

# A/R FAQs

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**Q. When entering invoices, a warning or stop message displays indicating past due invoices although there are no open invoices for the selected customer.**

A. The Invoice warning may be the result of a Recurring Invoice saved for the Customer at *Accounting / Setup / A/R / Recurring Invoices*. Two options are available to address the warning:

- Edit the Recurring Invoice and select a different Customer (such as the Cash Customer).
- Delete the Recurring Invoice and then re-enter it, resetting the date in the database.

**Q. Where is the sales tax rate changed in Agvance?**

A. The default *Sales Tax Multiplier* can be changed on the *Preferences* tab at *Accounting / Setup / Locations*.

**Q. Do discounts apply to prepay dollars on an Invoice?**

A. In Agvance, the Invoice discount does not apply to prepaid line items. To give a Customer a discount on prepay, it should be given at the time the Booking is entered.

**Q. I am not able to save an invoice because the Save button is unavailable.**

A. There are several instances when the **Save** button will become unavailable:

- Changing the discount
- Changing a quantity, price, or total
- Changing a Product from taxable to non-taxable
  - In these cases, select the **Apply** button, and then the **Save** button will be available.

If both the **Apply** and **Save** buttons are unavailable, apply the analysis on the Invoice. This can happen when changing the prepay status, discount, quantity, price, or total on the Invoice.

**Q. On the printout of a split Invoice, the line items' split percentages show correctly but in the lower left corner of the document, the splits show differently.**

A. In Agvance, there are two controls of split percentages on Invoices.

The split percentage listed on the Invoice printout under the *This Invoice is Shared With* area is the original split

selected at the start of the Invoice or the split on the originating ticket. This split is the overall default Invoice split.

In addition to the overall Invoice split, each line item can have its own individual split percentage. This prints on the Invoice document line item.

**Q. When I select multiple customers at the same time on the select customer screen while adding an invoice, booking, or delivery ticket, my customers do not always default into the transaction in the same order as selected. Why?**

A. Agvance automatically orders Customers designated as Growers first on transactions. Customers can be designated as Growers by checking the *Grower* checkbox on the Customer's *Profile* tab. To have the Customers to be in a different order, select the Customers one at a time.

**Q. How can I default into an invoice a ship-to and Federal Permit other than that of the owner of the field?**

A. If Customer A has a Field but Customer A is not listed first on the Billing Splits when invoicing this Field, the Ship To and the Federal Permit on the *Additional Info* tab will default in with the information from the first Customer listed on the Billing Splits - not from the owner of the Field (Customer A).

**Q. What is the hierarchy for auto-population of the "Salesperson" on the Additional Info window of the A/R invoice, blend ticket or delivery ticket?**

A. Here is the process that Agvance goes through to populate the *Salesperson* field:

1. First it will look at the applicable Ship To address for the Salesperson.
2. If there is no Ship To address, or no Salesperson on the Ship To address, then it will look at the primary Customer on the document and pull the Salesperson from their file. In the case of a split Invoice, it will look at the first Customer in the Bill Split to determine the Salesperson.
3. If there is no Salesperson in the Customer file, the *Salesperson* field will not populate but can be filled in manually.

**Q. Why are zero balance customers showing up on the *Aged Balances* style of the Customer Balances report?**

A. In this instance, there were open Invoices that offset to zero. This can happen if Invoices have been reversed. To correct this, go to *Accounting / A/R / Payments*, and select the Customer. Pay the offsetting Invoices with a zero Payment and run the report again. The report should no longer include the Customer.

**Q. I would like all locations to be able to run the Sales Analysis for any customer and include all invoices from all**

**locations. Is this possible?**

A. Depending on user security setup, this may not be possible. If the User is restricted from another Location's Customers, that User will not be able to run the report for any of those Customers. If the User is not restricted from another Location's Customers but is restricted from logging into another Location, then the Sales Analysis can be run for any Customer, but the restricted Location's Invoices will not appear on the report. If the User is not restricted from another Location's Customers and is not restricted from logging into another Location but is restricted from another Location's Products, then all Locations' Invoices will appear on the report, but any Products from the restricted Location that are actually on those Invoices will not appear on the report. The only way to run a Sales Analysis for complete and accurate information is to run it while logged in as a User who can log into any Location and who is not restricted from other Locations' Products or Customers.

**Q. When running the Vehicle/Applicator report in *Accounting Reports / Accounts Receivable / Sales Reports* and have the *Sort by* set to *Applicator by Vehicle*, the vehicles do not display on the report.**

A. If the Vehicle is set up with a Vehicle ID but no Description at *Hub / Setup / Vehicles*, the Vehicle will not show on the report. Edit the Vehicle and enter a Description, then rerun the report to see the Vehicles display.

**Q. Not all of my products are listed on the Tonnage report when compared to Sales Analysis.**

A. First, check to see if the User is running the report by the same parameters. The fiscal month range on the Sales Analysis should match the fiscal month range on the Tonnage report. Next, make sure all the Products on the Sales Analysis report are included in the Tonnage Tax setup on the *Report Criteria* screen. If not, add them to the Tonnage Tax Product setup. To find out what Products are in the setup, use the **Print** option for a hard copy.

**Note:** The Tonnage report will never match the Sales Analysis unless the hierarchy of the Tonnage report happens to match the exact sort criteria of the Sales Analysis. This will happen in very few cases. There is currently no way to match Sales reports with the same hierarchical filters as the Tonnage reports in all cases.

**Q. When I run the Sales Analysis report *By Customer / By Product* I get a line for each load for the customer even when the product is the same. Why is it doing this?**

A. This report will show a separate line for each load delivered if the Product Description has been edited when creating the Invoice. To get the report to combine like items that have had the description edited, go to the *Product* tab at *Hub / Setup / Preferences* and set the *Product Sort* to *ID*.

**Q. If Sales Analysis Report is run including a prior year dataset and product names have been changed, will the information for those products be displayed separately on the report?**

A. In Agvance, there is a preference in the Hub that will determine how these products will be grouped on the Sales Analysis report when run including a prior year dataset. On the *Product* tab at *Setup / Preferences*, there is a *Product*

*Sort* option. If this preference in the current year data is set to sort by *ID*, then on the Sales Analysis report, the Products will be reported together because they have the same Product ID. Within the ID sort, they will be divided by the name that was on the Invoice at the time it was saved and will be subtotaled by the name. A grand total for everything with the same Product ID will also be displayed. If the preference is set to sort by *Name*, then on the report, the Products will be sorted according to the Name of the Product at the time the Invoice was saved and it will be reported separately under each Name on the report.

**Q. When running Sales Analysis report and selecting additional datasets some of my sales are not showing on the report from the previous year?**

A. In some instances, the Product IDs/Names have been changed OR the Products have been deleted or moved into other Departments. Try running the report for ALL Products instead of selecting specific ones. This will cause the report to search both databases for all of the sales information.

**Q. When I print the Product Rebate report it is not printing a Federal Permit #, but shows an expiration date of 12/31/1899. The invoice was not saved with a Federal Permit # selected on the *Additional Information* screen.**

A. Edit the Invoice and select the correct Federal Permit #.

**Q. How can I adjust the price on a saved Invoice without affecting inventory?**

A. Add a new Invoice with a negative *Quantity* that matches the previously saved Invoice at the old price and a matching positive *Quantity* for the new price. In the *Comments* area, enter *Price Adjustment* to clarify the purpose of the Invoice.

**Q. For certain users, the *Manage Quick Tickets* screen at *Accounting / A/R* takes a very long time to load.**

A. It may appear that the program has frozen up but, after waiting 10 or 15 minutes, the screen will eventually come up. This can happen when a User is set to view posted Quick Tickets. Over the fiscal year, thousands of posted Quick Tickets can accumulate in Agvance and they take a long time to load into the *Manage Quick Tickets* grid. To fix, allow the grid to load and then change the preference to view only unposted tickets.

**Q. The following error occurs when printing a Quick Ticket document to an Epson receipt printer:*Error: Invalid page margins.***

A. In this case, the printer for Quick Tickets was set to an Epson receipt printer under **Options** at *A/R / Manage Quick Tickets*, but the *Form Type* was set to *4.4" Star Thermal* which was incorrect. After setting the *Form Type* to *40 Character Plain Text*, the Quick Ticket document printed without error.



*Balance remaining on the Invoice / the unpaid portion of the Invoice \* the original discount offered*

**Example:** An Invoice has 3 discountable Products for a subtotal of \$114.50. Of these three Products, two are prepaid for a total of \$101.93. These Products are also taxable at 6% for a total sales tax of \$6.87. Of the sales tax, \$5.66 has been prepaid. A payment of \$0.44 has been applied to the Invoice. A 3% discount is offered if paid in 15 days.

- Subtotal = \$114.50
- Prepay \$ = \$107.59
- Sales Tax = \$6.87
- Amount Due = \$13.78
- Original Discount Offered =  $(\$114.50 - 101.93) * 0.03 = \$0.38$
- Balance Remaining =  $\$13.78 - 0.44 = \$13.34$
- Unpaid Portion of Invoice =  $(\$114.50 - 101.93) + (6.87 - 5.66) = \$13.78$
- Prorated Discount Offered (*Discount shown in the Payment on Account grid*) =  $\$13.44 / 13.78 * 0.38 = \$0.37$

**Q. When logged into location Main and processing an invoice for a customer from location main, I receive this message, *Customer AAA is from location main. Current location is Main. Do you want to post this invoice to main?***

A. In this instance, there were multiple datasets with the same Location ID (i.e. *Main* and *main*). When going back and forth between the datasets, the program ignored the difference between upper/lower case and saw *main* as *Main*.

This may cause transactions to not display when filtering reports or grids by Location.

The transaction can be edited in the appropriate table in the database to correct the Location ID. If there are several transactions, the following query will identify those transactions.

Run this query at *Hub / Utilities / Queries* for the appropriate table to identify those transactions with the incorrect Location ID.

```
SELECT Location, InvNum FROM Invoice WHERE Location like 'main' order by Invoice.Location
```

Contact SSI Support to correct.

**Q. I am getting a message *At least part of this booking has been invoiced* when editing a booking.**

A. This message can be caused by the following scenario:

1. Add an unpaid Booking.
2. Invoice the booked product for less quantity than was set on the Booking and let the Product default in as booked.

3. Change the unit price on the line item, but do not go into the *Booking Detail* screen to reselect the Booking. The line item remains as booked.
4. Choose **Apply** then **Save**.
5. Void the Invoice.

When editing this Booking, the above message will display because the dollar amount did not get put back on the Booking correctly.

To correct the Booking, go to *Hub / Utilities / Admin Utilities / Accounting / AR Utilities / Open a Booking*. Edit the Booking and change the amount in the left column to the correct amount. The Booking can then be edited in Accounting without the message.

**Q. When importing a Blend Ticket that is priced by analysis and only has one Product being brought into an Invoice, the following error occurs: *Error: Conversion from string "NaN.00" to type 'Double' is not valid.***

A. The Product defaulted in with a zero price which caused an issue with the calculation the program is attempting to do for the analysis. To work around this, edit the Blend Ticket, enter a price for the Product, and mark it as quoted. When importing it into the Invoice, it should no longer give an error.

**Q. The following error occurs when selecting Post at the *Review Finance Charges* screen: *Run-time error 13 'Type Mismatch'*.**

A. This error can occur if the *New Finance Charge to be Posted* is blank.

The screenshot shows a window titled "Review Finance Charges" for customer "235640 Cory Gibes". It contains several input fields for financial data:

- Regular: 2958.01
- Old Finance Charges: 88.74
- Prepay: 0.00
- Unapplied Cash: 0.00
- Eligible Balance: 2958.01

Below these is a table for aging:

Deferred	Current	1 - 30	31 - 60	Over 60
0.00	0.00	0.00	0.00	2958.01

At the bottom, there is a field labeled "New Finance Charge to be Posted" which is currently empty and highlighted with a red box. To the right of this field is a text box with the following message: "Finance Charges are calculated based on 'Invoices Date on or Before' date rather than the aging displayed below. This aging is informational only based on the setup at Preference/AR." At the bottom right are buttons for "Post", "Skip", and "Cancel".

To avoid the error, enter a dollar amount for the Finance Charge.

**Q. When viewing the *Ship To Addresses* on the customer's profile, the *Name* displays, but the *Address* information is blank.**

A. This may occur if a space is entered in front of the *Ship To Name*. Because of this, a *Ship To* may also be duplicated if two names were entered with the same information where one has a space in front of the name and one does not.

The following query finds the *Ship To Addresses* that contain a space in front of the name. It may be run from *Hub / Utilities / Queries*.

```
select * from custaddr where left(address1,1) = ' '
```

To address this issue, delete the *Ship To Address* with the space, and enter it correctly.

**Q. When editing a customer, the error, 'The transaction ended in the trigger. The batch has been aborted. The record can't be added or changed. Referential integrity rules require a related record in table 'MasterClassNames'. (CustClass\_Itrig)', displays.**

A. This error occurs when one User is editing a Customer who is included in a Classification, and meanwhile, another User deletes the Classification in which that Customer is included. When the User editing the Customer selects **Save**, the error occurs. Due to this, the edits made to the Customer will not be saved. Edit the Customer again, then choose **Save**. To ensure this error does not occur in the future, verify no one else is deleting the Classification in which the Customer is included at the same time the Customer is being edited.

**Q. The following error occurred: *Error 5: The statement has been terminated. Violation of UNIQUE KEY constraint 'IX\_Invli'. Cannot insert duplicate key in object 'dbo.InvLi'. No invoice posting was done.***

A. This can happen when saving an Invoice created from a Product Delivery Order for a tank with a billing split including the same Customer more than once. In Energy, void the Product Delivery Order, edit the bill splits to be correct on the Tank (so the same Customer is not listed more than once), and re-enter the Product Delivery Order and Invoice.

**Q. The following error occurred while trying to import a Blend Ticket into an Invoice: *Error 3021 - No Current Record*. How can this error be fixed?**

A. In this instance, the Blend Ticket being imported did not have any Products marked *Invoice* in the Product Set that was used on that Blend Ticket. To check the Product Set, one option is to edit the Blend Ticket and choose the **Question Mark** to the right of the Product Set. A second option is to go to *Setup / Product Sets* in the Blending module and select the Product to edit. Once in the Product Set, navigate to the *Invoice* column in the list of Products. All Products should always be marked *Invoice*. The exception to this rule is in the case of a water Product used in chemical blends. The water is needed on the Blend Ticket document for loading, but the Customer is not charged. Therefore, water does not need to show on the Invoice.

**Q. The following message displayed when trying to void a payment taken on a Booking: *There may be more than one payment on booking number "XXX," therefore this payment cannot be voided.***

A. This message will be displayed if multiple payments have been applied to the same Booking. Add a negative Booking and take a negative payment against the new Booking to offset the original. Process out the correct portion of the original Booking and negative Booking on an Invoice, using two line items (one positive, one negative) for a miscellaneous Product. This will mark the negative Booking invoiced as well as the appropriate portion of the original Booking.

**Q. I am getting 'Error Invm400 - product not found' followed by 'Error -2147217900 - the record can't be added or changed. Referential integrity rules require a related record in table 'Product.' No invoice posting will be done' while using *Transfer Customer Prepay* option.**

A. The error *Product not found* when using the *Transfer Customer Prepay* option means that a valid Product has not been selected at the *Transfer Customer Prepay Setup* screen. This error message will be followed by *Error - 2147217900 : the record can't be added or changed. Referential integrity rules require a related record in table 'PRODUCT.'* No invoice posting will be done.

This message could mean that one of the Locations does not have a valid prepay Product chosen for it at the *Setup* screen, the Product has been deleted, or the Product ID has been changed. To correct, choose **Setup** at *Accounting / A/R / Transfer Customer Prepay*. Select a prepay Product for the Location.