

How to resolve OP program kicks me back to menu when adding an order line

When I try to add an order line, after I enter quantity, the program kicks me back to the menu.

1. It could be a bad inventory cost, or a problem with special customer pricing
Try a different SKU - does it work?
2. Now try the first SKU you were having trouble with but use a different customer such as cash sale. Does it work?
3. If the first SKU failed on two different customers, you need to go to IC, 1, 1, and fix the cost which is probably a very high number.
4. If the first SKU worked on the 2nd customer the problem is probably a bad setup in special customer pricing for the 1st customer. Go to IC, 5, 13 and see if there is a special pricing deal for this customer and if you can't get it fixed, delete the special pricing information for this customer, and give them the special price with a price over ride using price code zero when the order line is entered.

End of procedure