What Is This?

Some promotions belong to one branch. You can pick the outlets where a reward can be redeemed. If a customer brings it to any other outlet, your staff see a message that names the outlets where it is valid.

> **Note**
>
> This setting is switched on by the Pixalink team. If you don't see **Redeemable at Outlets** on your reward, contact support and ask for it.

Real-Life Example

Aishah runs Boba Lab, a bubble tea shop with outlets in Petaling Jaya and Subang. She opens a new Subang outlet and wants a free drink voucher to bring people in. She doesn't want PJ regulars using it at her busy PJ counter. She edits the voucher and picks only the Subang outlet. A week later, a customer shows the voucher in PJ. Her cashier sees the message straight away and points them to Subang. The promotion stays where Aishah planned it.

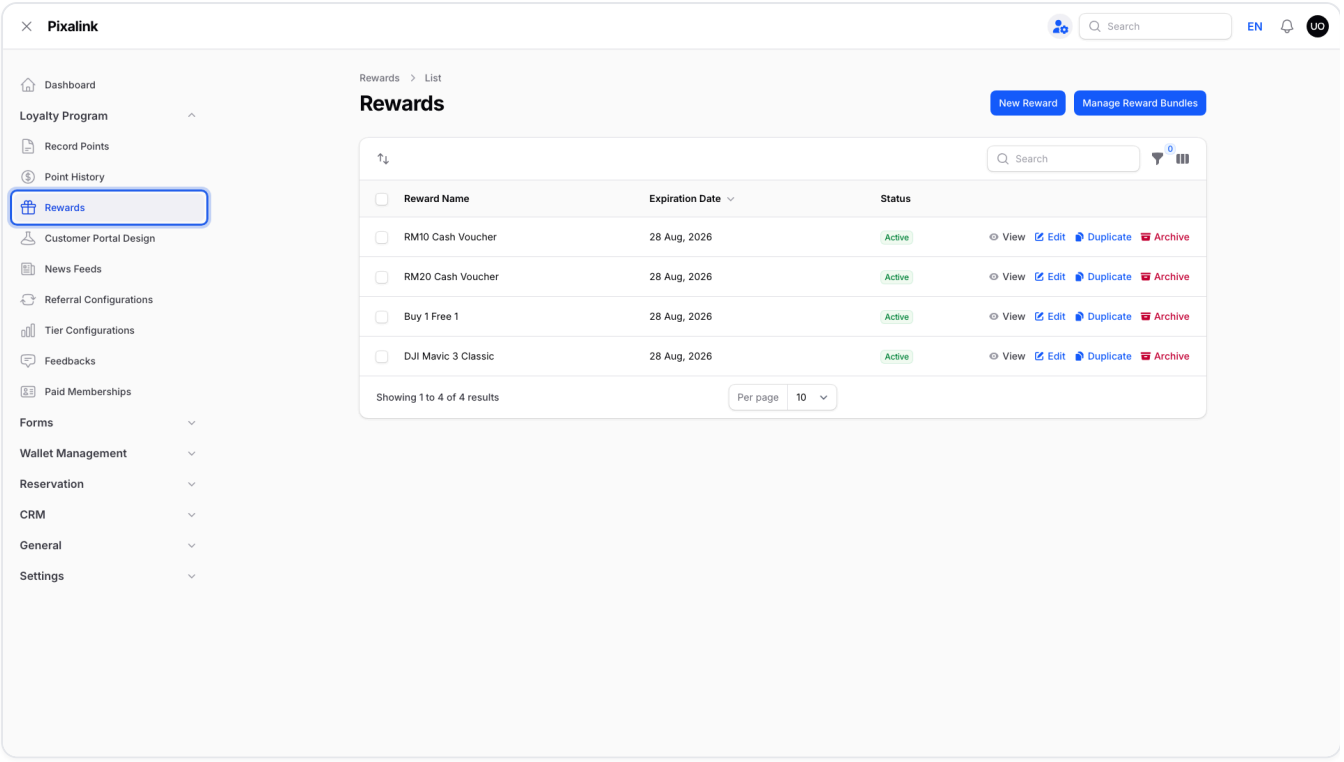
Video Walkthrough



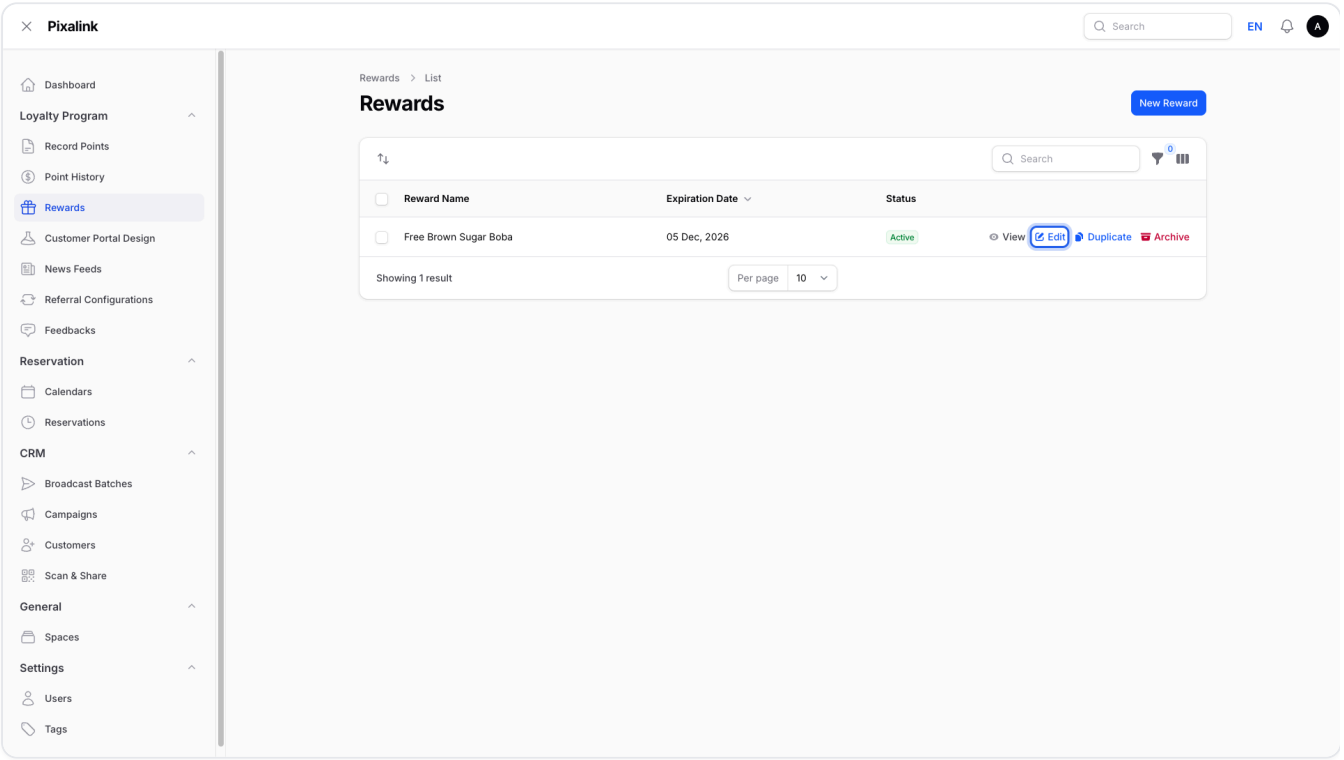
Watch the video: https://www.youtube.com/watch?v=vKHi7g_Q4hw

How to Set It Up

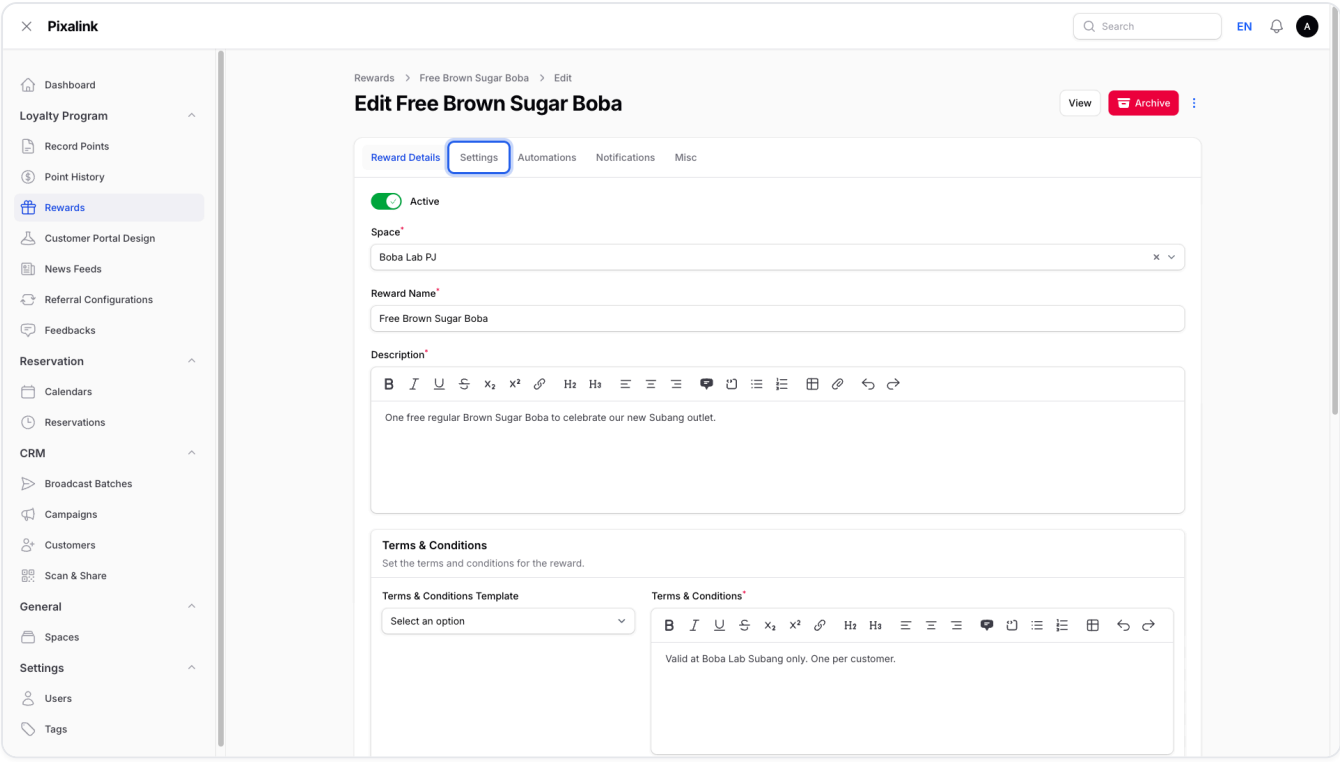
1. Go to **Admin Panel → Loyalty Program → Rewards**.



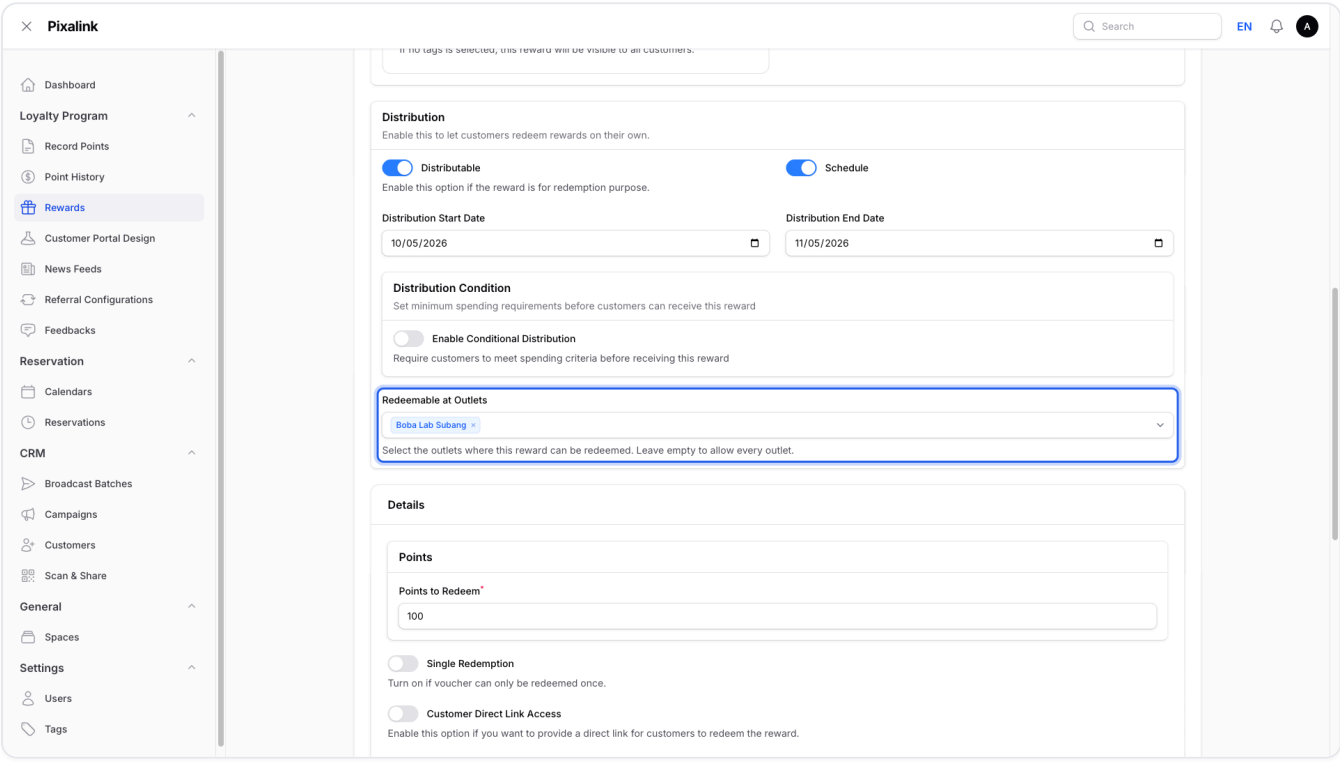
2. Click **Edit** next to the reward you want to limit.



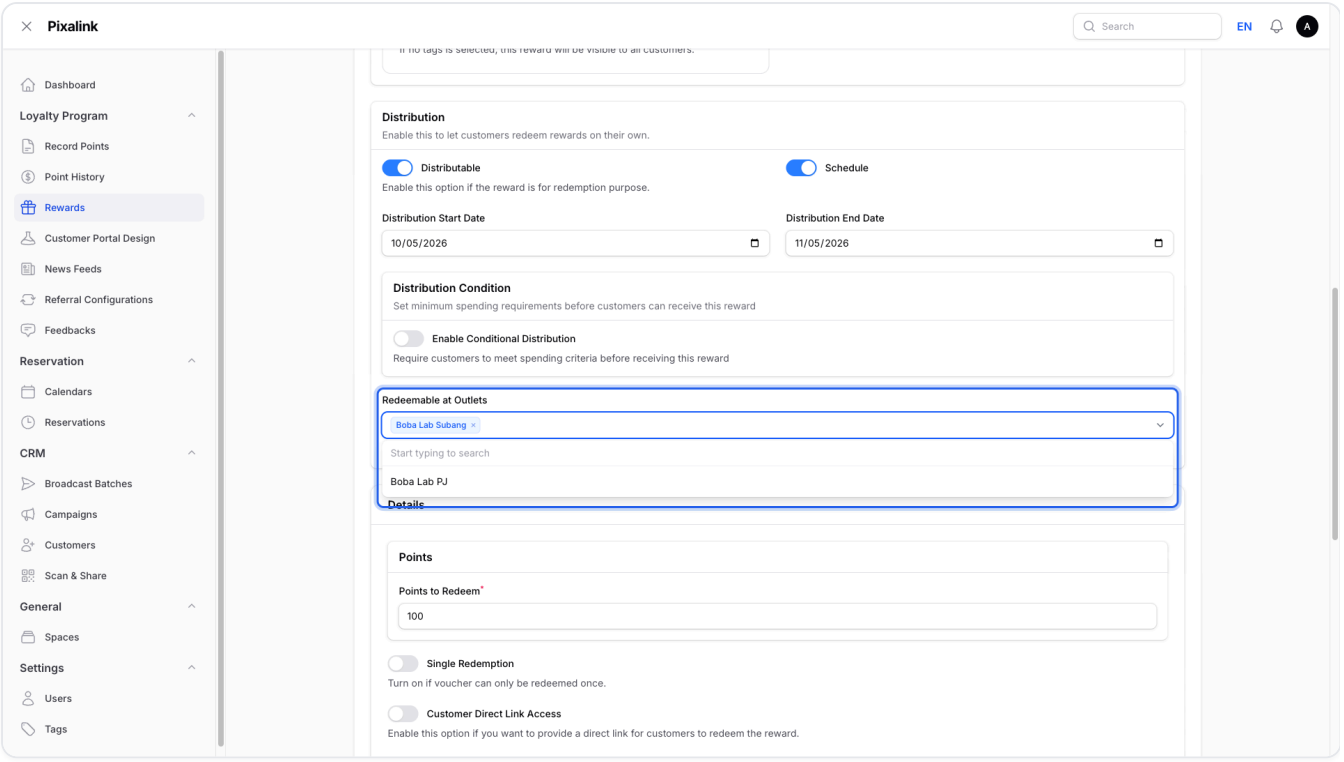
3. Click the **Settings** tab.



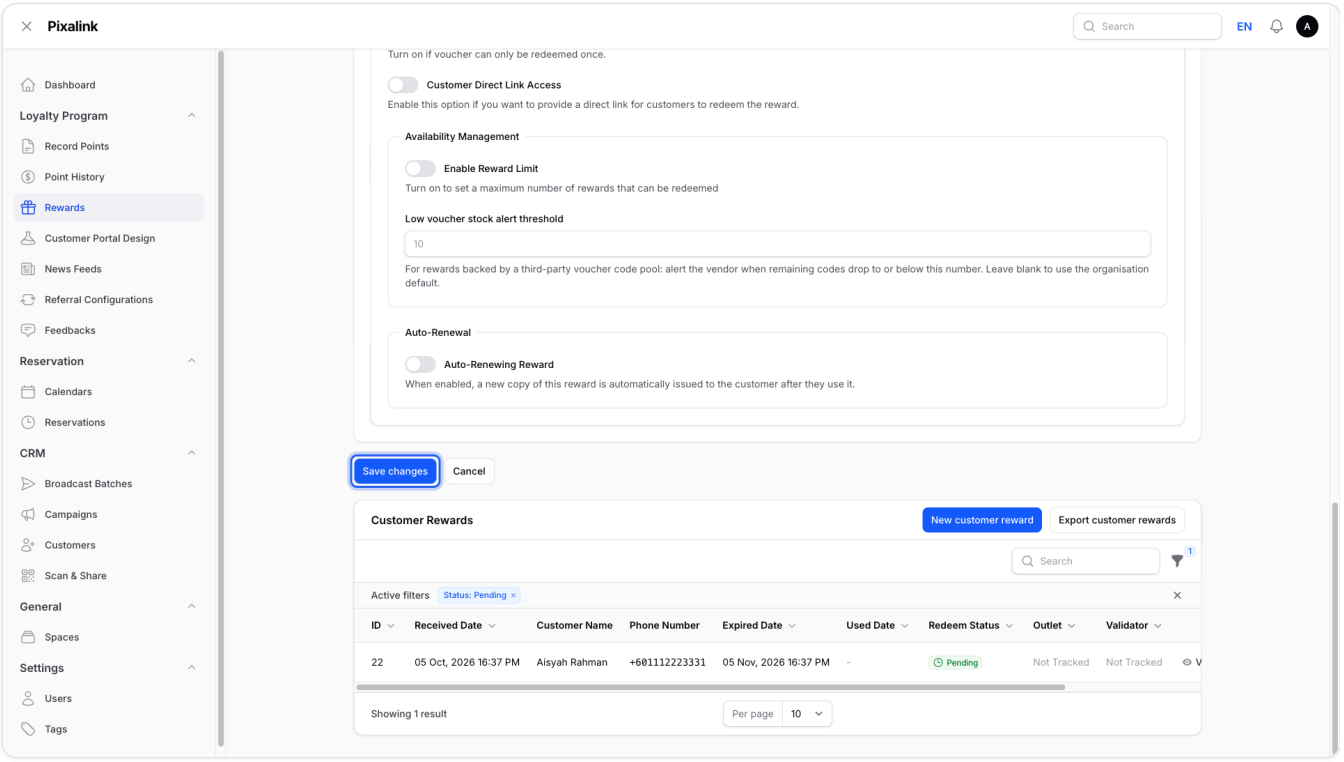
4. Scroll to the **Distribution** section and find **Redeemable at Outlets**.



5. Click the box and pick each outlet where the reward can be used.

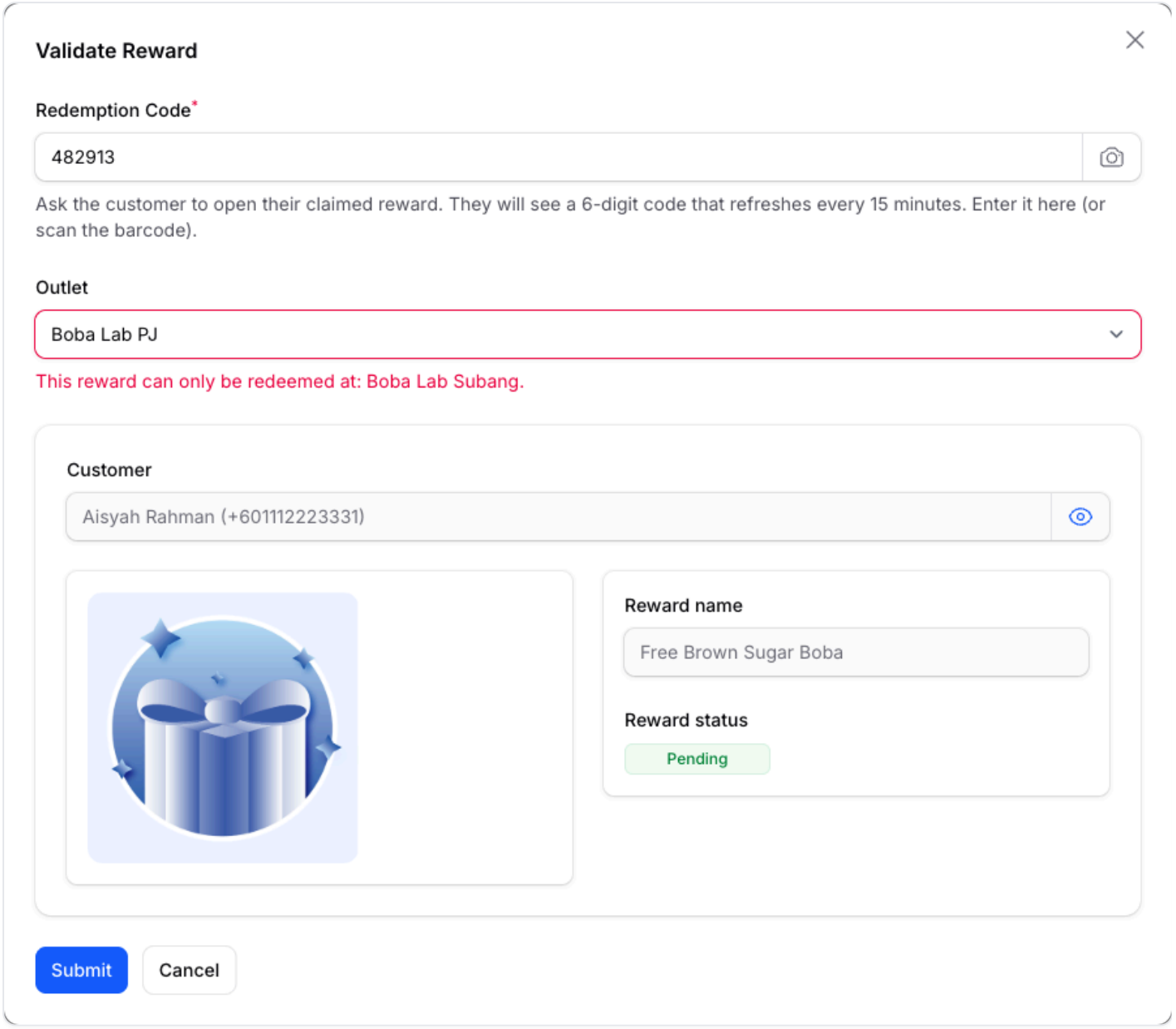


6. Click **Save changes.**



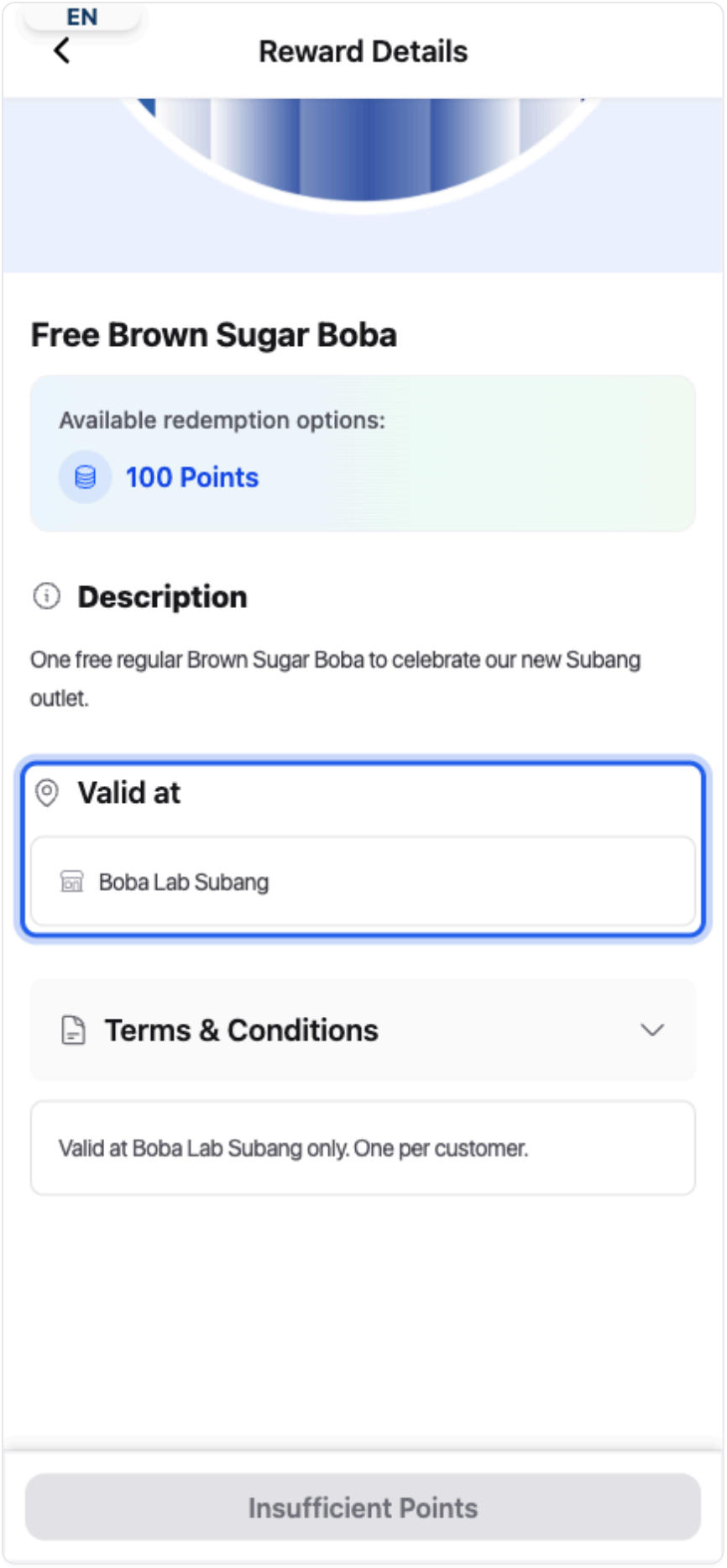
What Your Staff Will See

If staff try to use the voucher at an outlet you didn't pick, it is refused. The message names the outlets where it is valid.



What Your Customers Will See

When you pick outlets, the reward page in your customer portal shows a **Valid at** list. Customers know where to go before they visit.



Good to Know

- Leave the box empty to allow every outlet.

- Checked: when staff validate a voucher, or mark one voucher as used.
- Not checked yet: customers using a voucher on their own in the portal, Quick Redeem, marking many vouchers as used at once, and connected POS or online-store systems.
- The check uses the outlet the cashier picks or is linked to. Link each cashier's login to their own outlet. See How to Give Staff Access to Only Their Outlet (https://kb.pixalink.io/articles/how-to-give-staff-access-to-only-their-outlet).
- The limit also works for vouchers you send in campaigns and automations.

Need Help?

Contact Pixalink support and we'll help you set it up.

What's Next?

- Why Can't My Customer Redeem a Reward? (https://kb.pixalink.io/articles/why-cant-my-customer-redeem-a-reward)
- How to See Who Redeemed a Reward Voucher (https://kb.pixalink.io/articles/how-to-see-who-redeemed-a-reward-voucher)
- How to Give Staff Access to Only Their Outlet (https://kb.pixalink.io/articles/how-to-give-staff-access-to-only-their-outlet)

▶ **Video transcript: Limit a Reward to Certain Outlets**