



IT'S DIGITAL, IT'S EASY ↙



CodesWholesale for  Magento[®]

User Guide

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What is CodesWholesale plugin and how does it work?

The CodesWholesale.com plugin available for Magento allows you to import and sell thousands of digital games in a hassle-free way. We provide you with a tool that automates the two most time-consuming operations every ecommerce entrepreneur has to deal with - product sourcing and order management. Thanks to it, you can spend the excess of free time on marketing your store to new clients. Get ready to become the next big thing in the gaming industry!

Why should you start selling digital games?

Digital video games are overtaking their physical counterparts, leaving no doubt that they are future of the gaming industry. Distributing game keys is a convenient, eco-friendly, and highly profitable way of extending your product range or starting a new online business.

Here's how it works:

CodesWholesale plugin allows you to connect your online store to our B2B platform and sell thousands of digital games on autopilot. As long as you have funds on your CodesWholesale account balance, orders made by your clients will be fulfilled immediately upon purchase.

1. You import games and assets with just a few clicks.
2. Client buys the game in your store. His or her payment goes straight to your pocket.
3. Your store buys the game in our system for the funds you've deposited on your CodesWholesale account.
4. Your client receives a game key via email.
5. You can sit back and enjoy your profits!

Ready to start your conquest of the digital games industry? Read on to find out how to set up the CodesWholesale plugin.

1 Set up your store with Magento

To create an online store, you have to build a website first. As a starter, you'll need two things:

1. Domain name and web hosting

Domain name – It's the URL address of your store. Keep it simple and catchy, so that your clients won't have difficulty remembering it. Most hosting providers offer a domain name for an additional fee.

Web hosting – This is where your website will be stored and served up to anyone who wants to access it.

There are many options when it comes to choosing a web hosting.

Depending on your needs and budget, you can pick one of the four main solutions:

- shared hosting,
- dedicated hosting
- Virtual Private Server (VPS)
- cloud hosting.

Shared Hosting

It's the cheapest and most popular option. You rent space on a server and share resources (CPU time, memory, data and disk space) with other websites.

Pros

- simple set-up and usage
- IT knowledge not required
- convenient
- affordable

Cons

- limited resources
- intended only for smaller websites (up to 5000 visits per day)
- no control over performance

Virtual Hosting

This option is not popular among inexperienced users. While using VPS (Virtual Private Server), you are responsible for its performance.

Pros

- powerful
- more server resources available

Cons

- more expensive than shared hosting
- requires experience

Cloud Hosting

With this new and advanced hosting solution, you upload your website to a virtual server. No hardware included.

Pros

- good performance
- you pay only for what you use
- no risk of hardware failure

Cons

- requires advanced tech knowledge
- monthly payment may differ from month to month
- potentially insecure

Dedicated Hosting

You buy your own server. There's no need to share resources with anyone. This option is ideal for tech-savvy users and large companies.

Pros

- flexible
- best performance
- reliable (if maintained properly)

Cons

- costly
- you are responsible for performance and security
- technical expertise is necessary

2. How to install Magento 2.0

Magento 2.0 is one of the most popular e-commerce platforms for online store development. Written in PHP, it offers a comprehensive shopping cart system with a wide array of plugins and themes enhancing customer experience.

Follow [this tutorial](#) to install Magento on any web hosting.

2 Create an account on CodesWholesale.com

Having an account on CodesWholesale is necessary to generate API credentials that will allow you to connect your store to the platform and sell games on autopilot.

To sign up for a free account on CodesWholesale, [click here](#) and follow the instructions in the form. You will be asked to enter: email address, password, company name or your name, and the URL of your store.

After you fill in the form and press the **Start using CodesWholesale.com** button, click on a verification link sent to your email.

It may happen that the new user data require additional verification. This precautionary measure ensures the safety of our vast community of distributors and retailers. Verification will take no longer than 24h, and you'll be notified via email when your account is activated.



Create Free Account

No strings attached!

Let's get started

or

 Sign In With Google

Already have an account? [Sign in now](#)

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3 How to install the CodesWholesale plugin for Magento

In this instruction, we will guide you through the installation process from the plugin set-up, adding products to your website to offering them to your clients. Just follow the steps below and sell hundreds of games with no hassle!

1. Plugin requirements

The plugin requirements for Magento 2.0 are as follows:

- a) PHP Version 7.0 or greater
- b) PHP functions to be enabled:
 - `exec()`
 - `allow_url_fopen()`

Side note

We also recommend you to update Magento to 2.0 or the latest version. This way, you will enjoy all the latest features coming with it.

2. Install CodesWholesale plugin for Magento

1. Log into your Magento account.
2. Go to the **System » Web Setup Wizard » Extension Manager**.
3. Generate credentials to install a plugin.

System Upgrade

Magento[®] Marketplace

To upgrade purchases, enter your access keys

Need to find your keys?

1. Go to your [Magento Marketplace account page](#).
2. On the "Access keys" page, copy your public and private keys.
3. Enter keys below:

* **Public Key**

This is a required field.

* **Private Key**

Submit

4. Click **Review and Install** button.

Extension Manager

Magento Marketplace Account [Disconnect](#)

0 Updates Available	50 Extensions Ready to Install	Last Refresh at 09:30AM on 18 Jun 2018
Review Updates	Review and Install	Refresh

You haven't purchased any extensions yet. Visit [Marketplace](#) for purchasing extensions.

5. Select the CodesWholesale plugin and install it.

Extension Manager

< Back

Ready to Install

Install 50 extensions 20 per page 1 of 3

<input type="checkbox"/>	Extension Name	Type	Vendor	Latest version	Action
<input type="checkbox"/>	amzn/amazon-pay-and-login-magento-2-module	Metapackage	Amzn	Version 2.0.4	Install
<input type="checkbox"/>	klarna/module-core	Module	Klarna	Version 4.2.3	Install
<input type="checkbox"/>	klarna/module-kp	Module	Klarna	Version 5.2.1	Install
<input type="checkbox"/>	klarna/module-ordermanagement	Module	Klarna	Version 4.1.3	Install
<input type="checkbox"/>	magento/module-advanced-search	Module	Magento	Version 100.3.0-alpha	Install
<input type="checkbox"/>	magento/module-amqp	Module	Magento	Version 100.3.0-alpha	Install
<input type="checkbox"/>	magento/module-asynchronous-operations	Module	Magento	Version 100.3.0-alpha	Install
<input type="checkbox"/>	magento/module-bundle-graph-ql	Module	Magento	Version 100.3.0-alpha	Install

6. Click on the **Start Readiness check** button.

HOME

EXTENSION MANAGER

MODULE MANAGER

SYSTEM UPGRADE

SYSTEM CONFIG

Readiness Check Create Backup Component Install

Step 1: Readiness Check

Let's check your environment for the correct PHP version, PHP extensions, file permissions and compatibility.

Start Readiness Check

7. After the check has been successful, click on the **Next** button.

Readiness Check Create Backup Component Update

Try Again Back **Next**

Step 1: Readiness Check

✓ **Completed!** You can now move on to the next step.

✓ **Check Updater Application Availability**
Updater application is available.

8. Create the backup of your store (recommended) or de-select the backup options and click on the **Next** button.

1 Readiness Check 2 Create Backup 3 Component Update 4 Home

Back Next

Step 2: Create Backup

⚠ We'll put your store in maintenance mode to protect your shoppers during the upgrade. You cannot cancel this upgrade process.

Backup Options

- Code
- Media
- Database

Let's check your disk space availability for taking selected backups, and then create the backups.

Create Backup

Back Next

9. Once the backup is completed it will look like this:

1 Readiness Check 2 Create Backup 3 Component Update 4 Home

Try Again Back Next

Step 2: Create Backup

✓ **Completed!** You can now move on to the next step.

Try Again Back Next

10. Click on the **Install** button to continue.

1 Readiness Check 2 Create Backup 3 Component Install

Back

Step 3: Component Install

We're ready to install magento/module-dhl to 100.0.2.

Install

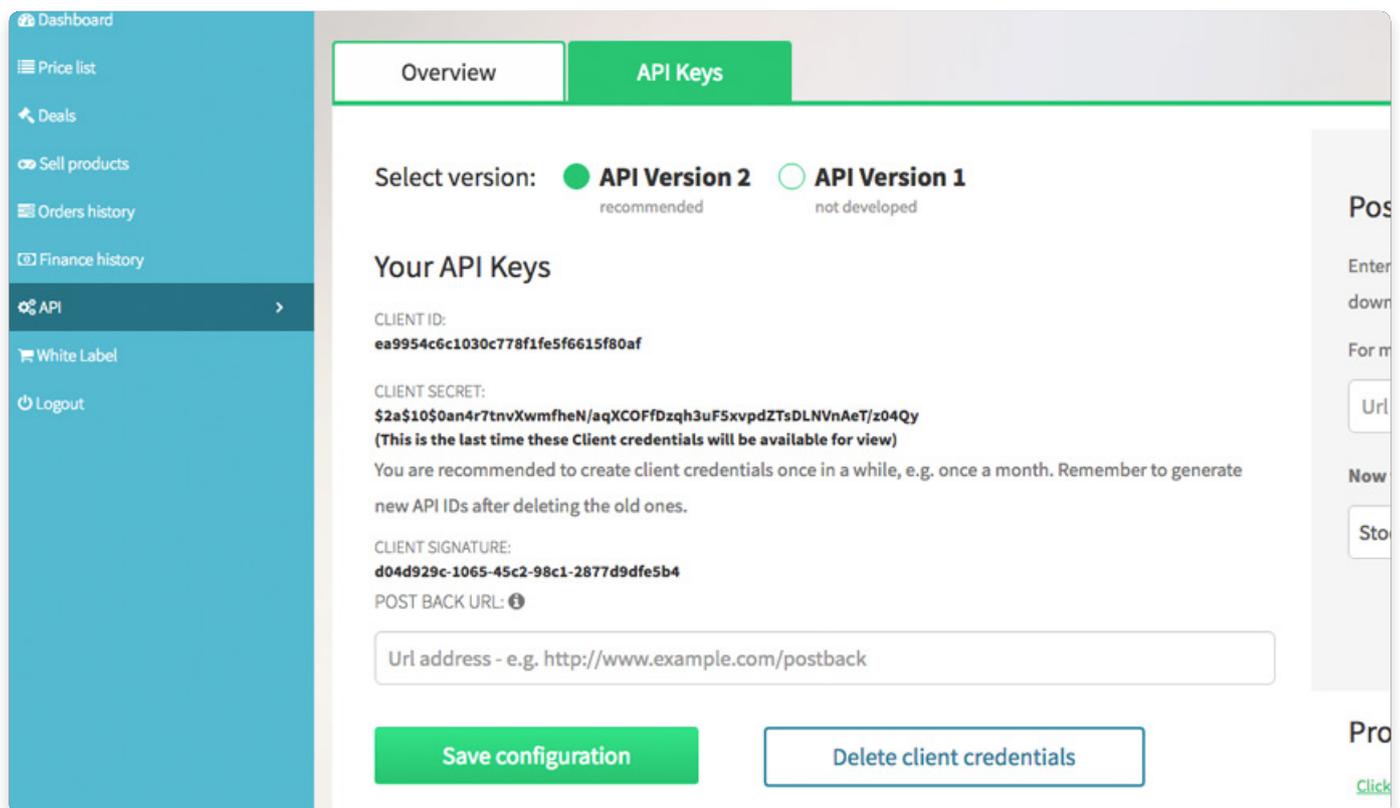
Back

3. Connect your store to CodesWholesale

Link your store to the CodesWholesale platform in order to source products automatically. To establish the connection, do the following:

Generate API credentials

1. Log in to CodesWholesale.com.
2. Go to the **API tab** in the left-hand sidebar.
3. Visit the **API keys** tab.
4. Select **API version 2**.*
5. Click the button and generate **API credentials**:
 - Client ID
 - Client secret**
 - Client signature**



* We recommend this version because the older one is no longer developed.

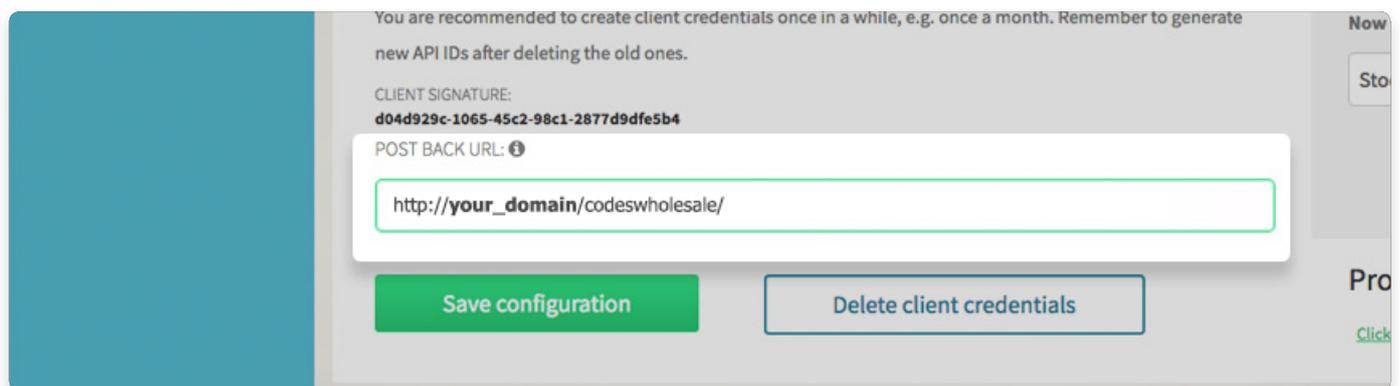
**You are recommended to write them down and keep for the future reference. As soon as you leave the page, the client secret will get hidden automatically due to security reasons.

Connect your server to the platform via post-back URL

Owing to the postback feature, you will keep up with the latest activity on the platform. You will receive an automatic notification when:

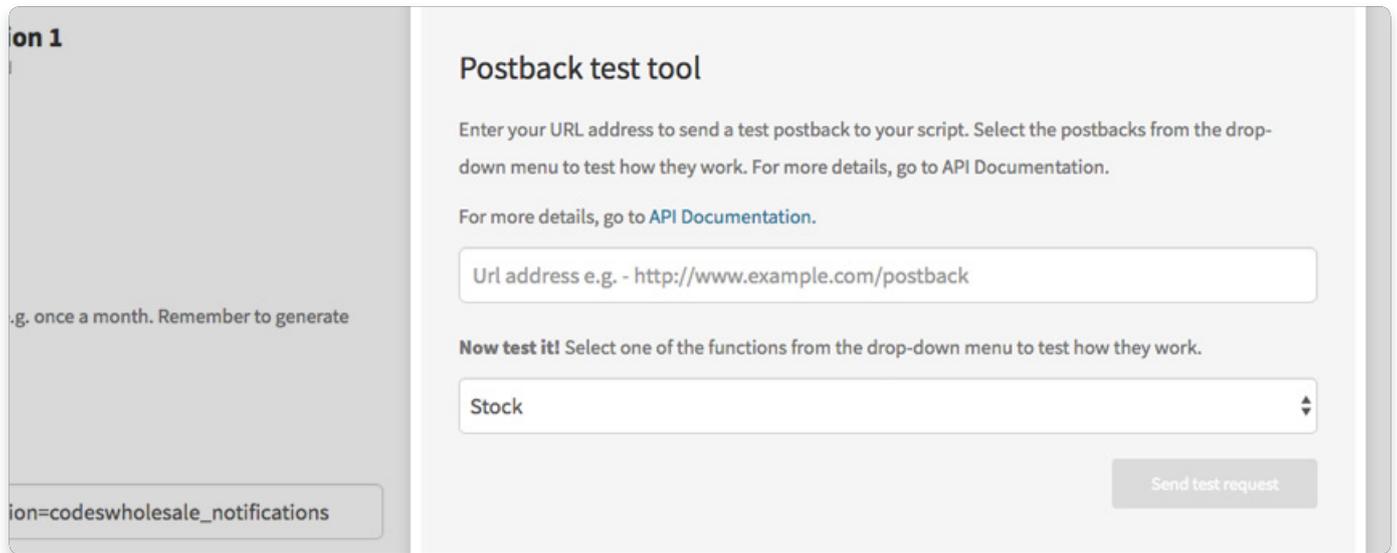
- a new product appears on the platform
- a product gets hidden from CodesWholesale
- details of a product change, e.g. platform, language.

1. Sign in to Codeswholesale.com
2. Visit the **API tab**.
3. Go to the **API keys** tab.
4. Paste the postback URL with your client's domain put in **bold**:
`http://your_domain/codeswholesale/`



Send a test request

If you are unsure whether your postback URL works correctly, use the **Postback Test Tool**.



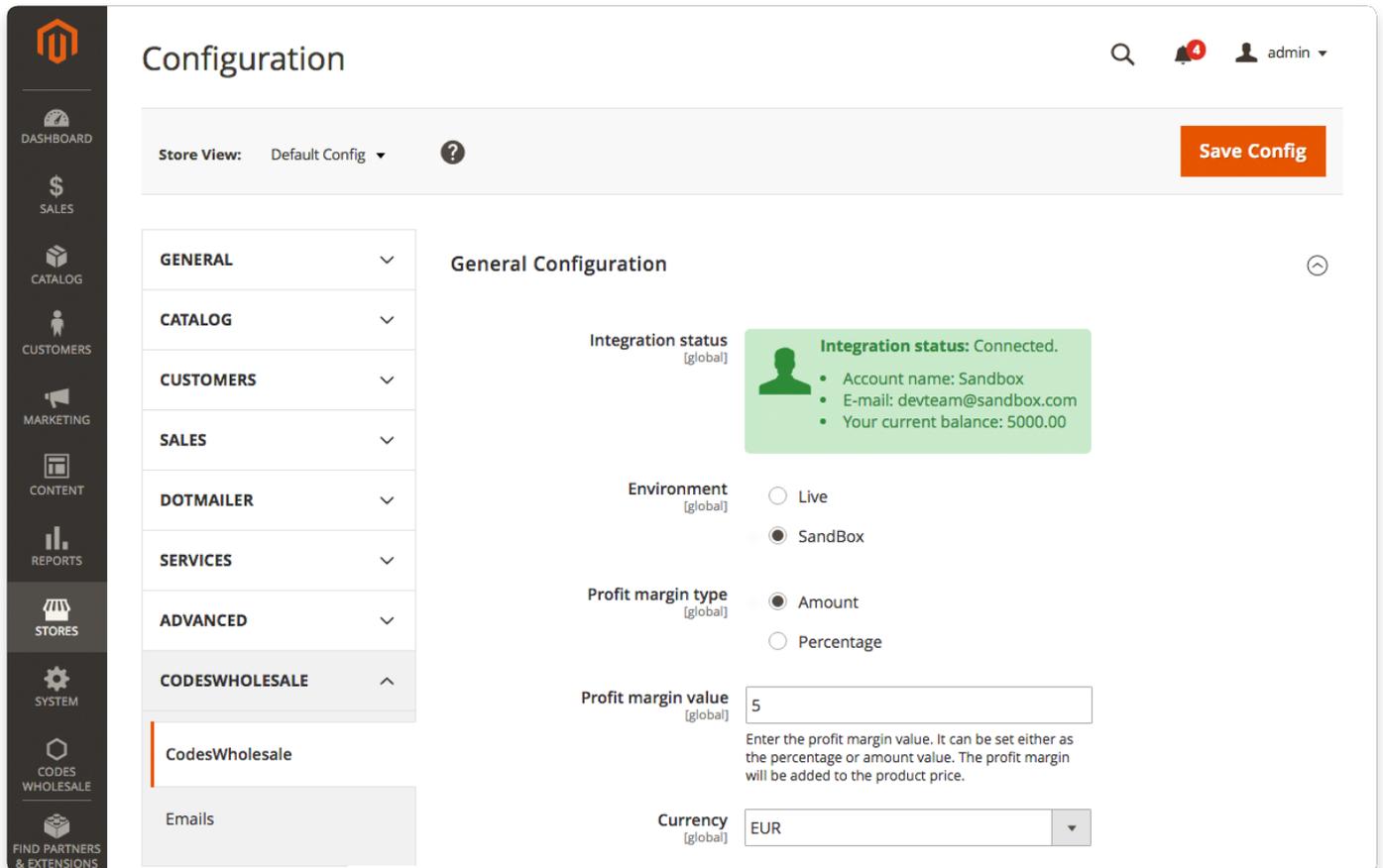
The screenshot shows a web interface for a 'Postback test tool'. On the left, there is a sidebar with a 'Step 1' header and a text input field containing 'ion=codeswholesale_notifications'. The main content area is titled 'Postback test tool' and contains the following text: 'Enter your URL address to send a test postback to your script. Select the postbacks from the drop-down menu to test how they work. For more details, go to API Documentation.' Below this is another line of text: 'For more details, go to API Documentation.' There is a text input field with the placeholder 'Url address e.g. - http://www.example.com/postback'. Below that is a dropdown menu with the text 'Now test it! Select one of the functions from the drop-down menu to test how they work.' and the selected option 'Stock'. At the bottom right of the main area is a button labeled 'Send test request'.

Here are the possible outcomes of test requests:

- **200 OK:** The postback is correct - everything works perfectly!
At this point, you can Save configuration.
- **301 moved permanently:** Our platform connected to your server but the submitted URL should be updated. Please contact our support team.
- **Server not found:** CodesWholesale failed to connect to your server. Get help from our support team!

4 Plugin configuration

After the plugin has been installed, it's time to configure its settings. To get started, go to **Stores » Configuration » CodesWholesale » CodesWholesale » General configuration:**



The screenshot shows the 'Configuration' page for the CodesWholesale plugin. The left sidebar contains navigation options: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, CODES WHOLESALE, and FIND PARTNERS & EXTENSIONS. The main content area is titled 'Configuration' and includes a search icon, a notification bell with a red '4', and a user profile 'admin'. Below this is a 'Store View' dropdown set to 'Default Config' and a 'Save Config' button. The 'GENERAL CONFIGURATION' section is active, showing the following settings:

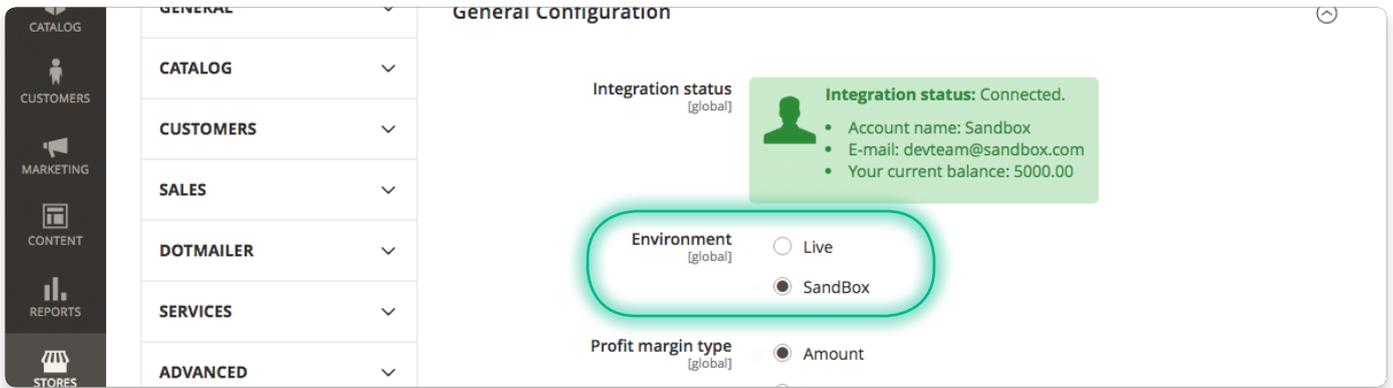
- Integration status [global]:** Connected. A green box displays details: Account name: Sandbox, E-mail: devteam@sandbox.com, and Your current balance: 5000.00.
- Environment [global]:** Radio buttons for 'Live' and 'SandBox' (selected).
- Profit margin type [global]:** Radio buttons for 'Amount' (selected) and 'Percentage'.
- Profit margin value [global]:** A text input field containing the value '5'. Below it is a note: 'Enter the profit margin value. It can be set either as the percentage or amount value. The profit margin will be added to the product price.'
- Currency [global]:** A dropdown menu set to 'EUR'.

Environment type

In the beginning, decide whether the options you set will be limited to:

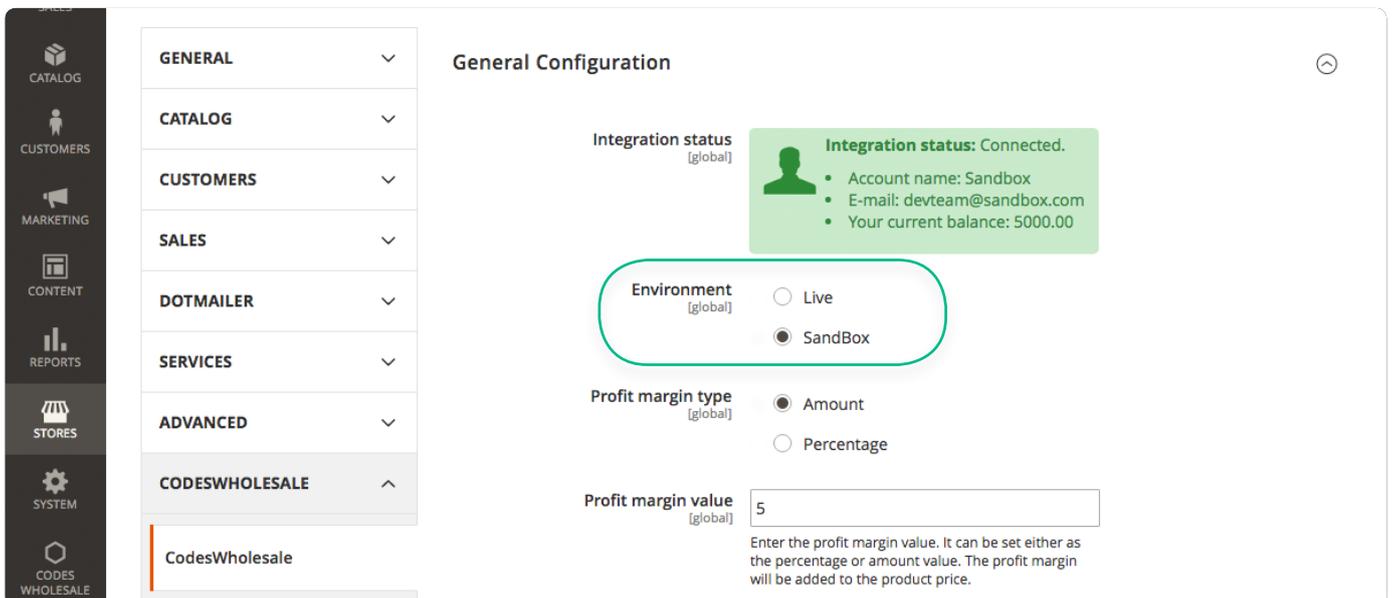
Sandbox

Thanks to the sandbox environment, which is the exact copy of the production environment, you can test any feature before implementing it live. It can also serve as a hands-on training environment where you log into without putting your live data at risk. We strongly advise you to test all settings in the sandbox environment first.



Live

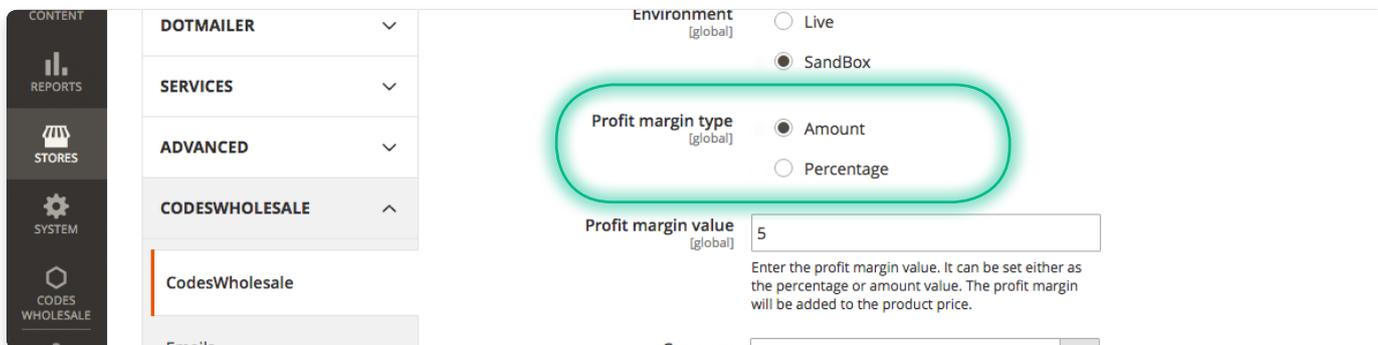
Any change implemented in the live environment will be immediately visible to your customers. If you opt for pushing all changes live, you will be asked to provide production account details, such as **client ID, client secret and client signature**. You can generate them after you [sign in](#) to Codeswholesale.com. Next, put the credentials into the relevant fields as shown below:



Note that if you switch from live to sandbox environment, your credentials will disappear. After switching to live again, it'll be necessary to enter your **client ID, client secret and client signature** once more. If you haven't written your credentials down, you can always generate new ones.

Profit margin type

You can set up the profit margin as **amount** or **percentage** and further add it to the CodesWholesale product price.



Environment [global] Live SandBox

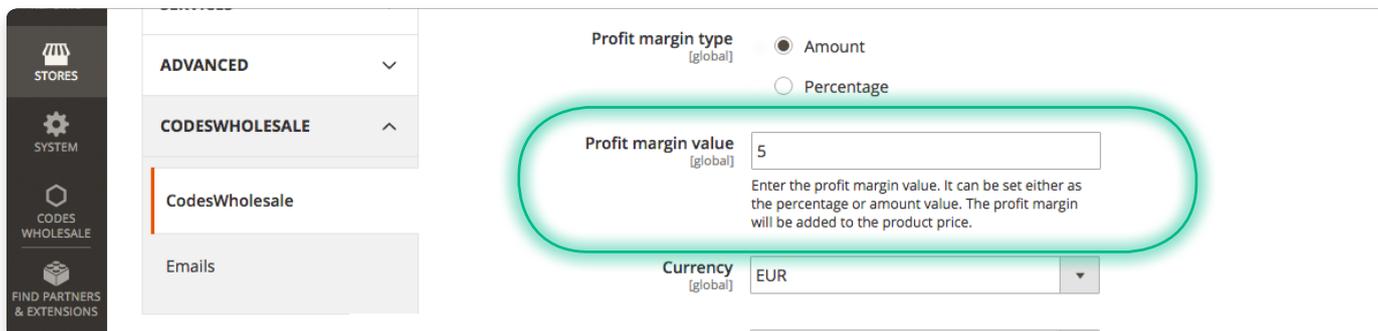
Profit margin type [global] Amount Percentage

Profit margin value [global] 5

Enter the profit margin value. It can be set either as the percentage or amount value. The profit margin will be added to the product price.

Profit margin value

The value set will apply globally to all products in your store.



Profit margin type [global] Amount Percentage

Profit margin value [global] 5

Enter the profit margin value. It can be set either as the percentage or amount value. The profit margin will be added to the product price.

Currency [global] EUR

E.g. You've set your profit margin to 5.
Far Cry 5 is available on the platform at three different prices:
when buying **1-9 pcs** it costs €40.90
10-99 pcs - €40.20
100+ pcs - €39.90
(As of June 1st, 2018)

The **100+ price applies to all API users** regardless of the number of keys bought. Also, there are no additional fees.

So depending on your profit margin type, the game in your store will cost

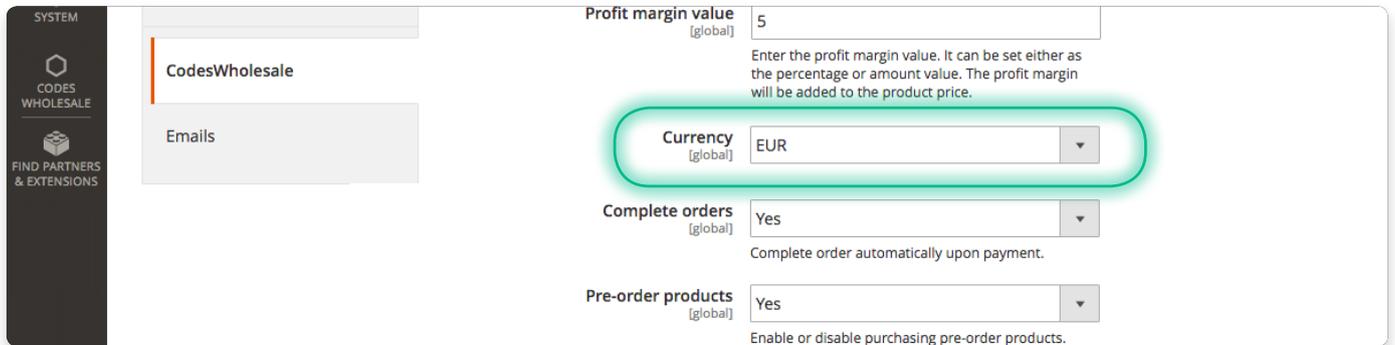
€39.90 + **5%** = €41.90

or

€39.90 + **€5** = €44.90

Currency

Select one of 32 currencies available. Product prices displayed in your store will be converted from EUR to the currency you have chosen according to the Bloomberg's exchange rate.



SYSTEM

CODES WHOLESALE

FIND PARTNERS & EXTENSIONS

CodesWholesale

Emails

Profit margin value [global] 5
Enter the profit margin value. It can be set either as the percentage or amount value. The profit margin will be added to the product price.

Currency [global] EUR

Complete orders [global] Yes
Complete order automatically upon payment.

Pre-order products [global] Yes
Enable or disable purchasing pre-order products.

E.g. If you want to sell *Far Cry 5* in the United Kingdom, then its price (€39.90 as per June 1st, 2018) will be converted to GBP according to the Bloomberg's exchange rate (as per June 1st, 2018 its **1 EUR = 0.8804 GBP**). The final price will also include your profit margin.

39.90 EUR -> 35.13 GBP

Depending on the profit margin, the game will cost:

35.13 GBP + 10% = **38.64 GBP**

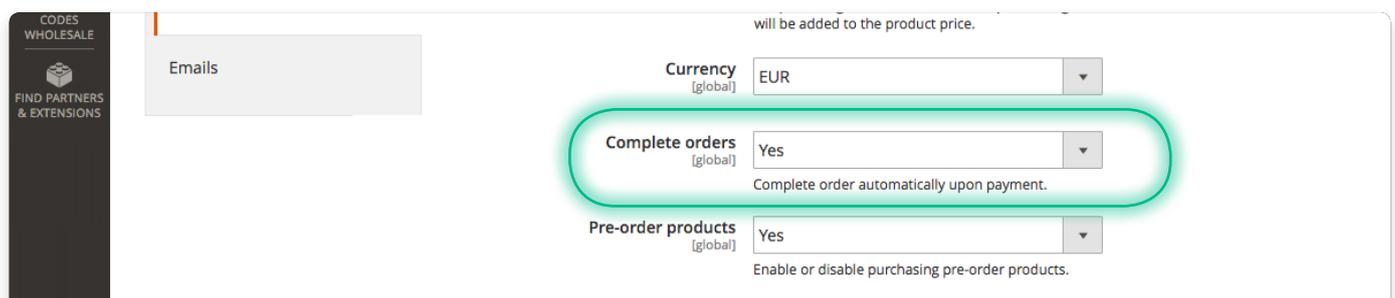
OR

35.13 GBP + 5 GBP = **40.13 GBP**

Auto-complete orders

Once you have enabled this option, our system will automatically send game keys to your client provided that:

- there are sufficient funds on your account balance
- your client has made an IPN-enabled payment (e.g. via PayPal).



CODES WHOLESALE

FIND PARTNERS & EXTENSIONS

Emails

will be added to the product price.

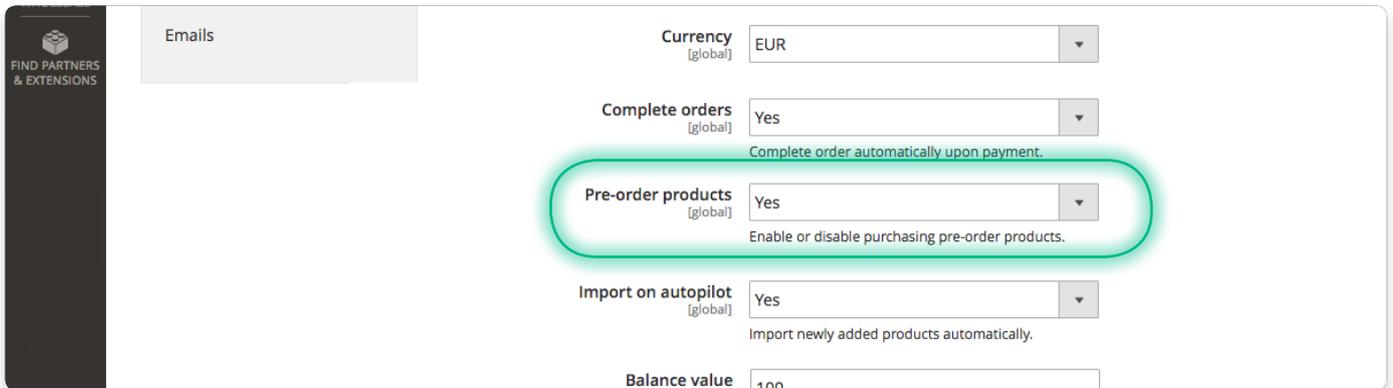
Currency [global] EUR

Complete orders [global] Yes
Complete order automatically upon payment.

Pre-order products [global] Yes
Enable or disable purchasing pre-order products.

Pre-order products

You can now activate or deactivate pre-order option.



Find Partners & Extensions

Emails

Currency [global] EUR

Complete orders [global] Yes
Complete order automatically upon payment.

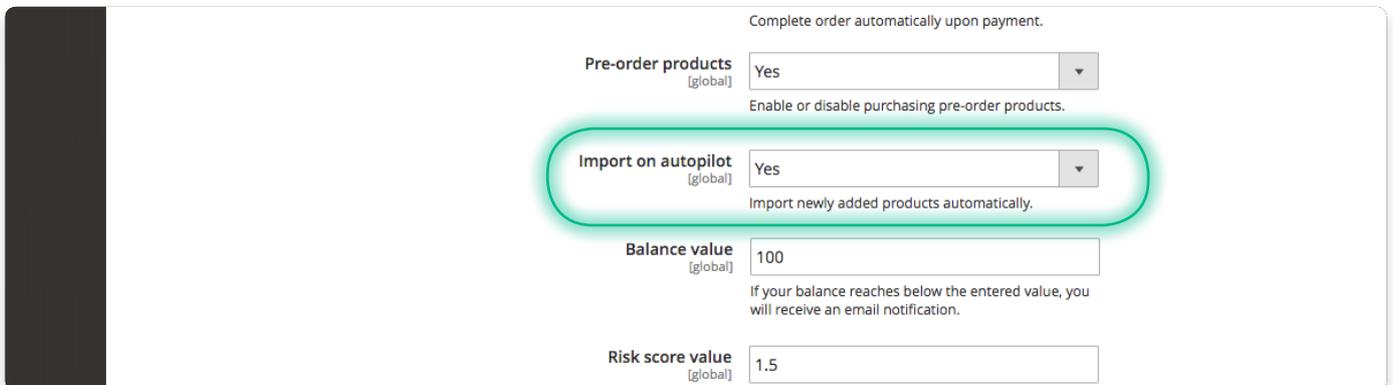
Pre-order products [global] Yes
Enable or disable purchasing pre-order products.

Import on autopilot [global] Yes
Import newly added products automatically.

Balance value 100

Automatic product import

All products that have been newly added to the platform will appear on your product page automatically. They will be added as a draft so you can review them before publishing.



Complete order automatically upon payment.

Pre-order products [global] Yes
Enable or disable purchasing pre-order products.

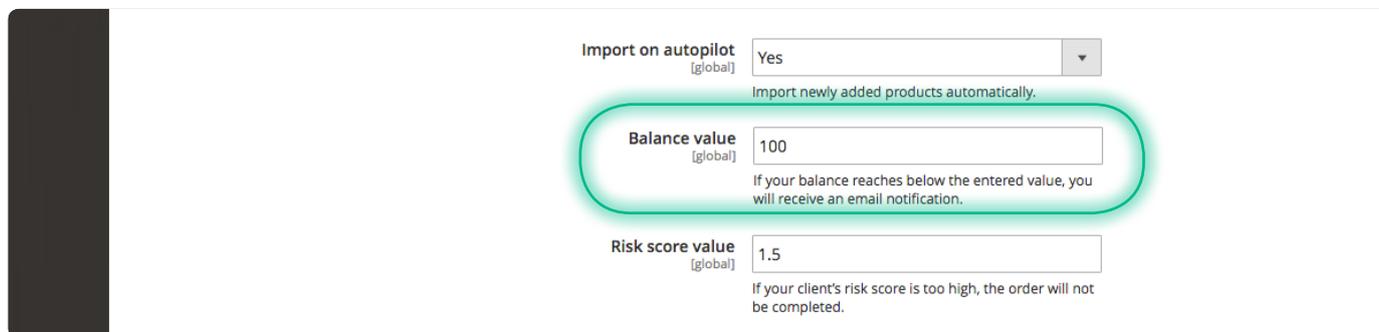
Import on autopilot [global] Yes
Import newly added products automatically.

Balance value [global] 100
If your balance reaches below the entered value, you will receive an email notification.

Risk score value [global] 1.5

Low-balance notification

Thanks to this functionality, we will keep you informed once the account balance goes below the value you provided.



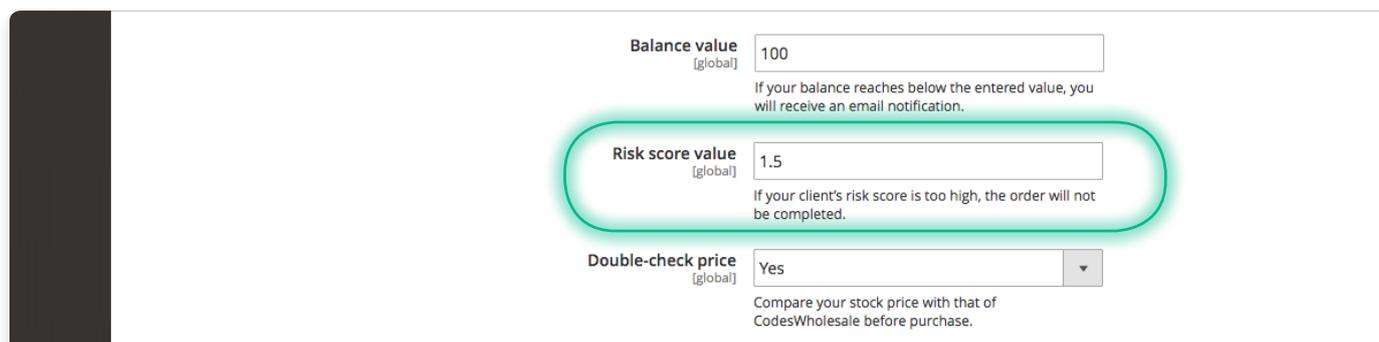
Import on autopilot [global]
Import newly added products automatically.

Balance value [global]
If your balance reaches below the entered value, you will receive an email notification.

Risk score value [global]
If your client's risk score is too high, the order will not be completed.

Risk score value

The algorithm developed by MaxMind and adapted by CodesWholesale IT team is cross-referencing the data your client provides directly and indirectly while placing an order. The risk of the transaction is estimated, and if the score is equal to or exceeds the value you provided, the order gets blocked. At this point, you have two options: you can either ignore the risk and fulfill the order or issue a refund to the client. The recommended risk score value is **1.5**.



Balance value [global]
If your balance reaches below the entered value, you will receive an email notification.

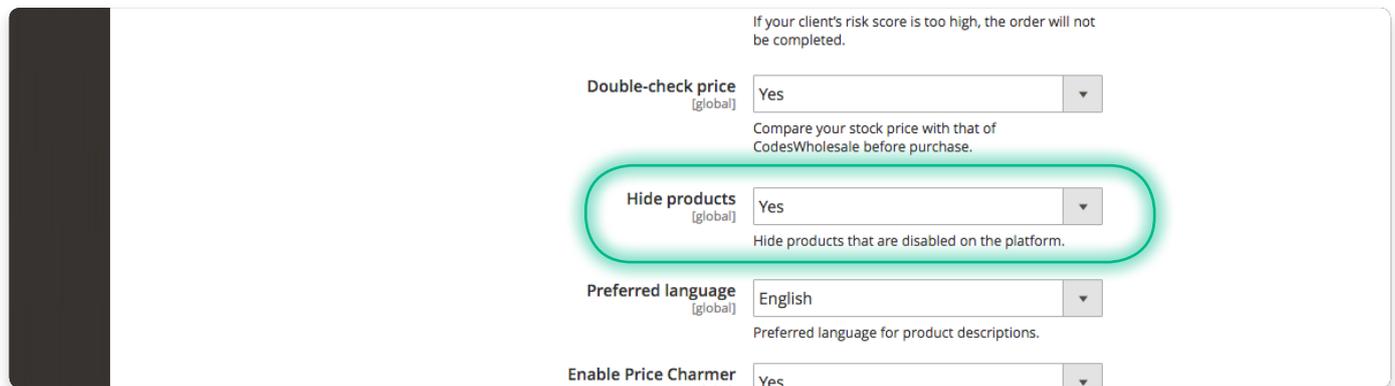
Risk score value [global]
If your client's risk score is too high, the order will not be completed.

Double-check price [global]
Compare your stock price with that of CodesWholesale before purchase.

To see all your clients orders, go to **Sales » Orders**. The ones suspended due to high risk score or too low a selling price will have status **Failed**. Double-click on a given order to view its details. Once the risk score exceeds 1.5, you will get the message in comments under **Sales » Orders » Notes for this Order** at the bottom of the page. To fulfill the order manually, you need to change its status to **Completed**.

Hide products

Games that have been removed by the CodesWholesale admin will not be visible until the admin brings them back. You can easily turn off their visibility in your store. Once the game has arrived on the platform and you have enabled automatic product import, then the game will appear on your product page by default.



If your client's risk score is too high, the order will not be completed.

Double-check price [global] Yes

Compare your stock price with that of CodesWholesale before purchase.

Hide products [global] Yes

Hide products that are disabled on the platform.

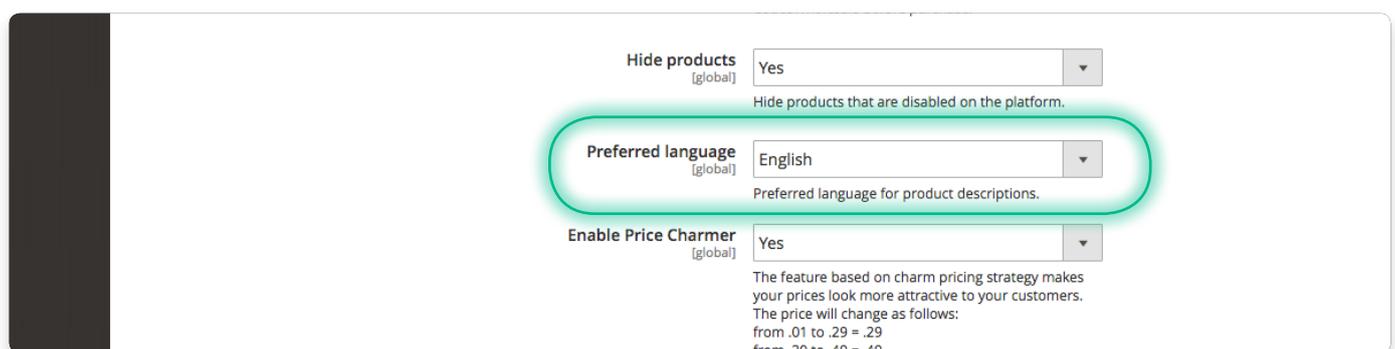
Preferred language [global] English

Preferred language for product descriptions.

Enable Price Charming Yes

Product description language

Select a language that will display for your product descriptions. Game descriptions in a chosen language will be imported automatically alongside products.



Hide products [global] Yes

Hide products that are disabled on the platform.

Preferred language [global] English

Preferred language for product descriptions.

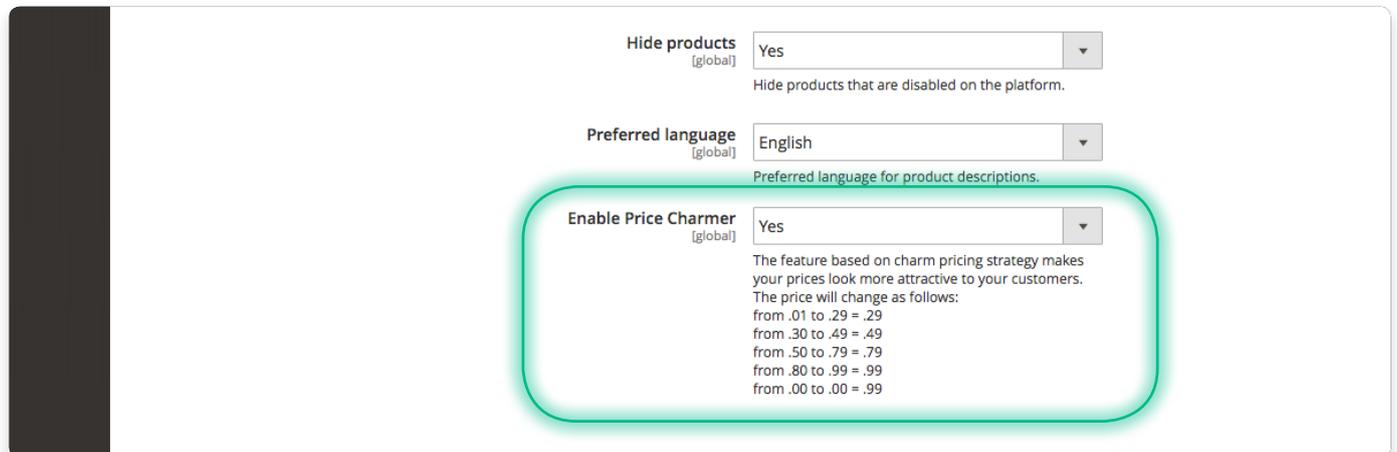
Enable Price Charming [global] Yes

The feature based on charm pricing strategy makes your prices look more attractive to your customers.
The price will change as follows:
from .01 to .29 = .29
from .30 to .49 = .49

Descriptions are not available for all languages yet. The games that don't have descriptions in the language you've chosen will be imported with English assets provided that they're available.

Charm pricing

Prices that end in 9 will resonate more with your clients and thus compel them to buy. When a customer's mind is not made up yet about buying your product, charm price can provide that extra psychological push to make a purchase.



The image shows a screenshot of the Magento configuration interface. It features three dropdown menus, each with a small '[global]' label below the text. The first menu is labeled 'Hide products' and is set to 'Yes', with a subtext 'Hide products that are disabled on the platform.' The second menu is labeled 'Preferred language' and is set to 'English', with a subtext 'Preferred language for product descriptions.' The third menu is labeled 'Enable Price Charmer' and is set to 'Yes'. This third menu is highlighted with a green rounded rectangular border. Below the 'Enable Price Charmer' dropdown, there is a block of text explaining the feature: 'The feature based on charm pricing strategy makes your prices look more attractive to your customers. The price will change as follows: from .01 to .29 = .29, from .30 to .49 = .49, from .50 to .79 = .79, from .80 to .99 = .99, from .00 to .00 = .99'.

Original Price Range	Charm Price
from .01 to .29	= .29
from .30 to .49	= .49
from .50 to .79	= .79
from .80 to .99	= .99
from .00 to .00	= .99

Once you have gone through all the fields, save all changes.

5 Add games and set their prices

You can either import games automatically or add them manually. Depending on the method you choose, **global profit margin** or **custom profit margin** will apply. It takes roughly 20-40 minutes to import all products from the platform into your store.

How to import products automatically

1. Go to the **CodesWholesale » Import** tab in the sidebar menu.
2. Select:
 - a) Import all products available
 - b) Apply filters first

Filters available:

You can import products:

- a) not older than 30 days*
- b) not older than 60 days*
- c) Import all products

*Keep in mind that only products that have been recently added to the platform will be automatically imported into your store.

More detailed filters include:

- a) platform(s):
 - None
 - ubi.com
 - iTunes
 - PSN

a) platform(s):

- Official website
- Uplay
- Battle.net
- Origin
- Xbox Live
- Steam

b) region(s):

- ASIA
- EU
- PL
- RU
- US
- WORLDWIDE

Some game keys have a **region lock** which means that they can't be activated in certain countries.

b) language(s) of gameplay/subtitles

- de
- en
- es
- fr
- Multilanguage
- pl
- ru

Next, click **Import products** to import the selected games.

Automatic import of game assets

Alongside the game the following information will be imported: developer name, website, DLC, release date, screenshots, cover, trailers, PEGI rating, edition and extension packs. It will make your store more informative and visually appealing.

The language of assets will correspond to **Product description language** you've chosen in at the configuration stage:

Stores » Configuration » CodesWholesale » CodesWholesale » General configuration » Product description language

How to price products in bulk

Product import offers one of the fastest ways to set up prices for products. Every product in your store will have the same price. The profit margin value you have provided in Magento general configuration will add on top of the original CodesWholesale product price.

Here's how to find the profit margin value field: **Stores » Configuration » CodesWholesale » CodesWholesale » Profit margin value**

How to add products manually

1. Go to the **Catalogue » Products** tab in the sidebar menu.
2. Select **Add product » Virtual product** in the top-right corner.
3. Provide details about:
 - a) Product name
 - b) SKU
 - c) Price
5. Link the item to the CodesWholesale product
6. Go to Price and stock settings and choose:
 - **Global profit margin** - The margin you've set in **Stores » Configuration » CodesWholesale » CodesWholesale » Profit margin value global** will apply.
 - **Custom profit margin** - Set a new profit margin value per single product.
 - **Custom price and stock** – It applies to customers who offer their own products with custom prices.

7. Provide information about:
 - a) Region
 - b) Language
 - c) Manufacturer (DRM platform)
8. Create a category for a product.

New Product

← Back **Add Attribute** **Save** ▼

Enable Product [website] Yes

Attribute Set ▼

Product Name * [store view]

SKU * [global]

Price * [global]
[Advanced Pricing](#)

Tax Class [website] ▼

Select product on CodesWholesale [global] ▼

CodesWholesale price (EUR) [global]

Price and stock settings [global] ▼

Region [global] ▼

Language [global] ▼

Manufacturer [global] ▼



Other features of the plugin

Email notifications

See how easy it is to edit the available email templates or create them from scratch.

1. Sign in to your Magento account.
2. Go to **Stores » Configuration** in the sidebar menu.
3. Scroll down to **CodesWholesale » Emails** in the menu.
4. Select an email template to edit it.
5. Press **Save configuration** button.

Order History

To track all your past orders on the platform, go to **CodesWholesale » Order History**. On top of the page, you can apply time filters to your search.

Note that here you can see only the history of your orders made with CodesWholesale. To see orders made by your clients, please go to **Sales » Orders**.

Each order has:

Order ID

It's a unique number that'll help you find and identify a particular order.

Order Statuses

Here are the possible statuses of an order:

Completed - Your order has been successfully completed which means that the game key has been sent.

To download - This status is shown after the key was bought, but for some reason (e.g. missing email address) it couldn't be sent to your client. You can see the key after clicking on "**Show codes**". After you resolve the issue with the missing email address, you can send the key manually to the client.

Pre-ordered - The pre-order has been made.

Rejected - The order has not been fulfilled due to an internal security issue, e.g. fraudulent transaction. Please contact the CodesWholesale support team.

Refund - The order could not be fulfilled therefore the refund has been issued.

Total Price (EUR)

The amount taken from your CodesWholesale account balance.

Created on

Here you can see the exact time when the order has been made.

Actions

Get invoice - You can download automatically generated invoice pdf for any transaction made.

Show codes - If you click on it, the game key assigned to the order will be displayed.

7 Security of your store

Stay up to date with your software

To ensure stability and security of your store, use **official** and **updated** Magento extensions only. Older versions are usually not supported and, therefore, may be prone to attacks.

PayPal settings

Here you have detailed tutorials on how to setup and configure [PayPal Express Checkout](#) for Magento. You can configure PayPal Express Checkout either in sandbox or production environment, directly in the Magento Admin panel.

Why are PayPal and Risk Score a perfect match?

PayPal is the most popular online payment method among consumers. It's quick and easy to use. Plus, it protects clients from online scams by offering chargebacks in two instances:

- **“Item not received”** - When a buyer pays for an item but the seller doesn't send the product requested.
- **“Unauthorised transaction”** - The account holder claims that identity theft has occurred and that he/she didn't authorise the payment.

The downside of chargebacks is that it is often misused. **Chargeback scams** are a common occurrence, and they can drive any e-commerce enterprise to the verge of bankruptcy.

Although PayPal introduced **Seller Protection** program, currently it only covers stores that sell physical goods that can be shipped. Digital delivery can't be proven that easily, so

it's the obvious target for scammers.

Disabling PayPal payment option can discourage your clients from making a purchase, but enabling it involves the risk of frauds.

That's why we highly recommend using our **Risk Score feature**.

If used properly, Risk Score can:

- **prevent scams** beforehand
- give you **control** over suspicious orders
- indirectly **increase the profitability** of your online business

See how to set your Risk Score value and manage suspicious orders in chapter **4. Plugin configuration » Risk Score value**

8

How to contact us

If you experience any problem with our services, first head over to our [FAQ](#) - it's the fastest way to find the answer to your question. If you can't find the solution there, then don't hesitate to contact us via email or Skype.

Depending on your issue, you can reach us via one of the following channels:

Support

- ✉ support@codeswholesale.com
- 💬 support.codeswholesale

Our support specialists are always ready to help you with issues related to **money transfers, account activation, and complaints about invalid keys.**

Dev team

- ✉ devteam@codeswholesale.com
- 💬 devteam.codeswholesale

Please contact our Dev Team to get help with **technical issues with the CodesWholesale plugin.**

B2B

- ✉ b2b@codeswholesale.com
- 💬 b2b.codeswholesale

Our B2B representatives normally get in touch with suppliers. As a reseller, you can contact them whenever you have a question related to **withdrawing money from your CodesWholesale account balance.**

Key Account Manager

- ✉ accounts@codeswholesale.com
- 💬 accounts.codeswholesale

Need a better deal? Our Accounts will be happy to answer your inquiries about **special prices for volume purchases (above 100 pcs).**

Support working hours:
9 am - 5 pm (CEST)