Troubleshooting

Moneybird Integration for Magento 2

Start at **Accounting > Data > Invoices**. A row that failed carries the reason in its own column, so you rarely need a log file.

"No Moneybird administration is selected for store X"

Nothing was chosen under **Connection > Administration**, or a reconnect cleared it because the account no longer reaches the administration that was selected.

Pick one. If the dropdown is empty, press **Connect to Moneybird** first — the list is filled at connect time, on purpose: rendering a configuration page should not depend on Moneybird being reachable.

The invoice failed with something about contact_id

The customer never reached Moneybird as a contact. That is the actual problem; the invoice is only where you notice it.

Usually the contact sync failed first, and its own error says why. Look at the log stream under **Advanced > Debug**. A customer with no email address or no country is the common cause.

"reference has already been taken"

Moneybird already holds an invoice under this number. Nothing is wrong with what you sent — it is a duplicate.

The module asks Moneybird first whether the invoice exists, so this normally cannot happen. It does happen when:

- the invoice was created in Moneybird by hand, or by an earlier integration, under the same number
- the row was booked as an external sales invoice, where Moneybird publishes no lookup to ask with

The row stops retrying, which is deliberate: sending it again produces the same conflict. Either remove the duplicate in Moneybird and requeue, or mark the row as skipped.

Everything fails with a 403

The connection cannot see the administration it is pointed at. That is different from a wrong token: the credentials are fine, the access is not.

It happens after reconnecting with a Moneybird account that has less access than the previous one. Reconnect with the right account, or pick an administration this one can reach.

Everything fails with a 401

The token was rejected. The module refreshes a token it believes has expired, and re-authenticates once when Moneybird rejects one it believed was still good — so a persistent 401 means the refresh itself is failing.

Press **Connect to Moneybird** again. A refresh token revoked on Moneybird's side cannot be renewed, and nothing in the shop can tell the difference until it tries.

Lines book to the wrong ledger, or with no VAT

Two different causes, and the column tells you which.

The line has no tax rate or ledger account at all. Nothing was mapped, so the module left the field out and Moneybird applied your administration's default. Press **Import Info**, then map the Magento tax rules under **Accounting > Configuration > Tax Rate Mapping** and pick the ledger accounts under **Settings**.

The line has the wrong one. The mapping points at something else. Note that an EU order with zero VAT takes the **EU No Tax** fallback, not **No Tax** — reverse charge is decided before "zero VAT" can catch it, because booking it as plain zero-rated leaves your ICP declaration short.

An invoice booked into the wrong administration

Change the administration and requeue only the rows that have not been sent. An invoice already in the wrong administration has to be removed there: the module cannot move a booking between administrations, and neither can Moneybird.

The credit note is not linked to the invoice

That is how the external sales invoice route works. Moneybird has no credit-note action there, so the credit memo is a second booking with negative amounts, standing on its own. Only the sales invoice route links the two.

The queue never empties

Check that cron runs at all — **Advanced > Debug** shows what the module logged. Then check **General > Synchronization**: an empty schedule means the job never fires.

You can always push the queue by hand with the CLI command "accounting:sync:moneybird".

Nothing works and you want to know why

The CLI command "accounting:selftest:moneybird" reports on the connection, the PHP and Magento versions, and whether the module can reach Moneybird at all.

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the Moneybird Integration extension on magmodules.eu

All articles for Moneybird Integration

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1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

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Troubleshooting

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