



**EmployeeConnect**  
*Work. Flow. Smarter.*

# Managing leave synchronization limitations with Xero

---

**Please be aware of the following limitations between EmployeeConnect and Xero for leave requests to prevent errors or payroll issues.**

### **Note:**

Before proceeding, please ensure that EmployeeConnect and SAGE MicroPay have initially been connected.

### **Limitation #1 - Sending leave requests for previous pay period(s).**

The Xero API only accepts leave requests for the current and future pay periods. Therefore, any leave requests that have been submitted and approved in EmployeeConnect that are from a previous pay period will generate an error upon Integration.

#### **Example:**

Sync failed: John Smith (1234): Invalid LeavePeriod provided Leave Start Date: 22/10/2018 Leave End Date: 22/10/2018 Hours: 3 (Leave ID: 437240)(CurrentPayPeriod Start Date: 03/12/2018 CurrentPayPeriod End Date: 16/12/2018)

In the above example, the highlighted text shows the current pay period as defined by Xero. This error is generated because the start/end dates of the leave request data trying to be sent pre-dates the current pay period. Please contact EmployeeConnect Support to resolve this error by removing the leave request data from the integration queue.

### **Limitation #2 - Sending leave requests that are less than a full day.**

The Xero API will only accept leave request data that is less than a full day if the leave start/end date falls within the current pay period. Leave requests that are less than a full day for future pay periods will not be accepted and generate an error until that future pay period is the current pay period.

#### **Example:**

Sync failed: John Smith (1234): Invalid LeavePeriod provided Leave Start Date: 22/10/2018 Leave End Date: 22/10/2018 Hours: 3 (Leave ID: 437240)(CurrentPayPeriod Start Date: 03/09/2018 CurrentPayPeriod End Date: 16/09/2018)

In the above example, the highlighted text shows the current pay period as defined by Xero. This error is generated because the start/end dates of the leave request data trying to be sent is for a future pay period. Once the leave data falls into the current pay period, the error will no longer appear.

### Limitation #3 - Sending leave requests that are split across multiple days.

When leave requests that span multiple days are sent to Xero, only the dates will be considered, not the total amount of hours.

**Example:**

Annual leave: John Smith (1234): Leave Start Date: 22/10/2018 Leave End Date: 23/10/2018  
**Hours: 12** (Leave ID: 437211)

In the above example, the highlighted text shows the total amount of hours that have been requested, which is the equivalent of 1.5 days - based on an 8 hour day. However, because this leave request spans multiple days, Xero will interpret this as two full-days i.e. 16 hours.

After integration, Payroll will need to manually edit this leave request directly in Xero to correctly apply the 12 hours as requested. Alternatively, Payroll can split the single leave request that spans multiple days into several leave requests in EmployeeConnect before running integration with Xero via **My Activities > Leave Validate**.

### Limitation #4 - Sending leave requests for future pay period(s).

When leave request data is sent to Xero for a future pay period, the total amount of leave being applied for will be immediately deducted from the current leave balance.

**Example:**

Annual leave: John Smith (1234): Leave Start Date: 15/02/2019 Leave End Date: 18/03/2019  
**Hours: 168** (Leave ID: 437225)

In the above example, the highlighted text shows the total amount of hours that have been requested, which is the equivalent of 21 days - based on an 8 hour day. As soon as this leave request has been sent to Xero, John Smith's current annual leave balance will be deducted by 168 hours.

**Note:**

EmployeeConnect only displays leave balance data as sent by Xero. If you do not wish for employees' current leave balances to update for leave request(s) that are far in advance, it is advised to either not complete the workflow, or use the effective date functionality via **My Activities > Leave Validate**.