Why can't I push?

What the Push blocked banner means, and how to clear each reason a document won't send to your ERP.

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What you'll do

Understand why a document shows a **Push blocked** banner, or why the **Push to ERP** button is missing, and clear it so the invoice can go to your ERP.

Before you start

- Open the document that will not push.
- Read the banner near the top. It names the exact reason, and each reason below has its own fix.

The common reasons

A required field is missing or inactive

Your ERP needs certain fields before it will accept a bill, such as a GL account, department, location, class, or customer. The page shows you exactly which ones are missing or no longer active in your ERP. Fill them in on the **GL/Vendor Matching** tab, then push again. For help coding lines, see Correct line items and GL coding.

The bill already exists in your ERP

If the same bill was already created, Fluxity does not create a second one. You will see an amber **Duplicate** badge and a note that the bill already existed in your ERP. There is nothing to fix. The bill is already there.

The bill was posted directly in your ERP

> **NETSUITE ONLY**
> Sometimes a bill gets entered straight into NetSuite before Fluxity sends it. When Fluxity spots a posted bill with the same vendor, invoice number, amount, and currency, it blocks the push and names the bill it found, so a duplicate does not go out. You have one main choice: **Mark handled / link to existing bill**, which points this document at the bill that already exists. If you genuinely need a separate bill, an administrator can **Force create anyway** with a reason.

The invoice is waiting on a receipt

Some vendors are set up so a bill only goes out after the goods are confirmed received. Until the receipt arrives, the document waits in **awaiting receipt** and rechecks on its own. When the receipt shows up, it becomes ready to push again.

What happens next

Once you clear the reason, the **Push to ERP** button comes back and a successful push clears the old banner. The **Timeline** records what happened, so you can see how it resolved.

If you get stuck

- Not sure whether a field is required, or need a receipt setting or a force-create changed?

> **ASK YOUR ADMINISTRATOR**
> Some of these controls, like forcing a bill through or how receipt matching is set up, are handled by your administrator. Reach out to them with the invoice number.

- Need to fix coding first? See Correct line items and GL coding.

Online version: https://fluxity.ai/help/users/why-cant-i-push

Last verified September 16, 2026. The online version is always the most current.