

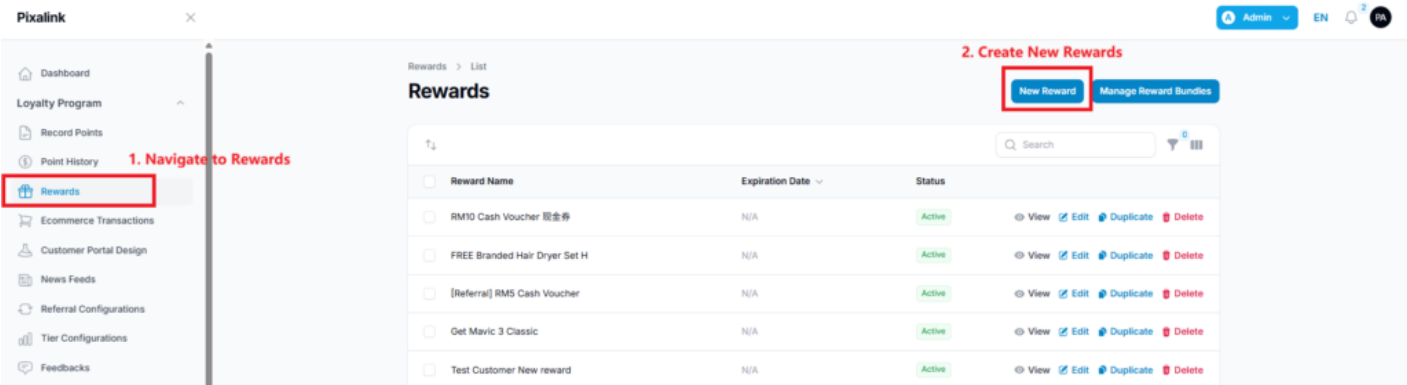
The Eats365 Voucher 2.0 integration lets your customers redeem Pixalink reward vouchers directly through the Eats365 ordering system. You create a reward in Pixalink, set up a matching discount in Eats365, and your customers can apply the voucher at checkout — automatically.

Example: Aishah runs a nasi lemak restaurant using Eats365 POS. She creates a "RM10 OFF" voucher in Pixalink with discount code `V0001` , then adds the same code as a Merchant Discount in Eats365. When her loyal customer Ahmad redeems the voucher through the Customer Portal and orders via Eats365, the RM10 discount applies automatically at checkout.

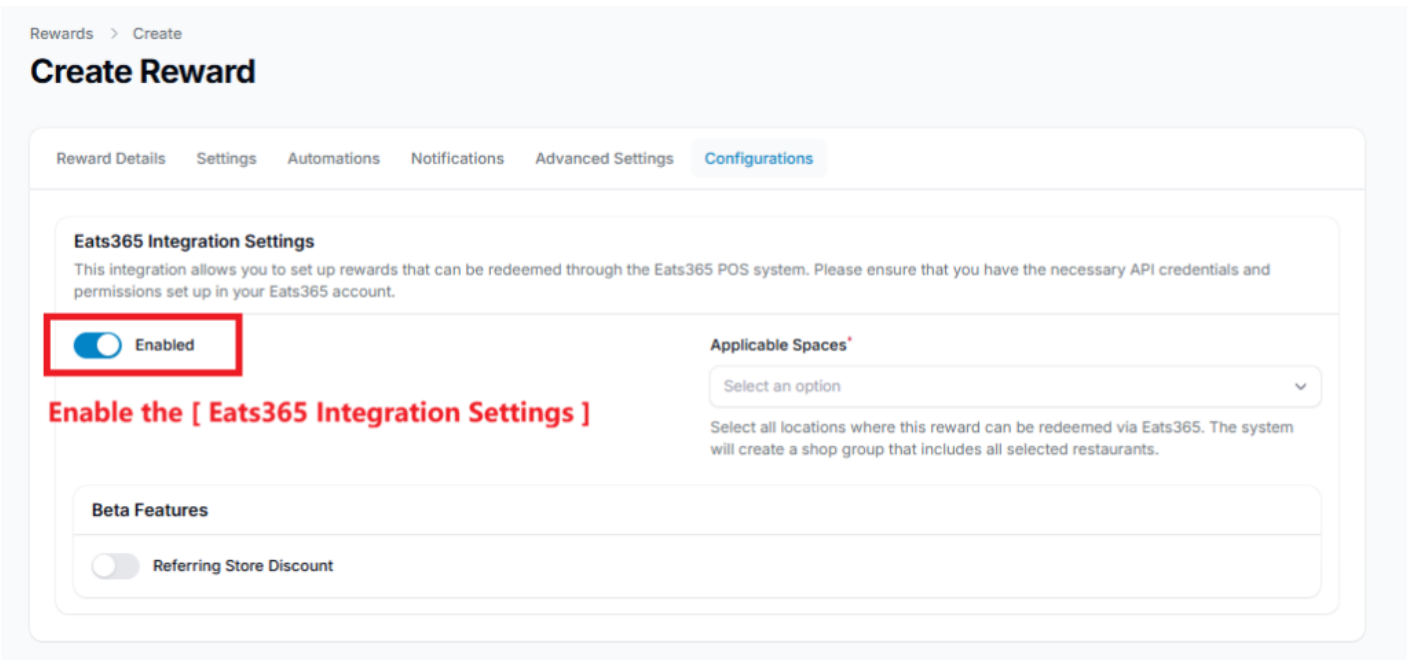
This guide walks you through setting up the **Eats365 Voucher 2.0** integration.

Step 1: Create the Reward in Pixalink

1. Go to **Admin Panel > Loyalty Program > Rewards**.
2. Click **+ New Reward** at the top right.



3. Fill in the reward details:
 - **Reward Name** — Use a clear name (e.g., "[Voucher 2.0] RM20 OFF Discount").
 - **Description & T&C** — Enter the voucher's terms and conditions.



For a more detailed guide, see the [What Are Rewards and How to Create Them](#) article in the Knowledge Base.

4. Go to the **Configurations** tab.

5. In the **Eats365 Integration Settings** section, toggle **Enabled** to **ON**.

Create Reward

[Reward Details](#) [Settings](#) [Automations](#) [Notifications](#) [Advanced Settings](#) [Configurations](#)

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*

Pixalink Demo - MYKL000353 ✕
Select an option

Shop Number 2 - MYKL000091

Offer
Offer Type
Select an option

Conditions
☐ Enabled

Beta Features
☒ Referring Store Discount

Discount code*

Discount Code from eats365

Select the participating outlets

Toggle ON the [Referring Store Discount]

[Create](#) [Create & create another](#) [Cancel](#)

6. Set the following:

- **Applicable Spaces** — Select the restaurant or outlet where this voucher applies.
- **Voucher Version** — Keep the default **V2 — Discount defined in Eats365 (recommended)**.

Shop MYX1000383 Pixalink Ordering Demo Eddie

Click + Add Merchant Discount

[+ Merchant Discount](#)

Merchant Discount
Merchant Discount is a type of discount that appears only on POS.

A brand-new version of our discount module just went live
[Migrate to Discount 2.0](#)

Search

Discount Name	Discount Type	Availability	Status
Mid Autumn Discount	Merchant Discount	Dine-in Pickup Delivery	Active
Non Sales	Merchant Discount	Dine-in Pickup Delivery	Inactive
RM10 Voucher	Merchant Discount	Dine-in Pickup Delivery	Active
[Referral] Discount RM5	Merchant Discount	Dine-in Pickup Delivery	Active
Integrated Discount Voucher	Merchant Discount	Dine-in Pickup Delivery	Active

Go to Merchant Discount

7. **Discount Code** — Enter a unique code (e.g., v0001). Copy this code — you will need it in the next step.

Shop MYX1000383 Pixalink Ordering Demo Eddie

Discount image *

Active *

Discount Name *

Receipt Name *

Discount Description *

Terms/ Conditions

Required format: png, jpg, jpeg. (Recommended 300 x 300 px)

Fill in the Required Information. Make sure the voucher naming is consistent with vouchers in Pixalink

Language Discount Name

English (Default) [Voucher 2.0] RM20 OFF Discount

Add Language

Language Receipt Name

English (Default)

Add Language

Language Discount Description

English (Default)

Add Language

Language Terms/ Conditions

English (Default)

Language Terms/ Conditions

English (Default) [Voucher 2.0] RM20 OFF Discount

Add Language

Discount Type

Merchant Discount

Available Quantity

Discount Code

xxx123

Use the same discount code that set previously in Pixalink

Discount Code Naming Conventions

Use consistent prefixes to keep your discount codes organised:

Voucher Type	Prefix	Example
Tiering vouchers	TXXXX	T0001
Marketplace vouchers	VXXXX	V0001
Referral vouchers	CMPGXXXX	CMPG0001

All discount codes must be **unique** and follow a consistent naming pattern for ease of configuration.

Beta Features

Referring Store Discount

Discount code*

xxx123

Discount Code from eats365

Step 2: Set Up Merchant Discount in Eats365

1. Log in to the **Eats365 Merchant Portal**.
2. On the left panel, go to **Discount > Discount Type** (expand the menu) > **Merchant Discount**.
3. Click **+ Add Merchant Discount**.

Availability

Available for Pre-order

Available For

Available

Time Slots

Special Handling Date(s)

Unavailable Date(s)

Set the Voucher Availability Accordingly

Dine-in, Pickup, Delivery

30/01/2026

x

00:00 - 23:59

M T W T F S S

+ Add Time Slot

Select Date Group

Select Date Group

4. Fill in the required fields:
 - **Discount Name** — Match the name you used in Pixalink for consistency.
 - **Discount Code** — Paste the **exact same code** from Pixalink (e.g., `V0001`).
 - **Active** — Ensure the toggle is switched **ON**.

< Add Merchant Discount Disc

Click Discount Detail

Basic Information Discount Detail

Choose the correct Offer Type

Offer
You can add one or more Offers to this discount.

---- Select Offer Type ---- Add

Choose a suitable condition for the voucher

Conditions
You can add one or more Conditions to restrict the use of this discount.

Condition Type Add

Important: The discount code in Pixalink **must exactly match** the discount code in Eats365. If they do not match, the voucher will not work.

Beta Features

☒ Referring Store Discount

Discount code*

V0001

Discount Code from eats365

Discount Code

xxx123

5. Configure **Availability**:

- Select the applicable **Shop Group**.
- Set the **Start/End Date** and **Time Slots**.

6. Configure **Discount Detail**:

- **Offer Type** — Choose the type (e.g., "Whole Bill Discount (Amount)").
- **Amount** — Enter the discount value (e.g., 20 for RM20 off).

7. Click **Save**.

Add Merchant Discount

Discard ChangesSave

Basic InformationDiscount Detail

Offer

You can add one or more Offers to this discount.

Offer Type: Whole Bill Discount (Amount)Remove

Amount *

20

Excluded Category

----- Select A Category -----

Excluded item

----- Select An Item -----

----- Select Offer Type -----

Add

Conditions

You can add one or more Conditions to restrict the use of this discount.

Condition Type

Add

Step 3: Test the Customer Redemption Flow

Once both sides are configured, test the full flow to ensure everything works:

1. Open your **Customer Portal** (Pixalink).
2. Go to **Rewards** and click **Redeem Now** on your new voucher.
3. Open your **Eats365 Ordering Page**.
4. Add items to the cart and proceed to **Checkout**.
5. Click **Apply** when the voucher appears under **Promotions**.
6. Place the order and confirm that the discount is deducted correctly.

Rewards Centre



744 pts.



1.77K cdt.

25 points will expire by 02 Jan, 2027

Reward Marketplace

My Rewards

Status Filter:

▼ Active



RM20
CASH
VOUCHER



✓ Active

[Voucher 2.0] RM20 OFF Discount

[Voucher 2.0] RM20 OFF Discount

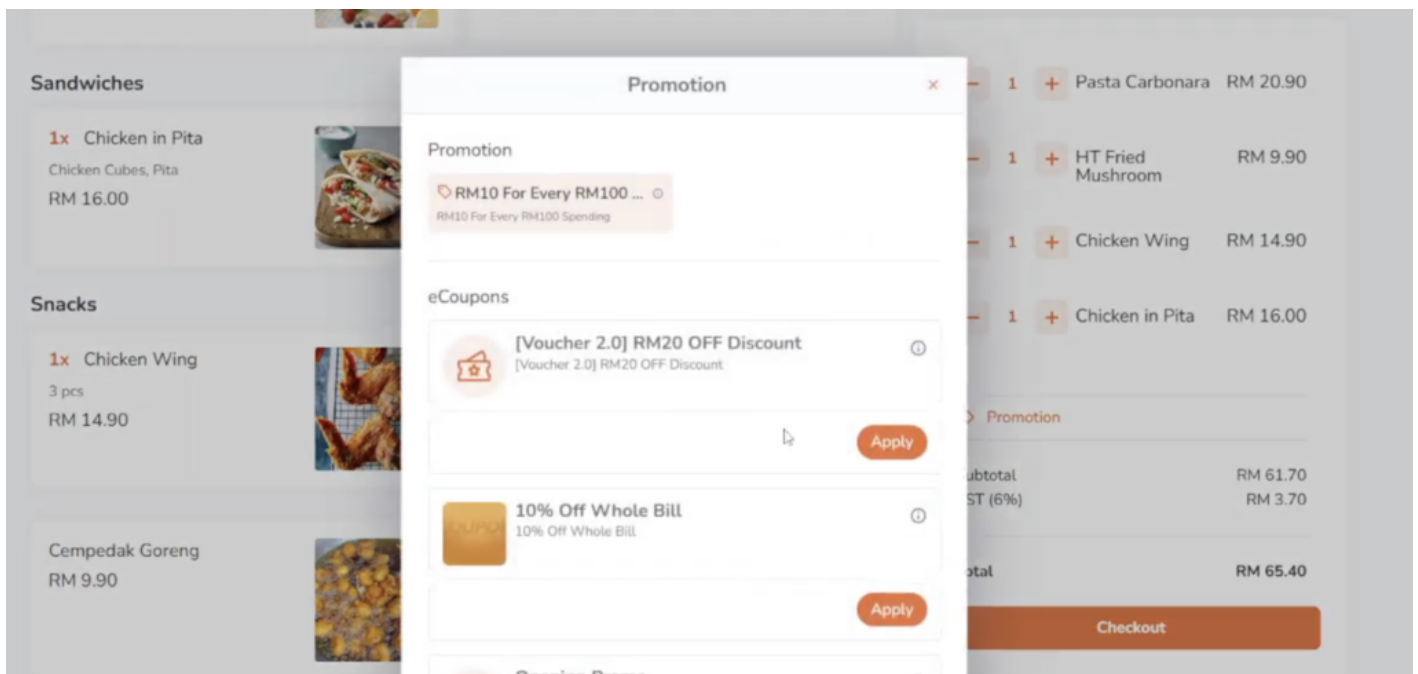
📅 Expires on May 6, 2026 23:59 PM



 **pixalink**
General Demo



Powered By  **pixalink**



Troubleshooting

Issue	Possible Cause	Solution
Voucher does not appear at checkout	Discount codes do not match	Check the code in both Pixalink and Eats365 are identical
Voucher shows but cannot be applied	Availability settings are too restrictive	Check the Shop Group, date range, and time slots in Eats365
Discount amount is wrong	Incorrect amount configured in Eats365	Update the Amount field in the Eats365 Merchant Discount settings
Discount not applied at checkout	Voucher Version is set to V1	Go to the Configurations tab and set Voucher Version to V2 — Discount defined in Eats365

Good to Know

- All discount codes must be unique across your organisation
- The discount code in Pixalink must exactly match the one in Eats365 — even a single character difference will prevent the voucher from working
- Vouchers using the V2 path (discount defined in Eats365) are the simplest setup; for advanced configurations (offer types, conditions, product codes), switch the Voucher Version to V1 or contact your Pixalink account manager