

VLINKPAY Knowledge Base

Welcome to the VLINKPAY Knowledge Base. This comprehensive guide is designed to provide you with all the information you need to understand and utilize VLINKPAY's services effectively.

Table of Contents

1. Introduction to VLINKPAY
2. Setting Up Your VLINKPAY Account
3. Using E-Gift Cards and E-Vouchers
4. Cashback and Rewards Program
5. Merchant Partnership Program
6. Know Your Business (KYB) Verification
7. Know Your Customer (KYC) Verification
8. Vpoint Rewards for Lucky Draw
9. Frequently Asked Questions (FAQ)
10. Contact Support

1. Introduction to VLINKPAY

VLINKPAY is a revolutionary platform that integrates AI and blockchain technology to provide seamless e-gift card and e-voucher solutions for businesses and consumers. Our mission is to enhance customer engagement, increase sales, and provide secure, efficient transactions.

2. Setting Up Your VLINKPAY Account

How to Create an Account:

1. Visit www.vlinkpay.com
2. Click on "Sign Up"
3. Fill in your personal details
4. Verify your email address
5. Complete the Know Your Customer (KYC) process

Verifying Your Account:

- Submit required documents for KYC
 - Verification usually takes 24-48 hours
 - Once verified, you can start using all VLINKPAY features
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3. Using E-Gift Cards and E-Vouchers

Purchasing E-Gift Cards:

1. Log in to your VLINKPAY account
2. Navigate to the "E-Gift Cards" section
3. Select the desired e-gift card and amount
4. Complete the purchase using your preferred payment method

Redeeming E-Gift Cards:

- E-gift cards can be redeemed at participating merchants
- Present the e-gift card code at checkout

Benefits of E-Gift Cards:

- Convenient and easy to use
 - Ideal for gifts and rewards
 - Earn cashback on purchases
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4. Cashback and Rewards Program

How to Earn Cashback:

- Make eligible purchases using e-gift cards or e-vouchers
- Earn VMM tokens as cashback
- Tokens can be used for future purchases or redeemed for cash

Understanding VMM Tokens:

- VMM tokens are reward Cashback

- The value of VMM tokens is based on market rates at the time of conversion

Redeeming VMM Tokens:

- Use tokens to purchase e-gift cards or e-vouchers
- Convert tokens to cash for withdrawal

Market Price:

- VMM tokens are valued based on market rates on exchanges.
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5. Merchant Partnership Program

Benefits for Merchants:

- Access to a broad customer base
- Increased sales through e-gift card and e-voucher offerings
- Enhanced customer engagement with cashback rewards

How to Join:

- Apply on the VLINKPAY website
 - Complete the verification process
 - Integrate VLINKPAY solutions into your business operations
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6. Know Your Business (KYB) Verification

The KYB process is essential for ensuring that all businesses using VLINKPAY are legitimate and compliant with legal requirements. This process helps protect the VLINKPAY ecosystem and provides a secure environment for all users.

Steps for KYB Verification:

Application Submission:

1. Log in to your VLINKPAY account.

2. Navigate to the "KYB Verification" section.
3. Fill in the necessary business information, including business name, address, and registration number.

Document Upload:

- Upload required documents such as:
 - Business registration certificate
 - Proof of address (utility bill, lease agreement, etc.)
 - Identification documents of business owners or authorized representatives

Verification Process:

- VLINKPAY's compliance team will review the submitted information and documents.
- This process typically takes 3-5 business days.
- You will receive a notification once your KYB verification is complete.

Approval:

- Once approved, your business will have full access to VLINKPAY's features, including e-gift card and e-voucher issuance.
- You will also be eligible to participate in VLINKPAY's promotional programs and earn VMM tokens.

7. Know Your Customer (KYC) Verification

The KYC process ensures that all VLINKPAY users are verified for identity and legitimacy, promoting a secure platform for all transactions.

Steps for KYC Verification:**Application Submission:**

1. Log in to your VLINKPAY account.
2. Navigate to the "KYC Verification" section.
3. Fill in the necessary personal information, including full name, address, and contact details.

Document Upload:

- Upload required documents such as:
 - Government-issued ID (passport, driver's license, etc.)
 - Proof of address (utility bill, bank statement, etc.)

Verification Process:

- VLINKPAY's compliance team will review the submitted information and documents.
- This process typically takes 24-48 hours.
- You will receive a notification once your KYC verification is complete.

Approval:

- Once approved, you can fully access all VLINKPAY features and services.
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8. Vpoint Rewards for Lucky Draw

Vpoint rewards can be redeemed for participation in the Lucky Draw, offering additional incentives for users to engage with VLINKPAY services.

How to Earn Vpoint Rewards:

- Make eligible purchases using e-gift cards or e-vouchers
- Earn Vpoint rewards through various activities such as reviews, referrals, and participation in promotions

Redeeming Vpoint Rewards and Vpoint:

- Use Vpoint rewards to enter the Lucky Draw for a chance to win various prizes
- Vpoint can also be used to purchase e-gift cards or e-vouchers on the VLINKPAY platform

Benefits of Participating in the Lucky Draw:

- Opportunity to win attractive prizes
- Enhances user engagement and loyalty
- Provides an additional use case for Vpoint rewards

Vpoint Redemption Options:

1. Conversion Rates:

- **VPOINT to USD:** 15 VPOINT = \$1 cash.
- **VPOINT for Transactions:** 1 VPOINT = \$1 for Redeem and purchasing products and services within the VLINKPAY ecosystem.

2. Redemption Options:

- **Direct Purchases:** Members can use VPOINT directly at the rate of 1 VPOINT = \$1 for product or service available through VLINKPAY.
 - **Cash Conversion:** Members can convert VPOINT to cash at a rate of 15 VPOINT = \$1. This cash can then be used for any purchase or withdrawn to a bank account.
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9. Frequently Asked Questions (FAQ)

General Questions:

- **What is VLINKPAY?** VLINKPAY is a platform offering payment gateways and e-gift cards, e-vouchers, and cashback rewards.
- **How do I create an account?** Visit our website vlinkpay.com and follow the sign-up instructions.

Technical Questions:

- **How do I reset my password?** Click on "Forgot Password" on the login page and follow the instructions.
 - **Why haven't I received my verification email?** Check your spam folder. If not found, contact support.
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10. Contact Support

For further assistance, please contact our support team:

- **Email:** support@vlinkpay.com
- **Phone:** (832) 799-2784
- **Address:** 5444 Westheimer Rd, Suite 1000, Houston, TX 77056

Thank you for choosing VLINKPAY! We are dedicated to providing you with the best possible experience and support.