Troubleshooting

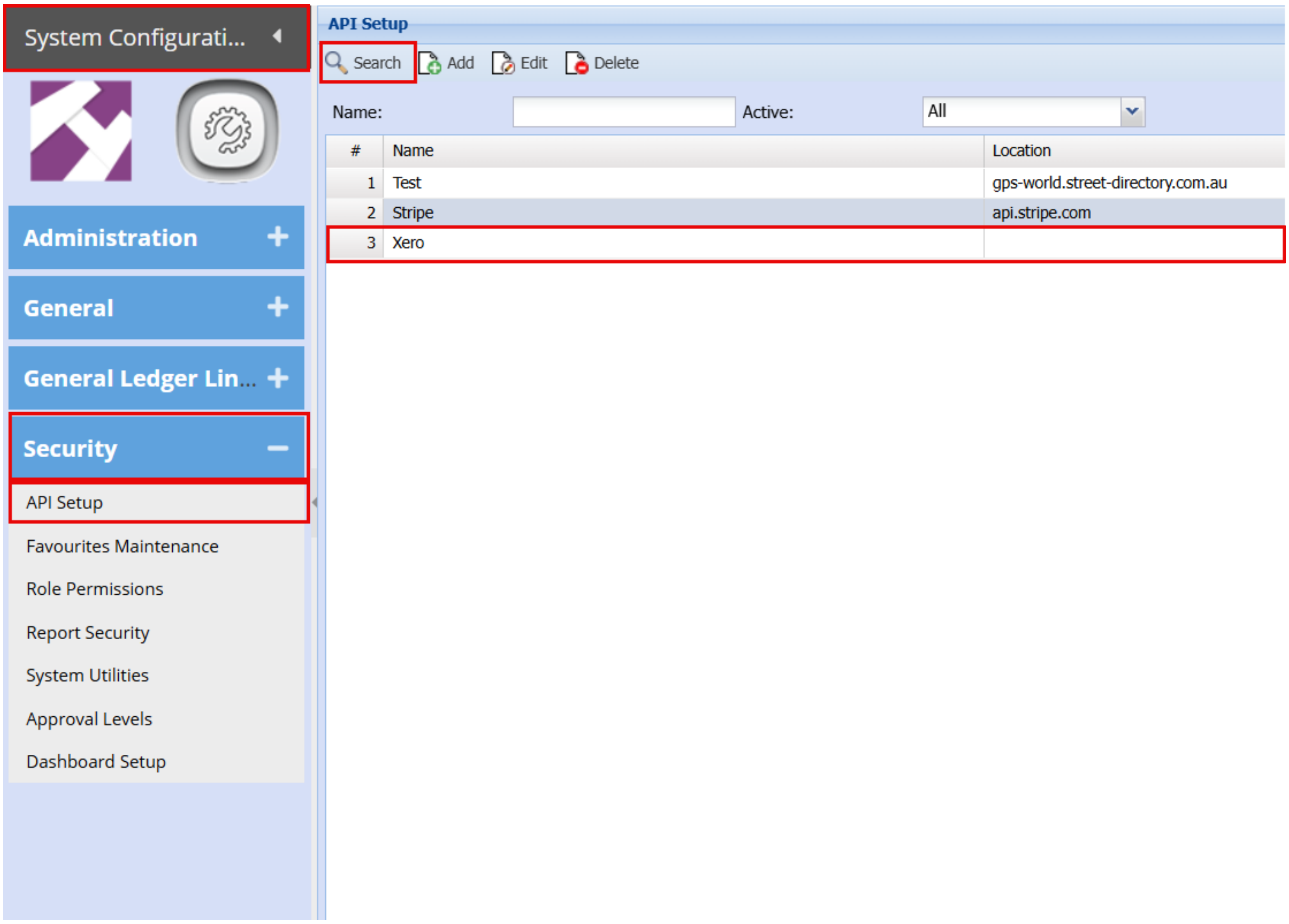
Trouble Processing a Transaction

If you are trying to process an invoice, Credit Note, GRV or a Stock Return and you get an error, you can disconnect Huge ERP from Xero.

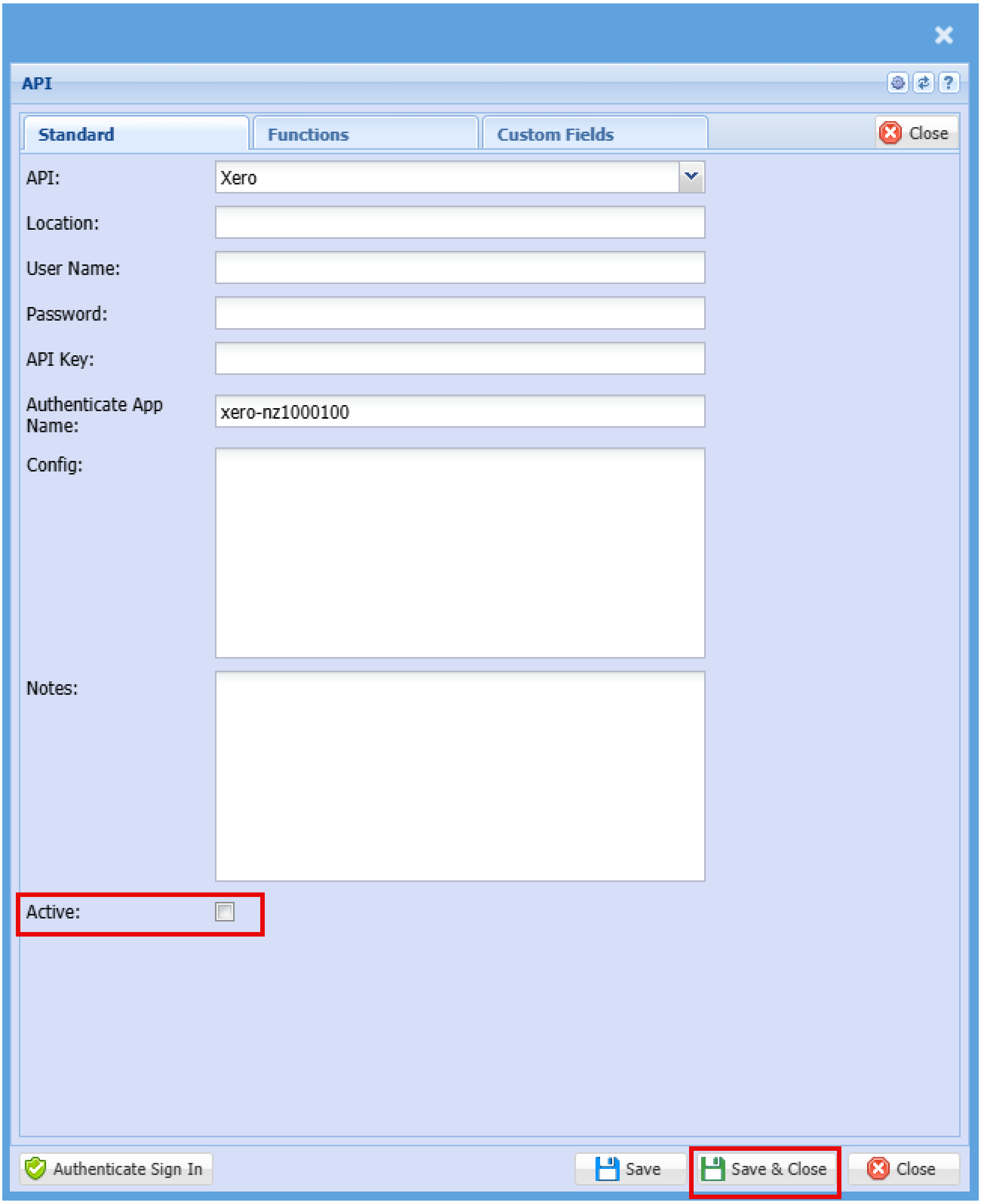
System Configuration > Security >API Setup

Click Search

Double click on Xero to open



Untick the Active Box and click save and close



Failed to post to Xero

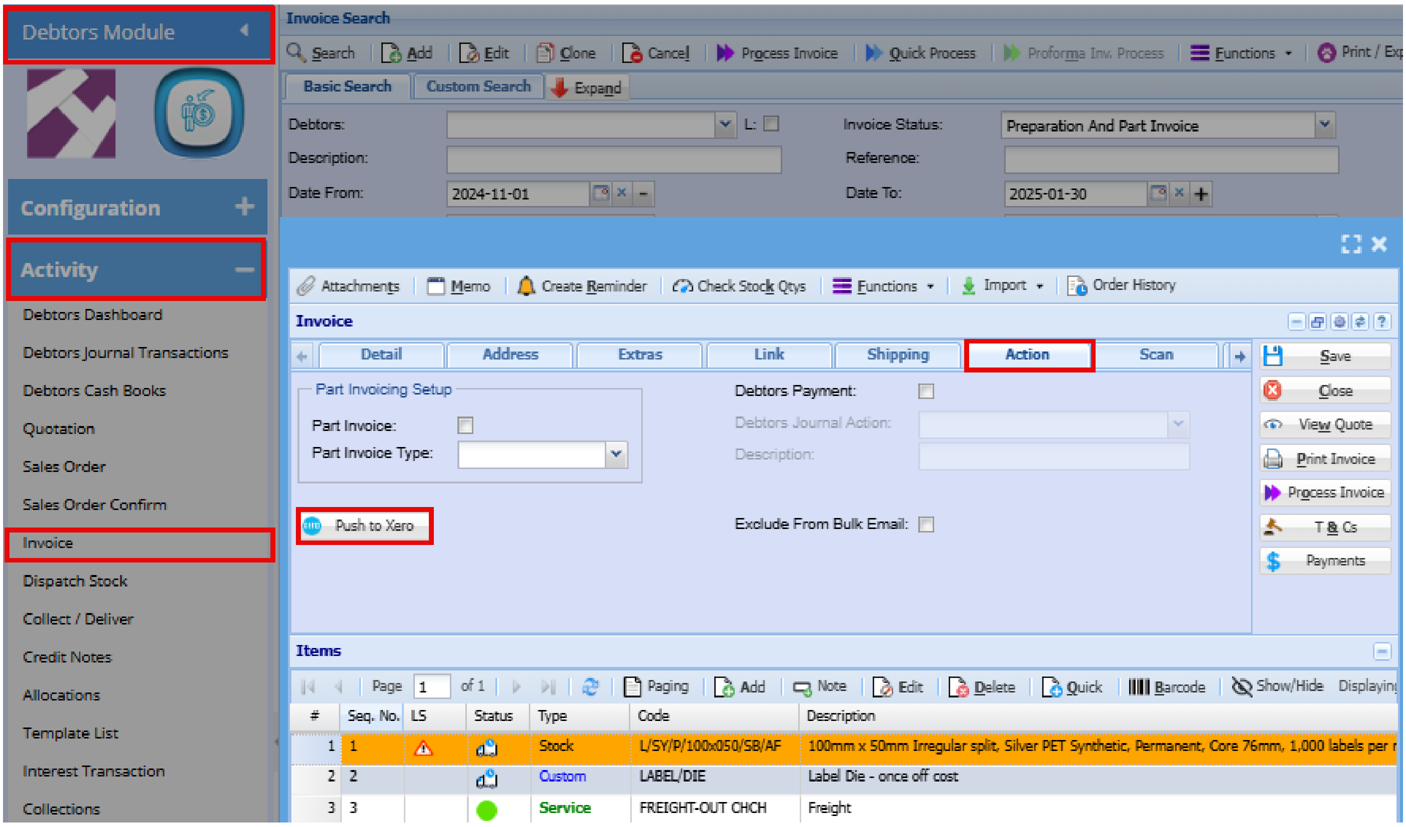
Invoice

Debtors Module > Activity > Invoice

When you have an invoice that Fails to push through to Xero, you can process this manually.

Open your invoice

Click the "Action" Tab, you will see the button "Push to Xero" by clicking this button the transaction will be pushed to Xero.



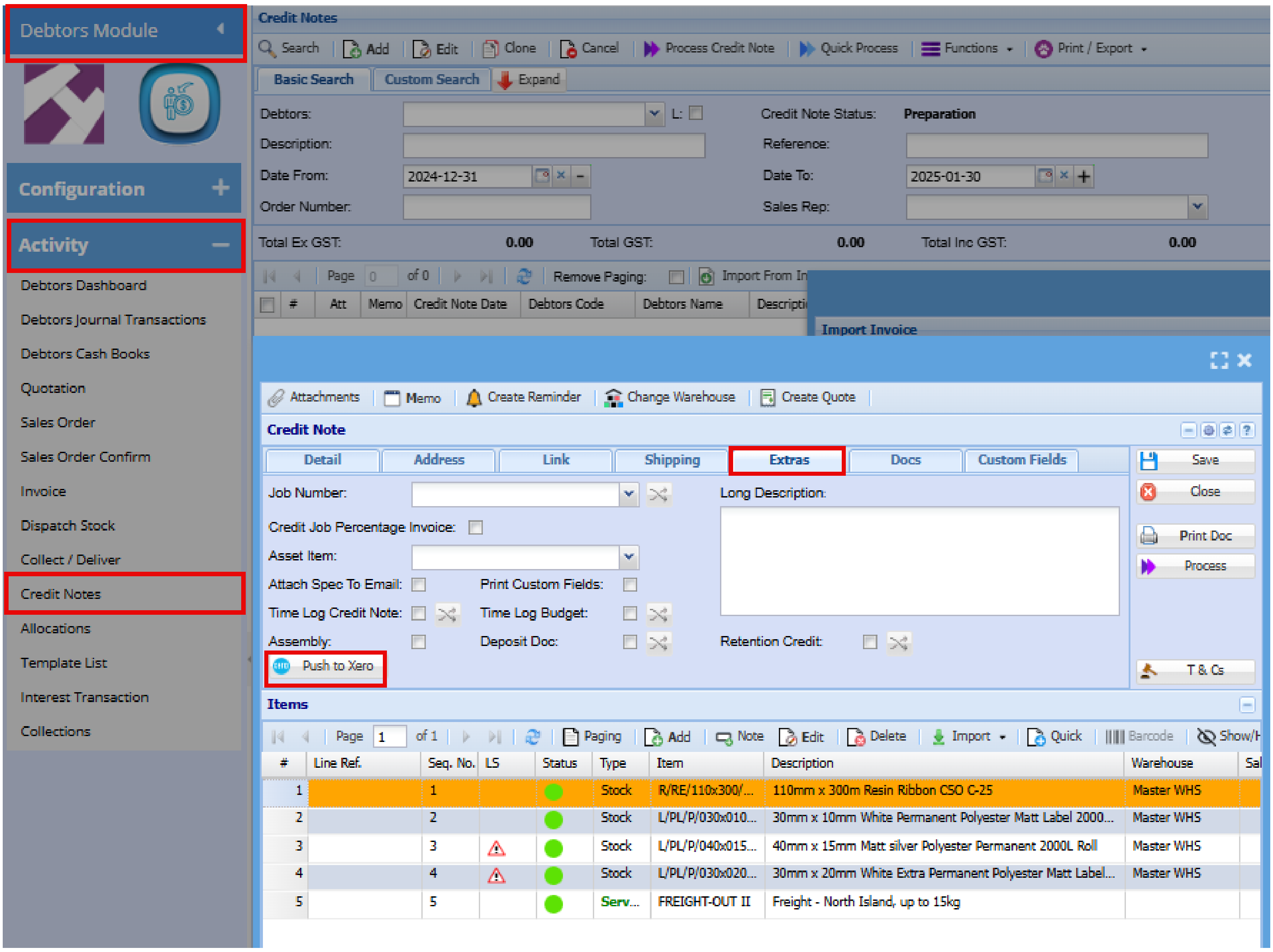
Credit Note

Debtors Module > Activity > Credit Note

When you have a Credit Note that Fails to push through to Xero, you can process this manually.

Open your Credit Note

Click the "Action" Tab, you will see the button "Push to Xero" by clicking this button the transaction will be pushed to Xero.



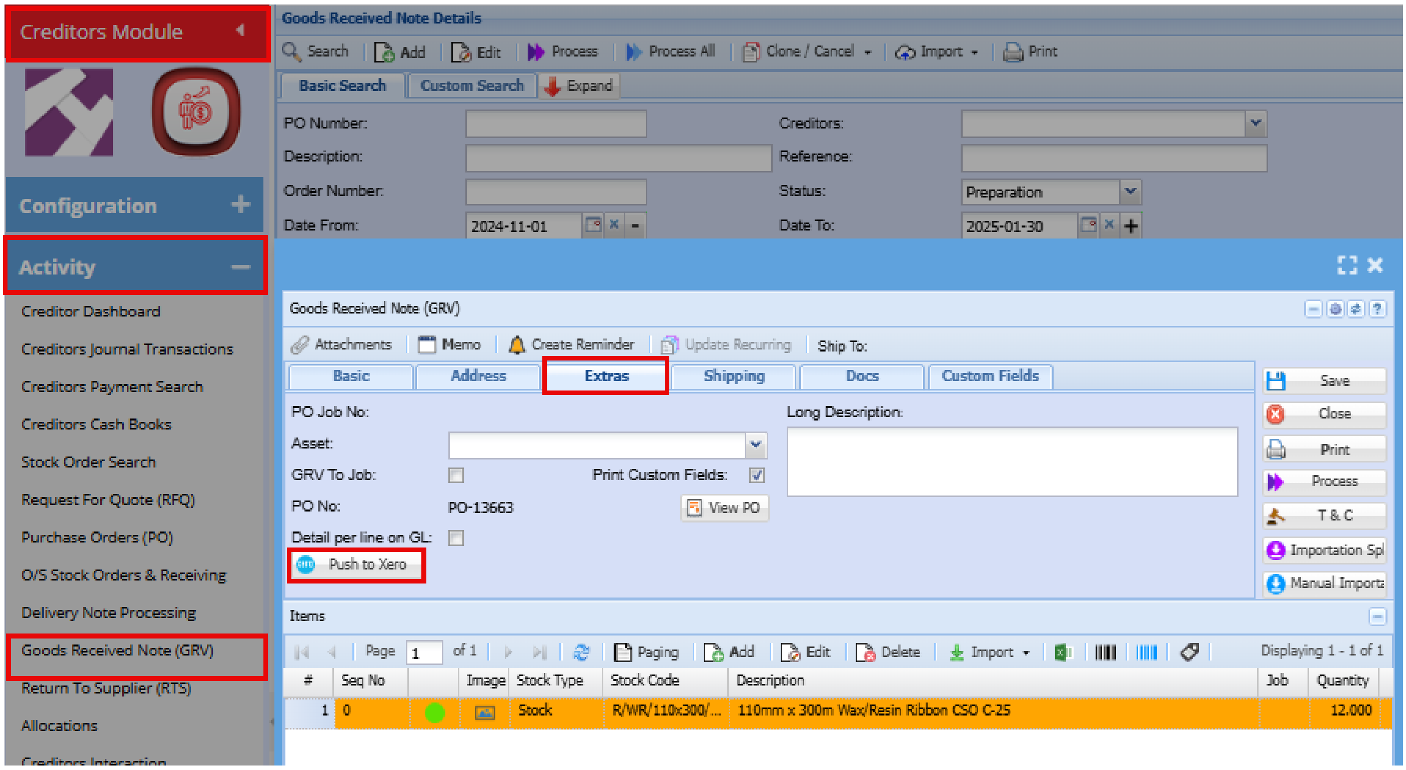
GRV

Creditors Module > Activity > Goods Received Note (GRV)

When you have a GRV that Fails to push through to Xero, you can process this manually.

Open your GRV

Click the "Extras" Tab, you will see the button "Push to Xero" by clicking this button the transaction will be pushed to Xero.



Stock Return

Creditors Module > Activity > Return to Supplier (RTS)

When you have a Stock Return that Fails to push through to Xero, you can process this manually.

Open your Stock Return

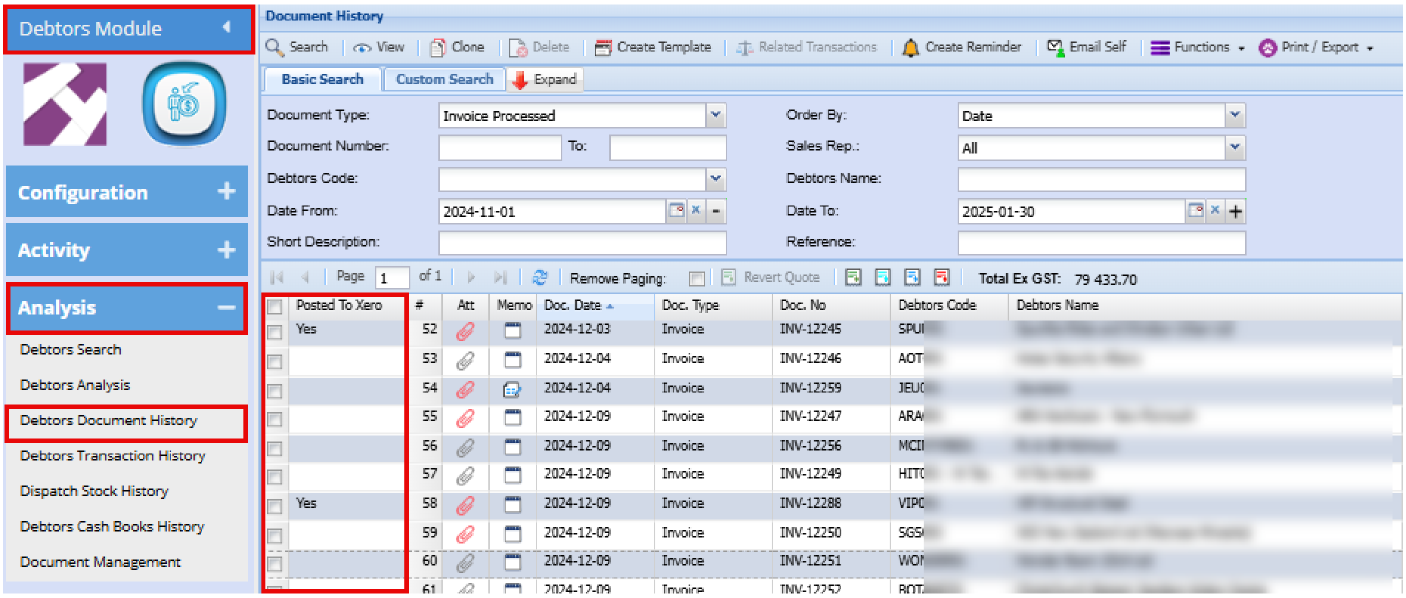
Click the "Action" Tab, you will see the button "Push to Xero" by clicking this button the transaction will be pushed to Xero.

View Posted and Non posted Transactions

Debtors

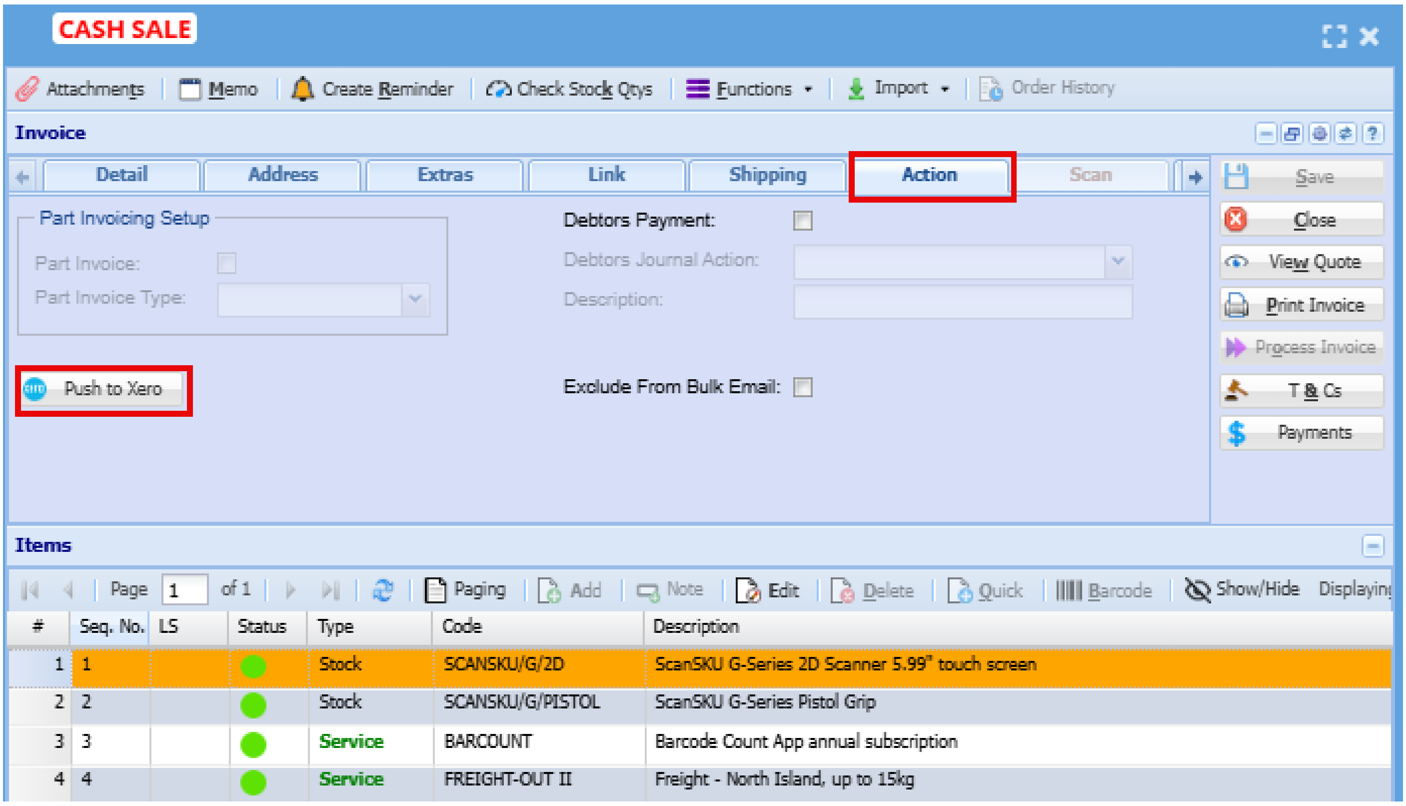
Debtors Module > Analysis >Debtors Document History

In the column "Posted to Xero" you will see either Yes which means it was posted to Xero or blank which means it has not been posted to Xero



To post to Xero double click to open the transaction

Click the "Action" Tab, you will see the button "Push to Xero" by clicking this button the transaction will be pushed to Xero.

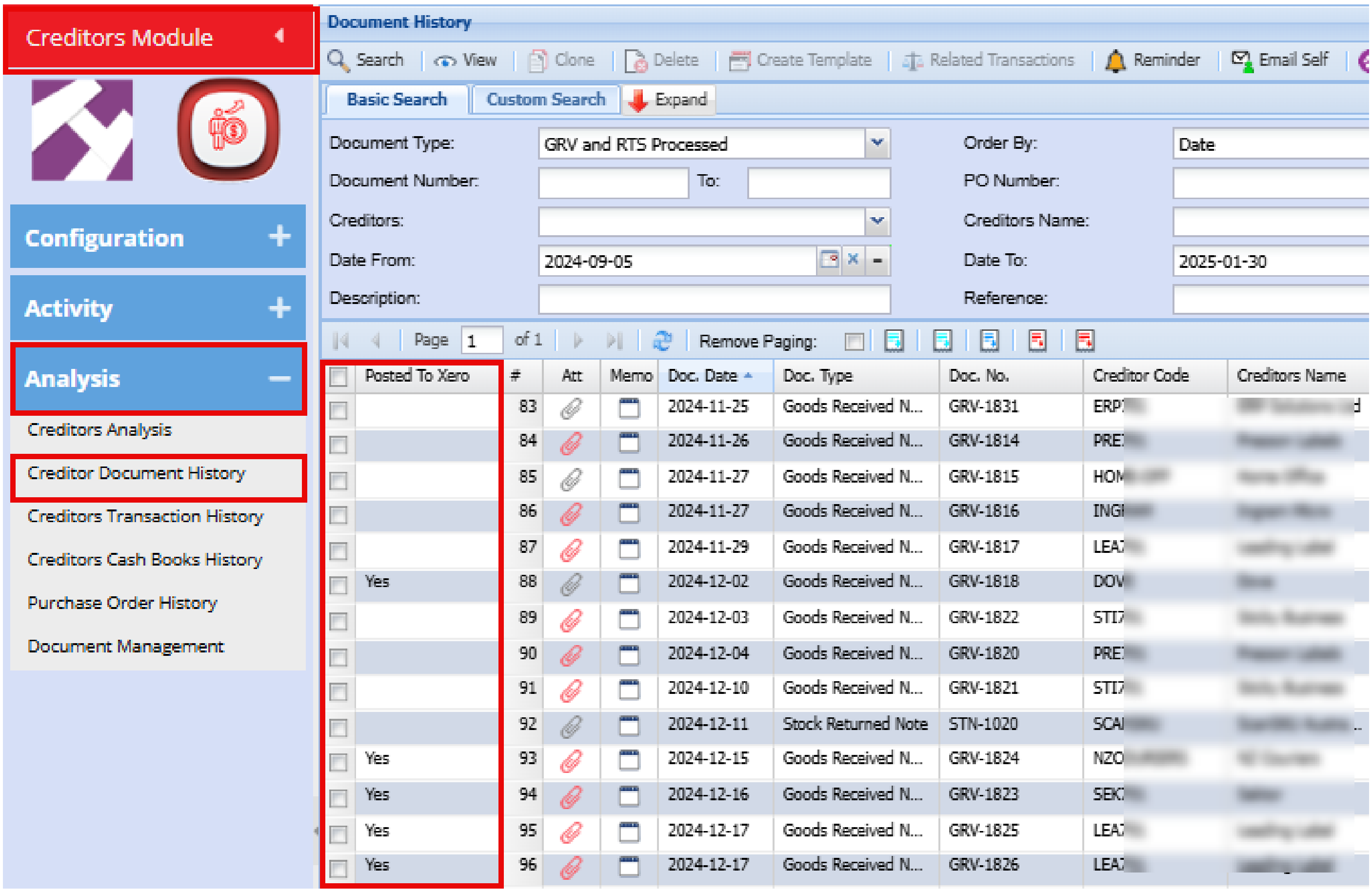


> Double check your transaction is not already in Xero as clicking this will duplicate the transaction if it was already posted

Creditors

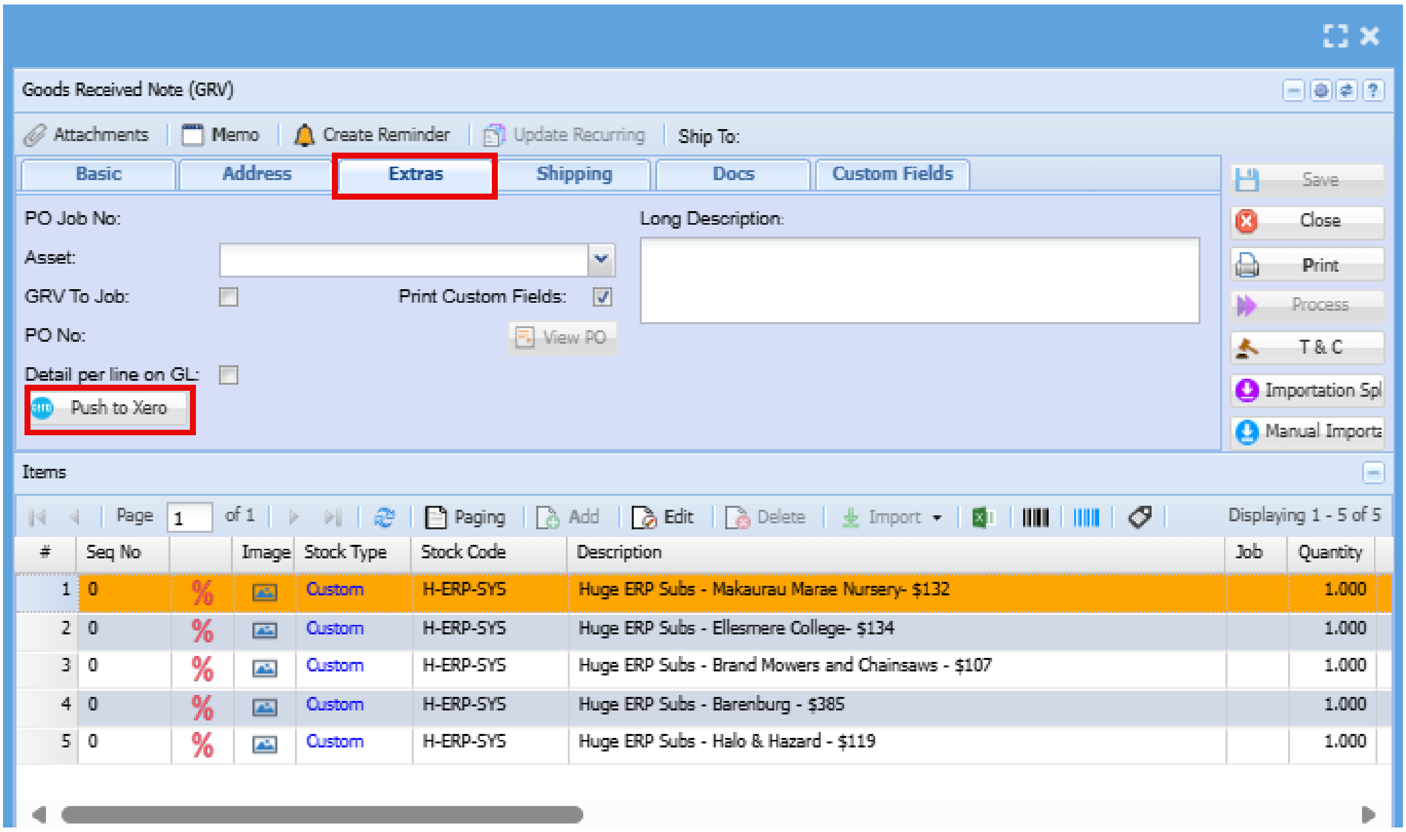
Creditors Module > Analysis >Creditors Document History

In the column "Posted to Xero" you will see either Yes which means it was posted to Xero or blank which means it has not been posted to Xero



To post to Xero double click to open the transaction

Click the "Extras" Tab, you will see the button "Push to Xero" by clicking this button the transaction will be pushed to Xero.



> Double check your transaction is not already in Xero as clicking this will duplicate the transaction if it was already posted

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