

Invoice submission errors

Troubleshooting

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Troubleshooting

Invoice submission errors

Understand the most common errors when saving or submitting an invoice, and how to clear them.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Problem

You click **Save** or **Submit** on an invoice and get an error.

Symptoms and fixes

Message (or meaning)	Cause	Fix
"Mandatory fields required"	A required field with a red star is empty	Fill in the listed field
Fiscal year does not exist for the date	No fiscal year covers the posting date	Create it. See Currency, fiscal year and accounting periods
"Due date cannot be before posting date"	The dates are the wrong way round	Correct the **Payment Due Date**
Insufficient stock	**Update Stock** is on and the warehouse has too little	Check the stock, or untick **Update Stock** if a delivery note was used
"Account … is a group"	A group account was chosen	Choose a non-group account
Debit and credit not equal (journals)	The entry does not balance	Correct the amounts
Period closed	An accounting period blocks that date	Use a date in an open period, or ask the accountant
"Cannot cancel: linked with …"	Other documents depend on this one	Cancel or unlink those first

Diagnosis steps

1. Read the **whole message**. It names the field or account.
2. Check the **Posting Date** against your fiscal year.
3. Check the **Customer** and **Company** match your accounts.
4. If stock is involved, open the **Stock Balance** report for the item.
5. If you still cannot find it, note the exact message and the document number.

Prevention

- Create the new fiscal year before the old one ends.
- Do not tick **Update Stock** on invoices that follow a delivery note.
- Keep your chart of accounts tidy.

When to contact support

Send the exact message, the document number and a screenshot.

Related documentation

- Creating a sales invoice
- Currency, fiscal year and accounting periods
- Warehouses and stock entries