

How to Duplicate a Reward

What Is This?

Building a reward from scratch takes time. Duplication saves that time — copy any existing reward in seconds and get a ready-to-edit version without losing your original.

Everything carries over: the name, images, rules, and settings. The copy starts as inactive so you can adjust it before your customers see it.


Real-Life Example

Aishah runs a café and wants a festive version of her popular "Free Teh Tarik" reward for Chinese New Year. She clicks **Duplicate**, renames the copy "Free Teh Tarik — CNY Special", swaps in a festive image, sets an expiry date, and activates it. Done in under two minutes.


How to Set It Up


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


Pixalink


 Dashboard


Loyalty Program

 Record Points

 Transactions


 Rewards


 E-commerce Transactions

 POS Transactions

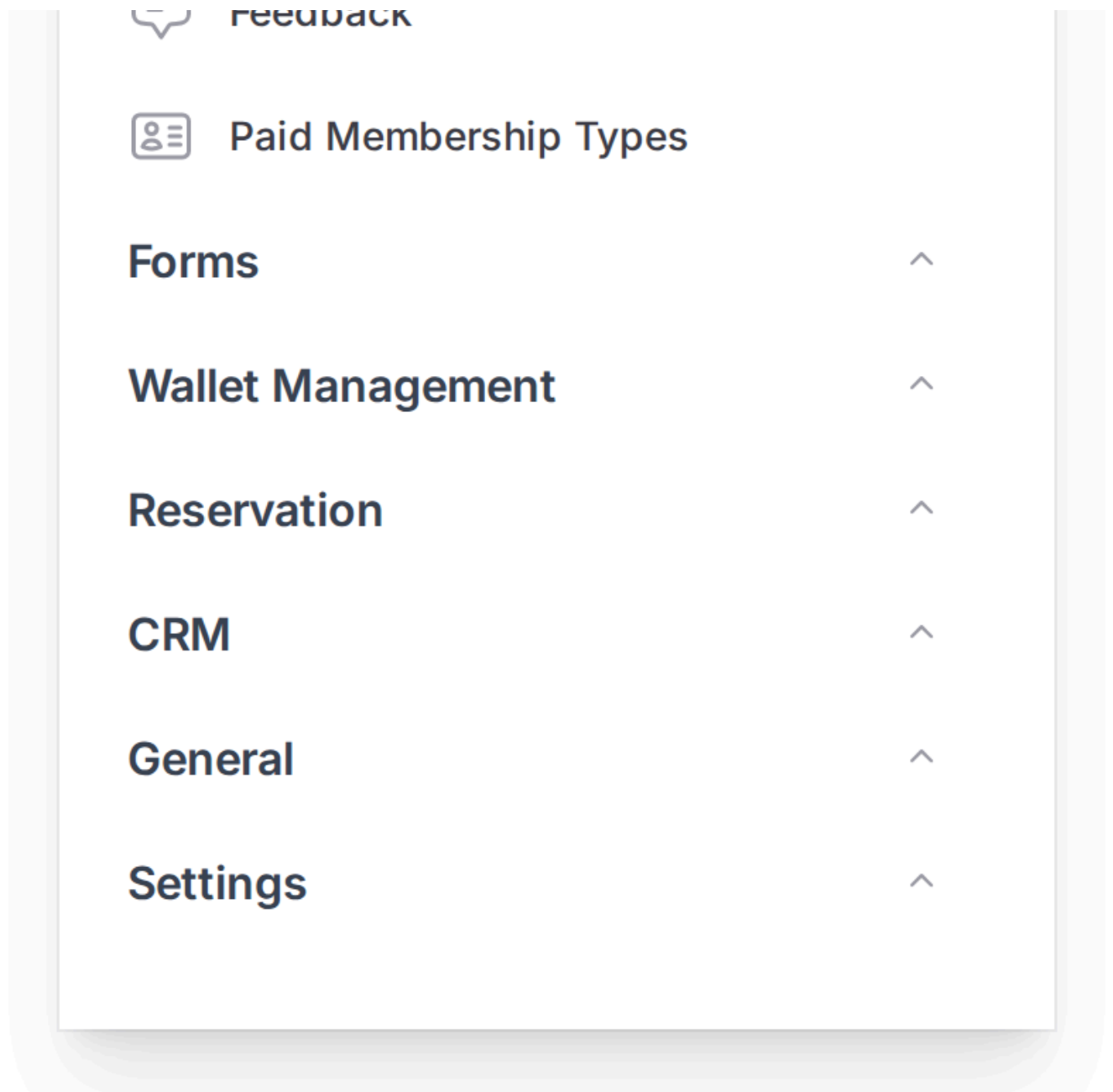
 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback



2. Find the reward you want to copy in the list, then click the **Duplicate** button (document icon) on the right side of its row

Rewards			
Reward Name	Expiration Date	Status	
Free Large Bubble Tea	31 Dec, 2026	Active	View Edit Duplicate Delete
RM5 Off Next Visit	30 Jun, 2026	Active	View Edit Duplicate Delete
Birthday Treat – 20% Off	31 Dec, 2025	Inactive	View Edit Duplicate Delete

3. A confirmation modal appears: **"Duplicate Reward"** — *"This will create a copy of the reward with all its settings and media files."* Click **Confirm**

Duplicate Reward

This will create a copy of the reward with all its settings and media files.

Confirm

Cancel

4. The copy appears at the bottom of the list with **[Copy]** added to its name and an **Inactive** status — open it to make your changes, then activate it when it's ready

Rewards		
Reward Name	Expiry Date	Active
Free Bubble Tea	31 Dec, 2026	Active
RM5 Voucher	30 Jun, 2026	Active
Birthday Reward		Active
[Copy] Free Bubble Tea	31 Dec, 2026	Inactive

What Your Customers Will See

Nothing yet. The duplicated reward is always inactive when first created, so customers won't see it until you activate it.

Good to Know

- **What gets copied:** name (with "[Copy]" prefix), description, terms & conditions, point/credit requirements, expiry settings, redemption limits, automation rules, space assignments, cover image, and WhatsApp notification attachments
- **What resets:** active status (set to inactive), redemption count (reset to 0), marketplace visibility (turned off), and sort order (placed at the end of the list)
- **Zeoniq POS users:** the Zeoniq type code is cleared on duplication to avoid conflicts — assign a new unique type code to the copy before enabling Zeoniq on it
- The original reward is untouched — duplicating a reward never changes the original
- There's no limit on how many times you can duplicate a reward

What's Next?

- [What Are Rewards and How to Create Them](#) — create a reward from scratch instead

- [How to Set Up Conditional Reward Distribution](#) — add spending conditions to your reward
- [How to Set Up New Customer Reward Automation](#) — give new customers a reward automatically