



## Frequently Asked Questions

### Retailer Questions

- **How Do I Sign Up?**

It's easy, just download the Xion application or use our web based one and sign up as a retailer. Once signed up you can now start utilising the platform but we do request that you verify the rest of your account via KYC as soon as possible to increase security and transparency.

- **How Do I Verify My Account?**

On sign up we will ask you to upload documents for your business. If you cannot upload the documents immediately not to worry you can just click on settings anytime and select KYC where you will then be presented with the same page to upload the documents.

- **What Happens If I Don't Verify My Account?**

Once your account starts processing subscriptions for customers we will give you a limited amount of time to verify your account otherwise your account will be paused until we can verify the business and your personal information.

- **What Online Platforms Do You Support?**

We support majority of open source ecommerce platforms and custom pages with scripts. Please refer to the supported platforms link here.

- **Can I Create My Own Offers?**

Yes, with Xion there is no limits to how many subscription offerings you can create for your store.

- **How Does Xion Billing Display On My Website?**

After creating your offers on Xion you will be able to copy and paste the script on any page of your site to enable recurring billing for that product or service.

## User Questions

- **How Do I Sign Up?**

It's easy, just download the Xion application or use our web based one and sign up as a user. Once signed up you can now start utilising the platform to manage and purchase your favorite subscriptions.

- **Do I Need To Verify My Account?**

Yes, we request that all users verify their personal information on the platform to confide with KYC laws.

- **What Languages & Currencies Do You Support?**

Xion supports all major currencies which include USD, GBP and EUR. More currencies will be

- **How Do I Buy Subscriptions?**

You can purchase your favorite subscriptions with just a click of a button in the Xion channel or if you're brand or retailer is using Xion as their choice of subscription billing then you can purchase directly from their website where you'll be able to manage that subscription in Xion and have full control 24/7.

- **What is ISX & XSC and how do I use them?**

(ISX) is Xion's In Store Currency used for any payments with subscriptions. When you load \$100 worth of credit to your account you get \$100 worth of (ISX). Anytime that a retailer offers a discount on a subscription, you can automatically select the XSC option to qualify for the discount. You don't have to worry about exchanging ISX for XSC we do it for you automatically.

- **Can I Cancel a Subscription?**

Yes you can easily cancel, manage, pause or edit all your favorite subscriptions that you are paying for in the management section of Xion's app.