**Xeroom Installation Service**

**Data Capture Requirements Checklist v2.6 – Feb 2023**

**Introduction**

Thank you for purchasing our installation service for Xeroom. In order for us to complete the work in a timely and smooth manner please can you supply us with the following information. This will come from your website builder with some input required from your bookkeeper.

**Duration**

We aim to complete this within 2 working days of receipt of this information and the logins detailed below.

**System Owner**

To make a success of this implementation we recommend that a competent IT person/your website builder runs the project from your side as they will quickly understand the complexity, how it works, what is needed, interface with your staff, organise the end-user testing and provide 1st line support going forward to be able to configure and fix things as necessary. We will interface with that designated person as the contact for any ongoing support requests.

We do not provide support or hand holding to end-users unless they have a good knowledge of both WooCommerce and Xero. Neither do we support multiple users in your organisation. If you require this type of support then it can be provided on a premium support charged hourly basis – please ask for details.

**IT Website Live Environment Access and Checks:**

* 1. **Site Access**
		1. Please create a WordPress **admin** user for me with email support@xeroom.com and username **palloyd**.
		2. What is your website login url?
		3. We do not require FTP access – Occassionally, in the case of problems we might need to check something on the server we will install the WC File Manager plugin. We will not install, update or delete any other plugins.
	2. **Xero access** – Please invite me as a user to your account for a standard user with access to **business and accounting** – You can do this via the settings/users’ options in Xero. Again, make sure that you **use the same email address ie support@xeroom.com**.
	3. **Test Environment** - If you have ordered the additional setup on a Test Environment, please also provide logins to access the site, server xeroom directory and Xero demo account.
	4. **Php check** -Your server needs to ideally be running php of 8.1. Version 7.4 still works but was desupported in November 2022 by its authors. This can be updated in your cpanel or by asking your host. You can also install any php info plugin which will tell you your version no.
	5. **Version check**s - Please check that you are using the latest versions of WordPress and Woocommerce.
	6. **Other Xero plugins** - Please deactivate and/or delete any other plugins that are using Xero. We cannot reuse Xero API keys from other apps and will create new ones for you.

**For the configuration we can use standard settings that most people use. If there are any special things you need to make us aware of, please just run through the following checklist.**

**Accounting Information**

* 1. **Main Sales Nominal Account** - What is your preferred Xero account code to post your sales and also any revenues generated from shipping charges to? Would you like us to create a new sales account for WooCommerce sales so that they are kept separate from your non-internet sales?
	2. **Breakout of Sales to Separate Nominal Accounts -** Do you want your sales to be split into separate accounts in Xero by geography or product categories? These are intended to be for groupings and not for product level reporting which already exists in Xero. If so please list the geographies or product categories. Note: These must already exist in WooCommerce and we will map them into a small number (<10) of nominal accounts in Xero that we will create.
	3. **Sales Tax/GST/VAT Setup**

Are you using sales tax in your shop? –If so have you set up the tax rates correctly? If not, we can set up simple tax rates for you ie one standard rate for your country and one for the rest of world.

**Taxes by product and geography** - The standard, reduced and zero rate taxes are set at product level in Woo. For each of these main tax rates they can then be further calculated at different rates according to the geography of the customer according to the order set in Woo tax settings.

In Xeroom sales taxes can be handled in a simple or complex manner:

* + 1. **The simple method** - This has one tax rate setting for each of the standard, reduced and zero taxes. This is appropriate if you are not selling to different geographies with different tax rates or different products with different tax rates such as digital products. We will use the rates that you have set in Woo and set the equivalent rates in Xero.
		2. **The complex method** – This will take all the tax rates that you have created in Woo and map them to the corresponding or if you want different rates in Xero. As in the simple method we will take whatever rates you have set in Woo and pick the closest or if they don’t exist create them in Xero. If there are a lot ie greater than 5 then you will need to do this yourself in Xero.
	1. **Xero Payment Accounts** – These are clearing accounts in Xero for each type of checkout where all the WooCommerce payments get posted. They are used by your bookkeeper to reconcile with the actual bank account feeds and check for any missing payments, errors or anomalies. They can be either a creditor account set to accept payments (recommended) or a dummy bank account (if you are using multicurrency version of Xero it has to be this), ie not a real bank account with any feed into it but created of account type bank. Please list your payment clearing account numbers or we can create them if you prefer:
	2. **Payments on account –** Do you have B2B customers who order and pay on account at the end of the month? You can use the default WC Bank Transfer gateway to handle this or the WooCommerce Invoice Gateway plugin does it in a better way enabling you to set the status to be set to orders and restrict the gateway to certain Wordpress user roles. Please install this and let us know what clearing payment account you want it to map to. Also, what “due date” do you want to place on invoices?
	3. Do you also have customers who make immediate payment eg by card or Paypal? If so what are the payment/clearing accounts for these?
	4. **WooCommerce Checkout Setup** - We do not include setting up checkouts in WooCommerce. If they are set up eg for Stripe, Paypal etc then we can set up matching payment accounts in Xero to keep payments from different checkouts separate. Note: for testing purposes we will enable the bank transfer checkout.
	5. **Inventory Synch**
		1. Do you wish to use inventory synching? If so please read this article to understand the full implications of doing so some aspects of which are irreversible in Xero <http://www.xeroom.com/managing-inventory-xero-woocommerce/> . Note that the inventory update is done as a check when a product is sold with the amounts being updated in each system for that SKU only.
		2. Global Inventory Synch – Do you want this to run and if so what do you want to be the Master? If you have orders going directly into Xero by say telephone then better to have Xero as the Master if not then Woo should be the Master.
		3. Do you have an Inventory Asset Account set up in Xero or would you like us to create one for you? The IAA is needed if inventory is going to be tracked and must be of account type inventory. What is your IAA if already exists? This requires 2-3hrs work to export your existing Woo codes to a spreadsheet, review them, clean them up, reformat them and upload into Xero (and vice versa if your codes exist in Xero but not Woo). We offer this as an extra service if you prefer us to handle it so please go and order it here: <http://www.xeroom.com/product/bulk-product-sku-code-load-xero-woocommerce/> ?
		4. NB: If your SKU codes don’t match exactly between WooCommerce and Xero then Xeroom will still work but the products will be created as new ones in Xero using the SKU or Product ID and description from WooCommerce instead of using the unmatched product that exists in Xero.
	6. **Global Product Synch**

This comprises 2 aspects:

* + 1. The initial load of all products can be copied into either Xero or WC from the other. This will overwrite what is existing so must be used with great caution ie have backups and test it first on staging. Each individual product has a flag that has to be set to yes in order to synch. A sub-set of products can also be set (due out in early June). This is useful for virgin setups. For existing setups it is far better to use a spreadsheet to check the codes and descriptions in WC and Xero.
		2. Ongoing synch of product price and description changes. – Do you want to do this and if so in what direction?

* 1. **Other Xeroom settings**
		1. **COGS** - What are your preferred Xero accounts to post your inventory purchase costs (COGS) into or would you like us to create a new sales account for WooCommerce sales?
		2. **Stripe Fees** – Do you want these posted to an expense account in Xero? If so what account no do you want to use?
		3. **Auto Completion** - Do you want to be able to manually edit/correct/amend any invoices in Xero after they are created. If so this will mean that payments cannot be automatically applied on completion (autocomplete) of the checkout process in your shop since in Xero once payments are applied the invoice is virtually uneditable.
		4. **Invoice creation status** - Do you want invoices in Xero to be created as draft, ie they will require approval before they can become active and have payment applied?
		5. **Credit notes** – Do you want these created automatically in Xero when an order is cancelled in WooCommerce?
		6. **Invoice Numbering** – Do you want the invoices generated to have a separate sequential number sequence from the main Xero sequence? Please list the start number and any prefix. Are you using the WordPress ID as the order number or some custom one eg set by a PDF invoice plugin or a WC sequential order number plugin? If so which one and do you want the custom order number used as the invoice number in Xero or as a reference?
		7. **Invoice Reference Prefix** – Please list any prefix needed. By default, Xeroom will list the order number and the last part of any payment gateway reference.
		8. **Order Send Trigger** – What WC order status change do you wish to use to trigger the automatic sending of orders to Xero? The standard is on Processing (ie payment received or intent to pay for orders on account).
		9. **Payment Send** – Can be done automatically if the payment is instant or else deferred to order completion.
		10. **Address Mapping** – Do you prefer to have the company name or email address mapped to the Xero contact person’s name instead of their name?
		11. **Address Use** – Do you prefer to use the addresses provided in the order or the ones that already exist in Xero. If the former then new contact names will be added to Xero.
		12. **Xero Tracking Categories** – Do you use these and if so what are they?
		13. **Order notes** – Do you want order notes to be posted on the invoice?
		14. **Xero Invoice Due Date** –The default in Xero is 3 days but this can be overwritten if wanted.
		15. **Customer Numbers** – Do you use these and want them mapped across?
		16. **Synch payments made in Xero back to WC** – Do you want to do this? Any invoices that are paid in Xero eg at month end will have the payments synched back to the orders in WC and the status marked as Paid.
		17. **Autocomplete** – Do you want any orders that have been posted with the payment to marked as complete in WC?
	2. **Historic orders** – The installation work excludes any historic data load. If you want us to assist with this then please let us know and we can quote you for the work.

	**Extra info** - We can do an upload of the historic orders but cannot cleanse all your data as it can be a very time-consuming process, especially if there are a lot of them, to go through all the exceptions and reasons for them which will be mainly due to your data eg gaps, wrong characters in your data, missing items etc. However, 80%-90% should load ok with no problems. Note: most customers prefer a cleancut crossover but some need to do this to tie-in with their year ends. There is limited benefit for the work involved.

**System Testing** - We will create a test product with a sku code TEST or similar for the purposes of testing and place a small number of test orders into your shop to create orders that are then sent to Xero. These will be left in place so that you can check them for yourself. Any unpaid invoices will need to be manually deleted and any paid invoices will need to be reversed with credit notes since the entries will already have been posted by Xero to the relevant accounts. If you have a large no of invoices to load into Xero with the Bulk Data Loader module then it is worth doing it first on a demo Xero environment.

**Very Important, User Testing** - Once we have completed the installation **and within 7 days,** please check through everything we have done with your bookkeeper and run a set of your own test orders for yourself. This is to ensure you understand the process fully and that everything is working as you expect and want plus the limitations or bugs that might be present. Also check that the figures are correct and match those in Woo in the invoices created. Aim to cover different products and different processes e.g., order to payment, refunds and credit note generation etc.

**FAILURE TO DO THIS ON A LIVE SYSTEM WILL RESULT IN FRUSTRATION AND LOSS OF FAITH IN THE INTEGRATION BY YOUR END-USERS AS INCORRECT INVOICES CAN BE GENERATED**

**Testing Feedback Fixes** - Please feedback a complete list all your queries/issues once you have completed testing along with screenshots of any incorrect figures/errors so that we can address then in one go. These can then be immediately checked by you or a workaround provided or if a bug then an estimated fix date given.

**Acceptance –** If we have not heard back from you within 4 weeks then the system and work will be deemed to be satisfactory and accepted. Any issues reported after then will be treated on a regular support basis, ie within 2 working days.

**Scope –** Since this is a low-cost fixed-price service the scope has to be constained otherwise it would not be economic for us to provide it. We provide this service over the web focussed on the operation of Xeroom delivered to the Client Project Owner and do not include discussions with multiple staff member, other end-users, education, training, hand-holding, zoom or phone calls, IT, Woocommerce or Xero accounting, systems and process advice. These can be provided as an extra if required billed at our hourly rate by the half-hour. We will answer a limited number of queries and fix or reconfigure anything that don’t appear to be working properly.

**Ongoing support and updates** – As Xeroom is developed and more features are added as a result of feedback and bug fixes we will release new updates. Newer versions of WordPress and WooCommerce may also necessitate this as has happened in the past. These are provided free as part of the licence support via notifications in your plugin dash. We will provide full details and release notes for each version so you know how to use any new features. Releases will happen about three times a year and should be used as they will contain bug fixes even if you don’t want to use any of the enhancements. Should you have any problems with an update then please contact us.

We will install any new updates for a period of 1 month for free. After that it is for your web/IT person to keep your system updated along with WooCommerce and any other plugins being used.

**Premium Support** – If you require any additional services, phone calls, training, education, specific integration consulting or customisations etc then this are available on an hourly paid basis.