

eXpense365 FAQ

SU Finance have recently launched a new app which will help students to claim back money that they have spent on behalf of their student group. This app will make it much quicker and easier to claim your money back, and you will be able to keep track of it throughout the authorisation process.

As this is a new process you may have a number of questions about it - here are the answers to some of the most frequently asked questions about the app - however if you have a question that is not addressed here feel free to email sufinance@bath.ac.uk and we will be happy to answer any queries!

- **How do I download the app?**

Instructions on how to download and register in the app can be found on the SU Finance web page, under the '[App Training](#)' tab.

If you go the app store on your smart device and search for 'expense365' you will be able to download the app. You can then register using your University email address.

- **Why can I only claim money back for specific groups?**

You will only be able to claim money from groups that you are a member of. This means that you must have paid your membership fee or, in the case of groups which have free memberships, signed up on thesubath.com. You will not be able to make any claims from a group that you are not a registered member of.

- **I just bought my membership, and I still can't claim anything back, what's going on?**

Our system takes a little time to update itself with your membership information. When you have just purchased a membership it can take up to two hours to register across the entire system, so you will need to wait a little while before trying to submit your claim.

- **When will I receive my money back?**

We will do app payment runs a couple of times per week, and you will receive a notification when your claim has been authorised and paid. After the payment date the money will take **three working days** to get into your account. If the payment takes longer than this to reach your account please contact sufinance@bath.ac.uk and we will be able to look into it for you.