PIXL8 Group

Xero integration user manual

2-way integration to Xero in CRM

Version 1.12

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Introduction

For anyone not familiar with Xero, it is an online accountancy system that allows you to manage your organisation's finances, raise invoices, file your VAT, connect to your bank account, and connect it to hundreds of third party applications including Pixl8's CRM.

Connecting your Xero account will allow CRM to create invoices and contacts automatically for you, and keep invoice payment details in sync across the 2 platforms.

This guide will cover

- How to configure Xero so that CRM can connect to it
- How to configure CRM so that it creates invoices and payments that matches the way you manage your accounts
- How to migrate existing orders & payments in CRM

Version updates

Version 1.5

Version 1.5 includes the following features:

- Payments either automatic or manually added in CRM are sync'd to Xero against the corresponding invoice
- Syncronisation of bank accounts from Xero to CRM
- Optional filter that will allow you to only create invoices in Xero which match a certain criteria
- Map existing CRM Tax rates to Xero Tax rates, so that invoices raised using non-xero tax rates can still be created in Xero
- Contact & Organisation migration matching tool, which suggests potential matches of your existing contacts in Xero to your contacts and organisations in CRM
- Cached Xero contact and organisations in CRM to improve performance
- Addition of the event title and not just the ticket name when creating a line item for an Eventfolio ticket sale

Version 1.9

Version 1.9 includes the following features:

- Auto rate limiting when syncing data to Xero to prevent repeated API errors
- Syncing task statistics on the number of updates/additions/deletions for invoices, tax codes, payments & contacts
- Only show active Xero bank accounts in ReadyMembership
- Prevent any tax rates created in Xero to be editable in ReadyMembership
- Display whether an invoice or payment has been sync'd to Xero in ReadyMembership
- Autocreate digital tax rates in Xero if digital tax feature is installed in ReadyMembership
- More intuitive Xero contact matching screen

Version 1.12

Version 1.12 includes the following features:
- Auto suggesting invoices raised in Xero that match ones in CRM
- Display the sync error against the invoice in CRM
- Add the ability to change the due date from 30-days
- Auto adding payments in CRM which have been added to an invoice directly in Xero

Installing Xero into CRM

In order for CRM to be able to talk to Xero and vice versa, it needs to be setup in CRM and permission granted in Xero to allow them to communicate. This one-off process is best completed through a 30-minute session with a project manager or consultant from Pixl8 and someone who has full administration access in Xero.

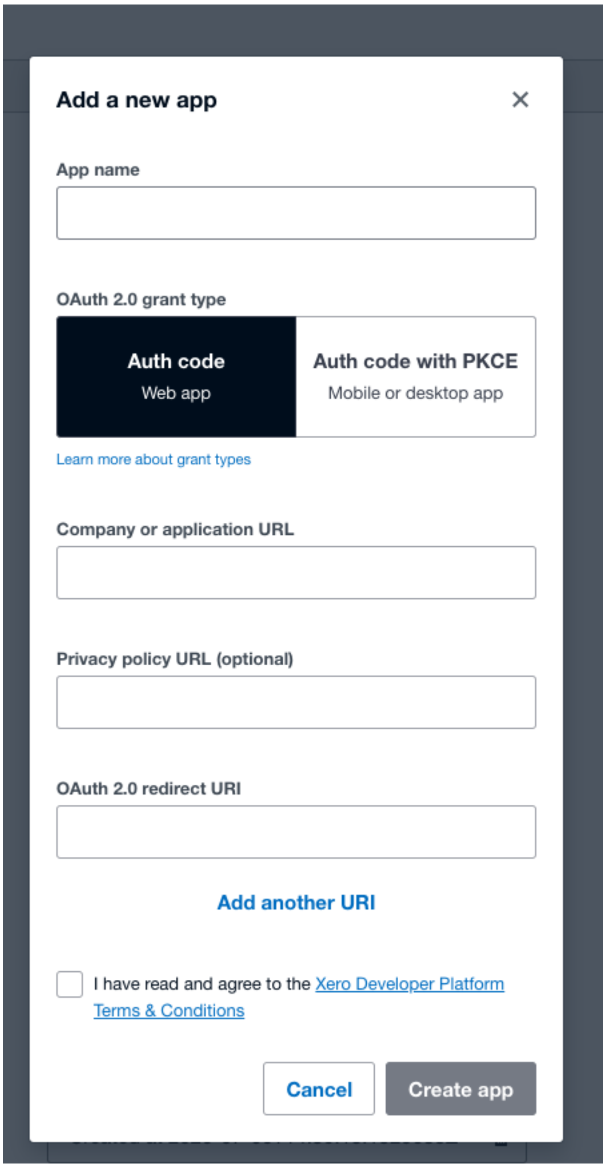
You will need to repeat this exercise in your initial UAT site, and then in your live environment, connecting them to different Xero accounts.

The non-accountancy versions of Xero include a Demo company that you can use to test in your UAT environment, however this does have a number of restrictions, so we would highly recommend purchasing an additional full Xero subscription for the purposes of UAT

See the checklists in this document for the steps needed to get everything setup for UAT and Live, and whose responsibility each step is

Step #1 - create an app in Xero

This may need to be completed by your accountant, depending on your access rights in Xero. Go to https://developer.xero.com/myapps/ and login using your Xero credentials. Click on the **New App** button



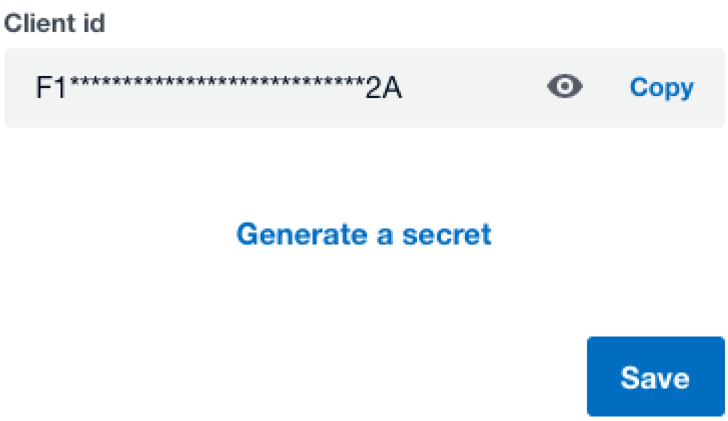
Enter the following information into the form:

1. **App name:** [*an internal title*] e.g. Ready Membership CRM
2. **Company or application URL:** [*your preside website*] e.g. https://mywebsite.com
3. **OAuth 2.0 grant type:** (default) - Auth code web app
4. **OAuth 2.0 redirect URI:** [*your website*]/xero/oauth2result/ e.g. https://mywebsite.com/xero/oauth2result/

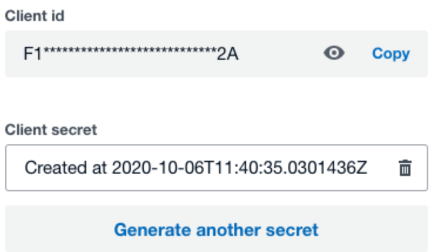
Agree the terms and conditions and then click on the **create app** button

Step #2 - Create client & secret keys

Next you'll need to create a Client id and Client secret key. Again still within Xero, after you've created the app, it will then display the client id, it will be masked so you can't see all of it on screen, so use the copy button in order to copy it into the clipboard, and then paste that into a secure email and share it with Pixl8 so that we can configure things on our end.



We'll also need a secret key, so click on the **Generate a secret** button, and again copy this into your clipboard and send it to Pixl8. If for any reason you need to resend this, then when you go back to this app setup in Xero, you'll notice that you can no longer see it. In this situation, you'll need to either add another secret, or just delete the previous one and recreate it.

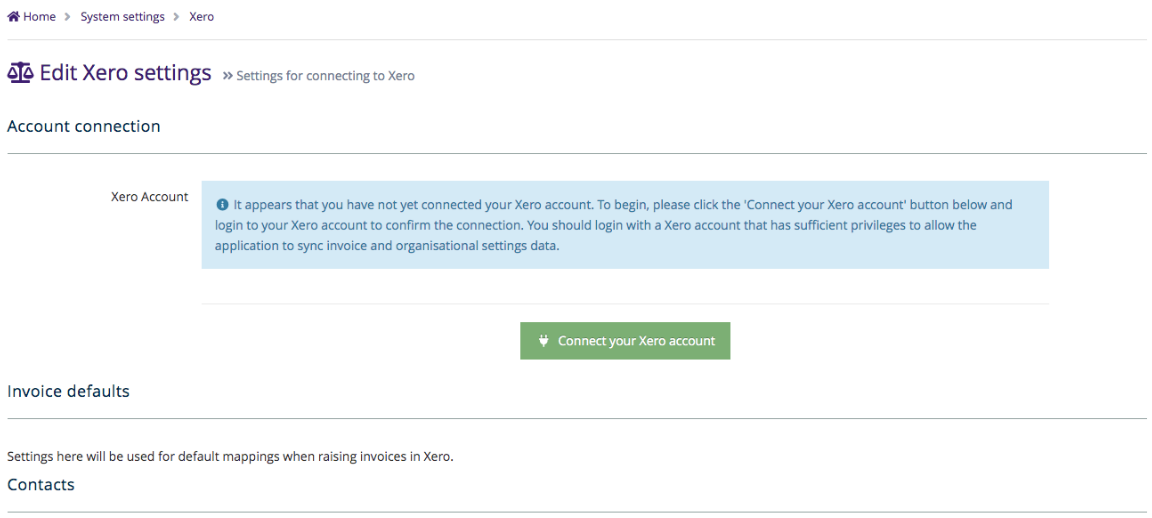


Step #3 - Pixl8 configuration of Xero

Once Pixl8 have been given the client ID & secret key, then there is a small amount of work they need to do so that your site recognises your Xero account.

Step #4 - Xero authorisation

Head back into CRM to the Xero settings page, and you'll now see a green button that shows we're now ready to connect to xero.



This is a one-off task, and needs to be completed by someone who has suitable permissions in Xero. When you click on the green button, you'll be prompted to login to Xero, select the organisation account you want to connect with, and finally agree to the terms and conditions around the information that will now be shared with CRM. Once completed, you'll be redirected back to CRM

Data synchronisation & changes to CRM

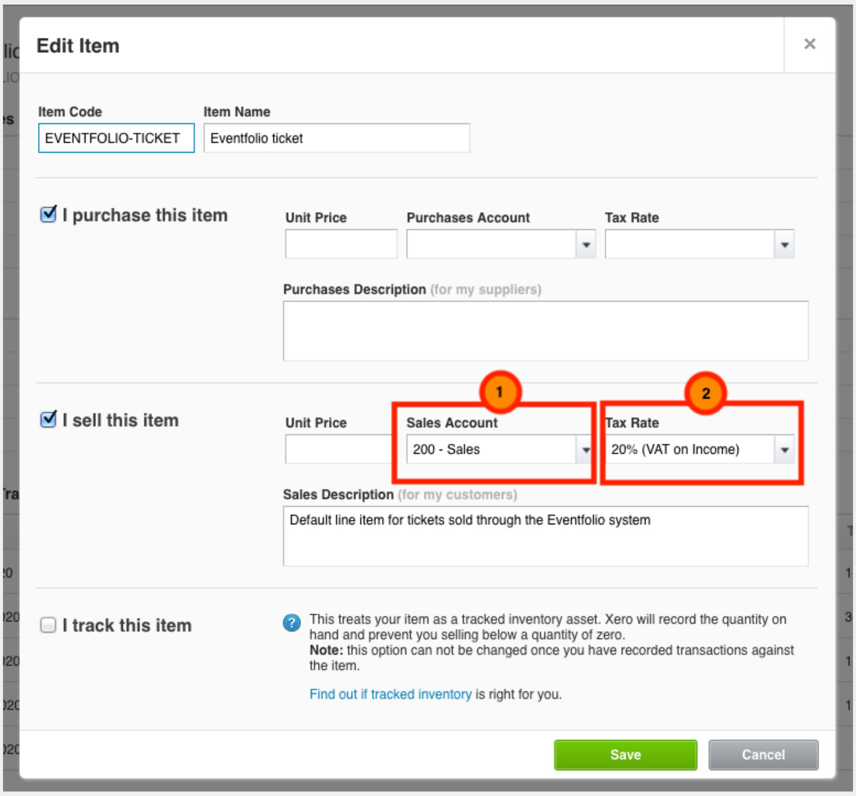
Once you have the xero extension installed, there are a number of changes to the way CRM works.

- Tax Rates - The tax rates in Xero have now been updated with the ones from Xero, and when you add/edit/remove a rate in Xero these will subsequently be reflected in CRM
- Nominal codes - These have now been imported from Xero, and again any changes you make to these in Xero will be reflected in CRM
- Inventory items - CRM makes use of Xero inventory items, and again these have been imported. You'll also notice that some additional inventory items have automatically been created for subscriptions/events and shop items, depending on the modules you have installed.
- Additional Xero contact mapping fields have been added to your CRM contacts and organisations, these are only accessible via the admin area
- Additional Xero tabs in Eventfolio tickets and Membership subscriptions (this will be explained further later on)
- Additional Xero field to ad-hoc purchases (if module is installed)

Determining nominal code from Inventory item

Delving a little bit into Xero functionality. Rather than setting nominal codes in CRM, we tried to keep that as much out of having to do this directly as possible and creating a distinction between raising invoices and how you account for them, with the latter being something you would do directly in Xero.

This is an example of the default eventfolio ticket inventory item in Xero.



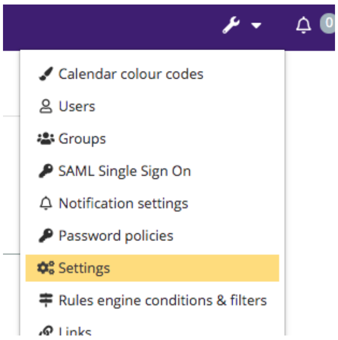
1. When an inventory item is used for a purchase in CRM, we look at the nominal code associated with that, and use it when we create the invoice in Xero.

2. It is slightly different with Tax rates however, so although you can set a tax rate in an inventory item, you can also set them in CRM depending on what is purchased, so therefore the tax rate comes from CRM and not from the default value from the inventory item in Xero

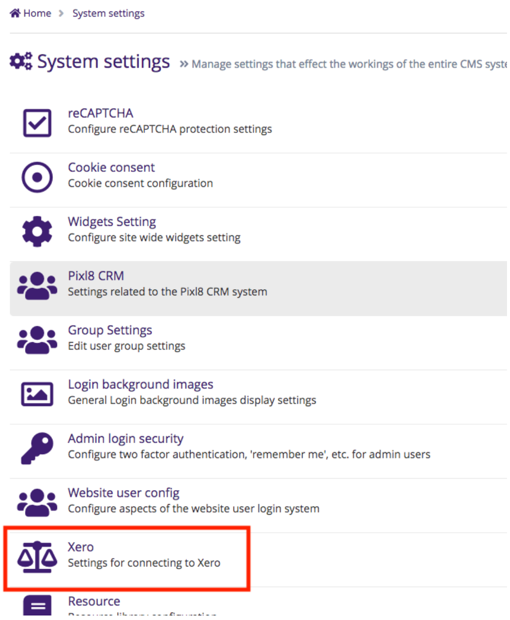
Configuring Xero in CRM

Most of the configuration for Xero in CRM is completed through the administration settings menu.

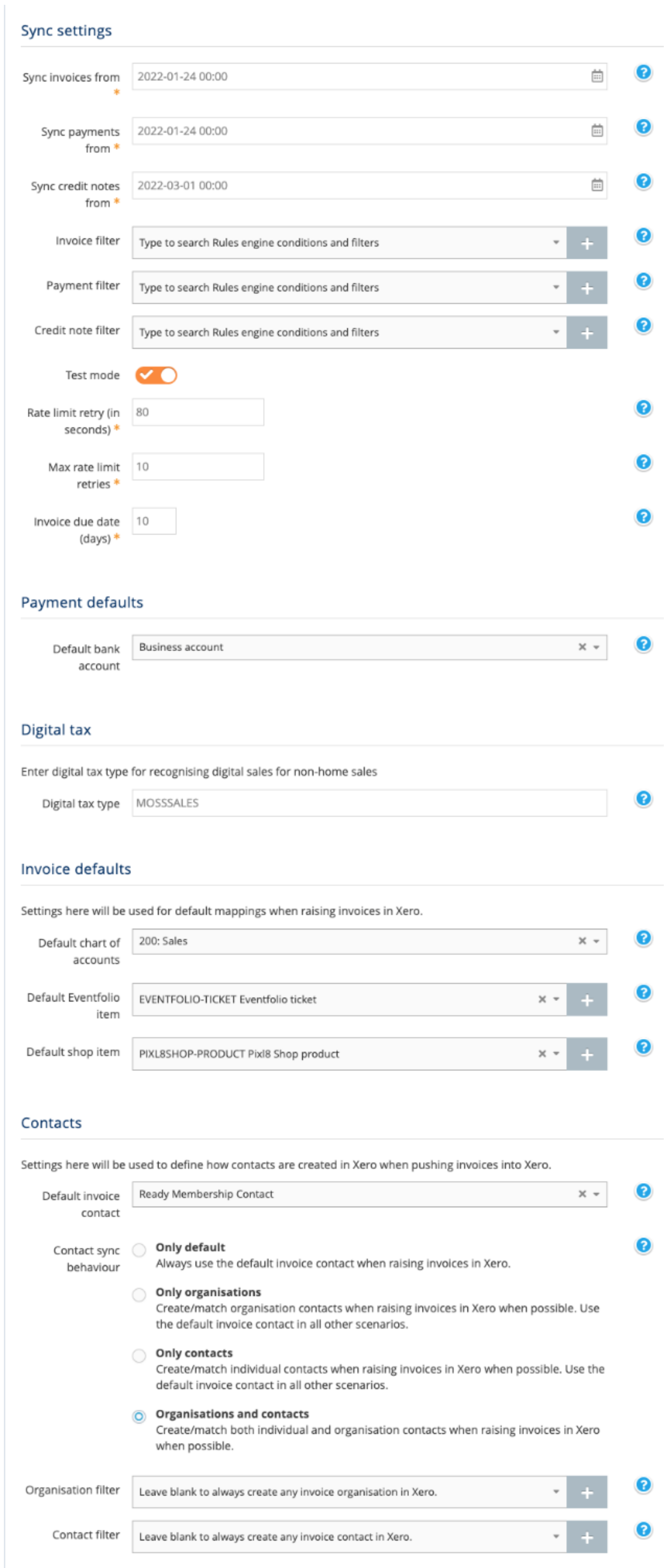
Once logged in, select the Settings menu item



From the settings page, select the Xero configuration.



You'll then be presented with a number of options on how to configure Xero to work in CRM


Sync settings
Sync invoices from *
2022-01-24 00:00
Sync payments from *
2022-01-24 00:00
Sync credit notes from *
2022-03-01 00:00
Invoice filter
Type to search Rules engine conditions and filters
Payment filter
Type to search Rules engine conditions and filters
Credit note filter
Type to search Rules engine conditions and filters
Test mode
Rate limit retry (in seconds) *
80
Max rate limit retries *
10
Invoice due date (days) *
10
Payment defaults
Default bank account
Business account
Digital tax
Enter digital tax type for recognising digital sales for non-home sales
Digital tax type
MOSSSALES
Invoice defaults
Settings here will be used for default mappings when raising invoices in Xero.
Default chart of accounts
200: Sales
Default Eventfolio item
EVENTFOLIO-TICKET Eventfolio ticket
Default shop item
PIXL8SHOP-PRODUCT Pixl8 Shop product
Contacts
Settings here will be used to define how contacts are created in Xero when pushing invoices into Xero.
Default invoice contact
Ready Membership Contact
Contact sync behaviour
Only default
Always use the default invoice contact when raising invoices in Xero.
Only organisations
Create/match organisation contacts when raising invoices in Xero when possible. Use the default invoice contact in all other scenarios.
Only contacts
Create/match individual contacts when raising invoices in Xero when possible. Use the default invoice contact in all other scenarios.
Organisations and contacts
Create/match both individual and organisation contacts when raising invoices in Xero when possible.
Organisation filter
Leave blank to always create any invoice organisation in Xero.
Contact filter
Leave blank to always create any invoice contact in Xero.

There are 3 main parts to configuration:

- configuring how invoices are created
- configuring how contacts are managed
- Configuring what invoices are created

Configuring when invoices are created in CRM

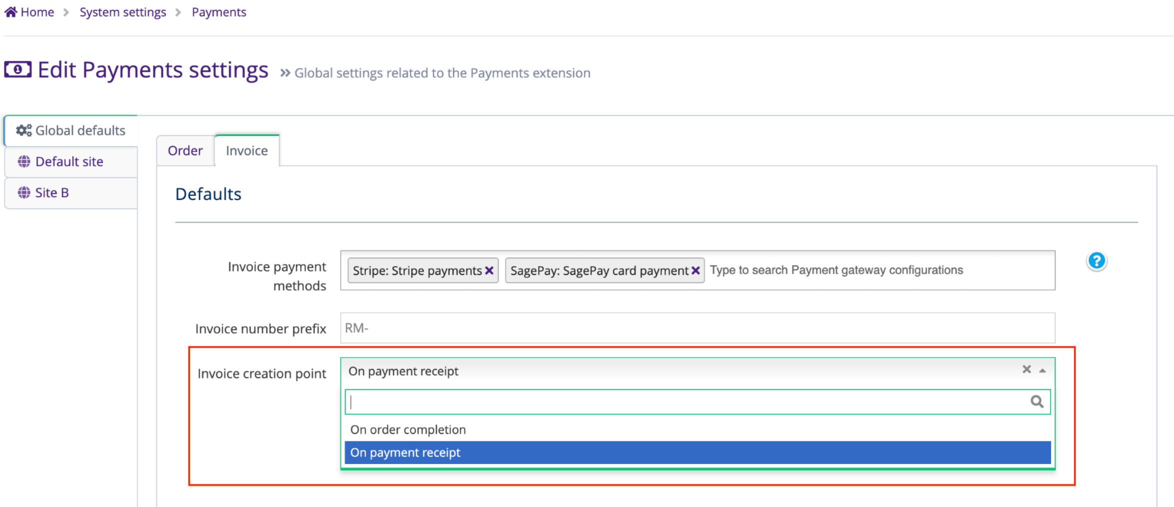
In CRM when you make a purchase for something irrespective of whether you have paid for it yet, an order will be generated. This is regardless of whether it is an event ticket purchase, a new or renewal membership subscription, a front-end shop purchase or an ad-hoc shop order instigated via the admin.

The default setting is that an invoice isn't created until a payment has been completed, and it is invoiced which we sync to Xero, not orders.

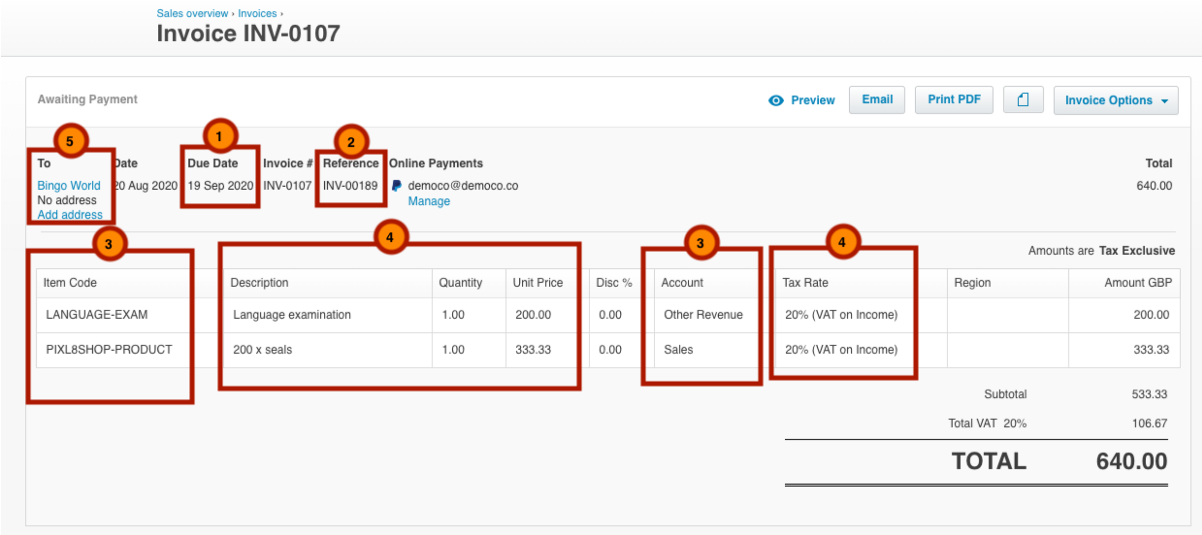
So if someone pays for something via credit card, then the creation of an order and invoice is almost simultaneous. If someone pays for something via an integrated direct debit method like GoCardless, then the order will initially be created, but the invoice will not be created until GoCardless have informed CRM that the payment has been successfully taken. Where someone pays for something via a non-automatic method, for example a bank transfer, cheque, non-integrated direct debit. Then the invoice will only be created when a payment has been manually added into CRM (*described later in this manual*)

You are able to override this default behaviour, so that invoices are created at the same time as the order is generated. This will mean that invoices will be created in Xero which haven't necessarily been paid yet (and potentially never paid). In the settings you could create a filter to limit which invoices are sync'd to Xero.

To change these default settings, go to the system settings and choose payments, and then on the invoice tab you can toggle between the two invoice creation point settings.


Home > System settings > Payments
Edit Payments settings » Global settings related to the Payments extension
Global defaults
Default site
Site B
Order
Invoice
Defaults
Invoice payment methods
Stripe: Stripe payments
SagePay: SagePay card payment
Type to search Payment gateway configurations
Invoice number prefix
RM-
Invoice creation point
On payment receipt
On order completion
On payment receipt

Configuring how invoices are created



When an invoice is created, a corresponding invoice will be created in Xero. You'll see from the example above that when we raise an invoice following data is sent to Xero,

1. **Due Date** - this is configurable in the settings and defaults to 30 days. When an invoice is created in Xero by CRM, the due date for the invoice will be set from this date.
2. **Reference** - this is currently automatically set to be the invoice number in CRM. This can be customised as part of the development phase of a project to fit into how you specifically require it e.g. customer number
3. **Item & account codes** - If you are mapping CRM purchase items against a Xero inventory item, then these will appear in your invoice, and the account code will be derived from how you have configured the inventory item in Xero. If you are not using any inventory item mapping in CRM, then all invoice line items will be given the default account code configured in CRM which unless otherwise specified will be 200 - sales
4. **Description & Tax Rate** - The description shown on each line item is derived from the type of purchase made in CRM. So this would be the ticket title for an event, the membership subscription grade, the shop or ad-hoc item purchased. The tax rate is also derived in the same way, so when a ticket for example is setup in eventfolio you will specify the tax rate that applies (if any)
5. **Contact** - You can configure a number of different ways contacts are synchronised and created by the CRM in Xero. Based on this configuration, when an invoice is created in Xero it will raise it against the corresponding contact

configuring invoice line items

As you can see, much of the data used in the Xero invoice is dynamic and based on the product or service invoiced in CRM.

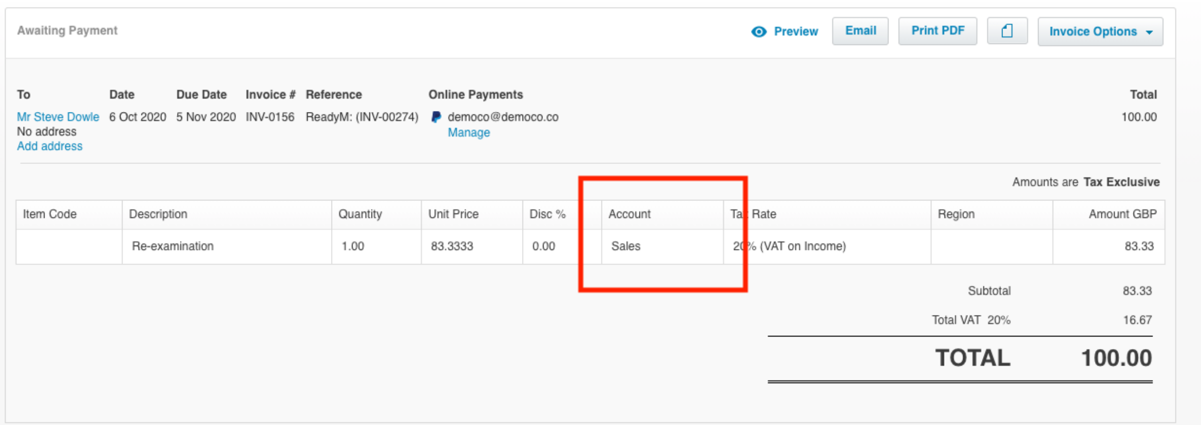
However you can control what inventory items each line item is created against, and either directly or indirectly via the inventory item, the nominal code.

Overall nominal code

At its most simplistic configuration, you can define that all invoices in Xero will use a single nominal code, for example *200-sales* for each line item

To do this, just go the Xero settings screen, and select the appropriate nominal code from the dropdown list and then save.

When an invoice for anything is then created in CRM, then the resultant invoice created in Xero will look something like this



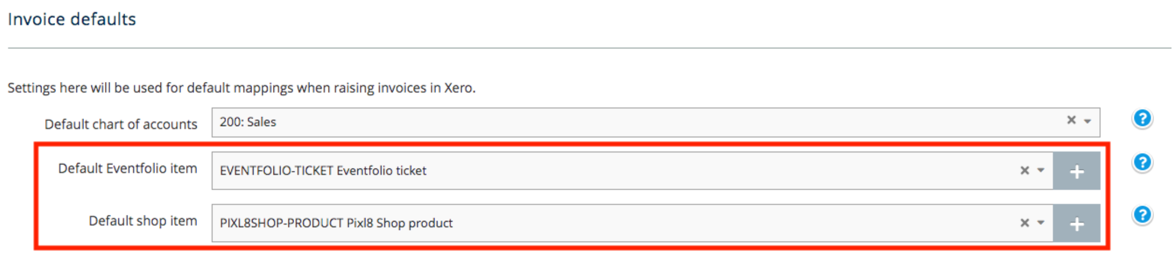
Specifying inventory items for each transaction type

The next level in configuration, allows you to separate out different inventory items (and therefore different nominal codes if required) per invoice line item, depending on the type of invoice line item.

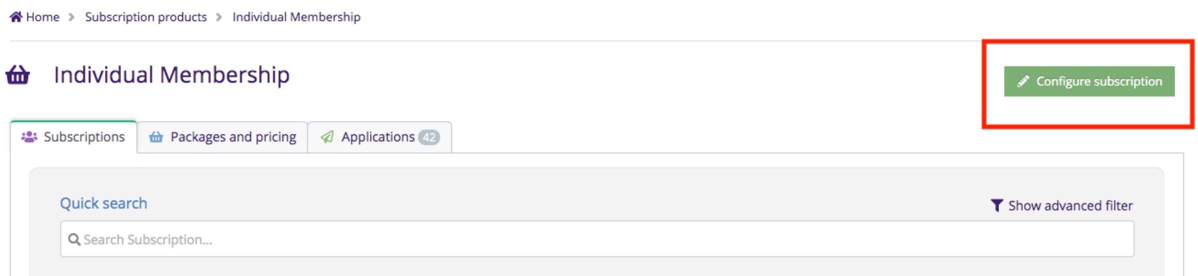
These are done at a high level, so for example every ticket purchase in Eventfolio will go to a specified inventory item in Xero, every individual/corporate member subscription to another, and every shop item to another.

To set the default eventfolio and shop item inventory code, go to the Xero settings page and select the appropriate one from the dropdown. If you need to, then you can also create a new inventory item by selecting the plus button. When you do this, the new inventory item will be synchronised automatically with Xero.

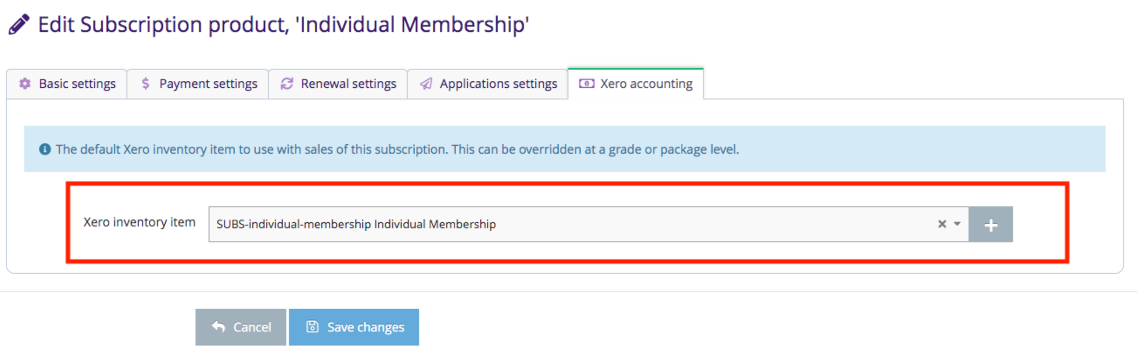
You'll also note that during the initial configuration, a default inventory item was created for each of the invoice item types.



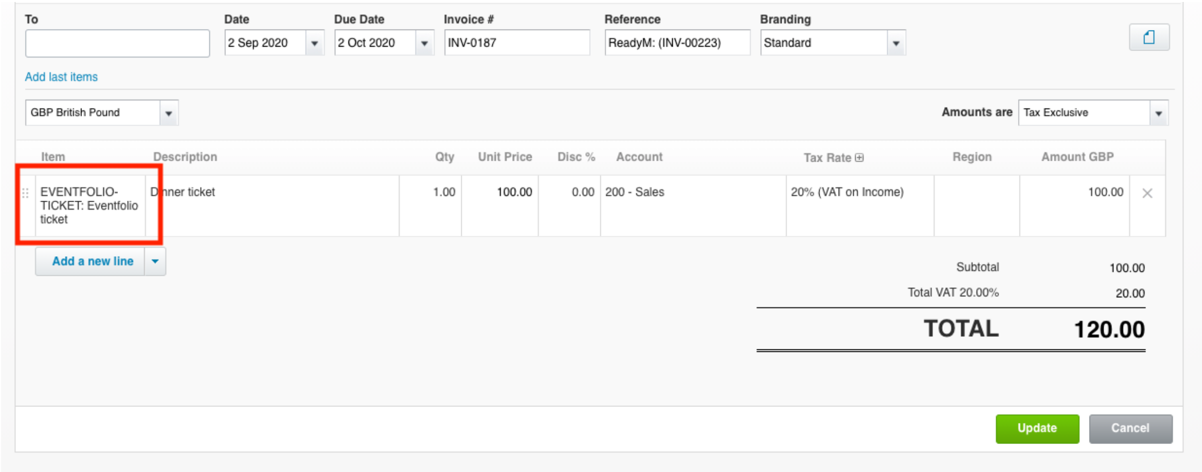
To set the default inventory item for a membership subscription, you'll need to edit the subscription under the CRM menu



The process is then the same as previously, just select an inventory item and then save.



When an invoice for anything is then created in CRM, then the resultant invoice created in Xero will look something like this (in this example an eventfolio ticket has been purchased)

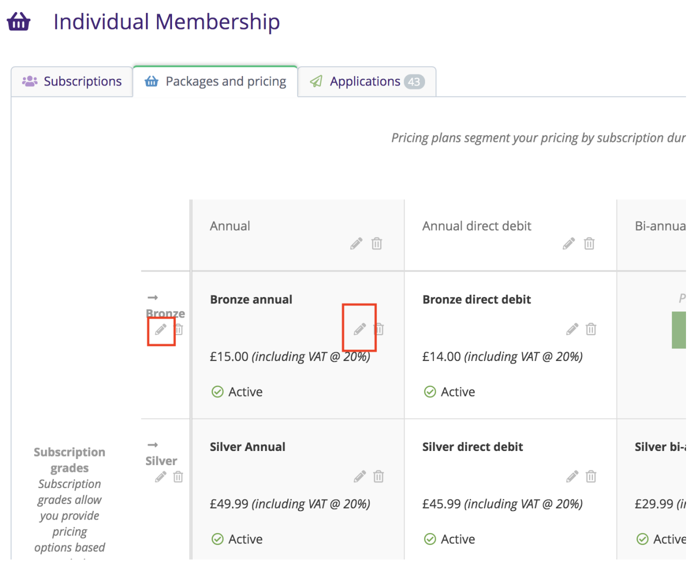


Specifying inventory items for each different items

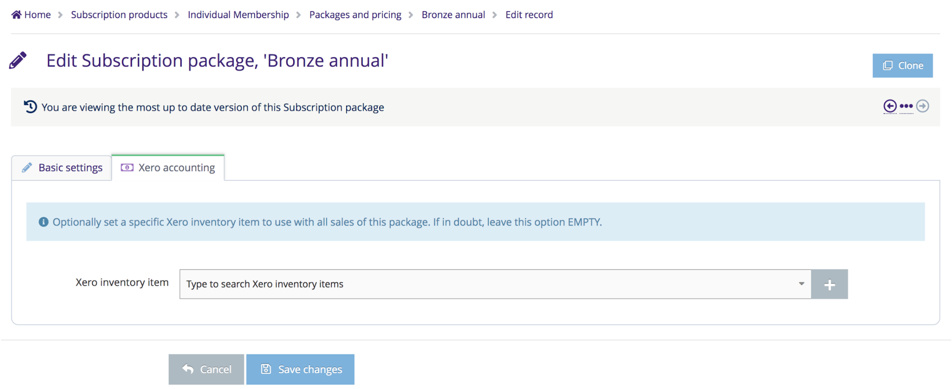
At the most granular level, you can apply the same inventory item concept to specific purchases. So rather than for example having all individual membership subscriptions be raised in xero against the same inventory item, you can have each grade or pricing package against a different one.

Membership subscriptions

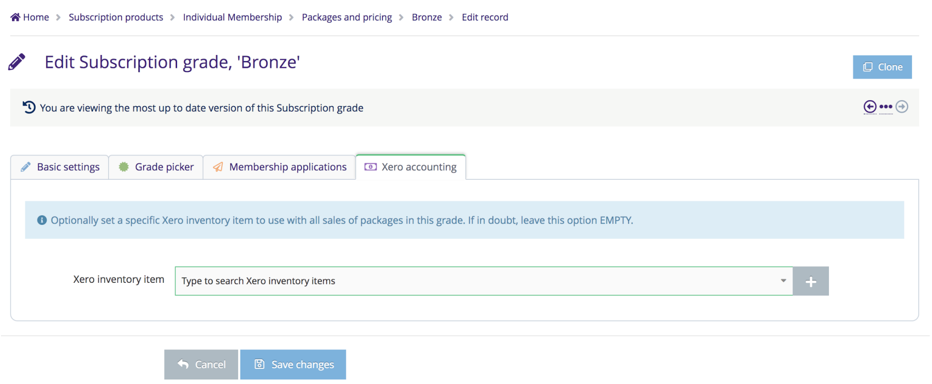
To set an inventory item against either a specific grade or pricing package, you will need to edit the appropriate item. In the packages and **pricing tab from the subscriptions** tab, click on the pencil icon, as shown in the screenshot below.



To set the overall inventory code for the grade, edit the grade and pick an inventory code from the dropdown in the **Xero accounting** tab



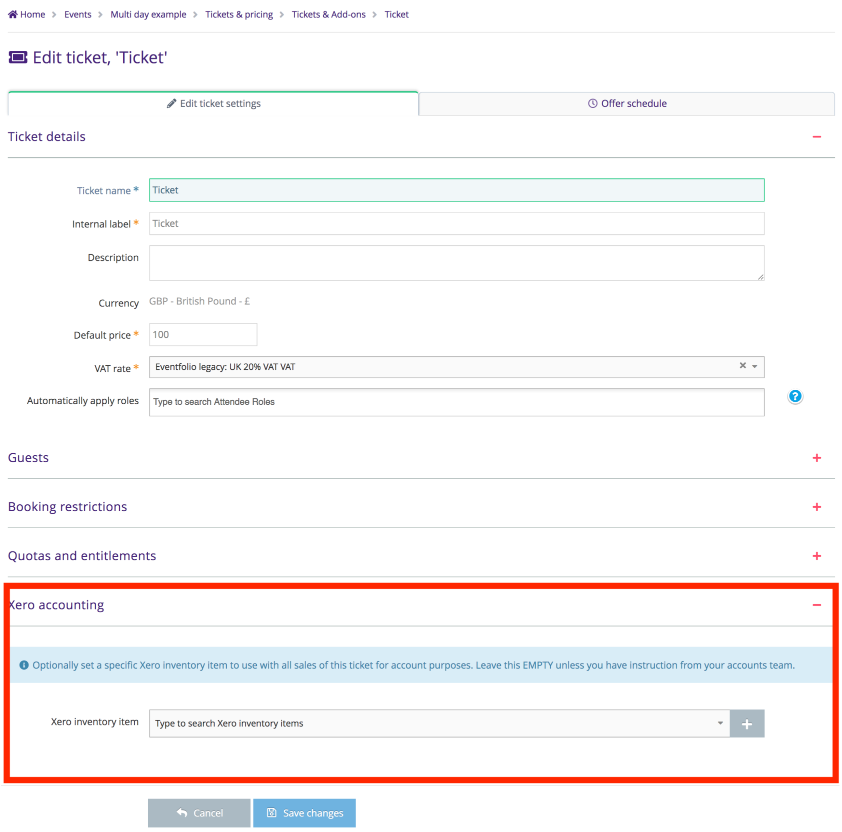
To set the inventory code for a particular pricing package e.g. Bronze direct debit, edit the pricing package and pick an inventory code from the dropdown in the **Xero accounting** tab



Eventfolio tickets

You can set a specific inventory item against a ticket for an event in eventfolio, so for example if you wanted to account for dinner tickets against a different nominal code to regular tickets.

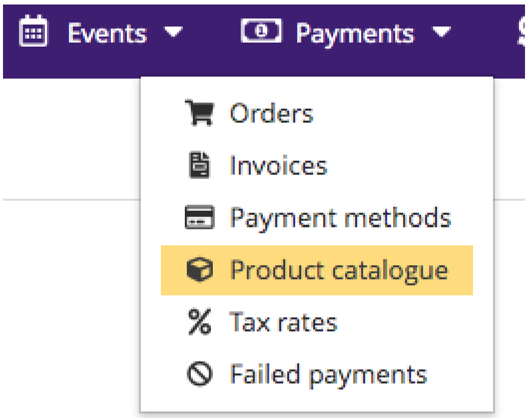
To do this, head into eventfolio and find the event you want to update, then in tickets and pricing, select the specific ticket you want to update.



Ad-hoc admin purchases

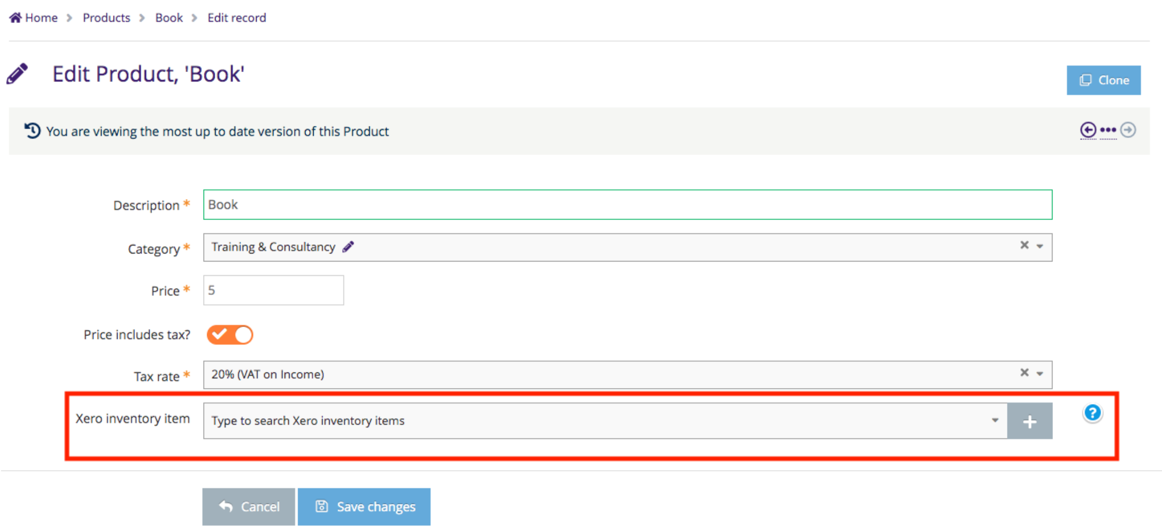
If you have the ability to raise invoices against ad-hoc purchases in CRM, then when creating your products you can specify which Xero inventory items that will be raised against.

If you have this feature in CRM, then you'll find it located under the payments menu.



When adding or editing a product, you simply select an existing inventory item in the same way you have done for event tickets and subscriptions.

When you then raise an invoice and select a specific product to sell, the inventory item will automatically go against that line item in your Xero invoice.



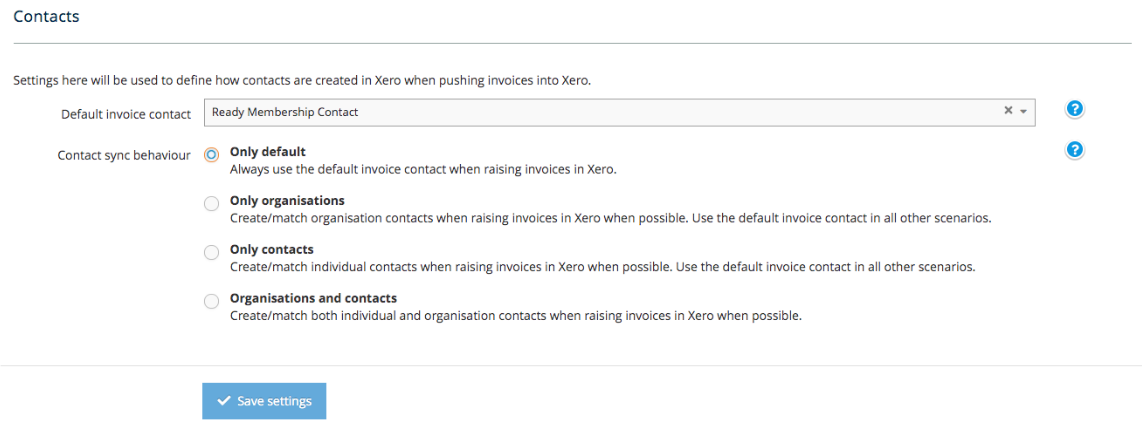
Configuring how contacts are managed

How and when are contacts created

As with creating invoice line items, there is a lot of flexibility in the way invoices can be raised against contacts in Xero. Depending on how you manage your accounting, you can have anywhere from all invoices are raised against a single Xero contact, to each invoice is raised to the specific CRM contact in Xero

All invoices raised against a single contact

Out of the box and with no configuration, by default every invoice raised in CRM will go against a single contact in Xero. When the Xero connector is initially installed, a new contact is created in Xero commonly called **Ready Membership Contact**



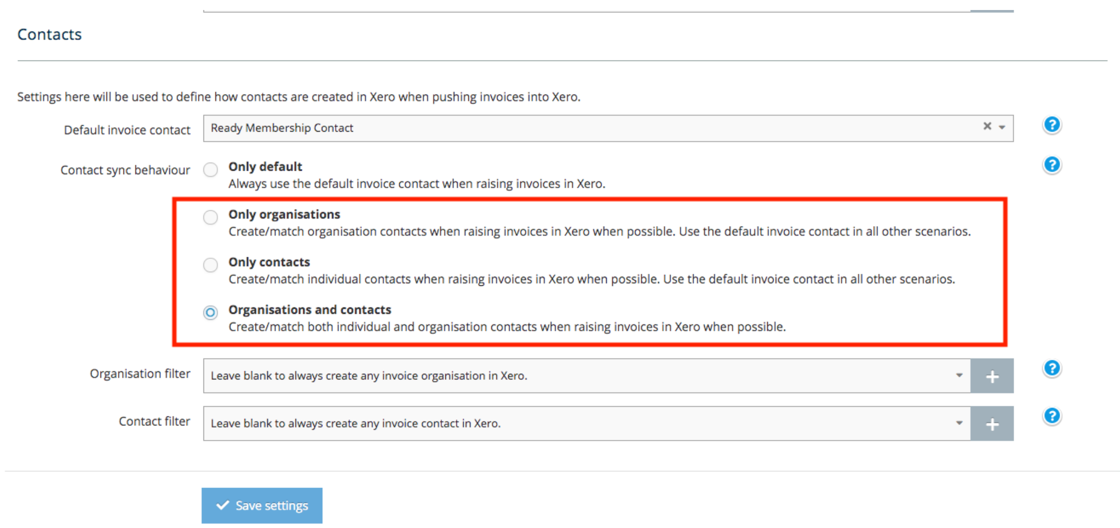
Raising invoices against Xero contacts

Rather than have all invoices raised against a single contact in Xero, you have a number of options to control what contacts are created in Xero.

The first time an invoice is raised for a contact or organisation, if they haven't already been mapped to an existing contact in Xero, then CRM will create that contact in Xero. Their name and organisation from their CRM will be used, but no other details are copied to Xero.
There are a number of scenarios you can configure. For example you might operate an organisational membership and would like all invoices raised by organisation to go against an organisation in Xero,

but all individual purchases just go against the same single contact. Another example might be that you want all member invoices to be raised against that member contact in Xero, but all invoices raised by non-members just to go against a single contact, as you typically have a large number of one-off purchases by non-members.

In the Xero settings screen, you'll see how you can configure these type of scenarios.



Only organisations - Any invoices raised by an individual will go against the default Xero contact, but all invoices raised by an organisation will go against the corresponding contact in Xero

Only Contacts - Any invoices raised by an organisation will go against the default Xero contact, but all invoices raised by an individual will go against the corresponding contact in Xero

Organisations & Contacts - Any invoices raised by an organisation or an individual will go against the corresponding contact in Xero

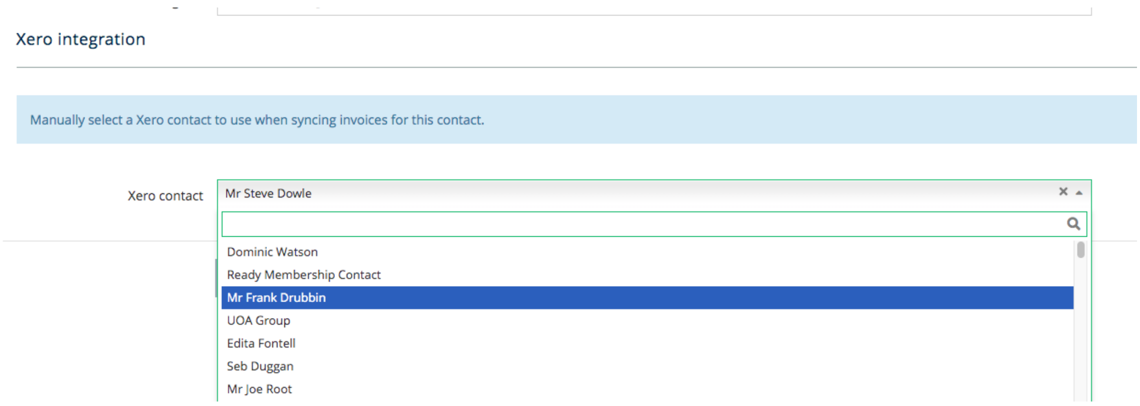
Restricting further with filters

With each of these options, you can also apply filters to it, so if they fail to meet the qualification of the filter, then they revert back to being raised against the default contact in Xero.

To apply a filter, simply select or create new one. You would use filters to restrict Xero contacts to be full members for example.

Linking CRM to existing Xero contacts

Once an invoice has been raised by a contact or organisation in CRM and that contact has been created in Xero, then when you edit that CRM record, you'll see confirmation of this matching.



CRM will always create the contact in Xero if configured, and will never try and match to an existing contact in Xero automatically, this is to avoid the possibility of raising invoices in Xero to the wrong contact.

However if you have existing contacts in Xero that you want to map to, then you can edit the contacts and organisations in CRM and manually map them to a Xero contact. That way, even if its the first time an invoice has been raised in CRM, it will still get mapped to that contact in Xero (if the configuration in Xero is such)

You can also edit contacts and organisations at any time to remap to other Xero contacts. There is also nothing preventing you to map the different CRM contacts or organisations to the same Xero contact. A good example of why you might want to do this, is where you want invoices in Xero to be raised against the organisation group rather than the individual organisation.

Configuring what invoices are created

When the Xero extension is first installed, it will be default set a date so that only invoices created after that date will be automatically sync'd and created in Xero

This is to prevent potential duplication of invoices already created in Xero, however this can be changed at any stage to any date and all invoices after that new date will be created in Xero, but it won't resync any that have previously been created.

You can also apply a filter to this date as well, so for example you might want to only sync invoices into Xero for a particular type of product purchase. For example you may decide not to sync invoices for event ticket sales.

Payments

Configuring bank accounts

Payments recorded through CRM need to be configured so that the payment goes against a bank account in Xero. Active Bank account information is automatically sync'd from Xero on a regular basis.

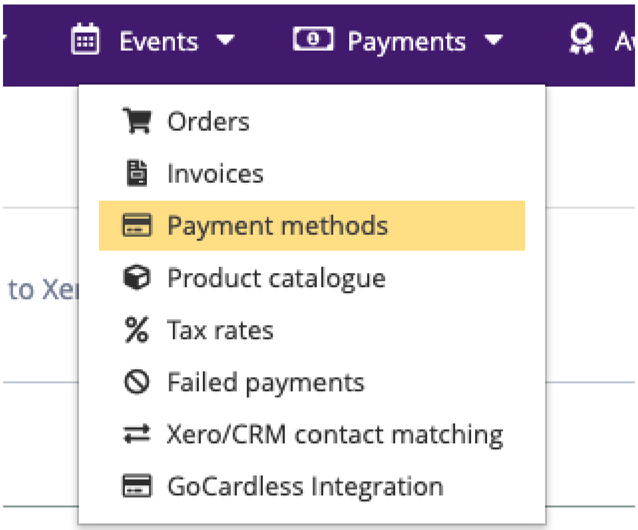
In a similar way Xero inventory codes are configured in CRM, you need to initially set a default Xero bank account that payments will go into and then you can configure things further so that different payment methods in CRM can go to different bank accounts in Xero.

You do this through the main Xero settings, located under the settings menu item.

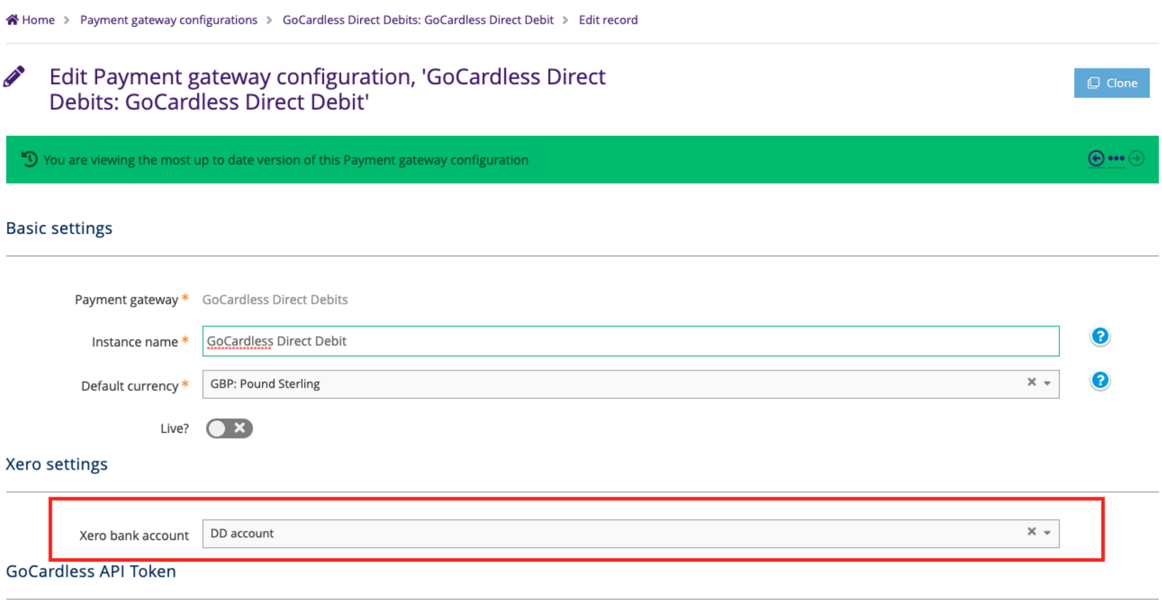
Configuring specific payment methods

In order to configure things so that a payment from for example GoCardless direct debit goes to a specific bank account in Xero, then you'll need to edit the settings for the payment methods

In CRM under the **Payments** menu, select **payment methods** and from the resultant list of payment providers you allow on your site, select the one you wish to configure



You'll see here that there is a Xero section, and this will allow you to override the default bank account you previously configured with a specific one for that payment method.



Manual and automatic payments in CRM

Payments from the following providers will automatically be recorded in CRM once confirmed:

- Stripe
- Opayo (SagePay)
- WorldPay
- GoCardless Direct Debit

These will add a payment record against the order/invoice which will then be sync'd to the matching invoice in Xero.

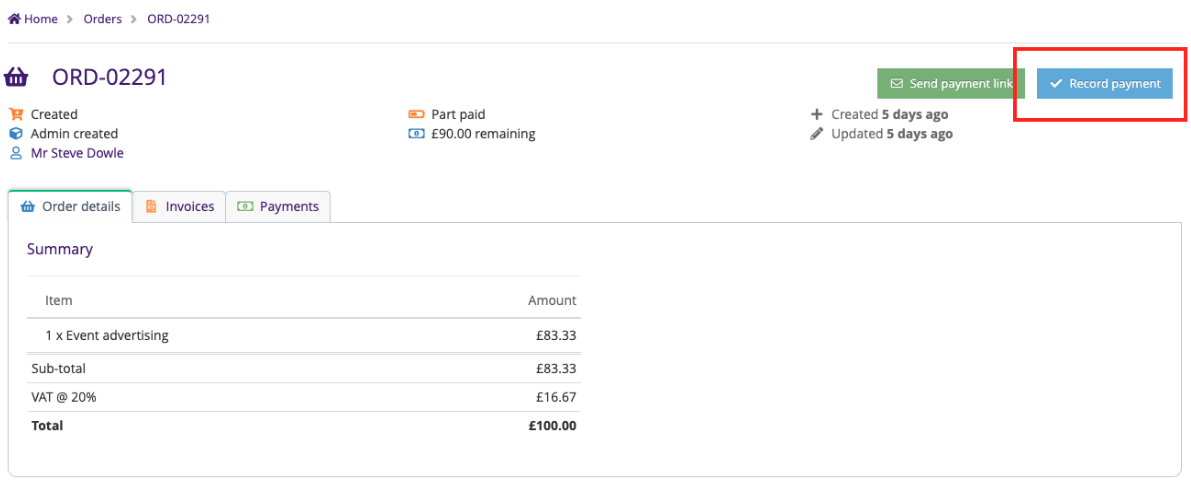
If CRM has been configured so that invoices are only raised once a payment has been made, then irrespective of whether the payment is for the full amount or not, a subsequent invoice will be generated.

Not all payments methods are automatically handled, for those methods a payment will need to be manually added into CRM, and at that point it will also sync to Xero.

Recording manual payments in CRM

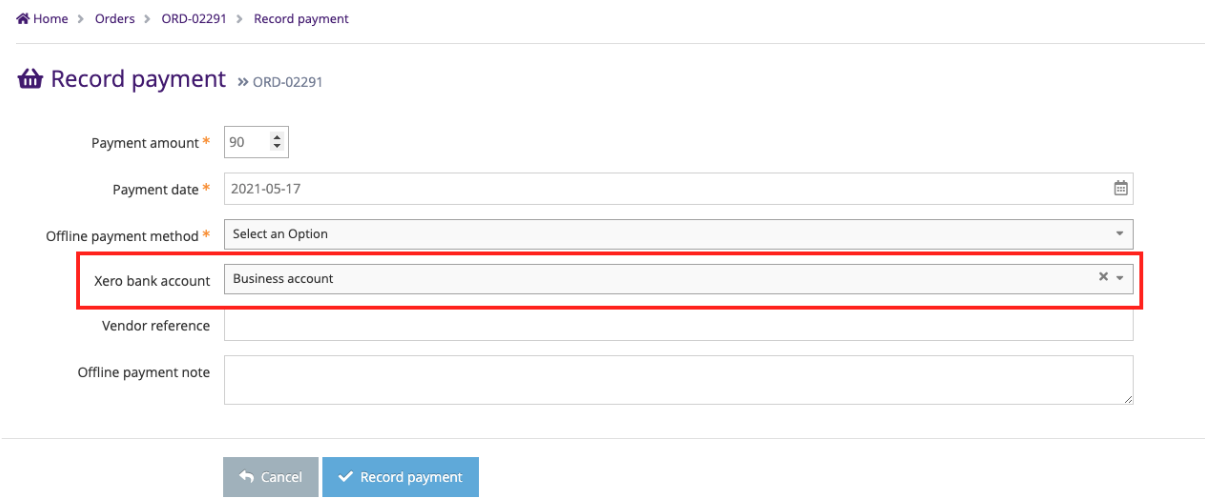
To add a manual payment in CRM, you need to first find the order, either direct through the orders screen or via the contact/organisation.

Once in the order, you'll see details of how much is owed and how much is outstanding. To record a payment, simply click on the button marked **Record Payment**

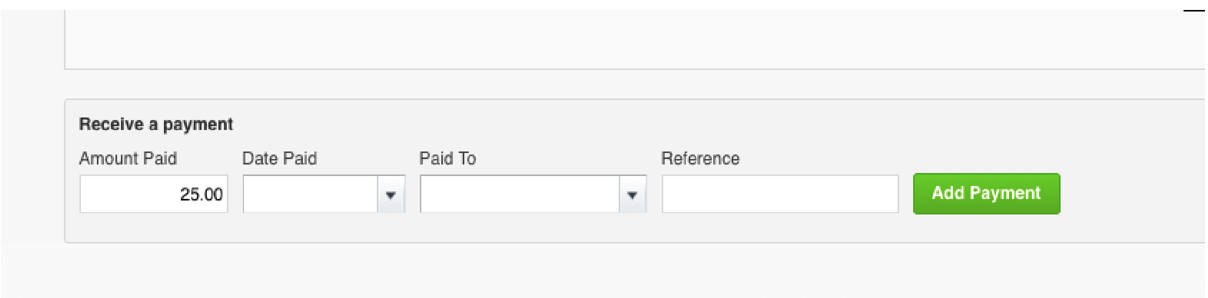


By default, the payment amount and date will be filled in, and the Xero bank account field should default to the one setup from the overall Xero settings page.

Complete the form, and then click record payment. When this information is sync'd to Xero, it will carry over the payment amount, payment date, vendor reference and apply the payment to the account chosen in the Xero bank account field



This is the same as if you completed the following in Xero against an invoice



Recording manual payments in Xero

The syncing of payments works whether you do it in CRM or Xero. If an invoice in Xero had originally originated from CRM, then when you add a payment to it in Xero, then it will also record that payment against the order/invoice in CRM. If the invoice in Xero was created manually then any payments you add to it will not be recognised in CRM.

Migration and first time use

Typically you've either been operating with CRM in a live environment before installing the Xero extension, have already been using Xero previously or both, so some care is needed to ensure that invoices already accounted for are not sync'd and existing invoices will sync correctly and in the format you would expect.

When you sync invoices for the first time, there are typically a lot of invoices created, and because they are not created as draft invoices in Xero, it means that they can't easily be deleted (*and certainly not in bulk*), and if there are payments against the invoices as well then that'll cause more headaches.

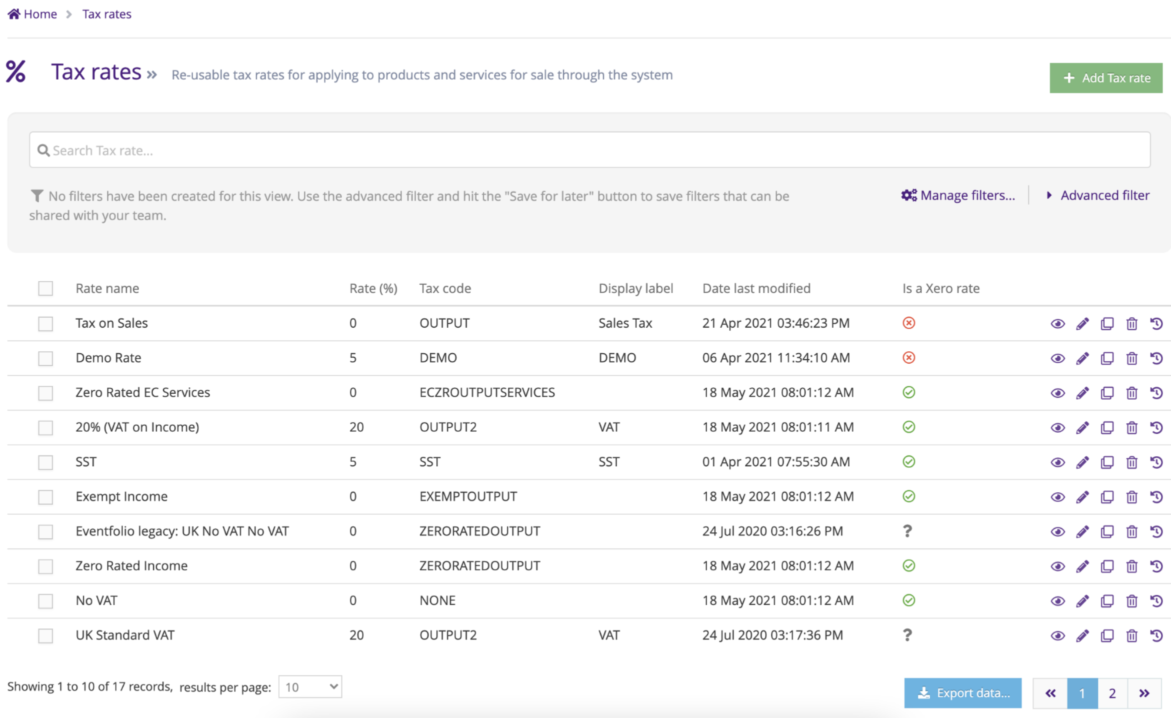
Not syncing invoices already created

CRM will not know what invoices have already been created, so there is potential for duplication. So the way to avoid that possibility is to configure the settings. A combination of the sync invoices dated from X, and a custom filter will avoid that situation. This is described in more detail in the section named *Configuring what invoices are created*.

Dealing with existing Tax codes in CRM

Once you install the Xero extension in CRM, then all of the Tax codes in Xero will be imported into CRM and available to use for configuration of products and services. Existing tax codes will still be available, and any invoices created using the old tax codes will not import into Xero until a one off Tax code mapping exercise is completed.

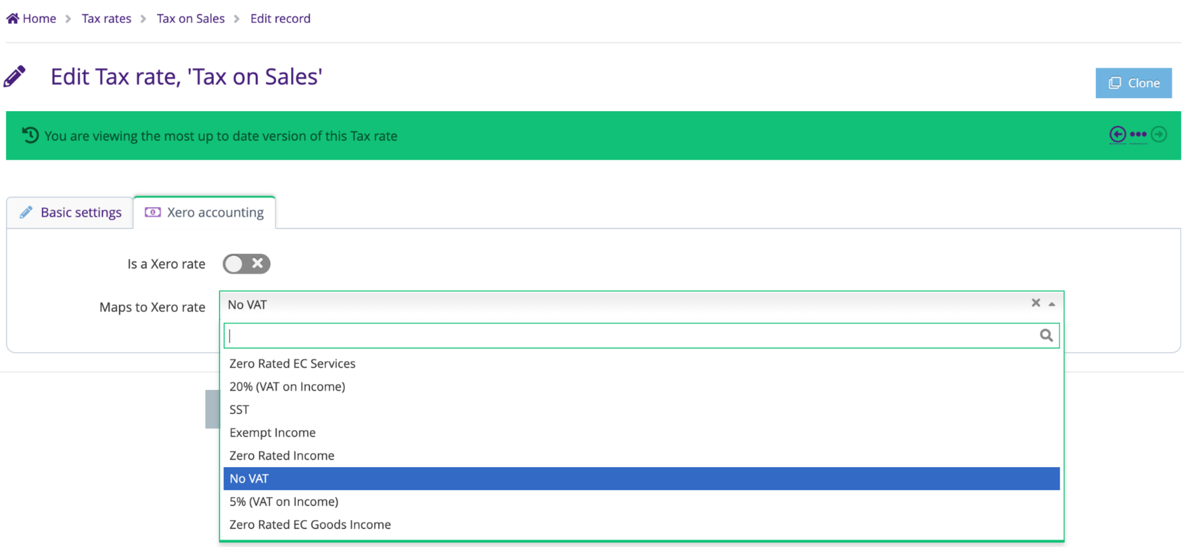
To configure the tax codes under the **payments** menu is an item marked **Tax Rates**.



Rate name	Rate (%)	Tax code	Display label	Date last modified	Is a Xero rate
Tax on Sales	0	OUTPUT	Sales Tax	21 Apr 2021 03:46:23 PM	
Demo Rate	5	DEMO	DEMO	06 Apr 2021 11:34:10 AM	
Zero Rated EC Services	0	ECZROUTPUTSERVICES		18 May 2021 08:01:12 AM	
20% (VAT on Income)	20	OUTPUT2	VAT	18 May 2021 08:01:11 AM	
SST	5	SST	SST	01 Apr 2021 07:55:30 AM	
Exempt Income	0	EXEMPTOUTPUT		18 May 2021 08:01:12 AM	
Eventfolio legacy: UK No VAT No VAT	0	ZERORATEDOUTPUT		24 Jul 2020 03:16:26 PM	?
Zero Rated Income	0	ZERORATEDOUTPUT		18 May 2021 08:01:12 AM	
No VAT	0	NONE		18 May 2021 08:01:12 AM	
UK Standard VAT	20	OUTPUT2	VAT	24 Jul 2020 03:17:36 PM	?

Listed here are all the tax codes available, and it's the ones without a tick next to the **Is Xero rate** column that will need to be mapped.

Simply edit one and on the **Xero accounting** tab, just select the equivalent tax code in Xero and save it. If there isn't one, then you'll need to go into Xero and create it (*depending on how often the tax code sync task runs, it might be a few hours before it appears in CRM*)



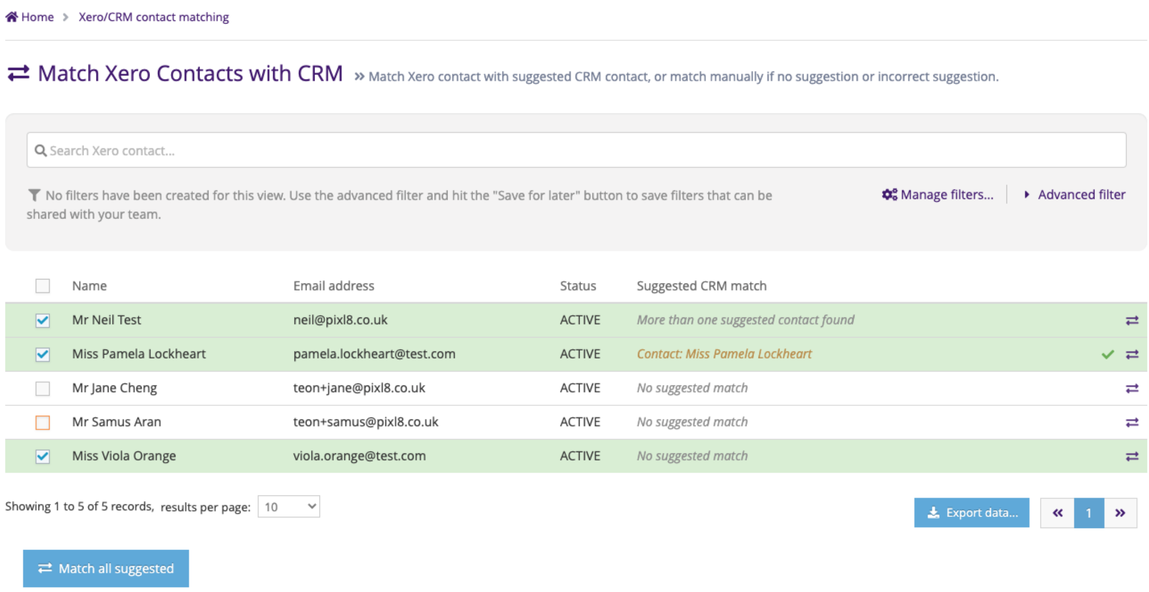
Matching existing Xero contacts to CRM contacts

Depending on how you have configured creating contacts (*see the section named **Configuring how contacts are managed***), and whether you have existing contacts in Xero that you want to invoices in CRM to be raised against, you may need to go through a matching exercise in order that duplicate contacts aren't created.

For example if you have an existing contact in Xero called John Smith, and in CRM you have a contact called John Smith. When an invoice in CRM is created for John Smith, if you have configured Xero to create contacts, then CRM will create a new contact in Xero for this person, so you'll have a duplicate. It's easy enough to merge the contacts in Xero and that will update the contact in CRM, however its best to avoid this in the first place if possible.

The section *Linking CRM to existing Xero contacts* explains how this can be done on an individual basis, however it's best to start with this bulk tool to match as many as possible. .

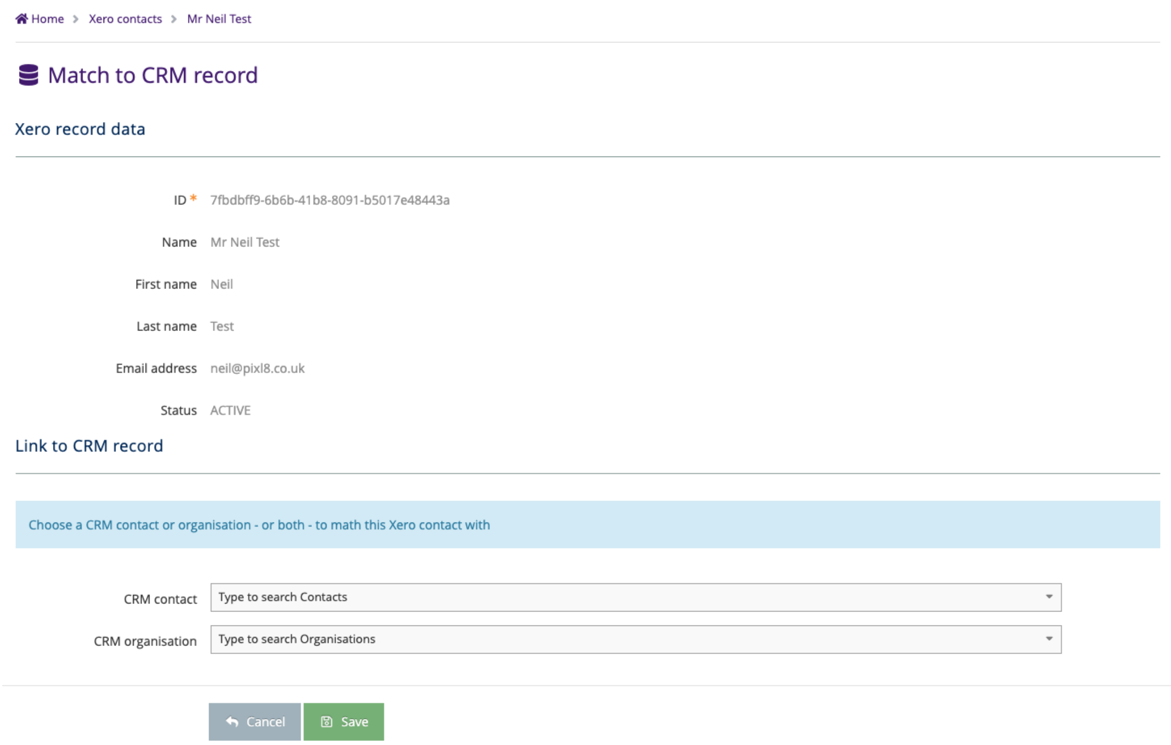
Under the payments menu is an option called **Match Xero Contacts with CRM**. When you select this you will see a list of contacts in Xero who are NOT currently matched in CRM. A lot of these can be legitimate contacts in Xero who have no relationship with CRM, so don't worry if you see a lot of unmatched contacts.



By default it will attempt to match organisations where the name of the organisation in CRM exactly matches that organisation in Xero. If it can't match on organisation then it will attempt to match on email address for the contact.

The screen displays the suggested match for each where possible. If you are happy with the suggestions then you can click on the checkbox in the table header to select all, or the checkbox against each line individually, and click on the **Match all suggested** button.

If you want to change or make a suggestion, then click on the icon of the two opposing lines, and here you'll see some additional information on the contact in Xero, and be able to choose a CRM contact or organisation to match against.



Day to day management

Digital tax and MOSS Tax rates

If you are using our digital tax service whereby you sell digital products to a non-native customer, and thereby you are collecting non-native tax from the sale of the products and need to make a OSS or IOSS VAT return, then the good news is that most of the work will automatically be done for you.

When selling digital products and services to someone outside of your country's tax region, then the tax you charge will be based on the location where it is consumed rather than the tax rate from the origin country.
In ReadyMembership we use a service that will calculate the tax rate based on the purchasers billing address and product/service they are purchasing, and these tax rates will automatically be created in ReadyMembership and a corresponding MOSS tax code also created in Xero when the invoice is sync'd

New Tax Rate | Add Domestic Reverse Charge Tax Rates

Delete | No items selected

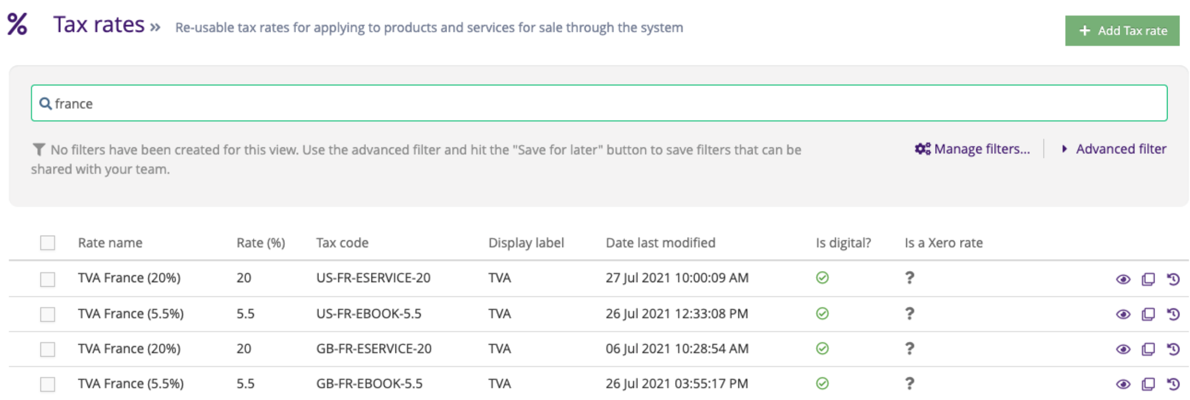
Name	Tax Rate	Accounts using this Tax Rate
20% (VAT on Expenses)	20%	26
20% (VAT on Income)	20%	4
5% (VAT on Expenses)	5%	1
5% (VAT on Income)	5%	0
DE-PT-ESERVICE-23	23%	0
EC Acquisitions (20%)	0%	0
EC Acquisitions (Zero Rated)	0%	0
Exempt Expenses	0%	4
Exempt Income	0%	0
FR-AT-EBOOK-10	10%	0
GB-BE-EBOOK-6	6%	0
GB-BE-ESERVICE-21	21%	0
GB-DE-EBOOK-19	19%	0
GB-DE-EBOOK-7	7%	0
GB-DE-ESERVICE-19	19%	0
GB-ES-EBOOK-4	4%	0
GB-Fallback-ESERVICE-20	20%	0
GB-FR-EBOOK-5.5	5.5%	0
GB-FR-ESERVICE-20	20%	0
GB-FR-ESERVICE-20-OLD	20%	0
GB-GB-ESERVICE-20	20%	0
GB-GR-ESERVICE-20	20%	0
GB-HU-EBOOK-27	27%	0
GB-IT-EBOOK-22	22%	0
GB-IT-ESERVICE-22	22%	0
Malaysia SST	6%	0
No VAT	0%	58
Reverse Charge Expenses (20%)	0%	0
US-BE-EBOOK-6	6%	0
US-BE-ESERVICE-21	21%	0
US-FR-EBOOK-5.5	5.5%	0

When we create the MOSS tax rate in Xero, we use a format of:

[*Source Country*]- [*Billing Country*]-[*Service*]-[*Rate*]

So for example if your organisation is based in the UK and you have sold an ebook to a customer in France, then the MOSS tax rate in Xero would look like **GB-FR-EBOOK5.5**

And the corresponding tax rate in ReadyMembership would be:



Rate name	Rate (%)	Tax code	Display label	Date last modified	Is digital?	Is a Xero rate
TVA France (20%)	20	US-FR-ESERVICE-20	TVA	27 Jul 2021 10:00:09 AM	✓	?
TVA France (5.5%)	5.5	US-FR-EBOOK-5.5	TVA	26 Jul 2021 12:33:08 PM	✓	?
TVA France (20%)	20	GB-FR-ESERVICE-20	TVA	06 Jul 2021 10:28:54 AM	✓	?
TVA France (5.5%)	5.5	GB-FR-EBOOK-5.5	TVA	26 Jul 2021 03:55:17 PM	✓	?

These tax rates we create automatically are not available to use within ReadyMembership as a regular tax rate you can apply to a product or service however.

Merging contacts

If you have existing contacts in Xero that are not mapped to CRM contacts, then there is the potential that when an invoice is created in CRM, that it will create a duplicate contact in Xero.

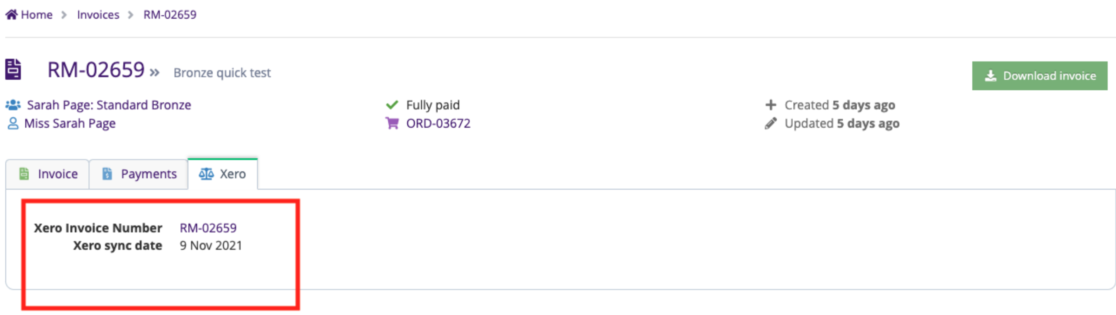
Using the merge contact function in Xero, it will then update CRM with the merged contact information, so then the next time an invoice is raised it will then go to the correct Xero contact.

How to find out if an invoice or payment has been sync'd to Xero

In version 1.9, we introduced some useful features which will allow you to see whether an invoice or payment has been sync'd in Xero in order to make the tracking between the two systems easier.

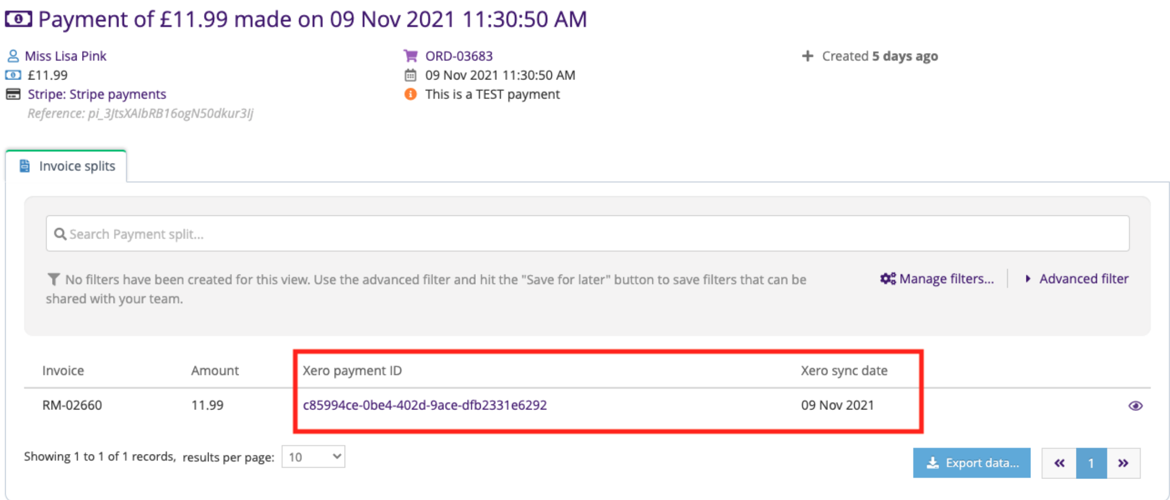
How to see if an invoice has been sync'd to Xero

There is now a Xero tab when you view the details of an invoice, this will tell you the data the invoice was sync'd to Xero and also the invoice number in Xero. This also hyperlinks to the actual invoice in Xero, so if you have access to Xero then clicking on the link will take you directly to it.



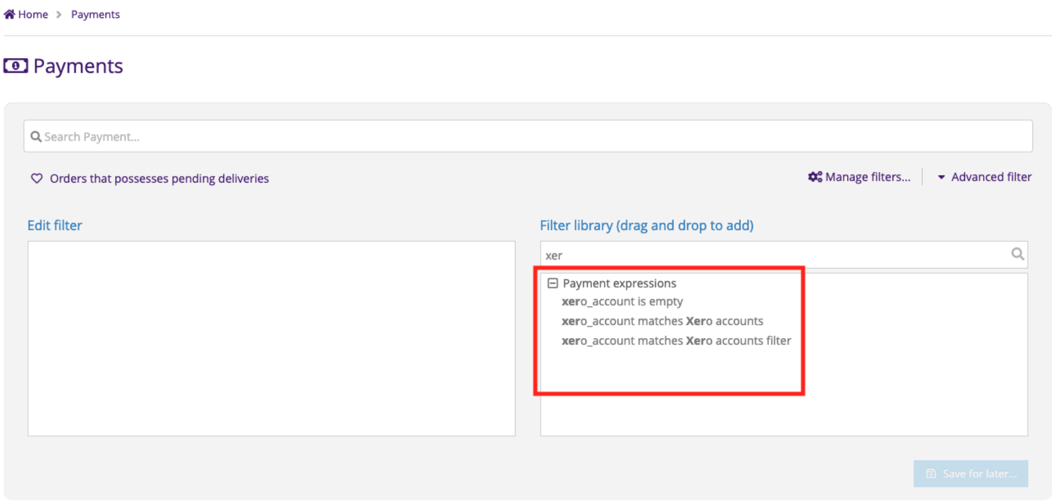
How to see if a payment has been sync'd to Xero

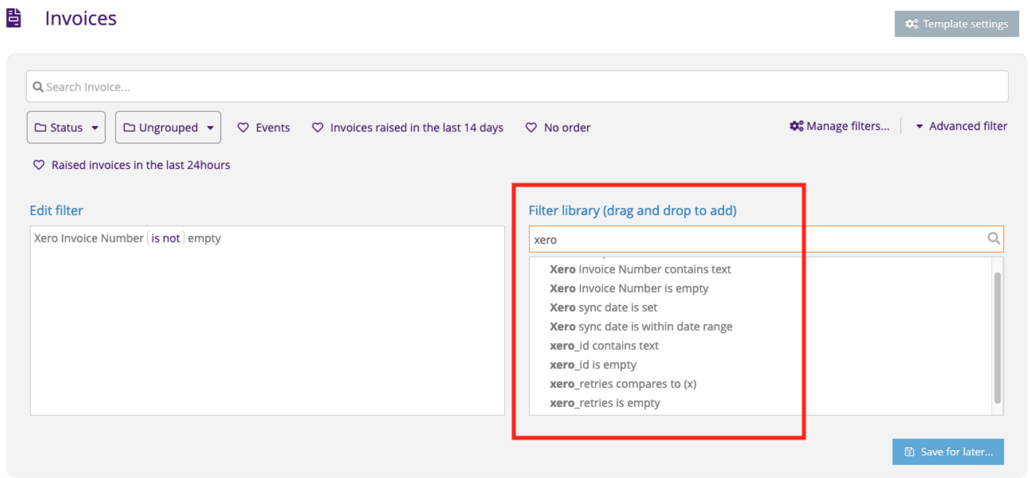
From the payments tab of an invoice or order, you'll see a list of payments made (if any). When you click on one of those payments, you'll go to the detail of the payment, and this will also show you whether the payment has been sync'd to Xero.



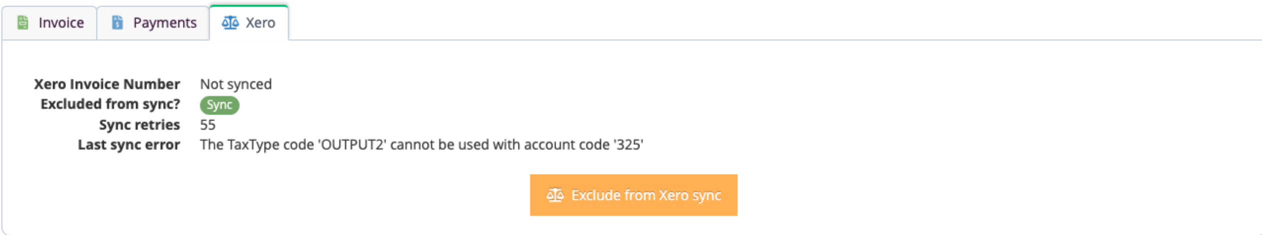
How to find all invoices not sync'd to Xero

There are some additional Rules expressions which will allow you to find invoices and payments which have or haven't been sync'd to Xero.


Home
Payments
Payments
Search Payment...
Orders that possesses pending deliveries
Manage filters...
Advanced filter
Edit filter
Filter library (drag and drop to add)
xer
Payment expressions
xero_account is empty
xero_account matches Xero accounts
xero_account matches Xero accounts filter
Save for later...


Invoices
Template settings
Search Invoice...
Status
Ungrouped
Events
Invoices raised in the last 14 days
No order
Manage filters...
Advanced filter
Raised invoices in the last 24hours
Edit filter
Xero Invoice Number is not empty
Filter library (drag and drop to add)
xero
Xero Invoice Number contains text
Xero Invoice Number is empty
Xero sync date is set
Xero sync date is within date range
xero_id contains text
xero_id is empty
xero_retries compares to (x)
xero_retries is empty
Save for later...

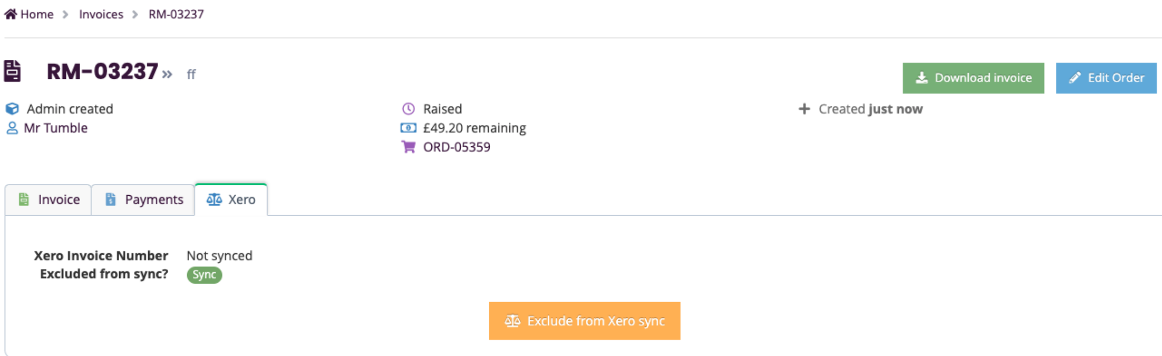
When you then view an invoice that hasn't been sync'd, you should then see the error message with what the issue is e.g.



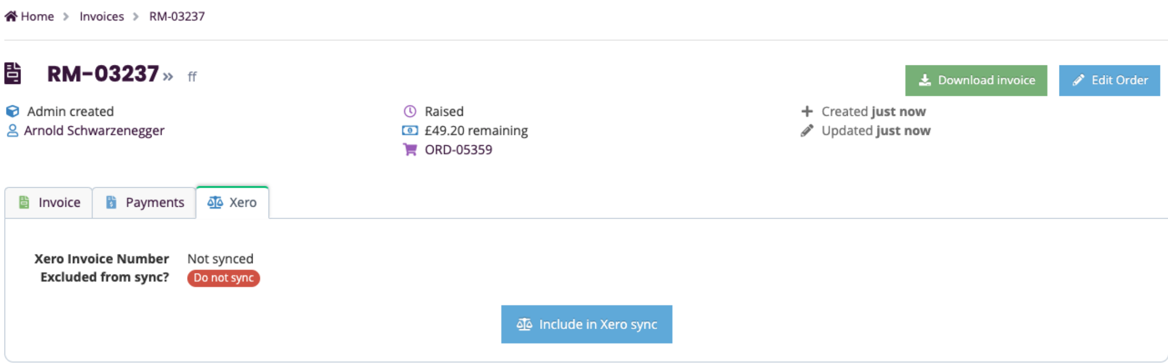
How to stop a specific invoice or payment syncing to Xero

You might have an invoice created in CRM which has already been created by another process in Xero, so you don't want to prevent it from being sync'd to Xero. You might have an invoice which repeatedly errors when trying to be sync'd to Xero, for example you've closed your year end but this invoice preceded it. For whatever the reason you can set on a specific invoice (or payment), not to sync it to Xero, do be aware though invoices get sync'd over to Xero on a regular basis, so you might need to be quick to stop in from syncing.

1. Find the invoice you don't want to sync
2. On the Xero tab click on the button that says *Exclude from Xero sync*



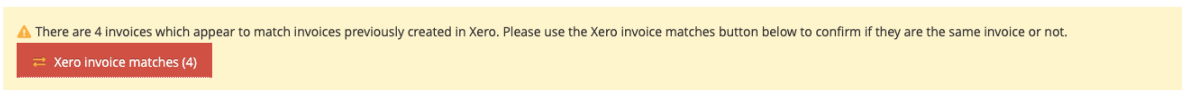
3. If you want an invoice to go back to being able to be sync'd then just click on the button marked as *include in Xero Sync*



Payments works in exactly the same way, just find the particular payment, and then click the *Exclude / Include* button

Matching invoices raised directly in Xero to ones in CRM

Ordinarily CRM will create and sync invoices that it creates to Xero, but you may have situations where someone has manually created an invoice in Xero for the same thing as in CRM. When this happens and they are for the same amount and have the same invoice number, then you will see a prompt in CRM when you view the invoices



Clicking on the link, then shows you details of the possible matches, and you can optionally then accept/ignore the request to match them as the same invoice

Home > Xero invoice matches

Xero invoice matches

Search Xero invoice match...

Ungrouped

Manage filters... | Advanced filter

Invoice number	Reference	Contact	Invoice date	Status	Amount
RM: RM-03072 ***Xero:*** *RM-03072*	ORD-04658 *ORD-04658*	Jane Cheng *Mr Jane Cheng*	14 Mar 2022 *14 Mar 2022*	Fully paid *AUTHORISED*	£121.00 *£121.00*
RM: RM-03073 ***Xero:*** *RM-03073*	ORD-04659 *ORD-04659*	Mr Teon A	14 Mar 2022 *14 Mar 2022*	Fully paid *AUTHORISED*	£100.00 *£100.00*
RM: RM-03091 ***Xero:*** *RM-03091*	ORD-04715 *ORD-04715*	Mr Lawrence Smith	17 Mar 2022 *17 Mar 2022*	Fully paid *AUTHORISED*	£121.00 *£121.00*
RM: RM-03066 ***Xero:*** *RM-03066*	ORD-04622 *ORD-04622*	Mr Richard Branson *Mr Richard Branson*	11 Mar 2022 *11 Mar 2022*	Fully paid *AUTHORISED*	£121.00 *£100.00*

Showing 1 to 4 of 4 records, results per page: 10

Export data... « 1 »

Match all suggested | Ignore all suggested

Troubleshooting

When i try to connect to my Demo instance of Xero in ReadyMembership by clicking on the green connect button, i cannot see it in the dropdown of possible connections, even though i have entered all the correct connection details

This is something that has only recently happened with Xero, it seems to be that the demo company instance needs to be active before ReadyMembership can connect to it. So to resolve it, in Xero change the organisation to Demo Company, and then refresh the XCero settings screen in ReadyMembership, when you then try to connect, you should see it in the available list when you click on the green connect button

Set up check list for RM UAT to Xero DEMO account

Completed	Task	Owner
▢	Create Xero demo app	Client
▢	Provide Xero demo ID and Secret Key	Client
▢	Install and deploy Xero extension with client credentials	Pixl8
▢	Authorise integration between RM and Xero demo	Client
▢	Briefing of Xero configuration in RM	Pix8 to client
▢	Configure RM (as per manual)	Client
▢	Test and sign off configuration	Client

Set up check list for RM LIVE to Xero LIVE account

Completed	Task	Owner
▢	Create Xero LIVE app	Client
▢	Provide Xero LIVE ID and Secret Key	Client
▢	Install and deploy Xero extension with client credentials	Pixl8
▢	Authorise integration between RM and Xero LIVE	Client
▢	Configure RM (as per manual)	Client
▢	Test and sign off configuration ready for Go Live	Client

Going live

It is recommended working with a consultant from Pixl8 when going live with Xero integration, and ensure that the checklist below has been completed and double-checked before doing so.

Generally the most stress free approach, is to sort the invoices in CRM by date raised, and then to update the Xero settings, and change the sync date to be the most recent date when an invoice has been raised. The consultant will then manually run the sync process and you can then check that the invoice was created as expected in Xero.
Gradually put the sync date in the settings further and further back until you are confident that everything is being raised correctly in Xero, and finally set the sync date to the earliest date you want invoices to be sync'd from, and the consultant will then set the sync tasks to run automatically in the background.

Go live checklist

Completed	Task	Where to find in the manual
▢	Completed testing on UAT	
▢	Created the app in Xero and completed authentication in CRM	Installing Xero into CRM
▢	Set your default bank account	Configuring bank accounts
▢	Configured each payment method to a bank account	Configuring bank accounts
▢	Set your overall chart of accounts	Overall nominal code
▢	Set your default inventory code for eventfolio and shop	Specifying inventory items for each transaction type
▢	Set your default inventory code for you subscription products	Specifying inventory items for each transaction type
▢	Configured (*if required*) your inventory codes for you grades and payment packages	Membership subscriptions
▢	Configured (*if required*) your	Eventfolio tickets

	inventory codes for your previous and current event tickets	
▢	Configured (*if required*) your inventory codes for your product catalog	Ad-hoc admin purchases
▢	Configured how you want contacts and organisations created in Xero	Configuring how contacts are managed
▢	Matched (*if required*) your existing contacts in Xero to CRM	Matching existing Xero contacts to CRM contacts
▢	Mapped your existing Tax codes in CRM to ones in Xero	Dealing with existing Tax codes in CRM
▢	Confirmed whether invoices are only created on payment of an order	Configuring when invoices are created in CRM
▢	Set the Xero invoice prefix	Configuring how invoices are created
▢	Decided on how far back you want to import previous invoices into Xero	Not syncing invoices already created