

How to Enable Low Stock Notifications for Voucher Codes

What Is This?

If a reward gives out codes from a stock you upload, such as partner vouchers, you can get an alert before the codes run out. That gives you time to add more before customers see **Sold Out**.

Real-Life Example

Aishah runs Boba Lab in Petaling Jaya. She uploads 50 partner coffee codes and sets the alert at 10. When the 40th code is claimed, she gets an email and a WhatsApp message. She imports a fresh batch the same afternoon, and her customers never see **Sold Out**.

How to Set It Up

1. Go to **Settings → Configurations**. This page appears once a WhatsApp number is connected.

 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

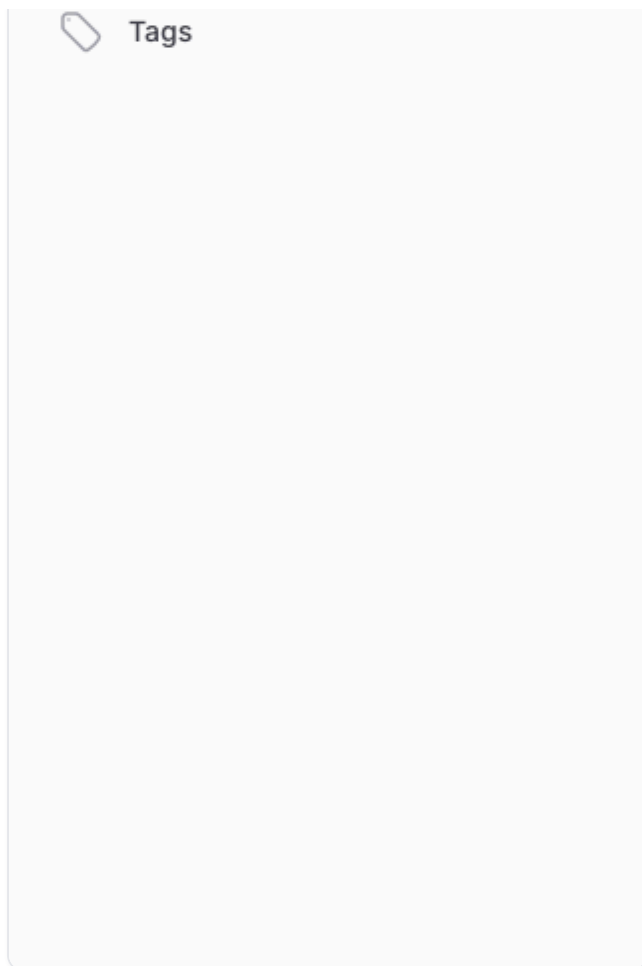
General

 Spaces

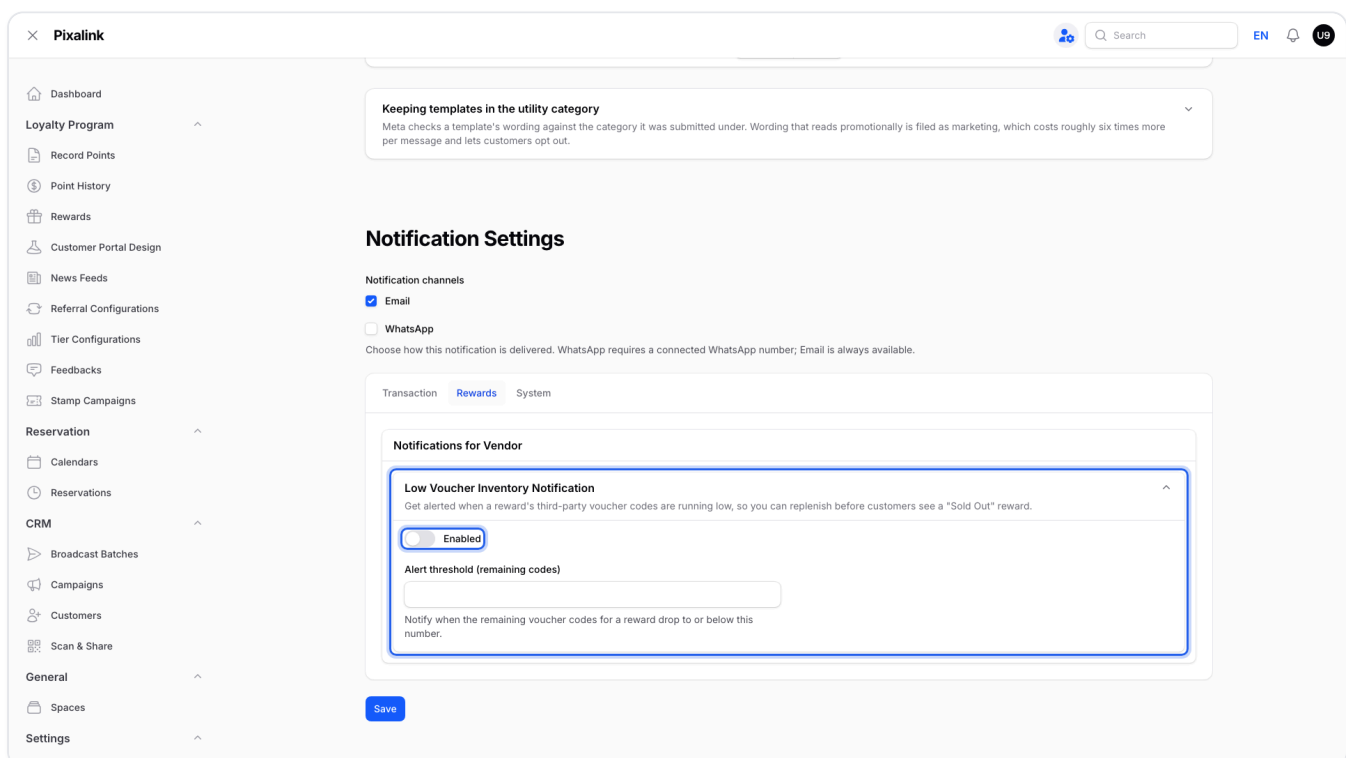
Settings

 Users

 Configurations



2. Under **Notification Settings**, open the **Rewards** tab and expand **Low Voucher Inventory Notification**. Turn on **Enabled**, set how many remaining codes should trigger the alert, then click **Save**.



3. Optional: to use a different number for one reward, open that reward's edit page from **Loyalty Program** → **Rewards**. Then click the **Settings** tab.

Dashboard > Rewards > RM10 Cash Voucher > Edit

Edit RM10 Cash Voucher

View [Archive](#)

[Reward Details](#) **Settings** [Automations](#) [Notifications](#) [Misc](#)

☒ Active

Reward Name*

RM10 Cash Voucher

Description*

Redeem 150 points for a RM10 cash voucher.

Terms & Conditions

Set the terms and conditions for the reward.

Terms & Conditions Template

Select an option

Terms & Conditions*

Beatae corporis corrupti aut aut quia. Sint molestiae ad cupiditate soluta qui. Impedit aut et est. Ut qui voluptatem est qui.

Reward Cover Image

Select a preset cover or upload a custom image.

4. Fill in **Low voucher stock alert** in the **Availability Management** box, then click **Save changes**. Leave it blank to use your business-wide number.

Dashboard > Rewards > RM10 Cash Voucher > Edit

Details

Points

Points to Redeem*

100

☒ **Single Redemption**

Turn on if voucher can only be redeemed once.

☒ **Customer Direct Link Access**

Enable this option if you want to provide a direct link for customers to redeem the reward.

Availability Management

☒ **Enable Reward Limit**

Turn on to set a maximum number of rewards that can be redeemed

Low voucher stock alert threshold

10

For rewards backed by a third-party voucher code pool: alert the vendor when remaining codes drop to or below this number. Leave blank to use the organisation default.

Auto-Renewal

☒ **Auto-Renewing Reward**

When enabled, a new copy of this reward is automatically issued to the customer after they use it.

[Save changes](#) [Cancel](#)

[Customer Rewards](#) [Reward Vouchers](#)

[New customer reward](#) [Export customer rewards](#)

What You Will Receive

When a reward's remaining codes drop to your number, Pixalink sends one alert:

Where	Who gets it
Email	Your business email address
Admin panel bell	Every team member in your account
WhatsApp	The groups picked on the reward's Notifications tab, or your own WhatsApp number if no group is picked

Good to Know

- **One alert per drop.** You get one alert when stock runs low. After you add more codes, the alert is ready to fire again next time.
- **No number set?** Pixalink alerts you when 10 codes are left.
- **Only stocked rewards alert.** Rewards that never used a stock of codes are skipped.

Need Help?

If stock ran low and no alert arrived, contact our support team with the reward name.

What's Next?

- [When a Voucher Shows Sold Out in the Customer Portal](https://kb.pixalink.io/articles/when-a-voucher-shows-sold-out-in-the-customer-portal) (https://kb.pixalink.io/articles/when-a-voucher-shows-sold-out-in-the-customer-portal)
- [How to Import Third-Party Reward Vouchers](https://kb.pixalink.io/articles/how-to-import-third-party-reward-vouchers) (https://kb.pixalink.io/articles/how-to-import-third-party-reward-vouchers)
- [What Do Reward Voucher Statuses Mean?](https://kb.pixalink.io/articles/what-do-reward-voucher-statuses-mean) (https://kb.pixalink.io/articles/what-do-reward-voucher-statuses-mean)