

How to Redeem a Reward by Its Voucher Code

What Is This?

Some rewards carry a fixed voucher code. This is common when you bring in voucher codes from your online shop. At your counter, your staff can redeem the reward by typing that voucher code. The code never changes, so it is easy for the customer to read out. The reward is then marked as **Used** in one step.

Real-Life Example

Aishah runs Boba Lab, a bubble tea shop in Petaling Jaya. Nurul walks in to use her **Free Bubble Tea** reward. Nurul opens her claimed reward and reads out the voucher code. Aishah opens **Record Points** and picks **Voucher code**. She types the code and sees Nurul's reward appear. She clicks **Submit**, and the reward turns **Used**. Nurul gets her drink in seconds.

How to Set It Up

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

 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

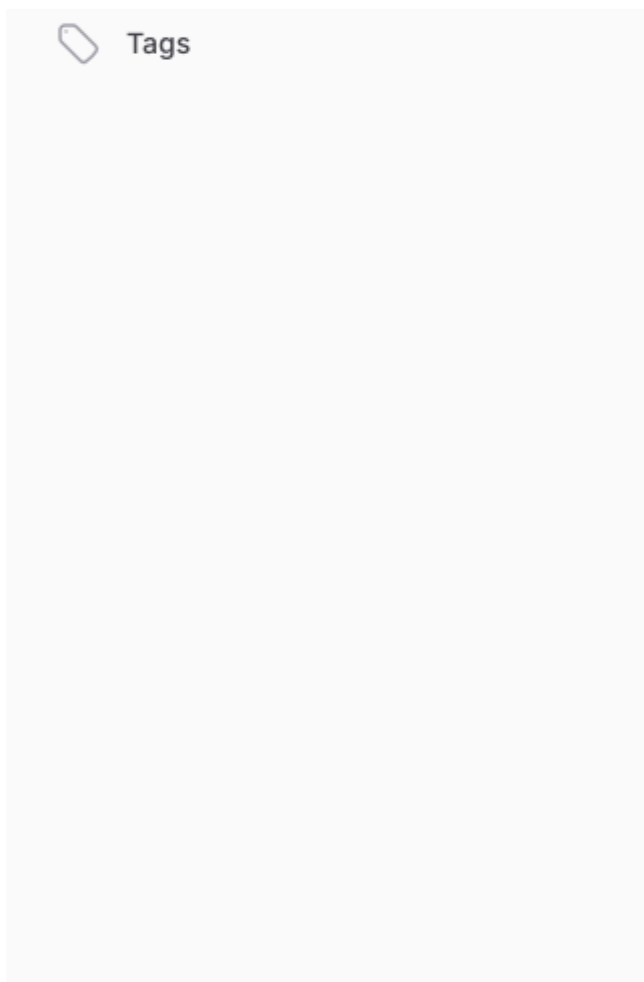
General ^

 Spaces

Settings ^

 Users

 Configurations



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. Choose **Voucher code**, then type the customer's voucher code. Check the customer name and reward shown below it.

Validate Reward

×

Mode

Redemption code

Voucher code

Voucher Code*

WELCOME10

Ask the customer to open their claimed reward. Below the 6-digit code they will see a fixed voucher code that does not change. Enter that voucher code here.

Customer

CCK (+60127067086)

👁



Reward name

One (1) Mud Crab

Reward status

Pending

Submit

Cancel

4. Click **Submit** to mark the reward as Used

✓ Validated

×

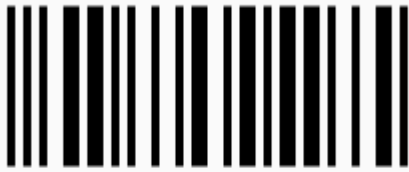
The reward has been validated and marked as used

What Your Customers Will See

Your customer opens the rewards page in their portal. They tap the reward they want to use. Below the barcode and the 6-digit code, they see a fixed voucher code. They read this voucher code out to you. The reward stays as **Pending** until you submit it. It will not disappear on its own.

Redeem Voucher

Please show this page to the cashier



614567

🕒 The barcode will refresh in 14m 39s from now

Your voucher code is

WELCOME10



Pending

One (1) Mud Crab

Expires on 24 Jun, 2026 23:59 pm

Good to Know

- The voucher code stays the same. The 6-digit code is different, and it refreshes every 15 minutes.
- If the code is not found, you will see a short message. Check for typos and ask the customer to read it again.
- If the customer has not claimed the reward yet, ask them to open it and tap **Claim**, then try again.
- A reward that is already Used or Expired cannot be redeemed again.
- If two rewards share the same voucher code, use the 6-digit redemption code instead.
- The **Voucher code** option is turned on by Pixalink. Ask us to switch it on if you do not see it.

Need Help?

Can't see the **Voucher code** option at your counter? Send us a message and we will turn it on.

What's Next?

- [How to Redeem a Customer Voucher at Your Counter](#)
- [How to Import Third-Party Reward Vouchers](#)
- [What Do Reward Voucher Statuses Mean?](#)