

Payment or Credit Note Applied to Invoice Not Pulled Into Emersion

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Problem

A payment or credit note allocated to a previously synced invoice is NOT pulled into Emersion.

The invoice in Emersion has not been paid off with any other payment and the outstanding balance matches the Xero invoice.

As a Xero Configuration may not be connected for some time, a payment or credit note applied to a synced invoice, and then the connection re-establish, we simply won't see any changes and therefore won't pull in the payment/credit

Cause

Cause 1

The most common reason for this is due to a **Token Expired / Token Fatal** API error response. This may be because;

- The Emersion and Xero link has been [manually disconnected](#) within Xero
- The Session has expired (*this occurs 1 year from the original application connection date*)
- The Access Token has expired (*whilst an access token only lasts 30 minutes, it is very rare to expire as Emersion actively renews the token on every poll*)

The system will only check for invoice changes that occurred since the last date & time Emersion successfully checked Xero for invoices changes.

We do this by comparing the last fetch time of your Xero Configuration with the linked Xero invoice's modified time stamp.

Cause 2

The second most common reason for this is due to an Emersion invoice not having an outstanding balance. The integration will NOT import a Xero-created credit note allocated to a linked invoice in this scenario.

Solution

Solution 1a

- If an access or session token have expired: Please visit **Admin > Xero** and [reconnect to Xero](#)
- If an error exists within the Xero API: Please check [this page](#) for any possible API incidents

Once confirmed you have an active and valid configuration, upon the next [scheduled poll time](#) (or an [on demand sync](#)), the system should now pull in the appropriate payment or credit note.

Alternatively, if your last fetch time has been updated recently and a payment or credit note has still not pulled into Emersion, it may be that we are now skipping over this invoice as the last modified timestamp of the Xero invoice now pre-dates the last fetch timestamp against your Xero configuration (this is to prevent duplicate transaction being pulled in to Emersion). You may look at the workaround in **Solution 2** below to manually resolve these;

Solution 1b

If you have encountered the situation mentioned above, you may have some luck forcing the Xero invoice to update its internal modification timestamp to enable our system to act on transactions against it.

Note: Emersion Support do not have the necessary rights to perform this action for you in your Xero company.

- Perform a minor, non-financial change to the invoice to force the MODIFIED timestamp of said Xero invoice to be updated

A suggested method is to edit a single cardline and modify the description by inserting an addition space character between a pair of words

- Navigate to **Admin > Xero > Sync Now** and click the *[Pull Invoice Data]* button to initiate an [on demand sync](#)
- Confirm your payment or credit note has been pulled in and applied to the appropriate linked invoice



Please do not use this workaround for any other purpose otherwise you may cause invoices in Emersion to be "over allocated" and balances to not match.

This is especially true when transactions have been removed and re-added to invoices in Xero and the same action has not been taken in Emersion.

[blocked URL](#) If, after following the above suggested solutions, your payment or credit note does not sync correctly and as expected, do not make further modifications and contact [Emersion Support](#) for further assistance.

Solution 2

As this scenario means the Xero credit note will not be imported into Emersion, there is no actual solution.

In fact, this may very well be an action done on purpose in order to financially sync both systems by performing unsupported transactions in both systems.

Related articles

- [How to Clear Your Browser Cache](#)
- [Xero Diagnostics](#)
- [Payments in Xero and Emersion do not match/reconcile](#)
- [Xero Integration Errors](#)
- [Troubleshooting Xero Issues](#)
- [Xero Connection has Dropped](#)
- [Delete Or Void Xero Invoice](#)
- [Allocation Journal is already pushed or locked by another process](#)
- [Customer data not being sent to Xero and back again](#)
- [Multiple Model References Found](#)
- [Unable to activate a PreActive service due to a service fee multiplier with an Existing Date](#)
- [Tenant is Available during an SQ but an Error is returned when the Order is submitted](#)
- [Where is the Payment Surcharge?](#)
- [Troubleshooting Events](#)
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