

How to Apologise to a Customer Instantly with Quick Redeem

What Is This?

Something went wrong in your store: a long wait, a wrong order, a spilt drink. You want to say sorry at the counter, not next week. **Quick Redeem** lets your staff hand a voucher to that one customer in seconds.

The setup is a one-time job: an **apology reward that costs 0 points**, hidden from your portal so nobody can claim it. It only reaches the customers your staff choose.

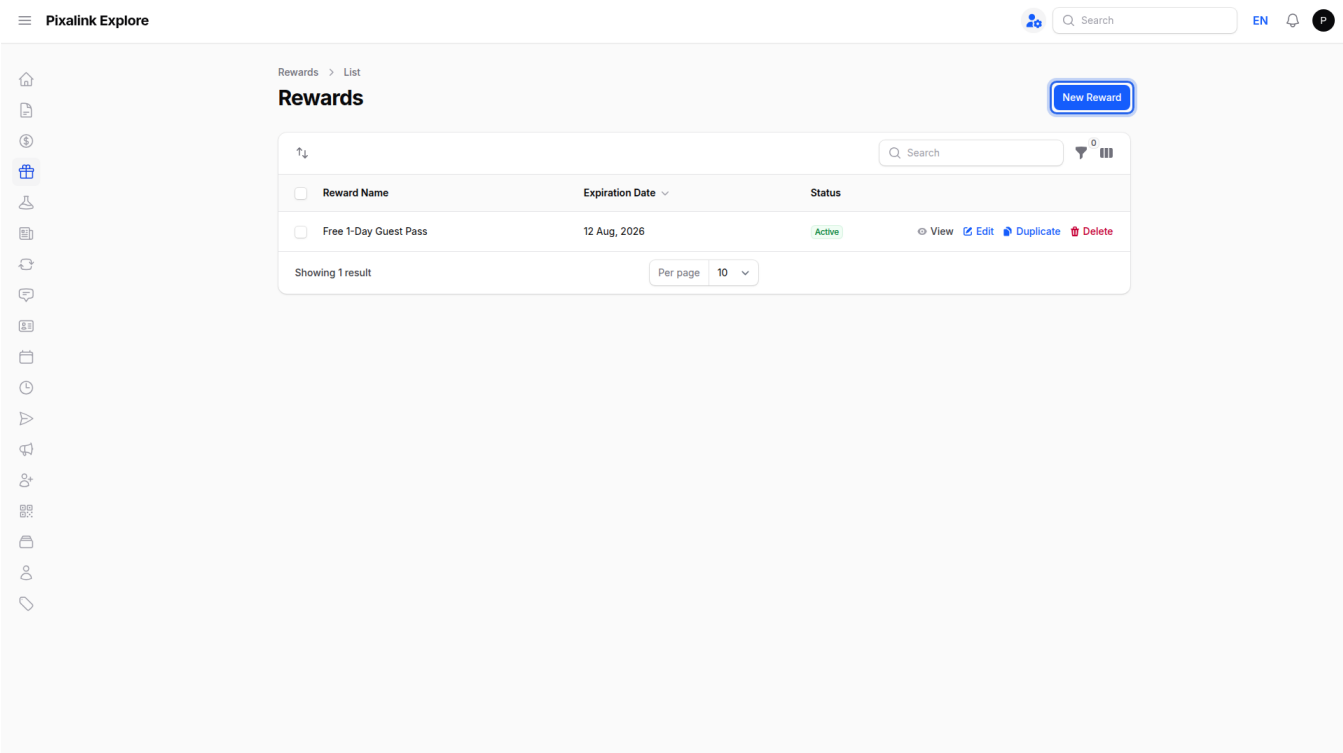
Real-Life Example

Aishah runs a café in Petaling Jaya. During a busy lunch, Wei Lin's drink comes out wrong. Aishah apologises, opens Wei Lin's profile, clicks **Quick Redeem**, and picks **Sorry! Free Drink On Us**. The voucher lands in her account before she leaves, at 0 points.

How to Set It Up

First, create your apology reward. You only do this once.

1. Go to **Rewards** and click **New Reward**. Give it a clear name, such as **Sorry! Free Drink On Us**. For the full walkthrough, see [What Are Rewards and How to Create Them](#).



2. Open the **Settings** tab and set **Points to Redeem** to **0**, so the apology never spends the points your customer has earned.

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Distribution

Enable this to let customers redeem rewards on their own.

☒ **Distributable**
☐ **Schedule**

Enable this option if the reward is for redemption purpose.

Distribution Condition

Set minimum spending requirements before customers can receive this reward

☐ **Enable Conditional Distribution**

Require customers to meet spending criteria before receiving this reward

Details

Points

Points to Redeem*

☐ **Single Redemption**

Turn on if voucher can only be redeemed once.

☐ **Customer Direct Link Access**

Enable this option if you want to provide a direct link for customers to redeem the reward.

Availability Management

☐ **Enable Reward Limit**

Turn on to set a maximum number of rewards that can be redeemed

Auto-Renewal

☐ **Auto-Renewing Reward**

When enabled, a new copy of this reward is automatically issued to the customer after they use it.

3. Still on **Settings**, switch off **Display in Customer Portal (Marketplace)** and save. This keeps the reward staff-only.

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mm/dd/yyyy

The last date the reward will be available - customers can still use it until 11:59 PM on this date.

☐ **Custom Valid Day(s) after redemption**

If disabled, it can be used anytime until expiry date.

Valid Day(s)

The reward can be used within the specified day(s) after redemption.

Delayed Usage

☐ **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).

Reward Visibility Settings

Control when and how customers can see this reward in their portal.

☐ **Display in Customer Portal (Marketplace)**

Paid Membership Visibility

Paid Member Visibility

Visible to all customers

Restrict this reward to paid members. Hidden removes it from non-members; Locked shows it with an upgrade prompt.

Distribution

Enable this to let customers redeem rewards on their own.

☒ **Distributable**
☐ **Schedule**

Enable this option if the reward is for redemption purpose.

Distribution Condition

Set minimum spending requirements before customers can receive this reward

☐ **Enable Conditional Distribution**

Require customers to meet spending criteria before receiving this reward

Then hand it out whenever you need to.

4. Go to **Customers**, open the customer's profile, and click **Quick Redeem** at the top.

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Customers > Aishah Rahman > View

View Aishah Rahman

[Record Point](#) [Quick Redeem](#) [Edit](#) [Audit Log](#)

Name
Aishah Rahman

Email
aishah.rahman@example.com

Phone Number
12-000 0000

Gender
Male

Date of Birth

Space
FitZone Cheras

Notes
Apology voucher issued after in-store complaint.

Properties

Source
QnE

Status
Open

Tags
New tag

Current Points
0

Lifetime Total Spent
0.00

Paid Membership

Type
None

Expires
-

Invited By
N/A

Joined at
01/08/2026, 09:15:17 AM
Joined at 6 months ago

5. Choose your apology reward, keep the quantity at **1**, and click **Submit**.

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Customers > Aishah Rahman > View

View Aishah Rahman

[Record Point](#) [Quick Redeem](#) [Edit](#) [Audit Log](#)

Name
Aishah Rahman

Email
aishah.rahman@example.com

Phone Number
12-000 0000

Gender
Male

Date of Birth

Space
FitZone Cheras

Notes
Apology voucher issued after in-store complaint.

Properties

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New tag

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Lifetime Total Spent
0.00

Paid Membership

Type
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Expires
-

Invited By
N/A

Joined at
01/08/2026, 09:15:17 AM
Joined at 6 months ago

Quick Redeem

Reward Name*
Select an option

Quantity*
1

☐ Mark this reward as redeemed

[Submit](#) [Cancel](#)

What Your Customers Will See

The customer opens their account and finds the voucher waiting for their next visit. Because it is hidden, it never appears in the public rewards list, so no one else asks why they missed out.

Good to Know

- Keep the point cost at **0** so the gesture never spends earned points.
- Set a fair expiry, such as 30 days.

- Every voucher you give is recorded under the customer's **Customer Rewards** tab.
- To give it to a whole group at once, use **Bulk Assign** instead.

Need Help?

Can't see the **Quick Redeem** button on the profile? Contact the Pixalink support team and we'll help you sort it out.

What's Next?

- [What Are Rewards and How to Create Them](#) — the basics of building any reward
- [How to Create a Hidden Voucher and Give It to a Specific Member](#) — hand the same voucher to a chosen group
- [How to View and Edit a Customer Profile](#) — what else you can do from the profile page