

# Payment Options



The available payment options may have an effect on sales and you may or may not choose to offer all.

## Cash and Cheque

When you choose to accept either cash or cheque you will need to set up where and who your customers will hand the cash or cheque to. As soon as you use the slider to enable these options on your website there will be a box that corresponds with the payment methods and required fields to fill out. Keep in mind that all cash and cheque goes directly to you and/or your organization/group. We cannot accept customer cheques.

## PayPal.me/Credit Card

In order to use the PayPal.me you or your group will need to have your own PayPal account. To set this payment method up you will need your PayPal account information. This is a great payment method if you need the funds right away. Similar to cash and cheque, we do not see these fund transactions and there may be a fee applied per transaction. For more information, check out our Paypal FAQ page.

## Interac E-Transfer

Interac e-transfer is a great way to get funds right away and give you a bit more control over funds if that is what you prefer. To set this method up you will need an email address that is connected to a bank account as well as a security question and answer for your customers. The funds will go to the account the email address is set up with. *Please note: For accounts that are setup with auto deposit, there is no way at this time to differentiate/setup differently. This has been brought to our attention and we are working on improving this.*

## Credit Card

This is our most popular option as well as most used by customers. We have even seen an increase in sales from groups that switch over to accepting credit card payments. There are no fees associated to this option and the funds go directly to GSF. Any money collected gets applied to your invoice and reduces the total owed for the cost of the plants. If you collect more credit card payments than the invoice total then we will send you a cheque or e-transfer (whichever you prefer) at the end of your fundraiser.

*Example: Your invoice amount is \$1532.89 but you collected \$2200 in credit card sales. We deduct the \$2200 from the \$1532.89 owed and send you your funds of \$667.11*







# PayPal FAQ

## **1 Do I have to use my own PayPal account?**

Yes, it is really easy to set up a free account! For smaller groups it may be an option to use one of the coordinator's PayPal accounts if they are comfortable with that.

## **2 What if I do not want to use PayPal to collect online payments?**

If you do not want to use PayPal then you don't have to! Just don't put anything in the "PayPal Box" on the Setup Page. The PayPal payment button is ONLY activated and set up when you enter your PayPal information. Other payment methods may be activated such as cash, cheque and e-transfer.

## **3 How will I know if my customer's payment went through?**

When one of your customers submits an order online you will automatically receive an email letting you know that an order has been placed. After they submit the order they will have the option to pay using PayPal. If they decide to pay using PayPal they will be brought to the PayPal website to process the order. After the order is processed you will receive an email notifying you of the PayPal payment received on the account and which Order# it is associated with (this email will be sent to the address associated with the Payee) When you login to your team website and go to the Customer Orders page you will see the paid orders marked off in green and the dollar amount paid. When customers do not proceed to payment, then the column marked paid will have a red box and the amount will be zero dollars.

## **4 Will my customer receive a receipt?**

Yes. When your customer pays online they will receive an email with the receipt to their preferred email address entered on the PayPal account. They will also have the opportunity to print the order confirmation from your team website after submission and both receipts will have the corresponding Order Numbers for cross referencing.

## **5 Why do I have to pay the service fees?**

Just as in any other business there are small fees associated with collecting credit card payments. By offering this service to your customer you have the potential to boost your sales and must pay the "per transaction" fees associated with PayPal. If you like, you may pass these fees on to your customers by including them in the retail price of the plants when you set the retail prices on your website.

## **6 Do I still need to include the orders that have already been paid by PayPal in my final order?**

Yes. It is just like collecting regular orders from your customers; you have just added another form of payment. We cannot see these transactions on our end and are unable to add them to your final order. Please remember to add your online orders to your paper-form orders before sending us your final numbers!

## **7 Can I use PayPal to issue payment to Growing Smiles Fundraising?**

No. Unfortunately, at this time we are not set up with a PayPal account and cannot receive PayPal or credit card payments for team orders. Please have a cheque ready for the driver on your delivery day.

