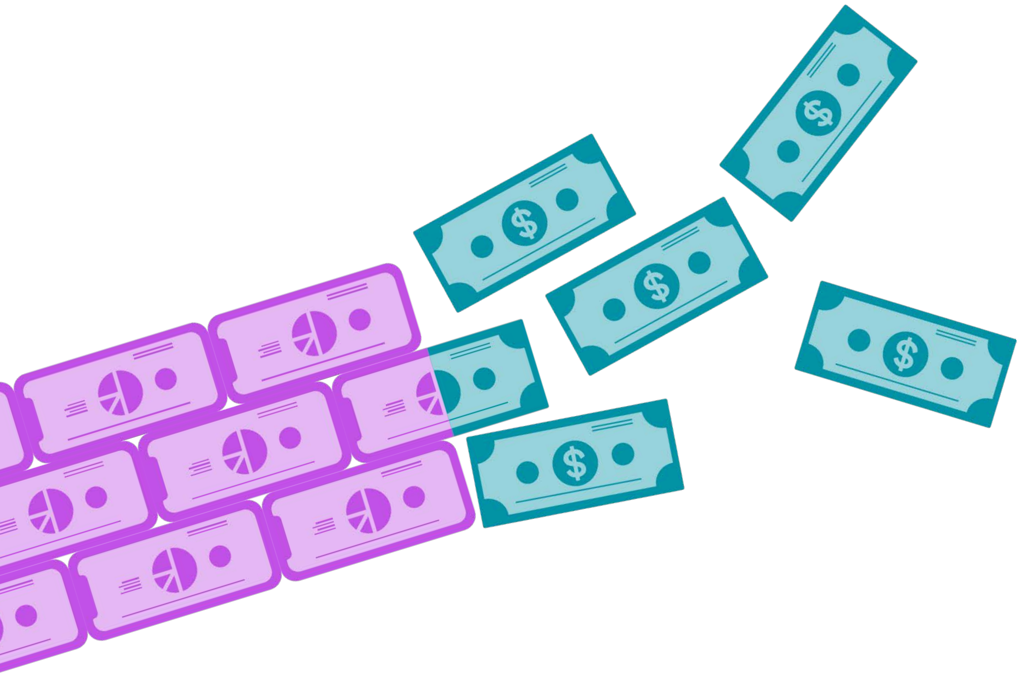
Payrix



# Payrix + Xero

Additional user guide #2

## Migrating a Direct Debit customer from another payment provider

Australia and New Zealand

28 September 2021

Payrix

**P:** 1300 592 283 (AUS) | 0800 480 054 (NZ)
**E:** admin@payrixcom.au
www.payrix.com/au | www.payrix.co.nz

## Introduction

Payrix + Xero enables you to automate invoice payments using Direct Debits on card and bank accounts.

We've made it easy for a business that uses Xero to switch from another payment provider to Payrix without disrupting its Direct Debit schedules. This document shows you how to do this.

Migrating a customer to Payrix's Payment Console and continuing their Direct Debit schedule can be done in five simple steps:

1. Import your Xero customer to Payment Console.
2. Inform your customer about the change of payment provider.
3. Send a request for payment details and authorisation.
4. Switch off previous Direct Debit schedule on your old payment provider.
5. Change Xero branding theme for customer's repeating invoice.

## Assistance with bulk migrations

This document helps you to import single customers individually.

We can help you to migrate multiple customers – please contact our Client Support team if you need assistance with a bulk migration.

## Requirements to get started

Before proceeding, you should have already connected your Xero and Payrix accounts, and configured them for invoice payments.

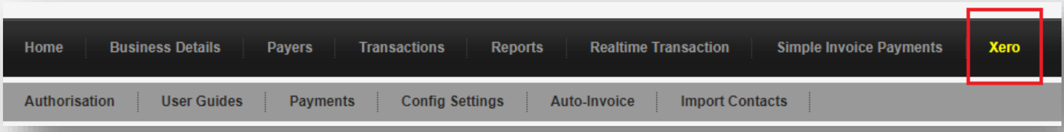
If you haven't yet, you can follow the steps in our setup guide:

Setup guide: Payrix + Xero [PDF]

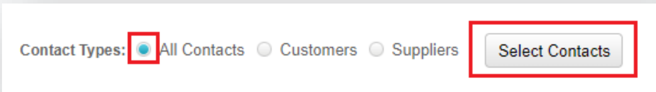
## STEP 1 : IMPORT YOUR XERO CUSTOMERS

### Step 1: Import your Xero customer to Payment Console

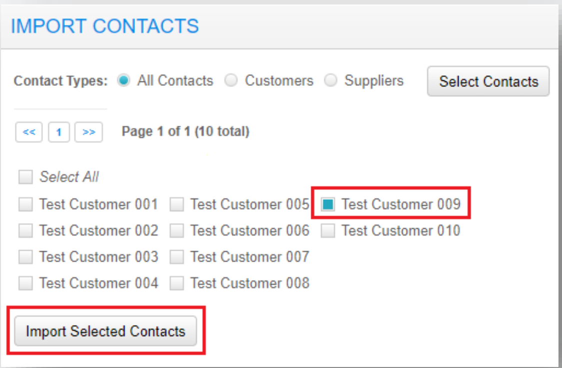
- Login to Payment Console: https://portal.payrix.com.au
- On the main menu, click **Xero.**



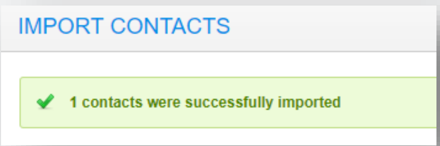

- Scroll down to the **Import contacts** section of the page.
- With the **All contacts** option checked, click the **Display Xero contacts** button.




- A list of your Xero contacts will be displayed.
- Locate the customer you would like to import – select the check-box next to their name, and click **Import selected contacts.**




- The page will display confirmation that the contact was successfully imported.



## STEP 2 & 3

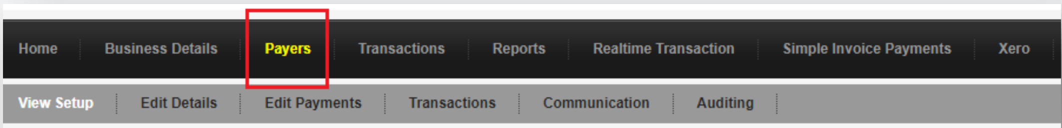
### Step 2: Inform your customer about the change of payment provider

- Send an email to your customer informing them about your change of payment provider.
    - This gives you the opportunity to let them know they'll soon receive another email from you via the Payrix system requesting payment details and authorisation – this is our eAmendment Email which is outlined in the next step.
    - It is worth mentioning in their email for the customer to check their junk email folder, just in case our eAmendment Email doesn't get through to their inbox.
- For customers paying Direct Debits from their bank accounts, a business must provide 14 days' notice that it is switching payment provider.

  There is no requirement for credit or debit card payments, but we do recommend you inform your customer of the change.

### Step 3: Send a request for payment details and authorisation

- Return to Payment Console.
- Click **Payers** from the main menu.



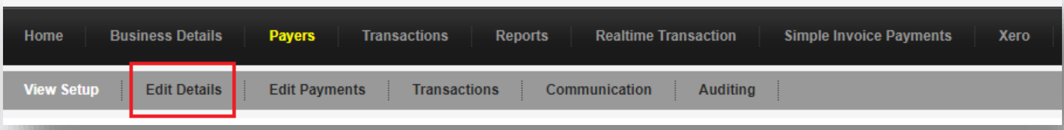

- Your customer will have a **Payment Status** of 'Suspended - incomplete setup'.
- Click on the **Payer #** of your new customer.

| Payer # | Unique Ref | Display Ref | Surname | First Name | Payment Status |
|---|---|---|---|---|---|
| 226749 | 2462bd63-b313-4857-ba67-b65a5d28146d | Test Customer 009 | Purple | Peter | Suspended - Incomplete Setup |
| 225623 | 2c825424-ddbd-4064-87d0-be480dd94332 | Test Customer 002 | Roger | Red | Active |
| 225624 | 3905e866-af79-476f-ba32-c366bfdf3091 | Test Customer 003 | Blake | Black | Active |

- Your customer's details will be displayed.

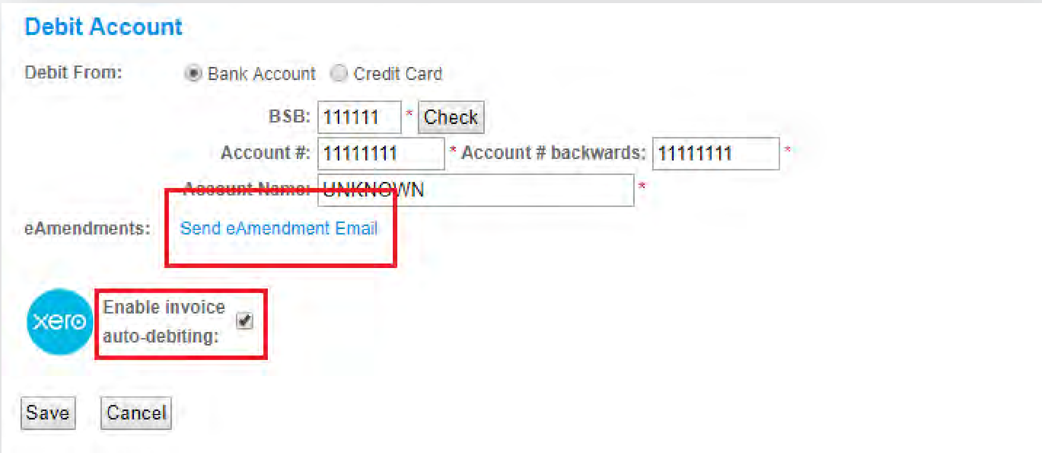
## STEP 3 : SEND A REQUEST FOR PAYMENT DETAILS AND AUTHORISATION

- Click **Edit Details.**




- Looking below the **Debit Account area,** you should do two things:
  - o Click the **Send eAmendment email** link.
  - o Ensure that the check-box **Enable invoice auto-debiting** is ticked.

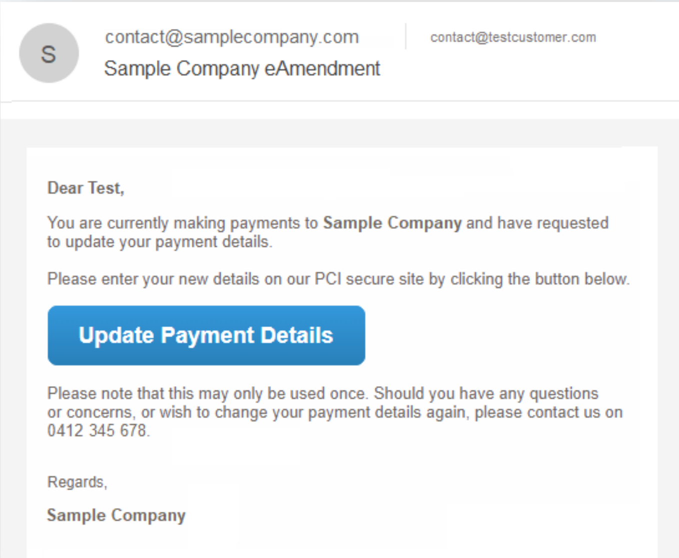
    If you had to tick this box, then click **Save;** if you didn't make any changes click **Cancel.**




- An eAmendment email will then be sent to your customer, enabling them to provide their payment details and authorisation securely online.

  If you send the customer another eAmendment email, the previous one will expire.
- When the customer receives the email, they should click the **Update payment details** button.

## STEP 3 : SEND A REQUEST FOR PAYMENT DETAILS AND AUTHORISATION


contact@samplecompany.com | contact@testcustomer.com

Sample Company eAmendment

Dear Test,

You are currently making payments to **Sample Company** and have requested to update your payment details.

Please enter your new details on our PCI secure site by clicking the button below.

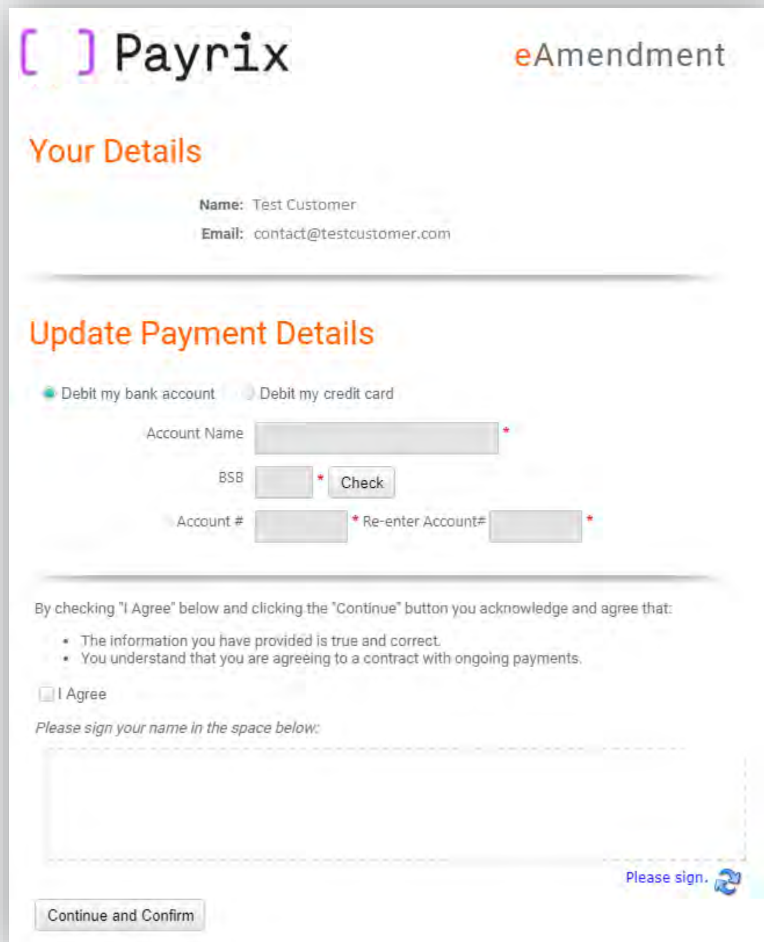
**Update Payment Details**

Please note that this may only be used once. Should you have any questions or concerns, or wish to change your payment details again, please contact us on 0412 345 678.

Regards,

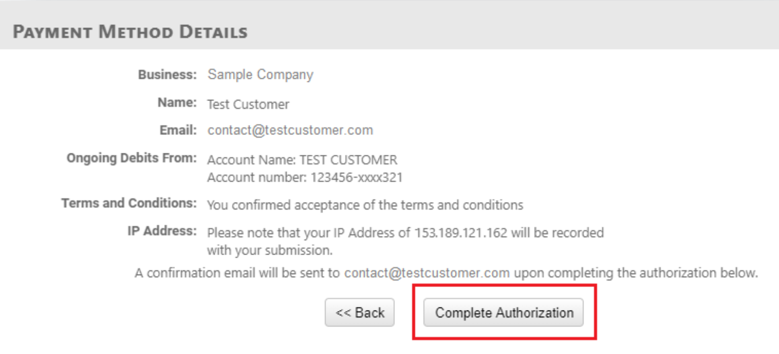
**Sample Company**

- The customer is then taken to our secure eAmendment Form, where they can then update their details and authorise ongoing payments.

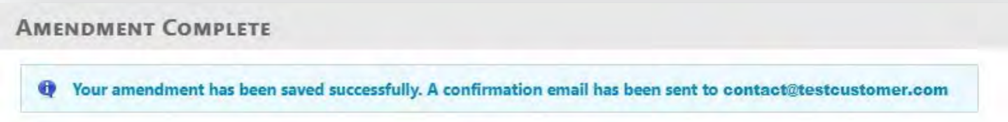


## STEP 3 : SEND A REQUEST FOR PAYMENT DETAILS AND AUTHORISATION

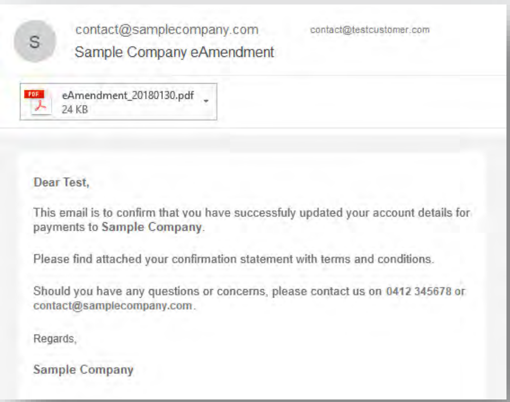
- When all details are entered, the customer will click **Continue and Confirm.**
- A confirmation page will then be displayed with their updated details – the customer then clicks on **Complete Authorization.**




- A final confirmation page is then displayed.




- A confirmation email will be sent to your customer – this will include a PDF document detailing their Direct Debit authorisation.




DIRECT DEBIT REQUEST

| | |
|---|---|
| Business | Sample Company |
| Name | Test Customer |
| Phone (mobile) | 0412345678 |
| Email | contact@testcustomer.com |
| Debit From | Debit my credit card<br>Visa 411111xxxxxx1111 Test Customer |
| IP Address | Please note that your IP Address of 178.123.153.162 will be recorded with your submission. |
| **Agreement Details** | |
| You acknowledged your agreement of the following:<br>1. You have read and agree to the Direct Debit Terms & Conditions (see below).<br>2. The information you have provided is true and correct.<br>3. You understand that you are signing up for a contract with ongoing payments. | |
| IP Address | 178.123.153.162 |
| Date/Time | Tuesday, 19 December 2017 3:59 PM |
| Application Reference | 8c956784-fa10-4e34-8016-b52563c8bdb2 |

- The customer's payment account details and authorisation will automatically be updated in Payment Console.

## STEP 4 & 5 :

- The customer's processing status will automaitcally be updated to 'Active'.

| Payer # | Unique Ref | Display Ref | Surname | First Name | Payment Status |
|---|---|---|---|---|---|
| 226749 | 2462bd63-b313-4857-ba67-b65a5d28146d | Test Customer 009 | Purple | Peter | Active |
| 225623 | 2c825424-ddbd-4064-87d0-be480dd94332 | Test Customer 002 | Roger | Red | Active |
| 225624 | 3905e866-af79-476f-ba32-c366bfdf3091 | Test Customer 003 | Blake | Black | Active |

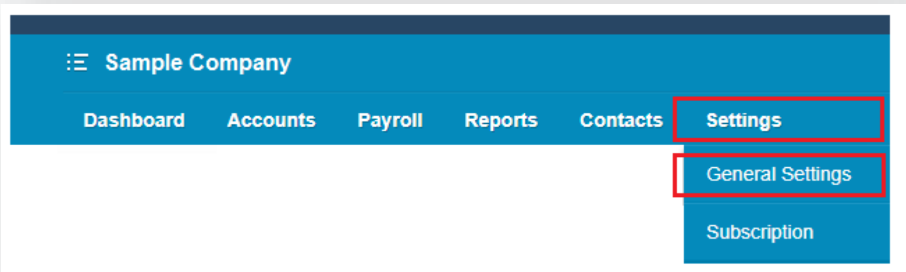
### Step 4: Switch off previous Direct Debit schedule on your old payment provider

- After your customer has become 'active' in Payment Console, you should switch off your customer's Direct Debit schedule on your old payment provider's system.
- This is very important – if this isn't done your customer will be debited twice, and you'll have to go through a refund procedure.

### Step 5: Change Xero branding theme for customer's repeating invoice

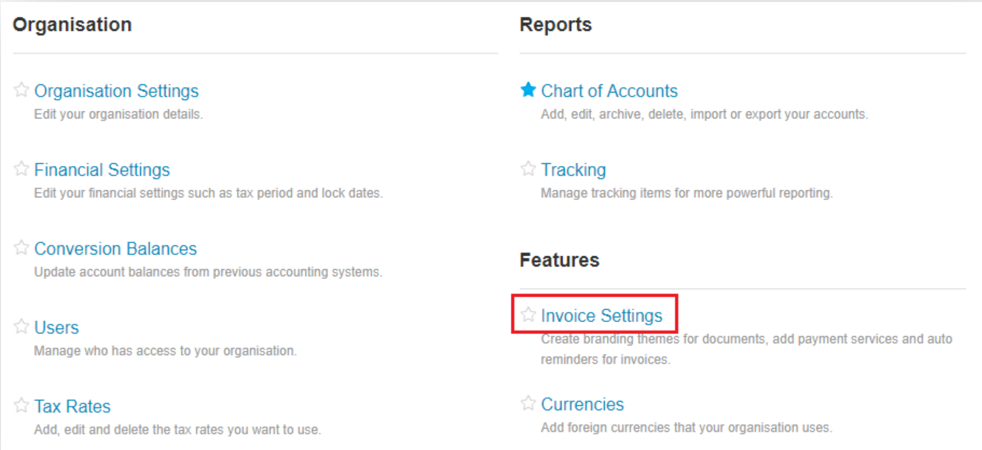
If you already have a Xero repeating invoice for the customer you are migrating, you will need to change its branding theme.

- Login to your Xero account: https://login.xero.com
- Click on **Settings** > **General Settings** in the main menu.



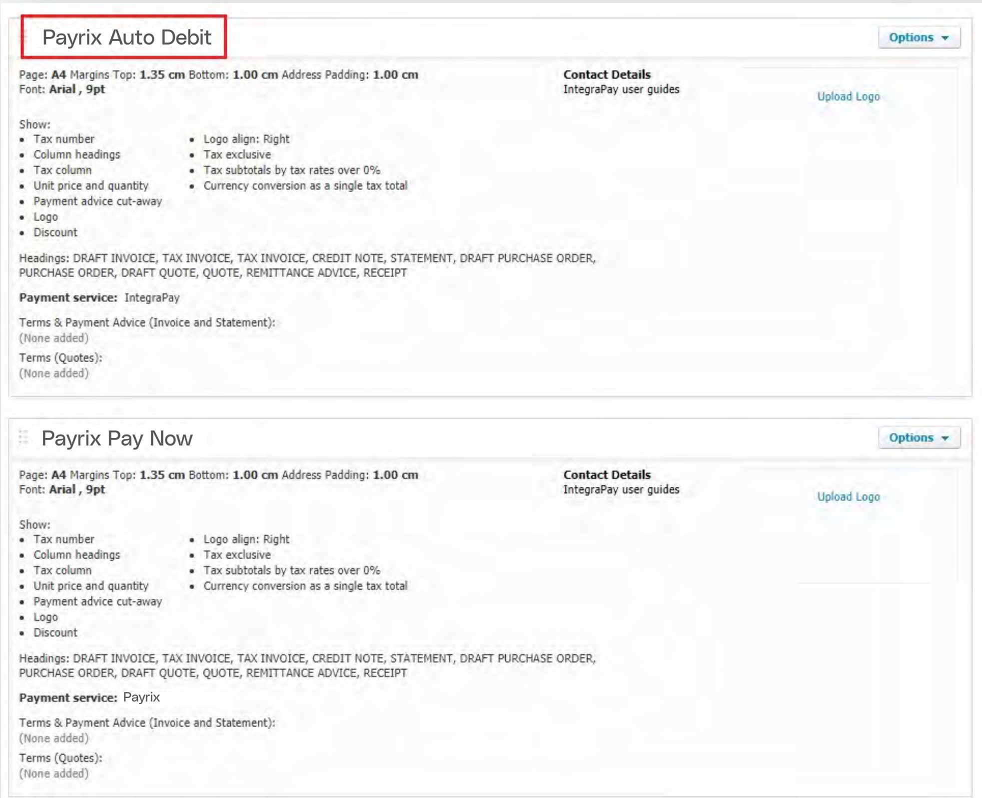

- Click on **Invoice Settings.**

## STEP 5 : CHANGE XERO BRANDING THEME FOR CUSTOMERS REPEATING INVOICE



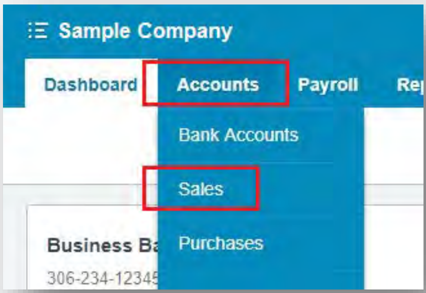

- The page will display all your branding themes – make sure that the **PayrixAuto Debit** branding theme is included on this page.

  You will have created this branding theme during your initial setup – if you haven't done this already, refer to in our setup guide [PDF 0.7MB]



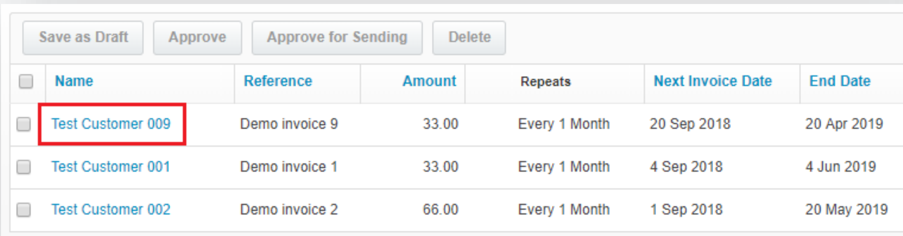
## STEP 5 : CHANGE XERO BRANDING THEME FOR CUSTOMERS REPEATING INVOICE

- Now you can start applying the Payrix Auto Debit branding theme – click **Accounts** > **Sales** in the main menu.



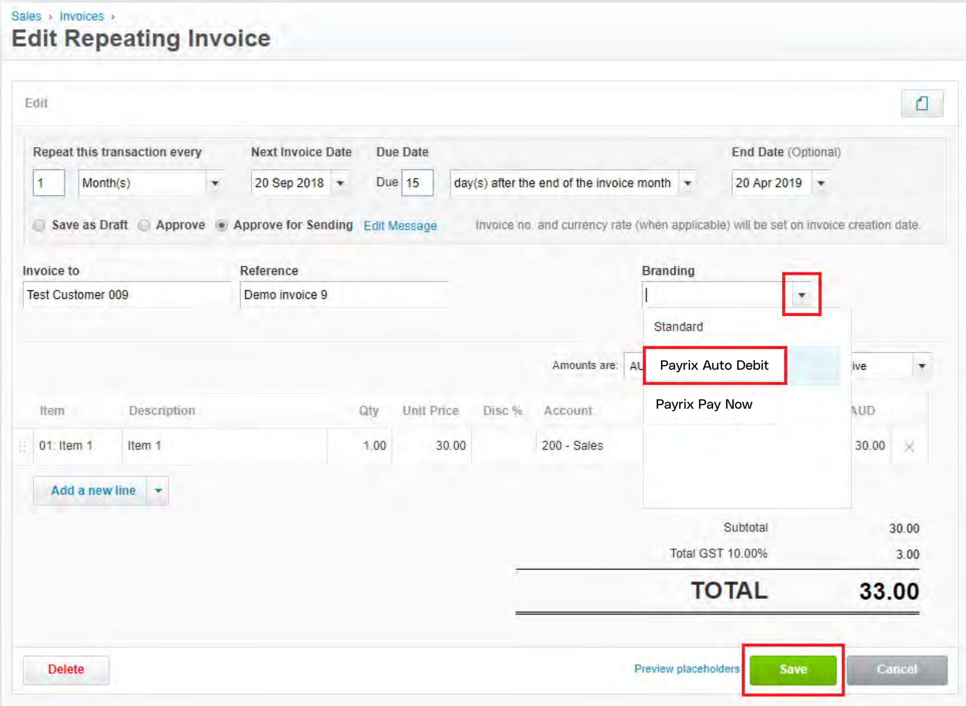

- Click on **Repeating** invoices.


- Your list of repeating invoices will be displayed.
- Select the **Name** link for your customer to access their repeating invoice.




- Your customer's repeating invoice template will be displayed.
- Click on the **Branding** drop-down.
- Select **Payrix Auto Debit**.
- Click **Save**.

## STEP 5 : CHANGE XERO BRANDING THEME FOR CUSTOMERS REPEATING INVOICE

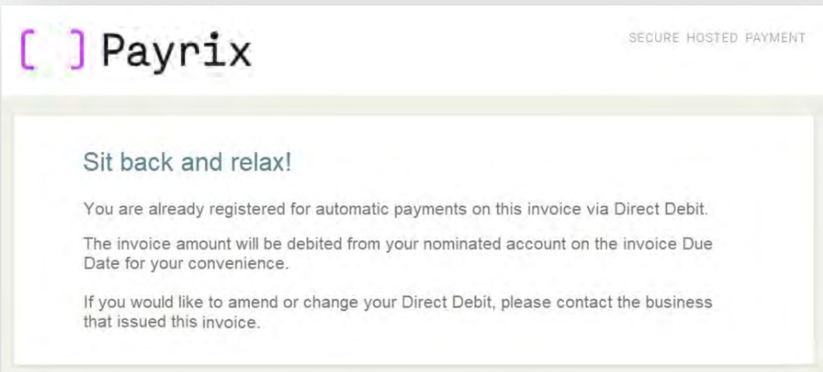



## Congratulations!

You have completed the migration of your customer.

Your next auto debit invoice (single or repeating) will automatically debit on the next due date and emailed to the customer – the customer will not need to make a payment.

If your customer does click the **Pay now** button on their invoice, this message will be displayed:



## Help and support

If you require assistance with your invoice payments and reconciliation, please contact Payrix Client Support:

### Australia

Toll-free: 1300 592 283

Email: admin@payrix.com.au

### New Zealand

Toll-free: 0800 480 054

Email: admin@payrix.com.au

Other user guides for Payrix + Xero:

Setup guide: Payrix + Xero [PDF]

Video: How to set up Payrix + Xero [7m:20s] User guide: Payrix + Xero [PDF]