

Why is "Send via EDI" inactive?

- **Product:** Voyager
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Question

When trying to generate a Claim, the send via EDI box is greyed out even though the Vendor is set to send Claims via EDI - why?

Answer

The Order Site Location on the header of the PO must match the Location on the EDI Connection Profile. While the location on the PO cannot be changed, the location in the EDI Connection Profile can.

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