

# Silverbits Transact: Your Guide to Buying and Selling Silver

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## Welcome to Silverbits Transact

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Welcome to the Silverbits Transact page, your personal gateway to the world of silver investment. This guide is designed to provide you with a comprehensive understanding of all the features available on the Transact page, ensuring a seamless and confident trading experience. Whether you are buying your first gram of silver or selling from your vault, this guide will walk you through every step of the process.

At Silverbits, we are committed to providing not only competitive pricing but also an outstanding user experience. This guide is a part of that commitment, empowering you with the knowledge to make the most of our platform.

## What You Will Learn

This guide will cover everything you need to know about the Silverbits Transact page, including:

- **Navigating the Interface:** Understanding the layout and key sections of the page.
- **Buy and Sell Modes:** How to switch between buying and selling silver.
- **Product Selection:** An overview of the different silver products available.
- **Quantity and Pricing Controls:** How to use the synchronized sliders and textboxes to specify your desired amount.
- **Shopping Cart Management:** Adding, modifying, and removing items from your cart.
- **The Price Lock Timer:** Understanding the purpose of the 15-minute price lock and how it protects your transactions.

- **The Checkout Process:** A step-by-step guide to completing your purchase or sale.
- **My Vault:** How to use your personal vault to track and manage your silver portfolio.

Let's get started!

## Getting Started: Buy vs. Sell Mode

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The Silverbits Transact page allows you to both buy silver from us and sell silver back to us from your vault. To switch between these two modes, simply use the radio buttons at the top of the page.

- **Buy Mode:** Select the "buy now" option to purchase silver and add it to your vault.
- **Sell Mode:** Select the "sell now" option to sell silver from your vault back to Silverbits.

When you switch between modes, you will notice that the interface updates to reflect your choice. For example, the "Add to cart" buttons will change to "Cash out", and the cart title will change from "My Cart - Purchase" to "My Cart - Sell back".

**Important Note:** To ensure a clear and accurate transaction, your shopping cart will be automatically cleared when you switch between buy and sell modes. You will see a notification message confirming that your cart has been cleared.

## The Product Dashboard

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The product dashboard displays the range of silver products available for you to trade. Each product is presented in its own card, providing you with all the necessary information to make an informed decision.

### Available Products

Silverbits offers a variety of silver bullion products to suit your investment needs:

- **Granules:** Pure silver granules, perfect for custom investments.

- **1oz Coins:** One-ounce silver coins, a popular choice for collectors and investors.
- **100g Bars:** 100-gram silver bars, offering a balance of size and value.
- **1kg Bars:** One-kilogram silver bars, ideal for larger investments.
- **Krugerrands:** Silver Krugerrand coins, a world-renowned investment coin.

## Live Silver Price

At the top of the page, you will find the live price of silver, displayed in South African Rand (ZAR) per gram. This price is updated regularly to reflect the current market rates, ensuring that you are always trading at the latest prices.

## Selecting Your Amount: The Quantity Controls

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We have designed a flexible and intuitive system for you to specify the exact amount of silver you wish to trade. For each product, you have three synchronized controls at your disposal:

- **Quantity Textbox:** You can manually type the desired quantity (in grams or units) into this textbox.
- **Amount Textbox:** Alternatively, you can enter the desired total value in Rand (ZAR) into this textbox.
- **Slider:** For a more visual approach, you can use the slider to adjust the quantity and amount.

As you adjust any one of these controls, the other two will update in real-time to reflect the changes. This synchronized system gives you the freedom to think in terms of quantity, value, or a visual scale, whichever you prefer.

Behind the scenes, our system uses a high-precision Rand-per-gram value to ensure that your calculations are accurate to the cent, providing you with fair and transparent pricing.

## Your Shopping Cart

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Your shopping cart holds the items you have selected for purchase or sale. Here's how to manage your cart:

## Adding Items to Your Cart



To add an item to your cart, simply enter the desired quantity or amount in the product card and click the "Add to cart" (in buy mode) or "Cash out" (in sell mode) button.

## Viewing Your Cart

Your cart is displayed on the right-hand side of the page as soon as you add your first item. It shows a list of the items you have added, along with their quantities and line totals.

## Manipulating Cart Quantities

Once an item is in your cart, you can easily adjust its quantity:

- **Increase Quantity:** Click the  button next to the item to increase its quantity.
- **Decrease Quantity:** Click the  button to decrease the quantity. If you decrease the quantity to zero, you will be prompted to confirm if you want to remove the item from your cart.

## Removing Items from Your Cart

To remove an item from your cart, you can either decrease its quantity to zero and confirm the removal, or click the dustbin icon next to the item.

## The Price Lock Timer

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The silver market is dynamic, with prices that can change at any moment. To protect your transactions from these fluctuations, we have implemented a 15-minute price lock timer.

### How It Works

When you add your first item to the cart, the current prices are locked in for 15 minutes. A countdown timer will appear at the top of your cart, showing you how much time you have left to complete your transaction at the locked prices.

## What Happens When the Timer Expires

If the timer expires before you complete your checkout, your cart will be automatically refreshed with the latest market prices. You will see a notification message informing you that the prices have been updated. This ensures that you are always trading at fair and current rates.

## Resetting the Timer

The timer will be reset to 15 minutes when you switch between buy and sell modes.

This gives you ample time to build and review your order without worrying about price changes.

## The Checkout/Confirmation Process

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Once you are satisfied with the items in your cart, you can proceed to the checkout.

### For Buy Orders

1. Click the "Checkout" button.
2. You will be presented with a summary of your order, including the total amount due.
3. Follow the on-screen instructions to complete the payment process.

### For Sell Orders

1. Click the "Confirm" button.
2. You will see a confirmation message indicating that your payment is being processed.
3. A proof of payment will be sent to you as a notification of completion.

## My Vault: Your Silver Portfolio

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"My Vault" is your personal silver portfolio, designed to help you track and manage your investments with ease. It features an interactive chart that provides a visual

overview of your holdings.

## Understanding the Chart

Each bar on the chart represents a different type of silver product that you own. The height of the bar corresponds to the current market value of that holding in Rand (ZAR).

## Interactive Tooltip

When you hover over a bar, a tooltip will appear with detailed information about that holding:

- **Value Mode (Default):** The tooltip will show the current market value and the original purchase price, allowing you to see the performance of your investment at a glance.
- **Quantity Mode:** You can click the toggle button above the chart to switch to quantity mode. The tooltip will then display the quantity of the product you own (in grams or units), along with the value information.

"My Vault" is a powerful tool for monitoring your silver portfolio and making informed investment decisions.

## Tips for a Great Experience

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- **Use the synchronized controls** to your advantage. If you have a specific budget in mind, enter the Rand value directly. If you are thinking in terms of weight, use the quantity textbox.
- **Keep an eye on the price lock timer** to ensure you get the prices you want.
- **Use "My Vault"** to track your investments and identify opportunities.
- **Don't hesitate to switch** between buy and sell modes to explore different scenarios.

## Frequently Asked Questions (FAQ) & Troubleshooting

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**Q: Why did the prices in my cart change?**

A: This happens when the 15-minute price lock timer expires. Your cart is automatically refreshed with the latest market prices to ensure a fair transaction.

**Q: Why does my cart get cleared when I switch between buy and sell modes?**

A: This is to prevent accidental mixing of buy and sell items in the same transaction. It ensures that your orders are clear and accurate.

**Q: How is the value of my holdings in "My Vault" calculated?**

A: The value is calculated based on the current live market price of silver, giving you a real-time valuation of your portfolio.

## Contact & Support

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We hope this guide has been helpful. If you have any further questions or require assistance, please do not hesitate to contact our support team. You can submit a contact request on our Contact us page, dial our customer care center at **086 782 0036**, or send us an email at **customercare@SAsilverbits.com**. We are always here to help you on your silver investment journey.

Happy trading!

The Silverbits Team