Understanding Your Point History

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

What Is This?

Point History (also called Transactions) is your complete log of every point that's been added or deducted across your loyalty programme. Think of it as your loyalty programme's bank statement — every entry, every customer, every outlet, all in one place.

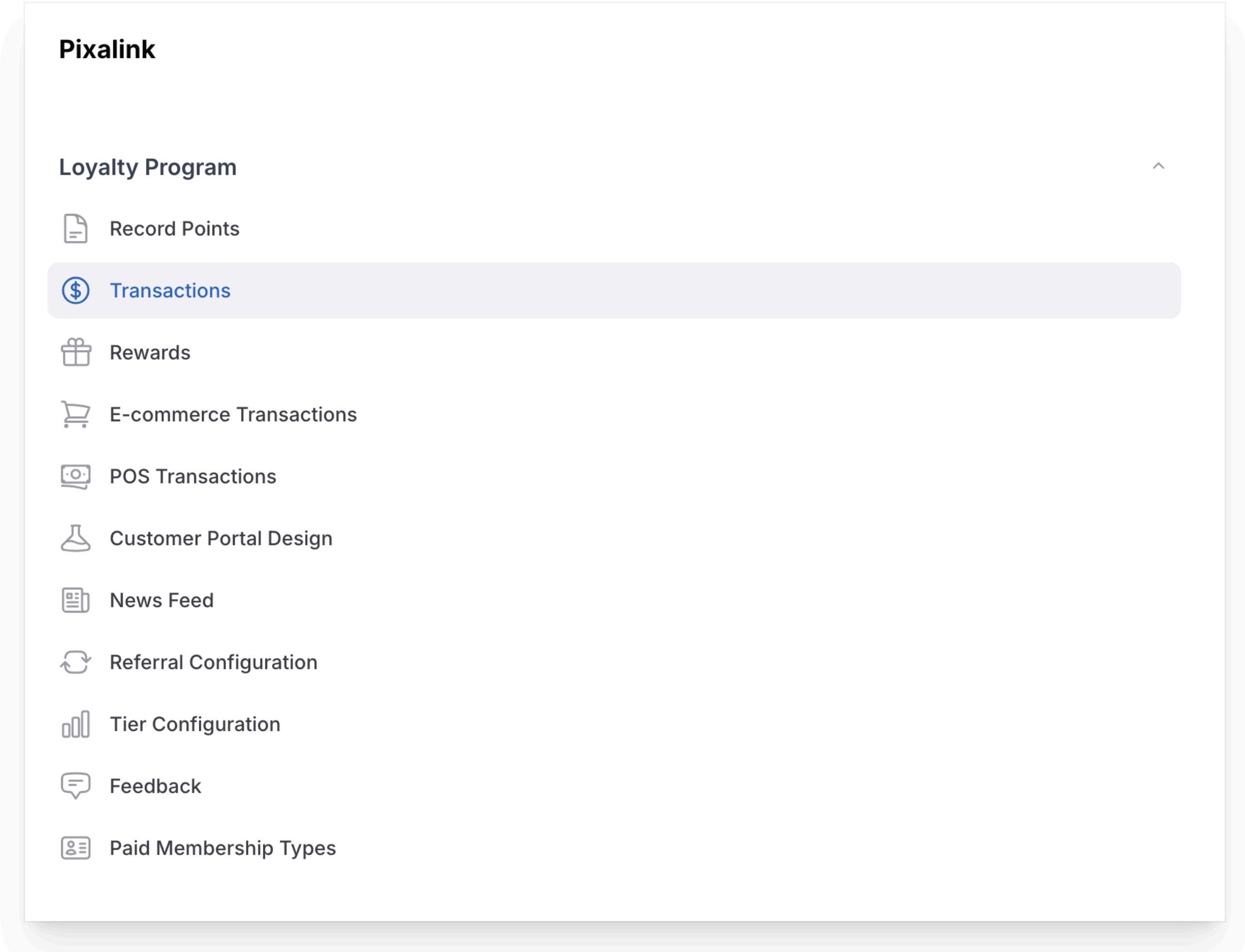
Real-Life Example

Farah, the manager of **Beauty Haven Spa** in Mont Kiara, wants to check how many points were given out last week across all three branches. She opens the Transactions page, filters by date range and space, and instantly sees a summary — no spreadsheets needed.

How to View Point History

Step 1: Open the Transactions Page

From the Admin Panel sidebar, go to **Loyalty Program → Transactions**.



Step 2: Browse the Transaction List

The table shows all transactions with these columns:

Column	What It Shows
Date	When the transaction happened (relative time, e.g., "2 hours ago")
Phone Number	Customer's phone number (clickable — links to their profile)
Customer Name	The customer's name (also clickable)
Amount	Points added (+) or deducted (–)
Type	Green badge for additions, red badge for deductions
Reward Name	If the transaction was linked to a reward redemption
Space	Which outlet processed the transaction
Remarks	Staff notes (e.g., "Birthday bonus", "Correction")

Transactions

Date	Phone Number	Customer Name	Amount	Type	Reward Name	Space	Ren
2 hours ago	0127834561	Encik Rizal	+35	Addition	—	Kopi Senja PJ	
3 hours ago	0198765432	Puan Siti	-180	Deduction	—	Kopi Senja PJ	Cor
5 hours ago	0112345678	Ahmad bin Ismail	+50	Addition	Free Coffee	Kopi Senja Bangsar	
Yesterday	0167891234	Nurul Aisyah	+120	Addition	—	Kopi Senja PJ	Birt

Step 3: Filter and Search

Use the filters at the top to narrow down your results:

Transaction Type

Select an option

Space

Select an option

Reward

Select an option

Date Range

mm/dd/yyyy

- **Transaction Type** — Show only additions or only deductions
- **Space** — Filter by specific outlet (appears if you have 2 or more spaces)
- **Reward** — Filter by specific reward
- **Date Range** — Pick a start and end date
- **Search** — Type a phone number to find a specific customer's transactions

Good to Know

- **Edit window** — Transactions can only be edited within **15 minutes** of creation. After that, they're locked for audit integrity.
- **Clicking a customer name** takes you directly to their full profile, where you can see their complete loyalty history.
- **Custom fields** — If your organisation uses custom fields on transactions, they'll appear as additional columns in the table.