

What Is This?

Real-Life Example

How to Set It Up

- Credit History

Credit History > List

Credit History

+ Credits 67

- Credits 42

Top Up Credit

Deduct Credit

Created Date	Created At	Customer	Space	Amount	Type
Oct 1, 2026 13:20:00	1 hour ago	+601112223332	Bangsar Outlet	+30.00	Top Up
Oct 1, 2026 12:33:00	2 hours ago	+601112223334	Bangsar Outlet	-18.00	Purchase Reward
Oct 1, 2026 12:05:00	2 hours ago	+601112223336	Bangsar Outlet	+200.00	Top Up
Oct 1, 2026 10:40:00	4 hours ago	+601112223334	Bangsar Outlet	+50.00	Top Up
Oct 1, 2026 09:33:00	5 hours ago	+601112223334	Mid Valley Outlet	+30.00	Top Up
Oct 1, 2026 08:15:00	6 hours ago	+601112223332	Bangsar Outlet	+100.00	Top Up
Oct 1, 2026 06:00:00	8 hours ago	+601112223331	Bangsar Outlet	-30.00	Purchase Reward
Oct 1, 2026 03:00:00	11 hours ago	+601112223331	Bangsar Outlet	+50.00	Top Up
Sep 30, 2026 16:29:00	22 hours ago	+601112223333	Bangsar Outlet	-120.00	Deduct
Sep 30, 2026 13:29:00	1 day ago	+601112223333	Mid Valley Outlet	+20.00	Bonus

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1

2

3

4

...

10

11

>

2. Set **Type** to **Top Up**, pick your outlet in **Space**, choose the day in **Created At**, then click **Apply filters**.

Pixelink Explore

Dashboard
Loyalty Program
Forms
Wallet Management
Top Up Credits
Credit History
Credit Top-Ups
Top Up Configurations
Reservation
CRM
General
Settings
Users
Tags

Credit History > List

Credit History

Top Up Credit Deduct Credit

All + Credits 67 - Credits 42

Filters

Type
Top Up

Space
Bangsar Outlet

Expired entries
Hidden

Created At
01/10/2026 - 01/10/2026

Apply filters

Reset

Created Date	Created At	Customer	Space	Amount	Type
Oct 1, 2026 13:20:00	1 hour ago	+601112223332	Bangsar Outlet	+30.00	Top Up
Oct 1, 2026 12:33:00	2 hours ago	+601112223336	Bangsar Outlet	+200.00	Top Up
Oct 1, 2026 12:05:00	2 hours ago	+601112223334	Bangsar Outlet	+50.00	Top Up
Oct 1, 2026 10:40:00	4 hours ago	+601112223332	Bangsar Outlet	+100.00	Top Up
Oct 1, 2026 09:33:00	5 hours ago	+601112223331	Bangsar Outlet	+50.00	Top Up
Oct 1, 2026 08:15:00	6 hours ago	+601112223333	Bangsar Outlet	+100.00	Top Up
Oct 1, 2026 06:00:00	9 hours ago	+601112223331	Bangsar Outlet	-30.00	Purchase Reward
Oct 1, 2026 03:00:00	12 hours ago	+601112223333	Bangsar Outlet	-120.00	Deduct
Sep 30, 2026 16:29:00	22 hours ago	+601112223333	Mid Valley Outlet	+20.00	Bonus
Sep 30, 2026 13:29:00	1 day ago	+601112223333	Mid Valley Outlet	+20.00	Bonus

Showing 1 to 10 of 109 results

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3. Click the  menu at the top right and choose **Export Credits**.

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Credit History

Top Up Credit Deduct Credit

Bulk Top Up Credit
Export Credits

All + Credits 67 - Credits 42

Active filters Type: Top Up Space: Bangsar Outlet Created At: Period 01/10/2026 - 01/10/2026

Created Date	Created At	Customer	Space	Amount	Type
Oct 1, 2026 13:20:00	1 hour ago	+601112223332	Bangsar Outlet	+30.00	Top Up
Oct 1, 2026 12:05:00	2 hours ago	+601112223336	Bangsar Outlet	+200.00	Top Up
Oct 1, 2026 10:40:00	4 hours ago	+601112223334	Bangsar Outlet	+50.00	Top Up
Oct 1, 2026 08:15:00	6 hours ago	+601112223332	Bangsar Outlet	+100.00	Top Up
Oct 1, 2026 03:00:00	11 hours ago	+601112223331	Bangsar Outlet	+50.00	Top Up

Showing 1 to 5 of 5 results

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4. Keep the columns you need ticked and click **Export**.

Export Credit Histories

Columns

Deselect all

☒

Credit ID

☒

Credit Amount

☒

Credit Valid Amount

☒

Operation

☒

Credit Type

☒

Remarks

☒

Expiry Date

☒

Customer Phone Number

☒

Customer ID

☒

Space

☒

Created At

☒

Updated At

Export

Cancel

5. Open the bell icon when **Export completed** appears, then click **Download .csv** or **Download .xlsx**.

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Credit History

Credit Top-Ups

Top Up Configurations

Reservation

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Credit History

All + Credits 67 - Credits 42

Active filters Type: Top Up Space: Bangsar Outlet Created At: Period 01/10/2026 - 01/10/2026

Created Date	Created At	Customer	Space	Amount
Oct 1, 2026 13:20:00	1 hour ago	+601112223332	Bangsar Outlet	+30.00
Oct 1, 2026 12:05:00	2 hours ago	+601112223336	Bangsar Outlet	+200.00
Oct 1, 2026 10:40:00	4 hours ago	+601112223334	Bangsar Outlet	+50.00
Oct 1, 2026 08:15:00	6 hours ago	+601112223332	Bangsar Outlet	+100.00
Oct 1, 2026 03:00:00	11 hours ago	+601112223331	Bangsar Outlet	+50.00

Showing 1 to 5 of 5 results Per page 10

Notifications 1

Mark all as read Clear

Export completed 8 seconds ago Your credit export has completed and 5 rows exported.

Download .csv Download .xlsx

6. Click the panel switch icon in the top bar and choose **Analytic**.

Pixalink Explore

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Top Up Credits

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Top Up Configurations

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General

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Credit History

All + Credits 67 - Credits 42

Admin Analytic

Top Up Credit Deduct Credit

Search Filter

Created Date	Created At	Customer	Space	Amount	Type
Oct 1, 2026 13:20:00	1 hour ago	+601112223332	Bangsar Outlet	+30.00	Top Up
Oct 1, 2026 12:33:00	2 hours ago	+601112223334	Bangsar Outlet	-18.00	Purchase Reward
Oct 1, 2026 12:05:00	2 hours ago	+601112223336	Bangsar Outlet	+200.00	Top Up
Oct 1, 2026 10:40:00	4 hours ago	+601112223334	Bangsar Outlet	+50.00	Top Up
Oct 1, 2026 09:33:00	5 hours ago	+601112223334	Mid Valley Outlet	+30.00	Top Up
Oct 1, 2026 08:15:00	6 hours ago	+601112223332	Bangsar Outlet	+100.00	Top Up
Oct 1, 2026 06:00:00	9 hours ago	+601112223331	Bangsar Outlet	-30.00	Purchase Reward
Oct 1, 2026 03:00:00	12 hours ago	+601112223331	Bangsar Outlet	+50.00	Top Up
Sep 30, 2026 16:29:00	22 hours ago	+601112223333	Bangsar Outlet	-120.00	Deduct
Sep 30, 2026 13:29:00	1 day ago	+601112223333	Mid Valley Outlet	+20.00	Bonus

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7. Go to **Business performance → Credits**, then set **Date Range** and **Outlets**.

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Pixalink Explore

Overview

Loyalty

Points

Rewards

Membership tiers

Points & Rewards

Reward performance

Business performance

Credits

Outlet performance

Paid memberships

Customers

Customer segments

Membership Sign-Up

Acquisition

Retention

Overview

Loyalty

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Rewards

Membership tiers

Points & Rewards

Reward performance

Business performance

Credits

Outlet performance

Paid memberships

Customers

Customer segments

Membership Sign-Up

Acquisition

Retention

Credits

Reconcile credit issued and spent across outlets for the selected period. With all outlets selected, shared entries are limited to customers registered at your permitted outlets if your access is restricted.

Date Range

2026-09-02 - 2026-10-01

Outlets

All

Total topped up

RM 4,650.00

Credit your customers paid for in the selected period

Total redeemed

RM 2,562.00

Credit spent at outlets — the amount to settle

Bonus given out

RM 315.00

Free credit you awarded — not money you collected

Outstanding balance

RM 2,403.00

Unspent credit your customers still hold today

Credit wallet health

Registration outlets: the selected outlets and your permissions determine whose wallets appear. Includes their funds from every issuing outlet.
Live snapshot · 01 Oct 2026 15:02 · Date filter does not apply

Spendable credit now

RM 2,403.00

Wallets with spendable credit

6

Credit wallet health

Expiry window	Remaining credit	Wallet holders
Next 7 days	RM 0.00	0
After 7 days, within 30 days	RM 0.00	0
After 30 days	RM 0.00	0
Without expiry	RM 2,403.00	6

Remaining unused funds, including bonuses; already expired funds are excluded. A wallet can appear in multiple expiry groups. Review upcoming expiries before planning customer outreach. This is not the settlement amount.

8. Click **Export settlement summary**, check **From date** and **To date**, and click **Export**.

Export Spaces

Columns

Deselect all

☒

Outlet ID

☒

Outlet

☒

Credit topped up

☒

Credit redeemed

☒

Bonus given out

☒

Redemption count

From date*

09/02/2026

To date*

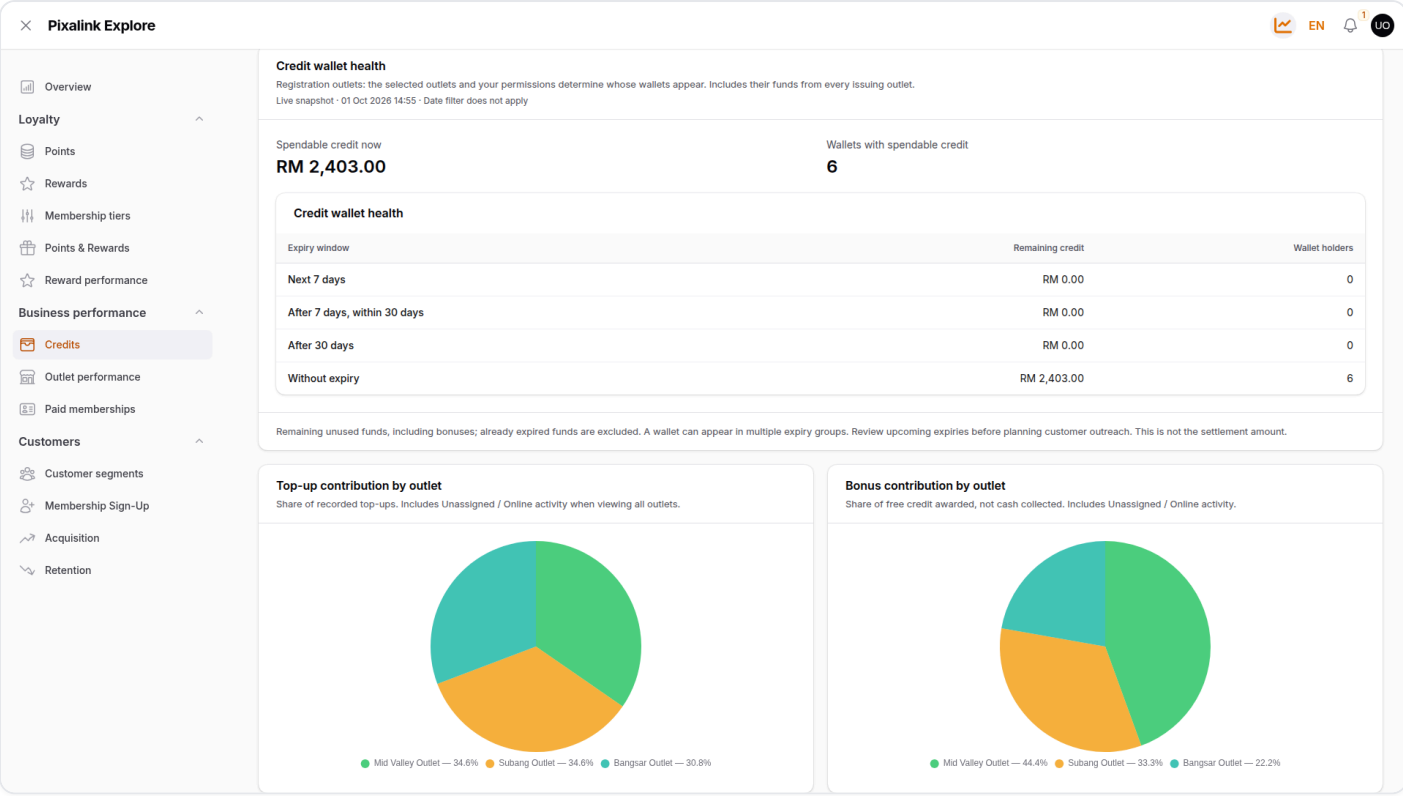
10/01/2026

Export

Cancel

What the Credits Dashboard Tells You

- **Total topped up** is credit customers paid for. **Bonus given out** is free credit, not cash collected.
- **Outstanding balance** and **Credit wallet health** show unspent credit right now. The date filter doesn't apply.
- **Top-up / Bonus contribution by outlet** shows each outlet's share when **Outlets** is **All**, plus an **Unassigned / Online** slice for credit not linked to an outlet.



The settlement summary has one row per outlet in your **Outlets** filter, with credit topped up, redeemed, bonus and a **Redemption count**. Credit not linked to an outlet isn't included, so totals can be lower than the dashboard.

Credit History vs Credit Top-Ups

Credit History lists every credit movement. Expired credit is hidden unless you turn on the **Expired entries** filter. **Credit Top-Ups** lists only online top-ups (completed, pending and failed), with a **Transaction ID** under **View**. It has no export button and only appears if online top-ups are on.

Credit Top-Ups

Filter: All 5, Completed 3, Pending 1, Failed 1

Created At	Customer	Name	Amount Paid	Bonus	Total Credits	Status
54 minutes ago	+681112223331	Siti Noraini	RM100.00	+10.00 credits	110.00 credits	Completed
1 day ago	+681112223332	Lim Wei Jie	RM50.00	-	50.00 credits	Completed
2 days ago	+681112223333	Ravi Kumar	RM200.00	+20.00 credits	220.00 credits	Pending
3 days ago	+681112223334	Farah Aziz	RM30.00	-	30.00 credits	Failed
4 days ago	+681112223335	Chong Mei Ling	RM150.00	+15.00 credits	165.00 credits	Completed

Showing 1 to 5 of 5 results

What Your Customers Will See

Nothing changes for your customers. If **New Credit Notification** is on, each customer gets their own message when they top up.

Can Management Get an Email for Every Top-Up?

No. In **Admin Panel** → **Settings** → **Configurations** → **Notification Settings** → **Credit**, **New Credit Notification** goes to the customer only. The one staff alert, **Credit Usage Notification**, is sent when a customer uses credits to redeem a reward from your rewards list. It isn't sent for top-ups or manual deductions. To email staff, turn on its **Email** channel and list addresses under **Send the email to**. Include your own address if you still want a copy. For shift tallies, use the daily export.

Notification Settings appears under **Configurations** only after a WhatsApp number is connected.

Good to Know

- The export uses the filters and search you have on screen.
- Online, POS and imported top-ups also show as **Top Up**. Their **Remarks** usually say where they came from, for example "Credit top-up via payment gateway", but some POS systems leave **Remarks** blank. Check **Remarks** and the **Space** column together, and leave these top-ups out when you count the cash drawer.
- **Created At** filters whole days. Use the time in the file to split shifts.
- Amounts in the file are positive. The **Operation** column shows + for credit in and - for credit out.
- The **Space** column in the file shows the outlet's short web name, not its full name.
- The **Space** filter appears only if you have two or more outlets.
- If you don't see **Analytic** in the top bar, ask your account owner to check that your role can view the dashboard. If it's still missing, contact support to turn it on for your account.

Need Help?

Reach out to our support team. We're happy to help.

What's Next?

- [How to Top Up Customer Credits](https://kb.pixalink.io/articles/how-to-top-up-customer-credits) (https://kb.pixalink.io/articles/how-to-top-up-customer-credits)
- [What Are Credits and How the Credit Wallet Works](https://kb.pixalink.io/articles/what-are-credits-and-how-the-credit-wallet-works) (https://kb.pixalink.io/articles/what-are-credits-and-how-the-credit-wallet-works)
- [Navigating Your Analytics Dashboard](https://kb.pixalink.io/articles/navigating-your-analytics-dashboard) (https://kb.pixalink.io/articles/navigating-your-analytics-dashboard)