

Voucher Minimum Spend, Service Charge and Tax Explained

What Is This?

Many vouchers have a minimum spend, like "RM10 off when you spend RM50". You may want that RM50 to count food only, before service charge and tax.

Pixalink has no switch for this. Who checks the bill depends on where the voucher is used. This guide shows what you control in Pixalink and what your POS controls.

How It Works

Where the voucher is used	Who checks the minimum spend	Can Pixalink choose before or after service charge and tax?
Eats365, Voucher Version V1	Your Eats365 POS, using the Minimum Price you enter in Pixalink	No
Eats365, Voucher Version V2	Your Eats365 POS, using the discount you set up in Eats365	No, it's an Eats365 setting
Shopify	Shopify, using the Minimum Amount on the reward's Shopify tab (for codes Pixalink creates), checked against the order subtotal	No
Your counter	Your staff, using the rule in Terms & Conditions	You write the rule yourself

Eats365 with Voucher Version V1

Go to **Loyalty Program → Rewards**, edit the reward and open the **Configurations** tab. With Eats365 turned on, **Voucher Version** set to V1 and your outlets picked in **Applicable Spaces**, the **Conditions** section appears. Switch it on. The **Condition Type** called **Total Price of the Order** uses the **Minimum Price** you type in.

For the minimum spend, Pixalink sends Eats365 only that one number. It sends no rule about service charge or tax.

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*

58.30

Minimum Price is a single amount. There is no option for which part of the bill it counts.

Eats365 with Voucher Version V2

With V2, Pixalink sends Eats365 a **Discount Code** instead of the discount itself. The discount and any rule attached to it live in Eats365. To change how it counts the bill, ask Eats365 support.

Reward Details

Settings

Automations

Notifications

Configurations

Misc

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

Voucher Version*

V2 — Discount defined in Eats365 (recommended)

Choose how this voucher's discount is applied in Eats365. Only one method can be active to avoid stacking discounts and giving away a free bill. V2 (recommended) refers to a discount you defined inside Eats365 using its code. V1 lets Pixalink define the discount here.

Store Defined Discount

Discount Code*

Discount Code from eats365

On V2, Pixalink passes this code to your POS. The discount amount is set in Eats365.

Vouchers redeemed at your counter

When staff redeem a voucher in Pixalink, nothing checks the bill. Write the rule in **Terms & Conditions** on the **Reward Details** tab. Say exactly which amount counts, such as "Minimum spend of RM50 on food and drinks, before service charge and SST."

Members see these terms on their voucher in the portal.

Real-Life Example

Wei Lin runs a café in Petaling Jaya with Eats365 at the counter. Her "RM10 off" voucher had a Minimum Price of RM50. At her outlet, the POS checked the total after 10% service charge and 6% SST.

A RM46 meal became RM53.64, so the voucher went through. Wei Lin wanted RM50 of food before any charges. She worked out RM50 plus 10% plus 6% and set the Minimum Price to 58.30.

Now a RM46 meal no longer qualifies, and a RM50 meal does. She also changed her terms to say "RM50 before service charge and SST" so customers know the rule.

Good to Know

- **Do the sum once.** If your POS checks the total after charges, multiply your food amount by 1.10 and then 1.06 (for 10% service charge and 6% SST). RM50 becomes RM58.30. Test it on one real bill first.
- **Keep your terms in step.** Customers see **Terms & Conditions**, not the Minimum Price. Make both say the same thing.
- **Edits apply on the next lookup.** Pixalink sends the Minimum Price each time your POS looks up the member. A change applies from the next lookup.
- **Distribution Condition is different.** It decides who can receive a reward based on past spending. It does not check the bill when the voucher is used.

Need Help?

Not sure which Voucher Version you use? Contact our support team.

What's Next?

- [Eats365 Reward Offer & Condition Types](https://kb.pixalink.io/articles/eats365-reward-offer-condition-types-configuration-guide) (https://kb.pixalink.io/articles/eats365-reward-offer-condition-types-configuration-guide)
- [Tier Vouchers and Minimum Spend Explained](https://kb.pixalink.io/articles/tier-vouchers-and-minimum-spend-explained) (https://kb.pixalink.io/articles/tier-vouchers-and-minimum-spend-explained)
- [How to Give Every Member a Festive Voucher with a Minimum Spend](https://kb.pixalink.io/articles/how-to-give-every-member-a-festive-voucher-with-a-minimum-spend) (https://kb.pixalink.io/articles/how-to-give-every-member-a-festive-voucher-with-a-minimum-spend)