

Webinar – An Introduction to Xero Question and Answers

Where is the data being held and can it be retrieved?

Xero's servers are hosted in the US by world class managed hosting provider Rackspace. Rackspace provide tier 4 enterprise grade hosting with 100% network availability through state-of-the-art data centres. The locations are Chicago, Illinois and Dallas. For additional information on Xero security please [click here](#)

What if I want to leave Xero – can my data be extracted?

Yes, data can be downloaded from Xero. For information on file formats and what can be extracted [click here](#).

Can data be restored to a previous version?

Backups are done by Xero themselves but this data is not available for individual organisations to undo/reverse data changes performed by the user. There would be a huge amount of system complexity involved to allow individuals to selectively roll back data to a particular day. Transactions and user functionality within Xero can easily be reversed, e.g. you can copy voided invoices or you can restore deleted imported bank statement lines. Therefore, there should be little need to restore from backup.

Vend – is it capable of doing multiple locations?

Yes, the larger versions of vend support multiple locations.

Are all banks supported with the bank feeds?

Most banks are supported in bank feeds. For the list of Australian partner banks please [click here](#). The other way Xero connects the bank feeds is via Yodlee feeds for non-partner banks. To read about these please [click here](#). In my personal experience with over 100 customers on Xero there are approximately four accounts I can't get to feed into Xero which are loan accounts and a not for profit account.

What payment services are available?

Payment services which connect to Xero are growing all the time. For a current list please [click here](#).

Contact

Tel: (07) 3355 6427
Fax: (07) 3910 1125
Email: info@notchabove.com.au

Address

PO Box 530
Alderley
QLD 4051

www.notchabove.com.au



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