



TRIPS

Commissions aren't posting to Books

Why a commission you marked received in Trips isn't showing up in Books — and how to get it flowing again. Covers the paused integration banner, an unfinished mapping, an archived account, a transient outage, and the wrong-org sanity check.

On this page

- [Reason 1 — The integration is paused](#)
 - [What you'll see](#)
 - [What to do](#)
- [Reason 2 — The integration was never finished](#)
- [Reason 3 — A mapped account was archived in Books](#)
- [Reason 4 — Books was unreachable at the moment](#)
- [Reason 5 — You were working in the wrong agency](#)
- [FAQ](#)
- [When to open a ticket](#)
- [Related](#)

If a commission you marked received in Trips isn't showing up in Books, it's almost always one of five things. Start with reason 1 — it's the most common today.

ADVISOR TIP

First check: is the integration paused? A recent Pause toggle silences every post to Books. Open [Settings](#) → [Books integration](#) and look for the amber *"Books integration is paused"* card with a green **Resume integration** button.

Reason 1 — The integration is paused

What you'll see

- On [Settings](#) → [Books integration](#), an amber card with the date it was paused and any reason typed in.
- On [Commissions](#), an amber bar reading *"Books integration is paused. Commissions you mark received will not post to Books."*
- [Commissions](#) mark as received, totals update, but nothing arrives in Books.

What to do

1. Open **Settings** → **Books integration**.
2. Click **Resume integration** inside the amber card.
3. In the [Commission Manager](#), switch to the **Received** tab and re-post the affected commissions.

ADVISOR TIP

Pausing is sticky. It stays on until someone clicks Resume — exactly the case where a teammate paused it for a historical import last month and forgot.

Reason 2 — The integration was never finished

A fresh Trips org isn't pre-connected. An owner or admin has to pick a Books company, a commission income account, and a deposit-to bank account. Until all three are set, the Commission Manager shows a small grey hint reading *"Tracking commissions in Trips only. Connect Books to auto-post deposits into bookkeeping."* Open **Settings** → **Books integration**, fill in the three required fields, click **Save & verify**, then walk a fresh commission through.

Reason 3 — A mapped account was archived in Books

Mapping worked for months and now deposits stop landing. Usual culprit: someone in Books archived the commission income account or the deposit-to bank account. Trips still points at the old account; Books no longer recognizes it. The connected summary may show an account as #1234 instead of a friendly name. Open **Settings** → **Books integration**, click **Edit mapping**, re-pick the company (this refreshes the account list), re-pick the affected mapping, save, then re-post the stuck commissions from the **Received** tab.

Reason 4 — Books was unreachable at the moment

Less common but real: Trips couldn't reach Books when you marked the commission. Trips fails safely — the line stays marked received locally, but the trip to Books didn't complete. You'll see a single commission missing from Books while everything around it posted, with no amber banner. Open the Commission Manager, switch to the **Received** tab, find the line, and retry the post-to-Books action. If retry still doesn't land, open a ticket — we have an internal path to re-send a single deposit.

Reason 5 — You were working in the wrong agency

If you belong to more than one agency, every Trips page is scoped to whichever agency is selected in the top-right switcher. Check the switcher, then check the Books company name on the connected summary card at **Settings** → **Books integration**. That's the only Books company this Trips org posts to.

FAQ

I resumed the integration but old commissions still aren't in Books.

Resuming only re-enables future auto-posting. Anything marked received while paused needs to be re-posted by hand from the Commission Manager's **Received** tab.

My Direct Invoice payments are missing too — same problem?

Probably. Pause silences every auto-post path: commission deposits, paid Direct Invoices, and refunds. Resume and they'll start posting again.

The line shows received but the post-to-Books action never appeared.

That usually means the trip's primary traveler is missing — Books needs a contact identity on every deposit line. Open the trip, open **Travelers**, mark one as primary, then retry.

I see "Last verified" was weeks ago — is something broken?

That timestamp updates each time Trips posts to Books. If it's old, nothing has been sent recently. Only worry about it if you've been actively marking commissions received and they aren't landing.

When to open a ticket

If all five reasons check out and the commission still isn't in Books, open a ticket with these details so we can trace the exact post attempt:

- **Trip public ID** (the short code after /trips/ in the URL).
- **Invoice public ID** (the short code on the invoice URL, or the invoice number).
- **Commission line ID** from the Commission Manager.
- **When you marked it received** — "this morning around 10am Pacific" is plenty.
- **Your Books company name** exactly as shown under **Settings** → **Books integration**.

Related

- [Books integration — setup and day-to-day use](#)
- [Commission Manager](#)
- [Supplier Invoices and commission tracking](#)

- [Trips — Getting Started](#)

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