

Payrix + Xero

Additional user guide #2

Migrating a Direct Debit customer from another payment provider

Australia and New Zealand

28 September 2021



INTRODUCTION

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.

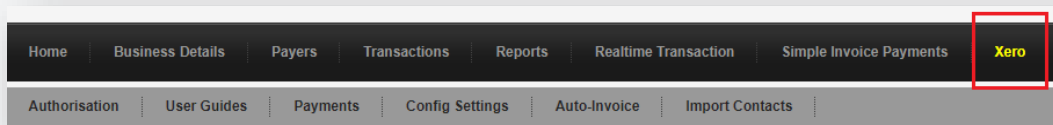
If you haven't yet, you can follow the steps in our setup guide:

[Setup guide: Payrix + Xero \[PDF\]](#)

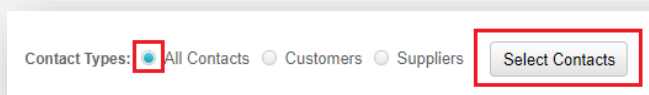
STEP 1 : IMPORT YOUR XERO CUSTOMERS

Step 1: Import your Xero customer to Payment Console

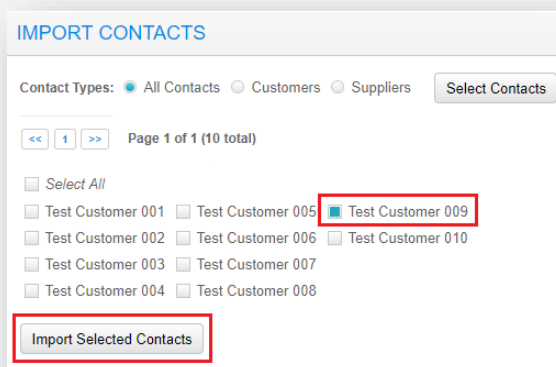
- Login to Payment Console: <https://portal.payrix.com.au>
- On the main menu, click **Xero**.



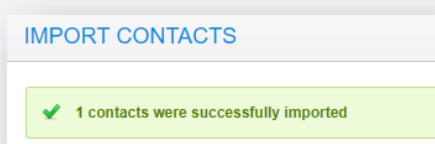
- Scroll down to the **Import contacts** section of the page.
- With the **All contacts** option checked, click the **Display Xero contacts** button.



- 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.



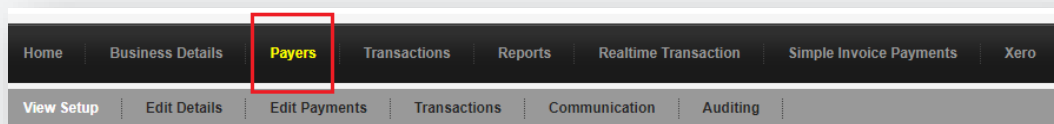
STEP 2 & 3

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.



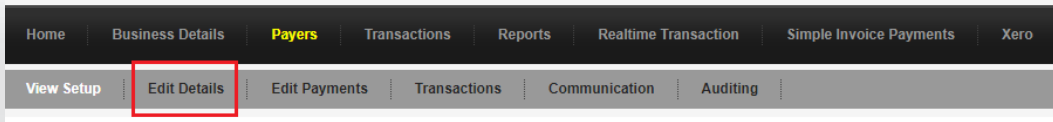
- Your customer will have a **Payment Status** of 'Suspended - incomplete setup'.
- Click on the **Payer #** of your new customer.

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-c366bfd3091	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**.

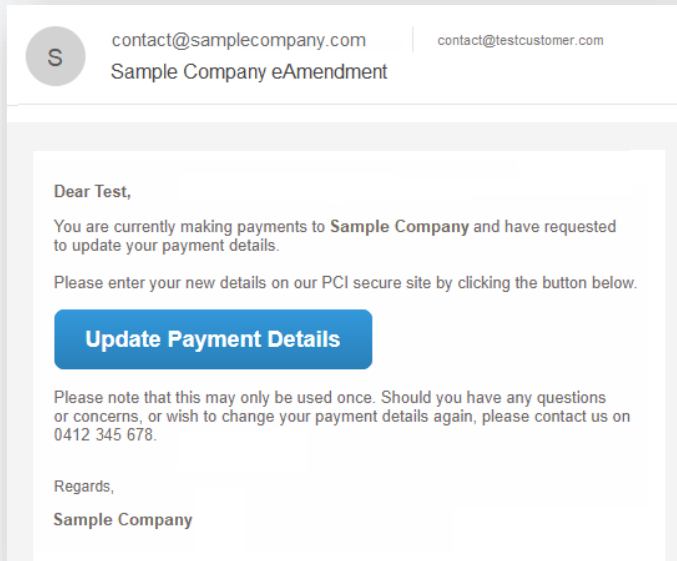


- Looking below the **Debit Account area**, you should do two things:
 - Click the **Send eAmendment email** link.
 - Ensure that the check-box **Enable invoice auto-debiting** is ticked.
 If you had to tick this box, then click **Save**; if you didn't make any changes click **Cancel**.

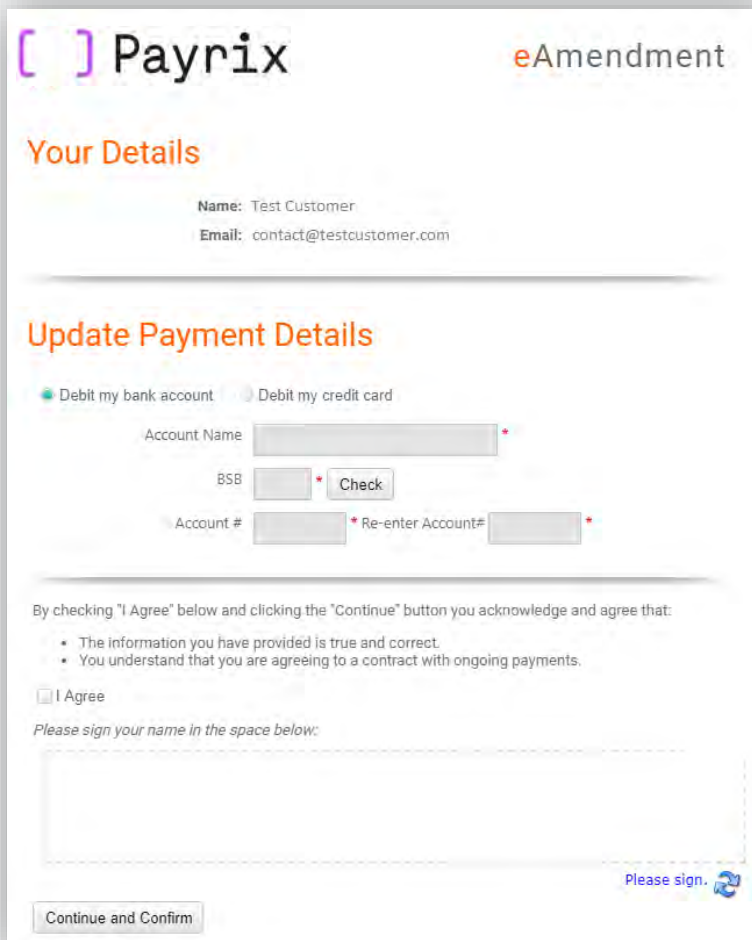
 A screenshot of the 'Debit Account' form in Xero. The form has a title 'Debit Account' and a 'Debit From:' section with radio buttons for 'Bank Account' (selected) and 'Credit Card'. Below this are input fields for 'BSB:' (111111), 'Account #:' (11111111), and 'Account # backwards:' (11111111). There is a 'Check' button next to the BSB field and an asterisk next to the Account # fields. The 'Account Name:' field contains 'UNKNOWN'. Below the form is an 'eAmendments:' section with a blue link 'Send eAmendment Email'. At the bottom left is the Xero logo and a checkbox labeled 'Enable invoice auto-debiting:' which is checked. At the bottom are 'Save' and 'Cancel' buttons. Two red rectangular boxes highlight the 'Send eAmendment Email' link and the 'Enable invoice auto-debiting:' checkbox.

- 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



- 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**.

PAYMENT METHOD DETAILS

Business: Sample Company
Name: Test Customer
Email: contact@testcustomer.com

Ongoing Debits From: Account Name: TEST CUSTOMER
 Account number: 123456-xxxx321

Terms and Conditions: You confirmed acceptance of the terms and conditions

IP Address: Please note that your IP Address of 153.189.121.162 will be recorded with your submission.

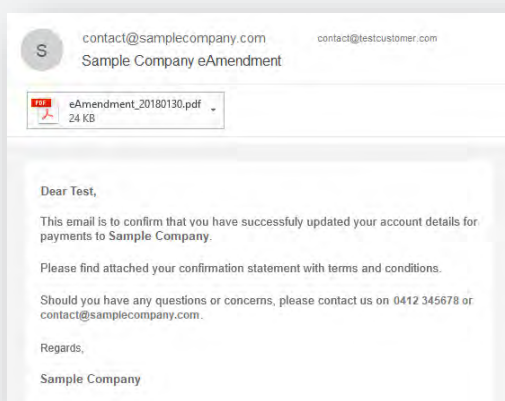
A confirmation email will be sent to contact@testcustomer.com upon completing the authorization below.

- A final confirmation page is then displayed.

AMENDMENT COMPLETE

Your amendment has been saved successfully. A confirmation email has been sent to contact@testcustomer.com

- 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 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:	
1. You have read and agree to the Direct Debit Terms & Conditions (see below). 2. The information you have provided is true and correct. 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-b52563c6bdb2

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

STEP 4 & 5 :

- The customer's processing status will automatically 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-dbdb-4064-87d0-be480dd94332	Test Customer 002	Roger	Red	Active
225624	3905e866-af79-476f-ba32-c366bfdf3091	Test Customer 003	Blake	Black	Active

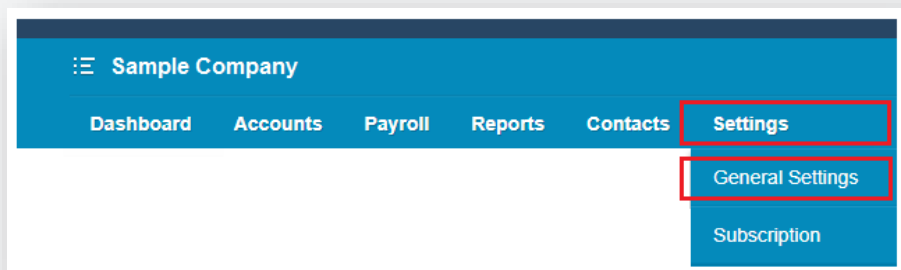
Step 4: Switch off previous Direct Debit schedule on your old payment provider

- 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 screenshot shows the Xero Organisation Settings interface. It is divided into two main columns: 'Organisation' and 'Reports'. Under 'Organisation', there are links for Organisation Settings, Financial Settings, Conversion Balances, Users, and Tax Rates. Under 'Reports', there are links for Chart of Accounts and Tracking. A 'Features' section is located below the Reports section, and the 'Invoice Settings' link is highlighted with a red rectangular box. Below 'Invoice Settings' is a description: 'Create branding themes for documents, add payment services and auto reminders for invoices.'

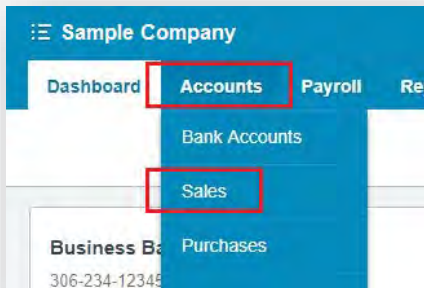
- The page will display all your branding themes – make sure that the **PayrixAuto Debit** branding theme is included on this page.

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

The screenshot displays two branding theme configuration panels. The top panel is for 'Payrix Auto Debit' and the bottom panel is for 'Payrix Pay Now'. Both panels have a title bar with the theme name and an 'Options' dropdown. Below the title bar, they share common settings: Page: A4, Margins Top: 1.35 cm, Bottom: 1.00 cm, Address Padding: 1.00 cm, and Font: Arial, 9pt. Each panel includes a 'Contact Details' section with 'IntegraPay user guides' and an 'Upload Logo' button. A 'Show:' section lists various invoice elements that can be toggled on or off, such as Tax number, Column headings, Tax column, Unit price and quantity, Payment advice cut-away, Logo, Discount, Logo align: Right, Tax exclusive, Tax subtotals by tax rates over 0%, and Currency conversion as a single tax total. Below this is a 'Headings' section listing document types like DRAFT INVOICE, TAX INVOICE, CREDIT NOTE, STATEMENT, DRAFT PURCHASE ORDER, PURCHASE ORDER, DRAFT QUOTE, QUOTE, REMITTANCE ADVICE, and RECEIPT. The 'Payment service' is set to 'IntegraPay' for the top theme and 'Payrix' for the bottom theme. 'Terms & Payment Advice (Invoice and Statement):' and 'Terms (Quotes):' are both set to '(None added)'.

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.

<input type="button" value="Save as Draft"/> <input type="button" value="Approve"/> <input type="button" value="Approve for Sending"/> <input type="button" value="Delete"/>						
<input type="checkbox"/>	Name	Reference	Amount	Repeats	Next Invoice Date	End Date
<input type="checkbox"/>	Test Customer 009	Demo invoice 9	33.00	Every 1 Month	20 Sep 2018	20 Apr 2019
<input type="checkbox"/>	Test Customer 001	Demo invoice 1	33.00	Every 1 Month	4 Sep 2018	4 Jun 2019
<input type="checkbox"/>	Test Customer 002	Demo invoice 2	66.00	Every 1 Month	1 Sep 2018	20 May 2019

- 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

Edit Repeating Invoice

Repeat this transaction every: 1 Month(s) | Next Invoice Date: 20 Sep 2018 | Due Date: Due 15 day(s) after the end of the invoice month | End Date (Optional): 20 Apr 2019

Invoice to: Test Customer 009 | Reference: Demo invoice 9

Item	Description	Qty	Unit Price	Disc %	Account
01: Item 1	Item 1	1.00	30.00		200 - Sales

Subtotal: 30.00 | Total GST 10.00%: 3.00 | **TOTAL: 33.00**

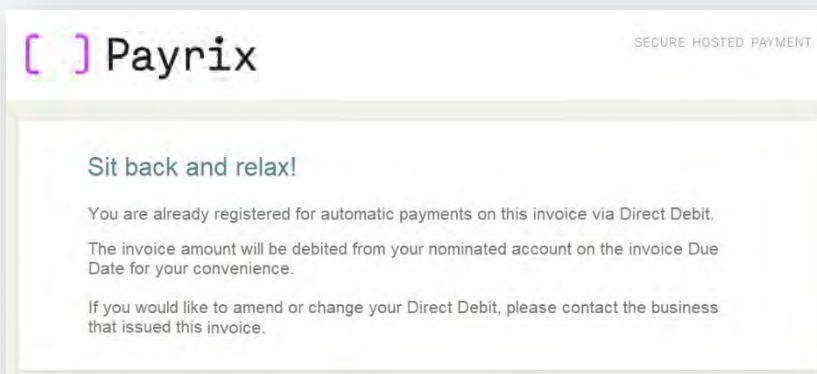
Buttons: Delete, Preview placeholders, **Save**, Cancel

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

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 \[PDF\]](#)