

## Ticket date is outside allowable range error when posting tickets

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

**Cause:** The Current Calendar settings 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](#).

| Ticket #               | Station | Customer # | Sale amt rec   |
|------------------------|---------|------------|--|
| 100476                 | 1       | CASH       | 435.   |
| 01/07/2019             | MAIN    |            |  |
| Sale ticket            | MGR     |            | 0.   |
| MGR                    |         |            | 0.   |
| MEMTN                  |         |            |  |
| <b>Error reference</b> |         |            | Ticket date is outside allowable range. To x, either 1) Update |
| Report ticket totals:  |         |            | 1 Ticket(s) Qty sld<br>Total cost<br>Grs pft                   |

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