Why can't I open expired customers from the Check out screen?

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Applies to

- Wise staff client

Answer

Staff are prevented from opening expired accounts because we assume it's not desired to check out materials to such an account, especially if one would be doing so accidentally. Since some subscriptions are paid subscriptions, Wise must stop staff at the time of checkout.

If the account should no longer be expired, please manage it from Customer administration as opposed to the Check out screen.