

Vouchers and Add-On Items Explained

What Is This?

Yes, a customer can use a voucher and pay for add-ons in the same visit. The voucher covers its part of the bill, and the customer pays the rest at your normal prices.

Where the voucher is used decides who applies your add-on rules. At your counter, that's your staff, guided by the voucher's **Terms & Conditions**.

How It Works

Where the voucher is used	What Pixalink checks	Who applies your add-on rules
Your counter (staff click Validate Reward)	The code is real, unused and not expired	Your staff, using the terms
Pixalink online ordering	The voucher's value and qualifying products	Pixalink, at checkout
A connected POS, such as Eats365	It depends on your POS	Your POS, using the offer set up for it

At your counter

When staff click **Validate Reward**, Pixalink asks only for a code. There's no field for the bill, so Pixalink doesn't know what else the customer bought.

Validate Reward

Mode

Redemption code

Voucher code

Redemption Code*

112233

Ask the customer to open their claimed reward. They will see a 6-digit code that refreshes every 15 minutes. Enter it here (or scan the barcode).

Submit

Cancel

The window only takes a code. Your staff take the voucher off the bill at your POS and charge the add-ons as normal.

So write your add-on rule into the voucher itself. Go to **Loyalty Program → Rewards**, edit the reward, and fill in **Terms & Conditions** on the **Reward Details** tab. Say what the voucher covers, what's

charged extra, and what happens to any leftover value.

The screenshot displays the Pixalink Rewards configuration page. The left sidebar lists various management tools. The main area is divided into three sections: 1. **Description**: A text editor with a toolbar and the content 'RM30 off your next general consultation.' 2. **Terms & Conditions**: A section with a 'Terms & Conditions Template' dropdown and a 'Terms & Conditions' editor containing a list of terms. 3. **Reward Cover Image**: A section with a 'Cover Image' dropdown set to 'Discount Promotion' and a preview image of a blue circular voucher with a percentage sign.

Start from a Terms & Conditions Template, then edit it.

Pixalink online ordering

If you take orders through Pixalink, the reward form also shows a **Voucher Value** section. Pick a **Value Type**, enter the amount, then set **Applies To** to:

- **Off the whole order**: the value comes off the basket total.
- **Off one item**: the value comes off one unit of a **Qualifying Products** item. If the basket has several, it comes off the dearest one.

Everything else in the basket is charged at the normal price. A voucher never takes off more than the order is worth, and leftover value isn't kept as a balance.

A connected POS

If your POS applies Pixalink vouchers, the discount comes from the offer you set up for that POS. See [Voucher Minimum Spend, Service Charge and Tax Explained](https://kb.pixalink.io/articles/voucher-minimum-spend-service-charge-and-tax-explained) (https://kb.pixalink.io/articles/voucher-minimum-spend-service-charge-and-tax-explained) for how this works with Eats365.

Real-Life Example

Siti runs a family clinic in Shah Alam. She gave members an "RM30 Off Consultation" voucher. Patients asked if they could also get a blood test.

Each staff member gave a different answer. Siti added clear terms: RM30 off the consultation fee, add-on tests and medicine at the normal price, and no refund if the consultation costs less.

Now a RM60 consultation costs RM30, and the RM80 blood test is charged as usual. Patients see the terms before they arrive.



RM30 Off Consultation

Available redemption options:



300 Points



0.00 Credits



Description

RM30 off your next general consultation.



Terms & Conditions



- RM30 off one general consultation fee.
- Add-on tests, procedures and medicine are charged at the normal price.
- If the consultation costs less than RM30, the balance is not refunded.
- One voucher per visit. Not valid with other

promotions.

- Cannot be exchanged for cash.



Select Redemption Method

Customers see the terms on the voucher in your customer portal.

Good to Know

- **Add-ons and points.** Points follow the amount your staff record, so decide whether that is before or after the voucher. See [How to Avoid Giving Points When a Customer Uses a Voucher](https://kb.pixalink.io/articles/how-to-avoid-giving-points-when-a-customer-uses-a-voucher) (<https://kb.pixalink.io/articles/how-to-avoid-giving-points-when-a-customer-uses-a-voucher>).
- **Make the terms match what staff do.** Customers see the terms, so your counter should follow them.
- **Validating marks the voucher used.** Take it off the bill at the same time, so the two always match.
- **One voucher per online order.** In the online basket, a customer picks one voucher. A promo code can also apply.

Need Help?

Need help wording your terms? Contact our support team.

What's Next?

- [What the Messages Mean When You Validate a Voucher](https://kb.pixalink.io/articles/what-the-messages-mean-when-you-validate-a-voucher) (<https://kb.pixalink.io/articles/what-the-messages-mean-when-you-validate-a-voucher>)
- [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>)

- [Voucher Minimum Spend, Service Charge and Tax Explained](https://kb.pixalink.io/articles/voucher-minimum-spend-service-charge-and-tax-explained) (https://kb.pixalink.io/articles/voucher-minimum-spend-service-charge-and-tax-explained)