

Knowledge Base



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FAQ – Contacts

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Suppliers Not Importing Properly

Q: I imported my contacts to Xero. When syncing my contacts across from Xero into Gojee, why are my suppliers under the “Customer” group?

A: In Xero there is a differentiation between a Contact and a Supplier and this information is necessary to understand the synchronisation with Gojee.

In Xero, a contact is treated as a “supplier” when they have a transaction such as a supplier bill linked to the contact in Xero. Gojee will recognise this and automatically assign these noted suppliers in Xero as suppliers in Gojee, rather than as customers.

If there is a contact in Xero you would like to mark as a supplier (without firstly creating a supplier bill or similar), there is not currently a way to do this in Xero. In Gojee, you can do this manually. As Gojee syncs with Xero, the Contact will be pulled into Gojee and show only in the “Customers” side of the [contact list](#). Click on the contact to edit it, and then click on the toggle to “mark as a supplier”:

☒ [Mark as Supplier](#)

This process will enable you to use the contact as a supplier in Gojee. Once you create your first supplier bill for the contact in Gojee, the contact will automatically be marked as a supplier in Xero also.

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