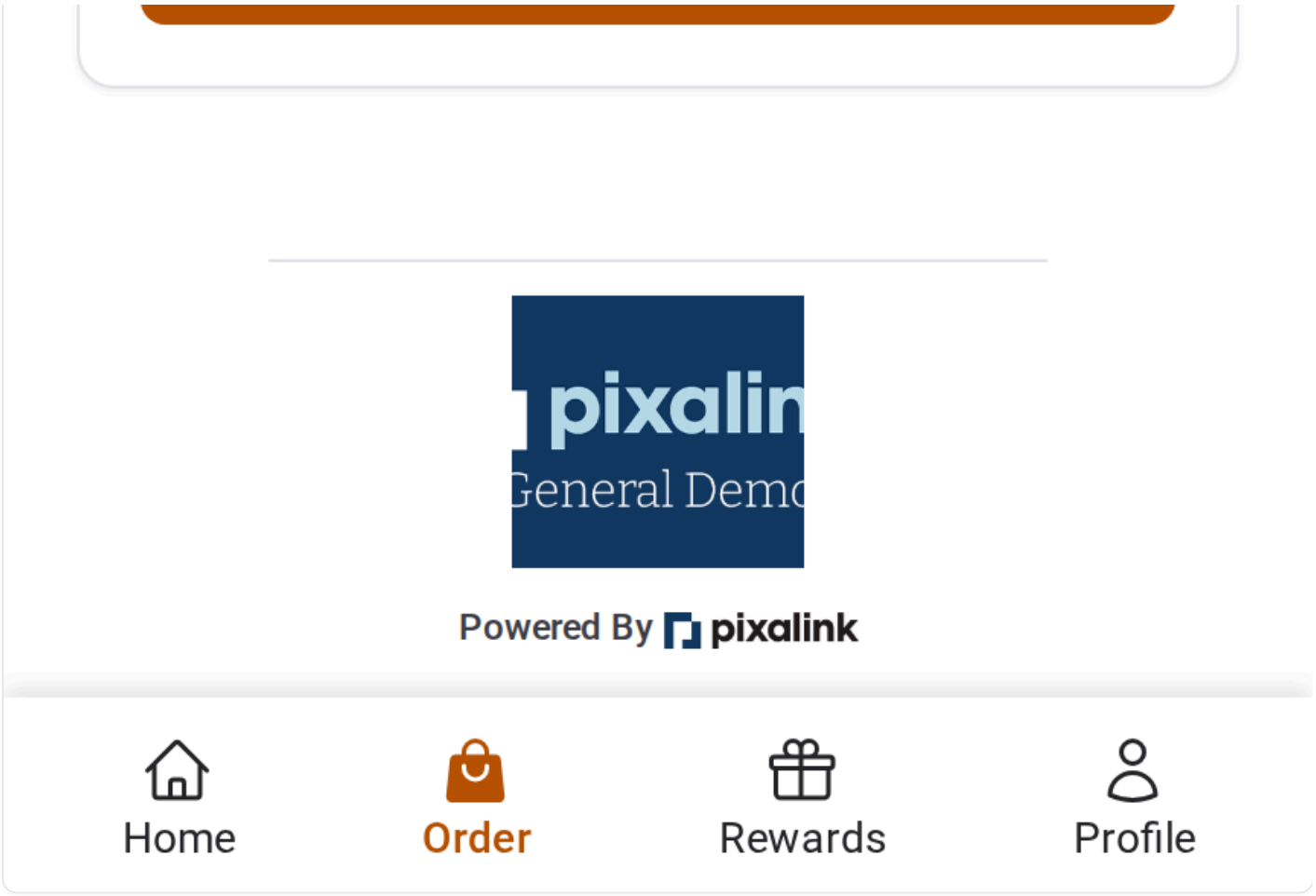
Order Here

Mid Valley Outlet

Order Here

Subang Outlet

Order Here



> **Note**
>
> The **Order Here** cards on the outlet list open your Eats365 ordering page in a new tab, without the scanner.

Real-Life Example

Ahmad now sees almost every dine-in order at his three nasi kandar outlets linked to a member.

Before, members scanned table QRs with their camera app, so their RM15 lunch sets were guest orders that earned no points.

Ahmad turned on Table QR Scan Mode for each of his three outlets. Members now tap **Order**, scan and order as themselves. Takeaway customers tap **Order Delivery/Pickup** and choose an outlet.

Good to Know

- **Scan mode off:** no scanner. Members go to your Eats365 ordering page or the outlet list.
- **Show Delivery/Pickup Button** is there for every Eats365 outlet, whether scan mode is on or off. It starts switched on. Members only see the button where the outlet has scan mode on or a **Seats / Tables** list.
- The sign-in we pass to Eats365 is valid for one hour.
- Other QR codes show the error above, except your re-printed portal table stickers. Barcodes aren't read.

Need Help?

Contact our support team and we'll check your setup with you.

What's Next?

- How to Set Up Eats365 QR Ordering in the Customer Portal (https://kb.pixalink.io/articles/how-to-set-up-eats365-qr-ordering-in-the-customer-portal)
- QR Code Table Ordering with Eats365 from Your Customer Portal (https://kb.pixalink.io/articles/qr-code-table-ordering-with-eats365-from-your-customer-portal)