

PayBiz – Xero Integration

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Xero Integration

Paybiz integration with Xero to seamlessly link a tenant company in Xero with a Paybiz application company. This allows the interchange of Debtor (Xero Contact), Debtor Invoice (Xero Invoice) and Receipt (Xero Payment) information.

Paybiz behaves as the **MASTER** for Debtor, Contact and Invoice information.

- Debtor and Invoice information are sent from Paybiz to Xero.
- Payments received in Xero are returned to Paybiz and are automatically allocated.

The **General Ledger** optional module is required for Xero Integration.

Notes / Tips

Synchronisation:

- We recommend running the Xero synchronisation daily overnight. This means that changes can be made on the day the job was invoiced without any issues in Xero.
- Expired Token:
The Xero Authorised Token Key expires if the synchronisation does not run for 14 days or more. To refresh, double click or hit F8 in the **Xero Authorised Token** field in Company Details > Xero tab. Choose the token to Refresh, then proceed as per the instructions in [Company Details - Configure the Connection to Xero](#).

Debtors:

- The Debtor Account No is sent from Paybiz to Xero and stored against the Xero Contact. The Xero Client ID is returned from Xero to Paybiz and stored against the Paybiz Debtor.
- Only the first email on the Debtor is sent to Xero.
- Use the Debtor Contacts to create Contact Persons in Xero so the invoice can be sent to multiple email addresses in Xero.

Invoices:

- Once an invoice has been sent to Xero, it will show an **External ID** at the bottom of the Notes tab on the Debtor Invoice screen.
- You can add this field to your columns in the Debtor Invoice lookup screen so you can easily see which invoices have/have not been sent to Xero.
Go to **Debtors > Debtor Invoices**
 - Right click on the column header, eg on the Allocated header, and choose **Insert Column**
 - Locate **External Identifier** and double click or **Pick**

- There is a log in **File > System > System Functions**. Click the **View System Function Log** button at the bottom right of the screen. Choose the last **Xero Interface Synchronisation** log to see the logs for the scheduled sync.
- Paybiz invoices have an **Approved** setting. Only Approved invoices are sent to Xero. Paybiz has invoices Approved by default, but you can change this in **File > Company > Company Details > Constants tab > Approve Debtor Invoices by Default**
- To disable sending of a single invoice manually **Un-Approve** an invoice before the synchronisation runs. Simply open the Debtor Invoice screen and turn the Approved slider off. Turn it back on when you want it to be sent to Xero.
- Invoices are sent as 'Authorised' to Xero
- The Nett for each invoice line is sent. The GST Status is determined from the General Ledger Code associated with the invoice line
- Once an Invoice has been sent to Xero it cannot be edited in Paybiz
- Invoices can be removed in Paybiz by un-invoicing a job/tally sheet. If this is done you will need to manually delete the invoice in Xero otherwise a duplicate invoice will be generated in Xero when the job/tally sheet is invoiced again

Receipts:

- Over/Underpayments less than \$1.00 will automatically be sent to the Settlement account for Debtors (G/L code 53.0000 in the default General Ledger)

Company Details - Configure the Connection to Xero

A Paybiz user needs to Authorise their Paybiz application to “Connect” to a Xero tenant company so the information can be exchanged.

This is controlled in the Xero tab of Company Details.

PayBiz main menu > File > Company > Company Details > Xero tab

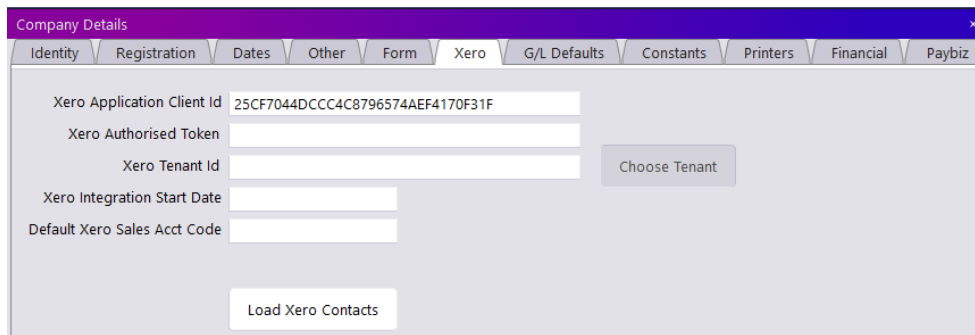


Figure 1: Company Details > Xero tab

The Client ID for Paybiz is:

25CF7044DCCC4C8796574AEF4170F31F

- Enter the Client ID into your Paybiz application and Save
- Double click or hit F8 in the Xero Authorised Token field to choose or add a token

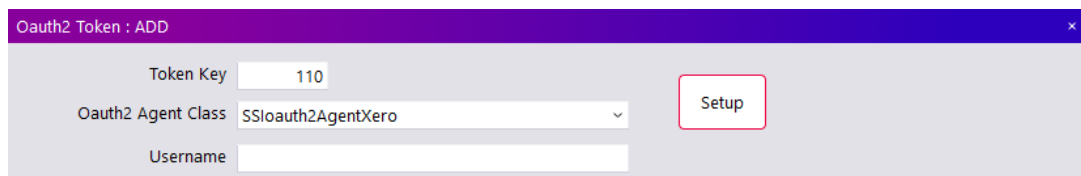
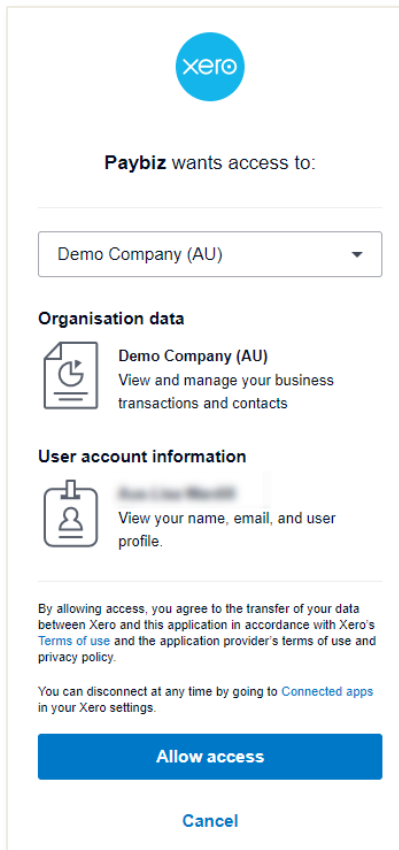
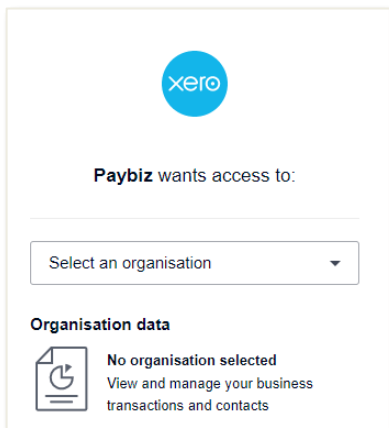


Figure 2: Xero Authority setup

- Choose a numeric identifier for the Token Key
- Select the **SSloauth2AgentXero** option
- Click **Setup** to open a browser window at the Xero login screen
- Log in to Xero using your Xero credentials



- Choose the desired organisation from the **Select an organisation** drop box and click **Allow Access**
- Once communication between Xero and Paybiz is complete this message will display:

Complete. Please return to the application. 27 January 2022, 10:50:15

- Close the browser and return to Paybiz
- The Oauth2 Token screen will now be populated with the integration details

Load/Link Xero Contacts - Onboarding

During the initial setup, there is the option to link Contacts from Xero to Debtors in Paybiz. You can also create new Paybiz Debtors for Xero Contacts

Click the **Load Xero Contacts** button on the Xero tab of Company Details

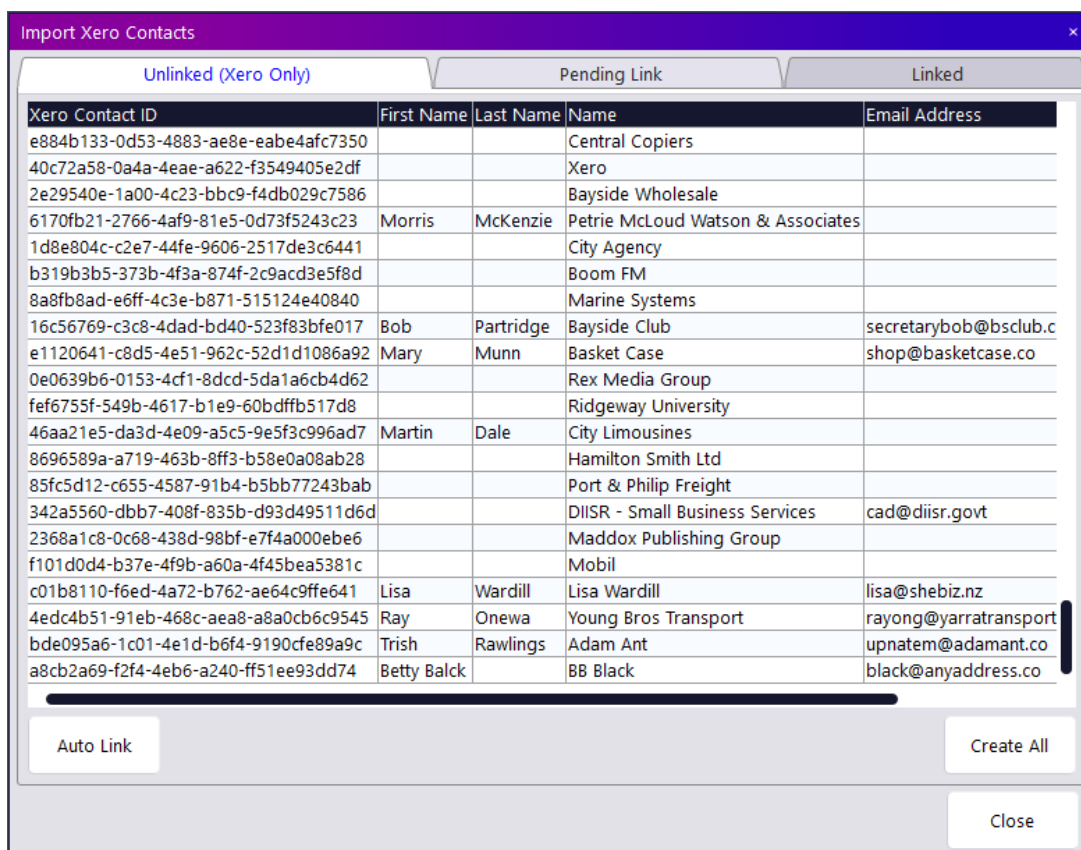


Figure 5: Import Xero Contacts

Button/Action	Description
Auto Link	Attempt to automatically link the Xero contacts with existing Paybiz Debtors. Use the email address to identify any matches. If matches are found, they will be moved to the Pending Link tab for review.
List of Xero Contacts	Double click on any row to view the Xero Contact details. Double click on the Debtor field on the Link Xero Contact window to pick a Paybiz Debtors and click Link to manually link the selected contact to the chosen Paybiz Debtor (see below).
Create All	Click to import all the unlinked contacts from Xero and create them as new Debtors in Paybiz.

Manually Link Xero Contact

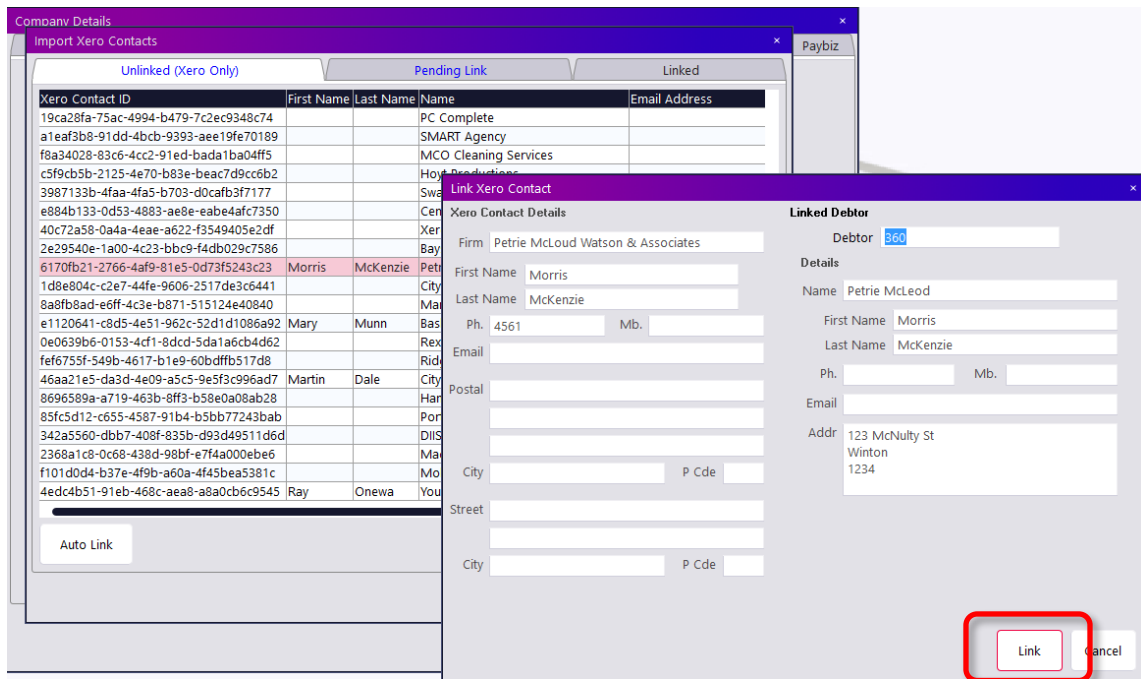


Figure 6: Manually link Xero Contact to Paybiz Debtor

Process Pending Links

Click **Apply All** on the **Pending Link** tab to create links between the Xero Contacts and Paybiz Debtors.

The rows will move to the **Linked** tab and the Xero Contact ID will be set as the **External ID** on the Paybiz Debtor record.

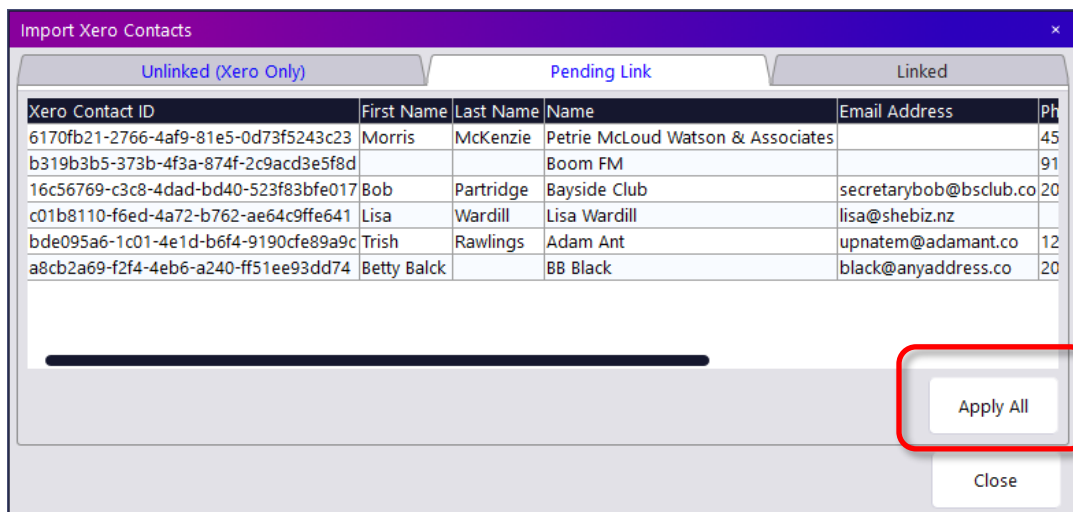
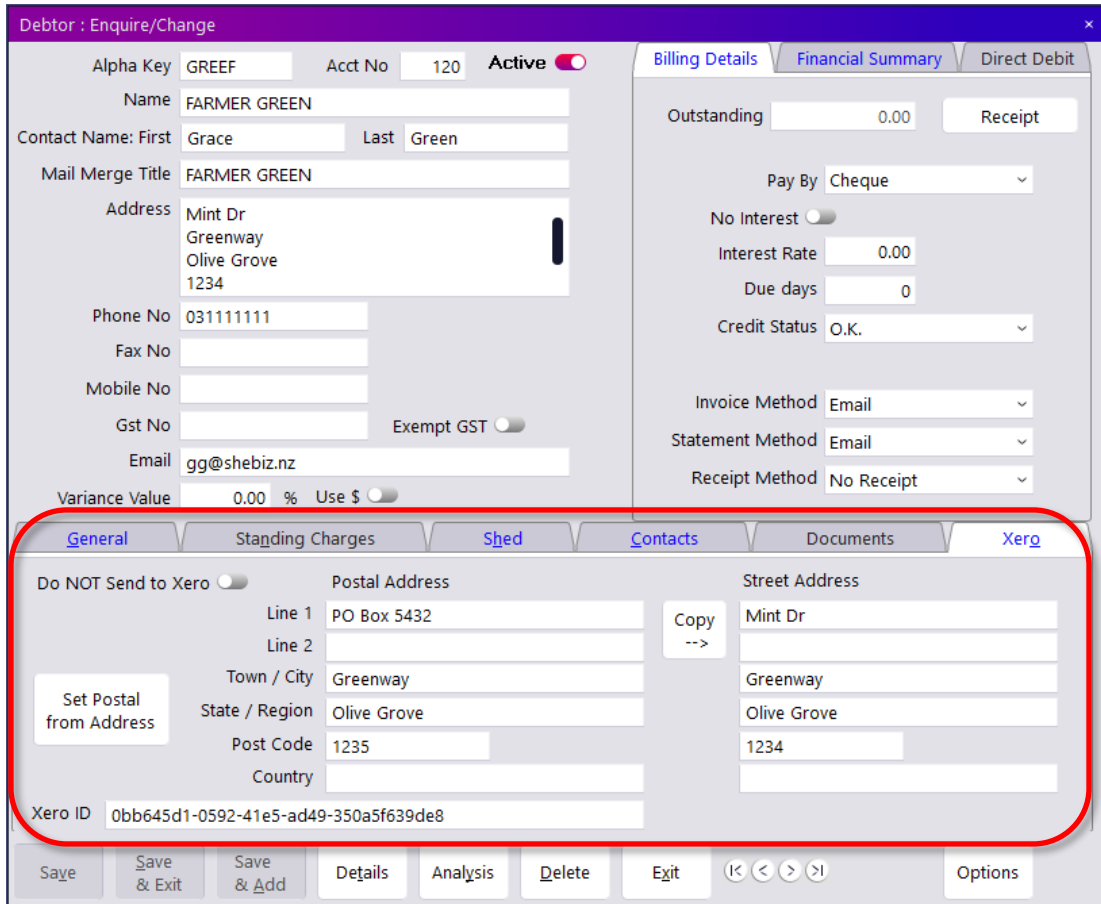


Figure 7: Pending Links

Debtor Setup

PayBiz main menu > Debtors > Debtors > Xero tab



The screenshot shows the 'Debtor : Enquire/Change' window with the 'Xero' tab selected. The 'Xero' tab contains the following fields and controls:

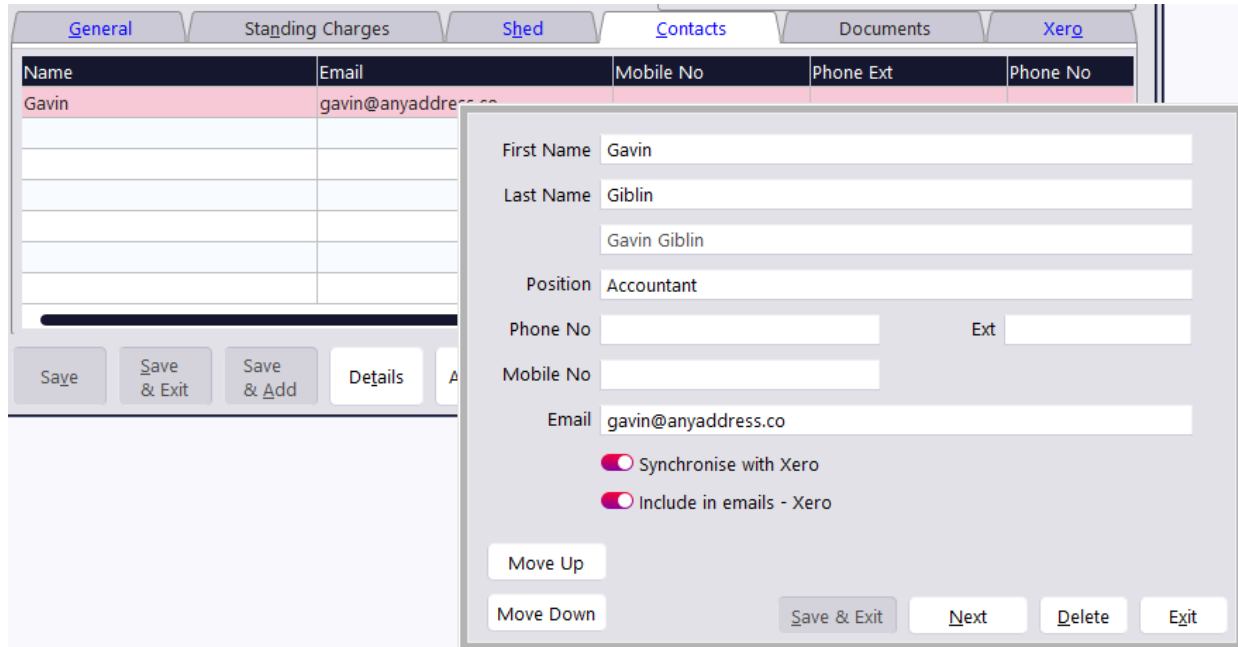
- Do NOT Send to Xero:** A toggle switch currently turned off.
- Postal Address:** Fields for Line 1 (PO Box 5432), Line 2, Town / City (Greenway), State / Region (Olive Grove), Post Code (1235), and Country.
- Street Address:** Fields for Street Address (Mint Dr), Greenway, Olive Grove, and 1234.
- Set Postal from Address:** A button to populate the postal address from the street address.
- Copy -->:** A button to copy the postal address to the street address.
- Xero ID:** A text field containing the ID '0bb645d1-0592-41e5-ad49-350a5f639de8'.

Figure 8: Xero tab on Debtor Screen

Field	Description
Do NOT send to Xero	Set to exclude this Debtor, their contacts and invoices from being sent to Xero
Postal Address Street Address) Address details to send to Xero)
Set Postal from Address	Click to attempt to populate the Postal Address from the free text address above
Copy -->	Click to copy the Postal Address to the Street Address
Xero ID	The Xero Client ID returned from Xero when this Debtor is linked/created in Xero Removing this will unlink the Debtor. The Debtor will be re-linked when the next synchronisation occurs.

Debtor Contacts

PayBiz main menu > Debtors > Debtors > Contacts tab



The screenshot shows the 'Contacts' tab in the PayBiz interface. A table lists contacts, with 'Gavin' selected. A modal form is open for editing the contact details. The form fields are as follows:

Name	Email	Mobile No	Phone Ext	Phone No
Gavin	gavin@anyaddress.co			

Modal Form Fields:

- First Name: Gavin
- Last Name: Giblin
- Full Name: Gavin Giblin
- Position: Accountant
- Phone No: [] Ext: []
- Mobile No: []
- Email: gavin@anyaddress.co
- Synchronise with Xero
- Include in emails - Xero

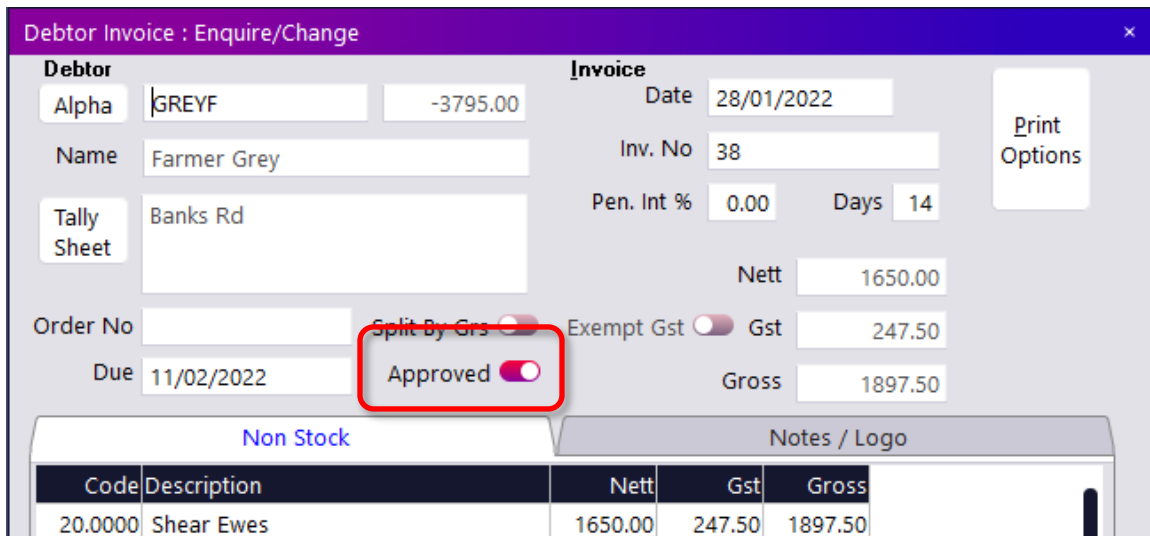
Buttons: Move Up, Move Down, Save & Exit, Next, Delete, Exit.

Figure 9: Debtor Contact

- Paybiz Contacts create Contact Persons in Xero
- Debtor Contacts can be used to send multiple email addresses to Xero
- You must use a separate contact for each additional email address
- **Include in emails - Xero** - Matches the setting in Xero for Contact Persons and is used to identify recipients for Xero Emailed Invoices if **Request Invoice Emails** is set in the Xero synchronization schedule
- Only **First Name**, **Last Name** and **Email** are sent to Xero
The other fields are only used in Paybiz

Debtor Invoices

PayBiz main menu > Debtors > Debtor Invoices



Debtor Invoice : Enquire/Change

Debtor
Alpha: GREYF -3795.00
Name: Farmer Grey
Tally Sheet: Banks Rd
Order No:
Due: 11/02/2022

Invoice
Date: 28/01/2022
Inv. No: 38
Pen. Int %: 0.00 Days: 14
Nett: 1650.00
Gst: 247.50
Gross: 1897.50

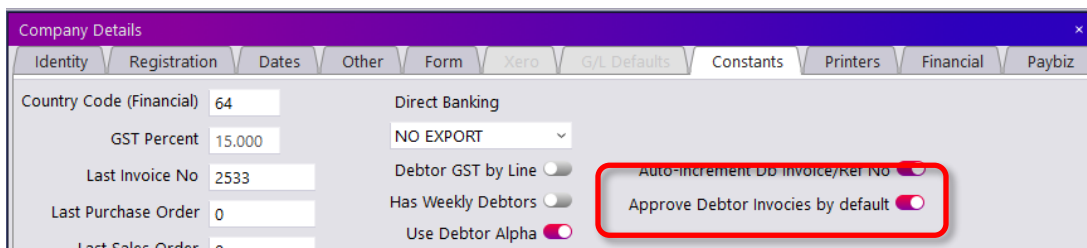
Print Options

Split By Grs Exempt Gst Approved

Non Stock		Notes / Logo		
Code	Description	Nett	Gst	Gross
20.0000	Shear Ewes	1650.00	247.50	1897.50

Figure 10: Debtor Invoice - Approved

- Invoices are sent as 'Authorised' to Xero
This is determined by the **Approved** slider on the Debtor Invoice screen
- Debtor Invoices in Paybiz are **Approved** by default
This behaviour can be changed in **Company Details > Constants tab**



Company Details

Identity | Registration | Dates | Other | Form | Xero | G/L Defaults | Constants | Printers | Financial | Paybiz

Country Code (Financial): 64
GST Percent: 15.000
Last Invoice No: 2533
Last Purchase Order: 0
Last Sales Order: n

Direct Banking: NO EXPORT
Debtor GST by Line:
Has Weekly Debtors:
Use Debtor Alpha:

Auto-increment Db Invoice/Ref No:
Approve Debtor Invoices by default:

Figure 11: Setting on Company Details to Approve Db Invoices by default

- The Nett for each invoice line is sent. The GST Status is determined from the General Ledger Code associated with the invoice line
- Once an Invoice has been sent to Xero it cannot be edited in Paybiz
- Invoices can be removed in Paybiz by un-invoicing a job/tally sheet
If this is done you will need to manually delete the invoice in Xero otherwise a duplicate invoice will be generated in Xero when the job/tally sheet is invoiced again
- Invoices that have been sent to Xero will have an External Identifier - this comes back from Xero when a Sales invoice is created
This column can be added to the Debtor Invoice Line lookup screen if desired to easily identify invoices that have been sent

Making Invoice Corrections

When payments are received in Xero, the External Identifier for the invoice that is being paid is sent from Xero to Paybiz so we can match the payment with the invoice in Paybiz.

Un-Invoicing deletes the Paybiz invoice. It does not alter the Xero invoice if it has already been sent.

1. If you need to make a change to an invoice that has already been sent to Xero, you can Un-Invoice in Paybiz and manually delete the invoice in Xero.
When the job/tally sheet is invoiced again the new invoice will be sent to Xero and a new External ID will be returned to Paybiz.

The danger is if the client then pays on the original Xero invoice the payment will be linked to the original invoice external ID. Obviously this will cause a problem trying to import the receipt into Paybiz as that external ID no longer exists.

2. Alternatively, you can copy the External ID from the Invoice BEFORE you un-invoice the tally sheet:
 - a. When the Tally sheet is UN-Invoiced, the External ID of the invoice will display in a separate window.
 - b. Make the required changes to the tally sheet and re-invoice. On the new invoice paste the External ID into the field on the Notes tab of the Debtor Invoice screen.
 - c. In Xero manually adjust the corresponding invoice there and send it again.
The External ID is preserved in this case, so any receipt made will be matched against the correct invoice in Paybiz.
 - d. Close the separate window with the External ID.

General Ledger Setup

PayBiz main menu > Ledger > Analysis Codes

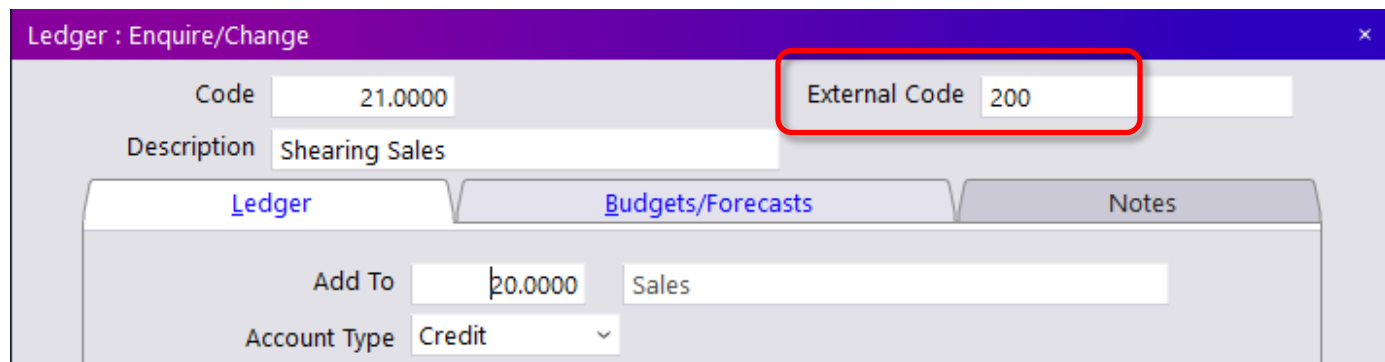


Figure 12: GL Analysis Code Setup for Xero

- For any GL codes that will be used on an invoice, you need to set the External Code to the corresponding code in the Xero Chart of Accounts.
- If the External Code is missing, the Default Xero Sales Account Code defined on the Xero tab of Company Details will be used.

Xero Interface Synchronisation

PayBiz main menu > File > System > System Functions

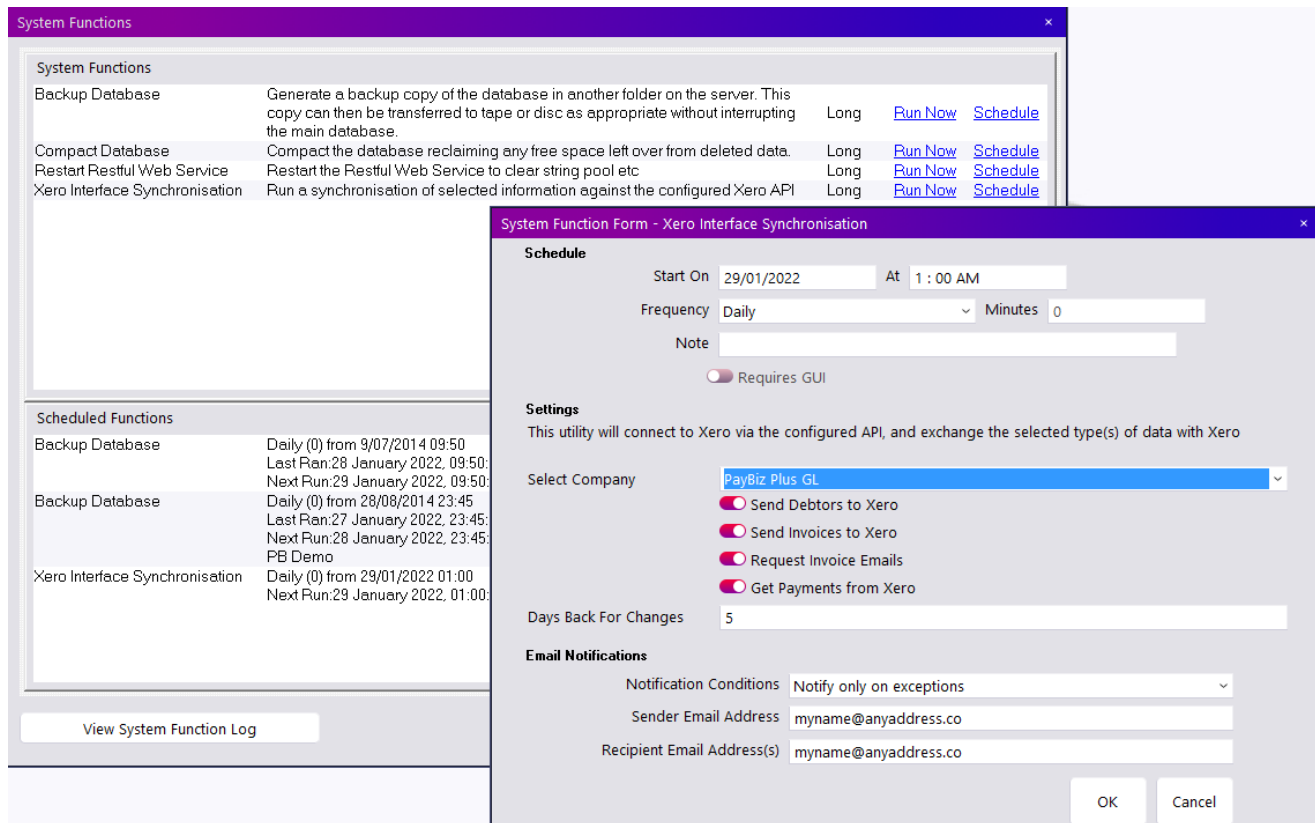


Figure 13: Xero Interface Synchronisation example

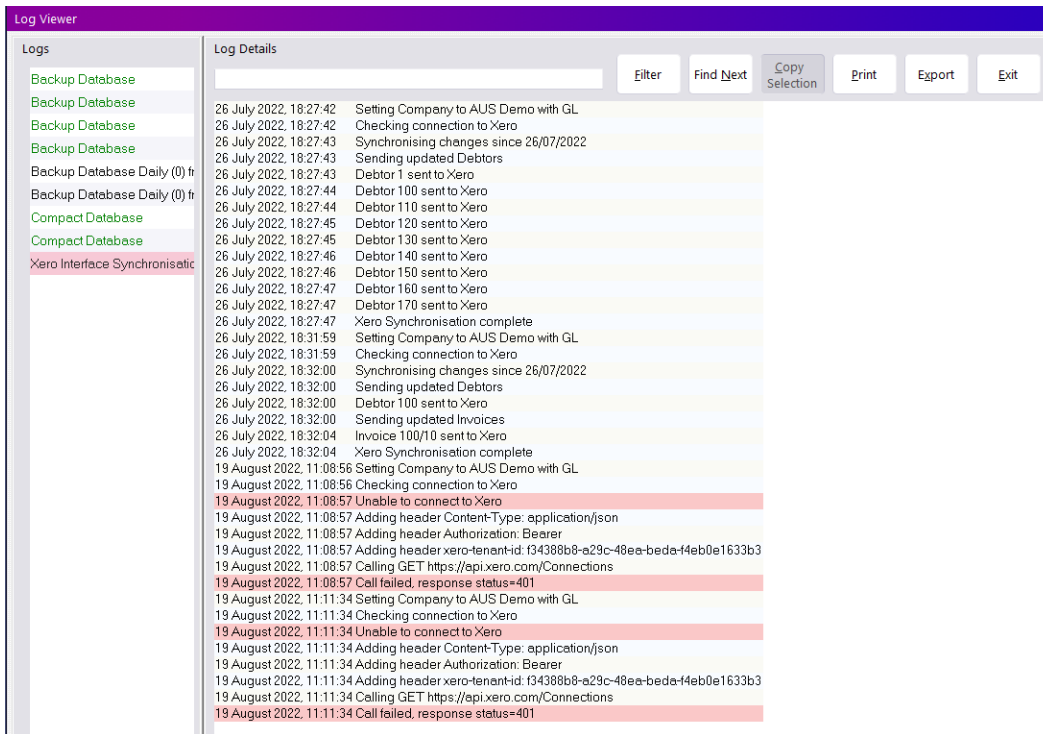
Field	Description
Start On At Frequency Minutes) Enter the schedule frequency details)
Note	Enter any relevant notes
Requires GUI	Leave NOT set
Select Company	Select the Paybiz company. Multi-company systems will need to create a separate schedule for each company.
Send Debtors to Xero	New Debtors will create new Contacts in Xero New Debtor Contacts will create new Contact Persons in Xero Changes to Debtors or Debtor Contacts will update the linked Contact in Xero

Continued...

Field	Description
Send Invoices to Xero	New Debtor invoices in Paybiz will create new Invoices in Xero
Request Invoice Emails	Instructs Xero to send Invoice Emails for the new invoices
Get Payments from Xero	Retrieve payments entered into Xero and allocate to the linked invoices in Paybiz
Days Back for Changes	The number of days to look back for invoices in Paybiz and receipts in Xero
Email Notifications	Select the desired emailing notifications and the email address for these

Synchronisation Log File

PayBiz main menu > File > System > System Functions > View System Function Log



The screenshot shows the 'Log Viewer' application window. On the left, there is a 'Logs' sidebar with a tree view containing categories: Backup Database, Compact Database, and Xero Interface Synchronisation. The main area is titled 'Log Details' and contains a list of log entries. Each entry includes a timestamp, a category, and a description. Several entries are highlighted in red, indicating errors. The error messages are: '19 August 2022, 11:08:57 Unable to connect to Xero', '19 August 2022, 11:08:57 Call failed, response status=401', and '19 August 2022, 11:11:34 Unable to connect to Xero'. Above the log list, there are buttons for 'Filter', 'Find Next', 'Copy Selection', 'Print', 'Export', and 'Exit'.

Figure 14: System Function Log

Errors show with a red background.

Common Errors

Error	Unable to connect to Xero. Call failed, response status=401 or Call failed, response status=403 Or Exception Code 1090 = Attempted access via null object reference in getAccessTokenRequestErrorMessage (333)
Cause	Xero security Token has expired.
Solution	<p>Refresh the token:</p> <ul style="list-style-type: none"> • PayBiz main menu > File > Company > Company Details > Xero tab • Double click in the Xero Authorised Token field • Display the selected token • Click the Setup button to open a browser window at the Xero login screen • Log in to Xero using your Xero credentials • Complete the Xero 2-Factor Authentication • A Xero web page will open with Paybiz wants Access to: • Select the relevant Xero Company and click Allow Access
Error	The contact name COMPANY LTD is already assigned to another contact. The contact name must be unique across all active contacts.
Cause	There is an active Xero contact with this name that is not linked to the Paybiz Debtor with the same name.
Solution	Change the Contact name in Xero so the new Debtor in Paybiz can be created in Xero. OR Go to Load Xero Contacts on the Xero tab of Company Details and link the contact to the Paybiz debtor.
Error	Unable to send debtor 1630: The Account Number already exists. Please enter a different Account Number.
Cause	The Paybiz debtor with this account number does not have a Xero ID or does not match the contact in Xero with this account no.
Solution	Check in both Xero and Paybiz for account number 1630 and correct the details as needed.
Error	Unable to send debtor 1580: The specified contact details matched an archived contact. Archived contacts cannot currently be edited via the API.
Cause	The Xero Contact with account no 1580 has been archived.
Solution	Un-Archive the Contact in Xero.

Continued...

Error	Unable to send invoice for debtor 400:One or more line items must be specified
Cause	There is an invoice in Paybiz with no lines.
Solution	<ul style="list-style-type: none"> • In Paybiz go to Debtors > Debtors • Change the filter to All Debtors by Account No • Display debtor 400 • Click Details button and view the Transactions History • Check the invoices for one with no lines and either delete or correct it.
Error	Unable to create receipt for external ID cd791e42-3807-4548-8e71-f3ff878eaff8 - No Invoice found for external ID: 0667c66e-946e-4707-a2ff-a8d91c555510, Xero Contact: SOMETHING FARMS, Amount: 7654.65
Cause	There is no invoice in Paybiz that matches the Xero invoice for the receipt. <ol style="list-style-type: none"> The Tally Sheet may have been un-invoiced and a new invoice created with a new Xero ID. The receipt may not for a Paybiz invoice.
Solution	<ol style="list-style-type: none"> Check for duplicate invoices in Xero. Either: <ol style="list-style-type: none"> Process the receipt manually in Paybiz Or: Update the Xero ID of the matching Paybiz Invoice to the invoice external ID in the log (0667c66e-946e-4707-a2ff-a8d91c555510) Ignore if the receipt is not related to a Paybiz invoice.
Error	Unable to create receipt for external ID 6003edd8-8c52-4e2f-b560-1d70edc639fe - No Debtor found for external ID: b0e96a95-e8e5-4faa-88e7-cbd8cc65beab, Xero Contact: TELECOMS COMPANY PTY LTD, Amount: 1234.00
Cause	There is no Paybiz debtor with that Xero ID.
Solution	Ignore if this is not a Paybiz related receipt. Otherwise, check the Xero Contact has the Paybiz account no and the Paybiz Debtor has the Xero ID that matches the external ID in the log (b0e96a95-e8e5-4faa-88e7-cbd8cc65beab).
Error	Unable to create receipt for external ID 96bc2c8a-2f49-4000-a6b9-9622491f30ce - Period is closed
Cause	The receipt cannot be saved in Paybiz because the date of the receipt is in a closed month.
Solution	<ul style="list-style-type: none"> • Go to Tools > Period Balances and display the relevant Period. • Click Open Period • Click System Wide Period Open • Click Open <p>Remember to close the period again once the synchronisation has completed.</p>