

# Troubleshoot Xero preflight checks

Find the reason shown beside a held person in Preflight results, see what it means and what to do next, so their timesheet can be sent to Xero.

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| WHO IT IS FOR<br>Owner, Admin, Finance | TIME NEEDED<br>About 10 minutes | LAST REVIEWED<br>2 October 2026 |
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## Who this is for

**Permissions:** You need **Can export payroll timesheets** to open **Send to Xero** and run **Preflight**. Fixing most reasons needs an Owner or Admin, or **Can manage integrations** for the Xero settings and **Can manage pay levels** for pay items. Owners and Admins have all of these.

## Before you begin

- You have chosen **Preflight** in the **Send to Xero** window on the **Timesheets** screen. See [Send approved timesheets to Xero](#).
- Xero Payroll is connected. If it is not, the window only says **Connect Xero in Configuration to send timesheets**. See [Set up Xero Payroll](#).

## Good practice

- Run **Preflight** a few days before the pay run, so held people can be fixed without time pressure.
- Fix a cause once and run **Preflight** again. One missing earnings rate can hold several people at the same time.
- Match new starters and map new pay items as soon as they are added, so they are never held.
- Check **Period start** and **Period end** before you decide something is wrong. A wrong period causes the **Not aligned** and **No approved timesheets** results.

## Problems and fixes

A person shows **Needs mapping** and the reason is **This staff member has no mapped Xero employee**.

**Why it happens:** The person has not been matched to a Xero employee.

**What to do:** Choose **Review Xero Payroll settings**, match the person in the **Mappings** section and choose **Save mappings**. See [Map staff to Xero employees](#). Then run **Preflight** again.



A person shows **Needs mapping** and the reason is **The mapped Xero employee is not active, or is missing a payroll calendar. or The mapped Xero employee's payroll calendar could not be found.**

**Why it happens:** The Xero employee matched to the person is no longer active in Xero, or has no payroll calendar there.

**What to do:** Check the person's employee record in Xero. Make sure it is active and has a payroll calendar. If they now have a different Xero employee, choose it under **Review Xero Payroll settings** and save. Then run **Preflight** again.

A person shows **Needs mapping** and the reason is **No approved hours were found for this employee in the period.**

**Why it happens:** BondiByte found no approved hours for the person in the dates you chose.

**What to do:** Check the person's approved timesheets for those dates and the dates in **Period start** and **Period end**. Then run **Preflight** again.

A person shows **Needs mapping** and the reason is **One or more approved pay items have no mapped Xero earnings rate.** A list under the table adds **Item code** followed by the item and **has no mapped Xero earnings rate.**

**Why it happens:** The person's hours include a pay item that has no Xero earnings rate.

**What to do:** Choose **Review Xero Payroll settings** or **Review mappings**, then map the named pay item. See Map earnings rates in Xero. Then run **Preflight** again.

A person shows **Needs mapping** and the reason says **No default Xero earnings rate is configured.**

**Why it happens:** No default earnings rate has been saved. The default rate is used for hours when Pay Levels is off.

**What to do:** Choose **Review Xero Payroll settings**, choose the **Default earnings rate** and choose **Save**. If the **Mappings** section says **Pay Level setup is in progress**, instead, finish the Pay Levels setup first. See Map earnings rates in Xero and Use the starter setup.

A person shows **Needs mapping** and the reason is **Earnings rate followed by a name and cannot be used on Xero timesheets. Map this pay item to an ordinary or overtime earnings rate.**

**Why it happens:** The Xero earnings rate chosen for the pay item, or the default rate, is a type Xero does not accept on timesheets, such as an allowance.

**What to do:** Choose an ordinary or overtime earnings rate instead, as the message says. See Map earnings rates in Xero.

A person shows **Needs mapping** and the reason is **This timesheet's pay interpretation is unresolved. Review it before sending to Xero.** The link says **Review Pay Levels**.

**Why it happens:** Pay Levels is on and the hours of the timesheet have no resolved pay. BondiByte cannot say which earnings rate they belong to.

**What to do:** Resolve the pay interpretation of the timesheet, or switch Pay Levels off to send hours to the default earnings rate. See Troubleshoot an unresolved interpretation.

A person shows **Unresolved** and the reason is **Public holiday reference data does not cover part of this period. Review before sending to Xero.**

**Why it happens:** BondiByte does not hold public holiday information for part of the period.

**What to do:** Contact BondiByte support and say which state or territory and which dates are affected. The person stays held until the information is in place.



A person shows **Unresolved** and the reason is **A regional public holiday could not be confirmed for this period. Review before sending to Xero.**

**Why it happens:** A day may be a public holiday in only part of the state, and BondiByte cannot confirm the person's region.

**What to do:** Contact BondiByte support and say which person and dates are affected.

A person shows **Unresolved** and the reason is **A part-day public holiday could not be classified automatically for this period. Review before sending to Xero.**

**Why it happens:** A shift crosses the start or end of a public holiday that applies to part of the day.

**What to do:** Contact BondiByte support and say which person and dates are affected.

A person shows **Needs attention** and the reason starts **The selected period does not match one payroll calendar period for this employee.**

**Why it happens:** The dates you chose do not match one pay period of the person's payroll calendar in Xero. The reason may add **Nearest Xero period** with two dates.

**What to do:** Use the dates it names in **Period start** and **Period end**, or choose **Review payroll calendars in Configuration** and follow the note there. See Map staff to Xero employees.

A person shows **Needs attention** and the reason is **This period has only unit-based pay items, which Xero timesheets cannot carry. Add them in the Xero pay run.**

**Why it happens:** Their approved time in the period is only pay items counted by the unit, such as sleepovers, and Xero timesheets carry hours only.

**What to do:** Add those items in the Xero pay run. There is nothing to fix in BondiByte.

A person shows **Needs attention** and the reason starts **This staff member has no payroll jurisdiction on their effective contract for this period.**

**Why it happens:** The person's contract for the period does not say which payroll jurisdiction applies.

**What to do:** Set the payroll jurisdiction on the staff contract, as the reason says. See Payroll jurisdiction. Then run **Preflight** again.

A person in **Transfers for this period** shows **Needs attention** and the message **The Xero connection needs to be reconnected.**

**Why it happens:** Xero no longer accepts the connection.

**What to do:** Choose **Reconnect Xero** under **Configuration > Xero Payroll**. See Set up Xero Payroll.

A note under the table says that one or more employees are on a payroll calendar in Xero that does not match this period.

**Why it happens:** The period you chose does not match one pay period of those employees' calendars in Xero.

**What to do:** Choose **Review payroll calendars in Configuration**. Each calendar shows **Aligned** or **Not aligned**, and a note says how to fix it.

A message above the results says **The Xero connection needs to be reconnected.** or **This organisation is not connected to Xero.**

**Why it happens:** The Xero connection has ended or Xero no longer accepts it.

**What to do:** Go to **Configuration > Xero Payroll** and choose **Reconnect Xero** or **Connect Xero**. See Set up Xero Payroll.

A message above the results says **Xero is temporarily rate-limiting requests. Try again shortly.** or **Xero is temporarily unavailable.**

**Why it happens:** Xero is busy or cannot be reached for a short while.

**What to do:** Wait a few minutes and choose **Preflight** again.



The results say **No approved timesheets and No approved timesheets were found for this period.**

**Why it happens:** No timesheet is approved in the dates you chose, or the dates are not the period you meant.

**What to do:** Check **Period start** and **Period end**, and approve any waiting timesheets. See Approve timesheets.

Everyone is held and the window says **Nothing is ready to send. Fix the holds above and run Preflight again.**

**Why it happens:** Every person in the period has a reason to fix.

**What to do:** Work through the reasons from the top. Often one fix clears several people, such as one earnings rate or one calendar. Then choose **Preflight** again.

A person I sent shows **Failed in Transfers for this period.**

**Why it happens:** Xero did not take their timesheet. **Message** says why.

**What to do:** Read **Message** and fix the cause where it says. If you cannot tell the cause, contact BondiByte support.

The link under a reason opens a page I cannot change.

**Why it happens:** Your role does not include the permission for that page, such as **Can manage integrations** for **Xero Payroll**.

**What to do:** Ask an Owner or Admin to make the change, or to add the permission to your role.

## Need more help?

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

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.  
Last reviewed 2 October 2026.*