

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.

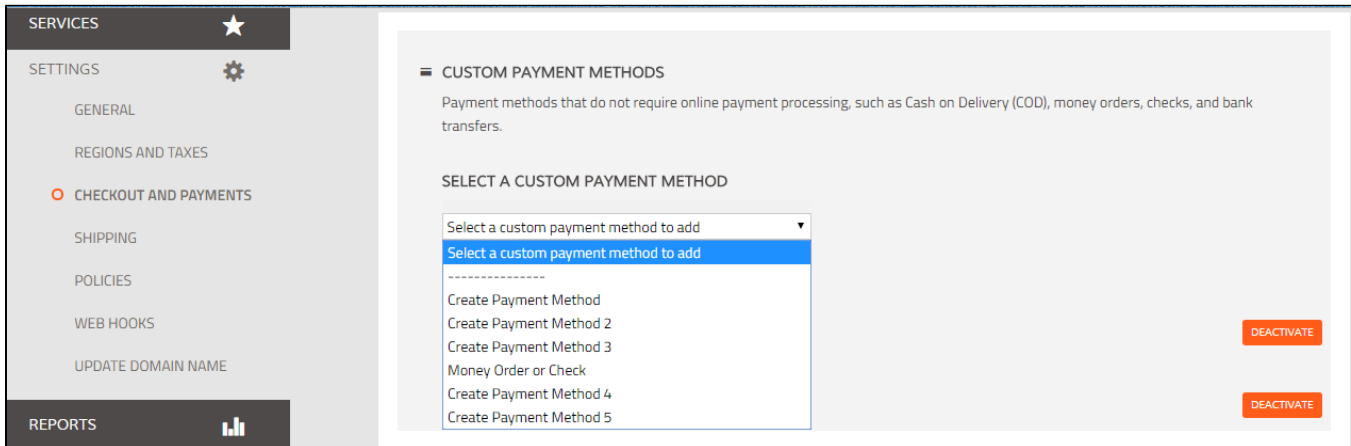
SELECT A CUSTOM PAYMENT METHOD
Select a custom payment method to add

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

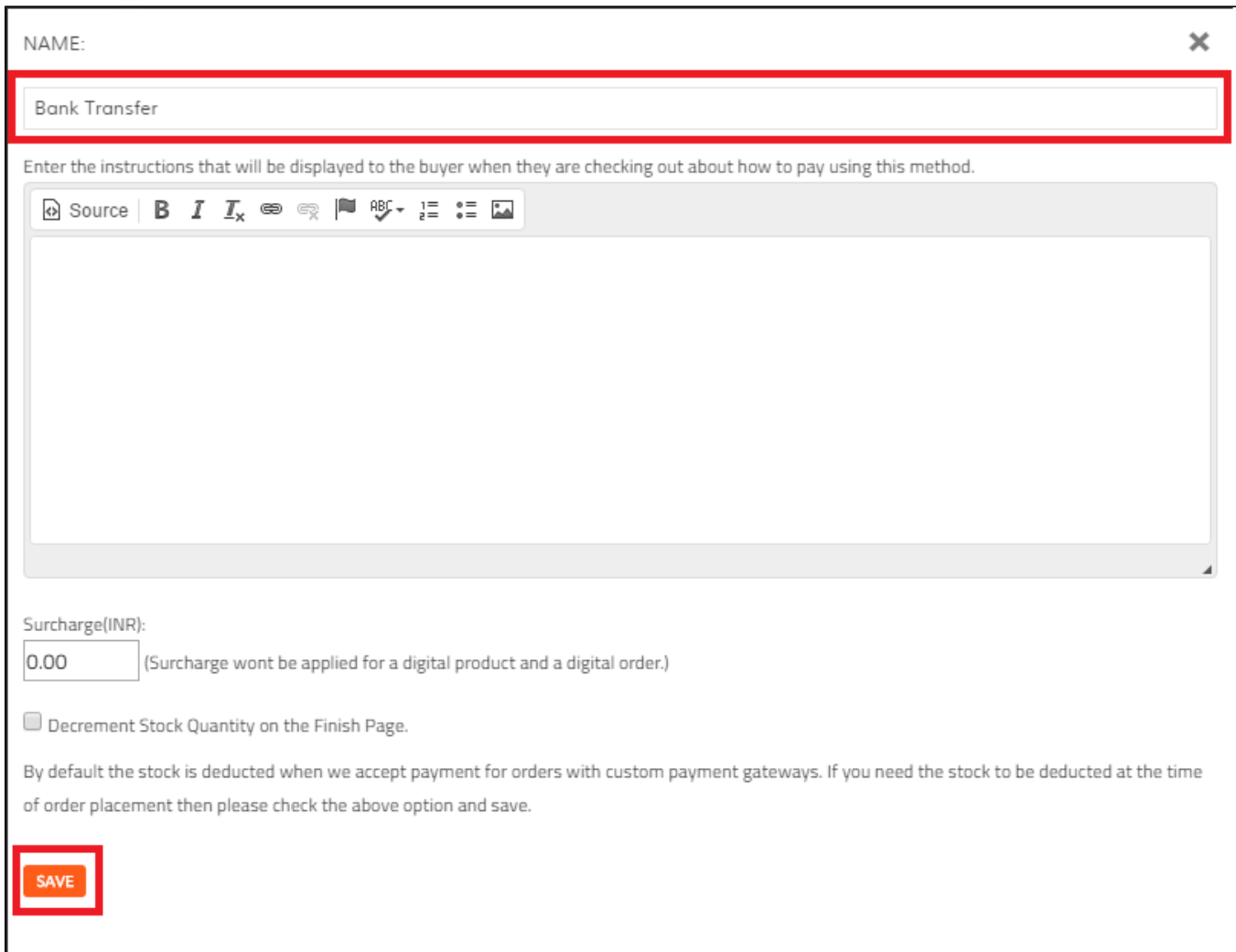
Currently using: **Bank Transfer**
[Edit](#) [DEACTIVATE](#)

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 a main content area. The sidebar menu includes: DASHBOARD, WEBSITE, PRODUCTS, COLLECTIONS, **ORDERS** (highlighted with a red box), CUSTOMERS, MARKETING, THEMES, SERVICES, SETTINGS, and REPORTS. The main content area is titled 'ORDERS' and features two buttons: 'EXPORT ABANDONED CARTS' and 'EXPORT ORDERS', along with a search bar. Below these 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

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

SPECIAL INSTRUCTIONS
test

PAYMENT METHOD
CASH ON DELIVERY **ACCEPT PAYMENT**

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

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

RESEND ORDER CONFIRMATION EMAIL

PRODUCT	PRICE	QUANTITY	TOTAL
Almond Rocker (Almond Rocker) Brand: Brand Name Status: Pending	Rs.300.00	4	Rs.1,200.00
Orange Roobios Cinnamon (Orange Roobios Cinnamon) 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

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

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

RESEND ORDER CONFIRMATION EMAIL

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

6. The Order screen will now show that payment has been received and accepted.

PAYMENT METHOD
CASH ON DELIVERY

PAYMENT RECEIVED
YOU HAVE BEEN PAID FOR THIS ORDER.

SHIPPING METHOD
FREE

FULFILL ORDER
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 and a main content area. The sidebar has a 'SETTINGS' menu item with a gear icon, which is highlighted with a red box. Below it, 'CHECKOUT AND PAYMENTS' is also highlighted with a red box. 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' as currently used methods. Each method has an 'Edit' link and a 'DEACTIVATE' button. The 'DEACTIVATE' buttons are highlighted with red boxes.

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 \(India merchants\)](#)