

Customer data not being sent to Xero and back again

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Problem

Data entered (payments, approved invoices, etc) has not synchronised to Xero, or payment data entered into Xero has not synchronised back to Emersion.

Solution

The following reasons may apply if you are entering information into Emersion and it is not being reflected in Xero, or vice versa.

The transaction is one which is not supported

Some [transaction types](#) from Emersion are not support and will not be pushed to Xero. An example being a ledger credit.

Please review [this article](#) which details transactions that are support and unsupported by the Emersion/Xero Integration.

The Poller hasn't run yet

The pollers that push and pull data to and from Xero run on a defined schedule. It is possible that when you entered the data, the poller wasn't scheduled to run for a little while. To resolve:

- check the [Xero Diagnostics](#) page and check the **Last Fetch Time**. This tells you when the poller last ran.
- wait for the poller to run. You can [see the schedule here](#).
- run the poller manually. [This article](#) can assist you.

The Emersion account and Xero contact are not linked

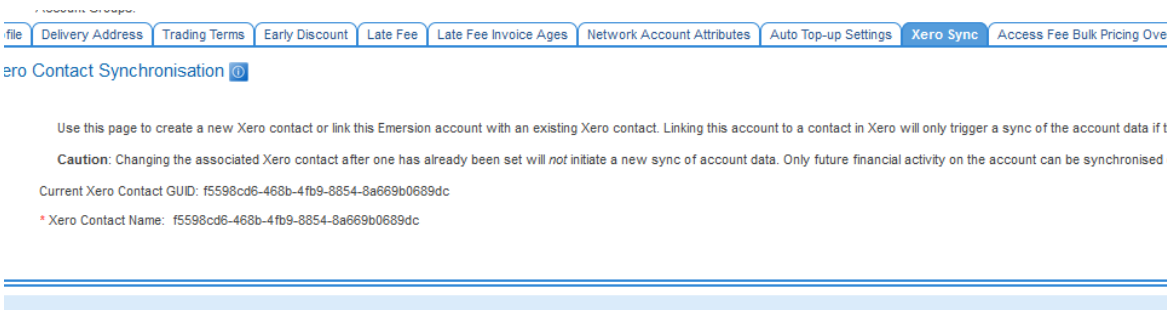
Emersion accounts and Xero contacts must be linked in order for the data to be synchronised. To resolve, [follow the steps in this article](#).

The Emersion account and Xero contact are partially linked

Under some rare circumstance (for example when using an older version of the [Xero Account Map Bulk Import](#)) the imported data that links an Emersion account and a Xero contact may not contain all required data.

As a result the ability for the system to push/pull data is limited as if the contact had never been linked at all. You can determine if this case effects one of your accounts by using the the following two screens;

- **Customer > Detail > Xero Sync** will show you the Contact GUID has been linked (Contacts mapped this way do not display a "friendly" contact name)



- **Admin > Xero > Contacts** will show you the Contact GUID but not the Emersion Account it is linked to

Xero Contact Status:

Is Supplier:

Is Customer:

Results Found | [Download results as CSV](#)

Xero GUID	Xero Contact Account No.	Contact Name	Xero Contact Status	Is Supplier	Is Customer	Link Created Date	Emersion Account Id.	Emersion Account Status
5f1475-d255-43a8-bcdc-5ea7fd26c71f		Yarra Transport	ACTIVE	No	Yes			
31ead1-8afc-4f0b-beda-066620227aad		Xero	ACTIVE	Yes	No			
ca965d-7c48-480e-be39-e847307f474a		Woolworths	ACTIVE	No	No			
eed0f3-7989-4874-99b3-59f23032cb73		Vodafone	ACTIVE	Yes	No			
41dafd-eb7e-42c1-bd5a-ba3be1da0960		Victoria Property Agency	ACTIVE	No	No			
d73724-7e0d-4eac-b4c3-f3127c46e788		Truxton Property Management	ACTIVE	Yes	No			
a9d0a0-3d8c-4f84-a73e-f260bf4a9dc0		Tramway's Coffe House	ACTIVE	No	No			
3892a1-aef1-4c18-88d8-b8ccb6d31466		Tracy Green	ACTIVE	No	No			
38cd6-468b-4fb9-8854-8a669b06889dc		Tonald Drump	ACTIVE	No	No			
6ab20c-5357-4beb-a740-e8d175d71efb		Swanston Security	ACTIVE	Yes	No			
43fcc6-87ec-4a0a-b243-d718bee4e2cb		Stitch a Brand	ACTIVE	No	No			
5acaa9-e7f3-4fbf-80c3-16b081ddae10		Southside Office Supplies	ACTIVE	No	No			
2f192e-8397-4d4d-97ca-a4fc5ac531bf		Slug and Lettuce	ACTIVE	No	No			
154a19-6c6c-404b-bdc9-6deae2d18251		SMART Agency	ACTIVE	Yes	No			
78fbf4-7a62-421e-87f7-fbfa577317fb		Ridgeway University	ACTIVE	No	Yes			

To resolve this issue, either [Disassociate](#) the account & re-import the GUID. If this cannot be done, you will need to contact [Emersion Support](#) for assistance.

The invoice or payment to meet Xero's business rules

Data cannot be synchronised if it is not in a state that is acceptable by Xero in accordance with their business rules. To resolve the issue, follow the steps below.

1. Run the [Xero Integration Errors](#) report.
2. Review the entry and reason for the failure.
3. Fix the record in question as recommended.
4. Wait for the system to try and reprocess the object. This may take up to 12 hours.

The contact in Xero has been archived.

If a contact in Xero has been archived, invoices & payment will not sync and you will see an error in the [Xero Integration Errors](#) report like the following:

Failed pushing completed invoice to Xero due to: Validation Error (The contact with the specified contact details has been archived. The contact must be un-archived before creating new invoices or credit notes.)



A Xero Contact that has been merged with another Contact will also be archived. We recommend against merging contacts until ALL items (invoices, payments, allocations) have been pushed to Xero.

You can restore (un-archive) an archived contact by following the steps outlined in [this Xero article](#).

If the Xero contact has been [merged](#) with another contact, you will need to [re-associate](#) the Emersion account to the correct Xero Contact.

Invoice contains product purchases and the Item Code cannot be found

If you have [configured Emersion to push product purchase item codes to Xero](#) when an invoice is synced, you need to ensure the following business rules are met:

- The invoice must contain a product purchase cardline
- The product being purchased must be a Billable or Physical product
- If using the SKU of a product, it must be set against that product
- The Item Code must exist in Xero

If these business rules fail to be met, Emersion will not attempt to push the invoice to Xero and it will appear in [Xero Integration Errors](#) like the following:

Failed pushing completed invoice to Xero due to: Not Found Item Code - <ProductID> or <SKU>

To fix this, perform one of the following actions and [Retry](#) the [sync](#);

- If the SKU is missing from the product in Emersion, you can edit that product and add it.
- If the Item Code is missing from Xero, you need to [Add an inventory item](#) in Xero

The connection to Xero has dropped or the configuration is inactive

To resolve, [see this article](#).

Related articles

- [Xero Diagnostics](#)
- [Payments in Xero and Emersion do not match/reconcile](#)
- [Xero Integration Errors](#)
- [Troubleshooting Xero Issues](#)
- [Xero Connection has Dropped](#)
- [Allocation Journal is already pushed or locked by another process](#)
- [Customer data not being sent to Xero and back again](#)
- [Where is the Payment Surcharge?](#)
- [Xero](#)
- [Using Groups to Migrate Customers from Xero to Emersion During Onboarding](#)
- [Configure Xero Integration](#)
- [Ledger Code Mapping Import](#)
- [Create an account in Xero from Emersion](#)
- [View Chart of Accounts in Cumulus](#)
- [Breaking the Xero and Emersion Link](#)