Loyalty Balance Enhancements

Nightshade .1

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General Information

1. **Can I manually adjust a customer's point balance if my store doesn't have an active points program running?**
   Yes. Store managers can manually edit and update a member's total point count directly from the Customer Directory screen even when no active point programs are set up.

Troubleshooting for Support

2. **Why is the Account Transfer button disabled on a customer's profile?**
   In order for the Account Transfer button to be activated, there must be a positive balance of Points or Clubs.

3. **Why is the Activity Log button disabled on a customer's profile?**
   In order for the Activity Log button to be activated, there must be at least one recorded transaction in the customer's history.

4. **Why are active Loyalty Programs hidden on the Customer Directory screen?**
   If the **Active Points** toggle is turned off in Promotions, point programs are hidden from the directory view. However, individual customer point totals remain visible.