

# CPMobile: Error: A customer with CUST\_NO '(null)' already exists

## Summary:

CPMobile error adding a customer: **A customer with CUST\_NO '(null)' already exists**

## Cause:

This is because the "Template" customer value still exists in the workgroup record (Setup/System/Workgroup), even though the corresponding record in AR\_CUST (Customers/Customers) has been deleted.

## Solution:

The workaround is to delete the template customer value from the workgroup form

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=978>