

PayPal Benefits and Frequently Asked Questions

Who is PayPal?

PayPal, Inc. is an eBay company. They are a leader in global payments with rapidly growing volume - \$145 billion in 2013. PayPal also has a very strong U.S. presence with over 55 million active customers. Starting today, PayPal customers will be ready to transact in store transactions at your location with the new PayPal payment card!

How will you benefit from accepting PayPal?

You gain access to PayPal's 55 million+ active customer base in the U.S. PayPal customers trust and value the additional security, speed and simplicity that PayPal brings. With the PayPal payment card, consumers can enjoy the same benefits at the point-of-sale. Giving customers their choice of payment will provide the best customer payment experience and has the best potential to create loyal customers and higher sales for you as the merchant.

What do you need to do to start accepting PayPal in-store?

The PayPal payment card can be swiped at your existing point-of-sale terminal used to process Discover, Visa and MasterCard, and will process much like any credit transaction.

How will you ensure consumers know they can use PayPal Payment Cards at your location?

Merchants must display PayPal decals in store locations immediately and display the PayPal word mark or logo on receipts no later than 4/30/2015.

How will this be priced?

Contact your merchant processor for details on pricing.

How will this work at the point-of-sale? Does the merchant/consumer have to press credit, debit or PayPal?

When paying using a PayPal payment card at the point-of-sale, the consumer or cashier will press "Credit" and swipe the PayPal payment card. It is that simple.

What transactions can you accept? Can a consumer use their mobile phone to check out in-store?

The PayPal payment card will work in card-present (swipe) transactions only. Card not-present transactions and PayPal mobile access are not a part of this program.

Will a consumer ever know their full PayPal card number?

No, consumers will not know their full card number. Again, only transactions which are swiped through your POS device will work.

Is a signature required on all transactions?

No, PayPal does not require a signature for transactions under \$50 regardless of MCC.

Is cash over available?

No, cash over, cash advance and quasi cash transactions are not available at this time.

Will this be available to PayPal customers outside of the U.S.?

At this time, PayPal intends to issue cards to U.S. account holders only.

Are voice authorizations or manual transactions allowed?

No, since the full card number is not on the card, voice authorizations and manually created transaction slips are not allowed.

What if the magnetic stripe fails when the customer attempts to pay?

Consumers will have to use another payment option if the magnetic stripe fails on their PayPal payment card. Keyed transactions are not allowed as the full card number does not appear on the card.

How will chargebacks be processed?

All funding and notification of chargebacks will follow the same process that Discover uses today.

How will a return work?

Consumers who paid with their PayPal payment card will use it for their refund. The card must be present to be swiped.

What personal information is printed on the PayPal payment card?

The cardholder name, last four digits of the card number, 3 digit CID and expiration date are printed on the back of the card.

