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Version 4.0 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.

MTD Compliance Portal

No.	Description	Workaround
1.	Tool tips are missing from some items (in some scenarios / browsers).	None other than using a different browser.
2.	It is not possible to edit the name of a sub-folder.	Create a new folder with the correct name, move any entities or subfolders into that new folder. You will then need to ensure that appropriate access is granted to users. When ready delete the old folder.

AlphaVAT

No.	Description	Workaround
1.	File upload: Max data upload file size limit set to 10Mb to prevent performance issues when handing large data files. The limit equates to approximately 132,000 lines of data in an 11-column data set. Applies to the size of data upload that may be performed at any one time.	If an individual data file exceeds the limit, you can split the datafile into smaller sized files and upload each file separately or you can contact your account manager for further assistance. If there are multiple data files that collectively exceed the limit but individually do not, you can upload them individually.
2.	Group Entities: If you remove a group member after it has been consolidated into the group VAT Return, the software does not prompt you to recalculate the group VAT return.	Go into the Group settings, then click Recalculate.
3.	VAT Return breakdown and Member summary tables sometimes do not display content in certain lesser used browsers.	Use one of the supported browsers (Google Chrome, Internet Explorer, Microsoft Edge and Firefox - latest versions).
4.	Group Entities: If you have deleted a group member from a group entity, you will not be able to re-add the group member with exactly the same name.	Add a numeric value before or after the group member's name, to distinguish it from the original named member that was deleted.

AlphaVAT (Cont'd)		
No.	Description	Workaround
5.	Group Entities: If your AlphaVAT and AlphaBridge single licences allocation has reached zero, but you still have Group licences available – you cannot create a new group entity or add new group members to an existing group entity.	Please contact Customer Services to request additional AlphaVAT and AlphaBridge licences.
6.	File Upload: If your file has a column header that contains only numbers, the file upload will fail.	Edit your data file and provide an alphanumeric column heading, then upload the file again. For information on the correct formatting you need to apply to your data files, please refer to the AlphaVAT V4.0 Data Requirements document.
7.	File Mapping: Deleting the first file filter will prevent you from adding new filter rules.	Use the delete button to remove the file mapping and map your file again.
8.	When viewing the Group master reports, the calculation process tabs are displayed. These are not currently disabled, so clicking on the tabs will result in an error message.	Avoid selecting the calculation process tabs. If they are selected, click on the home tab to exit them, and return to the Group master reports.
9.	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.
10.	When reviewing and actioning diagnostic transactions that need attention, the UI is not updating to show that these transactions have been dealt with.	When clearing these, you can mark them as allowed, to include them in your calculation.
11.	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.
12.	Filters and manual adjustments: There is a display issue when selecting a date from the calendar, for a date type filter and when adding a manual adjustment.	Type your date in full, as DD/MM/YYYY