



BOOKS

Troubleshooting Books

Common Books issues and how to fix them.

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Common Books issues and how to fix them. If your issue isn't listed, open a support ticket.

Bank Feed Says "Connection Needs Attention"

Banks invalidate connections for various reasons (password change, MFA challenge, expired consent — some banks require re-consent every 90 days for legal reasons). To fix:

1. Go to **Banking**.
2. Click **Reconnect** next to the affected bank.
3. Sign back in through the Plaid popup.
4. The connection resumes; missed transactions are pulled in on the next sync.

My Reconciliation Won't Balance

See the Reconciliation guide's "When the Difference Won't Zero" section. Most common causes: missing transactions, wrong opening balance, transaction on wrong date, duplicate entries.

My Transactions Show "Pending"

Some transactions show "pending" right after the bank reports them but before they've fully posted. Books treats them normally but flags them as pending so you know. Once the bank fully posts (usually 1-3 business days), Books updates the status automatically — no action needed from you.

I Can't Edit a Reconciled Transaction

By design — reconciled transactions are locked to prevent accidentally invalidating past reconciliations. To edit, you must first un-reconcile the month it's in (Banking → bank account → Reconciliation History → Re-open). Re-opening invalidates all later reconciliations on that account, so use this only when truly necessary.

My CSV Import Failed

- **"Invalid date format"** — check that your date column matches one of the supported formats (MM/DD/YYYY, YYYY-MM-DD, DD-Mon-YY)
- **"Couldn't parse amount"** — some banks include currency symbols (\$) in the amount column. Remove them via spreadsheet, save as CSV, retry.
- **"File too large"** — split the CSV into smaller files (e.g. one per month) and import in batches
- **"Encoding issue"** — Books expects UTF-8. If your CSV is from an older system, open it in a spreadsheet, save as **CSV UTF-8**, retry.

Bank Balance Doesn't Match What My Bank Says

- **"In Books" balance** is what your books say the balance should be
- **"At Bank" balance** is what the bank shows right now

They don't need to match in real-time — pending transactions, future-dated entries, and timing of the last At Bank refresh all cause normal differences. They SHOULD match after a successful reconciliation.

I Was Charged But Books Says Free

Stripe and Books bill separately for different things. If you have **Books Individual** (the free tier) and got charged, the charge is likely for a different UrTravelPro product (Marketing, Compass, an UrTravelPro+ bundle). Check Core → Billing → All Subscriptions for a complete picture across all apps. If still unclear, open a billing ticket.

A User Got Locked Out

Users sign in via Core (UrTravelPro's shared identity). If a user can't sign in:

- **Forgot password** — Core has a self-serve forgot-password flow at the sign-in page
- **MFA device lost** — they need their recovery codes (printed during MFA setup). If lost, an admin must [submit a ticket](#) to reset MFA on their behalf
- **Account locked after too many bad attempts** — Core unlocks automatically after 15 minutes; or an admin can manually unlock from Core → Users

My Dashboard Numbers Look Wrong

Dashboard tiles compute from your transactions. If they look wrong:

- Check the date range filter at the top — it's easy to leave it on "Last Quarter" and forget

- Make sure you're looking at the right **company** (the company selector in the top nav)
- Try refreshing — dashboard data is cached for ~60 seconds; recent transactions take up to a minute to appear

If numbers are persistently off, run the underlying report (e.g., the dashboard "Revenue this month" tile shows the P&L for this month) and verify the report matches what you expect. If the report's wrong too, the issue is in the underlying data — look for misclassified or missing transactions.