

How to Create and Use Reward Bundles

What Is This?

Reward Bundles let you group multiple rewards into a single redeemable package — saving time and keeping offerings consistent.


Real-Life Example

Siti runs a wellness spa and wants to offer a "Pamper Package" (massage voucher, treatment discount, and complimentary tea). Without bundles, staff would redeem each reward separately. With a Reward Bundle, the entire package is redeemed in one click.

How to Set It Up


1. Go to **Admin Panel** → **Loyalty Program** → **Rewards**


Pixalink


 Dashboard

Loyalty Program


 Record Points

 Transactions

 Rewards

 E-commerce Transactions


 POS Transactions


 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback

 Paid Membership Types

Forms

Wallet Management

Reservation

CRM

General

Settings

2. Click the **Manage Reward Bundles** button at the top of the page

Note: This button only appears when the Reward Bundles feature is enabled for your organisation. If you don't see it, contact support.

Rewards

Rewards

[New reward](#) [Manage Reward Bundles](#)

Name	Points	End Date	Status
RM10 off any drink	100	2026-12-31	Active
Free pastry	250	2026-12-31	Active
Birthday treat: free coffee	0	2026-12-31	Active
Welcome voucher	0	2026-06-30	Active
Old promo voucher	50	2025-12-31	Inactive

3. Click New Reward Bundle

Rewards > Reward Bundles

Reward Bundles

[New reward bundle](#)

Name	Items	Status	
Pamper Package	3	Active	View Edit
Welcome Bundle	2	Active	View Edit
Anniversary Set	4	Inactive	View Edit

4. Fill in the Information tab:

- **Active** — toggle on to make the bundle available for redemption
- **Name** — a clear name (e.g., "Welcome Package"). Maximum 50 characters.
- **Description** — optional short note. Maximum 100 characters.

Information

Active

Name*

Welcome Bundle

Description

A welcome package with free drinks and snacks for new members.

5. Go to the **Rewards Item** tab

Note: This tab is only available during creation. After saving, use the **Reward Bundle Items** section instead (see [Managing Bundle Items After Creation](#)).

6. Click **Add to items**, then select a **Reward** and set the **Quantity**. Repeat to add more rewards (up to 10 per bundle).

Reward Bundle Items		
Reward	Quantity	
Free Coffee Voucher	2	Edit Delete
RM10 Discount	1	Edit Delete
Birthday Special Cake	1	Edit Delete

7. Click **Create** to save your bundle

Adding Rewards to Bundles in Bulk

From **Admin Panel** → **Loyalty Program** → **Rewards**, tick the rewards you want, select **Add to Reward Bundle** from the bulk actions menu, choose the target bundle(s), set the quantity, and confirm.

Redeeming a Bundle for a Customer

In Quick Redeem, bundles appear under a **Reward Bundle** group in the dropdown (only visible when the feature is enabled). Select the bundle, set the quantity, and confirm — all rewards are given at once.

What Your Customers Will See

When a bundle is redeemed, customers receive each reward individually in their account — not the bundle as a single item. Each reward appears separately and follows its own expiry and redemption rules.

Managing Bundle Items After Creation

Open the bundle from the Reward Bundles list (click **View** or **Edit**), then scroll to the **Reward Bundle Items** section. Use **New Reward Bundle Item** to add rewards, or delete existing ones.

Good to Know

- During creation, any reward can be added except those with **single redemption** enabled.
- After creation, only rewards that are **free to redeem** (0 points), do **not** have single redemption, and are **not auto-given to new customers** can be added.
- Maximum **10 rewards** per bundle.
- Setting a bundle to **Inactive** hides it from redemption but does not delete it.
- If any reward in a bundle becomes inactive, the entire bundle is hidden until all its rewards are active again.