

# 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.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=885>