

Rewards Tab vs Automations Tab on Paid Memberships — Which One to Use

What Is This?

A paid membership type has two places that can hand out vouchers, and they behave very differently. Mixing them up is one of the most common causes of "my members got the wrong number of vouchers" — so this guide explains what each one does, when it runs, and which one to use for what.

The Two Places

Open **Admin Panel** → **Loyalty Program** → **Paid Memberships** and click a membership type. You will see both:

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 ^

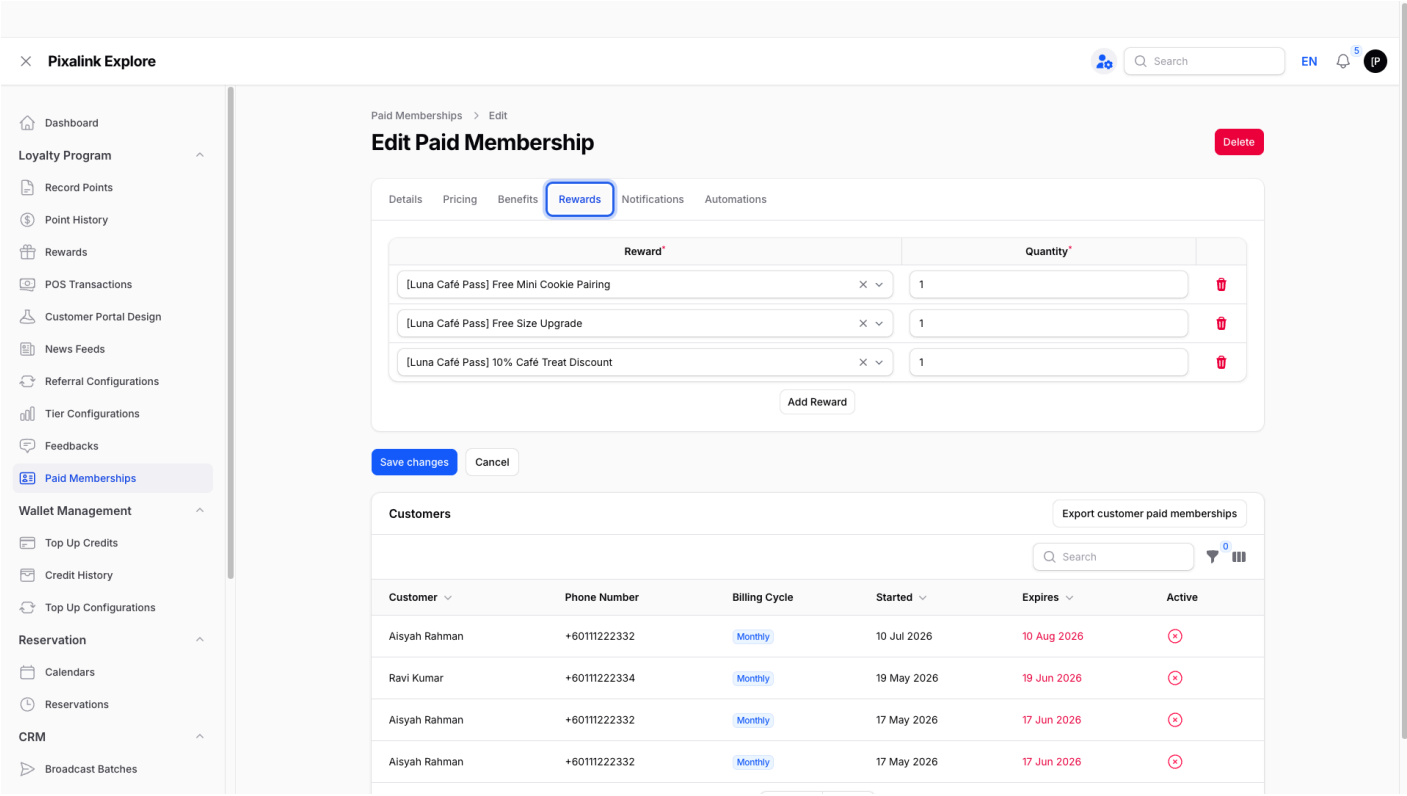
CRM ^

General ^

Settings ^

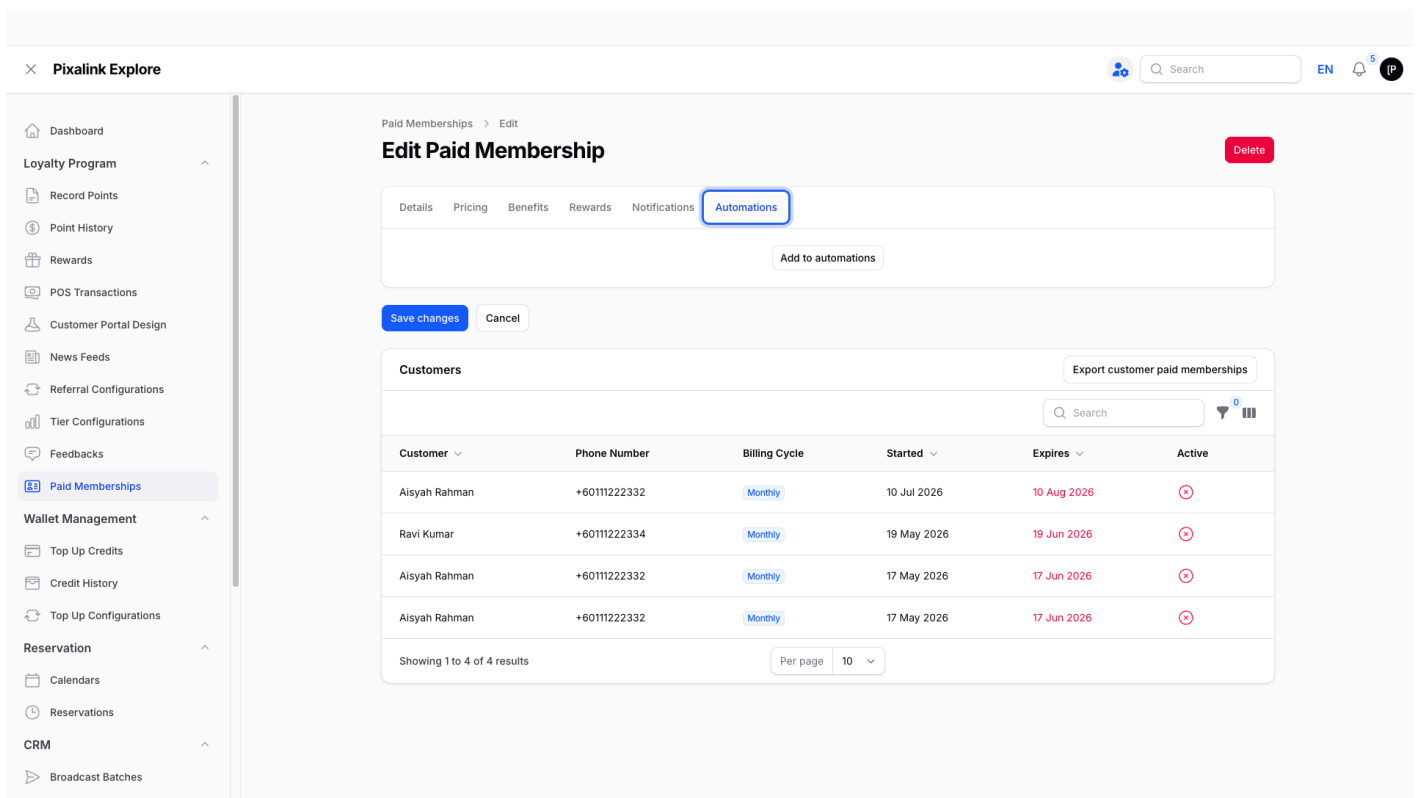
1. The Rewards tab — "give every new member these vouchers"

This is the welcome-pack setting. Every time a membership is activated — a new sign-up, a cash payment, an online payment, or a manual assignment by your staff — the member receives the rewards listed here, at the quantity you set. Renewals trigger a fresh batch too.



2. The Automations tab — "catch up members who joined before I set this up"

This is a one-time back-fill. When you save an automation here, it runs through your **existing** members and gives the reward to each member who has not yet received their automation rewards. It also fires once for each **new** membership as it is created.



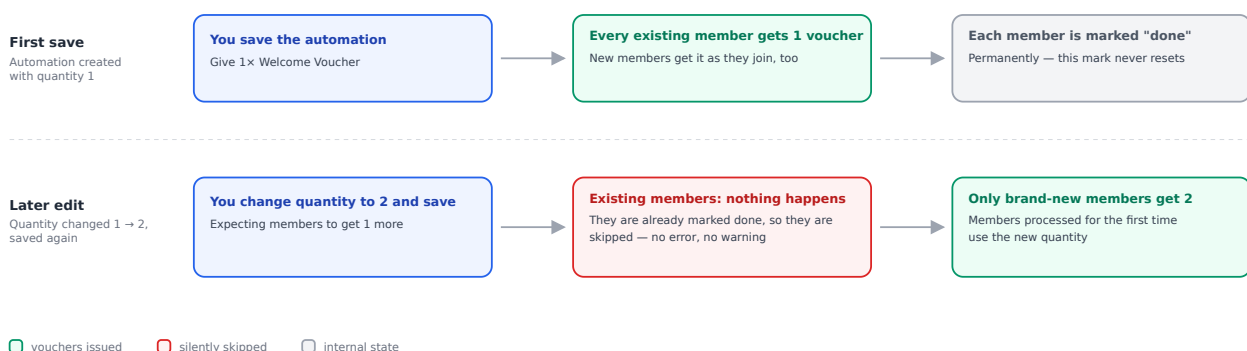
The Rule That Catches People Out

Important

The Automations tab runs **once per member, forever** — not once per change. When it gives a member their rewards, that member is marked as done permanently. Editing the automation later (for example changing the quantity from 1 to 2) and saving again does **nothing** for members who were already processed. There is no error and no warning; the save simply has no effect on them.

The Automations tab runs once per member — forever

Why re-saving an automation with a new quantity does nothing for members it already processed.



Two consequences follow from this:

- **You cannot use it to top up.** If members received 1 voucher and you now want everyone to have 2, re-saving the automation with quantity 2 will not give the earlier members a second voucher. Only members processed for the first time get the new quantity.
- **You cannot target a subset.** The back-fill covers every member not yet marked done. If some members should be skipped, the Automations tab cannot express that.

If you find yourself needing a top-up for a specific group of members, contact Pixalink support — this is done as a one-off correction on our side rather than through the Automations tab.

Real-Life Example

Ravi launches a membership with a welcome voucher, quantity 1, on the Rewards tab. A month later he decides members should get 2. He updates the Rewards tab quantity to 2 — from now on, every **new** member gets 2. But the members who already joined got 1 and stay at 1.

Ravi then tries the Automations tab to fix the earlier members. It gives each *unprocessed* member their rewards — but any member the automation had already touched is skipped, and re-saving with different numbers changes nothing for them. For the earlier members to get their missing voucher, Ravi contacts support for a targeted top-up.

Good to Know

- **The Rewards tab is the one you normally want.** Set your welcome pack there and every future activation handles itself.
- **Think of the Automations tab as single-use per member.** Great for one catch-up after changing your programme; wrong tool for repeated adjustments.
- **New memberships trigger the Automations tab too.** Anything configured there is issued to every membership created while it is set — including memberships created in bulk. If a large batch of memberships is ever being created for you, make sure the Automations tab is empty first, or every one of them receives the automation rewards on top of anything else.
- **Only free rewards can be assigned** in either place — the dropdowns show rewards with a points cost of 0.

Need Help?

Not sure which tab your setup used, or need a top-up for members who joined before a change? Reach out to support@pixalink.io with the membership name and what you expected, and we will straighten it out.

What's Next?

- [How to Automatically Give Vouchers to Paid Members](#) — setting up the Rewards tab welcome pack
- [Paid Memberships](#) — the full membership guide