**Xeroom Installation Service**

**Data Capture Requirements Checklist v2.2**

**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, which, if you are not the website builder will come from that person with some input required from your bookkeeper. 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 highly recommend that a competent IT person or 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 do not provide support to end-users unless they have a good knowledge of WooCommerce and Xero.

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

* 1. **Site Access**
		1. Please create a WordPress **admin** user for me with email palloyd100@gmail.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 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**.
	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 be running php of 7.2 or later, ideally 7.4 which is the latest. This can be updated in your cpanel or by asking your host. You can 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.

**Accounting Information**

* 1. **Product Master** - Do you need to have different prices and descriptions for your products in Xero to what you have in WooCommerce? This will define which master you need for the product prices and descriptions. For 99% of installs this will be Woo. Only set Xero to be master if most of your product updates are done in Xero and you don’t want to spend time backflushing them to Woo but bear in mind prices on the Xero invoice and on your website will be different which will be confusing to your customers.
	2. **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?
	3. **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.
	4. **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.
		3. **Taxjar** - Some countries such as the USA have a large number of variations for GST combinations of federal, district and local amounts. For this you will need a dedicated plugin for WooCommerce like TaxJar to calculate these and it may not be possible to map all of them across especially if you are using Xero as the master. If you use Woo as the master then they will copy across to the invoice but will not post to the separate tax rates in Xero only as one total to the default tax account. This level of mapping is outside the scope of this installation.
	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? If so do you also have customers who make immediate payment eg by card or Paypal?
	3. **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.
	4. **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?
	5. **Product Codes in Xero and Woo** – Xeroom uses these as a key for all the product data and so they have to match. There is no automatic bulk upload and this has to be setup manually. For more info see this article <https://www.xeroom.com/product-sku-codes/>.

		1. Do you want us to handle the bulk download/upload of your inventory codes and descriptions for you from and back into Xero and WooCommerce? 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/> ?
		2. 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.

* 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. **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.
		3. **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?
		4. **Credit notes** – Do you want these created automatically in Xero when an order is cancelled in WooCommerce?
		5. **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.
		6. **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.
		7. **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?
		8. **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.
	2. **Historic orders** - Do you want us to perform an upload of your historic orders in WooCommerce? We can run this 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 eg 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 THE END-USER AS INCORRECT INVOICES ARE 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 witin a week 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 usually 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 anything that don’t appear to be working properly.

**Future 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 lifetime support but installing them is not – if you want us to do it then the cost is just the installation price providing your licence has not expired.

We will provide full details and release notes for each version so you know how to use any new features. Releases will happen about twice a year. Should you have any problems with an update then please contact us. If you wish us to apply and test any future updates then please order this service. If you delete the Xeroom plugin the settings remain saved in your WordPress database so you can always return to it later if you wish.