

# Releasing an order with a Gift Card deposit creates a duplicate SY\_GFC\_ACTIV entry

## Summary:

If an order with a deposit paid by gift card is released, it creates a new entry in SY\_GFC\_ACTIV for a duplicate amount. Users are unable to balance the SY\_GFC current amounts to the activity amount totals because of this.

## Cause:

Steps to recreate:

- In Point of Sale / Tickets / Ticket Entry, create an order and pay a deposit using the Gift Card Pay code, bringing the current balance on the card to zero.
- In Ticket Entry / Orders, bring up previous order and select the previous order, select to release it, leaving the deposit amount entered by default.
- Check the sy\_gfc balance on the card and the sum of the amounts in sy\_gfc\_activ, they do not balance.

## Solution:

Verified Fixed in CPSQL\_8.5.3

## Tracking Information:

WIT#227047

Found in: 8.4.6.16

Fixed in:8.5.3

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1081>