

1. The supporting documents captured in Hubdoc could have been paid through various sources (bank, cash or others). How does Hubdoc differentiate?

Hubdoc is a tool for capturing source documents. The reconciliation process is performed in the Xero bank reconciliation function where transactions recorded by means of bank payment, petty cash or other contra entries are confirmed and recorded.

2. Can all types of scanner or photocopier will work for HubDoc linking to Xero?

All scanners or photocopiers with “scan to email” functionality, i.e. can send scanned files to an email address is able to scan and send documents into Hubdoc. The Fujitsu Scanscap is recommended as it is able to scan documents of all sizes, including receipts, in bulk.

3. Can Hubdoc manage the manual payment voucher?

Manual payment voucher is the internal controls process to batch supporting bills for approval before payment. This process is performed via the Xero Batch Payment function online.

4. What is the cost of Hubdoc?

Under Xero’s partner programme, your practice can use Xero and Hubdoc at no cost. For your clients, Hubdoc is free with all Xero Business Edition subscriptions (Xero Starters, Xero Standards and Xero Premium plans).

5. Do all non-cash transactions need to be input manually? Example - accruals, prepayments, depreciation adjustment

Non-cash transactions if they are not recorded in the Accounts Receivable or Accounts Payable module, will need to be manually adjusted.

For depreciation for Fixed Assets that are using Xero Fixed Assets Register, the depreciation and disposal of fixed assets can be processed in the system with a few clicks.

6. Must Hubdoc be linked to Xero? Can it be linked to other systems?

Hubdoc is included free-of-charge with all Xero Business Edition subscriptions.

It can link to other systems, however, you will have to pay separately for Hubdoc.

7. Hubdoc looks like it is most suitable for AP transactions. How about other transactions like expense claims, intercompany invoices and AR?

Hubdoc is suitable for both AP and AR transactions. For expense claims, we recommend using [Xero Expenses](#) – also free for your practice under Xero’s partner programme, but chargeable for your clients.

For inter-company invoices, users can use the Xero network key address for automating draft invoicing in respective accounts.

8. Can HubDoc read other languages?

English only.

9. Can HubDoc export in CSV file while publishing in Xero?

Hubdoc records can be exported in csv but not in the Xero import template format.

10. Can Hubdoc pick up hand written invoice / receipts?

Hubdoc reads digital English writing. For human writing, if it is legible in English, Hubdoc manages to aut- extract for some samples we have tested. Otherwise, users just need to fill in the key fields themselves

11. When using HubDoc, we note that the description section is meant for vendor name and invoice number. Does this mean that when we pull GL information, we cannot see what a description of the expense about?

The description is populated with information via the reference fields. The detailed description of the bills are visible from the open attached bill displayed next to the Xero recorded transactions.

12. Can I scan the bank statement and can Hubdoc pick up the direct bank transfer?

For bank statements scanned, Hubdoc extracts the total balance, not line items.

The easiest way to capture all bank transactions is to connect your/your client’s bank accounts to Xero – Xero integrates with all of Singapore’s major small business banks: DBS, HSBC, OCBC and UOB. This function is available with all Xero Business Edition subscriptions.

Please contact Esther Li (esther.li@xero.com) or Derek Tang (derek.tang@xero.com) with any questions.