



Preact Dynamics 365-> Xero Connector User Guide

Overview

This document defines the functionality covered by the **Dynamics 365 - Xero Connector** from the point of view of a standard user that manages the records in Dynamics 365 which will be synchronised with **Xero**.

The following high-level functionality is available on the Dynamics 365 – Xero Connector:

- A D365 user can create/update/delete **account** records that will be synchronised with Xero Contact
- A D365 user can create/update/delete **contact** records that will be synchronised with Xero Contact
- A D365 user can create/update/delete **product** records that will be synchronised with Xero Item
- A D365 user can update/delete **order** records that will be synchronised with Xero Invoice. No creation event is possible, as Xero must have an invoice product when a new invoice record is created.
- A D365 user can create/update/delete **order product** records that will be synchronised with Xero Invoice
- A Xero **Invoice**, once it was paid or partially paid, it will be synchronised back to a D365 Invoice, and all payments displayed against the record.

Xero Connector is highly configurable in terms of fields that could be synchronised between the two systems and offers two level of configuration:

- **Automatically:** when records are created/updated/deleted
- **Manual:** triggered by the user (check the Sync to Xero box on the records in scope) or by any other predefined criteria (when the order is fulfilled).

Note that the manual approach would require a simple additional configuration, to define the criteria, case by case.

A demo about the end to end functionality could be found here:

<https://youtu.be/FEF6KA0L2wU>

Accounts

Account records are synchronised from Dynamics 365 to Xero, covering create, update, and delete events. The account records are synchronised with Xero immediately as the records are being created, updated, or deleted in Dynamics 365.

Mappings

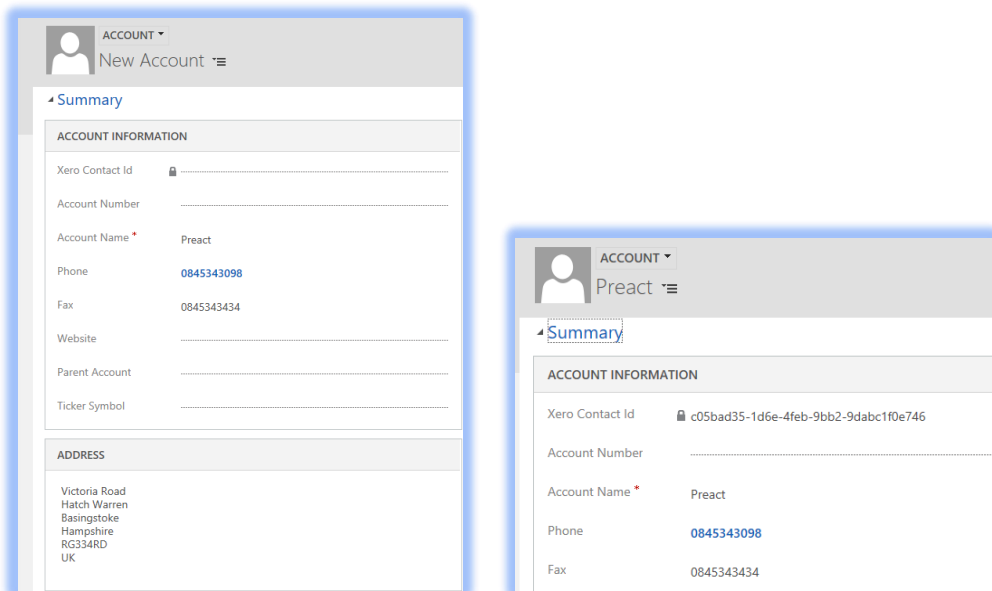
The following table defines the account fields that are mapped between Dynamics 365 > Account and Xero > Contact.

Dynamics 365 Account field name	Xero Contact field name
Account Name	Name
Xero Contact ID	Contact ID
Phone	Default Phone
Fax	Fax
Other Phone	Mobile
Address 1 (Composite)	Address (Post Box)
Address 2 (Composite)	Address (Street)

Create Account

When a new **Account** record is created in Dynamics 365, it will be pushed automatically to a Xero **Contact**.

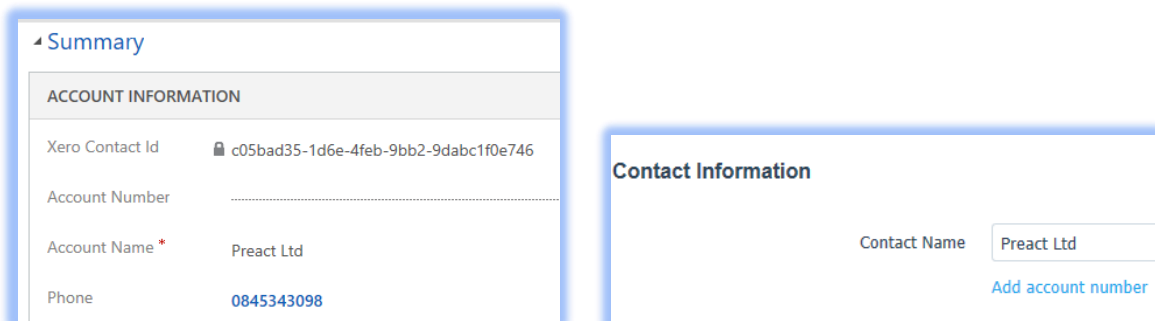
The screen shots below highlight a new account in Dynamics 365 (left) that was synchronised with Xero (left). The user can validate if the synchronisation was successful by looking at the Xero Contact ID field which should be populated.



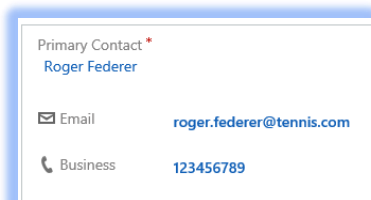
Update Account

When the account record is updated in Dynamics 365, the synchronised Xero Contact will be updated as well.

In this scenario, the Dynamics 365 Account name was updated (left) from 'Preact' to 'Preact Ltd', which was synchronised automatically with the related Xero Contact record (right):



A **Primary Contact** was also defined on the Dynamics 365 account, that would be synchronised with the Xero Contact > Primary Person.



Xero does not allow creation of contacts without a primary contact.

If one or multiple contact records are created in Dynamics 365 against an account and the account primary contact has not been set, the contacts will not be pushed to Xero.

Dynamics 365 account record must have the primary contact set, for the contacts to be synchronised with Xero.

If we have the scenario where the account was created in Dynamics 365 and synchronised with Xero, and multiple contacts were added for that account, once the account > primary contact is set on the account, all contacts linked to the account will be synchronised with Xero.

Delete Account

When a record is deleted from Dynamics 365, that is synchronised with Xero, it will be automatically archived in Xero.

Contacts

Contact records are synchronised from Dynamics 365 to Xero, covering create, update, and delete events. The contact records are synchronised with Xero immediately as the records are being created, updated, or deleted in Dynamics 365.

Mappings

The following table defines the contact fields that are mapped between Dynamics 365 > Contact and Xero > Contact.

Dynamics 365 Account field name	Xero Customer field name
First Name	First Name
Last Name	Last Name
Email Address	Email Address

Create Contact

When a new **Contact** record is created in Dynamics 365, it will be pushed automatically to a Xero **Contact Person**, against the related account. The account must be synchronised with Xero and also to have a primary contact defined, in order for the contact to be synchronised.

The screen shot below highlights the Xero Contact that was created automatically, including the Primary Person that was created in Dynamics 365 that was associated with the Xero Contact record.

Contact Information

Contact Name:
[Add account number](#)

Primary Person:

Email:
[Add another person](#)

Phone: ⓘ

Fax:

Mobile:

Direct dial:


Skype Name/Number: ⓘ

Website:

Postal Address:

In the scenario below, a new Dynamics 365 contact is created against an account that was already synchronised with Xero.

Quick Create: Contact

Details		Contact Information	
First Name *	John	Email	john.smith@preact.com
Last Name *	Smith	Mobile Phone	0785132334
Job Title	IT	Business Phone	0845343098
Account Name	 Preact Ltd	Description	

Xero Contact would be updated to include the newly created Contact Person:

Contact Information

Contact Name:
[Add account number](#)

Primary Person:

Email:

Name:

Email:

Update Contact

When the contact record is updated in Dynamics 365, the synchronised Xero Contact Person will be updated as well.

In the scenario below the Dynamics 365 contact record full name was updated, which will reflect in Xero Contact.

Summary

CONTACT INFORMATION

Full Name * Johnny Jordan

Job Title IT

Account Name Preact Ltd

Xero Contact Person was also updated:

Name Johnny Jordan

Email john.smith@preact.com

Delete Contact

When the account record is deleted in Dynamics 365, the synchronised Xero Contact will be deleted as well.

Product

Product records are synchronised from Dynamics 365 to Xero, covering create, update, and delete events. The product records are synchronised with Xero immediately as the records are being created, updated, or deleted in Dynamics 365.

Mappings

The following table defines the product fields that are mapped between Dynamics 365 > Product and Xero > Item.

Dynamics 365 Product field name	Xero Item field name
Xero Item ID	Item ID
Product ID	Code
Name	Name
Description	Description
Description	Purchase Description
Purchase Details	
Product->Price List Item->Amount	Unit Price
Empty	Account Code
Sales Details	
Product->Price List Item->Amount	Unit Price
Empty	Account Code

Create Product

When a new **Product** record is created in Dynamics 365, it will be pushed automatically to a Xero **Item**.

Update Product

When the product record is updated in Dynamics 365, the synchronised Xero Item will be updated as well.

Delete Product

When a record is deleted from Dynamics 365, that is synchronised with Xero, it will be automatically deleted from Xero.

Order

Order records are synchronised from Dynamics 365 to Xero, covering update, and delete events. The order records are synchronised with Xero as a new Invoice record when the first order product has been added. After the first synchronisation, the order is synchronised as well when it is updated or deleted in Dynamics 365.

Mappings

The following table defines the order fields that are mapped between Dynamics 365 > Product and Xero > Invoice.

Dynamics 365 Order field name	Xero Invoice field name
Order Id	Invoice Number
Xero Invoice ID	Invoice ID
Order->Currency->Currency Code	Currency Code
ACCREC	Type
Order Id	Reference
Potential Customer (Account)	Contact
"None"	Tax Type

Update Order

When the order record is updated in Dynamics 365, the synchronised Xero Invoice will be updated as well.

Delete Order

When a record is deleted from Dynamics 365, that is synchronised with Xero, it will be automatically deleted from Xero.

Order Product

Order Product records are synchronised from Dynamics 365 to Xero, covering create, update, and delete events. The order product records are synchronised with Xero immediately as the records are being created, updated, or deleted in Dynamics 365.

Mappings

The following table defines the order product fields that are mapped between Dynamics 365 > Order Product and Xero > Invoice.

Dynamics 365 Order field name	Xero Invoice field name
Write In Product	
Write-In Product	Code
Write-In Product	Name
Write-In Product	Description
Write-In Product	Purchase Description
Xero Item Id	Item ID
Price Per Unit	Purchase Details>Unit Price
Empty	Purchase Details>Account Code
Price Per Unit	Sales Details>Unit Price
Empty	Sales Details>Account Code

Existing Product	
Product ID	Code
Name	Name
Description	Description
Description	Purchase Description
Product->Price List Item->Amount	Purchase Details>Unit Price
Empty	Purchase Details>Account Code
Product->Price List Item->Amount	Purchase Details>Unit Price
Empty	Purchase Details>Account Code

Create Order Product

When a new **Order Product** record is created in Dynamics 365, it will be pushed automatically to a Xero **Invoice**.

Update Order Product

When the Order Product record is updated in Dynamics 365, the synchronised Xero Invoice will be updated as well.

Delete Order Product

When a record is deleted from Dynamics 365, that is synchronised with Xero, it will be automatically deleted from Xero.

Invoice

Invoice records are synchronised from Xero to Dynamics 365, when the invoice is either partially paid or paid. With each Xero payment for an invoice, the invoice, as well as payments are updated in Dynamics 365.

When an invoice is partially paid in Xero, it will be flagged in Dynamics 365 as **Paid Partial**:

Read-only This record's status: Paid

ATP 250 Tennis Balls

Invoice · Invoice - Xero Connector

£85.000

Total Amount

Paid

Status

Partial

Status Reason

Summary

Details

Xero Payment Details

Related

Reference	Payment Date	Amount Paid	Paid To
PAY001	11/3/2020	£ 50.00	Owner A Funds Introduced
PAY002	11/3/2020	£ 5.00	Owner A Funds Introduced

If the invoice was fully paid in Xero, we can see the status as **Paid Complete**. Full payment details are also displayed against the invoice.

Integration Log

Integration logs will be generated against each record in the **D365 to Xero Integration Log** entity.

Active D365 To Xero Integration Log ▾					Search this view 🔍
✓ Name ▾	Event ▾	Parent Entity ▾	Status ▾	Created On ↓ ▾	
D365 to Xero Integration - Dev Accounting System - 5/23/2020 3	Update	Account	Failed	5/23/2020 6:30 PM	
D365 to Xero Integration - Dev Accounting System - 5/25/2020 3	Update	Account	Failed	5/25/2020 8:51 PM	
D365 to Xero Integration - Dev Accounting System - 5/25/2020 3	Update	Account	Failed	5/25/2020 8:50 PM	
D365 to Xero Integration - Dev Accounting System - 5/25/2020 1	Update	Account	Successfull	5/25/2020 6:59 PM	
D365 to Xero Integration - Dev Accounting System - 5/25/2020 1	Update	Account	Successfull	5/25/2020 5:47 PM	
D365 to Xero Integration - Dev Accounting System - 5/25/2020 1	Update	Account	Successfull	5/25/2020 5:35 PM	
D365 to Xero Integration - Dev Accounting System - 5/25/2020 1	Update	Account	Successfull	5/25/2020 5:33 PM	Successfull
D365 to Xero Integration - Dev Accounting System - 5/25/2020 1	Update	Account	Successfull	5/25/2020 5:08 PM	
D365 to Xero Integration - Dev Accounting System - 5/25/2020 1	Update	Account	Successfull	5/25/2020 5:05 PM	

Limitations

- **Account to Xero Contact:** Xero > Contact > website field is read only and cannot be included in the Connector. This is a known limitation confirmed by the Xero Support Team.
- **Account to Xero Contact:** Only 5 contact persons can be added on Xero Contact i.e. D365 -> on Account record if there are any related contacts available then it will sync only first contact records as Xero Contact person against Xero Contact.
- **Account to Xero Contact:** Before adding any child contacts, primary contact must have values otherwise it will not sync the data in Xero.
- **Account to Xero Contact:** Xero Contacts cannot be deleted only status can be updated as 'Archived'
- **Products to Xero Items:** On create of a Dynamics 365 product record, the related Xero Item > Purchase Details will blank
- **Products to Xero Items:** Unit Price of Default Price List of the product will be considered as Unit Price.
- **Order to Xero Invoices:** On create of Order, Xero Invoice cannot be created as a line item is mandatory for an Invoice in Xero.
- **Order to Xero Invoices:** If Potential Customer is a contact on the Order record, it will not create any invoice record in Xero.
- **Order to Xero Invoices:** By default, Invoice Type in Xero (Invoice) would be "ACCREC" (Next phase: This will be configurable).
- **Order to Xero Invoices:** By default, Tax Type would be "NONE" on Xero (Invoice) (Next phase: This will be configurable).
- **Order to Xero Invoices:** Only Draft and Submitted Invoice in Xero can be deleted.
- **Order to Xero Invoices:** Xero accepts only two decimal places.
- **Order to Xero Invoices:** When an Order has one Order Product in D365 (and Xero Invoice has one Line Item) and try to delete the record from D365, since Xero has limitation it must have a Line Item, so the record won't be deleted in Xero.
- **Order to Xero Invoices:** When we change the currency from INR to GBP in Xero the amount does not get converted in GBP, it remains the same.
- **Order to Xero Invoices:** Discount can't not be set on Invoice in Xero, it can be set only for Line Items.
- **Order to Xero Invoices:** Xero Invoice Line Items - discounts are calculated in percentages always.