Front Desk

Practice Management System

Xero Integration Guide

Smartsoft Pty Ltd
Free Call (Australia): 1800 18 18 20
International: + 61 8 8361 2666

Free Fax (Australia): 1800 18 18 30
International Fax: + 61 2 8006 5205

Web: http://www.smartsoft.com.au
Email: frontdesk@smartsoft.com.au

smartsoft

Background

Front Desk integrates with the **Xero** accounting software to allow users to upload Front Desk transactional data to one or more Xero organisations, with three types of integration available: **Daily Summary**, **Detailed** and **Detailed – Single Contact**.

Before using this integration, please note that Xero does not provide any means to reverse an upload made to their system. It is highly recommended that you test your integration using the 'Demo Company (AU)' organisation before uploading data to your live (production) Xero organisation.

Though Smartsoft has provided deep integration with Xero, handling multiple businesses to one or more Xero organisations, including payment breakdowns suitable for real-world reconciliation, there may be situations that require manual adjustments in Xero.

Although we consider the Xero integration to be an industry-best implementation, we provide the integration 'as-is' and users need to assess for themselves whether the integration is suitable for their professional use. Smartsoft does offer paid consulting services for assisted Xero implementation; however, we expect most users will be able to manage their integration and incur no additional costs.

The first steps will be to create a Xero account and Organisation, if you do not already have one available. If you are new to Xero, it is essential to work with your accountant or bookkeeper to configure your Xero accounts in a way that suits your accounting and taxation needs. These accounts will then be set in Front Desk to determine where invoices and payments are uploaded within Xero.

Importantly, you will need to decide on your integration mode, which cannot be easily changed in the future. If your accounting for taxation purposes is on a 'cash-basis', the **Daily Summary** mode is recommended. If your accounting is based on an 'accrual' method, the **Detailed** or **Detailed - Single Contact** modes of integration can be used with the **Detailed - Single Contact** generally recommended. More information about the integration types can be found in this document.

Please note that once an upload from Front Desk to Xero is performed for a date range, you cannot re-sync that period. It is therefore essential that only finalised accounting periods are synced from Front Desk to Xero. Typically, this would be periods from one or more months prior.

Please familiarise yourself with this document and the **Frequently Asked Questions** before proceeding.

Important:

This guide has been written for the Xero integration of the Front Desk – Practice Management System.

To integrate with Xero, you will need:

- Front Desk **v21.0.0** or above.
- An active **Custom Connection Subscription** within Xero.
- Your Xero account information.

We strongly recommend all users begin by integrating to the 'Demo Company (AU)' organisation of Xero. This will allow you to trial an upload of your Front Desk data into Xero without affecting your production Xero account.

Smartsoft Pty Ltd is not responsible for any unwanted changes to your Xero account.

Contents

Step 1 – Creating a Xero organisation

If you do not already have an existing **Xero account**, you will first need to signup to Xero and create an **Organisation**.

If you are new to integration between Front Desk and Xero we strongly recommend using the ‘Demo Account (AU)’ organisation to first trial the integration and confirm the uploaded data is appropriate for your accounting needs.

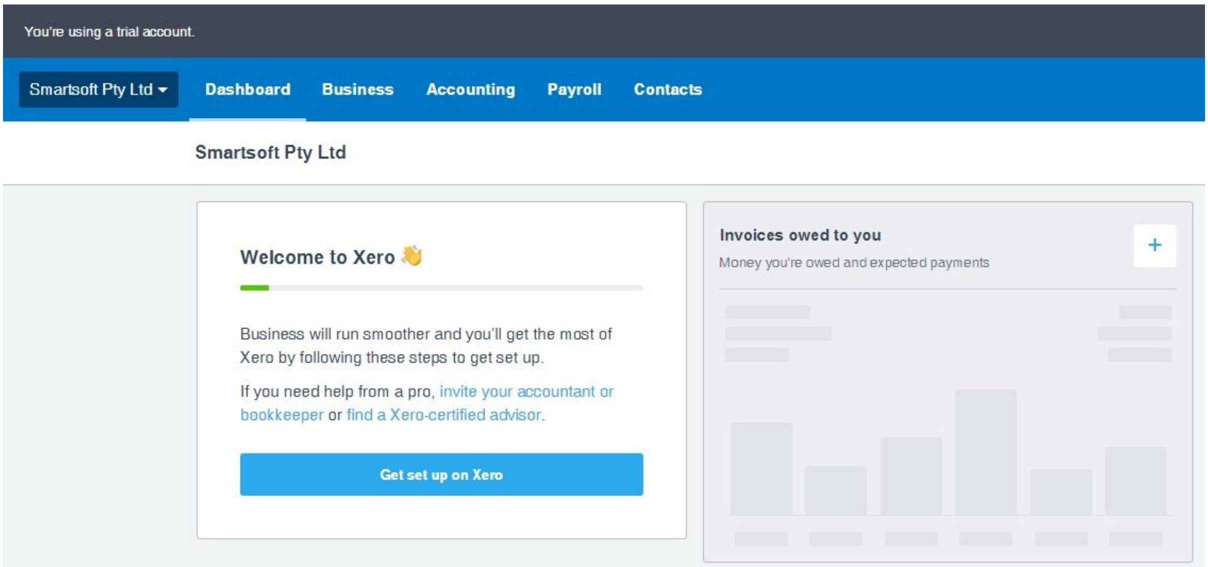
1) Navigate to https://www.xero.com/signup

2) Enter your details and click **Get Started**.

3) Follow the Xero sign-up process to **verify your email**, **create a password** and **activate your account**.

4) Enter your **Organization** details, then click **Start Trial**.

   On completion, you will be directed to your Xero dashboard. Your organisation name should be displayed in the top left of the screen.



Once you have confirmed your Xero setup using a trial organisation, you can then link to your live account and replicate the setup.

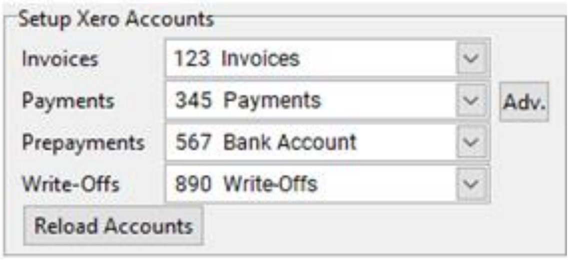
Step 2 - Creating Xero Accounts

Accounts are an important part of the Xero system and fundamental to the integration with Front Desk. When syncing to Xero, we need to know where Front Desk should upload **Invoices**, **Payments Prepayments** and **Write-Offs**.

Users can upload to the default accounts in Xero **OR** create their own custom accounts.

Eg. Using Default Xero Accounts

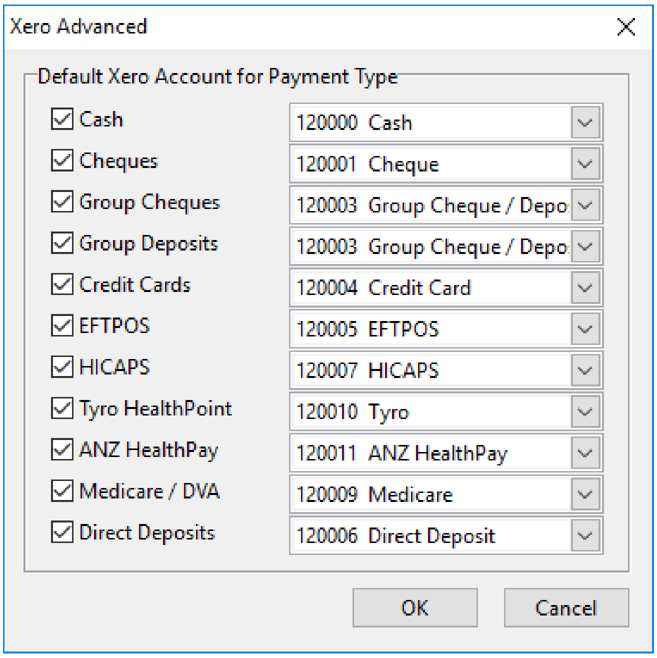
Eg. Using Custom Xero Accounts



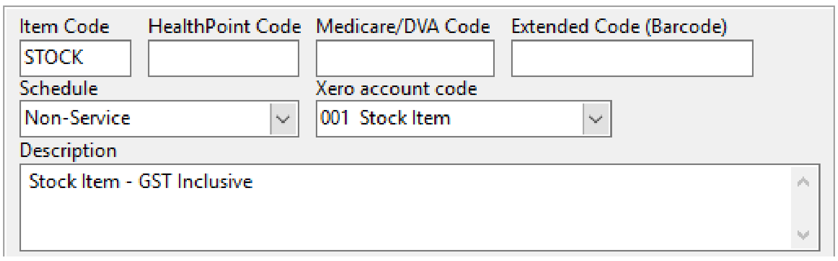
A basic setup will have an account for **Invoices**, **Payments**, **Prepayments** and **Write-Offs**.

Alternatively, users can map an account to each **payment method**:

Eg. Using Custom Accounts for each Payment Type



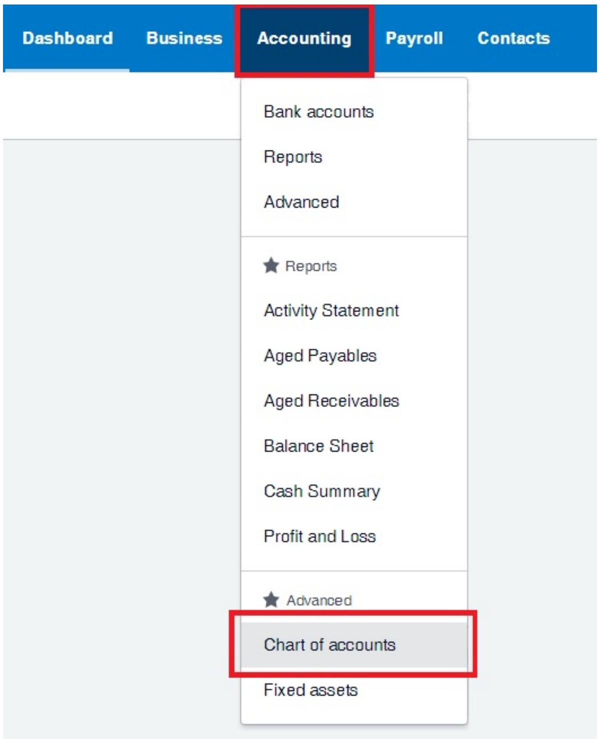
or assign specific item codes to Xero accounts:



Please refer to your accountant or bookkeeper to determine which Xero configuration best meets your needs.

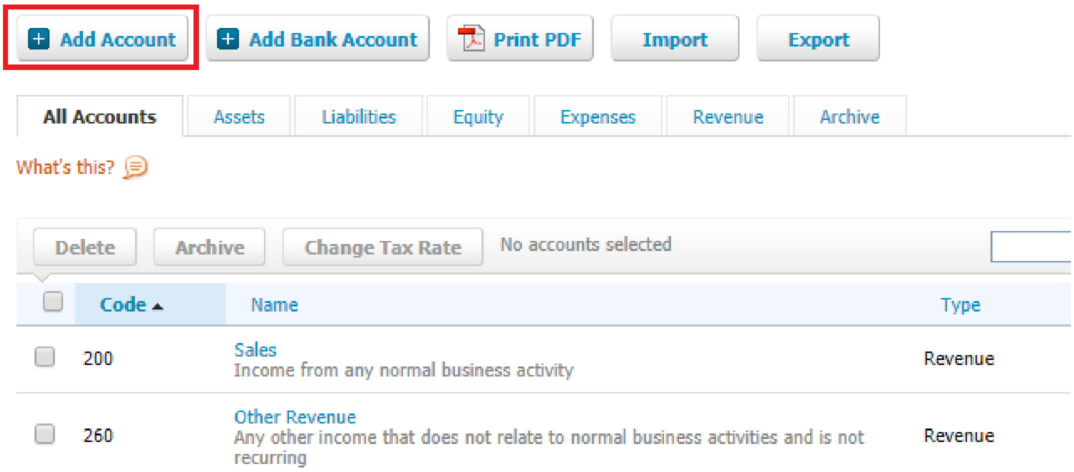
Adding Accounts:

1) From the Xero menu, click **Accounting** and select **Chart of accounts**.

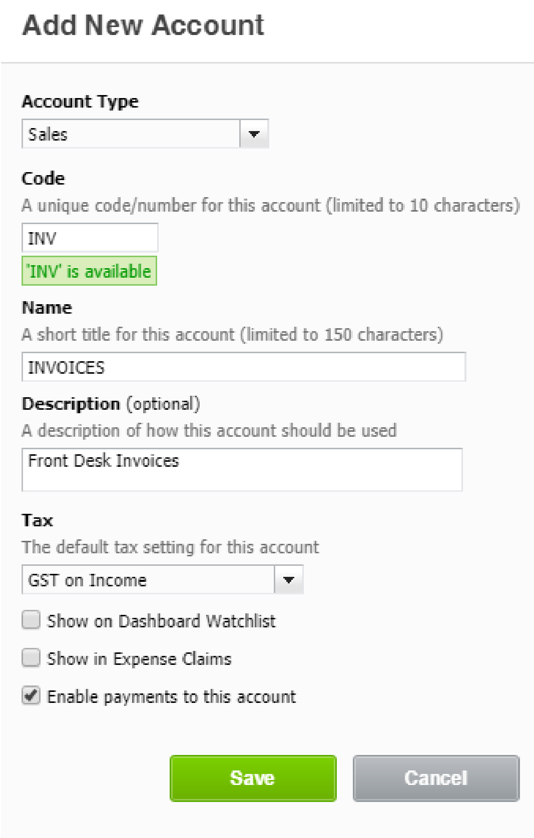


The **Chart of accounts** is used by Xero to categorise transactions, such as those we will be uploading from Front Desk.

2) Click the **Add Account** button.



3) Enter details appropriate to the account, then click **Save**.

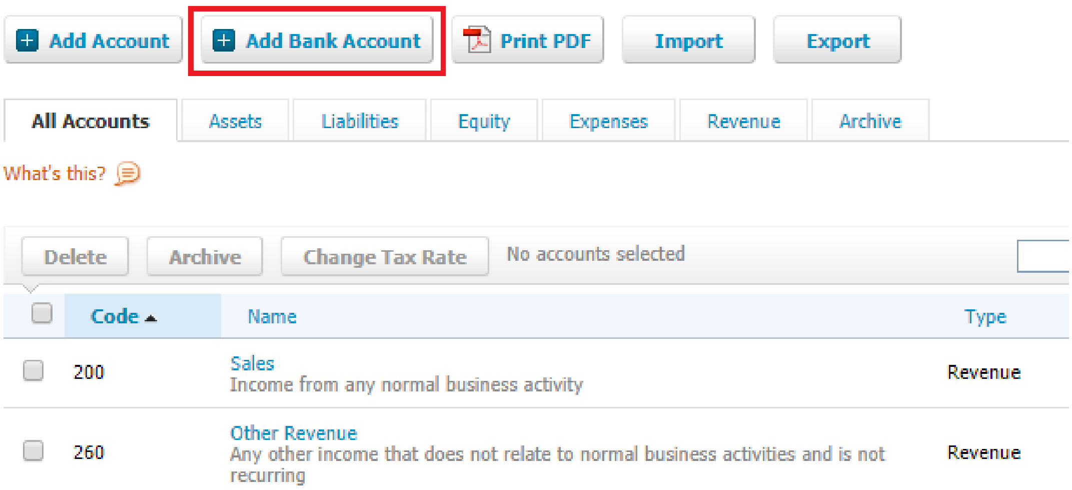


4) Repeat as needed to create additional accounts.

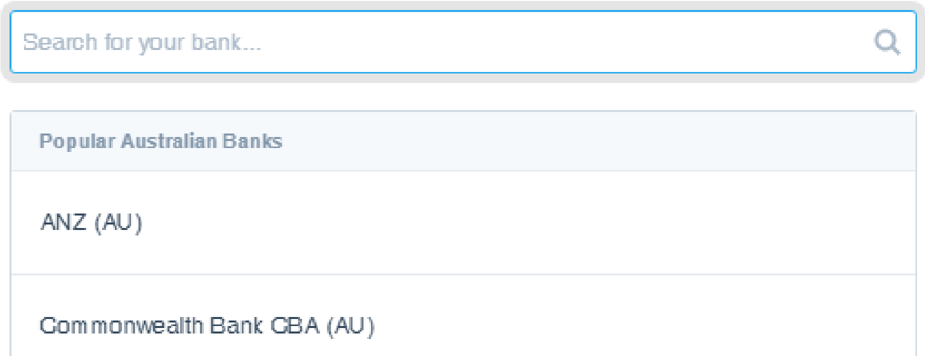
Adding a Bank Account:

A **bank account** must be added in Xero to upload Unallocated Credits (Prepayments). We recommend the use of bank accounts for all **Payment** uploads, as this allows Xero reconciliation features to be used.

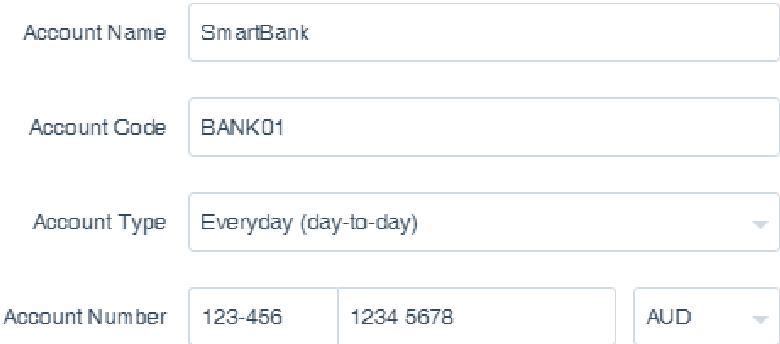
1) Click the **Add Bank Account** button.



2) Select your **Bank**.

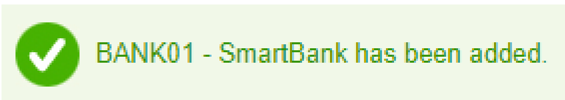


3) Enter your **Account Details**, ensuring that you enter an **Account Code**.



False details can be entered, if you do not want to link your actual bank account, but this may prevent you from using certain Xero features.

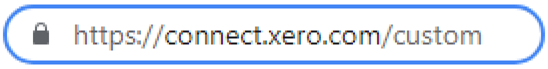
4) Click **Continue** to add your bank account.



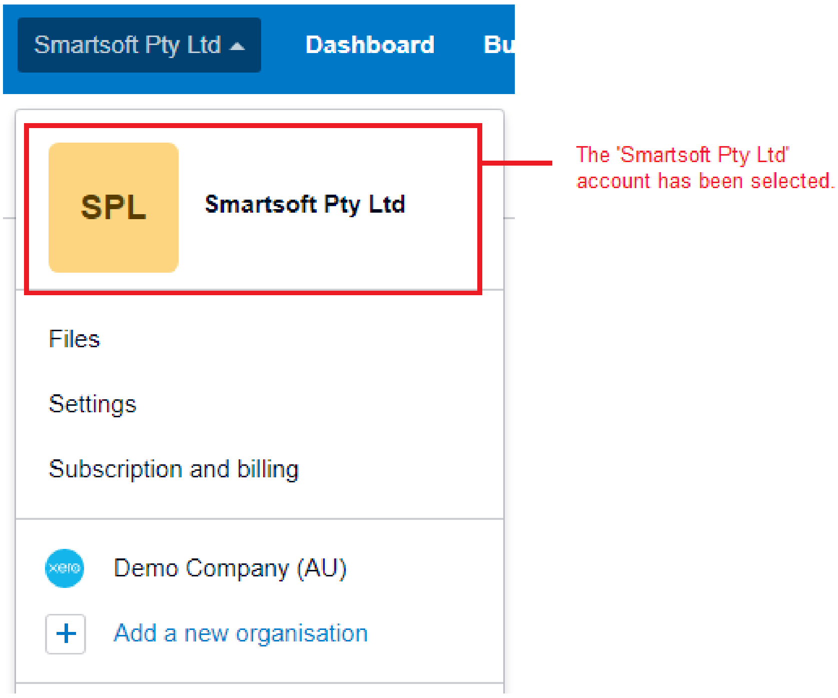
Step 3 – Purchasing a Custom Connection

Note: If you are trialling the integration between Front Desk and Xero using the 'Demo Account (AU)' organisation, please proceed directly to **Step 4**.

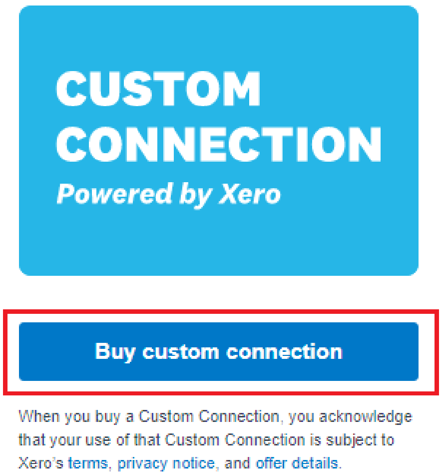
1) Navigate to https://connect.xero.com/custom.



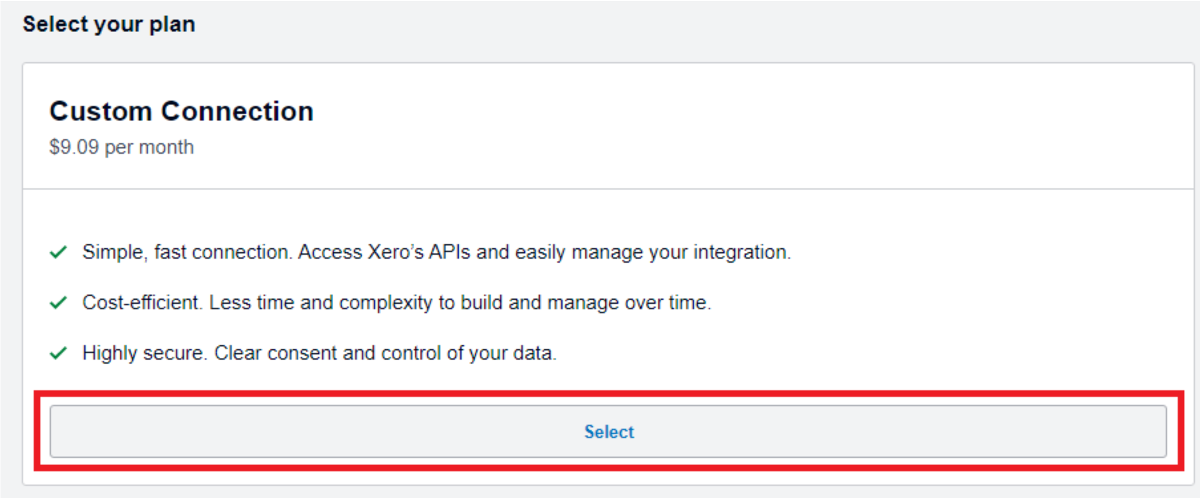
2) In the top-left corner of your screen, ensure you have the correct **Xero Organisation** selected**.**



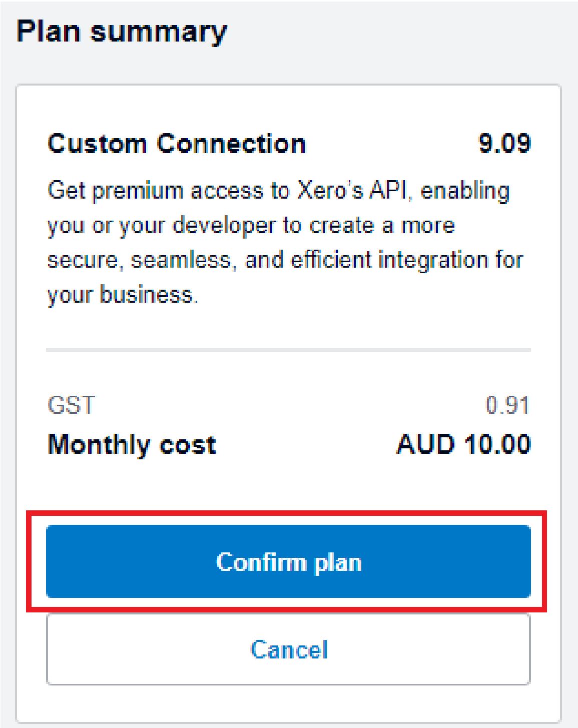
3) Click **Buy custom connection**.



4) Select the **Custom Connection** plan.



5) Click **Confirm Plan.**



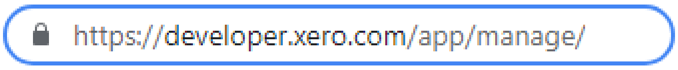
6) Enter your details and click **Go to payment.**

7) Enter your **Payment Details** and select **Pay now**.

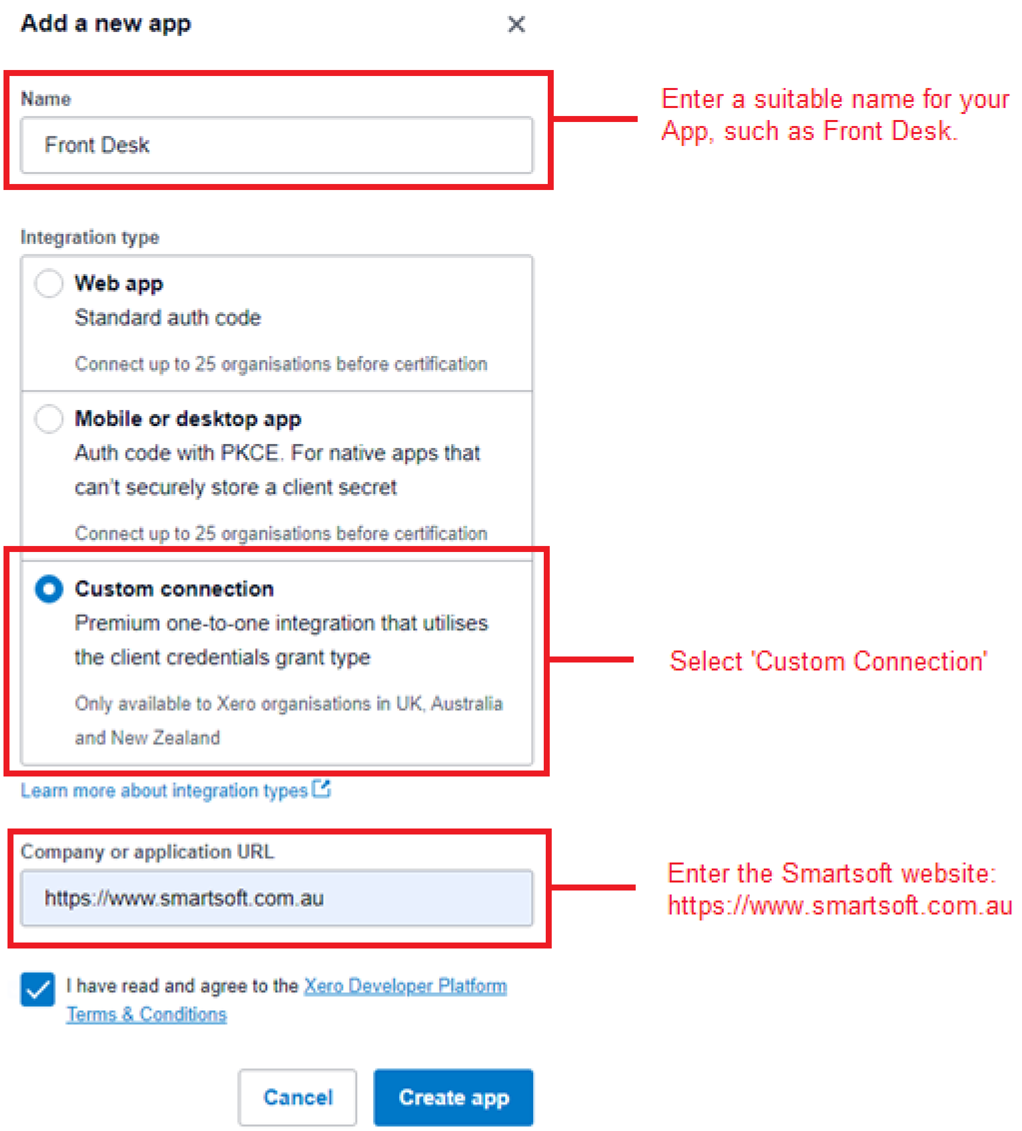
Step 4 – Configuring Xero to allow integration

This involves registering Front Desk as an ‘**App**’ on your Xero account and uploading the appropriate security certificates.

1) Navigate to https://developer.xero.com/app/manage/ and login to your account.

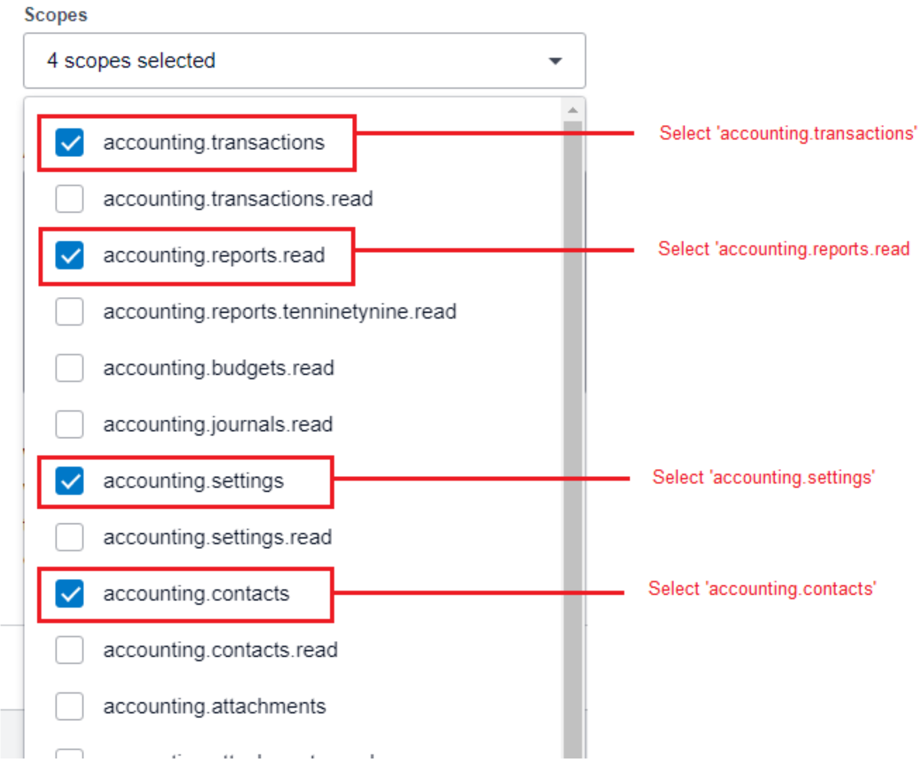


2) Click **New App** and create an app with the following settings:



3) Click **Create App**.

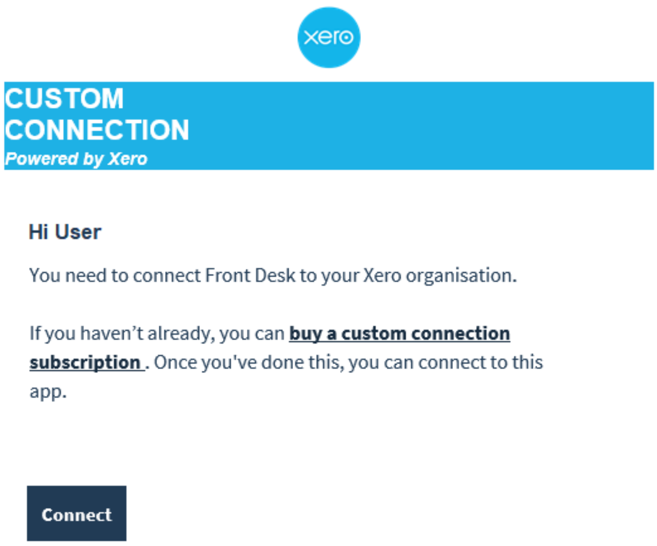
4) Using the 'Scopes' drop-down, select the following options:



5) Click **Save and connect**.

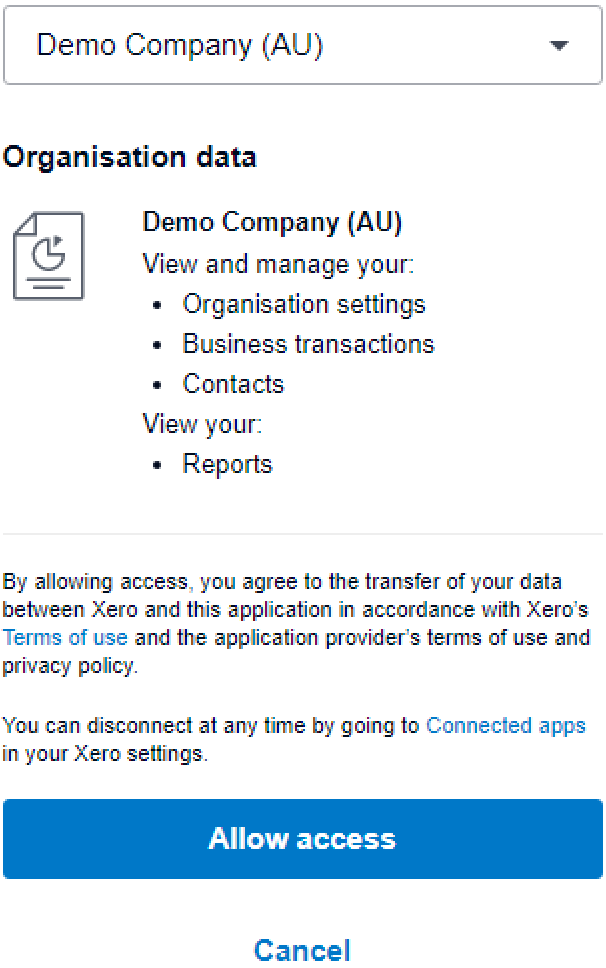
6) You will receive an email from Xero to authorise and connect this application.

Click **Connect** within the email.

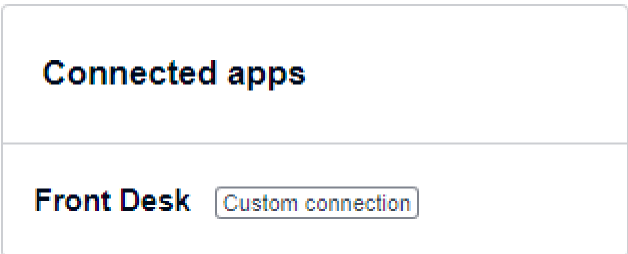


7) Ensure you have the correct **Organisation** selected and click **Allow access**.

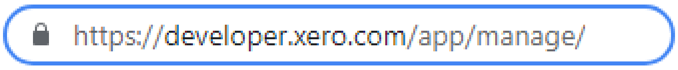
Note: Only the Demo Company (AU) organisation or an organisation with a **Custom Connections Subscription** will be available. If your Organisation does not appear in this list please confirm your Custom Connections Subscription (Step 3).



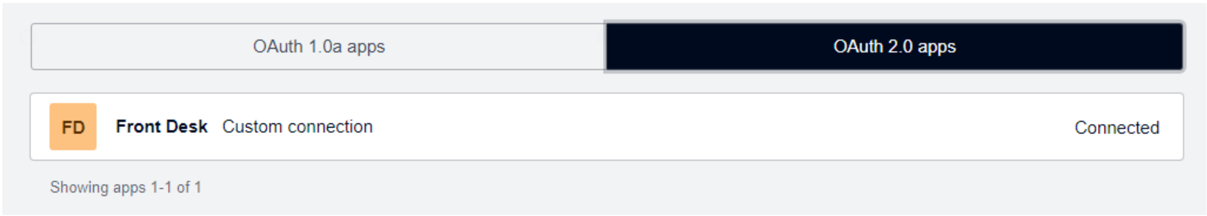
8) Your application will now be **connected**, allowing integration between your Xero Organisation and Front Desk system.



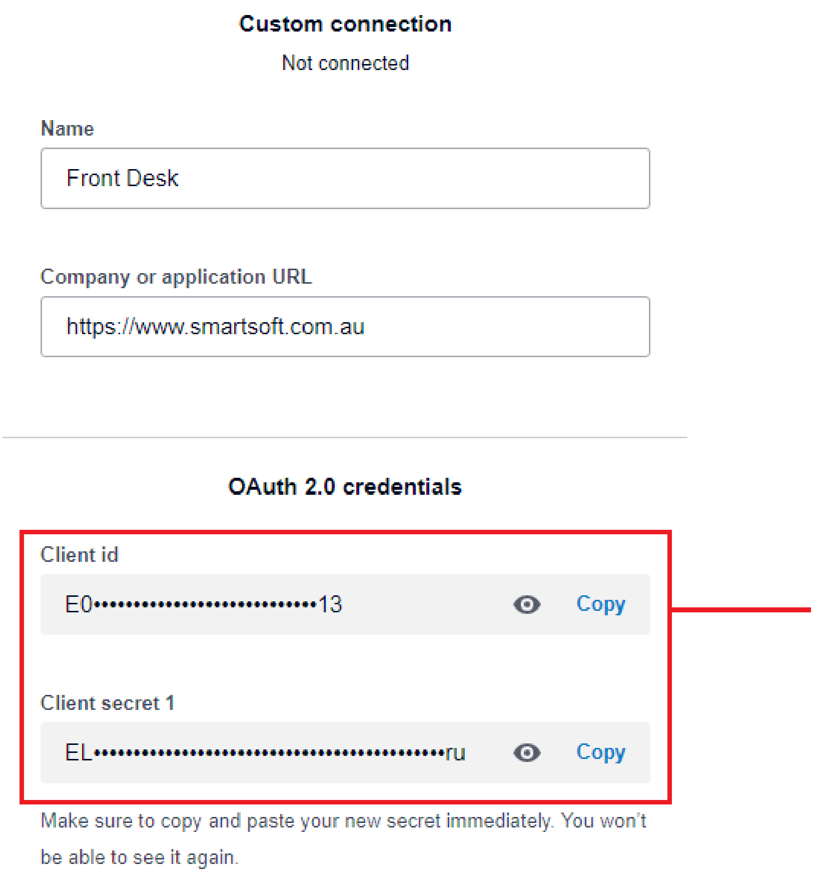
9) Return to https://developer.xero.com/app/manage/



10) Under the **OAuth 2.0 apps** menu, click on your newly created app:



11) Click **Generate a secret** so you have both a **Client ID** and **Client Secret.**



These will each need to be copied into Front Desk in **Step 5**.

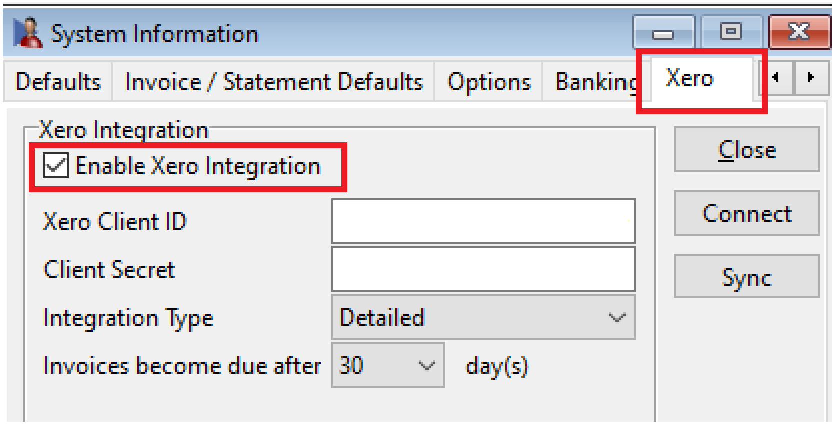
12) Leave this browser window open and proceed to **Step 5**.

Step 5 – Configuring Front Desk for Xero integration

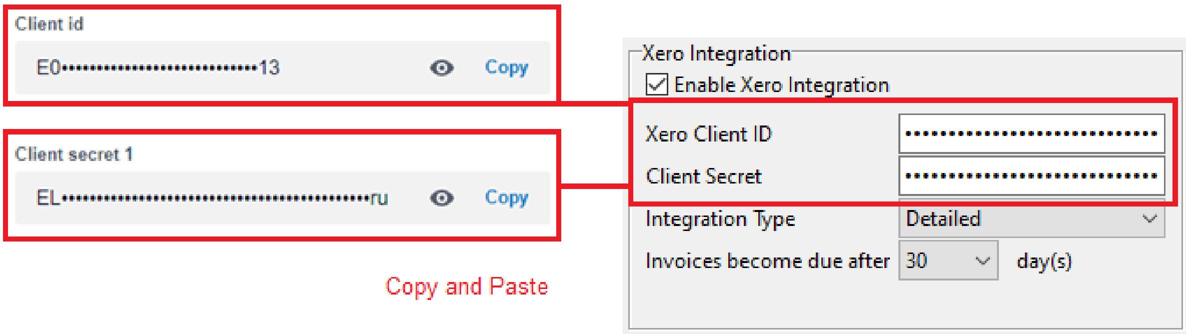
1) Open Front Desk and login as the **Admin** user.

2) Open **System Information** and navigate to the **Xero** tab.

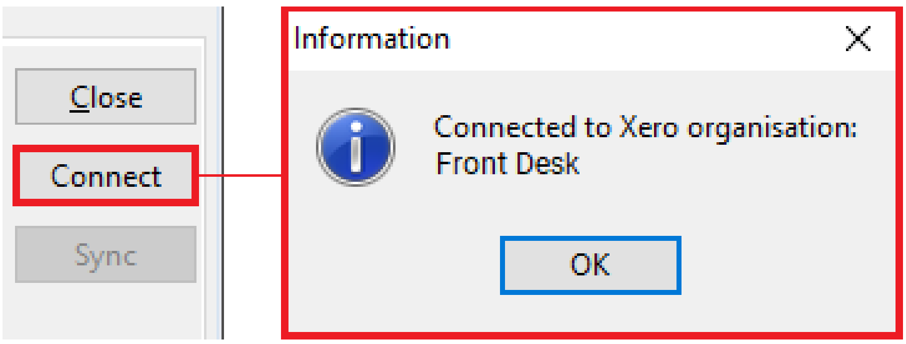
3) Click **Enable Xero Integration**.



4) In the **Xero Client ID** and **Client Secret** fields, enter the 'Client ID' and 'Client Secret' generated from Xero in **Step 4**.



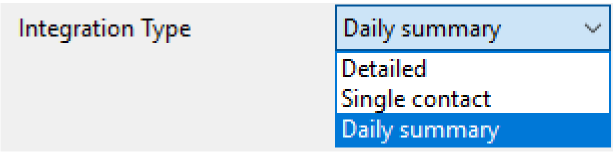
5) Click the **Connect** button to link Front Desk to your Xero organisation.



Step 6 - Selecting an integration type

It is important that users select the appropriate integration type for their intended Xero usage. The integration type cannot be changed after syncing, and once data has been uploaded to a Xero organisation, it cannot be reversed.

Front Desk has three types of integration with Xero – **Detailed**, **Detailed - Single Contact** and **Daily Summary**.



Type 1: Detailed

This mode of integration will upload each Front Desk patient as a separate **Contact** in Xero**,** with all outstanding and future invoices/payments syncing to each contact.

Please note Xero recommends no more than 10,000 contacts per organisation.

Pros	Cons
• Individual invoices and payments are available in Xero. • Outstanding invoices can be tracked in Xero and forwarded to the individual contact. • Uploads the most information between Front Desk and Xero. • Suitable for accounting based on accrual.	• More contacts and invoices can be harder to manage in Xero. • Reconciling in Xero can be difficult, as payments are uploaded individually per patient. • Not suitable for practices with higher numbers of patients. • Not suitable for accounting on a cash-basis.

Type 2: Detailed - Single Contact (Recommended for accrual accounting users)

This mode of integration will upload all Front Desk transactions to a single ‘Front Desk PMS’ contact in Xero**,** with all outstanding and future invoices/payments syncing to the one contact.

Each transaction will be uploaded with information to identify the patient it belongs to.

Pros	Cons
• Individual invoices and payments are available in Xero.	• Invoices cannot be forwarded to clients via Xero.

• All invoices are associated with a single contact, for easier management. • Suitable for accounting based on accrual.	• Reconciling in Xero can be difficult, as payments are uploaded individually per patient. • Not suitable for accounting on a cash-basis.

Type 3: Daily Summary (Highly recommended for most users)

This mode of integration will only upload a summary of payments received. It does not upload individual invoices and payment transactions but instead syncs the totals of each payment method for the day.

E.g. Your received payment totals in Front Desk for **Thursday 10-01-2019** are:

EFTPOS: **$850.00** CASH: **$200.00** CARD: **$500.00**

An invoice and payment will be raised in Xero for 10/01/19 for each payment type:

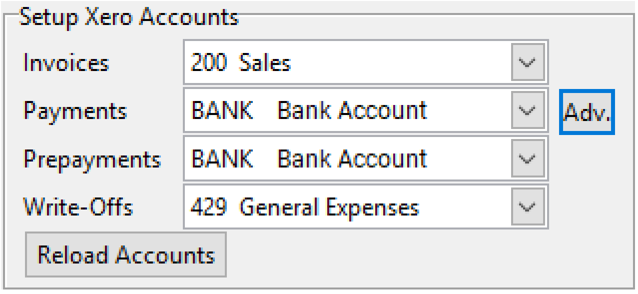
EFTPOS:	**CASH**	**CREDIT CARD:**
Invoice: $850.00	Invoice: $200.00	Invoice: $500.00
Paid: $850.00	Paid: $200.00	Paid: $500.00

Pros	Cons
• Designed for balancing and reconciliation in Xero. • Invoices and payments are totalled per day per payment method. • Includes smart payment grouping for easy matching against bank statements. • Suitable for accounting on a cash-basis.	• Individual invoice and payment information is not uploaded to Xero. • Write-offs and credits are not uploaded to Xero. • Individual contact information is not uploaded to Xero. • Not suitable for accounting on an accrual basis.

Cheque, direct deposit and Medicare/DVA payments are uploaded as individual payments for improved bank reconciliation in Xero. Payments made via HICAPS, Tyro or ANZ HealthPay integration will upload based on the health fund consolidation settings.

Step 7 - Linking Front Desk to Xero accounts

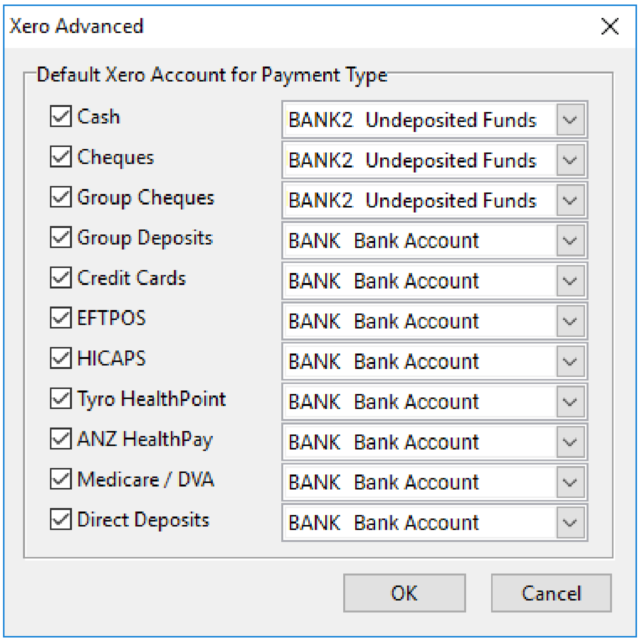
1) In the **Setup Xero Accounts** area, select the account you wish to use when syncing **Invoices**, **Payments**, **Prepayments** and **Write-Offs**.



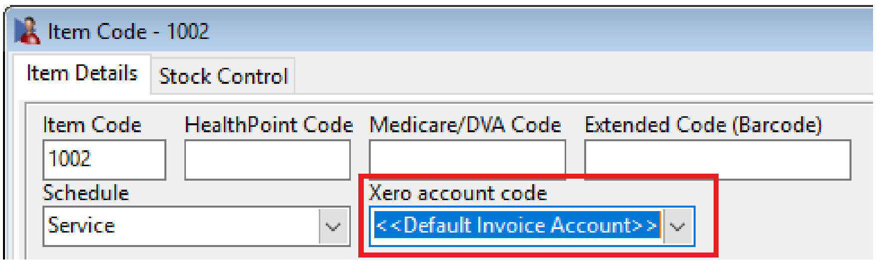
Linking **Payments** to a **Bank Account** is recommended if you wish to use Xero reconciliation features.

2) To nominate a Xero account for each **Payment Method**, click **Advanced** .

If using the **Daily Summary** mode of integration, click **Payment Methods**.



Individual **Item Codes** can also be configured with a Xero account.



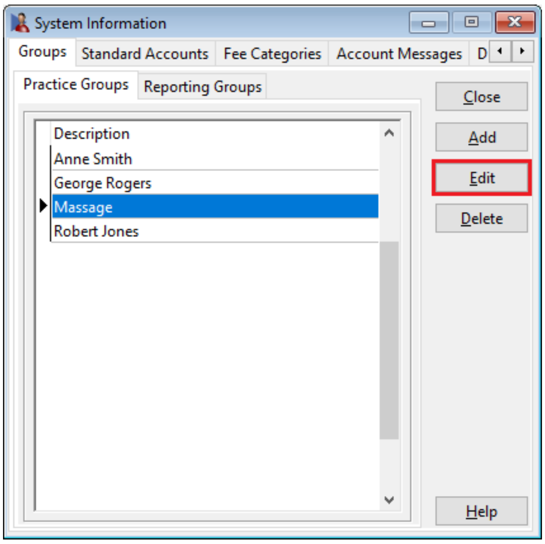
This can be used to separate GST inclusive items to a different Xero account, or separate items by schedule or other criteria.

Step 8 - Syncing practice groups to Xero

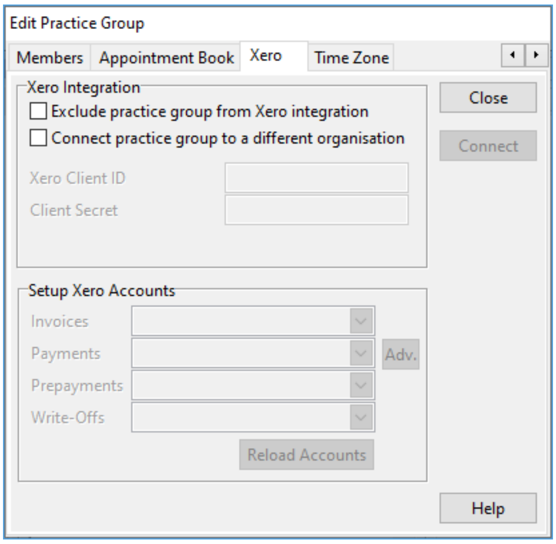
If required, Xero organisations can also be configured per Practice Group. In this case, one or more Practice Group(s) will be associated with a Xero organisation, with the potential to sync to different Xero organisations from one Front Desk database instance.

1) Open **System Information** and navigate to the **Groups** tab.

2) Select the practice group being configured for Xero and click **Edit**.



3) Open the **Xero** tab.



From here, users can:

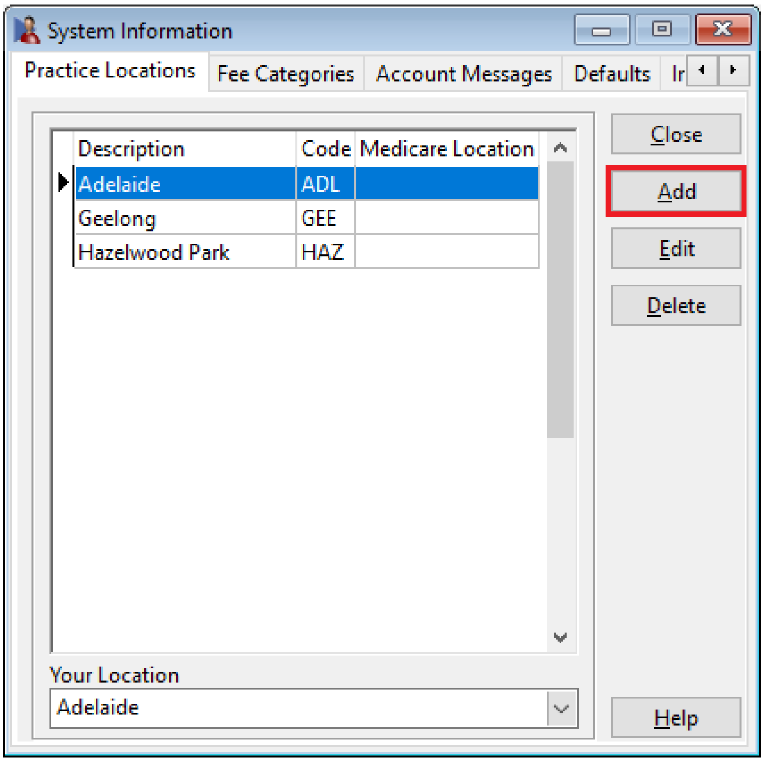
Exclude practice group from Xero integration.
This will prevent invoices associated with this practice group from being uploaded to Xero.

Connect practice group to a different organisation.
This allows users to connect this practice group to a different Xero organisation. All invoices associated with this practice group will upload to the connected organisation.

Step 9 – Xero integration with multiple locations

If your business operates from multiple physical locations, please ensure you have enabled and configured **Multiple Locations** in Front Desk. This tracks the physical location where payments have been made, and may be required to reconcile payments in both Front Desk and Xero.

1) Login to Front Desk as the 'Admin' user.
2) Open **System Information** and navigate to the **Advanced** tab.
3) Enable **Multiple Locations**.
4) **Close** and **Save**, then restart Front Desk.
5) Re-open **System Information** and navigate to the **Practice Locations** tab.
6) Click **Add** to create your physical locations.



7) Set the physical location of each machine under **Your Location**

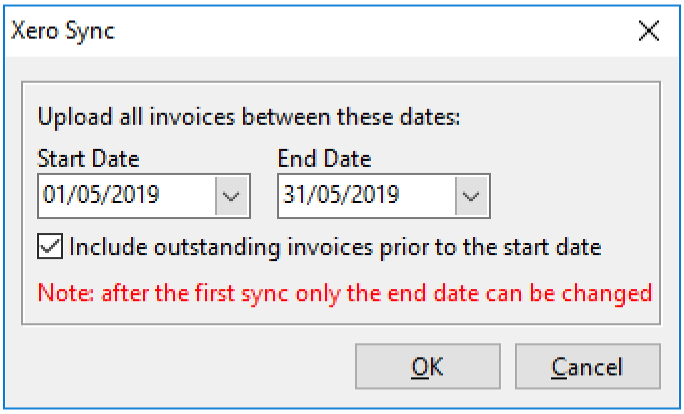
You are now ready to perform your first sync with Xero.

Step 10 - Syncing Front Desk with Xero

1) Open Front Desk and login as the **Admin** user.

2) Open **System Information** and navigate to the **Xero** tab.

3) Click **Sync**.



Each time you sync to Xero this **Xero Sync** window will appear.

4) Select the **Start Date** and **End Date** you wish to start syncing all invoices from. Front Desk will upload all invoices to Xero between the selected dates, both paid and outstanding.

5) Select whether to **Include outstanding invoices prior to the start date**. With this option enabled, Front Desk will also include outstanding invoices from before the start date.

6) Click **OK**.

Users can return to the **Xero** tab of **System Information** to sync again in the future.

Future syncs will automatically update any existing invoices on your Xero account to reflect their changes in Front Desk (edits, deletions, payments, write-offs).

Congratulations, you have successfully used Xero integration.

Please note the integration between Front Desk and Xero is one-way. Changes made manually in Xero will NOT be reflected in Front Desk.

Smartsoft cannot provide specific advice or assistance in general accounting or the use of the Xero, including general troubleshooting, payment reconciliation and reporting.

Frequently Asked Questions

I’m not familiar with Xero, how much support can Smartsoft provide?

The Xero integration functionality has been provided on a self-install, self-manage basis. For users that would like an assisted integration setup, Smartsoft can provide professional services to assist with the configuration, setup and use of the Xero integration for the Front Desk product. A link to these services can be found here.

The creation and management of your Xero account, including all information uploaded from Front Desk, must be handled by the Front Desk user.

Do I really need to start with a trial organisation in Xero?

We strongly recommend beginning with a trial organisation in Xero. This will allow you to verify your account mapping between Front Desk and Xero, while also confirming the results match your expectations.

If you upload to the wrong account or are not satisfied with the resulting information in Xero, please note it cannot simply be reversed or deleted.

I am ready to sync to my trial organisation in Xero, where should I start?

We recommend you start by syncing a period from several months ago, then verify the results. You should confirm:

- **Invoices** and **Payments** are uploading to the correct accounts.
- Your accounts are balancing as expected for the period.
- If you are connecting to multiple Xero organisations via **Practice Groups**, confirm the split of invoices and payments is accurate.
- The setup of Xero meets the needs of your accountant or bookkeeper.

I’m ready to begin using a live Xero organisation, what should I do?

Prepare your ‘live’ Xero organisation following **Steps 1-3**, then open a support case on our website for assistance: https://www.smartsoft.com.au/support

Our support staff will help reset your Xero configuration in Front Desk so you can connect to a different organisation and complete **Steps 4-10**.

When should I sync to Xero, and for what date range?

We suggest users only sync **closed** or **verified** accounting periods, where no further changes will be made to your invoices.

It should also be noted that invoices cannot be consolidated or unconsolidated after being uploaded to Xero.

Why aren't refunds uploaded to Xero?

Front Desk and Xero have fundamental differences in how 'refunds' are recorded and managed. As this would create inconsistencies, all refunds will need to be added to Xero as a manual adjustment.

Please refer to Xero support or your accountant for how these adjustments should be made.

My Xero balance isn't correct, what should I do?

Depending on your Xero setup there are several reasons your balance might seem inaccurate. For example, if you've split payments across multiple practitioners, and those practitioners are uploading to different Xero organisations, the balance may not reflect as you are expecting.

Another example is that you may bank an amount less than the income shown in Front Desk, due to your collected amount being short at the end of the day. i.e. Your banking may be $480 and Front Desk uploads to Xero an income of $500 as per the paid invoices for the period.

Smartsoft can only provide limited support in identifying discrepancies and comparing reports or balances. You will first need to locate which invoice is causing the discrepancy before we can assist.

Are there known limitations when integrating with Xero?

Our integration to Xero is highly advanced, but there are still some known limitations.

- After a write-off has been synced to Xero, it can only be removed by manually removing the credit note allocation in Xero and then voiding the credit note.

- Once an unallocated credit has been uploaded to Xero it can only be removed by manually deleting the credit allocation in Xero.

- Refunds are not uploaded to Xero.

Xero does not allow certain actions via integration, which is why they need to be completed manually.

I've made changes to a previously synced accounting period, what should I do?

In the **Detailed** and **Detailed - Single Contact** modes of integration, we are actively searching for changes to previously uploaded invoices with each sync. This means, if you edit an invoice in Front Desk and that invoice was previously uploaded to Xero, we will attempt to update that invoice in Xero to reflect your changes. This is also how we update outstanding invoices to include new payments. If you have added a *new* invoice to a previously synced period, this will be uploaded to Xero the next time you sync.

In **Daily Summary** mode, sync periods are final. Once a period has been uploaded to Xero it is locked and will not reflect any changes made in Front Desk.

In either case, we highly recommend only syncing **closed** and **verified** accounting periods.