

Frequently Asked Questions

General	
Q	How does the free trial work?
	During 14-day free trial, use complete application. To continue subscription, purchase it before trial expires.
Q	Can I Trial without registering?
	Yes, click 'Trial now and Register later' on the registration page
Q	Do you require my credit card details to start a trial?
	No credit card details are required to start a trial.
Q	Can I cancel my subscription at any time?
	We hope that this won't be necessary, but should you still want to, customers can unsubscribe any time.
Q	Can I pay for a yearly instead of a monthly subscription?
	Yes, yearly subscriptions are available.
Q	What methods of payments are accepted?
	We currently accept payments via PayPal and In-App Purchase via the Appstore.
Q	Will my data be private and safe?
	We do not share your details with third parties.
Q	After my free 14-day trial, if I don't upgrade, will my data get deleted?
	Yes, data over 90 days will be deleted.
Q	Can I extend my free 14-day free trial?
	No, Sorry.
Q	Can I delete all my test expense data before I start entering real expenses?
	Yes, on the web app by going to Application/Generic Settings.
Q	Who can I contact if I have a query?
	There are several ways to contact us: <ul style="list-style-type: none"> • Mobile - Settings/Support/Feedback. • Website - Contact Us. • Web client - Menu bar click on 'i' icon and select Feedback.
Q	What type of businesses is Solo Expenses suitable for?
	'Approval' process is for businesses who have up to 100 persons claiming expenses. 'No Approval' process is for businesses with only one person claiming expenses where no approval is required.
Q	Does Solo Expenses have a loyalty programme?
	Yes, it is called 'Refer & Earn'.
Q	Will I earn commission when I invite a friend to use Solo Expenses?
	Yes, if your friend registers and becomes a paying customer.

Q	Will I require support to setup a subscription for my Organisation?
	No, we have a simple wizard that guides you through the on-boarding process in minutes.
Q	What does 'No Approval' mean?
	This subscription is aimed at sole business persons who do not require their expenses to be approved.
Q	What does 'Approval' mean?
	This subscription is aimed at businesses whose employees require expenses to be approved.
Q	What are 'Household' claims?
	Expenses incurred for personal/household use.
Q	Do I have to be a minimum age to use Solo Expenses?
	No, but when upgrading you will require a valid Bank/PayPal account.
Q	Do you require my credit card details to start trial?
	None required to start a trial.
Q	Can my subscription be setup to capture VAT/GST/Sales Tax?
	During setup, you can assign rates to expenses categories. All calculations are automated and exportable.
Q	Are the expense categories different for Household expenses?
	Yes.
Q	Can I use the Household version forever?
	Yes.
Q	Where can I find the password criteria details?
	The criteria details are displayed on first creation and then each time when you change it.
Q	How can I change my password?
	Mobile - Click 'Profile' icon and click Plan Features. Web client - Click 'Profile' icon at the top right-hand corner.
Q	Where can I provide my feedback?
	On the mobile find it under Settings or on the web client on top right-hand corner.
Q	How do you communicate information on new releases?
	New release info is updated in the web client's Version history, Appstore & GooglePlay store.
Q	Can I invite my Accountant to help me manage my expenses?
	Yes, go to 'Invite' in the app and invite your Accountant.
Q	Can I use Solo Expenses to upload my credit card transactions?
	Yes, by registering your credit/debit card.
Q	What happens to my data if I stop paying my subscription?
	Data older than 90 days will automatically be deleted.
Q	Are the expense categories different for Household expenses?
	Yes, Household categories are for personal expenses.
Q	Do you have any help videos?
	Our help videos can be found everywhere in the application where you see this icon '?'. 