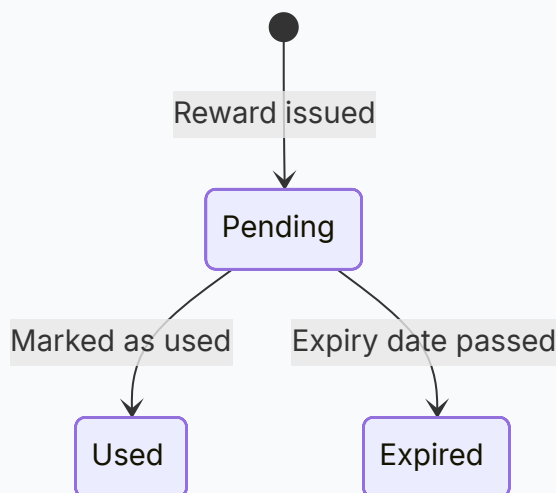


What Do Customer Reward Statuses Mean?

Customer Reward statuses track the lifecycle of a reward that has been assigned to a customer.



Customer Rewards						
Date Assigned	Customer	Phone Number	Expiry Date	Used At	Status	Outlet
15 Jan, 2026 10:30 AM	Farah Ahmad	+60123456789	15 Apr, 2026 11:59 PM		Pending	
10 Jan, 2026 02:15 PM	Amirul Hassan	+60198765432	10 Apr, 2026 11:59 PM	22 Feb, 2026 03:45 PM	Used	Bangsar Branch
05 Jan, 2026 09:00 AM	Siti Nurhaliza	+60171234567	05 Feb, 2026 11:59 PM		Expired	
20 Jan, 2026 11:00 AM	Lee Wei Ming	+60162345678	20 Apr, 2026 11:59 PM		Pending	

Pending (green badge)

Assigned to the customer and ready to use. You can **Mark as Used**, **Edit**, or **Revoke** the reward.

Used (grey badge)

Redeemed and cannot be used again. You can view when it was used and check validation tracking details.

Expired (grey badge)

The reward passed its expiry date without being used. The system handles this automatically. Assign a new reward if you'd like to give the customer another chance.

Good to Know

- **Expiry is automatic** — the system handles this daily.
- **Revoking vs expiry** — revoking removes a Pending reward early; expiry means time ran out.
- **Not all rewards use voucher codes** — if your reward uses imported third-party voucher codes, those have their own separate statuses. See [What Do Reward Voucher Statuses Mean?](#)
- **Notifications** — set up WhatsApp reminders before rewards expire in the reward's notification settings.