DEEP SPACE · CS ENABLEMENT

Commercial → Xero

The end-to-end integration guide

How claims, payment schedules and invoices flow from the Deep Space platform into Xero, what to check, and how to answer customer questions with confidence.

> **Who this is for**
> Customer Success (Suds, William, Lingyu) and anyone fielding commercial and finance questions from customers. Read it once end-to-end, then use the troubleshooting and FAQ sections as a desk reference.

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1. The building blocks (plain English)

Start here even if you think you know it. Before the flows make sense, you need the vocabulary. These are the words that fly around in commercial and Xero conversations. If a customer (or teammate) asks "what is a cost type?", "what does TC2 mean?", or "what is a GL?", this section is your answer. Nothing here assumes any accounting background.

1.1 The words, defined

Term	What it actually means	Where it lives
Cost code	A code for a category of cost, usually a trade or work package (for example Concrete, Electrical, Preliminaries). It holds the hierarchy and is the structural backbone of the budget. Every budget line has one.	Deep Space. Each cost code maps to a Xero GL account.
Cost type	A second tag on each budget line saying what KIND of spend it is: Labour, Material, Subcontract, Plant, Equipment, Other. It cuts across trades (concrete has labour and material; so does electrical). It is an attribute on the line, not part of the structure.	Deep Space. Optional, but powerful (see 1.3).
Budget category	A higher-level grouping that cost codes roll up into (for example Structure, Services, Finishes). Used for internal forecasting and reporting only. It is derived from the cost code, not independent.	Deep Space ONLY. Never sent to Xero.
GL account	A General Ledger account in Xero: the account the dollars actually post against. Each has a type: COGS (a cost), Revenue (income), Asset, or Liability. This is where the money lands in the books.	Xero (for example a 310-315 COGS account).
Tracking category	A Xero label that tags a line for reporting WITHOUT changing which account it posts to. Xero allows two per line, which is where TC1 and TC2 come from.	Xero. Capped at 200 active options each.
TC1	Tracking Category 1, set to Project. Tags every line with which job it belongs to, so Xero can report by project. Auto-created when a Deep Space project is created.	Xero.
TC2	Tracking Category 2, configurable per workspace: None, Cost Type, or Department. Default is Cost Type (Labour, Material and so on). Multi-region groups running four regions under one Xero org use Department instead.	Xero.

1.2 How it all comes together (one line, end to end)

Worked example: $50,000 of concrete labour on the Riverside job

In Deep Space, that line carries a cost code (Concrete) and a cost type (Labour), and it rolls up into a budget category (Structure) for your internal reporting.

When the certified claim pushes to Xero, the $50,000 posts to a GL account (a COGS account, mapped from either the cost code or the cost type), and the same line is tagged TC1 = Riverside (project) and TC2 = Labour (cost type).

Result in Xero: the money is in the right account for the P&L, and can be sliced by project and by cost type for reporting, with nothing re-keyed. One line in Deep Space, two axes in Xero (the account it posts to, and the categories that tag it).

1.3 The one insight that saves hundreds of rows

Map to GL by cost type, not just by cost code

Dollars can be mapped to GL accounts by cost code OR by cost type. A builder might have hundreds of cost codes but only six cost types (Labour, Material, Subcontract, Plant, Equipment, Other). Mapping those six cost types to GL accounts gives the same profit-and-loss split as mapping every single cost code, with a fraction of the setup. When a customer is drowning in cost-code-to-GL mapping, ask whether cost-type mapping gets them there faster. This is the "Map by Cost Code / Map by Cost Type" switch.

Myth-buster to keep straight

Deep Space's cost world is cost codes, cost types and budget categories. Xero's world is GL accounts plus tracking categories. The integration is the translator between the two. Budget categories never leave Deep Space; cost codes and cost types are what feed the Xero mapping.

2. The mental model (read this first)

Before any button-clicking, hold this picture in your head. Almost every customer question about Xero is really a question about one of these three things, so if you can place a question on this map you are most of the way to the answer.

Two flows, opposite directions

Deep Space is where the commercial work happens. Xero is the accounting ledger. The integration pushes the financial result of the commercial work into Xero so it does not get re-keyed. There are three flows, and mixing them up is the single most common source of confusion. Two are money out (payables), one is money in.

Flow	In Deep Space	Becomes in Xero	Money
Head Contract claim	You claim on the client / principal (HC progress claim, certified)	A sales Invoice (Accounts Receivable)	IN
Subcontractor claim	A subbie claims on you against their subcontract; you certify and issue a payment schedule	A Bill / Bill to Pay (Accounts Payable)	OUT
Supplier invoice	A plain vendor bill (materials, plant, hire, consultants). No subcontract, no payment schedule	A Bill / Bill to Pay (Accounts Payable)	OUT

> **The Builder's Wheel link**
> This is the "Move the Money" segment of the Builder's Wheel made real. Work flows clockwise (Win, Set Up, Build, Move the Money, Govern); the money flows counter-clockwise. The Xero push is the point where Deep Space hands the certified numbers to the ledger so cash can actually move.

The one golden rule

> **Deep Space is the source of truth. The approved item in Deep Space creates the record in Xero.**
> For anything managed in Deep Space, the certified claim or payment schedule is what creates the invoice or bill in Xero. Do not create the same invoice or bill directly in Xero as well. When both systems try to own the same document, Xero wins (it already has the record) and the Deep Space push is rejected. This causes most "it did not sync" tickets.

The three things every question is really about

1. **Connection:** is the workspace actually joined to the right Xero organisation, and is that connection still live?
2. **Mapping:** does each Deep Space cost code point at the correct Xero GL account, and is the subbie/supplier matched to the right Xero contact?
3. **The document itself:** is the invoice number unique, is the tax (GST) right, is the period open (not locked), and is the account code active (not archived)?

If you can work out which of these three a customer is hitting, you can answer or escalate correctly. The rest of this guide expands each one.

3. Cost vs Sell: where margin lives

The other question CS hears constantly, and it belongs right next to the Xero flows because the revenue side is exactly what becomes your Xero sales invoice. When a customer first opens the commercial module they almost always ask: "why doesn't my budget show what I sold the job for?"

> **Budget = cost. Sell = revenue (Head Contract). Margin = the gap. Built this way on purpose.**
> The Budget Register is a cost ledger, the Head Contract is the revenue side, and margin is the headroom between them. The answer to "add the sell price to my budget" is never "add a sell column". It is one of the three options below.

3.1 The two sides of every project

- **Cost (Budget Register):** what it takes to build the job (trades, materials, subbies, plant, consultants). Money going out. Carries budget, committed, actual, cost-to-complete, forecast and variance against cost codes. It is not designed to show the sell price.
- **Sell (Head Contract):** the contract sum and progress claims to the client. Money coming in. This is the revenue that feeds the commercial dashboard, and the certified head contract claim is what pushes to Xero as a sales Invoice.
- **Margin:** simply sell minus cost. You do not have to store it as its own figure, because forecasting surfaces that delta automatically.

3.2 Why it is built this way

- **It keeps the cost ledger clean.** Pour the sell price into the Budget Register and every number becomes "is this a cost or a price?". Cost-only means committed, actual, forecast and variance each mean exactly one thing.
- **Margin visibility is a permission and a preference, not a fixed column.** Some builders want everyone to see margin, some want only directors to. You cannot serve both if sell is permanently stamped into the register, so it is configurable by design.

3.3 Three ways to handle margin (by design, we do not force one)

Option	How it works	When to use
A. Embedded / headroom (default)	Cost side shows cost, revenue side shows sell, margin is the delta surfaced through forecasting. Nothing extra in the Budget Register.	The cleanest setup and the right default. Naturally protects margin, since it never appears on the cost ledger the site team works in.
B. Cost-coded margin line	Company Settings > Commercial > Margin method, switch Embedded to Cost-coded. Nominate a single "Builders Margin" cost code. Margin posts as its own coded line, so cost + margin reconciles to sell (100k cost + 15k margin = 115k sell). Shipped under COM-645.	When a builder genuinely wants margin visible inside the budget. The register stays cost-coded, it does not become a revenue column.
C. Role-based budget views	Control visibility by role. A PM can be given a view showing, say, 90% of the real budget with margin and overhead excluded; a CA a different view again. Underlying numbers do not change.	How you honour "only directors see margin" even in a business that tracks it.

> **Why this keeps coming up (and the two tickets to close)**
> SD Group (Gaurav) and Fidem (Milos) both independently asked why margin was not in the budget register, treating budget as if it should equal sell. When two customers land on the same question, the model is right and our explanation needs to be sharper, not the register needs a sell column.

PRE-251 (add a sell column) and PRE-263 (revised budget must equal sell) are not to be built as worded. Both are covered by COM-645's cost-coded margin line. Confirm the customer is happy with Cost-coded margin, switch it on if they want it, then close both as covered. A literal sell column on top of the margin line is a fresh cost/sell architecture decision and comes back to Ricky first.

One-paragraph answer for a customer

The Budget Register tracks cost, so you always know where your money is going and whether you are going to overspend. What you sold the job for sits on the head contract (the revenue side), and your margin is the gap between the two, which forecasting shows you automatically. If you would like margin to appear as a line inside the budget as well, we can switch on the Cost-coded margin method and post it against a Builders Margin cost code so cost plus margin reconciles to your sell. And if you only want certain people to see margin, we control that with role-based budget views. So you can have it fully visible, partly visible, or hidden, whichever suits how you run the business.

4. Setup and prerequisites

Nothing pushes to Xero until these are in place. When onboarding a commercial customer, treat this as the checklist that has to be green before you demo or go live on real money.

4.1 The Xero connection

- The workspace must have an active Xero connection. This is an OAuth authorisation: an admin on the customer side signs in to Xero and authorises Deep Space to read and write to a specific Xero organisation.
- One workspace connects to one Xero organisation. Confirm they are connecting the correct entity, especially where a customer runs multiple ABNs or trading entities.
- The authorisation expires and can be revoked. If pushes suddenly stop for a whole workspace (not just one claim), suspect the connection has dropped and needs re-authorising. *(Confirm in run-through: exact reconnect path and token expiry period.)*

4.2 Cost code to GL account mapping

This is the heart of the setup and the source of the most involved questions. Every Deep Space cost code links to a Xero GL account (the account code line items post against). **The cardinality of that link is configurable:**

- **One-to-one:** each Xero account is used by a single cost code.
- **Many-to-one:** multiple Deep Space cost codes point at the same Xero account. This is how a customer with detailed cost codes rolls them up into a small set of GL categories (for example, mapping many trade codes into five Xero categories).

> **CS note on many-to-one**
> Xero itself places no limit on how many bills or lines post to one account, so many-to-one is a legitimate, supported configuration. If a customer reports that a Xero account "disappears" from the mapping dropdown after they use it once, that is a front-end display behaviour driven by config, not a hard Xero limitation. It is a backend setting to adjust, not a feature to build. See the Fidem case study in Section 11.

- Get the mapping from the customer as a simple sheet: one row per Deep Space cost code, with the Xero account it maps to. This is the artefact to collect before go-live. *(Confirm in run-through: where mapping is configured in the UI and who can edit it.)*
- **Known limitation:** project-level GL mapping is not available yet. Mapping is at the workspace level, so a cost code maps to the same account across projects. If a customer needs different accounts per project, that is a current gap to flag, not a config. (Raised by SD Group.)

4.3 Contact sync (subbies and suppliers)

- Each subcontractor / supplier in the Deep Space Directory must resolve to a Xero contact so bills attach to the right payee. Names that do not match cleanly can create duplicate contacts or fail to attach.
- If a customer sees a new or duplicated contact appear in Xero, check the Directory record and the Xero contact match. *(There is an open "Bug with Xero Contact Sync" ticket; confirm current status before promising behaviour.)*

4.4 Tax and jurisdiction

- **Jurisdiction / Act** is set on the subcontract: SOPA for Australian jobs, CCA for New Zealand jobs. This drives the GST rate and the legal wording on the payment schedule, so it must be correct before generating anything.
- **Tax mode** (for example Invoice or RCTI) must match how the customer transacts with that subbie.
- **GST-free line items** need to carry through correctly on the push. This has been a known trouble spot (GST showing incorrectly, POs arriving in Xero as GST-free). Treat any GST discrepancy on a pushed document as a real issue to log, not user error.

GST treatment (and how GL accounts handle tax)

Finance teams care most about one thing: does GST land correctly in Xero. It usually does, but a few settings decide it, and there are a couple of failure modes worth recognising. Here is the whole picture in plain terms.

5.1 You never post a GST line, the tax rate does it

- In Xero you do not add a separate GST line. GST is calculated automatically from the tax rate on each line. So getting GST right is entirely about getting the correct tax rate (or tax code) onto each line.
- **The GST rate comes from the entity country config, never hardcoded:** AU = 10%, NZ = 15%. If a customer sees the wrong rate (for example 10% on a New Zealand job), that is a config or known-bug issue to flag, not their fault. Check the workspace company country and GST region.

5.2 How a GL account decides the tax (the account default)

- Every Xero GL account carries a default tax rate on the chart of accounts. When a line posts to that account without an explicit tax code, Xero applies that account default. This is the "how GL handles GST" answer: the account itself can govern the tax.

Deep Space gives a workspace-level choice for how much it dictates tax:

- **Apply GST always:** Deep Space stamps GST on the line regardless of the account.
- **Use the Xero account default:** Deep Space defers to the mapped account's own tax rate, so the account governs. Customers who "want to spend less time in Xero" prefer this, because each account is configured once and every push follows it.
- **For lines Deep Space creates** (a claim, a payment schedule, a Bill), it falls back to the entity or account default tax rate, with an override available. For lines synced from Xero, it keeps their existing tax rate. (Confirmed in COM-14.)

> **CS translation**
>
> **Wrong for a whole account:** check that account's default tax rate in Xero and the workspace tax mode (apply-always vs account-default).
>
> **Wrong on a single line:** check that line's GST flag in Deep Space.

5.3 GST-free and zero-rated lines

- **Terminology:** "GST-free" (Australia) and "zero-rated" (New Zealand) both mean no GST on the line. In Xero AU the exempt code Deep Space sends is EXEMPT EXPENSES (GST Free Expenses).

Deep Space handles GST-free at three levels:

- **Per line:** each PO and invoice line has an include/exclude GST flag (a tickbox). Shipped (PRE-233).
- **Whole document:** a top-level GST-free (or GST-inclusive) toggle for a PO or invoice that is entirely GST-free, for example a supplier who invoices 3 of 6 lines with no GST. Shipped (COM-648).
- **On push:** Deep Space sends the correct per-line tax code (EXEMPT EXPENSES for GST-free), so Xero does not add 10% or 15% on top. Registers, detail views and PDFs all label amounts ex or incl GST.

> **Two historical failure modes (both fixed, recognise them)**
>
> **Everything arrived GST-free:** a PO created in Deep Space landed in Xero as GST-free even when it should carry GST (COM-340).
>
> **GST-free lines got taxed:** fully GST-free invoices had GST added on top, or a fallback path double-taxed them (COM-660).
>
> Both are resolved. If a customer hits either now, treat it as a regression to log, not expected behaviour.

> **POs and GST, the classic confusion**

POs and Subcontracts are entered ex-GST, and registers should show ex-GST. If a PO total looks about 10% high, that is a display or GST double-count issue (has happened before, for example COR-142). A PO raised in Deep Space can push to Xero, and its tax is set at sync time from the account default or the line flags. Always confirm GST on PO-driven bills.

Retention and GST, so the numbers reconcile

Retention posts using a two-line method: the claim line plus a retention line, against dedicated Retention Receivable (money in) and Retention Payable (money out) accounts. So the Xero Invoice or Bill shows the gross line and a retention line that nets it down, and retention stays visible on the balance sheet (an asset on the AR side, a liability on the AP side). GST applies to the claim value per the tax rate; retention is a withholding, not a separate taxable supply. Confirm the exact posting in the run-through.

Confirm in run-through: where the workspace tax mode (apply GST always vs account default) and the advanced Xero config tax settings live in the UI.

6. Walkthrough A: subcontractor claim → Bill in Xero

This is the flow you will demo most. It lives in Commercial > Subcontractors, which holds five linked pages (Subcontract Register, Progress Claims from Subcontractor, Variations, Payment Schedules Issued, Invoices), plus the Invoice Inbox as the email front door. Everything ties back to the subcontract.

> **Set the subcontract up once, then claims, schedules and invoices all run through it.**
> Most claim and sync headaches trace back to a missing or wrongly configured subcontract. Get Step 1 right and the rest flows.

Step 1 · Set up or check the subcontract

Commercial > Subcontractors > Subcontract Register. Confirm the subbie has an executed subcontract with the right Jurisdiction/Act (SOPA vs CCA), tax mode, retention rule and rate, and Schedule of Values (SOV) lines with the correct Original Sum. No subcontract means the claim has nowhere to land.

Step 2 · Get the claim into Deep Space

- **Option A (recommended), via the Invoice Inbox:** subbie emails sync into Commercial > Invoice Inbox. KAI reads the attachment and extracts amounts, period, subcontract reference and retention. You route it to the register and link it to the right subcontract. "Bulk Route to Register" handles several at once.
- **Option B, manual:** Progress Claims (from Subcontractor) > + New Claim. Pick the subcontract (SOV loads), set claim date, claim period, and the due date (your statutory clock), then Create draft.

Step 3 · Review and certify against the SOV

Open the claim, go to the SOV Items tab, and certify line by line what you actually agree to pay. The Overview totals (Assessed This Period, Reduction, Retention This Period) update as you go. Certifying line by line (rather than adjusting one total) keeps the payment schedule and retention accurate.

Step 4 · Issue the payment schedule

From the claim (Generate & Send Document) or from Payment Schedules (Issued) > + New Schedule. Deep Space generates a branded PDF with the correct SOPA or CCA wording. Serve it before the due date to stay compliant.

Step 5 · Record the invoice and push to Xero

Commercial > Subcontractors > Invoices (or Commercial > Invoices). The subbie invoice is recorded here, linked back to its claim and payment schedule. Reconcile it against the schedule, then push it through the Export Pipeline to Xero, where it becomes a Bill to Pay. The Compliance Flags card warns about SOPA/RCTI issues before it goes out.

> **What good looks like on the push**
> Xero receives a Bill against the correct supplier contact, posting to the mapped GL account(s), with the right GST, a unique invoice/reference number, and (where required) the original subcontractor invoice attached. The claim in Deep Space then reflects its true Xero status.
> *Confirm in run-through: whether the original subbie invoice PDF is attached to the Xero Bill automatically (open ticket: "Xero Bills to Pay must carry original Subcontractor Invoice + Attachments").*

7. Walkthrough B: supplier invoice (materials, plant, consultants) → Bill in Xero

Not every payable is a subcontractor claim. Materials suppliers, plant and equipment hire, consultants and general vendors just send an invoice. There is no progress claim, no Schedule of Values, no payment schedule and no SOPA/CCA clock. It is a simpler path, but it ends the same way: a Bill in Xero, coded to the right cost code and GL account, tagged to the right project.

Subcontractor claim vs supplier invoice, keep them apart

Subcontractor claim: governed by a subcontract (SOV, retention, jurisdiction). You certify against the SOV and issue a payment schedule before it becomes a Bill. Statutory deadlines apply. This is Walkthrough A.

Supplier invoice: a straight vendor bill with none of that machinery. Capture, code, approve, push as a Bill. Use it for materials, plant, hire, consultants and general suppliers.

Step 1 · Get the invoice in

Commercial > Invoice Inbox (recommended, the supplier emails their invoice to your project inbox address and it syncs in), or Commercial > Invoices > Upload with KAI. KAI reads the document and extracts supplier, invoice number, amount, GST and the line detail.

Step 2 · Code it

Assign the cost code (and cost type) so the spend lands on the right budget line and, through the mapping, the right Xero GL account. Confirm the supplier resolves to the correct Xero contact so the Bill attaches to the right payee.

Step 3 · Approve and reconcile

Check the GST and totals. If a purchase order was raised in Deep Space for this supplier, reconcile the invoice against the PO so committed cost converts to actual cost cleanly.

Step 4 · Push to Xero

Through the Export Pipeline the invoice becomes a Bill to Pay against the supplier contact, posting to the mapped GL account and tagged TC1 = project and TC2 = cost type. The original supplier invoice should ride along as an attachment on the Xero Bill.

Supplier invoice watch-outs

Same golden rule. Do not also key the supplier bill directly into Xero. Xero matches on invoice number and will reject the duplicate, leaving the Deep Space record stuck.

Unique invoice numbers. The supplier invoice number must be unique across the whole Xero organisation, not just the project.

Purchase orders and GST. A PO raised in Deep Space can flow to Xero too. Watch the tax treatment: there is a known issue where a PO created in Deep Space can arrive in Xero as GST-free. Check GST on anything PO-driven and log it if wrong.

8. Walkthrough C: head contract claim → Invoice in Xero

The mirror flow. Here the money comes in: your certified claim on the client becomes a sales Invoice in Xero (Accounts Receivable).

- Raise and certify the head contract progress claim in the Commercial module against the head contract budget and SOV.
- On completion, the certified claim pushes to Xero as a sales Invoice, posting to the mapped income/GL account with the correct GST.
- Check that the claim fields map cleanly onto the Xero invoice fields (reference, dates, line detail). *(Open ticket: "Fix Head Contract Claim Fields on Push to Xero Invoice" — confirm current behaviour in run-through.)*

> **Retention on head contract claims**
> Retention is held back on each claim and released later (for example a final 2.5% at end of job). In Xero this typically shows as the payment schedule/invoice being less than the gross claim, with retention released at the milestone. Walk through exactly how retention appears on the pushed Xero document in the run-through so you can explain it to finance teams. (Raised on the Unitas call.)

9. Statuses, reconciliation and what "synced" means

Customers panic when a claim does not show as being in Xero. Know what the states mean and what a silent failure looks like.

- **"Not in Xero" badge:** the item has not been created in Xero yet. Important nuance: historically a push could be rejected by Xero and the claim would keep this badge without showing an error, so "Not in Xero" did not always mean "not attempted". It sometimes meant "attempted and rejected, silently".
- **Being fixed:** push failures are being surfaced directly on the claim in the register, and per-claim sync logs are being retained, so the reason for a failure is visible rather than needing an investigation. Confirm whether this has shipped before telling a customer errors will always show.
- **Reconciliation:** where a matching bill already exists in Xero (same supplier, same invoice number, matching amount), the safe fix is to connect the existing Xero bill to the Deep Space claim and schedule rather than create a duplicate. Records are backed up before and after, and nothing in Xero is modified. This is a dev/support-assisted action today, not self-serve.

10. Troubleshooting: symptom → cause → what to do

The fast-reference table. Each row is drawn from a real case. "Escalate" means raise with Luke / dev via a Linear issue rather than promising a fix yourself.

Symptom	Likely cause	What CS does
Claim stays "Not in Xero", no error shown	Push was rejected silently. Usually a duplicate invoice number, locked period, or archived account (see next rows).	Check the invoice number, period and account first. If none obvious, escalate to check the sync logs.
"Invoice number already exists" / bill not created	The supplier invoice was already entered (and often paid) directly in Xero, or the reference number was used before on another project/subbie. Xero matches on invoice number and refuses to touch an existing document.	Reinforce the golden rule. Have dev reconcile the existing Xero bill to the DS claim. Ask customer to stop entering those invoices directly in Xero.
Bill will not update / period locked	The matching Xero bill is dated in a locked period (on or before a closed month-end) and/or is already paid.	Explain Xero will not alter a paid, locked bill. Reconcile rather than recreate. Escalate for the connect.
Xero account "disappears" from mapping dropdown after one use	Front-end display driven by one-to-one config. Customer actually wants many-to-one.	Reassure it is a backend config, not a limitation. Escalate to flip the config (see COM-672).
GST wrong / lines coming through as GST-free	Tax mode or line-item tax not carried correctly on push; jurisdiction misconfigured.	Treat as a real bug. Capture the line and expected GST, and escalate.
Payment schedule shows wrong GST or legal wording	Subcontract jurisdiction set to the wrong Act (AU job tagged NZ CCA), or workspace company country not set.	Fix Jurisdiction/Act on the subcontract and check workspace country, then regenerate.
Duplicate or wrong supplier contact in Xero	Directory record does not match the Xero contact cleanly.	Check the Directory-to-Xero contact match. Escalate if the sync itself is misbehaving.
Negative subcontract claim blocked, blocks later claims	Negative claim handling limitation; a blocked claim stops subsequent claims and payment processing.	Flag as a known blocker (Unitas). Escalate as urgent, do not present as user error.
Whole workspace stops pushing	Xero connection dropped or authorisation revoked/expired.	Check the connection status, re-authorise if needed.

11. Real cases, worked through

Four situations that actually came up this month, with the answer and the lesson. Use these as your reference for the shape of a good response.

11.1 Matland / Black Grid — "payment schedules did not sync to Xero"

What happened: three subcontractor claims (INV-0283, IN000154, INV-2096) showed "Not in Xero". The sync had actually run twice and Xero rejected each bill because a bill with the same invoice number already existed, was already paid, sat in a locked period, and referenced an archived account code.

Root cause: the supplier invoices had been entered and paid directly in Xero, outside Deep Space, in parallel with the same claims in Deep Space. That is a non-accepted workflow. Xero already owned the documents, so Deep Space could not create its bills, and the claims could never link or report status.

The fix and the lesson: reconcile the existing Xero bills to the Deep Space claims (dev-assisted, everything backed up), add a platform safeguard that checks Xero for an existing invoice number before creating a bill, and surface push failures on the claim instead of failing silently. Customer ask: do not enter supplier invoices directly into Xero for subbies managed in Deep Space; if an urgent direct payment is unavoidable, tell us so it can be reconciled not duplicated.

11.2 Fidem — many-to-one cost code mapping

What happened: Fidem wanted to map many detailed Deep Space cost codes into five Xero GL categories (many-to-one). It was demonstrated as working, but when they implemented it a Xero account became unavailable in the dropdown after being used once, so it looked like the capability was missing.

The explanation: each cost code links to a Xero GL account and the cardinality is configurable (one-to-one or many-to-one). Xero places no limit on how many lines post to one account, so many-to-one is fine. The dropdown behaviour was a display setting from the config, adjustable in the backend, not a hard limitation and not something to build. Tracked as COM-672 and the Fidem-specific blocker COR-655 (unlock the front-end dropdowns, then a backend trace to confirm).

The lesson for CS: when a customer says a demonstrated feature "does not work", separate a config gap from a product gap early. Offer a backup path so they are not blocked (drop the mapping into a simple one-row-per-cost-code sheet), stay calm and accountable, and let dev confirm the exact cause before committing to timing.

11.3 SD Group — project-level mapping

What happened: SD Group needed different GL mapping per project. There is no project-level mapping available today, so they categorised cost codes at the workspace level as a workaround.

The answer: this is a genuine current limitation, not a config. Be straight about it, capture it as a requirement, and do not imply it exists.

11.4 Unitas — negative subcontract claims

What happened: a negative subcontract claim was blocked, which then prevented all subsequent claims and payment processing on that subcontract.

The answer: treat as a known blocker to escalate urgently, not user error. Negative claims (for example a downward adjustment) need handling so they do not jam the pipeline.

12. Fast FAQ

Q. Does the customer still touch Xero at all?
A. Yes, for the accounting itself (reconciling bank feeds, running reports, paying bills). What they should not do is re-create invoices/bills that Deep Space is set up to create. Deep Space owns the document creation, Xero owns the ledger.

Q. Which way does the money go?
A. Head contract claims become sales Invoices in Xero (money in). Subcontractor claims and supplier invoices become Bills to Pay (money out).

Q. What is the difference between a subcontractor claim and a supplier invoice?
A. A subcontractor claim runs through a subcontract (SOV, retention, jurisdiction, a certified payment schedule with SOPA/CCA deadlines) before it becomes a Bill. A supplier invoice (materials, plant, hire, consultants) is a plain vendor bill with none of that: capture, code, approve, push as a Bill. Both end up as Bills to Pay in Xero.

Q. Can several Deep Space cost codes map to one Xero account?
A. Yes. Many-to-one is supported and configurable. If the dropdown seems to prevent it, that is a backend config to adjust, not a limitation.

Q. Can mapping differ by project?
A. Not today. Mapping is at workspace level. Project-level mapping is a known gap.

Q. Why did a claim not appear in Xero with no error?
A. Most often a duplicate invoice number (frequently because it was entered directly in Xero), a locked period, or an archived account. Silent-failure reporting is being improved so the reason shows on the claim.

Q. A bill already exists in Xero for this claim, now what?
A. Do not recreate it. It gets reconciled (connected) to the Deep Space claim, dev-assisted, with backups. Nothing in Xero is modified.

Q. GST is coming through wrong, is that us?
A. Treat it as a real issue and log it. Capture the line, the expected GST, and the jurisdiction/tax mode, then escalate. See Section 5.

Q. How does a GL account decide the GST?
A. Every Xero account has a default tax rate. Deep Space can either apply GST always or defer to that account default (a workspace setting). For lines Deep Space creates it uses the entity/account default with an override. So GST wrong across a whole account usually means the account default or the workspace tax mode; wrong on one line means the line GST flag.

Q. A supplier invoice is GST-free (or zero-rated), what do I do?
A. Use the per-line GST tickbox, or the whole-document GST-free toggle if the entire invoice is GST-free. Deep Space pushes GST-free lines with the EXEMPT EXPENSES code so Xero does not add tax on top. GST-free is the AU term, zero-rated the NZ term; both mean no GST on the line.

Q. Pushes stopped for the whole workspace.
A. Check the Xero connection. The OAuth authorisation may have dropped or been revoked and needs re-authorising.

13. Answer vs escalate, and open items

When to answer, when to escalate

You can answer directly	Escalate to Luke / dev (raise a Linear issue)
Explaining the two flows and the golden rule	Any confirmed GST/tax defect on a pushed document
Confirming many-to-one is supported	Flipping mapping config in the backend
Fixing jurisdiction/Act on a subcontract and regenerating	Reconciling an existing Xero bill to a DS claim
Telling a customer project-level mapping is not available yet	Contact sync misbehaving / duplicate contacts
Reassuring on a silent "Not in Xero" and checking the obvious causes	Negative claim blockers, or a whole workspace not pushing after connection checks

Escalation etiquette (from how Ricky handles it)

Stay accountable and calm. If we said it works, we own getting to the bottom of it. Separate a config setting from a product gap before promising timing. Always offer a backup path so the customer is not blocked (a simple spreadsheet, a manual entry, a workaround) while dev confirms the real cause. Never present a genuine limitation as user error, and never present user error as a limitation.

Open items to confirm in the live run-through

Bring these to the Deep Space Commercial → Xero run-through in the demo company (early next week). Each is either inferred or in flux, so confirm live before treating this guide as final.

- Exact reconnect path and token expiry for the Xero connection.
- Where the workspace tax mode (apply GST always vs Xero account default) and the advanced Xero config tax settings live in the UI.
- Where cost-code-to-GL mapping is configured in the UI, and who can edit it.
- Whether the original subbie invoice PDF attaches to the Xero Bill automatically.
- Current head contract claim field mapping onto the Xero invoice.
- Whether push-failure surfacing and per-claim sync logs have shipped.
- Current status of the Xero contact sync bug and negative-claim handling.
- How retention (held and released) appears on the pushed Xero document.

For the run-through and test accounts

The plan is a full end-to-end run-through of Commercial → Xero in the demo company early next week, with a Xero test account for you and Lingyu beforehand. Use a real-life-like case (a subbie claim from Invoice Inbox through certify, payment schedule, invoice, Xero Bill, plus one head contract claim to a Xero Invoice). As you go, tick off the open items above so this becomes the confirmed reference.