compeat™

FAQ

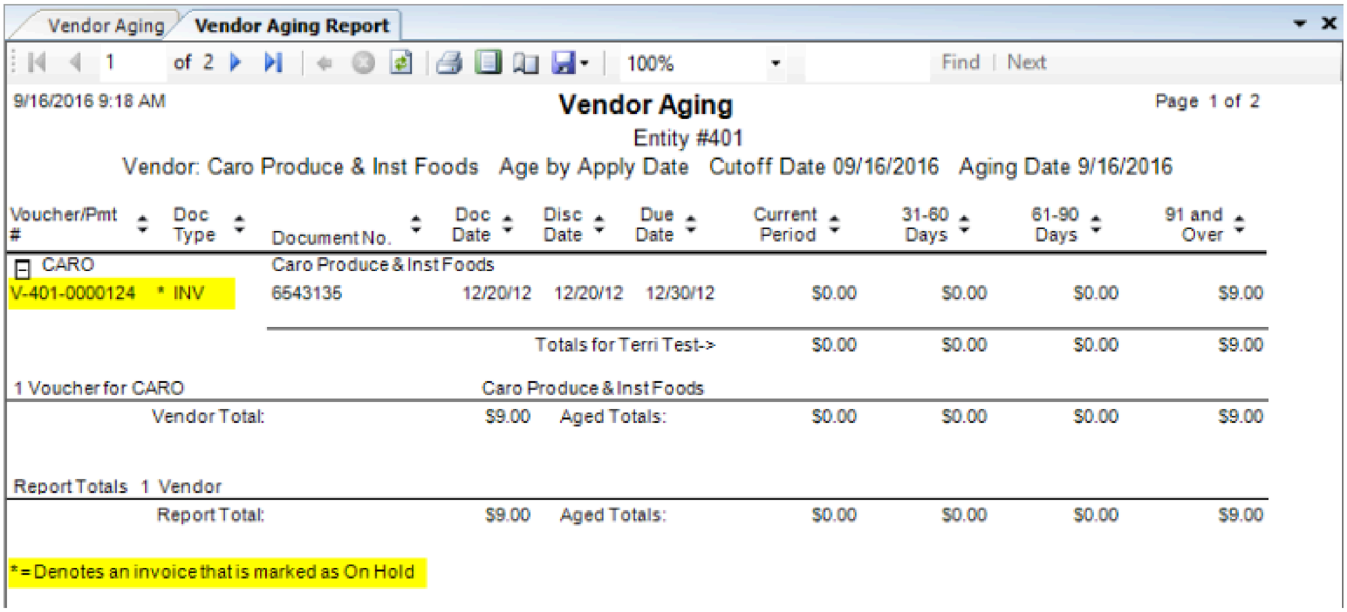
Home / FAQ / Why can’t I select an invoice for payment?

Why can’t I select an invoice for payment?

There are a few things to check if an invoice isn’t showing for payment:

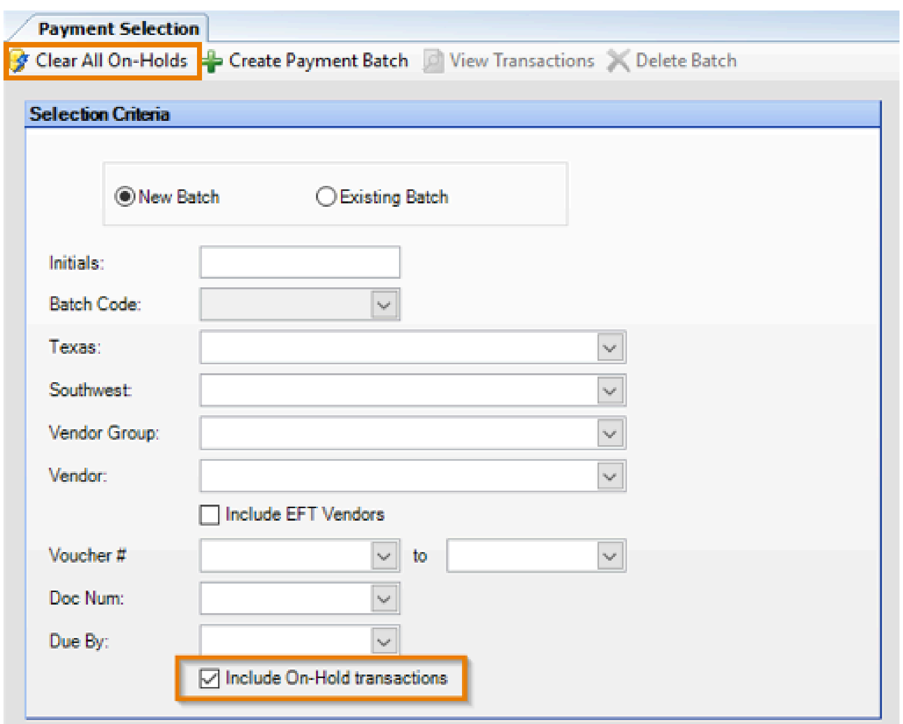
Invoice on Hold?

An on-hold invoice will be marked with an asterisk on the **Vendor Aging** report.

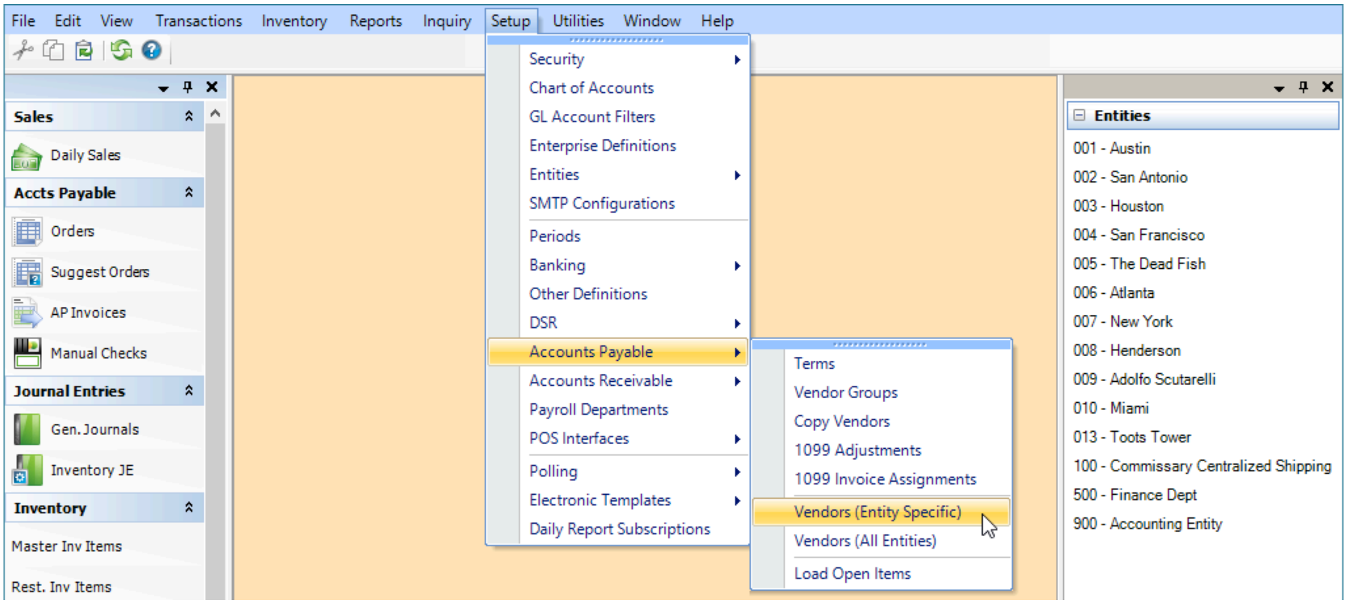


1. Go to **Reports** › **Accounts Payable** › **Vendor Aging**.
2. You can filter the report by the specific vendor and entity.
3. Review the invoice and see if it is marked by an asterisk.

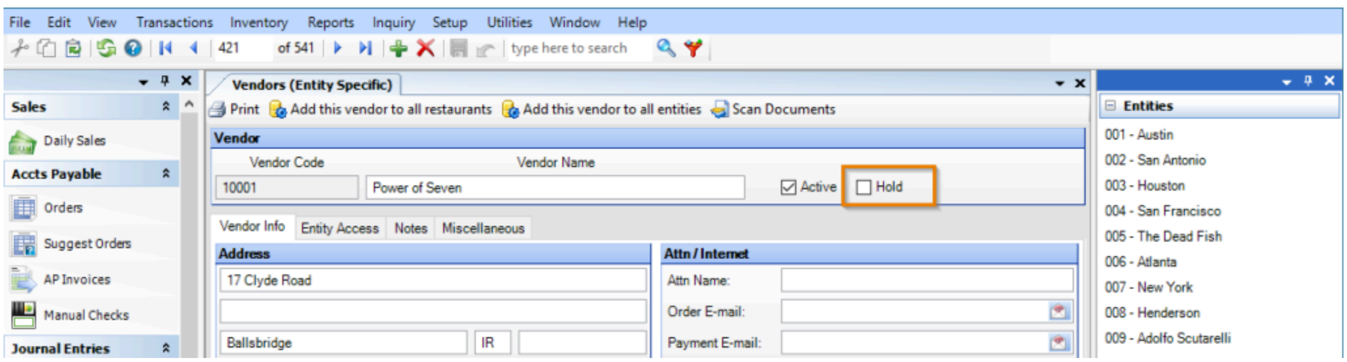
If the invoice is on hold, you can opt to still include the invoice by clicking the **Include On-Hold transactions** box at the bottom of the **Payment Selection** screen, or **Clear All On-Holds** at the top of the screen:



Vendor on Hold?



1. Go to **Setup** › **Accounts Payable** › **Vendors (Entity Specific)**.
2. Search for the vendor for the invoice in question.
3. On the **Vendor Record**, check whether the **Hold** box is checked.



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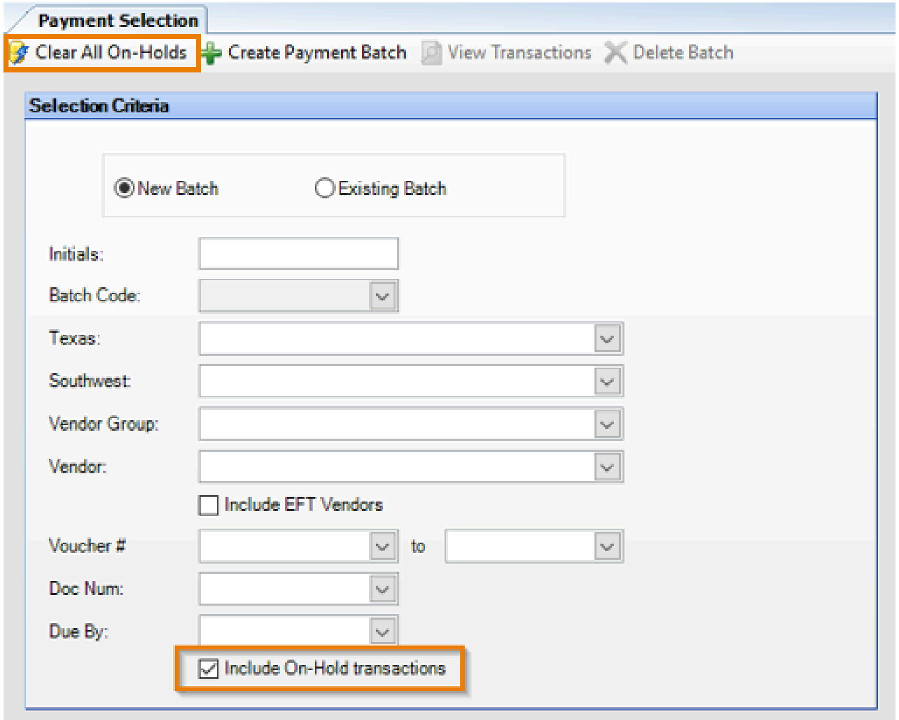
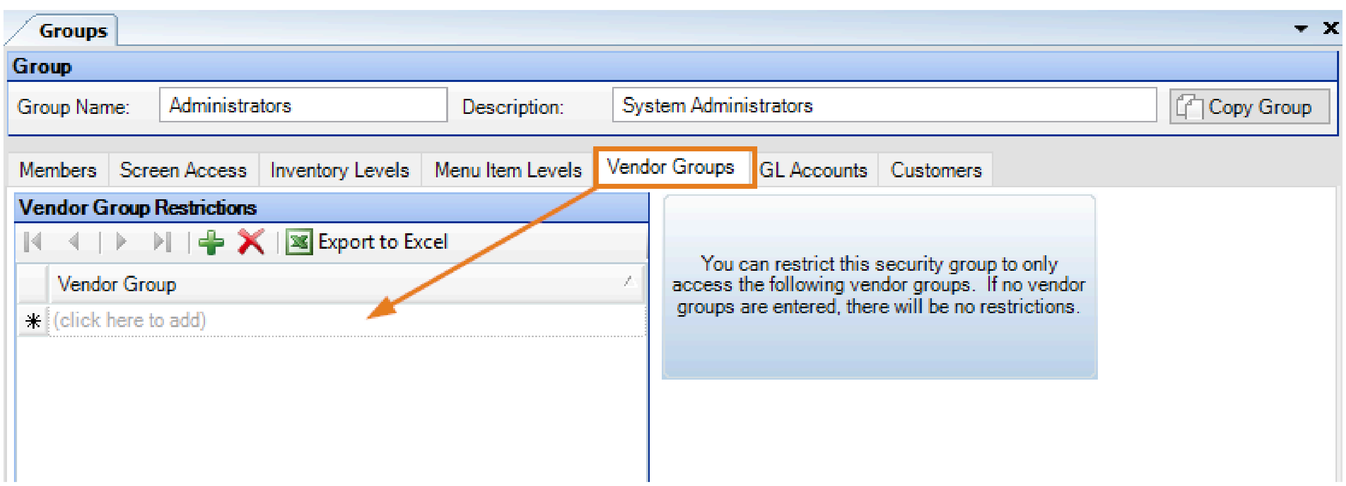


Vendor Group Restrictions?

You will need your system administrator to review the **Vendor Restrictions** assigned to the security group that you are a part of:

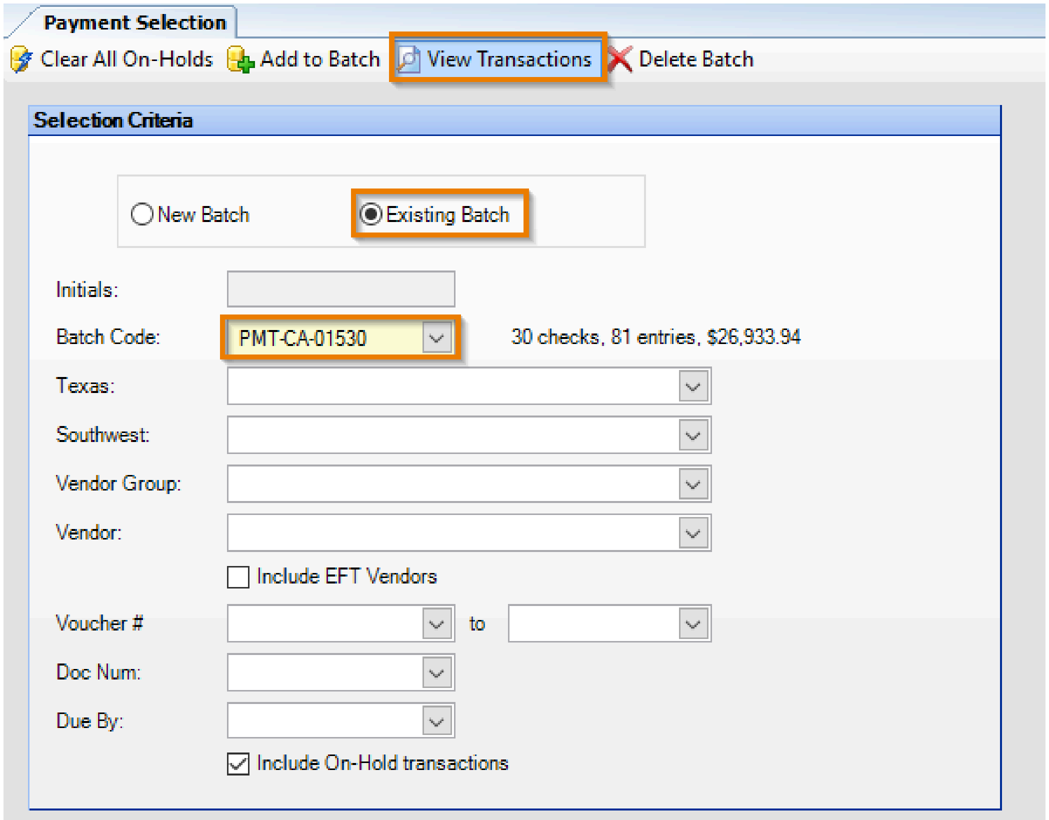


1. Go to **Setup** › **Security** › **Groups**, and select the security group you to which you are assigned.
2. Click the **Vendor Groups** tab.

If there are *any* vendor groups listed, these are the only vendor groups you are allowed work with. We encourage you to review the invoice vendor's vendor group assignment in their record (**Setup** › **Accounts Payable** › **Vendors (Entity Specific)** and choose the **Vendor** from the listing.)

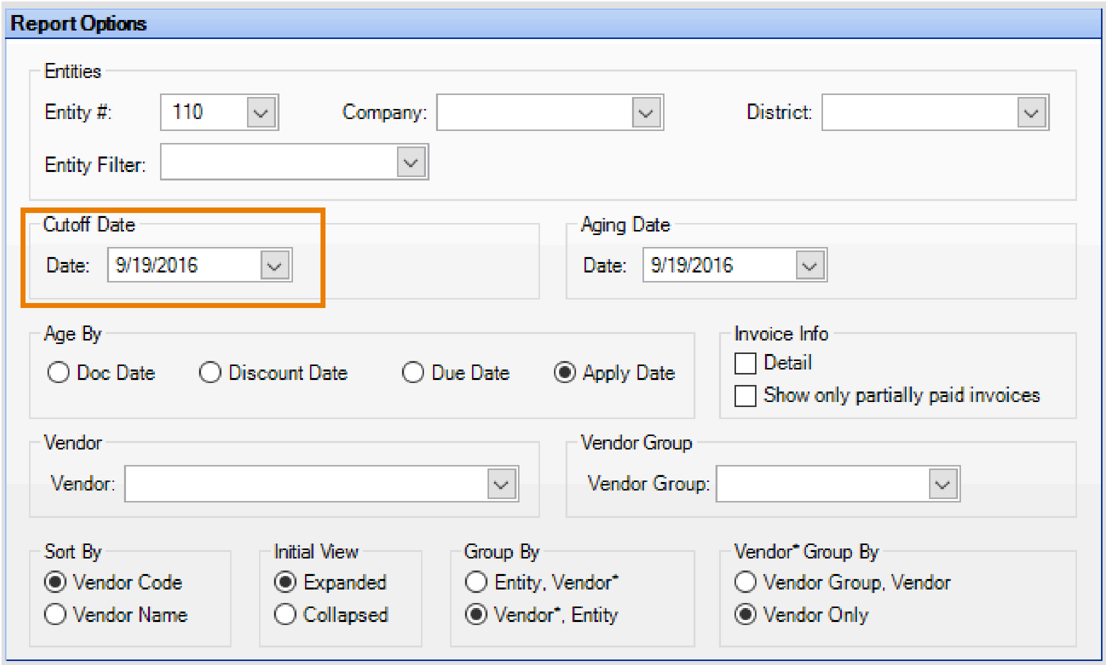
Invoice Already Batched?

In the **Payment Selection** screen, choose **Existing Batch** and click **View Transactions**. Review the list of invoices to see whether your invoice is included in an existing batch.



Invoice Already Paid?

If the invoice appears on the **Vendor Aging** report, but is not showing up for payment, consider if a payment may have been posted to a date later than the cutoff date selected on your **Report Options** screen:



1. Go to **Reports** › **Accounts Payable** › **Vendor Aging**.
2. Choose a later cutoff date.
3. Verify whether the invoice still appears outstanding.

If you are still unable to locate your invoice, please contact Compeat Support at **support@compeat.com** with the following details: invoice number, vendor, and amount. We can have one of our Support Consultants review the issue.

Was this Helpful ? yes no

How do I view which vendors are receiving a 1099 for this tax year?

How do I make a vendor a 1099 vendor?

How do I make an vendor's invoice with a different 1099 box type than the default?

I am trying to import vendor files but Compeat says the directory doesn't exist. What do I do?

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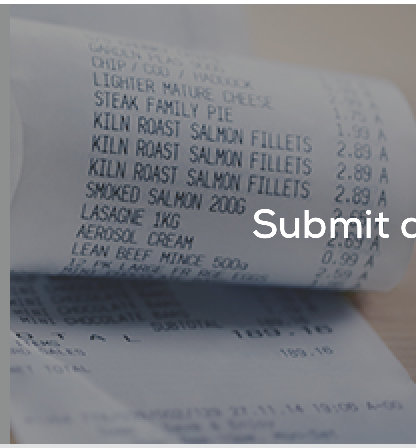

Submit a Ticket

Enhancements and Feedback

Austin, TX 78727 | (512) 279-0771 | support@compeat.com