FAQ’s

1. What is Denari (Dnr)?

The Denari is our virtual online currency based on the real world currency. It was developed by us, Penny Inc, to allow you to bid on products that are available on our site. Its purpose is to create a sense of uniformity in online transactions regardless of the form of currency that is default to you. For the moment, we only are allowing the Kenyan shilling to exchange with it, but there are planned expansions to other currencies.

2. What is the value of a Denari (Dnr)?

In these initial stages of our project, the Denari is valued at 5ksh.

3. How does one create a bidding account?

Upon loading the site on your browser, you will be prompted to either create an account, or log into an existing account.

To create an account, the details to be filled have been provided on the popup page.

The purpose of account creation is so as to allow only those with accounts to bid on the products that are available on the site.

4. How does one reset a password?

In the event that you forget your password, resetting it is no hustle at all. All you have to do is fill in your “username”, click on “Forget Password” on the login popup page, after which an email address is sent to your Email. Open your email; follow the link provided by “no-reply@pennyinc.co.ke” and Reset your password.

5. How does one load Denari to the Dwallet?

The Dwallet is your online wallet, and to load it with cash, all one needs is a phone number. When you click on ‘Top Up’, you will provide your MPESA number and input the desired amount in KSH. An Mpesa menu popup will appear on your phone in order to input tour pin and approve the transaction.

6. How is bidding done?

To place a bid, you simply have to click on the “Bid Now” button on the bottom of the desired product, fill in the desired amount of Denari, which should be greater than or equivalent to the price of the product indicated in Denari. You cannot bid lower than the denari price indicated.

7. How is a bid promoted?

Bid promotion is the process of boosting your bid on a desired product so that you are in the run for a win. To do this, you check on your bid rank after placing a bid, then if you so choose; you click on “Promote Bid” to multiply the value of your bid so as to stay ahead of the pack.

8. How is a bid won?

To win a bid, all you have to do is ensure that you are in the lead in terms of the amount of Denari placed on a specific product, right up to when the bid closes.

9. How is delivery done after winning a bid?

Delivery will be done through our retail partners who will have the stock of products. You will be contacted to give your location anywhere in the country. In major cities, your prize will be delivered to your doorstep, else, at the nearest post office.

10. How will the delivery be confirmed?

Delivery confirmation will be done by both our retail partners and us. This is so as to ensure that you get your product in pristine condition as ordered.