# OrderPad FAQ

## If a customer is on hold or non-saleable, will they show up in OrderPad?

If a customer is marked as non-saleable, you can still work in OrderPad with that customer; you will just get a warning icon in the Customer ID field which indicates that the customer in non-saleable. If the customer is on hold, you can still work in OrderPad with that customer.  Agility does not give a warning that this customer is on hold; only after the OrderPad is released to a Sales Order and the SO is saved does it go on hold.

## Are there items that will not show on a customer's quicklist or OrderPad?

There are some exclusions for which items will show in a customer's quicklist and items that are not allowed to be entered thru the OrderPad.  Those include:  Sundry, template, nonstock, non-saleable, inactive, detail group header and parent BOM items.

## How do I create a customer quicklist?

System Administration > Restricted Processing > Automated Processing > Customer Quicklist Criteria

Use the Customer Item Quicklist Criteria screen to define criteria records for building quicklists to display based on the customer within [OrderPad](http://documentation.dmsi.com/agility/v531/Sales_Transactions/orderpad.htm).

After defining criteria records, you can run the program from the window or schedule the process through the [Automated Processing](http://documentation.dmsi.com/agility/v531/System_Administration/automatedprocessing.htm) function to create quicklist records at specified intervals.

For expanded instructions on creating customer quicklists, see [AR22516 - How to create customer Quicklists](https://360.dmsi.com/prod1/m/main.jsp?pageId=93120383&id=129876846)