

## What Is This?

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A reward bundle is a package that groups multiple rewards together into a single offer. Instead of giving customers one reward at a time, you can create a bundle that assigns several rewards at once — perfect for welcome packages, seasonal promotions, or VIP perks.

## Real-Life Example

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**Puan Melissa** owns **Glow Aesthetics** in Bangsar. For her year-end promotion, she wants to offer a "Holiday Glow Package" that includes a free facial voucher, a 20% skincare discount, and 50 bonus points — all given to customers in one go. She creates a reward bundle with these three items, and her staff can assign the entire package with a single click.

## How to Create a Reward Bundle

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### Step 1: Open the Reward Bundles Page

From the Admin Panel sidebar, go to **Loyalty Program** → **Rewards**. On the Rewards list page, click the **Manage Reward Bundles** button at the top.

**Note:** This button only appears if the Reward Bundle feature is enabled for your account. Contact Pixalink support to enable it.

## Pixalink

### Loyalty Program ^



Record Points



Transactions



Rewards



E-commerce Transactions



POS Transactions



Customer Portal Design



News Feed



Referral Configuration



Tier Configuration



Feedback



Paid Membership Types

## Step 2: Create a New Bundle

Click **Create** to start building your bundle.

## Step 3: Fill In Bundle Information

On the **Information** tab:

- **Status** — Toggle to Active or Inactive
- **Bundle Name** — Give it a clear name (3–50 characters), e.g., "Holiday Glow Package"
- **Description** — A short description (max 100 characters) for internal reference

**Information**

Status

**Bundle Name**

Holiday Glow Package

**Description**

Year-end promotion bundle with facial, skincare discount, and bonus points

## Step 4: Add Reward Items

Switch to the **Rewards Item** tab:

1. Click **Add Item** to add a reward to the bundle.
2. **Select a Reward** from the dropdown — only reusable rewards appear (one-time rewards are excluded).
3. Set the **Quantity** — how many of this reward each customer receives.
4. Repeat for each reward you want to include (up to 10 items per bundle).

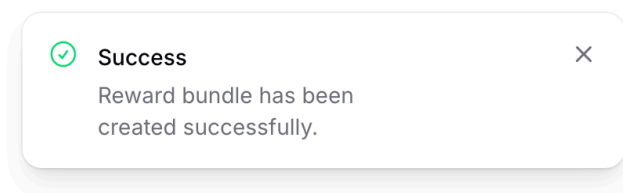
Rewards Item

	Reward	Quantity	
↑↓	Free Coffee ▾	1	🗑️
↑↓	RM5 Discount ▾	2	🗑️

Add to items

## Step 5: Save the Bundle

Click **Create** to save. Your bundle is now ready to be assigned to customers.



## Good to Know

- **Minimum 1 item** — Every bundle must contain at least one reward.
- **Maximum 10 items** — You can include up to 10 different rewards per bundle.

- **Only reusable rewards** — One-time rewards cannot be added to bundles, since bundles are designed to be assigned multiple times.
- **Active/Inactive toggle** — Deactivate a bundle to temporarily hide it without deleting the configuration.
- **Accessing bundles** — Reward Bundles don't appear in the main sidebar navigation. Always access them through the **Manage Reward Bundles** button on the Rewards list page.