What Is This?

Turn a Pixalink reward into a voucher your cashier can apply at the Zeoniq counter. You set the discount once. The cashier picks it from the customer's voucher list. Connect Zeoniq (https://kb.pixalink.io/articles/connecting-zeoniq-pos-with-pixalink-loyalty-system) first.

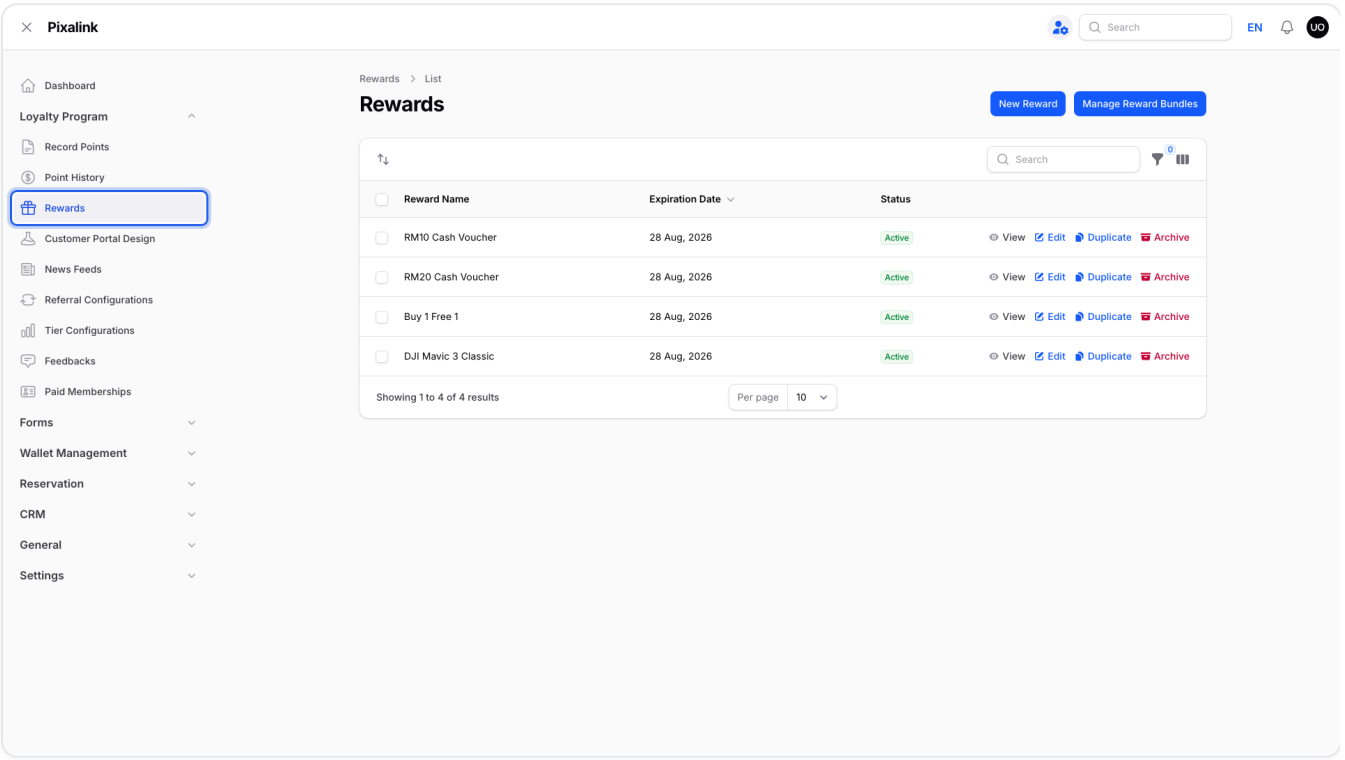
Real-Life Example

Aishah runs a cafe. She creates a RM5 cash discount reward with the Type Code RM5.

Wei Lin redeems the voucher in the customer portal. At the counter, the cashier looks up Wei Lin's phone number, taps **Get Discount Voucher** and picks the voucher. RM5 comes off the bill. When Wei Lin pays, the voucher becomes Used.

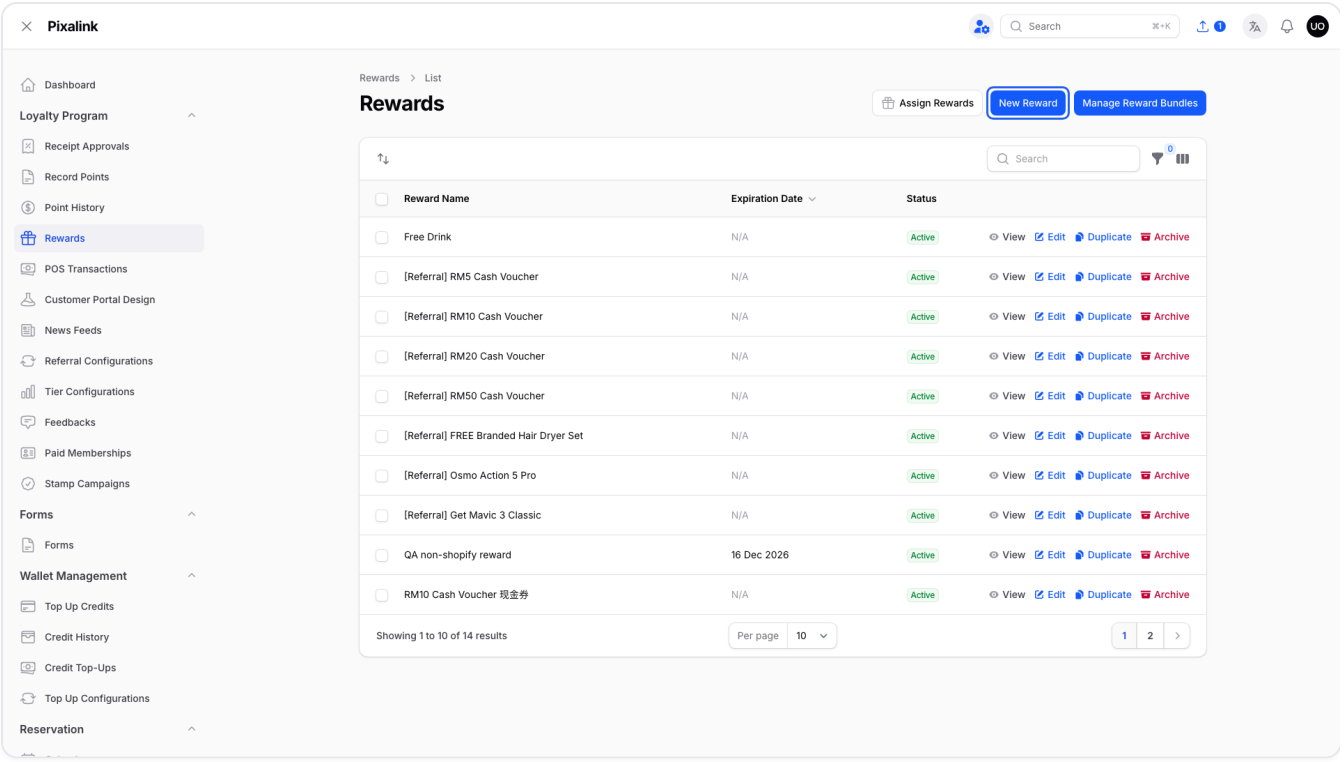
How to Set It Up

1. Go to **Admin Panel → Loyalty Program → Rewards**.



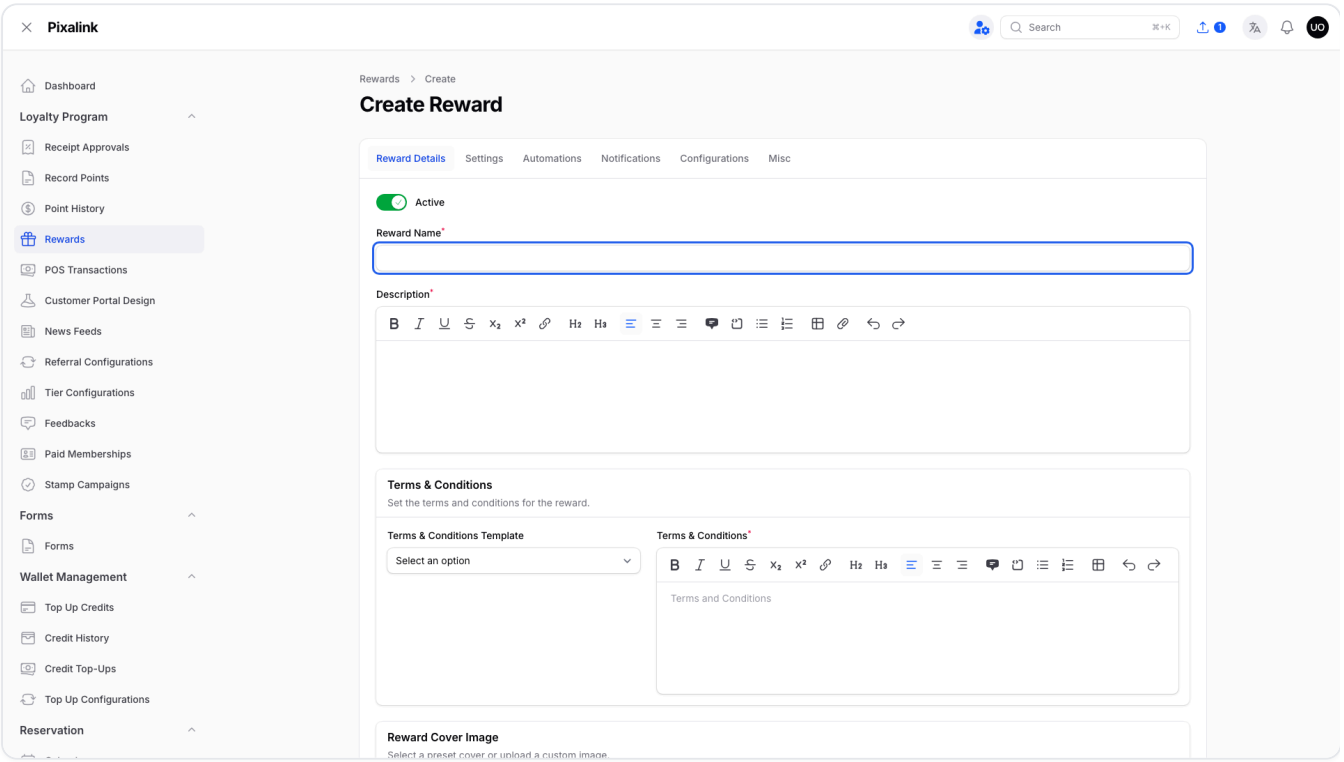
Rewards is the item in the blue box.

2. Click **New Reward**.



New Reward is at the top right.

3. Type a **Reward Name**, such as "RM5 Off Your Bill". Fill in the other required details.



Fields marked with a red star are required. See How to Create a Reward (https://kb.pixalink.io/articles/what-are-rewards-and-how-to-create-them) for each one.

4. Click the **Configurations** tab.

Configurations is the fifth tab.

5. Turn on **Enabled** in **Zeoniq Integration Settings**.

The toggle is off. Turn it on to see more fields.

6. Choose an **Offer Type**:
    - **Percentage Discount on Whole Bill**: a percentage off the bill, up to 100.
    - **Cash Discount on Whole Bill**: a fixed RM amount off the bill.

Aishah picks Cash Discount on Whole Bill.

7. Type the **Discount Amount** and a **Type Code**. For a percentage offer, type the discount percentage instead.

Type Code takes up to 5 characters. Zeoniq uses it to identify this voucher.

> **Important**
>
> Send each Type Code to your Zeoniq vendor. They map it to a matching voucher in Zeoniq. Until they do, the voucher won't apply at the counter.

8. Click **Create**.

Create saves the new reward.

What Your Customers Will See

Customers must hold the voucher first. They redeem the reward in the portal, you give it to them, or the cashier swaps their points for it.

The cashier looks up the customer's phone number. The list shows unused, unexpired vouchers only. Their reward must be **Active**, **Distributable** and Zeoniq **Enabled**.

The voucher becomes Used when the customer pays. If Zeoniq voids the sale, the voucher goes back to unused until it expires.

Good to Know

- If you change a **Type Code** later, send the new one to your Zeoniq vendor too.
- Zeoniq doesn't check the reward's day limits, activation delay, tiers, tags or outlets.
- Turn off **Active** or **Distributable** and held vouchers disappear from the counter list. Keep **Distributable** on, even for rewards you only give out.
- A duplicated reward starts inactive with Zeoniq off. Turn on **Active** and **Enabled**, then add a new **Type Code**.

Need Help?

If you don't see **Zeoniq Integration Settings** on **Configurations**, ask the Pixalink team to set up Zeoniq as your POS.

What's Next?

- Connecting Zeoniq POS with Pixalink Loyalty System (https://kb.pixalink.io/articles/connecting-zeoniq-pos-with-pixalink-loyalty-system)
- How to Create a Reward (https://kb.pixalink.io/articles/what-are-rewards-and-how-to-create-them)
- How to Find a Member and Apply a Voucher at Zeoniq POS (https://kb.pixalink.io/articles/how-to-find-a-member-and-apply-a-voucher-at-zeoniq-pos)