Please compare the closing balance as at 31 August 2020 from a bank statement or Online Banking of each of your bank accounts and compare them to the closing balance in Xero at the same date.

From the dashboard, click on the account name to open it up in the Account transaction tab, scroll along to the 31 August and compare the date in the **Balance** column:

| | 31 Aug 2018 | westpac | | | 1:32 | 15,292.28 | Bank Feed | Reconciled |
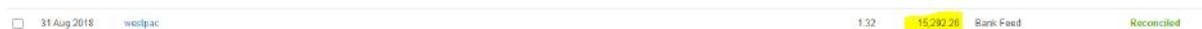
If each account balances, congratulations! Please upload a copy of the statement/screen shot to the final transaction on 31 August (usually interest).

If it doesn't balance you need to work out why, check out the following common problems.

Run a Bank Reconciliation Summary (you should be doing this every month anyway). **Accounting>Reports>Bank Reconcilaition Summary.** It should look like this:

As at 31 August 2019

Add Summary

Date	Description	Reference	Amount
31 Aug 2019	**Balance in Xero**		**14,281.71**
31 Aug 2019	**Statement Balance**		**14,281.71**

If it looks like this with outstanding receipts, un-reconciled lines or just an amount showing below the last Statement line you need to investigate each item:

Add Summary

Date	Description	Reference	Amount
31 May 2020	**Balance in Xero**		**1,557.93**
Less Outstanding Receipts			
22 May 2020	Bank Transfer from Westpac 02 (grants).		2,000.00
Total Outstanding Receipts			**2,000.00**
Plus Un-Reconciled Bank Statement Lines			
22 May 2020	FROM 1725-0056671-02	WBC INTERNET TRANSFER 20:45-02755 000000000000	2,000.00
Total Un-Reconciled Statement Lines			**2,000.00**
31 May 2020	**Statement Balance**		**1,557.93**

An outstanding receipt could be something entered manually that Xero can't find a match to – perhaps someone paid in cash so you told Xero it had been paid but the cash hasn't passed thru the bank yet – you must wait for the cash to be deposited, then the bank feed will show this amount coming in. Unreconciled lines need to be reconciled. And an amount below the statement balance line could be a duplicate manually entered.

If your dashboard page looks like the example below and you don't have any future batches processed but being paid out in the future, click on the bank account and scroll thru the transactions:

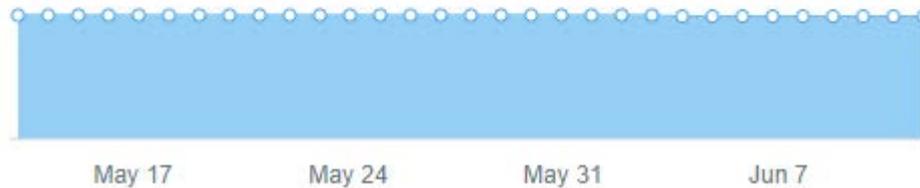Run your eye over the **Bank transaction source** column, every transaction should have

Bank feed beside it, if not, as in the example below the transaction has either been entered manually or is a duplicate:

| | 10 Jan 2020 | Payment: Countdown | | 23.36 | 12,533.40 | Bank Feed | Reconciled |
| | 10 Jan 2020 | Countdown | | 23.36 | 12,556.76 | | Unreconciled |

In this case, the unreconciled transaction isn't showing up in your reconciliation tab as it hasn't been fed thru from the bank. Double check in your bank statement/online banking that the transaction didn't happen twice. In this instance, click on the box on the left, scroll to the top of the page and click on **Remove & Redo.**

The next thing to check is the **bank statement tab** (to the left of the account transaction tab. Run your eye down the **Status** column and look for any deleted statement lines, they will stand out with a red circle:

| | 1 Sep 2016 | mercury | power | | 140.51 | Imported | ⊝ Deleted |

It is very uncommon for a bank statement line to need to be deleted, only in the case of Xero duplicating a line which is very uncommon. If you find a deleted line, check against your bank records to see if the transaction did in fact happen. If it did, click on the box to the left then scroll to the top and click on **Restore.** This will put the transaction back into your reconciliation box, you can now reconcile this transaction.

Check the transactions in the early days of using Xero prior to your bank feeds starting. They will have **Imported** in the source column. Perhaps some days transactions may be missing so check against your online banking to make sure all transactions are showing and none are duplicates. Remove and redo any duplicates (as above) and add in any missing transactions with the correct date – either a **Spend Money** or **Receive Money** transaction. It won't appear in your reconciliation box so you will need to open the transaction, click on **Options** then choose **Reconcile.**

Check your opening balances from when you first started using Xero. Go to **Accounting>Advanced>Conversion balances.** Scroll down to the bank accounts (a credit bank balance will show in the debit side – this is correct!):

~~199 - Realised Currency Gains~~	~~0.00~~
9000 - Westpac 00	3,723.92
9001 - Savings	685.10

Compare these to the opening balance when you started using Xero (check the date of your first transaction to give you an idea). For many Centres it was 1 September 2016 or 2017. Check carefully as some bank statements opening and closing balances are set out in an unusual way on a statement. If the amount you are out is the same amount as the very first transaction perhaps the opening balance was actually the closing balance of the next day. Amend if needed. This will throw out your Total Debits and Total Credits at the bottom. Amend your Retained Earnings figure to balance the two sides and save.

Do all of your accounts have bank feeds? Even term deposits require bank feeds, if you haven't got them all yet, please set them up. Common problems for term deposits is interest not being entered (due to no bank feed). Please manually load these with a **Receive Money** transaction and reconcile by clicking on the new transaction, choose Options, then Reconcile. It won't appear in the reconciliation box as it wasn't fed from the bank.