

# Correcting Errors in Xero



## Correcting errors in Xero

### Making changes to a batch after you have created it

Go to the magnifying glass (search function) on the RHS of the dashboard

- Enter the batch amount
- Click on the batch
- Edit
- Remove the payment you don't want in the batch

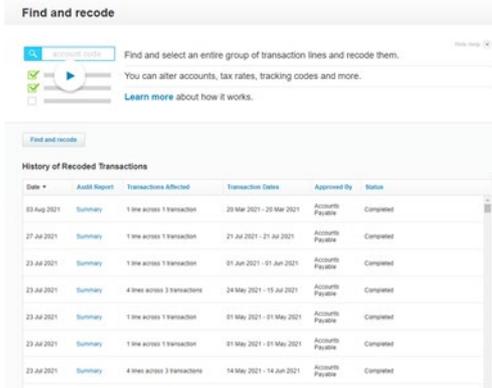
### Making changes to a payment in a batch after the batch has been paid (Can't change \$ amount)

- Search
- enter the batch amount
- Click on the batch
- Right click – print the batch
- Right hand side click options
- Remove and redo
- This will put all the payments back in awaiting payments
- Click on the invoice you want to edit
- Make the changes
- Using the printout of the batch put the same invoices into a new batch, totals should be the same
- Use the same date as the previous batch and send

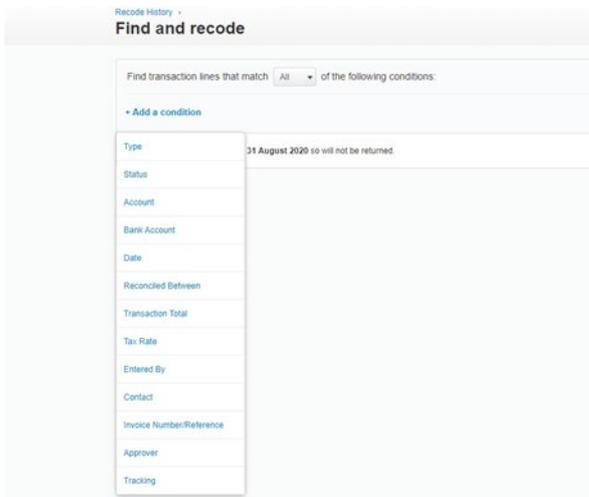
### Find and Recode (you can use this if you have advisor status is Xero)

This is the best way to make changes to account codes, tax, especially if you have multiple changes to make or you have paid an invoice and need to change the tax rate or code.

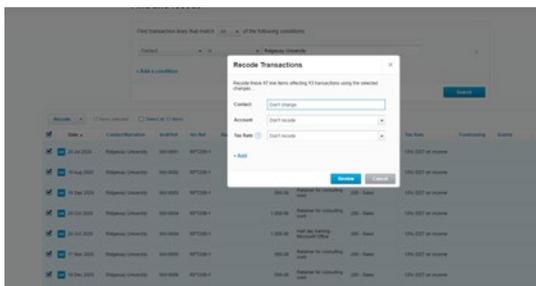
- Accounting
- Find and recode
- Click on find and recode
- Click on add a condition a contact or however you want to search.



- Enter a contact



- Search
- Tick the box for the transaction/transactions requiring change



- Choose what you need to recode – usually account or tax
- Click review
- Click confirm

If you don't have Advisor status contact [askfinance@playcentre.org.nz](mailto:askfinance@playcentre.org.nz) for assistance

## Editing an invoice after it has been paid (You can't change tax codes- use find and recode for this)

- Open the invoice and click on the blue Payment xxxxx at the bottom of the invoice. This will open the batch that it was paid in.
- Print this batch, so you have a record of it.
- Click on Options, then Remove and Redo which will remove the payment from the batch.
- Go back into the invoice as it is now "unpaid" according to Xero.
- Edit the transaction
- Go to Awaiting Payment tab and select only the transactions in this batch from the printout you did. It MUST be the same amount as the previous on. (take \$ from the printed copy)
- Do everything you normally do for a batch
- Remember to reconcile it again

## DD's

### If a DD has not been reconciled in Xero after the date when it should have come out.

Look in the Account transactions tab in Xero.

If a DD has gone out it will look like this and show Bank Feed which means the transactions has come to Xero from the bank and found a match.

<input type="checkbox"/>	25 Aug 2021	Payment: multiple items				1,339.68	3,790,624	Bank Feed	Reconciled
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If it looks like this, with no bank feed and unreconciled

<input type="checkbox"/>	Date	Description	Reference	Payment Ref	Spent	Received	Balance	Bank Transaction Source	Status
<input type="checkbox"/>	18 Aug 2021	Payment: Gateway Motors	449	Ref 02761	411.35		(965.10)		Unreconciled
<input type="checkbox"/>	13 Aug 2021	Payment: multiple items	Batch Payment		2,416.57		(553.75)		Unreconciled

It means you have told Xero that a DD will come out on that date, but the bank hasn't found a payment to match it to.

To fix it:

- Open the invoice. Is it a DD? Is the due date what you have entered Xero? Is the amount correct?  
If the answer is no, it's not a DD – remove and re-do the payment and pay it manually.  
If the answer is yes:
  - Check that you have the correct date in Xero, if it's incorrect remove and re-do the payment and change to the correct date and it should then find a match.
  - If the answer is no and the amount is incorrect, remove and re-do the payment and change to the correct amount and it should then find a match.
  - If the answer to the above are all yes, remove and re-do the payment, it hasn't come out of the bank. Contact the company and ask them why. If there are a few payments to the same company, check them all first.