



NATIONAL
RETAIL
SOLUTIONS

Release Notes

September 2026

Customer Directory

Customer Directory - Edit Loyalty Balance (Clubs & Points) -

Merchants can now manually adjust customer loyalty balances directly from the **Merchant Portal** - for both **Clubs** and **Points** programs.

The screenshot displays the 'Manage Customers' interface. At the top, there's a header with '[Store_Name]' and a '+2' icon. Below this, a sidebar on the left contains links: 'Manage Customers', 'Contact My Customers', 'QR Code', and 'Request Training'. The main content area is titled 'Loyalty Members' and shows a customer profile for '(929) 320-9987' with a green 'Opted-In' status. A green arrow points to the 'Edit Loyalty Balance' button. Below the profile, there are two sections: 'Points Balance: 75' and 'Clubs Balance: 7'. Each section lists 'Available Rewards' and 'Next Level Rewards'. The 'Points Balance' section shows rewards like '50 Points | \$10 off purchase of \$15 or more' and '25 Points | Super Bowl party'. The 'Clubs Balance' section shows rewards like 'Buy 4 get 1 free | Thanksgiving Sale' and 'Buy 8 get 1 free | Promo Name'. The 'Next Level Rewards' section shows rewards like '100 Points | Promo Name' and '150 Points | Promo Name'. The 'In progress clubs' section shows rewards like 'Buy 5 get 1 free | Promo Name' and 'Buy 3 get 1 free | Promo Name'.