Standard Operating Process
Steps to processing whanau Invoices in xero
Best Practice

Monthly Processing of Whanau Invoices

Each month the invoicing should be generated accordingly to your whanau contribution policy.

EG: Fees

Tamariki fees are $84.00 including GST per week (compulsory)

This is over and above the current 20 hours per week, funding received from government which is subject to change by the ministry of education through Te Kohanga Reo National Trust. Automatic payments are available enquire within the tari. It is important that our tamariki fees are paid, as this is for the benefit for our tamariki and provides towards annual budgeted activities.

With this example in mind, we encourage the following steps for each month.

1. **Last business day of the month email whanau statements.**

2. **1st of the month ensure that all repeated invoices have been emailed to all the whanau members.**

3. **After the 1st of the month ensure that the details are changed in all repeated invoices so that the following month repeated invoices have the correct details.**

1. Last business day of the month

a. Send out activity statements to each whanau member. IE: 1st July – 31st July, sent on the 31st of July 2021.

How to view or print a Whanau statement

Create an account statement for a Whanau member who owes you money and save to PDF for printing.

1. In the **Contacts** menu, select **Customers**. You can also access statements from the **Options** menu within a customer's contact record.
2. Click **Send statements**.
3. Click on your customer's name to open their statement. Use the **Filter by** field to search for your customer if necessary.
4. (Optional) Change the statement type or date and click **Update**.
5. (Optional) Click **Print PDF** to create a printable PDF of the statement.

How to email a whanau statement

Email a statement of account to a customer who owes you money.

1. In the **Contacts** menu, select **Customers**. You can also access statements from the **Options** menu within a customer's contact record.
2. Click **Send statements**.
3. (Optional) Change the statement type or date and click **Update**.
4. Select the customers you want to email statements to.
5. Click **Email**.
6. Enter or change information in the **Send Statement** window.
7. Click **Send.**

Send Statement window fields

Field name	Description
To, Email	You can edit the email address of a contact you're sending a statement to. If you enter an email address where one didn't exist, this will save to the primary person in the contact. Changing existing email addresses won't update the contact in Xero. You need to update the contact to change an existing email address.
From, Reply to	This is the name that will appear on the message you send, and the email address that any replies will be sent to. You can update the email address on emails you send to contacts in Settings.
Email template	Select an email template from the list. You can add email templates for emails you send from Xero.
Show/hide placeholder info	Click **Show placeholder info** to show the placeholders you can add to your subject or message for this email type. Click **Hide placeholder info** to hide the placeholder information.
Subject	Xero populates the **Subject** field with the text and placeholders set up in the selected email template. You can edit these directly in the field, or customise the subject in an email template to reuse later.

Field name	Description
Branding	If you've set up more than one invoice template, select the theme you want to apply to this statement.
Message	Xero populates the **Message** field with the text and placeholders set up in the selected email template. You can edit these directly in the field, or customise the message in an email template to reuse later.
Send me a copy	Select the checkbox if you also want to send yourself a copy of the email.

2. 1stnd of the Month

a. Set up all whanau invoices as a new repeating invoice if it has not been set up before. Each month prior to the 1st, change all the data in each whanau members invoice. Once complete, this will generate automatically and email direct to the whanau member.

How to Add or edit a repeating invoice template

1. In the **Business** menu, select **Invoices**.
2. Select the **Repeating** tab, then click **New Repeating Invoice** to create a new template. To edit an existing template, click into one from the list.
3. Enter or edit your information in the repeating transaction fields.
4. (Optional) To accept payments from credit card, debit card, PayPal or other payment services, click the **Get set up now** link under **Online payments** and follow the steps. (Please note there are fees to attach and integrate a service payment)
5. (Optional) To set up an annual repeating template, under the **Repeat this transaction every** option:
   - Enter **52** and select **Week(s)** - to repeat on a particular day of the week
   - Enter **12** and select **Month(s)** - to repeat on a particular calendar date
6. Click **Save**.

Once these repeated invoices are completed for the 1st of the month, email a copy on the 2nd of the month to the whanau if it has not been set to automatically send statements. Once the repeated invoices have been emailed, change the details for the next month so that on the 1st of each month the details roll over correctly. IE: July invoice to email, change details to August, so 1st of the month details rolls over automatically.

Repeating transaction fields explained

This section provides guidance and tips on some of the repeating transaction fields.

Field	Description
Repeat this transaction every	When and how often the transactions will be created eg weekly or monthly.
Invoice Date	The date you want the transactions to begin. It can be in the past (going back to the start of your previous [financial year in Xero](#)), today's date, or in the future. If you use a past date, a series of past-dated transactions are created. If your accounts are [locked](#) and the start date is before the lock date, you won't be able to set up a repeating transaction that's automatically approved, or approved and sent. Future-dated transactions are created on that date and shown on the relevant tab.
Next Invoice Date	Editing existing templates only. The date the next transaction is due to be created. If transactions have already been created from this template and you change the next transaction date to a past date, all transactions are created again from that date. You may want to delete or void the original transactions.
Due Date	The date that the transaction is due to be paid. If you want the transaction to be created and due on the same date, enter 0 and select the **days after the invoice date** option.
End Date	(Optional) The last date that a transaction is created for this template.
Save As Draft	Select **Save As Draft** if: • The transactions will vary so you can edit each one when it's created • You need to approve each transaction separately • The template has [tracked inventory items](#)

Field	Description
Approve	Select **Approve** if each transaction can be approved immediately for payment. They'll show on the Awaiting Payment tab. You'll still need to send each invoice to your customer, and wait for the invoice payment before you can reconcile. You can't use this option with transactions that have tracked inventory items.
Approve for Sending	Select **Approve for Sending** if each transaction can be approved for payment and sent to the customer automatically. The invoice will be emailed on the date it's created, based on the schedule you've entered on the repeating invoice template.
Edit Message	This populates if you select **Approve for Sending**. You can edit the email template for the customer, if needed. Changes to this will apply to all future invoices created using the email template.
Reference/ Description	If the transaction details should vary, enter placeholders so you can update the information before approving or sending it. Put your cursor in the **Reference** or **Description** field, click **Insert Placeholder** and select the placeholder option. Inserting **Week** into **Reference** field shows the number of the week of the calendar year. For example, 46. Weeks begin on Monday. You can add and subtract in a placeholder to change the value. For example, [Month-1] will display the previous month to the transaction month.
Preview placeholders	Shows how the placeholders will appear in the transaction. When previewing the placeholders, Xero will use today's date as the basis date not the transaction date.

Field	Description
Online payments	Set up online payments so you can receive payments from credit card, debit card, PayPal and other payment services.
Currency	If you have a Business Edition plan with multicurrency, you can select a foreign currency that you've already added or click **Add currency** to add a new one. You can edit the exchange rate if required. If you set up repeating invoices to be automatically approved, there must be an exchange rate for the transaction date before it can be saved as approved. Invoices that have been automatically approved can't have the exchange rate edited.
Amounts are	Select the tax setting to apply to the amounts. If the item has GST, select: • **Tax Exclusive** to add the tax to each item amount. • **Tax Inclusive** to include the tax with each item amount. Each item shows as tax exclusive when approved. Xero automatically splits out the tax component for reporting.

3. **After the 1st of the month ensure that the details are changed in all repeated invoices so that the following month repeated invoices have the correct details. See above to follow details to change.**