

# Frequently asked questions

**Q What is the most efficient way to add bills on Xero?**

**A** There are two ways to enter bills on Xero either via the files library on Xero or an add-on like Receipt Bank. This will ensure a source document is attached to every bill entered on Xero. To find out more about Files Library, view the video below for details.

**QUICK TIP**

With files on xero, entering bills on xero is simple with your source document at your fingertips.

**Q How do I deal with overpayments on Xero?**

**A** You will have to find and match the bill or invoice that was overpaid, then allocate the overpayment under a new transaction. See the quick tip on the right for details.

**QUICK TIP**

It's common to have a client overpay a sales invoice or you've accidentally overpaid a bill. Overpayments can be resolved easily on xero.

**Q Cash flow is often tight, can I automate debtor follow ups?**

**A** Yes, Xero features invoice reminders which enables automatic email reminders to chase overdue invoices. You can customise the email content and frequency plus which clients should receive reminders, and which should not. View the video below to help set this up.

**QUICK TIP**

Chasing debtors has become easier with invoice reminders on xero, just set up invoice reminders and let xero do the chasing.

**Q How do I ensure staff get repaid for expenses paid from personal funds for the business?**

**A** You can set staff as a user, have them download the Xero app and take photos of receipts and submit expense claims for approval. View the video below, and check the quick tip on the right for details.

**QUICK TIP**

Use xero's mobile app and you can complete invoicing on the go, bank rec plus photograph receipts to become truly paperless.