

NEXTOREx

NEXTOREx Troubleshooting & FAQ

Quick answers to common problems.

Version 1.2 · Generated 2026-10-17

Online edition: <https://nextorex.com/help>

Contents

Troubleshooting & FAQ

Common questions

Troubleshooting & FAQ

Quick answers to common problems

Common questions

Quick answers about missing buttons, cash change, tax, cheques, profit figures and what NEXTOREx does not do.

Plan: All plans

What this does

Short answers to questions people ask most. Each answer links to the full guide.

Why can I not see a menu item or a button?

Either your **role** does not include it, or your **plan** does not. Ask an administrator to check your role. See [How access works](#).

What happens when the customer gives me more cash than the total?

Enter the cash you received. NEXTOREx records only the sale total as the payment and shows the **Change due** to hand back. See [Make a sale at the POS](#).

The POS will not let me finish a sale with nothing paid

POS Checkout needs a payment of at least 0.01. For a sale where the customer pays later, create a [sales order](#).

The POS did not add sales tax

POS Checkout does not add sales tax to the cart. A [sales order](#) adds the tax rate set on each product, and the tax is shown in your accounts as **Sales Tax Payable**.

My customer paid later. How do I record it?

Post a receipt voucher. See [Receive a customer payment](#). The **Collect Payment** button on a sales order is not available yet.

My profit looks too high

If you entered your starting stock as an **Opening Balance** adjustment, the value shows under **Inventory Adjustments** in the Profit & Loss report. See [Profit and Loss report](#).

A cheque will not save

A cheque needs a **Party type** and a **Party**. See [Cheques](#).

My purchase order says it is paid before I have paid anything

Before you receive goods, the order's **Net payable** is 0, so the status can read *paid*. After you receive goods it shows what you owe. See [Receive goods from a supplier](#).

The company setup wizard shows an error

If you start the wizard again with a company name you already used, it can fail. Use a different name, or contact us. See [Complete your company setup](#).

I cannot add a student: the active-student limit has been reached

Your Education package allows a fixed number of **enrolled** students, and you have used them all. Existing students are safe. Withdraw a student who has left, or move to a larger package. Inquiries can still be saved. See [Students: admission and management](#).

The Section list is empty or disabled

In Education, choose the **Academic Group** first. The Section list then shows only the Sections of that Group. If the Group has no Sections yet, create them first. See [Education getting started and academic structure](#).

I cannot change a student's marks

Marks are locked once the exam is published. Unpublish the exam on **All Exams**, correct the marks, then publish it again. See [Exams, marks and report cards](#).

A payment or salary was refused with "Insufficient balance"

The cash or bank account does not hold enough money. Record the receipts you have received, or choose another account, then pay again. See [Education receipt and payment vouchers](#).

Does NEXTOREx work on my phone?

NEXTOREx runs in a web browser, so you can open it in your phone's browser. There is no separate mobile app. You need an internet connection to use it, and there is no offline mode.

What does NEXTOREx not do?

NEXTOREx does not currently have:

- a link to FBR,
- offline POS or a mobile app,
- restaurant tables or kitchen orders,
- bank reconciliation, a Period Close, or accounting in more than one currency,
- a Trial Balance screen,
- a developer API.

If you need one of these, [contact us](#).

Related guides

- [Where to get help](#)