



Documentation

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Provided by : codecanyon



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Documentation

For online details documentation Click Here

1. What are the Server Requirements to activate the script?
2. How to install the script?
3. How to activate the script?
4. How to download the latest version?
5. How to upgrade to the Latest Version?
6. Where will I find the purchase code?
7. How to upload products from admin?
8. How to be a seller?
9. How to upload products from sellers?
10. How to translate product information in multiple languages?
11. How to purchase products?
12. How to set up a website?
13. How to set up the Header part?
14. How to Set up the Footer part?
15. How to set up the Home pages part?
16. How to Set up the Policy pages part?
17. How to Set up the General part?
18. How to create a flash deal?
19. How to manage Order?
20. How to manage sellers?
21. How to see customer info??
22. How to send a newsletter??
23. How to configure payment methods??
24. How to configure the SMTP system?
25. How to Configure Facebook Login API?
26. How to configure Facebook pixel?
27. How to configure google plus login API?
28. How to configure twitter login API?
29. How to configure Apple login API?
30. How to configure Facebook Chat?

31. How to set up currency?
32. How to add a new currency?
33. How to set up language?
34. How to manage general settings?
35. How to manage the Staff panel?
36. How to manage shipping for products?
37. How to manage your wallet ?
38. How to create a coupon?
39. How to use coupons?
40. How to request money withdrawal as a seller?
41. How to pay for seller withdrawal requests as an admin?
42. How to enable maintenance mode?
43. How to create a pickup point?
44. How does a customer "chat with a seller" work?
45. How to add Attribute for the system?
46. How does the attribute work?
47. What is the new advanced filter option?
48. How to upload bulk products from the admin panel?
49. How to upload bulk products from the seller panel?
50. How to translate using Google translate?
51. How to use Classified Products?
52. How to use Digital Products?
53. How to configure the Amazon S3 file system?
54. How to migrate existing uploaded files to s3?
55. How to configure Ngenius credentials(test account)?
56. Which options are translatable in multiple languages?
57. How to configure Bkash payment gateway?
58. How to configure the Nagad payment gateway?
59. How to configure product wise shipping cost?
60. How to configure flat rate shipping cost?
61. How to configure Seller Wise Flat Shipping Cost

62. How to configure city wise flat shipping cost?
63. How to enable Carrier Wise Shipping Cost?
64. How to add a new Shipping carrier?
65. How to create a zone for carrier wise shipping?
66. How to set weight?
67. How can a customer choose carrier wise shipping?
68. How to configure Redis cache support?
69. How to configure firebase console setup for push notification?
70. How to create and respond to the support tickets?
71. How to generate Google reCAPTCHA site key?
72. How to give a review?
73. How can a customer cancel an order?
74. How to send queries from customers?
75. How can an admin reply to any queries of a customer?

How to in Details

1. What are the Server Requirements to activate the script?

Ans: To install the Script minimum server requirements are:

- Php version 7.2+
- MySQL 5.6+
- mod_rewrite Apache
- BCMath PHP Extension
- Ctype PHP Extension
- JSON PHP Extension
- Mbstring PHP Extension
- OpenSSL PHP Extension
- PDO PHP Extension
- Tokenizer PHP Extension
- XML PHP Extension
- ZipArchive Extension

In most servers, these extensions are enabled by default, but you should check with your hosting provider.

2. How to install the script?

Ans : To install the script follow the steps below.

- Extract the downloaded .zip file from codecanyon on your PC.
- **Upload** the Install.zip file to your server **public_html** or any other **directory** you intend to run the script.
- **Extract** the zip file in that directory.
- Create a new database from your server **MySQL database**.
- Create a DB **user** to the database and link that **database** to the **DB user**.
- First, hit your **site URL** and it will automatically take you to the **installation**.
- Click on the **Start Installation Process**.
- You will get the **Checking File Permission** page. If everything is ok then click on **Go to the next step**.
- Now you need to set **Database Host**, **Database Name**, **Database Username**, **Database Password**, and click **Continue**.

- Now you need to **import the SQL file**.
- Now **fill up the information of the shop** and click **Continue**.
- Click on **Go to Home/ Login to the admin panel**.

3. How to activate the script?

Ans : Following the given procedure below will make the license activated for your domain and you'll be able to use the script smoothly:

- Open the link in the browser.
- In the respective fields, put your Name, E-mail, **CodeCanyon Username, Purchase Key** and your intended **domain name** for the script and verify the captcha.
- The form will be submitted to check the purchase key and then activate the license for that domain.
- You can change the activation later from this same form. Activating a Regular license again with another domain name will remove the activation of the previous domain.

4. How to download the latest version?

Answer: To download your item(s):

- Login to your Codecanyon account.
- Hover over your username from the top right corner and click 'Downloads' from the drop-down menu.
- The downloads section displays a list of all the items purchased using your account.
- Click the 'Download' button next to the item and select 'Main File(s)' which contains all files, or 'License Certificate and Purchase Code' for the item license information only.

5. How to upgrade to the Latest Version?

Answer:

- a. Extract the **downloaded file** from codecanyon.
- b. There you will get a zipped folder named '**updates.zip**'. Upload that to the root directory on your server in which your previous version is running. **Unzip** that updates.zip file by selecting "**Extract here**".
- c. Now **reload** the home page and click on '**Update Now**'.
- d. It's **Done!**
- e. The full system has been **updated** with a **single click**.

f. Let's Browse Active eCommerce cms **Latest Version**.

6. Where will I find the purchase code?

Answer:

- Log into your Envato Market account.
- Hover the mouse over your **username** at the top of the screen.
- Click '**Downloads**' from the drop-down menu.'
- Click '**License certificate & purchase code**' (available as PDF or text file).

7. How to upload products from admin?

Ans : There are several steps to upload a product. Follow the instructions below,

- a. Click on "**products**" from the admin side.
- b. Then "**add new Products**" button.
- c. Product information - Need to fulfill the required field with proper data one by one.

i. General

1. Insert a product **name**.
2. Select a **category** from the dropdown list
3. Select a **sub category**.
4. Select a **sub sub category**.
5. Select a **brand**.
6. Insert the product **unit** like **pc, kg, ltr** etc.
7. Insert the product's **Minimum quantity**
8. Input single/multiple words for product tag and press **enter**.
9. **Barcode**

ii. Images

1. Main images - Preferable size **700 x 700**.
2. Thumbnail images - Preferable size **350 x 350**

iii. Video

1. Select one option from **youtube, vimeo, dailymotion**.
2. Insert video **link**.

iv. Product Variation

1. You can select **multiple colors**.

- Choose the **attributes** of this product and then input values of each attribute

v. **Product price + stock**

- Insert base price of the product.
- Insert the purchase price of the product.
- Discount - Add product discount(if available). Select “**Flat**” or “**Percent**” from the right option and insert the **value** in the left box.
- Variant wise price - If the options are added at the “customer choice” tab then this section will appear. Input the **variant wise price**.
- Click on **save**.

vi. **Product Description**

Write the description of the product. You can add any image or video in this description box.

vii. **Product Shipping Cost**

Add shipping cost on the field.

viii. **PDF Specification**

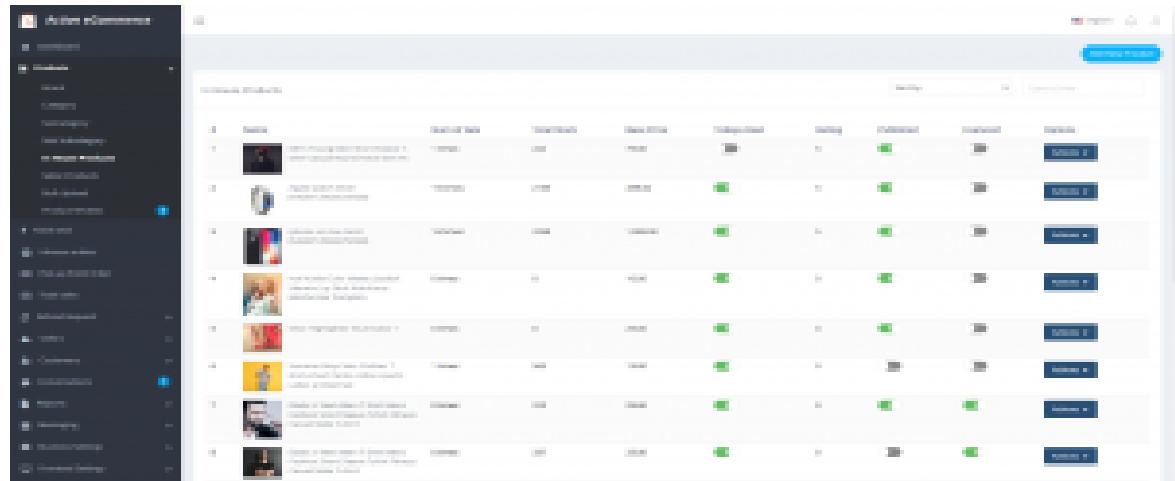
Pdf upload option(if available).

ix. **SEO Meta Tags**- This section for social media sharing.

1. Meta title - Write a title which will appear on a shared link.
2. Description - Write a short description which will appear on a shared link.
3. Meta image - Upload a single image for shared link.

x. **Vat & Tax**

1. Go to admin panel **Setup & configuration > Vat & Tax** and create **Tax**
2. Add product tax. Select “**Flat**” or “**Percent**” from the right option and insert the **value** in the left box.



8. How to be a seller?

Ans: To become a **seller**, anyone has to **register his/her shop first**.

1. From the below section of Active ecommerce CMS website > **Apply now**.
 I. Register your shop: **Your Name >Your Email > Your Password > Repeat Password > Shop Name > Address > register your shop.**

The screenshot shows the homepage of the Active eCommerce CMS demo site. At the top, there's a navigation bar with links for Home, Flash Sale, Blogs, All Brands, All Categories, All Sellers, and Coupons. Below the navigation is a search bar and a 'Compare' button. On the right side of the header, there are 'Wishlist' and 'Cart' buttons. The main content area features the Active eCommerce CMS logo and a brief description: 'Complete system for your eCommerce business'. It includes a sign-up form with fields for 'Your Email Address' and a 'Subscribe' button. Below this are download links for Google Play and the App Store. A note about cookie usage is present, along with a 'Ok, I Understand' button. On the right side of the page, there are sections for 'CONTACT INFO' (Address: Demo, Phone: 123456789, Email: demo.example@gmail.com), 'QUICK LINKS' (Help, Support, About Us, Join Us), and 'MY ACCOUNT' (Login, Order History, My Wishlist, Track Order, Be an affiliate partner). A prominent red arrow points from the 'Apply Now' button in the 'MY ACCOUNT' section towards the 'Be a Seller' button in the main content area.

9. How to upload products from sellers?

Ans : Registered sellers will get product uploading options from their profile. The steps are below,

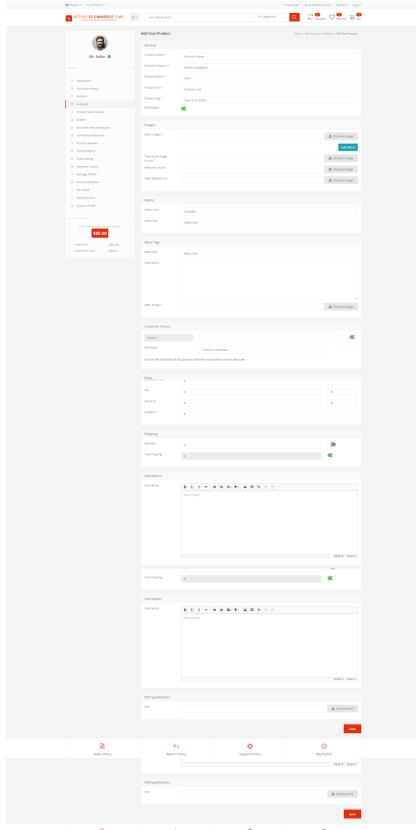
- a. Log in to the seller profile.
- b. Go to the left navigation bar and click **PRODUCTS**.

- c. Click **Add New Products** from the top navigation bar.
- d. Fill the text fields named **Product Name, Brand, Unit, Minimum Purchase Qty, Tags, Barcode, Refundable, Image** (Main Images,Thumbnail Image), **Video** (Video From, Video URL),
- e. Then fill up the **Product Variation** part. Fill up **Color** (options can be enabled or disabled) then **Attributes**.
- f. Then fill up the **Product price** section. Fill up **Unit price, Discount Date Range, Discount, Quantity, SKU, External link, External link button text**.
- g. Fill up the **Description** field.
- h. Fill up the **PDF Specification**
- i. Fill up the **SEO Meta Tags**.
- j. Click on **Upload Product**.

#	Name	Sub Category	Current Qty	Base Price	Published	Featured	Options
1	Snow Bike 20 inch 21 speed double disc mountain Fat Bicycles	Bicycles	70	330			
2	BBDOU Sports Downtown Carbon Wheels Ultra Superlight Urban Bike	Bicycles	299	599			
3	NEW Eyebrow Brush Beauty Makeup Wood Handle Eyebrow	Eyes	0	38			
4	Eyelash Eyebrow Brush Double Head Brush Eyelash Eyebrow Cosmetics Beauty Tools	Eyes	0	38			
5	TECH 2 Sets 1:50 Scale Conference Room Table & Chairs	Office Furniture	0	38			
6	Louis Fashion Office Furniture Sets Simple Modern Negotiating Tables and Chairs	Office Furniture	0	158			
7	Crystal Chandelier Lights Lamp For Living Room Cristal Lustre Chandeliers	Ceiling Lights	89	35			
8	Vintage Pendant Lights American country creative glass Pendant Lamp	Ceiling Lights	90	35			
9	Vintage Pendant Lamp Iron Loft Nordic Porous Retro	Ceiling Lights	87	35			
10	Yeelight JIAOYUE Minimalist iron E27 Pendant Light for Cafe Bar Decor 200 - 220V Night Light Creative Indoor Lighting	Ceiling Lights	0	78			

SOLD AMOUNT
Your sold amount (current month)
\$85.00

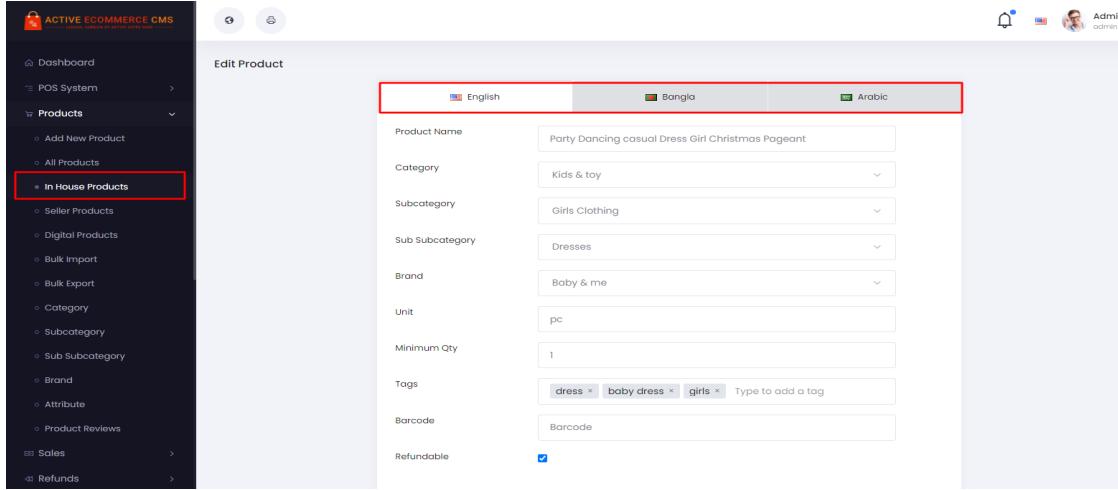
Total Sold: \$85.00



10. How to translate product information in multiple languages?

Ans: To Translate product information bulk products from admin follow the below steps:

1. From admin panel navigation, go to the **Products list**.
2. From the product list, click on the **edit** icon.
3. Your product is right now in the default language, to translate it into another language click on your required language.
4. Translate your product's **name**, **unit** and **description**. (Other information are not translatable)
5. Click on “ **Save** ”.



11. How to purchase products?

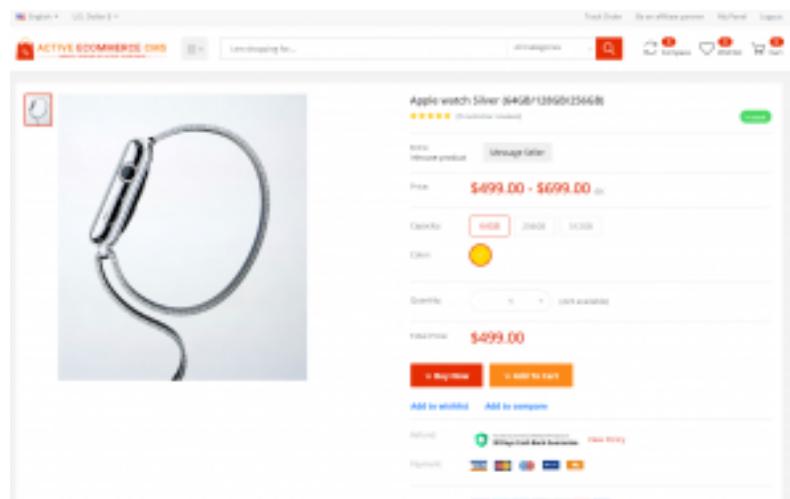
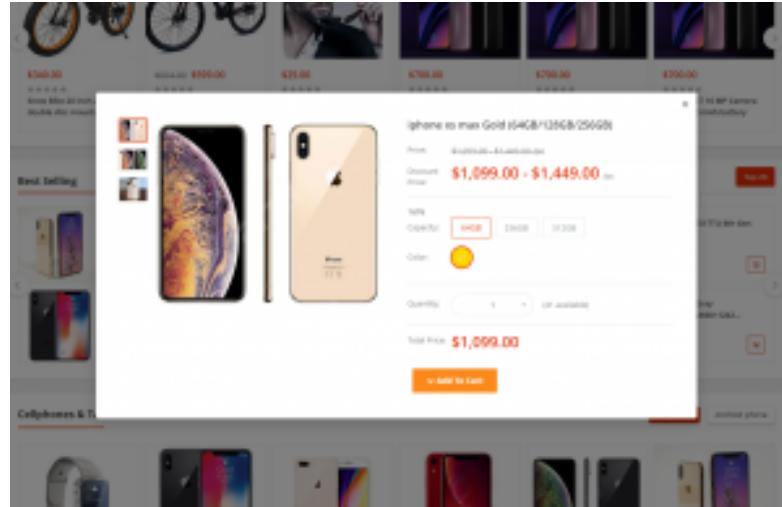
Ans : There are 2 ways to purchase any products. You can purchase any product by clicking on the “**cart**” icon on the product box or you can open the product in a new tab.

- a. Direct purchase without entering product details page
- b. Select the “**cart**” icon.
- c. A pop-up will appear with a quick view of the products.
- d. Select options(if available) & quantity.
- e. Click on “**add to cart**”.
- f. A pop-up will appear with 2 buttons “**Back to shopping**” & “**proceed to checkout** ” and select “**proceed to checkout**”.
- g. Your cart page will be available with summary. Click “**Continue to shipping**”
- h. If you are a registered user then **name & email address** will be available there. Insert **address, address, city, postal code & phone number** and click “continue to payment”.
- i. Select of the given payment gateway **paypal, stripe, sslcommerz, cash on delivery** & click on “**complete order**”
- j. Insert necessary credentials & **Pay**.
- k. If the selected payment gateway is “**cash on delivery**” then after clicking on “**complete order**” the page will reload & show you the order placing a successfully done message.

Purchase from product details page

- l. Click on the product title and you will be redirected to the product details page.
- m. From here you can check & select the product's all info and add it to the cart.
- n. You can also add this product to the wishlist or **compare** list.

- o. To proceed with the purchase follow the steps (3-10) above.



12. How to set up a Website?

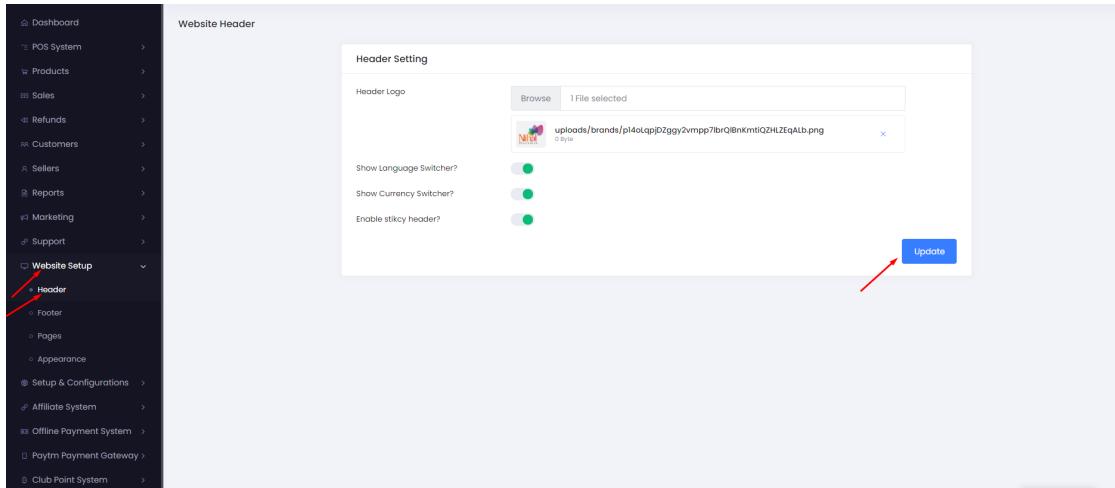
Ans : From admin panel navigation Click on **Website setup**, admin will get options to **change/edit** the Website's contents in 4 tabs.

13. How to Set up the Header part?

Ans : From admin panel navigation Click on **Website setup> Header**

a. **Header settings** -

- I. **Header Logo:** Upload Header logo
- II. **Show Language Switcher?** : Click on button to on/off
- III. **Show Currency Switcher?** : Click on button to on/off
- IV. **Enable sticky header?** : Click on button to on/off



14. How to Set up the Footer part?

Ans : From admin panel navigation Click on **Website setup**,

I. **About Widget**

- **Footer logo-** Insert Footer logo
- **Add Description-** Insert description
- **Contact Info Widget-** Insert
 - ❖ **Contact address**
 - ❖ **Contact Phone**
 - ❖ **Contact email**

The screenshot shows the CMS navigation bar on the left with various sections like Dashboard, POS System, Products, Sales, Refunds, Customers, Sellers, Reports, Marketing, Support, Website Setup, Header, Footer, Pages, Appearance, Setup & Configurations, Affiliate System, Offline Payment System, Paytm Payment Gateway, and Club Point System.

Link Widget One Configuration:

- Title: USEFUL LINK
- Links:
 - link 1: http://demo.activelzone.com/ecommerce/terms
 - link 1: http://demo.activelzone.com/ecommerce/terms
- Add New
- Update button

Footer Bottom Configuration:

- Copyright Widget
- Copyright Text: © 2020 Active eCommerce CMS

II. Link Widget One

- **Title-** Useful links
- **Links-**
 - ❖ Link-1
 - ❖ Link-2
 - ❖ Add new

The screenshot shows the CMS navigation bar on the left with the same sections as the previous screenshot.

Link Widget One Configuration:

- Title: USEFUL LINK
- Links:
 - link 1: http://demo.activelzone.com/ecommerce/terms
 - link 1: http://demo.activelzone.com/ecommerce/terms
- Add New
- Update button

III. Footer Bottom

- **Copyright Widget**
 - ❖ Copyright Text

IV. Social Link Widget

- **Show Social Links?** - Click Button to On/Off
- **Social Links-**
 - ❖ <https://www.facebook.com/>
 - ❖ <https://www.twitter.com/>
 - ❖ <https://www.instagram.com/>
 - ❖ <https://www.youtube.com/>

❖ <https://www.linkedin.com/>

The screenshot shows the Admin Panel's 'Website Setup' section. On the left is a sidebar with various menu items like Dashboard, POS System, Products, Sales, Refunds, Customers, Sellers, Reports, Marketing, Support, Website Setup (which is expanded), Header, Pages, Appearance, Setup & Configurations, Affiliate System, Offline Payment System, Paytm Payment Gateway, and Club Point System. The main area has two sections: 'Copyright Widget' and 'Social Link Widget'. The Copyright Widget has a rich text editor with bold, italic, underline, and other options. It contains the text '© 2020 Active eCommerce CMS'. The Social Link Widget has a toggle switch for 'Show Social Links?' which is off. Below it is a list of social media links with icons: Facebook (https://www.facebook.com/), Twitter (https://www.twitter.com/), Instagram (https://www.instagram.com/), YouTube (https://www.youtube.com/), and LinkedIn (https://www.linkedin.com/).

V. Payment Methods Widget- Upload files of payment method

VI. Then Click on the update button.

The screenshot shows the Admin Panel's 'Payment Methods Widget' section. The sidebar is the same as the previous screenshot. The main area shows a file upload interface with a 'Browse' button and a message '5 files selected'. Five files are listed with their names and sizes: 'uploa..._jpeg 0 Byte', 'uploa..._jpeg 0 Byte', 'uploa..._jpeg 0 Byte', 'uploa..._jpeg 0 Byte', and 'uploa..._jpeg 0 Byte'. A blue 'Update' button is at the bottom right.

15. How to Set up the Home pages part?

Ans : From admin panel go to Website set up> Pages> Home pages> Action

- I. **Home slider:** Select multiple **images** for the top **slider** section. Also, **publish/unpublish** and delete options are available there.
- II. **Home Categories:** By clicking on the “**add new**” button admin can create this section on category wise. And click on update.
- III. **Home Banner 1:** Select Home banner-1 & maximum number is 3. And click on update.
- IV. **Home Banner 2:** Select Home banner-2 & maximum number is 3. And click on update.
- V. **Top- 10**

- **Top Categories (Max 10):** Select Maximum 10 categories for the sections. And click on update.
- **Top Brands (Max 10):** Select Maximum 10 Brands for the sections. And click on update.

Home Page Settings

Home Categories

Home Banner 1 (Max 3)

Home Banner 2 (Max 3)

Top 10

16. How to Set up the Policy pages part?

Ans: To upload content of policy pages such as **seller policy, return policy, support policy, terms & conditions and privacy policy**, follow the steps **admin >Website set up> Pages**.

#	Name	URL	Actions
2	Home Page	http://developers.activezone.com/ecommerce-3.6	
3	Seller Policy Page	http://developers.activezone.com/ecommerce-3.6/sellerpolicy	
4	Return Policy Page	http://developers.activezone.com/ecommerce-3.6/returnpolicy	
5	Support Policy Page	http://developers.activezone.com/ecommerce-3.6/supportpolicy	
6	Term Conditions Page	http://developers.activezone.com/ecommerce-3.6/terms	
7	Privacy Policy Page	http://developers.activezone.com/ecommerce-3.6/privacypolicy	

17. How to Set up the General part?

Ans : For General settings. follow the steps **admin >Website set up>General settings.**

- **Frontend Website Name:** Write website name
- **Site Motto:** Write your website motto.
- **Site Icon:** Select your own icon.
- **Website Base Color:** Select Website Base Color. (Hex Color Code)
- **Website Base Hover Color:** Select Website Base Hover Color (Hex Color Code)

And click on update.

I. **Global Seo**

- **Meta Title-** Fill up meta title.
- **Meta Description-** Fill up the section of meta description
- **Keywords-** Input keywords.
- **Meta Image-** Upload meta image.

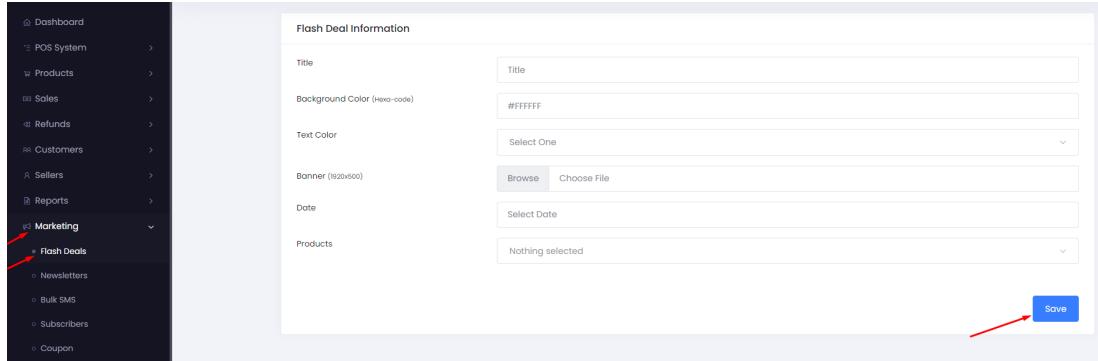
The screenshots show the Admin Panel's 'Appearance' settings under 'Website Setup'. The 'General' tab includes fields for the website name, motto, icon, base colors, and a file upload area for the logo. The 'Global Seo' tab includes fields for meta titles, descriptions, keywords, and a meta image.

18. How to create Flash Deal?

Ans : To create a flash deal admin will have to follow the steps,

- a. Go to **Marketing** from **admin panel navigation**
- b. Then Click on **Flash Deals**
- c. Click **Create new flash deal** button
- d. Insert a **Title, Background Color, Text color, Banner Image**
- e. Insert **starting date, ending date.**
- f. Select **products**.
- g. Input product wise **discount type & amount**.
- h. Then click **save** button
- i. Then publish the flash deal.
- j. You can also make any flash deal featured & it will appear in home page after main banner section
- k. Admin can **edit/delete** the existing deal or can **publish/unpublish** the deal anytime from the list.

- I. You also get a link of all created flash deals. You can use those links in banners.



19. How to Manage Orders?

Ans : From the Admin panel Admin will navigate Sales. Here admin can show **All orders, In house orders, sellers orders, Pickup orders.**

- The order list page admin will get the information of **order code, number of products, customer name, amount, delivery status, payment method & payment status.**
- From the “Actions” button admin will get the options like **view, invoice download, delete.**
- From the “view” option, the admin can see details of the order and can change the status of **payment & delivery.**

#	Order Code	Num. of Products	Customer	Amount	Delivery Status	Payment Status	Refund	Options
1	202009-18580573	5	Kushal Chavan	\$69.72	Pending	Unpaid	No Refund	
2	202009-18594746	4	Mr. Seller	\$74.30	Pending	Unpaid	No Refund	
3	202009-19024912	1	Mr. Seller	\$26.48	Pending	Unpaid	No Refund	
4	202009-18054321	4	Kushal Chavan	\$4,547.00	Pending	Unpaid	No Refund	
5	202009-18050688	0	Kushal Chavan	\$0.00	Delivered	Unpaid	No Refund	
6	202009-18035229	1	Kushal Chavan	\$799.00	Pending	Unpaid	No Refund	
7	202009-0959378	1	Oquek (889341)	\$89.00	Pending	Unpaid	No Refund	
8	202009-13394970	1	Admin	\$699.00	Pending	Unpaid	No Refund	
9	202009-13364752	3	Dgihh	\$1,336.00	Pending	Paid	No Refund	
10	202009-13364751	3	Dgihh	\$1,336.00	Pending	Paid	No Refund	

#	Photo	DESCRIPTION	DELIVERY TYPE	QTY	PRICE	TOTAL
1		Party Dancing casual Dress Girl Christmas Pageant Two-S	Home Delivery	1	\$12.00	\$12.00
2		Newborn Baby Boys Girls Camo T-shirt Tops Pants Camouflage Outfits Set Clothe Two-S	Home Delivery	1	\$4.00	\$4.00
3		summer rose Party Dancing casual Dress Girl Christmas Pageant Two-S	Home Delivery	1	\$13.00	\$13.00
4		Party Dancing casual Dress Girl Christmas Pageant Two-S	Home Delivery	1	\$6.00	\$6.00
5		Elastic V Neck Men T Shirt Mens Fashion Short Sleeve Tshirt Fitness Casual Male T-shirt stock-Smal	Home Delivery	1	\$25.00	\$25.00

Order # 202009-18580573
 Order status Pending
 Order date 09-11-2020 05:58 PM
 Total amount \$69.72
 Payment Method Bank

Sub Total : \$69.72
 Tax : \$0.00
 Shipping : \$0.00
 Total : \$69.72

20. How to Manage Sellers?

Ans : In this page admin can see the **list of the sellers** and can **edit** the seller's information. By Clicking on the **Action** button admin can Check Sellers Profile, Log in as a seller, Payment history. Admin also can **pay**, **Edit**, **delete** and **Ban** the seller from here.

Here sellers also can check **seller's payout amount**, **Sellers Payout request**, **Seller commissions**, **Seller package**, **sellers verifications form**.

#	Name	Phone	Email Address	Verification Info	Approval	Num. of Products	Due to seller	Options
1	Mr. Seller	12345678	seller@example.com			17	\$0.00	
2	Admin		admin@example.com			49	\$0.00	
3	Fashion Retailer		retailer@example.com			0	\$0.00	
4	Cloth Seller	0123456789	clothseller@example.com			14	\$733.20	
5	Computer seller		computerseller@shop.com			12	\$7,148.70	
6	Wear Dreams		developer.activelzone@gmail.com			0	\$0.00	
7	Mr. Seller	12345678	seller@example.com			17	\$999,999.99	

21. How to see customer info??

Ans : From admin panel navigation, **customers > customer list**.

Admin will get a list of registered customers of his/her site. In this list admin will see the customer's **name & email address**. Also can login as a customer, Ban or delete a customer. Admin also can check customer's **classified products, Classified packages**.

#	Name	Email Address	Phone	Package	Wallet Balance	Options
1	Webico Indonesia		+08571771659	\$0.00		
2	Kamal	kkamal220979@yopmail.com		\$0.00		
3	John Kit	jahnkit@live.com		\$0.00		
4	Aimir	aimirfrances@hotmail.com		\$0.00		
5	Anurog	anurag21@gmail.com		\$0.00		
6	Iol	fasu@fusu.com		\$0.00		
7	Iol	jd@ff.com		\$0.00		
8	AKM JAMALIK	figbaybd@gmail.com		\$0.00		
9	prashant	todeerprashant@gmail.com		\$0.00		

22. How to send a newsletter??

Ans : To send a newsletter follow the steps below, Navigate **Marketing>Newsletter**

- Select **user's email or subscribers email or both**.
- Insert **sender email address**.
- Insert newsletter **subject**.
- Write the content. In this text area admin can add an image, **link, video, table** or any **text formatting** if needed.
- Click on "**send**".

23. How to configure payment methods??

Ans : To configure them follow the steps,

- a. Log in to the admin **panel**.
- b. From the navigation, go to **Setup And Configuration -> Features Activation**.
- c. Scroll down to the **Payment Related** section.
- d. **Switch on** by clicking the switchery of the methods which you want to activate.
- e. Then again from navigation, **Setup And Configurations -> Payment method**.
- f. Insert necessary Information of the methods.
 - i. **Paypal** - Insert the **paypal client ID**, **Client secret** and **switch off** the sandbox mode(which for demo transactions). Then click on **save**.
 - ii. **Stripe** - Insert the **stripe key**, **stripe secret** which you will get from your stripe account and **switch off** the sandbox mode(which for demo transactions). Then click on **save**.
 - iii. **Instamojo** - Insert the **instamojo api key**, **instamojo auth token** which you will get from your instamojo account and **switch off** the sandbox mode(which for demo transactions).Then click on **save**.
 - iv. **RazorPay** - Insert the **razor key**, **razor secret** which you will get from your razorpay account. Then click on **save**.
 - v. **Paystack** - Insert the **public key**, **secret key**, **merchant email** which you will get from your paystack account. Then click on **save**. Set paystack callback URL on the paystack dashboard. The callback URL - **domain/paystack/payment/callback**
 - vi. **Voguepay**- Insert the **merchant id** and **switch off** the sandbox mode(which for demo transactions) which you will get from your voguepay account. Then click on **save**.
 - vii. **SSLCommerz** - Insert the **SSLCZ store ID**, **SSLCZ store password** and **switch off** the sandbox mode. Then click on **save**.

***Please note that, for SSLCommerz you have to set your site default currency is **BDT**. This method is only for **Bangladesh**.
 - viii. **Payhere Credential**- Insert the Merchant ID, **secret key**, **Currency**, **Payhere Sandbox mood**. Then click on **save**.
 - ix. **Ngenius Credential**- Insert the Ngenious Outlet ID, Ingenious APK, currency and click on save.

- x. **Mpesa Credential**- Insert Mpesa consumer key, Consumer secret, Short code, Mpesa sandbox Activation and click on to save.
- xi. **Flutterwave Credential**- Insert the Rave public key, Rave Secret key, Rave Title, Staging Activation And click on Save.

The screenshot shows the Admin Dashboard with the following navigation path highlighted:

- Dashboard
- POS System
- Products
- Sales
- Refunds
- Customers
- Sellers
- Reports
- Marketing
- Support
- Website Setup
- Setup & Configurations**
- General Settings
- Features Activation
- Languages
- Currency
- Pickup Point
- SMTP Settings**
- File System Configuration
- Payment Methods**

The 'Payment Methods' section contains six sub-forms for different payment gateways:

- Paypal Credential**: Fields: Paypal Client Id (Cillum eum cupidit), Paypal Client Secret (Sit ullam veniam m), Paypal Sandbox Mode (on). Save button.
- Salcommerz Credential**: Fields: Salcz Store Id (Ullamco ut sit sit), Salcz store password (Doloribus sint od et), Salcommerz Sandbox Mode (on). Save button.
- Stripe Credential**: Fields: Stripe Key (pk_test_c6VvBcbwHfdulf782qIQRar), Stripe Secret (sk_test_9IN6iM8YkrILCe2dJ3PgcsS), Stripe Sandbox Mode (on). Save button.
- RazorPay Credential**: Fields: RAZOR KEY (RAZOR KEY), RAZOR SECRET (RAZOR SECRET). Save button.
- Instamojo Credential**: Fields: API KEY (IM API KEY), AUTH TOKEN (IM AUTH TOKEN), Instamojo Sandbox Mode (on). Save button.
- PayStack Credential**: Fields: PUBLIC KEY (PUBLIC KEY), SECRET KEY (SECRET KEY), MERCHANT EMAIL (MERCHANT EMAIL). Save button.

24. How to configure the SMTP system?

Ans : To configure the SMTP system follow the steps below.

- If you're using cPanel then follow this link <https://blog.cpanel.com/setting-up-and-troubleshooting-smtp-in-cpanel/>
- Create an email from your server panel
- After creating an email account, go to Active ecommerce admin **Dashboard -> Setup And Configuration -> SMTP settings**.
- Fill up the form as below:
 1. **MAIL DRIVER** : smtp
 2. **MAIL HOST** : your domain smtp host (sample: smtp.yourdomain.com)
 3. **MAIL PORT** : 587/465
 4. **MAIL USERNAME** : Your email id
 5. **MAIL PASSWORD** : Your email password
 6. **MAIL ENCRYPTION** : ssl/tls
 7. **MAIL FROM ADDRESS** : Your mail address
 8. **MAIL FROM NAME** : Your shop name

The screenshot shows the cPanel Mail Client Manual Settings page. It has two main sections: "Secure SSL/TLS Settings (Recommended)" and "Non-SSL Settings (NOT Recommended)".

Secure SSL/TLS Settings (Recommended)

- Username: robert@demo.plothost.com
- Password: Use the email account's password.
- Incoming Server: demo.plothost.com
IMAP Port: 993 POP3 Port: 995
- Outgoing Server: demo.plothost.com
SMTP Port: 465

IMAP, POP3, and SMTP require authentication.

Non-SSL Settings (NOT Recommended)

- Username: robert@demo.plothost.com
- Password: Use the email account's password.
- Incoming Server: mail.demo.plothost.com
IMAP Port: 143 POP3 Port: 110
- Outgoing Server: mail.demo.plothost.com
SMTP Port: 25

IMAP, POP3, and SMTP require authentication.

Now click on Save.

The screenshot shows the POS System Setup & Configurations page under the "Setup & Configurations" section. The "SMTP Settings" tab is selected. The form fields are as follows:

Type	SMTP
MAIL HOST	smtp.gmail.com
MAIL PORT	465
MAIL USERNAME	MAIL USERNAME
MAIL PASSWORD	MAIL PASSWORD
MAIL ENCRYPTION	ssl
MAIL FROM ADDRESS	MAIL FROM ADDRESS
MAIL FROM NAME	MAIL FROM NAME

A red arrow points to the "Save" button at the bottom right of the form.

25. How to configure Facebook login API?

Ans : To configure facebook login api follow the steps below.

- Log into <https://developers.facebook.com> using facebook email and password.
- Click on **My App** and then click the Add **New App**.
- Give the name of the app and then click on **Create App ID**. It will automatically redirect to the App dashboard.

- d. Then go to **Settings -> Basic**.
- e. Set the **App Domains** and click on **Save Changes**.
- f. Get the **App ID** and **App Secret**.
- g. Now click on **Products** and select **Facebook login**.
- h. It will redirect you to **Quick Settings**.
- i. Select **Web** and give your site url and click **Save**.
- j. Go to **Facebook login -> Settings**.
- k. Set the **Valid OAuth Redirect URIs**
(example:<https://example.com/social-login/facebook/callback>) and click on **Save**.
- l. Now go to Active Ecommerce admin **Dashboard -> Setup And Configuration -> Social media login** and set the **App ID** and **App Secret** in Facebook Login Credential.
- m. Click on **Save**.

26. How to configure Facebook pixel?

Ans: Follow the below steps:

- Login to your admin panel.
- Then go to the left navigation bar and click **Setup And Configuration> Google > Analytics Tool** .
- Turn **on** the switch of facebook pixel
- Then fill the field with Pixel ID.

For getting your pixel id please follow the steps.

- Log in to Facebook and go to your Ads Manager account.
- Open the Navigation Bar and select Events Manager.
- Here you'll find your pixel id.

The screenshot shows the left sidebar with categories like Website Setup, Setup & Configurations, Google, and Analytics Tools. The 'Setup & Configurations' and 'Analytics Tools' sections are highlighted with red boxes. The main content area has two tabs: 'Facebook Pixel Setting' and 'Google Analytics Setting'. The 'Facebook Pixel Setting' tab shows a toggle switch turned on (highlighted with a red box), a 'Facebook Pixel ID' input field, and a 'Save' button (also highlighted with a red box). To the right, there's a note: 'Please be careful when you are configuring Facebook pixel.' followed by three steps: 1. Log in to Facebook and go to your Ads Manager account. 2. Open the Navigation Bar and select Events Manager. 3. Copy your Pixel ID from underneath your Site Name and paste the number into Facebook Pixel ID field. The 'Google Analytics Setting' tab shows a toggle switch turned off, a 'Tracking ID' input field, and a 'Save' button.

27. How to configure google login API?

Ans : To configure google login api follow the steps below.

- a. Go to <https://developers.google.com/identity/sign-in/web/sign-in>.
- b. Click on **Configure A Project**.
- c. Give your project name and click next.
- d. Give your product name and click next.
- e. Configure Oauth client by selecting the web **server** and give your **Authorized redirect URIs** (example:<https://example.com/social-login/google/callback>) and click on **Create**.
- f. Then you will get the **Client ID** and **Client Secret**.
- g. Now go to Active Super Shop admin **Dashboard -> Setup And Configuration > Social media login** and set the **Client ID** and **Client Secret** in Google Login Credential.
- h. Click on **Save**.

28. How to configure Twitter API?

Ans : To configure twitter login api follow the steps below.

- a. Go to <https://developer.twitter.com/en/apps>.
- b. Click on **Create An App**.
- c. Fill in your application details.
- d. After creating the app follow their steps to get the **consumer key & consumer secret key**.
- e. Now go to Active Super Shop admin **Dashboard -> Setup And Configuration-> Social media login** and set the **consumer key** as **Client ID** and **consumer secret key** as **Client Secret** in Twitter Login Credential.
- f. Click on **Save**.

29. How to configure Apple login API?

Ans: To configure Apple login, follow the below steps

- a. From dashboard go to this link
<https://developer.apple.com/account/resources/identifiers/list/bundleId> to create identifier
- b. From the left nav choose Identifiers and App IDs.
- c. Click on the plus(+) icon to create identifier

Certificates, Identifiers & Profiles

The screenshot shows the 'Identifiers' section of the Apple developer portal. On the left, there's a sidebar with links for Certificates, Identifiers (which is selected and highlighted with a red box), Devices, Profiles, Keys, and Services. The main area has a 'NAME' dropdown and a 'IDENTIFIER' column. To the right, a search bar with a magnifying glass icon and a dropdown menu are shown. The dropdown menu is open and displays a list of identifier types under the heading 'App IDs': App IDs, Services IDs, Pass Type IDs, Order Type IDs, Website Push IDs, iCloud Containers, App Groups, Merchant IDs, Media IDs, and Maps IDs. A red box highlights the 'App IDs' option in the dropdown.

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- d. Set the Description and Bundle ID, and select the Sign In with Apple capability
- Usually the default setting of "Enable as a primary App ID" should suffice here. If you ship multiple apps that should all share the same Apple ID credentials for your users, please consult the Apple documentation on how to best set these up.

The screenshot shows the 'Register an App ID' form. At the top, there's a back button and a continue button. Below that, there are fields for 'Platform' (iOS, macOS, tvOS, watchOS) and 'App ID Prefix' (LQTWBSA6LL). There's also a 'Description' field containing 'Apple signup for test purpose' (with a red arrow pointing to it) and a 'Bundle ID' field containing 'your-bundle-id.com' (with a red arrow pointing to it). The 'Bundle ID' field has radio buttons for 'Explicit' (selected) and 'Wildcard'. Below the bundle ID field is a note: 'We recommend using a reverse-domain name style string (i.e., com.domainname.appname). It cannot contain an asterisk (*).' At the bottom, there are tabs for 'Capabilities' (selected) and 'App Services', and sections for 'ENABLED', 'NAME', and 'NOTES'.

- Choose "Sign in with Apple"
- Click "Continue", and then click "Register" to finish the creation of the App ID

Register an App ID

Back

Continue

-  Personal VPN ⓘ
 -  Push Notifications ⓘ
 -  Push to Talk ⓘ
 -  Shared with You ⓘ
 -  Sign In with Apple ⓘ
 -  SiriKit ⓘ
 -  System Extension ⓘ
 -  Time Sensitive Notifications ⓘ
 -  User Management ⓘ
- Edit Enable as a primary App ID

In case you already have an existing App ID that you want to use with Sign in with Apple:

- ❖ Open that **App ID** from the list
- ❖ Check the "**Sign in with Apple**" capability
- ❖ Click "**Save**"

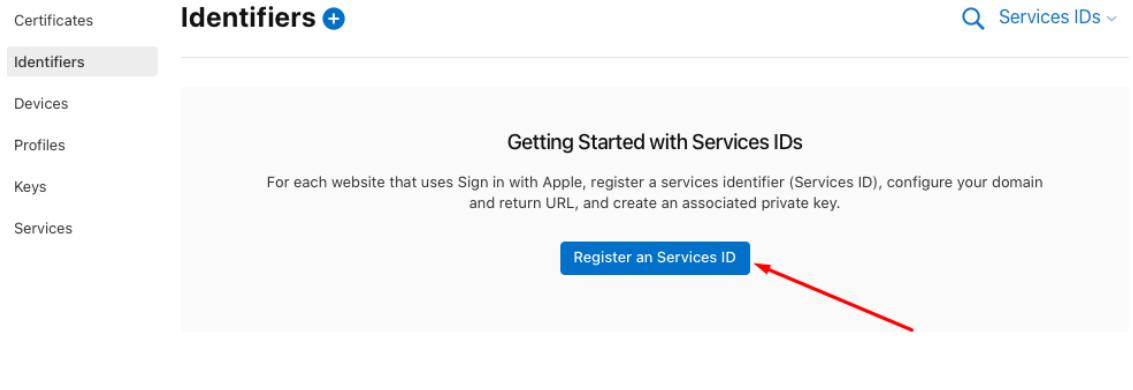
- g. Go to your apple developer page then "**Identifiers**" and then Go to <https://developer.apple.com/account/resources/identifiers/list/serviceId>
- h. From the left nav choose **Identifiers** and Service IDs from the left dropdown.

Certificates, Identifiers & Profiles



The screenshot shows the "Certificates, Identifiers & Profiles" section of the Apple Developer portal. On the left, there's a sidebar with links: Certificates, Identifiers (highlighted with a red box), Devices, Profiles, Keys, and Services. The main area has a header "Identifiers +". Below it is a table with columns "NAME" and "IDENTIFIER", both of which have red boxes over them. To the right of the table is a search bar with a magnifying glass icon and the text "App IDs". A dropdown menu is open next to the search bar, listing various identifier types: App IDs (highlighted with a red box), Services IDs (also highlighted with a red box), Pass Type IDs, Order Type IDs, Website Push IDs, iCloud Containers, App Groups, Merchant IDs, Media IDs, and Maps IDs.

- i. After then click "**Register an Services ID**"



- j. Select "**Services IDs**", click "**Continue**"

Certificates, Identifiers & Profiles

The screenshot shows the 'Register a new identifier' page. At the top, there's a link '[All Identifiers](#)'. Below it, the heading 'Register a new identifier' is followed by a blue 'Continue' button with a red arrow pointing to it. There are four options listed as radio buttons:

- App IDs**
Register an App ID to enable your app, app extensions, or App Clip to access available services and identify your app in a provisioning profile. You can enable app services when you create an App ID or modify these settings later.
- Services IDs**
For each website that uses Sign in with Apple, register a services identifier (Services ID), configure your domain and return URL, and create an associated private key.
- Pass Type IDs**
Register a pass type identifier (Pass Type ID) for each kind of pass you create (i.e. gift cards). Registering your Pass Type IDs lets you generate Apple-issued certificates which are used to digitally sign and send updates to your passes, and allow your passes to be recognized by Wallet.
- Order Type IDs**
Register an order type identifier (Order Type ID) to support signing and distributing order bundles with Wallet and Apple Pay. Registering your order type ID lets you generate certificates to digitally sign and send updates to your orders in Wallet.

- k. Set your "**Description**" and "**Identifier**". This "**Identifier**" will later be referred to as your **clientID**

Certificates, Identifiers & Profiles

< All Identifiers

Register a Services ID

Back

Continue

Description

Apple signup services for test purpose

You cannot use special characters such as @, &, *, ', ", -, .

Identifier

your-identifier.com

We recommend using a reverse-domain name style string (i.e., com.domainname.appname). It cannot contain an asterisk (*).

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- I. Click "Continue" and then "Register"

< All Identifiers

Register a Services ID

Back

Register

Description

Apple signup services for test purpose

Identifier

[REDACTED]

- m. Now you have to enable it to be used for Sign in with Apple. Select the service from the list of services, checked the "**Sign in with Apple**" option and then click "**Configure**"

< All Identifiers

Edit your Services ID Configuration

Remove

Continue

Description

Apple signup services for test purpose

You cannot use special characters such as @, &, *, ', ", -, .

ENABLED NAME

Sign In with Apple

Identifier

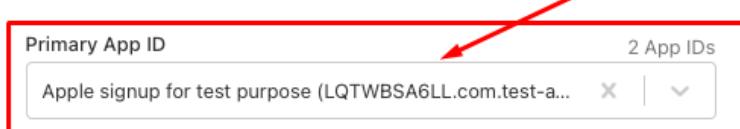
[REDACTED]

Configure

- n. Choose your **APP ID**
- o. Set the domains e.g. **domain.com** and subdomains (if your system is hosting on a subdomain) e.g. **subdomain.domain.com**. You have to enter at least one domain here, even if you don't intend to use Sign in with Apple on any website.
- p. In the **Return URLs** box set the **return URL**. e.g.
<https://domain.com/apple-callback>

Web Authentication Configuration

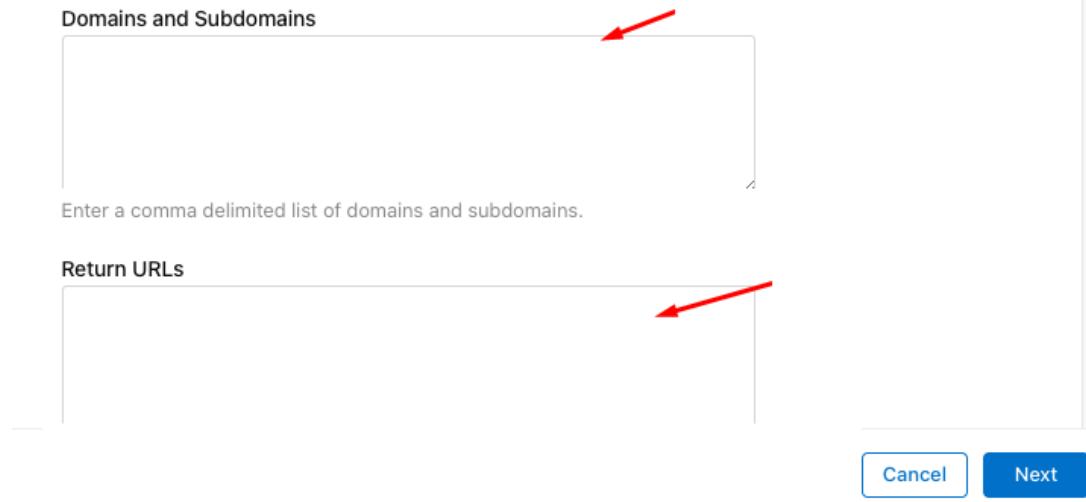
Use Sign in with Apple to let your users sign in to your app's accompanying website with their Apple ID. To configure web authentication, group your website with the existing primary App ID that's enabled for Sign in with Apple.



Primary App ID 2 App IDs
 X | ▾

Register Website URLs

Provide your web domain and return URLs that will support Sign in with Apple. Your website must support TLS 1.2 or higher. All Return URLs must be registered with the https:// protocol included in the URI string. After registering new website URLs, confirm the list you'd like to add to this Services ID and click Done. To complete the process, click Continue, then click Save.



Domains and Subdomains

 Enter a comma delimited list of domains and subdomains.

Return URLs

Cancel Next

- q. Then click "**Next**" and after then click the "**Done**" button to close the settings dialog. Then again click the "**Continue**" button and then click the "**Save**" button to update the service

< All Identifiers

Edit your Services ID Configuration

Description
Apple signup services for test purpose

You cannot use special characters such as @, &, *, ^, ", -, .

ENABLED	NAME	
<input checked="" type="checkbox"/>	Sign In with Apple	Edit

i Finish Setting up Sign in with Apple
Depending on your product, you may need to configure multiple components for Sign in with Apple – From registering domains for Web Authentication to providing email sources to communicate with your users through the Private Email Relay service. [Learn more >](#)

[① Enable App ID](#) [② Create Service ID for Web Authentication](#) [③ Create Key](#) [④ Register Email Sources for Communication](#)

< All Identifiers

Edit your Services ID Configuration

Description
Apple signup services for test purpose

ENABLED	NAME	
<input checked="" type="checkbox"/>	Sign In with Apple	Edit (3 Website URLs)

- r. In order to communicate with Apple's servers to verify the incoming authorization codes from your app clients, you need to create a key at <https://developer.apple.com/account/resources/authkeys/list>
- s. Click the "**Create a key**" button, Set the "**Key Name**" (E.g. "Sign in with Apple key"), check the box next to "**Sign in with Apple**", and then click the "**Configure**" on the same row

Certificates, Identifiers & Profiles

< All Keys

Register a New Key

Continue

Key Name

test apple sign in

You cannot use special characters such as @, &, *, !, #, -, .

ENABLE	NAME	DESCRIPTION
<input type="checkbox"/>	Apple Push Notifications service (APNs)	Establish connectivity between your notification server and the Apple Push Notification service. One key is used for all of your apps. Learn more
<input type="checkbox"/>	DeviceCheck	Access the DeviceCheck and AppAttest APIs to get data that your associated server can use in its business logic to protect your business while maintaining user privacy. Learn more
<input type="checkbox"/>	MapKit JS	Use Apple Maps on your websites. Show a map, display search results, provide directions, and more. Learn more <small> ⓘ There are no identifiers available that can be associated with the key</small>
<input type="checkbox"/>	Media Services (MusicKit, ShazamKit)	Access the Apple Music catalog and make personalized requests for authorized users, and check audio signatures against the Shazam music catalog. <small> ⓘ There are no identifiers available that can be associated with the key</small>
<input checked="" type="checkbox"/>	Sign in with Apple	Enable your apps to allow users to authenticate in your application with their Apple ID. Configuration is required to enable this feature. <small> ⓘ This service must have one identifier configured.</small>
<input type="checkbox"/>	ClassKit Catalog	Publish all of your ClassKit app activities to teachers creating Handouts in Apple Schoolwork. Learn more

- t. Under "Primary App ID" choose the App ID which one you want to use

< View Key

Configure Key

Back

Save

Create a key for each of your primary App IDs in order to implement Sign in with Apple. This key will also be used for any App IDs grouped with the primary. The user will see your primary app's icon at sign in and in their Apple ID account settings.

Primary App ID:

2 App ID s

Select...

- u. Click the "Save" button to leave the detail view. After then click "Continue" and then click "Register" button
- v. Now you'll see a **one-time-only** screen where you **must download** the key by clicking the "Download" button. Also store the "**Key ID**" which will be used later when configuring the server
- w. To create secret key follow this link

https://developer.apple.com/documentation/sign_in_with_apple/generate_and_validate_tokens

Create the client secret

JSON Web Token (JWT) is an open-standard ([RFC 7519](#)) that defines a way to transmit information securely. Sign in with Apple requires JWTs to authorize each validation request. Create the token, then sign it with the [private key](#) you downloaded from Apple Developer.

To generate a signed JWT:

1. Create the JWT header.
2. Create the JWT payload.
3. Sign the JWT.

To create a JWT, use the following fields and values in the JWT header:

a1g
The algorithm used to sign the token. For Sign in with Apple, use ES256.

kid
A 10-character key identifier generated for the Sign in with Apple private key associated with your developer account.

The JWT payload contains information specific to the Sign in with Apple REST API and the client app, such as Issuer, subject, and expiration time. Use the following claims in the payload:

iss
The *issuer* registered claim identifies the principal that issued the client secret. Since the client secret belongs to your developer team, use your 10-character Team ID associated with your developer account.

- x. To create a secret key you also need some keys. From the Identifier dashboard you can find **team_id**, **client_id**

Certificates, Identifiers & Profiles

NAME	IDENTIFIER
Test Service	[REDACTED]

key_id: This is the identifier of the private key created in **step v** above.

Certificates, Identifiers & Profiles

< All Keys

Download Your Key

Download

Done



After downloading your key, it cannot be re-downloaded as the server copy is removed. If you are not prepared to download your key at this time, click Done and download it at a later time. Be sure to save a backup of your key in a secure place.

Name: test apple sign in

Key ID: [REDACTED]



Services: Sign in with Apple

Sign in with Apple was enabled for this key. If you haven't done so already, visit Services to complete configuration of this feature for your team.

N.B. For better instruction check this URL

<https://developer.okta.com/blog/2019/06/04/what-the-heck-is-sign-in-with-apple>

30. How to configure Facebook Chat ?

Ans: Login admin panel and go **Setup And Configuration > Facebook chat**

- **Enable** Facebook chat and insert page ID.
- Now reload the homepage.That's it.

The screenshot shows the Admin panel's left sidebar with various configuration sections like Reports, Marketing, Support, Website Setup, and Setup & Configurations. Under Setup & Configurations, the 'Facebook Chat' section is highlighted with a red box and a red arrow pointing to it. The main content area is titled 'Facebook Chat Setting'. It has a toggle switch labeled 'Facebook Chat' which is turned off. Below it is a text input field labeled 'Facebook Page ID' with '[REDACTED]' placeholder text. At the bottom right of this section is a blue 'Save' button. To the right of the main content, there is a sidebar with instructions for configuring Facebook chat:

Please be careful when you are configuring Facebook chat. For incorrect configuration you will not get messenger icon on your user-end site.

1. Login into your facebook page.
2. Find the About option of your facebook page.
3. At the very bottom, you can find the 'Facebook Page ID'.
4. Go to Settings of your page and find the option of 'Advanced Messaging'.
5. Scroll down that page and you will get 'white listed domain'.
6. Set your website domain name.

31. How to Setup Currency?

Ans : To configure currency from the existing list, follow the steps below.

- **Switch on** the required currency and **save** from all currency lists.
- Select **system default currency** and **save**.
- Select **symbol format & no of decimals** and **save**.
- To add new currency - Insert **currency name, currency symbol, currency code, exchange rate with 1 dollar**, publish **status on** and then **save**. Then follow the configuration instructions.

#	Currency name	Currency symbol	Currency code	Exchange Rate (1 USD = ?)	Status	Options
1	Indian Rupee	Rs	Rupee	68.45	<input type="checkbox"/>	
2	U.S. Dollar	\$	USD	1	<input checked="" type="checkbox"/>	
3	Australian Dollar	\$	AUD	1.28	<input type="checkbox"/>	
4	Brazilian Real	Rs	BRL	3.25	<input type="checkbox"/>	
5	Canadian Dollar	\$	CAD	1.27	<input type="checkbox"/>	

32. How to add a new currency?

Ans : Go to left navigation bar and click **Setup & configuration > Currency**

- Click add new currency
- Fill the form with **Name(eg US Dollar), Symbol(eg \$), Code(eg USD), exchange rate(1USD = ? eg 100)**
- And then click **save**.
- You can also edit a currency and make a currency as default.

33. How to Setup language?

Ans : To set language go to **admin navigation >Setup And Configuration > languages**.

- Select **system default Language** and **save**.
- click on the “**add new**” button.
- Insert **language name & code**(short form of language name).
- Click **save**. Page will redirect to the listing page.
- Select “**view**” from “**actions**” button on required language from the list.
- Input the **value** of the **key** words according to the language. These words will appear on the site.

- Then click on **save**.

#	Name	Code	RTL	Options
1	English	en	<input type="checkbox"/>	(E) (F)
2	Bangla	bd	<input type="checkbox"/>	(B) (F) (R)
3	Arabic	sa	<input checked="" type="checkbox"/>	(A) (F) (R)

Default Language: English Save

Add New Language

34. How to manage general settings?

Ans : To set the site's general information here are some fields. Insert this information.

- i. Insert **system/site name**.
- ii. Insert **Company address**.
- iii. Write a **description**. Which will appear on the footer.
- iv. Add **phone number**.
- v. Add system **email** address.
- vi. Add a **logo** for the site.
- vii. Add links to social media(**facebook, instagram, twitter, youtube, google plus**).
- viii. Click on **save**.

General Settings

System Name: Active eCommerce CMS

System Logo - White: 1 File selected
Nirhal upload .png

System Logo - Block: 1 File selected
ELLE upload .png

System Timezone: (GMT+06:00) Dhaka

Admin login page background: 1 File selected
Dior upload .jpeg

Update

35. How to manage the Staff panel?

Ans : Go to admin panel **navigation > staffs**.

- **All Staffs** - In this list staff's **name, email & role** are available. Admin can edit these information and can change their role. Also can delete any staff from here. Roles need to be created from the staff **permissions** tab first.
- **Staff Permissions** - First admin will create a role for the staff. According to the role admin will select the accessible section for the staff.

36. How to manage shipping for products?

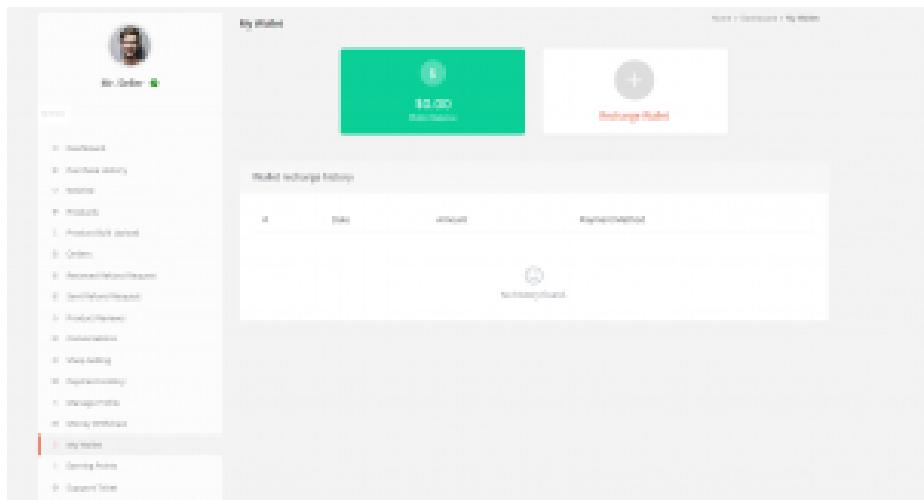
Ans: On product upload form admin and seller both will get the options for Local Pickup cost, Flat Rate and Free shipping option.

- From switch you can enable or disable
- Inserted amount will be added as shipping cost for the products on cart.

37. How to manage your wallet ?

Ans: To manage the wallet:

- Log in to **Customer/ Seller** panel
- From **customer/seller** left side Navigation, go to **My Wallet**.
- From the "**Recharge Wallet**" option, the customer and seller will get the option to recharge money from PayPal, Stripe and other payment gateways (if the payment gateways have permission).
- After that customer/seller can **purchase** by their wallet balance.



38. How to create a coupon?

Ans: Login admin panel and go E-commerce setup > Coupon

- Click on “**Add New Coupon**”
- Select Coupon type - (a) Product base and (b) Cart base

a. Product Base :-

- Type the coupon code
- Select **Category, Sub-category, Sub-sub-category**
- Select the **Product**.
- If you want to multiple products then just click on “**Add More**”
- Fill the **Start date** and **End date**
- Enter the “**Discount**” and Select “**Discount Type**”
- Click on **Save**.

b. Cart Base :-

- Type the coupon code
- Enter the minimum shopping price in “**Minimum Shopping**” field
- Enter the “**Discount**” and Select “**Discount Type**”
- Enter the “**Maximum Discount Amount**”
- Enter the “**Discount**” and Select “**Discount Type**”
- Click on **Save**.

All Coupons					
Coupon Information					
#	Code	Type	Start Date	End Date	Options
1	2222444	Product Base	05-05-2020	25-12-2020	
2	FREE2019	Product Base	11-10-2019	30-10-2019	
3	Free50	Product Base	23-09-2019	05-10-2019	
4	IOADUOIUAJOJOOAA	Product Base	19-09-2019	19-09-2019	
5	siddharaj	Product Base	26-08-2019	27-08-2019	
6	anant41	Product Base	03-09-2019	01-10-2019	
7	CTG50	Product Base	02-08-2019	10-08-2019	

39. How to use a coupon?

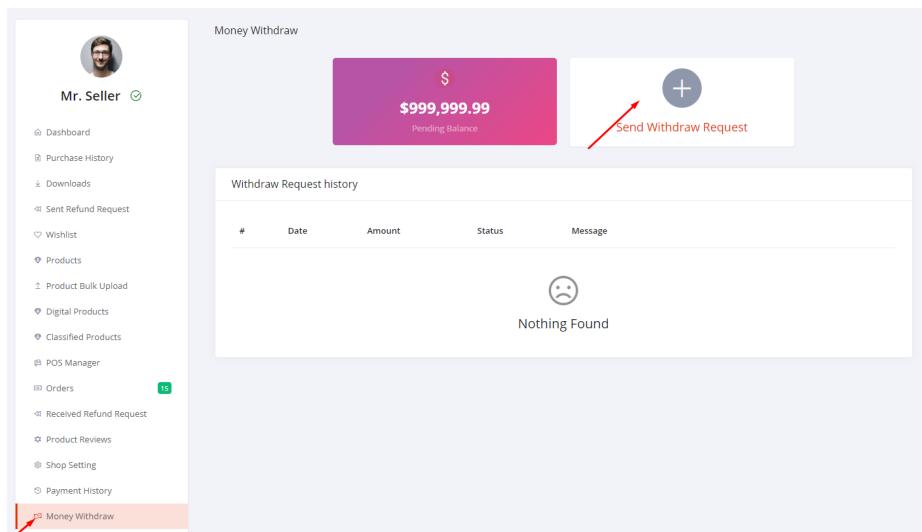
Ans : Before "SELECT PAYMENT OPTION", there is an opportunity to apply COUPON to get a discount.

- Before "SELECT PAYMENT OPTION", Click on "**Apply Coupon Code**"
- Enter the right **Coupon Code** and click **Apply**.

40. How to request money withdrawal as a seller?

Ans : Registered sellers will get an option for making withdrawal money requests. If he/she has money in his/her earnings balance then he/she will be able to send a withdrawal request.

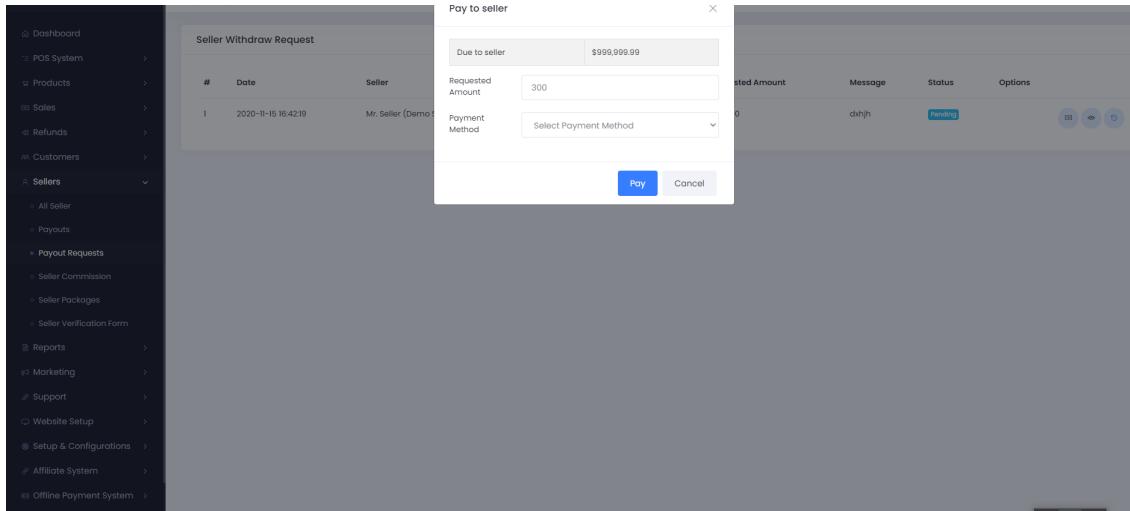
- Log in as a seller .
- Go to the left navigation bar and click **Money Withdraw**.
- Click **Send withdraw request**.



41. How to pay payment for seller withdrawal requests as an admin?

Ans : Go to left navigation bar and click **Sellers > Sellers Payout Requests**

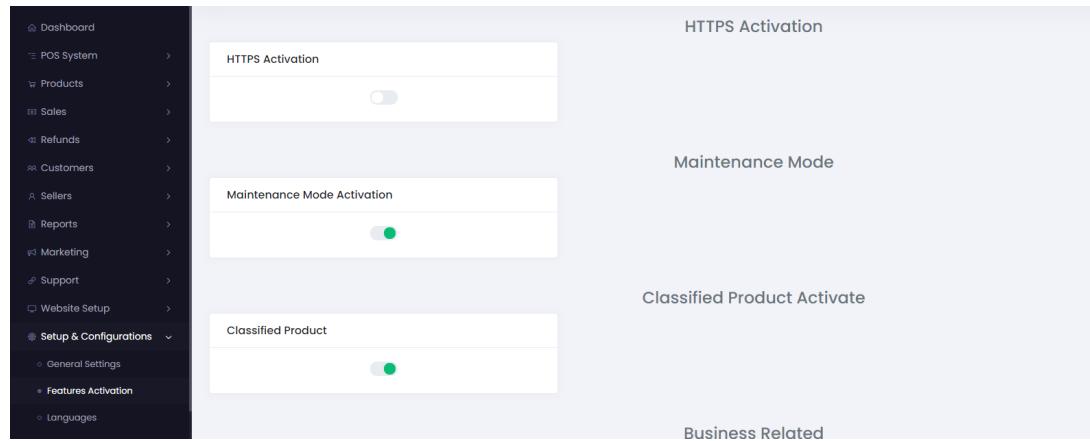
- From the withdrawal list click **on the Cash symbol**.
- In the modal you can change the withdrawal amount and then select a payment method.
- And finally **pay the button** to make payment.
- For cash payment will be done immediately and you've to make payment to the seller manually.
- And for other payment gateways(if the seller has enabled & configured those gateways) you'll be redirected to the payment page.
- Then you need to fill necessary fields to make the payment.



42. How to enable maintenance mode?

Ans : Go to left navigation bar and click **Setup & Configuration > Features Activation**

- Then turn on the switch for maintenance mode.
- And the frontend user will get an under construction page.

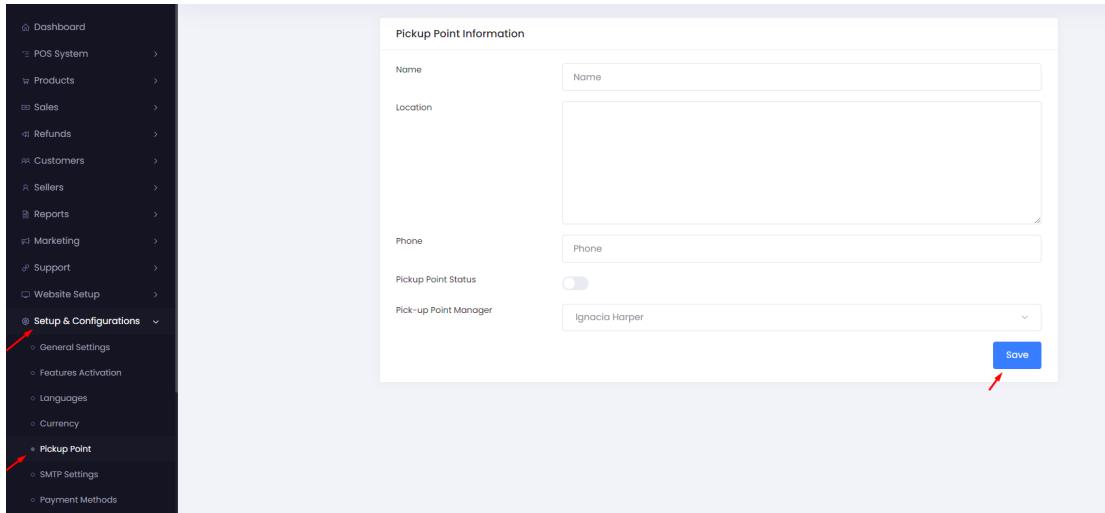


43. How to create a pickup point?

Ans : You need to enable pickup point to use this feature from **Setup & Configuration > Features Activation - pickup point activation switch**

- Then go to left navigation bar and click **Setup & Configuration > Pickup point**
- Click **add new pickup point**

- Then fill the form with **Name, Location, Phone, Status, Manager** and hit **save** button.
- Now customers can select a pickup point from enabled pickup point when he/she will purchase products.
- And the pickup point manager will get the order in his/her dashboard.



44. How does customer chat with a seller work?

Ans: Customers can ask any question about a product to the seller of that product.

- If the seller of that product is admin, then the admin will get the message against that product.
- Customer must need to login to make any question about any product/
- Then the seller/admin can answer that question from his/her panel.
- Customer will see the answer in his panel **left navigation > Conversations**
- Customers will see all questions, conversations with the admin/seller will be seen on that page.
- Sellers will get all messages in his panel **left navigation > Conversations**
- Admin will get all messages in his panel **left navigation > Conversations**

45. How to add Attribute for the system?

Ans : Follow the below steps to add attribute system :

- **Login** into your admin panel.
- Go to **E-commerce Setup -> Attribute**.
- Click on **add new attribute**.

- Fill the **attribute name** like: size, fabric, storage etc.
- Click on **save**.

46. How does attribute work?

Ans : At the time of product uploading Vendor or Admin can use attributes for their product variations. For example, a vendor is going to upload a new product mobile. Vendor has three different variation's mobile based on storage. For this he just needs to select the attribute like storage and then he just puts the value like 32 GB , 64GB, 128GB. After that he can set the price as previously how he did.

47. What is the new advanced filter option?

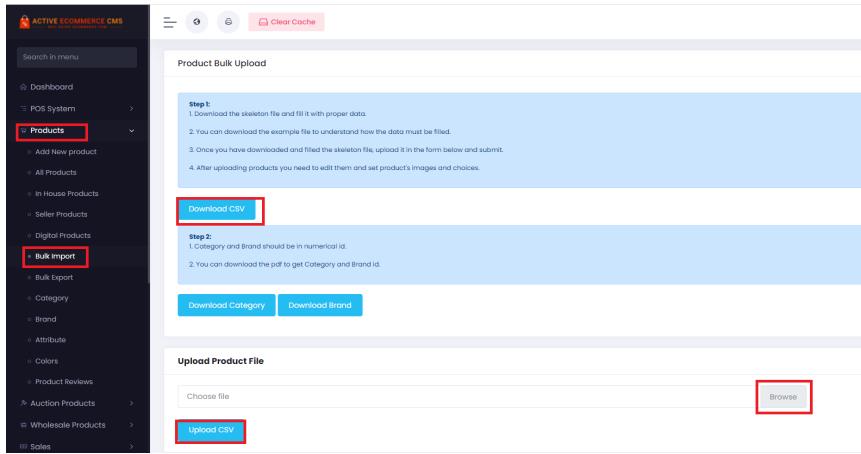
Ans : Advance filter option means customer or user can search any product using attribute value. For example, Storage is an attribute and 32GB, 64GB, 128GB are the value of Storage attribute's. If any user or customer wants to see the all mobile of 32B storage he just needs to follow the below steps:

- Users or customers just go to the **product listing page**.
- There he/she will get the **value of attributes** at the **left side** below the categories list.
- He/She needs to **select 32GB** and click on **Apply Filter**
- He/She will get the **result**

48. How to upload bulk products from the admin panel?

Ans: To upload bulk products follow the below steps:

- First of all, the admin needs to login into his Admin Panel and go to the **Bulk Import** menu under the **Products** category from the left side bar.
- Admin needs to download the **Download CSV** file.
- Open the downloaded file and fill the information of products like name, description, category id, brand id, brand id, unit price etc.
- After putting the information of all products, now he/she needs to upload the file.
- To upload that file he/she needs to check the same page below, and have an option of **Upload product file**.
- He/she needs to choose the file and click on **Upload CSV**.
- Products will be uploaded.



49. How to upload bulk products from the Seller panel?

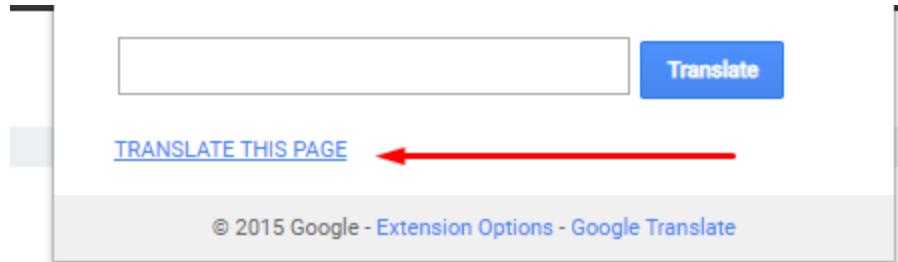
Ans: To upload bulk products from seller follow the below steps:

- First of all, the seller needs to login into his Seller Panel and go to the **Bulk Upload** menu from the left side bar.
- Admin needs to download the **Download CSV** file.
- Open the downloaded file and fill the information of products like name, category id, sub-category id, brand id, unit price etc.
- After putting the information of all products now he needs to upload the file.
- To upload that file he needs to go to the **Bulk Upload** menu.
- There he will get the file upload form and then needs to choose the file and click on the **Upload** button.
- Products will be uploaded.

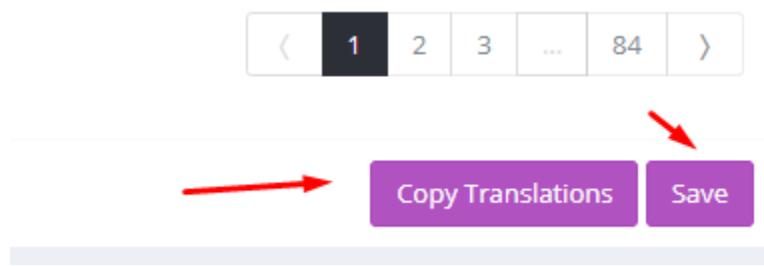
50. How to translate using Google translate?

Ans: Follow the below steps:

- First go to **Setup & Configuration -> Language -> Translation**
- Translate the site using “Google Translate” browser extension into your language.
<https://chrome.google.com/webstore/detail/google-translate/aapbdbdomjkkjkaonfhkkikfjllcleb?hl=bn>
- Click on translate extension and the **click translate this page**



- Press the “**Copy Translations**” button and then click on “**Save**”.



51. How to use Classified Products?

Ans: To use classified products:

- From admin panel Turn on **Classified Products** from **Setup & Configuration -> Features Activation**
- Create classified packages for customer to purchase from **Customers -> Classified Packages**
- Then customers can purchase classified packages and upload classified products as product upload.
- You'll see all classified product in **Customers -> Classified Products**
- You need to publish/approve all classified product manually to show in home/listing page
- Classified product shows on the home page under category wise products as classified ads.
- Users can check the details of the classified product and contact the owner to purchase.

52. . How to use Digital Products?

Ans: To use digital products:

- From the admin panel create the Digital product category.
- Upload digital products from the admin or seller panel.
- Customers can purchase the digital products.

- Digital products can only be purchased by online payment.

53. How to configure amazon s3 file system?

To use amazon s3 file system follow the procedure mentioned below:

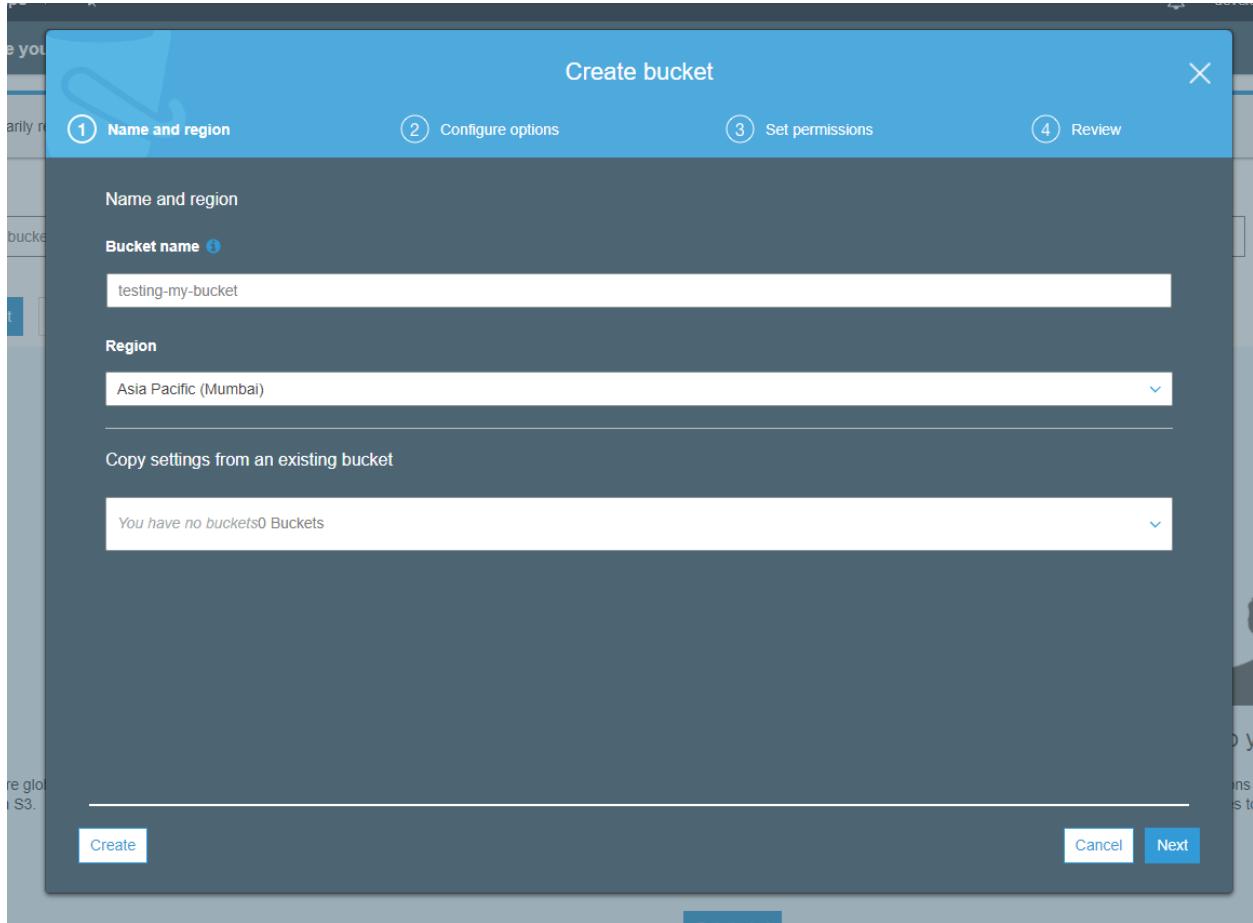
- Firstly, login into AWS dashboard. And select the s3 service from the list.

The screenshot shows the AWS Services dashboard. On the left, under 'All services', the 'Storage' section is expanded, and 'S3' is highlighted with a red box. Other services like EC2, Lambda, and EBS are also listed. To the right, there's a sidebar titled 'Explore AWS' with links to Amazon Redshift, Run Serverless Containers with AWS Fargate, Scalable, Durable, Secure Backup & Restore with Amazon S3, and AWS Marketplace.

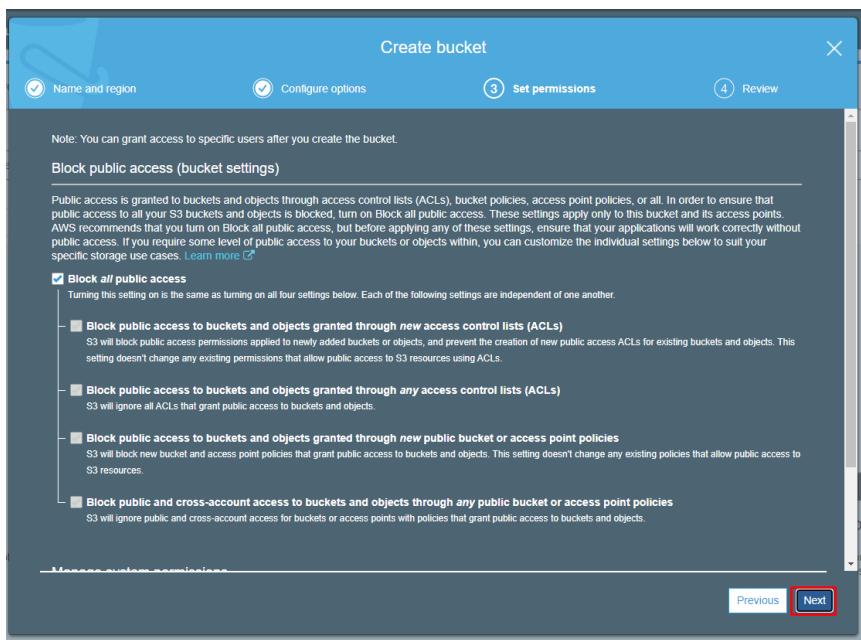
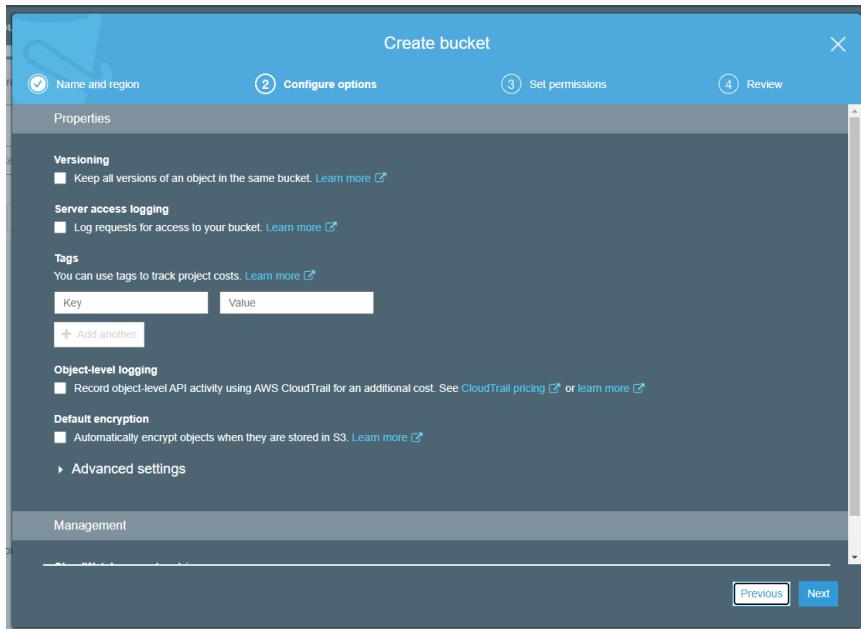
- Then click the **Create bucket** button.

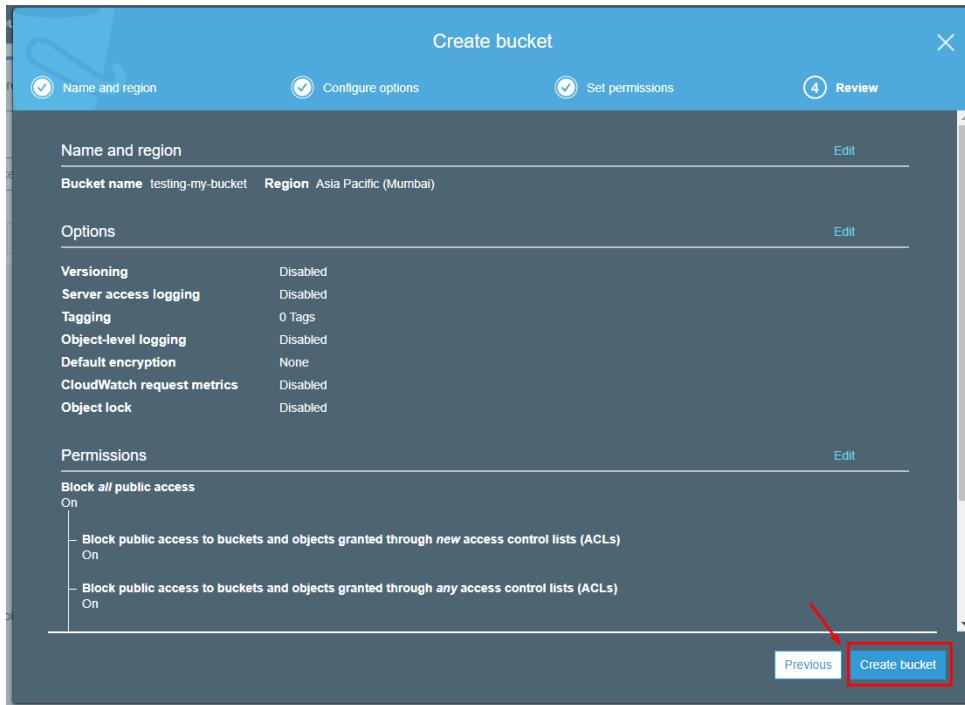
The screenshot shows the AWS S3 console. The left sidebar has 'Buckets' selected. In the main area, there's a message about the previous version of the S3 console. Below it, there's a search bar and a 'Create bucket' button highlighted with a red box. Other buttons include 'Edit public access settings', 'Empty', and 'Delete'. At the bottom, there are three sections: 'Create a new bucket', 'Upload your data', and 'Set up your permissions'.

- After that, a modal will come up. In there insert your bucket name and the region you want your bucket to reside in.



- For step 2 and 3 do nothing just click **Next** then when the 4th step appears click create bucket and complete creating the bucket.

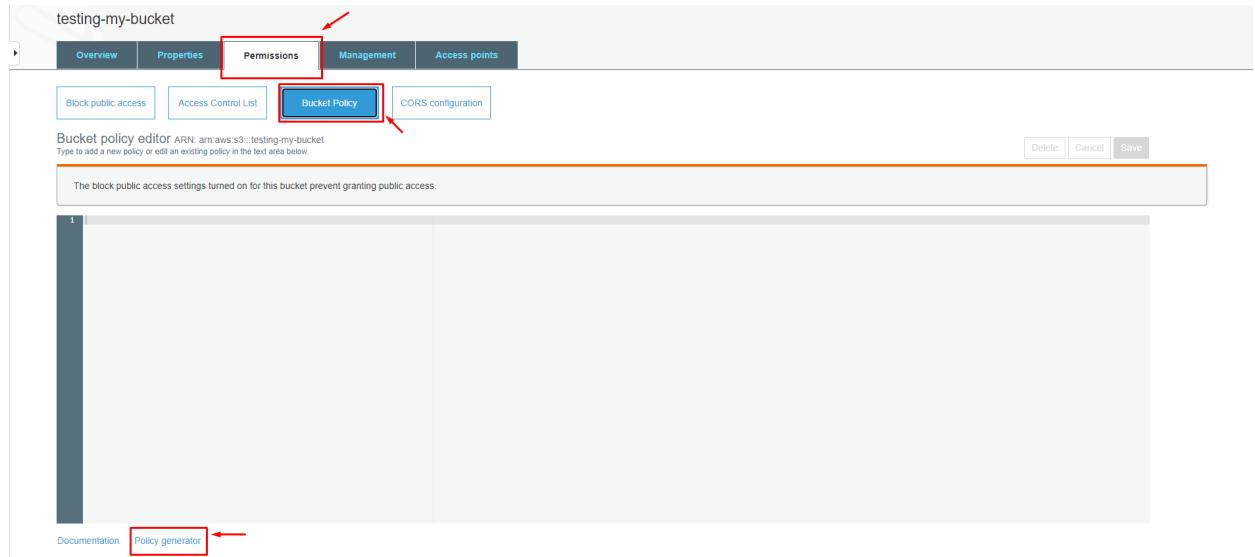




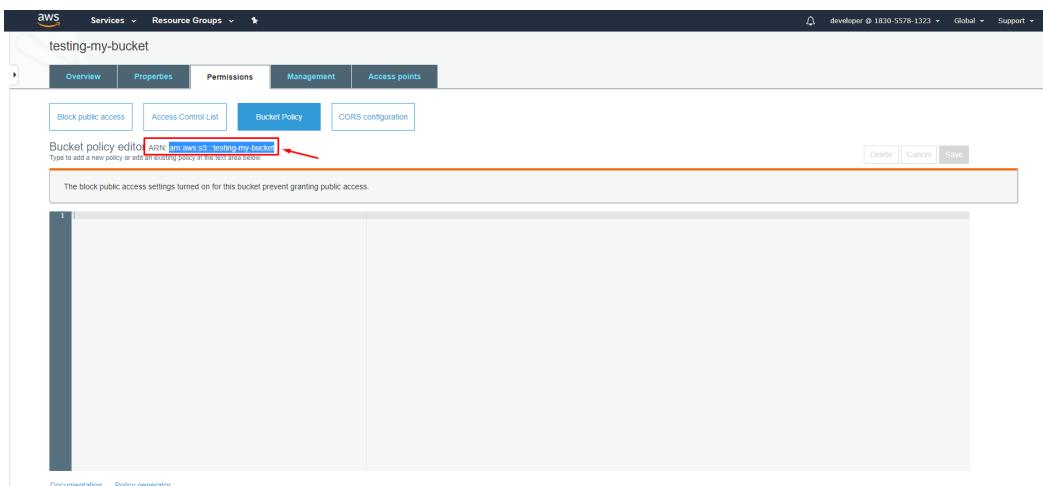
- Then you'll be able to see the bucket that you created. Click on the bucket.

The screenshot shows the AWS S3 buckets list. The top navigation bar includes 'Discover the console', a search bar, and a dropdown for 'All access types'. Below is a table with columns: '+ Create bucket', 'Edit public access settings', 'Empty', 'Delete', 'Bucket name', 'Access', 'Region', and 'Date created'. A red box highlights the 'Bucket name' column, and a red arrow points from the previous screenshot's 'Create bucket' button to this column, indicating where to click to find the newly created bucket. The table shows one bucket named 'testing-my-bucket'.

- It'll take you to the bucket details. From there go to the **Permissions** menu and then click on the **Bucket Policy** below there you will find the **Policy generator** blue button. Click it.



- The UI will appear after clicking the button. For the policy type insert **S3 Bucket Policy** and for **Principal** insert * and from the **Actions** dropdown select box select **getObject**. And follow the convention mentioned inside the red box highlighted with red text color for the **ARN value**. The ARN value will be found in the previous page from where we came from. Just follow the instructions mentioned inside the images below.





AWS Policy Generator
The AWS Policy Generator is a tool that enables you to create policies that control access to Amazon Web Services (AWS) products and resources. For more information about creating policies, see Key Concepts in Using AWS Identity and Access Management. Here are sample policies.

Step 1: Select Policy Type
A Policy is a container for permissions. The different types of policies you can create are an IAM Policy, an S3 Bucket Policy, an SNS Topic Policy, a VPC Endpoint Policy, and an SQS Queue Policy.

Select Type of Policy: S3 Bucket Policy

Step 2: Add Statement(s)
A statement is the formal description of a single permission. See a description of elements that you can use in statements.

Effect: Allow (selected) Deny

Principal: *

AWS Service: Amazon S3 (selected) All Services (*)

Actions: 1 Action(s) Selected All Actions (*)

Amazon Resource Name (ARN): arn:aws:s3:::testing-my-bucket/*

Add Conditions (Optional): Add Statement

Step 3: Generate Policy
A policy is a document (written in the Access Policy Language) that acts as a container for one or more statements.
Add one or more statements above to generate a policy.

Policy JSON Document

Click below to edit. To save the policy, copy the text below to a text editor.
Changes made below will not be reflected in the policy generator tool.

```
{
  "Id": "Policy1600695868258",
  "Version": "2012-10-17",
  "Statement": [
    {
      "Sid": "Stmt1600695832250",
      "Action": [
        "s3:GetObject"
      ],
      "Effect": "Allow",
      "Resource": "arn:aws:s3:::testing-my-bucket/*",
      "Principal": "*"
    }
  ]
}
```

This AWS Policy Generator is provided for informational purposes only, you are still responsible for your use of Amazon Web Services technologies and ensuring that your use is in compliance with all applicable terms and conditions. This AWS Policy Generator is provided as is without warranty of any kind, whether express or implied.

Step 4: Paste the generated JSON and click Save.

- And paste it inside the box shown below. And then click **Save**.

The screenshot shows the AWS S3 console for a bucket named "testing-my-bucket". The "Permissions" tab is selected. Under "Bucket Policy", a policy document is displayed:

```

1  {
2    "Id": "Policy16000695868258",
3    "Version": "2012-10-17",
4    "Statement": [
5      {
6        "Sid": "Stmt16000695832250",
7        "Action": [
8          "s3:GetObject"
9        ],
10       "Effect": "Allow",
11       "Resource": "arn:aws:s3:::testing-my-bucket/*",
12       "Principal": "*"
13     }
14   ]
15 }

```

A red box highlights the policy document. A red arrow points from the "Save" button at the top right to the "Save" button in the bottom right corner of the policy editor.

- You might encounter an error shown below.

The screenshot shows the AWS S3 console for the same bucket. The "Permissions" tab is selected. Under "Bucket Policy", an error message is displayed:

Error
Access denied

A red box highlights the error message, and a red arrow points from it to the text "You might get this error".

Below the error message, the policy document is identical to the one in the previous screenshot:

```

1  {
2    "Id": "Policy16000695868258",
3    "Version": "2012-10-17",
4    "Statement": [
5      {
6        "Sid": "Stmt16000695832250",
7        "Action": [
8          "s3:GetObject"
9        ],
10       "Effect": "Allow",
11       "Resource": "arn:aws:s3:::testing-my-bucket/*",
12       "Principal": "*"
13     }
14   ]
15 }

```

- To get rid of this error you need to go to the **Permissions** menu and then go to the **Block public access** menu and then click the **Edit** button shown below.

testing-my-bucket

Overview Properties Permissions Management Access points

Block public access Access Control List Bucket Policy CORS configuration

Block public access (bucket settings)

Public access is granted to buckets and objects through access control lists (ACLs), bucket policies, access point policies, or all. In order to ensure that public access to all your S3 buckets and objects is blocked, turn on Block all public access. These settings apply only to this bucket and its access points. AWS recommends that you turn on Block all public access, but before applying any of these settings, ensure that your applications will work correctly without public access. If you require some level of public access to your buckets or objects within, you can customize the individual settings below to suit your specific storage use cases. [Learn more](#)

Block all public access

On

- Block public access to buckets and objects granted through new access control lists (ACLs)
- On
- Block public access to buckets and objects granted through any access control lists (ACLs)
- On
- Block public access to buckets and objects granted through new public bucket or access point policies
- On
- Block public and cross-account access to buckets and objects through any public bucket or access point policies
- On

Edit

- After you have gone to the menu mentioned above uncheck the checkbox saying the following “**Block all public access**” and then click the **Save** button. A pop up will appear and tell you to type in the word ‘**confirm**’ and then click the **confirm** button.

testing-my-bucket

Overview Properties **Permissions** Management Access points

Block public access Access Control List Bucket Policy CORS configuration

Block public access (bucket settings)

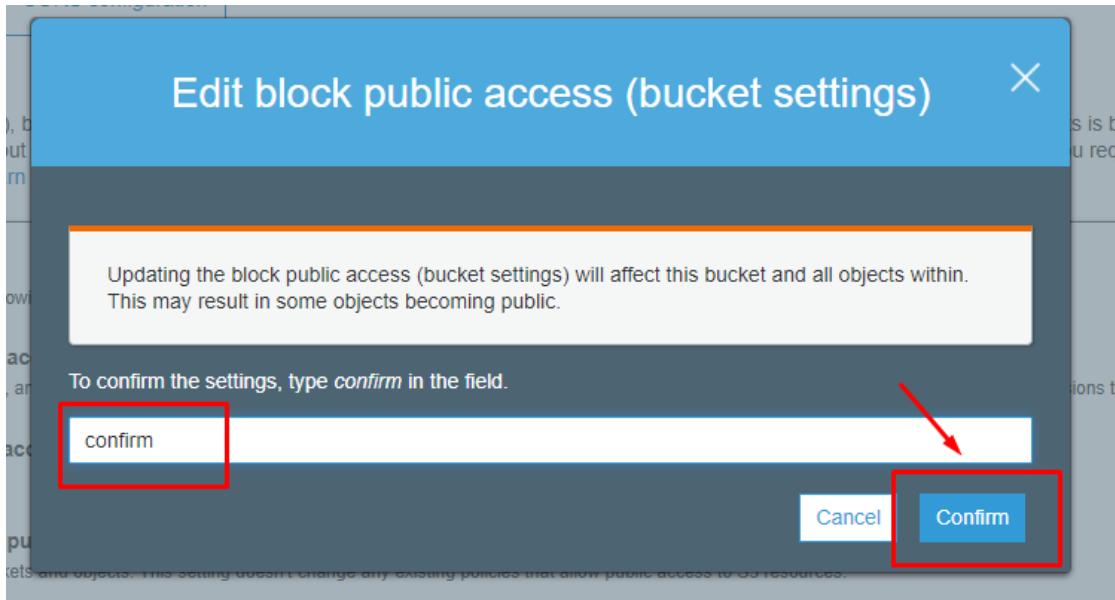
Public access is granted to buckets and objects through access control lists (ACLs), bucket policies, access point policies, or all. In order to ensure that public access to all your S3 buckets and objects is blocked, turn on Block all public access. These settings apply only to this bucket and its access points. AWS recommends that you turn on Block all public access, but before applying any of these settings, ensure that your applications will work correctly without public access. If you require some level of public access to your buckets or objects within, you can customize the individual settings below to suit your specific storage use cases. [Learn more](#)

Block all public access

Turning this setting on is the same as turning on all four settings below. Each of the following settings is independent of one another.

- Block public access to buckets and objects granted through new access control lists (ACLs)
S3 will block public access permissions applied to newly added buckets or objects, and prevent the creation of new public access ACLs for existing buckets and objects. This setting doesn't change any existing permissions that allow public access to S3 resources using ACLs.
- Block public access to buckets and objects granted through any access control lists (ACLs)
S3 will ignore all ACLs that grant public access to buckets and objects.
- Block public access to buckets and objects granted through new public bucket or access point policies
S3 will block new bucket and access point policies that grant public access to buckets and objects. This setting doesn't change any existing policies that allow public access to S3 resources.
- Block public and cross-account access to buckets and objects through any public bucket or access point policies
S3 will ignore public and cross-account access for buckets or access points with policies that grant public access to buckets and objects.

Cancel **Save**



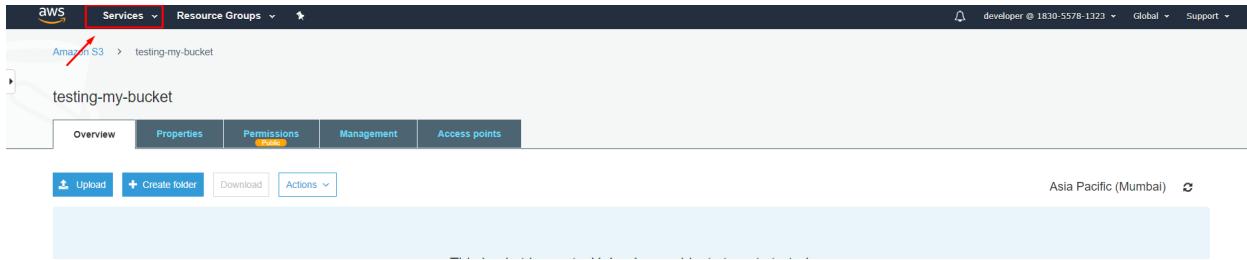
- After you have done all the instructions mentioned above you need to have to go to **Permissions -> Bucket Policy** and now try and paste the texts and click the **Save** button as mentioned in the instruction above. If all goes well you should see the page shown in the image below. Saying the yellow text "**This bucket has public access**".

```

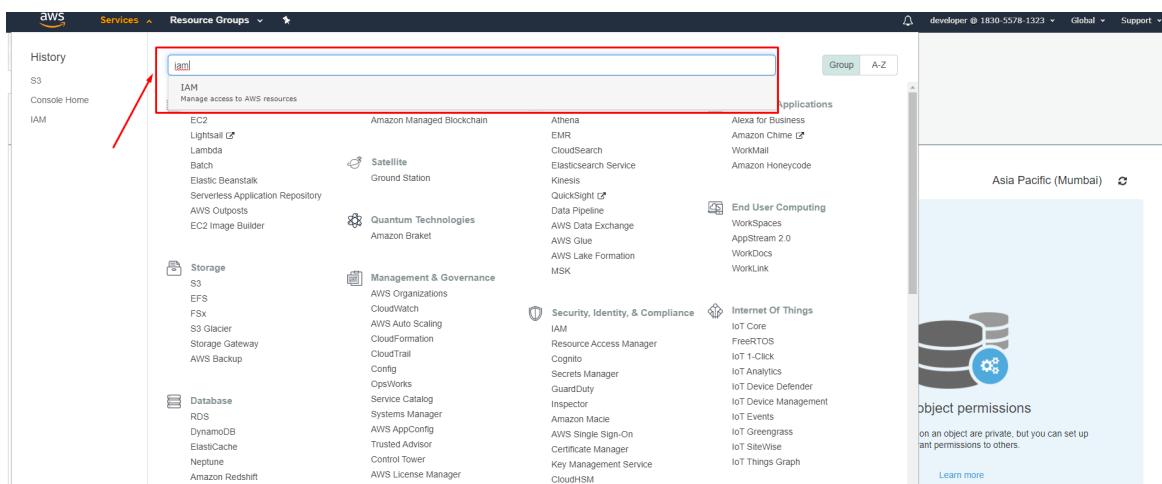
1 {
2   "Version": "2012-10-17",
3   "Statement": [
4     {
5       "Sid": "Stmt1600695832250",
6       "Action": "GetObject",
7       "Effect": "Allow",
8       "Resource": "arn:aws:s3:::testing-my-bucket/*",
9       "Principal": "*"
10    }
11  ]
12 }
13
14
15

```

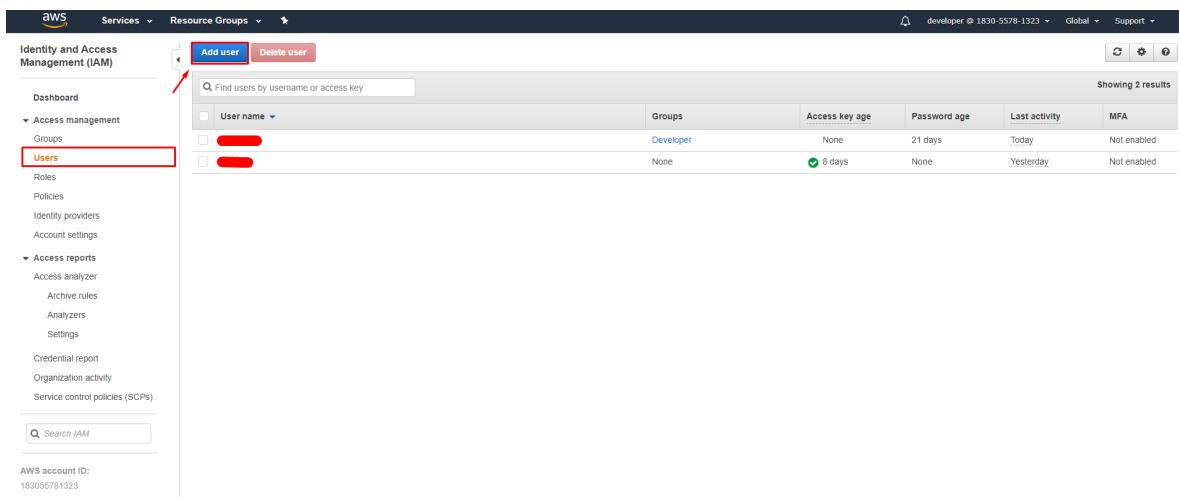
- Then, notice the top nav of your page and there is a button saying **Services**. When you hover over it it drops a menu down.



- Inside the menu there is a search bar. Inside the search bar type in '**iam**' and search result will be shown to you. Select the first result that comes up.



- Then go to the **User** menu as shown in the image below and click the **Add user** button.



- After you have clicked the Add User button a page will appear on your browser. There you will see a form. And you need to type in your **User-name** and check the **Programmatic Access as the Access Type**. Just follow the instructions mentioned in the image below.

Add user

Set user details

User name*

Select AWS access type

Access type* **Programmatic access**
Enables an **access key ID** and **secret access key** for the AWS API, CLI, SDK, and other development tools.

AWS Management Console access
Enables a **password** that allows users to sign-in to the AWS Management Console.

* Required

- After that you need to set some permissions. Inside the **Filter Policy** search bar search for the text '**s3**' And then some of the search results will be shown as shown below. From there check **AmazonS3FullAccess** and click the **Next** button.

Add user

Set permissions

	Policy name	Type	Used as
<input type="checkbox"/>	AmazonDMSRedshiftS3Role	AWS managed	None
<input checked="" type="checkbox"/>	AmazonS3FullAccess	AWS managed	Permissions policy (1)
<input type="checkbox"/>	AmazonS3ReadOnlyAccess	AWS managed	None
<input type="checkbox"/>	QuickSightAccessForS3StorageManagementAnalyticsReadOnly	AWS managed	None

Set permissions boundary

- For the next option click next without changing anything at all.

Add user

1 2 3 4 5

Add tags (optional)

IAM tags are key-value pairs you can add to your user. Tags can include user information, such as an email address, or can be descriptive, such as a job title. You can use the tags to organize, track, or control access for this user. [Learn more](#)

Key	Value (optional)	Remove
<input type="text" value="Add new key"/>	<input type="text"/>	

You can add 50 more tags.

[Cancel](#) [Previous](#) **Next: Review**

- Finally click **Create User**.

Add user

1 2 3 4 5

Review

Review your choices. After you create the user, you can view and download the autogenerated password and access key.

User details

User name	demoname
AWS access type	Programmatic access - with an access key
Permissions boundary	Permissions boundary is not set

Permissions summary

The following policies will be attached to the user shown above.

Type	Name
Managed policy	AmazonS3FullAccess

Tags

No tags were added.

Cancel Previous **Create user**



- After you have created the user you will be directed to a page where you will find two keys.
 - Access Key ID and
 - Secret access key.

Add user

1 2 3 4 5

Success

You successfully created the users shown below. You can view and download user security credentials. You can also email users instructions for signing in to the AWS Management Console. This is the last time these credentials will be available to download. However, you can create new credentials at any time.

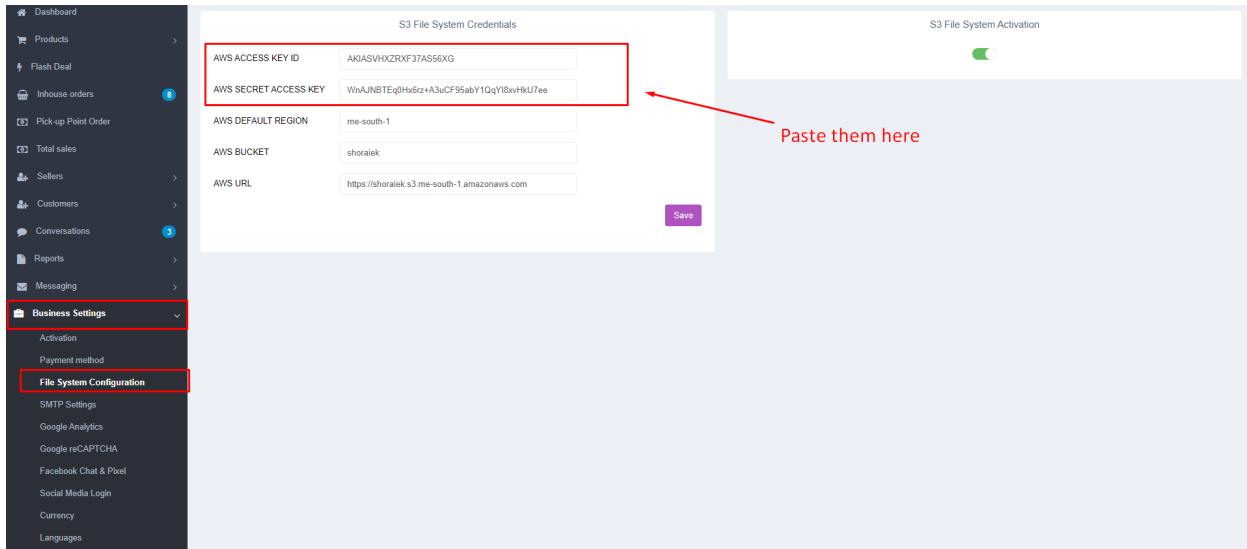
Users with AWS Management Console access can sign-in at: <https://183055781323.signin.aws.amazon.com/console>

 Download .csv

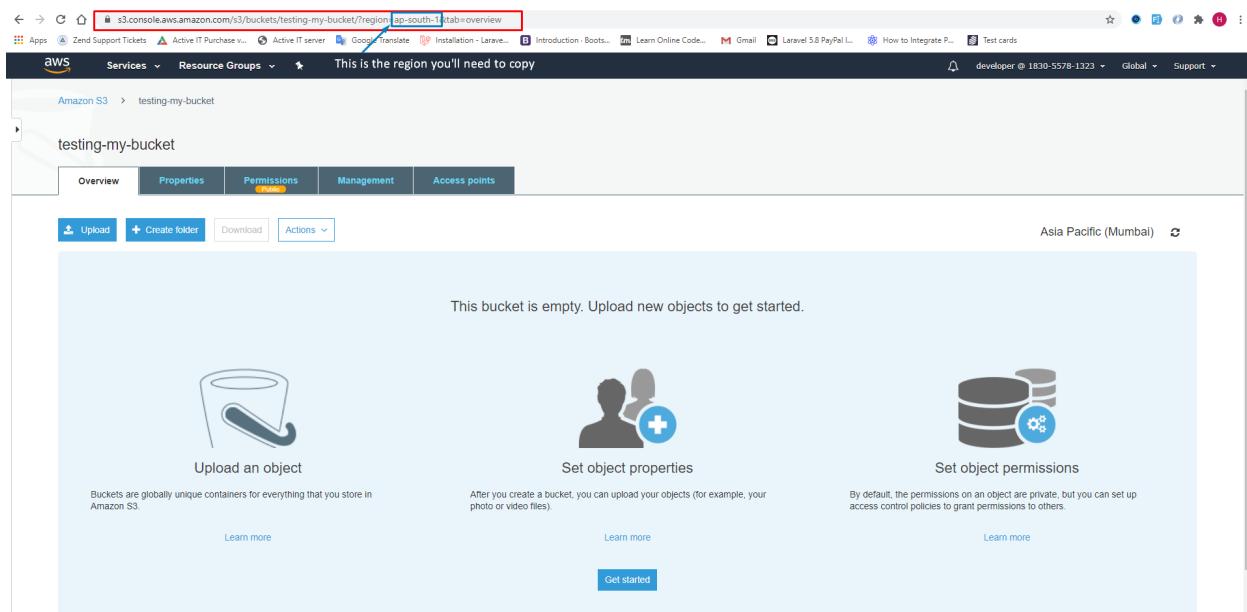
	User	Access key ID	Secret access key
▶	<input checked="" type="checkbox"/> demoname	AK[REDACTED]	***** Show 

[Close](#)

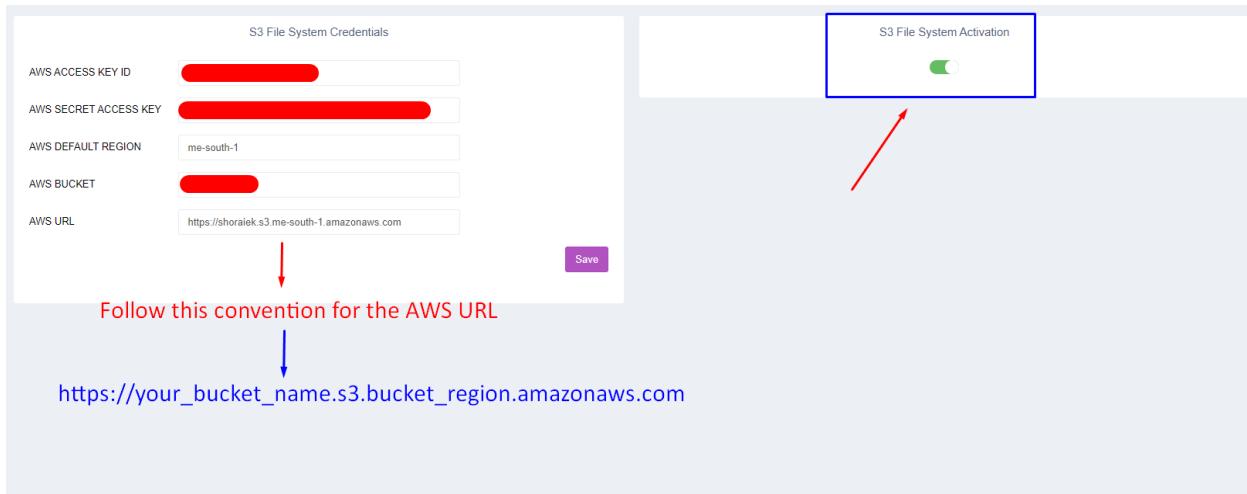
- Copy these two keys and then go to your admin panel and go to the **Business Settings** menu and then to the **File System Configuration** sub-menu. And then there you will find the two fields where you will need to paste those two keys that you have just copied.



- Now you need to set your bucket region. For that go to your bucket details and follow the instruction shown inside the image to find the bucket region. Copy your bucket region and paste it inside the field **AWS DEFAULT REGION** field residing inside **File System Configuration's** submenu under the **Business Settings** Menu inside your admin panel.



- Also you need to insert your bucket name inside the **AWS BUCKET** field.
- And for the **AWS URL** just follow the convention mentioned inside the image below.



- And if you've followed all of the instructions mentioned above you should be able to upload your files inside the bucket of your amazon server's s3 file system.
- And also don't forget to activate your S3 File System shown inside the **blue box pointed out by a red arrow**.
- Now click the Permissions tab

Objects Properties **Permissions** Metrics Management Access Points

Permissions overview

Access

⚠ Public

Edit

- Click the Edit button of the Object Ownership section

Object Ownership Info

Control ownership of objects written to this bucket from other AWS accounts and the use of access control lists (ACLs). Object ownership determines who can specify access to objects.

Object Ownership

Bucket owner enforced

ACLs are disabled. All objects in this bucket are owned by this account. Access to this bucket and its objects is specified using only policies.

Edit

- And now follow as per the below

Object Ownership

Control ownership of objects written to this bucket from other AWS accounts and the use of access control lists (ACLs). Object ownership determines who can specify access to objects.

ACLs disabled (recommended)
All objects in this bucket are owned by this account. Access to this bucket and its objects is specified using only policies.

ACLs enabled
Objects in this bucket can be owned by other AWS accounts. Access to this bucket and its objects can be specified using ACLs.

⚠️ Enabling ACLs turns off the bucket owner enforced setting for Object Ownership
Once the bucket owner enforced setting is turned off, access control lists (ACLs) and their associated permissions are restored. Access to objects that you do not own will be based on ACLs and not the bucket policy.

I acknowledge that ACLs will be restored.

Object Ownership

Bucket owner preferred
If new objects written to this bucket specify the bucket-owner-full-control canned ACL, they are owned by the bucket owner. Otherwise, they are owned by the object writer.

Object writer
The object writer remains the object owner.

If you want to enforce object ownership for new objects only, your bucket policy must specify that the bucket-owner-full-control canned ACL is required for object uploads. [Learn more](#)

[Cancel](#) [Save changes](#)

54. How to migrate existing uploaded files to s3?

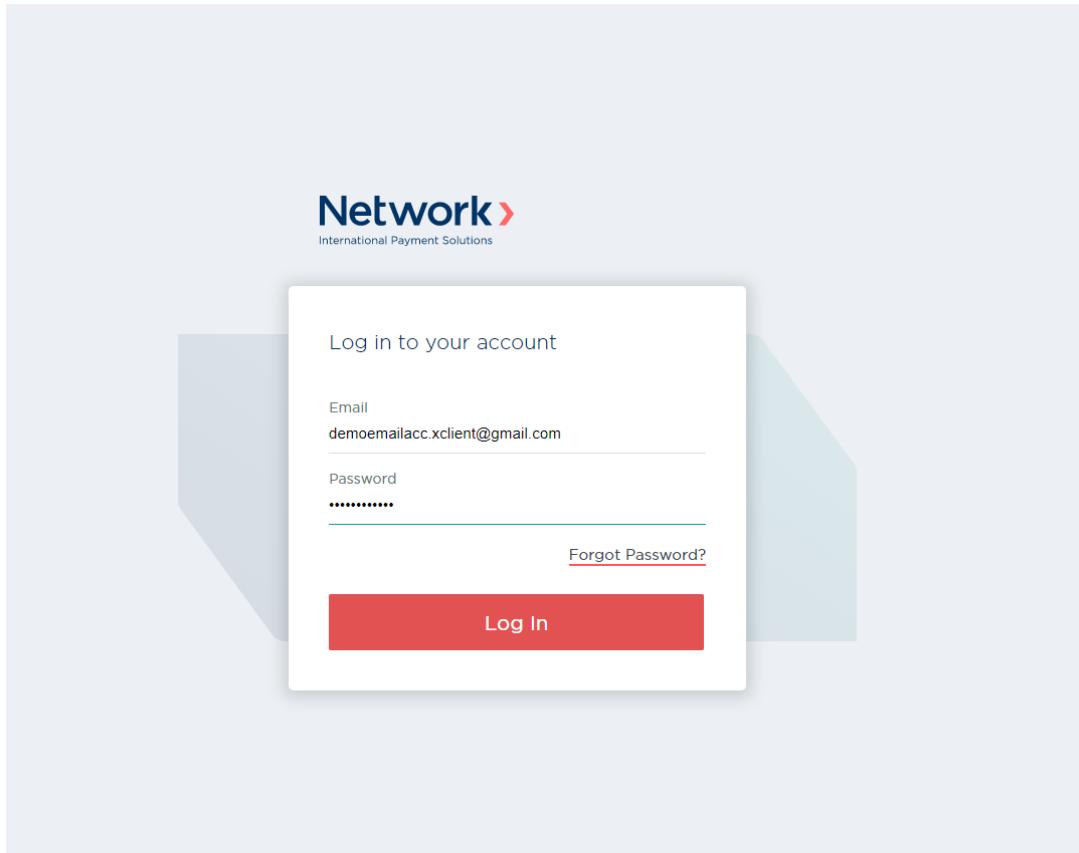
Ans: To migrate to amazon s3 file system follow the procedure mentioned below:

- Download all files from the public/uploads folder.
- Create a folder named uploads in the s3 bucket.
- Upload all downloaded files to the uploads folder of s3 bucket.

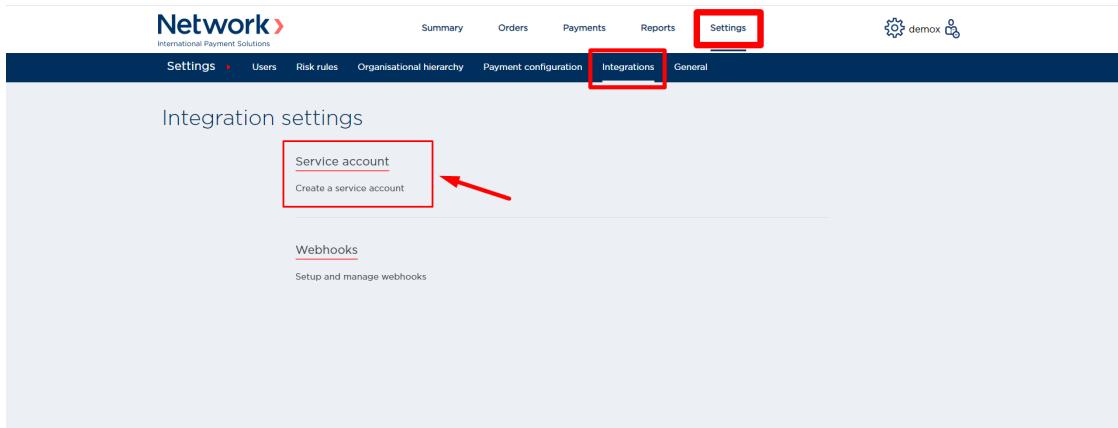
55. How to configure Ngenius credentials(test account)?

And: To configure ngenius you need to follow the steps mentioned below.

- First login to the Ngenius developers panel. [Ngenius developers panel](#)
- Or create an account if one does not exist.



- After that go to the **Settings -> Integrations -> service account**. Create one service account if it does not exist.



- There you will find the API key. Copy that API key and paste it inside your Ngenius credentials **NGENIUS API KEY** field inside the **Payment Method** sub-menu residing in the **Business Settings** menu.

The screenshot shows a 'Service accounts' list with two entries. The columns are NAME, DESCRIPTION, TYPE, and API KEY. Each entry has a 'Show API key' button and a delete icon. Red arrows point from the 'Show API key' buttons in both rows. The first entry is 'Merchant service account' and the second is 'test'.

NAME	DESCRIPTION	TYPE	API KEY
Merchant service account	Merchant service account	Merchant Service Account	Show API key
test	test	Merchant Service Account	Show API key

The screenshot shows the 'Ngenius Credential' setup form. It has fields for 'NGENIUS OUTLET ID', 'NGENIUS API KEY', and 'NGENIUS CURRENCY'. A note at the bottom states: 'Currency must be AED or USD or EUR. If kept empty, AED will be used automatically'. A red arrow points from each of these three field labels to their respective input boxes. A purple 'Save' button is located at the bottom right.

NGENIUS OUTLET ID
NGENIUS API KEY
NGENIUS CURRENCY

Currency must be AED or USD or EUR
If kept empty, AED will be used automatically

Save

- After that you need the OUTLET ID of your ngenius account for that you need to go the **Settings ->Organizational Hierarchy** then click the **instant_signup_outlet**. After that you will find your reference key pointed out with the red arrow; copy that key and paste it inside the you **NGENIUS_OUTLET_ID** field residing inside the **Payment Method** sub-menu residing in the **Business Settings** menu.
- Finally, Set your currency as **AED, USD or EUR** and click the **Save** button. If you have followed all of the steps mentioned above your app should be ready to go.

56. Which options are translatable in multiple languages?

Ans: Following options are translatable in multi language:

- **Product:** Name, Unit, Description.
- **Category:** Name
- **Sub Category:** Name
- **Sub Sub Category:** Name
- **Attribute:** Name
- **Brand:** Name
- **Customer Product:** Name, Unit, Description
- **Customer Package:** Name
- **Flash Deal Product:** Title
- **Pages:** Page Title
- **Pickup Point:** Name, Location
- **Role:** Name

57. How to configure Bkash payment gateway?

Ans: Follow below steps to configure bkash payment gateway:

- Contact bkash authority for getting api information
- Turn on bkash switch from admin panel **Setup & configuration > Feature Activation > Bkash Activation**
- Fill up bkash api information from **Setup & configuration > Payment Method > Bkash Credential**
- If bkash api is in the sandbox mood, turn on the sandbox switch. For live Turn off sandbox switch

58. How to configure the Nagad payment gateway?

Ans: Follow below steps to configure Nagad payment gateway:

- Contact Nagad authority for getting api information
- Turn on Nagad switch from admin panel **Setup & configuration > Feature Activation > Nagad Activation**
- Fill up Nagad api information from **Setup & configuration > Payment Method > Nagad Credential**
- If Nagad api is in the sandbox mood input NAGAD MODE “sandbox”. For live input NAGAD MODE “live”

59. How to configure product wise shipping cost?

Ans: Follow below steps to configure city wise flat shipping cost:

- Go to admin panel **Setup & configuration > Shipping configuration and choose Product Wise Shipping Cost**
- Go to **Products > Add New Product from Shipping Configuration** you will get another 3 options
 - Free Shipping:** No shipping cost added
 - Flat Rate:** Fixed shipping cost will be added for every city
 - Product Quantity Multiplication:** Product quantity will be multiplied while purchasing if this option enable

60. How to configure flat rate shipping cost?

Ans: Go to admin panel **Setup &**

configuration > Shipping configuration and choose Flat Rate Shipping Cost.

Flat Rate Shipping Cost: How many products a customer purchases doesn't matter. Shipping cost is fixed.

61. How to configure seller wise flat shipping cost?

Ans: Go to admin panel **Setup & configuration > Shipping configuration and choose Seller Wise Shipping Cost.**

Seller Wise Shipping Cost: Fixed rate for each seller. If customers purchase 2 products from two sellers shipping cost is calculated by addition of each seller flat shipping cost.

62. How to configure city wise flat shipping cost?

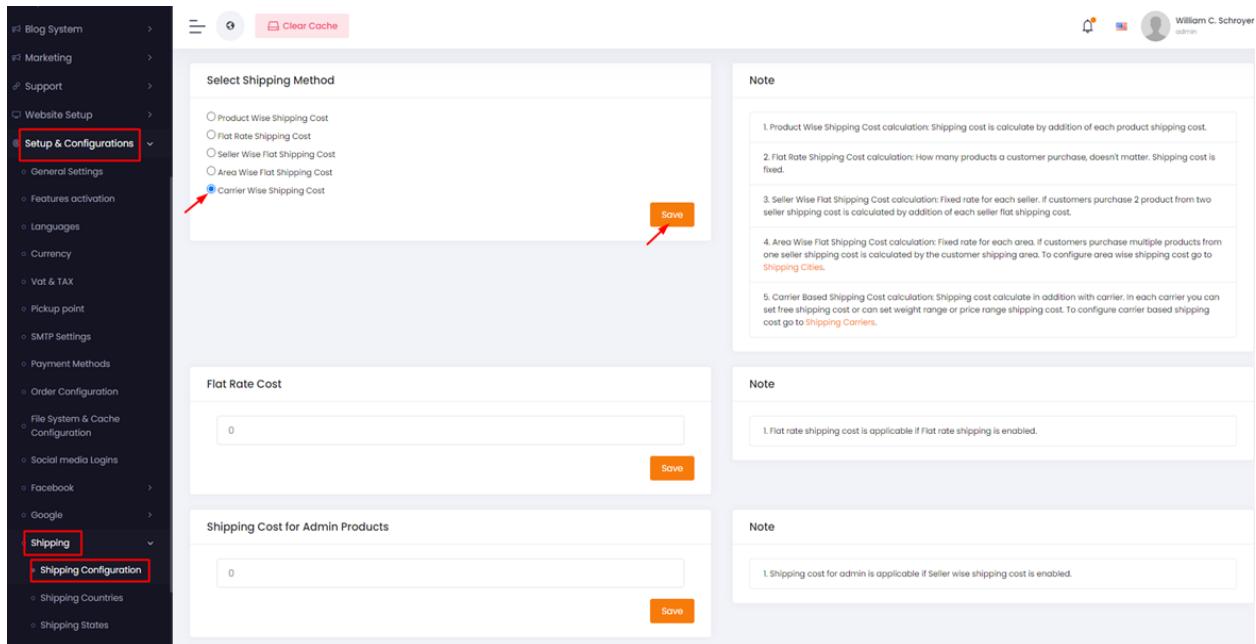
Ans: Follow below steps to configure city wise flat shipping cost:

- Go to admin panel **Setup & configuration > Shipping configuration** and choose **Area Wise Flat Shipping Cost**
- Go to **Setup & configuration > Shipping Countries** and enable or disable **your preferred countries**
- Go to **Setup & configuration > Shipping Cities** and **create city for selected country** and input **shipping cost for city**

63. How to enable Carrier Wise Shipping Cost?

Ans: Follow the below instruction:

- Log in to **admin** panel
- From the left navbar go to **setup & configurations > Shipping > Shipping configuration**.
- From shipping method select **carrier wise shipping cost**
- Then click the **save** button.



64. How to add a new Shipping carrier?

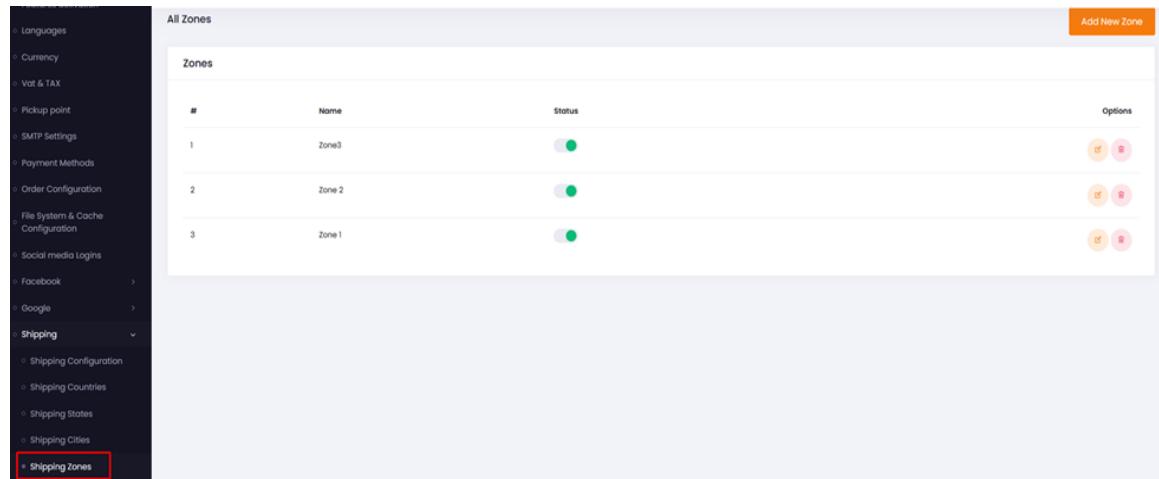
Ans: Create a shipping carrier follow below instruction:

- From admin panel, go to **Setup & Configurations** -> **Shipping** -> **Shipping Carrier**
- Fill the form with **Carrier Name**, **Transit time** (The delivery time will be displayed during checkout process), **Logo**,
- If **free shipping** enables then no range (**weight** based or **prices** based) will be applicable
- Choose Billing type (According to **price**/According to **weight**)
- Ranges (weight based or price based).
- Click the **Submit** button.

65. How to create a zone for carrier wise shipping?

Ans: Create a zone with countries if not created yet. Follow below instruction:

- From admin panel, go to **Setup & Configurations** -> **Shipping** -> **Shipping Zones**
- Click on Add new zone.
- From the zone information insert Name and select country. Then click the submit button.



66. How to set weight?

Ans: Now in the product section, **weight** field will be used to calculate shipping cost if carrier based shipping cost.

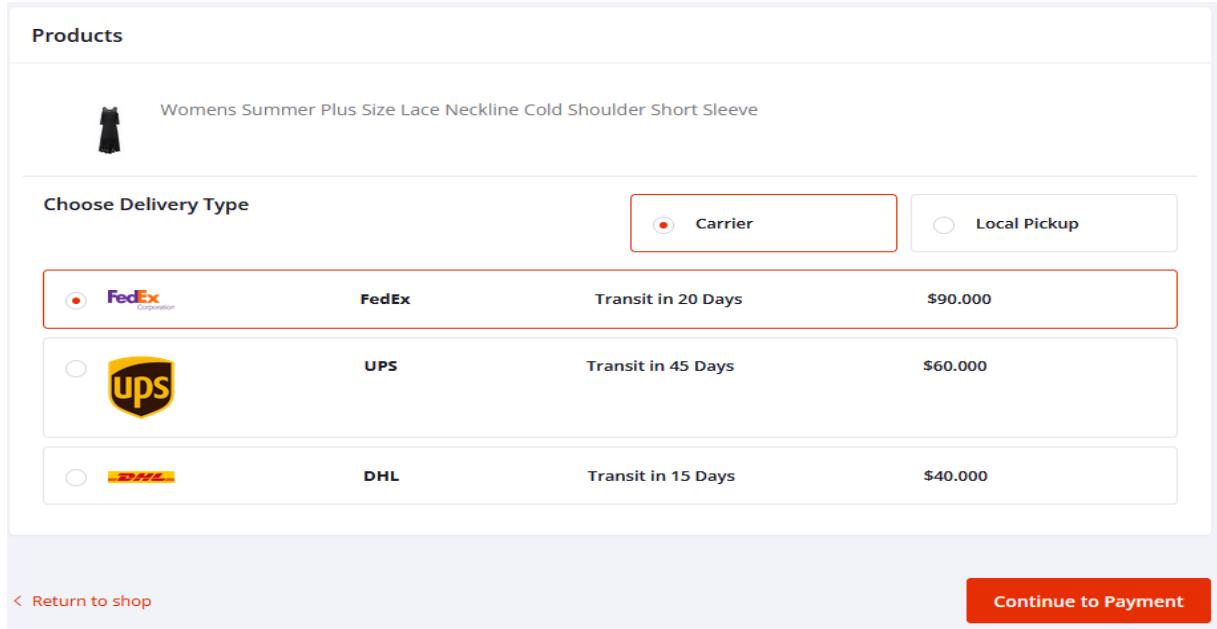
The screenshot shows a 'Product Information' form with various fields for inputting product details. The fields include 'Product Name', 'Category', 'Brand', 'Unit', 'Weight (in kg)', 'Minimum Purchase Qty', and 'Tags'. The 'Weight (in kg)' field is highlighted with a red border, indicating it is the focus of the question. The value '0.00' is entered into this field.

Product Information	
Product Name *	Product Name
Category *	Women Clothing & Fashion
Brand	Select Brand
Unit	Unit (e.g. KG, Pcs etc)
Weight (in kg)	0.00
Minimum Purchase Qty *	1
Tags *	Type and hit enter to add a tag <small>This is used for search. Input those words by which customer can find this product.</small>

67. How can a customer choose a carrier during the checkout process?

Ans: Follow the instructions:

- In the **checkout** procedure on the **delivery info** customer can choose the **carrier** option and then click continue to payment.



68. How to configure Redis cache support?

Ans: Follow below steps:

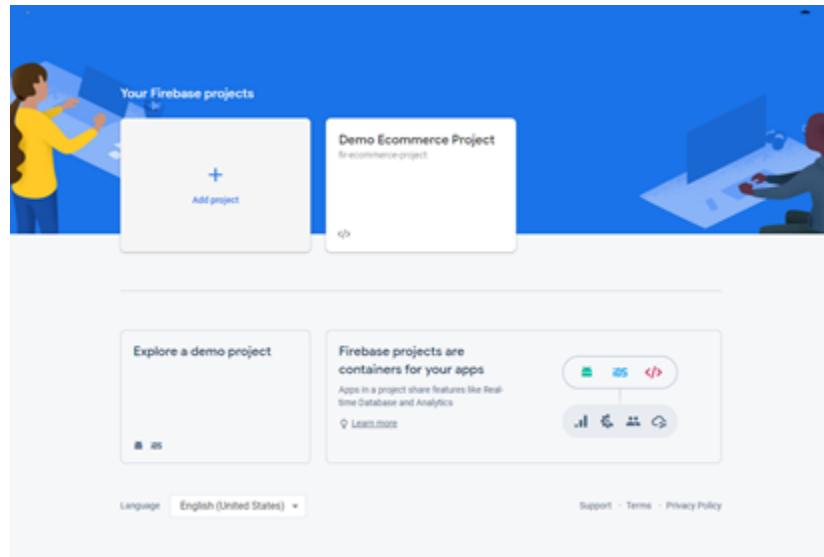
- Go to this link
<https://www.techalyst.com/posts/install-and-configure-redis-server-for-laravel>
and follow from **Step 1** to **Step 5**
- Go to Admin panel **Setup & configuration > File System & Cache Configuration**
- Choose **Redis** option in **CACHE_DRIVER & SESSION_DRIVER** section and set **Redis Host, Redis Password and Redis Port** in **Redis configuration** section

Cache & Session Driver CACHE_DRIVER: redis SESSION_DRIVER: redis <input type="button" value="Save"/>	Redis Configuration (If you use redis as any of the drivers) REDIS_HOST: 127.0.0.1 REDIS_PASSWORD: REDIS_PORT: 6379 <input type="button" value="Save"/>
--	--

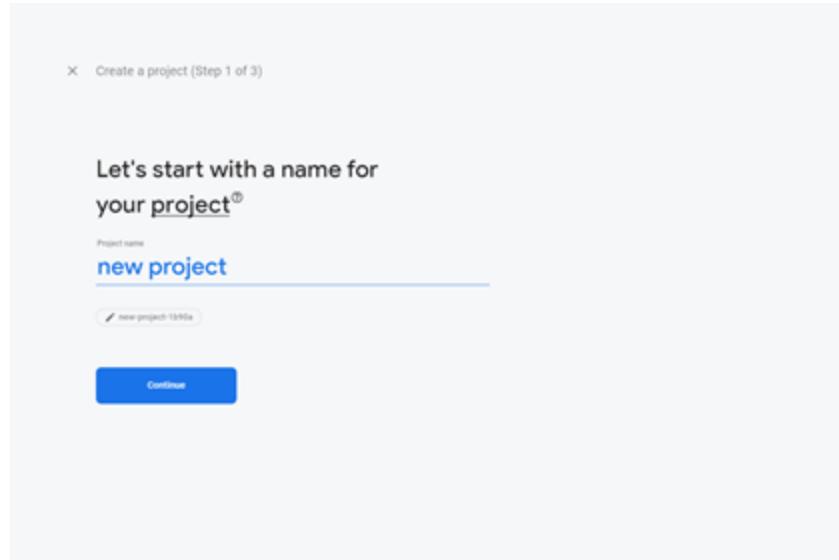
69. How to configure firebase console setup for push notification?

Ans: To use firebase follow the procedure which are mentioned below

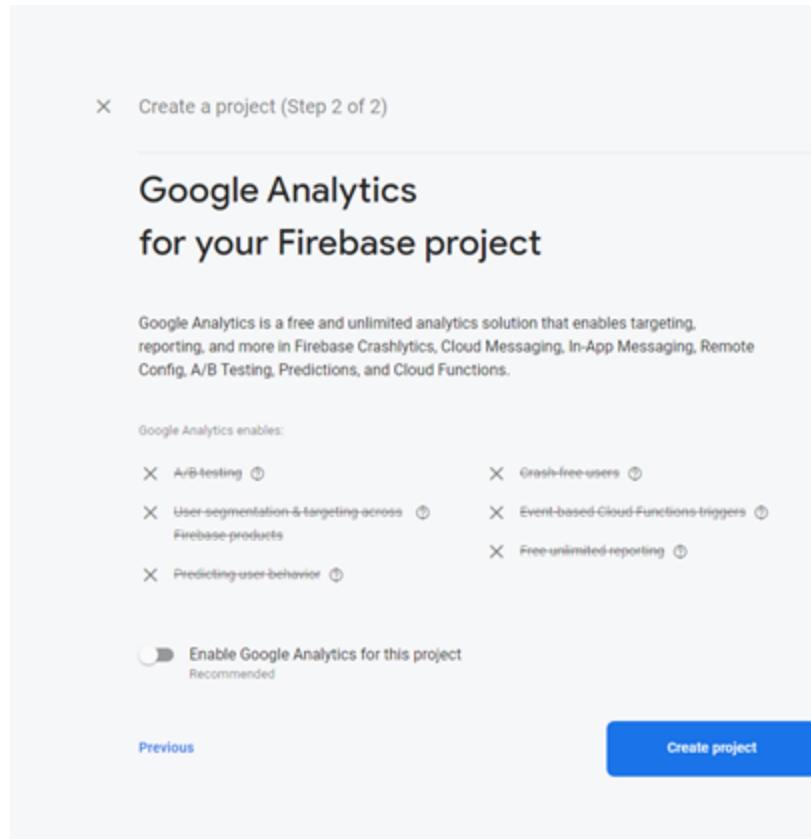
- I. Go to this URL to create project <https://console.firebaseio.google.com/u/0/>



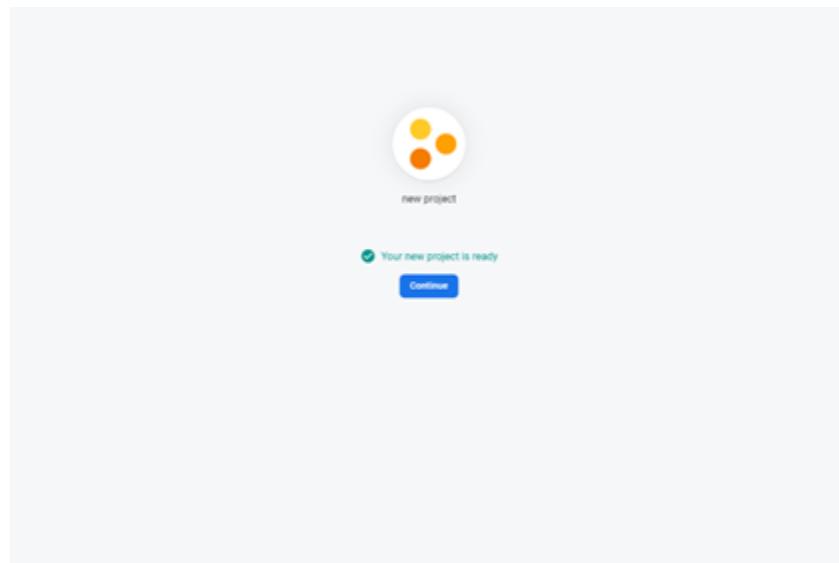
- II. Enter project name and then click on **continue** button



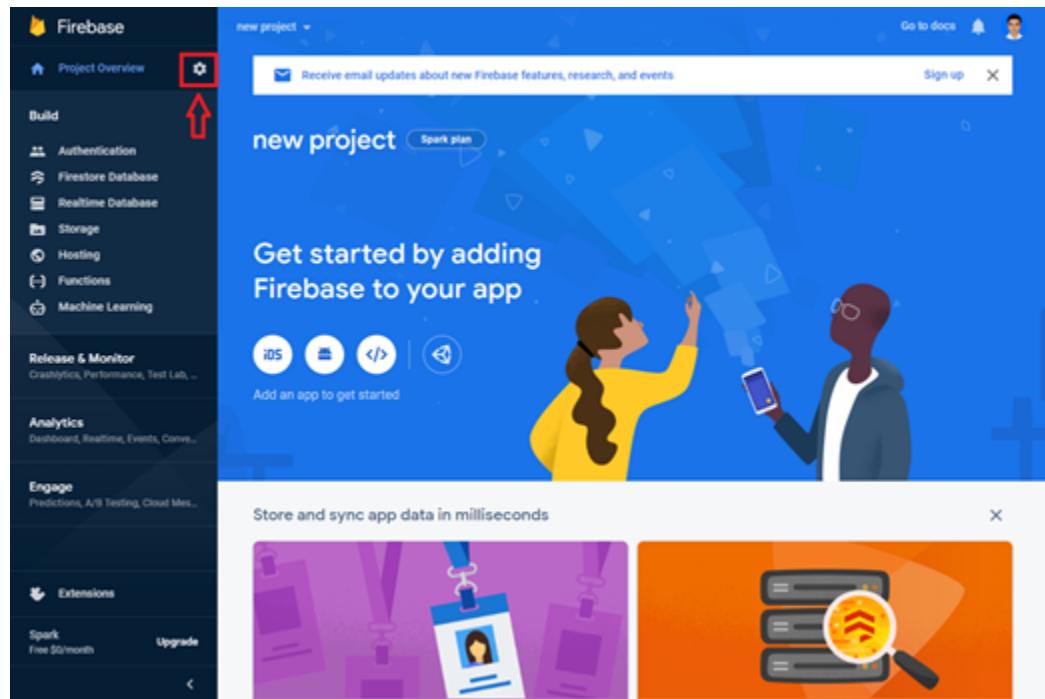
- III. Disable the Google analytics for this project option and click **Create project** button



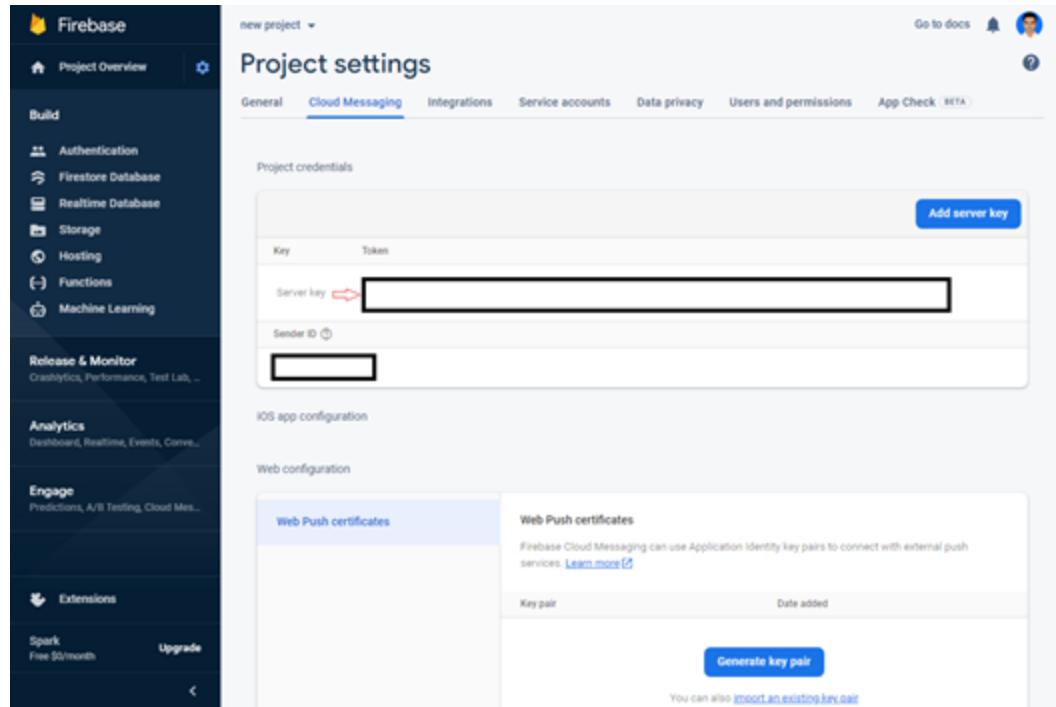
IV. After then click on **continue** button



V. Now go to project settings to get server key



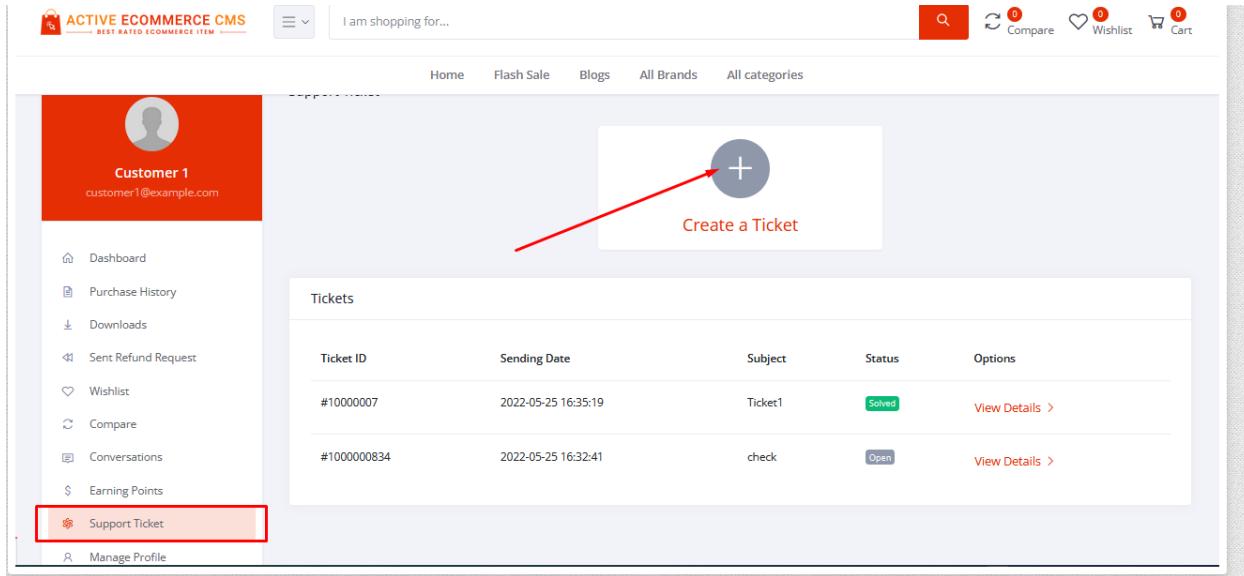
VI. To get server key click on Cloud Messaging option



70. How to create and respond to the support tickets?

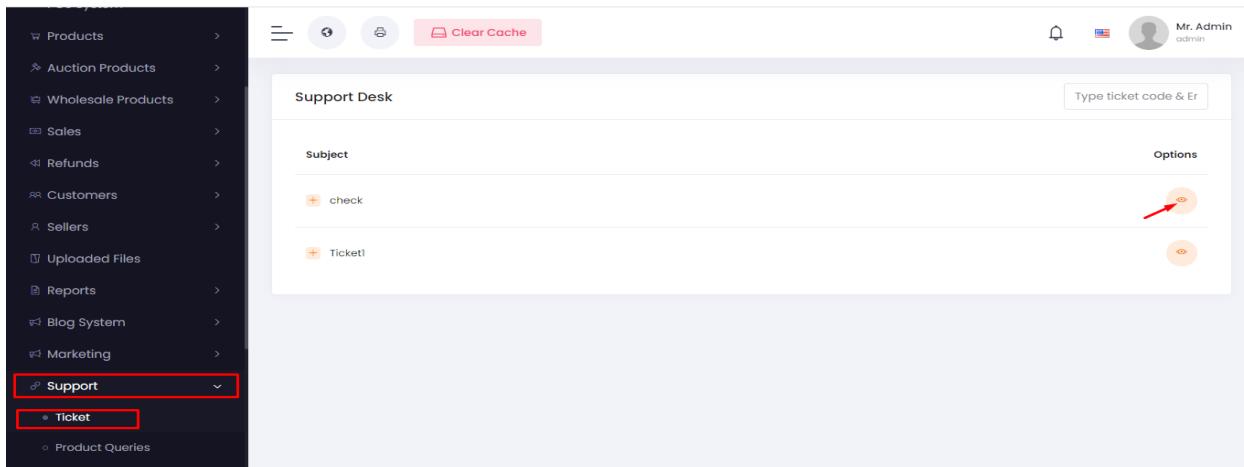
Answer:

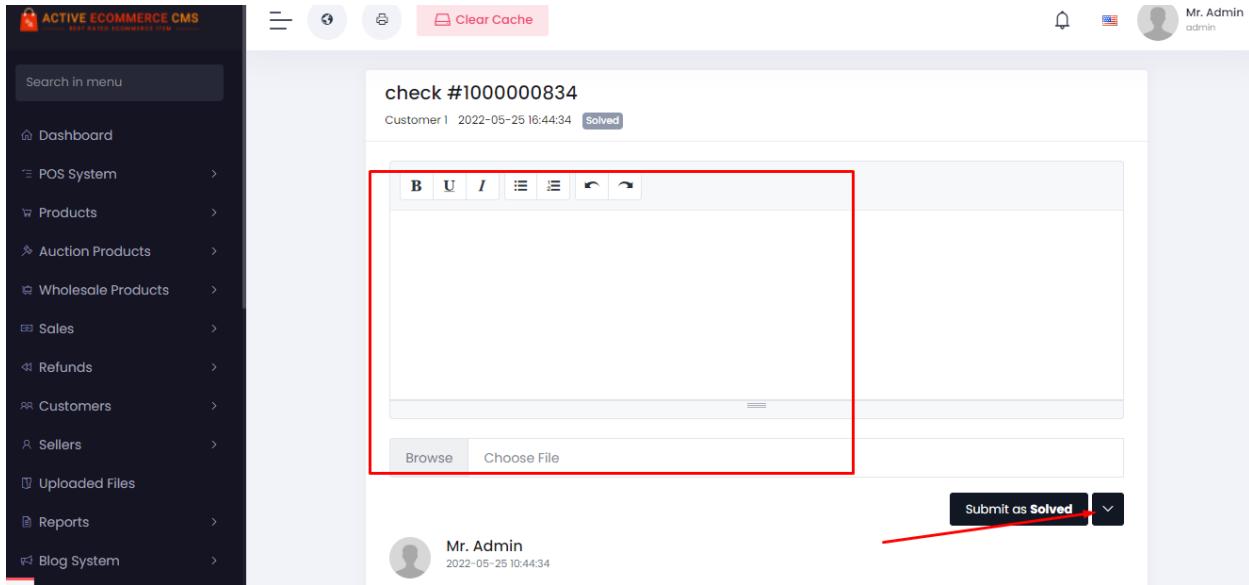
1. Login to the customer panel
2. Go to Support ticket > Create a ticket.
3. Write the Subject, Provide a detailed description, photo upload and click on the Send Ticket button.



After sending a ticket from the customer, Admin can response to that ticket,

1. Login to the admin panel.
2. Go to Support > Ticket > View.
3. Now you can answer the customer's query with attachment as Submit as Open> Submit as Pending/ submit as Solved.

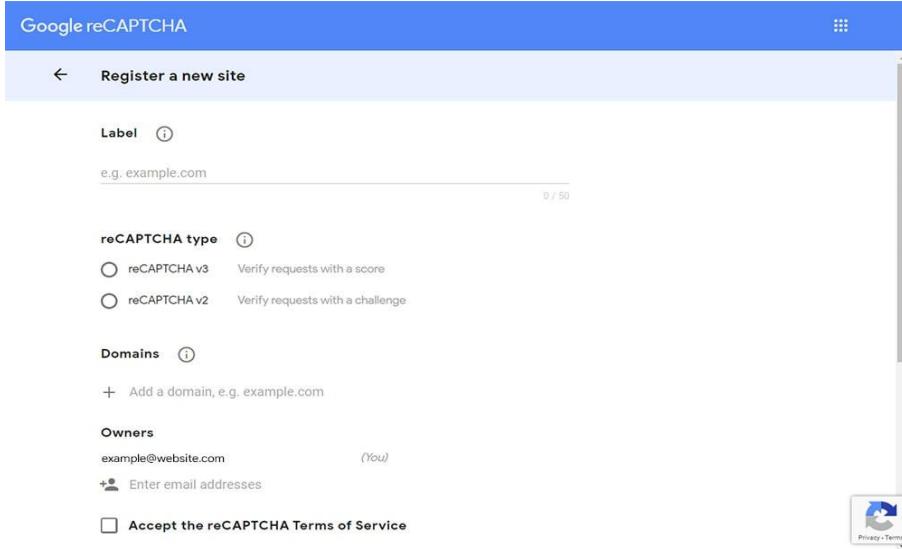




65. How to generate Google reCAPTCHA site key?

Ans: Follow the instruction:

- Sign up for your API key pair for your site. [Click here](#).
- Select **V3 admin console**.
- Type your website URL in the **label** section.
- Then select recaptcha type: **reCAPTCHA v2**.
- Enter your website URL under **Domains**.
- Enter emails of the administrators.
- Accept reCAPTCHA Terms of Service.
- Submit the form. Your API keys will be generated.



- Now Login to your admin panel.
- Go to **Setup & Configuration > Google > Google reCAPTCHA**.
- Copy the **site key** and paste in the box and save.

66. How to give a review?

Ans: Follow the below steps:

- Login to the customer panel.
- Go to **Purchase History** from the left side bar.

- Select any paid product (If your product is paid only then you will get the review option).
- Click on the product code or in the view option to view details.

Code	Date	Amount	Delivery Status	Payment Status	Options
20210520-10553051	20-05-2021	\$81.000	Pending *	Unpaid *	
20210308-12292949	08-03-2021	\$495.000	Delivered	Paid	
20210308-12280478	08-03-2021	\$30.000	Delivered	Paid	
20210308-12260213	08-03-2021	\$25.000	Delivered *	Paid *	
20210308-12235253	08-03-2021	\$50.000	Delivered *	Paid *	
20210308-12191572	08-03-2021	\$605.000	Pending *	Unpaid *	
20210308-12101146	08-03-2021	\$35.000	Pending *	Unpaid *	

- Click on the specific product and it will take you to the product detail page.

Order ID: 20210308-12292949 X

Order Summary

Order Code::	20210308-12292949	Order date:	08-03-2021 12:29 PM
Customer:	Mr. Customer	Order status:	Delivered
Email:	customer@example.com	Total order amount:	\$495.000
Shipping address:	Lorem placeat ut ve, Sed ea dolore offici, Et et dolore officia, Namibia		
	Shipping method:	Flat shipping rate	
	Payment method:	Cash On Delivery	

Order Details						Order Amount	
#	Product	Variation	Quantity	Delivery Type	Price	Refund	
1	AirPods Max	SkyBlue	1		\$495.000	Non-refundable	

Subtotal	\$495.000
Shipping	\$0.000
Tax	\$0.000
Coupon	\$0.000
Total	\$495.000

- Scroll down and find the **description, video and reviews** option.
- Click on reviews and fill up your name, email, rating and comments.
- Finally click on the submit review.

AirPods Max

★★★★★ (0 reviews)

Sold by: Inhouse product Message Seller

Price: \$550.000 /pc

Discount Price: **\$473.000** /pc

Club Point: 5

Color: Green Blue Red Grey Light Blue

Quantity: 1 (500 available)

Total Price: **\$473.000**

[Add to cart](#) [Buy Now](#)

Add to wishlist Add to compare

Refund: [Active Returns & Refund Policies](#) [30 Days Cash Back Guarantee](#) [View Policy](#)

Share: [Email](#) [Twitter](#) [Facebook](#) [LinkedIn](#) [Pinterest](#)

Top Selling Products

	Analog Black Dial Men's Watch - 32 BK OK \$450.000
	Baby Girl's Cotton Dress, Cardigan and Shoe Set ★★★★★ \$35.000
	HP Stream 14-inch Laptop, Intel Celeron-N4020, 4 G... ★★★★★ \$200.000
	Adobe Photoshop Express 2021 & Premier Pro... \$52.000

Description Video reviews

There have been no reviews for this product yet.

Write a review

YOUR NAME: Mr. Customer EMAIL: customer@example.com

Rating: ★ ★ ★ ★ ★

Comment: Your review

Submit review

67. How can a customer cancel an order?

Ans: Follow the Instructions:

- Login to your admin panel.
- Go to the **customer panel > Purchase History**
- If your order's payment status is “**unpaid**” and delivery status is “**pending**” then you will get the cancel icon. Like a red trash box.
- Click on the cancel icon which one you want to cancel.
- And confirm delete.

68. How to send Queries from customers?

Answer: Follow the Instructions:

- Login to **customer** panel.
- If you have any queries for any item then click on that item scroll down and go below the product queries section you will see, write your question and press submit.
- If this is an admin's item then the admin will reply to you and if the seller's then the seller will reply to your question and everyone can see it.

69. How can an admin reply to any queries of a customer?

Answer: Follow the Instructions:

- Login to the admin panel.
- Go to **Support > product queries** then you can see who sent you queries for which products and you can also reply.

The screenshot shows the left sidebar of the admin panel with various menu items like Products, Support (which is selected and highlighted with a red box), and Product Queries (also highlighted with a red box). The main content area is titled 'Product Queries' and displays a table with columns: #, User Name, Product Name, Question, Reply (which is highlighted with a red box), Status, and Options. A message 'Nothing found' is displayed below the table, accompanied by a sad face icon.

#	User Name	Product Name	Question	Reply	Status	Options
Nothing found						

