

CUSTOMER SERVICE BULLETIN

Radio Shack® CUSTOMER SERVICE BULLETIN

400 Atrium—One Tandy Center, Fort Worth, Texas 76102

Bulletin No.	1554-2
Description	Accounts Payable
Model	Model 1
Stock No.	26-1554 All Versions
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Problem

If a customer can not print out a preview of checks it is because they have not selected an invoice to print a check for.

Symptom = If the CHECKS MENU (P) option is used and nothing happens, then do the following steps

Solution

1. Press the @ key - this returns program to MAIN MENU
2. Press the (I) key - This loads in invoice selection program once MENU appears
3. Press the (S) key - to select invoices

Invoices must be posted, then take either the

4. (A) option for ALL INVOICE or (V) option for VENDOR/INVOICE or (D) option for DISCOUNT/DUE DATE must be used to select invoices.

If any invoices have been put on hold they must be released first.

If at the Invoice Selection MENU the option to select invoices by DISCOUNT DATE is chosen and the checks printed are different from that date, it is caused by the fact that when the customer entered a discount date he entered 00/00/00. He should enter a date of some kind.