AlphaVAT 4.3 release: Known issues

Please refer to the table below for details of issues that have been identified by us in this release. If you encounter any other issues with the software, please report them to our support desk on 01784 777 666.

AlphaVAT

No.	Description	Workaround
1.	Calculation inputs: Calculation mappings can be temporarily lost if running a calculation before changing configuration options to select the updated options under International, Northern Ireland or Reverse Charge.	First, return to configuration options. Then unselect your template and reselect it. Finally, tick the required configurations options and process. Mappings and filters should now be re-applied. Once a calculation has been run with the updated settings, save a new template to ensure these changes persist in subsequent periods.
2.	Export data: There is currently a limit of 25,000 rows on exported reports. In some instances, this limit is restricted further to 1,000 rows. If you experience the lower limit, then please contact support to discuss options to resolve.	
2.	Unsupported formats: When a date column is mapped with dates in an incorrect date format, the calculation will be unable to complete. This includes the scenario where editing an uploaded file and changing a date cell to an unsupported date format.	Ensure uploaded dates, or dates added or amended via editing, are in an accepted UK format, i.e., DD/MM/YYYY.
4.	There have been intermittent issues identified when uploading files that contain extremely large amounts of data. This may affect the speed in which AlphaVAT completes the data cleansing and validation and in some instances causes the process to stop running.	The data validation process considers the diagnostic settings you have running. You can configure these checks on the Entity summary tab for each entity to reduce the data validation being run.
5.	Analytics tab: The Data summary table produces an error report when trying to view the data for blocked or excluded transactions that also have filters applied.	Click on the Home tab to exit the report.

6.	VAT Return breakdown and Member summary tables sometimes do not display content in certain lesser used browsers.	Refreshing the page can resolve the issue. Alternatively, use one of the supported browsers (Google Chrome, Internet Explorer, Microsoft Edge and Firefox - latest versions).