

# FAQ's

Last updated: March 24, 2022

## **Why should I choose Nolan Bank Feeds?**

Nolan Bank Feeds is an application that allows the importing of bank statements directly into Dynamics 365 Business Central with minimal user intervention, allowing users to focus on the more important day to day tasks.

## **How complicated is the importing process?**

Nolan Bank Feeds allows you to import your bank statements in as few as two clicks. Simply choose the relevant account and click "Import" the actual importing of statements from Nolan Cloud Services takes mere seconds.

## **Is any training required to use Nolan Bank Feeds?**

While a general understanding of Dynamics 365 Business Central will be required, Nolan Bank Feeds is simple enough that no extra training should be needed.

## **Do I have to have a Nolan Cloud Services account to use Nolan Bank Feeds?**

Yes. Nolan Bank Feeds is built to work exclusively with Nolan Cloud Services to receive your bank statements. You can set up a free Nolan Cloud Services account [here](#) .

**How far back in time will bank feeds go to get statements?**

Our service asks the Aggregator/banks for all available statements, however, some of the banks apply their own restrictions on what is available.

i.e. a bank may restrict you to the last 90 days of statements. If you need to get statements further back than the banks restriction into Nolan Cloud services, you will need to contact the bank.

**I can see statements in Nolan Cloud Services but the older ones are not pulling through into Business Central.**

Please note that by default BC retrieves the last 30 days from our service, this can be adjusted in the **Nolan Bank Feeds Setup** window in BC. Simply update the **Prior Days to Import** field on the top right of the window.

**Who do I contact if something goes wrong?**

Our friendly and professional support teams can be reached on the following:

For UK support, call us on 01252 560 148 or email us at [support@nolanbusinesssolutions.com](mailto:support@nolanbusinesssolutions.com) .

For US support, call us on +1 303 665 9343 or email us at [ussupport@nolanbusinesssolutions.com](mailto:ussupport@nolanbusinesssolutions.com) .