eTrack NDIS
N11 Xero Interface Guide

Please consider before printing

Contents

Overview

After preparing and sending invoices from eTrack you can export invoice details to your XERO Accounting Package for bank reconciliation and tax obligations.
The 'Tax Invoice' PDF can optionally be included in the export.

After completing a bank reconciliation in Xero, you can import payment details back to eTrack.

Data is transferred directly between the systems using the Xero API with secure timed out tokens (there is no file and no delay).

This guide describes how to use the invoice export and payments import for XERO. It assumes you have knowledge of preparing and emailing invoices as described in the N3 Invoicing Guide.
Some setup is required before you get started.

For further assistance, contact eTrack.

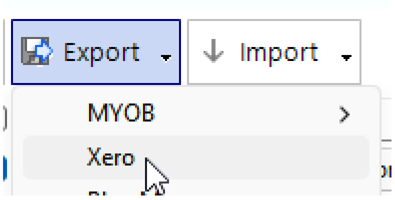
User Guide

Export Invoices

It is best to run the export AFTER sending invoices from eTrack. If you intend to export the PDF, then you must email (or print) the invoice first to generate the file. Allowing a few days between emailing and exporting can make it easier to rectify any errors in eTrack without having to void invoices in Xero.

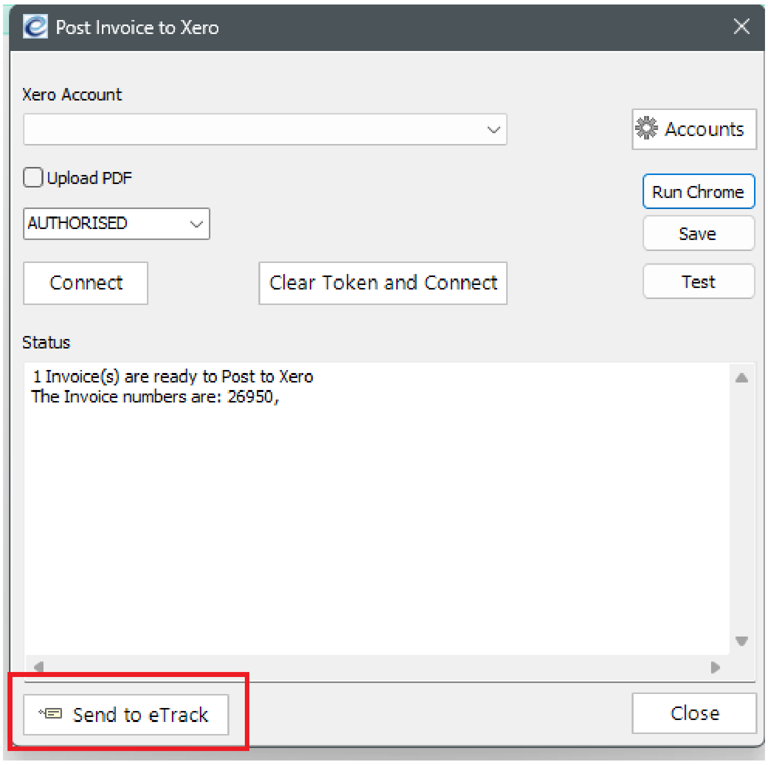
1. Select **Invoices** feature tab across the top.
2. In the filter ribbon:
    a. Tick 'Invoice Batches' and select 'not exported'.
    b. Untick 'Invoices Under' to load 'not exported' invoices across the system OR leave it ticked to load 'not exported' invoices from the selected tree item.
    c. Optionally, select a date range to only load invoices for a specific date range.
    d. Click **Apply** button. eTrack will display invoices that match the selected filters.

3. Tick which invoices to include (tick the top checkbox to tick all displayed invoices).
4. Click **Export** button. If a menu appears, select Xero (contact eTrack if you would like to configure the Export button to auto-select Xero and not show the menu).



5. The **Post Invoice to Xero** dialog is displayed. eTrack defaults the selections you used previously.
    a. If you have multiple Xero accounts, choose which one to use for this batch.

   b. Optionally, tick ‘Upload PDF’ to export the ‘Tax Invoice’ PDF *in addition* to the invoice details. The file is saved as an attachment in Xero. The PDF must already exist – it is created by emailing or printing the invoice in eTrack.
   c. Choose the status of the exported invoices. The default is AUTHORISED. Use DRAFT if you are sending Invoices from Xero rather than emailing invoices from eTrack.
6. Click the **Connect** button. All ticked invoices are exported, excluding any that are already exported. The data will automatically appear in Xero.
7. Progress is displayed in the Status box. If there are errors listed, click **Send to eTrack** button to submit the status log for analysis. You may be able to resolve some types of errors yourself - see Troubleshooting for more information.



8. Exported invoices are assigned the next Batch number which is displayed in the Batch# column. This is an eTrack reference and not recorded in Xero. To view invoices from a specific batch, tick ‘Invoice batches’, select ‘with a batch# of’ and enter the batch# when prompted.
9. After being exported, the invoice Status changes to ‘Locked (Sent) & Exported’ (or ‘Locked & Exported’ if not already emailed from eTrack).

Delete Invoices

To delete an invoice that has been exported, you must first clear the batch#:

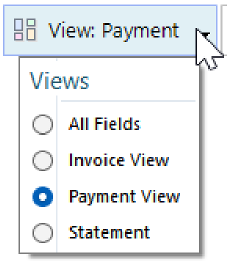
1. On the Invoices page, use the filters to load the invoice(s).
2. Right-click invoice and select ‘clear batch#’
3. Choose to clear that invoice only or the entire batch#, as required. Note that clearing an entire batch applies to all invoices with the same batch# even if not currently listed on screen.
4. To delete just the PDF file and not the invoice row: right-click invoice > Unlock
   Use Unlock if you need to edit details on screen such as terms/due date.

5. To delete the entire invoice entry: right click invoice > Delete (you don't have to unlock it first) Use Delete if you need to modify details within the invoice such as hours/rates.
6. You may also need to delete or void the invoice in Xero.

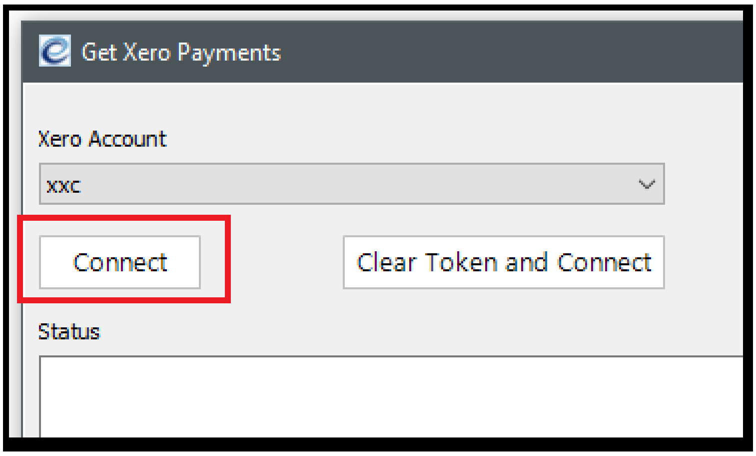
Import Payments

After performing a bank reconciliation in Xero, payment information can be imported back into eTrack to populate the Payment fields in the Invoices page.
Having payment data in eTrack makes this information available to users who don't have access to Xero and allows you to easily send payment reminders using the same Email process with a relevant email template.

1. Select the **Invoices** feature tab across the top.
2. Optionally select 'Payment View' to hide columns not relevant to payments.



3. You do not need to load unpaid invoices. The import runs across the system therefore the tree selection and any invoices displayed are not relevant.
4. Click Import button and select 'Xero Payments'.
5. If you have multiple Xero accounts, select the one you wish to use.
6. Click Connect.
7. Payments are imported and matched using the Xero Invoice ID which is saved in eTrack when the invoice is exported.

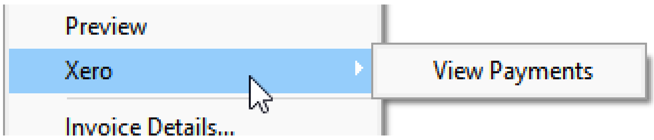


View Payments Details

All part payments and deleted payments are imported.

Changes, for instance to amount, date, status or reference of previously imported payments are also imported and updated in eTrack.

To view payment details, right click an invoice and select Xero > View Payments.



If a Payment is listed as DELETED in Xero, the Paid amount is shown as $0.

The total of 'eTrack Paid $' column on the Payments dialog is the amount shown in the Paid $ column for that invoice on the Invoices page.

If there is an amount that won't be paid, you can manually write off the unpaid portion in eTrack (see next section) so that Balance Owing is $0.

Xero Payments linked to Invoice ORC1026

Date	Updated Date	Amount	eTrack Paid $	Reference	Payment Type	Status	Invoice#	Contact Name
04/09/2024	05/01/2013	411.35	0		ACCPAYPAYMENT	DELETED	ORC1026	Gateway Motors
02/09/2024	22/01/2021	2145	2145	Part 1	ACCRECPAYMENT	AUTHORISED	ORC1026	DIISR - Small Business Services
02/09/2024	22/01/2021	3850	3850		ACCRECPAYMENT	AUTHORISED	ORC1026	DIISR - Small Business Services
		6406.35	5995.00					

Manual Entry of Payments or Write Off

To manually enter payments and / or write offs in eTrack:

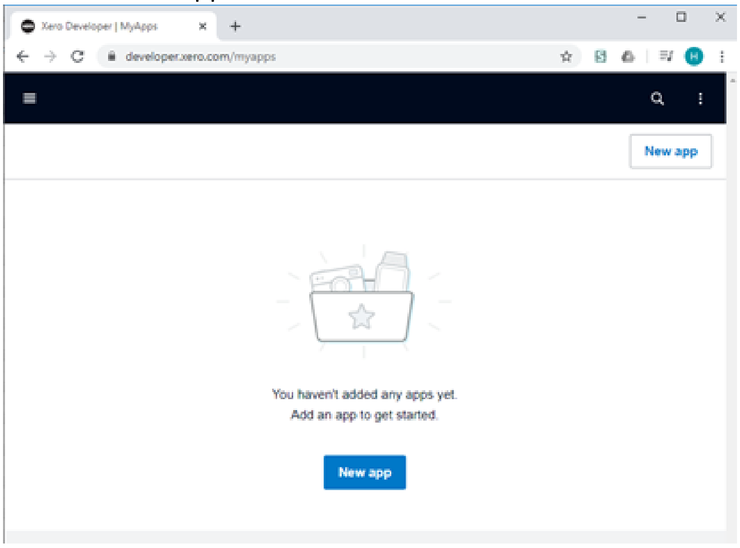
1. Optionally select 'Payment View' to hide columns not relevant to payments.
2. Use the filters to load invoices as required.
3. To enter a payment: Enter **Date Paid** and **Paid $** OR tick the checkbox between these columns and eTrack will set **Date Paid** = <today> and **Paid $** = Invoice $.
4. To enter a write off: enter **Paid Write off $**.
5. Bal Owing is automatically updated: Invoice $ (inc GST) - Paid $ - Paid Write Off $

Invoice #	Invoice Date	Invoice/Credit $ (Inc GST)	Due Date	Days Overdue	Date Paid		Paid $	Paid Write off $	Bal. Owing $
204828	12/01/2026	$2,595.69	26/01/2026		02/03/2026	☐	$2,200.00	$395.69	$0.00
204794	23/03/2026	$726.27	06/04/2026		31/03/2026	☑	$726.27	$0.00	$0.00
204793	09/03/2026	$454.86	23/03/2026		18/03/2026	☐	$454.86	$0.00	$0.00
204791	02/03/2026	$420.00	16/03/2026		31/03/2026	☐	$420.00	$0.00	$0.00

Setup interface between eTrack and Xero

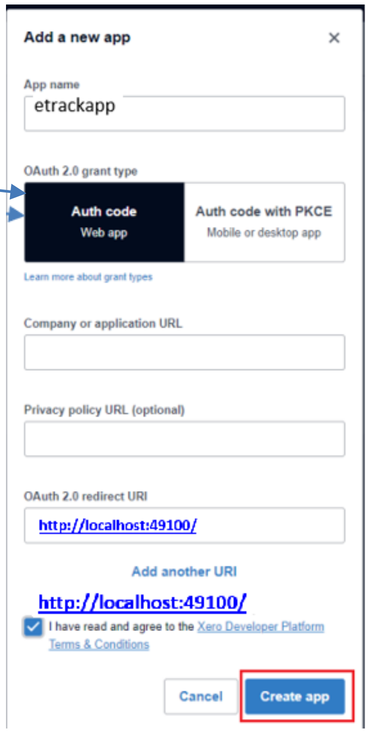
You will need your Xero username and password. These are not stored in eTrack. If you don't already have a Xero account, create one first. You must have the standard or advisor user role to connect apps. Then continue as follows.

1. In a browser open https://developer.xero.com/myapps
2. Login using your email and password.
3. Enter any two factor authentication from your phone or answer secret questions
4. Click the 'New app' button.



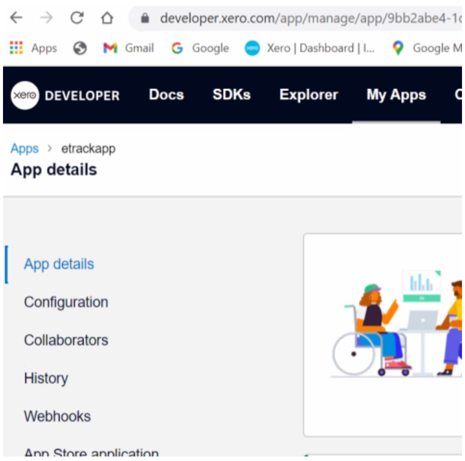
5. Enter the following (your dialog may look different)

    - App name = etrackapp
    - Select the 'Auth code' that says **'Web app'**
    - Company or application URL, this can be any https address such as **https://yourcompany.com.au**
    - OAuth 2.0 redirect URI = **http://localhost:49100/** (It must be exactly this.)



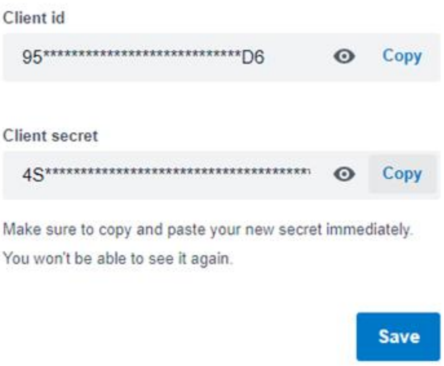
6. If exists, click the blue Save button (top right or at the bottom) or 'Create app' button.

7. Click Configuration link



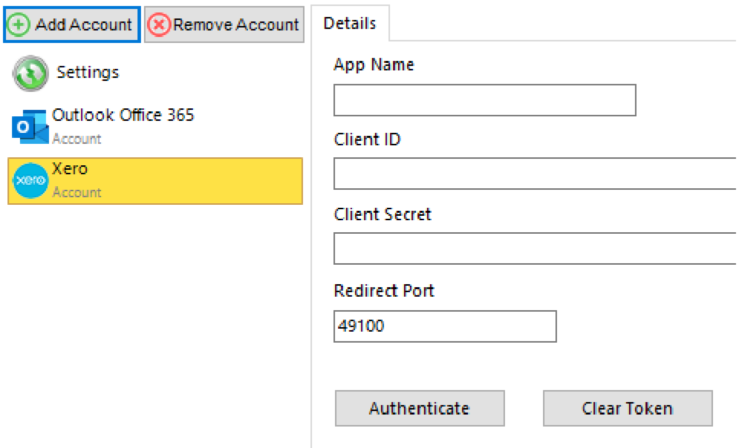
8. On the right, click the button 'Generate a secret.

9. The following will display which we'll come back to in a minute.



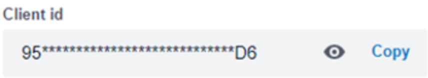
Now to connect eTrack to the eTrackApp you have created.

10. Login to eTrack.
11. Click Settings (cog icon top right) and select Accounts in the middle of the screen.
12. Click Add Account and select Xero.

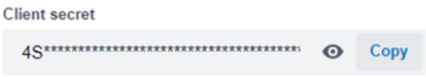


13. Enter App Name = etrackapp

14. Go back to the screen in step g) and click Copy next to Client ID.   Paste this into the Client ID in eTrack.



15. Go back to the screen in step g) and click Copy next to Client secret.   Paste this into the Client Secret in eTrack.

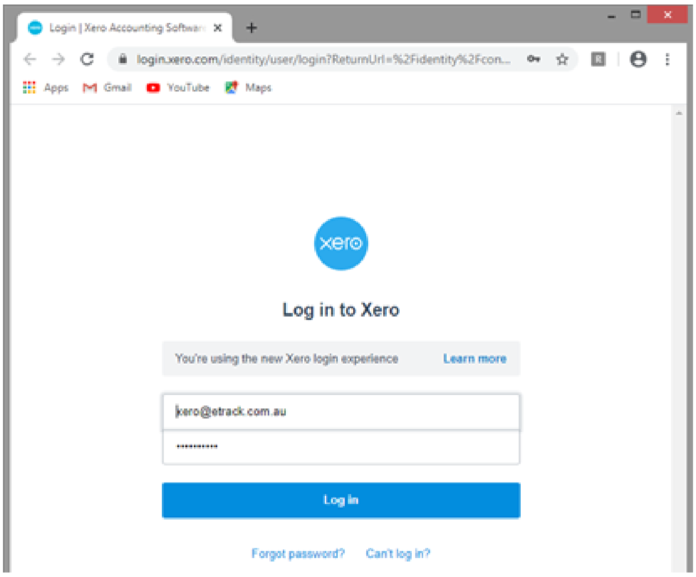


16. In eTrack enter Redirect Port = 49100

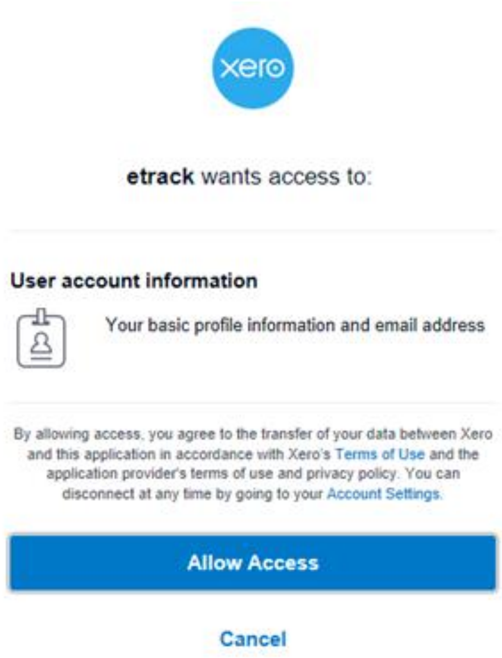
17. Click Authenticate. eTrack will then open a browser and you will be asked to log into your Xero account.

    When eTrack first opens Chrome to connect to Xero it sometimes can fail and do nothing. This is something to do with Chrome and Xero, not eTrack.
    Don't copy the URL to a local browser, it does have to use the Chrome browser eTrack launches. Just close the browser and eTrack should open a second Chrome browser window that now works. If not try clicking Authenticate again.

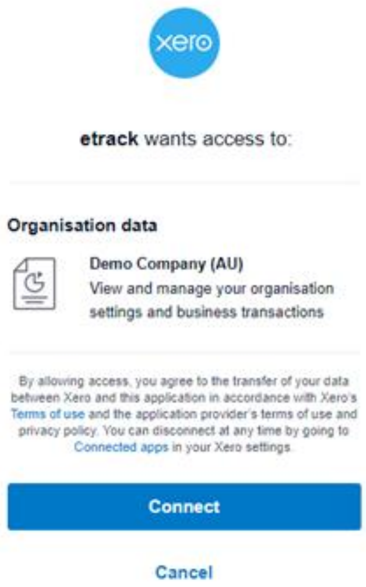
    If you get an 'incognito' or 500 or 'incorrect redirect' error, try continuing as you can probably ignore this error. If not email [eTrack](mailto:).



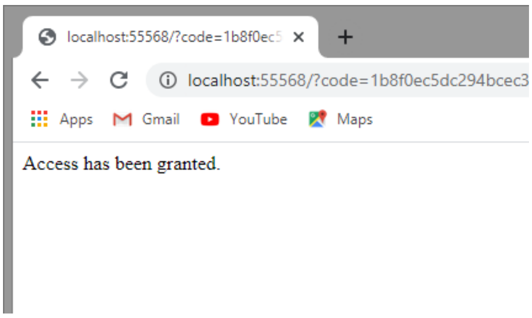
18. Click 'Allow Access' in the next dialog to give eTrack access to Xero.



19. Click Connect to connect your Xero app with the company eTrack Products Pty Ltd.

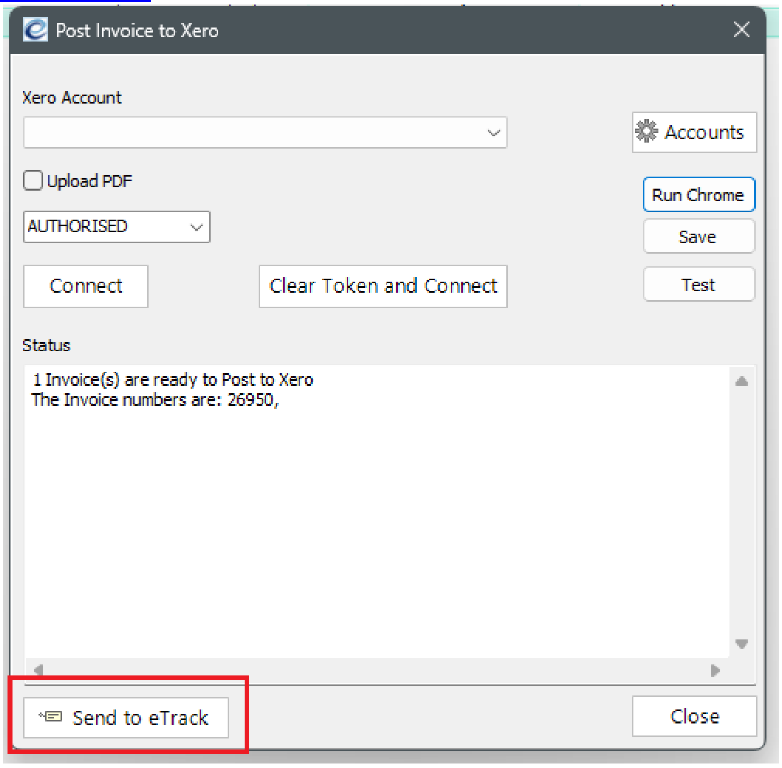


20. The browser will display an "Access has been granted" message.



eTrack is now connected to Xero.
The above Authentication process only needs to be done once. eTrack then uses the information provided by Xero to securely communicate with Xero in future exports.

21. In the Xero account in eTrack click **Test Export** (this will export a test invoice).
22. In the dialog, set Xero Account = etrackapp
23. Click Connect button.
24. Progress is displayed in the Status box. If there are errors listed, click **Send to eTrack** button to submit the status log for analysis. You may be able to resolve some types of errors yourself - see [Troubleshooting](#) for more information.



Setup Options

Allow more than one staff member to access Xero

Xero stipulates a maximum of two connections per organisation.

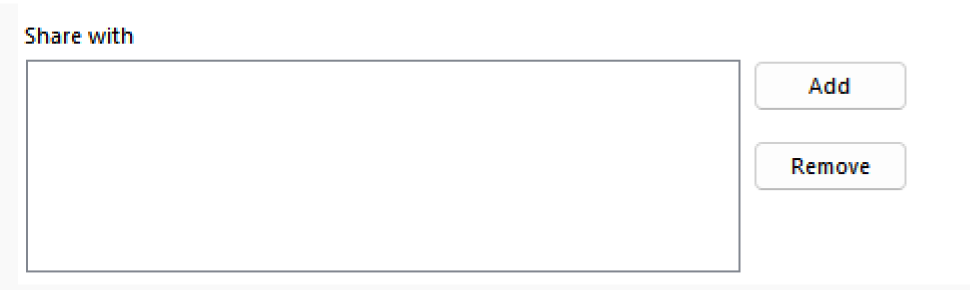
When connecting a Xero account by following the steps above, if Xero says "This organisation is already connected to the maximum number of allowed uncertified apps" then you have two options:

a) Disconnect unused apps in Xero so you can connect your account in eTrack.
b) If another user already has a Xero account connected in eTrack, you can be given access to the export/import via the *Share With* feature described in this section.

The *Share With* feature allows one user to share the authentication of their Xero account in eTrack with one or more other users. The other users can then run the export/import via the main user's authenticated Xero account.

The main user does this:

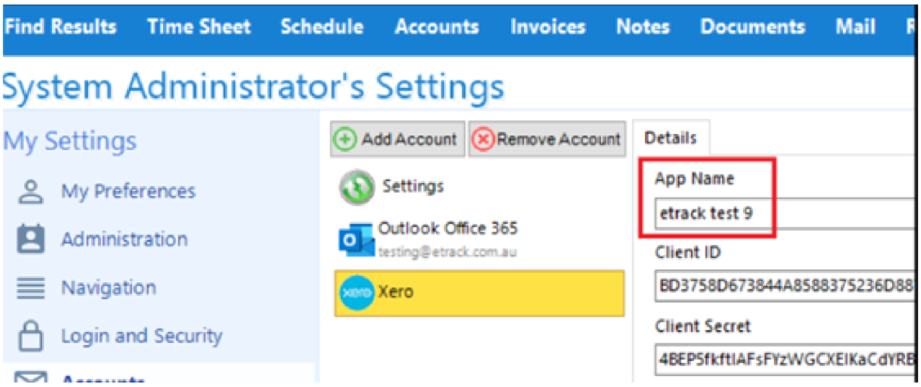
1. Go to your Settings (cog icon top right) and select Accounts
2. Click the Xero account
3. Click the **Add** button next to the 'Share With' box then search for and select a user
4. Add more users and **Remove** users as required
5. There is no setup for the other users – they should **not** have a Xero account on their eTrack profile.



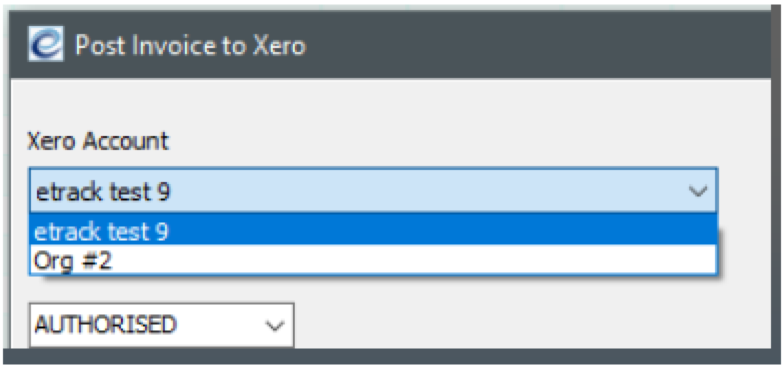
When they run the export/import their eTrack will connect to the Xero account that was shared with them. Sharing your authentication within eTrack does NOT give other users access to your Xero account, it just allows other users eTrack to export/import via your Xero account.

Connect multiple Organisations

To connect to Xero as one of multiple Organisations, setup another Xero account following the steps above but with a different App Name (it can be any name but something to identify the organisation may be helpful).



If you have multiple Xero accounts you can then select which one to use when exporting in the Invoice screen.



GL Account codes

There are two options for how your GL accounts might be setup in Xero:

OPTION 1: One account code for Time and another for Expenses (though they can both be the same account) for ALL invoices.

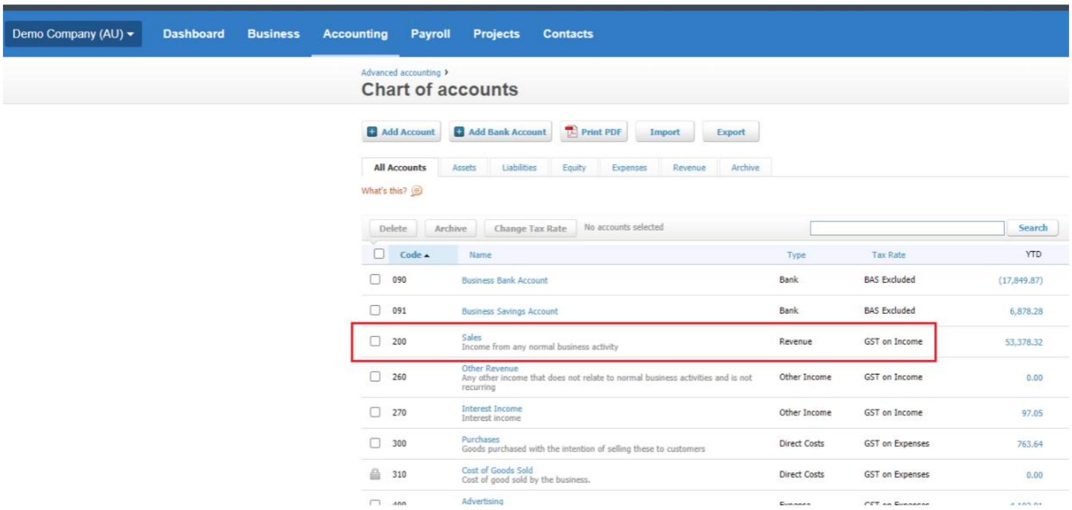
OPTION 2: Different account codes for Time and Expenses per support category.

The default setup in eTrack is OPTION 1 with these account codes:

- 200 for time (labour)
- 260 for expenses (non-labour)

To use different GL codes or to configure GL Codes for support categories, contact eTrack.

To check or change the account code used in Xero select Accounting > Chart of Accounts.



Invoice Contact Name

There is no separate Contacts export from eTrack for Xero.

The default is to include <u>Plan Manager</u> name (if it exists). Invoices are filed against the plan manager in Xero.

The alternative is to include <u>Participant</u> name if you prefer to file invoices against participants in Xero. Contact eTrack if you wish to configure this option.

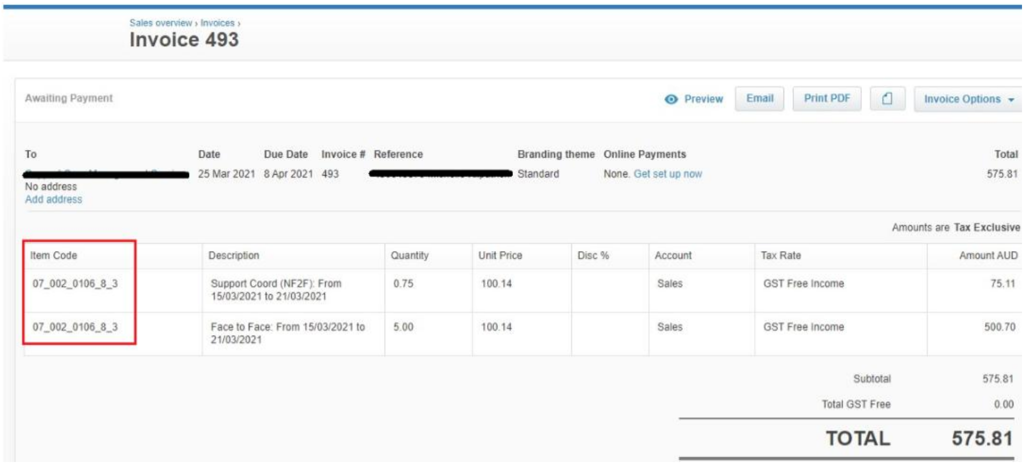
A 'contact' is included in the exported invoice data. The exported contact will be automatically created in Xero if not there already.

Xero Invoice API Contact details fields: Only the green rows are exported by eTrack.
Update: EmailAddress is also exported.

field	**description**
ContactNumber	This field is read only in the Xero UI, used to identify contacts in external systems. It is displayed as Contact Code in the Contacts UI in Xero.
AccountNumber	<u>A user defined account number. This can be updated via the API and the Xero UI</u>
ContactStatus	<u>Current status of a contact – see contact status types</u>
Name	Full name of contact/organisation
FirstName	First name of contact person
LastName	Last name of contact person
EmailAddress	Email address of contact person
BankAccountDetails	Bank account number of contact
CompanyNumber	Company registration number. Max 50 char.
TaxNumber	Tax number of contact – this is also known as the ABN (Australia), GST Number (New Zealand), VAT Number (UK) or Tax ID Number (US and global) in the Xero UI depending on which regionalized version of Xero you are using
AccountsReceivableTaxType	Default tax type used for contact on AR invoices
AccountsPayableTaxType	Default tax type used for contact on AP invoices
Addresses	<u>Store certain address types for a contact – see address types</u>
Phones	<u>Store certain phone types for a contact – see phone types</u>
IsSupplier	true or false – Boolean that describes if a contact that has any AP invoices entered against them
IsCustomer	true or false – Boolean that describes if a contact has any AR invoices entered against them
DefaultCurrency	Default currency for raising invoices against contact
UpdatedDateUTC	UTC timestamp of last update to contact

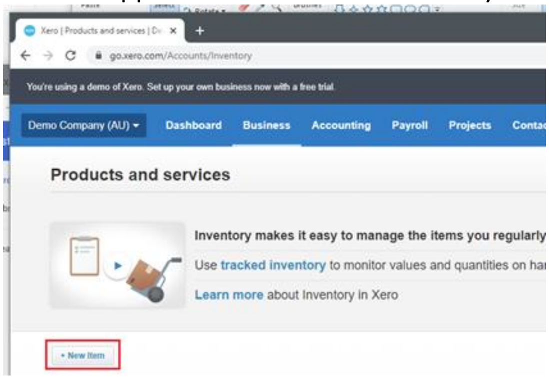
Include Item Code in Export

The default export does NOT include the Item Code (Support Item Number).
Including the NDIS Support Item Number in Xero's 'Item Code' (column 1) allows you to analyse revenue by code. However, it requires you to enter each Support Item as an Inventory Item into Xero before exporting.
Business Process. Every time you add a new support item to eTrack you must add it to Xero as well.

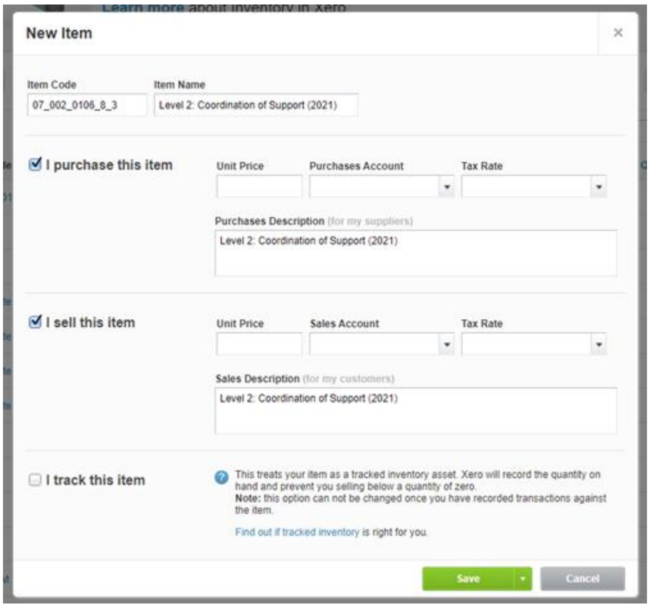


Contact [eTrack]() if you would like to include the Item Code in the export.

To add Support Items as a Xero Inventory Items, in Xero select Business > Products and Services.



You need to create Inventory Item in Xero for each Support Item you are booking time to in eTrack.
The Item Name can be anything you like but should be a description of the support code.
You'll know if this hasn't been fully done since will get an error on export like:
Item code '01_791_0106_8_3' is not valid



Data format

Invoice data is exported in the same format as printed on the eTrack generated tax invoice:

- Time is grouped by date/staff/support item/rate for support items where 'hours' is ticked
- Expenses are grouped by date/staff/support item/rate for support items where 'expenses' is ticked

There is a setting to instead export the invoice total only (no line item details), however it's generally only used to work around this error.

Security Settings

Only users with permission (generally only Administrators and Finance staff) can access the Export button and View Payments menu option. To allow other security groups to have access, contact eTrack.

Troubleshooting

Errors are listed in the Status box. A few rows above the error 'message' will be the invoice number it applies to. This guide may help you resolve the most common errors. For assistance, click **Send to eTrack**, which will submit the status log for analysis.

Refresh Token failed (Error 400)

Occasionally Xero will return this error when running the export / import which requires you to authenticate again.

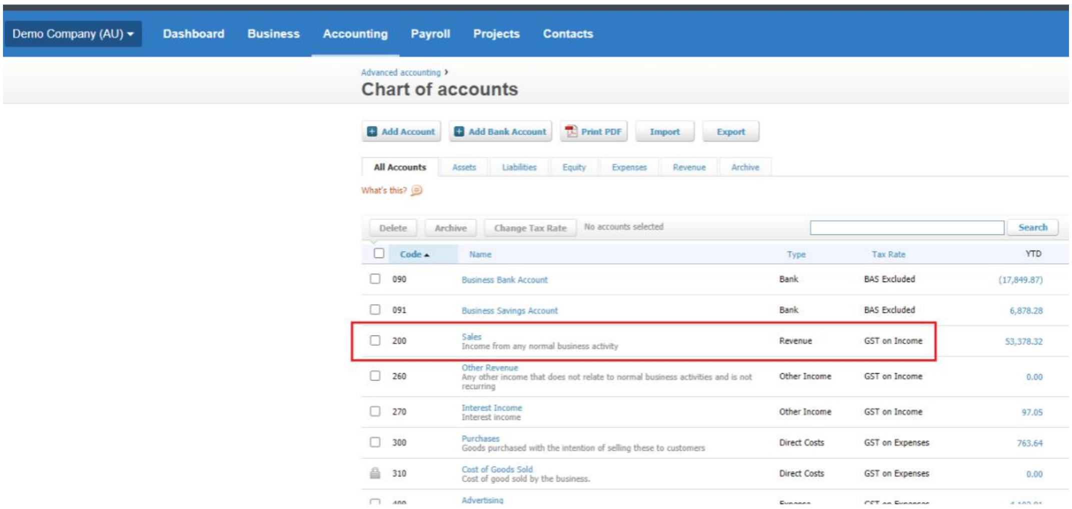
1. Go to your Settings > Accounts
2. Select the Xero account
3. Click **Clear Token and Connect**.
4. Complete the authentication process again (as described above).

Note: if you are using a shared authentication (the Xero account is setup under another user's eTrack login) then the user whose authentication is shared with you must re-authenticate.

200 is not a valid account code OR Account code '200' has been archived or has been deleted

This error refers to GL account code 200 but it could be another account code that has the same problem. It means the account code in your eTrack settings is not available in your Xero. Most commonly this occurs if you didn't provide eTrack with your custom GL account codes so eTrack is using the defaults (200 for time and 260 for expenses).

To check or change the account code used in Xero select 'Accounting' heading in Xero and select Chart of Accounts from the menu.



The line total xx.xx does not match the expected line total xx.xx

This indicates a rounding discrepancy where the sum of items does not exactly match the invoice total. The invoice can be exported using a different mode that only sends the total and no line item details (Quantity =1 and Rate = total $) thus bypassing the validation. Contact eTrack if you get this error.

Item code 'xx_xxx_xxxx_x_x' is not valid

This error occurs if you are using inventory items and the support item number in the error message cannot be matched to an inventory item in your Xero. It either means the support item number in eTrack is wrong or, more likely, it hasn't been created yet in your Xero. Update as required and run the export again.

Input string was not in a correct format

This means the export contains data that is not formatted correctly eg text in a field that should be currency. In older eTrack versions a colon ":" char in a support item name would cause this error but that has since been addressed.

You have reached the limit of invoices you can approve

The Xero Ignite Plan has a limit of 20 Invoices which apply to both approving and sending invoices. Transactions initiated by eTrack using the API contribute to your invoice limit.
Please see xero.com/au/pricing-plans for more options.

Invoice not of valid status for modification

This means the Invoice has been cancelled/voided in Xero and the Invoice number cannot be reused.

Response Status Code: 429

The Xero API has a limit of 60 calls per minute. eTrack pauses the export after every 59 calls until the minute ticks over. This ensures the limit is not breached without restricting the number of invoices that can be exported per batch. So, this error should not occur. If it does, please submit it so it can be investigated. Then wait one minute and run the export again to export the invoices that were missed. You may have to do this a few times depending on how many invoices there are.

Settings Summary (for eTrack use)

[Xero]
InvoiceExport=2 Export button auto-selects Xero export [default is 0 – show menu]
DefaultTimeAccountCode=200
DefaultExpenseAccountCode=260
ExportItemCode=n where 1 exports support item# and 0 does not [default is 0]
ExportFormat=n where 1 exports details and 0 exports Quantity =1 and Rate = total $ [default is 1]
DefaultTimeDescription=eTrack Time
DefaultExpenseDescription=eTrack Expense

[Options]
UseProjectForInvoiceClient= n where 1=Participant and 0=Plan Manager
AccountsExportOption=6
RateSetGLCodes=n where 1 exports to GL codes on support categories and 0 exports to GL codes from eTrack Settings [default is 0]

Security 233 Access to Xero Payments

End