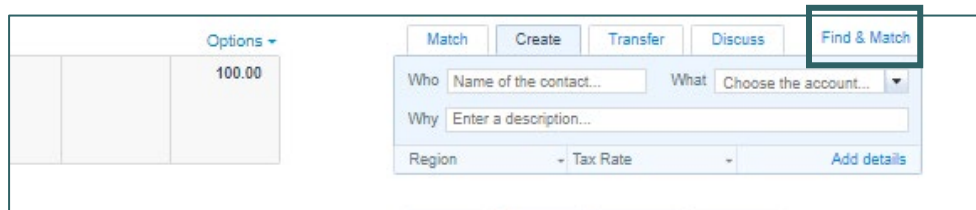


Top tips to become a Xero Hero

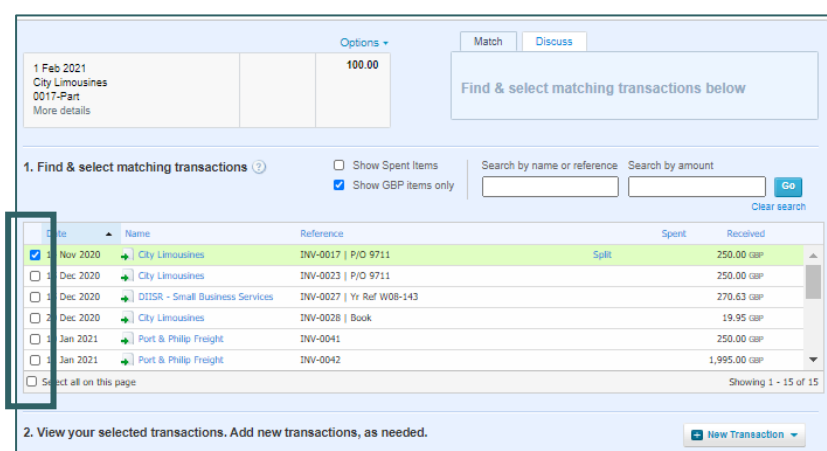
This month, we tackle some of the regular Frequently Asked Questions we get asked around Sales Invoicing and Receipts.

Q1. "I've received a part payment of an invoice from a customer – how do I allocate this?"

1. Go to the '**Reconcile**' tab in your bank account which the money has been received. Beside the receipt click '**Find & Match**'.



2. Select the checkbox for each invoice or bill you wish to match to the bank statement line. If required, there is a search box to filter by name, reference or amount.



- Once the correct invoice has been highlighted, click **'Split'**.
This will then show a dialogue box where you can enter the part payment amount for the invoice selected.

Split transaction

Split this transaction if you need to record a part payment.

Balance GBP 250.00

Part payment 100.00

Remaining amount GBP 150.00

Split Cancel

- Once the correct amount has been allocated, you will then be free to click **'Reconcile'**.

3. The sum of your selected transactions must match the money received. Make adjustments, as needed.

Subtotal 100.00 GBP Adjustments

Must match: Money Received 100.00 GBP

Reconcile Cancel

Q2. "I have received an overpayment from a client and they will be reducing their next payment to resolve this – how do I reflect this in the accounts?"

Follow steps 1-3 above.

- Highlight the invoice which has been paid by the customer and click **'New Transaction' > 'Receive Money'**.
This will then take you to a screen to create the additional overpayment receipt.

Options 1,000.00

Match Discuss

Find & select matching transactions below

1. Find & select matching transactions

Show Spent Items

Show GBP items only

Search by name or reference Search by amount

Go Clear search

Date	Name	Reference	Spent	Received
<input checked="" type="checkbox"/> 14 Nov 2020	City Limousines	INV-0017 P/O 9711	Split	250.00 GBP
<input type="checkbox"/> 15 Dec 2020	City Limousines	INV-0023 P/O 9711		250.00 GBP
<input type="checkbox"/> 15 Dec 2020	DIISR - Small Business Services	INV-0027 Yr Ref W08-143		270.63 GBP
<input type="checkbox"/> 20 Dec 2020	City Limousines	INV-0028 Book		19.95 GBP
<input type="checkbox"/> 10 Jan 2021	Port & Philip Freight	INV-0041		250.00 GBP
<input type="checkbox"/> 11 Jan 2021	Port & Philip Freight	INV-0042		1,995.00 GBP

Select all on this page Showing 1 - 15 of 15

2. View your selected transactions. Add new transactions, as needed.

14 Nov 2020 City Limousines INV-0017 | P/O 9711

New Transaction

Receive Money

Transfer Money

- Click on 'Received as' > 'Overpayment'. Then press 'Save Transaction'.

2. View your selected transactions. Add new transactions, as needed. ?

Received as: Direct Payment (dropdown menu open with options: Direct Payment, Direct Payment, Prepayment, Overpayment)

From: City Limousines

Reference: [input field]

GBP British Pound

Amounts are: Tax Inclusive

Item	Description	Qty	Unit Price	Account	Tax Rate	Region	Amount GBP
		1.00	750.00				750.00
Subtotal							750.00

Add a new line

This amount will then stay within the client ledger for allocation against the future reduced receipt.

Q3. "I have raised a sales invoice but the customer has now cancelled their order and will not have to pay – how do I remove the invoice from my accounts?"

- Go to the invoice for which the order has now been cancelled. Click 'Invoice Options' > 'Add Credit Note'.

Awaiting Payment

Preview Email Print PDF Invoice Options (dropdown menu open with options: Repeat, Void, Copy to..., Edit, Add Credit Note, Share Invoice)

To: Boom FM
Attention: Human Resources Manager
P O Box 3055
South Mailing Centre
Oaktown
OK12 3TN
Edit address

Date: 10 Feb 2021
Due Date: 24 Feb 2021
Invoice #: INV-0045
Branding theme: Standard
Online Payments: democo@democo.co.uk Manage

Item Code	Description	Quantity	Unit Price	Disc %	Account	Tax Rate	Region	Amount
Support-M	Desktop/network support via email & phone. Per month fixed fee for minimum 20 hours/month.	3.00	451.04		Sales	20% (VAT on Income)		1,353.13
Subtotal								1,353.13
Total VAT 20%								270.62

- For a full credit note of the original invoice, simply amend the **date of the invoice** and the **credit note number**. Then click 'Approve' to confirm the Credit Note.

Sales overview > Invoices > **New Credit Note**

To: Boom FM

Date: 10 Feb 2021 | Credit Note #: CN-001 | Reference (optional): | Branding: Standard

GBP British Pound | Amounts are: Tax Inclusive

Item	Description	Qty	Unit Price	Account	Tax Rate	Region	Amount GBP
Support-M: Desktop/ne... support via email & phone	Desktop/network support via email & phone. Per month fixed fee for minimum 20 hours/month.	3.00	541.25	000 - Sales	20% (VAT on Income)		1,823.75

Subtotal: 1,823.75
Includes VAT 20.00%: 270.82
TOTAL: 1,623.75
Less: Credit to Invoice INV-0045 10 Feb 2021: 1,623.75
Remaining Credit: 0.00

Buttons: Save, Approve, Cancel

3. Once approved you can then **view the credit note, print a pdf, save or email** the credit note to your customer with the same process used for your initial invoicing.

Sales > Invoices > **Credit Note CN-001**

Paid

View online invoice | Email | Print PDF | Credit Note Options

To	Date	Credit Note #	Branding Theme	Total
Boom FM Attention: Human Resources Manager P O Box 3955 South Mailing Centre	10 Feb 2021	CN-001	Standard	1,823.75

Looking for more top tips?

As a platinum Xero partner, we are well placed to advise on all aspects of the software. We match our clients' needs with cutting-edge technology and a dedicated chartered accountant to deliver pro-active management of finances. Our aim is to take the hassle out of your finances, helping you save time, make money and grow your business.

If you are looking for further advice as to how to get more out of your Xero subscription, contact **Ryan Alderson** to discuss our training and support packages.



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