

# How to Use the Tier Progress Simulator

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## What Is This?

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The Tier Progress Simulator lets you test how customers move between loyalty tiers before anything goes live. You can add pretend purchases and redemptions, then instantly see which tier a customer would land on — helping you fine-tune your tier point requirements with confidence.

## Real-Life Example

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Siti runs a bubble tea chain with three tiers: Bronze (0 points), Silver (500 points), and Gold (1,000 points). Before launching, she wasn't sure if 1,000 points for Gold was too high. She opened the simulator, added a few typical purchase transactions — 15 points here, 20 points there — and watched the timeline. After simulating three months of a regular customer's visits, the customer was still stuck at Bronze. Siti lowered her Gold requirement to 800 points, re-ran the simulation, and saw the customer reach Gold by month three. She launched with the adjusted tiers and her top customers started hitting Gold within a realistic timeframe.

## How to Set It Up

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1. Go to **Admin Panel** → **Loyalty Program** → **Tier Configurations**


## Pixalink


 Dashboard

### Loyalty Program

 Record Points

 Transactions

 Rewards


 E-commerce Transactions


 POS Transactions


 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback

 Paid Membership Types

### Forms

### Wallet Management

### Reservation

### CRM

### General

### Settings

- Click on the tier configuration you want to test to open its **View** or **Edit** page, then click **Simulate** in the top-right corner
- In the **Simulated Transactions** section on the left, you'll see a table with one empty transaction row. Fill in the first row:
  - Type** — choose **Purchase** to add points, or **Redemption** to subtract points
  - Date** — pick the date this transaction would happen
  - Points** — enter the number of points earned or redeemed

**Tier Progress Simulator**

**Simulated Transactions**  
Add transactions to simulate customer purchases over time.

#	Type	Date	Points
#1	Purchase	05/08/2026	0

**Simulation Results**

Current Tier: **Blue** | Tier Points: **0** | Redeemable Points: **0**

**Tier Progress**

Blue 0 | Silver 600 | Gold 3,000 | Platinum 8,000

Point expiry is enabled. Points expire 365 days after earning.

No simulation data  
Add transactions above to see the tier progression simulation.

- Click **Add Transaction** below the table to add more rows. The simulation updates automatically as you add or change transactions.

**Tier Progress Simulator**

**Simulated Transactions**  
Add transactions to simulate customer purchases over time.

#	Type	Date	Points
#1	Purchase	01/01/2026	100
#2	Purchase	01/02/2026	700
#3	Redemption	02/05/2026	800

Available: 800 pts

**Simulation Results**

Current Tier: **Silver** | Tier Points: **800** | Redeemable Points: **0**

**Tier Progress**

Blue 0 | Silver 600 | Gold 3,000 | Platinum 8,000

Point expiry is enabled. Points expire 365 days after earning.

**Timeline**

Date	Event	Change	Total	Tier
Jan 1, 2026	Purchase (#1)	+100	100	Blue
Jan 2, 2026	Purchase (#2)	+700	800	Silver
Jan 2, 2026	→ Upgraded! Blue → Silver			
Feb 5, 2026	Redemption	-800	800	Silver

- Review the **Simulation Results** panel on the right side of the page. It shows:
  - Current Tier** — the tier this customer would be in right now
  - Tier Points** — total points counting toward tier status
  - Redeemable Points** — points available to spend on rewards
  - Tier Progress** — a visual bar showing how close the customer is to the next tier
  - Timeline** — a detailed table of every event, including tier upgrades and downgrades

## Reading the Results

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The timeline table is colour-coded to help you scan quickly:

- **Green rows** with an upward arrow show a **tier upgrade** — the customer moved to a higher tier
- **Red rows** with a downward arrow show a **tier downgrade** — the customer dropped to a lower tier
- **Green numbers** in the Change column mean points were added (from purchases)
- **Amber numbers** mean points were used (from redemptions)
- **Red numbers** mean points expired

If your account has point expiry turned on, you'll also see:

- A notice showing how many days points last before they expire
- **Future projections** marked with an asterisk (\*) — these show when existing points will expire and how that affects the customer's tier

## Good to Know

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- The simulator doesn't affect real customer data. It's a sandbox for testing only.
- Redemption transactions can't exceed the available point balance. The simulator shows you how many points are available.
- If you enter transaction dates out of order, you'll see a warning. The simulation logic sorts transactions by date internally, but the visible table rows stay in the order you entered them.
- Only automatic tiers are included in the simulation. Manually assigned tiers are excluded.
- The simulation runs instantly each time you change a transaction — no need to click a "Run" button.