

Why Can't My Customer Redeem a Reward?

What Is This?

A customer can have plenty of points and still be unable to redeem a reward. The good news: the button on their reward page always names the reason. Ask the customer what the button says, then use this guide to find the setting behind it.

EN



Reward Details



Buy 1 Free 1

Available redemption options:



800 Points

Description

Redeem your points for a buy-one-free-one treat.



Terms & Conditions



Qui vero neque aliquid voluptas aspernatur. Inventore

Insufficient Points

How It Works

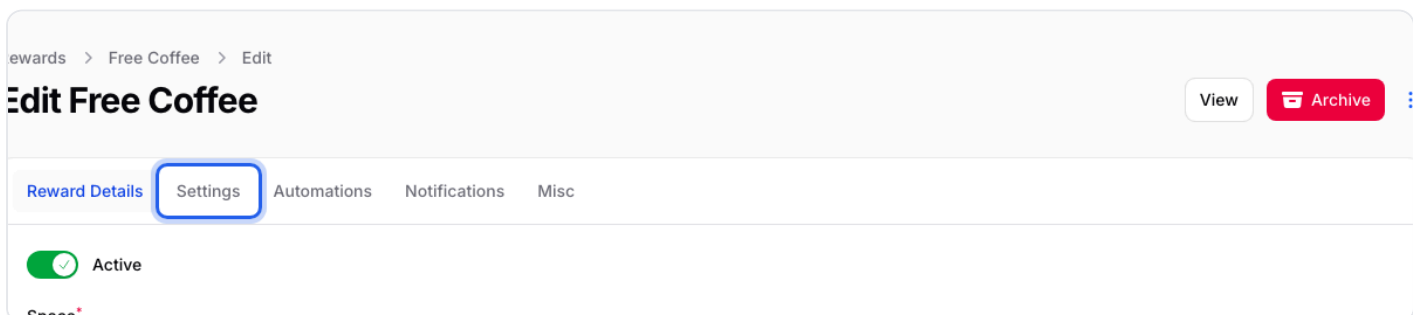
The portal checks the reward in the order below and shows the first message that applies.

Button says	Why	What to change
Redemption Not Available	Distributable is off.	Turn on Distributable .
Paid Members Only	The reward is locked for non-members.	Change Paid Membership Visibility .
You have redeemed this reward	Single Redemption is on and they already claimed it.	Working as set. Turn it off to allow repeats.
All Rewards Claimed	Total Available Rewards is used up.	Raise the number.
Sold Out	No Pending voucher codes are left.	Import more codes.
Redeemable at a date	The Distribution Start Date is in the future.	Wait, or move the date earlier.
A message about earning more points	Enable Conditional Distribution is on.	See the last setting below.
Redemption Disabled	No payment method is switched on.	Turn on Active in Points , or in Credits if you offer credit payment.
Insufficient Points	Their balance is lower than Points to Redeem .	They need more points.

If you offer credit payment, the last message reads **Insufficient Points/Credits**.

Where to Find Each Setting

All of these settings are on the same page. Go to **Loyalty Program → Rewards**, click **Edit** on the reward, then open the **Settings** tab.



Distributable is the main on/off switch for redeeming. When it is off, customers can still see the reward, but the button says **Redemption Not Available**. Turn it on and save.

☐ Display in Customer Portal (Marketplace)

Distribution
 Enable this to let customers redeem rewards on their own.

☐ Distributable
 Enable this option if the reward is for redemption purpose.

Paid Membership Visibility decides whether only paid members can use the reward. **Locked** shows it to everyone, but only members can redeem it. Pick **Visible to all customers** to open it to everyone. This box only appears if you sell paid memberships.

Visible to Customers with Tags

If no tags is selected, this reward will be visible to all customers.

Visible to Specific Tiers

Select which tiers can see this reward. Leave empty to show to all tiers.

Paid Membership Visibility
Paid Member Visibility

Restrict this reward to paid members. Hidden removes it from non-members; Locked shows it with an upgrade prompt.

Distribution
 Enable this to let customers redeem rewards on their own.

Single Redemption lets each customer claim the reward only once. **Enable Reward Limit** caps how many can be claimed in total, across all customers. When the cap is reached, the button says **All Rewards Claimed**. Raise **Total Available Rewards** to open it again.

Points
Points to Redeem*

☒ **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

Low voucher stock alert threshold

 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.

Auto-Renewal
☐ **Auto-Renewing Reward**

Active in the **Points** and **Credits** boxes decides how customers pay for the reward. If both are off, nobody can pay, and the button says **Redemption Disabled**. The **Credits** box only appears if customers can also pay with credits.

Details

Points

Active*

Points to Redeem*

800

Credits

Active*

Credits to Redeem*

0

free to redeem. !

Voucher codes matter only if the reward gives out codes from a stock you upload. When no **Pending** codes are left, the button says **Sold Out**. Scroll below the form to the **Reward Vouchers** tab and click **Import Regular Vouchers** to add more.

Customer RewardsReward Vouchers

Reward Vouchers

Reward Voucher would limit the total redemption of this reward. This is typically use for 3rd party voucher.
3 voucher code(s) remaining
Running low. Import more codes, or use Availability Management to cap redemptions instead of managing physical vouchers.

Import Regular Vouchers

Reassign Pending Codes

The Big-Balance Puzzle

When a customer has thousands of points but sees a message about earning more, look at the **Distribution Condition** box.

Distribution

Enable this to let customers redeem rewards on their own.

Distributable

Schedule

Enable this option if the reward is for redemption purpose.

Distribution Condition

Set minimum spending requirements before customers can receive this reward

Enable Conditional Distribution

Require customers to meet spending criteria before receiving this reward

Minimum Purchase Policy Type*

Select an option

All purchases are added up over time. Customers unlock this reward once their total reaches the minimum amount.

Minimum Amount*

Customer must earn points of at least this amount based on the selected policy.

Details

This condition does not look at the current balance. It looks at the points or credits the customer earned over time. For points, it counts every addition that wasn't reversed, not only purchases:

- **First transaction minimum amount** checks only the first points addition in the chosen period. If that was too small, later additions don't count.
- **Any transaction minimum amount** needs one points addition that meets the amount.
- **Cumulative transaction minimum amount** adds them all up.
- **Count Transactions From Distribution Start Date** ignores additions made before the start date.

Real-Life Example

Aishah runs Boba Lab in Petaling Jaya. Her regular Nurul has 3,000 points but can't redeem a "Free Large Tea". Aishah asks Nurul what the button says. It asks her to earn more points from her first purchase. Aishah opens the reward and sees the condition was set to "first transaction" by mistake. She changes it to **Cumulative transaction minimum amount**, and Nurul redeems straight away.

Good to Know

- If a customer can't see the reward at all, read [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).

Need Help?

If the button says **Redeem Now** but it still fails, contact our support team.

What's Next?

- [How to Set Up Conditional Reward Distribution](https://kb.pixalink.io/articles/how-to-set-up-conditional-reward-distribution) (https://kb.pixalink.io/articles/how-to-set-up-conditional-reward-distribution)
- [What Single Redemption and Reward Limit Mean](https://kb.pixalink.io/articles/what-single-redemption-and-reward-limit-mean) (https://kb.pixalink.io/articles/what-single-redemption-and-reward-limit-mean)
- [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)