

# Frequently Asked Questions

## **Can we Direct Debit a Bank Account?**

The Company Start Up Package fee is charged to a card, but during your trial period you are able to change your payment preferences for the ongoing monthly subscription through Stripe.

## **Is Outcomes Tracking a CRM?**

No. We are a unique data collection/collation app specifically designed for performance management in the Sales Industry. There are many CRMs in place and we have no intention to compete with them, instead Outcomes Tracking is excited to be filling a BIG data analysis gap in the market.

## **Why has no one thought of this before?**

We are sure people have... but our extensive background in the direct sales industry, our deep understanding of how to manage the data and our ambition to make a difference, all aligned and bought you Outcomes Tracking!

## **What if someone forgets their password?**

Your sales team and team leaders will be able to request a password change and will be prompted to reset it by a message sent to the email account associated with their login.

## **What if I like the concept but it's not relevant to the type of sales myself or my company do?**

Let us know you are interested and we will look to build in the framework for the App to fit in with your industry.

## **What if we decide to no longer use the App?**

As we have no lock in contract, you will just be charged for your last week of use and that's that. If you want a CSV export of your raw performance data we will happily provide you with it.

