Connecting Investec accounts to Xero

Frequently asked questions

Investec
Private Banking

What is Xero?

Xero is a cloud-based accounting software for small- to- medium-sized organisations.

Who can set up an automatic data feed to Xero?

Investec Private Banking clients who hold an Investec Private Bank, Private Business or an Enigma Account. You need to be an owner or administrator on a profile to link accounts on which you have the correct access levels.

Is there an additional fee for connecting Xero to Investec accounts?

No. There is no additional fee to make use of this service.

What data is shared from Investec to Xero?

Your Investec account's transactional history data is fed to Xero.

How far back can I send data to Xero?

When you register for the data feed on Investec Online, you have the choice to select data from up to 12 months. After that, your transaction history is shared throughout the day with Xero.

When is data sent to Xero?

- The initial feed happens after an account is registered for the data feed on Investec Online. Your selected start statement date for past data up until the registration date will be sent to Xero.
- Thereafter Investec will send your transactional data to Xero throughout the day. Every morning Investec will send your previous day's transactional data to Xero.
- You have the option to refresh the data from Investec Online. This will initiate the data feed to be sent immediately to Xero.

What is the difference between delinking an account and disconnecting an organisation?

When you delink an account, this breaks the account mapping of the Investec account and the selected Xero account. Once delinked, you can relink the account under the “Link Account” section at a later stage.

When you disconnect an organisation, this breaks the account mapping of all Investec accounts and linked Xero accounts under the organisation. Thereafter it revokes access/connection to the Xero platform for the organisation. If you want to reconnect the organisation, you will have to start the process again.

Keep in mind, you can revoke the connection from the Xero application as well.

I want to make bulk payment from Xero (eg salary payments). Does the new functionality allow for this?

Currently, the integration with Xero is limited to sending of transaction history and not bulk payments. We are looking at adding this in the future.

What security is in place to protect my data?

The method your data is sent to Xero is encrypted and secure. We have gone through rigorous testing to make sure that integration is secure and that it complies with all data protection regulation.

Is Investec Online the only way to use the new Xero functionality?

Yes, this can only be utilised through Investec Online.

When you try to set up a bank feed from Xero, you will be redirected to Investec Online. You would then be required to follow the steps to register for the bank feed.

Please see the demonstration video for the steps.

What happens if you have already linked your accounts through Xero?

You could historically link your Investec accounts to your Xero accounts directly through Xero directly where Xero would pull the information from Investec.

However, we have launched improved functionally to push transactions to Xero rather than Xero pulling the transactions from Investec Online.

Is Xero currently available through the Investec App?

No, currently Xero integration is only available through Investec Online.

Additional resources

Find more information, go to Xero support.