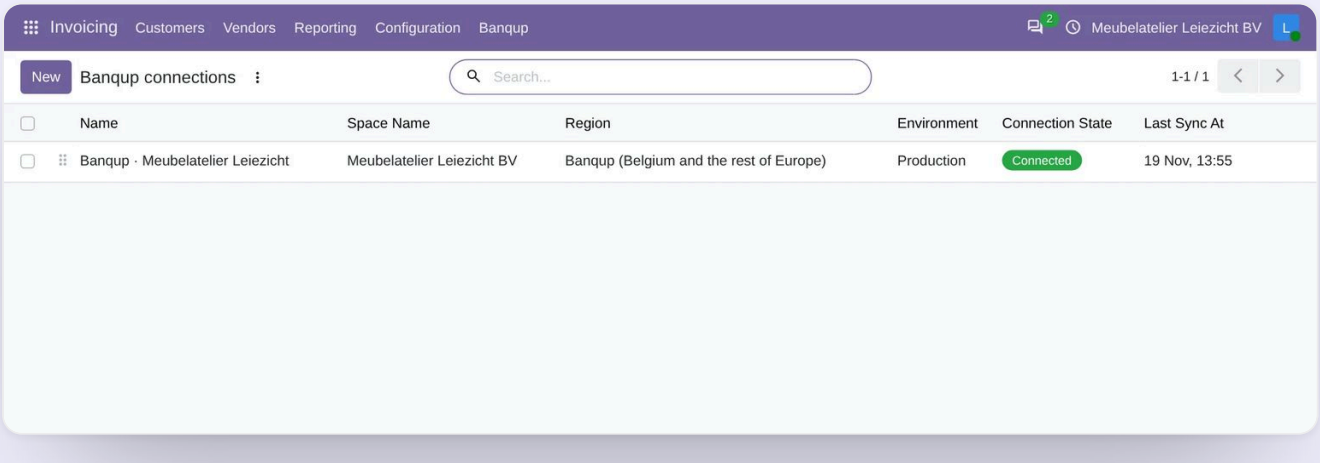
CONNECTOR GUIDE · INVOICING AND TAX

Banqup connector for Odoo

Send your Odoo invoices to Banqup and bring back their status, supplier bills and your account movements.

Odoo 17 · 18 · 19 · 20 | 14-day trial, no card | Edition of 19-11-2026





Real Odoo 20 screenshot. The list of connections and, when you open one, its status, the Banqup space and the connection buttons.

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On the right, the page where each chapter starts. Menu and button names are those of Odoo in English.

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This guide describes version 20.0.1.0.1 of the module (Odoo branch 20.0, commit a7e749a4a). Everything in it comes from its published code, the platform's official documentation or real screenshots.

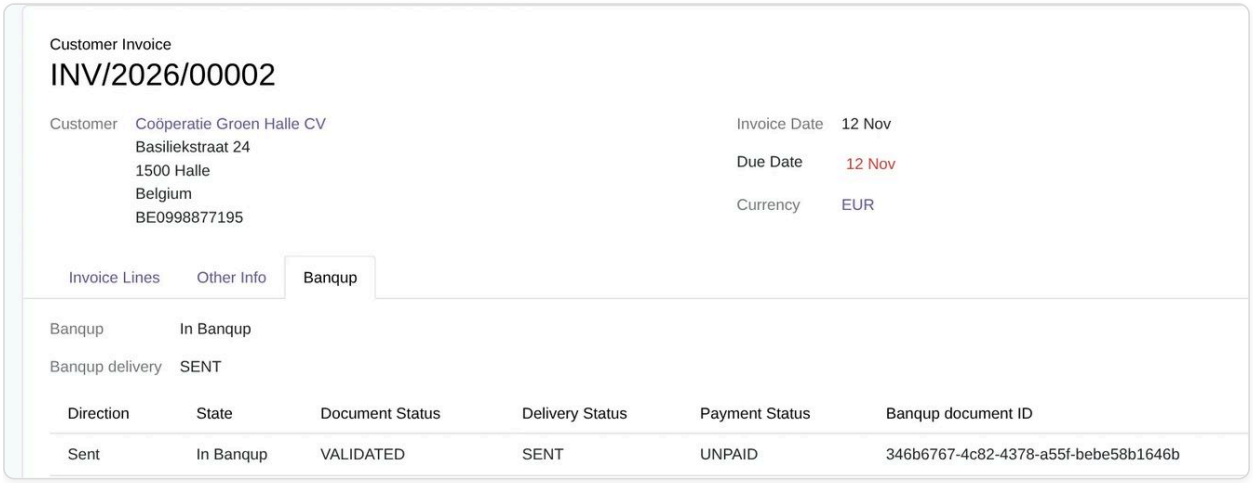
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Banqup. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

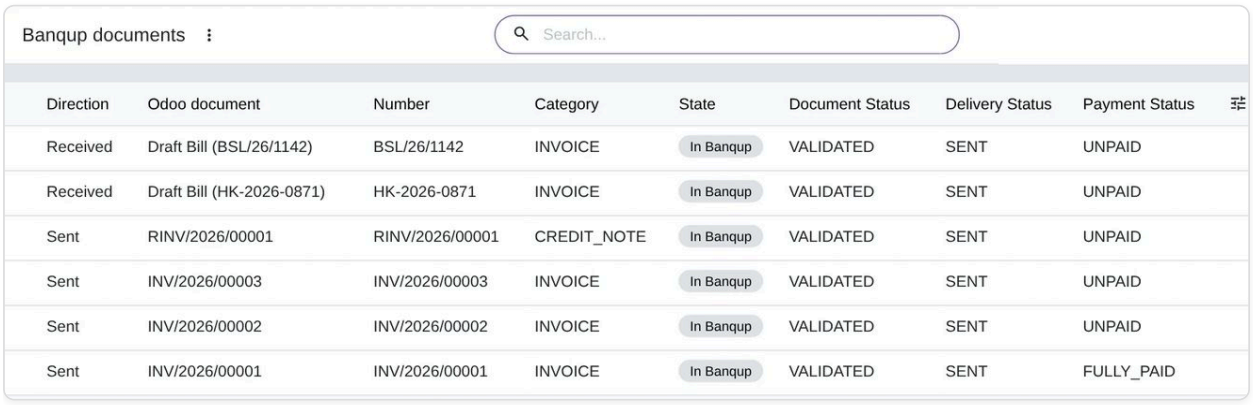
> The connector requires a FlexigoTech Cloud subscription, with a 14-day trial and no card required. Without the trial or the subscription, the connector does not talk to Banqup.

Banqup is an electronic invoicing and payments platform. Without the connector, someone has to upload to Banqup the invoices and credit notes issued from Odoo, check whether they have arrived and bring the supplier invoices you receive into Odoo. The connector does this work from Odoo, through FlexigoTech Cloud.

It works with your customer invoices and credit notes and with supplier invoices, from Invoicing. Each document sent or received is listed in **Banqup documents** with its status, and each synchronisation leaves its trace in the log.



- **Real Odoo 20 screenshot.** A customer invoice with the **Banqup** tab and its delivery status.



- **Real Odoo 20 screenshot.** The **Banqup documents** list with the documents sent and received.

What changes day to day

- Your customer invoices and credit notes reach your Banqup space, with a button or automatically when you post them.
- The supplier invoices you receive in Banqup reach Odoo as drafts.
- The delivery and payment status of each document is visible on the invoice itself.
- Banqup is notified of the invoices you collect or pay in Odoo.
- If something fails, you see it on the document or in **Sync issues**, with the reason.
- Synchronisation runs on its own, every 15 minutes.

What it does not do

- It does not reject or dispute supplier invoices in Banqup from Odoo: that is done in Banqup.
- It does not use Banqup Tax Services: taxes are calculated by Odoo.
- In France it sends Peppol BIS 3. If Banqup France converts it to the format of the French electronic invoicing reform, this has not been verified.
- It has been tested against a simulator that follows the Banqup API documentation. It has not yet been tested with a real Banqup space.

2 The connector in figures

4
Odoo versions: 17, 18, 19 and 20

15
minutes between runs of the scheduled task

2
Banqup platforms: Europe and France

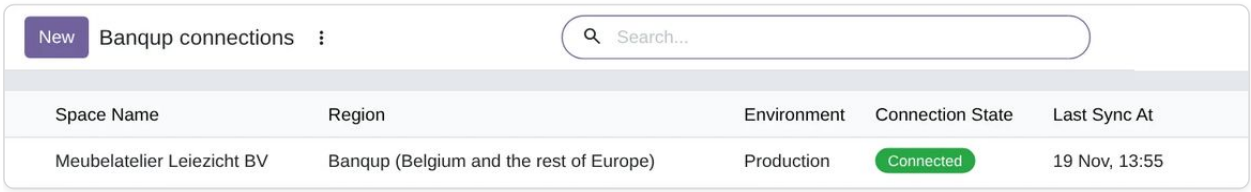
5
possible results of the holder check

14
days of trial, no card required

48
automated tests

It works with Invoicing, in Odoo Community and Enterprise: it depends on Odoo accounting, its UBL and CII electronic invoicing module and FlexigoTech Cloud. The 48 automated tests run against a simulator that responds as described in the Banqup API documentation.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The **Banqup connections** list with the sample connection, its environment and its status.

Invoicing › Banqup › Documents	The **Banqup documents** list: each invoice or credit note Odoo sent to Banqup and each supplier invoice that arrived from Banqup, with their statuses.
Invoicing › Banqup › Sync issues	The **Banqup sync issues** list: what failed when sending an invoice, importing a supplier invoice or notifying a payment, with its next retry.
Invoicing › Banqup › Sync log	The **Banqup sync log** list: each run, with its counters and errors. Only accounting managers can see it.
Invoicing › Banqup › Connections	One row for each Banqup space you connect, with its status and the last synchronisation. Only accounting managers can see it.

Outside its own app, the connector adds to customer invoices and customer credit notes already posted the **Send to Banqup** button, and to invoices that already have a Banqup document, the **Banqup** tab with its status. To the contacts' bank accounts it adds the **Check holder with Banqup** button, and to payments, a red warning when the account holder does not match.

4 What you need before you start

- A Banqup account with its space, and the ID of that space. It is a UUID, in the form 3fa85f64-5717-4562-b3fc-2c963f66afa6.
- An administrator of that space in Banqup who can add the FlexigoTech app and give it roles for invoices and payments. Banqup may charge for each check of an account holder: look at it in your contract with Banqup.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- An Odoo administrator user, who is the one who accepts the consent, connects and disconnects the space.
- The FlexigoTech Cloud subscription or its 14-day trial, no card required. Without it the connector does not talk to Banqup.

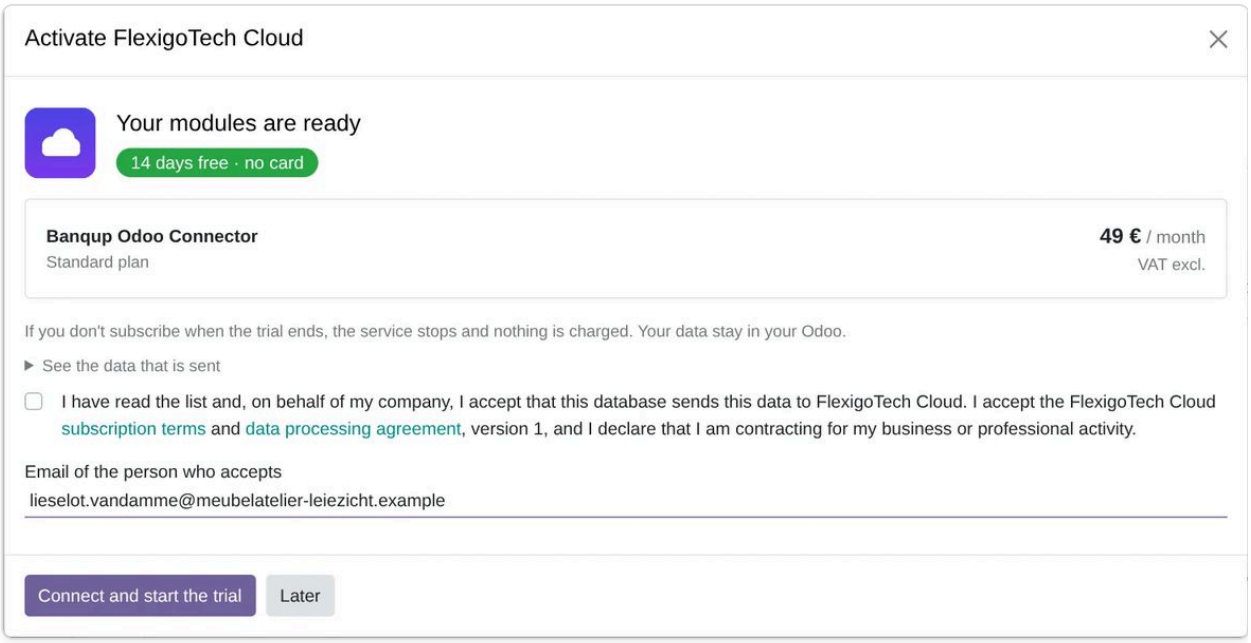
> The connector configures nothing inside Banqup. Your space administrator has to add the FlexigoTech app in Banqup, under Settings, External applications, Add external app, with the app ID you see on the connection, and give it roles for invoices and payments. Until that is done, FlexigoTech Cloud does not connect the space and nothing is sent.

It is installed like any third-party Odoo module, on Odoo.sh or on your server. Odoo installs at the same time `flexigotech_cloud`, the connection to FlexigoTech Cloud, and the apps it depends on: Invoicing.

5 The FlexigoTech Cloud trial

1. **Click Activate in the top bar**

   It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 free days, no card required.



- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

2 **Accept and enter your email**

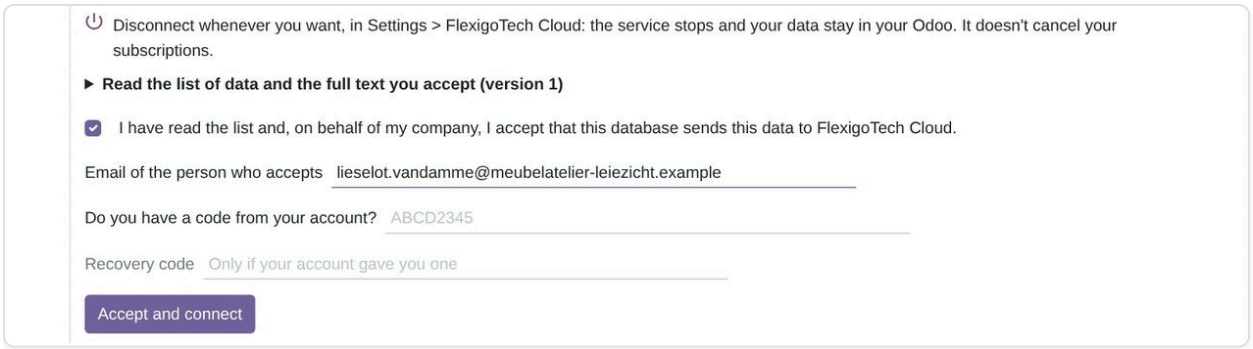
Tick «I have read the list and, on behalf of my company…» (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

Odoo registers the database with FlexigoTech Cloud and starts the module trial. If you prefer to leave it for later, **Later** closes the window.

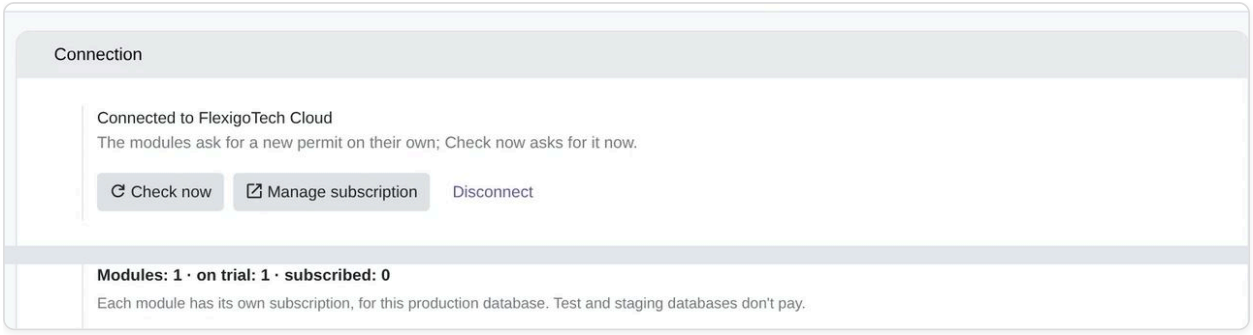
The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the database sends. Tick the box, enter the email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the ticked box, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the connector on trial.

Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests the permission immediately (otherwise the module renews it by itself every 6 hours).

> You can't start a trial on a neutralised copy (staging) or on a database with demo data. Settings says so with «This database is a neutralised copy or has demo data, so trials can't be started here.»

CONNECTOR GUIDE · BANQUP

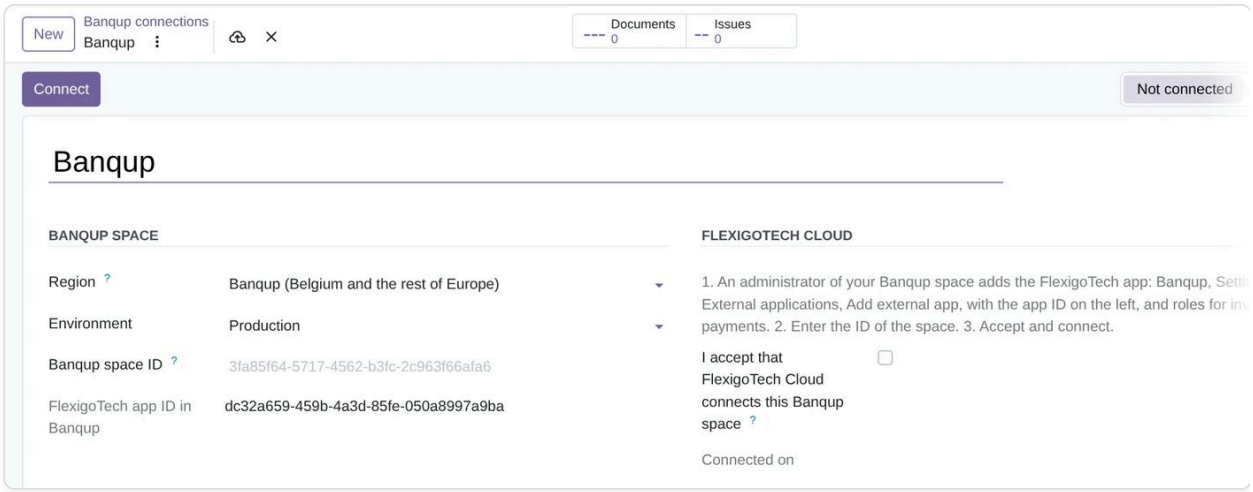
6 Connecting your Banqup space step by step

1. **Open the connections menu**

   Go to **Invoicing › Banqup › Connections**. If there are already connections, you see them in a list.

2. **Click New**

   The form for a new connection opens. **Name** comes as Banqup and you can change it.



- **Real Odoo 20 screenshot.** Form for a new connection, with the **Banqup space** group and the **FlexigoTech Cloud** group.

3. **Choose the region and the environment**

   In **Region** choose **Banqup (Belgium and the rest of Europe)** or **Banqup France**. In **Environment** choose **Production** or **Test (Banqup acceptance platform)**. They come with the values **Banqup (Belgium and the rest of Europe)** and **Production**.

4. **Enter the space ID**

Paste the UUID into **Banqup space ID**. If it doesn't have the form of a UUID, Odoo warns you with «The Banqup space ID is a UUID like 3fa85f64-5717-4562-b3fc-2c963f66afa6.».

5 **Add the FlexigoTech app in Banqup**

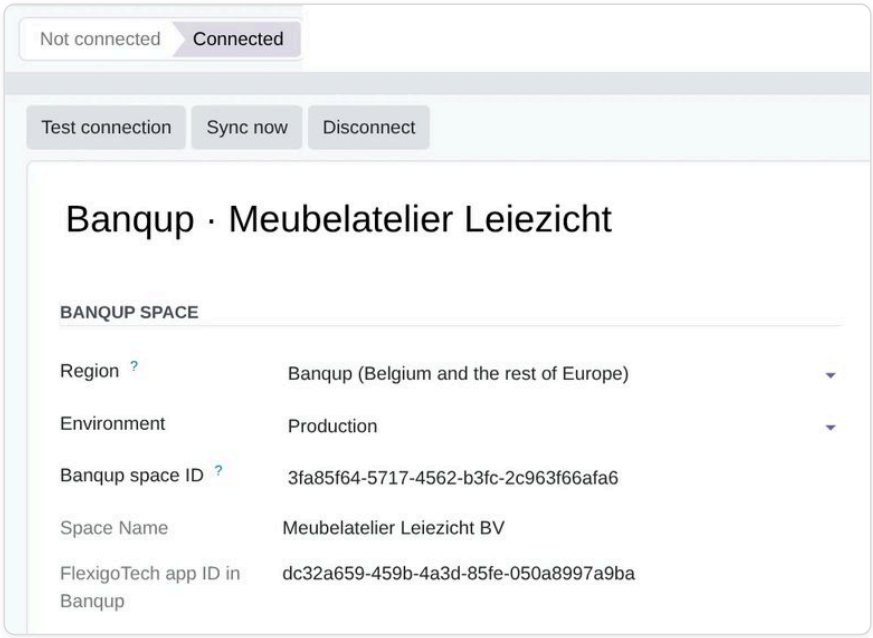
Before connecting, a space administrator does in Banqup what the **FlexigoTech Cloud** group indicates, using the value of **FlexigoTech app ID in Banqup** shown by the connection.

6 **Accept the consent and click Connect**

Tick **I accept that FlexigoTech Cloud connects this Banqup space** and click **Connect**. Without the space ID, Odoo replies «Enter the ID of your Banqup space first.». Without the consent, it replies «Before connecting, an administrator has to accept that FlexigoTech Cloud connects this Banqup space and that the calls to Banqup go through it. Nothing was sent.».

7 **Check that it is connected**

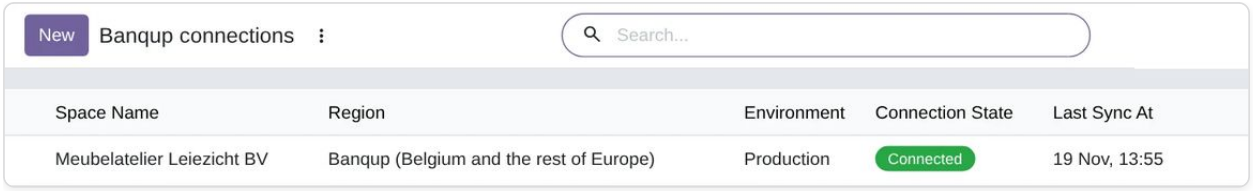
The **Connection State** changes to **Connected**, the **Space Name** is filled in and the date appears in **Connected on**. Click **Test connection** to check it. That button is not shown while the connection is **Not connected**.



- **Real Odoo 20 screenshot.** Connection in **Connected** state, with the buttons **Test connection**, **Sync now** and **Disconnect**.

> Only an Odoo administrator can give the consent and use **Connect** and **Disconnect**. Changing the connection without being one gives «Only an administrator can change the Banqup connection.». Accounting managers can test and synchronise. Anyone else gets «Only an accounting manager can do this with Banqup.». If the FlexigoTech Cloud plan already has all the Banqup spaces it covers in use, the connector sends nothing and suggests disconnecting one or moving to Pro.

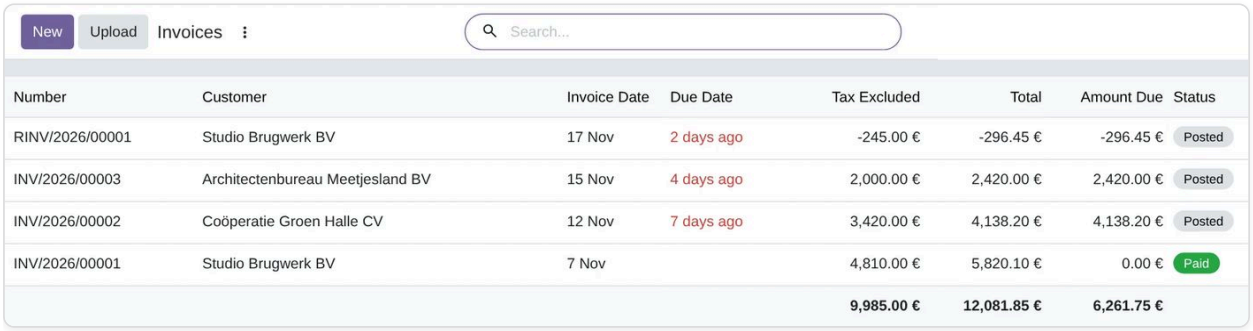
Once connected, the scheduled task **Banqup: send invoices, import bills, statuses, payments** runs through the connection every 15 minutes. It sends the invoices queued, fetches the statuses of those Odoo sent, imports the supplier invoices and notifies Banqup of the invoices paid in Odoo. Account movements and the holder check are switched off: they are turned on in the **Payments** tab. If you do not want to wait, click **Sync now**. The connection shows **Last Sync At** and **Last Sync Ok**, and each run leaves a line in **Invoicing › Banqup › Sync log**.



- **Real Odoo 20 screenshot.** List of connections, with **Connection State** and **Last Sync At**.

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7 Sales invoices and credit notes: from Odoo to Banqup



- **Real Odoo 20 screenshot.** A list of Odoo customer invoices with their status.

Pressing the button does not send the invoice at that moment. It queues it and immediately runs the scheduled action **Banqup: send invoices, import bills, statuses, payments**, which also runs automatically every 15 minutes.

For each invoice, the connector first checks whether Banqup already has a sales document with the same number. If it does, it links to it and does not upload it again.

Invoice buttons and data

Send to Banqup	Found on the invoice, for the invoicing group. It queues the invoice. It is hidden when the invoice cannot be sent.
Banqup tab	Shows **Banqup** with the sending status, **Banqup delivery** and, if it fails, **Banqup message**. It also lists the **Banqup documents** for the invoice.
Send again	Found on the Banqup document. It only appears on a sent document that is in error. It queues it again.

States

- **Queued for Banqup**: the invoice is waiting for the next run of the scheduled action.
- **Banqup is processing**: Banqup is handling it.
- **In Banqup**: Banqup already has it.
- **Banqup error**: something failed and the reason appears in **Banqup message**.

1. **Open the posted invoice**
   It is a customer invoice or customer credit note.
2. **Press Send to Banqup**

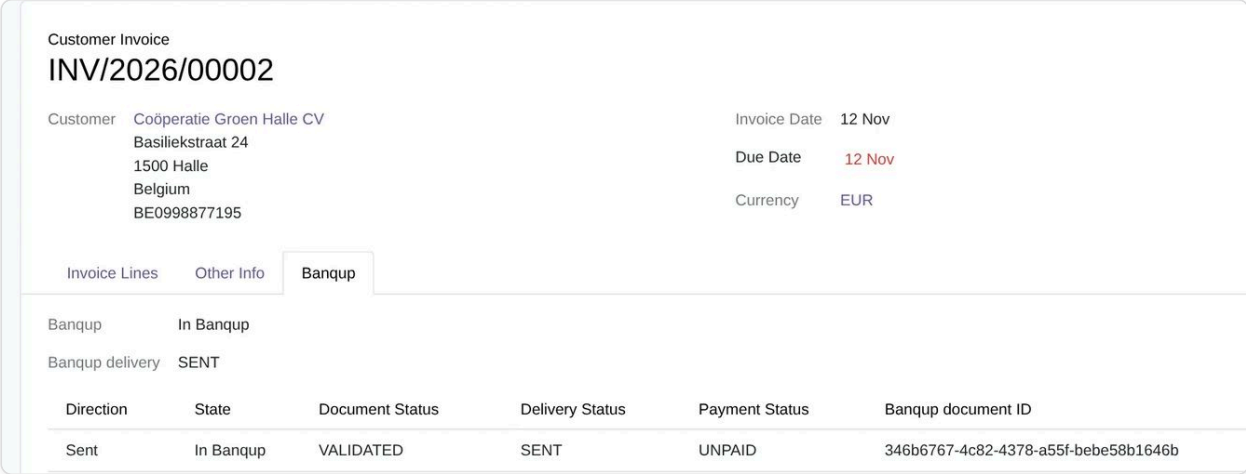
The invoice is queued.

3 **Wait for the scheduled action**

The action uploads the file to Banqup and the invoice moves to **Banqup is processing**. In a later run, once Banqup has processed it, it moves to **In Banqup**. You can see this in the **Banqup** tab.

4 **If it errors, correct it and press Send again**

You do this from the document under **Invoicing › Banqup › Documents**.



- **Real Odoo 20 screenshot.** **Banqup** tab of an invoice with status **In Banqup** and delivery SENT.

> If Odoo's own Peppol has already queued, sent or received a response for an invoice, the connector does not send it through Banqup, so the customer does not receive it twice.

Automatic sending

Sending can happen automatically when the invoice is posted. When the invoice is posted, the connector checks the connections with automatic sending. If the invoice is a customer invoice or customer credit note, from the same company and the permitted journal, it queues it. If the connection does not restrict journals, all of them apply.

How the document travels

The connector generates the Odoo Peppol BIS 3 UBL, creates the file in Banqup, uploads it and tracks the file status until the document status. It stores the file ID once created and tags the document with an external key, so a retry does not duplicate anything.

Banqup document states

Queued	The document is waiting for the scheduled action.
Banqup is processing	Banqup is handling it.
In Banqup	Banqup already has it.
Error	The document failed. With **Direction** set to **Sent**, **Send again** is visible.

As well as its status in the connector, the document stores three states that come from Banqup, exactly as they arrive, in English. **Document Status** is the status of the document in Banqup, for example VALIDATED. **Delivery Status** shows where the delivery is: SENT means it has reached the customer's Peppol access point, and it can also be RECEIVED or DELIVERY_FAILED. **Payment Status** shows whether it is paid, for example UNPAID or FULLY_PAID.

If Banqup cannot deliver the document, the reason is stored in **Error Message**.

Rules and conditions

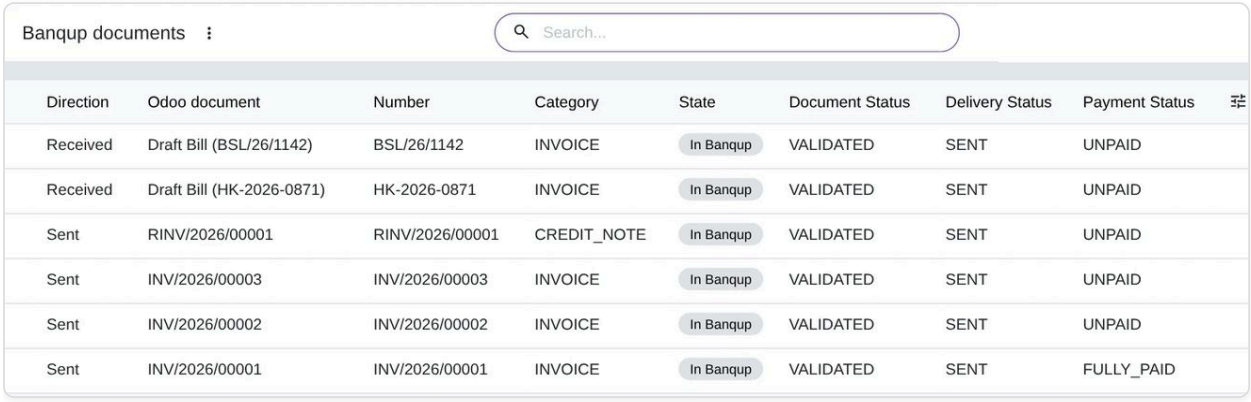
- Only posted customer invoices and customer credit notes are sent.
- An invoice that Odoo's own Peppol already has queued, sent or responded to is not sent through Banqup. An invoice that Odoo is not handling can be sent: without status, ready, skipped, failed or cancelled before it left.
- An invoice that is already in Banqup or on its way is not queued again.
- Before uploading an invoice, the connector asks Banqup whether it already has a sales document with that number. If it does, it links to it.
- The UBL is generated by Odoo, in its own Peppol BIS 3 format. If Odoo reports errors while generating it, the document goes to **Error** with those errors and nothing is uploaded.
- Only the states of documents sent by Odoo are tracked. Sales documents created in Banqup or in another program stay there.

Banqup document fields

Account and **Company**	The connection and the company the document belongs to.
Odoo document, **Number** and **Category**	The Odoo invoice, its number and the document type.
Banqup document ID, **Banqup file ID** and **External Key**	The identifiers that link both sides.
Paid status sent to Banqup	Shows whether Banqup already knows the invoice is paid.

Example

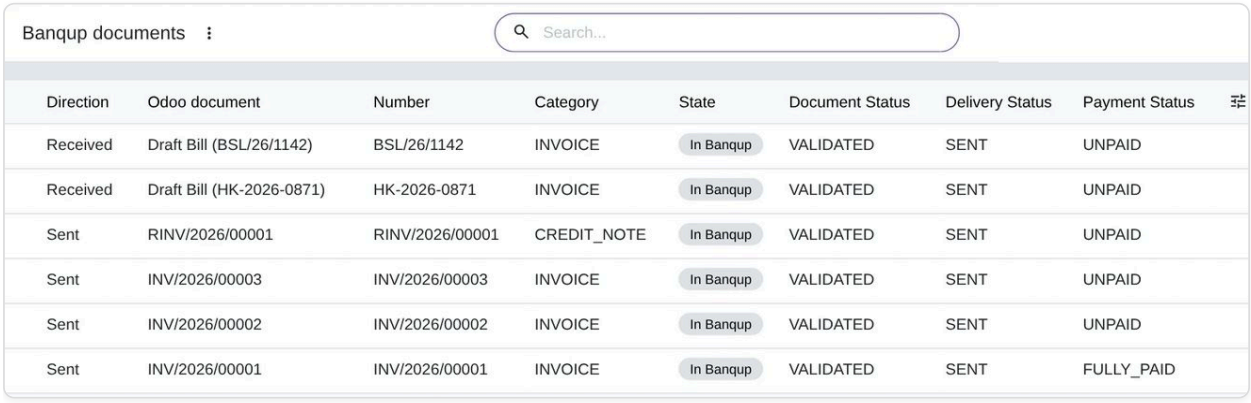
An invoice from Coöperatie Groen Halle CV is posted and sent. In its **Banqup** tab it shows **In Banqup**, delivery SENT, **Document Status** VALIDATED and **Payment Status** UNPAID, with its document ID. In **Invoicing › Banqup › Documents** it appears as **Sent** with category INVOICE. The credit note from Studio Brugwerk BV looks the same, with category CREDIT_NOTE.



Direction	Odoo document	Number	Category	State	Document Status	Delivery Status	Payment Status
Received	Draft Bill (BSL/26/1142)	BSL/26/1142	INVOICE	In Banqup	VALIDATED	SENT	UNPAID
Received	Draft Bill (HK-2026-0871)	HK-2026-0871	INVOICE	In Banqup	VALIDATED	SENT	UNPAID
Sent	RINV/2026/00001	RINV/2026/00001	CREDIT_NOTE	In Banqup	VALIDATED	SENT	UNPAID
Sent	INV/2026/00003	INV/2026/00003	INVOICE	In Banqup	VALIDATED	SENT	UNPAID
Sent	INV/2026/00002	INV/2026/00002	INVOICE	In Banqup	VALIDATED	SENT	UNPAID
Sent	INV/2026/00001	INV/2026/00001	INVOICE	In Banqup	VALIDATED	SENT	FULLY_PAID

- **Real Odoo 20 screenshot.** List of **Banqup documents** with the sent invoices and their statuses.

8 Delivery status of each document



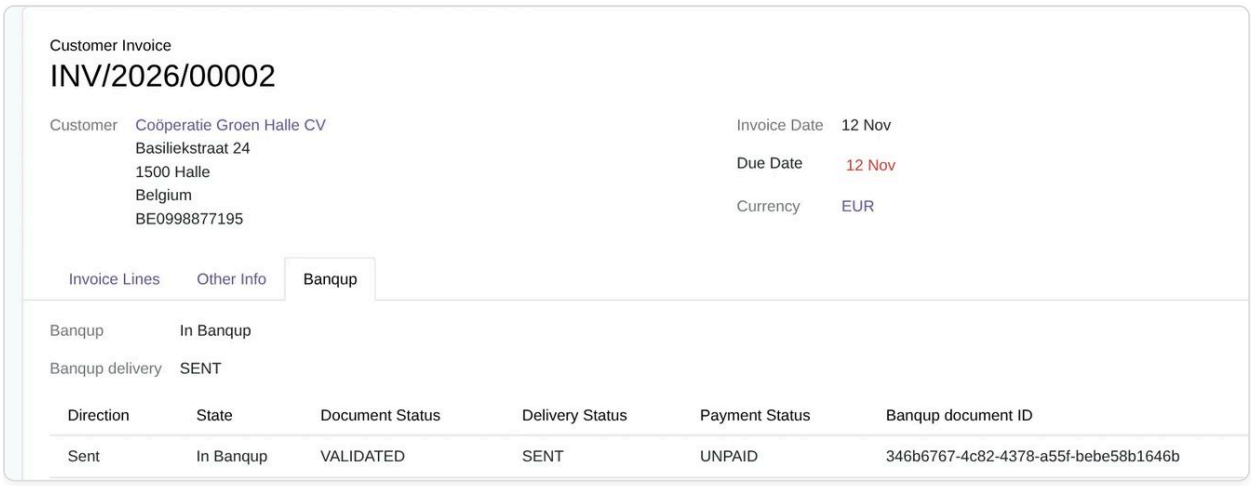
Banqup documents

Search...

Direction	Odoo document	Number	Category	State	Document Status	Delivery Status	Payment Status
Received	Draft Bill (BSL/26/1142)	BSL/26/1142	INVOICE	In Banqup	VALIDATED	SENT	UNPAID
Received	Draft Bill (HK-2026-0871)	HK-2026-0871	INVOICE	In Banqup	VALIDATED	SENT	UNPAID
Sent	RINV/2026/00001	RINV/2026/00001	CREDIT_NOTE	In Banqup	VALIDATED	SENT	UNPAID
Sent	INV/2026/00003	INV/2026/00003	INVOICE	In Banqup	VALIDATED	SENT	UNPAID
Sent	INV/2026/00002	INV/2026/00002	INVOICE	In Banqup	VALIDATED	SENT	UNPAID
Sent	INV/2026/00001	INV/2026/00001	INVOICE	In Banqup	VALIDATED	SENT	FULLY_PAID

- **Real Odoo 20 screenshot.** The document list with the columns **State**, **Document Status**, **Delivery Status** and **Payment Status**.

You see them in **Invoicing › Banqup › Documents**, which opens the **Banqup documents** list. On the invoice, the **Banqup** tab shows the same document data.



Customer Invoice

INV/2026/00002

Customer: Coöperatie Groen Halle CV
Basiliekstraat 24
1500 Halle
Belgium
BE0998877195

Invoice Date: 12 Nov
Due Date: 12 Nov
Currency: EUR

Invoice Lines | Other Info | Banqup

Banqup: In Banqup
Banqup delivery: SENT

Direction	State	Document Status	Delivery Status	Payment Status	Banqup document ID
Sent	In Banqup	VALIDATED	SENT	UNPAID	346b6767-4c82-4378-a55f-bebe58b1646b

- **Real Odoo 20 screenshot.** The **Banqup** tab of a customer invoice with **Delivery Status** and **Payment Status**.

Where the data comes from

It is pulled by the scheduled action **Banqup: send invoices, import bills, statuses, payments**, which runs every 15 minutes. It tracks the documents Odoo sent; those created elsewhere stay in Banqup.

Document states

Queued	The document waits its turn to be sent.
Banqup is processing	Banqup is working on it.
In Banqup	The document is already in Banqup.
Error	Something prevented sending or delivery: Odoo could not generate the UBL, Banqup rejected the file, the document did not pass its validation, or delivery failed. **Error Message** gives the reason.

Record button

Send again	Requeues a sent document in **Error** after you correct the invoice. It does not appear on received documents or in other states.

The **Sent**, **Received** and **Errors** filters narrow the list.

What to do with an error

1. **Filter by Errors**
   Open the document and read the **Error Message**.
2. **Correct the invoice**
   Fix in Odoo what the message indicates.
3. **Press Send again**
   The document goes back to the queue and is sent in the next run.

> These fields are read-only and cannot be edited by hand. The Banqup connection and the company of a document cannot be changed after it is created.

What each state means

Each document carries four pieces of data that change separately: **State**, **Document Status**, **Delivery Status** and **Payment Status**. The first is the connector's work (sending or importing). The other three are reported by Banqup.

FIELD	WHAT IT IS	VALUES CITED BY THE MODULE
State	Progress in the connector.	**Queued**, **Banqup is processing**, **In Banqup** or **Error**
Document Status	The status of the document in Banqup.	VALIDATED, FULLY_APPROVED...
Delivery Status	Where the delivery is.	SENT, RECEIVED, DELIVERY_FAILED...
Payment Status	Whether it is paid.	UNPAID, FULLY_PAID...

Banqup may return other values: the module shows them as they arrive.

Rules and conditions

- States are updated on each run of the scheduled action, or when you press **Sync now** on the connection.
- If the customer rejects or disputes the invoice in Banqup (REFUSED or DISPUTED), the document stays in **In Banqup** and the reason appears in **Error Message**.
- If delivery fails (DELIVERY_FAILED or DELIVERY_REJECTED) or the document does not pass Banqup's validation, the document moves to **Error**.
- **Send again** only appears on sent documents that are in **Error**.

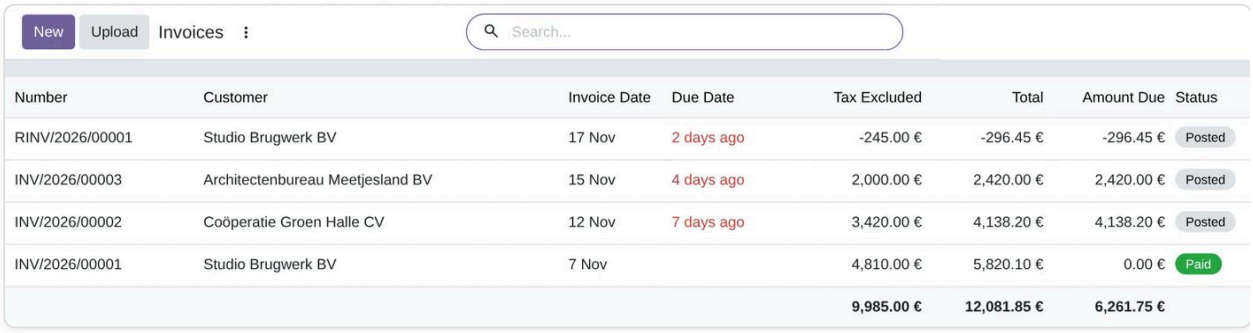
Record fields

Account and **Company**	The connection the document goes through and the company of that connection.
Direction	**Sent** if you send it, **Received** if it comes from Banqup.
Odoo document	The Odoo invoice or invoice draft it corresponds to.
Number and **Category**	The document number and its type, for example INVOICE or CREDIT_NOTE.
Banqup document ID, **Banqup file ID** and **External Key**	The document identifiers in Banqup.
Paid status sent to Banqup	Checkbox showing whether Banqup already knows the invoice is paid.
Error Message	The reason when something fails, or when the customer refuses or disputes the document in Banqup.

End-to-end example

1 The invoice is posted

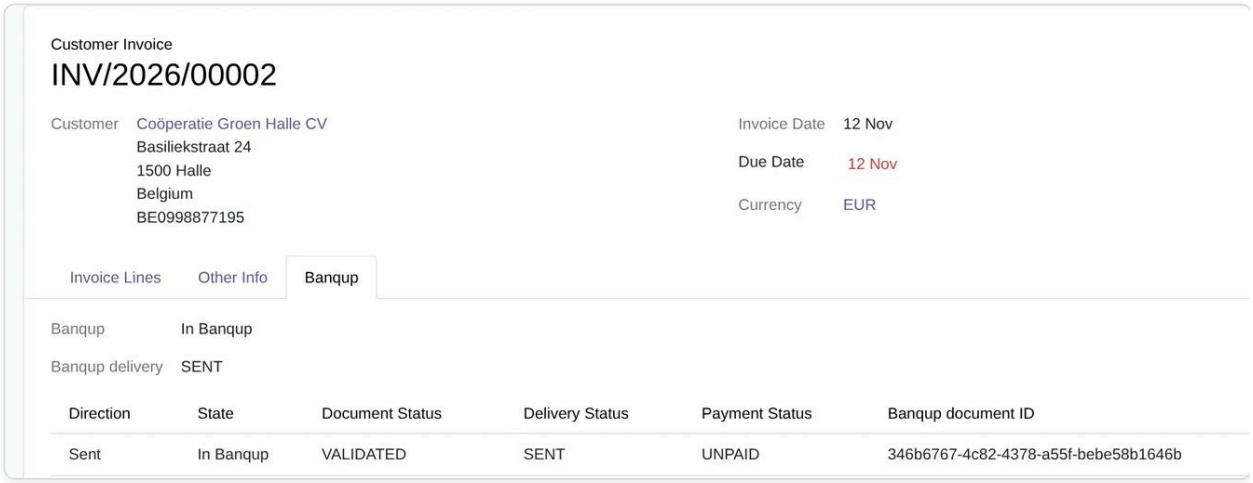
The customer invoice for Coöperatie Groen Halle CV is posted and appears in the invoice list.



- **Real Odoo 20 screenshot.** The invoice list with the Coöperatie Groen Halle CV invoice in **Posted** status.

2 The connector sends it

The task queues it, uploads it to Banqup and its document moves to **In Banqup**.



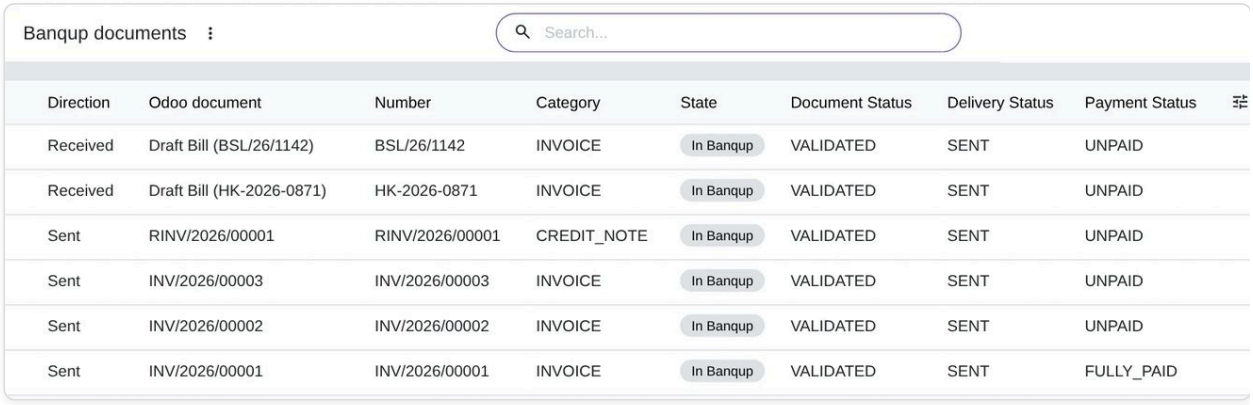
- **Real Odoo 20 screenshot.** The **Banqup** tab of the sent invoice.

3 Banqup reports back

In the invoice's **Banqup** tab, **Document Status** shows VALIDATED, **Delivery Status** shows SENT and **Payment Status** shows UNPAID.

4 **The document appears in the list**

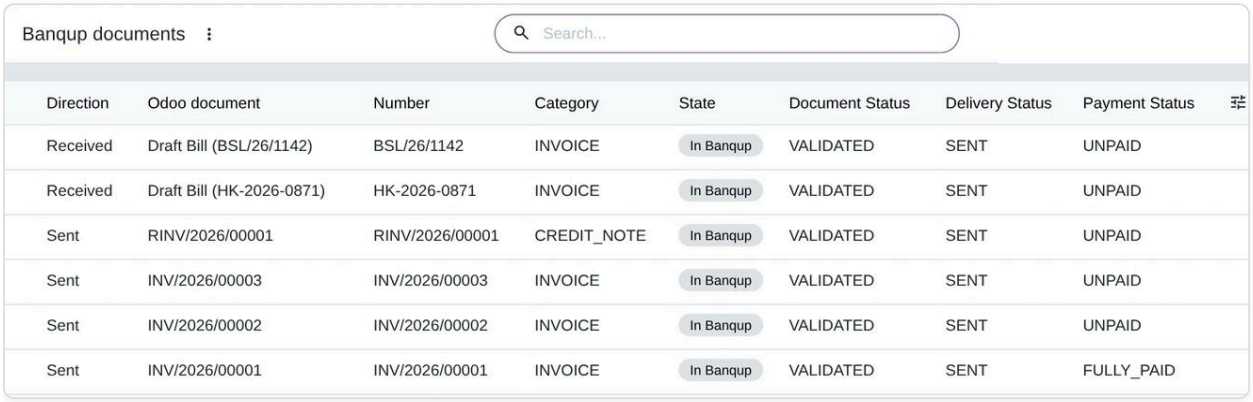
In **Banqup documents** it appears as **Sent**, with the same status columns.



- **Real Odoo 20 screenshot.** The **Banqup documents** list with the sent and received documents.

CONNECTOR GUIDE · BANQUP

9 Vendor bills arriving from Banqup



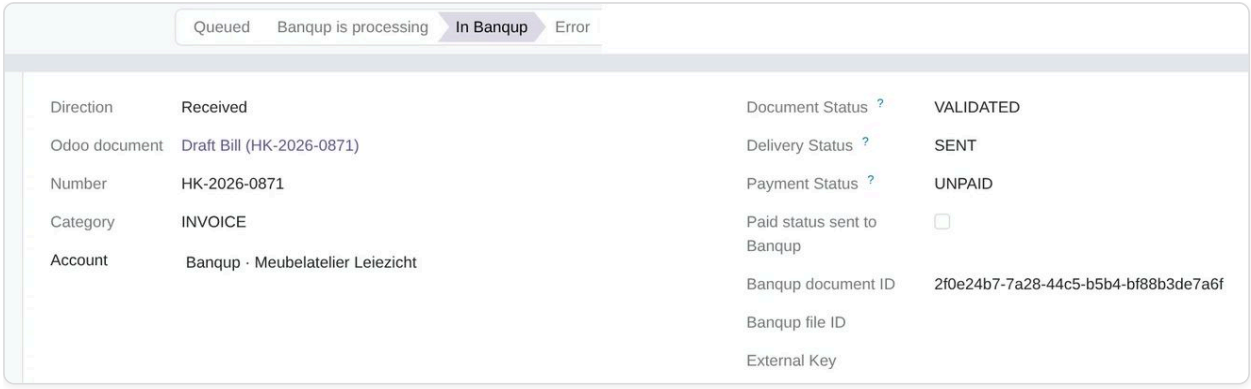
- **Real Odoo 20 screenshot.** The **Banqup documents** list with the **Received** and **Sent** documents.

You don't need to upload anything by hand. With **Import vendor bills received in Banqup** switched on, which is how it comes, each run of the **Banqup: send invoices, import bills, statuses, payments** task checks the purchase invoices in your Banqup workspace from the date in **Import bills received from**. For each invoice it creates a vendor bill draft, and for each credit note, a vendor credit note. Lines, taxes and the supplier come from the electronic file through Odoo's import, and the PDF is attached.

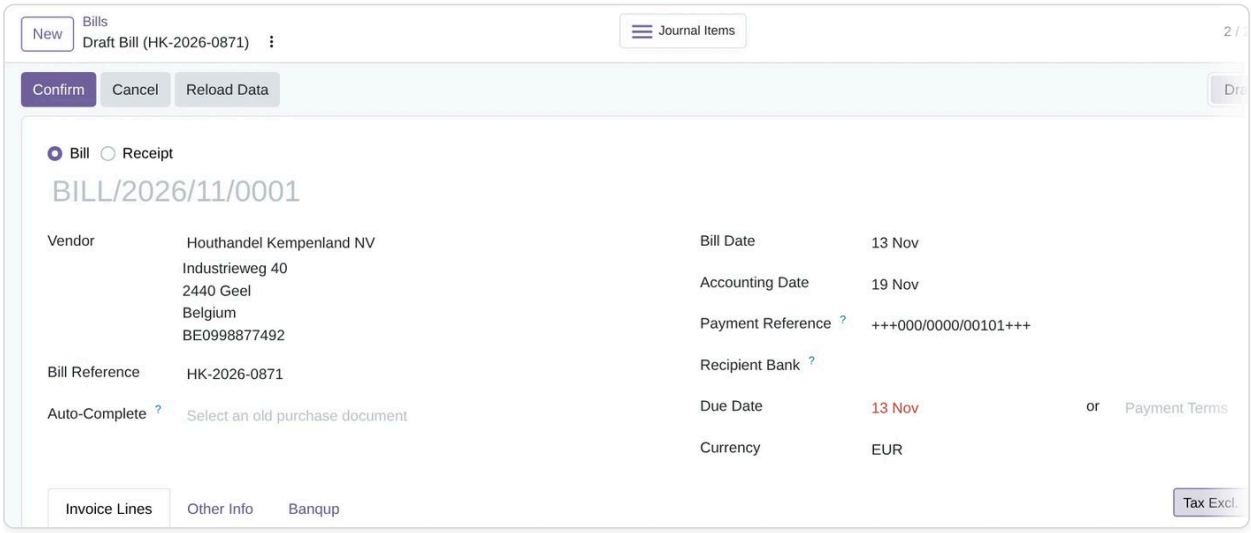
Each Banqup document yields a single bill. If the document does not yet have an electronic file or PDF, it is imported when Banqup updates it with its file.

Bills go to the **Vendor bills journal** of the connection or, if left empty, to the company's first purchase journal. If the company has none, the bill is not imported and an issue is logged.

You'll find the documents under **Invoicing › Banqup › Documents**. In that list, the **Received** filter shows only those that arrived from Banqup. The bills created appear in the vendor bills list, in **Draft** status.



- **Real Odoo 20 screenshot.** The **Received** document with its **Odoo document** and statuses.



- **Real Odoo 20 screenshot.** The vendor bill draft created, with the **Banqup** tab.

Statuses

In Banqup	The status of each invoice that arrives from Banqup: it is already in Odoo as a draft, and the document follows the statuses Banqup reports.
An issue	If an invoice cannot be imported, the document is not created. An issue of type **Bill from Banqup** is logged under **Invoicing › Banqup › Sync issues**, and it retries automatically.

Alongside the status, the document shows the **Document Status**, the **Delivery Status** and the **Payment Status**, as reported by Banqup.

Reviewing a received invoice

1. ### Open the document list

   Go to **Invoicing › Banqup › Documents** and filter by **Received**.

2. ### Open the invoice

   Under **Odoo document** you will see the vendor bill draft.

3. ### Review and confirm

   Check the supplier, lines and taxes. Click **Confirm** when it's correct.

> The **Send again** button only applies to **Sent** documents in **Error** status. It is not shown on **Received** ones. The document fields are read-only, and a document's connection and company cannot be changed once created.

From Banqup to an Odoo draft

The connector does not create the invoice its own way. It uses Odoo's attachment import, the same one used for any e-invoice. That is why lines, taxes and the supplier come through as if you had uploaded the file by hand, and the PDF is attached.

The connector does not import the same document twice. Before importing, it checks whether that connection already has a Banqup document with that identifier. While a run is in progress, the connection is locked, so two simultaneous runs do not duplicate the invoice.

On the invoice, the **Banqup** tab repeats the status with different labels: **Queued for Banqup**, **Banqup is processing**, **In Banqup** and **Banqup error**. It also shows **Banqup delivery**, the **Banqup message** and the **Banqup documents** list for that invoice.

Rules and limits

- Each document belongs to the connection it arrived through. If you try to change it, Odoo replies «The Banqup connection of a record cannot be changed.».
- The document's company follows its connection. If you try to change it, Odoo replies «The company of a record follows its Banqup connection and cannot be changed.».
- The **Send again** button is hidden except on **Sent** documents in **Error** status. A received document is not resent, because it does not leave your Odoo.
- A Banqup document with neither an electronic file nor a PDF cannot be imported yet: it is imported when Banqup updates it with its file.

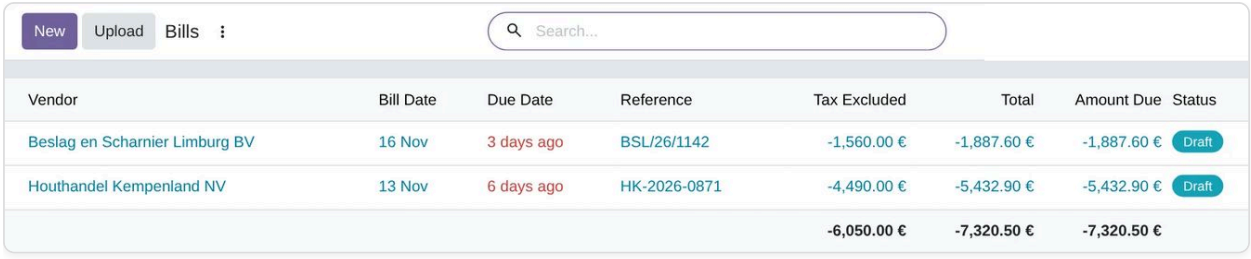
Document fields

Direction	**Received** for what arrives from Banqup, **Sent** for what leaves Odoo.
Odoo document	The vendor bill created, or the customer invoice sent.
Banqup document ID and **Banqup file ID**	The identifiers of the document and its file in Banqup.
External Key	Reference by which the document is recognised on both sides.
Category and **Number**	The document type and the number it carries.
Paid status sent to Banqup	Checkbox showing whether Banqup has already been notified of the payment.

An end-to-end example

In the document list there is a **Received** one with category INVOICE. Its status is **In Banqup**, with document status VALIDATED. Under **Odoo document** a invoice draft appears with the same number as the document.

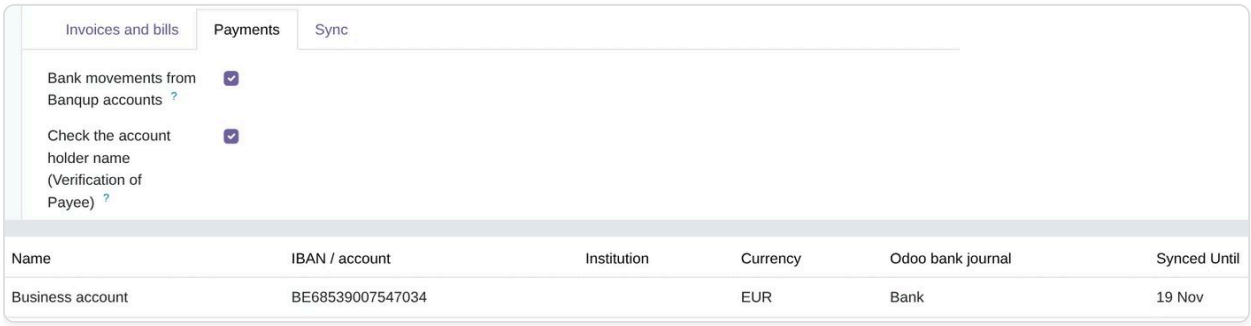
In the vendor bills, that draft appears in **Draft** with its reference. Opening it you see the supplier, the invoice date, the due date and the lines, with product, quantity, price, taxes and amount. Click **Confirm** when everything checks out.



- **Real Odoo 20 screenshot.** The vendor bills in **Draft** created from Banqup.

CONNECTOR GUIDE · BANQUP

10 Banqup account movements in Odoo



- **Real Odoo 20 screenshot.** The **Payments** tab of the connection, with the Banqup accounts and the Odoo journal of each one.

Movements come switched off. To bring them in, tick **Bank movements from Banqup accounts** in the connection's **Payments** tab. From the next run of the **Banqup: send invoices, import bills, statuses, payments** task, the connector fetches the accounts in your Banqup workspace, which are Banqup's payment accounts and the banks you connected to Banqup, and shows them in a list within that tab.

Each account, with its journal

Name	The account's alias in Banqup or, if it has none, its holder.
IBAN / account	The account number.
Institution	The bank or platform of the account.
Currency	The account's currency.
Odoo bank journal	The journal where its movements go. The first time it is chosen automatically: the company's bank journal with the same IBAN. You can change it in the list.
Synced Until	The date up to which movements have already been fetched.

What comes in as a statement line

- Only movements the bank has already posted. One still on hold waits until a run where it has been posted.
- The first run for an account fetches the last 30 days. Later runs reread the last 3 days, in case the bank posts something late.
- Each movement enters only once: the line stores the movement's identifier in Banqup.
- A movement in a currency other than the journal's does not come in. It stays for your bank statement.

- An account without a journal brings nothing in.

Reconciling those lines with invoices is done in Odoo, as with any statement.

An example

In the sample database, the Banqup workspace has one account, Business account, with the same IBAN as the Meubelatelier Leiezicht bank in Odoo. Banqup has three movements: a receipt from Architectenbureau Meetjesland BV, a payment to Houthandel Kempenland NV and another to Beslag en Scharnier Limburg BV that the bank still has on hold. Two statement lines come in. The third will come in once the bank posts it.

CONNECTOR GUIDE · BANQUP

11 Before paying: the holder of the supplier's account

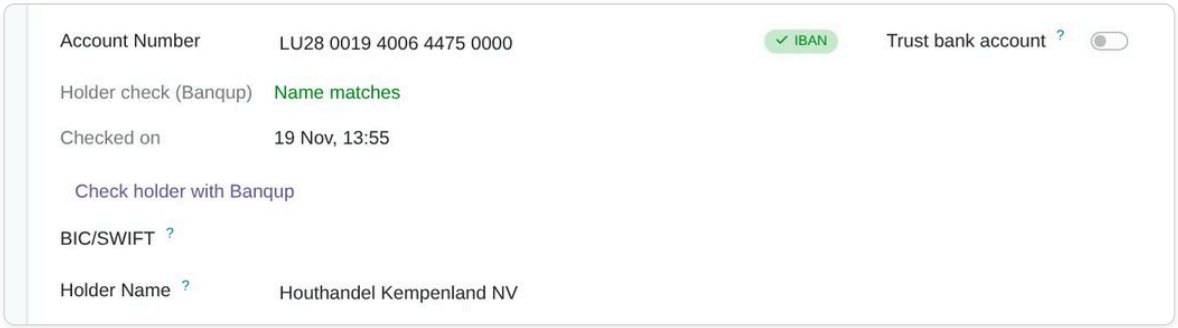
Banqup asks the supplier's bank whether the account holder's name matches the one you have in Odoo. This is done before paying, so that money is not sent to an account whose holder is not who you think.

It is switched on with **Check the account holder name (Verification of Payee)**, in the **Payments** tab of a connected connection: it comes switched off. Banqup may charge for each holder check on an account: see your contract with Banqup.

1. **Open the supplier's bank account**
   It must be an IBAN. The holder written on the account is checked or, if there is none, the contact's name.

2. **Click Check holder with Banqup**
   Accounting managers see it. The answer arrives immediately.

3. **Read the result**
   Holder check (Banqup), **Checked on** and, if the name nearly matches, **Name at the bank** are filled in.



- **Real Odoo 20 screenshot.** The supplier's bank account with **Holder check (Banqup)** and **Checked on**.

RESULT	WHAT IT MEANS
Name matches	The bank confirms the name.
Name almost matches	The name is similar. **Name at the bank** shows the one the bank has, so you can compare them.
Name does NOT match	The bank says the account holder is someone else.

RESULT	WHAT IT MEANS
The bank did not answer	The supplier's bank did not reply in time.
Check not possible	The bank cannot run the check on that account.

The warning on the payment

If the result is **Name does NOT match** or **Name almost matches**, the payment to that account shows a red Banqup warning at the top, with the result and the name the bank returned.

> If you change the account number or holder, the result is cleared and you have to check the account again. Without a connected connection with the option ticked, Odoo replies «Turn on "Check the account holder name" on a connected Banqup connection of this company first.»

An example

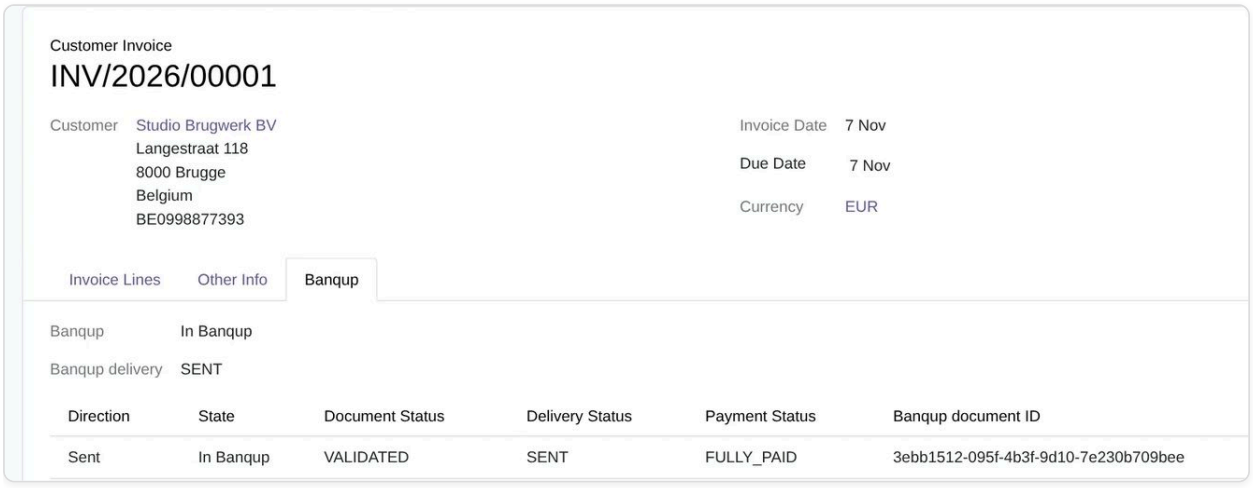
You are going to pay Beslag en Scharnier Limburg BV. You open their bank account and click **Check holder with Banqup**. The bank has the account under the name Beslag & Scharnier Limburg: the result is **Name almost matches** and **Name at the bank** shows that name. The payment to that account carries the red warning. Check it with your supplier before paying.

CONNECTOR GUIDE · BANQUP

12 Paid invoices: Banqup knows too

When an invoice that went through Banqup is paid in Odoo, the connector tells Banqup.

With **Tell Banqup when an invoice is paid in Odoo** switched on, which is how it comes, each run of the task looks for customer and vendor invoices with a document in Banqup that are already paid in Odoo. It marks them as paid in Banqup with the total amount, the date of the last payment and the payment reference. If Banqup already has it as FULLY_PAID, nothing is sent.



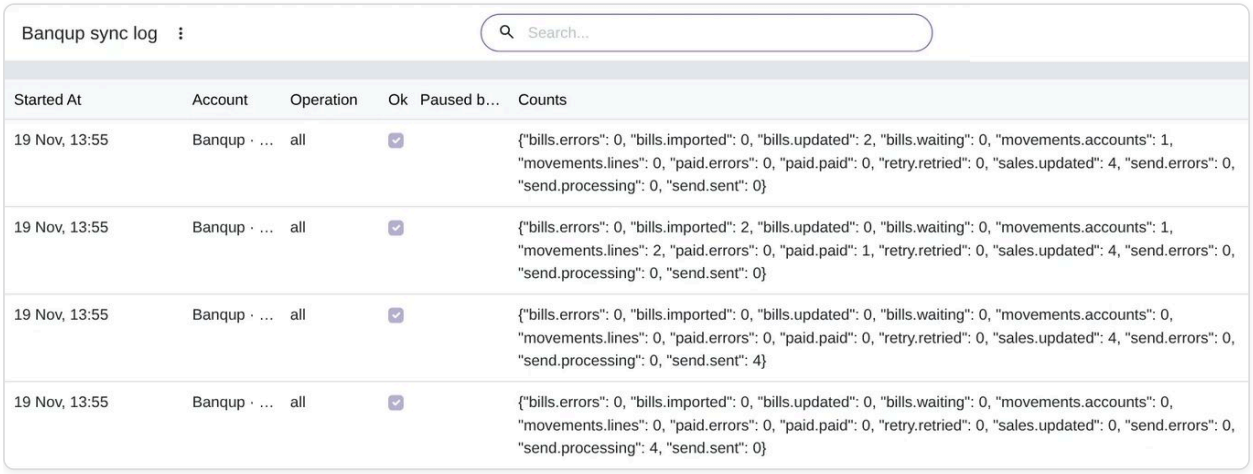
- **Real Odoo 20 screenshot.** A customer invoice collected in Odoo: on its **Banqup** tab, **Payment Status** FULLY_PAID.

The document shows the **Paid status sent to Banqup** box ticked. If Banqup does not accept it, an issue of type **Paid status** appears in **Invoicing › Banqup › Sync issues**, and the next run tries again.

An example

The Studio Brugwerk BV invoice is collected in Odoo. In the next run, the connector marks it as paid in Banqup, and its **Banqup** tab shows FULLY_PAID under **Payment Status**.

13 Tracking the sync and its issues



- **Real Odoo 20 screenshot.** The **Banqup sync log** list, with one row per sync and its **Counts**.

The log is at **Invoicing › Banqup › Sync log**. The issues are at **Invoicing › Banqup › Sync issues**. Each row of the log is created by the scheduled task **Banqup: send invoices, import bills, statuses, payments**, which runs every 15 minutes, and also by **Sync now** on the connection.

What each row of the log shows

Started At	When that sync started.
Account	The Banqup connection it belongs to.
Operation	all: each run does the whole cycle.
Ok	Tick box showing whether the sync finished successfully.
Paused by FlexigoTech Cloud	Appears if FlexigoTech Cloud stopped the call to Banqup.
Counts	How many documents were sent, imported, updated or failed.
Errors	The detail of what failed, if anything did.

Issues

Retry	Tries it right away. For a rejected submission this is not enough: the invoice has to be corrected and sent again. Only visible while the issue is **Open**.
Ignore	Dismisses the issue. Only visible while it is **Open**.

Each issue has a **State**: **Open**, **Solved** or **Ignored**. The **Open** filter shows only the pending ones.

> Neither the log nor the issues can be edited: all their fields are read-only. Nor can the Banqup connection of an issue already created be changed. If you try, Odoo answers "The Banqup connection of a record cannot be changed."

States of an issue

Open	This is the state it starts with. Something is pending to be solved or retried. Only here are **Retry** and **Ignore** shown.
Solved	The issue no longer needs attention.
Ignored	You decided to do nothing about it.

Issue types

Invoice to Banqup	Sending one of your invoices to Banqup failed.
Bill from Banqup	Importing a vendor bill failed.
Paid status	Updating the paid status failed.

What each issue stores

The list shows **Kind**, **Name**, **Message**, **Attempts** (starts at 1), **Next Retry** and **State**. The message says what failed.

Retries

Each failure is retried in its own way. A vendor bill that could not be imported is retried on its own, with waits that grow: after 5 minutes, 15, one hour, 4 hours, 12 hours and, from there, every 24 hours. A payment notice Banqup did not accept is repeated on the next run, and a submission that failed because Banqup was busy goes out again on each run. A submission Banqup rejected is not repeated: correct the invoice and send it again. Failures of the UBL, of a rejected file or of the delivery do not open an issue: they are seen on the document, with the **Errors** filter in **Invoicing › Banqup › Documents**.

When it does not let you do something

- An issue does not change connection: "The Banqup connection of a record cannot be changed."
- Nor does it change company, which follows the connection: "The company of a record follows its Banqup connection and cannot be changed."
- **Retry** and **Ignore** disappear as soon as the issue is no longer **Open**.

When FlexigoTech Cloud pauses a call

If FlexigoTech Cloud stops the run, the record's row stores the reason in **Paused by FlexigoTech Cloud** and anything pending waits for the next run, with nothing marked as failed. If it stops it when you click a button, Odoo warns you with «FlexigoTech Cloud paused the call to Banqup (...).»

An example with the data on the screens

In the sample database, the Meubelatelier Leiezicht connection has several runs in the log. In one, 2 vendor bills were imported, 2 bank statement lines from 1 account came in, and 1 invoice was marked as paid in Banqup. In the next, the statuses of 4 sales documents and of the 2 vendor bills were updated. None gave an error.

14 The data that goes and comes back

DATA	DIRECTION	WHEN
Published customer invoices and credit notes, in Peppol BIS 3 UBL format with their file	From Odoo to Banqup	The task **Banqup: send invoices, import bills, statuses, payments**, every 15 minutes. The invoice is queued when published (with automatic sending) or with the **Send to Banqup** button
Status of the document, of delivery and of payment of what Odoo sent	From Banqup to Odoo	The same task, every 15 minutes, or the **Sync now** button
Vendor bills received in Banqup, with their PDF	From Banqup to Odoo	The same task, every 15 minutes, with **Import vendor bills received in Banqup** switched on, as it comes. They arrive as draft vendor bills
Notice of an invoice fully paid in Odoo	From Odoo to Banqup	The same task, with **Tell Banqup when an invoice is paid in Odoo** switched on, as it comes
Movements of the payment accounts and banks connected to Banqup	From Banqup to Odoo	The same task, if you tick **Bank movements from Banqup accounts**, which comes switched off. Each posted and stable movement enters once as a bank statement line of the journal with the same IBAN. The first run for an account looks back 30 days and each run rereads the last 3 days
Bank account holder of a supplier, to verify it	From Odoo to Banqup and reply back	The **Check holder with Banqup** button, on the contact's bank account, if the connection has the holder check ticked
Setting up your Banqup space	From Odoo to FlexigoTech Cloud	The **Connect** button, after accepting the consent
Removing your Banqup space	From Odoo to FlexigoTech Cloud	The **Disconnect** button. It does not delete anything already synced from Odoo

All calls to Banqup go through FlexigoTech Cloud. It is FlexigoTech Cloud that stores the credentials of the FlexigoTech app and obtains access, so your Odoo stores no Banqup secret. When connecting, FlexigoTech Cloud checks that the administrator of your space added the FlexigoTech app in Banqup and that no other database uses that space. From then on, the connection's calls can only reach that space. Invoice files are uploaded and downloaded directly between your Odoo and storage addresses that Banqup provides, signed and short-lived. Those files do not pass through FlexigoTech Cloud.

> Without the FlexigoTech Cloud trial or subscription, the connector does not talk to Banqup. Only counters and fixed codes reach the FlexigoTech Cloud health report, never error messages.

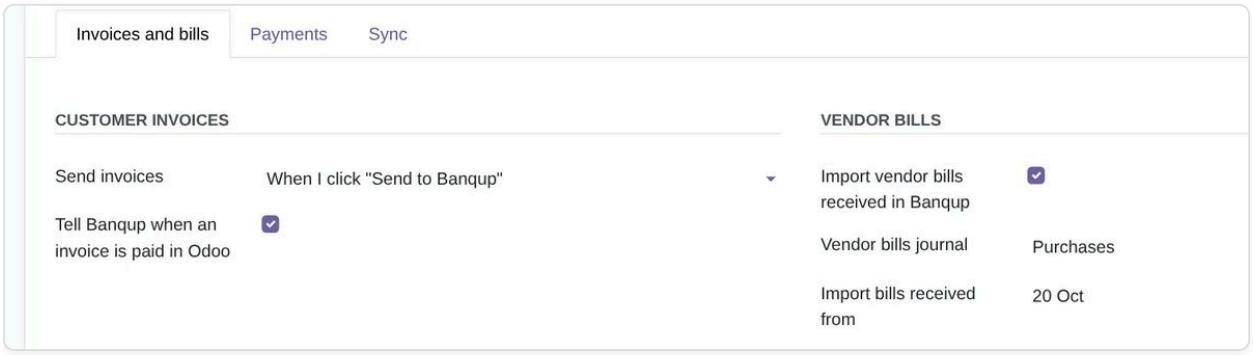
15 What runs on its own

TASK	FREQUENCY	WHAT IT DOES
Banqup: send invoices, import bills, statuses, payments	Every 15 minutes, active once installed	It goes through each connected connection and checks whether the database has the FlexigoTech Cloud trial or subscription. It sends queued invoices, fetches the statuses of the ones Odoo sent, imports vendor bills, tells Banqup about paid invoices, fetches account movements if you have switched them on, and retries open issues.

The frequencies are changed in **Settings › Technical › Scheduled Actions**, with developer mode activated.

> An invoice is never sent at the moment you press the button: the invoice goes into the queue and the task sends it as soon as it runs. If one connection fails, the task does not stop and carries on with the rest. If another run for the same connection is already in progress, this one does not duplicate it.

16 The connection options and how they come



- **Real Odoo 20 screenshot.** The **Invoices and bills** tab of the connection, with **Send invoices** and **Import vendor bills received in Banqup**.

OPTION	ON CREATION	WHAT IT DOES
Name	Banqup	The name of the connection in the list.
Region	Banqup (Belgium and the rest of Europe)	The Banqup platform for your space. The other option is **Banqup France**.
Environment	Production	The other option is **Test (Banqup acceptance platform)**.
Banqup space ID	Empty	The ID of your space, a UUID such as 3fa85f64-5717-4562-b3fc-2c963f66afa6. Before you save it, a space administrator adds the FlexigoTech app in Banqup.
I accept that FlexigoTech Cloud connects this Banqup space	Unticked	Only a system administrator can tick it. Without it, nothing is sent.
Send invoices	**When I click "Send to Banqup"**	The other option is **Every posted customer invoice and credit note**, which sends them automatically when they are posted.

OPTION	ON CREATION	WHAT IT DOES
Only from journals	Empty	Limits automatic sending to these sales journals. Empty means all of them.
Import vendor bills received in Banqup	On	Creates a draft vendor bill for each document received.
Vendor bills journal	Empty	The journal for the imported bills. It must belong to the same company as the connection. If you leave it empty, the first purchase journal of the company is used.
Import bills received from	The day you create the connection	Only Banqup vendor bills from that date onwards are imported. It counts until the first run that brings in bills: after that, the connector carries on from where it stopped.
Tell Banqup when an invoice is paid in Odoo	On	When an invoice that went through Banqup is paid in Odoo, the connector marks it as paid in Banqup.
Bank movements from Banqup accounts	Off	Turns the movements of Banqup accounts into bank statement lines on the bank journal with the same IBAN.
Check the account holder name (Verification of Payee)	Off	Lets you check with the bank the account holder before paying. Banqup may charge for each check.

Company is chosen when creating the connection and cannot be changed afterwards. To connect, an administrator accepts the consent and presses **Connect**.

What is done by hand

TAB OR GROUP	BUTTONS
Connection header	**Connect**, **Test connection**, **Sync now** and **Disconnect**. **Connect** is hidden when the connection is **Connected**. The other three are hidden while it is **Not connected**. Connecting and disconnecting are for administrators only.

Other connection tabs

The connection is organised into the **Banqup space** group, the **FlexigoTech Cloud** group and the tabs **Invoices and bills**, **Payments** and **Sync**. The options are in **Invoices and bills** and **Payments**.

Sync	Stores **Sales Synced Until**, **Purchases Synced Until**, **Last Sync At** and **Last Sync Ok**. These are read-only.
Connection State	**Not connected**, **Connected** or **Banqup refused the access**. It starts as **Not connected**.
Last Error	Read-only text with the last failure of the connection.
Connected on	Date of the connection. Only a system administrator can see it.

17 Security and personal data

- Your Odoo does not store any Banqup credential. Banqup has a single app for all customers: FlexigoTech Cloud keeps the credentials of that app and obtains the token when it is needed.
- Every call to Banqup goes through FlexigoTech Cloud. File uploads and downloads go directly from your Odoo to signed Google Cloud Storage addresses provided by Banqup. Those addresses last a short time and carry no Banqup token.
- The consent is given by a system administrator. Before connecting, they have to accept that FlexigoTech Cloud connects that Banqup space and that the calls go through it. If they haven't accepted, clicking **Connect** shows «Before connecting, an administrator has to accept that FlexigoTech Cloud connects this Banqup space and that the calls to Banqup go through it. Nothing was sent.»
- The **Connect** and **Disconnect** buttons on the connection are for system administrators only.
- **Send to Banqup**, on the invoice, is visible to those with invoicing permissions.
- **Check holder with Banqup**, on a contact's bank account, is visible to those with accounting manager permissions.
- FlexigoTech Cloud stores the company name, the email of the person who accepts, the date and the version of the accepted text.
- FlexigoTech Cloud also stores the ID of each Banqup space you connect, with its region. It is sent only after a system administrator has consented for that company. It is not a password: before using it, FlexigoTech Cloud checks with Banqup that the administrator of that space authorised our app, and a space can only be connected to one Odoo database.

What is recorded

Each synchronisation run leaves a record of what it did and a list of what remains to be corrected or retried. Only counters and fixed codes go to the FlexigoTech Cloud health report, never those messages.

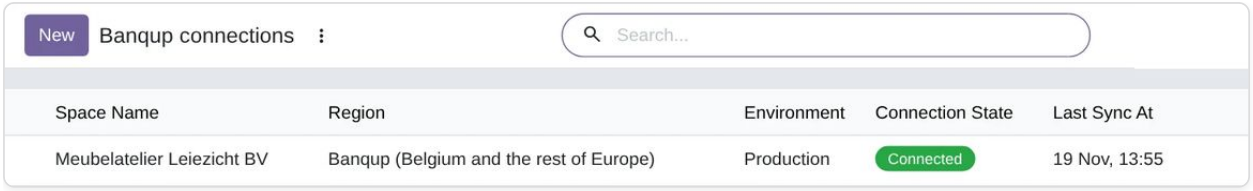
18 Several connections and several companies

Each connection belongs to an Odoo company and has its own options. The company cannot be changed once created: "The company of a Banqup connection cannot be changed." The vendor bills journal must belong to the same company as the connection; otherwise: "The vendor bills journal belongs to another company."

With Standard you can connect up to 3 Banqup spaces in one database, and with Pro, up to 10. All companies in the database count together. If you try to connect one more, the warning appears and nothing is sent. A space that was connected before can always be reconnected.

If a company has more than one connected connection, its customer invoices always go out through the first one in the list of connections. The order is changed by dragging the rows. Vendor bills arrive from each connection separately.

Data from another company is not mixed: documents, the record and issues stay with the company of their connection and cannot be changed. In that case: "The company of a record follows its Banqup connection and cannot be changed."



- **Real Odoo 20 screenshot.** The list of connections, with its space, region, environment, state and last synchronisation.

19 How it was tested and what it does not do

The connector was tested with 48 automatic tests that run in Odoo against a Banqup simulator. The simulator responds as described in the Banqup API documentation: files, documents and their statuses, accounts, movements, the payment notice and the holder check. It has not yet been tested with a real Banqup space.

What it does not do

- It does not reject or dispute vendor bills in Banqup from Odoo: that is done in Banqup.
- It does not use Banqup Tax Services: taxes are calculated by Odoo.
- In France it sends Peppol BIS 3. It has not yet been verified whether Banqup France converts it to the format of the French e-invoicing reform.
- It does not pay invoices or send transfers. It checks the holder before you pay and tells Banqup what you pay in Odoo.
- It does not bring into Odoo sales documents created outside Odoo.
- It does not pass into Odoo a movement in a currency other than that of the journal.

20 If something fails

The connection buttons show a FlexigoTech Cloud notice	Without the FlexigoTech Cloud trial or subscription, the connector does not talk to Banqup. Check it in **Settings › FlexigoTech Cloud**.
«FlexigoTech Cloud paused the call to Banqup (...).»	The call has been paused. The run stops and nothing is marked as done. Wait for the next synchronisation.
«Enter the ID of your Banqup space first.»	Fill in **Banqup space ID** on the connection.
«Before connecting, an administrator has to accept that FlexigoTech Cloud connects this Banqup space and that the calls to Banqup go through it. Nothing was sent.»	Tick the acceptance checkbox on the connection and connect again. Until then, nothing leaves your Odoo.
«Only an accounting manager can do this with Banqup.»	Ask a user with accounting manager permissions to do the action. Changing the connection also requires being an administrator: "Only an administrator can change the Banqup connection."

An invoice does not reach Banqup or a document stays in Error	Open **Invoicing › Banqup › Connections**, open the connection and check **Documents** and **Issues**. The synchronisation log records what happened in each run. Correct the invoice and press **Send again** on the document.

FlexigoTech Cloud can pause a call to Banqup. The run then stops and nothing is marked as done, so the pending items are retried on the next run. The task **Banqup: send invoices, import bills, statuses, payments** runs every 15 minutes and is not halted by a failure.

Other notices you may see

«Your FlexigoTech Cloud plan covers up to ... Banqup spaces on this database and they are all in use, so nothing was sent. Disconnect a space you no longer use, or move to a plan with more spaces (Pro) in Settings > FlexigoTech Cloud.»	Your plan has a limit on Banqup spaces. Disconnect one you do not use or change plan. A space that was already saved can always be reconnected.
«The Banqup space ID is a UUID like 3fa85f64-5717-4562-b3fc-2c963f66afa6.»	The space ID does not have the expected format. Copy it again from Banqup.
"The vendor bills journal belongs to another company."	Choose a journal from the same company as the connection.
«The company of a Banqup connection cannot be changed.»	The company is fixed when you create the connection. If you chose the wrong one, create another connection.
«The Banqup connection of a record cannot be changed.»	Each document, issue or record belongs to the connection that created it and can't be moved to another.
«Turn on "Check the account holder name" on a connected Banqup connection of this company first.»	To verify a bank account you need a connected connection with that option enabled.
«Banqup checks IBAN accounts with a holder name.»	Check that the account has a complete IBAN and an account holder name.
«Banqup gave no result for this account.»	Banqup didn't reply with a verification result. Try again later.

CONNECTOR GUIDE · BANQUP

21 Other ways of doing it

METHOD	WHAT IT INVOLVES
Manually from the Banqup dashboard	Each invoice or credit note is uploaded in the Banqup dashboard, and delivery status and supplier invoices are checked and recorded in Odoo by hand.

METHOD	WHAT IT INVOLVES
Odoo only	Odoo 20, in Community and Enterprise, doesn't include any module with "banqup" in its name or any manifest naming it (search of the Odoo 20 code, 16-11-2026). With Odoo alone there is no link to Banqup.
This connector	It sends your invoices and credit notes to your Banqup space and brings back their delivery status, the supplier invoices you receive and the movements on your Banqup account. It requires a FlexigoTech Cloud subscription, from €49 a month excluding VAT, with a 14-day trial and no card required.

CONNECTOR GUIDE · BANQUP

22 Plans and pricing

€9

License per Odoo version.

+ FlexigoTech Cloud

STANDARD

€49/month

or €490 a year

- First response within 1 working day
- Up to 3 accounts

PRO

€98/month

or €980 a year

- First response within 4 working hours
- Up to 10 accounts
- Video call if needed

14-day trial, no card · Prices exclude VAT

The module licence is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial doesn't require a card. With Standard, up to 3 Banqup spaces; with Pro, up to 10. With the subscription, the module for each new version of Odoo is included if you bought it at flexigotech.com.

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. While you're subscribed, support for the service stays included.

23 Frequently asked questions

What does the connector do?

It sends your customer invoices and credit notes to your Banqup space, brings back delivery and payment status, imports the supplier invoices you receive and brings back the movements on your Banqup accounts.

Does it work without FlexigoTech Cloud?

No. Without the free trial or the FlexigoTech Cloud subscription, the connector doesn't communicate with Banqup.

How much does it cost?

The module licence, €9 per Odoo version. FlexigoTech Cloud, €49 a month or €490 a year with Standard, and €98 a month or €980 a year with Pro, excluding VAT.

Is there a trial period?

Yes, 14 days free and no card required.

Does it work on Odoo Online?

No. Odoo Online doesn't allow installing third-party modules.

Which Odoo versions is it available for?

Published branches exist for Odoo 17, 18, 19 and 20.

Does it need Odoo Enterprise?

No. It depends on Odoo accounting and its UBL and CII electronic invoicing module, which are also in Community, and on FlexigoTech Cloud.

What do I need in Banqup before connecting?

An account with its space, the ID of that space and a space administrator who can add the FlexigoTech app and give it roles for invoices and payments.

Do I need to set anything up inside Banqup?

No. Your space administrator adds the FlexigoTech app in Banqup, using the app ID you see in the connection. Until then, nothing is sent.

Who can connect the space?

Only an Odoo administrator, who accepts the consent and uses **Connect** and **Disconnect**.

Does my Odoo store any Banqup credentials?

No. FlexigoTech Cloud keeps the credentials of the FlexigoTech app and obtains access when needed.

How many Banqup spaces does each plan allow?

Up to 3 with Standard and up to 10 with Pro. The count covers all companies in the database.

What happens if I try to connect more spaces than my plan covers?

Nothing is sent, and the connector suggests disconnecting a space or upgrading to Pro. A space that was previously saved can always be reconnected.

Can I use it with several Odoo companies?

Yes. Each connection belongs to one Odoo company and has its own settings. The company of a connection can't be changed once it's created.

How often does it sync?

The scheduled task runs every 15 minutes and is active when installed. If you don't want to wait, click **Sync now** on the connection.

Is the invoice sent as soon as I post it?

Only if the connection has **Send invoices** set to **Every posted customer invoice and credit note**. Then it is queued when posted and the task uploads it straight away. Otherwise, it is sent with the **Send to Banqup** button.

Which documents does it send?

Posted customer invoices and credit notes, in Peppol BIS 3 UBL format with their attachment.

Can I send an invoice manually?

Yes. The **Send to Banqup** button on the invoice queues it and starts the task straight away.

Can it send them only when posted?

Yes. With automatic sending, when a customer invoice is posted the connector queues it, provided it belongs to the same company and an allowed journal.

What if the invoice was already in Banqup?

Before uploading, the connector checks whether Banqup already has a sales document with that number. If it does, it links to it and doesn't upload it again.

What if Odoo already sends that invoice via Peppol?

If Odoo's Peppol has already queued, sent or received a response for it, the connector doesn't send it through Banqup, so the customer doesn't receive it twice.

What happens to invoices that existed before installing the connector?

Posted customer invoices can be sent with **Send to Banqup**, including those from before installation. Supplier invoices are imported from the date in **Import bills received from**, which is set to the day you create the connection. Set it before the first run: afterwards, changing it won't bring in earlier invoices.

How do supplier invoices arrive?

If **Import vendor bills received in Banqup** is on, as it is by default, the task creates a draft for each purchase invoice or credit note in your Banqup space, with its lines, taxes and supplier, and the attached PDF.

Is the same invoice imported twice?

No. Before importing, the connector checks whether that connection already has a document with that identifier, and the run locks the connection while it runs.

How do I see whether Banqup has delivered an invoice?

On the **Banqup** tab of the invoice and in the **Banqup documents** list you can see the document status, delivery status and payment status.

What happens if a send fails?

The document is set to **Error** with the reason in **Error Message**. Once you correct the invoice, **Send again** queues it again.

Where do I see what failed during sync?

In **Invoicing › Banqup › Sync issues**, where you can choose **Retry** or **Ignore** on each open issue. Each run also leaves its line in the sync log.

Does it bring in the movements on my Banqup account?

Yes, if you tick **Bank movements from Banqup accounts** on the connection: it is off by default. Each posted movement comes in once as a bank statement line in the Odoo bank journal with the same IBAN.

Does it reconcile payments for me?

No. The statement lines reach Odoo, and Odoo reconciles them using its own rules.

Can I check an account holder before paying?

Yes. With **Check holder with Banqup**, on a contact's bank account, Banqup asks the bank whether the name matches. Account holder name verification must be enabled on a connected connection in your company. Banqup may charge for each check.

Can I reject or dispute supplier invoices from Odoo?

No. That is done in Banqup.

Does it already work against a real Banqup space?

It hasn't been tested against a real space yet. The 48 automated tests use a simulator that responds as described in the Banqup API documentation.

Does it pay invoices from Odoo?

No. It checks the account holder before you pay and, when you pay in Odoo, marks the invoice as paid in Banqup.

What about new Odoo versions?

With the subscription, the module for each new version of Odoo is included if you bought it at flexigotech.com.

What support do I get?

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. While you're subscribed, support for the service stays included. With Standard, the first response arrives within 1 business day. With Pro, within 4 business hours.

24 Glossary

Banqup	Electronic invoicing and payments platform with which Odoo connects through the connector.
Banqup space	Your company's space within Banqup. It is identified by an ID and is what you connect from Odoo.
Space ID	Identifier of the Banqup space. It is a UUID in the form 3fa85f64-5717-4562-b3fc-2c963f66afa6.
Connection	Each link between an Odoo company and a Banqup space. It is managed in **Invoicing › Banqup › Connections**.
FlexigoTech Cloud	FlexigoTech's online service through which all of the connector's calls to Banqup pass. It requires the free trial or the subscription.
FlexigoTech app in Banqup	The external application that a space administrator adds in Banqup so that FlexigoTech Cloud can connect. Its ID is shown on the connection.
Region	The Banqup platform the connection links to: **Banqup (Belgium and the rest of Europe)** or **Banqup France**.
Environment	**Production** or **Test (Banqup acceptance platform)**. It must match that of your space.
Standard Plan	FlexigoTech Cloud plan with up to 3 Banqup spaces and first support response within 1 working day.
Pro Plan	FlexigoTech Cloud plan with up to 10 Banqup spaces and first support response within 4 working hours, with video call if needed.
Banqup document	Each invoice or credit note, sent or received, with its status. You can see it in the **Banqup documents** list.
Peppol BIS 3	Format in which the connector sends customer invoices and credit notes.
Delivery status	Field that Banqup uses to report where the delivery to the recipient stands. SENT means it has reached the recipient's Peppol access point.
Payment status	Banqup field showing the payment status of the document, for example UNPAID.
Scheduled action	Process that Odoo runs automatically. The connector includes one, which runs every 15 minutes and is active by default.
Sync log	List with one line for each synchronisation run and its counters, in **Invoicing › Banqup › Sync log**.
Issue	Notice that something failed to synchronise. It can be **Open**, **Solved** or **Ignored** and is shown in **Invoicing › Banqup › Sync issues**.
Account holder verification	Check with Banqup that the account holder name on a bank account matches the name held by the bank.

25 Checklist and contact

- [ ] You have a Banqup account with its space, and you have copied that space's ID.
- [ ] A Banqup space administrator can add the FlexigoTech app and assign it roles for invoices and payments.
- [ ] You use Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server. Odoo Online is not supported.
- [ ] The module is installed and you have an Odoo administrator user.
- [ ] You have activated the FlexigoTech Cloud trial in **Settings**: 14 days free, no card required.
- [ ] The Banqup administrator has added the FlexigoTech app with the ID shown in the connection.
- [ ] The connection is **Connected**, with the region and environment that match your space.
- [ ] You have reviewed the connection options and the scheduled action is still active, running every 15 minutes.
- [ ] If you want the bank transactions or the account holder check, you have ticked them in the **Payments** tab of the connection.
- [ ] A test document has been sent or received and appears in **Banqup documents** with its status.
- [ ] In **Invoicing › Banqup › Sync log** the latest run shows as accepted and without errors.

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. If you would like us to set it up with you, get in touch.

Email

To install it, set it up or for any question.
comercial@flexigotech.com

On the web

The connector page, with the guide and the prices.
flexigotech.com/en/banqup-connector-odoo.html

On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

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