

# How to Automatically Give Vouchers to Paid Members

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## What Is This?

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When a customer signs up for one of your paid memberships, you can hand them a welcome voucher (or several) without lifting a finger. Pixalink does it for you the moment the membership activates. It's a great way to thank them for joining and give them a reason to come back soon.

## Real-Life Example

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Wei Lin runs a bubble tea chain and just launched her "VIP Tea Lover" membership at RM 29 per month. She wants every new member to feel special from day one, so she sets up two free vouchers — a Free Bubble Tea and a Free Topping — to be handed out automatically. When Ahmad signs up at the counter, both vouchers land in his rewards list straight away. Wei Lin didn't have to remember a thing.

## How to Set It Up

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1. Go to **Admin Panel** → **Loyalty Program** → **Paid Memberships**


## Pixalink

 Dashboard

### Loyalty Program

 Record Points

 Transactions


 Rewards

 POS Transactions

 E-commerce Transactions

 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback

 Paid Membership Types

**Forms** 

**Wallet Management** 

**Reservation** 

**CRM** 

**General** 

**Settings** 

2. Click the membership type you want to add vouchers to

Paid Memberships			
Name	Pricing	Active	Members
VIP Tea Lover	RM 29.00 / Monthly	✓	42
Gold Member	RM 299.00 / Yearly	✓	18
Founder Pass	RM 99.00 / Monthly	✗	4

3. Click the **Rewards** tab, then click **Add Reward**

Details Pricing Benefits **Rewards** Notifications

**Add Reward**

4. Pick a reward from the **Reward** dropdown and set how many to give in **Quantity**, then click **Save**. Add more rows if you want to hand out more than one reward per member.

Details Pricing Benefits **Rewards** Notifications

Reward*	Quantity*	
Welcome Voucher — Free Bubbl <span style="float: right;">v</span>	1	

**Add Reward**

## What Your Customers Will See

The moment a membership activates — whether it's a free assignment, a cash payment, or an online payment — the vouchers appear in the customer's rewards list inside the customer portal. They redeem each voucher at the counter like any other reward. Members who renew through a new cash or online payment receive a fresh batch of vouchers too.

## Good to Know

- **Only free rewards can be assigned.** The dropdown only shows rewards with a points cost of 0. If you don't see the reward you want, open it under **Rewards** and set its Points to Redeem to 0.
- **Rewards are re-issued every time a payment activates a membership** — new signups, cash payments, and online renewal payments all trigger a fresh batch. Manually extending a member's expiry date (without taking a payment) does not.
- **The reward must stay active.** If you turn a reward off after adding it here, new members won't receive it.
- **You can assign as many rewards as you like.** Add multiple rows to bundle a welcome pack.
- **Quantity controls how many vouchers each member gets.** Set it to 3 to hand out three identical vouchers at once.

## Need Help?

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Stuck on a step? Reach out to [support@pixalink.io](mailto:support@pixalink.io) and we'll get you sorted.

## What's Next?

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- [Paid Memberships](#) — full guide to setting up your membership plans
- [What Are Rewards and How to Create Them](#) — make sure your free reward exists before you assign it
- [Customer Reward Lifecycle Explained](#) — see how the voucher moves from issued to used