

If you need to find out who issued points to a customer, first locate the exact entry in the customer's **Transactions** table, which serves as the customer's point history. Then match it to the corresponding entry in **Audit Log**. The audit entry's **Event** and **User** columns tell you whether the user created the transaction or modified it later.

Before you begin

Make sure your Pixalink user role can view the customer and their Audit Log. You should also know at least one detail about the points entry, such as its date, amount, type, remarks, or outlet.

Important: The customer Audit Log displays activity from the latest six months. An older transaction may still appear under Transactions but may no longer appear in this Audit Log view.

Step 1: Select the customer

1. In the Pixalink admin panel, open **Customers**.
2. Search for the customer by their available details, such as name or phone number.
3. Select the customer to open **View Customer**.

Always confirm that you have selected the correct customer before investigating a points entry.

Step 2: Find the entry in Point History

On the selected customer's page, open the **Transactions** section. This table is the customer's point history.

Find the relevant points entry by comparing:

- **Date:** when the transaction was recorded;
- **Amount:** how many points were added or deducted;
- **Type:** the type of points transaction;
- **Remarks:** any note entered when the transaction was created;
- **Quantity:** where it helps distinguish the entry; and
- **Space** or **Custom Fields:** reveal these optional columns when you need the outlet or additional transaction details.

Write down the transaction's exact date and time, amount, type, and remarks. You will use these details to find the matching Audit Log record.

Step 3: Open Audit Log

From **View Customer**, select **Audit Log** in the page actions. Pixalink opens the customer's Audit Log in a new tab.

The Audit Log includes activity for the customer and related records, including the customer's points transactions.

Step 4: Match the transaction

Look for an Audit Log row with:

- **Subject** set to **Transaction**;
- **Date Time** matching, or very close to, the date and time shown in Transactions; and
- an **Event** of **Created** or **Updated**, depending on what you are investigating.

If there are many records, use the date-range, user, or subject filters to narrow the list.

When several transactions were recorded close together, return to the Transactions table and compare the amount, type, remarks, Space, and any custom fields. You can also open the audit entry's details as explained in Step 6.

Step 5: Read the Event and User columns

The **Event** tells you what happened. The **User** tells you who performed that action.

Audit Log result	Meaning
Event: Created and a staff name under User	This user issued or created the points transaction.
Event: Updated and a staff name under User	This user modified the existing transaction. They are not necessarily the original issuer.
User: System	The activity has no staff user attached. It was generated automatically or by a system process.
User: Pixalink Support	A Pixalink administrator performed the action. The merchant admin panel masks the internal staff member's identity.

To answer “**Who issued these points?**”, use the **User** shown on the matching **Created / Transaction** entry.

To answer “**Who changed this transaction?**”, use the **User** shown on the relevant **Updated / Transaction** entry.

Step 6: View the audit details

If the correct row is not obvious, select **View** on the Audit Log entry.

The detail page can show:

- the **User**;

- the **Subject**, including the Transaction record number;
- the **Event**;
- the exact creation date and time; and
- the recorded transaction attributes or changes.

Compare these details with the entry in the customer's Transactions table. This is especially useful when several points transactions have the same amount or were recorded within a short period.

Quick investigation checklist

1. Confirm the correct customer.
2. Locate the entry under **Transactions**.
3. Record its date and time, amount, type, and remarks.
4. Open **Audit Log**.
5. Find **Subject: Transaction** at the matching time.
6. Use **Event: Created** to identify the issuer.
7. Use **Event: Updated** to identify a later modifier.
8. Select **View** when you need to compare the transaction attributes.

Troubleshooting

The transaction is not visible under Transactions

- Confirm that you selected the correct customer.
- Clear or adjust the transaction date and type filters.
- Check whether the entry is a points transaction rather than a wallet-credit or another record type.

The transaction is visible, but there is no matching Audit Log entry

- Check whether the transaction is more than six months old.
- Clear the Audit Log filters or widen the selected date range.
- Confirm that you are looking for **Subject: Transaction**, not **Subject: Customer**.
- Check whether your user role has permission to view the required audit information.

Several Audit Log entries look similar

- Match the exact date and time first.
- Compare the amount, type, remarks, Space, and custom fields in Transactions.
- Select **View** on each likely Audit Log record and compare its Transaction subject and attributes.

The User is shown as System

This means the activity does not have a staff user attached. It may have been created by an integration, automation, scheduled process, import, or another system-driven flow. Do not assign the

transaction to a specific employee unless you have additional verified evidence.

Related guides

- [Understanding Your Point History](https://kb.pixalink.io/articles/understanding-your-point-history) (https://kb.pixalink.io/articles/understanding-your-point-history)
- [How to Record Points for a Customer](https://kb.pixalink.io/articles/how-to-record-points-for-a-customer) (https://kb.pixalink.io/articles/how-to-record-points-for-a-customer)

Frequently asked questions

Which Audit Log entry shows who issued the points?

Use the entry with **Subject: Transaction** and **Event: Created** that matches the points entry's date and time. The name under **User** is the issuer recorded by Pixalink.

How do I find who modified the points transaction?

Find the matching **Subject: Transaction** entry with **Event: Updated**. The **User** on that row is the user who made that update.

Can the creator and modifier be different users?

Yes. One user may create the points transaction and another user may edit it later. Always read the **Event** together with the **User**.

Why does the Audit Log show System instead of a person's name?

Pixalink shows **System** when the activity has no user attached. This normally indicates an automated or system-driven action rather than a manual staff action.

Why does the Audit Log show Pixalink Support?

The merchant admin panel uses **Pixalink Support** when an internal Pixalink administrator performs the action. The internal staff identity is deliberately not exposed in the merchant view.

Can I see the issuing user directly in Point History?

The current Transactions table does not display the issuing user. Use the Audit Log cross-check described in this guide.

How far back can I check the customer Audit Log?

The current customer Audit Log view includes activity from the latest six months.