Payment Methods Setup

**A Guide for Resellers to Support Clients with Payment Setup**

As a reseller, it's important to understand how your clients can manage payment options in their online stores built with the E-Commerce Shop Builder. This guide will help you walk them through activating and configuring available payment methods in case they need assistance.

Accessing the Payment Methods Section

To help your client manage their store's payment options, instruct them to:

1. Log in to their store's **Admin Dashboard**.
2. Go to:
   - Setup and Configuration → Settings → Payment Methods

They'll find a dedicated section where they can enable or disable various payment gateways.
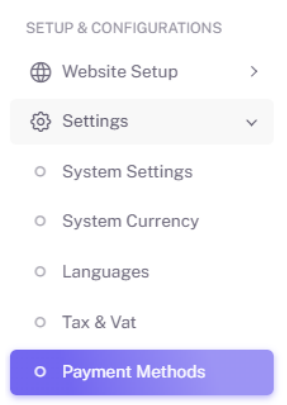

1. Cash On Delivery (C.O.D.)

Cash On Delivery allows customers to pay when the product is delivered. It's especially useful for clients targeting local buyers or regions where card payments aren't common.

Client Instructions:

- Locate the **Cash On Delivery (C.O.D.)** section
- Toggle the **"Activate Cash On Delivery"** switch ON or OFF as needed
- Once activated, this option will appear during checkout
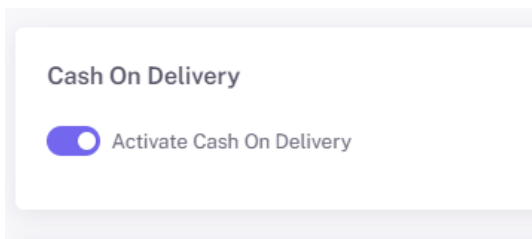
Tip for You (the Reseller): If a client says COD isn't showing, confirm it's toggled ON and saved.

2. Stripe Integration

Stripe enables online payments via credit or debit card. Your client will need a Stripe account to activate this.

Client Instructions:

1. In the **Stripe** section, toggle the **Activate Stripe** switch ON
2. Enter their:
   - **Stripe Publishable Key**
   - **Stripe Secret Key**
3. Click **Save**

How They Get the Keys:

- From their [Stripe Dashboard](#)
- Go to **Developers → API Keys**
- Copy and paste the appropriate credentials

Tip for You: Ensure they are using **Live keys** for production and not **Test keys** unless they are testing.

3. PayPal Integration

PayPal allows users to pay securely using their PayPal account or linked bank/card.

Client should:

In the **PayPal** section,

1. Enter:
   - **PayPal Client ID**
   - **PayPal Client Secret**
2. Click **Save**

PayPal Activation   Production Mode   API Keys

PayPal Client ID

AbPWDwqo18OchIA8rKNMp2vFmprNosbfUnmmjVPu4bcrRU8kVYzOmF(

PayPal Client Secret Key

EDAcbwKeDYgg7db7D0HbletsoqYH5feoziYm2jxBPmSvyA6lodCVTXZvA

🔵 Activate PayPal Payment
⚪ Activate PayPal Sandbox - Test Mode

Save

How They Get the Credentials:

- From the PayPal Developer Portal
- Go to **Dashboard > My Apps & Credentials**
- Select or create an app to retrieve:
  - **Client ID**
  - **Secret Key**

Tip for You: If PayPal isn't working, confirm they've selected the **Live** environment and not **Sandbox** by mistake.

Saving Changes

Remind your client that after making any updates:

- They must **click the Save button** at the bottom of the topic
- A confirmation will appear, and changes will reflect on the checkout topic

Common Troubleshooting Tips for You

Issue	Possible Solution
Payment option not showing	Ensure it's toggled ON and saved
Client unsure where to get API keys	Point them to Stripe/PayPal developer dashboard
Transactions not working	Check if they're using test vs. live credentials

COD not available	Confirm that no shipping restrictions block it

Quick Recap

Payment Method	Requires Setup	When to Use
Cash On Delivery	No API needed	For local or offline-friendly markets
Stripe	Yes – API Keys	For debit/credit card transactions
PayPal	Yes – Client ID/Secret	For global, trusted payments

Final Note for Resellers

By understanding how each method works, you can confidently support your clients when they:

- Launch a new store
- Ask for help with payment configuration
- Encounter checkout/payment issues

By correctly managing these payment methods, Clients ensure their customers can pay with the method that suits them best — increasing trust and reducing cart abandonment.

Need help? Contact your support team through the ResellPortal dashboard for assistance-> Support-> *open ticket* or contact us at contact@resellportal.com.

Revision #2
Created 13 April 2025 01:59:06 by Admin
Updated 13 April 2025 03:25:33 by Admin