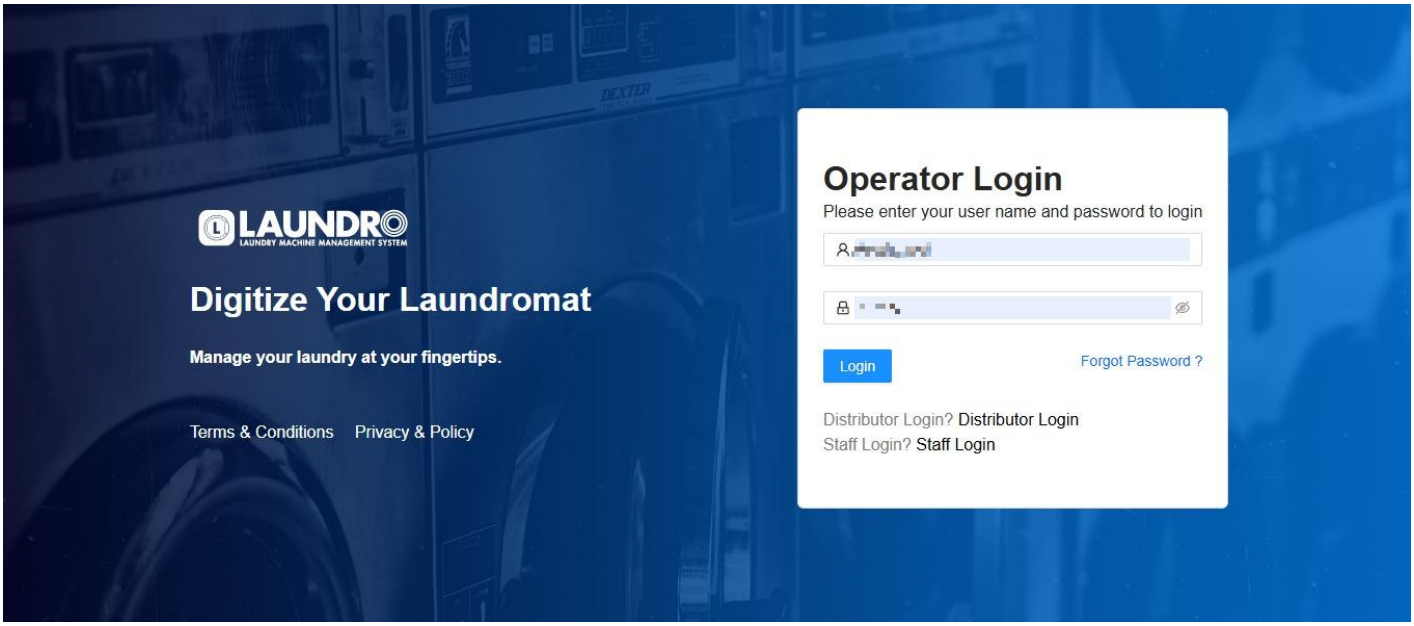
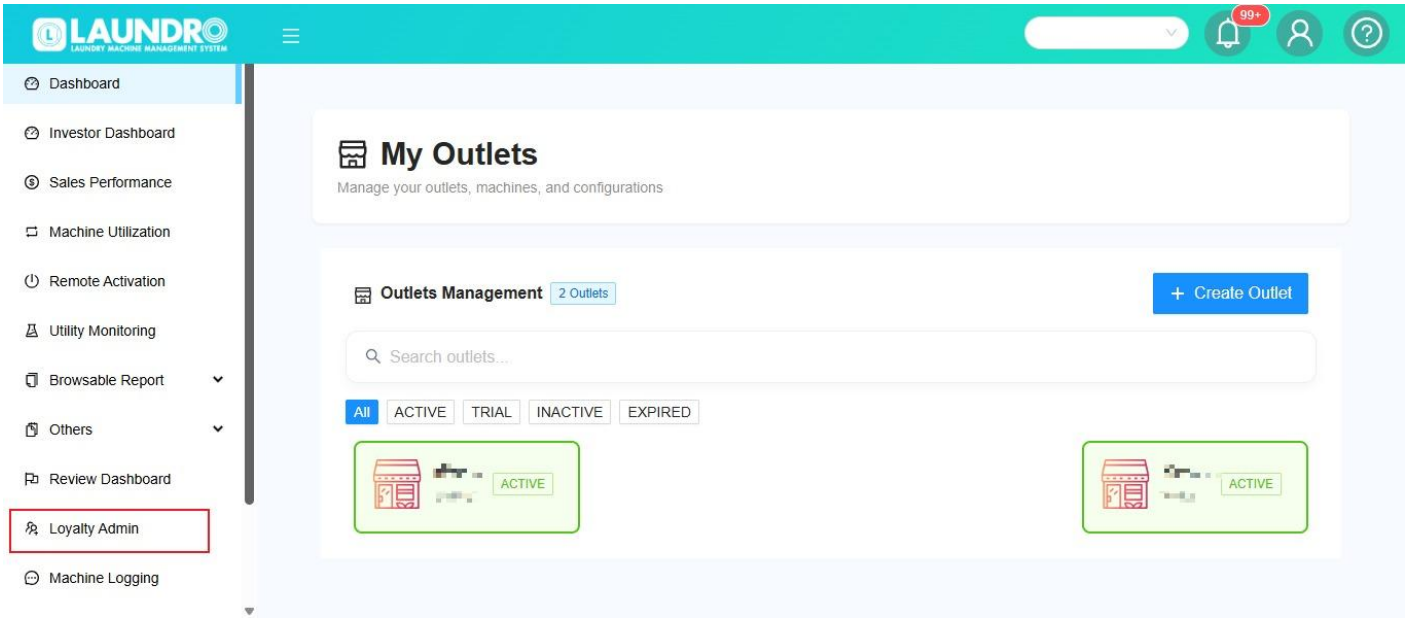
Top-up But Not Get Token

1. Login into Laundro Portal & put-in Username / Password :
   https://v2.thelaundro.com/operator_login



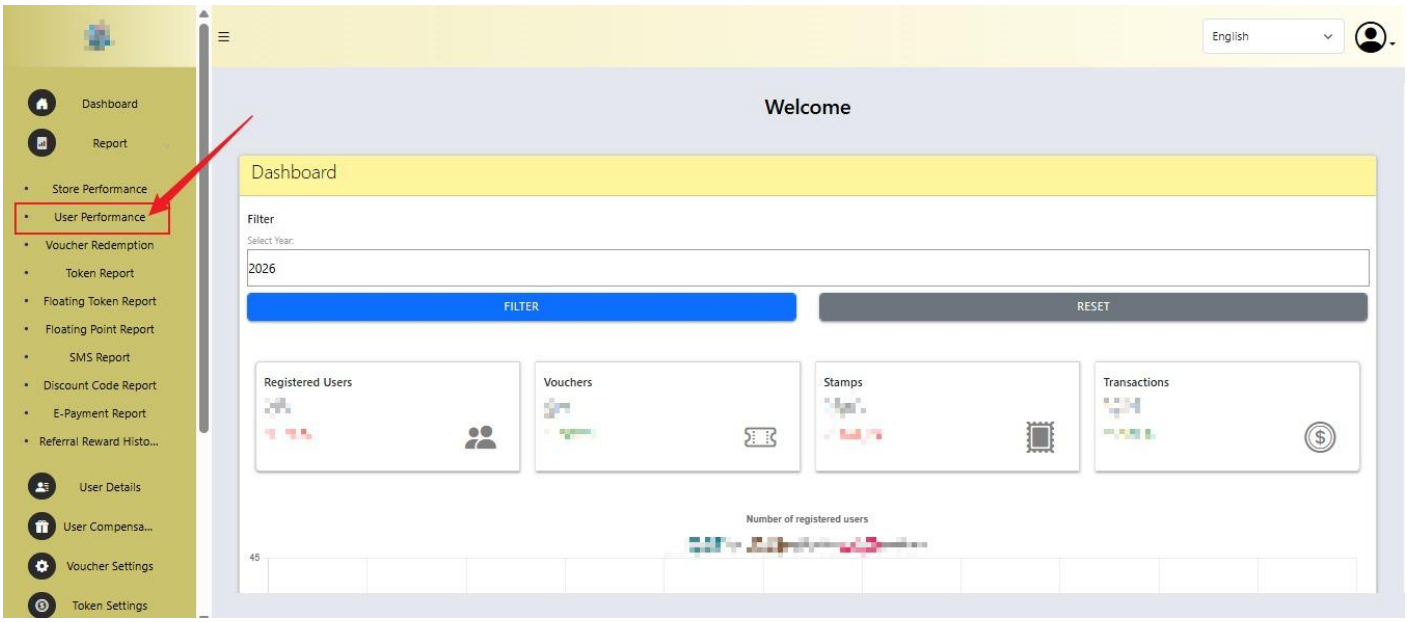
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2. Click **Loyalty Admin.**



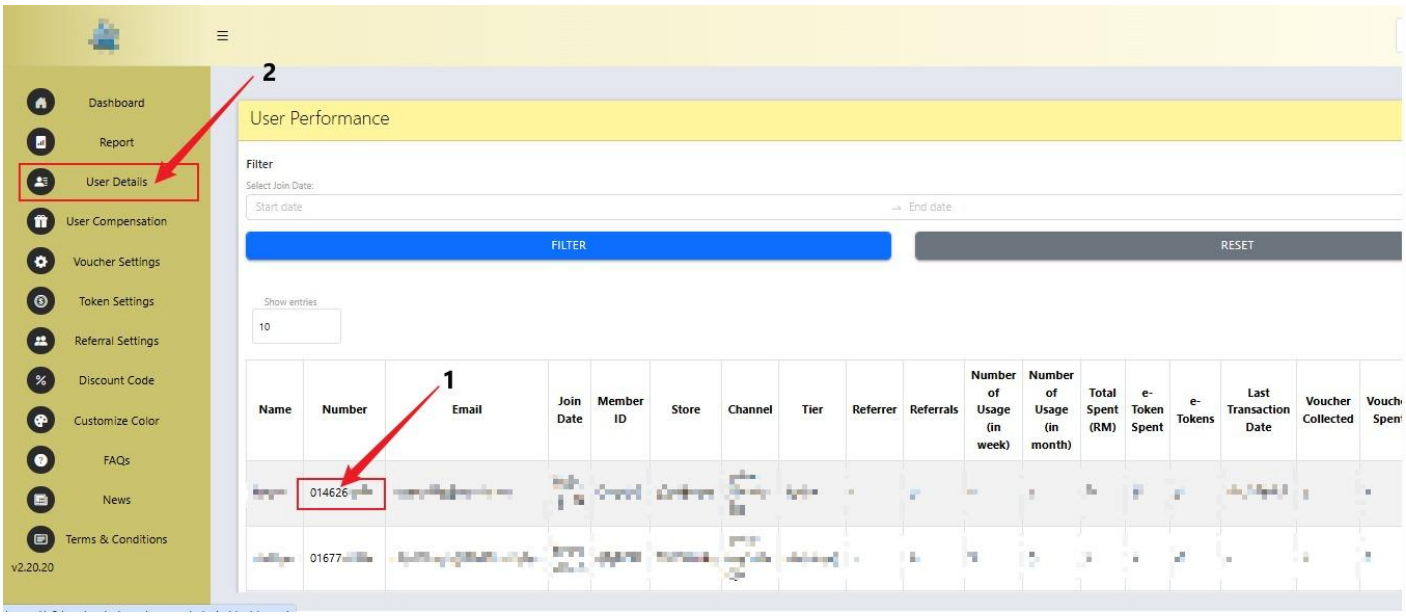
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3. Click **User Performance** to find **Member ID.**



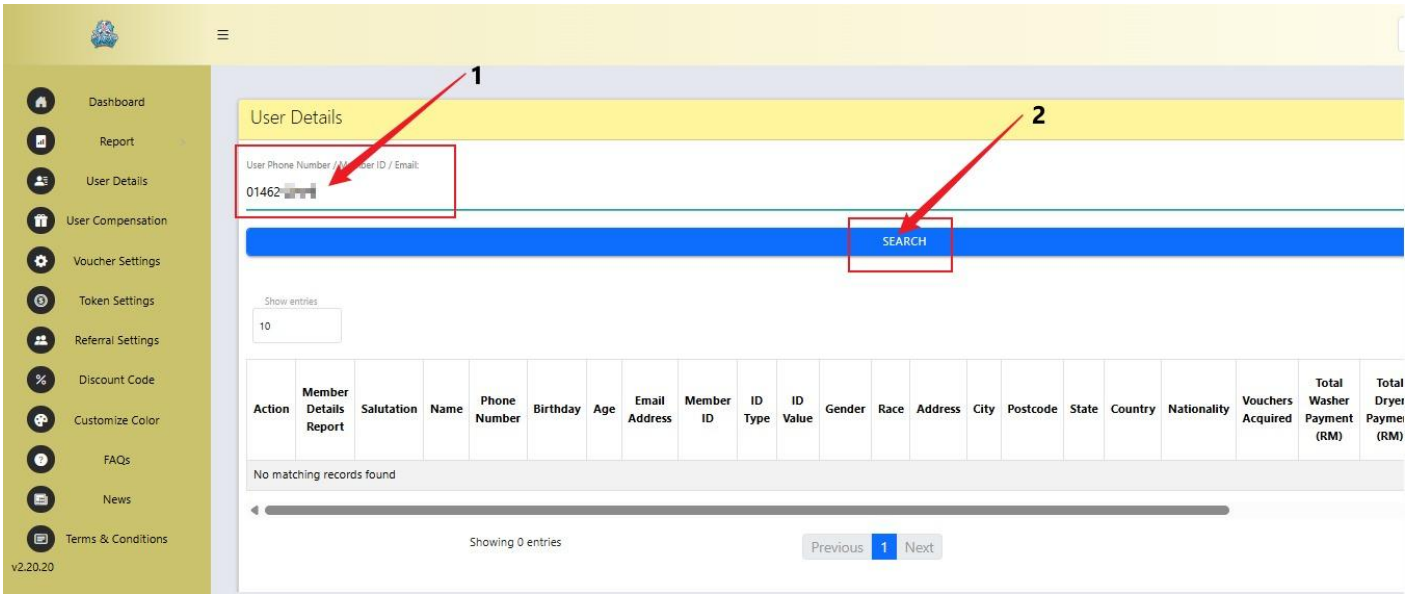
4.

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

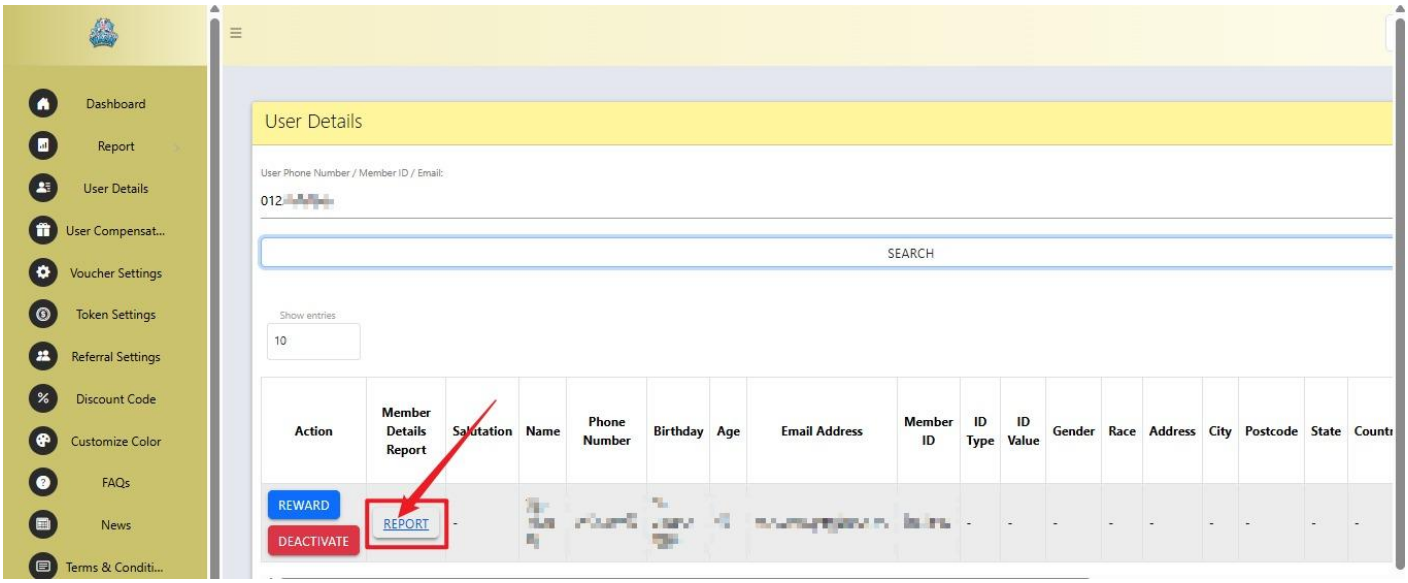


5.

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

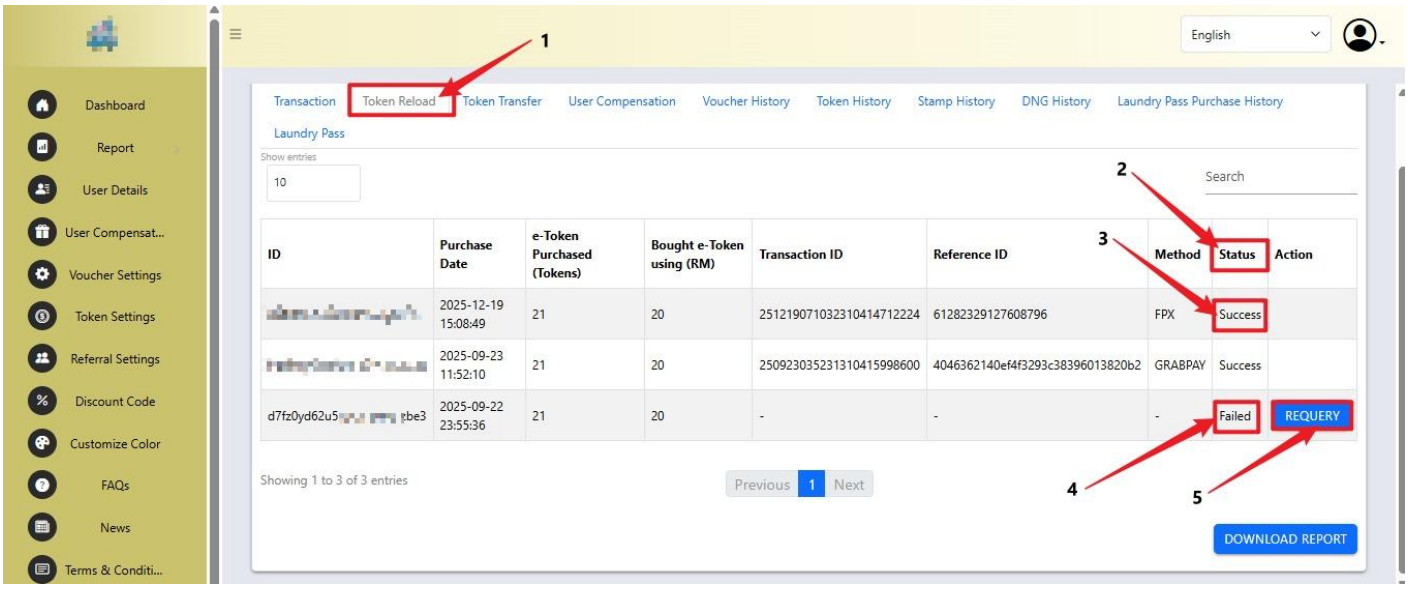


6. Click **Report.**



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.



Revision #7
Created 2026-05-29 03:21:07 UTC by Sulaiza
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