

What Single Redemption and Reward Limit Mean

What Is This?

Two settings decide how many times a reward can be claimed. **Single Redemption** limits each customer to one claim. **Enable Reward Limit** caps the total claims across all your customers. Used together, they stop a promotion from costing more than you planned.

How It Works

Both settings are in **Loyalty Program → Rewards → Edit**, on the **Settings** tab, inside the **Details** box.

The screenshot shows the Pixalink interface for editing a reward. The left sidebar contains a navigation menu with categories like Loyalty Program, Reservation, CRM, and General. The main content area is titled 'Edit Free Coffee' and has tabs for 'Reward Details', 'Settings', 'Automations', 'Notifications', and 'Misc'. The 'Settings' tab is active, showing a toggle for 'Active' (turned on), a 'Space' dropdown menu (set to 'Restoran Makanan Laut 99'), a 'Reward Name' text field (set to 'Free Coffee'), and a 'Description' text area with a rich text editor toolbar. Below these is a 'Terms & Conditions' section with a 'Terms & Conditions Template' dropdown (set to 'Select an option') and a 'Terms & Conditions' text area with its own rich text editor toolbar.

Single Redemption: Once per Customer

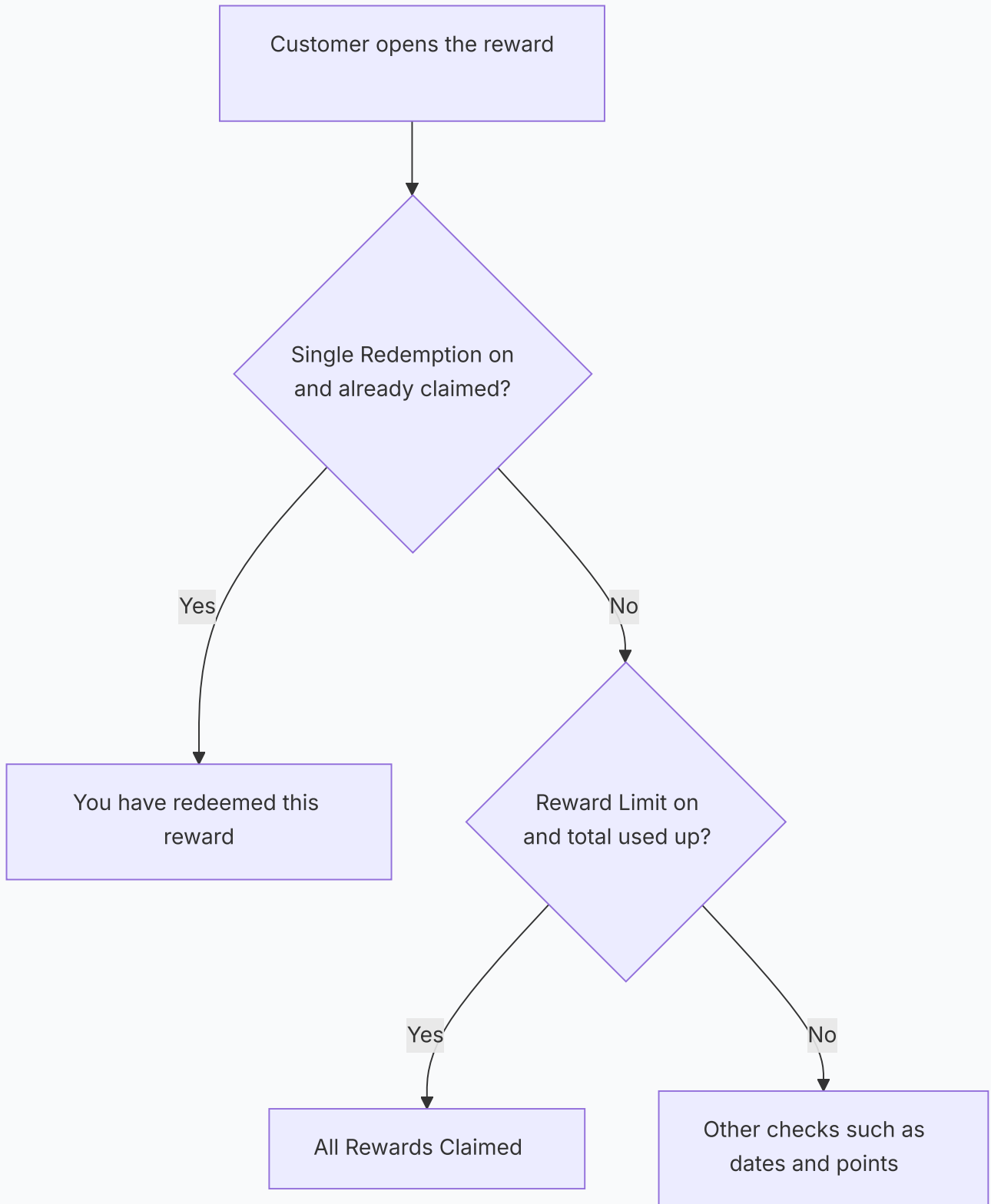
With **Single Redemption** on, each customer can get this reward only once. After they claim it, their button says **You have redeemed this reward**. This applies even if they haven't used the voucher yet.

Note

Total Redeemed only counts claims made while **Enable Reward Limit** is on. Claims from before you turned it on aren't included.

Which Message a Customer Sees

The portal checks a customer's claim in a fixed order and shows the first message that applies. So a customer who already claimed a sold-out reward sees **You have redeemed this reward**, not **All Rewards Claimed**.



How the Two Settings Work Together

Single Redemption	Enable Reward Limit	Result
Off	Off	No limit from these two switches. Dates, conditions and voucher - code stock still apply.
On	Off	One per customer. No cap on how many customers claim it.
Off	On	Customers can claim more than once until the total runs out.
On	On	One per customer, until the total runs out.

No limit never means free. Each claim still takes the **Points to Redeem** from the customer's balance.

Real-Life Example

Aishah runs Boba Lab in Petaling Jaya. She launches a "Free Bubble Tea" reward for 100 points. She turns on **Single Redemption**, so Nurul can claim one drink, not five. She also turns on **Enable Reward Limit** with 200 rewards, which is all the stock she wants to give away. After the 200th claim, no more customers can claim it. Her everyday "RM5 Off" reward keeps both settings off, so regulars can use it every week.

Good to Know

- **Single Redemption** and **Auto-Renewing Reward** can't both be on. Turning on **Single Redemption** switches **Auto-Renewing Reward** off.

- Revoking a customer's only voucher lets that customer claim again. Their other claim rules still apply, and **Total Redeemed** does not go down. You can revoke from the **Customer Rewards** list

below the form while the voucher is unused and less than 48 hours old.

Rewards

- valid Mon - Fri 11:30am - 2:30pm, 3:30pm-10pm, Sun: 9:30pm - 10pm. Not valid for Sat and public holiday.
- Strictly valid for dine-in for each redemption with any food purchase only.
- Not valid with other offers / promotions / discounts.
- Sharing not allowed.
- No extension on the redemption of voucher that is expired.

Reward Cover Image
Select a preset cover or upload a custom image.

Cover Image*
Custom

Custom Cover*
reward_1.webp
Loading
tap to cancel

If uploaded differently, images auto-adjust to 1:1; ideal viewing at 512x512px.

Save changes **Cancel**

Customer Rewards **Reward Vouchers**

Customer Rewards **New customer reward** **Export customer rewards**

Search

ID	Received Date	Customer Name	Phone Number	Expired Date	Used Date	Redeem Status	Outlet	Validator
1	10 Jun, 2026 13:34 PM	Aisyah Rahman	+60111222331	24 Jun, 2026 23:59 PM	-	Pending	Not Tracked	Not Tracked

Showing 1 result

Per page 10

- Raise **Total Available Rewards** at any time to open up more claims.

Need Help?

Not sure which mix suits your promotion? Contact our support team.

What's Next?

- [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)
- [Who Can See and Redeem a Reward in the Customer Portal](https://kb.pixalink.io/articles/who-can-see-and-redeem-a-reward-in-the-customer-portal) (https://kb.pixalink.io/articles/who-can-see-and-redeem-a-reward-in-the-customer-portal)
- [How to See Who Redeemed a Reward Voucher](https://kb.pixalink.io/articles/how-to-see-who-redeemed-a-reward-voucher) (https://kb.pixalink.io/articles/how-to-see-who-redeemed-a-reward-voucher)