

## Error: The default sales rep specified for the customer is not valid.

### Summary:

Error: The default sales rep specified for the customer is not valid.

### Cause:

This warning message is given when in Ticket Entry. The sales rep assigned to the ticket's customer is not a valid sales rep.

### Solution:

Edit the Sales Rep assigned to the customer (**Setup/ System/ Users**) and ensure the **Sales rep** check box is marked.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=558>