A transaction is missing on the Arrivals / Issuing reports

When generating transactional reports or searching for specific transactions through the arrivals and/or issuing reports, it is possible that some transactions that the user was expecting to see are “missing”. If this is the case, verify the following:

- Ensure that the store you have selected is correct, especially if there are several store(s) with similar names.

- Ensure that the start date and end date for the report are correct. If you are unsure of the exact date of the arrival/issuing transaction, increase the time period for the report. It is also possible that the transaction was registered on the wrong date by user error.

- Ensure that all the filter fields (right above the first row of the report) are empty so all data is showing.

- Use the navigation buttons on the bottom right corner to see more rows and/or pages.

- Go back to the arrivals/issuing pages and search for “draft” and “pending” lines. **Transactions whose status is not “Completed” will not show on the reports.** If relevant, finalize registering those transactions.