

# Reapply A/R Document button is greyed out

---

## Summary:

The Reapply A/R Document is greyed out on the A/R Documents tab in Customers / Account Management.

## Cause:

If this is an option in the Menu Code for the User ID experiencing the issue, **Group by apply-to** may be selected.

## Solution:

Select **Group by document** under the Group by section.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=579>