

# recharge

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## Adding one-time only products to the customer portal

Recharge has improved our product offering to allow one-time products that aren't in Recharge to be added to collections. This, coupled with our feature that allows you to assign a collection to the customer portal, empowers you to start up-selling/cross-selling one-time only products within the customer portal without any additional custom work.

### How do I gain access to this feature?

Please fill out this opt-in form

<https://docs.google.com/forms/d/e/1FAIpQLSe4KbSqVPfoxeWgAW8Tkimy6zbddeAt9Vb6OG6HDErOt5WA/viewform> and we will enable it within 2 business days.

### What are the steps for enabling this on my store?

Once we've given you early access, you'll be able to add one-time products to a collection by following these steps. *Please ensure you're following the steps for your type of customer portal (Prima/Novum theme, Theme Engine or Custom build).*

Add the products to the collection (all customer portals):

1. In the merchant portal, click Products and select Collections.
2. Click Add collection or select the collection you want to display to the customer portal.

3. Click Add products and select the products to be added. These products can be just in Shopify (one time only) or in Recharge as well (subscription). Collections can contain mixed products.
4. Select Add product(s) to confirm.
5. Click Save.

Display on the customer portal (all customer portals):

6. Click Storefront and select Customer Portal.
7. Select Recharge collections in the Products available for purchase drop-down and select the specific collection in the collections drop-down.
8. Click Save.

We have a video of the process here:

<https://monosnap.com/file/XIQ9CpEvEcN5ZI5M3WRogmm9lpvW75>

## **Display on the customer portal (Theme Engine):**

Generally, you'll need to call the collection ID from your theme engine code. Due to the custom nature of Theme Engine you'll need to work with your developer to ensure this pulls through correctly.

## **Display on the customer portal (Custom build):**

Please refer to the Collections API documentation for getting the correct collection and products in that collection via our API endpoints.

<https://developer.rechargepayments.com/2021-11/collections>

[https://developer.rechargepayments.com/2021-11/collection\\_products](https://developer.rechargepayments.com/2021-11/collection_products)

Due to the custom nature you'll need to work with your developer to ensure this shows on your customer portal.

## Troubleshooting tips:

- Can't see your product? Check that it's active and available on the online store in Shopify.
- Can't bulk update? You can't use our collections bulk updater on a one time product in a collection as these products are not in Recharge.
- Lag or loading issues? Check you don't have more than 10,000 products in Recharge
- Why can't I add auto-renew products to Recharge? The Recharge Checkout on Shopify uses auto-renew products. This version of the product shouldn't be added to Recharge and is therefore blocked.
- Once a one-time only product is added to a collection why isn't it clickable? Because they aren't subscription products and have no settings you'd need to update within Recharge.
- Are you unable to find upcoming one times when viewing the customer portal? Make sure you have the Delivery Schedule enabled in your customer portal settings.
- Trying to add a one-time to a prepaid subscription? This will automatically add the one-time to the next prepaid order *with a charge* (eg renewal), as opposed to the next prepaid *shipment order*. If this is a limitation for your use case we'd love to hear from you.
- Discount codes do not work on one-time products added via this beta. However this is a feature gap we plan to fill in the future.

If you have any questions about this feature, please contact [betaprogram@rechargeapps.com](mailto:betaprogram@rechargeapps.com).