



Documentation

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Software Framework : Laravel
Provided by : codecanyon



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Documentation

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How to in Details

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

Answer:

To install the script, the minimum server requirements are:

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

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

02. How to install the script?

Answer:

To install the script, follow the steps below.

- Extract the downloaded .zip file from codecanyon on your PC.
- **Upload** the Install.zip file to your server **public_html** or any other **directory** you intend to run the script.
- **Extract** the zip file in that directory.
- Create a new database from your server **MySQL database**.
- Create a DB **user** to the database and link that **database** to the **DB user**.

- First, hit your **site URL** and it will automatically take you to the **installation**.
- Click on the **Start Installation Process**.
- You will get the **Checking File Permission** page. If everything is ok then click on **Go to the next step**.
- Now you need to set **Database Host, Database Name, Database Username, Database Password**, and click **Continue**.
- Now you need to **import the SQL file**.
- Now **fill up the information of the shop** and click **Continue**.
- Click on **Go to Home/ Login to the admin panel**.

03. How to activate the script?

Answer:

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

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

04. 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.

05. How to upgrade to the Latest Version?

Answer:

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

06. 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).

07. How to upload products from admin?

Answer :

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

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

- Insert a product **name**.
- Select a **category** from the dropdown list.
- Select 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.

- **Images**
 - Main images - Preferable size **600 x 600**.
 - Thumbnail images - Preferable size **300 x 300**

- **Video**
 - Select one option from **youtube, vimeo, dailymotion**.
 - Insert video **link**.

- **Product Variation**
 - You can select **multiple colors** by enabling the switch.
 - Choose the **attributes** of this product and then input values of each attribute.

- **Product price + stock**
 - Insert **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** in the left box.
 - 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)

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

- **PDF Specification**
 - Pdf upload option(if available).

- **SEO Meta Tags-**
 - This section is for social media sharing.
 - Meta title - Write a title that will appear on a shared link.
 - Description - Write a short description that will appear on a shared link.
 - Meta Image - Upload a single image for shared link.

- On the right side, you can add **shipping details, Low Stock Quantity Warning, Stock Visibility State**, enable or disable **Cash On Delivery, Featured, Todays Deal, Flash Deal, Estimate Shipping Time, Vat & TAX**.

- Then click on the **Save & Publish** button.

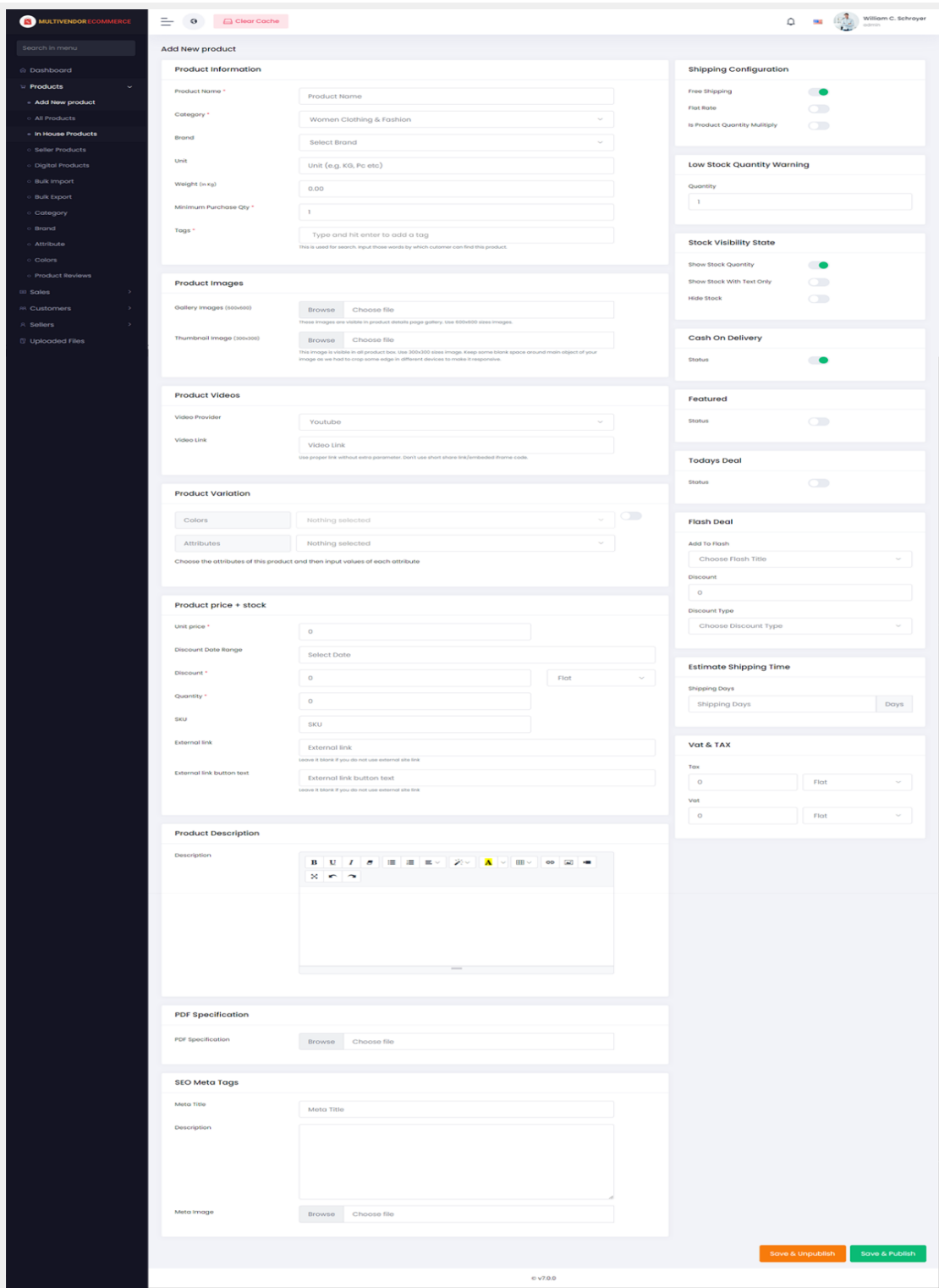


Figure (7a): Add new product from Admin.

08. How to be a seller?

Answer:

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

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

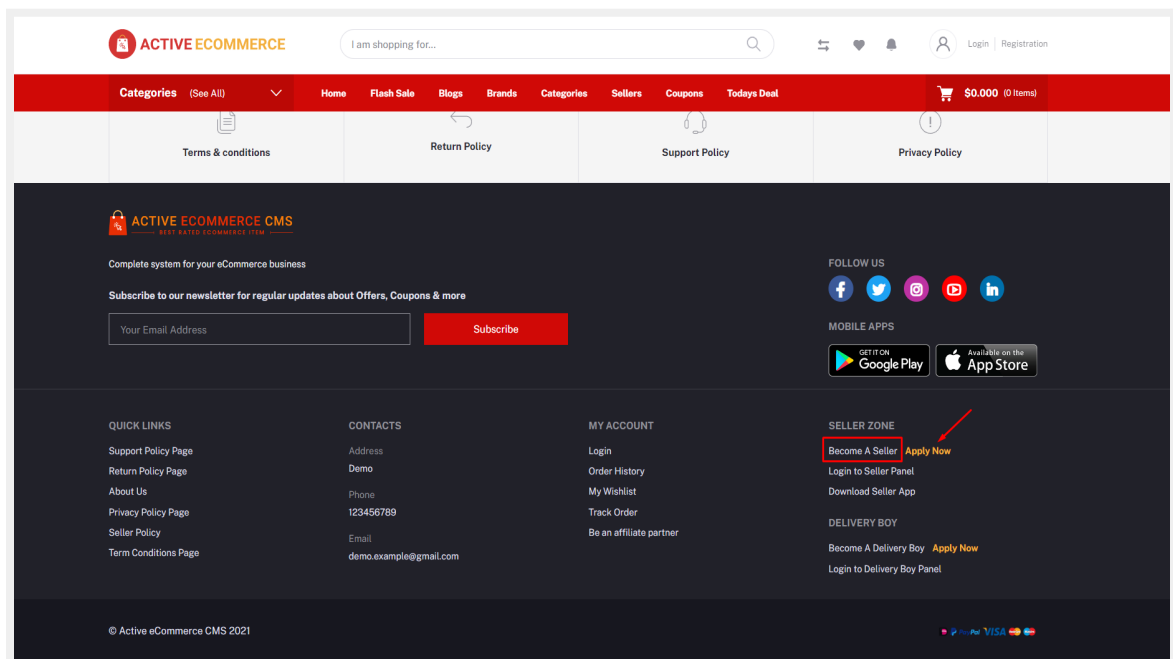


Figure (8a): Become a Seller.

09. How does a customer register him/herself?

Answer:

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

- From the top right side of homepage you can find login option, click on **Login**
- If you have already registered then you will just put your mail/phone and password and log in your panel.

- For register click on **Register Now** option
- Input Name, Phone/mail, password, confirm password, agree with terms & condition and click **Create account**.

Figure (9a): Customer register him/her self.

10. How to upload products from sellers?

Answer :

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

- Log in to the seller profile.
- 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, Category, Brand, Unit, Weight, Minimum Purchase Qty, Tags, Barcode**, enable or disable **Refundable** switch, **Image** (Main Images, Thumbnail Image), **Video** (Video From, Video URL)
- Then fill up the **Product Variation** part. Fill up **Color** (options can be enabled or disabled) then **Attributes**.

- Then fill up the **Product price** section. Fill up **Unit price, Discount Date Range, Discount, Quantity, SKU, External link, External link button text.**
- Fill up the **Description** field.
- Fill up the **PDF Specification**
- Fill up the **SEO Meta Tags.**
- Click on **Upload Product.**

The screenshot shows the 'Add Your Product' form in the Filon Asset Store seller dashboard. The form is divided into three main sections: Product Information, Shipping Configuration, and Stock Visibility State.

Product Information:

- Product Name: Product Name
- Category: Women Clothing & Fashion
- Brand: Select Brand
- Unit: Unit (e.g. KG, Pc etc)
- Weight (in kg): 0.00
- Minimum Purchase Qty: 1
- Tags: Type and hit enter to add a tag
- Barcode: Barcode
- Refundable:

Shipping Configuration:

- Free Shipping:
- Flat Rate:

Low Stock Quantity Warning:

- Quantity: 1

Stock Visibility State:

- Show Stock Quantity:
- Show Stock With Text Only:
- Hide Stock:

Figure (10a): Upload products from seller

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

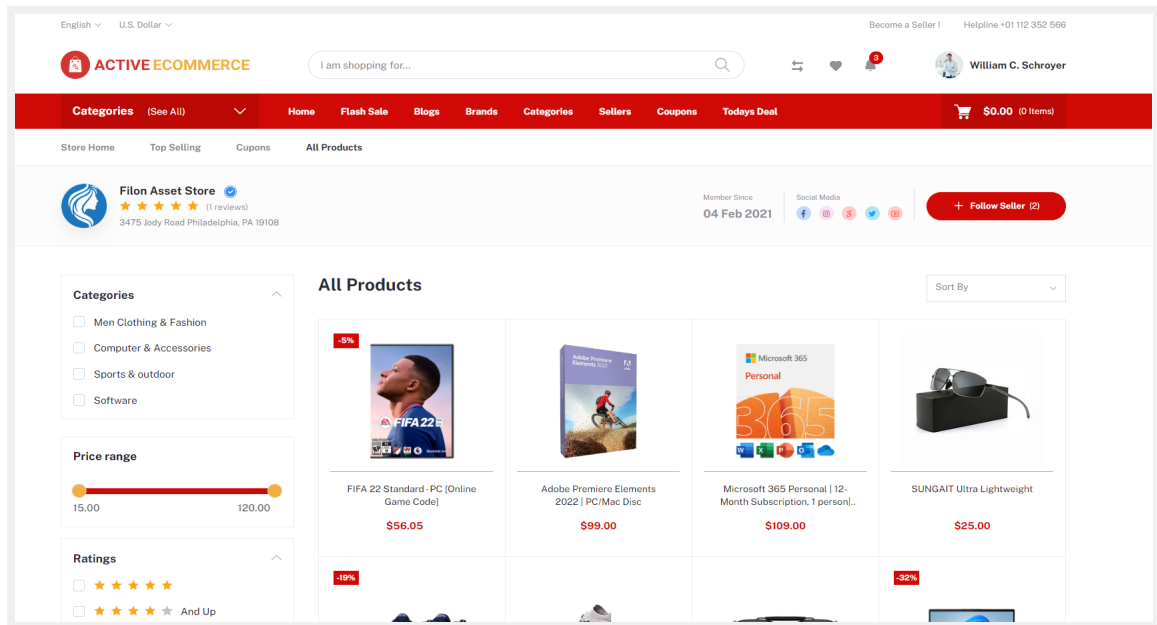


Figure (10b): On homepage seller all products

11. 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, 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

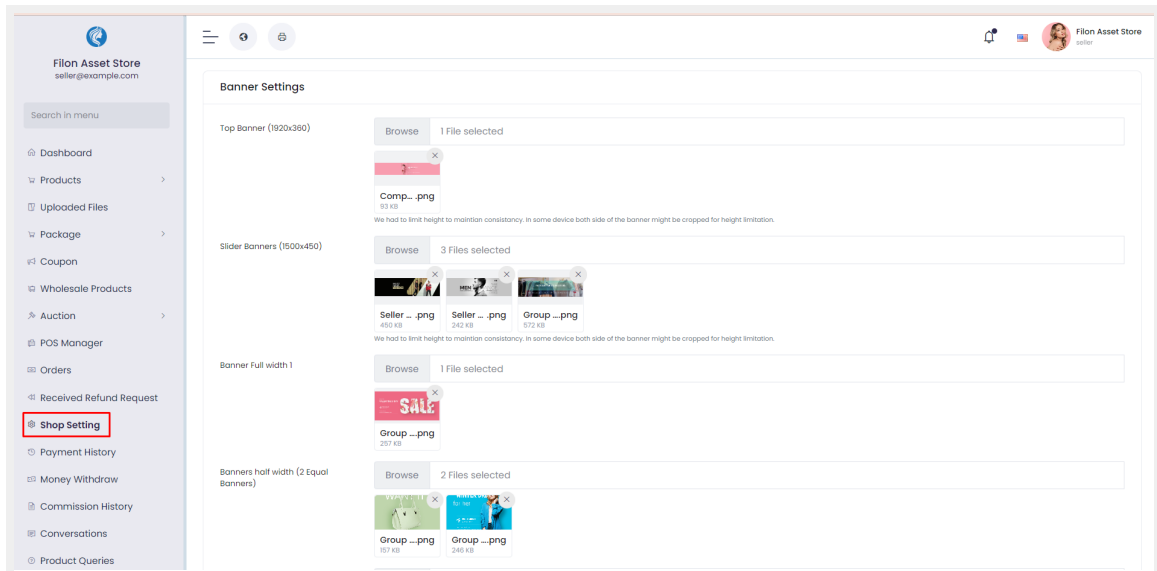


Figure (11a): Seller manage his/her shop setting

12. How to translate product information in multiple languages?

Answer:

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

- From 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 are not translatable)
- Click on **Save**.

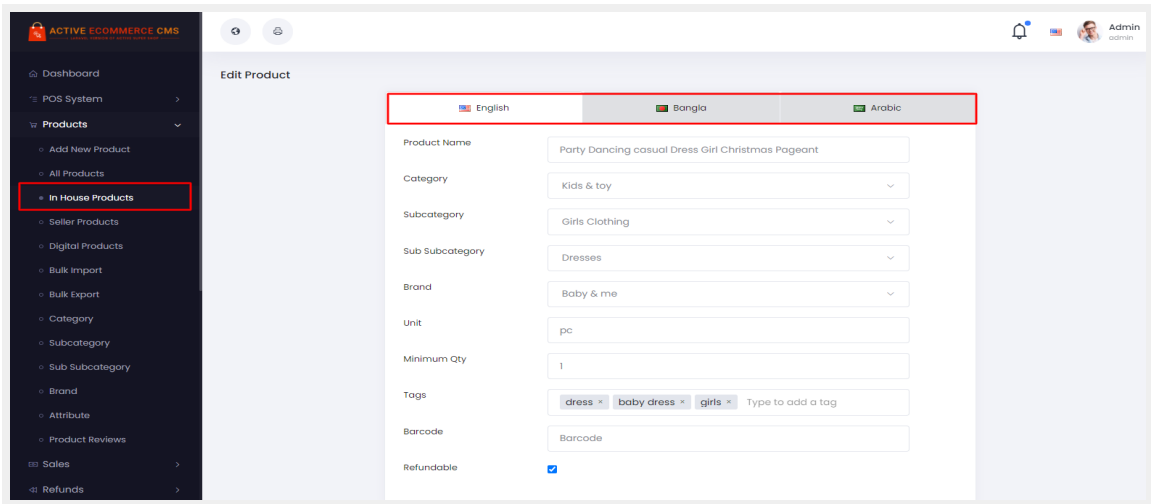


Figure (12a): Translate product information into multiple languages

13. How to purchase products?

Answer:

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

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

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.
- You can also add this product to the wishlist or **compare** list.
- To proceed with the purchase follow the above steps.

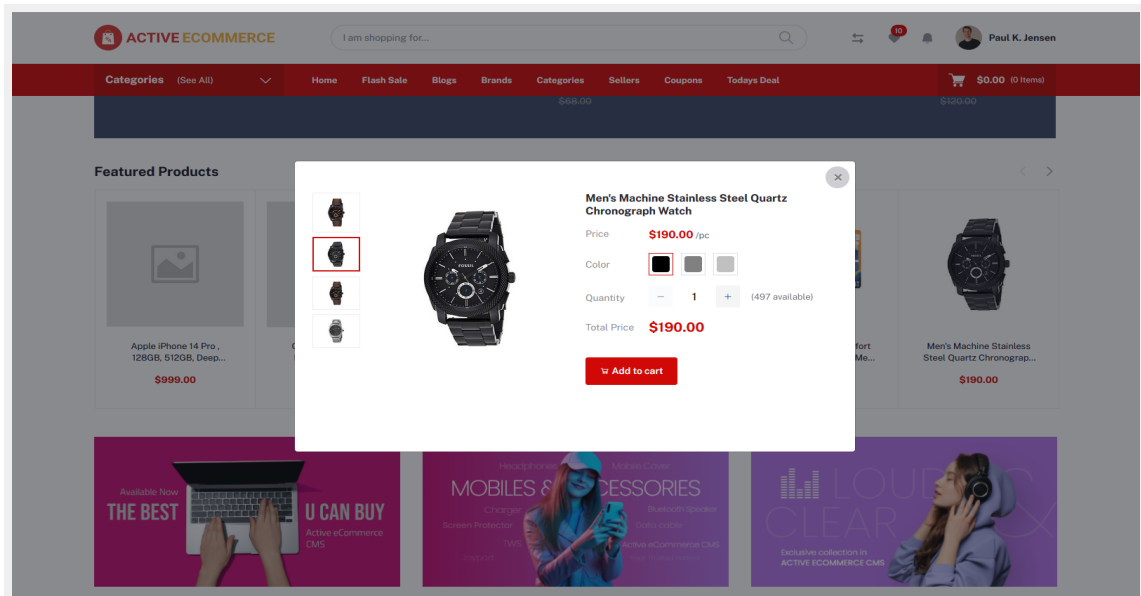


Figure (13a): Add to cart pop up

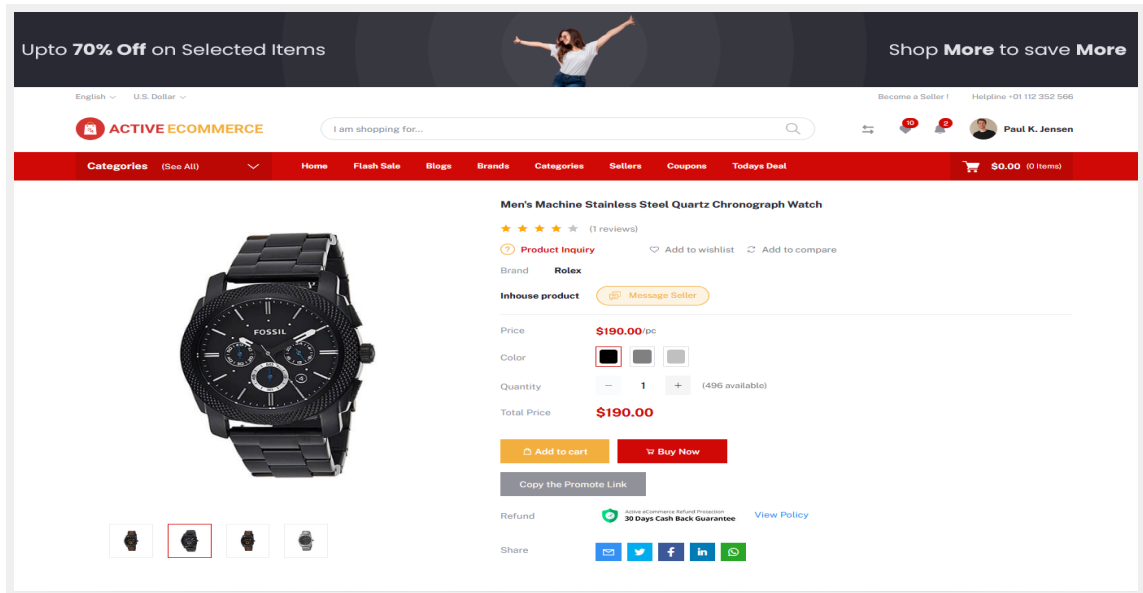


Figure (13b): product details page

14. How can a customer follow any seller?

Answer:

A customer can follow any seller by following procedure:

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

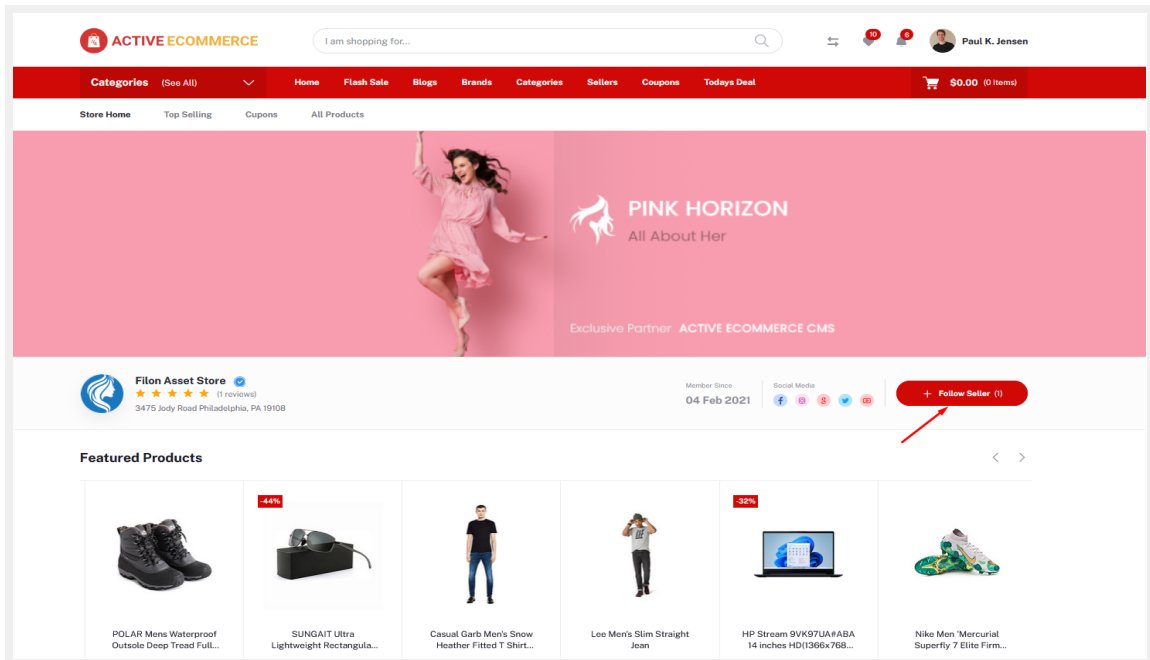


Figure (14a): Follow a seller

- 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.**

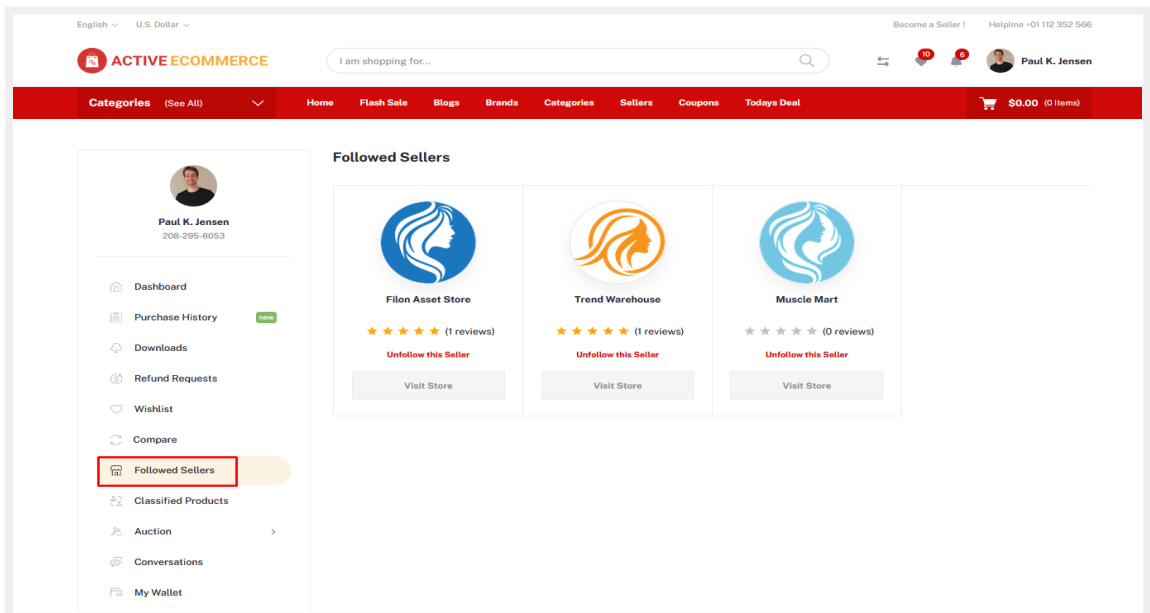


Figure (14b): All Followed Seller

15. How to set up a Website?

Answer:

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

16. How to Set up the Header part?

Answer:

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

- **Header settings** -
 - **Header Logo:** Upload Header logo
 - **Show Language Switcher?** : Click on button to on/off
 - **Show Currency Switcher?** : Click on button to on/off
 - **Enable sticky header?** : Click on button to on/off
 - Insert Topbar Banner, Topbar Banner Link, Helpline number, Edit or add Header Nav Menu
 - Then click on the **Update** button.

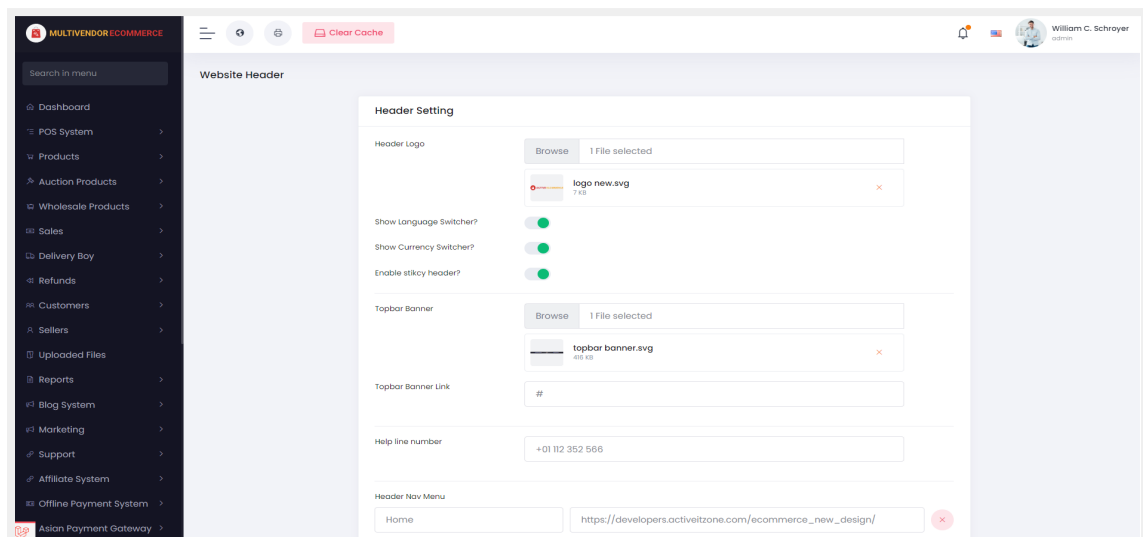


Figure (16a): Website Header Setting

17. How to Set up the Footer part?

Answer:

From admin panel navigation Click on **Website Setup > Footer**

- **About Widget**
 - **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

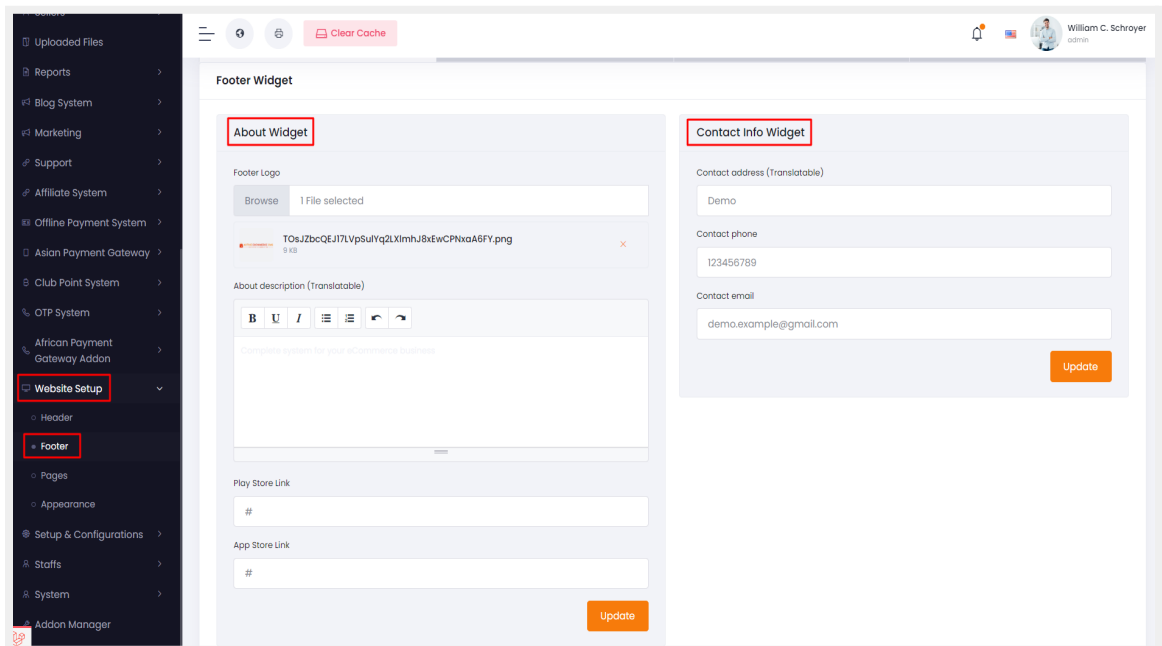


Figure: (17a) footer setup

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

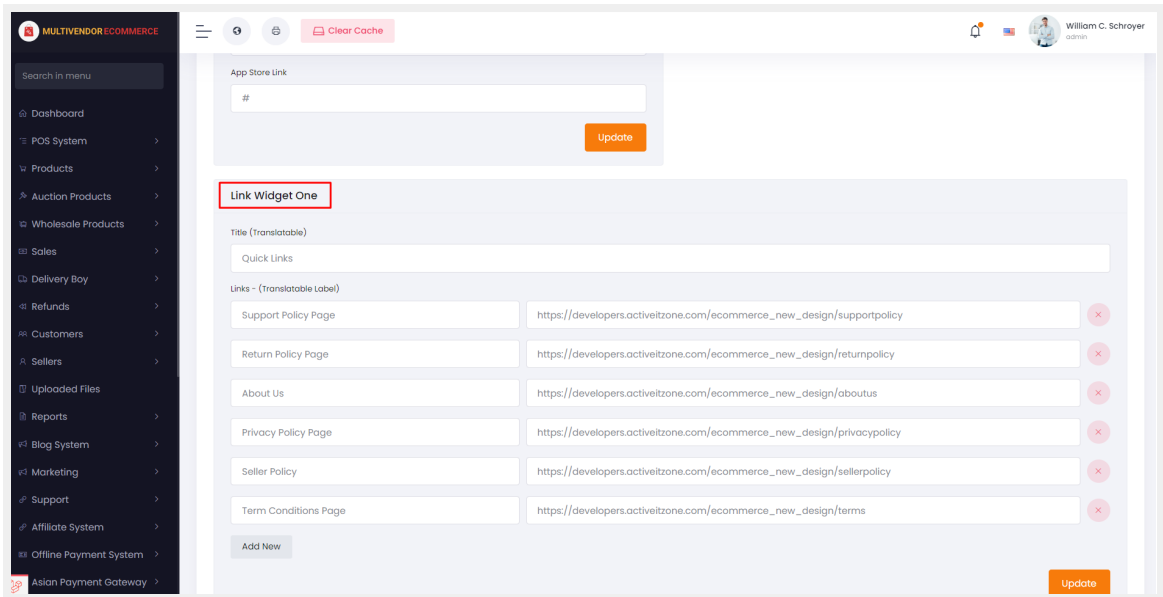


Figure: (17b) footer -link widget

- **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/>

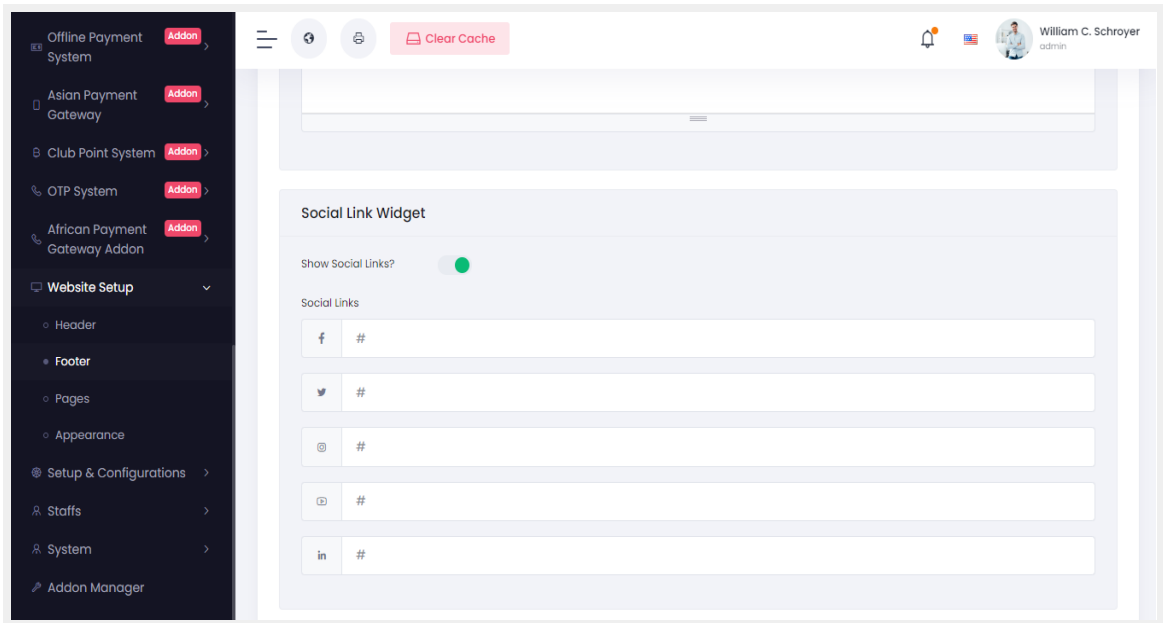


Figure: (17c) Footer- social link widget

- **Payment Methods Widget-** Upload files of payment method
- Then Click on the **update** button.

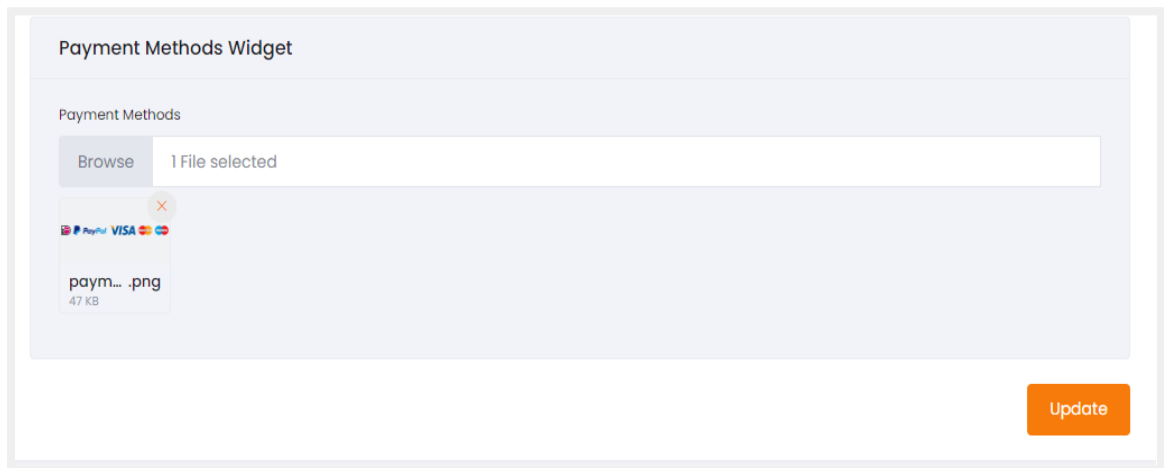


Figure: (17d) footer- payment method widget

18. How to Set up the Home pages part?

Answer:

From the admin panel, go to **Website Setup > Pages > Home page Action**

- **Home slider:** Select multiple **images** for the top **slider** section. Also, **add, edit** and delete options are available there. And also can add links.
- **Today's Deal:** Add today's deal banner and also you can input products background color. And click on **update**.
- **Home Banner 1:** Add Home banner-1 & the maximum number is 3. And click on **update**.
- **Home Banner 2:** Select Home banner-2 & the maximum number is 3. And click on **update**.
- **Auction Banner:** You can add an auction banner.
- **Coupon Section:** From this part you can add/edit background color, title and subtitle. Click on **update**
- **Home Categories:** By clicking on the **"add new"** button admin can create this section category-wise. And click on **update**.
- **Classified Banner 3:** Select classified banner-3 & the maximum number is 3. And click on **update**.
- **Top- 12**
 - **Top Brands (Max 12):** Select Maximum of 12 Brands for the sections. And click on **update**.

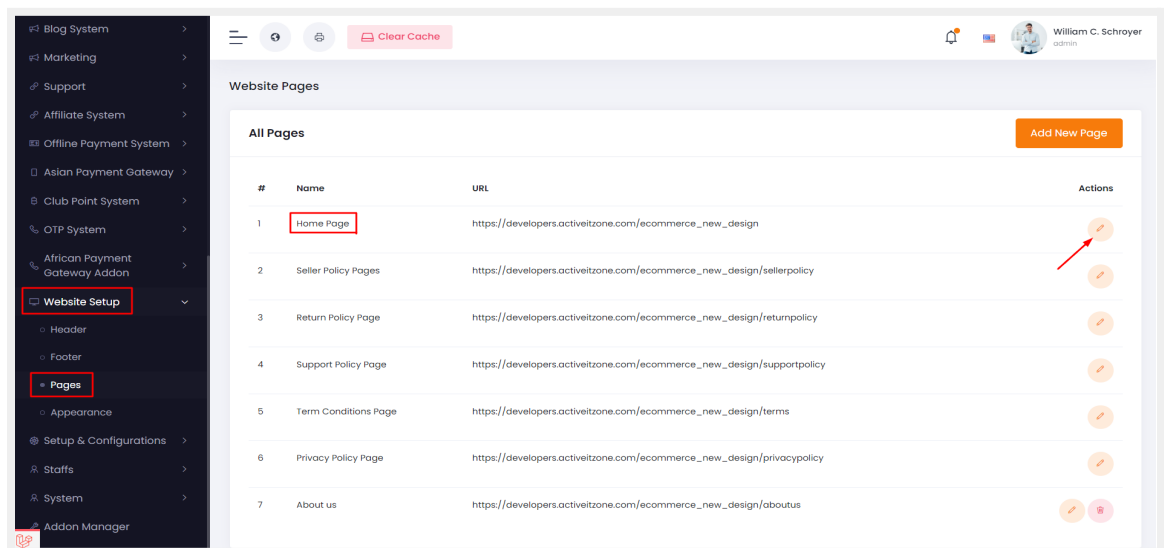


Figure: (18a) Website Pages

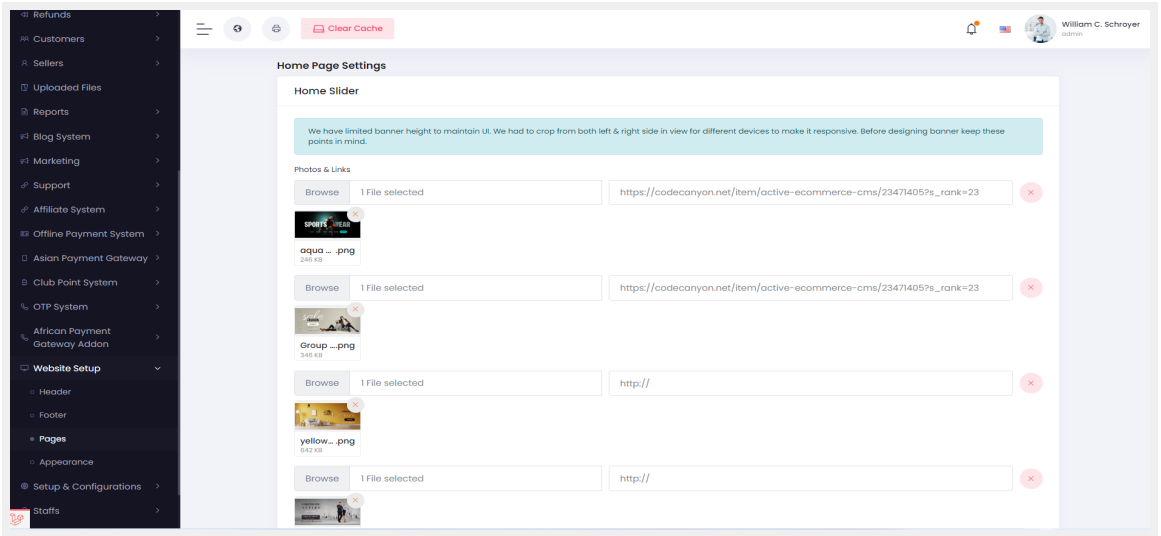


Figure: (18b) Homepage Settings

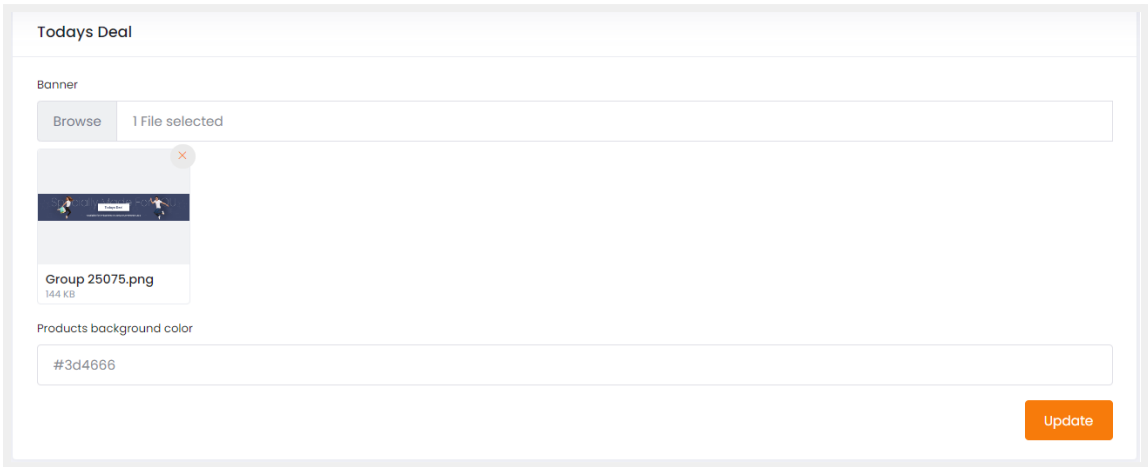


Figure: (18c) Homepage Settings (Today's Deal)

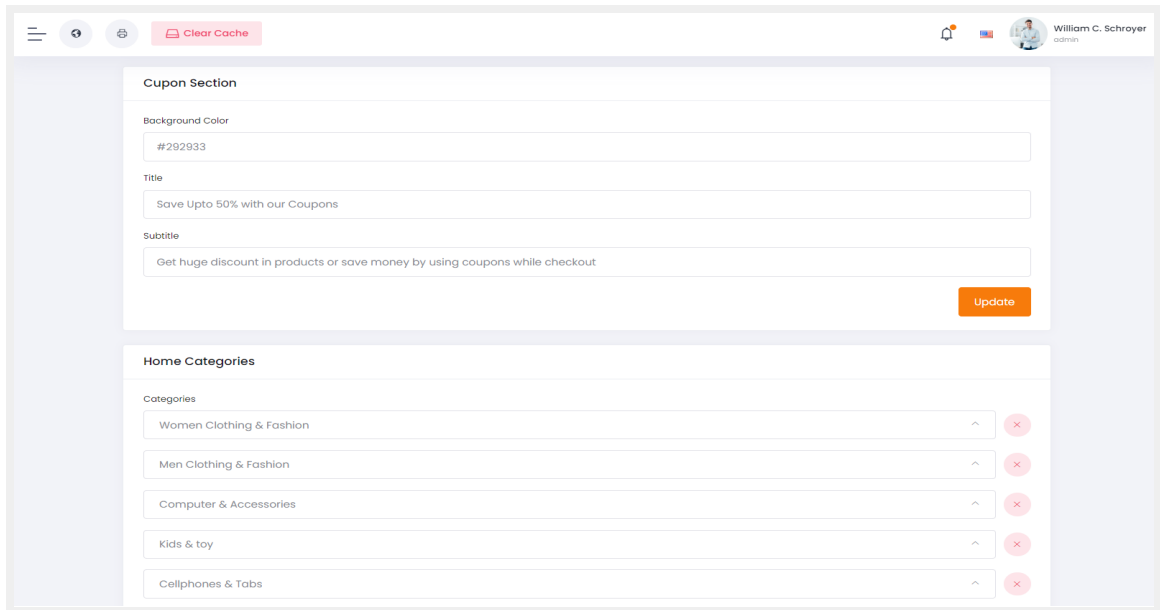


Figure: (18d) Homepage Settings Coupon and home categories section

19. 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 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 edit or delete the page.

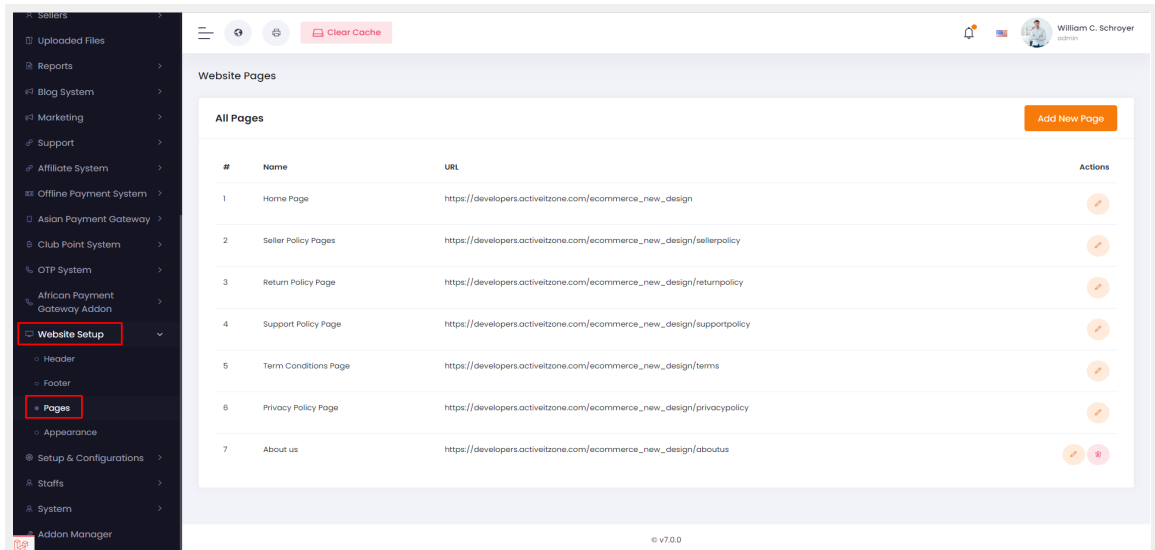


Figure: (19a) Website All pages

20. How to Set up the General part?

Answer:

For General settings. Follow the below steps:

- **Log in** as an Admin
- Go to **Website set up > appearance**
 - **Frontend Website Name:** Write website name
 - **Site Motto:** Write your website motto.
 - **Site Icon:** Select your own icon.
 - **Website Base Color:** Select Website Base Color. (Hex Color Code)
 - **Website Base Hover Color:** Select Website Base Hover Color (Hex Color Code)
 - Insert **Customer Login page image, Customer Register page image, Seller Login page background, Delivery boy login page background, Flash Deal banner large & also you can insert flash deal banner small.**
 - And click on **update**.
- **Global Seo**
 - **Meta Title-** Fill up meta title.
 - **Meta Description-** Fill up the section of meta description
 - **Keywords-** Input keywords.

- **Meta Image-** Upload meta image.
- And click on **update**
- **Cookies Agreement**
 - Insert Cookies Agreement Text
 - Enable/disable Show Cookies Agreement
 - And click on **update**
- **Website Popup**
 - Enable/disable Show website popup?
 - insert Popup content
 - you can enable/disable Show Subscriber form?
 - And click on **update**
- **Custom Script**
 - you can insert Header custom script - before `</head>` and Footer custom script - before `</body>`
 - And click on **update**

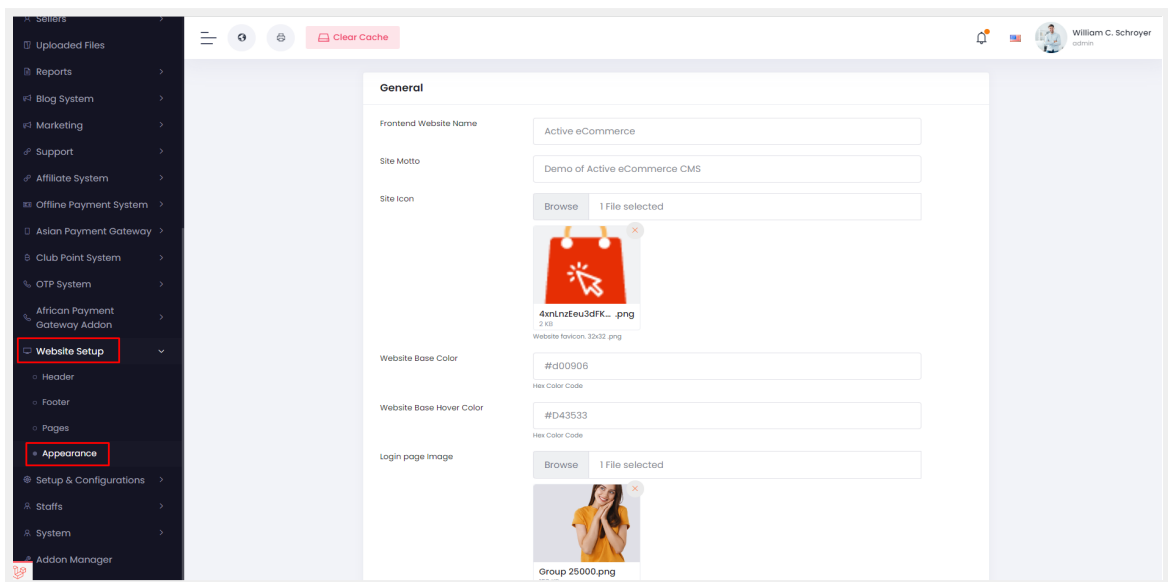


Figure: (20a) Website General part

21. 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, Background Color code**, Select the **Text Color, 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.

The screenshot shows the 'All Flash Deals' page in the Multivendor Ecommerce Admin Panel. The left sidebar contains a menu with 'Marketing' and 'Flash deals' highlighted in red. The main content area displays a table of flash deals with the following data:

#	Title	Banner	Start Date	End Date	Status	Featured	Page Link	Options
1	mac book		01-02-2023 00:00:00	31-03-2023 23:59:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	https://developers.activetzone.com/ecommerce_new_design/flash-deal/mac-book-shwGK	
2	apple		02-02-2023 00:00:00	27-07-2023 23:59:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	https://developers.activetzone.com/ecommerce_new_design/flash-deal/apple-oghai	
3	mango fruits		18-01-2023 00:00:00	18-01-2023 23:59:59	<input checked="" type="checkbox"/>	<input type="checkbox"/>	https://developers.activetzone.com/ecommerce_new_design/flash-deal/mango-fruits-pmwhc	
4	Flash Deal		27-04-2022 00:00:00	27-04-2025 23:59:59	<input checked="" type="checkbox"/>	<input type="checkbox"/>	https://developers.activetzone.com/ecommerce_new_design/flash-deal/flash-deal-hvfan	
5	Electronic		27-04-2022 00:00:00	27-04-2025 23:59:59	<input checked="" type="checkbox"/>	<input type="checkbox"/>	https://developers.activetzone.com/ecommerce_new_design/flash-deal/electronic-7dgmI	

Figure: (21a) All Flash Deal

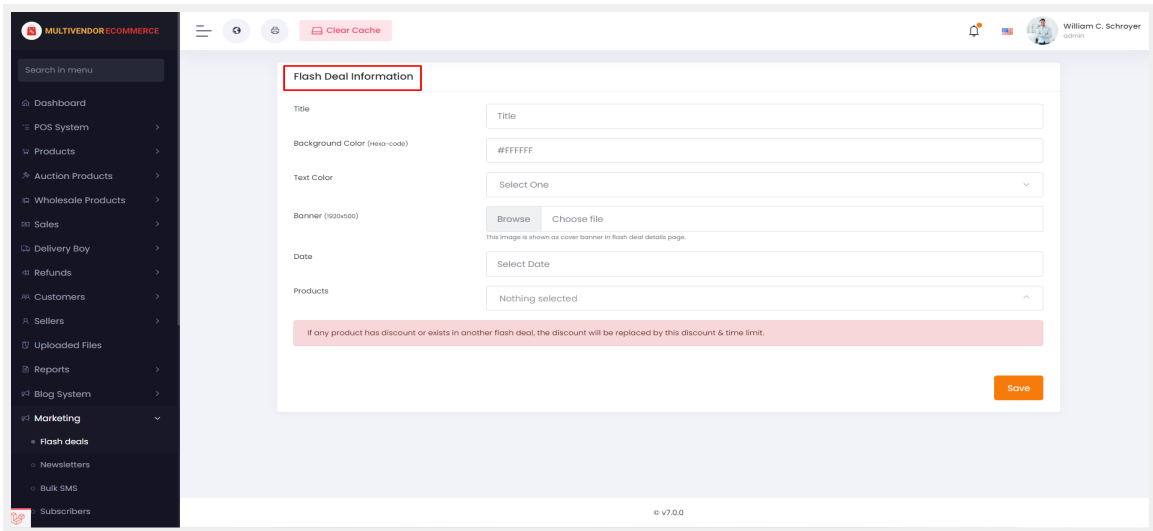


Figure: (21b) Creating new Flash Deal

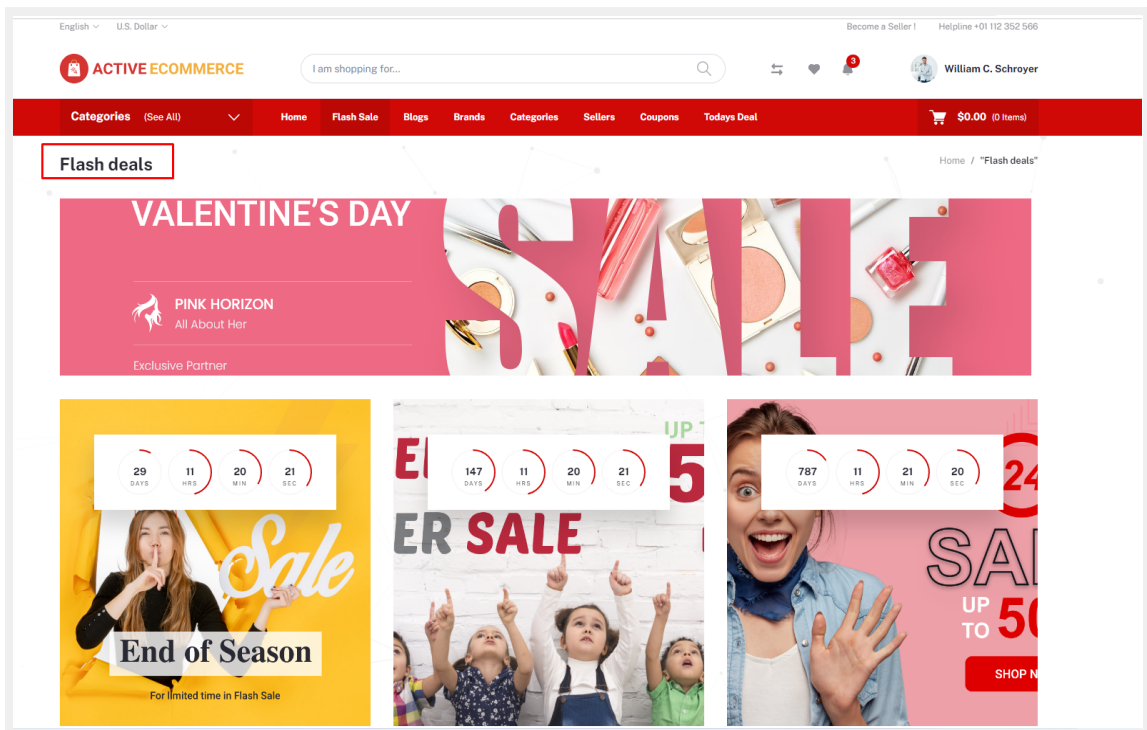


Figure: (21c) Flash Deal listing page

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

Answer:

Follow the instruction:

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

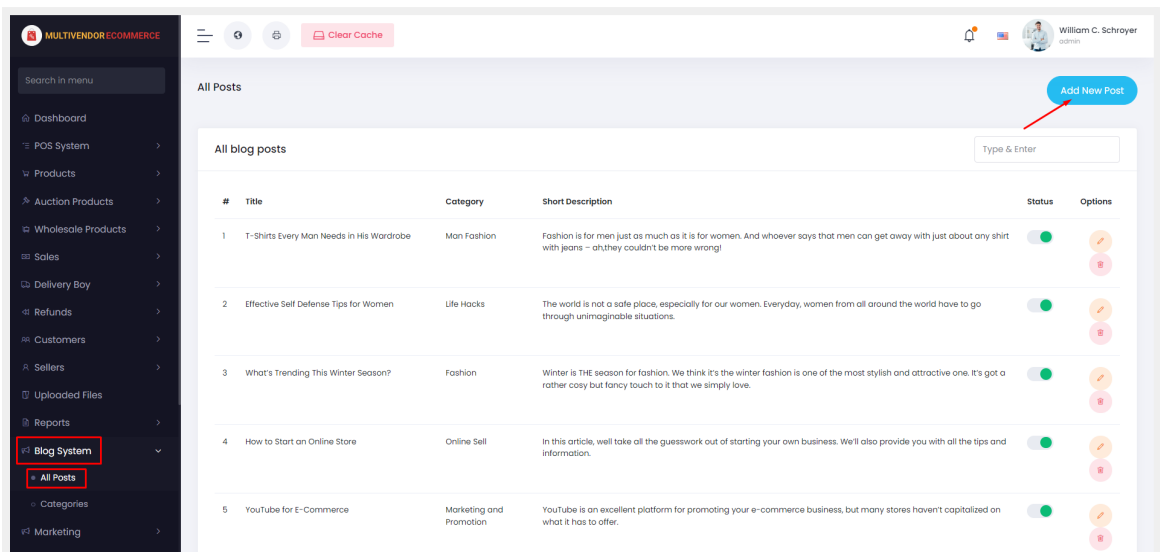


Figure: (22a) Add new blog post

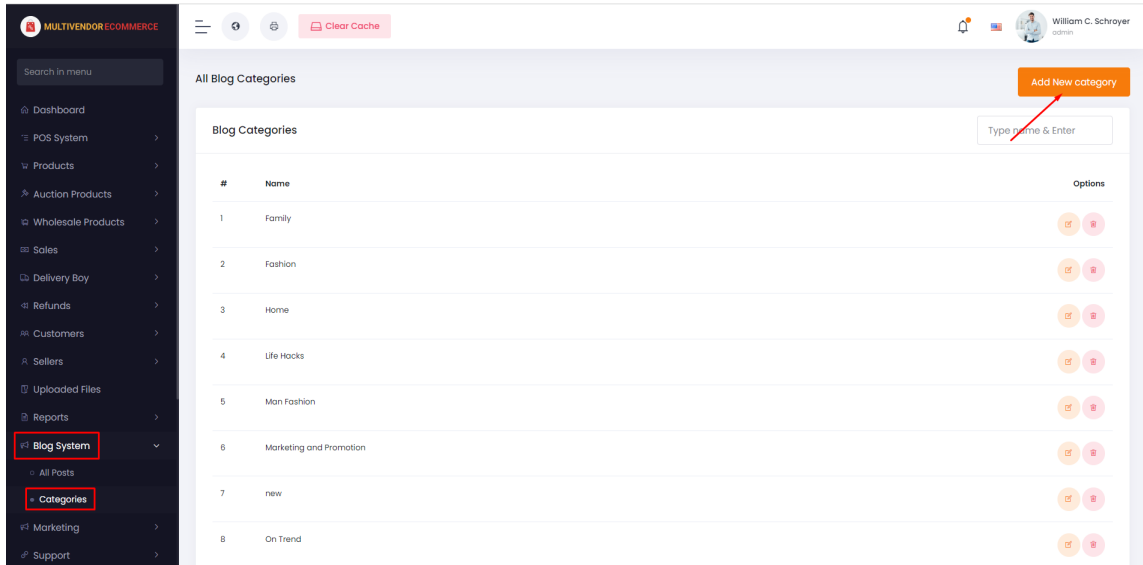


Figure: (22b) Add new blog category

- 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.

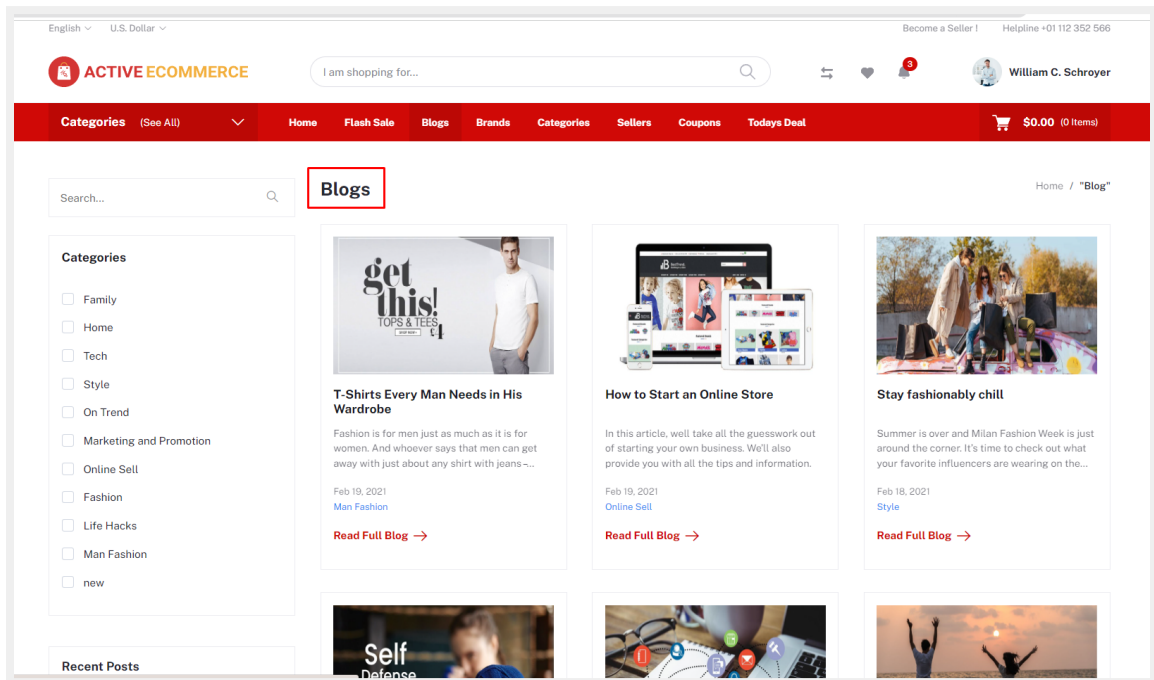


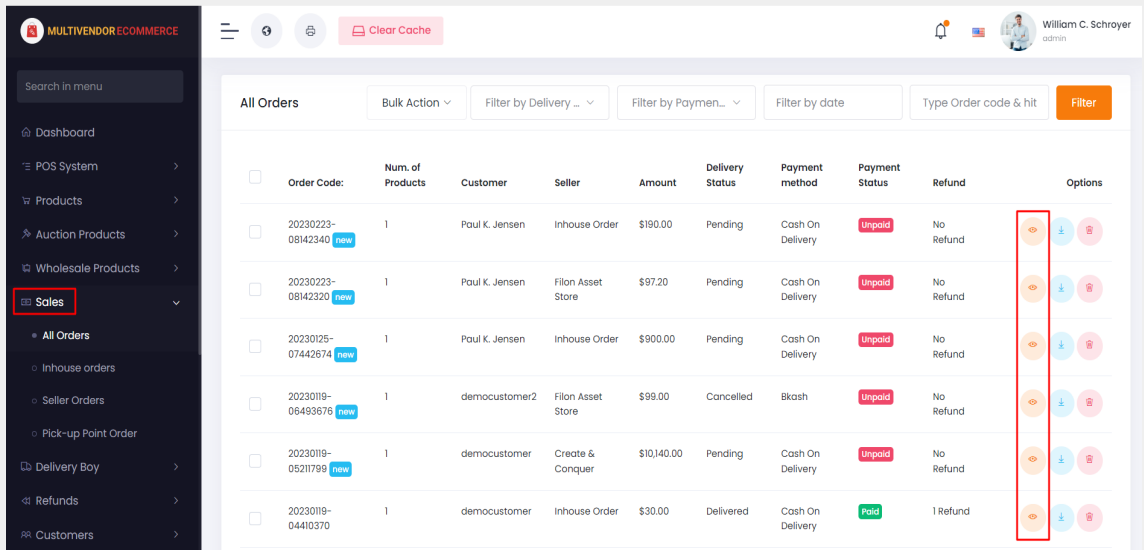
Figure: (22c) Homepage Blog section

23. How to Manage Orders?

Answer:

Admin can manage orders by following the below instruction:

- **Log in** to the Admin panel.
- From the left navbar click on **sales**. Here admin can show **All orders, In house orders, sellers orders, and Pick-up points orders**.
 - The order list page admin will get the information of **order code, the number of products, customer name, amount, delivery status, payment status & refund**.
 - From the **“Actions”** button admin will get the 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**.





















<input type="checkbox"/>	Order Code:	Num. of Products	Customer	Seller	Amount	Delivery Status	Payment method	Payment Status	Refund	Options
<input type="checkbox"/>	20230223-08142340 <small>new</small>	1	Paul K. Jensen	Inhouse Order	\$190.00	Pending	Cash On Delivery	Unpaid	No Refund	  
<input type="checkbox"/>	20230223-08142320 <small>new</small>	1	Paul K. Jensen	Filon Asset Store	\$97.20	Pending	Cash On Delivery	Unpaid	No Refund	  
<input type="checkbox"/>	20230125-07442674 <small>new</small>	1	Paul K. Jensen	Inhouse Order	\$900.00	Pending	Cash On Delivery	Unpaid	No Refund	  
<input type="checkbox"/>	20230119-06493676 <small>new</small>	1	democustomer2	Filon Asset Store	\$99.00	Cancelled	Bkash	Unpaid	No Refund	  
<input type="checkbox"/>	20230119-05211799 <small>new</small>	1	democustomer	Create & Conquer	\$10140.00	Pending	Cash On Delivery	Unpaid	No Refund	  
<input type="checkbox"/>	20230119-04410370	1	democustomer	Inhouse Order	\$30.00	Delivered	Cash On Delivery	Paid	1 Refund	  

Figure: (23a) All orders

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

Sub Total:	\$91.00
Tax:	\$0.72
Shipping:	\$8.00
Total:	\$99.72

Figure: (23b) order details

24. How to Manage Sellers?

Answer:

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

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

Name	Phone	Email Address	Verification info	Approval	Num. of Products	Due to seller	Options
DemoShop		seller6@gmail.com		<input type="checkbox"/>	0	\$0.00	
ioiu		cloth_store@example.com		<input type="checkbox"/>	0		
Test Shop		kiron@example.com		<input type="checkbox"/>	0		
LOUIS VUITTON		seller1@example.com		<input checked="" type="checkbox"/>	4		
Adidas		seller8@example.com		<input checked="" type="checkbox"/>	10		
Lavish Look		seller7@example.com		<input checked="" type="checkbox"/>	5	\$0.00	
Jhonson	734-604-6681	seller6@example.com		<input checked="" type="checkbox"/>	10	\$0.00	

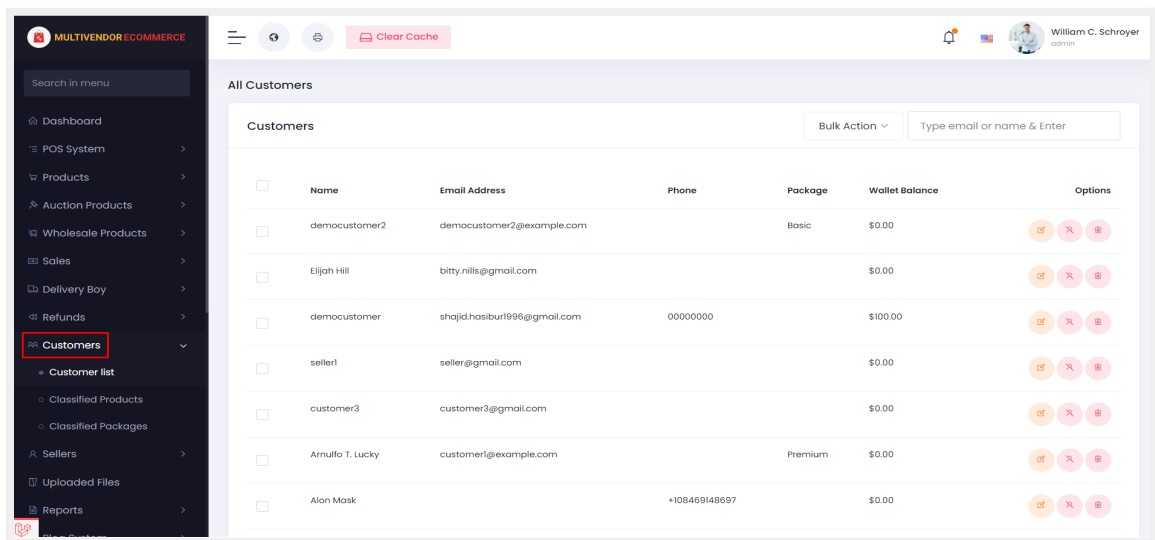
Figure: (24a) Seller details

25. How to see customer info??

Answer:

Admin can manage customers by following the below instruction:

- 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**.



The screenshot shows the 'All Customers' page in the admin panel. The sidebar on the left has a 'Customers' menu item highlighted with a red box. The main content area displays a table of customers with the following columns: Name, Email Address, Phone, Package, Wallet Balance, and Options. The table contains 8 rows of customer data.

<input type="checkbox"/>	Name	Email Address	Phone	Package	Wallet Balance	Options
<input type="checkbox"/>	democustomer2	democustomer2@example.com		Basic	\$0.00	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Elijah Hill	bitty.nills@gmail.com			\$0.00	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	democustomer	shajid.hasibur199@gmail.com	00000000		\$100.00	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	seller1	seller@gmail.com			\$0.00	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	customer3	customer3@gmail.com			\$0.00	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Arnulfo T. Lucky	customer1@example.com		Premium	\$0.00	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Alon Mask		+108469148697		\$0.00	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Figure: (25a) Customer list

26. How to send a newsletter??

Answer:

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

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

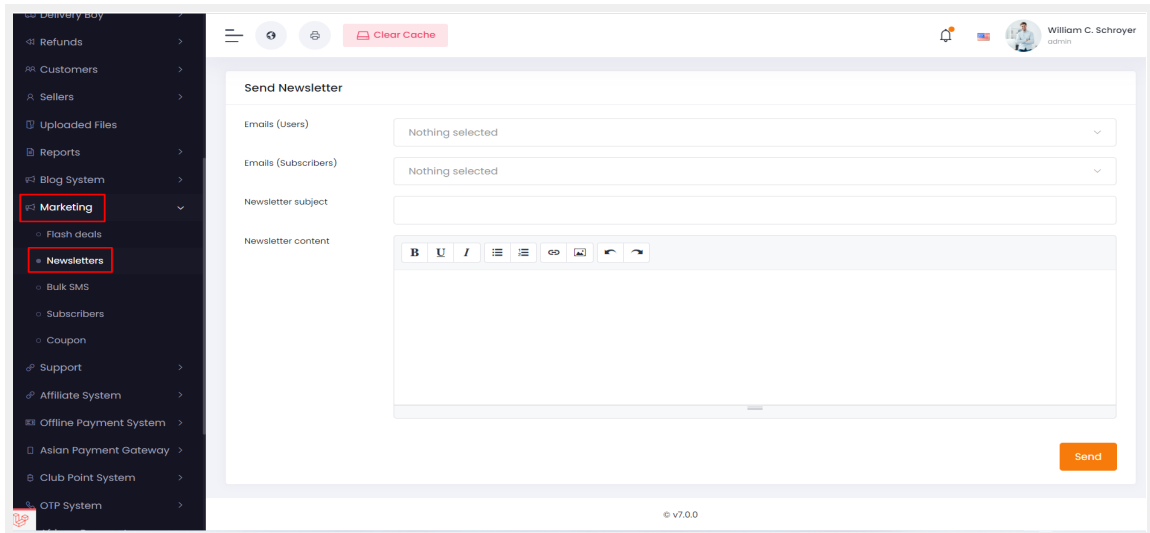


Figure: (26a) Sending newsletter

27. How to configure payment methods?

Answer:

To configure them follow the steps:

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

- **Bkash Credential:** Insert BKASH CHECKOUT APP KEY, BKASH CHECKOUT APP SECRET, BKASH CHECKOUT USER NAME, BKASH CHECKOUT PASSWORD and **switch off** the sandbox mode(which for demo transactions).Then click on **save**.
- **Nagad Credential:** Insert NAGAD MODE, NAGAD MERCHANT ID, NAGAD MERCHANT NUMBER, NAGAD PG PUBLIC KEY, NAGAD MERCHANT PRIVATE KEY. Then click on **save**.
- **SSLCommerz** - Insert the **SSLCZ store ID**, and **SSLCZ store password**, and **switch off** the sandbox mode. Then click on **save**.
- **Aamarpay Credential:** Insert Aamarpay Store Id, Aamarpay signature key switch off the sandbox mode. Then click on **save**.
- **Iyzico Credential:** Insert IYZICO_API_KEY, IYZICO_SECRET_KEY, and **switch off** the sandbox mode. Then click on **save**.
- **Instamojo** - Insert the **Instamojo API key**, **Instamojo auth token** which you will get from your Instamojo account, and **switch off** the sandbox mode(which is for demo transactions). Then click on **save**.
- **Paystack** - Insert the **public key**, **secret key**, **merchant email** which you will get from your paystack account. Then click on **save**. Set paystack callback URL on the paystack dashboard. The callback URL - **domain/paystack/payment/callback**
- **RazorPay** - Insert the **razor key**, **razor secret** which you will get from your razorpay account. Then click on **save**.
- **Voguepay**- Insert the **merchant id** and **switch off** the sandbox mode(which for demo transactions) which you will get from your voguepay account. Then click on **save**.

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

- **Payhere Credential**- Insert the Merchant ID, **secret key**, **Currency**, **Payhere Sandbox mood**. Then click on **save**.
- **Ngenius Credential**- Insert the Ngenius Outlet ID, Ingenious APK, currency and click on save.
- Authorize Net- InsertMERCHANT_LOGIN_ID, MERCHANT_TRANSACTION_KEY, **Payhere Sandbox mood**. Then click on **save**.
- Payku: PAYKU_BASE_URL, PAYKU_PUBLIC_TOKEN, PAYKU_PRIVATE_TOKEN. Then click on **save**.

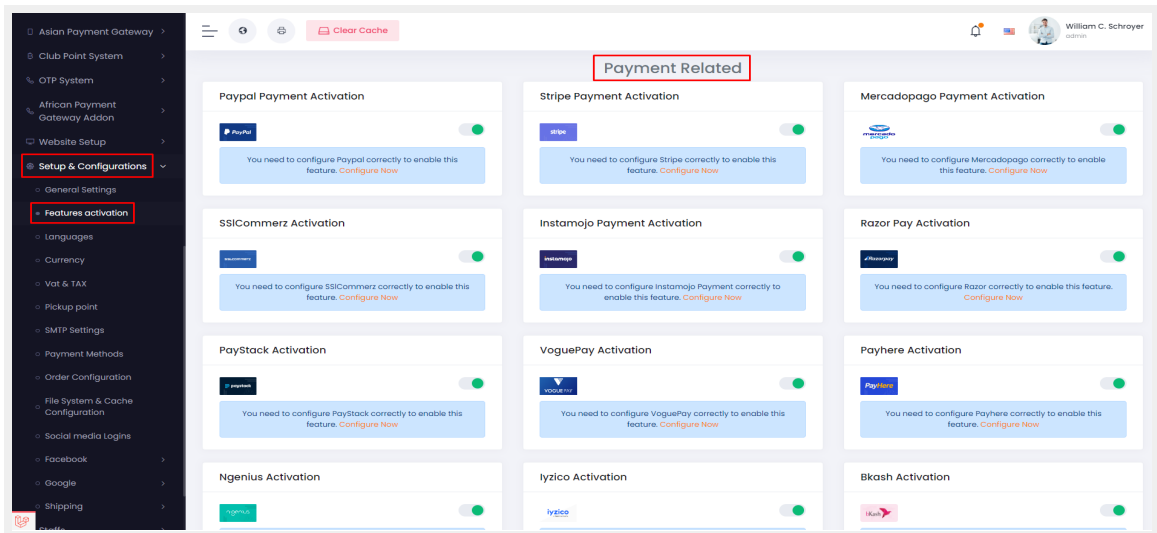


Figure: (27a) Feature activation (payment related)

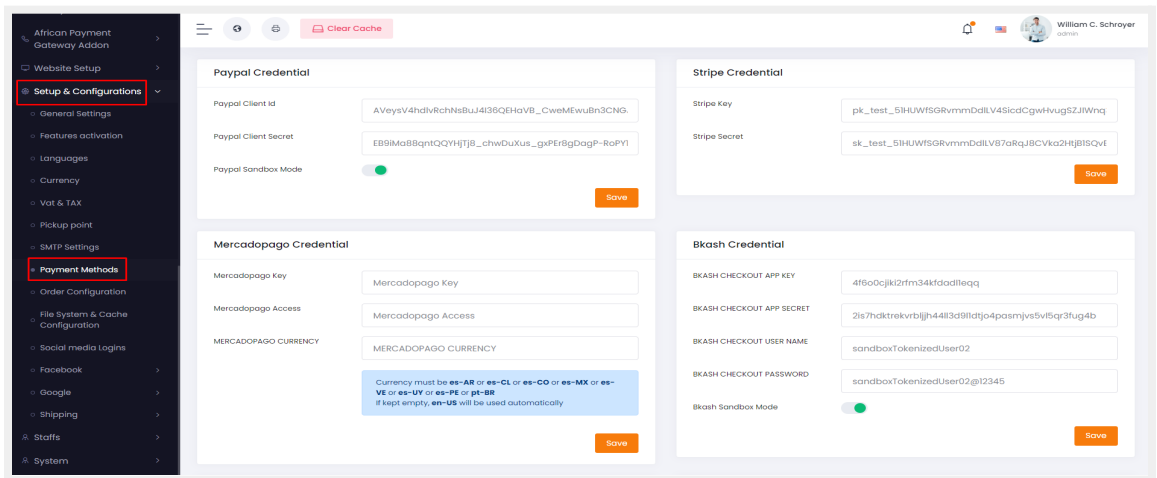


Figure: (27b) Payment methods

28. 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

The screenshot shows the SMTP Settings page in the Active eCommerce admin dashboard. The left sidebar contains a menu with 'Setup & Configurations' and 'SMTP Settings' highlighted. The main content area is divided into two columns. The left column contains the SMTP Settings form with the following fields: Type (SMTP), MAIL HOST, MAIL PORT (465), MAIL USERNAME, MAIL PASSWORD, MAIL ENCRYPTION (ssl), MAIL FROM ADDRESS, and MAIL FROM NAME (no-reply). A 'Save Configuration' button is at the bottom of this form. The right column contains a 'Test SMTP configuration' section with an input field for the email address (admin@example.com) and a 'Send test email' button. Below this is an 'Instruction' section with a warning message and two sub-sections: 'For Non-SSL' and 'For SSL', each with instructions and input fields for Mail Driver, Mail Host, Mail port, and Mail Encryption.

Figure: (28a) SMTP Setting

29. How to configure Facebook login API?

Answer:

To configure facebook login api follow the steps below:

- Log into <https://developers.facebook.com> using facebook email and password.
- Click on My App and then click the Add New App.
- Give the name of the app and then click on Create App ID. It will automatically redirect to the App dashboard.
- 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 And Configuration -> Social media login and set the App ID and App Secret in Facebook Login Credential.
- Click on Save.

30. 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.

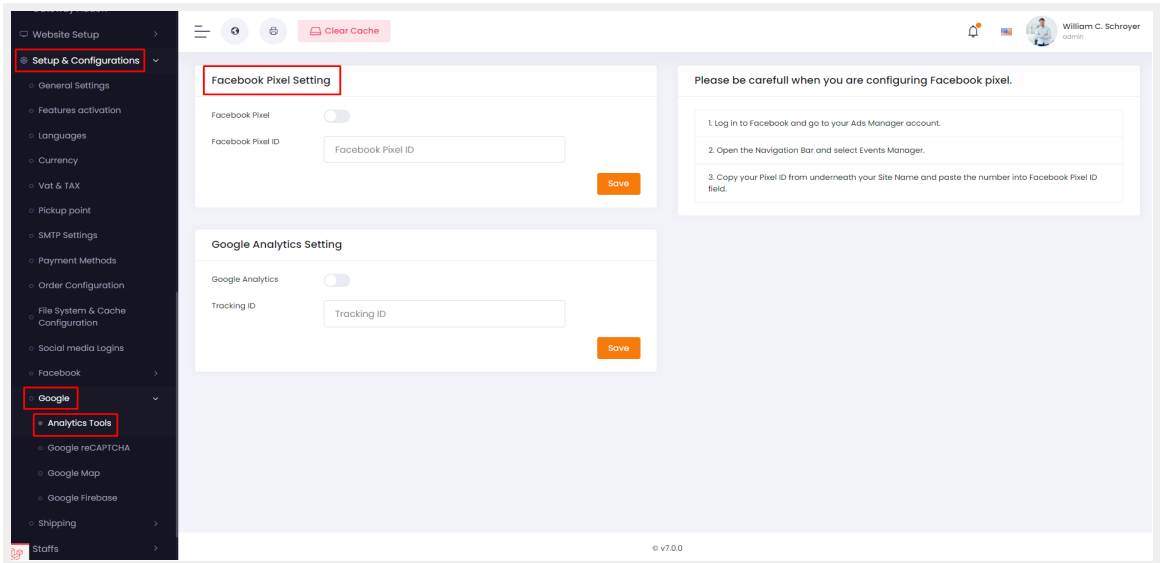


Figure: (30a) Facebook pixel configure

31. 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 OAuth client by selecting the web server and give your Authorized redirect URIs (example:<https://example.com/social-login/google/callback>) and click on Create.
- Then you will get the Client ID and Client Secret.
- Now go to Active Super Shop admin Dashboard -> Setup And Configuration > Social media login and set the Client ID and Client Secret in Google Login Credential.
- Click on Save.

32. How to configure Twitter API?

Answer:

To configure 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.
- After creating the app follow their steps to get the consumer key & consumer secret key.
- Now go to Active Super Shop admin Dashboard -> Setup And Configuration-> Social media login and set the consumer key as Client ID and consumer secret key as Client Secret in Twitter Login Credential.
- Click on Save.

33. 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

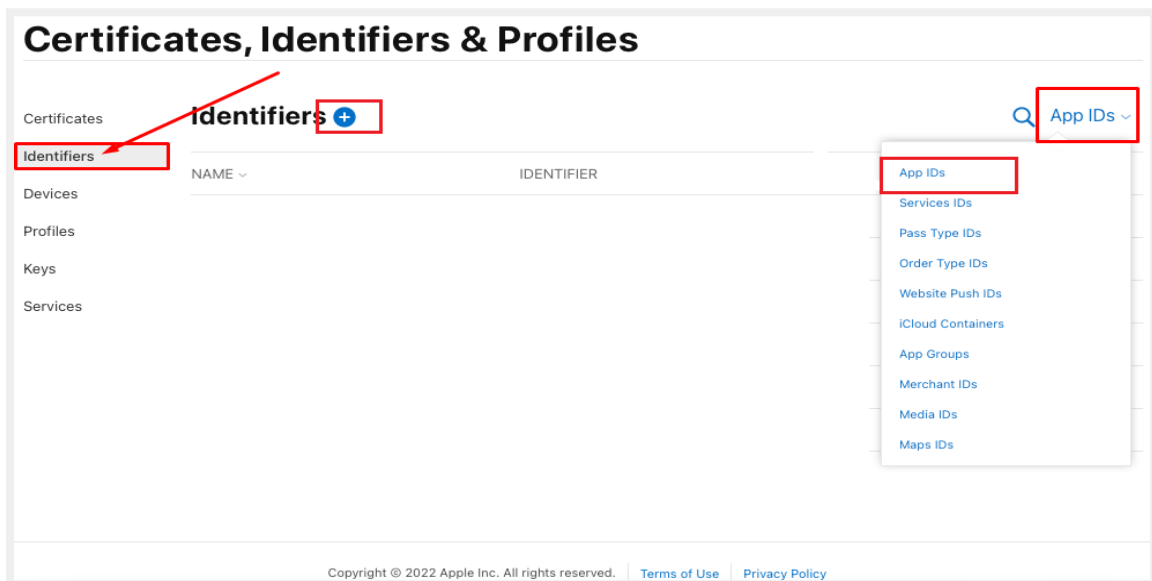


Figure: (33a) Configure Apple login API step 1

- 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.

< All Identifiers

Register an App ID

Back Continue

Platform
iOS, macOS, tvOS, watchOS

Description
Apple signup for test purpose
You cannot use special characters such as @, &, *, ' ', ", -, .

App ID Prefix
LQTWBSA6LL (Team ID)

Bundle ID Explicit Wildcard
your-bundle-id.com
We recommend using a reverse-domain name style string (i.e., com.domainname.appname). It cannot contain an asterisk (*).

Capabilities App Services

ENABLED	NAME	NOTES
---------	------	-------

Figure: (33b) 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

Register an App ID

Back Continue

VPN Personal VPN ⓘ

Push Notifications ⓘ

Push to Talk ⓘ

Shared with You ⓘ

Sign In with Apple ⓘ Edit Enable as a primary App ID

SiriKit ⓘ

System Extension ⓘ

Time Sensitive Notifications ⓘ

User Management ⓘ

Figure: (33c) 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.

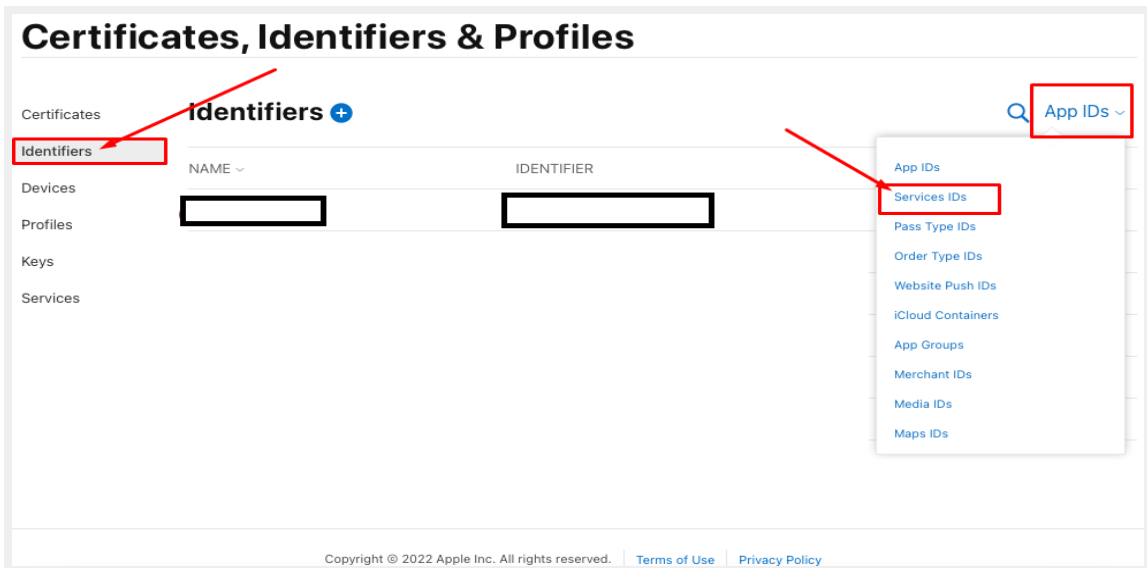


Figure: (33d) Configure Apple login API step 4

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

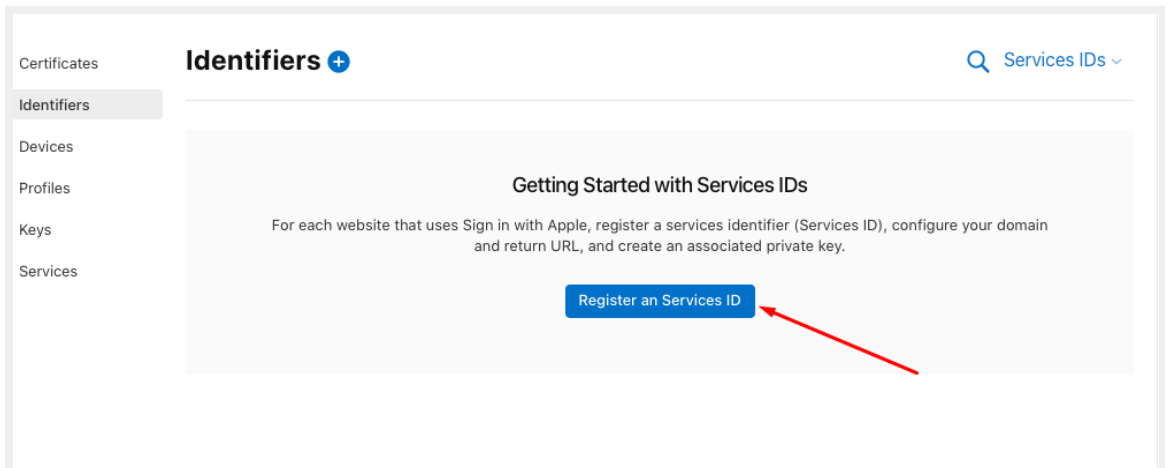


Figure: (33e) Configure Apple login API step 5

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

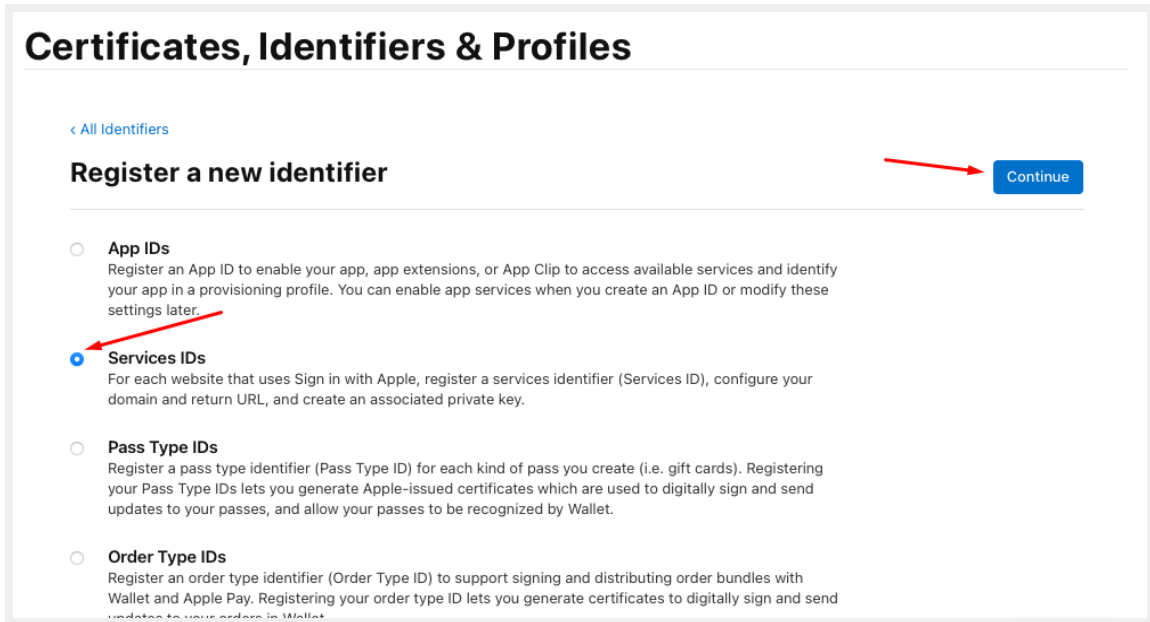


Figure: (33f) Configure Apple login API step 6

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

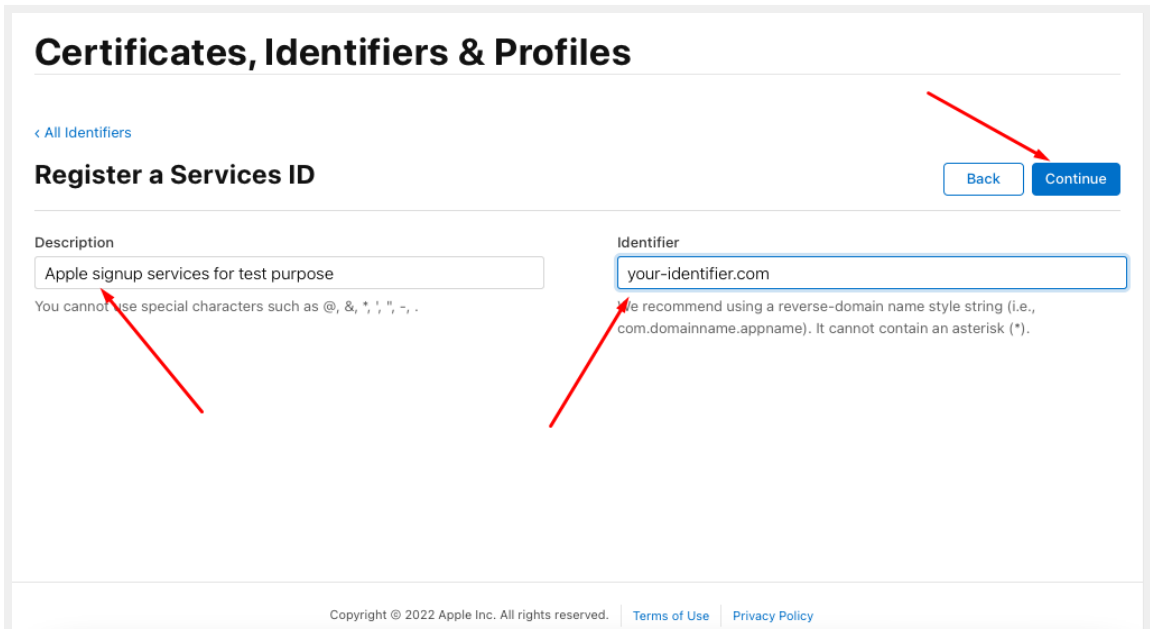


Figure: (33g) Configure Apple login API step 7

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

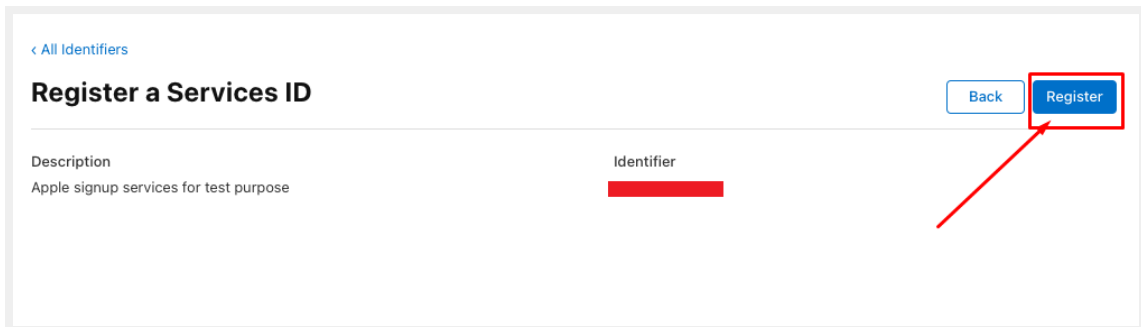


Figure: (33h) Configure Apple login API step 8

- 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**

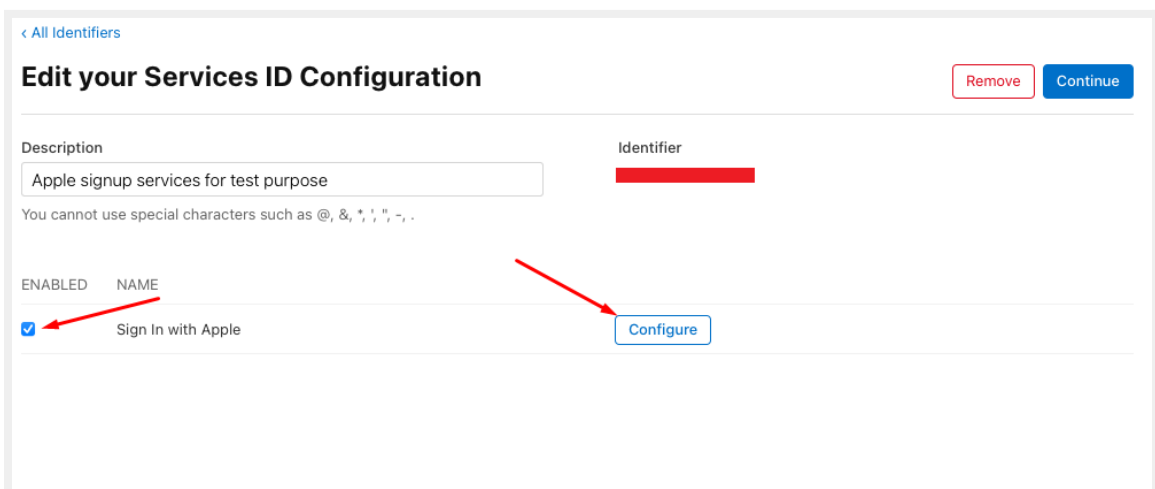


Figure: (33i) Configure Apple login API step 9

- 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>

Web Authentication Configuration

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

Primary App ID 2 App IDs

Apple signup for test purpose (LQWBSA6LL.com.test-a... x | v)

Register Website URLs

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

Domains and Subdomains

Enter a comma delimited list of domains and subdomains.

Return URLs

Cancel Next

Figure: (33j) 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

< All Identifiers

Edit your Services ID Configuration

Remove Continue

Description Identifier XXXXXXXXXX

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

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

Figure: (33k) Configure Apple login API step 11

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

① Enable App ID ② Create Service ID for Web Authentication ③ Create Key ④ Register Email Sources for Communication

< All Identifiers

Edit your Services ID Configuration

Back Save

Description Identifier XXXXXXXXXX

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

Figure: (33l) 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

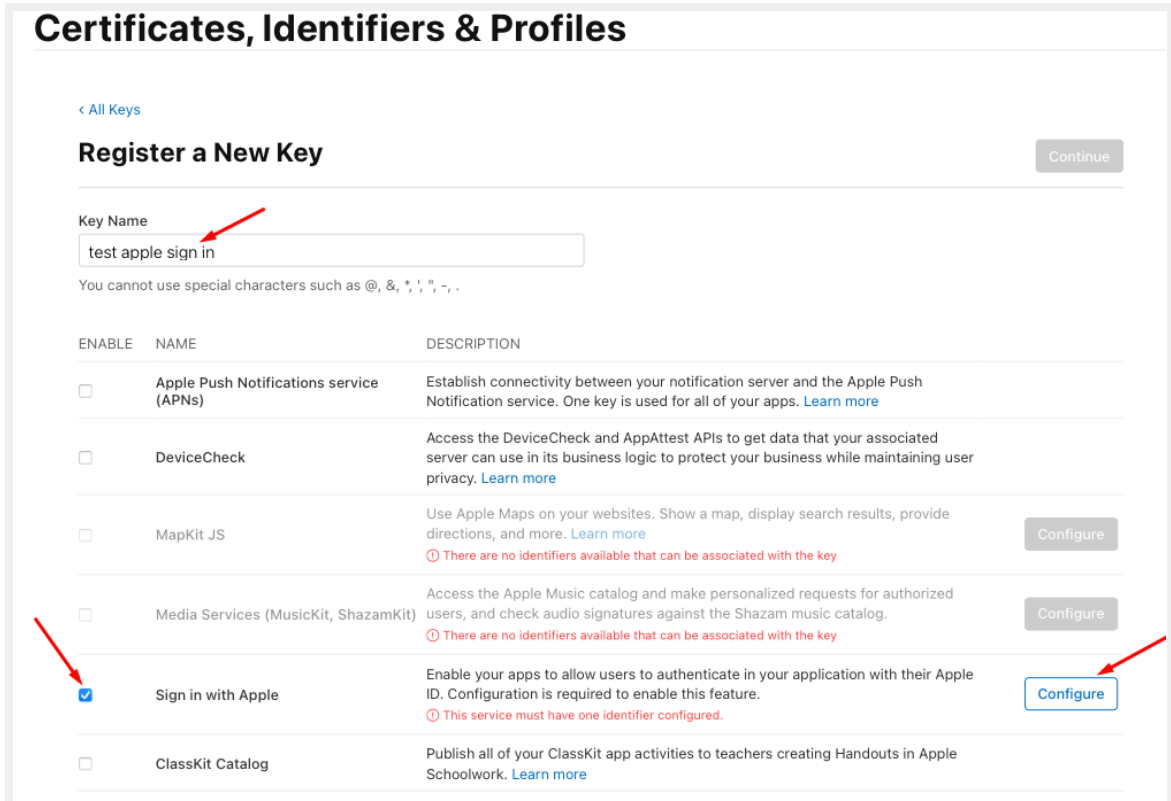


Figure: (33m) Configure Apple login API step 13

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

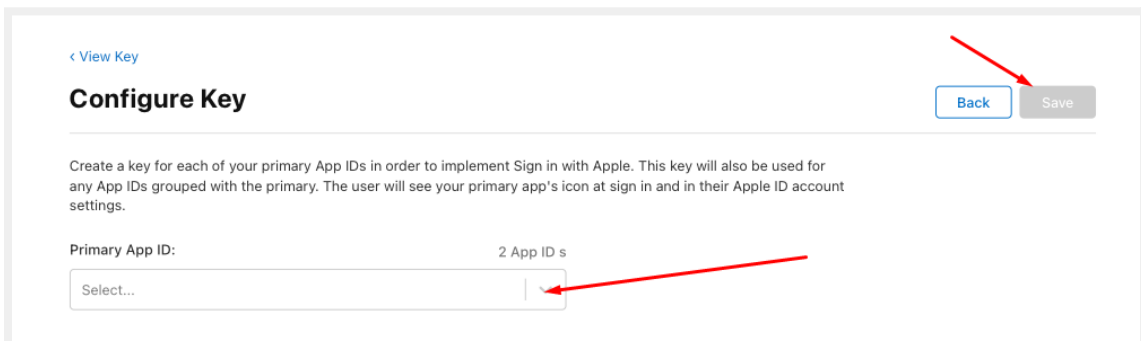


Figure: (33n) Configure Apple login API step 14

- 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

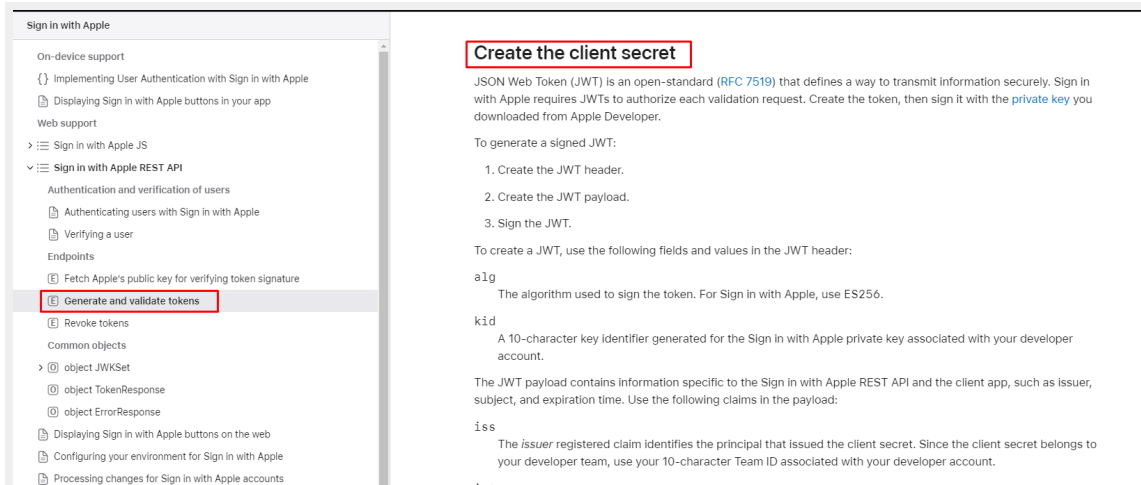


Figure: (33o) Configure Apple login API step 15

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

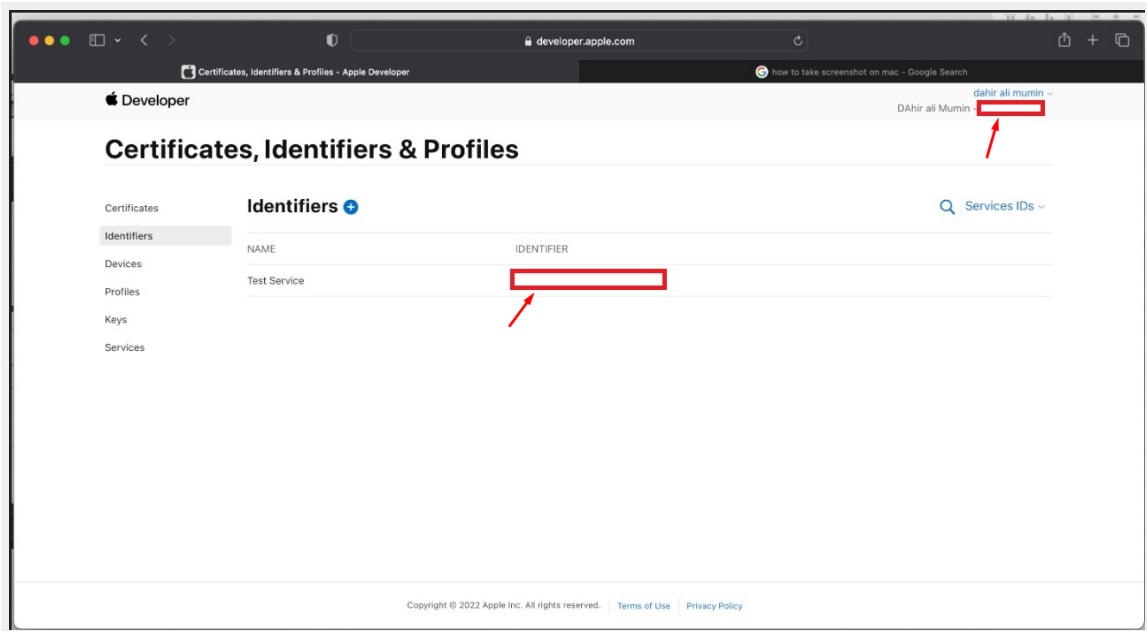


Figure: (33p) Configure Apple login API step 16

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

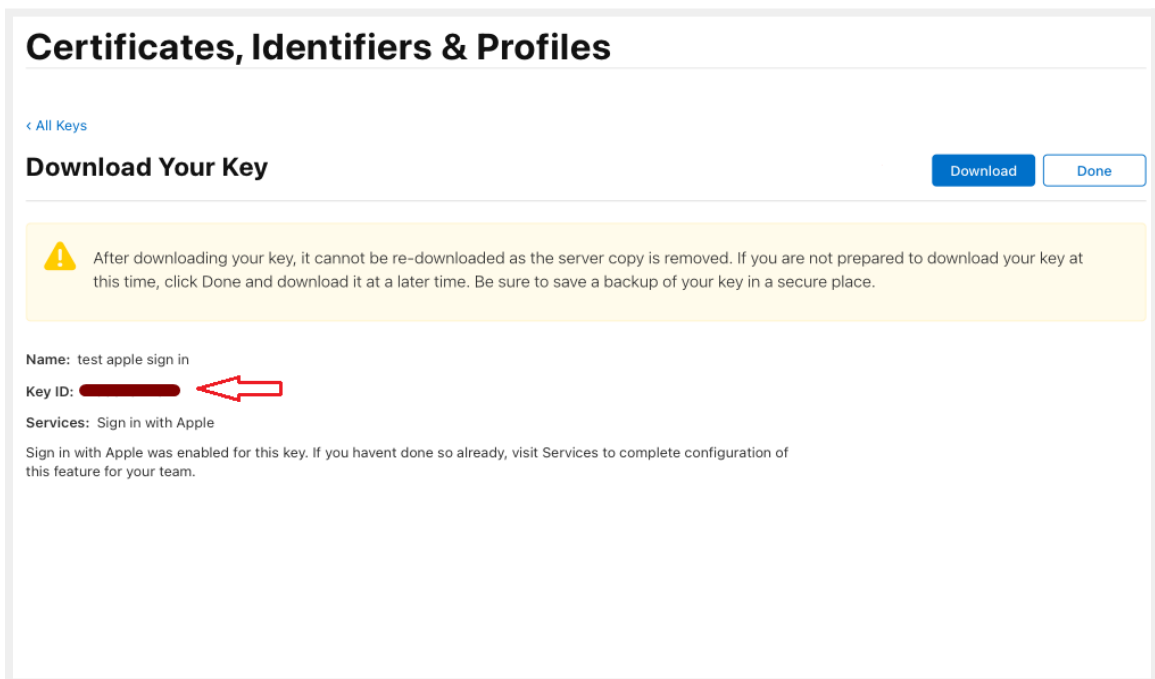


Figure: (33q) Configure Apple login API step 17

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

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

34. How to configure Facebook Chat ?

Answer:

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

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

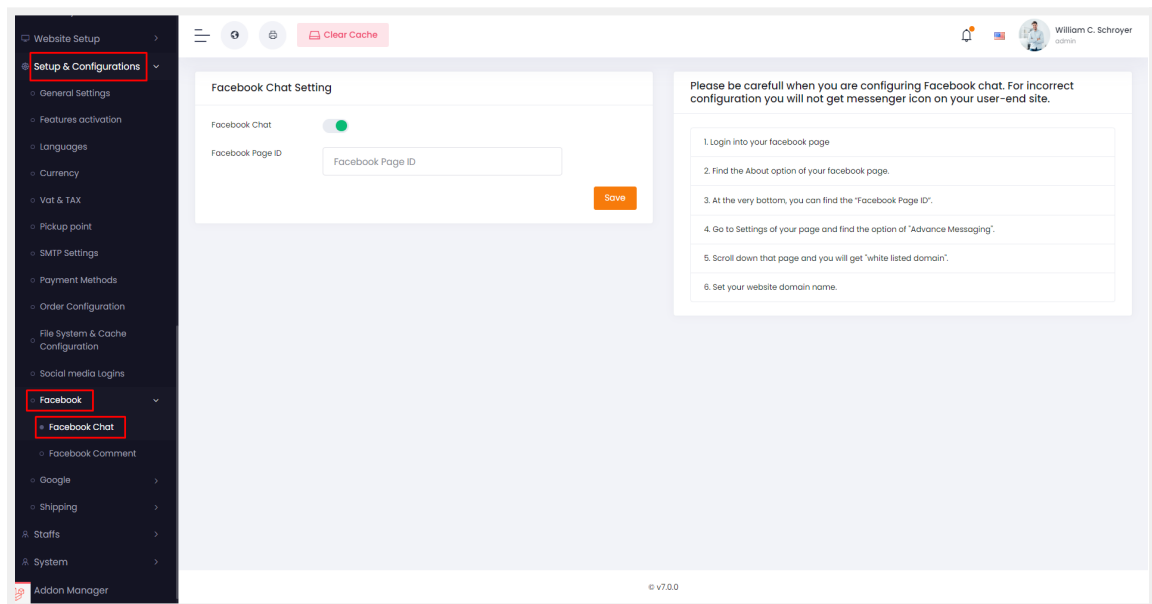


Figure: (34a) Facebook chat setting

35. 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**.

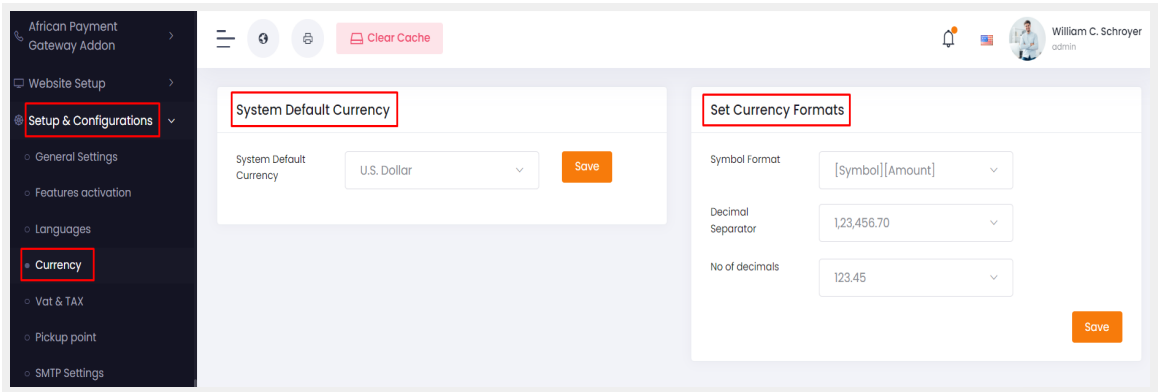


Figure: (35a) Currency Set up

36. 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.

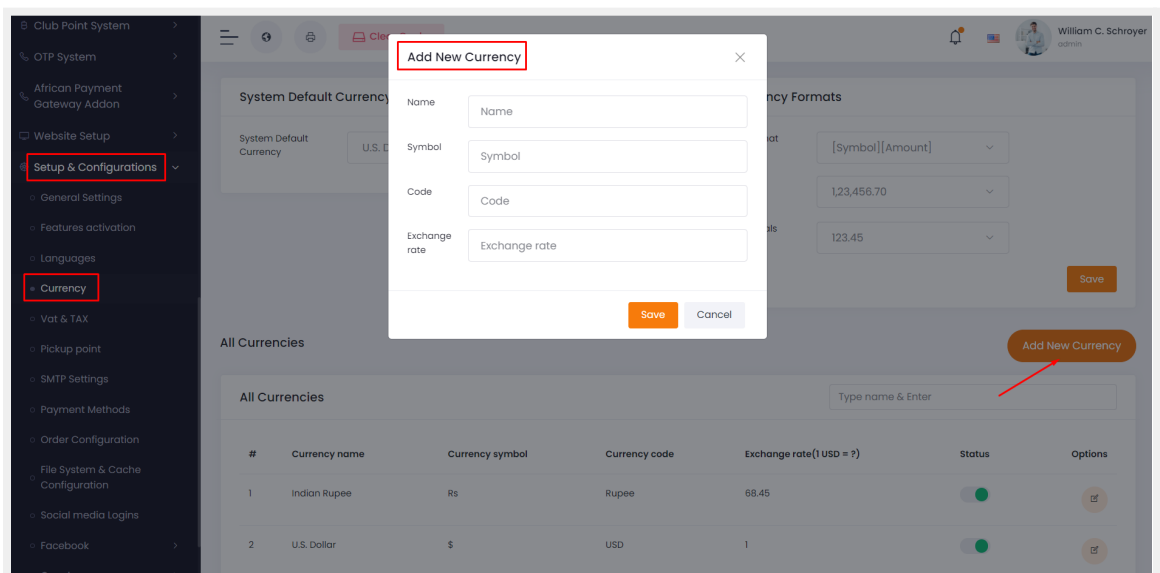


Figure: (36a) Add new currency

37. 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.**

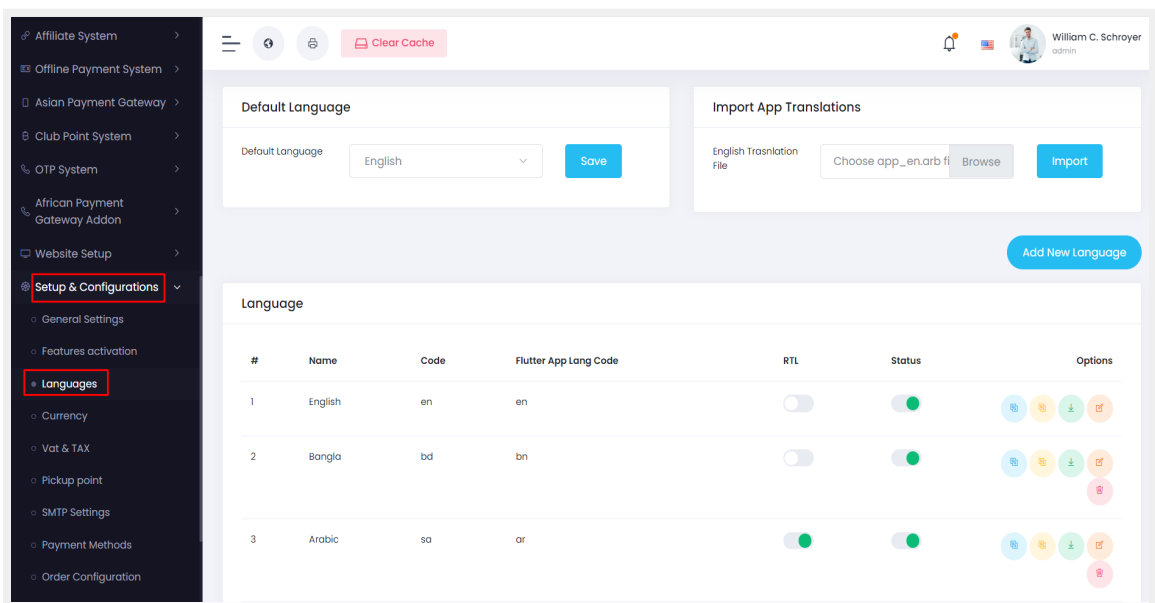


Figure: (37a) Language set up

38. How to manage general settings?

Answer:

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

- **Log in** as an Admin

- Go to **Setup And Configuration > General Settings**
- Insert **System Name**, **System Logo - White**(Will be used in admin panel side menu), **System Logo - Black**(Will be used in admin panel topbar in mobile + Admin login page), You can add **System Timezone**, also insert **Admin login page background** image.
- And click the **update** button.

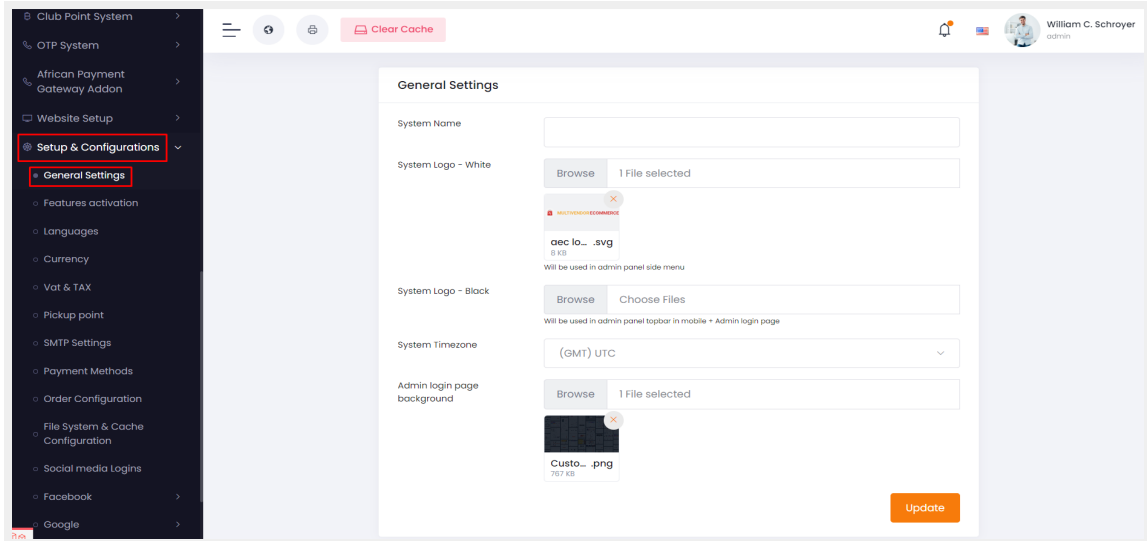


Figure: (38a) General setting manage

39. 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.

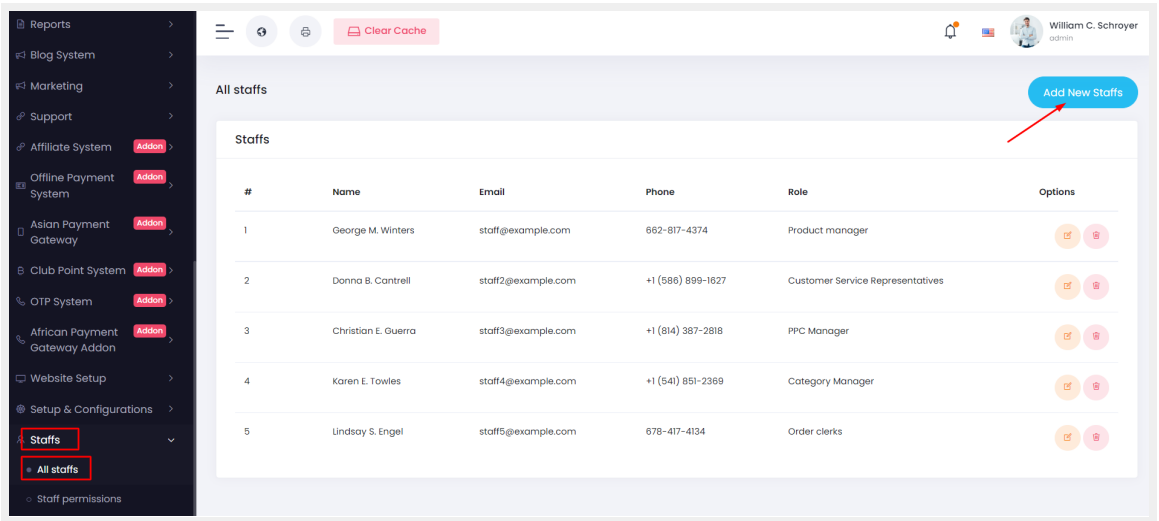


Figure: (39a) Add new staff

- **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.

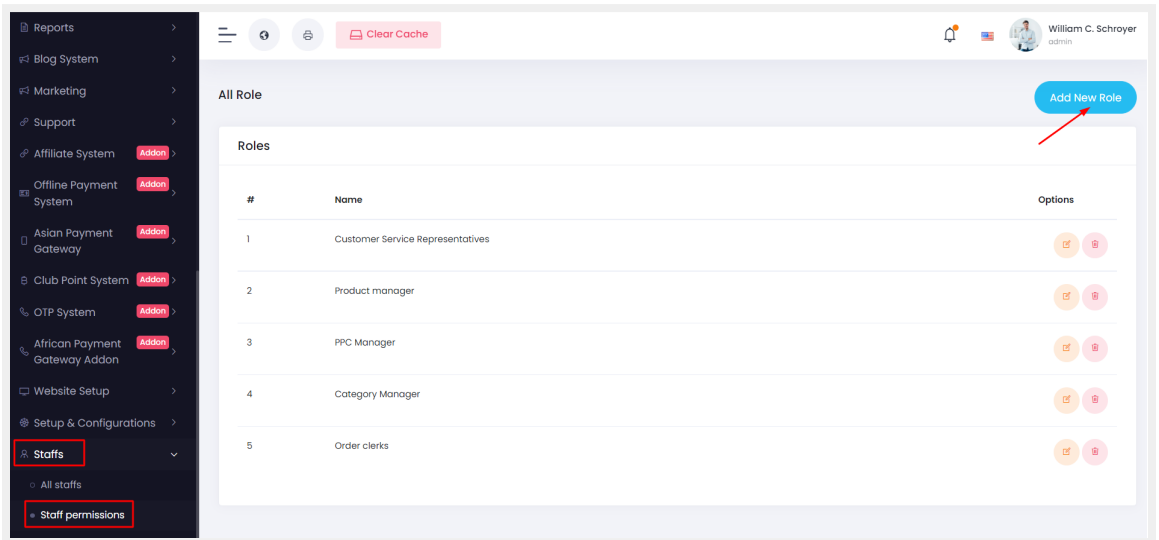


Figure: (39b) Add new role

40. How to manage shipping for products?

Answer:

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

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

41. 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.

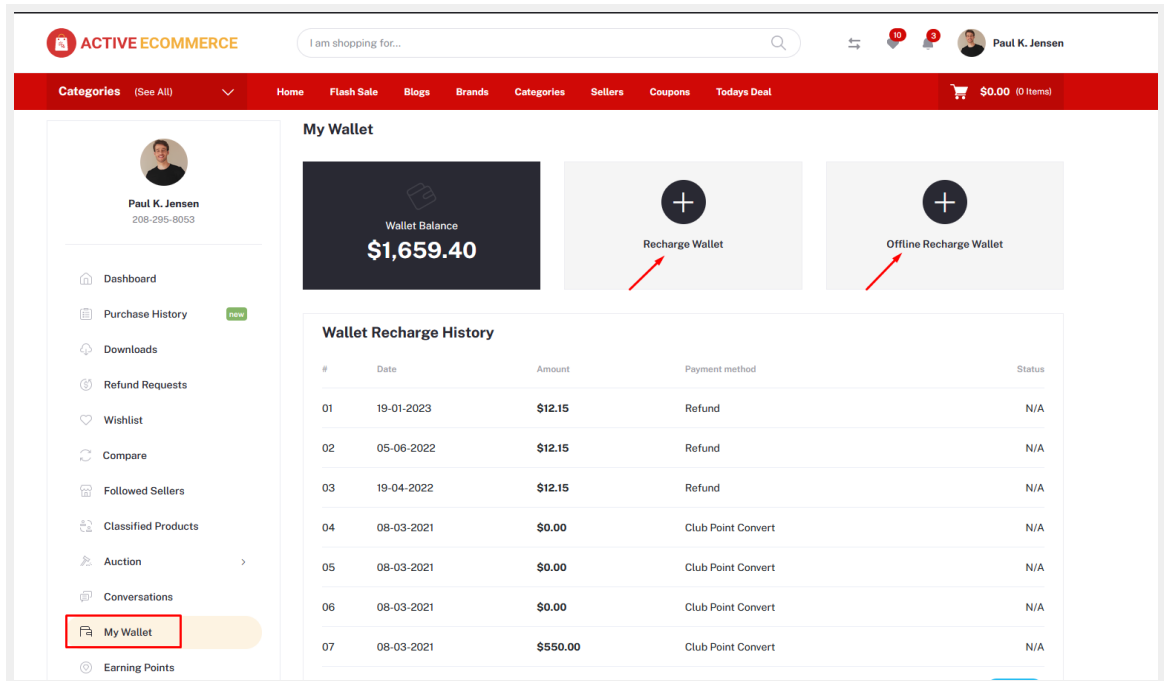


Figure: (41a) Manage Wallet

42. 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 and (b) Cart base
 - **Product Base:**
 - Type the coupon code
 - Insert product
 - Fill in the **Start date** and **End date**
 - Enter the **Discount** and Select **Discount Type**
 - Click on **Save**.
 - **Cart Base:**
 - Type the coupon code

- 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**.

The screenshot shows the 'Coupon Information Adding' form in a dashboard. The left sidebar has 'Marketing' and 'Coupon' highlighted. The form fields are:

- Coupon Type: For Products
- Header: Add Your Product Base Coupon
- Coupon code: Coupon code
- Product: Nothing selected
- Date: 02/26/2023 - 02/26/2023
- Discount: Discount
- Amo... (Amount): [dropdown]
- Save button

Figure: (42a) Product Base Coupon

The screenshot shows the 'Coupon Information Adding' form in a dashboard. The left sidebar has 'Marketing' and 'Coupon' highlighted. The form fields are:

- Coupon Type: For Total Orders
- Header: Add Your Cart Base Coupon
- Coupon code: Coupon code
- Minimum Shopping: Minimum Shopping
- Discount: Discount
- Amo... (Amount): [dropdown]
- Maximum Discount Amount: Maximum Discount Amount
- Date: 02/26/2023 - 02/26/2023
- Save button

Figure: (42b) Cart Base Coupon

43. 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**.

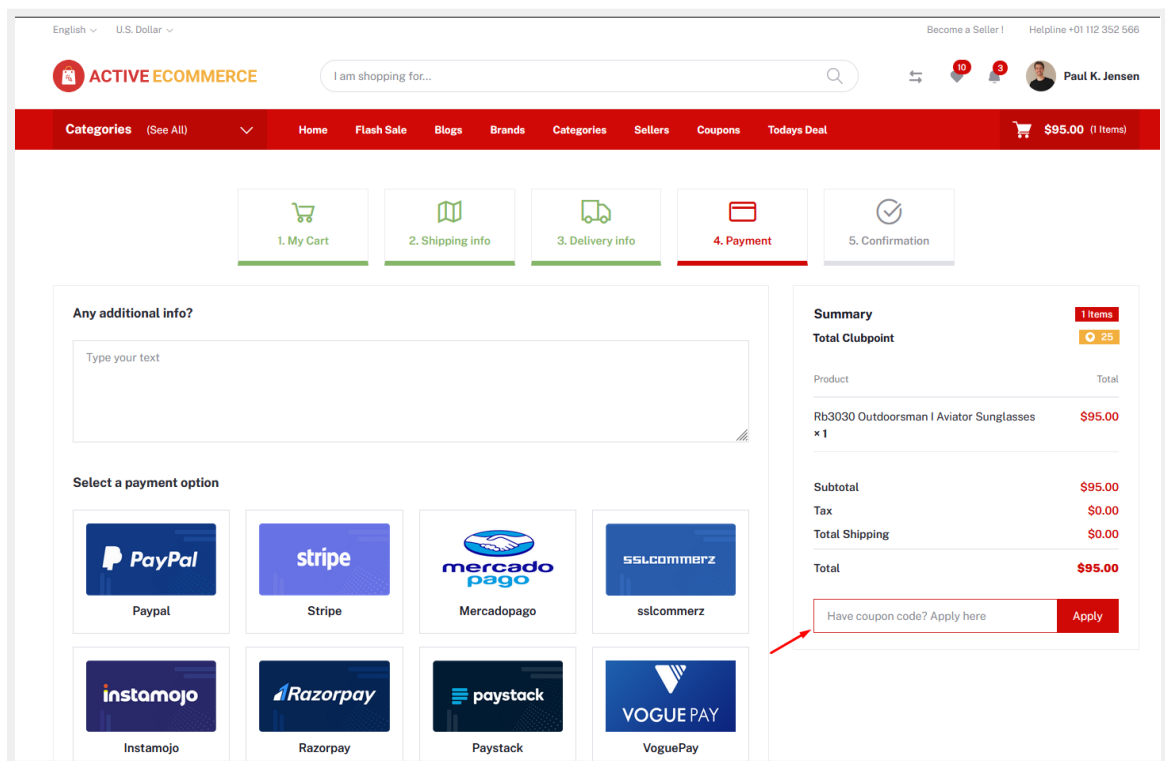


Figure: (43a) Insert Coupon Code

44. 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.

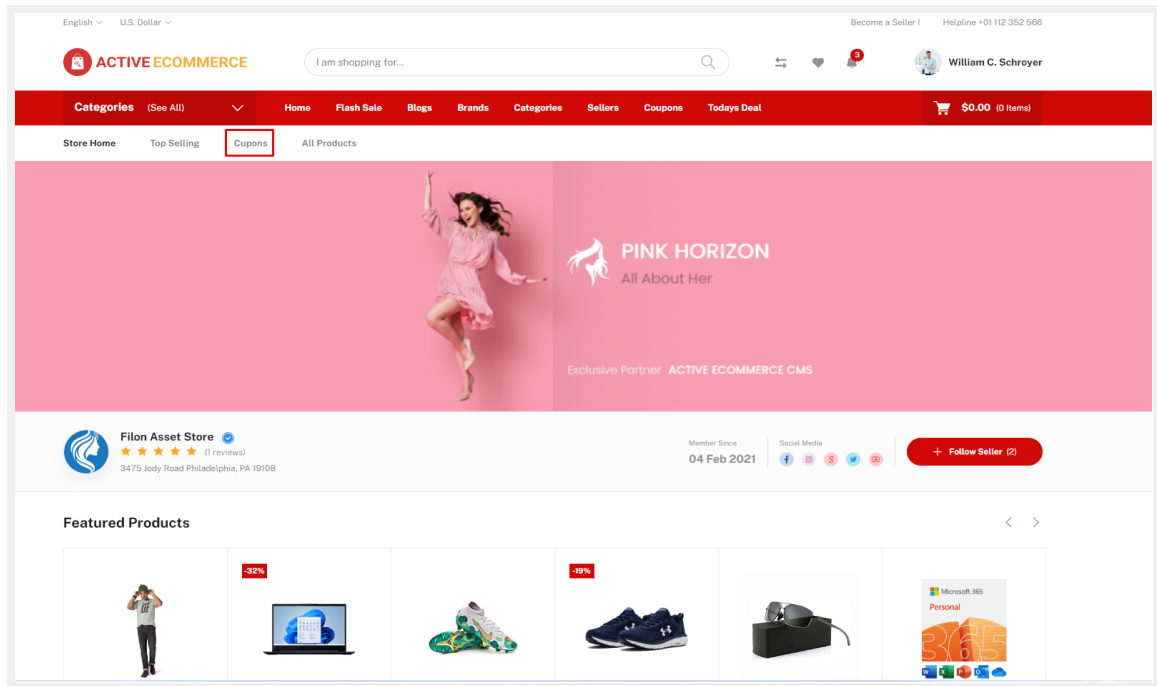


Figure: (44a) homepage Coupon of any seller

45. 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**.

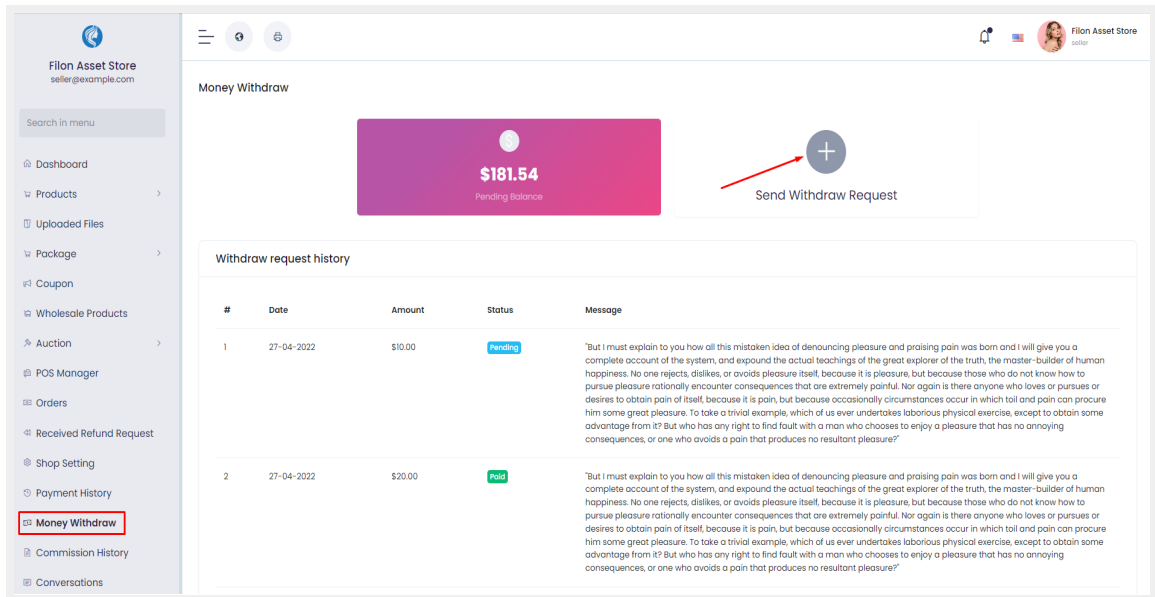


Figure: (45a) Money Withdraw request as a seller

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

Answer:

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

- From the withdrawal list click **on the Cash symbol**.
- In the modal you can change the withdrawal amount and then select a payment method.
- And finally Click on the **pay** button to make payment.
- For cash payment will be done immediately and you'll have to make payment to the seller manually.

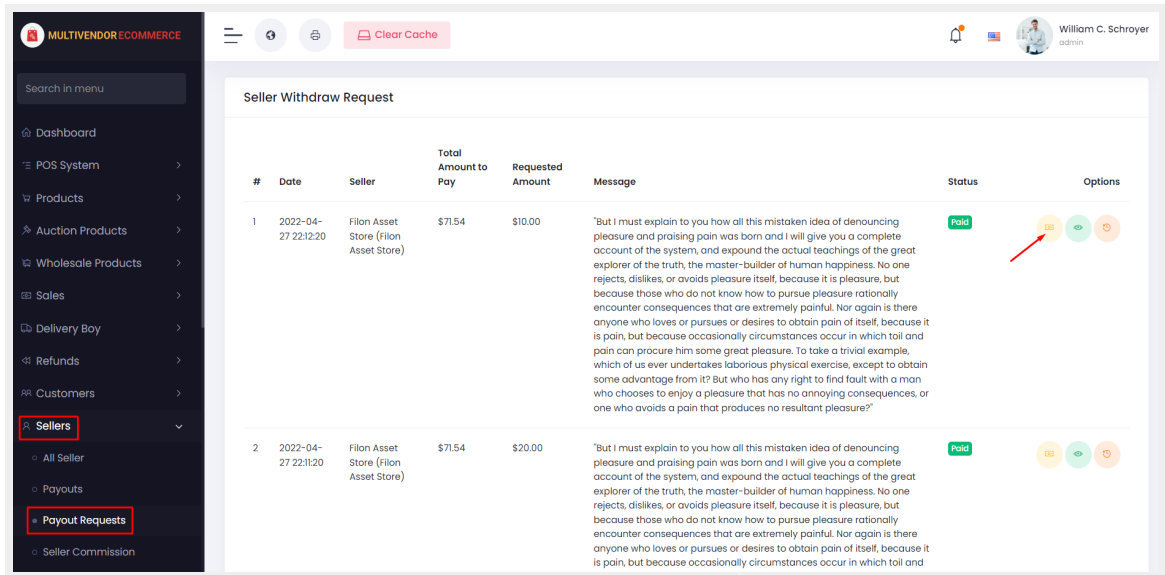


Figure: (46a) Make payment for Seller Withdraw Request

47. 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.

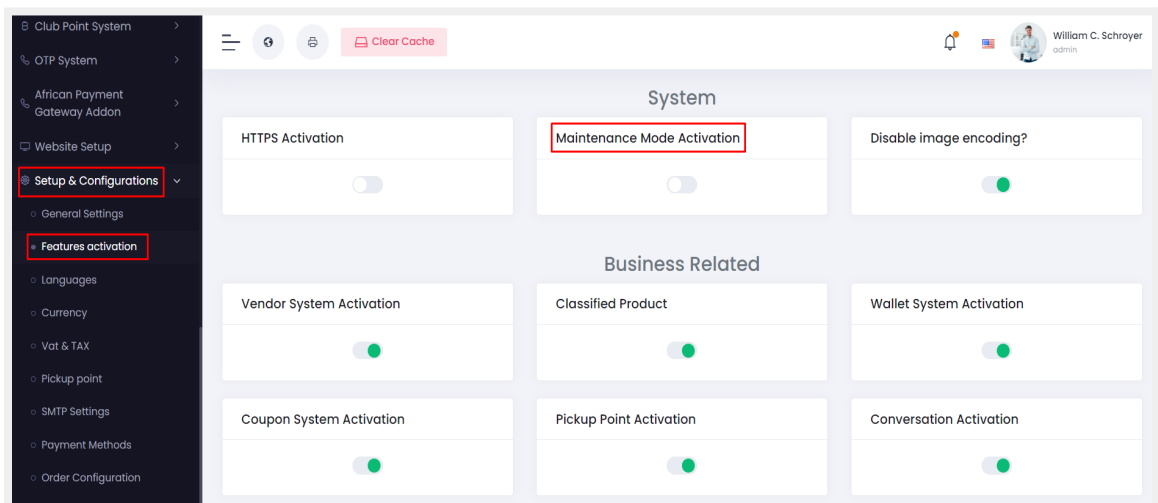


Figure: (47a) Enable Maintenance mode

48. 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.

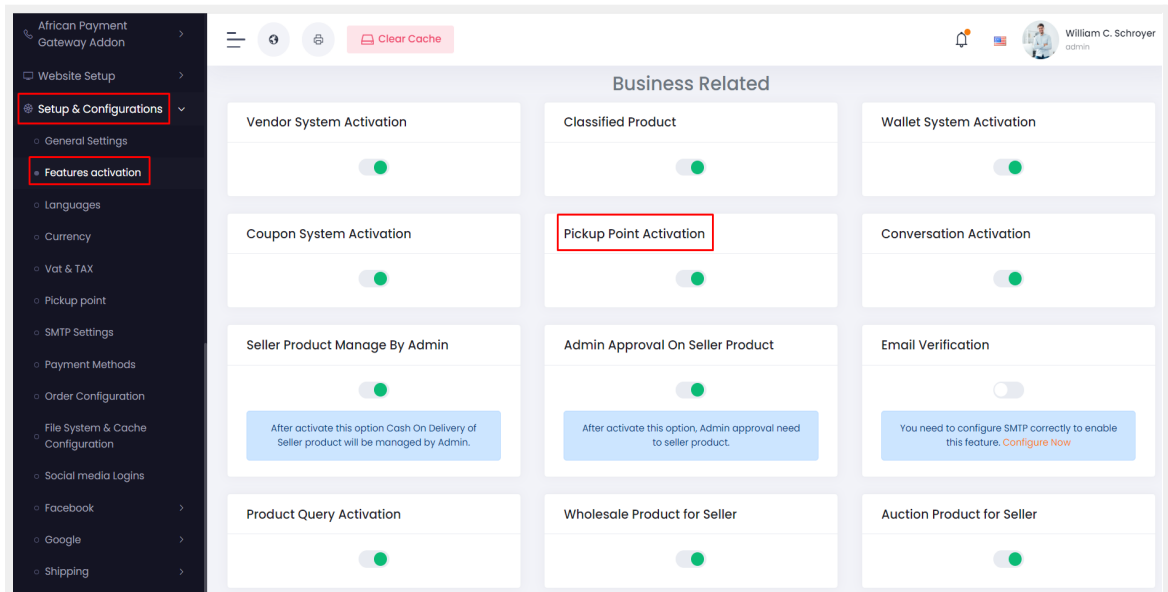


Figure: (48a) Enable Pick up point switch

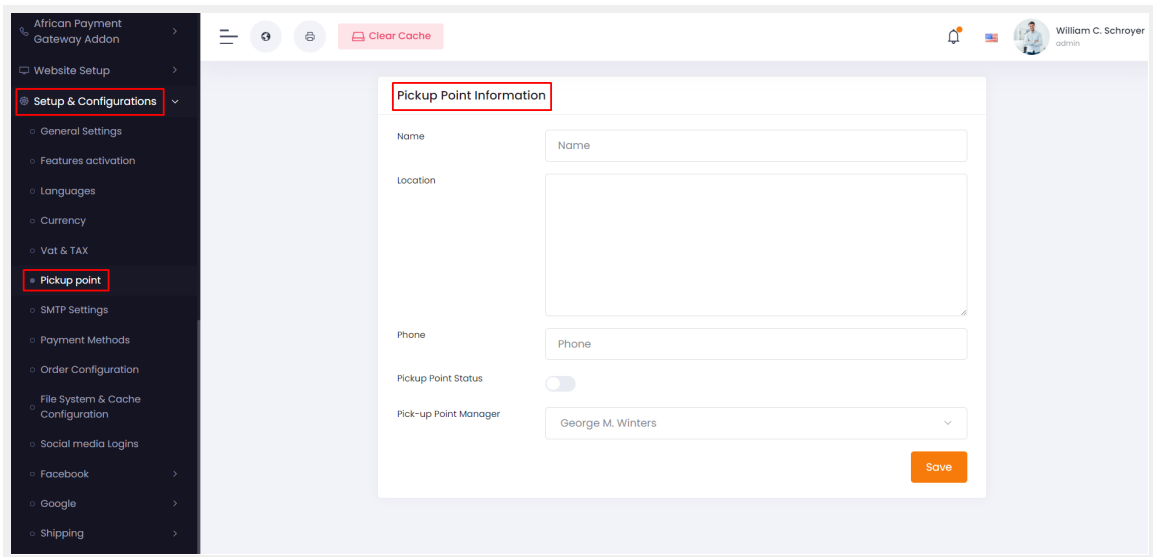


Figure: (48b) Adding new pick up point

49. 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**

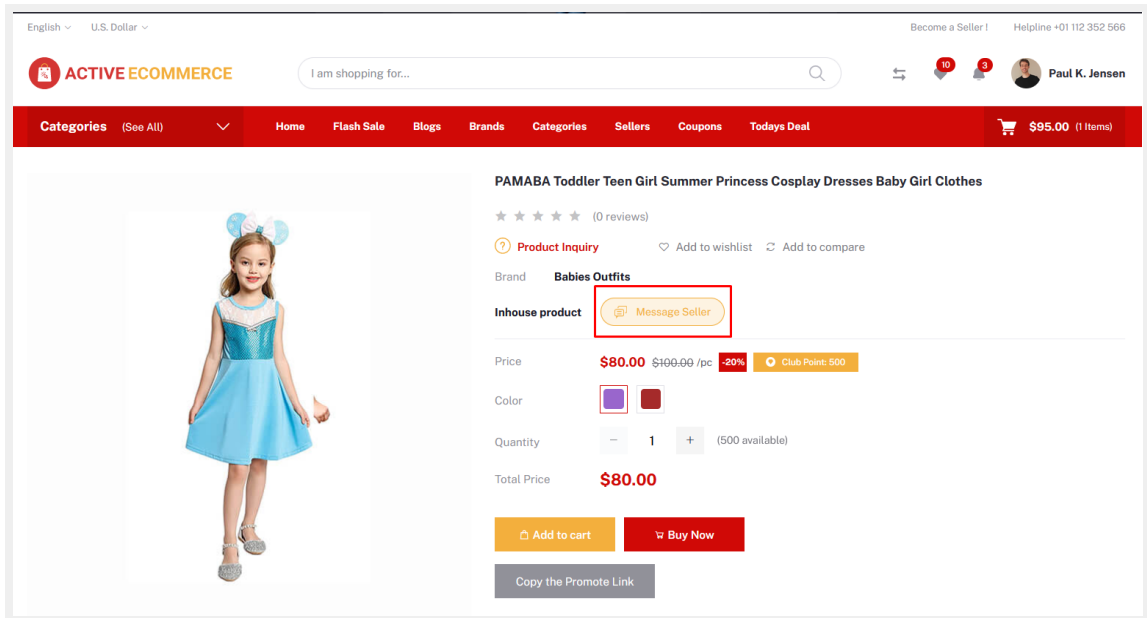


Figure: (49a) Message to the seller for any product information

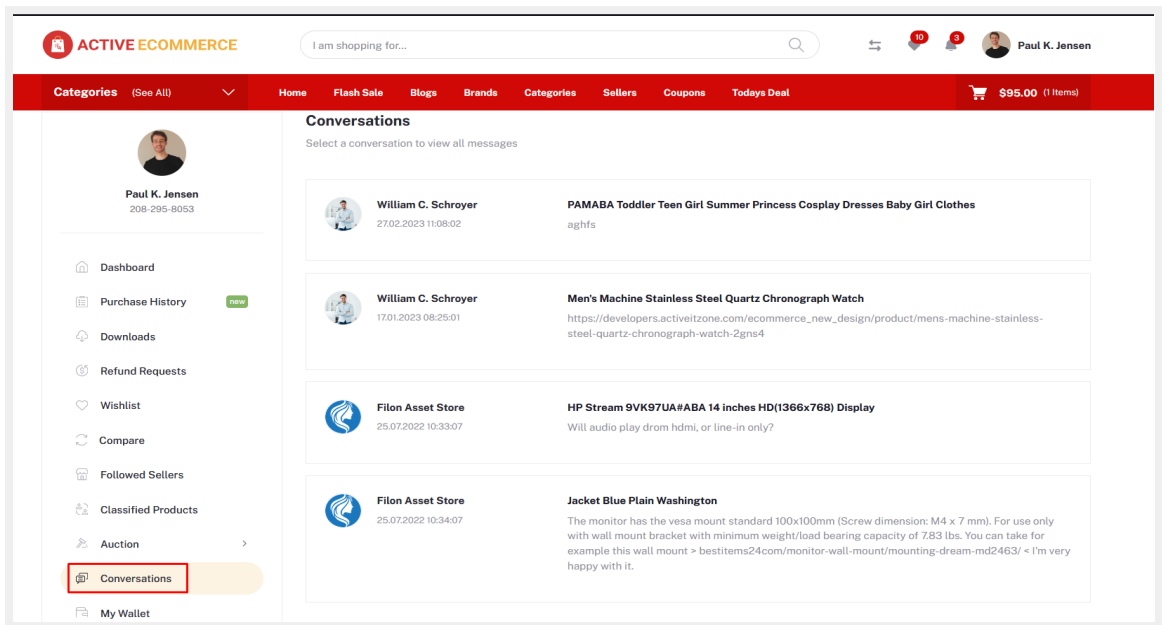


Figure: (49b) Customer can see the reply of his question

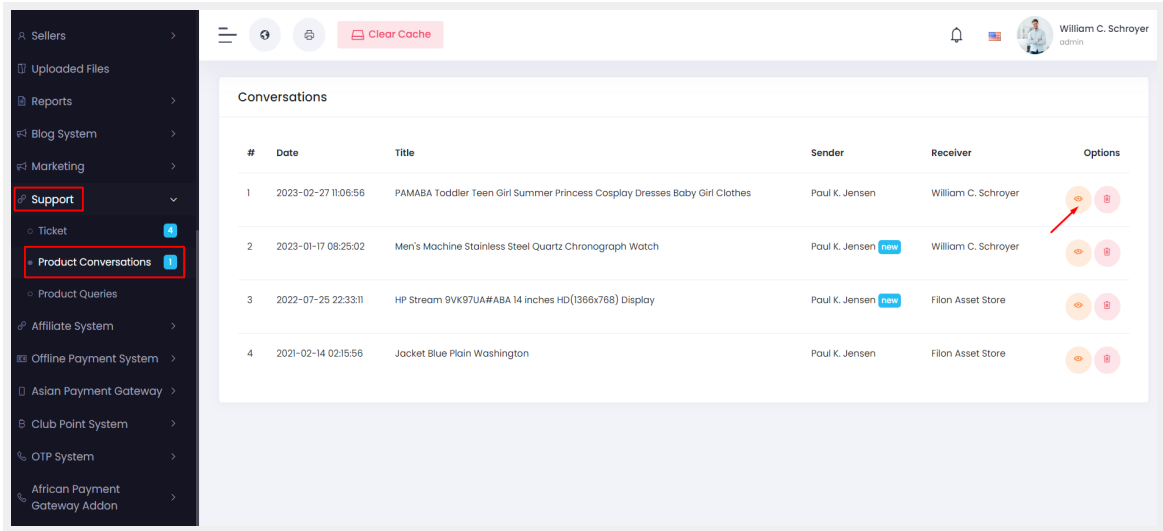


Figure: (49c) Admin see the conversation

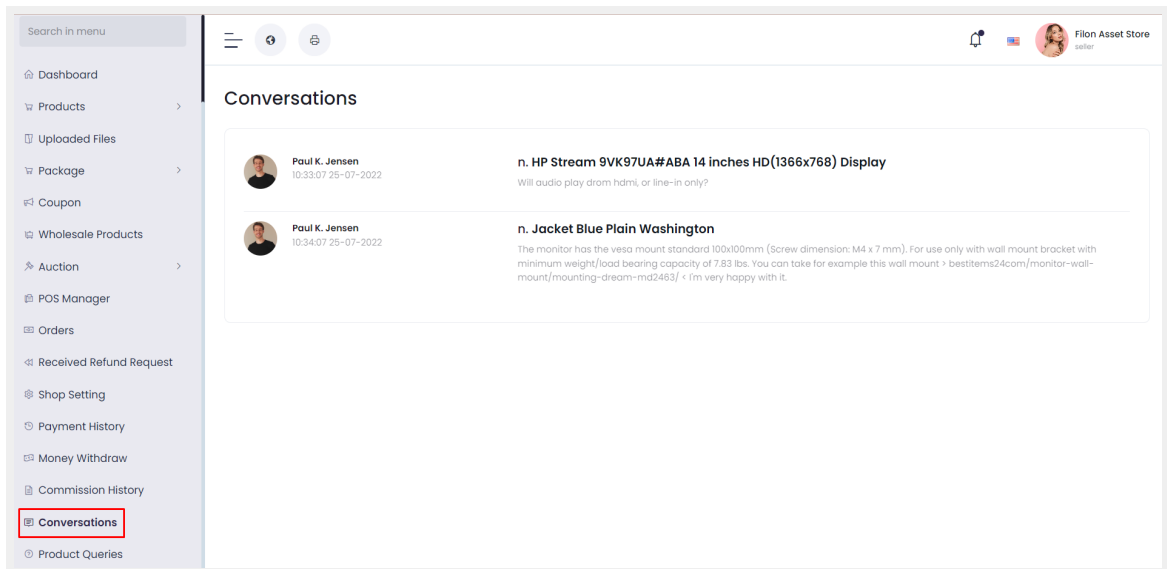


Figure: (49d) Seller can check conversation

50. How to add Attribute for the system?

Answer:

Follow the instruction:

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

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

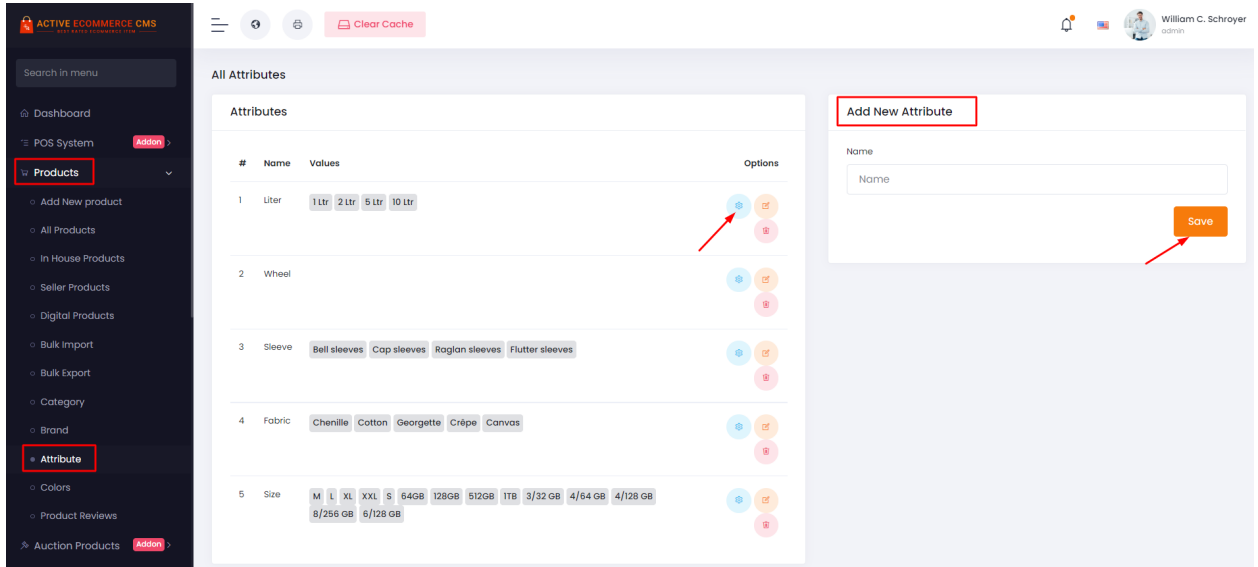


Figure: (50a) Add attribute

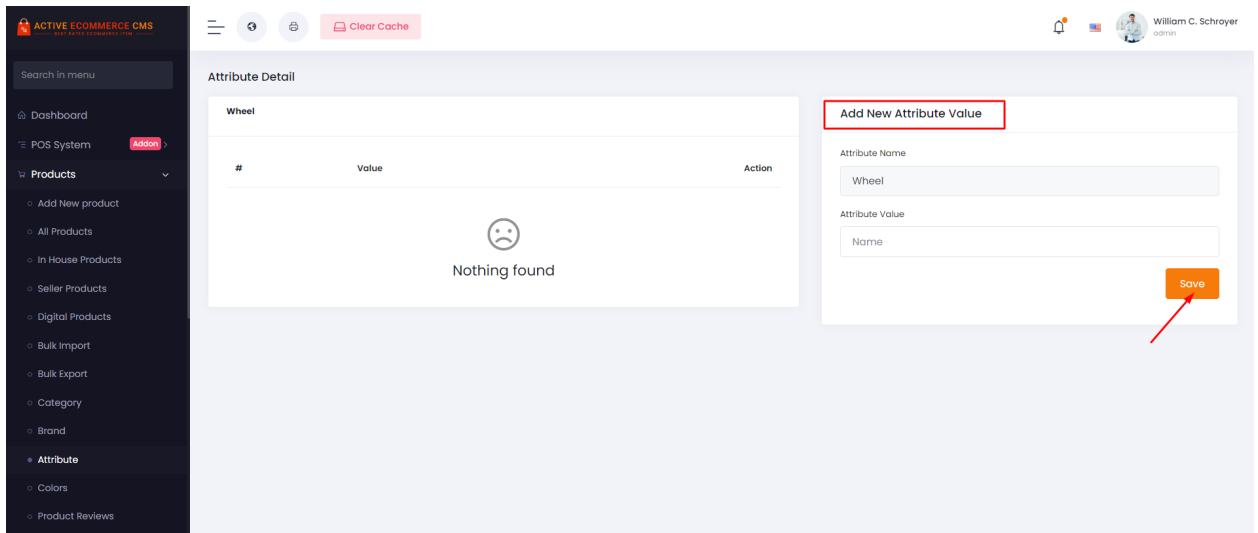


Figure: (50b) Add attribute value

51. How does the attribute work?

Answer:

At the time of product uploading Vendor or Admin can use attributes for their product variations. For example, a vendor is going to upload a new product mobile. Vendor has three different

variation's mobile based on storage. For this he just needs to select the attribute like storage and then he just puts the value like 32 GB , 64GB, 128GB. After that he can set the price as previously how he did.

52. 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** at the **left side** below the categories list.
- He/She needs to **select 32GB** and click on **Apply Filter**
- He/She will get the **result**

53. 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.

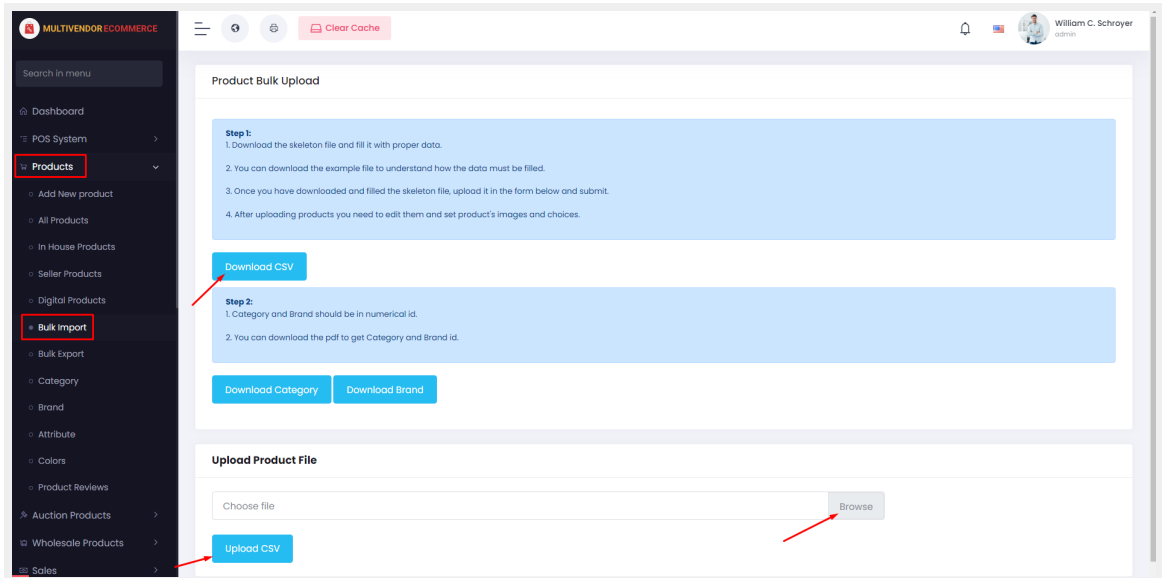


Figure: (53a) Upload Bulk Product

54. 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.

55. How to translate using Google translate?

Answer:

Follow the below steps:

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

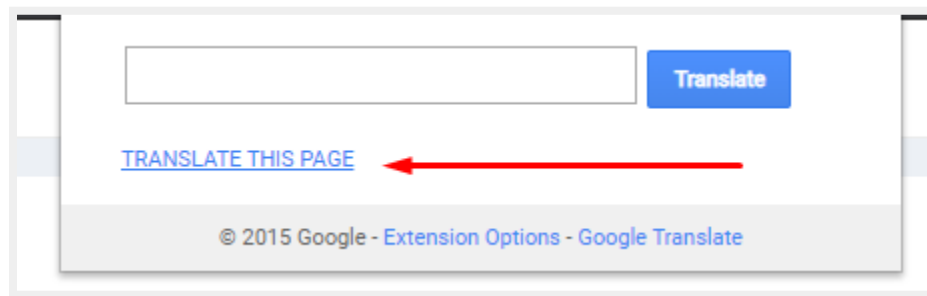


Figure: (55a) Translate page

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

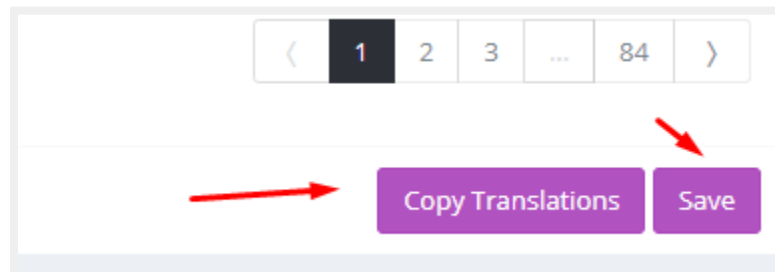


Figure: (55b) Copy translations and save

56. 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**

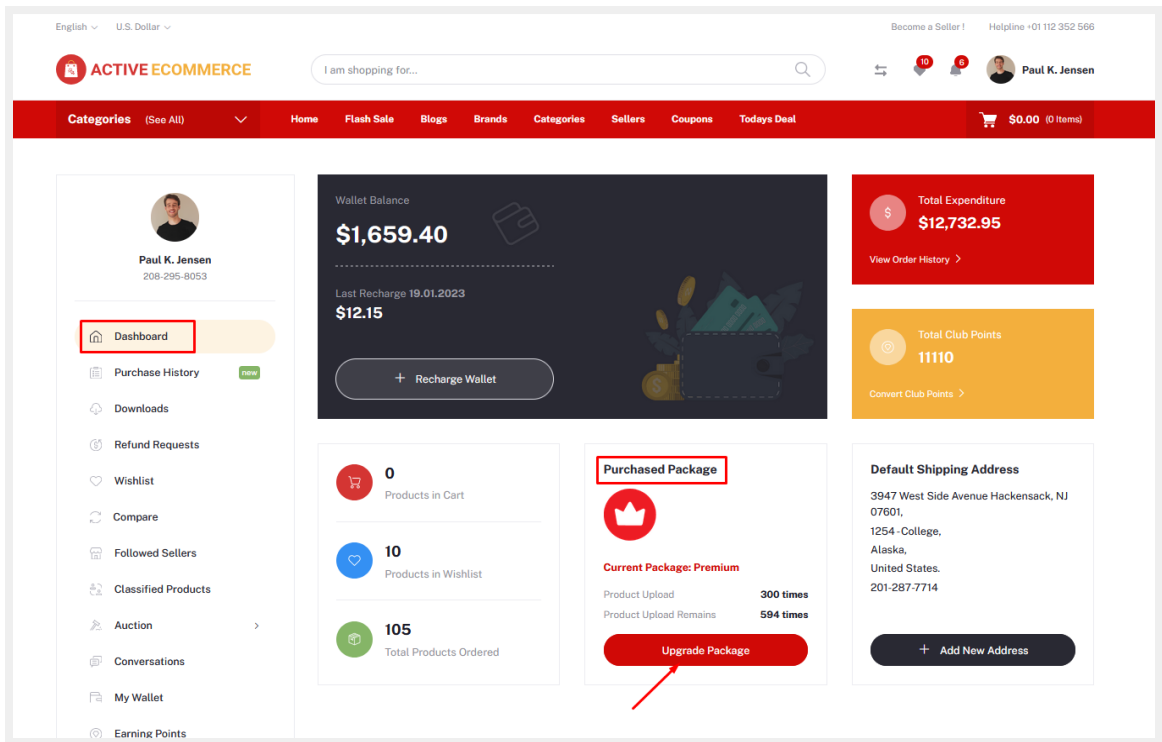


Figure: (56a) Purchased Package

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

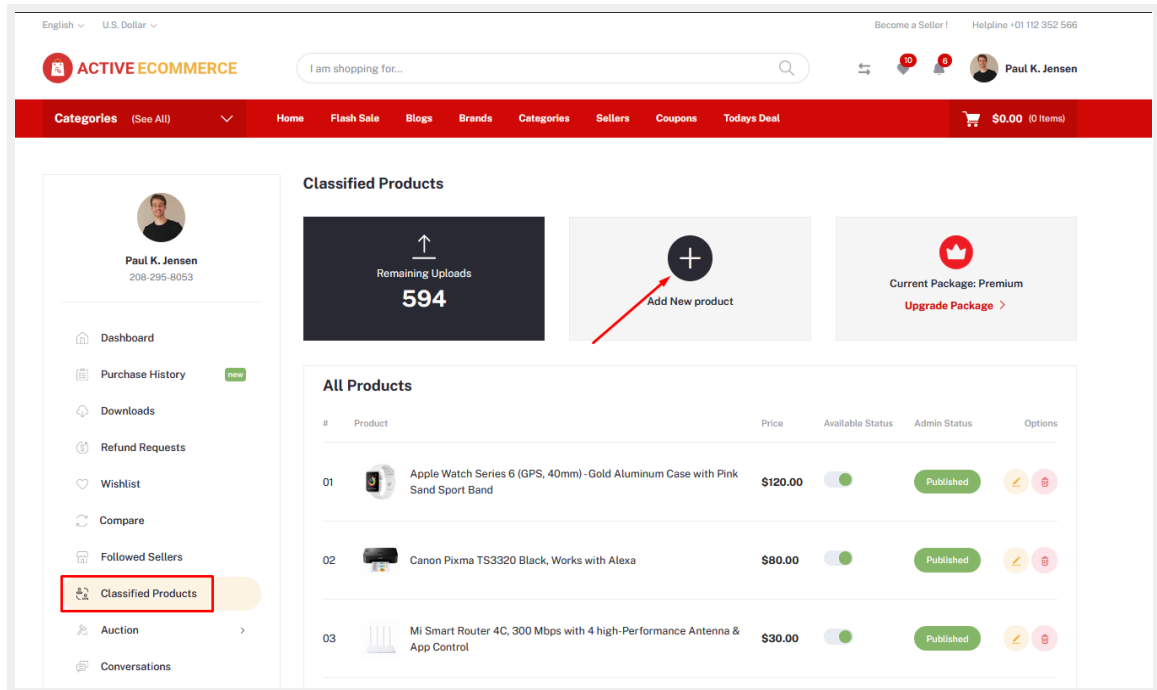


Figure: (56b) Add Classified product

57. 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.

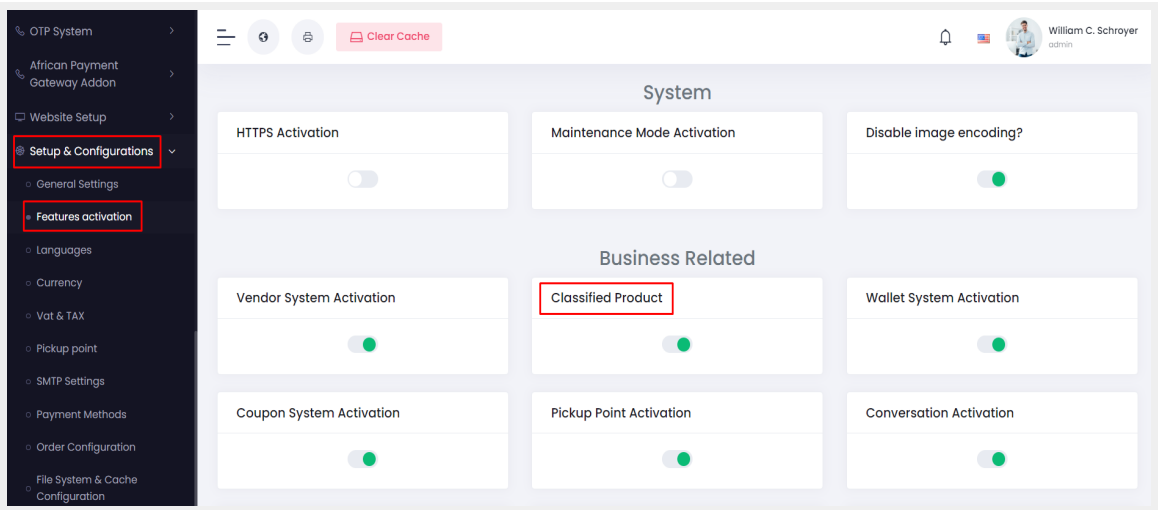


Figure: (57a) Enable Classified product

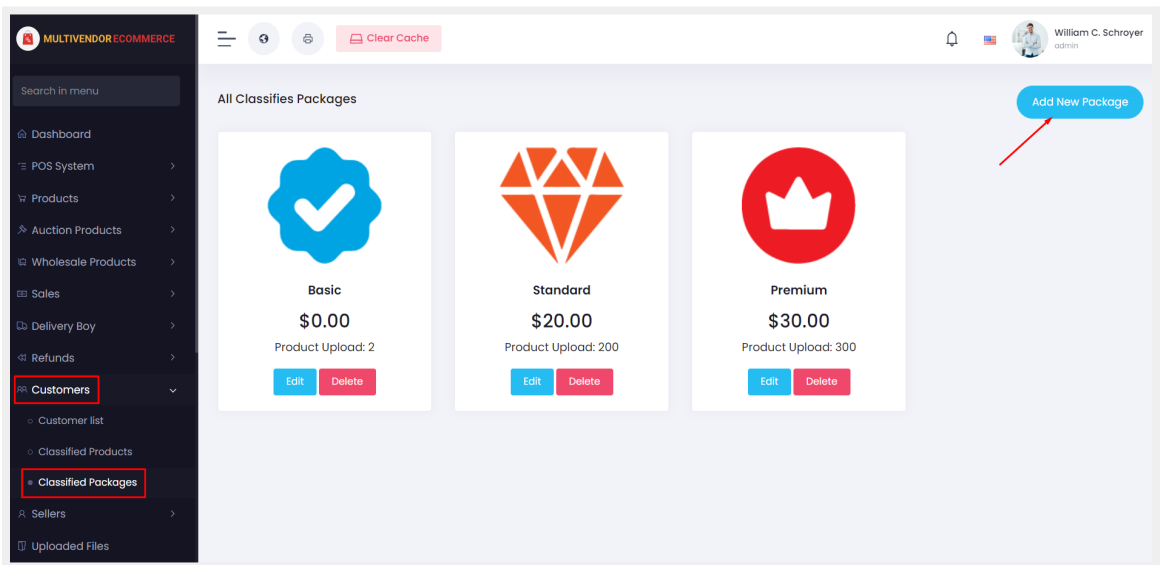


Figure: (57b) Classified Package

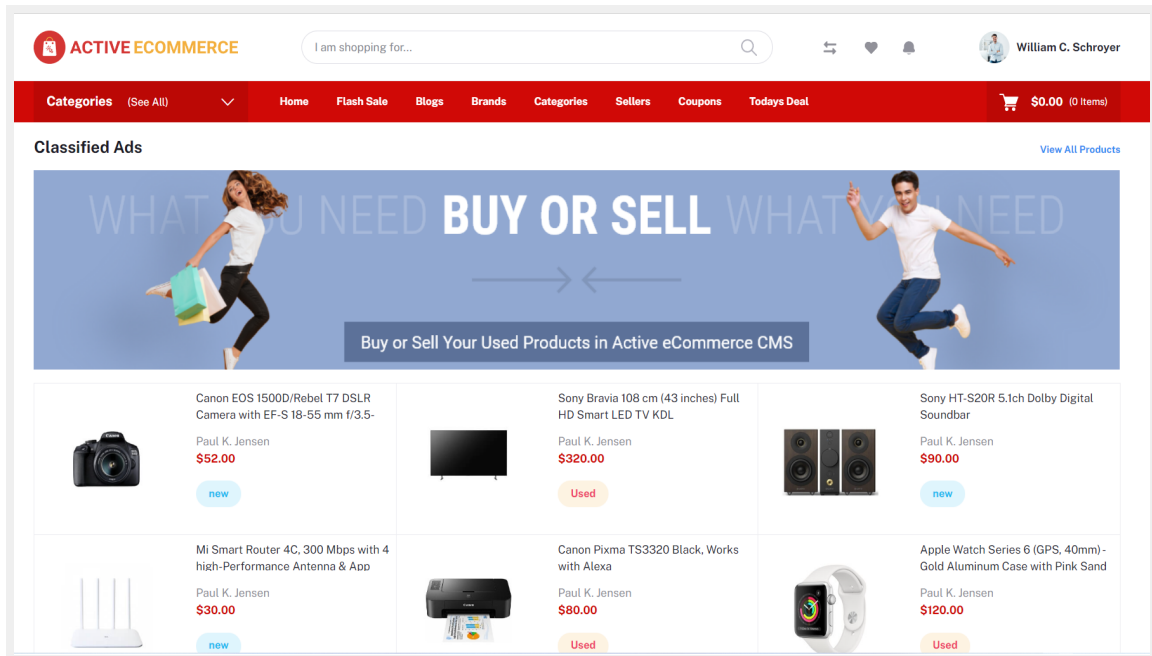


Figure: (57c) In home page Classified Products

58. 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.

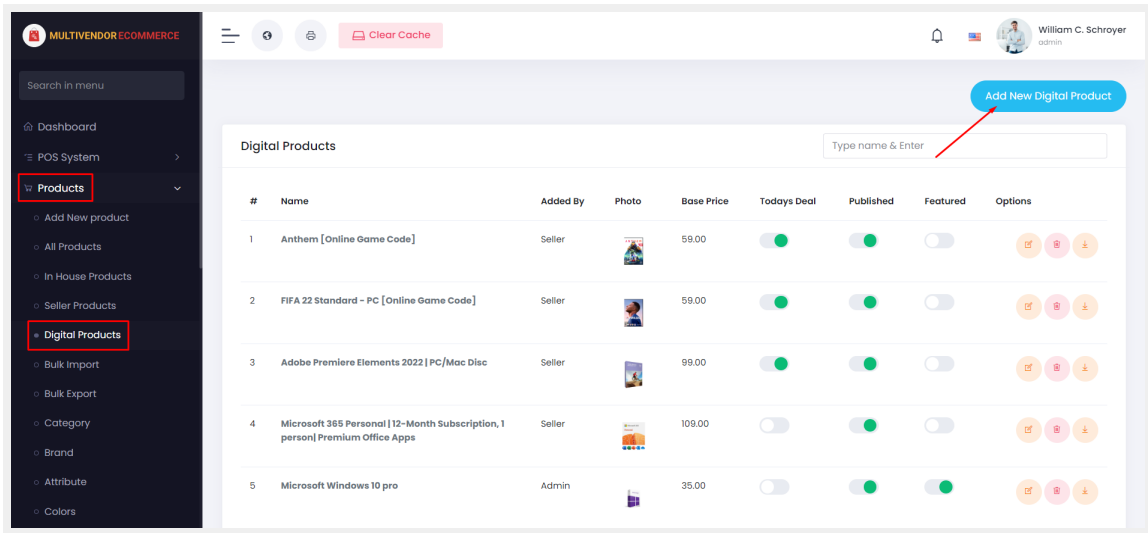


Figure: (58a) Digital product

59. 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.

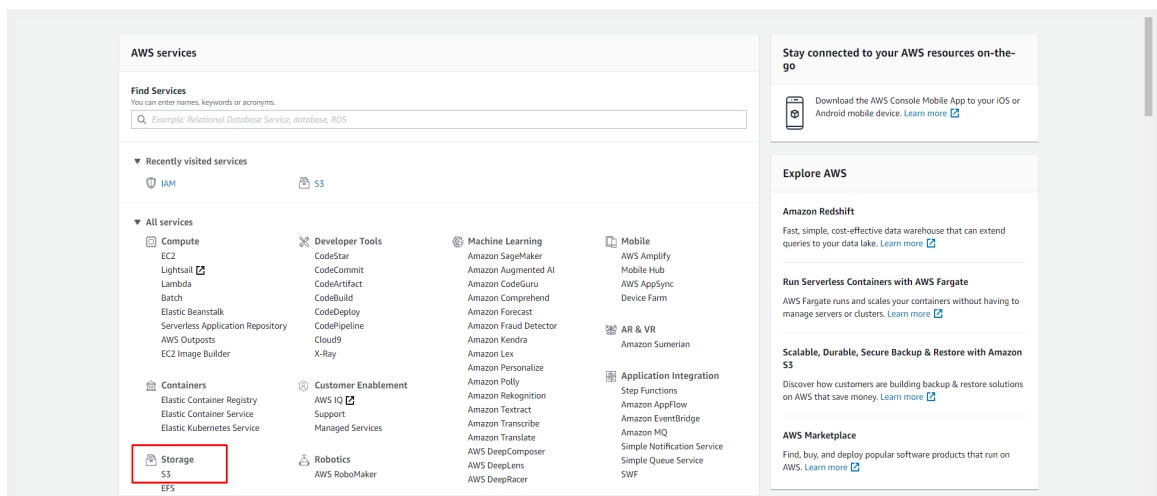


Figure: (59a) AWS Dashboard

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

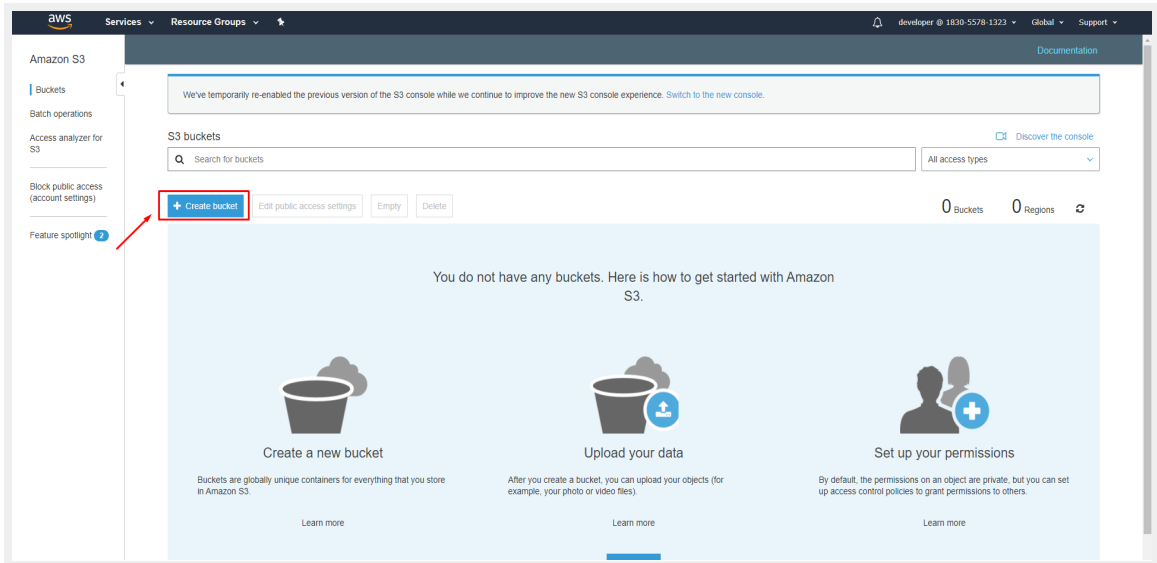


Figure: (59b) Creating Bucket

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

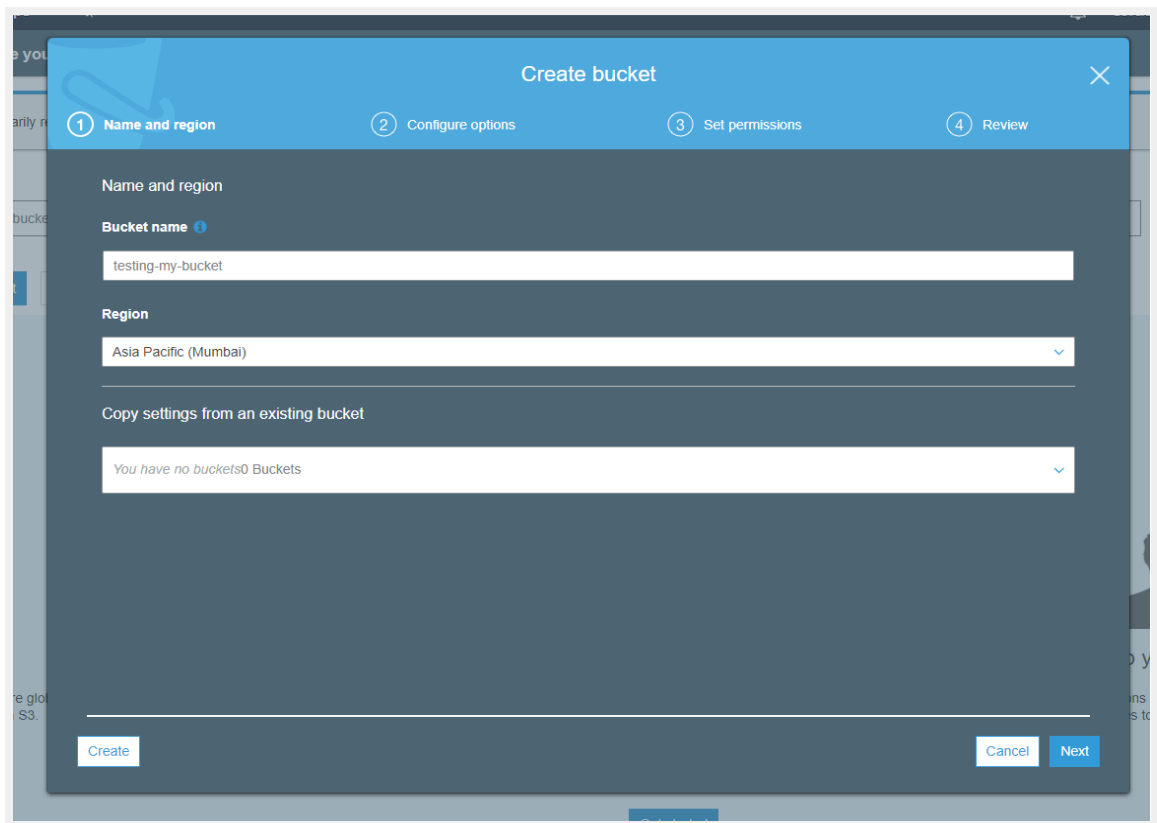


Figure: (59c) Creating Bucket Form

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

Create bucket

1 Name and region 2 **Configure options** 3 Set permissions 4 Review

Properties

Versioning
 Keep all versions of an object in the same bucket. [Learn more](#)

Server access logging
 Log requests for access to your bucket. [Learn more](#)

Tags
 You can use tags to track project costs. [Learn more](#)

Key	Value
<input type="text"/>	<input type="text"/>

[+ Add another](#)

Object-level logging
 Record object-level API activity using AWS CloudTrail for an additional cost. See [CloudTrail pricing](#) or [learn more](#)

Default encryption
 Automatically encrypt objects when they are stored in S3. [Learn more](#)

▶ **Advanced settings**

Management

[Previous](#) [Next](#)

Figure: (59d) Creating Bucket Form step 2

Create bucket

1 Name and region 2 Configure options 3 **Set permissions** 4 Review

Note: You can grant access to specific users after you create the bucket.

Block public access (bucket settings)

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

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

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

[Previous](#) [Next](#)

Figure: (59e) Creating Bucket Form step 3

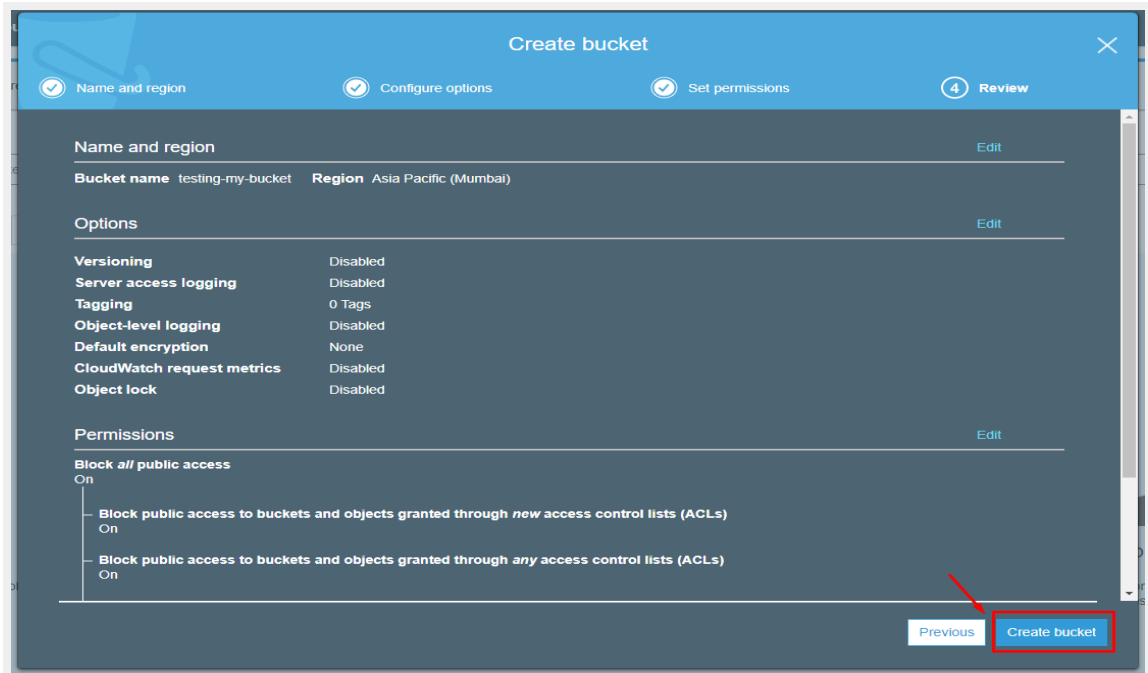


Figure: (59f) Creating Bucket Form next step

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

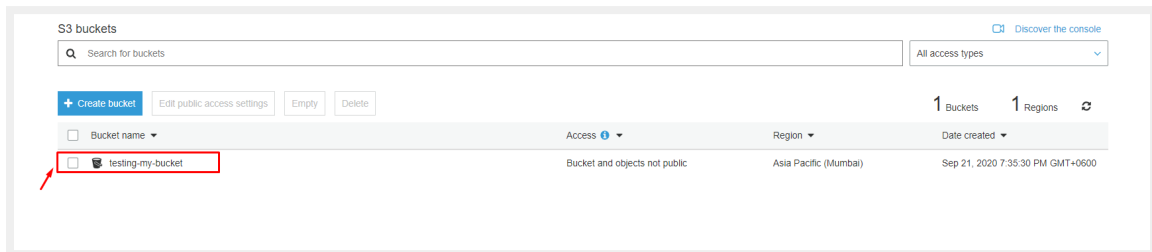


Figure: (59g) Bucket Page

- 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.

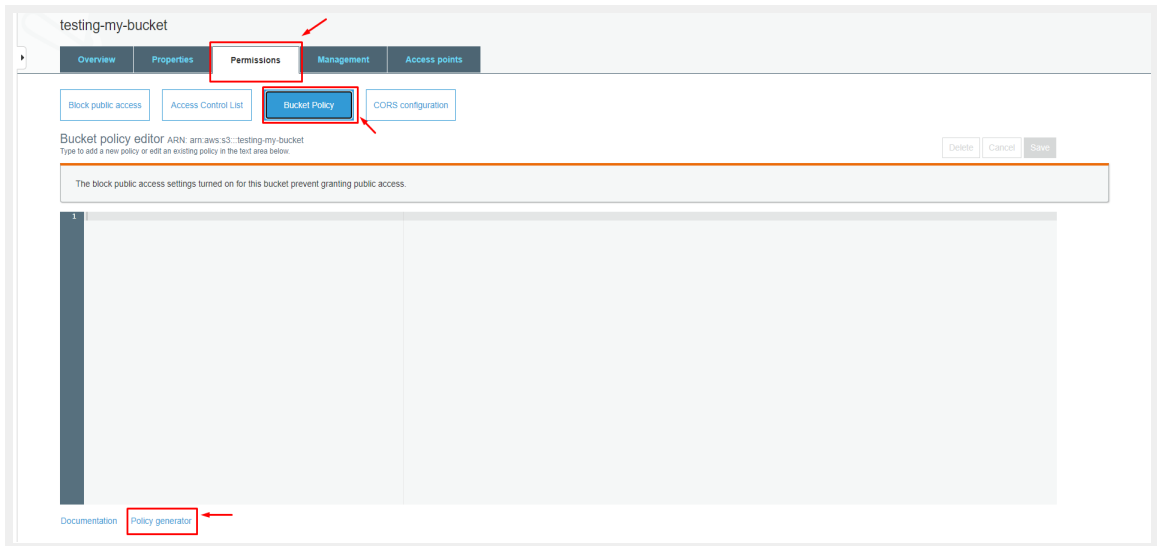


Figure: (59h) Bucket Policy Page

- 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.

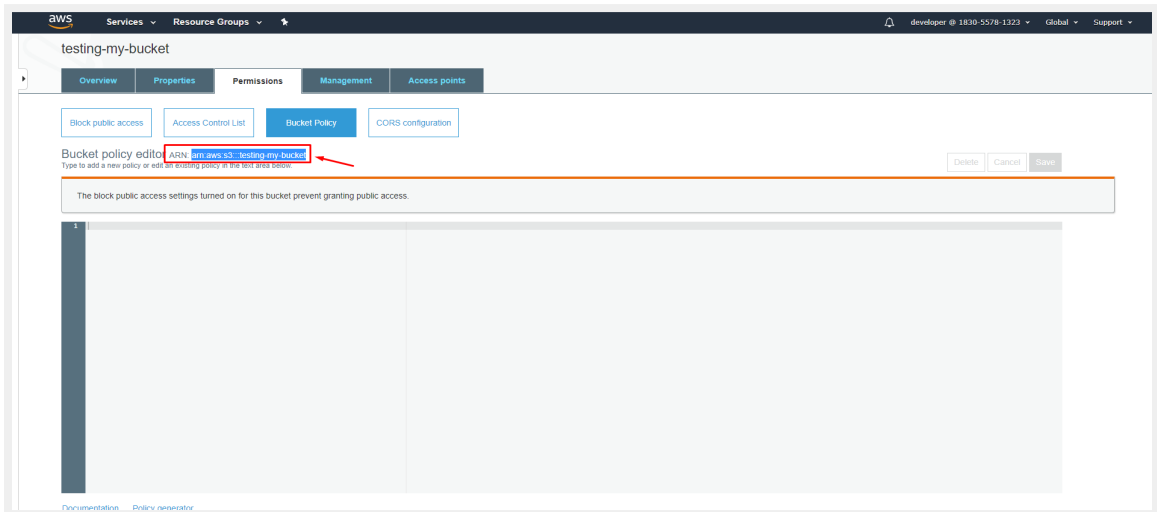


Figure: (59i) Bucket Policy page

Figure: (59j) 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.

```

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

```

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

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

Close

Figure: (59k) Policy JSON Document

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

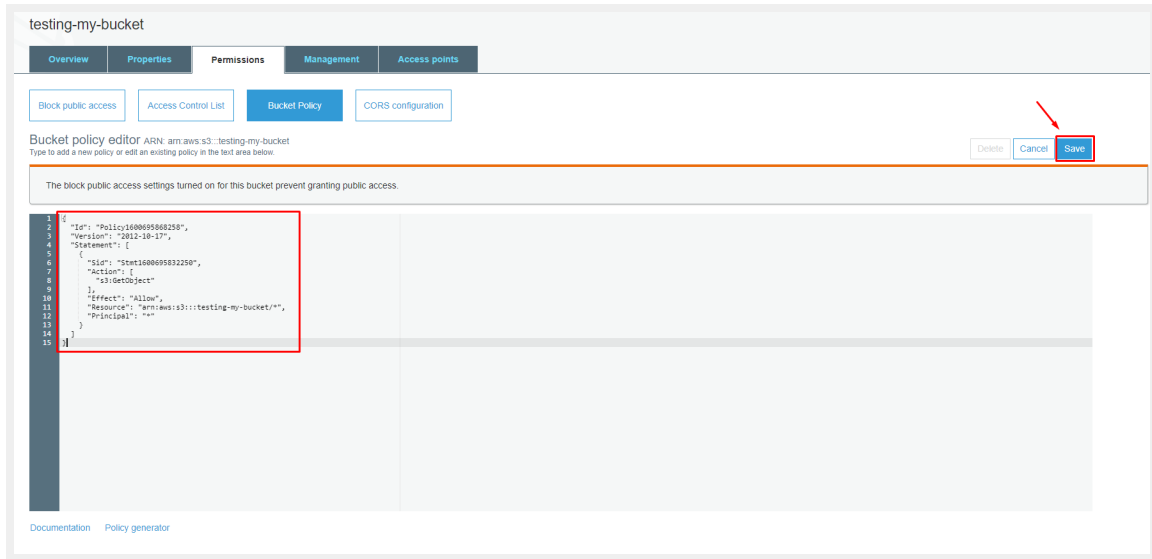


Figure: (59l) Testing Bucket page

- You might encounter an error shown below.

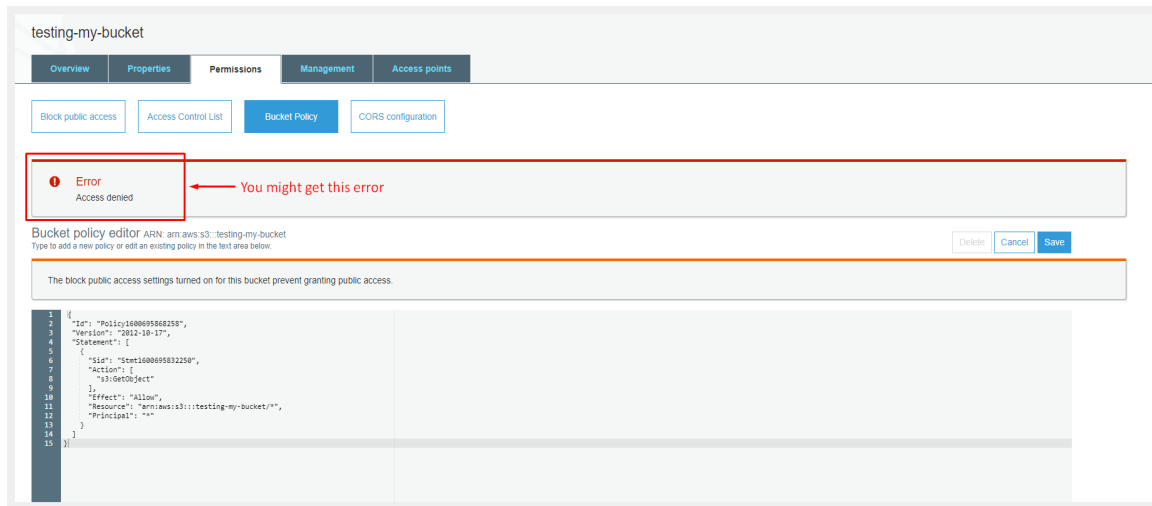


Figure: (59m) Encounter error

- 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.

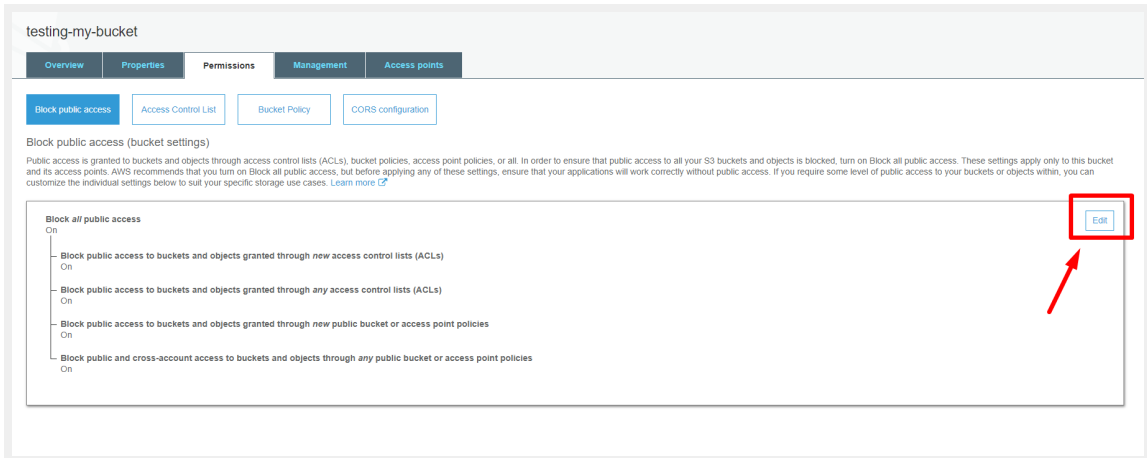


Figure: (59n) Block Public access menu

- 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.

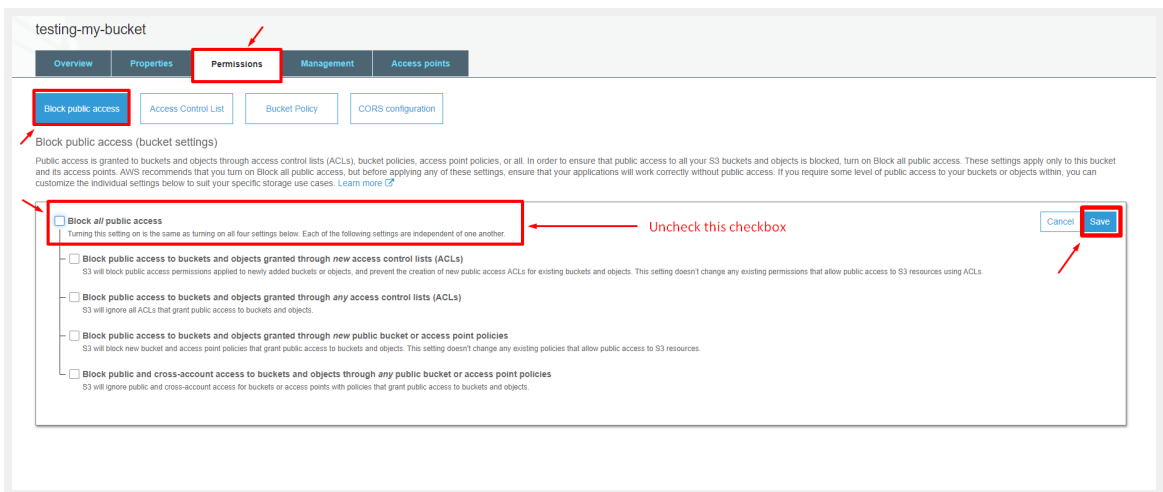


Figure: (59o) Block Public access page

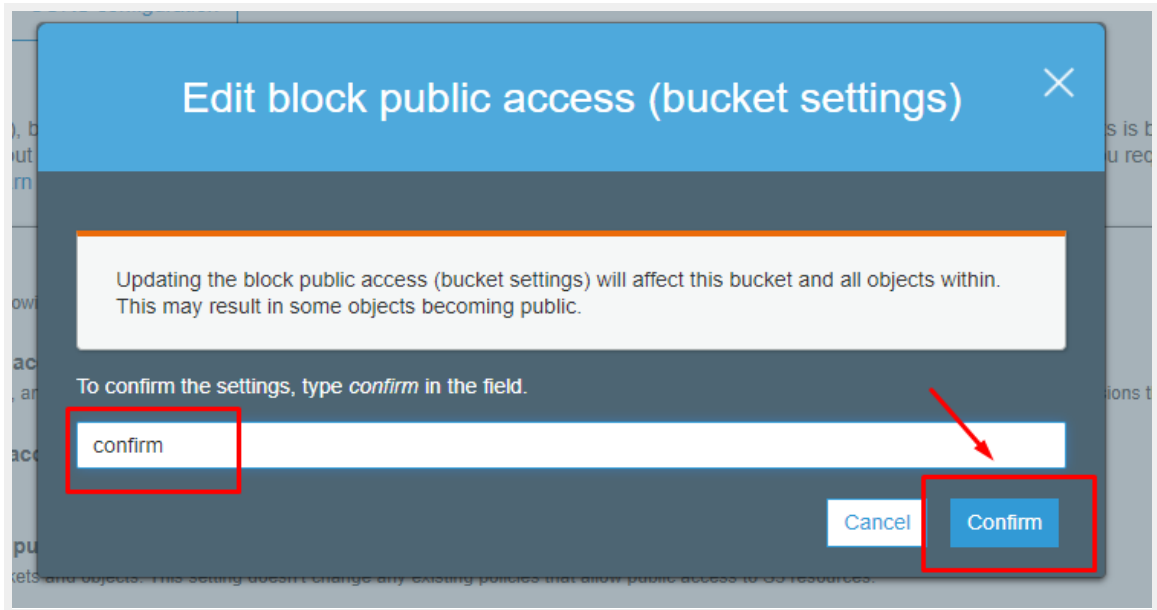


Figure: (59p) Block Public access confirmation page

- 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”**.

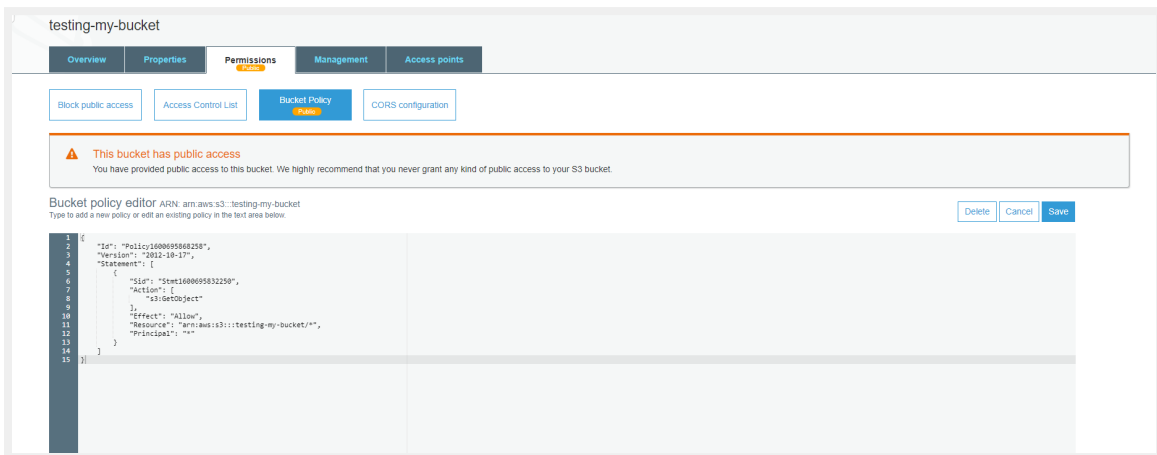


Figure: (59q) showing okay with the text “This bucket has public access”

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

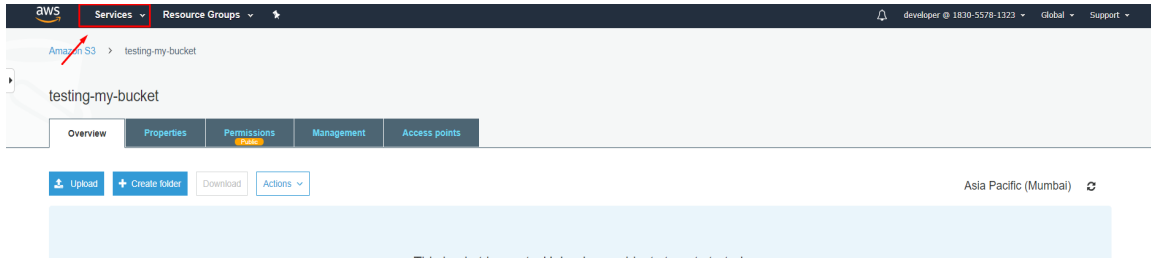


Figure: (59r) AWS services

- 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.

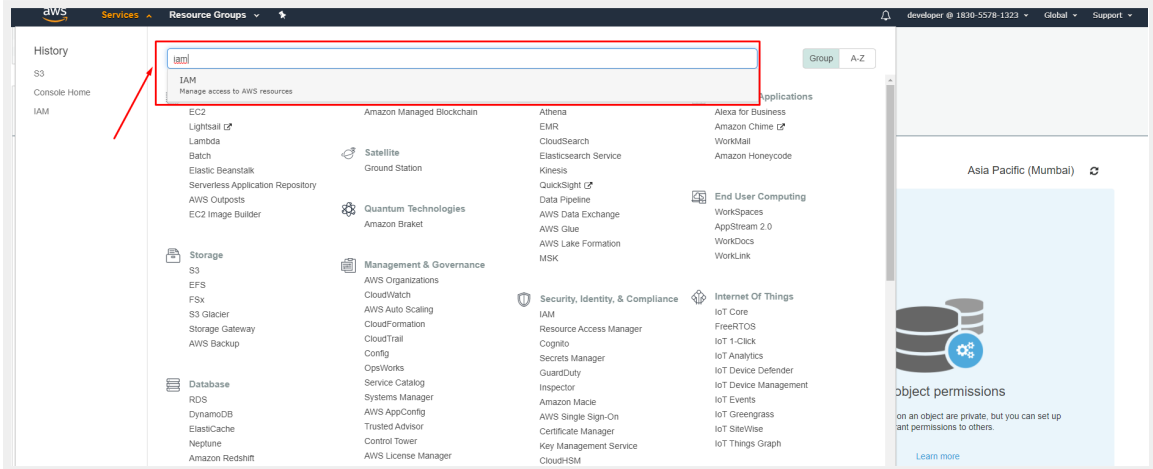


Figure: (59s) Searching iam

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

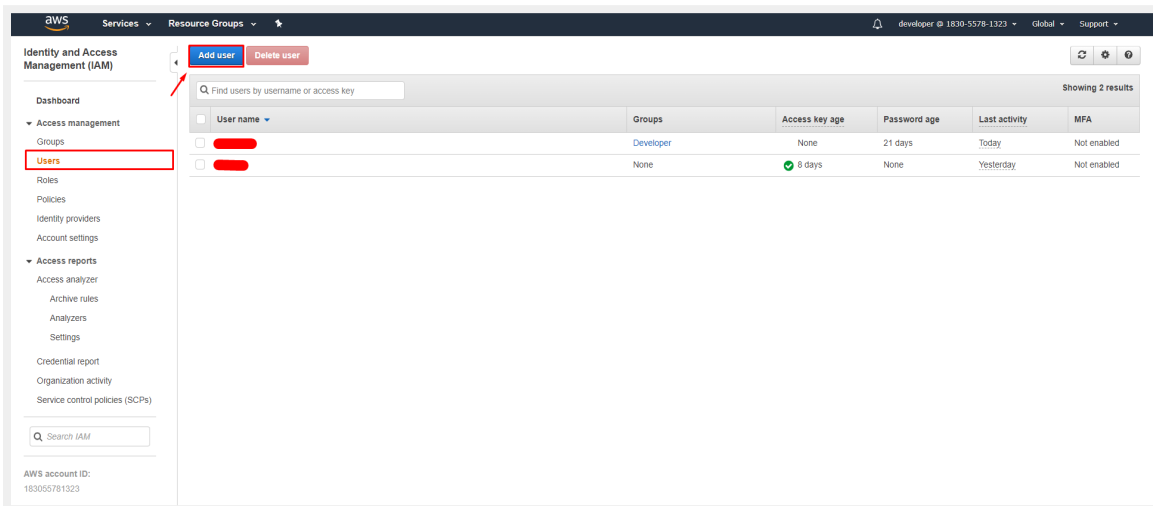


Figure: (59t) Showing all Menu

- 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.

The screenshot shows the 'Add user' page in the AWS IAM console. The page is divided into two main sections: 'Set user details' and 'Select AWS access type'. In the 'Set user details' section, the 'User name' field is filled with 'demoname' and is highlighted with a red box. Below it is a blue link that says 'Add another user'. In the 'Select AWS access type' section, there are two radio button options. The first option, 'Programmatic access', is selected and highlighted with a red box. Its description reads: 'Enables an access key ID and secret access key for the AWS API, CLI, SDK, and other development tools'. The second option, 'AWS Management Console access', is unselected. Its description reads: 'Enables a password that allows users to sign-in to the AWS Management Console'. At the bottom right of the page, there are two buttons: 'Cancel' and 'Next: Permissions'. The 'Next: Permissions' button is highlighted with a red box and a red arrow pointing to it.

Figure: (59u) adding user page

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

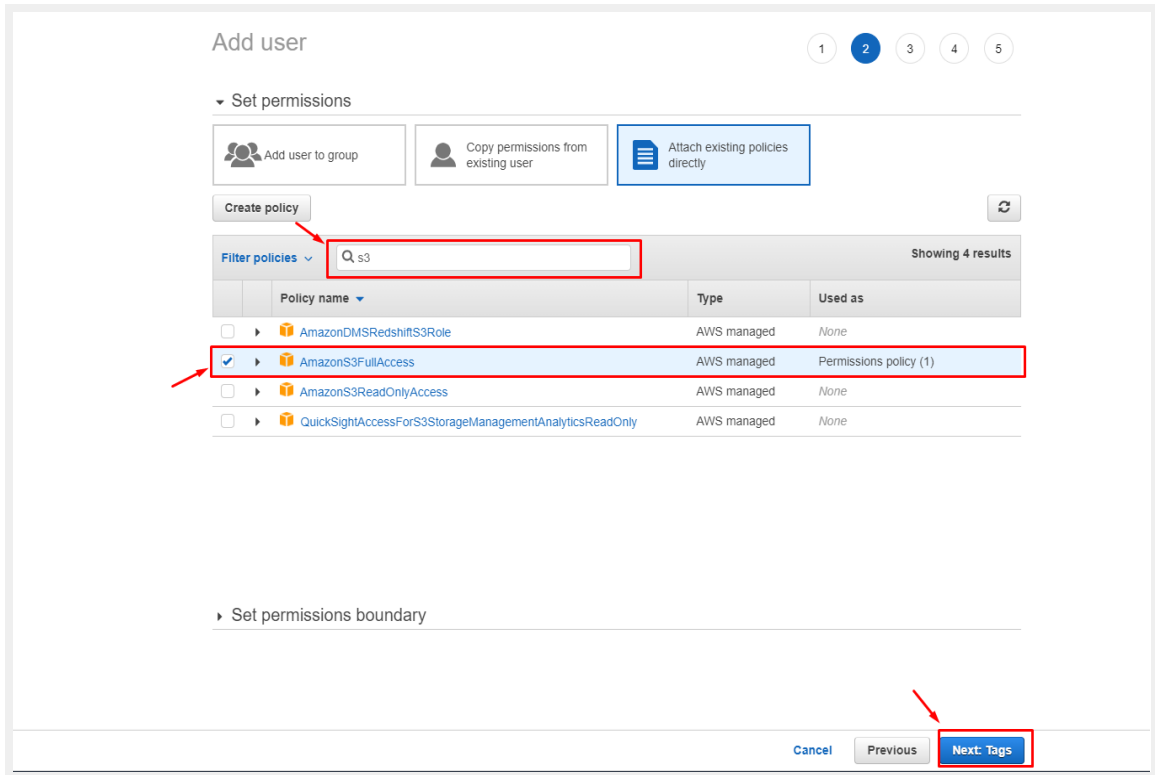


Figure: (59v) Adding user page (ii)

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

Add user

1 2 3 4 5

Add tags (optional)

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

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

You can add 50 more tags.

Cancel Previous **Next: Review**

Figure: (59w) Adding user page (iii)

- Finally click **Create User**.

Add user

1 2 3 **4** 5

Review

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

User details

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

Permissions summary

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

Type	Name
Managed policy	AmazonS3FullAccess

Tags

No tags were added.

[Cancel](#) [Previous](#) [Create user](#)

Figure: (59x) 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.

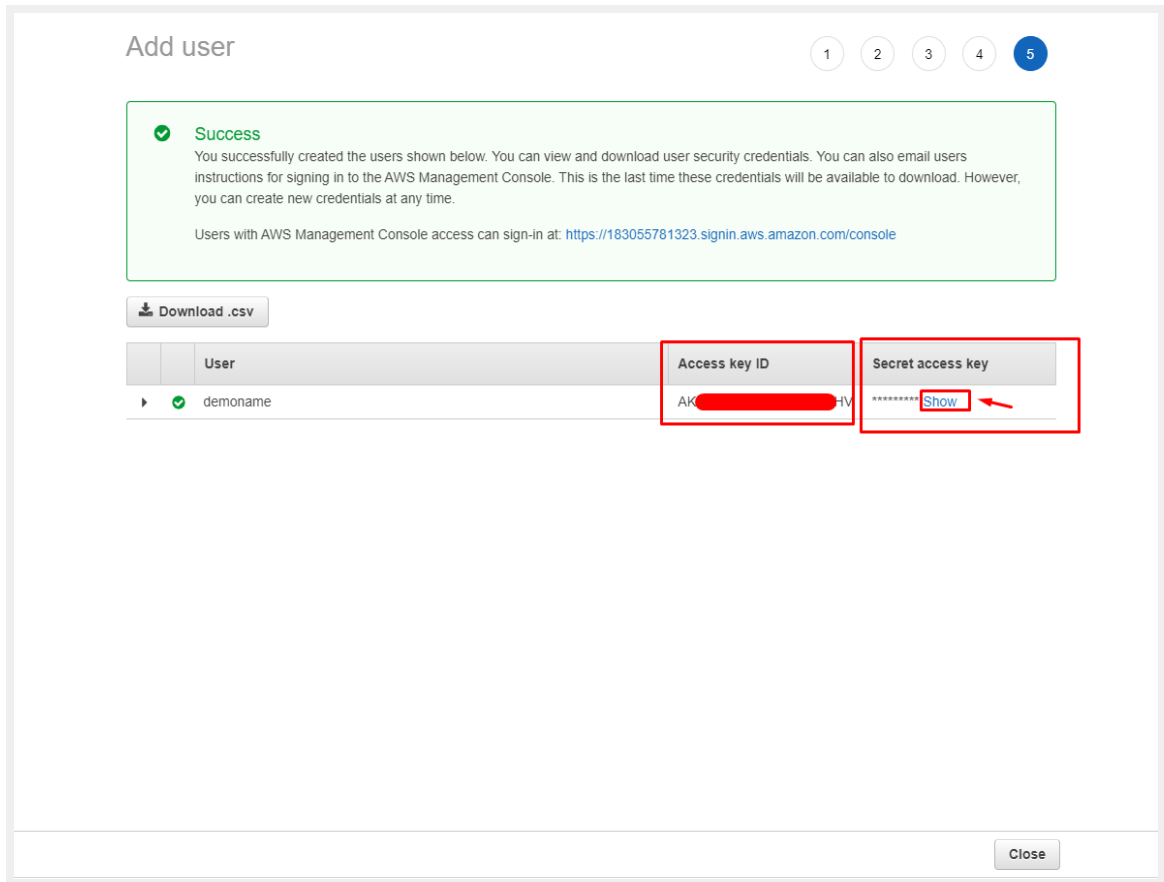


Figure: (59y) Add user (success) page

- 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.

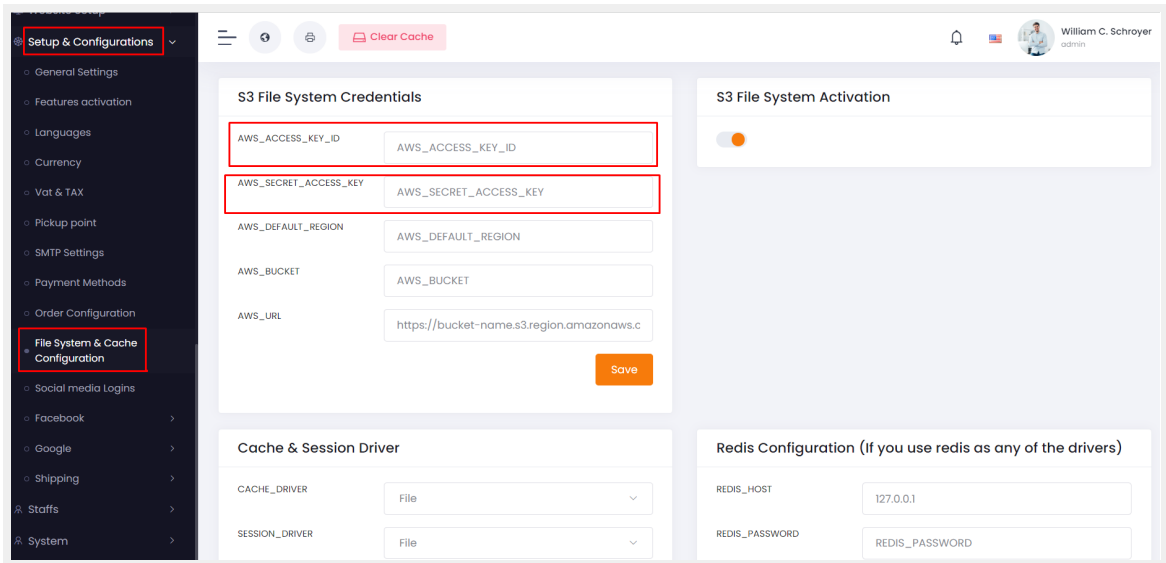


Figure: (59z) Insert S3 file system credentials

- 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.

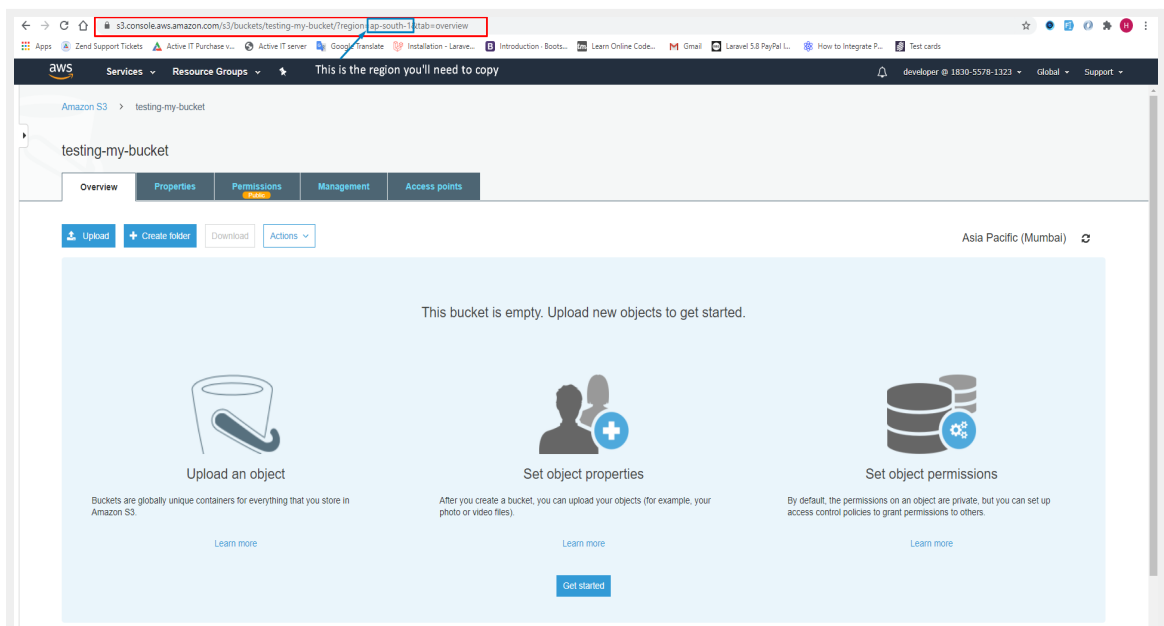


Figure: (59aa) Copy the region

- 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.

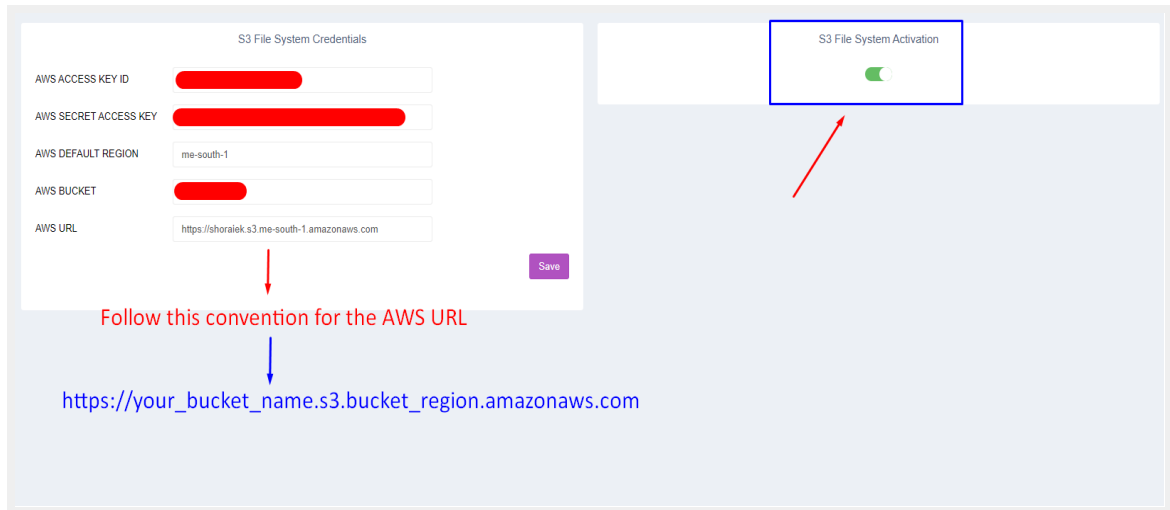


Figure: (59ab) AWS url

- 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

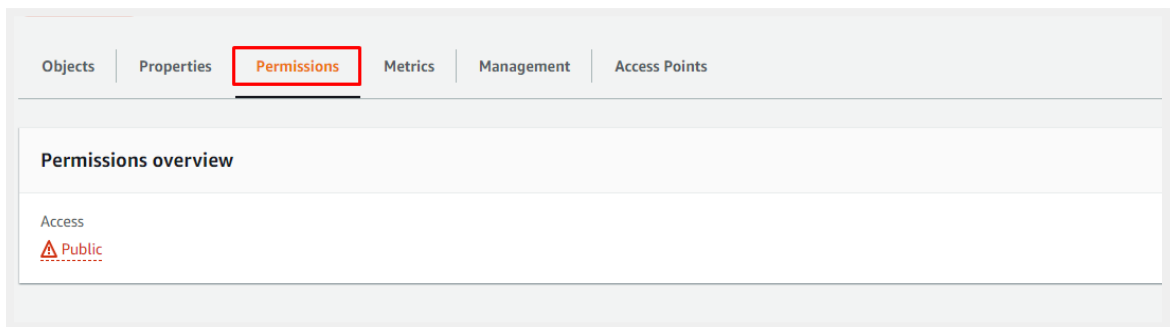


Figure: (59ac) Permission tab

- Click the Edit button of the Object Ownership section

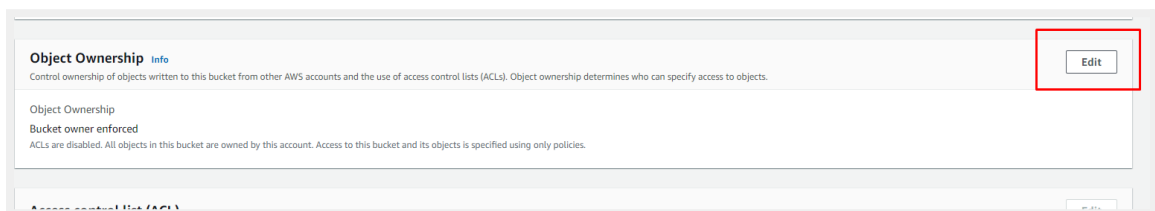



Figure: (59ad) Object ownership section

- And now follow as per the below

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

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

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


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

I acknowledge that ACLs will be restored.

Object Ownership

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

Object writer
The object writer remains the object owner.

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

Cancel **Save changes**

Figure: (59ae) Object ownership page

60. 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.

61. 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.

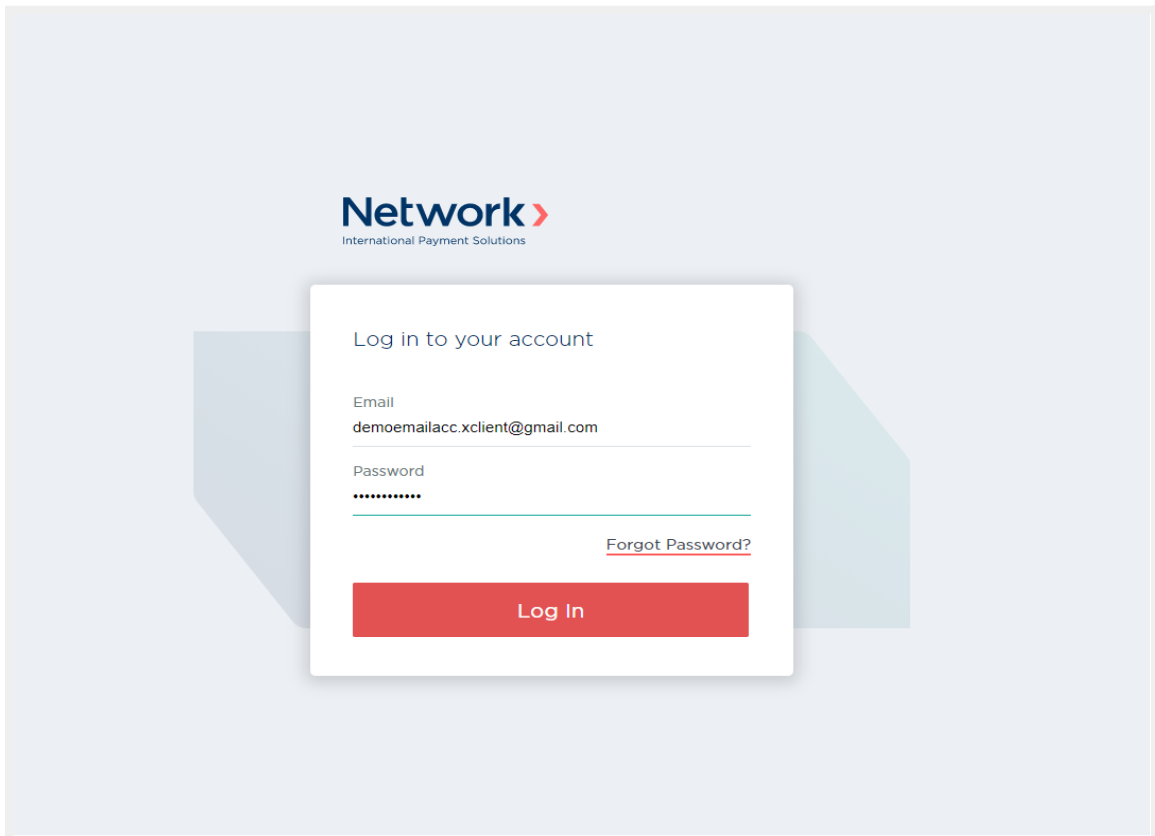


Figure: (61a) Log in panel

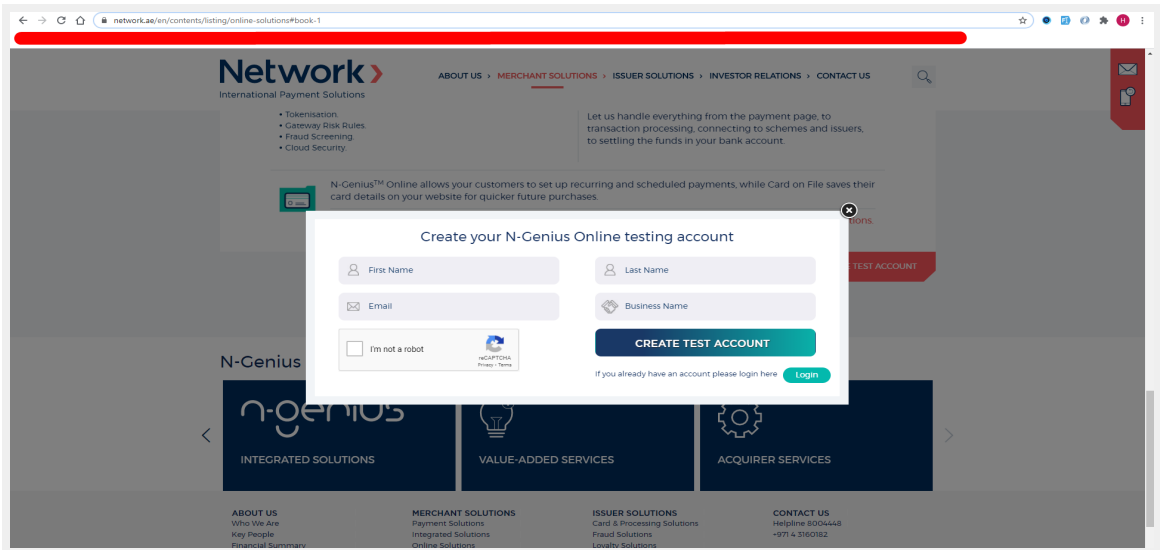


Figure: (61b) Create ngenius account pop up

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

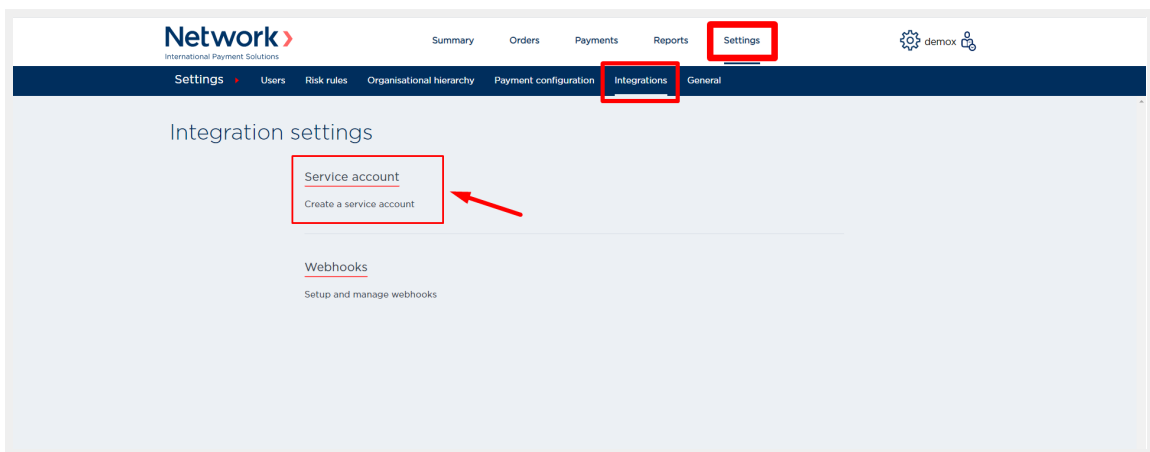


Figure: (61c) Creating Bucket Form next step

- 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.

Integrations

Service accounts 2 New

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

Figure: (61d) Ngenius API key field

Ngenius Credential

NGENIUS OUTLET ID

NGENIUS API KEY

NGENIUS CURRENCY

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

Save

Figure: (61e) 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.

62. 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

63. 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

64. 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"

65. How to configure product wise shipping cost?

Answer:

Follow the below steps to configure city wise flat shipping costs:

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

The screenshot displays the 'Add New product' form in a Multivendor Ecommerce admin panel. The 'Shipping Configuration' section is highlighted with a red box. It contains three options: 'Free Shipping' (checked), 'Flat Rate' (unchecked), and 'Is Product Quantity Multiply' (unchecked). The 'Low Stock Quantity Warning' section shows a quantity of 1. The form also includes fields for Product Name, Category, Brand, Unit, Weight (in kg), Minimum Purchase Qty, and Tags.

Figure: (65a) Product wise shipping cost

66. How to configure flat rate shipping cost?

Answer:

Go to the admin panel, **Setup & configuration > Shipping configuration**, and choose **Flat Rate Shipping Cost**.

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

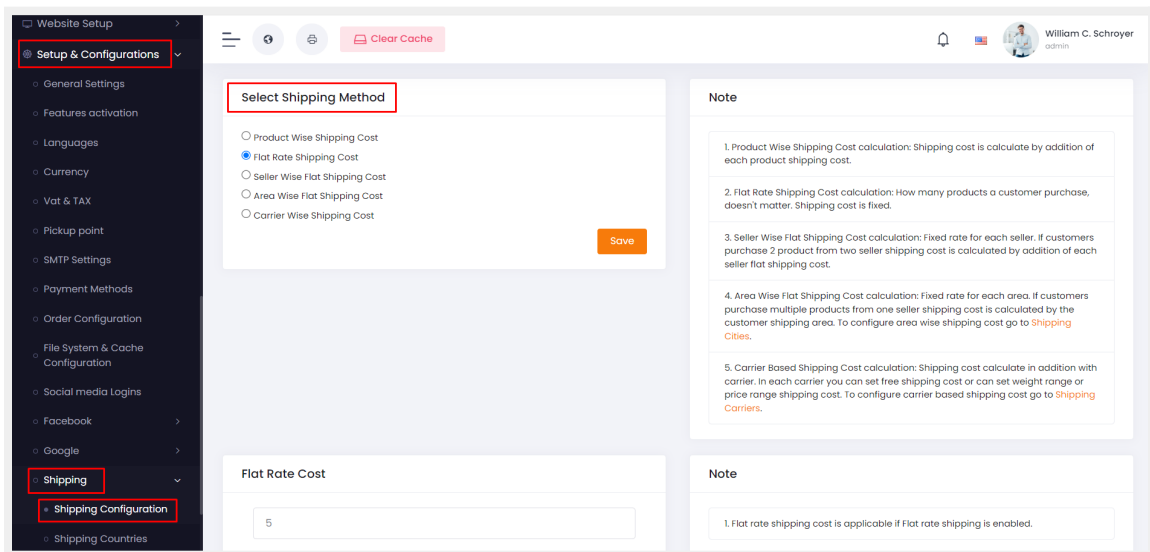


Figure: (66a) Enable flat rate shipping cost

67. How to configure seller wise flat shipping cost?

Answer:

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

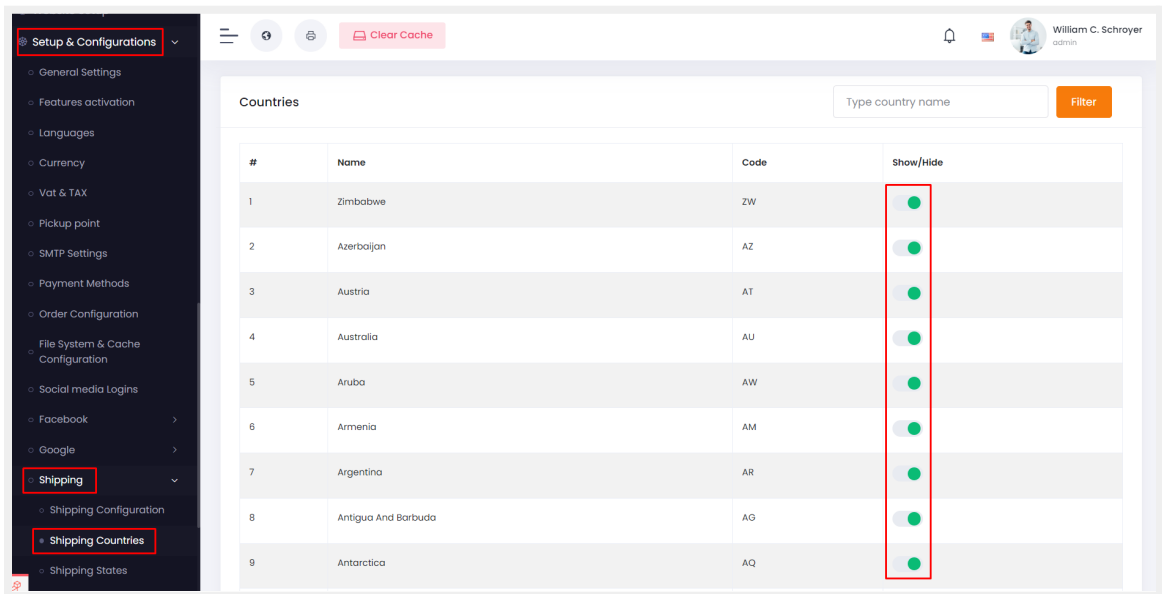
****Seller Wise Shipping Cost: Fixed rate for each seller. If customers purchase 2 products from two sellers shipping cost is calculated by addition of each seller flat shipping cost.**

68. How to configure city wise flat shipping cost?

Answer:

Follow below steps to configure city wise flat shipping cost:

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



The screenshot shows the 'Shipping Countries' configuration page in an admin panel. The page has a dark sidebar on the left with a menu. The main content area is titled 'Countries' and features a search bar with the placeholder 'Type country name' and a 'Filter' button. Below the search bar is a table with the following columns: '#', 'Name', 'Code', and 'Show/Hide'. The table lists 9 countries, each with a corresponding toggle switch in the 'Show/Hide' column. A red box highlights the 'Show/Hide' column, indicating that the shipping countries are being enabled.

#	Name	Code	Show/Hide
1	Zimbabwe	ZW	<input checked="" type="checkbox"/>
2	Azerbaijan	AZ	<input checked="" type="checkbox"/>
3	Austria	AT	<input checked="" type="checkbox"/>
4	Australia	AU	<input checked="" type="checkbox"/>
5	Aruba	AW	<input checked="" type="checkbox"/>
6	Armenia	AM	<input checked="" type="checkbox"/>
7	Argentina	AR	<input checked="" type="checkbox"/>
8	Antigua And Barbuda	AG	<input checked="" type="checkbox"/>
9	Antarctica	AQ	<input checked="" type="checkbox"/>

Figure: (68a) Enable preferred shipping countries

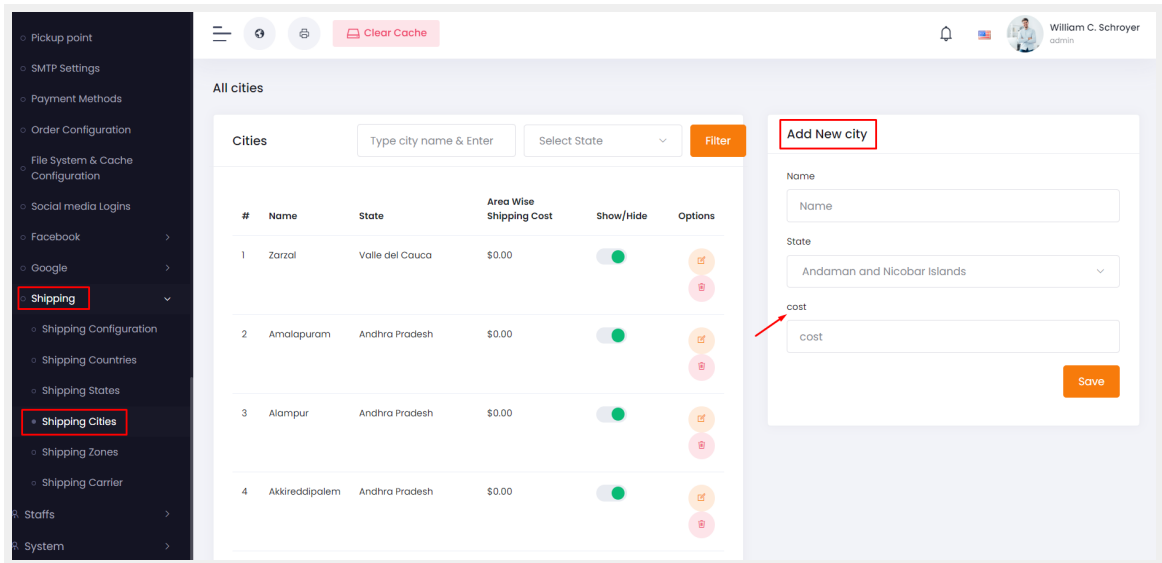


Figure: (68b) Insert city wise shipping cost

69. How to enable Carrier Wise Shipping Cost?

Answer:

Follow the below instruction:

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

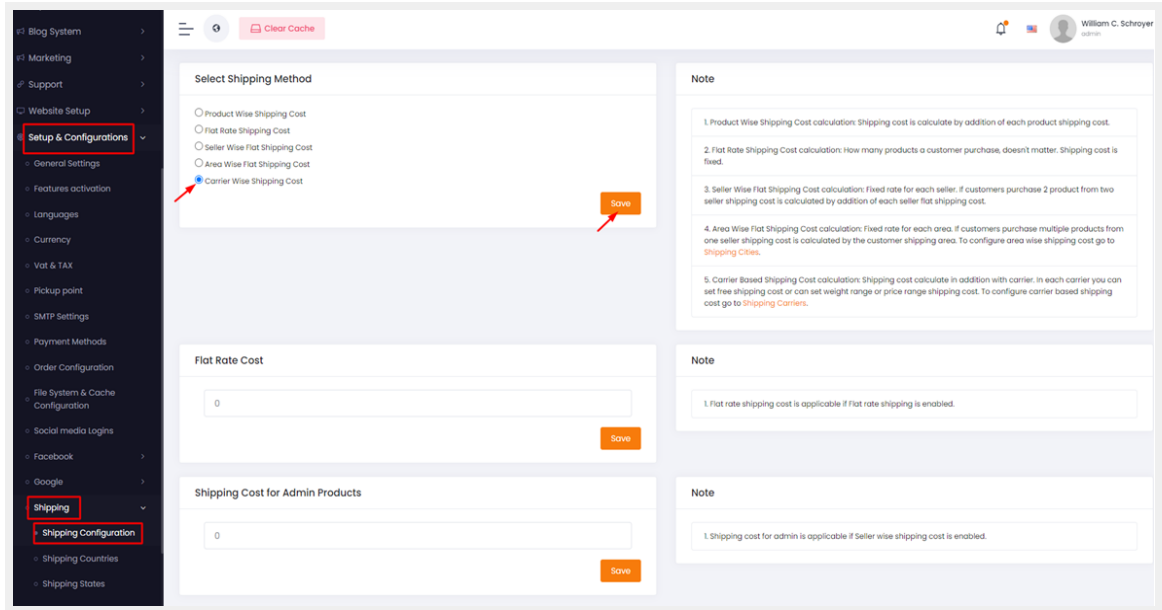


Figure: (69a) Enable carrier wise shipping cost

70. How to add a new Shipping carrier?

Answer:

Create a shipping carrier follow below instruction:

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

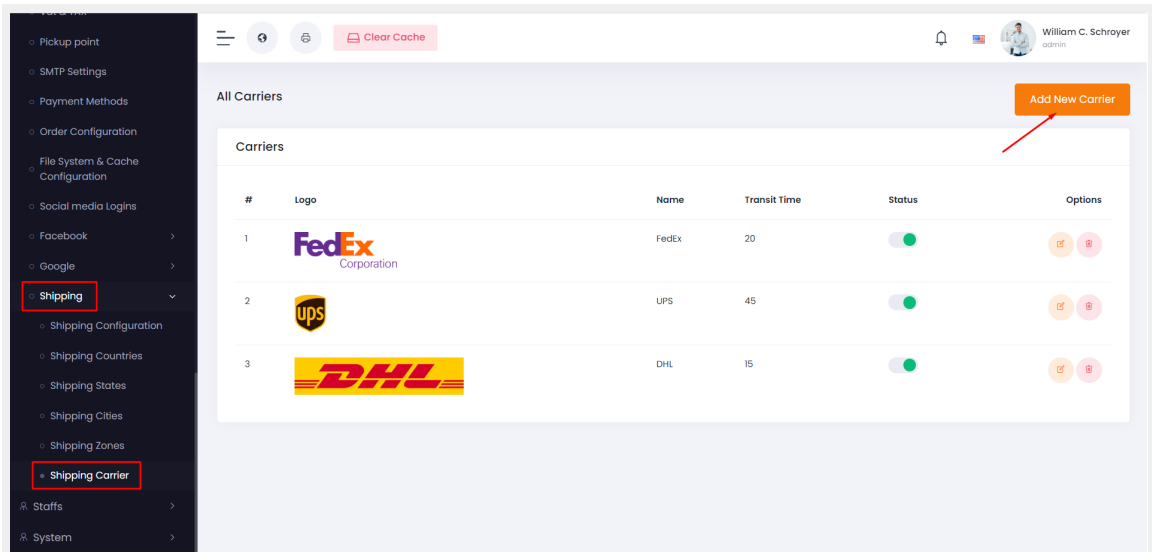


Figure: (70a) Shipping carrier add

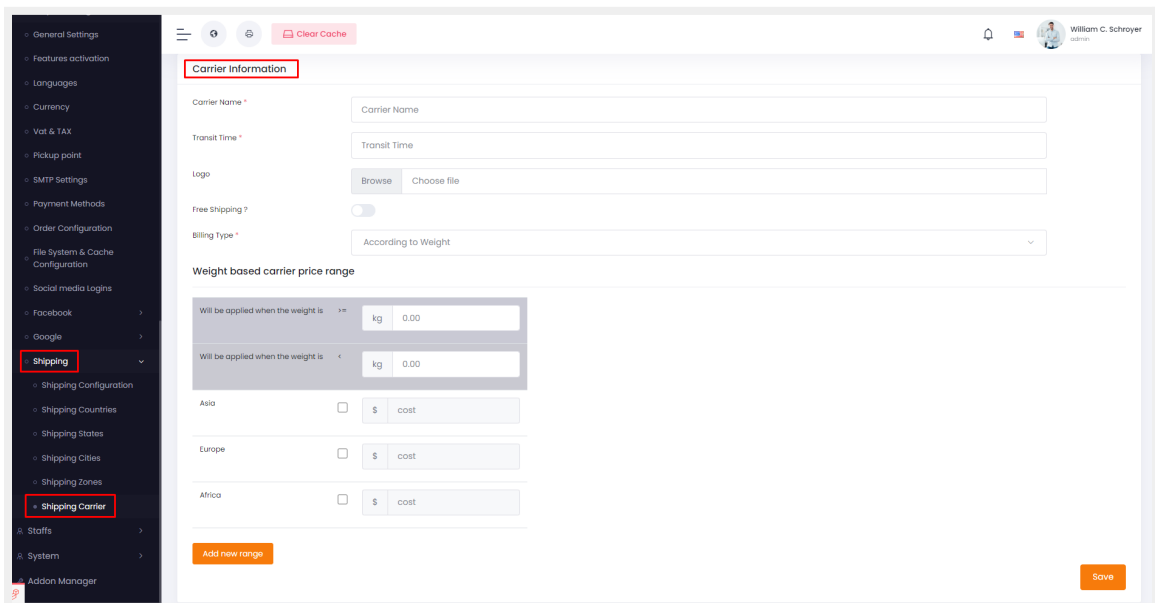


Figure: (70b) Shipping carrier add form

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

Answer:

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

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

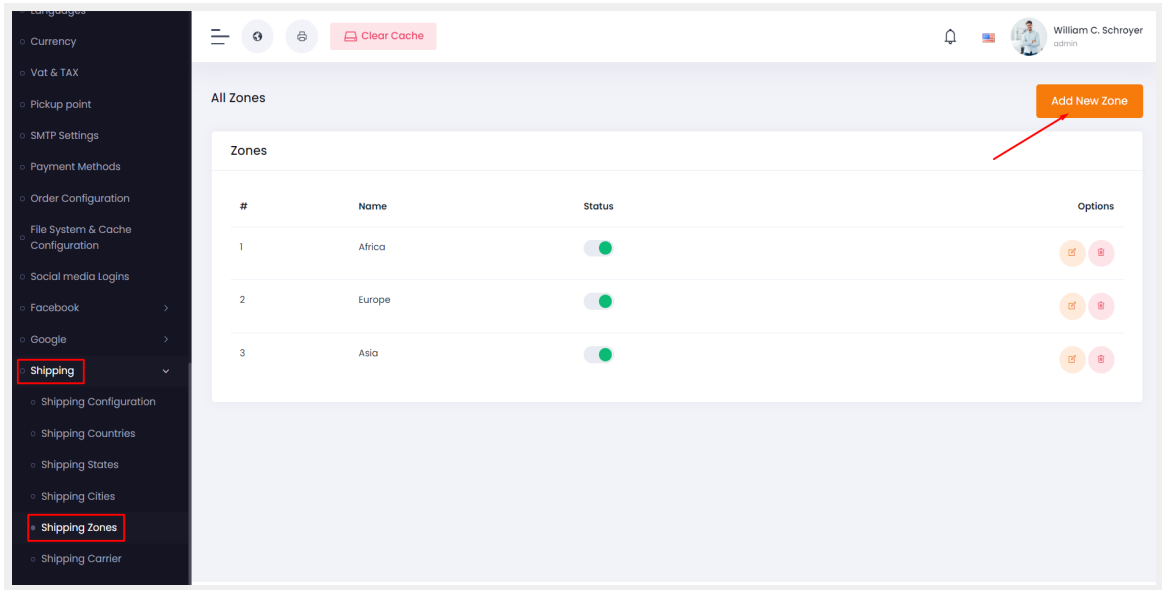


Figure: (71a) Create zone for carrier wise shipping

72. 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.

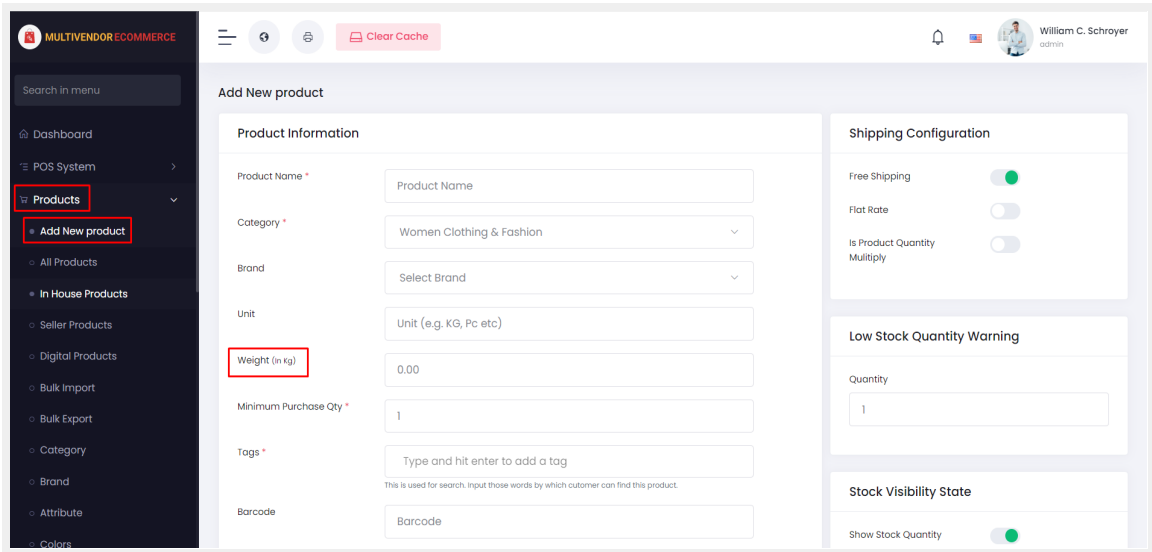


Figure: (72a) insert weight field

73. 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.

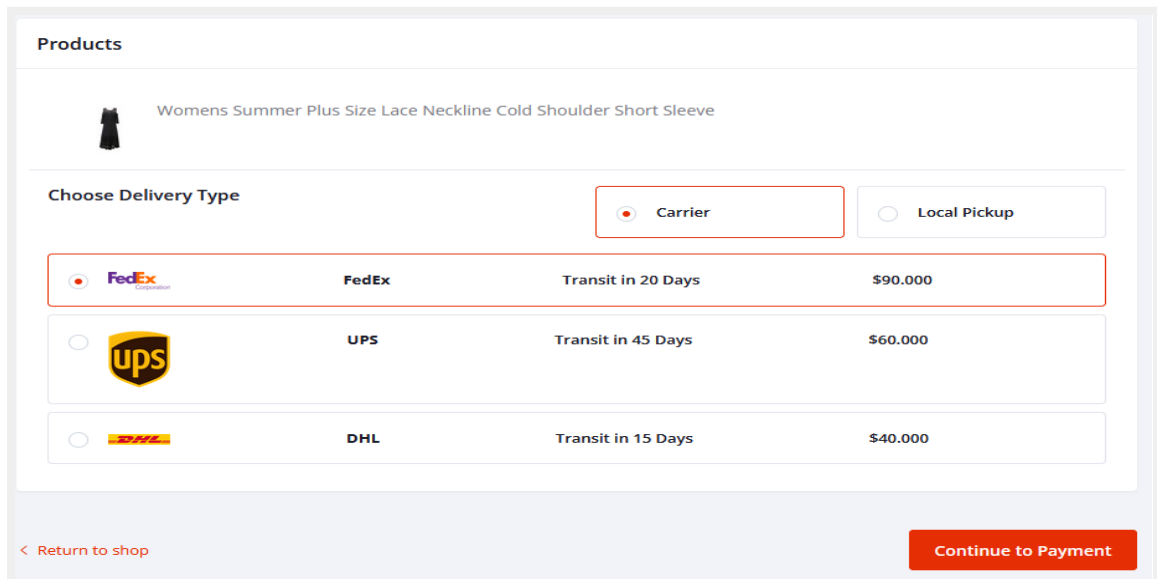


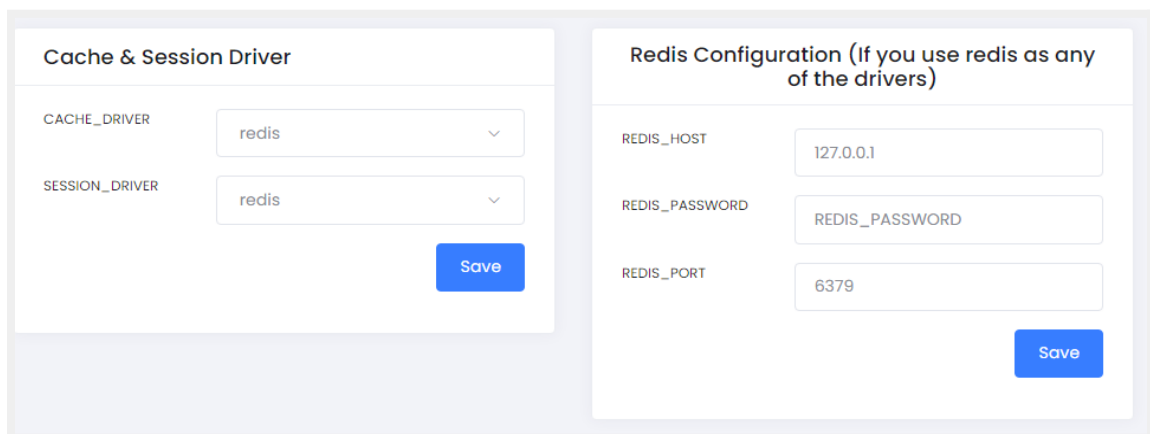
Figure: (73a) customer choose carrier during the checkout process

74. 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



The screenshot shows two configuration panels. The left panel, titled 'Cache & Session Driver', has two dropdown menus: 'CACHE_DRIVER' and 'SESSION_DRIVER', both set to 'redis'. A blue 'Save' button is at the bottom right. The right panel, titled 'Redis Configuration (If you use redis as any of the drivers)', has three text input fields: 'REDIS_HOST' with '127.0.0.1', 'REDIS_PASSWORD' with 'REDIS_PASSWORD', and 'REDIS_PORT' with '6379'. A blue 'Save' button is at the bottom right.

Figure: (74a) Configure Redis Cache Support

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

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/>

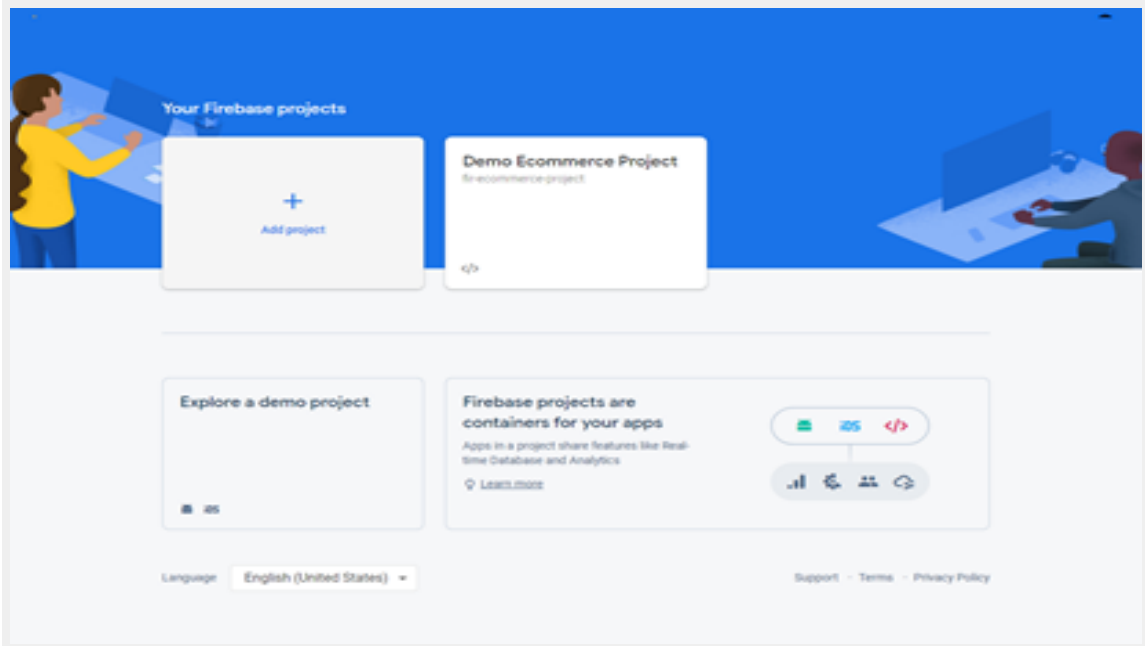


Figure: (75a) Firebase Project step 1

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

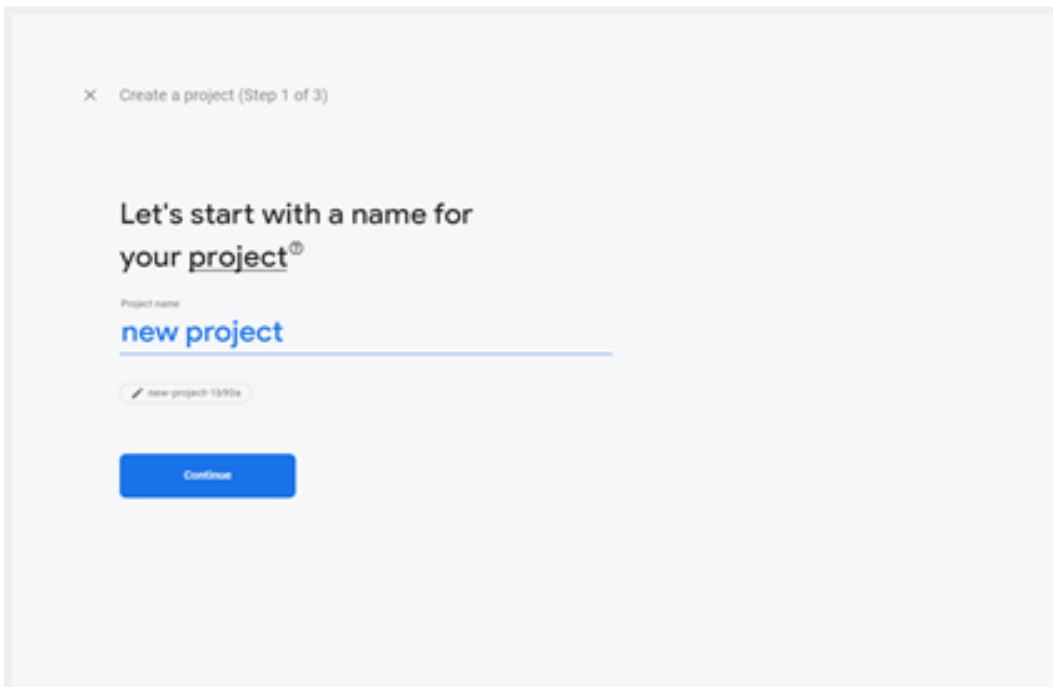


Figure: (75b) Firebase project step 2

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

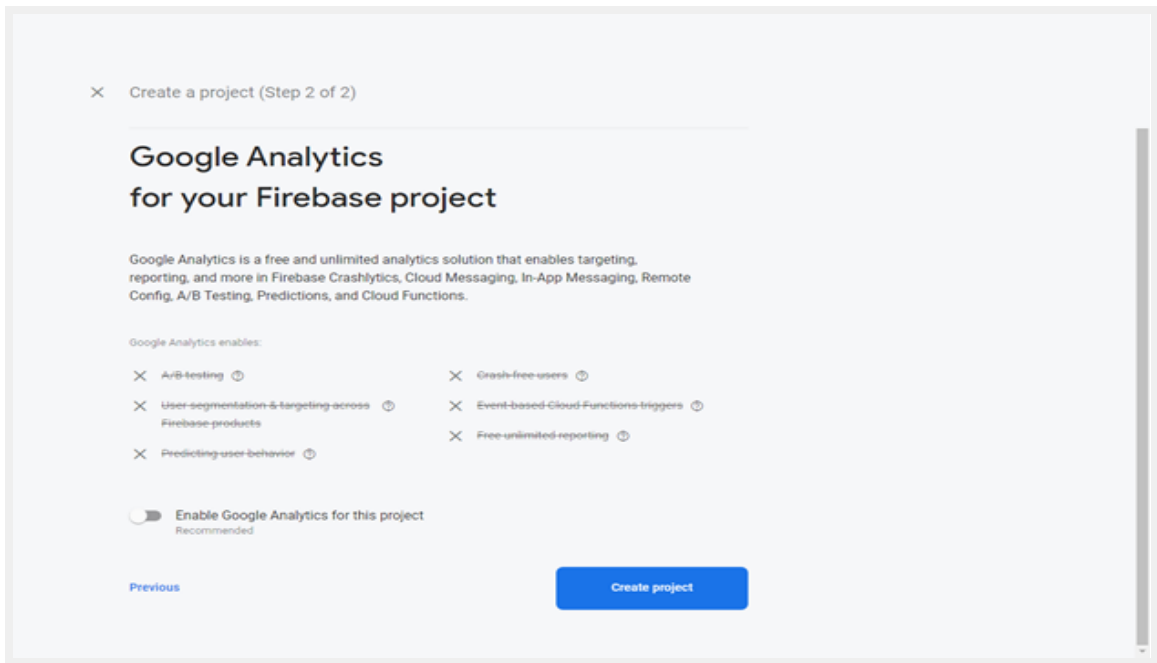


Figure: (75c) Google Analytics for firebase project

- After then click on continue button

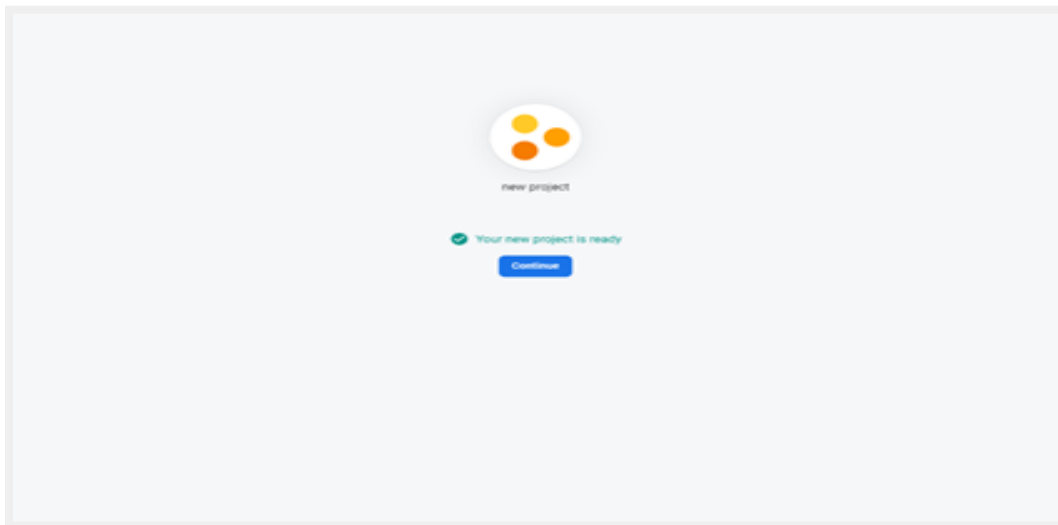


Figure: (75d) Google Analytic for firebase projects continue

- Now go to project settings to get server key

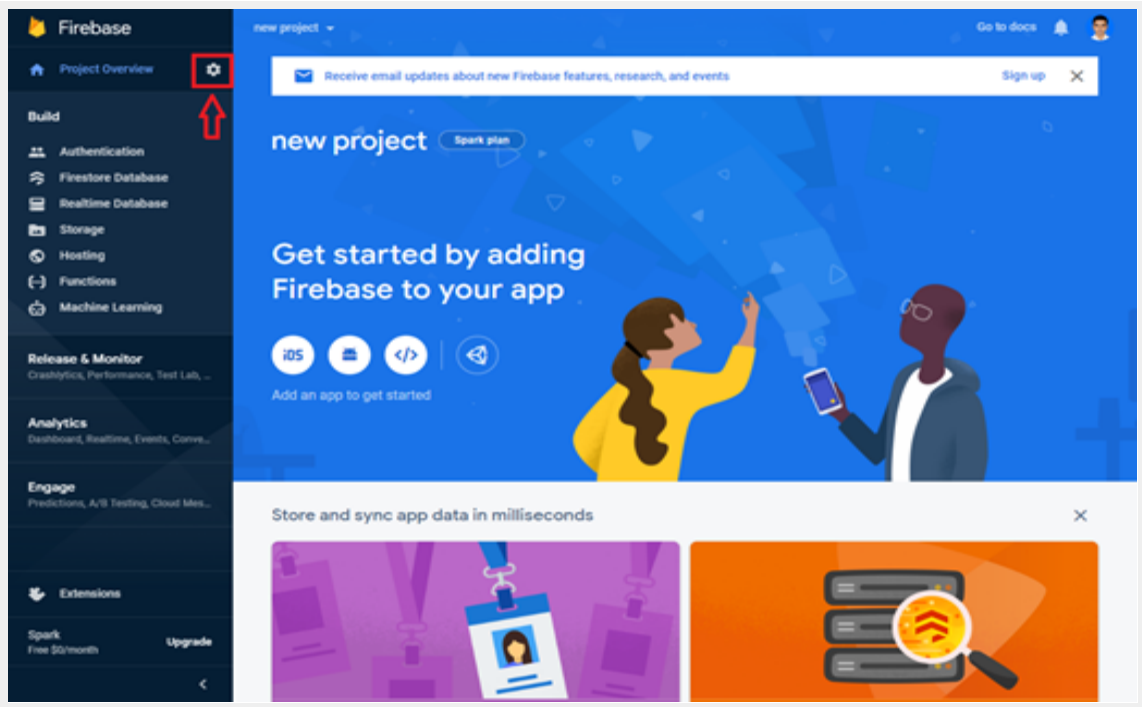


Figure: (75e) Project Settings

- To get server key click on Cloud Messaging option

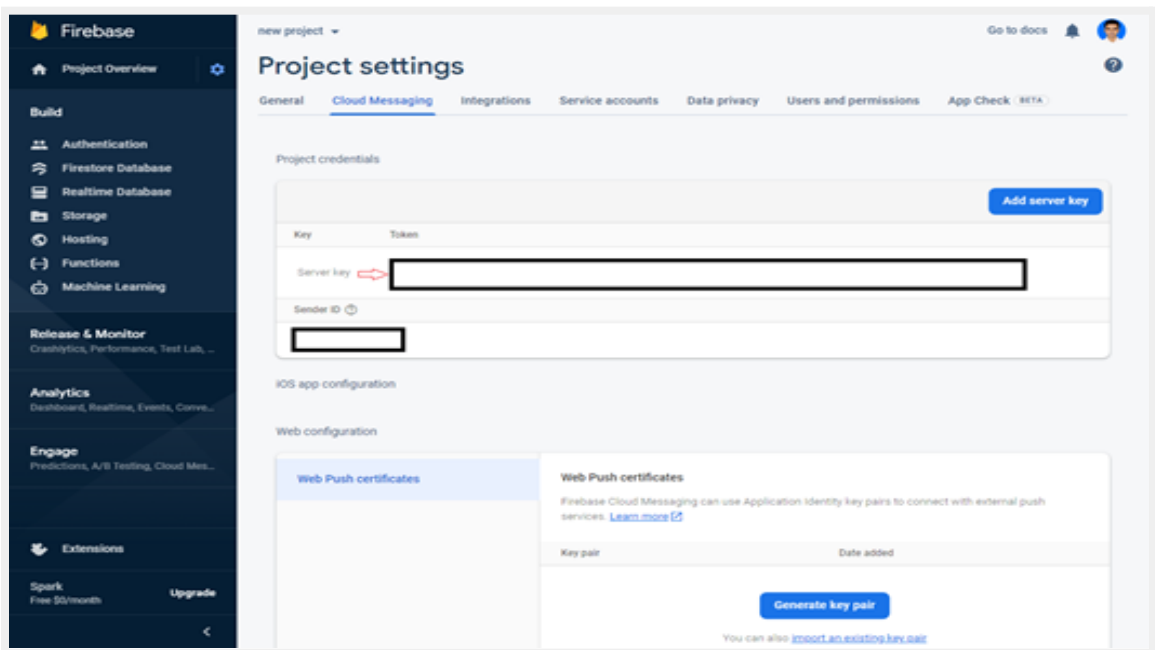


Figure: (75f) Project Settings (i)

76. 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.

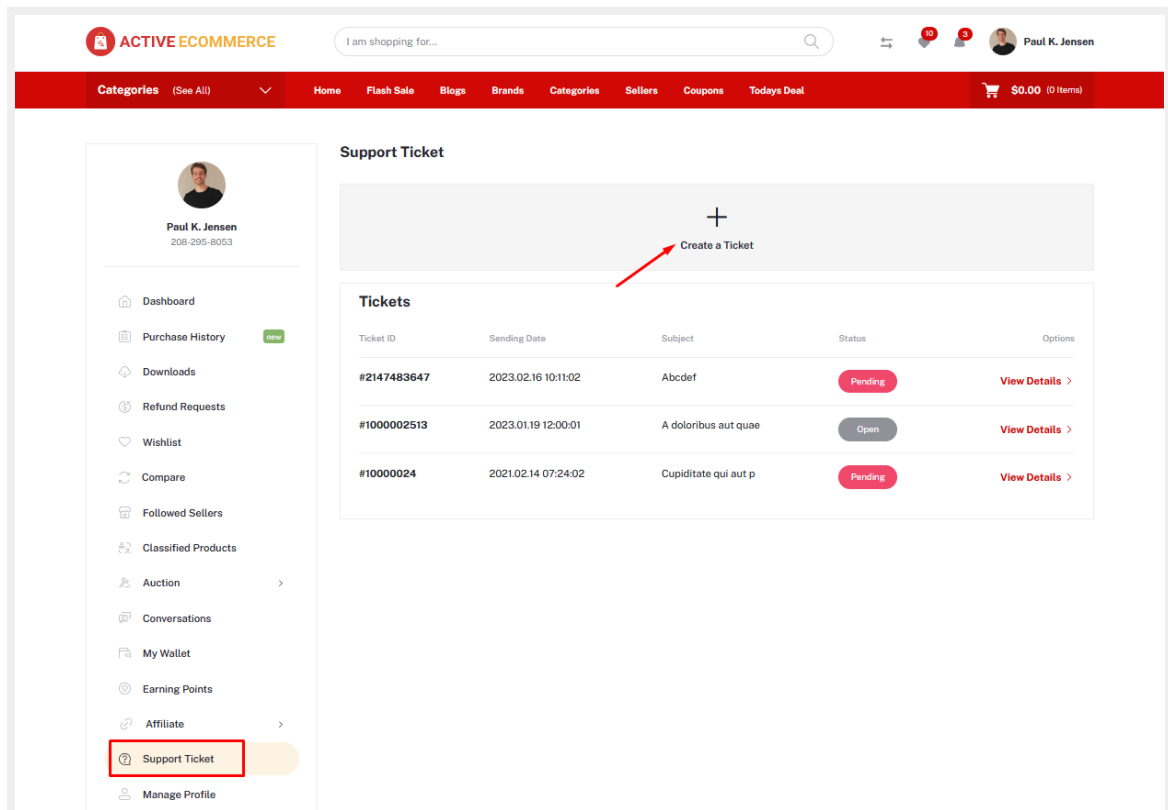


Figure: (76a) Creating support ticket from customer

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.

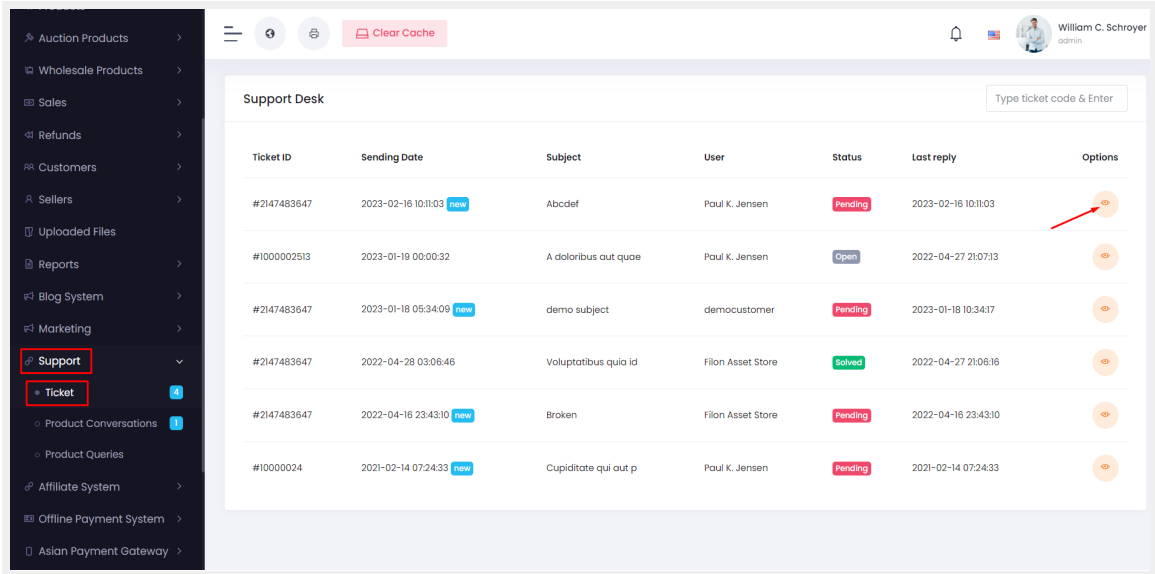


Figure: (76b) Support ticket reply from admin

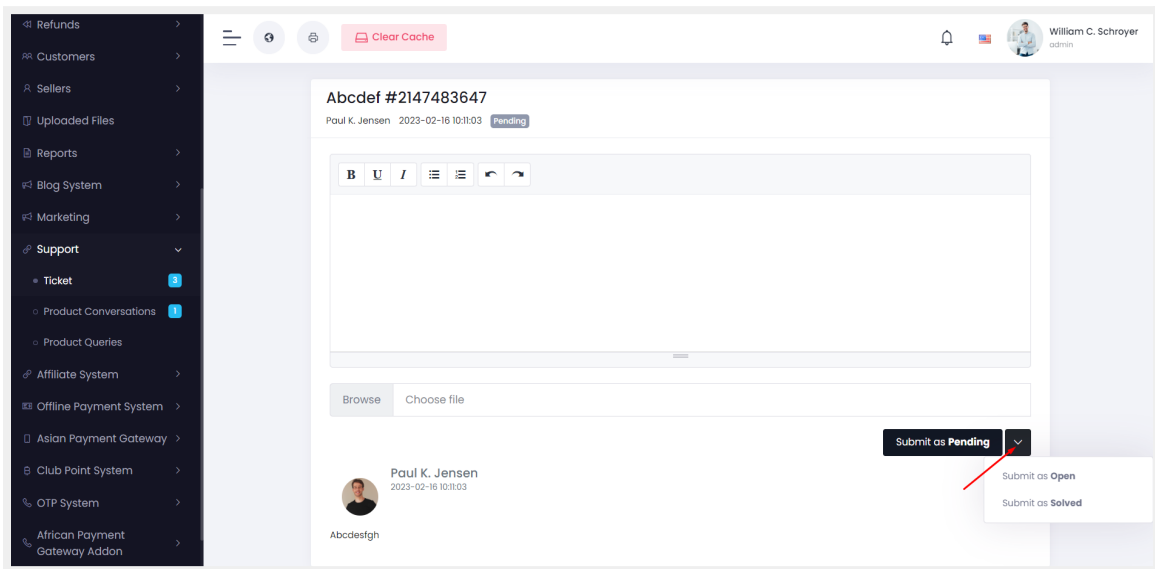


Figure: (76c) Support ticket reply

77. How to generate Google reCAPTCHA site key?

Answer:

Follow the instruction:

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

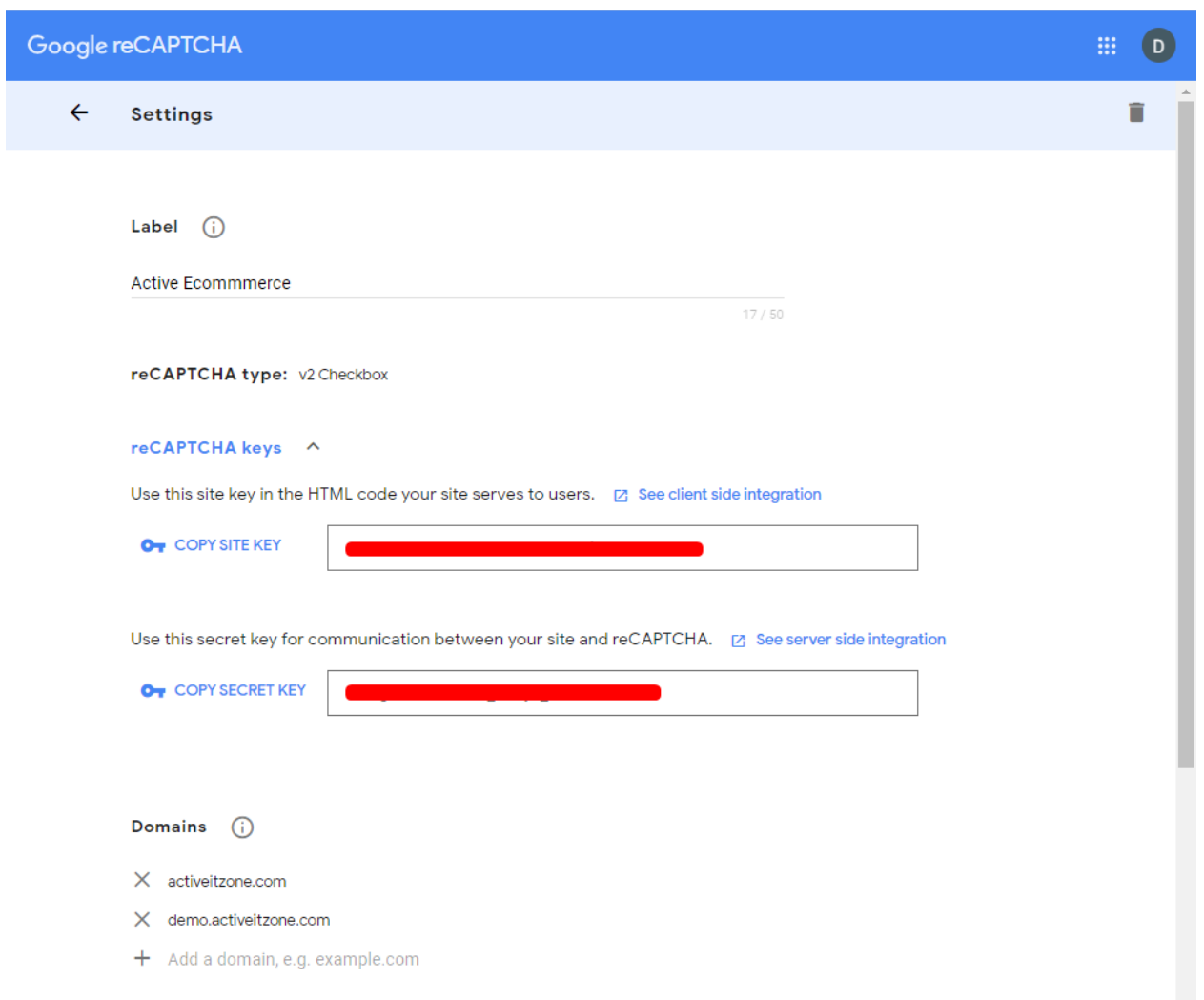


Figure: (77a) Google reCaptcha site

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

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

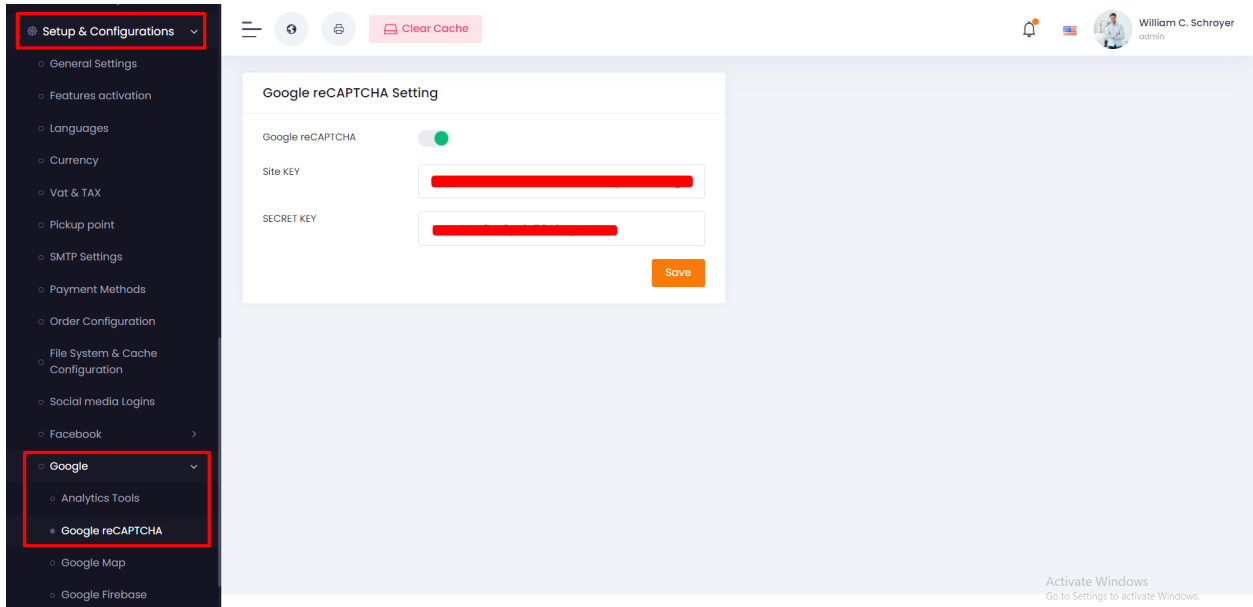


Figure: (77b) Google reCAPTCHA setting

78. How to give a review?

Answer:

Follow the below steps:

- **Login** to the **customer** panel.
- Go to **Purchase History** from the left side bar.
- Select any paid product (**If your product is paid & delivered only then you will get the review option**).
- Click on the **product code** or in the **view** option to view details.

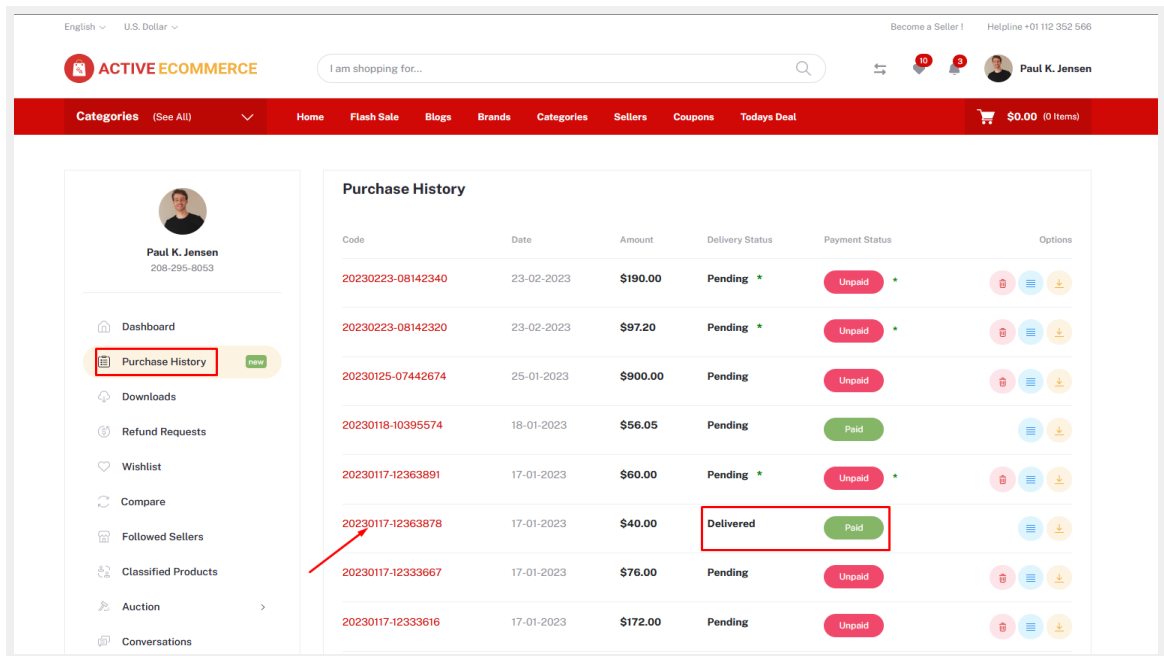


Figure: (78a) All Purchase history

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

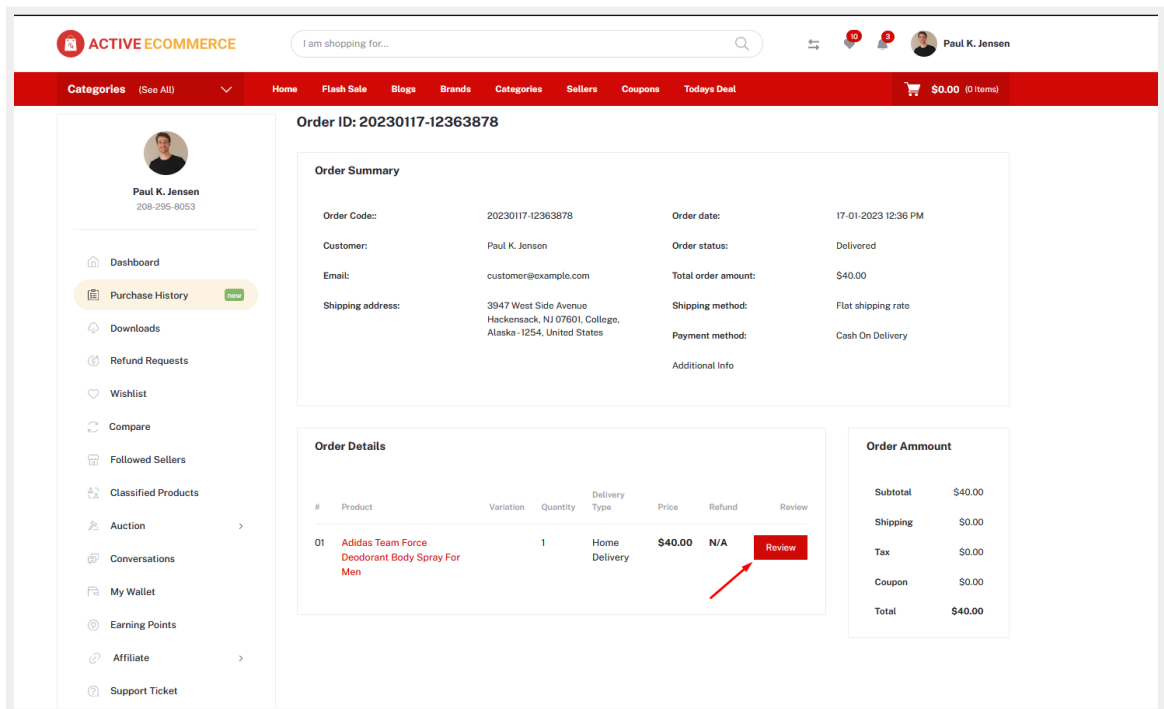


Figure: (78b) order details & Review option

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

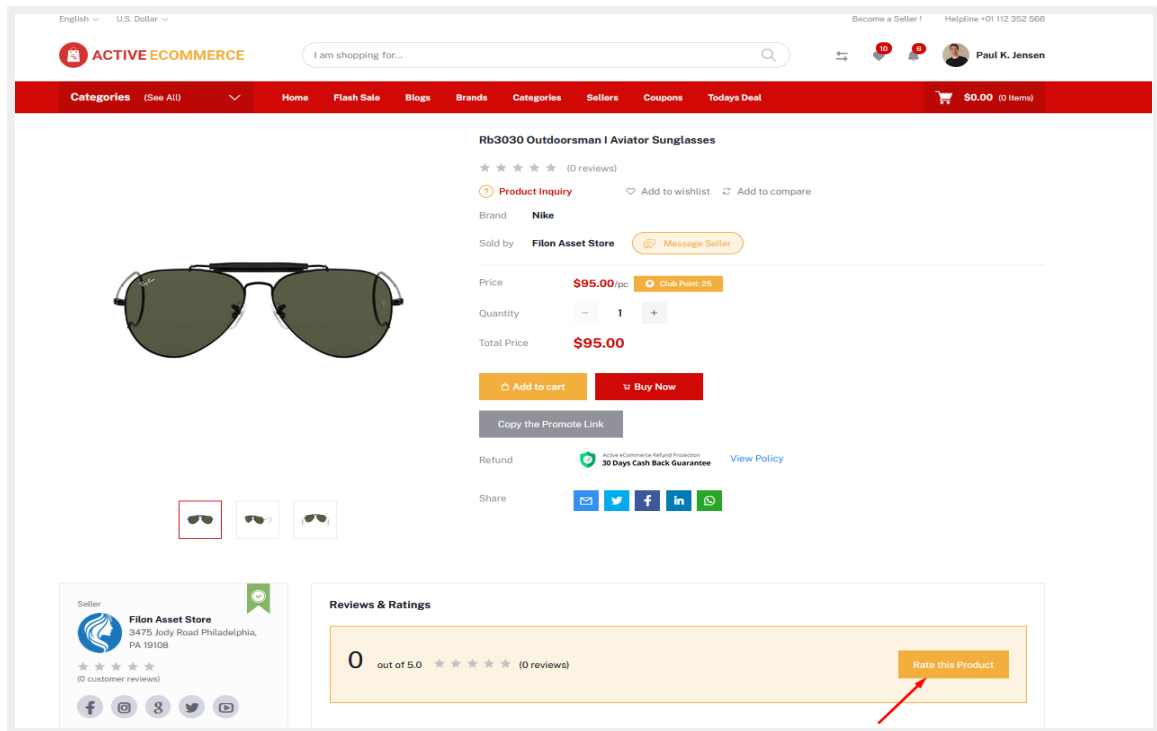


Figure: (78c) Give review from product details page

79. How can a customer cancel an order?

Answer:

Follow the Instructions:

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

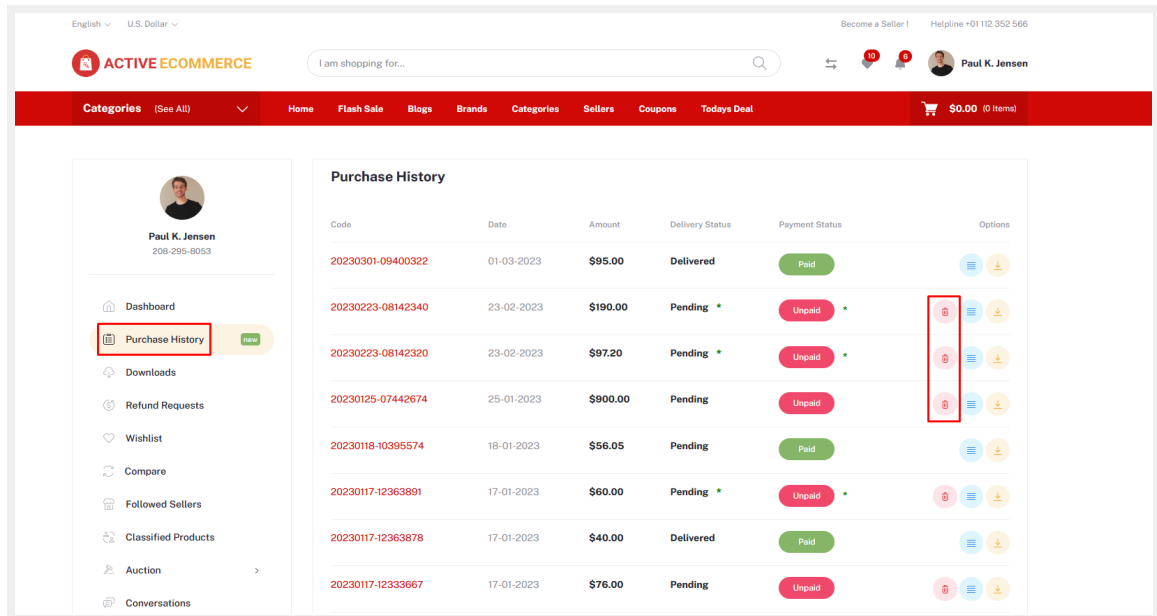


Figure: (79a) Order cancel

80. 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.

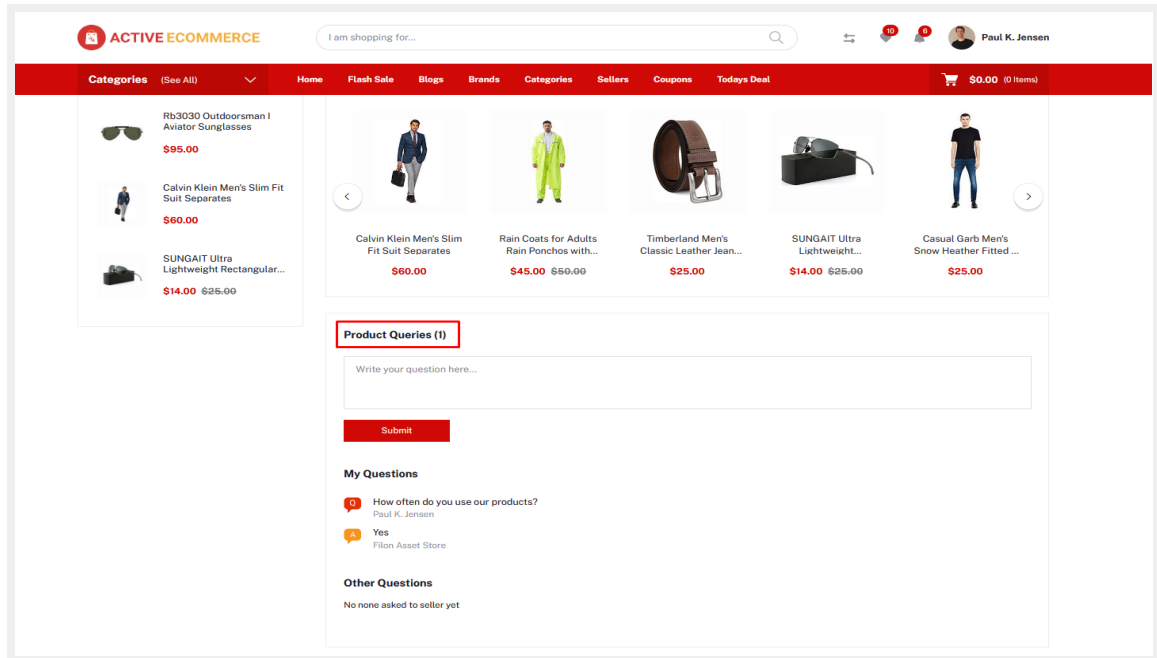


Figure: (80a) Product Queries from product details page

81. 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.

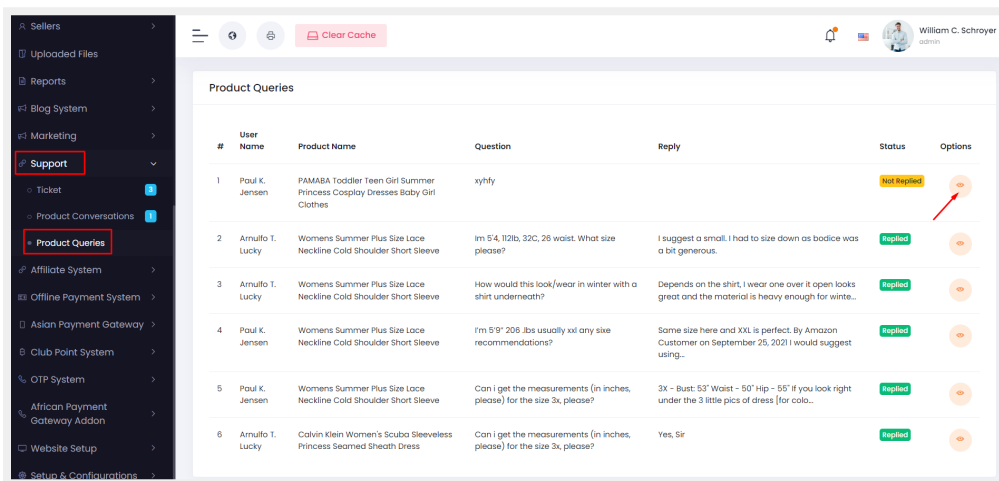


Figure: (81a) Product queries reply