Rechargly

GUIDE FOR FIRMS USING XERO AND XERO PARTNER HUB

Streamline disbursements in Xero

Import them faster, with fewer errors. Six practices that take the manual work out of the monthly import.



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Importing disbursements into Xero Partner Hub every month is slow

One wrong client code puts a cost in the wrong place.

Vendor invoices don't arrive the way Xero Partner Hub wants them. One vendor invoice, such as Xero's, can cover hundreds of clients. Each line has a client name and no job number. So someone collates the charges, builds a spreadsheet, matches every client, adds a client code or job reference, checks the totals and imports. A mistake in the last step is expensive to undo.

Most of that pain is set long before import day. A few habits remove most of it: client codes used consistently, one job per client per year, repeating invoices updated once a year, a billing method chosen on purpose, and clear rules for reviewing jobs. This guide covers each one.

It is written for partners, practice managers and admin teams at Australian and New Zealand firms using Xero and Xero Partner Hub (Xero Practice Manager is now part of it). It applies to software and to other disbursements, such as ASIC and Companies Office (NZ) fees. You can do all of it with your existing tools.

WHAT YOU WILL HAVE BY THE END

- A client code standard, so import rows match the right client.
- One job per client per year that every cost lands on.
- Repeating invoices you update once a year.
- A billing method chosen on purpose, and review rules that catch problems before they reach WIP.
- A monthly routine you can run with one owner and one checker.

WE CAN RUN THIS FOR YOU

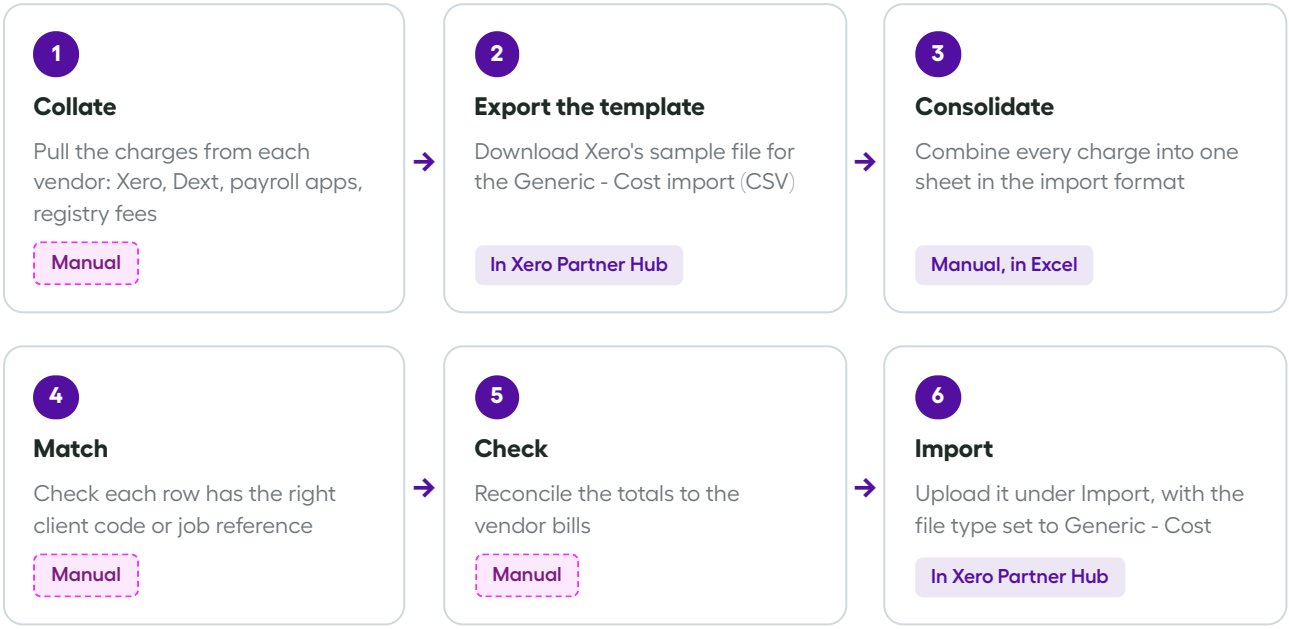
The monthly import

Bring a vendor invoice and your client list. We will show you how the monthly import runs without the spreadsheet.

Book a meeting

Where the month goes

Four of the six steps in a manual import happen outside Xero Partner Hub. The import is only as good as those four.



Xero Partner Hub matches each imported cost by client code or by a job reference in the file. Client code is the common route. A job reference is better when a cost belongs on one specific job.

Where it goes wrong

- A mistyped or blank client code sends the cost to the wrong client or job, or stops it landing at all.
- A cost aimed at a closed job, or inside a locked WIP period, can be rejected by Xero Partner Hub.
- A wrong import is slow to correct, so check the rows before you load them. Leave Update Existing unticked unless you have a backup. A blank cell deletes the value already in Xero Partner Hub, and you can't recover it.

> Import five clients first and check them before you load the full file.

The next six sections cut the manual work in steps 3, 4 and 5.

1. Use client codes consistently

A client code turns step 4, matching, from a judgement call into a lookup.

If every vendor row carries the same code Xero Partner Hub holds for that client, the import matches itself. If it doesn't, someone is comparing names by eye.

Names are the weak link. A vendor bills "Alpha Trading Pty Ltd". Xero Partner Hub holds "Alpha Group". The Xero partner subscription CSV has a Client Code column, and in a real file we reviewed it was blank, so nothing tied a charge to a client.

The rules

- One code per client, set when the client is created in Xero Partner Hub. Short, unique and never reused.
- Never change a code once vendors hold it. Add a new client instead.
- Use the same code everywhere a vendor lets you add one, starting with Xero subscriptions.
- Where a vendor won't hold your code, keep one mapping sheet: vendor name, your code. Confirm each match once and reuse it.
- Don't merge two entities to make names agree. Give each its own code.

The check

Before each import, filter the consolidated sheet for blank and duplicate codes. Fix them in the source, not just in the sheet, or the same row fails next month. If you find duplicate clients in Xero Partner Hub, sort them out before the next import.

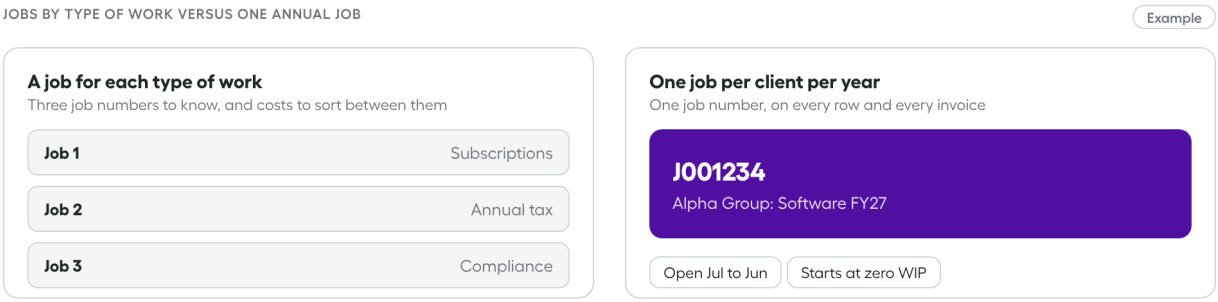
Example. Alpha Group Pty Ltd and Alpha Trading Pty Ltd are two clients. They carry codes ALPHAG and ALPHAT. A vendor row with either code lands on the right client. A row with neither stops at the check.

Every later practice is easier with clean client codes. Start here.

2. One job per client per year

Every disbursement for a client should land on one job, open for the whole financial year.

Then there is only one job reference to know, and nothing to look up each month.



If you open a new job each month or for each piece of work, every import needs the right job number on every row, and someone has to check the job is still open. That is where costs go to the wrong place or don't land.

How to set it up

1. Create one annual job per client for disbursements. Name it by client, purpose and year, for example "Alpha Group: Software FY27".
2. Give it its own job category, so it is easy to filter and report on.
3. Point every recurring cost at it: software, registry fees, anything you on-charge through the year.
4. Raise the client invoice against the same job, so cost and revenue sit side by side and WIP clears.
5. Close the job after year end once everything is invoiced, and open the next year's.

Why it works

The job reference never changes during the year. You can put it on every row of the import, or on the client's repeating invoice, once. The job stays open all year, so a cost can't arrive at a closed job.

Start each new year at zero WIP, so anything carried over stands out.

One check. After the first month, open a few annual jobs and confirm the costs and invoices you expect are on them.

3. Update repeating invoices once a year

Xero Partner Hub uses the reference field on an invoice to assign it to a job.

If it can't find a matching job, it either creates an ad hoc job or assigns the invoice to the client, depending on your Xero connection settings. An invoice assigned to a client doesn't reduce WIP, and you can't reassign it to a job later.

If your jobs change every month, so does the reference on every repeating invoice. With one annual job per client, you set the reference once.

The routine

1. Put the annual job number in the reference field on each client's repeating invoice in Xero. It must match the job number in Xero Partner Hub exactly, including any prefix or leading zeros.
2. Leave it alone for the year. Change the amount when the price changes, not the reference.
3. At year end, open the new annual job and update the reference on each repeating invoice. That is the only time it changes.
4. After the first run, confirm the invoices sit on the job. Xero Partner Hub imports invoices from Xero overnight, so check the next day.

What it saves

For a firm with 150 clients on repeating invoices, a monthly job means about 1,800 reference updates a year. An annual job means 150. Illustrative figures.

It also cuts the risk of a wrong reference. A repeating invoice with the wrong reference still goes out. Xero Partner Hub can't match it to a job, so the cost never clears from WIP, and you can't move the invoice once it sits on the client. It can go unnoticed until the year-end review.

> Someone still has to own the annual update. Put it in the calendar for the week the new jobs open, with a name against it.

4. Choose how you bill

To streamline the import, bill every client the same way.

Each client billed differently is one more exception to remember on import day. One method, applied to everyone, saves time and prevents the errors exceptions cause.

Two rules apply whichever way you bill. Every cost goes into a job, and every invoice carries the job. Trigger both from repeating invoices, and process them once a year. How you bill decides how much of that process you run manually.

Method	For the firm	For the client	Where it leaks
1. Annual, with a markup	Best. One invoice a year and one repeating invoice to maintain	Hardest. One larger bill, less room to change plans mid-year	Little, if the markup covers price rises and plan changes. Check any agreed true-up was billed
2. Monthly by direct debit	Second best. Steady cash flow that follows the vendor's monthly charge	Easier. Small, predictable amounts	Failed or dishonoured payments nobody chases. Price rises and plan changes not passed on
3. Ad hoc through WIP	Worst. Costs wait in the job until someone bills them	Costs arrive whenever the job is billed	Costs left unbilled, or written down when the job is billed

Why annual suits the firm best

Leakage happens in the gap between the vendor charge and the client payment. Billed in advance, annual billing shrinks it to one invoice and one decision a year. Price the year with a markup, so a mid-year price rise or plan change doesn't come out of your margin.

> It is the hardest on the client, so check it against your client agreement before you move anyone.

Why ad hoc is worst

A cost sitting in WIP depends on someone remembering to bill it. A cost added after the invoice goes out waits for the next one, or gets written down.

Set a rule for promotional pricing

Vendors run promotions. Say Xero offers 90% off a client's subscription for a period. Choose one policy and apply it to every client:

1. Charge the client full price from the start. Nothing changes when the promotion ends, so there is no price to update and nothing to remember.
2. Give the promotion period free. At 90% off, the amount you would recover is worth less than the admin of billing it, and of remembering to change it 6 to 12 months later.

The expensive option is the third one: bill the discounted price and forget to change it when the promotion ends. The 90% is an example, so check the offer you actually have.

5. Set rules for reviewing jobs

A review rule decides in advance what counts as a problem, so nobody has to judge it each month.

Write four and keep them on one page.

Rule	What it catches	Who checks
Every import row has a client code that exists in Xero Partner Hub	Blank, mistyped and duplicate codes	Person importing
Totals on the sheet agree to the vendor bills	Missing or double-counted charges	Person importing, then a second checker
No cost older than 60 days sits unbilled in WIP	Costs that were never invoiced	Client manager, monthly
Every disbursement job has its invoice on it	Invoices assigned to the client, not the job	Admin, the next day

Review before import

Check the first two rules on the sheet, before anything loads. It is cheaper to fix a row than to reverse a cost. Import five clients first and check them in Xero Partner Hub, then load the rest.

Review after import

Run a 30-minute WIP review before invoicing. Look at the high balances, anything over 60 days, and finished work not yet invoiced. Negative WIP usually means a fixed-fee job was invoiced ahead of time.

> The 60 day line is a rule of thumb, not a Xero Partner Hub default. Set yours and write it down.

Separate the roles

One person imports. A different person checks. Keep the completed sheet as evidence, so someone can reproduce the result.

6. Cut the exceptions

Ideally you have none. Everyone follows the same rules.

Every exception is a row someone has to remember, and the fewer you carry, the fewer places a charge can go wrong.

If you must have an exception, give it one home

Keep a single document where every exception is managed. For each one, record the client, what is different, who agreed it and when to review it. If it isn't on the list, it is a mistake, not an exception. Keeping software on its own line is an exception to a flat fee, so it goes on the list.

Decide where each cost goes

Not every cost belongs in the import. Route each one once, and write it down.

Type of cost	Where it goes	Examples
Used by the client, charged every month	The client's monthly bill, on a repeating invoice	Xero, Dext
Tracked against a piece of work	Xero Partner Hub as a cost on the job	CAS 360, SMSF, processing fees
Absorbed by choice	Tracked, not billed	Internal tools, fixed-fee clients

An absorbed cost isn't leakage. A cost you meant to recover and didn't is.

Keep software on its own line

Folding software into a flat fee hides the cost from the client and from you. A separate line keeps it visible and keeps the margin defensible.

Audit the tools quarterly

Sort every subscription into three groups. Used daily: move to an annual plan. Used some of the time: right-size it. Nobody can account for it: cancel it. Then compare what you pay for each one with what you bill.

Reconcile often

Work out whether you are recovering what you pay. Compare what each vendor charged with what you billed, and find the gap. The quickest fix each month is to adjust invoices for pro rata changes, such as a client who added a user halfway through. That can be more overhead than it is worth. Reconciling quarterly and adjusting for the previous quarter can be the better balance. It is the firm's decision. Pick one and put it in the calendar.

The monthly routine

With the six practices in place, the monthly import is a routine with one owner and one checker.

Before import

- [ ] Collect every vendor invoice and its CSV for the period.
- [ ] Consolidate into the import sheet, one row per client charge.
- [ ] Filter for blank and duplicate client codes. Fix them at the source.
- [ ] Reconcile the sheet total to each vendor bill.
- [ ] Second person checks the sheet.

Import

- [ ] Import five clients first. Check them in Xero Partner Hub.
- [ ] Load the rest.

After import

- [ ] Spot check ten clients against their annual job.
- [ ] Confirm repeating invoices sit on their jobs the next day.
- [ ] Run the WIP review. Chase anything over 60 days.
- [ ] Save the sheet, the reconciliation and the checker's name.

When the spreadsheet stops being worth it

The practices above make a manual import faster and safer. They don't remove it. The collating, consolidating and matching still take time every month, and the time grows with every client you add.

Rechargly's Practice Connect does that work for firms using Xero Partner Hub. It reads the vendor invoice, matches each line to your Xero Partner Hub client once, and adds the cost to the job with the price you will bill. Costs sync every few minutes. Rechargly puts the job number in the invoice reference, so Xero Partner Hub files the invoice against the same job. You review the client matches once, then send each new client's first charge for tracking.

It works alongside the habits in this guide. Client codes and annual jobs make the setup cleaner, and the review rules still apply.

SEE HOW IT FITS YOUR PROCESS

Bring your current process

Bring a vendor invoice and your client list. We will show how Rechargly fits, what changes and what setup is needed.

Book a meeting