

# Voucher Campaign

## Introduction

The Campaign feature represents a structured promotional and engagement initiative designed to communicate information, encourage participation, and increase feature adoption among residents, property owners, and stakeholders. Through targeted announcements, incentives, and time-based promotions, campaigns support activities such as promoting system features, encouraging timely payments, introducing new services, and enhancing community engagement. Integrated within the platform, this module enables administrators to plan, manage, and monitor campaigns efficiently, ensuring consistent messaging, measurable outcomes, and improved overall user experience across the property management ecosystem.

## 1. Set Up Campaign or Voucher (Unlimited/Max Redemptions per Voucher)

### 1.1 Access Campaign

Go to Admin Console > Campaign > New Campaign.

Details include:

1. Fill "Campaign Name"
2. Fill "Campaign Start Date"
3. Fill "Campaign End Date (Leave Blank for No Expiry)"
4. Select "Discount Voucher Type"
5. Fill "Discount Percentage (%)"
6. Fill "Voucher Code Prefix (Optional)"
7. Fill "Total Number of Unique Vouchers to Generate"
8. Select "Applicable Invoice Types"
9. Select "Applicable Management Bodies Projects"

### VYROX > Operation Insights

**To Do List** 10

- 69 emergency SOS to follow up [View](#)
- 53 overstaying visitors pending for action [View](#)
- 39 water meters pending for reading [View](#)
- 1 user account application pending for approval [View](#)
- 4 card access applications pending for approval [View](#)
- 1 deposit refund request pending for approval [View](#)
- 14 facility booking changes pending for approval [View](#)
- 23 complaints to follow up [View](#)
- 25 suggestions to follow up [View](#)
- 3 lease proposals pending for approval [View](#)
- 2 lease agreements in-force pending for property handover [View](#)
- 1 smart locker deliver pending for pick-up [View](#)
- 9 expired smart locker deliveries pending for further action [View](#)

**Announcements** [Add New]

- 05-Apr-2024 4:50 PM**  
**Caution: Broken Glass @ Lobby**  
Posted by Wong Wei Kei
- 16-Oct-2023 9:28 AM**  
**Notice: Tower A Lobby Leaking**  
Posted by Wong Wei Kei
- 21-Sep-2023 5:52 PM**  
**Notice: Preventive Pump Maintenance**  
Posted by Staff 001
- 20-Sep-2023 1:31 PM**  
**Notice: Lift Maintenance on September 21, 2023**  
Posted by Wong Wei Kei

**Staff 001**

- Edit Profile
- Change Password
- Go To >
- Admin Console**
- Terms of Service
- Privacy Policy
- Disclaimer
- First agreed on 14-Dec-2023 2:16 PM
- Last agreed on 07-Feb-2026 10:04 AM
- Logout

**Recently Accessed Documents**

|            |         |     |
|------------|---------|-----|
| IV00005019 | 225.20  | 16h |
| IV00005016 | 3.70    | 16h |
| IV00005038 | 29.70   | 16h |
| IV00004694 | 1080.00 | 16h |
| IV00004694 | 1080.00 | 16h |

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### Admin Console > Campaigns

**Management Bodies**

- Projects
- Employees
- Campaigns**
- Membership Plans
- Payment Processors

**Campaigns**

Deleted Show 50 Campaign

| No. | Start Date  | End Date    | Campaign Name | Discount Value | Min Spend | Redemption Limit | Vouchers (Available/Total) | Status    |
|-----|-------------|-------------|---------------|----------------|-----------|------------------|----------------------------|-----------|
| 1   | 05-Feb-2026 | 14-Feb-2026 | Test          | 15.00%         | 0.00      | Single-Use       | 997/1000                   | Available |
| 2   | 01-Feb-2026 | 28-Feb-2026 | ZCNY          | 20.00%         | 30.00     | Unlimited        | 30/∞                       | Available |
| 3   | 28-Jan-2026 | 14-Feb-2026 | CNY Campaign  | 10.00          | 0.00      | Single-Use       | 6/10                       | Available |
| 4   | 01-Jan-2026 | 31-Jan-2026 | CNY30         | 30.00%         | 0.00      | Single-Use       | 9/11                       | Expired   |

Showing 1 to 4 of 4 campaigns

Prev Next

**Staff 001**

- New Campaign**

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**Edit Test**

Campaign Name  
Test

Campaign Start Date: 05-Feb-2026  
Campaign End Date (Leave Blank for No Expiry): 14-Feb-2026

Description

Discount Voucher Type: Percentage  
Discount Percentage (%): 15.00

Minimum Spend Amount (0 means no minimum spend): 0.00  
Max Redemptions per Voucher (0 means Unlimited): 1

Voucher Code Prefix (Optional): SaleCNY  
Total Number of Unique Vouchers to Generate: 1000

Applicable Invoice Types

- Card Access
- Clamp Release
- Concierge Service
- Disbursement
- EV Charging Parking
- Facility Booking
- Fire Insurance
- Laundry
- Membership
- Rental
- Retail Sale
- Service Charge
- Sinking Fund

## 1.2 How to create Campaign Maximum Redemptions Per Voucher and Unlimited Voucher

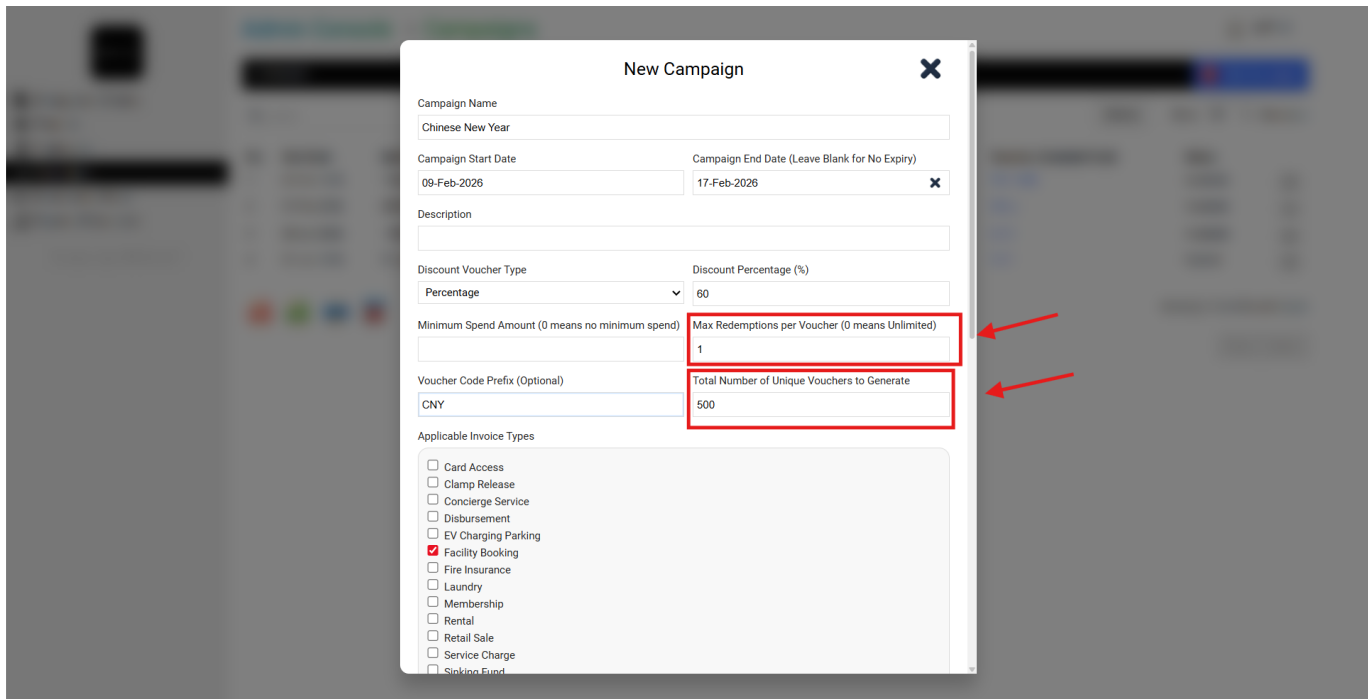
This is an important part;

You need to fill in the details:

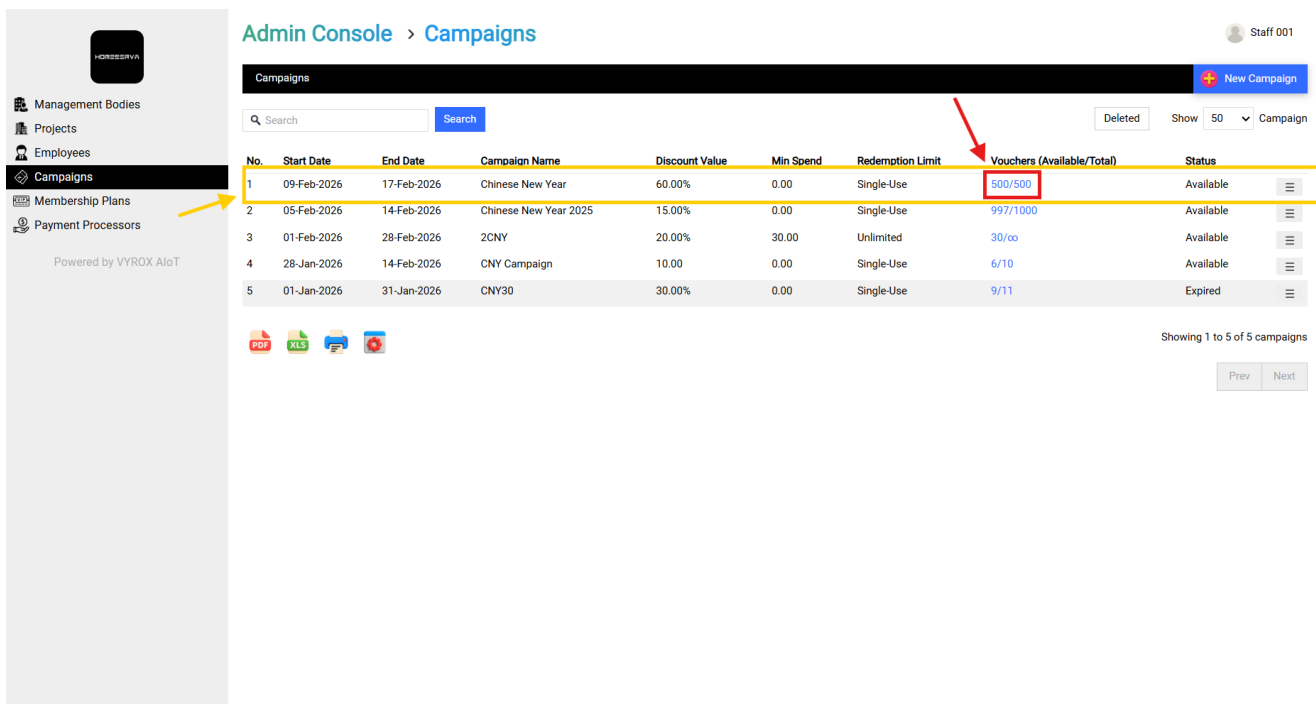
1. Fill “Max Redemptions per Voucher”
2. Fill “Total Number of Unique Vouchers to Generate”

### 1.2.1 Create Campaign Maximum Redemptions Per Voucher

Must fill “Max Redemptions per Voucher” and “Total Number of Unique Vouchers to Generate”

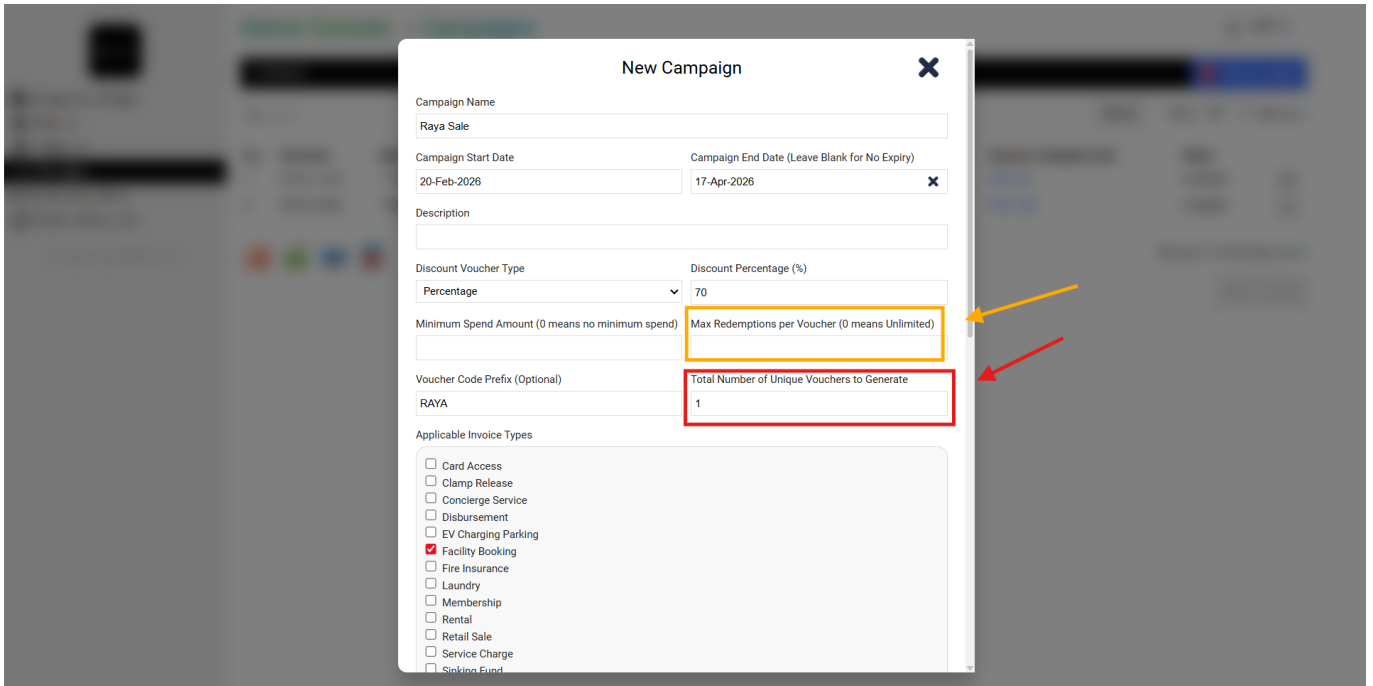


if customer use voucher, automatically deduct the voucher (Available/Total)

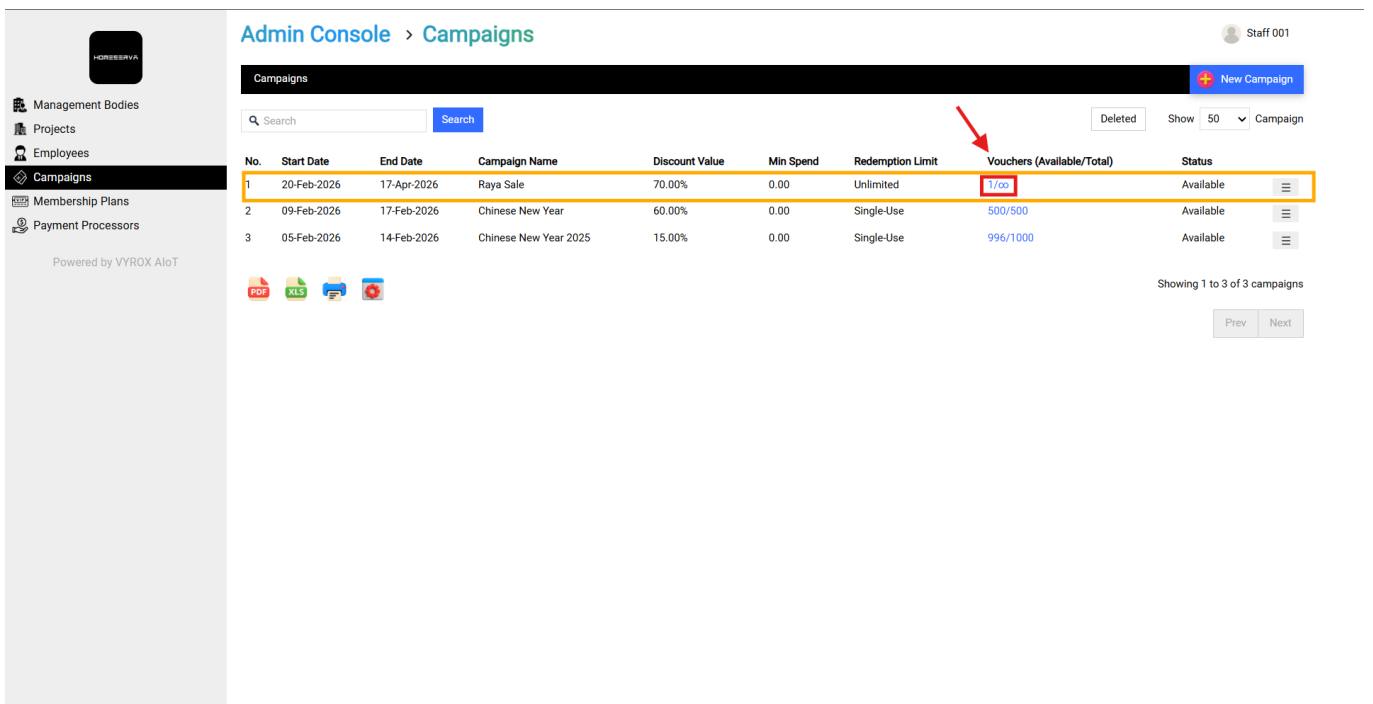


### 1.2.2 Unlimited Voucher

The “Max Redemptions per Voucher” field must be left blank or set to zero. The “Total Number of Unique Vouchers to Generate” field can be set to one, resulting in a single voucher that is valid for unlimited use.



if customer use voucher, automatically deduct the voucher (Available/Total)



## 2. How Use Campaign or Voucher

Go to Admin Console > Campaign

### Step 1:

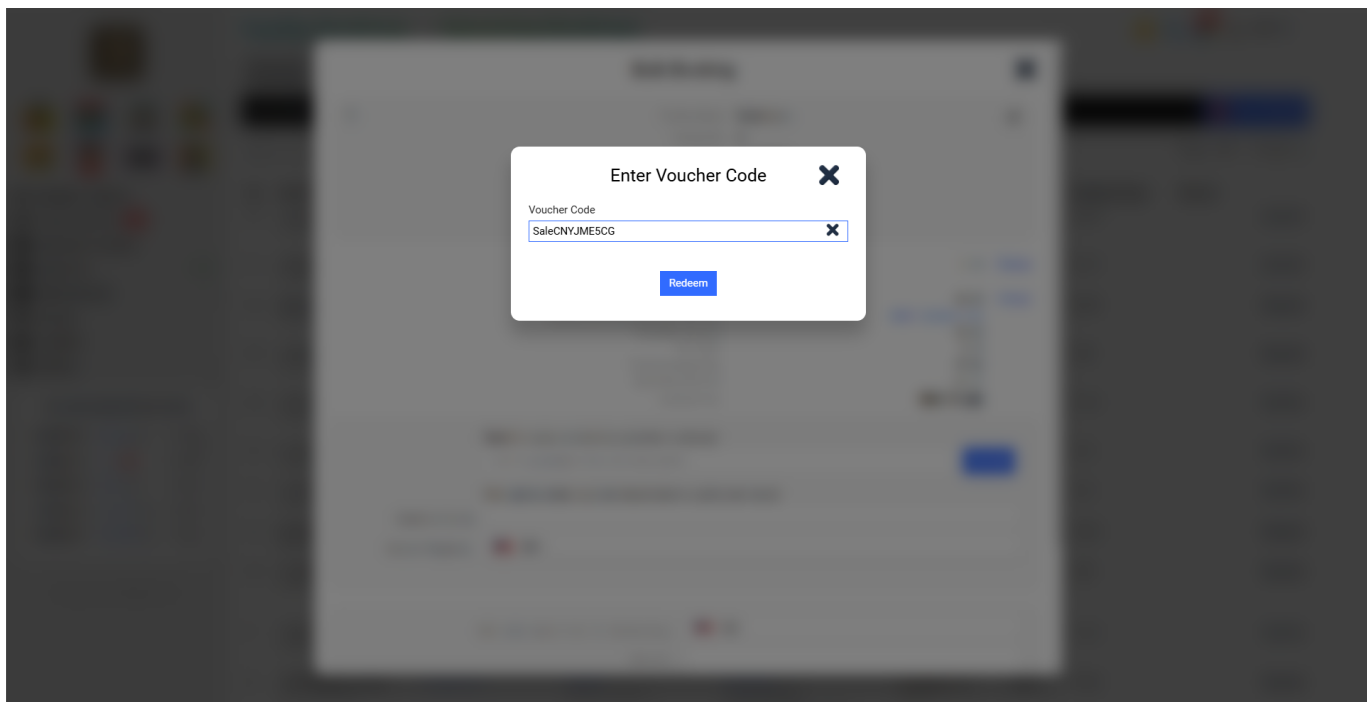
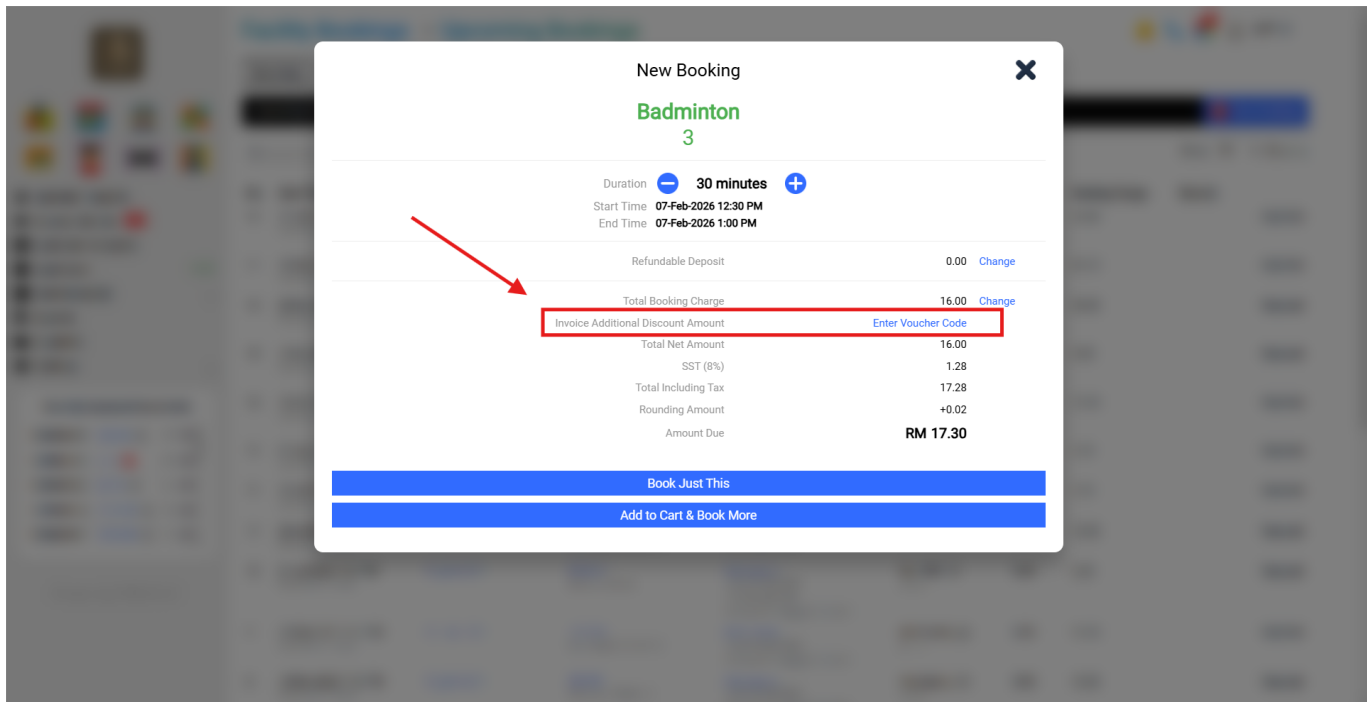
Click at "Vouchers (Available/Total)" as you create

### Step 2:

Copy “Copy Voucher Code”

### Step 3:

Go to Facility Booking at Bulk Booking > Find “Invoice Additional Discount Amount” > click “Enter Voucher Code” > paste the voucher and the discount will automatically calculate > after finishing, fill in the information click “Book”



## 2. Q&A

1. If the voucher is unlimited, I would like to know the number of customers who are actually using it, as well as the specifics of who is using it.

Go to Admin Console > Campaign > Click Vouchers > Look Redemption Count > Click Redemptions

**Admin Console > Campaigns**

Staff 001

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| No. | Start Date  | End Date    | Campaign Name         | Discount Value | Min Spend | Redemption Limit | Vouchers (Available/Total) | Status    |
|-----|-------------|-------------|-----------------------|----------------|-----------|------------------|----------------------------|-----------|
| 1   | 21-Feb-2026 |             | Chinese               | 100.00%        | 0.00      | Unlimited        | 1/∞                        | Available |
| 2   | 20-Feb-2026 | 17-Apr-2026 | Raya Sale             | 70.00%         | 0.00      | Unlimited        | 1/∞                        | Available |
| 3   | 09-Feb-2026 | 17-Feb-2026 | Chinese New Year      | 60.00%         | 0.00      | Single-Use       | 498/500                    | Available |
| 4   | 05-Feb-2026 | 14-Feb-2026 | Chinese New Year 2025 | 15.00%         | 0.00      | Single-Use       | 996/1000                   | Available |

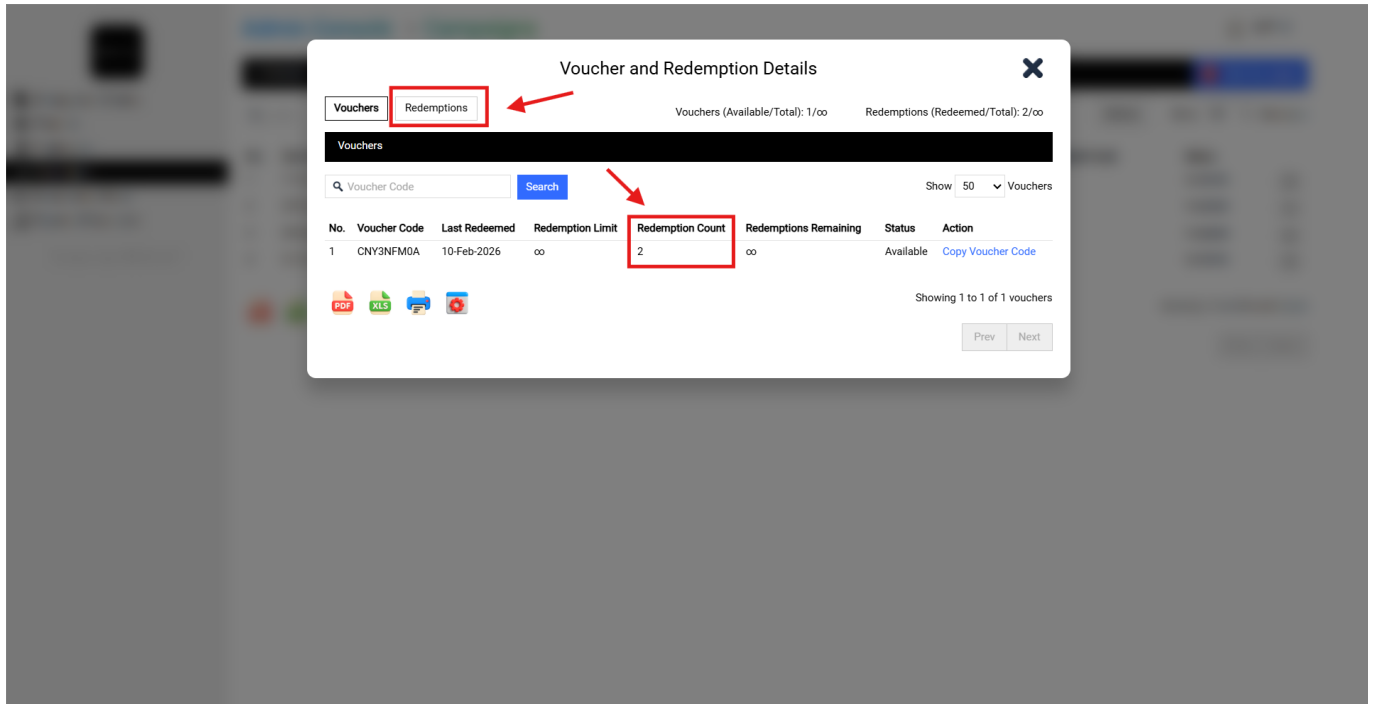
Showing 1 to 4 of 4 campaigns

**Voucher and Redemption Details**

Vouchers Redemptions Total Redeemed Customers: 1 Total Discounted Amount: RM 26.25

| No. | Redemption Date | Voucher Code | Customer Name                  | Mobile No. | Redemption Location | Discounted Amount |
|-----|-----------------|--------------|--------------------------------|------------|---------------------|-------------------|
| 1   | 10-Feb-2026     | CNY3NFM0A    | AIMAN HAZIM BIN HENDRI (JIMMY) | [REDACTED] | VYROX               | 13.75             |
| 2   | 10-Feb-2026     | CNY3NFM0A    | AIMAN HAZIM BIN HENDRI (JIMMY) | [REDACTED] | VYROX               | 12.50             |

Showing 1 to 2 of 2 redemptions



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