



Twickey - Exact

Enhanced connection

Twiskey & Exact Online

We're thrilled to share some exciting updates about the Twiskey and Exact Online connection! Our teams have been hard at work, constantly improving the link between these platforms, making it more efficient with each update.

Now, we're taking things to the next level with the introduction of some new features. These additions are designed to make your data exchange between Twiskey and Exact Online even more efficient and effortless than ever before. Our aim is to empower you with enhanced control over your workflow.

To provide even better control over data exchange between Twiskey and Exact Online, we are offering various import and export functions. This means you can now effortlessly manage your data transfers, ensuring a seamless and smooth process between the two platforms.

As part of this enhancement, we want to keep you informed about the upcoming changes. The automated connection between Twiskey and Exact Online will be gradually phased out over the next few weeks. Rest assured, we're here to support you throughout this transition and make it a smooth and seamless journey.

We are committed to making this transition as seamless as possible for you. So, to help you adapt smoothly to the new workflow, we have prepared a comprehensive guide that covers all the necessary information. You'll find step-by-step instructions and valuable tips on how to utilize the unique import function in Twiskey to upload your Exact Online invoices and process payments via SEPA Direct Debit, recurring credit card, payment links, or standard banking transfers.

We truly appreciate your support, and we are confident that these enhancements will take your Twiskey & Exact Online experience to new heights. Our teams are here to support you every step of the way, so feel free to reach out if you have any questions or need assistance.

The Guide

As an Exact Online customer, you'll find a unique import function in Twikey that allows you to upload your Exact Online invoices and process payments via SEPA Direct Debit, recurring credit card, payment links, or via standard banking transfers. In this document we'll show you how to :

1. Set up your Exact Online Environment
2. Import your customer database into Twikey
3. Transfer your mandates :
 - 3.1 From Twikey into Exact Online
 - 3.2 From Exact Online into Twikey
4. Use your own payment reference
5. Import sales Invoices in Twikey
6. Deal with credit notes
7. Reconcile Payments

1. Set up your Exact Online Environment

For Twikey, no specific setup is required.

For Exact Online, you must activate UBL2.0! This is how you do it :

1. Click on your company name in the top left corner and choose settings
2. Go to tab 'Sales Invoice'
3. Got to attachment: Types and select UBL 2.0
4. Press OK and save

The UBL activation is not retroactive.

2. Import Your Customer Database into Twikey

Importing your customer database into Twikey can be useful for initiating a conversion campaign from within Twikey. Customers can be imported in several ways, either through sales invoice import or via an export file. When the import is complete, we'll show you the number of customers imported and send you an email confirmation.

Through the import of sales invoices

When you import invoices, the customer is automatically created/updated.

Through an export file

1. Log into your Exact Online account
2. Click on the name of your company on the top left and select Import/Export and choose XML
3. Scroll down to Accounts and choose Export and Export again.
4. Import the XML file in Twikey via the orange button 'NEW' and choose Import
5. Select type: Customers and file type: Exact Online

When the import is done, we show you how many customers we have imported, and we also send you a mail.

3. Transfer mandates

3.1 From Twikey into Exact Online

Step 1 - Export the mandates from Twikey

1. Go to the Agreements and select the mandates you want to export
2. Click the Export button in the top right of your screen and select Exact Online from the dropdown list.
3. Click export, a .csv-file is created to import in Exact Online

Step 2 - Import the mandates in Exact Online

1. Click on the name of your company on the top left and select Import/Export and choose CSV/Excel
2. Go to 'Mandates' and choose Import
3. Choose Comma separated values (CSV) option
4. Upload the Twikey file and click Next
5. Choose Yes when asked if the header is included in the file and click Next
6. You will see a quick overview of the imported mandates, click Next
7. You will see a quick overview of headers, this should be correctly mapped, click Next
8. Change the following field formats
 - o MandateCancellationDate to `Year Month Day`
 - o MandateSignatureDate to `Year Month Day`
 - o MandateFirstCollection to `True/False`
9. Click Next when you have changed the field formats
10. If mandates with existing references already exists you will get the option to exclude them, click Next
11. You will see an overview of the New, Updated and Errored mandates
12. Click Finish if you wish to complete the import
13. You can view your mandates by navigating to Financial, go to Banking & Cash go to Mandates

3.2 From Exact Online into Twikey

Step 1 - Export the mandates from Exact Online

1. Click on the name of your company on the top left and select Import/Export and choose XML
2. Go to 'Mandates' and choose Export
3. Click 'Export' and 'Next' in the prompt that opened to export the file.

Step 2 – Import the mandates in Twikey

1. Go to the orange 'New' button and choose Import
2. Select type: Agreements and file type: Exact Online and choose the desired Profile
3. Click on select your document and import your file(s) or drag them in the box.

When the import is done, we show you how many agreements we have imported, and we also send you a mail.

4. Use Your Own Payment Reference

You can use your proper payment reference for an invoice. To use this feature, the field 'Payment reference' must be enabled in Exact Online.

- Go to Sales and then to Invoices
- Select 'Create'
- Click on the settings and 'Customize' (1)
- Enable the option 'Payment reference' (2) and Save
- When creating an invoice fill in the field 'Payment reference' (3)

* Note: when the option is not enabled, or the field remains empty, by default the invoice number will be used as the payment reference.*

5. Import sales invoices in Twikey

If you already have active mandates in Exact Online, we strongly suggest importing the mandates in Twikey.

That way, the mandate will be used when the sales invoice is imported in Twikey.

IMPORTANT

- To be able to import invoices in your Twikey environment you need the sales invoice AND the corresponding document.
- To create a sales invoice in Exact Online, please contact their support or [click here](#)
- To create the corresponding document in Exact Online, please contact their support or [click here](#)

Step 1 - Export the sales invoice from Exact Online

1. Click on the name of your company on the top left and select Import/Export and choose XML
2. Go to Sales invoices and click Export

On the XML - Export screen you can now select to export a set of invoices or credit notes from a specific journal, or only export an individual invoice using a specific order or invoice number.

The following checkboxes need to be checked:

- Type: choose your type = Invoice
 - Including documents: a document is necessary to be able to import in Twikey, select the box.
 - Only modified data since last export: To avoid exporting duplicated items you can opt to check the option to only export new data.
3. Click 'Export' and 'Next' in the prompt that opened to export the file.

Step 2 - Import the sales invoice in Twikey

1. Go to the orange 'New' button and choose Import
 2. Select type: Invoices and file type: Exact Online and choose the desired Profile
- or
1. Go to the Invoices menu and choose Import
 2. Select Type: Exact Online and choose the desired Profile

3. Click on select your document and import your file(s) or drag them in the box.

When the import is done, we inform you about the state of the imported invoices on your screen and we inform you also by mail.
The invoices are imported including their PDF.

Please note that previously imported invoices cannot be imported again.

6. Credit notes

Credit notes or invoices with a zero amount are not imported.

7. Reconcile payments

We offer MT940 and CODA (for Belgium) reconciliation files compatible with different bookkeeping software.

Our reconciliation files contain a suspense account that needs to be added in Exact Online.

1. Go to Reconciliation and choose Files
2. Choose Generate in the top right corner and select MT940 (Beta) as format and generate.
3. In Exact Online go to the menu Financial - Banking & Cash – Statements
 - import
4. Select the required bank account (not the reconciliation account) and import the file.

Once the file is imported, depending on your configuration, the matching of the payments to your invoices is done automatically.