# Xeroom Version 3.0.4 – Release notes – 4th April 2024

Note that versions 3.0.1/2/3 were not published due to ongoing development, bug fixing and testing. They were beta tested and rolled into the subsequent versions.

# == Version 3.0.4 4th April, 2024 ==

### Bug Fixes:

1. WooCommerce 8.7.0 – This was released a week ago and contained some structural changes that resulted in an additional two order being created with no content for each genuine order created. It also prevented refunds from being processed and triggered an E\_ERROR on line 1048 Class XeroAPI. These have all been fixed.

### == Version 3.0.3 25th March, 2024 ==

### Bug Fixes:

- 1. Guzzle library updated.
- 2. Fatal error when saving credentials 36613 in Xero AccountingAPI.php
- 3. Extra check for Xero class to avoid not found error.

#### **Enhancements:**

- 1. Multiple refunds including partial amounts to create CN correctly.
- 2. Option to send/not send payment when refunding before creating CN.
- 2. Debug column headings show order and invoice nos for pdf invoices and other order no modifiers.
- 3. Cart Coupons allocated to Product Accounts.
- 4. Multiple coupons handled and automatically create codes in Xero.
- 5. EAS EU compliance plugin tax rates handling added.

### == Version 3.0.2 5th March, 2024 ==

1.Updated PSR HTTP library

# == Version 3.0.1 14th February, 2024 ==

#### **Enhancements:**

- 1. Refunds and cancellations handling of all cases and check for existing CN
- 2. WooCommerce REST API sunset check.

# Bug Fixes:

1. Uncaught Valueerror - Inventory and Product Synch Tabsnot displaying detail in php8.0

2. New Products – Hard post of product data to the product code in Xero failing.

### Generating credit notes for unpaid invoices and cancelled orders

We have enhanced the Xeroom functionality in this area. Previously Xeroom handled a cancelled order in WooCommerce by voiding the unpaid invoice in Xero. This is not satisfactory for a number of reasons detailed below.

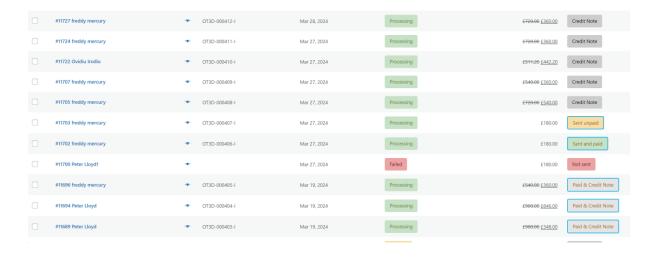
### **Xeroom New Processing**

Instead of voiding and creating new invoices for any adjustments Xeroom will now create a credit note for any adjustment/refund differences to an unpaid invoice and also if the payment is sent (per the new setting) also update the existing unpaid invoice.

- 1. No invoices are automatically voided due to risk of missing an invalid void.
- 2. Check is made for any existing credit note to avoid double credit note generation in case of multiple WC order steps eg a Cancellation followed by a Refund.
- 3. Multiple refunds are handled with updates to the invoice.
- 6. Invoices are matched with credit notes and payments matched with refunds.
- 7. The appropriate inventory adjustments to add back items are made.
- 8. TBD Add option to make automatic refund payment to same account as original invoice payment.

| Case | Order sent to Xero? | Payment sent to Xero? | CN applied to invoice? | Action                                     | Comment  |
|------|---------------------|-----------------------|------------------------|--|--|
| 1    | Yes                 | Yes                   | No                     | Create CN only                             | Normal process                                 |
| 2    | Yes                 | Yes                   | Yes                    | Apply refund to invoice                    | Partial refund - can be repeated               |
| 3    | No                  | No                    | No                     | Nothing                                    | Order cancelled before sending to Xero         |
| 4a   | Yes                 | No                    | Yes                    | 1. Send CN pmt amount to Xero 2. Create CN | Post payment on refund to Xero setting = Yes   |
| 4b   | Yes                 | No                    | No                     | 1. Do not send CN pmt to Xero 2. Create CN | Post payment on refund to Xero setting = No    |
| 5    | Yes                 | No                    | Yes                    | Create CN only                             | Order gets cancelled after sending to Xero. If |
|      |                     |                       |                        |  | no pmt received then best to void the invoice  |
|      |                     |                       |                        |  | in Xero.                                       |

The WooCommerce order dash shows the Xero status in the rightermost column. We have added an additional status as detailed below.





When a normal order is paid and then refunded in part or full.

made and CN's generated.

When an order has not had its payment posted but refunds have been

Further info and examples - Failed, cancelled and pending payment order status's?

WooCommerce defines these status's as the following:

Cancelled order - The order was either raised in error or cancelled by an admin or the customer maybe due to an administrative mistake. By default, WooCommerce allows customers to cancel their orders themselves only if they are pending, but does not allow it if the order is in any other status: processing, completed, on hold, etc. This can lead to a lot of wasted time for customers who then have to contact the store to get it cancelled. To avoid this there are code snippets that enable orders to be cancelled in other states <a href="https://wphelp.blog/how-to-allow-customers-to-cancel-their-orders-in-woocommerce/">https://wphelp.blog/how-to-allow-customers-to-cancel-their-orders-in-woocommerce/</a>.

**Failed order** - The customer's payment failed or was declined, and no payment has been successfully made resulting in an immediate "Pending payment" status which flips to "Failed order" status once the hold stock window has expired.

**Pending payment order** – This can arise for a number of reasons eg the user is unable to pay the order correctly, and then instead of trying to pay again, he creates a new duplicate order. WooCommerce does have an option to automatically cancel an order if the order has the status of "Pending payment" for longer than the set value of "Hold stock" in **WooCommerce > Settings > Products > Inventory**. The default is 10080 minutes, which is 7 days. One this time window limit is reached then the "Unpaid Order Cancelled – Time Limit Reached" error will show on the WooCommerce Orders dashboard.

### For more info:

- 1. <a href="https://woo.com/document/managing-orders/">https://woo.com/document/managing-orders/</a>
- 2. https://woo.com/posts/understand-and-fix-failed-order-status-in-woocommerce/

#### Treatment in Xero for unpaid orders

Once the order is cancelled in WooCommerce you will need to mark it as void in Xero manually.

NB: Note that if the process spans an accounting period close eg month or quarter end then good accounting practice will not permit this in which case the unpaid invoice in Xero will require a credit note to be raised.

If the order is unpaid and was not raised in error, you should not cancel it. You should create a credit note instead. If the order has had any payments recorded against it, you should not cancel it. You should process a refund instead.

#### Reduce the amount due on an unpaid order

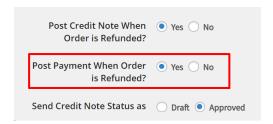
You may wish to do this because you have cancelled some (or all) of the registrations, or because of an administrative mistake. To reduce the total due for an order, you need to add a credit note to

reflect the adjustment. This is not an actual refund (which applies only to payments), but a credit note that adjusts the sales revenue for the existing invoice.

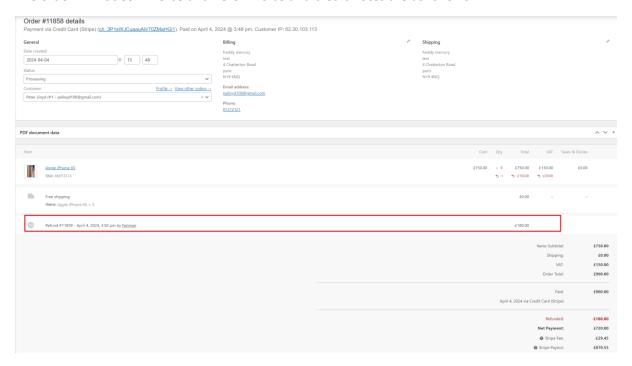
## Worked Example 1 - Payment posted when a refund made

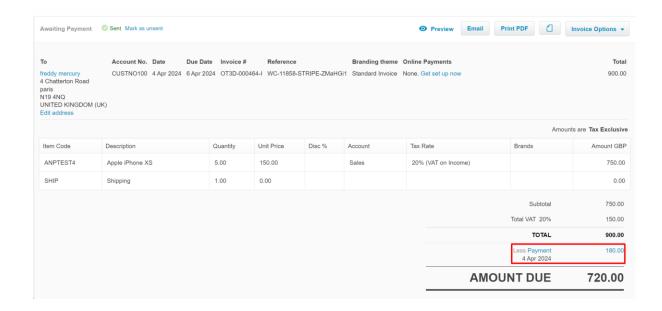
In the following example the order for 5 phones needed to be amended to 4 phones. The invoice in Xero had not had the payment sent but in the WooCommerce order a refund for the 1 phone had been made. Xeroom posted the payment for this adjustment part only and also created a credit note for the same amount so the new balance showing in Xero is correct. Note that normally an instant payment like Stripe or card would be automatically posted to Xero so this treatment is for situations where the payment hasn't been made as previously discussed (In this example it was).

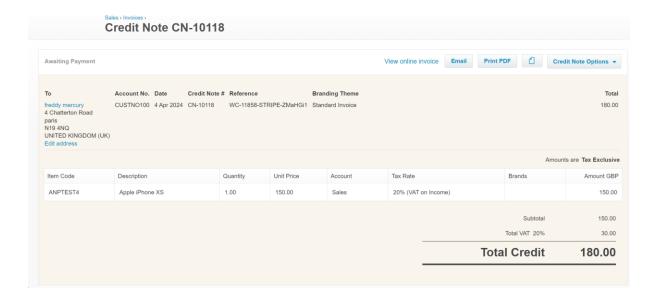
The new default setting in Xeroom to create this treatment is:



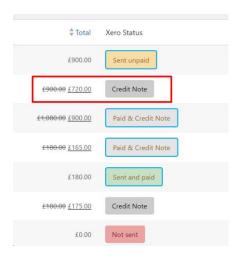
The order in WooCommerce and Xero invoice and credit notes are as follows:



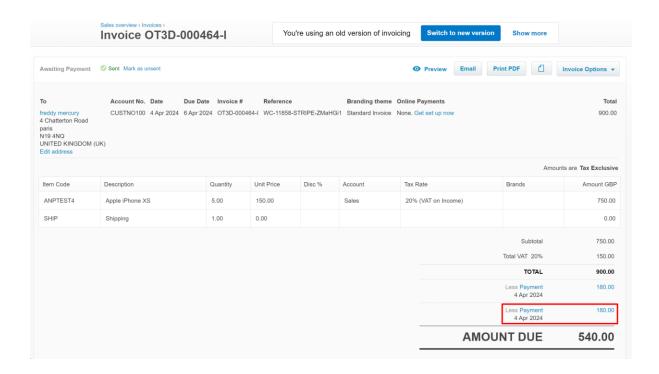




And the Xero status in this case shows as follows with the total amounts before and after the Credit Note is generated. The inventory is also incremented to reflect the adjustment.

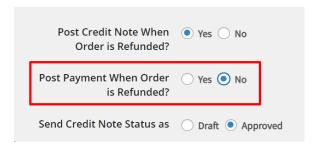


If multiple refunds/adjustments are made to the order then the invoice is updated accordingly showing multiple payments and credit notes.

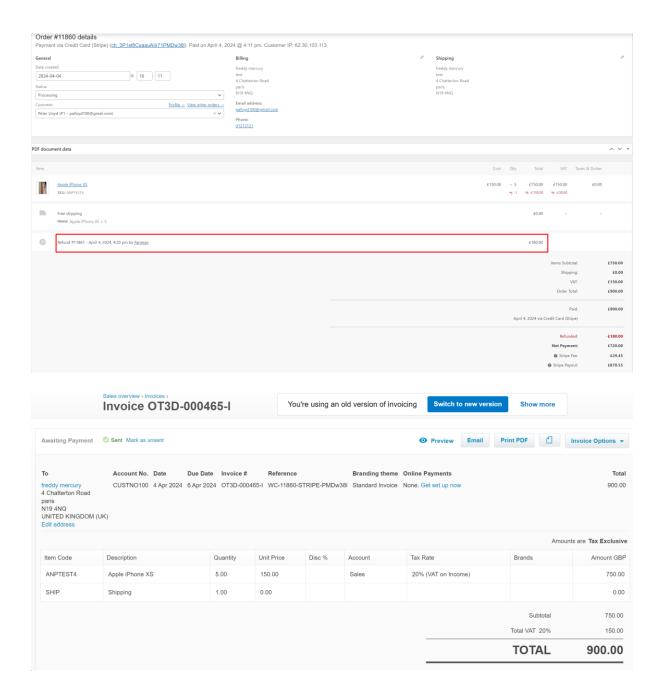


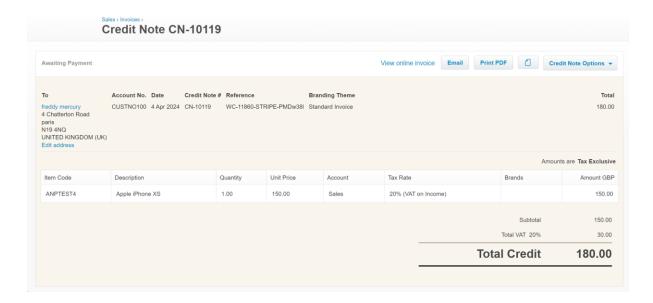
# Worked Example 2 – Payment is not posted when a refund made

In this case the payment for the adjustment is not posted and so doesn't show on the invoice. The Credit Note is generated as before.



The order in WooCommerce and Xero invoice and credit notes are as follows:





The Xero status shows the same as before:

