

Help & Troubleshooting — PrincipalsInvoice

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Principal Invoices

Symptom	Likely cause	Fix
You cannot access the invoice workspace.	The sign-in screen is displayed or the credentials have not been entered.	Complete Enter User Name and Enter Password , then select Login . If needed, use Reset Password .
The list does not show the invoice category you expected.	The wrong invoice scope is selected.	Open Account Invoices and select All , Sales Invoices , or Commission Invoices as appropriate.
Required information is missing from the list.	The current layout does not display the needed columns.	Select Columns Chooser , adjust the visible columns, then save the layout with Update Current or create a new one with Add Layout .
The exported information is not current.	The list was not refreshed before export, or the wrong category or layout was selected.	Select Refresh (icn-update) , confirm the invoice category and visible columns, then select Export again.

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