

How to Embed Your Ordering Website Inside the Customer Portal

What Is This?

You can show your own ordering website inside your customer portal. Customers shop without leaving your portal, so they stay close to their rewards.

The website opens on the portal's **Order** page. It suits any shop that already has its own online store or booking site.

Video Walkthrough



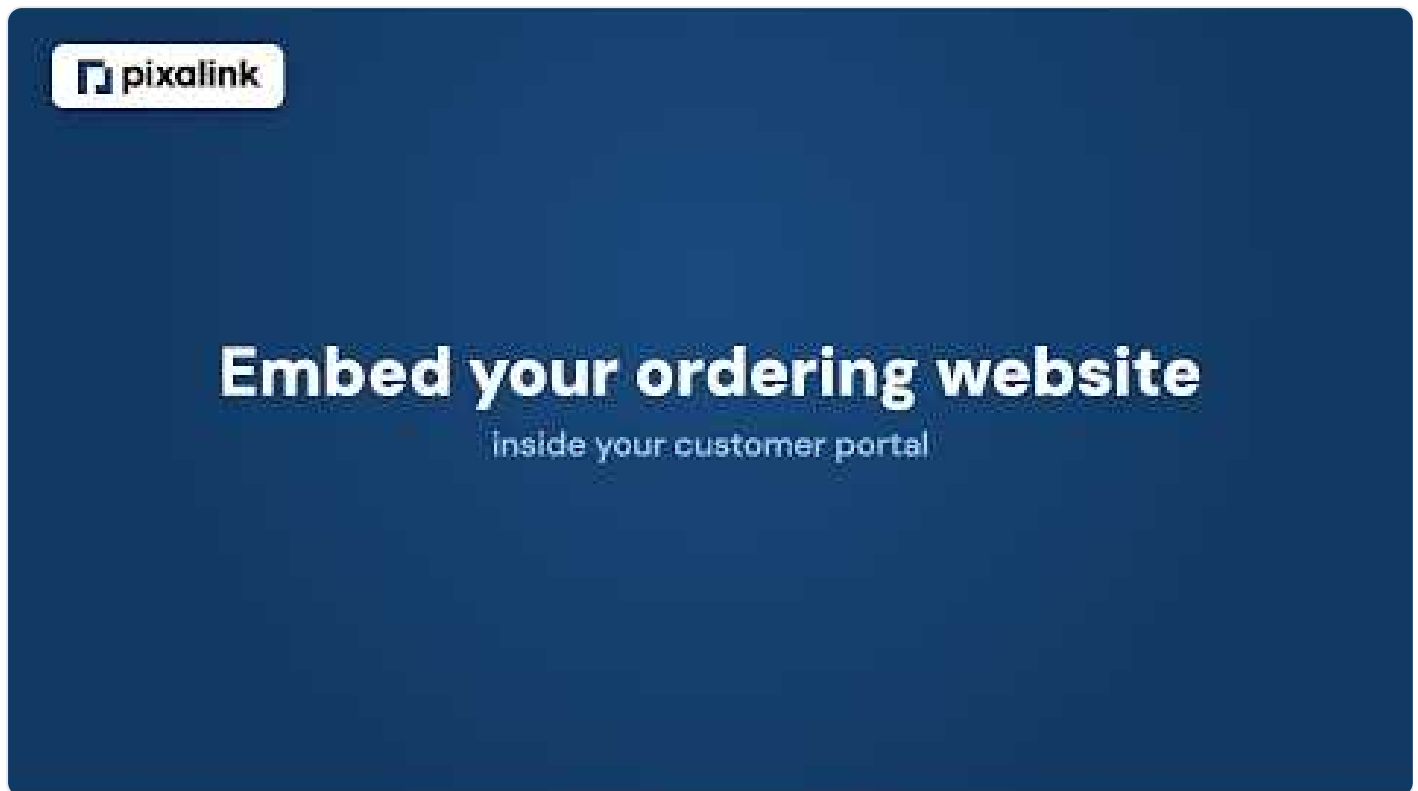
Watch the video: https://www.youtube.com/watch?v=czh_SZ7_a9w

Real-Life Example

Wei Lin runs a Japanese snack shop with her own online store. Her members kept leaving the portal to shop, then forgot to come back.

She set the Order page to show her online store inside the portal. Now members tap **Order**, shop, then tap **Home** to check their points and credits.

Video Walkthrough



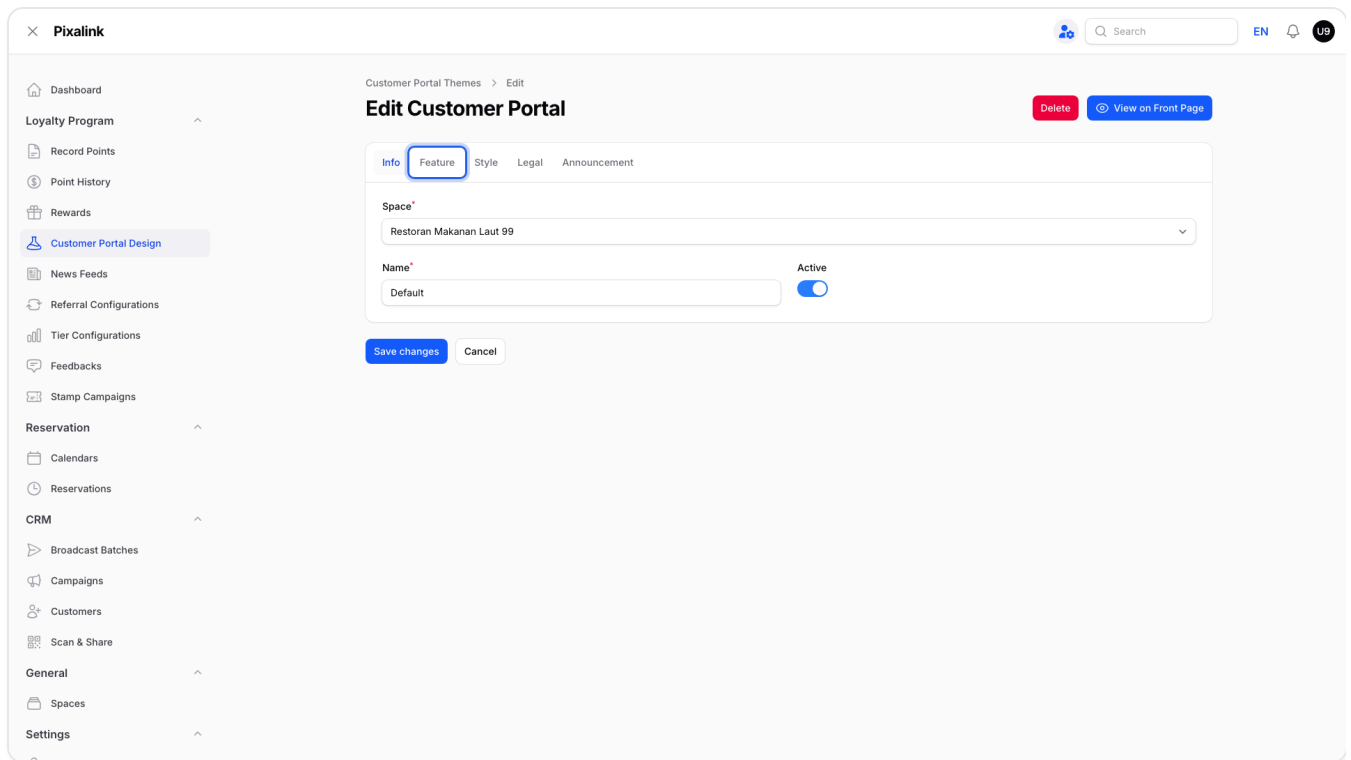
Watch the video: <https://www.youtube.com/watch?v=wUUYeGTfoo0>

How to Set It Up

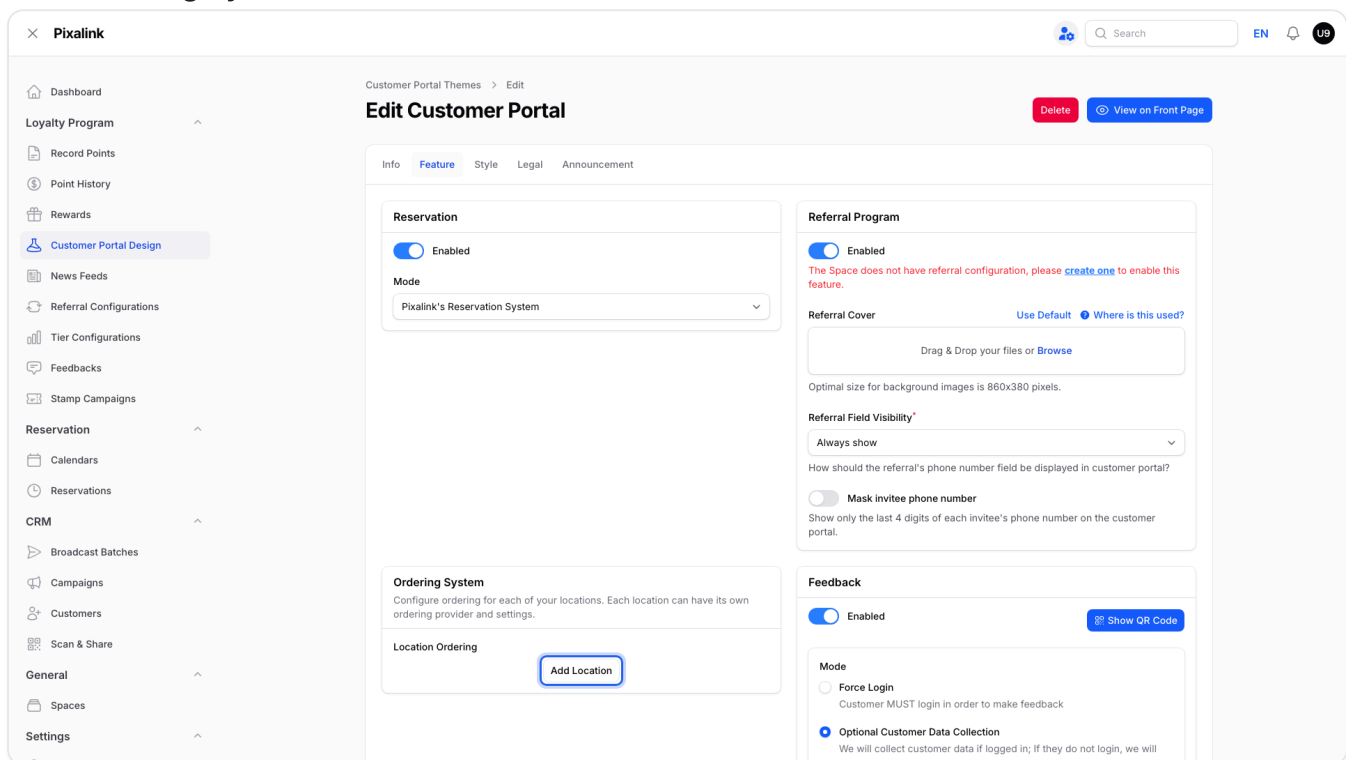
1. Go to **Loyalty Program** → **Customer Portal Design**, then click **Edit** on your portal.

A screenshot of the Pixalink dashboard. The left sidebar shows a navigation menu with categories like Loyalty Program, Reservation, CRM, and General. The 'Customer Portal Design' option under the Loyalty Program is highlighted. The main content area is titled 'Customer Portal Themes' and contains a table with one theme listed: 'Default'. The 'Edit' button for this theme is circled in blue. Above the table are buttons for 'New Customer Portal', 'View on Front Page', and 'Show Customer Portal QR Code'. Below the table, it says 'Showing 1 result' and 'Per page 10'.

2. Click the **Feature** tab.



3. Find **Ordering System** and click **Add Location**.



4. Leave **Location** blank to use this website for outlets without their own ordering setting, then switch on **Enable Ordering**.

Ordering System
Configure ordering for each of your locations. Each location can have its own ordering provider and settings.

Location Ordering

New Location ✕ ^

Location
All Locations (Default)

Leave blank to apply this configuration to ALL locations. Select a specific location to override the default.

☒ **Enable Ordering**

Add Location

Redeem Code

☒ **Enable Redeem Code Page**
Allow customers to manually enter voucher codes to claim rewards

Store Locator

☐ **Enable Store Locator Page**
You need at least 3 visible outlets (public or private) before this page can be enabled.

Always show
How should the referral's phone number field be displayed in customer portal?
☐ **Mask invitee phone number**
Show only the last 4 digits of each invitee's phone number on the customer portal.

Feedback

☒ **Enabled** Show QR Code

Mode

☐ **Force Login**
Customer MUST login in order to make feedback

☒ **Optional Customer Data Collection**
We will collect customer data if logged in; if they do not login, we will not collect the customer data

☐ **Full Anonymous**
We will not collect customer data even if they are logged in

Voucher "Use Now" Button

☐ **Send customers to ordering**
When on, tapping "Use Now" on a claimed voucher opens ordering instead of showing a voucher code. Use this when your POS applies the voucher at checkout. On by default for Eats365 merchants.

Custom Button

☐ **Enabled**

5. Choose Custom Link under Ordering Provider.

Ordering System
Configure ordering for each of your locations. Each location can have its own ordering provider and settings.

Location Ordering

New Location ✕ ^

Location
All Locations (Default)

Leave blank to apply this configuration to ALL locations. Select a specific location to override the default.

☒ **Enable Ordering**

Ordering Provider*
Custom Link

Display Mode*
Redirect - Opens in new window/tab

Iframe embeds the system within the portal. Note: External website must allow iframe embedding.

Custom URL*
The URL that links to your ordering system

Add Location

Always show
How should the referral's phone number field be displayed in customer portal?
☐ **Mask invitee phone number**
Show only the last 4 digits of each invitee's phone number on the customer portal.

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Custom Button

☐ **Enabled**

6. Choose a Display Mode (see the table below), then paste your website link into Custom URL.

Ordering System
Configure ordering for each of your locations. Each location can have its own ordering provider and settings.

Location Ordering

New Location 🗑️ ⬆️

Location
All Locations (Default) ⌵
Leave blank to apply this configuration to ALL locations. Select a specific location to override the default.

☒ **Enable Ordering**

Ordering Provider*
Custom Link ⌵

Display Mode*
Redirect - Opens in new window/tab ⌵
Iframe embeds the system within the portal. Note: External website must allow iframe embedding.

Custom URL*
https://woo.pixalink.io
The URL that links to your ordering system

Add Location

Redeem Code
☒ **Enable Redeem Code Page**
Allow customers to manually enter voucher codes to claim rewards

Feedback
☒ **Enabled** Show QR Code

Mode
☐ **Force Login**
Customer MUST login in order to make feedback
☒ **Optional Customer Data Collection**
We will collect customer data if logged in; if they do not login, we will not collect the customer data
☐ **Full Anonymous**
We will not collect customer data even if they are logged in

Voucher "Use Now" Button
☐ **Send customers to ordering**
When on, tapping "Use Now" on a claimed voucher opens ordering instead of showing a voucher code. Use this when your POS applies the voucher at checkout. On by default for Eats365 merchants.

Display Mode starts on Redirect. Change it to Iframe to show your website inside the portal.

7. Click Save changes.

Ordering System

Ordering Provider*
Custom Link ⌵

Display Mode*
Iframe - Embeds within portal ⌵
Iframe embeds the system within the portal. Note: External website must allow iframe embedding.

Custom URL*
https://order.example.com/menu
The URL that links to your ordering system

Add Location

Redeem Code
☒ **Enable Redeem Code Page**
Allow customers to manually enter voucher codes to claim rewards

Store Locator
☐ **Enable Store Locator Page**
You need at least 3 visible outlets (public or private) before this page can be enabled.

Tier Membership
☐ **Enabled**
You do not have tiering configuration, please [create one](#) to enable this feature.

Voucher "Use Now" Button
☐ **Send customers to ordering**
When on, tapping "Use Now" on a claimed voucher opens ordering instead of showing a voucher code. Use this when your POS applies the voucher at checkout. On by default for Eats365 merchants.

Custom Button
☐ **Enabled**

Save changes **Cancel**

Choose a Display Mode

Display Mode	What customers see	Pick it when
Iframe - Embeds within portal	Your website opens inside the portal's Order page. The bottom buttons stay, so they can tap Home to see their points.	Your website allows embedding. This keeps customers close to their rewards.
Redirect - Opens in new window/tab	Tapping Order opens your website in a new tab. The portal stays open in the first tab, so customers can switch back to see their points.	Your website does not allow embedding, or you are not sure. It works with every website.

Tip

Not sure if your website allows embedding? Try **Iframe** and open the **Order** page. If it stays blank, switch **Display Mode** to **Redirect**.

What Your Customers Will See

With a single embedded ordering page, customers tap **Order** to open your website inside the portal. Their existing bottom buttons stay visible. If **Home** is one of those buttons, they can tap it to return.

A link below the page opens the website in a new window. The card with rewards, points and credits stays on the **Home** page, not above the embedded website.

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



Amira Rahman

Normal

0

Rewards

0

Points

0.00

Credits



Powered By  pixalink


Home


Order


Rewards


Profile

Good to Know

Warning

Your website must allow embedding. Pixalink checks for some common blocks when you save, but a successful save does not guarantee the website will work inside the portal.

Situation	What it means
The Order page looks blank	The website blocks embedding or cannot load. Switch Display Mode to Redirect , or ask your web provider to allow embedding.
Customers cannot find the Order page	They need an Order button in the bottom buttons or quick links.
A portal shared across outlets	Adding more than one outlet's ordering settings shows an outlet picker. Choosing an external website there opens a new tab instead of embedding it.

Need Help?

Not sure if your website allows embedding? Contact our support team and we will test it with you.

What's Next?

- [Custom Navigation Buttons on Your Customer Portal](https://kb.pixalink.io/articles/custom-navigation-buttons-on-your-customer-portal) (https://kb.pixalink.io/articles/custom-navigation-buttons-on-your-customer-portal)
- [How to Change Quick Links in the Customer Portal](https://kb.pixalink.io/articles/how-to-change-quick-links-in-the-customer-portal) (https://kb.pixalink.io/articles/how-to-change-quick-links-in-the-customer-portal)
- [How to Customise Your Customer Portal Theme](https://kb.pixalink.io/articles/how-to-customise-your-customer-portal-theme) (https://kb.pixalink.io/articles/how-to-customise-your-customer-portal-theme)

► **Video transcript: Embed your ordering website inside your portal**

► **Video transcript: Add Your Ordering Website to the Customer Portal**