

How to Give Paid Members Vouchers That Unlock After 30 Days

What Is This?

Membership vouchers arrive the moment a customer joins. Lock them until day 30 to bring members back a month later.

Quick answers for a RM500 package:

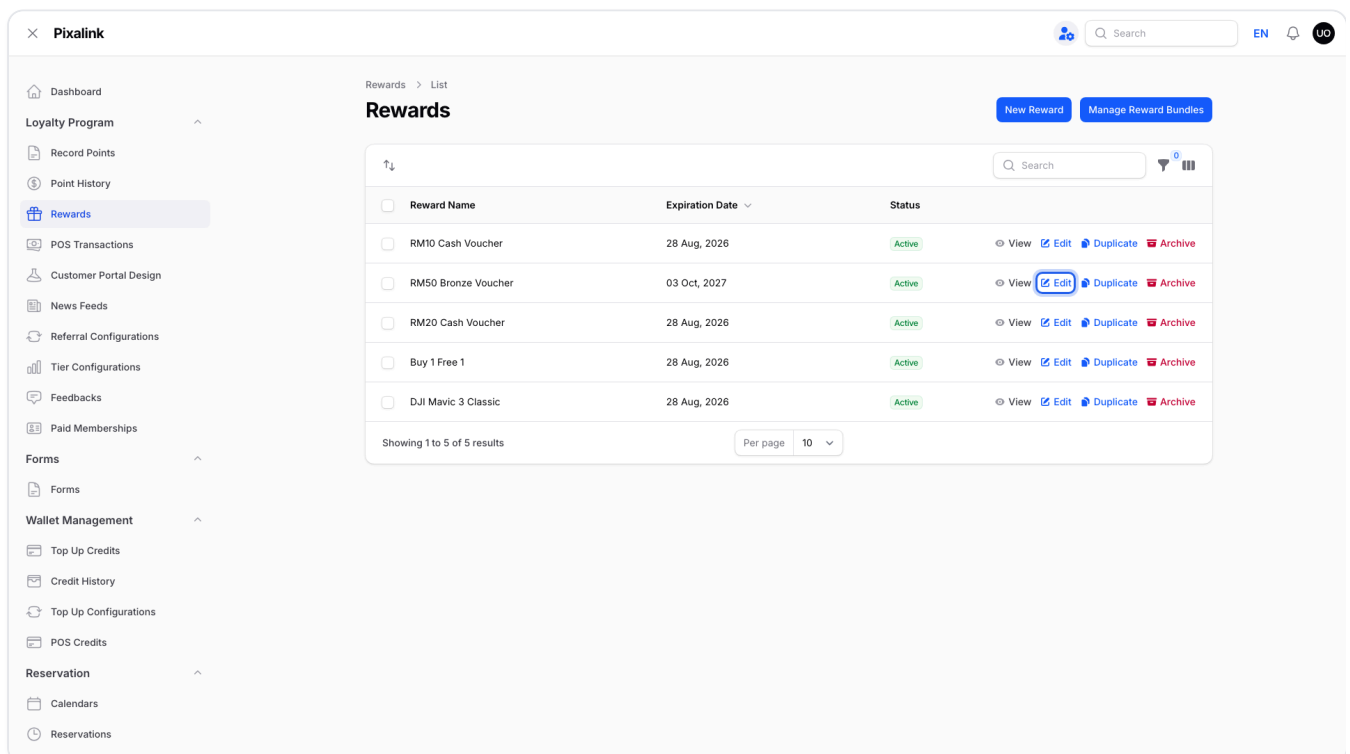
- **Credits on joining:** the membership itself adds no credits, apart from any referral bonus. Top up the RM500 yourself in **Admin Panel → Wallet Management → Top Up Credits**.
- **Vouchers after 30 days:** vouchers arrive when the membership starts. Add a delay so they unlock on day 30.
- **Voucher into credits:** not possible. Using a voucher never adds credits. Make it worth RM50 off the bill instead.

Real-Life Example

Farah runs a café and sells a RM500 Bronze package. She wants members to wait a month before using their RM50 vouchers. She sets the voucher to unlock after 30 days and adds it to the package. Ahmad buys the package, and Farah tops up RM500 credits for him. His voucher appears at once, locked. A month later he comes back to use it and orders lunch.

How to Set It Up

1. Go to **Admin Panel → Loyalty Program → Rewards** and click **Edit** on your voucher.



Only 0-point vouchers can go on a membership.

2. Click the **Settings** tab.

The screenshot shows the 'Edit RM50 Bronze Voucher' page in the Pixalink interface. The left sidebar contains various navigation options like Dashboard, Loyalty Program, Record Points, Point History, Rewards, POS Transactions, Customer Portal Design, News Feeds, Referral Configurations, Tier Configurations, Feedbacks, Paid Memberships, Forms, Wallet Management, and Reservation. The main content area has tabs for 'Reward Details', 'Settings' (which is highlighted), 'Automations', 'Notifications', 'Configurations', and 'Misc'. Under the 'Settings' tab, there is a toggle for 'Active' (which is turned on), a 'Reward Name' field containing 'RM50 Bronze Voucher', a 'Description' field with a rich text editor containing 'Redeem 150 points for a RM10 cash voucher.', a 'Terms & Conditions' section with a 'Terms & Conditions Template' dropdown and a text area containing placeholder text, and a 'Reward Cover Image' field with a note to 'Select a preset cover or upload a custom image.'

It is the second tab.

3. Turn on **Delay Voucher Activation**.

The screenshot shows the 'Validity' section of the voucher settings. It includes an 'Expiration Date' field set to '10/03/2027' with a calendar icon. Below it, a note states: 'The last date the reward will be available - customers can still use it until 11:59 PM on this date.' There is a toggle for 'Custom Valid Day(s) after redemption' which is turned on, with a note: 'If disabled, it can be used anytime until expiry date.' To the right, there is a 'Valid Day(s)*' field set to '60' with a note: 'The reward can be used within the specified day(s) after redemption.' At the bottom, the 'Delayed Usage' section is expanded, showing a 'Delay Voucher Activation' toggle which is turned on, with a note: 'If enabled, the voucher can only be used a number of days after the customer receives it (e.g. 1 = next day onwards).' The 'Delay Voucher Activation' toggle and its associated note are highlighted with a blue border.

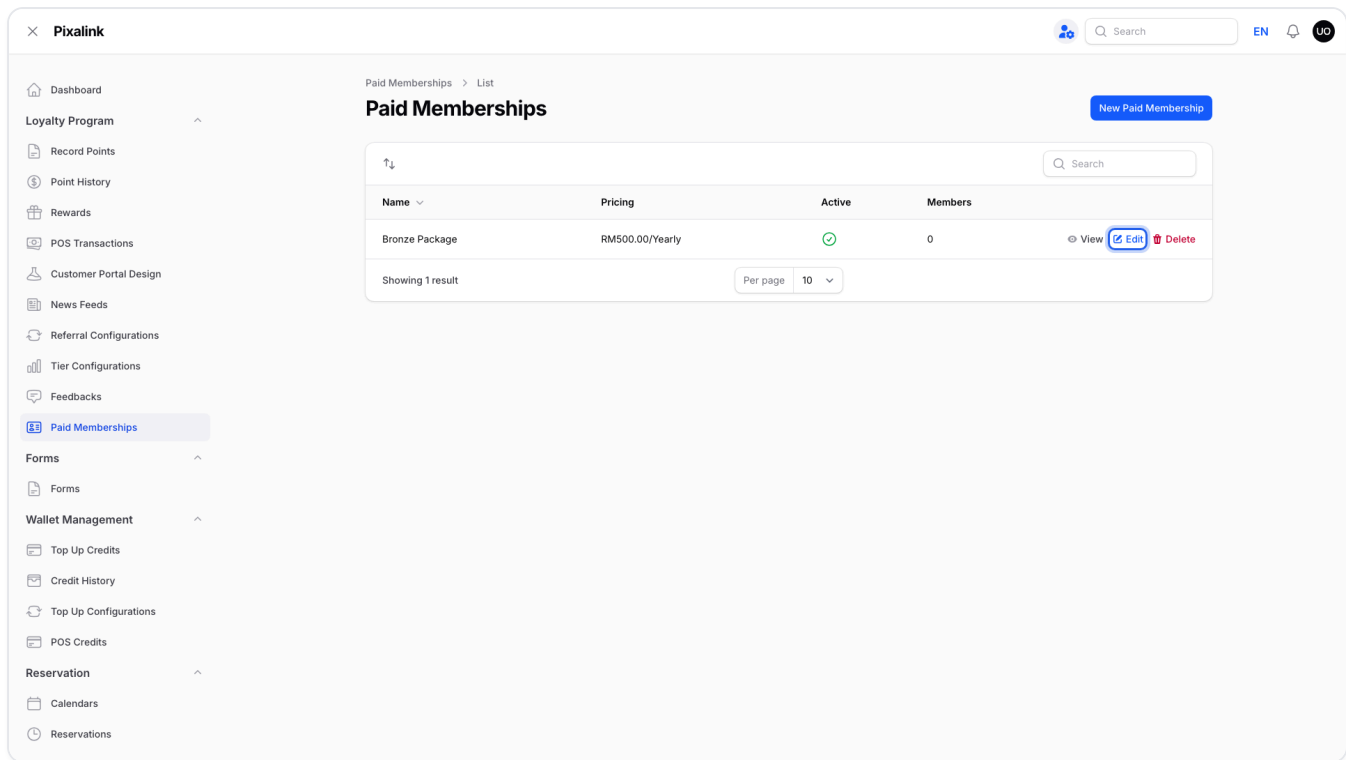
It sits under Delayed Usage.

4. Type 30 in **Usable After (Day(s))**.

Keep Valid Day(s) above 30 and the Expiration Date over 30 days away.

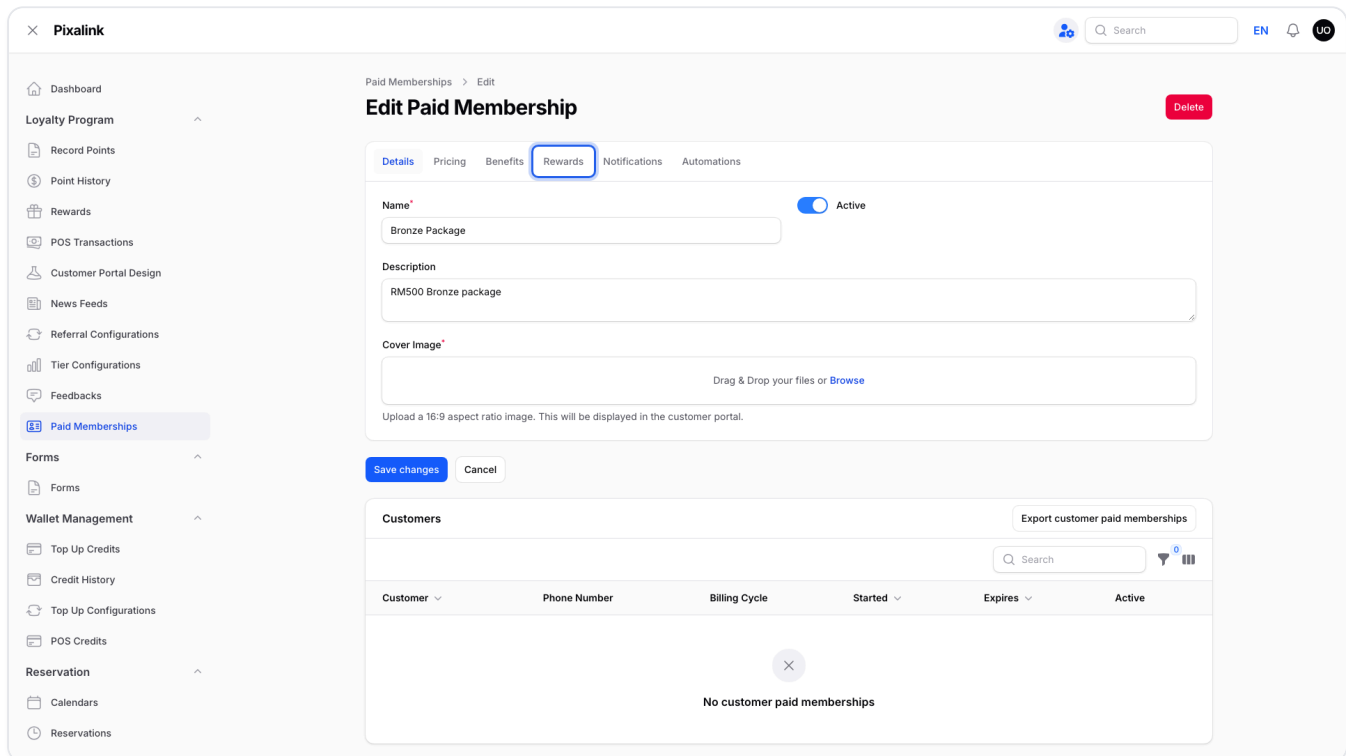
It is at the bottom.

6. Go to **Admin Panel → Loyalty Program → Paid Memberships** and click **Edit** on your package.



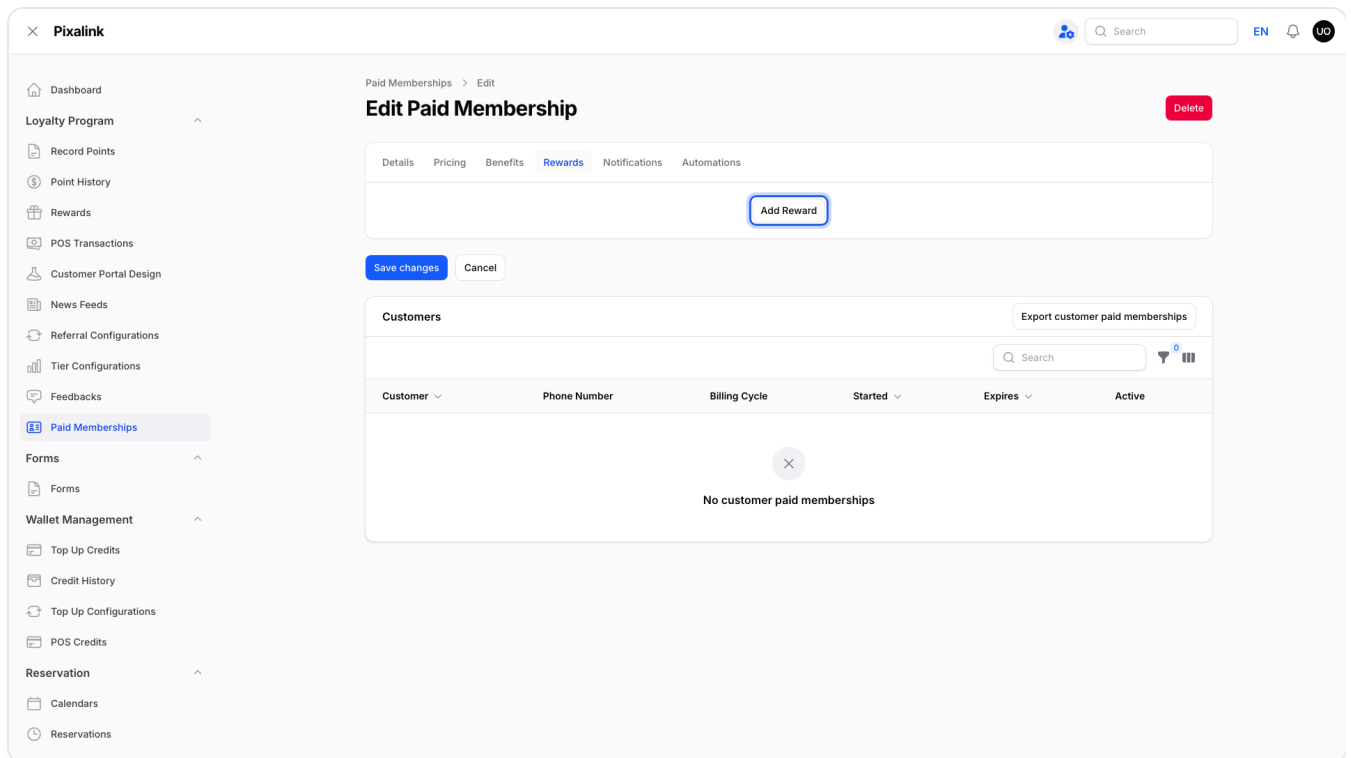
Each row is one package.

7. Click the Rewards tab.



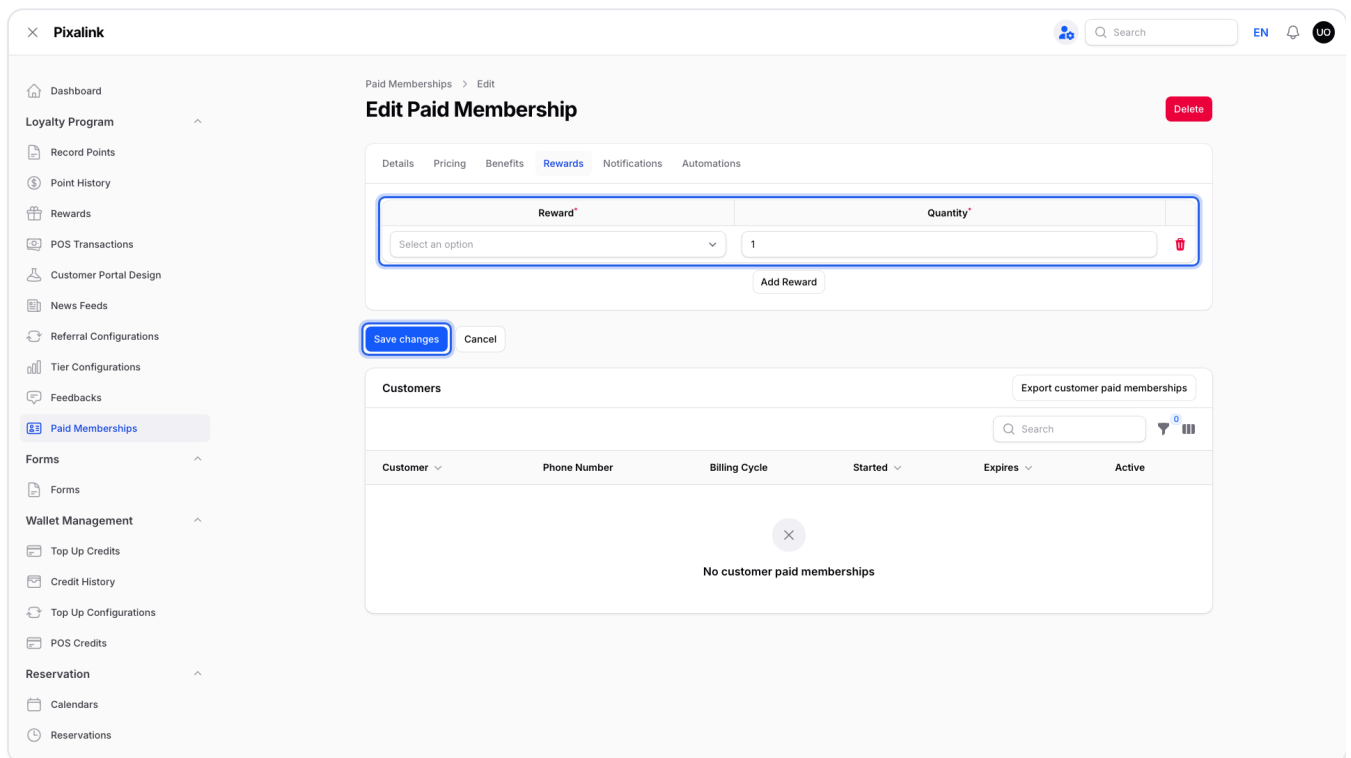
Use Rewards, not Automations.

8. Click Add Reward.



Each row is one voucher type.

9. Pick your voucher in **Reward**, set the **Quantity**, and click **Save changes**.



Quantity is copies per member.

What Your Customers Will See

The voucher shows in **My Rewards** right away, faded, with a "Usable from" date.

Rewards Centre

 0 pts. |  0.00 cdt.

0 Points will expire by 03 Dec, 2026

[Reward Marketplace](#)

[My Rewards](#)

Status Filter: ▼ Active



 Usable from 02 Nov 2026

RM50 Bronze Voucher

RM50 off your bill at any outlet.

 Expires on Dec 2, 2026 23:59 PM



 Active

RM10 Cash Voucher

Redeem 150 points for a RM10 cash voucher.

 Expires on Nov 2, 2026 23:59 PM



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Home


Order


Rewards


Profile



The button stays locked until then, and Validate Reward refuses it too.



Claimed Reward



RM50 Bronze Voucher



Expires on
02 Dec, 2026 23:59 pm



Usable from
02 Nov, 2026 00:00 am



Description

RM50 off your bill at any outlet.



Terms & Conditions



Usable from 02 Nov 2026



Good to Know

- All copies from one row unlock on the same day. For one voucher a month, make separate rewards set to 30, 60 and 90 days, and add each one.
- Expiry counts from the day it is given. Keep the reward Active so new members still get it.
- Each renewal payment gives a fresh batch. Extending dates does not.

Need Help?

Reach out to our support team. We are happy to help.

What's Next?

- [How the Reward Activation Delay Works](https://kb.pixalink.io/articles/how-the-reward-activation-delay-works) (https://kb.pixalink.io/articles/how-the-reward-activation-delay-works)
- [How to Top Up Customer Credits](https://kb.pixalink.io/articles/how-to-top-up-customer-credits) (https://kb.pixalink.io/articles/how-to-top-up-customer-credits)
- [Rewards Tab vs Automations Tab on Paid Memberships](https://kb.pixalink.io/articles/rewards-tab-vs-automations-tab-on-paid-memberships-which-one-to-use) (https://kb.pixalink.io/articles/rewards-tab-vs-automations-tab-on-paid-memberships-which-one-to-use)