

The Redeem Code page lets your customers claim a reward on their own by typing in a voucher code you gave them. Instead of a staff member entering the code at your counter, the customer enters it inside your customer portal and the reward drops straight into their account.

This is useful when you hand out printed codes, share codes in an email or WhatsApp broadcast, or run a promotion where each customer gets a unique code. Once they redeem it, the reward sits in their Rewards list, ready to use.

When to use the Redeem Code page

Turn this on when you want customers to claim rewards from a code by themselves, for example:

- Unique voucher codes printed on receipts, flyers, or packaging
- Codes sent in a campaign so customers can claim a welcome gift
- Event or partner codes that only certain people receive

The customer must be logged in to your customer portal to redeem a code. When they enter a valid code and confirm, the reward is added to their account.

Before you start

Two things need to be in place before the Redeem Code page will work.

1. Third-party reward vouchers must be switched on for your account. This is what makes the **Redeem Code** section appear in Step 2. If you do not see it, contact Pixalink support and ask them to enable third-party reward vouchers for your account first.

2. You must upload your voucher codes first. The codes customers type in are the unique third-party voucher codes you load onto a reward ahead of time. Create the reward, then import or generate its codes and mark them as claimable. For the full steps, see [How to Generate Unique 3rd-Party Voucher Codes and Upload Them to Pixalink](https://kb.pixalink.io/articles/how-to-generate-unique-3rd-party-voucher-codes-and-upload-them-to-pixalink) (<https://kb.pixalink.io/articles/how-to-generate-unique-3rd-party-voucher-codes-and-upload-them-to-pixalink>) or [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>).

Which code do customers enter here?

Customers enter the **voucher code you uploaded**, the unique third-party code tied to the reward. This is not the same as the temporary 6-digit redemption code, and mixing the two up is the most common point of confusion.

- **Uploaded voucher code** (used on this page): a unique code you gave the customer, for example printed on a receipt or sent in a campaign. Entering it here **claims the reward into the customer's account**.
- **6-digit redemption code** (used later, at your counter): a short code shown in the customer's portal when they are ready to **use** a reward they already own. Your staff use it to verify and complete the redemption in person.

In short, the Redeem Code page is for **claiming** a reward from a code you handed out. It is not for cashing a reward in at the counter, which is a separate step.

Step 1: Open Customer Portal Design

In the Admin Panel, open the **Loyalty Program** group in the left menu and click **Customer Portal Design**.

 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

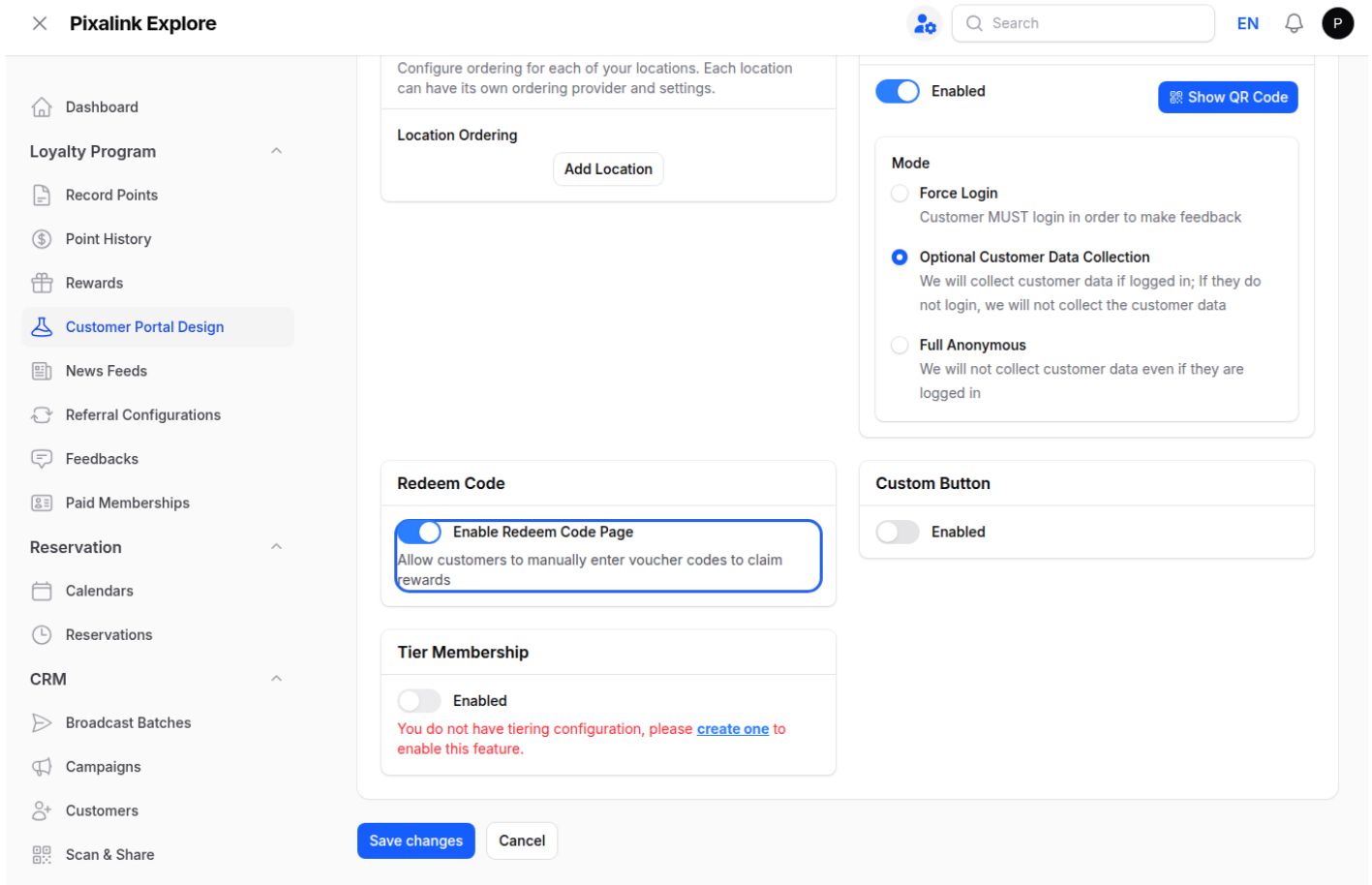
 Configurations



Tags

Step 2: Turn on Enable Redeem Code Page

Open your customer portal theme, then click the **Feature** tab. Find the **Redeem Code** section and switch on **Enable Redeem Code Page**. Click **Save changes** at the bottom of the page.



That is all you need to do. A **Redeem Code** shortcut now appears for your customers inside the portal.

Step 3: Customers open the Redeem Code shortcut

When a customer logs in to your portal, they tap **Profile** at the bottom, then tap the **Redeem Code** shortcut under Settings.



Aisyah Rahman
+60120221555



Wallet
0.00 cdt.



Points
0 pts.



Rewards
0 unused

Settings



My Profile



Reservations



Feedback



Membership



T&C



Policy



Redeem
Code

Powered By  pixalink



Home



Order



Rewards



Profile

Step 4: Customers enter their voucher code

The Redeem Code page opens with a single box titled **Enter Your Voucher Code**. The customer types in the code you gave them.

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Redeem Code



Enter Your Voucher Code

Enter the code you received to claim your reward

ENTER VOUCHER CODE

→ Redeem

Voucher codes are case-sensitive. Make sure to enter the code exactly as shown.

Step 5: Customers tap Redeem

Once the code is typed in, the customer taps **Redeem**. Voucher codes are case-sensitive, so remind customers to enter the code exactly as you gave it to them.



Redeem Code



Enter Your Voucher Code

Enter the code you received to claim your reward

GUEST7

→ **Redeem**

Voucher codes are case-sensitive. Make sure to enter the code exactly as shown.

Step 6: Customers confirm and claim the reward

If the code is valid, a confirmation page opens showing the reward, its voucher code, and the expiry date. The customer taps **Claim Reward** to save it to their account.

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Claim Reward



Free 1-Day Guest Pass



Voucher Code

PASS100



Valid Until

12 Jul, 2028 13:36 pm



Description

Enjoy full access to the gym and all facilities for one day. Show this voucher at the front desk to redeem.



Tap "Claim Reward" to save this voucher to your wallet



Claim Reward

The reward now sits in the customer's **Rewards** list in the portal, ready for them to use.

If a code does not work

Each code can only be claimed once. If a customer sees an error, here is what it means:

- **"This voucher code is not valid."** The code was typed wrong or does not exist. Ask the customer to check for typos and try again.
- **"This voucher has already been claimed."** Someone has already used that code. Each code works only one time.
- **"This voucher code has expired."** The code is past its expiry date and can no longer be claimed.
- **"This code is not valid for your account."** The code belongs to a different business.
- **"You have already claimed this reward."** The customer has already claimed a one-time reward and cannot claim it again.

Frequently asked questions

Do customers need an account to redeem a code?

Yes. They must be logged in to your customer portal before they can redeem a code.

Where does the reward go after they redeem?

Straight into the customer's **Rewards** list in the portal, ready for them to use.

Can the same code be used by many customers?

No. Each code can be claimed only once. If you want to reward many customers, give each of them their own unique code.