envato

codecanyon

ACTIVE ECOMMERCE CMS

#1 Selling eCommerce PHP script of all time

Documentation

Author: Active IT zone
Software Framework: Laravel
Version 10.4.2
Provided by: codecanyon



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Documentation

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How to in Details

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

Answer:

To install the script, the minimum server requirements are:

- Php version 8.2+
- MySQL 8.0+
- MariaDB 10.3+
- 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's **public_html** or any other directory where you intend to run the script.
- **Extract** the zip file in that directory.
- Create a new database from your server's **MySQL database**.

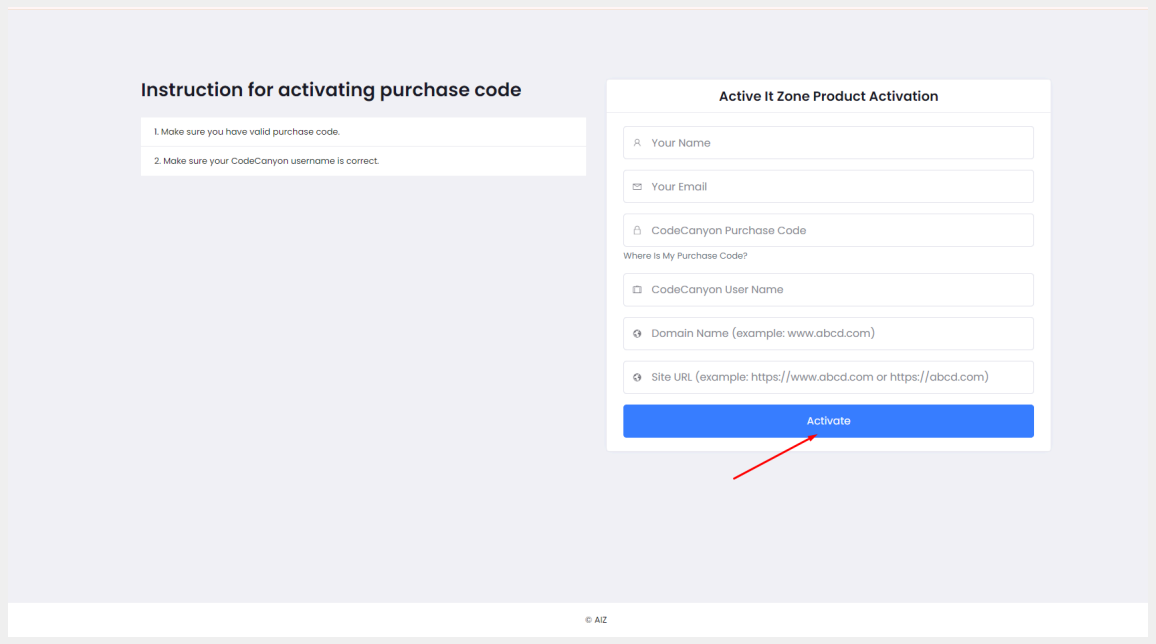
- Create a DB **user** for the database and link that **database** to the **DB user**.
- First, hit your **site URL** and it will automatically take you to the **installation**.
- Click on the **Start Installation Process**.
- You will see the **Checking File Permission** page. If everything is okay, then click on **Go to the next step**.
- Now you need to set the **Database Host, Database Name, Database Username, Database Password,** and click **Continue**.
- Now you need to **import the SQL file**.
- Now **fill up the information about 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**.

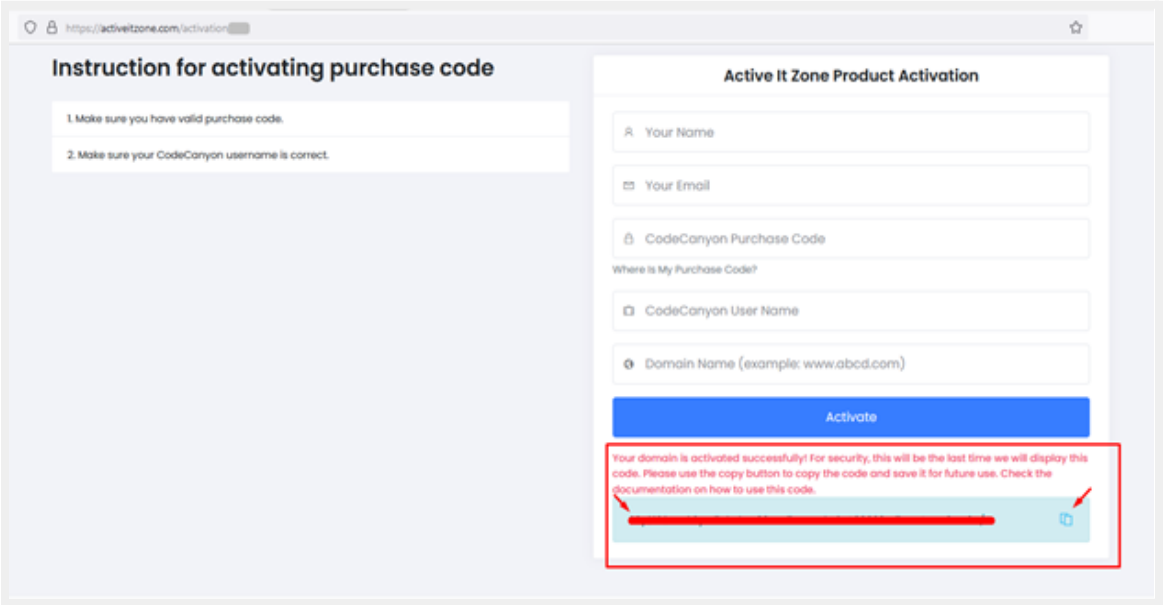


04. How to use the system key?

Answer:

Following the given procedure below:

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



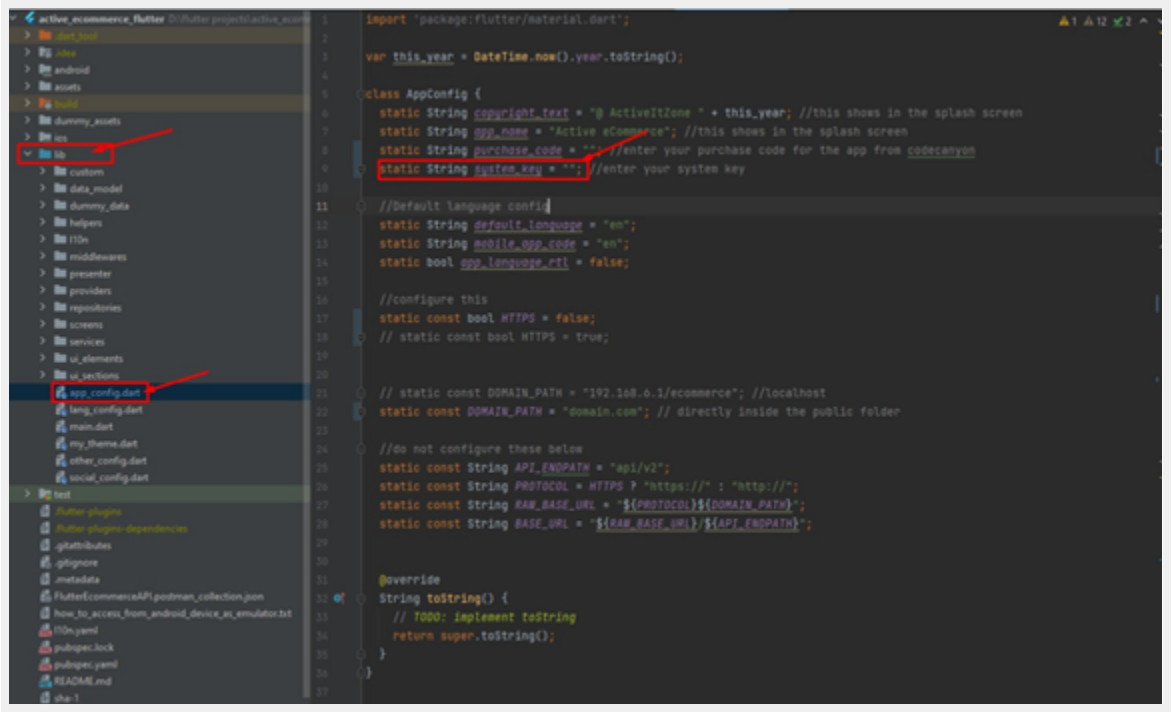
- Now you can follow the manual process to **set the system key**
    - Find the **.env file** from your **root project**



    - 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:

You can **automatically update to the latest version from any of the past 10 versions.**

To **automatically** upgrade to the latest version:

- Go to **Admin > System** > **Update,** Upload the Update zip folder, and click on '**Update Now**' button and It's **Done**! The full system has been **updated** with a **single click**.

If your version is **older than the last 10 versions**, you need to update your system **manually**.

To **manually** upgrade to the latest version:

- **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**".
- Then, run all the SQL files manually in order (starting with the version after your current one, up to the latest version) in your phpMyAdmin. Now **reload** the home page.
  **** Make sure to back up all your files and database before manual update, as lost data may not be recoverable.**

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:

Demo files can only be imported during **Step 4 of the installation process**, where you will see **two options**:

- **Install with Demo Data :**
    - This will automatically import sample content such as the homepage layout, sample products, categories, brands, and some general settings.
- **Install without Demo Data :**
    - The script will be installed with a clean setup and no sample content. You can then manually configure everything according to your needs.

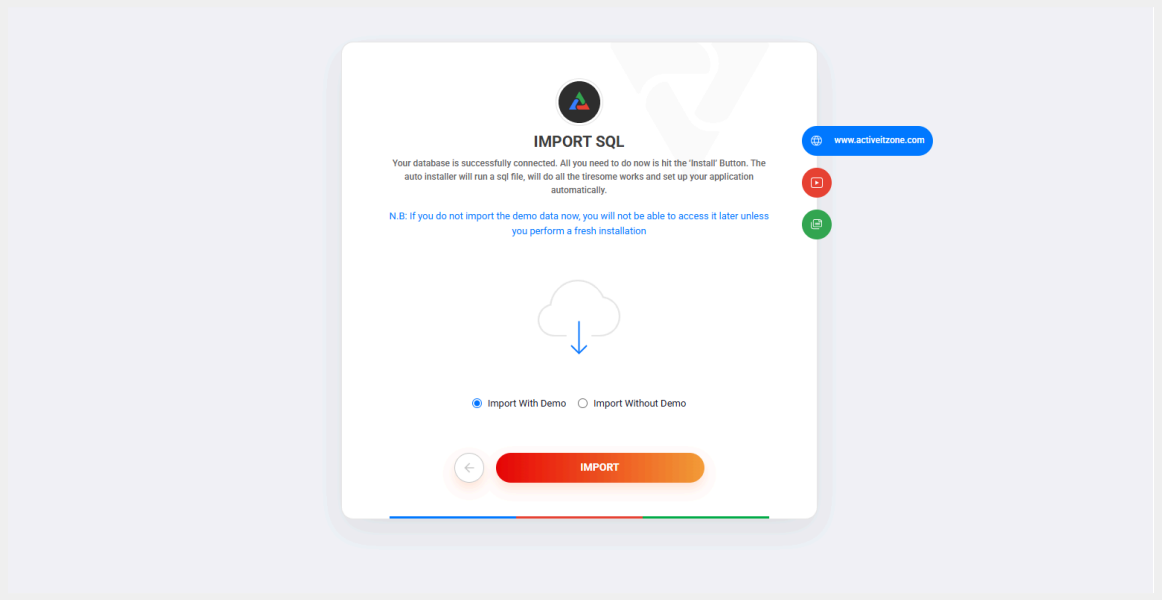


Figure (8a): Importing demo files

*****Please note that,**

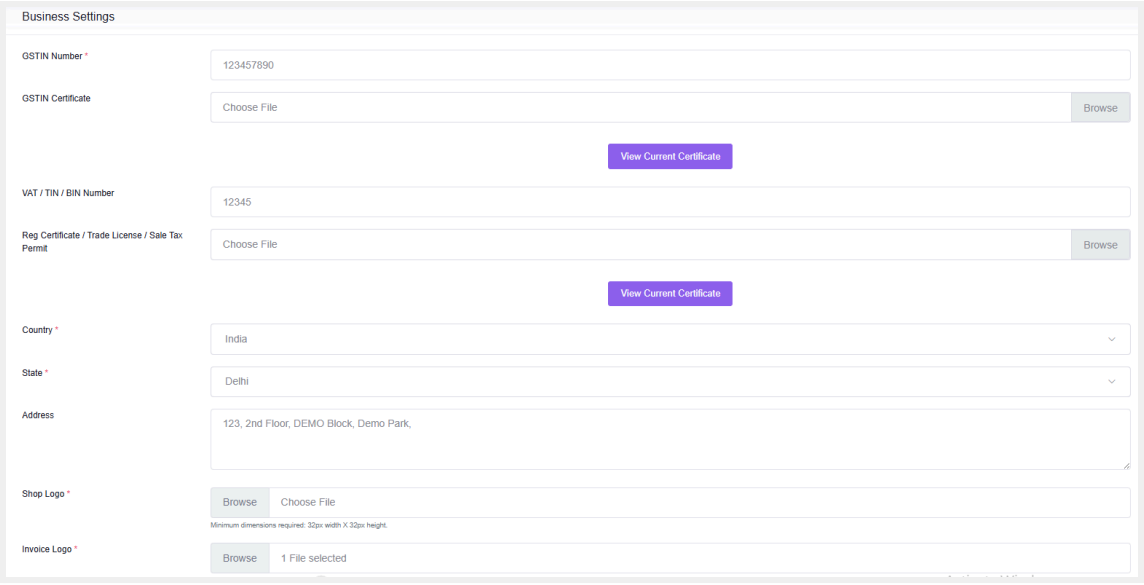
- Make sure your server has matched all requirements.
- It may take some time to upload so do not close the browser or tab.
- If you do not import demo data during the step 4 of installation, you will not be able to access it later unless you perform a fresh installation.

09. How can Admin configure the Business Settings from the Admin Panel?

Answer:

Follow these steps:

- Navigate to **Admin Panel** → **Setup & Configurations** → **Business Settings**.
- From this page, fill in the following fields:
    - **VAT / TIN / BIN Number** * — Input field to enter the company's tax or registration number.
    - **Reg Certificate / Trade License / Sales Tax Permit** * — Upload digital copies of any of these official documents.
    - **Country** * — Dropdown to select the business operating country.
    - **State** * — Dropdown to select the state within the chosen country.
    - **Address** – Enter the complete address from which the business is operating.
    - **Shop Logo** –This logo will display on in-house products detail page
    - **Invoice Logo** – Admin can upload a logo for the invoice and it will display on top right corner of the invoice
- Finally, click **Save**.



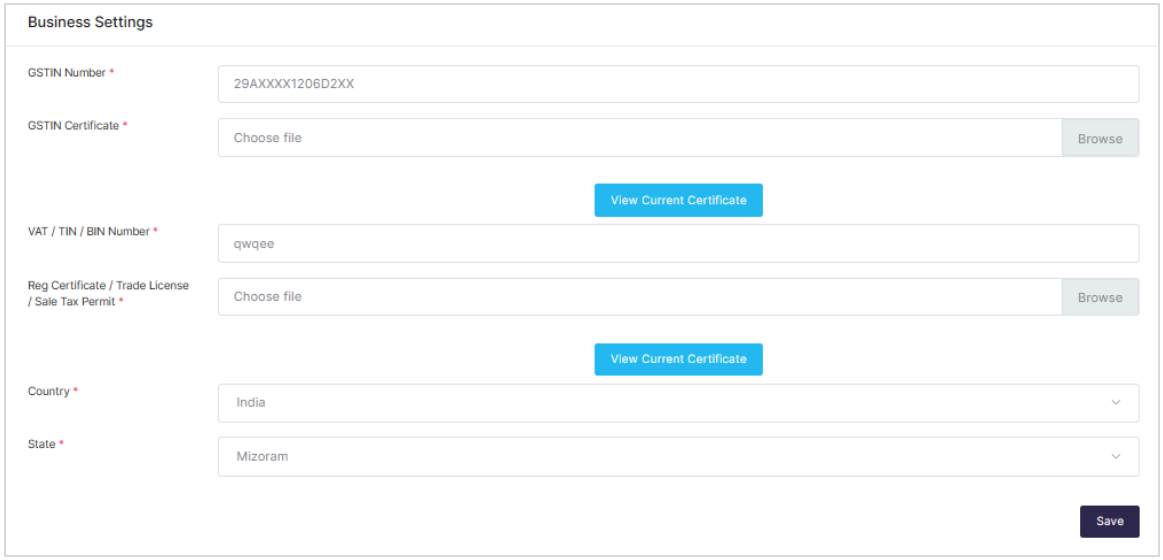
** GSTIN Number and GSTIN Certificate are GST System Addon dependent.

10. **How can Seller configure the Business Settings from the Seller Panel?**

Answer:

Follow these steps:

- Navigate to **Seller Panel** → **Shop Setting**.
- Scroll down to the Business Settings section and fill in the following fields:
    - **VAT / TIN / BIN Number** * – Input field for the company's tax or registration number.
    - **Reg Certificate / Trade License / Sales Tax Permit** * – Upload digital copies of any of these official documents.
    - **Country** * – Dropdown to select the business operating country.
    - **State** * – Dropdown to select the state within the chosen country.
- Finally, click **Save**.



** GSTIN Number and GSTIN Certificate are GST System Addon dependent.

11. **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 fill 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. Selecting a sub-category will automatically select its parent category, and the main category must be among the selected categories.
        - 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

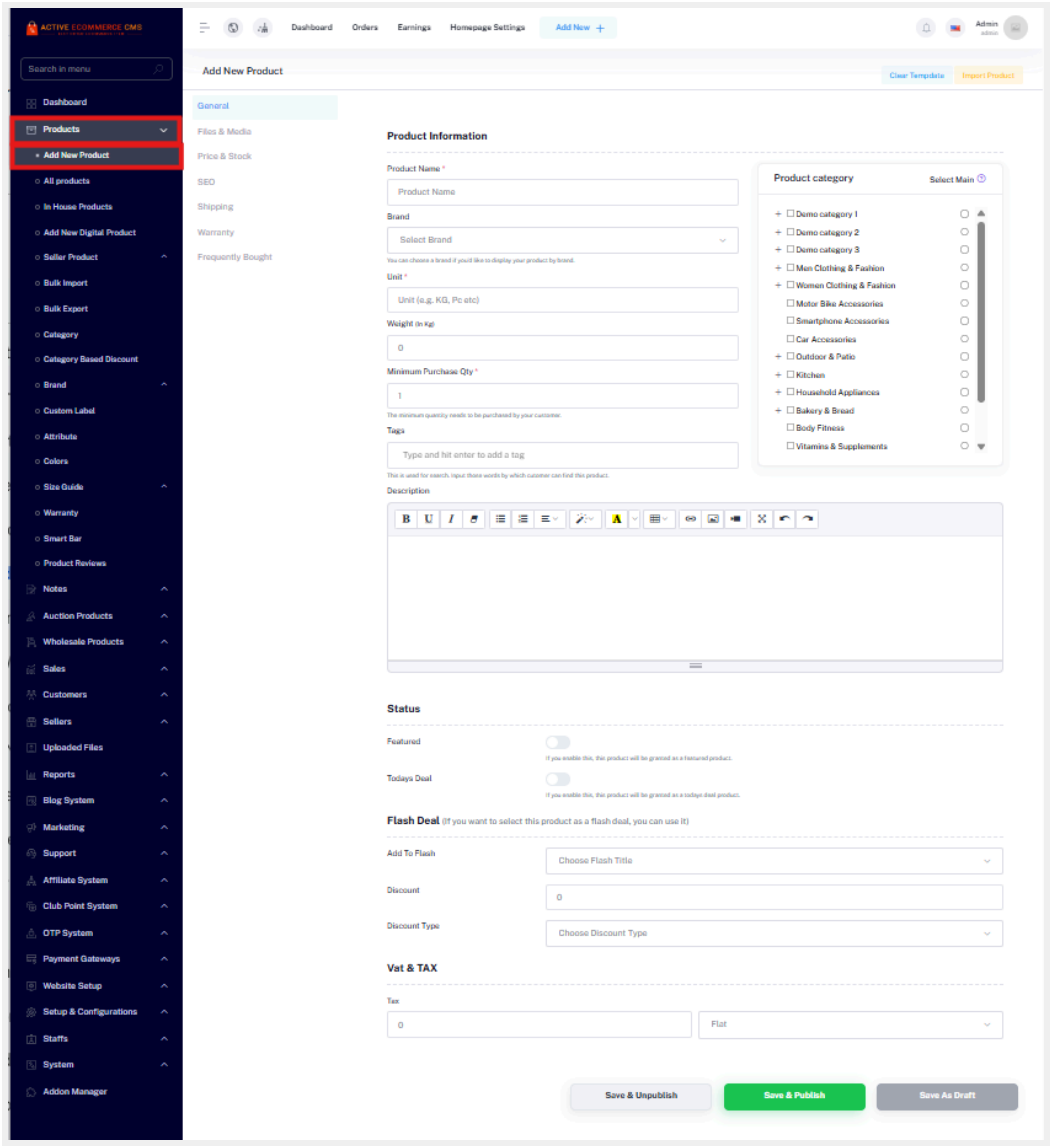


Figure (9a): General part of product adding

- Now go to the **Files & Media** Section
  - Upload **Gallery images/gif -** Preferable size **600 x 600**.
  - Upload the **Thumbnail image -** Preferable size **300 x 300.**

****If you don't upload a thumbnail image, the product's first gallery image will be automatically used as the thumbnail image.**

  - Upload videos.
  - Upload **Video Thumbnails**

- Insert youtube video/youtube shorts link.
- Pdf upload option(if available).

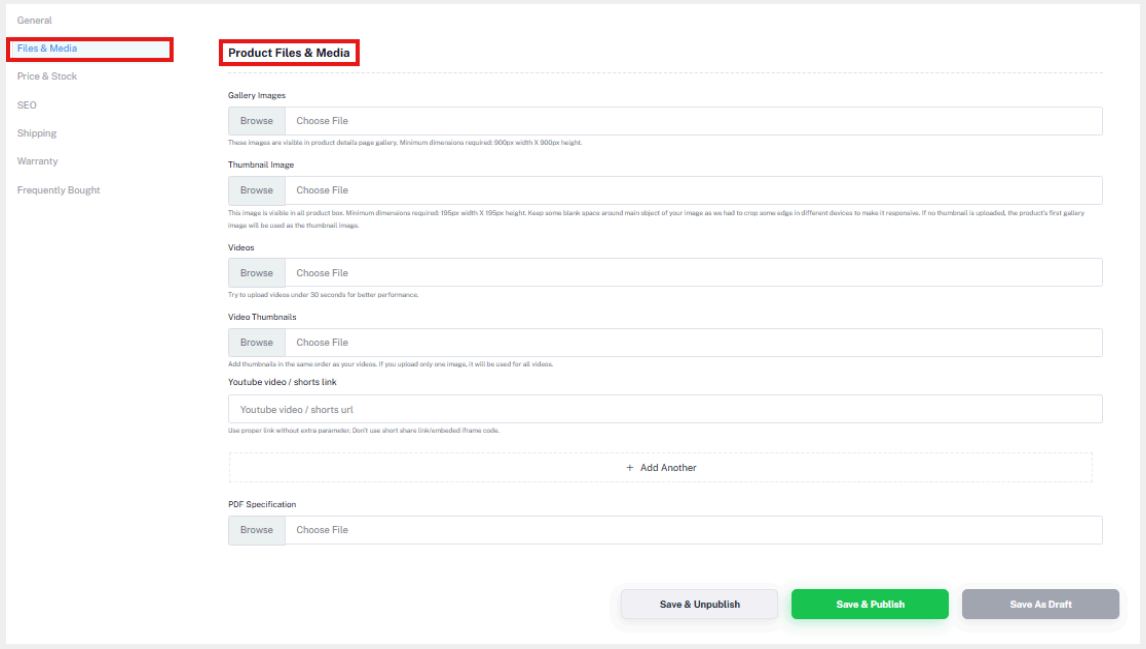


Figure (9b): Files & Media part of product adding

- 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**
  - **Fill the set point filed**
  - 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)
- Insert the **Low Stock Quantity**
- Enable/disable any switch of Show stock quantity/ Show stock of text only/Hide stock

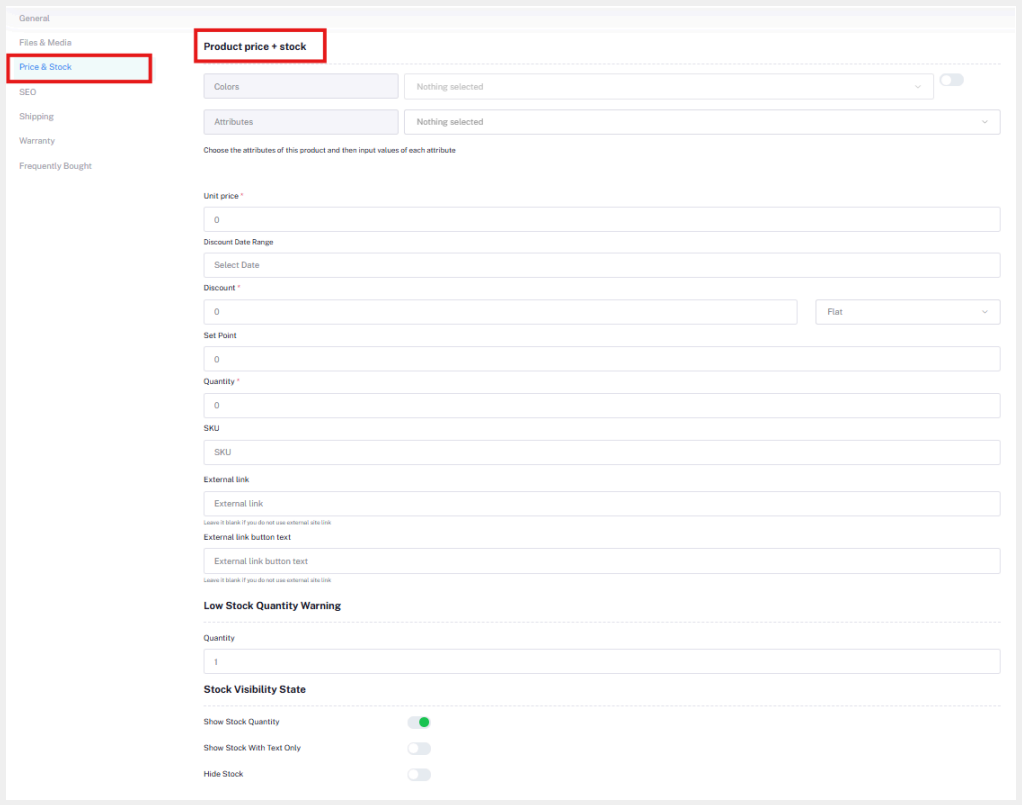


Figure (9c): Price & Stock part of product adding

- 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.
  - Write meta keywords relevant to the product.
  - Upload a single image.

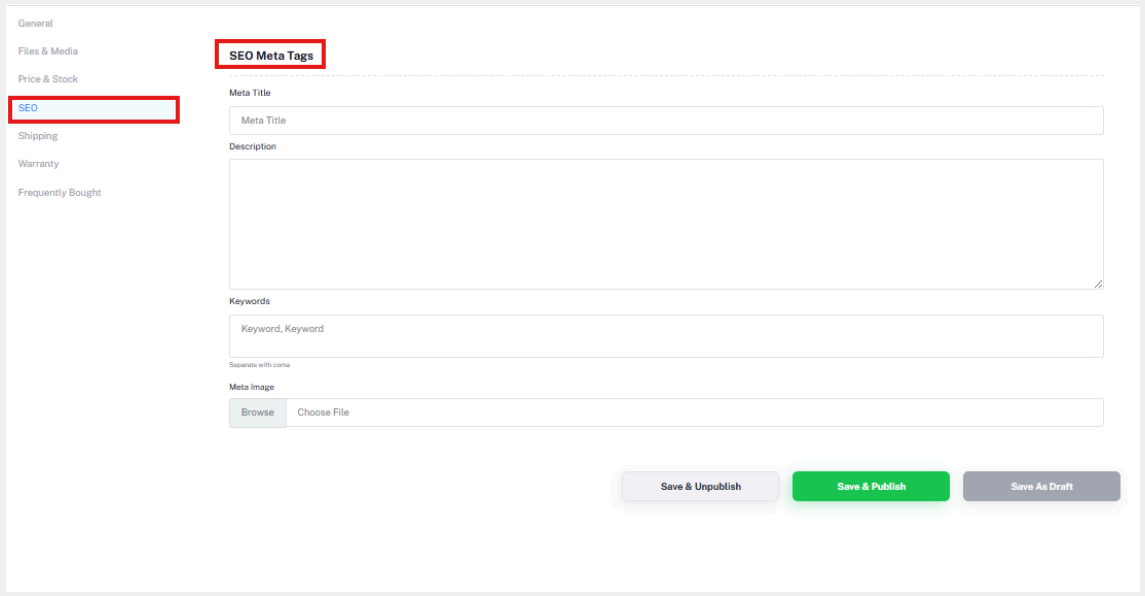


Figure (9d): SEO part of product adding

- Now go to the **Shipping** Section
  - From here can on or off Shipping informations options
    - Cash on delivery
    - Free shipping
    - Flat rate
    - Is product multiply
    - Also can set estimated delivery time.

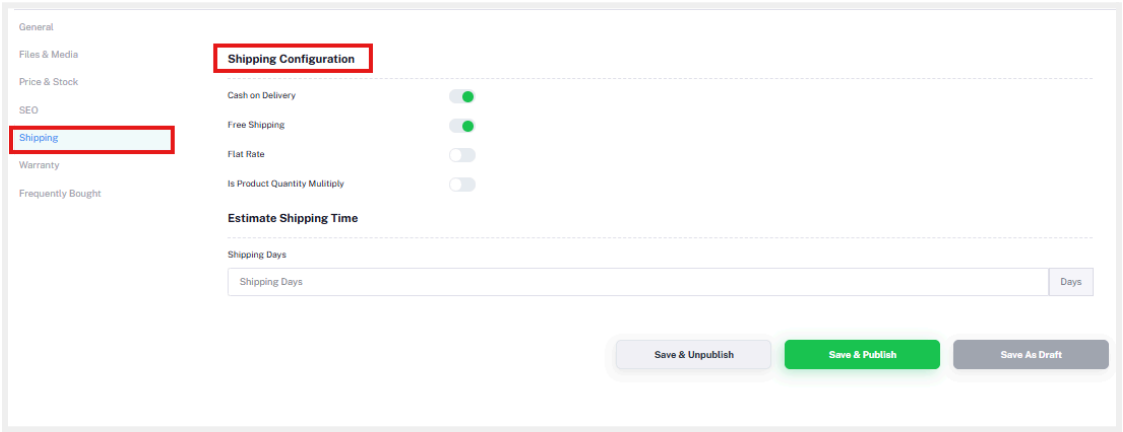


Figure (9e): Shipping part of product adding

- 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
- Click **Save & Publish** to save and make the product live, **Save & Unpublish** to save without publishing, or **Save as Draft** to store the product as a draft.

****The Unit field must contain letters only. And Fields requiring numerical input (such as weight, quantity, price, VAT, TAX, minimum purchase quantity, and discount amounts) must contain numbers only.**

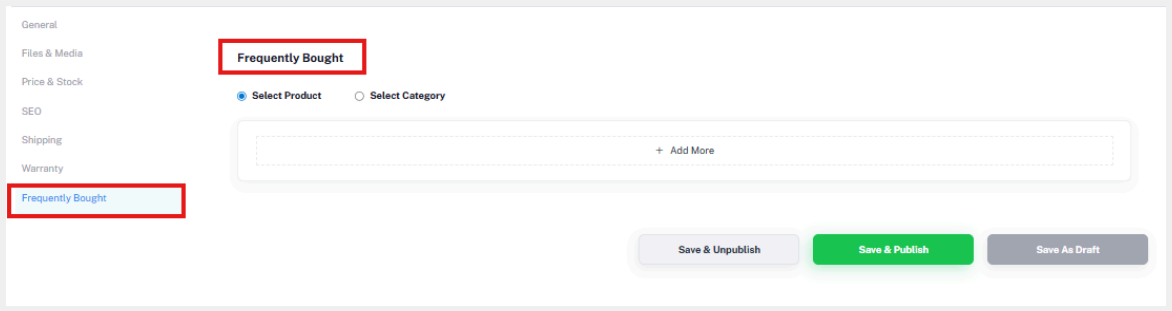


Figure (9f): Selecting products for frequently Brought product

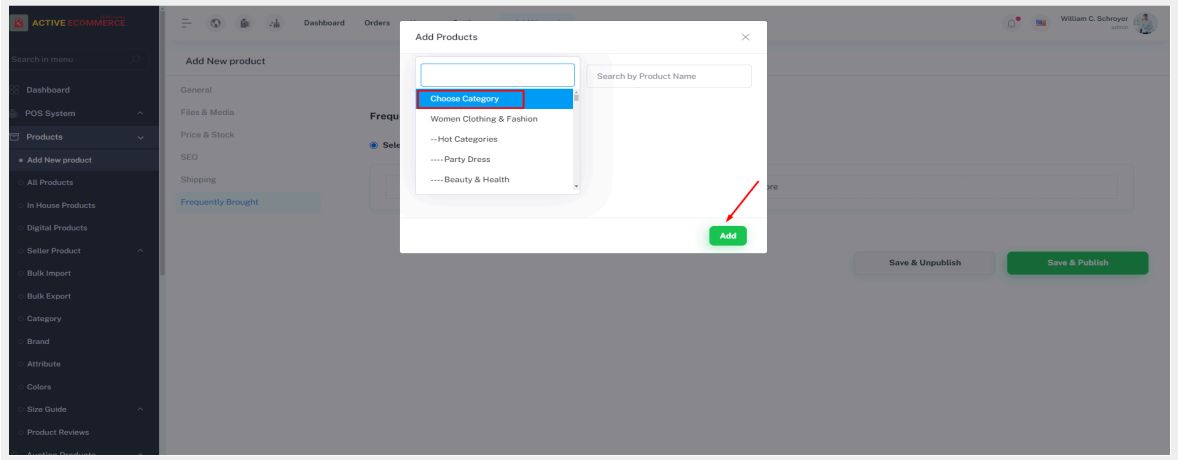


Figure (9g): Choose the category for this product

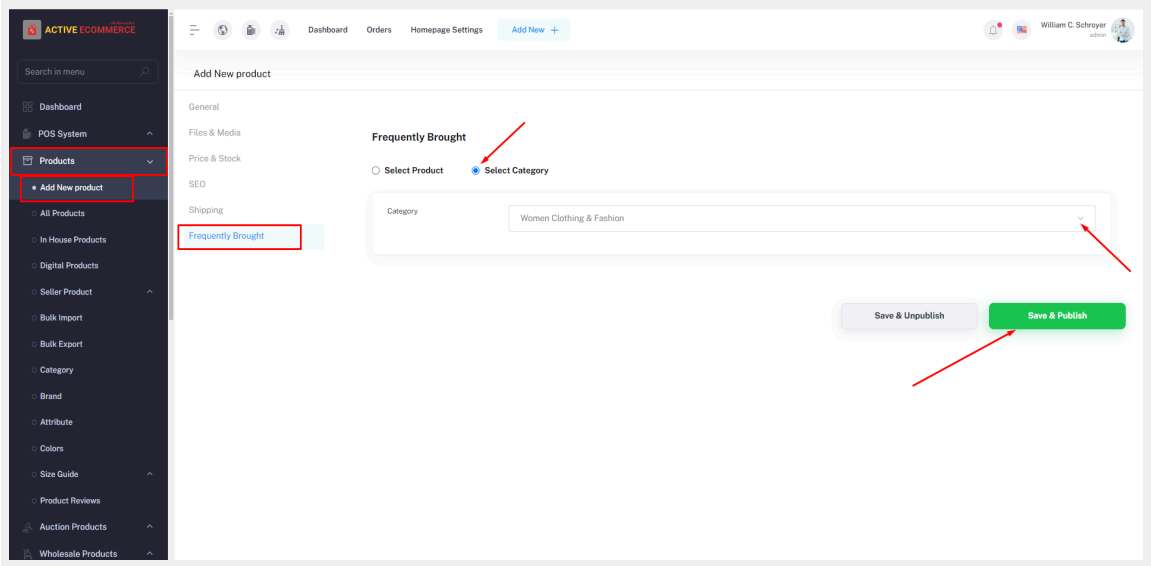


Figure (9h): Selecting category for frequently brought product

12. How to add Clone/Import a product

To import a product from another product, please follow the steps below:

- Log in as an admin
- Go to Add New Product and locate the **Import Product** option in the top-right corner of the product upload form.
- Search for the product by name or filter by category, then select the product you want to copy.
- The selected product will be copied as a new product.
- After editing, update the product or store it as a draft.
    - **Update Product** → Saves the product with the applied changes.
    - **Save as Draft** → Stores the product in the drafts section with the changes, and you can edit and update it later if needed.

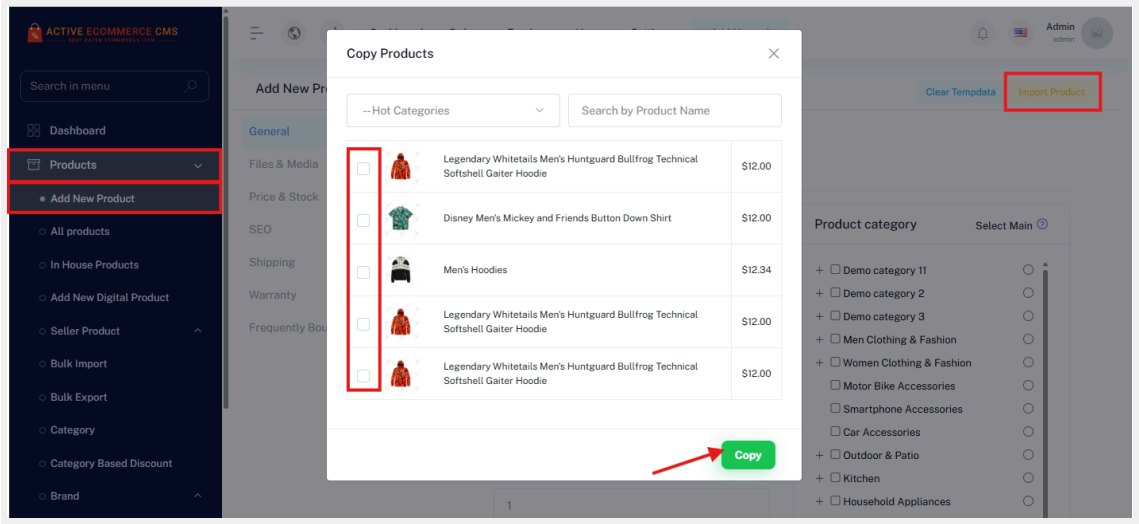


Figure 10(a): Import product from product upload form

Alternatively, you can also clone a product from the All Products listing page:

- Go to the All Products listing page, click the three-dot options, and select Make a Clone.
- You will be redirected to the product upload form with all details pre-filled; edit as needed and then Update or Save as Draft.

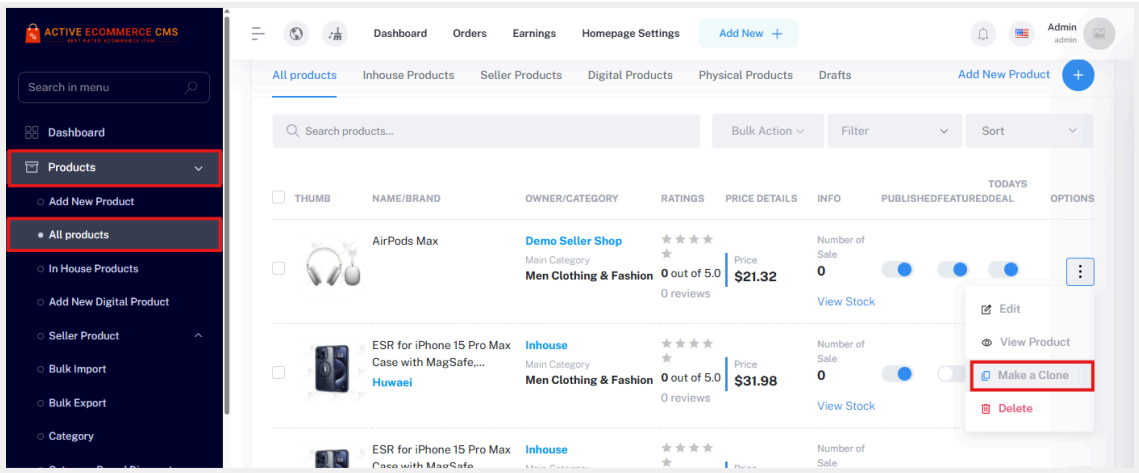


Figure 10(b): Clone a Product from all products listing page.

13. How to add a New Warranty ?

Answer:

To add a new warranty, please follow the steps outlined below:

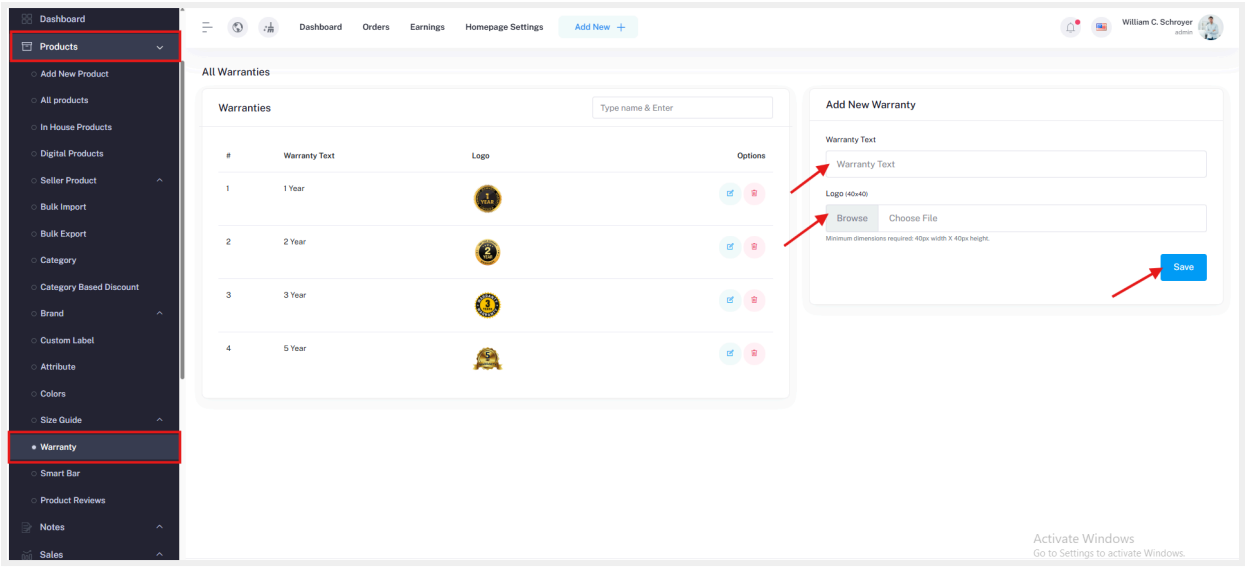
- Log in as an administrator.

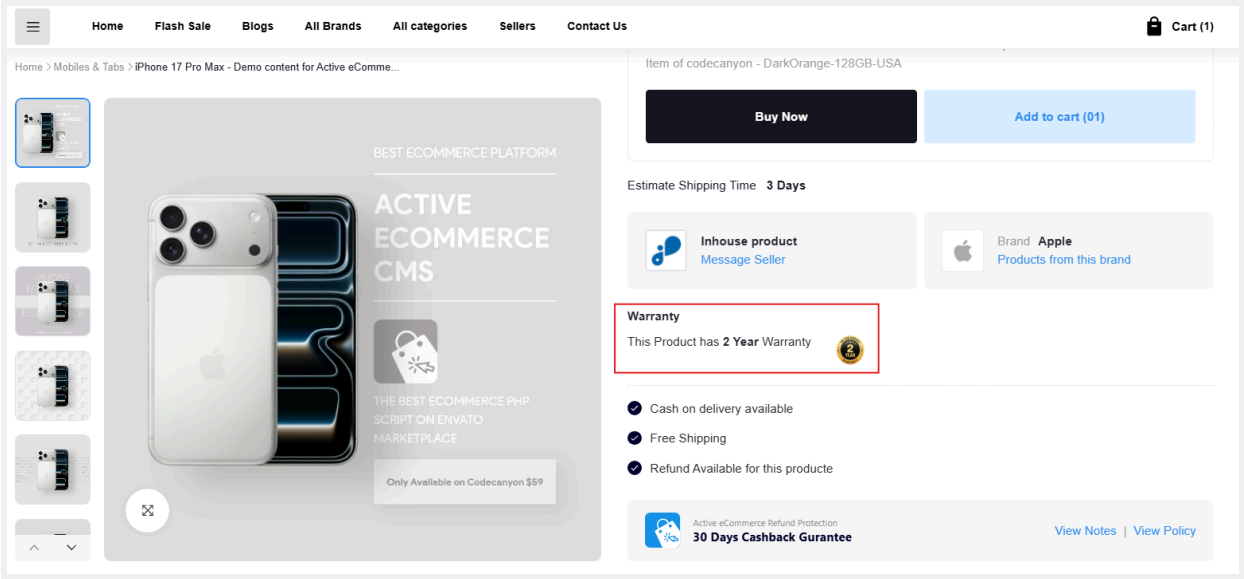
- Navigate to the "Products" section and select "Warranty" from the left sidebar.

In this section, you will find the warranty list and the form to add a new warranty.

- In the "Add Warranty" form, enter the warranty details, including text and logo, then click on the "Save" button.".

Note: When adding or editing a product, you can select any of the previously added warranties. The warranty details, along with any relevant notes, will be visible in the product details page.





14. **How to Setup a Product Smart Bar ?**

Answer:

To setup product Smart Bar as an admin, please follow the steps below:

- **Log in as admin**.
- Navigate to **Products > Smart Bar**
- Enable the Smart Bar option.
- Choose the **Background Color** and **Text Color** and click **Save**.
    - A sticky product summary bar will appear on the bottom of the product details page while scrolling.

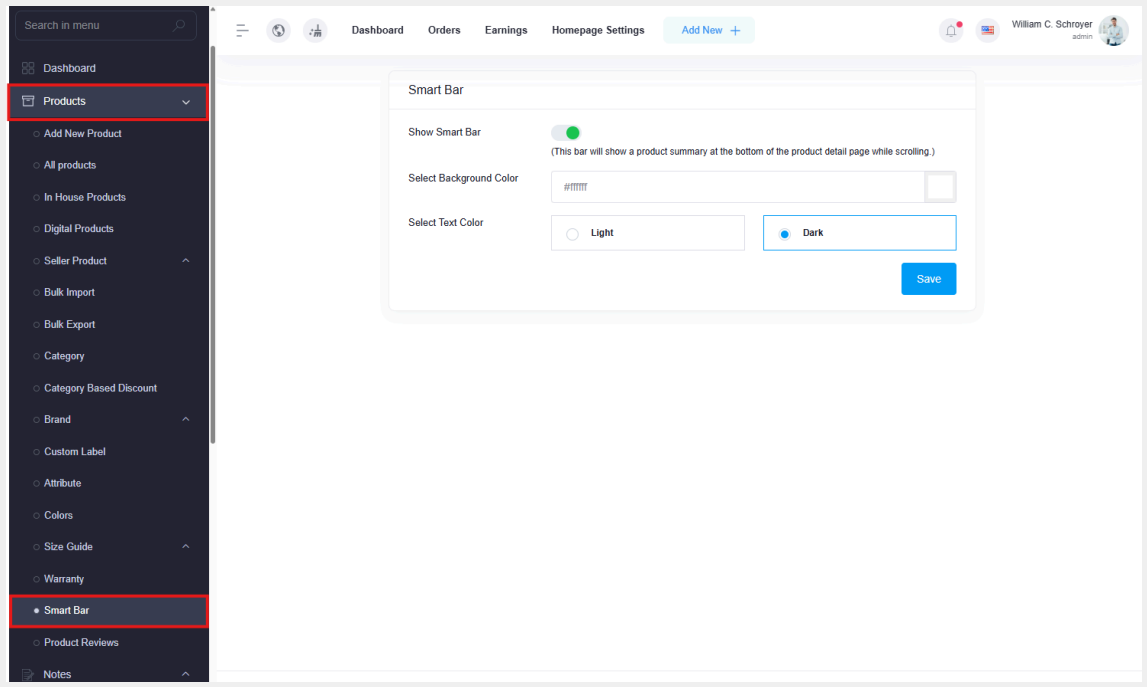


Figure (11a): Set up Smart Bar

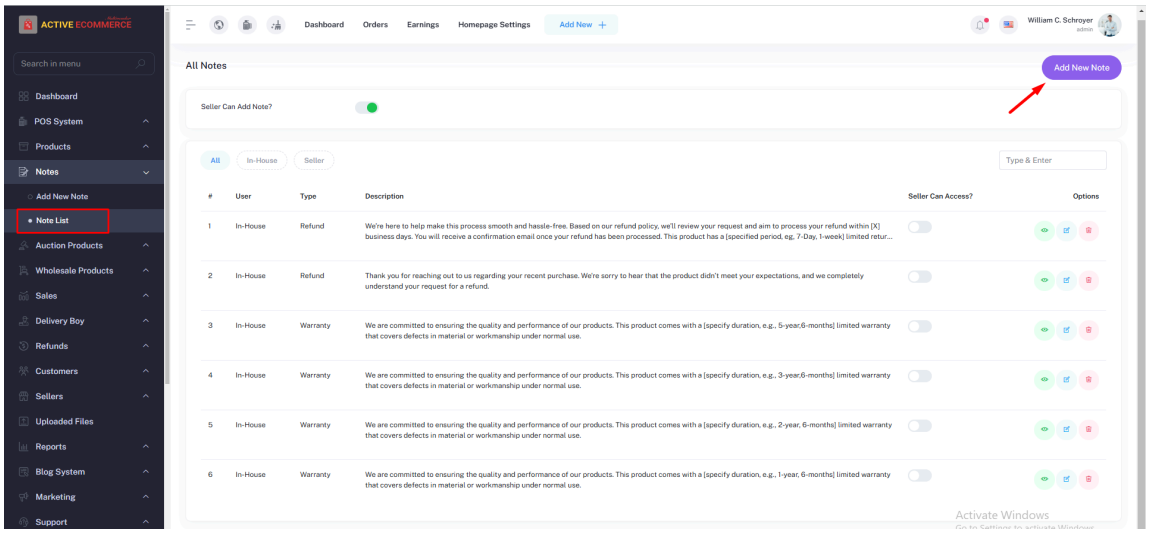
15. **How to Add a New Note?**

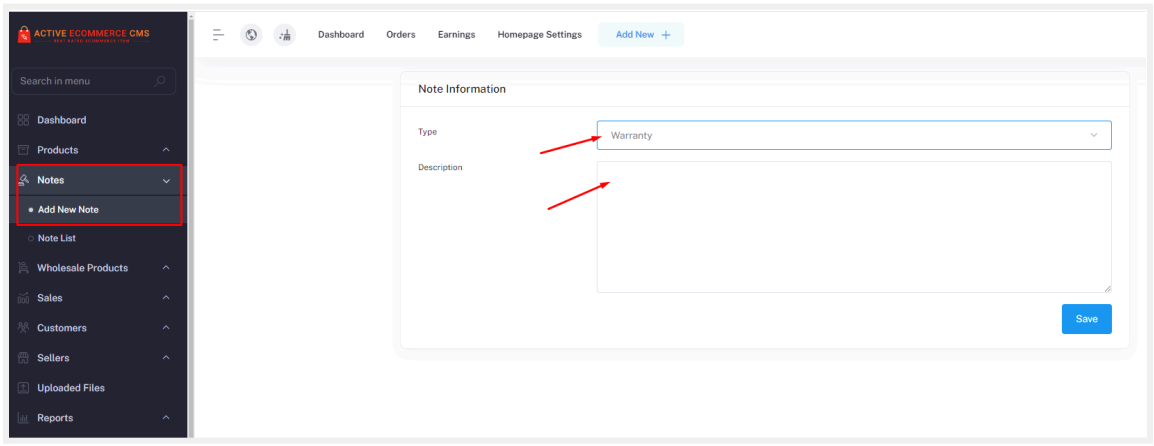
Answer:

To add a new note as an admin, please follow the steps below:

- **Log in as admin**.
- **Navigate to the Dashboard** and select "**Note**" from the left sidebar.
- Click on the "**Add New Note**" button.
- In the "**Add New Note**" form, select the appropriate note type, enter the note description, and click "**Save**" to finalize the process.

Additionally, from the note list, the admin can enable **seller access permissions**. By enabling this option, the seller will be granted access to the admin's notes.



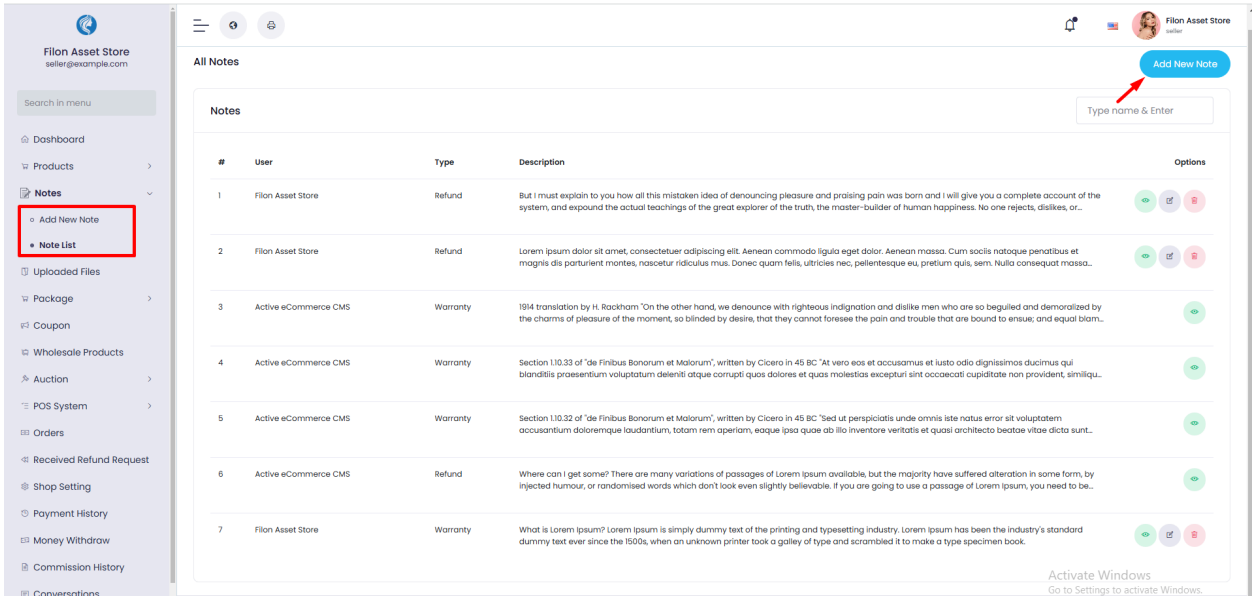


Please follow the formalized steps below to add a new note from the seller account:

- **Log in to your Seller account**.
- **Navigate to the Dashboard** and select **"Note"** from the left sidebar.
- Click on the **"Add New Note"** button. (This option will be available if the admin has granted permission for adding new notes.)

- In the "**Add New Note**" form, select the appropriate note type, enter the note description, and click "**Save**" to finalize the process.

Additionally, the seller will be able to access the admin's notes, provided the admin has granted the permissions.



16. How to Manage Custom Labels?

Answer:
To manage the custom label as an admin, please follow the steps below

- Login to the Admin Panel
- Go to **Products > Custom Label.**
- To add a new label, click on **Add a Custom Label**, enter the **label name** and **background colour** and select **text colour** (white or dark) and select the products you want to set for that custom label and click on save.
    - On the frontend, labels appear on the product thumbnail image, and all changes are reflected immediately.

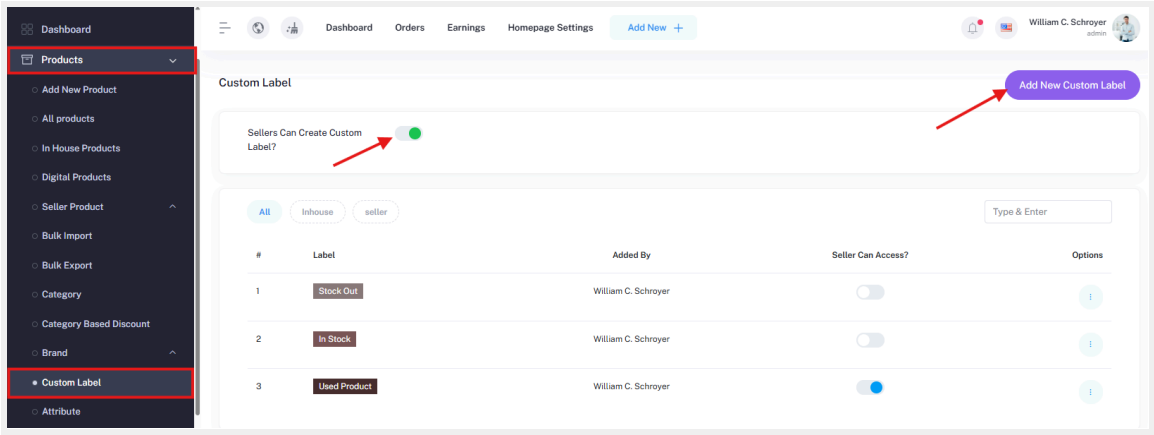


Figure (13a): Custom Label listing page in Admin Panel

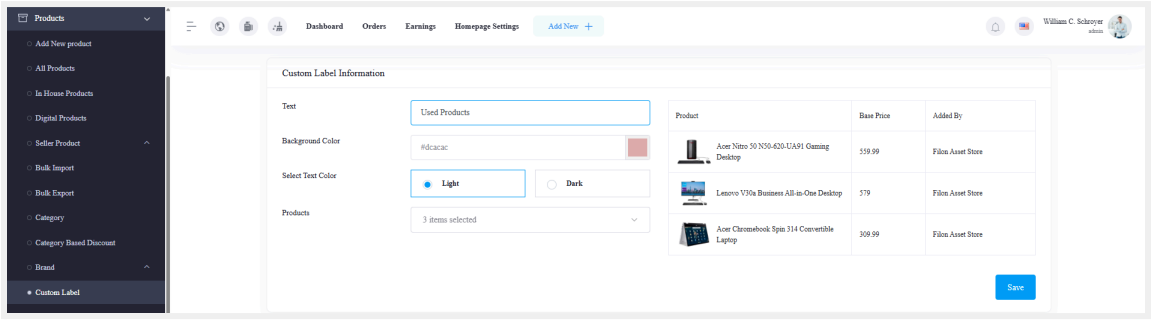


Figure (13b): Add a new Custom Label

Seller Access

- Admin can allow **sellers** to add custom labels by enabling **'Seller Can Create Custom Labels?'** option.
    - Sellers can add custom labels from their panel in the same way.
- Additionally, from the custom label page, admin can enable **seller access permissions**. By enabling this option, the seller will be granted access for that particular custom label.
    - If admin gives access to a particular label, sellers can assign that label to their products but cannot edit the label itself.

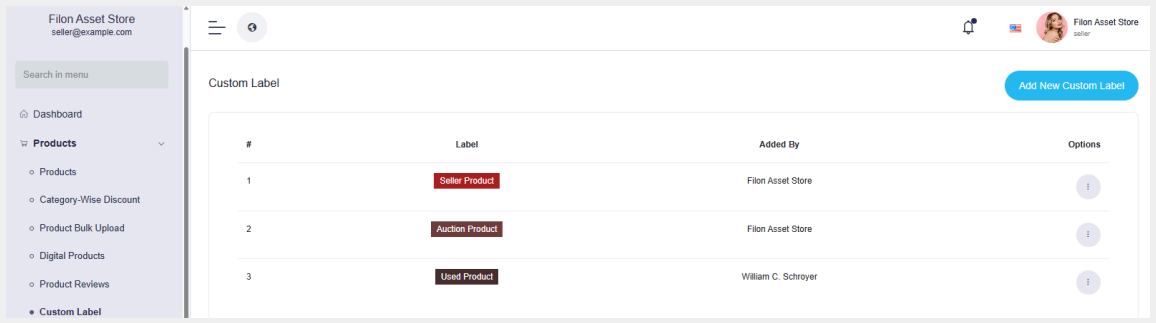


Figure (13c):Custom Label listing page in Seller Panel

****Admin/Seller can assign multiple custom labels to a product.**

17. **How to become a seller?**

    Answer:

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

    - From the top section of Active ecommerce CMS website > **Become a Seller**.
    - Register your shop: **Your Name** >**Your Email** > **Your Password** > **Repeat Password** > **Shop Name** > **Address**
    - Now, click **register your shop**.
    - Once submitted, your shop will be pending **approval**. After the admin approves, you will be able to **access** and **manage** your shop.

      ****A seller cannot access their account without admin approval.**

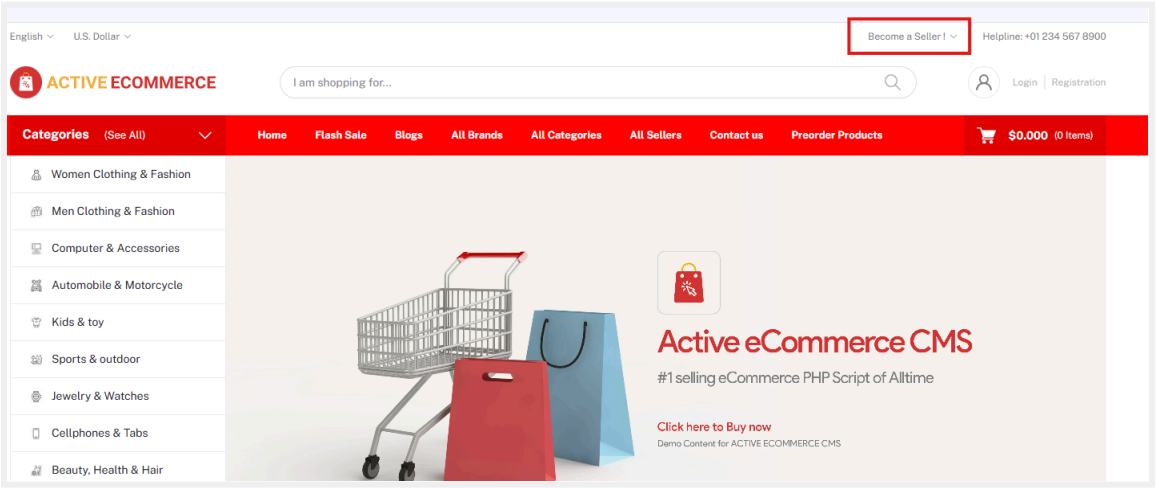


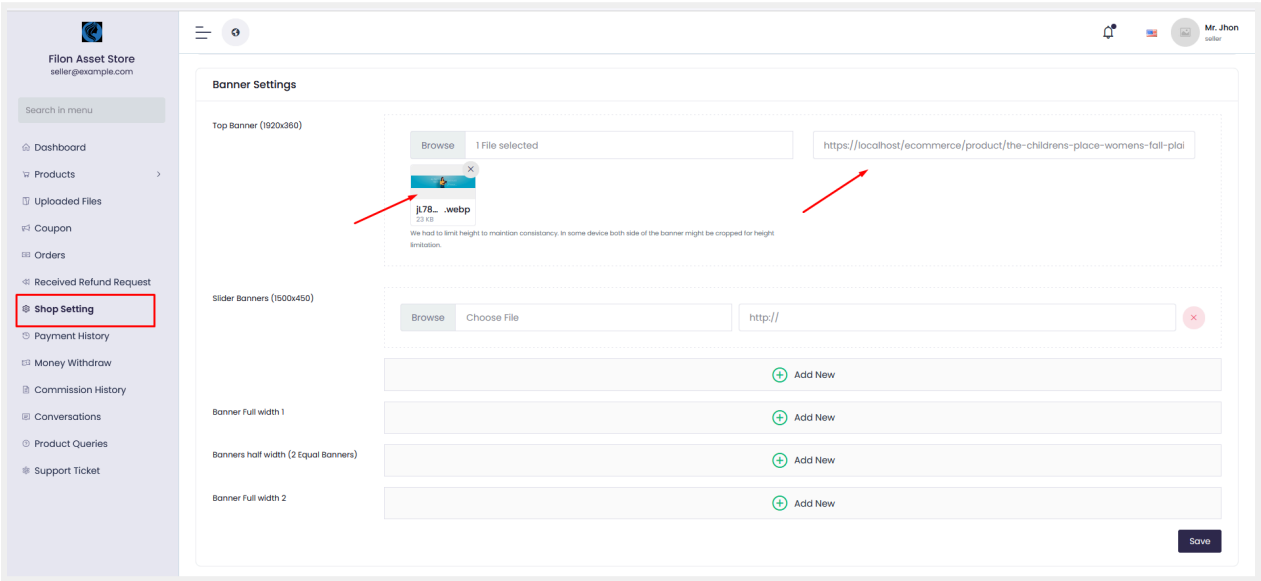
Figure (14a): Become a Seller.

18. **How to add a Seller Banner link?**

Answer:

Follow the below procedure:

- Log in as an **Seller**
- Go to **Seller Dashboard > Shop Setting**
- Click on **Shop Setting** from the left navbar.
- At first, add theThe Banner Check the right side to add the banner link:



19. **How to add a seller from the admin panel?**

Answer :

Follow the below procedure:

- **Log in** as an **admin**
- Go to **Sellers** > **All Seller**
- Click on the **Add New Seller** button
- Now insert the information of a customer, insert the name and email address, shop name, and address. (The password will be sent to the mail address).

****For sending the password in mail, the admin needs to configure the SMTP correctly.**

20. **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
- Enter your email or phone number and verify it.
- Input your name, password, and confirm password.
- Agree to the Terms & Conditions and click Create Account.

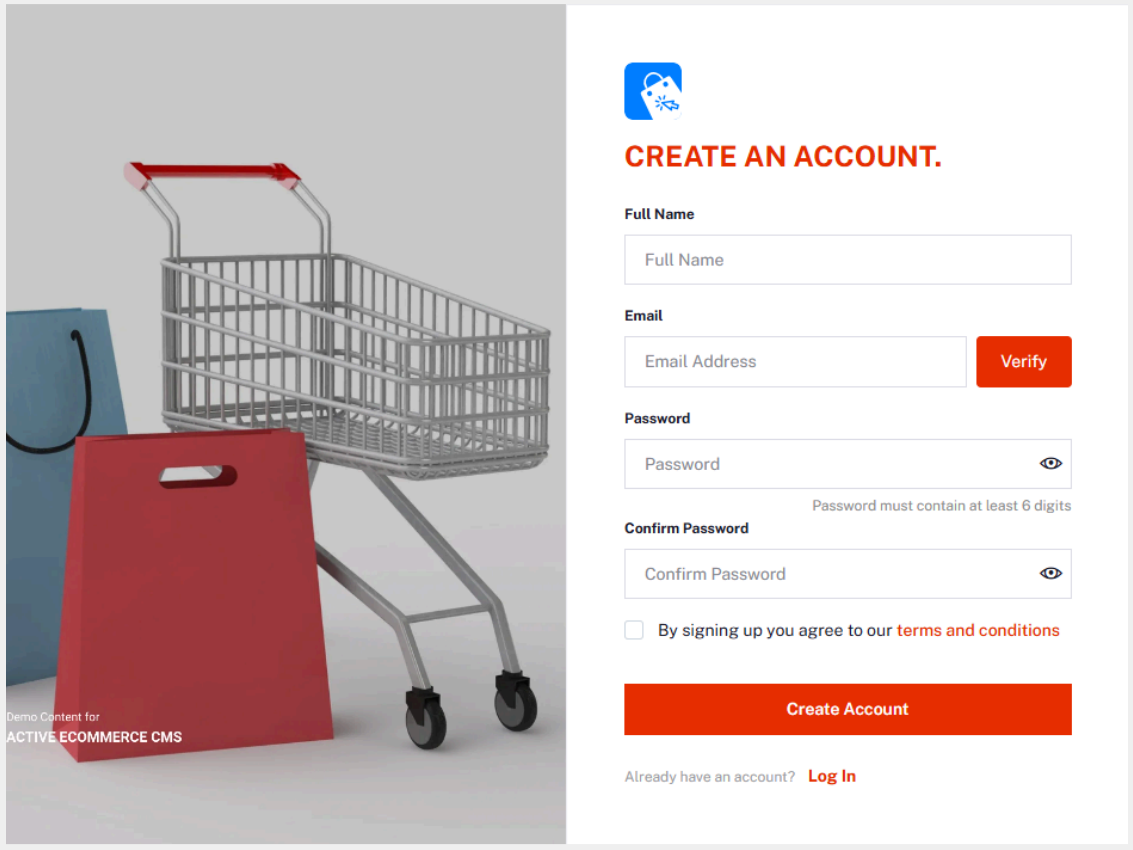


Figure (17a): Customer registers him/herself.

21. **How to add a customer from the admin panel?**

    Answer :

    Follow the below procedure:

    - **Log in** as an **admin**
    - Go to **Customers** > **Customer List**
    - Click on the **Add New Customer** button
    - Now insert the information of a customer, insert the name and email or phone. (The password will be sent to the mail address or phone no). ****For sending the password in mail admin needs to configure the SMTP correctly and for sending the password in phone number admin needs to configure the SMS properly from the OTP system.**

22. **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.**
    - Select **multiple category** and a **main** category
    - Upload **Gallery Images, Thumbnail Image** (if a seller does not upload any thumbnail image**,** it will be automatically uploaded from the product's first gallery image) variation
    - Upload **Videos**, **video thumbnails, Youtube Video / Shorts link.**
    - Insert the **Product Variation** part. Fill up **Color** (options can be enabled or disabled) then **Attributes.**
    - Enter the **Product price** section. Insert **Unit price, Discount Date Range, Discount, Quantity, SKU, External link (If admin enable the "Product External Link for Seller" switch from the features seller will find the external link option), External link button text.**

- Fill up the **Description** field.
- Fill up the **PDF Specification**
- Fill up the **SEO Meta Tags.**
- Frequently Brought: sellers can add frequently bought products separately or category-wise. If you 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.**

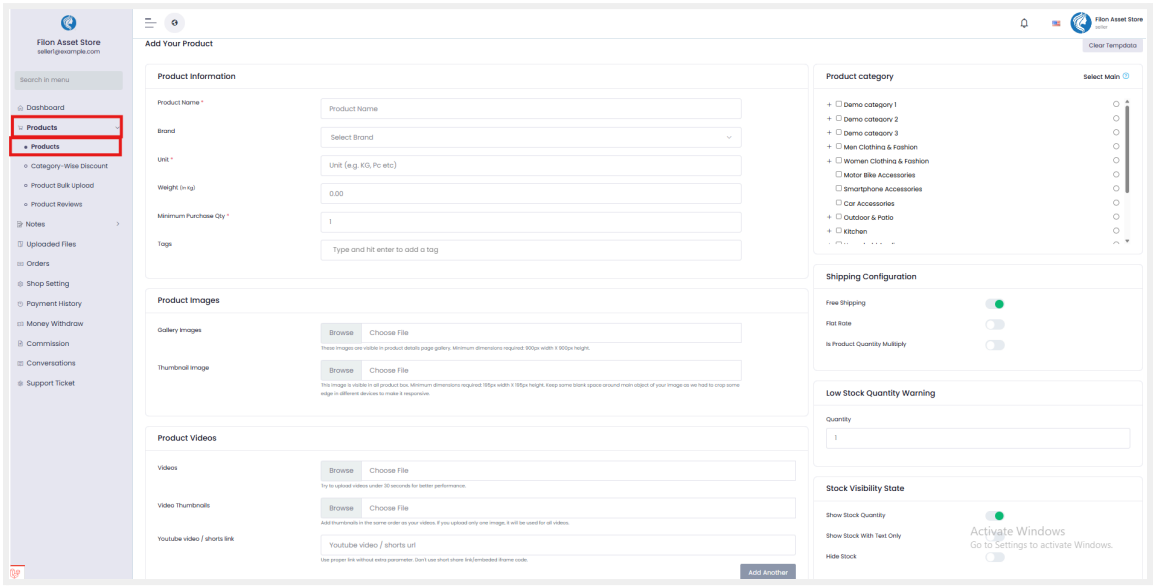


Figure (19a): Upload products from seller (i)

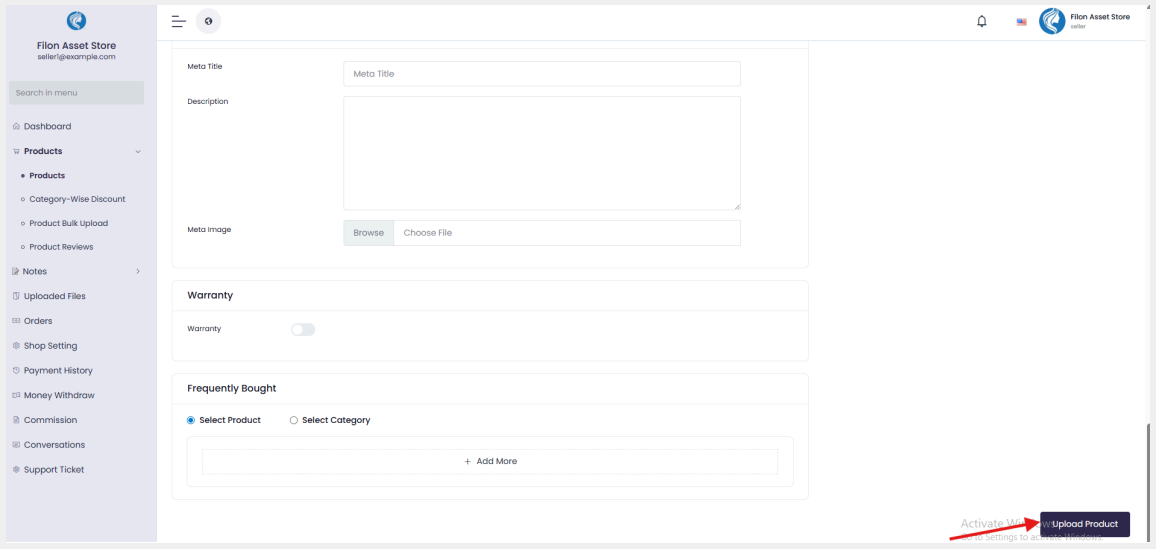


Figure (19b): Upload products from seller (ii)

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

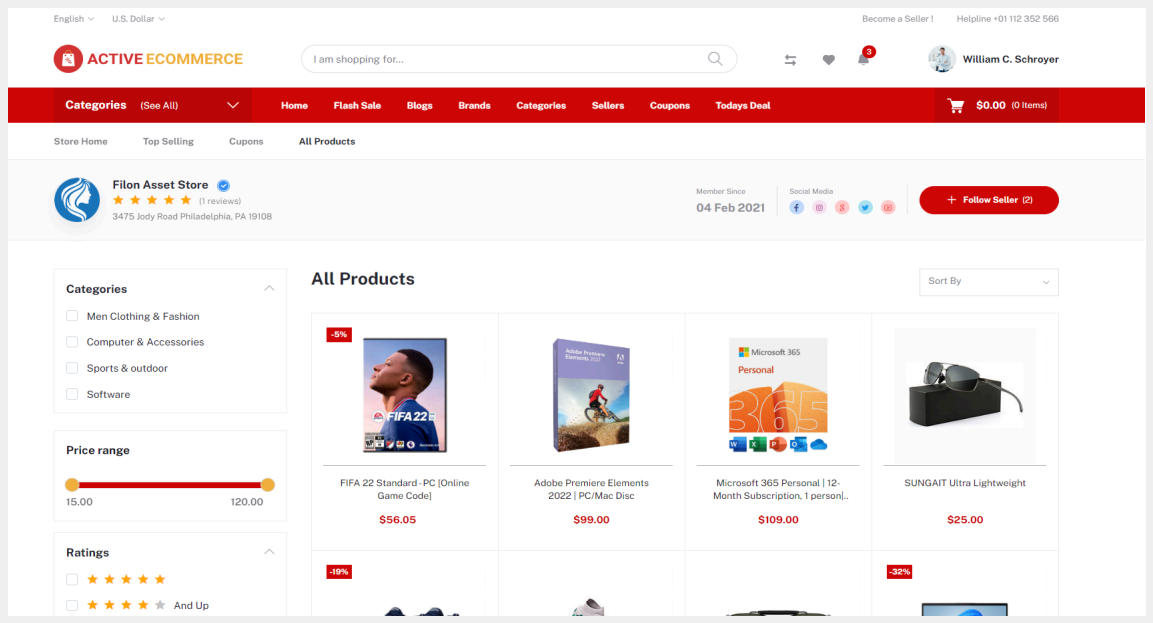


Figure (19c): On the homepage seller all products

23. **How to set seller commissions?**

Answer:

For setting up the fixed commission rate, follow the below instructions:

- First navigate to **Sellers** > **Seller commission** and then enable the **seller commission activation.** otherwise the options on this page will be disabled.
- Now select the **Fixed Commission Rate**, and click on **Save.**
- Set the **Fixed Commission Rate**, and click on **save.**

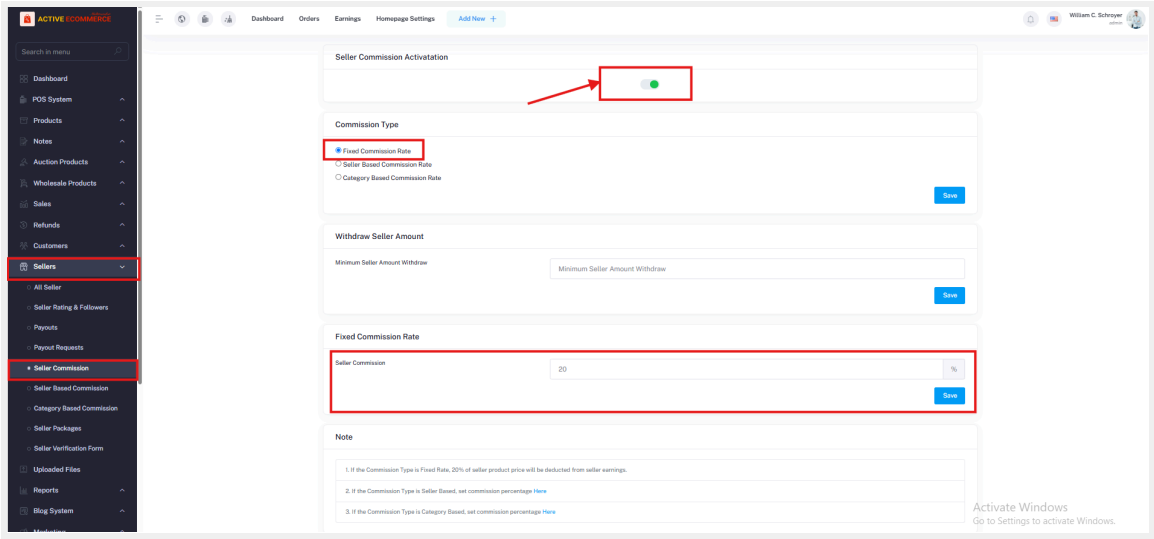


Figure (20a): Select & set the Fixed Rate Commission

- In this way you can set a fixed commission rate for sellers.

  **** The commission rate(%) of Seller product price will be deducted from seller earnings.**

For setting up the Seller Based Commission Rate, follow the below instructions:

- First navigate to **Sellers** > **Seller commission** and then enable the **seller commission activation.** otherwise the options on this page will be disabled.
- Select the **Seller Based Commission Rate**, and click on **Save.**
- Now, click the **'Here'** link next to "If the Commission Type is Seller Based, set commission percentage" from the note section to set or edit the seller's commission directly.

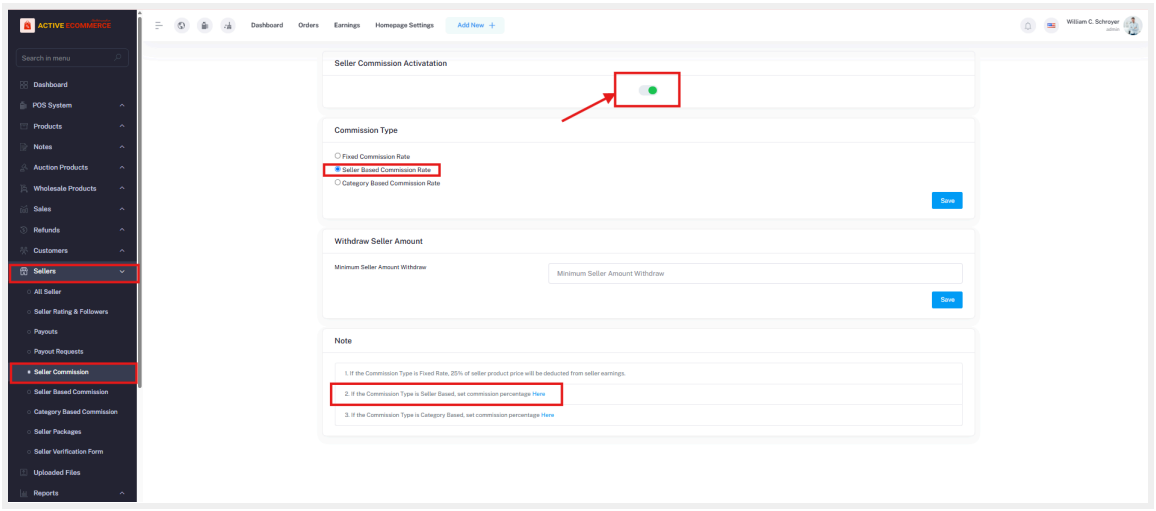


Figure (20b): Choose the Seller Based Commission Rate

- After setting or editing the commission rate, click on **Save**
- In this way you can set different commissions for different sellers

  **** The commission rate(%) of Seller product price will be deducted from seller earnings.**

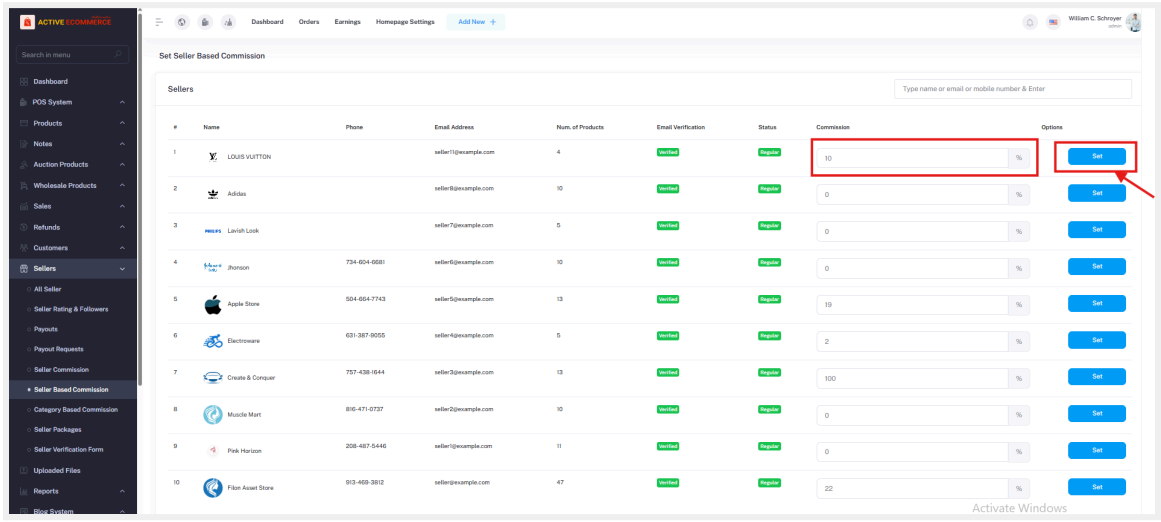


Figure (20c): Set the Commission

For setting up the Category Based Commission Rate, follow the below instructions:

- First navigate to **Sellers >Seller commission** and then enable the **seller commission activation.** otherwise the options on this page will be disabled.
- Select the **Category Based Commission Rate**, and click on **Save.**
- Now, click the **'Here'** link next to "If the Commission Type is Category Based, set commission percentage" from the note section to set or edit the category commission directly.

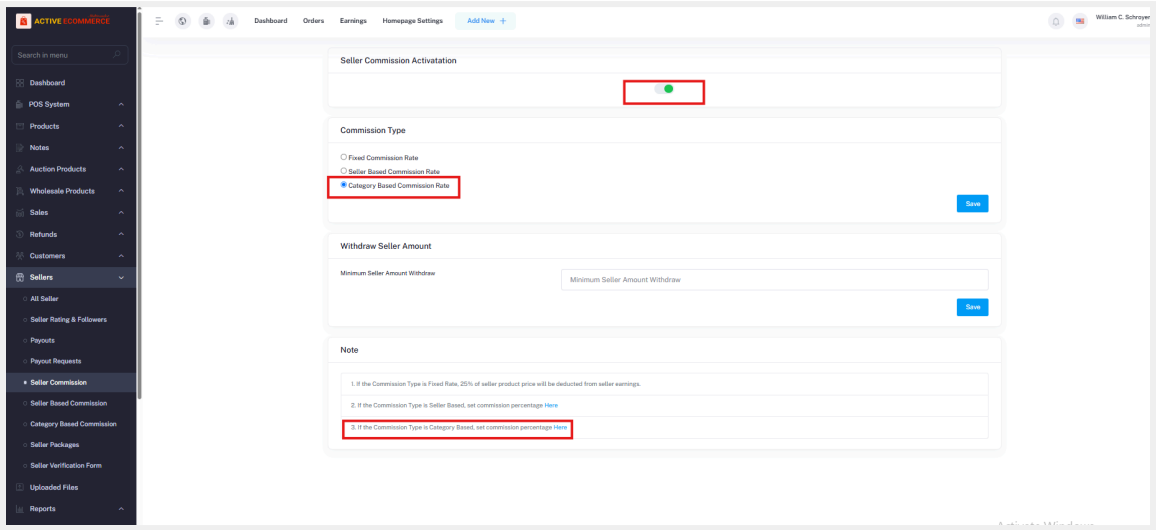


Figure (20d): Choose the Category Based Commission Rate

- After setting or editing the commission click on **Save**
- In this way you can set different commissions for different categories

****The commission rate(%) of Seller product price will be deducted from seller earnings.**

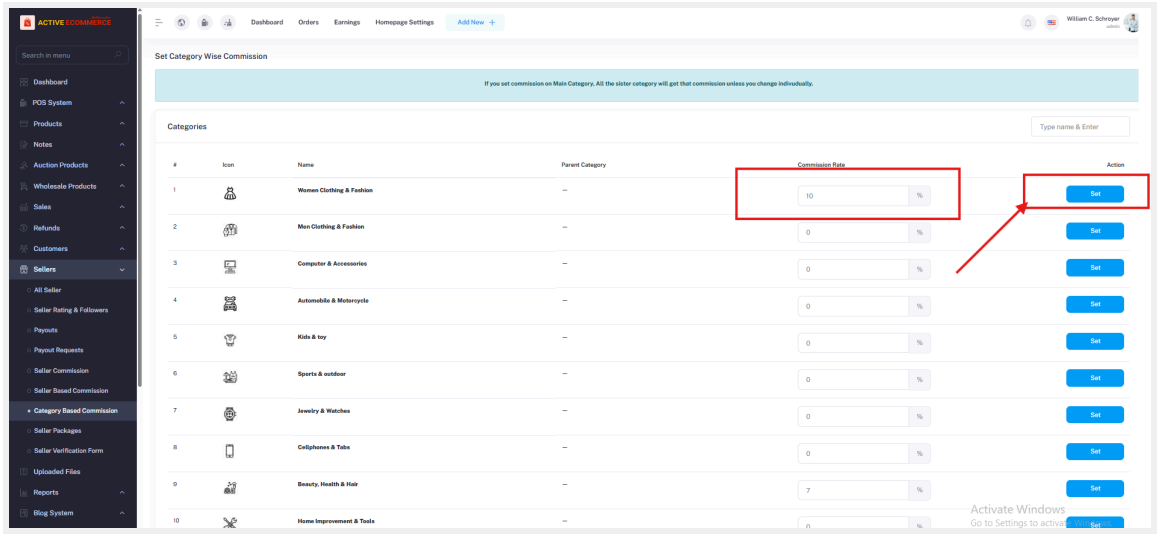


Figure (20e): set the commission

24. **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

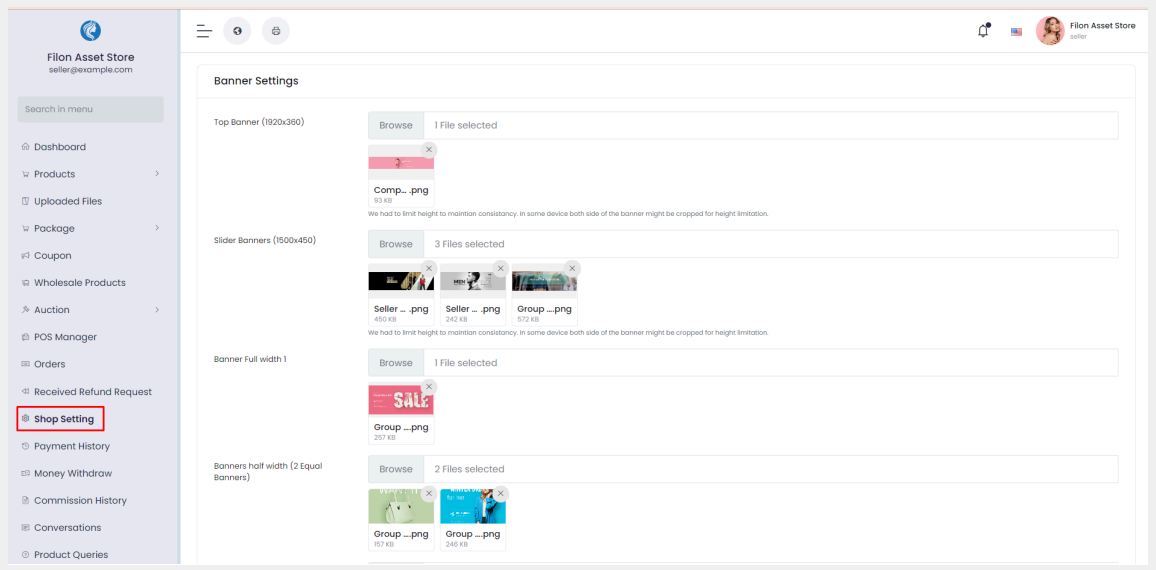


Figure (21a): Seller manages his/her shop setting

25. **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**.

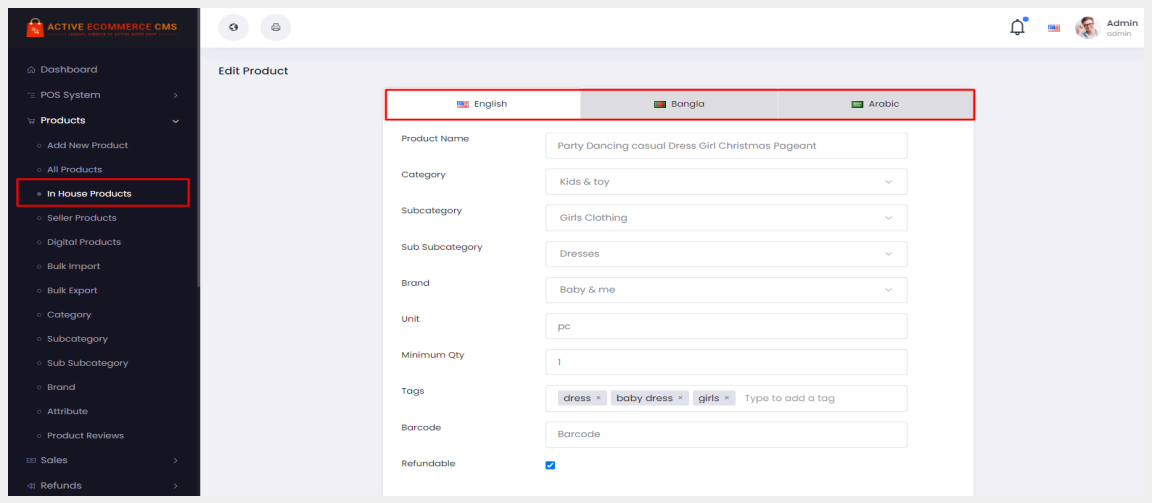


Figure (22a): Translate product information into multiple languages

26. How to purchase products?

Answer:

There are two ways to purchase any product.

<u>Direct Purchase from Product Box.</u>

- For products without variants, click the cart icon, and the product will be added directly to your cart.
- For products with variants, click Select Option icon. A side modal will appear with the detailed view of the product.
    - Select the options and click on **Add to Cart**
- A pop-up will appear with 2 buttons **Back to shopping** & **Proceed to Checkout**. Click on the Proceed **to Checkout** button.
- Your cart page will be available with an order summary. If you have any coupon then apply the coupon and then click on the **Proceed to Checkout**.
- If you are a registered user then **name** & **email address** will be available there in shipping address. Insert **address**, **address**, **city**, **postal code** & **phone number** then below you can see the **delivery information**, choose the **delivery type** from here, In that page you can find the payment option, select any **payment type,** and click on **Complete Order.**
- After clicking on **complete order** customer can get the order confirmed page and see the order details

Purchase from product details page

- 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.
  Or, you can simply click on the **'Buy Now'** option**,** and you will be redirected to the cart page.
- Alternatively, you can place your order via WhatsApp by clicking the '**Order via WhatsApp'** option, which redirects you to a WhatsApp chat for direct communication regarding the order."
- You can also add this product to the **wishlist** or **compare** list.
- To proceed with the purchase follow the above steps.

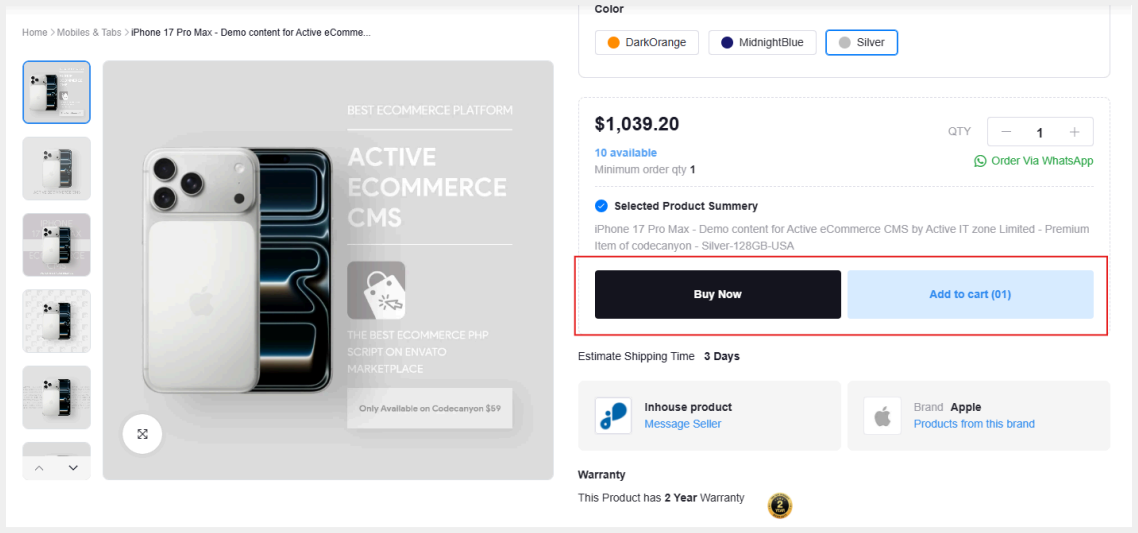


Figure (23a): product details page

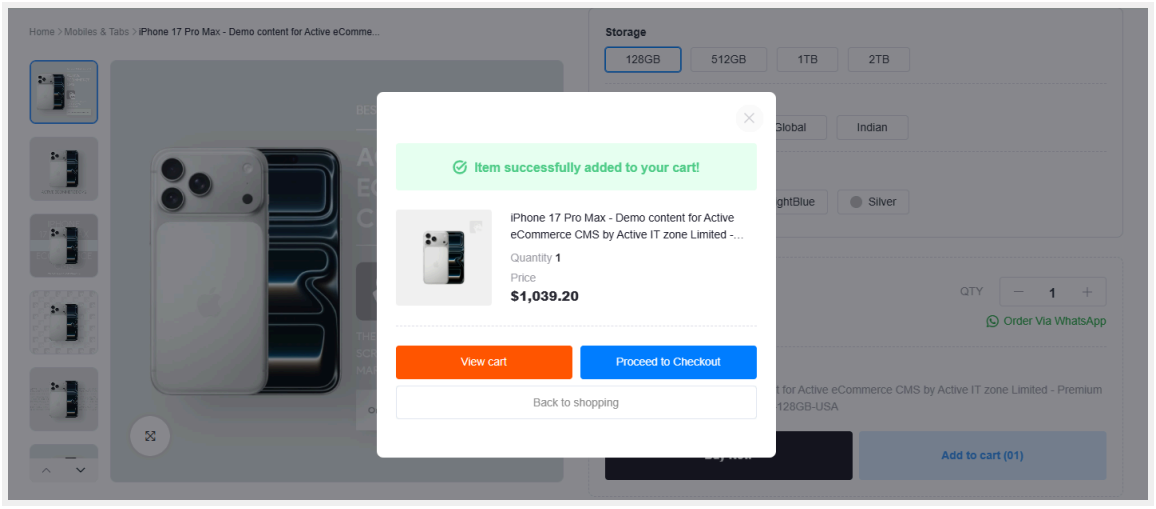


Figure (23b): Add to cart pop-up

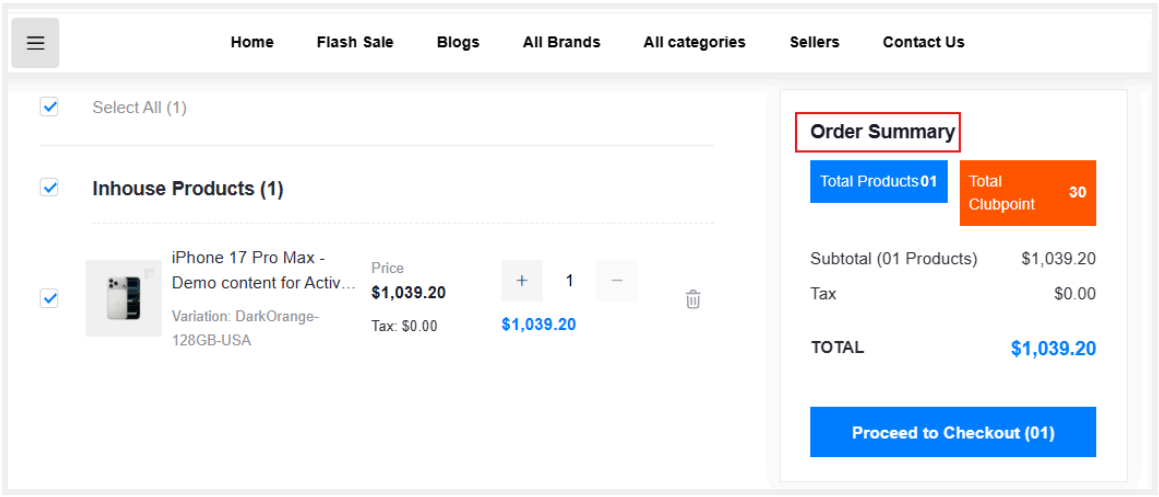


Figure (23c): Order Summary

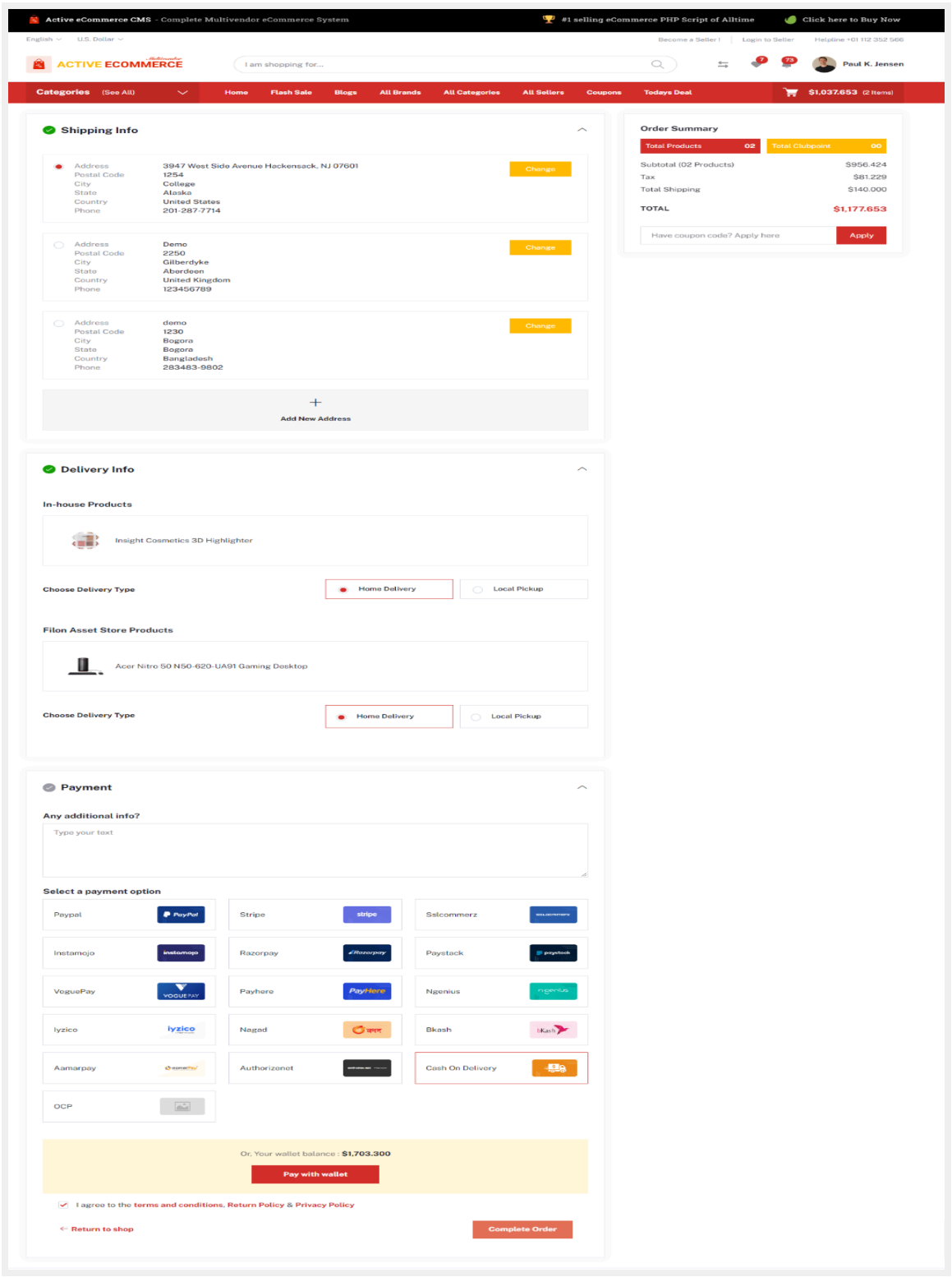


Figure (23d): Single Page Checkout

27. **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**.

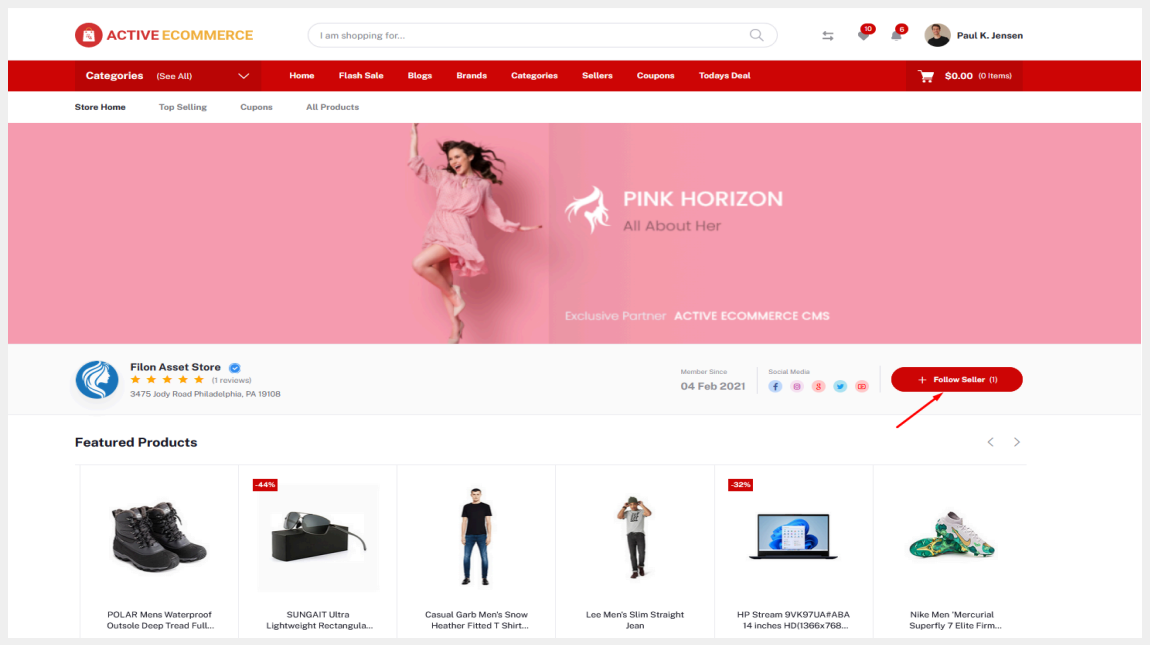


Figure (24a): Follow a seller

- 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.**

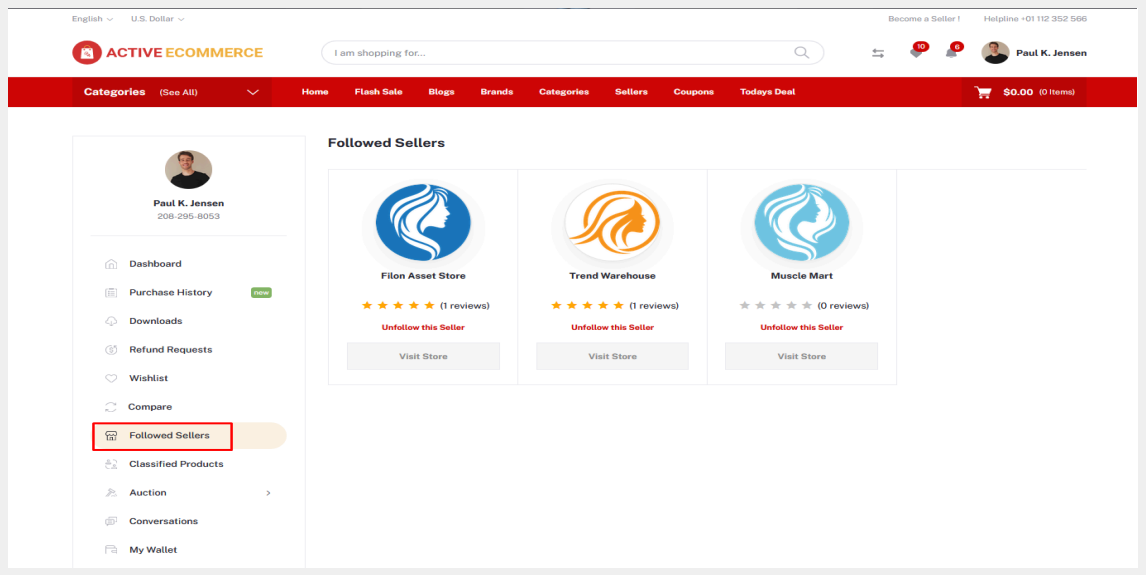


Figure (24b): All Followed Seller

28. **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 > Select Homepage**
- The admin will see a list of available homepage layouts and can choose from six options.
- Click on any homepage to select it.
- To preview the layout, click the **View** button.
- Click **Save** to apply the changes.

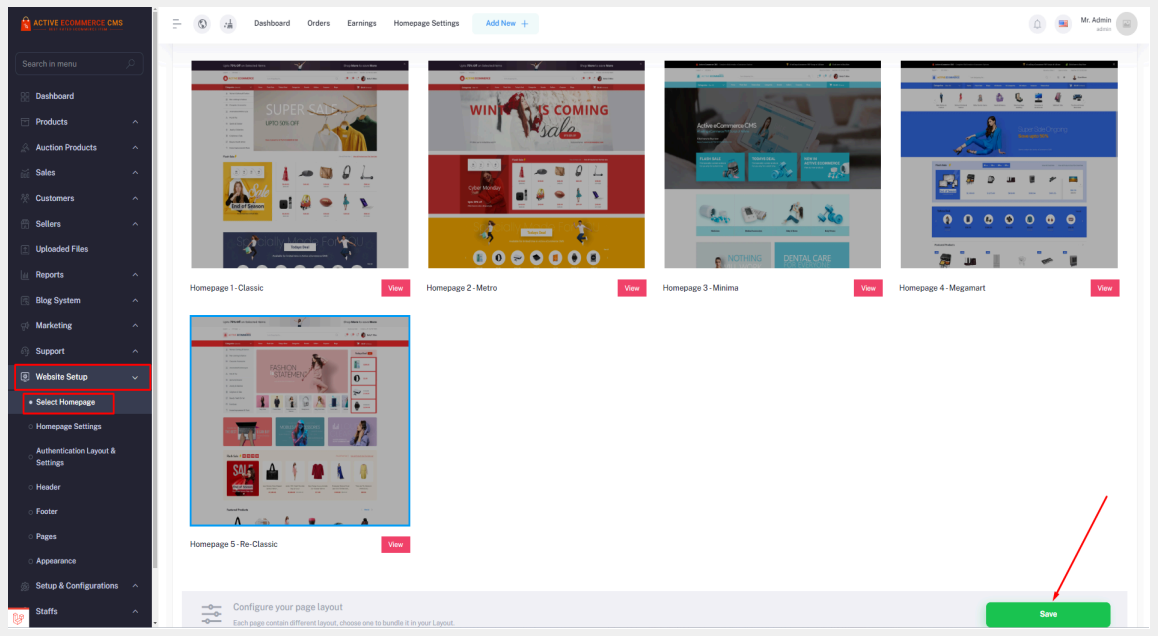


Figure (25a): Select Homepage layout

29. **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 those 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 the 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**.

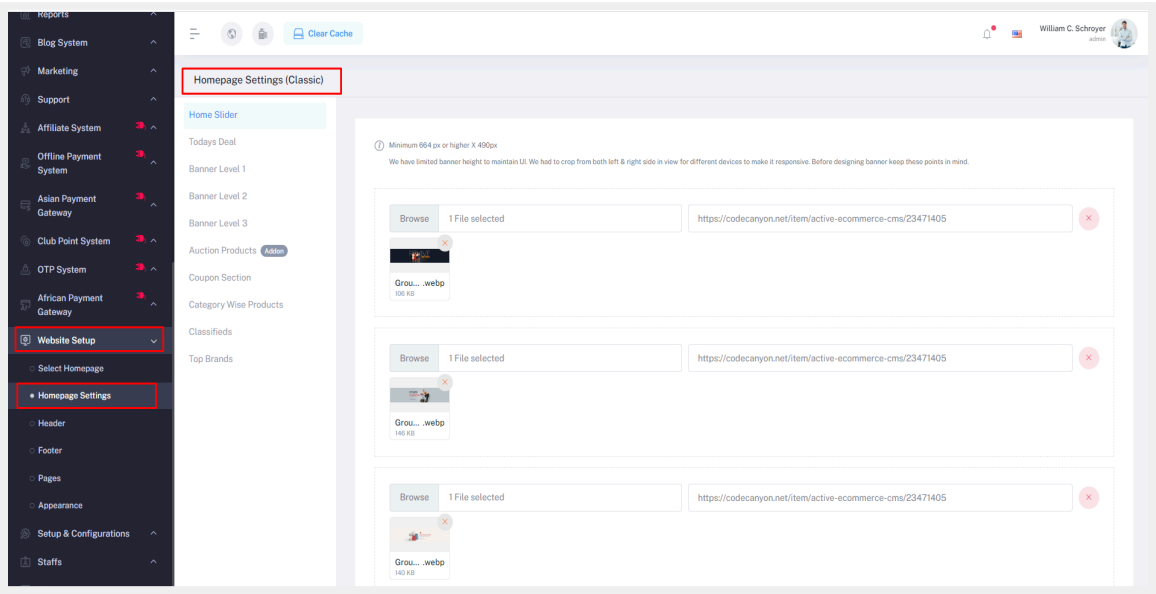


Figure: (26a)Home slider settings for classic Layout

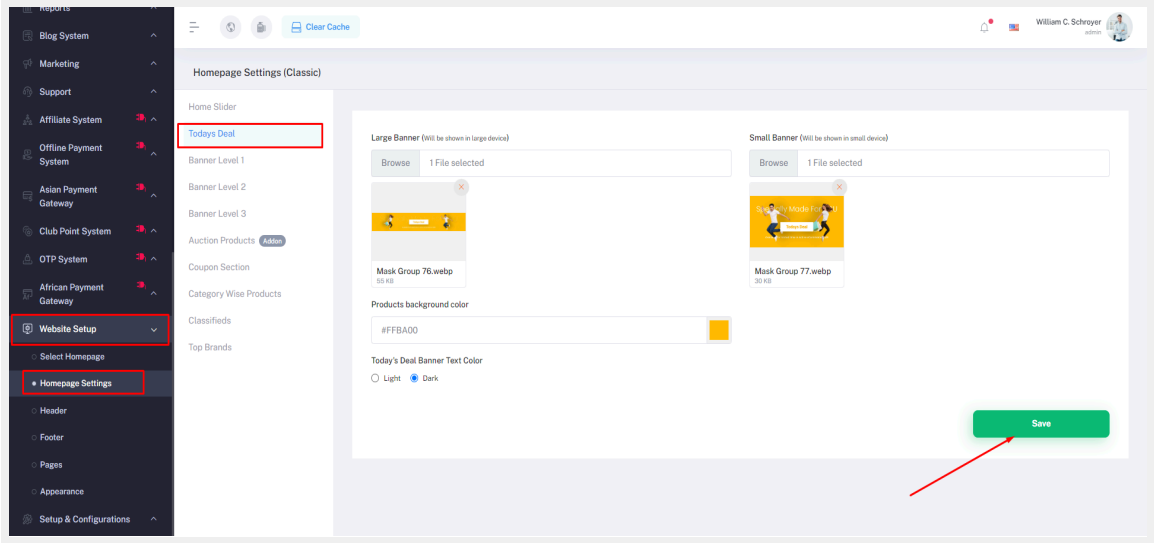


Figure: (26b) Classic Homepage Settings (today's deal)

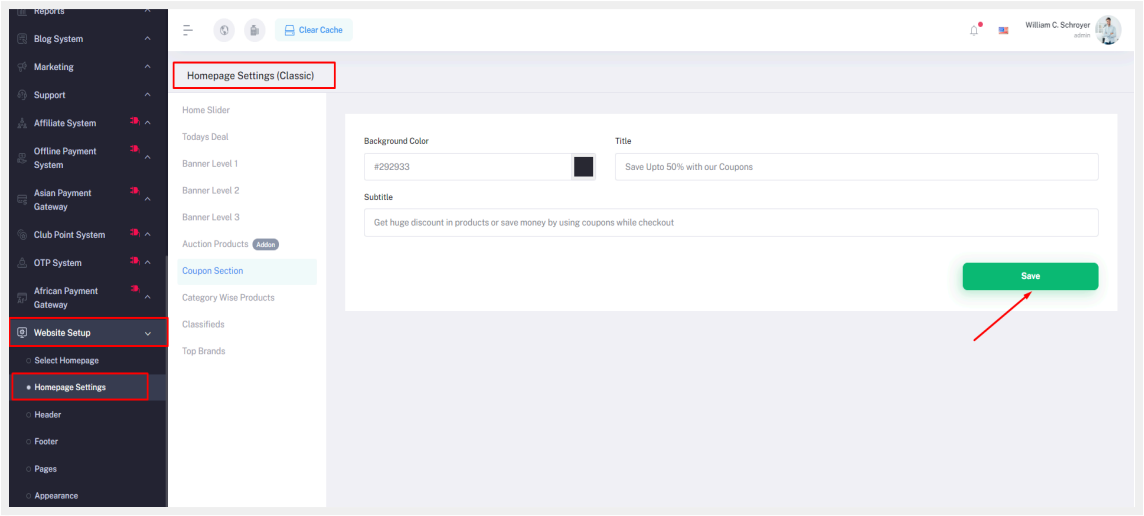


Figure: (26c) Classic Homepage Settings (Coupon settings)

30. 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

those 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 the 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**.

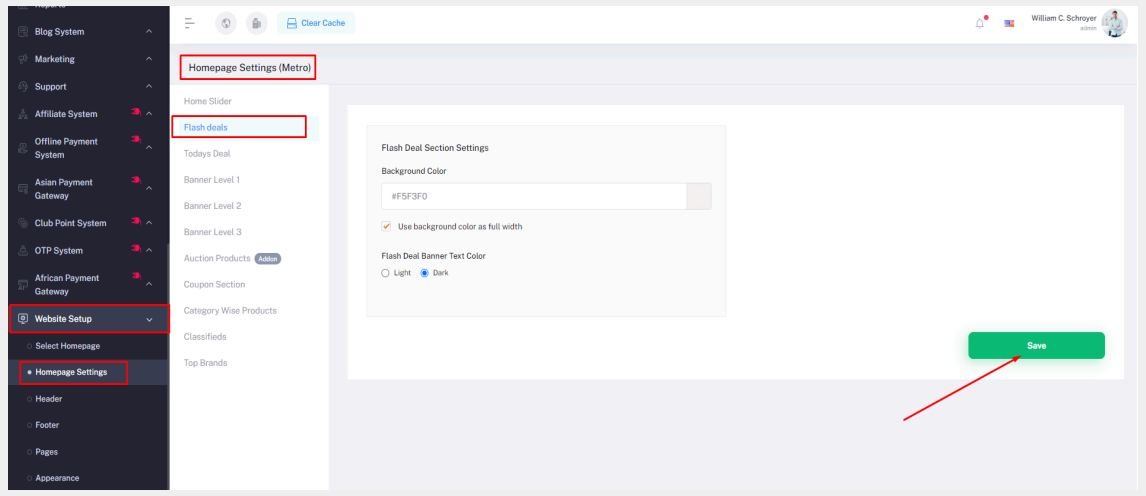


Figure (27a): Home page Settings of Metro ((Flash deal)

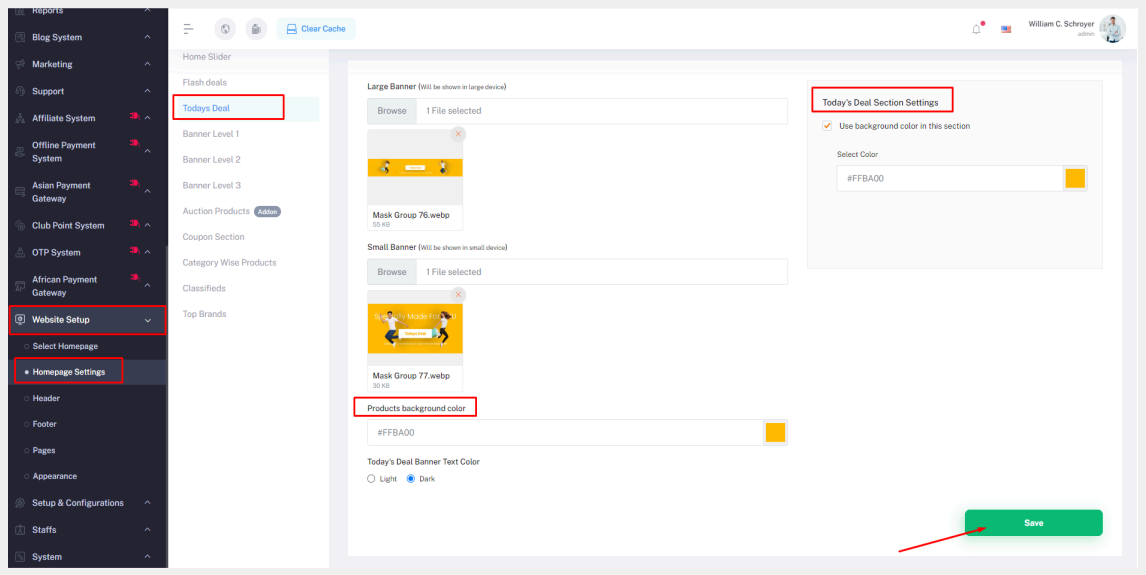


Figure: (27b) Metro Homepage Settings (today's deal)

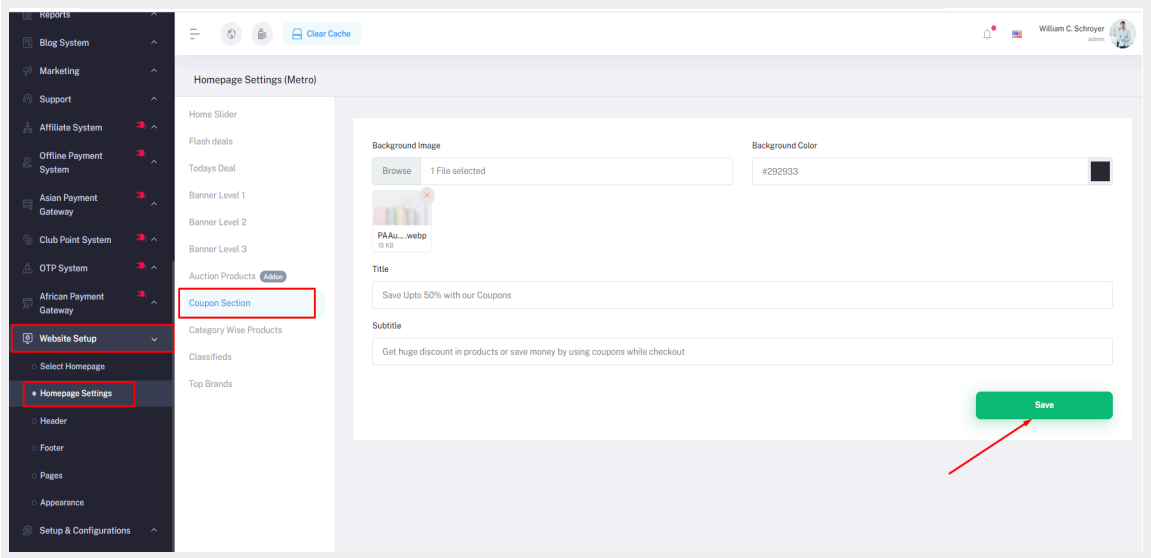


Figure: (27c) Metro Homepage Settings (Coupon settings)

31. **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 those 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 Today's 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**.

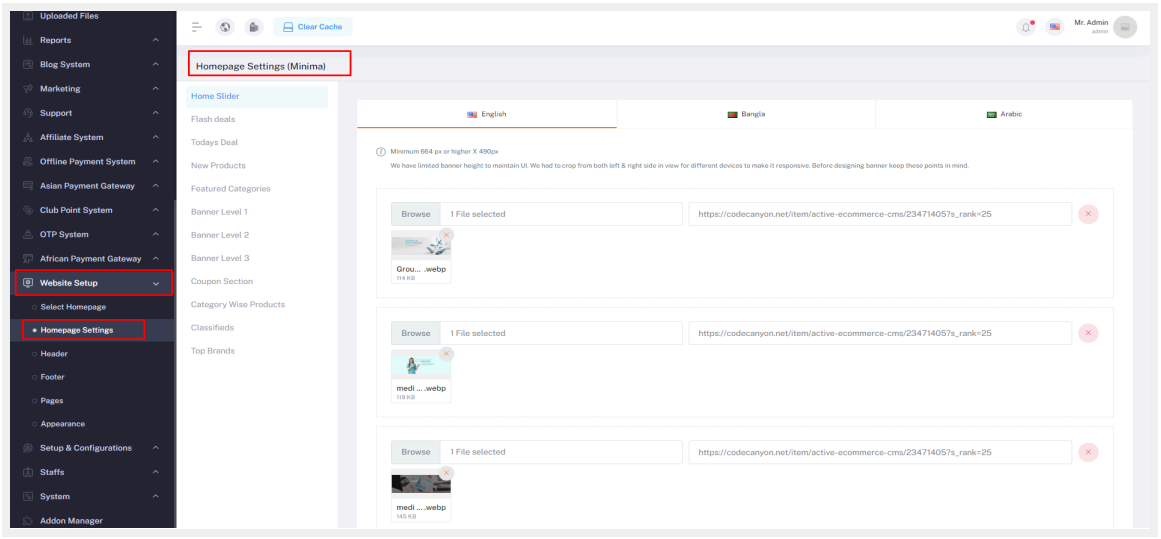


Figure (28a): Home page Settings of Minima (Home Slider)

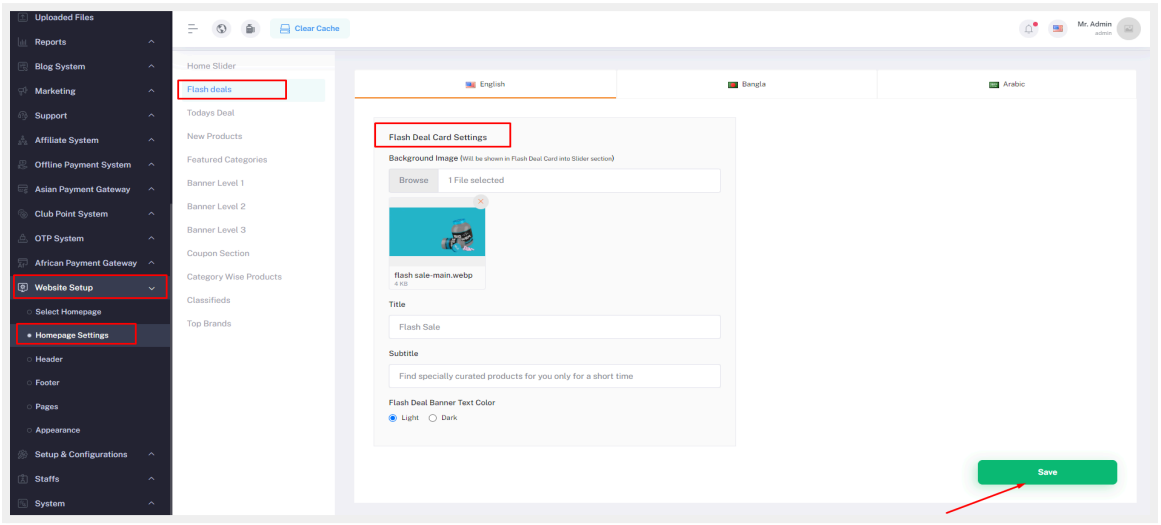


Figure (28b): Home page Settings of Minima (Flash Deals)

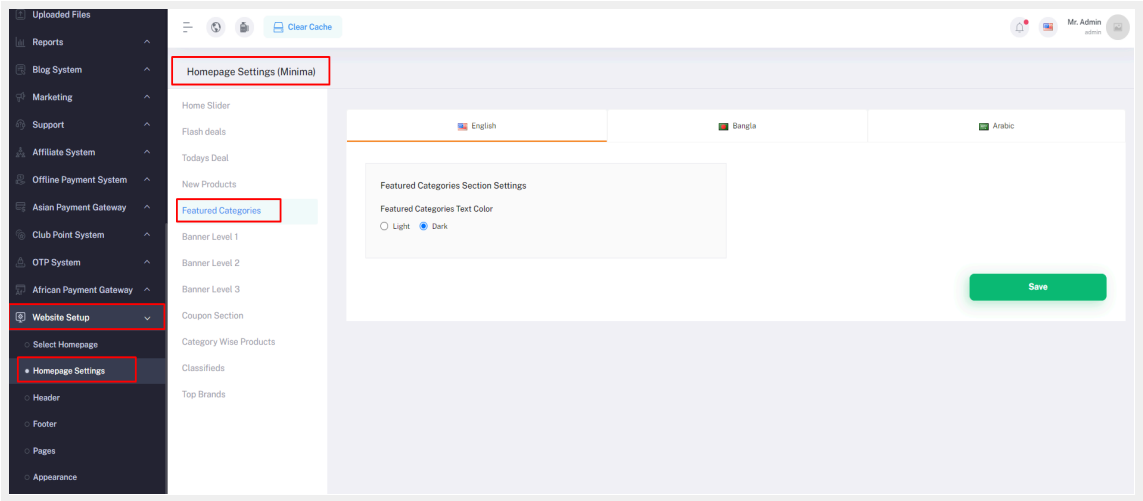


Figure (28c): Home page Settings of Minima (Flash Deals)

32. **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 those 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 Today's 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, the 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**.

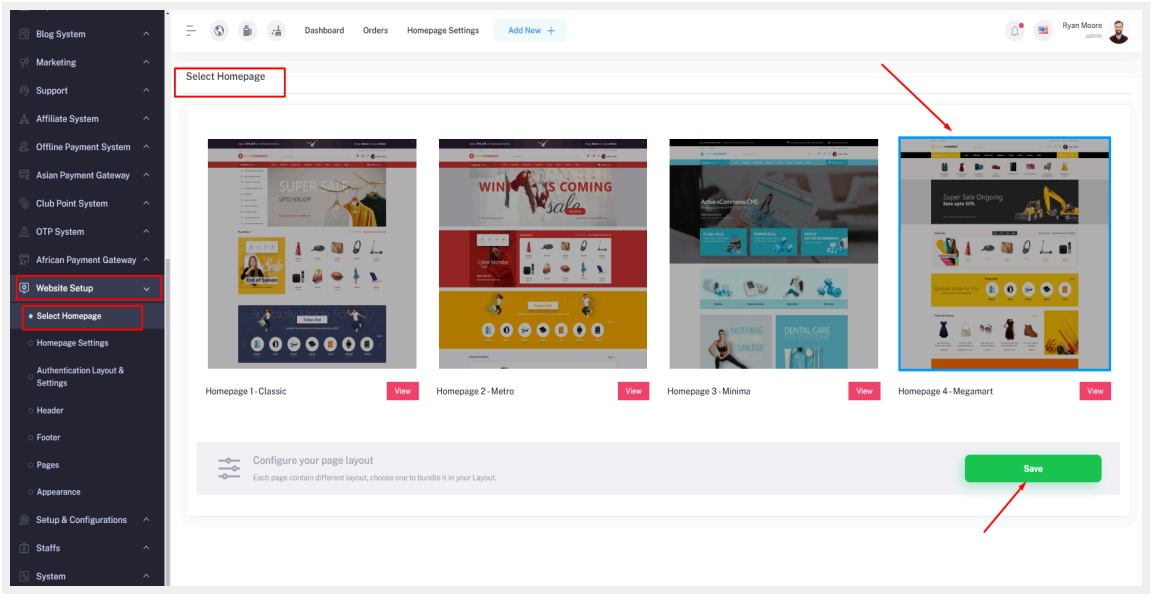


Figure (29a): Home page Settings selection of Megamart

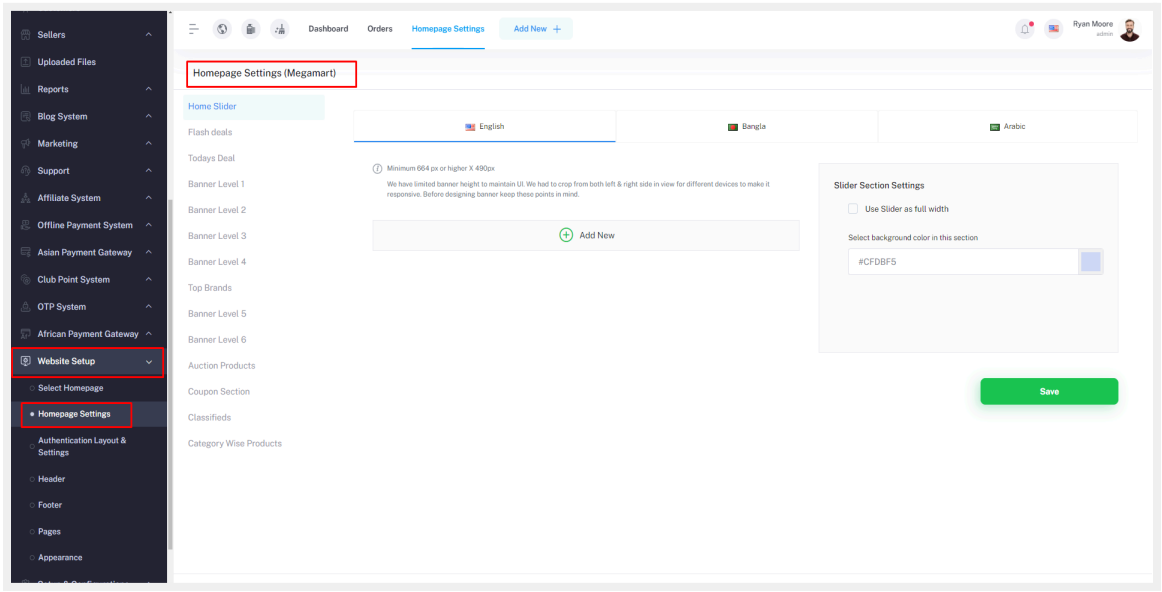


Figure (29b): Home page Settings of Megamart

33. **How to set up the homepage for the Re-Classic layout?**

Answer:

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

- **Home slider:** Can 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 those banners customers can go to those links. After adding banners and links **Click** on **Save**.
- **Today's Deal:** Admin can add a banner for today's deal section. Large banners will be shown on a large device and the small banner will be shown on a small device. Then click on **Save.** This banner will be shown at the Today's deal page.
- **Home Banner level 1:** Can add Home banner level-1 & the maximum number is 3. Now, click on **Save**.
- **Flash Deals:** Can select the flash deal's section background color. Also can add the outline color. Now, click on **Save**
- **Featured Products:** Can select the featured product's section background color. Also can add the outline color. Now, click on **Save**
- **Home Banner level 2:** Can select Home banner level-2 & the maximum number is 3. Now, click on **Save**.
- **Best Selling Products:** Can select the best selling product's section background color. Also can add the outline color. Now, click on **Save**
- **New Products:** Can select the best new product's section background color. Also can add the outline color. Now, click on **Save**
- **Home Banner level 3:** Can select Home banner level-3 & the maximum number is 3. Now, click on **Save**.
- **Auction Products:** Can add an auction banner for the auction product section. Also Can select the section background color, content background color. And can add the outline color. Now, click on **Save**.

- **Coupon Section**: Admin can add coupon images. From this part, admin can add/edit background color, insert any title and subtitle and choose coupon test color. Click on **Save.**
- **Category-wise product:** Admin can change this section's background color, content background color and outline color. 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. Also can select the section background color and outline color. Now, click on **Save**.
- **Top Sellers:** Can select the top seller's section background color. Also can add the outline color. Now, click on **Save**
- **Top-Brand:**
    - Can select the top brand's section background color. Also can add the outline color.
    - **Top Brands (Max 12):** Select Maximum of 12 Brands for the sections. And click on **update**

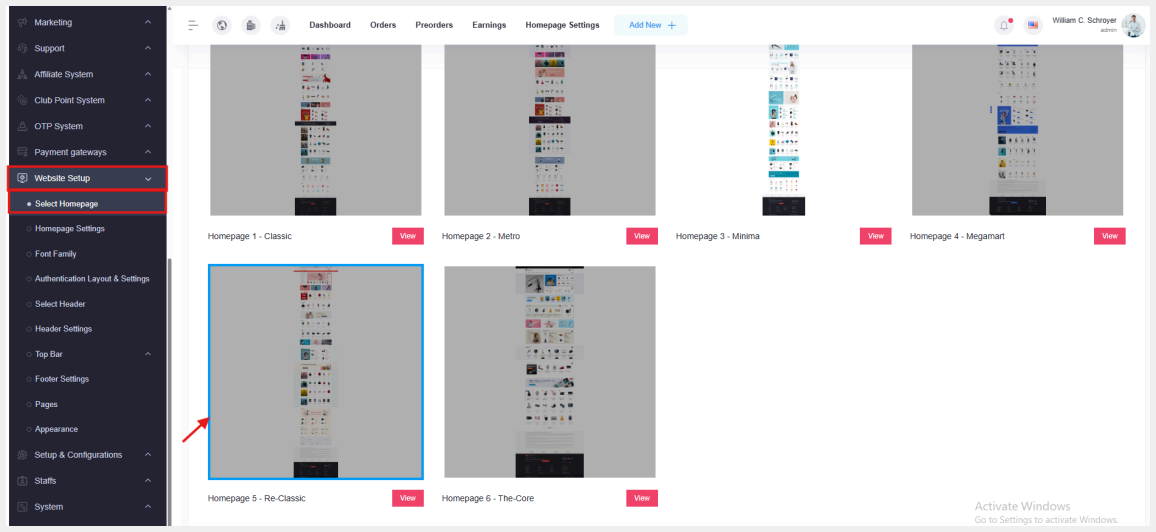


Figure (30a): Home page Settings selection of Re-Classic

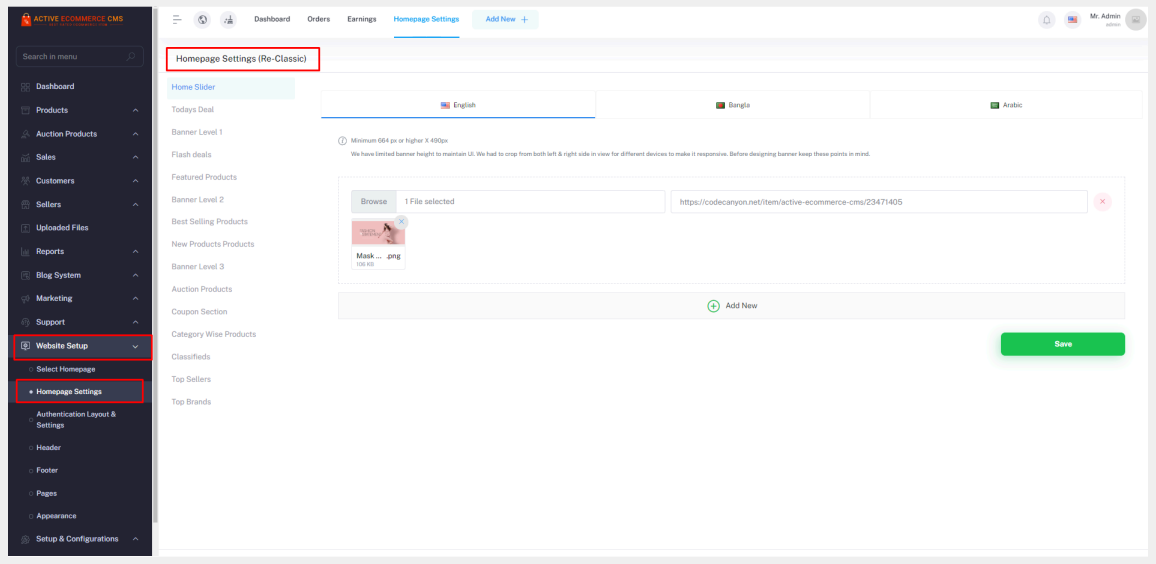


Figure (30b): Home page Settings of Re-Classic

34. How to Set up the Homepage for The- Core Layout?

Answer:

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

- **Home slider:** Admin can select multiple **images** for the home **slider** section. Also, **add, edit,** and **delete** any banner. Add **links** here besides the banners. By clicking on those banners customers can go to those links. Also, set a **background color** for the slider. After making all changes, click **Save** to apply them.
- **Hot Categories:** To set Hot Categories on the homepage, first enable them from the Category Listing page. Only the enabled categories will appear in the Hot Categories section.
- **Featured Products:** Admin can select the Featured Product's section background color and click on **Save.**
- **Featured Categories:** Admin can select the Featured Categories section background color. Also, add the outline color and button colour. Now, click on **Save**
- **Best Selling Products:** Admin can select the Best Selling products section background color and click on **Save.**
- **Today's Deal:** Admin can select the Today's Deal section background color and click on **Save.**
- **Banner level 1:** Can add Home banner level-1 & the maximum number is 3. Now, click on **Save**.
- **Auction Products:** Admin Can add an Auction banner for the auction product section. Also Can select product background color, button color. Now, click on **Save**.
- **Banner level 2:** Can select Home banner level-2 & the maximum number is 3. Now, click on **Save**.
- **Classified Banner:** AAdmin can select the Classified section background color and click on **Save.**

- **Newest Preorder Products:** Admin Can add a Pre-Order banner for the Pre-Order section and click on **Save.** Newest pre-order products will be listed in that section.

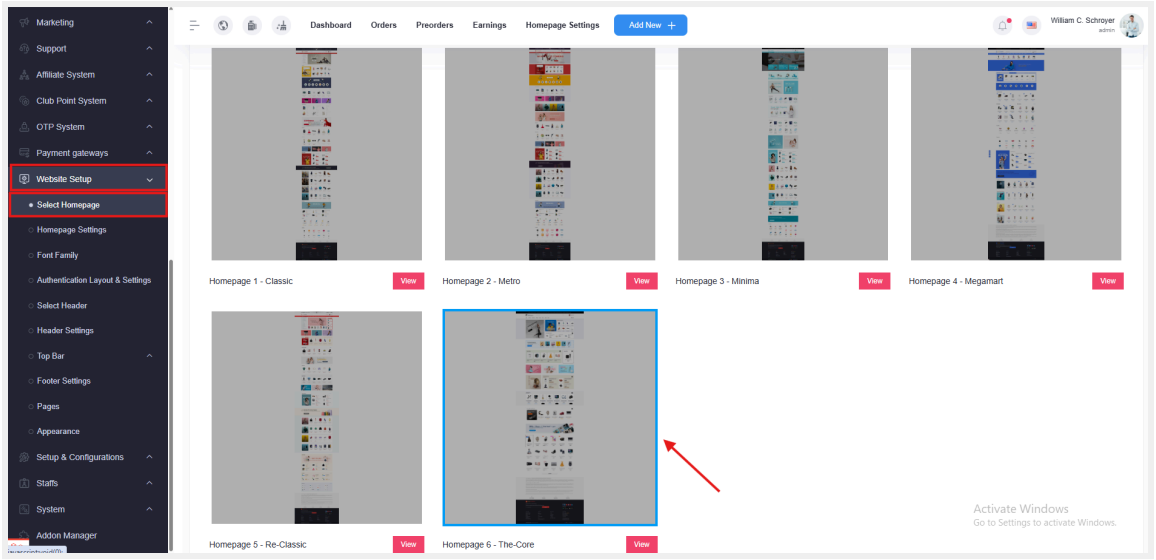


Figure (31a):Home page Settings selection of Re-Classic

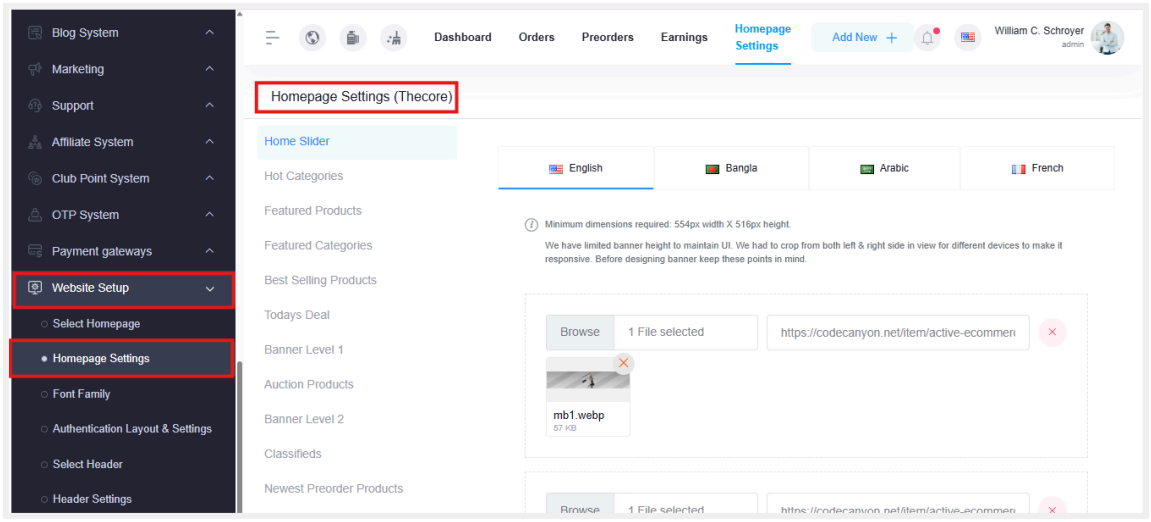


Figure (31b): Home page Settings of The-core

35. **How to select a Font Family?**

Answer:

Follow the below procedure:

- **Log in** as an **Admin**
- Go to **Website Setup > Font Family**
- Select your preferred font and click **Save.**
    - The selected font will be applied to both the frontend and backend of your website.

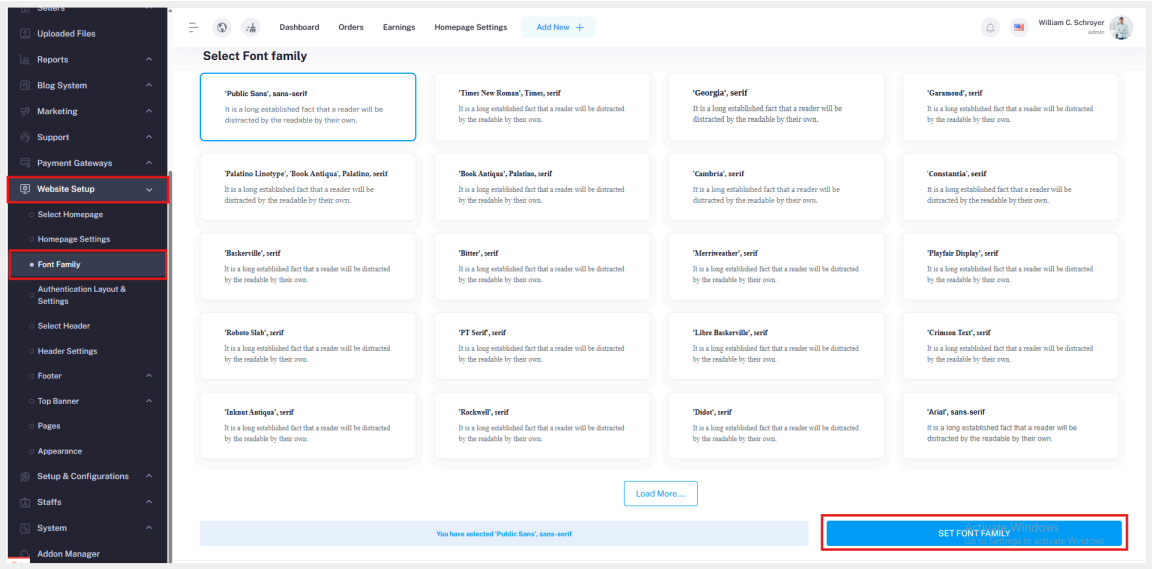


Figure (32a): Select Font Family

36. **How to Set up the Header Section?**

Answer:

For setting up the header section admin needs to first select a Header Layout:

- **Log in** as an **Admin**
- Go to **Website Setup > Select Header.**
- Select any **header** layout, you can also view the layout by clicking on the **view** button.
- Now, click on **Save**.

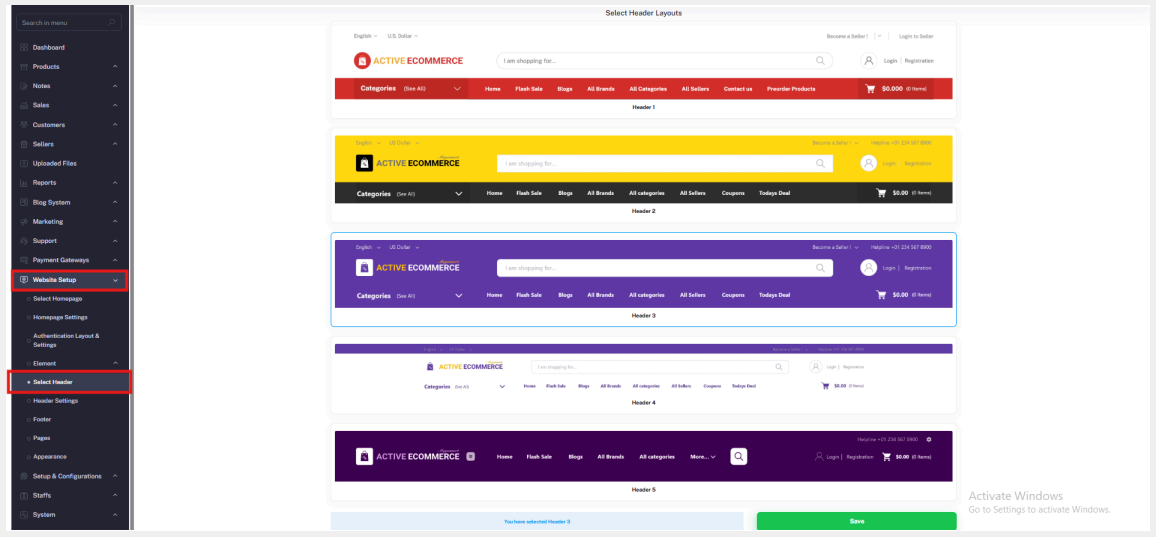


Figure (33a): Select a Header

Header Settings :

- Go to **Website Setup > Header Settings.**
    - **Header Logo:** Upload the Header Logo.
    - **Show Language Switcher? :** Toggle the button ON/OFF.
    - **Show Currency Switcher? :** Toggle the button ON/OFF.
    - **Enable sticky header? :** Toggle the button ON/OFF.
    - **Header Background Colors:** Choose colors for Top, Middle, and Bottom sections.
    - **Header Text Colors:** Choose text colors for Top, Middle, and Bottom sections.
    - **Helpline Number:** Enter the helpline number.

      ****All these changes on the header are applied instantly and visible to the admin.**
    - **Header Nav Menu:** Add Header menu links.
- Then click on the **Update** button.

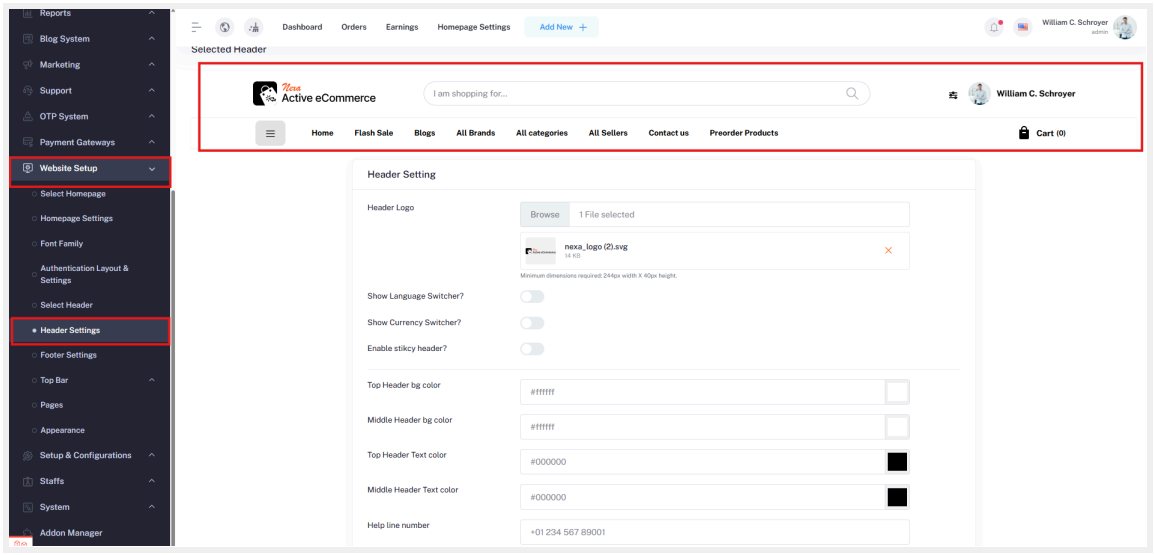


Figure (33b): Website Header Setting

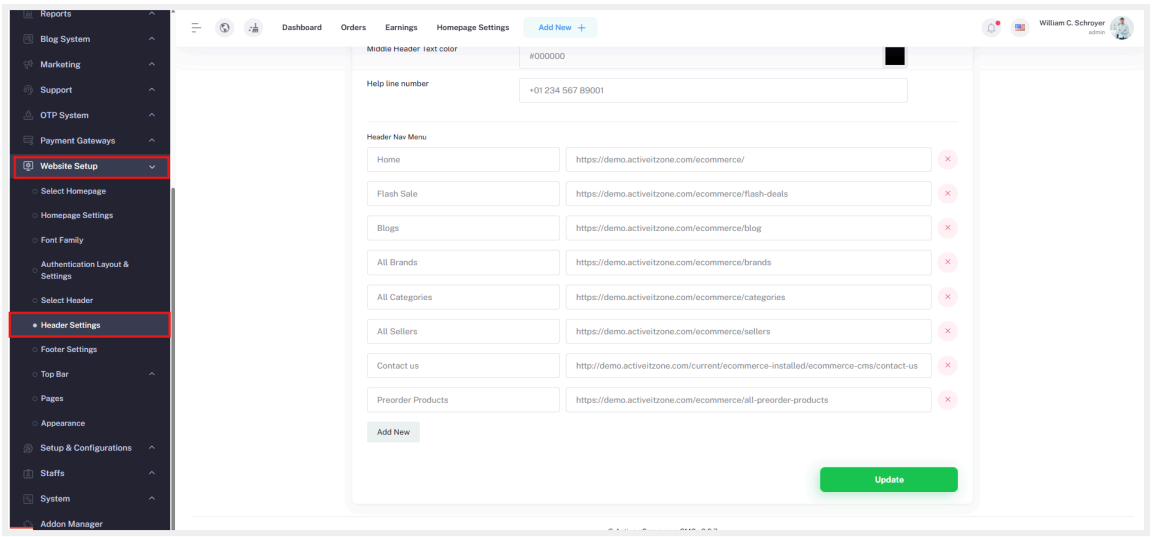


Figure (33c): Website Header Setting

37. How to Manage the Topbar?

Answer:

Follow the below procedure:

- **Log in** as an admin

- Go to **Website Setup > Topbar > Topbar Settings**
- Set the topbar **Background Color**, **Text Color**, and upload **Images** for different device views.
- Now, Go to **Website Setup > Topbar > Topbar List**
- Click **Add a New Topbar,** enter the **Topbar Text,** insert the **Link**, and click **Save.** The topbar will then appear on all pages.
    - If the text is short and only one topbar is active, it will remain static on the homepage.However, if the text is long or multiple topbars are enabled, the topbar will auto-scroll.

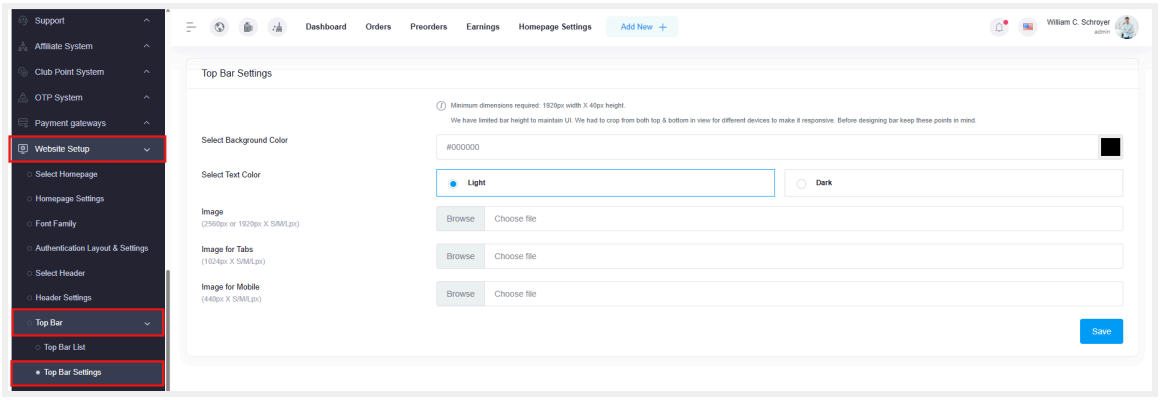


Figure (34a): Website Topbar Setting

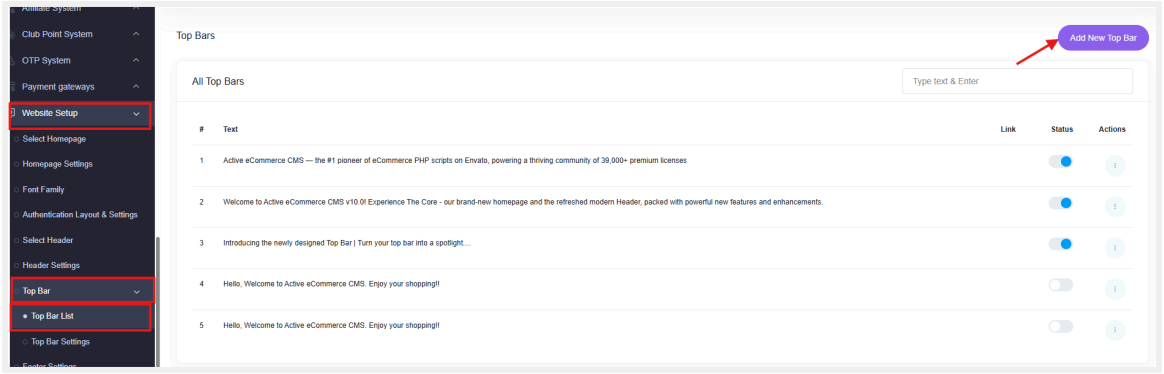


Figure (34b): Website Topbar List

38. **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

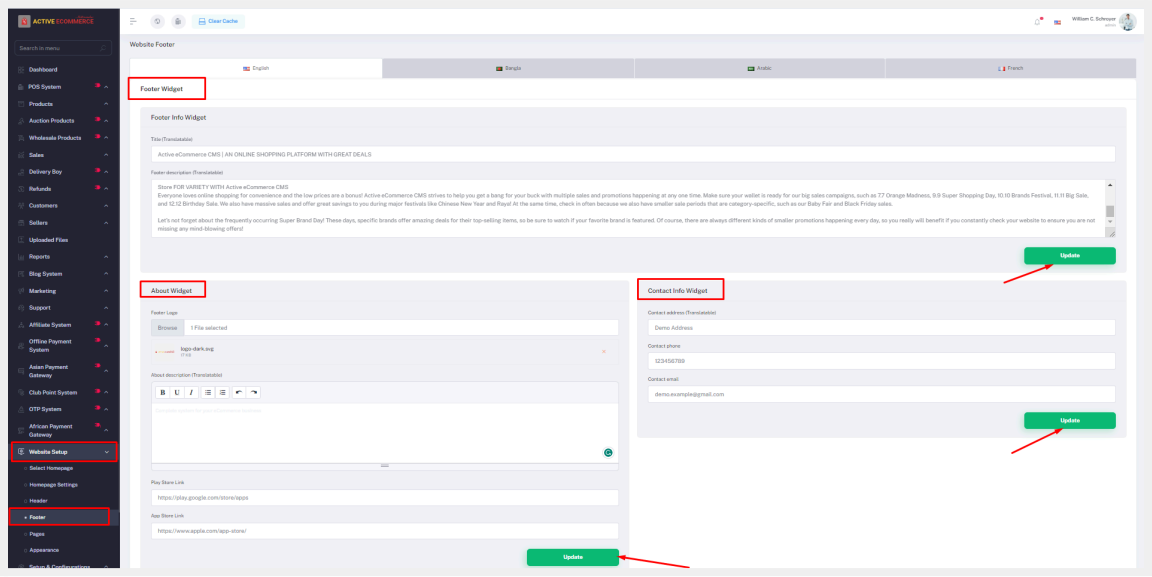


Figure: (35a) footer setup

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

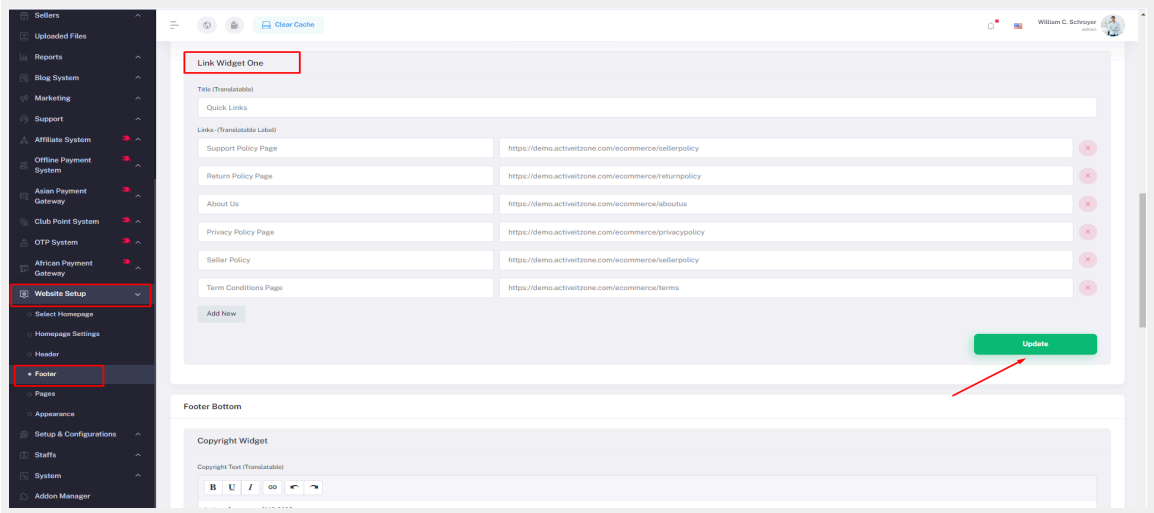


Figure: (35b) footer -link widget

- **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: (35c) 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: (35d) footer- payment method widget

39. **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.

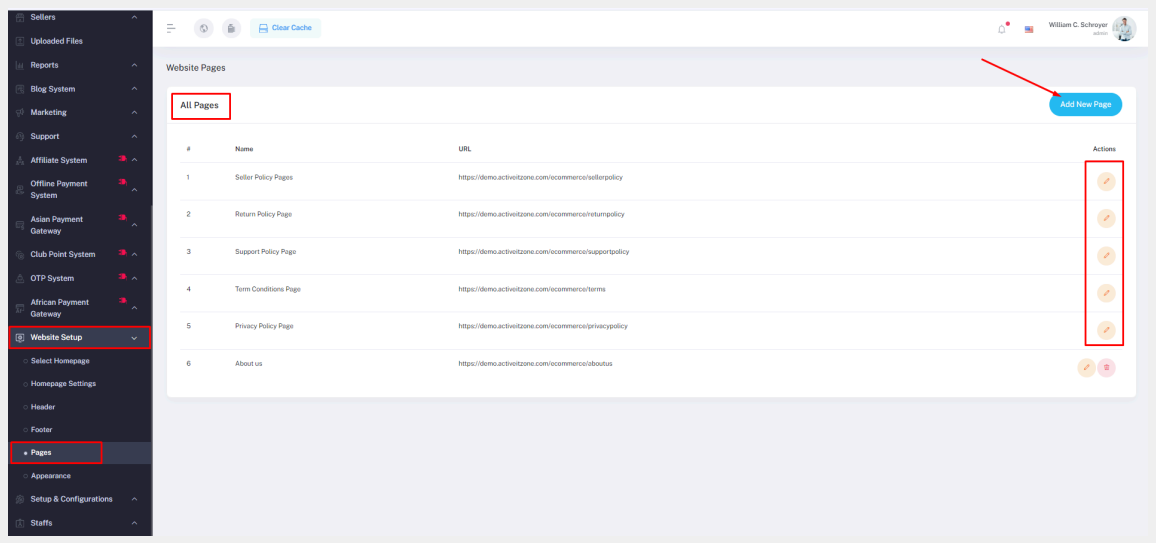


Figure: (36a) Website All pages

40. **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 Timezone:** Select your system timezone
    - **Uploaded Image Format:** Here admin can choose the image format. When anyone uploads any image the image will be converted to choosing format or

admin can set it as default(no changes will be occured). SVG image will not be converted.

- 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**.
- **Image Watermark:**
  - Admin can **enable** or **disable** the option. If admin enable the “Use Image Watermark” switch then the watermark text/image will be shown on the new upload images
  - Admin can choose the **Watermark type**. If you choose **text** then the admin needs to insert watermark text, watermark text size, watermark text color, watermark position. If the admin chooses the **image** then insert the watermark image and choose the watermark image position.
- **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**
- **Custom Script**
  - you can insert Header custom script - before </head> and Footer custom script - before </body>

- And click on **update**

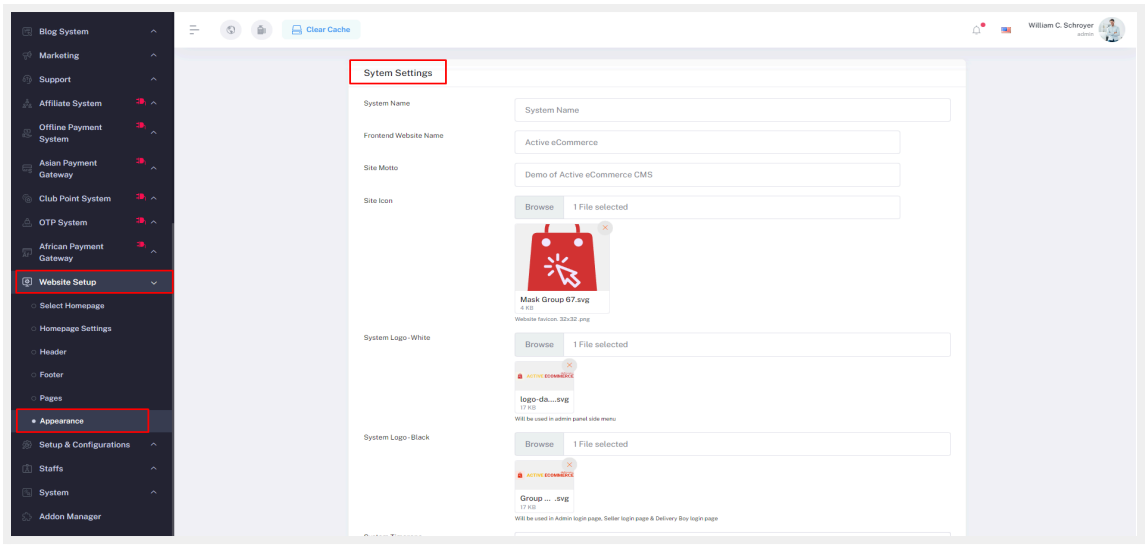


Figure: (37a) Website Appearance setup

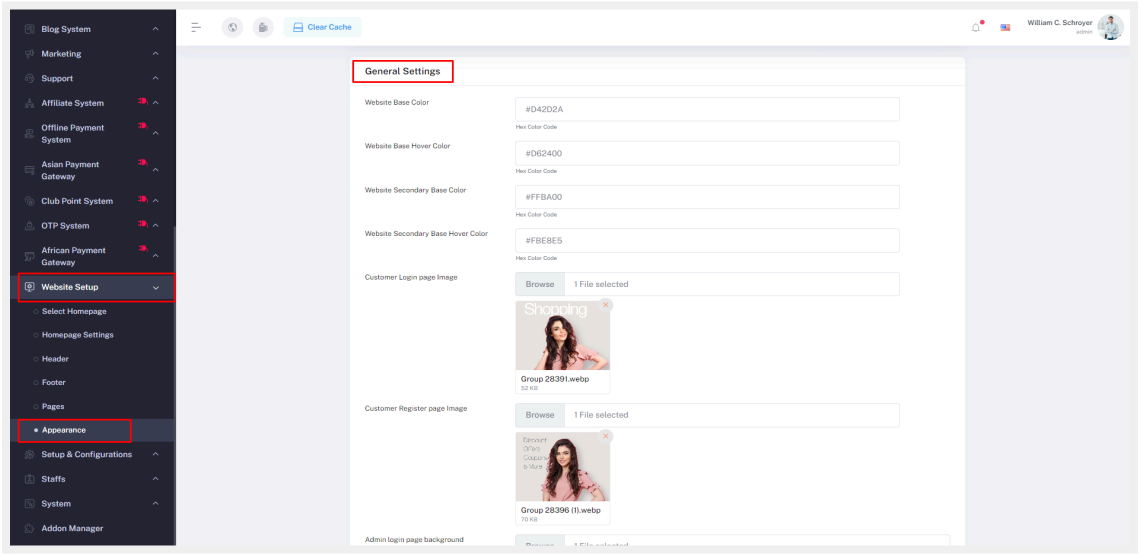


Figure: (37b) Website Appearance setup

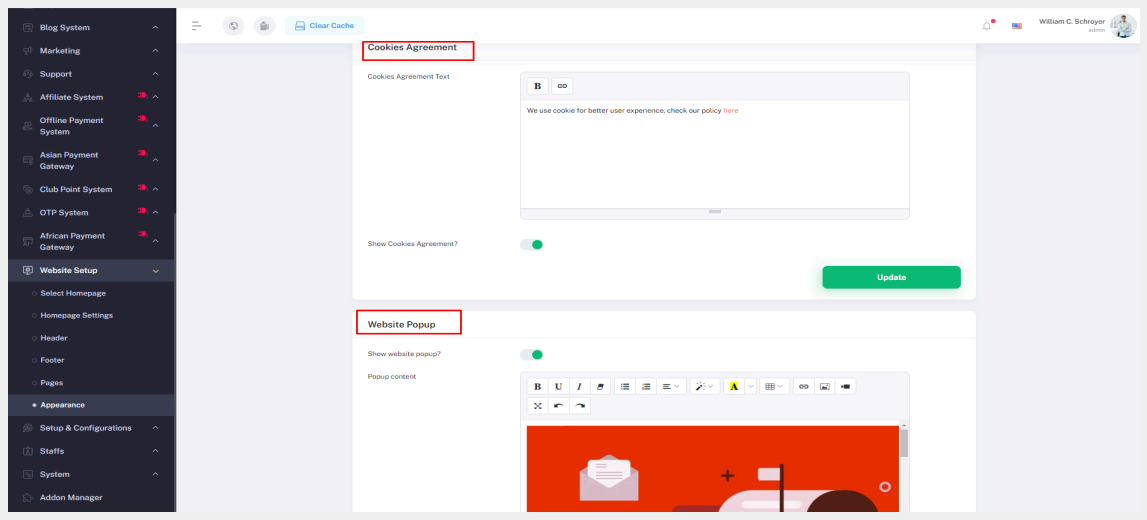


Figure: (37c) Website Appearance setup

41. **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.

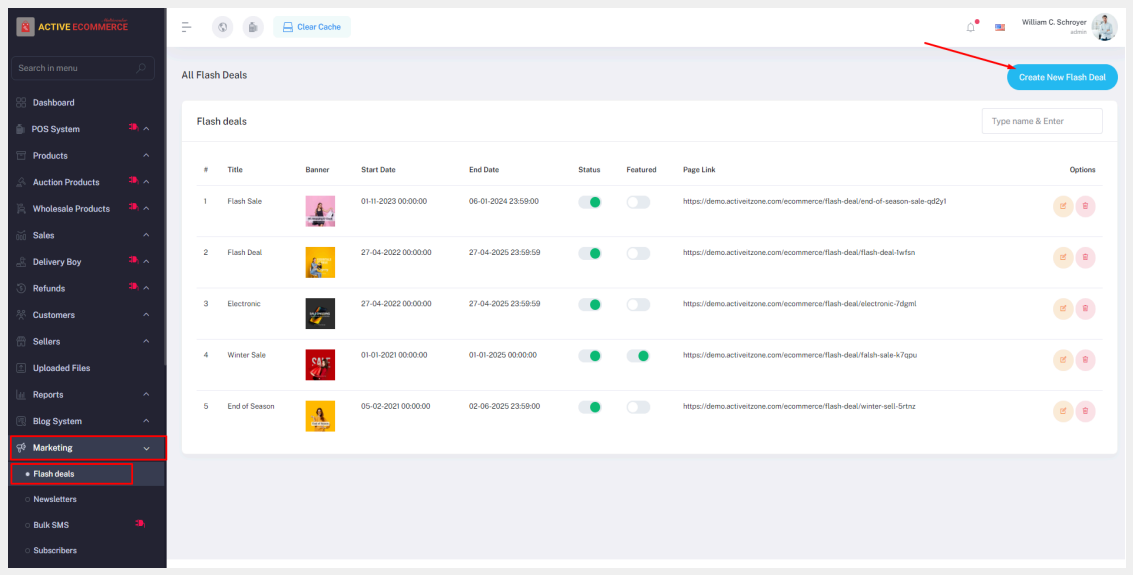


Figure: (38a) All Flash Deal

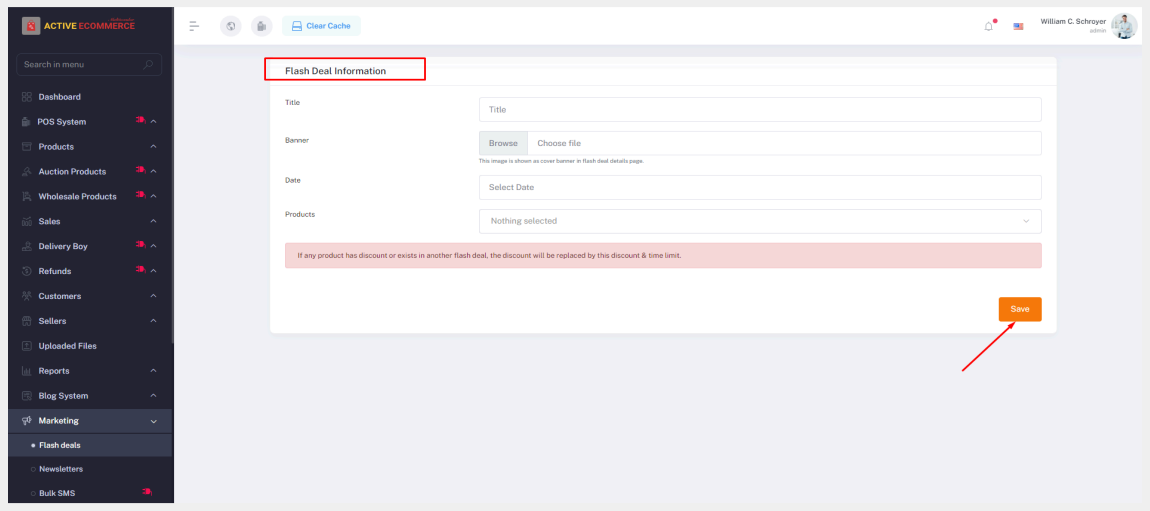


Figure: (38b) Creating new Flash Deal

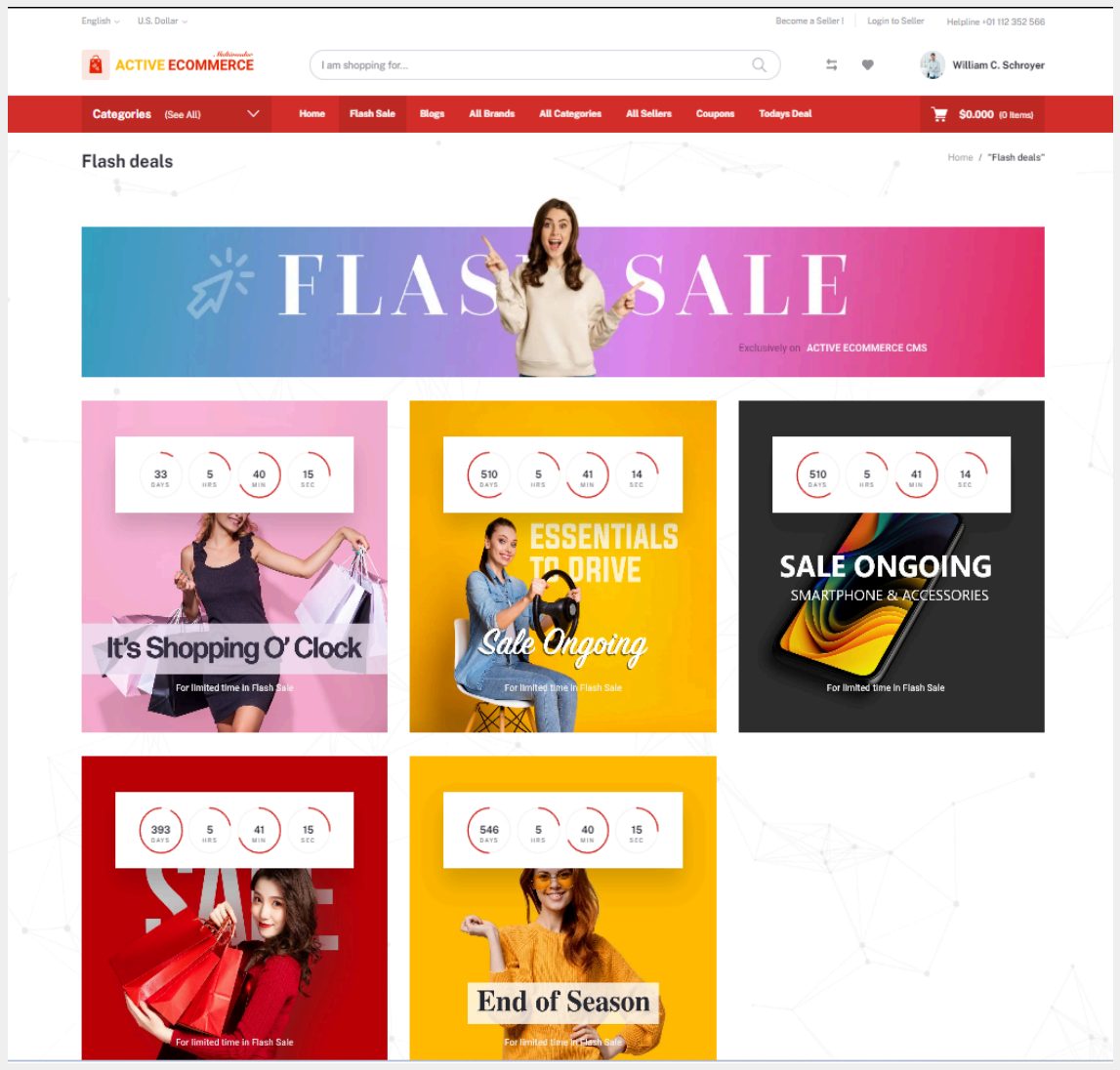


Figure: (38c) Flash Deal listing page

42. **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**.

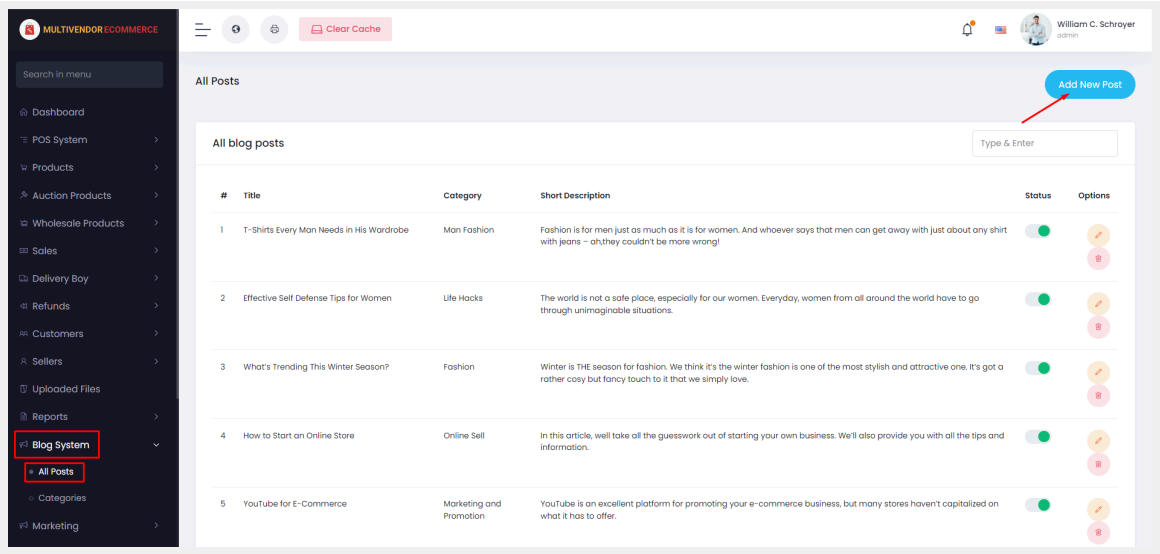


Figure: (39a) Add new blog post

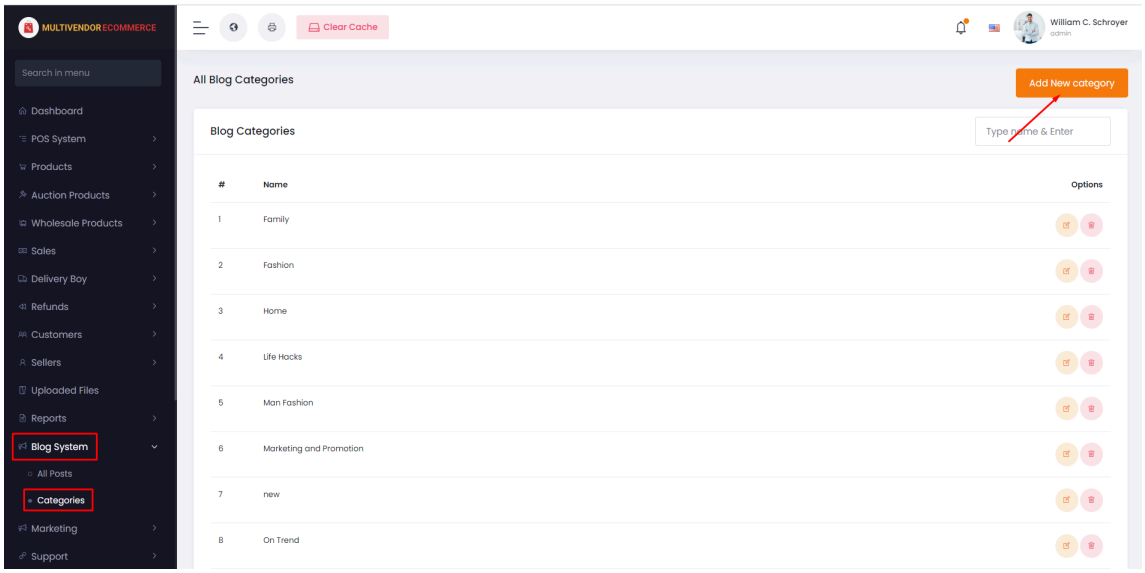


Figure: (39b) Add new blog category

- 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.

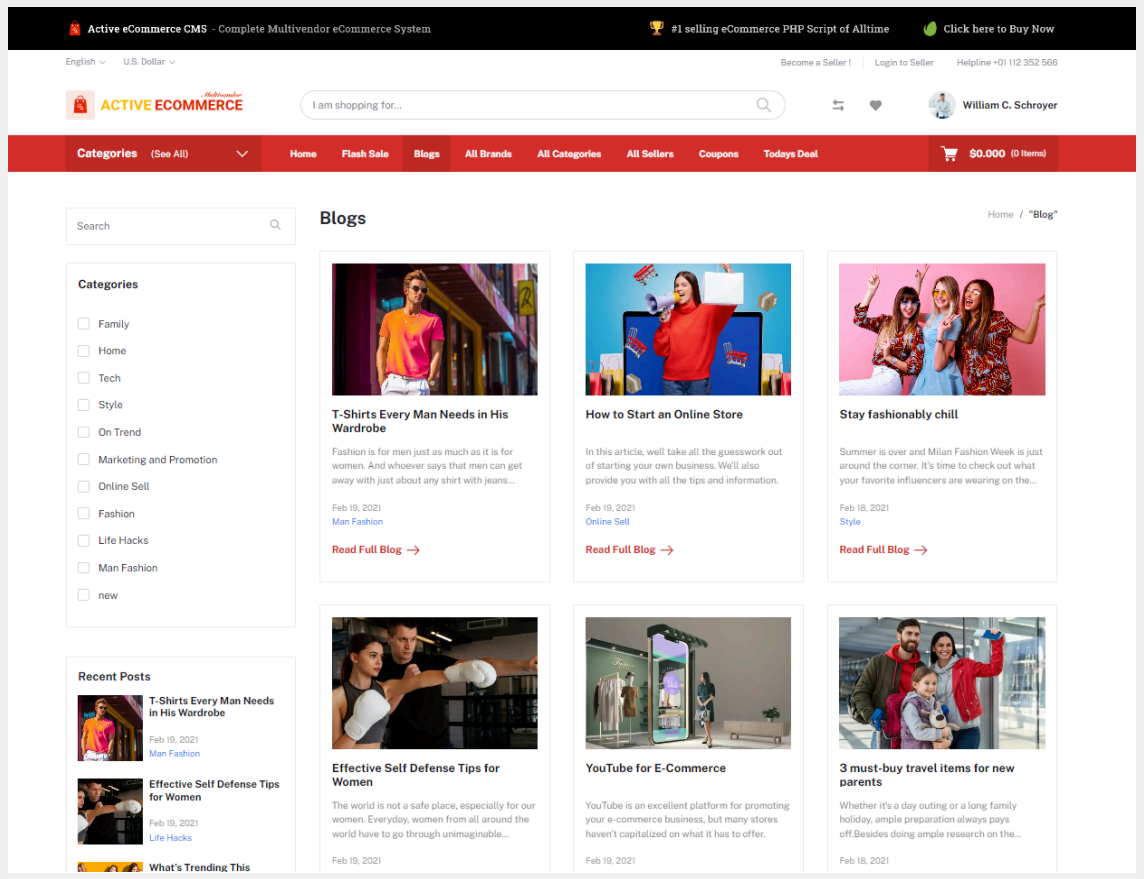


Figure: (39c) Homepage Blog section

43. 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, Pick-up points orders and Unpaid 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**.

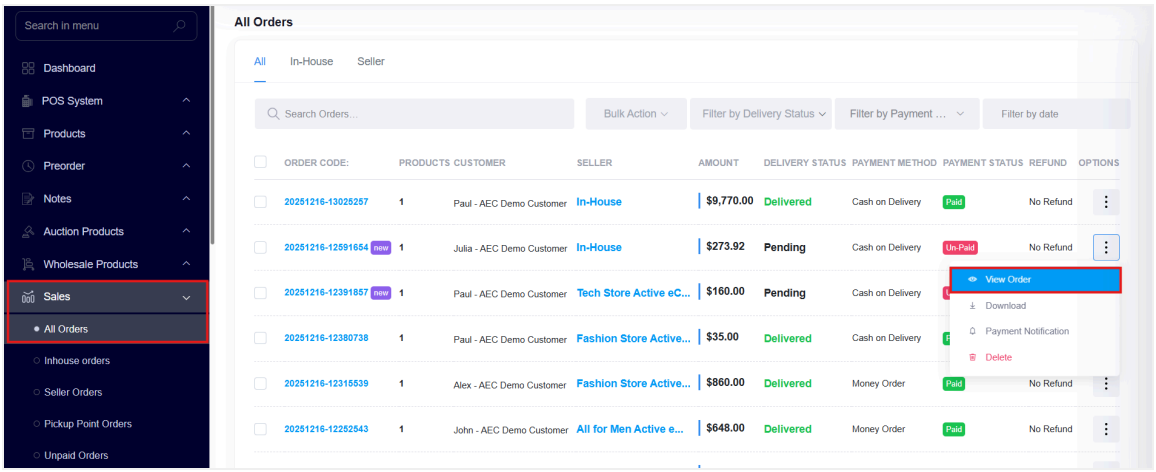


Figure: (40a) All orders

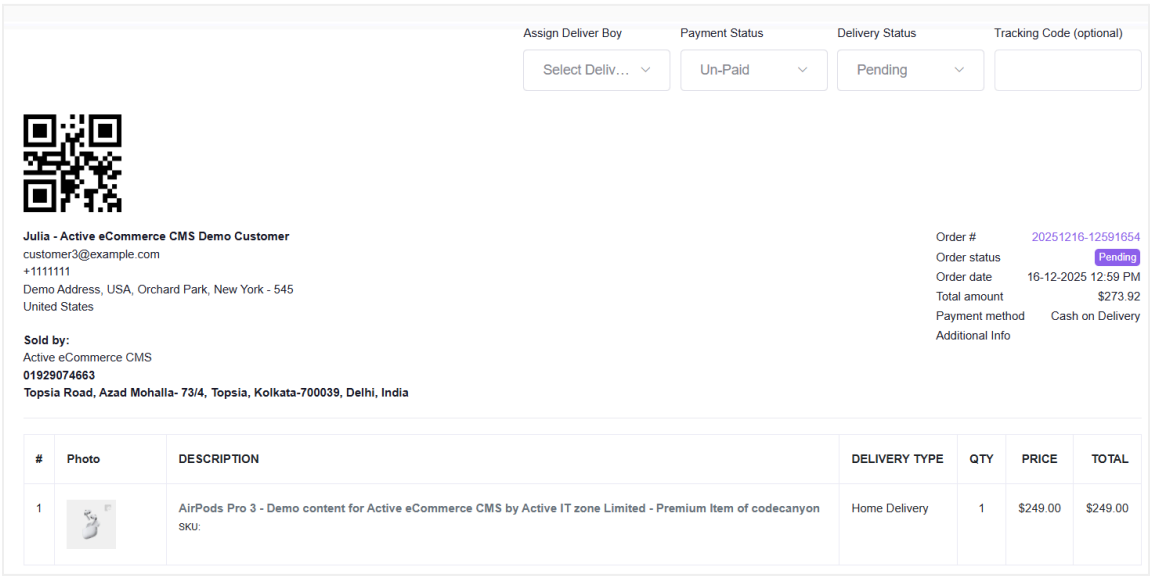


Figure: (40b) order details

44. How to enable Admin’s Approval On Seller’s Published Products?

Answer:

To control which seller products are visible in the storefront, please follow the following procedure:

- **Log in** as an **Admin**
- Go to **Setup & Configurations > Features Activation**.

- Enable **Admin Approval On Seller Product** toggle.
- This adds a New column **APPROVED** and a new section tab **Not Approved** in the Sellers product lists (Admin Panel > Products > Seller Product > All Seller Products / Physical Products / Digital Products).
    - **APPROVED** Toggle – A toggle to approve the sellers published products to be visible in the marketplace. Unapproved products remain hidden from the storefront.
    - **Not Approved** Section Tab – The **Not Approved** tab presents a filtered view showing only seller products that have not been approved by the admin. Products listed here are not visible in the storefront until approval is granted.

45. 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

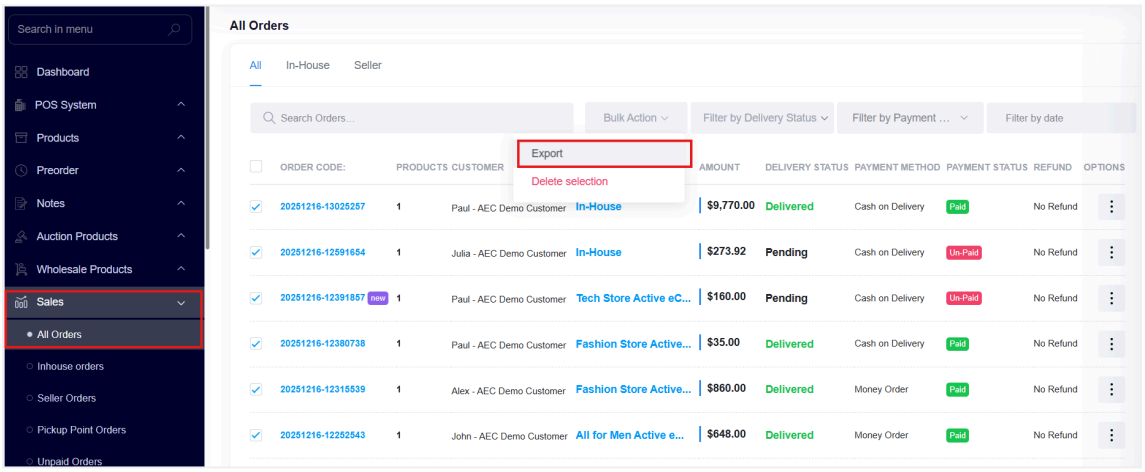


Figure: (41a) Orders bulk export from admin panel

- 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

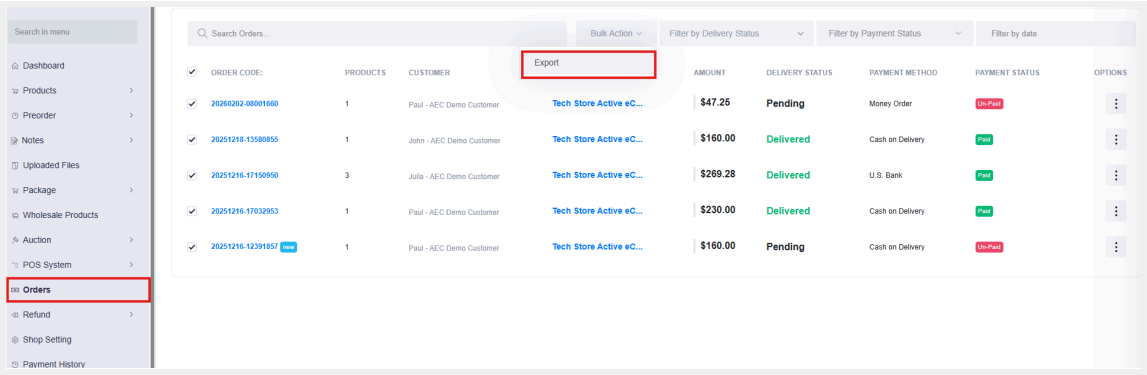


Figure: (41b) Orders bulk export from seller panel

46. 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**
- Click on the **Options** action to access the seller's **profile**, this profile provides a complete view of the seller's account, including the **seller overview**, the **items** they have created, the **orders** they have received, their **payment history**, and any submitted **documents.**
- Also, the admin has the options of **log in as the seller**, **make payments** to clear dues, **edit** seller information, and **ban** or **delete** the seller if needed.

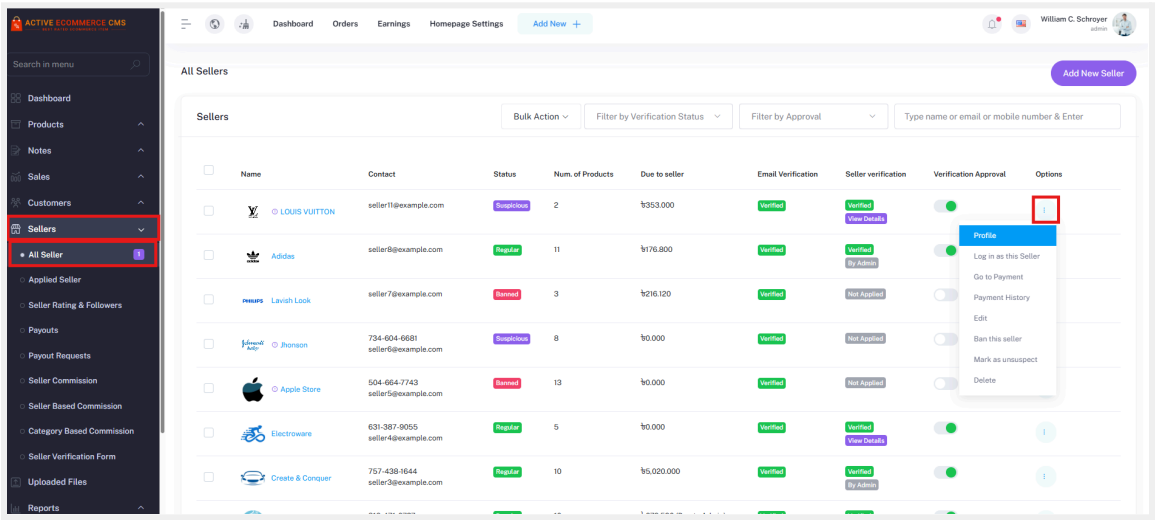


Figure: (42a) Seller details

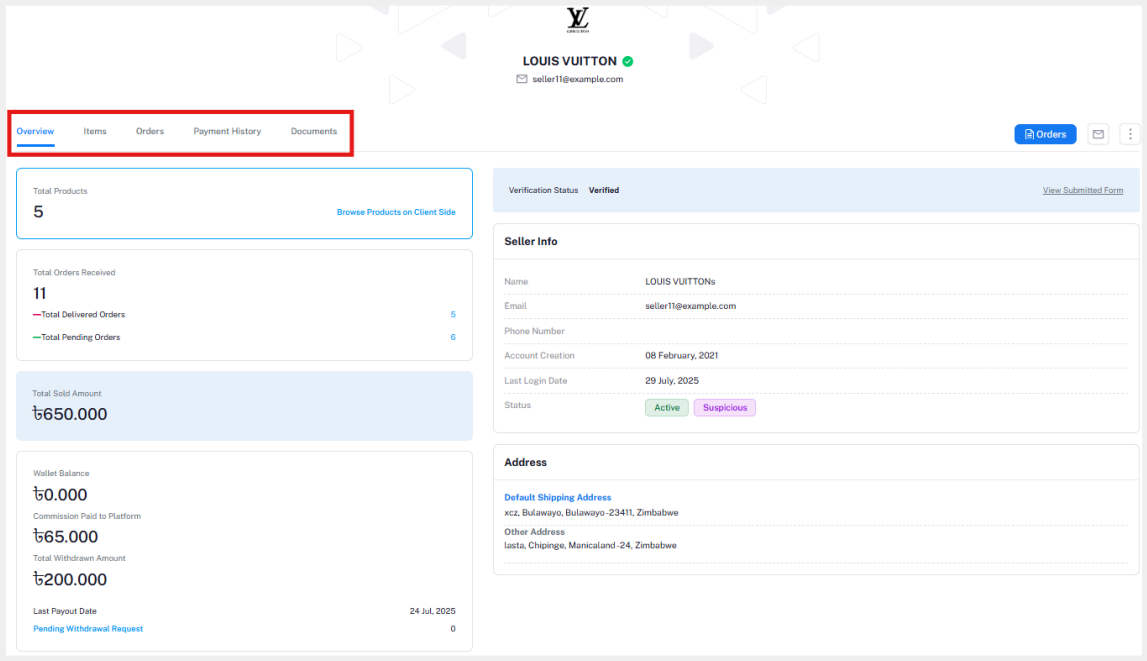


Figure: (42b) Seller's Profile Section

47. **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**.

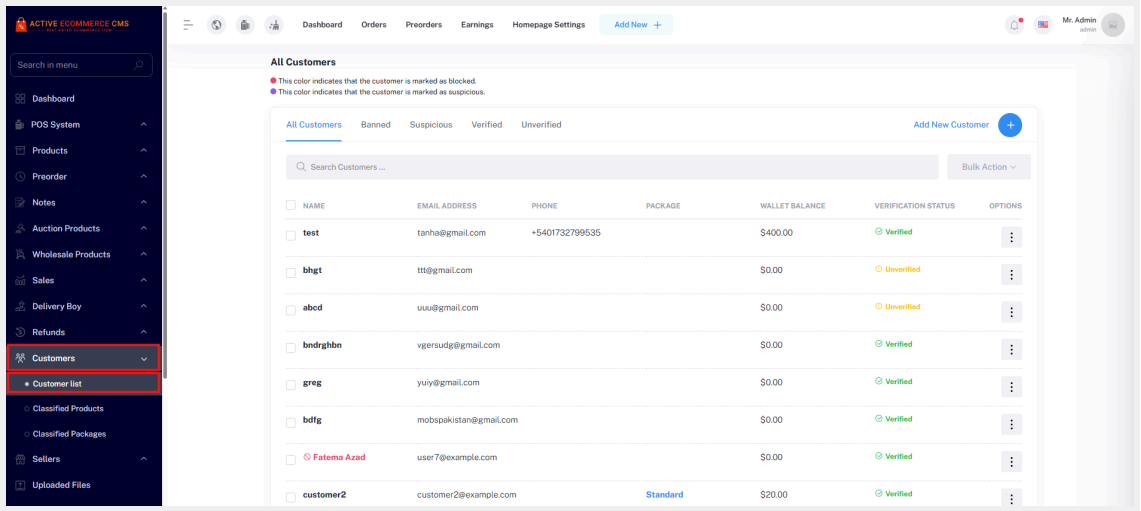


Figure: (43a) Customer list

48. **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**.

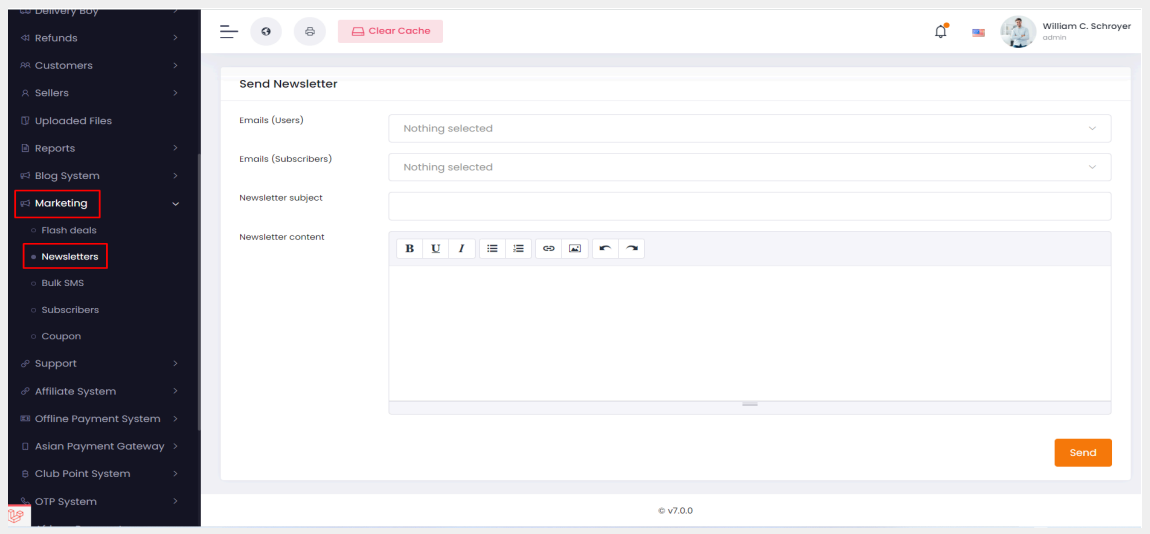


Figure: (44a) Sending newsletter

49. **How to configure payment methods?**

Answer:

To configure them follow the steps:

- **Log in** to the admin panel.
- From the navigation, go to **Payment Gateways > Payment Methods**
- **Switch on** by clicking the switches of the methods that you want to activate.
- And insert necessary Information on the methods.
    - **Paypal** - **Enable** the switch. Insert the PayPal **client ID** and client **secret** and **switch off** the sandbox mode(which is for demo transactions). Then click on **save**.
    - **Stripe** - **Enable** the switch. Insert the **stripe key**, and **stripe secret** which you will get from your stripe account, and **switch off** the sandbox mode(which is for demo transactions). Then click on **save**.
    - **Mercadopago Credential**: **Enable** the switch. Insert the Mercadopago Key, Mercadopago Access, MERCADOPAGO CURRENCY. Then click on **save**.
    - **Bkash Credential: Enable** the switch. 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: Enable** the switch. Insert NAGAD MODE, NAGAD MERCHANT ID, NAGAD MERCHANT NUMBER, NAGAD PG PUBLIC KEY, NAGAD MERCHANT PRIVATE KEY. Then click on **save**.
- **SSlCommerz** - **Enable** the switch. Insert the **SSLCZ store ID**, and **SSLCZ store password,** and **switch off** the sandbox mode. Then click on **save**.
- **Aamarpay Credential: Enable** the switch. Insert Aamarpay Store Id, Aamarpay signature key switch off the sandbox mode. Then click on **save**.
- **Iyzico Credential: Enable** the switch. Insert IYZICO_API_KEY, IYZICO_SECRET_KEY, and **switch off** the sandbox mode. Then click on **save**.
- **Instamojo** - **Enable** the switch. 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** - **Enable** the switch. 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** - **Enable** the switch. Insert the **razor key**, **razor secret** which you will get from your razorpay account. Then click on **save**.
- **Voguepay**- **Enable** the switch. 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- Enable** the switch. Insert the Merchant ID, **secret key, Currency, Payhere Sandbox mood**. Then click on **save**.

- **Ngenius Credential- Enable** the switch. Insert the Ngenious Outlet ID, Ingenious APK, currency and click on save.
- **Authorize Net: Enable** the switch. InsertMERCHANT_LOGIN_ID, MERCHANT_TRANSACTION_KEY, **Payhere Sandbox mood**. Then click on **save**.
- **Payku**: **Enable** the switch. PAYKU_BASE_URL, PAYKU_PUBLIC_TOKEN, PAYKU_PRIVATE_TOKEN. Then click on **save**.
- **Paymob**: **Enable** the switch. Insert the Paymob API key, Paymob Iframe ID, Paymob Integration ID, Paymob HMAC. Now click on **Save**
- Here admin can find the **Cash Payment** option, admin needs to **enable** if admin want cash on delivery for the products

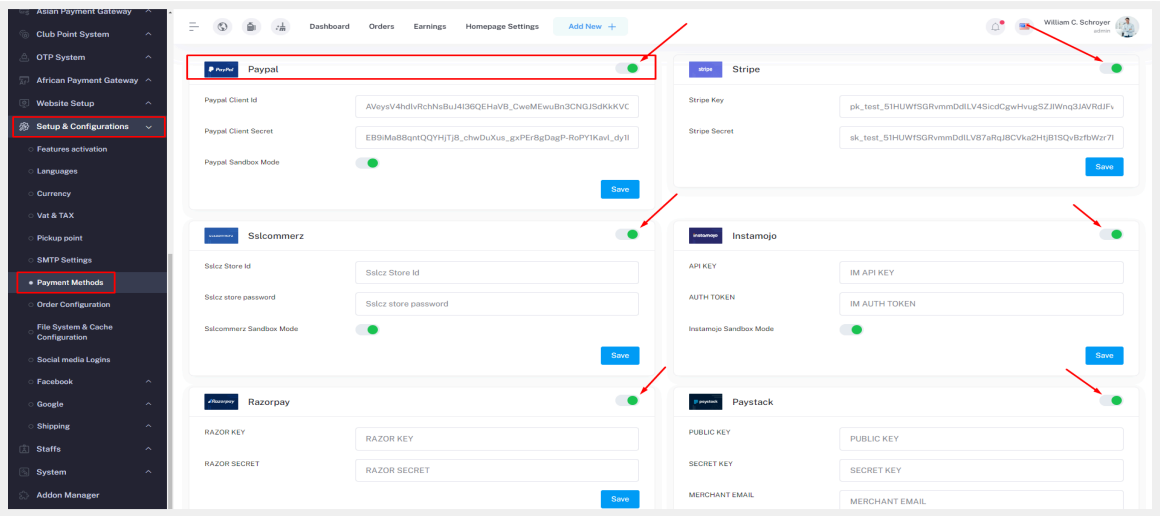


Figure: (45a) Payment gateway activation and payment setup configuration

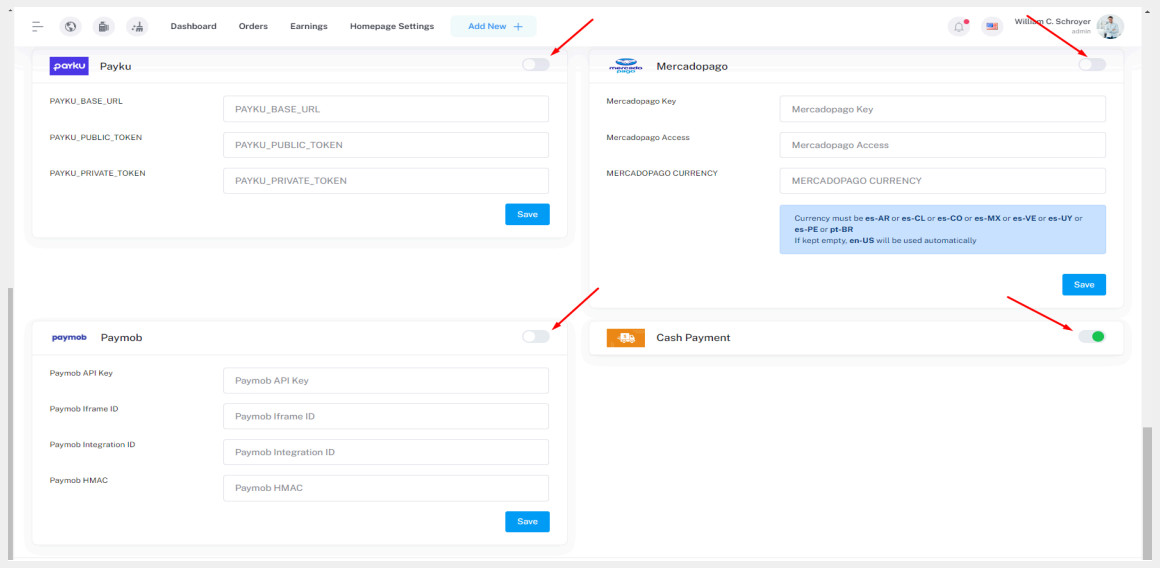


Figure: (45b) Payment gateway activation and payment setup configuration

50. 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

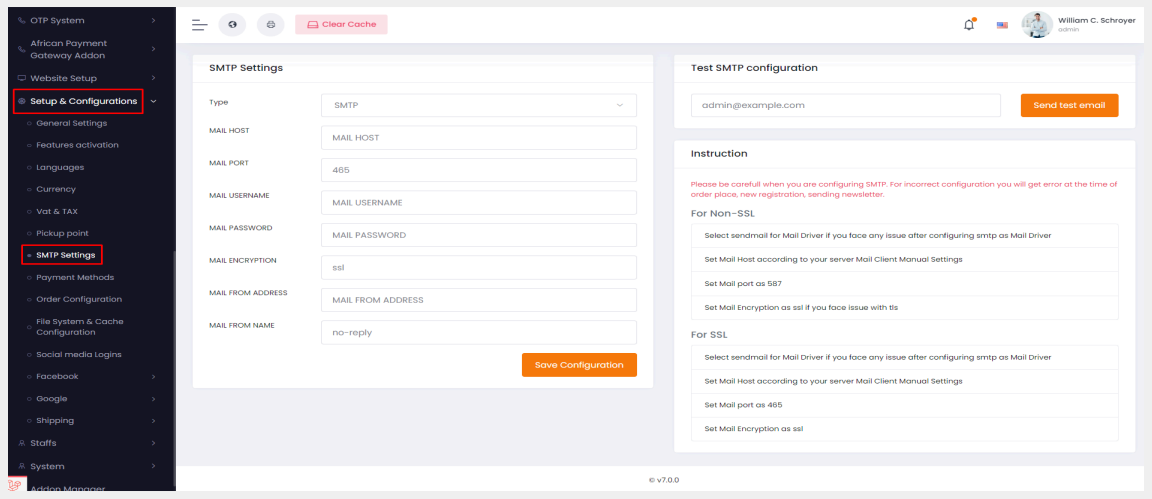


Figure: (46a) SMTP Setting

51. **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**.

52. 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.

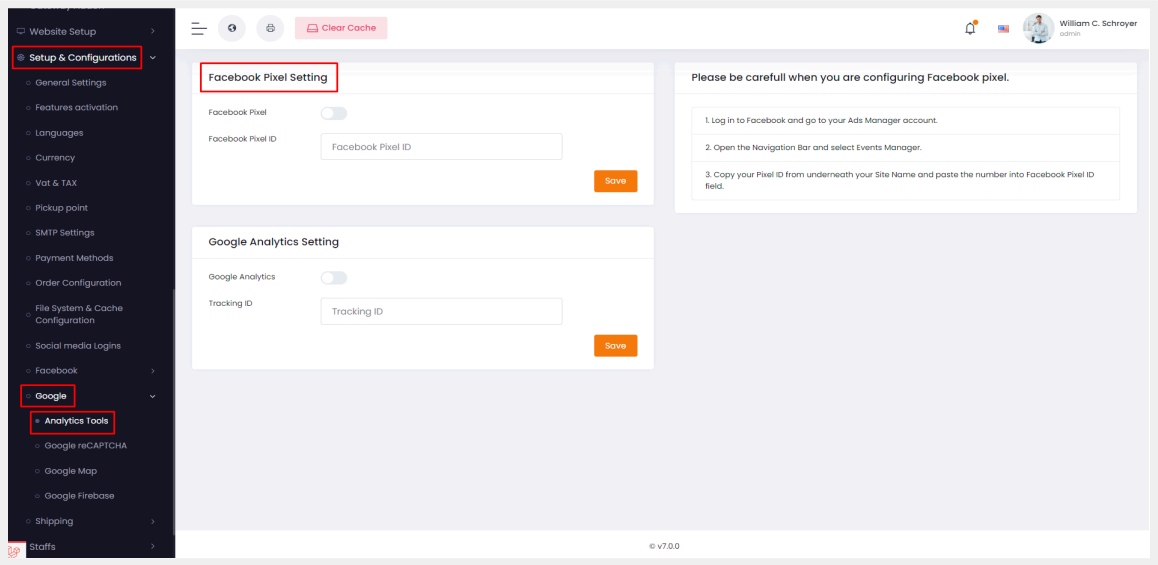


Figure: (48a) Facebook pixel configure

53. **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**.

54. **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**.

55. **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

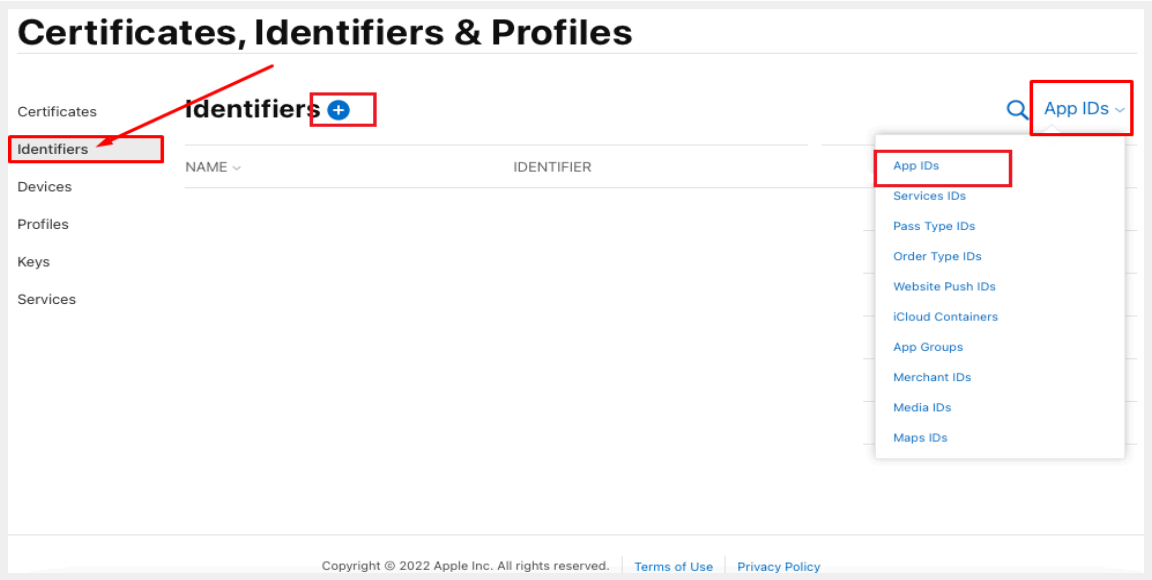


Figure: (51a) Configure Apple login API step 1

- 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.

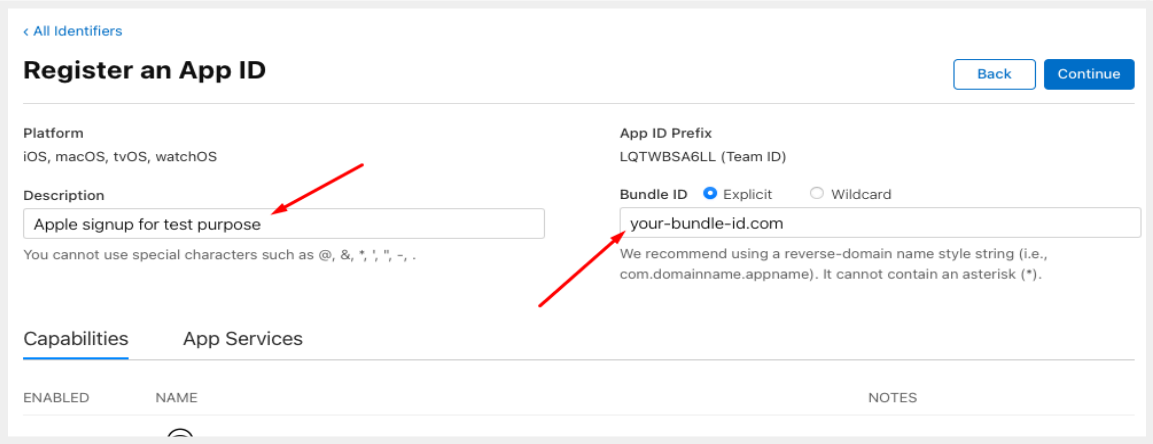


Figure: (51b) Configure Apple login API step 2

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

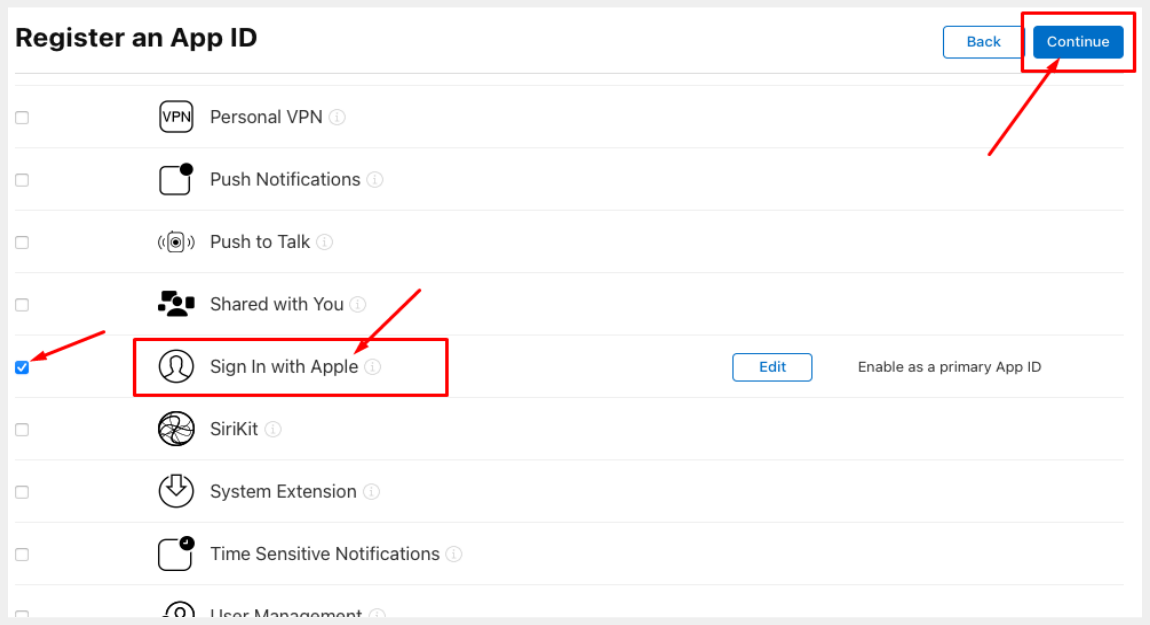


Figure: (51c) Configure Apple login API step 3

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.

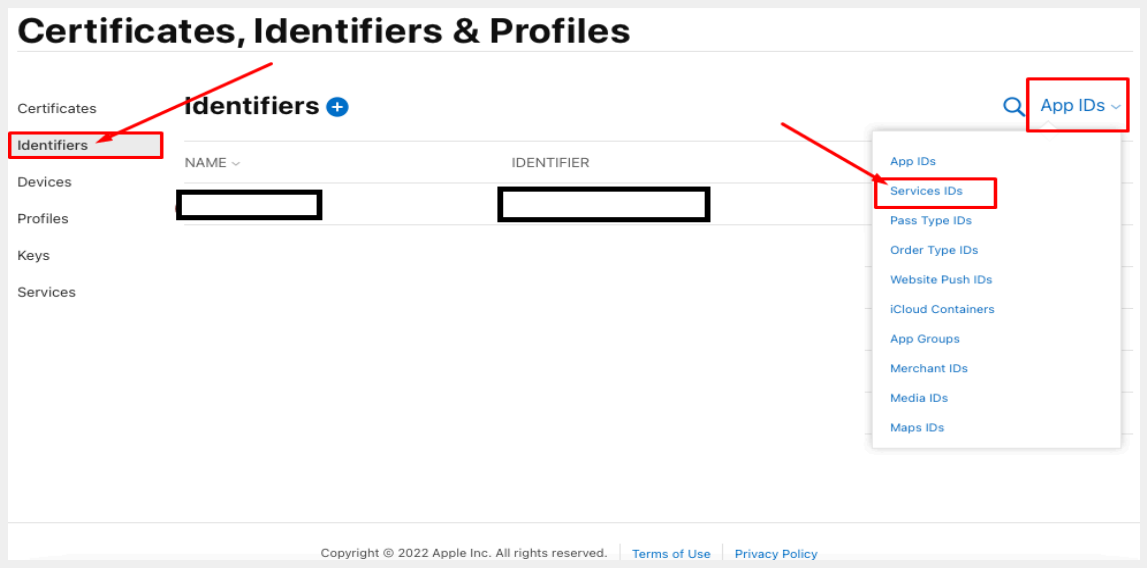


Figure: (51d) Configure Apple login API step 4

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

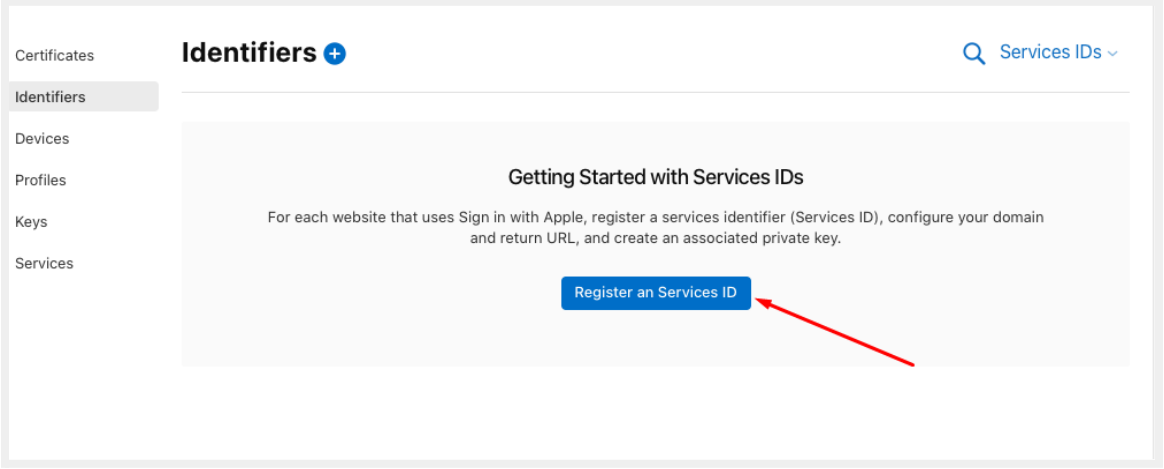


Figure: (51e) Configure Apple login API step 5

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

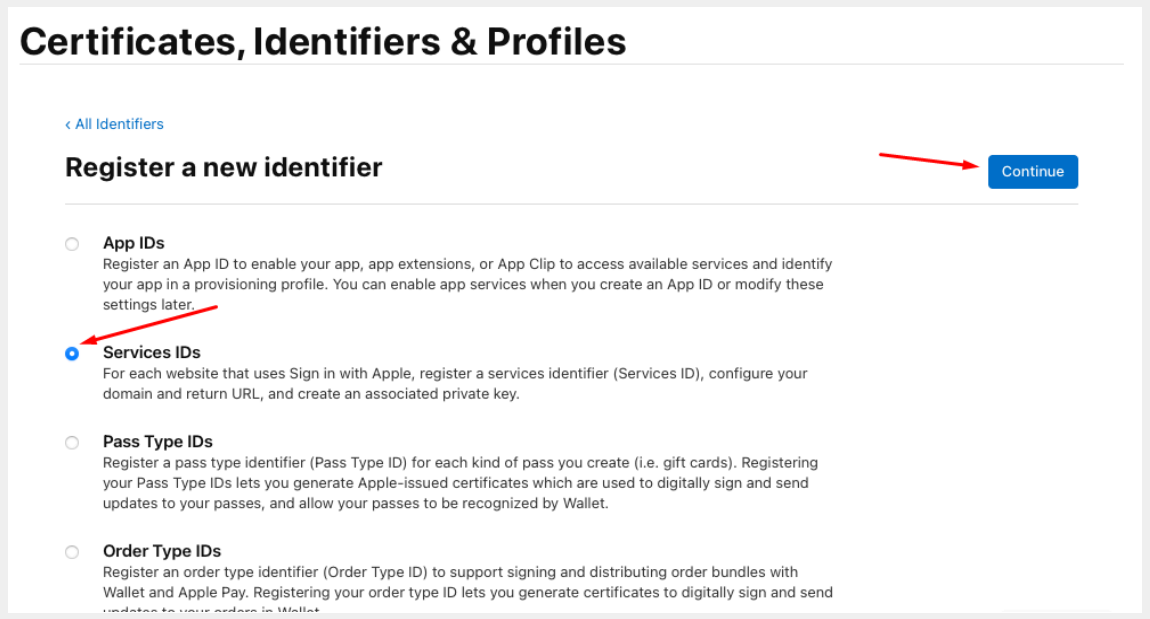


Figure: (51f) Configure Apple login API step 6

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

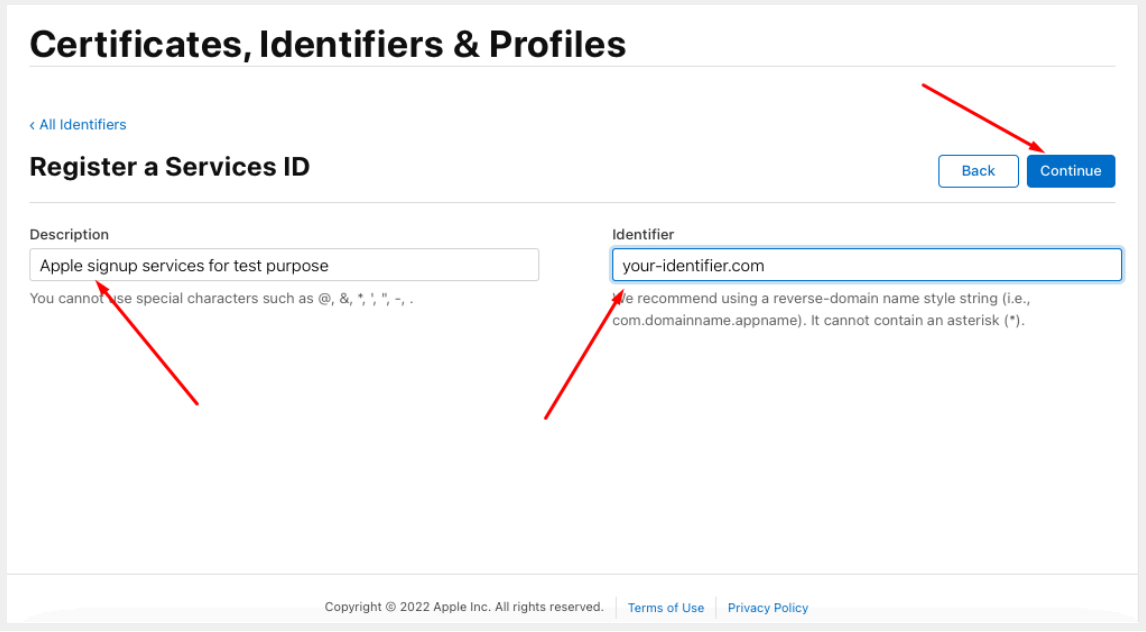


Figure: (51g) Configure Apple login API step 7

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

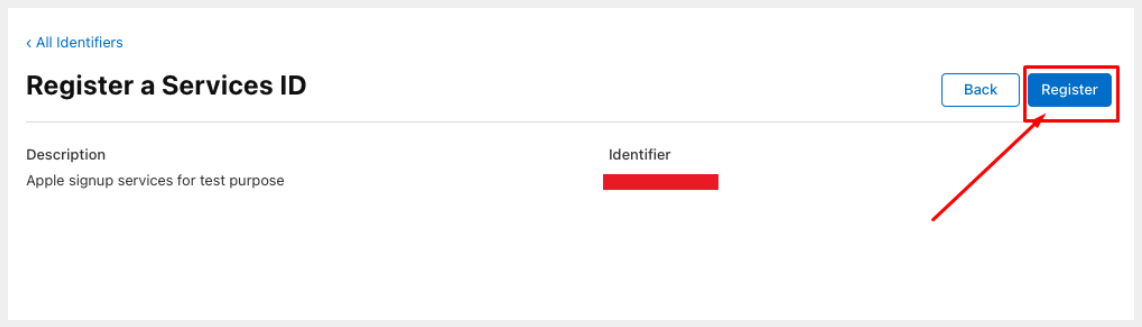


Figure: (51h) Configure Apple login API step 8

- 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**

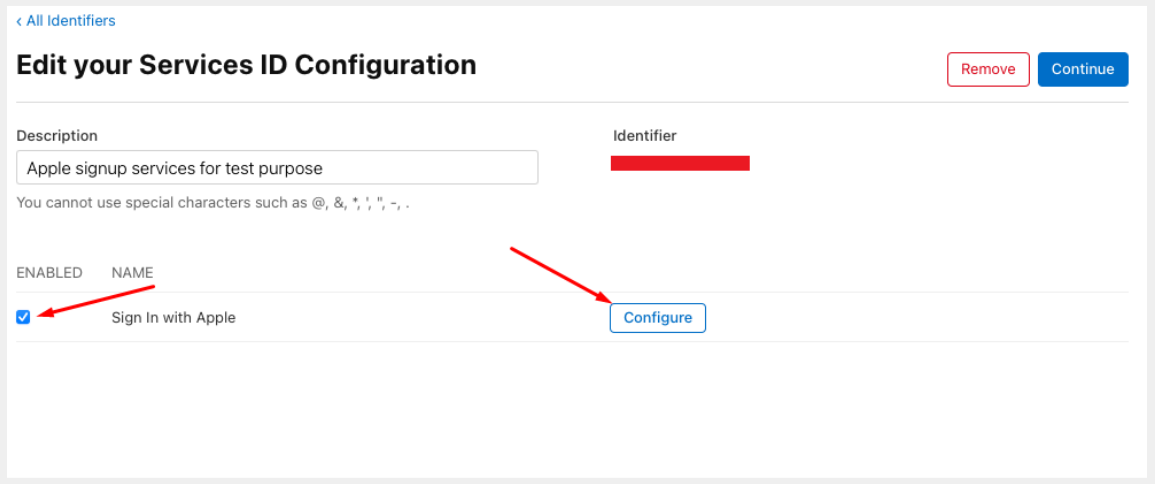


Figure: (51i) Configure Apple login API step 9

- 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

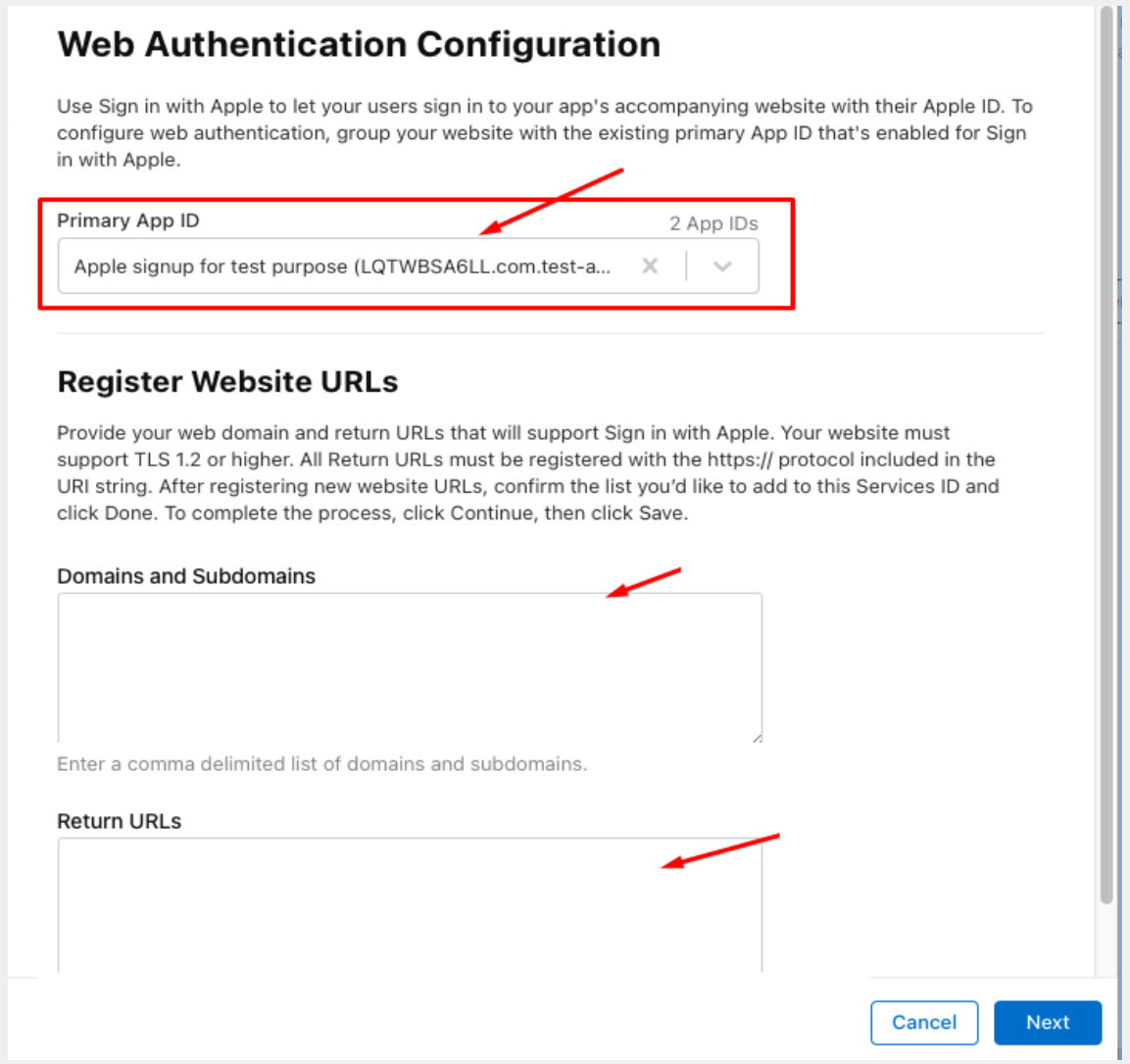


Figure: (51j) Configure Apple login API step 10

- 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

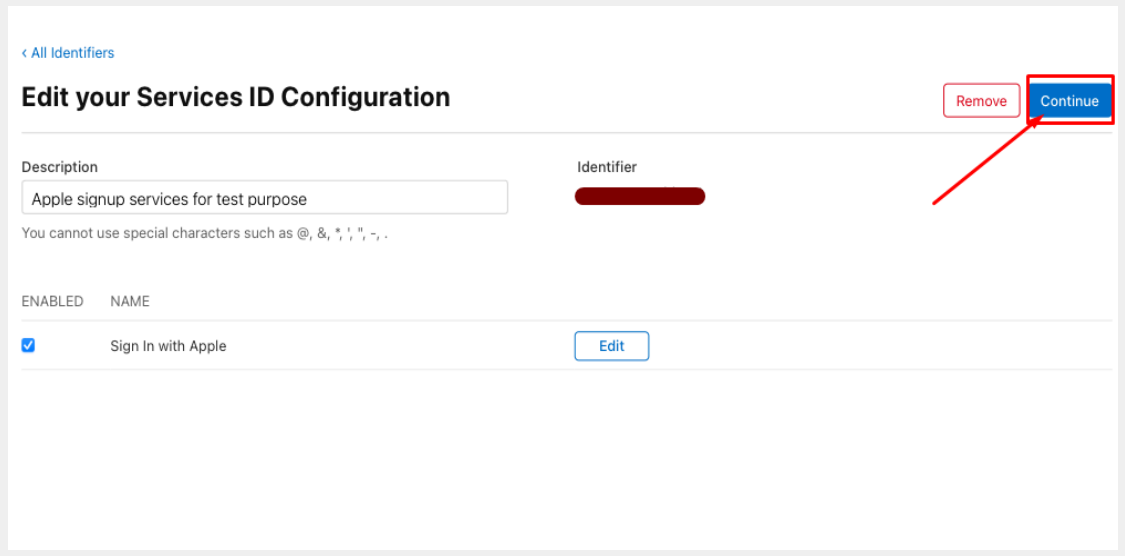


Figure: (51k) Configure Apple login API step 11

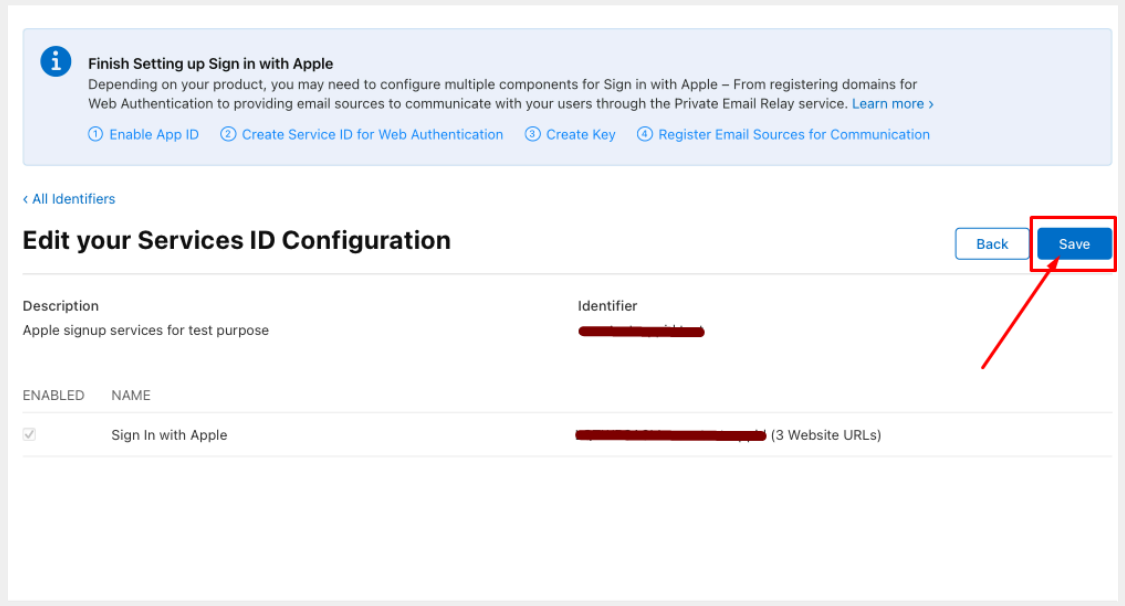


Figure: (51l) Configure Apple login API step 12

- 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

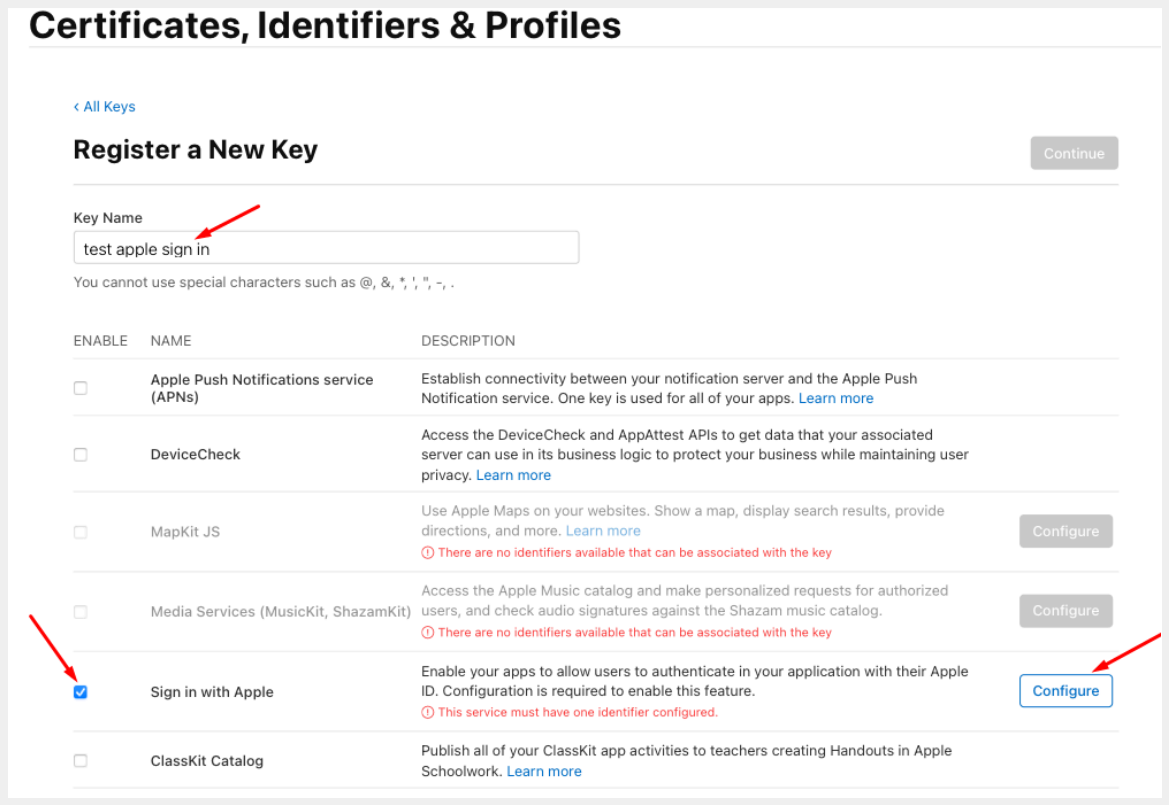


Figure: (51m) Configure Apple login API step 13

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

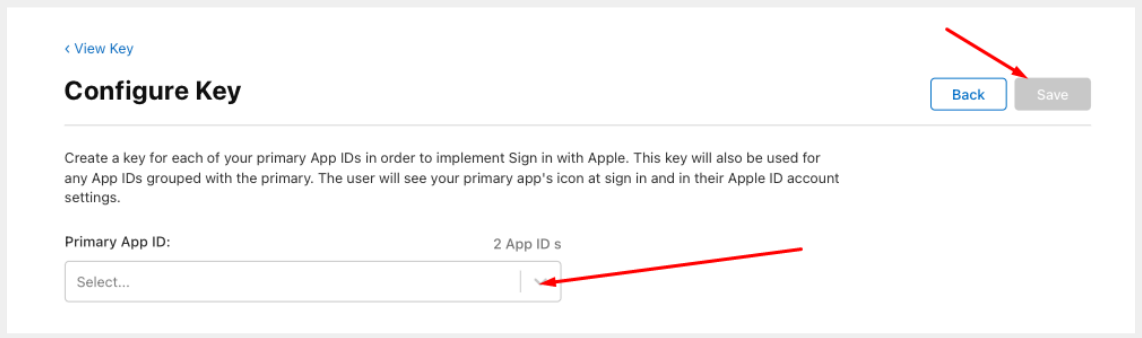


Figure: (51n) Configure Apple login API step 14

- 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

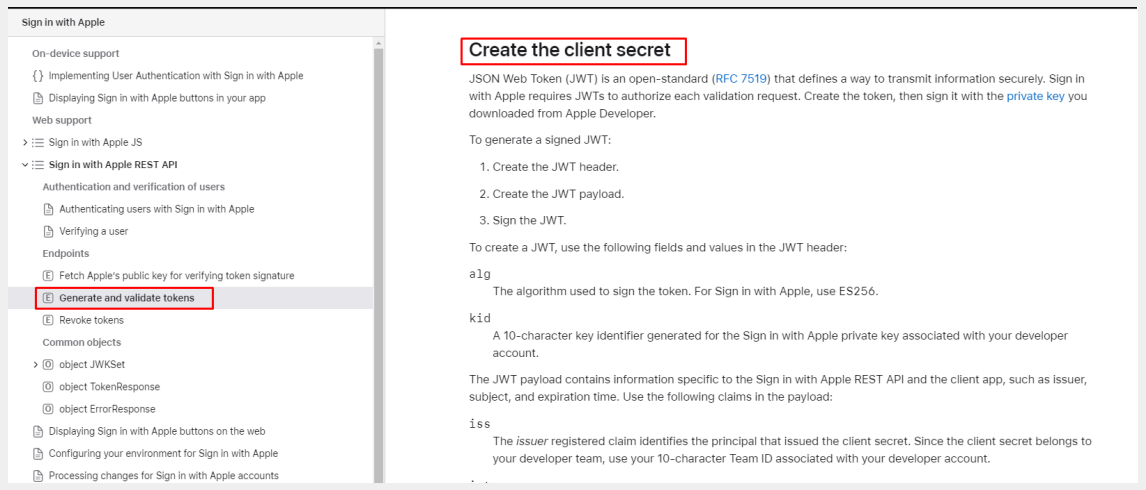


Figure: (51o) Configure Apple login API step 15

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

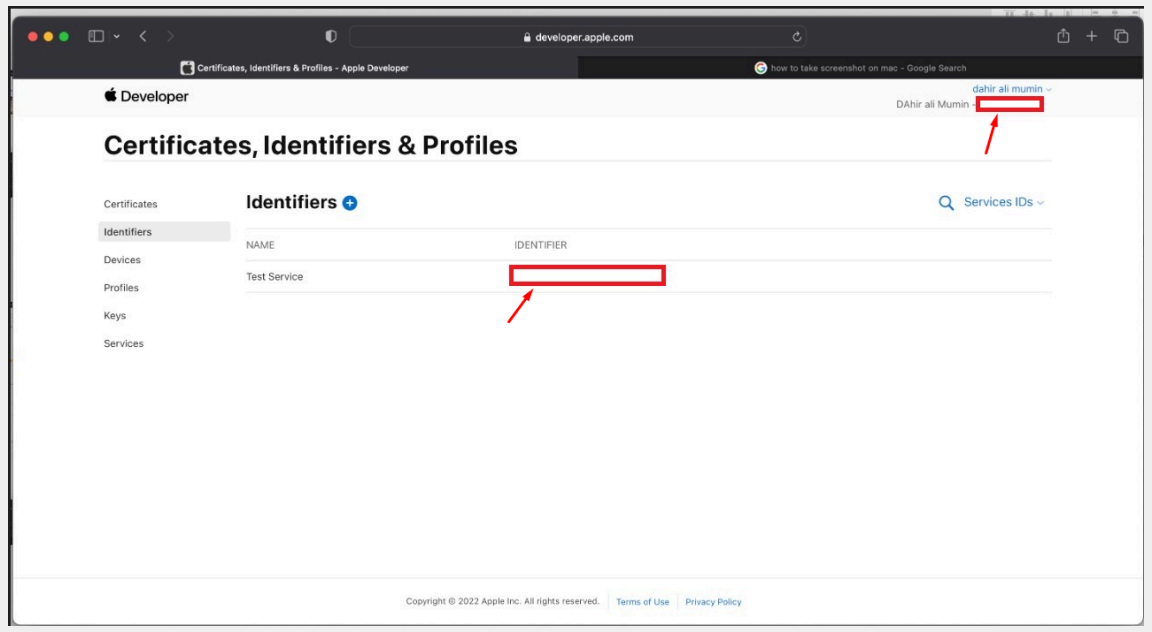


Figure: (51p) Configure Apple login API step 16

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

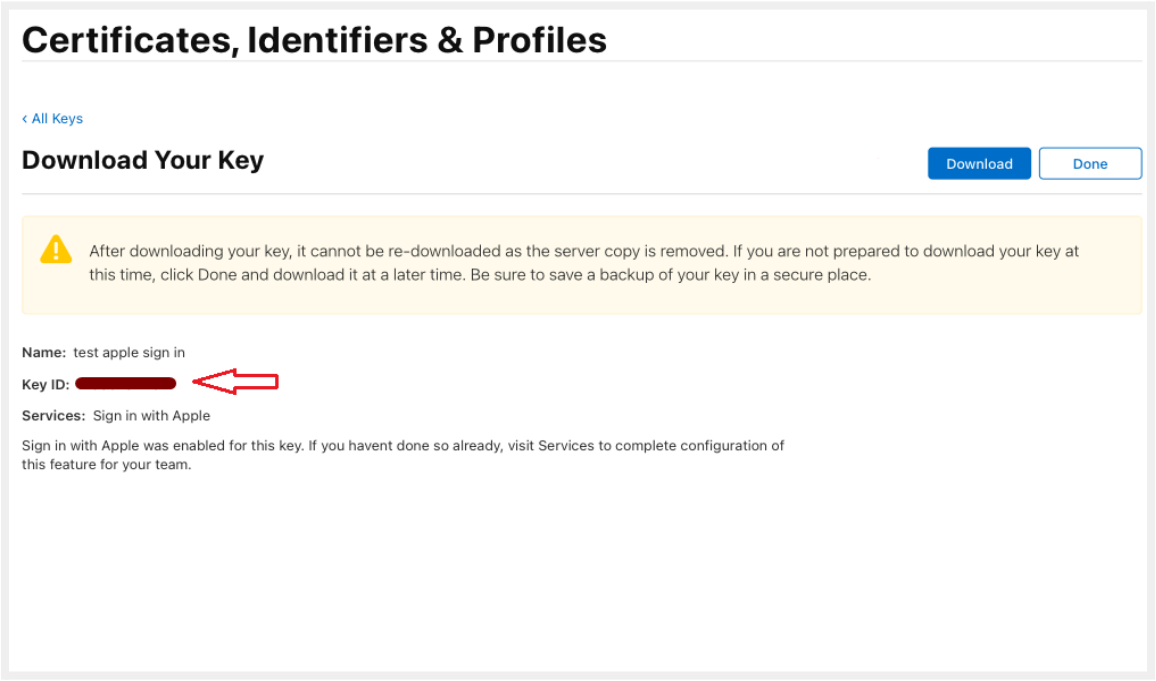


Figure: (51q) Configure Apple login API step 17

****N.B. For better instruction check this URL**

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

56. **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.

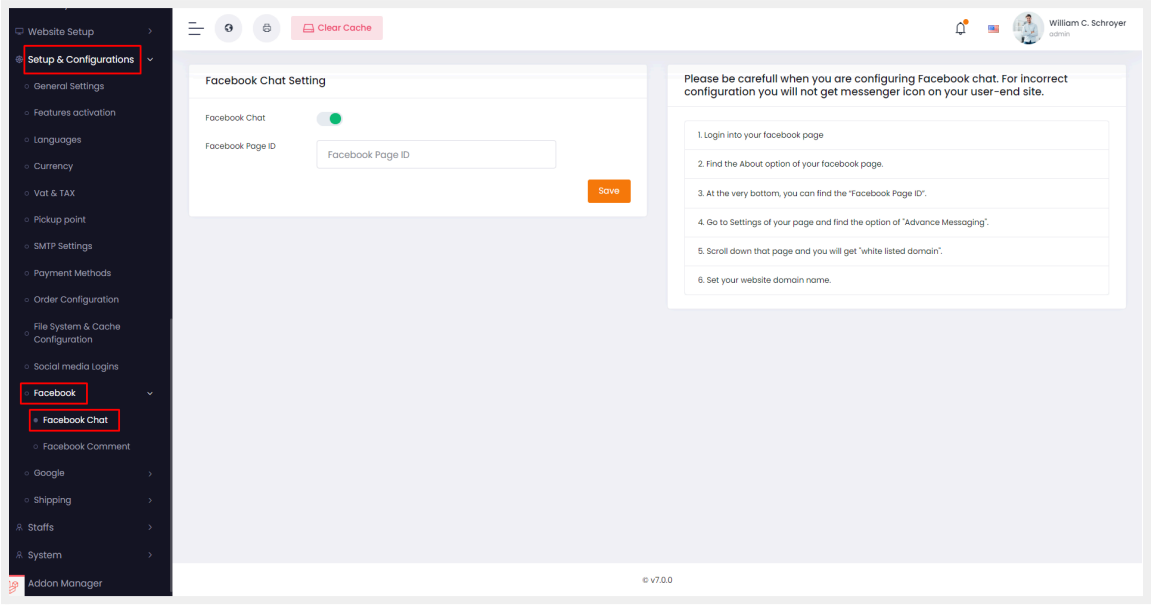


Figure: (52a) Facebook chat setting

57. How to configure Whatsapp Chat?

Answer:

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

- Enable the **WhatsApp Chat** option for WhatsApp communication and enter your phone number.
- Enable the **WhatsApp order** for the "**Order via WhatsApp**" option on product detail pages.
- Once enabled, a text box will appear to set the automated message that will be sent via WhatsApp.

- The admin can also enable this feature for **seller products.** Once enabled, sellers' products will have the **'Order via WhatsApp'** option, however, all queries will be received by the **admin.**
- Click **Save** to apply the changes.

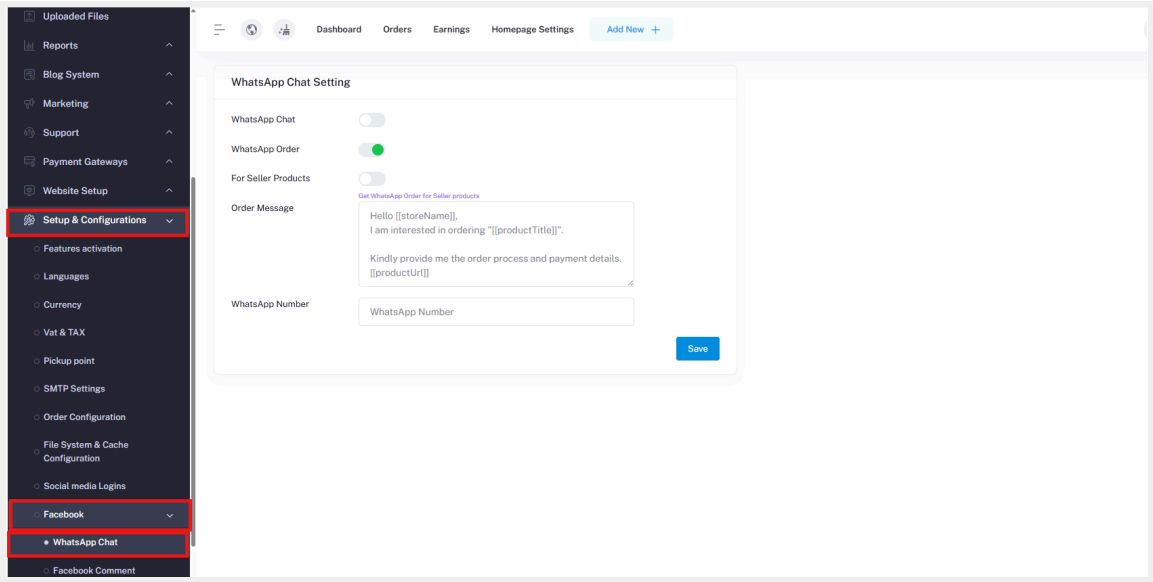


Figure: (53a) WhatsApp chat setting

58. 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**.

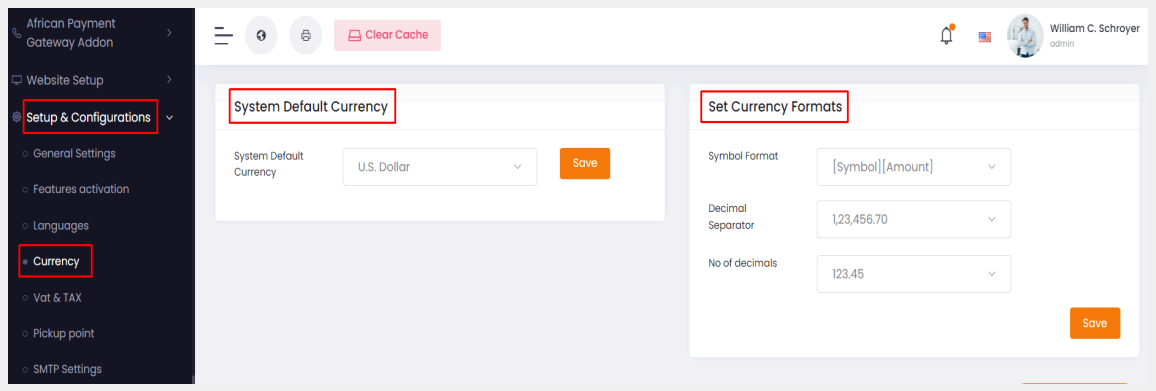


Figure: (54a) Currency Set up

59. **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.

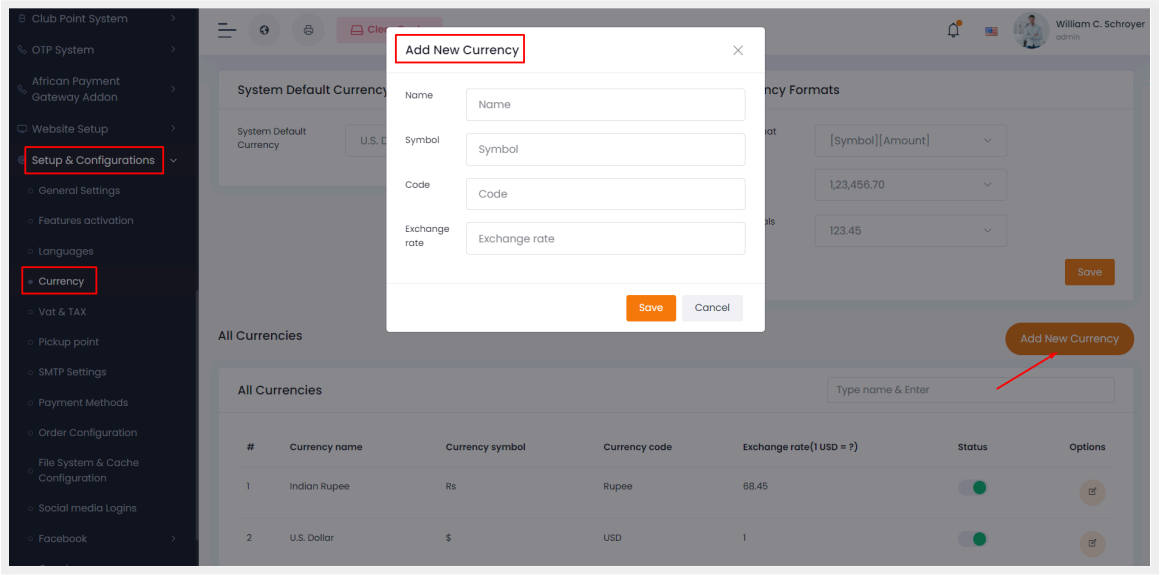


Figure: (55a) Add new currency

60. **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**.

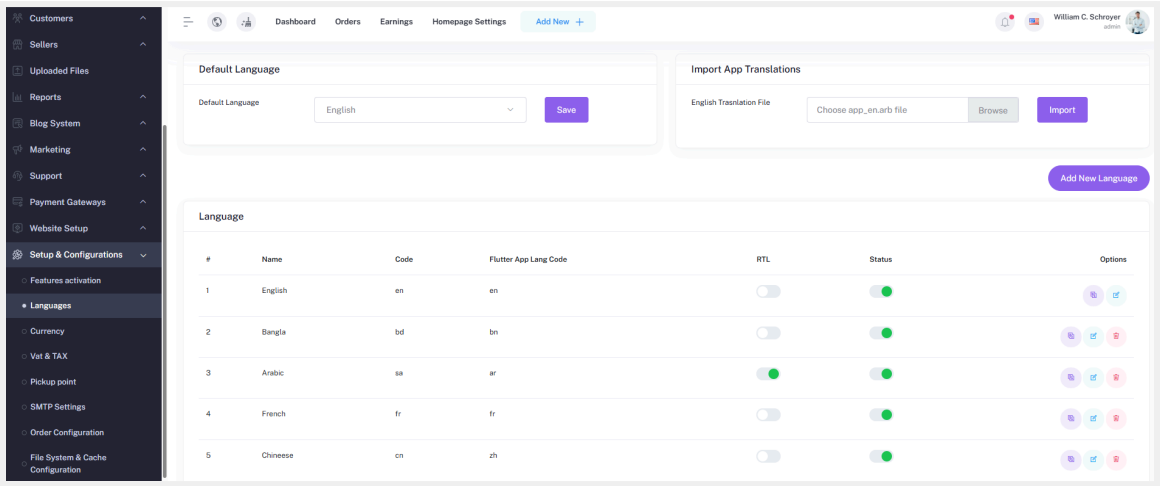


Figure: (56a) Language set up

61. **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.

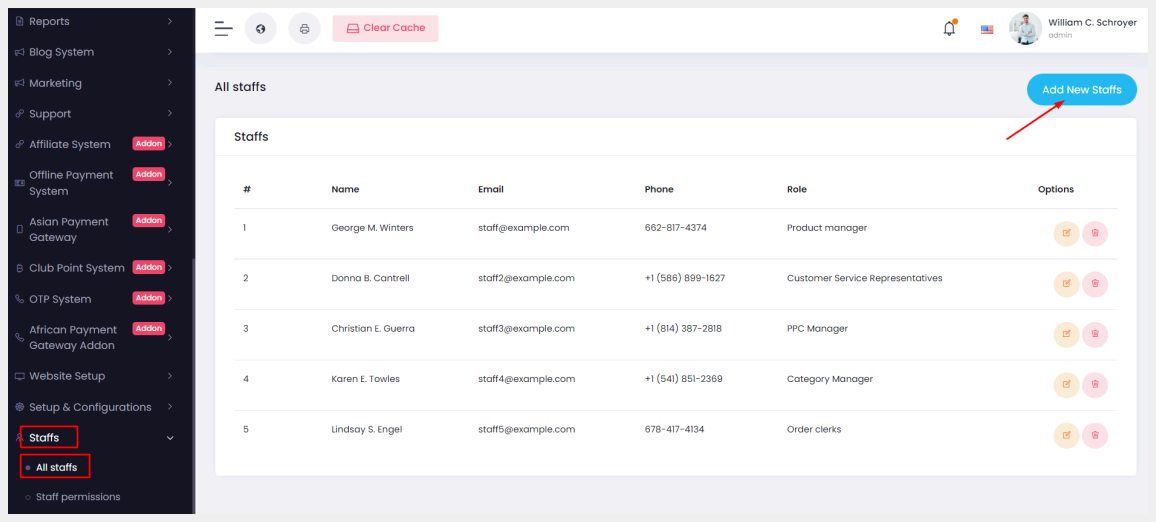


Figure: (57a) Add new staff

- **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.

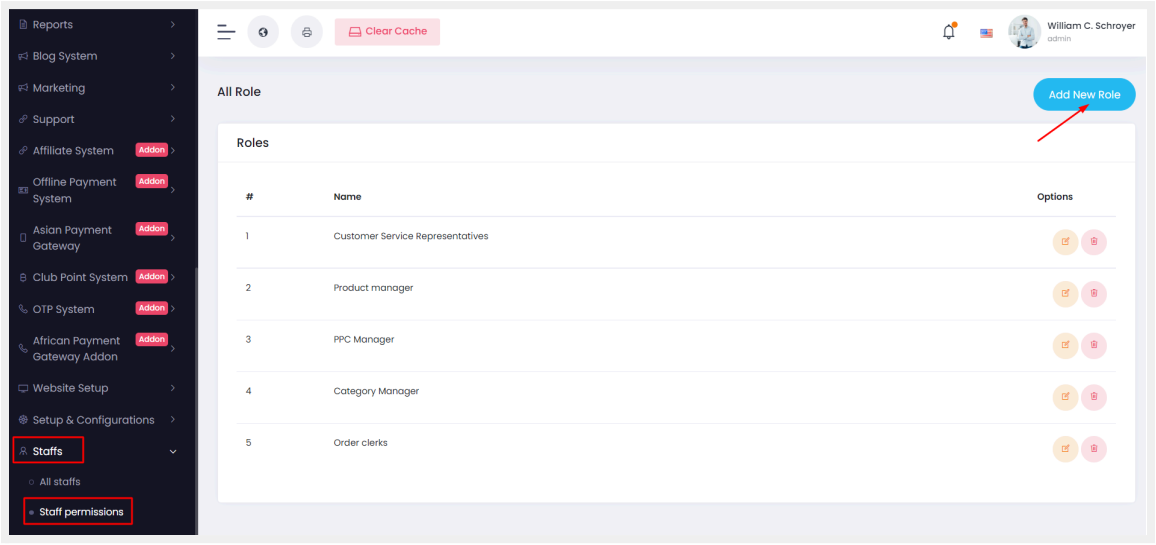


Figure: (57b) Add new role

62. 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.

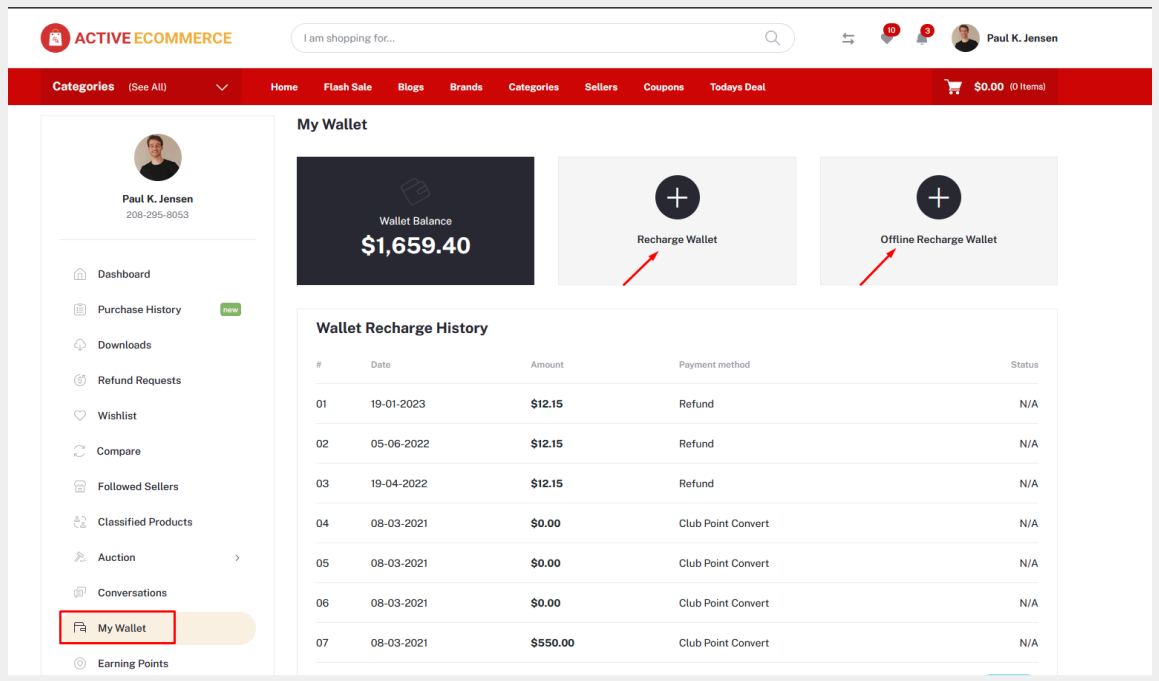


Figure: (58a) Manage Wallet

63. **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**

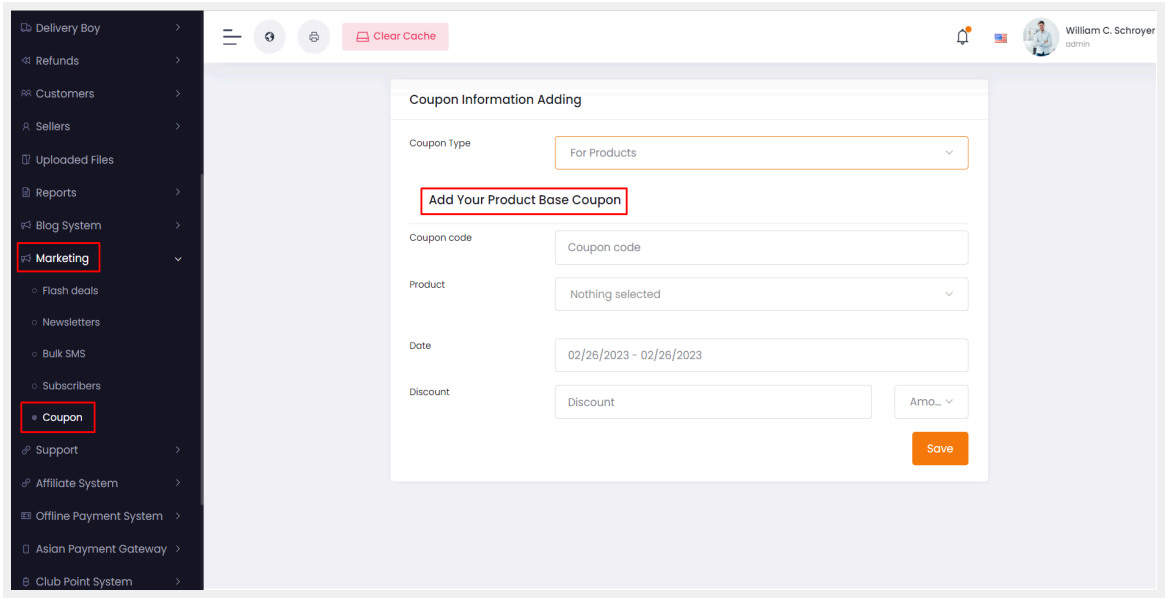


Figure: (59a) Product Base Coupon

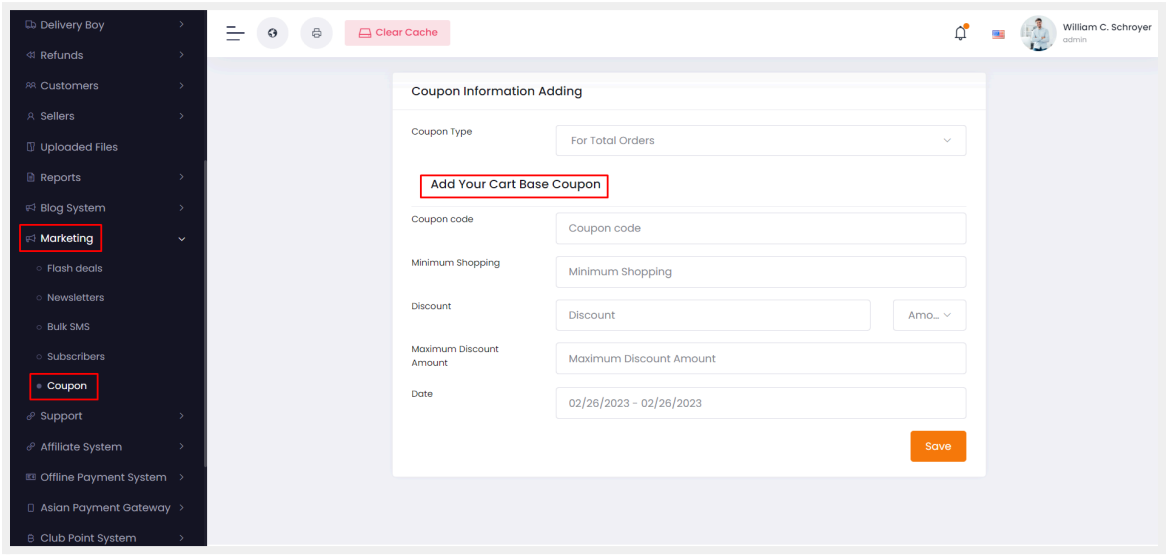


Figure: (59b) Cart Base Coupon

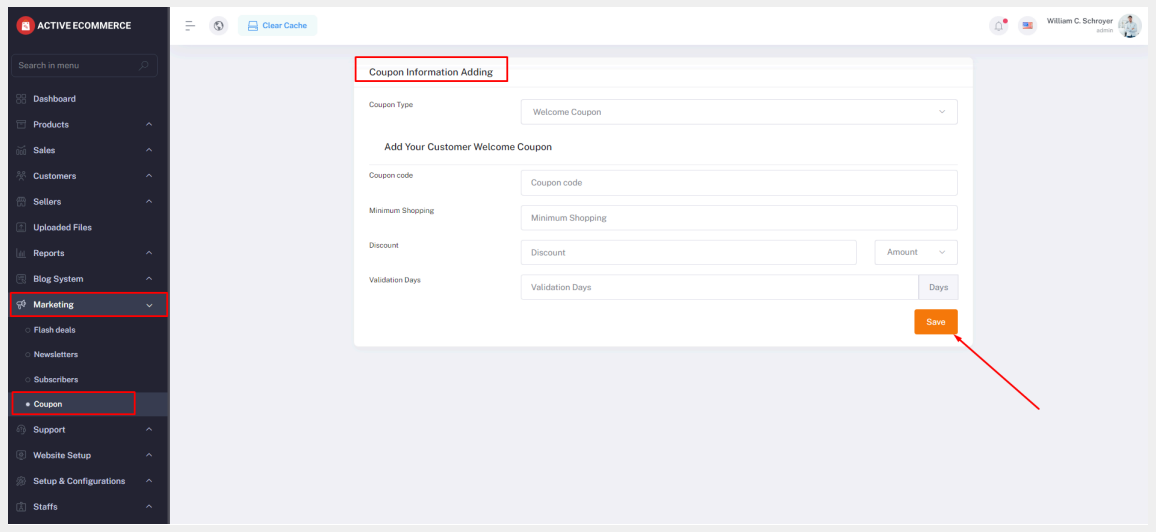


Figure: (59c) Welcome Base Coupon

64. **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.**

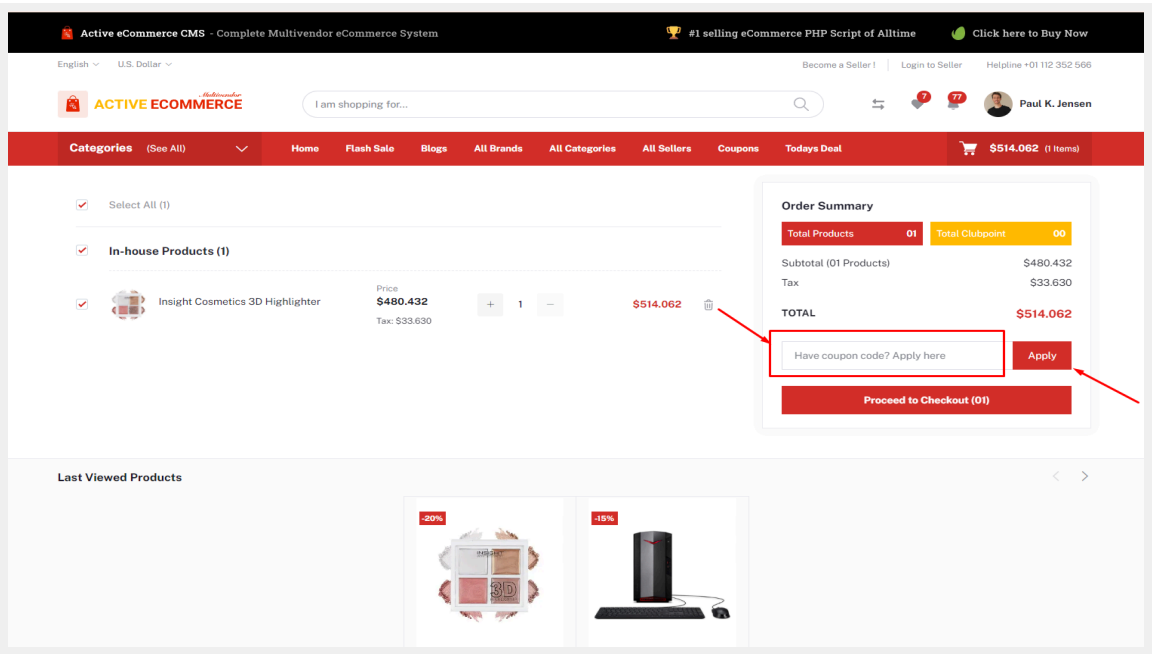


Figure: (60a) Insert Coupon Code

65. **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.

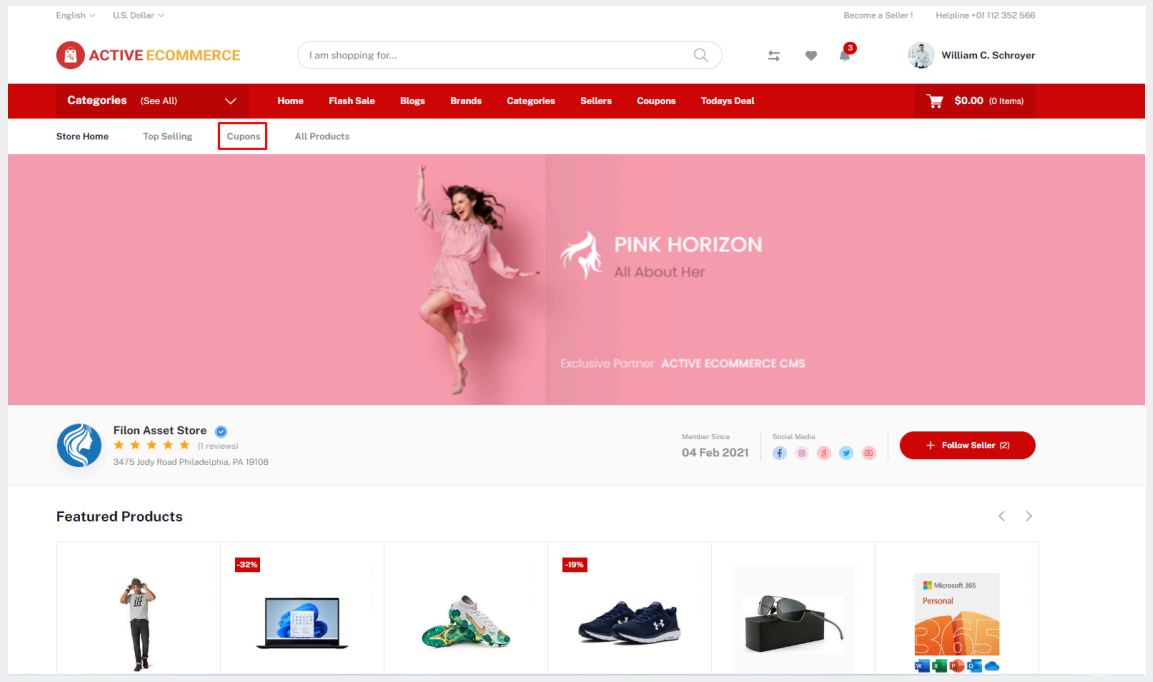


Figure: (61a) Homepage Coupon of any seller

66. **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.**

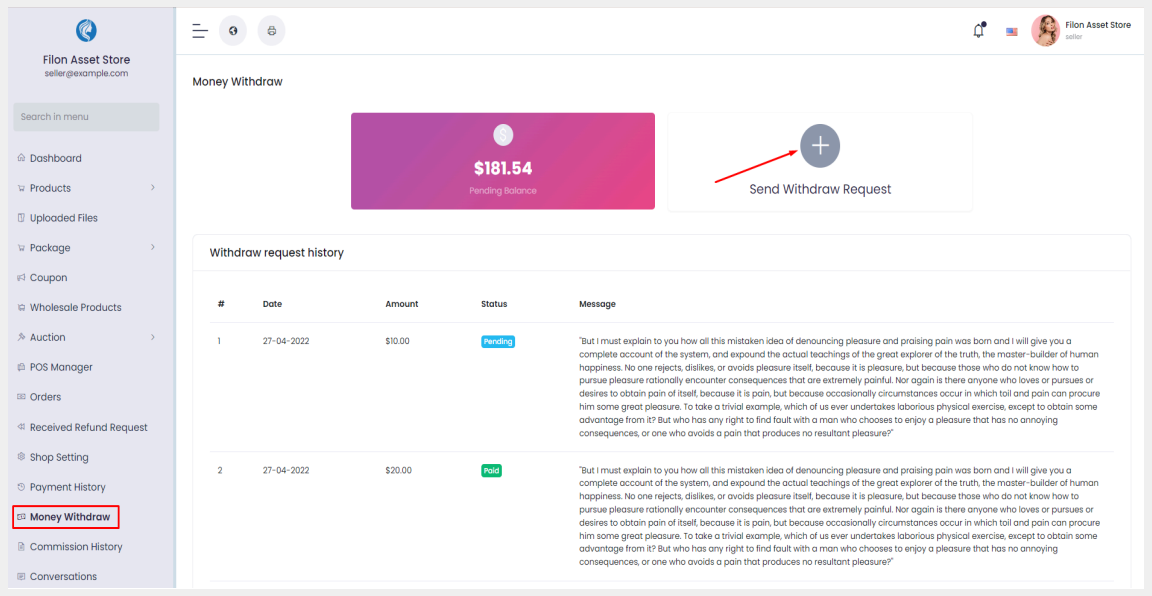


Figure: (62a) Money Withdraw request as a seller

67. How to pay 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.

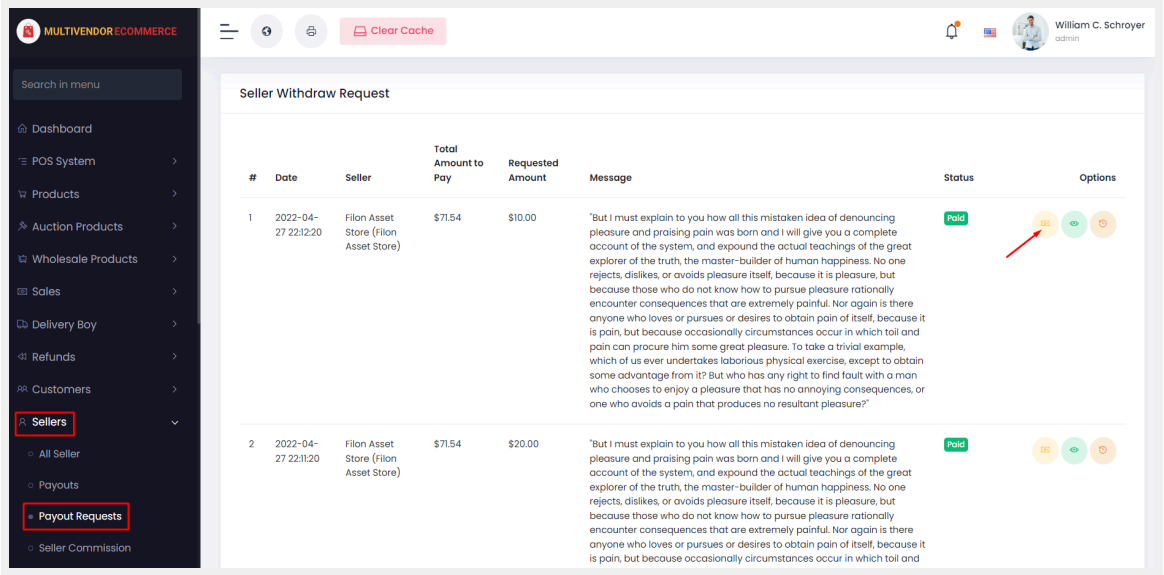


Figure: (63a) Make payment for Seller Withdraw Request

68. How to enable Customer and Seller Verification?

Answer:

From **Admin** panel go to left navigation bar and click **Setup & Configuration > Features Activation**

- Then turn on the switch for seller registration verification.
- Turn on the switch for Customer registration verification.
- That's all!

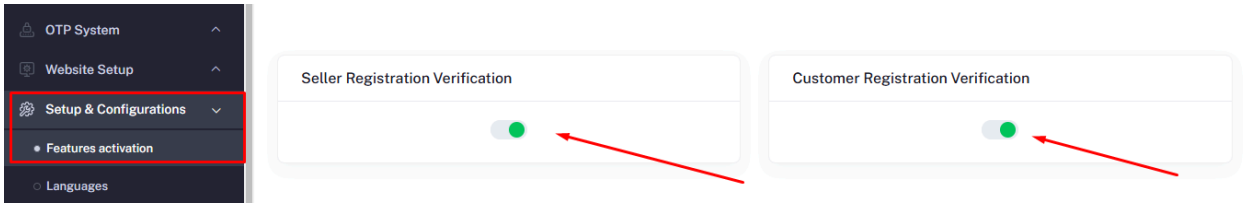


Figure: (64a) Enable the verification for registration

69. **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.

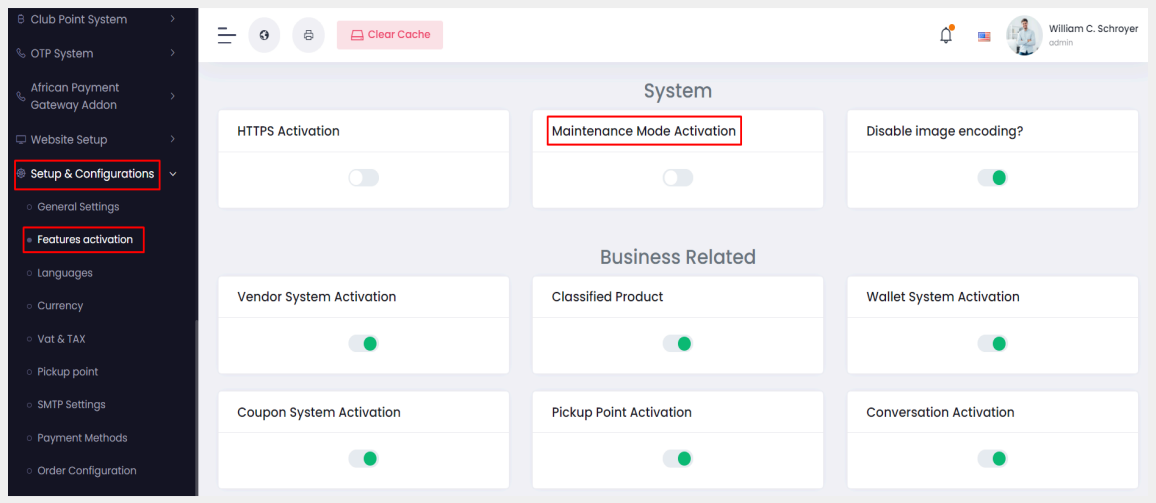


Figure: (65a) Enable Maintenance mode

70. **How to enable Floating buttons in website?**

Answer:

From **Admin** panel go to left navigation bar and click **Setup & Configuration > Features Activation**

- Then turn on the switch for **Floating Button in Websites**.
- And the frontend user will show the Floating button on the homepage.

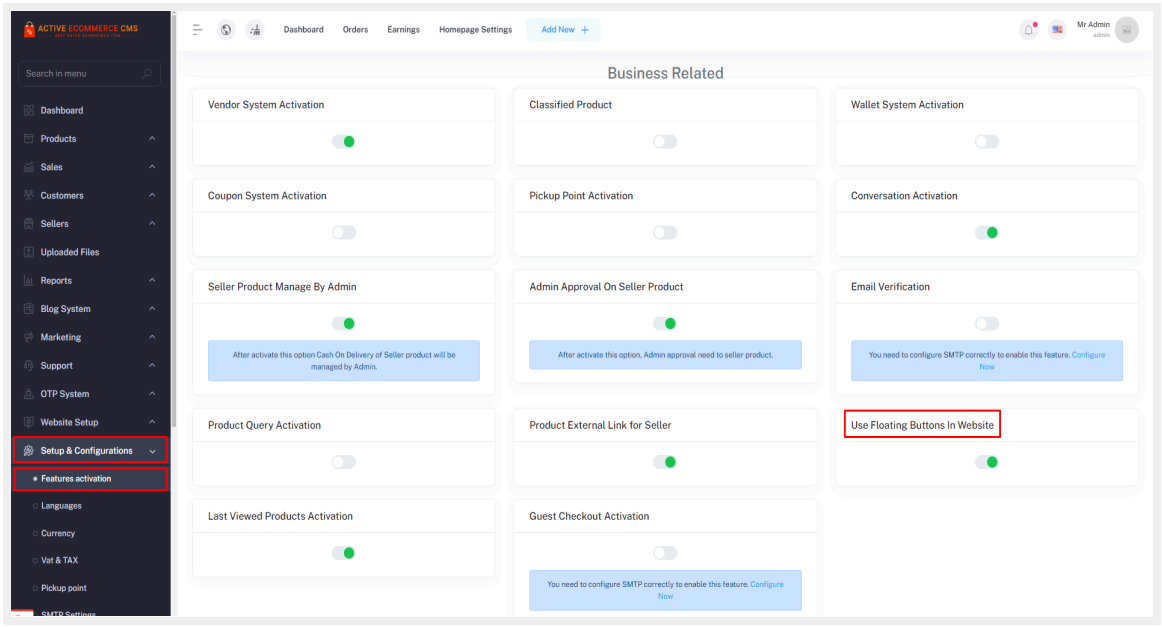


Figure: (66a) Enable Floationg Button

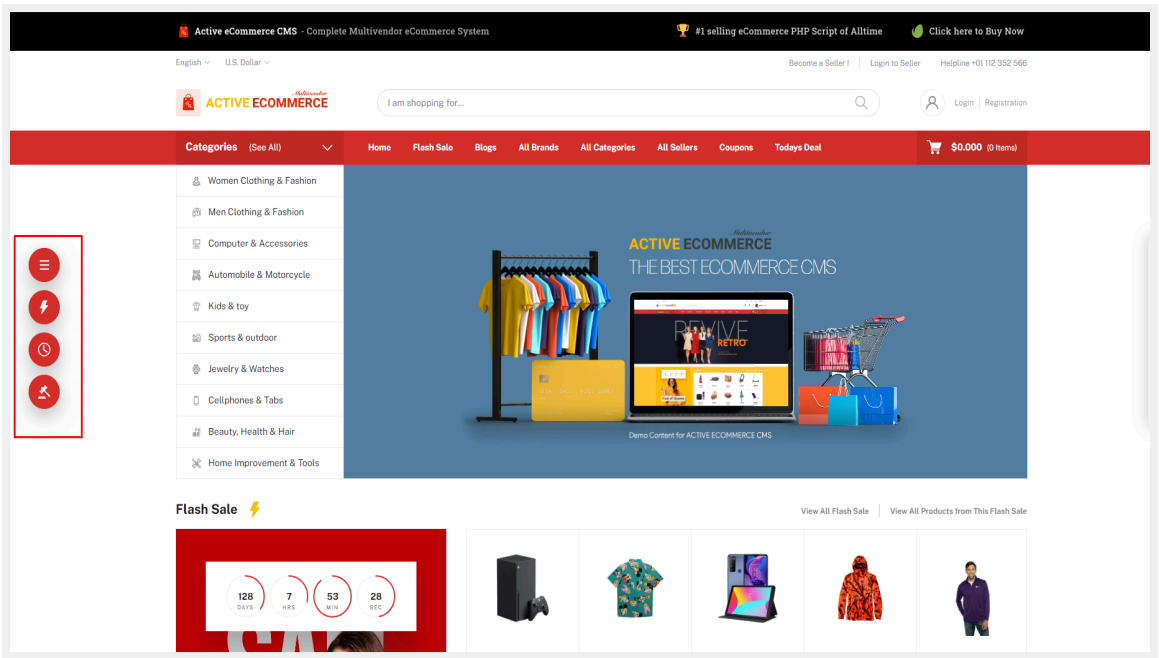


Figure: (66b) Floationg Button in Website

71. **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.

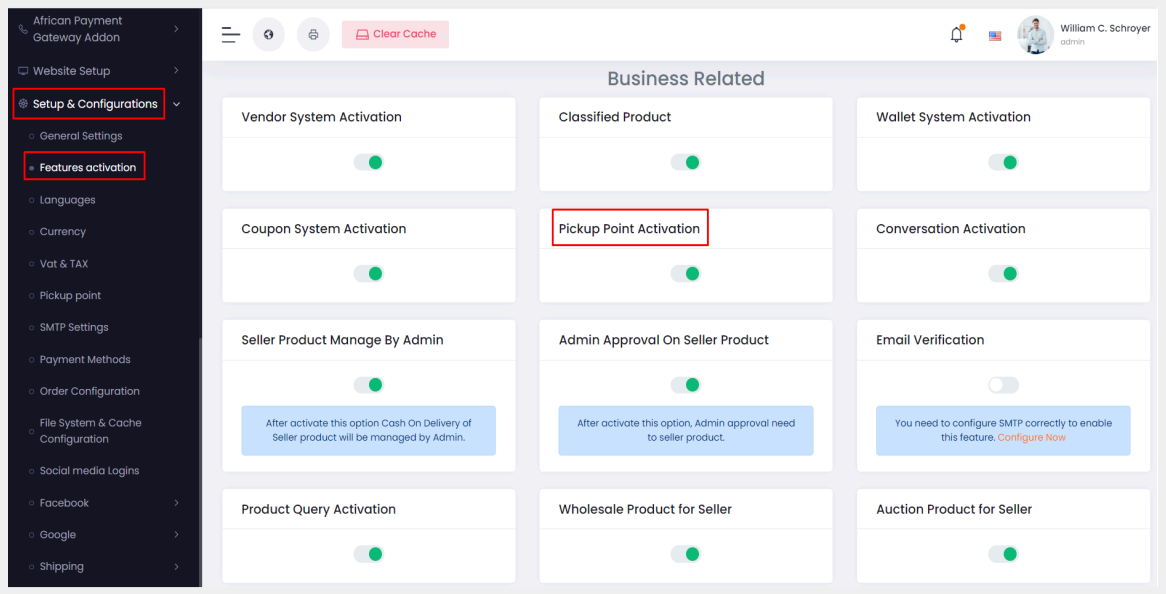


Figure: (67a) Enable Pick up point switch

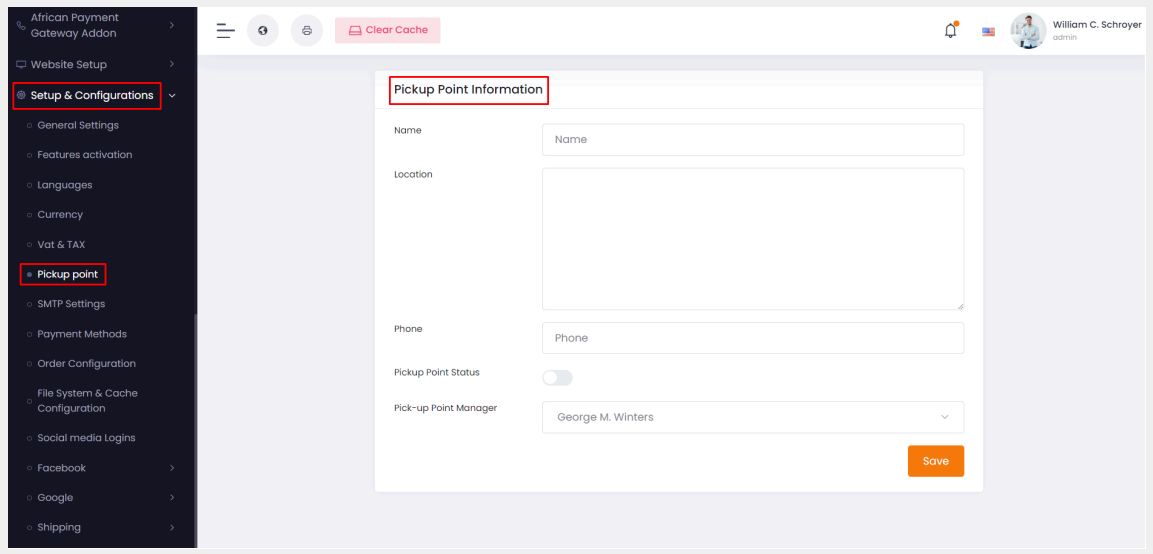


Figure: (67b) Adding new pick up point

72. 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**

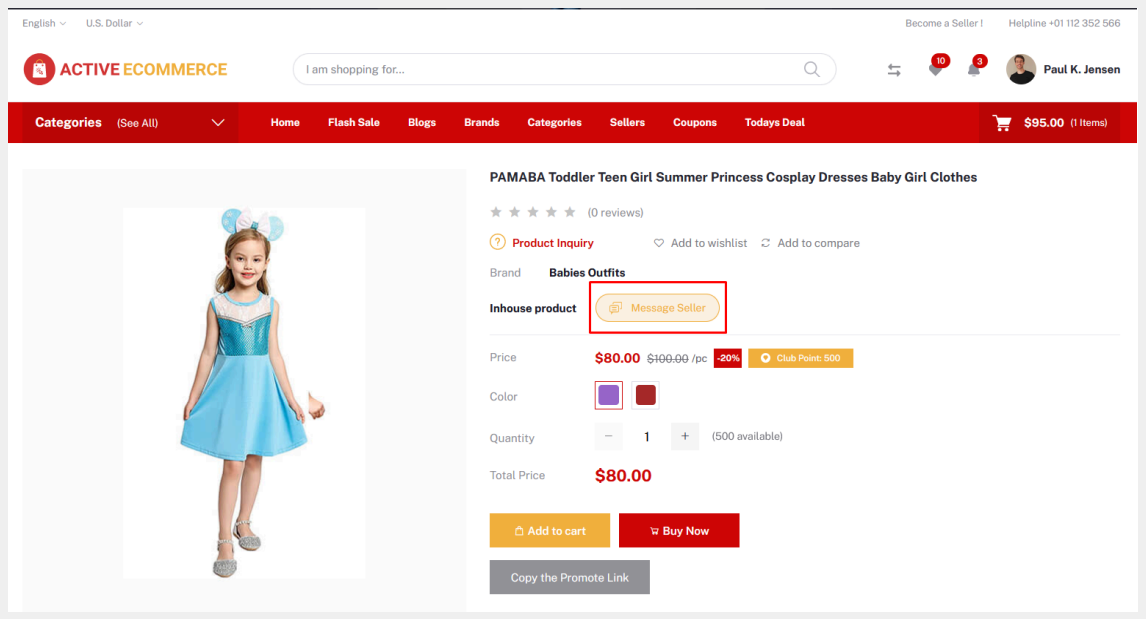


Figure: (68a) Message to the seller for any product information

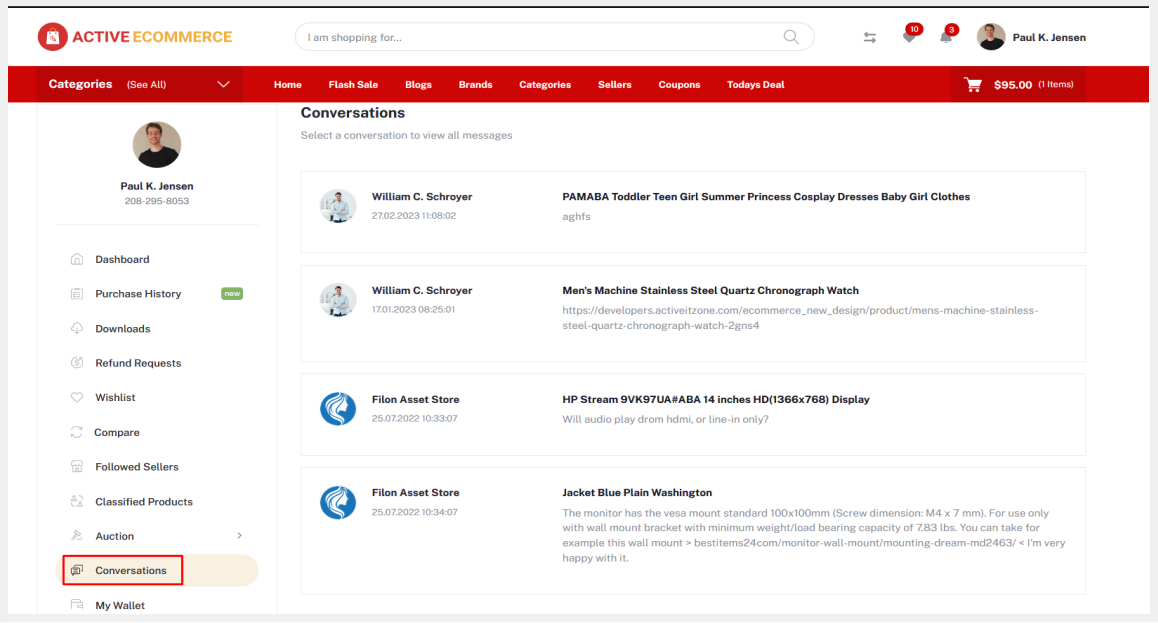


Figure: (68b) Customer can see the reply of his question

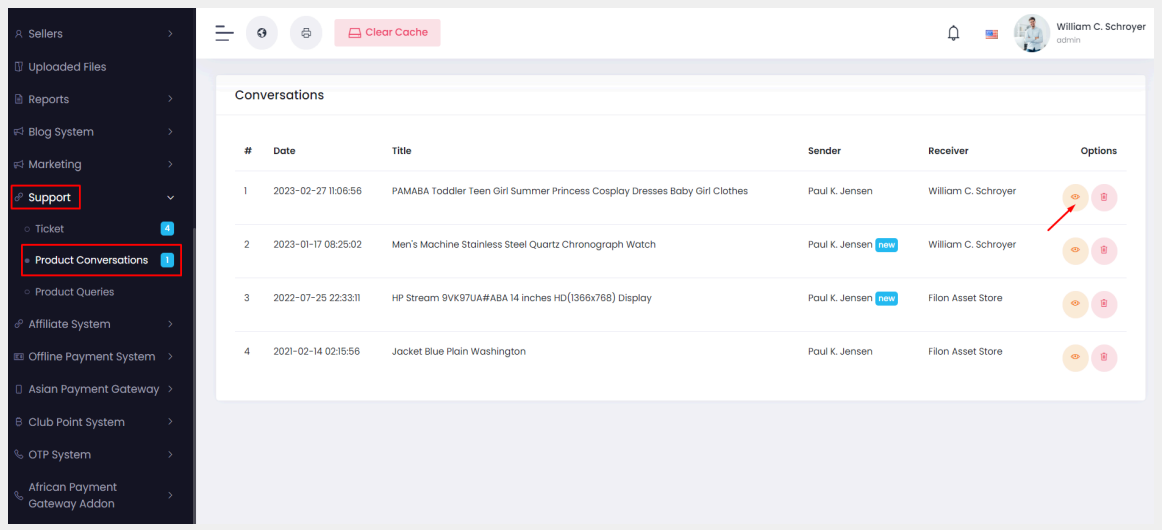


Figure: (68c) Admin see the conversation

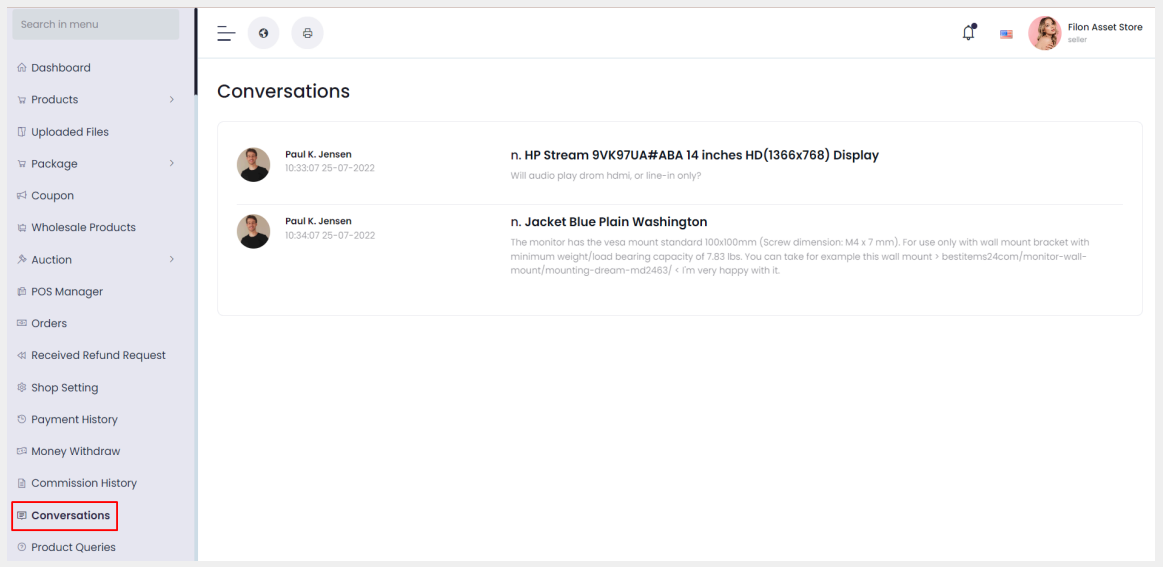


Figure: (68d) Seller can check conversation

73. How to Add a New Brand as Admin?

Answer:

Follow the steps below to add a new brand to the system:

- Log in to the **Admin Panel** and go to **Products -> Brand -> All Brands**.
- Click the **Add New Brand** button at the top-right corner.
- A form will appear; fill in the following fields:

- **Name** – Enter the brand name (required).
- **Logo** – Upload a logo (recommended size: *120×80*).
- **Meta Title** – SEO title for the brand page.
- **Meta Keywords** – SEO keywords to improve brand search visibility.

- Now, click **Save** to create the brand.

****The system automatically generates a *slug* from the brand name (lowercase + hyphens). You can edit it later when modifying the brand.**
****After saving, the brand becomes available for selection when uploading or editing any product.**

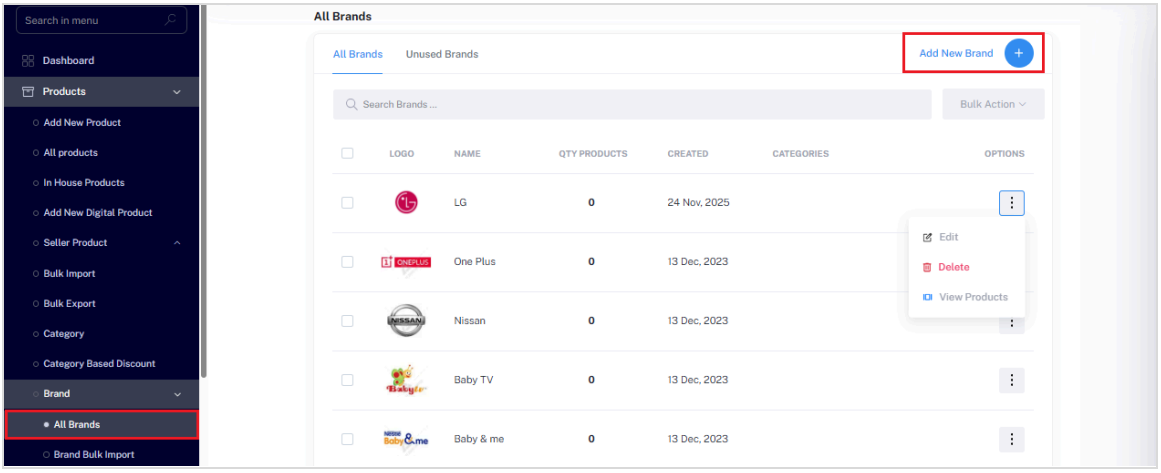
74. **How to Manage Existing Brands from the Admin Panel?**

Answer:

To manage your brands, follow the steps:

- Go to **Admin Panel → Products → Brand → All Brands**.
- Use the **two tabs** to navigate brand lists:
  - **All Brands** – shows every brand in the system.
  - **Unused Brands** – shows brands with no products.
- Use the **search box** to find brands quickly.
- Use the **checkboxes** to select multiple brands and delete them using **Bulk Delete**.
- From the **3-dot menu** beside each brand, you can:
  - **Edit** – update brand name, logo, or SEO info.
  - **Delete** – remove the brand from the system.
  - **View Products** – see all products under that brand.

- When you click **View Products**, you'll see a product list filtered only for that brand.
- Here you can perform basic actions such as searching products, sorting, filtering, publishing, or deleting items.
- This helps you review how many products belong to that brand and manage them without going back to the main product list.



75. How to Add a New Category as Admin?

Answer:

Follow the steps below to create a new category:

- Go to the **Admin Panel > Products > Category**.
- Click the **Add New Category** button on the top-right.
- Enter the **Category Name** and select the **Type** (Physical or Digital).
- Choose a **Parent Category** to create a subcategory.
- Upload the **Banner**, **Icon**, and **Cover Image** for the category.
- Fill in optional **SEO fields** like Meta Title, Description, and Keywords.
- Select **Filtering Attributes** if you want filters to appear for this category.
- Click **Save** to create the category.

**** Filtering Attributes only appear if you have already created Attributes. Digital categories only support digital product uploads. The category will now appear in the category list and in product creation forms.**

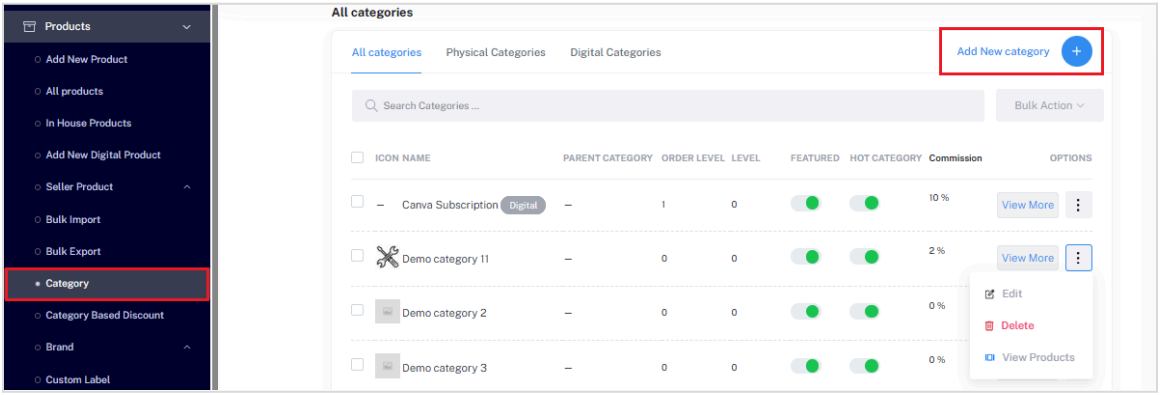
76. How to Manage Categories from the Admin Panel?

Answer:

Follow the steps below to manage your categories:

- Go to the **Admin Panel > Products > Category**.
- You will see **three tabs**: All Categories, Physical Categories, and Digital Categories.

- Use the list to view all categories along with their icon, name, parent category, order level, level, featured status, hot category status, commission, and options.
- To edit a category, click the **3-dot menu** and select **Edit**.
- To delete a category, click **Delete** from the same menu.
- To check more details such as banner, cover image, number of products, commission, or discount, click the **View More** button.
- To see all products under that category, click **View Products** from the View More panel or the 3-dot menu.
- Use the **Parent Category** and **Order Level** settings while editing to adjust hierarchy and display order.
- Use the category IDs shown in the list when preparing **Bulk Product Upload** CSV files.



77. **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.
- Click the **Add new Attribute** button.
- Enter the attribute name and its corresponding Values.
- Now, Click on Save to store the new attribute.

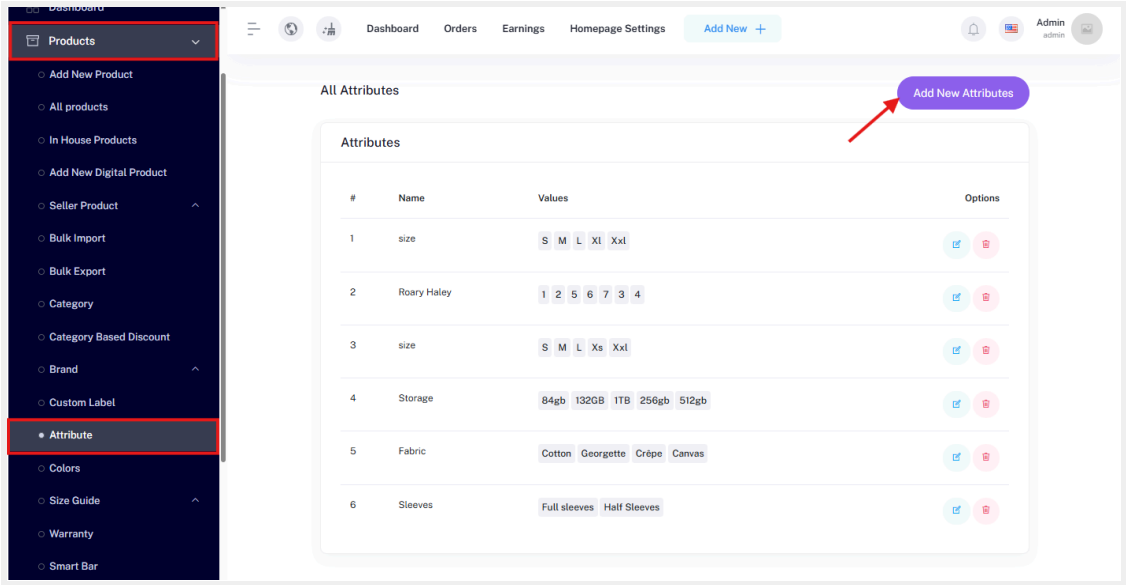


Figure: (69a) Attribute Page

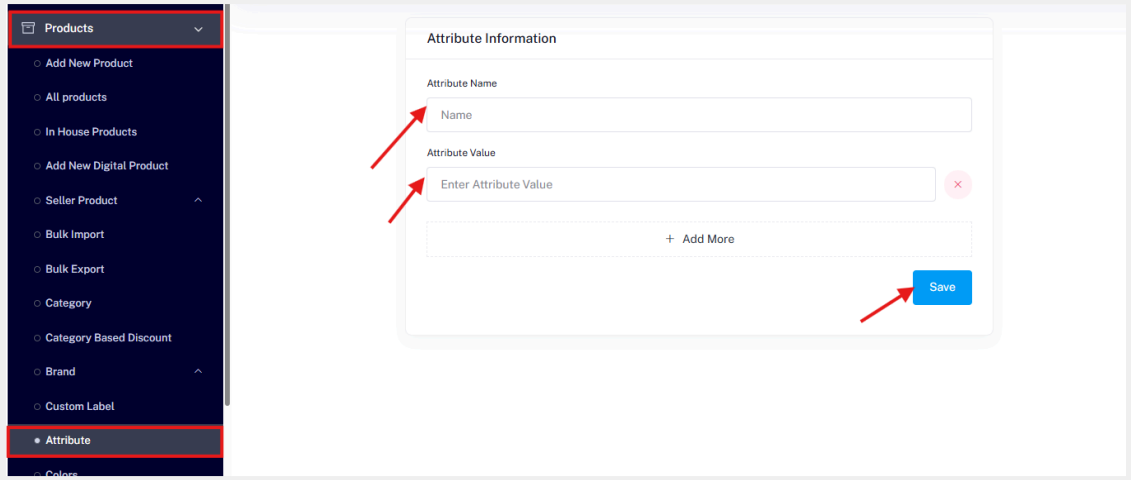


Figure: (69b) Add a new attribute and its value

78. 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 variations 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.

79. 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**

80. 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.

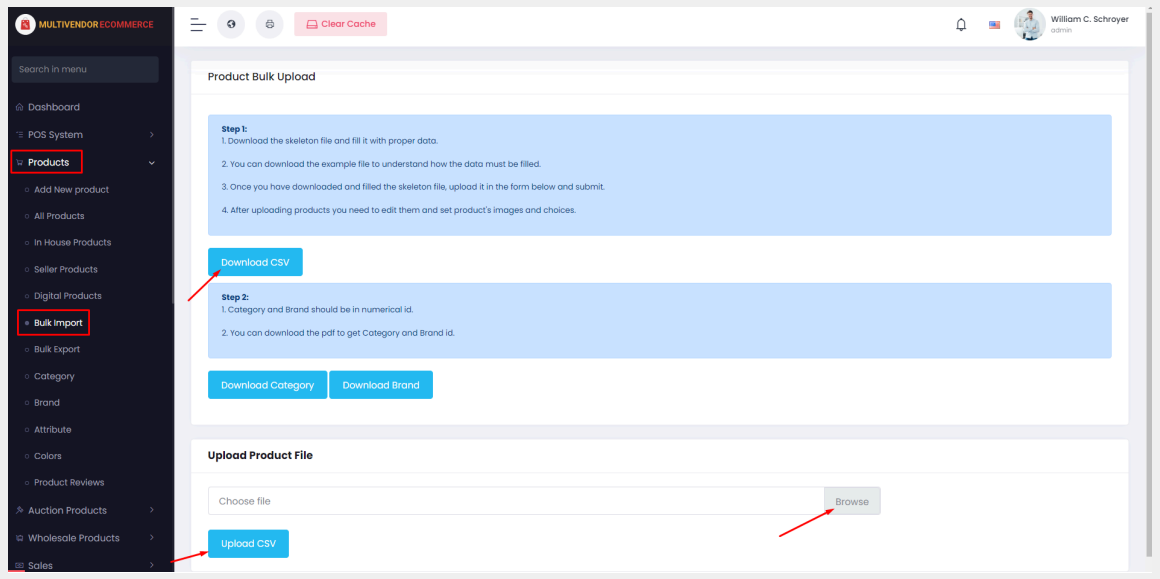


Figure: (72a) Upload Bulk Product

81. 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.

82. **How to translate using Google translate?**

Answer:

Follow the below steps:

- First go to **Setup & Configuration -> Language -> Translation** action
- Click on the **Translate By Google** option to automatically translate the site into your language.
    - After clicking this option, **please wait,** as it may take some time to complete the translation. Do not close the tab during this process.
    - If you have manually translated any value before, your manual translations will not be replaced **by Google Translate**.
- To sync translations for the mobile app, click on **Sync Translation For App**.
- If needed, you can also download the translation file by clicking **Export arb File.**

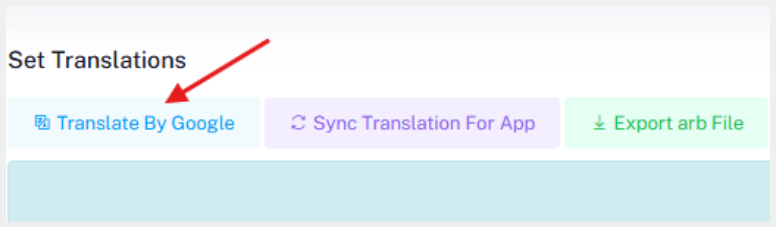


Figure: (74a) Translate page

- To change any translation value manually, directly edit in the **Value** field and click the **Save** button.
- To copy the **Key** into the **Value** fields, click on the **Copy Translations** button, then click **Save**.



Figure: (74b) Copy translations and save

83. 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**

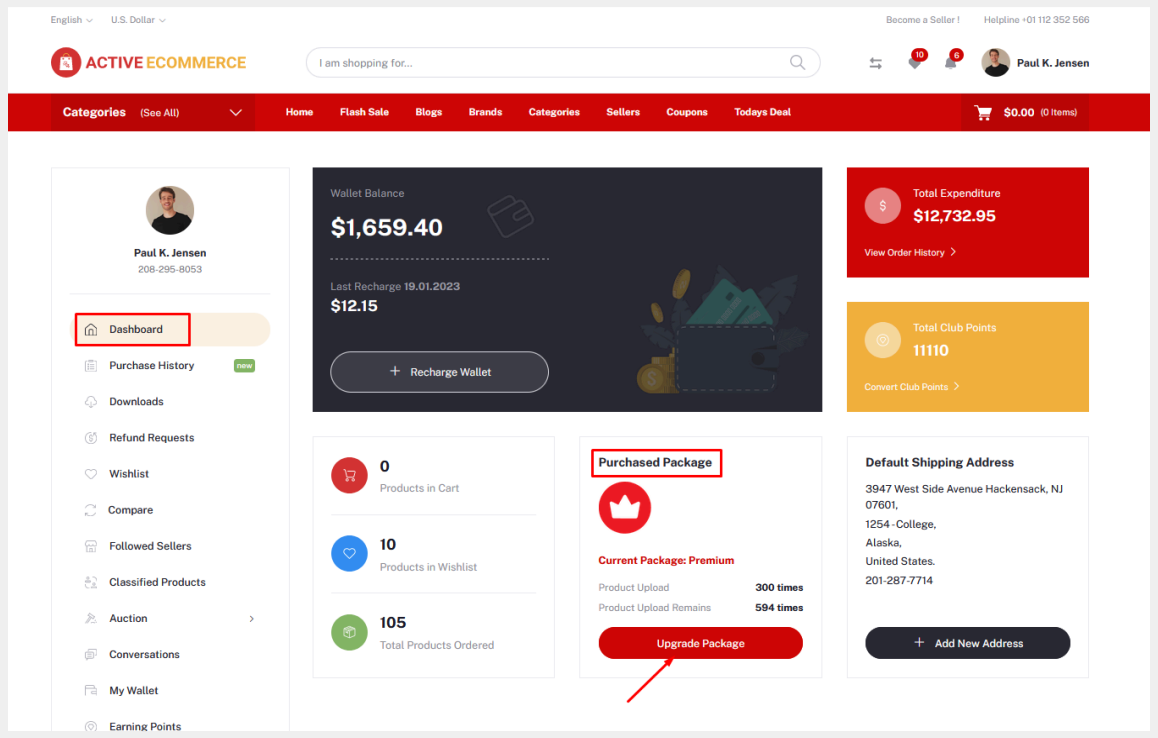


Figure: (75a) Purchased Package

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

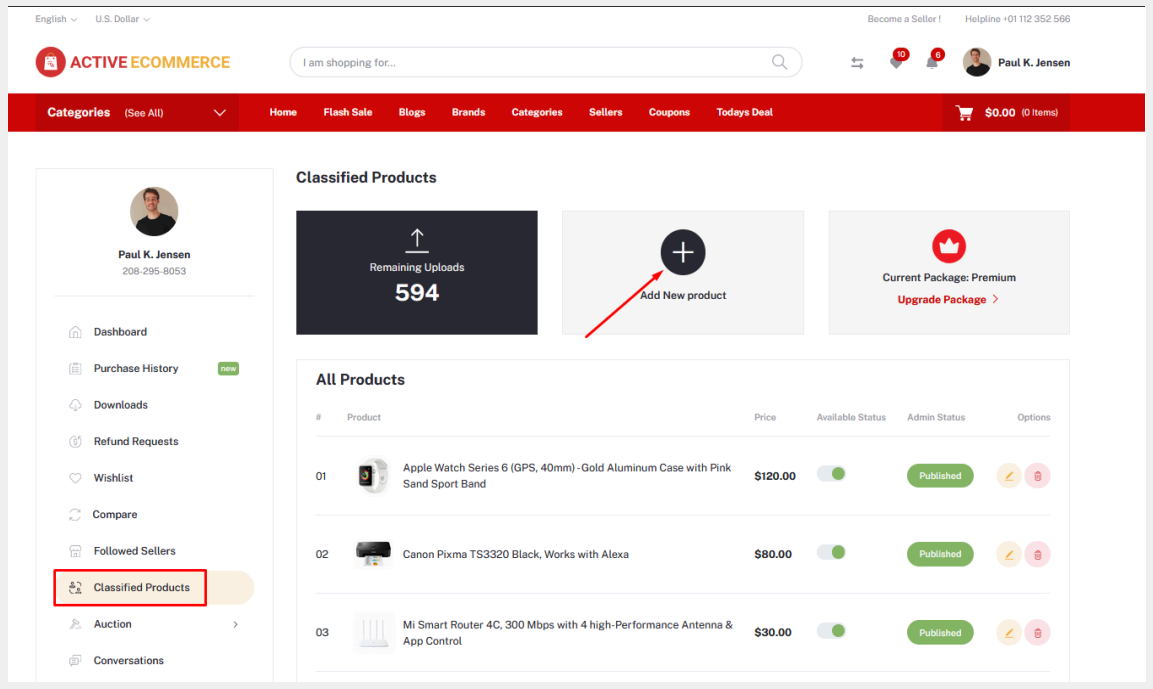


Figure: (75b) Add Classified product

84. 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.

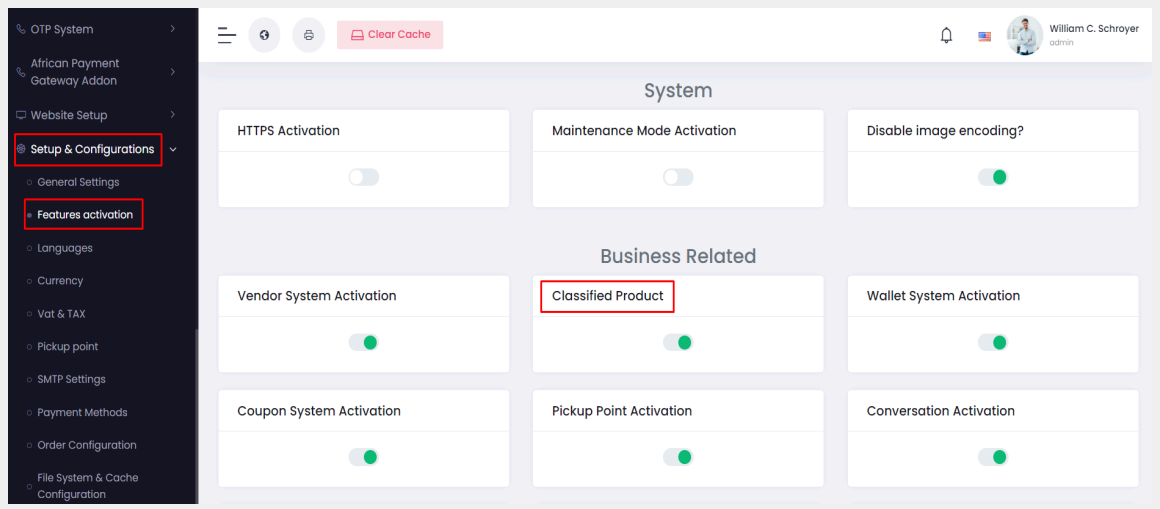


Figure: (76a) Enable Classified product

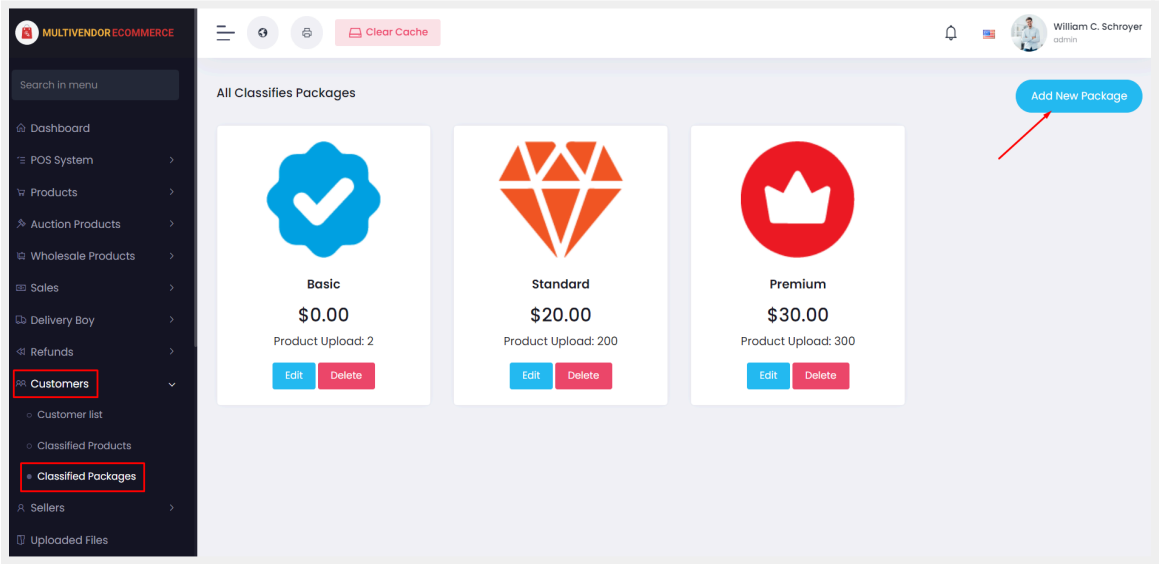


Figure: (76b) Classified Package

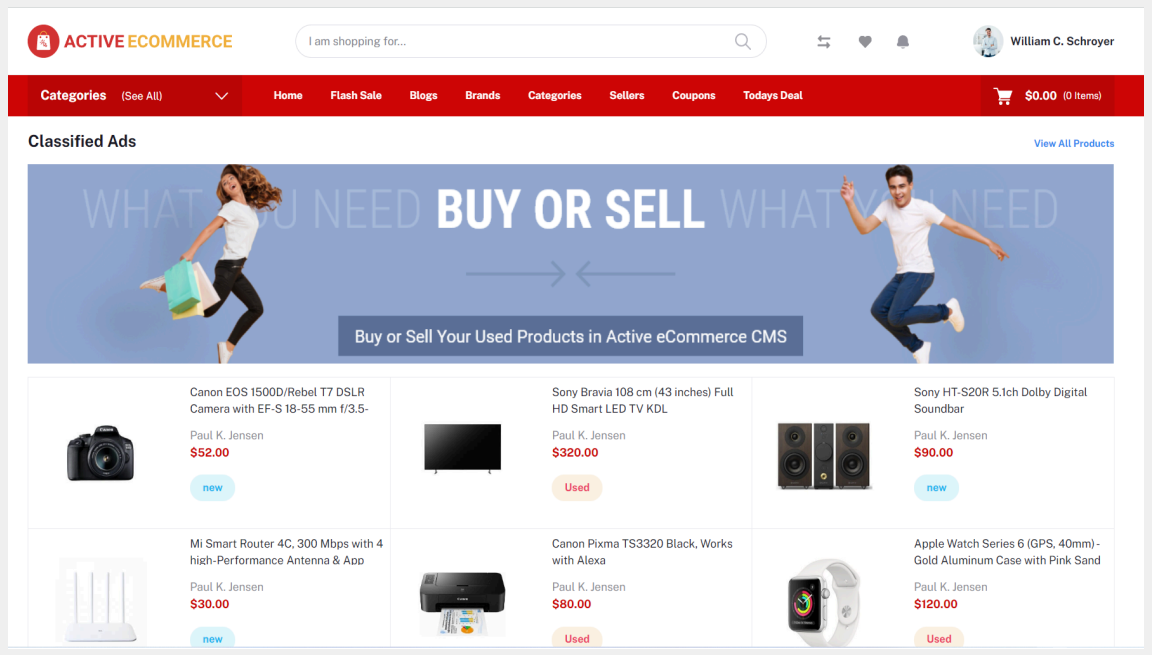


Figure: (76c) In home page Classified Products

85. 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.

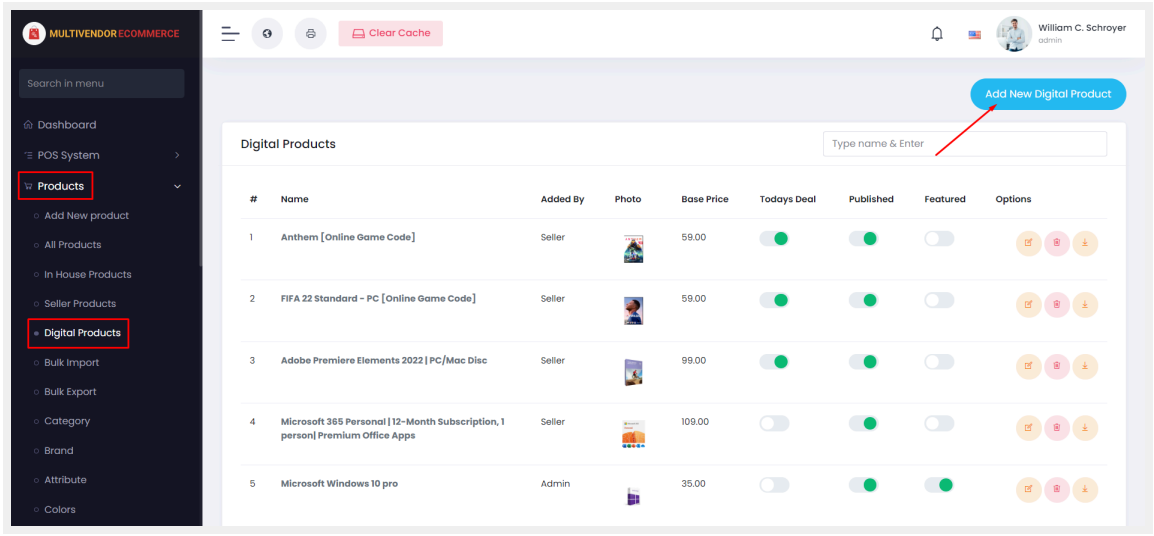


Figure: (77a) Digital product

86. 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.

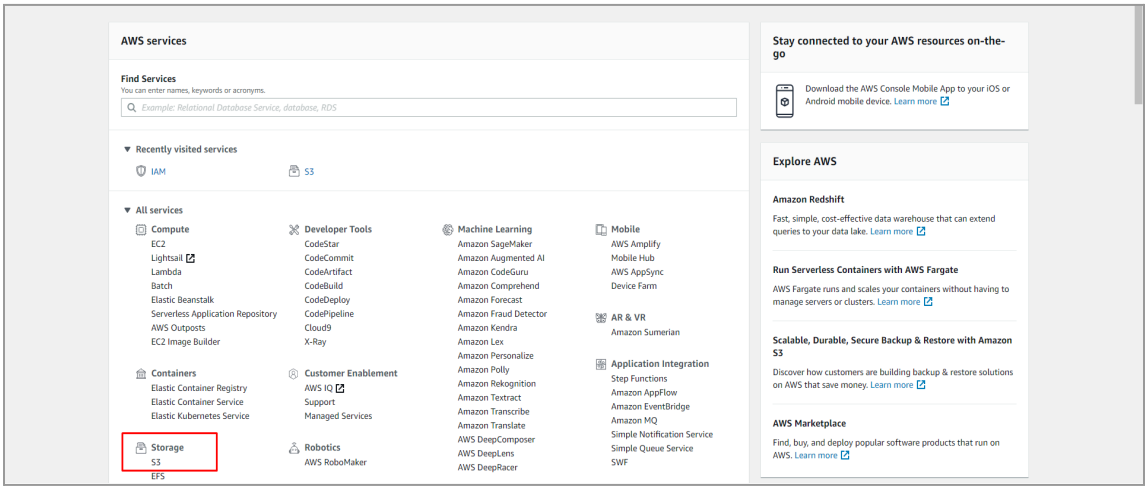


Figure: (78a) AWS Dashboard

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

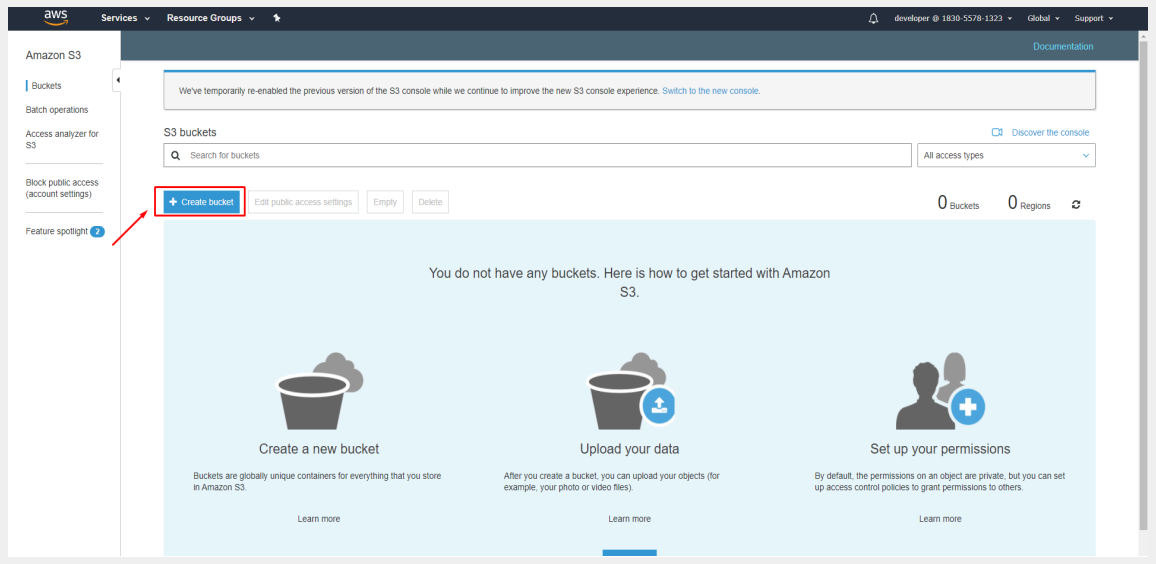


Figure: (78b) Creating Bucket

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

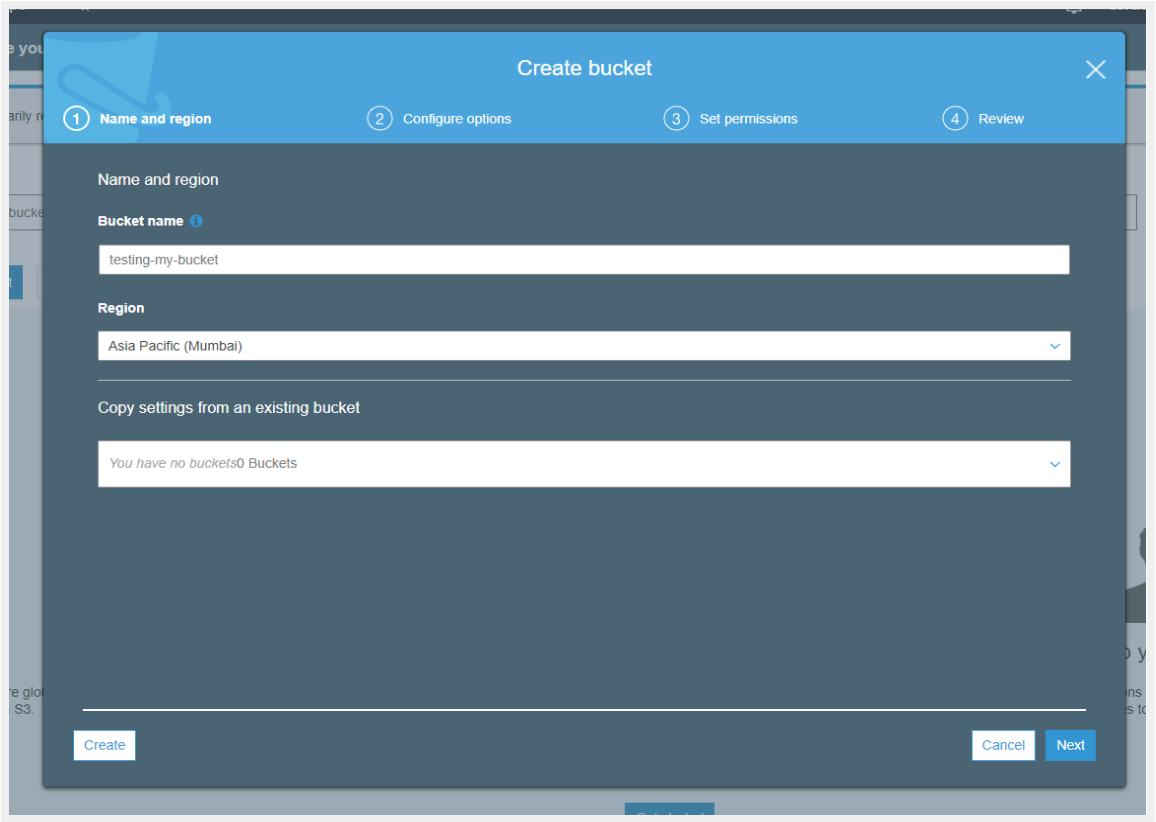


Figure: (78c) Creating Bucket Form

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

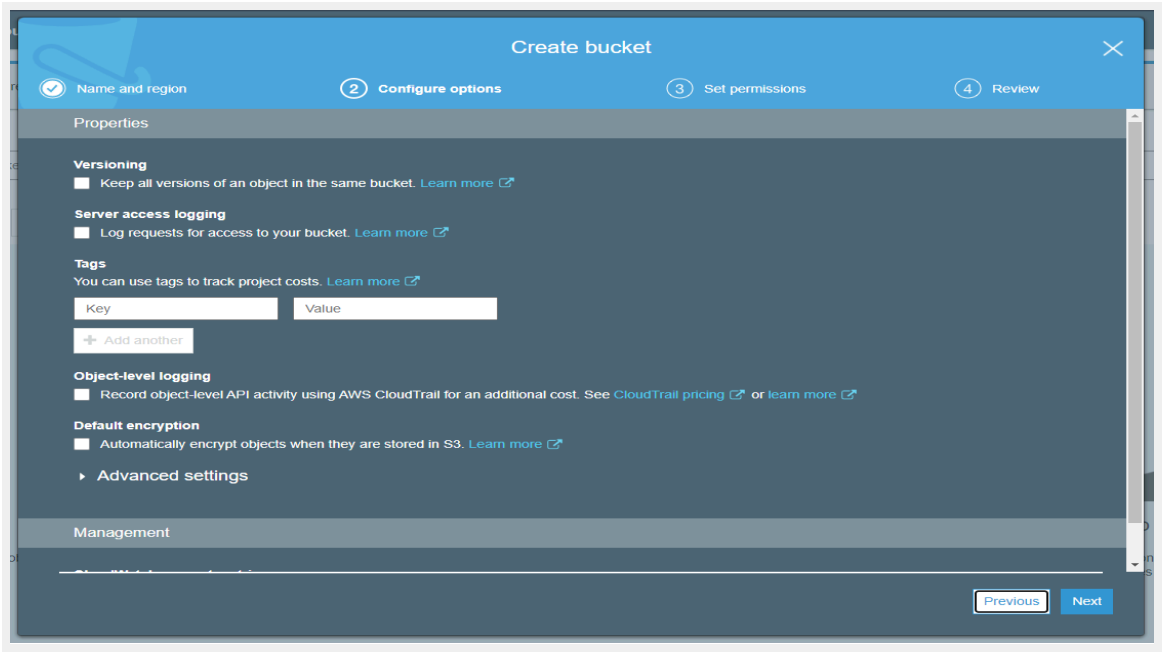


Figure: (78d) Creating Bucket Form step 2

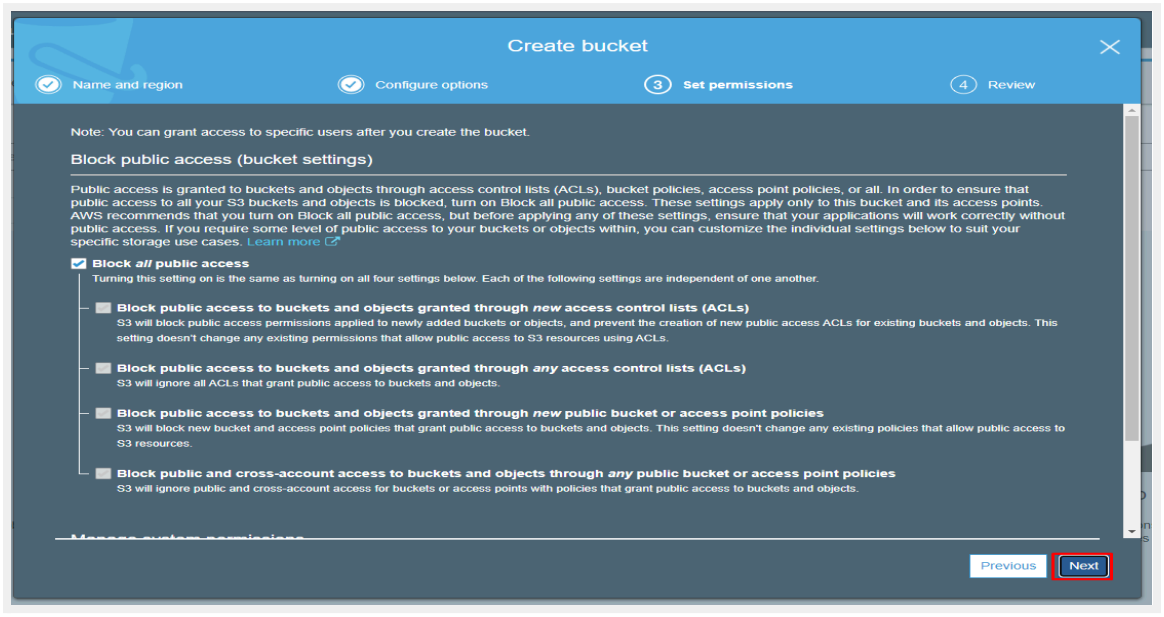


Figure: (78e) Creating Bucket Form step 3

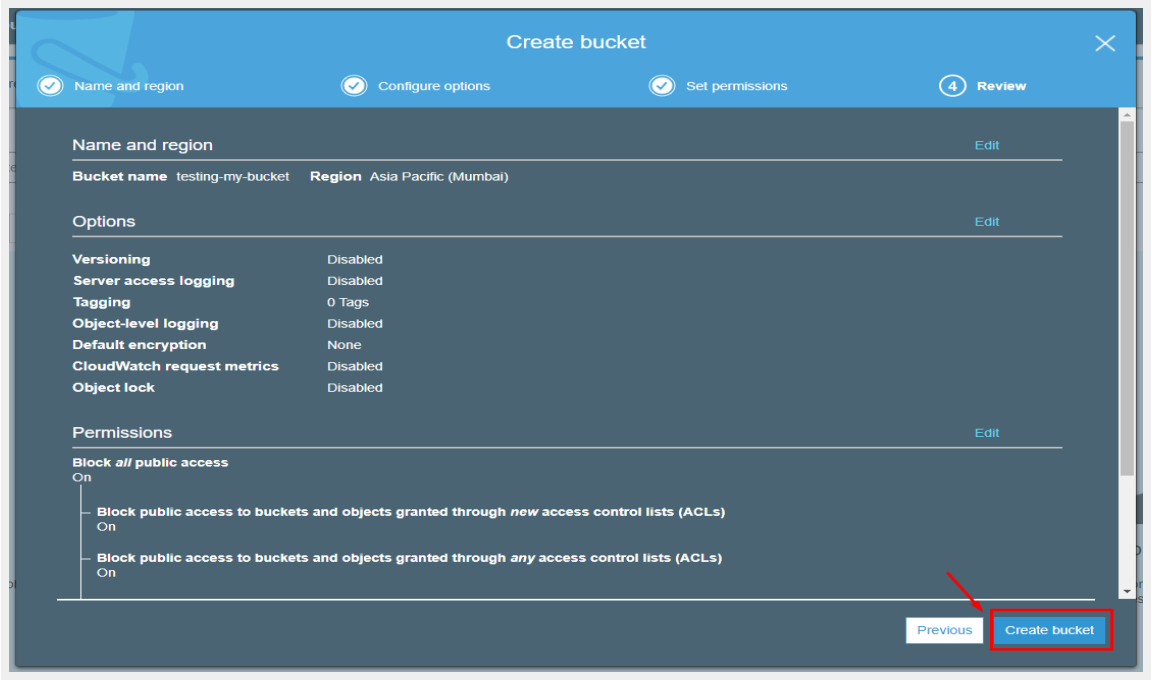


Figure: (78f) Creating Bucket Form next step

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

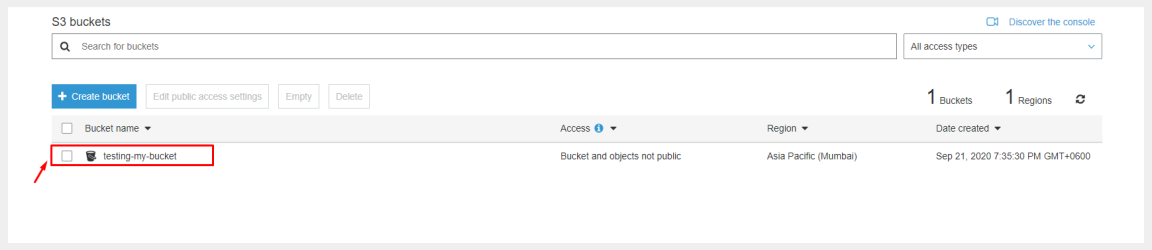


Figure: (78g) Bucket Page

- 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.

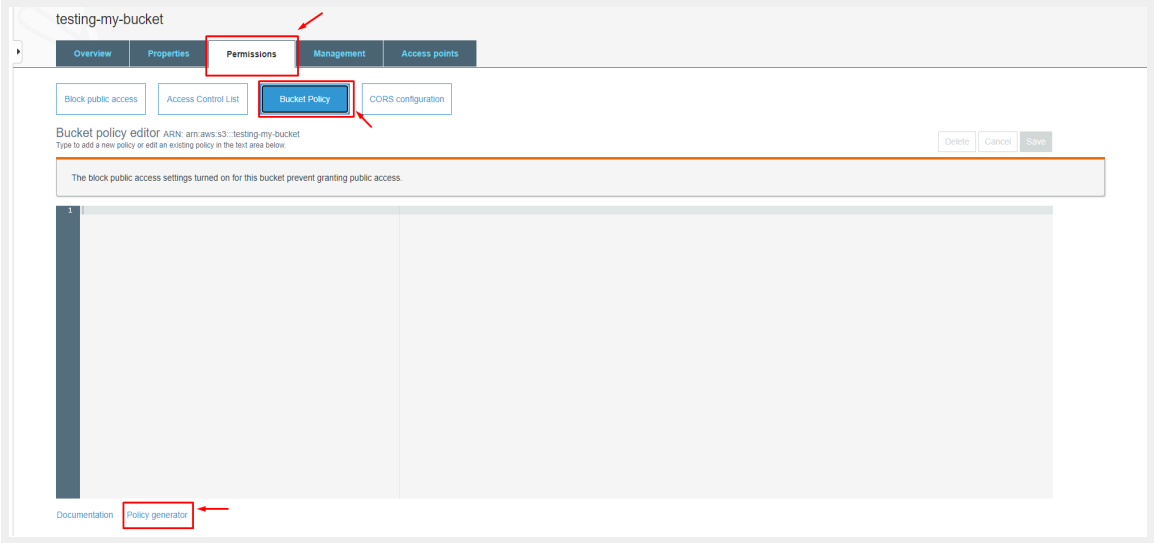


Figure: (78h) Bucket Policy Page

- 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.

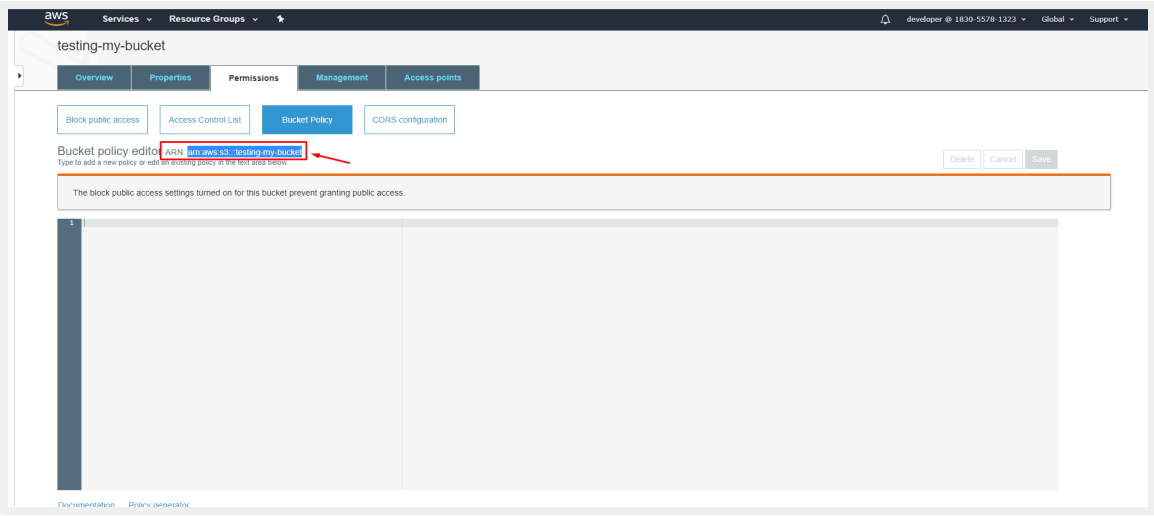


Figure: (78i) Bucket Policy page

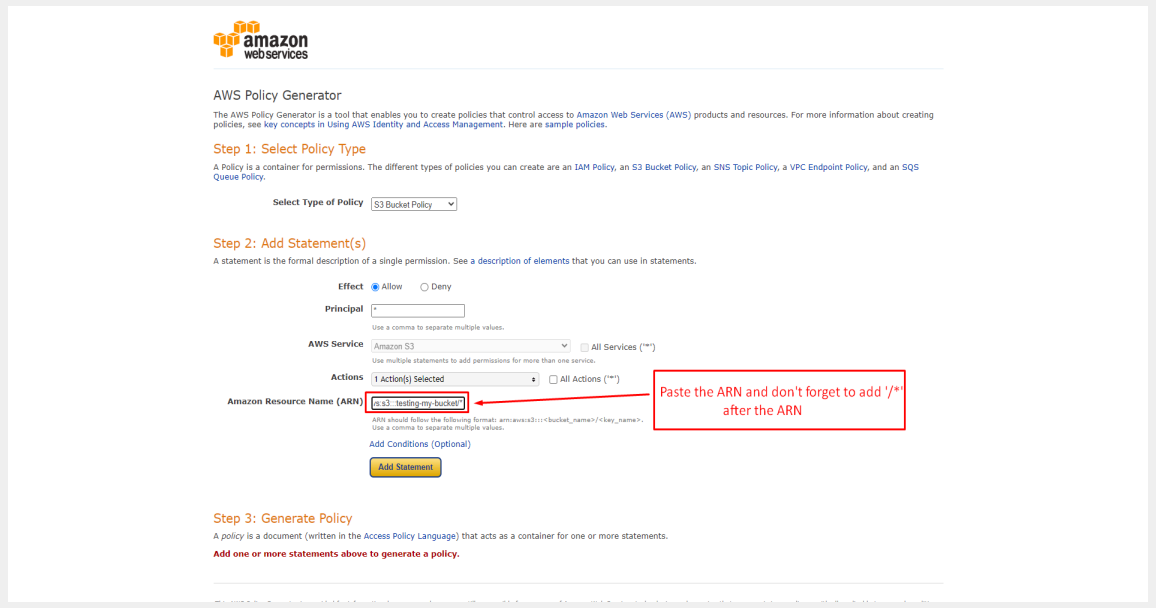


Figure: (78j) AWS policy generator

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

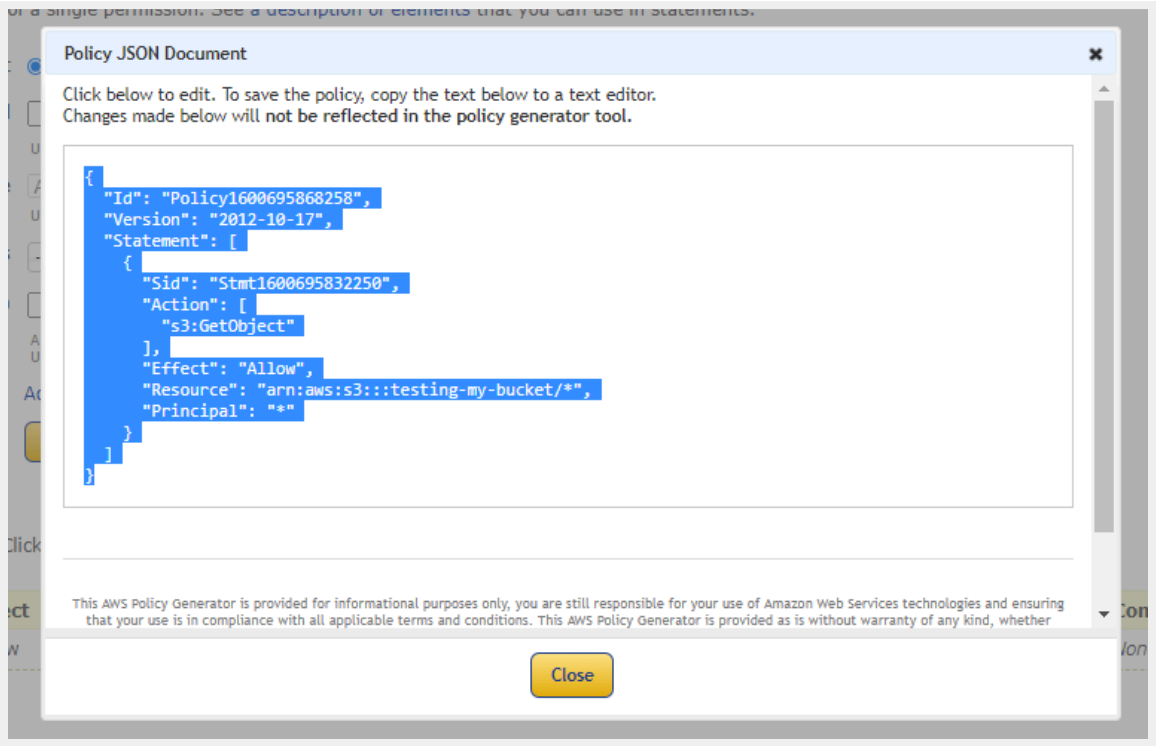


Figure: (78k) Policy JSON Document

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

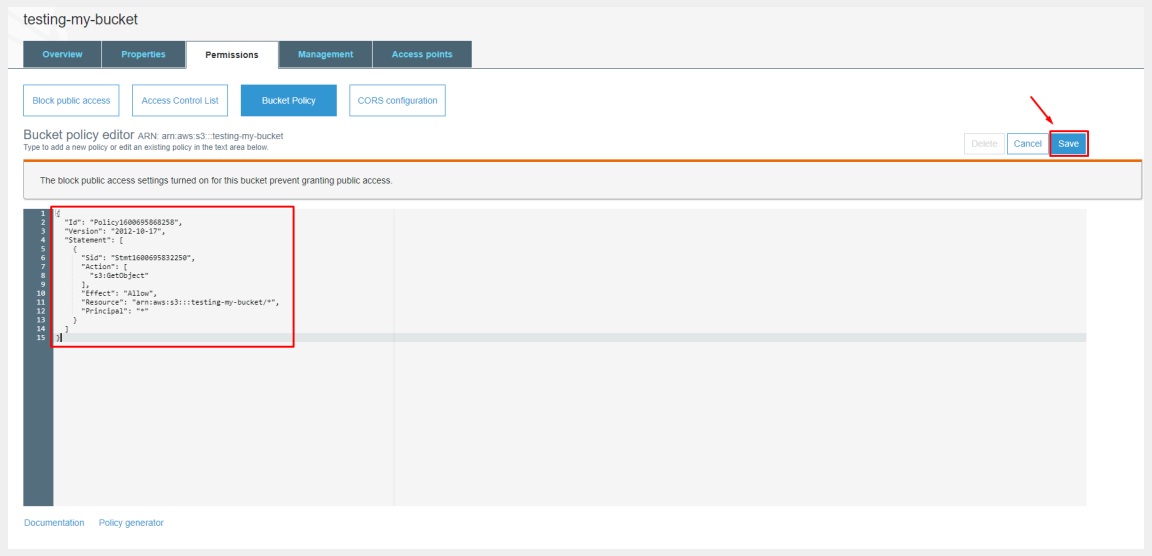


Figure: (78l) Testing Bucket page

- You might encounter an error shown below.

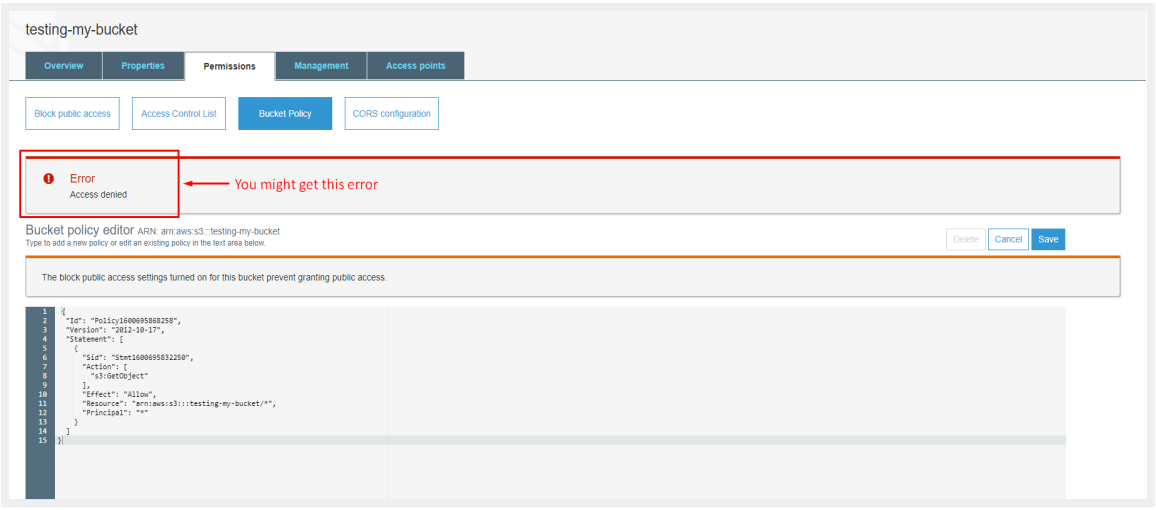


Figure: (78m) Encounter error

- 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.

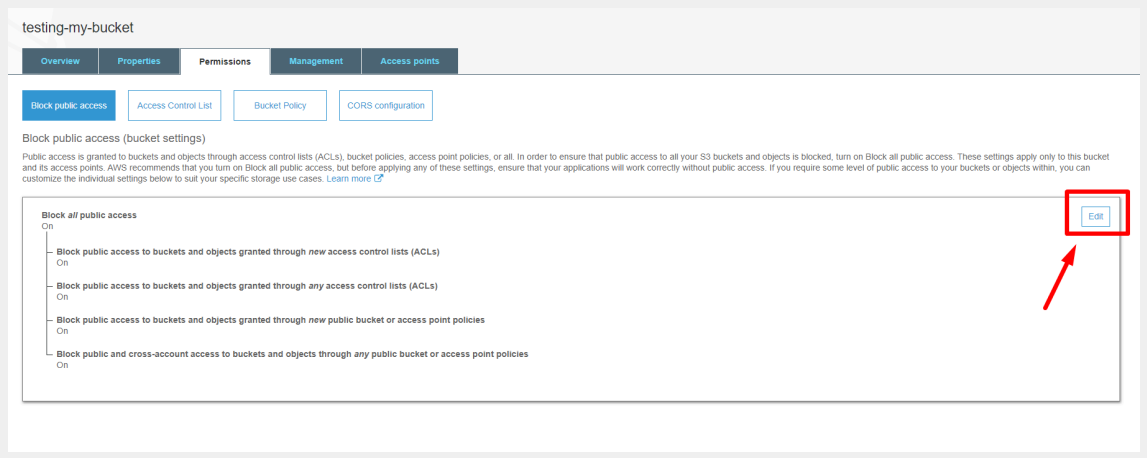


Figure: (78n) Block Public access menu

- 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.

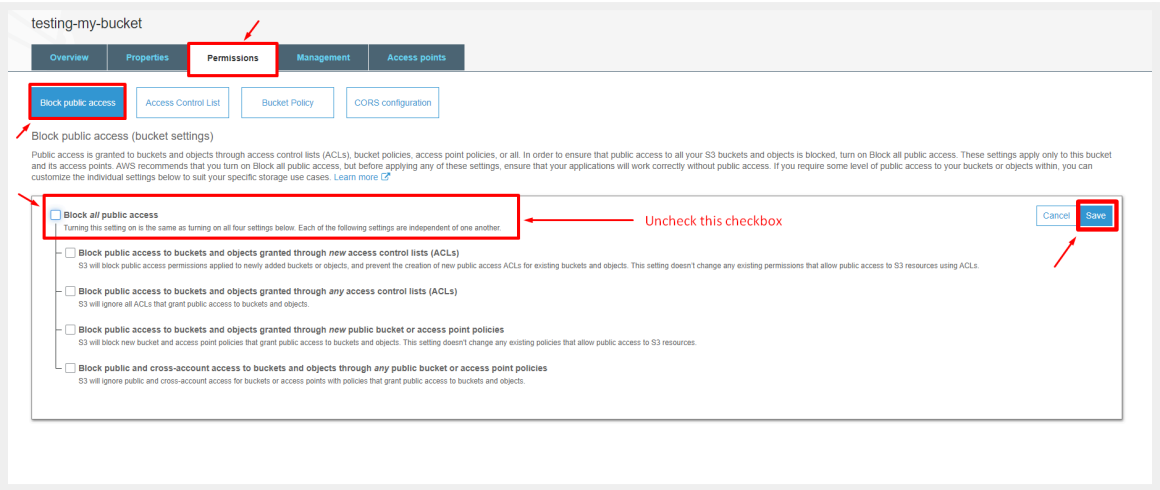


Figure: (78o) Block Public access page

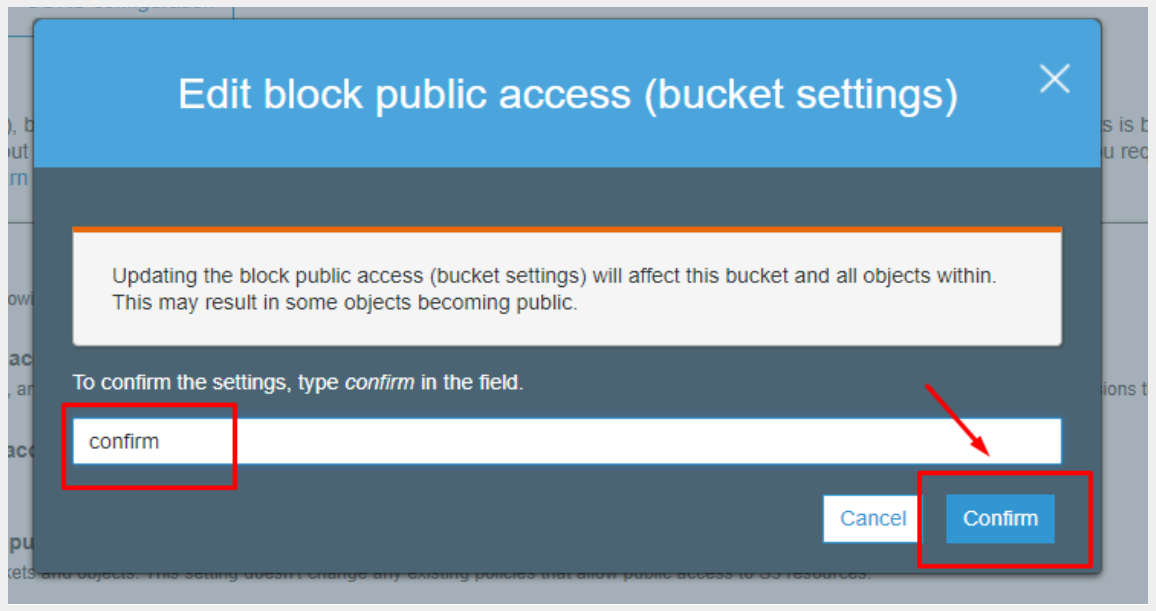


Figure: (78p) Block Public access confirmation page

- 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".**

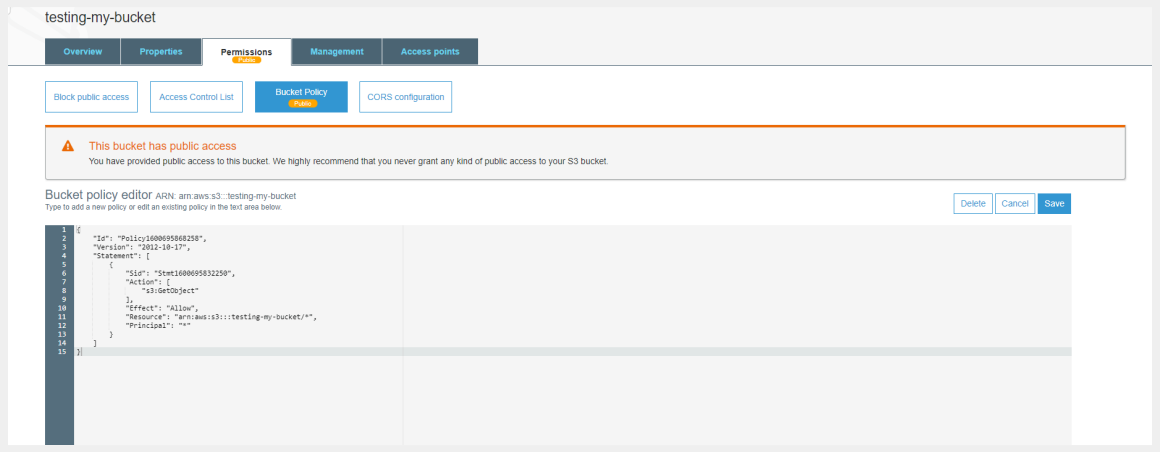


Figure: (78q) showing okay with the text "This bucket has public access"

- 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.

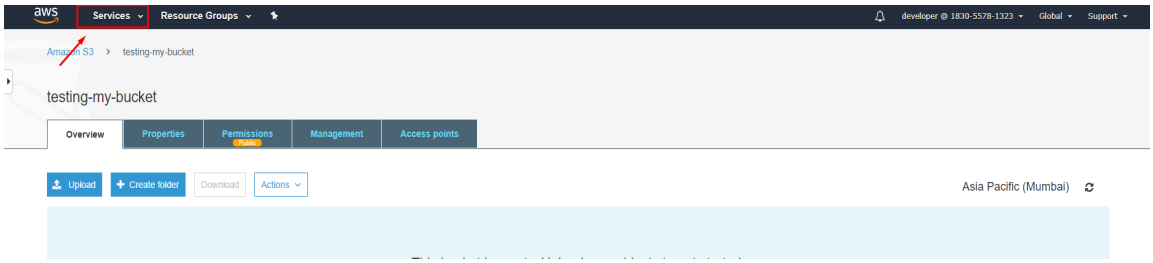


Figure: (78r) AWS services

- 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.

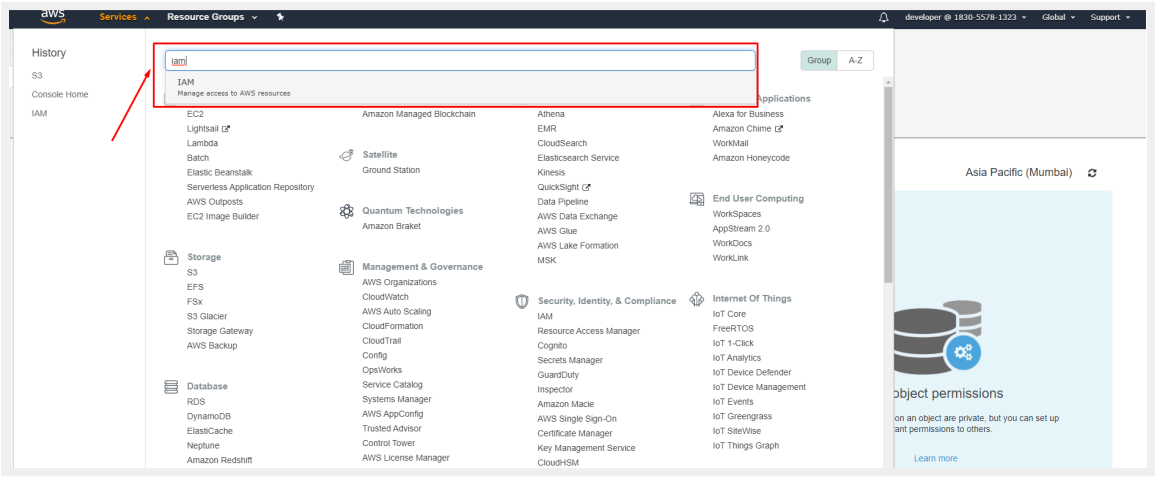


Figure: (78s) Searching iam

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

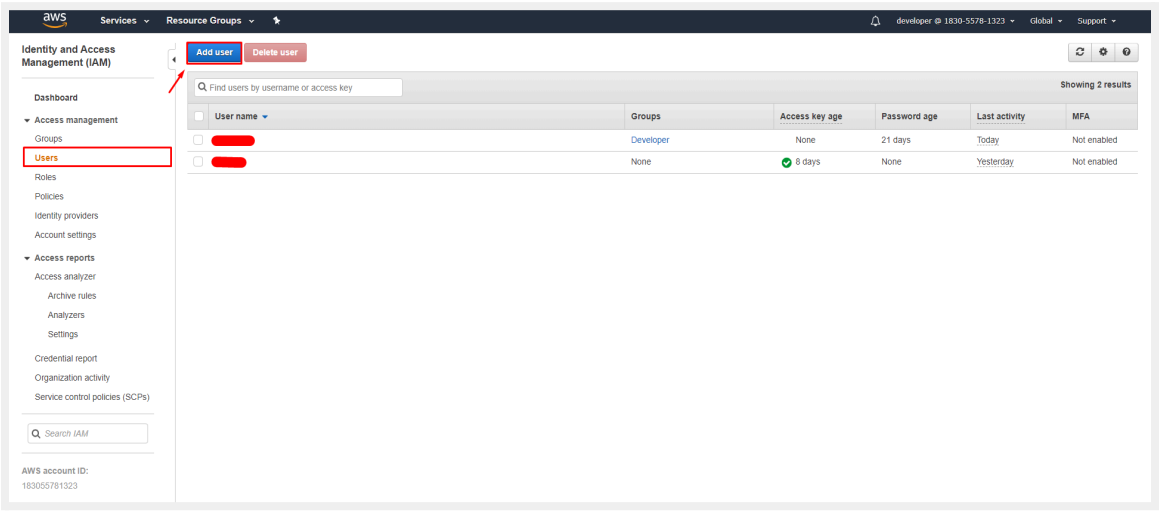


Figure: (78t) Showing all Menu

- 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.

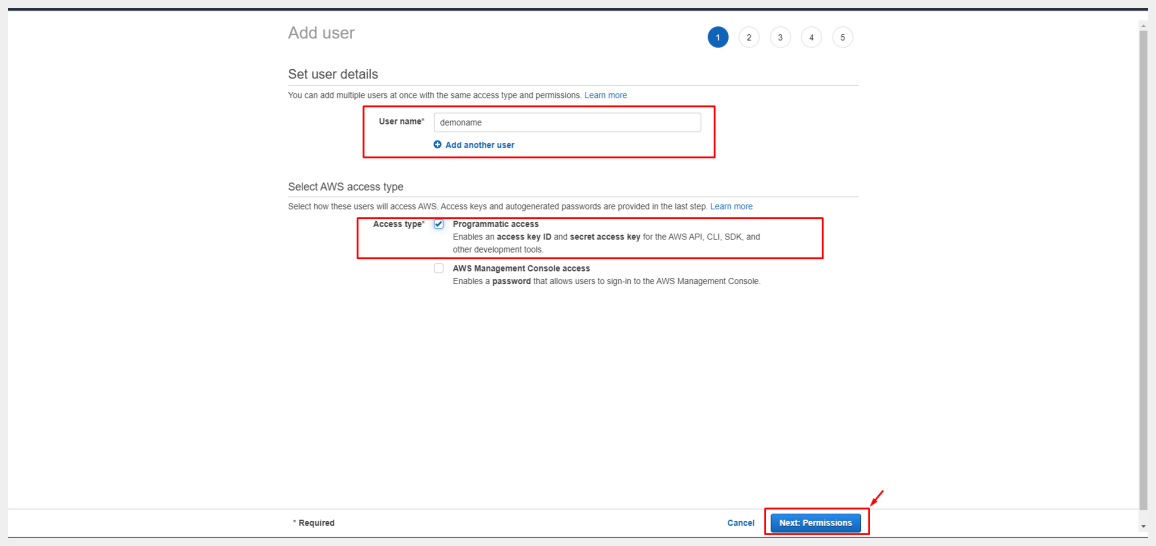


Figure: (78u) adding user page (i)

- 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.

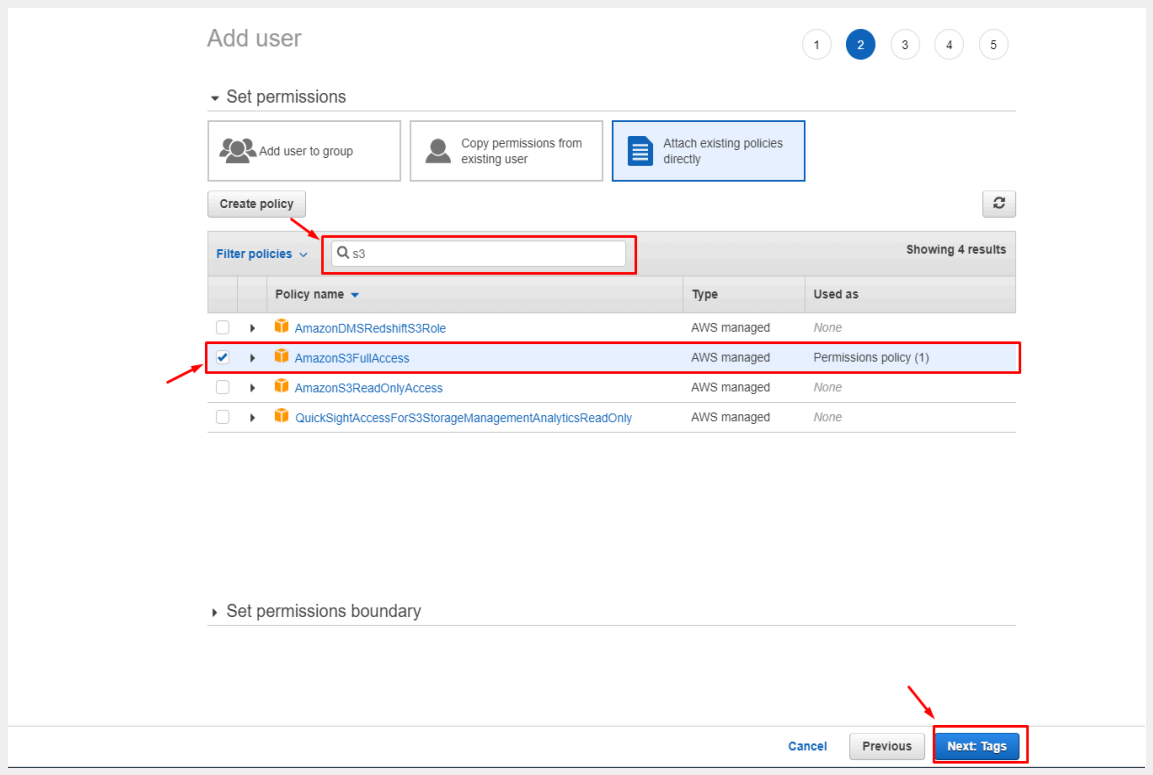


Figure: (78v) Adding user page (ii)

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

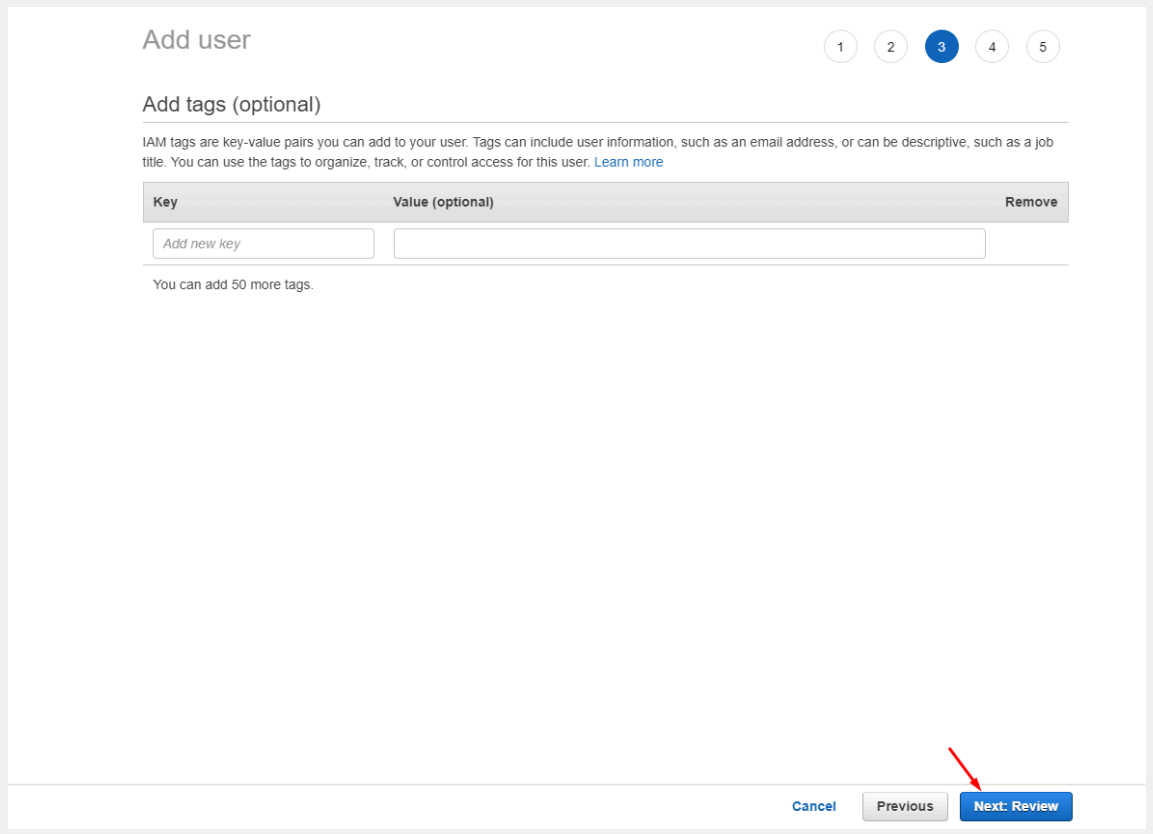


Figure: (78w) Adding user page (iii)

- Finally click **Create User**.

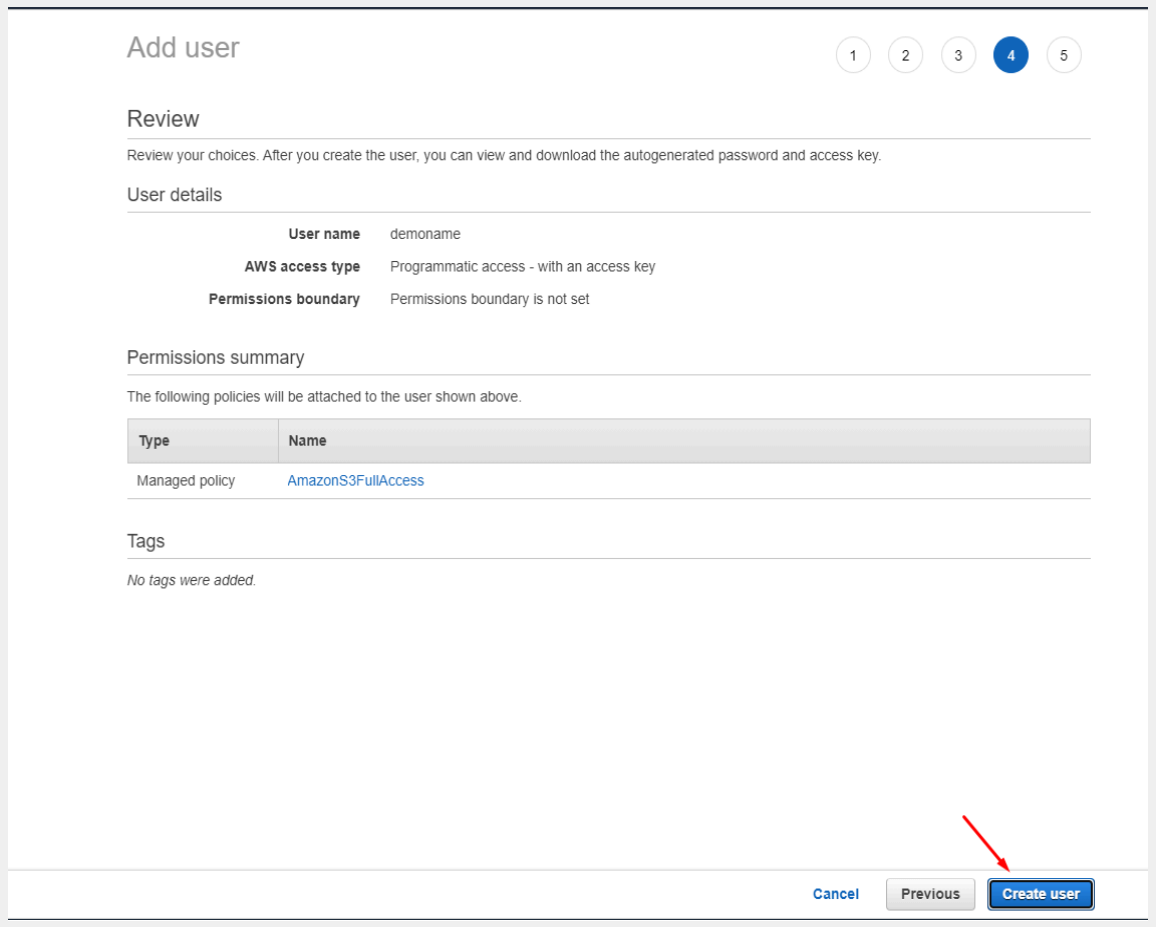


Figure: (78x) Add user (review) page

- 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.

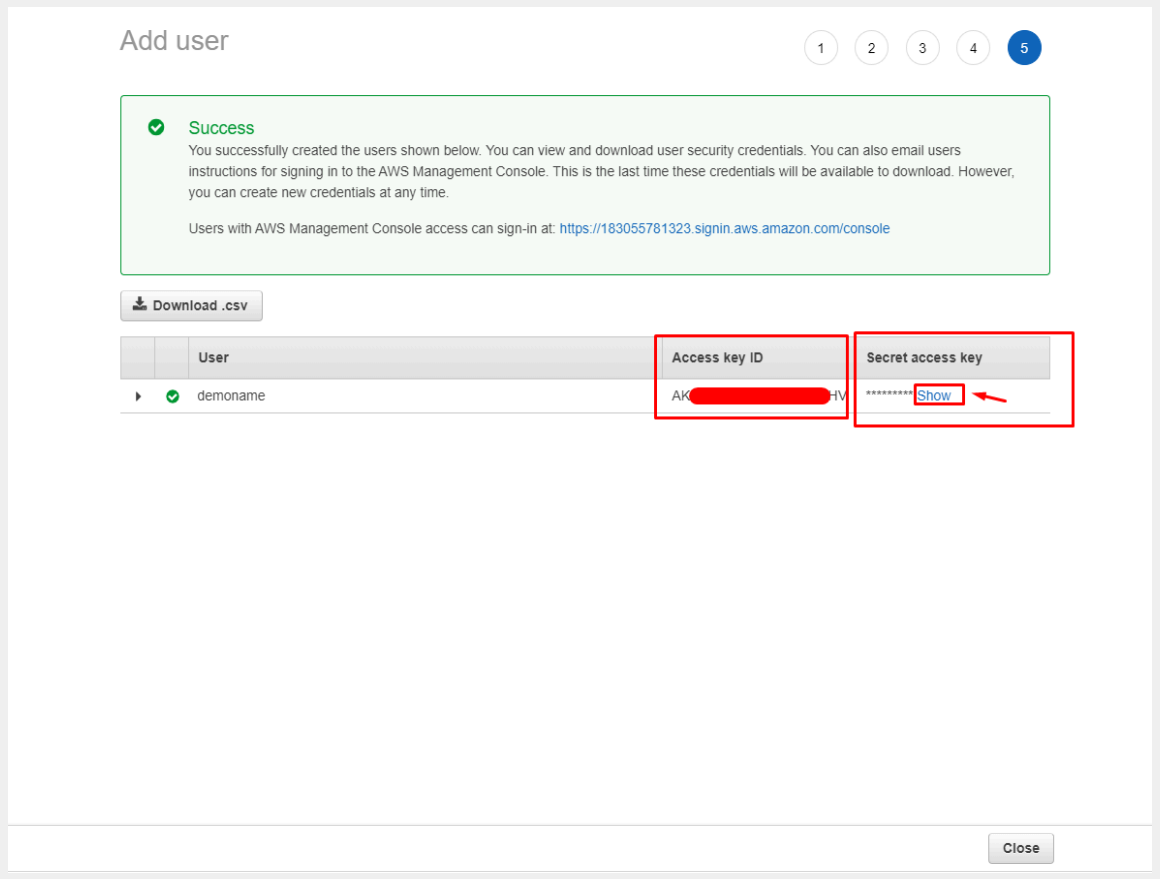


Figure: (78y) Add user (success) page

- 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.

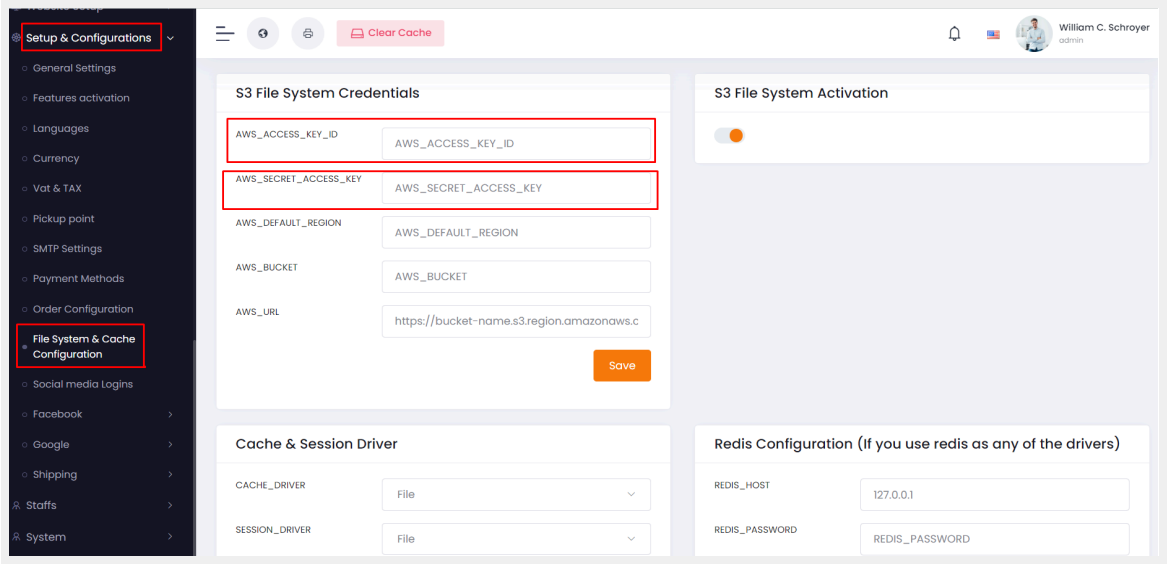


Figure: (78z) Insert S3 file system credentials

- 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.

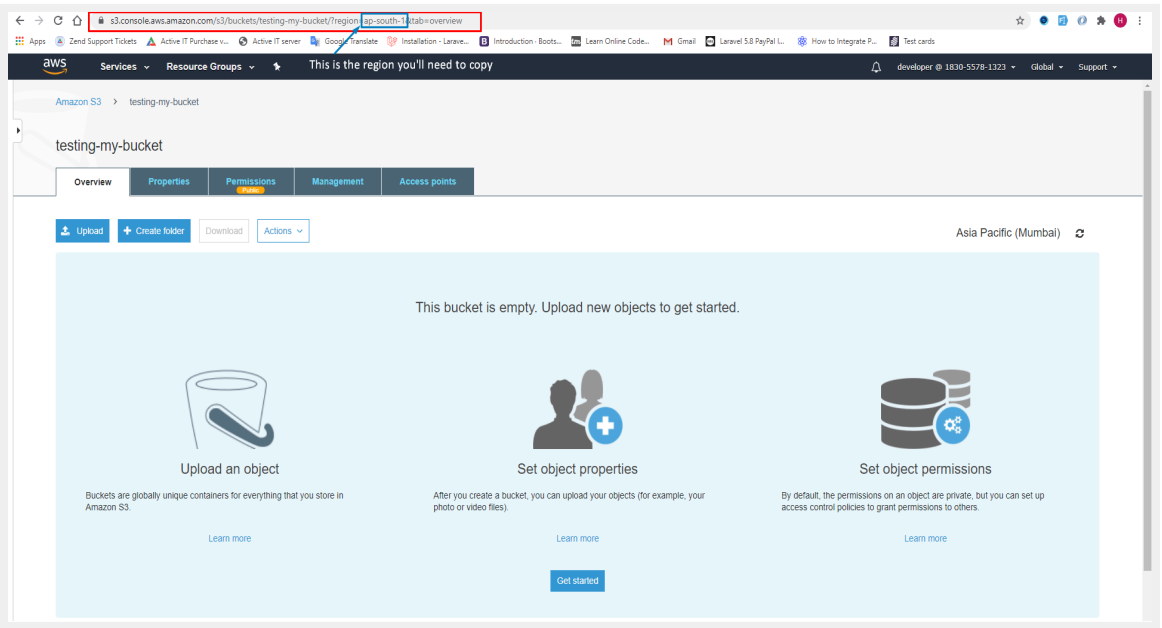


Figure: (78aa) Copy the region

- 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.

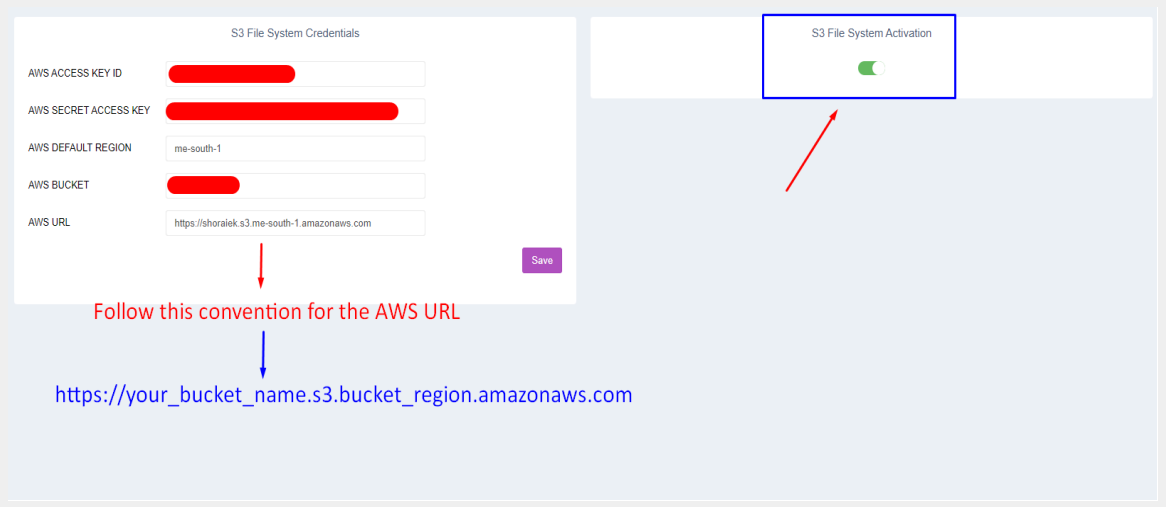


Figure: (78ab) AWS url

- 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

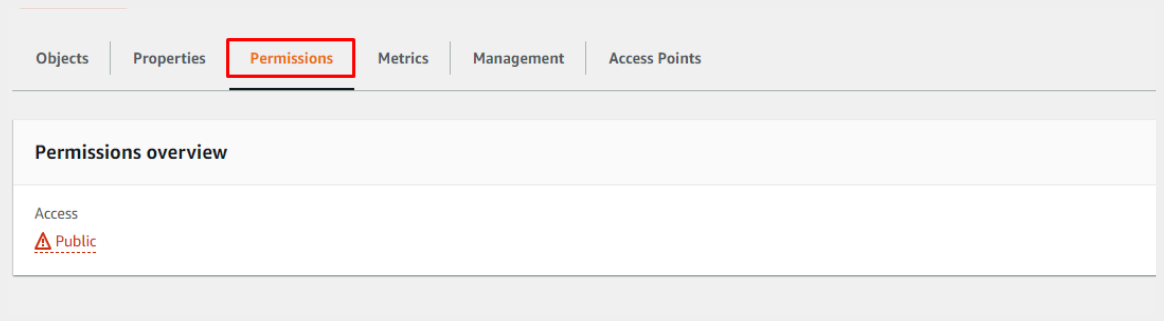


Figure: (78ac) Permission tab

- Click the Edit button of the Object Ownership section

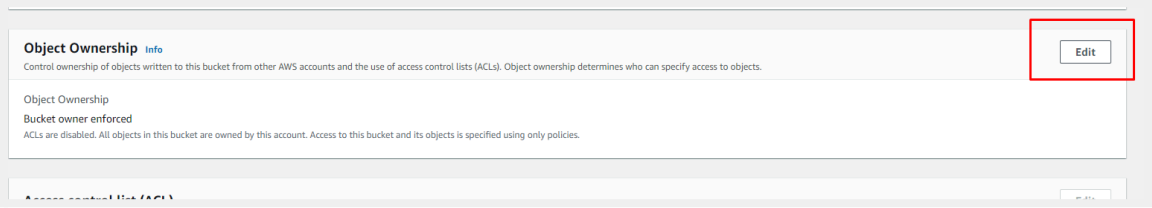


Figure: (78ad) Object ownership section

- And now follow as per the below

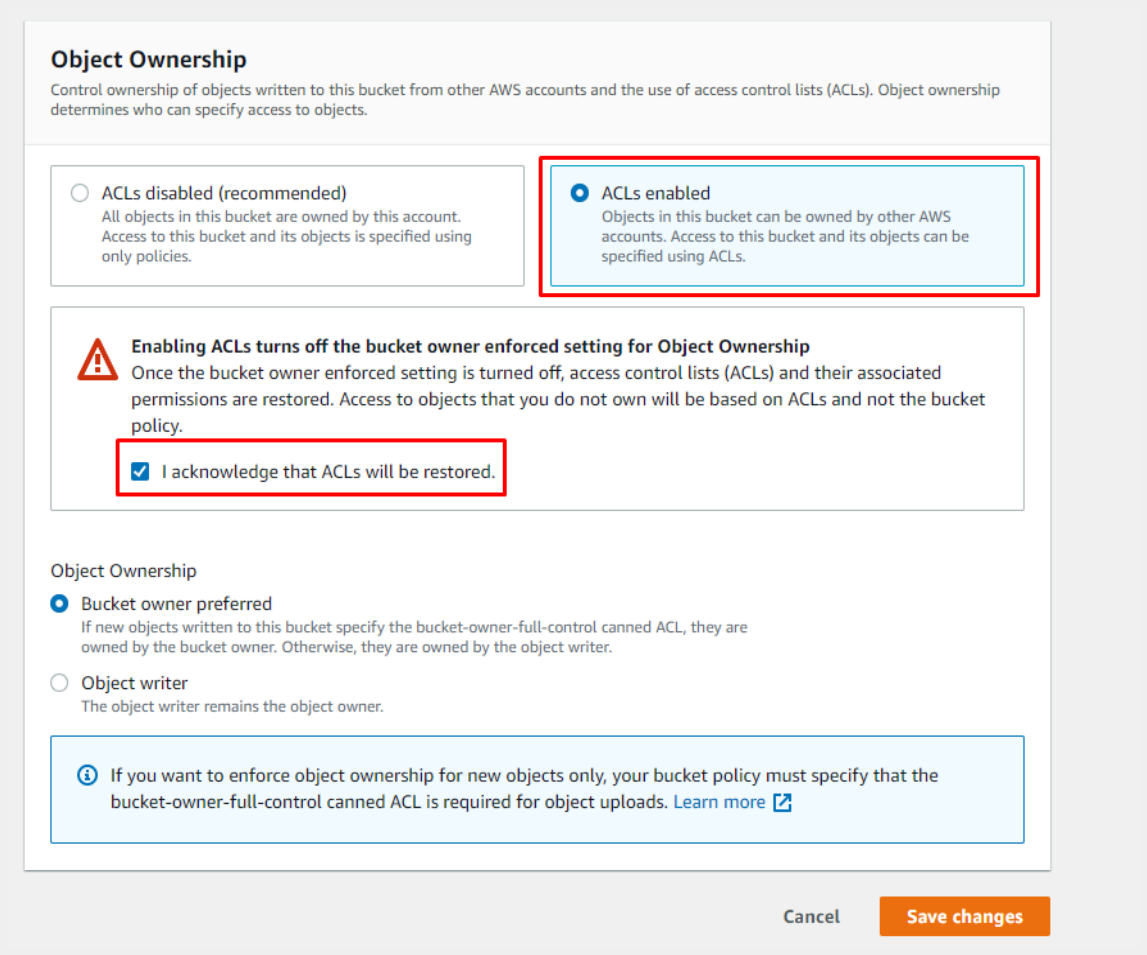


Figure: (78ae) Object ownership page

87. **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.

88. **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**"

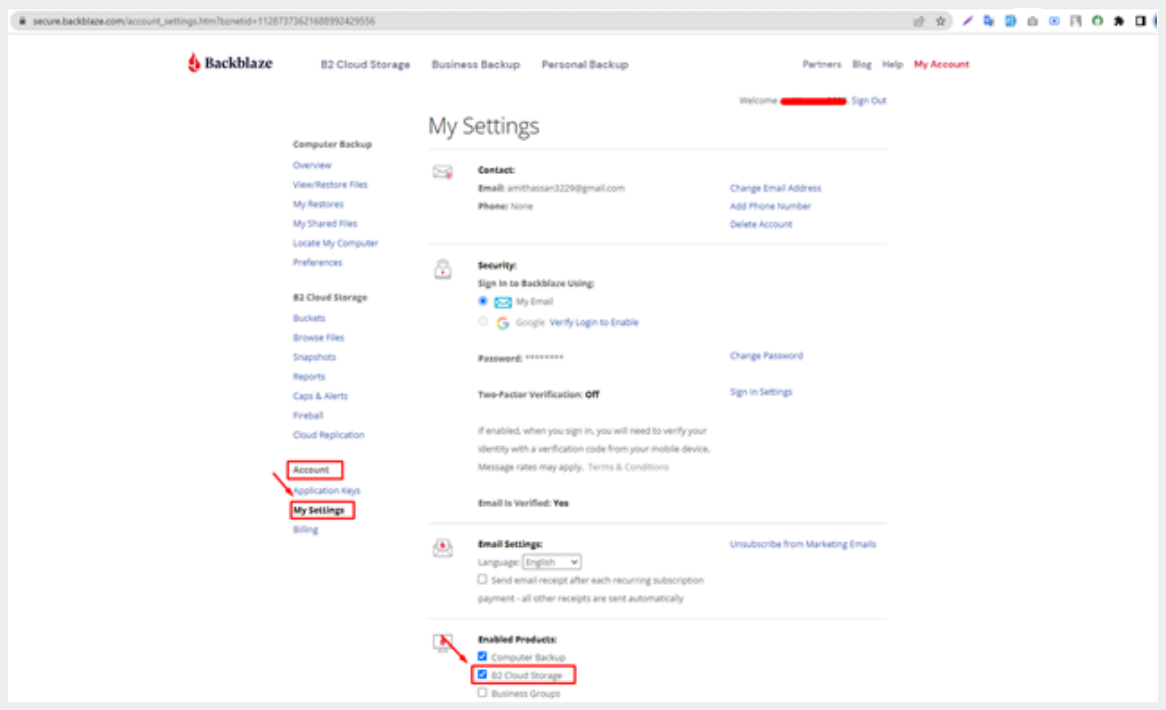


Figure: (80a) Enabling B2 Cloud Storage

- 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.

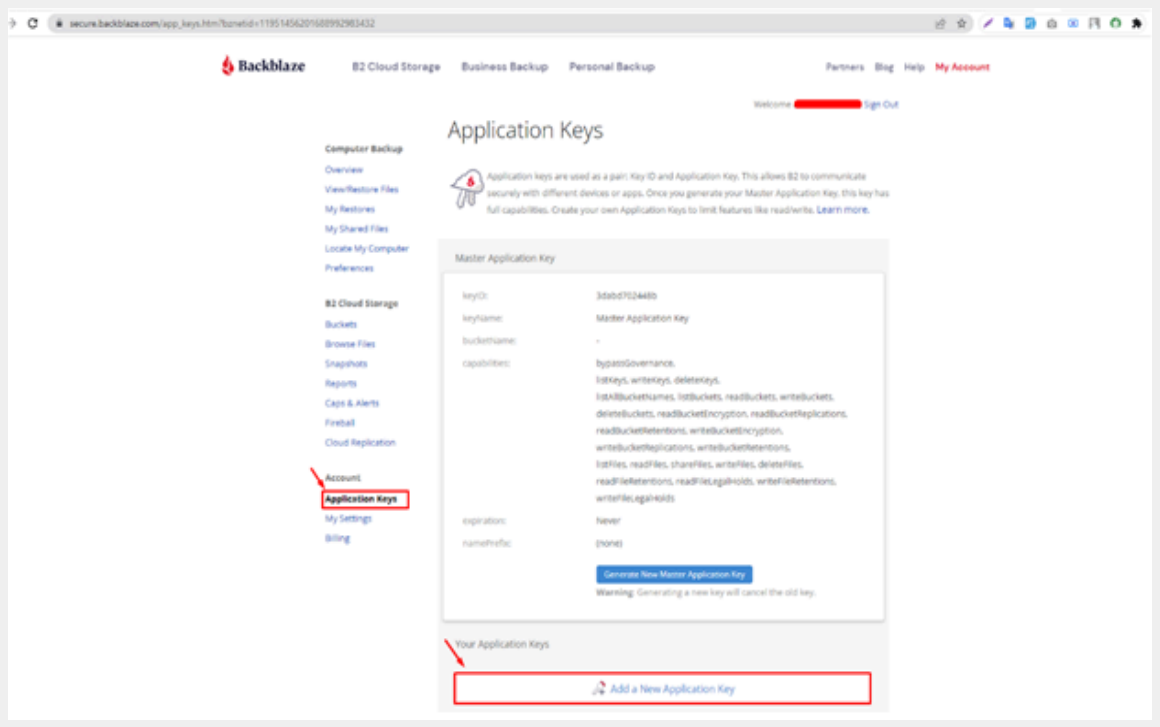


Figure: (80b) Adding new application key

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

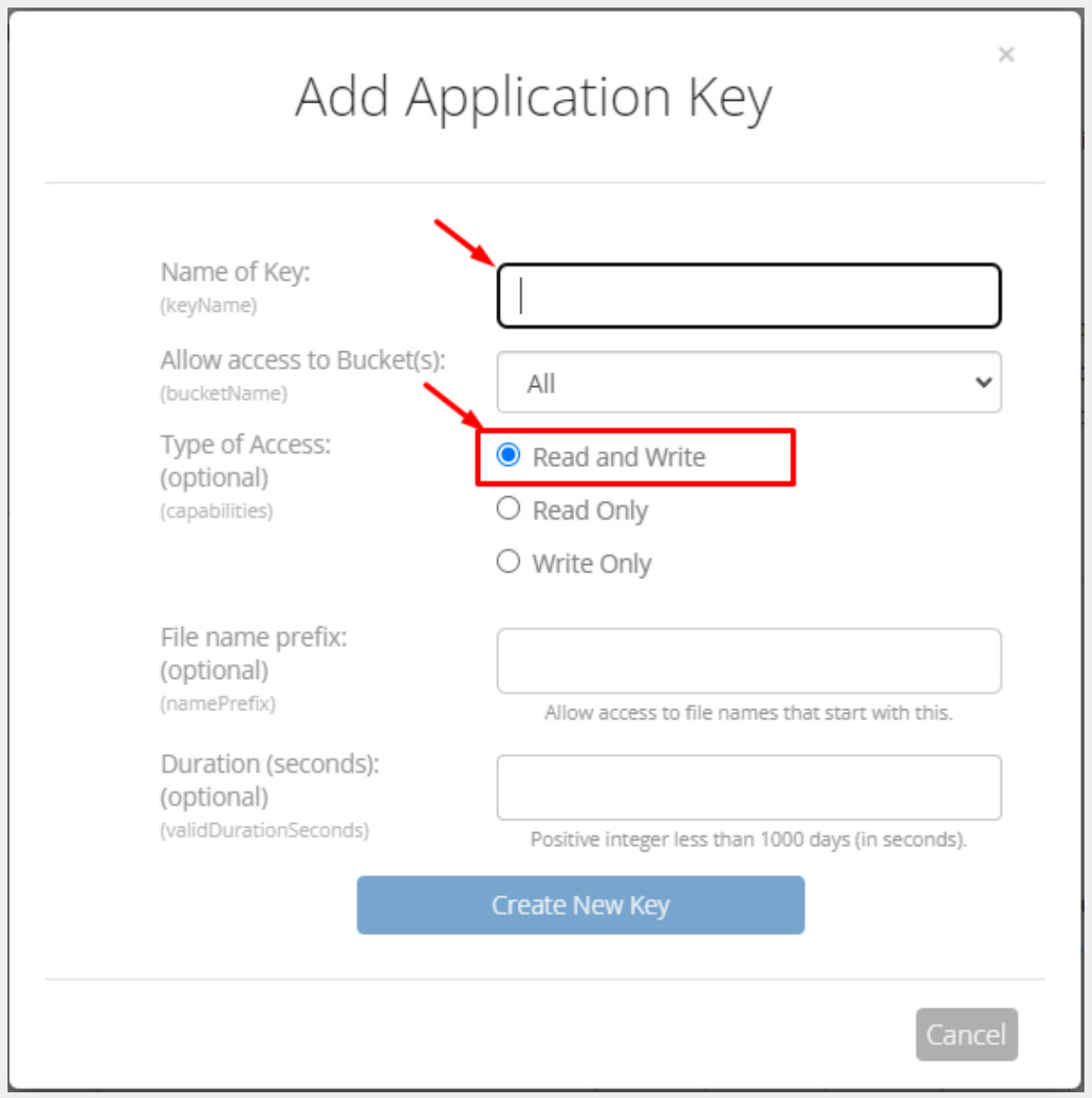


Figure: (80c) Creating Application new key

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

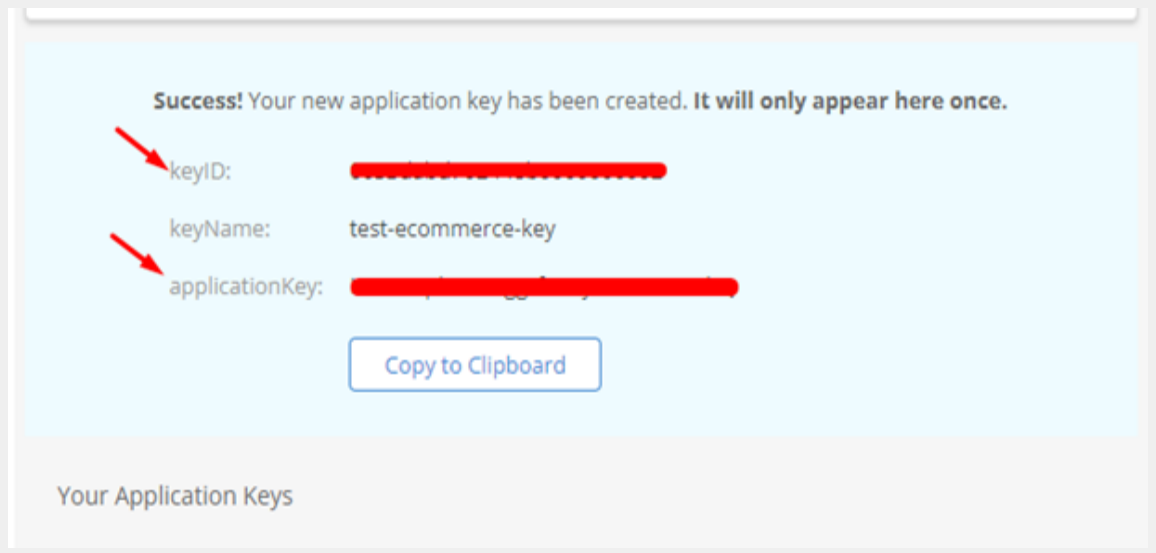


Figure: (80d) Showing application key

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

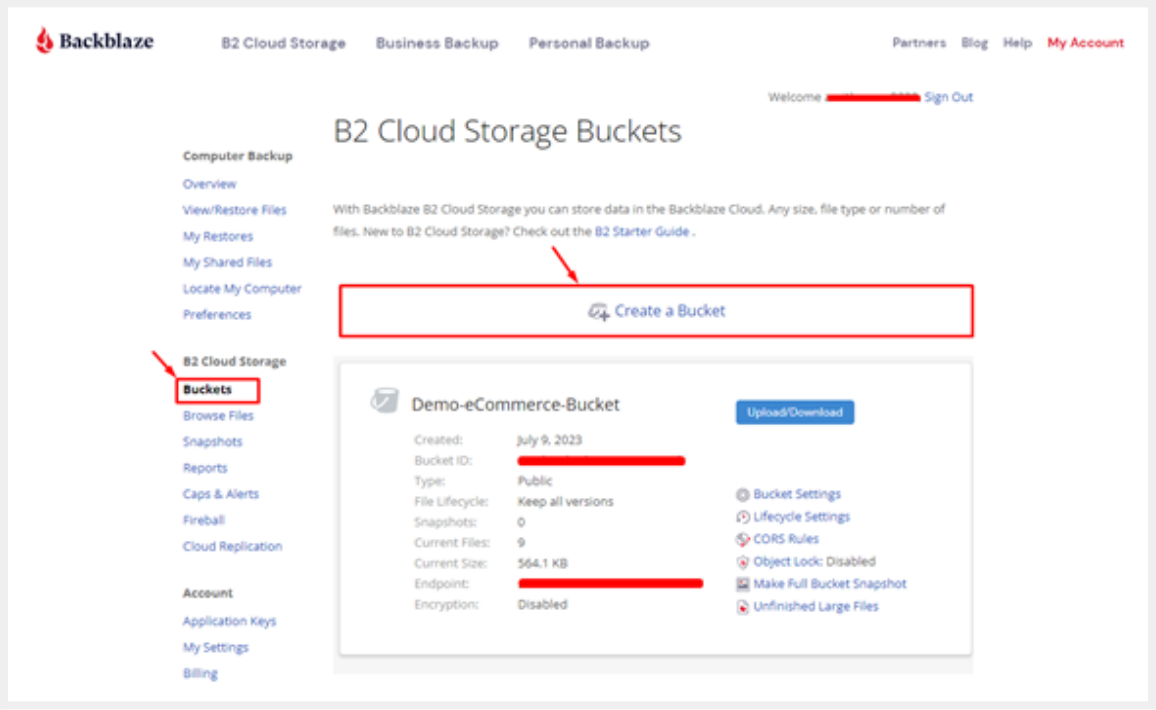


Figure: (80e) Creating B2 cloud storage Bucket

- 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.

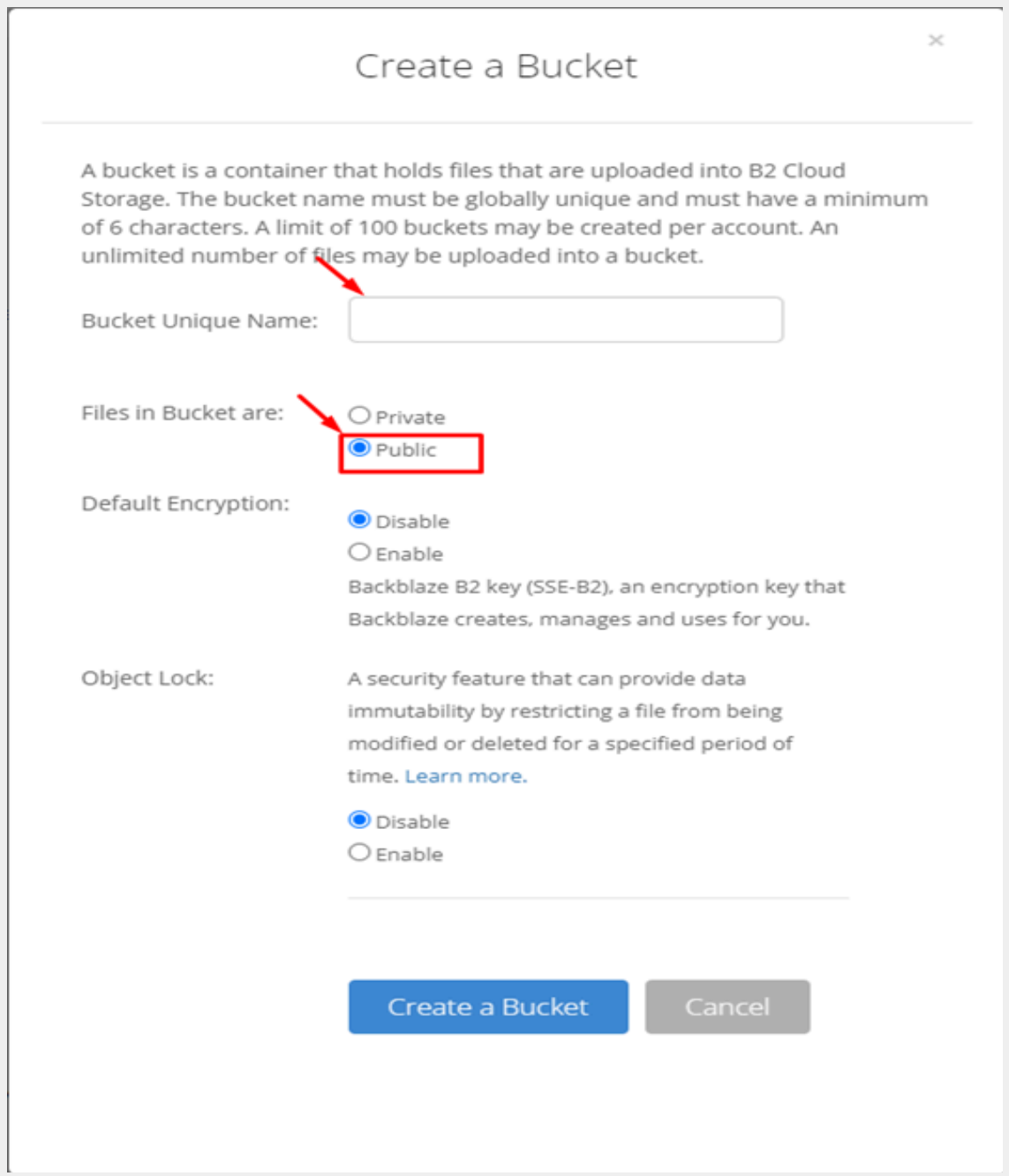


Figure: (80f) Creating Bucket

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

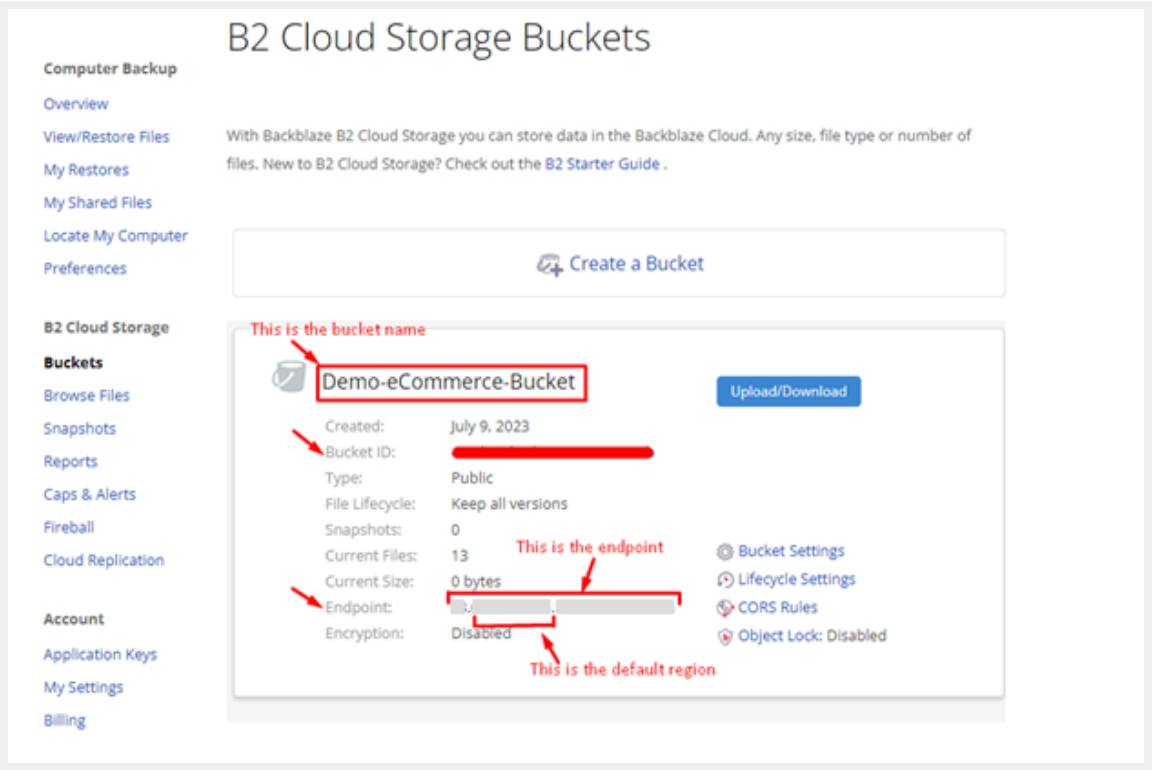


Figure: (80g) Showing B2 Cloud Storage Buckets

89. 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.

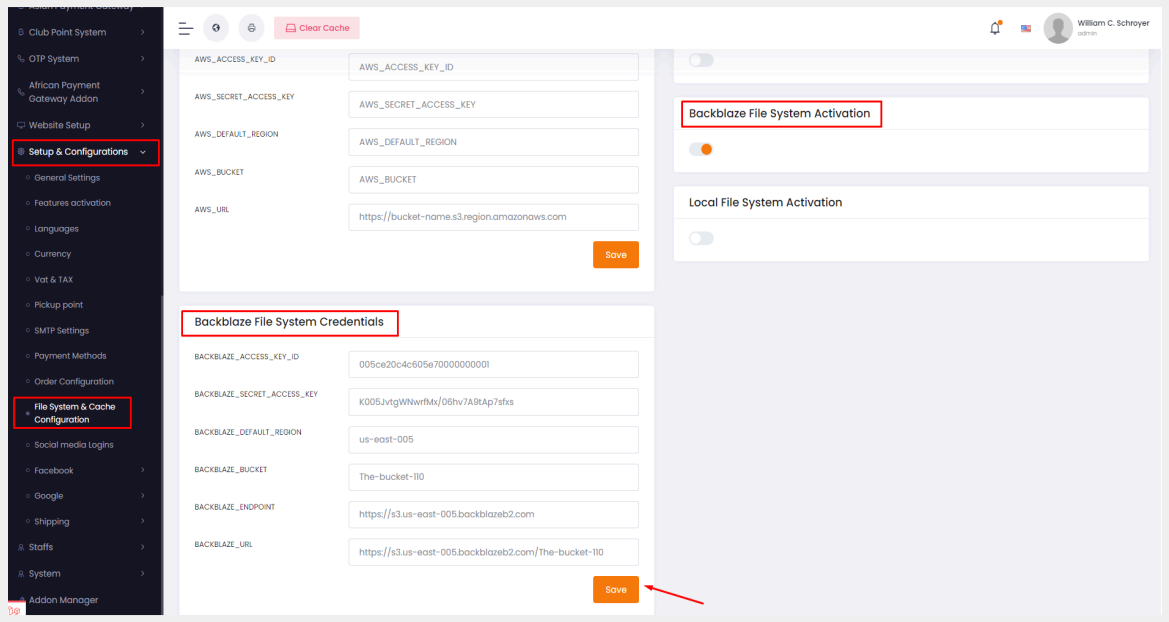


Figure: (81a) Inserting Backblaze file system credentials

90. **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.

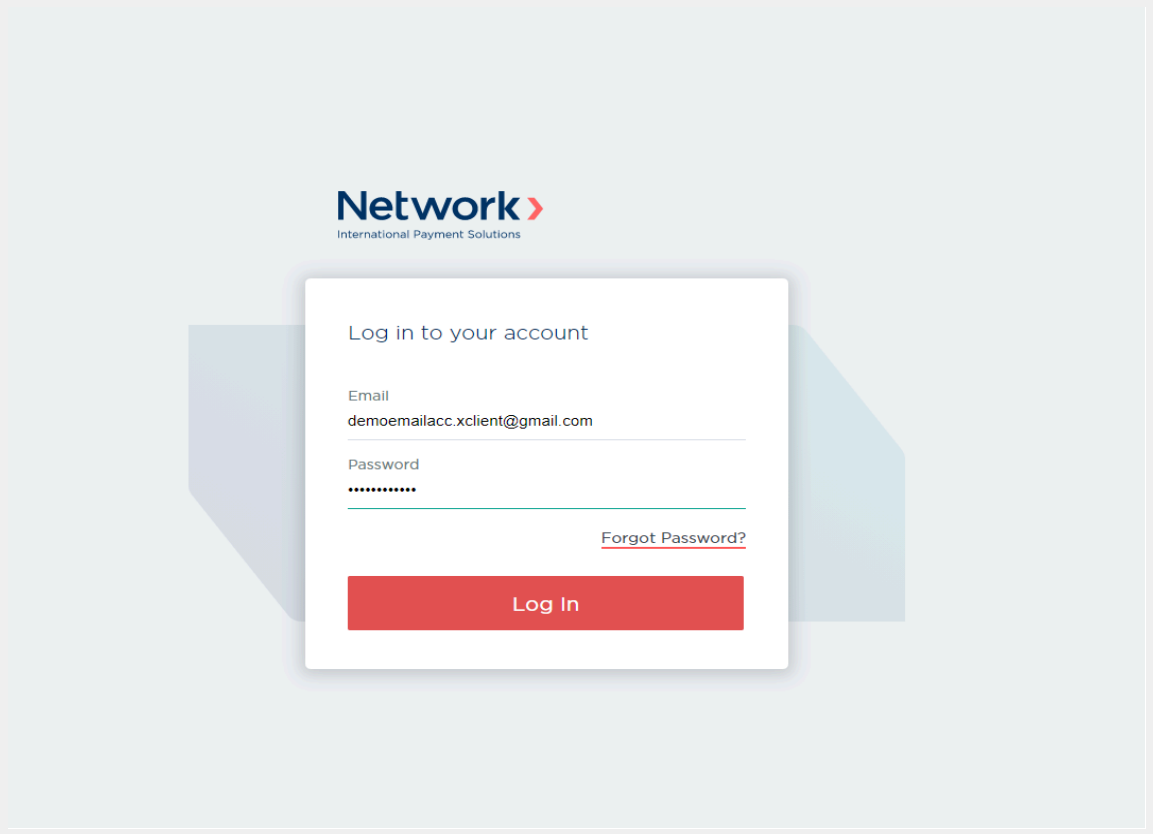


Figure: (82a) Log in panel

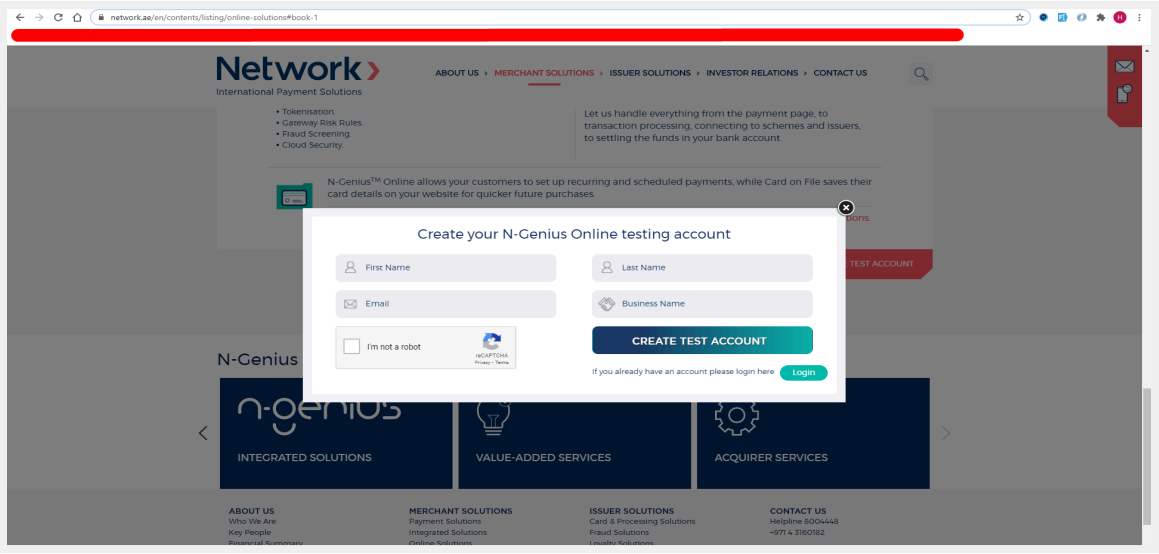


Figure: (82b) Create ngenius account pop up

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

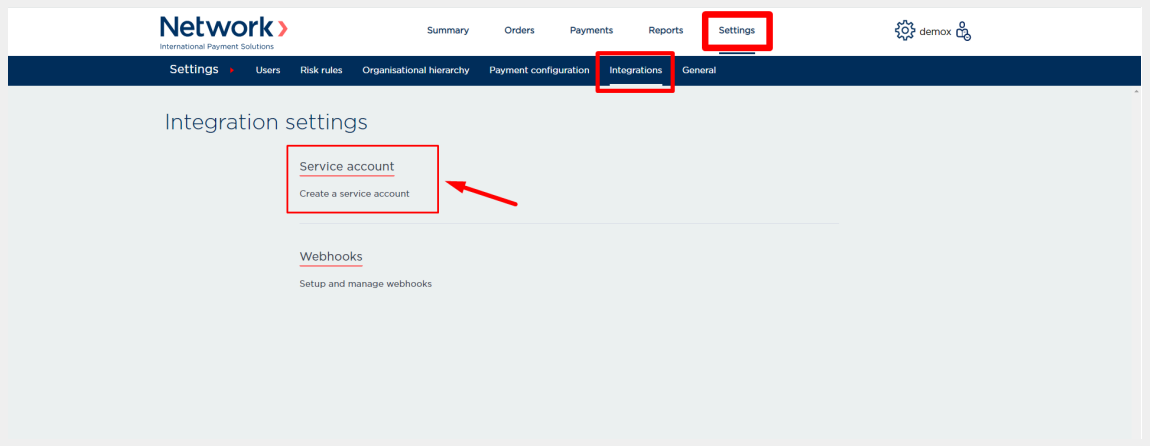


Figure: (82c) Creating Bucket Form next step

- 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.

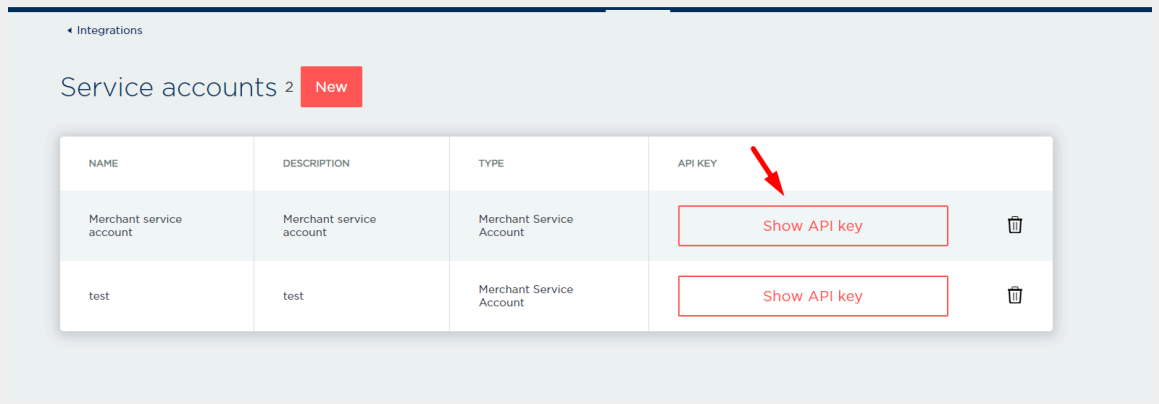


Figure: (82d) Ngenius API key field

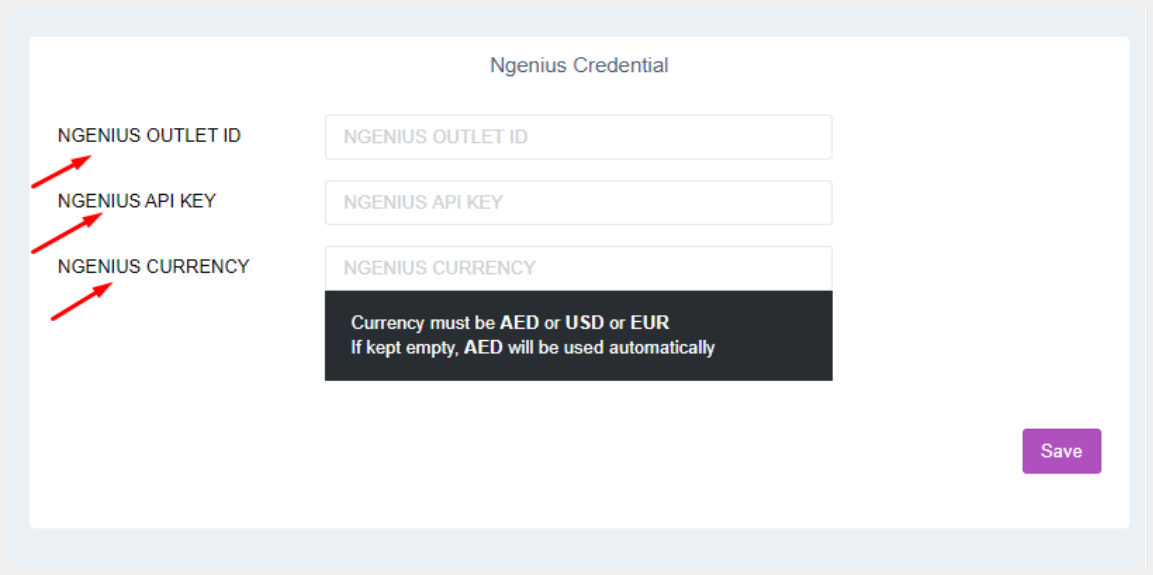


Figure: (82e) Ngenius credential

- 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.

91. 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

92. **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

93. **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”

94. 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 Method**
- From here you can enable your preferred shipping method

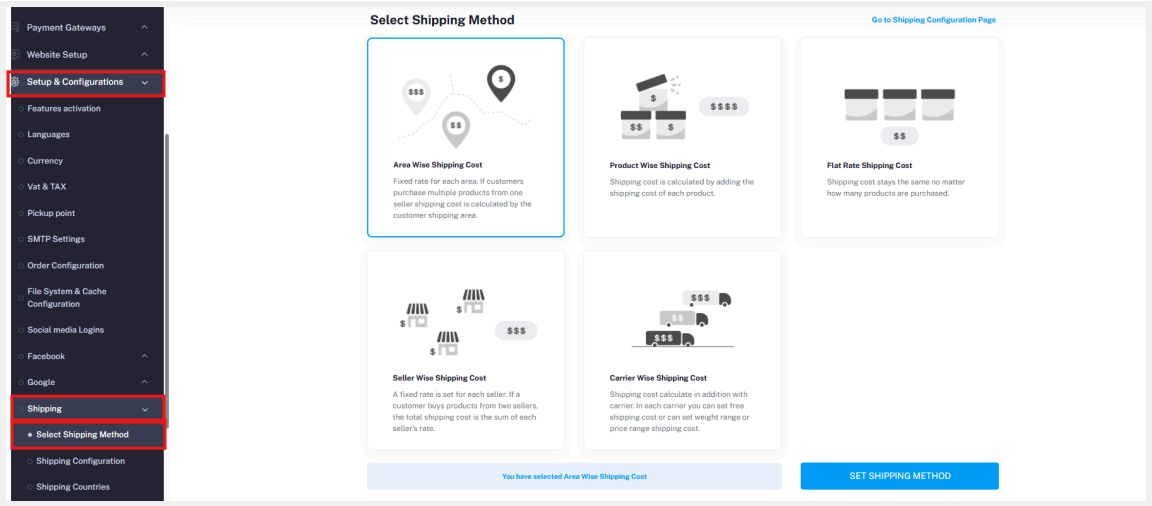


Figure: (86a) All shipping methods

95. **How to configure** area**-wise shipping cost?**

Answer:

- **Log in** to the **admin** panel.
- Navigate to **Setup & Configuration > Shipping> Shipping Configuration** and choose **Area Wise Shipping Cost**. This requires setting up the full location hierarchy.

  Country → State → City → Area.

Regardless of the **shipping method** you choose, the **system's shipping area coverage** and the **fields shown in the customer address** will **depend** on the below **configuration.**

- **Shipping Country:**

  Navigate to **Shipping Countries** and enable or disable countries according to your business's operational regions.

- If you operate in only **one country,** the country field will **disappear** from all events where address is needed. And it also simplifies the checkout process.
- If you choose to enable **multiple countries**, the field will be **visible** to users and they can select countries for shipping addresses.
- If a country is disabled, all associated states, cities, and areas under that country will be automatically disabled

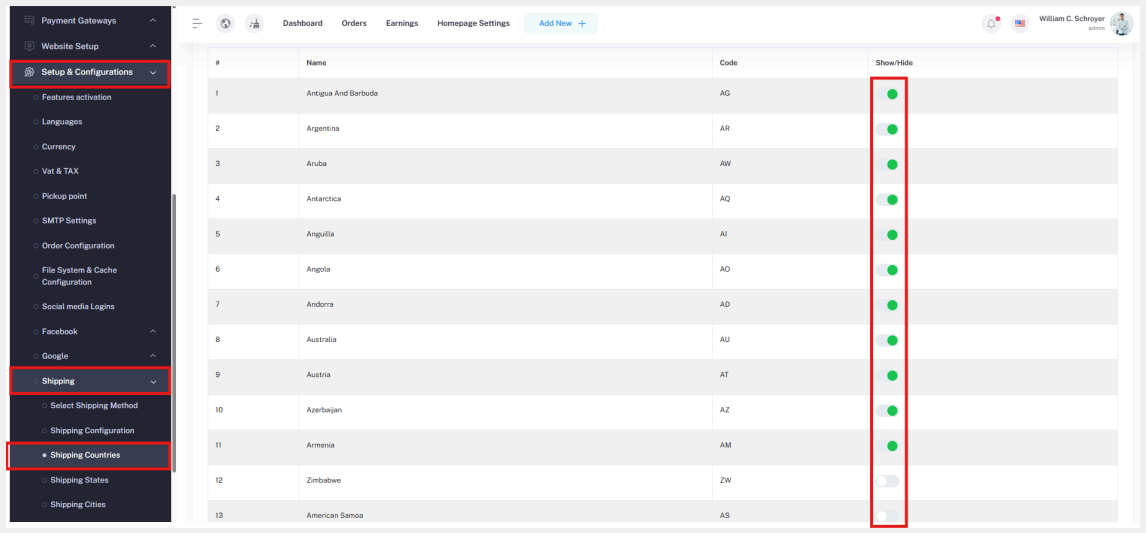


Figure: (87a) Enable preferred shipping countries

- **Shipping States:**

  To configure **states**, first enable or disable the states option from **Shipping Configuration**.

  - If enabled, navigate to **Shipping State** to create and enable states under the selected countries.
  - If you prefer not to use states, this level can be skipped. States will not be displayed in any event where address is required.
  - If a state is disabled, all associated cities, and areas under that country will be automatically disabled.
  - If an existing address has no matching state, the system will show a “We no longer deliver to this address” message where an address is needed.

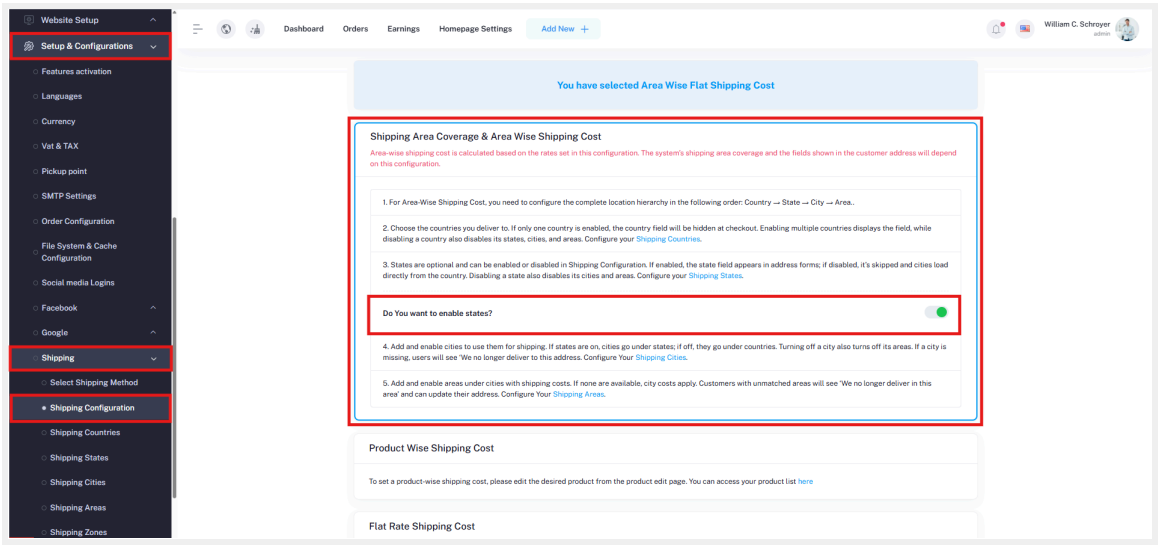


Figure: (87b) Shipping Configuration

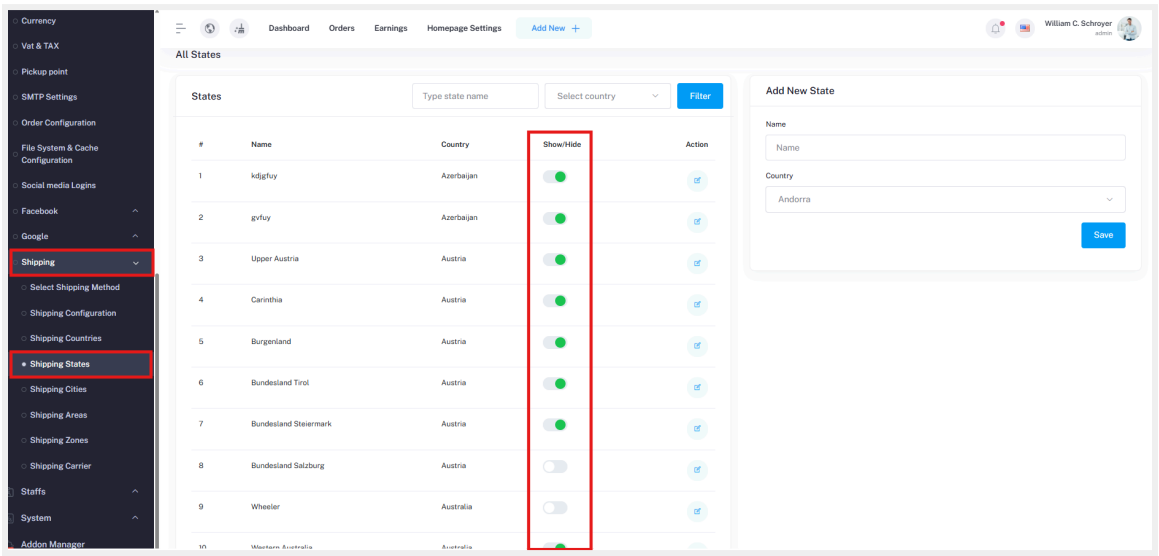


Figure: (87c) Create and Enable Shipping State

- **Shipping Cities:**

  Go to **Shipping Cities** to create or enable your required cities.

  - If states are enabled, you must create or enable cities that belong to the relevant states.

- If states are not enabled, you can directly create or enable cities under the selected countries. Input the city-specific shipping cost and enable the cities for shipping.
- If an existing address has no matching city, the system will show a “We no longer deliver to this address” message where an address is needed.
- If a city is disabled, all associated areas under that country will be automatically disabled.

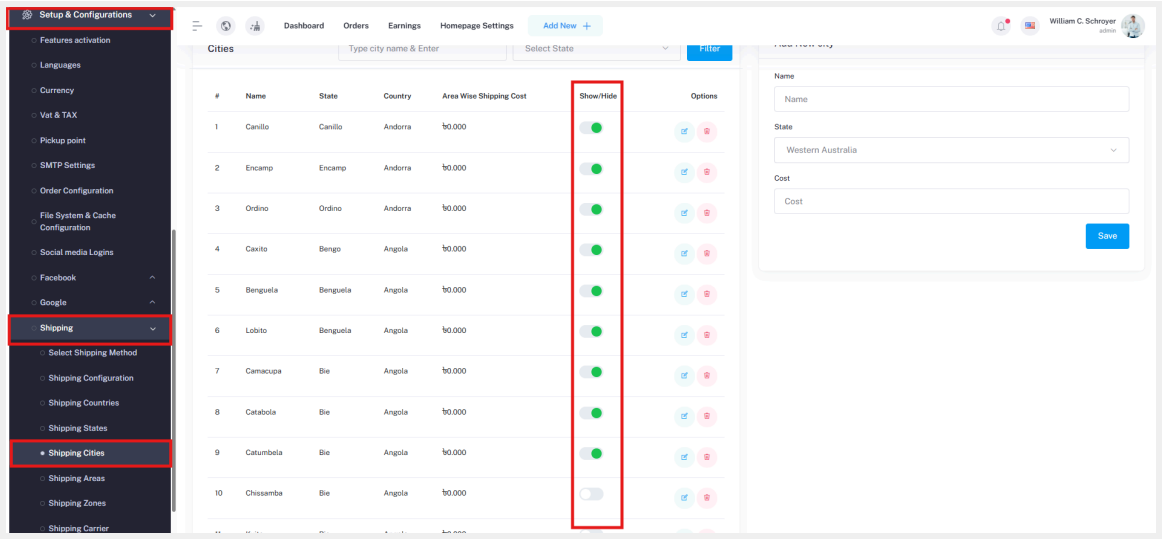


Figure: (87d) Create and Enable Shipping Cities

- **Shipping Areas:**

  Navigate to **Shipping Areas** to create your required shipping areas.
- Create areas under the relevant cities, assign flat shipping costs for each area, and enable them.
- If no areas are created or all are disabled, the system will use city-level shipping costs, also the area field will be disappeared from the address form.

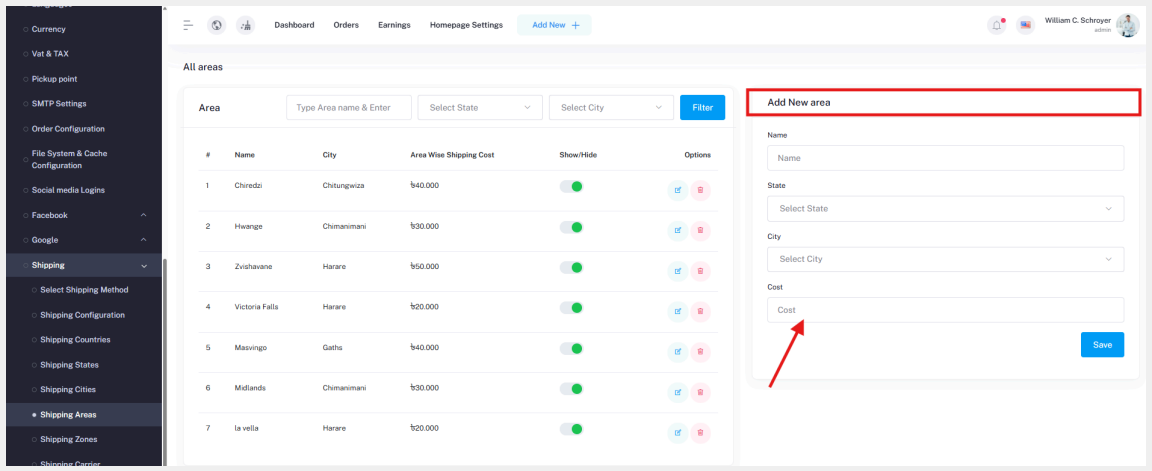


Figure: (87e) Create and Enable Shipping Areas

96. **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 > Shipping Method** 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

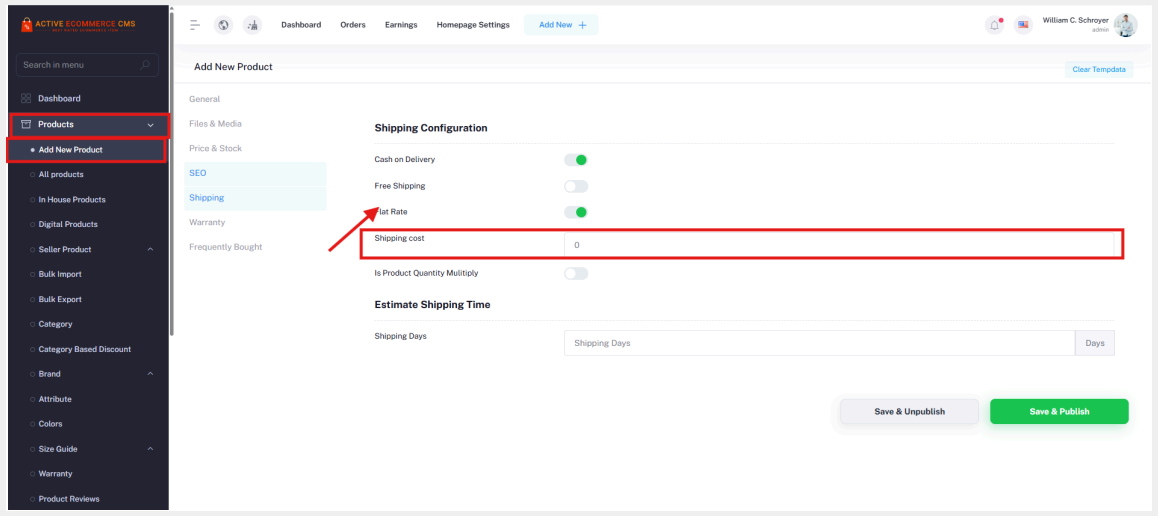


Figure: (88a) Product wise shipping cost

****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.

97. **How to configure** Flat Rate S**hipping cost?**

Follow the below procedure:

- **Log in** as an **admin**
- Go to **Setup & Configuration > Shipping > Shipping Method, and** choose **Flat Rate Shipping Cost.**
- Navigate to **Shipping Configuration** and assign the cost for the flat rate shipping method.

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

98. **How to configure the** Seller Wise S**hipping cost?**

Answer:

Please follow the below procedure:

- **Log in** to the **admin** panel
- Go to **Setup & configuration > Shipping > Shipping Configuration, and** choose **Seller Wise Shipping Cost.**
- Navigate to **Shipping Configuration** and assign the cost for seller wise shipping method.

****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.**

99. **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 Method**.
- From the shipping method select **carrier-wise shipping cost**
- Then click the **save** button.

100. **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.

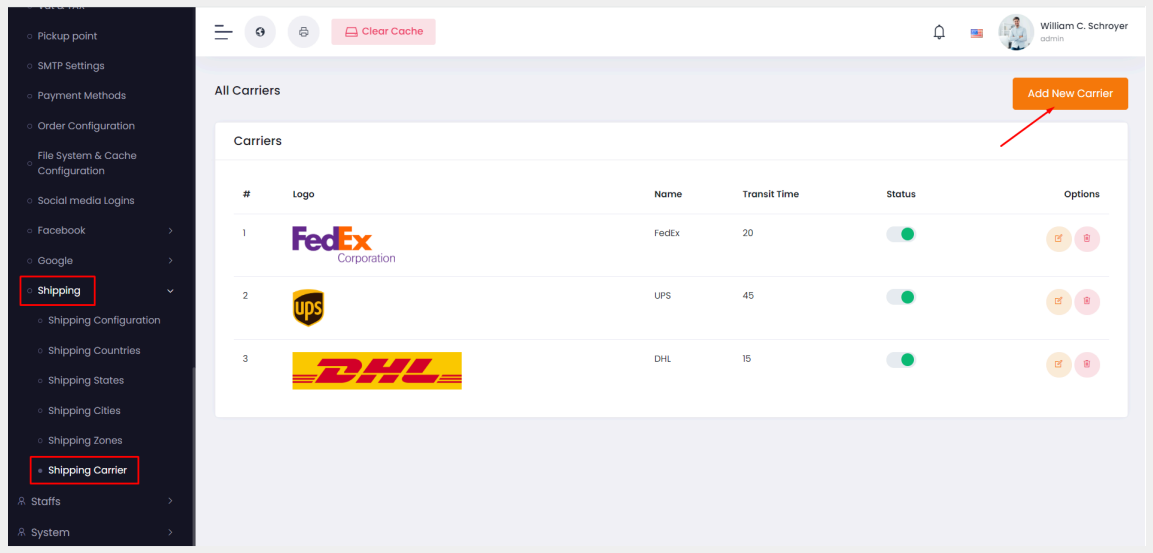


Figure: (92a) Shipping carrier add

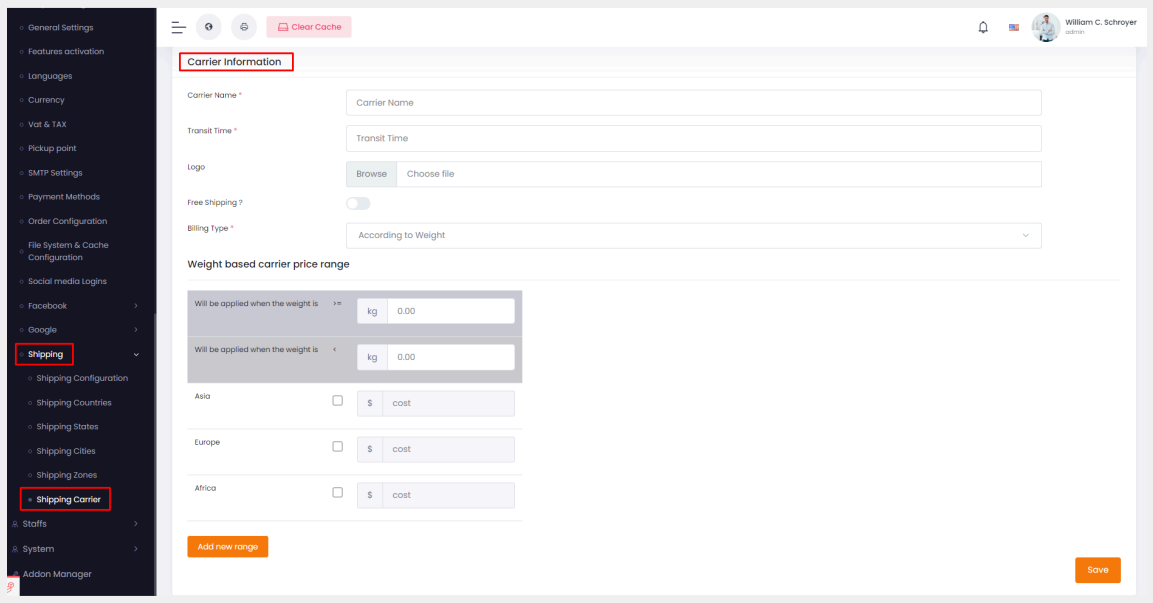


Figure: (92b) Shipping carrier add form

101. 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.

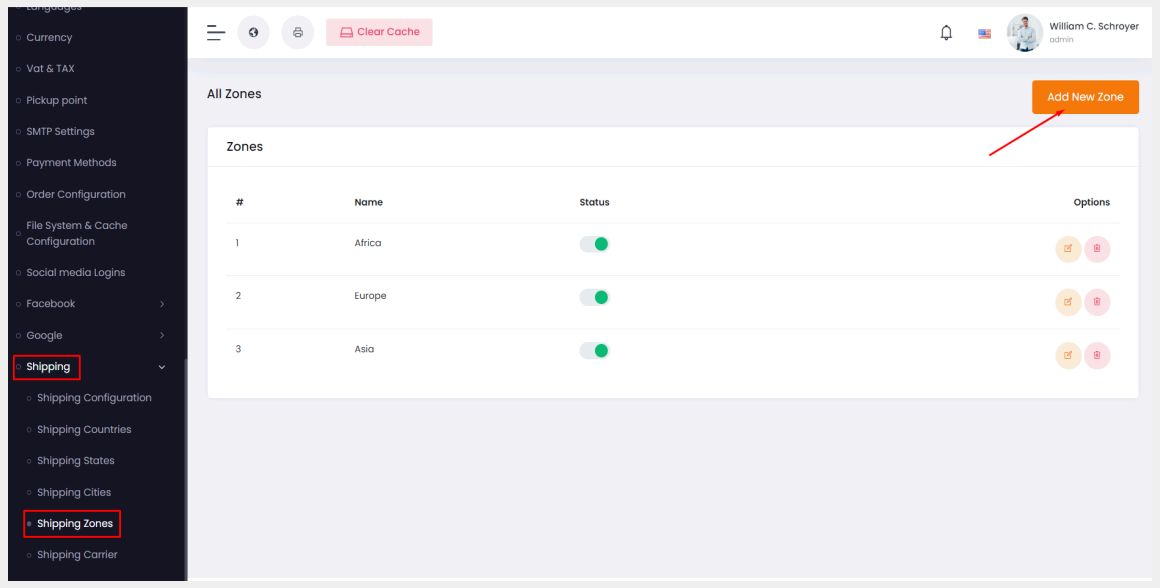


Figure: (93a) Create zone for carrier-wise shipping

102. 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.

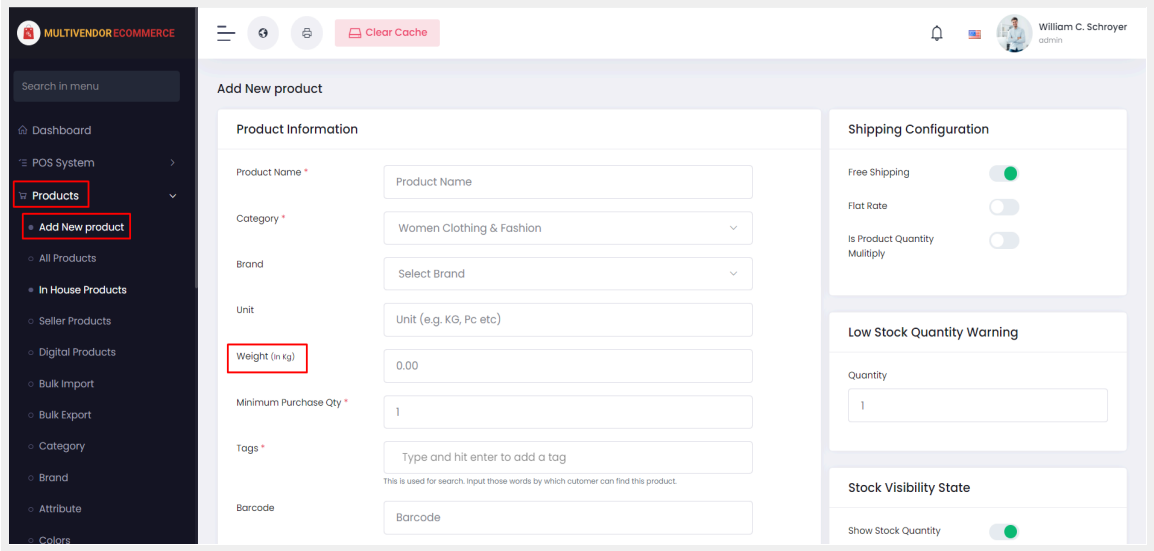


Figure: (94a) insert weight field

103. How can customers set Default Shipping and Billing Addresses?

Answer:

Follow the steps below:

- Log into the customer panel.
- Go to **Manage Profile** submenu
- Scroll down to **Address** and click on the 3 dot menu beside any address.
- Click on **Make This Default Shipping** and/or **Make This Default Billing** to set the address as Default Shipping or Default Billing.

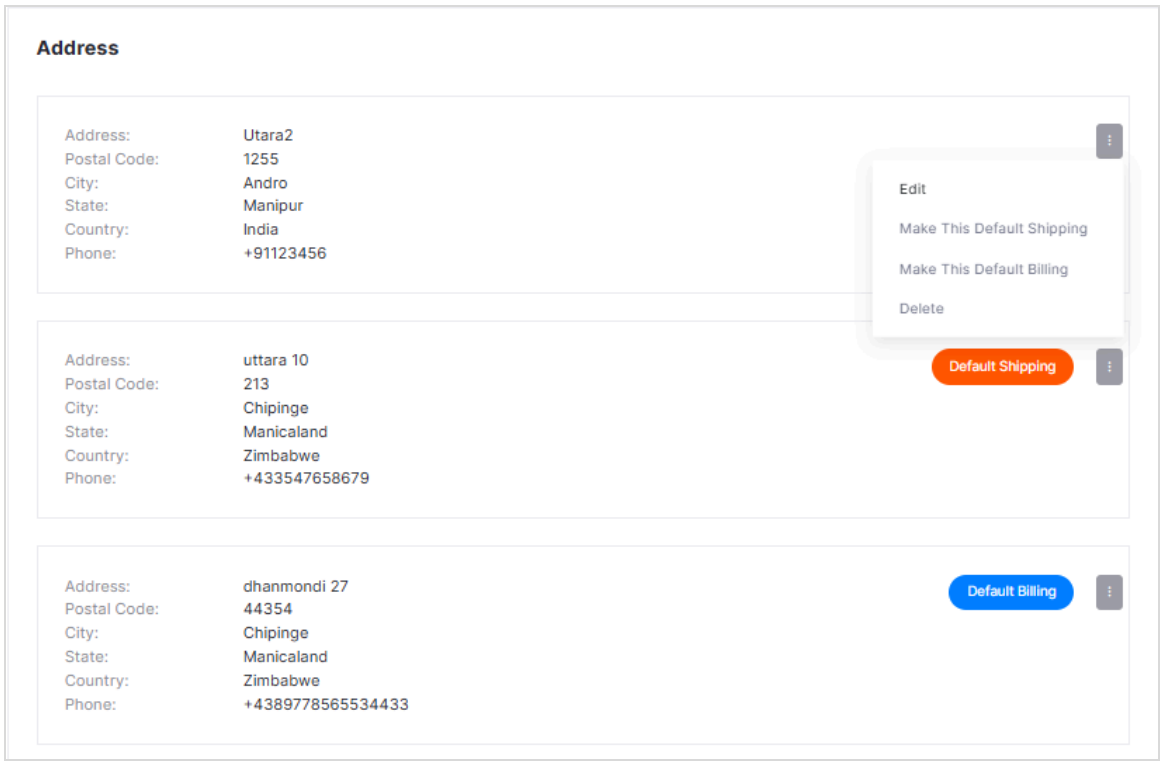


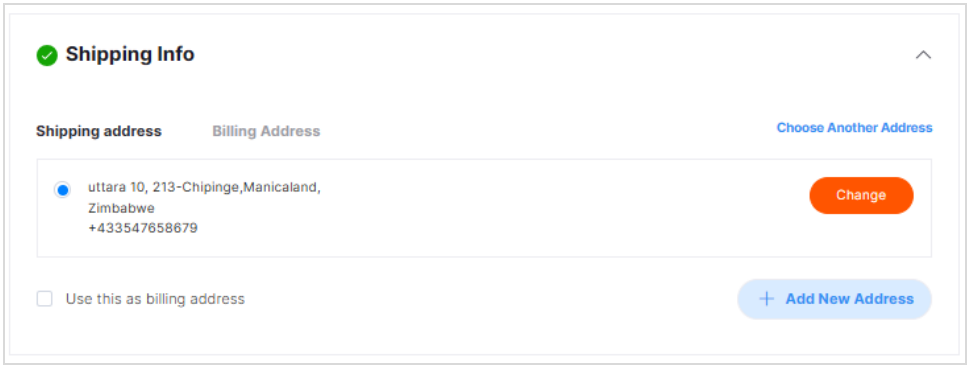
Figure: (100) Customer sets Default Shipping or Billing Address.

104. How can a customer choose a Shipping and Billing Address during the checkout process?

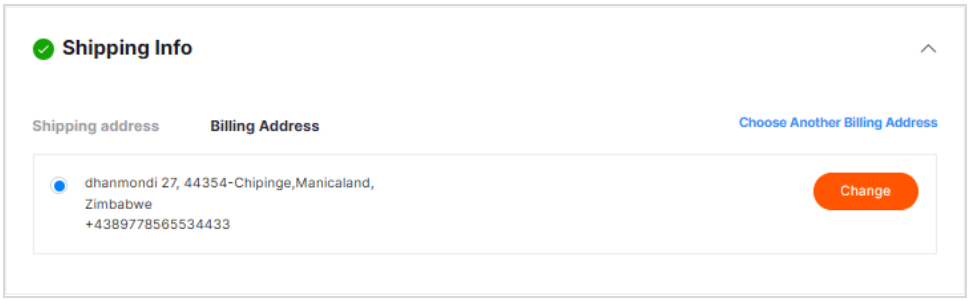
Answer:

Follow the steps below:

- In the **checkout** procedure on the **Shipping Info,** customer's Default Shipping and Billing addresses are preselected under the two tabs Shipping Address and Billing Address.
    - **Shipping Address:** Preselects the Default Shipping Address set by the customer. Customers can also **Choose Another Address** from the list of his saved addresses, **Change** (Modify the currently selected address), **Add** a **New Address** or **check mark "Use this as billing address"** to set the currently selected shipping address for billing from this section as well.

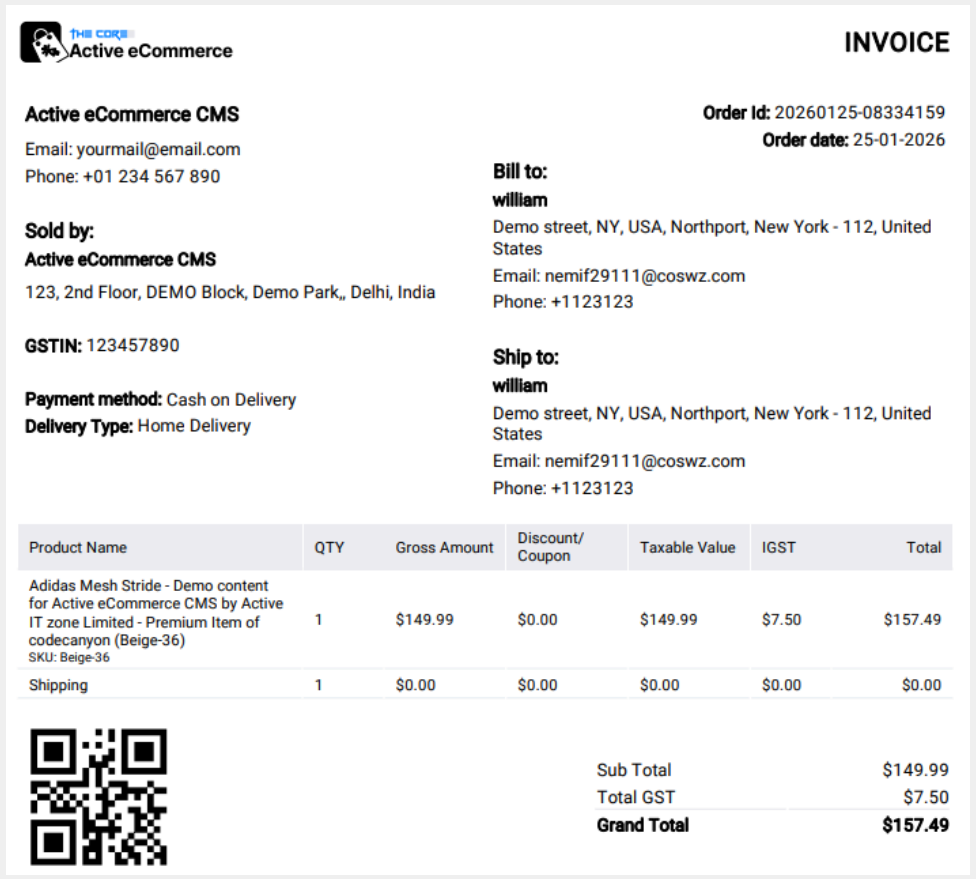


- **Billing Address:** Preselects the Default Billing Address set by the customer. Customers can also **Choose Another Address** from the list of his saved addresses or **Change** (Modify the currently selected address).



*** The Billing Address tab on the Checkout page is visible only when Billing Address Required is enabled under Setup & Configuration → Features Activation. If disabled, Billing Address tab is removed and thus customers cannot select a separate billing address during checkout.*

- The shipping and billing addresses are visible in the invoice of the order



INVOICE

Active eCommerce CMS
Email: yourmail@email.com
Phone: +01 234 567 890

Sold by:
Active eCommerce CMS
123, 2nd Floor, DEMO Block, Demo Park,, Delhi, India

GSTIN: 123457890

Payment method: Cash on Delivery
Delivery Type: Home Delivery

Order Id: 20260125-08334159
Order date: 25-01-2026

Bill to:
william
Demo street, NY, USA, Northport, New York - 112, United States
Email: nemif29111@coswz.com
Phone: +1123123

Ship to:
william
Demo street, NY, USA, Northport, New York - 112, United States
Email: nemif29111@coswz.com
Phone: +1123123

Product Name	QTY	Gross Amount	Discount/ Coupon	Taxable Value	IGST	Total
Adidas Mesh Stride - Demo content for Active eCommerce CMS by Active IT zone Limited - Premium Item of codecanyon (Beige-36) SKU: Beige-36	1	$149.99	$0.00	$149.99	$7.50	$157.49
Shipping	1	$0.00	$0.00	$0.00	$0.00	$0.00

Sub Total	$149.99
Total GST	$7.50
Grand Total	**$157.49**

105. 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.

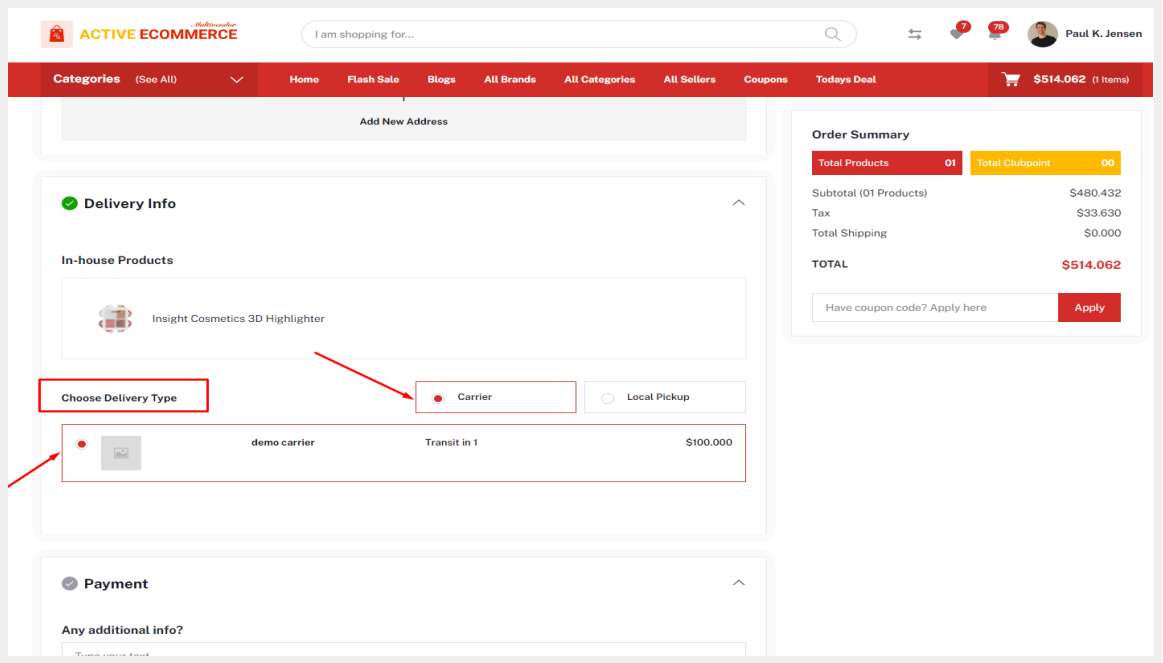


Figure: (95a) Customer chooses carrier during the checkout process

106. 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

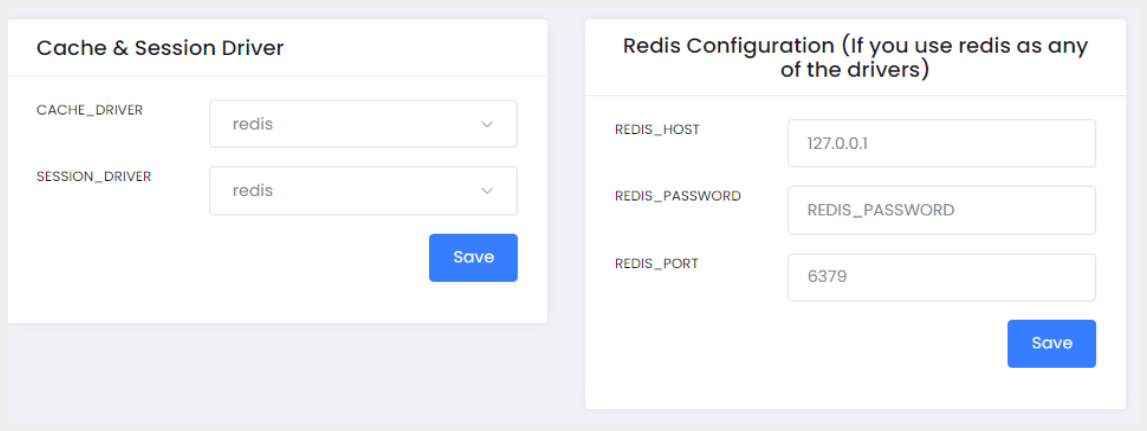


Figure: (96a) Configure Redis Cache Support

107. 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/

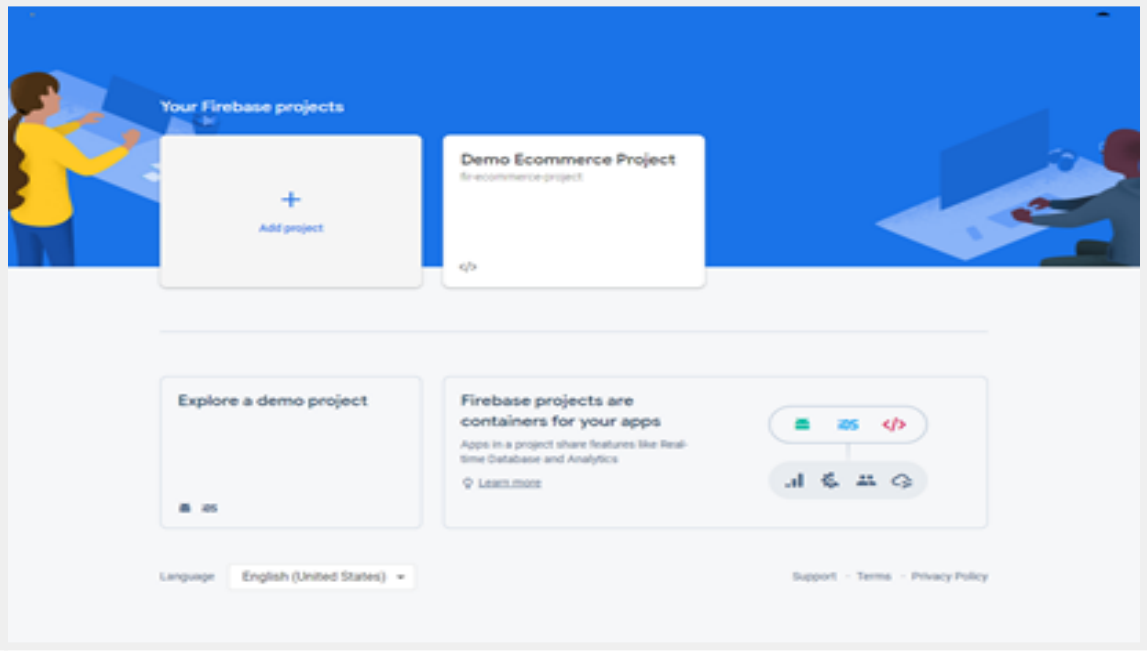


Figure: (97a) Firebase Project step 1

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

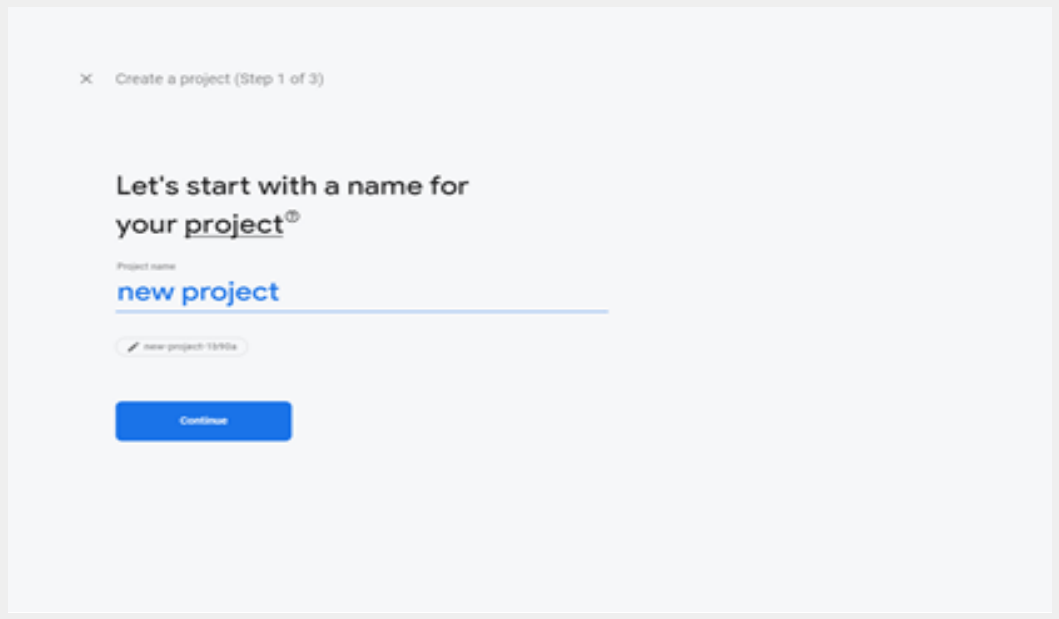


Figure: (97b) Firebase project step 2

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

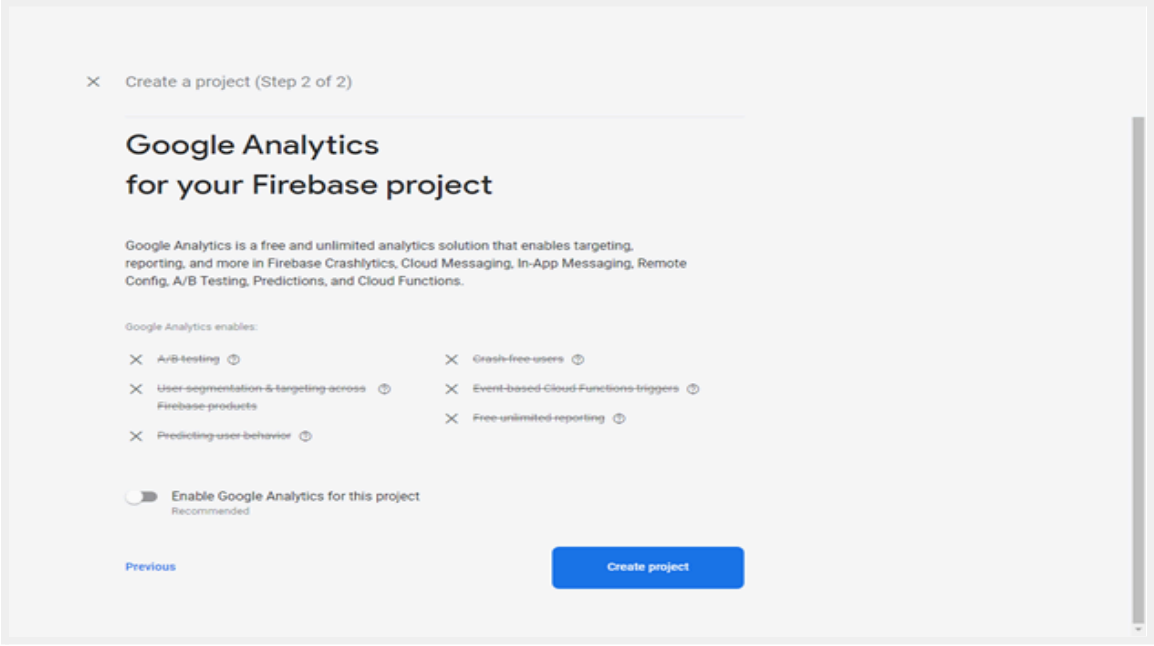


Figure: (97c) Google Analytics for firebase project

- After then click on continue button

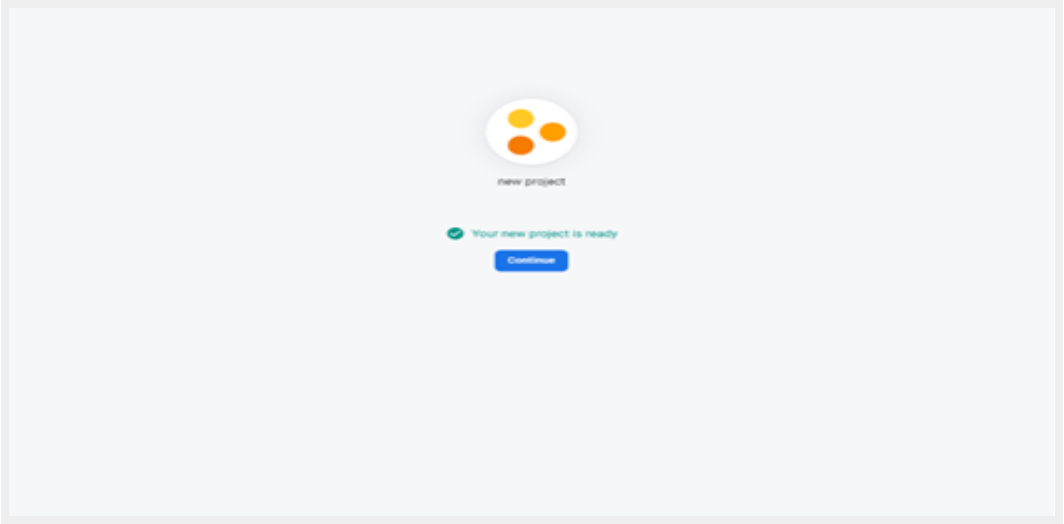


Figure: (97d) Google Analytic for firebase projects continue

- Now go to project settings to get server key

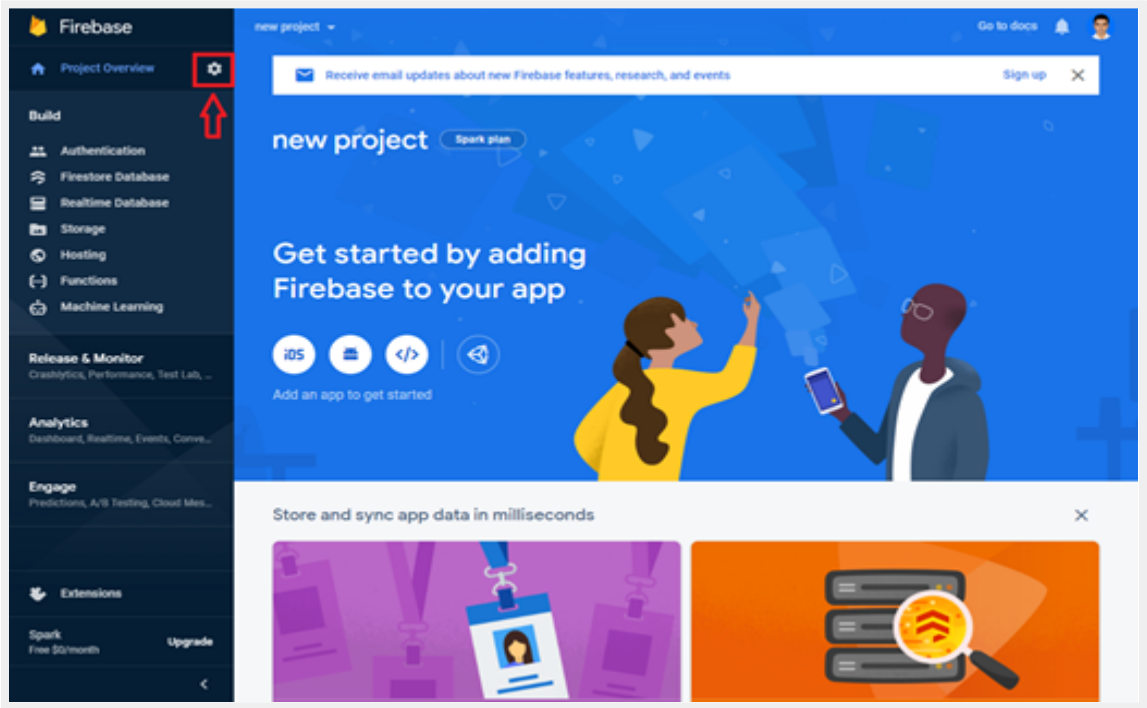


Figure: (97e) Project Settings

- To get server key click on Cloud Messaging option

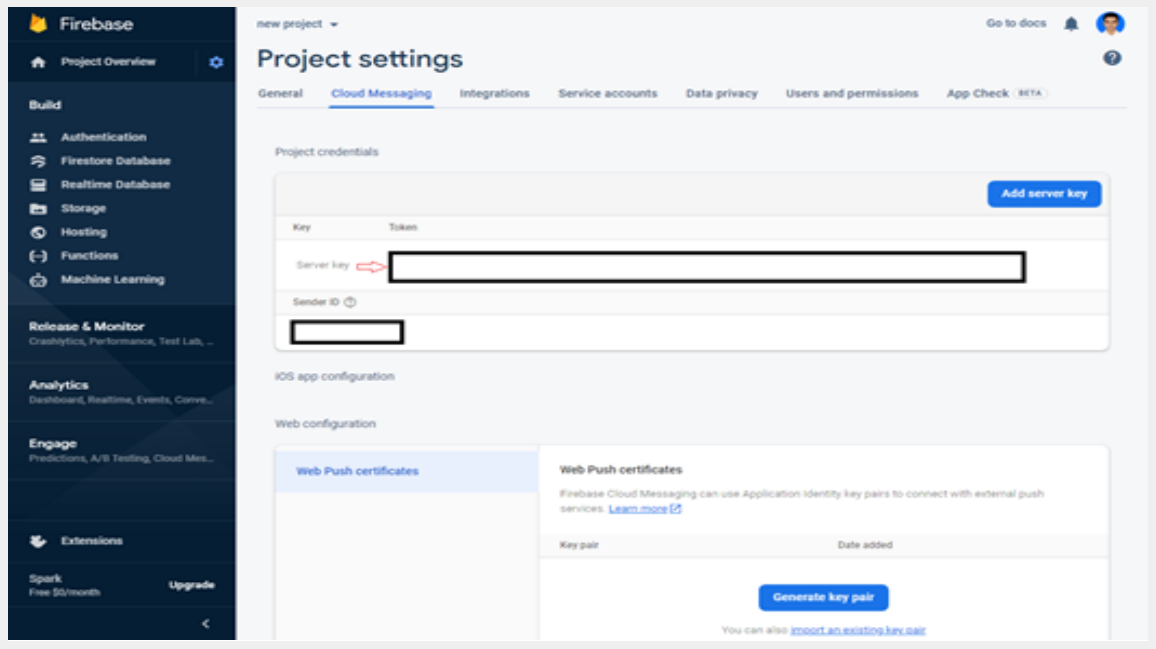


Figure: (97f) Project Settings (i)

108. 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.

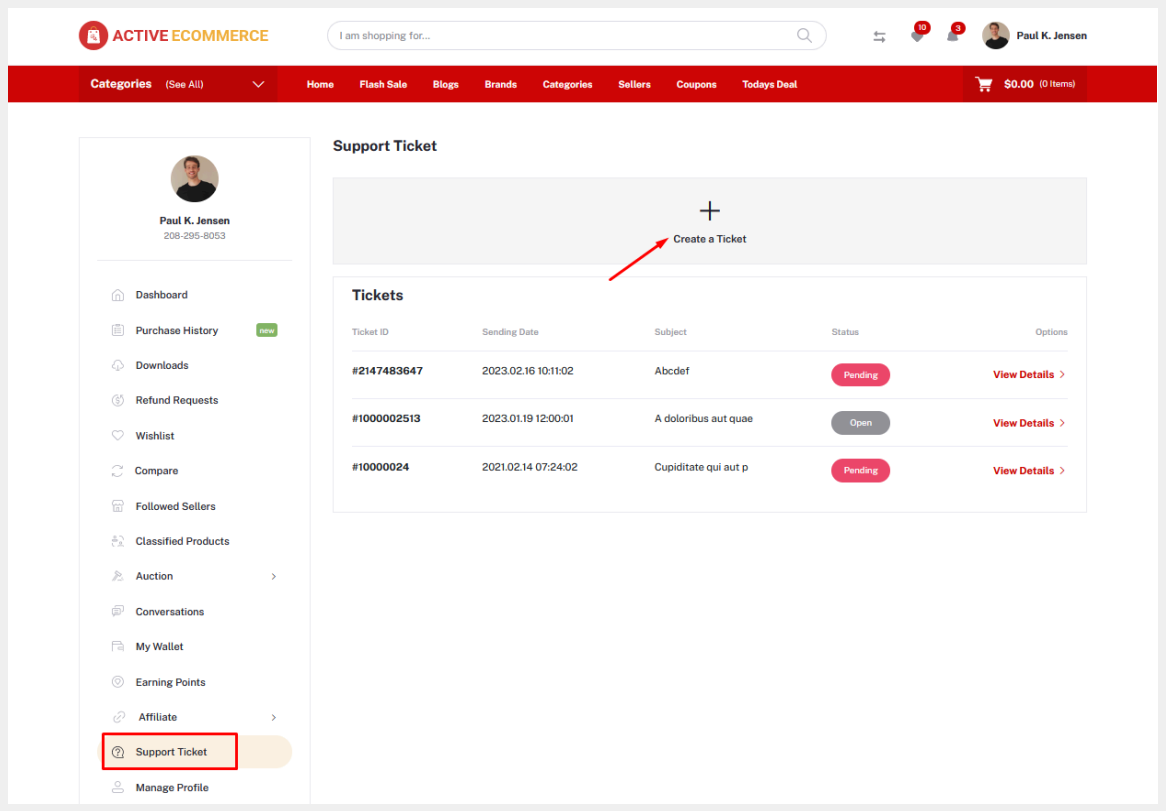


Figure: (98a) Creating support ticket from customer

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.

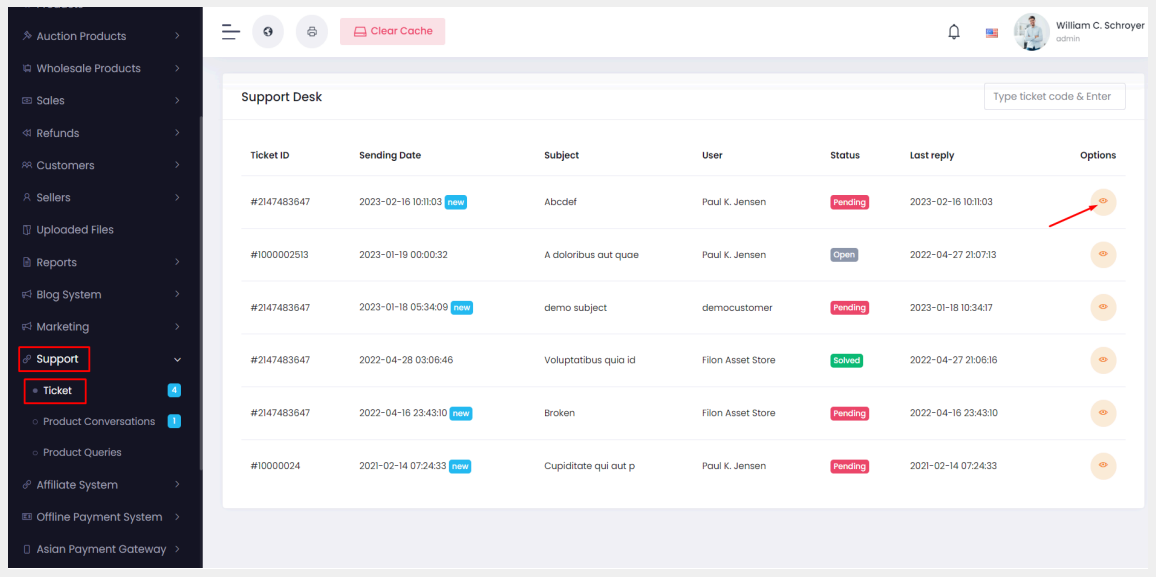


Figure: (98b) Support ticket reply from admin

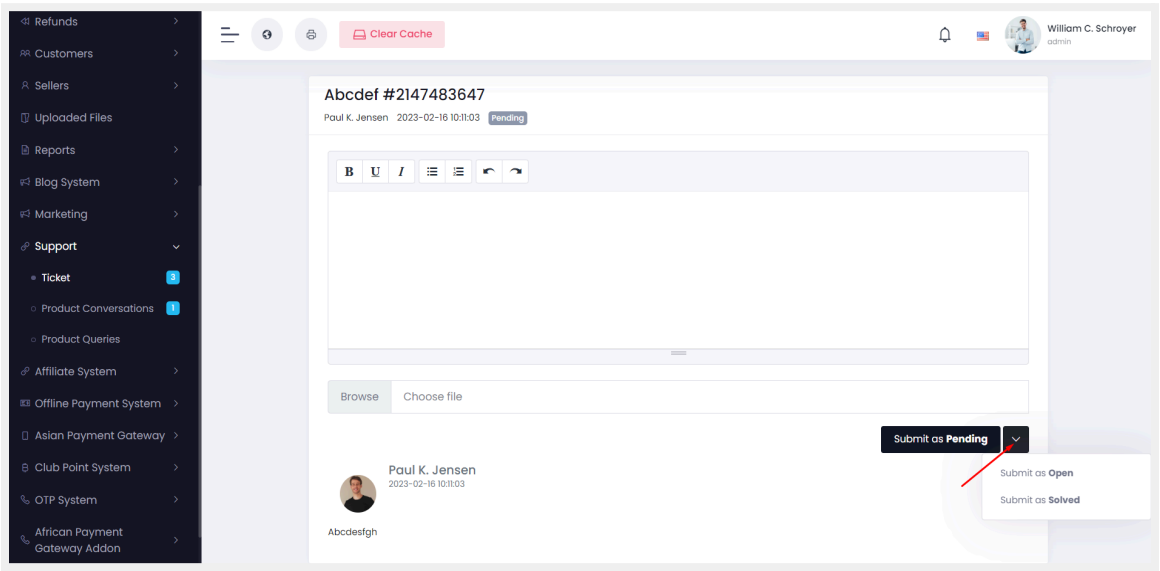


Figure: (98c) Support ticket reply

109. How to Set Up Google reCAPTCHA?

Answer:

To set up Google reCAPTCHA follow the below instructions:

Generate API Keys

- **Login** to the admin panel.
- Navigate to **Setup & Configuration > Google > Google reCAPTCHA.**
- If **Google reCAPTCHA v3** credentials have not yet been created, please register your site by visiting this link and complete the setup process following the instructions:
    - Enter your website URL (e.g., example.com) in the **Label** field.
    - Select "Score based (v3)" as the reCAPTCHA type.
    - Add your website URL (e.g., example.com) under **Domains**.
    - Optionally, add admin emails for managing settings.
    - Accept the reCAPTCHA and Google Cloud Platform Terms of Service.
    - Click **Submit** to generate your API keys

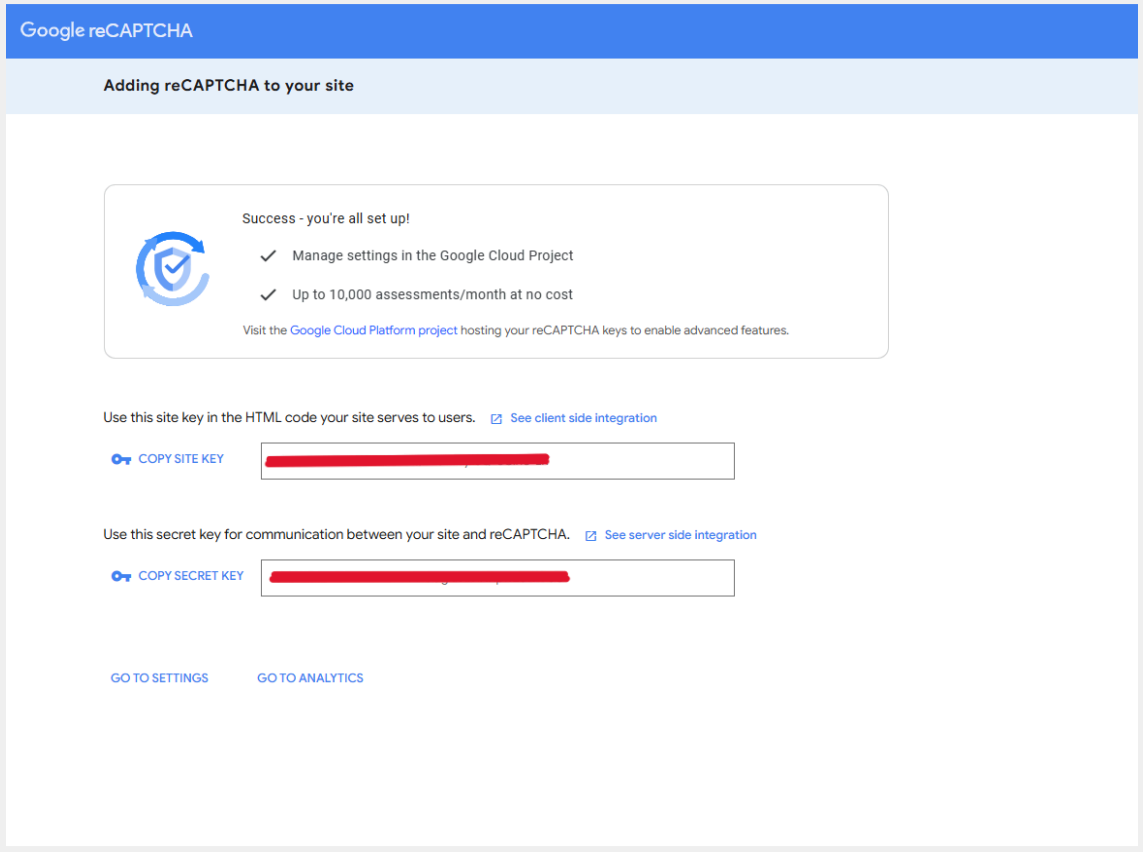


Figure: (99a) Generated Site Key & Secret Key

Google reCAPTCHA settings

- Toggle **Google reCAPTCHA** on to enable control over specific pages (toggle off disables this option).
- Paste the copied site key into the **"SITE KEY"** field.
- Paste the copied secret key into the **"SECRET KEY"** field.
- Set the **Accept V3 Score** threshold (e.g., "More than or equal to 0.5") to determine if a request is likely human (scores range from 0.0 to 1.0).
- Click **Save** to apply the changes.
- To **enable** or **disable** reCAPTCHA for a page, simply click its button. A pop-up will appear asking for confirmation. Just click **“Confirm”** to proceed or **“Cancel”** to dismiss.

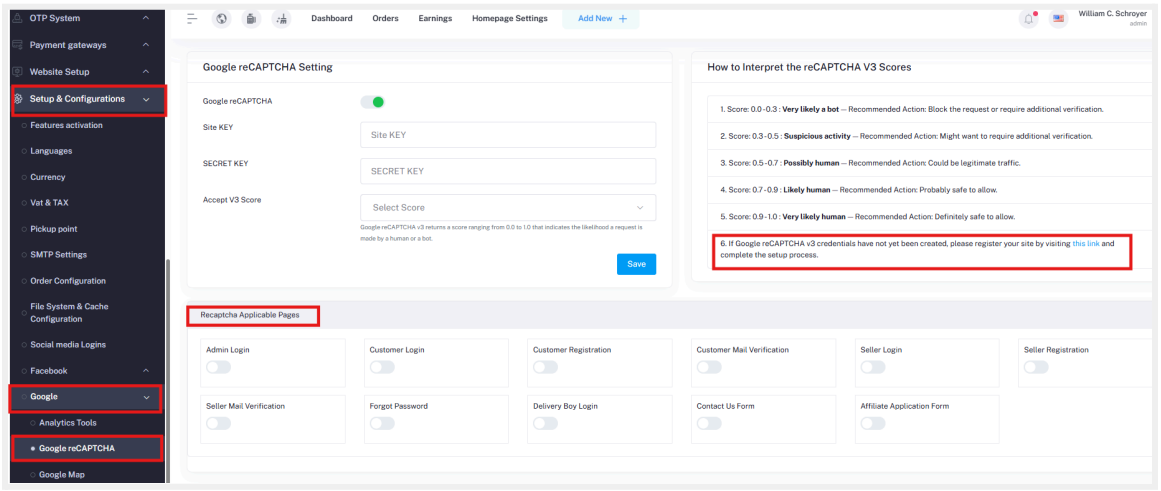


Figure: (99b) Google reCAPTCHA settings

110. How to give a review?

Answer:

Follow the below steps:

- Login to the **customer panel** and you will see a **review popup.**
- Click on **Review Your Products** and you will be redirected to the **To Review** Page.
    - The **To Review** section lists all delivered products that have not been reviewed yet.
- Click the **Review** button, a review modal will appear
- Input all the fields and click on **Submit review.**

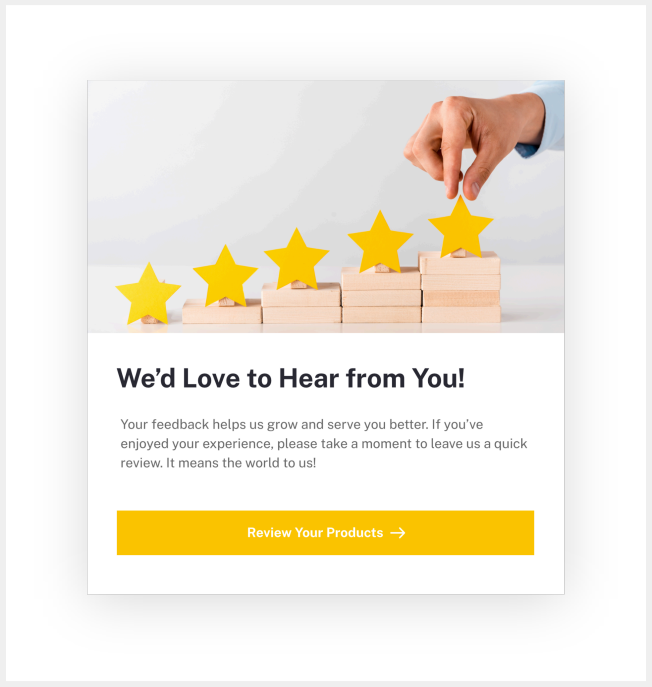


Figure: (100a) Give review from the Dynamic Popup

N.B.:The admin must enable the "Product Review" popup from the admin panel and edit the link using the following format: [your-domain/purchase_history?to_review=1]

You can submit a Review from **Purchase History** Page:

- Go to **Purchase History** from the left sidebar of **Customer Panel**
- Inside Purchase History, click on the **To Review** status.

- Click the **Review** button, fill in the fields in the modal, and click **Submit Review**.

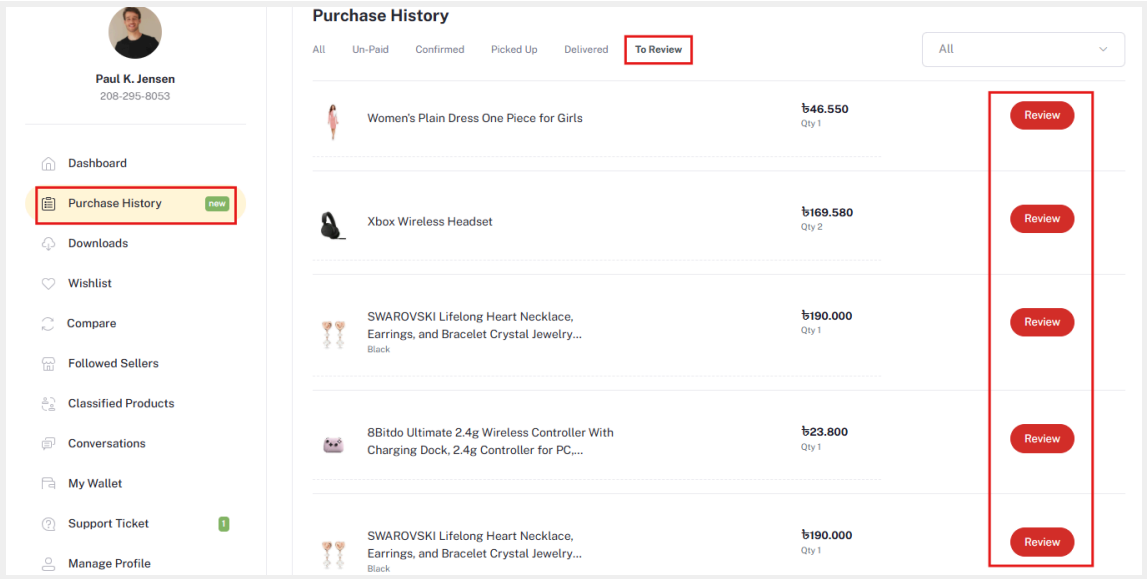


Figure: (100b) All Purchase history

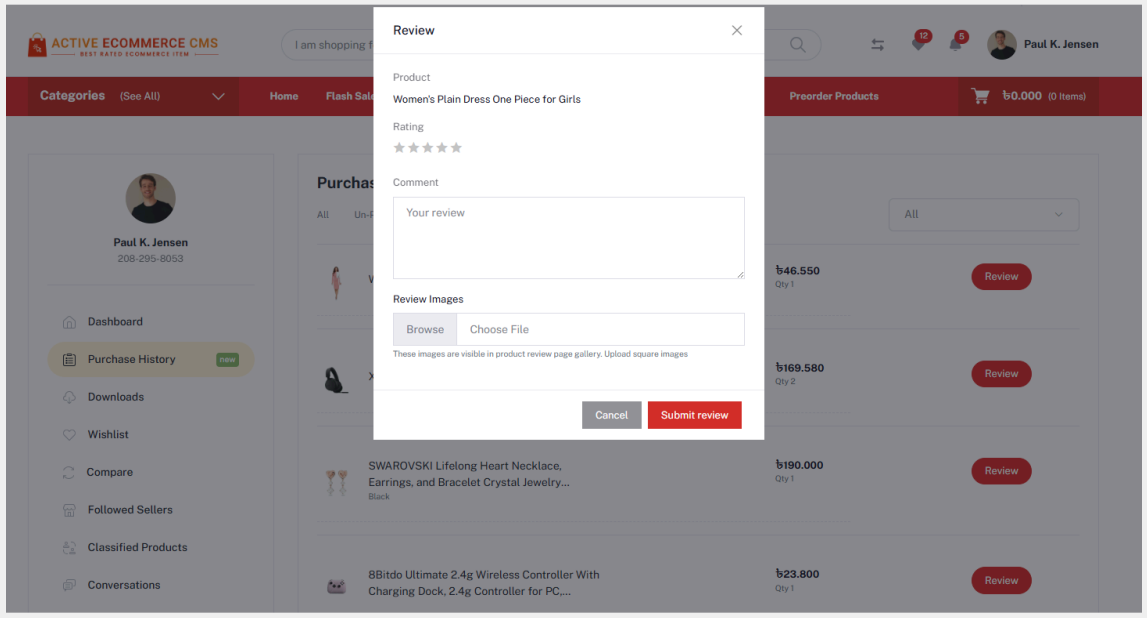


Figure: (100c) Review Modal

You can submit a Review from **Product details** page:

- Navigate to the specific product that has already been **delivered.**

- Scroll down and find the **Reviews & Ratings** field.
- Click on **Rate this Product** option and fill up the rating, comments field and you can also add review images.
- Finally click on the **Submit review**.

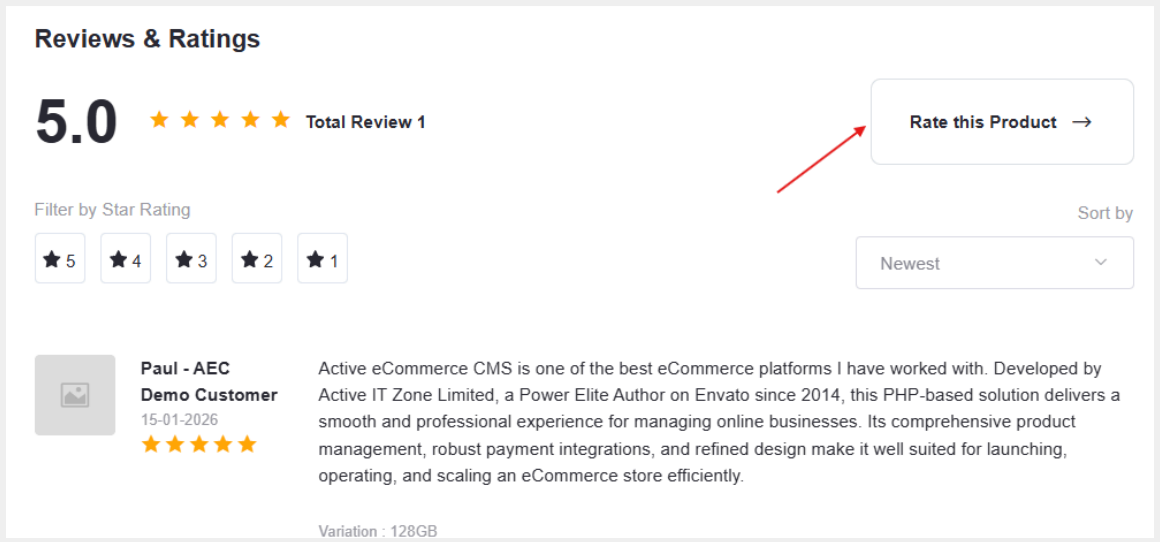


Figure: (100d) Give review from product details page

111. How can a customer cancel an order?

Answer:

Follow the Instructions:

- Login to your **customer** panel.
- Go to the **customer panel > Purchase History**
- If your order's payment status is "**unpaid**" and delivery status is "**pending**" then click on the **Options** button, a dropdown will appear.
- From the dropdown, click the **Cancel** option.
- A confirmation popup will appear, click **Yes** to confirm.
- Your order will then be successfully cancelled.

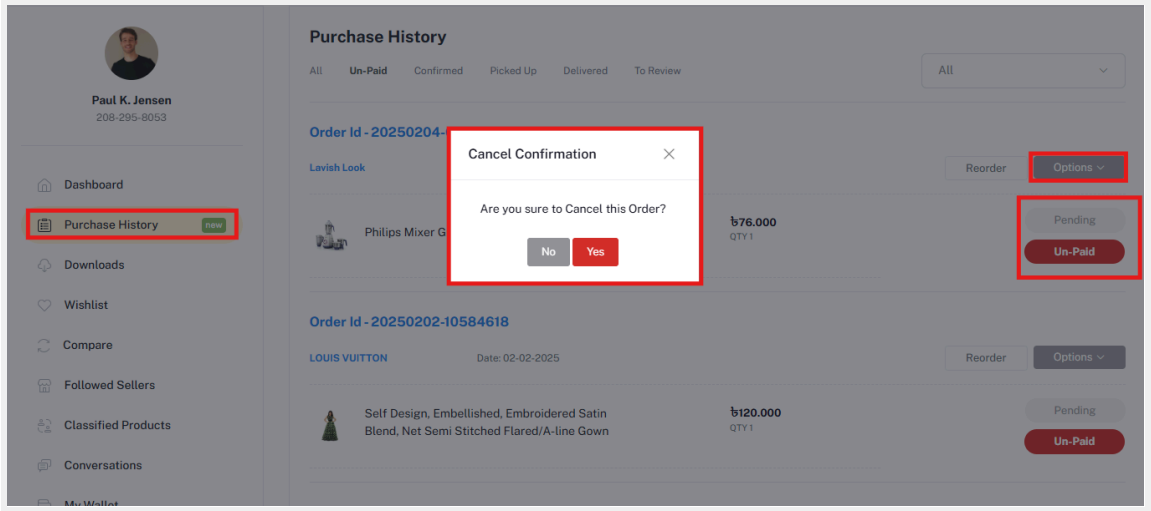


Figure: (101a) Order cancel

112. How can a customer reorder an order?

Answer:

Follow the Instructions:

- Login to your **customer** panel.
- Go to the **customer panel > Purchase History**
- Click on the **Reorder** button next to the specific product.
- Now customers can view the cart page and following the purchase order, customers can purchase the product again.

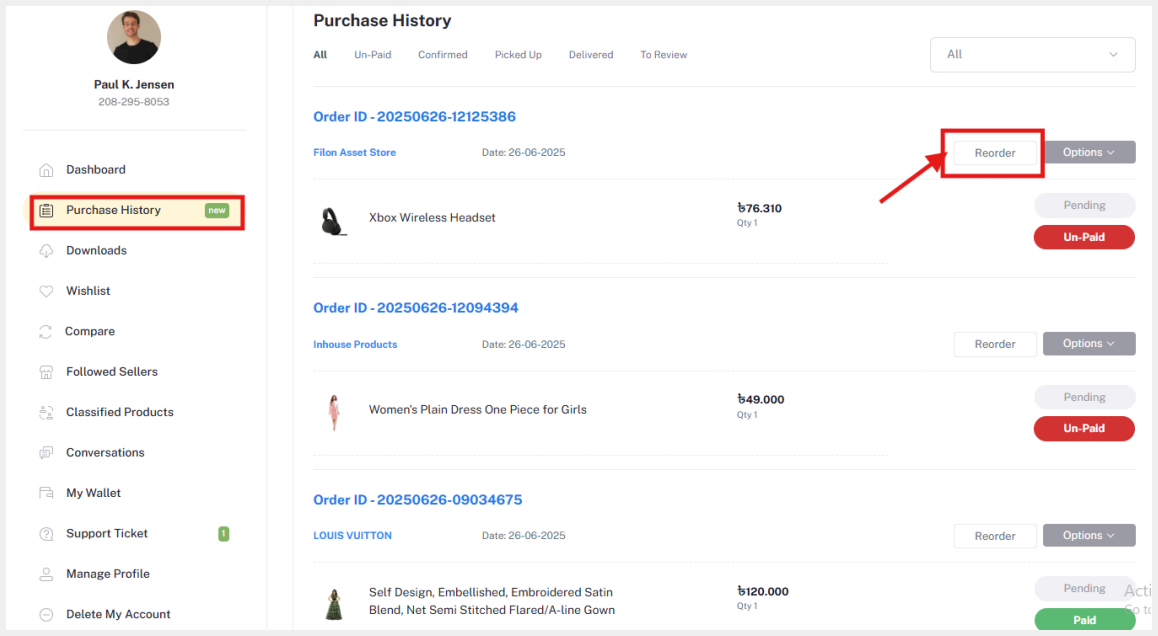


Figure: (102a) Reorder any product

113. How can a customer repay an order?

Answer:

Follow the Instructions:

- Login to your **customer** panel.
- Go to **Purchase History**.
- Find your unpaid orders and click on the **Options** button, a dropdown will appear.
- From the dropdown, click on **View**.
- In the detail page , you will see a **Make Payment** button, click on it.
- Select your preferred **payment method** and complete the payment.

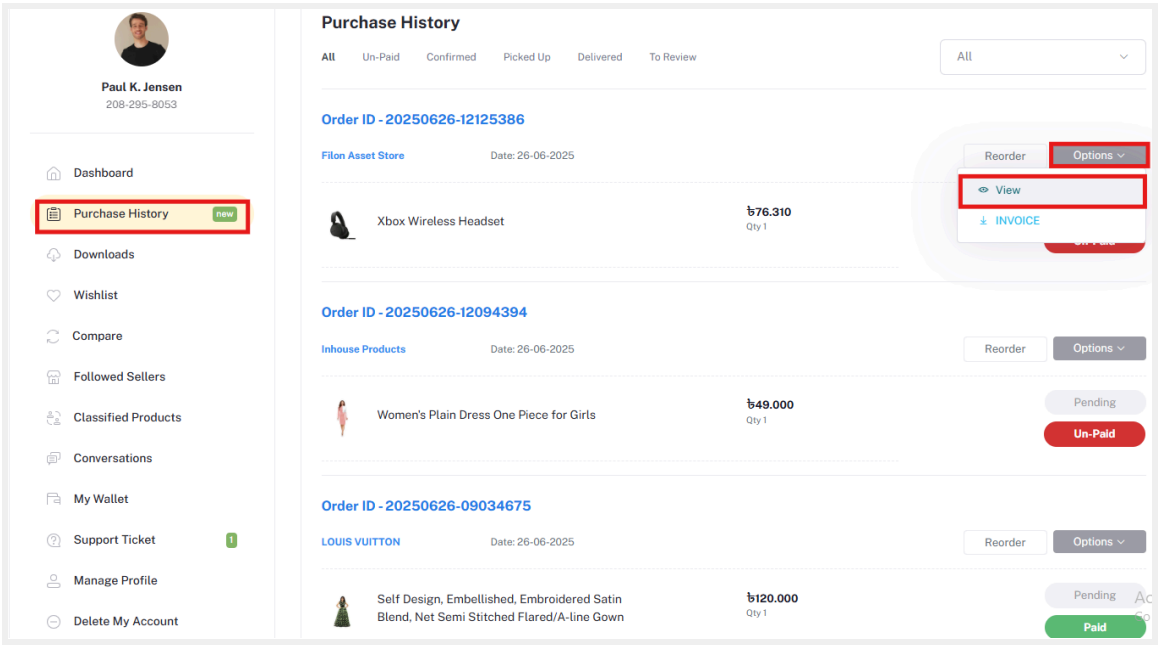


Figure: (103a) Clicking on view button from the Purchase history page

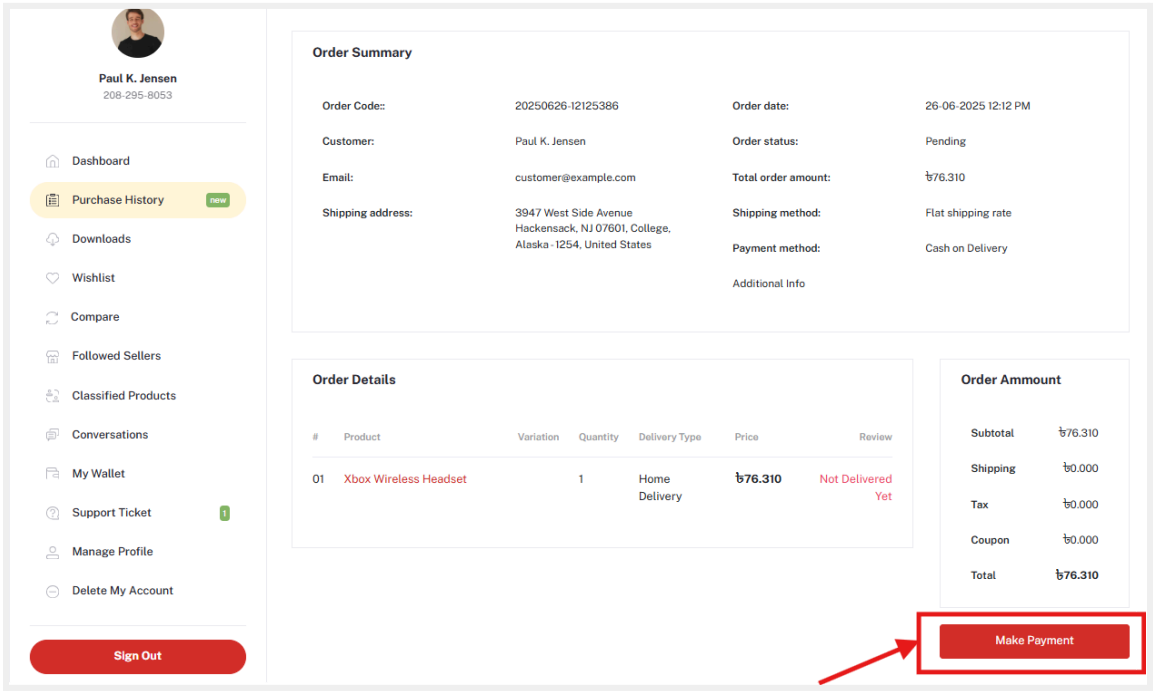


Figure: (103b) Clicking on Make Payment button

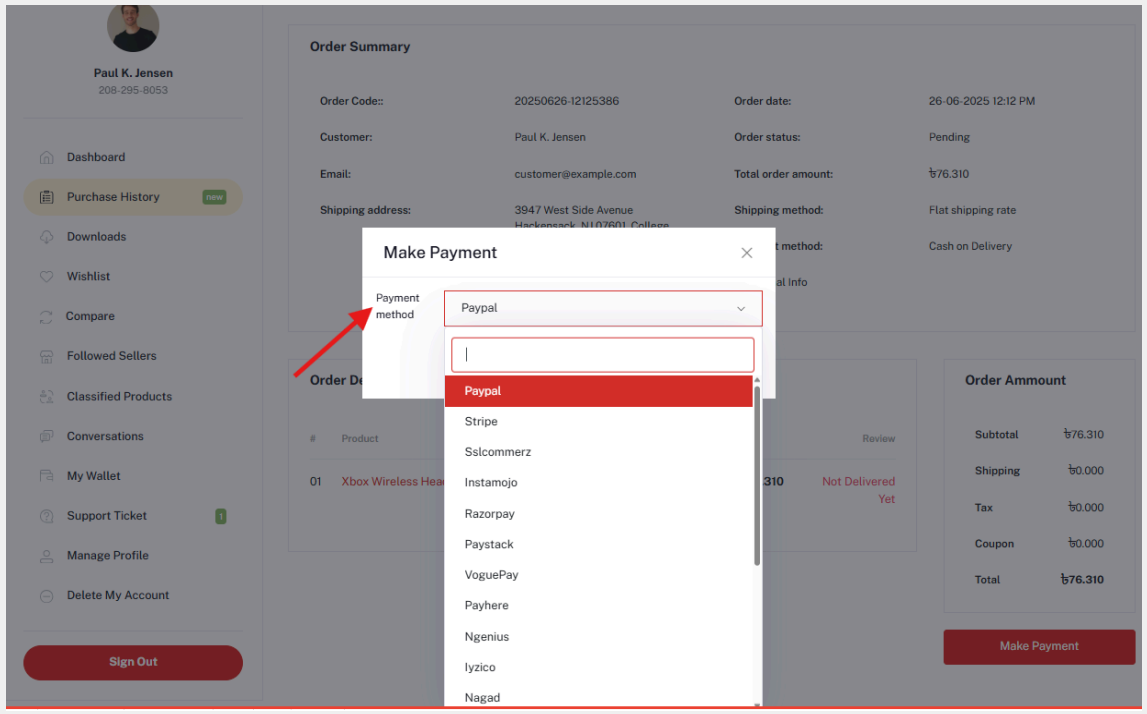


Figure: (103c) Selecting the Payment type

114. 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.

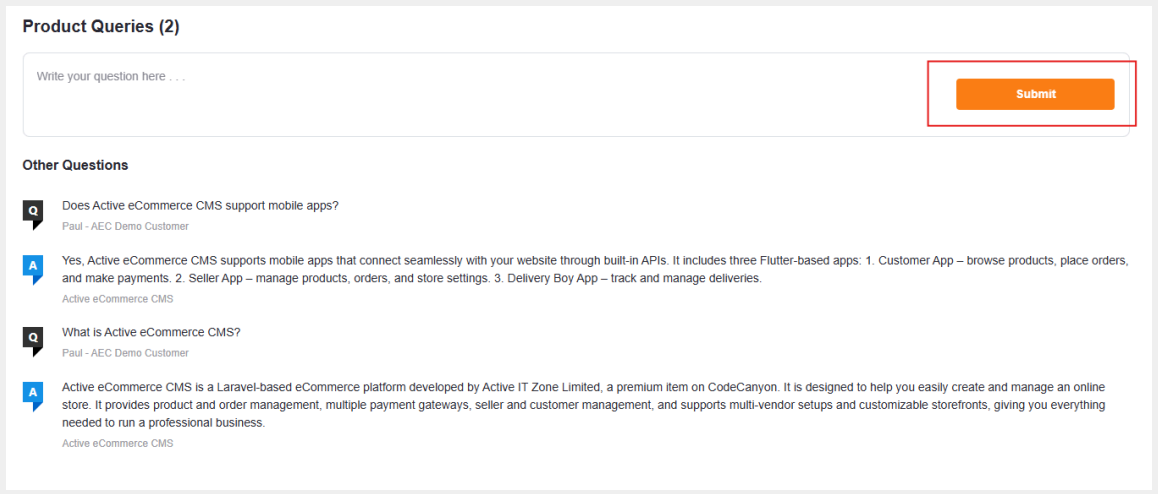


Figure: (104a) Product Queries from product details page

115. 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.

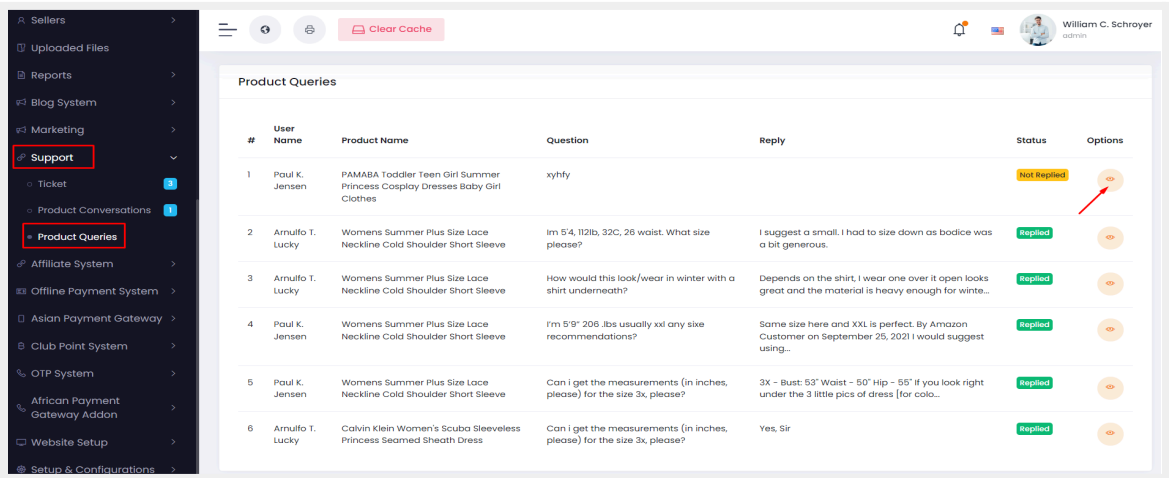


Figure: (105a) Product queries reply

116. 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

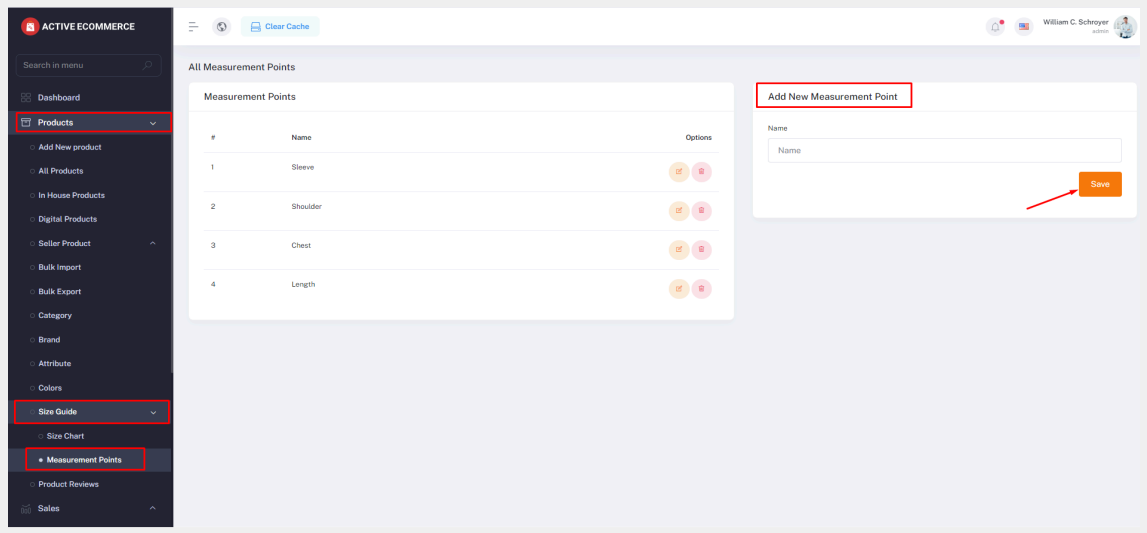


Figure: (106a) Adding Product measurement points

117. 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**

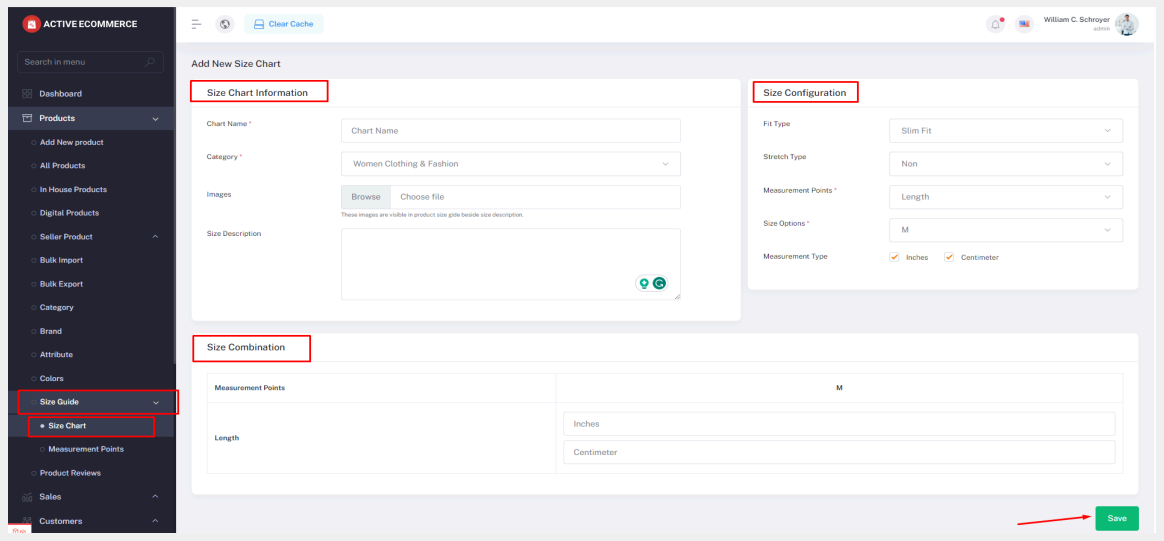


Figure: (107a) Adding Product size chart

118. 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

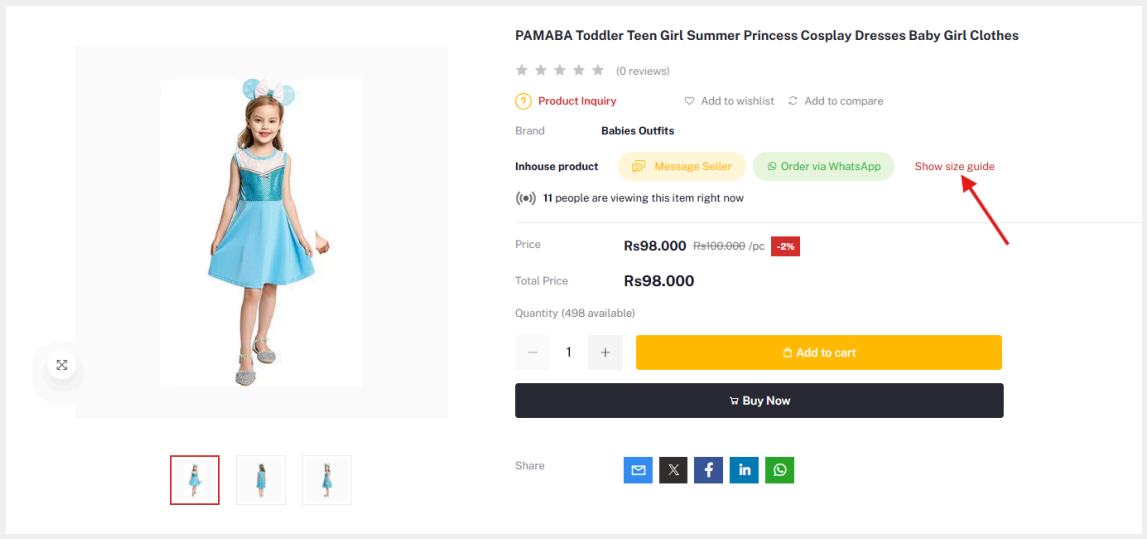


Figure: (108a) Size Guide option on the product detail page

119. 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

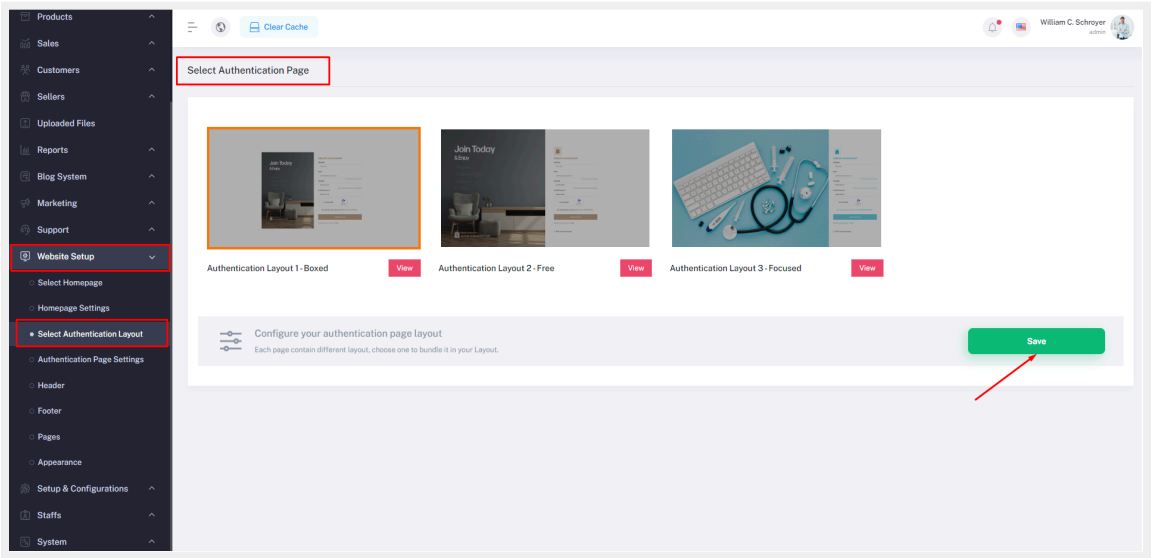


Figure: (109a) Select the authentication page

120. 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**

121. 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.

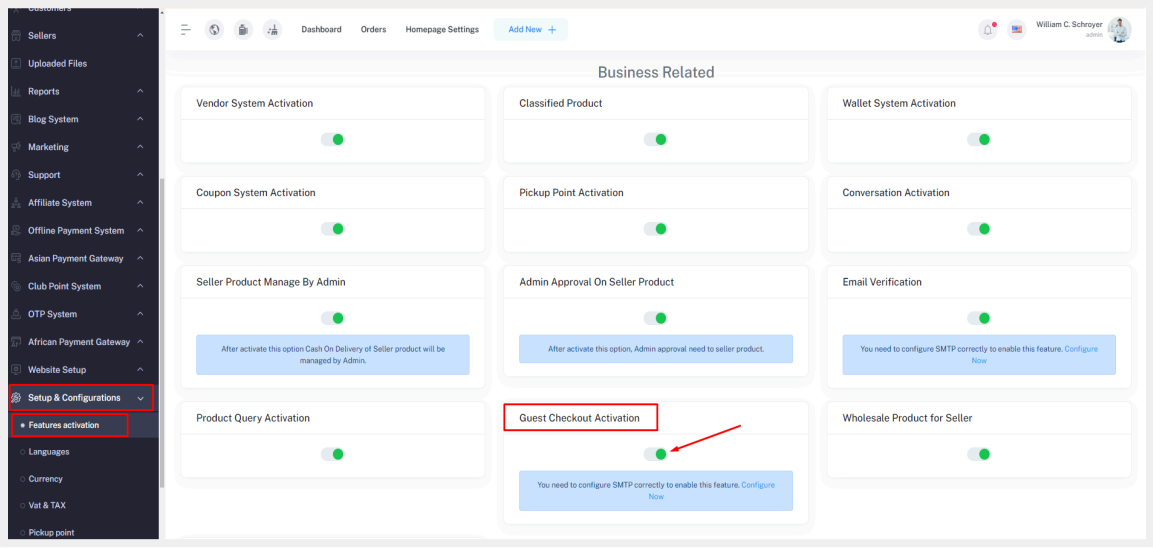


Figure: (111a) Enabling the "Guest Checkout Activation" switch

- 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.***

122. How do category based discount 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.

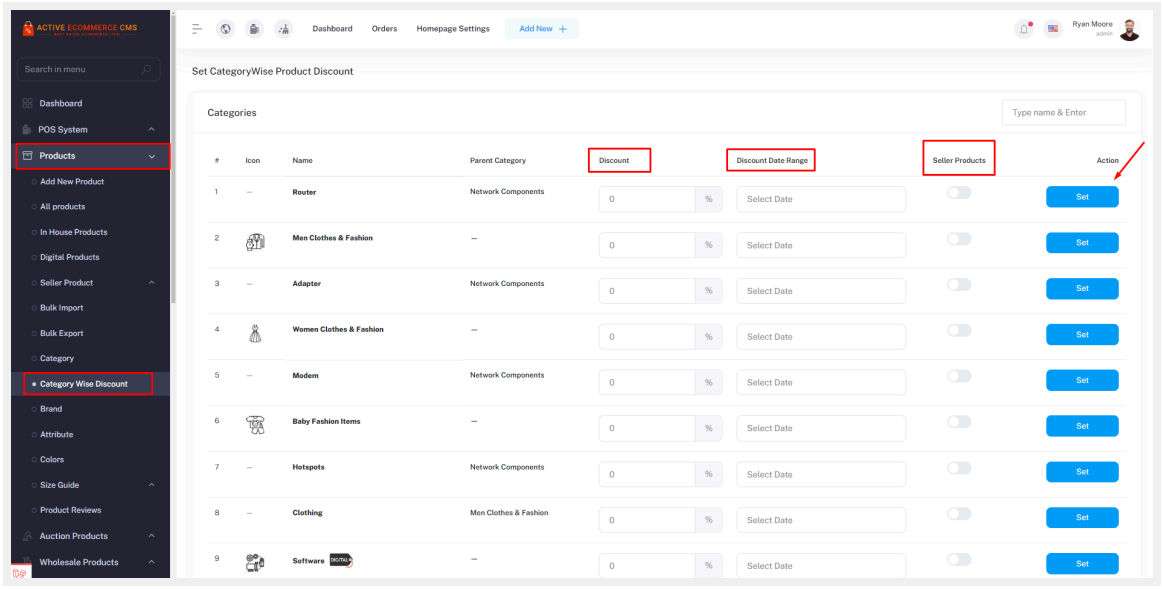


Figure: (112a) Set the Category wise discount on the admin panel

N.B.: If a seller sets a different discount or date than the admin's settings, the product switch will automatically turn off, and the seller's discount will be applied to that seller's products instead.

Sellers 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

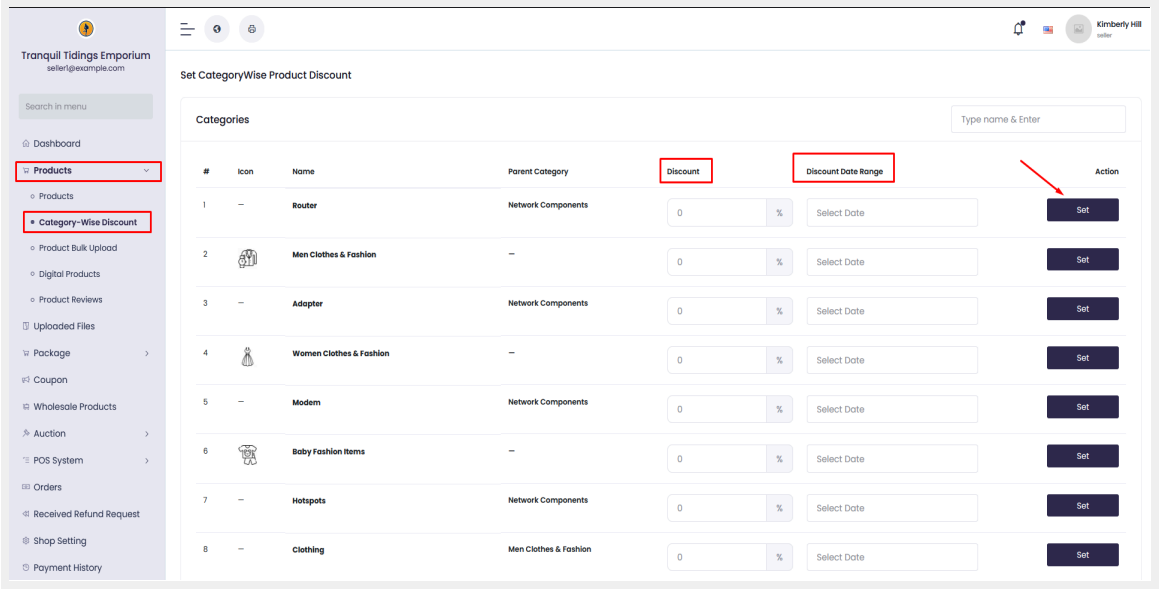


Figure: (113b) Set the Category wise discount on the seller panel

123. How to upload bulk brands (Brand Bulk Import) from the admin panel?

Answer:

Follow the below procedure:

- Log in to the **Admin Panel**.
- Go to **Products > Brand > Brand Bulk Import**.
- Click on **Download CSV** to get the required file format.
- Open the file and enter the brand information following the sample structure.
- Return to the page, click **Browse**, and select your edited CSV file.
- Finally, click **Upload CSV**.

****Make sure to follow the sample CSV format to avoid errors. After uploading, newly added brands will appear in the *All Brands* list. Use these *Brand IDs* when preparing bulk product uploads.**

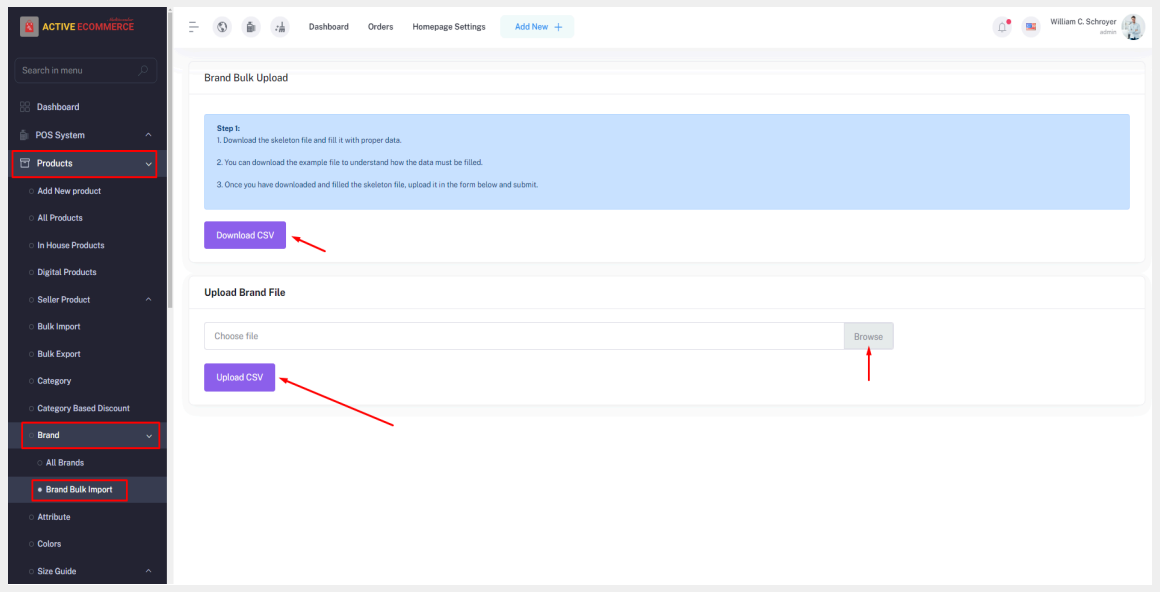


Figure: (113a) Brand bulk Upload

124. 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 turn on/off the **status** switch. If the status **switch** is **disabled** for any popup then the popup **will not be shown** on the **homepage**.

- From the list of dynamic popups, the "**Subscribe to Our Newsletter**" and "**Product Review**" popups are **editable** but **cannot be deleted**. For all other popups, you can **edit or delete** them.

N.B.: The admin must edit the "Product Review" popup link using the following format: [your-domain/purchase_history?to_review=1]

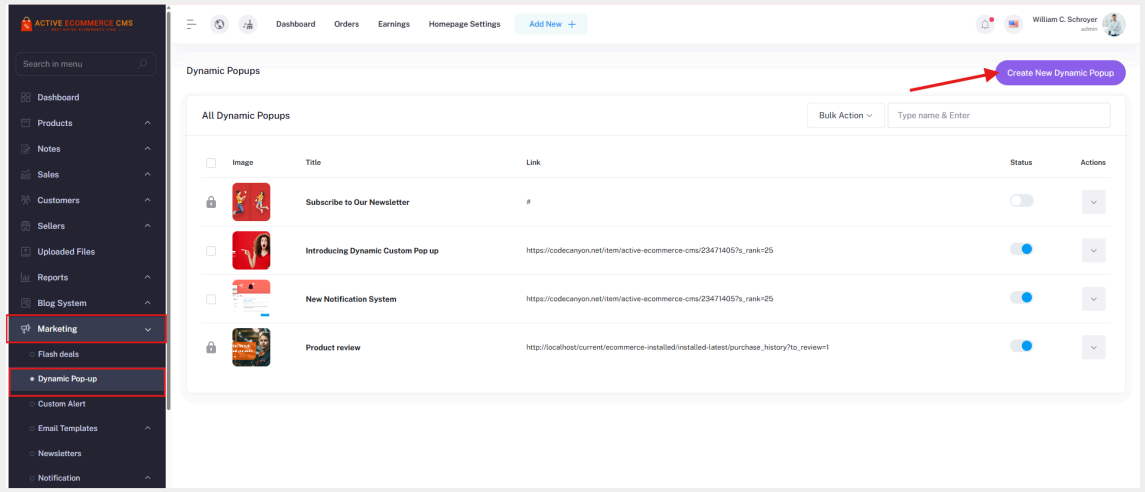


Figure: (114a) List of the Dynamic Popup

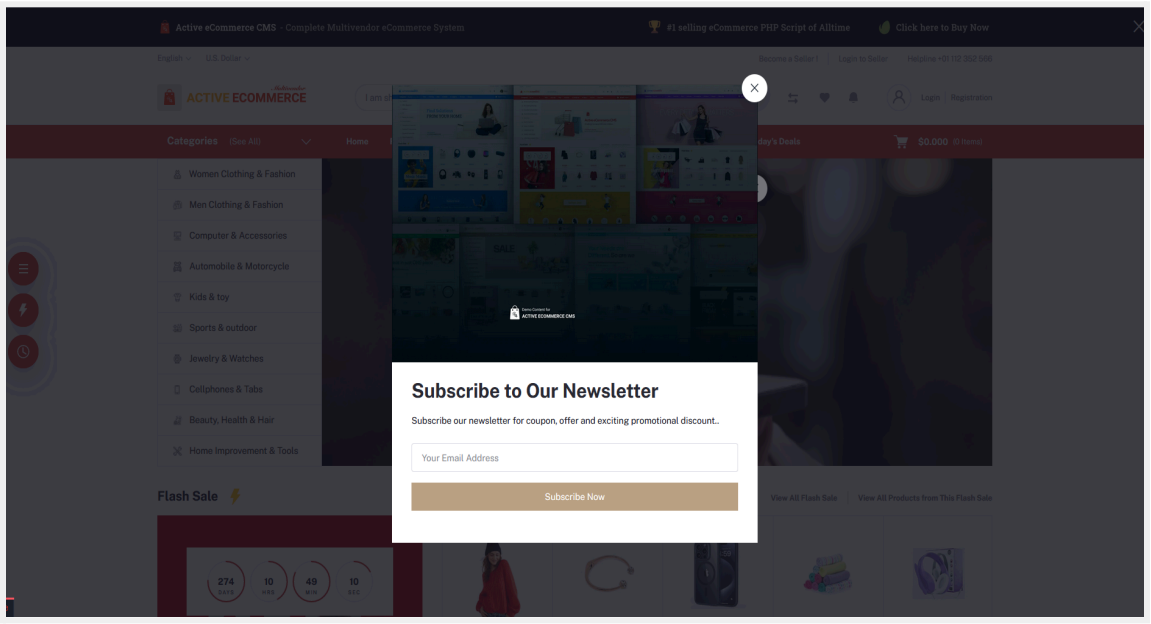


Figure: (114b) Dynamic Popup homepage

125. 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.

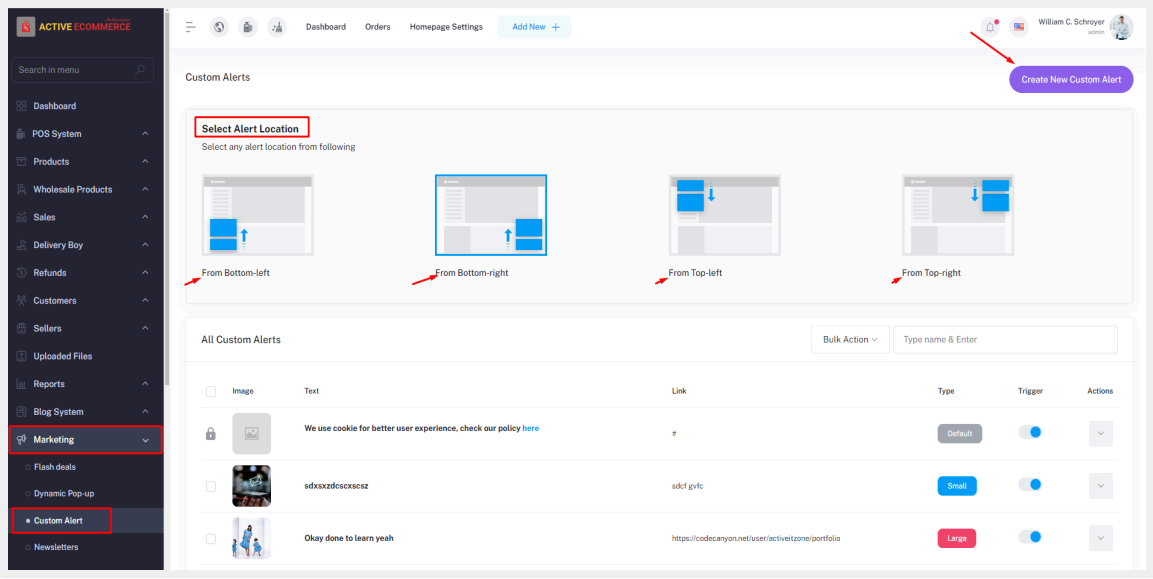


Figure: (115a) Custom Alert listing page

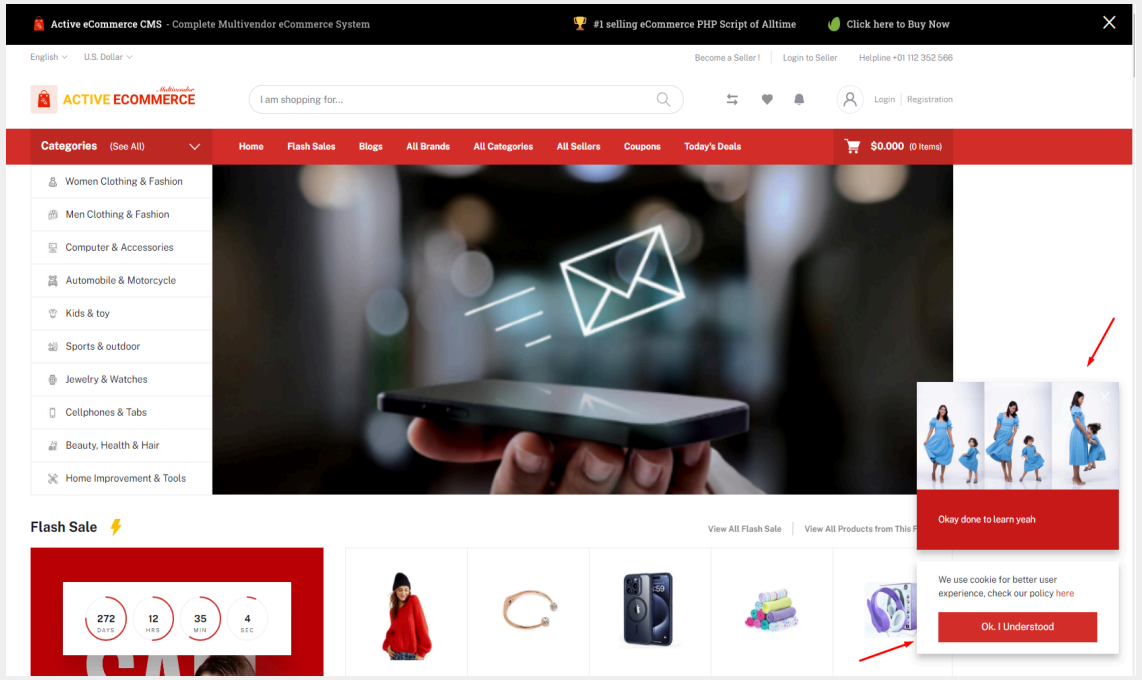


Figure: (115b) Custom Alert homepage

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

Answer:

Please follow the below procedure:

- **Log in** as an **admin.**
- Now, go to **Marketing > Custom Sell Alert** and activate the status.
- Add Custom sell Alert mInimum and maximum interval seconds range
- Select the products you want to show the sell alerts and Click on Save.
    - Admin can configure the alert position for frontend from the custom Alert page.
    - The frontend will show the sale alert notice for the products that have been selected and within the selected time range.

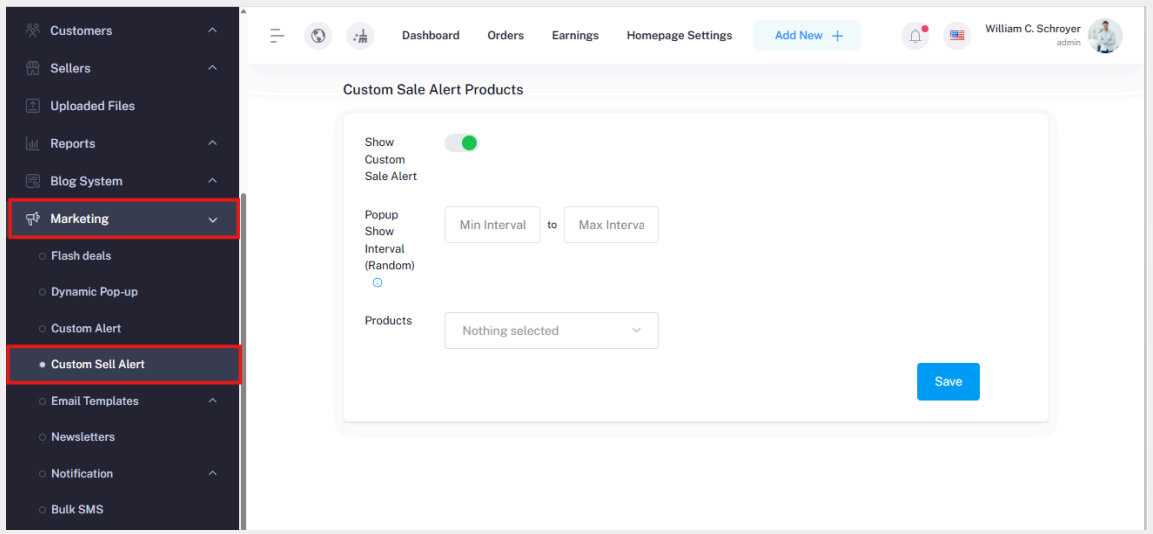


Figure: (116a) Custom Sell Alert Configuration

127. How to configure custom visitors for products?

Answer:

Please follow the below procedure:

- **Log in** as an **admin.**
- Go to **Marketing** > **Custom Visitors.**
- Add minimum and maximum visitors range and Click on Save.
    - Product details Page will show the total live views for products within the visitors range.

****Set an appropriate visitor range to maintain a realistic display of product views.**

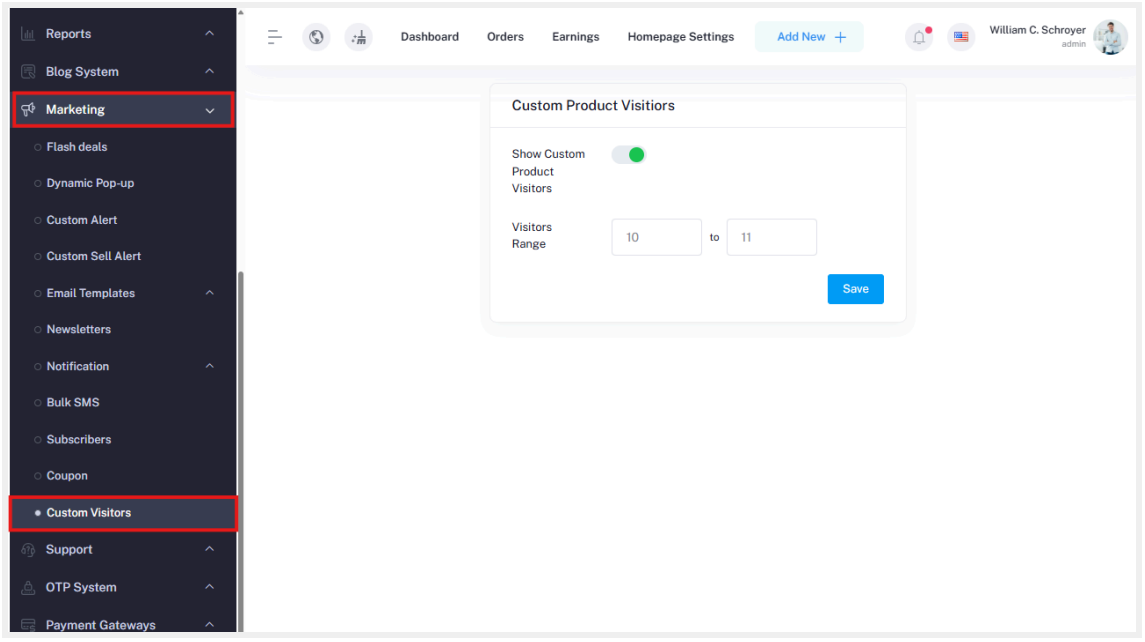


Figure: (117a) Total visitors settings from admin Panel

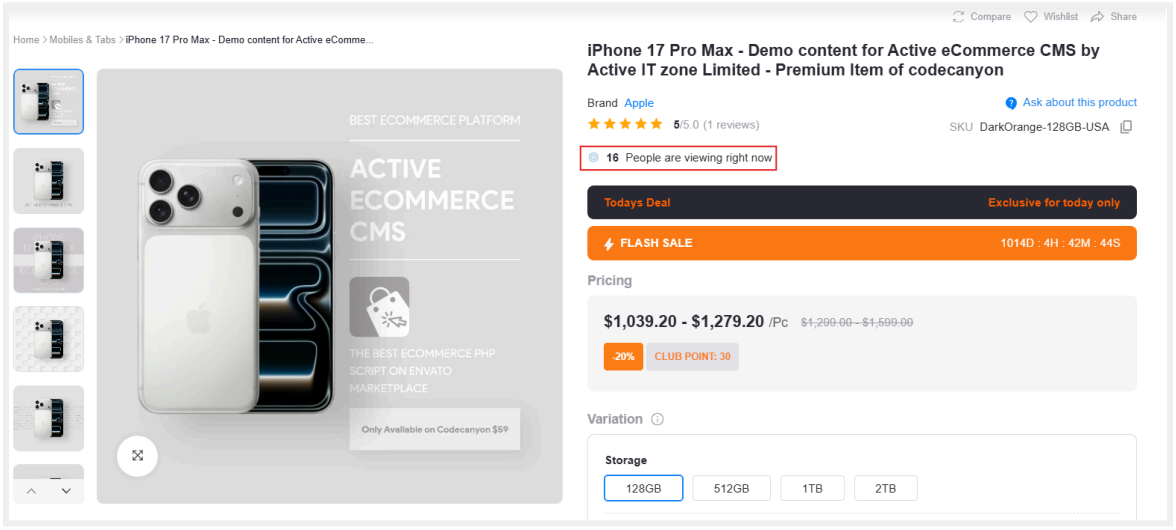


Figure: (117b) Total visitors in product details page

128. 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.

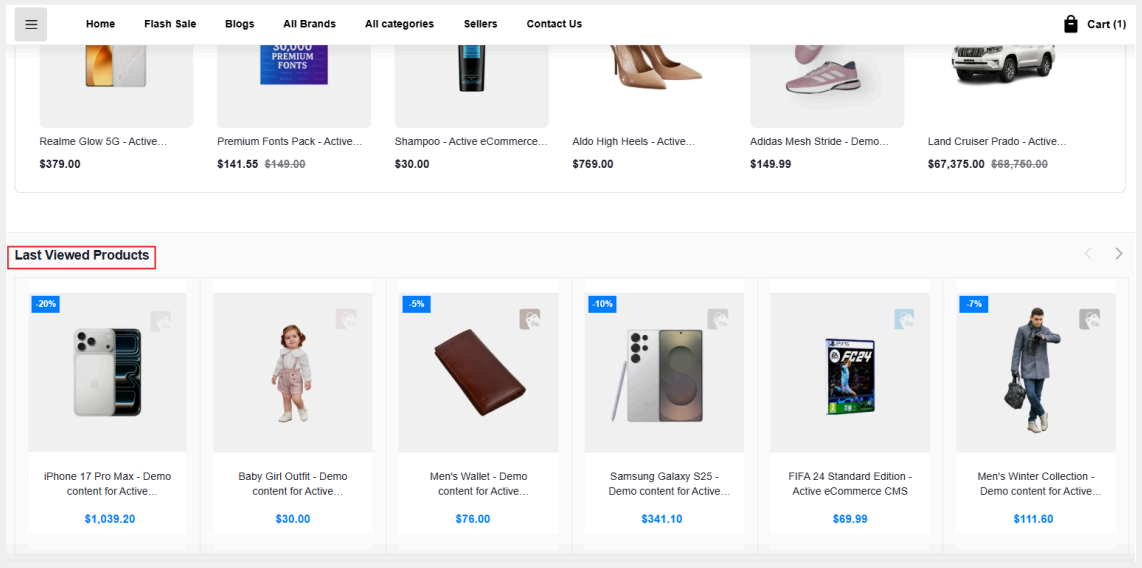


Figure: (118a) Last viewed product shown on the homepage

129. How can the admin check the total earnings report of the system?

Answer:

Follow the below procedure:

- **Log in** as an admin.
- Go to **Reports** > **Earning Report.**
- Here, admin & staff (if they have permission) can see full earnings report of the system.
- From the very first portion, admin can see the **all time total sale** amount and **month** wise graph chart, the **total payouts** amount and the **month** wise payout graph, and also the total **category** and **brand** sale amount
- Then admin can see the **net sale report**. In this report chart, the admin can see the total **product sale** (deducting the seller commission & shipping cost), **seller commission**

(how much admin earns from the seller product sale), **seller subscription** (earning from the seller package purchase), **customer subscription** (earning from the customer package purchase), **delivery** (shipping charge), by the week (last 7 days) and month (last 30 days).

The payout netsale report chart is the same as the **"Net Sales"** report. **Seller payout** means how much admin pays to the seller; **product refund** means how much admin pays to the customer for the refund requests, **delivery boy** means how much admin pays to the delivery boy.

- Then the **sales analytics** graph- here admin can see the data **date wise** (running month), **today** (the highlighted chart bar is for today data), **weekly data** (the highlighted chart bar is for last 7 days data), and **monthly data**.

  The **payout sale analytics** report chart is the same as the **sale analytics** report.

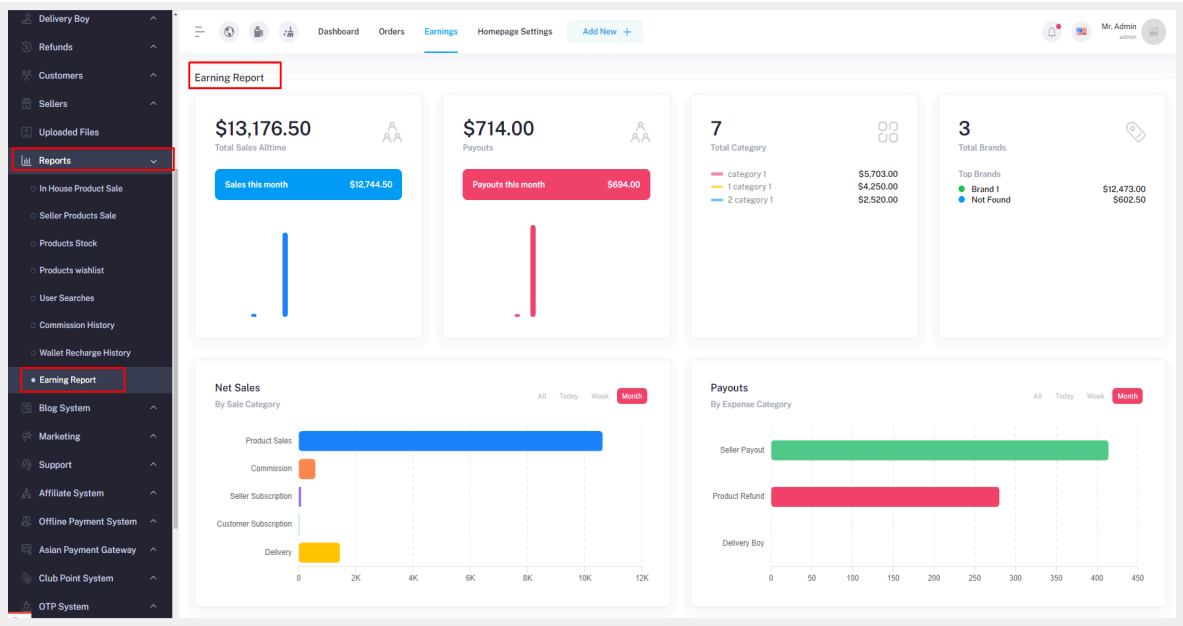


Figure: (119a) Earning report

130. How can the admin change the notification settings?

Answer:

By setting up the procedure admin can choose the design type of notification. Follow the below procedure:

- **Log in** as an **admin**.
- Go to **Notification** > **Settings**
- Choose any design type and click on **Save**

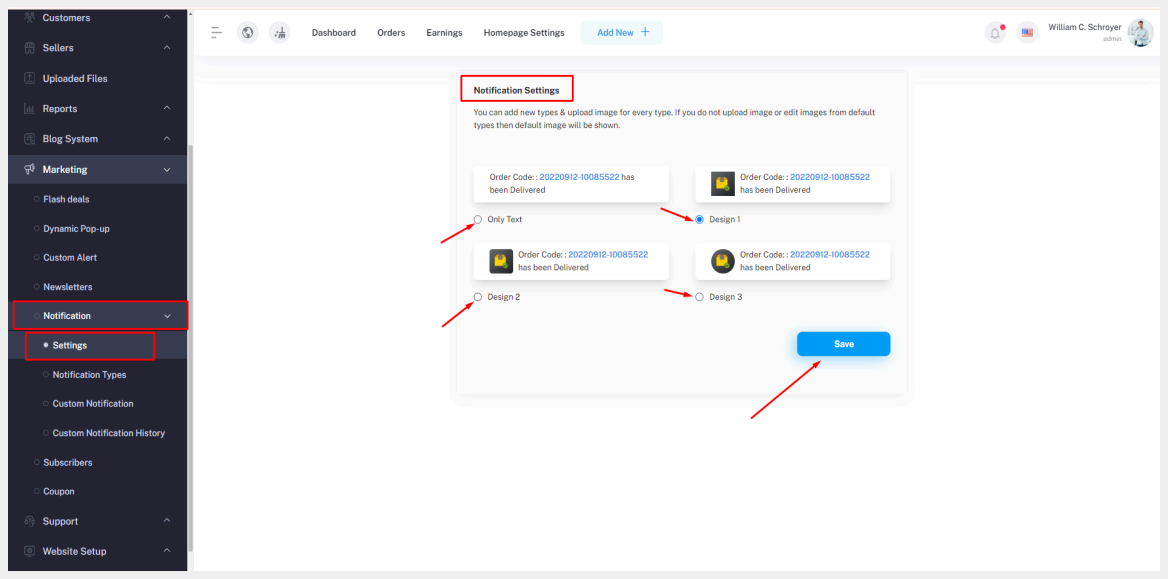


Figure: (120a) Setup the notification setting

131. How can the admin check the notification text?

Answer:

By following the below procedure admin can check the notification text for admin, seller and customer, also can edit the text.

- First, **Log in** as an **admin**.
- Now, go to **Marketing** > **Notification > Notification Types**
- Here admin can see the notification type of **customer**, **seller** and **admin**. **Admin** can **add a new notification type** for only **customers**.
    - For adding a new notification type fill up the add new notification type form. Insert all the information and click on **Save** (This notification type will be shown at the custom notification adding form)

- In this page admin can **edit** the **Default text** by clicking on the **edit** button. Admin can aslo translate the Default text
- Admin can **Enable/Disable** the **Status** switch. If enable the switch then the notification will go to the customer/seller/admin
- Default notification type can be deleted

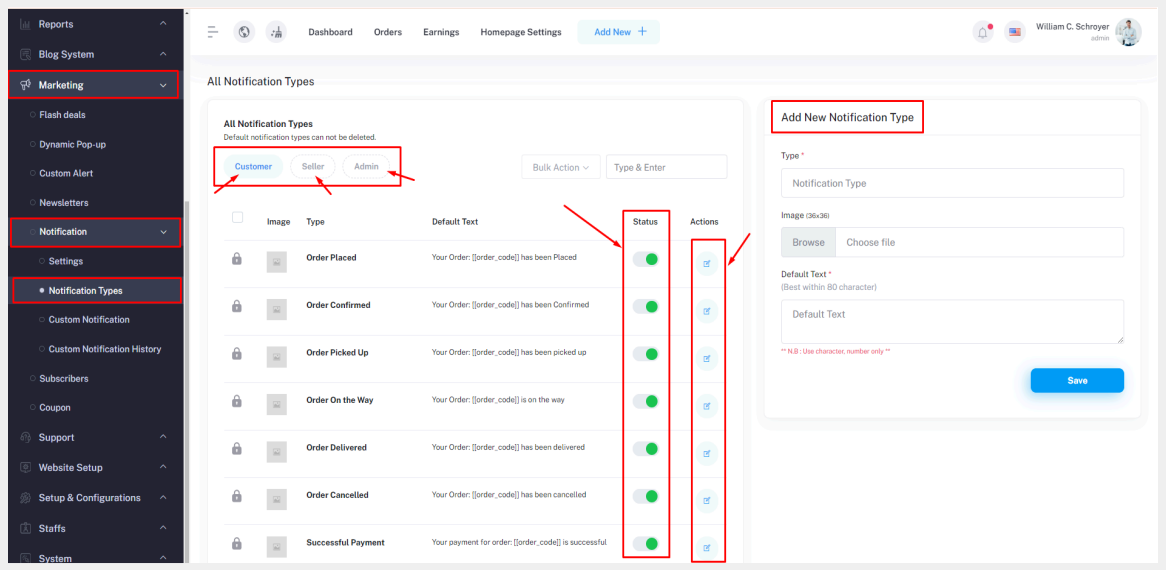


Figure: (121a) Notification type add and edit the default text

132. How can the admin send any notification to any customer?

Answer:

By following the below procedure admin can send a custom notification to any customer.

- **Log in** as an **admin**
- Go to **Marketing** > **Notification > Custom Notification**
- Here admin can see a form, admin can **choose** any **customer**
- Can **Select** the **notification type**
- When admin select type the **type's default text** will be **shown** at the **content box** which in **non editable**
- Admin can **insert** any **link**
- Now click on the **Send Notification** button

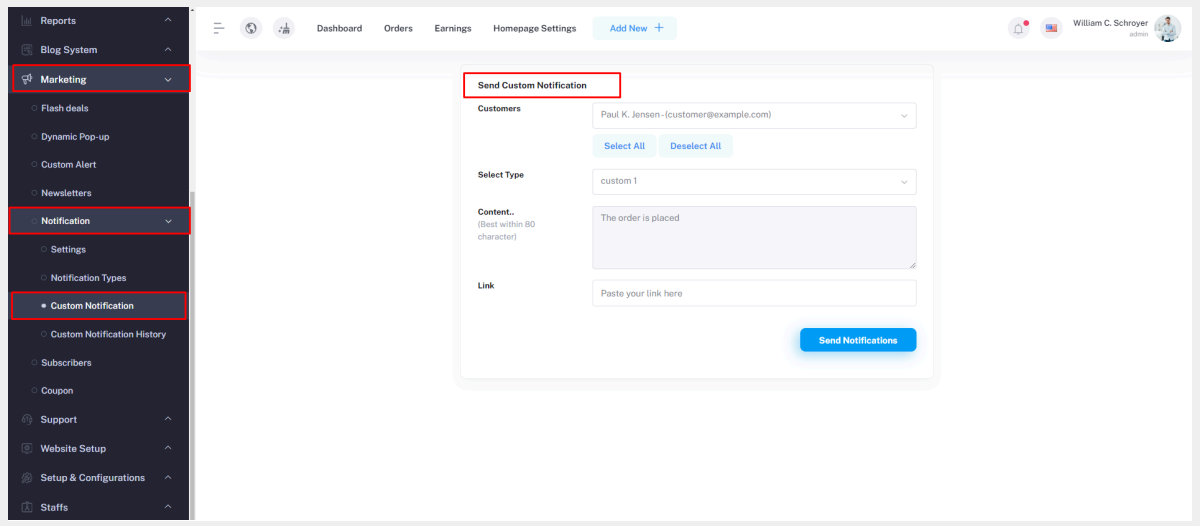


Figure: (122a) Send custom Notification to customer

133. How can the admin see the custom notification history?

Answer:

- **Log in** as an **admin**
- Go to **Marketing** > **Notification** > **Custom Notification History**
- Here the admin can see all the **custom notifications** with the **customer details** information and can **delete** also.

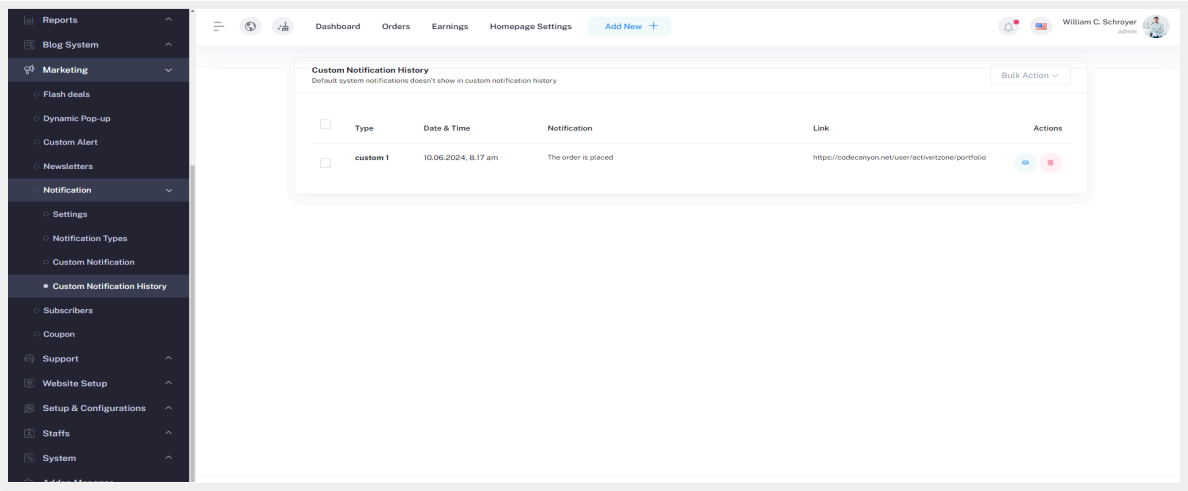


Figure: (123a) Custom Notification history

134. How can the admin set the contact us form and send the quires reply?

Answer:

- **Log in** as an **admin**
- Go to **Website Setup** > **Pages**, Now click on the **edit** action of **contact us**
- Here admin can set the contact us information

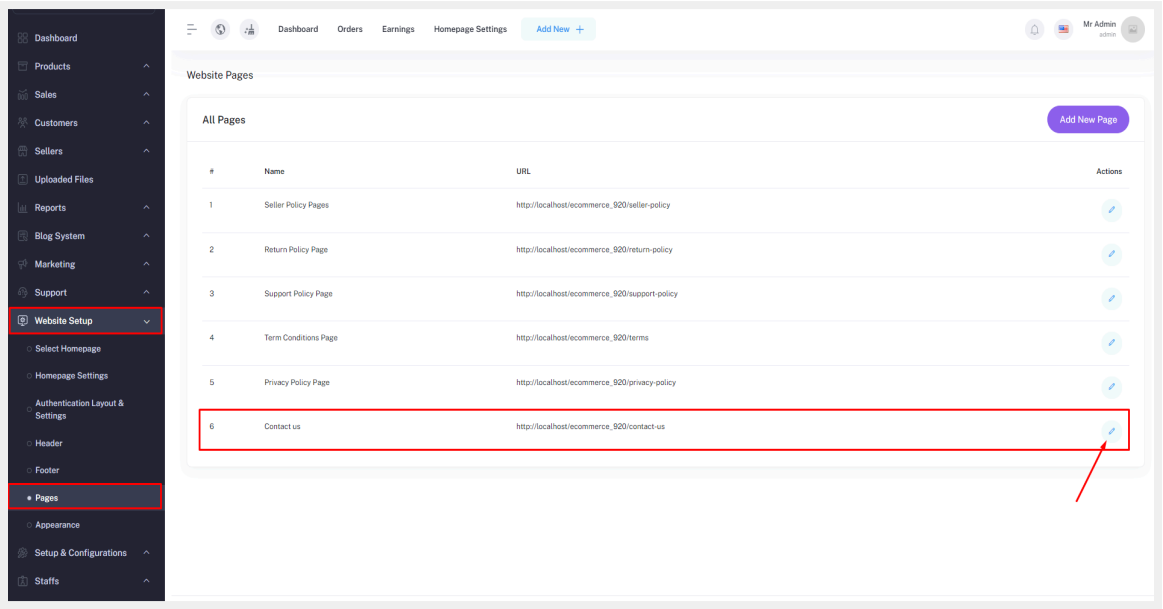


Figure: (124a) Adding the contact us form

- By going to the **url** of **contact us** anyone can send the **query** to the **admin**

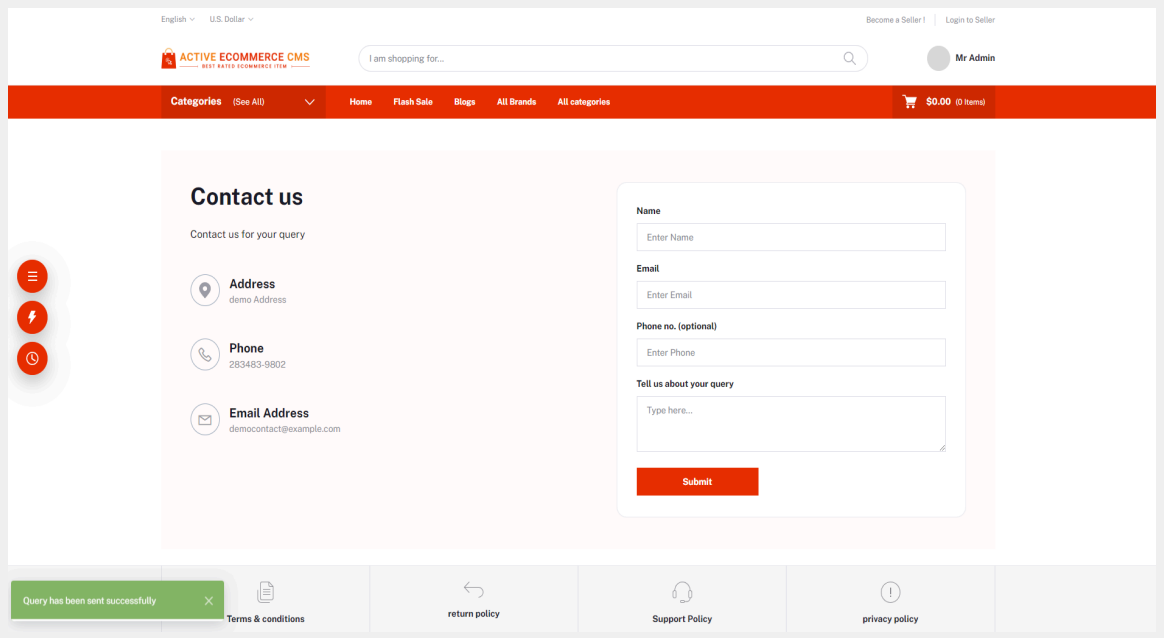


Figure: (124b) Contact us form

- **Admin can see the queries,** for this follow the procedure:
    - Go to **Support > Contacts**
    - Here admin can see and by clicking on the **view** button admin can reply

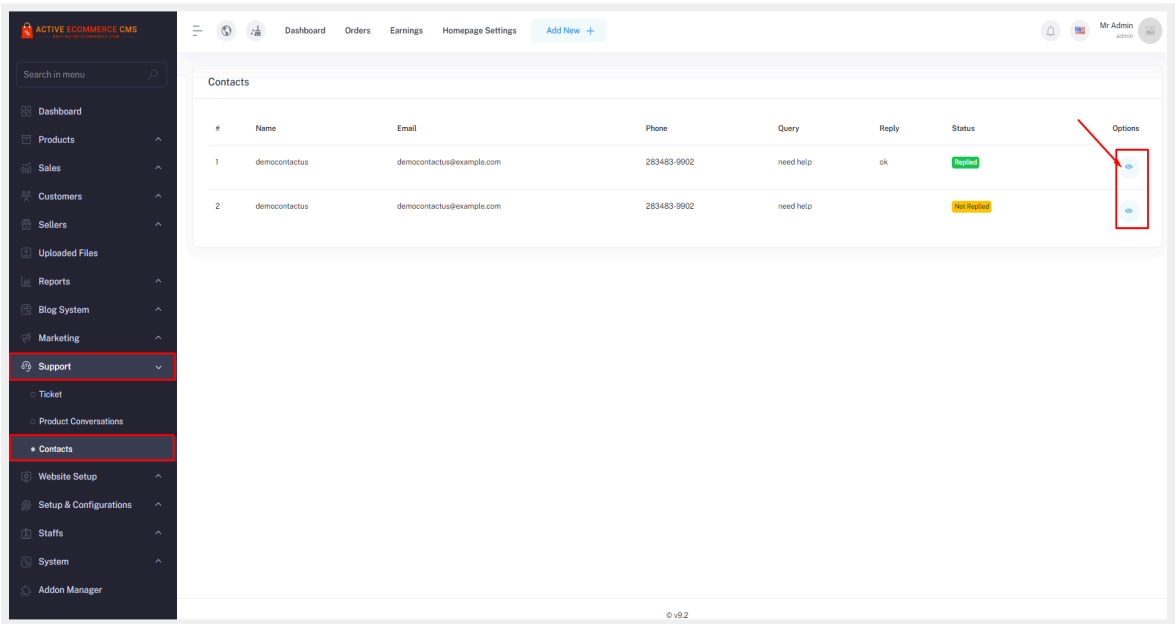


Figure: (124c) View the contact us form from admin

135. How to manage Email Templates?

Answer:

- **Log in** as an **admin.**
- Go to **Marketing** > **Email Templates.** Here you can see the submenu of email templates depending on the email receiver user type.
- Then click on any submenu; you can see the list of email templates.
- Click on the **edit** button to edit email subject and default email content. (NB : Do Not Change The Variables Like [[____]])
- Here some email templates are not **editable**. For example, order placement email content is not editable.
- You can select from this list whether the mail will be sent or not in any action by enabling and disabling the status.
- Here some of the email sending status cannot be **disabled**. Like customer registration, add seller registration by admin. Because when admin registers the customer and seller, an email is sent with their password and other information. They can login to their account with this password.

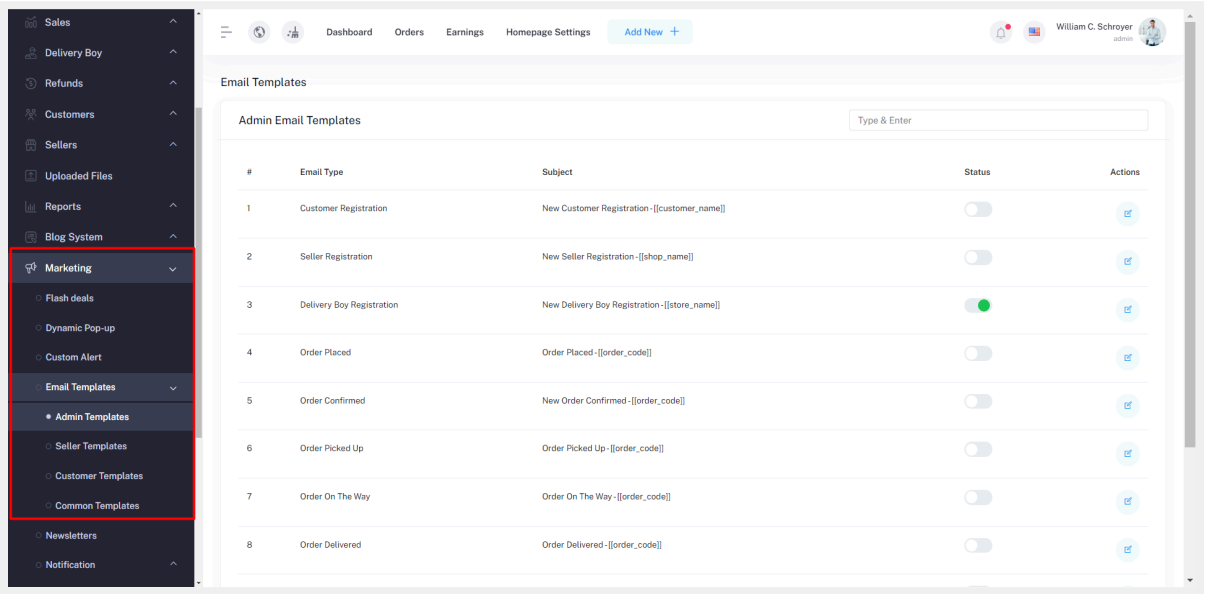


Figure: (125a) Email template

136. How to add custom reviews from admin?

Answer:

- **Log in** as an **admin.**
- Go to Products > Product Reviews
- Here admin can see all the reviews and also can add review for any inhouse products
    - Click on **Add Custom Reviews**
    - Insert the **Custom Reviewer name, image, Select the Product category, select the product**
    - Insert **rating, date** (todays date by select system date or can select any date), insert the **comment** and add any **review image.**

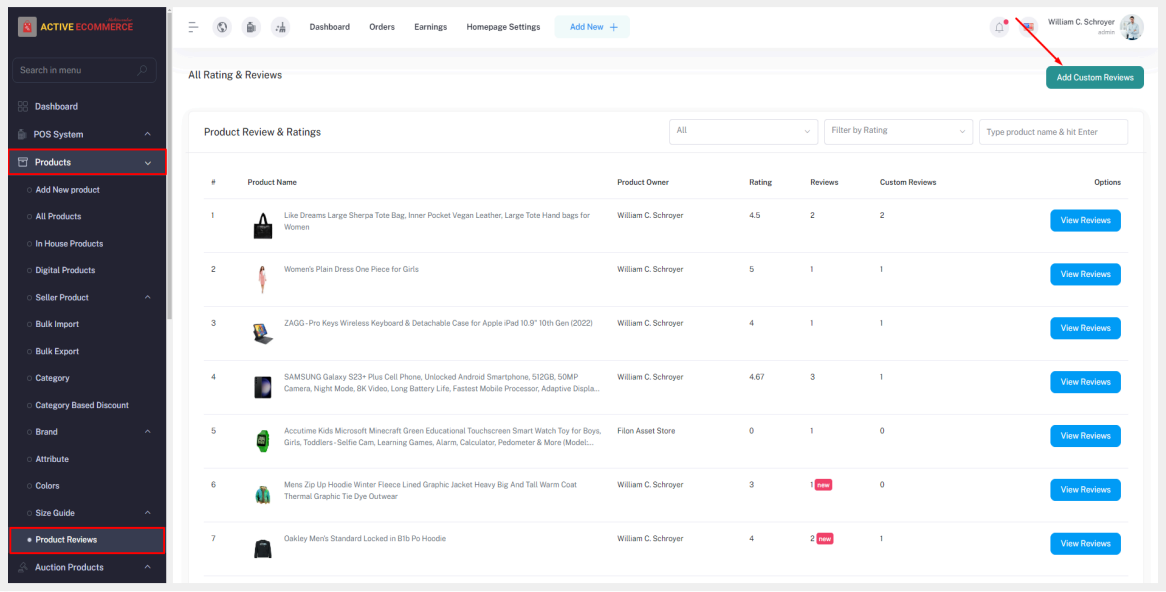


Figure: (126a) View all the reviews

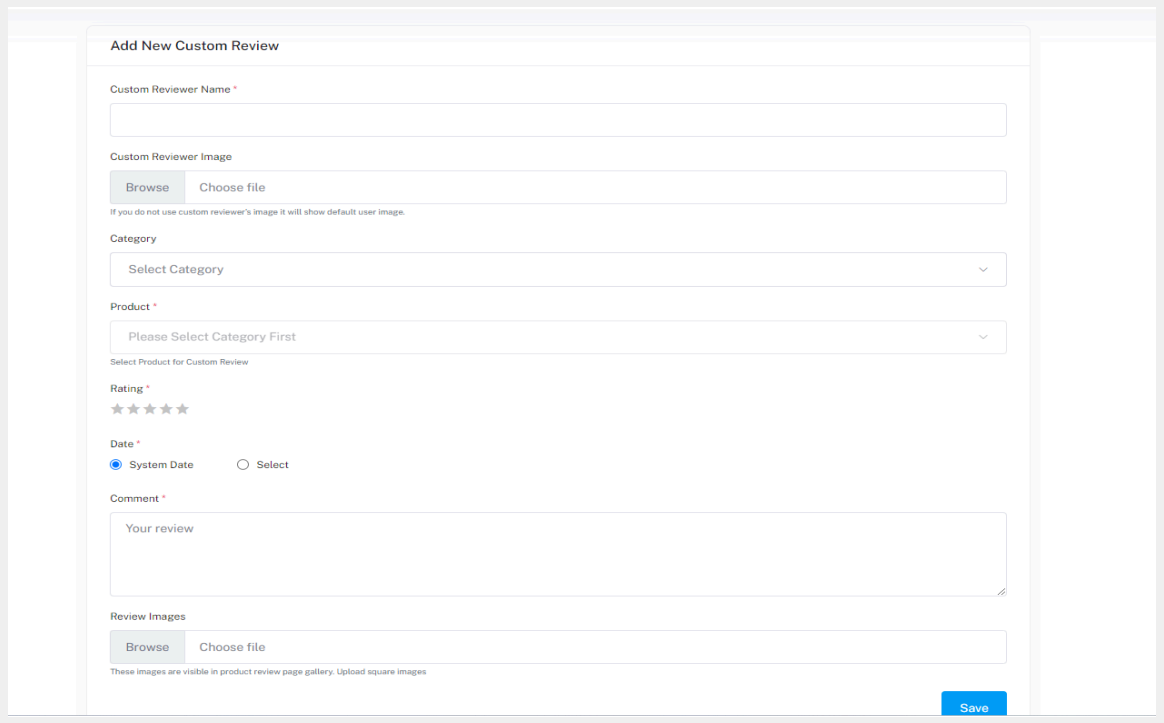


Figure: (126b) add the custom reviews

137. How to add custom followers from admin?

Answer:

- **Log in** as an **admin.**
- Go to **Sellers** > **Seller Rating and Followers**
- Here admin can add custom followers quantity, click on **Edit Custom Follower**

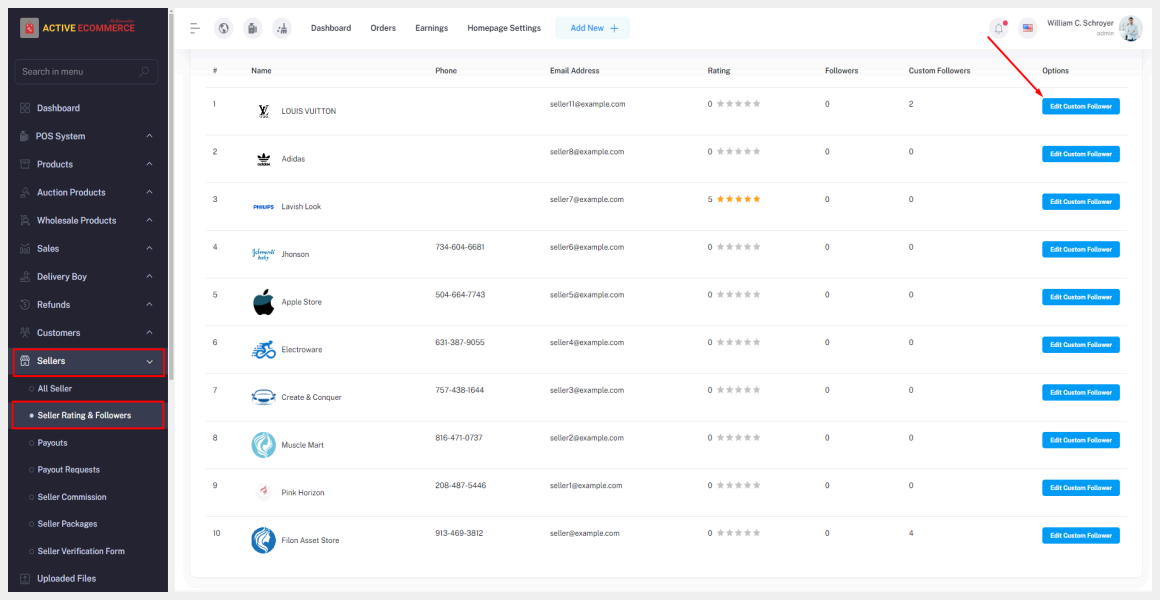


Figure: (127a) add the custom followers

138. How to Manage and Configure Sitemaps?

Answer:

To generate a sitemap in **Active eCommerce CMS**, follow these steps:

- **Log in** as an **admin.**
- Go to **Sitemap Generator**
- **Generate and Download the Sitemap**

  Click the **Generate and Download** button.
  - The system will begin generating the sitemap.xml file.
  - Depending on the number of pages on your site, this may take a few seconds.
  - Once generated, the file will be automatically downloaded in your browser.

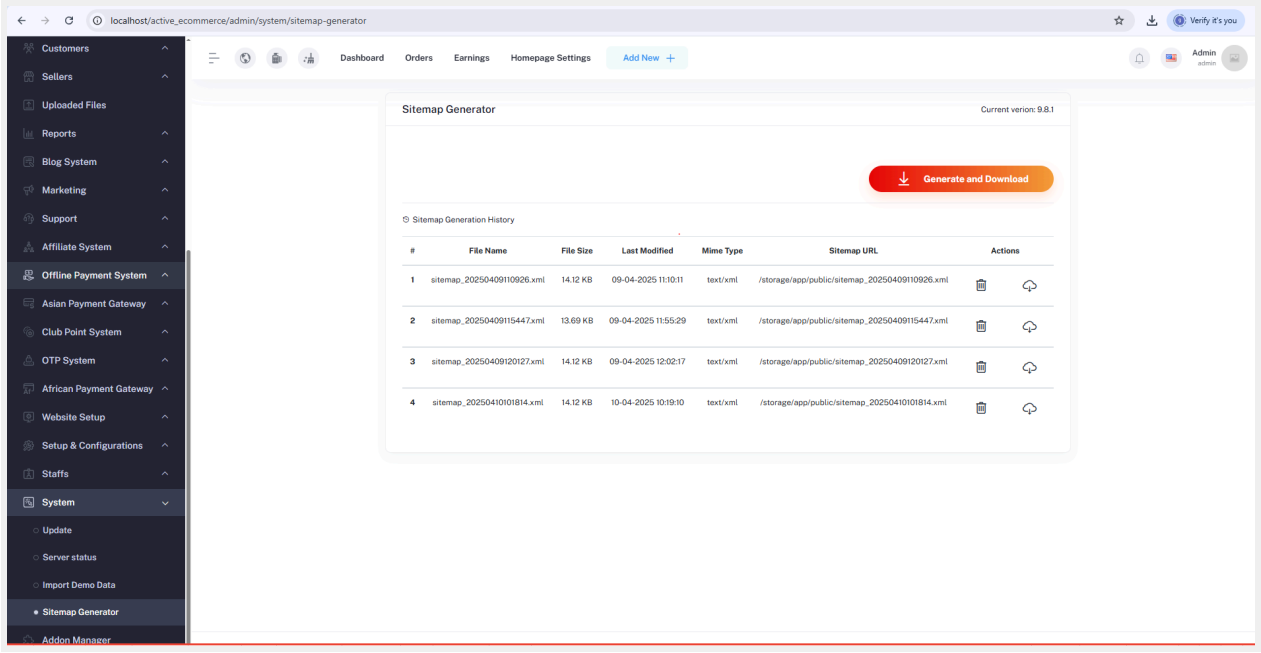


Figure: (128a) Sitemap Generator

- **Refresh the page** to View the Sitemap
  After the download is complete, **refresh the page.**
    - You will now see the generated sitemap listed in a table with details including the **Sitemap URL**.
- **File Storage**
  All generated sitemaps are stored on the server and will remain available until manually deleted.
- **Managing Individual Files**
    - **Download**: Click the **Download** button in the **Actions** column to download the sitemap file again.
    - **Delete**: Click the **Delete** button to permanently remove the sitemap file from the server.

Submitting Sitemap to Google Search Console

To help search engines discover your content, follow these steps to submit your sitemap to **Google Search Console**:

- **Login to Google Search Console**
  Visit https://search.google.com and log in with your Google account.

- **Add Your Website as a Property**
  Choose between **Domain** or **URL Prefix** method (e.g., https://www.example.com) and add your website.

- **Verify Site Ownership**
  Follow Google's instructions to verify ownership of your domain.

- **Submit Your Sitemap**

  - In the left sidebar, click on **Sitemaps**.
  - In the **Add a new sitemap** field, paste the **Sitemap URL** you copied from your admin panel.
  - Click **Submit**.

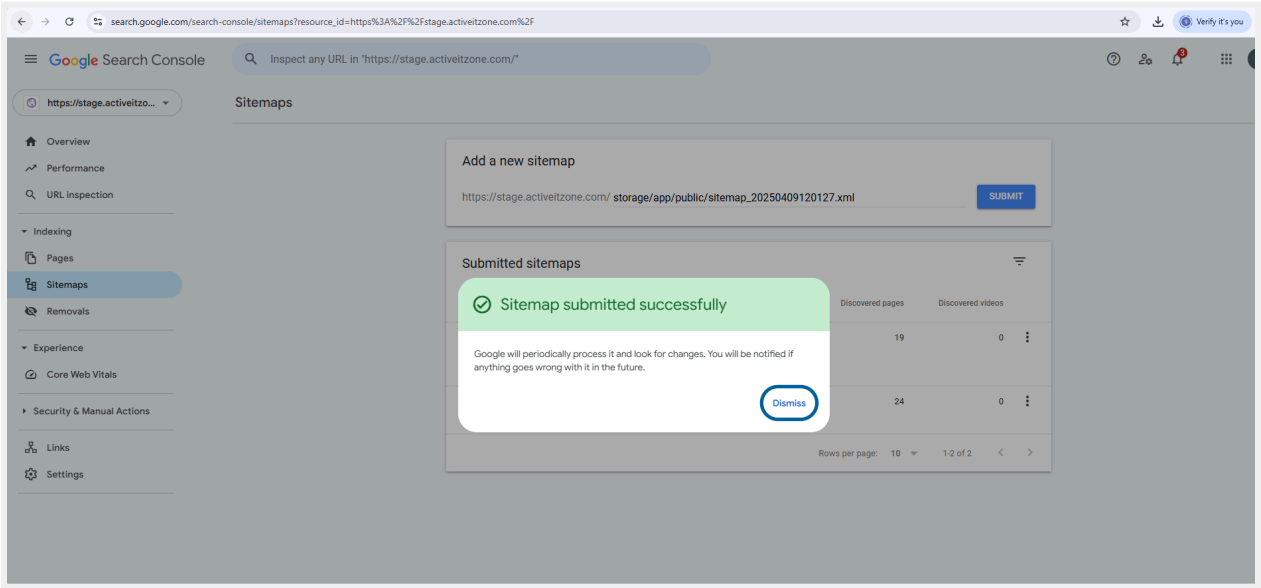


Figure: (128b) Sitemap Upload in Google Console

- **Monitor Sitemap Status**
  Once submitted, Google will display the status and statistics of your sitemap submissions for review and monitoring.

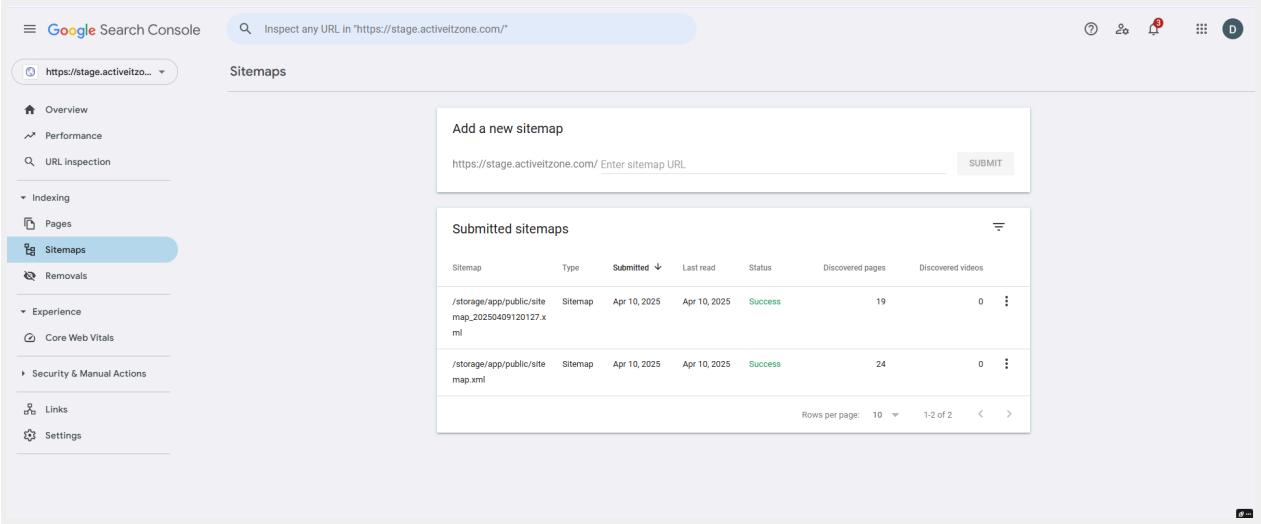


Figure: (128c) Successfully Uploaded