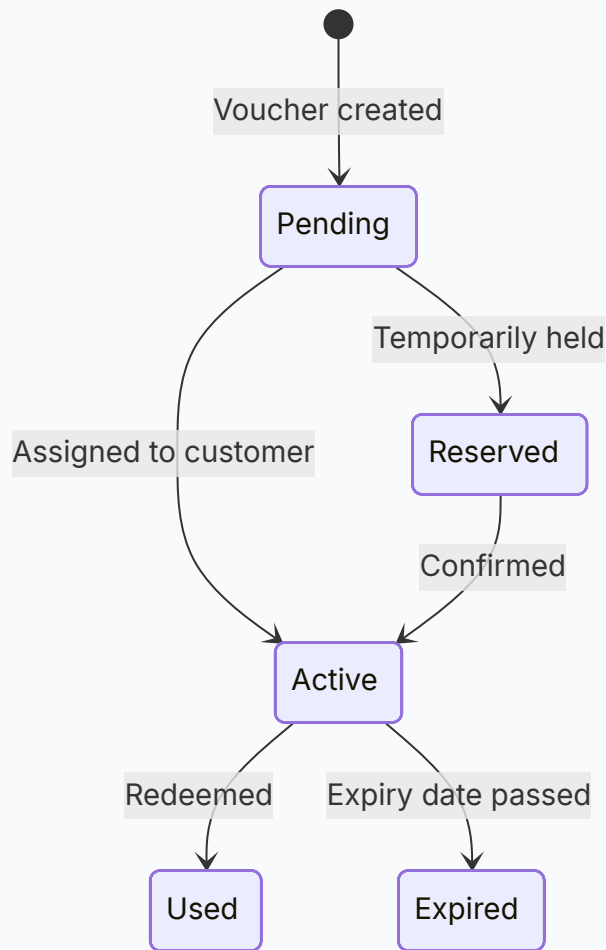


What Do Reward Voucher Statuses Mean?

Reward Vouchers are a **gated feature**. To enable Reward Vouchers for your account, please [contact our support team](#).

Reward Voucher statuses track the lifecycle of imported third-party voucher codes. These statuses apply to voucher codes under **Loyalty Program → Rewards → [Reward Name] → Reward Vouchers**.



Voucher Codes			
Code	Status	Expiry Date	Assigned To
VOUCHER-2026-001	Pending	30 Jun, 2026	
VOUCHER-2026-002	Reserved	30 Jun, 2026	
VOUCHER-2026-003	Active	30 Jun, 2026	Farah Ahmad
VOUCHER-2026-004	Used	30 Jun, 2026	Amirul Hassan
VOUCHER-2026-005	Expired	28 Feb, 2026	Siti Nurhaliza

Pending (blue badge)

Imported but not yet assigned to any customer.

Reserved (sky blue badge)

Temporarily held during processing, not yet fully assigned.

Active (green badge)

Assigned to a customer. Stays Active until redeemed or expired.

Used (grey badge)

Redeemed by the customer.

Expired (amber badge)

Passed its expiry date without being used. Updated automatically by the system.

How Voucher Statuses Connect to Customer Reward Statuses

1. A **Pending** voucher code gets assigned to a customer
2. The voucher moves to **Active**; the customer's reward starts as **Pending**
3. When redeemed, both move to **Used**
4. If expired, both move to **Expired**

For more on the customer-side statuses, see [What Do Customer Reward Statuses Mean?](#).

Good to Know

- **Expiry is automatic** — the system handles this daily.
- **Not all rewards use voucher codes** — Voucher statuses only apply to rewards with imported third-party codes.
- **Notifications** — set up WhatsApp reminders before rewards expire in the reward's notification settings.