

Troubleshooting

Last Modified on 08/05/2026 9:19 pm EDT

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.
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