

Go Live Checklist

By now, you should have completed [integration with Cleeng](#) through one of the many ways possible. So you're almost there to start selling.

Before you go live, please make sure that the following points are in place. Otherwise, if you have any problems, please contact our [Support Team](#) or your dedicated account manager.

CLEENG ACCOUNT AND API KEY

1. Do you have a Cleeng production account ?	
2. Do you have the API key generated ?	
3. Are you using production endpoints* with your production ID?	

*For each API, you have both a [sandbox and production environment](#) provided - see the example of [MediaStore SDK API](#). Sandbox endpoints are different from production ones, e.g. <https://mediastoreapi-sandbox.cleeng.com/customers> vs <https://mediastoreapi.cleeng.com/customers>. When going live, make sure you're using production endpoints.

PAYMENT SETTINGS

Make sure the payment settings are configured so that customers can pay for your content seamlessly:

4. Is Payment Gateway configured?	
5. Is each payment method configured (is payment method ID generated by the Cleeng Support Team)?	
6. (only for non-Merchant users) Are Dunning Action Settings * in place for recurring payments (subscriptions)?	
7. Is the recurring billing configured for subscription offers?	
8. Are Webhooks set up?	

9. Make sure you understand Cleeng merchant fees/pricing .	
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Please note that depending on the payment gateway and payment methods that you selected, and whether you use Cleeng's [Merchant](#), the configuration will differ and may require different settings by our support team.

Dunning Action Settings if Cleeng is the Merchant:

- Dunning actions settings are automatically configured when a payment method is added and cannot be modified via the admin panel or endpoint. This setup ensures consistent handling of payment retries, with Cleeng maintaining full control over the process.

Dunning Actions Settings If Cleeng is non-Merchant:

- You have the flexibility to adjust dunning actions settings using an endpoint. The default settings simplify initial setup, ensuring effective payment retrials, while you can modify these settings as needed later.

*If dunning action settings are set up in the production environment (with active subscribers) it is recommended to switch off end-user communications (emails) temporarily.

BRANDING REQUIREMENTS - MERCHANT

Cleeng’s Merchant Branding Requirements mandate that all payment-related communications and interfaces reflect the Merchant's brand explicitly, ensuring a consistent and trustworthy customer experience.

10. Make sure that all payment-related communications, interfaces, and branding elements (such as logos, colors, and company name) consistently and clearly reflect the Merchant's brand identity throughout the entire customer experience, from purchase to confirmation.	
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TERMS & CONDITIONS, CONSENTS SETUP

Cleeng Terms & Conditions are enabled by default. If you want to add your own [Terms & Conditions and Marketing opt-ins](#) follow the points below:

11. Did you tick the respective sections in the Default Profile? (Dashboard > Admin & Tools > Capture section)	
12. Did you add a URL for the Terms & Conditions?	
13. Make sure you turn the Capture button to ON Important: In cases where a third-party tool is used for consent management, enabling the 'Capture' button is not required, as data handling is managed externally.	
14. Remember to incorporate Cleeng's Terms & Conditions to external systems and ensure that they correctly handle user consent and access permissions in line with the platform's security and compliance needs. Important: When using external identity management systems with Cleeng, standard Terms and Conditions (T&Cs) are not automatically included in the user flow. This requires you to manage T&Cs separately within your external system to ensure compliance and proper user consent, as Cleeng will not enforce or display T&Cs by default in such setups.	

CUSTOM PROFILE

Refer to this section if you want to build customer profiles with [Cleeng Capture](#).

If yes:

15. Did you configure them in the Dashboard > Admin & Tools > Capture > Custom Profile?	
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IN-APP SETTINGS (OPTIONAL)

Refer to this section if you want to integrate with iOS, Android, Roku, or Amazon FireTV.

16. Did you configure the SKU / products (offers) in the App stores directly?	
17. If yes, did you map your App store product IDs to your Cleeng offers in the offer setup?	

18. Did you configure the server notifications in the App store as per instructions (e.g. Apple iOS & tvOS , Android , Roku)?	
19. Did you provide the information required for in-app settings to our Support Team (such as secret keys)? (e.g. Apple Key , a service account key for Android , a “Shared secret” for Amazon)	

OFFER SETUP

20. Are offers properly set up (incl. localizations)?	
21. Did you configure the correct Subscription Switch Algorithms for Subscription Upgrades and Downgrades, in the Offer Switch Settings tab of the ChurnIQ Dashboard?	
22. Did you define a seasonal schedule for seasonal subscriptions? Define at least 2 seasons in advance, as the next season’s start date is the renewal date.	

GEO-RESTRICTIONS

Refer to this section if you want to define geo-restrictions for your offers.

23. Did you configure geo-restrictions for your offers?	
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ADYEN-ONLY

24. Only if you use Adyen: make sure that your production website origin is added to allowed origins .	
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PAYOUTS - ACCOUNT CONFIGURATION ONLY FOR CLEENG MERCHANT CLIENTS

25. Did you provide bank account details for your payouts? (Dashboard > Admin & Tools > Earnings?)	
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Please be aware that the Cleeng Finance Team will reach out to you via email to confirm bank details before the first payout is made.

MEDIASTORE SDK INTEGRATION

26. Make sure that all the components you need are imported in the selected place in your application.	
27. Did you make customizations that you need to the components styling? Please note that it's up to you to customize MediaStore SDK components.	
28. Did you create offers in the production account?	

EXTRA SECURITY CHECK

29. Ensure you have a captcha or other bot prevention mechanism implemented on your front-end application.	
30. Ensure you pass on end-user IP address to Cleeng Merchant (for fraud filters to work properly) through this API .	

EMAIL CONFIGURATION

31. Are transactional emails set up?	
32. Did you upload your logo and pick your color for all system emails (Dashboard > Admin & Tools > Branding > Email Header)? Or configured a more advanced email setup through webhooks?	

COMMUNICATIONS

33. Ensure you inform your Cleeng account manager and other stakeholders about the go-live date and plan. The Cleeng account manager will also align the Hi5 Support team in case you took this service.	
34. Ensure you inform customers of your previous service.	

FINAL INTEGRATION TESTS

Did you run the following test cases on the integrated setup?

35. Register a customer in the platform and see if the checkout page is properly displayed. Make sure that you register a user via the web and any app stores available.	
36. Choose a subscription or any other offer type, buy it, and validate access to the content. Make sure that you buy through the different payment methods or App stores available.	
37. Check if the recurring billing works correctly.	
38. Buy offers with free trials and coupons.	
39. Check if the purchased offer is visible in the customer account in the dashboard.	

CLEENG PRODUCT IMPROVEMENTS

40. Subscribe to Cleeng's release notes emails to keep up to date with new features and important product changes that may require action on your end.	
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If you checked all the above, congrats! Now you are set to launch for production and start building lifelong relationships with your subscribers.