

QR Code Table Ordering with Eats365 from Your Customer Portal

What Is This?

QR code table ordering lets your dine-in customers scan a table QR code directly from your Pixalink customer portal and start ordering food — without typing in their details again. Pixalink automatically passes their name and phone number to Eats365 so they're logged in straight away.

Real-Life Example

Siti runs "Warung Selera" with three outlets in KL. Each table has an Eats365 QR code. Before this feature, customers had to fill in their name and phone number every time they scanned. Now, returning customers open the portal, tap **Scan Table QR**, point their camera at the table code, and the Eats365 menu opens with their details already filled in. Siti also turned on the **Order Delivery/Pickup** button so customers can order from any of her outlets for delivery or self-collection.

Getting Started

This feature requires activation. Contact our support team to have it turned on and connected to your Eats365 account.

Once enabled, your portal gets:

- A **Scan Table QR** button on the order page
- Your Eats365 account linked so customer details pass through securely
- A location picker for multi-outlet businesses

Delivery/Pickup Button

A **Order Delivery/Pickup** button appears below the QR scanner by default. This lets customers order without scanning a table code. If your restaurant only does dine-in, ask support to hide this button.

What Your Customers Will See

Dine-in: Open portal → tap **Scan Table QR** → camera opens → scan the table code → Eats365 menu opens with details pre-filled.

Delivery/Pickup: Open portal → tap **Order Delivery/Pickup** → pick an outlet (if multiple) → Eats365 ordering opens.

Customers must be logged in to the portal. If not, they'll be asked to log in first.

Good to Know

- **Only Eats365 QR codes work** — other QR codes show a "not recognised" message.
- **The camera opens inside the portal** — no separate scanner app needed.
- **Customer details are sent securely** to Eats365.
- **The login link expires after one hour** — customers may need to scan again after that.
- **Multiple outlets supported** — each can have its own delivery/pickup settings.

What's Next?

- Customise the bottom bar of your portal to highlight the Order button
- Learn how credit wallet payments work at Eats365