

How to Manage Your Rewards (View, Edit & Delete)

By Zu Wei | Published Mar 19, 2026 | Rewards | 3 min read

What Is This?

Once you've created rewards in Pixalink, you'll need to manage them — check how they're performing, update details, or remove ones you no longer need. The Rewards page in your Admin Panel is your central hub for all reward management.

Real-Life Example

Encik Hafiz runs **Burger Bakar KL** with two outlets. He created a "Free Upsize" reward last month but wants to change the points required from 50 to 30 to boost redemptions. He also wants to delete an expired "CNY Special" reward that's cluttering the list. Both tasks take just a few clicks from the Rewards page.

How to Manage Rewards

Viewing All Rewards

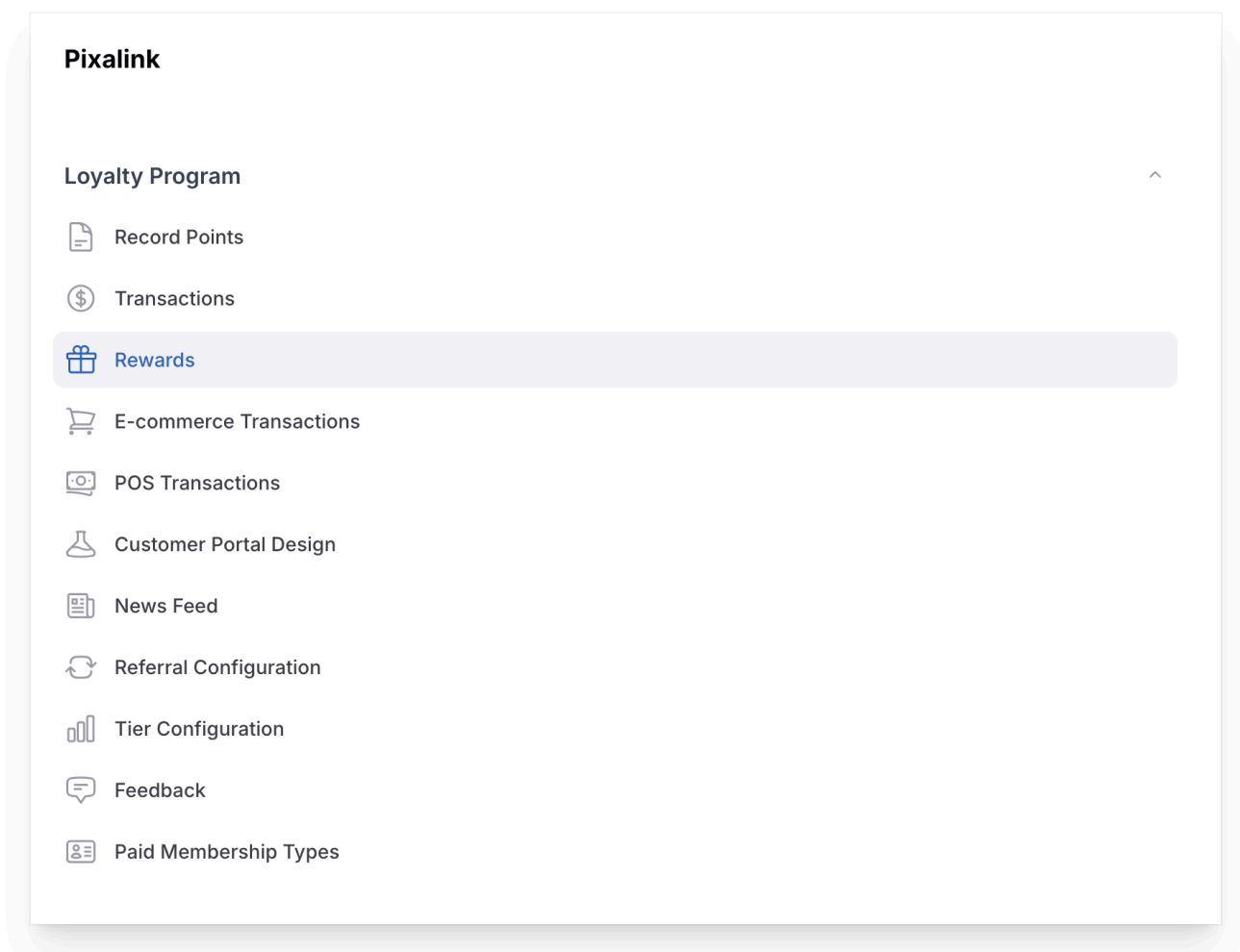
From the Admin Panel sidebar, go to **Loyalty Program** → **Rewards**. You'll see a list of all your rewards with key details at a glance.

Rewards					
Reward Name	Points Required	Status	Expiry Date	Redemptions	
Free Upsize	50	Active	31 Dec, 2026	127	View Edit Duplicate
RM5 Off Next Visit	30	Active	30 Jun, 2026	89	View Edit Duplicate
CNY Special	100	Inactive	15 Feb, 2026	45	View Edit Duplicate
Birthday Treat — 20% Off	0	Active	—	203	View Edit Duplicate

Editing a Reward

1. Find the reward you want to edit in the list.
2. Click the **pencil icon** (Edit) on the reward's row.
3. Update any fields you need — name, description, points required, visibility, expiry date, etc.
4. Click **Save** when you're done.

The reward updates immediately. Customers who already hold this reward are not affected by changes to points or visibility settings.



Viewing Reward Details

Click on a reward's **name** or use the **eye icon** (View) to see its full details, including:

- Current settings and configurations
- Linked vouchers
- Assignment history
- Audit log of all changes

Deleting a Reward

5. Select the reward(s) you want to delete using the checkboxes.
6. Click the **Bulk Delete** action at the top.
7. Confirm the deletion when prompted.

You can also delete a single reward by clicking the **delete icon** on its row.

Warning: Deleting a reward removes it permanently. Customers who already redeemed it will still see it in their history, but no new redemptions can be made.

Duplicating a Reward

Need a similar reward? Instead of building from scratch, use the **Duplicate** action to copy an existing reward with all its settings. The copy is created as **inactive** with "[Copy]" added to the name, so you can tweak it before making it live.

Good to Know

- **Active vs Inactive** — You can toggle a reward's status without deleting it. Inactive rewards won't appear in the customer portal but are kept for your records.
- **Tabs in the edit form** — Rewards have multiple tabs: Reward Details, Settings, Automations, Notifications, and Configurations. The Configurations tab only appears if your account has a POS integration (e.g., Eats365, ZeonIQ). Make sure to check all relevant tabs when reviewing a reward.
- **Audit trail** — Every change to a reward is logged. Open the Audit page (separate from the edit form) to see who changed what and when.
- **Visibility controls** — You can restrict which customers see a reward based on their tags or loyalty tier.