

Tier Vouchers and Minimum Spend Explained

What Is This?

You can reward members the moment they reach a new tier. Pixalink drops a voucher into their account by itself.

This guide answers two common questions. Can members use that voucher on any package? And is there a minimum spend?

Video Walkthrough



Watch the video: <https://www.youtube.com/watch?v=eKQqAKXuDB4>

How It Works

Question	Short answer
When does the voucher arrive?	Automatically, when the member reaches the tier.
Is it limited to certain packages?	No. Your staff check which packages qualify.
Is there a minimum spend?	Only if you write one in the terms. Your staff enforce it.

1. The voucher arrives when the member reaches the tier

Go to **Loyalty Program** → **Tier Configurations** and open your configuration. In the **Tiers** table, click **Automations** on the tier you want.

When enabled, customers who move up more than one tier at once also receive auto-assigned rewards from the tiers they skipped.

Terms & Conditions*

Faqs [Add to faqs](#)

[Save changes](#) [Cancel](#)

Tiers [New tier](#)

☐	Name	Color	Minimum Points Collected by Customer	Tier assignment	Point Multiplier	Perks	Automations
☐	Normal		0	Earned by points	1	0	0 + Perks + Automations Duplicate
☐	Silver		5,000	Earned by points	1	0	0 + Perks + Automations Duplicate
☐	Gold		20,000	Earned by points	1	0	0 + Perks + Automations Duplicate
☐	Platinum		50,000	Earned by points	1	0	0 + Perks + Automations Duplicate
☐	VIP		100,000	Earned by points	3	0	0 + Perks + Automations Duplicate

Showing 1 to 5 of 5 results [Per page](#) 10

Click **Add to automations**, then choose **Assign Reward Automatically**.

When enabled, customers who move up more than one tier at once also receive auto-assigned rewards from the tiers they skipped.

Terms & Conditions*

Automations

[Add to automations](#)

[Assign Reward Automat...](#)

[Birthday Voucher](#)

[Eats365 Member Plan](#)

[Submit](#) [Cancel](#)

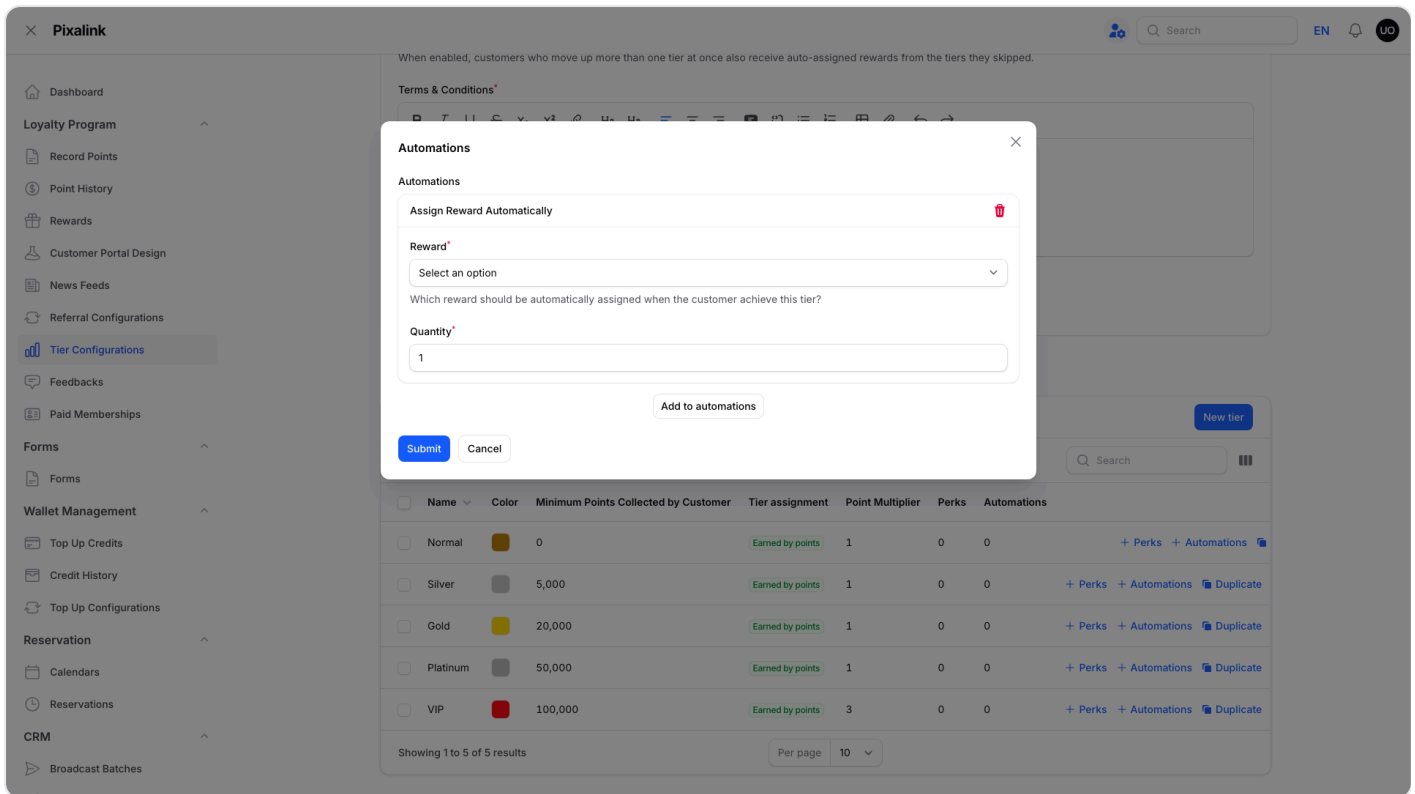
[Save changes](#) [Cancel](#)

Tiers [New tier](#)

☐	Name	Color	Minimum Points Collected by Customer	Tier assignment	Point Multiplier	Perks	Automations
☐	Normal		0	Earned by points	1	0	0 + Perks + Automations Duplicate
☐	Silver		5,000	Earned by points	1	0	0 + Perks + Automations Duplicate
☐	Gold		20,000	Earned by points	1	0	0 + Perks + Automations Duplicate
☐	Platinum		50,000	Earned by points	1	0	0 + Perks + Automations Duplicate
☐	VIP		100,000	Earned by points	3	0	0 + Perks + Automations Duplicate

Showing 1 to 5 of 5 results [Per page](#) 10

Pick the **Reward** and the **Quantity**, then click **Submit**. Only active rewards that cost 0 points appear in the list.

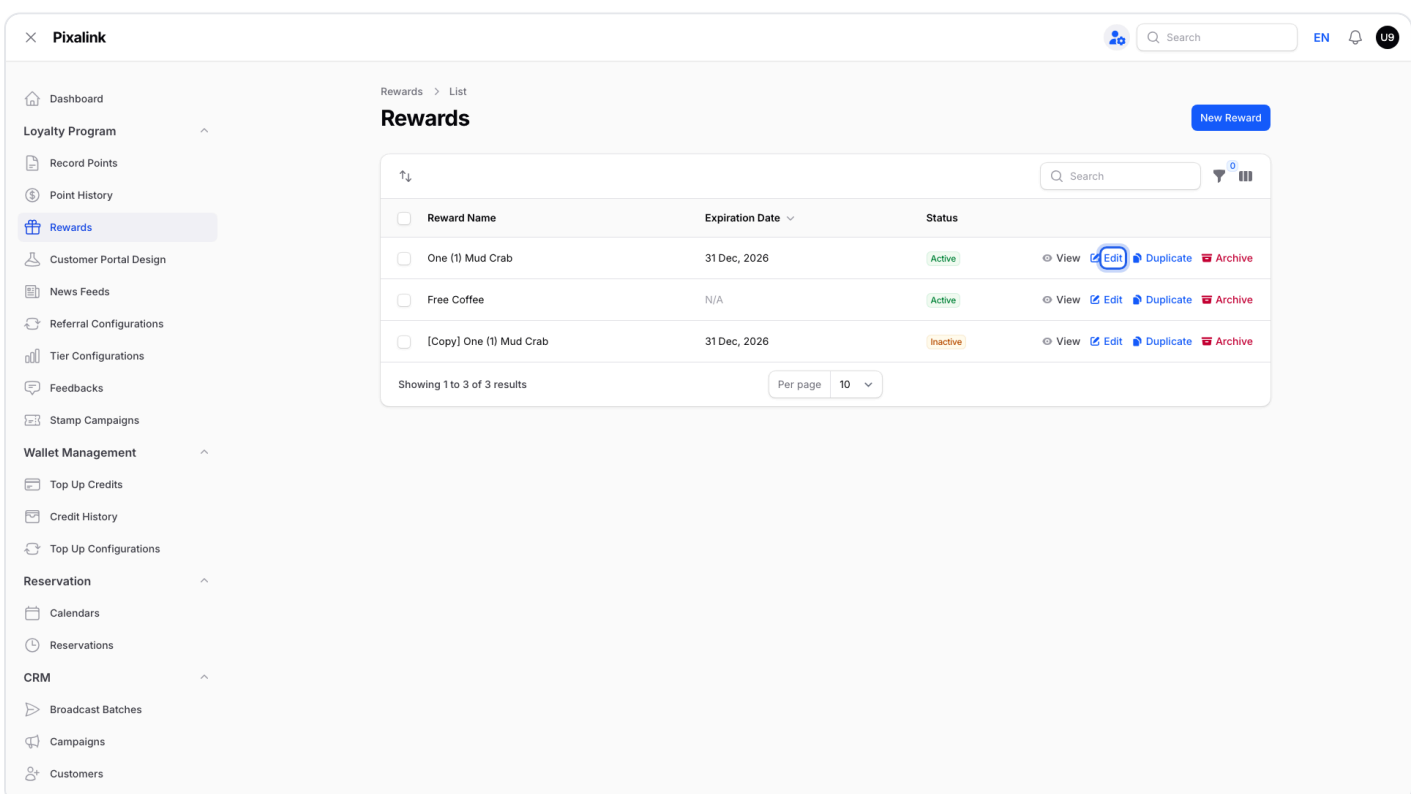


2. Your staff check which packages qualify

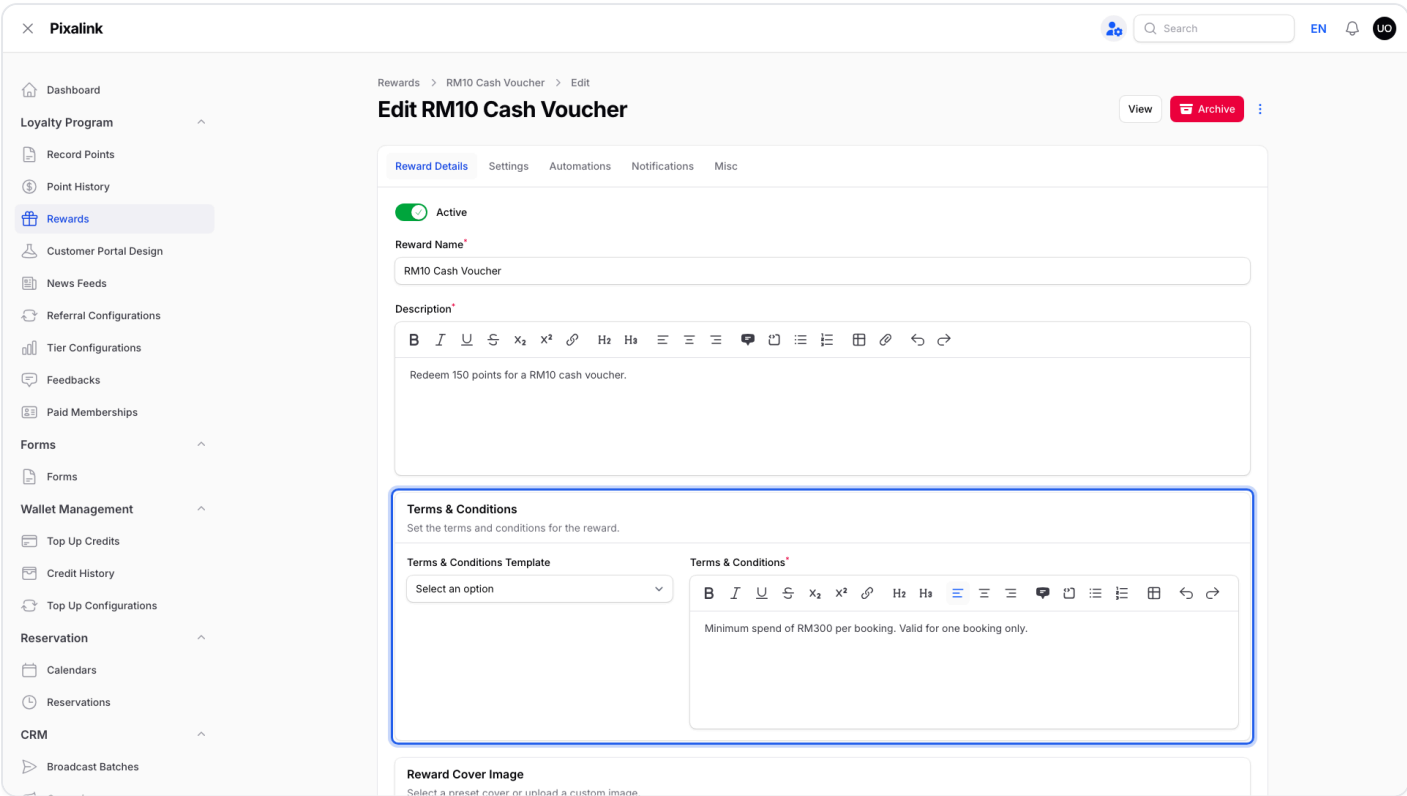
Pixalink checks that the voucher can be used, including its expiry, activation date and any waiting period between uses. Counter redemption does not check the package price or enforce rules written in the terms. Your staff must check those before redeeming it.

3. Your staff enforce a minimum spend written in the terms

Go to **Loyalty Program** → **Rewards** and click **Edit** on the reward.



On the **Reward Details** tab, write your rule in **Terms & Conditions**, for example "Minimum spend of RM300 per booking." Members see the terms on their voucher.



Important

Pixalink does not check the bill against your terms. Your staff check the bill before redeeming the voucher.

What Your Members See

The voucher appears in the member's portal under **Rewards → My Rewards** as soon as they reach the tier, with its expiry date.

EN

Rewards Centre

 **0** pts. |  **0.00** cdt.

0 Points will expire by 03 Dec, 2026

Reward Marketplace

My Rewards

Status Filter:

 **Active**



 **Active**

Gold Welcome Voucher RM30

A thank-you for reaching Gold.

 Expires on Nov 2, 2026 23:59 PM



Powered By  **pixalink**



Home



Order



Rewards



Profile

When they open it, your minimum spend shows under **Terms & Conditions**, right above the **Use Now** button.

EN



Claimed Reward



Gold Welcome Voucher RM30



Expires on
02 Nov, 2026 23:59 pm



Description

A thank-you for reaching Gold.



Terms & Conditions



Minimum spend of RM150 per bill. One voucher per bill.



Use Now

Real-Life Example

Farah runs a travel agency in Shah Alam with Silver and Gold tiers. She gives every new Gold member an RM100 travel voucher. A member asked if he could use it on a small RM150 day trip.

Farah wanted it saved for bigger trips. So she added "Minimum spend of RM1,500 per package" to the voucher terms. Now her staff check the package price before they redeem it.

Good to Know

- **Given once.** A member who received that reward before does not get it again.
- **Skipped tiers.** With **Enable Cumulative Tier Rewards** on, an automatic upgrade within the same tier setup can include rewards from skipped tiers. This does not apply to a member's first tier assignment or a manually assigned tier.

Pixelink

Dashboard

Loyalty Program

Record Points

Point History

Rewards

Customer Portal Design

News Feeds

Referral Configurations

Tier Configurations

Feedbacks

Stamp Campaigns

Reservation

Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Scan & Share

General

Spaces

Settings

Tier Configurations > Create

Create Tier Configuration

01 Tier 02 Terms & Conditions

☐ Enable Cumulative Tier Rewards*
When enabled, customers who move up more than one tier at once also receive auto-assigned rewards from the tiers they skipped.

Tier

Name*
Member

Minimum Points
0
Minimum points required for this tier. If empty, this becomes the default tier for customers below the next tier's minimum.

Color*
#808080

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

Name*
Silver

Minimum Points
200
Minimum points required for this tier. If empty, this becomes the default tier for customers below the next tier's minimum.

Color*
#C0C0C0

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

- **Expiry.** An **Expiration Date** on the reward's **Settings** tab limits how long the voucher can be used.

Pixelink

Dashboard

Loyalty Program

Record Points

Point History

Rewards

Customer Portal Design

News Feeds

Referral Configurations

Tier Configurations

Feedbacks

Stamp Campaigns

Wallet Management

Top Up Credits

Credit History

Top Up Configurations

Reservation

Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Rewards > Create

Create Reward

Reward Details Settings Automations Notifications Misc

Validity
Valid use period of the reward.

Expiration Date*
01/11/2027
The last date the reward will be available – customers can still use it until 11:59 PM on this date.

☐ Custom Valid Day(s) after redemption
If disabled, it can be used anytime until expiry date.

Valid Day(s)
7
The reward can be used within the specified day(s) after redemption.

Delayed Usage

☐ Delay Voucher Activation
If enabled, the voucher can only be used a number of days after the customer receives it (e.g. 1 = next day onwards).

Reward Visibility Settings
Control when and how customers can see this reward in their portal.

☒ Display in Customer Portal (Marketplace)

☐ Set Visibility Period

Tag Visibility

Visible to Customers with Tags
Select an option
If no tags are selected, this reward will be visible to all customers.

- **Eats365 outlets** can apply a minimum bill on the POS system itself. See [How to Give Every Member a Festive Voucher with a Minimum Spend](https://kb.pixelink.io/articles/how-to-give-every-member-a-festive-voucher-with-a-minimum-spend) (<https://kb.pixelink.io/articles/how-to-give-every-member-a-festive-voucher-with-a-minimum-spend>).
- **Enable Conditional Distribution is different.** It decides who can receive a reward, based on past spending. It does not check the bill when the voucher is used.

Need Help?

If a member reached a tier but did not get the voucher, contact our support team with their phone number.

What's Next?

- [How to Redeem a Customer Voucher at Your Counter](https://kb.pixalink.io/articles/how-to-redeem-a-customer-voucher-at-your-counter) (https://kb.pixalink.io/articles/how-to-redeem-a-customer-voucher-at-your-counter)
- [How to Set Up Tier-Based Birthday Vouchers](https://kb.pixalink.io/articles/how-to-set-up-tier-based-birthday-vouchers) (https://kb.pixalink.io/articles/how-to-set-up-tier-based-birthday-vouchers)
- [What Are Rewards and How to Create Them](https://kb.pixalink.io/articles/what-are-rewards-and-how-to-create-them) (https://kb.pixalink.io/articles/what-are-rewards-and-how-to-create-them)

► **Video transcript: Tier Vouchers and Minimum Spend**