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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

Posted - Mon, May 8, 2017 at 1:02 PM. This article has been viewed 911 times.

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