



# RAZER DEVELOPERS CONFERENCE 2021

MAY 7, 2021

## RAZER GOLD | RAZER SILVER QnA

Link to Razer DevCon Resources: <https://developer.razer.com/devcon/>

The following is a summary of key questions gathered from Razer DevCon 2021

### - RAZER GOLD -

**Q: How do we setup Razer Gold to purchase our game?**

**A:** We invite you to please view the live recording of the Razer Gold Session Live QnA which can be found in the program outline: <https://developer.razer.com/devcon/> Another great resource for getting started with Razer Gold & or Silver are available here: <https://developer.razer.com/services/>

**Q: How long does integration take?**

**A:** Integration takes around 2 weeks. The first week is to sort out the integration questions and the actual development. The second week is for testing and deployment to go live.

**Q: Can we use Gold for in-game purchases?**

**A:** Yes

**Q: Is there a mechanism for Gold refunds?**

**A:** All Razer Gold payments are non-refundable, as stated in the Terms of Service.

**Q: Does Gold have an API to show available balances in game?**

**A:** Razer Gold does not have any API to show available balances in game as Razer Gold does not integrate to any game APIs to get the in-game credits balance.

**Q: I just have a small team in my studio, can I still work with Razer Gold?**

**A:** Yes

**Q: Can Gold be used for giveaways and how do we purchase?**



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**A:** Yes. Please reach out to our Business Development team at [gold-bd@razer.com](mailto:gold-bd@razer.com)

**Q: How long does Gold currency last before it expires?**

**A:** Razer Gold does not expire.

**Q: How do we sign up for branding on physical Gold cards? (e.g. 7-11 physical card with our game)**

**A:** Please reach out to our Business Development team at [gold-bd@razer.com](mailto:gold-bd@razer.com)

**Q: Is there somewhere we can upload Steam codes to make them available for Gold purchase?**

**A:** Yes. You can either upload the Steam keys at your own servers or you can choose to let us host the Steam keys.

**Q: I'm not getting any response for the API, what should I do?**

**A:** Our sandbox and production environments are up 24/7. If you are not getting any response from the Razer Gold API, please check the URL of the request or the network configuration of the server. If you face any integration difficulties, you may also contact Razer Gold API support team.

**Q: The API is giving me a response, but I'm getting an Invalid version error.**

**A:** Please make sure the content-type header is "x-www-form-urlencoded"

**Q: If I don't get a successful payment notification, will I get an error?**

**A:** No. Payment notification will be sent out once the user's payment is completed. If the payment notification was not sent out due to technical glitch, the notification will be queued to be resent again.

**Q: How does testing payments work? Is there a sandbox so I can make fake transactions?**

**A:** There is a sandbox environment for our partners to test the payment integration.

**Q: Can I choose specific regions when I work with you guys?**

**A:** Yes. However, we will recommend a global partnership for best monetization effectiveness as Razer has a global user base.

**Q: I am seeing the error: Channel not supported or not available at your country. What does this mean?**

**A:** Razer Gold payment gateway provides many local payment channels options which are specific to certain countries. The error message is shown when the payment channel is accessed by users outside the supported countries. For example, the error is shown when a Singapore IP address user tries to use FPX payment, which is only available in Malaysia.



**Q: How do refunds work?**

**A:** All Razer Gold payments are non-refundable, as stated in the Terms of Service.

**Q: Can Razer Gold Pins be used for a partial payment?**

**A:** No. Razer Gold PINs are redeemed in full amount.

**Q: Can you explain the differences between funds that come from Razer Gold Wallet vs Razer Gold Pins?**

**A:** There is no difference between paying using Razer Gold wallet vs Razer Gold Pins except that Razer Gold wallet allows flexible denominations.

**Q: How can I benefit my game with Razer Gold?**

**A:** You can monetize your game globally effectively with Razer Gold as Razer Gold is available at more than 5M offline channel touchpoints especially in emerging markets where credit card penetration is low. In developed markets, Razer is also able to drive Razer's users over to your game.

**Q: Any plans to integrate your currency with platforms like Kickstarter or IndieGoGo?**

**A:** Yes, do stay tuned.

**Q: Is there a limit to how many IPs a partner can ask to be added to Razer's white list. Can it be a range of IPs?**

**A:** We are able to whitelist a range of IPs for our partners.

**Q: Can you use razer gold to buy things on Amazon.com?**

**A:** No, Razer Gold can only be used to buy digital products.

**Q: Is Razer currency available on UPI as an instant payment system?**

**A:** UPI is one of the payment methods to buy Razer Gold.

**Q: How do the offline kiosks for razer gold work? Are there any benefits vs an online payment system?**

**A:** Users can either buy our Razer Gold physical gift card or pin-on-receipt that is printed at the POS machine over the counter at physical retail shops. One key benefit is in emerging countries where credit card penetration is low, users will still be able to enjoy and pay for the game using cash over counter.



- RAZER SILVER -

**Q: How do players earn Silver by playing our game?**

**A:** There are many ways to earn Razer Silver. Find out more here <https://gold.razer.com/silver/earn>

**Q: Can Silver be used to purchase in-game items?**

**A:** Yes

**Q: How does Razer OpenID work with Razer Silver?**

**A:** When the user login with their Razer ID account at our partner's site, the user's OpenID, a public identifier of the user, will be provided to the partner. Subsequent requests to Silver API to credit Silver to the user's wallet are required to send in the OpenId so that the system knows which wallet to credit to.

**Q: Do users have to use Razer Gold to earn Razer Silver?**

**A:** Spending Razer Gold to earn Razer Silver is one of the many ways to earn Razer Silver. Find out more here <https://gold.razer.com/silver/earn>

**Q: If a users private key is compromised, what should they do?**

**A:** Please rotate the private key in the Silver merchant portal.

**Q: Can I set up multiple Razer Silver reward codes?**

**A:** Yes. You can set up multiple reward codes to track the status of different engagements. Taking Razer Cortex as an example, there is 1 reward code set up for Daily Login and 1 reward code for Paid to Play.

**Q: What are the requirements to start working with Razer Silver?**

**A:** Technically, you need to integrate with Razer ID to start working with Razer Silver.

**Q: Can my game be a part of Paid to Play?**

**A:** Yes, we will be happy to discuss more. Please reach out to our Business Development team at [gold-bd@razer.com](mailto:gold-bd@razer.com)



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**Q: Why is there a fee for redeeming Razer Silver on a product (this is separate from shipping)**

**A:** The Tax on Silver Redemption is part of your local taxes.