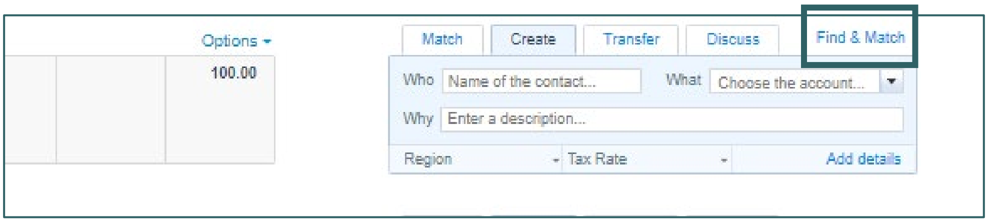
HAROLD SHARP

Top tips to become a Xero Hero

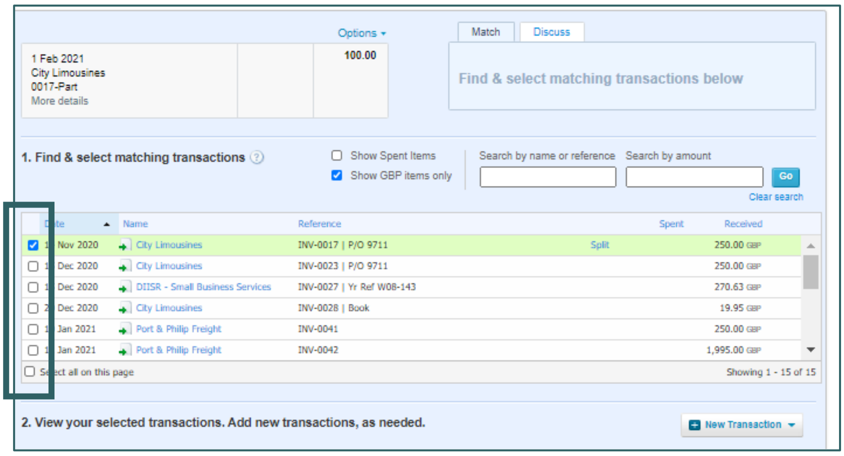
This month, we tackle some of the regular Frequently Asked Questions we get asked around Sales Invoicing and Receipts.

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.



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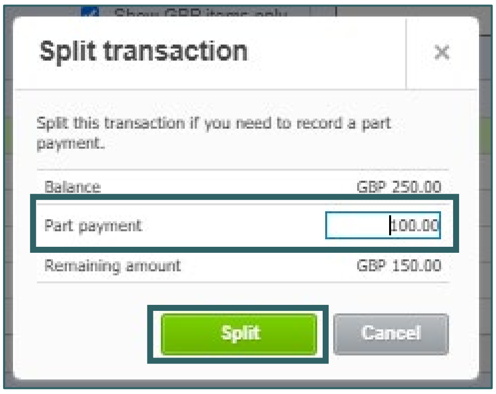
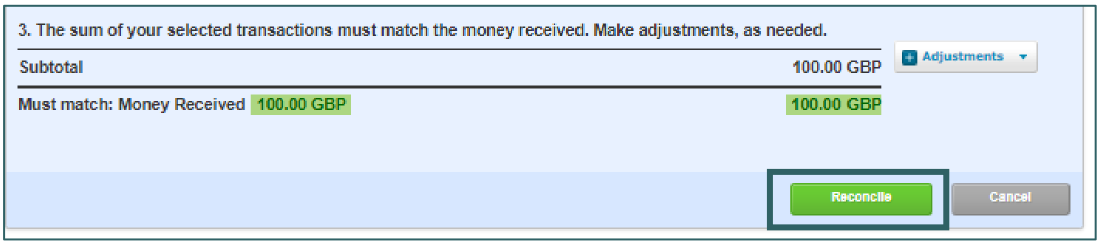
3. Once the correct invoice has been highlighted, click **'Split'**.
   This will then show a dialogue box where you can enter the part payment amount for the invoice selected.



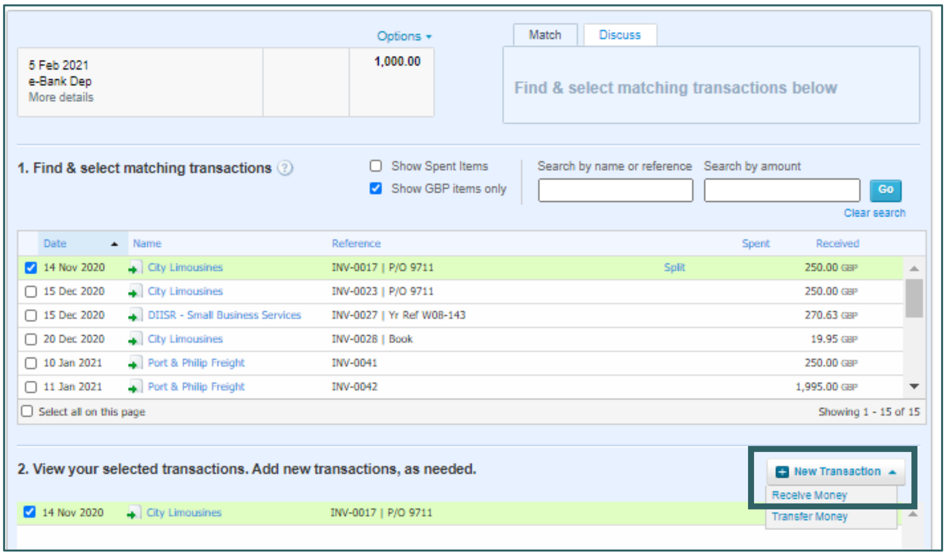
4. Once the correct amount has been allocated, you will then be free to click **'Reconcile'.**



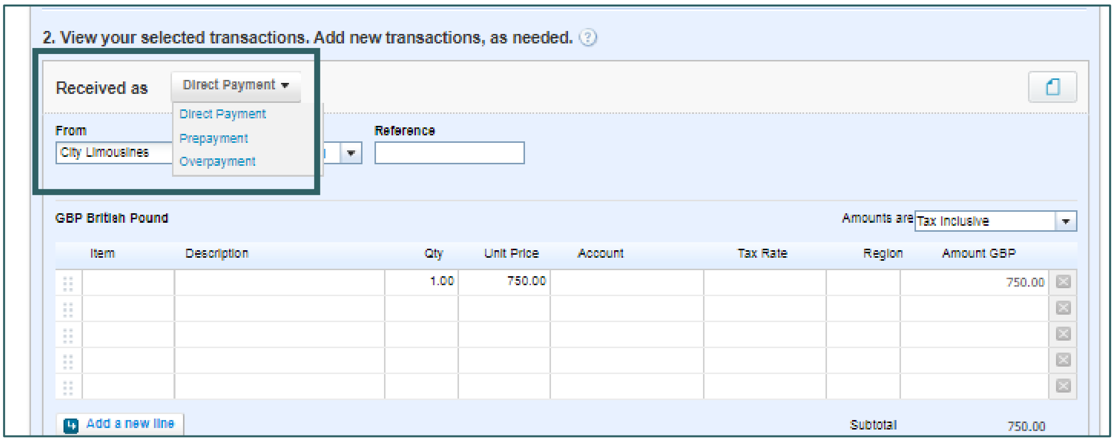
Q2. "I have received an overpayment from a client and they will be reducing their next payment to resolve this – how do I reflect this in the accounts?"

Follow steps 1-3 above.

4. 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.



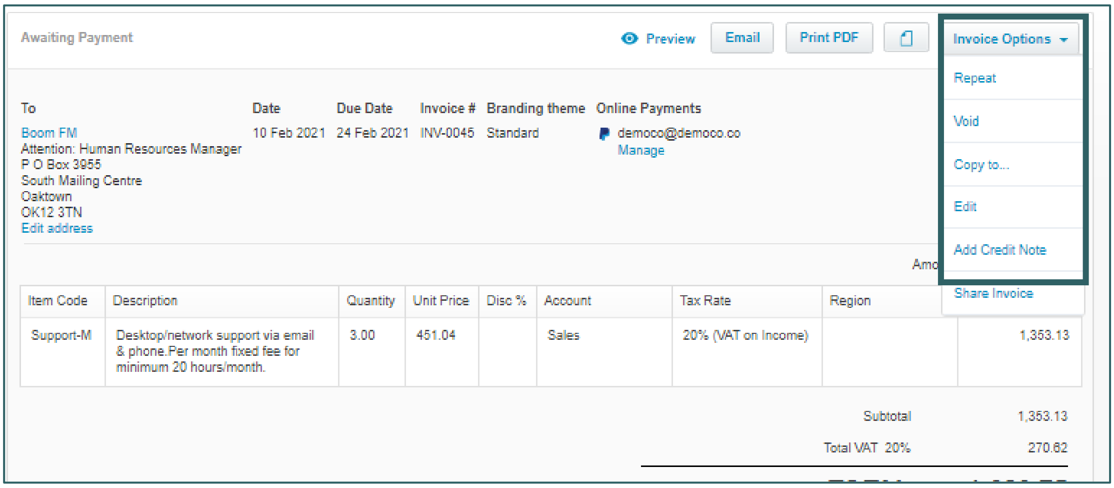
5. Click on **'Received as'** > **'Overpayment'**. Then press **'Save Transaction'**.



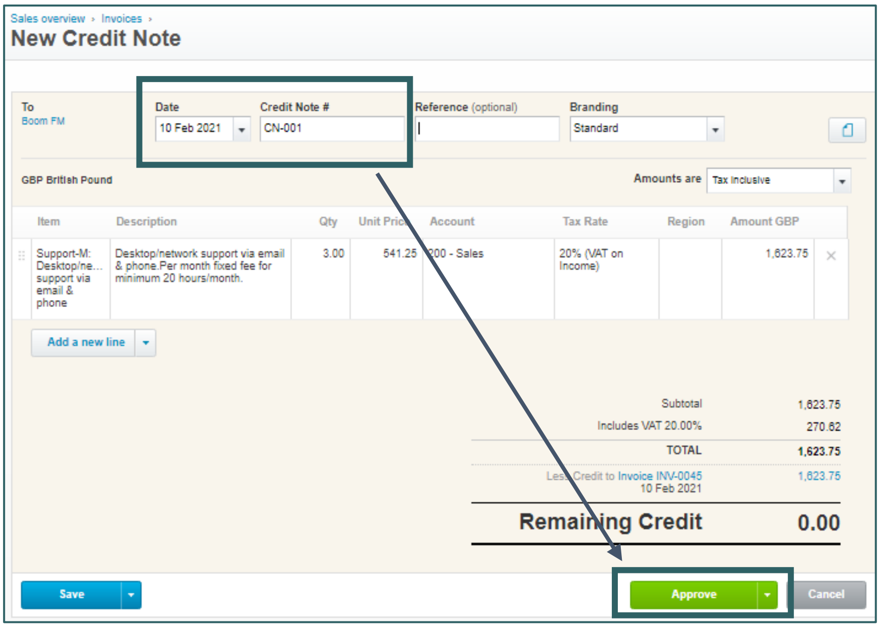
This amount will then stay within the client ledger for allocation against the future reduced receipt.

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?"

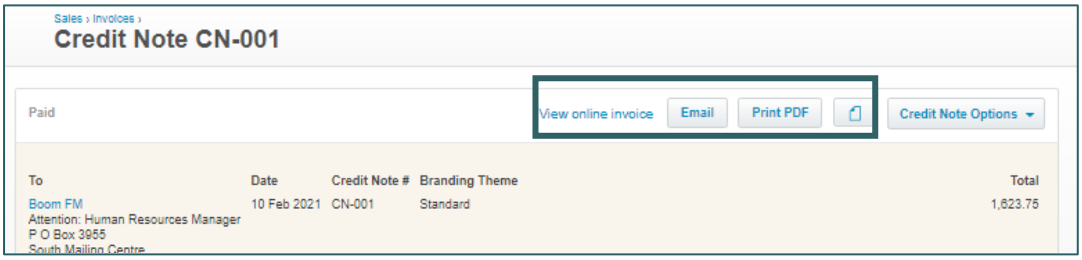
1. Go to the invoice for which the order has now been cancelled. Click **'Invoice Options'** > **'Add Credit Note'**.



2. 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.



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.



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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