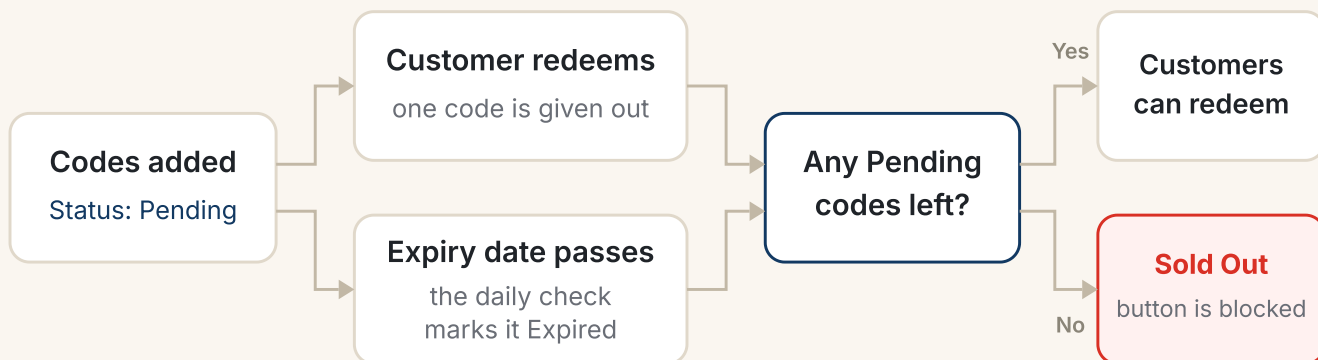


Each code has a **Status**. Only **Pending** codes are still free to give out. The line above the list shows how many are left. When it reaches 0, the voucher shows **Sold Out**.

WHEN SOLD OUT APPEARS



Only Pending codes count as left. When none are left, the voucher shows Sold Out.

What customers see. The voucher stays in the portal with a red **Sold Out** badge, and its button says **Sold Out**. They can see it but can't spend points on it.

What about expired codes? Each code has its own **Expired At** date. Once a day, Pixalink moves codes past that date to **Expired**, and they stop counting as left. So **Sold Out** appears after that daily check, not the minute the last code expires.

Update Your Stock Straight Away

Don't want to wait for the daily check? Tick the old **Pending** codes, open **Bulk actions** and pick **Mark as Expired**.

The screenshot shows the Pixalink dashboard. The left sidebar contains navigation links: Dashboard, Loyalty Program, Record Points, Point History, Rewards (selected), Customer Portal Design, News Feeds, Referral Configurations, Tier Configurations, Feedbacks, Stamp Campaigns, Reservation, Calendars, Reservations, CRM, Broadcast Batches, Campaigns, Customers, Scan & Share, General, Spaces, and Settings. The main content area is titled 'Reward Vouchers' and includes a 'Bulk actions' dropdown menu with options: Delete selected, Mark as Used, Mark as Expired (highlighted), Mark as Claimable, and Remove Claimable. The table below shows a list of vouchers with columns: status, Claimable, Customer Name, Customer Phone Number, Expired At, Given At, Platform, Sync Status, and a checkbox. The table shows 3 results, with the first two being 'Pending' and the third being 'VCH-001' with a status of 'Pending'.

status	Claimable	Customer Name	Customer Phone Number	Expired At	Given At	Platform	Sync Status
Pending	×	N/A	N/A	2026-07-10 00:00:00	N/A	N/A	N/A
Pending	×	N/A	N/A	2026-09-10 00:00:00	N/A	N/A	N/A
VCH-001	Code	Pending	×	N/A	N/A	N/A	N/A

Warning

Only tick codes that are still **Pending**. If a customer already holds a code, **Mark as Expired** also expires the voucher in their account.

Bringing it back. Click **Import Regular Vouchers** to add a fresh batch. **Sold Out** goes away by itself once there are **Pending** codes again.

The screenshot shows the Pixalink dashboard with the 'Rewards' section selected. The 'Reward Vouchers' tab is active, displaying a table of pending vouchers. The table has columns for Code, Type, Status, Claimable, Customer Name, Customer Phone Number, Expired At, Given At, Platform, and Sync Status. Three vouchers are listed, all with a 'Pending' status. The interface also includes a sidebar with navigation options, a top navigation bar, and buttons for 'Import Regular Vouchers' and 'Reassign Pending Codes'.

Code	Type	Status	Claimable	Customer Name	Customer Phone Number	Expired At	Given At	Platform	Sync Status
WELCOME10	Code	Pending	×	N/A	N/A	2026-07-10 00:00:00	N/A	N/A	N/A
SAVE20-ABC	Code	Pending	×	N/A	N/A	2026-09-10 00:00:00	N/A	N/A	N/A
VCH-001	Code	Pending	×	N/A	N/A	2026-06-24 23:59:59	N/A	N/A	N/A

Get Warned Before Codes Run Out

You can get an alert before a reward's codes run out. See [How to Enable Low Stock Notifications for Voucher Codes](https://kb.pixalink.io/articles/how-to-enable-low-stock-notifications-for-voucher-codes) (<https://kb.pixalink.io/articles/how-to-enable-low-stock-notifications-for-voucher-codes>).

Real-Life Example

Aishah runs Boba Lab in Petaling Jaya. She uploads 50 partner coffee voucher codes and prices the voucher at 300 points. Customers claim 40 codes, and the last 10 expire unused on 31 March. The next day those 10 move to **Expired** and the count drops to 0. The voucher now shows **Sold Out**, so no one spends points for nothing. Aishah imports a fresh batch, and the voucher opens again.

Good to Know

- Rewards that have never used a stock of voucher codes don't show **Sold Out**. To cap those, use **Enable Reward Limit**. When the limit is reached, no more claims are allowed.

Pixalink

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

Enable Conditional Distribution
Require customers to meet spending criteria before receiving this reward

Details

Points

Points to Redeem*

200

☒ **Single Redemption**
Turn on if voucher can only be redeemed once.

☐ **Customer Direct Link Access**
Enable this option if you want to provide a direct link for customers to redeem the reward.

Availability Management

☒ **Enable Reward Limit**
Turn on to set a maximum number of rewards that can be redeemed

Total Available Rewards*
e.g. 100
Maximum number of rewards that can be redeemed. When reached, customers will see "All Rewards Claimed"

Total Redeemed
0
Number of times this reward has been claimed by customers

Low voucher stock alert threshold
10
For rewards backed by a third-party voucher code pool: alert the vendor when remaining codes drop to or below this number. Leave blank to use the organisation default.

- When the voucher's own **Expiration Date** passes, it leaves the portal entirely instead of showing **Sold Out**.

Need Help?

If a voucher shows **Sold Out** while **Pending** codes are still left, contact our support team.

What's Next?

- [How to Import Third-Party Reward Vouchers](https://kb.pixalink.io/articles/how-to-import-third-party-reward-vouchers) (https://kb.pixalink.io/articles/how-to-import-third-party-reward-vouchers)
- [What Do Reward Voucher Statuses Mean?](https://kb.pixalink.io/articles/what-do-reward-voucher-statuses-mean) (https://kb.pixalink.io/articles/what-do-reward-voucher-statuses-mean)
- [How to Enable Low Stock Notifications for Voucher Codes](https://kb.pixalink.io/articles/how-to-enable-low-stock-notifications-for-voucher-codes) (https://kb.pixalink.io/articles/how-to-enable-low-stock-notifications-for-voucher-codes)