

Customer Recurring Records are Missing the Description

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Description of Issue:

Multiple Customer recurring records do not have a description. How can this be corrected other than manually editing each record?

Resolution:

When a recurring record is created usually the description will default in from the item on the record.

If the records are created from outside of the application like through the API or other import of data, the records may not have the description populated.

You can use the scripts below to find the records with the problem. If there are too many to manually edit you can use the update script to populate the description on the recurring record with the description on the AR item.

```
--- Find recurring records with blank or NULL User_Description ---
select i.Item_Code,i.Description,r.* from AR_Customer_Recurring r
inner join ar_item i on i.Item_Id =r.Item_Id
where r.User_Description ='' or r.User_Description is NULL and r.Cancelled <>'Y'
order by r.Customer_Id
```

```
--- Update recurring records User Description = Item Description ---
update r
set r.User_Description =i.Description
from AR_Customer_Recurring r
inner join ar_item i on i.Item_Id =r.Item_Id
where r.User_Description ='' or r.User_Description is NULL and r.Cancelled <>'Y'
```