



BANK OF SCOTLAND BFA TO XERO Conversion Guide

A step-by-step guide to moving from Business Finance Assistant (BFA) to Xero.



Overview

Xero offers a supported 'Fresh Start' conversion service to help you move from Business Finance Assistant (BFA) to Xero. The service helps you establish an opening financial position in a new Xero organisation using a Xero-managed conversion process. **It is not a full historical transaction migration service.**

You'll sign up for Xero, upload the required data files, then sit back and relax whilst Xero takes care of the conversion for you. The Xero support team will communicate once the data conversion process is complete and you can begin exploring what your Xero subscription has to offer.

**This guide is for information only. Your use of the BFA conversion service is subject to Xero's Terms of Use and the offer terms presented when you sign up to Xero. This service relies on the accuracy and completeness of the data you provide.*

How It Works

The journey has four key stages (**step by step of each stage set out later in this guide**):

Step 1: Create your Xero account from the offer

Using the Bank of Scotland referral link, sign up to a Xero Plan of your choice, create a new Xero organisation, and invite Xero as a user into your new subscription.

Step 2: Download your BFA data (if you haven't already)

Download the required BFA reports and files from Business Finance Assistant, ready to share with Xero for the conversion.

Step 3: Share your BFA data with Xero

Add the Xero conversion team as an Administrator to your new Xero Organisation, then submit a conversion request via a ticket, by uploading the required BFA reports/files (Customer Report, Supplier Report, Journal Entry Report) in the same format as downloaded from the BFA.

Step 4: SIT BACK & DO NOTHING - Wait for confirmation before touching your Xero account

Once you've submitted your request, don't enter transactions, change settings, connect bank feeds, or make any other changes in the organisation. **ONLY** begin using the Xero platform once the Xero team confirms your data conversion process has been completed.



Important – do not make changes before go-live

- Don't enter transactions, change settings, connect bank feeds, or otherwise alter your new Xero organisation after you've submitted your conversion request.
- Wait for confirmation from Xero that your organisation is ready before undertaking any activity.
- If you undertake any activity on your Xero Account before receiving this confirmation, it could cause duplication or corruption of your data, causing delays in giving you full access to your new Xero account.



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What the Service Is Designed to Provide

The standard service is designed to establish an opening position in Xero at a point in time you choose, based on:

- Customer and supplier contacts
- Opening balances
- Aggregate outstanding invoice and bill balances where needed to support the opening position

Where your conversion is in scope (see below), Xero will carry forward the relevant opening position into your new Xero organisation. Simplified outstanding receivable and payable balances will be provided rather than rebuilding full historical line-item detail.

If you are unsure about the migration process, what it provides or require something more comprehensive involving historical data, please speak to your accountant or bookkeeper for additional assistance.

Conversion Service Scope

 Conversions that are in scope	 Conversions that are not in scope
• Customer and supplier contacts • Opening balances • Aggregate outstanding invoice and bill balances where needed to support the opening position	• Full historical transaction migration • Exact replication of historical multicurrency behaviour • Incomplete, incorrect, or corrupted file submissions • Post-conversion reconciliation or accountant review • Bespoke ledger clean-up or manual reconstruction of non-standard data issues • Self-serve conversion or imports you run yourself

How Long will it Take?

ITEM	TARGET	WHAT TO EXPECT
Receipt Confirmation	<30 minutes	We will let you know we've received your data conversion request and provide a 'Ticket' number.
Acknowledgement	Within 2 Business days	We will let you know we've received your data conversion request and that we have everything needed to begin your conversion.
Conversion Process	Within 5 Business days	We aim to complete your conversion, however, if there are any issues with your files or access, this may delay the conversion process, and we will communicate an updated timeline to you.

These are target timeframes, not guarantees, and conversion may take longer during periods of high demand.



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The Four Steps in Detail

This section walks through each of the four steps you need to complete to get up and running on Xero and have your data converted from BFA.



Step 1: Create Your Xero Account from the Offer

Once you've reviewed the Bank of Scotland Information Hub, click the link to take you to the Xero Offer and (optional) conversion service. You will then land on the Xero hosted sign up page where you will need to follow these next steps very closely to ensure the smoothest setup experience:

- Review the step by step interactive videos on the sign up process and, where relevant, the data conversion process
- Sign up to Xero by entering your basic information, selecting your preferred Xero plan and providing your billing information
- Once completed, you'll be taken straight into the Xero Platform and given 4-5 "personalisation questions" that help tailor your onboarding experience.
- When you come to the screen titled 'What would you like to do in Xero?' select '**Other**' at the bottom of the screen and click '**Get Started**'

Invite Xero into your subscription

This will allow a member of the Xero team access to your Xero subscription to import your converted BFA data.

- Click on your company name in the top left of your Xero dashboard
- Select "**Settings**"
- Then select "**Users**" and from the right corner of the screen "**New User**"
- Under Personal Details, First Name and Last Name can be left blank
- Add the following Email Address: "bankofscotlandbfaconversion@xero.com"
- Then click "**Send Invite**" in bottom right of screen



Step 2: Download Your BFA Data (if you haven't already done so)

In BFA enable accountancy information first

You need to enable accountancy information in the settings to extract the data Xero requires for the conversion process:

- Sign into your Bank of Scotland BFA account
- Select "**Your Profile**" in the top right hand corner
- Select "**Preferences**" from the drop down
- Toggle "**Show Accountancy Information**" to On
- Save preferences

Exporting customer and supplier lists

- On the left select "**Customers**"
- In the dropdown on the far right hand side select "**Export Customers**"

Repeat the above for suppliers.



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Journal entries

- In the purple section on the left select “**Journal Entries**”
- In the dropdown on the far right hand side select “**Export Journal Entries**”
- Select XLS format

This export might take a few moments to appear. With the 3 files exported the next step is to send them to Xero.



Step 3: Send your BFA Data to Xero

- Click [this link](#)
- Follow the steps and upload each of your required (3) data files
- Enter “BFA DATA CONVERSION” into the “**Tell Us What Happened**” text box
- Leave the “**Invite Xero Support**” boxed checked so the team can help
- Submit your ticket to the Xero team.

At this stage Xero’s migration team will review the data you have submitted and confirm how long it will take to get your set up on Xero.



Important

Please DO NOT use your new Xero organisation for anything before we have confirmed the conversion is complete.



Step 4: Wait for Confirmation, Then Go Live

What happens next

Please don't use your Xero organisation for anything before Xero has confirmed the conversion is complete.

The message you'll receive

Once your data has been converted, Xero will email you to confirm the data is loaded, along with a guide covering the details to check in Xero.

Wrapping up

Once you're happy everything's set up correctly, confirm this to Xero, and they'll remove their access to your organisation along with any other data they hold on your behalf.

You are now free to enjoy your Xero account so take your time exploring all the [education materials](#) that dive into the breadth and depth of the Xero products, features and benefits to help you make the most of your Xero plan.