How to connect Nedbank to Xero

Your user guide

February 2022

see money differently

NEDBANK

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Nedbank and Xero

In a first for South Africa's banking sector, Xero, the global accounting platform, and Nedbank have partnered to give clients data through a fully digital application programming interface (API)-enabled bank feed. The new feed is live and available to Nedbank clients with a Xero account, at no additional cost. Clients can now connect the feed from their Xero account.

This fully digital bank feed means that clients can import their banking transactions automatically and securely, directly from Nedbank into their Xero organisation. This bank feed is different from those already available in South Africa because it uses an online connection process, allowing clients to connect their Nedbank accounts to Xero seamlessly.

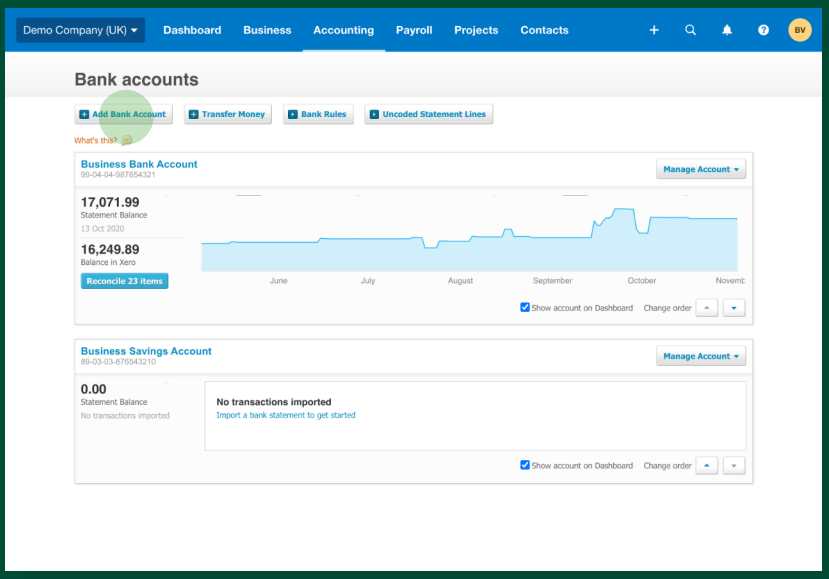
Clients can now reconcile statements, create smart, shareable reports and online invoices, and review cash flow from anywhere. This reduces the time spent on manually importing data significantly, and gives clients an up-to-date view of cash flow, helping them better understand their financial performance so they can make informed decisions.

2. How to set up a new direct feed

01.

Log in to your Xero organisation.

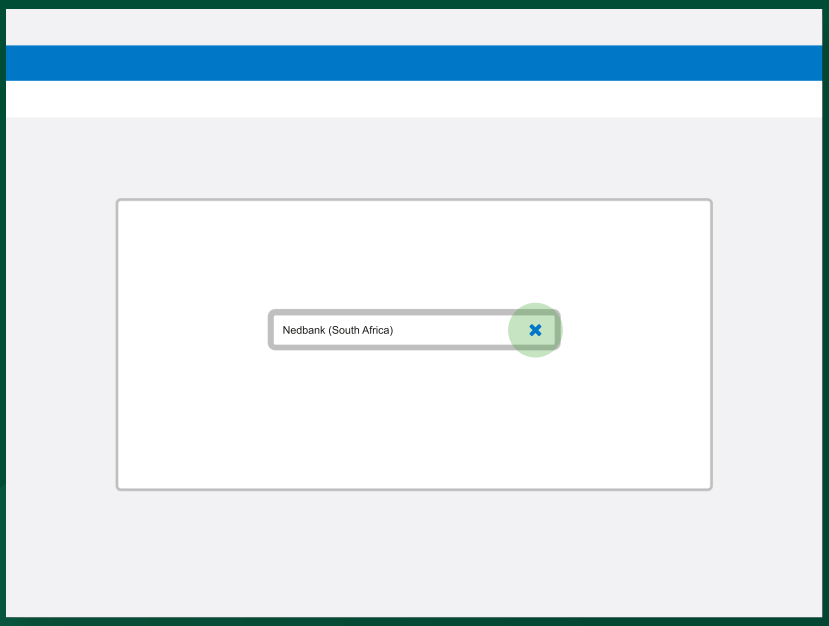
Go to the **Accounting** tab, then **Bank accounts** and select **Add bank account.**



02.

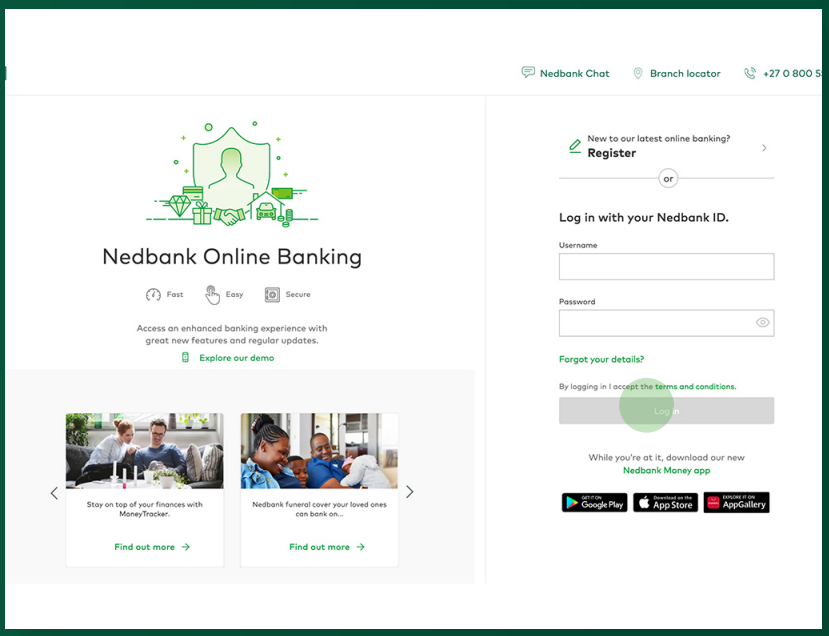
Type **Nedbank** in the **Find your bank** field and select **Nedbank (South Africa).**

Note: If you have a Xero organisation set up as your business country in South Africa, this option will appear in your **Popular banks** list.



03.

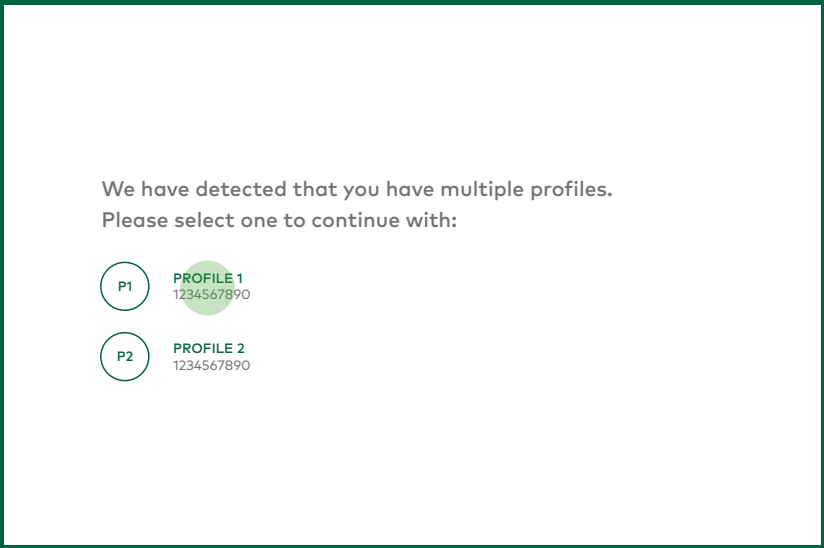
You will be redirected to the Nedbank ID API_Marketplace website. Log in with your Nedbank ID.



2. How to set up a new direct feed

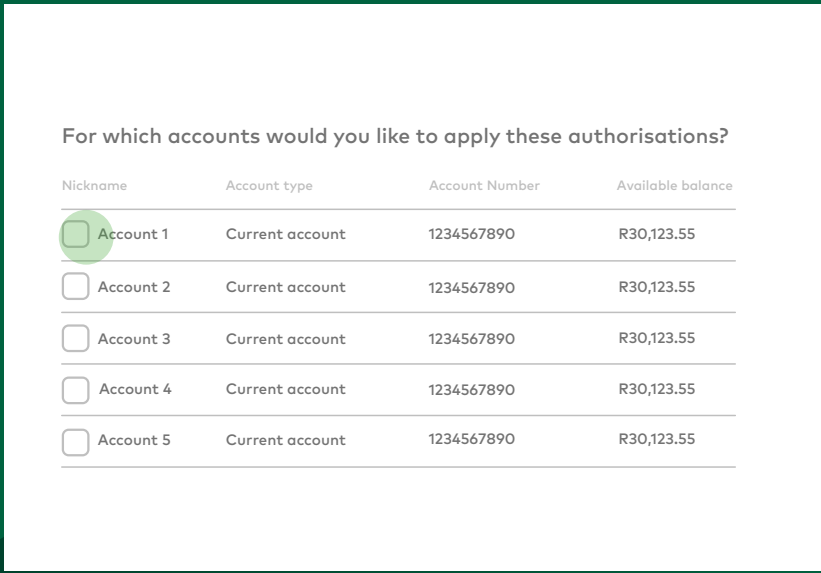
04.

If you have multiple profiles linked to your Nedbank ID, simply choose the profile associated with the account(s) you would like to link to your Xero organisation.



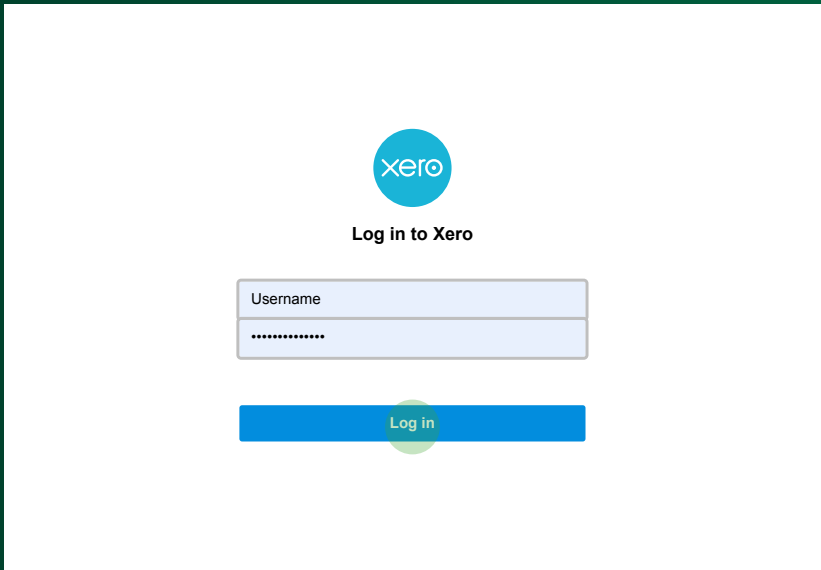
05.

Choose the account(s) you would like to link to your Xero organisation and continue.



06.

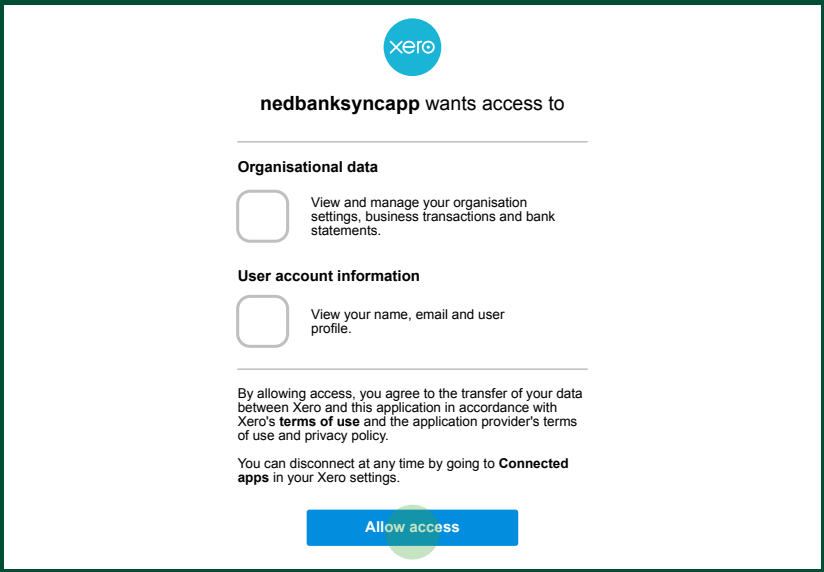
You will now be redirected to Xero. Log in with your Xero credentials.



2. How to set up a new direct feed

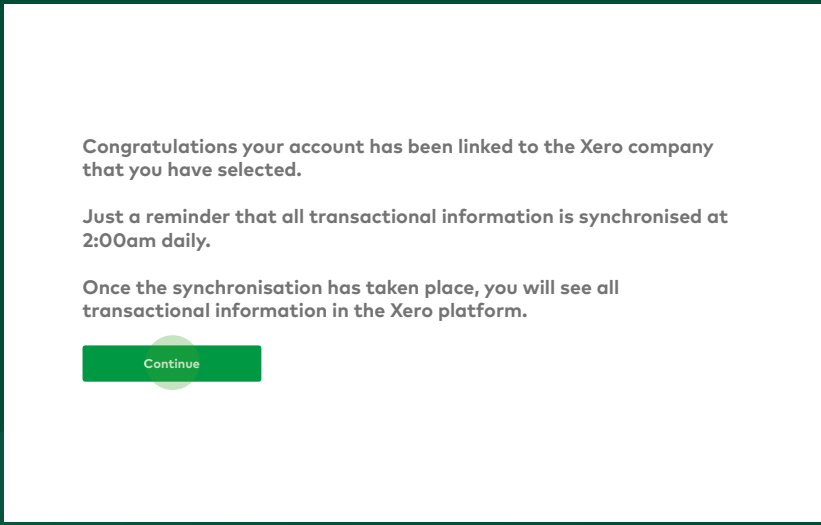
07.

Grant access to your Xero organisation.



08.

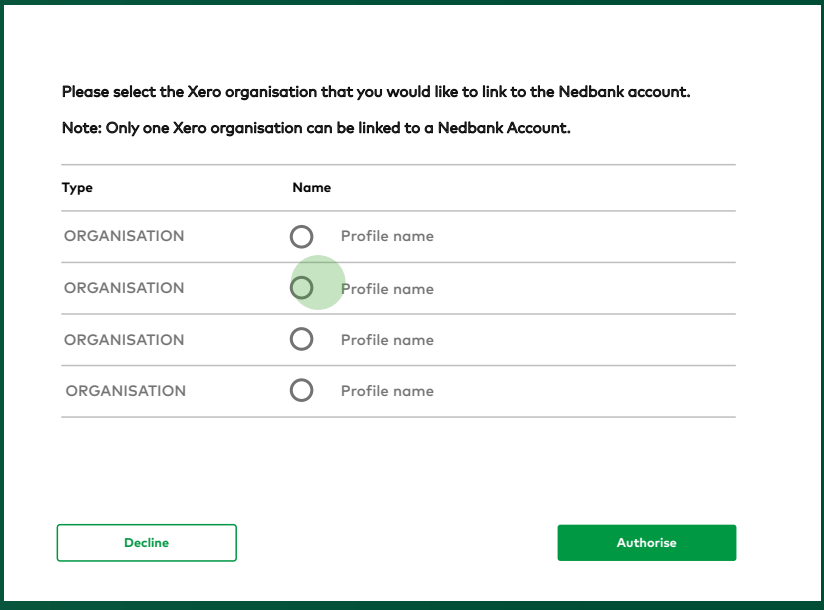
Once the link has been created successfully, you will see an information screen on the Nedbank ID API_Marketplace website.



09.

The above screen will appear only for Xero clients with multiple organisations.

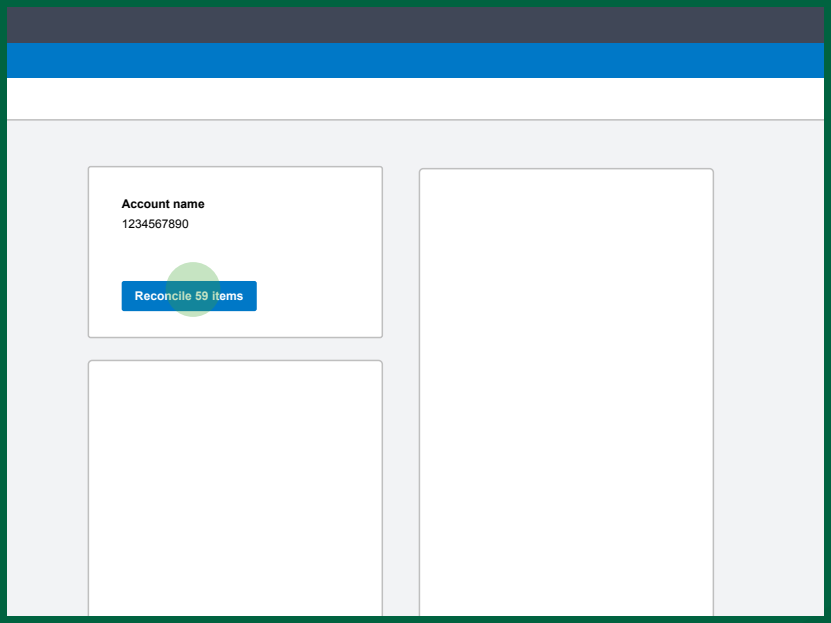
Select the Xero organisation that should be linked to the selected Nedbank account and click on **Authorise.**



2. How to set up a new direct feed

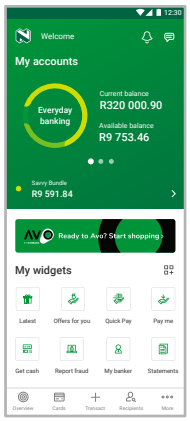
10.

You can now view your linked accounts from your Xero organisation.



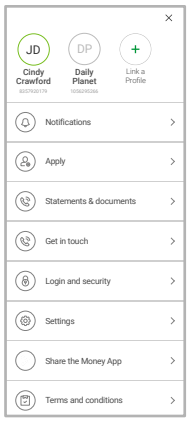
3. How to revoke a feed

Money App



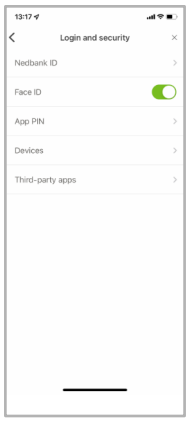
01.

Log into the Money app and tap on **More.**



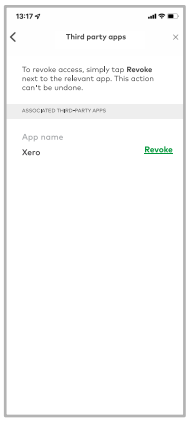
02.

Tap on **Login and security.**



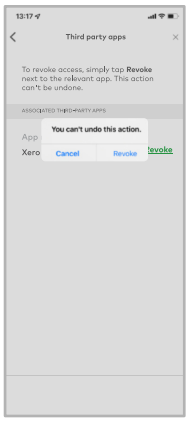
03.

Tap on **Third-party apps.**



04.

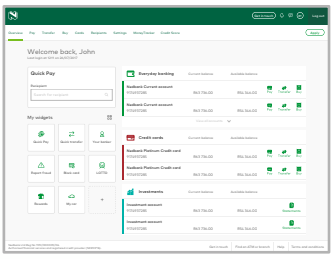
Tap on **Revoke** next to the associated third-party app that you would like to revoke.



05.

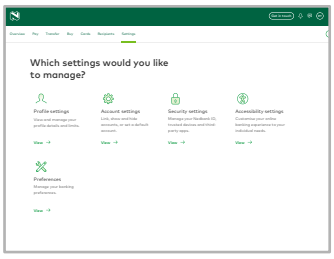
Tap on **Revoke.**

Online Banking



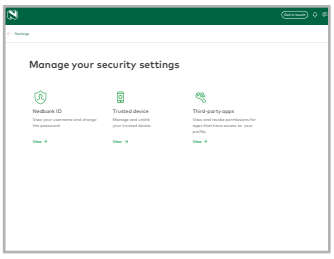
01.

Log in to Online Banking at **https://secured.nedbank.co.za** and click on **Settings**.



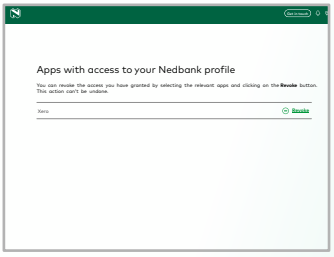
02.

Click on **Security settings.**



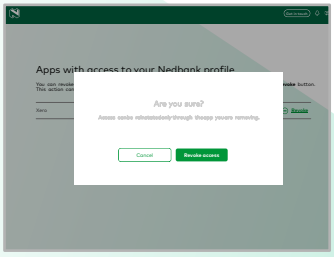
03.

Click on **Third-party apps.**



04.

Click on **Revoke** next to the Xero app you would like to revoke.



05.

Click on **Revoke access.**

4. Frequently asked questions

How do I disconnect an existing Yodlee link?	I can't set up a new direct feed because my old Nedbank profile is still linked to my Xero profile.	I can't find my transactions in Xero.
Please visit https://central.xero.com/s/article/Nedbank-direct-feeds and follow the relevant steps. You can set up a direct feed again by following steps 2 and 3.	Try disconnecting the feed in Xero and then set up a direct feed again by following steps 2 and 3.	Transactions are only available in Xero once the feeds are synchronised. Pending transactions will only synchronise when they are finalised.
Can I import my feed manually?	**I get an error message saying that a feed already exists when I try to link the Nedbank feed.**	**I am struggling to log in to my Xero account.**
Yes, you can. Refer to our guide at https://central.xero.com/s/article/About-manually-importing-bank- statements.	You have an existing feed connected to Nedbank that is active on the Xero platform. Try disconnecting the feed in Xero and then set up a direct feed again	To recover your login details, visit https://login.xero.com/identity/user/login/ and click on Forgot password?
I have forgotten my Nedbank ID username or password.	**Can I link multiple accounts to my Xero organisation?**	**Can I link one Nedbank account to multiple Xero organisations?**
To recover your login details, please visit https://secured-id.nedbank.co.za and click on Forgot your details?	Yes, you can link multiple Nedbank accounts to one Xero organisation. Follow step 3 to link each account.	No, unfortunately not.
Do existing Xero clients qualify for the promotion offering 50% off for the first four months of subscription?	**If I want to set up multiple Xero subscriptions, for example one for each of my businesses, do I qualify for the promotion?**	**How do I set or change my statement frequency to daily?**
The promotional code is for new Xero subscriptions only. If you already have a Xero subscription, you will not be able to use the code unless you take out another Xero subscription.	The promotional code can be used for each new Xero subscription per legal entity, ie if you want to sign up five new Xero subscriptions, you can use the code five times.	You can ask your banker to change your statement cycle to 'daily'. Go to Get in touch on the Money app or Online Banking to see your banker's details.

4. Frequently asked questions

I am using direct feeds but some transactions are missing. Why is this and what can I do?

Pending transactions

Your direct feed synchronises transactions that are marked as final by Nedbank. When transactions are pending, they are not considered final and therefore will not be synchronised via the direct feed. Once the transactions have been processed and considered final, they will be sent through.

Set your statement cycle date to 'daily'

A statement is marked as final when the cycle date is reached. For example, if it's a daily, it will be at the end of the day. If it is a weekly cycle, after seven days and if it is a monthly cycle, once a month at the end of the month

What kind of Nedbank accounts can I link to Xero?

The following accout types are supported:

- Current accounts
- Credit cards
- Savings accounts

Should a product not be visible, please ask your banker to link it.

Account types currently not supported

- Investment deposit accounts
- Loans
- Mortgages
- Foreign currency accounts

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For more information please visit
nedbank.co.za/smallbusiness