

How the Reward Activation Delay Works

What Is This?

Activation delay lets you hold back a reward so customers can't use it the moment they claim it. You choose how many days to wait, and the voucher stays locked until then. It's perfect for "claim today, come back later" offers that pull people in for a second visit.

How It Works

You switch the delay on per reward, and customers then see a locked voucher until the wait is over.

To set it up, open the reward, go to the **Settings** tab, and turn on **Delay Voucher Activation**. Then enter a number under **Usable After (Day(s))** — 1 means the voucher works from the next day onwards.



Delay Voucher Activation

If enabled, the voucher can only be used a number of days after the customer receives it (e.g. 1 = next day onwards).

Usable After (Day(s))*

1



Number of days after the customer receives the voucher before it can be used. Enter 1 to allow use from the next day onwards.

When a customer claims the reward, the voucher appears in their **My Rewards** list with an amber **Usable from** badge and the date it unlocks. A reward with no delay shows a green **Active** badge right away.

Rewards Centre

 **0 pts.**

Reward Marketplace

My Rewards

Status Filter: ▼ Active



 Usable from tomorrow

Free Bubble Tea

Molestiae rem dolor non et mollitia sint
omnis. Quod dolores...

 Expires on Sep 16, 2026 21:01 PM >



 Active

Free Cookie

Consequatur dolores perferendis dolorum
nobis. Non cumque vo...

 Expires on Sep 16, 2026 21:01 PM >

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Home



Order



Rewards



Profile

Opening a locked voucher shows the **Usable from** date and a greyed-out button, so the customer can't redeem it early.



Claimed Reward



Free Bubble Tea



Expires on
16 Sep, 2026 21:01 pm



Usable from
17 Jun, 2026 00:00 am

Description

Molestiae rem dolor non et mollitia sint omnis.
Quod dolores error consequatur consequatur
earum. Est sed in explicabo animi ut nam.



Usable from tomorrow

Once the wait is over, the notice disappears and the **Use Now** button turns green and ready.



Claimed Reward



Free Cookie



Expires on
16 Sep, 2026 21:01 pm

Description

Consequatur dolores perferendis dolorum nobis.
Non cumque voluptatem et molestiae vel fuga.
Minus voluptatem adipisci qui ut asperiores
doloremque est.



Terms & Conditions



 **Use Now**

Real-Life Example

Aishah runs Boba Lab, a bubble tea shop in Petaling Jaya. She wants first-time visitors to return rather than redeem on the same day. So she creates a "Free Bubble Tea" reward and sets the delay to 1 day. A customer claims it at the counter, but the voucher stays locked until tomorrow. The next day it turns active, and the customer drops by again for their free drink. Aishah turns one visit into two.

Good to Know

- Enter 1 to unlock the voucher from the next day onwards. The wait counts from the day the customer claims it.
- The delay is set per reward, so you can mix instant and delayed rewards in the same catalog.
- A locked voucher still shows its expiry date, so customers can see the full window.
- If your staff mark a reward as already redeemed, the delay does not apply.
- Leave the toggle off for rewards you want customers to use right away.

Need Help?

Not sure what delay to set? Reach out to our support team and we'll help you decide.

What's Next?

- [What Are Rewards and How to Create Them](#)
- [Customer Reward Lifecycle Explained](#)