

# Frequently Asked Questions

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

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