

Reward Categories Explained

What Is This?

Reward categories are the groups your customers use to browse your rewards. Instead of one long list, they see a row of buttons, tap one, and get a shorter list. You decide the names, the icons and the order. This page explains how the groups behave, so you know what your customers see before you change anything.

Video Walkthrough



Watch the video: https://www.youtube.com/watch?v=64_YuZgP03M

How It Works

A reward belongs to one category, or to none. Rewards with no category still show up under **All**, so nothing disappears when you start grouping.

A category button only appears once that group holds at least one reward the customer is allowed to see. That rule keeps empty buttons off the page. If you built a group and it hasn't appeared yet, it's waiting for its first visible reward.

Categories are not the same thing as bundles. A category is a label for browsing, and one reward carries one label. A bundle is a set of rewards handed out together. Grouping a reward changes where a customer finds it, never what they receive.

Real-Life Example

Aishah runs Boba Lab, a bubble tea shop in Petaling Jaya. She set up Drinks, Snacks and Birthday Treats, then switched Snacks off for a quiet month. Her customers stopped seeing the Snacks button, but the snack rewards stayed claimable under **All**, so nobody lost a voucher. Later she deleted an old group she no longer wanted. Its rewards were not deleted with it. They simply went back to being ungrouped, and kept selling as before.

Rewards Centre

 **500** pts.

Reward Marketplace

My Rewards

 Search rewards

Active Filters:  Recommended



All

 Drinks

 Snacks

 Birthday Treats



Free Bubble Tea

Redeem this treat with
your Boba Lab points.

 **100** pts
 **0.00** credits



RM5 Off Any Drink

Redeem this treat with
your Boba Lab points.

 **50** pts
 **0.00** credits



Home



Order



Rewards



Profile

Good to Know

- Switching a category off hides its button and keeps its rewards claimable under **All**.

- Deleting a category never deletes rewards. Those rewards become ungrouped.
- Your groups cover the whole business. A reward still belongs to its own outlet.
- The order you drag your categories into is the order customers see them in.
- A new group sits last until you move it.
- The count beside each group tells you how many rewards sit inside it.

Pixalink Explore

Dashboard

Loyalty Program

Record Points

Point History

Rewards

Reward Categories

Customer Portal Design

News Feeds

Referral Configurations

Feedbacks

Reservation

CRM

General

Settings

Reward Categories

New Reward Category

Search

Filter

☐	Icon	Category Name	Rewards	Status	
☐		Drinks	2	Active	Edit Delete
☐		Snacks	1	Active	Edit Delete
☐		Birthday Treats	0	Active	Edit Delete

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Need Help?

Not sure why a group isn't showing for your customers? Contact our support team and we'll take a look with you.

What's Next?

- [How to Group Your Rewards into Categories](#)
- [How to Create a Reward Bundle](#)

► **Video transcript: Reward Categories Explained**