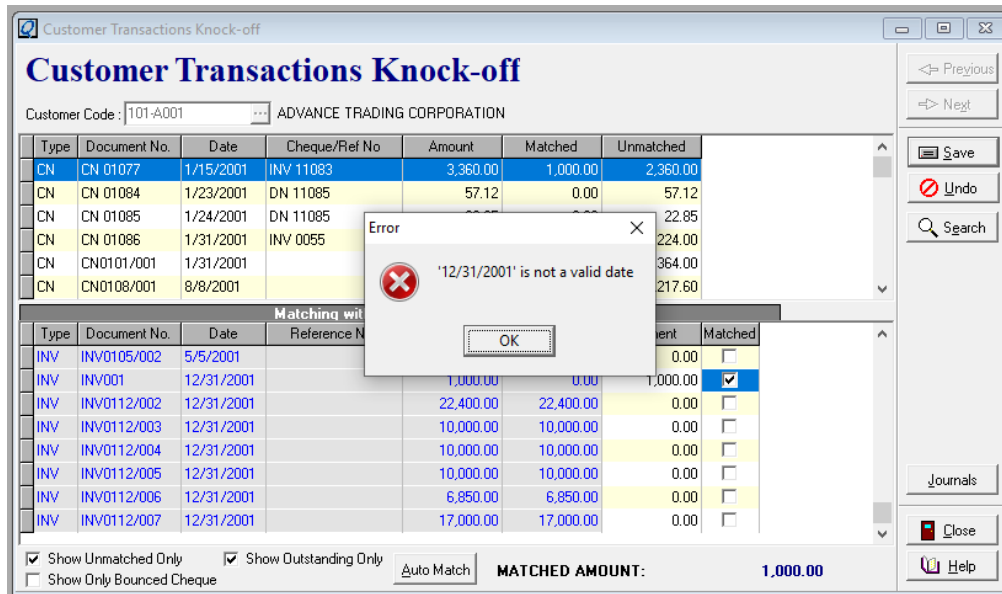




## HOW TO FIX '...NOT A VALID DATE' ERROR IN TRANSACTIONS KNOCK-OFF

### Problem Scenario:

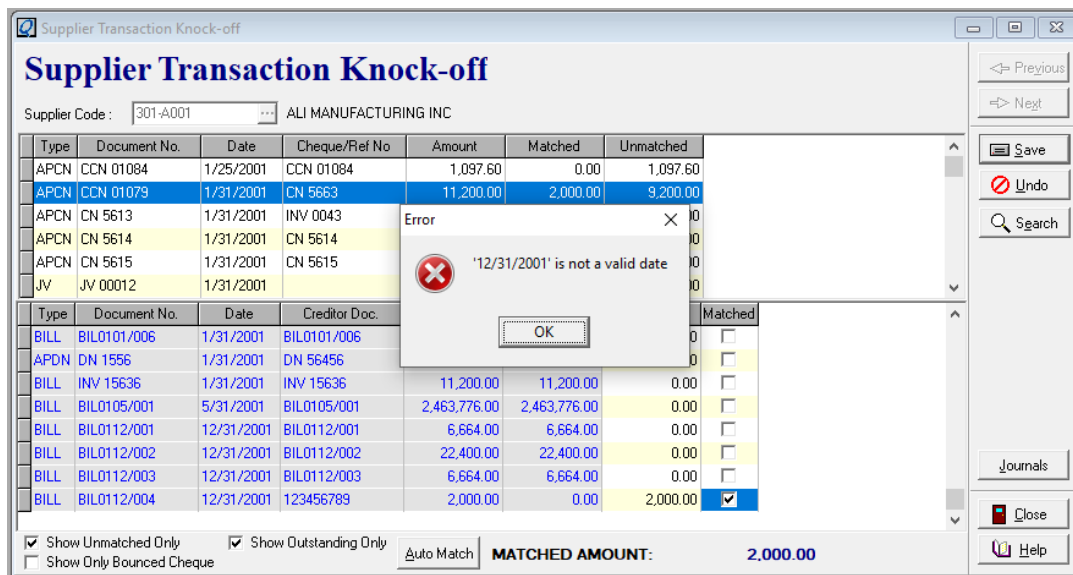
There are instances that when a user is matching a document using Transaction Knock-Off, they may encounter this error:



The screenshot shows the 'Customer Transactions Knock-off' window for Customer Code: 101-A001 (ADVANCE TRADING CORPORATION). An error dialog box is displayed over the table, stating: "Error: '12/31/2001' is not a valid date". The table below shows various transactions with columns for Type, Document No., Date, Cheque/Ref No., Amount, Matched, and Unmatched.

Type	Document No.	Date	Cheque/Ref No.	Amount	Matched	Unmatched
CN	CN 01077	1/15/2001	INV 11083	3,360.00	1,000.00	2,360.00
CN	CN 01084	1/23/2001	DN 11085	57.12	0.00	57.12
CN	CN 01085	1/24/2001	DN 11085			22.85
CN	CN 01086	1/31/2001	INV 0055			224.00
CN	CN0101/001	1/31/2001				364.00
CN	CN0108/001	8/8/2001				217.60

Below the main table is a 'Matching with' section with columns for Type, Document No., Date, Reference No., Amount, Matched, and a checkbox for 'Matched'. The 'MATCHED AMOUNT' is shown as 1,000.00.



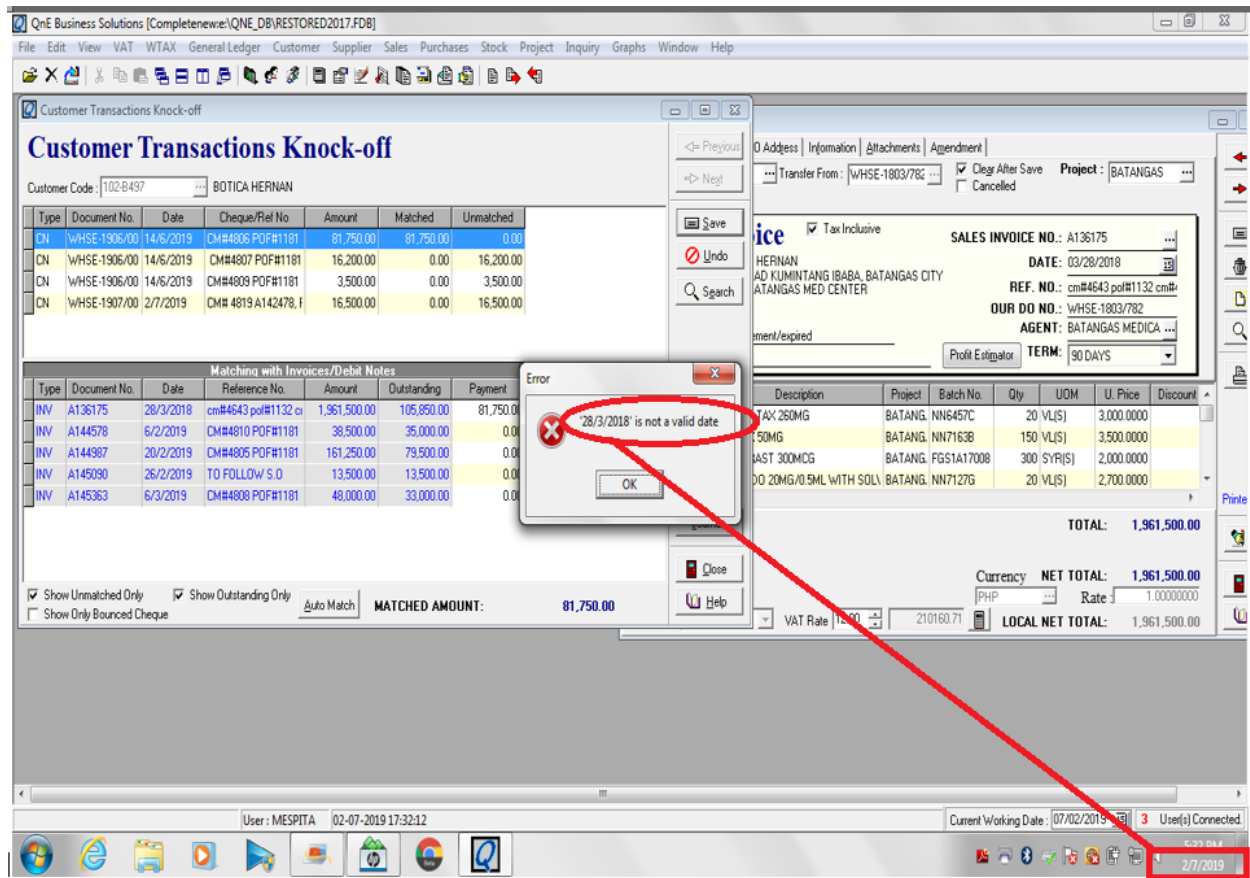
The screenshot shows the 'Supplier Transaction Knock-off' window for Supplier Code: 301-A001 (ALI MANUFACTURING INC). An error dialog box is displayed over the table, stating: "Error: '12/31/2001' is not a valid date". The table below shows various transactions with columns for Type, Document No., Date, Cheque/Ref No., Amount, Matched, and Unmatched.

Type	Document No.	Date	Cheque/Ref No.	Amount	Matched	Unmatched
APCN	CCN 01084	1/25/2001	CCN 01084	1,097.60	0.00	1,097.60
APCN	CCN 01079	1/31/2001	CN 5663	11,200.00	2,000.00	9,200.00
APCN	CN 5613	1/31/2001	INV 0043			10.00
APCN	CN 5614	1/31/2001	CN 5614			10.00
APCN	CN 5615	1/31/2001	CN 5615			10.00
JV	JV 00012	1/31/2001				10.00

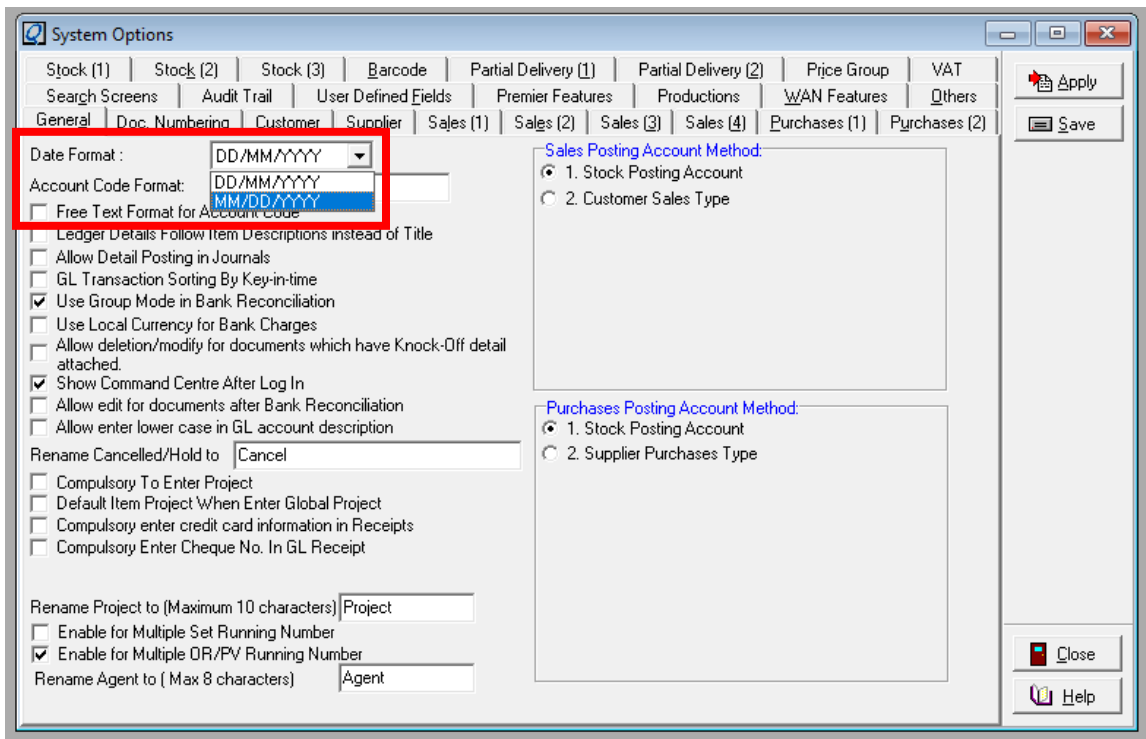
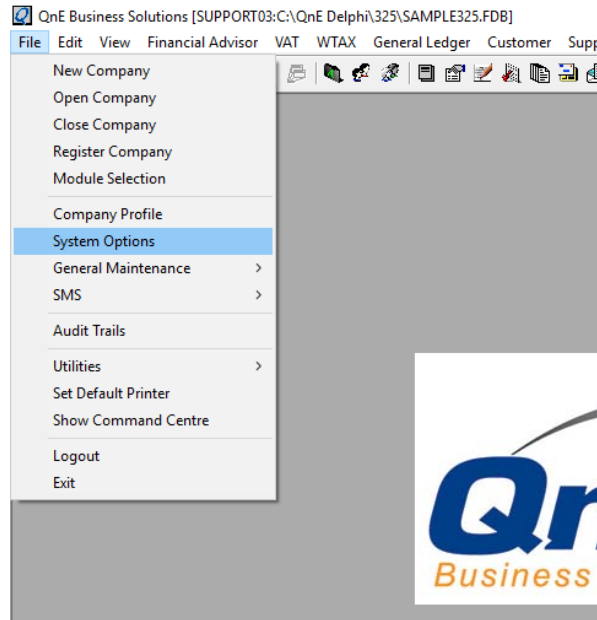
Below the main table is a 'Matching with' section with columns for Type, Document No., Date, Creditor Doc., Amount, Matched, and a checkbox for 'Matched'. The 'MATCHED AMOUNT' is shown as 2,000.00.

**Resolution(s):**

Check the date format of the computer. Date format of user's computer and QnE system must be the same. Verify which date format should be followed and change whichever must be corrected. If the user's computer must be changed, go to Control Panel and change the date format of the computer.



In QNE, to change the date format, go to File > System Options > General tab



Select the correct format of your preference then click **Apply**, then **Save**.

Go back to Transactions Knock-Off then match a document. System must save the knock-off successfully without any errors.

**NOTE:**



For further concerns regarding this matter, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>