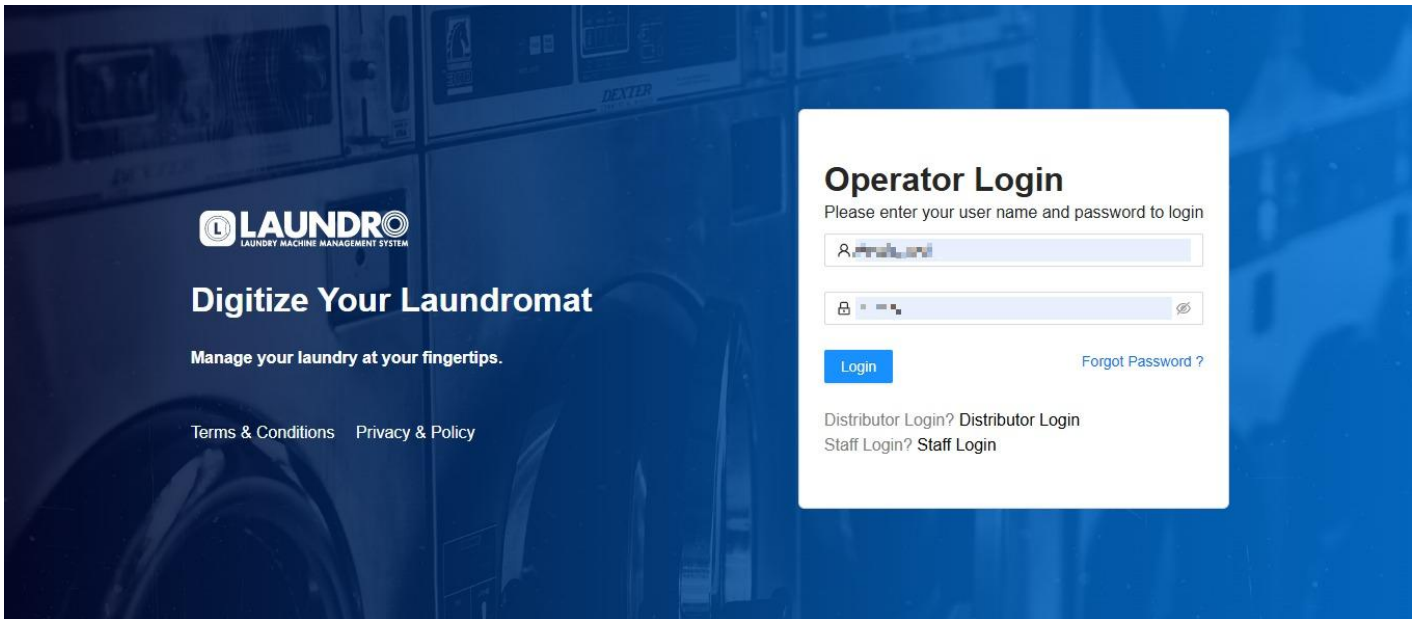


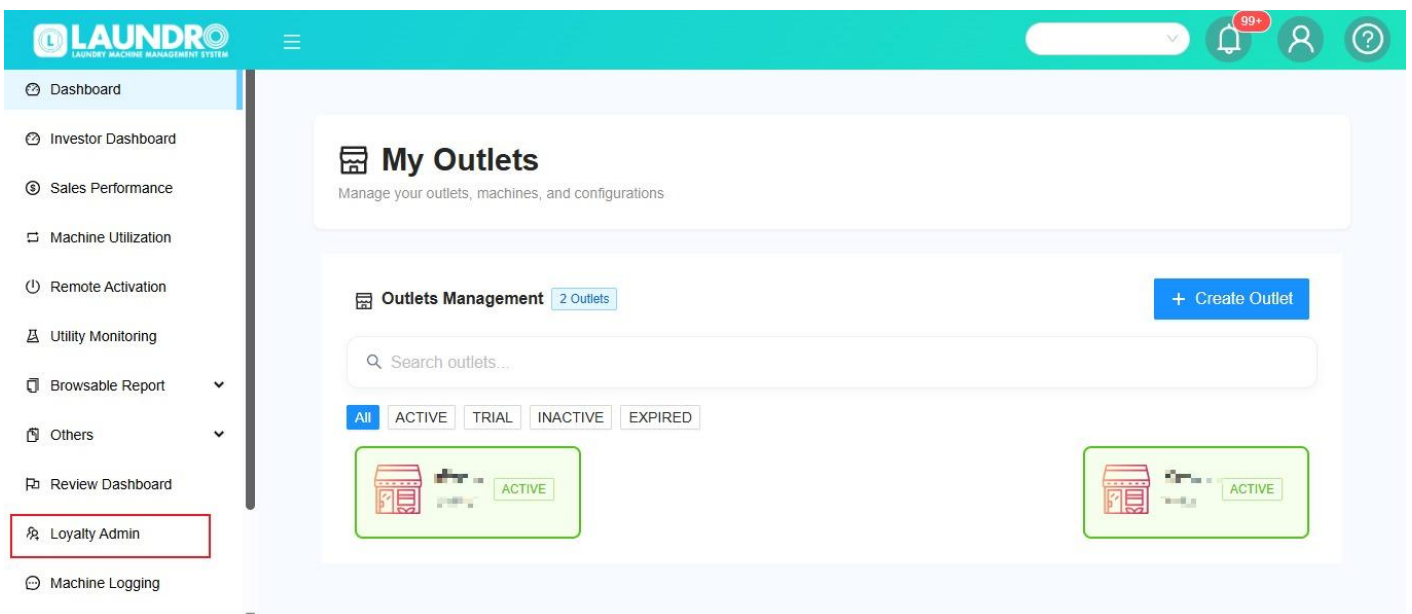
Top-up but not get token

1. Login into Laundro Portal & put-in Username / Password :

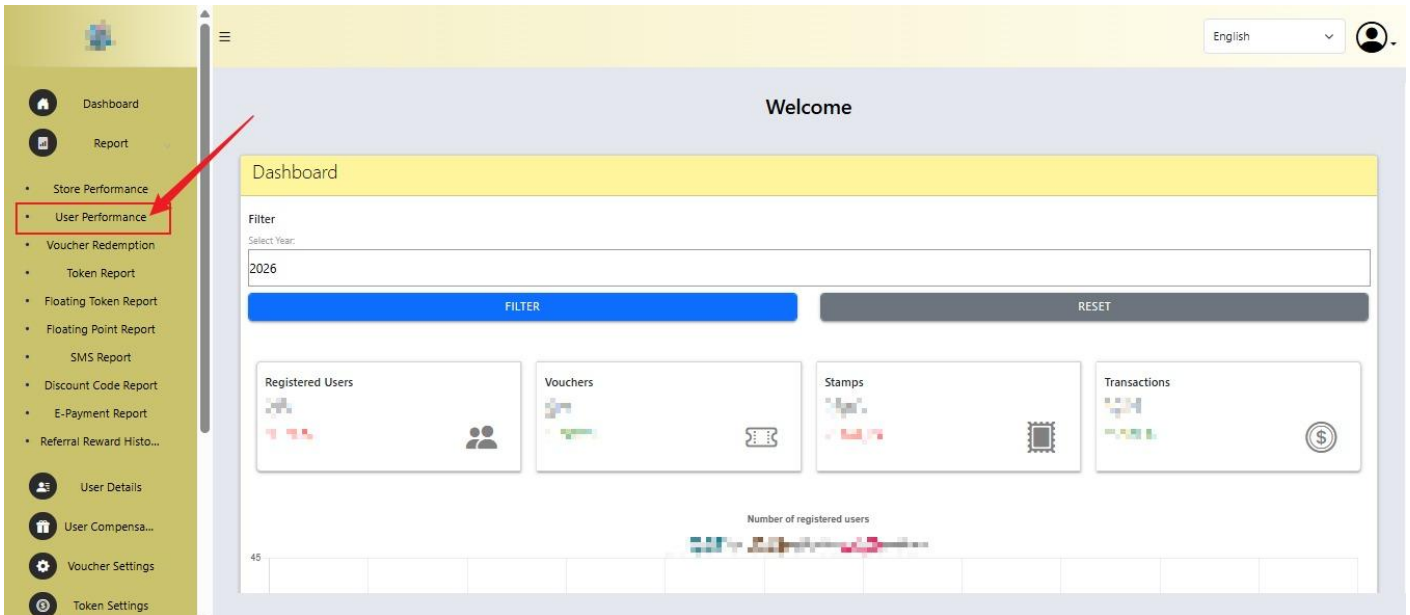
https://v2.thelaundro.com/operator_login



2. Click **Loyalty Admin**.

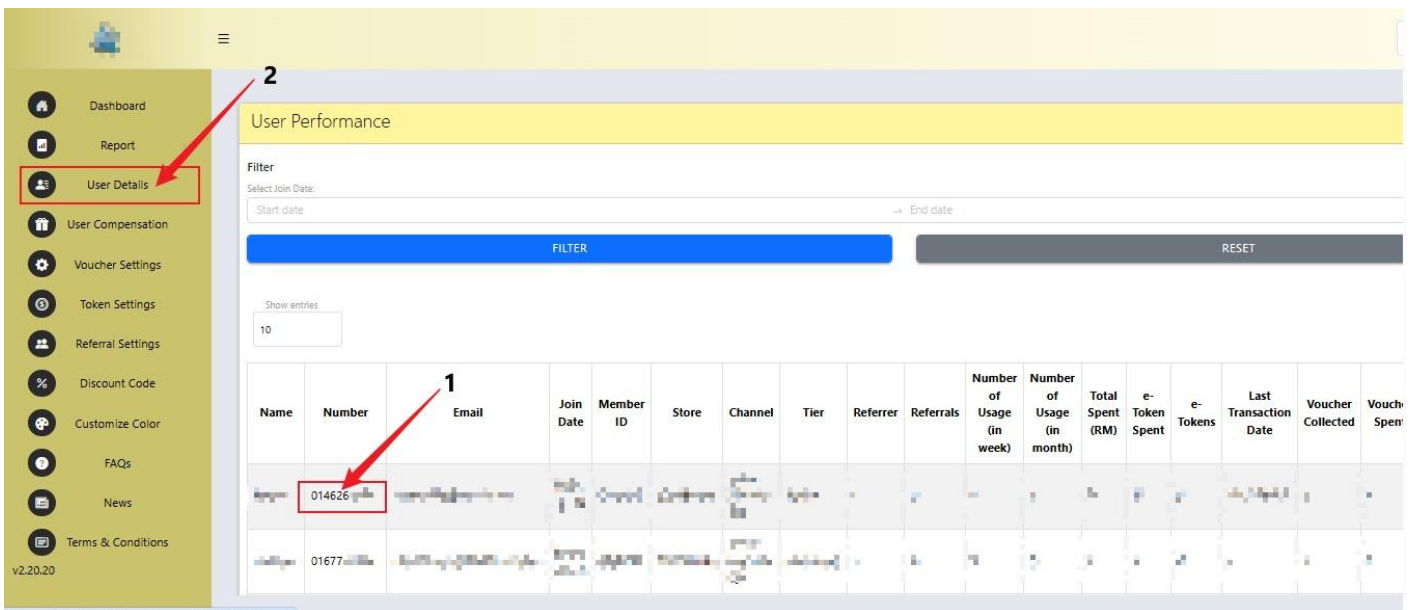


3. Click **User Performance** to find **Member ID**.



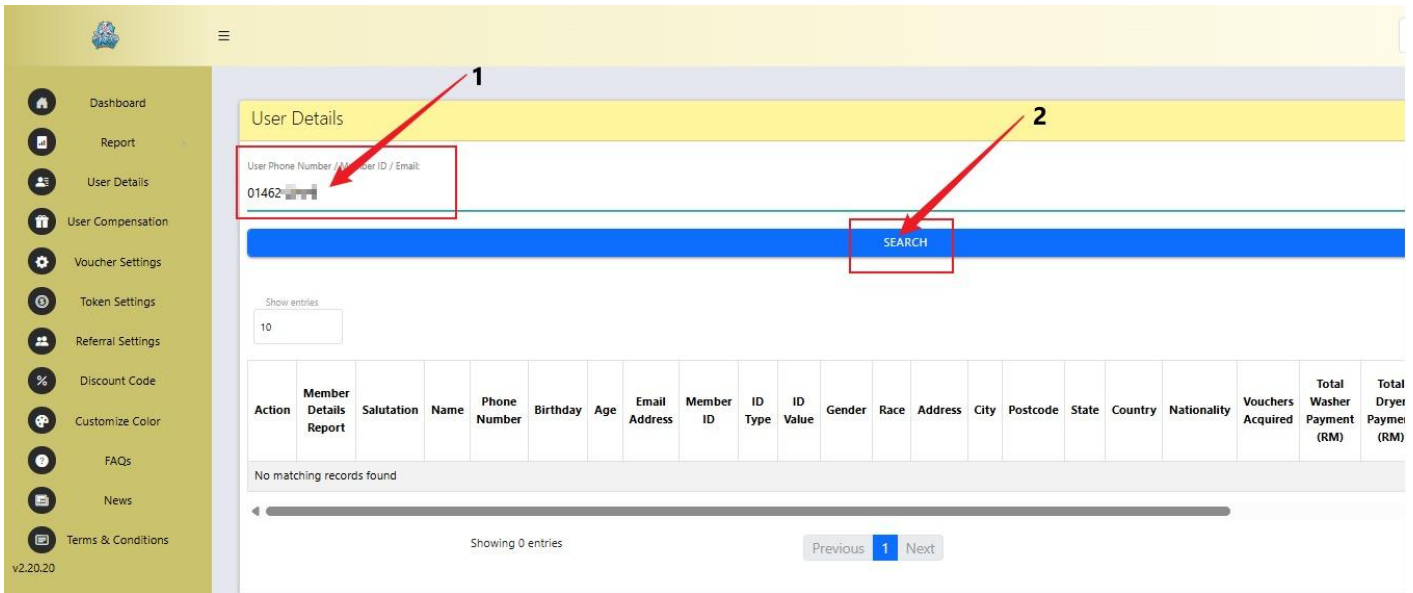
4.

1. You can get the member ID through the **phone number** by entering the member's phone number.
2. Click **User Details**.

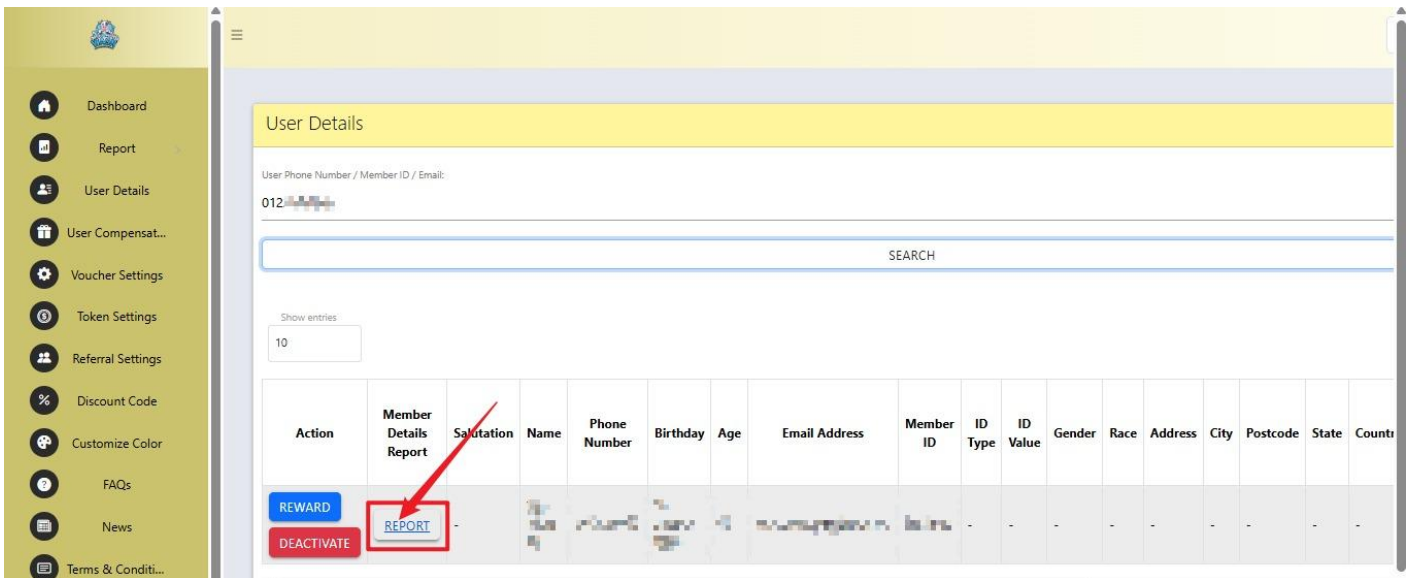


5.

1. Fill in **User Phone Number**.
2. Click **Search**.



6. Click **Report**.



7.

1. Click the **Token Reload** tab.
2. Check the transaction **Status**.
3. If the status shows **Success**, the reload is successful.
4. If the status shows **Failed**, the reload was not successful.
5. Click **REQUERY** to check the transaction again.

Transaction **Token Reload** Token Transfer User Compensation Voucher History Token History Stamp History DNG History Laundry Pass Purchase History

Laundry Pass

Show entries Search

ID	Purchase Date	e-Token Purchased (Tokens)	Bought e-Token using (RM)	Transaction ID	Reference ID	Method	Status	Action
[blurred]	2025-12-19 15:08:49	21	20	251219071032310414712224	61282329127608796	FPX	Success	
[blurred]	2025-09-23 11:52:10	21	20	250923035231310415998600	4046362140ef4f3293c38396013820b2	GRABPAY	Success	
d7fz0yd62u5[blurred]pbe3	2025-09-22 23:55:36	21	20	-	-	-	Failed	REQUERY

Showing 1 to 3 of 3 entries

Previous 1 Next

DOWNLOAD REPORT

Revision #6

Created 29 May 2026 03:21:07 by Sulaiza

Updated 4 June 2026 03:02:19 by Sulaiza