

Prepay and Bookings FAQs

Last Modified on 03/12/2024 2:32 pm CDT

Q. I created a booking by analysis and when I printed the document, it is not printing the analysis.

A. In this case, the Dry Fertilizer department was selected as a hidden blend fee department. When you have a department set as a hidden blend fee, the products within that department will not print on any point of sale document. The items in these departments are hidden within the price of the analysis. If the booking cannot print the Dry Fertilizer products, it cannot print an analysis and the printout will be blank.

At *Hub / Setup / Location Preferences* de-select the *Dry Fertilizer* department as a *Hidden Blend Fee* Department for the appropriate location(s). The analysis should then print correctly on the booking.

Q. While using the Transfer Customer Prepay function, I am getting a message Location does not have a valid vendor set up. Click on the Setup button and complete the information for this location.

A. This message means that you haven't selected a vendor for this location at the transfer prepay setup screen, the vendor has been deleted or the vendor ID has been changed. To correct the problem, click on the Setup button at *Accounting / A/R / Transfer Customer Prepay*. Select the vendor you would like to use for prepay refunds for this location (usually your miscellaneous vendor).