

How to Create a Voucher for Eats365

What Is This?

This guide walks you through creating a reward in Pixalink that works as a voucher (coupon) at Eats365 POS terminals. When a customer is looked up at the POS, the voucher appears automatically.

Real-Life Example

A restaurant wants to give loyalty members a "RM10 off when you spend RM50" birthday voucher. You create a reward, enable Eats365, pick the outlet, set it to Amount Discount on Whole Bill with RM10, and add a minimum spend condition of RM50.

How to Set It Up

1. Go to **Admin Panel** → **Loyalty Program** → **Rewards**. Create a new reward or edit an existing one.

Pixalink

Loyalty Program



Record Points



Transactions



Rewards



E-commerce Transactions



POS Transactions



Customer Portal Design



News Feed



Referral Configuration



Tier Configuration



Feedback



Paid Membership Types

Create a new reward or edit an existing one.

2. Scroll to **Eats365 Integration Settings** and toggle **Enabled** to on. A **Voucher Version** select appears, defaulting to **V2 — Discount defined in Eats365 (recommended)**. To define the discount in Pixalink as described in the steps below, change it to **V1 — Discount defined in Pixalink**. Only one method can be active per voucher — switching version clears the other method's settings on save, because Eats365 would otherwise stack both discounts.

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

3. Choose which outlets accept this voucher from the **Applicable Spaces** dropdown.

4. Pick an **Offer Type** (shown when Voucher Version is **V1**):

- Percentage Discount on Whole Bill
- Amount Discount on Whole Bill
- Percentage Discount on Item
- Amount Discount on Item
- Free Items
- Amount Discount on Item (1 Item Only — managed by Eats365)

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☒ Enabled

Applicable Spaces

Main Outlet - RC001 Branch KL - RC002

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

Amount Discount on Whole Bill

Discount Amount

RM 10

Amount Discount to be applied

Conditions

☒ Enabled

Condition Type

Total Price of the Order

Minimum Price

50

5. Add **Conditions** (optional) — minimum spend, minimum items, minimum quantity of specific products, or party size.
6. **Save** the reward.

Special Voucher — Store Defined Discount (V2)

If the standard offer types don't fit a restaurant, keep the **Voucher Version** on **V2 — Discount defined in Eats365**. This tells the POS to apply a discount code that's set up directly in Eats365.

1. Set **Voucher Version** to **V2** (this is the default when you enable the integration)
2. In the **Store Defined Discount** section, enter the **Discount Code** from Eats365's own discount setup — it must exactly match the Merchant Discount code configured in Eats365
3. No offer type is needed — Eats365 handles the discount logic

For the full V2 walkthrough, including the Eats365 Merchant Portal side, see **Eats365 Voucher 2.0 Integration — Setup Guide**.

Good to Know

- **Voided orders** — the voucher is automatically returned to the customer.
- **Multiple spaces** — one voucher can work across multiple outlets.
- **Product codes pull live data** — dropdowns fetch menu items directly from Eats365.

What's Next?

- **Eats365 Reward Offer & Condition Types** — full reference for all offer and condition types