

What Is This?

Selling a paid membership normally means sending customers to your portal to pay online. With Eats365 you can sell it at the counter instead. Your cashier rings up a normal menu item and the customer joins straight away.

Video Walkthrough



How to Sell a Paid Membership at Eats365 POS – Setup Guide

Pixalink Customer Loyalty Program Software



Watch on

Real-Life Example

Aishah sells a RM50 monthly membership at her cafe. Regular customer Wei Lin asks to join while paying for her latte. The cashier looks her up, adds the membership item to the order, and closes the bill. Wei Lin leaves already enrolled. She earns no points on the RM50 membership line, but still earns points on the latte.

How to Set It Up

Steps 1 to 4 happen in Eats365. Steps 5 to 8 happen in Pixalink.

1. Open **Menu Setup > Item** and click **Single Item**.

Merchant Portal

Search

Dashboard

Reporting

CRM

Reservation

Menu Setup

All You Can Eat Menu

Custom Menu

Category

Item

Inventory

Product Type

Sub Product Type

Kitchen Station

Coursing

Special Request Quick Keys

Layout Editor

Pickup Station

Item Access Permission

Modifiers

Tier Pricing Preset

Menu Tag

Shop

MYKL000353 Pixalink Ordering Demo

Cheng

Items

+ Single Item

+ Combo Item

Dine-in & Takeout

Catering

Bulk Action

Search

Category

Show All

Type

Show All

Availability

Show All

	Item	Category	Type	Dine-in Price	/	Takeout Price	Availability	
☐	Combo Set	Set Menu	Combo	RM16.90	/	RM16.90	Dine-in Takeout	  
☐	Nasi Lemak Set	Set Menu	Combo	RM6.50	/	RM6.50	Dine-in Takeout	  
☐	Hailam Chicken Chop N Spicy Pasta Set	Set Menu	Combo	RM22.90	/	RM22.90	Dine-in Takeout	  
☐	Signature Hailam Chicken Chop Set	Set Menu	Combo	RM18.90	/	RM18.90	Dine-in Takeout	  
☐	Lei Cha Combo	Set Menu	Combo	RM18.90	/	RM18.90	Dine-in Takeout	  
☐	Cronuts Combo	Set Menu	Combo	RM30.00	/	RM32.00	Dine-in Takeout	  
☐	Pizza Set	Set Menu	Combo	RM30.00	/	RM30.00	Dine-in Takeout	  
☐	Chicken Burger	Mains	Single	RM15.90	/	RM15.90	Dine-in Takeout	  

2. Give the item a unique **Product Code (SKU)**. Pixalink matches on this code, so do not change it later.

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Cheng

Simplified Name

This will be the name that appears on kitchen printouts

Simplified Name

Product Type

General

Sub Product Type

N/A

Tax Group

N/A

Category

Credit & Voucher

Course

System Default

Product Code (SKU)

MONTHLY-PAID

Must be unique. Generally used for system integration e.g ERP, Inventory System etc. Besides, System reports can group items (from different outlets) with the same Product Code as the same item for consolidated analysis

Item Barcode

Item Barcode

Must be unique. When an item has a GTN item barcode on its packaging, input the value of that barcode here.

Item Code

Item Code

Must be unique. Entering this code on POS or mPOS will add this item to order.

Item Code (Reporting)

Item Code (Reporting)

Not necessarily unique. Some System reports can group items with same Item Code (Reporting) as the same item for consolidated analysis

Exclude From Discount

When turned on, discounts (except Complimentary item) will not apply to this item in any circumstances. (Supported in POS v214 or later version)

Exempt Service Charge

When turned on, service charge will not apply to this item by default.

3. Set the **List Price** for dine-in and takeout. This is what your cashier charges.

Shop: MYKL000353 Pixalink Ordering Demo Cheng

Available For: Takeout, Dine-in

All You Can Eat Menu Item: ☒ Enable this to make this item only visible in All You Can Eat Mode

Non Sales: ☐ Enable this if this item's sales does not contribute to Sales value.

Next Operation Period Pre-order: ☐

Pricing Method: Fixed Price

List Price (\$): Dine-in: \$ 50.00 Takeout: \$ 50.00

Import Tier Pricing from Another Item: Choose Item

Price Tier: None Selected [+ Add Price Tier](#)

Include in Combo Items: None Selected

Combo Item: None Selected

4. Open **Additional Details** and switch on **Pixalink Sdn Bhd**. Without this, the item stays hidden from Pixalink. Then fully close and reopen your POS app so it picks up the change.

Shop: MYKL000353 Pixalink Ordering Demo Cheng

Digital Menu: ☐

Photo Shuffle: ☐

Role Access Permission

Allow All: ☒

Manager: ☒

API User Permission

Allow All: ☒

Pixalink Sdn Bhd: ☒

Member Plan Exclusive

Exclusive to Specific Member Plans: ☒ Only members from selected member plans can order this item. Select the plans or enter the plan code (for 3rd party CRM).

Member Plans: None Selected

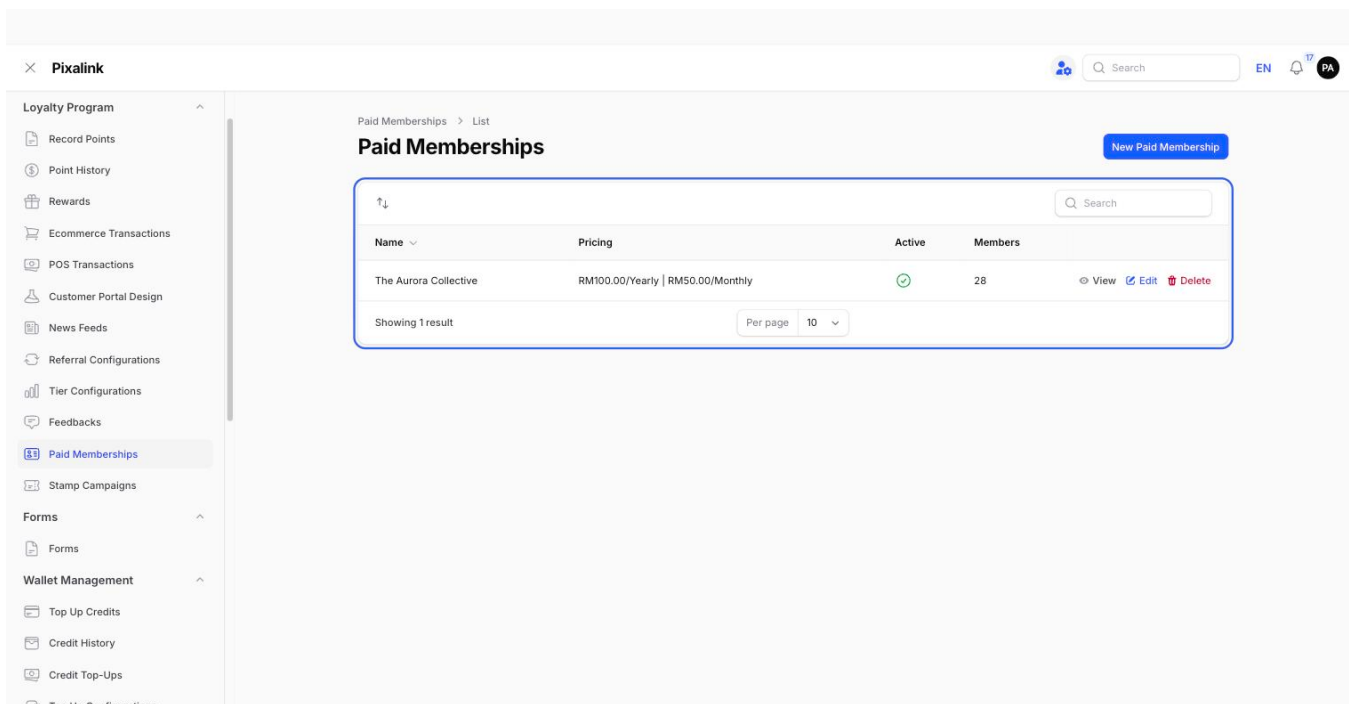
3rd Party CRM Member Plan Code

61

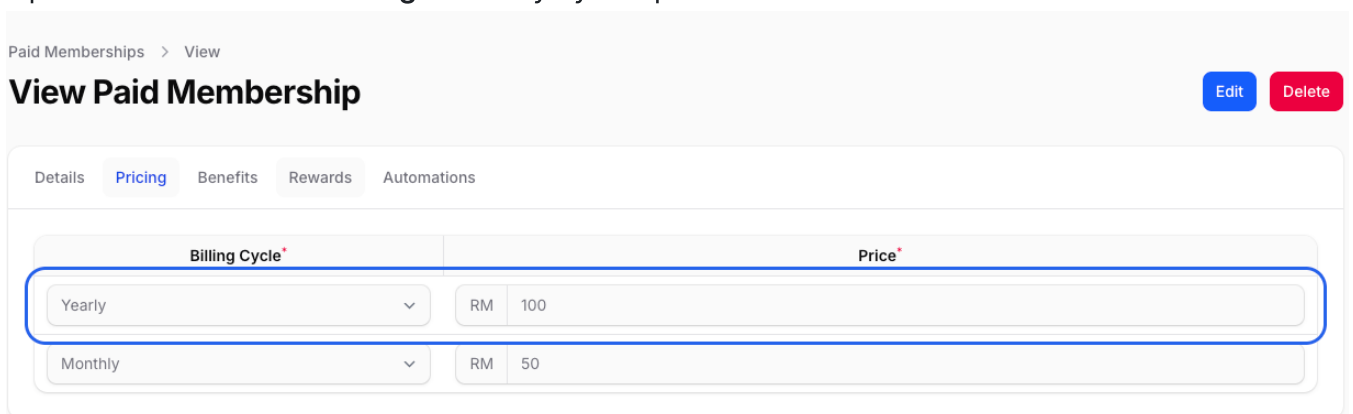
62

63

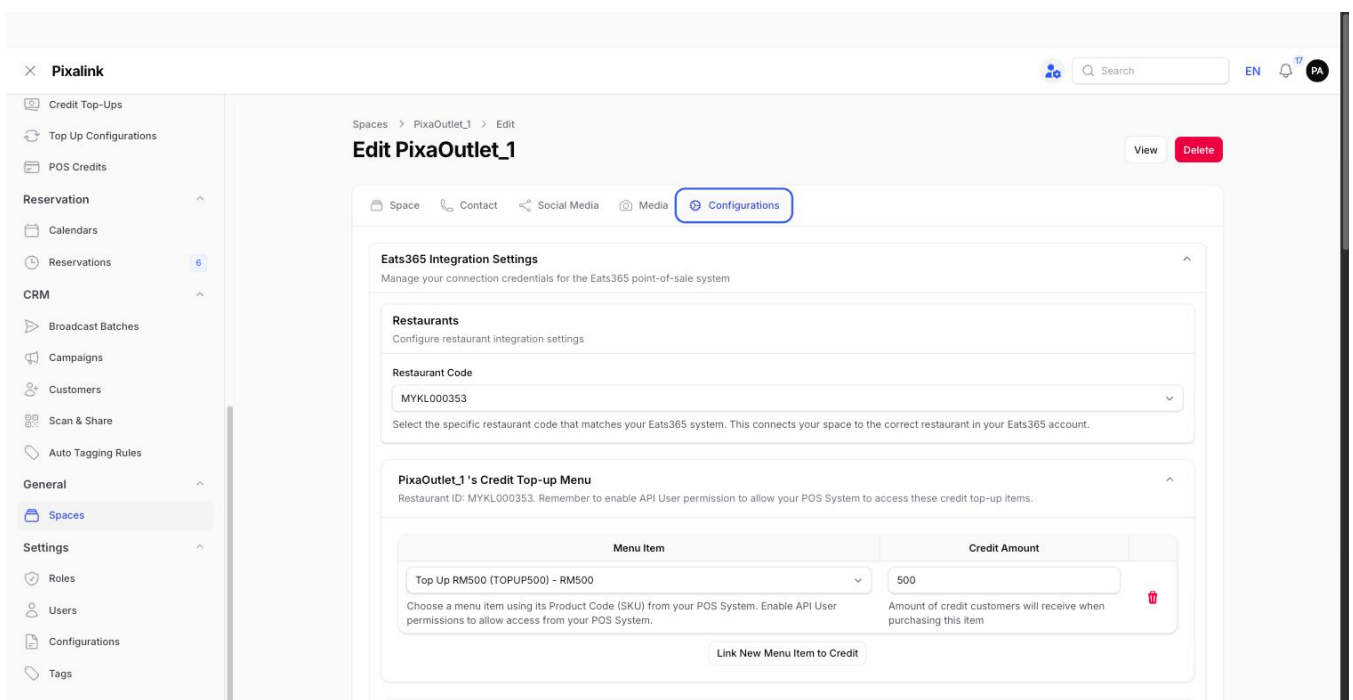
5. In Pixalink, go to **Loyalty Program > Paid Memberships** and check that your membership is active.



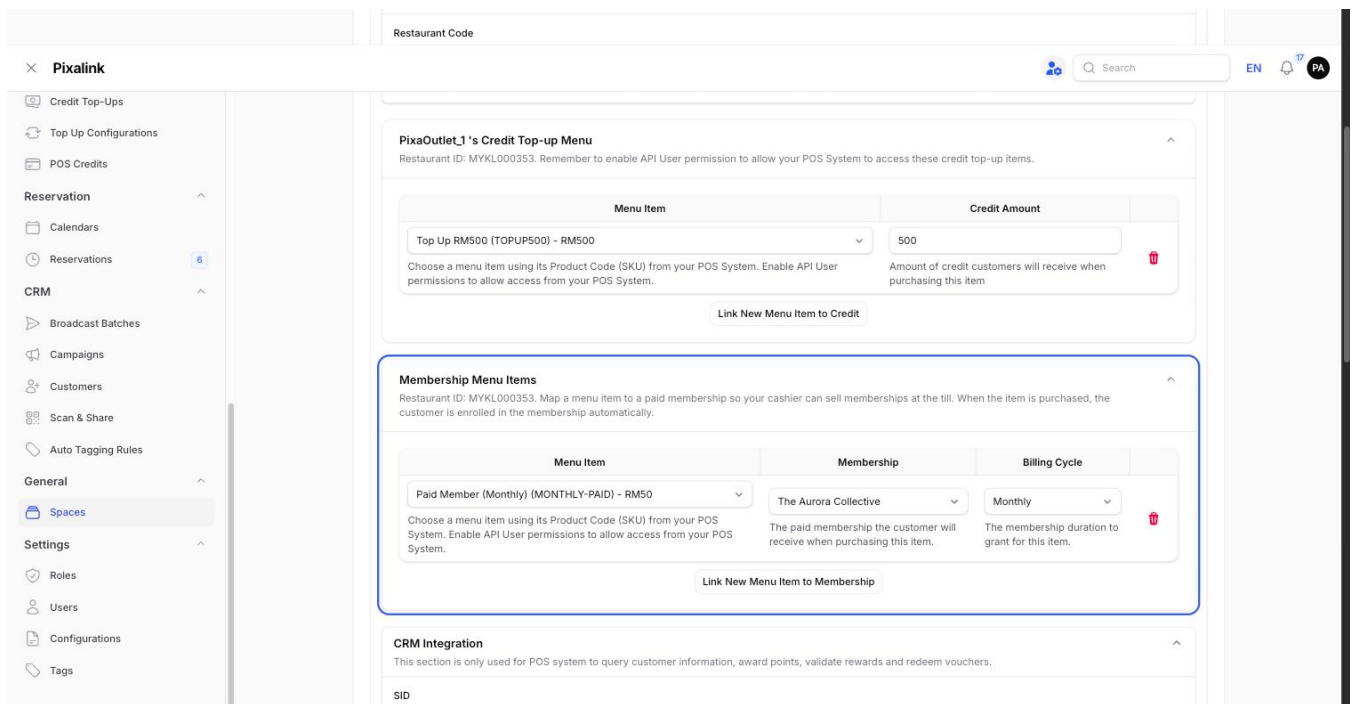
6. Open it and check the **Pricing** tab. Only cycles priced here can be sold at the till.



7. Go to **General > Spaces**, click **Edit** on your outlet, and open the **Configurations** tab. A Restaurant Code must be set.

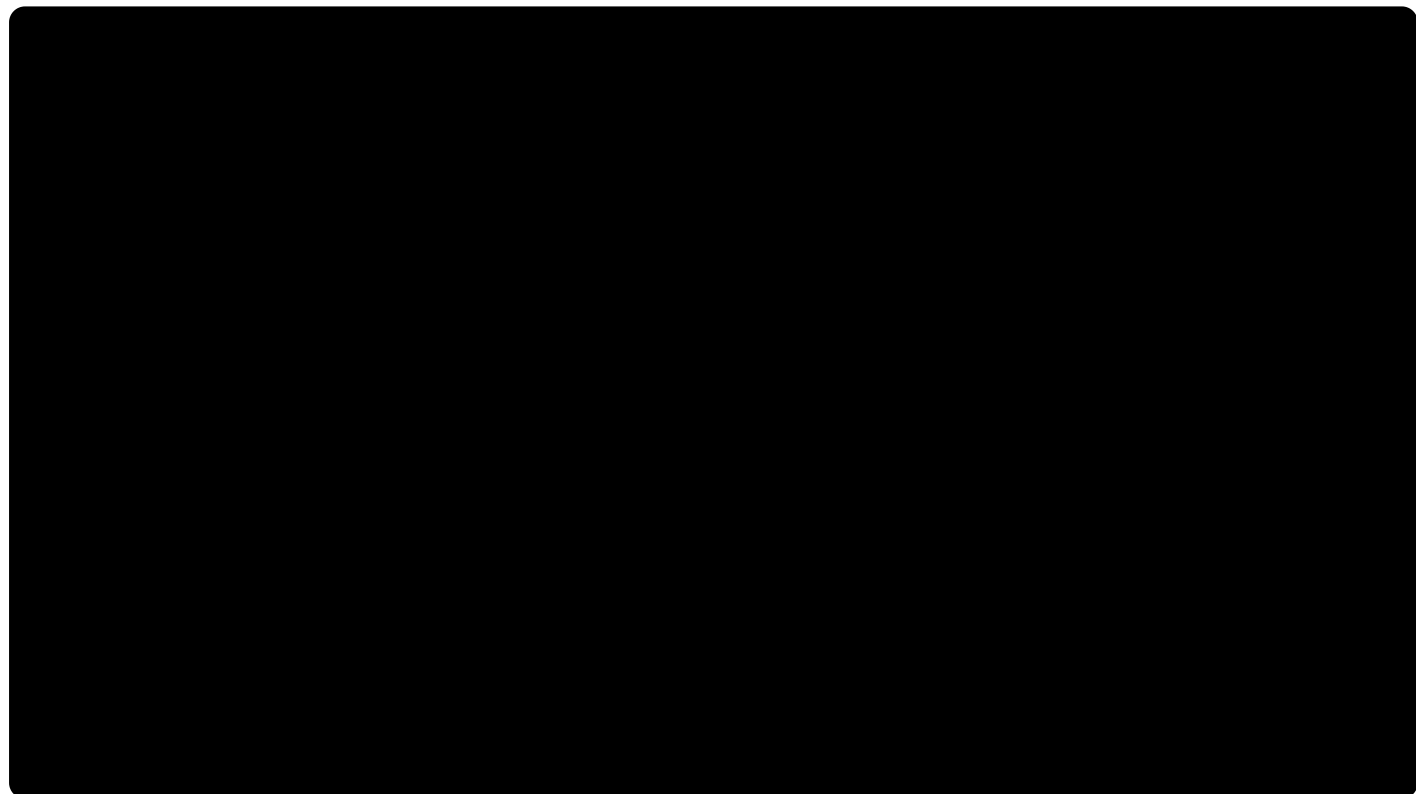


8. Scroll to **Membership Menu Items**, click **Link New Menu Item to Membership**, pick your item, membership and billing cycle, then save.



What Your Customers Will See

The cashier must look the customer up before closing the bill. The membership then shows on their profile and portal, and welcome vouchers are issued right away.



Good to Know

- **One sale, one membership.** Ringing up two of the same item still enrolls the customer once.
- **Selling the same plan again extends it.** If the customer already holds that exact membership (same plan, same monthly/yearly cycle), the counter sale adds another cycle on top of their

current expiry date — the days they have left are not lost, and they keep their original join date.

- **Selling a different plan replaces the old one.** Switching a customer to another membership stops the previous one immediately, and any remaining days on it are forfeited. The product code you mapped is treated as the instruction, so nothing at the counter asks for confirmation.
- **Lifetime members are protected.** If a customer already holds a lifetime membership, the counter sale is ignored.
- **Voiding the bill does not remove the membership.** Remove it by hand from the customer profile.
- **Each outlet is set up on its own.** Repeat steps 7 and 8 for every outlet.

Need Help?

If a cycle is missing, price it first in step 6. If your menu item is missing, check step 2 and step 4. Still stuck? Contact your Pixalink support team.

What's Next?

- [Paid Memberships](#)
- [Eats365 SID and Access Token Setup](#)
- [Eats365 Credit Top-Up Mapping](#)
- [Eats365: FAQs on Pixalink integration](https://support.eats365pos.com/pixalink/faqs-on-pixalink-integration) (<https://support.eats365pos.com/pixalink/faqs-on-pixalink-integration>)

► Video transcript: How to Sell a Paid Membership at Eats365 POS — Setup Guide

► Video transcript: Selling a Paid Membership at the Eats365 Counter — POS Demo