

Discounts: Flexible Rules for Promotions and Checkout

Create reusable discounts in PLNTRK and control the value, schedule, eligible customers, eligible products, codes, limits, and checkout behavior.

THE SIMPLE FLOW

Create > Schedule > Target > Set limits > Apply at checkout

1. Discount value

- **Percent off** - enter a percentage greater than 0 and up to 100%.
- **Fixed amount off** - enter a dollar amount greater than \$0.
- Turn the discount **Active** or **Inactive** without deleting it.
- Use **Sort order** to control how discounts are ordered in the admin/POS experience.

2. Schedule and codes

- **Starts at** - optional date/time when the discount becomes available.
- **Ends at** - optional date/time when it stops.
- **Code** - optional promotion code text.
- **Requires code** - when enabled, a code must be configured and entered before use.

3. Target what can receive the discount

- **Entire order** - applies across the eligible order.
- **Selected categories** - choose one or more product categories.
- **Selected products** - choose specific products.

Category-scoped discounts require at least one category. Product-scoped discounts require at least one product.

4. Choose eligible customers

- **Everyone**
- **New customers only**
- **Returning customers only**
- **Medical customers only**
- **Adult-use customers only**

5. Set order rules and caps

- **Minimum subtotal** - require the order to reach a certain subtotal.
- **Maximum discount amount** - cap the dollar value of the discount.
- **Total usage limit** - limit how many times the promotion can be used overall.
- **Usage limit per customer** - limit how many times one customer can use it.

A usage limit of 0 is treated as unlimited in the current admin display.

6. Control stacking and tax timing

- **Can combine with other discounts** - allow or prevent stacking.
- **Applies before tax** - choose whether the discount is applied before tax; otherwise it is treated as after-tax timing.

7. What staff does at checkout

- Choose or enter the applicable discount during checkout.
- PLNTRK evaluates the configured schedule, scope, customer eligibility, minimums, codes, and usage rules.
- The discount amount is shown on the order and receipt when it is applied.

Common promotion ideas

- 15% off edibles every Friday
- \$5 off pre-rolls with a promotion code
- New-customer welcome offer
- Medical-customer category discount
- Brand or vendor special on selected products
- Short scheduled promotion with a total-use cap

Quick setup checklist

- Name the discount and choose percent or fixed amount.
- Set start/end dates if the offer is scheduled.
- Select order/category/product scope.
- Choose customer eligibility.
- Add code, minimums, caps, and usage limits as needed.
- Save it and confirm the discount is Active.