ACTIVE ECOMMERCE CMS

LARAVEL VERSION OF ACTIVE SUPER SHOP

Documentation

Author: Active IT zone
Software Framework: Laravel
Provided by: codecanyon

Documentation

For online details documentation Click Here

How to in Details

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

Answer:

To install the script, the minimum server requirements are:

- Php version 8.0+
- MySQL 8.0+
- 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

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

02. How to install the script?

Answer:

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.

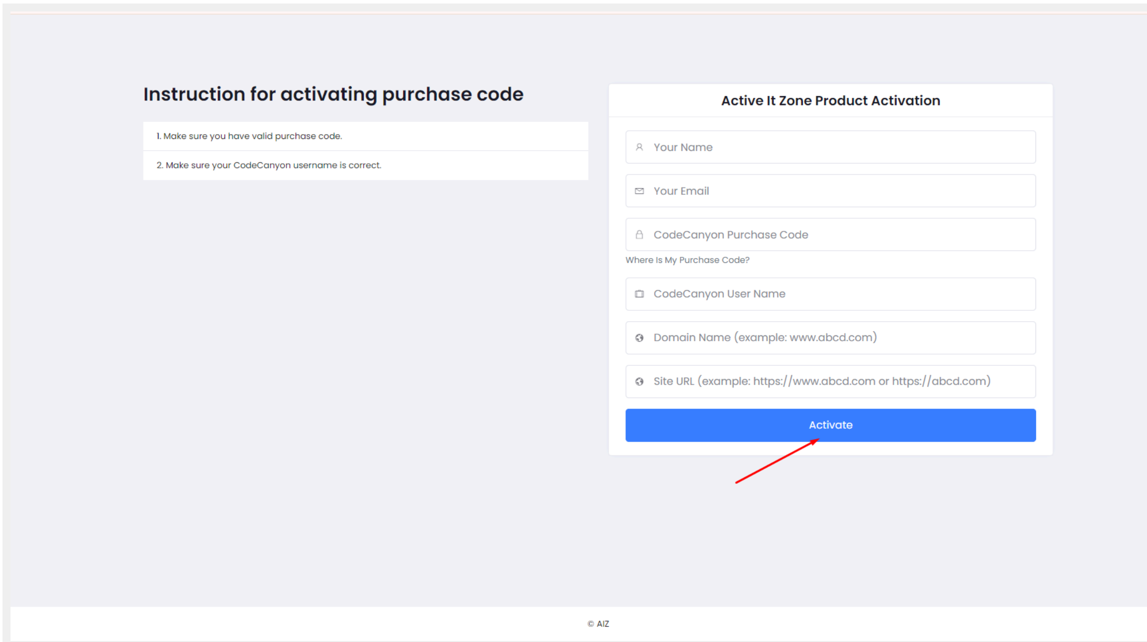
- Create a new database from your server **MySQL database**.
- Create a DB **user** to the database and link that **database** to the **DB user**.
- First, hit your **site URL** and it will automatically take you to the **installation**.
- Click on the **Start Installation Process**.
- You will get the **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**.

03. How to activate the script?

Answer:

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

- Open the link in the browser https://activeitzone.com/activation/
- In the respective fields, put your Name, E-mail, **CodeCanyon Username, Purchase Key** and your intended **domain name** for the script.
- 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**.
- After activating the script you will find a **system key**. Now you need to use this **system key**. For using the **system key** please follow question **no 4**.

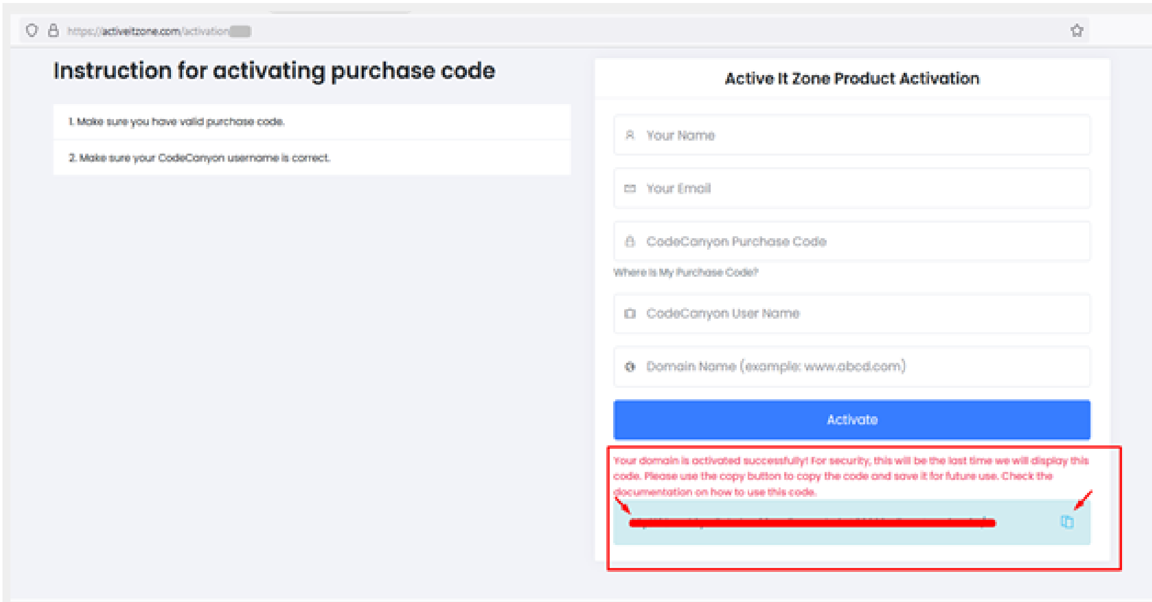


04. How to use the system key?

Answer:

Following the given procedure below:

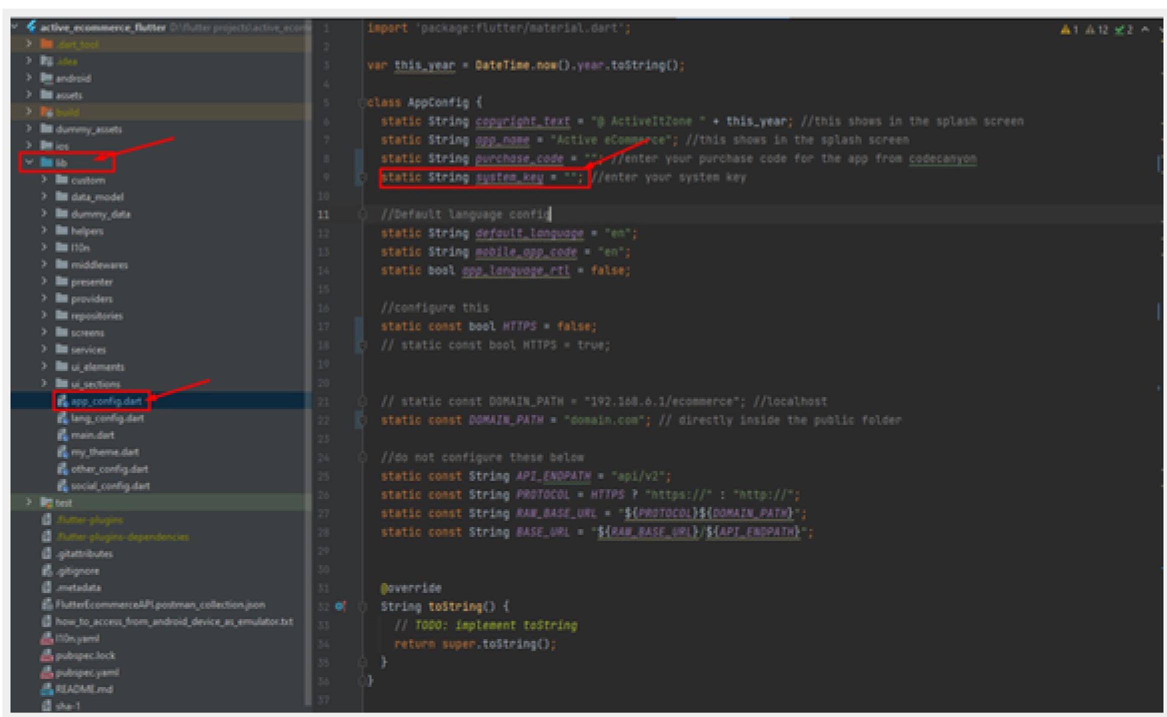
- After activating the application you will get the **system key**. Use **copy** button to copy the **system key**



- Now you can follow the manual process to **set the system key**
    - Find the **.env file** from your **root project**

-
    - Find the **SYSTEM_KEY** from the **.env** file (**if you do not find the key then write the SYSTEM_KEY**) and set the code that you copied from this site https://activeitzone.com/activation within a **double quote.**

- Use the same code in your **Flutter app**. Here is the screenshot for a better understanding



05. 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.

06. How to upgrade to the Latest Version?

Answer:

- **Extract** the **downloaded file** from codecanyon.
- 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**".
- Now **reload** the home page and click on '**Update Now**'.
- It's **Done**!
- The full system has been **updated** with a **single click**.
- Let's Browse Active eCommerce cms **Latest Version.**

07. 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).

08. How to import demo files?

Answer:

For importing demo files please follow the below procedure:

- **Log in** as an **admin**
- Click on **System > Import Demo Data** from the left navbar.
- Here you have to select the product name which means select any **homepage layout**
- Input your **Purchase Code**
- Input your **Domain Name**
- Input your **Site URL**
- Now, click on the **Import** button**.**

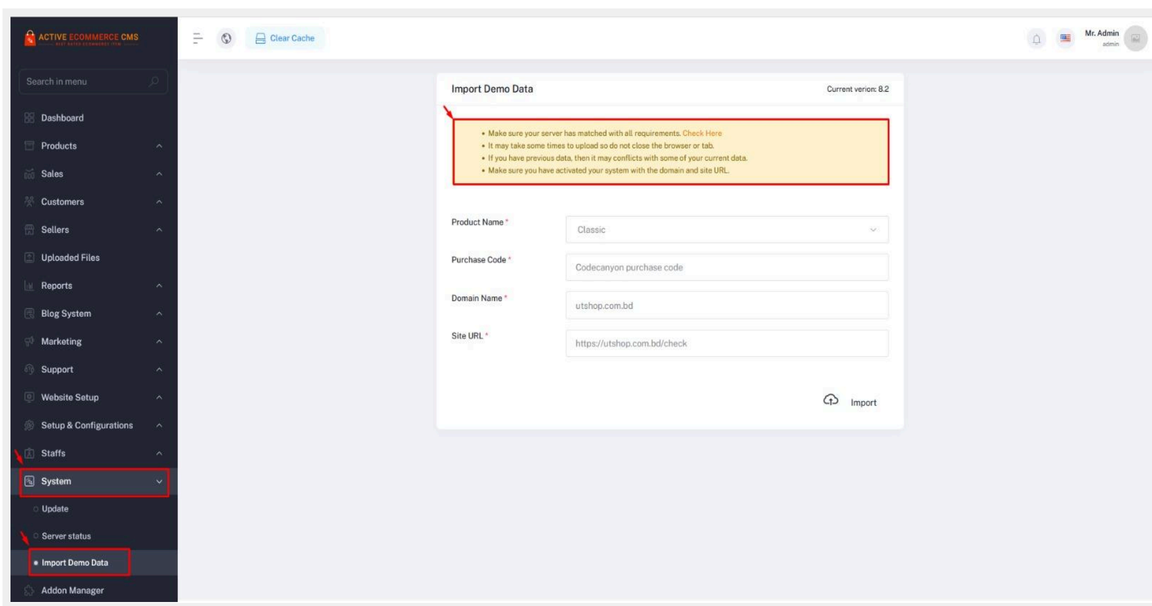


Figure (8a): Importing demo files

*****Please note that,**

- Make sure your server has matched all requirements.
- It may take some time to upload so do not close the browser or tab.

- If you have previous data, then it may conflict with some of your current data.
- Make sure you have activated your system with the domain and site URL.

09. How to upload products from admin?

Answer:

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

- **Log in** as an **admin**
- Click on **All Products** from the left navbar.
- Then click on the **Add New Product** button.
- Or, click on **Add New product** from the left navbar
- Product information - Need to fulfill the required field with proper data one by one.
    - By clicking on the **General** part you can see the product information details
        - Insert a **product name**.
        - Select **multiple categories** and **a main** category.
        - Choose a **brand** from the dropdown list**.**
        - Insert the product **unit** like **pc**, **kg**, **ltr** etc.
        - Insert the product **weight** in kg.
        - Insert the product's **Minimum purchase quantity.**
        - Input single/multiple words for product **Tags** and press enter.
        - Input **Barcode**
        - Enable or disable the **Refundable** switch.
        - Write the **description** of the product. You can add any image or video in this description box.
        - Enable/disable the **Featured** and **Today's Deal switch**
        - Fill up the Flash Deal part
            - Choose the Flash title
            - Insert the discount amount
            - Choose the discount type

- Fill up the VAT & TAX part
    - Insert the TAX amount and choose the TAX type
    - Insert the VAT amount and choose the VAT type
- Now, **Click** on the **Save & Publish** button

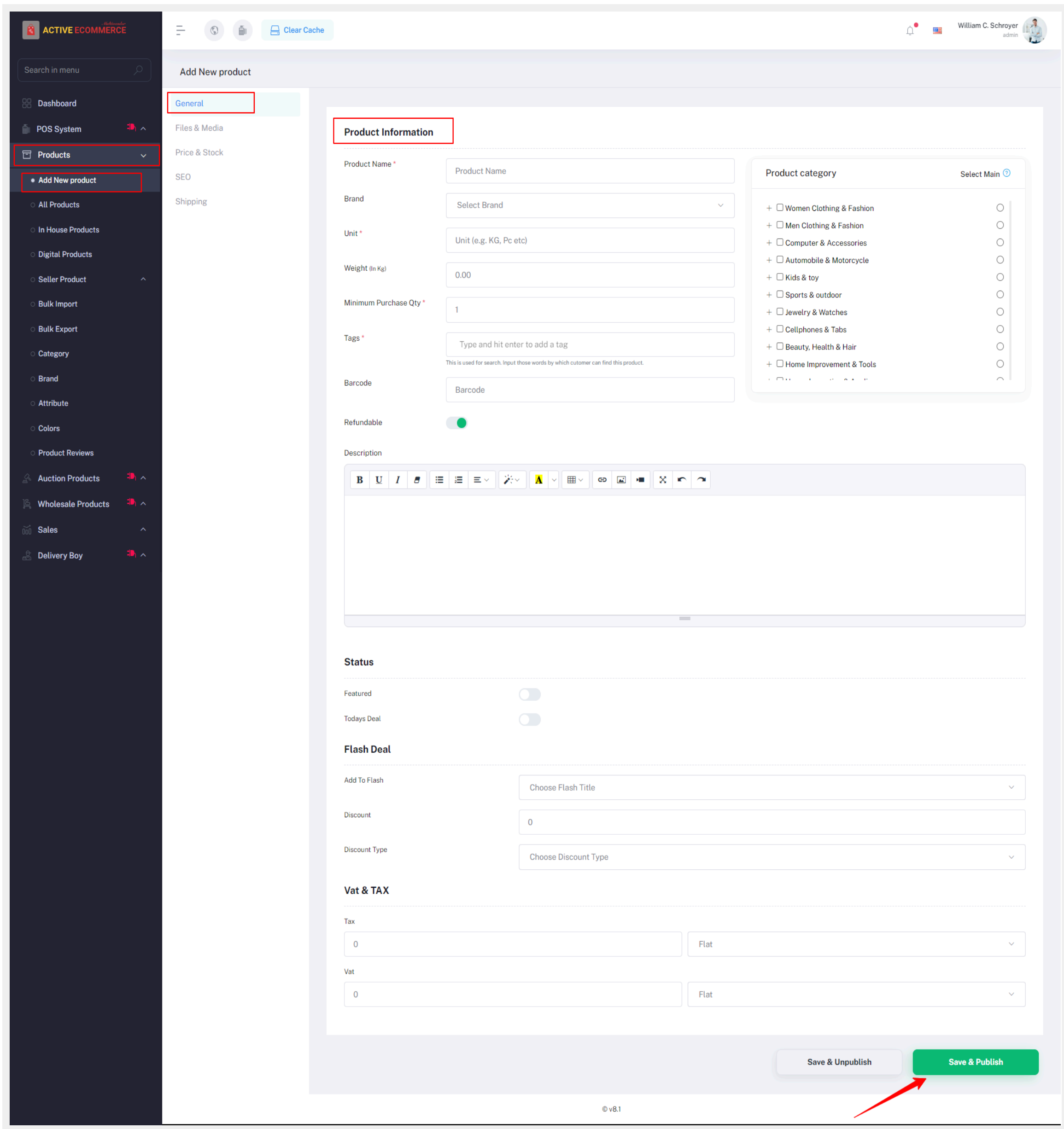


Figure (9a): General part of product adding

- Now go to the **Files & Media** Section

        - Upload **Gallery images-** Preferable size **600 x 600**.
        - Upload the **Thumbnail image -** Preferable size **300 x 300**
        - Choose any video provider
        - Insert video link
        - Pdf upload option(if available).
    - Now, **Click** on the **Save & Publish** button

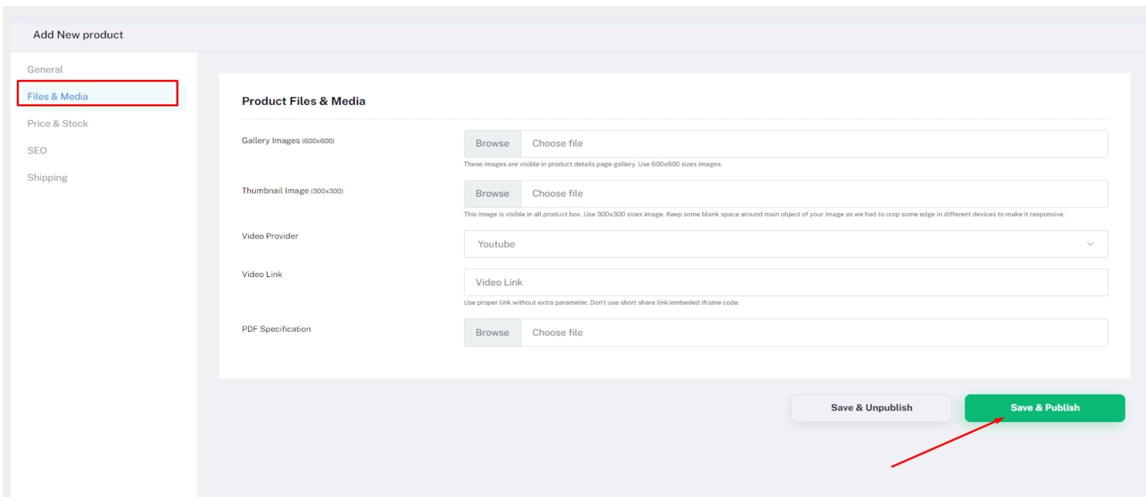


Figure (9b): Files & Media part of product adding

    - Now go to the **Price & Stock** Section
        - You can choose **multiple colors** by enabling the switch.
        - Choose the **attributes** of this product and then input the values of each attribute.
        - Insert the **Unit price** of the product.
        - You can also give the discount date from the **Discount Date Range.**
        - Add product **discount**(if available then put the amount or if not available then just put zero)**.** Select "**Flat**" or "**Percent**" from the right option and insert the **value**
        - Insert the **quantity** of the product.
        - Insert the SKU (Unit of product quantity)
        - Insert the **External link** (if you want to put)

- Insert the **External link button text** (this button will take you to the external link)
- Insety the **Low Stock Quantity**
- Enable/disable any switch of Show stock quantity/ Show stock of text only/Hide stock
- Now, **Click** on the **Save & Publish** button

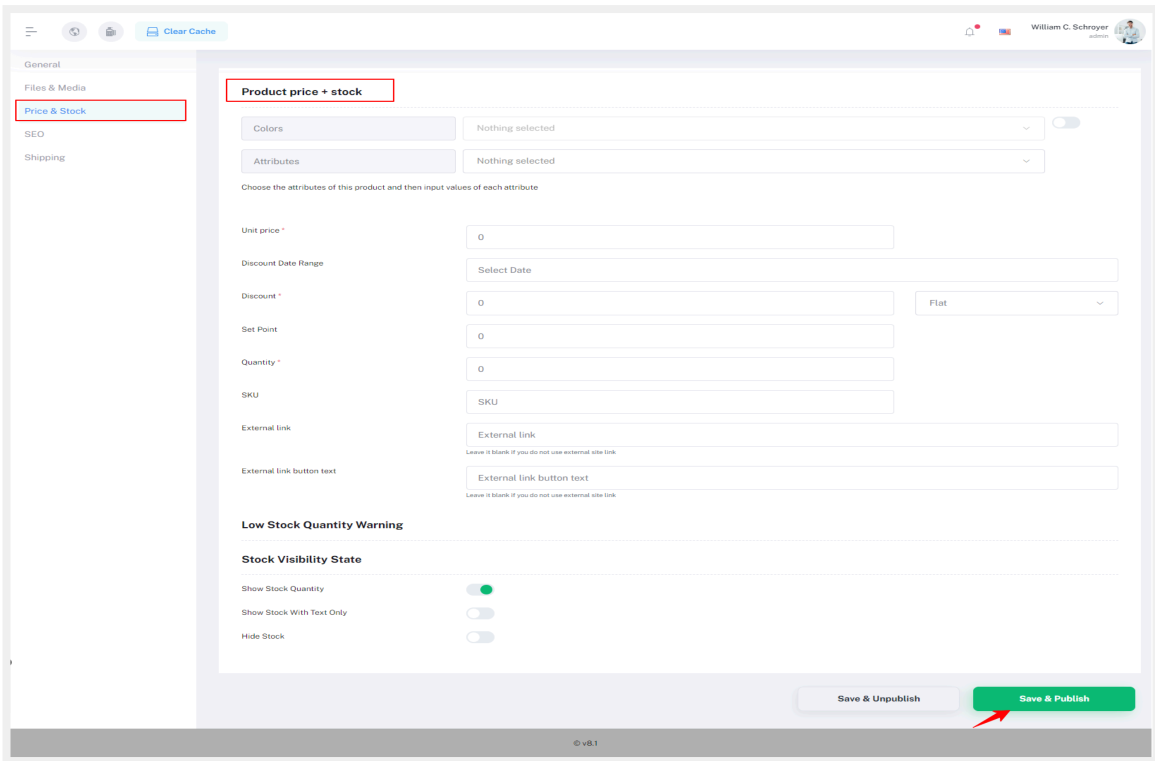


Figure (9c): Price & Stock part of product adding

- Now go to the **SEO** Section
  - Write a title that will appear on a shared link.
  - Write a short description that will appear on a shared link.
  - Upload a single image
  - Then click on the **Save & Publish** button.

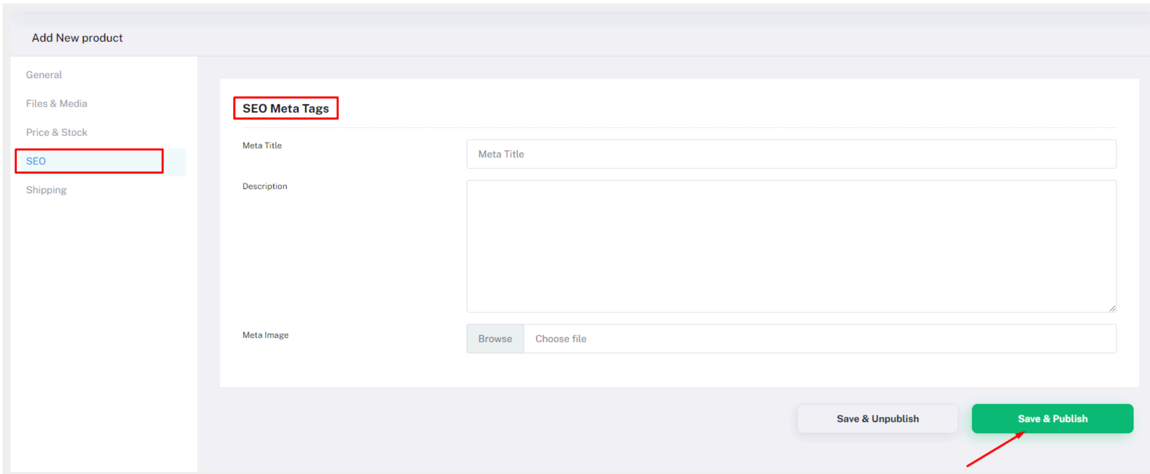


Figure (9d): SEO part of product adding

- Now go to the **Shipping** Section
  - From here can on or off Shipping informations options
    - Cash on delivery
    - Free shipping
    - Flat rate
    - Is product multipy
    - Also can set estimated delivery time.
  - Then click on the **Save & Publish** button.

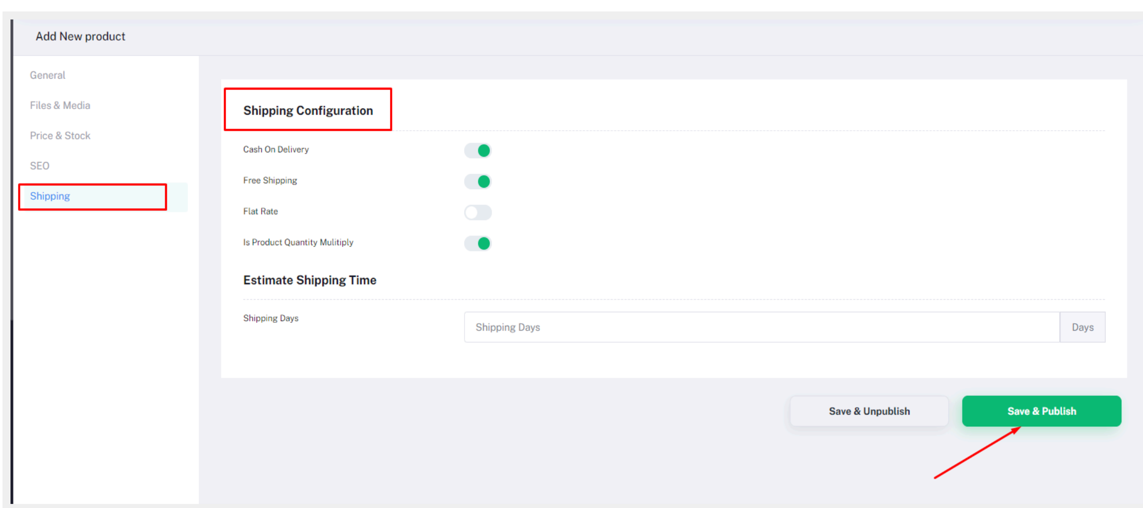


Figure (9e): Shipping part of product adding

- Now go to the **Frequently Brought** Section
    - From here admin can select the product or category-wise
    - If admin selects **product** then you can add products separately by clicking on **Add More**
    - Or If admin selects **Category**, admin can choose any category from the dropdown menu and products under that category will be shown on the homepage
    - Then click on the **Save & Publish** button.

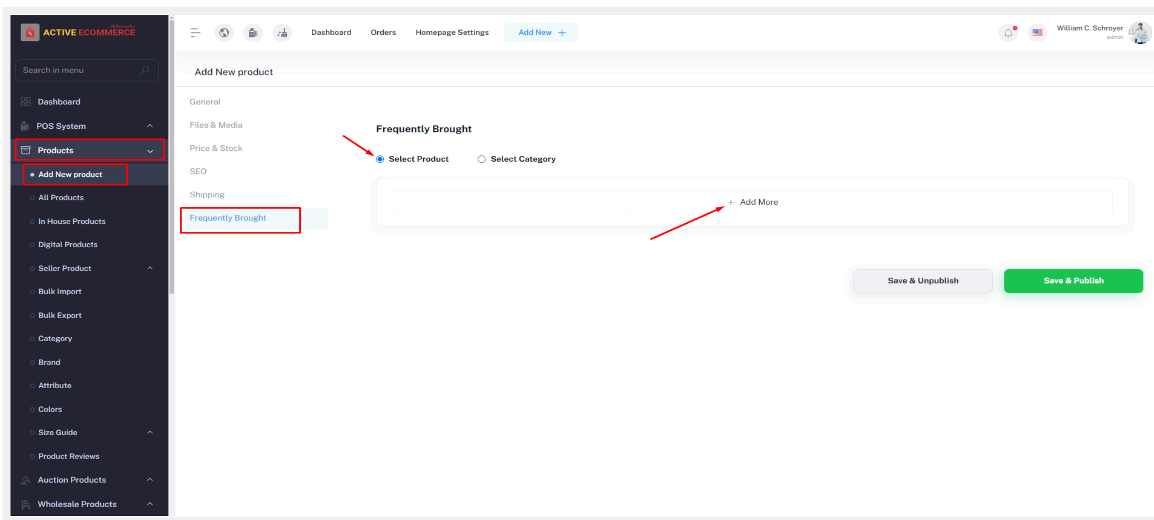


Figure (9f): Selecting products for frequently Brought product

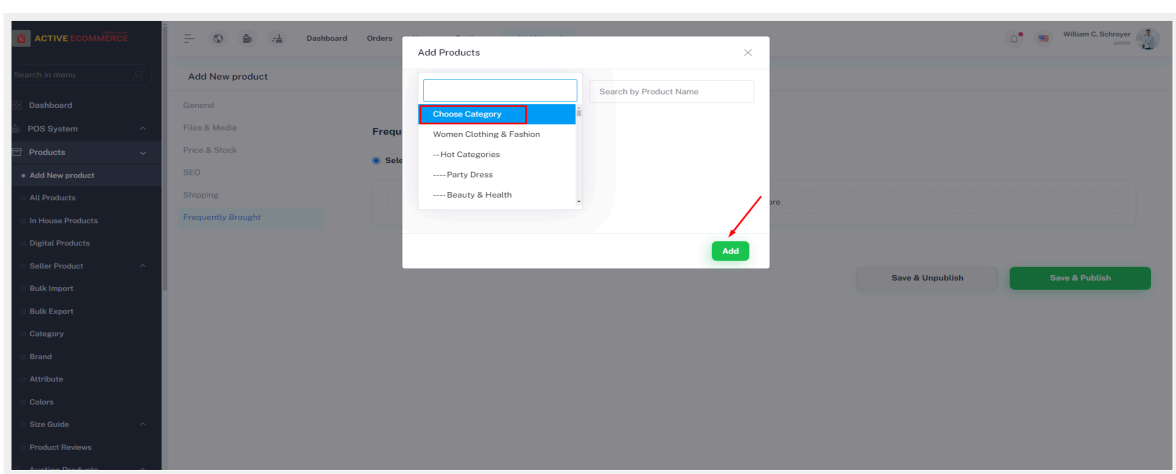


Figure (9g): Choose the category for this product

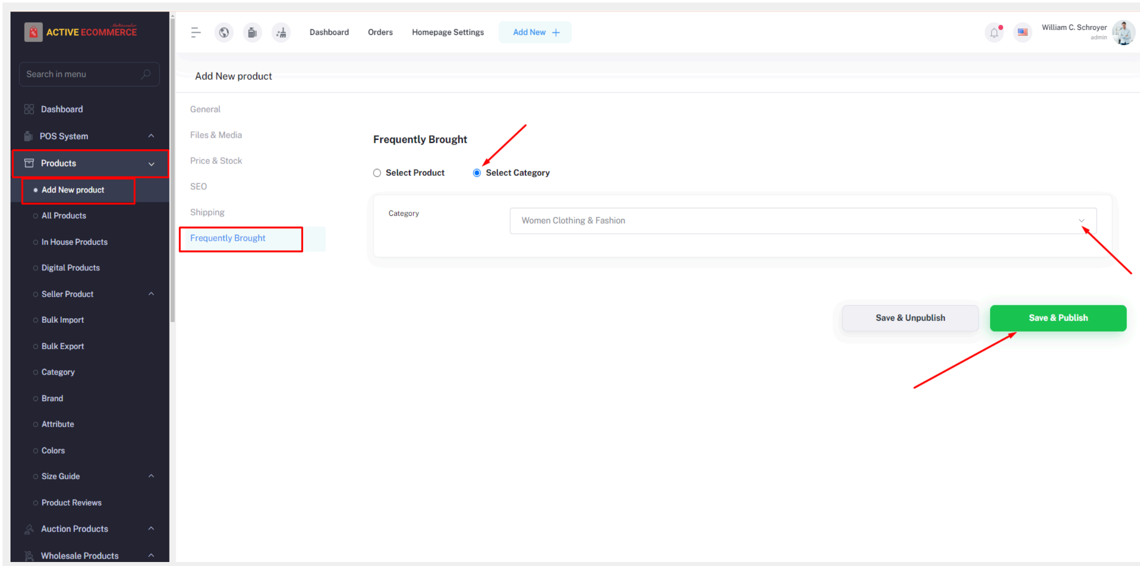


Figure (9h): Selecting category for frequently brought product

10. How to become a seller?

Answer:

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

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

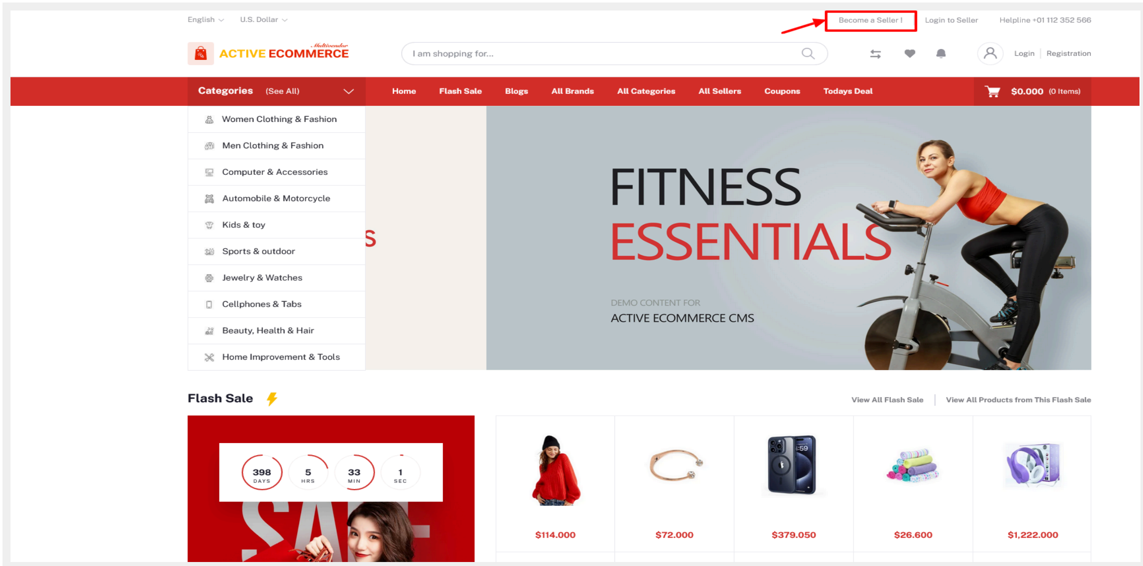


Figure (10a): Become a Seller.

11. How does a customer register him/herself?

Answer:

To become a customer, anyone has to register themselves. Follow the procedure:

- From the top right side of homepage you can find login option, click on **Login**
- If you have already registered then you will just put your mail/phone and password and log in your panel.
- For register click on **Register Now** option
- Input Name, Phone/mail, password, confirm password, agree with terms & condition and click **Create account**.

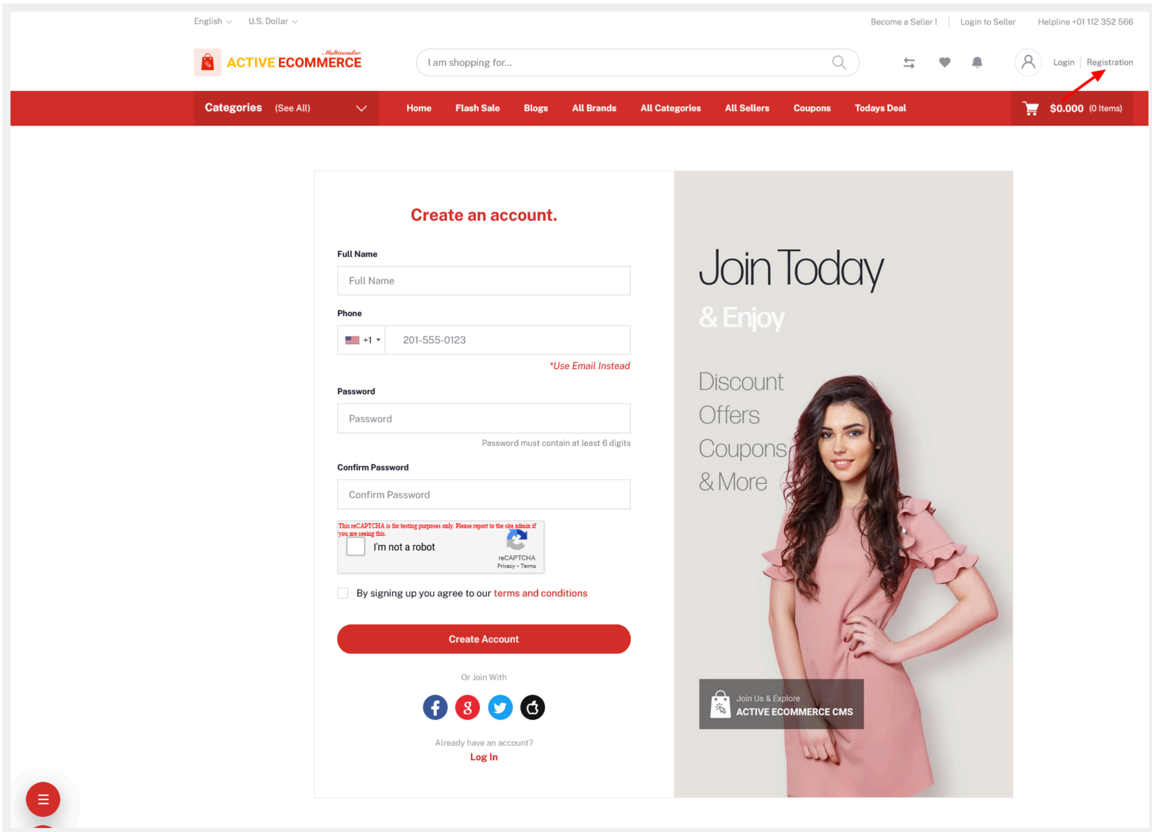


Figure (11a): Customer register him/herself.

12. How to upload products from sellers?

Answer :

Registered sellers will get product uploading options from their profiles. The steps are below,

- **Log in** as a **seller**.
- Go to the left navigation bar and click **Products.**
- Click **Add New Products** from the top navigation bar.
- Fill the text fields named **Product Name, Brand, Unit, Weight, Minimum Purchase Qty, Tags, Barcode,** enable or disable **Refundable** switch**, Image** (Main Images, Thumbnail Image)**, Video** (Video From, Video URL)
- Select **multiple category** and a **main** category
- Then fill up the **Product Variation** part. Fill up **Color** (options can be enabled or disabled) then **Attributes.**

- Then fill up the **Product price** section. Fill up **Unit price, Discount Date Range, Discount, Quantity, SKU, External link, External link button text.**
- Fill up the **Description** field.
- Fill up the **PDF Specification**
- Fill up the **SEO Meta Tags.**
- Frequently Brought: seller can add frequently brought products separately or category-wise. If want to add a product separately then choose **Select Product** and click on **Add More**, if want to add a product category-wise then choose **select category** and select the category from the dropdown menu.
- Click on **Upload Product.**

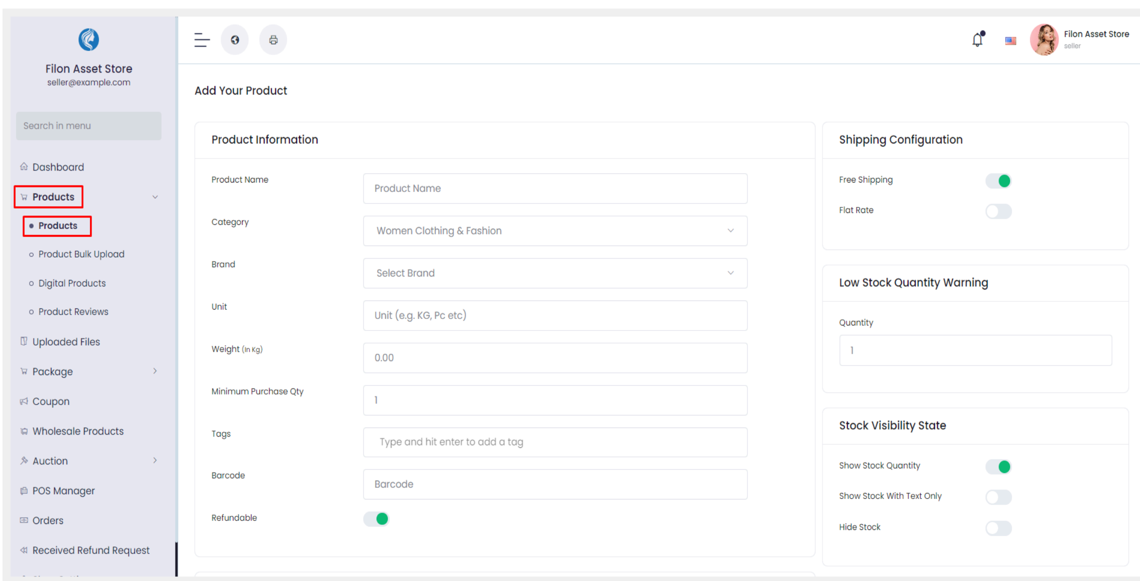


Figure (12a): Upload products from seller

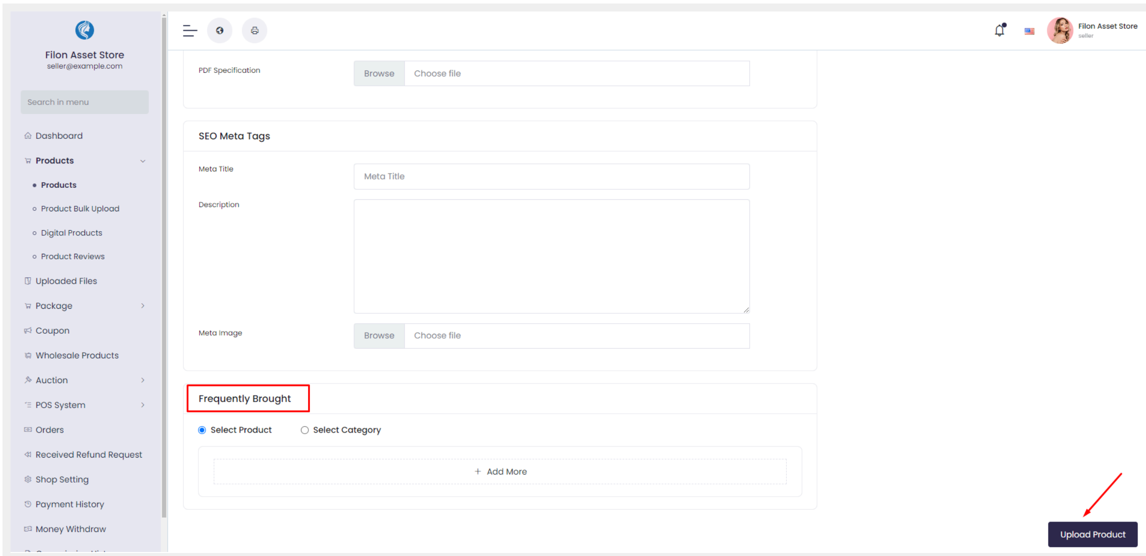


Figure (12b): Adding Frequently Brought products from seller

- On the homepage, customers can see all products by filtering options.

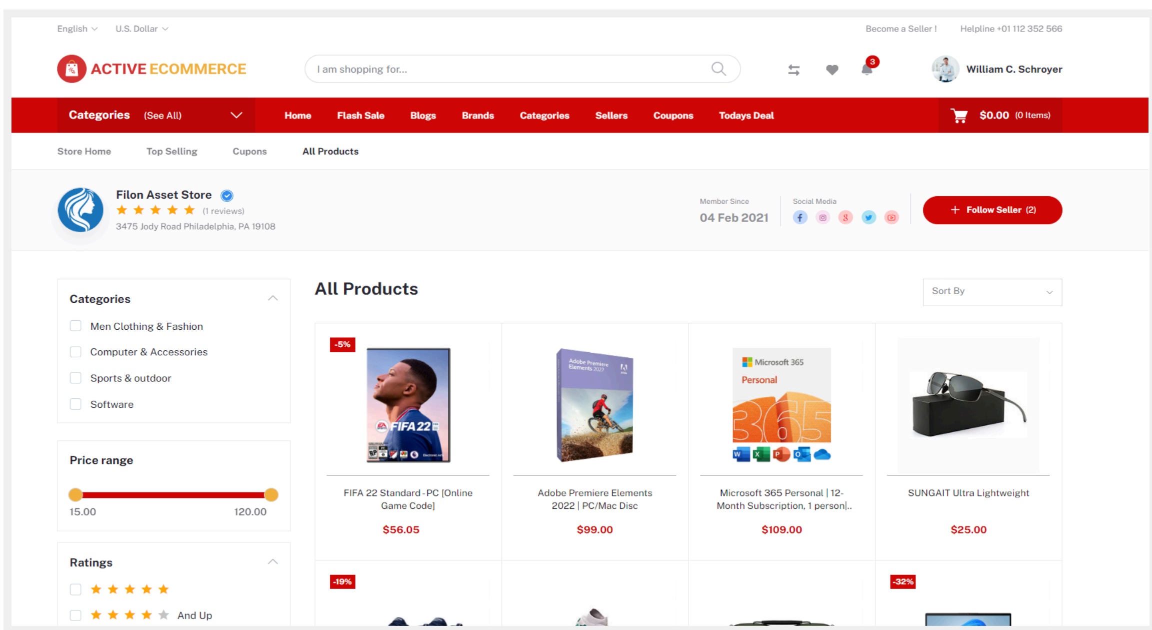


Figure (12c): On the homepage seller all products

13. How can a seller set up a seller's panel & homepage?

Answer:

For setting up the seller homepage, follow the below instructions:

- **Login** to Seller panel
- Go to **Shop Setting**
- Insert **basic information,** shop name, shop logo, shop phone, shop address, meta title, meta description, and delivery boy pick-up point information.
- In the shop setting below, you can find the banner **setting** section**.** Here you can add banners and make your (seller) homepage as you want

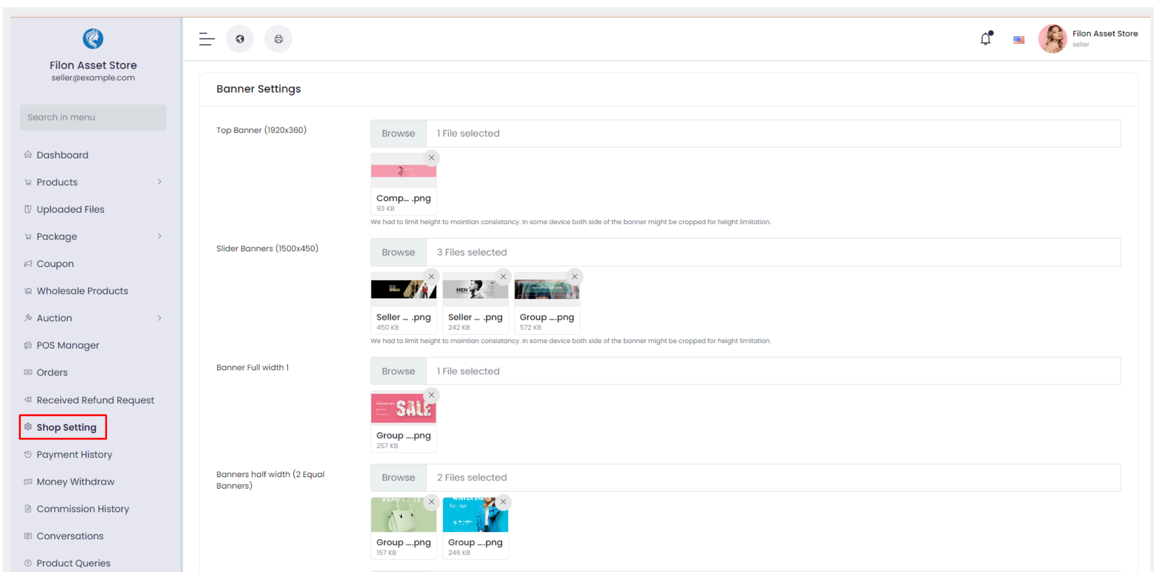


Figure (13a): Seller manages his/her shop setting

14. How to translate product information in multiple languages?

Answer:

To translate product information for bulk products from admin, follow the below steps:

- From the admin panel navigation, go to the **Products list**.
- From the product list, click on the **edit** icon.
- Your product is right now in the default language, to translate it into another language click on your required language.

- Translate your product’s **name**, **unit** and **description**. (Other information is not translatable)
- Click on **Save**.

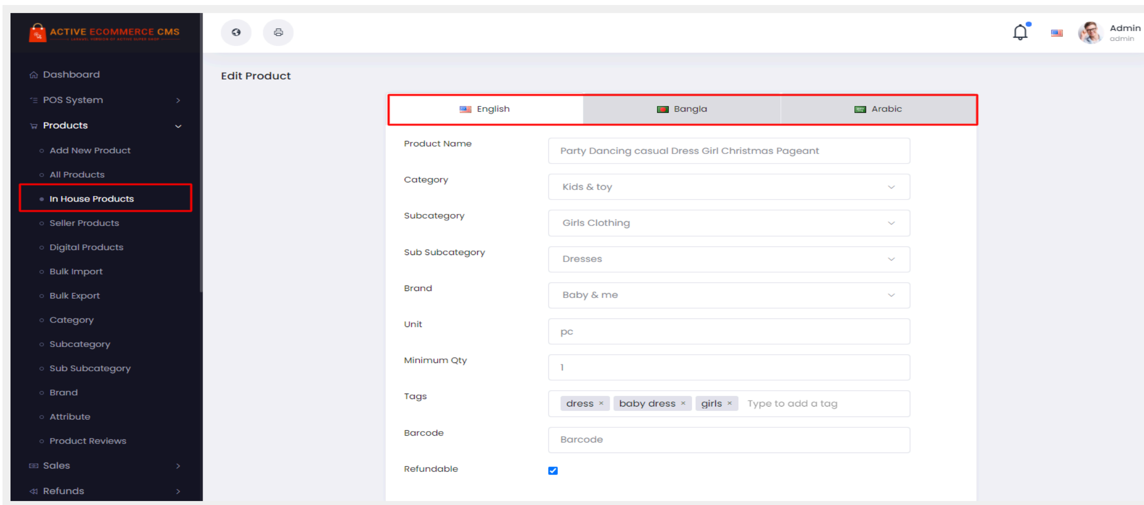


Figure (14a): Translate product information into multiple languages

15. How to purchase products?

Answer:

There are two ways to purchase any product. 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”.

- Direct purchase without entering product details page
- Select the **cart** icon.
- A pop-up will appear with a quick view of the products.
- Select options(if available) & quantity.
- Click on **Add to cart**.
- A pop-up will appear with 2 buttons **Back to shopping** & **proceed to checkout** and select **proceed to checkout**.
- Your cart page will be available with a summary. Click **Continue to shipping**
- 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**.
- Select of the given payment gateway & click on **complete order**
- Insert necessary credentials & **Pay**.

- 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.

<u>Purchase from product details page</u>

- Click on the product title and you will be redirected to the product details page.
- From here you can check & select the product's all info and add it to the cart.
- You can also add this product to the wishlist or **compare** list.
- To proceed with the purchase follow the above steps.

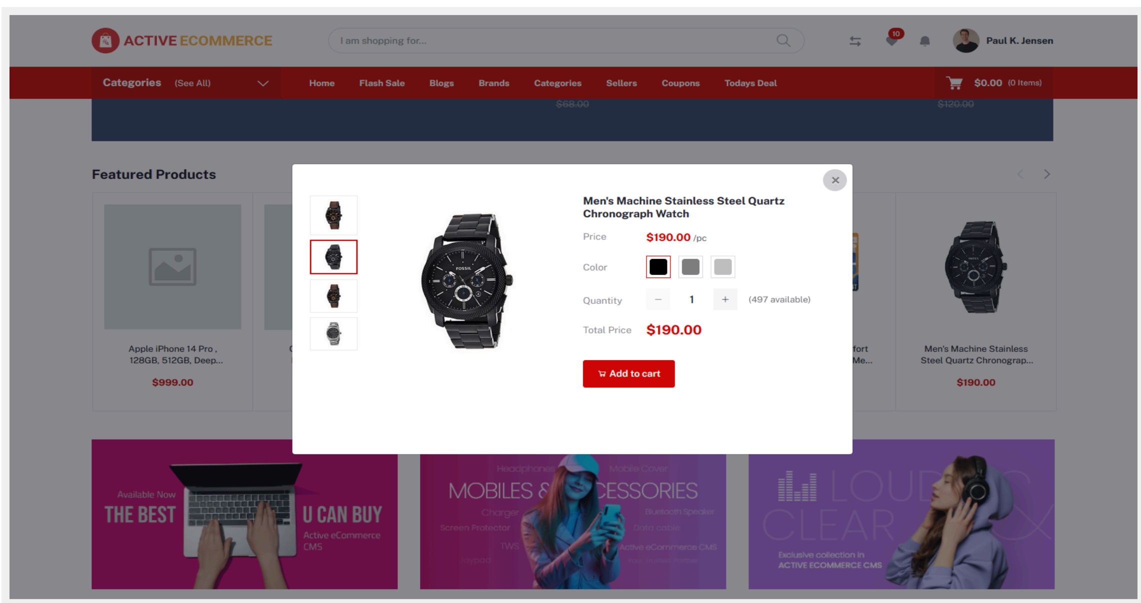


Figure (15a): Add to cart pop-up

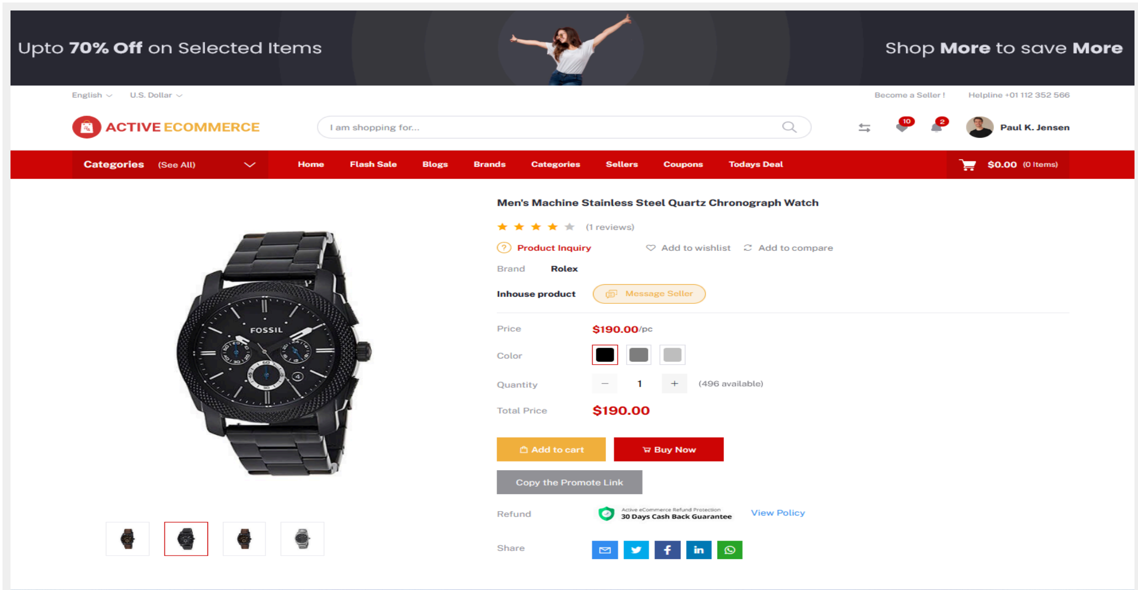


Figure (15b): product details page

16. How can a customer follow any seller?

Answer:

A customer can follow any seller by following the procedure:

- From the homepage visit any store, and you can find the option Follow seller, Click on **Follow Seller**.

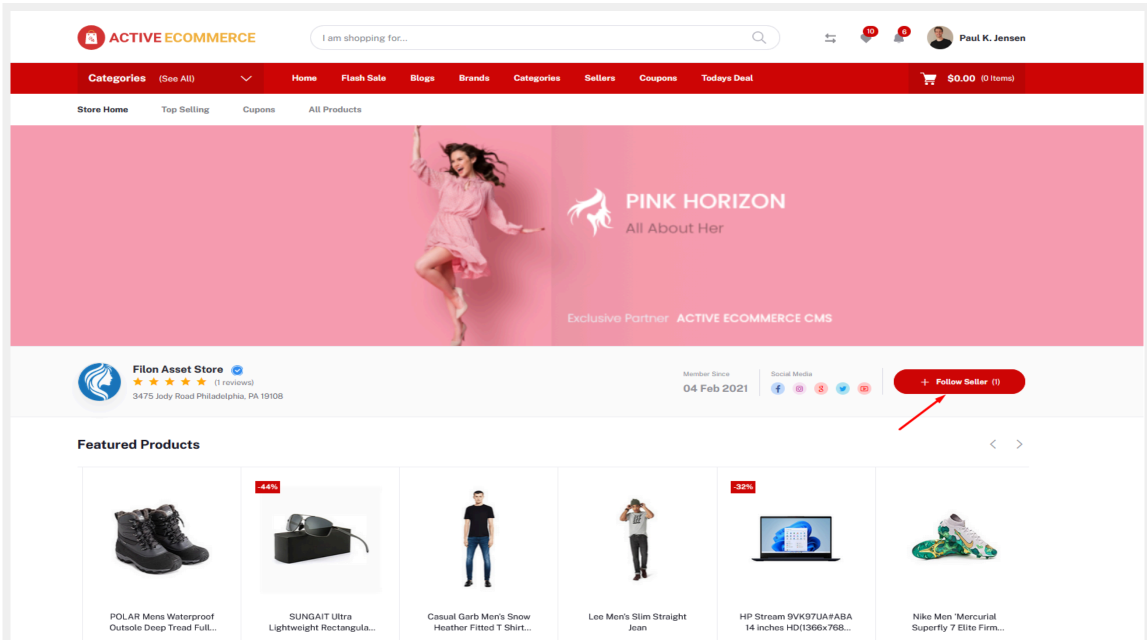


Figure (16a): Follow a seller

- Also customer can check how many seller he/she follow-
  - **login** to customer panel
  - Go to **Followed Sellers,** here you can see all followed sellers and also can **unfollow any seller** & **visit the seller's store.**

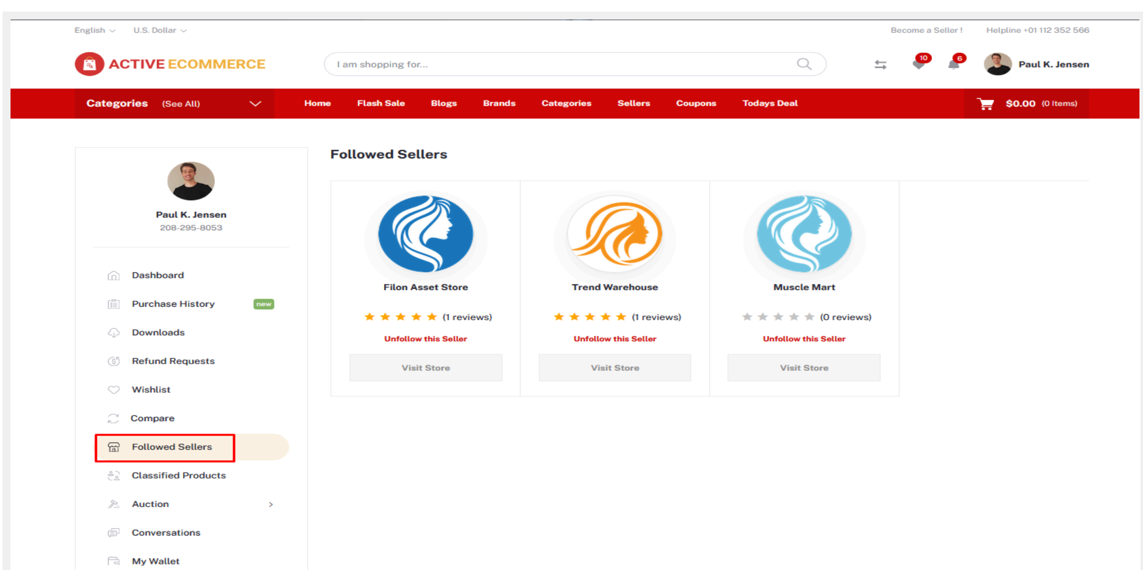


Figure (16b): All Followed Seller

17. **How to set up a website?**

Answer:

For setting up the website please follow the below procedure:

- **Log in** as an **admin**
- From the left navigation click on **Website Setup**
- Here, the admin will see the homepage layout and can **select** any **homepage**
- Homepage 1 is Classic layout, homepage 2 is Metro, homepage 3 is Minima and homepage 4 is Megamart, **click** on any **homepage**
- Admin can view the layout homepage by **clicking** the **view** button
- Now, **click** on **Save**

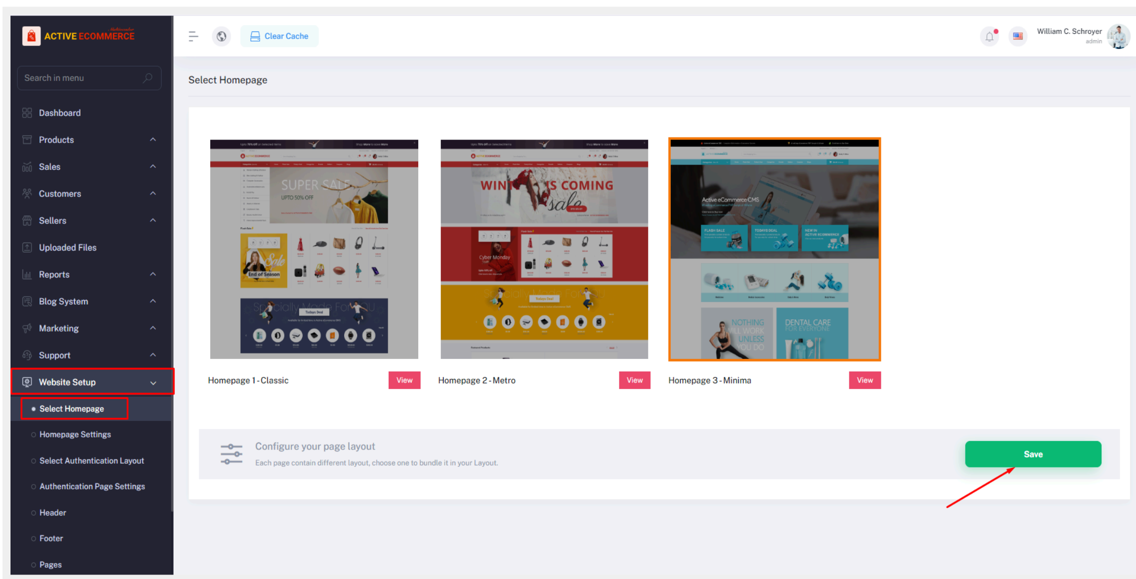


Figure (17a): Select Homepage layout

18. **How to Set up the Homepage for Classic Layout?**

Answer:

From the admin panel, go to **Website Setup** > **Select Homepage** and click on the **Classic homepage**. Now go to the **Homepage Settings**

- **Home slider:** Select multiple **images** for the top **slider** section. Also, **add, edit,** and delete options are available there. Admin can add **links** here besides the banners. By clicking on that banners customers can go to those links. After adding banners and links **Click** on **Save**.

- **Today's Deal:** Admin can add **Today's deal** banners.
  - There are two **banner options** for devices. **Large banner** for Large devices and **Small banner** for Small devices. If the admin doesn't upload the small banner then the large banner will show on the small device by adjusting the size. Admin can input **product's background color** And also can **select Banner Text color** from Dark or light options. Then click on **save**.
- **Home Banner level 1:** Add Home banner level-1 & the maximum number is 3. And click on **update**.
- **Home Banner level 2:** Select Home banner level-2 & the maximum number is 3. And click on **update**.
- **Home Banner level 3:** Select Home banner level-3 & the maximum number is 3. And click on **update**.
- **Coupon Section**: From this part, admin can add/edit background color, insert any title and subtitle. Click on **Save.**
- **Category-wise product:** By clicking on the **add new** button admin can select this section for category-wise products. And click on **update**.
- **Classified Banner:** Admin can upload classified banners from here. There are two **banner options** for devices. **Large banner** for Large devices and **Small banner** for Small devices. If the admin doesn't upload the small banner then the large banner will show in the small device by adjusting the size. Upload banners and **update**.
- **Top-Brand:**
  - **Top Brands (Max 12):** Select Maximum of 12 Brands for the sections. And click on **update**.

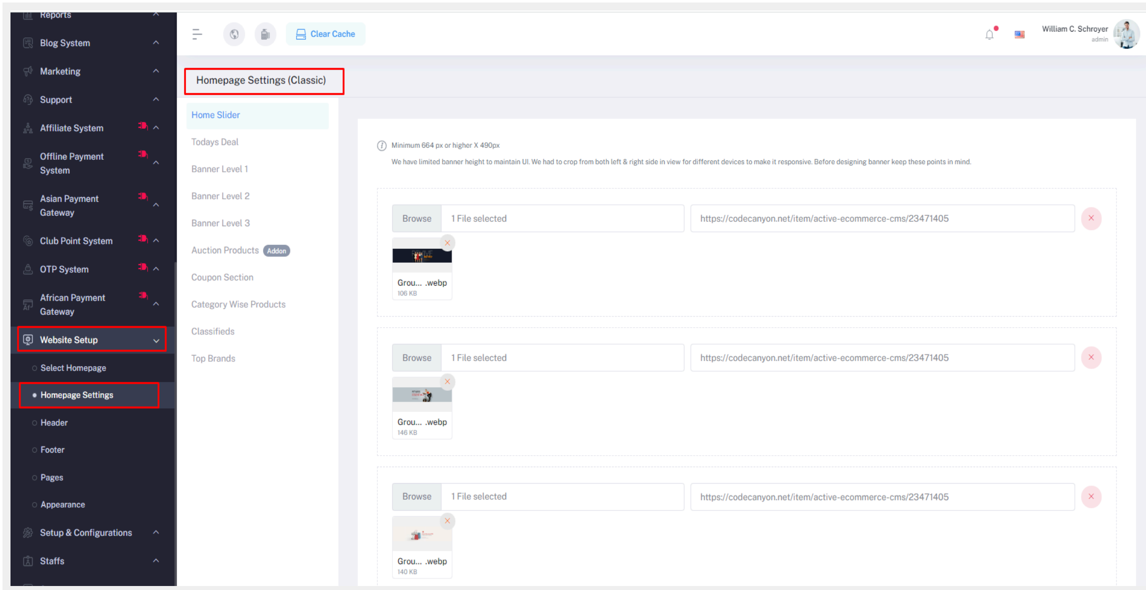


Figure: (18a)Home slider settings for classic Layout

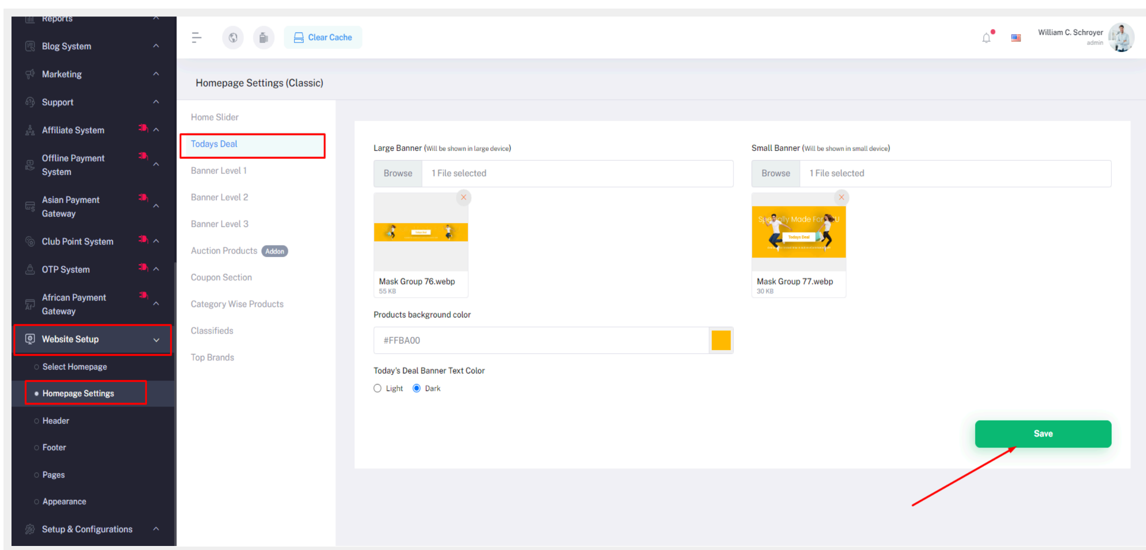


Figure: (18b) Classic Homepage Settings (today's deal)

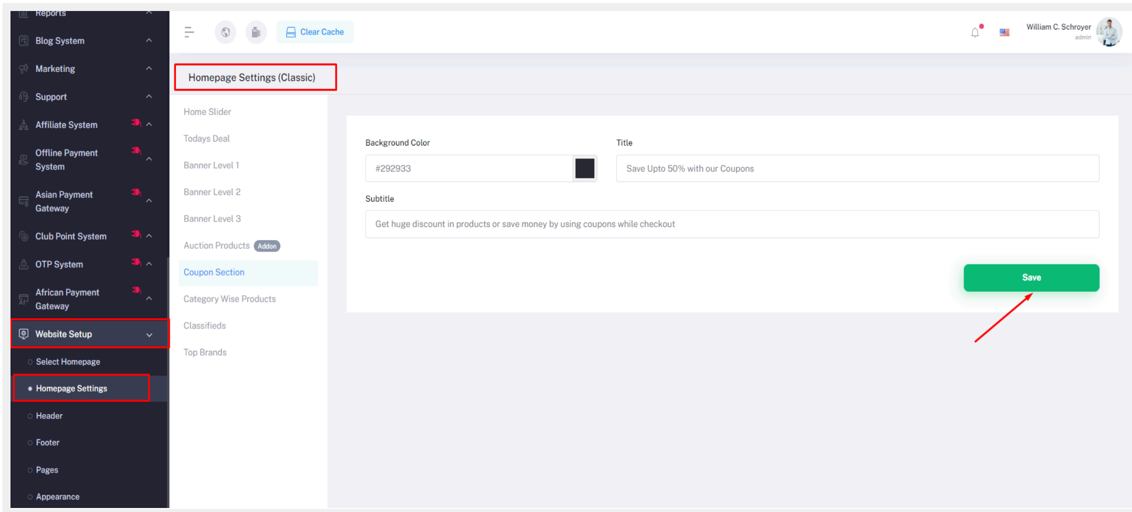


Figure: (18c) Classic Homepage Settings (Cpoupon settings)

19. How to Set up the homepage for the Metro layout?

Answer:

From the admin panel, go to **Website Setup** > **Select Homepage** and click on the **metro homepage**. Now go to the **Homepage Settings**

- **Home slider:** Select multiple **images** for the top **slider** section. Also, **add, edit,** and delete options are available there. You can add links here besides the banners. By clicking on that banners customers can go to those links. After adding banners and links **Click** on **Save**.
- **Flash Deals:** Admin can select the **background color option** for flash deals. There is a selection option. If the admin doesn't want to use the background color then he can **unselect** that option. There is also a Flash Deal **Banner text color** selection option from dark or light, choose any. Then click on **Save.**
- **Today's Deal:** Admin can add **Today's deal** banners. There are two **banner options** for devices. **Large banner** for large devices and **Small banner** for Small devices. If the admin doesn't upload the small banner, then the large banner will show in the small device by adjusting the size.

    - Admin can input **product's background color** And also can **select Banner Text color** from Dark or light options. Admin will get today's deal banners full-width background color Select/ unselect options. When selecting the background full-width color then input the color and click on **save**.
- **Home Banner level 1:** Add Home banner level-1 & the maximum number is 3. And click on **update**.
- **Home Banner level 2:** Select Home banner level-2 & the maximum number is 3. And click on **update**.
- **Home Banner level 3:** Select Home banner level-3 & the maximum number is 3. And click on **update**.
- **Coupon Section**: Admin can add a background image from here and also can add/edit background color, title, and subtitle. Click on **Save.**
- **Category-wise product:** By clicking on the **add new** button admin can create this section for category-wise products. And click on **update**.
- **Classified Banner:** Admin can upload classified banners from here. There are two **banner options** for devices. **Large banner** for Large devices and **Small banner** for Small devices. If the admin doesn’t upload the small banner then the large banner will show in the small device by adjusting the size. Upload banners and **update**.
- **Top-Brand:**
    - **Top Brands (Max 12):** Select a maximum of 12 brands for the sections. And click on **Save**.

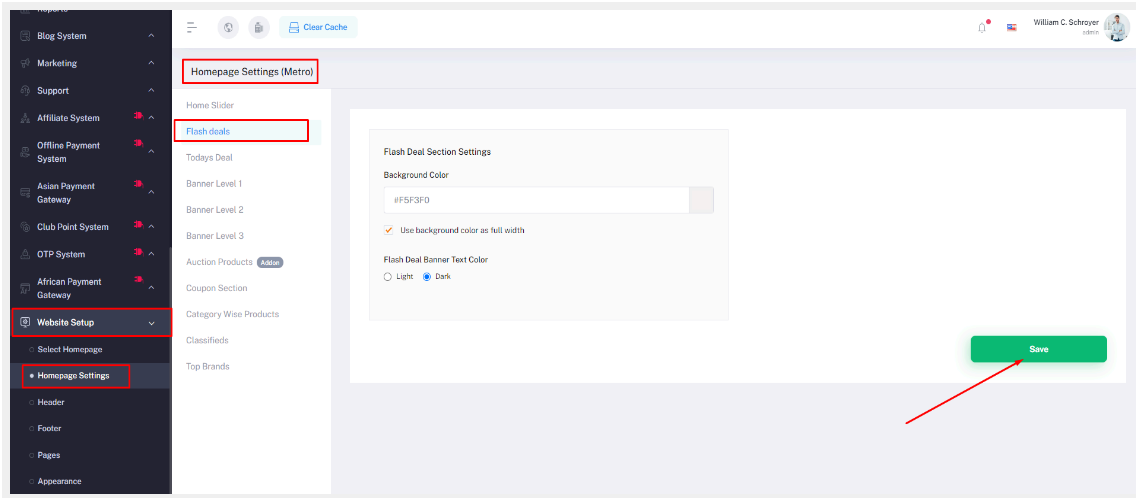


Figure (19a): Home page Settings of Metro ((Flash deal)

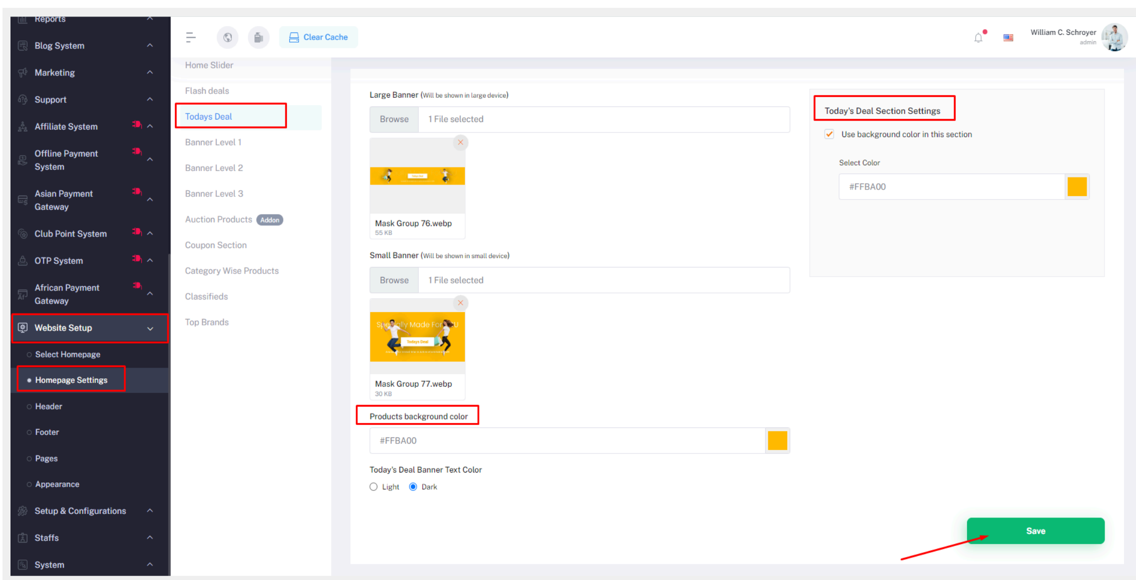


Figure: (19b) Metro Homepage Settings (today's deal)

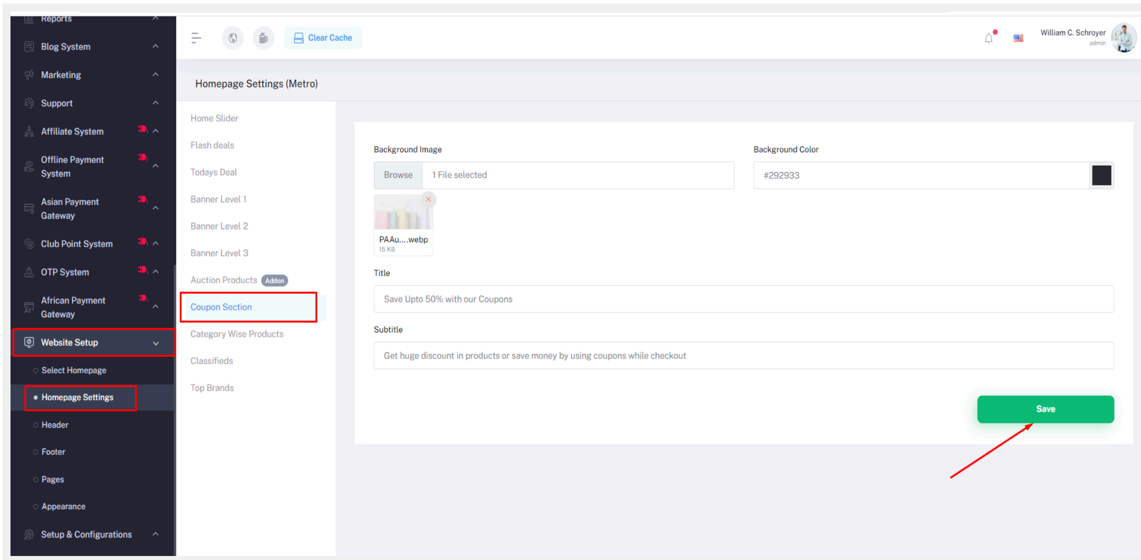


Figure: (19c) Metro Homepage Settings (Cpoupon settings)

20. How to set up the homepage for the Minima layout?

Answer:

From the admin panel, go to **Website Setup** > **Select Homepage** and click on the **minima homepage**. Now go to the **Homepage Settings**

- **Home slider:** Select multiple **images** for the home **slider** section. Also, you can **add, edit,** and delete any banner. You can add links here besides the banners. By clicking on that banners customers can go to those links. After adding banners and links **Click** on **Save**.
- **Flash Deals:** Admin can add **any background image** (it will be shown in the Flash Deal card in the slider section) Admin can insert the **Title** and **Subtitle,** this title and subtitle will be shown on the background image. There is also a Flash Deal **Banner text color** selection option from dark or light, choose any. Then click on **Save.**
- **Today's Deal:** Admin can add **any background image** (it will be shown in the Todays deal card in the slider section) Admin can insert the **Title** and **Subtitle,** this title and subtitle will be shown on the background image. There is also a Today's Deal **Banner text color** selection option from dark or light, choose any. Then click on **Save.**

- **New Products:** Admin can add **any background image** (it will be shown in the New product card in the slider section) Admin can insert the **Title** and **Subtitle,** this title and subtitle will be shown on the background image. There is also a New product **Banner text color** selection option from dark or light, choose any. Then click on **Save.**
- **Featured Categories:** Admin can choose featured categories text colors. Then click on **Save.**
- **Home Banner level 1:** Add Home banner level-1 & the maximum number is 3. And click on **update**.
- **Home Banner level 2:** Select Home banner level-2 & the maximum number is 3. And click on **update**.
- **Home Banner level 3:** Select Home banner level-3 & the maximum number is 3. And click on **update**.
- **Coupon Section**: From this part, admin can add/edit background color, insert any title and subtitle. Click on **Save.**
- **Category-wise product:** By clicking on the **add new** button admin can select this section for category-wise products. And click on **Save**.
- **Classified Banner:** Admin can upload classified banners from here. There are two **banner options** for devices. **Large banner** for Large devices and **Small banner** for Small devices. If the admin doesn't upload the small banner then the large banner will show in the small device by adjusting the size. Upload banners and **Save**.
- **Top-Brand:**
    - **Top Brands (Max 12):** Select Maximum of 12 Brands for the sections. And click on **update**.

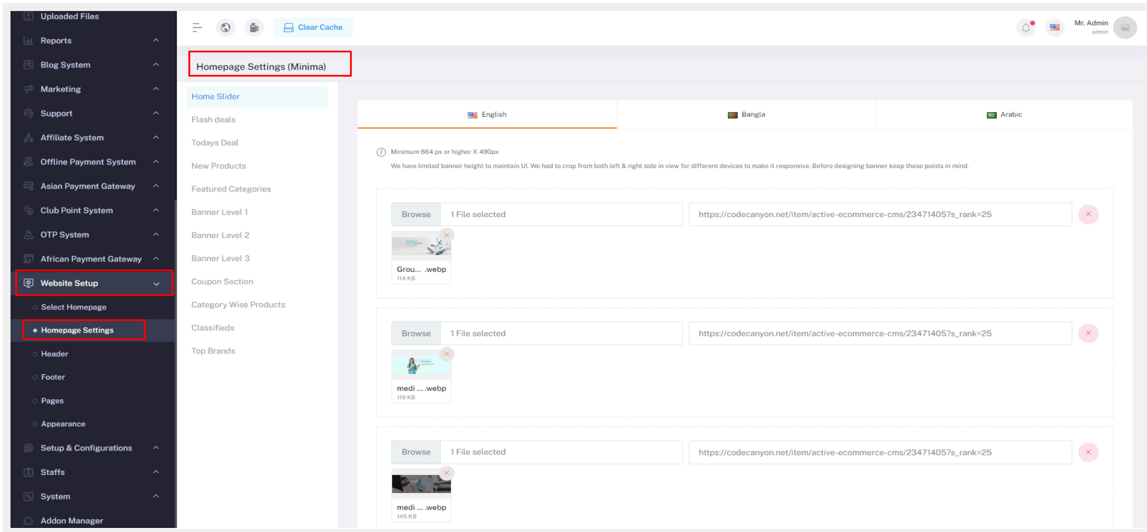


Figure (20a): Home page Settings of Minima (Home Slider)

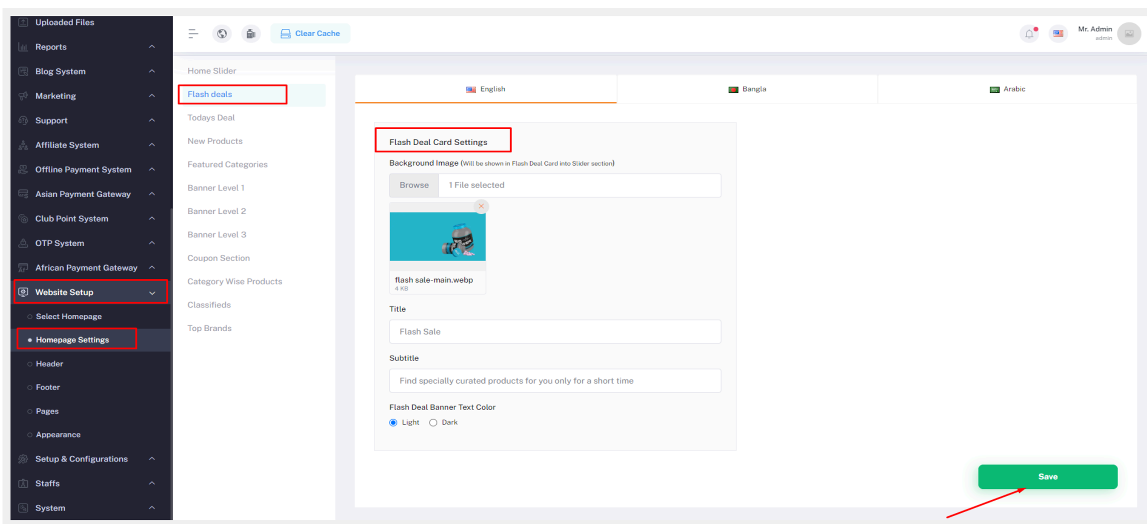


Figure (20b): Home page Settings of Minima (Flash Deals)

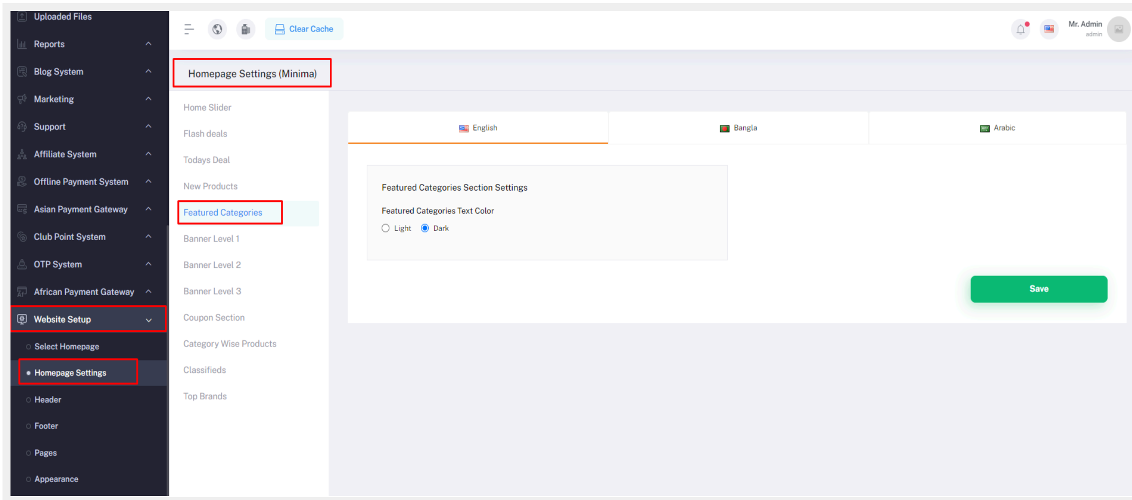


Figure (20c): Home page Settings of Minima (Flash Deals)

21. How to set up the homepage for the Megamart layout?

Answer:

From the admin panel, go to **Website Setup** > **Select Homepage** and click on the **Megamart homepage**. Now go to the **Homepage Settings**

- **Home slider:** Select multiple **images** for the home **slider** section. Also, you can **add, edit,** and delete any banner. You can add links here besides the banners. By clicking on that banners customers can go to those links. After adding banners and links **Click** on **Save**.
    - Admin can use the slider as **full width** by clicking slider section settings and can insert any hexa code color for the full width
- **Flash Deals:** Admin can add **any background color** (it will be shown in the Flash Deal card in the slider section) and Use background color as full width There is also a Flash Deal **Banner text color** selection option from dark or light, choose any. Then click on **Save.**
- **Today's Deal:** Admin can add **any background image** (it will be shown in the Todays deal card in the slider section) Admin can insert the **Title** and **Subtitle,** this title and subtitle will be shown on the background image. There is also a Today's Deal **Banner text color** selection option from dark or light, choose any. Then click on **Save.**

- **Home Banner level 1:** Add Home banner level-1 & the maximum number is 3. And click on **update**.
- **Home Banner level 2:** Select Home banner level-2 & the maximum number is 3. And click on **update**.
- **Home Banner level 3:** Select Home banner level-3 & the maximum number is 3. And click on **update**.
- **Home Banner level 4:** Select Home banner level-3 & the maximum number is 3. And click on **update**.
- **Top-Brand:**
  - **Top Brands (Max 12):** Select Maximum of 12 Brands for the sections. And click on **update**
- **Home Banner level 5:** Select Home banner level-3 & the maximum number is 3. And click on **update**.
- **Home Banner level 6:** Select Home banner level-3 & the maximum number is 3. And click on **update**.
- **Auction Products:** Can add a banner for the auction products section
- **Coupon Section**: Admin can add background image. From this part, admin can add/edit background color, insert any title and subtitle. Click on **Save.**
- **Classified Banner:** Admin can upload classified banners from here. There are two **banner options** for devices. **Large banner** for Large devices and **Small banner** for Small devices. If the admin doesn't upload the small banner then the large banner will show in the small device by adjusting the size. Upload banners and **Save**.
- **Category-wise product:** By clicking on the **add new** button admin can select this section for category-wise products. And click on **Save**.

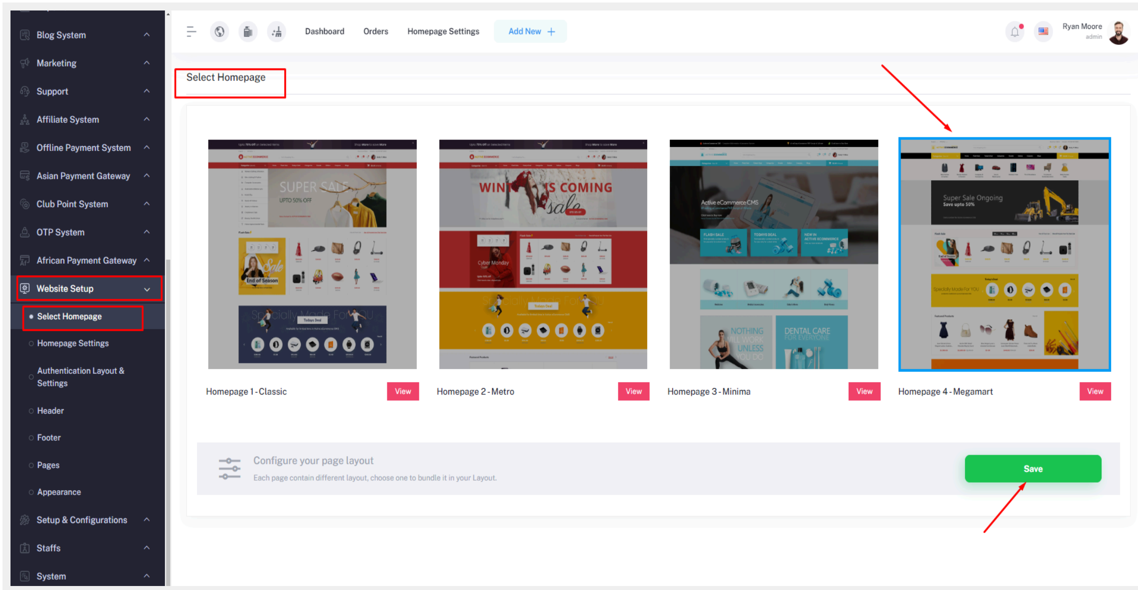


Figure (21a): Home page Settings selection of Megamart

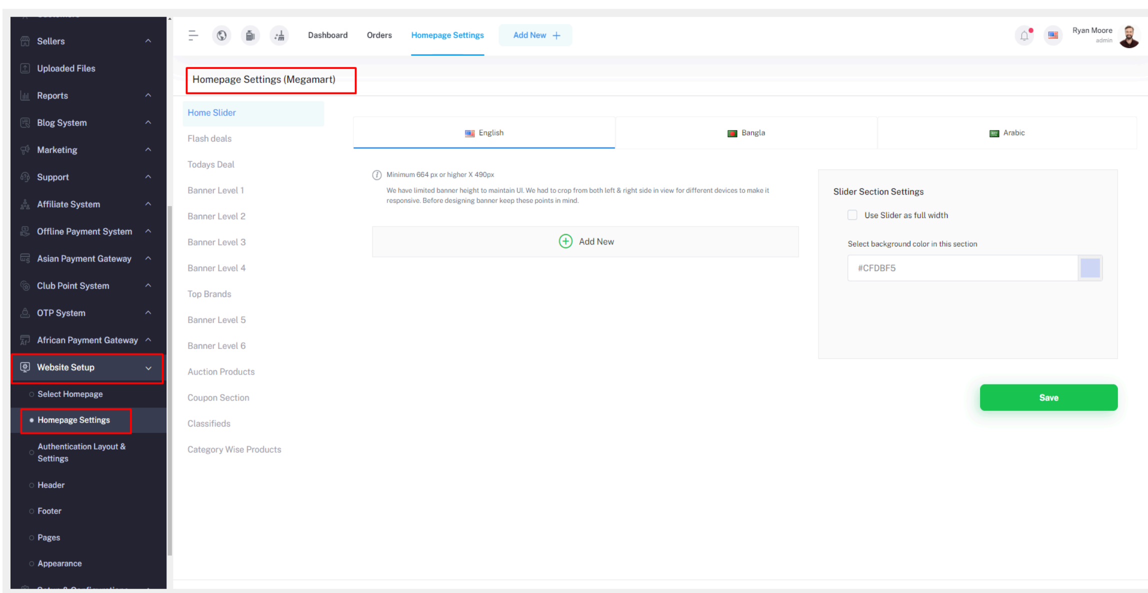


Figure (21b): Home page Settings of Megamart

22. How to Set up the Header part?

Answer:

For setting up the header part admin needs to follow the below procedure:

- **Log in** as an **Admin**
- Click on **Website setup > Header**
- <u>**Header settings**</u> -
    - **Header Logo:** Upload Header logo
    - **Show Language Switcher? :** Click on button to on/off
    - **Show Currency Switcher? :** Click on button to on/off
    - **Enable sticky header? :** Click on the button to on/off
        - Insert **Topbar Banner** large for large devices
        - Topbar Banner medium for medium devices
        - Topbar Banner small for small devices
        - Insert the Topbar Banner Link,
        - Insert the Helpline number,
        - Select **Header Nav** Menu Text Color from Dark and light
        - Add Header Nav Menu
    - Then click on the **Update** button.

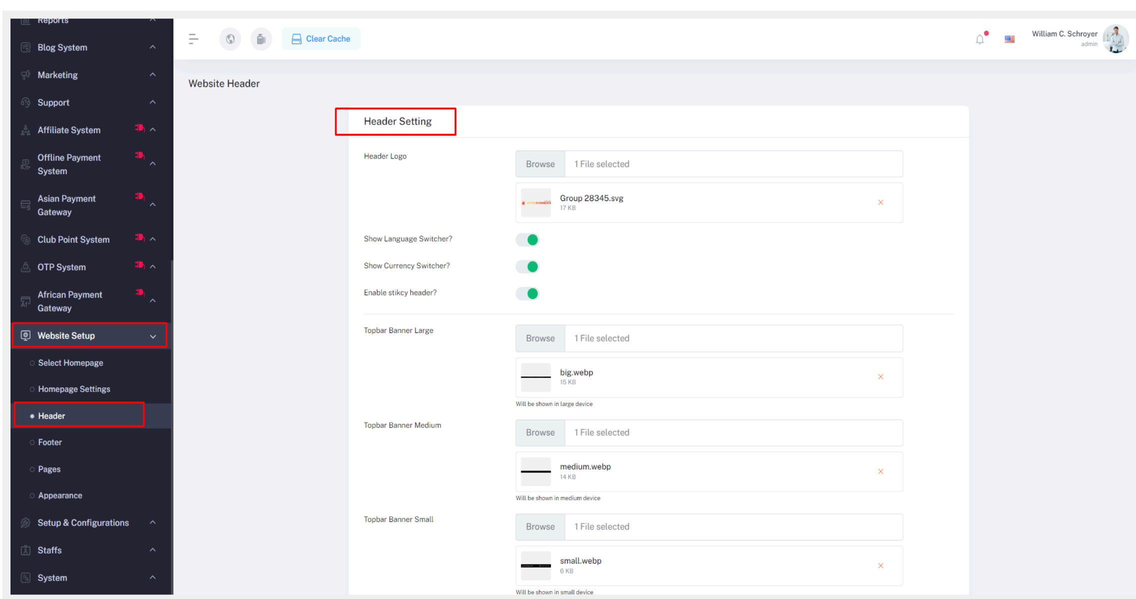


Figure (22a): Website Header Setting

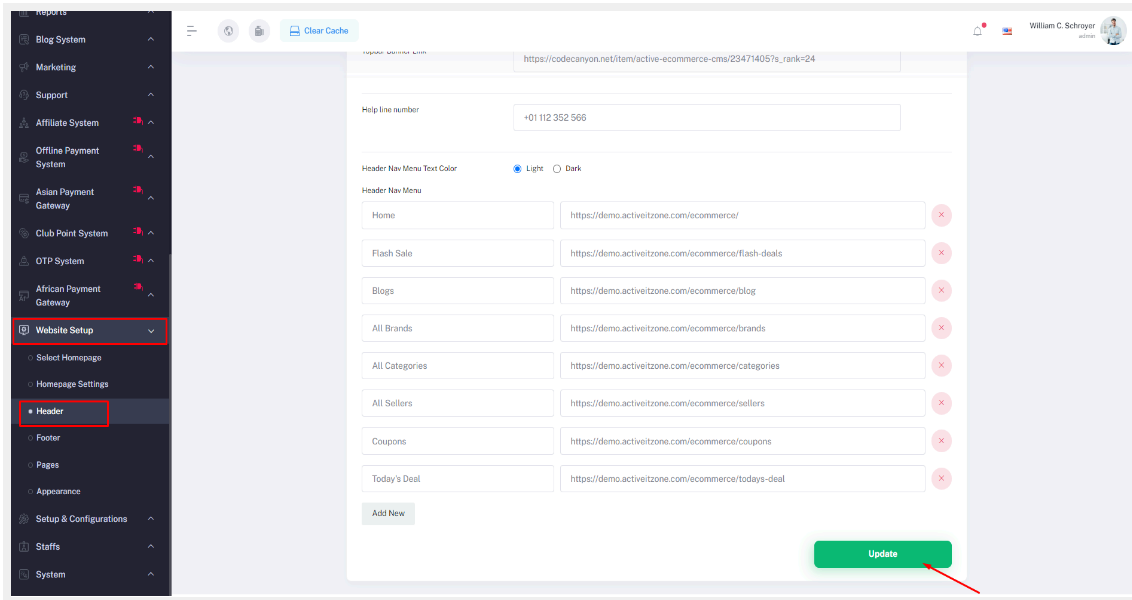


Figure (22b): Website Header Setting

23. How to Set up the Footer part?

Answer:

Follow the below procedure:

- **Log in** as an admin
- Go to **Website Setup > Footer**
- Admin can **select footer language** from here
- **Footer Widget:** Add footer info like **Title** and **description,** which are also translatable. And click on **update.**
- **About Widge**
    - **Footer logo-** Insert Footer logo
    - **Add Description-** Insert description
    - Play Store Link
    - App Store Link
- **Contact Info Widget-** Insert
    - Contact address

- Contact Phone
- Contact email

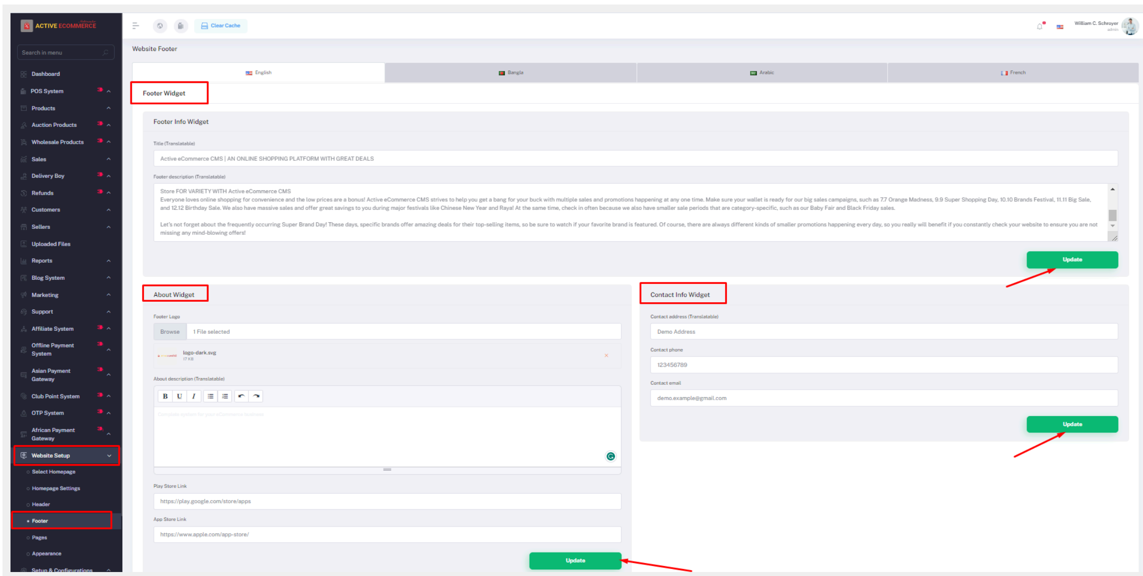


Figure: (23a) footer setup

- **Link Widget One-** Insert
  - **Title-** Useful links
  - **Links-** Admin can add links, also can edit or delete.

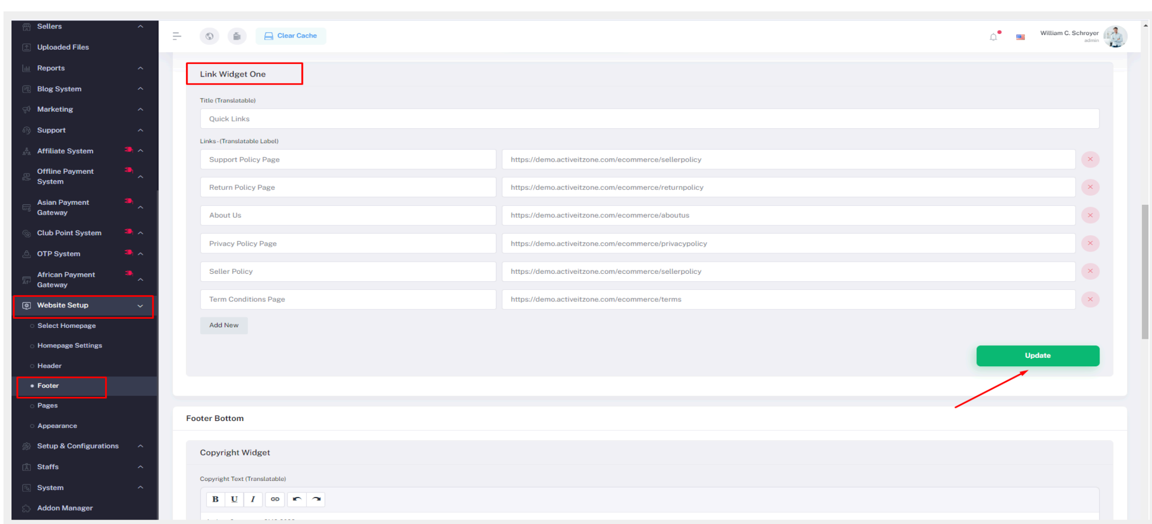


Figure: (23b) footer -link widget

- **Footer Bottom**

- ○ **Copyright Widget-** Insert Copyright Text
- **Social Link Widget**
  - **Show Social Links? -** You can enable or disable
  - **Social Links-**
    - https://www.facebook.com/
    - https://www.twitter.com/
    - https://www.instagram.com/
    - https://www.youtube.com/
    - https://www.linkedin.com/

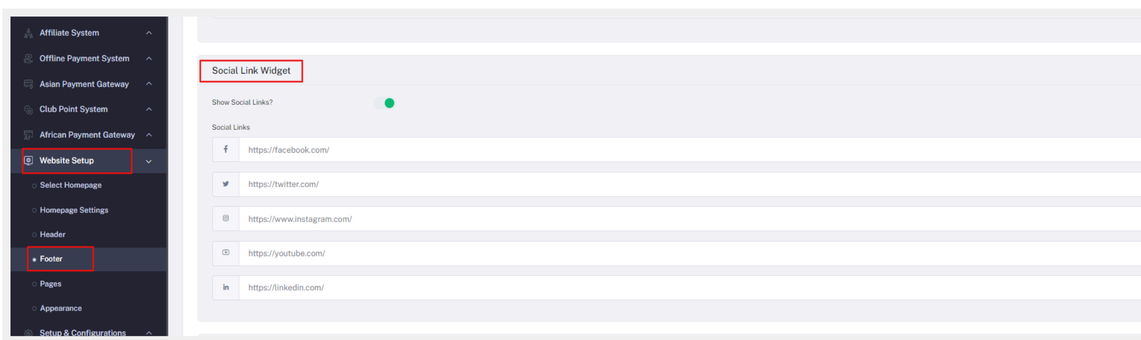


Figure: (23c) Footer- social link widget

- **Add Seller app & Delivery boy apps with link**
- **Payment Methods Widget-** Upload files of payment method
- Then Click on the **update** button.

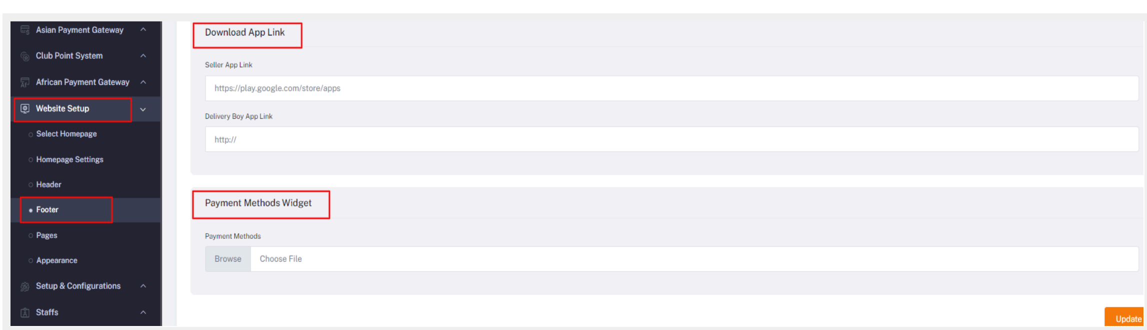


Figure: (23d) footer- payment method widget

24. How to Set up the Policy pages part?

Answer:

To upload content of policy pages such as **seller policy**, **return policy, support policy**, **terms & conditions**, **privacy policy, and about us**. follow the below steps–

- **Log in** as an **Admin**
- Go to **Website set up** > **Pages**.
- Here, by clicking the **action button** on any page you can **edit** your changes.
- Admin can also **add any new page**, also can delete the page.

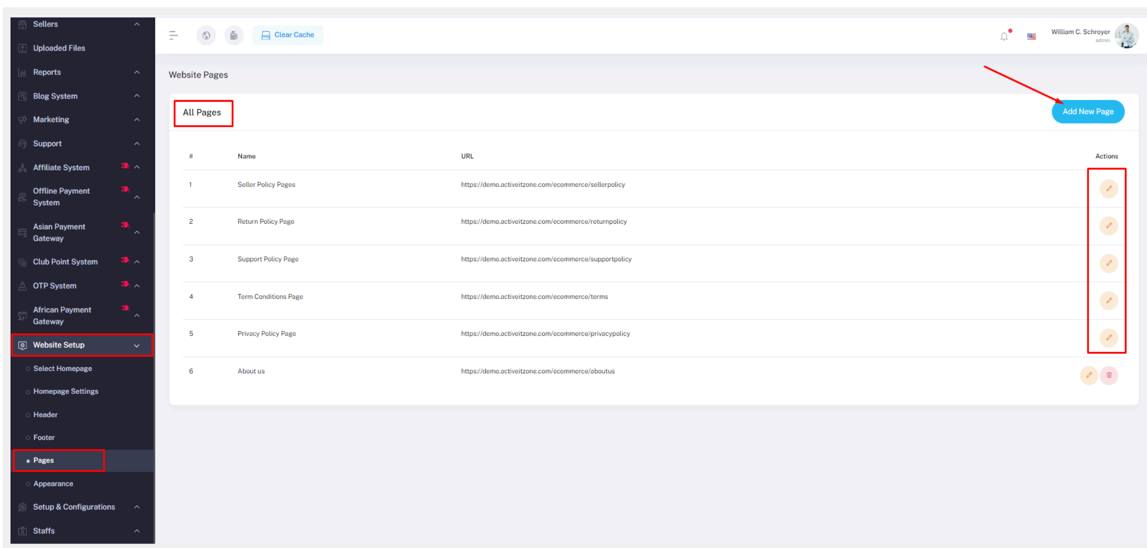


Figure: (24a) Website All pages

25. How to Set up the appearance of the website?

Answer:

Follow the below steps:

- **Log in** as an **Admin**
- Go to **Website Setup** > **appearance**
- **System settings:**
  - **System Name:** Write System name
  - **Frontend Website Name:** Write the website name

- **Site Motto:** Write your website motto.
- **Site Icon:** Select your own icon.
- **System logo white:** Select your System logo white
- **System logo Black:** Select your System logo black
- **System Timezoen:** Select your system timezone
- Then click on **update**

- **General settings:**
    - **Website Base Color:** Select Website Base Color. (Hex Color Code)
    - **Website Base Hover Color:** Select Website Base Hover Color (Hex Color Code)
    - **Website Secondary Base Color:** Select Website Base Color. (Hex Color Code)
    - **Website Secondary Base Hover Color:** Select Website Base Hover Color (Hex Color Code)
    - Insert **Flash Deal Page banner large** for large device **& also you can insert flash deal banner small** for small device**.**
    - And click on **update**.
- **Global Seo**
    - **Meta Title-** Fill up the meta title.
    - **Meta Description-** Fill up the section of meta description
    - **Keywords-** Input keywords.
    - **Meta Image-** Upload meta image.
    - And click on **update**
- **Cookies Agreement**
    - Insert Cookies Agreement Text
    - Enable/disable Show Cookies Agreement
    - And click on **update**
- **Website Popup**
    - Enable/disable Show website popup?
    - insert Popup content
    - you can enable/disable Show Subscriber form?

- And click on **update**

- **Custom Script**
    - you can insert Header custom script - before </head> and Footer custom script - before </body>
    - And click on **update**

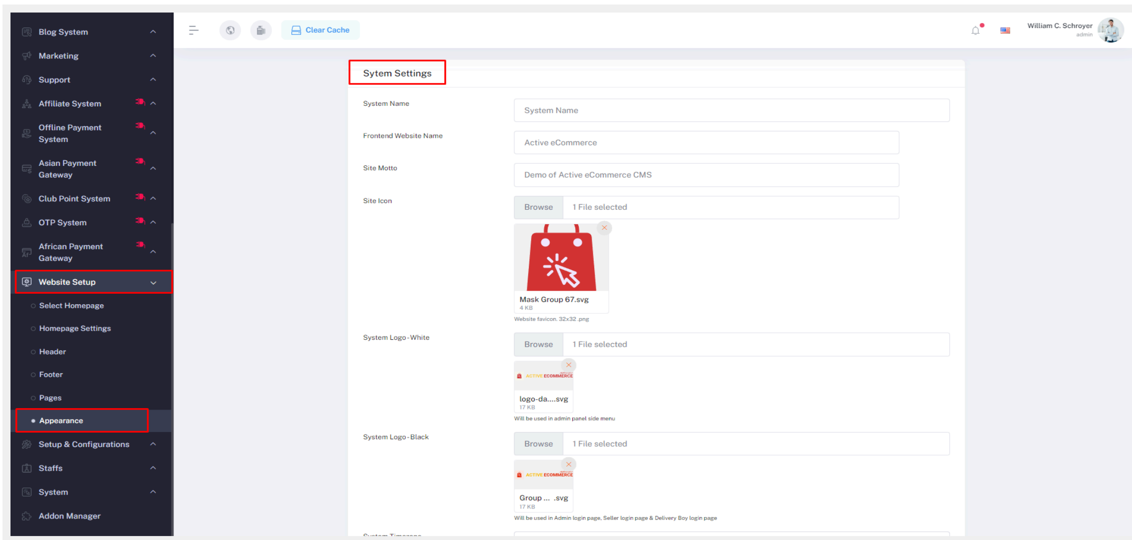


Figure: (25a) Website Appearance setup

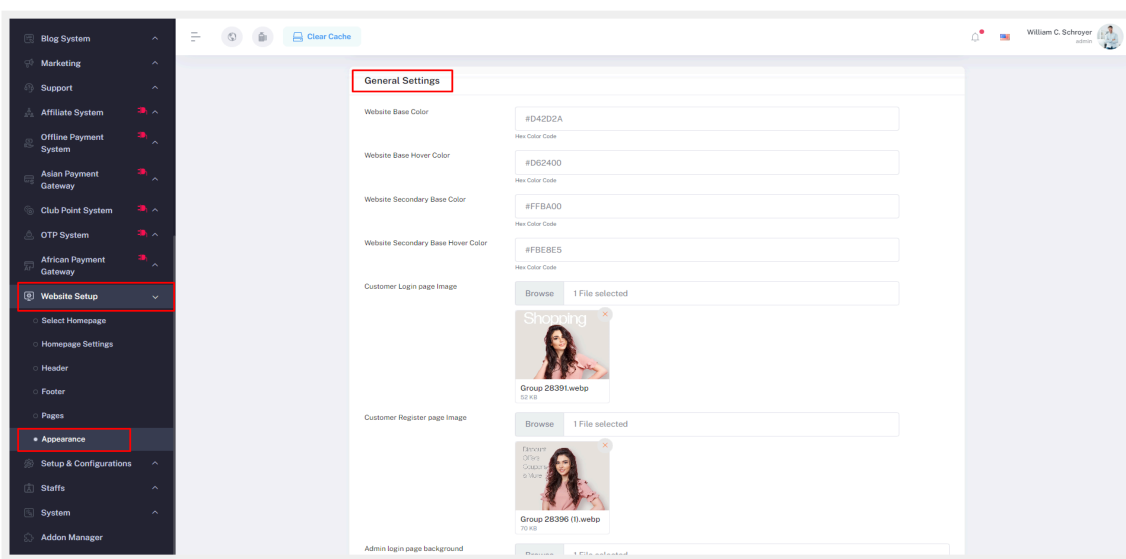


Figure: (25b) Website Appearance setup

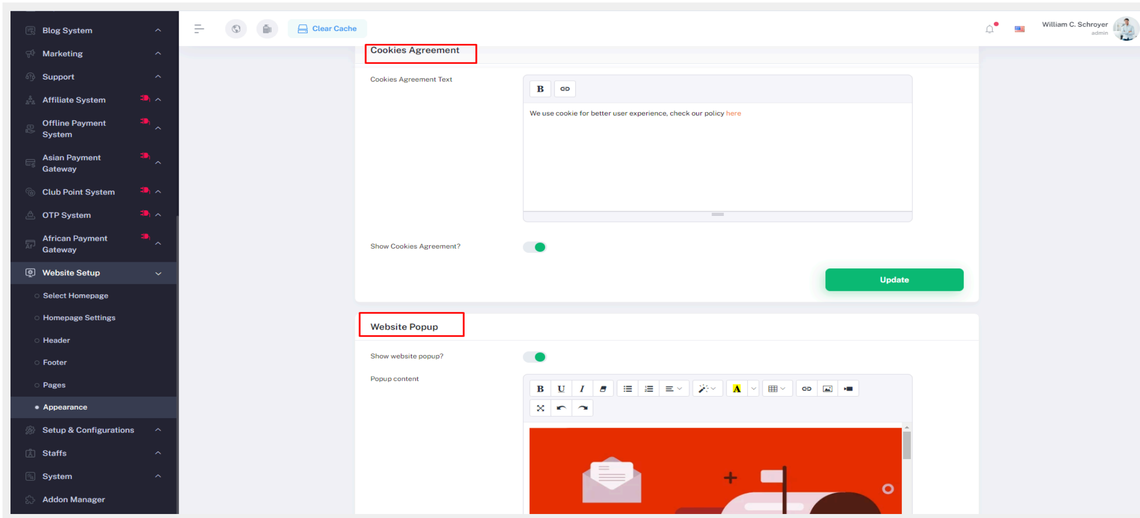


Figure: (25c) Website Appearance setup

26. How to create a Flash Deal?

Answer:

For creating flash deal follow the instruction:

- **Log in** to the admin panel.
- Go to **Marketing > flash deals** from the left sidebar.
- Here you can see the title, banner, start date, end date, status(which one you want to show), feature, page link, and edit and delete.
- Click **Create New Flash Deal**.
  - Insert **Title**, **Banner**, **Date**, **Products** then click on the **Save** button.
  - If any product has a discount or exists in another flash deal, the discount will be replaced by this discount and time limit.

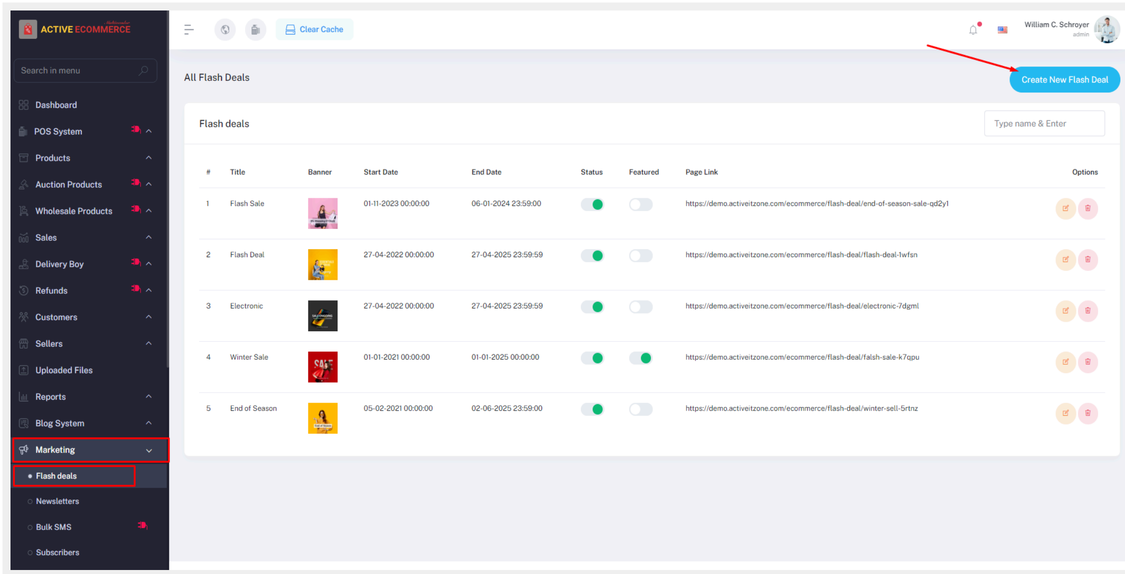


Figure: (26a) All Flash Deal

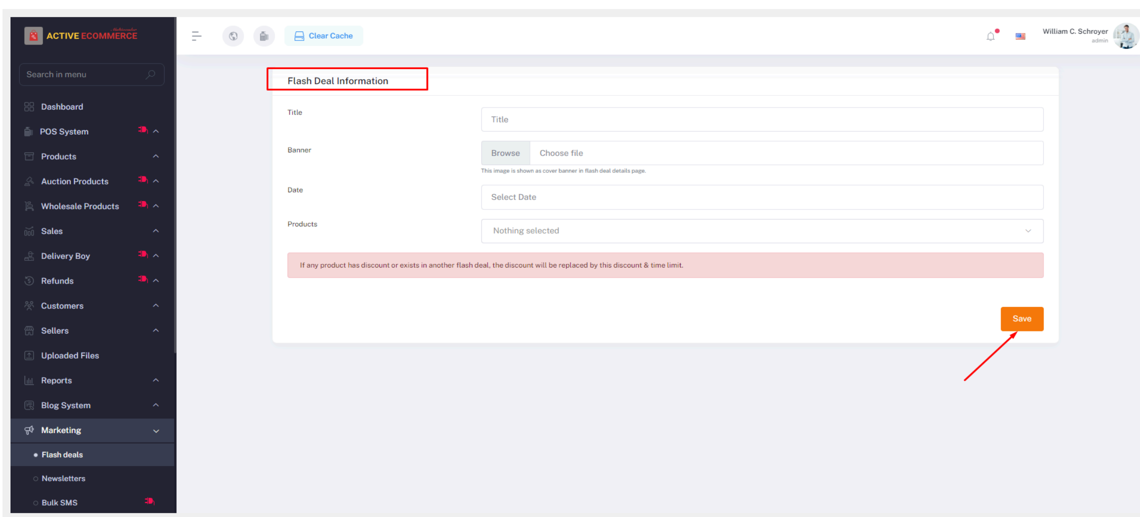


Figure: (26b) Creating new Flash Deal

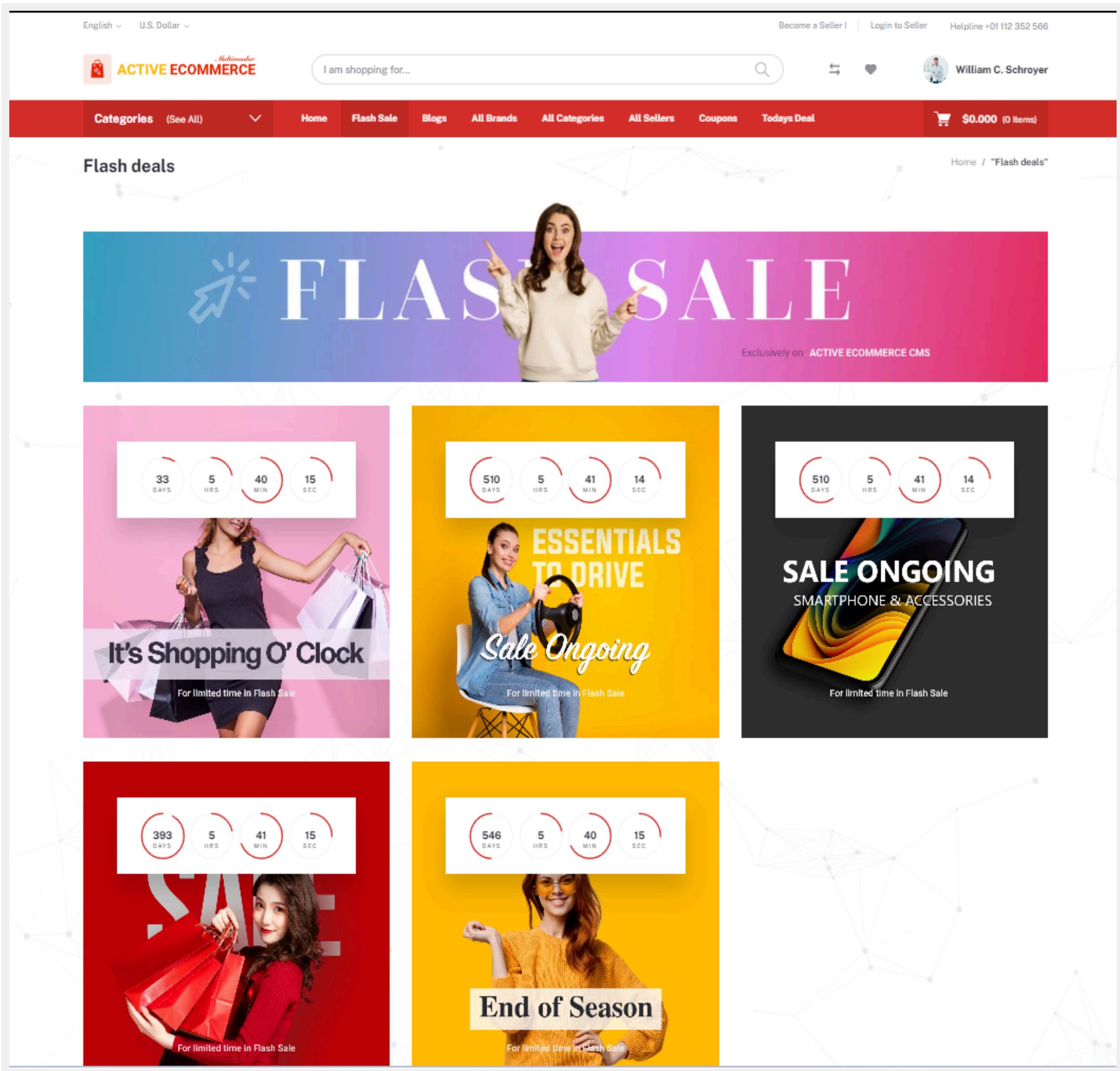


Figure: (26c) Flash Deal listing page

27. How to add a new post from the blog system?

Answer:

Follow the instructions:

- Log in to the **admin** panel.
- Go to the **Blog System** from the left sidebar.
- Here you can see **all posts** and **categories**.
- First **add blog category**

- Go to **Blog system > categories**
- Click on **Add new category**, insert name and **save**.

- Now **Add blog post**
  - By clicking **all posts** you can see all blog posts. Blog post's title, categories, short description, also you can enable/disable status(if you disable status then no one can see the blog post) and also you can **edit** or **delete** blogs.
  - From the top click **Add New Post**
  - You can insert Blog Title, Category, Slug, Banner, Short Description, Description, Meta Title, Meta Image, Meta Description, Meta Keywords.
  - Then click the **save**.

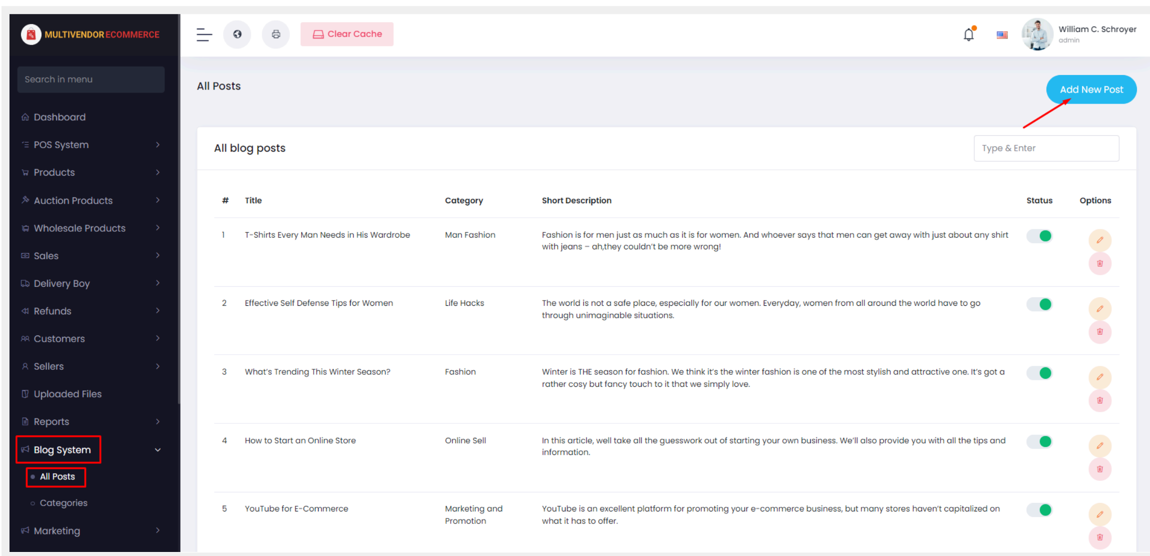


Figure: (27a) Add new blog post

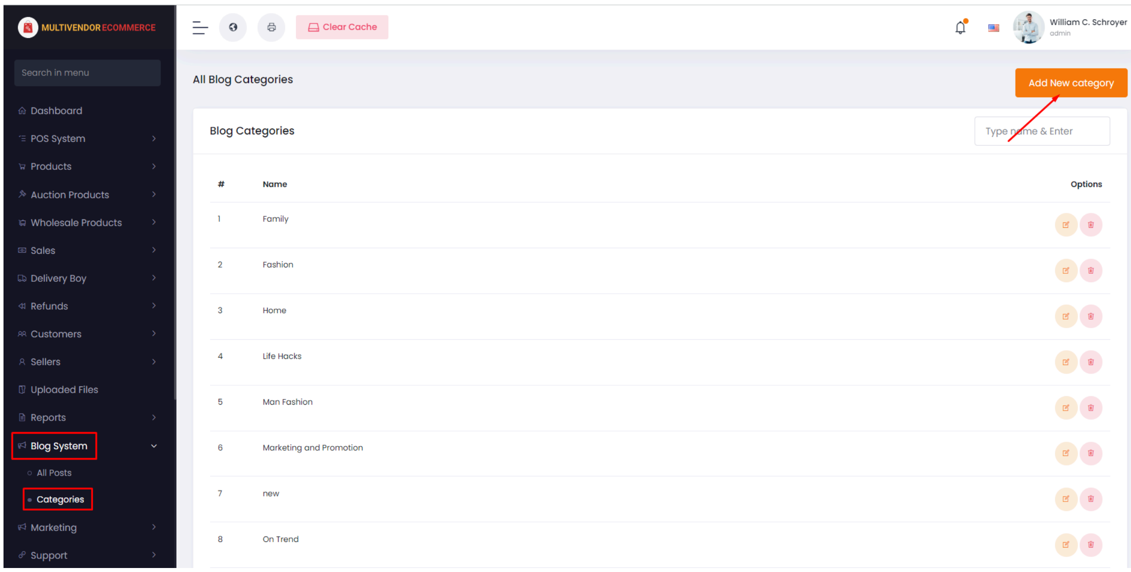


Figure: (27b) Add new blog category

- From the homepage blog section anyone can search for a blog, can see recent blog posts and also share any blog from the blog details page.

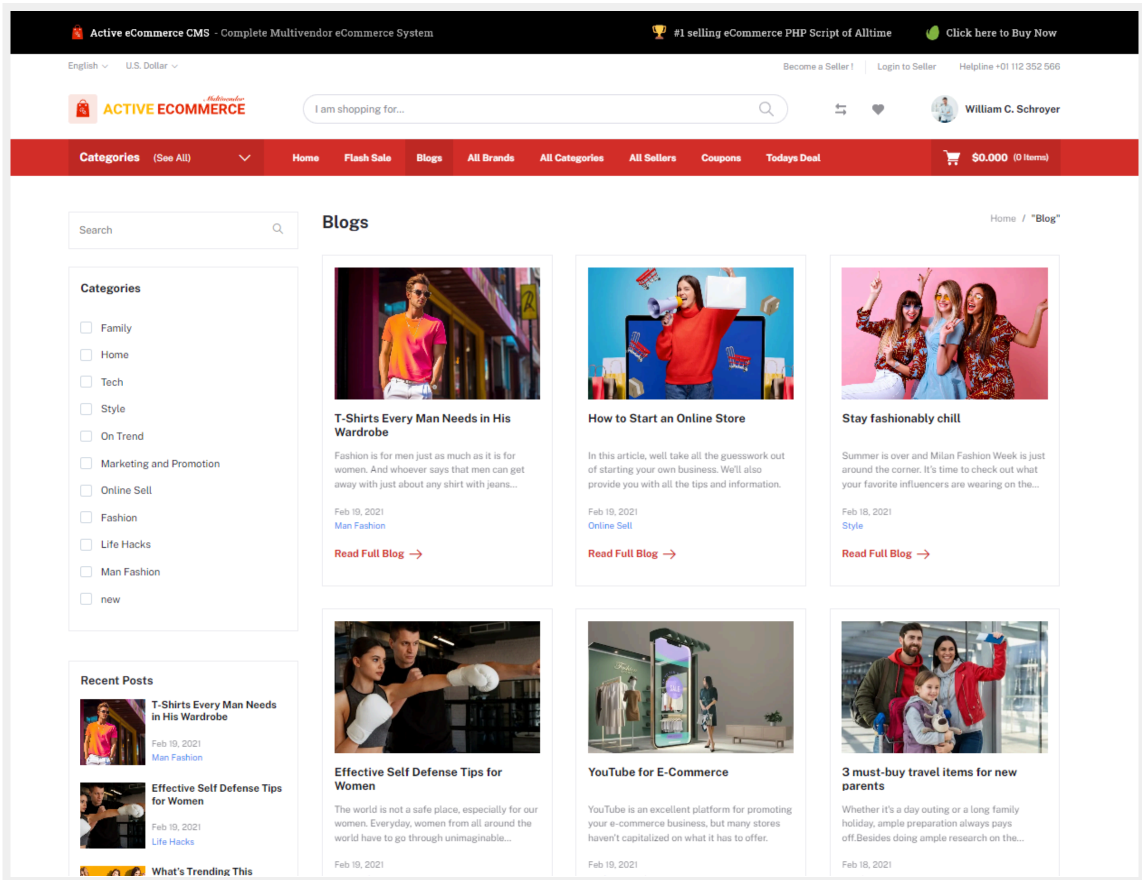


Figure: (27c) Homepage Blog section

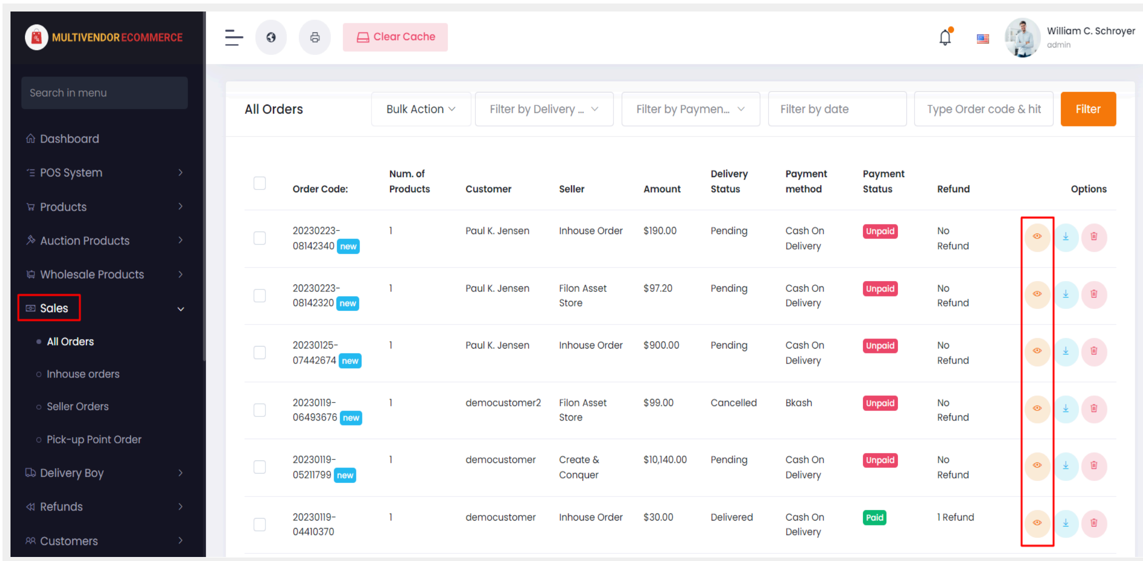
28. How to Manage Orders?

Answer:

Admin can manage orders by following the below instructions:

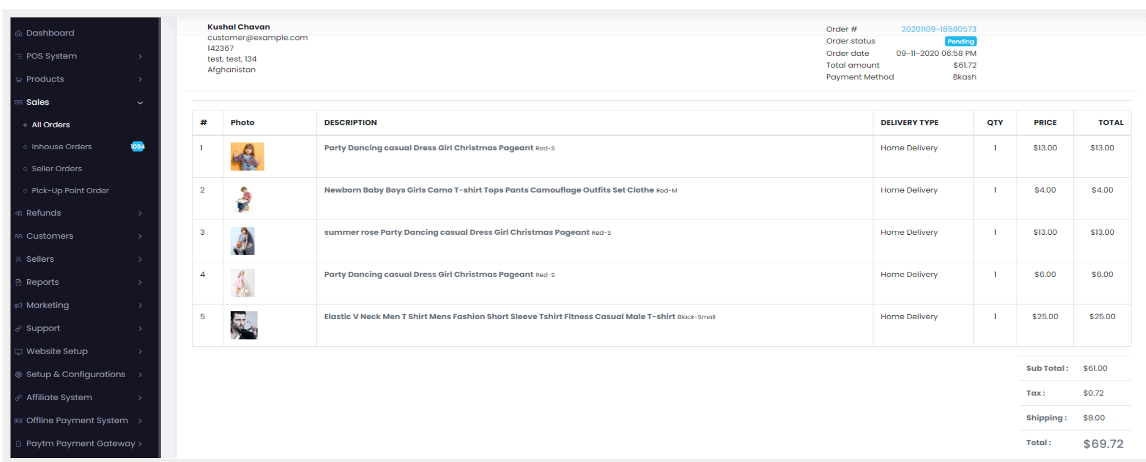
- **Log in** to the Admin panel.
- From the left navbar click on **sales**. Here admin can show **All orders, In-house orders, sellers orders, and Pick-up points orders.**
    - The order list page admin will get the information of **order code**, the **number of products**, **customer name**, **amount**, **delivery status**, **payment status & refund**.
    - From the "**Actions**" button admin will get options like **view**, **invoice download** and **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	Seller	Amount	Delivery Status	Payment method	Payment Status	Refund
20230223-08142340 new	1	Paul K. Jensen	Inhouse Order	$190.00	Pending	Cash On Delivery	Unpaid	No Refund
20230223-08142320 new	1	Paul K. Jensen	Filon Asset Store	$97.20	Pending	Cash On Delivery	Unpaid	No Refund
20230125-07442674 new	1	Paul K. Jensen	Inhouse Order	$900.00	Pending	Cash On Delivery	Unpaid	No Refund
20230119-06493676 new	1	democustomer2	Filon Asset Store	$99.00	Cancelled	Bkash	Unpaid	No Refund
20230119-05211799 new	1	democustomer	Create & Conquer	$10,140.00	Pending	Cash On Delivery	Unpaid	No Refund
20230119-04410370	1	democustomer	Inhouse Order	$30.00	Delivered	Cash On Delivery	Paid	1 Refund

Figure: (28a) All orders



#	Photo	DESCRIPTION	DELIVERY TYPE	QTY	PRICE	TOTAL
1		Party Dancing casual Dress Girl Christmas Pageant Red-S	Home Delivery	1	$13.00	$13.00
2		Newborn Baby Boys Girls Camo T-shirt Tops Pants Camouflage Outfits Set Clothe Red-M	Home Delivery	1	$4.00	$4.00
3		summer rose Party Dancing casual Dress Girl Christmas Pageant Red-S	Home Delivery	1	$13.00	$13.00
4		Party Dancing casual Dress Girl Christmas Pageant Red-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 Black-Small	Home Delivery	1	$25.00	$25.00

Sub Total :	$61.00
Tax :	$0.72
Shipping :	$8.00
Total :	$69.72

Figure: (28b) order details

29. How can orders bulk export from the admin and seller panel?

Answer:

For the admin, Please follow the procedure:

- **Log in** as an **admin**

- Go to **sales > all orders**
- Now select the **checkbox,** click on the **Bulk action** and finally click on the **export.** All orders will be export

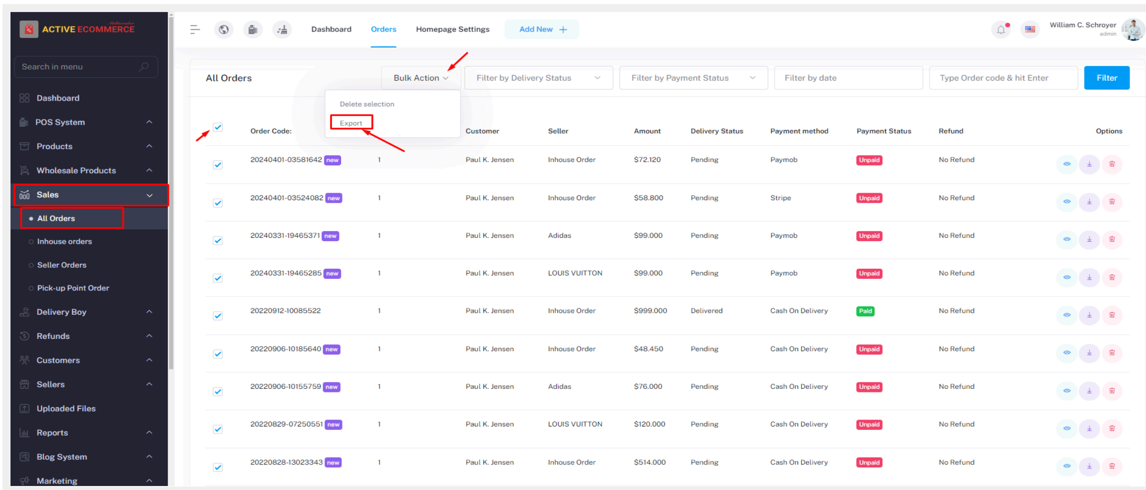


Figure: (29a) Orders bulk export from admin panel

- Admin can also export only the **in-house order**, **seller order** and **pick-up point order.** For this please go to **All Orders** > **inhouse orders/seller orders/pickup point orders**

For the seller, Please follow the procedure:

- **Log in** as a **seller**
- Go to the **Orders** > Click on the **checkbox** and finally click on the **Export**
- The seller will be exported all seller orders

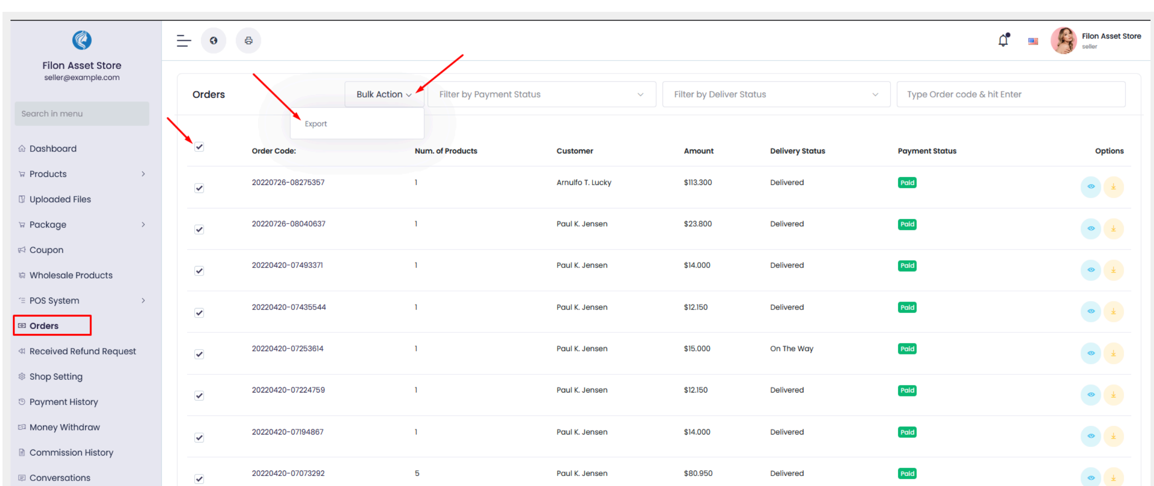


Figure: (29b) Orders bulk export from seller panel

30. How to Manage Sellers?

Answer:

On this page, the admin can see the list of all **sellers** and can **edit** the seller's information.

- **Log in** as an admin
- Go to **Sellers** > **All Seller**
- Clicking on the **Option** action admin can Check **Sellers Profile**, **Log in as a seller**, **Go to payment** admin can pay to the seller (clear due), Payment history, Edit the seller info, also can delete.

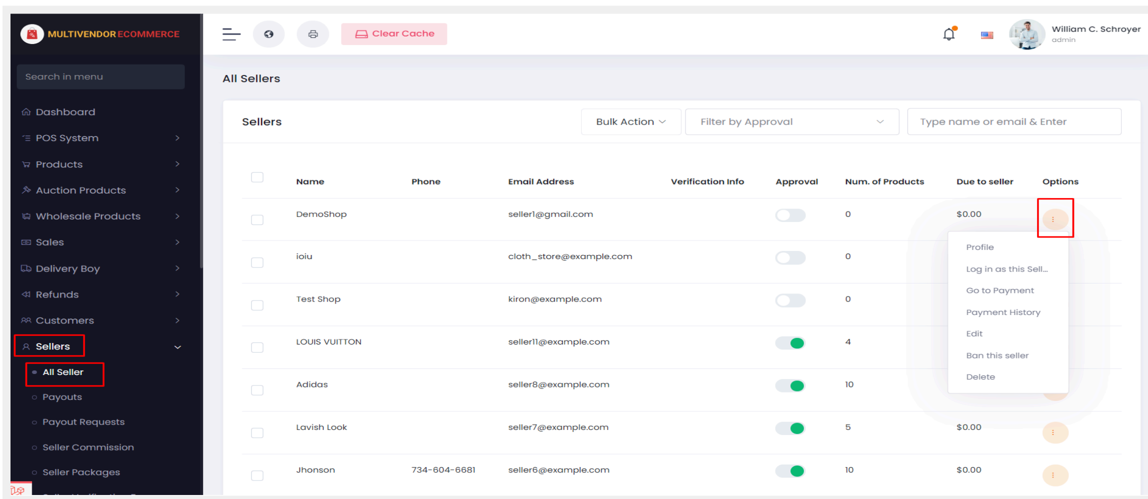


Figure: (30a) Seller details

31. How to see customer info??

Answer:

The Admin can manage customers by following the below instructions:

- 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**.

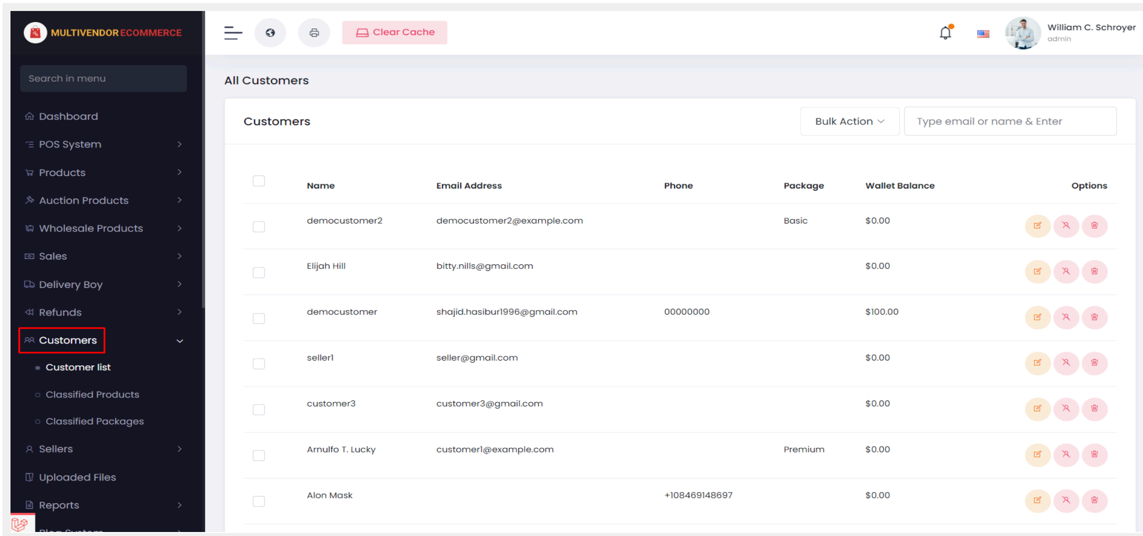


Figure: (31a) Customer list

32. How to send a newsletter?

Answer:

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

- Select **user's email** or **subscriber 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**.

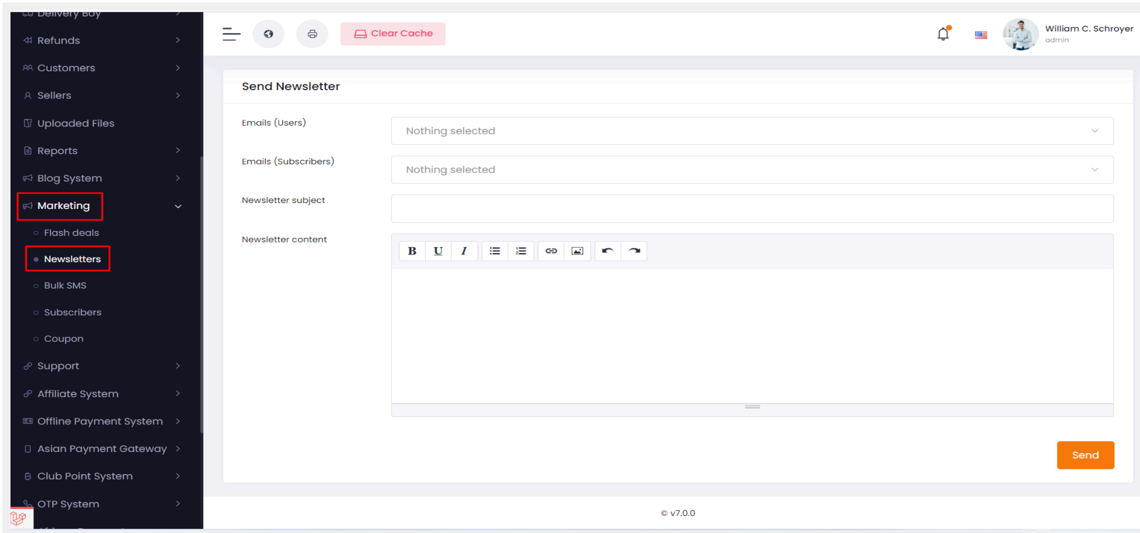


Figure: (32a) Sending newsletter

33. How to configure payment methods?

Answer:

To configure them follow the steps:

- **Log in** to the admin panel.
- From the navigation, go to **Setup And Configuration -> Features Activation.**
- Scroll down to the **Payment Related** section.
- **Switch on** by clicking the switches of the methods which you want to activate.
- Then again from navigation, **Setup And Configurations -> Payment method**.
- Insert necessary Information of the methods.
    - **Paypal** - Insert the paypal **client ID**, **Client secret** and **switch off** the sandbox mode(which for demo transactions). Then click on **save**.
    - **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**.
    - **Mercadopago Credential**: Insert the Mercadopago Key, Mercadopago Access, MERCADOPAGO CURRENCY. Then click on **save**.

- **Bkash Credential:** Insert BKASH CHECKOUT APP KEY, BKASH CHECKOUT APP SECRET, BKASH CHECKOUT USER NAME, BKASH CHECKOUT PASSWORD and **switch off** the sandbox mode(which for demo transactions).Then click on **save**.
- **Nagad Credential:** Insert NAGAD MODE, NAGAD MERCHANT ID, NAGAD MERCHANT NUMBER, NAGAD PG PUBLIC KEY, NAGAD MERCHANT PRIVATE KEY. Then click on **save**.
- **SSlCommerz** - Insert the **SSLCZ store ID**, and **SSLCZ store password,** and **switch off** the sandbox mode. Then click on **save**.
- **Aamarpay Credential:** Insert Aamarpay Store Id, Aamarpay signature key switch off the sandbox mode. Then click on **save**.
- **Iyzico Credential:** Insert IYZICO_API_KEY, IYZICO_SECRET_KEY, and **switch off** the sandbox mode. Then click on **save**.
- **Instamojo** - Insert the **Instamojo API key**, **Instamojo auth token** which you will get from your Instamojo account, and **switch off** the sandbox mode(which is for demo transactions). Then click on **save**.
- **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**
- **RazorPay** - Insert the **razor key**, **razor secret** which you will get from your razorpay account. Then click on **save**.
- **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**.

  ***Please note that, for SSLCommerz you have to set your site default currency is **BDT**. This method is only for **Bangladesh**.

- **Payhere Credential-** Insert the Merchant ID, **secret key, Currency, Payhere Sandbox mood**. Then click on **save**.

- **Ngenius Credential-** Insert the Ngenious Outlet ID, Ingenious APK, currency and click on save.
- **Authorize Net:** InsertMERCHANT_LOGIN_ID, MERCHANT_TRANSACTION_KEY, **Payhere Sandbox mood**. Then click on **save**.
- **Payku**: PAYKU_BASE_URL, PAYKU_PUBLIC_TOKEN, PAYKU_PRIVATE_TOKEN. Then click on **save**.
- **Paymob**: Insert the Paymob API key, Paymob Iframe ID, Paymob Integration ID, Paymob HMAC. Now click on **Save**

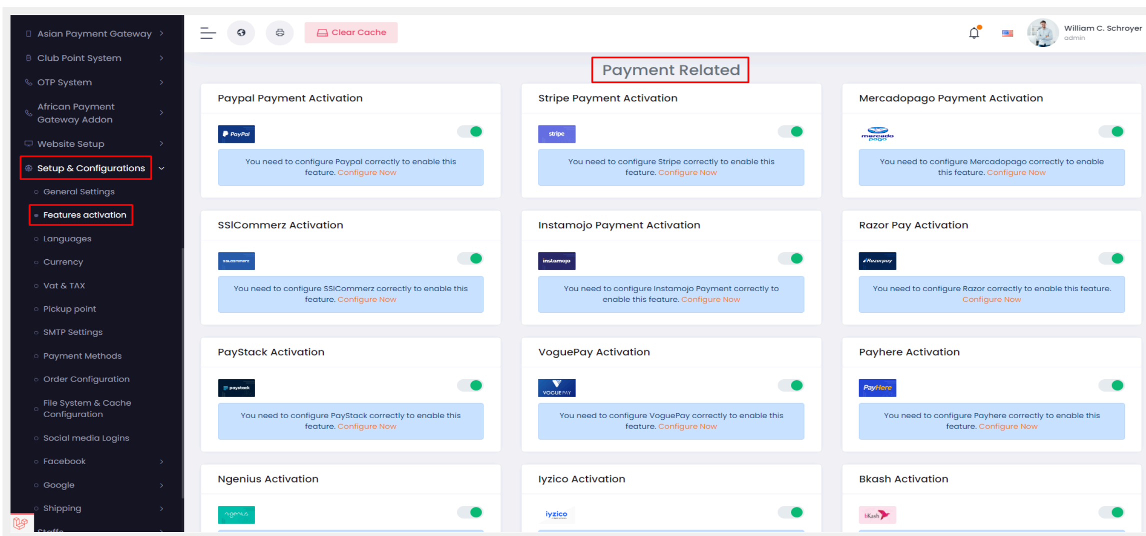


Figure: (33a) Feature activation (payment related)

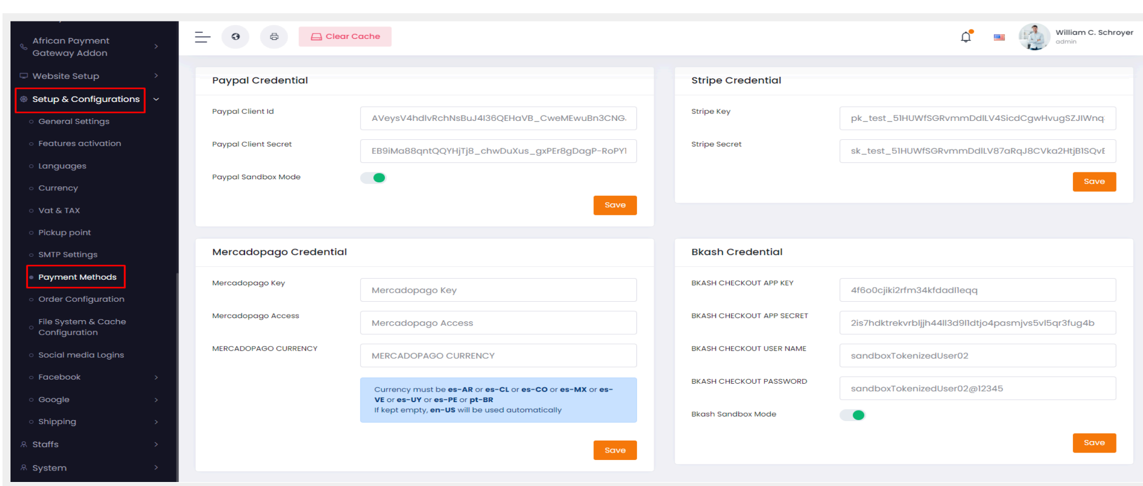


Figure: (33b) Payment methods

34. How to configure the SMTP system?

Answer:

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:
  - **MAIL DRIVER:** smtp
  - **MAIL HOST :** your domain SMTP host (sample: smtp.yourdomain.com)
  - **MAIL PORT:** 587/465
  - **MAIL USERNAME:** Your email id
  - **MAIL PASSWORD :** Your email password
  - **MAIL ENCRYPTION:** ssl/tls
  - **MAIL FROM ADDRESS:** Your mail address
  - **MAIL FROM NAME:** Your shop name

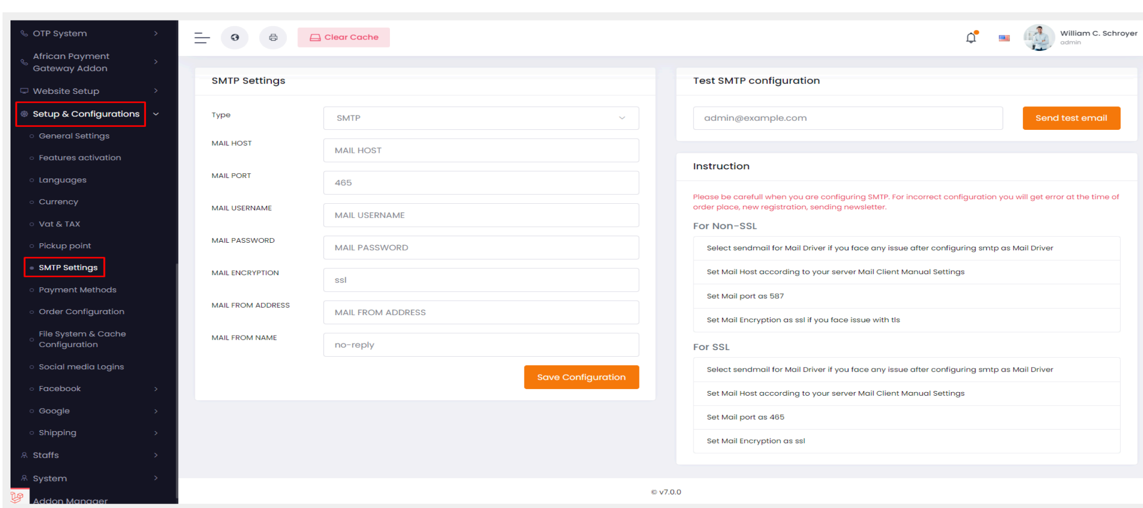


Figure: (34a) SMTP Setting

35. **How to configure Facebook login API?**

Answer:

To configure facebook login api follow the steps below:

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

36. **How to configure Facebook pixel?**

Answer:

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.

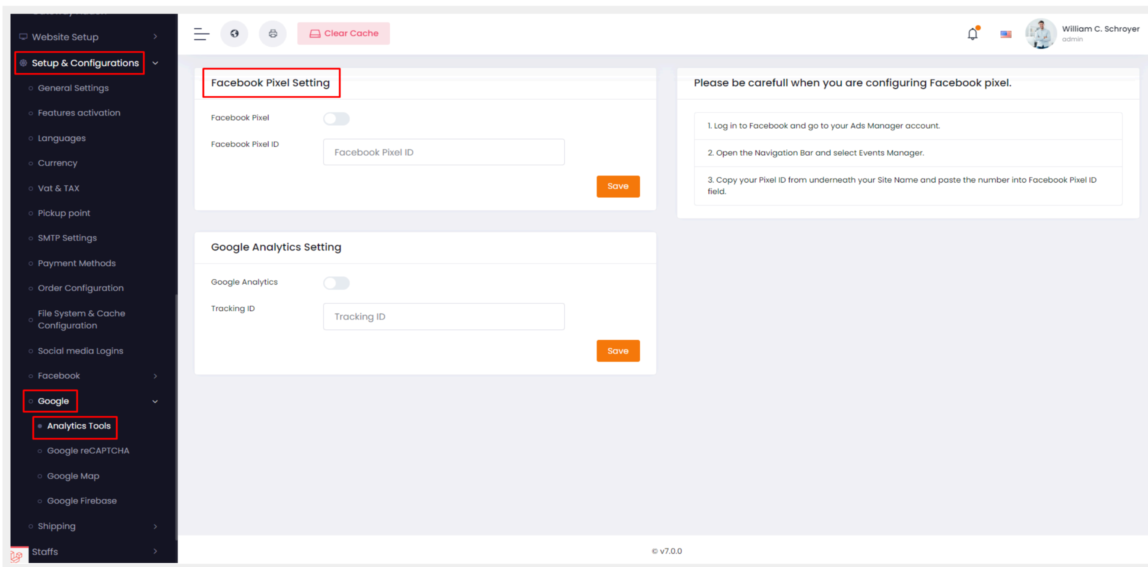


Figure: (36a) Facebook pixel configure

37. How to configure google login API?

Answer:

To configure google login api follow the steps below.

- Go to https://developers.google.com/identity/sign-in/web/sign-in.
- Click on **Configure A Project**.
- Give your **project name** and click **next**.
- Give your **product name** and click **next**.
- Configure 0auth client by selecting the **web server** and give your **Authorized redirect URIs** (example:https://example.com/social-login/google/callback) and click on Create.
- Then you will get the **Client ID** and **Client Secret**.

- Now go to **Active e-commerce CMS admin Dashboard** > **Setup & Configuration** > **Social media login** and set the Client ID and Client Secret in Google Login Credential.
- Click on **Save**.

38. How to configure Twitter API?

Answer:

To configure the Twitter login API follow the steps below.

- Go to https://developer.twitter.com/en/apps.
- Click on **Create An App**.
- Fill in your application details.
- The callback URL will be https://example.com/social-login/twitter/callback
- After creating the app follow the steps to get the consumer key & consumer secret key.
- Now go to **Active ecommerce CMS admin Dashboard** > **Setup And Configuration > Social media login** and set the c**onsumer key as Client ID** and **consumer secret key** as **Client Secret** in Twitter Login Credential.
- Click on **Save**.

39. How to configure Apple login API?

Answer:

To configure Apple login, follow the below steps

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

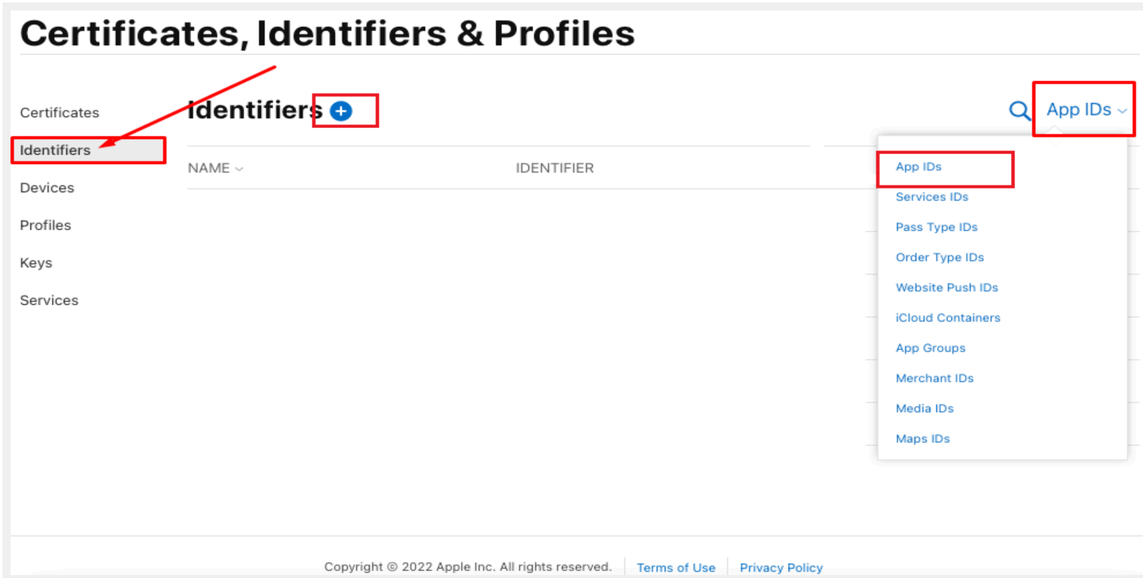


Figure: (39a) Configure Apple login API step 1

- 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.

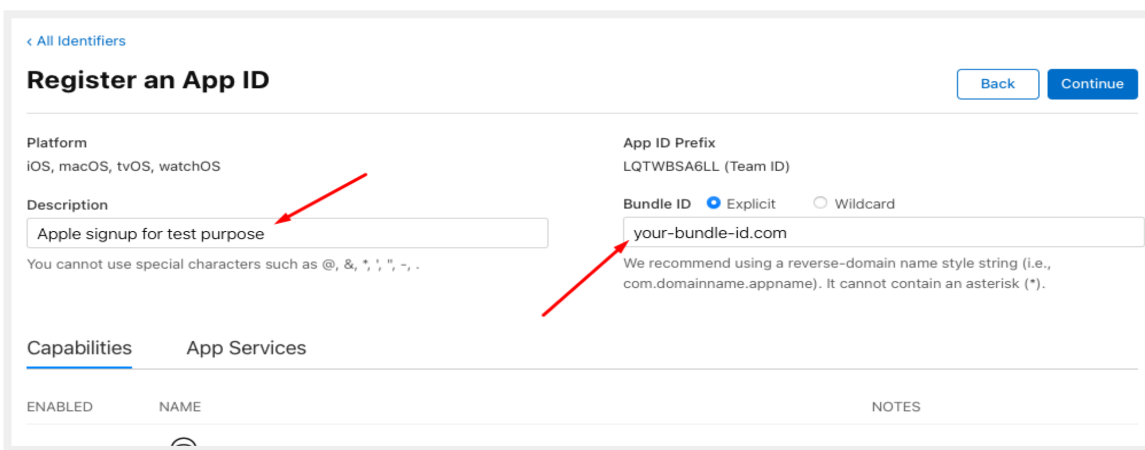


Figure: (39b) Configure Apple login API step 2

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

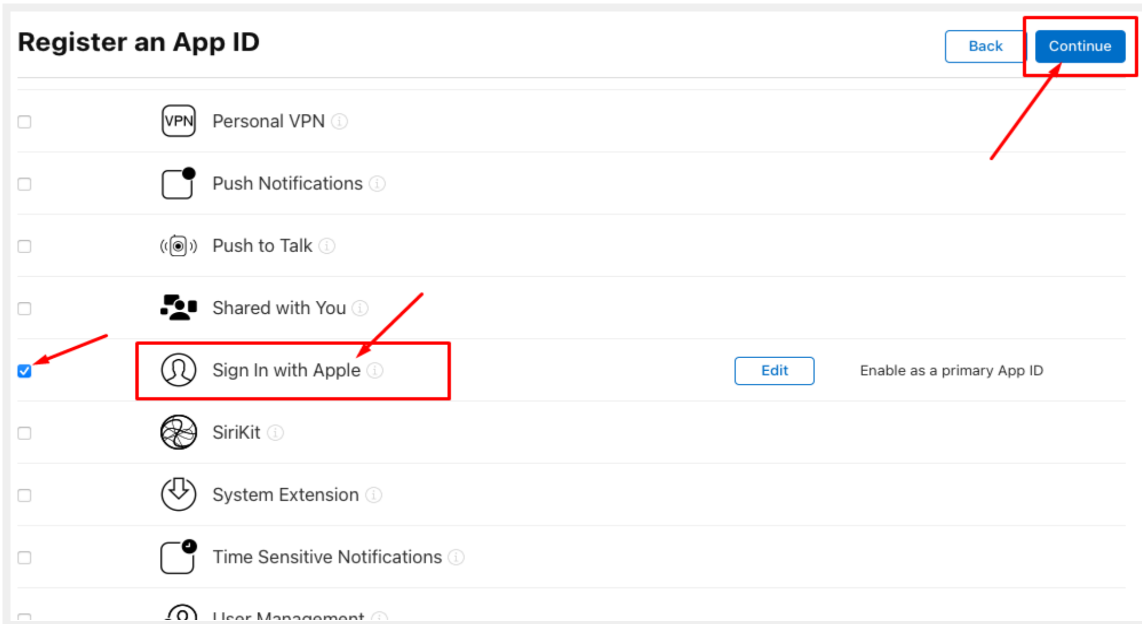


Figure: (39c) Configure Apple login API step 3

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**

- Go to your apple developer page then [Identifiers]() and then Go to https://developer.apple.com/account/resources/identifiers/list/serviceId
- From the left nav choose Identifiers and Service IDs from the left dropdown.

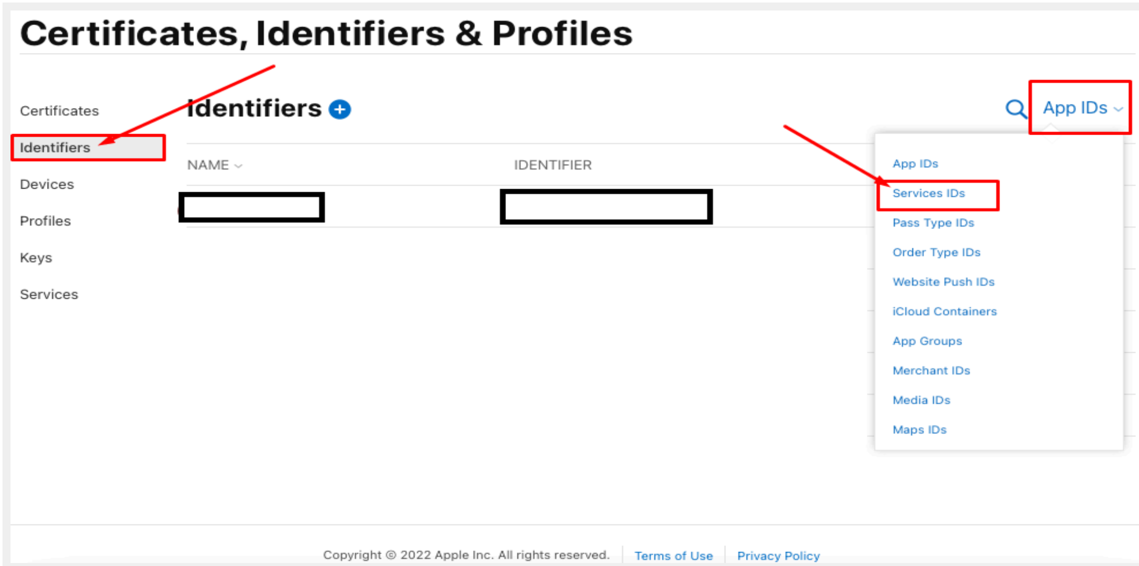


Figure: (39d) Configure Apple login API step 4

- After then click **Register an Services ID**

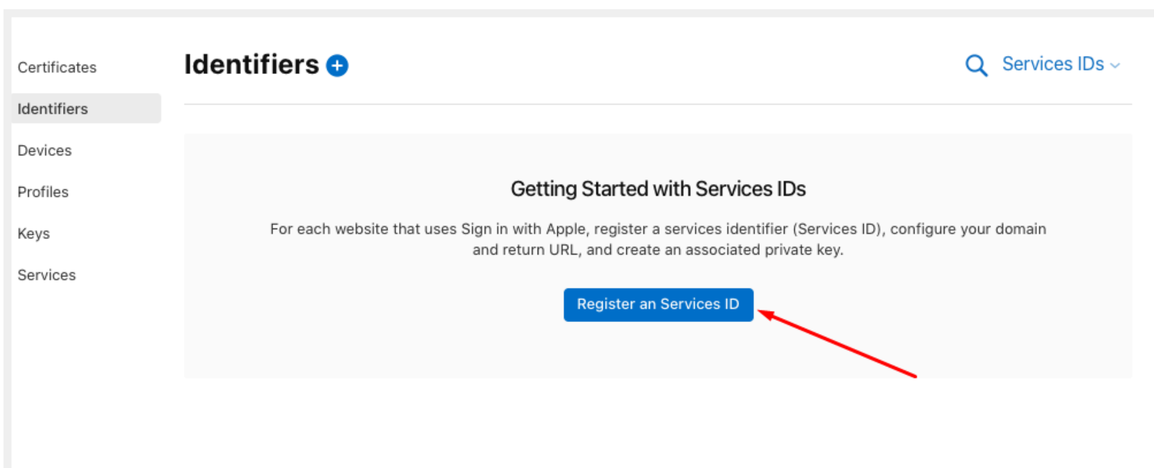


Figure: (39e) Configure Apple login API step 5

- Select **Services IDs**, click **Continue**

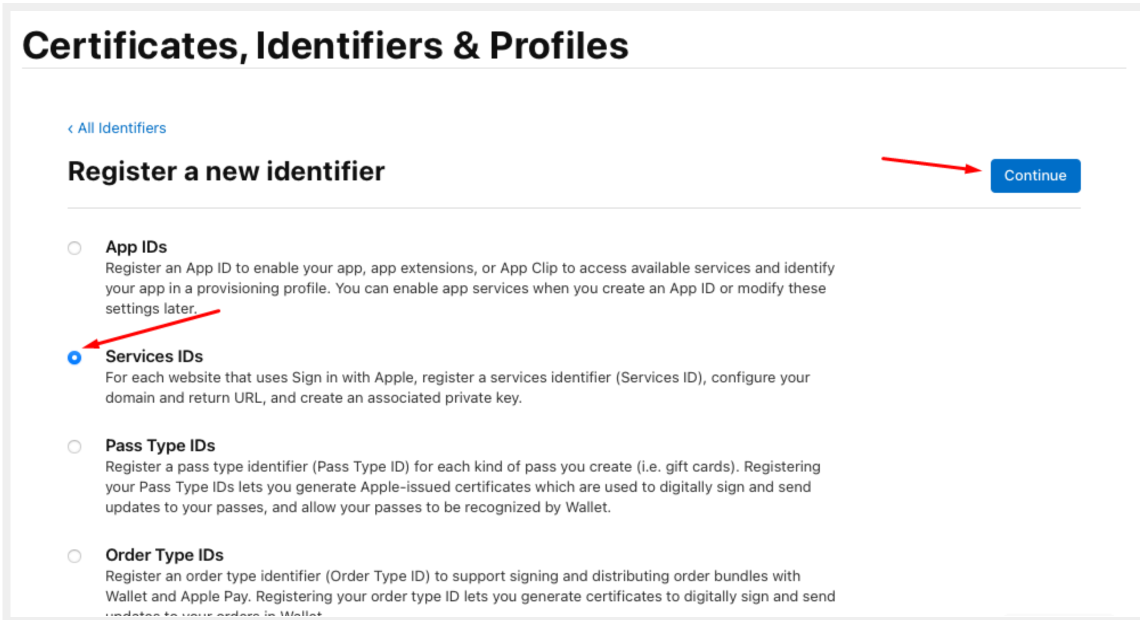


Figure: (39f) Configure Apple login API step 6

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

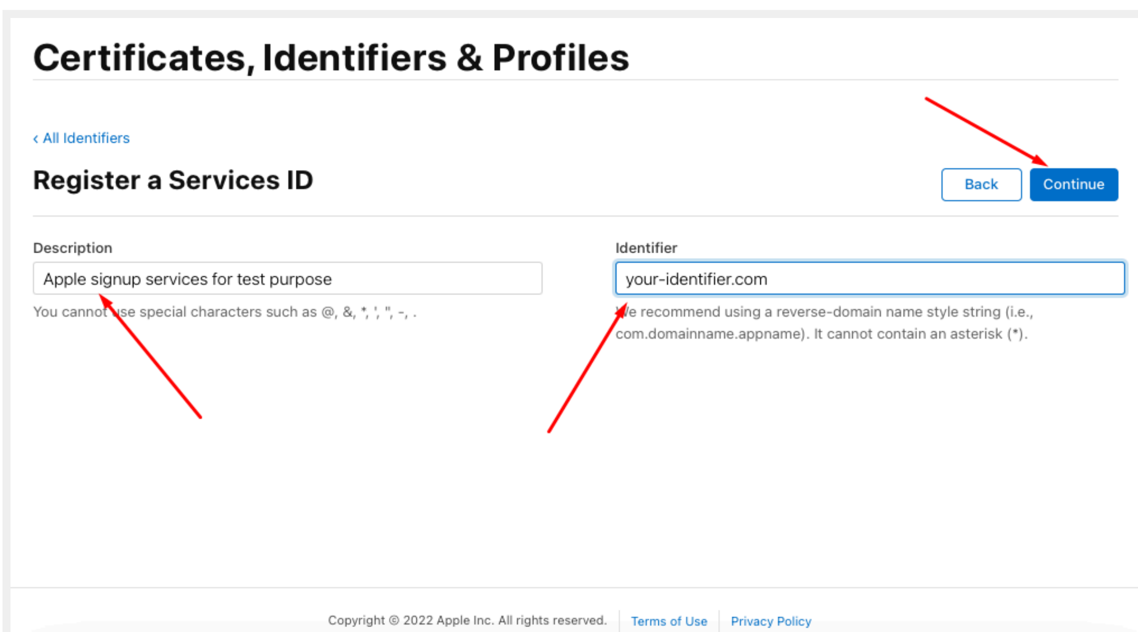


Figure: (39g) Configure Apple login API step 7

- Click **Continue** and then **Register**

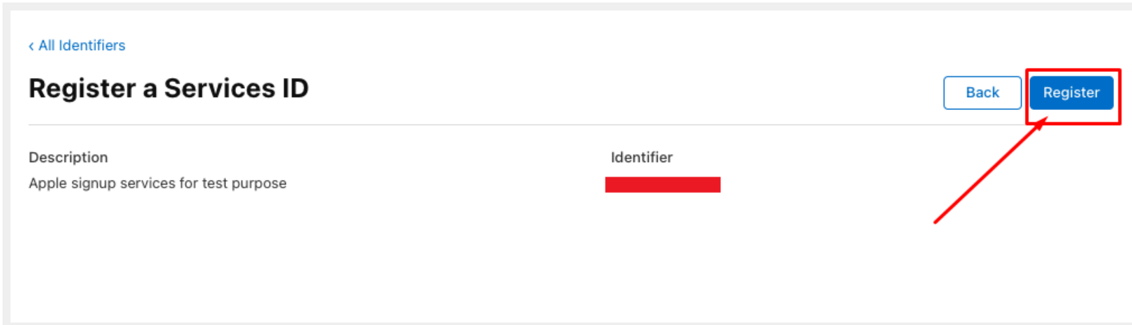


Figure: (39h) Configure Apple login API step 8

- 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**

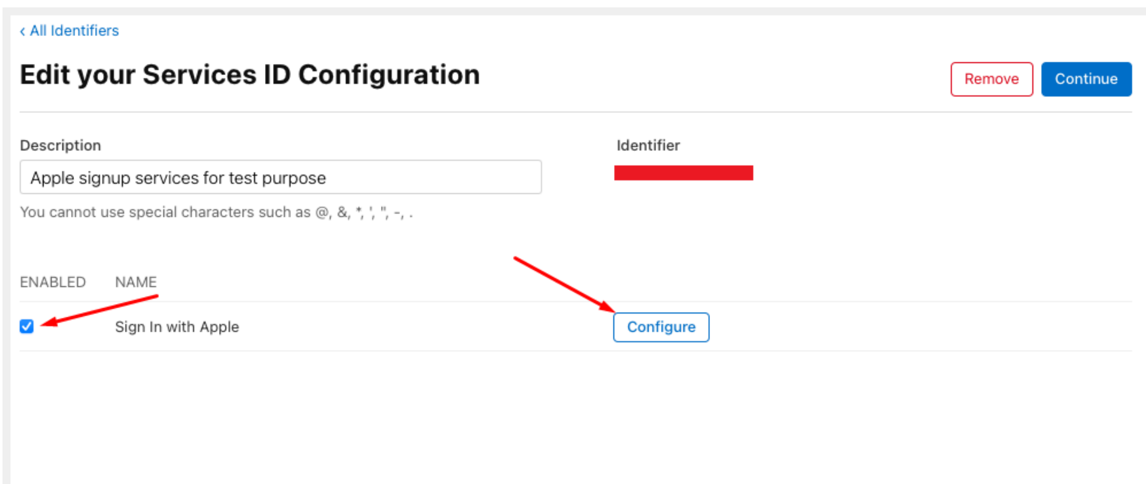


Figure: (39i) Configure Apple login API step 9

- Choose your APP ID
- 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.
- In the Return URLs box set the return URL. e.g. https://domain.com/apple-callback

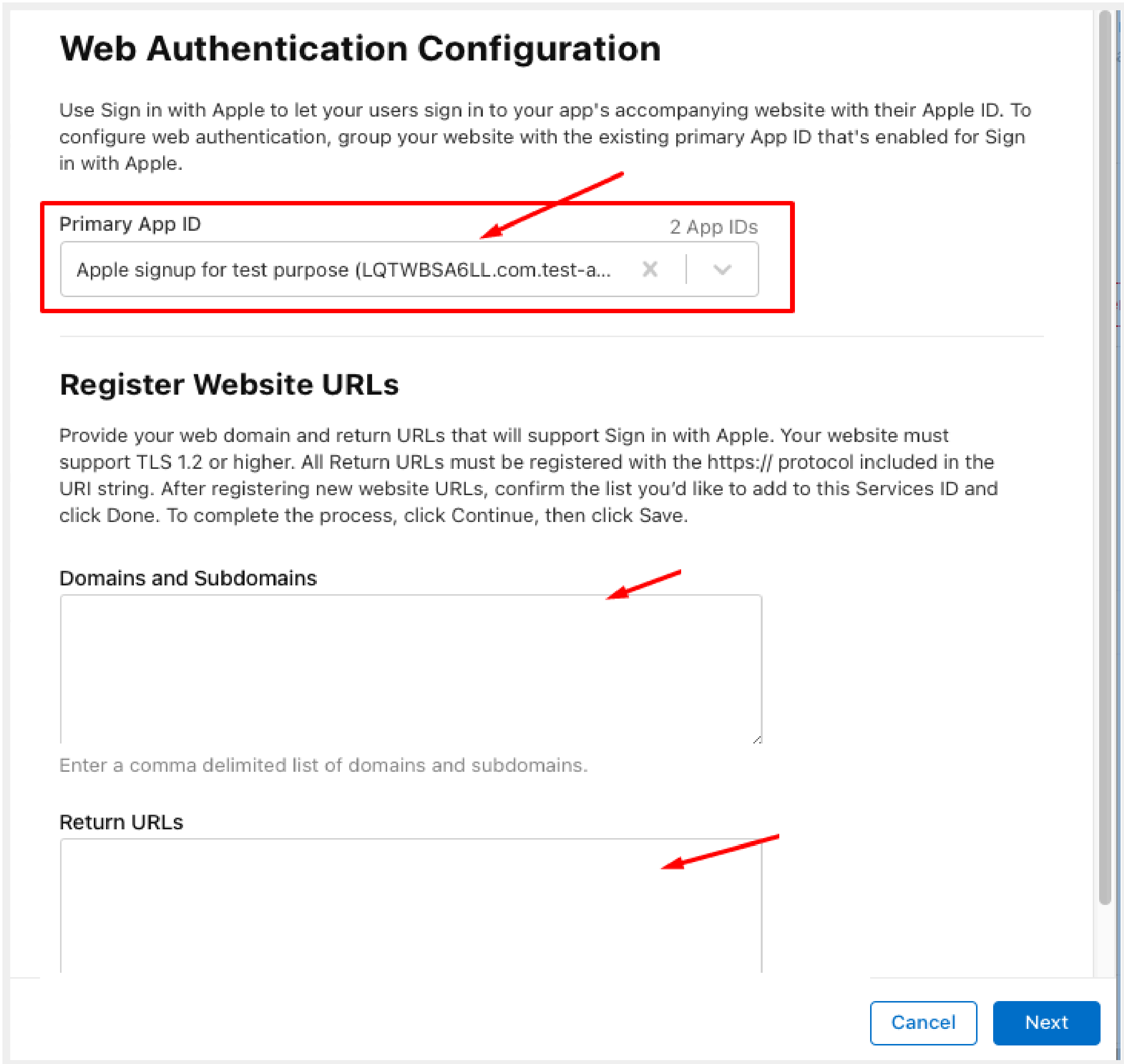


Figure: (39j) Configure Apple login API step 10

- 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

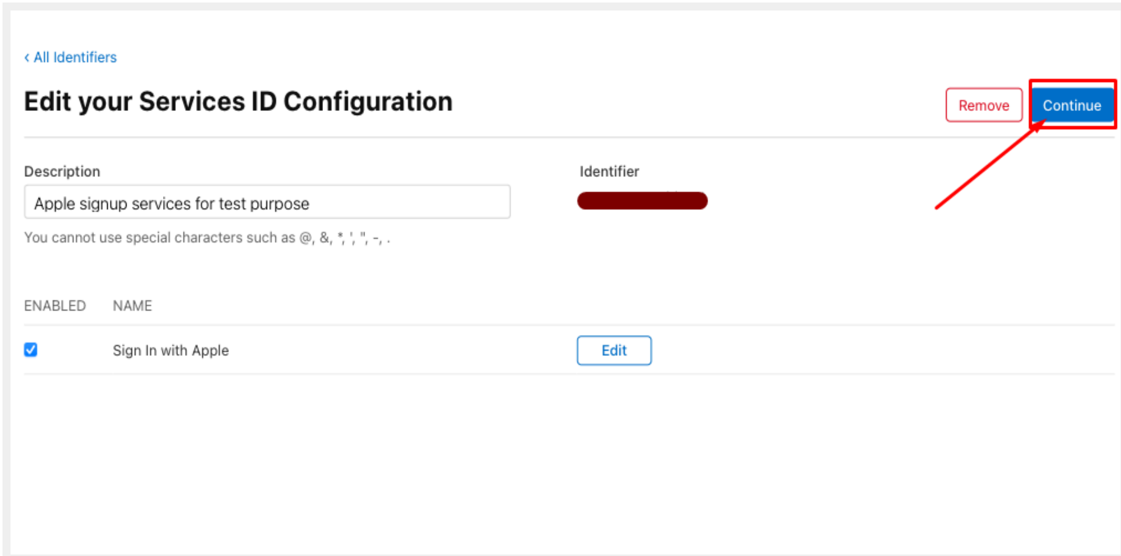


Figure: (39k) Configure Apple login API step 11

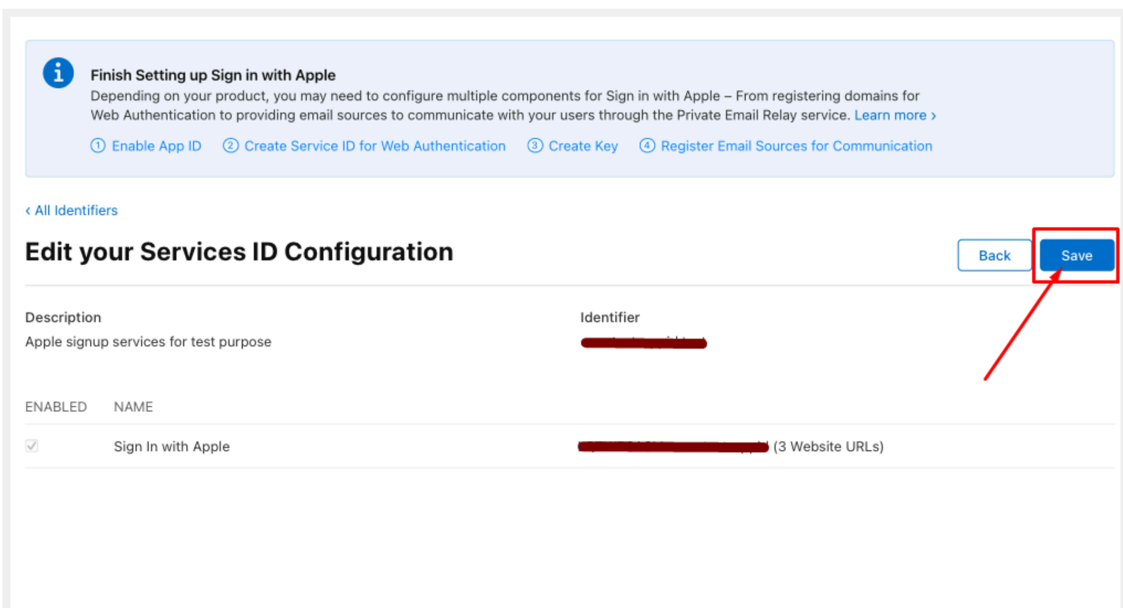


Figure: (39l) Configure Apple login API step 12

- 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

- 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

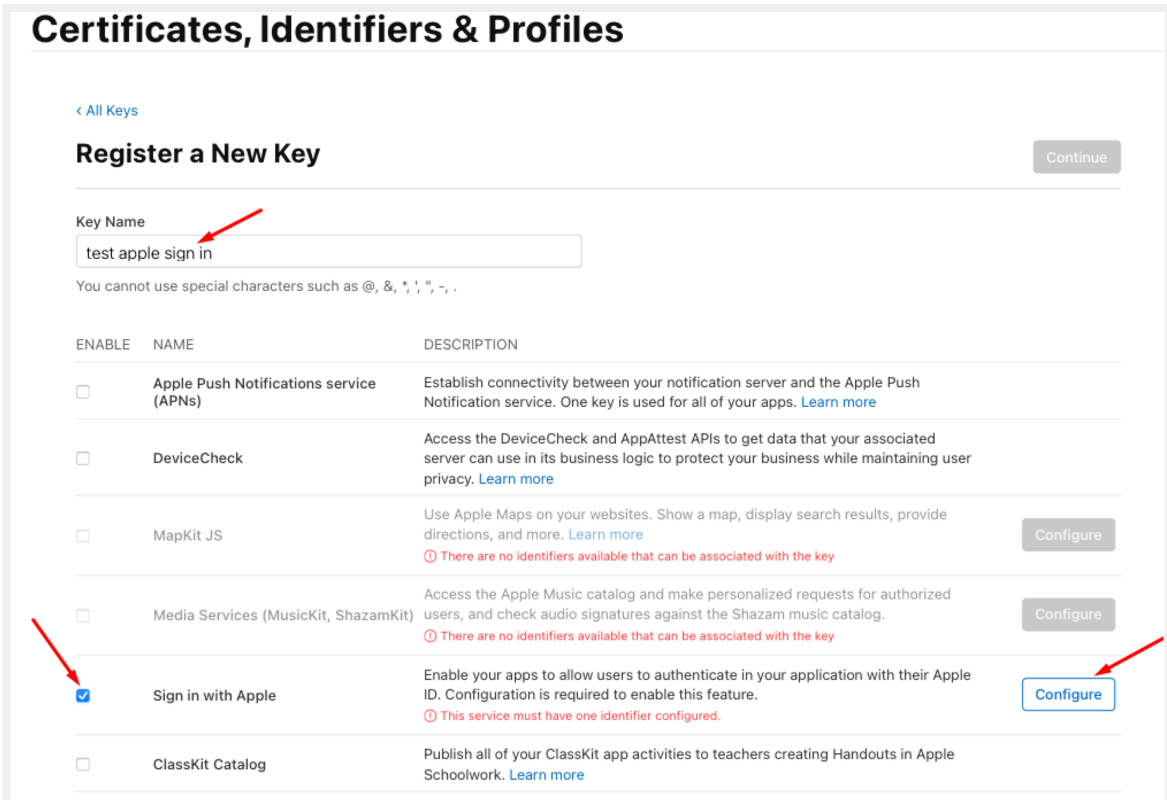


Figure: (39m) Configure Apple login API step 13

- Under **Primary App ID** choose the **App ID** which one you want to use

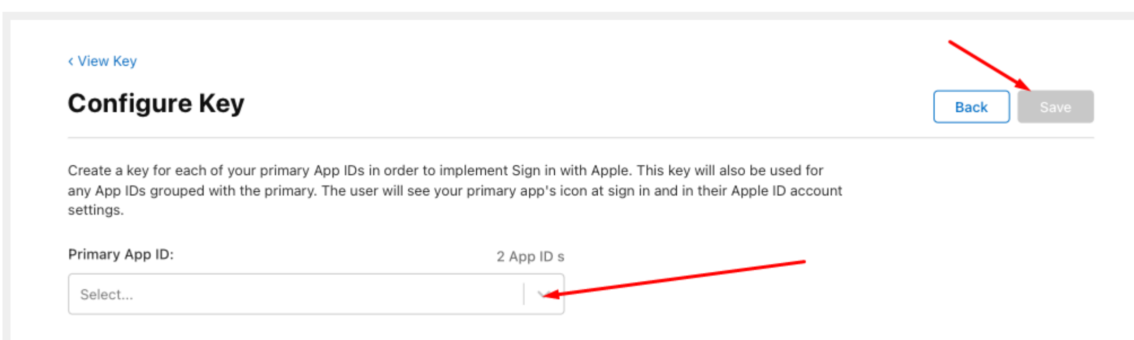


Figure: (39n) Configure Apple login API step 14

- Click the **Save** button to leave the detail view. After then click **Continue** and then click **Register** button

- 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
- To create secret key follow this link https://developer.apple.com/documentation/sign_in_with_apple/generate_and_validate_tokens

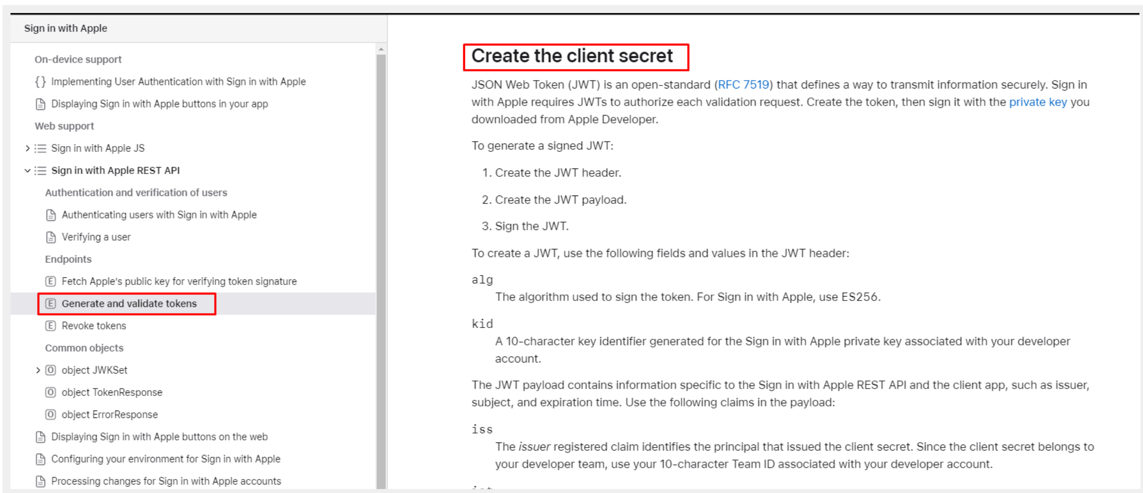


Figure: (39o) Configure Apple login API step 15

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

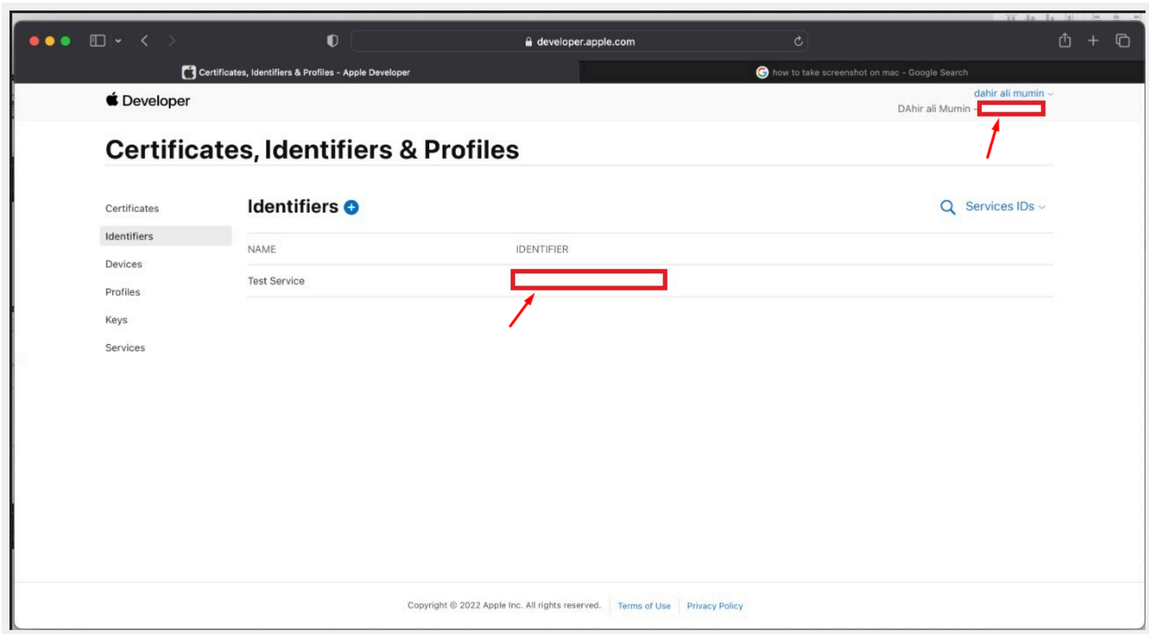


Figure: (39p) Configure Apple login API step 16

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

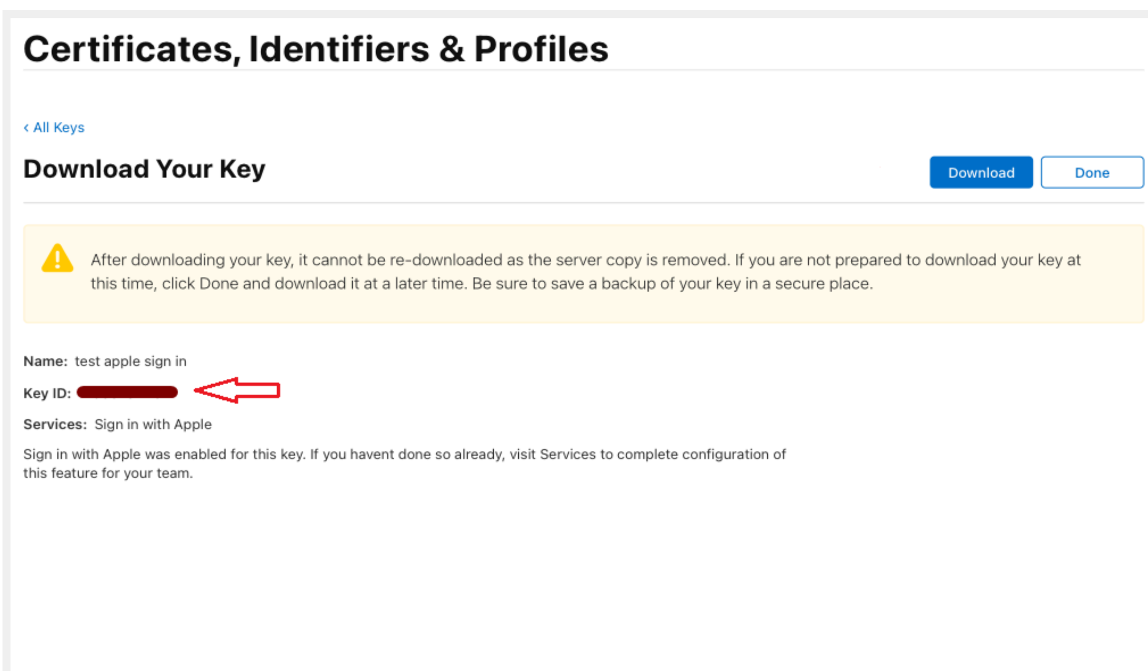


Figure: (39q) Configure Apple login API step 17

**N.B. For better instruction check this URL https://developer.okta.com/blog/2019/06/04/what-the-heck-is-sign-in-with-apple

40. How to configure Facebook Chat?

Answer:

Login admin panel and go to **Setup & Configuration > Facebook chat**

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

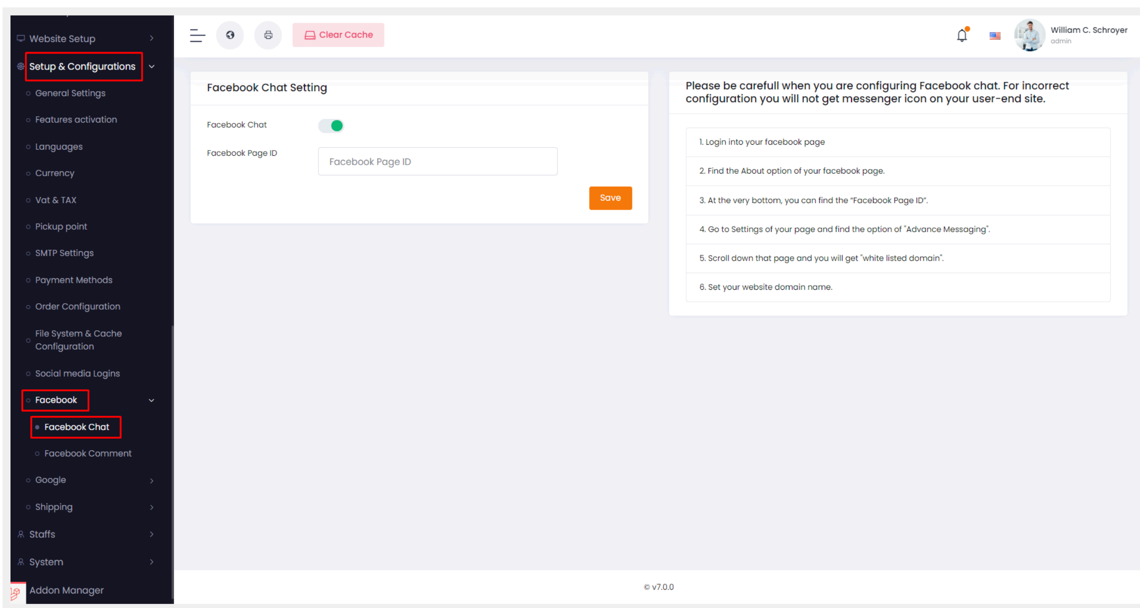


Figure: (40a) Facebook chat setting

41. How to Setup Currency?

Answer:

To set up currency follow the steps:

- Go to the left navigation bar of the **admin** panel
- Click **Setup & configuration** > **Currency**
- Select **system default currency** and **save**.
- Select **symbol format** & **no of decimals** and **save**.

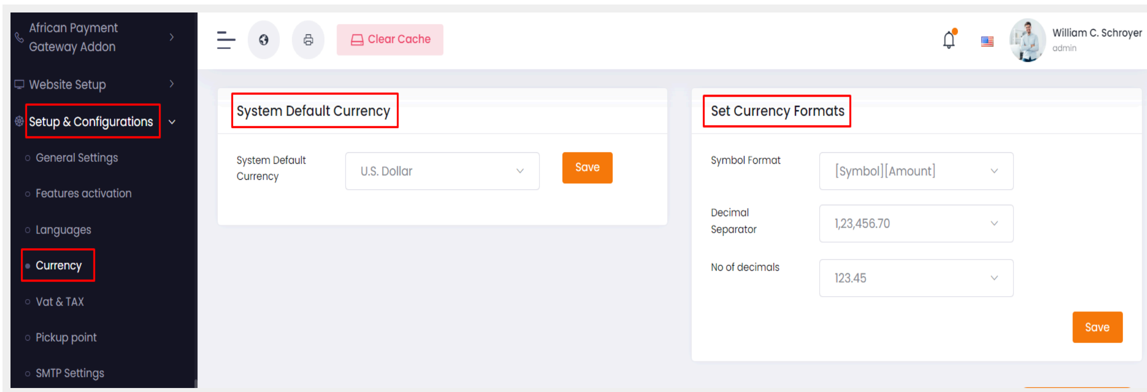


Figure: (41a) Currency Set up

42. How to add a new currency?

Answer:

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.

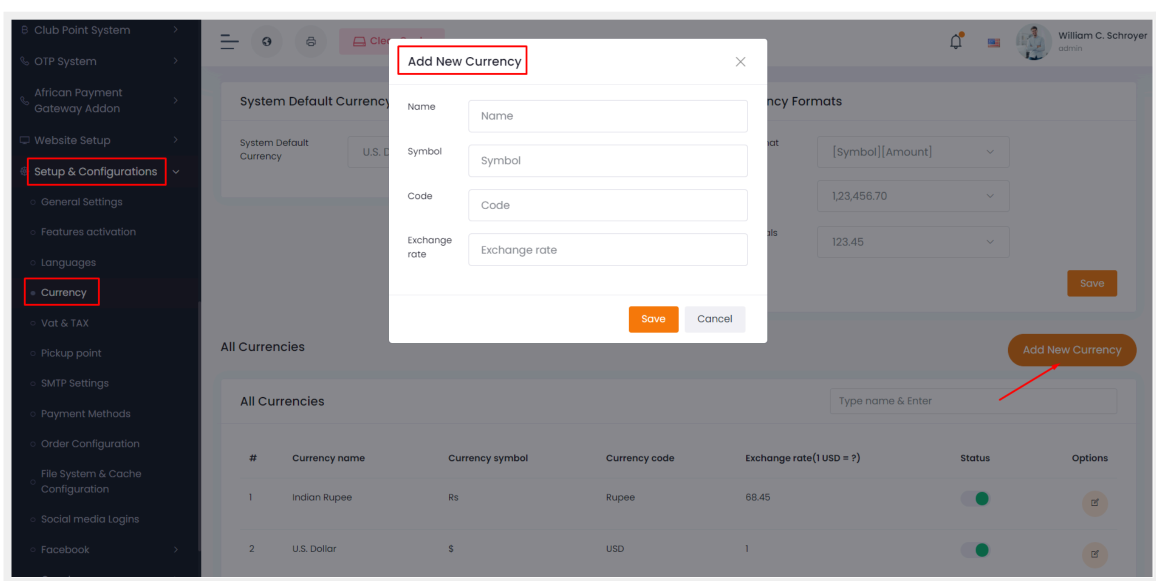


Figure: (42a) Add new currency

43. How to Setup language?

Answer:

To set language follow the steps:

- Go to **admin navigation** > **Setup And Configuration** > **languages.**
- Select **system default Language** and **save**.
- Click on the **add new language** button.
  - Insert **language name** & **code**(short form of language name) and Flutter App Lang Code.
  - Click **save**. The page will redirect to the listing page.
- You can also Import App Translations file, select file then click on **Import**.

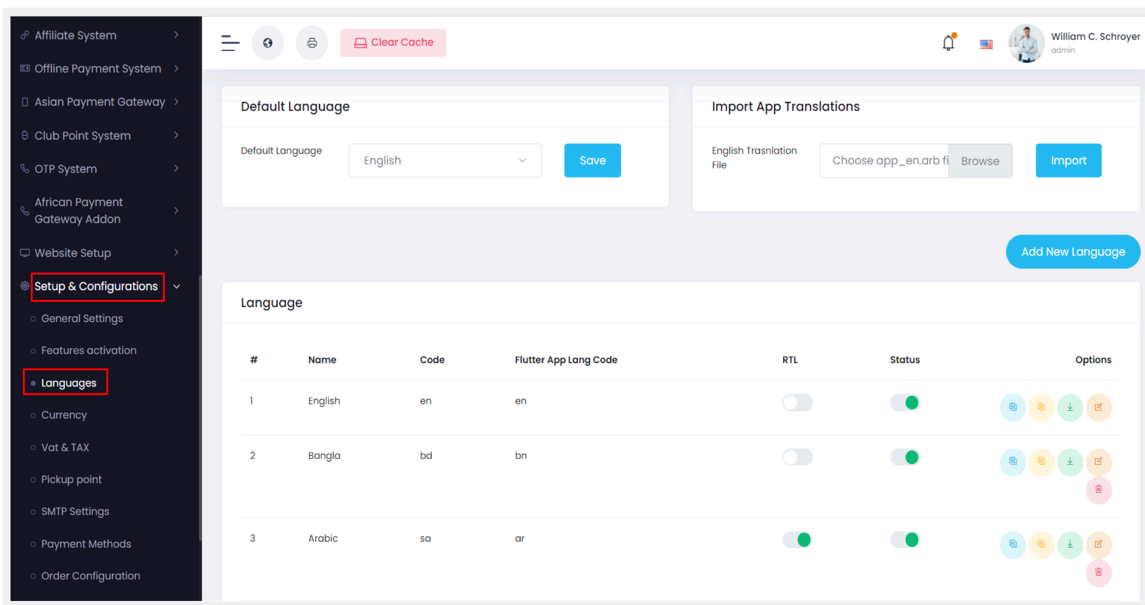


Figure: (43a) Language set up

44. How to manage the Staff panel?

Answer:

Follow the below steps:

- Log in to the admin panel

- Go to **navigation > staffs**.
    - **All Staffs-** In this list staff's **name**, **email**, **phone** & **role** are available. Admin can edit this information and can change their role. Also can delete any staff from here. Roles need to be created from the staff **permissions** tab first.

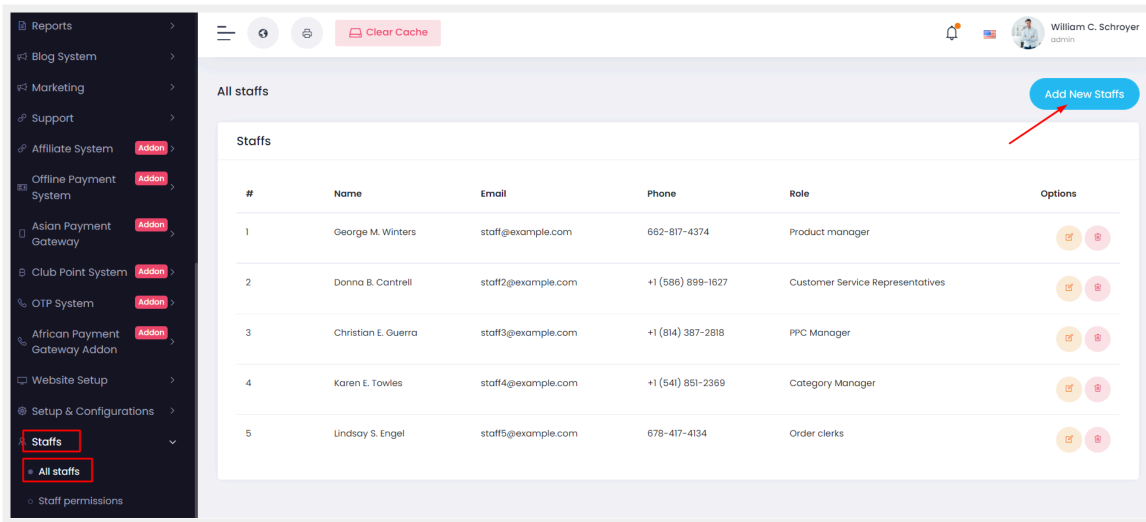


Figure: (44a) Add new staff

    - **Staff Permissions** - First admin will create a role for the staff. According to the role, the admin will select the accessible section for the staff.

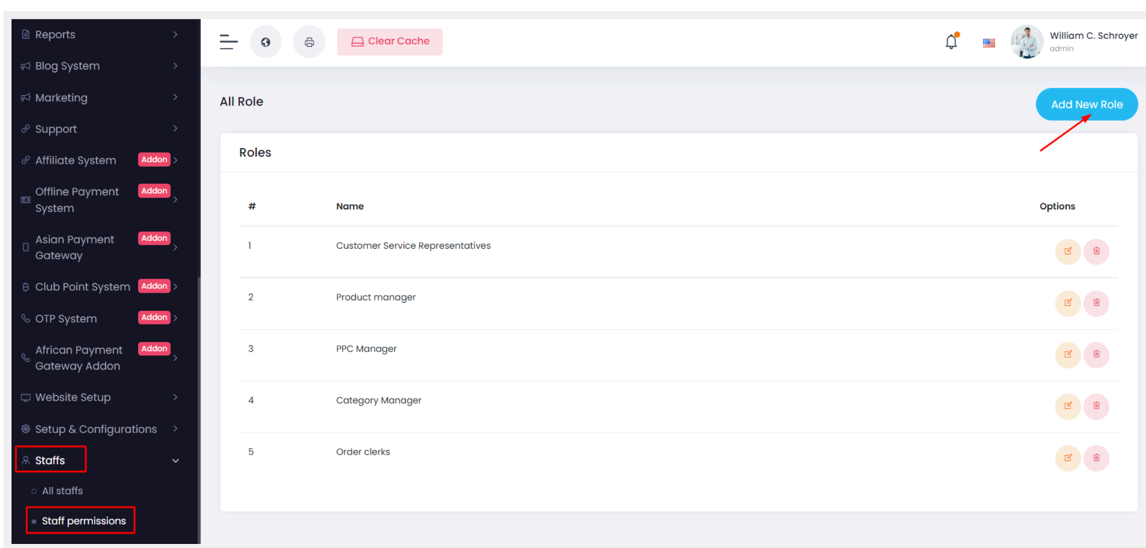


Figure: (44b) Add new role

45. How to manage your wallet ?

Answer:

To manage the wallet:

- Log in to **Customer panel**
- From the customer panel left side Navigation, go to **My Wallet**.
- Here customers can find two options, one is **Recharge wallet** and another one is **Offline recharge wallet**.
- From the **Recharge Wallet** option, the customer will get the option to recharge money from PayPal, Stripe and other payment gateways (if the payment gateways have permission).
- From the **Offline recharge wallet** customer needs to insert **Amount**, **Transaction ID** and **photo**. (For this offline addon needed)
- After that, customers can purchase from their wallet balance.

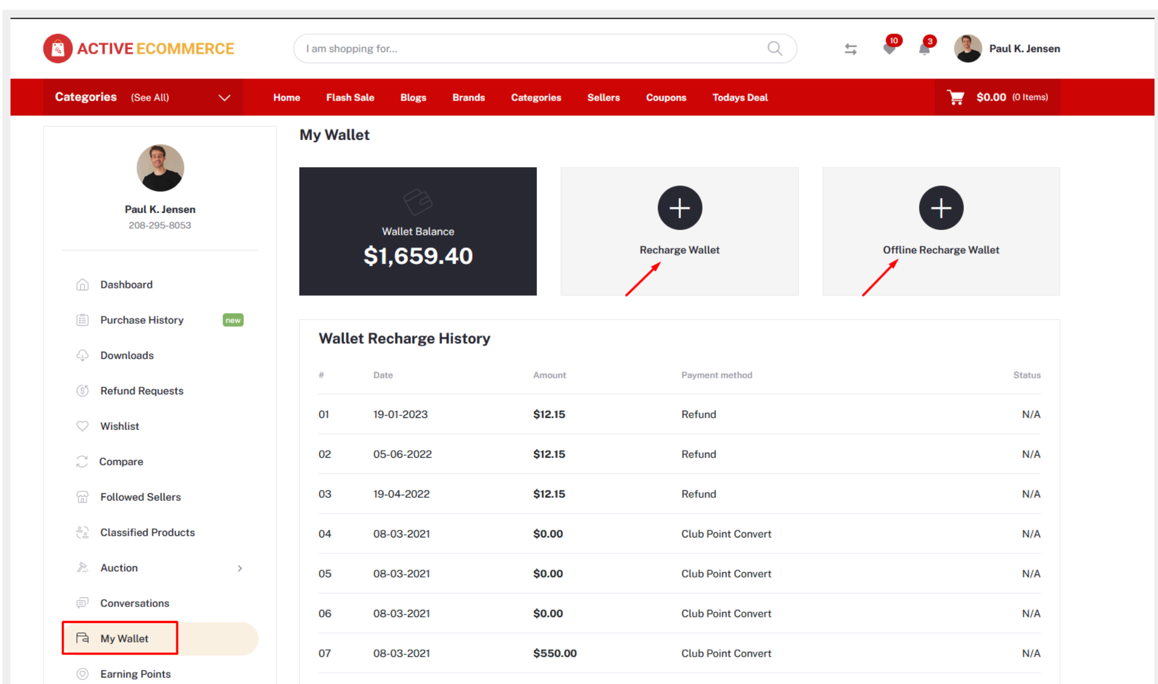


Figure: (45a) Manage Wallet

46. **How to create a coupon?**

Answer:

Login admin panel and go to **Marketing** > **Coupon**

- Click on **Add New Coupon**
- Select Coupon type - (a) Product base (b) Cart base (c) Welcome Coupon
    - **Product Base:**
        - Type the **coupon code**
        - Insert **products**
        - Fill in the **Start date** and **End date**
        - Enter the **Discount** and Select **Discount Type**
        - Click on **Save**.
    - **Cart Base:**
        - Enter the minimum shopping price in the **Minimum Shopping** field
        - Enter the **Discount** and Select **Discount Type**
        - Enter the **Maximum Discount Amount**
        - Click on **Save**.
    - **Welcome Base:**
        - Type the **coupon code**
        - Enter the **minimum shopping** amount
        - Enter the **Discount** and select **Discount Type**
        - Enter the **Validation Days**
        - Click on **Save**

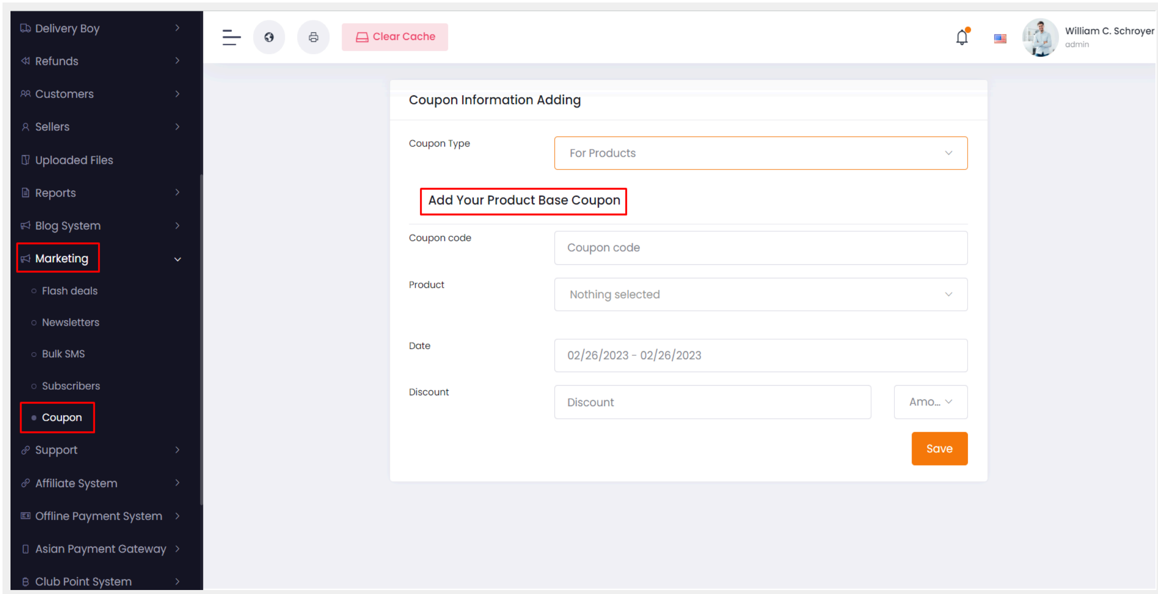


Figure: (46a) Product Base Coupon

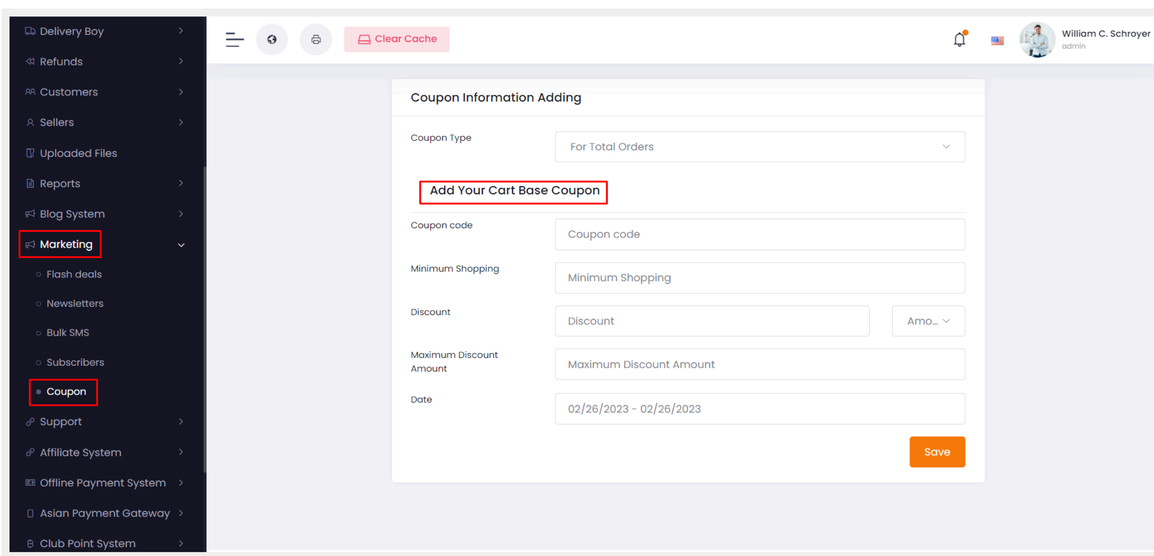


Figure: (46b) Cart Base Coupon

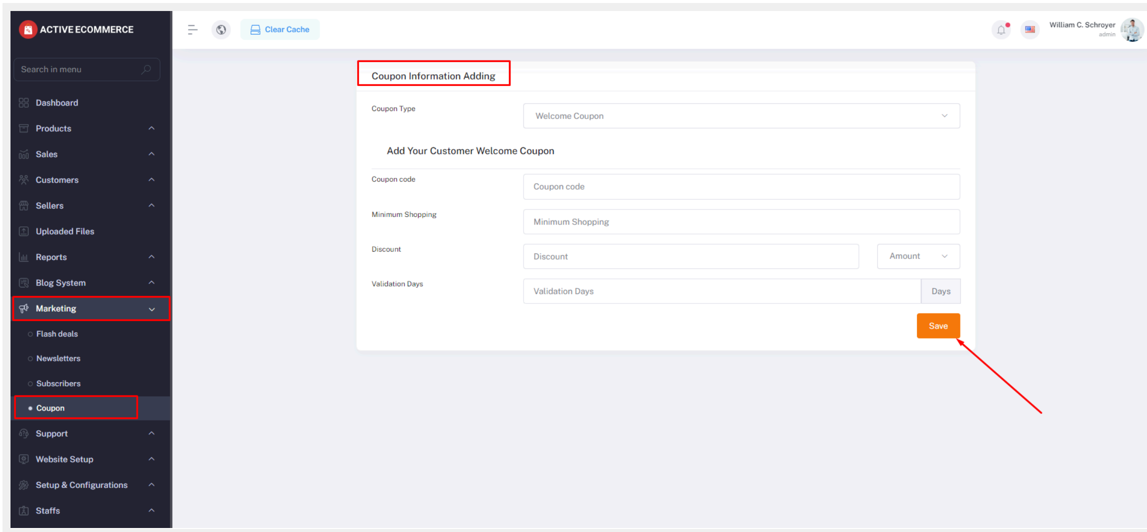


Figure: (46c) Welcome Base Coupon

47. How to use a coupon?

Answer:

Before selecting the “SELECT PAYMENT OPTION”, there is an opportunity to apply COUPON to get a discount.

- Before Select Payment Option, Insert **Coupon Code**
- After applying the right **Coupon Code** and click **Apply.**

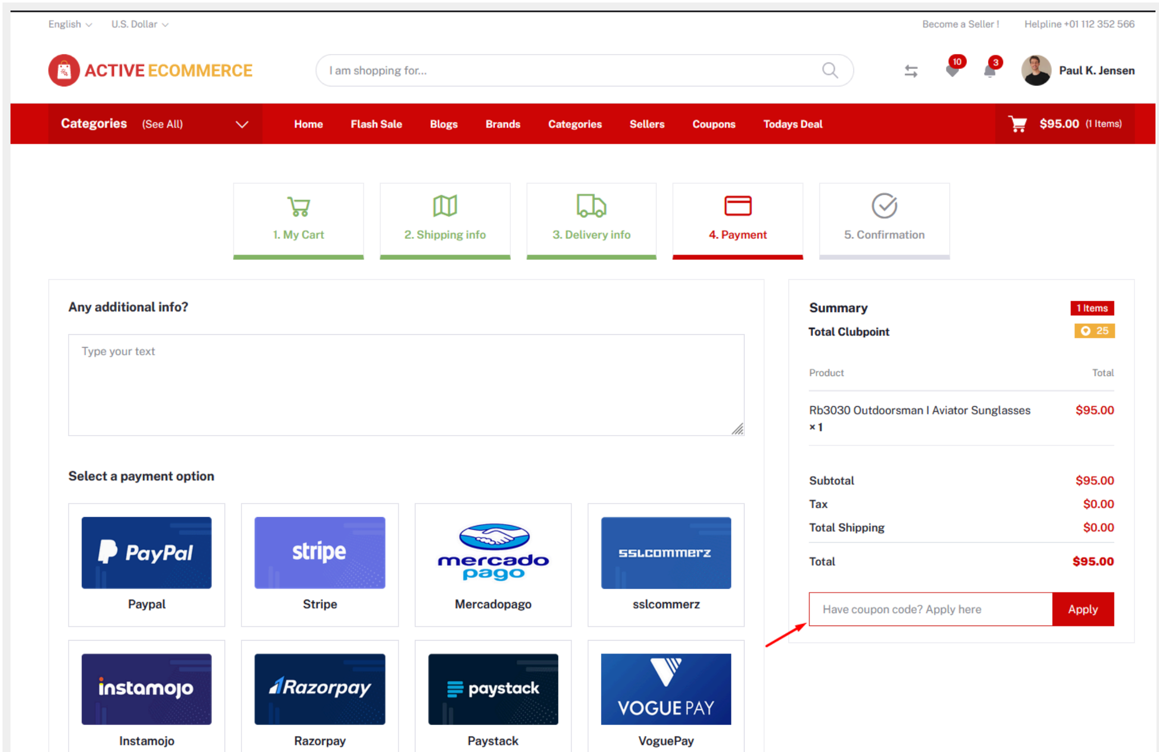


Figure: (47a) Insert Coupon Code

48. How can a customer check coupon for any store?

Answer:

Follow the procedure:

- From homepage go to top seller section and click on visit store
- At top you can see coupons click on Coupons
- You can find all the coupons at this store.

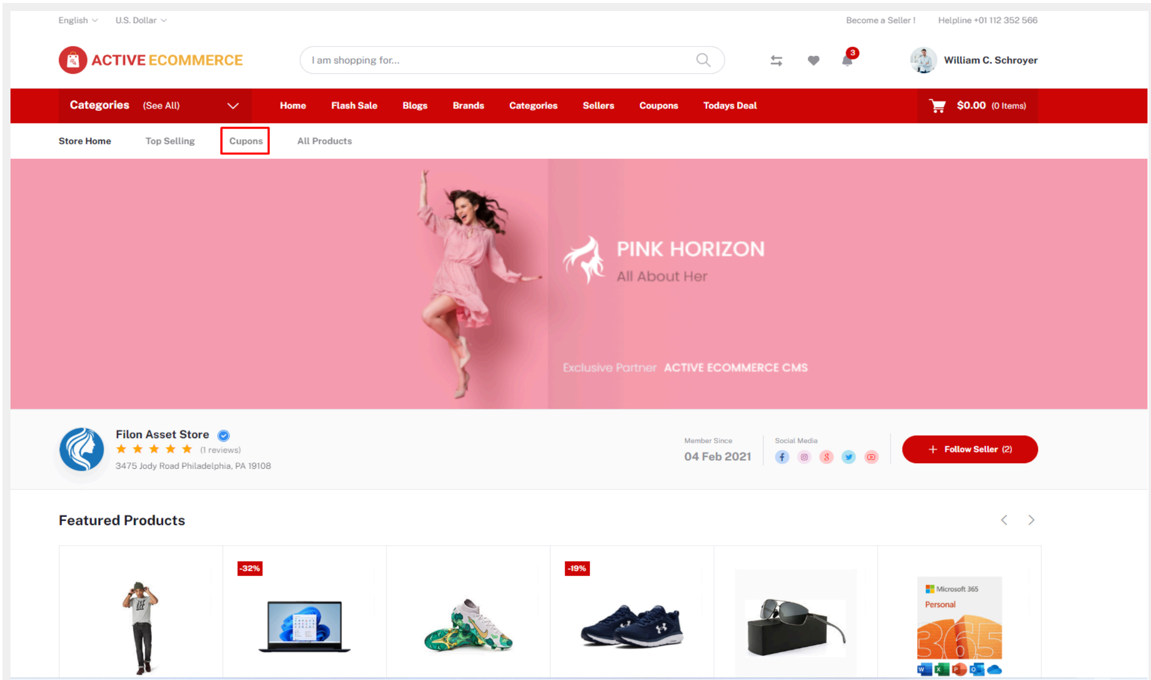


Figure: (48a) Homepage Coupon of any seller

49. How to request money withdrawal as a seller?

Answer:

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.**

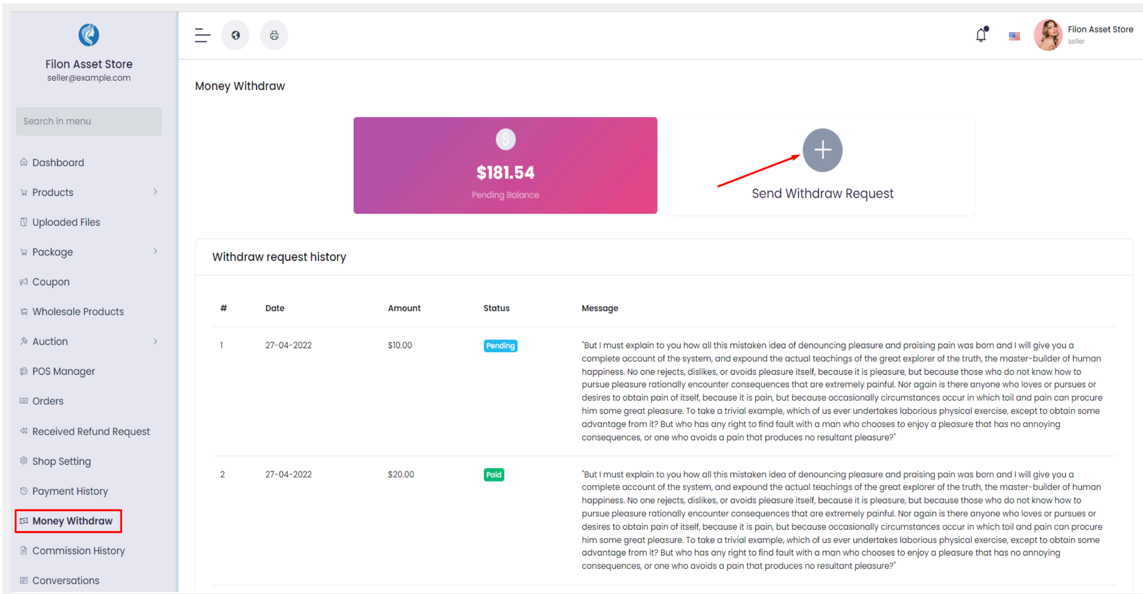


Figure: (49a) Money Withdraw request as a seller

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

Answer:

Go to left navigation bar and click **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 Click on the **pay** button to make payment.
- For cash payment will be done immediately and you'll have to make payment to the seller manually.

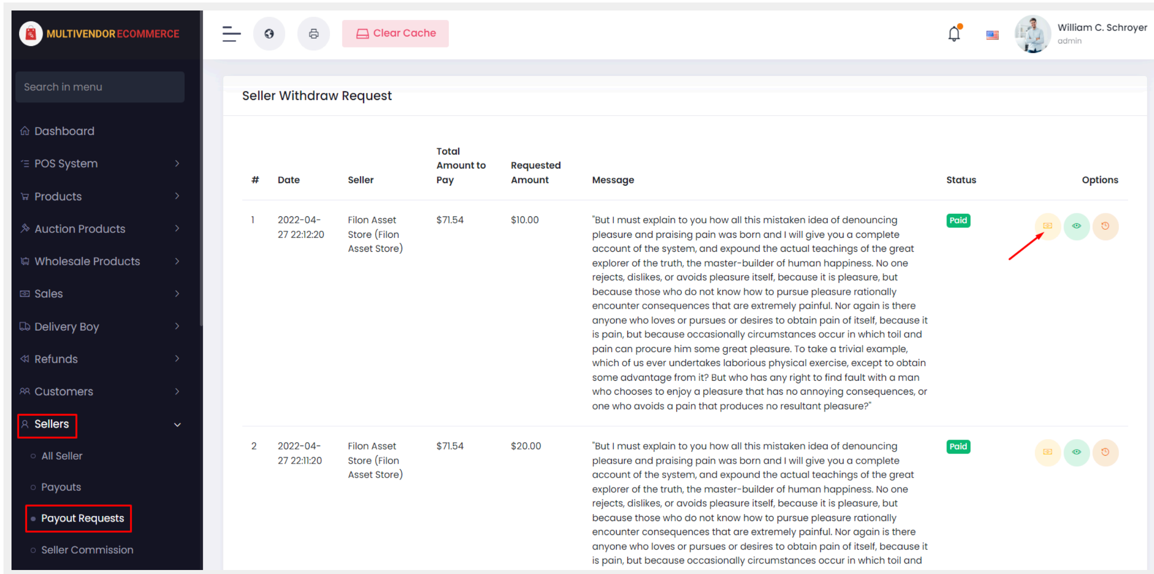


Figure: (50a) Make payment for Seller Withdraw Request

51. How to enable maintenance mode?

Answer:

From **Admin** panel 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.

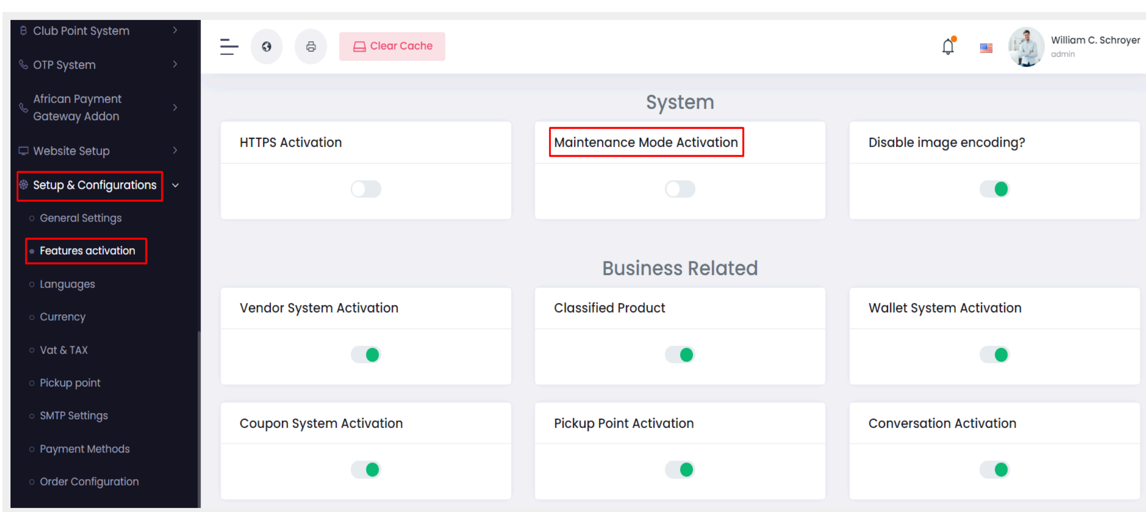


Figure: (51a) Enable Maintenance mode

52. How to create a pickup point?

Answer:

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

- 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 the save button.
- Now customers can select a pickup point from the enabled pickup point when he/she will purchase products.
- And the pickup point manager will get the order in his/her dashboard.

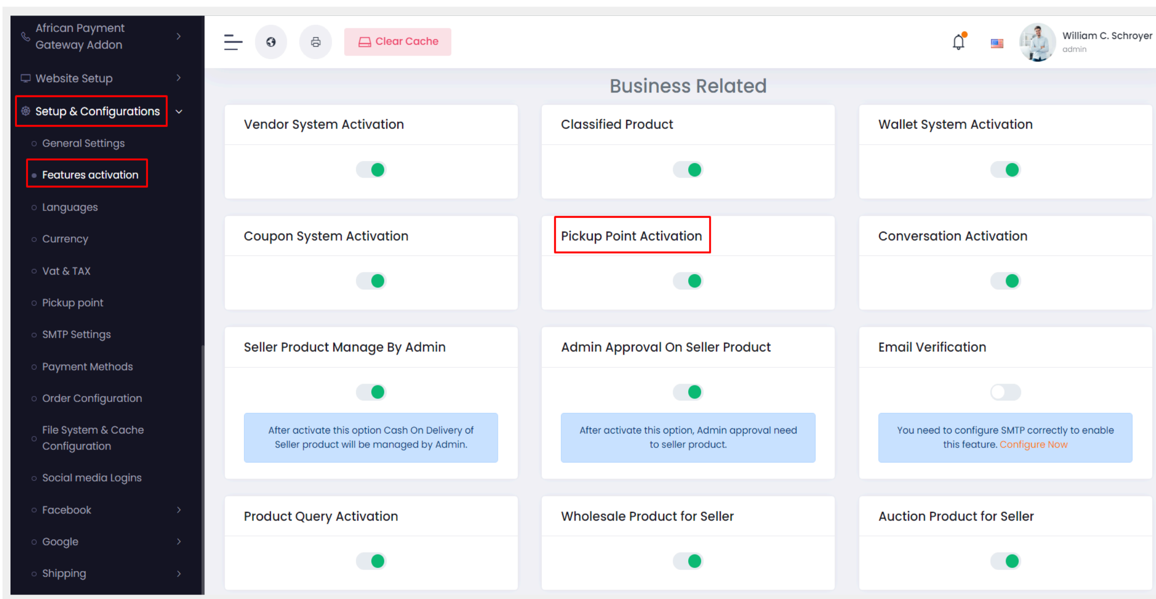


Figure: (52a) Enable Pick up point switch

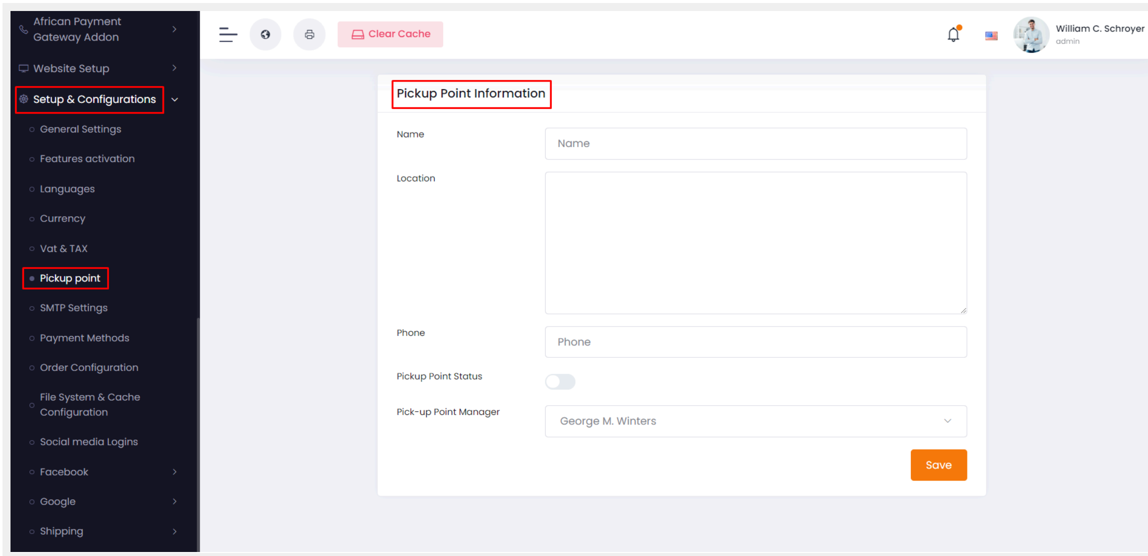


Figure: (52b) Adding new pick up point

53. How does customer chat with a seller work?

Answer:

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**

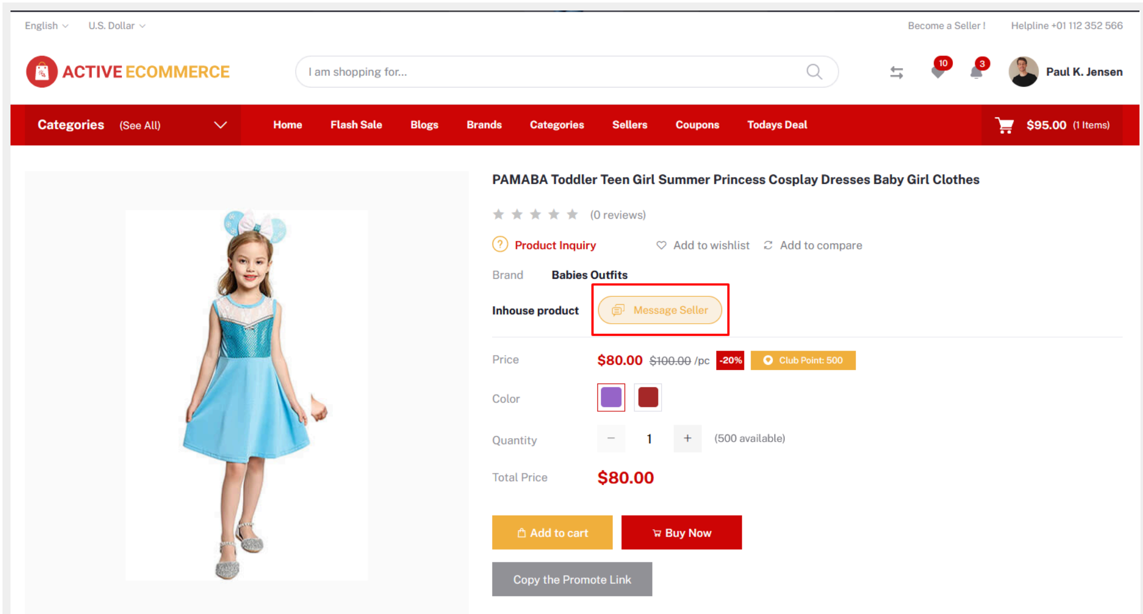


Figure: (53a) Message to the seller for any product information

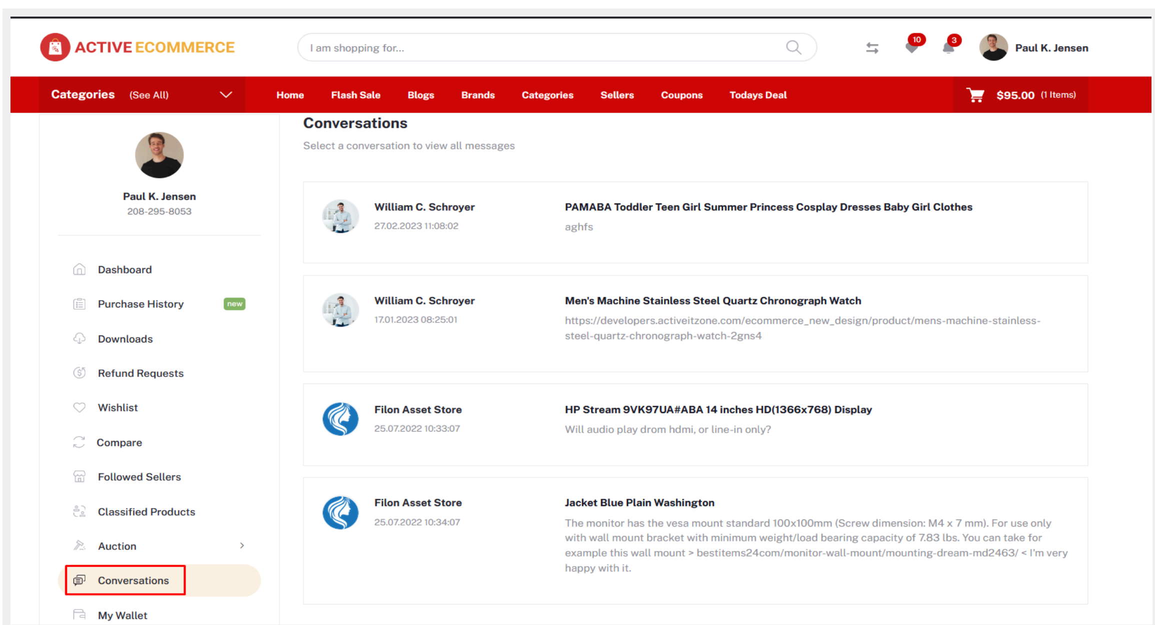


Figure: (53b) Customer can see the reply of his question

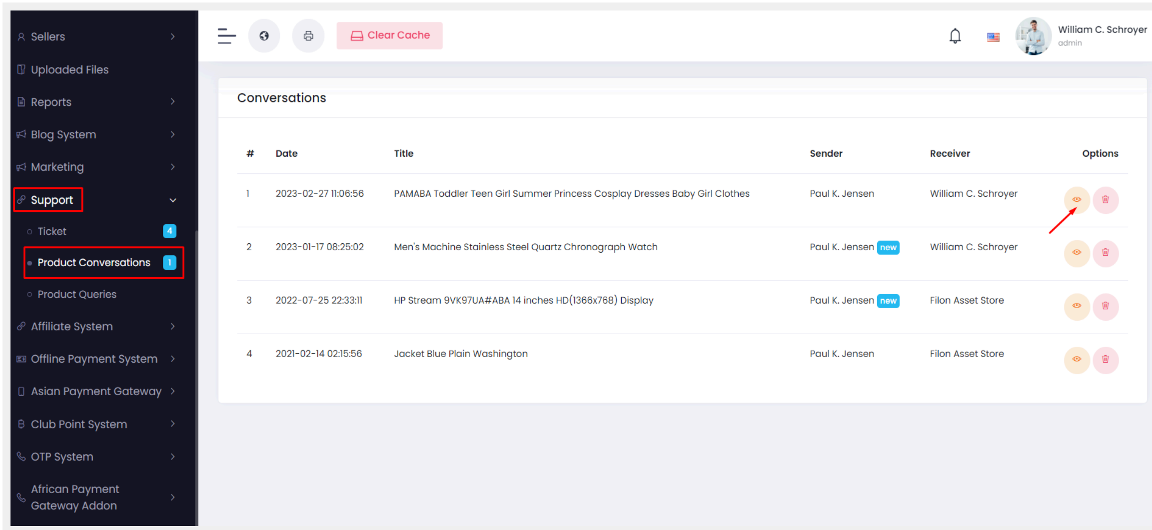


Figure: (53c) Admin see the conversation

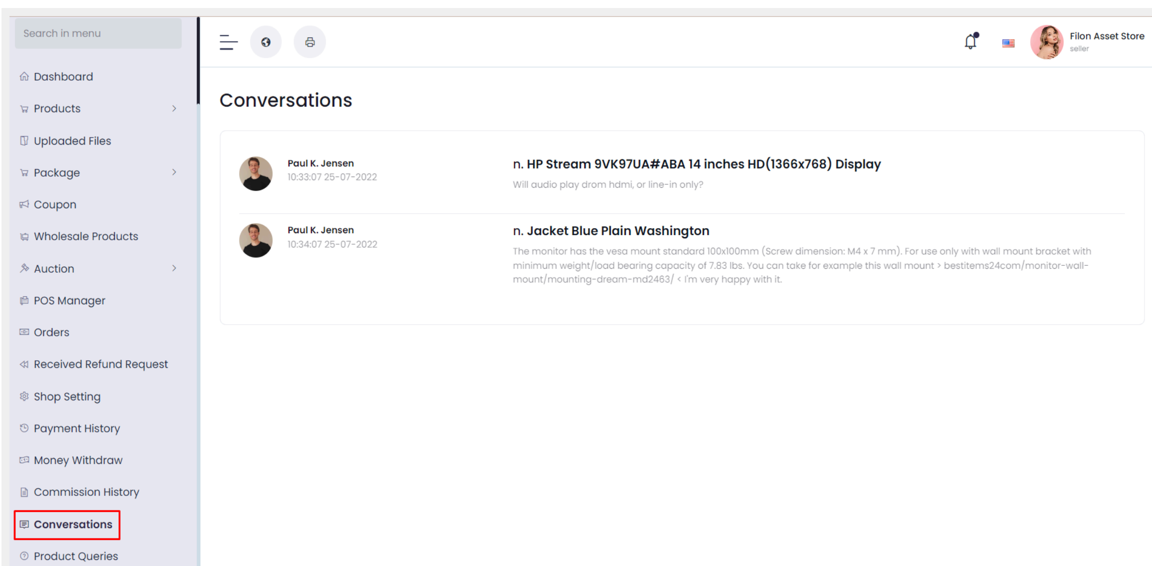


Figure: (53d) Seller can check conversation

54. How to add Attribute for the system?

Answer:

Follow the instruction:

- Firstly, **log in** to the Admin Panel and go to the **Products**-> **Attribute** from the left sidebar.
- Then **add a new attribute** and click on **Save**.

- You can also **edit** from here and **add values** of attributes.

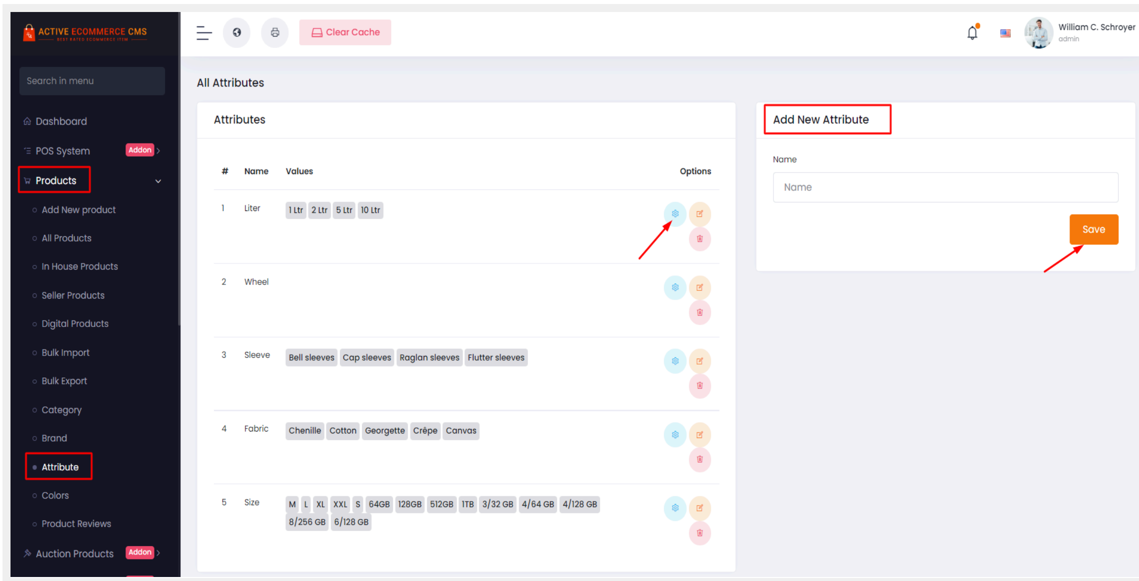


Figure: (54a) Add attribute

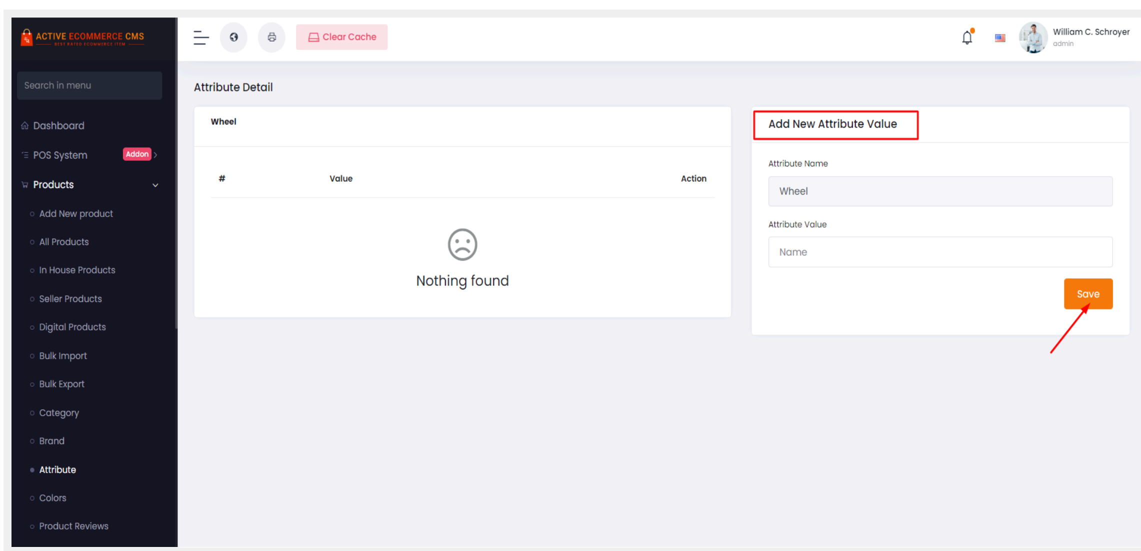


Figure: (54b) Add attribute value

55. How does the attribute work?

Answer:

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.

56. What is the new advanced filter option?

Answer:

Advanced 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 values 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**
- He/She needs to **select 32GB** and click on **Apply Filter**
- He/She will get the **result**

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

Answer:

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** 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.

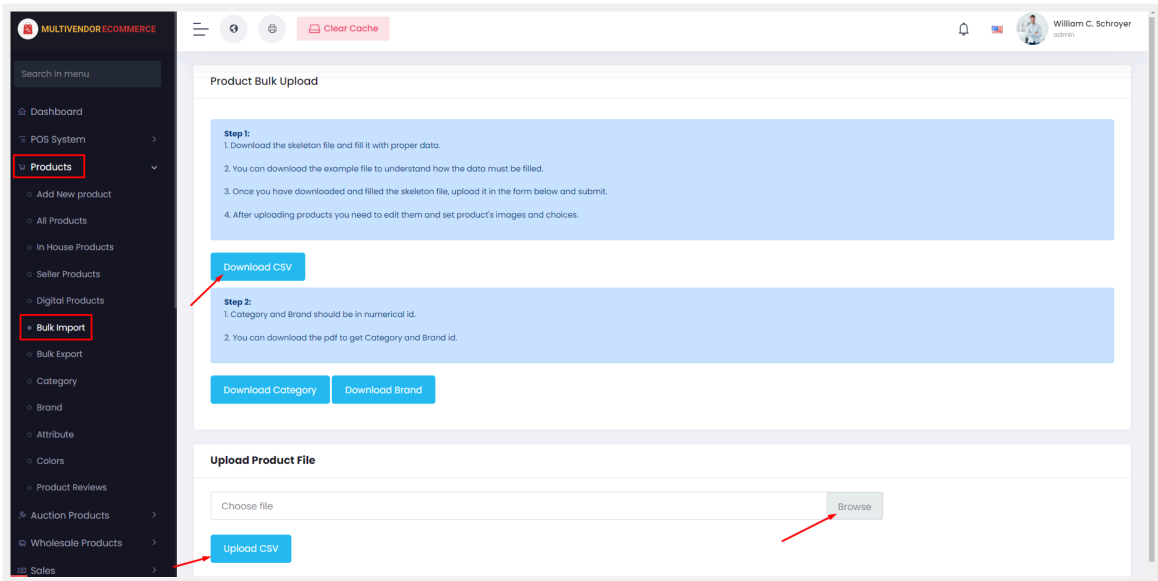


Figure: (57a) Upload Bulk Product

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

Answer:

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.

59. How to translate using Google translate?

Answer:

Follow the below steps:

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

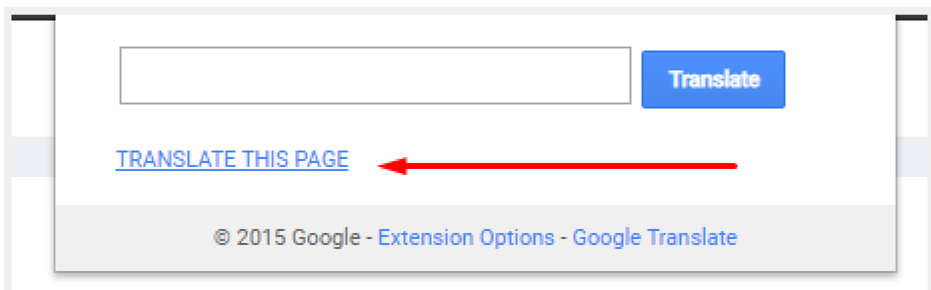


Figure: (59a) Translate page

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

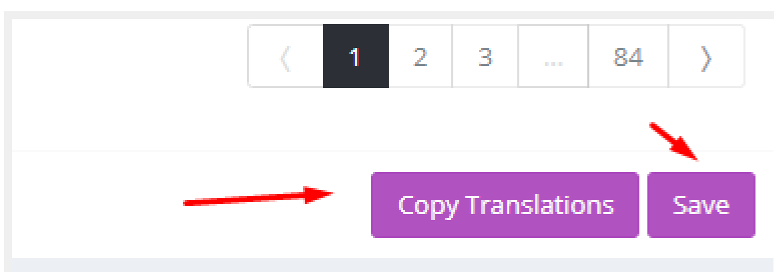


Figure: (59b) Copy translations and save

60. How to add Classified Products?

Answer:

Customer can add classified products by following below procedure:

- **Log in** to the customer panel.
- First you need to Purchase any Package, For purchasing package go to **Dashboard** > **Purchase package** > Click on **Upgrade Package**

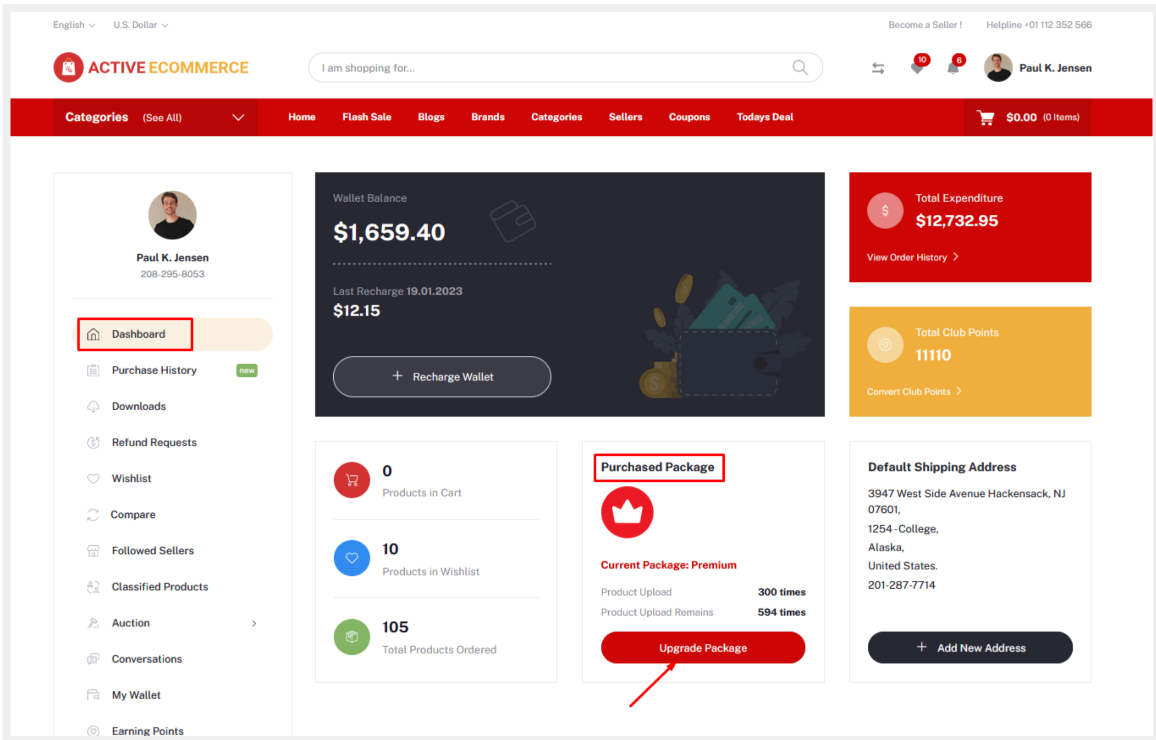


Figure: (60a) Purchased Package

- Now go to **Classified products** > **Add new product**
- Insert details for product and click on **Save Product**.

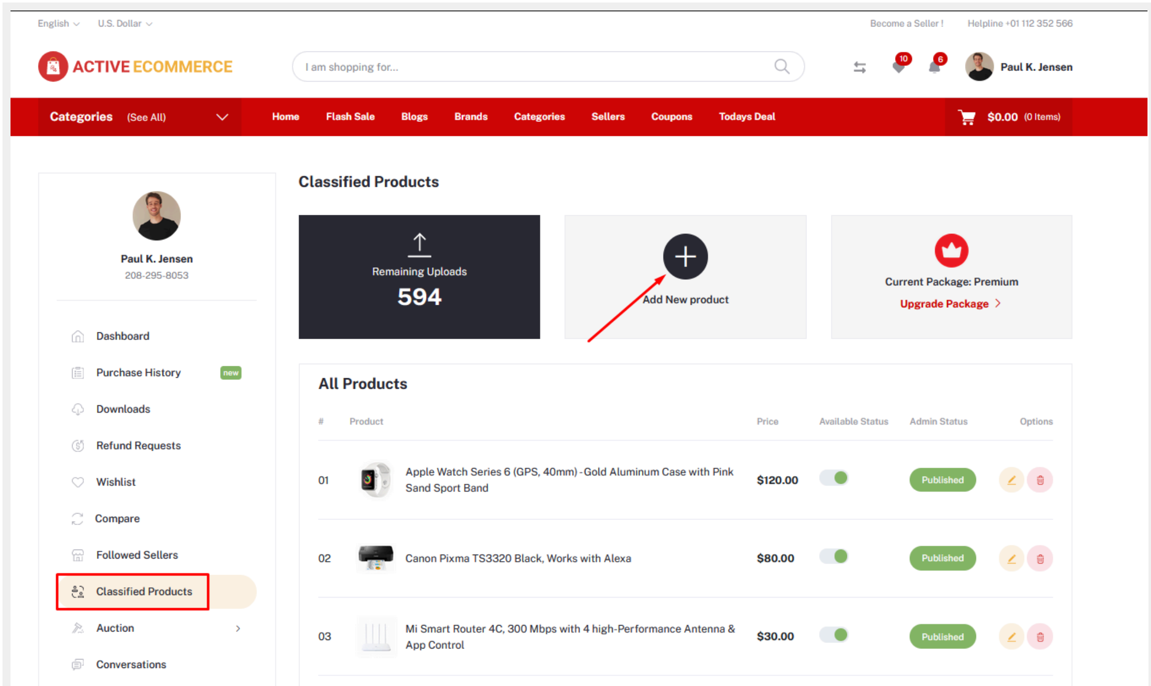


Figure: (60b) Add Classified product

61. How to use Classified Products?

Answer:

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
- Users can check the details of the classified product and contact the owner to purchase.

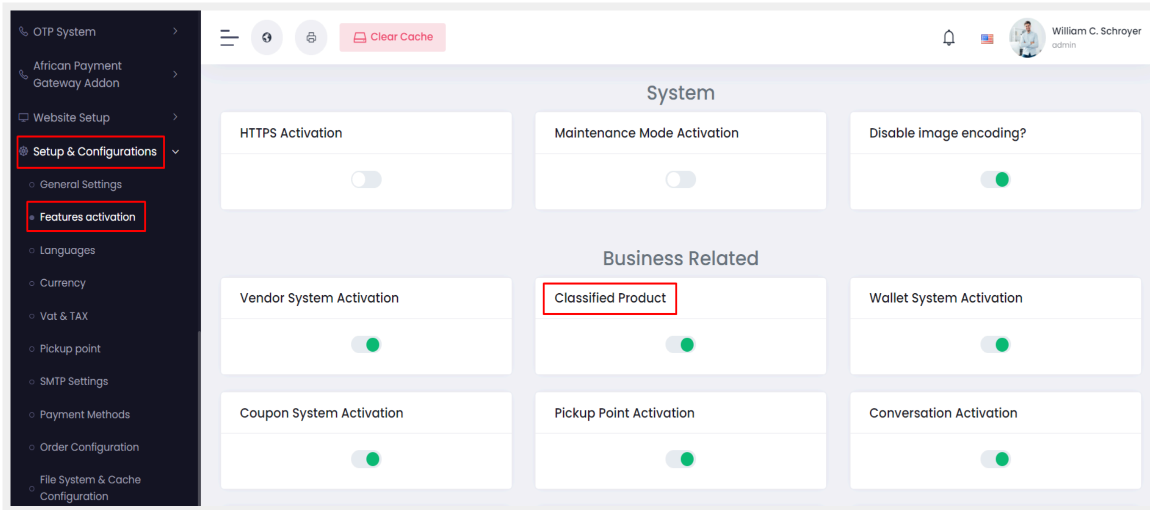


Figure: (61a) Enable Classified product

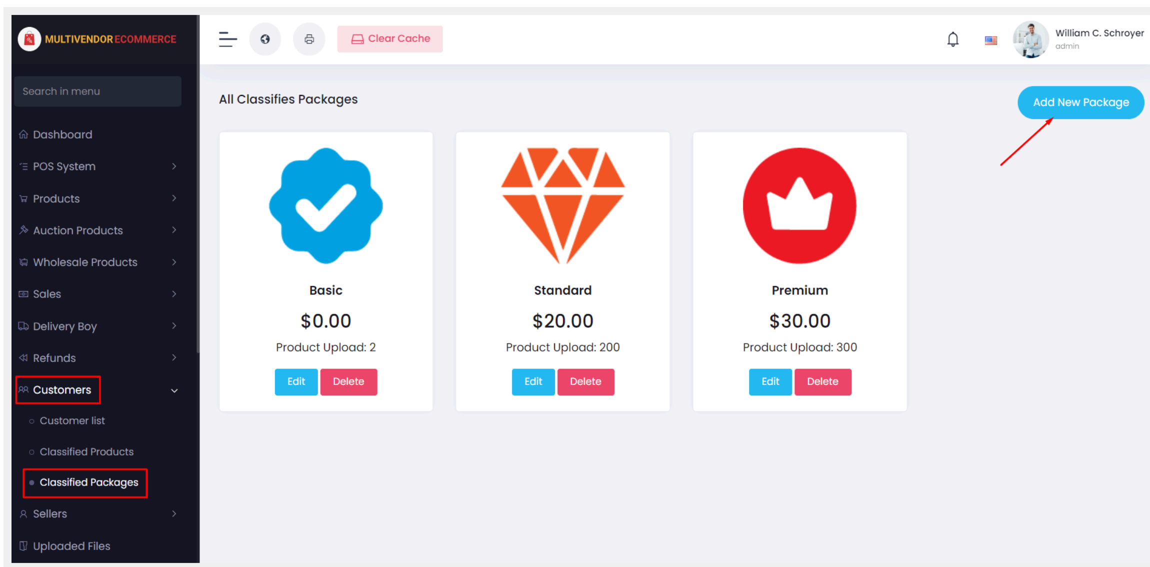


Figure: (61b) Classified Package

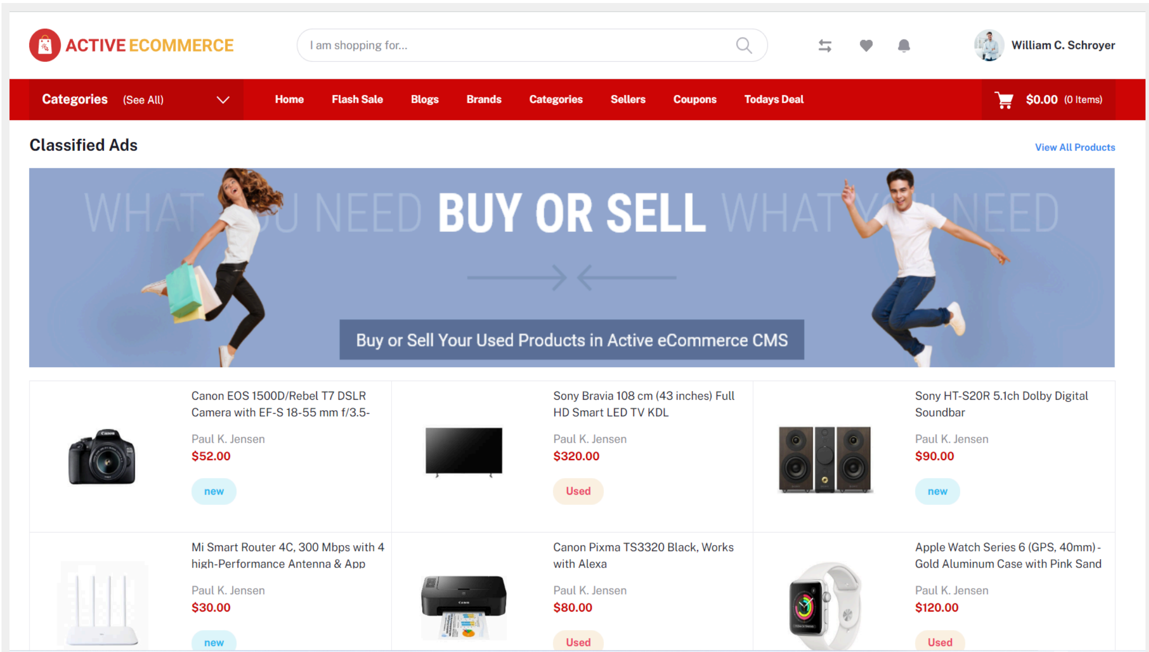


Figure: (61c) In home page Classified Products

62. How to use Digital Products?

Answer:

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.

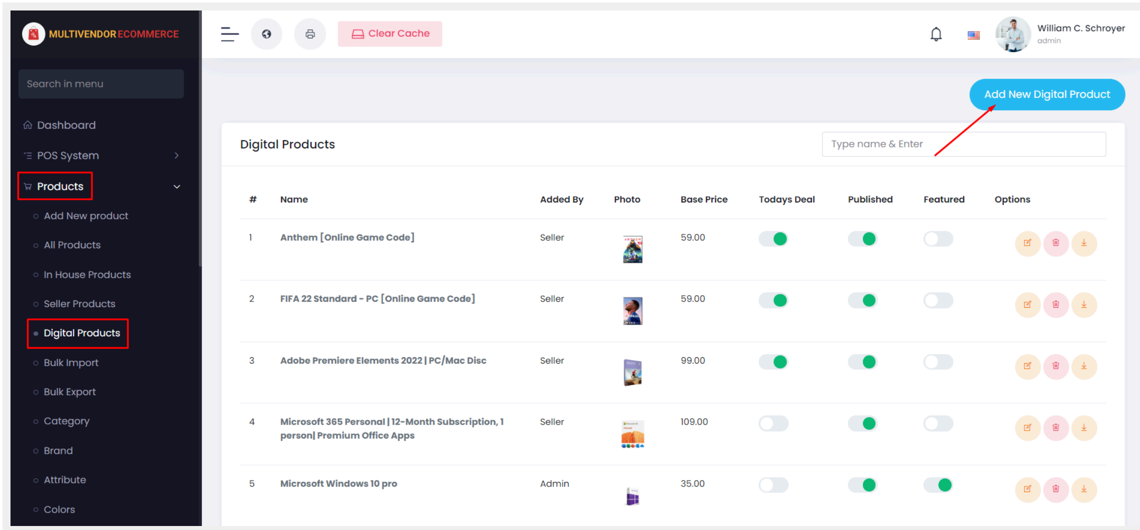


Figure: (62a) Digital product

63. How to configure the Amazon S3 file system?

Answer:

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

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

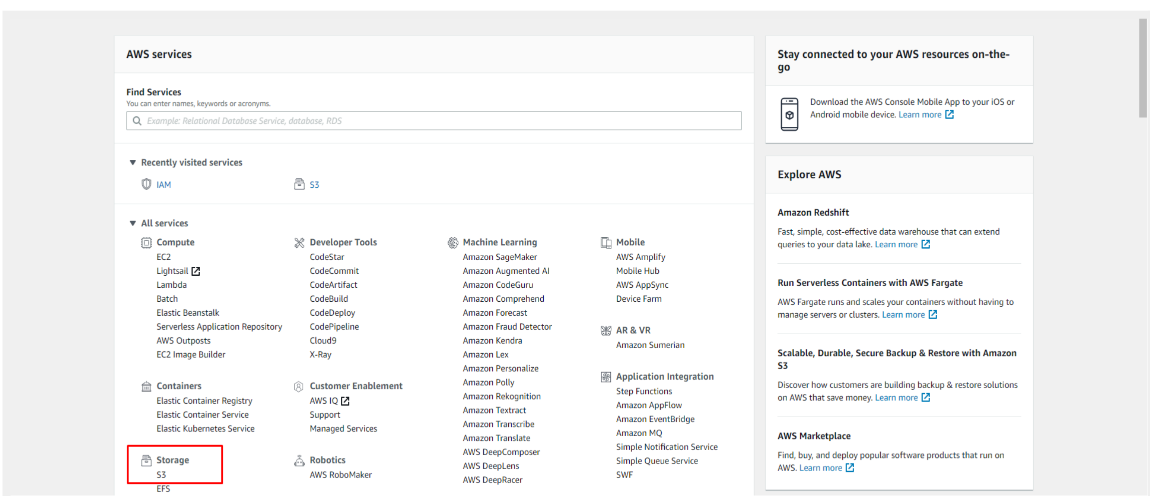


Figure: (63a) AWS Dashboard

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

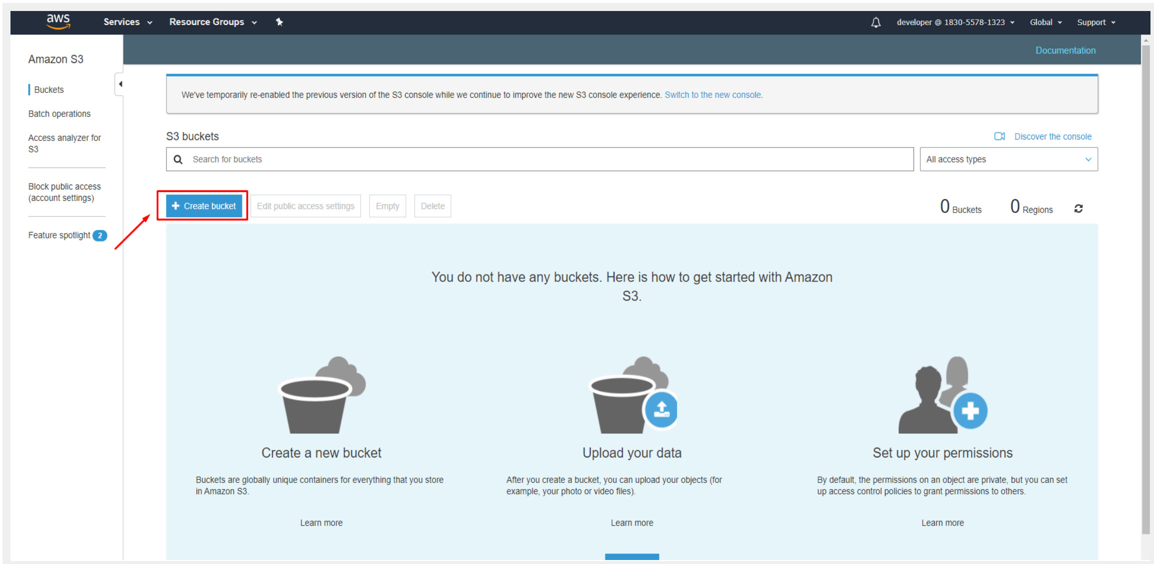


Figure: (63b) Creating Bucket

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

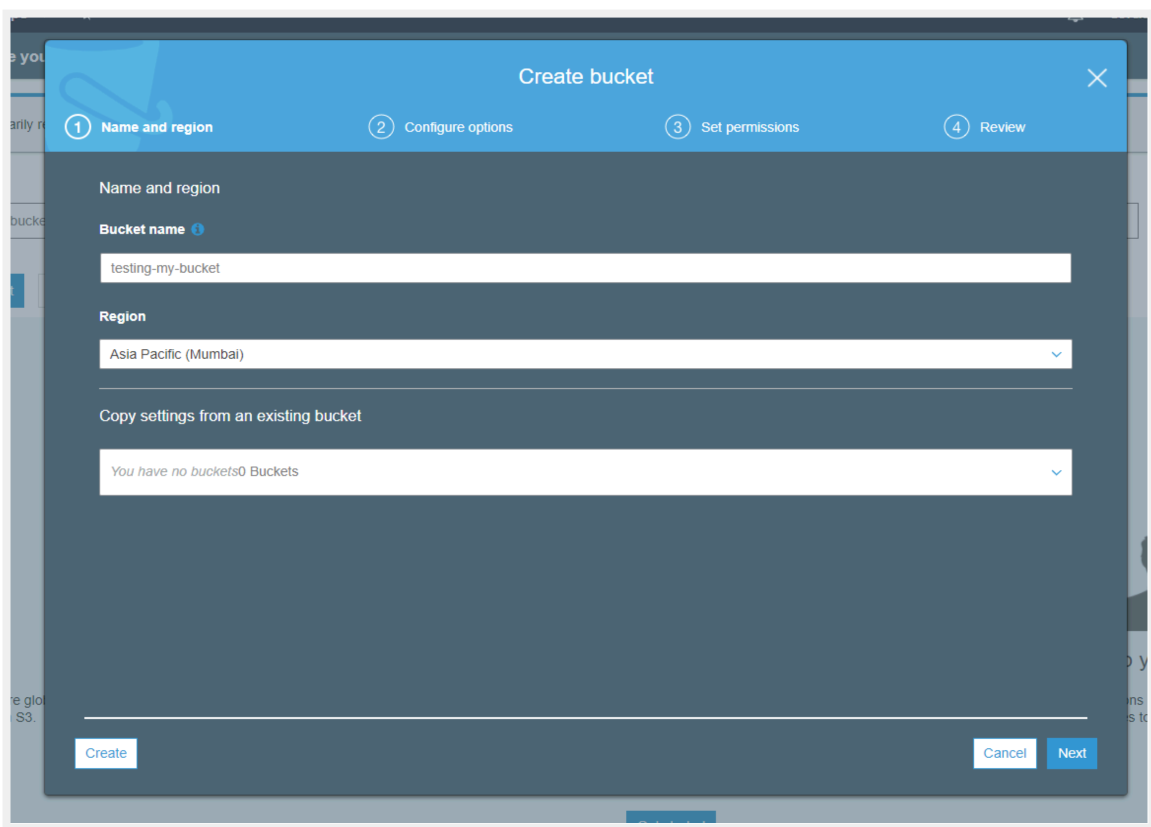


Figure: (63c) Creating Bucket Form

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

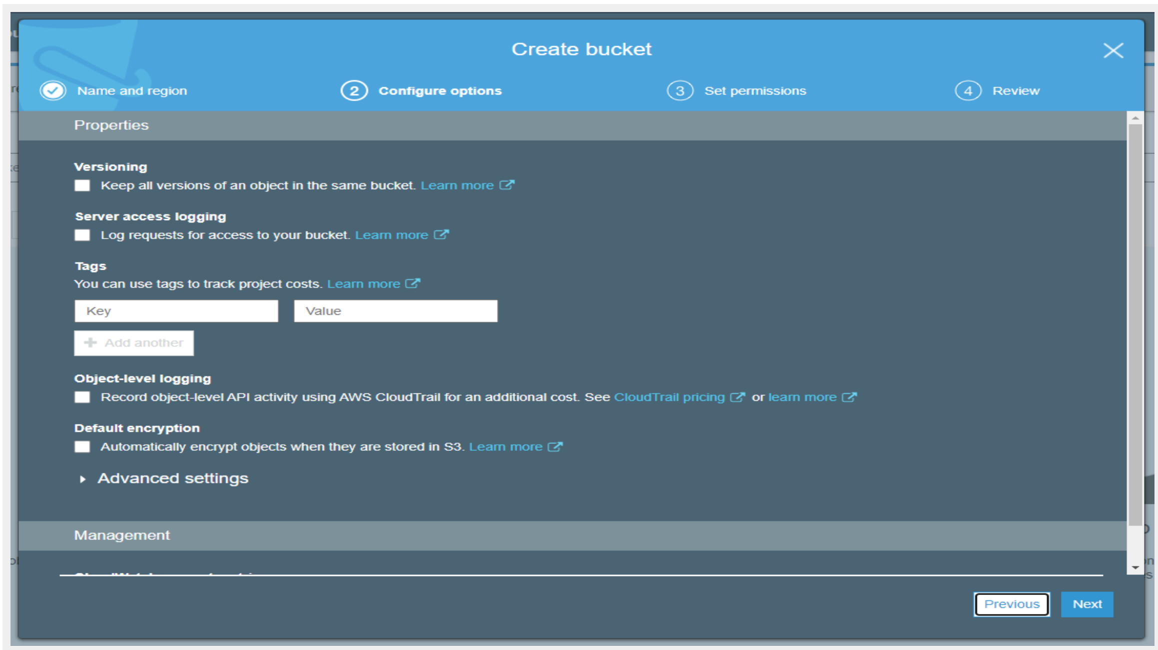


Figure: (63d) Creating Bucket Form step 2

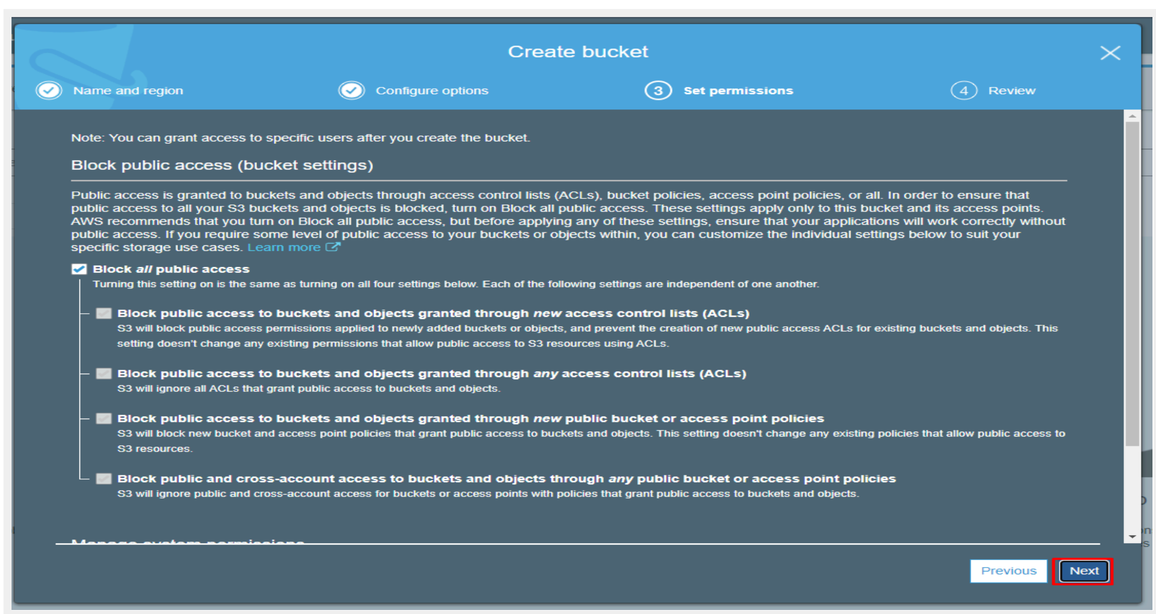


Figure: (63e) Creating Bucket Form step 3

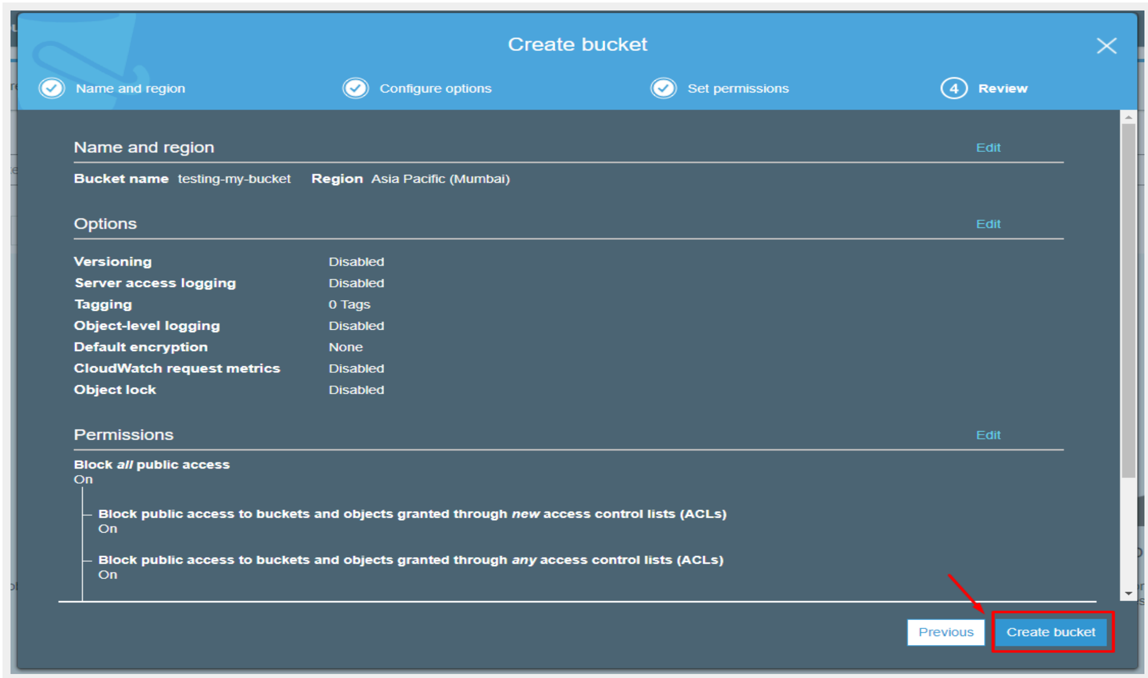


Figure: (63f) Creating Bucket Form next step

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

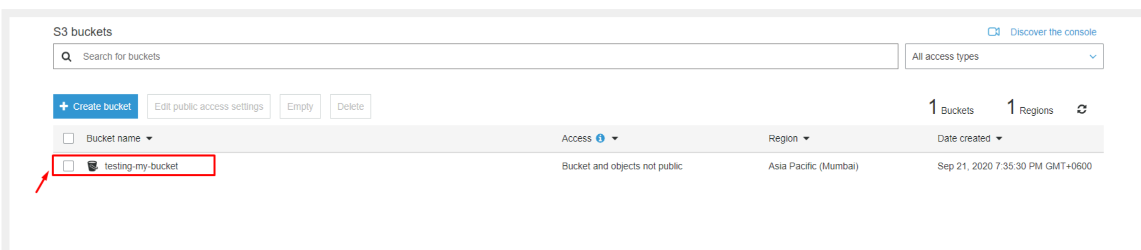


Figure: (63g) Bucket Page

- 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.

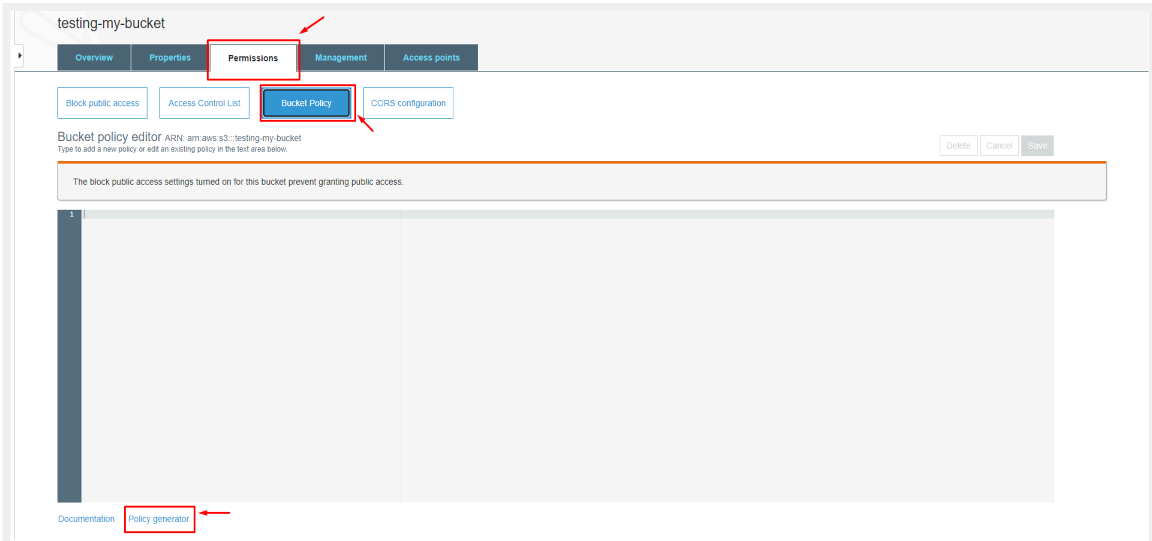


Figure: (63h) Bucket Policy Page

- 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.

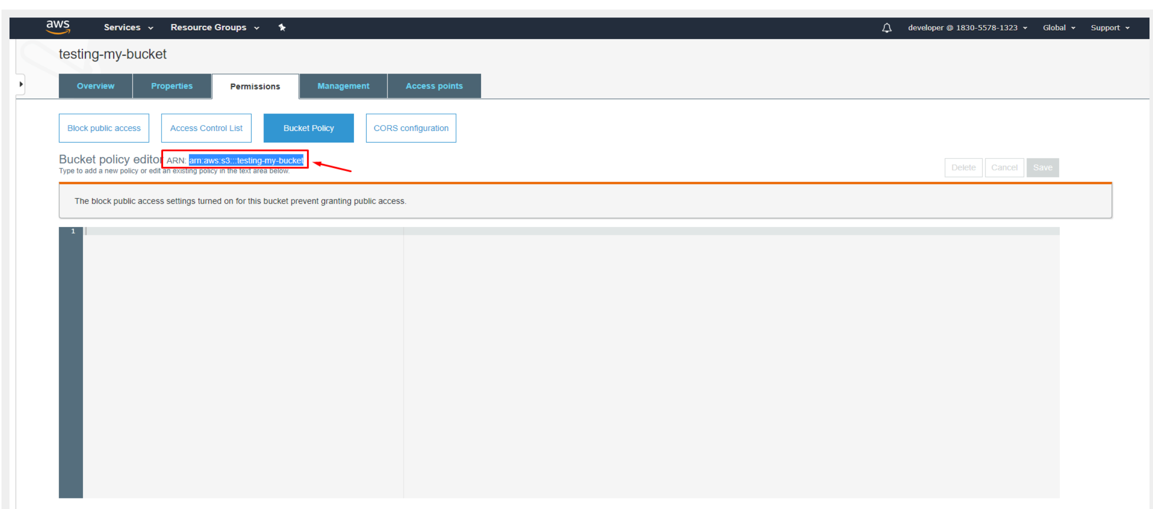


Figure: (63i) Bucket Policy page

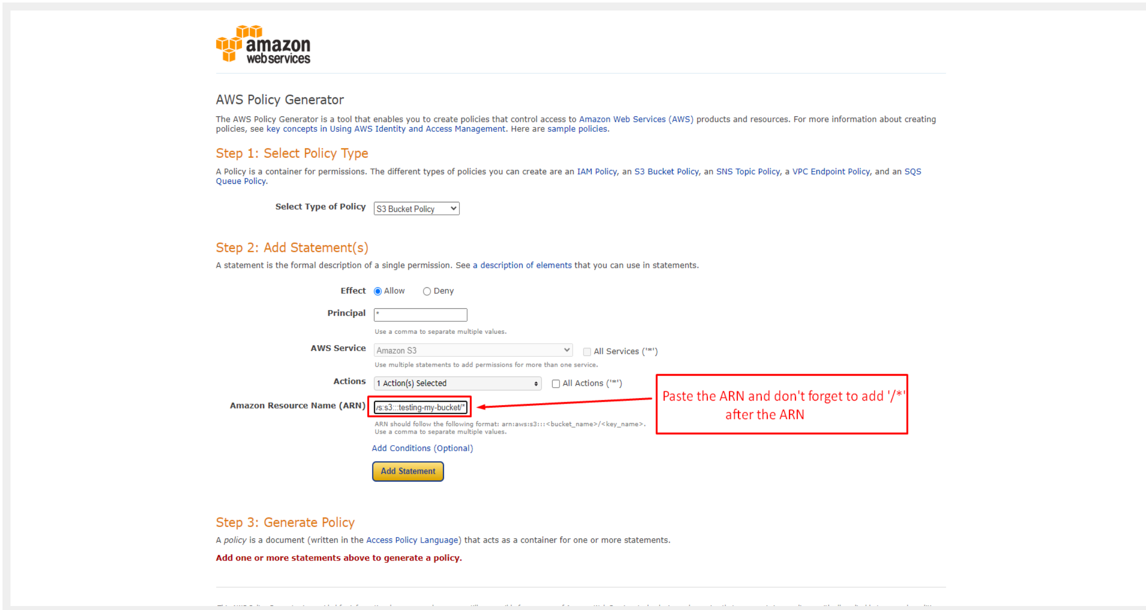


Figure: (63j) AWS policy generator

- Finally, click the **Generate Policy** button.
- You will see a pop up and there you will find some text. Copy the texts.

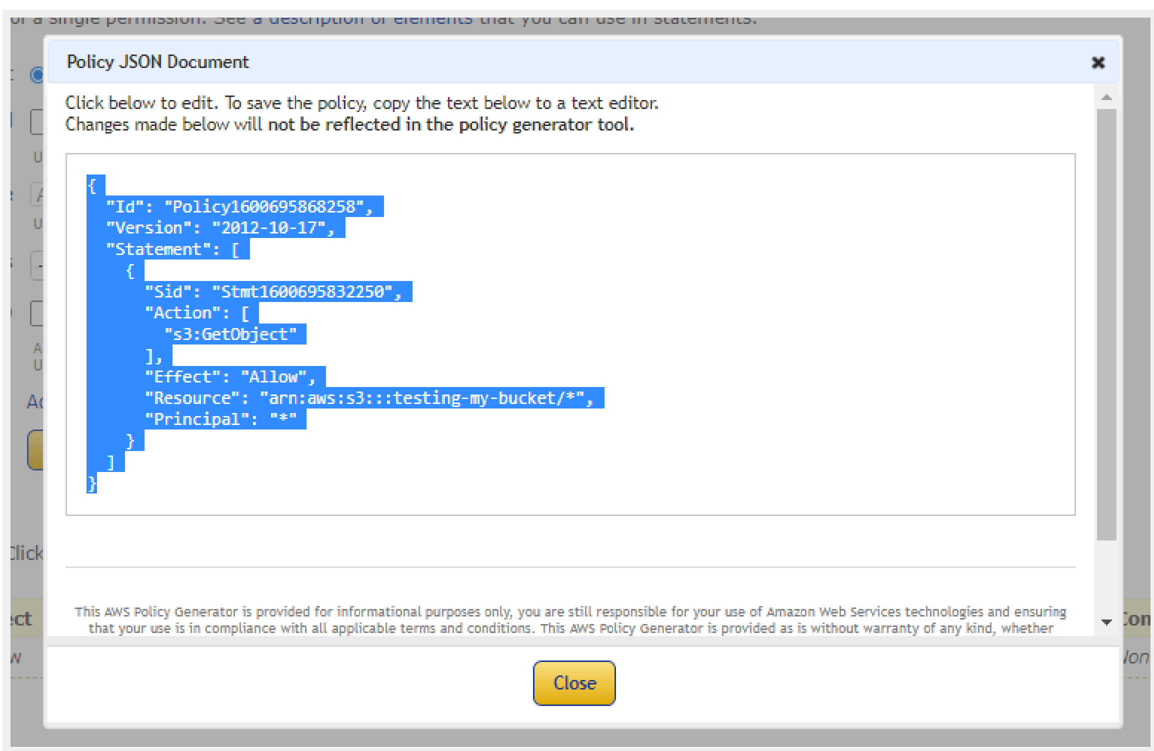


Figure: (63k) Policy JSON Document

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

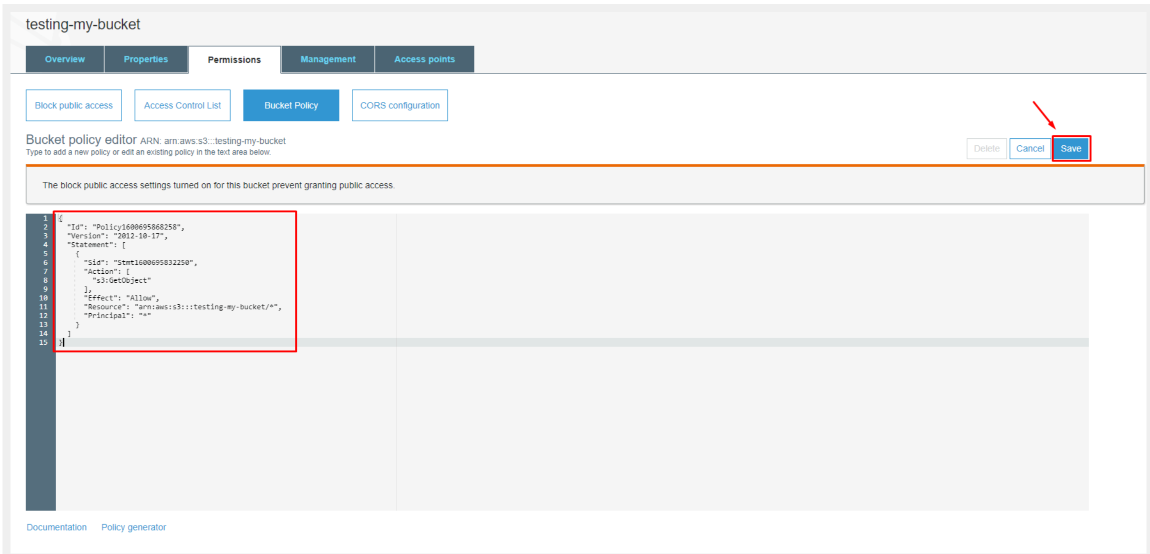


Figure: (63l) Testing Bucket page

- You might encounter an error shown below.

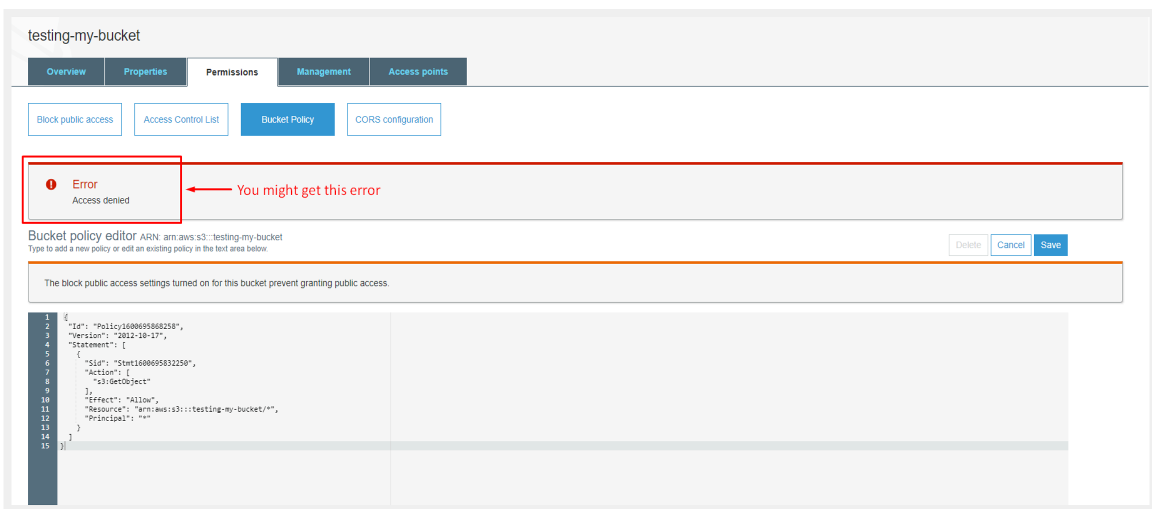


Figure: (63m) Encounter error

- 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.

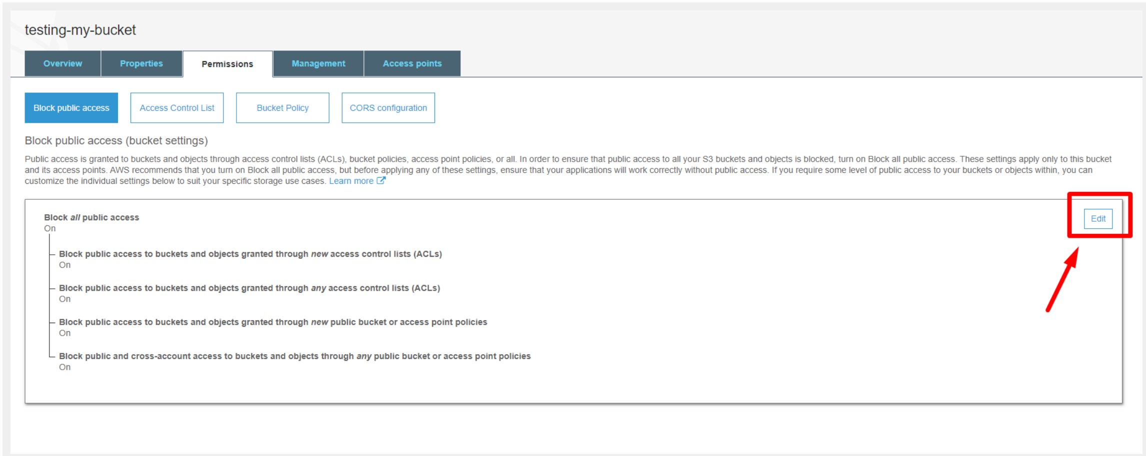


Figure: (63n) Block Public access menu

- 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.

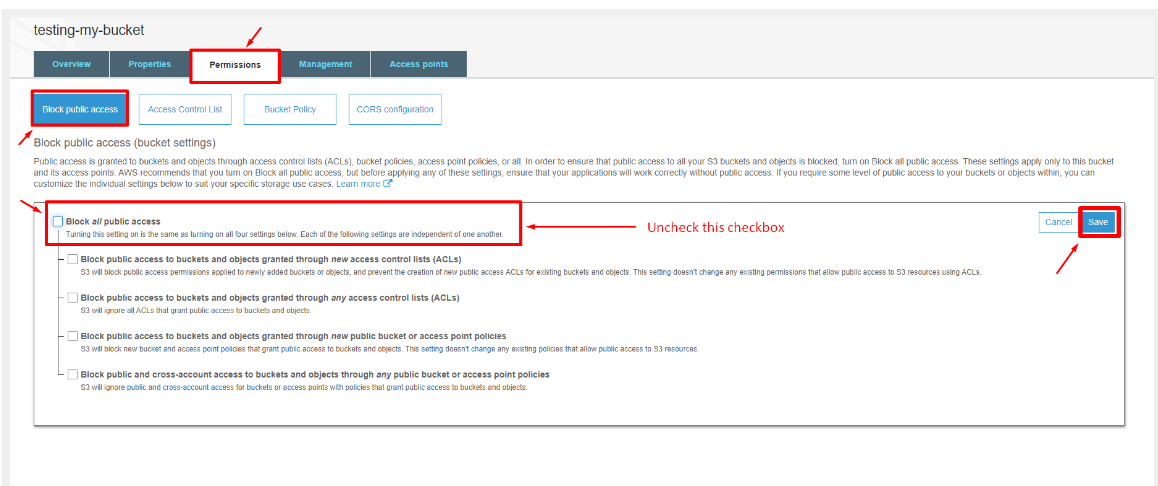


Figure: (63o) Block Public access page

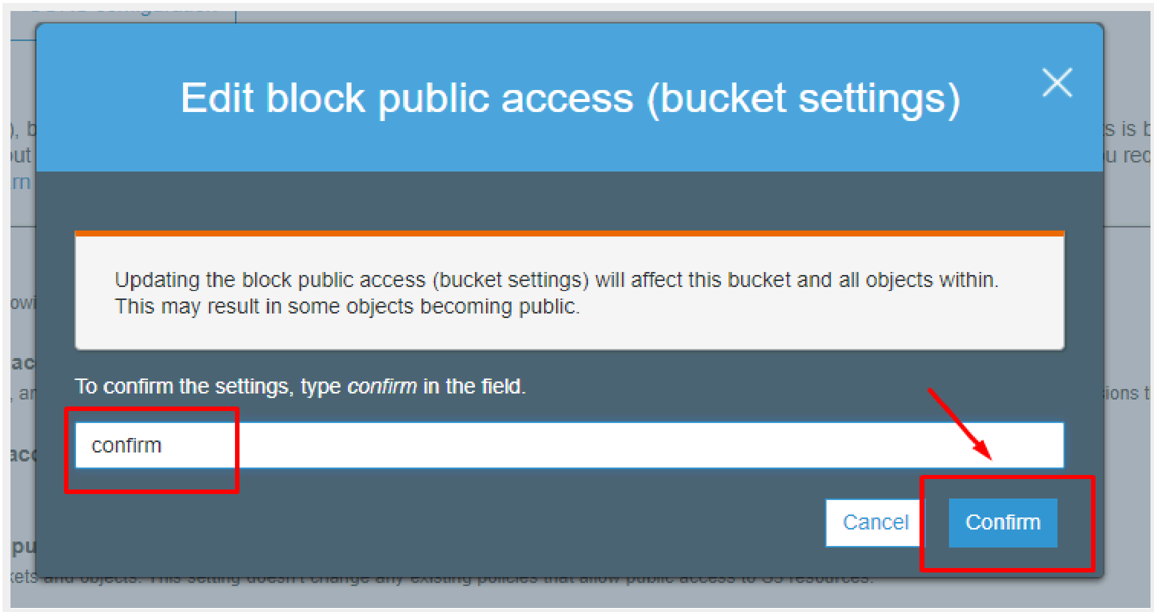


Figure: (63p) Block Public access confirmation page

- After you have done all the instructions mentioned above you need to have to go to **Permissions** -> **Bucket Policy** and now try to 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".**

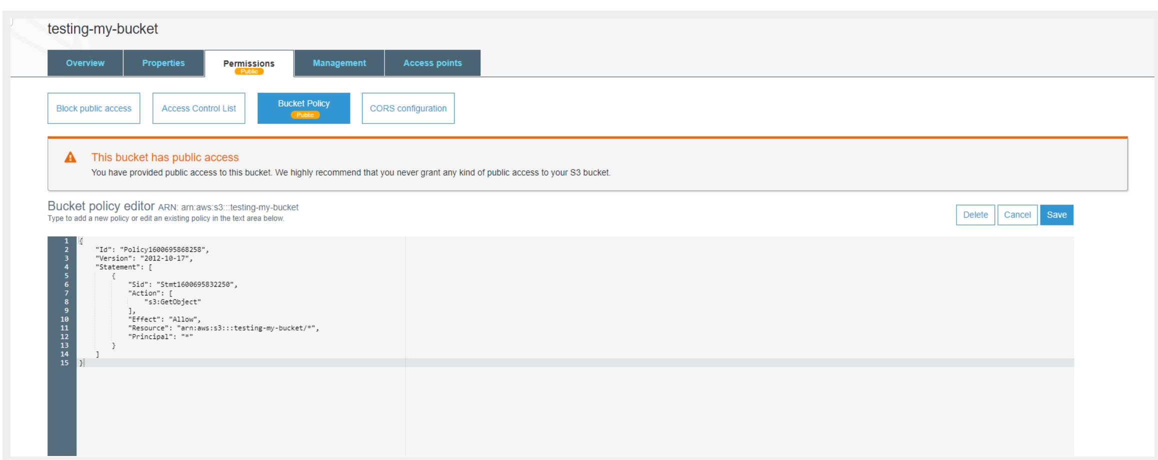


Figure: (63q) showing okay with the text "This bucket has public access"

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

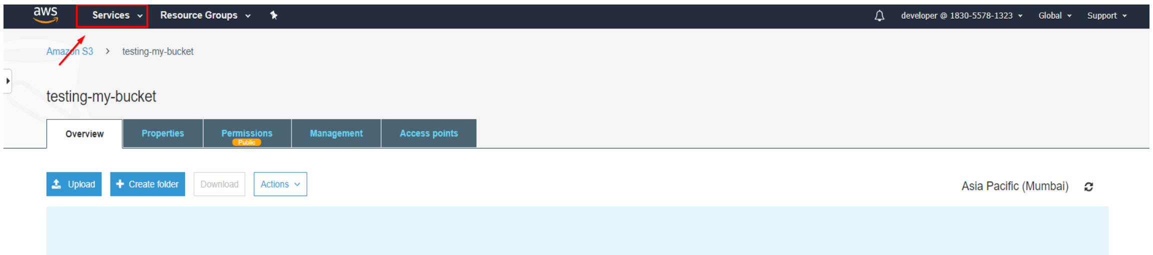


Figure: (63r) AWS services

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

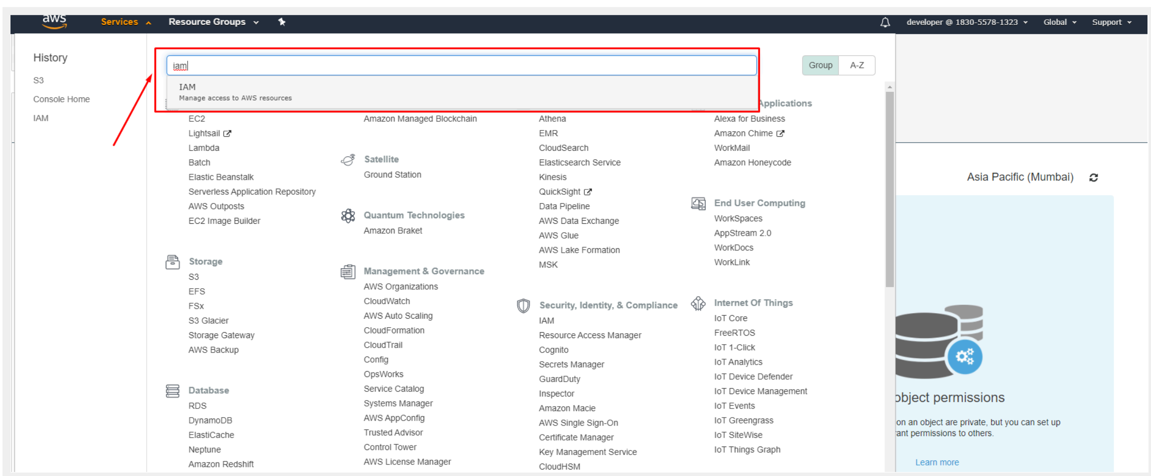


Figure: (63s) Searching iam

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

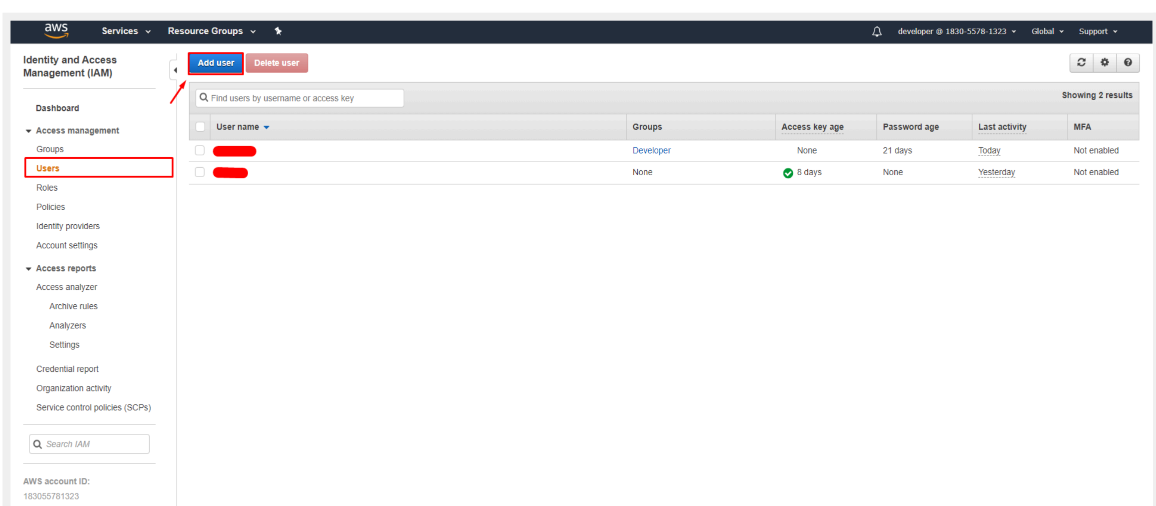


Figure: (63t) Showing all Menu

- 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.

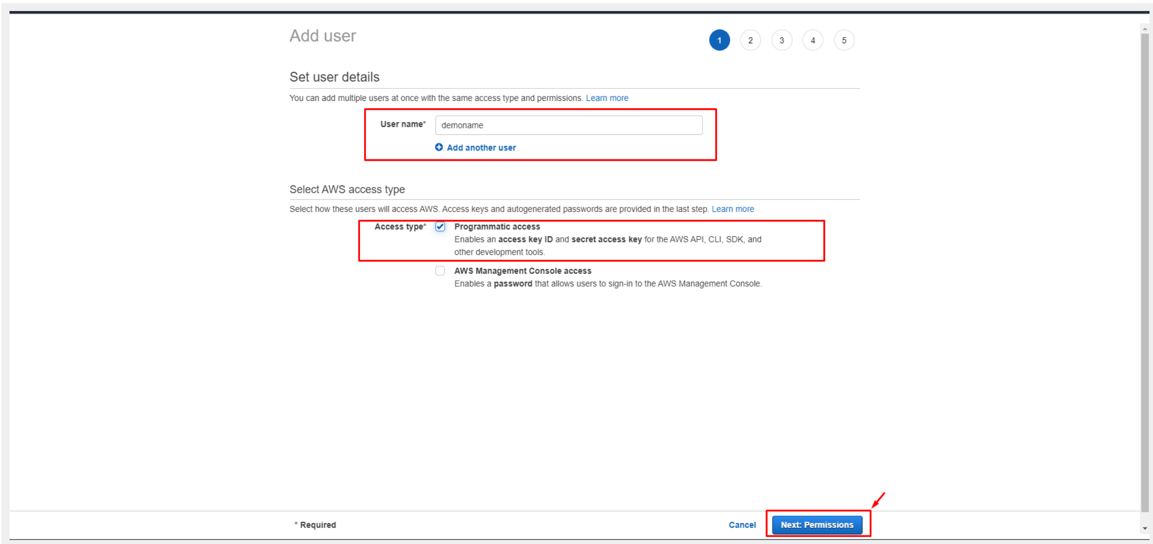


Figure: (63u) adding user page

- 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.

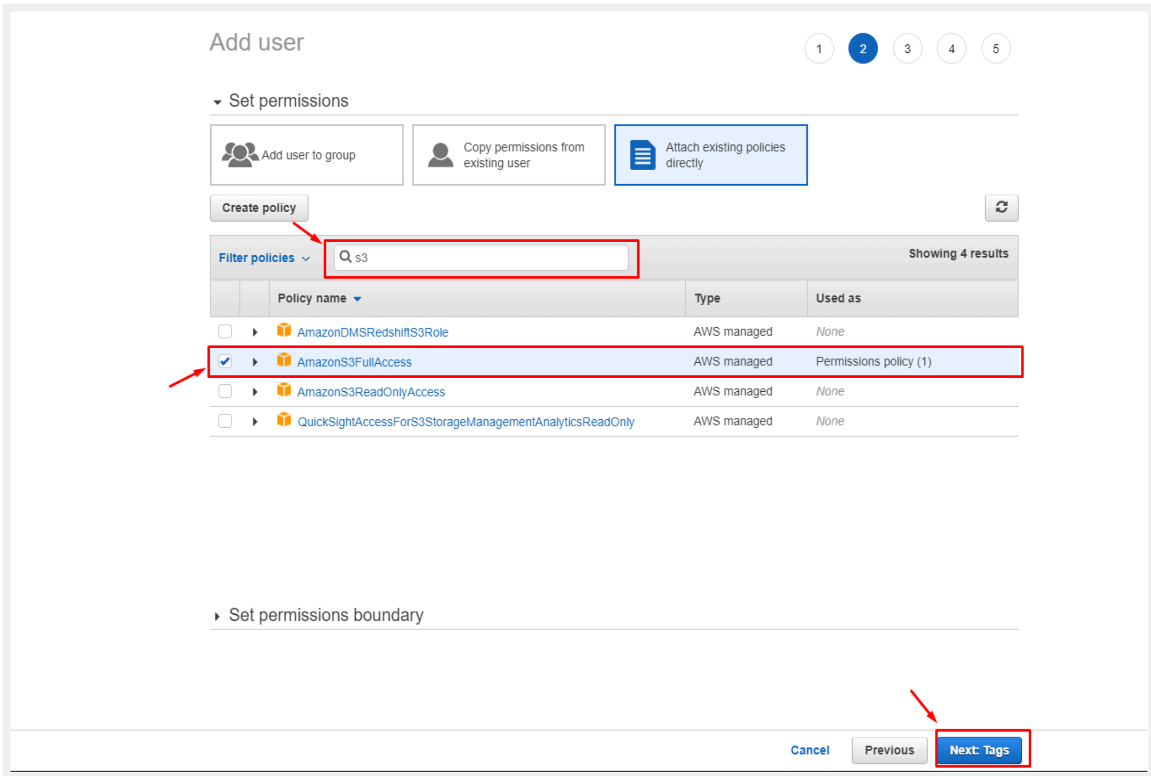


Figure: (63v) Adding user page (ii)

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

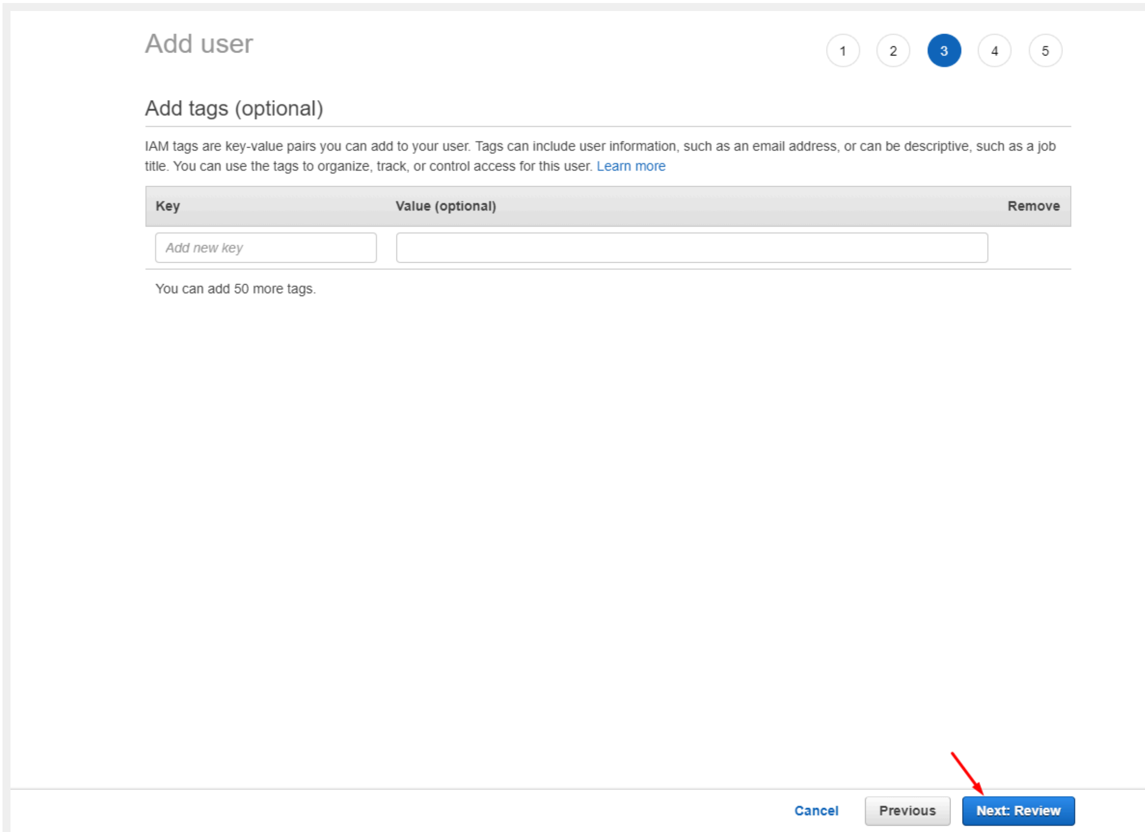


Figure: (63w) Adding user page (iii)

- Finally click **Create User**.

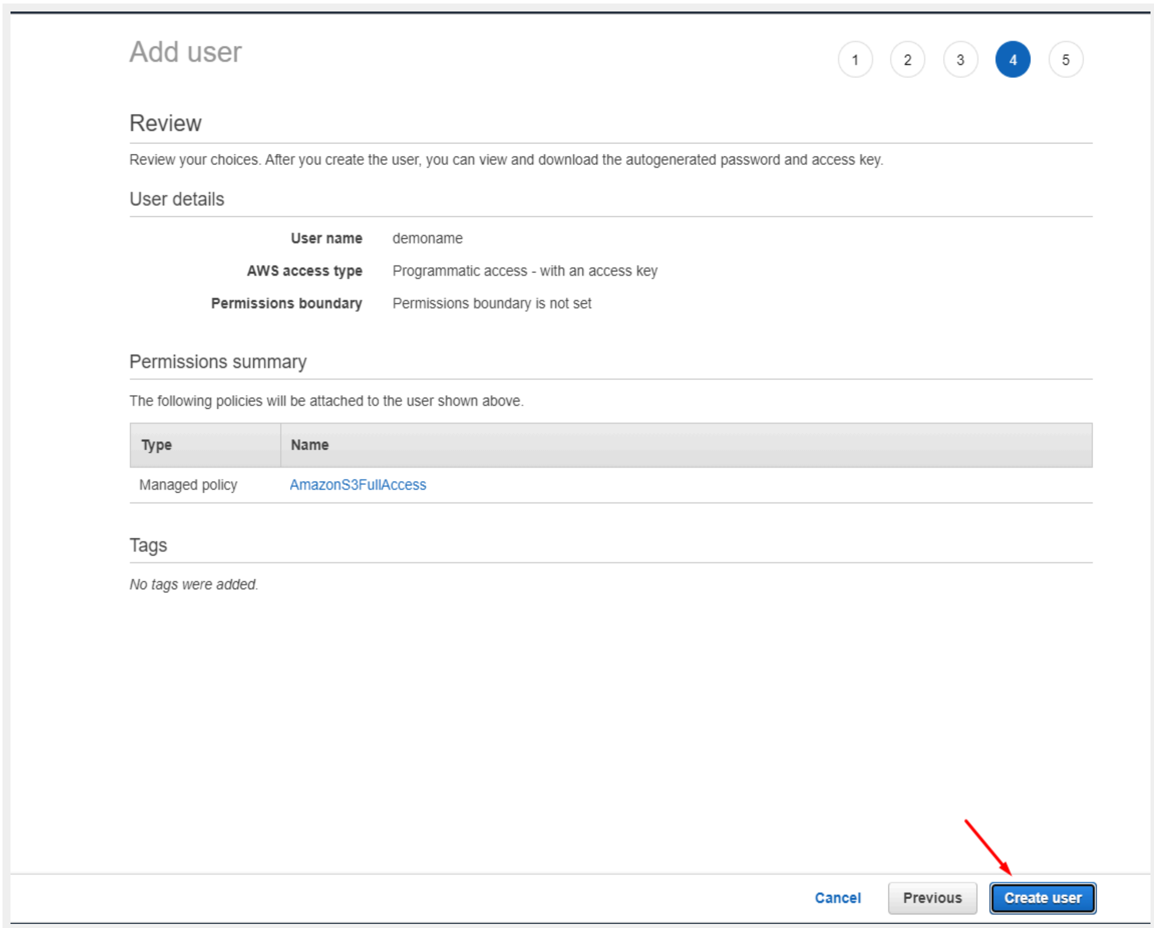


Figure: (63x) Add user (review) page

- 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.

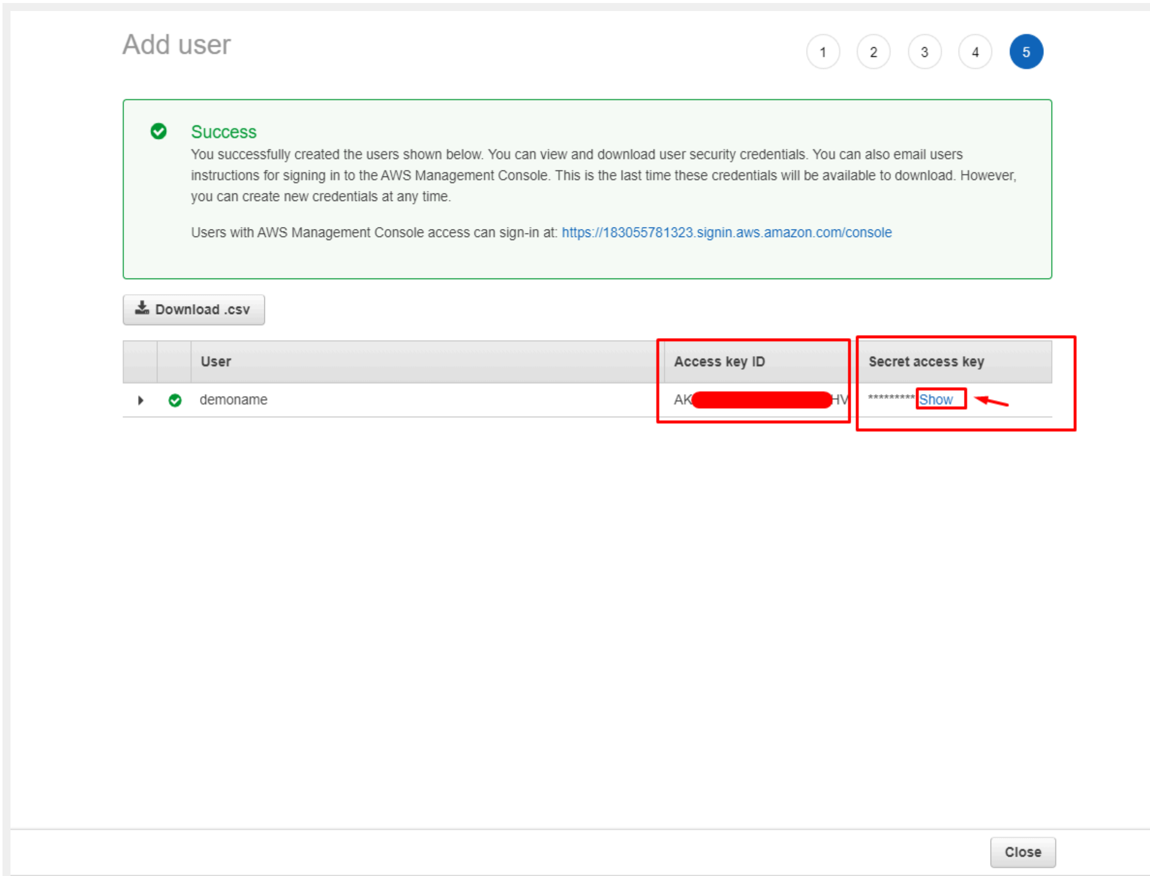


Figure: (63y) Add user (success) page

- 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.

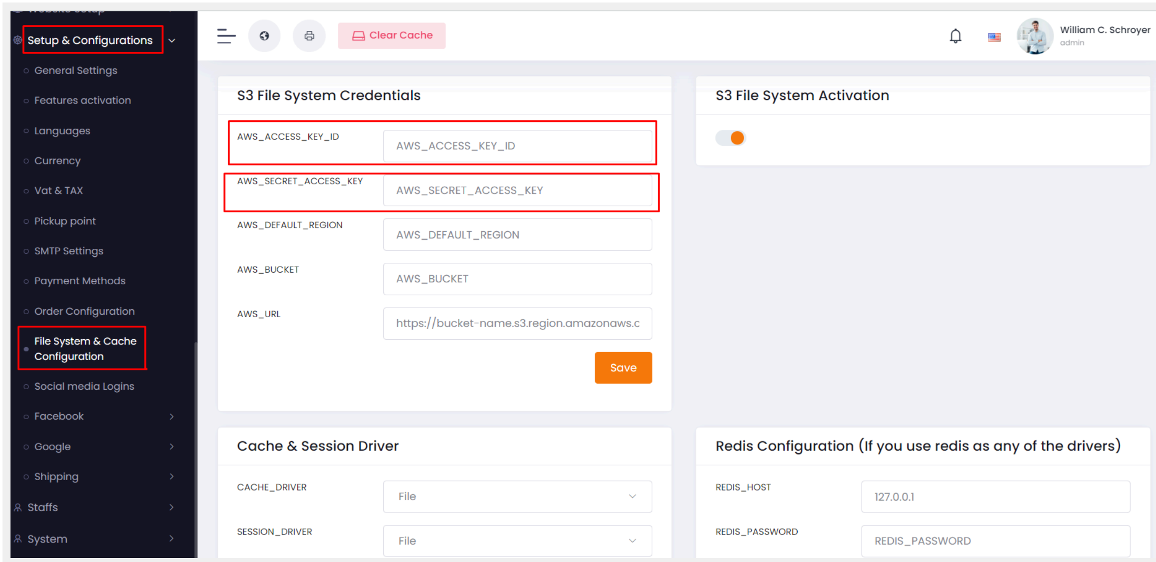


Figure: (63z) Insert S3 file system credentials

- 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 AWS **DEFAULT REGION** field residing inside **File System Configuration**'s submenu under the **Business Settings** Menu inside your admin panel.

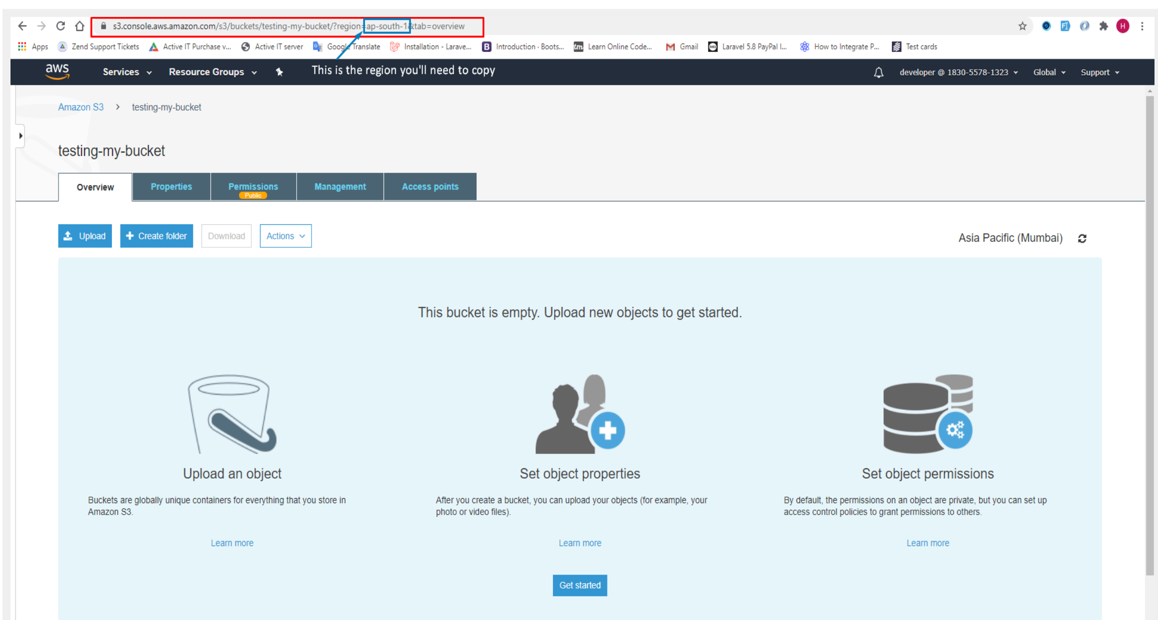


Figure: (63aa) Copy the region

- 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.

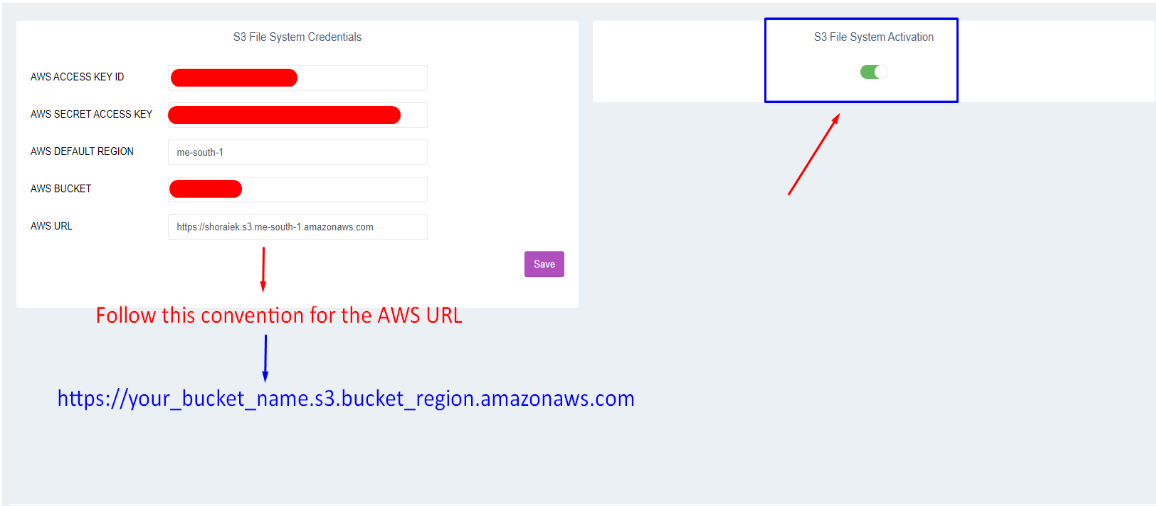


Figure: (63ab) AWS url

- 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

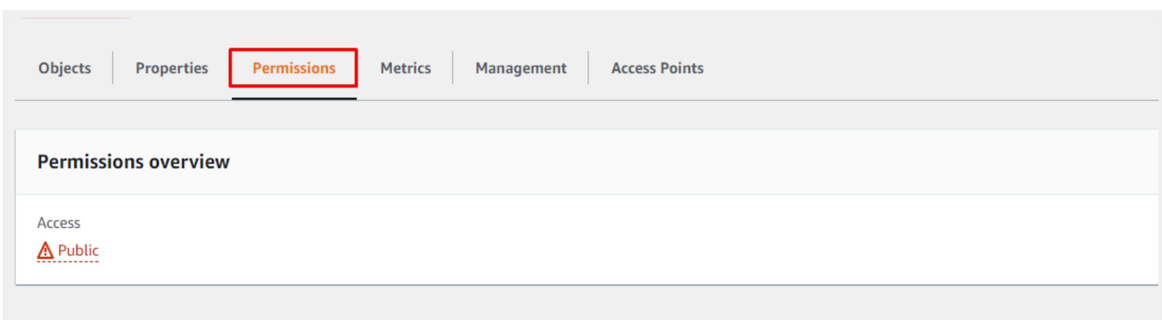


Figure: (63ac) Permission tab

- Click the Edit button of the Object Ownership section

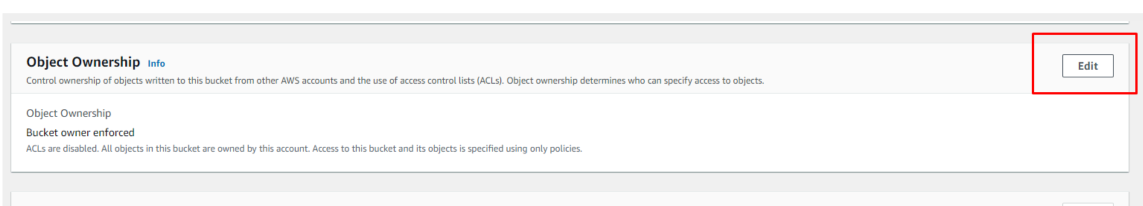


Figure: (63ad) Object ownership section

- And now follow as per the below

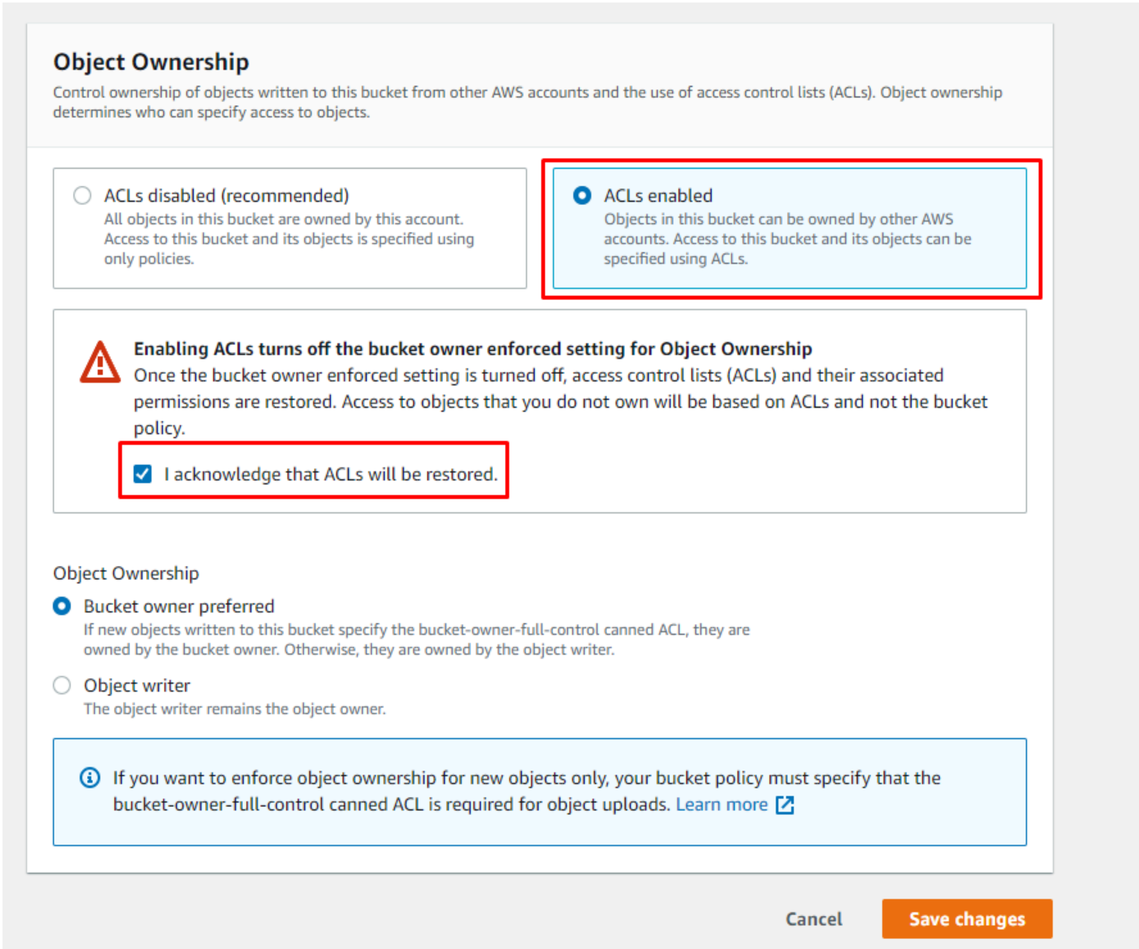


Figure: (63ae) Object ownership page

64. How to migrate existing uploaded files to s3?

Answer:

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.

65. How to configure the Backblaze file system?

Answer:

To configure the backblaze file system follow the below procedure:

- Go to **My Settings** and enable the "**B2 Cloud Storage**"

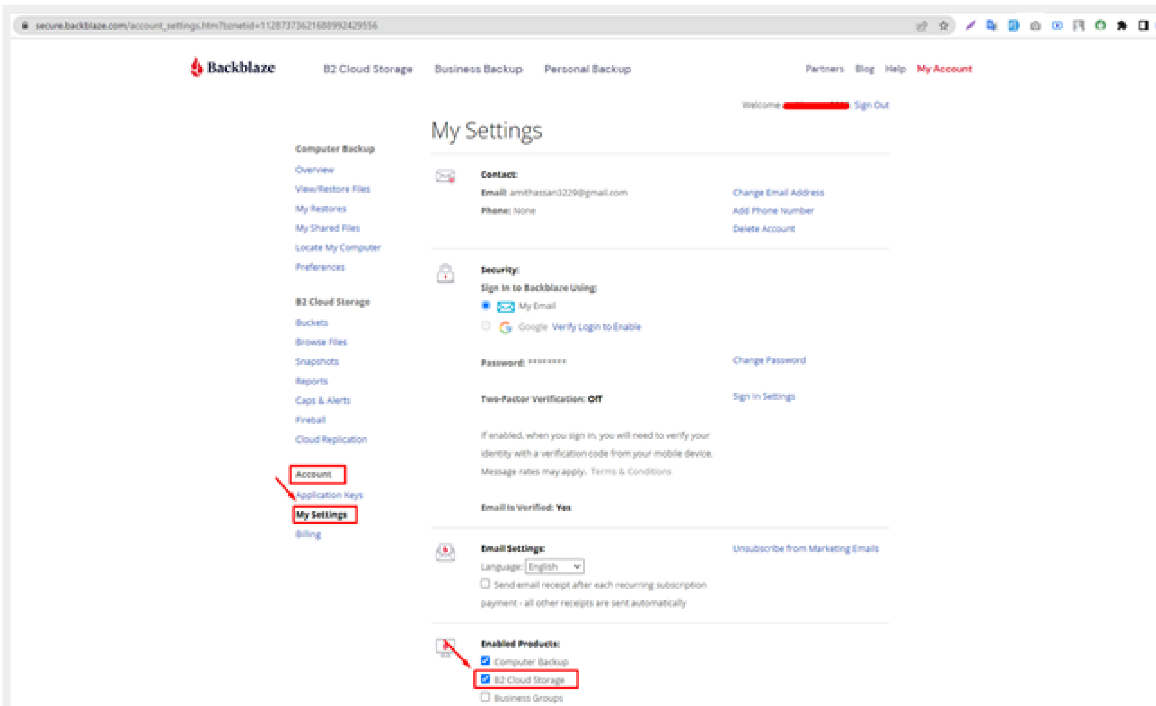


Figure: (65a) Enabling B2 Cloud Storage

- You cannot use your **master application key** with the **S3-Compatible API**. So, you have to create application key. Now Go to **Application Keys**, click on "**Add a New Application Key**" button.

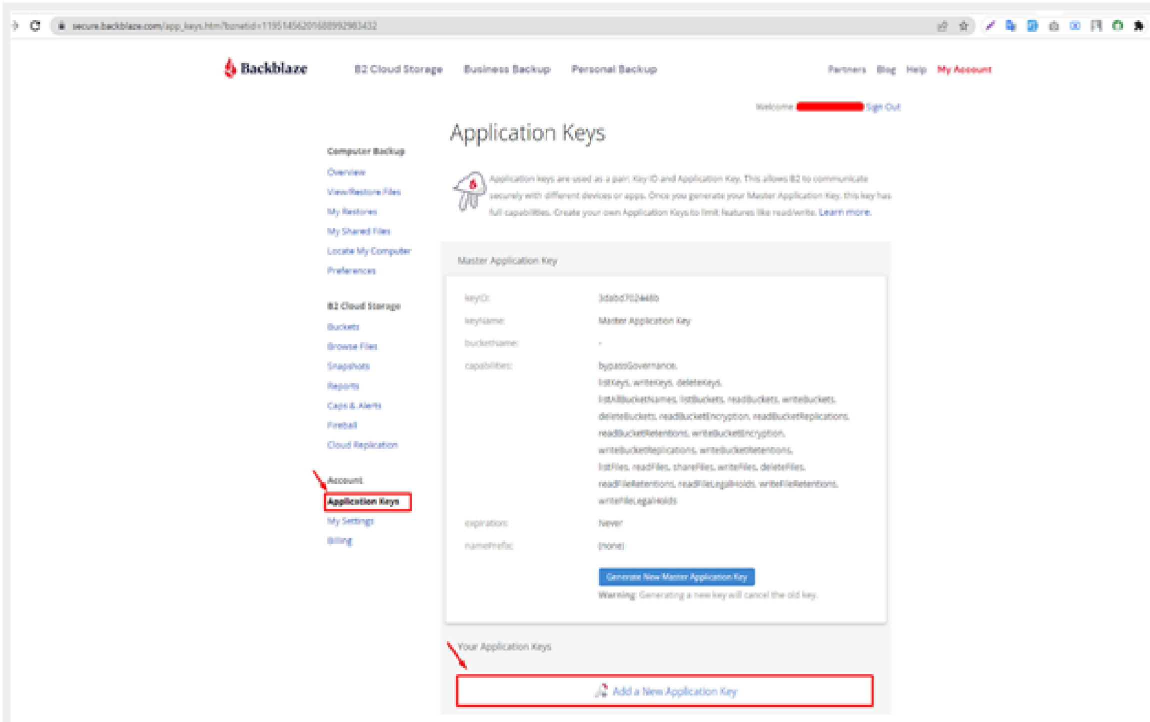


Figure: (65b) Adding new application key

- Now set a **Name** of your application key and make it "**Read and Write**" and after then click on "**Create New Key**" button.

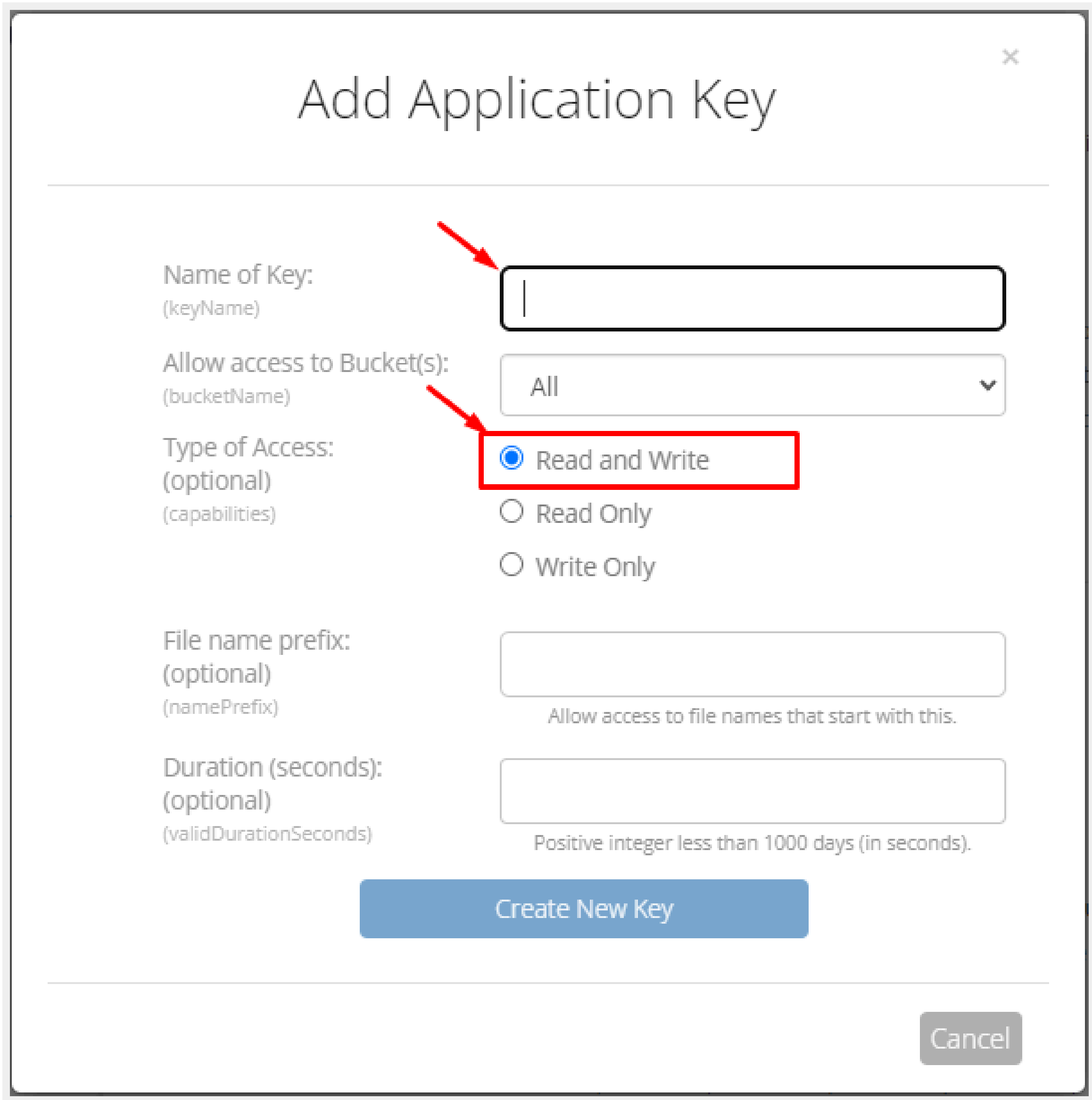


Figure: (65c) Creating Application new key

- After then, you will get the **key ID**, **key name and** can see the **capabilities** of this **key ID**.

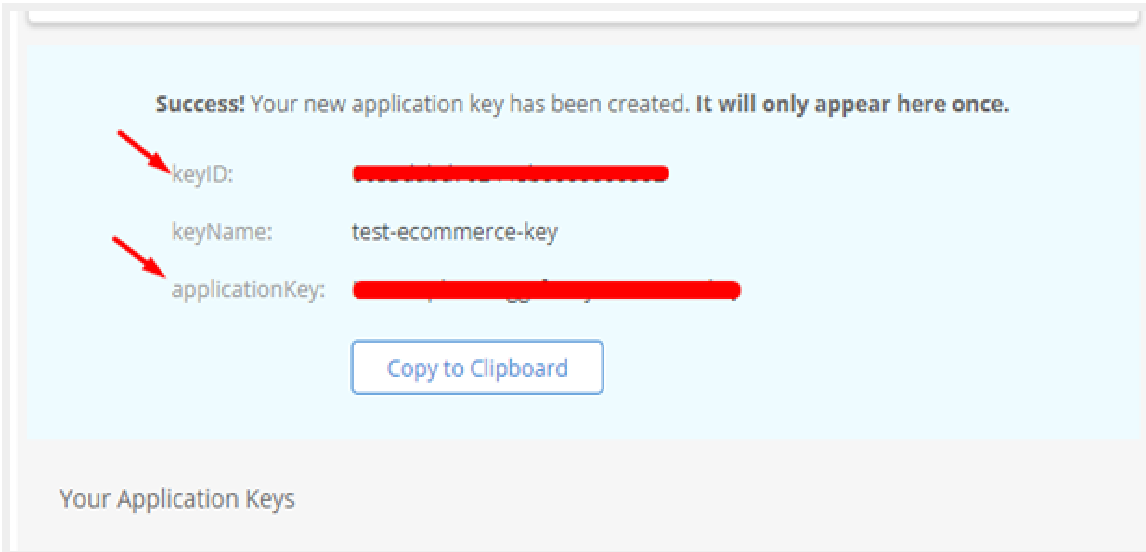


Figure: (65d) Showing application key

- Now go to **Buckets** to create a new bucket. Click on "**Create a Bucket**" button

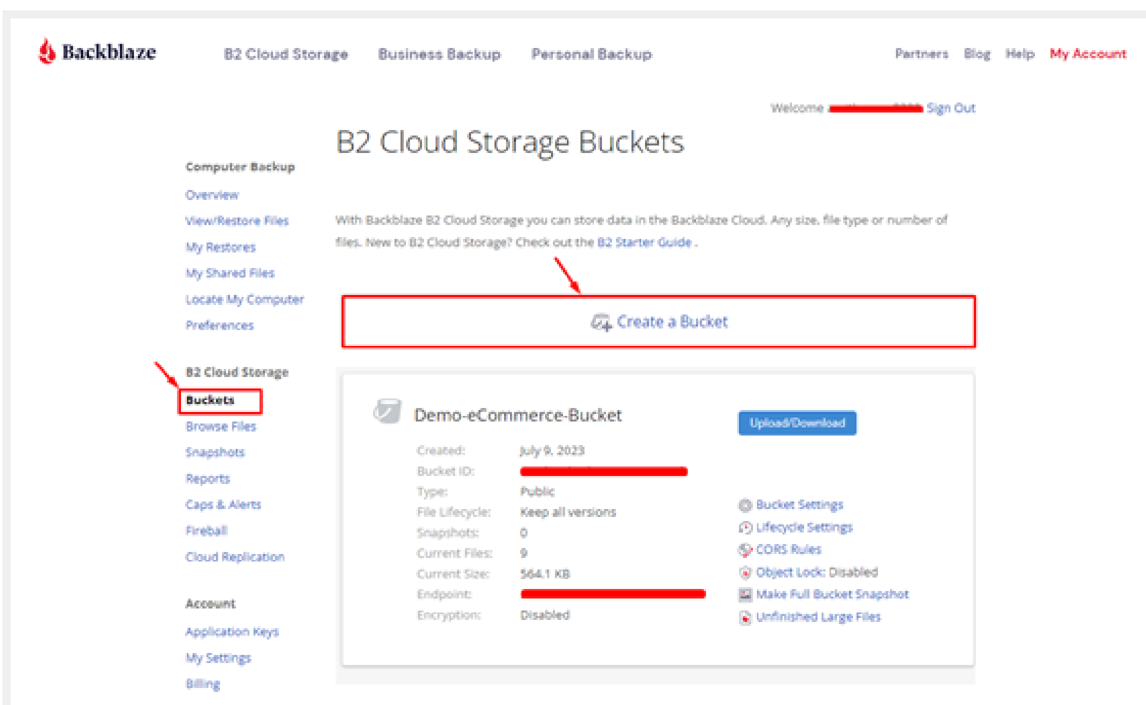


Figure: (65e) Creating B2 cloud storage Bucket

- Set a unique bucket name (Bucket names must be at least six characters and globally unique. A message is displayed if your bucket name is already in use.) and make it to public.

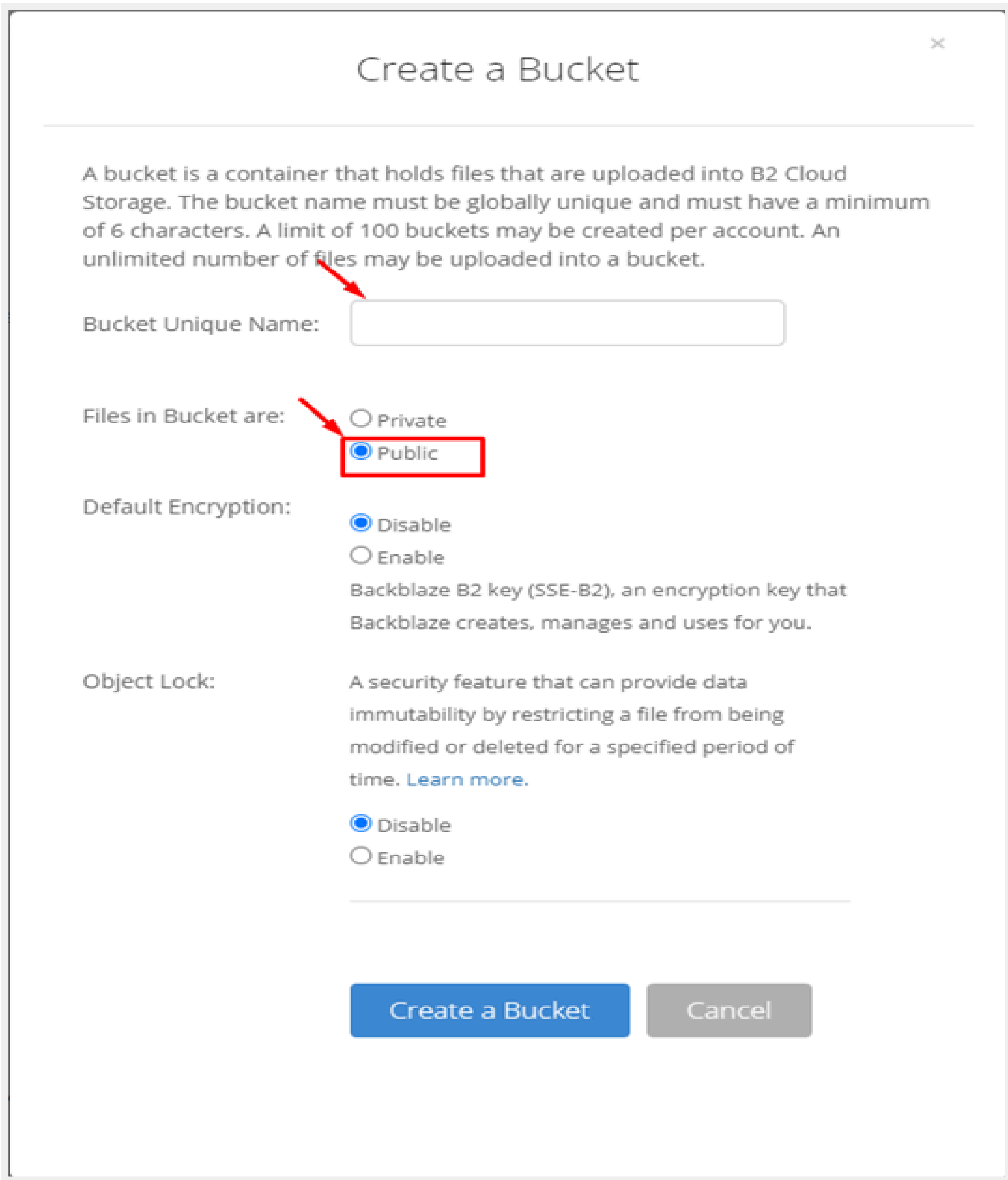


Figure: (65f) Creating Bucket

- Now you will get the Bucket ID, Endpoint with the default region

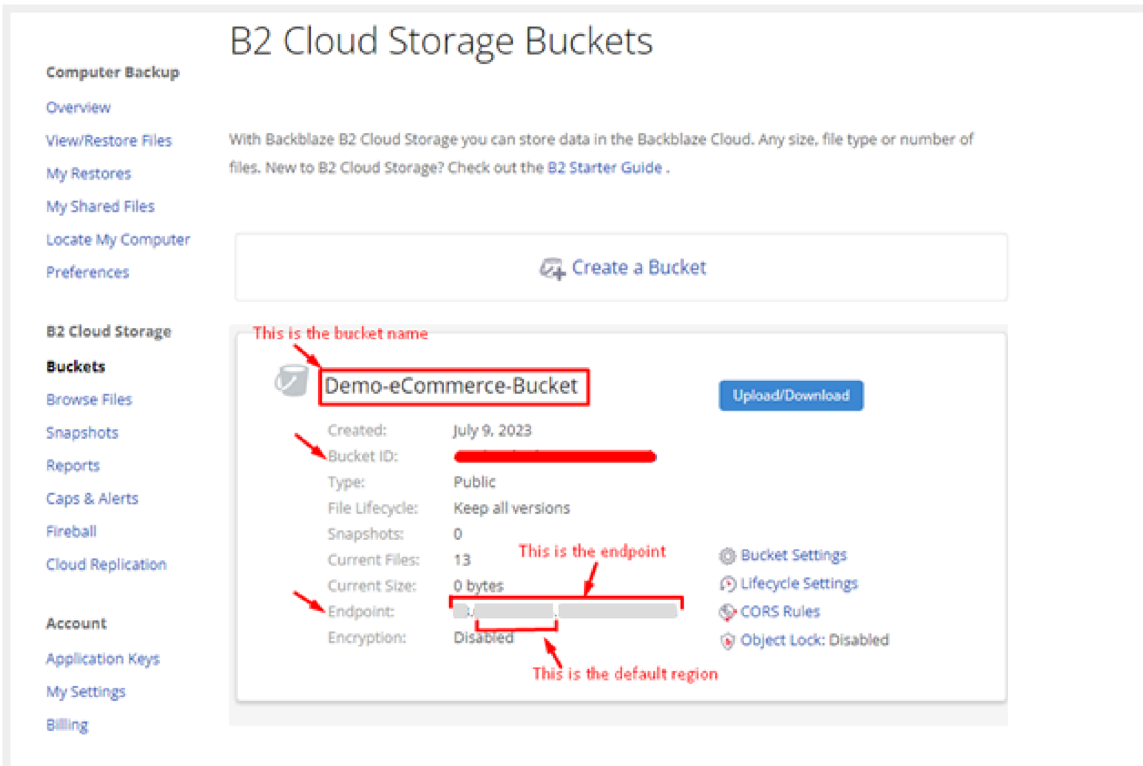


Figure: (65g) Showing B2 Cloud Storage Buckets

66. How to set Backblaze file system credentials on your own system?

Answer:

To set backblaze file system credentials you need to follow the steps mentioned below.

- **Log in** as an **Admin**
- Go to **Setup & Configurations** > **File System & Cache Configuration**
- **Enable** the **Backblaze File System Activation** option
- Insert **BACKBLAZE_ACCESS_KEY_ID**. After creating the application key you will find the Key ID Insert the ID here.
- Insert **BACKBLAZE_SECRET_ACCESS_KEY**. After creating the application key you will find the Application Key insert the ID here.

- Insert **BACKBLAZE_DEFAULT_REGION**. After creating a bucket you will find Endpoint, the second part is the default region insert it here.
- Insert **BACKBLAZE_BUCKET**. After creating a bucket you will find the bucket name, insert this name here
- Insert **BACKBLAZE_ENDPOINT** and must have included **https**. For example, https://…………………………….com
- Insert **BACKBLAZE_URL** by formatting it this way: https://BACKBLAZE_ENDPOINT/BACKBLAZE_BUCKET.

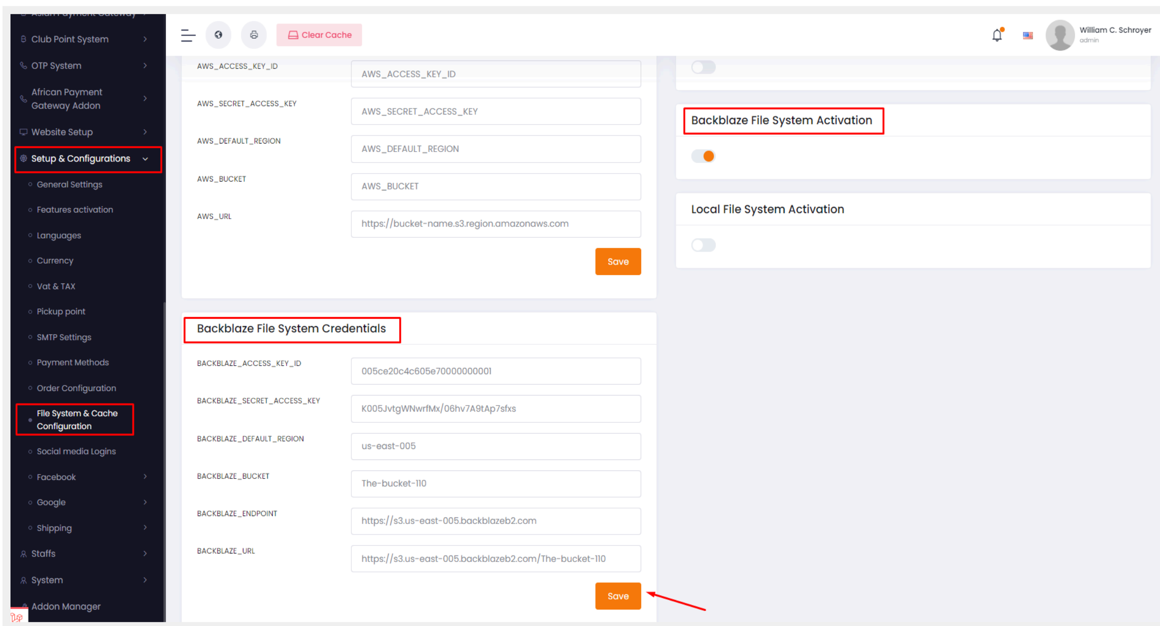


Figure: (66a) Inserting Backblaze file system credentials

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

Answer:

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.

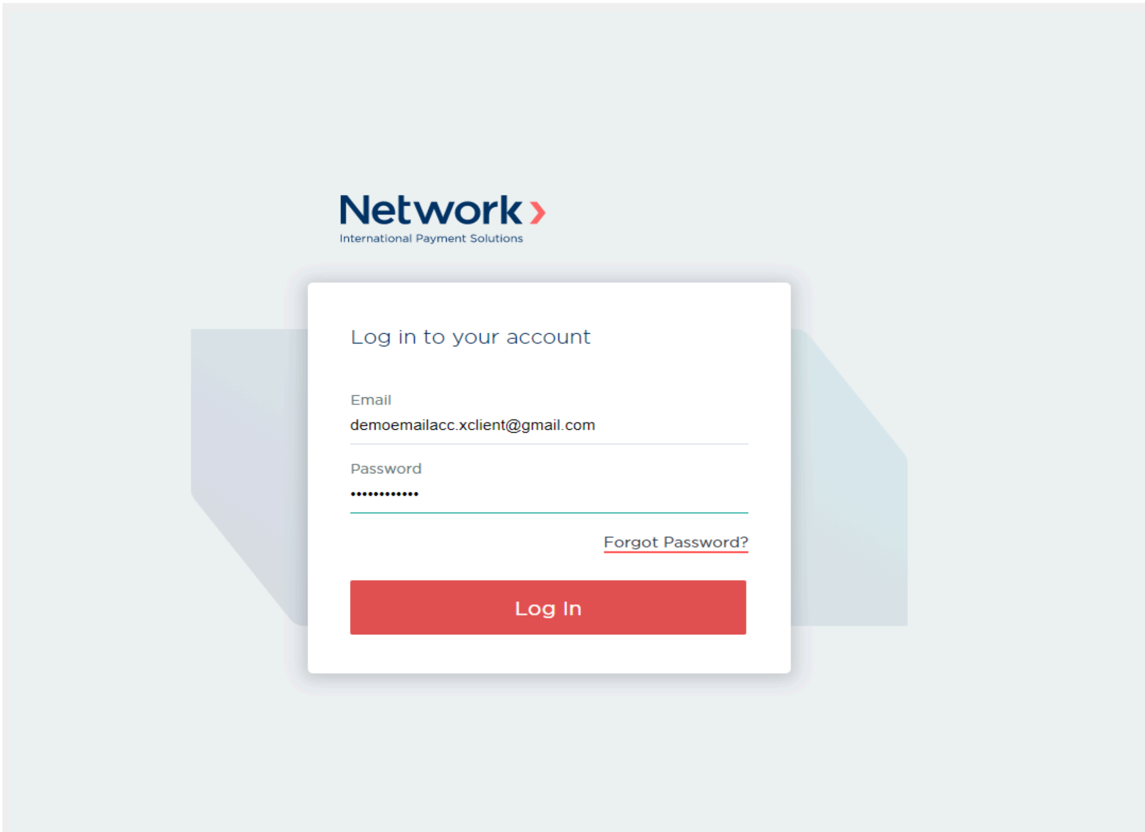


Figure: (67a) Log in panel

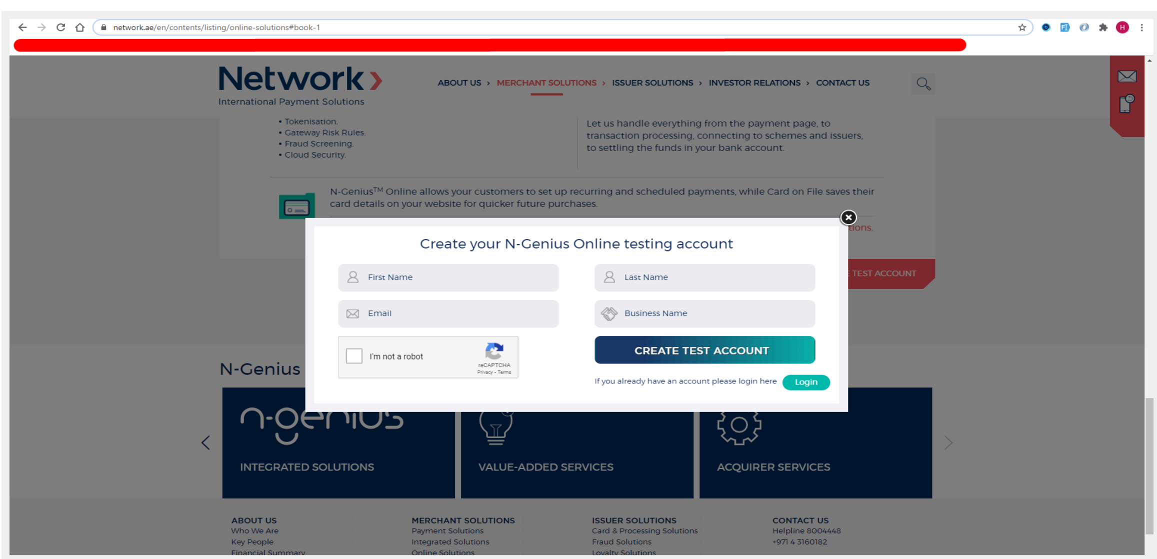


Figure: (67b) Create ngenius account pop up

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

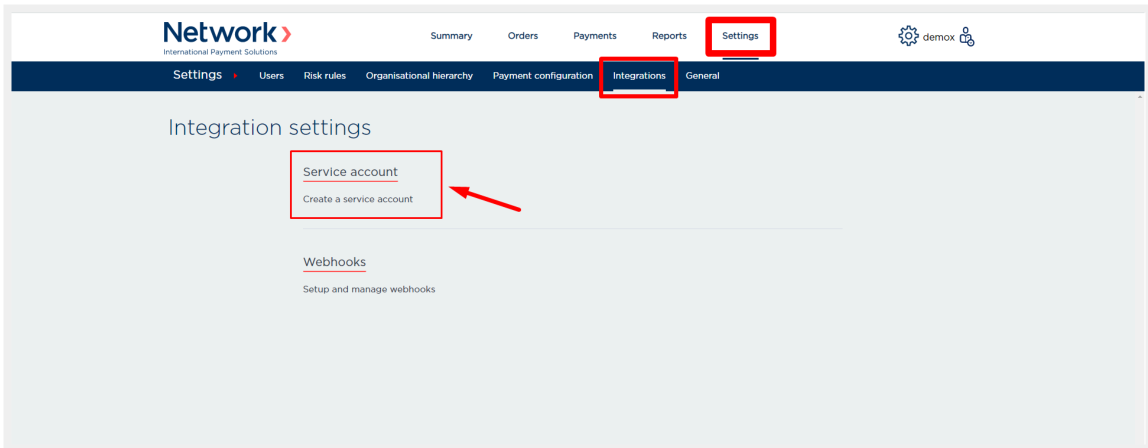


Figure: (67c) Creating Bucket Form next step

- 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.

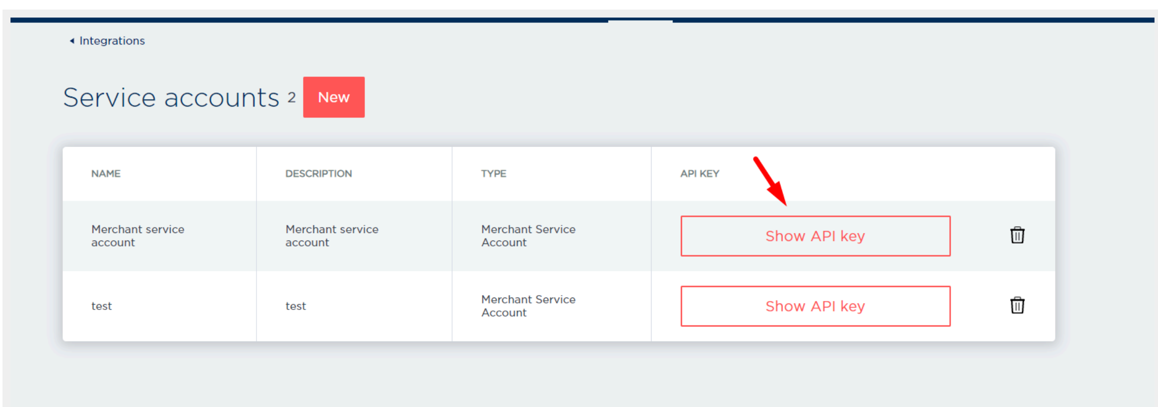


Figure: (67d) Ngenius API key field

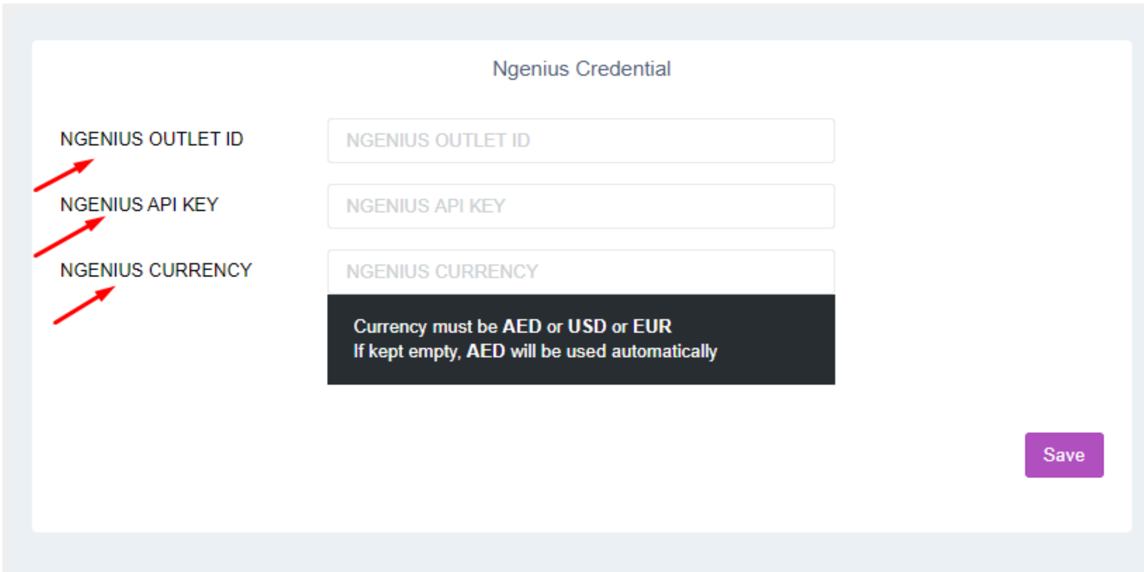


Figure: (67e) Ngenius credential

- After that you need the OUTLET ID of your ngenius account for that you need to go to the **Settings** ->**Organizational Hierarchy** then click the **instant_singup_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.

68. Which options are translatable in multiple languages?

Answer:

The 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

69. **How to configure Bkash payment gateway?**

    Answer:

    Follow the 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

70. **How to configure the Nagad payment gateway?**

    Answer:

    Follow the below steps to configure the 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”

71. How to manage shipping for products?

Answer:

Admin can select the shipping method and the shipping cost calculation will be done according to this shipping method.

For selecting any shipping method please follow the procedure given below:

- **Log in** as an **admin**
- Go to **Setup & Configurations** > **Shipping** > **Shipping Configuration**
- From here you can enable your preferred shipping method

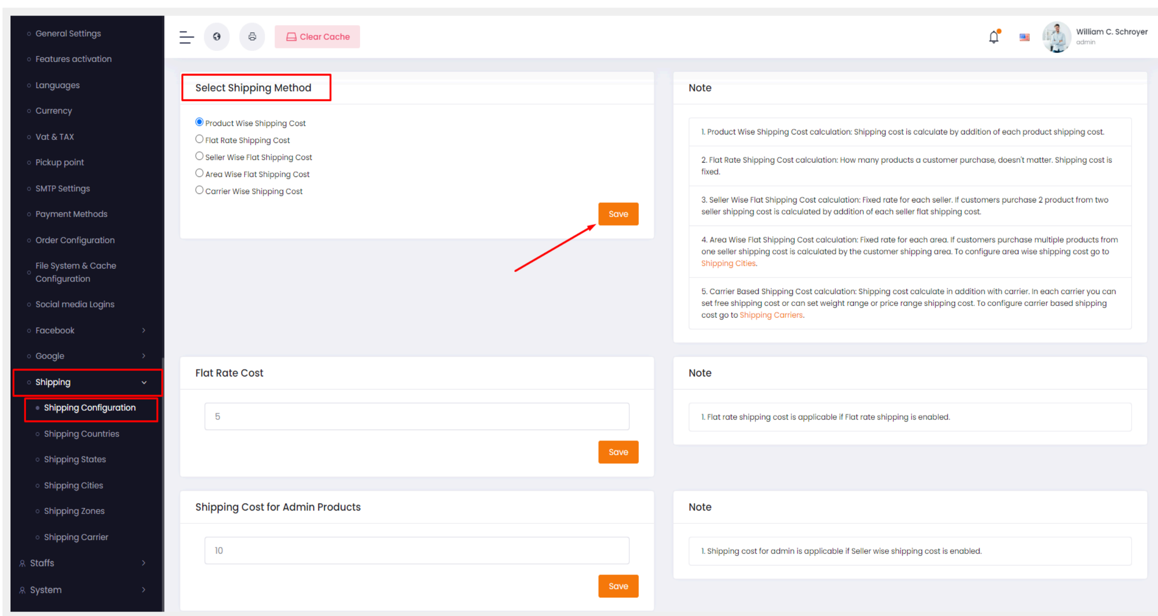


Figure: (71a) All shipping methods

72. How to configure product-wise shipping cost?

Answer:

Follow the below steps to configure product wise shipping costs:

- Go to admin panel **Setup & configuration > Shipping configuration and** choose **Product Wise Shipping Cost**
- Now 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 enables

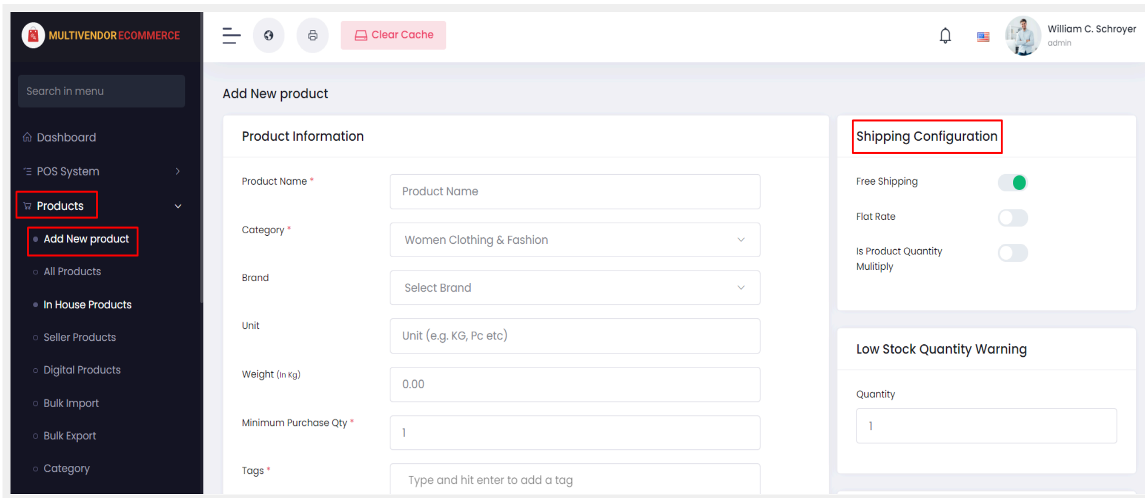


Figure: (72a) Product wise shipping cost

**If the product wise shipping cost is enabled then product upload form admin and seller both will get the options for Flat Rate cost and Free shipping option.

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

73. How to configure flat rate shipping cost?

Answer:

Follow the procedure:

- **Log in** as an **admin**
- Go to **Setup & Configuration > Shipping Configuration, and** choose **Flat Rate Shipping Cost.**

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

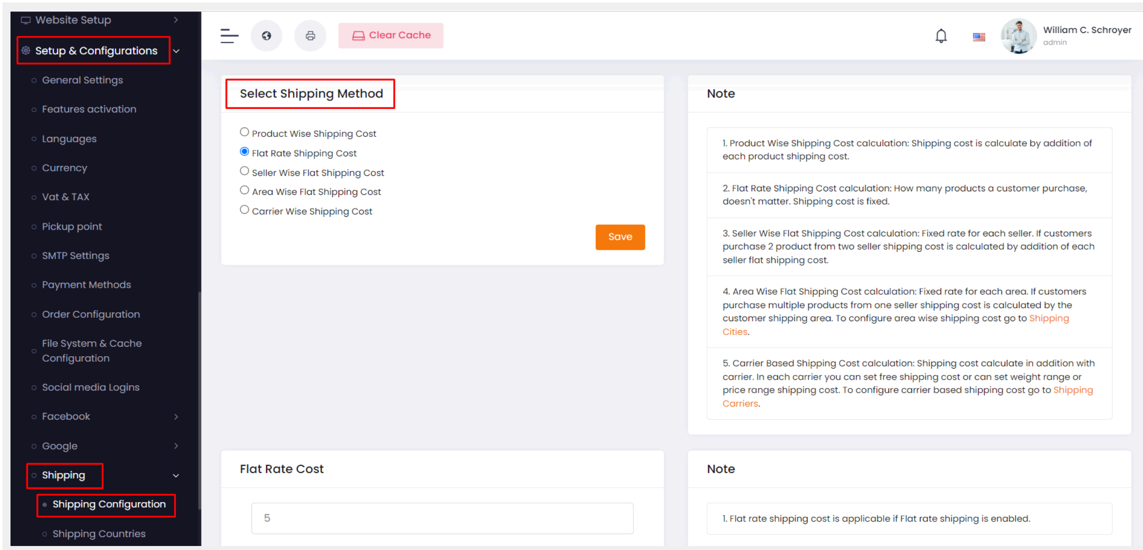


Figure: (73a) Enable flat rate shipping cost

74. How to configure seller-wise flat shipping cost?

Answer:

Please follow the procedure:

- **Log in** to the **admin** panel
- Go to **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.**

75. How to configure city-wise flat shipping cost?

Answer:

For configuring city-wise shipping cost admin needs to choose Area-wise Flat Shipping Cost.

- **Log in** to the **admin** panel

- Go to **Setup & configuration > Shipping configuration** and choose **Area Wise Flat Shipping Cost**
- Then admin needs to select the countries**,** Now go to **Setup & configuration > Shipping Countries** and **enable** or **disable** your preferred countries
- Admin can add city. For adding a city Go to **Setup & configuration > Shipping > Shipping Cities.** Now create a city for the **selected country** and input the **shipping cost** for the city and enable the preferred cities
- For creating the city admin needs to add the state, To add the state go to **Setup & configuration > Shipping > Shipping State** and create a state for the selected country and enable the preferred state

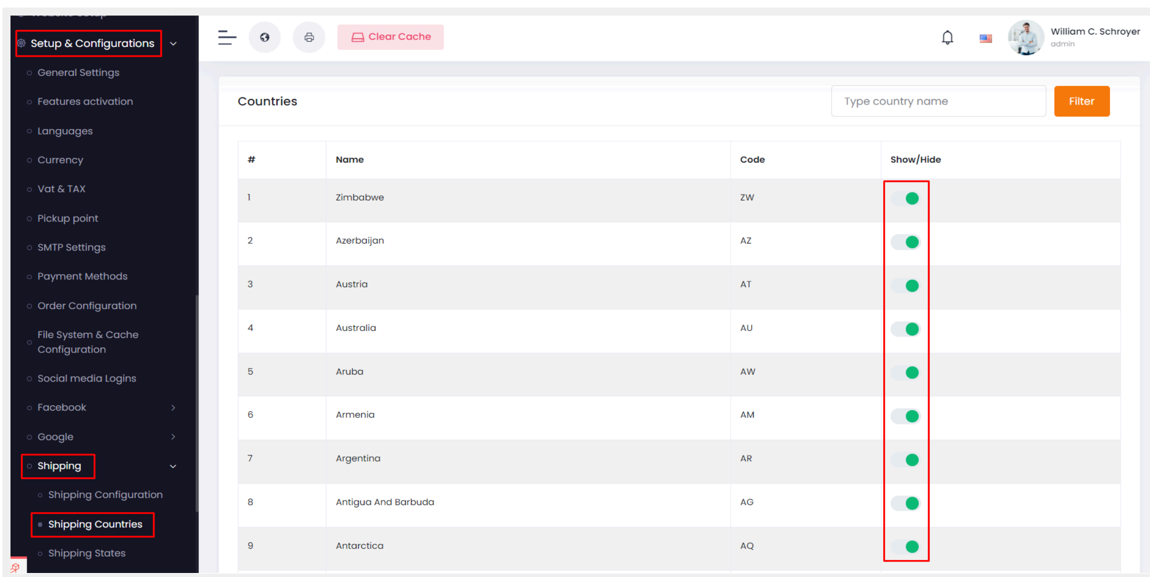


Figure: (75a) Enable preferred shipping countries

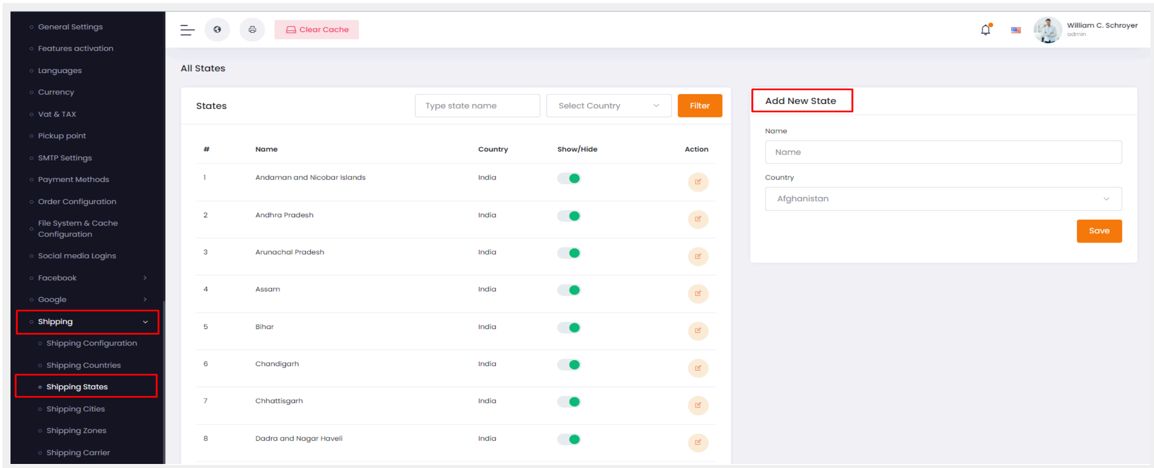


Figure: (75b) Enable preferred shipping states and add state

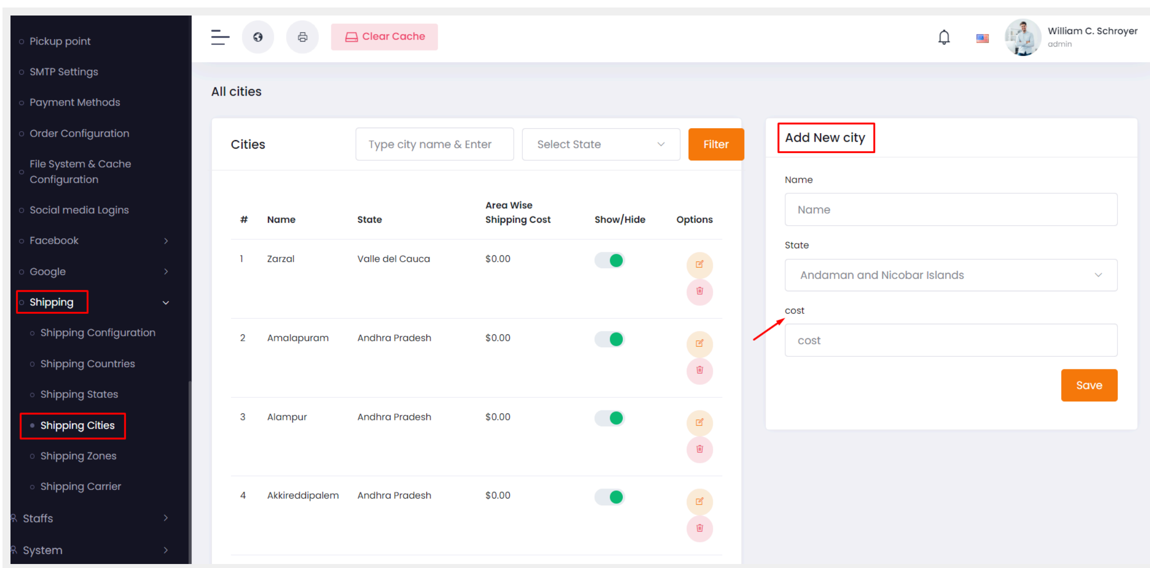


Figure: (75c) Insert city-wise shipping cost

76. How to enable Carrier Wise Shipping Costs?

Answer:

Follow the below instructions:

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

- Then click the **save** button.

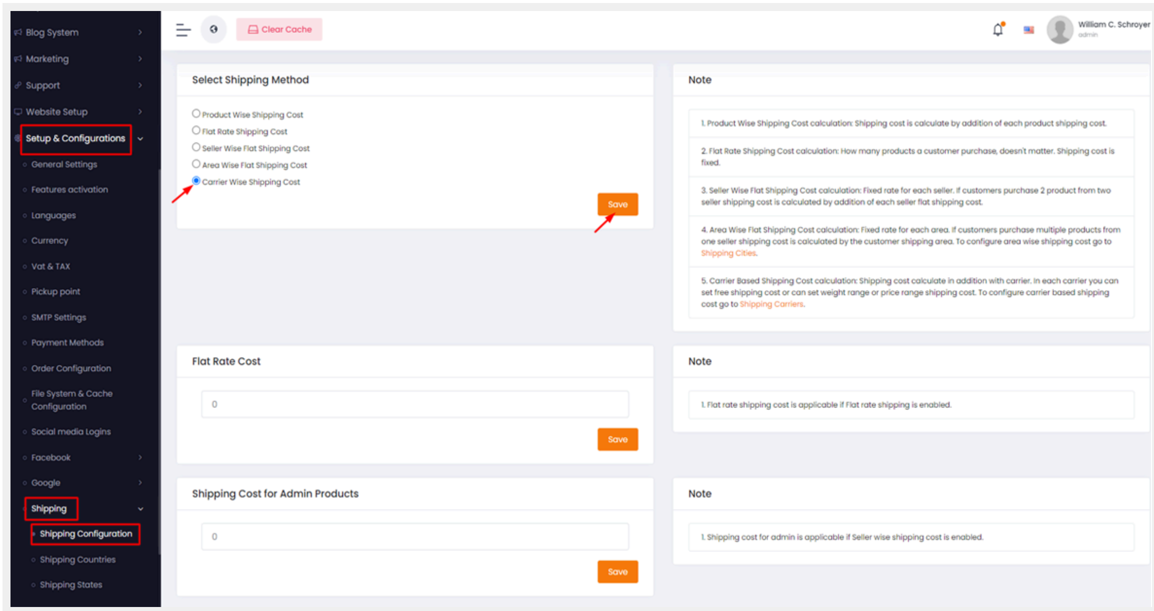


Figure: (76a) Enable carrier wise shipping cost

77. How to add a new Shipping carrier?

Answer:

Create a shipping carrier following the below instructions:

- From the admin panel, go to **Setup & Configurations > Shipping > Shipping Carrier > Add new carrier**
- Fill the form with the **Carrier Name and 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.

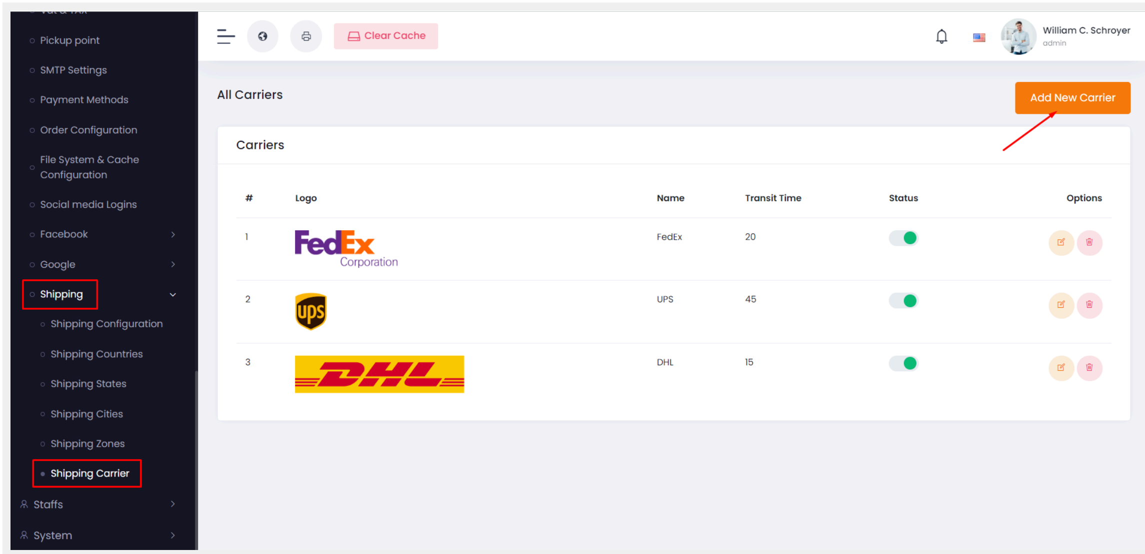


Figure: (77a) Shipping carrier add

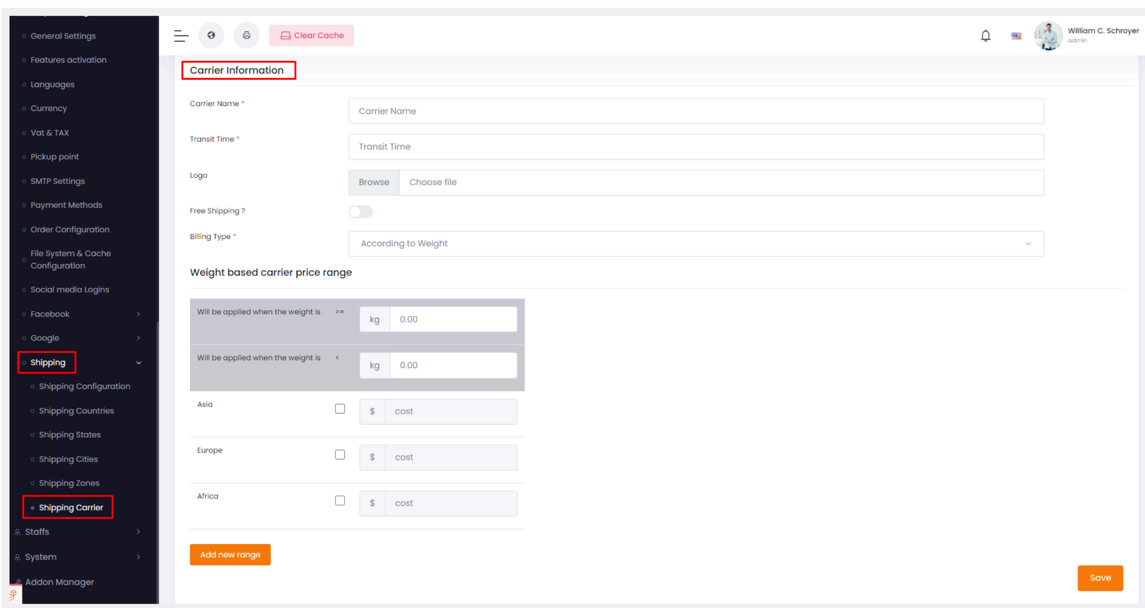


Figure: (77b) Shipping carrier add form

78. How to create a zone for carrier-wise shipping?

Answer:

Create a zone with countries if not created yet. Follow the below instructions:

- From the 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.

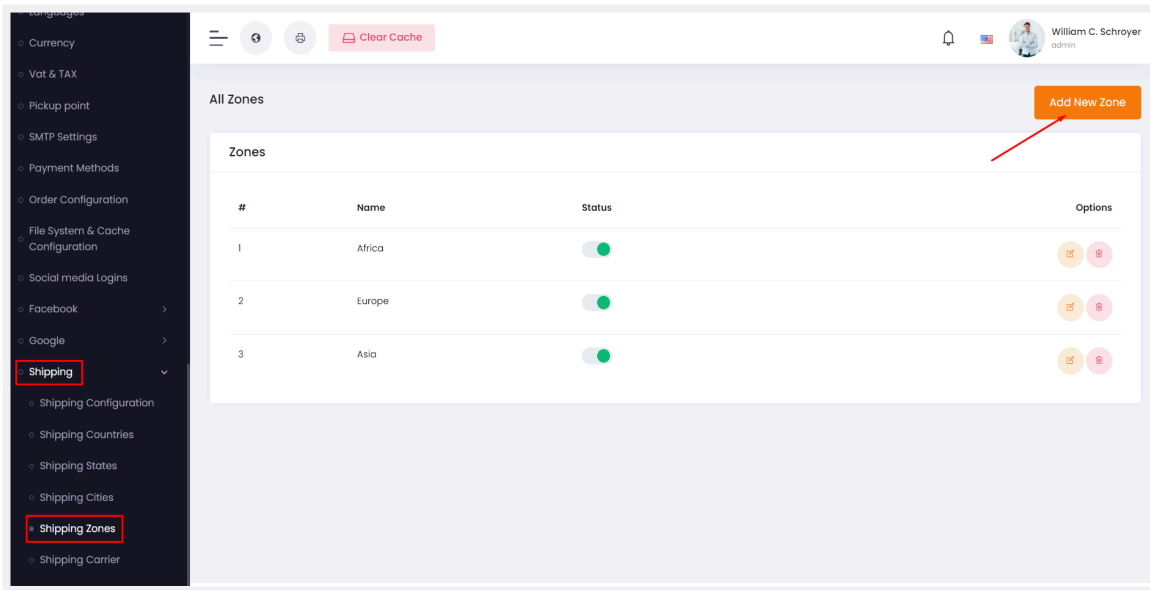


Figure: (78a) Create zone for carrier-wise shipping

79. How to set weight?

Answer:

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

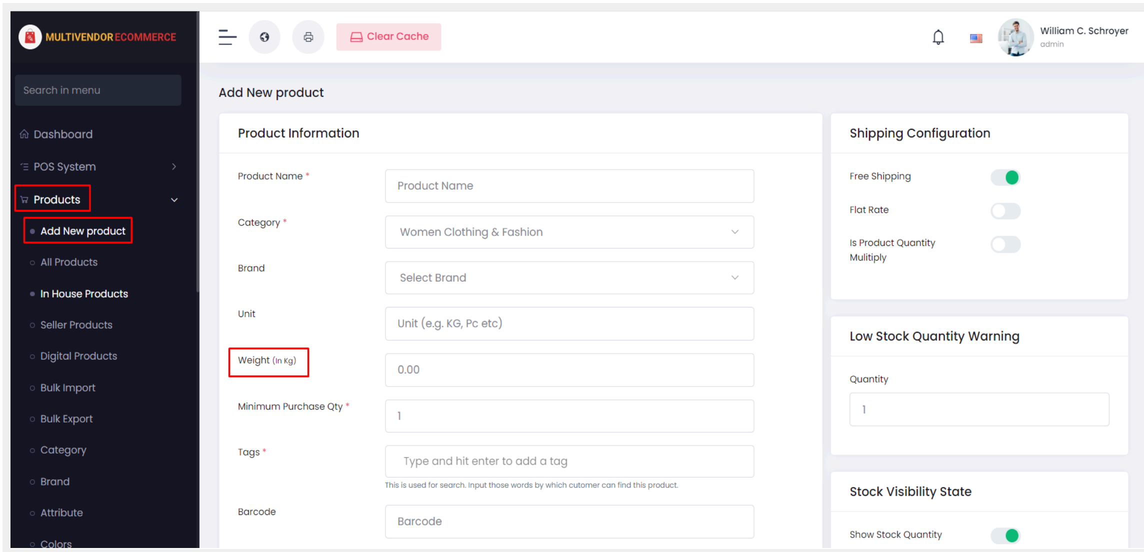


Figure: (79a) insert weight field

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

Answer:

Follow the instructions:

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

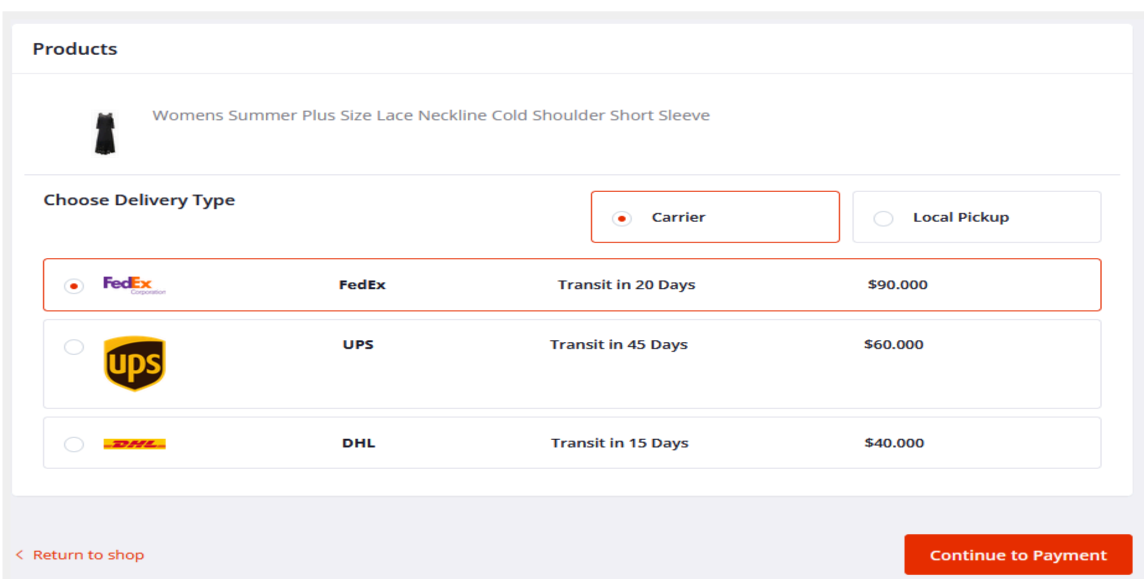


Figure: (80a) Customer chooses carrier during the checkout process

81. How to configure Redis cache support?

Answer:

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

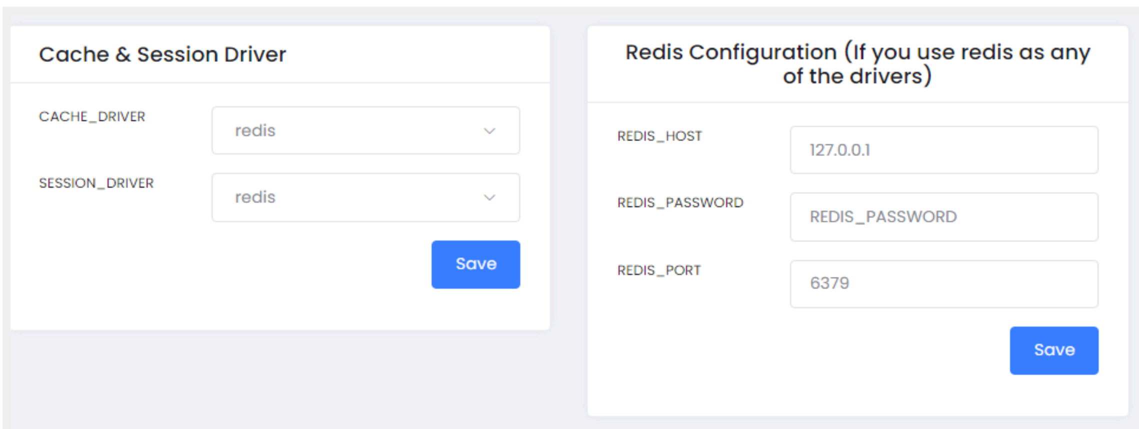


Figure: (81a) Configure Redis Cache Support

82. How to configure firebase console setup for push notification for mobile app?

Answer:

To use firebase follow the procedure which are mentioned below

- Go to this URL to create project https://console.firebase.google.com/u/0/

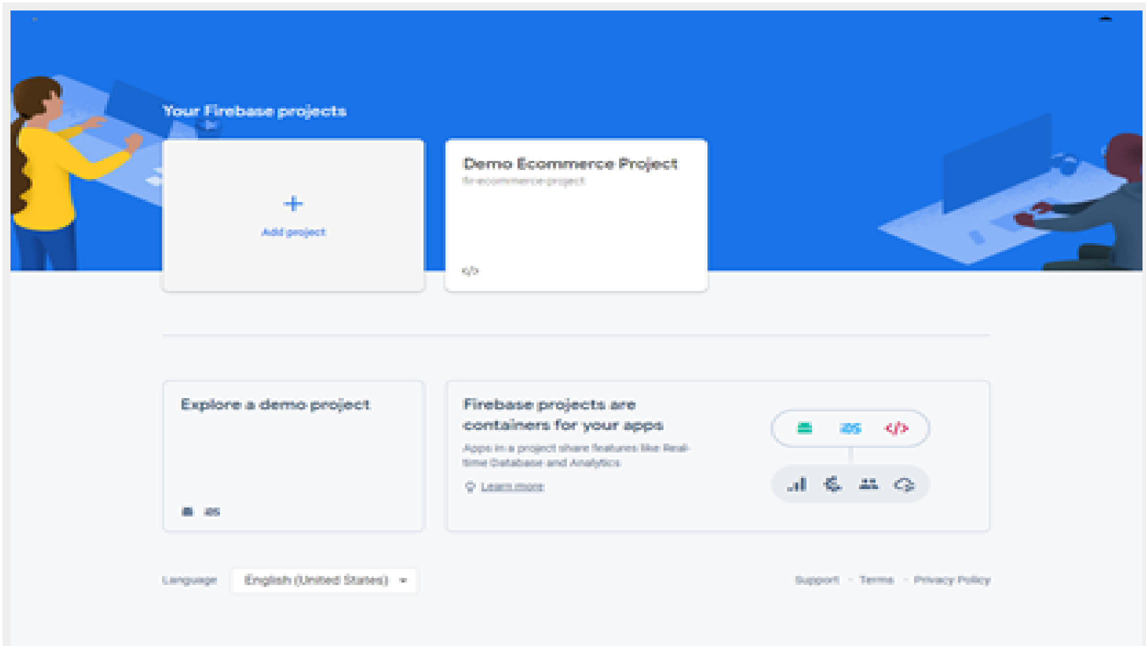


Figure: (82a) Firebase Project step 1

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

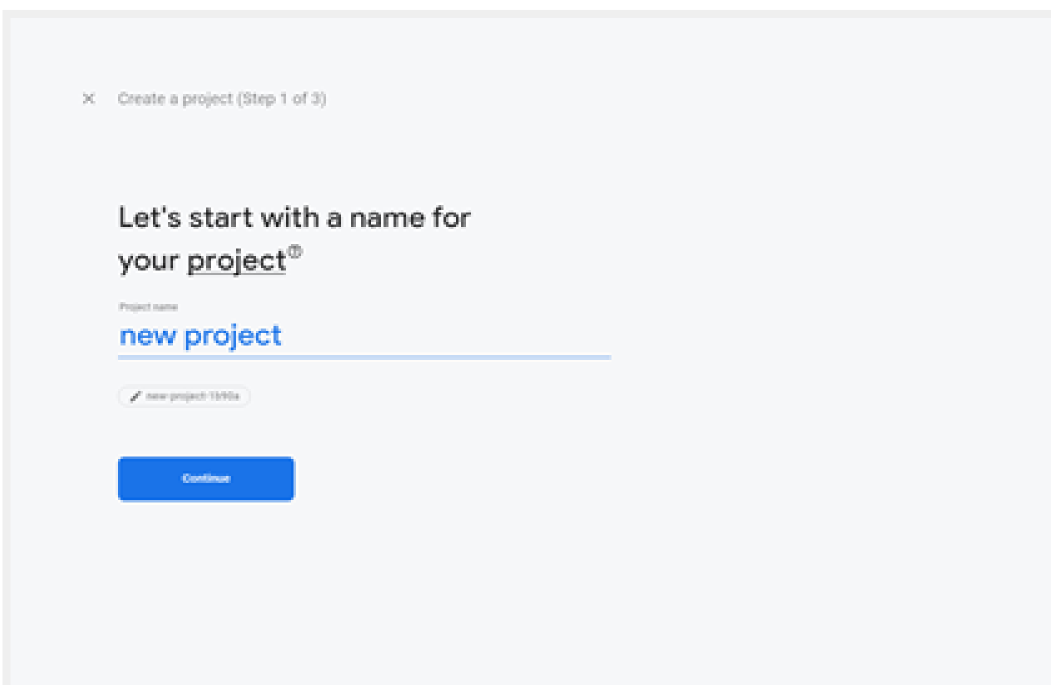


Figure: (82b) Firebase project step 2

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

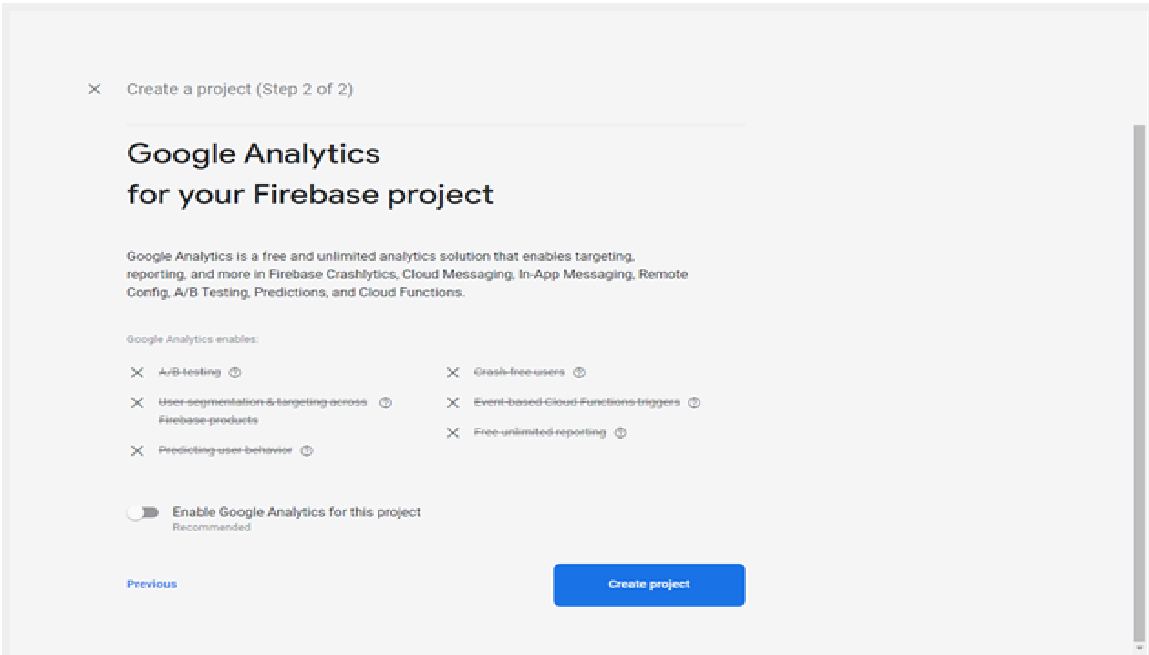


Figure: (82c) Google Analytics for firebase project

- After then click on continue button

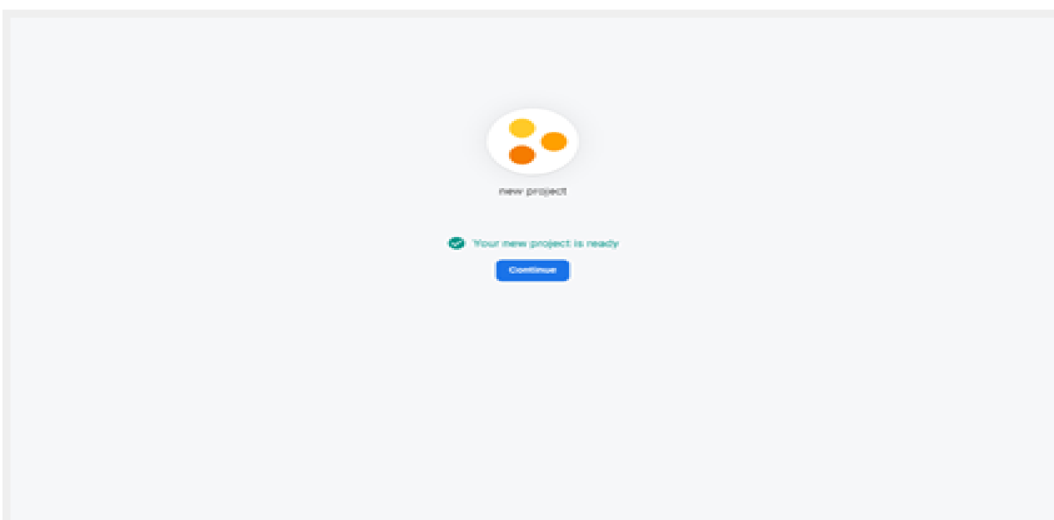


Figure: (82d) Google Analytic for firebase projects continue

- Now go to project settings to get server key

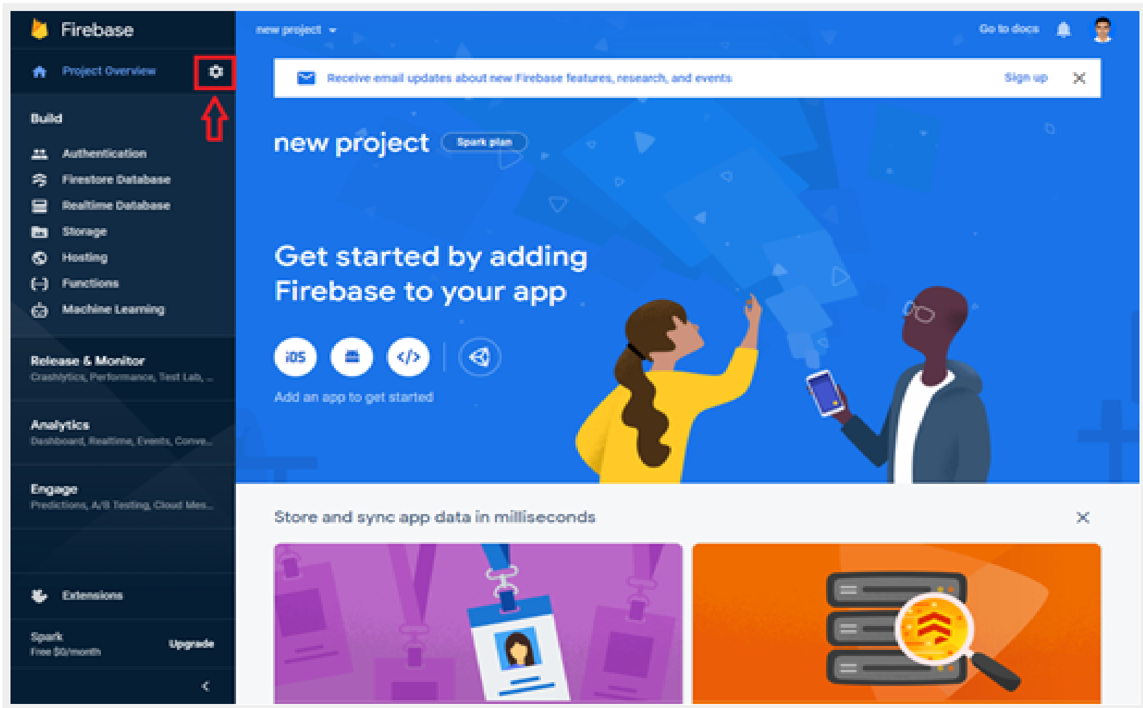


Figure: (82e) Project Settings

- To get server key click on Cloud Messaging option

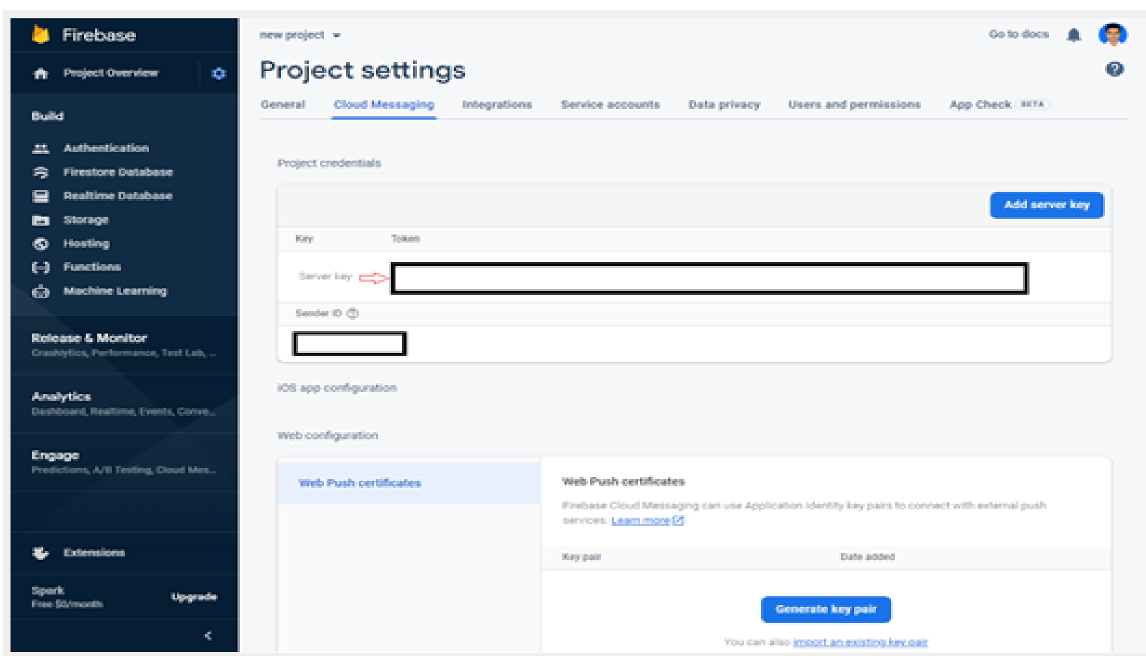


Figure: (82f) Project Settings (i)

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

Answer:

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

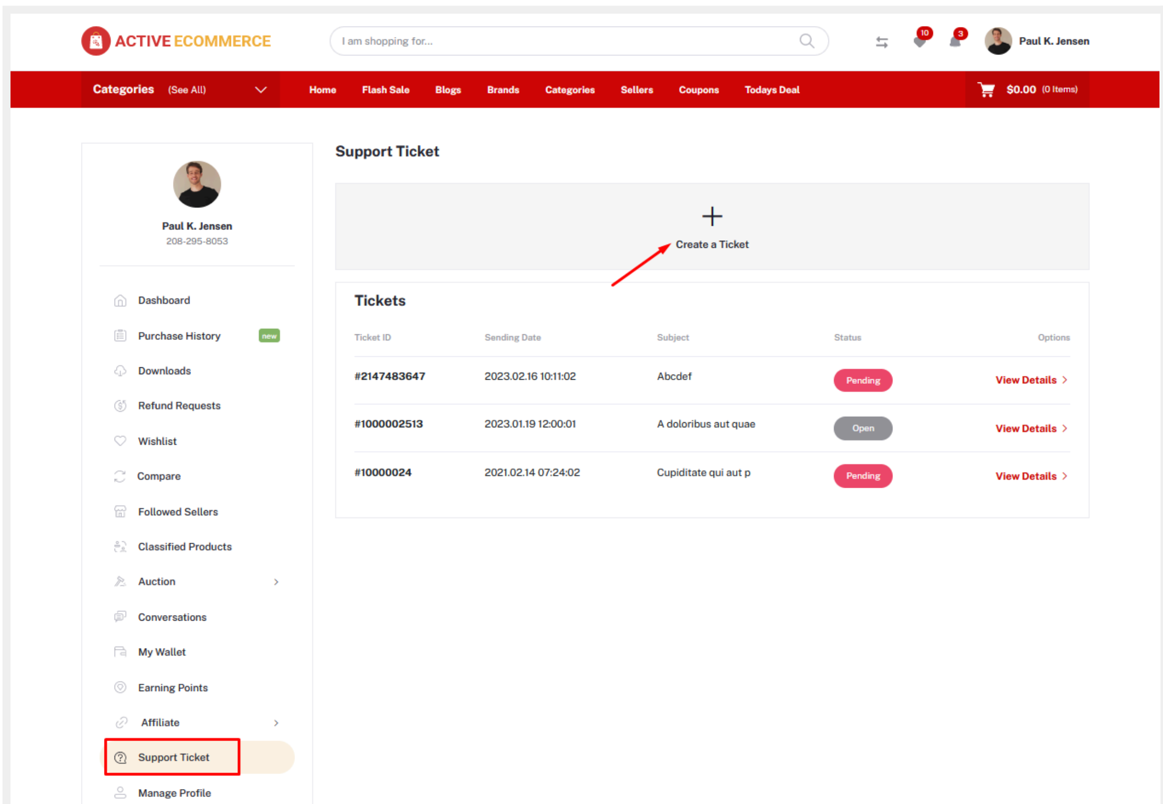


Figure: (83a) Creating support ticket from customer

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

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

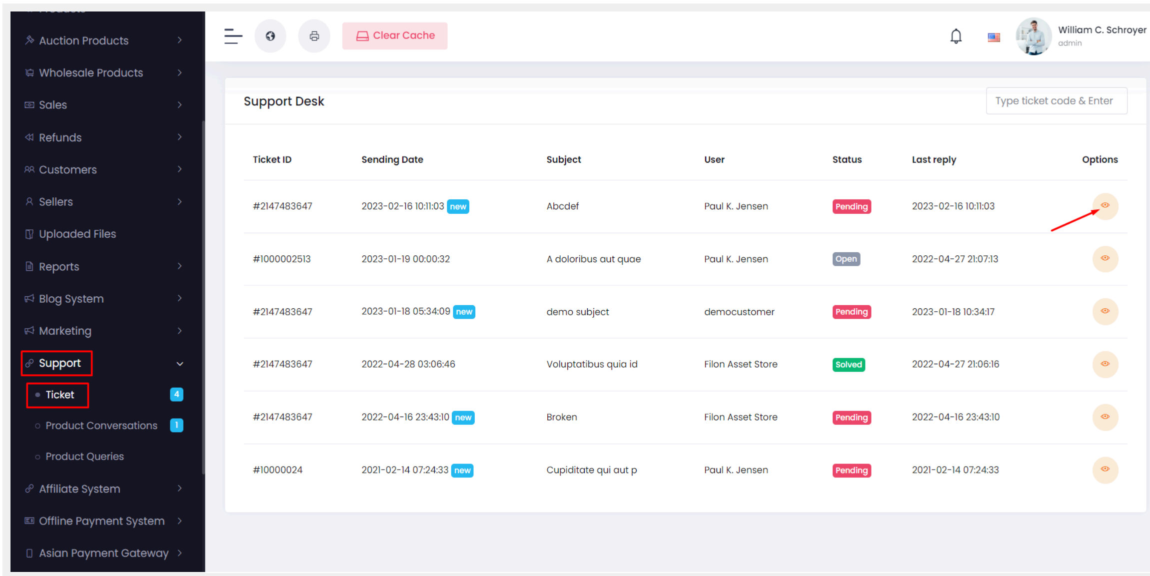


Figure: (83b) Support ticket reply from admin

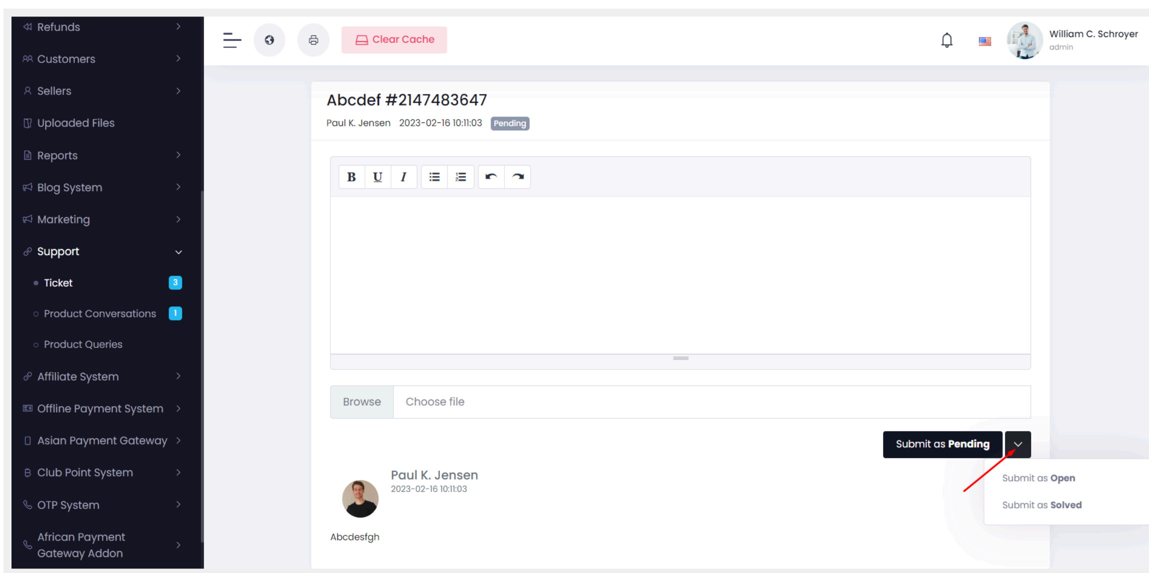


Figure: (83c) Support ticket reply

84. How to generate Google reCAPTCHA?

Answer:

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.

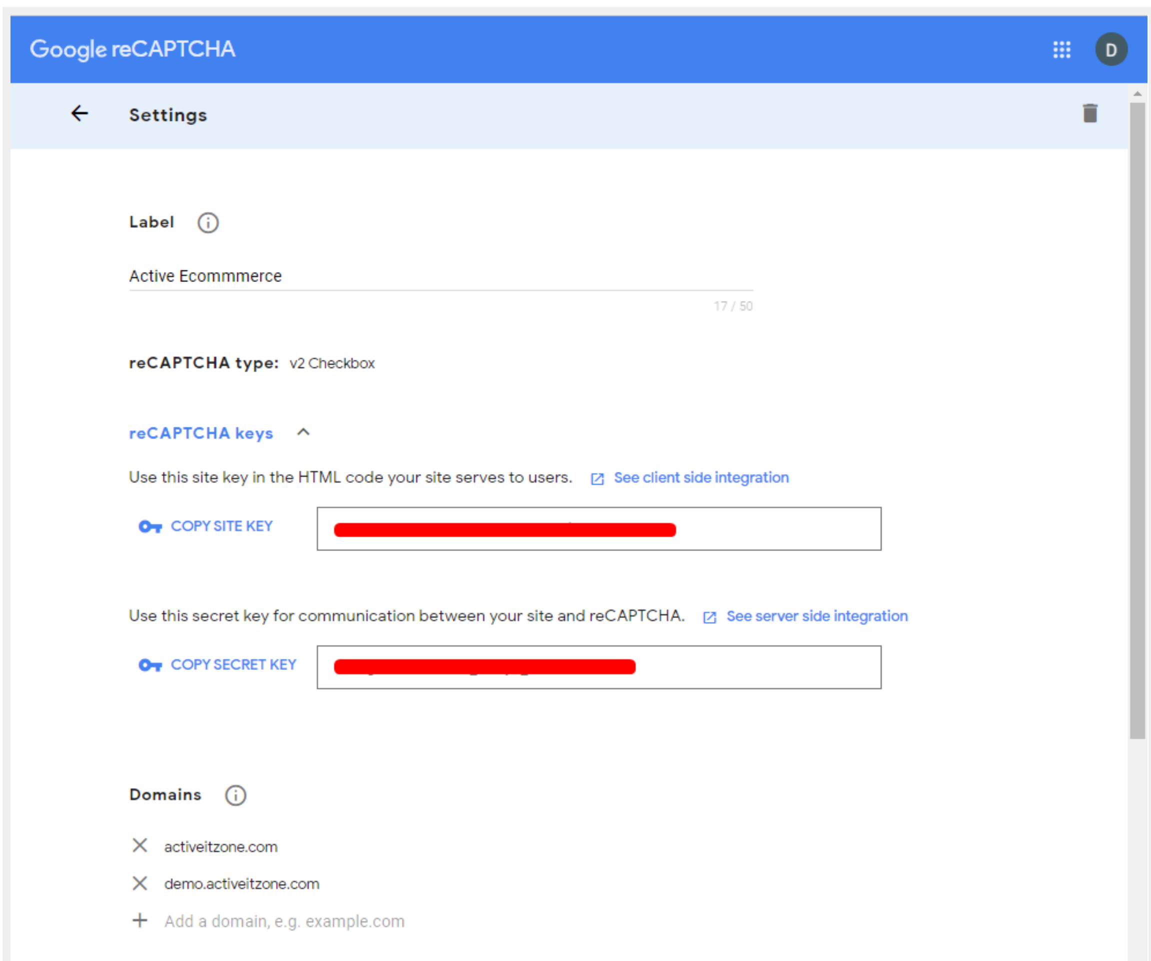


Figure: (84a) Google reCaptcha site

- Now Login to your **admin** panel.
- Go to **Setup & Configuration > Google > Google reCAPTCHA.**

- Copy the **Site KEY** and **SECRET KEY.** Put these in the **Google reCAPTCHA Setting** form and **save**.

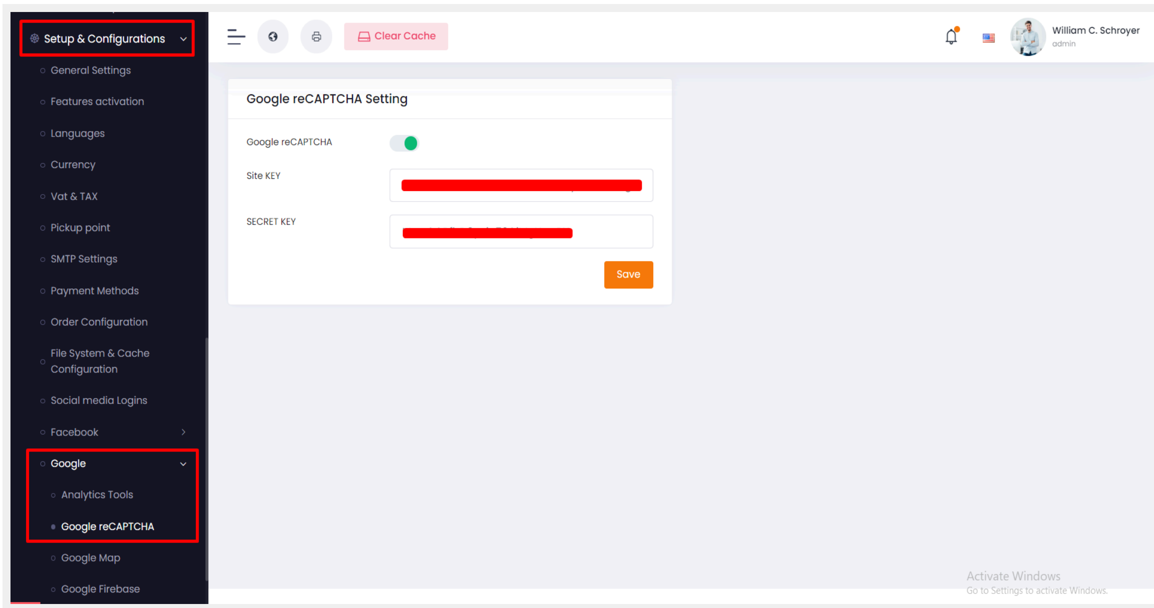


Figure: (84b) Google reCAPTCHA setting

85. How to give a review?

Answer:

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 & delivered only then you will get the review option**).
- Click on the **product code** or in the **view** option to view details.

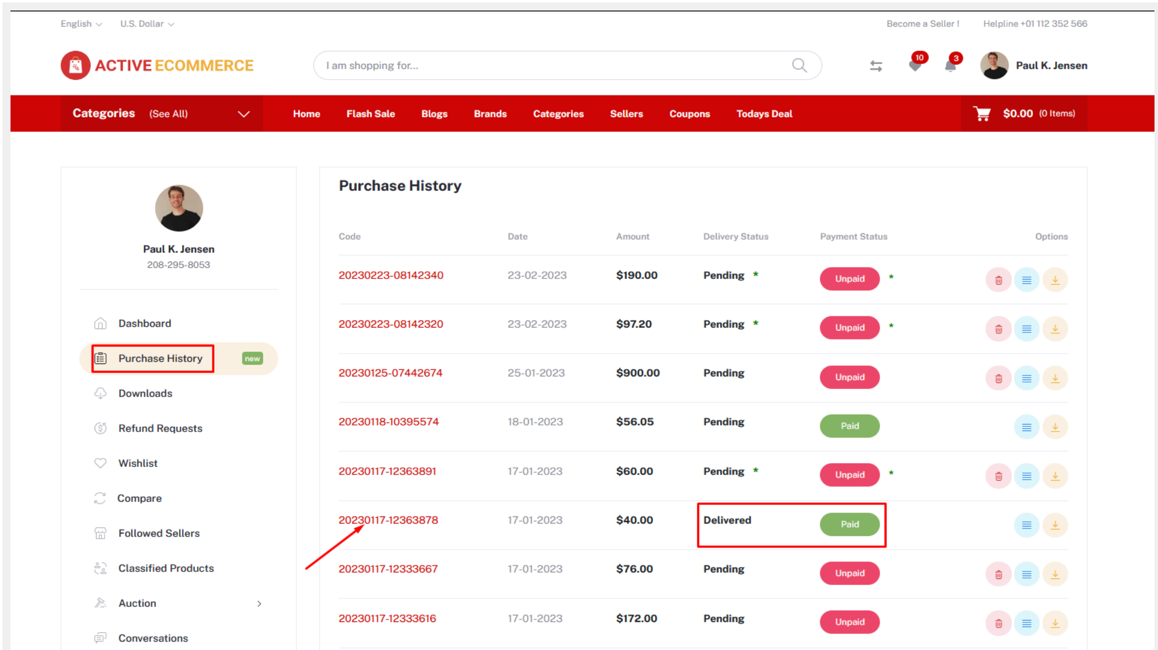


Figure: (85a) All Purchase history

- Click on the **specific product** and it will take you to the **product detail page.** Or you can give review by clicking **review** button

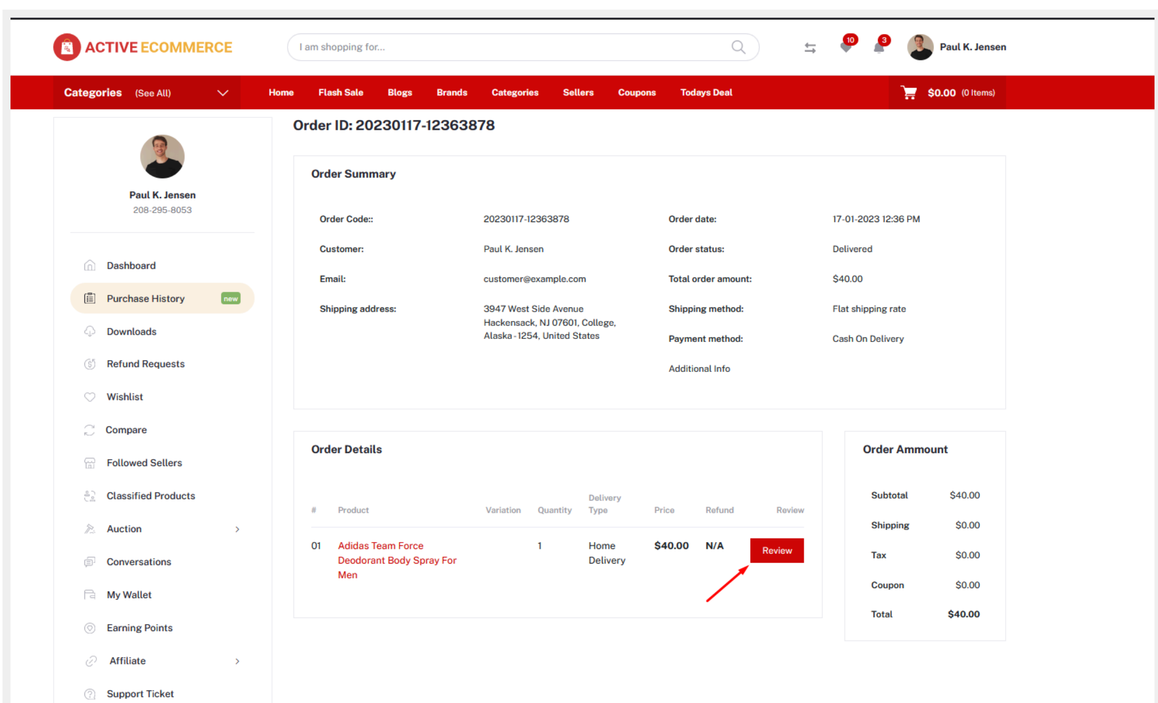


Figure: (85b) order details & Review option

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

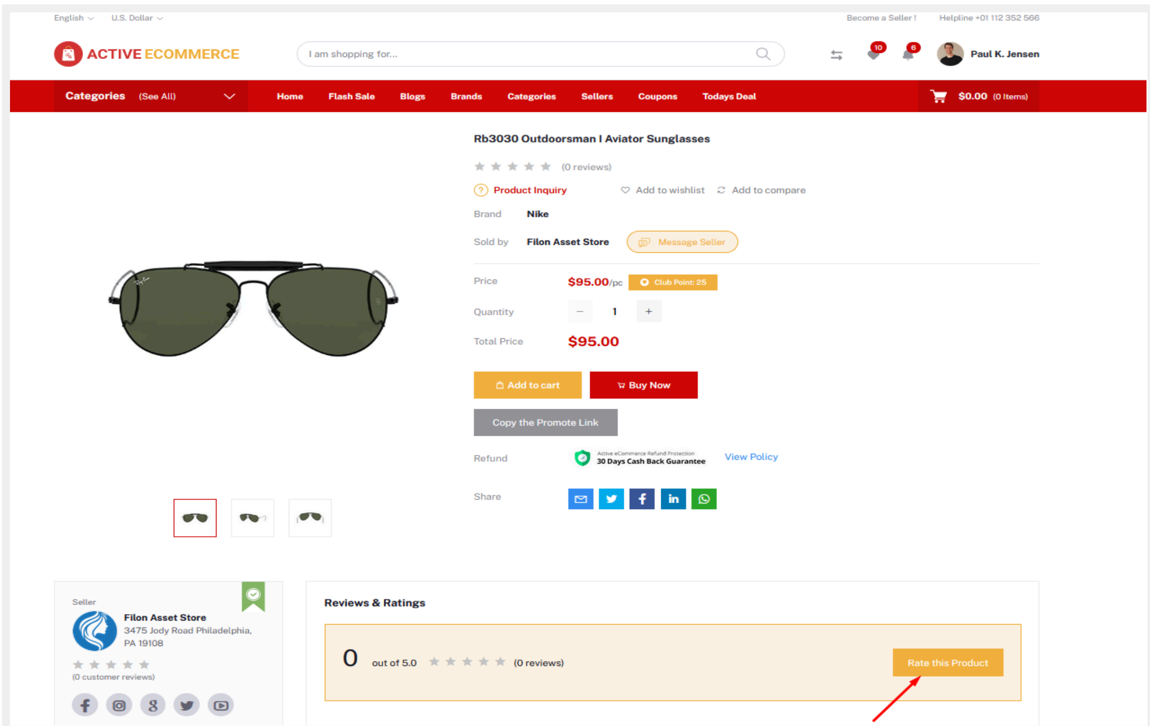


Figure: (85c) Give review from product details page

86. How can a customer cancel an order?

Answer:

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.

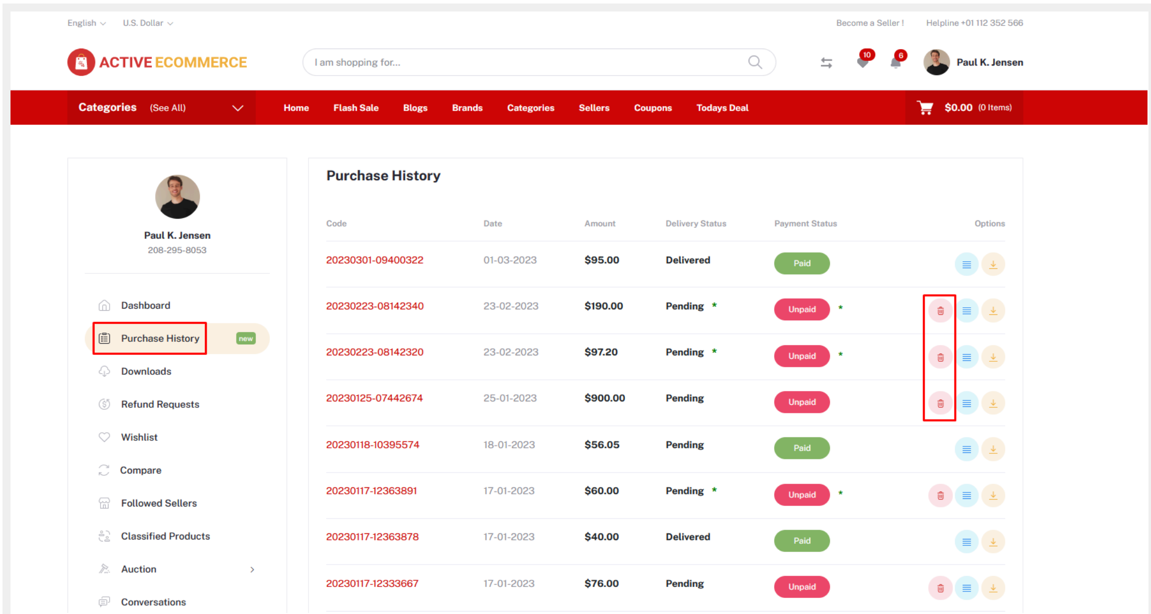


Figure: (86a) Order cancel

87. 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 then 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.

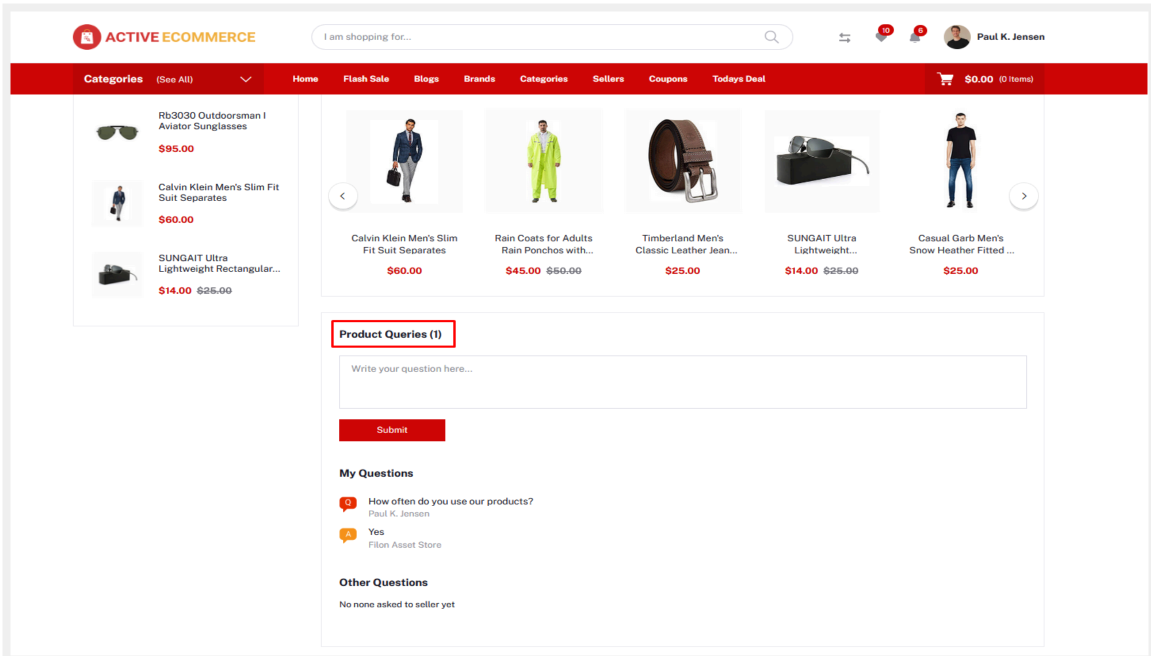


Figure: (87a) Product Queries from product details page

88. 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.

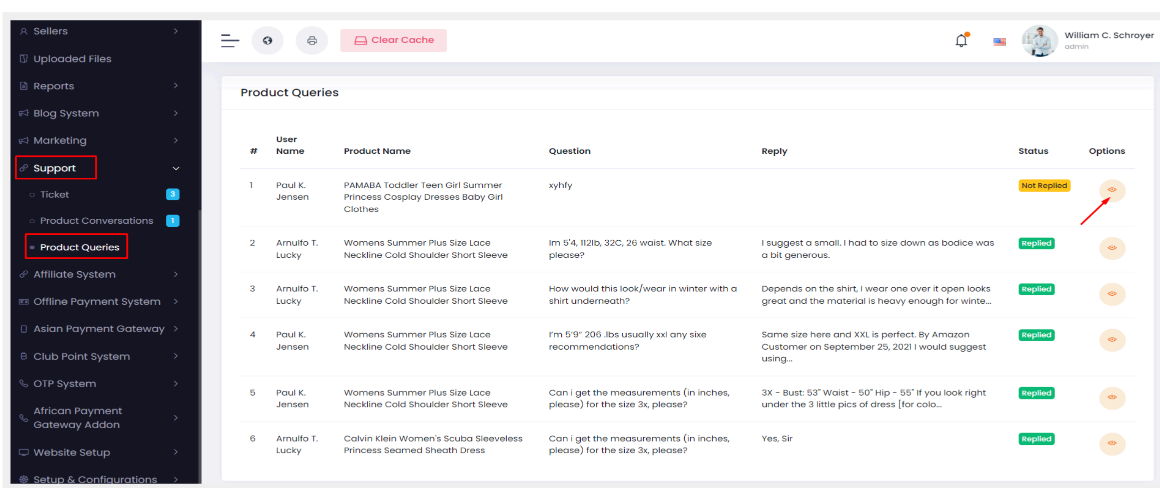


Figure: (88a) Product queries reply

89. How to add product measurement point?

Answer:

Follow the below instructions:

- **Login** to the **admin** panel.
- Go to **Products** > **Size Guide** > **Measurement Points**
- Now add a **name** of and Click on **Save**
- Admin can also see the **list** of measurement points
- Can **edit** or **delete** any measurement point

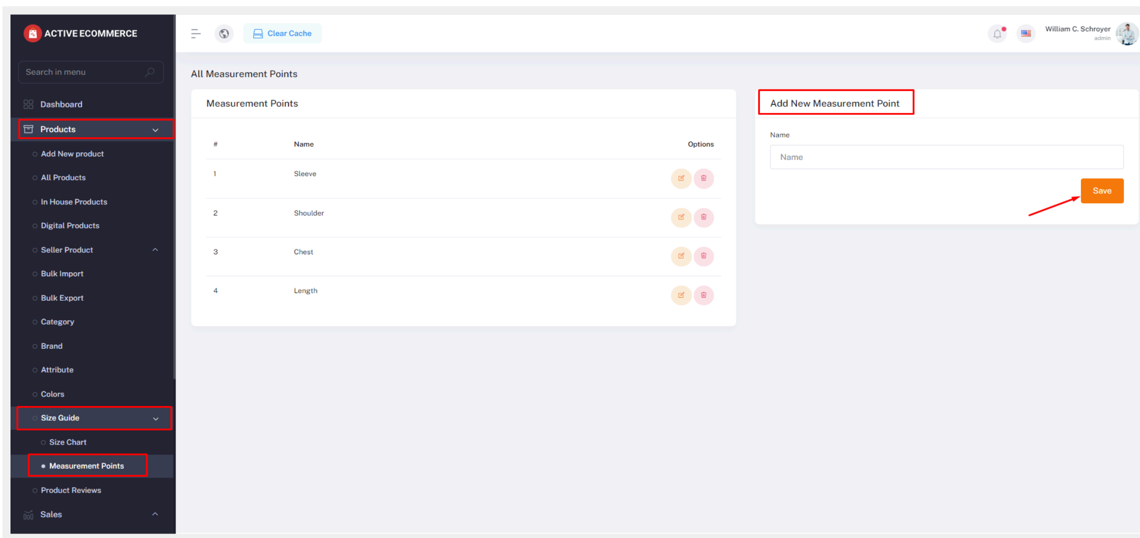


Figure: (89a) Adding Product measurement points

90. How to add a product size chart?

Answer:

Follow the below instructions:

- **Login** to the **admin** panel.
- Go to **Products** > **Size Guide** > **Size Chart**
- Now click on **Add New Size Chart** button
- From the **size chart information** section-
  - insert the **Chart name**
  - Choose any **category** from the drop down list

- Insert the **images**. These images are visible in product size gide beside size description
- Inserting the **size description**

- From the size configuration section-
    - Choose the **Fit type**
    - Choose **Stretch Type**
    - Choose the **Measurement points**
    - Choose the **size options**
    - **Measurement type** selecting option, you can choose both **inches** and **centimeter**
- After choosing configuration section **Size Combinatin** form will be shown
    - You need to put the **Length**
- Now click on **Save**

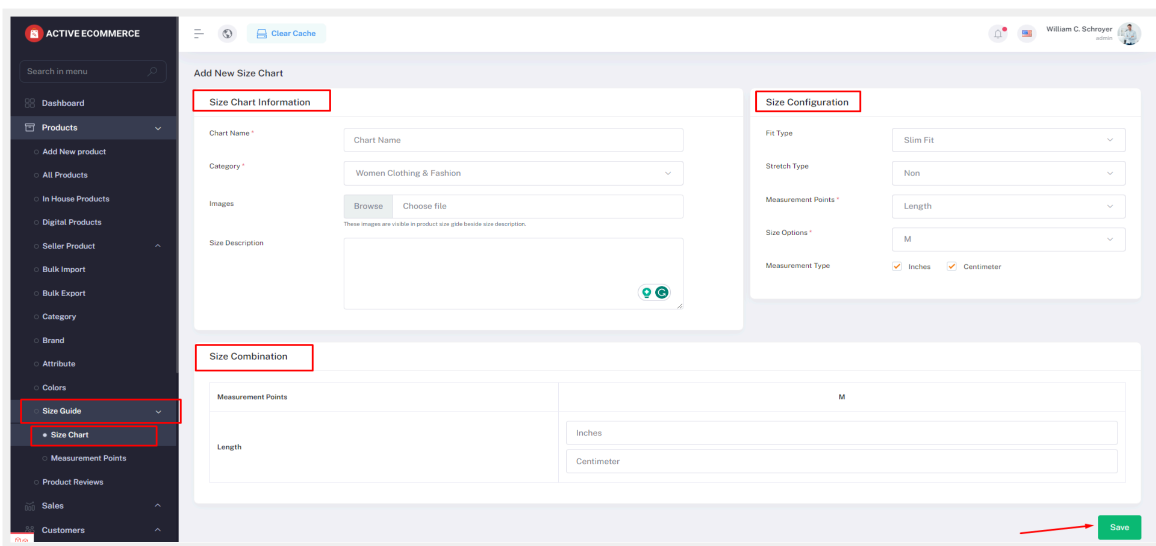


Figure: (90a) Adding Product size chart

91. How can a customer show a product size guide?

Answer:

Follow the below instructions:

- On the Product detail page, you can see the **Show Size Guide** option
- By clicking the **Show Size Guide** button customers can see the size chart for any category

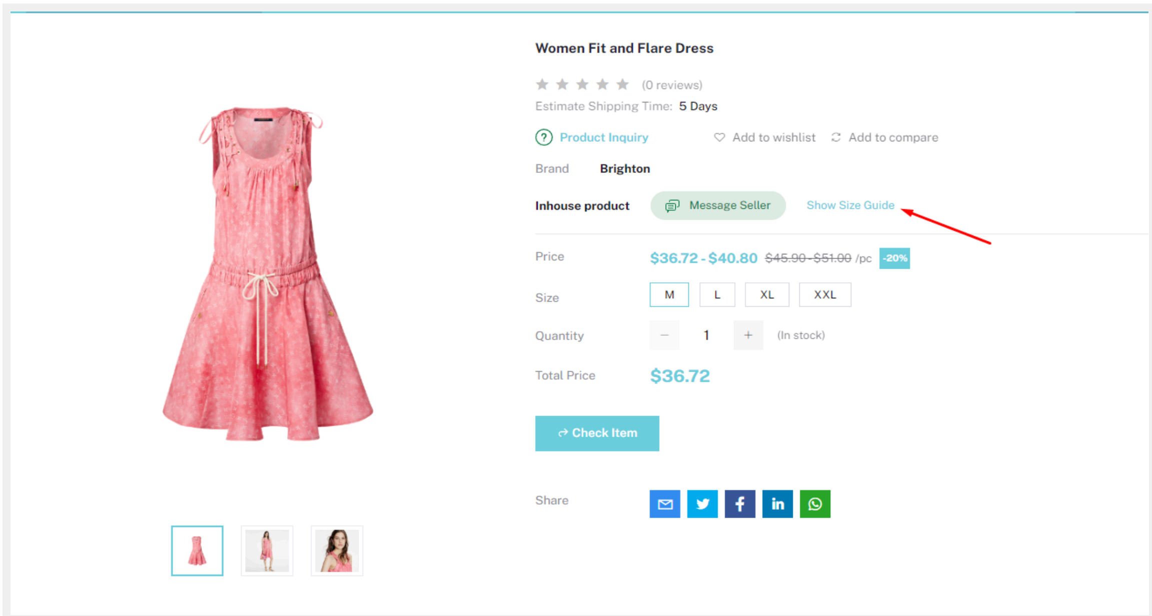


Figure: (91a) Size Guide option on the product detail page

92. How to select the Authentication page?

Answer:

Follow the below procedure:

- **Login** to the **admin** panel.
- Go to **Website Setup** > **Select Authentication Layout**
- Choose any authentication layout, you can view the layout by clicking on the **view** button
- Now click on the **Save** button

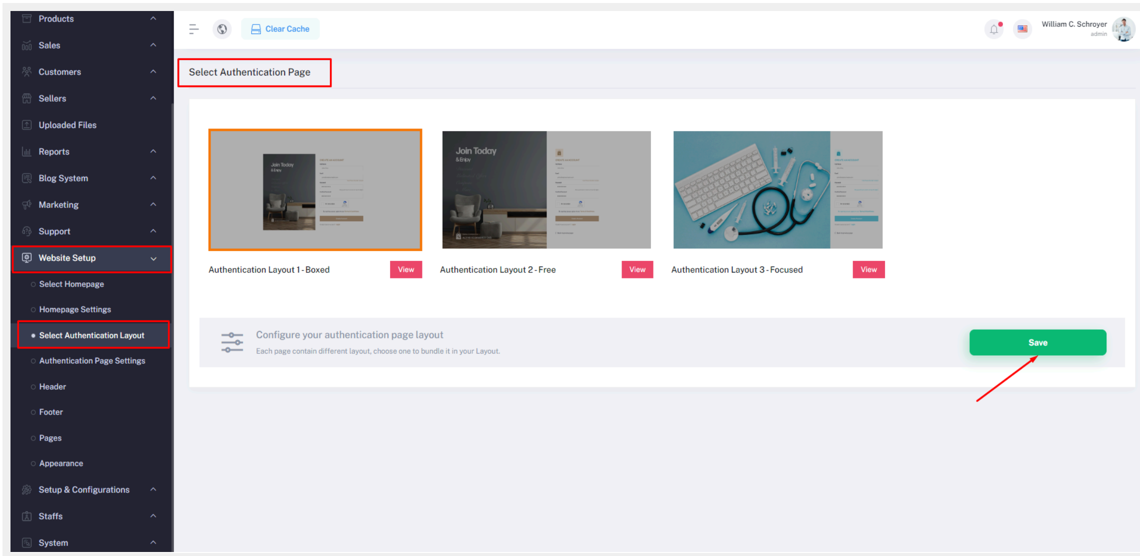


Figure: (92a) Select the authentication page

93. How to set up the Authentication page setting for the layouts?

Answer:

Follow the below procedure:

- **Login** to the **admin** panel.
- Go to **Website Setup** > **Authentication Layout & Settings**
- After choosing any layout admin will find the Authentication page images below
- Admin needs to upload admin login page image, Customer login page image, Customer register page image, Seller login page image, Seller register page image, Delivery boy login page image, forget password image, Password reset page image, phone no verification page image
- Now, click on **Update**

94. How does guest checkout work?

Answer:

Please follow the below procedure:

- First, **activate** the **Guest Checkout** from the **admin panel**
    - Go to **Setup & Configurations** > **Features Activation**

- On this page, enable the “**Guest Checkout Activation**” feature.

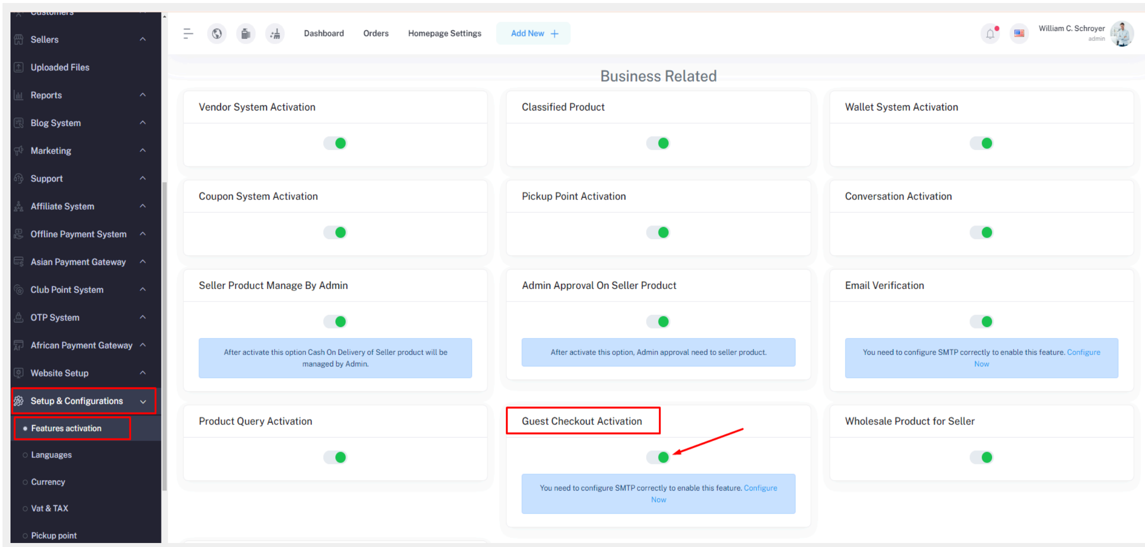


Figure: (94a) Enabling the “Guest Checkout Activation” switch

- Anyone can purchase a product without having an account.
- If customers purchased before using the same email or phone (if OTP addon is installed), you have to login first to place an order.
- Customers will get an account opening email with an 8-digit auto-generated password that can be used for further login.
- If **email verification is enabled,** customers will also get an email verification email.

*****N.B.:For this guest checkout option, the admin needs to configure SMTP correctly.***

95. How to category-wise Product discounts work?

Answer:

Please follow the below procedure:

- **Log in** as an **admin**
- Go to **products** > **Category Wise Discount**

- Set the **discount amount** in percentage and **discount date** range
- Admin can choose the discount for the seller products also. For this **enable** the **seller products** switch
- Now click on the **Set** button
- The discount is set for the existing products and for the new products this discount will not be counted.

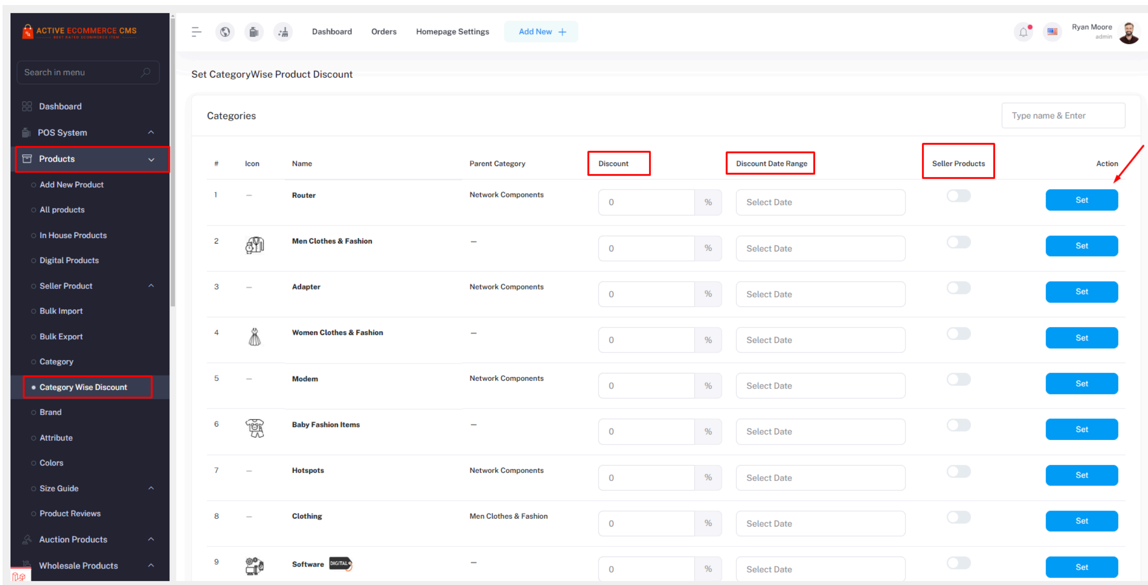


Figure: (95a) Set the Category wise discount on the admin panel

Seller can also set the category-wise product discount for seller products.

- **Log in** as a **seller**
- Go to **products** > **Category Wise Discount**
- Set the **discount amount** in percentage and **discount date** range
- Now click on the **Set** button

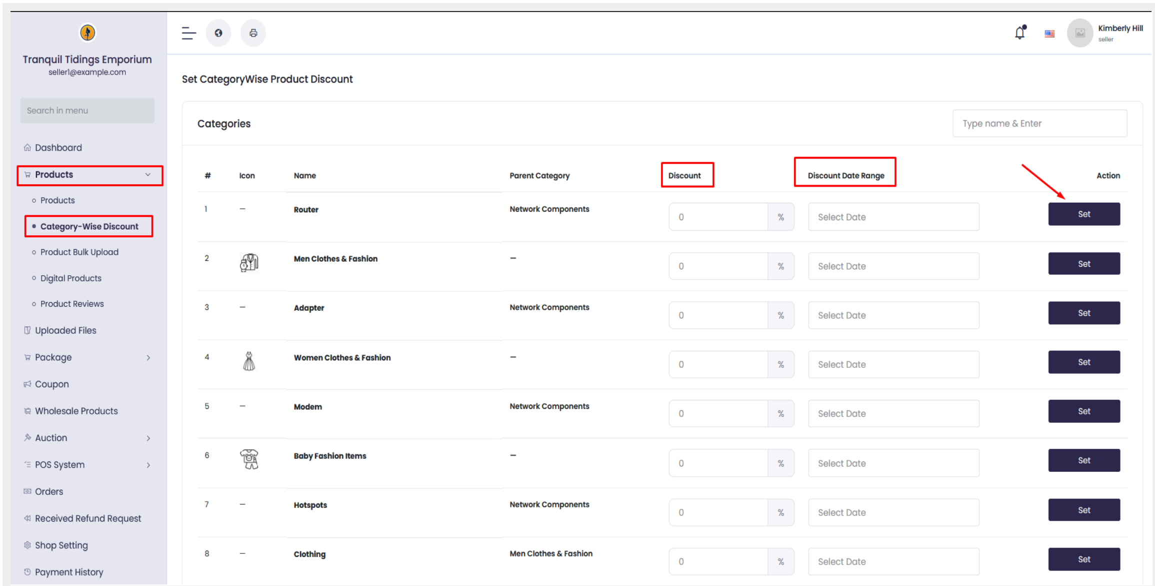


Figure: (95b) Set the Category wise discount on the seller panel

96. How to upload bulk brand/Brand Bulk Import from the admin panel?

Answer:

Follow the below procedure:

- **Log in** as an **admin**
- Go to the **Products** > **Brand** > **Brand Bulk Import**
- Now click on **Download CSV**
- Then edit the excel file and import the excel file by clicking on **Browse**
- Now click on **Upload CSV**

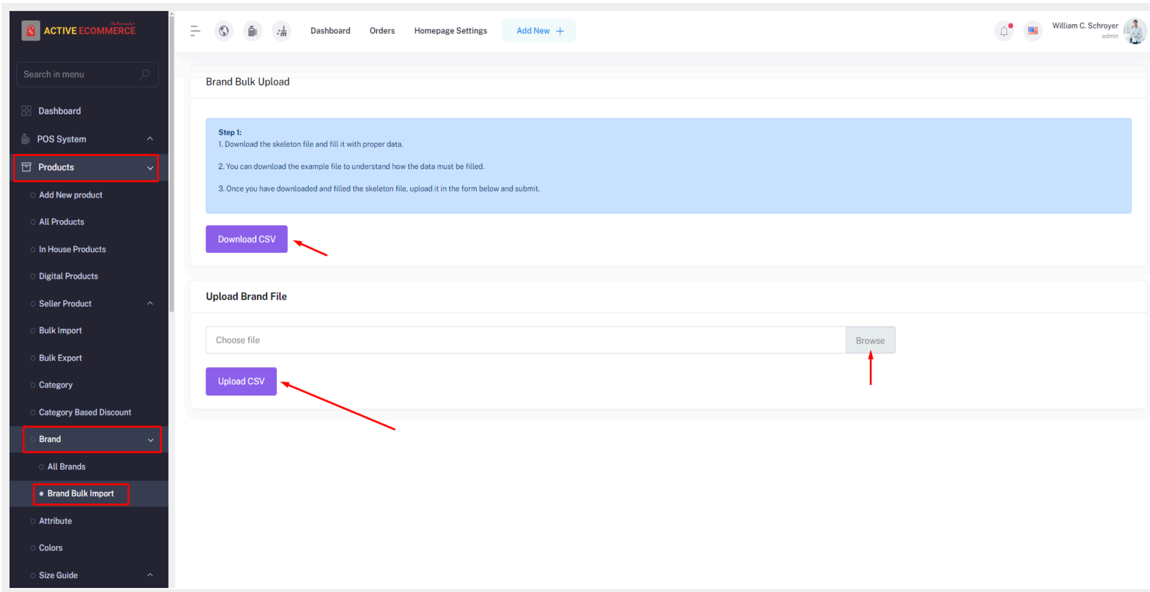


Figure: (96a) Brand bulk Upload

97. How to add Dynamic Pop-up from the admin panel?

Answer:

Please follow the below procedure:

- **Log in** as an **admin**
- Go to **Marketing** > **Dynamic Pop-up**
- Now you can **Create New Dynamic Popup**
  - After **clicking Create New Dynamic Popup**, you can see a **form**
  - Here, insert the **title**, **Summery**, **image**, **Button text**, can select **button color**, can choose **button text color**, insert the **link** and click on **Save** button.
  - Beside the form you can find the demo image. This image will show you how the dynamic popup will be presented at the homepage
- You can on/off the **status** switch. If the status **switch** is **disable** for any popup then the popup **will not be shown** on the **homepage**.
- From the list of dynamic popup, the **first one** is only **editable**, you **can not delete** but for the rest of popup you can delete.

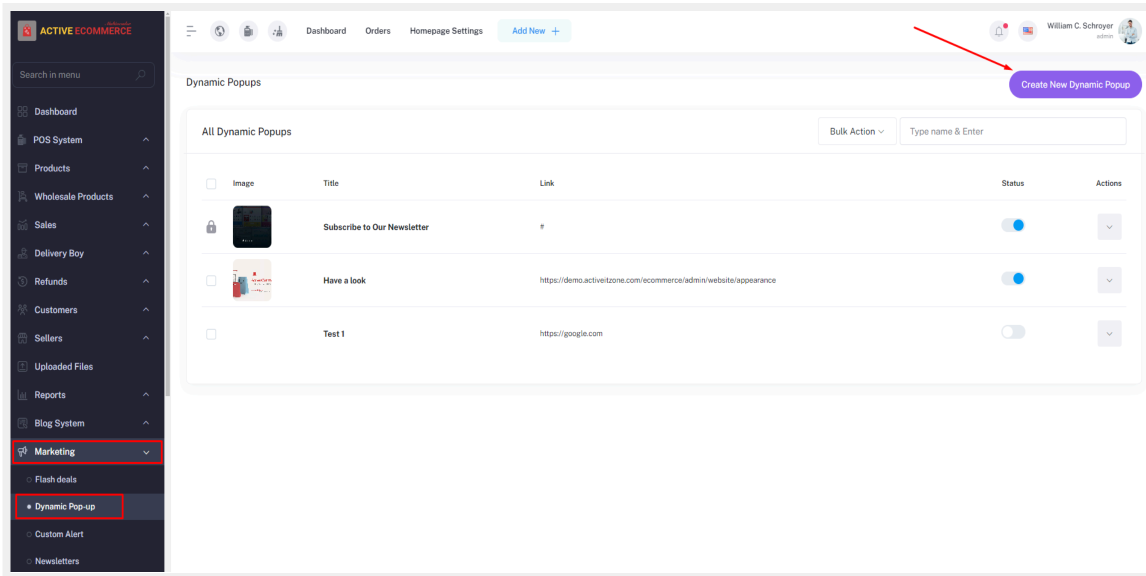


Figure: (97a) List of the Dynamic Popup

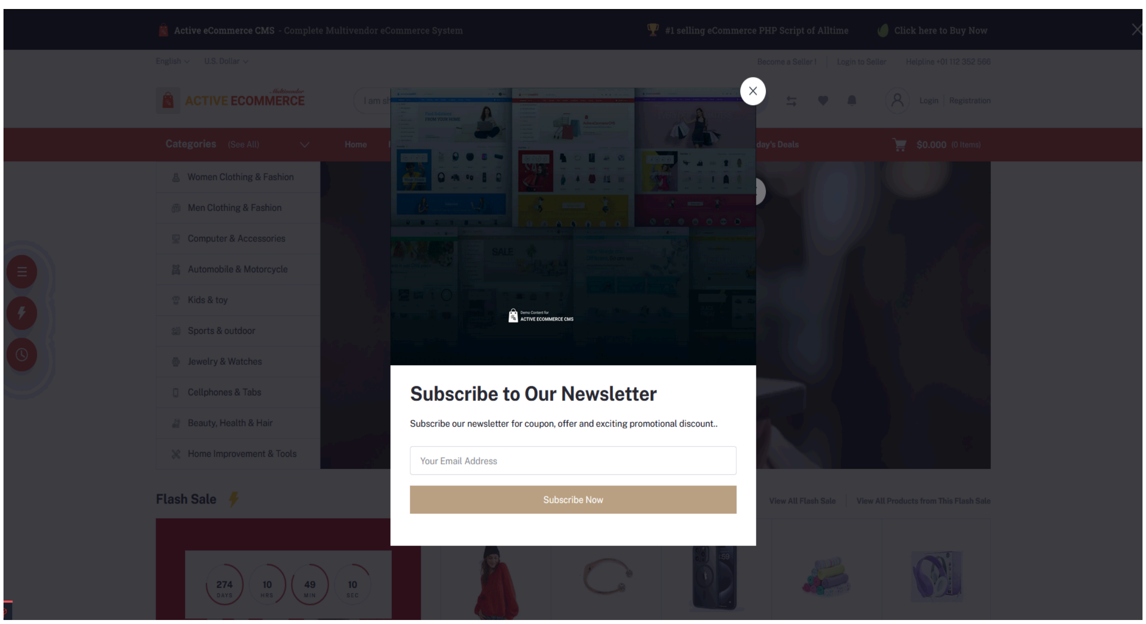


Figure: (97b) Dynamic Popup homepage

98. How to add a custom alert from the admin panel?

Answer:

Please follow the below procedure:

- **Log in** as an **admin**

- Go to **Marketing** > **Custom Alert**
- First you have to select the alert location
- You can create a new custom alert, Click on the **Create New Custom Alert**
  - After clicking custom alert you can find a form,
  - Select the **alert size (small, large)**
  - Insert an **image**, **link**, **text**, **Select background color**, choose the **text color**
  - Now Click on **Save**
  - Beside the form you can see the demo design of small alert box and large alert box
- You can on/off the **Trigger** switch. If the status **switch** is disabled for any alert then the alert **will not be shown** on the **homepage**.
- From the list of custom alert, the **first one** is only **editable**, you **can not delete** but for the rest of alerts you can delete.

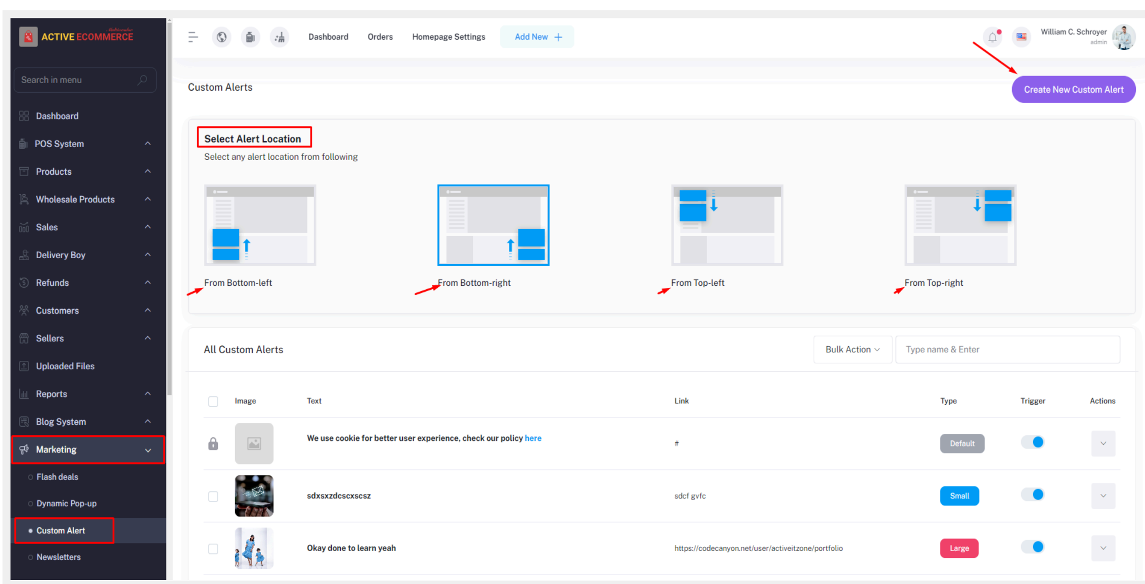


Figure: (98a) Custom Alert listing page

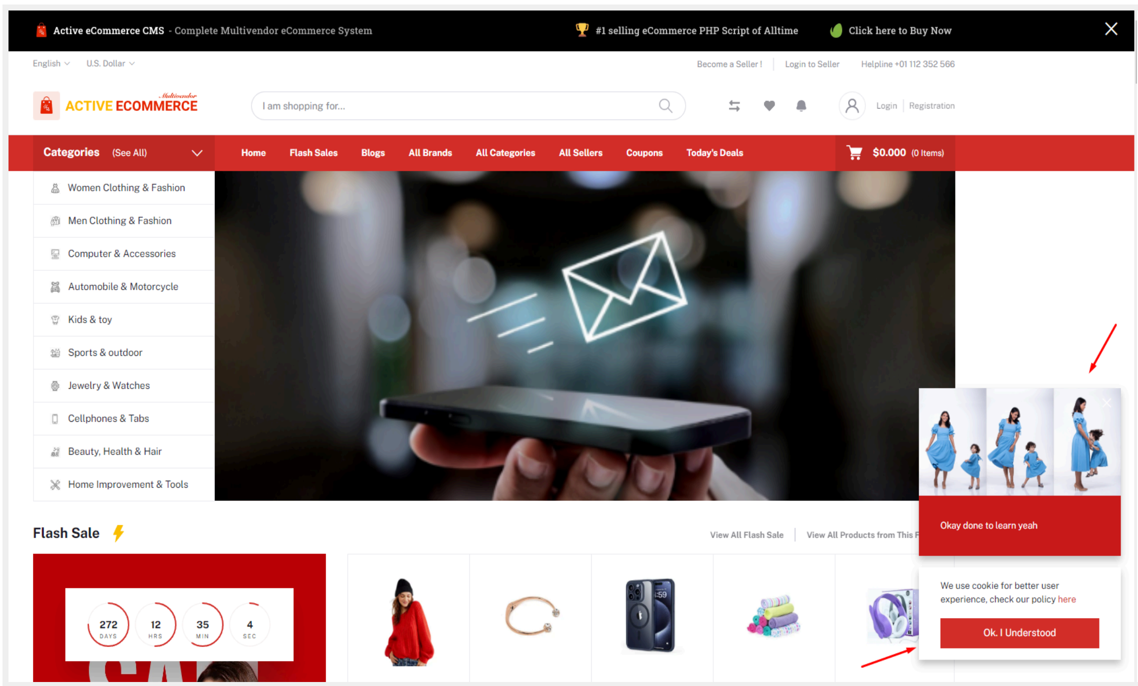


Figure: (98b) Custom Alert homepage

99. How can customers see the last viewed product?

Answer:

Follow the below procedure:

- **Log in** as a **customer**
- From the very last of the homepage the last viewed product will be shown.
- The products that can be purchased those products will be shown.

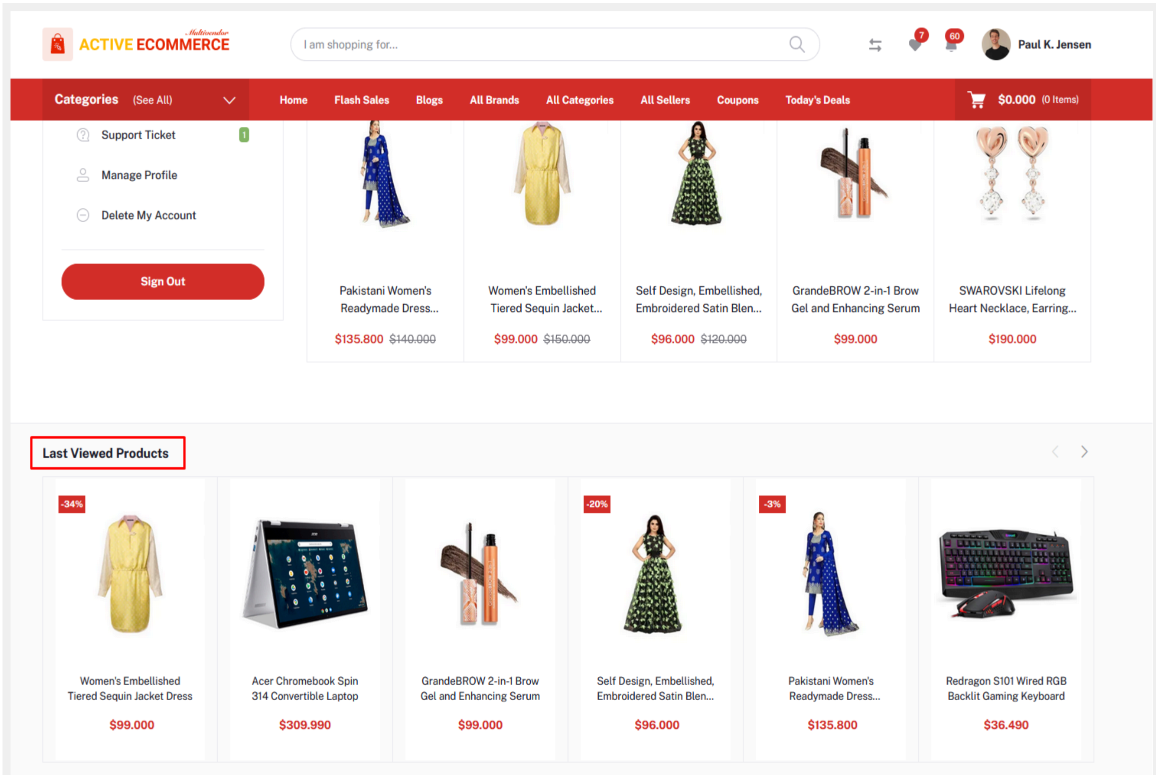


Figure: (99a) Last viewed product shown on the homepage