



Common Issues

DATEV Export Pro Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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SOURCE
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EXTENSION
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Common Issues

The export contains no invoices or credit memos

Start with one document whose Magento number and creation date you know. Confirm that its `created_at` date falls within the selected period, its state is enabled in **Export Settings**, its store matches the selected scope and its document type is included.

The end date includes the full day. Widening every filter at once makes the real mismatch harder to find.

Mapping validation fails

Use **Validate Mapping** in the DATEV configuration. Invalid JSON, an unknown variable path and a misspelled `function:` provider are different problems, so read the returned message before editing the mapping.

Restore the last working mapping if necessary, then apply one change at a time. The provider names are case-sensitive.

A mapped column is empty

Not every value exists on every invoice, credit memo, order, customer or address. Confirm that the selected variable path belongs to the exported document type. For an optional value, add a deliberate entry under **Variable Default Values**.

Do not use a default to conceal missing accounting data that the recipient requires.

The CSV contains unexpected characters

DATEV EXTF files use Windows-1252 encoding. Open the file with that encoding or import it directly into the accounting software instead of relying on a spreadsheet application's automatic detection. Check any custom text or mapping value that cannot be represented in Windows-1252.

XML generation or validation fails

Confirm that XML export is enabled and that the selected package mode and schema match the recipient's import process. A validation message normally identifies the affected file or element. Correct the mapping or configuration before delivery.

Disabling schema validation can isolate whether generation or validation fails, but it does not make an invalid package acceptable.

DATEV handles an XML document package as a standard

upload

Check which archive was uploaded. A **Both (CSV + XML)** export provides separate buttons for the accounting-data ZIP and the XML document ZIP. Upload the accounting-data archive through the CSV or standard import. Use the recipient's XML document interface for the `DATEV_XML_...zip` archive.

Do not merge both archives or place one inside the other. If the receiving workflow has no XML document import, use CSV only or ask the accounting contact which DATEV interface is available.

A ZIP archive is missing PDF documents

PDFs are included only when **Download Documents** is selected or the matching email or cron attachment setting is enabled. Magento must also be able to render each selected invoice or credit memo.

Transfer-compatible XML packages place PDFs at the ZIP root. Extended packages place them under `pdfs/`.

In a transfer-compatible package, the PDF filename must match the identifier referenced by `document.xml`. Generic `invoice_<ID>.pdf` or `creditmemo_<ID>.pdf` names indicate that the package was not generated with the transfer-compatible naming flow.

An automatic export does not run

Check Magento cron, **Enable Automatic Export**, the cron expression, selected document types and the configured date pattern. The job code is `datev_auto_export`.

If the schedule ran but no email arrived, check the recipient, mail transport and delivery log separately from document selection.

Scheduled delivery repeats or skips documents

Automatic delivery tracks documents that have already been sent. Compare the delivery log with the configured date window before resetting GUIDs or delivery state. Resetting that state can make older documents eligible again.

To reset a document's stored DATEV identifier, select it in the invoice or credit memo grid (**Sales > Invoices** or **Sales > Credit Memos**) and use the **Reset DATEV Document GUID** mass action. It is protected by its own admin permission, so a role without it does not see the action.

The OSS preview is empty

Confirm the scheme, period, year and store first. Then check member-state configuration, destination country, document states, B2B detection and the IOSS flag. The report excludes transactions that do not meet the selected OSS or IOSS classification.

What to collect for support

Provide the export type, store, selected period, document states and one known Magento document number. Include the mapping-validation message or XML schema error, but do not send unredacted accounting files unless support explicitly requests them through an approved channel.