

Help & Troubleshooting — QC

July 28, 2026

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Quality Control (QC)

Symptom	Likely cause	Fix
The required QC record is not visible.	The current search term is too restrictive, or the record is on another result page or tab.	Revise or clear Search , check contacts and products , and use Previous Page or Page 1 as needed.
The list does not show the information needed for the review.	The current layout does not include the required heading.	Select Columns Chooser , adjust the visible columns, then select Update Current or save a new layout.
A revised layout is not available for later use.	The changes were not saved.	Use Save for a new layout or Update Current for an existing layout.
The list appears out of date.	The displayed view may need to be refreshed.	Select Refresh (icn-update) and repeat the search if necessary.

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