



Documentation

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Software Framework : Laravel
Provided by : codecanyon



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Documentation

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How to in Details

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

Ans: To install the Script minimum server requirements are:

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

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

2. How to install the script?

Ans : To install the script follow the steps below.

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

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

3. How to activate the script?

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

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

4. How to download the latest version?

Answer: To download your item(s):

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

5. How to upgrade to the Latest Version?

Answer:

- 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 where 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**.

6. Where will I find the purchase code?

Answer:

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

7. How to upload products from admin?

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

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

i. General

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

ii. Images

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

iii. Video

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

iv. Product Variation

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

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

v. **Product price + stock**

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

vi. **Product Description**

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

vii. **Product Shipping Cost**

Add shipping cost on the field.

viii. **PDF Specification**

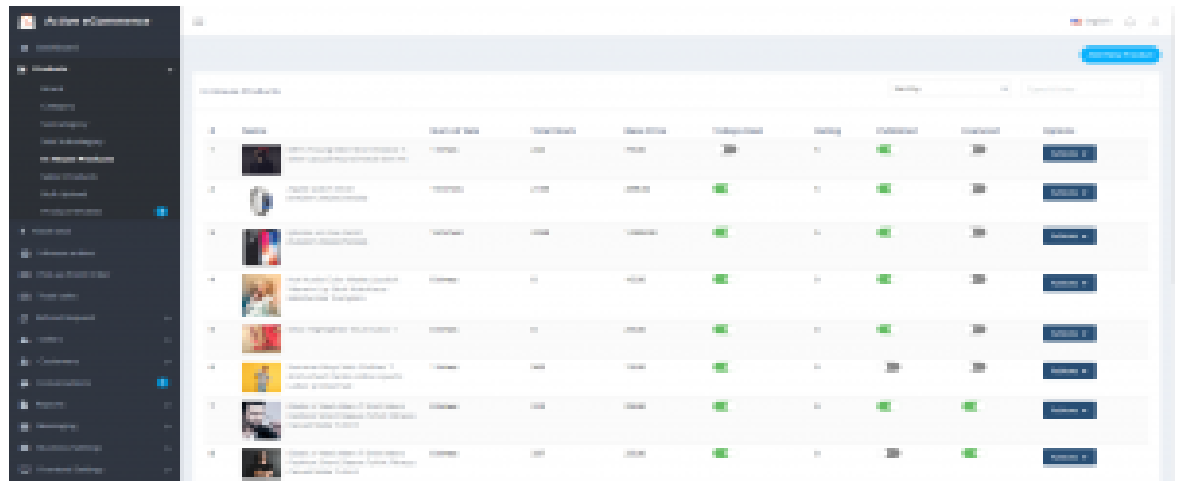
Pdf upload option(if available).

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

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

x. **Vat & Tax**

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

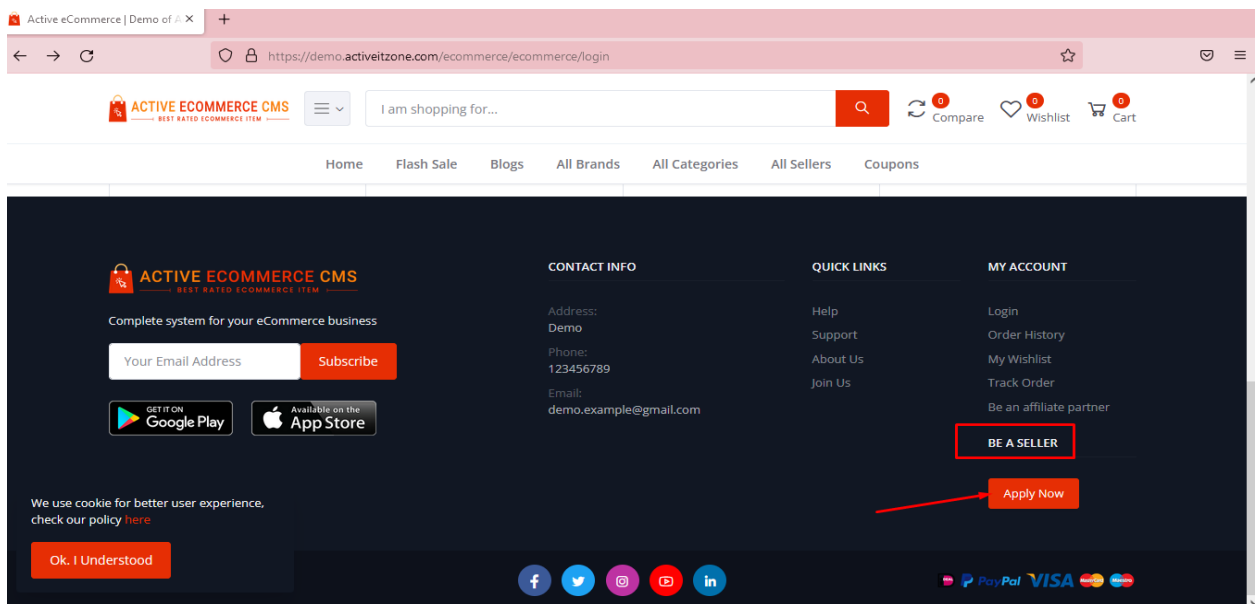


8. How to be a seller?

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

- From the below section of Active ecommerce CMS website > **Apply now**.

I. Register your shop: **Your Name > Your Email > Your Password > Repeat Password > Shop Name > Address > register your shop**.



9. How to upload products from sellers?

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

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

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

English • U.S. Dollar \$

Track Order Be an affiliate partner My Panel Logout

ACTIVE ECOMMERCE CMS

I am shopping for... All Categories

Compare Wishlist Cart

Home > Dashboard > Products

Mr. Seller

Products

ADD NEW PRODUCT

#	Name	Sub Subcategory	Current Qty	Base Price	Published	Featured	Options
1	Snow Bike 20 inch 21 speed double disc mountain Fat Bicycles	Bicycles	70	330	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2	BEIOU Sports Downtown Carbon Wheels Ultra Superlight Urban Bike	Bicycles	299	599	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3	NEW Eyebrow Brush Beauty Makeup Wood Handle Eyebrow	Eyes	0	38	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4	Eyelash Eyebrow Brush Double Head Brush Eyelash Eyebrow Cosmetics Beauty Tools	Eyes	0	38	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
5	TECH 2 Sets 150 Scale Conference Room Table & Chairs	Office Furniture	0	38	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6	Louis Fashion Office Furniture Sets Simple Modern Negotiating Tables and Chairs	Office Furniture	0	158	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	Crystal Chandelier Lights Lamp For Living Room Cristal Lustre Chandeliers	Ceiling Lights	89	35	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Vintage Pendant Lights American country creative glass Pendant Lamp	Ceiling Lights	90	35	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
9	Vintage Pendant Lamp Iron Loft Nordic Porous Retro	Ceiling Lights	87	35	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
10	Yeeight JAOYUE Minimalist Iron E27 Pendant Light For Cafe Bar Decor 200~220V Night Light Creative Indoor Lighting	Ceiling Lights	0	78	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Mr. Seller

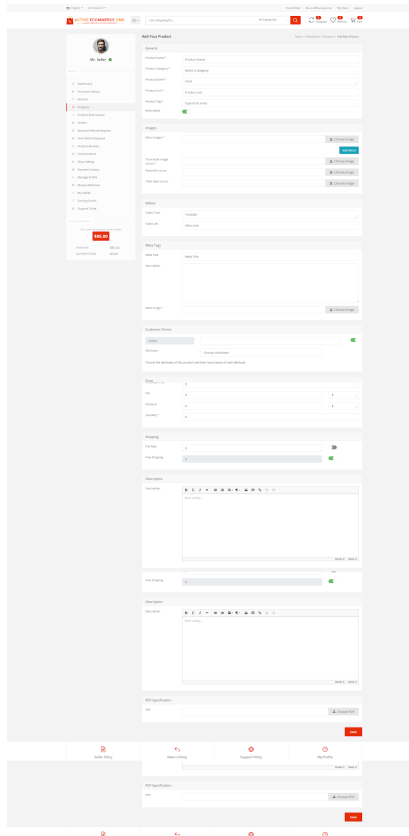
Dashboard Purchase History Wishlist Products Product Bulk Upload Orders Received Refund Request Sent Refund Request Product Reviews Conversations Shop Setting Payment History Manage Profile Money Withdraw My Wallet Earning Points Support Ticket

SALES AND INCOME

Your sold products (current month)

\$85.00

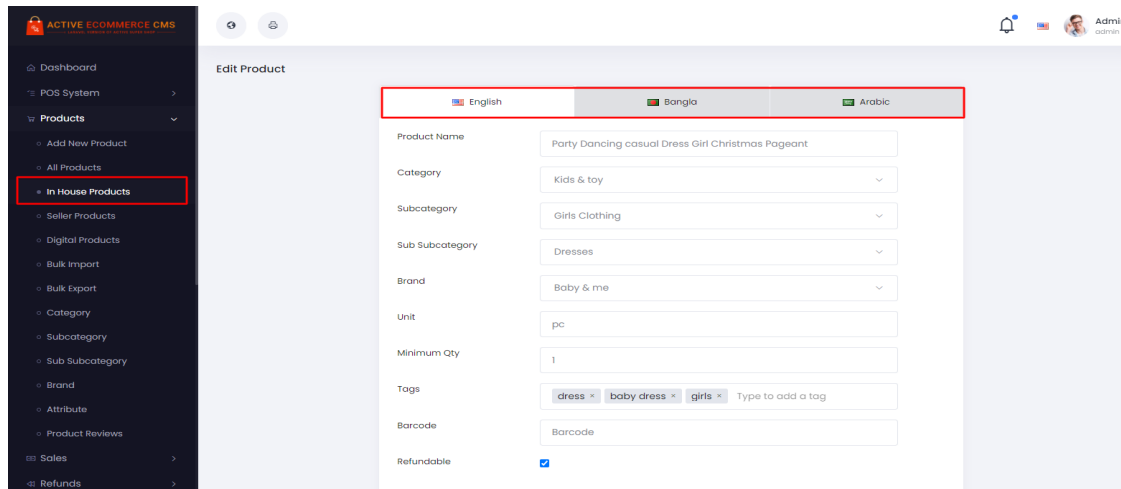
Total Sales \$85.00



10. How to translate product information in multiple languages?

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

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



11. How to purchase products?

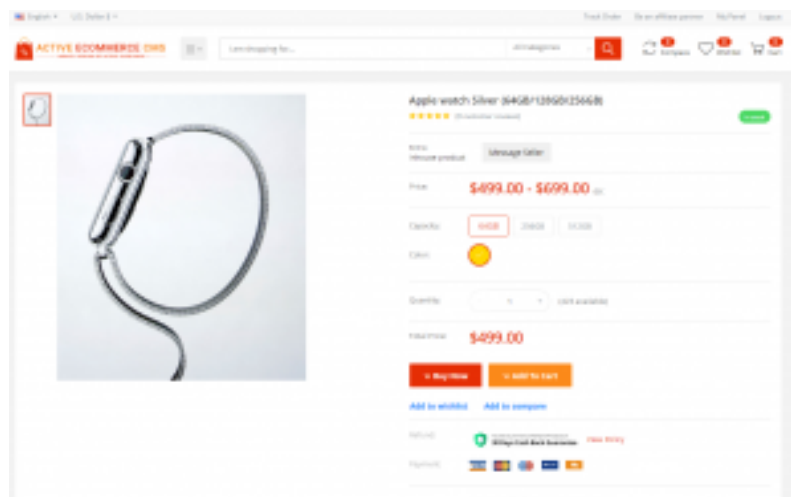
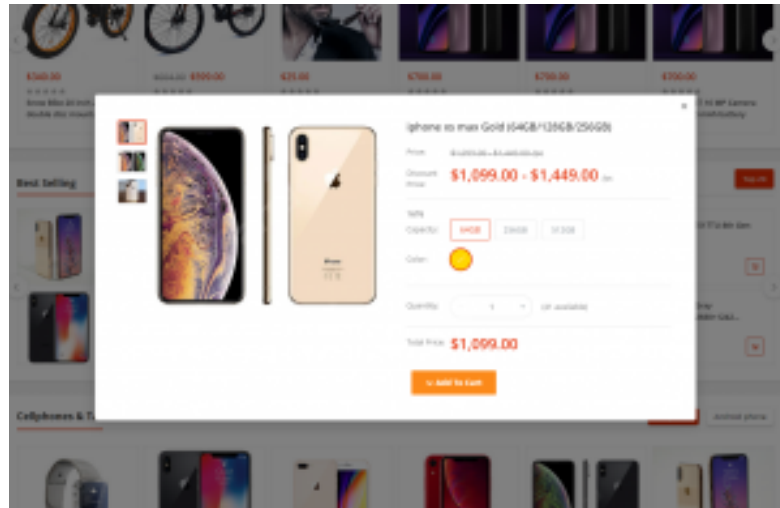
Ans : There are 2 ways to purchase any products. You can purchase any product by clicking on the “**cart**” icon on the product box or you can open the product in a new tab.

- 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 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 **paypal, stripe, sslcommerz, cash on delivery** & 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.

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



12. How to set up a Website?

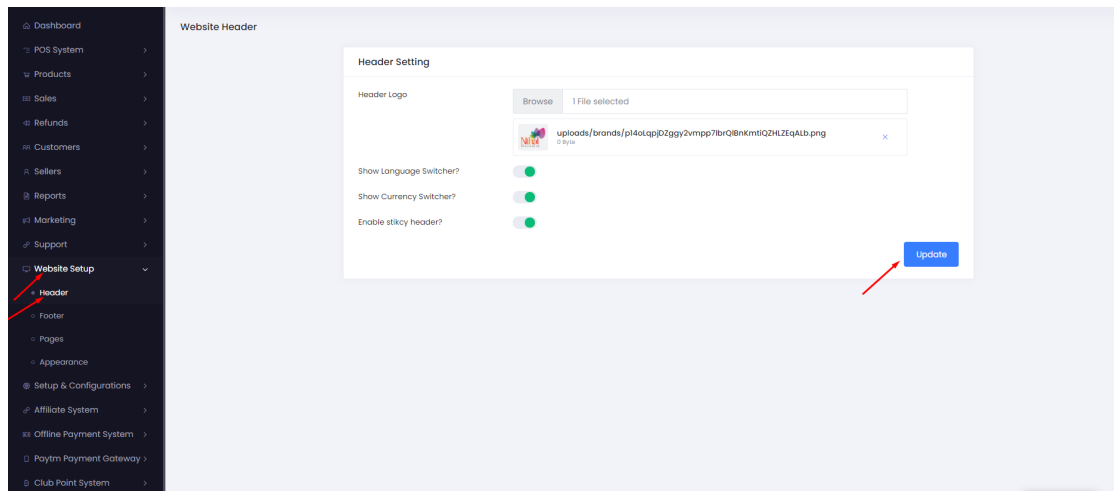
Ans : From admin panel navigation Click on **Website setup**, admin will get options to **change/edit** the Website's contents in 4 tabs.

13. How to Set up the Header part?

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

a. **Header settings** -

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

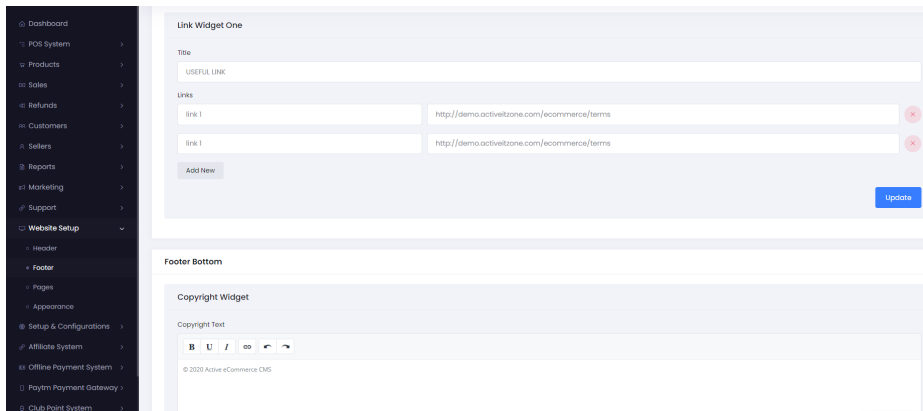


14. How to Set up the Footer part?

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

I. **About Widget**

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



II. Link Widget One

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



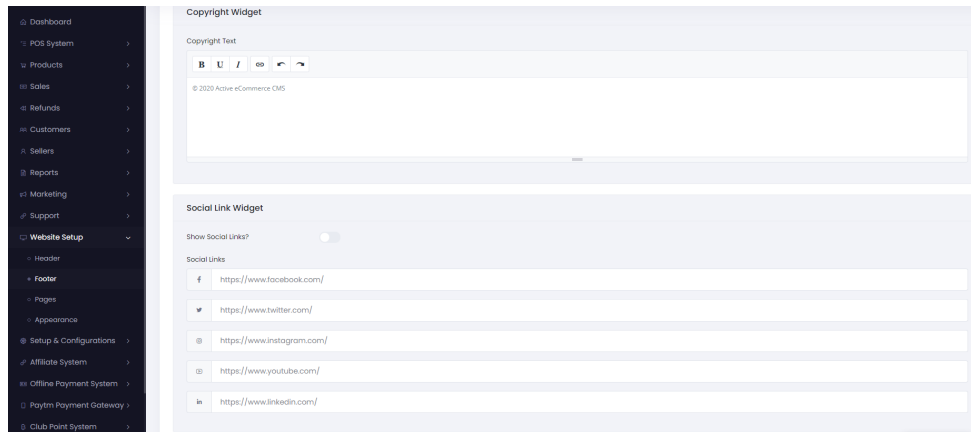
III. Footer Bottom

- **Copyright Widget**
 - ❖ **Copyright Text**

IV. Social Link Widget

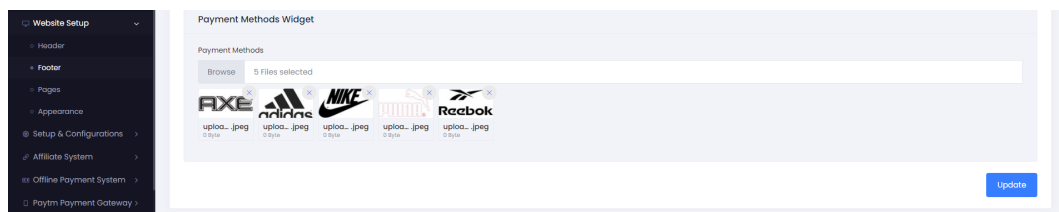
- **Show Social Links?** - Click Button to On/Off
- **Social Links-**
 - ❖ <https://www.facebook.com/>
 - ❖ <https://www.twitter.com/>
 - ❖ <https://www.instagram.com/>
 - ❖ <https://www.youtube.com/>

❖ <https://www.linkedin.com/>



V. **Payment Methods Widget-** Upload files of payment method

VI. Then Click on the **update** button.



15. How to Set up the Home pages part?

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

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

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

The screenshot displays the 'Home Page Settings' interface, which is divided into several sections for configuring the website's home page.

Home Slider: This section allows for adding multiple sliders. Each slider entry includes a 'Browse' button to select an image (e.g., 'POLLO', 'OMEGA', 'VICTORIA SECRET') and a text field for a link (e.g., 'https://activeitzone.com/docs/active-ecomme', 'www.facebook.com', 'http://demo.activeitzone.com/ecommerce'). An 'Add New' button is at the bottom.

Home Categories: This section lists up to 10 categories. The categories shown are: Computer & Accessories, Kids & toy, Jewelry & Watches, Automobile & Motorcycle, Beauty, Health & Hair, and Beauty, Health & Hair. Each category has a dropdown arrow and a close button. An 'Add New' button is at the bottom.

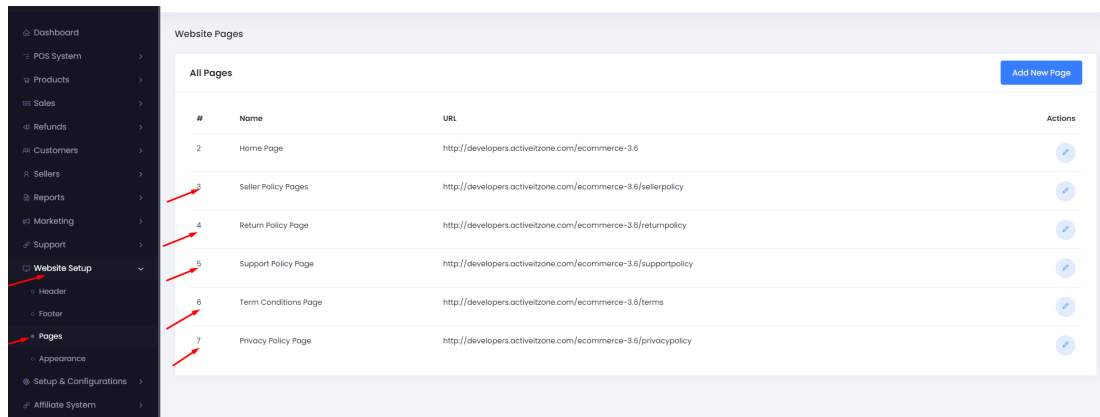
Home Banner 1 (Max 3): This section allows for adding up to 3 banners. Each banner entry includes a 'Browse' button to select an image (e.g., 'ROLEX', 'VICTORIA SECRET') and a text field for a link (e.g., 'Home Banner 1 Image 1', 'Home Banner 1 Image 2'). An 'Add New' button is at the bottom.

Home Banner 2 (Max 3): This section allows for adding up to 3 banners. Each banner entry includes a 'Browse' button to select an image (e.g., 'fgtrterjo dklfga') and a text field for a link (e.g., 'http://'). An 'Add New' button is at the bottom.

Top 10: This section displays two lists: 'Top Categories (Max 10)' with the text 'Women Clothing & Fashion, Men Clothing & Fashion, Computer & Accessories, Automobile & Motorcycle' and 'Top Brands (Max 10)' with the text 'Ford, Chevrolet, Audi, Hyundai, BMW, Mercedes-Benz, Toyota, Suzuki, Mitsubishi, Honda'. An 'Update' button is at the bottom.

16. How to Set up the Policy pages part?

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



17. How to Set up the General part?

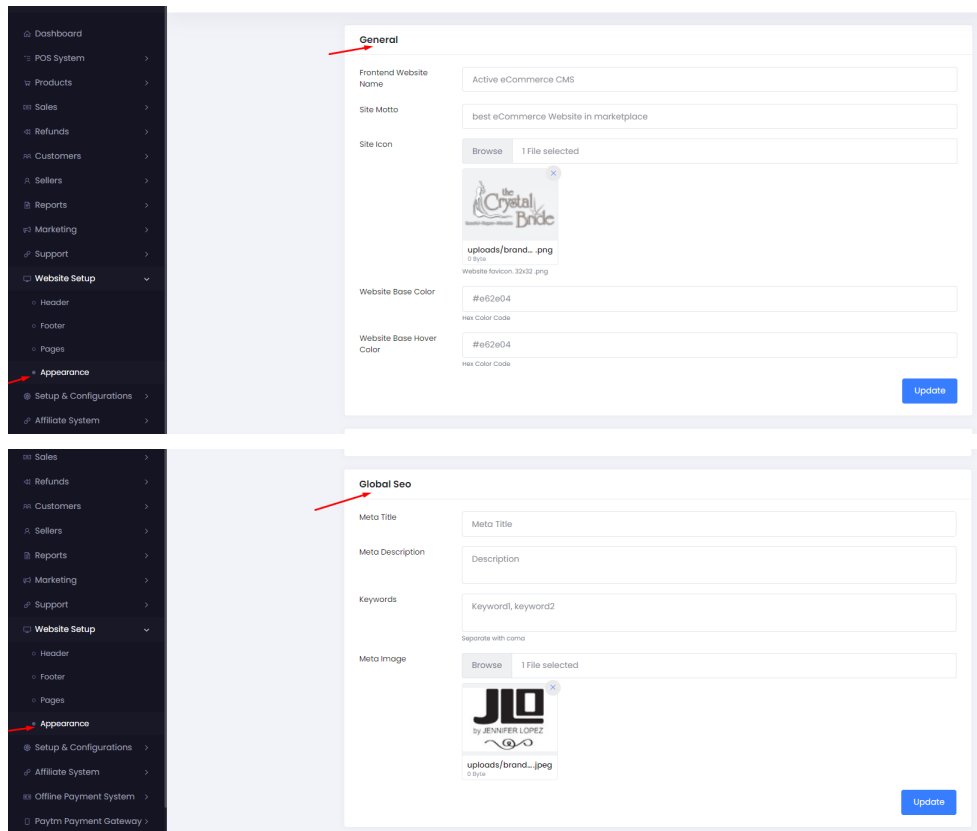
Ans : For General settings. follow the steps **admin >Website set up>General settings.**

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

And click on update.

I. **Global Seo**

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



18. How to create Flash Deal?

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

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

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

The screenshot shows the 'Flash Deal Information' form in an admin panel. The form has the following fields:

- Title: A text input field.
- Background Color (hexa-code): A text input field with the value '#FFFFFF'.
- Text Color: A dropdown menu with 'Select One' and a downward arrow.
- Banner (1920x100): A file upload section with a 'Browse' button and a 'Choose File' button.
- Date: A dropdown menu with 'Select Date' and a downward arrow.
- Products: A dropdown menu with 'Nothing selected' and a downward arrow.

A blue 'Save' button is located at the bottom right of the form, with a red arrow pointing to it. The left sidebar shows the 'Marketing' menu with 'Flash Deals' selected, also indicated by a red arrow.

19. How to Manage Orders?

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

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

#	Order Code	Num. of Products	Customer	Amount	Delivery Status	Payment Status	Refund	Options
1	20200209-18300573	5	Kushal Chavan	\$69.72	Pending	pending	No Refund	View Edit Delete
2	20200209-18234746	4	Mr. Seller	\$74.30	Pending	pending	No Refund	View Edit Delete
3	20200209-18034892	1	Mr. Seller	\$26.48	Pending	pending	No Refund	View Edit Delete
4	20200209-18054231	4	Kushal Chavan	\$4,547.00	Pending	pending	No Refund	View Edit Delete
5	20200209-18050886	0	Kushal Chavan	\$0.00	Delivered	pending	No Refund	View Edit Delete
6	20200209-18035229	1	Kushal Chavan	\$799.00	Pending	pending	No Refund	View Edit Delete
7	20200209-05163978	1	Quast (88934)	\$89.00	Pending	pending	No Refund	View Edit Delete
8	20200709-13304870	1	Admin	\$699.00	Pending	pending	No Refund	View Edit Delete
9	20200709-13304762	3	Dghth	\$1336.00	Pending	done	No Refund	View Edit Delete
10	20200709-13304761	3	Dghth	\$1336.00	Pending	done	No Refund	View Edit Delete

Dashboard

POS System

Products

Sales

All Orders

Inhouse Orders

Seller Orders

Pick-up Point Order

Refunds

Customers

Sellers

Reports

Marketing

Support

Website Setup

Setup & Configurations

Affiliate System

Offline Payment System

Paytm Payment Gateway

Kushal Chavan

customer@example.com

142027

test, test, 134

Afghanistan

Order #

Order status

Order date

Total amount

Payment Method

20200209-18300573

View

09-19-2020 06:58 PM

\$69.72

Bkash

#	Photo	DESCRIPTION	DELIVERY TYPE	QTY	PRICE	TOTAL
1		Party Dancing casual Dress Girl Christmas Pageant suit s	Home Delivery	1	\$10.00	\$10.00
2		Newborn Baby Boys Girls Camo T-shirt Tops Pants Camouflage Outfits Set Clothes suit s	Home Delivery	1	\$4.00	\$4.00
3		summer rose Party Dancing casual Dress Girl Christmas Pageant suit s	Home Delivery	1	\$10.00	\$10.00
4		Party Dancing casual Dress Girl Christmas Pageant suit s	Home Delivery	1	\$6.00	\$6.00
5		Elastic V Neck Men T shirt Mens Fashion Short Sleeve Tshirt Fitness Casual Male T-shirt stock suit	Home Delivery	1	\$25.00	\$25.00
Sub Total:					\$60.00	
Tax:					\$0.72	
Shipping:					\$8.00	
Total:					\$69.72	

20. How to Manage Sellers?

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

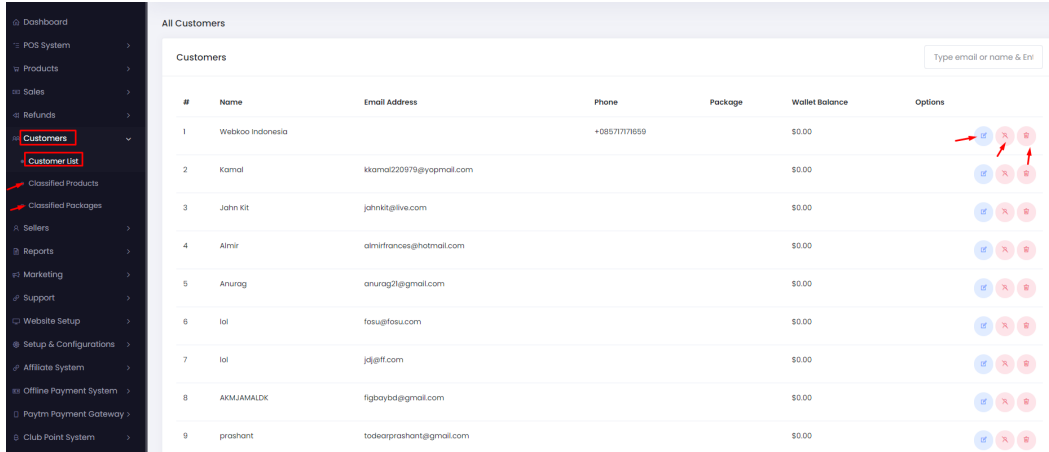
Here sellers also can check **seller's payout amount, Sellers Payout request, Seller commissions, Seller package, sellers verifications form.**




























#	Name	Phone	Email Address	Verification info	Approval	Num. of Products	Due to seller	Options
1	Mr. Seller	12345678	seller@example.com		<input type="checkbox"/>	17	\$0.00	Actions
2	Admin		admin@example.com		<input type="checkbox"/>	49	\$0.00	Actions
3	Fashion Retailer		retailer@example.com		<input type="checkbox"/>	0	\$0.00	Actions
4	Cloth Seller	0123456789	clotheseller@example.com		<input type="checkbox"/>	14	\$733.20	Actions
5	Computer seller		computerseller@shop.com	Show	<input checked="" type="checkbox"/>	12	\$7,148.70	Actions
6	Wear Dreams		developer.activetzone@gmail.com	Show	<input checked="" type="checkbox"/>	0	\$0.00	Actions
7	Mr. Seller	12345678	seller@example.com	Show	<input checked="" type="checkbox"/>	17	\$999,999.99	Actions

21. How to see customer info??

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

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

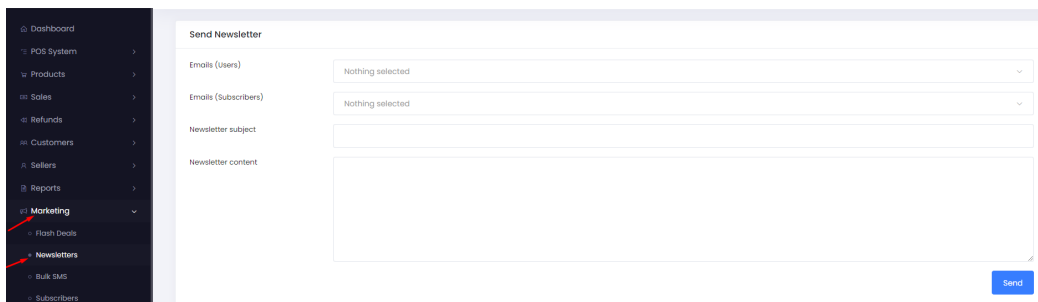


#	Name	Email Address	Phone	Package	Wallet Balance	Options
1	Webkoo Indonesia		+08577778599		\$0.00	  
2	Kamal	kkamal220979@yopmail.com			\$0.00	  
3	John Kit	johkit@live.com			\$0.00	  
4	Almir	almirfrances@hotmail.com			\$0.00	  
5	Anurag	anurag21@gmail.com			\$0.00	  
6	Iai	fosu@fosu.com			\$0.00	  
7	Iai	jdj@ff.com			\$0.00	  
8	AKMJAMALDK	figbaybd@gmail.com			\$0.00	  
9	prashant	todearprashant@gmail.com			\$0.00	  

22. How to send a newsletter??

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

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



Send Newsletter	
Emails (Users)	Nothing selected
Emails (Subscribers)	Nothing selected
Newsletter subject	
Newsletter content	
<button>Send</button>	

23. How to configure payment methods??

Ans : To configure them follow the steps,

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

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

x. **Mpesa Credential**- Insert Mpesa consumer key, Consumer secret, Short code, Mpesa sandbox Activation and click on to save.

xi. **Flutterwave Credential**- Insert the Rave public key, Rave Secret key, Rave Title, Staging Activation And click on Save.

The screenshot shows the 'Setup & Configurations' menu in the Active eCommerce Admin dashboard. The 'Payment Methods' sub-menu is highlighted. The main content area displays six credential configuration forms: Paypal, Stripe, Instamojo, Sslcommerz, RazorPay, and PayStack. Each form includes fields for client ID, secret, and sandbox mode, with a 'Save' button at the bottom right.

24. How to configure the SMTP system?

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

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

Search (/)

plothost

 LOGOUT

Mail Client Manual Settings

If you do not see an auto-configuration script for your client in the list above, you can manually configure your mail client using the settings below:

Secure <u>SSL/TLS</u> Settings (Recommended)	
Username:	robert@demo.plothost.com
Password:	Use the email account's password.
Incoming Server:	demo.plothost.com <u>IMAP</u> Port: 993 <u>POP3</u> Port: 995
Outgoing Server:	demo.plothost.com <u>SMTP</u> Port: 465
IMAP, POP3, and SMTP require authentication.	

Non-SSL Settings (NOT Recommended)	
Username:	robert@demo.plothost.com
Password:	Use the email account's password.
Incoming Server:	mail.demo.plothost.com <u>IMAP</u> Port: 143 <u>POP3</u> Port: 110
Outgoing Server:	mail.demo.plothost.com <u>SMTP</u> Port: 25
IMAP, POP3, and SMTP require authentication.	

Now click on Save.

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

SMTP Settings

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

Save

Instruction

Please be careful when you are configuring SMTP. For incorrect configuration you will get error at the time of order place, new registration, sending newsletter.

For Non-SSL

Select sendmail for Mail Driver if you face any issue after configuring smtp as Mail Driver
Set Mail Host according to your server Mail Client Manual Settings
Set Mail port as 587
Set Mail Encryption as ssl if you face issue with tls

For SSL

Select sendmail for Mail Driver if you face any issue after configuring smtp as Mail Driver
Set Mail Host according to your server Mail Client Manual Settings
Set Mail port as 465
Set Mail Encryption as ssl

25. How to configure Facebook login API?

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

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

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

26. How to configure Facebook pixel?

Ans: Follow the below steps:

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

For getting your pixel id please follow the steps.

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

The screenshot displays the 'Setup & Configurations' section of the Active Ecommerce admin dashboard. On the left, a sidebar menu shows 'Setup & Configurations' expanded, with 'Google' and 'Analytics Tools' highlighted. The main content area is divided into two sections: 'Facebook Pixel Setting' and 'Google Analytics Setting'. In the 'Facebook Pixel Setting' section, the 'Facebook Pixel' toggle is turned on (indicated by a green dot), and the 'Facebook Pixel ID' field is empty. A 'Save' button is visible. In the 'Google Analytics Setting' section, the 'Google Analytics' toggle is turned off, and the 'Tracking ID' field is empty. A 'Save' button is also present. To the right of these settings, a box titled 'Please be careful when you are configuring Facebook pixel.' contains three steps: 1. Log in to Facebook and go to your Ads Manager account. 2. Open the Navigation Bar and select Events Manager. 3. Copy your Pixel ID from underneath your Site Name and paste the number into Facebook Pixel ID field.

27. How to configure google login API?

Ans : 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**.

28. How to configure Twitter API?

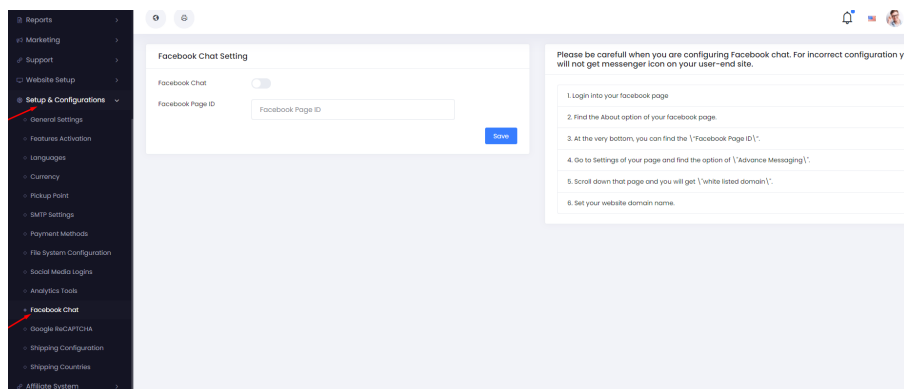
Ans : To configure twitter login api follow the steps below.

- 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 **client Id & 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 Twitter Login Credential.
- Click on **Save**.

29. How to configure Facebook Chat ?

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

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



30. How to Setup Currency?

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

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

The screenshot displays the 'Setup & Configurations' page with the 'Currency' section selected. It includes a sidebar with navigation options like Dashboard, POS System, Products, Sales, Refunds, Customers, Sellers, Reports, Marketing, Support, Website Setup, and Setup & Configurations. The main content area is divided into three sections: 'System Default Currency', 'Set Currency Formats', and 'All Currencies'.

System Default Currency: A dropdown menu shows 'U.S. Dollar' as the selected currency, with a 'Save' button next to it.

Set Currency Formats: Two dropdown menus are present: 'Symbol Format' set to '[Symbol] [Amount]' and 'No of decimals' set to '123.45'. A 'Save' button is at the bottom right.

All Currencies: A table lists various currencies with columns for #, Currency name, Currency symbol, Currency code, Exchange Rate(1 USD = ?), Status, and Options. The 'U.S. Dollar' is marked as the system default.

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

31. How to add a new currency?

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

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

32. How to Setup language?

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

- Select **system default Language** and **save**.
- click on the **"add new"** button.
- Insert **language name & code**(short form of language name).
- Click **save**. Page will redirect to the listing page.
- Select **"view"** from **"actions"** button on required language from the list.

- Input the **value** of the **key** words according to the language. These words will appear on the site.
- Then click on **save**.

The screenshot shows the 'Default Language' section with a dropdown menu set to 'English' and a 'Save' button. Below this is a table titled 'Language' with columns: #, Name, Code, RTL, and Options. The table lists three languages: English (en), Bangla (bd), and Arabic (aa). The 'RTL' column has toggle switches, and the 'Options' column has icons for adding, editing, and deleting languages.

#	Name	Code	RTL	Options
1	English	en	<input type="checkbox"/>	
2	Bangla	bd	<input type="checkbox"/>	
3	Arabic	aa	<input checked="" type="checkbox"/>	

33. How to manage general settings?

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

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

The screenshot shows the 'General Settings' form with the following fields:

- System Name:** Active eCommerce CMS
- System Logo - White:** Browse | 1 File selected (Image: Nihal)
- System Logo - Black:** Browse | 1 File selected (Image: ELLE)
- System Timezone:** (GMT+06:00) Dhaka
- Admin login page background:** Browse | 1 File selected (Image: Dior)

An 'Update' button is located at the bottom right of the form.

34. How to manage the Staff panel?

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

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

35. How to manage shipping for products?

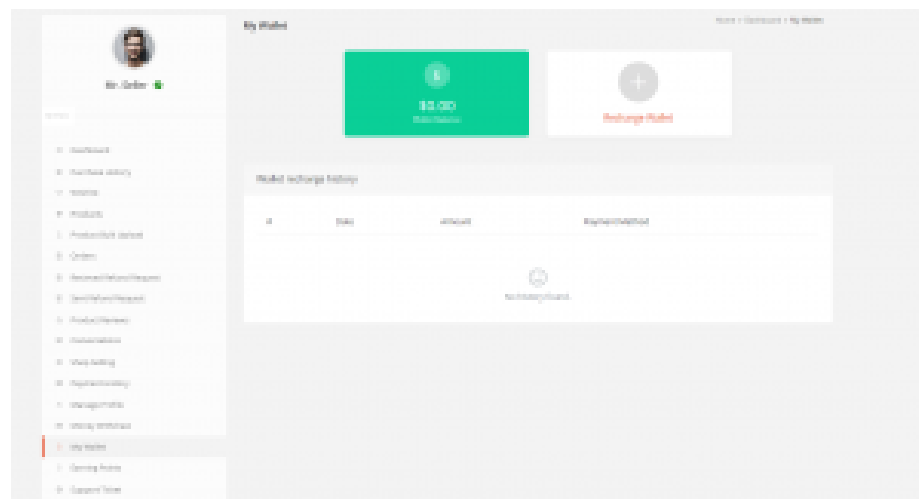
Ans: On product upload form admin and seller both will get the options for Local Pickup cost, Flat Rate and Free shipping option.

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

36. How to manage your wallet ?

Ans: To manage the wallet:

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



37. How to create a coupon?

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

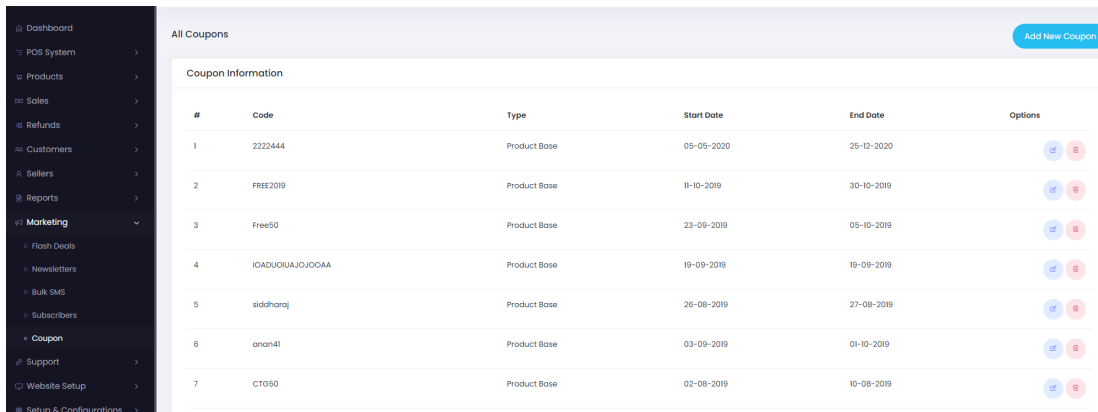
- Click on **"Add New Coupon"**
- Select Coupon type - (a) Product base and (b) Cart base

a. Product Base :-















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

b. Cart Base :-

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



The screenshot displays the 'All Coupons' management interface. On the left is a dark sidebar with a navigation menu including Dashboard, POS System, Products, Sales, Refunds, Customers, Sellers, Reports, Marketing (with sub-items like Flash Deals, Newsletters, Bulk SMS, Subscribers), Coupon (highlighted), Support, Website Setup, and Setup & Configurations. The main content area is titled 'All Coupons' and features an 'Add New Coupon' button in the top right. Below the title is a table with the heading 'Coupon Information'. The table has columns for #, Code, Type, Start Date, End Date, and Options. It lists 7 coupons, all of which are 'Product Base' type. Each coupon entry includes a unique code, specific start and end dates, and a set of options represented by blue and red circular icons.

All Coupons					
Coupon Information					
#	Code	Type	Start Date	End Date	Options
1	2222444	Product Base	05-05-2020	25-12-2020	 
2	FREE2019	Product Base	11-10-2019	30-10-2019	 
3	Free50	Product Base	23-09-2019	05-10-2019	 
4	IOADUOUUAJQJQAAA	Product Base	19-09-2019	19-09-2019	 
5	slidsharaj	Product Base	26-08-2019	27-08-2019	 
6	anan41	Product Base	03-09-2019	01-10-2019	 
7	CT050	Product Base	02-08-2019	10-08-2019	 

38. How to use a coupon?

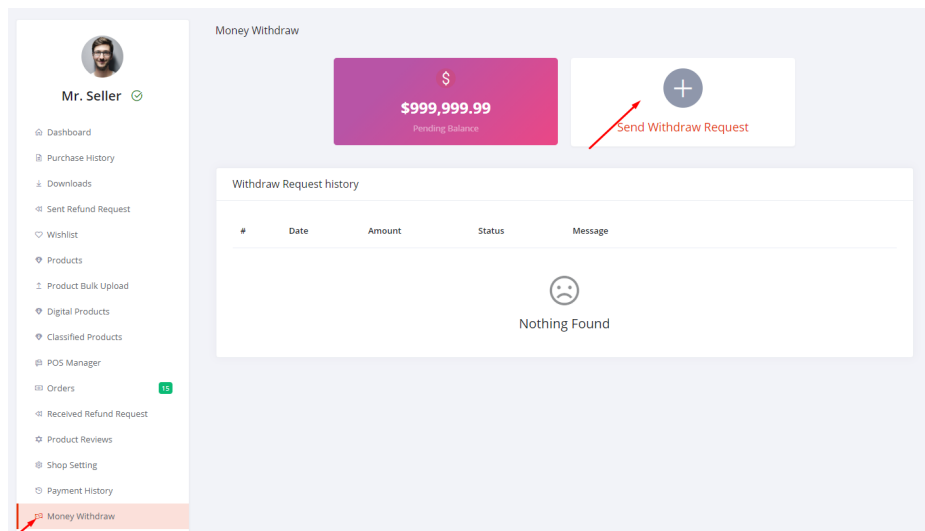
Ans : Before “SELECT PAYMENT OPTION”, there is an opportunity to apply COUPON to get a discount.

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

39. How to request money withdrawal as a seller?

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

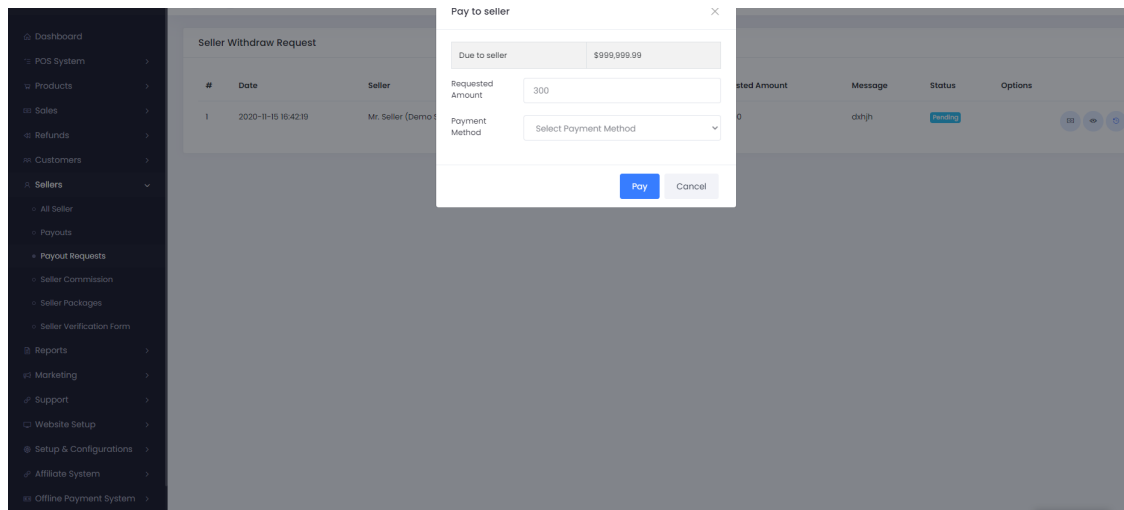
- Log in as a seller .
- Go to the left navigation bar and click **Money Withdraw**.
- Click **Send withdraw request**.



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

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

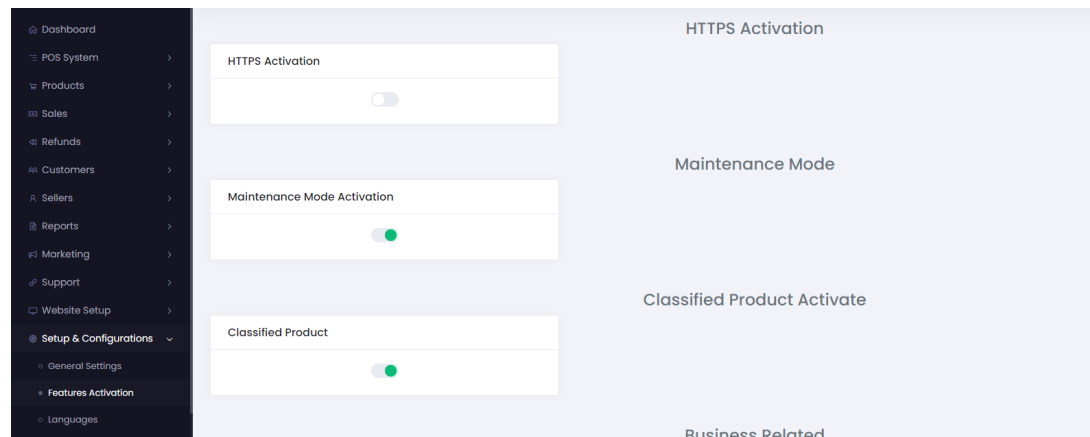
- From the withdrawal list click **on the Cash symbol**.
- In the modal you can change the withdrawal amount and then select a payment method.
- And finally **pay the button** to make payment.
- For cash payment will be done immediately and you've to make payment to the seller manually.
- And for other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



41. How to enable maintenance mode?

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

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



42. How to create a pickup point?

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

- Then go to left navigation bar and click **Setup & Configuration > Pickup point**
- Click **add new pickup point**
- Then fill the form with **Name, Location, Phone, Status, Manager** and hit **save** button.

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

The screenshot shows the 'Pickup Point Information' form in the admin dashboard. The form has the following fields:

- Name:** A text input field.
- Location:** A large text area for address details.
- Phone:** A text input field.
- Pickup Point Status:** A toggle switch.
- Pick-up Point Manager:** A dropdown menu currently showing 'Ignacio Harper'.
- Save:** A blue button to save the information.

The left sidebar shows the navigation menu with 'Setup & Configurations' and 'Pickup Point' highlighted.

43. How does customer chat with a seller work?

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

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

44. How to add Attribute for the system?

Ans : Follow the below steps to add attribute system :

- **Login** into your admin panel.
- Go to **E-commerce Setup -> Attribute**.
- Click on **add new attribute**.
- Fill the **attribute name** like: size, fabric, storage etc.
- Click on **save**.

45. How does attribute work?

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

46. What is the new advanced filter option?

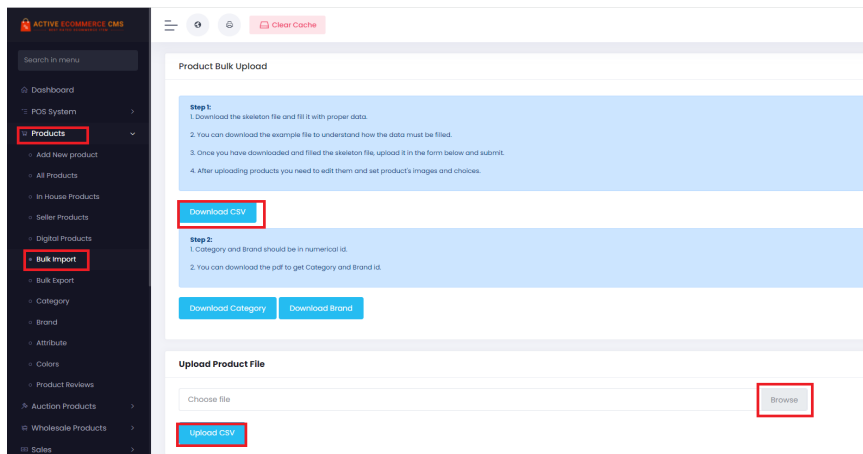
Ans : Advance filter option means customer or user can search any product using attribute value. For example, Storage is an attribute and 32GB, 64GB, 128GB are the value of Storage attribute's. If any user or customer wants to see the all mobile of 32B storage he just needs to follow the below steps:

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

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

Ans: To upload bulk products follow the below steps:

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



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

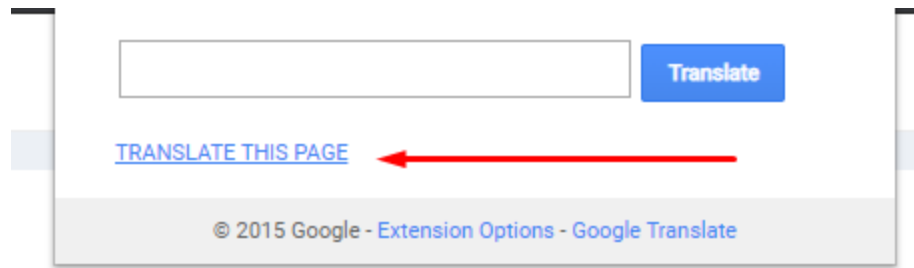
Ans: To upload bulk products from seller follow the below steps:

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

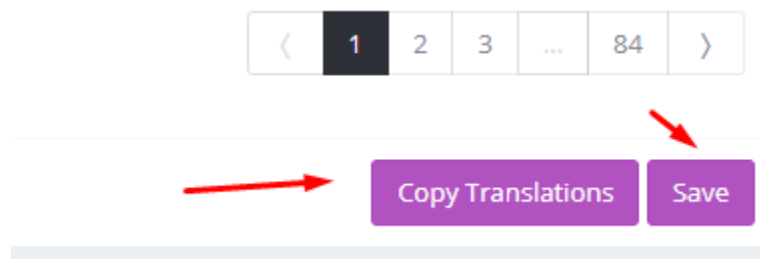
49. How to translate using Google translate?

Ans: Follow the below steps:

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



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



50. How to use Classified Products?

Ans: To use classified products:

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

51. . How to use Digital Products?

Ans: To use digital products:

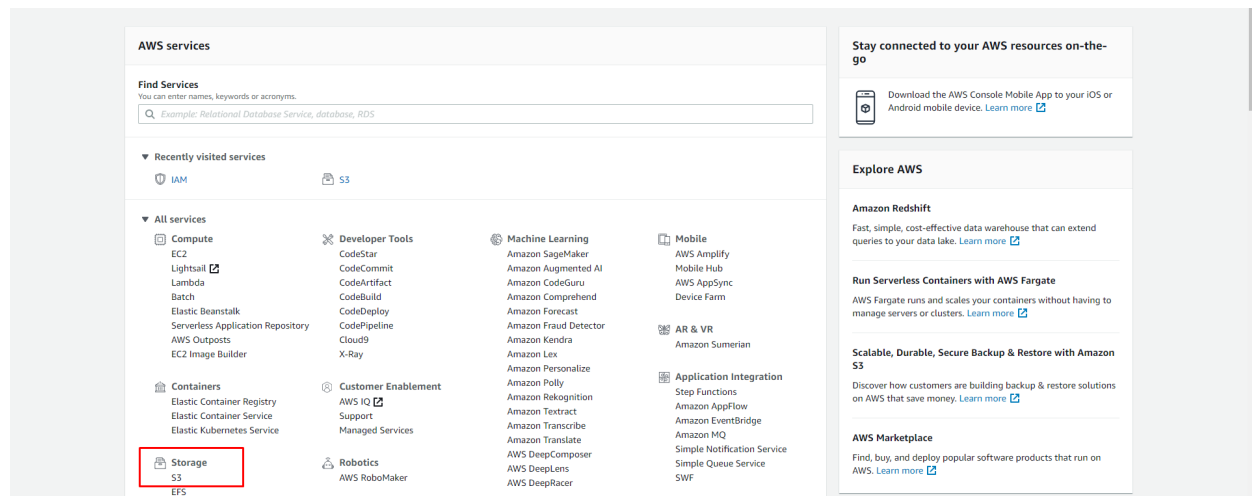
- From the admin panel create the Digital product category.
- Upload digital products from the admin or seller panel.
- Customers can purchase the digital products.

- Digital products can only be purchased by online payment.

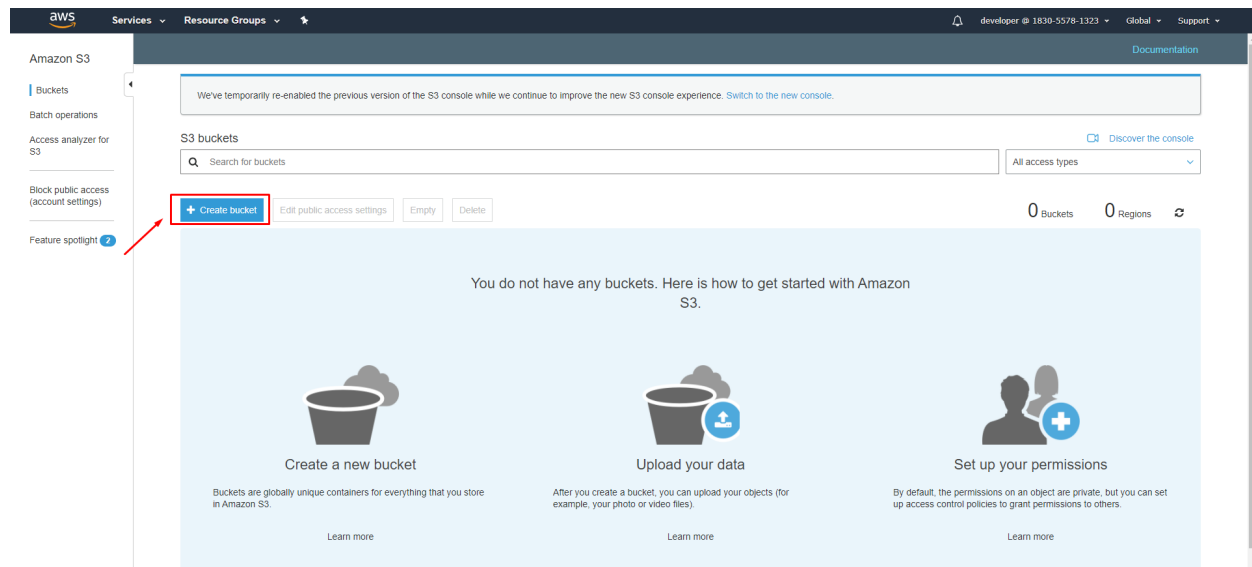
52. How to configure amazon s3 file system?

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

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



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



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

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

Create bucket

1

2

3

4

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

[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

Create bucket

1

2

3

4

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

Create bucket

✓ Name and region ✓ Configure options ✓ Set permissions **4 Review**

Name and region Edit

Bucket name testing-my-bucket **Region** Asia Pacific (Mumbai)

Options Edit

Versioning	Disabled
Server access logging	Disabled
Tagging	0 Tags
Object-level logging	Disabled
Default encryption	None
CloudWatch request metrics	Disabled
Object lock	Disabled

Permissions Edit

Block all public access
On

- Block public access to buckets and objects granted through *new* access control lists (ACLs)
On
- Block public access to buckets and objects granted through *any* access control lists (ACLs)
On

Previous **Create bucket**

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

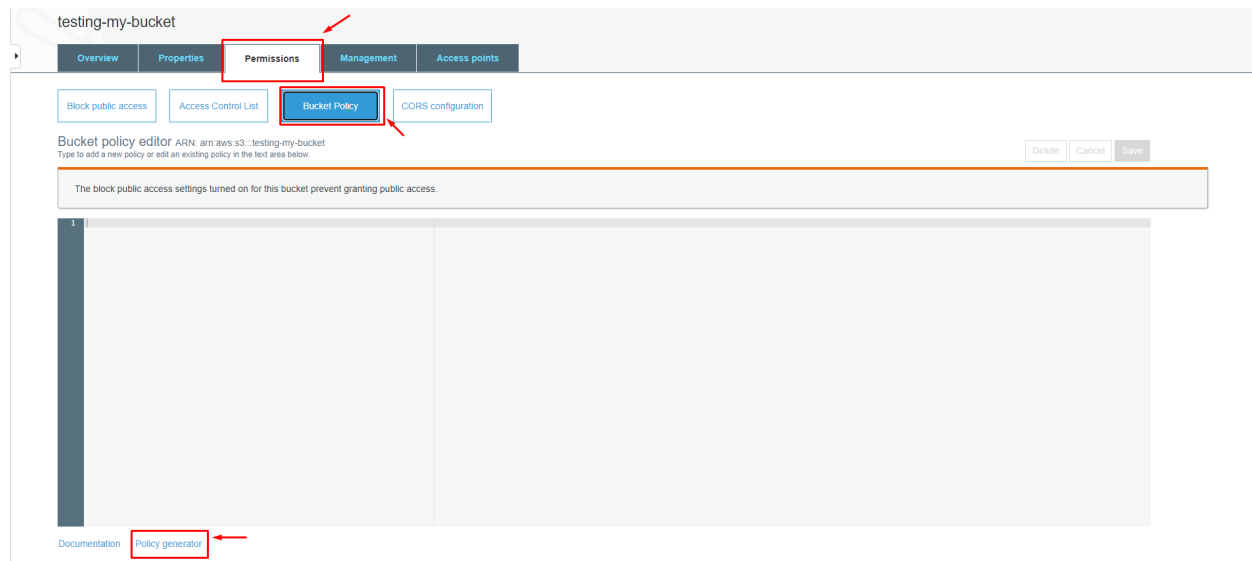
S3 buckets Discover the console

Search for buckets All access types

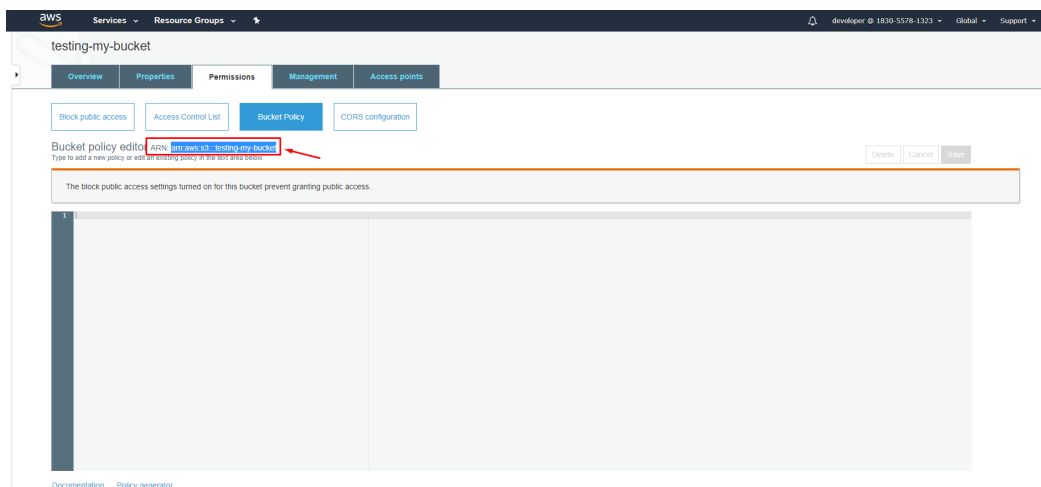
+ Create bucket Edit public access settings Empty Delete 1 Buckets 1 Regions Refresh

<input type="checkbox"/> Bucket name	Access 0	Region	Date created
<input type="checkbox"/> testing-my-bucket	Bucket and objects not public	Asia Pacific (Mumbai)	Sep 21, 2020 7:35:30 PM GMT+0600

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



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





AWS Policy Generator

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

Step 1: Select Policy Type

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

Select Type of Policy S3 Bucket Policy

Step 2: Add Statement(s)

A statement is the formal description of a single permission. See a [description of elements](#) that you can use in statements.

Effect ☒ Allow ☐ Deny

Principal

Use a comma to separate multiple values.

AWS Service Amazon S3 ☐ All Services ("*")

Use multiple statements to add permissions for more than one service.

Actions 1 Action(s) Selected ☐ All Actions ("*")

Use a comma to separate multiple values.

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

ARNs should follow the following format: `arn:aws:s3:::bucket_name/<key_name>`.
Use a comma to separate multiple values.

Add Conditions (Optional)

Add Statement

Paste the ARN and don't forget to add `/*` after the ARN

Step 3: Generate Policy

A policy is a document (written in the [Access Policy Language](#)) that acts as a container for one or more statements.

Add one or more statements above to generate a policy.

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

Policy JSON Document

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

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

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

Close

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

testing-my-bucket

Overview Properties **Permissions** Management Access points

Block public access Access Control List **Bucket Policy** CORS configuration

Bucket policy editor ARN: arn:aws:s3::testing-my-bucket
Type to add a new policy or edit an existing policy in the text area below.

Delete Cancel **Save**

The block public access settings turned on for this bucket prevent granting public access.

```
1 {
2   "Id": "Policy1600695832250",
3   "Version": "2012-10-17",
4   "Statement": [
5     {
6       "Sid": "Stmt1600695832250",
7       "Action": [
8         "s3:GetObject"
9       ],
10      "Effect": "Allow",
11      "Resource": "arn:aws:s3::testing-my-bucket/*",
12      "Principal": "*"
13    }
14  ]
15 }
```

Documentation Policy generator

- You might encounter an error shown below.

testing-my-bucket

Overview Properties **Permissions** Management Access points

Block public access Access Control List **Bucket Policy** CORS configuration

Error
Access denied

You might get this error

Bucket policy editor ARN: arn:aws:s3::testing-my-bucket
Type to add a new policy or edit an existing policy in the text area below.

Delete Cancel **Save**

The block public access settings turned on for this bucket prevent granting public access.

```
1 {
2   "Id": "Policy1600695832250",
3   "Version": "2012-10-17",
4   "Statement": [
5     {
6       "Sid": "Stmt1600695832250",
7       "Action": [
8         "s3:GetObject"
9       ],
10      "Effect": "Allow",
11      "Resource": "arn:aws:s3::testing-my-bucket/*",
12      "Principal": "*"
13    }
14  ]
15 }
```

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

testing-my-bucket

Overview Properties **Permissions** Management Access points

Block public access Access Control List Bucket Policy CORS configuration

Block public access (bucket settings)

Public access is granted to buckets and objects through access control lists (ACLs), bucket policies, access point policies, or all. In order to ensure that public access to all your S3 buckets and objects is blocked, turn on Block all public access. These settings apply only to this bucket and its access points. AWS recommends that you turn on Block all public access, but before applying any of these settings, ensure that your applications will work correctly without public access. If you require some level of public access to your buckets or objects within, you can customize the individual settings below to suit your specific storage use cases. [Learn more](#) ¹²

Block all public access
On

Block public access to buckets and objects granted through new access control lists (ACLs)
On

Block public access to buckets and objects granted through any access control lists (ACLs)
On

Block public access to buckets and objects granted through new public bucket or access point policies
On

Block public and cross-account access to buckets and objects through any public bucket or access point policies
On

Edit

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

testing-my-bucket

Overview Properties **Permissions** Management Access points

Block public access Access Control List Bucket Policy CORS configuration

Block public access (bucket settings)

Public access is granted to buckets and objects through access control lists (ACLs), bucket policies, access point policies, or all. In order to ensure that public access to all your S3 buckets and objects is blocked, turn on Block all public access. These settings apply only to this bucket and its access points. AWS recommends that you turn on Block all public access, but before applying any of these settings, ensure that your applications will work correctly without public access. If you require some level of public access to your buckets or objects within, you can customize the individual settings below to suit your specific storage use cases. [Learn more](#) ¹²

☐ 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.

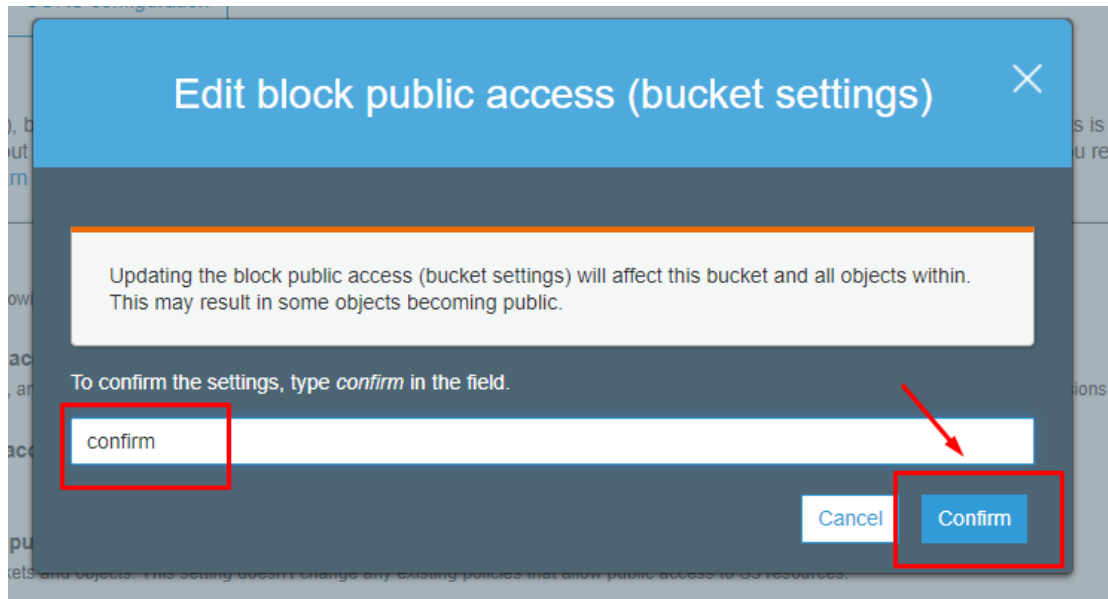
☐ Block public access to buckets and objects granted through new access control lists (ACLs)
S3 will block public access permissions applied to newly added buckets or objects, and prevent the creation of new public access ACLs for existing buckets and objects. This setting doesn't change any existing 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.

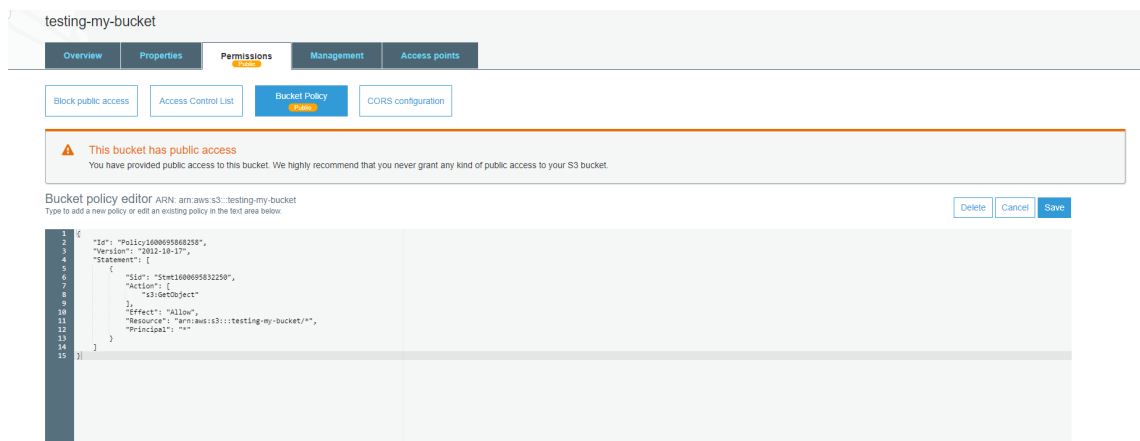
☐ Block public access to buckets and objects granted through new public bucket or access point policies
S3 will block new bucket and access point policies that grant public access to buckets and objects. This setting doesn't change any existing policies that allow public access to S3 resources.

☐ 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.

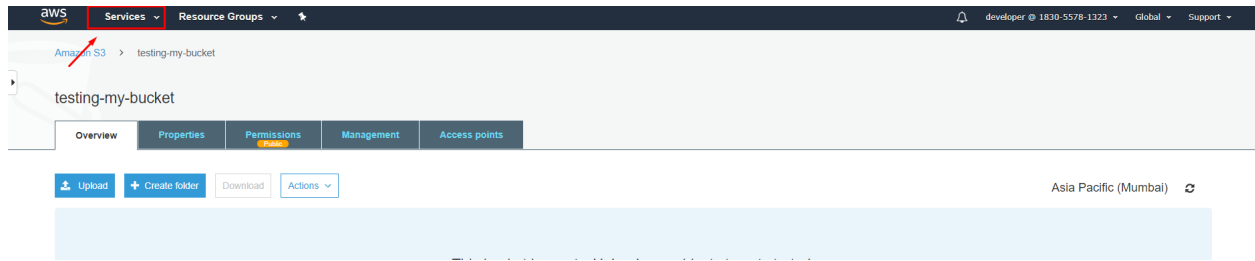
Cancel Save



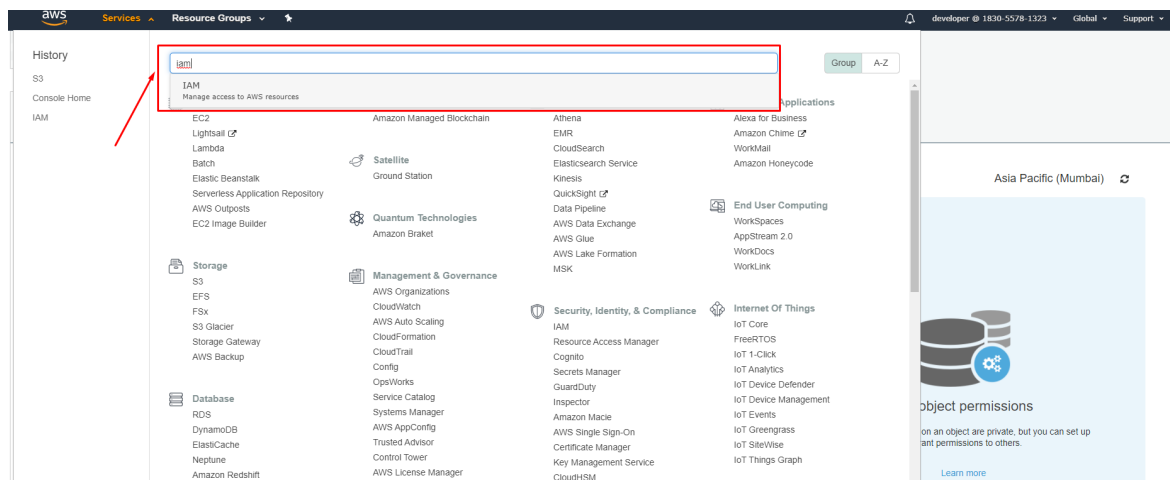
- After you have done all the instructions mentioned above you need to have to go to **Permissions -> Bucket Policy** and now try and paste the texts and click the **Save** button as mentioned in the instruction above. If all goes well you should see the page shown in the image below. Saying the yellow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



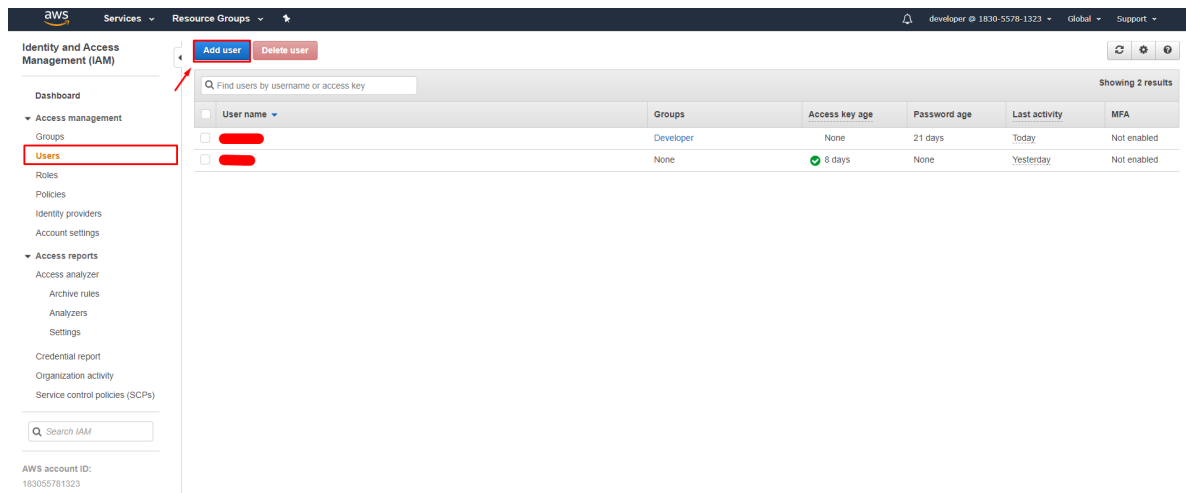
- Then, notice the top nav of your page and there is a button saying **Services**. When you hover over it it drops a menu down.



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



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



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

Add user

1 2 3 4 5

Set user details

You can add multiple users at once with the same access type and permissions. [Learn more](#)

User name* [Add another user](#)

Select AWS access type

Select how these users will access AWS. Access keys and autogenerated passwords are provided in the last step. [Learn more](#)

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

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

* Required

[Cancel](#) [Next: Permissions](#)

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

Add user

1 2 3 4 5

Set permissions

[Add user to group](#) [Copy permissions from existing user](#) [Attach existing policies directly](#)

[Create policy](#)

Filter policies Showing 4 results

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

Set permissions boundary

[Cancel](#) [Previous](#) [Next: Tags](#)

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

Add user



Add tags (optional)

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

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

You can add 50 more tags.

[Cancel](#)

[Previous](#)

[Next: Review](#)



- Finally click **Create User** .

Add user

1 2 3 4 5

Review

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

User details

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

Permissions summary

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

Type	Name
Managed policy	AmazonS3FullAccess

Tags

No tags were added.

[Cancel](#)

[Previous](#)

[Create user](#)

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

Add user

1 2 3 4 5

✓ Success

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

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

Download .csv

	User	Access key ID	Secret access key
▶	✓ demoname	AKIA[REDACTED]	***** Show

Close

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

S3 File System Credentials

AWS ACCESS KEY ID	AKIASVH0ZRXF37AS66XG
AWS SECRET ACCESS KEY	WnAJNBTEqHx6rz+A3uCF95abY1QqYl8vHkU7ee
AWS DEFAULT REGION	me-south-1
AWS BUCKET	shoralek
AWS URL	https://shoralek.s3.me-south-1.amazonaws.com

Save

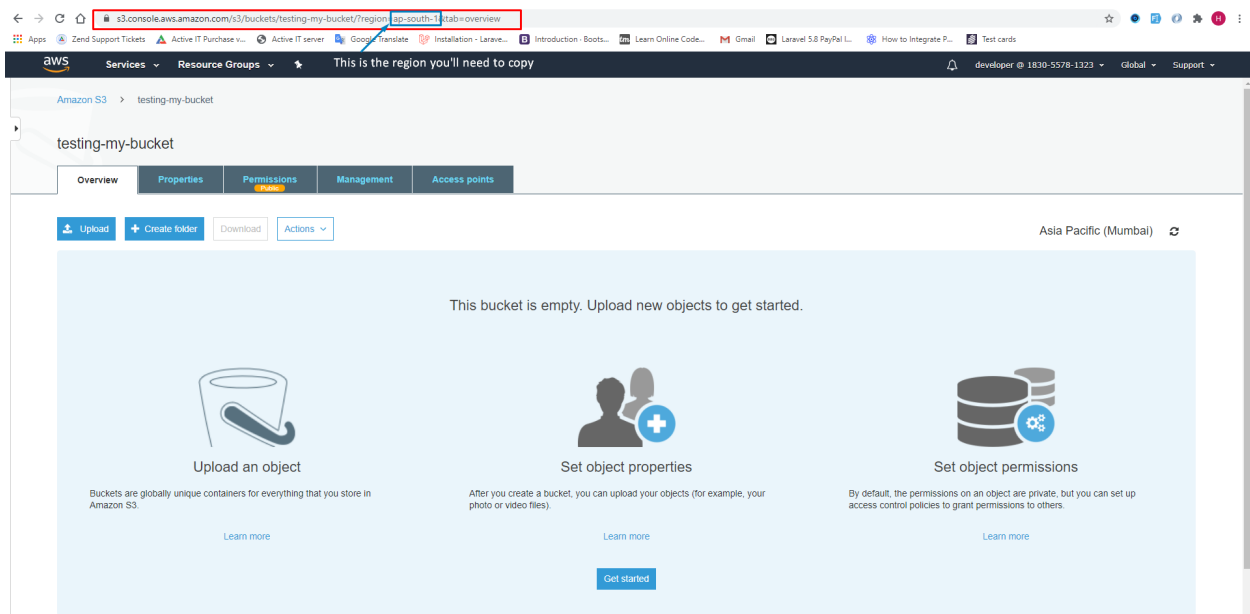
S3 File System Activation

Paste them here

Business Settings

File System Configuration

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



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

S3 File System Credentials

AWS ACCESS KEY ID [REDACTED]

AWS SECRET ACCESS KEY [REDACTED]

AWS DEFAULT REGION me-south-1

AWS BUCKET [REDACTED]

AWS URL https://shoralek.s3.me-south-1.amazonaws.com

Save

Follow this convention for the AWS URL

https://your_bucket_name.s3.bucket_region.amazonaws.com

S3 File System Activation

[Green Toggle Switch]

- 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**.

53. How to migrate existing uploaded files to s3?

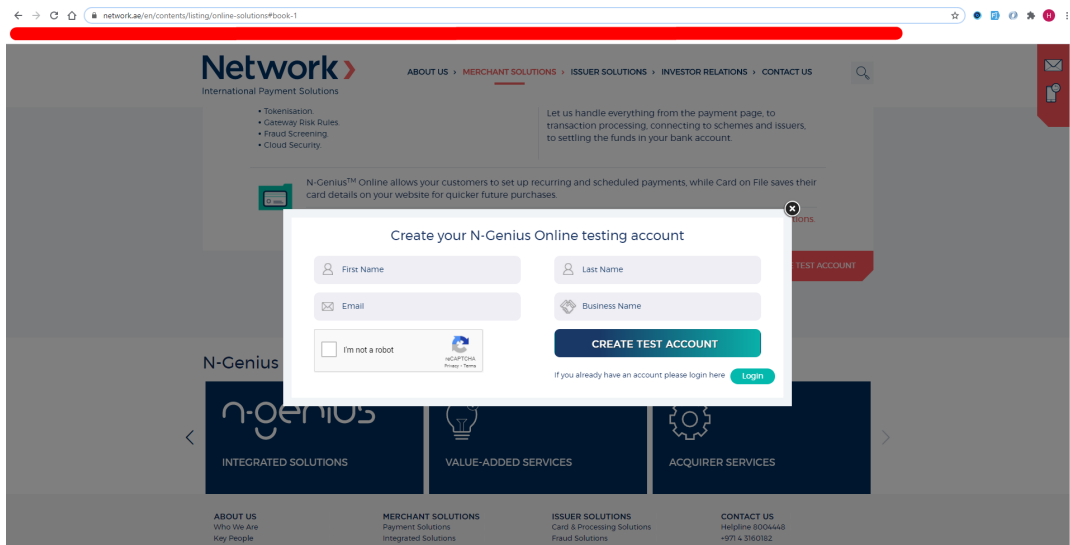
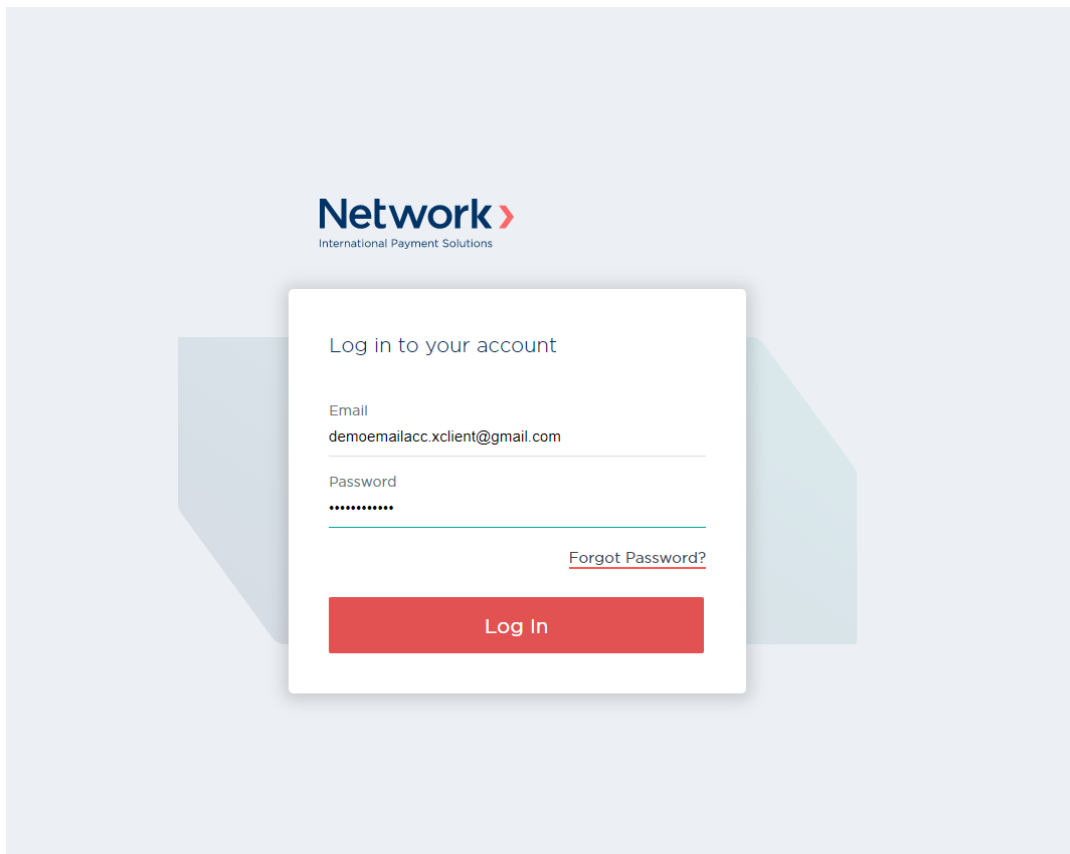
Ans: To migrate to amazon s3 file system follow the procedure mentioned below:

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

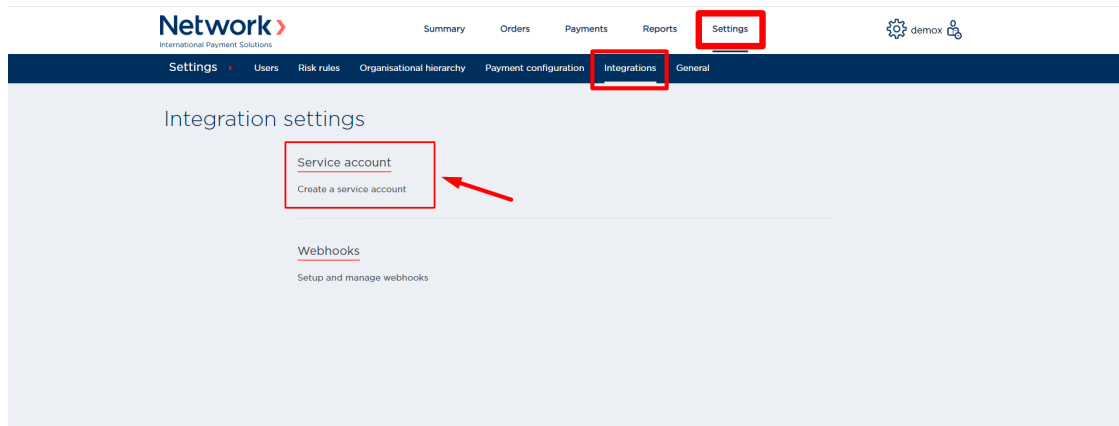
54. How to configure Ngenius credentials(test account)?

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

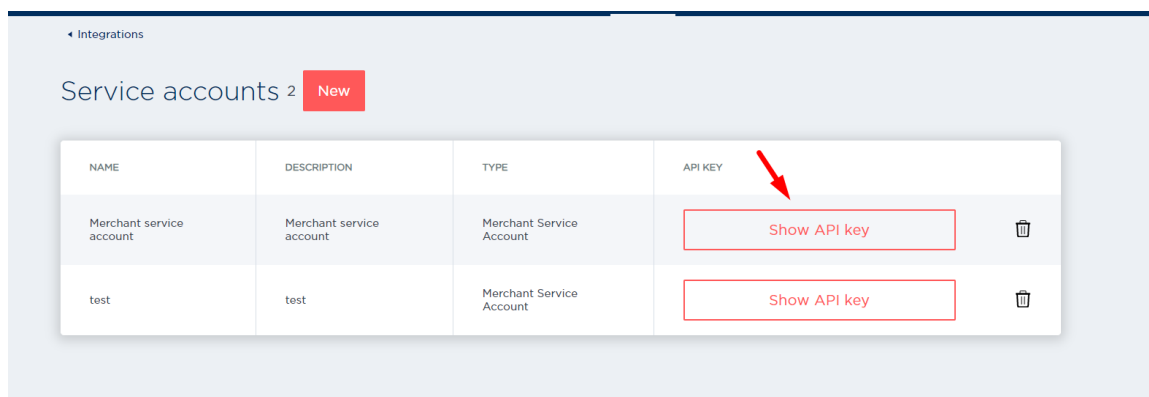
- First login to the Ngenius developers panel. [Ngenius developers panel](#)
- Or create an account if one does not exist.



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



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



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

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

55. Which options are translatable in multiple languages?

Ans: Following options are translatable in multi language:

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

56. How to configure Bkash payment gateway?

Ans: Follow below steps to configure bkaash payment gateway:

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

57. How to configure the Nagad payment gateway?

Ans: Follow below steps to configure Nagad payment gateway:

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

58. How to configure product wise shipping cost?

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

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

59. How to configure flat rate shipping cost?

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

configuration > Shipping configuration and choose **Flat Rate Shipping Cost.**

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

60. How to configure seller wise flat shipping cost?

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

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

61. How to configure city wise flat shipping cost?

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

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

62. How to enable Carrier Wise Shipping Cost?

Ans: Follow the below instruction:

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

The screenshot displays the admin panel's 'Shipping Configuration' page. On the left sidebar, 'Setup & Configurations' and 'Shipping' are highlighted. The main content area features a 'Select Shipping Method' section with five radio button options: 'Product Wise Shipping Cost', 'Flat Rate Shipping Cost', 'Seller Wise Flat Shipping Cost', 'Area Wise Flat Shipping Cost', and 'Carrier Wise Shipping Cost'. The 'Carrier Wise Shipping Cost' option is selected, indicated by a blue dot and a red arrow. To the right of this section is an orange 'Save' button. Below this, there are two input fields: 'Flat Rate Cost' and 'Shipping Cost for Admin Products', both containing the value '0'. Each input field has an orange 'Save' button to its right. On the far right, there is a 'Note' section with five numbered points explaining different shipping cost calculation methods. The top right of the page shows the user's profile, 'William C. Schroyer', and a 'Clear Cache' button.

63. How to add a new Shipping carrier?

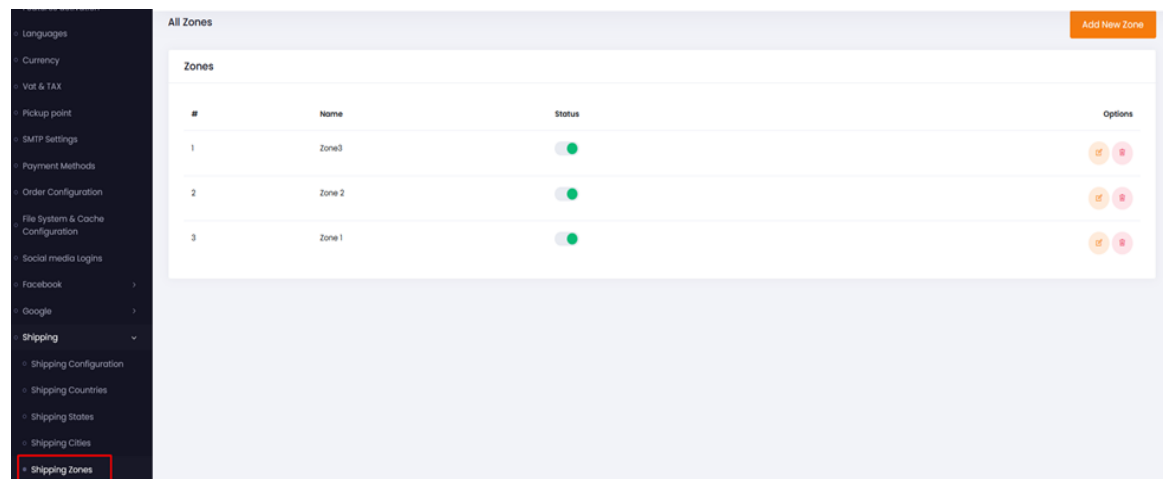
Ans: Create a shipping carrier follow below instruction:

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

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

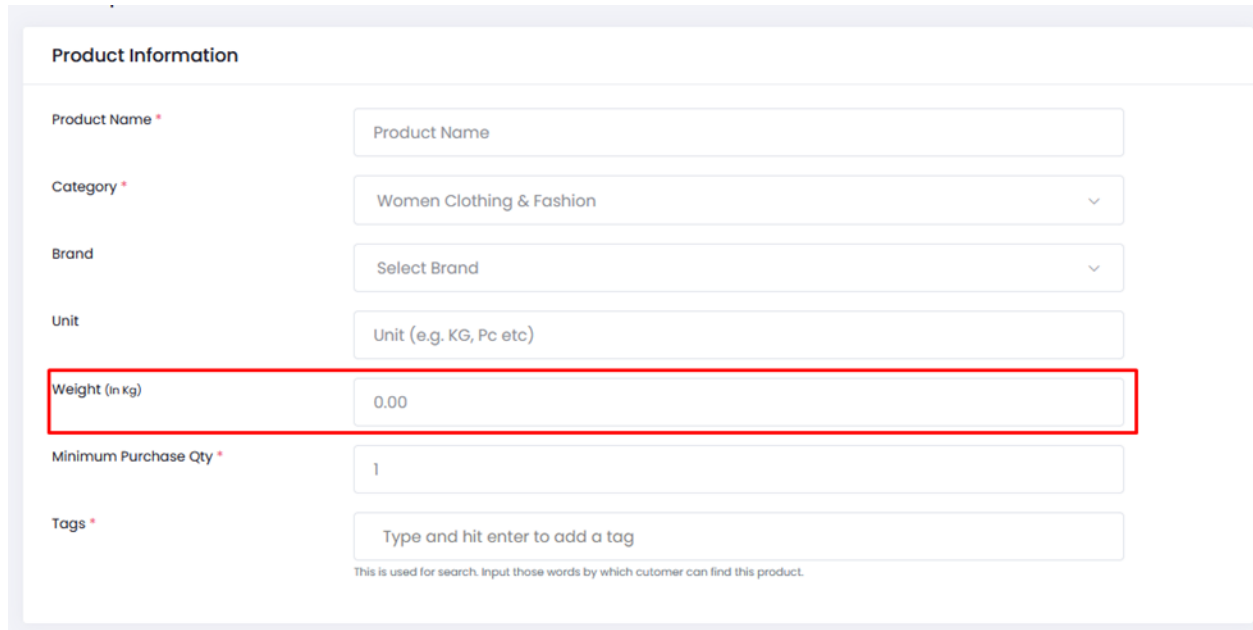
Ans: Create a zone with countries if not created yet. Follow below instruction:

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



65. How to set weight?

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



The image shows a 'Product Information' form with the following fields:

- Product Name * (text input)
- Category * (dropdown menu, currently showing 'Women Clothing & Fashion')
- Brand (dropdown menu, currently showing 'Select Brand')
- Unit (text input, currently showing 'Unit (e.g. KG, Pc etc)')
- Weight (in Kg)** (text input, currently showing '0.00', highlighted with a red border)
- Minimum Purchase Qty * (text input, currently showing '1')
- Tags * (text input, currently showing 'Type and hit enter to add a tag')


Below the Tags field, there is a small note: 'This is used for search. Input those words by which customer can find this product.'

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

Ans: Follow the instructions:

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




Products


Womens Summer Plus Size Lace Neckline Cold Shoulder Short Sleeve

Choose Delivery Type

☒ Carrier

☐ Local Pickup

<input checked="" type="radio"/>		FedEx	Transit in 20 Days	\$90.000
<input type="radio"/>		UPS	Transit in 45 Days	\$60.000
<input type="radio"/>		DHL	Transit in 15 Days	\$40.000

[Return to shop](#)
[Continue to Payment](#)

67. How to configure Redis cache support?

Ans: Follow below steps:

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

Cache & Session Driver

CACHE_DRIVER

redis

SESSION_DRIVER

redis

Save

Redis Configuration (If you use redis as any of the drivers)

REDIS_HOST

127.0.0.1

REDIS_PASSWORD

REDIS_PASSWORD

REDIS_PORT

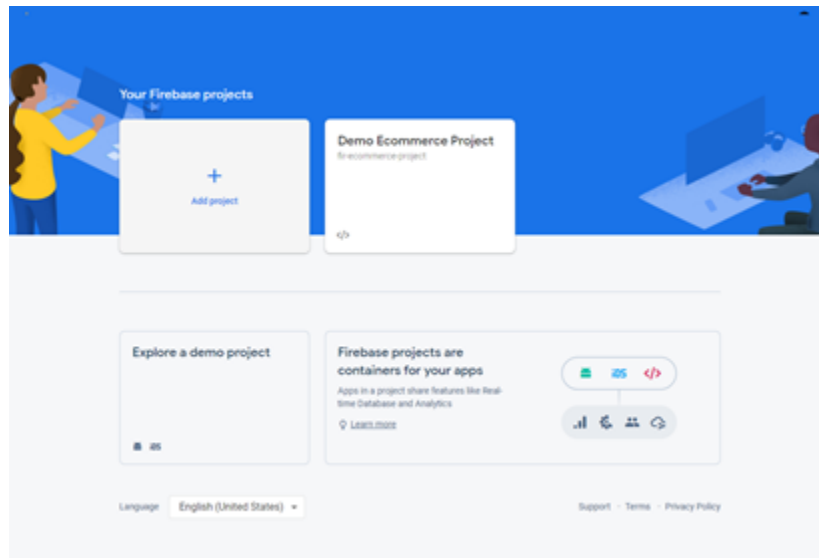
6379

Save

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

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

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



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

✕ Create a project (Step 1 of 3)

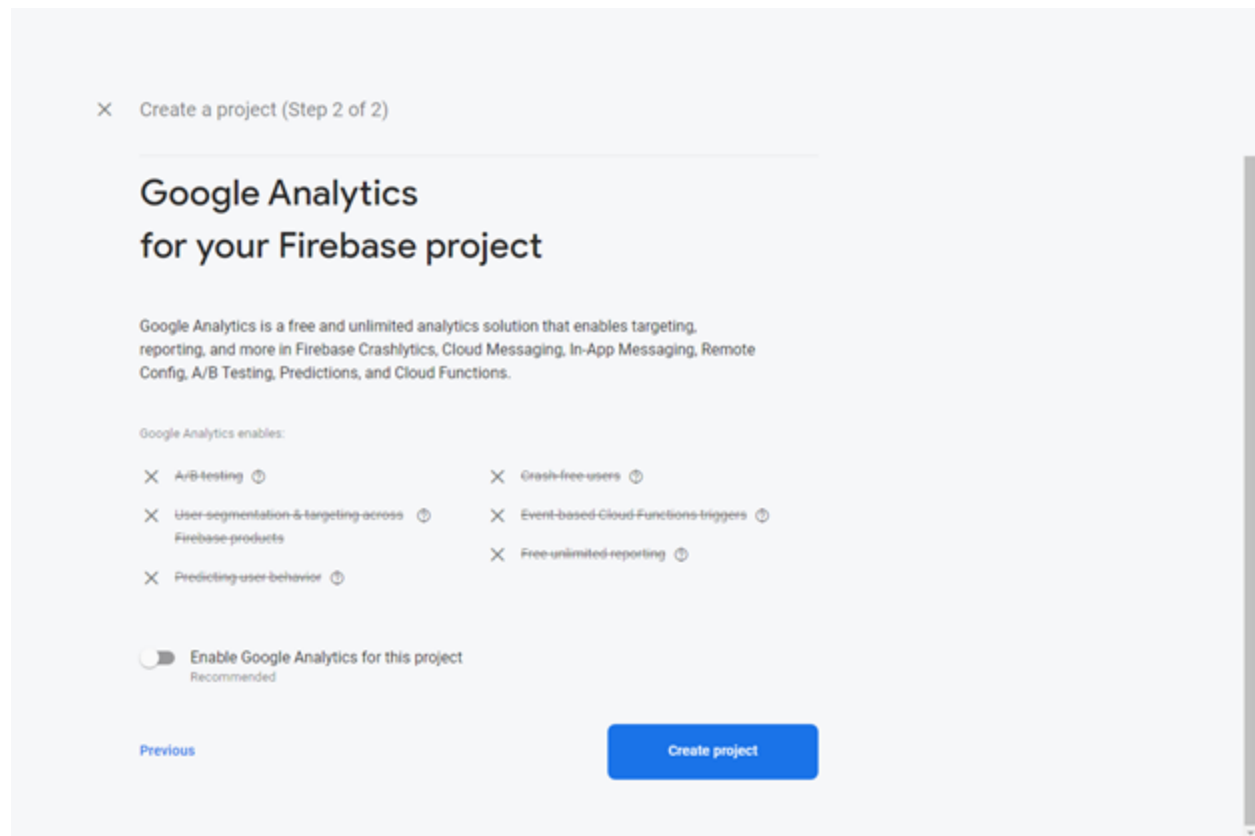
Let's start with a name for
your project®

Project name
new project

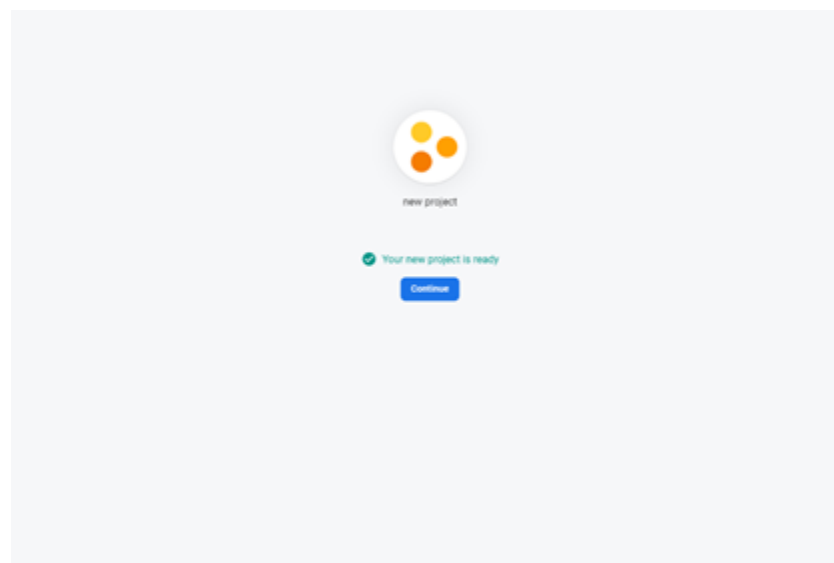
new-project-1510a

Continue

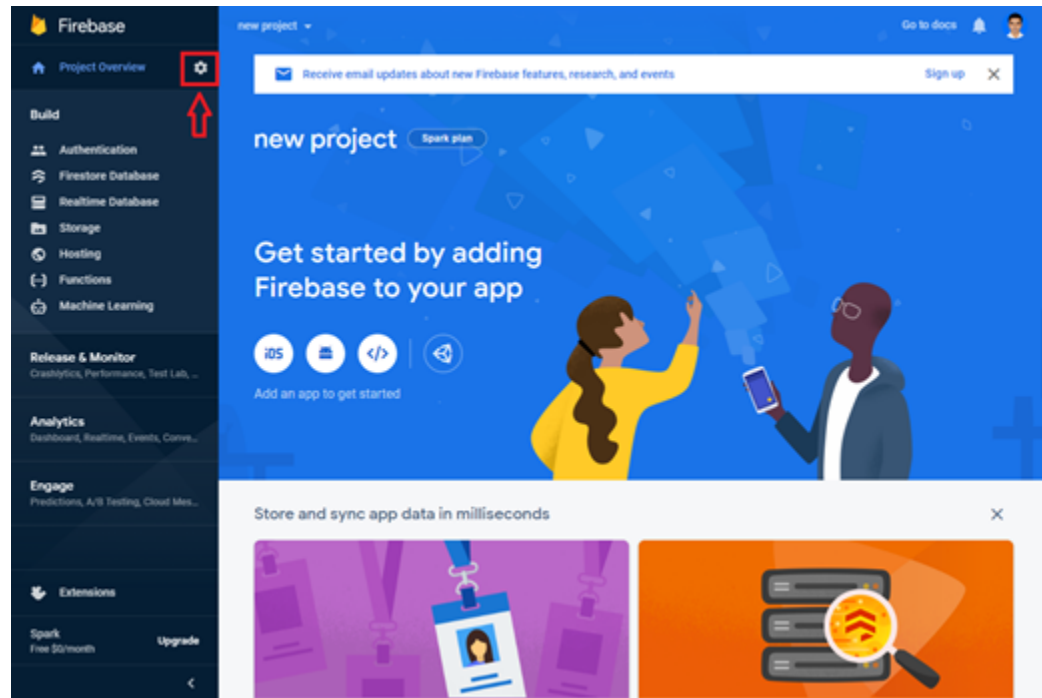
- III. Disable the Google analytics for this project option and click **Create project** button



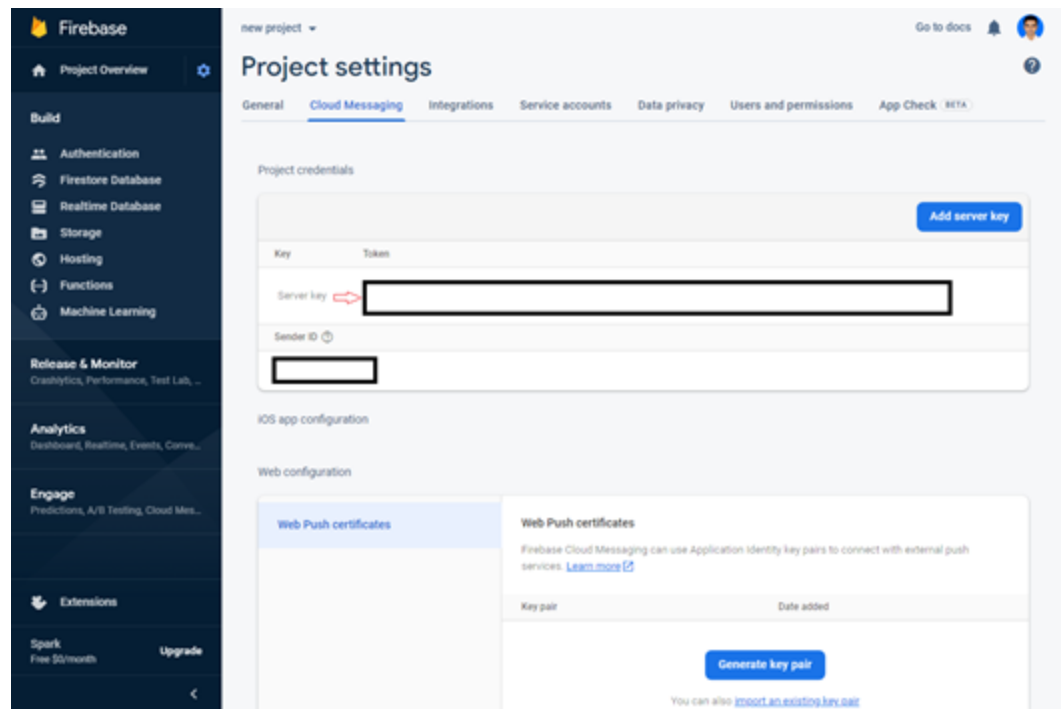
IV. After then click on **continue** button



V. Now go to project settings to get server key



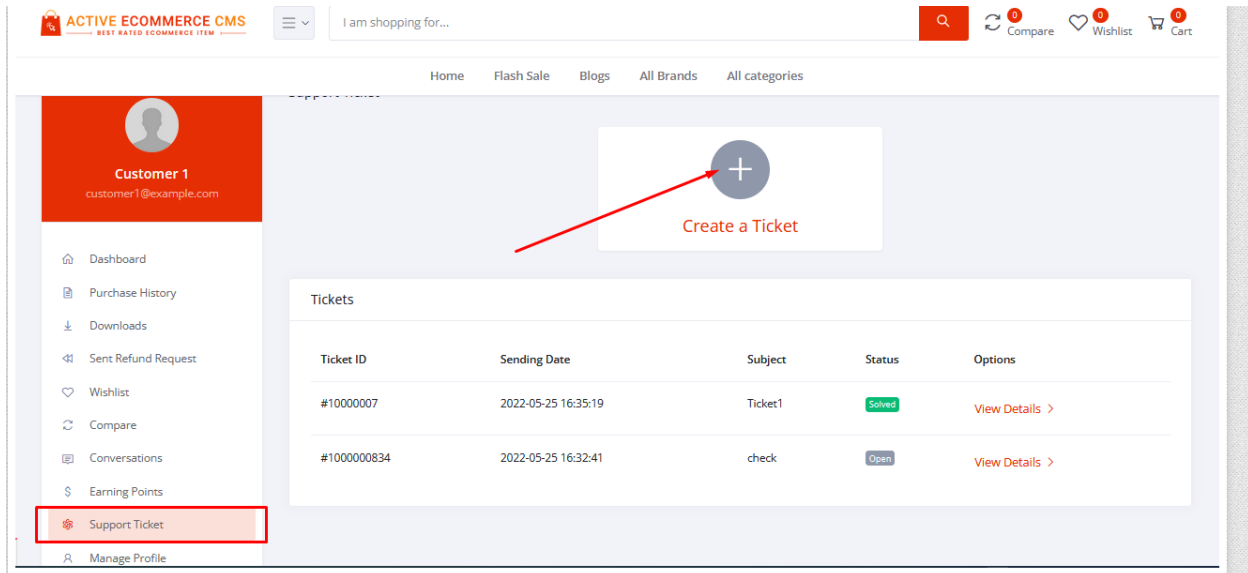
VI. To get server key click on Cloud Messaging option



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

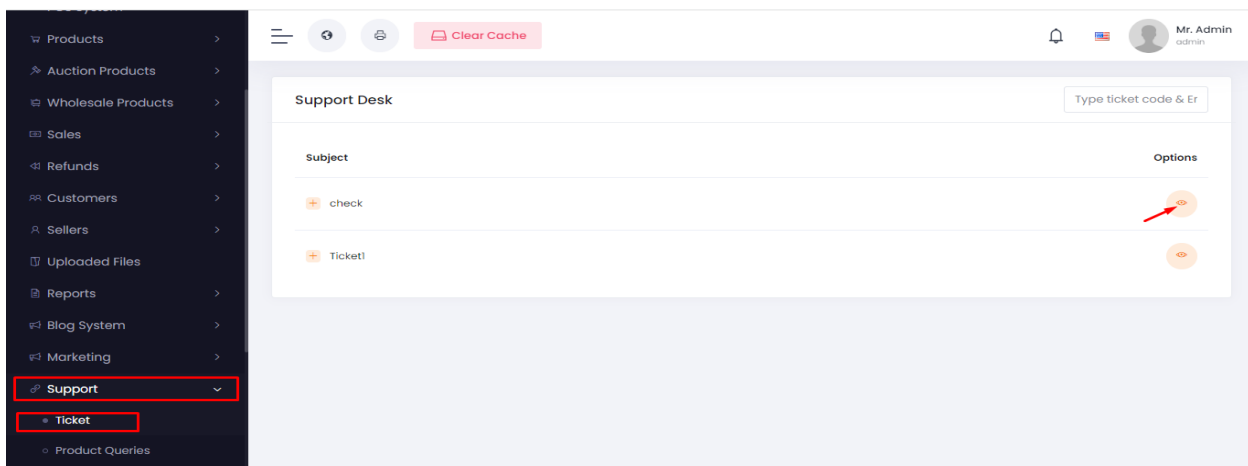
Answer:

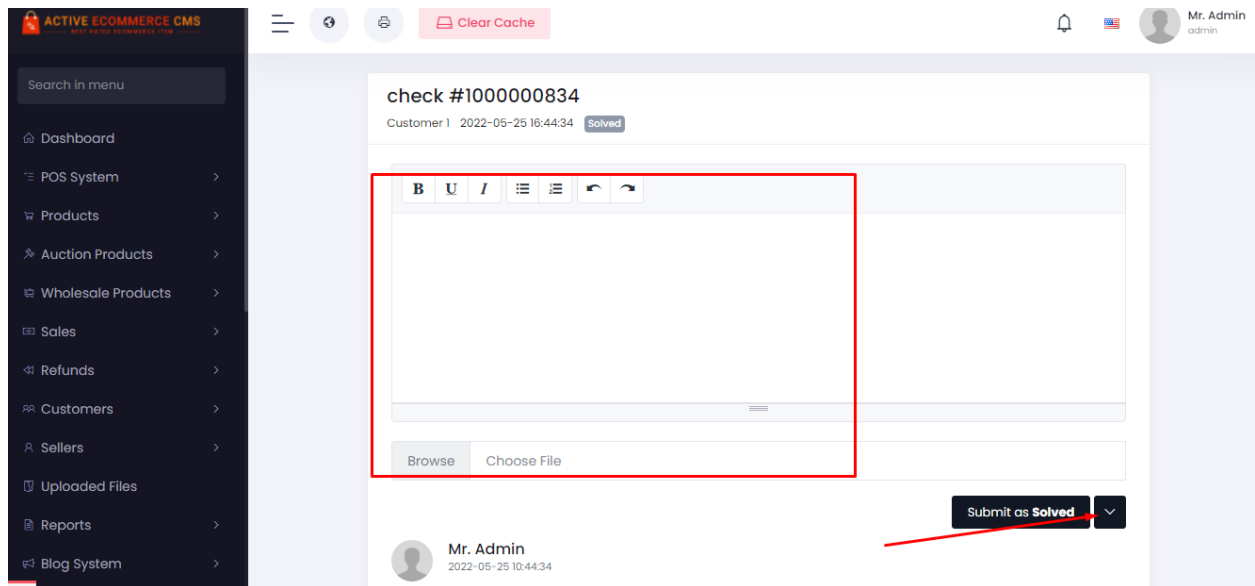
1. Login to the customer panel
2. Go to Support ticket > Create a ticket.
3. Write the Subject, Provide a detailed description, photo upload and click on the Send Ticket button.



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

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





65. How to generate Google reCAPTCHA site key:

Ans: Follow the instruction:

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

Google reCAPTCHA

← Register a new site

Label ⓘ
e.g. example.com 0 / 50

reCAPTCHA type ⓘ
☒ reCAPTCHA v3 Verify requests with a score
☐ reCAPTCHA v2 Verify requests with a challenge

Domains ⓘ
+ Add a domain, e.g. example.com

Owners
example@website.com (You)
+ Add more owners Enter email addresses

☐ Accept the reCAPTCHA Terms of Service

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

Google reCAPTCHA Setting

Google reCAPTCHA ☒


Site key 6Ld_nrsZAAAAAO-MowQQPtbD9yolo52GIMgUrmRX Save

66. How to give a review?

Ans: Follow the below steps:

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



















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



Mr. Customer
+8801642954885

- Dashboard
- Purchase History** new
- Downloads
- Sent Refund Request
- Wishlist
- Compare
- Classified Products
- Auction
- Conversations
- My Wallet

Purchase History

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

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

Order ID: 20210308-12292949

Order Summary

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

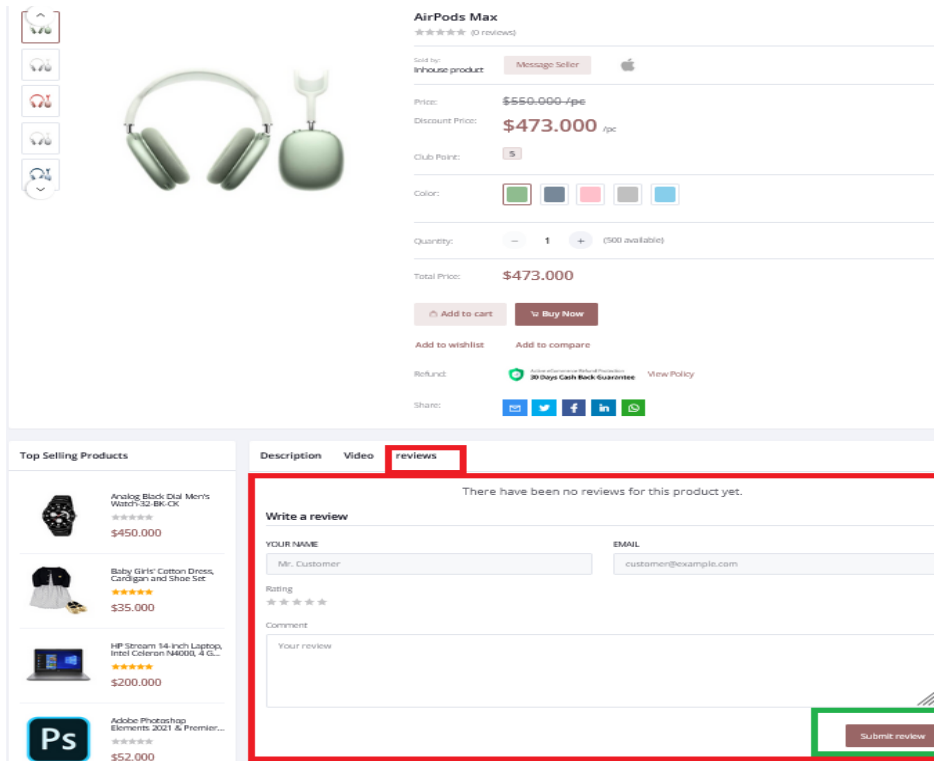
Order Details

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

Order Ammount

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


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



67. How can a customer cancel an order?

Ans: Follow the Instructions:


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

<div>  <div> Mr. Customer +8801642954885 </div> </div> <div> Dashboard Purchase History new Downloads Sent Refund Request Wishlist Compare Classified Products Auction Conversations My Wallet Earning Points </div>					
Purchase History					
Code	Date	Amount	Delivery Status	Payment Status	Options
20220404-07543195	04-04-2022	\$110,020.000	Delivered	Paid	
20211013-08515896	13-10-2021	\$35.000	Delivered *	Paid *	
20210920-10504879	20-09-2021	\$600.000	Pending	Paid	
20210920-10502946	20-09-2021	\$600.000	Pending	Unpaid	
20210920-10494598	20-09-2021	\$600.000	Pending *	Unpaid *	
20210920-10384247	20-09-2021	\$600.000	Pending *	Unpaid *	
20210920-10383521	20-09-2021	\$600.000	Pending *	Unpaid *	
20210920-10373972	20-09-2021	\$600.000	Pending *	Unpaid *	

68. How to send Queries from customers?

Answer: Follow the Instructions:

- Login to **customer** panel.
- If you have any queries for any item then click on that item scroll down and go below 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.



I am shopping for...

[Home](#)
[Flash Sale](#)
[Blogs](#)
[All Brands](#)
[All Categories](#)
[All Sellers](#)
[Coupons](#)

\$95.000
Latest Coat Pant
Designs White...
★★★★★
\$23.800

\$14.000
SUNGAIT Ultra
Lightweight...
★★★★★
\$60.000

\$60.000
Calvin Klein Men's
Slim Fit Suit...
★★★★★

Product Queries (0)

Write your question here...

Submit

Other Questions

No none asked to seller yet

★★★★★
Fossil Men's Grant Stainless Steel
Quartz Chronograph Watch
Club Point: 0

★★★★★
Gildan Men's Crew T-Shirts,
Multipack
Club Point: 0

★★★★★
Hgyoetty Unisex 3D Print Shirts
Colorful Space Graphic Tees for...
Club Point: 0

Activate Windows
Go to Settings to activate Windows.

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

Answer: Follow the Instructions:

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

The screenshot displays the admin panel interface. On the left, a dark sidebar contains a list of menu items. 'Support' and 'Product Queries' are highlighted with red rectangular boxes. The main content area is titled 'Product Queries' and features a table with the following columns: '#', 'User Name', 'Product Name', 'Question', 'Reply', 'Status', and 'Options'. The 'Reply' column header is highlighted with a red box. The table body is empty, showing a 'Nothing found' message with a sad face icon. At the top right of the main area, there is a 'Clear Cache' button. The user profile 'William C. Schroyer' is visible in the top right corner. The version number '© v6.1.2' is at the bottom center.

