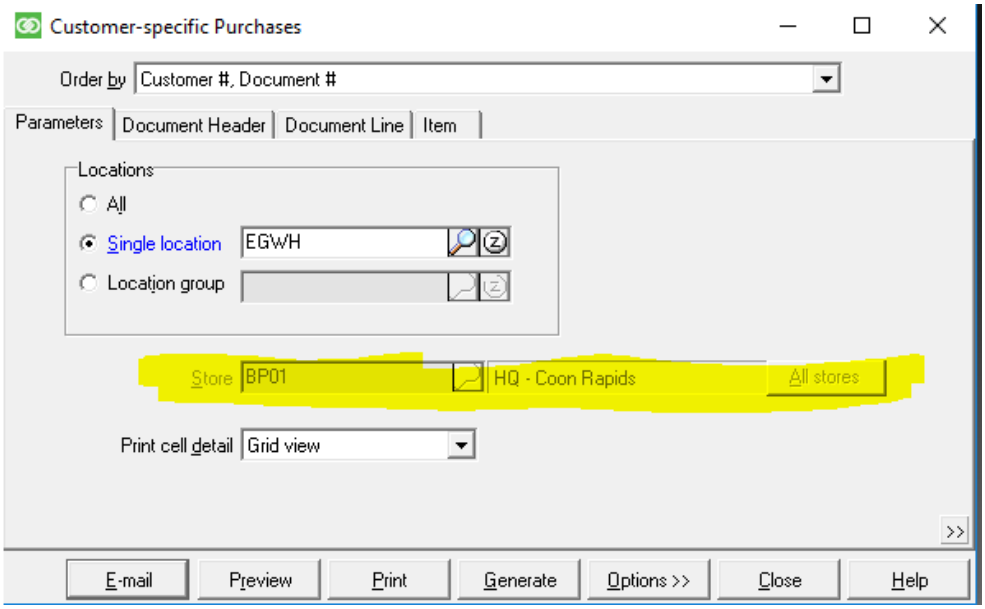
Store selection is grayed out on Customer-Specific Purchases / Purchase Requests

Summary:

Option to lookup Stores is grayed out on Customer-Specific Purchases screen (Purchase Requests)



Cause:

Setup issue / Security restriction.

Solution:

Enable **Allow other stores** on the user's system security code (Setup / System / Security Code in use for the CPSQL User ID), and **Access other stores' orders** in Setup / Point of Sale / Stores / Orders.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=1221