



XERO SETUP GUIDE

Abstract

Guidelines for integrating Eazy Collect with Xero to issue invoices, collect payment by Direct Debit and reconcile payments back into Xero automatically.

Will Martin

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1. Introduction

Our Xero integration is a simple self-managed solution to connect invoicing within Xero to our market leading Direct Debit platform, Eazy Customer Manager.

Setting up customers

The system covers two possible scenarios:

A customer that exists within Xero, but not in Eazy Customer Manager

In this scenario, the system allows you to create invoice templates which include a pay-link to Eazy Collect's Xero Integration. By clicking on the link, the customer can create a user account in our system where they can sign up by Direct Debit, view pending, paid and unpaid payments and update their bank details. Future invoices raised for that customer in Xero will be picked up and scheduled into Eazy Customer Manager providing they are on an invoice template that has been enabled for Direct Debit. Alternatively, you can setup the Direct Debit on their behalf if authorised.

A customer that exists within Xero, but already exists within Eazy Customer Manager

Where a customer exists in both Xero and Eazy Customer Manager, it is possible using the administration interface in our integration to identify customers in Xero and connect them to customers within Eazy Customer Manager. If no ad-hoc contract already exists then a new ad-hoc contract is created to carry the Xero invoice payments. Again, any new invoices raised will be scheduled for payment within Eazy Customer Manager providing they are on an invoice template that has been enabled for Direct Debit.

Marking payments as paid

The integration will also check the status of payments between three and five working days following the collection date and update the Xero invoice payment status based on the response from Eazy Customer Manager.

2. Link Eazy Collect Account

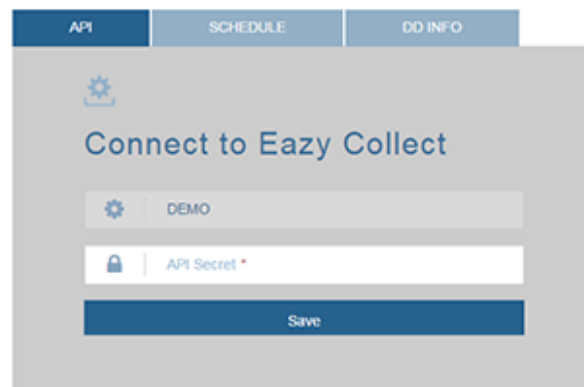
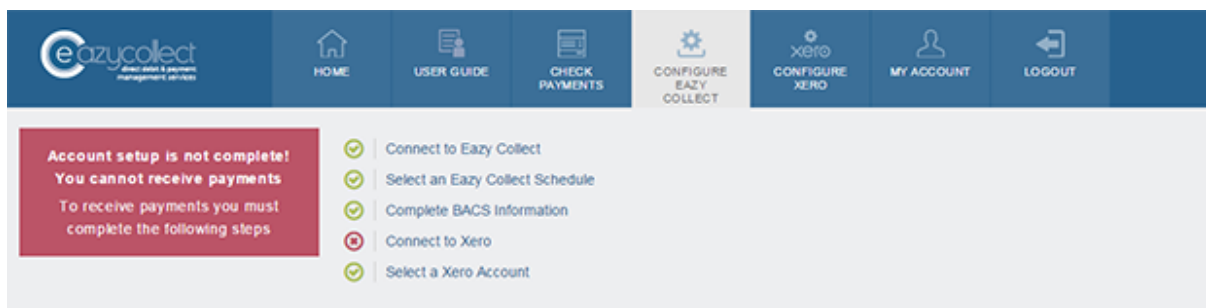
Please have the email from Eazy Collect that contains your API and Service User Number (SUN) details to hand as you will need these to complete registration.

The system works on a one user account to one Xero "company" basis, as a result, you will only be able to set up one account from which to administer the Xero link.

After creating your account, click on the "Configure Eazy Collect" button in the top menu.

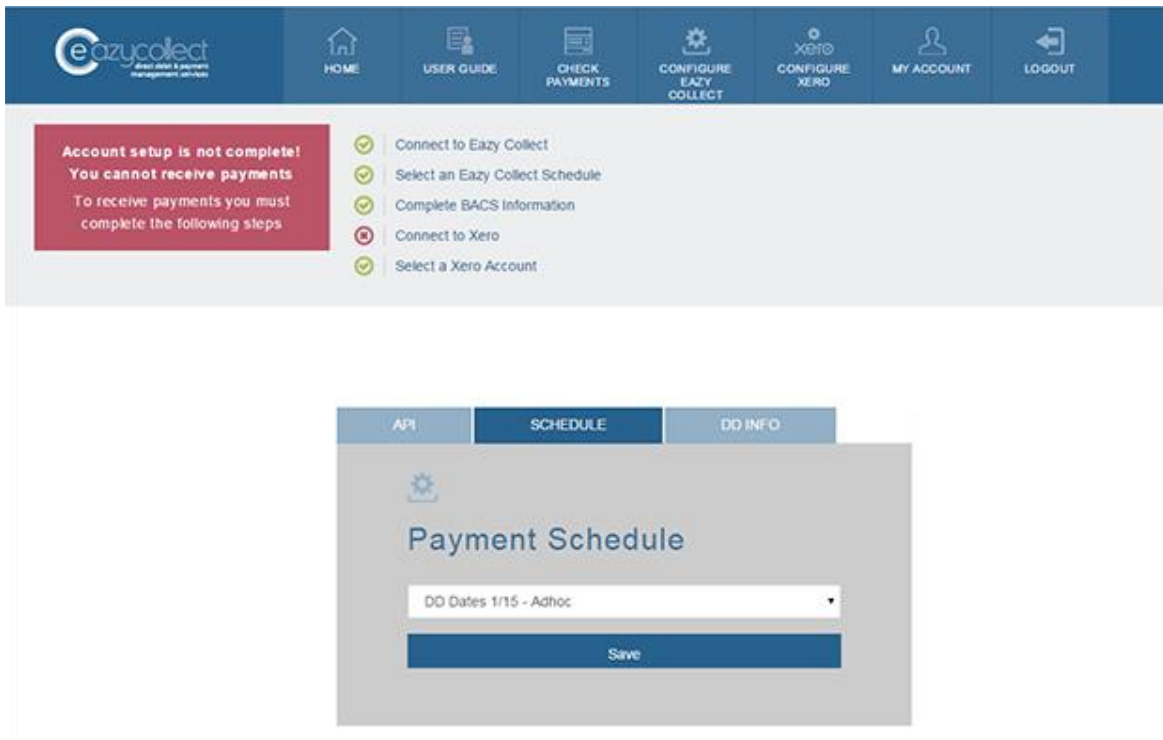
Connect to Eazy Collect

On the API tab, type in your client code and API Secret and click Save.



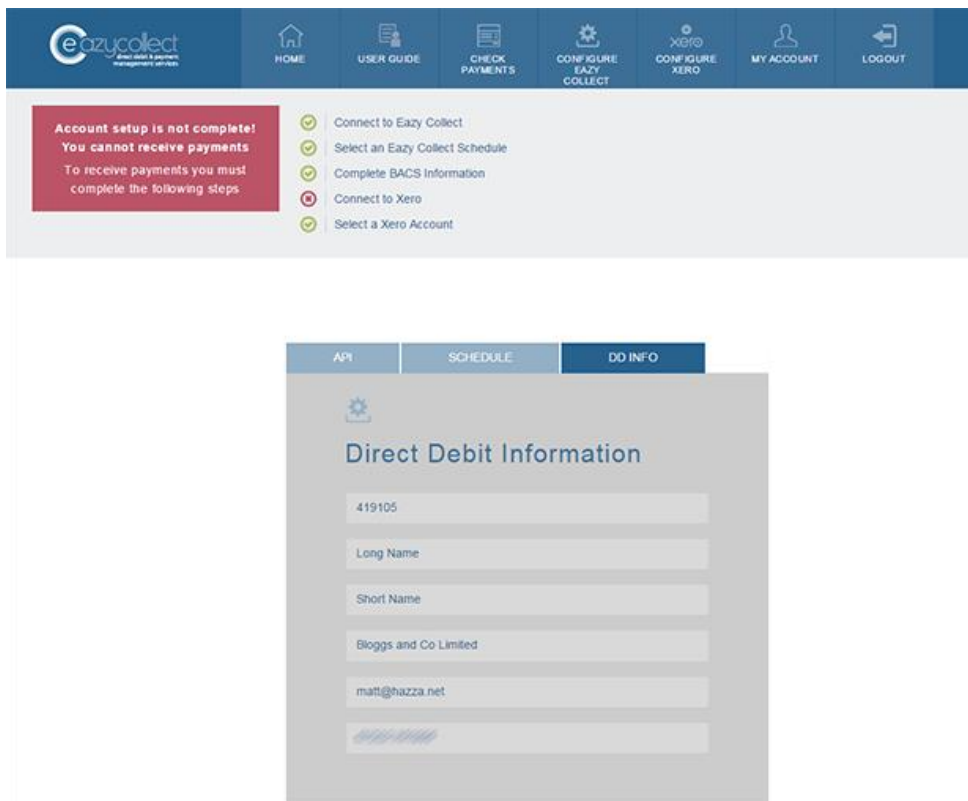
Select a Payment Schedule

On the schedule tab, select a schedule to be used and click Save. Please note: in order for the signup process to work, you must select and Ad-hoc Schedule. If you are unsure which schedule to use, please contact Eazy Collect Client Services and they will help you identify it.



Enter Direct Debit Information

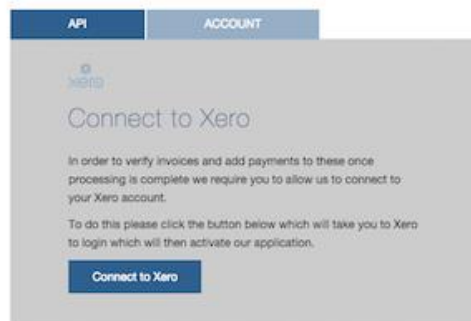
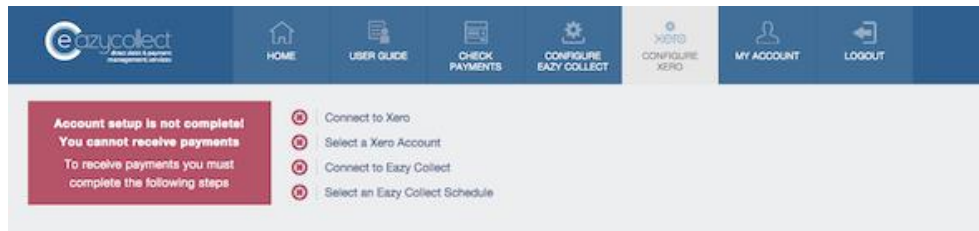
And finally on the DD Info tab, enter your Service User Number (SUN), SUN long and short names, company name, customer service email address and telephone number to complete the link with Eazy Collect.



3. Linking Your Xero Account

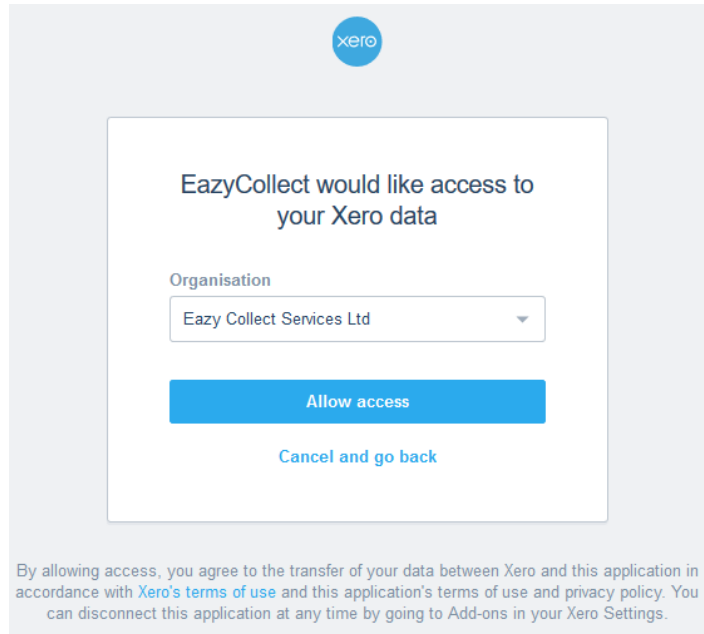
Connect to Xero

Now, go to configure Xero in the menu and click connect to Xero.



Authorize the Application

You'll be taken to the Xero website, where you'll need to login using your Xero account credentials then select the Xero organisation you'd like to use and click authorise.

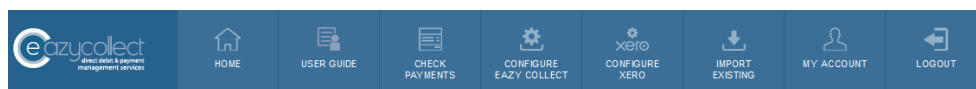


Select Xero Account and Branding Themes

On the Account tab select the Xero account for payments to be made to in Xero using the drop-down box.

Select the branding themes that you wish to use to collect by Direct Debit; the names here will coincide with the names of the branding themes you have created within Xero. If you don't select any branding themes, then all invoices will be collected by Direct Debit. There is also an option to set your preference for invoices with no theme, this is to cover niche cases, please only use if you have spoken to Eazy Collect in this regard.

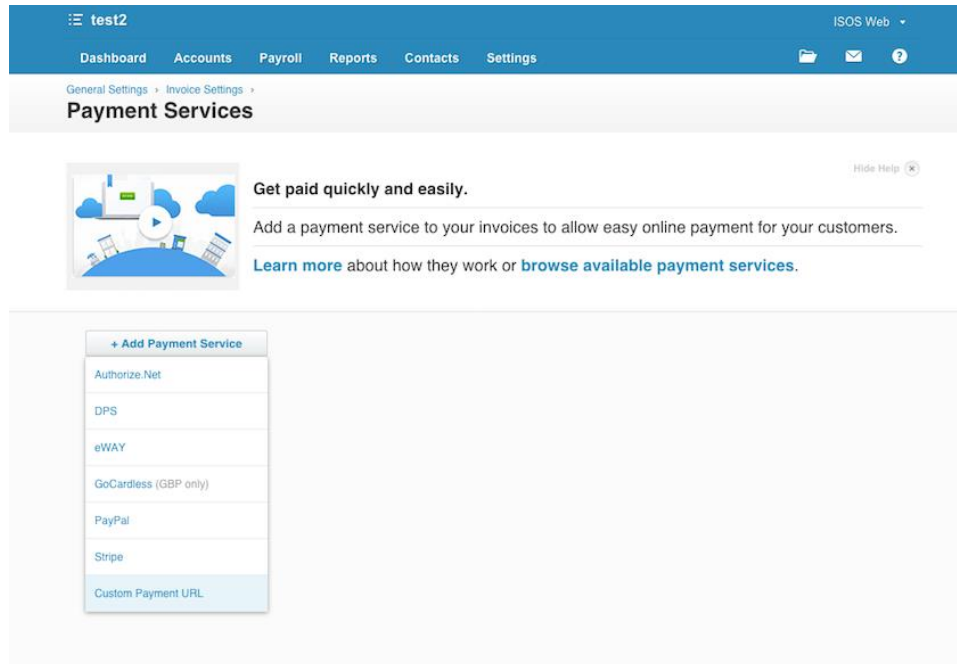
Click "save" when you've finished.



4. Add a payment URL to a Xero Theme

Configure Payment Service

Next we need to set the payment URL for the payment button that is sent to customer. This can be done by going to <https://go.xero.com/Settings/PaymentGateways> then clicking 'Add payment service' and selecting 'Custom payment URL'.

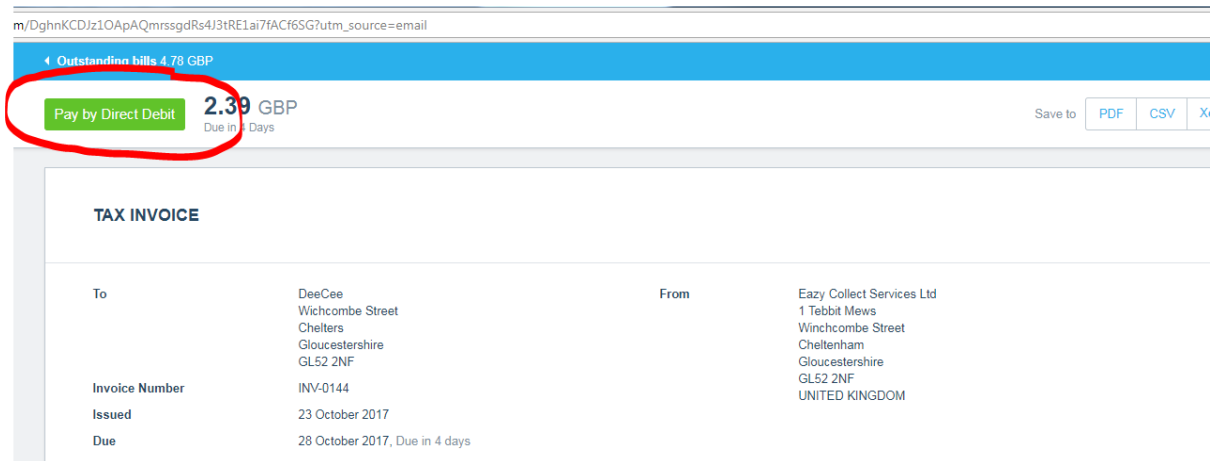


Add Custom Payment URL

Then typing in Name of Eazy Collect and then pasting in your custom URL of **[https://customer.xo.eazycollect.co.uk/pay/\[SHORTCODE\]/\[INVOICENUMBER\]](https://customer.xo.eazycollect.co.uk/pay/[SHORTCODE]/[INVOICENUMBER])** ensuring that there are *no spaces* before or after the URL.

A screenshot of the 'Edit Custom URL' dialog box. It has a title bar with 'Edit Custom URL' and a close button. The main content area contains a paragraph explaining that a custom URL is designed for payment services that Xero does not officially integrate with, and that the URL should contain placeholders for invoice data. Below this, it lists the placeholders: [INVOICENUMBER], [CURRENCY], [AMOUNTDUE], and [SHORTCODE], and provides an example URL: 'https://www.paymentservice.com/?invoiceNo=[INVOICENUMBER]¤cy=[CURRENCY]&amount=[AMOUNTDUE]&shortCode=[SHORTCODE]'. A note asks the user to talk to the payment service provider regarding the URL. There are three input fields: 'Name (as you would like it to appear)' with 'EazyCollect' entered, 'Your custom URL' with 'Http://customer.xo.eazycollect.co.uk/pay/[SHORTCODE]/[INVOI' entered, and 'Pay now text (as shown on an online invoice - max 30 characters)' with 'Pay with credit card' entered. At the bottom, there are 'Save' and 'Cancel' buttons.

Add 'Pay by Direct Debit' to the Pay now text box above. It will show on invoices emails as shown below:



Add Payment Service to Invoices

You'll then need to apply the payment service to your branding theme, by clicking "Manage themes" and choosing the theme that you use for your invoices and clicking save.

Please note: you must select Eazy Collect from the "Credit card service" dropdown as opposed to "Direct debit":

The dialog box is titled 'Apply Service to Branding Themes' and contains a table for configuring payment services for different branding themes. The table has four columns: 'Branding theme name', 'Credit card service', 'PayPal', and 'Direct debit'. The 'Standard' theme has 'Eazy Collect' selected for the credit card service, while 'Special projects' and 'Very orange invoice!' have 'None' selected for all three services. At the bottom of the dialog are 'Save' and 'Cancel' buttons.

Branding theme name	Credit card service	PayPal	Direct debit
Standard	Eazy Collect	None	None
Special projects	None	None	None
Very orange invoice!	None	None	None

5. Configuring the Theme

If your customers already exist in Xero **and** Eazy Collect, follow section 7 below to link the individual accounts first.

The steps below assume your customer has already been setup in Xero and you simply want to raise an invoice and collect payment by Direct Debit.

Once you've connected Xero to Eazy Collect and assigned a **Payment Service** (instructions in steps 1-3 above), you can now change the settings on your Invoices to coincide with collecting payments via Direct Debit:

1. From your Xero Dashboard, click **Settings**
2. Under **Features**, select **Invoice Settings**
3. Click **New Branding Theme**, give it a name, e.g. **Direct Debit**, change the **Payment Services (Credit Card)** drop-down as shown below to the service that you added in section 4 above to link the Direct Debit payment service. This ensures the Pay Now button links to the direct debit setup page.

New Branding Theme

Name:

Page size: A4 US Letter

Top margin: Bottom margin: Address padding:

Font: Font size:

Measure in: cm inches

Draft Invoice title:

Approved Invoice title:

Overdue Invoice title:

Credit Note title:

Statement title:

Draft Purchase Order title:

Purchase Order title:

Draft Quote title:

Quote title:

Remittance Advice title:

Receipt title:

Show tax number
 Show column headings
 Show item code
 Show unit price & quantity
 Show payment advice cut-away
 Show tax column
 Show registered address
 Show logo
 Hide Discount
 Show Contact Account Number

Show tax subtotals by:

Show currency conversion as:

Payment Services (Credit Card):

Payment Services (PayPal):

Payment Services (Direct debit):

Logo alignment: Left Right

Show taxes as: Exclusive Inclusive

Enter your contact details as they should appear at the top of all PDFs you print or send

Demo Company (UK)
23 Main Street
Central City
Marineville
MV12 3CC

Terms & Payment Advice (Invoice and Statement):

Terms (Quotes):

4. Click **SAVE**.
5. Now to set up Email templates, within the **Settings** section, click **Email Settings**. Click **Edit** next to **Templates**
6. Add Invoice template(s) as required.

6. Setting up a Customer and Raising their 1st Invoice

To add a *Customer*, click **Contacts** -> **Customers**, then click the green **Add Contact** button.

As a minimum, add the company name, contact name and email address, then scroll down and click the **SAVE** button

Next we need to create an invoice and setup the direct debit:

When creating a New Invoice, choose the **Customer**, then select **New, Sales invoice** or **New, Repeating sales invoice** as necessary. It's possible to have different Brands which define which email template gets sent and which Pay Button is assigned. Ensure you have the one you setup above assigned to the invoice for collecting by Direct Debit.

Sales > Invoices >

New Invoice

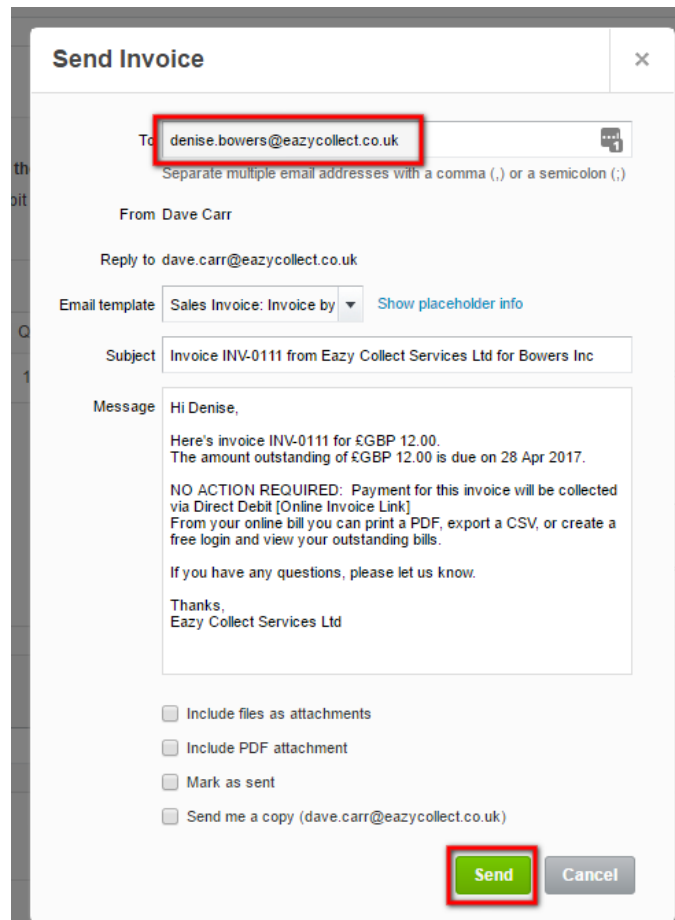
Date	Due Date	Invoice #	Reference	Branding
19 Jan 2016		INV-0031		Direct Debit

Am

Description	Qty	Unit Price	Disc %	Account	Tax Rate
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1. Once details are added, click **Approve**
2. Next you need to get the Direct Debit setup to collect payment for the invoice(s). To do this, go to **Business** -> **Sales overview**, then select **See all** next to *Invoices* and click on the invoice number on the left hand side.

3. Now, click **Email** button, and select your email template. You can either send to your *customer* to setup their Direct Debit, or replace their email with *yours* at the top and send the invoice to *yourself* for you to complete the Direct Debit details **provided you have obtained authorisation to setup the DD**. Then click **Send**



Send Invoice [X]

To: **denise.bowers@eazycollect.co.uk** 1
Separate multiple email addresses with a comma (,) or a semicolon (;)

From: Dave Carr

Reply to: dave.carr@eazycollect.co.uk

Email template: Sales Invoice: Invoice by [Show placeholder info](#)

Subject: Invoice INV-0111 from Eazy Collect Services Ltd for Bowers Inc

Message: Hi Denise,
Here's invoice INV-0111 for £GBP 12.00.
The amount outstanding of £GBP 12.00 is due on 28 Apr 2017.
NO ACTION REQUIRED: Payment for this invoice will be collected via Direct Debit [Online Invoice Link]
From your online bill you can print a PDF, export a CSV, or create a free login and view your outstanding bills.
If you have any questions, please let us know.
Thanks,
Eazy Collect Services Ltd

Include files as attachments
 Include PDF attachment
 Mark as sent
 Send me a copy (dave.carr@eazycollect.co.uk)

Send Cancel

Upon receipt of the first invoice email, *you* or *your* customer will need to click the **Pay by Direct Debit** button to set up the direct debit to pay the invoice. This needs to be done **once only**, then all future invoices will be collected by direct debit automatically without any intervention from *you* or *your* customer. i.e. the emailed invoice will be for information only.

Pay by Direct Debit
12.00 GBP
Due in 7 Days
Save to [PDF](#) [CSV](#) [Xer](#)

Questions or comments about this bill?

TAX INVOICE

To	Bowers Inc	From	Eazy Collect Services Ltd
Invoice Number	INV-0111		1 Tebbit Mews
Issued	21 April 2017		Winchcombe Street
Due	28 April 2017, Due in 7 days		Cheltenham
			Gloucestershire
			GL52 2NF
			UNITED KINGDOM

Description	Quantity	Unit Price	VAT	Amount GBP
Setup Fee	1.00	10.00	20%	10.00
				Subtotal
				10.00
				Total VAT 20%
				2.00
				Amount Due GBP 12.00

Note: If you completed the direct debit instruction on behalf of your customer, remember to send the invoice email to your customer.

- After clicking the **Pay by Direct Debit** button, *you* or your *customer* will be directed to a page to create a contract. There is also a LOGIN tab in case the customer already exists in our Middleware and doesn't need to setup a new account. Please note, this is a totally separate login to ECM3 and you or your customer will need to set up a new account in order to continue if you haven't already. Creating an account is optional, the customer doesn't have to enter a password if they don't want to.

LOGIN
CREATE CONTRACT

Create Contract

Registration Details

Email Address*

You are not required to set a password for your account. If you choose not to a random one will be assigned to your account.

Password

Confirm Password

Personal Details

Title*

First Name*

5. This is an 'all in one' sign up page with the Personal Details and Account Details being entered below the email address:

Personal Details

Title*

First Name*

Surname*

Company Name

Home Phone Number

Mobile Phone Number

Address Line 1*


Address Line 2

Address Line 3

Address Line 4

Post Code*

Account Details



You have chosen to set up a Variable Direct Debit. Subject to your rights under The Direct Debit Guarantee, this will automatically debit payments due on your account from your bank or building society account. If you are a joint signatory on the account, a paper direct debit instruction must be completed offline

Account Holder Name*

Account Number*

Bank Sort Code*

Please tick to confirm you are the only person required to sign for this account


6. Once the details have been entered, you will get a confirmation screen:

Confirm Account Details

Please confirm whether the details shown below are correct. If not, please click on Change. If they are correct, please click on Confirm.

Service User Number:	999999
Account Holder Name:	ABC Ltd
Account Number:	00000000
Sort Code:	300000
Are you the only person to sign for this account:	Yes

[Change](#)




The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit TestSUN will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request TestSUN to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by TestSUN or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when TestSUN asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us The Direct Debit Guarantee

[Confirm](#)

7. FINALLY, CLICK **PAY INVOICE** ON THE SCREEN BELOW:



Direct Debit – Complete

You have successfully set up a Direct Debit for your account.

Today's Date:	29/02/2016
Customer Reference Number:	
Service User Number:	999999
Account Holder Name:	ABC Ltd
Account Number:	00000000
Sort Code:	300000
Are you the only person to sign for this account:	Yes

Banking

The company name which will appear on your Bank Statement against the Direct Debits will be "Tes SUN".

Your Direct Debit Instruction will be confirmed to you by email or post within 5 working days. We will also notify you of the amount being collected at least 10 working days prior to the first collection. Any changes to the frequency or amount of your collections will be advised to you 10 working days in advance.

Instruction to your Bank or Building Society

Please pay TestSUN from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with TestSUN and, if so, details will be passed electronically to my Bank/Building Society.

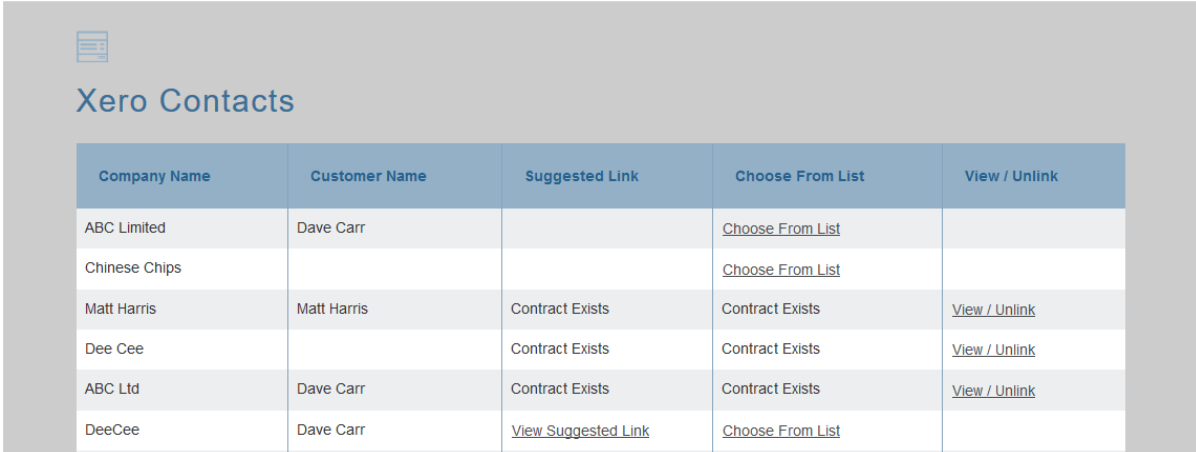
[Pay Invoice](#)

8. All future invoices will now be collected automatically and the dates/amounts controlled entirely by XERO. Successful payments will be logged automatically and reconciled into Xero.

7. Matching Existing Xero and Eazy Collect Customers

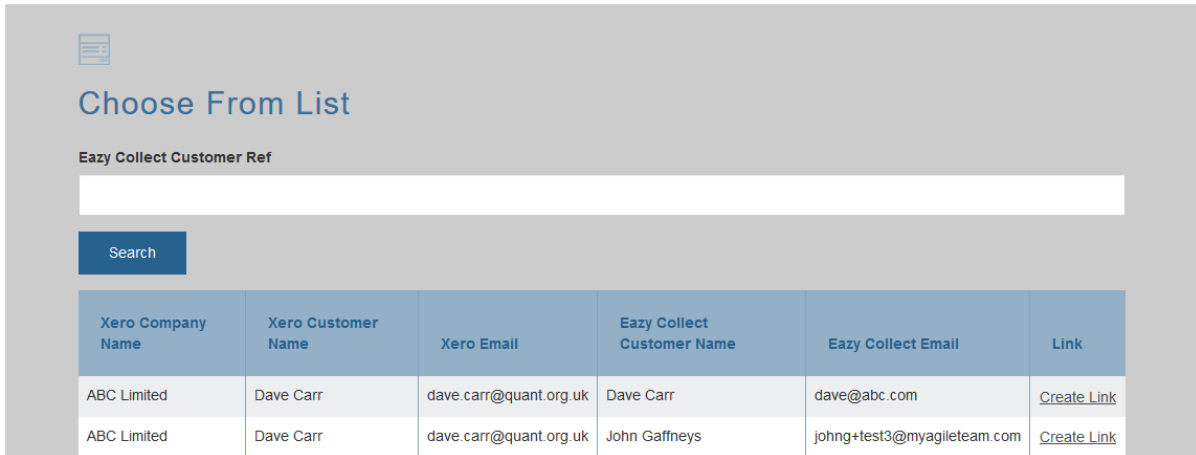
Where you have accounts that exist in both systems, there needs to be a manual matching process to link the 2 accounts together before invoicing can begin.

Login at <https://client.xo.eazycollect.co.uk> Go to **Import Existing** tab. From here you can view all of your Xero Contacts and have options to choose the corresponding ECM3 customer from a list or see the suggested link if there is a match on email address. If a contact has been linked incorrectly then you also have the option to 'Unlink':



Company Name	Customer Name	Suggested Link	Choose From List	View / Unlink
ABC Limited	Dave Carr		Choose From List	
Chinese Chips			Choose From List	
Matt Harris	Matt Harris	Contract Exists	Contract Exists	View / Unlink
Dee Cee		Contract Exists	Contract Exists	View / Unlink
ABC Ltd	Dave Carr	Contract Exists	Contract Exists	View / Unlink
DeeCee	Dave Carr	View Suggested Link	Choose From List	

If you click 'Choose From List' then you will be shown the following screen. The left 3 columns will all contain the same details, from Xero, the next 2 columns contain details from ECM3:



Eazy Collect Customer Ref

[Search](#)

Xero Company Name	Xero Customer Name	Xero Email	Eazy Collect Customer Name	Eazy Collect Email	Link
ABC Limited	Dave Carr	dave.carr@quant.org.uk	Dave Carr	dave@abc.com	Create Link
ABC Limited	Dave Carr	dave.carr@quant.org.uk	John Gaffneys	johng+test3@myagileteam.com	Create Link

The following confirmation screen will appear. If correct, click **Link** button.

Link Customers

Contract
XERUTA-DEF000006
Or Create New Contract

Name
John Gaffneys

Email address
johng+test3@myagileteam.com

Link

Start Again?
Back to list

8. Correcting Erroneous Links

On the “IMPORT EXISTING” tab there is a final column called “View/ Unlink”. This is only available after a customer has been linked between Xero and ECM3. If you have accidentally linked the wrong customer’s together then you can use this button to view the link and ‘unlink’ it if required:

View / Unlink

Xero Company Name	Xero Customer Name	Xero Email	Eazy Collect Customer Name	Eazy Collect Email	Unlink
ABC Limited	Dave Carr	dave.carr@quant.org.uk	John Gaffneys	johng+test3@myagileteam.com	Unlink

Start Again?
Back to list

As this screen shows both the Xero name and Eazy Collect name, it is easy to see when a mistake has happened and click ‘Unlink’.

9. Frequently Asked Questions

When are the payments for new invoices created in Eazy Customer Manager?

New invoices are picked up in a batch between 3pm and 5pm each working day. Once the invoice has been read into the system it will show in your pending payments in the Xero Integration software and as a pending payment in the “Payment History” under the customer record in Eazy

Customer Manager. The integration will schedule the payment for the earliest available collection date in Eazy Customer Manager.

Editing/Cancelling Invoices

Once Invoices have been issued and sent to ECM3, any cancelled invoices or edited amounts will not be changed in the direct debit system. So you must manually login to ECM3 to update the direct debit to reflect any changes as long as it's 5 working days before the collection date.

The only caveat is if changes are made to an issued invoice on the **same day before 4pm**, changes will be carried forward into ECM3.

When are payments marked as paid in Xero?

Direct Debit operates by exception and we receive reports from the bank within two working days of the collection date. The Xero integration will begin checking a payment's status between three and five working days after the payment collection date and automatically mark the invoice as paid within Xero.