

Bulk Point Imports and Customer Balances Explained

What Is This?

When you upload a points file, each row lands in **Point History** first. The customer's points balance updates a little later, on its own. This guide explains that gap, how to check your totals, and the one mistake to avoid.

How It Works

Both bulk tools live on the **Point History** page.

 Dashboard

Loyalty Program

 Record Points

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Go to **Admin Panel** → **Loyalty Program** → **Point History** and click the three-dot menu. **Upload Transactions** adds points from a file. **Bulk Deduct Point** removes points from a file.

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US

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Point History > List

Point History

All

+ Points 1

- Points 1

Record Points

Export Transactions

Upload Transactions

Bulk Deduct Point

Bulk Reward Assignment

Created At

Phone Number

Customer Name

Amount

Type

Reward Name

Space Name

1 month ago

+60111222331

Aisyah Rahman

-200

Point Reward Redeem

One (1) Mud Crab

Restoran Makanan Laut 99

1 month ago

+60111222331

Aisyah Rahman

+500

Purchase

N/A

Restoran Makanan Laut 99

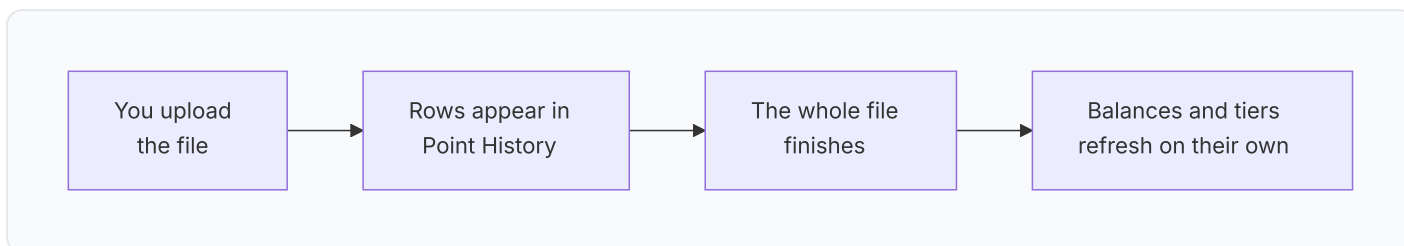
Showing 1 to 2 of 2 results

Per page 10

Here is what happens after you click **Import**:

- Rows are saved into Point History while the file is still being processed.

- When the whole file is done, you get a message with a count of imported rows.
- After that, the affected customers' balances are refreshed automatically, usually within a few minutes. If you use tiers, tiers are re-checked at the same time.
- Small files usually finish within minutes. Files with thousands of rows take longer.



The balance is re-added from the customer's full point history, so a balance that looks behind usually catches up within a few minutes. If one still looks off after about 30 minutes, our support team can put it right (see **Need Help?** below). Duplicate rows never fix themselves, though — that is why re-uploading is risky.

Import Point Histories

[Download example CSV file](#)

Upload a CSV file

☐ Skip unregistered customers

Rows for phone numbers not yet registered in Pixalink will be silently skipped instead of shown as errors.

Import

Cancel

The upload window has a **Skip unregistered customers** switch, which starts off. Leave it off and new phone numbers in your file usually become new customers. If you send new customers a welcome message, the upload can trigger it on WhatsApp. Turn the switch on and those rows are quietly dropped instead. No error is shown and their points are not added, yet the completed message still counts them. Either way, check the phone numbers in your file before importing.

Bulk Deduct Point✕

[Download example CSV file](#)

Upload a CSV file

Import

Cancel

For deductions, put plain positive numbers in the Amount column, like 50. A row with a minus sign fails instead of deducting.

Real-Life Example

Ahmad runs Kopi Corner cafe in Bangsar. He moved off an old card system and uploaded his members' points. He opened a regular's profile straight away. The points sat in Point History, but the balance still showed the old number. He nearly uploaded the file a second time to "fix" it. Instead, he waited fifteen minutes and refreshed the page. The balance matched his file, and nobody got double points.

Good to Know

- **Never upload the same file twice.** Every row is added again, and customers end up with double points. Wait and refresh before you do anything else.
- If an entry shows a blank or 0 quantity, ignore it. Points come from the Amount column only.
- Use the **+ Points** and **- Points** tabs on Point History to check totals after an import.
- Deducted points show as **- Points** entries dated the day you imported them.

Need Help?

If a balance still looks wrong 30 minutes after the completed message, contact our support team. Attach the exact file you uploaded so we can trace it row by row.

What's Next?

- [How to Import Customers with Historical Loyalty Points](#) — the full step-by-step import guide
- [Set Up Welcome Messages and Vouchers for New Customers](#) — what new customers get sent
- [How to Set Up Point Expiry Rules](#) — how expiry affects uploaded points