



FIRST CLASS SOFTWARE

XERO INTEGRATION

Understanding the basics

First Class Xero Integration is designed to your invoicing within First Class “in sync” with your invoicing in Xero.

The First Class integration uses the Xero API to communicate back and forth with Xero.

Some things move from First Class into Xero, whilst others may flow from Xero into First Class.

The integration includes all elements of managing invoicing and payments including credit notes, overpayments, and changes to invoices.

It is important to understand some of the rules of the Xero API and how it operates.

It’s important to note that the Xero API will NOT allow you to update an invoice if the invoice already has a payment or credit note against it.

The invoice must be completely pending for it to be updated via the API.

For example, if an invoice is created in First Class and that day syncs into Xero and a payment is reconciled onto that invoice, if you decide to update or edit that invoice you must first unreconciled the payment before making such edits.

Below are some frequently asked questions about the First Class Xero integration.

FAQ

How often does the data sync between First Class and Xero

First Class syncs with Xero on a daily basis automatically.

What information is shared between First Class and Xero (and when)

1. Invoices are pushed from First Class into Xero (automated sync daily)
2. Updates to invoices in First Class are updated in Xero (immediate)
3. Payments reconciled in Xero are pushed into First class as payment records (automated sync daily)
4. Credit notes applied to invoices in First Class are pushed into Xero (immediately)
5. Reconciled Overpayments are pushed into First Class as a payment record
6. Deleted invoices in First Class are voided instantly in Xero
7. Payments recorded in First Class can be set up to flow into Xero as an unreconciled payment for specific payment types.

Troubleshooting

How can I refresh an invoice that does not match between First Class and Xero?

It's important to note that changes to invoices via the Xero API can not occur if an invoice already has a payment and or credit note assigned to it in Xero. This can prevent an invoice from being updated.

To manually re-sync and invoice please follow the following steps

1. Unreconciled all payments or credit notes assigned to the invoice in Xero
2. Go to the invoice within the ledger and select the Xero sync option within the action dropdown.

What if a payment has been applied twice in First Class?

If a payment has been applied twice in First Class, you can simply void the duplicate payment in the ledger within First Class.

What if I am stuck with something?

You can contact First Class support at support@memberretentionsystems.com and our team can assist you with any questions about the Xero integration.