

Unable to receive line item - Recv/Mark button inactive

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.2.0
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Problem Symptoms:

?€ç Unable to receive one line item on invoice

?€ç All other line items on invoice have been received

?€ç Attempting to edit line item results in error message: "Could not retrieve the line item summary for this invoice!"

?€ç Recv/Mark button on invoice is greyed out/inactive

Cause:

Line item is linked to a serial component

Resolution:

1. Receive line item as serial, since it is linked to an active component

OR

2. Delete the component, then receive line item via Recv/Mark button

Category: Acquisitions

- **Article last edited:** 10/8/2013