



Frequently Asked Questions

Last Updated on August 19th 2018

1. How do I download the app?

You can download the mobile application for free from either Google play or App store.

2. How Do I sign up with Invoiz?

You are required to fill in the basic personal details for signing up. The details which are mandatory are name, valid email address, valid mobile telephone number with country code, date of birth & gender.

3. How do I Log-in to my account in invoiz?

You have to login using your registered email address or mobile number and the corresponding password.

4. Why is my date of birth needed for sign up?

Invoiz is an application for use by anyone who is above 13 years old. This is mandatory as per this mobile application content, functionality and usage.

5. What happens if I forget my password for login?

You can reset your password by providing your email address. Follow the instructions in your mail and reset the password for logging into your account.

6. Can I use Invoiz application in all countries?

Yes, you can use Invoiz application in all countries of the world. To maximize benefits of the feature rich application, registered retailers are required. You can still use the application for manually adding receipts through the advanced voice to text feature and monitor expenses even without registered retailers.

7. Does Invoiz support tax structure of all countries?

Currently Invoiz application supports tax structure of UAE & INDIA. However, you would be notified periodically about the updates which supports more countries.

8. What should I do if I did not get an OTP for sign up confirmation?

You can send a mail to support@invoiz.world.

9. Where can I view my receipts in real time?

All receipts of your transactions can be viewed in the receipt feature in real time.

10. Do I need to be online to complete a transaction with a retailer?

No. In order to complete a transaction you need to either provide the correct UID, email address, QR code or the mobile number to complete transaction. However you will have to be online to view the digital receipt.



11. Where are the receipts stored?

All your receipts are stored in cloud servers hosted by Amazon Web Services (AWS).

12. How long are the receipts retained in the cloud server?

Your receipts are retained in the cloud server for maximum three years. After this period the receipts will be automatically deleted.

13. How long does it take to for me to receive a digital receipt?

Subject to network connectivity of both the retailer and the end user & the speed of transaction by the cashier at the Till, it takes between 3 to 5 seconds for the receipt to appear in the mobile application.

14. How can I share a receipt with my friends?

You can share receipts with registered Invoiz users. The list of users will be visible when you share a receipt. You can also share with non-registered users by sending a link. However your friends have to download the app to view the receipts.

15. How can I delete a receipt?

You can delete a receipt by selecting the receipt and clicking the trash icon.

16. How can I use the safe feature of the application?

The Safe feature is used for storing and archiving important receipts with guarantees and warranties. The safe folder can be accessed with a four-digit pin assigned by you.

17. What happens if I forget the four-digit pin of the safe feature?

You can reset your pin number by requesting for a reset pin link to your email or by answering the security questions.

18. How do I search for the purchase details of a specific item in one receipt?

You can search for any item purchased by typing in the name of the item. All the receipts having this item will be populated for your use.

19. Can I view receipts as per category of purchase?

You can search the receipts of all transactions by using the name of the categories. A pre-existing list of categories is generated for your use.

20. What is the default currency when I download the application?

The default currency would be as per the country you are downloading the APP in.

21. Where can I view the list of Invoiz registered retailers?

You can view the list of Invoiz registered retailers in the geo-location feature.

22. Can I view the receipts as per the retailers?

Yes, you can view all receipts as per the list of retailers visible in the geo-location feature.



23. Can I change my current location in the geo-location feature?

Yes. You can change the current location by clicking on the icon on top right corner manually. However, the retailers registered for that location will only be visible.

24. Where do I view shared receipts?

You can view the shared receipts in the default shared folder available in the organizer feature.

25. Can I add customized folders?

Yes. You can add customized folder using a color and a pictogram of your choice.

26. Why cant I delete the default folders?

The folders named Tax, Shared, Reimbursement cannot be deleted as these are functionally required for the mobile application.

27. Can I delete folders I created?

Yes. You can delete folders which you have created.

28. How to use the discounts & offers feature?

Discounts & offers feature are promotions by the registered retailers. Retailers promote their products with details of discount, price, details of the product and the validity of the offer. Retailers also provide the information for redemption of an offer either by QR code or directing you to visit their shop.

29. How do I report for any objectionable content in the offers & discounts feature?

You can report back to Invoiz FZ LLE or Invoiz PVT LTD, for any objectionable or wrong content visible in the discounts & offers feature. The company will act immediately after thorough verification of the promotion, by ensuring that the retailer deletes the offer.

30. When can I redeem green points?

Once the tree grows which is indicated by the leaves of the tree turning completely green in the green points feature, you are notified of the 500 green points collected by way of all your purchases and transactions.

31. How do I redeem green points?

Once you collect 500 green points you can redeem the sponsored coupons displayed or collect them and redeem them later.

32. How do I report for any objectionable content in the green points feature?

You can report back to Invoiz FZ LLE or Invoiz PVT LTD, for any objectionable or wrong content visible in the discounts & offers feature. The company will act immediately after thorough verification of the promotion, by ensuring that the retailer deletes the offer.

33. What happens if I do not redeem green points?

Your green points collected, permanently stays in your account.



34. How do I use the expense tracker?

You can use this feature for locating and tracking purchases based on category, item and for specified periods in the currency of your choice.

35. How to view expenses in different currencies?

You can view your expenses for a specified period based on the currency of your choice selected from the list currencies mentioned. Currently British Pound, US Dollars, UAE Dirhams, Indian Rupee, Euros & Pakistani rupees are supported. The expense tracker shows the total expenses in the currency of your choice based on the rate of exchange of the purchases on the day of purchases made all over the world.

36. How do I view expenses based on categories?

You can select the category of your choice for viewing the expenses.

37. Why do I see pre-existing expense tracker details for a category?

The default receipt is the last receipt or purchases made on the day of your last receipt.

38. How can I delete and restore receipts?

You can delete receipts from any feature on the App. The receipts will be moved to the thrash can and they can be restored by selecting the receipt and then clicking restore. The receipts will move back in to the feature it was deleted from.

39. Where can I view the terms and conditions and privacy policies?

You can view the terms and conditions and privacy policies in the settings feature on the sidebar.

40. How can I delete my account?

You can delete your account from the setting feature available on the sidebar.

41. What will happen to my receipts after I delete my account?

Once you delete your account, details of your account will be deleted from the INVOIZ servers. However, your transactions and details will remain with the Invoiz registered retailer.

Where can I get further information?

If you have any questions about our use of cookies or other technologies, please email us at support@invoiz.world

End of FAQ