Troubleshooting

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1. Application Number Issues
    - If the system suggests an incorrect application number, check for missing applications.
    - Ensure all prior applications were properly finalized.
    - Contact support if numbering is incorrect.
2. Calculation Discrepancies
    - Verify install item scheduled values are correct.
    - Check that retainage percentage is set correctly.
    - Review prior applications for accuracy.
    - Ensure tax settings are correct for taxable items.
3. Invoice Generation Problems
    - Verify the customer is set up correctly in AR.
    - Check that install items have proper GL account mappings.
    - Ensure AR posting is not blocked by period locks.
3. Disabled or Blocked Features
    - The message “You cannot add a Change Order to an AIA Style Billing Job.” is expected. New change orders cannot be added to jobs with AIA Style Billing enabled.
    - HoldBack % and Sales Reversal are disabled on Work Order Entry for AIA Style Billing jobs. This is expected.
    - Credit Off Job Invoice, Create Credit Request, and credit/write-off are unavailable for invoices on AIA Style Billing jobs. Use an AIA revision or reversal to correct a billing application.
    - If finalizing an application is rejected because of a HoldBack line, the job had a HoldBack % before AIA Style Billing was enabled and the application includes a negative HoldBack line. Nothing is posted. Remove or correct the HoldBack line and finalize again.