

## What Is This?

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When your referral programme is running, you'll often want to know who invited a specific customer — to thank them, spot your top referrers, or settle a disputed reward. Pixalink keeps a record of every inviter → invitee pair, and there are two easy places to look it up.

## Real-Life Example

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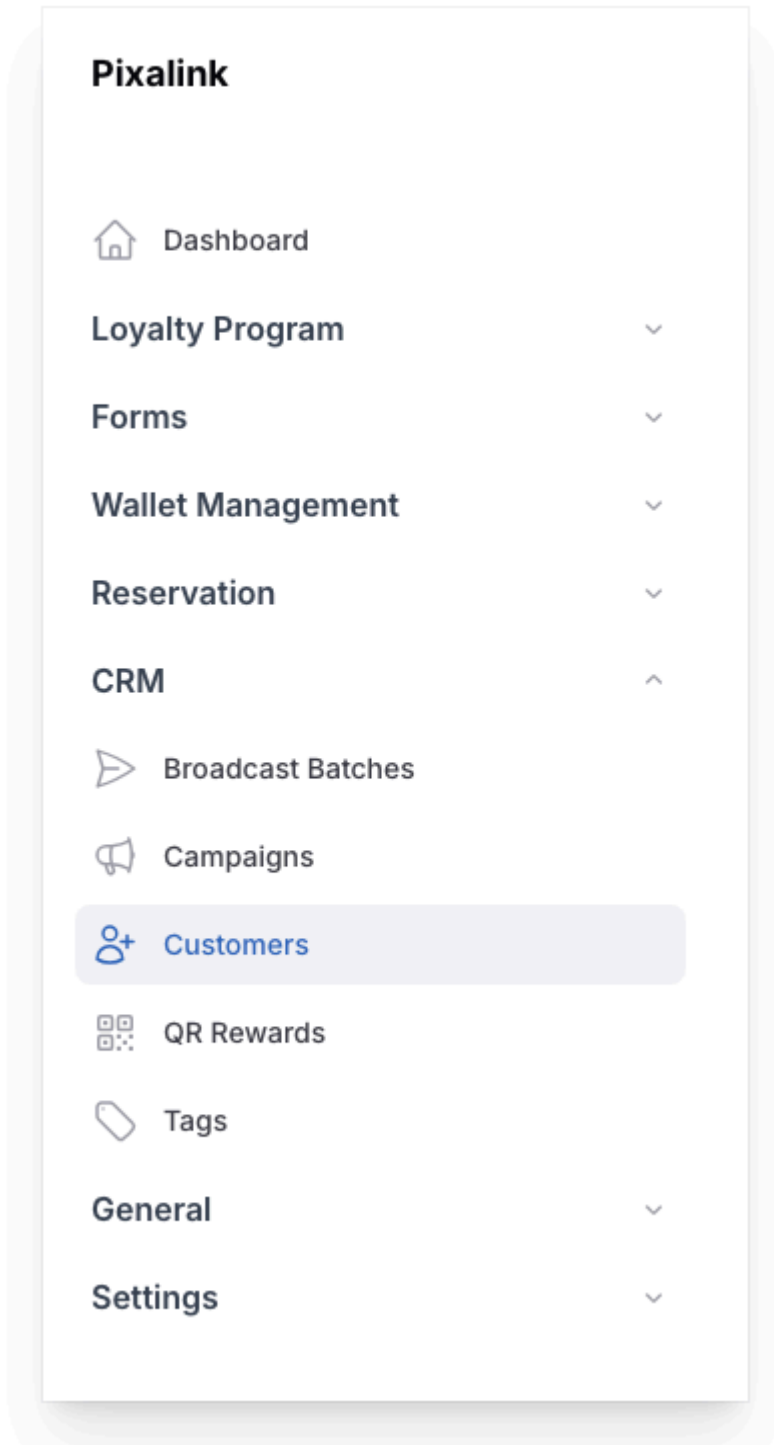
**Wei Lin** at **Kopi Lab** notices a new customer, **Siti**, has been visiting every week. She wants to thank whoever introduced Siti. She opens Siti's customer profile, reads the **Invited By** field, and sees **Ahmad** — one of her regulars. A quick WhatsApp message later, Ahmad knows his referral mattered.

## Method 1: Check One Customer

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Best when you want the inviter for a specific person.

1. Go to **Admin Panel** → **CRM** → **Customers**, search for the invitee, and open their profile.



On the profile, look for the **Invited By** field. It shows the inviter's name as a clickable link — click it to jump to the inviter's profile. If the customer wasn't referred, the field shows **N/A**.

You can also turn on the **Referred By** column on the main customer list. Use the column toggle to switch it on for a sortable view across all customers.

## Method 2: Browse All Referrals

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Best when you want the full picture — top referrers, audit checks, or a list to export.


1. Go to **Admin Panel** → **Loyalty Program** → **Referral Configurations**, open your referral configuration, and switch to the **Referrals** tab.


## Pixalink

 Dashboard

### Loyalty Program ^

 Record Points

 Transactions

 Rewards

 POS Transactions

 E-commerce Transactions


 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback

 Paid Membership Types

### Forms ∨

### Wallet Management ∨

### Reservation ∨

### CRM ∨


### General ∨

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Referrals					
Inviter	Invitee	Item	Referred At	Status	Claimed
Ahmad bin Rahman	Siti binti Hassan	1st referral	2026-05-08 09:14:00	✓	2026-05-10 12:30:00
Wei Lin Tan	Farah Abdullah	2nd referral	2026-05-09 14:22:00	✓	
Ahmad bin Rahman	Priya Sundaram	3rd referral	2026-05-11 10:05:00	✗	

The Referrals table lists every referral with:

- **Inviter** and **Invitee** — name and phone, each linked to the customer's profile
- **Item** — which referral slot was used (1st, 2nd, 3rd, etc.)
- **Referred At** — the date the referral started
- **Status** — a tick or cross showing whether the inviter's reward is claimable
- **Claimed** — the date the inviter claimed their reward

To download the list as CSV, open the  dropdown menu in the header actions and pick **Export Referrals**.

## Good to Know

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- The **Invited By** field stays at **N/A** for customers who signed up without a referral link.
- A customer can only have one inviter — whoever's referral link they first used.

## Need Help?

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Can't see the **Invited By** field on a customer you know was referred? Reach out to support with their phone number and we'll trace what happened.

## What's Next?

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- [How to Set Up Referrals](https://kb.pixalink.io/articles/how-to-set-up-referrals) (https://kb.pixalink.io/articles/how-to-set-up-referrals)
- [How to Set Referral Rewards with Claim Conditions](https://kb.pixalink.io/articles/how-to-set-referral-rewards-with-claim-conditions) (https://kb.pixalink.io/articles/how-to-set-referral-rewards-with-claim-conditions)