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Getting Connected

Mike Johnstone - 2026-05-01 - [Getting Connected](#)

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Whitelabels that are using Arena as a **postpaid** option now have an easier way to track which customers owe them money. With the Xero integration in Arena, it is easier to manage customers that owe you money through Xero reports, and you can also set up reminders when customers haven't paid according to your terms.

For those using Arena as a **prepaid** option, you can easily track the payments made by customers as these get sent to Xero every time they add credit to their account.

How to Enable Xero Integration:

1. Log in to the [Arena](#) portal.
2. Go to **Your Account**.
3. Go to **Settings > Components > Accounting System Settings**.
4. Select **Xero** from the Accounting System dropdown, then select **Post-paid** or **Pre-paid** and specify the **Revenue code** that you want to use when the invoice gets generated to Xero.

The screenshot shows the 'Accounting System Settings' page in the Arena portal. The 'Accounting System' dropdown is set to 'Xero'. The 'Post-paid' radio button is selected, and the 'Revenue code' field contains '200'. The 'Payment Gateway' section shows 'DPS' as the provider, with 'Visa' and 'Mastercard' selected as accepted cards, and 'AUD' as the currency. The 'Save' button is highlighted in green.

5. Click **Save**.

6. You will be redirected to a Xero Authorisation page. Select your organisation that you want to integrate and click **Allow Access**.



Arena integration
wants access to:

Organisation 1

Organisation 1

Organisation 2

transactions and contacts

By allowing access, you agree to the transfer of your data between Xero and this application in accordance with Xero's [Terms of use](#) and the application provider's terms of use and privacy policy.

You can disconnect at any time by going to [Connected apps](#) in your Xero settings.

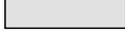
Allow access

Cancel

7. You will be redirected back to Arena if the integration is successful. Otherwise, you will get an error message.

How It Works

Post-paid - When an invoice is generated from Arena, it gets sent through to Xero. When payment has been made or applied, that payment also goes to Xero and it will be taken off of the amount owing on the customer's Xero account. In the event that the payment made is more than the invoice amount, the excess payment will show as a credit on the customer's Xero account.



Pre-paid - Every time a customer makes a payment or adds credit to their account, the receipt generated in Arena also gets sent through to Xero. This also allows you to easily reconcile payments you receive in your bank to those you receive in Arena.