

How to Create a Hidden Voucher and Give It to a Specific Member

What Is This?

Sometimes you want to reward just one customer, not everyone. A hidden voucher stays out of your customer portal, so no one can claim it on their own. You then hand it to the exact member you choose. It is perfect for a private thank-you, a VIP perk, or a small goodwill gesture.

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Pixalink Customer Loyalty Program Software



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Real-Life Example

Aishah runs Boba Lab, a bubble tea shop in Petaling Jaya. One regular, Wei Lin, brings friends in almost every week. Aishah wants to thank her with a free drink, but only her. So she builds a "Free Bubble Tea" reward and hides it from the portal. Then she assigns it straight to Wei Lin. Wei Lin finds the voucher waiting in her account. No other customer ever sees it.

How to Set It Up

1. Go to **Loyalty Program** → **Rewards** in the left sidebar.

 Dashboard

Loyalty Program

 Record Points

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

 Calendars

 Reservations

CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

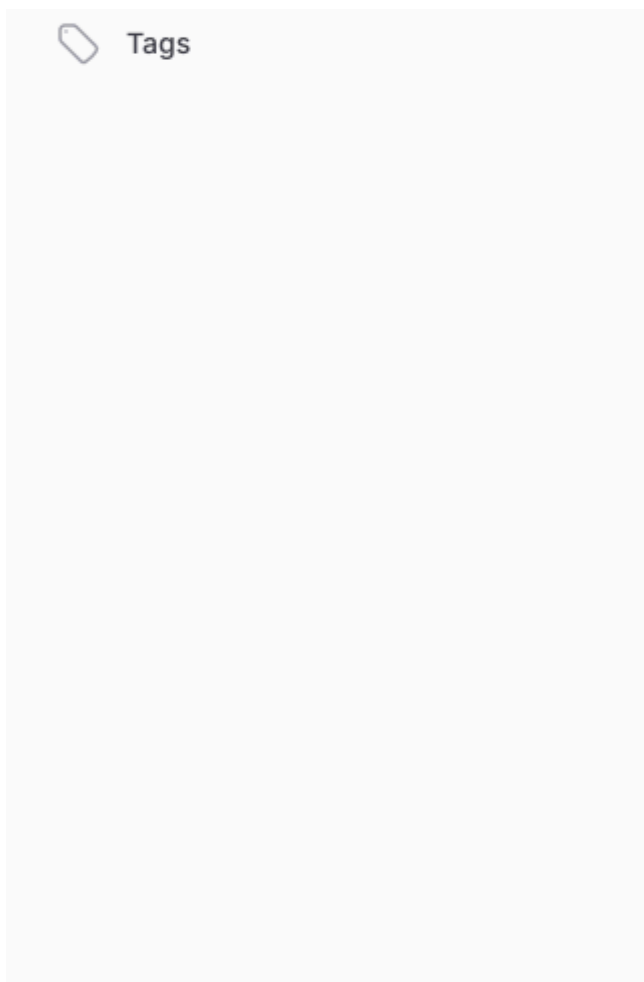
General

 Spaces

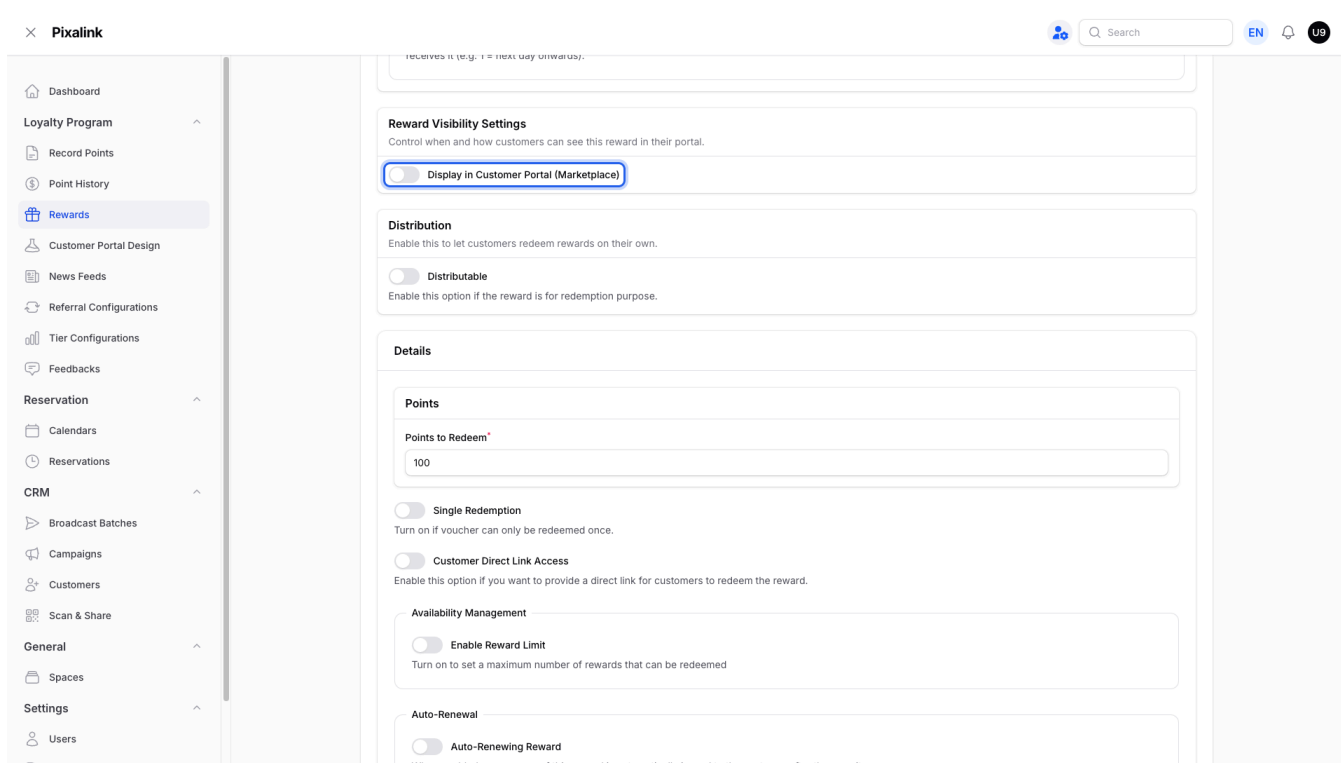
Settings

 Users

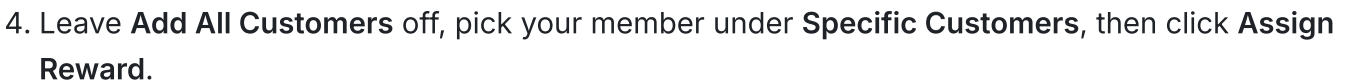
 Configurations



2. Open your reward, click the **Settings** tab, switch off **Display in Customer Portal (Marketplace)**, then save.



3. Click the actions menu (the three-dots button) at the top right, then choose **Bulk Assign to Customers**.



What Your Customers Will See

The member you picked finds the voucher in their account, ready to use. It never shows in the public rewards list, so other customers see nothing. The voucher is issued in the background, and anyone who already has it is skipped.

Good to Know

- The toggle is on by default, so new rewards show in the portal until you switch it off.
- To check or remove a voucher later, open that member's profile and view their **Customer Rewards** tab.
- To hand the same voucher to a whole group, tag those customers instead. See the auto-assign guide below.

Need Help?

If a member cannot find their voucher, wait a moment, since it is issued in the background. Still stuck? Contact the Pixalink support team and we will help you sort it out.

What's Next?

- [Auto-Assign Rewards by Customer Tag](#) — hand out a reward to a whole group by tag
- [What Are Rewards and How to Create Them](#) — the basics of building any reward

► Video transcript: How to Create a Hidden Voucher and Give It to a Specific Member