Error: Points cannot be redeemed attempting to use a Loyalty Program Pay Code

Summary:

In Point of Sale, when the Loyalty Program pay code is selected a message appears "Points cannot be redeemed".

Cause:

If the Loyalty Program is setup correctly, this is usually due to a permissions issue

Solution:

Use the Point of Sale Security Codes form (Setup > Point of Sale > Security Codes Total/Tender tab) to specify which users are allowed to redeem loyalty points in Ticket Entry or Touchscreen Ticket Entry.

To authorize a user or group of users to redeem loyalty points, select the PS security code assigned to the user(s), and then select the Redeem loyalty points check box from the Tickets tab.