What Is This?

Your members can carry the benefits of every restaurant in your group in one place. You add each benefit as a **Perk** on a tier. It then shows on the **Tier Benefits** page, which customers open by tapping their tier card and show to your staff.

Real-Life Example

Aishah runs Sakura Sushi and two sister restaurants, Hana Ramen and Kumo Grill. She wanted members to enjoy perks at all three. She added one perk per restaurant to her Normal tier, like a free green tea at Hana Ramen. Members tap their tier card at the counter, and staff give the treat. Sakura members now have a reason to try Hana Ramen too.

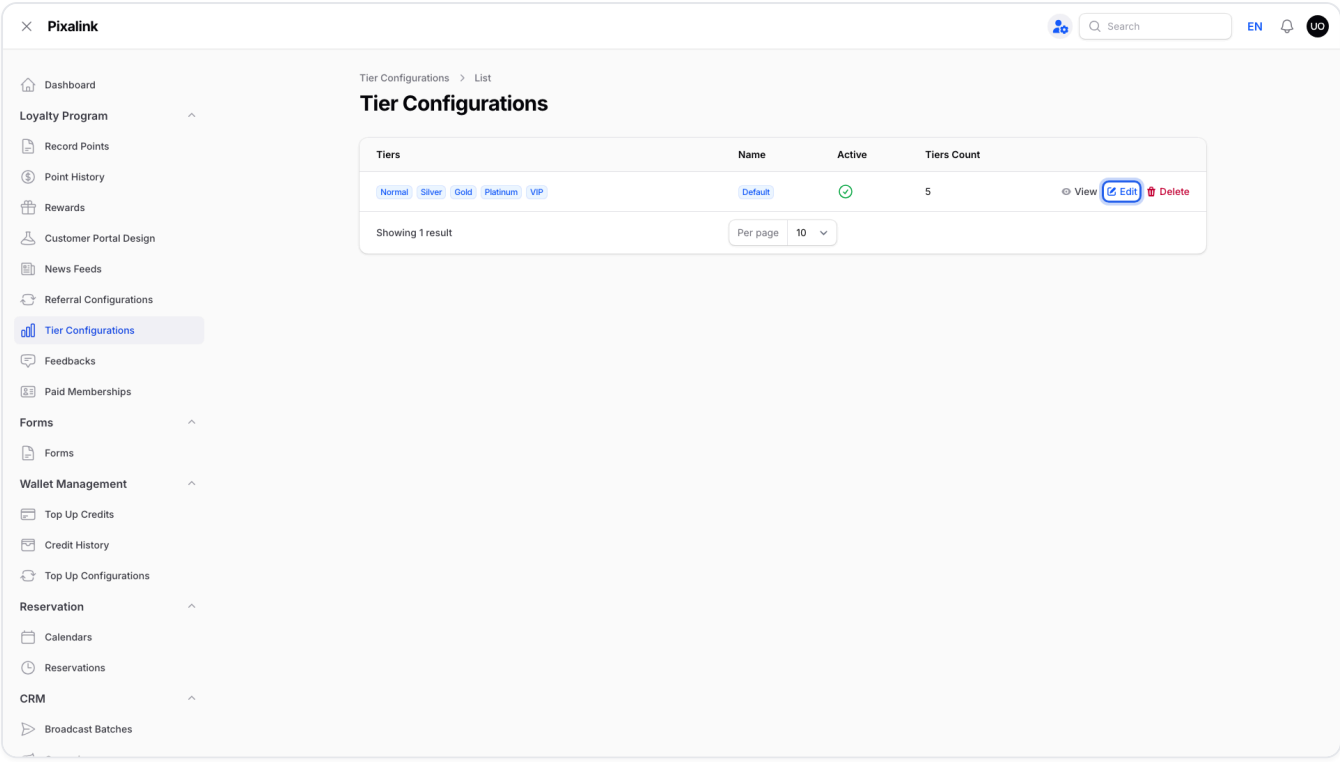
Video Walkthrough



Watch the video: https://www.youtube.com/watch?v=FBtSkPU3kqA

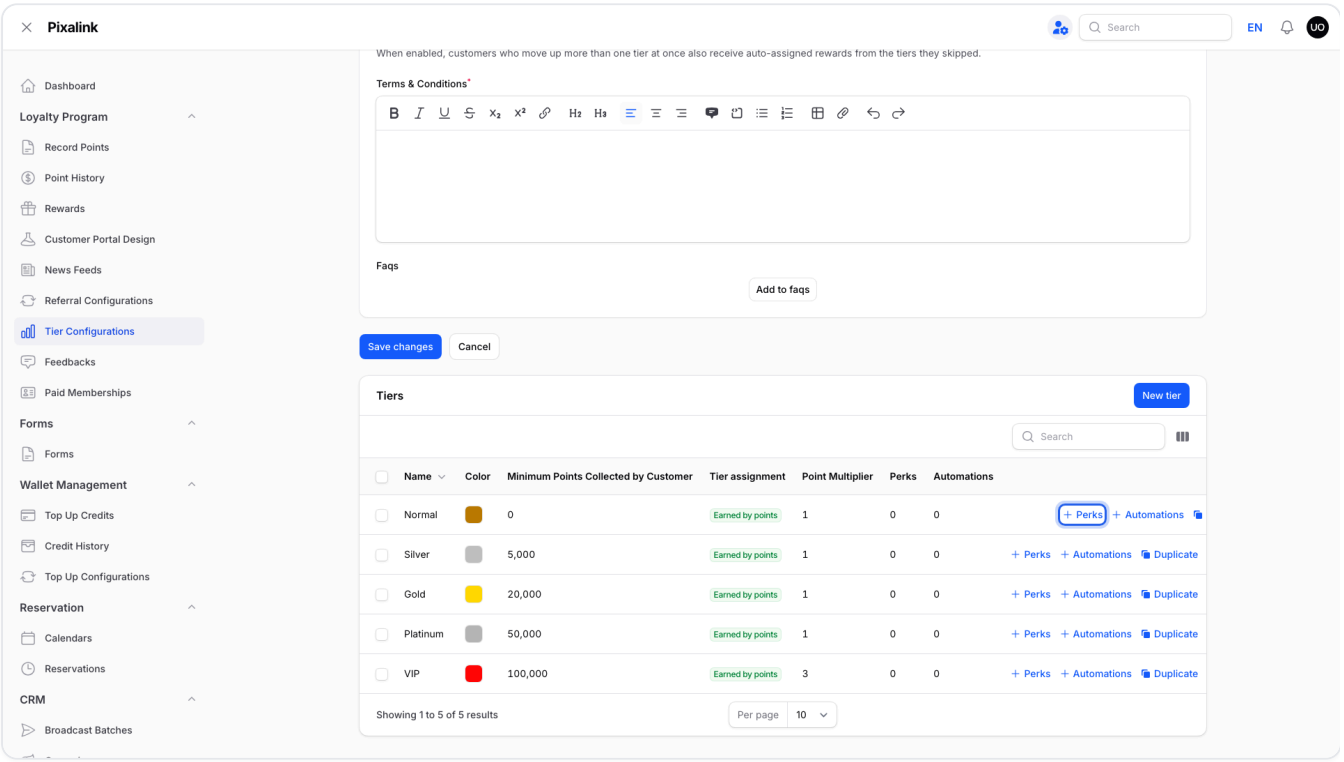
How to Set It Up

1. Go to **Admin Panel → Loyalty Program → Tier Configurations** and click **Edit** on your tier programme.



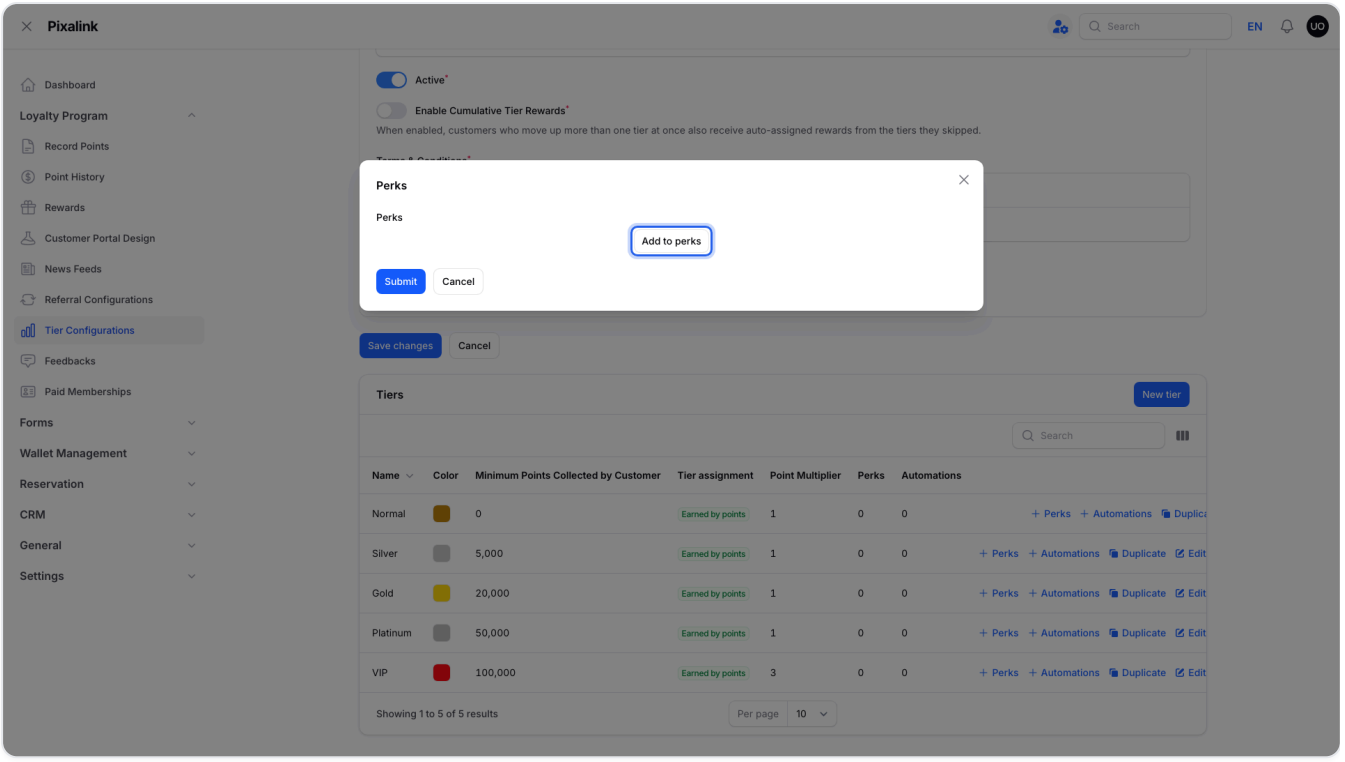
Edit is the blue button at the right of the row.

2. Scroll to the **Tiers** table and click **Perks** next to the tier you want.



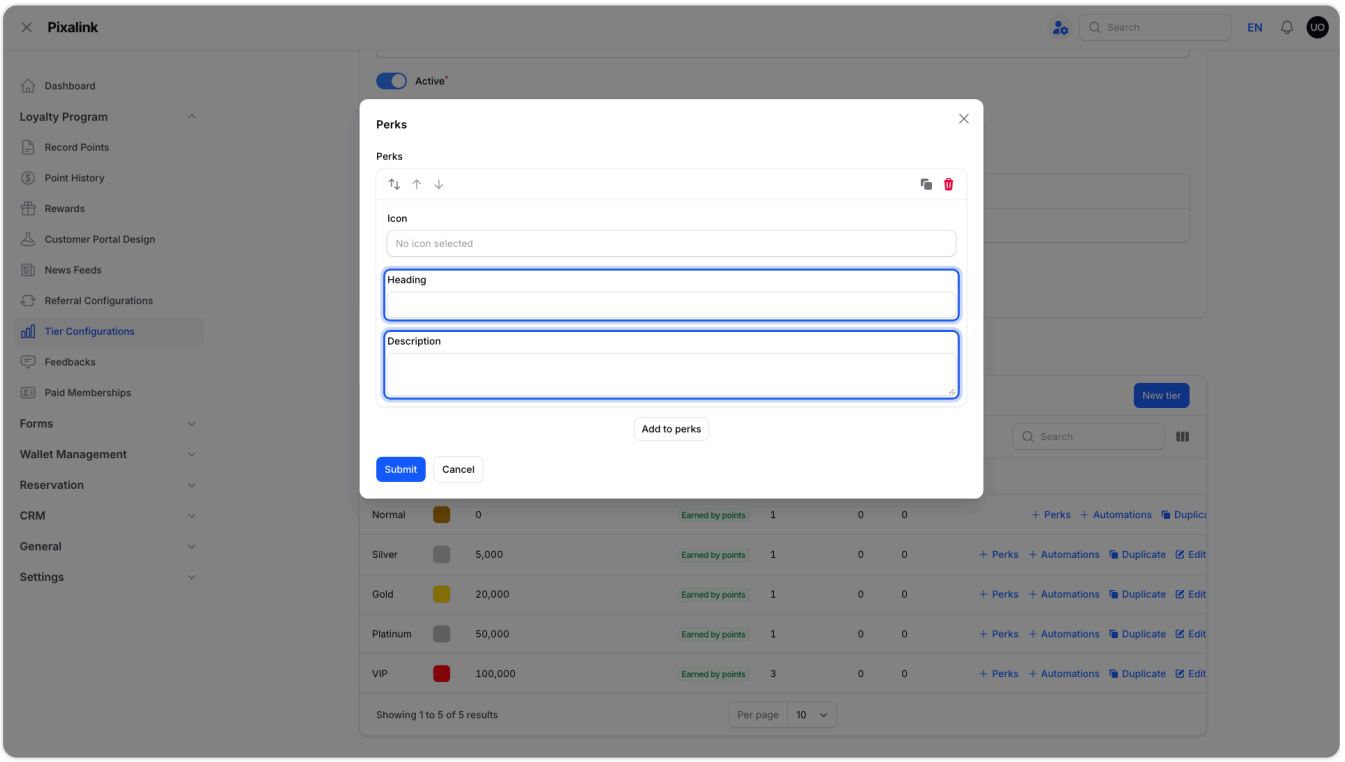
Each tier has its own Perks button.

3. Click **Add to perks**.



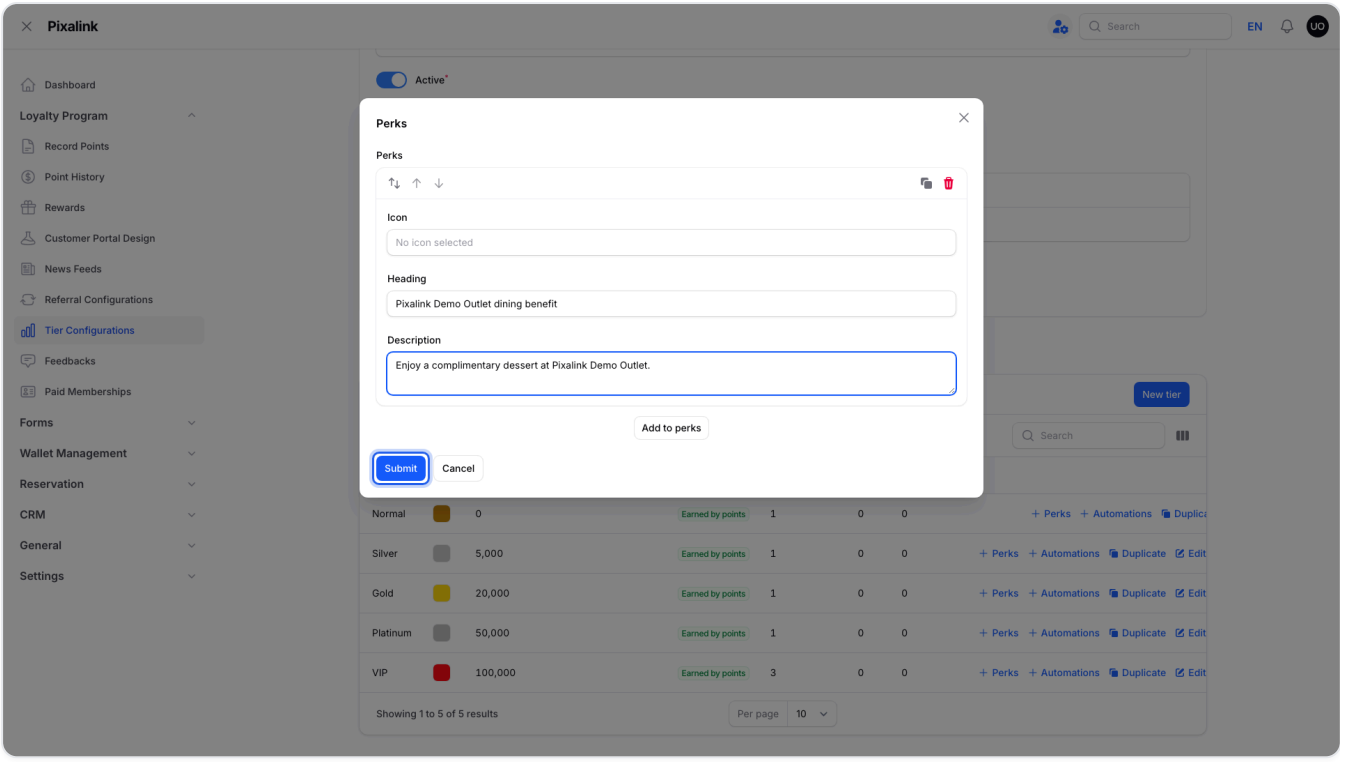
Add one perk for each restaurant.

4. Fill in the **Heading** and **Description**. Name the restaurant in both.



Tell staff exactly what to give and where.

5. Click **Submit**.



Members see the new perks the next time they open Tier Benefits.

What Your Customers Will See

If tiers are on in your portal, members who hold a tier tap their tier card on the **Profile** page. The **Tier Benefits** page lists each perk with its heading and description.

EN



Aisyah Rahman
+60111222333

Wallet	Points	Rewards
0.00 cdts.	0 pts.	0 unused

Normal

Aisyah Rahman

View Benefits →

Settings

Account

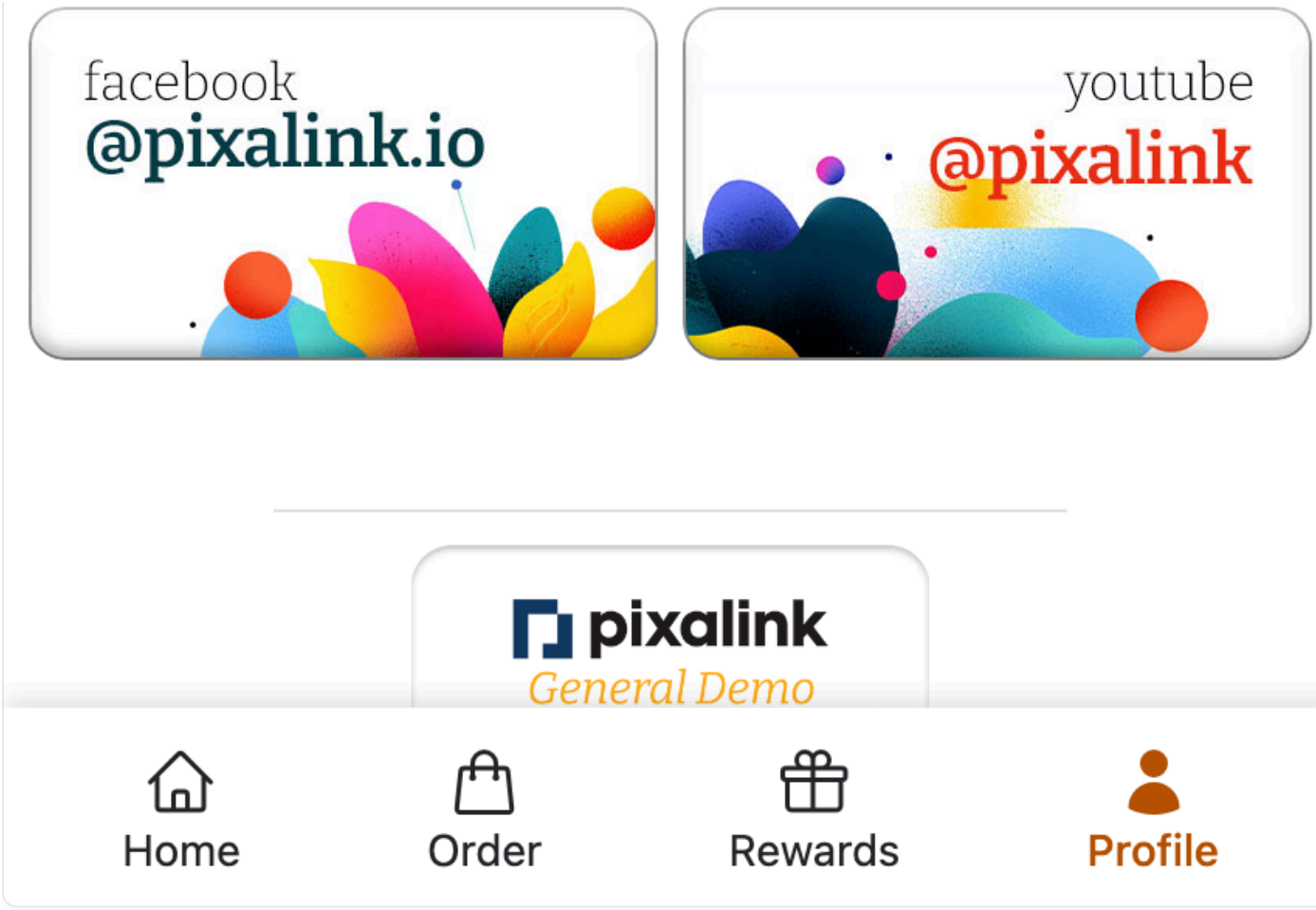
Reservations

Feedback

Membership

T&C

Policy



Tap **View Benefits** → to open the tier benefits.

EN

Tier Benefits

Gold Platinum VIP **Sakura**



You are a Sakura Member!

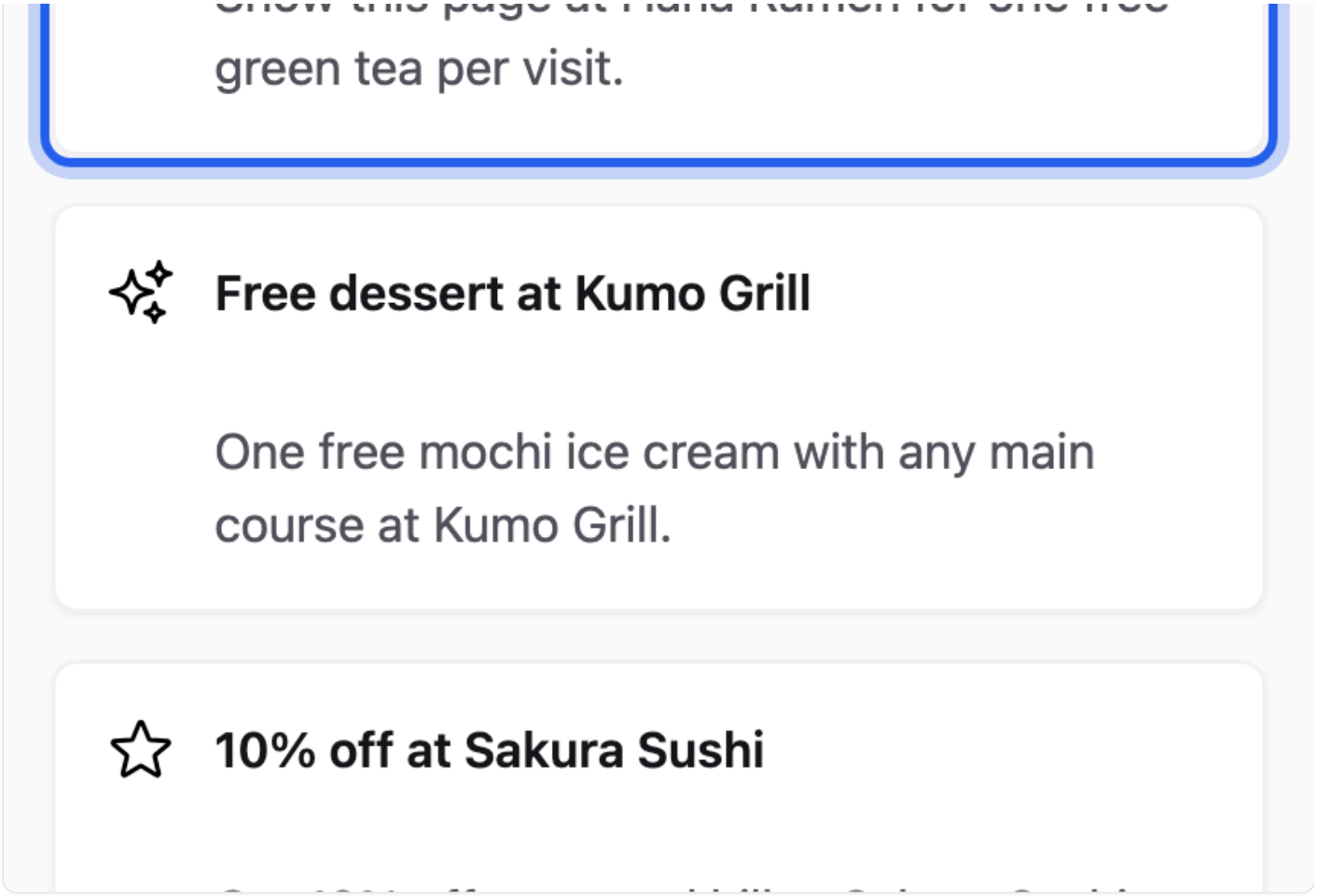
0 Points

Sakura Benefits

✓ Your current tier

Free green tea at Hana Ramen

Show this page at Hana Ramen for one free



Each perk shows its heading and description. Members show this page to your staff.

Good to Know

- Perks belong to one tier, so add shared benefits to each tier.
- Members can also swipe to other tiers' perks, except manual tiers hidden from non-members. Staff should check for **Your current tier** above the perk.
- You can't switch off the name, points and tier card on this page.
- For a manual tier, you can hide the points progress. See How to Hide Points Progress for a Manual Tier (https://kb.pixalink.io/articles/how-to-hide-points-progress-for-a-manual-tier).
- Perks aren't vouchers, so nothing is tracked when staff honour one.
- Rewards are shared by every outlet in your account. The **Space** field on a reward doesn't limit where it's used.
- To track an offer, make one reward per restaurant, like "Hana Ramen: Free Gyoza". To record the outlet, click **Mark as used** in the reward's **Customer Rewards** tab and pick the **Outlet**. Or give each restaurant's staff a login for their outlet only, so vouchers they validate record that outlet. See How to See Who Redeemed a Reward Voucher (https://kb.pixalink.io/articles/how-to-see-who-redeemed-a-reward-voucher).

Need Help?

Not sure which tier to use? Our support team can help.

What's Next?

- How to Set Up Loyalty Tiers (https://kb.pixalink.io/articles/how-to-set-up-loyalty-tiers)
- How to Add Custom Buttons to Your Customer Portal (https://kb.pixalink.io/articles/how-to-add-custom-buttons-to-your-customer-portal)

▶ **Video transcript: How to Show Group Restaurant Benefits on Your Membership Page**