

How to See Who Redeemed a Reward Voucher

What Is This?

When you publish a reward, you'll often want to know **which customers have actually claimed or redeemed it** — for example, to see how popular a voucher is, follow up with redeemers, or audit usage. Pixalink shows this list directly on each reward's detail page.

Real-Life Example

Wei Lin runs a bubble tea shop and recently launched a "RM10 OFF Voucher for New Customers". A week later she wants to check who has actually used it. She opens **Rewards → RM10 OFF Voucher**, scrolls to the bottom, and changes the **Status** filter from **Pending** to **Used**. She now sees the full list of customers who redeemed the voucher, when they used it, and at which outlet.

How to See Who Redeemed a Voucher

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

 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 on the reward you want to investigate to open its detail page.
3. Scroll to the bottom of the page to find the **Customer Rewards** table. This table lists every customer who has claimed this voucher, with columns for **ID**, **Created At** (when the voucher was claimed), **Customer Name**, **Phone Number**, **Expired At**, **Used At**, **Status**, **Outlet** (where it was validated), and **Validator** (the staff who confirmed the redemption).

Customer Rewards

Q Search

1

Active filters

Status: Used x

x

ID	Received Date	Customer	Expired Date	Used Date	Redeem Status	Outlet	Validator	
2	28 Jun, 2026 10:15 AM	Gan Pin Lao (+60121121976)	31 Jul, 2026 23:59 PM	29 Jun, 2026 13:42 PM	Used	Restoran Makanan Laut 99	User - Restaurant Laut 99	View
3	29 Jun, 2026 09:05 AM	Sim Yeong Wan (+60121198945)	31 Jul, 2026 23:59 PM	30 Jun, 2026 18:20 PM	Used	Restoran Makanan Laut 99	User - Restaurant Laut 99	View
4	30 Jun, 2026 14:30 PM	Fahira Hamdani binti Humadu Zubair (+60125366683)	31 Jul, 2026 23:59 PM	01 Jul, 2026 12:10 PM	Used	Restoran Makanan Laut 99	User - Restaurant Laut 99	View
5	01 Jul, 2026 11:00 AM	Sanjay Sekhar (+60164236219)	31 Jul, 2026 23:59 PM	03 Jul, 2026 19:05 PM	Used	Restoran Makanan Laut 99	User - Restaurant Laut 99	View
6	02 Jul, 2026 16:45 PM	Nethaji Sooryapparad A/L Karnail Balan (+60168639329)	31 Jul, 2026 23:59 PM	05 Jul, 2026 20:30 PM	Used	Restoran Makanan Laut 99	User - Restaurant Laut 99	View

Showing 1 to 5 of 5 results

Per page10

4. **Important — change the Status filter.** By default the list only shows **Pending** vouchers (claimed but not yet used). To see who has already redeemed:
- Open the **Status** filter dropdown
 - Choose **Used** to see customers who have redeemed the voucher
 - Or clear the filter (select the empty option) to see everyone — Pending, Used, and Expired
5. Use the other filters to narrow further:
- **Outlet** — only show redemptions at a specific space

- **Validator** — only show redemptions confirmed by a specific staff member
- **Created at / Used at** — restrict to a date range

Understanding the Status Column

Status	Meaning
Pending	Customer has claimed the voucher but hasn't used it yet
Used	Customer has redeemed the voucher at your counter
Expired	The voucher's expiry date passed before it was used

Good to Know

- The **Active Reward** stat at the top of the reward page counts only **Pending** vouchers — that's why the number is often smaller than the **Total** claimed. The difference is made up of Used and Expired vouchers.
- The stat labelled **Redemption Rate (Used/Total Given)** at the top of the reward page is $\text{Used} \div \text{Total Given}$. A higher percentage means the voucher is converting into actual store visits.
- The **Validator** column tells you which staff member confirmed the redemption — useful for accountability and training.
- You can sort most columns by clicking their header — sorting by **Used At** descending shows the most recent redemptions first. Customer Name and Phone Number are not sortable; use the search bar to find a specific customer instead.
- If the list is long, use the search bar at the top of the table to find a specific customer by name or phone number.

What's Next?

- [How to Redeem a Customer Voucher at Your Counter](#) — the redemption flow itself
- [How to Manage Your Rewards \(View, Edit & Delete\)](#) — managing the reward catalog
- [What Do Customer Reward Statuses Mean?](#) — deeper detail on each status