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