

# Why Pixalink Voucher Codes Don't Work in Shopify Draft Orders (and What to Do Instead)

When your rewards are synced to Shopify, every voucher a customer claims in Pixalink also exists as a **discount code** in your Shopify store. These codes work at your online checkout and at Shopify POS — but they **cannot be entered on Draft Orders** in the Shopify admin. This is a Shopify platform limitation, not a problem with your voucher or your Pixalink settings. This guide explains why, and shows the workaround for draft orders.

## How voucher codes reach Shopify

When a reward is imported and synced with Shopify (see *How to Import Shopify Vouchers*), Pixalink creates each voucher as a **unique single-use code** attached to a shared discount in your store. This structure is what lets hundreds of individual voucher codes share one discount configuration (value, expiry, one-use-per-customer) while each code remains personal and single-use.

## Where the codes work

| Channel                                   | Works? | How                                                                                                                  |
|-------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------|
| Online store checkout                     | Yes    | Customer types the code in the Discount code field                                                                   |
| Shopify POS                               | Yes    | Scan the QR on the customer's voucher screen ( <b>Add discount → Scan discount code</b> ), or type the code manually |
| Draft Orders (admin <b>Create order</b> ) | No     | Shopify does not support this type of code in draft orders — see below                                               |

## Why Draft Orders reject the code

Shopify's Draft Order discount field only accepts a discount's *primary* code. Additional unique codes generated under a shared discount — the structure Pixalink uses so every voucher is individually single-use — are not recognised there. When staff type a voucher code into **Add discount → Discount codes** on a draft order, nothing attaches, even though the exact same code scans fine at POS and works at online checkout.

Shopify has acknowledged this as a known limitation of draft orders ([Shopify developer forum thread](https://community.shopify.dev/t/discountredeemcodebulkadd-codes-not-applying-in-draft-orders/25146) (https://community.shopify.dev/t/discountredeemcodebulkadd-codes-not-applying-in-draft-orders/25146)). There is no store setting that changes this behaviour.

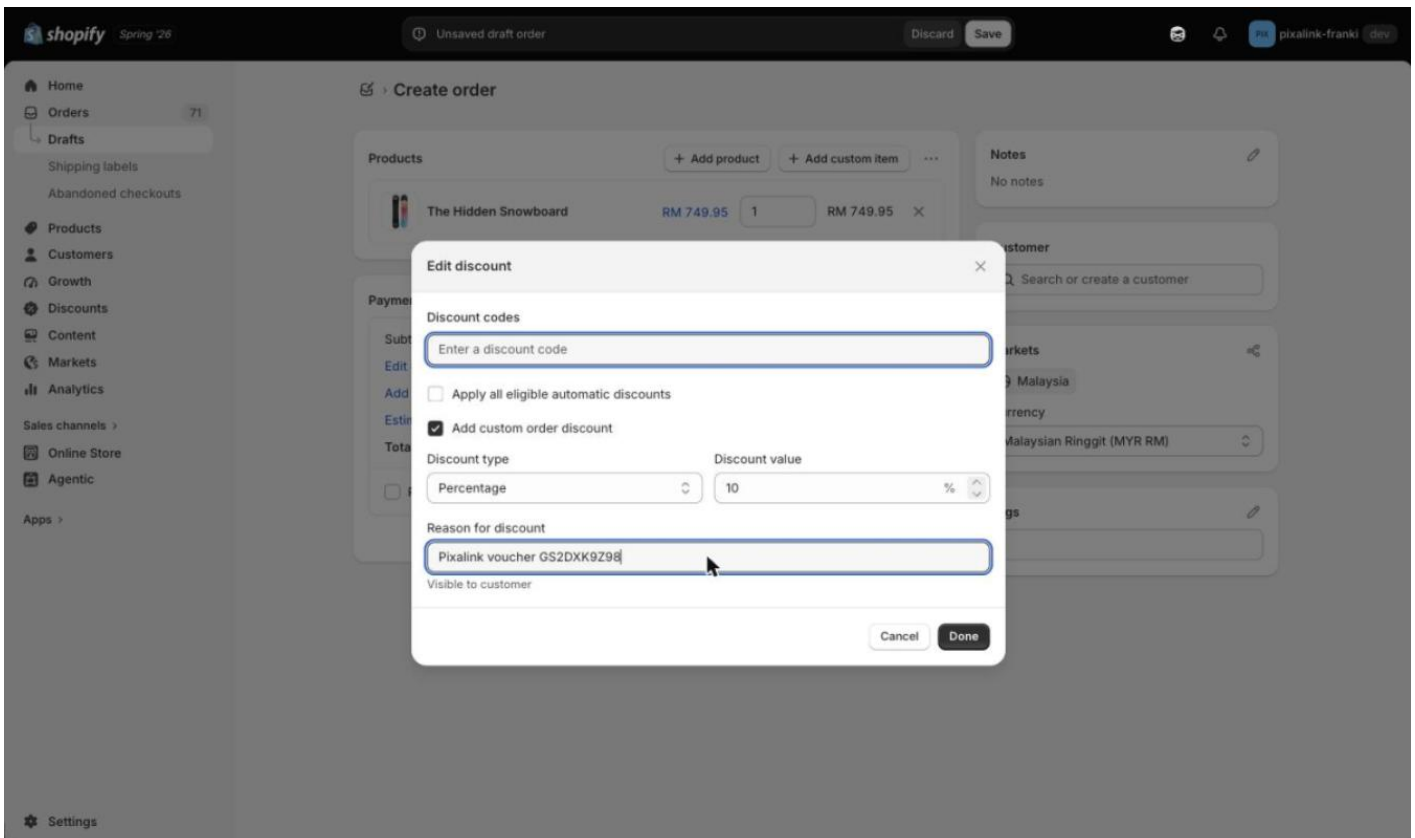
Update — fix in progress:

We are updating how Pixalink syncs vouchers to Shopify so that each voucher becomes its own standalone discount, which draft orders accept. Once this update is released, **newly synced vouchers will work in Draft Orders directly**. Vouchers that were already synced before the update will continue to need the workaround below.

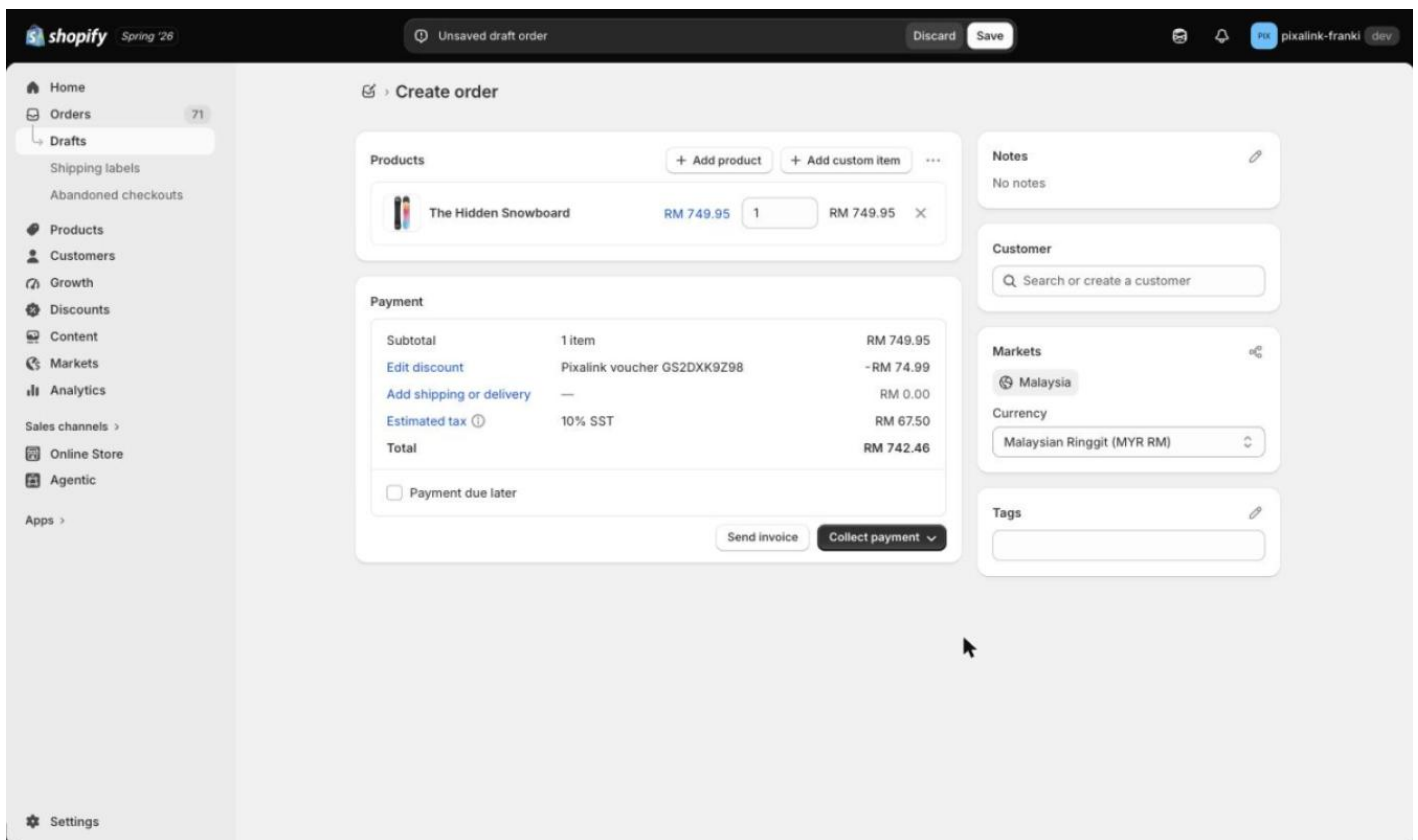
## Workaround: apply the voucher as a custom discount

If you need to honour a customer's voucher on a draft order, apply the same value manually as a custom order discount:

1. In the draft order, click **Add discount**.
2. Tick **Add custom order discount**.
3. Set the **Discount type** and **value** to match the voucher (e.g. Percentage, 10%).
4. In **Reason for discount**, enter the voucher code (e.g. `Pixalink voucher GS2DXK9Z98`) — this keeps a record on the order of which voucher was honoured.
5. Click **Done** — the discount now applies to the order.



The discount appears in the Payment section with the voucher code visible as the reason:



**Important:** because the voucher code itself was not consumed by Shopify, also **redeem the voucher in Pixalink** so it is marked as used and cannot be redeemed again elsewhere. Follow [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) — scan or enter the customer's voucher in the admin panel as you would for an in-store redemption.

## Troubleshooting codes at POS or online checkout

If a voucher code is rejected at POS or online checkout (where they *are* supported), check:

| Check                                      | Why it matters                                                                                      |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Has the code already been used?            | Voucher codes are single-use; a redeemed voucher will not work again                                |
| Is the voucher expired?                    | The Shopify discount carries the voucher's expiry date                                              |
| Is another discount already applied?       | Voucher codes do not combine with other discounts — remove other codes or automatic discounts first |
| Has this customer used this reward before? | "One use per customer" blocks a second redemption by the same customer                              |
| Was the reward synced to Shopify?          | Only rewards imported with Shopify sync enabled exist as discount codes                             |

If the code still fails after all checks pass, contact Pixalink support with the voucher code and a screenshot — we can verify the code's live status in Shopify for you.

## Notes and limits

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- Shipping discounts and Buy X Get Y codes are also unsupported in Draft Orders by Shopify, regardless of how they were created.
- Invoices sent from a draft order only accept discount codes at checkout if "**Discount codes**" was enabled when creating the invoice — and even then, Pixalink voucher codes are subject to the same limitation above.