

Ticket date is outside allowable range error when posting tickets

Summary:

Ticket posting fails and the message "Ticket date is outside the allowable range [...]" is displayed on the Ticket Edit List

Cell detail: Grid view

Print serial number detail

Order by: Store, Station, Ticket #, Document ID, Seq #

Document Header: Store is (exactly) MAIN and

Document type is in (Ticket, Void ticket)

Ticket #	Station	Customer #	Sale amt rec
Ticket date	Location	Name	Total tip rec
Doc or tkt type	User	Orig Ord #	Dep receive
Doc status	Profit center	Orig lwy #	Dep refund
Tax code	Cust PO#		
Store - MAIN			Station -
100476	1	CASH	435.
01/07/2019	MAIN		
Sale ticket	MGR		0.
MGR			0.
MEMTN			
Error reference	Ticket date is outside allowable range. To fix, either 1) Update		
Report ticket totals:			Qty sld
			Total cost
			Grs pft
			Grs pft %

Cause:

The Current Calendar setting is set to the wrong year.

Solution:

From the **Counterpoint Main Menu** browse to **Setup > System > Company**.

In the **Current calendar** field near the top right in the **Dates section**, enter or lookup and select the current year's calendar.*

Click Save in the toolbar.

If the current year calendar is not available, you will first need to browse to Setup / System / Calendar and create it. Please see the [Counterpoint Online Help for information on how to configure this.](#)

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1191>