

# How to Redeem a Customer Voucher at Your Counter

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## What Is This?

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When a customer claims a reward in their portal, they get a barcode and a 6-digit code. To finish the redemption at your counter, you mark the voucher as **Used** in your admin panel. You can either scan the barcode with your phone or laptop camera, or type the 6-digit code by hand.

## Video Walkthrough

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### How to Validate Rewards | Pixalink Tutorial

Pixalink Customer Loyalty Program Software



Watch on

## Real-Life Example

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Wei Lin runs a bubble tea shop in Damansara. Aishah walks in to use her **RM10 OFF** voucher and shows Wei Lin the Claimed Reward page on her phone. Wei Lin opens **Record Points**, clicks **Validate Reward**, taps the camera icon, and points it at Aishah's barcode. The voucher flips to **Used** in one second and Wei Lin rings up the discount.

## How to Set It Up

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1. Go to **Admin Panel** → **Loyalty Program** → **Record Points**


## Pixalink

 Dashboard

### Loyalty Program

 Record Points

 Transactions


 Rewards

 POS Transactions

 E-commerce Transactions

 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback

 Paid Membership Types

### Forms

### Wallet Management

### Reservation

### CRM

### General

### Settings

2. Click **Validate Reward** at the top of the page

**Record Points**  
Look up a customer, validate their voucher, or deduct points.

[Check Customer Rewards](#) [Validate Reward](#) [Deduct Point](#)

Customer Name or Phone


Select an option

3. Either tap the **camera** icon to scan the customer's barcode, or type the 6-digit code shown below the barcode. Then click **Submit**.

**Validate Reward**

**Redemption Code\***

112233



You'll see a green **Validated** notice and the voucher is now marked as Used.

## What Your Customers Will See

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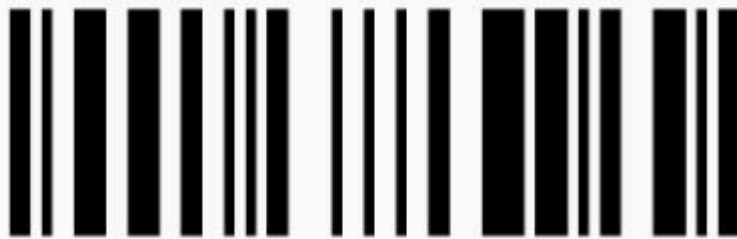
Your customer opens the rewards page in their portal and taps the voucher they want to use. They see a **Redeem Voucher** screen with a barcode and a 6-digit code below it. They show this page to you.



# RM5

## Redeem Voucher

Please show this page to the cashier



297003

🕒 The barcode will refresh in 14m 59s from now

**RM5**  
CASH  
VOUCHER



Pending

[Bonus] RM5 Cash Voucher

Expires on 09 Jul, 2026 23:59  
pm

The voucher stays in their portal as **Pending** until you validate it — it won't disappear on its own.

## Good to Know

- The barcode and 6-digit code **refresh every 15 minutes**. If the customer's screen has refreshed, just ask them for the new code.
- **Scan is faster than typing** and avoids typos.

- The **Validate Reward** button and the **camera scan** are both turned on by Pixalink. Ask us to switch them on if you don't see them.
- Made a mistake? You have a **1-hour grace period** to undo it. Open the voucher under **Customer Rewards** and revert it to Pending.
- A voucher that's already Used or Expired can't be validated again.

## Need Help?

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Can't see the **Validate Reward** button or camera icon? Send us a message.

## What's Next?

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- [What Are Rewards and How to Create Them](https://kb.pixalink.io/articles/what-are-rewards-and-how-to-create-them) (https://kb.pixalink.io/articles/what-are-rewards-and-how-to-create-them)
- [How to Manage Your Rewards \(View, Edit & Delete\)](https://kb.pixalink.io/articles/how-to-manage-your-rewards-view-edit-amp-delete) (https://kb.pixalink.io/articles/how-to-manage-your-rewards-view-edit-amp-delete)
- [What Do Customer Reward Statuses Mean?](https://kb.pixalink.io/articles/what-do-customer-reward-statuses-mean) (https://kb.pixalink.io/articles/what-do-customer-reward-statuses-mean)