Review Customer Loyalty Points Inquiry

How to Review Customer Loyalty Points Inquiry in Muhasib ERP

Overview

This guide will help you inspect a customer's loyalty-point transactions and current status at source-record level.

You get a transaction-level explanation of loyalty activity.

Who can do this

You need access to Loyalty Points Inquiry and authorized customer/sale scope.

Before you start

Have customer, transaction/reference, date range, point type, or expected balance.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Back Office → Sales & Customers → Customer Loyalty Points Inquiry.

Review Customer Loyalty Points Inquiry

Step 1: Select company, customer, and date range

Step 2: Filter by point status/type or reference where supported

Step 3: Review earned, redeemed, expired, adjusted, and reversed entries

Step 4: Open the source sale/return where possible

Step 5: Confirm dates, rule, quantities/value, and point amount

Step 6: Record unexplained entries for correction review

Check your work

Inquiry entries agree with source transactions and roll into the Loyalty Points Ledger/report.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Confirm expiry and return dates.
- Do not adjust points before tracing the source event.

Related guides

- Review the Customer Loyalty Points Ledger
- Review the Customer Loyalty Points Report
- Create a POS Sale

What to do next

Review the Customer Loyalty Points Ledger.

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