

## **Which cryptocurrencies does the CopPay platform accept?**

CopPay accepts 8 types of cryptocurrency: Bitcoin, Ethereum, Litecoin, Ripple, Dash, NEM, Steem, and Steem-Dollar. The list of coins gets updated regularly.

## **What is the difference between Regular and Exchange mode?**

In Regular mode, the merchant receives cryptocurrency. In Exchange mode, the cryptocurrencies get exchanged and the merchant receives fiat money in his bank account.

## **In which countries does Exchange mode work?**

At the moment, the exchange function is available in all countries of the European Union, where the base currency is the Euro.

## **Which currencies can only be accepted in Exchange mode?**

Nem, Steem, and Ripple can only be accepted in Exchange mode.

## **Which currencies can be accepted in any mode?**

The merchant can accept Bitcoin, Ether, Litecoin, and Dash in both modes - Exchange or Regular.

While our wallet is under construction, we offer the following instructions for using the received cryptocurrency:

- Copy the 12 word phrase from the gate ("Account" - "Backup wallet")
- In the Jaxx wallet (or any other BIP44 wallet that supports a 12 word seed) transfer the 12 words from the gate:

a. If you are using Jaxx for the first time, enter the copied 12 words

b. If Jaxx is already installed, back up the old wallet as you will lose access to it! Then, go to: Tools -> Pair devices -> Pair / Restore wallet, and enter your 12 words from CopPay.

- Add the cryptocurrency that the merchant will accept

- This must be done once, then all the merchant's transactions will be displayed there, and he will be able to use the received crypto currency at his own discretion.

### **What should I do if the base currency of my country isn't listed/cannot be selected?**

In spite of the fact that the exchange function is available in only a limited number of countries at the moment, you can work with our gates in the mode of receiving cryptocurrency without exchanging them for fiat. For your convenience of billing we can add the base currency of your country, if it is not already listed in our gate. Feel free to contact our support team by writing us an e-mail: [support@coppay.io](mailto:support@coppay.io) or through Telegram: [@CopPay\\_support](https://t.me/CopPay_support)

### **How do I obtain a verified status for CopPay's service?**

After registration, it is necessary to fill in the Business Information Form, attach the needed files, and send them for verification (press Verify). You can temporarily save information and continue filling later (press Save).

### **Why does CopPay need such verification?**

We must hold the process of verification in accordance with the KYC/AML policy requirements.



## **Is it possible for one legal entity to have multiple points of sale?**

Yes, this function is completely possible. For this it is only necessary to add a new user (cashier) in the Users menu. You don't need to pass general verification again.

## **How do I use the CopPay Payment Gate in my online shop, Information System, or e-commerce system? Is there an API?**

For use of the CopPay Payment Gate, there are two approaches:

1. RESTful API
2. QuickBuy - Web Pages for easily using the CopPay Payment Gate

## **I use the Jaxx wallet. When the QR code is scanned, the button "Send" is disabled. What do I do?**

In the wallet Jaxx, there is a feature that makes you verify the amount after scanning QR-code. To enable the "Send" button, you need to click on the sum field and just add a 0 to the end of the sum (after the decimal point). The "Send" button will become available.

## **Why has my crypto transaction not been confirmed for a long time?**

For transactions up to 1000 EUR (inclusive), our service confirms in a fast mode thanks to the algorithm developed by our programmers. Nonetheless, several factors influence the time of confirmation for a crypto transaction:

- The load of a particular crypto network (blockchain)
- Commission amount. The more commission for a transaction, the faster it will pass. Use wallets where you can specify the commission yourself.



For the Ethereum network, we recommend setting a transaction fee of at least 20 gwei (0.00000002 ETH)