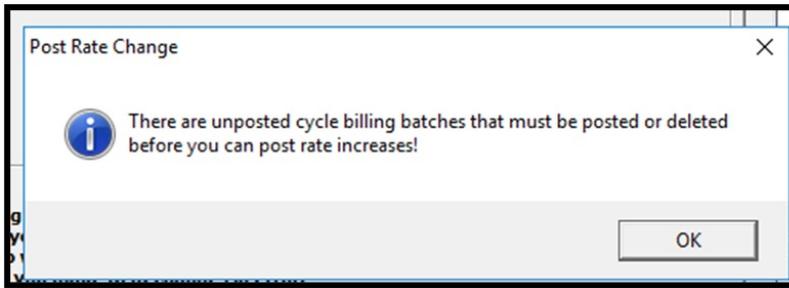# How to Resolve Inability to Post Company Rate Change

Last Modified on 09/13/2024 3:38 pm EDT

Issue:

Customer is receiving a message when attempting to post a Company Rate Change.

This will not allow them to post the new rate change.

Resolution:

The message indicates that a cycle billing batch has been created and is unposted. In order to be able to post the rate change the cycle billing batch will either need to be posted or deleted.

Go to Accounts Receivable > Cycle Invoicing.

To Delete the Cycle:

Right click on the cycle batch and select the option to Delete Cycle.
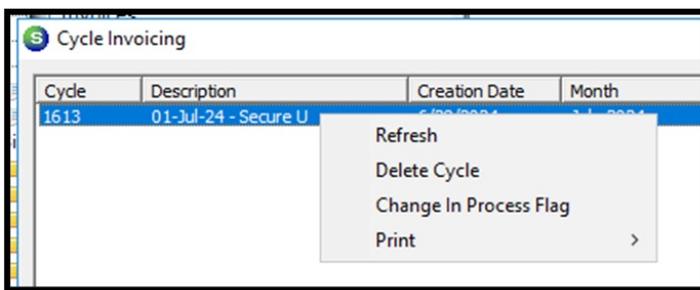
To Post the Cycle:

1. Highlight the cycle > Click Edit button in bottom on Cycle Invoicing window.
2. In the Cycle Invoicing Process window, add an Invoice Description and Category if required.
3. Click Post.
4. Click Yes or No when/if Skip Aging window appears.
5. Select invoices and choose to either add unapplied cash or credits to them.

Once the Cycle is posted, the rate increase can be applied successfully without the message.