Drilling Down to a Sales Order from the Bill-To Account

To be able to drill down to sales orders from the account enquiry screen, the user needs to have access to both the Bill-To and the child accounts.

If the following message is displayed:

> *"Requested Order not found. Please use Track Previous Orders page.*
> *Order Customer record is not accessible for the current User"*

the user has tried to drill down to an order from the Account Enquiry screen. For a user to be able to see an order for a sub-account, they need to have access to that sub-account.

Step-by-step guide

To Add an Account to a User:

> 1. *Login as an Administrator.*
> 2. *Navigate to **'Accounts'** --> '**User Maintenance'** (zUsers.aspx).*
> 3. *Search for the required user.*
> 4. *Select the record via radio button.*
> 5. *Click '**Multiple Accounts'**.*
> 6. *Click **'New'**.*
> 7. *Enter the Customer Code to be added to the user.*
> 8. *Click **'OK'** to save.*

Masking can be used to link to multiple accounts. For example, using the code VANDER% will link the user to all accounts starting with VANDER.

Related help

- Cost Centres
- Force User to Select Customer Upon Login
- Assign Multiple Customer Accounts to a User
- Add Cost Centre for Whole Order
- Reprint Account Invoices