Xero - Integration Documentation

Last updated by | Isaac Snowdon | Jun 17, 2022 at 10:49 AM GMT+1

Contents

Implementation Guide Overview

The purpose of this document is to provide you with an understanding of how JobWatch and Xero work together and communicate so that you can plan and execute the changes that will need to be made to your data to support the synchronisation between the two.

The areas that will need to be considered, and which are detailed in this guide, are:

- Organising your contact records
- Setting up the user interface
- Running the financial integration
- Creating and updating contacts
- Running the Commercial Integration
- Generating invoices, credit note and purchase orders
- Making payments
- Frequent asked questions
- Error logging – when things go wrong
- Check List

Step 1 - Organising your JobWatch contact records

The Xero integration uses the JobWatch contact group to determine whether the contacts in that group are to be synchronised with a Xero contact. You can create more than one contact group containing account contacts, but any group(s) containing account contacts cannot contain contacts of any other type.

JobWatch Contact Group Types
When integrating to a financial package, the contact records in JobWatch are generally organised by type.

Contact Groups types include:

- Prospect – a potential customer
- Account Contacts – someone to whom you supply/sell or buy your goods/services from/to
- Customer Sites – a customer who is linked to a parent head office account customer
- Archive – originally customers or sites and no longer required

The first step is to organise your contacts into groups according to their type. Each group must only contain the contact according to its type. So for example; you must not mix account contacts and customer sites.

Once completed, you should now have one or more JobWatch groups that have been assigned to contain the account contacts . Before you proceed to the next step and assign account codes to your contacts, you must compare the group(s) in JobWatch that contain account contacts against your Xero contacts.

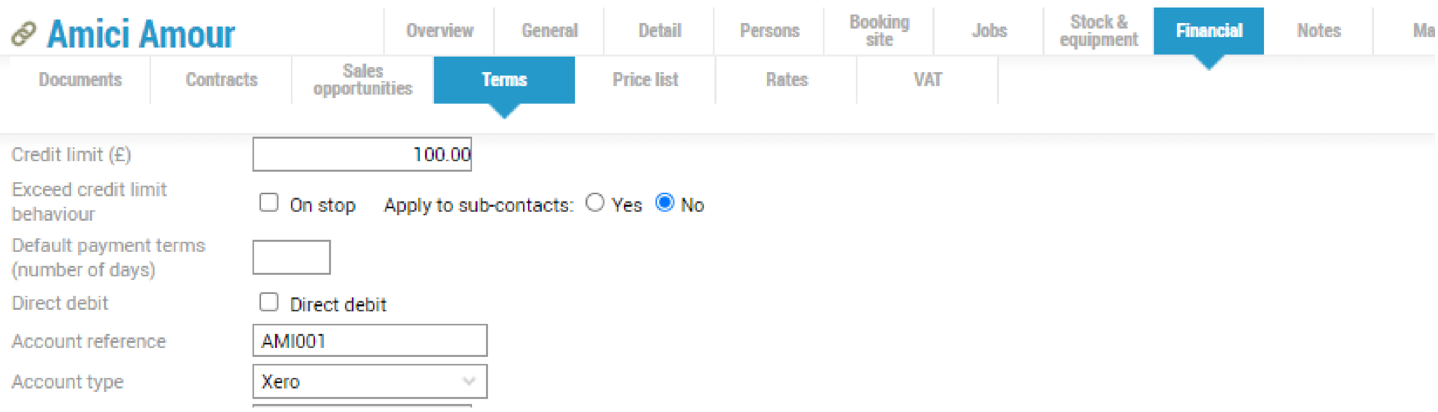
There may be contacts that exist in one system but not the other. Where this is the case, you must decide to retain the contact and add it to the opposing system or remove it from the group. Before assigning account codes, all account contacts must exist in both systems.

Step 2 - Assigning the account codes

Once the contact records have been organised into their respective groups, you should now have one or more groups of contact records that have been assigned to contain the contact records that exist in both JobWatch and Xero.

To prepare your contacts for synchronisation, you must first ensure that each contact record exists in both systems and has a unique identifier linking the records together. The unique identifier used by the integration is the account number in Xero and the contact account reference in JobWatch.

The account reference is in the contact record in Financial => Terms.



N.B. The fields account reference and account type are only visible where the financial integration type is set to Xero.

A document is provided on how to add contact references to your JobWatch and Xero data.

Step 3 - Setting up the pre-requisites

There are a number of pre-requisite tasks that must be completed before configuring the integration.

- You will need to create a default bank account in JobWatch that will be used for payments
- If using foreign currency, you must set these up in Xero first
- Confirm that all tracking categories have been created/ are up to date in Xero
- A default user with admin rights has been created in JobWatch
- A user email is provided for communication
  A contact note type has been created to log error's (usually set to "Xero Error")

Step 4 - Review the integration requirements

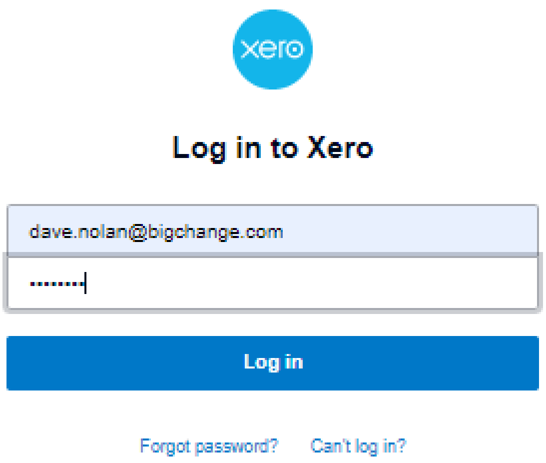
Before turning on the integration, you must ensure that:

- You have organised your JobWatch contacts by type into their respective group(s)
- You have one or more JobWatch contact groups containing only account contacts - not a mix
- You have removed any contact in the account contact group(s) that exists in JobWatch but not Xero or vice versa
- You have linked any non-account contact (site/depot) to a parent contact (account contact)
- All matching account contacts in JobWatch and Xero have the same unique account reference
- You have confirmed and configured all of the integration pre-requisites

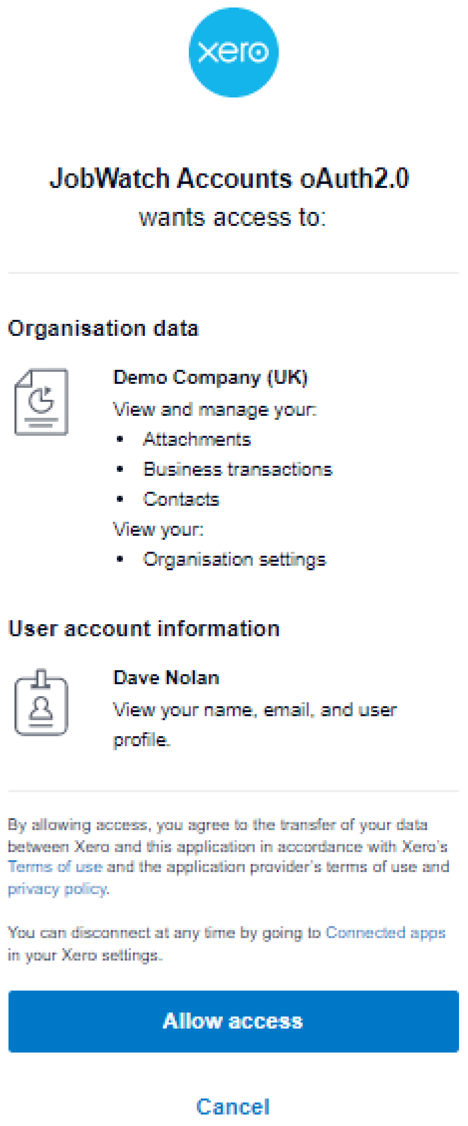
Step 5 - Configure the integration

User Interface
Once you have satisfied the requirements in step 4, you are ready to proceed with setting up the user interface. The user interface contains the configuration settings required to run the integration and is in My Account => Administration => Financial => Xero Integration

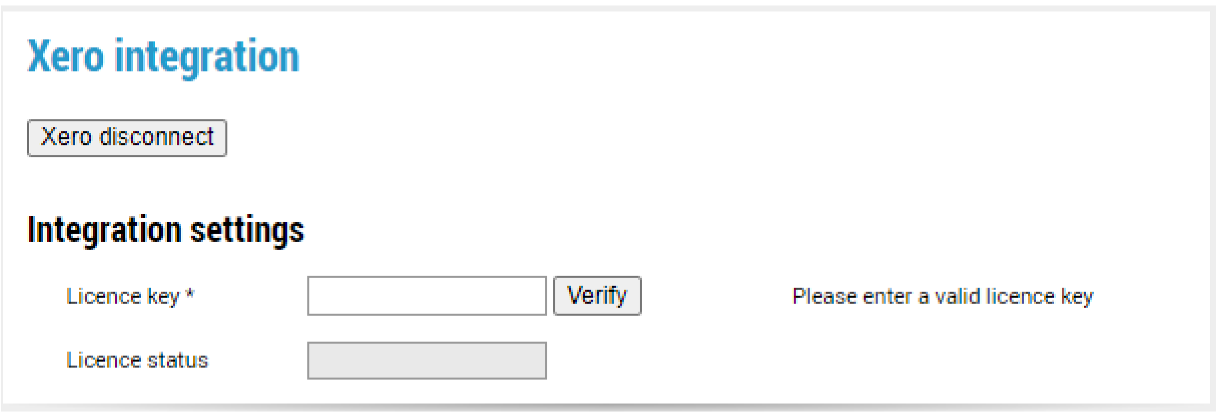
Xero connect
The connection process will take you to the Xero login page



You will need to enter your login details to Xero to create the connection. It will prompt you to allow access to the company. Check and confirm your details and click allow access to continue.

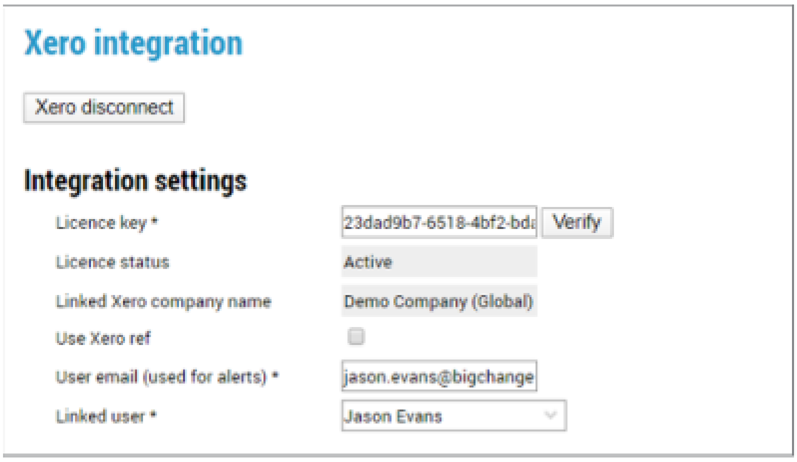


Once allowed, you will be prompted to enter your licence key. The licence key is provided by BigChange.



Once verified you will have access to the remaining settings to complete.

User settings



The licence status will display the current status of the licence. Active or Inactive.

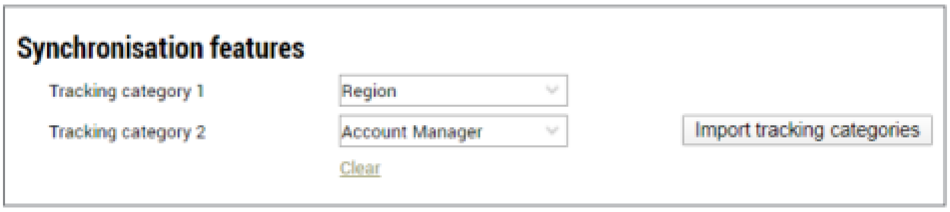
The linked Xero company name will reflect the Xero company you have connected to

User email (used for alerts) / Linked User – Enter an admin user and email address that will be used to create notes and send emails should anything go wrong.

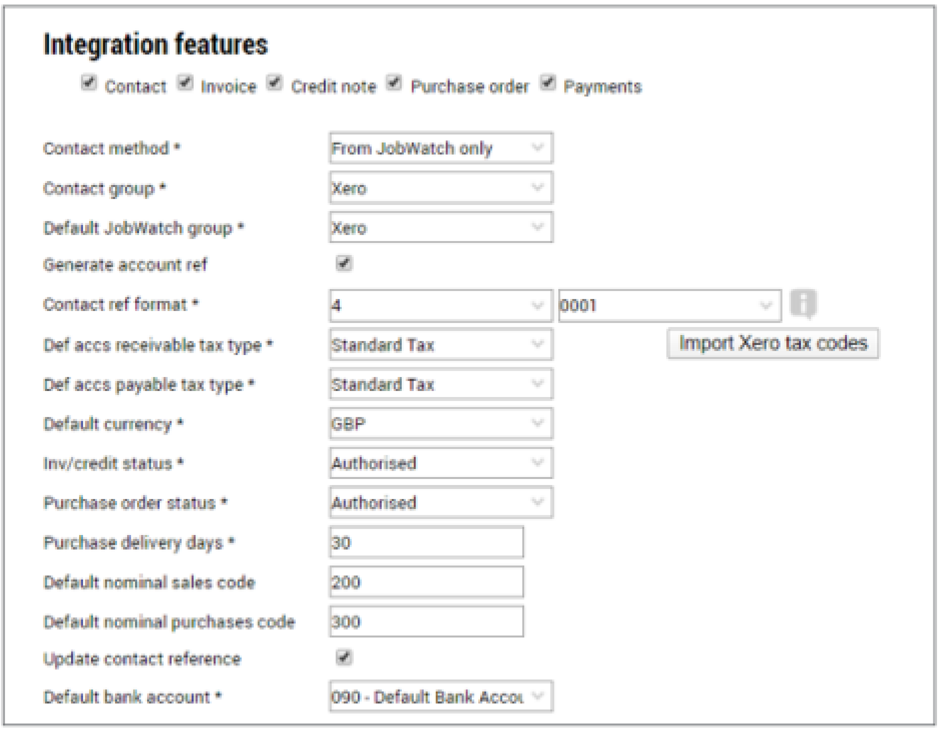
Click on the button option "Import tracking categories" to import the tracking categories that have been created in Xero. Choose from the drop down options.

Select the integration features and options.

Tracking Categories
Choose the option to import the tracking categories created in Xero and assign the tracking category names to tracking category 1 and 2. These tracking categories are used through JobWatch for creating stock records, pre-defined invoice items, financial invoices, credit notes and purchase orders.



The import tracking category option may be run at any point and will import any newly created Xero tracking category codes.



Integration Features
Choose the features you would like to integrat|e

Contact method**

When synchronising contacts, there are two options available

- Synchronising contact records from JobWatch to Xero
- Synchronising contact records from Xero to JobWatch

Contact group
The Contact groups allocated here will only contain the contact records that you wish to synchronise with Xero.

Default contact group
If you choose to synchronise contact records from Xero to JobWatch, you must specify a default JobWatch holding group. Any contact added here can be moved manually in JobWatch.

Generate Account Reference
This option works in conjunction with the contact ref format and is used to generate an account reference to link a contact in JobWatch and a contact in Xero. Any new contacts will automatically generate a reference if a new contact is created.
If synchronising from Xero to JobWatch, you will need to manually create a unique reference.

Default tax types
Default tax types are stored in the user settings. Where a tax type is invalid on an invoice, credit note or purchase order, the default tax code is used instead.

Default Currency
The default base currency of the organisation must be set. If posting foreign currency transactions, you must ensure that these have been set up in Xero first.


Add Currency

Exchange rates for 15 Apr 2020

Currency	Units per GBP	GBP per Unit	Notes
AUD Australian Dollar	1.97863	0.505400	
BGN Bulgarian Lev	2.24263	0.445905	
EUR Euro	1.14664	0.872113	
HUF Hungarian Forint	402.892	0.00248205	
INR Indian Rupee	95.7663	0.0104421	
JPY Japanese Yen	134.335	0.00744408	
USD United States Dollar	1.25035	0.799776	

Document status
There are two options provided for document status covering invoices/credit notes and purchase orders. In Xero, a transaction starts off as draft, then submitted and authorised. When choosing this option consider using authorised if using the payments option.

Purchase delivery days
The number of delivery days is added to the document date to calculate the delivery date.

Default Sales/Purchase codes
The default sales/purchase nominal codes in Xero are used when processing a transaction. Where no code is entered for an invoice/credit note or purchase order, the system will use the default code, respectively.

Update account reference
If selected, this option will copy the account reference to the contact reference field if the field is empty.

Enforce Stock
If selected, this option will enforce any stock added to a sales invoice or sales credit note. When processing invoice or credit note lines, the integration routine reads the stock code held against the stock record in JobWatch and it validates this against Xero. If the item does not match, a contact error will be generated.

Consolidation
At present this is a placeholder only and has no impact on the integration.

Default bank account
The default bank account needs to be created in JobWatch first and must match the account code Xero. The bank account code is used when making payments against JobWatch invoices; where a bank account is not entered against an invoice, the default bank account assigned here will be used instead.

Start Date
This setting should not be changed; it determines the starting date for when you want to synchronise invoices from. For example; you set the start date to 31st Dec 2021 but have a transaction dated 30th Dec 2021. Irrespective of when you send the document to the financial package, the integration will read the creation date, not the sync date.

Step 6 - Running the Financial Integration

Contact Records

Contact records are synchronised when a contact record in JobWatch or Xero is created or amended. You choose which direction contacts are created/amended in the user configuration. Contacts are either created/amended in JobWatch or Xero, not both.

Synchronising Contacts from JobWatch to Xero

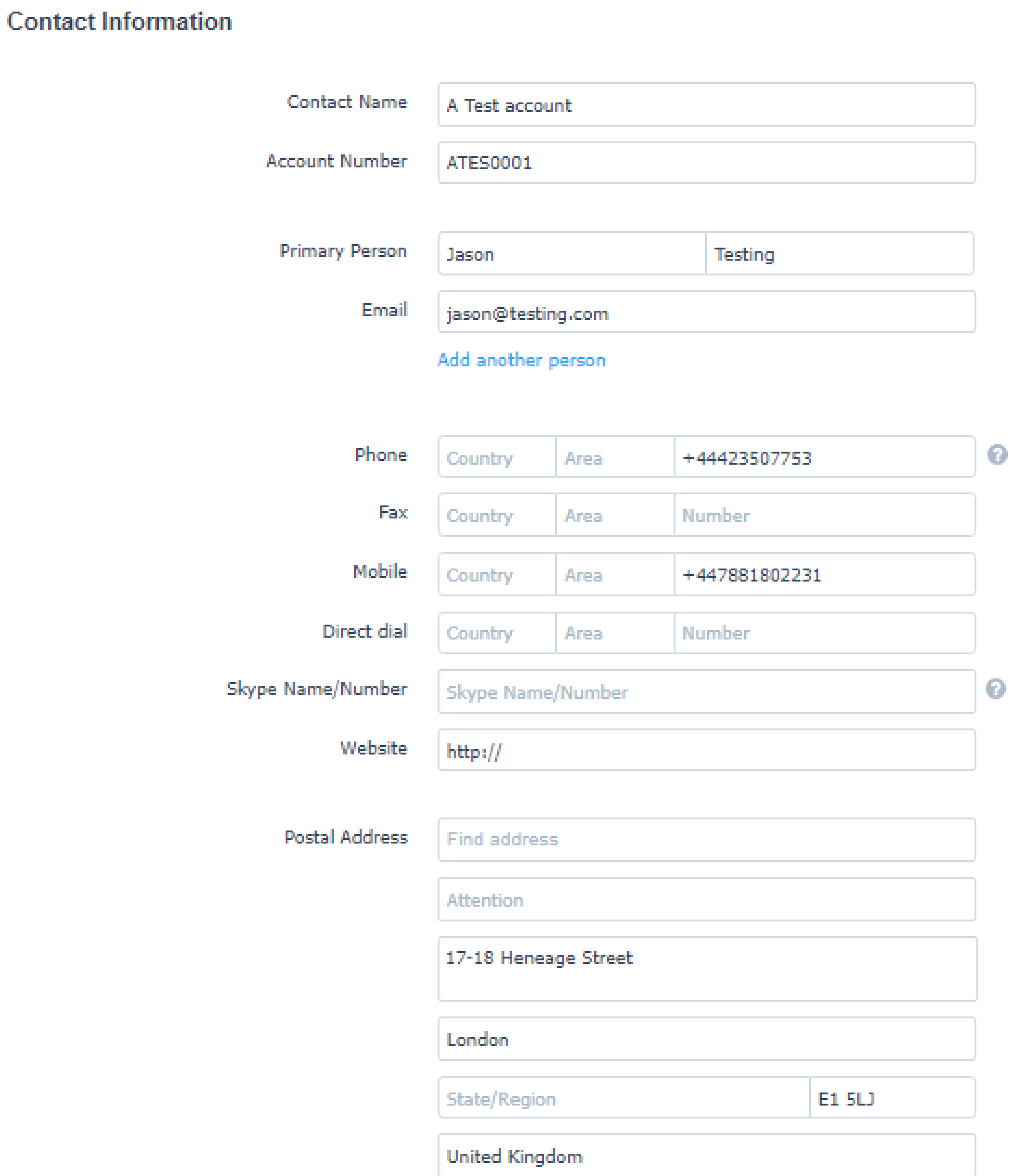
Creating a record from JobWatch

To synchronise a new contact record from JobWatch to Xero, users will at least need to:

1. Create a new contact record
2. Populate the contact records address details
3. Populate the primary person
4. Assign the contact to the designated account contact group
5. Save the contact record

When the contact record is saved, the integration process will be triggered and it will:

1. Assign an account reference based on the configuration settings
2. Create a corresponding record in Xero.



The following fields are modified?

Xero Field	JobWatch field
Contact Name	Contact Name
Account Number	Contact Account Reference
Primary Person	Contact First Name and Last Name
Email	Contact Person Email Address
Phone	Contact Landline
Mobile	Contact Mobile
Postal Address Street	Contact Street
City	Contact Town
Post Code	Contact Postal Code
Country	Contact Country
Default Account - Sales	Configuration setting for default sales account
Default Account - Purchases	Configuration setting for default purchases account

Updating a record from JobWatch
To synchronise an existing contact record from JobWatch to Xero, users will:

1. Amend the contact record in JobWatch
2. Modify the name, address or primary person
3. Save the contact record

When the contact record is saved, the corresponding record in Xero is updated accordingly.

Updating a contact person in an existing record from JobWatch
When a record is first created, the primary person will be assigned to the default person in Xero. To update that person in JobWatch, the integration routine reads the primary person in JobWatch, and it uses the name or the email address to match the contact in Xero.

To modify the financial person in JobWatch, follow the steps below:

1. Review the primary person in JobWatch matches the default person in Xero
2. If the primary person no longer matches the default person, change the primary flag to the correct person in JobWatch.
3. Whilst you can amend both mobile and telephone number, if you intend to change the name and email, you must only change one at a time. You must modify one of the fields first and save the record and then change the second field.

Synchronising Contacts from Xero to JobWatch

Contacts are synchronised from Xero to JobWatch when a modification is made to the contact in Xero. The Xero service periodically runs and pushes the changes to our integration which will be

To synchronise a new contact record from Xero to JobWatch, users will at least need to:

1. Create a new contact record
2. Populate the contact records address details
3. Populate the primary person details including email, telephone and mobile
4. Save the contact record

The following fields are modified in JobWatch?

Xero Field	JobWatch field
Contact Name	Contact Name
Contact Group	The default contact group set up in the user interface
Contact Reference	Account Number (if the option to update contact reference is set in the user interface
Contact Account Reference	Account Number
Contact First Name and Last Name	Primary Person
Contact Person Email Address	Email
Contact Landline	Phone
Contact Mobile	Mobile
Contact Street	Postal Address Street
Contact Town	City
Contact Postal Code	Post Code

The routine creates the contact record in JobWatch, it assigns the account number to the contacts account reference in CRM => Financials => Terms, it updates the contact reference with the same account number, if the setting to update the contact reference is switched on. It populates the contacts details and adds it to the default group assigned in the user interface.

To synchronise an amended contact record from Xero to JobWatch, users will:

1. Amend the contact record in Xero

2. Save the contact record.

A periodic routine is run by Xero to send the modified changes to the JobWatch integration. Once received the integration locates the contact record by the contacts account reference and it will process the changes and update JobWatch accordingly.

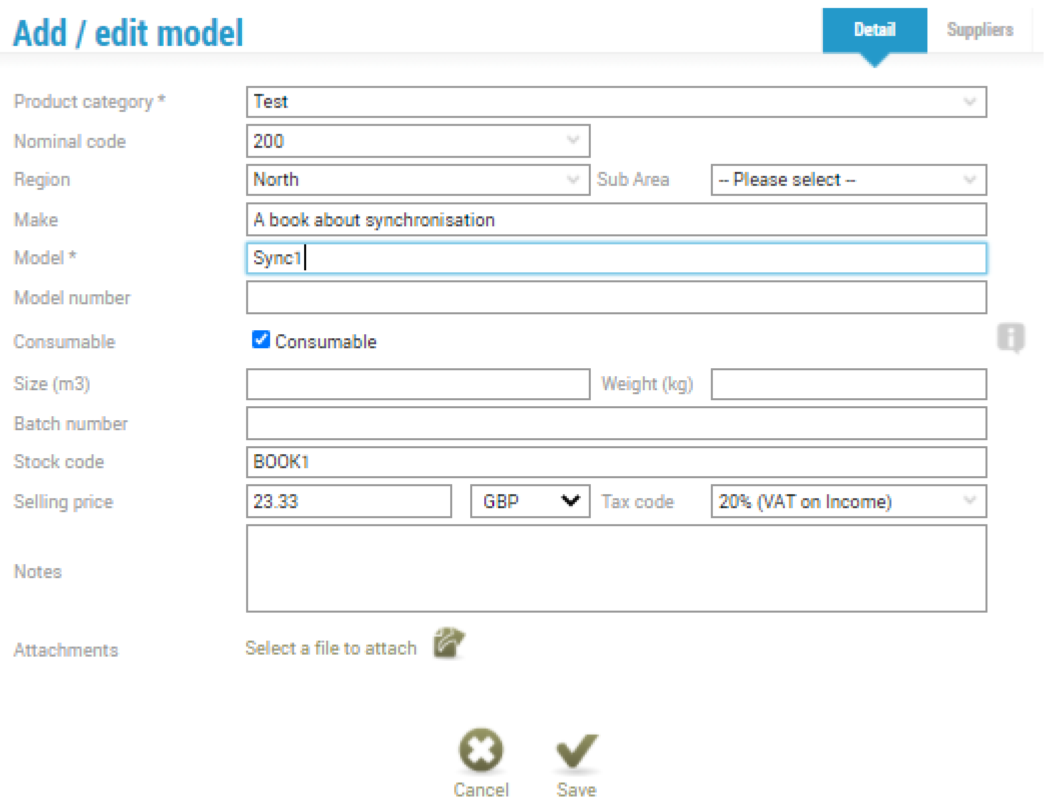
Synchronising Invoices Credit Notes

Invoices, credit notes are generated in the JobWatch only. Any transactions generated in Xero will not be included in the synchronisation.

Stock

There is no direct automated synchronisation between JobWatch stock and Xero stock, which means that any changes that are made to stock in either JobWatch or Xero will not be reflected in the opposite system.

However, users can manually create stock records in both JobWatch and Xero and link them together together using the item code in Xero and the stock code in JobWatch. See Example below.



When creating the stock record in JobWatch to match the Xero item, you must always ensure that stock code in JobWatch matches the same spelling and casing of the item code in Xero.
Stock Items (to enforce or not to enforce)
Stock items can be added to an invoice, credit note or purchase order. For a sales invoice or credit note, users can choose when synchronising the invoice to Xero whether they wish the stock to be enforced.

Where the option to enforce stock is switched on, any stock items added to an invoice or credit note are treated as text items when the invoice is created in Xero.
Where the option to enforce stock is switched on, any stock items added to an invoice or credit note will be validated against Xero to ensure that the stock item exists. Where the item does not exist, the invoice will error and generate a hyperlink to an error note explaining why the invoice or credit note failed to synchronise.

Stock Tracking
In Xero, stock can be set to tracked or untracked. Where a user sets the option to enforce stock and the option to synchronise invoices and credit notes to the status authorise; the routine will read the invoice and validate the stock item to ensure it exists, and whether the item is tracked or untracked.
Where the stock is tracked in Xero but it is less than the quantity of the amount being invoiced, the routine will create the invoice in Xero and it will set the status to "Draft".

**This is the same process as if the stock was added to an invoice manually in Xero.

Sales Invoice/Credit note
Invoices can be generated from various sources, jobs, contracts, sales opportunities or manually. Once a document has been created, users can review the document and make changes to it. Once a user is happy with the document, they can then choose to send it to the financial package by selecting the transaction and choosing the menu option.

The invoice / credit note process:

1. The invoice or credit note is created manually or generated
2. Users will either add or amend existing lines – free text, pre-defined and stock items
3. Once finished, users will mark the invoice as "Send to Financial Package"

4. The invoice / credit note / is created in Xero
5. The Xero document number overwrites the invoice / credit note document reference
6. Users choose the option send to customer to display the when invoice or credit note was actually sent to the customer

Once the option "Send to Financial Package" has been chosen, the invoice can no longer be amended. Any changes made in JobWatch or Xero will not be reflected in the opposing system.

Parent / Child contacts
When the integration runs, the routine will read the contact record that the invoice or credit note was assigned to and if that contact has an account reference, it will post the invoice to that contact record in Xero.

If the contact record in Xero has no account reference and is linked to a parent, the routine will read the parents account reference instead. If the parent has no account reference, the invoice or credit note will fail to post and an error note will be generated. See error notes.

Payment terms
When synchronising an invoice to Xero, the due date field requires a date. The due date field is based on a number of factors.

Is the invoice for a single contact?

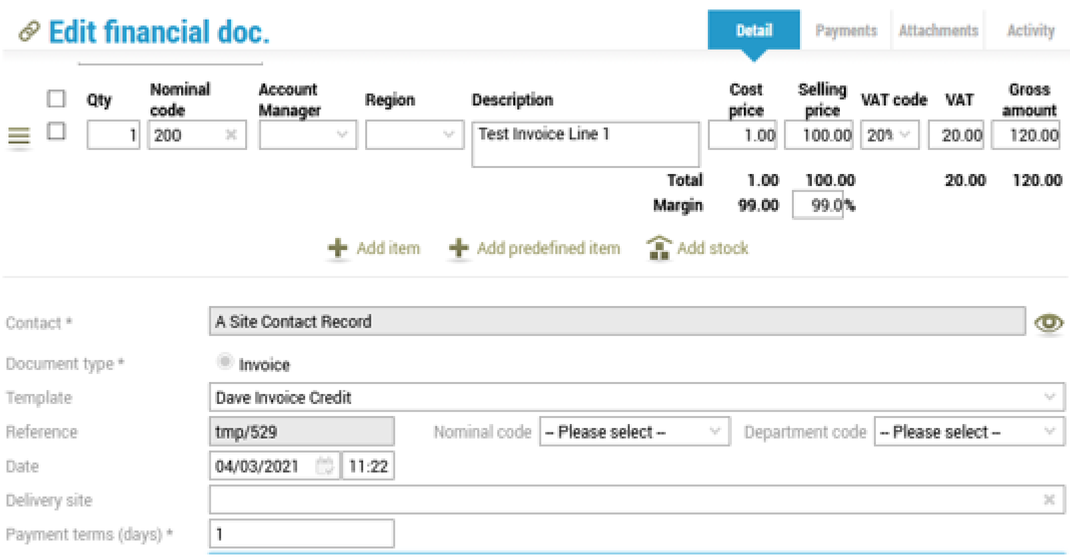
1. Does the contact record have payment days?
2. If yes, the default payment terms will be displayed on the invoice.
3. If no, the default payment terms will be taken from the administration settings.

4. If the invoice payment terms are modified on the invoice before synchronisation, the invoice payment terms will be used.

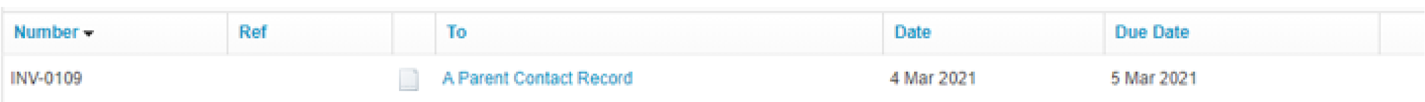
Is the invoice for a site contact linked to a parent contact?

1. Does the parent contact record have payment days?
2. If yes, when posting the invoice to Xero, the parent contact's default payment terms will overwrite the payment terms set against the invoice when the invoice is synchronised with Xero.
3. If no, does the site contact have a default payment days value set?
4. If yes, the site contacts default payment terms will be shown on the invoice.
5. If no, the default payment terms will be taken from the administration settings.
6. If the invoice payment terms on the invoice are modified before synchronisation, the invoice payment terms will be used in Xero.

Example.
An invoice is created against a contact record that has no payment terms. The invoice will show the default invoice payment terms. The user then modifies the payment terms to 1 day (as below).



The invoice in Xero reflects the due date that was recorded against the invoice in JobWatch

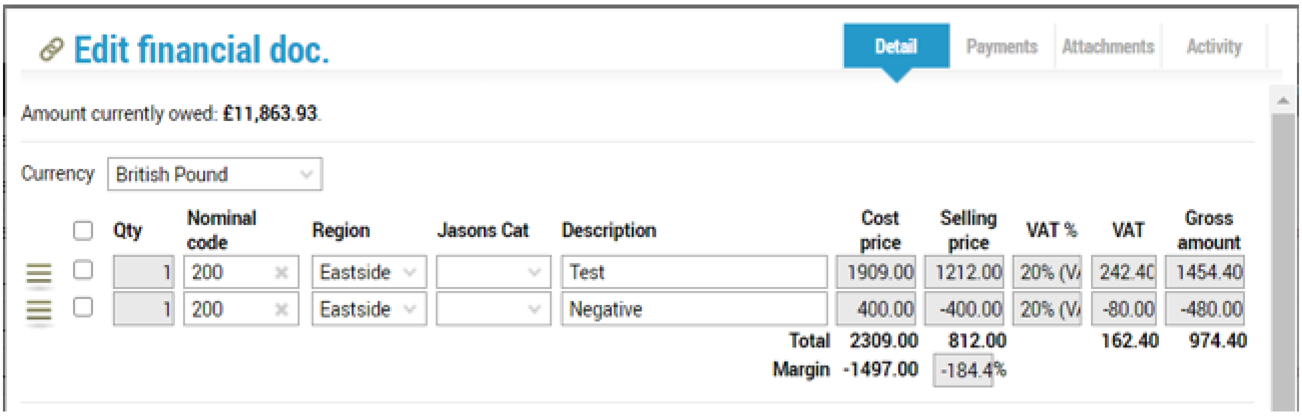


Default Nominal Code
When adding a line in JobWatch, the user has the option to:

• Populate the line on the transaction with a nominal code
• Populate a default nominal code on the invoice and no line nominal code
• No default or line nominal code and use a default nominal code from the settings screen

This provides flexibility for the user to choose how the nominal code is populated. This is particularly handy where the invoice has several lines all going to the same account code.

Adding negative lines
When processing an invoice, a user can choose to process a negative line. The user will add a line with a positive quantity, but they can add a negative selling price.



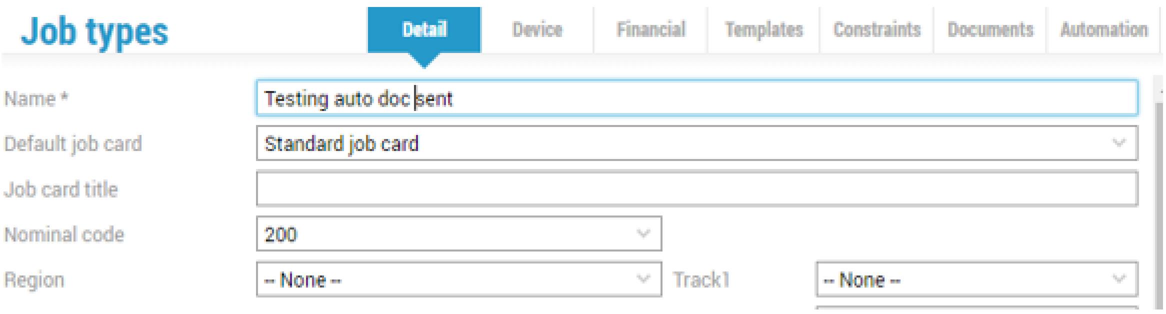
When the transaction is synchronised with Xero, a negative line is added. Note: You cannot add a negative line that is greater than the total amount of the invoice.

Invalid Tax codes

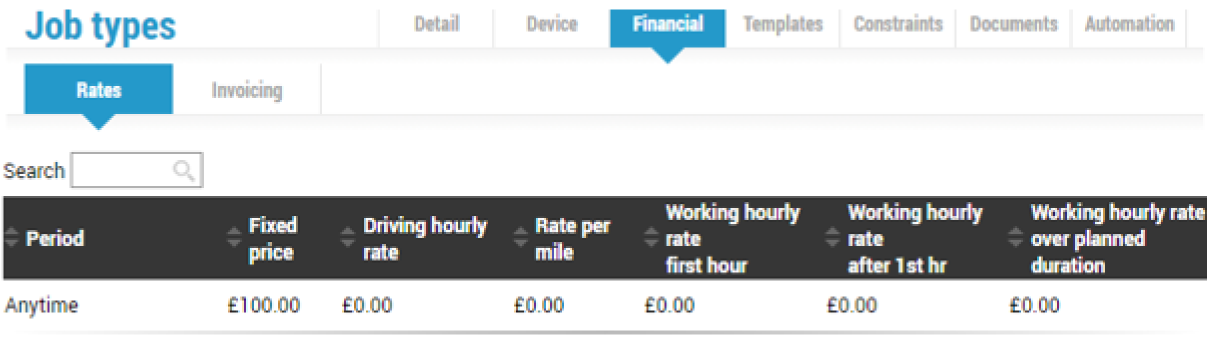
When synchronising an invoice, the routine checks the tax code against the nominal code used. Where a tax code is entered for an invalid nominal code, the transaction will fail to post, and an error note message will be created. For example, you cannot post a sales tax code against an expenses nominal code.
Where this is the case, the transaction will fail to synchronise but can be amended afterwards. The user can amend a transaction that has failed to synchronise, change the contents, and click save. The transaction will then synchronise if correct.

Invoice Automation

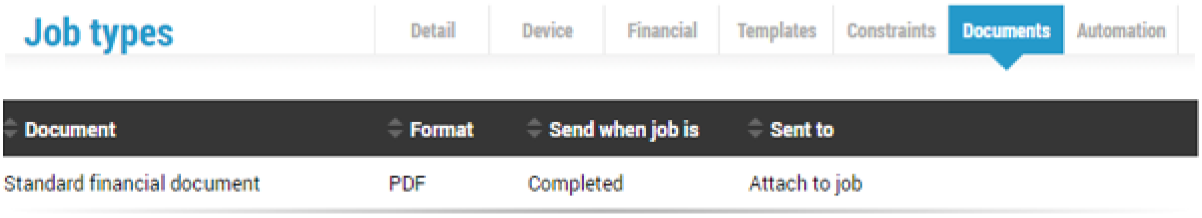
The invoice automation routine works in conjunction with jobs and the system can be setup to create and automate the process of sending the invoice when a job is completed.
To setup the job automation, you must add or amend an existing job type:



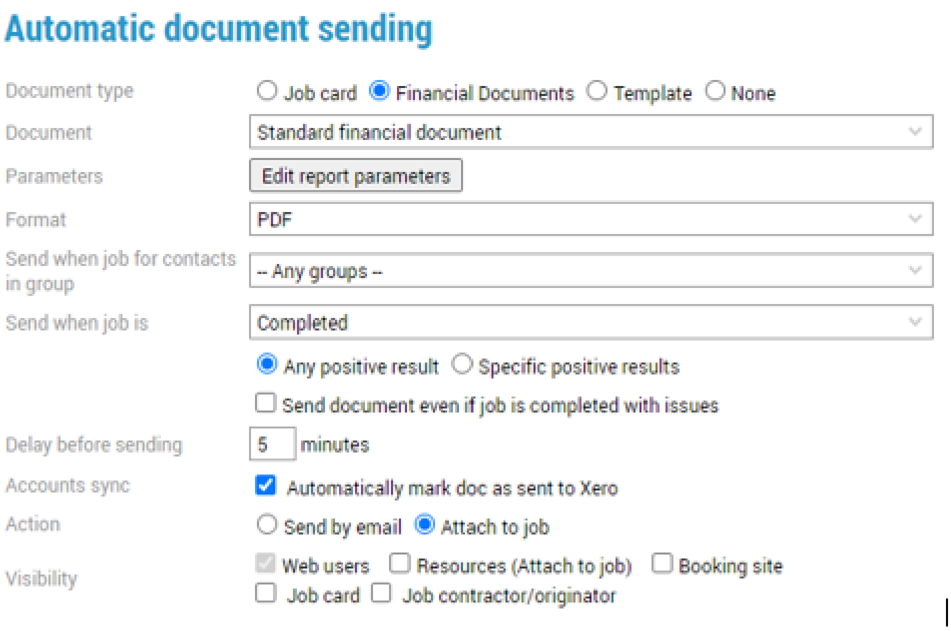
- Add a financial line using rate or invoicing



- Add the document



Example document



Basic functions:

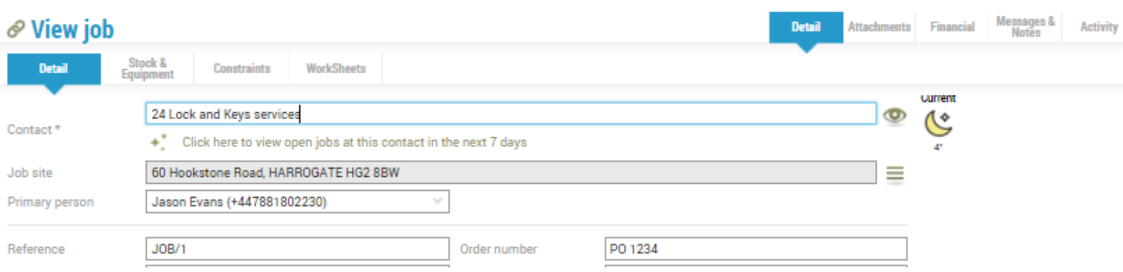
- Set the option to Financial Documents
- Choose the document type "Standard financial document"
- Set the report to Format to PDF
- Choose which groups this applies to – select Any Groups if all
- Choose the status "Completed" to generate the document
- Choose whether you want any positive result or a specific positive result
- Choose a delay time before sending the document
- Choose the option Account sync to automatically mark the doc as sent in Xero
- Select the option Attach to Job

Using the above options, a financial document will be generated once the status of a job has been marked is completed with any positive result.

A financial document will created 5 minutes after the completion status has been added and the invoice will be be marked as automatically sent. The invoice will then synchronise to Xero, creating an copy of the invoice in Xero. The invoice reference from Xero will overwrite the JobWatch reference.

Invoice Header

<table>
<tr><th>Xero Field</th><th>JobWatch field</th></tr>
<tr><td>Account Reference</td><td>Contact account reference</td></tr>
<tr><td>Document Date</td><td>Invoice Creation Date</td></tr>
<tr><td>Due Date</td><td>Calculated date - see payment due days</td></tr>
<tr><td>Invoice Number</td><td>Generated by Xero</td></tr>
<tr><td>Reference</td><td>JobWatch order number - This is located against the job details



The reference displays the order number value based on where the job was entered. For example; if an invoice was created at the group level, the group order number will be used.</td></tr>
<tr><td>Status</td><td>User interface default</td></tr>
<tr><td>CurrencyCode</td><td>Invoice currency</td></tr>
</table>

Invoice Lines

Xero Field	JobWatch field
Item Code	Invoice Item Stock Code
Item Description	Invoice Item Description
Quantity	Invoice Item Quantity
Unit Price	Invoice Item Unit Price
Account	Invoice Item Nominal Code
Tax Rate	Invoice Item VAT Description
Tracking Category 1	Invoice Item Tracking Option 1
Tracking Category 2	Invoice Item Tracking Option 2
Line Amount	Invoice Item Unit Price * Invoice Item Quantity

Synchronising Purchase orders

The process for synchronising a purchase order to Xero is the same as the invoice and credit note with the main difference on how stock is handled. Currently any stock items added to a purchase order will only be treated as text based items, irrespective of whether you choose to enforce stock or not.

It is worth noting when synchronising Purchase Orders that the Document reference will be sent from Bigchange to Xero, so the reference format must be dictated in BigChange. As this reference will not be changed you can download a PDF of your Purchase Order before it is sent.

Synchronising Payments

Sales payments are recorded against sales invoices and users can choose whether they want to pay invoices from JobWatch or whether they want the option to pay invoices from within Xero. When the integration is configured, users must choose which option suits their needs.

Payments recorded against the sales invoice in JobWatch

When paying a sales invoice in JobWatch, you must ensure that:

1. The invoice has been synchronised successfully to Xero
2. The invoice in Xero is at the correct status (Approved – waiting payment)

Where an invoice in Xero is not at the correct status, the payment will fail to synchronise and an error note/comment will be generated against the contact record.

To correct this, you must first ensure that:

1. The status of the invoice in Xero is set to approved – waiting payment.
2. You must remove the payment by using the option – “Not Paid”. This will remove any existing payments enabling you to repay the invoice.

3. Re-Apply the payment so it synchronises again.

Payment considerations:
When making payment against invoices in JobWatch, there are a number of payment considerations that are listed below.

- Choose the preferred method – either from JobWatch or from Xero. Once set, you must not change it without discussing it with us.
- Payments are made in one of two ways. You can choose to pay the invoice by marking the invoice as paid or you can edit the invoice and add one or more payments.
- When making a payment against an invoice that is for a currency that does not match the base currency of your organisation, you must consider the bank that is being used to pay the invoice.

  For example; You have a Euro invoice and want to pay in Euros. If no bank account is specified, it will use the default bank account that was specified in the xero integration settings. If you do not have a Euro bank account setup in JobWatch, then you must created one.
- Xero does not cater for a three-way currency conversion, which means that you cannot synchronise an invoice in Euros and then pay the invoice in Dollars where the organisation currency is set to sterling.
- You can only pay an invoice up to and including the amount outstanding on the invoice. You cannot overpay an invoice.
- The process of reconciling your bank account in Xero is not covered as part of the integration; you are required to do this as part of your Xero daily activities.

Payments recorded against the sales invoice in Xero

Where you choose the option to record payments against the sales invoice in Xero. Users may pay up to and including the amount of the invoice. The amount paid against the Xero invoice will then be reflected against the JobWatch invoice.

Where users make multiple part payments against a single invoice, the JobWatch invoice will only display the overall amount paid; not the individual amounts.

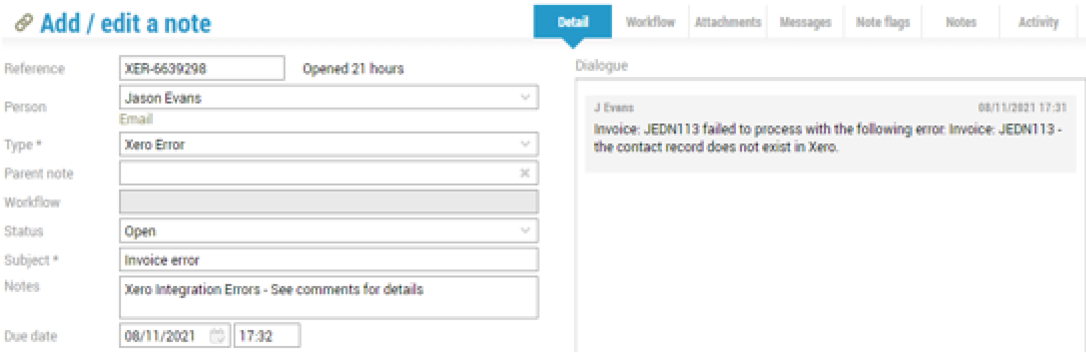
Step 7 - Handling Errors

When using the system, it is inevitable that errors will occur. To help you better understanding what went wrong, when an error occurs, the system will generate a contact note containing the type and what the error was.

When integrating between Xero and JobWatch, the system will generate and send you an emails, containing the content of the error.

Contact Note Errors
When your system is first configured, the implementer will discuss and generate a contact note type which is assigned to the Xero integration settings. This note type is used when an error for a contact is first generated.

Example contact note error



When generating an error, the integration routine will read the contact record and return any notes that match the type, subject and status. Where a match is found, the routine will add a comment and it will update the due date of the note to date and time the erorr was logged.

Tracking errors

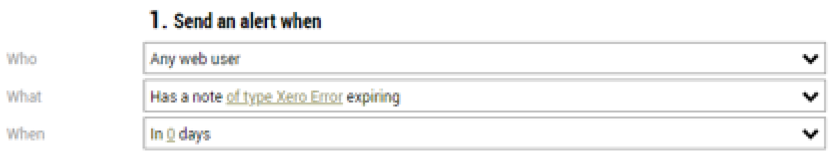
When posting financial documents, users are presented with a hyperlink to the error making it obvious and easy to determine what the error was. However, where errors occur for payments or contacts, it is not so obvious to the user when the error occurred.

It is recommended that users follow the below procedure:

Create an alert

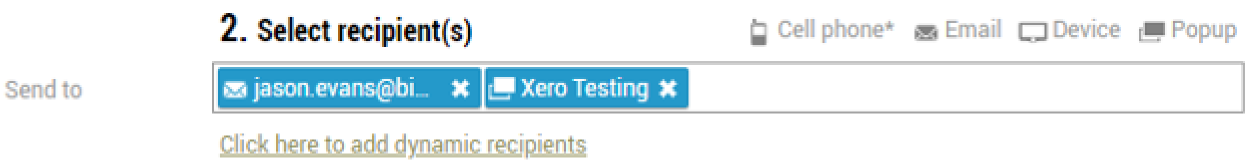
An alert is a quick an easy way for users to ensure that they capture errors that occur during the daily integration process. To create an alert choose the option alerts from the JobWatch menu and select the menu option – alerts programmed and select the option "Create Alert"

1. Send an alert when:



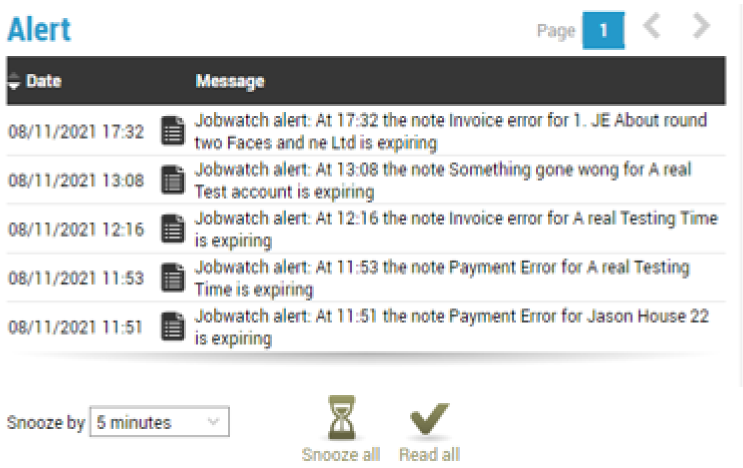
- Set the Who and set Any web user
- Set the What to "Has a note of type x expiring
- Set the when to 0 days

2. Select recipients:

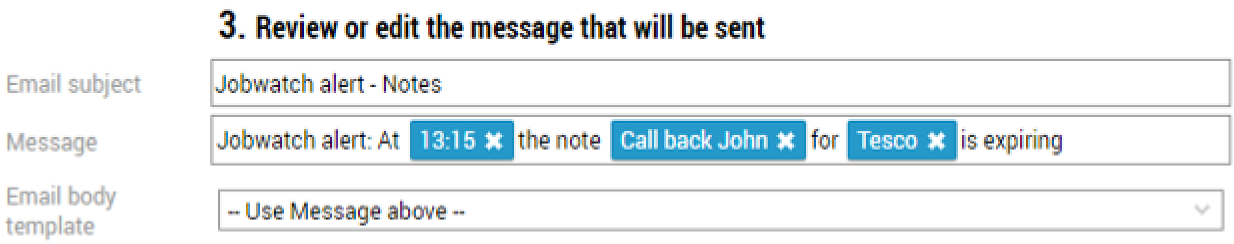


Select the email addresses / popups of users, you want the alerts to be sent to.

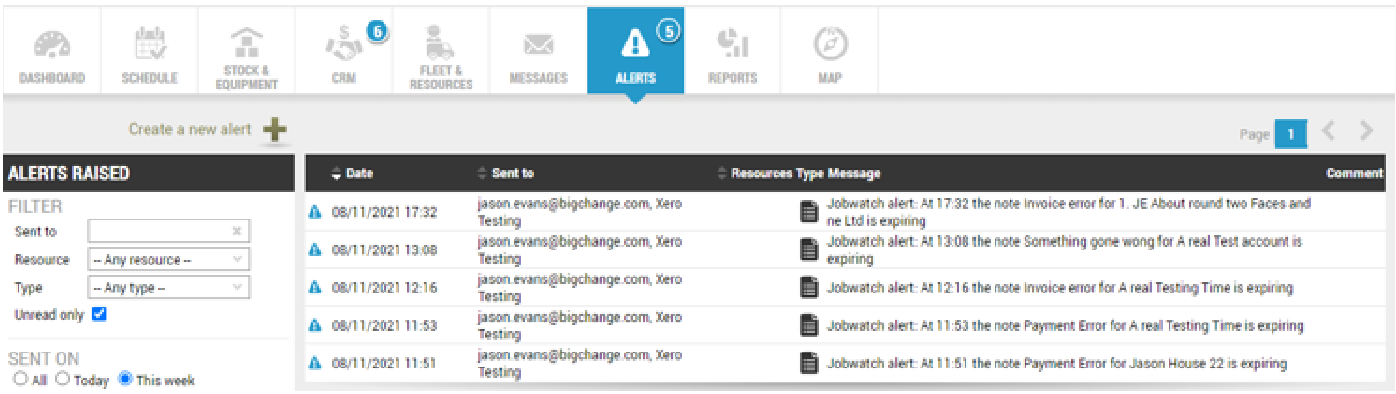
Example popup:



3. Review or edit the message that will be sent



4. Review the daily process



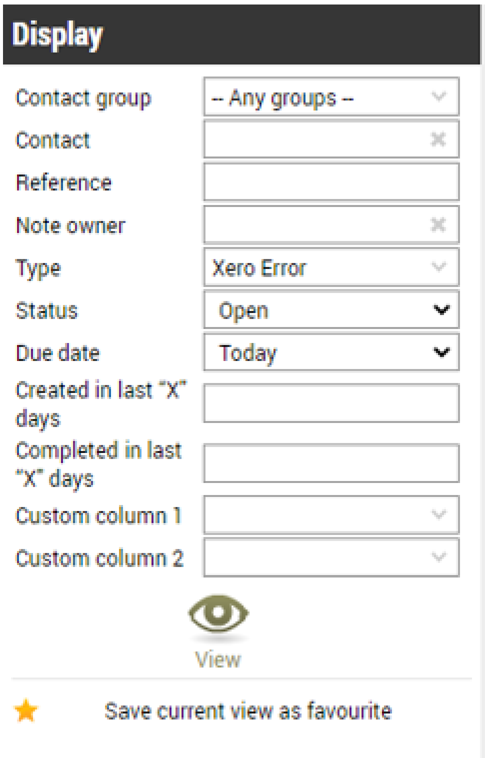
As errors are generated, you can review the error notes raised by selecting the alert and choosing the option view. This will take you to the error note for you to review, take action and close. Once you have completed this, you can choose to mark the alert as read.

Creating an error alert report

The error alert report is a standard JobWatch report that can be configured to display a daily list of errors generated by JobWatch. The report can be attached as a favourite on your JobWatch reports menu.

1. Choose the report
   Select the menu option reports from the JobWatch menu and choose the report “Notes Report”.

2. Using the report filters choose the options (as below)



By clicking on the save current view as favourite, the report will be stored in your favourites list.

Click view to display the report.

Reference	Contact	Date	Note owner	Type	Status	Subject	Due date	Completion date	Opened
XER-6639298	Testing Limited	08/11/2021 17:31	J Evans	Xero Error	Open	Invoice error	09/11/2021 16:08		Opened 0 Days

3. Edit each line and view the contact note error. You can then review the error, take action and close the note.