

# COD and Offline Payments

In order to accept orders from your customers, you need to choose one or more methods of accepting payments.

allows you to accept **offline payments**, such as by **Cash on Delivery (COD)**. This article explains more about offline payments, how to begin accepting offline payments, and how to process those orders.

**i** NOTE: is fully integrated with several of the major payment gateways, including DirecPay, CCAvenue, PayU, PayPal, and Stripe. To read more about payment gateways and compare all payment gateway options, [read this article here >](#)

## Offline Methods Of Accepting Payments

There are several ways in which you may wish to allow customers to pay online.

1. **Cash on delivery (COD)** lets customers pay for their purchases upon delivery if they don't have or don't want to use their credit card. Most e-commerce websites in India offer COD as an option to their customers. **By default, the Cash on Delivery payment option is enabled.**
2. You can accept payments from customers by **Money Order** or **Check**.
3. **Bank transfer** option allows your customers to pay for purchases by making a direct bank transfer to your bank account.

## Features of offline payments:

- There are no transaction charges for offline payment methods
- For each of the offline payment methods mentioned above, you can add custom instructions that will be displayed to the customer when they choose this payment method

## Step-by-step guide to set up custom payment methods:

1. Login to your Workspace
2. Click on **Settings** from the left menu.
3. Within **Settings**, click on **Checkout and Payments**.

**DASHBOARD**

**WEBSITE**

**PRODUCTS**

**COLLECTIONS**

**ORDERS**

**CUSTOMERS**

**MARKETING**

**THEMES**

**SERVICES**

**SETTINGS**

GENERAL

REGIONS AND TAXES

**CHECKOUT AND PAYMENTS**

SHIPPING

POLICIES

WEB HOOKS

UPDATE DOMAIN NAME

**REPORTS**

### CHECKOUT AND PAYMENTS

Choose a credit gateway or a custom payment method to accept payments for orders

**PAYMENT GATEWAYS**  
Enable payment gateway to accept credit cards, PayPal and alternative payments during checkout

SELECT A PAYMENT GATEWAY  
Select

**CUSTOM PAYMENT METHODS**  
Payment methods that do not require online payment processing, such as Cash on Delivery (COD), money orders, checks, and bank transfers.

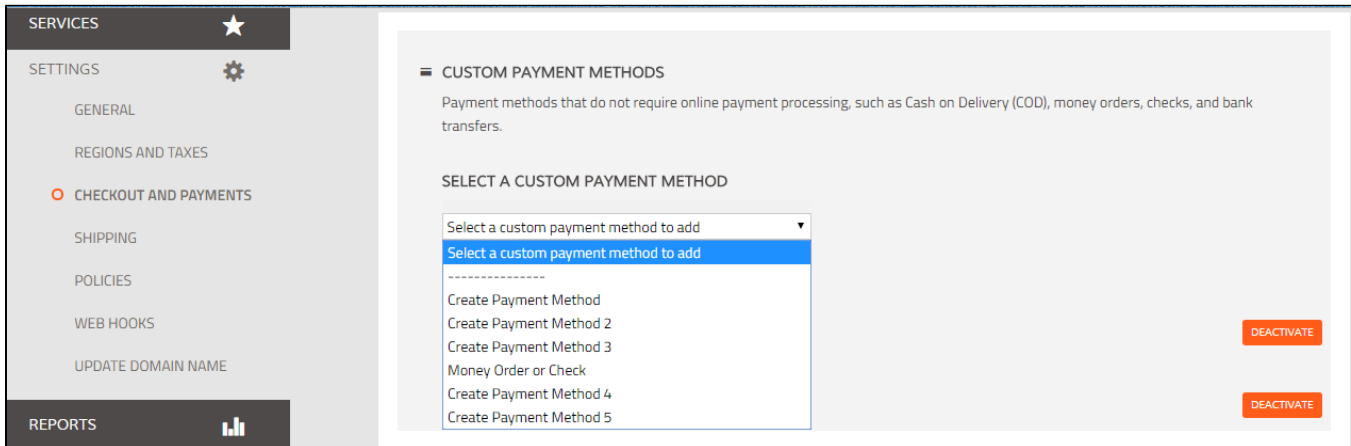
SELECT A CUSTOM PAYMENT METHOD  
Select a custom payment method to add

Currently using: **Cash on Delivery**  
[Edit](#) [DEACTIVATE](#)

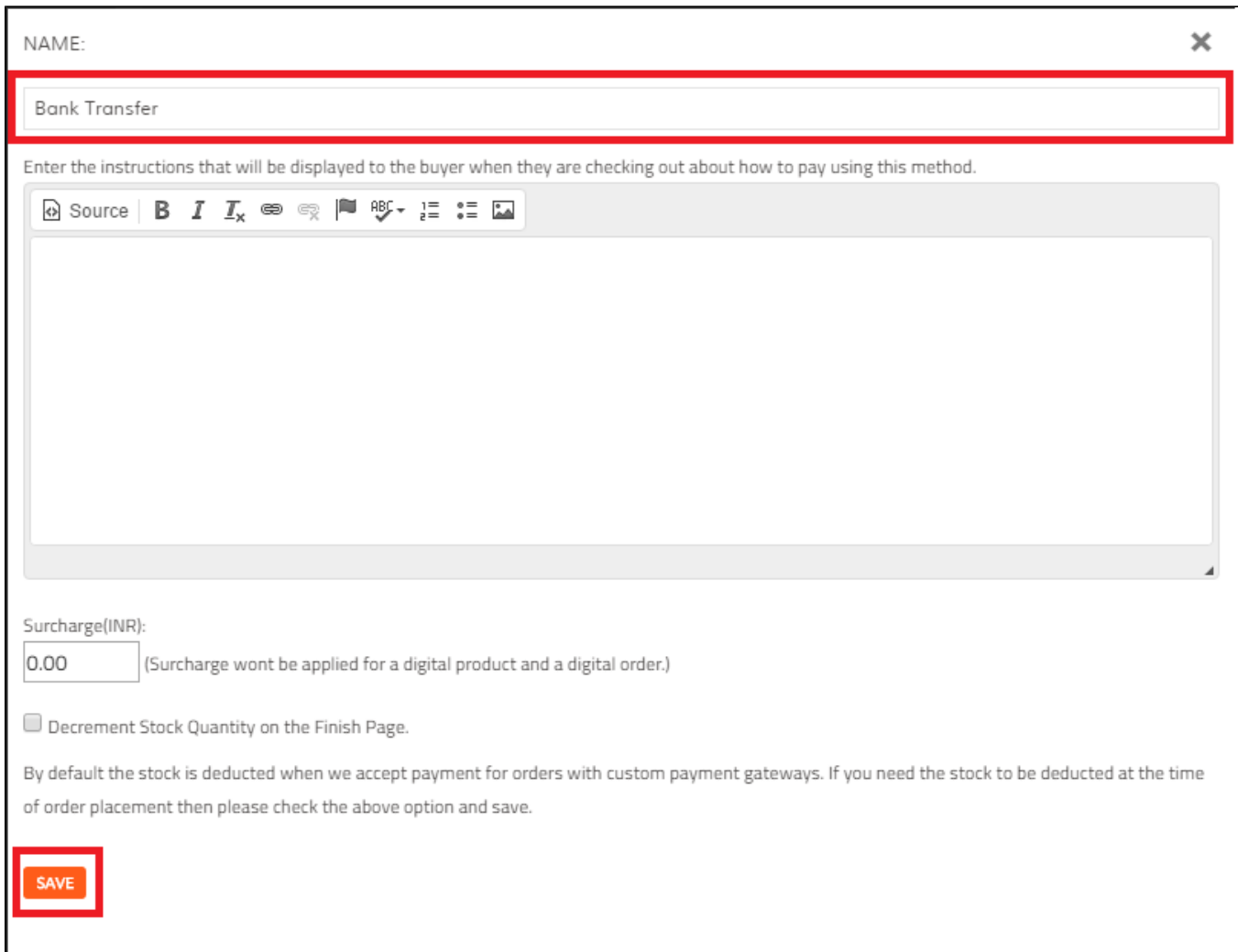
Currently using: **Bank Transfer**  
[Edit](#) [DEACTIVATE](#)

4. Scroll Down to view **Custom Payment Methods**.

5. Click **Select a custom payment method to add**.



6. Choose your payment method or click **Create Payment Method** from the pulldown menu. You will then be prompted to enter a name and instructions that will be sent to your customers who choose this method.



7. Click **Save**. Now this option will be activated and will appear in your list of Custom Payment Methods.

**i** NOTE: At any time you can edit or deactivate the custom payments you've activated, by clicking the appropriate link on this page.

**CUSTOM PAYMENT METHODS**

Payment methods that do not require online payment processing, such as Cash on Delivery (COD), money orders, checks, and bank transfers.

**SELECT A CUSTOM PAYMENT METHOD**

Select a custom payment method to add

Currently using: **Cash on Delivery**

[Edit](#) [DEACTIVATE](#)

Currently using: **Bank Transfer**

[Edit](#) [DEACTIVATE](#)

## Processing Orders for Offline Payments

When a customer chooses to pay for an order offline, the store manager will need to accept payment for **the order manually**. You will need to manually mark the order as paid once the payment has been received. Here are the steps to do this:

1. Login to your Workspace
2. Click on **Orders** from the left menu.
3. Click the **Order ID** of the order for which you need to accept payment.

The screenshot shows a dashboard with a sidebar menu on the left and an 'ORDERS' section on the right. The sidebar menu includes: DASHBOARD, WEBSITE, PRODUCTS, COLLECTIONS, **ORDERS** (highlighted with a red box), CUSTOMERS, MARKETING, THEMES, SERVICES, SETTINGS, and REPORTS. The 'ORDERS' section has buttons for 'EXPORT ABANDONED CARTS' and 'EXPORT ORDERS', and a search bar. Below is a table of orders:

ORDER	DATE	PLACED BY	ORDER STATUS	PAYMENT STATUS	SHIPPING STATUS	TOTAL
#1004	27 Jan 10:50	Sara Cabral	Open	Authorized	Not Shipped	568.00 INR
#1003	24 Jan 17:41	Indrajit Chowdhury	Open	Authorized	Fully Shipped	2080.00 INR
#1002	24 Jan 17:45	Cory York	Open	Paid	Not Shipped	1036.00 INR
#1001	24 Jan 17:42	Sara Cabral	Open	Paid	Fully Shipped	1248.00 INR

4. The order details appear on the Order ID screen. Click **Accept Payment**

**ORDER #1001** ATTACH A NOTE EMAIL BUYER PRINT Open

**INDRAJIT CHOWDHURY**  
support@powerstores.com  
099219 45488

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**SHIPPING ADDRESS**  
Indrajit Chowdhury,  
123 Main Street  
Panaji,  
Goa, 403001  
India  
Phone: 099219 45488

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**SPECIAL INSTRUCTIONS**  
test

**PAYMENT METHOD**  
CASH ON DELIVERY **ACCEPT PAYMENT**

YOU ARE AUTHORIZED TO COLLECT UP TO  
RS.2,090.00

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**SHIPPING METHOD** **FULFILL ORDER**  
FREE YOU NEED TO SHIP 2 ITEMS.

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**RESEND ORDER CONFIRMATION EMAIL**

PRODUCT	PRICE	QUANTITY	TOTAL
<b>Almond Rocker (Almond Rocker)</b> Brand: Brand Name Status: Pending	Rs.300.00	4	Rs.1,200.00
<b>Orange Roobios Cinnamon (Orange Roobios Cinnamon)</b> Brand: Brand Name Status: Pending	Rs.400.00	2	Rs.800.00

5. Enter the amount of the payment received and click **Accept this Amount**.

**ORDER #1001** ATTACH A NOTE EMAIL BUYER PRINT Open

**INDRAJIT CHOWDHURY**  
support@powerstores.com  
099219 45488

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**SHIPPING ADDRESS**  
Indrajit Chowdhury,  
123 Main Street  
Panaji,  
Goa, 403001  
India

**ACCEPT PAYMENT**  
THE CUSTOMER AUTHORIZED YOU TO CAPTURE UP TO RS.2,090.00

**ACCEPT THIS AMOUNT**
OR CANCEL

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**SHIPPING METHOD** **FULFILL ORDER**  
FREE YOU NEED TO SHIP 2 ITEMS.

---

**RESEND ORDER CONFIRMATION EMAIL**

PRODUCT	PRICE	QUANTITY	TOTAL
<b>Almond Rocker (Almond Rocker)</b> Brand: Brand Name Status: Pending	Rs.300.00	4	Rs.1,200.00
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6. The Order screen will now show that payment has been received and accepted.

<b>PAYMENT METHOD</b> CASH ON DELIVERY	<b>PAYMENT RECEIVED</b> YOU HAVE BEEN PAID FOR THIS ORDER.
<b>SHIPPING METHOD</b> FREE	<b>FULFILL ORDER</b> YOU NEED TO SHIP 2 ITEMS.

## To Deactivate a Custom Payment Method (such as COD):

By default, COD is included and activated for all . If you do not wish to offer COD to your customers, you will need to follow these steps to deactivate.

1. Login to your Workspace
2. Click on **Settings** from the left menu.
3. Within **Settings**, click on **Checkout and Payments**.

The screenshot shows a dashboard with a left sidebar containing menu items: DASHBOARD, WEBSITE, PRODUCTS, COLLECTIONS, ORDERS, CUSTOMERS, MARKETING, THEMES, SERVICES, SETTINGS (highlighted with a red box), and REPORTS. The main content area is titled 'CHECKOUT AND PAYMENTS' and contains two sections: 'PAYMENT GATEWAYS' and 'CUSTOM PAYMENT METHODS'. The 'CUSTOM PAYMENT METHODS' section lists 'Cash on Delivery' and 'Bank Transfer', each with an 'Edit' link and a 'DEACTIVATE' button.

4. Scroll Down to view **Custom Payment Methods**.
5. Click **Deactivate** next to the payment method you wish to remove.

## ☰ CUSTOM PAYMENT METHODS

Payment methods that do not require online payment processing, such as Cash on Delivery (COD), money orders, checks, and bank transfers.

### SELECT A CUSTOM PAYMENT METHOD

Select a custom payment method to add ▾

Currently using: Cash on Delivery

[Edit](#)

[DEACTIVATE](#)

Currently using: Bank Transfer

[Edit](#)

[DEACTIVATE](#)

## Related articles

- [PayUMoney Payment Gateway Setup](#)
- [PayU biz Payment Gateway Setup \(India merchants\)](#)
- [Stripe Payment Gateway Setup](#)
- [PayPal Payment Gateway Setup](#)
- [CCAvenue Payment Gateway Setup \(India merchants\)](#)