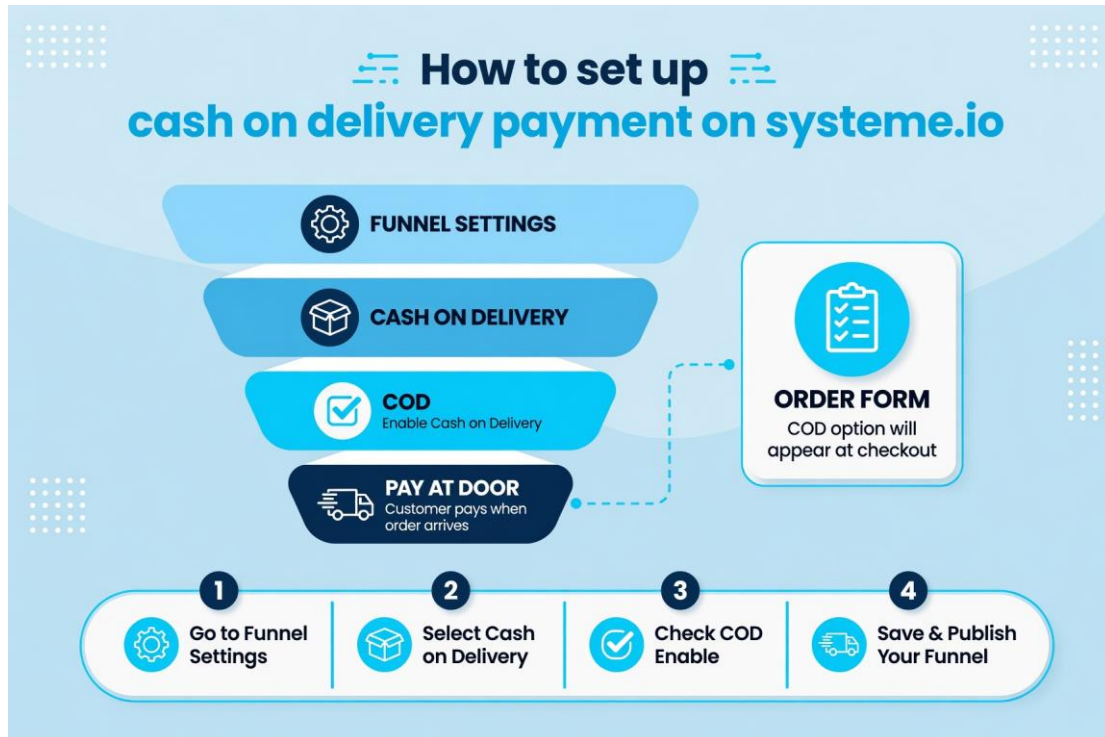


How to Set Up Cash on Delivery Payment on systeme.io



Introduction

Cash on delivery (COD) lets buyers pay in cash when the package arrives—common for physical goods in many markets. On systeme.io, you activate COD twice: once at the **account** level in Payment gateways, then per **sales funnel** in Funnel settings.

This guide follows [How to set up cash on delivery payment on systeme.io](https://systeme.io/help/how-to-set-up-cash-on-delivery-payment-on-systeme-io) and fits into the broader payments stack ([Stripe or PayPal on funnels](https://systeme.io/help/stripe-or-paypal-on-funnels)).

Important: Physical Products Only

Cash on delivery is only available for physical products. Digital downloads, courses, and membership access should use Stripe, PayPal, or other online gateways—not COD. Build your catalog and funnel around a shippable SKU ([How to create and sell a physical product with systeme.io](https://systeme.io/help/how-to-create-and-sell-a-physical-product-with-systeme-io)).

What You Need

- A systeme.io account with selling enabled ([plan](#))
- A **physical product** configured in your account
- A **sales funnel** with an order form / payment page ([How to create an order form/payment page](#))
- Shipping workflow outside or alongside systeme.io (carrier, fulfillment team)

Step 1: Connect Cash on Delivery (Account Level)

1. Click your **profile picture**
2. Select **Settings**
3. Open **Payment gateways**
4. Find **Cash on delivery**
5. Click **Connect**
6. Optional: add **customer instructions** (e.g. "Exact change appreciated," delivery areas, ID required)
7. Click **Save**

Note: It may take some time for the integration to complete before COD appears on checkout. Refresh later if the option is not immediate.

Step 2: Enable COD on Your Funnel

Global connection does not expose COD on every funnel automatically.

1. Go to **Sites** → **Sales funnels**
2. Open the funnel that sells your **physical** product
3. In the funnel editor, click **Funnel settings**
4. In the **Edit funnel** popup, check **Cash on delivery** (payment checkbox)
5. Click **Save** to confirm

You can leave Stripe/PayPal checked for buyers who prefer prepay; COD appears as an additional choice when configured.

Step 3: Align Product, Currency, and Order Form

- On the order form step, specify you are selling a **physical product** and link the correct offer
- Funnel **currency** must match product currency

- Collect shipping fields (address, phone) your carrier needs
- Test the full path: opt-in → order form → COD selection → confirmation

Orders placed with COD still create **contacts** in CRM so you can tag “COD pending” and trigger fulfillment emails ([automation rules](#)).

Operating COD at Scale

- **Cancel rate:** COD often has higher refusal rates—confirm by SMS/email before dispatch
- **Cash reconciliation:** Mark orders paid manually in your ops sheet when the driver collects
- **No card capture:** Unlike Stripe, no automatic capture—your team owns collection
- **Mix methods:** Offer card + COD to reduce abandoned carts in COD-friendly regions

Troubleshooting

COD checkbox missing in Funnel settings

Finish Step 1 (Connect + Save) and wait for gateway activation; confirm the funnel sells a physical product.

Only Stripe/PayPal show at checkout

Re-open Funnel settings, verify Cash on delivery is checked, Save again; clear browser cache on the payment page.

Digital funnel by mistake

Switch product type or duplicate funnel as a physical-product sell funnel.

[Contact support](#) if the gateway stays disconnected after 24 hours.

Frequently Asked Questions

Does COD work with subscriptions?

No—COD is for one-time physical orders; recurring billing needs Stripe.

Are COD sales tracked in systeme.io?

Yes when checkout completes through the native COD option—unlike external payment links that bypass platform tracking.

Bank transfer instead of COD?

Native bank transfer is not the same as COD; use documented gateways or manual workflows your market accepts.

Related Resources

- [How to set up cash on delivery payment on systeme.io](#)
- [How to create and sell a physical product with systeme.io](#)
- [How to create an order form/payment page](#)
- [How to integrate PayPal with systeme.io](#)

[systeme.io](#) — online prepay and cash-on-delivery on one checkout when your funnel allows it.

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