

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 Tabs not 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 rightmost column. We have added an additional status as detailed below.

<input type="checkbox"/>	#11727 freddy mercury	OT3D-000412-I	Mar 28, 2024	Processing	£720.00 £360.00	Credit Note
<input type="checkbox"/>	#11724 freddy mercury	OT3D-000411-I	Mar 27, 2024	Processing	£720.00 £360.00	Credit Note
<input type="checkbox"/>	#11722 Ovidiu Irodiu	OT3D-000410-I	Mar 27, 2024	Processing	£911.20 £442.20	Credit Note
<input type="checkbox"/>	#11707 freddy mercury	OT3D-000409-I	Mar 27, 2024	Processing	£540.00 £360.00	Credit Note
<input type="checkbox"/>	#11705 freddy mercury	OT3D-000408-I	Mar 27, 2024	Processing	£720.00 £540.00	Credit Note
<input type="checkbox"/>	#11703 freddy mercury	OT3D-000407-I	Mar 27, 2024	Processing	£180.00	Sent unpaid
<input type="checkbox"/>	#11702 freddy mercury	OT3D-000406-I	Mar 27, 2024	Processing	£180.00	Sent and paid
<input type="checkbox"/>	#11700 Peter Lloyd		Mar 27, 2024	Failed	£180.00	Not sent
<input type="checkbox"/>	#11696 freddy mercury	OT3D-000405-I	Mar 19, 2024	Processing	£540.00 £360.00	Paid & Credit Note
<input type="checkbox"/>	#11694 Peter Lloyd	OT3D-000404-I	Mar 19, 2024	Processing	£900.00 £846.00	Paid & Credit Note
<input type="checkbox"/>	#11689 Peter Lloyd	OT3D-000403-I	Mar 19, 2024	Processing	£900.00 £348.00	Paid & Credit Note

£1,000.00 £900.00	Paid & Credit Note
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When a normal order is paid and then refunded in part or full.

~~£100.00~~ £121.00

Credit Note

When an order has not had its payment posted but refunds have been made and CN's generated.

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 <https://wphelp.blog/how-to-allow-customers-to-cancel-their-orders-in-woocommerce/>.

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. Once 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. <https://woo.com/document/managing-orders/>
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:

Post Credit Note When Order is Refunded? Yes No

Post Payment When Order is Refunded? Yes No

Send Credit Note Status as Draft Approved

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

Order #11858 details
Payment via Credit Card (Stripe) (ch_3P1c1WJCuaauAlir70ZMaHG1). Paid on April 4, 2024 @ 3:48 pm. Customer IP: 62.30.103.113

<p>General</p> <p>Date created: 2024-04-04 @ 15:48</p> <p>Status: Processing</p> <p>Customer: Peter Lloyd (#1 - pallloyd100@gmail.com)</p>	<p>Billing</p> <p>freddy mercury test 4 Chatterton Road paris N19 4N2</p> <p>Email address: oad@vd100@gmail.com</p> <p>Phone: 01212121</p>	<p>Shipping</p> <p>freddy mercury test 4 Chatterton Road paris N19 4N2</p>
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PDF document data

Item	Cost	Qty	Total	VAT	Taxes & Duties
Apple iPhone XS SKU: ANPTEST4	£150.00	5	£750.00	£150.00	£0.00
Free shipping Items: Apple iPhone XS x 5			£0.00	-	-
Refund #11859 - April 4, 2024, 3:50 pm by Fatman					-£180.00

	Items Subtotal:	£750.00
	Shipping:	£0.00
	VAT:	£150.00
	Order Total:	£900.00
	Paid:	£900.00
	April 4, 2024 via Credit Card (Stripe)	
	Refunded:	-£180.00
	Net Payment:	£720.00
	Stripe Fee:	-£29.45
	Stripe Payout:	£870.55

Awaiting Payment ✔ Sent Mark as unspent

[Preview](#) [Email](#) [Print PDF](#) [Invoice Options](#)

To	Account No.	Date	Due Date	Invoice #	Reference	Branding theme	Online Payments	Total
freddy mercury 4 Chatterton Road paris N19 4NQ UNITED KINGDOM (UK) Edit address	CUSTNO100	4 Apr 2024	6 Apr 2024	OT3D-000464-I	WC-11858-STRIPLE-ZMaHG1	Standard Invoice	None. Get set up now	900.00

Amounts are **Tax Exclusive**

Item Code	Description	Quantity	Unit Price	Disc %	Account	Tax Rate	Brands	Amount GBP
ANPTEST4	Apple iPhone XS	5.00	150.00		Sales	20% (VAT on Income)		750.00
SHIP	Shipping	1.00	0.00					0.00

Subtotal	750.00
Total VAT 20%	150.00
TOTAL	900.00
Less Payment 4 Apr 2024	180.00
AMOUNT DUE	720.00

Sales > Invoices > **Credit Note CN-10118**

Awaiting Payment View online invoice [Email](#) [Print PDF](#) [Credit Note Options](#)

To	Account No.	Date	Credit Note #	Reference	Branding Theme	Total
freddy mercury 4 Chatterton Road paris N19 4NQ UNITED KINGDOM (UK) Edit address	CUSTNO100	4 Apr 2024	CN-10118	WC-11858-STRIPLE-ZMaHG1	Standard Invoice	180.00

Amounts are **Tax Exclusive**

Item Code	Description	Quantity	Unit Price	Account	Tax Rate	Brands	Amount GBP
ANPTEST4	Apple iPhone XS	1.00	150.00	Sales	20% (VAT on Income)		150.00

Subtotal	150.00
Total VAT 20%	30.00
Total Credit	180.00

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.

↕ Total	Xero Status
£900.00	Sent unpaid
£900.00 £720.00	Credit Note
£1,000.00 £900.00	Paid & Credit Note
£100.00 £165.00	Paid & Credit Note
£180.00	Sent and paid
£100.00 £175.00	Credit Note
£0.00	Not sent

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

Sales overview > Invoices > Invoice OT3D-000464-I

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Awaiting Payment ✔ Sent [Mark as unsent](#) [Preview](#) [Email](#) [Print PDF](#) [Invoice Options](#)

To	Account No.	Date	Due Date	Invoice #	Reference	Branding theme	Online Payments	Total
freddy mercury 4 Chatterton Road paris N19 4NQ UNITED KINGDOM (UK) Edit address	CUSTNO100	4 Apr 2024	6 Apr 2024	OT3D-000464-I	WC-11858-STRIFE-ZMaHG11	Standard Invoice	None. Get set up now	900.00

Amounts are Tax Exclusive

Item Code	Description	Quantity	Unit Price	Disc %	Account	Tax Rate	Brands	Amount GBP
ANPTEST4	Apple iPhone XS	5.00	150.00		Sales	20% (VAT on Income)		750.00
SHIP	Shipping	1.00	0.00					0.00
Subtotal								750.00
Total VAT 20%								150.00
TOTAL								900.00
Less Payment 4 Apr 2024								180.00
Less Payment 4 Apr 2024								180.00
AMOUNT DUE								540.00

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.

Post Credit Note When Order is Refunded? Yes No

Post Payment When Order is Refunded? Yes No

Send Credit Note Status as Draft Approved

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

Order #11860 details
 Payment via Credit Card (Stripe) (ch_3P1st8CuaauAlir71PMDw38) - Paid on April 4, 2024 @ 4:11 pm. Customer IP: 62.30.103.113

General
 Date created: 2024-04-04 @ 16:11
 Status: Processing
 Customer: Peter Lloyd (#1 - pallloyd100@gmail.com)

Billing
 freddy mercury
 test
 4 Chatterton Road
 paris
 N19 4NQ
 Email address: pallord100@gmail.com
 Phone: 01212121

Shipping
 freddy mercury
 test
 4 Chatterton Road
 paris
 N19 4NQ

PDF document data

Item	Cost	Qty	Total	VAT	Taxes & Duties
Apple iPhone XS SKU: ANPTEST4	£150.00	× 5	£750.00	£150.00	£0.00
Free shipping Items: Apple iPhone XS × 5			£0.00	-	-
Refund #11861 - April 4, 2024, 4:20 pm by Eanman					-£180.00

Items Subtotal: £750.00
 Shipping: £0.00
 VAT: £150.00
 Order Total: £900.00

Paid: £900.00
 April 4, 2024 via Credit Card (Stripe)

Refunded: -£180.00
 Net Payment: £720.00
 Stripe Fee: -£29.45
 Stripe Payout: £870.55

Sales overview > Invoices > **Invoice OT3D-000465-I** You're using an old version of invoicing [Switch to new version](#) [Show more](#)

Awaiting Payment ✔ Sent Mark as unsent Preview Email Print PDF Invoice Options

To freddy mercury
 4 Chatterton Road
 paris
 N19 4NQ
 UNITED KINGDOM (UK)
[Edit address](#)

Account No. CUSTNO100 **Date** 4 Apr 2024 **Due Date** 6 Apr 2024 **Invoice #** OT3D-000465-I **Reference** WC-11860-STRIFE-PMDw38I **Branding theme** Standard Invoice **Online Payments** None. [Get set up now](#) **Total** 900.00

Amounts are **Tax Exclusive**

Item Code	Description	Quantity	Unit Price	Disc %	Account	Tax Rate	Brands	Amount GBP
ANPTEST4	Apple iPhone XS	5.00	150.00		Sales	20% (VAT on Income)		750.00
SHIP	Shipping	1.00	0.00					0.00
Subtotal								750.00
Total VAT 20%								150.00
TOTAL								900.00

Sales > Invoices >
Credit Note CN-10119

Awaiting Payment

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To	Account No.	Date	Credit Note #	Reference	Branding Theme	Total
freddy mercury 4 Chatterton Road paris N19 4NQ UNITED KINGDOM (UK) Edit address	CUSTNO100	4 Apr 2024	CN-10119	WC-11860-STRIFE-PMDw38l	Standard Invoice	180.00

Amounts are **Tax Exclusive**

Item Code	Description	Quantity	Unit Price	Account	Tax Rate	Brands	Amount GBP
ANPTEST4	Apple iPhone XS	1.00	150.00	Sales	20% (VAT on Income)		150.00

Subtotal 150.00

Total VAT 20% 30.00

Total Credit 180.00

The Xero status shows the same as before:

Total	Xero Status
£900.00 <u>£720.00</u>	Credit Note
£900.00 <u>£720.00</u>	Credit Note
£1,000.00 <u>£900.00</u>	Paid & Credit Note
£100.00 <u>£165.00</u>	Paid & Credit Note
£180.00	Sent and paid
£100.00 <u>£175.00</u>	Credit Note
£0.00	Not sent