

What the Messages Mean When You Validate a Voucher

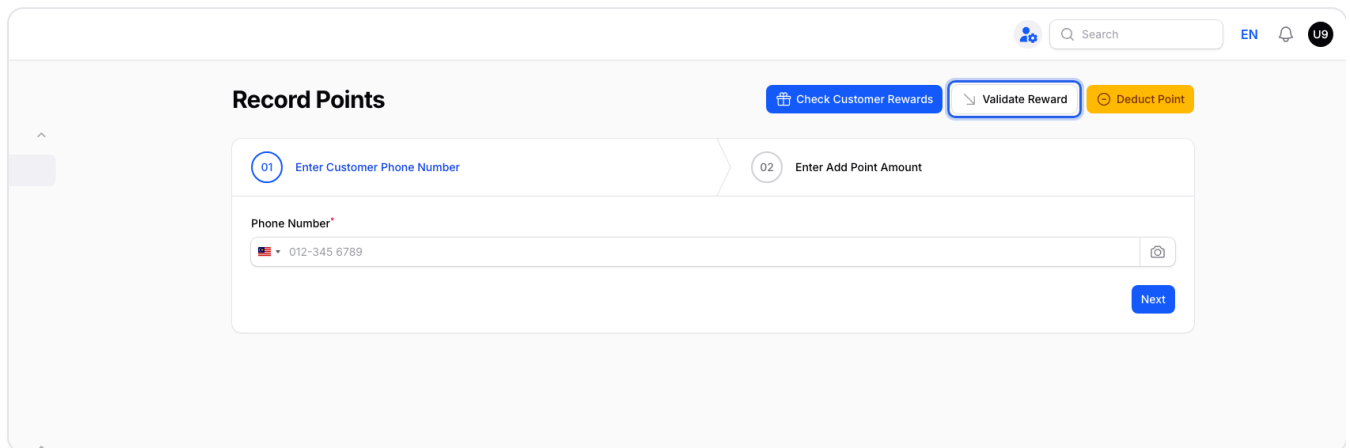
What Is This?

When a customer shows a voucher at your counter, your staff validate it in Pixalink. This guide explains each message they might see, and what to do next.

How It Works

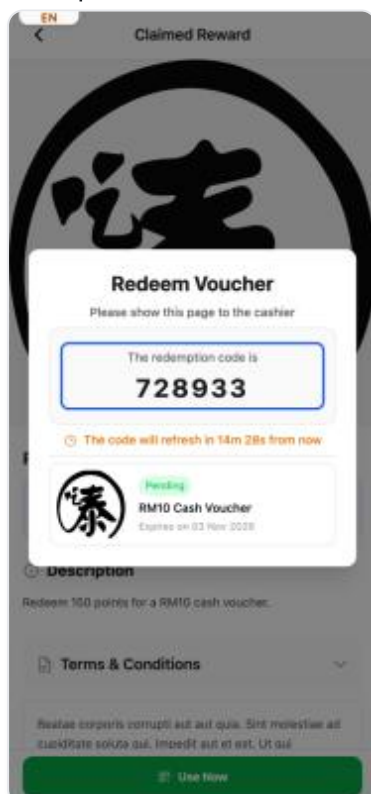
Validating a voucher

1. Go to **Loyalty Program → Record Points** and click **Validate Reward**.



Validate Reward is the middle button at the top right of the Record Points page, between Check Customer Rewards and Deduct Point.

2. Ask the customer to open the voucher and tap **Use Now**. Type the 6-digit redemption code from their phone into the window. Use the code on their live screen, not a screenshot.



This is what the customer shows you. The 6-digit code is in the middle. The orange line under it counts down to the next code, which comes every 15 minutes.

If you set a **Default Voucher Code Format** in your customer portal design, a barcode or QR also shows here, and you can scan it instead of typing.

3. Wait for the customer's name and the reward to appear, then click **Submit**.

Validate Reward

Mode

Redemption code

Voucher code

Redemption Code*

614567

Ask the customer to open their claimed reward. They will see a 6-digit code that refreshes every 15 minutes. Enter it here (or scan the barcode).

Customer

Aisyah Rahman (+60111222331)



Reward name

One (1) Mud Crab

Reward status

Pending

Submit

Cancel

A valid code shows the customer's name and phone number, the reward name and a Pending status. Pending means it is not used yet. It becomes used only after you click Submit.

Warning

Typing or scanning the code only shows a preview. The voucher is used only when you click **Submit**, so click it when the customer is ready.

What each message means

Message	What it means	What to do
Invalid redemption code.	The code is wrong.	Check the 6 digits, or scan again.
This redemption code has already been used.	The voucher was used before.	Nothing to redeem. Check the customer's other vouchers.
Expired Redemption Code	The code changes every 15 minutes.	Open Validate Reward again and enter the code now on the customer's screen.
Voucher Not Usable Yet	The voucher has a delayed start.	It works from the date shown.
Reward Not Available Yet	An Auto-Renewing Reward is still cooling down.	Try again once the cooldown ends.

No name or reward appears after a second? The code is wrong, used or expired. Click **Submit** to see which.

Real-Life Example

Wei Lin runs a bubble tea shop in Damansara. Her cashier scanned a voucher, but it stayed **Pending**, because he walked away before clicking **Submit**. Now her staff wait for the name and reward to appear, then click **Submit**. The customer's screen shows **Redeem Reward Successful**.

Good to Know

- **Customer sees a message on their phone instead?** That comes from the reward's settings. See [Why Can't My Customer Redeem a Reward?](https://kb.pixalink.io/articles/why-cant-my-customer-redeem-a-reward) (https://kb.pixalink.io/articles/why-cant-my-customer-redeem-a-reward).
- **Voucher shows a fixed code under the barcode?** Scan the barcode. To type the fixed code, pick **Voucher code** under **Mode** in the **Validate Reward** window.
- **Vouchers used through your POS system** are checked by the POS, not here.
- **Don't see Validate Reward?** Our team turns it on for you.

Need Help?

Contact our support team with the reward name and the message you saw.

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)
- [Why Can't My Customer Redeem a Reward?](https://kb.pixalink.io/articles/why-cant-my-customer-redeem-a-reward) (https://kb.pixalink.io/articles/why-cant-my-customer-redeem-a-reward)

- [How to Redeem a Reward by Its Voucher Code](https://kb.pixalink.io/articles/how-to-redeem-a-reward-by-its-voucher-code) (https://kb.pixalink.io/articles/how-to-redeem-a-reward-by-its-voucher-code)