

# Item(s) are missing from the Items on Sale Report

## Summary:

Item(s) are missing from the Items on Sale Report.

Some items with valid promotional pricing are not shown on the Items on Sale report.

## Cause:

This has been reported when using price rules which include/exclude some customers. Under this condition, the behavior is as designed. Although customer specific price rules can be created, the current design does not 'expect' sales to be customer-specific.

As a result, the Items on Sale report asks pricing logic for the "all customer" prices, ignoring the customer-specific price rules defined.

## Solution:

By Design. Depending on the way sale prices are set up in the database, it may be possible to obtain the desired information from the Customer Price List. This report considers price rules for a specific customer.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=509>