

# 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.

