

Every voucher a customer receives is saved on their record. When a customer says they never got their welcome voucher, you do not have to guess. You can open their record and see exactly when the voucher was sent and whether it has been used. This turns an awkward dispute into a quick, fact-based answer at the counter.

What Is This?

The **Customer Rewards** tab lists every voucher a customer has received. For each voucher you can see the received date, the expiry date, and whether it has been used. This is the proof you need when a customer claims a reward never arrived. If the record shows the voucher, it was delivered.

Real-Life Example

Farah runs Petal & Stem, a florist in Subang. A new customer, Nurul, signs up and the welcome voucher is sent out the same day.

A week later, Nurul tells the counter she never received the voucher and asks for a new one. Farah opens Nurul's record and checks the Customer Rewards tab. The welcome voucher is there, received on 02 June, with a Pending status. The voucher was delivered and is still unused. Farah shows Nurul that the reward is ready to redeem, and no extra voucher is needed.

How to Set It Up

1. Go to **Admin Panel** → **CRM** → **Customers**.

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Tags

2. Find the customer by name or phone number, then open their record.

Customers				
Name	Phone Number	Last Transaction	Current Point	Tier
Nurul	012-345 6789	14 Jun, 2026	120	Bronze
Adeline Tan	016-228 1190	12 Jun, 2026	540	Silver
Ravi Kumar	019-770 4521	09 Jun, 2026	80	Bronze

3. Open the **Customer Rewards** tab to see every voucher this customer has received.

Customer Rewards					
Received Date	Reward Name	Expired Date	Used Date	Redeem Status	Outlet
02 Jun, 2026 10:14 AM	New Member Welcome Voucher	02 Jul, 2026 10:14 AM	-	Pending	Not Tracked

4. Click **View** on the welcome voucher to read its full details, including the received date and status.

Customer

Name

Nurul

Phone Number

012-345 6789

Reward Name

New Member Welcome Voucher

Status

Pending

Expired Date

02 Jul, 2026 10:14 AM

Received Date

02 Jun, 2026 10:14 AM

Used Date

-

What Your Customers Will See

The customer sees the same voucher in their loyalty portal marketplace. A Pending voucher sits in their rewards list, ready to use. A Used voucher moves into their history. An expired voucher drops out of the marketplace, so a customer who cannot find a voucher there has one that has expired.

Good to Know

- **Received Date** is the moment the voucher reached the customer. A date here means it was delivered.
- **Redeem Status** tells you the rest. Pending means received but not used. Used means already redeemed.
- The **Used Date**, **Outlet**, and **Validator** show where and when your staff redeemed the voucher.
- A voucher can also expire. An Expired status means the customer ran out of time to use it.

Need Help?

Contact the Pixalink support team if a voucher is missing from a customer's record, or if a status looks wrong.

What's Next?

- [Customer Reward Lifecycle Explained](#)
- [How to Set Up New Customer Reward Automation](#)
- [How to Block a Customer](#)