



Caltex and Xero Integration: Frequently Asked Questions

Important information: The linking of StarCard and Xero accounts is available to eligible StarCard, StarFleet and StarFleet Plus accounts only who are on a monthly statement tax invoice. To link your StarCard and Xero accounts you must have a My Star Cards account on my Caltex that is linked to one StarCard account only, plus a valid Xero account.

Question	Answer
<p>How do I get my StarCard statement data into Xero?</p>	<p>If you already have an account with Xero, then use the myCaltex portal and your My Star Cards account to integrate your accounts. Simply follow this step-by-step guide:</p> <ol style="list-style-type: none"> 1. Log in to <u>myCaltex</u> 2. Click on <u>My Star Cards</u> 3. Click on <u>Account & Transactions</u> 4. You will see a "<u>Connect to Xero</u>" button on the right hand side. Read and Agree the Terms & Conditions, then click on the "Connect to Xero" button 5. <u>Log in to Xero</u> to validate the integration. <p>When successful, all future Caltex StarCard statement details will be loaded to your Xero account followed shortly by a copy of your statement (the same one that you still receive via email).</p>
<p>What if I don't have an online account with Caltex?</p>	<p>Simply register for myCaltex at https://my.caltex.com.au/Login.aspx. Your online account will be opened within 48 hours and you'll receive a confirmation email. You can then follow the instructions above.</p>
<p>How do I open a Xero account?</p>	<p>You can get a free 30 day trial at https://www.xero.com/au/</p>
<p>Why can't I see the "connect to Xero" button?</p>	<p>This integration is available to eligible StarCard, StarFleet and StarFleet Plus accounts only who are on a monthly statement tax invoice. To link your StarCard and Xero accounts you must have a My Star Cards account that is linked to one StarCard account only, plus a valid Xero account.</p>
<p>If I integrate to Xero, will I still get my StarCard statement via email?</p>	<p>Yes, you will still receive your StarCard statement via your existing channel. Xero integration will simply remove the need for you to manually enter or upload the statement details.</p>
<p>Do I have to pay to connect StarCard and Xero?</p>	<p>No, there are no StarCard charges for this service. You will have to pay your standard Xero fees.</p>

I don't use Xero but use another accounting software package, can I use this facility?	Not currently but Caltex are always looking to improve this service, so check back in the future to see what is new.
When registering it says my Xero password or email is incorrect.	Please contact Xero to confirm your login information. Caltex require a successful login to ensure we send your StarCard statement data to the correct Xero account/organisation.
I have a question about my Xero draft Bill.	Caltex transfer your StarCard statement data to Xero as a Draft Bill using exactly the same information that we use to generate the regular statement you receive. Once the information is successfully transferred it is best you discuss any questions you have with Xero directly
How do I turn off Xero integration?	By deregistering from the Xero data transfer service, you will no longer receive your StarCard statements automatically loaded in to your Xero account. If this is what you require, you can use the "Deregister" link under the Xero image on the Accounts & Transaction section of My Star Cards. You can easily re-register once deregistered in the same way you initially registered, by using the Connect to Xero button in My Star Cards.