Loyalty points are not earned when an order is released

Summary:

Loyalty points are not earned when an order is released

Cause:

Check the setting in: Setup/POS/Stores/Orders/**Order Release State:**

Depending on this setting, behavior could be different if **Select All** lines button is used during the release, or if the **Release Document** button is used, in older versions of Counterpoint.

Example of behavior:

Store order release defaults to **unselected**, Select All Lines is used during release, loyalty points **are not** applied to NRO order release tickets.

Store order release defaults to **unselected**, 'Select All Lines' is used during release, loyalty points **are** applied to non-NRO order release tickets.

Store order release defaults to **unselected**, 'Select Line' is used during release, then release document is used, loyalty points **are** applied to NRO order release tickets.

Store order release defaults to **selected**, only 'Release Document' is used during release, loyalty points **are not** applied to NRO order release tickets.

Store order release defaults to **selected**, only 'Release Document' is used during release, loyalty points **are** applied to non-NRO order release tickets.

Solution:

This is fixed in: Counterpoint 8.4.6.14:

Store order release defaults to **unselected**, ‘Select All Lines’ is used during release, loyalty points **are** applied to NRO order release tickets.

Store order release defaults to **unselected**, ‘Select All Lines’ is used during release, loyalty points **are** applied to non-NRO order release tickets.

Store order release defaults to **unselected**, ‘Select Line’ is used during release, then release document is used, loyalty points **are** applied to NRO order release tickets.

Store order release defaults to **selected**, only ‘Release Document’ is used during release, loyalty points **are** applied to NRO order release tickets.

Store order release defaults to **selected**, only ‘Release Document’ is used during release, loyalty points **are** applied to non-NRO order release tickets.

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