



iDialogue Subscription Quote to Cash (QTC)

Admin Guide

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Overview

The iDialogue Subscription Quote-to-Cash (QTC) extension package provides features that transform Salesforce Sales Cloud into a complete subscription management and revenue solution.

iDialogue QTC is pre-integrated with:

- Salesforce Sales Cloud
- iDialogue Document Automation
- Stripe Payments
- Blackthorn Payments (for multi-Gateway and Transaction support)
- Xero Financials

Subscription Products

Several custom fields added to Product for defining subscription rules.

Opportunity Subscription Types

- New Subscription
- Add-On Subscription
- Renewal Subscription

MRR / ARR Metrics

Monthly Recurring Revenue (MR) and Annual Recurring Revenue (ARR) calculated and reported in real-time. Forecast future MRR based on existing subscriptions.

Co-Terminated Contracts with Prorated Pricing

Add a new product or subscription to an existing contract without going through the entire contracting process. Product prices added are prorated based on the remaining term in the contract subscription.

Automated Provisioning Actions

Upon opportunity closed-won, several billing actions can be configured to execute automatically.

- Create Contract
- Create Order
- Create OrderItems
- Create Billing Usage
- Create Payment Method
- Create Scheduled Payments

Customer Onboarding Portal

Invite customers to:

- Review and approve quotes
- Comment on quotes or subscriptions
- Submit payment method details
- Download product related documents
- Download Invoices

Billing

Support for one-time, recurring subscription-based, and usage-based billing. Capture service usage metrics in Salesforce. Create custom formula fields for calculating dynamic usage-based prices.

Configurable billing cycles for anniversary billing, end of month, start of month, or fixed date.

Invoicing

Transform Salesforce-hosted billing data into pixel-perfect PDF documents delivered via iDialogue document portal or email.

Channel partner invoice rules. Merge several invoices into a single “Bill To” invoice sent to a primary partner Account.

Subscription Renewals

Multiple orders during the subscription term are merged into a single Renewal Opportunity.

Pre-Requisites

Salesforce Sales Cloud (Enterprise Edition recommended)

iDialogue Document Automation

Blackthorn / Stripe (Optional: for credit card payments)

Xero (Optional: for back office financial reporting)

Installation

Salesforce

Signup for a Salesforce org with default Sales Cloud features (Opportunities, Products, Contracts, Orders)

iDialogue

Install the iDialogue package

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000FvKpvUAF>

Blackthorn

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000DvMqVUAV>

iDialogue Subscription QTC Accelerator

(Contact Pacific Apps support@getpacificapps.com for latest link)

Custom Settings

The QTC package provides many actions, triggers, fields, and formulas to support subscription-based workflows. The behaviors of these modules are configurable through a custom metadata type named “Quote To Cash Settings”. From Setup, search for “Custom Metadata Types” and click on “Manage Records” for the Quote To Cash Settings.

The screenshot shows the Salesforce Setup interface. In the left sidebar, under the 'Setup' tab, the 'Custom Code' section is expanded, and 'Custom Metadata Types' is highlighted with a red box. A red arrow points from this box to the 'Quote To Cash Settings' record in the main table. The main table is titled 'Custom Metadata Types' and lists various metadata types. The 'Quote To Cash Settings' record is highlighted with a red box.

Action	Metadata Type	API Name	Object
Manage Records	Configuration Setting	iDialogue	rooms
Manage Records	Contract Clause	iDialogue	rooms
Manage Records	Data Source	iDialogue	rooms
Manage Records	Document Action	iDialogue	rooms
Del Manage Records	Field Map		q2cbt
Manage Records	Page	iDialogue	rooms
Manage Records	Plugin	iDialogue	rooms
Manage Records	Property	iDialogue	rooms
Del Manage Records	Quote To Cash Settings		q2cbt
Manage Records	Site Definition	iDialogue	rooms

Edit the custom settings record to override or customize various behaviors.



SETUP

Custom Metadata Types

Quote To Cash Settings (Managed)



This Quote To Cash Settings is managed, meaning that you may only edit certain attributes. [Display More Information](#)

Quote To Cash Settings Edit

Save

Save & New

Cancel

Information

Label	Default Q2C Settings	Protected Component	☐ i
Quote To Cash Settings Name	DefaultSettings i	Namespace Prefix	q2cbt
Is Active	☒		
Allow Mixed Billing Frequency Products	☐		

Formula Fields

Opportunity Line ARR Formula	q2cbt__DefaultARRAmount__c
Opportunity Line MRR Formula	q2cbt__DefaultMRRAmount__c
Opportunity Line OneTime Revenue Formula	q2cbt__DefaultOneTimeAmount__c
Order Item Transaction Initial Amount	q2cbt__TransactionInitialAmount__c
Order Item Transaction Each Amount	q2cbt__TransactionEachAmount__c
Billing Usage Overage Amount Formula	q2cbt__OverageBillingAmount__c
Billing Usage Overage Quantity Field	q2cbt__DefaultOverageQuantity__c
Billing Usage Overage Unit Price Field	q2cbt__OverageUnitPrice__c

Trigger Enablement

Account Trigger Enabled	☒	Opportunity Trigger Enabled	☒
Product Trigger Enabled	☒	Opportunity Line Item Trigger Enabled	☒
Pricebook Entry Trigger Enabled	☒	Invoice Trigger Enabled	☒
		Invoice Item Trigger Enabled	☒

Opportunity Product Rules

Allow Mixed Term Subscription Products ☐

Save

Save & New

Cancel

Setting	Description
IsActive	Indicates the setting record (if there are many) is active for use in QTC processing.
Opportunity Line ARR Formula	The formula field that establishes the baseline Annual Recurring Revenue (ARR) amount at the opportunity product level.
Opportunity Line MRR Formula	The formula field that establishes the baseline Monthly Recurring Revenue (MRR) amount at the opportunity product level.
Opportunity Line One-Time Revenue Formula	The formula field that establishes the baseline One-Time Revenue (non-Subscription) amount at the opportunity product level.
Order Item Transaction Initial Amount	The formula field responsible for establishing an initial amount when automatically submitting transactions to the payment gateway.
Order Item Transaction Each Amount	The formula field responsible for establishing recurring amounts when automatically submitting transactions to the payment gateway.
Billing Usage Overage Amount Formula	The formula field responsible for calculating any overage billing amounts. Invoked at the time of invoice creation on the BillingUsage record for the most recent billing cycle (overages are always calculated in arrears and applied to the next invoice).
Billing Usage Overage Quantity Field	The Quantity value to appear on overage invoice line items.
Billing Usage Overage Unit Price Field	The Unit Price value to appear on overage invoice line items.
Account Trigger Enabled	Enables / disables object trigger (Enabled by default)
Product Trigger Enabled	Enables / disables object trigger (Enabled by default)
Pricebook Entry Trigger Enabled	Enables / disables object trigger (Enabled by default)
Opportunity Trigger Enabled	Enables / disables object trigger (Enabled by default)
Opportunity Line Item Trigger Enabled	Enables / disables object trigger (Enabled by default)
Invoice Trigger Enabled	Enables / disables object trigger (Enabled by default)
Invoice Item Trigger Enabled	Enables / disables object trigger (Enabled by default)
Allow Mixed Term Subscription Products	Disabled by default. When enabled, allows subscription products with mixed terms to be included in a single

opportunity. By default, many billing processes expect all products in an order to be “Monthly” or “Annual”.

Configuration

Products

Several fields are available for defining subscription product rules. Update existing page layouts or deploy a page layout that supports the subscription fields.

 Product

Annual Subscription

Related

Details

Product Name

Annual Subscription

Product Code

ANNUAL

Active

☒

Product Family

▼ Subscription Term

Default Term (Months) ⓘ

12

Renewal Term (Months)

12

▼ Subscription Rules

Is Subscription Product ⓘ

☒

Is Renewable ⓘ

☒

Is Recurring Revenue ⓘ

☒

Revenue Scheduling Enabled

☒

Is Trial Subscription ⓘ

☐

Is Free Subscription ⓘ

☐

Is Usage Based ⓘ

☐

Subscription Opportunity

Edit the Opportunity Type picklist or opportunity record type to display only the Subscription types.
QTC triggers and rules expect the following types to be enabled:

- New Subscription
- Add-On Subscription
- Renewal Subscription
- Reduction Subscription

SETUP > OBJECT MANAGER

Opportunity

ils

s & Relationships

Layouts

ning Record Pages

ons, Links, and Actions

pact Layouts

Sets

ct Limits

rd Types

ed Lookup Filters

ch Layouts

ch Layouts for Salesforce

ic

ers

ation Rules

Data Owner

Field Usage

Data Sensitivity Level

Compliance Categorization

Field Dependencies

New

No dependencies defined.

Validation Rules

New

No validation rules defined.

Opportunity Type Picklist Values

New

Reorder

Replace

Printable View

Action	Values	API Name
Edit Del Deactivate	Existing Customer - Upgrade	Existing Customer - Upgrade
Edit Del Deactivate	Existing Customer - Replacement	Existing Customer - Replacement
Edit Del Deactivate	Existing Customer - Downgrade	Existing Customer - Downgrade
Edit Del Deactivate	New Customer	New Customer
Edit Del Deactivate	New Subscription	NewSubscription
Edit Del Deactivate	Add-On Subscription	AddOnSubscription
Edit Del Deactivate	Renewal Subscription	RenewalSubscription
Edit Del Deactivate	Reduction Subscription	ReductionSubscription

Update the Opportunity page layout with the Subscription revenue and term fields.

- Forecasted MRR
- Forecasted ARR
- One-Time Total Amount (non subscription products)
- Subscription Start
- Subscription End
- Subscription Term (Months)



Opportunity
New Subscription

▾ Revenue

Forecasted ARR Total Amount ⓘ

\$144,000.00

Forecasted MRR Total Amount ⓘ

\$12,000.00

One Time Total Amount ⓘ

\$1,000.00

▾ Subscription Term

Subscription Start Date

12/2/2019

Subscription End Date

12/1/2020

Order Number

Current Generator(s)

Tracking Number

Subscription Term (Months)

12.00

Main Competitor(s)

Delivery/Installation Status

iDialogue Documents - Opportunity

Add the iDialogue Lightning component to Opportunity page layout managing customer quotes and payments.

 Opportunity
New Subscription

[Edit](#) [Delete](#) [Clone](#) 

Account Name
[ABC Corp](#)

Close Date
11/1/2019

Amount
\$13,000.00

Opportunity Owner
 [Michael Lea...](#)

✓

✓

✓

✓

✓

✓

✓

✓

✓

Closed ...

[Change Closed Stage](#)

Activity

Details

Opportunity Owner
 [Michael Leach](#)

Private
☐

Opportunity Name
New Subscription

Account Name
[ABC Corp](#)

Type
New Subscription

Lead Source

Subscriber ID

Primary Signer Contact

Amount
\$13,000.00

Expected Revenue
\$13,000.00

Close Date
11/1/2019

Next Step

Stage
Closed Won

Probability (%)
100%

Primary Campaign Source

 **Quote Rooms**

Quote Portal 

Open Document Portal 

DOCUMENTS (1)

MEMBERS (1)

ACTIVITY (1)

Merge All

File Upload

 Subscription Quote

✓ 

Related

Subscription Orders

Rename the tab “Order” to “Subscription”

 **SETUP**
Rename Tabs and Labels

Edit	Opportunity Products	Opportunity Products	☐
Edit	Order Products	Order Products	☐
Edit Reset	Orders	Subscriptions	☒
Edit	Partners	Partners	☐
Edit	Performance Cycles	Performance Cycles	☐
Edit	Price Books	Price Books	☐
Edit	Products	Products	☐
Edit	Quick Text	Quick Text	☐

Optionally rename “Products” to “Plans”.

Process Builder - Billing Actions

Create a process for automating the provisioning of contract, billing, and invoicing records. For example, a Process named “Opportunity Closed-Won” that creates records when an opportunity is won.

 Setup

Home

Object Manager 

 Process Builder My Processes
1 items

An Apex action is included in the package named “Billing Action”. Add the billing action to a process builder flow and enable the various boolean flags to automatically provision records. All flags are “false” by default.

Setup

Home

Object Manager

Process Builder - Opportunity Closed-Won

← Back To Setup

Help

Expand All

Collapse All

View All Processes

Clone

View Properties

Deactivate

Read Only

START

↓

Opportunity

↓

Stage=Closed-Won?

TRUE →

IMMEDIATE ACTIONS

> Billing Action

+ Add Action

→

STOP

FALSE ↓

+ Add Criteria

TRUE →

IMMEDIATE ACTIONS

+ Add Action

→

STOP

FALSE ↓

Call Apex

Action Name*

Billing Action

Apex Class*

Billing Action

Set Apex Variables

Field*	Type*	Value*
Opportunity Record ID	Field Reference	[Opportunity].Id
Activate Contract	Boolean	True
Provision Order	Boolean	True
Enable Usage Based Billing	Boolean	True
Provision Contract	Boolean	True
Activate Order	Boolean	True

Billing Action Apex Request Variable	Description
Opportunity Record ID	A reference to the Opportunity for use in provisioning quote to cash records.
Provision Contract	True = Creates a contract, or amends an existing contract for add-on subscriptions.
Activate Contract	True = Automatically activates contract upon provisioning. Uses the Subscription Start and End dates from Opportunity for contract term.
Provision Order	True = Creates an Order (aka Subscription) from Opportunity and corresponding order items for each opportunity product.
Activate Order	True = Automatically activates an order upon provisioning. Note: An inactive order cannot be invoices until activated.
Enable Usage Based Billing	True = Provisions a “Billing Usage” object for use in capturing daily subscription usage.

Payment Method Action

When a payment method is provided by customers an event is created in Salesforce, which can be used to trigger follow-up actions.

A pre-built action is provided in the QTC extension package that associates payment methods with any open invoices.

The criteria for a payment method action should be when a rooms__RoomEvent__c record is created and the ActionType__c field = "PAYMENT_METHOD_SUBMIT".

Process Builder - Payment Method Submit

Back To Setup

Expand All

Collapse All

View All Processes

Clone

View Properties

Deactivate

START

iDialogue Event

Action=PAYMENT_METHOD_SUBMIT?

TRUE

FALSE

IMMEDIATE ACTIONS

Payment Method A...

Add Action

Add Criteria

TRUE

FALSE

IMMEDIATE ACTIONS

Add Action

STOP

Define Criteria for this Action Group

Criteria Name *

Action=PAYMENT_METHOD_SUBM

Criteria for Executing Actions *

Conditions are met

Formula evaluates to true

No criteria—just execute the actions!

Set Conditions

Field *

Operator *

Type *

Value *

1

[rooms__Room... Q

Equals

String

PAYMENT_METHOD_

Conditions *

All of the conditions are met (AND)

Any of the conditions are met (OR)

Customize the logic

Advanced

The Apex action “Payment Method Action” supports 3 configurable properties.

Apex Variable	Description
Event Record ID (Text: Required)	A reference to the event record ID.
Provision Invoice Transactions	Boolean True/False. When enabled, identifies all open invoices associated with the payment method contact, and creates a Transaction for submission to a payment gateway.
Process Transactions	Boolean True/False. When enabled in conjunction with “Provision Invoice Transactions” automatically submits Transactions to the payment gateway for processing.

Setup

Home
Object Manager

Process Builder - Payment Method Submit
Back To Setup

Expand All
Collapse All
View All Processes
Clone
View Properties
Deactivate
Read Only

```

graph TD
    START([START]) --> iDialogue[iDialogue Event]
    iDialogue --> Decision1{Action=PAYMENT_METHOD_SUBMIT?}
    Decision1 -- TRUE --> Actions1[IMMEDIATE ACTIONS  
Payment Method A...  
+ Add Action]
    Actions1 --> Stop1([STOP])
    Decision1 -- FALSE --> Decision2{+ Add Criteria}
    Decision2 -- TRUE --> Actions2[IMMEDIATE ACTIONS  
+ Add Action]
    Actions2 --> Stop2([STOP])
    Decision2 -- FALSE --> Stop3([STOP])
    
```

Call Apex

Action Name *

Apex Class *

Set Apex Variables

Field *	Type *	Value *
Event Record ID	Field Reference▼	[rooms__RoomEvent__c... Q
Provision Invoice Transactions	Boolean▼	True
Process Transactions	Boolean▼	False

Contracts

Salesforce contracts are the system of record for billing term and rollup rules.

Subscription term is defined with the following two fields:

- Subscription Start Date
- Subscription End Date

The invoicing rollup rules allow invoices to be summarized across several child Contracts and sent to a single Bill To account contact.

Contract Billing Scenarios

Parent Contract Billing

Example: A partner / reseller wants to receive one invoice for all customer subscriptions they refer to a technology company.

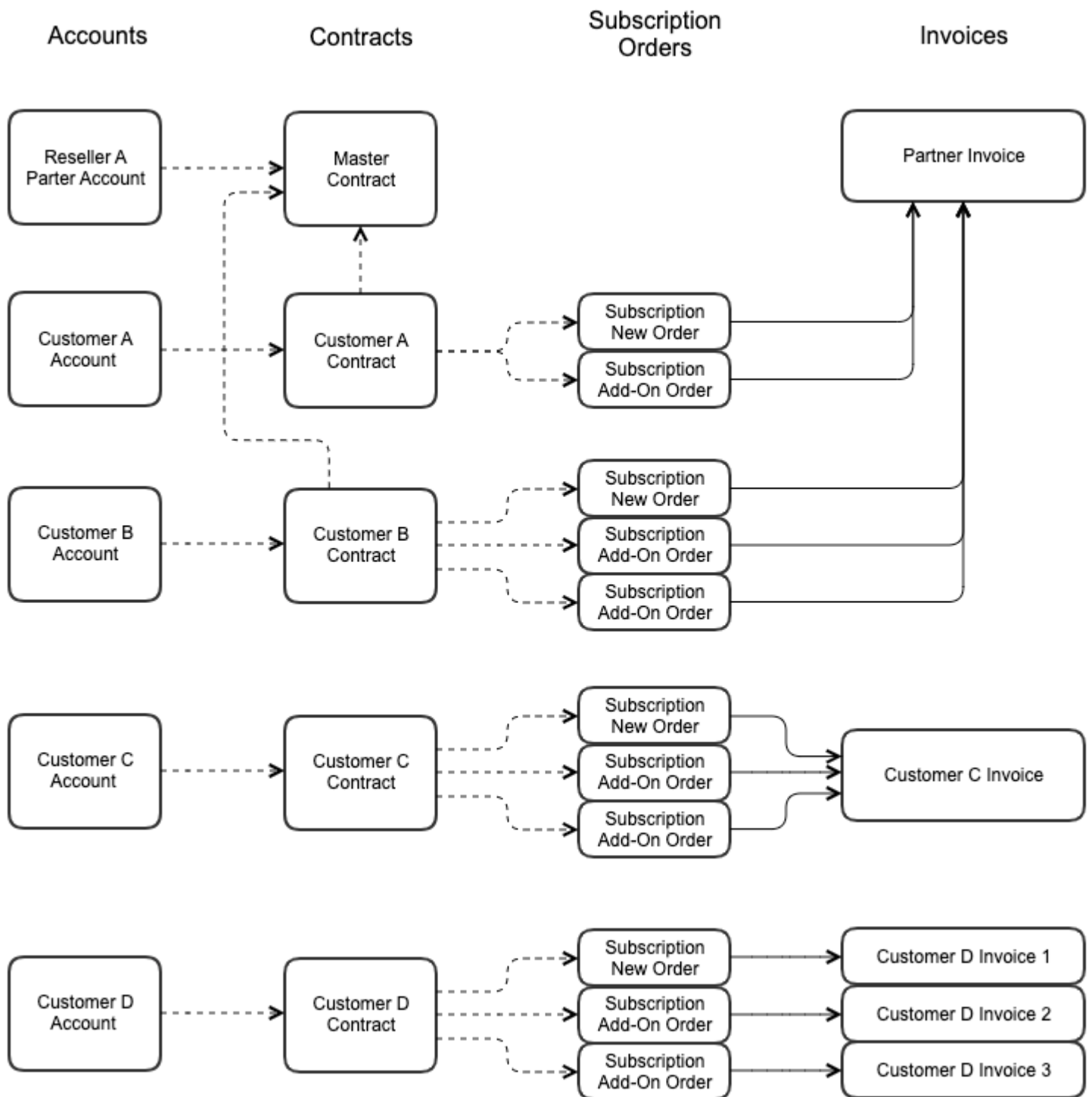
Billing scenarios

Customers A and B signup for subscriptions through a partner reseller. The partner invoices them directly using a pre-negotiated retail price.

The partner receives a monthly invoice for customers A and B grouped into a single invoice.

Customer C signed up for a subscription directly and has 2 add-on subscriptions during the contract term. They receive one monthly invoice that groups all orders.

Customer D signed up for a subscription directly and also has added to upgrades during the term. But they receive a separate invoice for each individual order.



To configure for Reseller A billing scenario:

Create a master contract for the reseller and select the “Invoice Grouping” option for “Group all child contracts into one invoice”.

(Note: this picklist is future compatible with to-be-developed modules in the QTC roadmap. As of March 202, only the “Invoice each order separately” grouping option is supported)

The screenshot shows a software interface for configuring a contract. At the top, there is a label 'Parent Contract' with an information icon. Below it is a search bar with the placeholder text 'Search Contracts...' and a magnifying glass icon. Below the search bar is a yellow-highlighted section titled 'Invoice Grouping' with a refresh icon. Inside this section is a dropdown menu. The dropdown menu is currently open, showing a list of options. The first option is '--None--'. The second option is 'Group all orders into one invoice'. The third option is 'Invoice each order separately'. The fourth option is '✓ Group all child contracts into one invoice', which is the selected option. The fifth option is 'Rollup all orders to parent contract'.

To configure for Customer A and B billing scenario:

On the Contract populate the “Parent Contract” field with a lookup reference to the master contract.

Select the “Invoice Grouping” option to rollup all orders to the parent contract.

Note: if a Parent Contract is selected, this automatically becomes the selected option.

Parent Contract ⓘ

Search Contracts...

Invoice Grouping ↺

Rollup all orders to parent contract ▼

- None--
- Group all orders into one invoice
- Invoice each order separately
- Group all child contracts into one invoice
- ✓ Rollup all orders to parent contract

To configure for Customer C billing scenario:

Select the “Invoice Grouping” option to group all order into one invoice (this is also the default option if none selected).

Parent Contract ⓘ

Search Contracts...

Invoice Grouping ↺

Group all orders into one invoice ▼

- None--
- ✓ Group all orders into one invoice
- Invoice each order separately
- Group all child contracts into one invoice
- Rollup all orders to parent contract

To configure for Customer D billing scenario:

Select the “Invoice Grouping” option to invoice each order separately.

Parent Contract ⓘ

Search Contracts...



Invoice Grouping



Invoice each order separately ▼

--None--

Group all orders into one invoice

✓ Invoice each order separately

Group all child contracts into one invoice

Rollup all orders to parent contract

Renewal Forecast Opportunity

Search Opportunities...



Payment Method Type

Credit Card ▼

Parent Contract ⓘ

Search Contracts...



Invoice Grouping



Group all orders into one invoice ▼

--None--

✓ Group all orders into one invoice

Invoice each order separately

Group all child contracts into one invoice

Billing City

Billing State/Province

Billing Zip/Postal Code

Billing Country

Opportunity / Quote Types

Note: the SaaS QTC accelerator uses the terms Opportunity and Quote synonymously. The customer-facing virtual quote room is assumed to be managed on an Opportunity record.

New Subscription

This is a new subscription for a customer that did not previously subscribe. All revenue from new subscriptions is credited as “New” or “Initial” revenue.

Add-On Subscriptions

Add-on subscriptions are for use in recurring annual subscriptions, when a customer upgrades to more “licenses” or “seats” of an existing subscription.

The unit price per license is prorated based on the remaining term in the subscription.

Upgrade Subscription.

Example, upgrading from a Silver edition tier to a Gold edition subscription. The difference in price between the 2 products, plus remaining term are calculated in the subscription.

Renewal Subscription

Applicable to annual subscriptions. Basically a clone of the originating opportunity with a new term for renewal. Results in a new Contract and Subscription Order.

Amendment Subscription

Primarily for month-to-month (evergreen) subscriptions. Copies all existing order products to the amendment opportunity and allows for modifying existing subscription products.

Results in retaining current contract, voiding previous order, and creating a new order with amended order products.

Prerequisites for Amendments

- An Opportunity Type picklist with API value “AmendSubscription”
- An Order Status picklist value for “Amended”
- An Order Type picklist with API value “Amendment”
- A customer must have an existing active Contract and Subscription Order to be amended.

Order Status Picklist Values					New	Reorder	Replace	Printable View	Chart Colors ▼
Action	Values	API Name	Status Category	Chart Colors					
Edit Del Deactivate	Draft	Draft	Draft	Assigned dynamically					
Edit Del Deactivate	Activated	Activated	Activated	Assigned dynamically					
Edit Del Deactivate	Suspended	Suspended	Activated	Assigned dynamically					
Edit Del Deactivate	Expired	Expired	Activated	Assigned dynamically					
Edit Del Deactivate	Terminated	Terminated	Activated	Assigned dynamically					
Edit Del Deactivate	Amended	Amended	Activated	Assigned dynamically					

Order Type Picklist Values					New	Reorder	Replace	Printable View	Chart Colors ▼
Action	Values	API Name	Default	Chart Colors					
Edit Del Deactivate	Billing	Billing	☐	Assigned dynamically					
Edit Del Deactivate	Initial	Initial	☐	Assigned dynamically					
Edit Del Deactivate	Amendment	Amendment	☐	Assigned dynamically					

Amendment Screen Flow

Activate the Amendment Configurator” screen flow and add the flow to Opportunity page layout. Guides users to select an active subscription order and clones existing order products to the amendment opportunity.

Subscription Admin Accounts Products Opportunities Contracts Subscriptions More

Quote Additional Terms and Conditions

Details Activity

Opportunity Owner	Amount
Michael Leach	\$38,400,000.00
Opportunity Name	Expected Revenue
Subscription Amendment	\$15,360,000.00
Account Name	Close Date
Saturn Technologies	10/19/2020
Type	Next Step
Amend Subscription	
Billing Schedule	Stage
	Quote
	Probability (%)
	40%
	Quote Good Until Date
	11/9/2020

Amendment Configurator

* Select a Subscription Order to Amend

Account: Saturn Technologies - Annual

Next

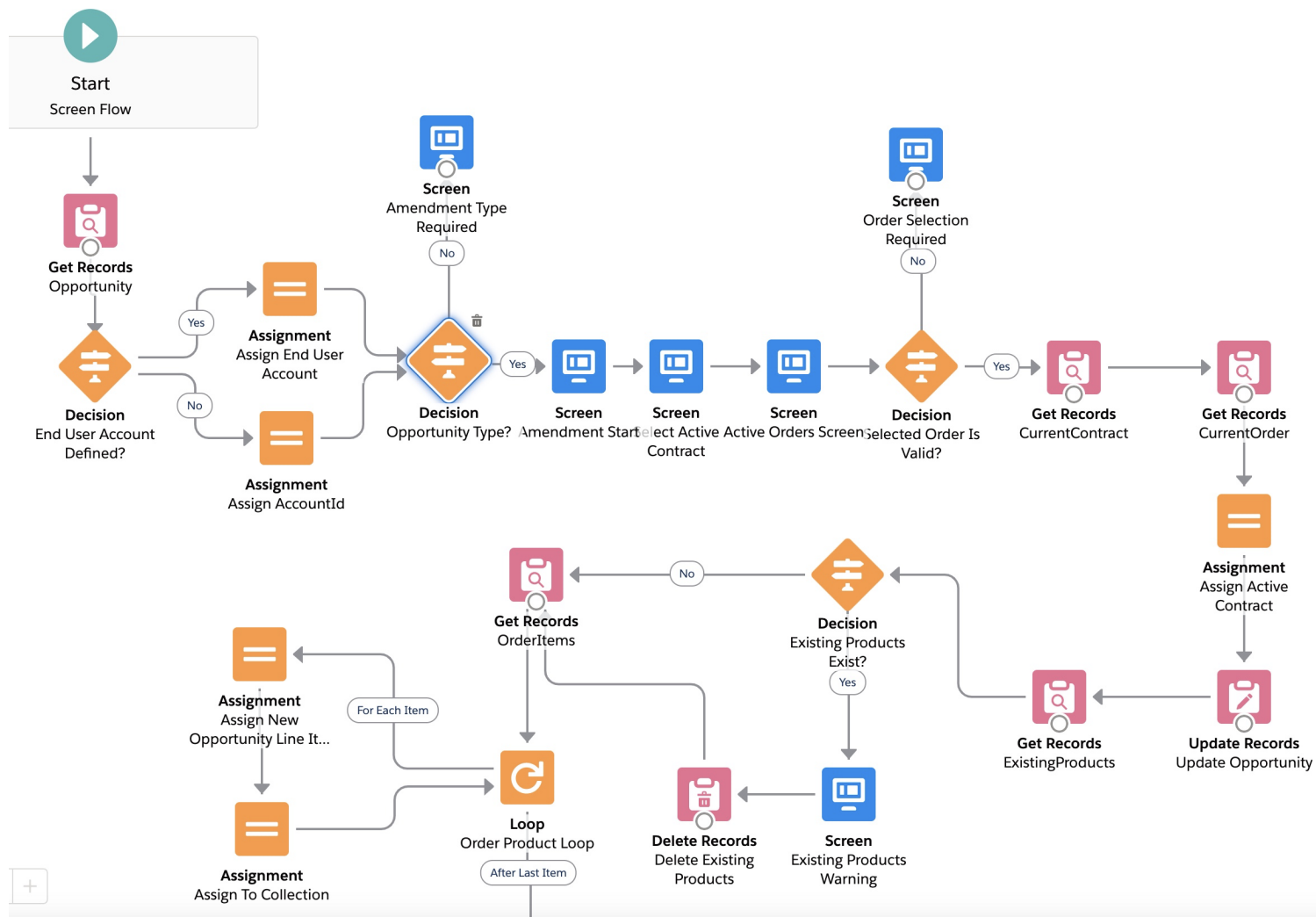
iDialogue

Get Started: Select Room Type

- ☐ Add On Subscription
- ☐ Amend Subscription
- ☐ New Subscription
- ☐ Renewal Subscription

The amendment screen flow template may be customized to suit any organization's specific needs. The default amendment flow supports:

- Prompt user for existing contract
- Prompt for Subscription order to be amended
- Flow will copy existing Subscription order items to Opportunity products



Upon Opportunity Closed-Won the [Billing Action](#) will detect the Amendment type and

- Create a new Subscription Order with new Opportunity products.
- Set the previous Subscription Type to “Amendment”

Amendment Opportunity Closed-Won Process

Upon opportunity closed-won, triggering the amendment billing action requires a process builder or flow to execute the subscription order rules.

Enable the “Amend Existing Order” boolean checkbox on the Billing Action.

Setup

Home

Object Manager

Process Builder - Opportunity Closed-Won

Back To Setup

Help

Expand All

Collapse All

View All Processes

Clone

View Properties

Deactivate

Read Only

START

Opportunity

Closed-Won Amendment?

TRUE

IMMEDIATE ACTIONS

Amendment Action

STOP

FALSE

Other Closed Won?

TRUE

IMMEDIATE ACTIONS

Billing Action

STOP

FALSE

+ Add Criteria

TRUE

IMMEDIATE ACTIONS

STOP

Call Apex

Action Name

Amendment Action

Apex Class

Billing Action

Set Apex Variables

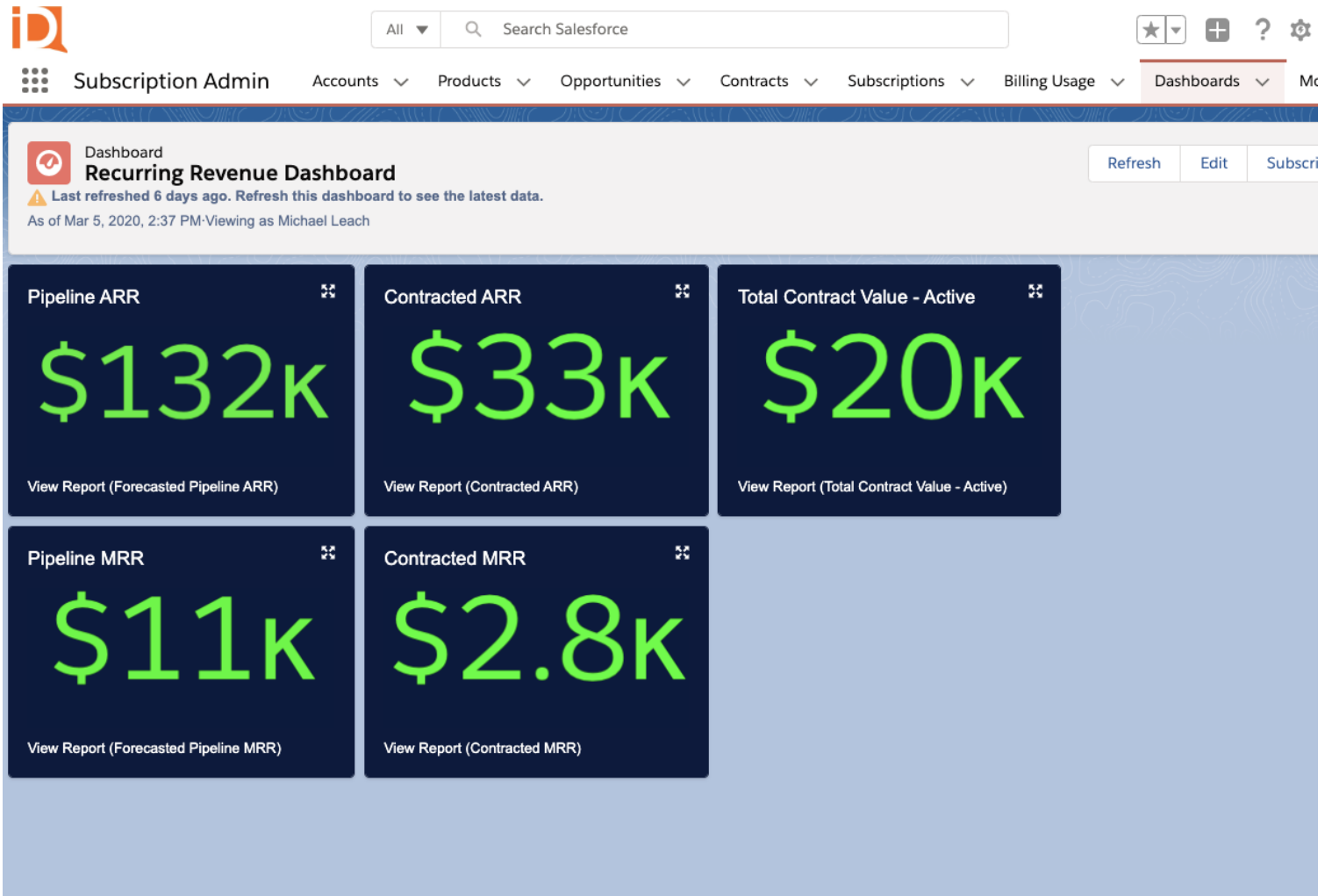
Field	Type	Value
Opportunity Record ID	Field Reference	[Opportunity].Id
Enable Usage Based Billing	Boolean	True
Create Invoice	Boolean	True
Amend Existing Order	Boolean	True

Recurring Revenue Reporting (MRR / ARR)

iDialogue subscription Quote-To-Cash provides out of the box support recurring revenue models and reporting.

Dashboard Overview

The pre-built “Recurring Revenue Dashboard” provides an overview of both pipeline (forecasted) and contracted (booked) revenue.



Pipeline Revenue (Forecasted MRR)

Pipeline revenue is the sum of MRR and ARR on open opportunities.

Contracted Revenue (Booked MRR)

Contracted revenue is the sum of MRR and ARR on activated contracts and/or order subscriptions.

Calculating MRR/ARR

When subscriptions products are added to an Opportunity, the MRR and ARR fields on Opportunity product records are automatically calculated. A rollup summary of all MRR/ARR product calculations are copied to the parent opportunity record.

Opportunity

New Subscription

Edit

Delete

Clone

✓

✓

✓

✓

✓

Closed Won

Change Closed Stage

Activity

Details

Opportunity Owner

Michael Leach

Amount

\$6,000.00

Opportunity Name

New Subscription

Expected Revenue

\$6,000.00

Account Name

ABC Corp

Close Date

3/2/2020

Type

New Subscription

Next Step

Stage

Closed Won

Probability (%)

100%

eSignature

Primary Signer Contact

Test Contact

Revenue

Forecasted ARR Total Amount ⓘ

\$6,000.00

Forecasted MRR Total Amount ⓘ

\$500.00

One Time Total Amount ⓘ

\$0.00

Subscription Term

Subscription Start Date

3/6/2020

Subscription End Date

3/5/2021

Subscription Term (Months)

12.00

Billing

Subscription Quote Dialogues

New Subscription ⓘ

Open Document Portal ⓘ

DOCUMENTS (1)

MEMBERS (1)

ACTIVITY (8)

Merge All

File Upload

iDialogue Annual Subscription Agreement

✓

Related

Products (1)

Silver Edition - Annual Subscription

Quantity: 10.00

Sales Price: \$600.00

Default AR... \$6,000.00

View All

Notes & Attachments (3+)

SubscriptionESignatureTemplate.pdf

Mar 4, 2020 • Attachment

SubscriptionESignatureTemplate.pdf

Customizing Recurring Revenue Calculations

Pre-built default formula fields are provided in the package for calculating MRR and ARR.



SETUP > OBJECT MANAGER

Opportunity Product

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons and Links

Compact Layouts

Field Sets

Object Limits

Triggers

Validation Rules

Fields & Relationships

29 Items, Sorted by Field Label

Quick Find

FIELD LABEL	FIELD NAME	DATA TYPE
Created By	CreatedById	Lookup(User)
Date	ServiceDate	Date
Default ARR Amount	q2cbt__DefaultARRAmount__c	Formula (Currency)
Default MRR Amount	q2cbt__DefaultMRRAmount__c	Formula (Currency)
Default OneTime Amount	q2cbt__DefaultOneTimeAmount__c	Formula (Currency)
Default Proration Multiplier	q2cbt__DefaultProrationMultiplier__c	Formula (Number)
Discount	Discount	Percent(3, 2)
Forecasted ARR	q2cbt__ARRTotalAmount__c	Currency(12, 2)
Forecasted MRR	q2cbt__MRRTotalAmount__c	Currency(12, 2)
Forecasted OneTime Revenue	q2cbt__OneTimeTotalAmount__c	Currency(12, 2)

These formulas may be substituted with a custom formula field by updating the Quote to Cash Settings.

The screenshot shows the Salesforce Setup interface. In the left sidebar, under the 'Custom Code' section, 'Custom Metadata Types' is highlighted with a red box. A red arrow points from this box to the 'Quote To Cash Settings' record in the main table. The main table is titled 'Custom Metadata Types' and lists various metadata types. The 'Quote To Cash Settings' record is highlighted with a red box.

Manage Records	Configuration Setting	iDialogue	rooms
Manage Records	Contract Clause	iDialogue	rooms
Manage Records	Data Source	iDialogue	rooms
Manage Records	Document Action	iDialogue	rooms
Del Manage Records	Field Map		q2cbt
Manage Records	Page	iDialogue	rooms
Manage Records	Plugin	iDialogue	rooms
Manage Records	Property	iDialogue	rooms
Del Manage Records	Quote To Cash Settings		q2cbt
Manage Records	Site Definition	iDialogue	rooms

Edit the Quote to Cash Settings record and provide the substitute formula field name(s) to be used in MRR/ARR calculations and rollups.



SETUP

Custom Metadata Types

Quote To Cash Settings (Managed)

 This Quote To Cash Settings is managed, meaning that you may only edit certain attributes. [Display More Information](#)

Quote To Cash Settings Edit

Save

Save & New

Cancel

Information

Label	Default Q2C Settings	Protected Component	☐ 
Quote To Cash Settings Name	DefaultSettings 	Namespace Prefix	q2cbt
Is Active	☒		
Allow Mixed Billing Frequency Products	☐		

Formula Fields

Opportunity Line ARR Formula	q2cbt__DefaultARRAmount__c
Opportunity Line MRR Formula	q2cbt__DefaultMRRAmount__c
Opportunity Line OneTime Revenue Formula	q2cbt__DefaultOneTimeAmount__c
Order Item Transaction Initial Amount	q2cbt__TransactionInitialAmount__c
Order Item Transaction Each Amount	q2cbt__TransactionEachAmount__c
Billing Usage Overage Amount Formula	q2cbt__OverageBillingAmount__c
Billing Usage Overage Quantity Field	q2cbt__DefaultOverageQuantity__c
Billing Usage Overage Unit Price Field	q2cbt__OverageUnitPrice__c

Trigger Enablement

Account Trigger Enabled	☒	Opportunity Trigger Enabled	☒
Product Trigger Enabled	☒	Opportunity Line Item Trigger Enabled	☒
Pricebook Entry Trigger Enabled	☒	Invoice Trigger Enabled	☒
		Invoice Item Trigger Enabled	☒

Opportunity Product Rules

Allow Mixed Term
Subscription Products ☐

Save

Save & New

Cancel

Revenue Recognition

The “Revenue Summary” tab provides a rollup of all Invoice Item records on a daily basis, categorized by revenue type. Upon implementing revenue summaries, organizations may recognize revenue in Salesforce based on a back office chart of accounts (COA) or custom categories.

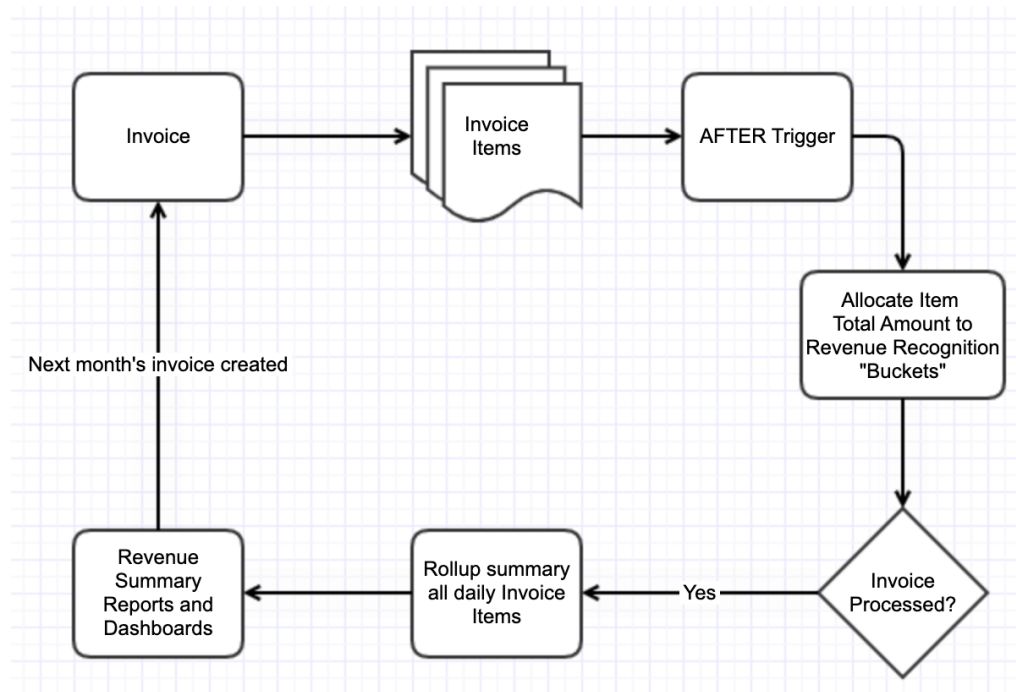
Examples include:

- In month 1 of a subscription, recognize the first month of billings as “New Revenue”
- In subsequent months, recognize the revenue as “Recurring Revenue”
- When a custom upgrades a subscription license, recognize the first month as “Upgrade Revenue”
- Recognize all usage-based billings as “Usage-Based Revenue” or “Organic”.

Lifecycle

The revenue recognition lifecycle consists of:

- Invoice Item created
- Item Total Amount is distributed across revenue rec fields
- Invoice item is updated
- Revenue recognition amounts are re-evaluated.
- Invoice is submitted for payment on the due date.
- The sum of all Invoice item revenue recognition fields are captured on a daily “Revenue Summary” record.
- Revenue Summary reports indicate revenue by type over time.



Configure Invoice Item Fields

Several pre-built revenue recognition fields are included on the Invoice Item custom object. These are the fields to be “recognized” in rollup summary reporting.

Identify the fields that are most relevant to the desired revenue recognition categories and add them to the Invoice Item page layout.

Pre-built fields include:

- New Billings
- Expansion Billings
- Renewal Billings
- Overage Billings
- Upgrade Billings
- One Time Price Increase Billings
- Usage Based Billings
- Cross Sell Billings

The definition of each field is left to the System Administrator. The interpretation of the field should be consistent across billing cycles.



All 

Subscription AdminAccounts Products Opportunities Contracts Subscriptions Billing Usage Invoices Dashbo

Invoice Item
a0i3i000002Lzrt

Discount Amount

Revenue Recognition

New Billings

Expansion Billings

Renewal Billings

Overage Billings

Upgrade Billings

Created By
 **Michael Leach**, 11/13/2020, 1:07 PM

One Time Price Increase Billings

Usage Based Billings

Cross Sell Billings

Last Modified By
 **Michael Leach**, 11/13/2020, 1:07 PM

Assign Billings To Revenue Recognition Fields

When an Invoice Item is created or updated, the total amount of the item is captured on the `q2cbt__TotalAmount__c` field. This total amount is then distributed across one or many revenue recognition fields using an AFTER flow trigger.

A template flow is provided with the QTC package named “Invoice Item Revenue Assignment Flow”.

Start by cloning and activating this template.

 **SETUP**
Flows

Flow Definitions

All Flows

8 items • Sorted by Flow Label • Filtered by All flow definitions • Updated a few seconds ago

Flow Label ↑	Process Type	Active	Tem...	
Amendment Configurator	Screen Flow	☐	☒	M
Create a Case	Screen Flow	☒	☒	M
Invoice Item Revenue Assignment Flow	Autolaunched Flow	☐	☒	L
Opportunity Product Billing Schedule	Screen Flow	☒	☒	M
Payment Charge	Screen Flow	☒	☒	M
Reset Password	Screen Flow	☒	☒	M
Transaction Xero Payment Screen	Screen Flow	☒	☐	L
Verify Identity	Screen Flow	☒	☒	M

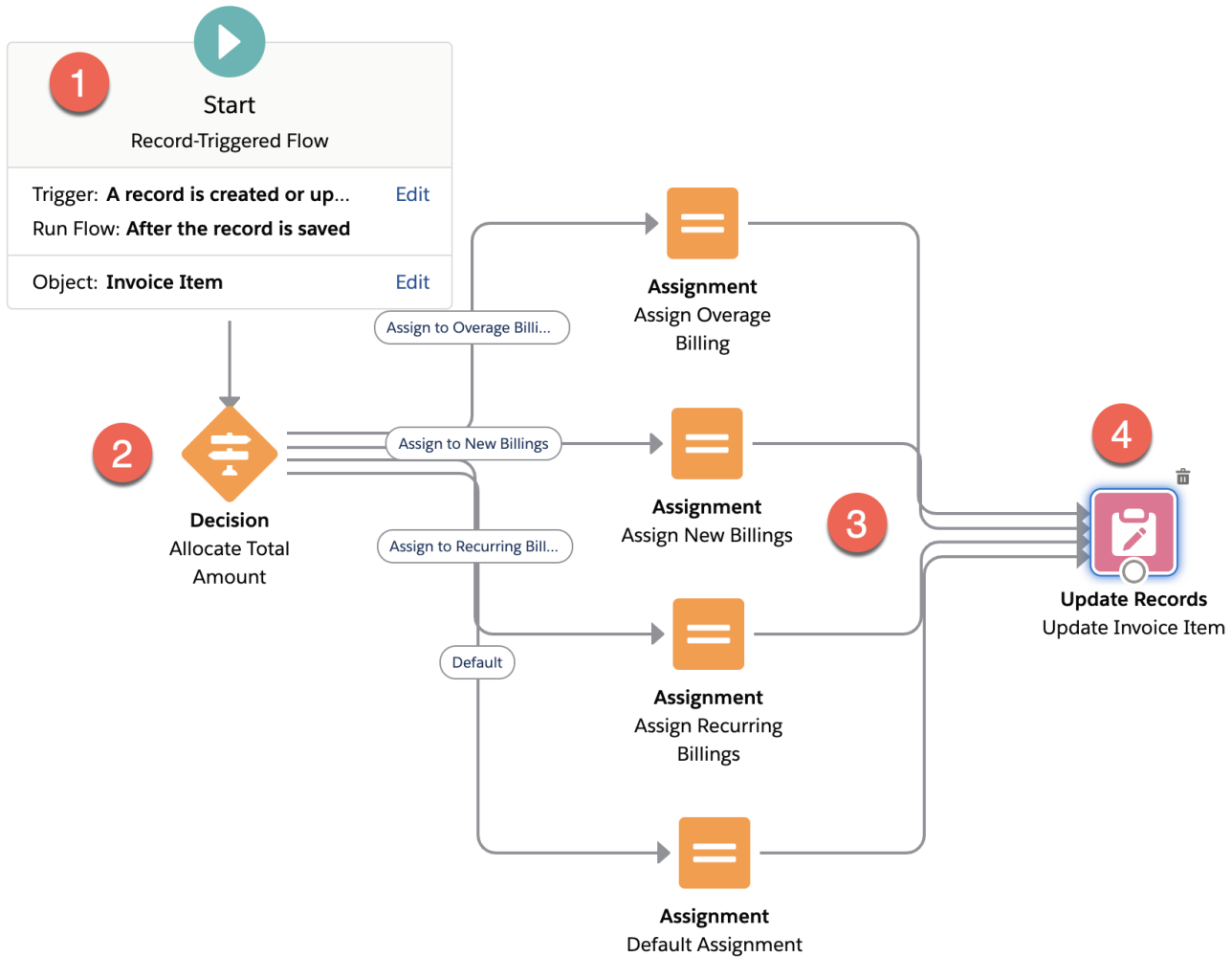
Elements of the revenue assignment flow:

1. AFTER Invoice Item create or update triggers the flow
2. A decision is made as to the type of revenue.
3. The Invoice Item total amount is assigned to one of many revenue recognition categories
4. The Invoice item is updated.

Auto-Layout (Beta) ☐

Version 2: Inactive—Last modified a few seconds ago

Ru



Revenue Summary Records

Click on the “Revenue Summaries” tab to view a list of daily snapshot rollup summaries for each revenue type.

Revenue Summaries

All

New

Import

Change Owner

Printable View

50+ items • Sorted by Revenue Summary Name • Filtered by All revenue summaries • Updated a few seconds ago

Search this list...

	☐	Revenue Summary Name ↑	Reporting Date	Reporting Year	Reporting Month	
1	☐	a1B3i0000012Rma	10/5/2020	2,020	10	
2	☐	a1B3i0000012Rmb	10/6/2020	2,020	10	
3	☐	a1B3i0000012Rmc	10/7/2020	2,020	10	
4	☐	a1B3i0000012Rmd	10/8/2020	2,020	10	
5	☐	a1B3i0000012Rme	10/9/2020	2,020	10	
6	☐	a1B3i0000012Rmf	10/10/2020	2,020	10	
7	☐	a1B3i0000012Rmg	10/11/2020	2,020	10	
8	☐	a1B3i0000012Rmh	10/12/2020	2,020	10	
9	☐	a1B3i0000012Rmi	10/13/2020	2,020	10	
10	☐	a1B3i0000012Rmj	10/14/2020	2,020	10	
11	☐	a1B3i0000012Rmk	10/15/2020	2,020	10	
12	☐	a1B3i0000012Rml	10/16/2020	2,020	10	
13	☐	a1B3i0000012RmM	12/31/2020	2,020	12	
14	☐	a1B3i0000012Rmm	10/17/2020	2,020	10	
15	☐	a1B3i0000012Rmn	10/18/2020	2,020	10	
16	☐	a1B3i0000012Rmo	10/19/2020	2,020	10	
17	☐	a1B3i0000012Rmp	10/20/2020	2,020	10	
18	☐	a1B3i0000012Rmq	10/21/2020	2,020	10	
19	☐	a1B3i0000012Rmr	10/22/2020	2,020	10	
20	☐	a1B3i0000012Rms	10/23/2020	2,020	10	
21	☐	a1B3i0000012Rmt	10/24/2020	2,020	10	



Revenue Summary

a1B3i0000012Rmc

Total Expansion Billings

Total New Billings

Total One Time Price Increase Billings

Total Overage Billings

Total Renewal Billings

Total Upgrade Billings

Total Usage Based Billings

Total Subscription Billings

Total One Time Billings

Total Recurring Billings

Reporting Year

2,020

Reporting Month

10

Reporting Date

10/7/2020

Revenue Summary Service

A schedulable global utility class is provided named ScheduledRevenueSummary. The utility can also be invoked from the Developer console via Apex exec anonymous:

```
Date dt = Date.newInstance(2020, 12, 31);
q2cbt.ScheduledRevenueSummary.generate( dt );
```

Where Date dt is a reference to the Invoice due date to be summarized. This field is configurable in custom metadata quote to cash settings.

 **SETUP**
Custom Metadata Types

Quote To Cash Settings (Managed)

 This Quote To Cash Settings is managed, meaning that you may only edit certain attributes. [Display More Information](#)

Quote To Cash Settings Detail

Edit Clone

Label	Default Q2C Settings
Quote To Cash Settings Name	DefaultSettings
Is Active	☒
Allow Mixed Billing Frequency Products 	☐
Enable Twin Field Mappings 	☐
Billing Batch Size	5
Invoice Monthly Rev Rec Field 	q2cbt__DueDate__c

When the utility service is invoked in a scheduled service context, the date is assumed to be Date.today().

```
global with sharing class ScheduledRevenueSummary implements Schedulable {
    global void execute(SchedulableContext SC) {
        ScheduledRevenueSummary.generate( Date.today() );
    }
    global static BillingSummary__c generate(Date dt){
        String dtField = Q2CSettings.InvoiceMonthlyRevenueRecognitionField;
        if( String.isBlank(dtField)){
            dtField = 'q2cbt__DueDate__c';
        }
        // Rollup summaries here ...
    }
}
```

Xero Connector

Xero is a cloud-based Accounting system. This section describes how to connect Salesforce to Xero using the Apex actions provided in the QTC package.

The steps involved are:

1. Register a Xero OAuth connected App
2. Configure an Auth Provider in Salesforce
3. Configure a Named Credential in Salesforce
4. Configure Xero Settings (Custom metadata type)
5. Configure Process Builder flows for Contact and Invoice
6. Start the Xero scheduled service

Register Xero OAuth Connected App

Create a Xero account or login to Xero at <https://login.xero.com/>

Go to <https://developer.xero.com/> and

- 1) Create a New app.
- 2) Provide a temporary OAuth 2.0 redirect URI of <https://login.salesforce.com/services/authcallback> (you will return to this step and update the URL after configuring the Salesforce Auth Provider)
- 3) Copy and save the Xero generated Client Id
- 4) Copy and save the Xero generated secret

The values copied in steps 3 and 4 will be used in the next section “Configure Auth Provider in Salesforce”.

DEVELOPER

Docs

SDKs

Previewer

My Apps

Community

Partner

Media







iDialogue Quote to Cash ▾

Details

Webhooks

Marketplace

New app

1

App details

App name

iDialogue Quote to Cash

Company or application URL

https://www.getpacificapps.com

Privacy policy URL (optional)

OAuth 2.0 credentials

OAuth 2.0 redirect URI

https://btbilling-dev-ed.my.salesforce.com/servic2

Add another URI

Client id

D0*****34



Copy

3

Client secret

Created at 2020-03-31T18:18:00.9082312Z



4

Generate another secret

Save

Configure Auth Provider in Salesforce

Under Setup, search for “Auth. Providers” and create a new Auth Provider named “Xero Connector”.



★

+

?

⚙️

🔔



Setup

Home

Object Manager

Identity

Auth. Providers

Didn't find what you're looking for?

Try using Global Search.

SETUP

Auth. Providers

Auth. Providers

Help for this Page

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

New

Action	Name ↑	URL Suffix	Provider Type	Created Date
Edit Del	Lightning For Gmail	LightningForGmail	Google	5/20/2019 1:06 PM
Edit Del	Xero Connector	XERO_API	Open ID Connect	3/31/2020 11:40 AM
Edit Del	Xero Demo Company Connector	XERO_Demo_Company	Open ID Connect	3/31/2020 7:25 PM

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All



Auth. Provider

[Help for this Page](#)

Auth. Provider Edit Save Save & New Cancel

Auth. Provider ID

Provider Type

Name

URL Suffix

Consumer Key

Consumer Secret

Authorize Endpoint URL

Token Endpoint URL

User Info Endpoint URL

Token Issuer

Default Scopes

Send access token in header

Include Consumer Secret in API Responses

Custom Error URL

Custom Logout URL

Registration Handler

Execute Registration As

Portal

Icon URL

0SQ21000C

Open ID Connect

Xero Connector

XERO_API

8B90

xd2bi

https://login.xero.com/identity/connect/authorize

https://identity.xero.com/connect/token

☒

☒

--None--

[Automatically create a registration handler template](#)

[Choose one of our sample icons](#)

Auth Provider Field	Value
Name	Xero Connector
Provider Type	Open ID Connect
URL Suffix	XERO_API
Consumer Key	[paste value from Xero OAuth app]
Consumer Secret	[paste value from Xero OAuth app]

Authorize Endpoint URL	https://login.xero.com/identity/connect/authorize
Token Endpoint URL	https://identity.xero.com/connect/token
User Info Endpoint URL	(leave blank)
Token Issuer	(leave blank)
Default Scopes	(leave blank)
Send Access Token in Header	True
Include Consumer Secret in API Responses	True
Send client credentials in header	True
Custom Error URL	(leave blank)
Custom Logout URL	(leave blank)
Registration Handler	(leave blank)
Execute Registration As	(leave blank)
Portal	(leave blank)
Icon URL	(leave blank)

Upon saving the Auth Provider, Salesforce will generate various configuration URLs.
Copy and paste the generated Callback URL into the Xero app “OAuth 2.0 redirect URI” field and save.

Auth. Provider

Auth. Provider Detail

Edit Delete Clone

Auth. Provider ID	0SO3i000000byeD
Provider Type	Open ID Connect
Name	Xero Connector
URL Suffix	XERO_API
Consumer Key	D0A299BA3A6847309084B965C17E1334
Consumer Secret	Click to reveal
Authorize Endpoint URL	https://login.xero.com/identity/connect/authorize
Token Endpoint URL	https://identity.xero.com/connect/token
User Info Endpoint URL	
Token Issuer	
Default Scopes	
Send access token in header	☒ i
Include Consumer Secret in API Responses	☒ i
Custom Error URL	
Custom Logout URL	
Registration Handler	
Execute Registration As	
Portal	
Icon URL	

Salesforce Configuration

Test-Only Initialization URL	https://btbilling-dev-ed.my.salesforce.com/services/auth/test/XERO_API
OAuth-Only Initialization URL	https://btbilling-dev-ed.my.salesforce.com/services/auth/oauth/XERO_API
Callback URL	https://btbilling-dev-ed.my.salesforce.com/services/authcallback/XERO_API
Single Logout URL	https://btbilling-dev-ed.my.salesforce.com/services/auth/rp/oidc/logout

Edit Delete Clone

Privacy policy URL (optional)

OAuth 2.0 credentials

OAuth 2.0 redirect URI

https://btbilling-dev-ed.my.salesforce.com/servic

[Add another URI](#)

Client id

D0*****34



[Copy](#)

Client secret

Created at 2020-03-31T18:18:00.9082312Z



[Generate another secret](#)

Xero Named Credential

Create a new named credential from setup with the following values:

Property	Value
Label	Xero API
Name	Xero_API
URL	https://api.xero.com
Certificate	(Leave blank)
Identity Type	Named Principal
Authentication Protocol	OAuth 2.0
Scope	openid offline_access accounting.transactions accounting.settings accounting.contacts
Authentication Status	(reflects status)
Start Authentication Flow onSave	True / Enabled
Generate Authorization Header	True / Enabled
Allow Merge Fields in HTTP Header	True / Enabled
Allow Merge Fields in HTTP Body	True / Enabled



Named Credential Edit: Xero API

Specify the callout endpoint's URL and the authentication settings that are required for Salesforce to make callouts to th

Save

Cancel

Label ⓘ

Xero API

Name ⓘ

Xero_API

URL

https://api.xero.com

▼ Authentication

Certificate

Identity Type

Named Principal

Authentication Protocol

OAuth 2.0

Authentication Provider

Xero Connector

Scope

openid offline_access

Authentication Status

Pending

Start Authentication Flow on Save

☒

▼ Callout Options

Generate Authorization Header ⓘ

☒

Allow Merge Fields in HTTP Header ⓘ

☒

Allow Merge Fields in HTTP Body ⓘ

☒

Save

Cancel

Upon hitting save, if “Start Authentication Flow on Save” is enabled, then Salesforce will attempt to login to Xero and prompt the Admin user to allow OAuth connection.

Xero will display any relevant success or error messages.

Xero Settings

Xero Settings is a custom metadata type included in the QTC package that is utilized by Apex actions.

From admin setup, search for “Custom Metadata Types”, locate the “Xero API Settings” type and “Manage Records”.

Create a new record with the following fields populated (all others are left blank):

Name	Value
Label	Xero API Settings
Xero API Settings Name	Xero_API_Settings
Accounting API Endpoint	https://api.xero.com/api.xro/2.0/
Is Active	True / Enabled
Named Credential	(Enter the API name of named credential created in previous step)
Invoice Number Field	The custom field API name of Invoice__c field to be used when POSTing the Xero Invoice.

Setup

Home

Object Manager

custom metadata type

Custom Code

Custom Metadata Types

Can't find what you're looking for? Use Global Search.

SETUP

Custom Metadata Types

Xero API Settings

Xero API Settings Detail

EditDeleteClone

Label	Xero API Settings
Xero API Settings Name	Xero_API_Settings
Consumer Key	
Accounting API Endpoint	https://api.xero.com/api.xro/2.0/
Is Active	☒
Private Key	
Public Key	
Consumer Secret	
Named Credential	Xero_API
Invoice Number Field	Name

Xero Process Builder Actions

2 Apex actions are included in the QTC package for use in synchronizing Salesforce Contacts and Invoices with Xero.

Xero Contact Action

Creating a Xero Contact requires 3 data points:

1. Salesforce Contact - Mapped to Xero First/Last Name and Email
2. Salesforce Account - Mapped to Xero billing address
3. Account Number - Xero Account Number

The Salesforce Order (aka “Subscription”) object is often the best record that contains these 3 pieces of information.

In the example below, a process builder on the Subscription Order object contains a condition that checks if the Order “Bill To Contact” and “Bill To Accounts” fields are available, then executes the Apex action “Xero Contact Action”.

It’s important that Xero receive the Contact information, as this is a required field for invoices. If an Invoice is posted to Xero and the Bill To Contact does not exist in Xero, the Invoice sync will fail.

Process Builder - Subscription Order Flows

← Back To Setup ? Help

Expand All Collapse All

View All Processes Clone View Properties Activate Read Only ⓘ

START

Subscription

Xero Contact Fields Available?

TRUE → IMMEDIATE ACTIONS

FALSE → + Add Criteria

Xero Contact POST

+ Add Action

TRUE → IMMEDIATE ACTIONS

Call Apex

Action Name * ⓘ

Xero Contact POST

Apex Class * ⓘ

Xero Contact Action

Set Apex Variables

Field *	Type *	Value *
Contact ID	Field Reference▼	[Order].BillToContactId 🔍
Account ID	Field Reference▼	[Order].q2cbt__BillingAc... 🔍
Account Number	Field Reference▼	[Order].q2cbt__Xero_Ac... 🔍

To test, add a BillToContact and BillToAccount to an Order. Map the Xero AccountNumber to any field on Order. The PB flow action should execute and the Billing Account XeroID__c custom field should contain a valid Xero contact ID.

iDialogue Quote To Cash - Subscription Management

www.GetPacificApps.com

49

Login to Xero and verify the contact is added.

go.xero.com/Contacts/Search/?contactType=CONTYPE%2FALL

using a trial account.

Pay now

OrgDashboardBusinessAccountingContacts

+ 🔍 🔔 ? ML

Contacts

ImportExportSend statementsAdd contact

All 1

Customers 1

Suppliers 0

Archived 0

Groups

New

Smart Lists

New

Have purchased an item

Outstanding > 30 days

Overdue > 7 days

Paid us (in the last year)

OptionsEdit

No items selected

Search

Sort by Name

CONTACT	EMAIL	YOU OWE THEM	THEY OWE YOU
Colin Martin Acct #: 0033i00000F5wnoAAB	idialoguedemo@gmail.com	—	24,000.00

Xero Invoice Action

Create a process builder flow on the q2cbt__Invoice__c custom object and set a criteria that executes the “Xero Invoice Action”.

Some suggested criteria are to only send the invoice to Xero when the status = “Ready To Send” or “Sent”. In the example below, a change in the “Is Open” custom formula field is used to trigger the Xero action (Is Open checks if invoice status is ready to send or sent).

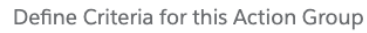
Complete Xero Status Codes

<https://developer.xero.com/documentation/api/types#InvoiceTypes>

Invoice Status Codes

(Refer to [invoices](#) for details of usage)

DRAFT	A Draft Invoice (<i>default</i>)
SUBMITTED	An Awaiting Approval Invoice
DELETED	A Deleted Invoice
AUTHORISED	An Invoice that is Approved and Awaiting Payment OR partially paid
PAID	An Invoice that is completely Paid
VOIDED	A Voided Invoice



Is Open?

- No criteria—just execute the actions!

	Field *	Operator *	Type *	Value *
1	[q2cibt__Invoice...Q	Is changed	Boolean	True
2	[q2cibt__Invoice...Q	Equals	Boolean	True

> Advanced

52

[View All Processes](#)[Clone](#)[View Properties](#)[Deactivate](#)[Read Only](#)

Call Apex



Action Name *

Xero Callout

Apex Class *

Xero Invoice Action

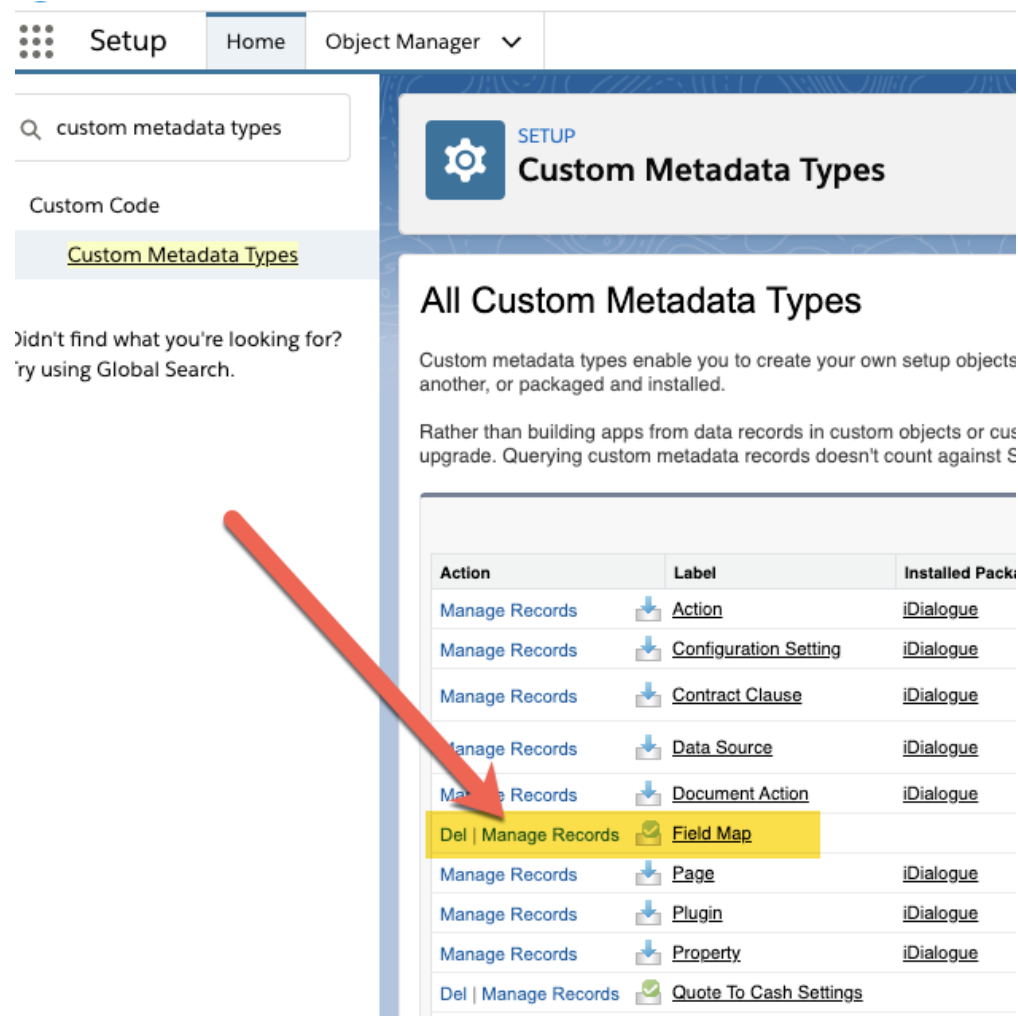
Set Apex Variables

Field *	Type *	Value *
Invoice ID	Field Reference▼	[q2cbt__Invoice__c].Id

Xero Invoice Item Field Maps

Mapping native Salesforce Invoice Item fields to Xero Invoice Item fields is supported through “Field Maps”.

A “Field Map” is a custom metadata type included in the QTC package and accessed through Setup->Custom Metadata Types -> Field Map



The screenshot shows the Salesforce Setup interface. The left sidebar has a search bar with 'custom metadata types' and a list of custom code items, with 'Custom Metadata Types' highlighted. The main content area is titled 'Custom Metadata Types' and lists 'All Custom Metadata Types'. A table below lists various metadata types, with 'Field Map' highlighted in yellow. A red arrow points to the 'Field Map' row.

Action	Label	Installed Pack
Manage Records	Action	iDialogue
Manage Records	Configuration Setting	iDialogue
Manage Records	Contract Clause	iDialogue
Manage Records	Data Source	iDialogue
Manage Records	Document Action	iDialogue
Del Manage Records	Field Map	
Manage Records	Page	iDialogue
Manage Records	Plugin	iDialogue
Manage Records	Property	iDialogue
Del Manage Records	Quote To Cash Settings	

Field Maps

[Help for this Page](#)

View: Xero Invoice Items [Edit](#) | [Create New View](#)

Action	Label ↑	Field Map Name	Namespace Prefix	Use Literal Value	From Object	From Field	To Object	To Field
Edit	Xero Invoice Item AccountCode	Xero_Invoice_Item_AccountCode	q2cbt	☐	q2cbt__InvoiceItem__c	q2cbt__AccountCode__c	XeroInvoiceItem	AccountCode
Edit	Xero Invoice Item Code	Xero_Invoice_Item_Code	q2cbt	☐	q2cbt__InvoiceItem__c	q2cbt__ProductCode__c	XeroInvoiceItem	ItemCode
Edit	Xero Invoice Item Description	Xero_Invoice_Item_Description	q2cbt	☐	q2cbt__InvoiceItem__c	q2cbt__Description__c	XeroInvoiceItem	Description
Edit	Xero Invoice Item LineAmount	Xero_Invoice_Item_LineAmount	q2cbt	☐	q2cbt__InvoiceItem__c	q2cbt__TotalAmount__c	XeroInvoiceItem	LineAmount
Edit	Xero Invoice Item Quantity	Xero_Invoice_Item_Quantity	q2cbt	☐	q2cbt__InvoiceItem__c	q2cbt__Quantity__c	XeroInvoiceItem	Quantity
Edit	Xero Invoice Item TaxAmount	Xero_Invoice_Item_TaxAmount	q2cbt	☒	q2cbt__InvoiceItem__c	0.0	XeroInvoiceItem	TaxAmount
Edit	Xero Invoice Item TaxType	Xero_Invoice_Item_TaxType	q2cbt	☒	q2cbt__InvoiceItem__c	NONE	XeroInvoiceItem	TaxType
Edit	Xero Invoice Item UnitAmount	Xero_Invoice_Item_UnitAmount	q2cbt	☐	q2cbt__InvoiceItem__c	q2cbt__UnitPrice__c	XeroInvoiceItem	UnitAmount

Typically, a Sys Administrator should only need to modify the “From Field” property of each registered field map. The XeroInvoiceAction expects the “From Object” to be “q2cbt__InvoiceItem__c” and the “To Object” to be “XeroInvoiceItem”. Modifying these values will result in the field not being mapped in the API callout to Xero.

Field Map Property	Description
Field Map Name	Unique name for the field map
From Object	The source Invoice Item object
From Field	The value of this API field name is sent to the Xero API
To Object	XeroInvoiceItem (required)
To Field	See the table below for a list of valid Xero InvoiceItem fields.
Use Literal Value	When enabled, passes the value defined in “From Field” directly to the Xero InvoiceItem API.

From <https://developer.xero.com/documentation/api/invoices#LineItems>

List of Xero Invoice fields that are mappable from Salesforce Invoice Items

- Description
- ItemCode
- UnitAmount
- TaxType
- TaxAmount
- LineAmount
- AccountCode
- Quantity
- DiscountRate
- DiscountAmount

Xero Scheduled Invoice Service

The Xero scheduled invoice service polls Xero periodically for paid invoices and updates the local Salesforce Invoice record with status = “Processed” (which is effectively paid or received).

Use cases for running this service, for example, are receiving payments by check outside of the Salesforce billing process and marking them as paid in Xero.

To start the Xero scheduled invoice service a Sys Admin should open a Salesforce Developer console -> Exec Anonymous, and run the following script:

```
q2cbt.XeroScheduledInvoiceProcess job = new q2cbt.XeroScheduledInvoiceProcess ();
String sch = '0 0 0,4,8,12,16,20 ? * MON-FRI';
System.schedule('Xero Scheduled Invoice Service', sch, job);
```

The variable “sch” is any valid cron scheduler string.

Support

Pacific Apps provides software and services in support of the iDialogue Quote to Cash package.

Pacific Apps provides a quick start package to implement the entire Quote to Cash package in any Salesforce org in less than 30 days.

Customers on a Premier support plan may contact support@getpacificapps.com at any time.

Support Services Available:

- Quick Start QTC Implementation
- Document template and eSignature configuration
- Salesforce Admin Training and Support
- Custom development / usage-based billing integration

Resources

Documents, templates, HOW TO articles and more are available at

<https://www.getpacificapps.com/>

<https://docs.i-dialogue.com/>

Appendix A: Usage-Based Billing REST API

The Usage-Based Billing (UBB) API provides a means to query Salesforce from external systems to extract UBB information using date range, Account, Subscriber, and Product type parameters.

The UBB API utilizes standard Salesforce Apex REST. Details can be found here on the fundamentals of authentication and authorization.

https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_rest_intro.htm

Endpoint

The API endpoint is the Salesforce custom domain + `"/services/apexrest/q2cbt/usage"`

Example: `https://customdomain.lightning.force.com/services/apexrest/q2cbt/usage`

Note: The "q2cbt" path refers to the "Quote To Cash / Blackthorn" accelerator package. Refer to your specific QTC accelerator package namespace for specific endpoint path.

Method Type

POST

Payload Request

The body of the payload request determines the filters applied to the query response.

```
{
  "subscriberId": "string",
  "accountId": "string",
  "startDate": "YYYY-MM-DD",
  "endDate": "YYYY-MM-DD"
}
```

Identity

Either the subscriberID or accountId must be defined. Subscriber ID is an external identifier on the Salesforce Account record.

Account ID is an 18-character unique identifier.

If both subscriberID and accountId are provided, the query defaults to using the accountId, and the subscriberID is ignored.

Usage Dates

By default, 100% of all billing usage dates are returned. To filter the date range, provide start and end dates parameters in YYYY-MM-DD format.

Example: 2022-01-01

Response

Boolean success: True or False.

String message: contains error message details if success == false

Usage: Array of Daily usage entities.

```
{
  success: true | false,
  "message": "detailed error message if success == false",
  "usage": [{
    "usageDate": "2021-10-25",
    "usage": 123.00,
    "subscriberID": "sub_123",
    "productName": "Monthly Subscription",
    "productID": "01t3i000008jrSuAAI",
    "billingDay": 1,
    "billingCycle": 1
  }, {
    "usageDate": "2021-10-26",
    "usage": 124.00,
    "subscriberID": "sub_123",
    "productName": "Monthly Subscription",
    "productID": "01t3i000008jrSuAAI",
    "billingDay": 2,
    "billingCycle": 1
  }
]
```