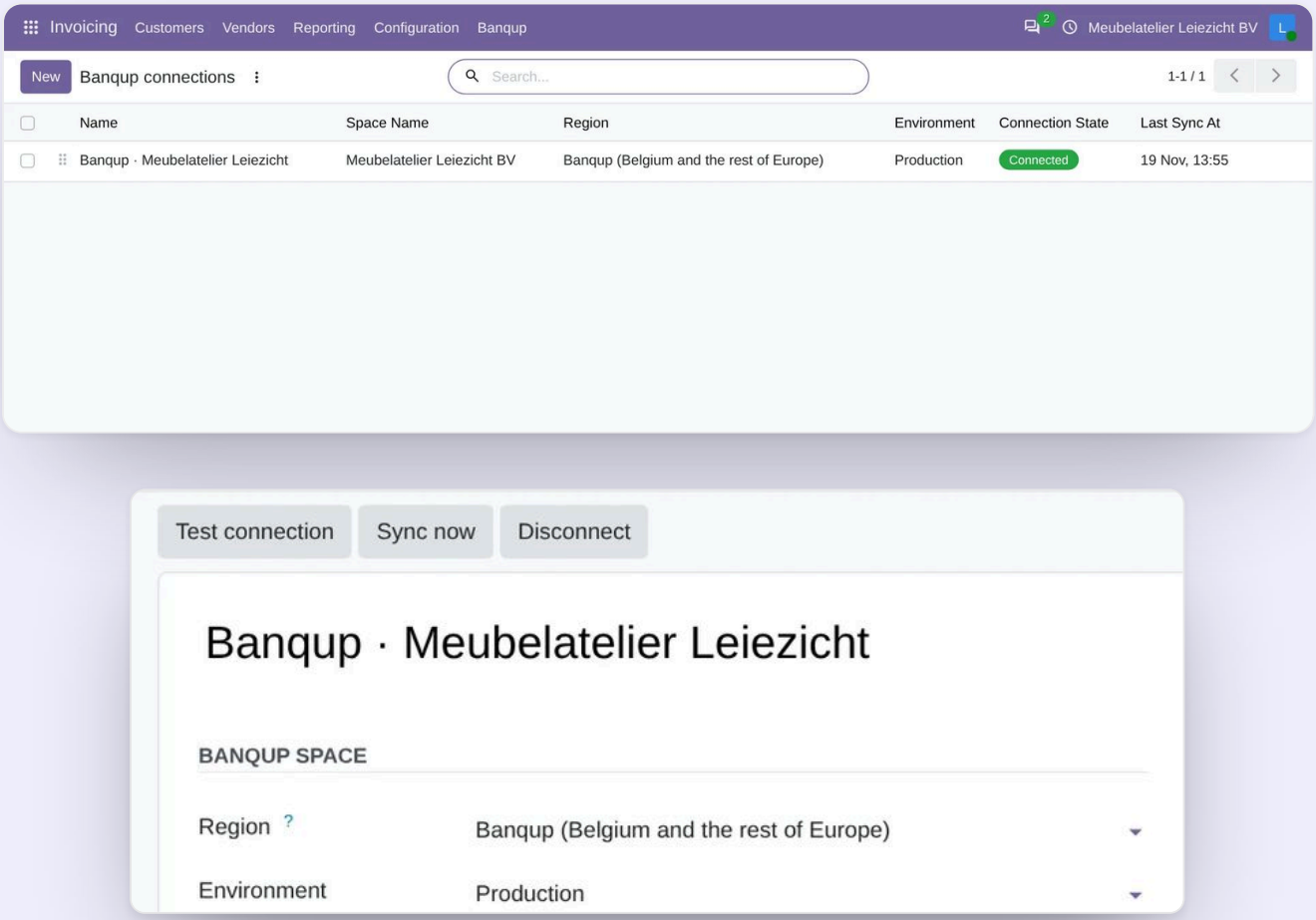
USER MANUAL · INVOICING AND TAX

Banqup connector for Odoo

For those who already have the connector: install it, activate it, connect it, set it up and use it, step by step.

Module version 20.0.1.0.1 | Odoo 20 screenshots | 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.

Contents

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

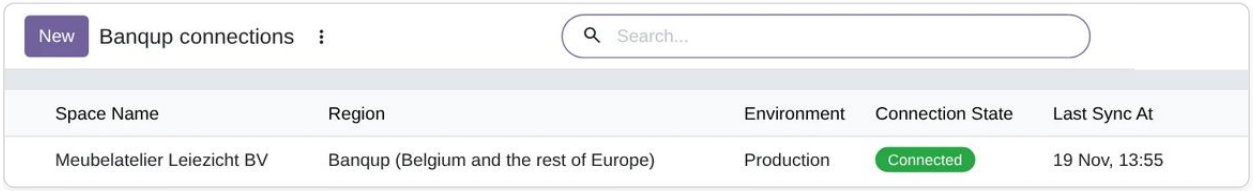
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This manual describes version 20.0.1.0.1 of the module (Odoo branch 20.0, commit a7e749a4a). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Banqup. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where to find it

The connector adds a Banqup app to Odoo, with its connections, the documents that are sent and received, a log of each synchronisation and the issues. It also adds a tab to Invoices showing the status in Banqup.



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

Invoicing › Banqup › Documents	The **Banqup documents** list: each invoice or credit note that Odoo sent to Banqup and each supplier bill 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 bill or notifying a payment, with its next retry.
Invoicing › Banqup › Sync log	The **Banqup sync log** list: each run, with its counters and its 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 the **Send to Banqup** button to customer invoices and credit notes that are already posted, and the **Banqup** tab with its status to invoices that already have a Banqup document. It adds the **Check holder with Banqup** button to the bank accounts of contacts, and a red warning on payments when the account holder does not match.

2 Before you start

This is what you need to have at hand before installing the connector and creating your first connection with Banqup.

- 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 account holder check: see 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.
- A FlexigoTech Cloud subscription or its 14-day trial with no card required. Without it the connector does not talk to Banqup.

> The connector does not configure anything inside Banqup. Your space administrator has to add the FlexigoTech app in Banqup, under Settings, External applications, Add external app, using the app ID shown 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.

3 Installation

The module is installed like any third-party Odoo module. You need an administrator.

Where to get it

From its page on Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigo_banqup_connector**) or from the connector's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module's page lists it under "Community Apps Dependencies" and its price is already included; it is free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Place both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_banqup_connector` and `flexigotech_cloud` into the branch of your project, in your modules folder, and push.
2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.
3. **Install the app**
   In **Apps**, click **Update Apps List** (with developer mode on), search for "Banqup" and click **Activate**.

On your server

1. **Copy the folders**

   Place `flexigo_banqup_connector` and `flexigotech_cloud` in a folder that is in the `addons_path` of your Odoo.

2. **Restart Odoo**

   So that it reads the new modules.

3. **Install the app**

   In **Apps**, **Update Apps List**, search for "Banqup" and click **Activate**.

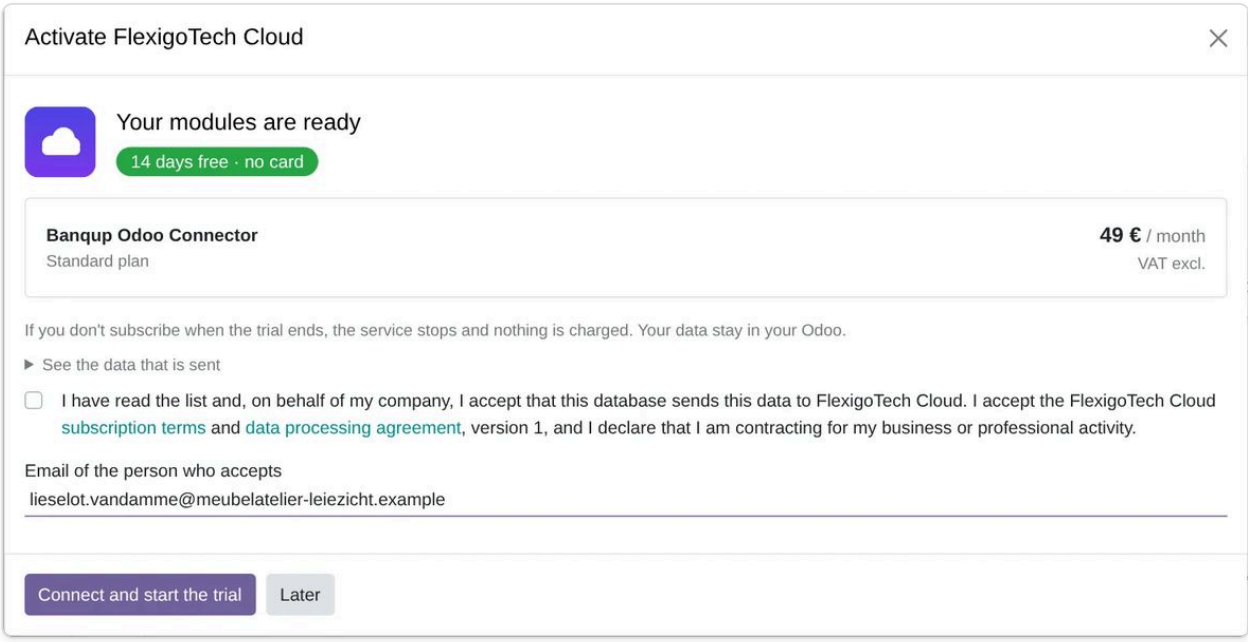
> When installing it, Odoo also installs the apps the module depends on: Invoicing. If you already use them, nothing you have changes.

4 Activate FlexigoTech Cloud: the 14-day trial

Calls to Banqup go through FlexigoTech Cloud, FlexigoTech's service that connects your Banqup space with your Odoo. Until the database is connected and the module has a trial or subscription, the connector does not talk to Banqup.

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 days free, 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**

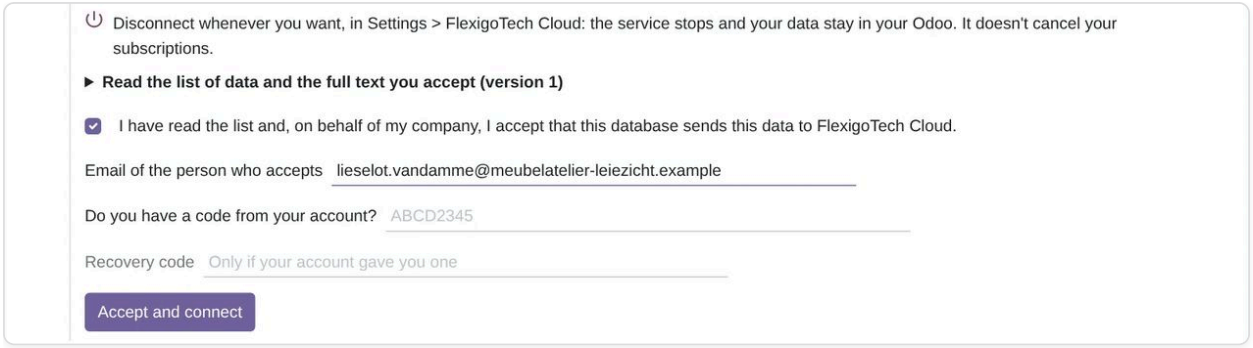
Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

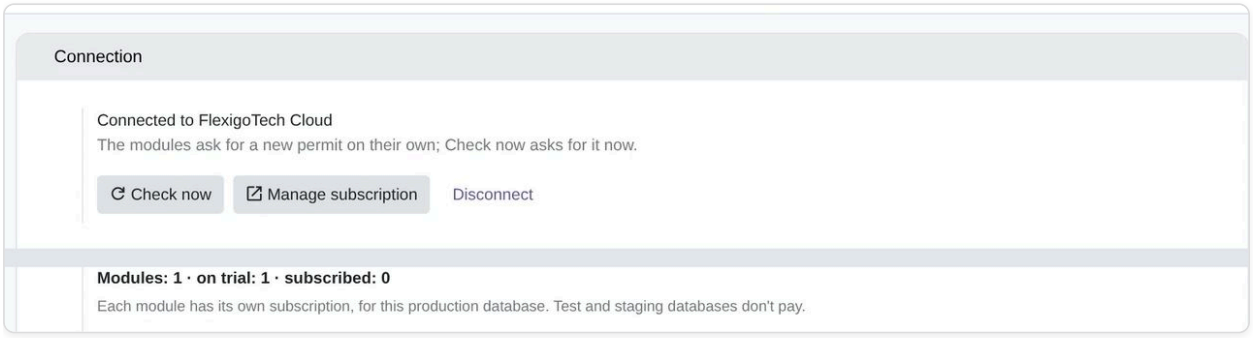
The same, from Settings

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.

PLAN	PRICE	INCLUDES
Standard	€49 per month or €490 per year	Support response within 1 working day, up to 3 Banqup spaces
Pro	€98 per month or €980 per year	Response within 4 working hours, up to 10 Banqup spaces and video call if needed

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** asks for permission immediately (otherwise the module renews it automatically every 6 hours).

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

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5 Connect your Banqup space

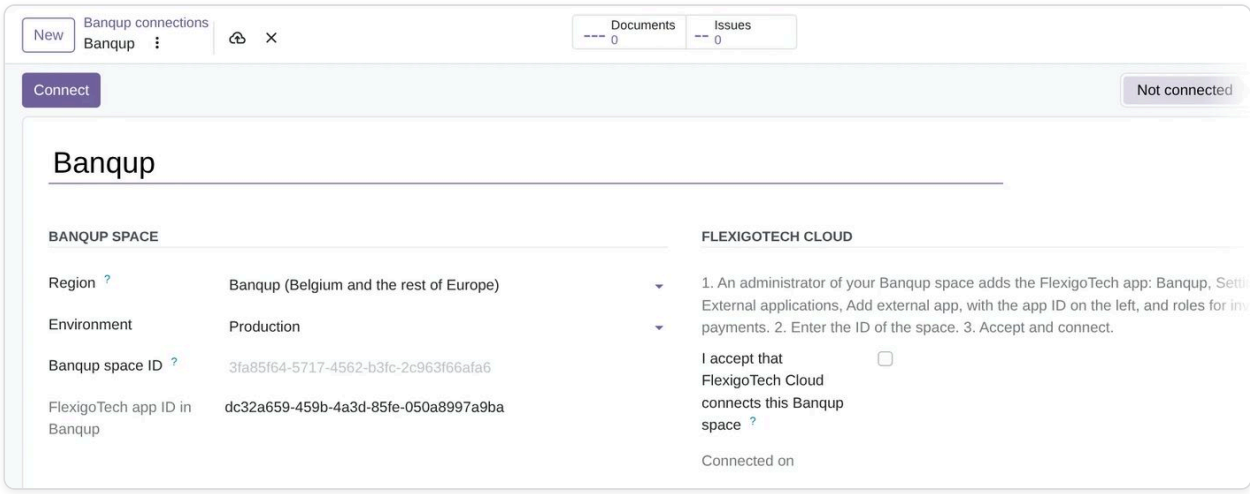
Each connection with a Banqup space is created in **Invoicing › Banqup › Connections**.

1 Open the connections menu

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

2 Click New

The form for a new connection opens. The **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 environment

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

4 Enter the space ID

Paste the UUID into **Banqup space ID**. If it is not in 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

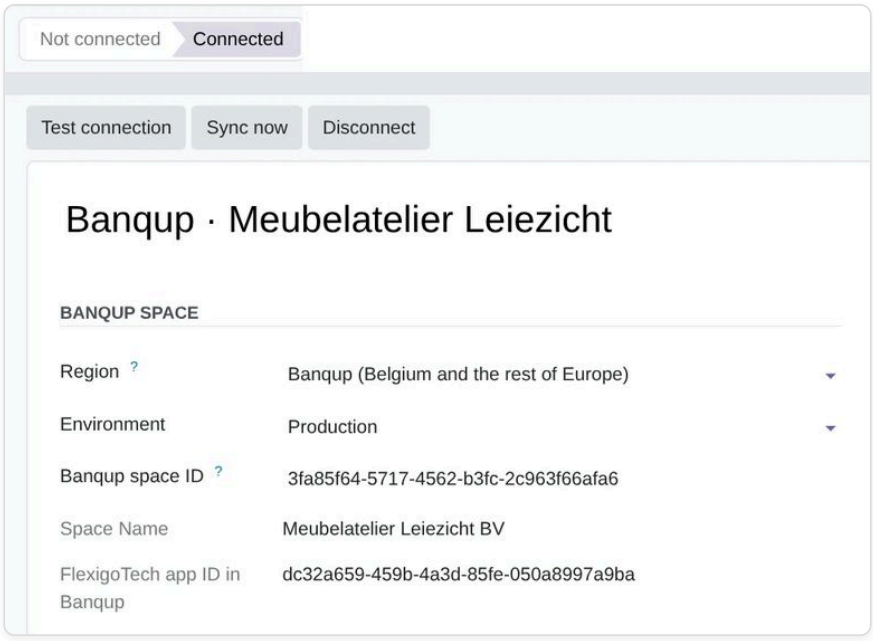
Before connecting, a space administrator does in Banqup what the **FlexigoTech Cloud** group indicates, using the value of **FlexigoTech app ID in Banqup** that the connection shows.

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

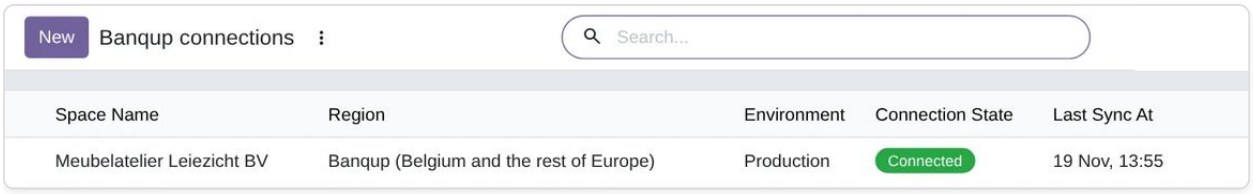
The **Connection State** changes to **Connected**, the **Space Name** is filled in and the date appears in **Connected on**. Click **Test connection** to check it. That button is not shown while the connection is **Not connected**.



- **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 sync. Everyone else gets «Only an accounting manager can do this with Banqup.». If your 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.

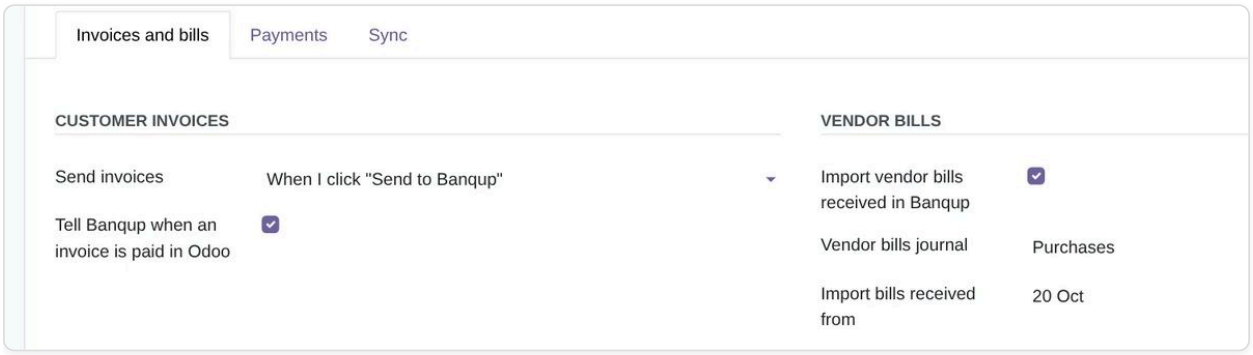
Once connected, the scheduled task **Banqup: send invoices, import bills, statuses, payments** runs through the connection every 15 minutes. It sends the invoices in the queue, fetches the statuses of those Odoo sent, imports supplier bills and notifies Banqup of the invoices paid in Odoo. Bank account movements and the account holder check are off by default: they are switched on in the **Payments** tab. If you don't 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.** Connections list, with **Connection State** and **Last Sync At**.

6 The connection options

Each connection stores its own options, which are set in the form at **Invoicing › Banqup › Connections**.



- **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 this. 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.
Only from journals	Empty	Limits automatic sending to these sales journals. Empty means all journals.
Import vendor bills received in Banqup	On	Creates a vendor bill draft for each document received.
Vendor bills journal	Empty	The journal for imported bills. It must belong to the same company as the connection. If left empty, the company's first purchase journal is used.
Import bills received from	The day you create the connection	Only Banqup vendor bills dated from that day are imported. It counts until the first run that brings in bills: after that, the connector continues from where it left off.
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.

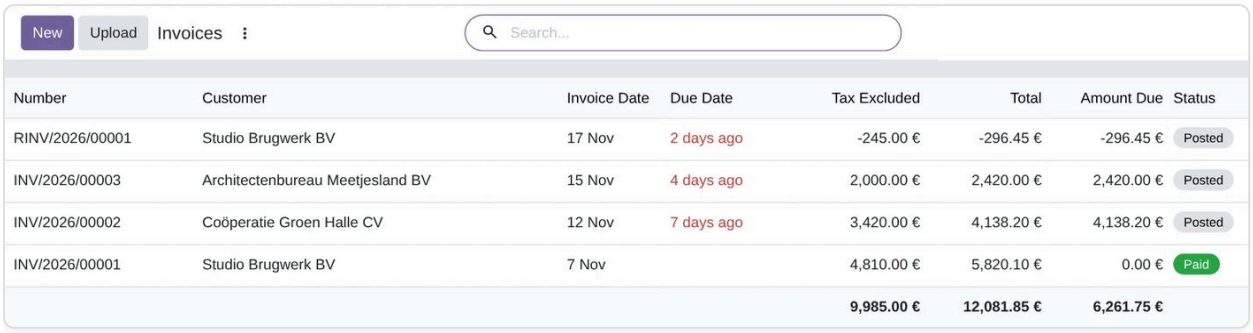
OPTION	ON CREATION	WHAT IT DOES
Bank movements from Banqup accounts	Off	Converts movements on Banqup accounts into bank statement lines in the bank journal with the same IBAN.
Check the account holder name (Verification of Payee)	Off	Lets you check the account holder with the bank before paying. Banqup may charge for each check.

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

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7 Sending invoices and credit notes

Customer invoices and credit notes from Odoo go to your Banqup space, and each send is recorded on the document.



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

Clicking the button does not send the invoice at that moment. It queues it and immediately triggers 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 fields

Send to Banqup	Found on the invoice, for the invoicing group. Queues the invoice. Hidden when the invoice cannot be sent.
Banqup tab	Shows **Banqup** with the sending status, **Banqup delivery** and, if it fails, the **Banqup message**. It also lists the **Banqup documents** for the invoice.
Send again	Found on the Banqup document. Only visible on a sent document in error. Puts it back in the queue.

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 now has it.

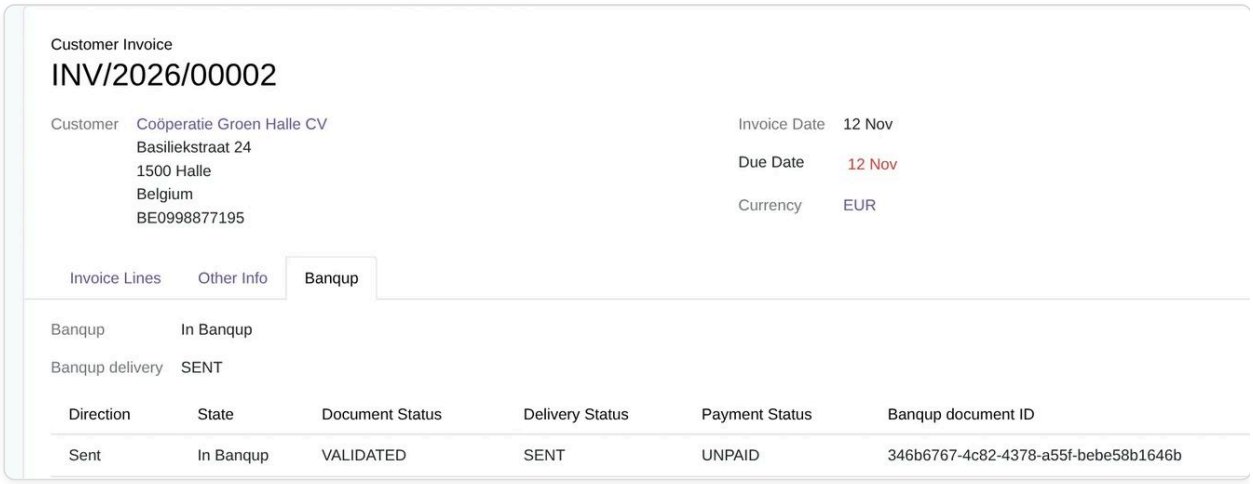
- **Banqup error**: something failed and the reason appears in the **Banqup message**.

1. **Open the posted invoice**
   It is a customer invoice or credit note.

2. **Click 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**. On a later run, once Banqup has processed it, it becomes **In Banqup**. You can see this in the **Banqup** tab.

4. **If it errors, correct it and click Send again**
   You do this from the document at **Invoicing › Banqup › Documents**.

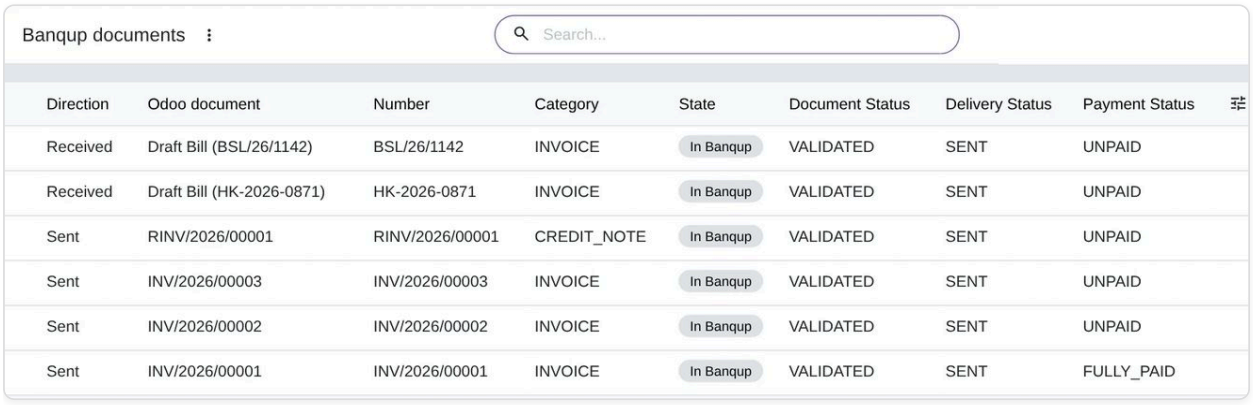


- **Real Odoo 20 screenshot.** **Banqup** tab of an invoice with status **In Banqup** and delivery SENT.

> If Odoo's 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.

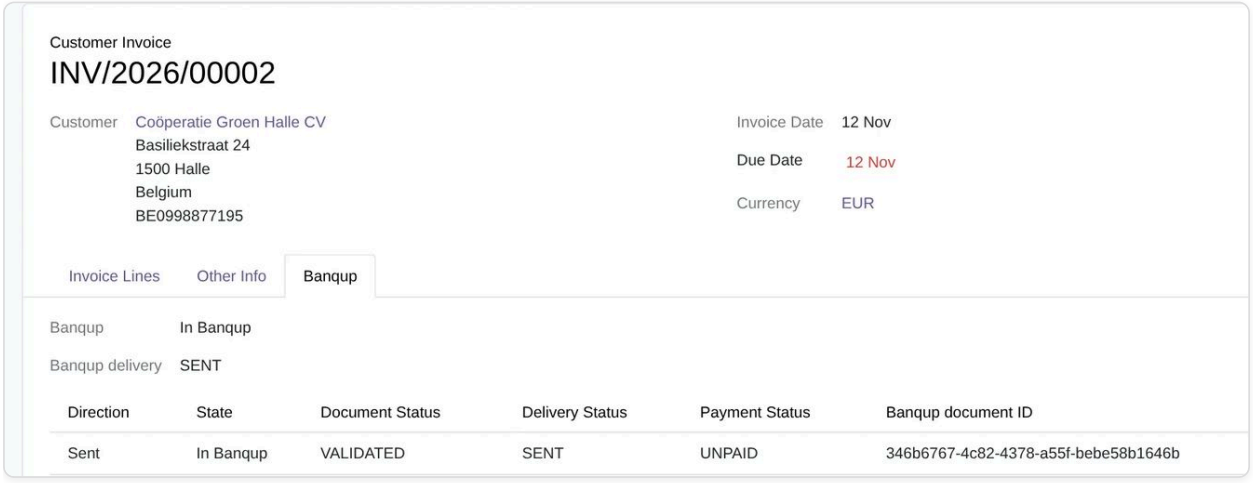
8 Delivery statuses

Each invoice you send to Banqup, or that Banqup brings to you, is kept as a document with its status, delivery status and payment status, and you can see them there.



- **Real Odoo 20 screenshot.** The list of documents 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.



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

Where the data comes from

It is brought in 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 remain in Banqup.

Document statuses

Queued	The document is waiting its turn to be sent.
Banqup is processing	Banqup is working on it.
In Banqup	The document is already in Banqup.

Error	Something prevented the 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.

Document Status, **Delivery Status** and **Payment Status** show Banqup's value as it arrives, in English: for example VALIDATED, SENT (the document has reached the customer's Peppol access point) or UNPAID. If the customer rejects or disputes the invoice in Banqup, the document stays **In Banqup** and the reason appears in **Error Message**.

Record button

Send again	Puts a sent document that is in **Error** back in the queue, after you have corrected the invoice. It does not appear for received documents or other states.

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

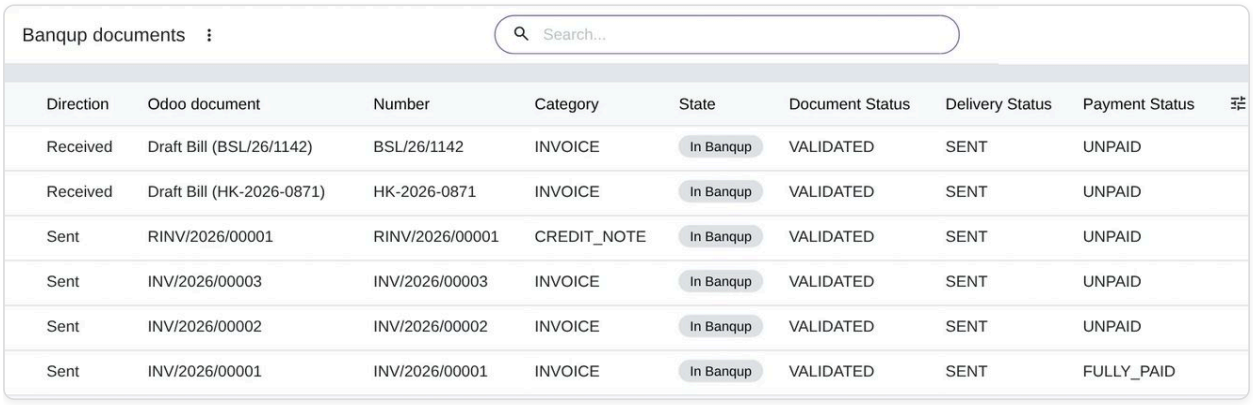
What to do about an error

1. **Filter by Errors**
   Open the document and read the **Error Message**.
2. **Correct the invoice**
   Fix in Odoo what the message indicates.
3. **Click Send again**
   The document returns to the queue and is sent on 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.

9 Received vendor bills

Invoices you receive in Banqup reach Odoo as vendor bill drafts, ready for you to review.



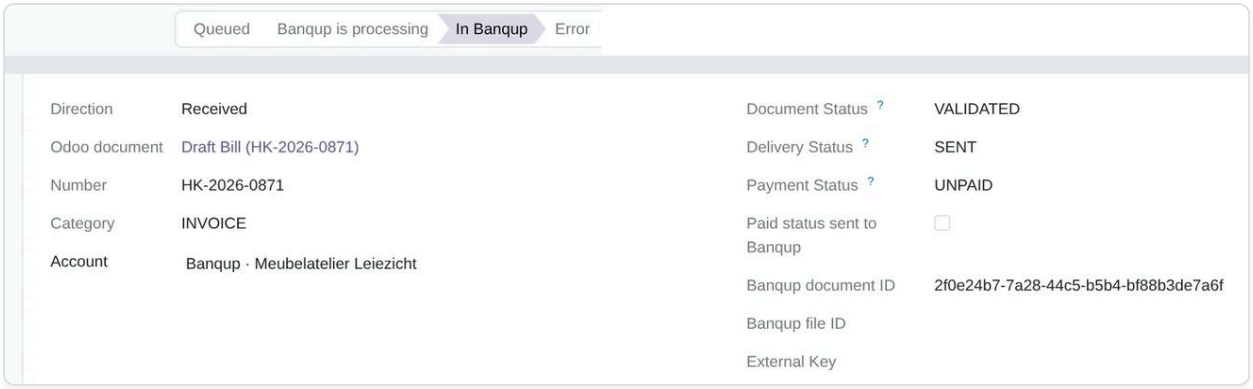
- **Real Odoo 20 screenshot.** The **Banqup documents** list with the **Received** and **Sent** documents.

Nothing needs to be uploaded by hand. With **Import vendor bills received in Banqup** on, which is the default, each run of the scheduled action **Banqup: send invoices, import bills, statuses, payments** checks the purchase invoices in your Banqup space dated from **Import bills received from**. For each invoice it creates a vendor bill draft, and for each credit note, a vendor credit note. The lines, taxes and supplier come from the electronic file via Odoo's import, and the PDF is attached.

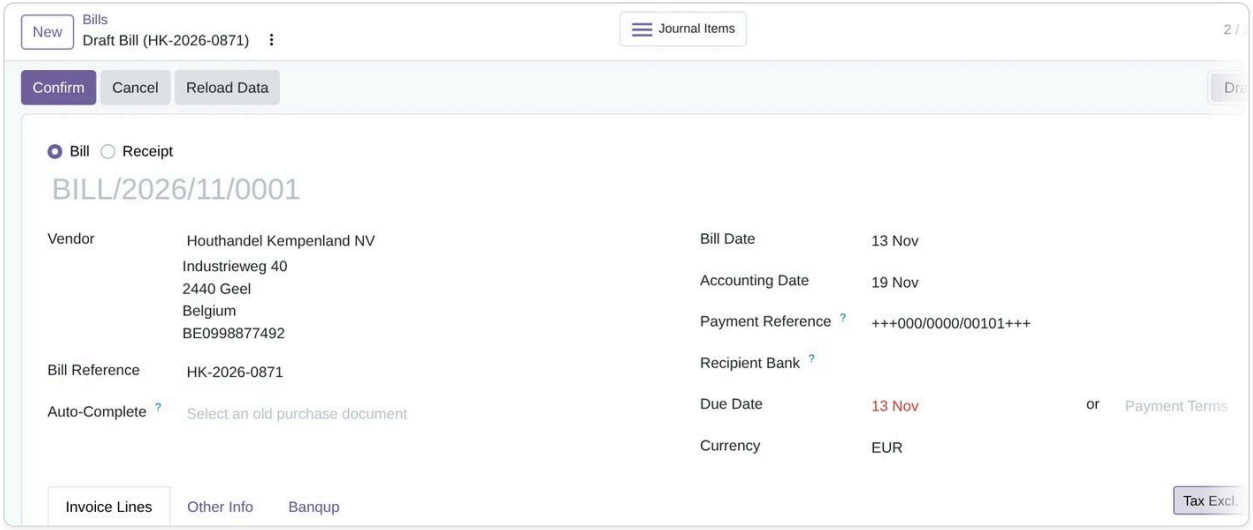
Each Banqup document gives one bill. If the document does not yet have an electronic file or PDF, it is imported when Banqup updates it with its file.

Bills go to the connection's **Vendor bills journal** 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 find the documents at **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** state.



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



- **Real Odoo 20 screenshot.** The created vendor bill draft, 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, no document is created. An issue of type **Bill from Banqup** is left in **Invoicing › Banqup › Sync issues**, and it is retried automatically.

Next to 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 list of documents**
   Go to **Invoicing › Banqup › Documents** and filter by **Received**.

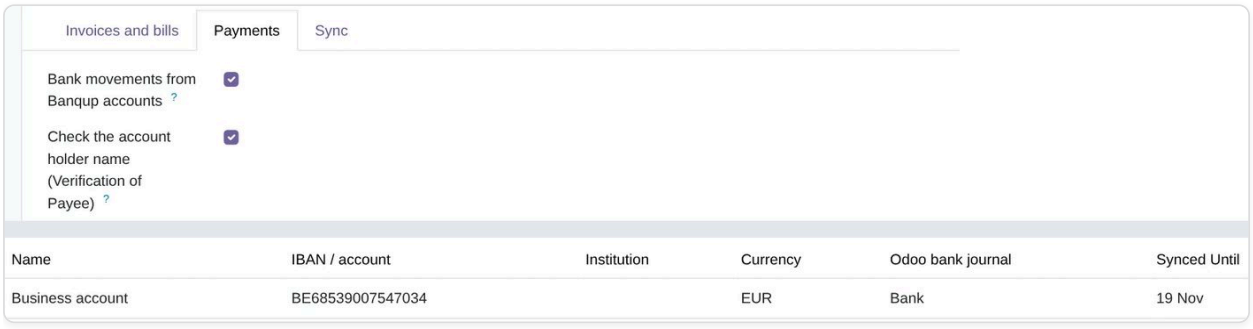
2. **Open the invoice**
   In **Odoo document** you will see the vendor bill draft.

3. **Review and confirm**
   Check the supplier, lines and taxes. Click **Confirm** when everything is correct.

> The **Send again** button only works for **Sent** documents in **Error** status. It does not appear on **Received** ones. The document fields are read-only, and the connection and company of a document cannot be changed once it has been created.

10 Movements from Banqup accounts

If you turn it on, the connector brings the movements of the accounts in your Banqup space in as Odoo bank statement lines.



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

Movements are off by default. To bring them in, tick **Bank movements from Banqup accounts** on the **Payments** tab of the connection. From the next run of the task **Banqup: send invoices, import bills, statuses, payments** onwards, the connector fetches the accounts in your Banqup space, which are the Banqup payment accounts and the banks you connected to Banqup, and lists them on 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 currency of the account.
Odoo bank journal	The journal where its movements are posted. The first time it is chosen automatically: the company bank journal with the same IBAN. You can change it in the list.
Synced Until	The day up to which movements have already been brought in.

What comes in as a statement line

- Only movements the bank has already booked. A movement that is still reserved waits until a run in which it is booked.
- The first run for an account brings in the last 30 days. Later runs re-read the last 3 days, in case the bank books something late.
- Each movement comes in only once: the line stores the movement 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.

11 Before paying: the account holder

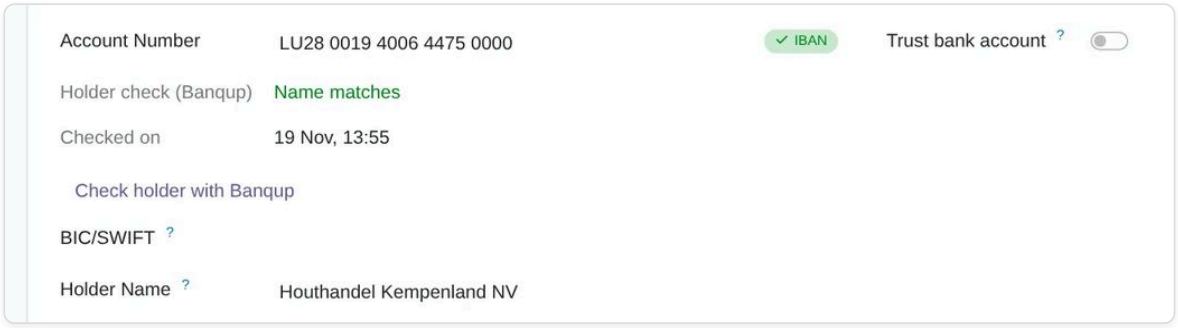
Banqup asks the supplier's bank whether the account holder name matches the one you have in Odoo. This is done before paying, so that you do not send money to an account whose holder is not who you think.

It is switched on with **Check the account holder name (Verification of Payee)**, on the **Payments** tab of a connected connection: it is off by default. Banqup may charge for each holder check on an account: check 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**
   It is seen by the accounting managers. The answer comes back immediately.

3. **Read the result**
   Holder check (Banqup), **Checked on** and, if the name almost 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 holder is someone else.
The bank did not answer	The supplier's bank did not reply in time.
Check not possible	The bank cannot perform the check on that account.

The warning on payment

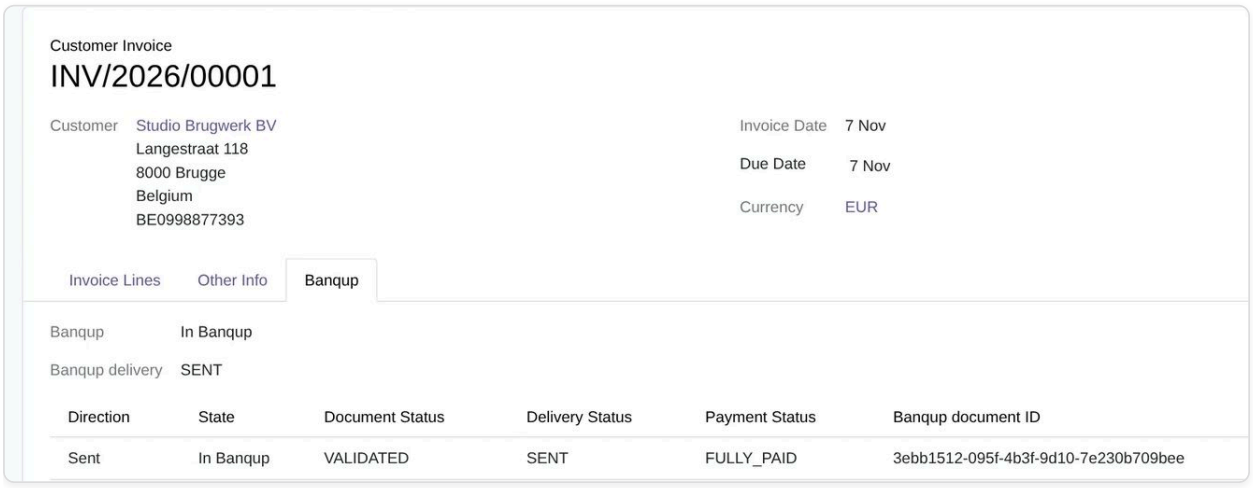
If the result is **Name does NOT match** or **Name almost matches**, the payment to that account shows a red Banqup warning at the top, with the result and the name the bank returned.

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

12 Paid invoices: notifying Banqup

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 the default, each run of the task looks for customer and vendor invoices with a Banqup document 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.

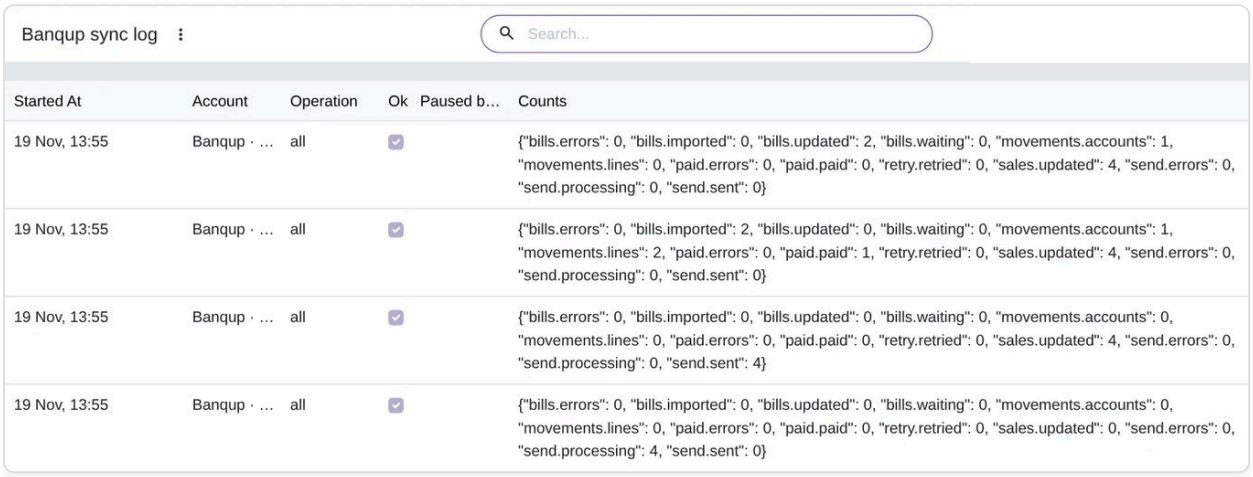


- **Real Odoo 20 screenshot.** A customer invoice paid in Odoo: on its **Banqup** tab, **Payment Status** FULLY_PAID.

On the document, the **Paid status sent to Banqup** checkbox is 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.

13 Sync log and issues

The connector keeps a log of each sync with its counters and errors, and gathers in a separate list the issues that need your attention.



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

The log is in **Invoicing › Banqup › Sync log**. The issues are in **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 log row shows

Started At	When that sync started.
Account	The Banqup connection it belongs to.
Operation	all: each run goes through the whole cycle.
Ok	Checkbox 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 again straight away. For a rejected submission this is not enough: the invoice must be corrected and sent again. It is only visible while the issue is **Open**.
Ignore	Dismisses the issue. It is only visible while it is **Open**.

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

Each failure is retried in its own way. A vendor bill that could not be imported is retried automatically, with waits that grow: after 5 minutes, 15, an hour, 4 hours, 12 hours and, from then on, every 24 hours. A payment notice that Banqup did not accept is repeated on the next run, and a submission that failed because Banqup was busy

is attempted again on every run. A submission that Banqup rejected is not repeated: correct the invoice and send it again. UBL, rejected file or delivery failures do not open an issue: they are shown on the document, with the **Errors** filter of **Invoicing › Banqup › Documents**.

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

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14 What happens automatically

The connector works with a single scheduled task, which runs the whole Banqup sync cycle.

TASK	FREQUENCY	WHAT IT DOES
Banqup: send invoices, import bills, statuses, payments	Every 15 minutes, active on installation	Goes through each connected connection, if the database has the FlexigoTech Cloud trial or subscription. Sends the queued invoices, fetches the statuses of those Odoo sent, imports vendor bills, notifies Banqup of paid invoices, brings in account movements if you have switched them on, and retries open issues.

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

> An invoice is never sent at the moment you click the button: the invoice is queued 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 of the same connection is already in progress, this one does not duplicate it.

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15 If something goes wrong

Common cases when the Banqup connection does not do what you expect, and where to look for each one.

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 sync.
«Enter the ID of your Banqup space first.»	Fill in **Banqup space ID** in 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 connection acceptance checkbox 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 is left in Error	Open **Invoicing › Banqup › Connections**, open the connection and check **Documents** and **Issues**. The sync log records what happened in each run. Correct the invoice and click **Send again** on the document.
The connection shows Banqup refused the access	Your space administrator has not added the FlexigoTech app in Banqup, or has not given it the invoice and payment roles. Once they have, click **Test connection**.
A transaction does not reach the statement	Check that its account has **Odoo bank journal** on the **Payments** tab, that the bank has already booked it, and that it is in the journal's currency.

FlexigoTech Cloud may pause a call to Banqup. The run then stops and nothing is marked as done, so whatever is pending is retried on the next run. The **Banqup: send invoices, import bills, statuses, payments** task runs every 15 minutes and does not stop because of a failure.

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16 Support

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 we respond within 1 business day, and with Pro within 4 business hours. Tell us your Odoo version, the module version and, if there is an error, its full text.

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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