

# Adjust Points



**Menu:** Customers / Members > Edit Member



**Feature:** Loyalty Points



**Editions:** Cloud

You can use the Create Adjustment page – accessible from a member’s Loyalty Points tab – to create an adjustment transaction to increment or decrement loyalty points from a member.

Adjustments require Create loyalty point adjustment transactions permission, which are typically only granted to managers.

After reviewing the points summary information, you can enter several values for the adjustment.

- Amount
  - The amount of points to add or remove from the member.
  - The amount should be positive to add points, or negative to remove points.
- Ref No
  - A reference number indicating the purpose of the adjustment.
  - Examples include a transaction number.
- Notes
  - Optional free-form notes about the reason for the adjustment.

Adjustment transactions created through this page will have a Type value set to Adjustment. You can use the [loyalty points](#) page to search for all adjustments, by specifying this Type value as a filter.