

How to Reward Members for Social Media Review Screenshots

What Is This?

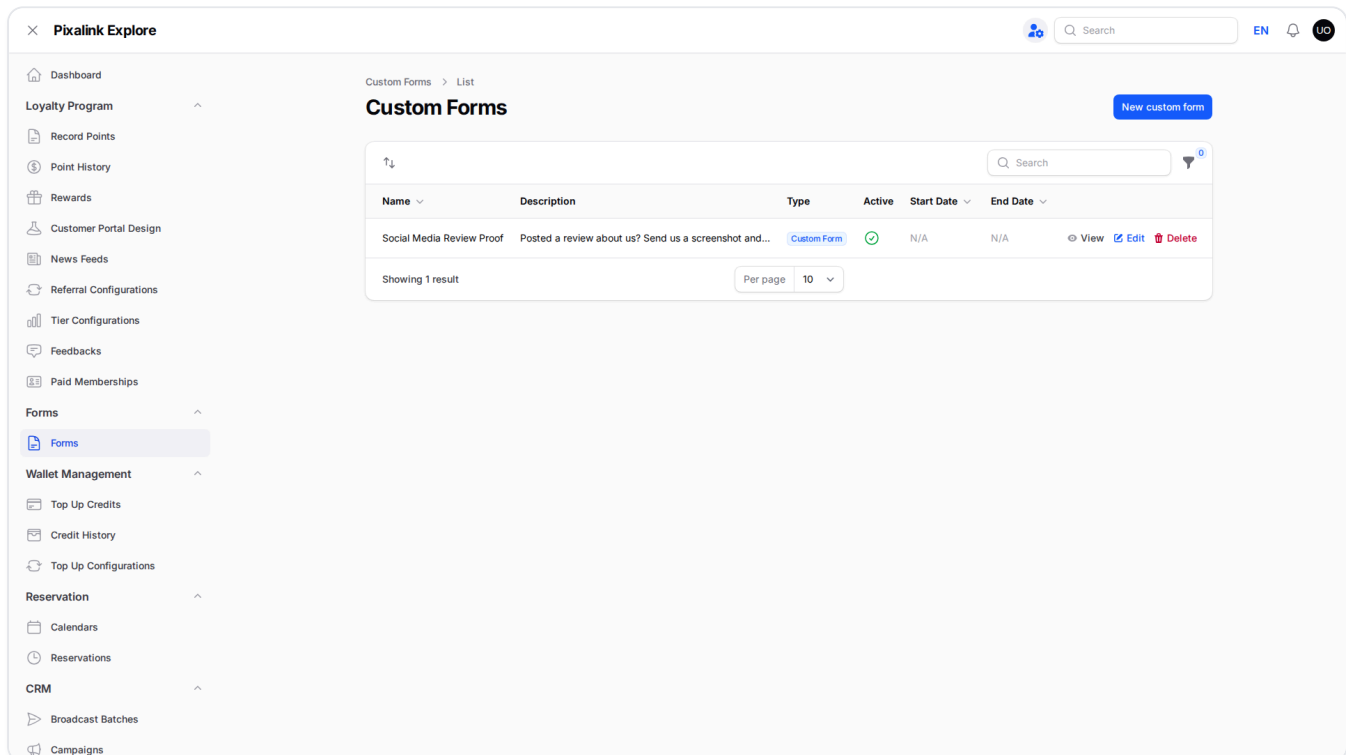
A custom form lets members send you a photo as proof of something they did. Add an approval step and you can check each photo yourself before releasing points. Happy customers turn into public reviews, and nobody earns points for a review they never posted.

Real-Life Example

Aishah runs a cafe in Bangsar. She offered 200 points to any member who reviewed her on Google. Members post the review, screenshot it, and send it through her form. Aishah opens each one, looks at the photo, and approves the good ones. Points land in the member's account straight away. One blurry photo got a rejection note instead, so nothing was wasted.

How to Set It Up

1. Go to **Admin Panel** → **Forms**, then click **New custom form**.



2. Pick **Custom Form** as the form type, name it, and keep **Require Login** on so every submission is tied to a member.

Edit Custom Form

Form Type

- ☐ Registration Form
- ☐ Receipt Upload Form
- ☒ Custom Form

Details Custom Form Settings Notifications Workflow Automations

Form Behavior
Configure how the custom form behaves for customers.

☒ **Require Login**
If enabled, customers must be logged in to submit this form.

☒ **Requires Approval Process**
If enabled, submissions will go through an approval workflow before being marked as complete.

Tip: Add Subject, Message, Priority, Category, and Attachment fields from the Form Fields tab. These can be reordered and configured individually.

Auto-Assignment
Automatically assign inquiries to staff members.

Default Assignee
Select a default assignee

All inquiries will be assigned to this user by default.

3. Open **Additional Fields** and add a dropdown for the platform, a text field for the review link, and a numeric field named points. Set the points field **Field Role** to **Point Award Field**.

Select a default assignee

All inquiries will be assigned to this user by default.

Additional Fields
Add custom fields to collect more information from customers.

Form Fields
Collapse all Expand all

↑ ↓ ↑ ↓ [Dropdown] review_platform

↑ ↓ ↑ ↓ [Text Input] review_link

↑ ↓ ↑ ↓ [Image Upload] review_screenshot

↑ ↓ ↑ ↓ [Text Input] points

Insert between blocks

Name points
Label: "Points"

Type Numeric

Is Required Field ☒

Validation Rules
Add to validation Rules

Field Role Point Award Field
Select if this field should be used for point awards or transaction tracking.

Add Field

Configure the fields that will appear in your form.

4. Add an **[Image Upload]** field for the screenshot. Set **Maximum Files** to 1 and **Maximum File Size** to 5 MB.

The screenshot shows the 'Pixalink Explore' interface with a sidebar menu on the left containing categories like Loyalty Program, Forms, Wallet Management, Reservation, and CRM. The main area displays the configuration for two form blocks.

Block 1: [Image Upload] review_screenshot

- Name:** review_screenshot (Label: "Review screenshot")
- Is Required Field:** ☒
- Maximum Files:** 1 (Maximum number of images that can be uploaded (1-10))
- Maximum File Size:** 5 MB (Choose the maximum file size allowed per image)
- Accepted File Types:** JPEG, PNG, WebP (Select which image file types are allowed)

Block 2: [Text Input] points

- Name:** points (Label: "Points")
- Type:** Numeric
- Is Required Field:** ☒
- Validation Rules:** (Empty)

5. Open the **Workflow** tab and decide whether one person checks and another approves.

The screenshot shows the 'Edit Custom Form' page in the 'Pixalink Explore' interface. The 'Workflow' tab is selected under the 'Custom Form Settings' section.

Form Type:

- ☐ Registration Form
- ☐ Receipt Upload Form
- ☒ Custom Form

Approval Workflow:

- ☐ **Enable Two-Step Approval**
Submissions require verification before approval/rejection. If disabled, submissions can be directly approved/rejected.
- ☐ **Restrict Actions to Assigned Users**
Only users assigned as verifiers/approvers can take actions on submissions.

Buttons at the bottom: **Save changes** (blue) and **Cancel** (grey).

6. Save the form, open it, and click **Show Form QR Code** to get the link and poster code.

Scan to Access Form



Scan this QR code, copy the link, or open the page directly. Use the Download button to save a PNG for print or sharing.

QR Code

Scan the QR code below to access your form.



Shareable link

<https://explore.pixalink.io/l/boba-lab-pj/registration/new-membe>

Copy link



Copy this link to share your form via WhatsApp, email, or social media.

 Download PNG

Close

7. Open **Manage Custom Form Submissions**, click a row, check the screenshot, correct the points value, then click **Approve & Award Points**.

Edit form submission

Submission Information

Customer: Demo Blocked Member (+6012503) [✉](#) Status: Pending Submitted At: 08/14/2026, 11:02:35 AM (37 seconds ago)

Inquiry Details

Priority: Select an option Category: Select an option Assigned To: Unassigned

Inquiry Content

Message:

Response History

No responses yet.

Form Data

Review Platform*: Google

Review Link: <https://g.page/r/example/review>

Review Screenshot:

Admin Notes

Internal Remarks:

Internal notes for staff use only - not visible to customers

Drag & Drop your files or [Browse](#)

What Your Customers Will See

Members open the link and sign in. They pick where they posted, paste the review link, and attach the screenshot. Nothing happens until you approve it. Once you do, the points show up in their points balance in the customer portal.

Good to Know

Warning

Members type the points value themselves, so always check it before you approve.

- Rejecting asks you for a reason, and the member can be told why.
- A News Feed post cannot point at a form directly. Pick **External Link** and use the **Generate link** helper to build the address.
- To give points outside this form, use **Record Points** instead.

Giving a Voucher Instead of Points

You can give a voucher, such as RM5 off, instead of points. There is no need to hand it out one by one.

1. Create the voucher in **Rewards** with **Points to Redeem** set to 0.
2. Open your form and go to the **Automations** tab.
3. Under **Rewards Assignment**, pick the voucher and set the quantity.

The voucher lands in the member's account as soon as they send the form, before you check the screenshot. Each member gets it only once. If you want to check every screenshot first, use points with **Approve & Award Points** instead.

Need Help?

Reach out to our support team and we will help you set up your form.

What's Next?

- [How to Share a Form with a QR Code or Link](#)
- [How to Give a Sign-Up Reward with a Custom Registration Form](#)