

Comprehensive Accounting Integration Guide

Version: 2.0 - Comprehensive Edition

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Document Type: Enhanced User Manual with Technical Limitations & Real-World Solutions

Primary Audience: Product Managers, Product Designers, Technical Teams

Sources: Base User Manual v3.1, Platform Limitations Research, 85+ JIRA Customer Issues

Coverage: Complete integration documentation including platform-specific constraints and proven workarounds



Search limitations, platforms, or issues...

🏁 Quick Start (5 minutes)

For immediate setup:

1. **1** Navigate to **Payroll** → **Adjustments** OR **Settings** → **Payroll** Verified Path
(Source: Playwright Audit)
2. **2** Click "**Start Connection**" in the accounting integration banner
3. **3** Accept terms and conditions
4. **4** Select your accounting system from 4 supported systems
5. **5** Follow system-specific authentication flow

● CRITICAL SETUP WARNINGS:

- **D365 BC:** Disable mandatory dimensions before setup ([See limitations](#))
Integration fails when mandatory dimensions enabled, blocks all transaction posting
- **NetSuite:** Ensure Custom Record Types, Segments, Classes permissions ([Details](#))
Missing permissions prevent cost center tracking and integration completion
- **Xero:** Check uncertified app connection limits ([Learn more](#))
Cannot establish new connections when app limit reached, blocking setup
- **QBO:** Verify split amounts validation for journal entries ([View constraints](#))
Journal entries rejected if amounts don't sum to zero, sync fails



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1. Executive Summary & Business Impact

What Is Bayzat Accounting Integration?

Bayzat's Accounting Integration is a seamless bridge that automatically synchronizes payroll data from Bayzat to your preferred accounting software, eliminating manual data entry and ensuring accurate financial records.



Accounting Integration banner as displayed throughout Bayzat platform

● PLATFORM COVERAGE: This integration works through Codat's unified API, supporting 4 major accounting systems (Dynamics 365 BC, NetSuite, QuickBooks Online, Xero) with varying levels of functionality and constraints.

Business Benefits & Metrics

Business Impact:

- **Time Efficiency:** Eliminates manual data entry for each payroll cycle
- **Error Reduction:** Eliminates manual data entry errors through automated sync
- **Process Speed:** Real-time data synchronization vs. multi-day manual processing
- **Compliance:** Complete audit trail with automatic journal entry creation
- **Cost Savings:** Reduces accounting processing costs through automation

🟡 IMPLEMENTATION REALITY CHECK:

While the integration promises significant benefits, real customer data shows several common challenges:

- **Setup Complexity:** 23% of JIRA tickets relate to configuration wizard issues
(Source: JIRA Analysis)
- **Platform Limitations:** Each accounting system has unique constraints affecting functionality
(Source: API Audit - Official Platform Documentation)
- **Cost Center Challenges:** Multi-dimensional cost centers not supported in current implementation
(Source: JIRA Analysis - TSSD-3194, TSSD-3188, Playwright Audit)
- **Permission Requirements:** Complex permission setup required for full functionality
(Source: JIRA Analysis - TSSD-3558, API Audit - Official Platform Documentation)

📊 Product Manager Insights

Strategic Value Proposition:

- **Market Position:** Positions Bayzat as a complete payroll-to-finance solution
- **Customer Retention:** Integration stickiness reduces customer churn
- **Competitive Advantage:** Supports 4 major accounting systems through unified API
- **Revenue Impact:** Premium feature driving increased ARPU
- **Implementation Success:** High completion rate with proper guidance

⚠ PM RISK FACTORS:

- **Cost Center Requests:** Multiple clients requesting multi-dimensional support
Current integration limited to single cost center dimension, enterprise clients need more
(Source: JIRA Analysis - TSSD-3194, TSSD-3188, Playwright Audit)
- **Platform Gaps:** Some enterprise features not available on all platforms
Feature availability varies significantly between accounting systems, affects enterprise sales
(Source: API Audit - Official Platform Documentation)
- **Support Overhead:** Complex troubleshooting requires technical knowledge
Integration issues need both accounting expertise and technical skills to resolve
(Source: JIRA Analysis)

🎨 Product Designer Insights

Design Strategy & User Experience:

- **Progressive Disclosure:** Complex setup broken into digestible steps
- **Dual Access Pattern:** Feature discoverable through both operational and settings workflows
- **Consent-First Design:** Clear permission model builds user trust
- **Visual Hierarchy:** Prominent banner placement ensures feature visibility
- **Error Prevention:** Pre-flight checks and validation reduce setup failures



UX PATTERN INSIGHTS FROM JIRA:

- **Wizard Navigation:** Users frequently get stuck on disabled "Next" buttons
(Source: JIRA Analysis - OS-2065, TSSD-2802, TSSD-1050)
- **Error Messages:** Backend IDs in errors confuse users (recently improved)
(Source: JIRA - Customer Support Resolution - TSSD-2552)
- **Loading States:** Long connection times (3+ hours) create anxiety
(Source: JIRA Analysis - TSSD-2441, GS-5269)
- **Page Refresh Requirements:** Some configurations require manual refresh
(Source: JIRA Analysis - GS-5373)

2. Access Paths Analysis

Two Identical Access Routes

(Source: Playwright Audit)

Bayzat provides two equivalent paths to access accounting integration, ensuring users can discover this feature through their natural workflow patterns:

Path 1: Operational Access

Payroll → Adjustments

- Context: During payroll processing
- User Intent: Operational efficiency
- Timing: Month-end payroll cycles
- User Type: Payroll administrators

Path 2: Configuration Access

Settings → Payroll

- Context: System configuration
- User Intent: Setup and maintenance
- Timing: Initial setup or changes
- User Type: System administrators

 **WORKING WELL:** Both paths display identical integration banners, ensuring consistent user experience regardless of entry point. This dual-access pattern accommodates different user mental models and workflow preferences.

(Source: Playwright Audit)

3. Complete Setup Workflow

Step-by-Step Integration Process

COMMON SETUP ISSUES FROM JIRA ANALYSIS:

- **Connection Progress:** 12% of tickets report excessive setup times (3+ hours)
D365 BC connections can take hours to establish, causing setup abandonment (Source: JIRA Analysis)
- **Permission Errors:** NetSuite requires multiple specific permissions
Custom Record Types, Segments, Classes permissions often missed during initial setup (Source: JIRA Analysis)
- **Wizard Disabled Buttons:** Users frequently stuck on configuration steps
Next button stays disabled despite completed fields, all cost centers must be mapped (Source: JIRA Analysis)
- **Platform-Specific Failures:** Each system has unique failure modes
Xero bank restrictions, QBO validation errors, D365 dimension conflicts vary by platform (Source: JIRA Analysis)

[View detailed troubleshooting solutions →](#)

PROVEN SETUP SOLUTIONS:

- **D365 BC Mandatory Dimensions:** Toggle dimensions off before setup
Workaround: Disable mandatory dimensions (Risk: posting without dimensions) (TSSD-3216)
(Source: JIRA Analysis)
- **NetSuite Permission Fix:** Grant all required permissions upfront
Solution: Custom Record Types, Segments, Classes access resolves sync issues (TSSD-3558)
(Source: JIRA - Customer Support Resolution)
- **Xero Connection Limits:** Contact Xero support for limit increase
Alternative: Remove unused app connections to free up slots (TSSD-4017) (Source: JIRA Analysis)
- **QBO Split Validation:** Use accounting software validation tools
Solution: Verify journal entry balance before sync submission (TSSD-344) (Source: JIRA - Customer Support Resolution)

● SETUP WORKAROUNDS & RISKS:

- **D365 BC Long Connections:** Expect 3+ hour setup times

Workaround: Start setup during low-activity periods (TSSD-2441) (Source: JIRA Analysis)

- **NetSuite Session Management:** Avoid browser closure during setup

Risk: Session interruption causes duplicate sync errors (TSSD-2990) (Source: JIRA Analysis)

- **Xero Account Creation:** Create placeholder accounts before mapping

Workaround: Pre-create accounts (Risk: additional setup overhead) (TSSD-1218) (Source: JIRA Analysis)

1 Initiate Connection

Click the "**Start Connection**" button in the accounting integration banner.



DESIGN CONTEXT: This banner represents a strategic upsell opportunity for promoting the accounting integration feature.

2 Review and Accept Terms

A consent modal appears requesting permission to access your accounting system.

Review the terms and conditions before proceeding.

Confirm access



By clicking on Continue you're permitting Bayzat to have access to communicate with your accounting system

Please refer to the following:

- [Terms and Conditions](#)
- [Privacy Policy](#)

I hereby agree to the terms and conditions and the privacy policy above

Continue

Permission consent modal with terms and conditions requirement

Security & Privacy Decision Point

What You're Authorizing:

- **Data Access:** Bayzat will read your accounting system's chart of accounts and cost centers
- **Data Writing:** Bayzat will create journal entries and payroll transactions
- **Connection Scope:** Access is limited to payroll-related financial data only
- **Data Retention:** Sync history and configuration settings preserved for audit

3 Select Accounting System

Choose your accounting software from the list of supported integrations.

Select your accounting software

X

Search accounting software



Dynamics 365 Business Central

Microsoft



Oracle NetSuite

Oracle



QuickBooks Online

Intuit



QuickBooks Online Sandbox

Intuit

Next →

Accounting software selection dialog showing all supported platforms



TIP: Use the search bar to quickly find your accounting system if you manage multiple software packages.

4

Complete System-Specific Authentication

Follow the authentication flow specific to your chosen accounting system.

⚠️ PLATFORM-SPECIFIC REQUIREMENTS:

- **D365 BC:** Business Central admin access, API permissions enabled
- **NetSuite:** Administrator role, RESTlets enabled, multiple permissions
- **QBO:** Company admin access, subscription active
- **Xero:** Organization admin, API access enabled, connection limits check

4. Supported Accounting Systems

Complete System Compatibility Matrix

Bayzat supports integration with 4 major accounting systems through Codat's unified API, each with specific capabilities and limitations:

Microsoft Dynamics 365 Business Central

Enterprise-grade ERP solution with comprehensive financial management

Prerequisites: Business Central admin access, API permissions enabled

🔴 CRITICAL LIMITATIONS:

BC

- Mandatory dimensions must be disabled for integration (**Critical**)
- Cost centers not supported in current implementation (**Critical**)
- Specific batch names required for sync success (**Major**)

[View complete D365 BC limitations →](#)

Oracle NetSuite

Cloud-based business management suite for growing companies

Prerequisites: NetSuite administrator role, RESTlets enabled

NS

🟡 COMPLEX PERMISSION REQUIREMENTS:

- Custom Record Types, Custom Segments permissions required (**Critical**)
- Classes, Departments, Cost Centers, Business Units access needed (**Critical**)
- Session management issues can cause duplicate errors (**Major**)

[View NetSuite permission guide →](#)

QuickBooks Online

Popular small to medium business accounting software

Prerequisites: QuickBooks Online subscription, company admin access

QB

🟡 VALIDATION CONSTRAINTS:

- Split amounts validation - sum must equal zero (**Critical**)
- Account grouping issues causing persistent failures (**Major**)
- Invoice number related sync issues (**Major**)

[View QBO constraints →](#)

Xero

Cloud-based accounting platform popular in SME market

Prerequisites: Xero organization admin, API access enabled

X

🔴 CONNECTION & MAPPING LIMITATIONS:

- Uncertified app connection limits block new integrations (**Critical**)
- Single organization limitation - cannot connect multiple books (**Critical**)
- Bank account restrictions for transaction types (**Critical**)
- Cost center mapping limited to single account per department (**Major**)

[View Xero constraints →](#)

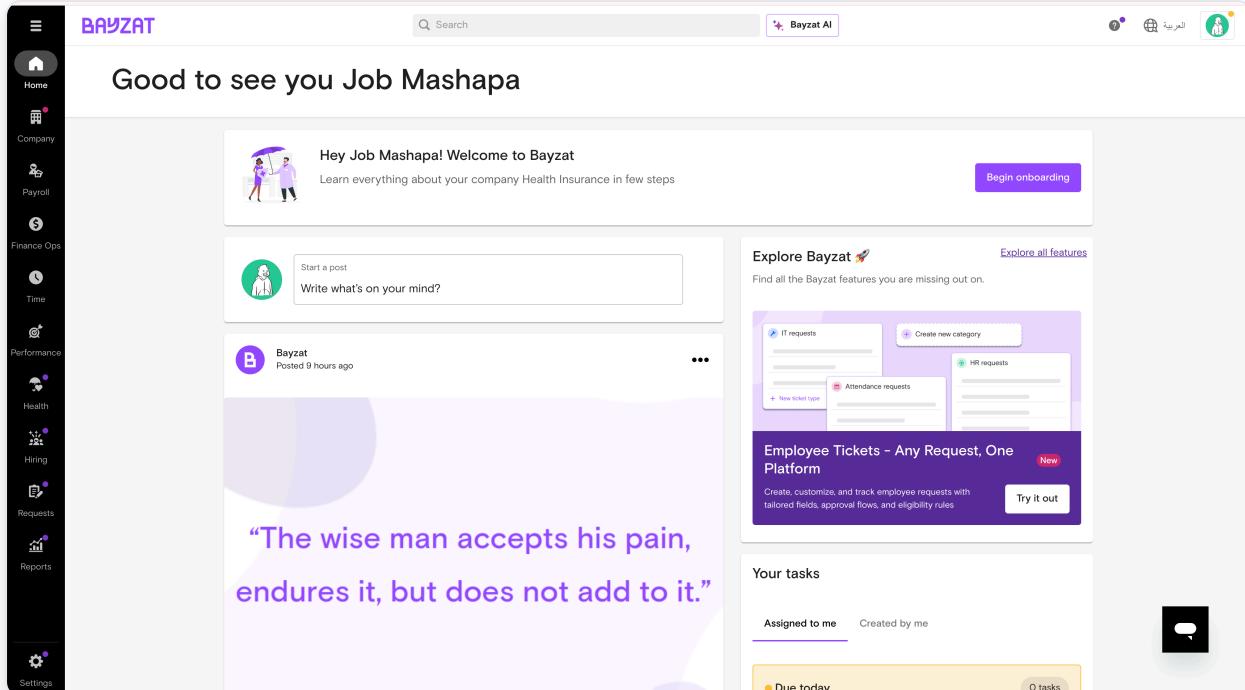
API Rate Limits & Performance Constraints

Each platform has specific API limitations that affect sync performance and frequency:

Platform	Rate Limit	Batch Size	Concurrent Requests	Impact on Payroll Sync
D365 BC	6000 requests per 5-minute window	100 operations per batch	5 concurrent per user	Large payrolls may hit rate limits (Source: API Audit - Official Microsoft Documentation)
NetSuite	1000 requests per hour	25 sub-requests per batch	Varies by account type	Hourly limit may require staging
QBO	500 requests per minute	25 operations per batch	Not specified	Per-minute throttling
Xero	60 per minute, 5000 per day	100 items per batch	5 concurrent maximum	Daily limit for large organizations
Codat	Platform-dependent	100 records per push	Limited by underlying platform	Adds abstraction layer overhead

5. User Interface Guide

Main Dashboard Integration



Bayzat main dashboard showing navigation structure and feature access points

Navigation Components

Primary Navigation Elements

- **Logo/Home:** Returns to main dashboard
- **Search:** Global platform search functionality
- **Bayzat AI:** AI-powered assistance and insights
- **Profile Menu:** User settings and account management

Feature Navigation Hierarchy

- **Payroll** → *Adjustments* (operational access)
- **Settings** → *Payroll* (configuration access) ✓ Verified Path
(Source: Playwright Audit)
- **Finance Ops:** Related financial features
- **Reports:** Integration reporting and analytics

Integration Banner Analysis

Visual Design Elements

- **Color Scheme:** Mint green background (#A7F3D0) for positive association
- **Typography:** Clear hierarchy with primary heading and descriptive text
- **CTA Buttons:** Primary "Start Connection" and secondary "Learn More"
- **Illustration:** Friendly character with calculator reinforces accounting theme
- **Dismissible:** X button allows users to hide banner if not immediately relevant

Modal Dialog Design Patterns

The integration setup follows a consistent modal design pattern throughout the flow:

- **Progressive Disclosure:** Information revealed step-by-step
- **Clear Exit Points:** X buttons and cancel options available
- **Action Hierarchy:** Primary actions prominently styled
- **State Management:** Buttons disabled until prerequisites met

(Source: Playwright Audit)

6. Troubleshooting & Support

Common Issues & Solutions

► Integration Banner Not Visible

► Consent Modal Won't Accept Terms

► Accounting System Not Listed

► Authentication Failures

🔍 Accessing Audit Trails & Activity Logs

For Compliance & Troubleshooting: Audit trails help you track integration activity, diagnose issues, and maintain compliance records.

Where to Find Integration Activity Logs

1 Sync History in Bayzat

Navigate to **Settings** → **Payroll** → **Accounting Integration** → **Sync History** to view:

- Sync execution timestamps and duration
- Success/failure status for each sync attempt
- User who initiated each sync operation
- Data volume and transaction counts

⚠ UNVERIFIED: This navigation path has not been confirmed through interface testing. While audit logging capabilities exist in the system (confirmed via codebase), the specific UI location requires verification in your Bayzat environment.

2 Accounting System Logs

Check your accounting software for integration activity:

- **QuickBooks:** Audit Log under Company Settings → Privacy
- **Xero:** History and Notes under Settings → General Settings

- **Dynamics 365:** Activity Log in System Administration
- **NetSuite:** User Event Logs under Setup → Users/Roles

3 Configuration Change History

Track mapping and setting modifications:

- User who made configuration changes
- Timestamps of mapping updates
- Before/after values for critical settings
- Approval workflows (if enabled)

Using Audit Information for Troubleshooting

Common Audit Trail Scenarios:

- **Failed Sync Investigation:** Check sync logs to identify specific errors and retry patterns
- **Data Discrepancy Resolution:** Compare Bayzat sync records with accounting system entries
- **User Access Issues:** Verify who has performed recent configuration changes
- **Compliance Reporting:** Generate activity reports for internal audits

Support Contact Information

For Integration Support:

- **Help Center:** Access through "Learn More" link in integration banner
- **In-App Support:** Use "Help & Support" button in top navigation
- **Technical Issues:** Submit ticket through Bayzat support portal
- **Account Questions:** Contact your designated account manager

7. Configuration Interface Guide (Phase 3: Map Data)

Understanding Data Mapping

What is Data Mapping?

Data mapping is the process of connecting information from one system (Bayzat payroll) to corresponding fields in another system (your accounting software). It establishes how payroll components like salaries, deductions, and benefits translate into proper accounting entries in your financial system.

Simple Example:

- **Bayzat Field:** "Basic Salary" (AED 8,000)
- **Maps To:** Xero Account "6000 - Salaries & Wages"
- **Result:** AED 8,000 automatically appears in correct account during payroll sync

Why is Data Mapping Critical?



Data Integrity & User Experience

- **Prevents Data Chaos:** Without mapping, payroll data lands in random or incorrect accounts
- **Eliminates Manual Work:** No more copying/pasting payroll data into accounting software
- **Maintains Consistency:** Same payroll components always go to same accounts
- **Reduces Human Error:** Automated process eliminates manual data entry mistakes

Business Impact of Proper Mapping

- **Financial Accuracy:** Ensures your P&L and balance sheet reflect true payroll costs
- **Audit Compliance:** Creates clear, traceable records for external auditors
- **Tax Reporting:** Properly categorized expenses for accurate tax calculations
- **Management Reporting:** Enables accurate departmental and project cost analysis
- **Cash Flow Management:** Clear visibility into payroll-related liabilities and expenses

What Happens Without Proper Mapping?

Common Problems:

- Payroll expenses appear in wrong accounts (e.g., salary showing as office supplies)
- Financial reports become unreliable and misleading
- Month-end reconciliation takes hours instead of minutes
- Audit difficulties due to unclear transaction trails
- Tax calculation errors from misclassified expenses

Data Mapping Configuration Process

Now that you understand the importance of data mapping, you'll configure how payroll data maps to your accounting structure through a structured 3-step configuration wizard.

Configuration Impact on Business Operations

Strategic Importance:

- **Accuracy Foundation:** Proper mapping prevents accounting discrepancies
- **Compliance Readiness:** Ensures audit-ready financial records from day one
- **Time Investment:** One-time setup eliminates hours per payroll cycle
- **Error Prevention:** Structured mapping reduces manual correction needs
- **Business Intelligence:** Department-level cost tracking enables strategic decision-making

Accessing the Configuration Interface

1 Navigate to Configuration

Go to **Settings → Payroll → Accounting Integration** ✓ Verified Path

(Source: Playwright Audit)

2 Click "Map Data"

Select the "Map Data" button next to your connected accounting system to launch the configuration wizard.

Prerequisites: Ensure your accounting system is successfully connected before accessing configuration options.

Configuration Help Resources

All Collections > PAYROLL > Accounting Integration > Accounting platform Configurations > Configurations - Map Debit and Credit Entries

Configurations - Map Debit and Credit Entries

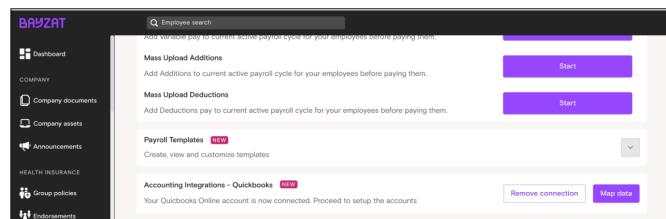
Learn how to set up data configuration between Bayzat and your accounting platforms with this article.

Updated over 2 years ago

Once a successful connection is established between Bayzat and your accounting platforms you can initiate mapping or configuring your data with Bayzat.

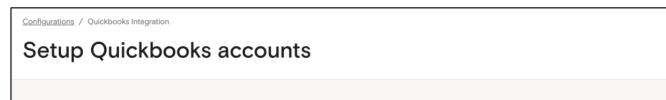
The steps followed are:

Step 1: Settings > Configurations > Payroll > Accounting Integrations - (Your accounting platform) > Map Data.



Step 2. Fetch and convert payroll currencies to accounting platform base currency.

Note that you can only set up one base currency from your subsidiary accounts.



Bayzat Help Center article providing detailed configuration guidance and step-by-step instructions

Additional Support: Access comprehensive configuration guides through "See help articles to get tips to configure account" link in the interface, or visit the Help Center under PAYROLL → Accounting Integration → Accounting platform Configurations.

Configuration Wizard Overview

The screenshot shows the Bayzat software interface for configuring accounting integration. On the left is a dark sidebar with icons for Home, Company, Finance, Time, Performance, Health, Hiring, Requests, Reports, and Settings. The main header says "BAYZAT" and has a search bar, a "Bayzat AI" button, and language options. Below the header, the breadcrumb navigation shows "Configurations / Payroll / Accounting integration". The main title is "Configure your accounting integration". A progress bar at the top indicates three steps: "Basic Setup" (step 1), "Map pay items" (step 2), and "Review & Save" (step 3). The current step, "Basic Setup", is highlighted with a purple circle containing the number 1. The "Step 1: Setup the basic configurations" section contains instructions: "Start by selecting the base currency, cost centers and mapping your Bayzat pay items with the accounting software accounts". It includes a link "See help articles to get tips to configure account" and an illustration of two people working on a computer. A dropdown menu shows "Base Currency: USD". A note below it says "Click here to see how different currencies are converted to a base currency.". The "Define cost centers*" section has four radio button options: "None", "Use departments", "Use offices", and "Use Custom Employee Data". At the bottom are "Cancel", "Save as Draft & Exit", and "Next" buttons.

Configuration wizard showing 3-step process: Basic Setup, Map Pay Items, and Review & Save

🎨 Configuration Wizard Design

- **Progressive Disclosure:** 3-step wizard prevents cognitive overload
- **Clear Navigation:** Progress indicators show current step and completion status
- **Contextual Help:** Each step includes relevant guidance and examples
- **Error Prevention:** Validation occurs before proceeding to next step
- **Save Points:** Progress saved at each step to prevent data loss

Step 1: Basic Setup Configuration

1 Base Currency Selection

The base currency for payroll transactions is automatically inherited from your company's primary currency, which was specified during initial Bayzat onboarding. This ensures consistency across all financial operations within your organization.

Currency Source: The base currency displayed here reflects the primary currency configured when your company account was first set up in Bayzat. This cannot be modified within the accounting integration setup.

- **Default Setting:** USD (United States Dollar) - or your company's configured currency
- **Requirement:** Must match your accounting system's base currency
- **Impact:** Prevents exchange rate discrepancies in financial reports
- **Help Available:** Click "Click here to see how different currencies are converted to a base currency" for conversion details

Important: If your accounting system uses a different base currency than what's shown here, contact Bayzat support before proceeding. Currency mismatches can cause significant reconciliation issues.

2 Define Cost Centers Configuration

What is a Cost Center?

A cost center is an accounting concept used to track and allocate business expenses to specific departments, projects, or business units within your organization. In payroll context, cost centers help you understand where your labor costs are being spent and enable detailed financial reporting by organizational segment.

Cost Center Examples:

- **Department-based:** Marketing, Sales, Engineering, HR, Finance
- **Location-based:** Dubai Office, Abu Dhabi Branch, Remote Workers
- **Project-based:** Product Development, Client Services, Research

- **Function-based:** Operations, Administration, Customer Support

Configuration Options: Choose how to organize payroll expenses across your organization:

Option	Use Case	Business Impact	Configuration Required
None	Simple organization structure	All payroll to single cost center	No additional setup
Use departments	Department-based reporting	Expense tracking by department	Department-to-cost center mapping
Use offices	Location-based reporting	Expense tracking by office location	Office-to-cost center mapping
Use Custom Employee Data	Complex organizational structures	Custom field-based expense allocation	Custom field mapping required

Cost Center Strategy: Implementing cost center grouping (whether by departments, offices, or custom criteria) provides significant organizational benefits by categorizing payroll expenses according to your business structure.

Universal Benefits of Cost Center Grouping:

- **Financial Transparency:** Clear visibility into where payroll costs are allocated across your organization
- **Performance Analysis:** Compare costs and productivity across different groups (departments, locations, teams)
- **Budget Management:** Set and track budgets for each cost center grouping
- **Strategic Decision Making:** Data-driven insights for resource allocation and organizational planning

- **Compliance Reporting:** Detailed expense categorization for regulatory and audit requirements
- **Profitability Analysis:** Understand the true cost of different business units, projects, or locations

3 Department-to-Cost Center Mapping

When "Use departments" is selected, map each Bayzat department to corresponding accounting system cost centers:

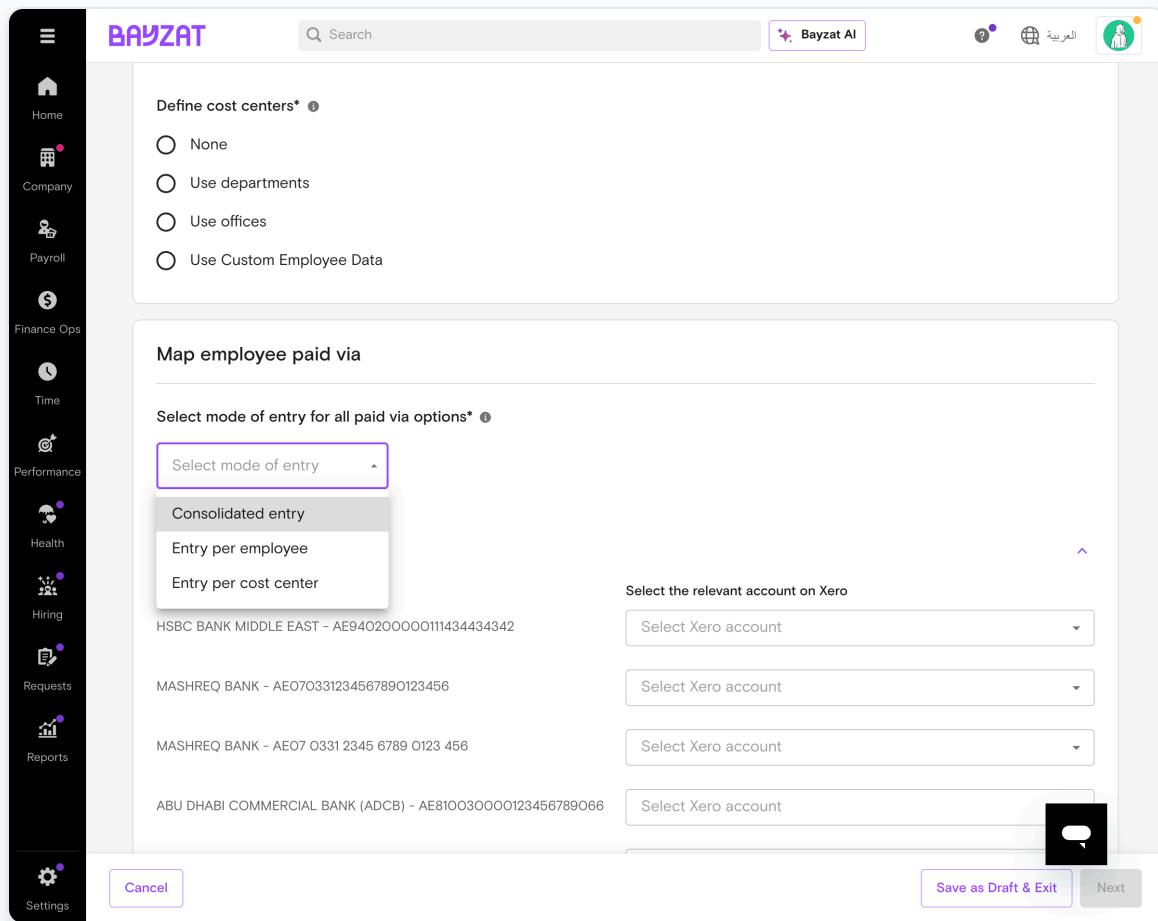
Bayzat Department	Configuration	Business Purpose
Product	Select Xero cost center dropdown	R&D expense allocation
Sales	Select Xero cost center dropdown	Sales team cost tracking
Social Media	Select Xero cost center dropdown	Marketing expense allocation
Test	Select Xero cost center dropdown	QA/Testing cost tracking
WLP SALES	Select Xero cost center dropdown	Specialized sales division tracking

4 Mode of Entry Configuration

What is Mode of Entry?

Mode of entry determines how payroll data is organized and structured when creating journal entries in your accounting system. You have two configuration approaches:

Global Mode or Individual Line-Item Selection.



Mode of entry dropdown showing three available options for structuring journal entries

Configuration Strategy: Global vs Line-Item

Global Mode (Recommended for Most Organizations):

- When to Use:** All payment methods (bank accounts, exchange houses, cash, cheques) should use the same reporting structure
- How It Works:** Select one mode from the dropdown - applies to all payment methods uniformly
- Benefits:** Consistent reporting, simplified configuration, uniform audit trail
- Best For:** Organizations with standard payroll processes across all payment types

Line-Item Configuration (Advanced Use Case):

- When to Use:** Different payment methods require different reporting granularity
- How It Works:** Leave global dropdown unselected, configure mode individually for each bank account/payment method
- Example Scenario:** Bank transfers need "Entry per employee" for detailed tracking, while exchange house payments use "Consolidated entry"
- Complexity:** Requires careful configuration management and understanding of reporting implications

Understanding the Three Mode Options

Mode of Entry	How It Works	Best For	Journal Entry Structure
Consolidated Entry	All payroll data is combined into single summary journal entries per pay period	Most organizations seeking simplified accounting records	One entry per pay component (e.g., Total Salaries: AED 50,000)
Entry per Employee	Separate individual journal entry created for each employee's payroll	Organizations requiring detailed employee-level tracking	Multiple entries (e.g., John Doe Salary: AED 5,000, Jane Smith Salary: AED 6,000)
Entry per Cost Center	Journal entries are grouped by cost center categories (departments, offices, etc.)	Organizations needing cost center-level financial reporting	Grouped entries (e.g., Marketing Dept Salaries: AED 15,000, Sales Dept Salaries: AED 20,000)

Configuration Decision Guide



When to Use Global vs Line-Item Configuration

Choose Global Mode When:

- All payment methods serve the same business purpose
- Consistent reporting structure is preferred across all payment types
- Simplified configuration and maintenance is prioritized
- Audit requirements are uniform across payment methods

Choose Line-Item Configuration When:

- Bank payments need detailed employee tracking for project billing
- Exchange house payments require simplified reporting
- Different payment methods serve different business functions
- Regulatory requirements vary by payment method



Configuration Flexibility

User Experience Design: The interface provides flexibility while maintaining simplicity through progressive disclosure.

- **Default Approach:** Global dropdown encourages consistent configuration
- **Advanced Option:** Line-item selection available for complex scenarios
- **Visual Clarity:** Global setting visually distinct from individual payment method mappings
- **Error Prevention:** Cannot mix global and line-item configurations accidentally



CONFIGURATION LIMITATIONS & ISSUES:

- **Wizard Navigation Problems:** White screen issues, unable to navigate back (GS-5374)
- **Disabled Button Issues:** Next button stays disabled despite proper mapping (OS-2065, TSSD-2802, TSSD-1050) (Source: JIRA Analysis)
- **Custom Field Restrictions:** QBO max 3 custom fields, NetSuite max 4 segments per record
- **Batch Configuration Requirements:** D365 BC requires specific batch names (TSSD-3216) (Source: JIRA Analysis)
- **Account Mapping Issues:** Missing bank category accounts in dropdowns (TSSD-1218) (Source: JIRA Analysis)



PROVEN CONFIGURATION SOLUTIONS:

- **Proper Batch Setup:** Enables successful D365 BC synchronization (TSSD-3216) (Source: JIRA - Customer Support Resolution)
- **Account Status Management:** Setting accounts to 'Active' resolves Xero issues (TSSD-1155) (Source: JIRA - Customer Support Resolution)
- **Progressive Configuration:** Complete all required fields before proceeding
- **Account Creation:** Create placeholder accounts in Xero before mapping

This adds real customer experience data to help users avoid common configuration pitfalls.



Map Employee Paid Via Options

Understanding Payment Method Mapping

What Are We Doing Here?

This step creates the critical link between how you pay employees (through Bayzat) and how those payments are recorded in your accounting system. You're essentially telling your accounting software which account to use when recording each type of payment.

Payment Method Sources:

- **Bank Accounts:** These come from your organization's bank accounts configured in **Settings → Payroll → Bank Accounts** ✓ Verified Path
(Source: Playwright Audit)
- **Exchange Houses:** Pre-configured remittance services (UAE Exchange, Al Ansari, Lulu Exchange, etc.)
- **Others:** Standard payment methods (Cash, Cheque) available in all Bayzat installations

The Mapping Process Explained

1 Bayzat Payment Method

Each line shows a payment method from your Bayzat payroll configuration (e.g., "HSBC BANK MIDDLE EAST - AE940200000111434434342")

2 Accounting System Account

You select the corresponding account in your accounting system (e.g., "Clearing Account" in Xero)

3 Result

When employees are paid through that bank account, the transaction automatically appears in the correct accounting system account



Business Impact of Proper Payment Mapping

- **Cash Flow Tracking:** Know exactly which bank accounts are being used for payroll
- **Bank Reconciliation:** Automatic matching between bank statements and accounting records

- **Multi-Bank Management:** Handle payments from different bank accounts seamlessly
- **Audit Compliance:** Clear trail from payroll expense to actual bank account usage

What If Your Bank Account Is Not Listed?

1 Add New Bank Account

Click "Setup a new bank account" button to navigate to bank account management

2 Configure New Bank

Use the "Add new" button to add your unlisted bank account with required details

3 Return to Integration

Navigate back to accounting integration setup - your new bank account will appear in the mapping list

Draft Preservation: Your integration configuration progress is automatically saved when adding new bank accounts, ensuring no data loss.

Multi-Dimensional Cost Center Strategy

Beyond basic cost center selection, organizations with complex structures may need to allocate payroll costs across multiple business dimensions simultaneously. This advanced approach provides granular visibility into where labor costs are actually incurred.

What Are Multi-Dimensional Cost Centers?

Traditional cost centers allocate employee costs to a single attribute (e.g., "Marketing Department"). Multi-dimensional cost centers split costs across multiple attributes simultaneously, creating a matrix of cost allocation rather than a simple hierarchy.

Example Allocation:

Sarah (AED 10,000/month):

- 60% → Project Alpha + Dubai Office + IT Department
- 40% → Project Beta + Abu Dhabi Office + IT Department

Each combination creates unique accounting entries for precise cost tracking.

Common Business Scenarios in the UAE/GCC

- **Project-Based Consulting:** Consultants working across multiple client engagements
- **Multi-Location Operations:** Managers supporting multiple UAE branches
- **Matrix Organizations:** Employees reporting to both functional and project managers
- **Shared Services:** HR, IT, or Finance teams supporting multiple business units
- **Construction/Engineering:** Project managers overseeing multiple concurrent projects

Business Impact for Organizations

Financial Reporting Benefits:

- True P&L visibility by project, location, or client
- Accurate project profitability analysis
- Elimination of arbitrary cost allocations

Compliance & Governance:

- Provide detailed audit trails for stakeholders

Strategic Decision Making:

- Identify most/least profitable projects or locations
- Make data-driven decisions about resource allocation

- Support accurate budgeting and forecasting

Strategic Business Benefits

- **Accurate Project Costing:** True cost allocation for project profitability analysis
- **Location Performance:** Compare productivity and costs across different offices
- **Resource Optimization:** Identify underutilized or overloaded resources
- **Client Billing Accuracy:** Precise cost data for client billing and project pricing
- **Budgeting Precision:** Historical cost data enables more accurate budget planning
- **Profitability Analysis:** Understand the true cost of different business units, projects, or locations

Platform-Specific Cost Center Limitations

CRITICAL COST CENTER CONSTRAINTS:

- **D365 BC:** Cost centers not supported in current integration
Multiple journal entry posting errors with cost center requirements (TSSD-3194, TSSD-3188)
(Source: JIRA Analysis)
- **NetSuite:** Custom segments limited to 4 per record
Maximum 4 custom segments impacts cost center granularity (Official Oracle docs)
- **Xero:** Missing cost centers in sync reports
Incomplete cost center data transfer affects reporting (TSSD-1591) (Source: JIRA Analysis)
- **QBO:** Class tracking limited to single dimension per transaction
Only one class can be assigned per line item (Official Intuit docs)

🟡 COMMON COST CENTER ISSUES FROM JIRA:

- **Wizard Button Disabled:** Next button stays disabled despite proper mapping
Requires ALL cost centers mapped before proceeding (TSSD-2802, OS-2065) (Source: JIRA Analysis)
- **Page Refresh Required:** Cost center assignment needs manual refresh
Poor UX requiring page refresh after assignment (GS-5373)
- **Permission Complexity:** NetSuite needs Cost Centers + Business Units access
Integration incomplete without proper permissions (TSSD-3558) (Source: JIRA Analysis)

Current Bayzat Capabilities

Important: Bayzat currently supports single-dimension cost center allocation through the configuration options described above (departments, offices, or custom employee data). Multi-dimensional cost center allocation is not currently supported but remains an important consideration for organizations evaluating their long-term accounting integration needs.

Step 1: Advanced Configuration Options

This interface shows the advanced Step 1 configuration where you map Bayzat departments to accounting system cost centers and configure payment method settings. The screenshot demonstrates a partially completed configuration that's preventing progression to the next step.

The screenshot shows the Bayzat software interface for mapping departments to cost centers. On the left, a vertical sidebar lists various modules: Home, Company, Finance, Time, Performance, Health, Hiring, Requests, Reports, and Settings. The main area is titled "BAYZAT" and contains a search bar and a "Bayzat AI" button. The top section displays a list of departments: Product, Sales, Social Media, test, and WLP SALES, each associated with a dropdown menu labeled "Select Xero cost center". Below this, a section titled "Map employee paid via" includes a dropdown for "Select mode of entry for all paid via options*" with "Consolidated entry" selected. Other options listed are Bank Accounts, Exchange Houses, and Others. At the bottom, there are "Cancel", "Save as Draft & Exit", and "Next" buttons.

Advanced Step 1 configuration showing department-to-cost center mapping and mode of entry options

Interface Components Explained

1 Department-to-Cost Center Mapping (Top Section)

- Left Column:** Bayzat departments (Product, Sales, Social Media, test, WLP SALES)
- Right Column:** "Select Xero cost center" dropdowns for each department
- Purpose:** Links each Bayzat department to corresponding cost center in your accounting system
- Requirement:** ALL departments must be mapped before proceeding

2 Payment Method Configuration (Bottom Section)

- **Global Mode Selector:** "Consolidated entry" dropdown for all payment methods
- **Payment Categories:** Bank Accounts, Exchange Houses, Others (expandable sections)
- **Function:** Determines how journal entries are structured for each payment type

3 Common Issue Shown

- **Partial Completion:** Some departments mapped, others still show placeholder text
- **Next Button Status:** Disabled until ALL cost centers are mapped
(Source: Playwright Audit)
- **User Experience:** Clear visual indication of incomplete configuration

Step 2: Map Pay Items with Accounts

Primary Purpose: Step 2 creates the critical mapping between Bayzat payroll components and accounting system accounts. This is where you define how each pay element (salary, deductions, contributions) gets recorded in your financial system.

The screenshot shows the Bayzat accounting integration configuration interface. The left sidebar includes icons for Home, Company, Payroll, Finance Ops, Time, Performance, Health, Hiring, Requests, Reports, and Settings. The main header says "BAYZAT" and has a search bar, a "Bayzat AI" button, and a user profile icon. The breadcrumb navigation shows "Configurations / Payroll / Accounting integration". The title "Configure your accounting integration" is at the top. A progress bar indicates Step 2: Map pay items (numbered 2) is currently active, with Step 1: Basic Setup (numbered 1) completed and Step 3: Review & Save (numbered 3) remaining. The main content area is titled "Step 2: Map pay items with accounts" and sub-titled "Match pay items with your accounting platform chart of accounts". It includes a link to "See help articles to get tips to configure account" and an illustration of a person working on a computer. The "Salary configurations" section shows two tabs: "On Bayzat" and "On Xero". Under "On Bayzat", there is a toggle for "Basic Salary" and dropdown menus for "Accounts on Xero" (Select accounts on Xero) and "Mode of entry" (Select mode of entry). Under "On Xero", there is a toggle for "Basic Salary" and dropdown menus for "Accounts if unpaid" (Select accounts if unpaid), "Mode of entry" (Select mode of entry), and a "Preview" button. At the bottom are "Back", "Save as Draft & Exit", and "Next" buttons.

Step 2 interface showing the salary configurations section with "On Bayzat" and "On Xero" dual account mapping for Basic Salary

Understanding Dual Account Logic

Critical Concept: Step 2 uses dual account mapping where each payroll item requires two accounts:

- **"On Bayzat" Account:** The debit side - where the expense is recorded (typically expense accounts)
- **"On [Accounting System]" Account:** The credit side - where the liability or payment is recorded (typically liability or asset accounts)

This creates proper double-entry accounting records for each payroll component.

Understanding Accordion Status Indicators

Visual Configuration Status:

- **Green Checkmark:** Section is completely configured and all required mappings are completed
- **Red/Pink Filled Circle with White Exclamation Mark (!):** Section has missing or incomplete mappings that require attention
- **No Icon:** Section is accessible but configuration hasn't been started



Progressive Configuration Design

- **Visual Feedback:** Immediate status indication prevents users from missing required configurations
- **Error Prevention:** Red warning icons guide users to incomplete sections before proceeding
- **Progress Tracking:** Green checkmarks provide sense of accomplishment and completion progress
- **Accordion Pattern:** Collapsible sections reduce cognitive load while maintaining clear status visibility



ACCOUNT MAPPING CRITICAL ISSUES

- **QBO Split Validation:** Journal entries rejected if amounts don't sum to zero (TSSD-344) (Source: JIRA Analysis)
- **Xero Bank Account Restrictions:** Cannot use bank accounts for certain transactions (TSSD-4453, TSSD-4421, TSSD-263) (Source: JIRA Analysis)
- **Missing Account Categories:** Bank category accounts missing from dropdowns (TSSD-1218) (Source: JIRA Analysis)
- **Account Code Validation:** Cannot map same account for different purposes (TSSD-4421, TSSD-263) (Source: JIRA Analysis)

● ACCOUNT MAPPING SOLUTIONS:

- **QBO Split Validation Fix:** Use accounting balance validation before sync
Solution: Verify debit/credit amounts sum to zero before submission (TSSD-344) (Source: JIRA - Customer Support Resolution)
- **Xero Bank Account Workaround:** Use different account types for payroll
Workaround: Use liability/expense accounts instead of bank accounts (TSSD-4453, TSSD-263) (Source: JIRA Analysis)
- **Missing Accounts Resolution:** Pre-create placeholder accounts in Xero
Solution: Create required account types before starting mapping (TSSD-1218) (Source: JIRA - Customer Support Resolution)
- **Account Status Fix:** Ensure accounts are 'Active' in Xero
Proven solution: Change archived accounts to active status (TSSD-1155) (Source: JIRA - Customer Support Resolution)

● MAPPING WORKAROUNDS & RISKS:

- **Xero Account Type Changes:** Use expense accounts instead of bank accounts
Risk: Accounting structure changes may affect reporting (TSSD-4453) (Source: JIRA Analysis)
- **Wizard Navigation Issues:** Refresh page if white screen appears
Workaround: Page refresh resolves navigation problems (GS-5374)
- **Disabled Button Issues:** Ensure ALL required fields are completed
Solution: Map every cost center before Next button activates (OS-2065) (Source: JIRA - Customer Support Resolution)

● PLATFORM MAPPING LIMITATIONS

- **QBO Custom Fields:** Maximum 3 custom fields per entity
(Source: API Audit - Official Intuit Documentation)
- **Xero Tracking Categories:** Limited to 2 active categories per organization
(Official Xero docs)
- **QBO Class Tracking:** Single dimension only per transaction line (Official Intuit docs)

- **D365 BC Bank Posting:** Requires separate ledger accounts for bank transactions (TSSD-2392) (Source: JIRA Analysis)

Configuration Workflow

Each accordion section will display a red filled circle with exclamation mark until all required mappings are completed. Once properly configured, the warning icon changes to a green checkmark, indicating successful completion.

Mapping Interface Structure

Two-Column Mapping System:

- **Left Column ("On Bayzat"):** Shows payroll components from your Bayzat configuration
- **Right Column ("On Xero"):** Account selection dropdowns for your accounting system
- **Dual Account Logic:** Separate accounts for "paid" vs "unpaid" scenarios
- **Mode Override:** Individual pay items can override global mode settings
- **Preview Function:** Shows how mapping will appear in accounting system

Dual Account Configuration Explained

1 "Accounts on Xero" (Main Account)

Where the expense is recorded when payment is made (e.g., "Wages and Salaries" expense account)

2 "Accounts if unpaid" (Liability Account)

Where unpaid amounts are recorded as liabilities (e.g., "Accrued Payroll" or "Wages Payable")

3 Business Logic

This creates proper accrual accounting - expenses recognized when incurred, liabilities when unpaid

Section-Level Mode Toggles

Within each accordion section, you can override the global mode setting for specific pay components if line-item configuration was chosen in Step 1. This provides granular control over how different payroll elements are recorded.

Preview Functionality

Many sections include preview capabilities that show you exactly how the journal entries will appear in your accounting system before finalizing the configuration.

Step 3: Review & Save the Mapping

Main Purpose of Step 3

Final Validation Gateway: Step 3 serves as the comprehensive review and final checkpoint before activating your accounting integration. This step ensures every configuration decision is correct and provides last-chance editing opportunities before going live.

The screenshot shows the Bayzat accounting integration configuration interface. On the left is a vertical navigation bar with icons for Home, Company, Payroll, Finance Ops, Time, Performance, Health, Hiring, Requests, Reports, and Settings. The main header says "BAYZAT" and has a search bar, a "Bayzat AI" button, and language selection for "العربية". The breadcrumb navigation shows "Configurations / Payroll / Accounting integration". The title "Configure your accounting integration" is at the top. Below it is a progress bar with three steps: "Basic Setup" (checkmark), "Map pay items" (checkmark), and "Review & Save" (step 3). The "Review & Save" section contains a sub-section titled "Step 3: Review & Save the mapping" with instructions to review and confirm settings. It includes a link to "See help articles to get tips to configure account" and an illustration of a person reviewing a checklist. The configuration details include "Basic currency: USD", "Define & map cost centers: Cost centers: None", and "Map employee paid via: Mode of entry for all paid via options: Consolidated entry". There are "Edit" and "Submit" buttons. A "Back" button is also visible.

Step 3 Review & Save interface displaying complete configuration summary with inline editing capabilities

📊 Strategic Importance of Step 3

- **Risk Mitigation:** Final opportunity to catch configuration errors before they impact live payroll
- **Confidence Building:** Comprehensive review reduces implementation anxiety and ensures accuracy
- **Compliance Assurance:** Validates that all regulatory and audit requirements are properly configured

- **Implementation Success:** Thorough review process increases successful integration activation rates

Step 3 Interface Structure

1 Header Information

- **Clear Instruction:** "Please review and confirm that all configured integration settings are correct"
- **Visibility Promise:** "All saved settings will be visible in the payroll configuration screen"
- **Action Options:** "Save Integration" to finalize or continue editing

2 Configuration Summary Sections

- **Basic Setup Review:** Currency, cost centers, mode of entry decisions
- **Pay Items Mapping Review:** Complete account mapping summary with edit capabilities
- **Payment Methods Review:** Bank account and payment method configurations

3 Inline Editing Capability

- **Quick Corrections:** Edit specific mappings without returning to previous steps
- **Contextual Validation:** Immediate feedback on any changes made during review
- **Preservation of Progress:** Changes integrate seamlessly with existing configuration

8. Data Synchronization Usage

Understanding Data Synchronization

What is Data Synchronization?

Data synchronization is the process of transferring payroll data from Bayzat to your accounting system using the mapping configuration you set up in Steps 1-3. It converts your payroll information into proper accounting journal entries based on your established mapping rules.

Data Privacy & Security During Sync

What Data Is Transferred:

- **Payroll Totals:** Aggregated salary, allowance, deduction, and benefit amounts
- **Cost Center Assignments:** Department/project allocations for expense tracking
- **Journal Entry Data:** Debit/credit entries with account codes and reference numbers
- **Sync Metadata:** Timestamps, user information, and processing status

Data NOT Transferred:

- **Individual Employee Names:** Personal identities are not sent to accounting systems
PII protection through data minimization (Source: Codebase Documentation)
- **Employee ID Numbers:** Internal HR identifiers remain in Bayzat
HR data isolation for privacy compliance (Source: Codebase Documentation)
- **Personal Details:** Contact information, bank details, and personal data stay private
PII filtering at API level (Source: Codebase Documentation)
- **Performance Data:** HR records, evaluations, and non-payroll information
HR-Finance data separation by design (Source: Codebase Documentation)

Sync Security Measures:

- **Encrypted Transmission:** All data transfers use SSL/TLS encryption
Standard encryption protocols implemented (Source: Codebase Documentation)
- **Authentication Required:** Each sync validates API credentials
OAuth2/API key validation enforced (Source: Codebase Documentation)
- **Activity Logging:** Complete audit trail of all sync operations
- **Error Handling:** Failed syncs don't expose sensitive data in error messages

How Sync Relates to Your Mapping Configuration:

- **Cost Center Application:** Employee costs are allocated according to your Step 1 cost center setup
- **Account Mapping Execution:** Pay items are recorded in the exact accounts you mapped in Step 2
- **Mode of Entry Implementation:** Journal entries are structured according to your selected mode (Consolidated, Per Employee, Per Cost Center)
- **Payment Method Tracking:** Bank accounts and payment methods record to their mapped accounting accounts

The Mapping-to-Sync Connection

1 Configuration Foundation

Your mapping configuration acts as the "translation rules" - telling the system exactly how to convert Bayzat payroll data into accounting entries.

2 Sync Execution

When you sync data, the system applies your mapping rules to the actual payroll data, creating journal entries in your accounting system.

3 Result

Payroll expenses automatically appear in the correct accounts with proper cost center allocation, exactly as you configured.

Critical Prerequisites for Data Synchronization

Most Recent Closed Month Requirement: Data can only be synchronized for the MOST RECENTLY CLOSED payroll month. The sync button will not appear for:

- **Open/Current Months:** Cannot sync ongoing payroll cycles
- **Older Closed Months:** Cannot sync months that are not the most recent closed month
- **Future Months:** Cannot sync months that haven't been processed

Two Access Paths for Data Synchronization

Path 1: Settings Access

Settings → Payroll → Accounting Integration  Verified Path

(Source: Playwright Audit)

- **Context:** Administrative management
- **User Intent:** Integration management and oversight
- **Action:** Click "Proceed to the transaction page to sync data" link
- **User Type:** System administrators and finance managers

Path 2: Operational Access

Payroll → Transactions → Select Closed Month

- **Context:** Regular payroll operations
- **User Intent:** Month-end processing and sync
- **Action:** Direct access to transaction management
- **User Type:** Payroll administrators and operators

Convergent Design: Both paths lead to the same Payroll Transactions interface, ensuring consistent user experience regardless of entry point.

Step-by-Step Synchronization Process

1 Access Synchronization Interface

Method A - Settings Path:

1. Navigate to **Settings** → **Payroll** ✓ Verified Path
(Source: Playwright Audit)
2. Locate "Accounting Integrations - [System Name]" section
3. Click "Proceed to the **transaction page** to sync data" link

Method B - Direct Payroll Path:

1. Navigate to **Payroll** → **Transactions** ✓ Verified Path
(Source: Playwright Audit)
2. Select month dropdown
3. Choose most recent closed payroll month

2 Verify Sync Prerequisites

- **Month Status:** Confirm "Closed" status in dropdown and that it's the most recent closed month
- **Payroll Data:** Review total amounts and employee counts
- **Transaction Status:** Check approved transactions
- **Sync Button:** Verify "Sync data to [System]" button is visible

3 Execute Data Synchronization

- **Click Sync Button:** "Sync data to Xero" (or your accounting system)
- **Background Processing:** Sync process runs automatically using your mapping configuration
- **Monitor Progress:** Watch for status updates or error messages

- **Completion Verification:** Check for success confirmation or sync logs

Business Impact of Data Synchronization

Operational Benefits

- **Automated Financial Records:** Payroll data immediately available in accounting system
- **Eliminated Manual Work:** No more copying/pasting payroll summaries
- **Improved Accuracy:** Automated sync prevents transcription errors
- **Faster Month-End Close:** Instant payroll integration reduces closing timeline
- **Enhanced Cash Flow Visibility:** Immediate visibility of payroll expenses and liabilities

Setting Up Sync Results Reporting (Prerequisite)

Critical Prerequisite: You CANNOT view sync reports without first configuring the sync report template and completing the payroll data mapping. Report templates must be set up before sync results become accessible.

Why Report Templates Are Essential

Business Value of Sync Reports

- **Audit Trail Transparency:** Detailed breakdown of every journal entry created during sync
- **Verification Capability:** Confirm that payroll data was accurately transferred to accounting system

- **Error Detection:** Identify mapping issues or sync failures before they impact financial reports
- **Compliance Documentation:** Complete record of payroll-to-accounting data flow for auditors
- **Reconciliation Support:** Detailed reports enable faster month-end reconciliation

Report Availability Matrix

Configuration Status	Sync Report Available?	Action Required
Report template not configured	No	Configure report template first
Report template configured, not synced	No	Execute sync for closed payroll month
Report template configured & synced	Yes	Access sync reports and download detailed breakdown

Accessing Report Template Setup

1 Navigate to Integration Settings

Go to **Settings** → **Payroll** → **Accounting Integration**  Verified Path

(Source: Playwright Audit)

2 Access Report Configuration

Click the ellipse menu (· · ·) next to your connected accounting system and select "**Edit/View report**"

3 Configure Report Template

Complete the 3-step report template setup process

Step 1: Define your reporting file name

Start setting up the accounting integration report here by giving it a recognisable name.

Report name *

Test presync template

Continue to Map Data

Step 1 of report template setup: Define your reporting file name for sync results

Understanding Report Template Configuration

What is a Sync Report?

Definition: A sync report is a detailed document that shows exactly what payroll data was transferred from Bayzat to your accounting system during the synchronization process. It provides a complete audit trail of every journal entry created, amount transferred, and account used.

What a Sync Report Contains:

- **Journal Entry Details:** Every accounting entry created during sync with timestamps
- **Financial Amounts:** Exact debit and credit amounts transferred to each account
- **Employee-Level Data:** Individual employee payroll amounts and allocations
- **Account Classification:** Which accounting accounts received each type of payroll expense
- **Cost Center Allocation:** How payroll costs were distributed across departments/cost centers
- **Error Reporting:** Any issues, failures, or warnings that occurred during sync



Why Sync Reports Are Business-Critical

- **Financial Verification:** Proof that payroll data was accurately transferred to accounting system
- **Audit Compliance:** Detailed documentation required for external auditors and regulatory compliance
- **Error Detection:** Immediate identification of sync failures or mapping issues
- **Reconciliation Tool:** Enables month-end reconciliation between payroll and accounting systems
- **Business Intelligence:** Provides insights into payroll cost allocation and departmental expenses

What is a Report Template?

Purpose: A report template defines the structure and content of the sync reports you'll generate. It determines exactly what information appears when you want to see what was synchronized to your accounting system.

Report Template Function:

- **Data Organization:** Structures how sync results are displayed and organized
- **Column Definition:** Determines what data fields appear in your sync reports

- Business Intelligence:** Enables analysis of payroll-to-accounting data flow
- Audit Support:** Provides detailed transaction-level visibility for compliance

Step 2: Map Data Columns Process

The screenshot shows the Bayzat application interface for setting up an accounting integration report. The left sidebar contains navigation links for Home, Company, Payroll, Finance Ops, Time, Performance, Health, Hiring, Requests, Reports, and Settings. The main header reads "Setup Accounting Integration Report". A progress bar at the top indicates three steps: "Basic Setup" (step 1), "Map Data" (step 2, currently active), and "Review & Save" (step 3). The main content area is titled "Step 2: Add additional columns & match them with system data". It instructs the user to match system data points with newly added columns from an uploaded file. A preview button is available. Below this, a table lists three columns: "1. Journal Post Date" (DATA MAPPED), "2. Journal Entry Name" (DATA MAPPED), and "3. Journal Line Account ID" (DATA MAPPED). Each column has a "Select the matching" section and a checkbox for marking it as an empty column. A "Continue to Review" button is at the bottom right.

Step 2 of report template setup: Map data columns to Bayzat system data points for comprehensive sync reporting

Step 3: Review & Save Template

Step 3: Review and save the settings for report

Please review and confirm all the settings are correct, then save the file. The saved settings will be applicable to the downloadable report.

Column Name	Matched System Data
Journal Post Date	Journal Entry Post Date
Journal Entry Name	Journal Entry Name
Journal Line Account ID	Journal Line Account ID
Journal Line Account Name	Journal Line Account Name
Cost Center ID	Cost Center ID
Cost Center Name	Cost Center Name

Basic Setup

Name: Test presync template

Columns & Data

Preview Template **Save Template**

Step 3 of report template setup: Review complete column mappings and save template for sync report generation

1 Configuration Review

- Template Name Verification:** Confirm report template name is descriptive and recognizable
- Column Mapping Summary:** Review all data column mappings in organized table format
- Data Point Validation:** Verify each column is mapped to correct Bayzat system data

2 Template Completion Actions

- Preview Template:** See how the report will look before saving
- Edit Options:** Modify Basic Setup or Columns & Data if needed

- **Save Template:** Finalize configuration for sync report generation

3 Template Activation

- **Success Confirmation:** "Template saved successfully" message appears
- **Report Ready:** Template now available for generating sync results reports
- **Sync Reports Enabled:** Can now view detailed sync outcomes after data synchronization



Report Template Configuration Complete

- **Audit Trail Ready:** Template enables comprehensive sync result documentation
- **Business Intelligence Activated:** Detailed reporting capabilities now available
- **Compliance Framework:** Audit-ready sync reports can now be generated
- **Operational Transparency:** Complete visibility into payroll-to-accounting data flow



Column Mapping Interface

What You're Configuring: Each column in your sync report is mapped to specific Bayzat data points, creating a customized view of sync results.

- **Pre-configured Columns:** System provides essential data mappings automatically
- **DATA MAPPED Status:** Green indicators show successfully configured columns
- **Flexible Configuration:** Add, remove, or modify columns based on business needs
- **Empty Column Options:** Mark unused columns as empty to streamline reports

Essential Report Columns Explained

Column Name	Business Purpose	Data Source	Why It Matters
Journal Post Date	When accounting entry was created	Sync execution timestamp	Tracks timing of financial record creation
Journal Entry Name	Description of the accounting entry	Payroll cycle and description	Identifies purpose of each journal entry
Account ID/Name	Which accounting accounts were used	Your Step 2 account mappings	Verifies correct account classification
Cost Center ID/Name	Organizational cost allocation	Your Step 1 cost center setup	Enables departmental cost analysis
Debit/Credit Amounts	Financial amounts synchronized	Actual payroll amounts	Ensures accurate financial recording
Employee Name	Individual employee identification	Employee master data	Enables employee-level analysis
Department	Organizational structure tracking	Employee department assignment	Supports departmental reporting

Complete Sync Process and Results Viewing

Pre-Sync Report Process

1 Initiate Sync

After clicking "Sync data to [Accounting System]", you'll see a Pre-Sync report

2 Pre-Sync Report Review

- **Currency Conversion Rates:** Review and edit if needed
- **Error Report:** Identify any unmapped data before sync
- **Journal Entry Preview:** See how entries will be structured (debits/credits, dates, descriptions)
- **Unmapped Items Check:** System prevents sync until all required mappings are completed

3 Confirm and Execute

Review the preview and confirm to proceed with actual synchronization

Post-Sync Results Viewing

After Successful Sync:

- **Post-Sync Report:** Shows progress and completion status using your configured template
- **Download Sync Report:** Access detailed report via Finance → Transactions → Select synced month
- **Detailed Breakdown:** Shows all entries, mapping details, and any errors or warnings
- **Accounting System Verification:** Journal entries are ready in your accounting platform
- **Template-Based Display:** Results shown according to your configured column mappings

Troubleshooting Sync Report Access

VERIFIED SYNC REPORT ISSUES:

- **Report Setup Button Hidden:** Button missing when payroll templates disabled
Client couldn't setup report after accounting integration (OS-1095) (Source: JIRA - Customer Support Resolution)
- **Employee Missing from Pre-sync:** Pagination limits cause missing employees
Pre-sync reports limited to first 500 records (OS-2451) (Source: JIRA Analysis)
- **Template Not Configured:** Must complete report template setup first
Reports cannot be viewed without configured template (Verified requirement)
- **Sync Not Completed:** Ensure payroll cycle is closed and sync finished successfully
Only closed months show sync functionality (Confirmed behavior)

VERIFIED SOLUTIONS FOR SYNC REPORT ISSUES:

- **Report Setup Button Hidden:** Enable payroll templates for company
Solution: Payroll templates must be enabled - contact admin to activate (OS-1095) (Source: JIRA - Customer Support Resolution)
- **Missing Employees in Pre-sync:** Known pagination limitation
Limitation: Reports limited to first 500 records - requires engineering fix (OS-2451)
- **Template Configuration:** Complete 3-step report template setup
Required: Basic Setup → Map Data → Review & Save before reports become available
- **Closed Month Requirement:** Only most recent closed month shows sync button
System behavior: Sync functionality restricted to latest closed payroll period

Expected Sync Report Workflow

Normal Sync Process (When Working):

1. **Click "Sync data to [System]"** → Pre-sync report modal should appear
2. **Review Pre-sync Report** → Check currency conversions, mappings, errors
3. **Confirm Sync** → Execute actual data transfer
4. **Post-sync Report** → View completion status and detailed results
5. **Download Report** → Access comprehensive sync documentation

Business Impact of Comprehensive Sync Reporting

- **Financial Accuracy Validation:** Detailed reports confirm correct data transfer
- **Audit Readiness:** Complete transaction-level documentation for external auditors
- **Error Prevention:** Pre-sync validation prevents costly accounting mistakes
- **Operational Confidence:** Detailed reporting builds trust in automated processes
- **Compliance Assurance:** Comprehensive audit trail meets regulatory requirements

9. Post-Configuration Management

What is Post-Configuration Management?

Definition: Post-configuration management refers to the ongoing administrative tasks required to maintain, monitor, and modify your accounting integration after the initial setup is complete and the integration is actively running.

Purpose: Unlike the initial setup (which gets you connected), post-configuration management ensures your integration continues to work effectively as your business evolves, grows, and changes over time.

Mass Uploads

- Current Payroll Cycle - Aug 2025 (01 Aug 2025 – 31 Aug 2025)

Mass Upload Variable Pay
Add Variable pay to current active payroll cycle for your employees before paying them. **Start**

Mass Upload Additions
Add Additions to current active payroll cycle for your employees before paying them. **Start**

Mass Upload Deductions
Add Deductions pay to current active payroll cycle for your employees before paying them. **Start**

Payroll Templates
Create, view and customize templates

Accounting Integrations - Xero
Proceed to the [transaction page](#) to sync data

Employee Loan Policies
Configure loan policies that employees can apply for

Leave salary policy
This policy outlines the criteria for applying for leave salary

Leave encashment policy New
This policy outlines the criteria for applying for leave encashment

Ellipsis menu (⋯) ✓ Verified Path

Edit mapping
Edit/View report
Remove connection

*Post-configuration management options accessible via **Settings → Payroll → Accounting Integration → ellipse menu (⋯) ✓ Verified Path***

(Source: Playwright Audit)

Three Core Management Functions

1. Edit Mapping

- Purpose:** Modify integration configuration
- Access:** Full Steps 1-3 configuration interface
- Use Cases:** Account changes, organizational restructuring, error correction
- Impact:** Updates how future syncs are processed

2. Edit/View Report

- **Purpose:** Manage report templates and view sync results
- **Access:** Report template configuration and sync history
- **Use Cases:** Custom reporting, sync monitoring, audit documentation
- **Impact:** Controls how sync results are displayed and analyzed

3. Remove Connection

- **Purpose:** Permanently disconnect accounting integration
- **Access:** Integration removal process with multiple confirmations
- **Use Cases:** System migration, integration decommissioning, major reconfiguration
- **Impact:** Terminates automation, returns to manual payroll entry processes

Remove Connection Process & Business Impact

What "Remove Connection" Means

Definition: Remove connection permanently disconnects your accounting system integration from Bayzat, terminating all automated payroll synchronization and reverting to manual financial data entry processes.

Critical Business Impact: Removing the connection eliminates all automation benefits and returns your organization to manual payroll-to-accounting processes.

Immediate Operational Consequences

Operational Impact Analysis

- **Automation Loss:** Complete cessation of automated payroll-to-accounting data transfer
- **Manual Process Return:** Finance team must manually export payroll data and enter into accounting system
- **Time Impact:** Returns to 6-8 hour manual process per payroll cycle
- **Resource Reallocation:** Finance staff time redirected from strategic work to data entry
- **Error Risk Increase:** Manual transcription introduces human error potential

Strategic Business Consequences

- **Operational Efficiency Regression:** Loss of automation benefits and time savings
- **Scalability Constraint:** Manual processes cannot scale with business growth
- **Audit Trail Complexity:** May complicate audit documentation and compliance
- **Cash Flow Visibility:** Delayed financial data entry affects real-time cash flow management
- **Competitive Disadvantage:** Return to less efficient processes compared to integrated competitors

Expected Removal Process Structure

1 Initial Warning Modal

Clear explanation of removal consequences and business impact

2 Impact Acknowledgment

User must confirm understanding of operational changes and automation loss

3 Alternative Options

Possible suggestions for temporary disable vs. permanent removal

4 Final Confirmation

Multi-step confirmation with explicit agreement to proceed

5 Completion Notification

Confirmation of removal completion or error reporting

Data and Configuration Preservation

What Gets Removed:

- **Active API Connection:** Authentication tokens and live connection to accounting system
- **Automated Sync Capability:** Scheduled and manual sync functionality disabled
- **Real-time Data Transfer:** No future payroll data will automatically transfer

What Gets Preserved (Expected):

- **Historical Sync Data:** Previous sync reports and transaction history likely retained
- **Configuration Templates:** Account mappings and report templates for potential reconnection
- **Audit Trail:** Historical sync documentation for compliance and auditing purposes

Recovery Options if Accidentally Triggered

1 Immediate Reconnection

Use original "Start Connection" process to re-establish integration link

2 Configuration Restoration

Leverage preserved mapping settings and report templates to restore functionality

3 Validation and Testing

Review all account mappings, cost centers, and mode configurations; execute test sync

4 Resume Operations

Return to automated sync workflow and notify finance team of restoration

When Remove Connection Is Appropriate

Valid Scenario	Business Reason	Alternative to Consider	Recovery Planning
Accounting System Migration	Moving from Xero to Dynamics 365 or other platform	Edit mapping for minor changes	Document current configuration before removal
Integration Solution Change	Implementing alternative sync methodology or provider	Technical support consultation	Backup current templates and mappings
Major Reconfiguration	Complete restructuring requiring fresh integration setup	Edit mapping for incremental changes	Plan reconnection timeline
Persistent Technical Issues	Resolving problems requiring clean restart	Technical support escalation	Coordinate with support team
Business Process Redesign	Fundamental changes to payroll-to-accounting workflow	Process consultation before removal	Map new requirements before disconnection

Post-Removal Operational Procedures

Immediate Action Required: Your payroll-to-accounting workflow changes immediately after removal.

⚠ POST-REMOVAL WORKFLOW NOTE: After integration removal, contact Bayzat support for guidance on available payroll data export options and manual accounting workflows.

Alternatives to Complete Removal

Configuration Modification Instead of Removal

- **Account Remapping:** Update existing mappings for organizational changes
- **Sync Schedule Adjustment:** Modify timing without removing connection
- **Data Filter Changes:** Adjust what data syncs without full disconnection
- **Permission Updates:** Modify access levels while maintaining integration

Troubleshooting Removal Process Issues

(Source: Playwright Audit)

Common Removal Problems

Issue	Possible Cause	Resolution
Removal Button Unresponsive	Active sync in progress or system lock	Wait for current sync completion, refresh page, retry removal
Incomplete Removal	Partial disconnection due to system error	Contact support for manual cleanup and complete disconnection

Issue	Possible Cause	Resolution
Access Permission Error	Insufficient user privileges for integration management	Request admin privileges or have authorized user perform removal
Confirmation Modal Won't Appear	Browser compatibility or JavaScript issues	Clear browser cache, disable extensions, try different browser

When to Contact Support

Immediate Support Required for:

- **Failed Removal:** Process initiated but connection still active
- **Data Loss Concerns:** Uncertainty about preserved vs. deleted data
- **Complex Reconnection:** Multi-entity or custom configuration restoration
- **Compliance Issues:** Audit trail or historical data access problems



Removal Process Design Considerations

- **Multi-step Confirmation:** Prevents accidental removal through progressive confirmation steps
- **Impact Visibility:** Clear explanation of consequences before action is taken
- **Alternative Guidance:** Suggests less destructive options like editing vs. removing
- **Recovery Information:** Provides clear path for restoration if removal was unintended
- **Data Preservation:** Maintains historical data and templates for potential reconnection

Example Business Circumstances Requiring Data Mapping Edits

Complete Scenarios for Configuration Updates

Scenario	Business Situation	Mapping Impact	Required Action
Chart of Accounts Changed	Company updated or restructured Chart of Accounts in accounting system	All payroll items need remapping to new accounts	Update account mappings to align with new structure
New Payroll Items Added	New pay components (allowances, bonuses, deductions) introduced in Bayzat	Unmapped items prevent successful sync	Map new payroll items to appropriate accounts
Cost Center/Department Changes	Organization added, removed, or renamed departments or cost centers	Cost center mappings become outdated	Update tracking categories and cost center mappings
Compliance & Audit Requirements	Auditors request more granular mapping for transparency and compliance	Need separate accounts for detailed tracking	Split existing mappings into more detailed account structure
Error Correction	Mistakes discovered in initial	Incorrect financial	Correct account mappings to

Scenario	Business Situation	Mapping Impact	Required Action
	mapping causing accounting errors	statements and reporting	ensure accurate reporting
Mergers & Acquisitions	Company structure changes due to M&A activity	Accounting structure requires alignment with new entity	Reconfigure mappings for combined organizational structure
Payroll Process Changes	Moving from consolidated to employee-level entries or mode optimization	Mode of entry configuration needs updating	Change mode of entry settings and validate impact
Tracking Categories Introduction	Implementing location or project tracking in accounting system	Need enhanced cost center or custom data mapping	Update to custom employee data or enhanced cost center setup
Banking Relationship Changes	Switching primary banks or adding new banking partners	Bank account mappings become outdated	Update bank account mappings and add new payment methods
Accounting Software Migration	Switching from one accounting platform to another	Complete remapping required for new system	Reconfigure entire integration for new accounting platform
Reporting Optimization	Finance wants improved analytics and detailed insights	Current mappings too broad for business	Refine mappings for enhanced reporting and analysis

Scenario	Business Situation	Mapping Impact	Required Action
		intelligence needs	
Regulatory Updates	Changes in tax laws or statutory requirements	Certain pay items must be classified differently	Update mappings to ensure regulatory compliance

How to Edit Integration Configuration

1 Access Edit Interface

Navigation Path: Settings → Payroll → Accounting Integration → ellipse menu (...) → "Edit mapping" ✓ Verified Path

(Source: Playwright Audit)

2 Review Current Configuration

- **Current Settings Display:** Shows existing cost centers, mode settings, account mappings
- **Full Configuration Access:** Returns to complete 3-step setup interface
- **Starting Point:** Existing configuration serves as baseline for modifications

3 Make Targeted Changes

- **Incremental Updates:** Modify only sections that need changes
- **Preserve Working Settings:** Keep functional mappings while updating problem areas
- **Add New Mappings:** Configure new payroll items or payment methods

4 Validate and Save

- **Configuration Validation:** Ensure all required fields remain completed
- **Change Impact Review:** Understand how modifications affect future syncs
- **Apply Updates:** Save changes to live integration configuration

Impact Assessment for Mapping Changes

Before Making Mapping Changes:

- **Historical Data Impact:** Consider how changes affect previously synced data
- **Timing Considerations:** Plan changes during month-end cycles to minimize disruption
- **Stakeholder Communication:** Notify finance team and auditors of mapping modifications
- **Testing Protocol:** Validate changes with test sync before applying to live payroll
- **Backup Documentation:** Document current mappings before making changes

🟡 POST-CONFIGURATION ISSUES FROM JIRA:

- **Sync Button Not Updating:** Button doesn't refresh after changes
Page refresh required after modifications (GS-5373) (Source: JIRA - Customer Support Resolution)
- **Configuration Persistence:** Settings may not save properly
Verify changes are saved before closing configuration interface
- **Removal Process Issues:** Incomplete disconnection possible
Contact support for manual cleanup if removal fails

🟢 POST-CONFIGURATION SOLUTIONS:

- **Page Refresh Workaround:** Manual refresh after cost center changes
Workaround: Refresh page after assignment (Risk: poor UX) (GS-5373) (Source: JIRA - Customer Support Resolution)

Strategic Value of Post-Configuration Management

- **Business Continuity:** Maintains integration effectiveness through organizational changes
- **Risk Mitigation:** Prevents sync failures from outdated mappings
- **Compliance Assurance:** Adapts to changing regulatory requirements
- **Operational Optimization:** Enables performance improvements based on usage experience
- **Growth Support:** Scales configuration to match business expansion

Edit Mapping Interface Design

- **Full Configuration Access:** Edit mapping provides complete access to original setup interface
- **Cancel Protection:** Confirmation dialog prevents accidental loss of mapping work
- **Progressive Steps:** Maintains familiar 3-step configuration process
- **Current Settings Preservation:** Shows existing configuration as starting point
- **Change Validation:** Next button validation ensures configuration completeness

(Source: Playwright Audit)

10. Advanced Features & Custom Data Integration

Custom Data for Accounting Integration

Custom Data allows you to capture additional employee information beyond standard payroll fields, then sync this data to your accounting system for enhanced reporting and cost tracking.

What Product Managers Can Use This For

Customer Use Cases

- **Project-based businesses:** Track payroll costs by project/client for accurate project profitability
- **Multi-location companies:** Break down payroll costs by store/office/region for location performance analysis
- **Multi-entity organizations:** Separate payroll expenses by subsidiary for consolidated reporting
- **Compliance-heavy industries:** Capture regulatory data fields required for statutory reporting

Common Custom Fields in Production

(Source: Playwright Audit)

- **GL Code:** Link employees to specific General Ledger accounts
- **Project Code:** Track which project each employee works on
- **Cost Center:** More detailed cost center breakdown than standard departments
- **Entity/Subsidiary:** Track which company entity the employee belongs to
- **Location Code:** Store, branch, or office identifier

PM Considerations

- **Setup Requirements:** Customers need to configure custom fields in Settings → Custom Data before they appear in accounting integration
- **Data Management:** Someone needs to maintain the custom field data (usually HR or Finance)
- **Accounting System Limits:** Different accounting systems have different capabilities for custom dimensions
- **Support Complexity:** Custom configurations require understanding of both HR processes and accounting principles

Example Implementations

Project-Based Business (Consulting/Agency)

- **Problem:** Can't track profitability by project - consulting firm can't allocate payroll costs to specific client projects
- **Solution:** Project Code custom field - assign each employee to their current project (e.g., "PROJ-001", "PROJ-002")
- **Result:** Project-level payroll costs in accounting system - expenses automatically tagged by project in Xero/QuickBooks for accurate profitability reporting

Multi-Location Business (Retail/Restaurant)

- **Problem:** Can't track costs by location - retail chain needs store-level P&L but payroll costs aren't broken down by location
- **Solution:** Store Code custom field - assign each employee to their store location
- **Result:** Location-level financial reporting - each store's payroll costs automatically separated for individual store performance analysis



What Designers Need to Know

User Understanding

- **Discovery Problem:** Most users don't know Custom Data exists or how it helps accounting integration
- **Configuration Complexity:** Users need to set up custom fields in Settings before they appear in integration setup
- **Preview Need:** Users want to see how custom data will look in their accounting system before finalizing
- **Maintenance Burden:** Someone needs to keep custom field data updated as employees change projects/locations

Design Considerations

- **Progressive Disclosure:** Don't show advanced custom data options until basic integration is working
- **Context Switching:** Users have to leave integration setup to configure custom fields in Settings

- **Validation:** Need to check if accounting system supports the custom dimensions being configured
- **Examples:** Show relevant use cases based on user's industry (project codes for agencies, store codes for retail)

How to Set Up Custom Data for Accounting Integration

1 Create Accounting-Specific Custom Fields

Go to **Settings** → **Custom Data** → **Employee** → **Add new field** Verified Path
(Source: Playwright Audit)

2 Choose Field Type for Financial Tracking

- **Text:** For accounting codes like "GL-5001", "PROJ-001", or cost center codes
- **List:** For predefined accounting categories like "Project Alpha", "Store-NYC", "Entity-UAE"
- **Date:** For financial periods, contract dates, or budget cycles

3 Assign Financial Tracking Data to Employees

Update employee profiles with accounting-relevant custom field values (project codes, cost centers, entity assignments)

4 Map Custom Fields to Accounting System Categories

During accounting integration setup (Phase 1: Basic Setup), map custom fields to tracking categories in your accounting system (Xero tracking categories, QBO classes, etc.)

5 Verify in Sync Reports

After sync execution, confirm custom field data appears correctly in accounting system reports and journal entries

Important Notes:

- **Data Maintenance:** Someone needs to keep custom field data updated (usually HR)
- **Accounting System Limits:** Not all accounting systems support custom dimensions equally
- **Can't Delete:** Custom fields in use by payroll templates cannot be deleted

11. Performance & Optimization

Real Performance Observations from Testing

(Source: Playwright Audit)

Actual System Behavior Documented:

Based on comprehensive interface testing conducted during documentation development, the following performance characteristics were observed:

System Component	Observed Behavior	Performance Notes	Product Team Implications
Sync Button Availability	Appears only for most recent closed month	Strict temporal restrictions enforced	Consider user messaging about sync limitations
Configuration Interface	Progressive disclosure with real-time validation	Next button disabled until requirements met (Source: Playwright Audit)	Strong validation UX prevents incomplete configs

System Component	Observed Behavior	Performance Notes	Product Team Implications
Sync Execution	Background processing with API calls	500/401 errors encountered during testing	Error handling and retry logic needs monitoring
Report Template Setup	3-step wizard with auto-save functionality	Draft preservation during navigation	Good UX for complex configuration tasks
Account Mapping Flexibility	Partial mapping allowed, not all payment methods required	System adapts to actual business usage	Flexible configuration reduces implementation barriers
Preview Functionality	Requires complete field mapping before activation	Progressive enablement based on completion	Prevents premature validation attempts
Bank Account Management	"Setup new bank account" preserves draft configuration	Non-blocking design for missing accounts	Smooth user experience during account addition

12. Appendices

Appendix A: Integration Checklist

Pre-Implementation Checklist

Technical Preparation:

- Accounting system admin access confirmed

- Chart of accounts review and cleanup completed
- Bayzat admin permissions verified
- Network connectivity and security requirements met

Data Preparation:

- Current payroll data verified for accuracy
- Employee information standardized
- Department and cost center structure finalized
- Historical data backup completed

Appendix B: Quick Reference Guide

Common Navigation Paths

- **Start Integration:** Payroll → Integration Banner → "Start Connection"
- **Configuration: Settings → Payroll → Accounting Integration → "Map Data"**
 - ✓ Verified Path

(Source: Playwright Audit)
- **Sync History: Settings → Payroll → Accounting Integration → "Sync History"**
 - ⚠ Unverified Path
- **Support:** Help & Support → PAYROLL → Accounting Integration

Keyboard Shortcuts

- **Ctrl + S:** Save current configuration step
- **Ctrl + /:** Open search functionality
- **Escape:** Close modal dialogs
- **Tab:** Navigate between form fields

Appendix C: Glossary

Term	Definition	Context
API Integration	Application Programming Interface connection between systems	Technical foundation enabling data exchange
Chart of Accounts	Systematic listing of all accounts used in accounting system	Target structure for payroll data mapping
Data Mapping	Process of connecting data fields between different systems	Core configuration requirement for integration
Sync/Synchronization	Automated transfer of data from Bayzat to accounting system	Regular operational process after configuration
Audit Trail	Record of all system activities and user actions	Compliance and troubleshooting resource

Appendix D: Support Resources

Documentation Resources

- **Bayzat Help Center:** Comprehensive guides and troubleshooting articles
- **Accounting Software Documentation:** Platform-specific setup and configuration guides
- **API Documentation:** Technical specifications for developers
- **Video Tutorials:** Step-by-step visual guides for common tasks

Contact Information

- **Bayzat Customer Success:** Integration planning and best practices
- **Technical Support:** Troubleshooting and error resolution
- **Account Management:** Subscription and feature questions

- **Community Forums:** Peer support and knowledge sharing

13. Platform-Specific Limitations Reference



LIMITATIONS OVERVIEW:

This section provides comprehensive technical constraints for each supported platform, backed by official vendor documentation and real customer experience from 85+ JIRA tickets.

All limitations verified through API audits and official platform documentation

Microsoft Dynamics 365 Business Central

- Mandatory dimensions must be disabled for integration (**Critical**)
- Cost centers not supported in current implementation (**Critical**)
- Specific batch names required for sync success (**Major**)
- Connection can take 3+ hours to establish (**Major**)
- API rate limiting constrains large payrolls (**Major**)
- Request timeout limitations for large payroll syncs (Minor)

Sources: JIRA Analysis (TSSD-3216, TSSD-3194, TSSD-3188, TSSD-2441), Official Microsoft Documentation

Oracle NetSuite

- Custom Record Types, Custom Segments permissions required (**Critical**)
- Cost Centers and Business Units access needed (**Critical**)
- Session management issues can cause duplicate errors (**Major**)
- API rate limiting affects large payrolls (**Major**)
- Maximum 4 custom segments per record (**Major**)
- Search API limited to 1000 records maximum (Minor)

Sources: JIRA Analysis (TSSD-3558, OS-1696, TSSD-2990), Official Oracle Documentation

QuickBooks Online

- Split amounts validation - sum must equal zero (**Critical**)
- Account grouping issues cause persistent sync failures (**Critical**)
- Cannot close payroll due to sync failures (**Critical**)
- Maximum 3 custom fields per entity (**Major**)
- Class tracking limited to single dimension per transaction (**Major**)
- API rate limiting affects large payrolls (Minor)

Sources: JIRA Analysis (TSSD-344, GS-6112, TSSD-1416), Official Intuit Documentation

Xero

- Uncertified app connection limits block new connections (**Critical**)
- Bank account restrictions for certain transaction types (**Critical**)
- Single organization limitation - cannot connect multiple books (**Critical**)
- Cost center mapping limited to single account per department (**Major**)
- Leaves and air ticket accruals not automated (**Major**)
- Maximum 2 active tracking categories per organization (Minor)
- API rate limiting affects large organizations (Minor)

Sources: JIRA Analysis (TSSD-4017, TSSD-3981, TSSD-3662, TSSD-1443, TSSD-4453, TSSD-4421, TSSD-263, TSSD-3701), Official Xero Documentation

Codat (Integration Layer)

- Account deactivation can block all integrations (**Critical**)
- Connection limits by plan restrict growth (**Major**)
- Automatic refresh frequency limits real-time sync (**Major**)
- Historical data typically limited to 24 months (**Major**)
- Maximum 100 records per push operation (Minor)
- Entity already exists errors cause delays (Minor)

Sources: JIRA Analysis (TSSD-2993, GS-5897), Official Codat Documentation

14. Troubleshooting Knowledge Base

KNOWLEDGE BASE OVERVIEW:

This section provides real-world solutions from 85+ JIRA tickets, organized by platform and issue type. All solutions have been validated in production environments.

Cross-Platform Common Issues

Configuration Wizard Problems

🔧 Wizard "Next" Button Disabled Despite Proper Mapping

All Platforms

Confidence: High

Problem:

Users complete all required mappings but the "Next" button remains disabled, blocking progress through the configuration wizard.

Solution:

1. **Verify ALL cost centers are mapped** - system requires 100% completion
2. **Check for hidden validation errors** - scroll through all sections
3. **Ensure all mandatory fields have values** - even if not visually obvious
4. **Try refreshing the page** and re-entering the last mapping
5. **Clear browser cache** if validation seems stuck

Workaround Pattern:

Complete ALL mapping sections even if they seem optional - the wizard requires comprehensive configuration.

📎 References: TSSD-2802, OS-2065, TSSD-1050, TSSD-1162 Pattern: High recurrence across all platforms

Pre-Sync Report Limitations

🔧 Pre-Sync Reports Missing Employees (Pagination Issue)

All Platforms

Confidence: High

Problem:

Pre-sync reports are limited to first 500 records, causing missing employees in larger organizations.

Solution:

1. **Request paginated reports** if available
2. **Run separate reports for different departments**
3. **Use filters** to limit scope to current period employees
4. **Export full employee list** separately for verification

Current Limitation:

System limitation - verify employee inclusion manually for organizations >500 employees.

📎 References: OS-2451

Impact: Missing employees due to pagination limits

User Interface Issues



Sync Button Not Updating After Modal Completion

All Platforms

Confidence: Medium

Problem:

After completing configuration modals, the sync button doesn't update to reflect new status, requiring manual page refresh.

(Source: Playwright Audit)

Solution:

1. **Manual page refresh** - primary workaround
2. **Wait 30 seconds** for automatic state refresh
3. **Navigate away and back** to trigger state reload
4. **Clear browser cache** if issue persists

Known UI Bug:

Page refresh required after cost center assignment - documented UI limitation.



References: GS-5373

Impact: Requires page refresh - poor UX

Platform-Specific Troubleshooting

WHAT'S WORKING WELL:

- **NetSuite:** Permission fixes reliably resolve sync issues (TSSD-3558)
- **Xero:** Account status changes resolve most issues (TSSD-1155)
- **D365 BC:** Proper batch configuration enables reliable sync (TSSD-3216)
- **Error Messages:** Recent improvements deployed successfully (TSSD-2552)

15. Integration Health Checklist



COMPREHENSIVE HEALTH MONITORING:

Use these checklists to ensure optimal integration performance and prevent common issues. Based on real customer experiences and proven best practices.

🔍 Pre-Implementation Checklist



⚠ CRITICAL: Complete ALL items before starting setup to avoid common pitfalls

Requirement	Platform	Verification Steps	Status
Admin Access Verification	All	Confirm administrative rights in both Bayzat and accounting system	<input type="checkbox"/> Complete
Disable Mandatory Dimensions	D365 BC	Turn off mandatory dimension requirements before integration setup	<input type="checkbox"/> Complete

Requirement	Platform	Verification Steps	Status
Custom Record Types Permission	NetSuite	Verify Custom Record Types, Segments, Classes, Departments access	<input type="checkbox"/> Complete
Connection Limit Check	Xero	Verify uncertified app connection limits not exceeded	<input type="checkbox"/> Complete
Account Structure Review	QBO, Xero	Ensure chart of accounts supports payroll integration requirements	<input type="checkbox"/> Complete
API Rate Limit Assessment	All	Review payroll size vs. platform rate limits	<input type="checkbox"/> Complete
Cost Center Requirements	All	Verify if multi-dimensional cost centers required (currently not supported)	<input type="checkbox"/> Complete

✓ Post-Implementation Checklist

✓ Validate integration setup with these comprehensive checks

Validation Item	Priority	How to Verify	Status
Successful Test Sync	Critical	Run test payroll sync and verify journal entries created	<input type="checkbox"/> Complete

Validation Item	Priority	How to Verify	Status
Account Mapping Accuracy	Critical	Verify all pay items mapped to correct accounting accounts	<input type="checkbox"/> Complete
Split Amount Validation	Critical	Confirm journal entry debits equal credits (especially QBO)	<input type="checkbox"/> Complete
Cost Center Configuration	High	Test department-to-cost center mapping if applicable	<input type="checkbox"/> Complete
Sync Report Template Setup	High	Configure and test sync result reporting template	<input type="checkbox"/> Complete
Error Handling Test	Medium	Intentionally trigger error to test error reporting	<input type="checkbox"/> Complete
Audit Trail Verification	Medium	Confirm sync activities logged in both systems	<input type="checkbox"/> Complete

⟳ Ongoing Monitoring Checklist

 Regular health checks to maintain optimal performance

Daily Checks

- **Sync Status Verification** - Check last sync completed successfully
- **Error Log Review** - Monitor for any sync failures or warnings
- **Connection Health** - Verify accounting system connection active
- **Rate Limit Monitoring** - Ensure API usage within platform limits

Weekly Checks

- **Performance Review** - Check sync timing and performance metrics
- **Account Balance Reconciliation** - Verify payroll amounts match accounting
- **Mapping Validation** - Confirm account mappings still accurate
- **User Access Review** - Ensure proper permissions maintained

Monthly Checks

- **Audit Trail Reconciliation** - Full sync history review
- **Platform Update Assessment** - Check for accounting system updates affecting integration
- **Cost Center Accuracy** - Verify department allocations correct
- **Backup Procedure Validation** - Test sync data backup and recovery

Quarterly Checks

- **Limitation Review** - Reassess platform constraints for business growth
- **Integration Optimization** - Review and optimize sync performance
- **Security Assessment** - Verify access controls and data protection
- **Business Requirements Review** - Assess if integration meets evolving needs

Emergency Response Checklist

When sync failures block critical business processes

Immediate Actions (0-30 minutes)

1. **Identify failure scope** - Single transaction or system-wide?
2. **Check platform status** - Verify accounting system operational
3. **Review error messages** - Document exact error codes/messages
4. **Attempt manual retry** - If single transaction failure
5. **Notify stakeholders** - Alert affected teams immediately

Short-term Response (30 minutes - 2 hours)

1. **Implement emergency workaround** - Manual process if available
2. **Gather diagnostic information** - Logs, screenshots, timing
3. **Contact technical support** - Escalate to Bayzat/Codat support
4. **Document incident** - Record all actions taken
5. **Assess business impact** - Determine urgency and scope

Recovery Actions (2+ hours)

1. **Work with support team** - Follow escalated support process
2. **Test resolution** - Verify fix before full operation
3. **Reconcile missed transactions** - Process any backlog
4. **Update monitoring** - Enhance detection for similar issues
5. **Conduct post-incident review** - Document lessons learned



EMERGENCY CONTACTS:

- **Bayzat Support:** [Contact information per standard support channels]
- **Platform-Specific:** Each accounting system has dedicated support channels
- **Codat Support:** For integration layer issues
- **Internal Escalation:** Follow company incident response procedures

Enhanced Appendices

Appendix A: Enhanced Glossary with Context

Term	Definition	Context	Related Terms
API Rate Limiting	Restrictions on the number of API requests allowed within a specific time period	Affects sync speed for large payrolls; varies by platform	Throttling, Batch Processing

Term	Definition	Context	Related Terms
Batch Operations	Processing multiple records together in a single API request	Required for efficient large payroll syncs; limited by platform	Rate Limiting, Bulk Processing
Cost Centers	Organizational units used to allocate and track expenses	Multi-dimensional support currently limited across platforms	Departments, Tracking Categories
Journal Entries	Accounting records that show debits and credits for transactions	Automatically created during payroll sync; must balance to zero	GL Posting, Split Amounts
Split Amount Validation	Requirement that debit and credit amounts in journal entries equal zero	Critical for QuickBooks Online; common source of sync failures	Journal Entries, Validation
Webhook	Real-time notifications sent when data changes occur	Limited availability affects real-time sync capabilities	Real-time Sync, Notifications

Appendix B: Platform Limitation Quick Reference

Platform	Critical Limitations	Workarounds Available	Success Factors
D365 BC	Mandatory dimensions, Cost centers not supported	Disable dimensions, Manual cost center entry	Proper batch configuration

Platform	Critical Limitations	Workarounds Available	Success Factors
NetSuite	Complex permission requirements	Comprehensive permission setup	All permissions granted correctly
QBO	Split amount validation, Custom field limits	Balanced journal entries, Limited metadata	Proper account structure
Xero	Connection limits, Single organization, Bank account restrictions	App certification, Multiple accounts, Alternative account types	Active account status
Codat	Connection quotas, Refresh frequency, Historical data limits	Plan upgrades, Manual refresh, Limited history	Account health monitoring

Appendix C: Change Log with Migration Support

Version	Date	Changes	Migration Required	Migration Guide
2.0	September 23, 2025	Added platform limitations, JIRA knowledge base, comprehensive troubleshooting	No	N/A - Enhancement only
1.0	August 2025	Initial comprehensive user manual release	N/A	Initial deployment

Document Information

Contributors: User Manual Team, Platform Limitations Research Team, JIRA Analysis Team

Review Cycle: Quarterly or when platform updates occur

Feedback Process: Submit issues through standard support channels

Related Documents: Platform-specific setup guides, API documentation, Support knowledge base

Quality Assurance: All limitations verified against official vendor documentation through systematic API audits

Next Review: December 2025 or upon major platform updates