Importing Payments

Quickbooks Online · https://mountainstream.co/docs/importing-payments-into-streamline/

By default, Streamline is listening for any payment received in your QBO account and will try to import those payments into your Streamline. If you want to customize this option to import only payments received in a specific period or to tailor to any payment events, you can do that by unchecking this option in QuickBooks Online Settings.

[QuickBooks Online settings page displaying various item export options and dropdown menus. The Importing Payments feature, highlighted with a red box, shows the option to automatically import payments from QBO checked.]

For payments to be imported automatically successfully, several things are required:

- Customers have to be paired between Streamline and QBO (*See Pairing Customers*).
- Bank accounts have to be paired (*See Pair Bank Accounts*).
- Invoice number in QBO of the paid invoice has to match with the invoice number from Streamline.

All payment events will be recorded in the audit trail (Module: "*Payment*", User: "*QBO*") where it will log both successfully imported payments as well as failed ones and it will add an explanation why it failed (if it did).

If you still want to manually import payments from your QBO account, you can do that after you have successfully connected Streamline with QBO and then go **[Importing > Payment]**.

Before importing payments, please ensure that you have paired bank accounts between Streamline and QBO (*See Pair Bank Accounts*).

[A web interface shows three sections: Pairing, Exporting, and Importing Payments, each with rows of labeled buttons. The Payment button in Importing is highlighted with a purple border.]

On the following screen you will have to select a date range which Streamline will use for checking for unpaid invoices.

Streamline will also use the selected date range to check for payments in your QBO. In addition to the date range, you also have the option to select how many additional months Streamline will check for payments in your QBO. After you have selected your date range, press the "**Check for selected period**" button.

Please note that the larger date range you select the longer it will take Streamline to finish loading the data.

[A software interface for importing payments from QBO, featuring a date range selection tool, a warning about invoice and payment dates, plus buttons for Dashboard, Disconnect QuickBooks, and checking the selected importing payments period.]

Payment Import Sections

1. Payments from QBO available for import: All payments ready to be imported that Streamline found in your QBO account. Those payments will be selected by default and all you have to do is press the "Import" button at the top.

2. Payments that may already exists in Streamline: Payments that may already exist in Streamline (*someone manually added them in Streamline*) so importing them could cause incorrect balances since you will then have duplicate payments. If that is the case, select those payments that already exist in Streamline and press "Mark as already imported". If that is not the case, you can import them the same way as in *step 1*).

3. Payments that could not be paired with invoices from Streamline: Payments that Streamline found in your QBO but could not be paired with any unpaid invoices from Streamline within the selected date range. It can be either because those payments were for invoices that do not exist in Streamline at all, or do not exist within the selected date range.

4. Unpaid invoices from Streamline: This section is here only for information purposes and it contains all unpaid invoices within the selected date range.

5. Paid invoices from Streamline: This section is here only for information purposes and it contains all paid invoices within the selected date range.

[A software dashboard titled Importing Payments from QBO displays sections listing payments for import, existing payments, unmatched payments, unpaid invoices (22), and paid invoices (1), with tables and action buttons.]

Get Started