Synergy Acc2026 - Branch Member Points Not Updating

This guide lists the checks to make when a member's points are wrong on the receipt, or do not update, at one branch while other outlets are fine. It also says what to have ready if Synergy has to look at it for you.

Before you start

- The branch name, and the dates when the points were wrong.
- The member ID and, if there is an error message, a screenshot of it.
- Whether the branch PC was reinstalled recently.
- Whether the member was created at the branch before the branch downloaded from head office (HQ).

Steps

1. Check that the points settings are applied at that branch

Points settings are applied at each outlet. If one outlet shows wrong points on the receipt or does not update points, the settings may not have been applied at that outlet. Contact Synergy support to apply them there. The loyalty settings themselves are in the guide on the loyalty programme and reward points.

2. Check that the branch uploads daily sales

On the branch PC, upload the daily sales day by day in Point of Sale > Transaction > Data Synchronization (POS) > Upload Daily Sales. Missing days at HQ can make points differ between branch and HQ.

3. Check that HQ downloads, then the branch downloads

HQ downloads the branch data. To send items or master data from HQ: set the date to 1 Jan 1900, click Refresh Status, then Upload. The branch then clicks Download.

4. Check the member's balance at HQ

Look at the same member's points at HQ. If the balance is negative at HQ as well, upload and download between the branches are probably not being done every night.

5. Check the member was created at HQ first

Create members, payment methods, salespersons and items at HQ first, and let the branch download them. A member created at the branch before downloading can end up as a duplicate with the same ID, and a duplicate cannot be selected.

6. Check that the branch can receive members

If the branch was reinstalled and the member list is missing or smaller than other branches, HQ and the branch must point to the same web server in the Synchronization setting, and the member setting for that PC must be filled. Only Synergy can check that setting. Contact Synergy support.

7. Tell Synergy what you have found

If the points are still wrong, contact Synergy support with the branch name, the dates, the member ID and a screenshot. Duplicate members and the cloud member reset are done by Synergy.

Tips

- Nothing here changes points that were already given; it only finds why they differ.
- Not covered: how to correct a points balance by hand. Ask Synergy support.
- Related guides: Branch: Upload Daily Sales and Download from Head Office (pos-hq-branch-upload-download), Head Office and Branch: Sales Do Not Tally or Upload Fails (hq-branch-tally), and POS Members, Points, Vouchers and SMS Blasting (pos-members-points-and-vouchers).

Common problems

A member cannot redeem points at the branch, or a Duplicate Redemption ID error appears.

Verify the member again, and check that upload and download are being done. If the error stops the day from closing, contact Synergy support with a screenshot of the error.

The branch cannot add a member.

Check that the user's rights allow adding members, then ask the user to log out and log in again.

The member list at the branch is much smaller than at other branches.

Contact Synergy support. It can happen after a reinstall or a cloud member reset, and Synergy has to look at it.

Upload or download fails with an error.

See the guide on branch sync problems (branch-sync-internet-errors) and the guide on the sync server being down (branch-sync-server-down).

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