

# How to Deduct Points from a Customer

By Zu Wei Published Mar 19, 2026 Loyalty 2 min read

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## What Is This?

Sometimes you need to remove points from a customer's balance — maybe they returned an item, or points were added by mistake. The Deduct Points feature lets authorised staff subtract points and record the reason, keeping your loyalty programme accurate.

## Real-Life Example

**Ahmad** from **Restoran Dapur Mak** in Shah Alam accidentally recorded 200 points for a customer named **Puan Siti** instead of 20. He opens the Deduct Points action, enters 180 points with the remark "Correction — wrong amount recorded", and the balance is fixed instantly.

## How to Deduct Points

### Step 1: Open the Deduct Points Action

From the Admin Panel sidebar, go to **Loyalty Program** → **Record Points**. At the top of the page, click the **Deduct Point** button (orange button with a minus icon).

**Note:** The Deduct Point button only appears if the Verify Redemption feature is enabled for your account. If you don't see it, contact Pixalink support to enable it.

## Pixalink

### Loyalty Program ^



Record Points



Transactions



Rewards



E-commerce Transactions



POS Transactions



Customer Portal Design



News Feed



Referral Configuration



Tier Configuration



Feedback



Paid Membership Types

## Step 2: Enter the Customer's Phone Number

Search for the customer by typing their phone number. Once found, click **Next**.

Phone Number



0127834561

## Step 3: Enter the Deduction Amount and Reason

- Enter the number of points to deduct.
- Add a **remark** explaining why the deduction was made (e.g., "Item returned", "Duplicate entry correction").

Click **Submit** to process the deduction.

### Deduct Points

**Customer**

Puan Siti — 0198765432

**Deduction Amount**

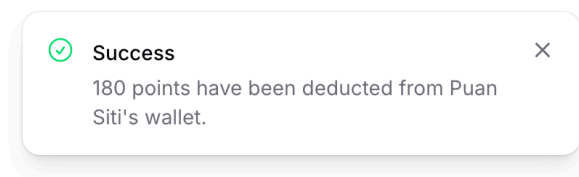
180

**Remarks**

Correction — wrong amount recorded

## Step 4: Confirm the Deduction

A notification confirms that the points have been successfully deducted from the customer's balance.



## Good to Know

- **Permission required** — Only staff with the "Deduct Transaction" permission can see and use this button. If you don't see it, ask your admin to update your role.
- **Always add a remark** — This creates an audit trail so your team knows why points were removed.
- **The deduction appears in Point History** — Both additions and deductions are logged in the Transactions list for full transparency.
- **Cannot deduct more than the balance** — The system prevents deducting more points than the customer currently has.