

What Is This?

Every voucher has its own **Audit Log**. It lists who created the voucher, who changed it later, when, and exactly what they changed. When a voucher's points, dates or rules change without warning, you can find out which staff account did it in under a minute.

Real-Life Example

Siti runs a beauty salon in Johor Bahru with three staff logins. One morning her "RM10 Off Facial" voucher suddenly costs 50 points instead of 200. Nobody remembers changing it. Siti opens the voucher's Audit Log and finds an "updated" entry from yesterday at 6:42 pm. The **User** column shows her part-time manager's account. She clicks **View** and sees the points went from 200 to 50. A quick chat sorts it out, and she fixes the points.

How to Set It Up

1. Go to **Loyalty Program** → **Rewards** in the sidebar.

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 News Feeds

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 Tier Configurations

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Reservation

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CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

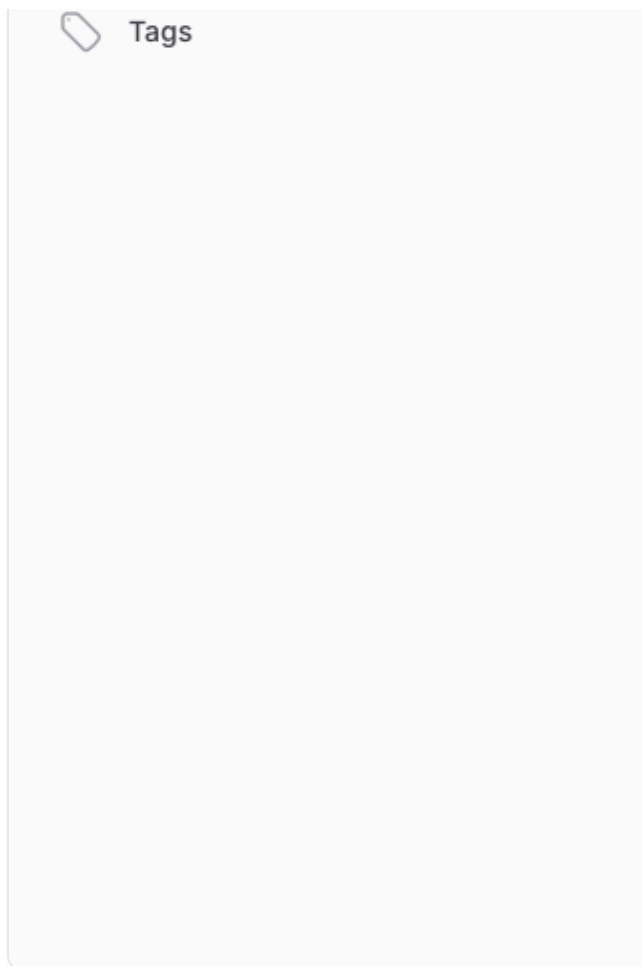
General

 Spaces

Settings

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2. Click **View** on the voucher you want to check.

Pixelink

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Rewards > List

Rewards

New Reward Manage Reward Bundles

Search

☐	Reward Name	Expiration Date	Status	
☐	RM10 Cash Voucher	28 Aug, 2026	Active	View Edit Duplicate Archive
☐	RM20 Cash Voucher	28 Aug, 2026	Active	View Edit Duplicate Archive
☐	Buy 1 Free 1	28 Aug, 2026	Active	View Edit Duplicate Archive
☐	DJI Mavic 3 Classic	28 Aug, 2026	Active	View Edit Duplicate Archive

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3. Click **Audit Log** at the top right. It opens in a new tab.

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Rewards > RM10 Cash Voucher > View

View RM10 Cash Voucher

EditAudit Log

Total

0

Total number of rewards distributed

Active Reward

0

Rewards that are active and pending to use

Redemption Rate (Used/Total Given)

0.00% (0/0)

Percentage of rewards that have been used

Reward Details

Settings

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Misc

Active

Reward Name

RM10 Cash Voucher

Description

Redeem 150 points for a RM10 cash voucher.

Terms & Conditions

Set the terms and conditions for the reward.

Terms & Conditions Template

Terms & Conditions

Beatae corporis corrupti aut aut quis. Sint molestiae ad cupiditate soluta qui. Impedit aut et est. Ut qui voluptatem est qui.

4. Read the **Event**, **User** and **Date Time** columns. The newest change is at the top.

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Audit Reward

0

Event	User	Subject Record	Date Time	
updated	User - Pixalink Demo Organization	Reward	Oct 3, 2026 14:15:52	View
created	System	Reward	Jul 28, 2026 19:06:54	View

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5. Click **View** on a row to see exactly what changed.

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Audit Reward

0

Event	User	Subject Record	Date Time	
updated	User - Pixalink Demo Organization	Reward	Oct 3, 2026 14:15:52	View
created	System	Reward	Jul 26, 2026 19:06:54	View

Showing 1 to 2 of 2 results

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6. Compare the two boxes. **Old** is the value before the change, and **Attributes** is the value after it. Here the voucher's points went from 150 to 100.

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Activities > View

View Activity

User

User - Pixalink Demo Organization

Subject Record

App\Models\Reward

Description

updated

Organisation

General Demo Prod Organization

Event

Updated

Created At

03/10/2026 14:15

Old

Key	Value
amount	150

Attributes

Key	Value
amount	100

The **Key** column uses the system's name for each setting. For example, **amount** is **Points to Redeem**, **name** is the reward name and **is_active** is the **Active** switch.

How to read each row:

You see	It means
Event: created, Subject Record: Reward	The voucher was first made by this user
Event: updated, Subject Record: Reward	This user saved a change to the voucher's settings
A staff name under User	The change was made from that login
Pixalink Support under User	Our team made the change for you
System under User	No staff login was involved, so it was an automatic change

What Your Customers Will See

Nothing. The Audit Log is only for you and your team inside the admin panel.

Good to Know

- **Only the last six months are shown.** Older changes don't appear on this page.
- **Other rows are not setting changes.** Rows marked **Transaction** are points linked to this voucher, for example when a customer redeems it.
- **Use the filter** to narrow the list by user or date when a voucher has many entries.
- **Give each staff member their own login.** If everyone shares one login, the log can only show that shared name.

Need Help?

If an entry looks wrong or you can't open it, contact our support team with the voucher name and the entry's date and time.

What's Next?

- [How to Check Who Issued or Modified a Customer's Points](https://kb.pixalink.io/articles/how-to-check-who-issued-or-modified-customer-points) (https://kb.pixalink.io/articles/how-to-check-who-issued-or-modified-customer-points)
- [How to Invite Your Team and Manage Roles](https://kb.pixalink.io/articles/how-to-invite-your-team-and-manage-roles-v2) (https://kb.pixalink.io/articles/how-to-invite-your-team-and-manage-roles-v2)
- [What Are Rewards and How to Create Them](https://kb.pixalink.io/articles/what-are-rewards-and-how-to-create-them) (https://kb.pixalink.io/articles/what-are-rewards-and-how-to-create-them)