
Xero Tips & Tricks

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The Basics

Xero Status

If you can't access Xero or are having problems, check the Xero Status page to see if there are any known issues. You can access the page at <https://status.xero.com/> If you can't remember this website then just google 'Xero Status' and it will be the first link to choose from.

Access Xero

- Google Chrome
- Internet Explorer (IE) 11
- Microsoft Edge
- Mozilla Firefox
- Safari 8 or later

Xero doesn't support any beta versions of these browsers or alternative open source builds of them.

Make sure that cookies and JavaScript are enabled in your browser.

Mobile Device

You can log in to Xero using your web browser on your mobile device. Some zooming may be required.

Xero will work on most devices and you'll get best results with the latest version of Mozilla Firefox, Safari, Google Chrome, Internet Explorer or Opera Mini.

Faster login

To speed up logging into Xero by only having to enter a password, save the Xero log in page as a browser or desktop bookmark.

Multiple Tabs

Optimise your navigation around Xero by using multiple tabs to jump between screens while accessing different areas of Xero. To use multiple tabs, either right click with your mouse on the page you want to open and select 'open in new tab' **or** hold down the CTRL key on your keyboard while you left click with the mouse on the link you want to open.

Expand your view list

Expand your list view from 25 to 200 per page, this will reduce the time it takes to move between pages when viewing lists. To do this, scroll to the bottom of the screen and change the number showing to the maximum option.

Inbuilt Calculator

For transactions such as invoices, you can enter a basic arithmetic operation into the fields Quantity, Unit Price and Discount. Xero calculates the result when you press Enter or Tab.

Quick Entry

Up the top of the screen to the right, there is a + button. Clicking this gives you quick links to many different functions in Xero such as the ability to quickly enter an expected payment or receipt, or create a new invoice, bill, quote or purchase order. This quick link can save you many steps in navigating to the page you want.

Files

The Xero files system allows you to upload file attachments directly to transactions, contacts, or store them in your Xero file library until you're ready to attach them later


Everyone who uses Xero has a file storage library which you can use to store your key business documents, so all your records are stored and backed up online for easy reference and sharing.

You can attach files and documents to accounting transactions so related information is stored together in the same place. This makes it a lot easier to find information when you need it.

Your records are in one place, making it easier to collaborate with us. The file library can be found by clicking the folder icon on the top right of the screen from any page within Xero.


There are a few ways to get your invoices into Xero.

Upload a file to the file library

1. From the header, click the file icon .
2. Upload one or more files:
 - a. Locate the file you've saved to your computer and drag it into the Files screen.
3. Click Upload Files, then browse and attach your files.
4. Once you've uploaded files to the library, you can attach them to a transaction or item.

Upload a file directly to a transaction, item or account


You can upload files to invoices, quotes, bills, expense receipts, manual journals, inventory items, your contacts, and accounts in your chart of accounts.

1. Open your transaction or item. Click the account balance in the YTD column to open an account in your chart of accounts.
2. Upload one or more files:
 - a. Locate the files you've saved to your computer and drag them into the Xero screen.
3. Click the file attachment icon  and Upload files, then browse and attach your files.

Once you've uploaded files to a transaction, item or account, you can include them in the customer's online invoice, quote, credit note or prepayment.

Email a file to the file library Inbox

Email files to the Inbox by sending an email from your own email program to your organisation's unique Xero email address.

1. From the header, click the file icon .
2. Either:
3. Click on the unique email address, or
4. Click on the cog icon next to the address, then select **Copy to clipboard** or **Download vCard**.
5. Add the email address to the contacts in your own email program.
6. In a new email in your email program, attach a file and send.

Refresh your Internet browser if you're emailing a file to the Inbox for the first time and you want to see your email appear in the Inbox.

Emailing files to the file library Inbox


You may want to share your organisation's unique Xero email address with your colleagues so they can also email files to the Inbox.

If you want to save the email message which accompanies an emailed file, move the emailed file from the Inbox to another folder.

Create a new transaction directly from the file library

Create a new sales invoice, bill, expense receipt, or spend or receive money, directly from a file in the file library. Xero attaches your file directly to your new transaction. You can preview the attached file when creating a new transaction. If your attached file is from the Inbox in the file library, Xero removes it from the file library.

- You can attach multiple files to a new transaction, using the same steps as attaching one file.
- Automatically preview attached the attached file in the new transaction window.
- Xero keeps a copy of your attached file in the file library, unless your attached file is from the Inbox in the file library.

1. From the header, click the file icon .
2. Locate the file you want to attach to the transaction. Select the checkbox next to it.
3. Click **Add to new** and select the transaction type you want to create and attach the file to.
4. Preview the attached file when creating a new transaction
5. Add and save the transaction.

Bank Rules

Bank rules are a great time-saving way to reconcile regular cash transactions such as your monthly phone bill, bank charges, or wages paid to staff. If you have used Banklink before – you will know these as ‘memorizations’. Based on your pre set conditions, bank rules automatically assign a contact and an account code to a transaction for you, which saves you from having to reconcile manually.

With bank rules you define the conditions for each rule to match with your imported bank statement lines. For each bank statement line that matches a rule, Xero will identify this for you on your bank reconciliation screen and ask you to confirm if you are happy to apply the rule for that transaction. If it is correct, you simply hit the OK button (or save & reconcile all on the cash coding screen) and you're done. If the transaction that Xero suggests is not quite right, you can edit it, create a new rule, or manually reconcile the transaction.

Bank rules are a highly efficient means of reconciling your bank account. You could create rules to cover up to 60-70% of your monthly transactions. You will save even more time if you create bank rules for transactions that you normally split over multiple account codes as these are generally more time consuming transactions. For example, your monthly phone bill or a private portion of vehicle expenses.

Bank rules also help with accuracy and consistency of reporting. If you are using bank rules, we can be confident that all similar transactions are being grouped together in the same account code. This saves us time when completing your annual accounts as we do not have to search and move transactions. It also means that GST will also be accounted for correctly each time as all account codes are set up with default GST types.

How bank rule conditions work

Xero uses conditions you set to match against the information on your imported bank statement lines to decide when to apply the rule. Your rule may be simple, with only one or two conditions, or complex, with multiple conditions that evaluate several pieces of information.

Every bank rule must have at least one condition, but you can add as many as you need to build the rule. You cannot delete the last condition in a rule.

If you create a bank rule when you're reconciling or cash coding, Xero will automatically add conditions based on the statement line, using an 'equals' comparison on the values from the fields in the line. Any conditions that you add will also use information from the statement line if possible.

What's the difference between Any and All?

All - The rule is applied only when every condition is met. If one condition doesn't match, for example if a particular piece of information is missing from a statement line, then the rule will not run. This makes the rule more restrictive.

Any - The rule is applied if only one of the conditions is met. The rule won't fail just because one or more conditions doesn't match. This makes the rule less restrictive.

Allocating fixed value line items (optional) and the remainder

You can set up your bank rule to allocate one or more fixed-value portions of the transaction to an account in your Chart of Accounts. You can also, optionally, assign a tracking category.

After you've set up any fixed value allocations, you need to tell Xero what to do with the balance of the transaction. You can allocate the remainder to one account in your Chart of Accounts or split it between two or more, and assign a tracking category if you wish.

Create a rule while you're reconciling

You may want to create a bank rule while you are reconciling your bank account.

1. Click **Create rule** on the statement line you want to create a bank rule for.



2. In the **Create Rule** screen enter the conditions to build the rule.
3. Click Save.

Xero will take you back to the bank reconciliation screen so you can finish reconciling your bank account.

Create a rule while you're cash coding

You may want to create a bank rule while you are reconciling cash transactions using cash coding.

1. Click the down arrow next to the transaction you want to create a bank rule for and then click **Create bank rule**.

	Date	Payee	Reference	Description	Account	Tax Rate	Region	Spent	Received	
<input type="checkbox"/>	3 Aug 2016	City Limousines		1002-Part					100.00	
<input type="checkbox"/>	3 Aug 2016	Cooper St Bakery		ER				15.75		
<input type="checkbox"/>	3 Aug 2016	SMART Agency		70135 70209				4,500.00		
<input type="checkbox"/>	3 Aug 2016	Jakaranda Maple Systems		DEPOSIT ADV						
<input type="checkbox"/>	3 Aug 2016	NAB		Bank fee				15.00		
<input type="checkbox"/>	3 Aug 2016	7-Eleven		Misc corner store	453 - Office Expenses	GST on Expenses		15.50		
<input type="checkbox"/>	4 Aug 2016	Cooper St Bakery		ER				11.90		
<input type="checkbox"/>	4 Aug 2016	Central City Parking						12.00		
<input type="checkbox"/>	4 Aug 2016	e-Bank dep							1,000.00	

2. In the **Create Rule** screen enter the conditions to build the rule.
3. Click **Save**.

Xero will take you back to the cash coding screen so you can finish reconciling your cash transactions.

Discuss Tab

While I am on this page, Andrea mentioned earlier that Xero enables us to collaborate with you more seamlessly. One way in which we can do this is through this 'Discuss' Tab. If you are unable of what to do with a transaction – you can simply type in the discuss tab and save your query, we can then log in and view your query and either respond in the same box, or give you an email or call to sort out.

Cash Coding

Cash coding is the quickest way to reconcile bank transactions in bulk. Cash coding lets you code multiple statement lines at once.

To make reconciling easy, sort the columns before starting. You can sort by any of these headings. Sorting the transactions allows you to group the transactions in an order that makes it easiest for you. It may be that date order is the best if you work off cheque butts or sorting by payee may be easiest if you know all the transactions for certain payees go to the same code (in which case you could set up a bank rule).

You can also quickly undo any changes you've made while coding, by clicking Discard changes.

There are also a whole bunch of keyboard short cuts you can use in this screen to speed up the reconciliation process. For example: use the + key to Copy Account, Tax Rate & Tracking from the row above into the current row. Or the / key to quickly open the window where you can split a transaction over multiple lines.

We have given you each a copy of the complete list of short cuts in your presentation booklets.

And remember to click the save & reconcile all button as you go along with your coding, don't wait until the end as you may get interrupted and loose all your hard work.

Completing GST Returns

Xero makes completing your GST returns a breeze. Once you have done your reconciliations, you are ready to review the GST return that Xero has automatically created for you. The following are some key tasks we would love for you to all follow when filing your GST.

Check the bank reconciliation report

The Bank Reconciliation Summary shows how your actual bank balance and the balance of the bank account in Xero match, after taking into account any unreconciled items.

This is important to do before filing your GST return because if there are duplicate transactions in your bank account – this discrepancy will flow through into your GST return. For example, you don't want to accidentally come an expense twice then realize you will have to return the over claimed amount to the IRD at a later date.

Review the GST audit Report

Xero's GST Audit Report displays all that transactions that make up your GST return. The report displays transactions grouped by the tax rate. For example, GST on expenses, income and Non GST.

For easier viewing, you can sort the report by date, account code, reference, details, gross amount or GST amount.

Going through this report before filing your GST should help you identify any potential errors in reconciling.

Review GST Late Claims Report

Late claims are transactions you approve, edit, void or delete in Xero after your GST return for that period is finalised. In your next GST return, Xero offers to include the GST on these transactions as a debit or credit adjustment.

This feature keeps your GST liability with the IRD up to date, and helps to minimize any nasty surprises from us at year end. This feature is especially handy for us when we are completing your annual accounts, because we can make the correction in Xero and this will flow through into your next GST return. You don't have to worry about manually entering an adjustment into box 9 or box 13 because Xero has already done so.

Save return as final

Xero lets you finalize your GST Return by selecting Save Final from the Save menu. This saves the return so that it is ready to file with Inland Revenue. Additions or changes to transactions in the return period won't be reflected in the return but will be carried forward as a late claim as previously mentioned.

If you forget to save a return as final, then any future adjustments may be missed and your GST returns in Xero will not match those filed with the IRD. This leads to inaccuracies.

Submit your GST Return to Inland Revenue

You can now file your GST return with the IRD directly through Xero. Once you have saved your GST return as final. Click File Now with IRD. Xero will take you to the Inland Revenue login portal where you enter your myIR login and password. When Inland Revenue accepts your login, Xero uploads your GST return data to Inland Revenue for you.

Xero only sends data in the fields on the GST Return to Inland Revenue. It does not send underlying transaction information. If you owe GST to the IRD, then you still need to pay this separately.

Using this method to file your GST is not only quicker, but it reduces the chance of error in transposing figures.

Xero with invoicing features

Smart Lists

Smart Lists let you create targeted lists from information you've saved in Xero about your customers. Along with many other uses, you can use contact information, transaction history or payment status to chase unpaid invoices, or to identify who has bought a product from you or create sales campaigns.

As you use Xero, you are generating data about your customers, their spending habits, and so much more. Smart Lists give you the ability to turn this raw data into valuable information which you can use to in so many different ways. The flexibility of Smart lists gives you the ability to be creative in the information you get out of Xero and how you use it. The longer you use Xero, the better the information is going to get as the history is built up.

Which searches are already set up?

- Customers who have bought an inventory item.
- Customers who have had sales invoices outstanding for more than 30 days.
- Customers who have had sales invoices overdue for more than 7 days.
- Customers who have paid you in the last year.

Run these searches as they are, or use as a starting point to create a search.

What other types of searches can I run?

- Customers who are based in a particular location.
- Customers who aren't part of a contact group.

Run a search already set up

1. Go to **Contacts**, then click **All Contacts**.
2. Under **Smart Lists**, choose one of the searches to run.
3. (Optional) Select, change or add conditions, then click Run Search.
4. (Optional) Save as a new search, or update the existing default search.

Customise a search from scratch

1. Go to **Contacts**, then click **All Contacts**.
2. Next to **Smart Lists**, click **New**
3. Choose if your customer search applies to All or Any of the conditions that you will add.
4. Click Add a condition, then select or enter the conditions to build your search.
5. Click Run Search.
6. (Optional) Save your search.

Export Smart Lists search results

Export your Smart Lists search results to a CSV file, or connect and export your search results to Constant Contact (an add-on app for targeted marketing campaigns).

1. Run a Smart Lists search
2. Select all customers (or individual customer checkboxes) depending on which customers you want to export.
3. Click Export, then select CSV or Constant Contact to export your search results.

Repeating Sales invoice or Bills

In Xero, you can create a template for the invoices you send and bills you receive regularly. Xero automatically creates, saves, and emails recurring invoices for you based on your custom template.

Create or edit a repeating invoice or bill template

The initial process is the same for both invoices and bills. You can create a new repeating sales invoice or bill template in several different ways:

- Click the **New Repeating Invoice** or **New Repeating Bill** button on the Repeating tab.
- Select the 'New Repeating Invoice' option from the **New Invoice** button or 'New Repeating Bill' option from the **New Bill** button from other tabs in Sales or Purchases.
- From a contact details screen, select 'New Repeating Sales Invoice' or 'New Repeating Bill' from the **+ New** button to create a new repeating template for that contact.
- Use an existing invoice or bill of any status as the basis for a repeating template. Open the invoice or bill and select 'Repeat' from the **Invoice Options** drop-down.

Notes about repeating invoices and bills

- Xero automatically assigns invoice numbers to sales invoices.
- All fields are mandatory except End Date and Reference. If the invoice or bill details are likely to vary for each one, enter text or numbers as placeholders and update to the final date, amount or description before approving or sending it.
- You can attach a file to bills when you edit a repeating bill instance, but not when you set up the template. If you're creating a repeating bill from one with an attachment, the attachment isn't copied to the repeating bill.
- Reorder the line items by dragging and dropping them into a different order.

Auto Invoice reminders


Following on from invoices, is the ability for Xero to automatically send invoice reminders. For small businesses, cash flow is king. You need to get paid on time so you have all you need to run your business and pay your employees. Instead of you spending hours chasing overdue payments, Xero can automatically email reminders to your customers. You can use the Xero preset timeframes, or adjust them to suit your business. You can tailor the email message, and the days overdue as needed or take the proactive approach and set the reminder for before the invoice is due. You can also set a minimum reminder limit if you don't want to send reminders for small amounts due. You can also switch off reminders for specific invoices or customers. You have control of when and how invoice reminders are sent out. This means you can automate the sometimes awkward task of chasing payments and improve your cashflow.

Setting up reminders

If you have the Adviser or Standard user role, you can set up and turn on invoice reminders for your organisation. Once they're turned on, Xero's default reminders are sent at 7, 14 and 21 days after each invoice due date (overdue).

Any customer replies go to the login email of the person that first turns reminders on. You can edit this address.

Turn on your invoice reminders

1. In the **Accounts** menu, select **Sales**.
2. Click the **Awaiting Payment** panel.
3. By the clock icon , click **Invoice reminders off** to show the **Invoice Reminders** screen.
4. Select the **Email customers when an invoice is** checkbox.
 - If you save now, Xero's default reminders will be sent for all invoices you've marked as sent.
5. (Optional) Edit or delete the default reminders, or add your own.
6. (Optional) Select the **Include a link to the invoice PDF** checkbox to include PDF invoice links in all reminders.
7. (Optional) Select the **Don't send reminders for amounts owing on an invoice under** checkbox, then enter an amount.

What you can do with reminders

Once they're set up, you can:

- Edit or delete any reminder including the defaults. For example, increase 7-day reminders to 10 days overdue, set reminders to go out before the invoices are due, or add payment details to reminder email message.
- Add up to five new reminders
- Turn reminders off and back on
- Stop reminders going out to certain customers or for specific invoices. For example, for a partly paid invoice, or one you've already spoken to your customer about.