

# Map earnings rates in Xero

Choose the Xero earnings rate your approved hours are sent against, either one default rate for all hours or a rate for each pay item when Pay Levels is on.

|                               |                                 |                                 |
|-------------------------------|---------------------------------|---------------------------------|
| WHO IT IS FOR<br>Owner, Admin | TIME NEEDED<br>About 10 minutes | LAST REVIEWED<br>2 October 2026 |
|-------------------------------|---------------------------------|---------------------------------|

## Who this is for

**Permissions:** You need **Can manage integrations** to choose the default earnings rate or the payroll rate source. To map pay items you also need **Can manage pay levels** to edit a pay line. Owners and Admins have both. Without **Can manage integrations** the choices on the **Mappings** section are greyed out and have no **Save** button.

## Before you begin

- Xero Payroll must be connected first. See Set up Xero Payroll.
- Your Xero organisation has the earnings rates your hours should be paid at, such as an ordinary hours rate. Xero only accepts ordinary or overtime earnings rates on timesheets.
- What you map depends on Pay Levels. When Pay Levels is off you choose one default earnings rate. When Pay Levels is on you map each pay item. An Owner or Admin switches Pay Levels on in **Account settings > Automation & Capacity Controls > Pay Levels and automatic interpretation**. See Enable Pay Levels.
- If Pay Levels is on, its setup is confirmed. While setup is in progress the **Mappings** section says **Pay Level setup is in progress. Pay item mappings appear here once the setup is confirmed**. See Use the starter setup.



## Steps

### 1 Go to Configuration > Xero Payroll > Mappings

- 1 In the left menu, under **Administration**, choose **Configuration**. Then, under **Integrations**, choose **Xero Payroll**. The **Xero Payroll Settings** page opens.
- 2 Choose **Manage mappings** on the connection card. The page scrolls down to the **Mappings** section.

What you see first in **Mappings** depends on Pay Levels. If it says **Pay Levels is off for this organisation.**, follow step 2. If it shows **Payroll rate source**, follow steps 3 to 6. If it says **Pay Level setup is in progress. Pay item mappings appear here once the setup is confirmed.**, finish the Pay Levels setup first. See Enable Pay Levels.

**Configuration** Configuration needs attention Demo User Demo Organisation

**INTEGRATIONS** Healthy All configuration

**Xero Payroll Settings**  
Send approved timesheets directly to Xero Payroll.

**Xero Payroll**  
Send approved timesheets directly to Xero Payroll. Xero Payroll stays the payment authority: BondiByte classifies approved time.

ORGANISATION: Sample Care Co CONNECTED BY: A tenant administrator LAST CONNECTION CHECK: 03/10/2026 10:20 Connection OK

2 Manage mappings Test connection Disconnect

**Payroll calendars**  
Compare your roster period against every Xero payroll calendar your mapped employees sit on.

Xero pays each employee on a payroll calendar with fixed period dates, and only accepts a timesheet whose dates match one period of that calendar. BondiByte sends timesheets for your roster period, so the two must line up. Not aligned means the calendar's periods start on a different weekday from your roster period: fix it in Xero by adding a calendar that starts on the same day as your roster period and moving the employees onto it.

| CALENDAR                   | TYPE        | CURRENT PERIOD           | EMPLOYEES MAPPED | ALIGNMENT   |
|----------------------------|-------------|--------------------------|------------------|-------------|
| Fortnightly (Monday start) | Fortnightly | 28/09/2026 to 11/10/2026 | 6                | Aligned     |
| Weekly (Wednesday start)   | Weekly      | 30/09/2026 to 06/10/2026 | 0                | Not aligned |

Rows: 50 Back 1-2 of 2 payroll calendars Next

**Setup Health** Full health  
Live configuration signals

- Setup: 0 of 3 required steps do... Needs attention
- Organisation: 6 profile item(s) need re... Needs attention
- Access: 0 User user(s), 0 assigne... Needs attention
- Communication: Email is Disabled; provid... Not configured
- Operations: No plan - unknown. Not configured
- Security: Retention and session settings ... Healthy
- AI: AI-assisted features are ... Not configured
- Xero Payroll: Connected to Sample Care Co. Healthy

Choose Configuration under Administration and then Xero Payroll (1), then choose Manage mappings (2).



## 2 If Pay Levels is off, choose the **Default earnings rate**

Every approved hour is sent against one Xero earnings rate. The section says so: **Pay Levels is off for this organisation. Every approved hour is sent against one Xero earnings rate; no per-item mapping is used.**

- 1 Open the **Default earnings rate** list and choose the Xero earnings rate your hours are paid at. The list starts at **Choose a Xero earnings rate**.
- 2 Choose **Save**. The button reads **Saving...** for a moment, and a message says **Default earnings rate saved**.

**Default earnings rate:** The one Xero earnings rate every approved hour is sent against. Rates Xero does not accept on timesheets are listed under **Not valid for timesheets** and cannot be chosen.

**Note:** If the rate you saved earlier can no longer be used on Xero timesheets, **Needs attention** appears beside the list. Choose another rate and save.

Pay Levels is off for this organisation. Every approved hour is sent against one Xero earnings rate; no per-item mapping is used.

**i** Default earnings rate

Ordinary Hours

1

Pay Levels are off, so every approved hour is sent to this one Xero earnings rate.

Save

2

Choose the Default earnings rate (1), then choose Save (2).



### 3 If Pay Levels is on, check the **Payroll rate source**

- 1 Under **Payroll rate source**, keep **Xero Payroll** selected. It is marked **Recommended**. The earnings rate in Xero then supplies the dollar rate, and BondiByte sends hours only. **BondiByte** keeps your BondiByte rates as the authority, and the send is still hours only.
- 2 If you changed the choice, choose **Save**. A message says **Payroll rate source saved**.
- 3 Read the line under the button, such as **3 of 6 pay items mapped**. It counts the pay items from your Pay Levels that have a Xero earnings rate. It also says how many **need attention**, when some do. **Review Pay Levels** opens the **Pay Levels** page.

**Important:** Keep **Xero Payroll** selected to choose a Xero earnings rate for each pay item. The **Xero earnings rate** list on a pay line is only offered when **Payroll rate source** is **Xero Payroll**.

Payroll rate source 1

☒ Xero Payroll **RECOMMENDED** ☐ BondiByte

Xero Payroll means Xero's earnings rate supplies the dollar rate and BondiByte sends hours only, so a pay item does not need a BondiByte rate. BondiByte means your BondiByte rates stay authoritative; the send is still hours only.

Save 2

3 of 6 pay items mapped. [Review Pay Levels](#)

3

Each approved hour carries a pay item from your Pay Levels (for example base weekday, Saturday, Sunday). Mapping tells Xero which of its earnings rates each pay item becomes. Open a pay level, edit a line item and choose its Xero earnings rate; items without a mapping are held at send time so nothing reaches Xero under the wrong rate.

Keep Xero Payroll selected (1), choose Save if you changed it (2) and read how many pay items are mapped (3).



#### 4 If Pay Levels is on, go to **Administration > Pay Levels**

In the left menu, under **Administration**, choose **Pay Levels**. The **Staff Pay Levels** page opens.

- 1 Read the note at the top. It says **Xero is connected:** followed by how many pay items need a Xero earnings rate.
- 2 In the level's table, find a pay item that needs a rate and choose **Edit line**. The line opens for editing.

**Note:** The count includes unit-based pay items, such as a sleepover allowance. Xero timesheets carry hours only, so those items are not sent. They are added in the Xero pay run.

Xero is connected: 3 pay items need a Xero earnings rate.

1

Current pay table

The reusable pay table currently active for contracts.

TABLE

Sample Staff Pay Table 2026

EFFECTIVE FROM

01/01/2026

EFFECTIVE TO

-

Pay levels

Levels available for staff contracts and pay assignment history.

☐ Show inactive

Add pay level

Support Worker Level 2

Support Worker

Active

\$42.50

Pay Rules and preview

Edit pay level

Deactivate

Clone

| NAME                      | UNIT | RATE    | ACTIVE | ACTIONS     |
|---------------------------|------|---------|--------|-------------|
| Base Weekday Support Work | Hour | \$42.50 | Yes    | 2 Edit line |

Read the note about pay items that need a Xero earnings rate (1), then choose **Edit line** on a pay item (2).



## 5 Choose **Managed in Xero** and the **Xero earnings rate**

- 1 Under **Payroll rate**, choose **Managed in Xero**. The box in the **Rate** column becomes optional, because Xero supplies the rate, and a **Xero earnings rate** list appears.
- 2 In **Xero earnings rate**, choose the Xero earnings rate this pay item is paid at. It starts at **Select an earnings rate**.
- 3 Choose **Save**. A message says **Pay line item updated**.

Choose **Cancel** instead to leave the line as it was.

**Payroll rate:** BondiByte keeps the pay rate you type on the line. **Managed in Xero** leaves the rate to Xero. This choice only appears when Xero is connected and **Payroll rate source** is **Xero Payroll**.

**Xero earnings rate:** The Xero earnings rate that hours of this pay item are sent against. Rates Xero does not accept on timesheets are listed under **Not valid for timesheets** and cannot be chosen.

**Rate:** The box in the **Rate** column of the line. It is optional while the line is **Managed in Xero**, and shows **Optional** when it is empty.

The screenshot shows the 'Support Worker Level 2' form. At the top, there are buttons for 'Pay Rules and preview', 'Edit pay level', 'Deactivate', and 'Clone'. Below these is a table with columns: NAME, UNIT, RATE, ACTIVE, and ACTIONS. The first row is 'Base Weekday Support Work' with UNIT 'Hour' and RATE '42.5'. The 'ACTIVE' column has a checked box and the word 'Active'. The 'ACTIONS' column has 'Save' and 'Cancel' buttons. Below the table, there is a 'Code' field with 'BASE\_WEEKDAY'. The 'Payroll rate' section has two radio buttons: 'BondiByte' and 'Managed in Xero' (selected). To the right of 'Managed in Xero' is a dropdown menu for 'Xero earnings rate' with 'Ordinary Hours' selected. Below this are fields for 'Start date' (01/01/2026), 'End date' (dd/mm/yyyy), and 'Notes' (Optional notes). At the bottom, there is a table with three rows: 'Evening Support Work', 'Saturday Support Work', and 'Sunday Support Work'. Each row has columns for NAME, UNIT, RATE, and ACTIVE. The 'Evening Support Work' row has RATE 'Managed in Xero (Ordinary Hours)' and ACTIVE 'Yes'. The 'Saturday Support Work' row has RATE '\$55.25' and ACTIVE 'Yes'. The 'Sunday Support Work' row has RATE 'Managed in Xero (Sunday Ordinary Hours)' and ACTIVE 'Yes'. Each row has an 'Edit line' button.

| NAME                      | UNIT | RATE | ACTIVE                                     | ACTIONS       |
|---------------------------|------|------|--------------------------------------------|---------------|
| Base Weekday Support Work | Hour | 42.5 | <input checked="" type="checkbox"/> Active | 3 Save Cancel |

Code  
BASE\_WEEKDAY

Payroll rate  
☐ BondiByte ☒ Managed in Xero

Xero earnings rate  
Ordinary Hours

Start date  
01/01/2026

End date  
dd/mm/yyyy

Notes  
Optional notes

| NAME                  | UNIT | RATE                                    | ACTIVE | ACTIONS   |
|-----------------------|------|-----------------------------------------|--------|-----------|
| Evening Support Work  | Hour | Managed in Xero (Ordinary Hours)        | Yes    | Edit line |
| Saturday Support Work | Hour | \$55.25                                 | Yes    | Edit line |
| Sunday Support Work   | Hour | Managed in Xero (Sunday Ordinary Hours) | Yes    | Edit line |

Choose **Managed in Xero** (1), choose the **Xero earnings rate** (2) and choose **Save** (3).



## 6 Check the result and map the other pay items

- 1 In the **Rate** column the line now says **Managed in Xero** followed by the name of the earnings rate.
- 2 Repeat steps 4 and 5 for each other pay item that is paid by the hour, such as a Saturday line. The note at the top counts down as you go.

Back on **Xero Payroll > Mappings**, the line under **Payroll rate source** shows how many pay items are mapped.

**Tip:** A pay line shows **Needs attention** beside its rate when its Xero earnings rate is missing or can no longer be used. Point at it to read why when a reason is given, then choose a rate with **Edit line**.

| NAME                        | UNIT | RATE                                    | ACTIVE | ACTIONS                   |
|-----------------------------|------|-----------------------------------------|--------|---------------------------|
| Base Weekday Support Work   | Hour | Managed in Xero (Ordinary Hours)        | Yes    | <a href="#">Edit line</a> |
| Evening Support Work        | Hour | Managed in Xero (Ordinary Hours)        | Yes    | <a href="#">Edit line</a> |
| Saturday Support Work       | Hour | \$55.25                                 | Yes    | <a href="#">Edit line</a> |
| Sunday Support Work         | Hour | Managed in Xero (Sunday Ordinary Hours) | Yes    | <a href="#">Edit line</a> |
| Public Holiday Support Work | Hour | Managed in Xero (Public Holiday Hours)  | Yes    | <a href="#">Edit line</a> |
| Sleepover Allowance         | Unit | \$62.10                                 | Yes    | <a href="#">Edit line</a> |

The first line now shows Managed in Xero with its earnings rate (1). Choose Edit line on the next pay item (2).

## What happens next

Hours are now sent to Xero against the earnings rates you chose. A person is held only if a pay item or the default rate is still missing when you check a period.

If you have not matched your staff yet, see Map staff to Xero employees. When staff and earnings rates are done, see Send approved timesheets to Xero.

If a held person's reason mentions an earnings rate, see Troubleshoot Xero preflight checks.

## Important notes

**Important:** BondiByte sends hours only. The dollar amounts come from Xero Payroll, which stays the payment authority.

**Note:** A pay item that is paid per unit, such as a sleepover allowance, is not sent in a Xero timesheet. The check before sending says **Sent without unit items** and names them, so you can add them in the Xero pay run.



## Good practice

- Map every pay item that is paid by the hour before your first send. A person whose hours include an unmapped item is held until you map it.
- Choose ordinary or overtime earnings rates only. Rates listed under **Not valid for timesheets** cannot be chosen.
- Map new pay items as soon as you add them to a Pay Level. The note at the top of **Pay Levels** reminds you.

## Troubleshooting

The **Mappings** section is missing, or says **Pay Level setup is in progress. Pay item mappings appear here once the setup is confirmed.**

**Why it happens:** Xero is not connected or needs to be reconnected, or Pay Levels setup has started but is not confirmed yet.

**What to do:** Connect Xero first. See Set up Xero Payroll. For setup, choose **Review Pay Levels** and finish it. See Use the starter setup.

The choices are greyed out and there is no **Save** button.

**Why it happens:** Your role does not include **Can manage integrations**.

**What to do:** Ask an Owner or Admin to choose the rate, or to add **Can manage integrations** to your role.

The earnings rate I need is listed under **Not valid for timesheets**, or is not listed.

**Why it happens:** Xero only accepts ordinary or overtime earnings rates on timesheets. An allowance or leave rate cannot be chosen.

**What to do:** Choose an ordinary or overtime rate. If you need another rate, add it in Xero and reload the page.

**Managed in Xero** is missing from **Payroll rate** when I edit a pay line.

**Why it happens:** Xero is not connected, Pay Levels is not fully on, or **Payroll rate source** is set to **BondiByte**.

**What to do:** Check that Xero is connected, that Pay Levels setup is confirmed, and that **Payroll rate source** is **Xero Payroll**, then edit the line again.

A pay line shows **Needs attention**.

**Why it happens:** The line is **Managed in Xero** but no Xero earnings rate is chosen, or the rate was removed in Xero, or it cannot be used on Xero timesheets.

**What to do:** Choose **Edit line**, pick another **Xero earnings rate** and choose **Save**.

A held person's reason says **One or more approved pay items have no mapped Xero earnings rate. or No default Xero earnings rate is configured.**

**Why it happens:** Their approved hours include a pay item with no Xero earnings rate, or Pay Levels is off and no default rate has been saved.

**What to do:** Map the item under **Administration > Pay Levels** as in steps 4 and 5, or choose the **Default earnings rate** as in step 2. Then check the period again.

### Need more help?

Guides: [bondibyperobotics.com.au/guides](https://bondibyperobotics.com.au/guides) | Support: [support@bondibyperobotics.com.au](mailto:support@bondibyperobotics.com.au)

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.  
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