



Agency Guide to PayPal® Collections

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1 Introduction

This document provides information to federal agencies on the use of PayPal as a collection method for their Pay.gov cash flow applications. It is intended for agency staff who use the Pay.gov application.

1.1 Related Documents

Related and supplemental agency guides and reference manuals are available on the Pay.gov Agency Documentation site at <https://qa.pay.gov/agencydocs/> or by request from Pay.gov Customer Support.

Some agencies may need to request the *Billing Agreements Web Service Technical Reference*.

1.2 Requirements and Assumptions

Readers of this document should first become familiar with the *Pay.gov Services Overview*. Depending on the requirements for their positions at their agency, readers should review the guides and technical references for the services and other payment methods used by their Pay.gov cash flow applications.

2 PayPal Overview

2.1 What is PayPal?

PayPal is an online payment method accepted by a wide variety of online merchants, and used extensively for transactions conducted on mobile devices such as smartphones.

From the perspective of an agency, PayPal transactions are conducted very much like ones using payment methods such as ACH or plastic card.

From a customer perspective PayPal provides a single channel for making payments without regard to how the payments are funded. Essentially this separates the details of funding from conducting the transaction.

Customers benefit from being able to employ a wide variety of funding options, including any plastic card accepted by PayPal, funding from a bank account, or by setting up a prefunded PayPal account.

In all cases the funding method is transparent to the agency and Pay.gov. A customer's account details are confined to PayPal. Only the amount transferred from PayPal on a customer's behalf is shared with Pay.gov and the agency.

Customers also benefit by restricting exposure of their financial details to a single account that can be used for transactions conducted with a U.S. agency or other entity. They can avoid risks entailed with having their financial information stored in multiple merchant accounts.

Besides expanding the payment options available to their customers, agencies benefit by being able to accept transactions funded by methods or sources not currently accepted by the agency or Pay.gov. These could include foreign credit cards and checking or savings accounts at foreign financial institutions.

All Pay.gov PayPal transactions are executed in U.S. Dollars.

2.2 PayPal Payment Options

Agencies can accept payments through PayPal in the following ways:

2.2.1 "Standard" PayPal Payments Option

Pay.gov's standard PayPal payment option is available to agencies using Pay.gov Hosted Collection Pages, the Forms Service, and ebills.

2.2.2 Billing Agreements "Express Checkout" Option

Agencies collecting transaction information on their own website can provide their customers the equivalent of an "express checkout." Customers would set up a billing agreement with PayPal, then they would be able to make PayPal payments quickly, without having to log into their PayPal account.

- If implemented, Billing Agreements is a separate collections service that can be used instead of another Pay.gov service. Or an agency could

implement application it in addition to another Pay.gov service, such as Hosted Collection Pages, for a cash flow application.

2.2.3 Split Shipments Option (Order-Auth-Capture)

A split shipment occurs when a customer places an order that includes multiple items, but the items in the order are shipped separately, often at different times.

Agencies offering merchandise (ecommerce merchants) can charge only for items in an order at the time they are shipped. That means, upon shipment the agency must submit a message Force for just the amount charged for the items shipped.

See sections 2.3.3 and 5 for more information.

Note: An Order-Auth-Capture transaction consists of:

1. The customer placing an order.
2. An Authorization (permitted by the customer when they place the order) allowing PayPal to determine if funds are available to the customer's account and, if available, placing a hold on the dollar amount required to pay for the entire order; ensuring the money will be available.
3. At least one subsequent Force, which allows PayPal to debit the amount specified in the Force against the amount held for the order. Essentially, the Force makes the payment.

2.3 Requirements and Restrictions

2.3.1 "Standard" PayPal Payments Option

- Available only with:
 - The Forms Service
 - eBilling
 - Pay.gov Hosted Collection Pages.
- Not available to agency applications used to order merchandise when shipping information must be provided from PayPal. For example, an application used to order a publication that is then mailed to the customer. This restriction is the result of the inability to capture and share the customer's shipping address between PayPal and Pay.gov.

2.3.2 Billing Agreements "Express Checkout" Option

- PayPal is the only payment method available for the Billing Agreements Web Service.
- Billing Agreements is a separate collections service available only to agency cash flow applications that collect all transaction information on the agency's website, and then use Pay.gov for the collection phase.

- Requires agencies to set up a PayPal subaccount through Pay.gov Agency Implementation.
- Requires agencies to request the PayPal payment type and the Billing Agreements Web Service when configuring of the cash flow application.
- Agency software development is required to interface with the web service.
- Customers must set up billing agreements for their accounts with PayPal.

2.3.3 Split Shipment Option (Order-Auth-Capture)

- Available with:
 - Pay.gov Hosted Collection Pages.
 - Billing Agreements
- Available to agencies offering merchandise.
- Requires agencies to request the feature in the configuration of the cash flow application.

2.4 Browser Requirements

2.4.1 Agencies

Agencies do not communicate directly with PayPal and so there are no additional browser requirements beyond those set for Pay.gov.

See section 2.5 and the *Pay.gov Architecture, Security, and Compliance* guide for information on the requirements for agency– Pay.gov communication.

2.4.2 Agency Customers

Agency customers are required to use browsers that support Secured Sockets Layer (SSL) 3.0 or higher. PayPal also recommends agency customers use current versions of Web browsers that support anti-phishing technologies.

Customers must have cookies turned on in order to use PayPal.

2.5 Security

2.5.1 PayPal

Communication with PayPal is handled by Pay.gov. Pay.gov's security standards and features apply.

When interacting with agency customers PayPal employs Secure Sockets Layer (SSL) protocol with 128-bit encryption. PayPal's use of anti-fraud technologies provides additional customer and transaction protection.

2.5.2 Pay.gov

See the *Pay.gov Architecture, Security, and Compliance* guide for information on the standards and methods employed to ensure secure communication between agencies, customers, and Pay.gov.

Agencies with Pay.gov Hosted Collection Pages applications or that offer PayPal billing agreements need to comply with the Transport Layer Security 1.2

(TLS) and Certificate-based Authentication requirements described in the guide.

Figure 2: Example Before You Begin page for the Forms Service

Pay.gov Log in | Register

Find Forms, Agencies... [MAKE A PAYMENT](#) [FIND AN AGENCY](#) [ONLINE HELP](#)

gift paypal test Agency 980 App Abstract

Before You Begin **1 Complete Agency Form** 2 Enter Payment Info 3 Review & Submit 4 Confirmation

Payment Information
 Payment Amount: \$10.00
 * I want to pay with my:

Bank account (ACH)
 PayPal account¹
 Debit or credit card

¹Please note that when paying by PayPal:
 ▶ The maximum dollar amount allowed for a PayPal transaction is \$10,000.00. If you need to pay more than this amount, you must choose a different payment method.
 ▶ You will be redirected to the PayPal web site to submit your payment information. If you do not complete the transaction within 30 minutes, the transaction will fail and you will need to start over.
 ▶ Cookies must be enabled in your browser in order to use PayPal with Pay.gov.

Need Help?
 Customer Service

Pay.gov

Contact: Pay.gov Customer Service
 Email: [Click to email](#)
 Phone: 800-624-1373 or 216-579-2112

4. The customer selects PayPal account and then clicks the Next button.
5. The customer's browser is redirected to PayPal.
 - a. Pay.gov sends data to PayPal specifying the transaction amount and the Pay.gov Tracking ID.
6. The customer logs in to their existing PayPal account or creates an account, then is redirected to a page where they can review their PayPal account information and, if the option is available to them, select their PayPal funding method (plastic card or ACH).
 - a. The customer clicks Continue and is redirected to the confirmation page on Pay.gov.
7. PayPal ensures the payment amount is available for the transaction.
 - a. PayPal sends transaction information back to Pay.gov, including its Pay.gov Tracking ID and a PayPal Transaction ID.
8. The customer authorizes and submits the payment for the transaction. (For Pay.gov Hosted Collection Pages, the customer may be redirected back to the agency's website to authorize the payment.)
 - a. Pay.gov sends information back to PayPal that triggers the completion of the transaction by PayPal.

Note: If a user cancels a transaction in PayPal they are returned to the Pay.gov forms search

9. PayPal moves the payment funds from the customer's account to the Treasury's PayPal account immediately.
10. PayPal generates and emails a notification to the customer informing them that payment has been made.

11. Pay.gov completes the transaction in its system. Both the transaction information captured in Pay.gov and the transaction information received from PayPal is recorded.
12. If the customer has supplied an email address, Pay.gov generates and sends them an email confirmation.
13. On the following day (second day), Pay.gov creates and forwards transaction information data files to the CIR that includes all PayPal transactions occurring on the previous (first) day.
14. By the end of the second day, funds held in the Treasury's PayPal account are transferred and made available to agencies. Any transactions that are being held for review or that have not been settled by their plastic card or ACH settlement agent will not be included.

3.1 Canceling a PayPal Transaction

Once a customer has clicked the Pay with PayPal link on Pay.gov's Online Payment page they have two opportunities to cancel their transaction.

1. They can click the cancel link on PayPal's account log in page.
2. They can click the cancel button on Pay.gov's Authorize Payment page.

In either case the customer will be returned to the list of forms on Pay.gov where they selected the form used for their transaction. No customer or financial data concerning the canceled transaction will be kept in PayPal or Pay.gov.

Customers should not use their Web browser's back button to interrupt or cancel a PayPal transaction once they are on PayPal's website. Clicking the back button will return the customer to a Pay.gov page displaying an error message stating that the Web page has expired. Refreshing the page will display a message that the request could not be completed.

To complete a transaction at this point, whether using a different payment method or selecting PayPal again, the customer must start over by selecting and opening up a new copy of the agency's Pay.gov form,

3.2 PayPal Transaction Limitations

3.2.1 Transaction Amount

Each PayPal transaction is limited to a maximum of \$10,000.00. Note that a customer could conduct multiple transactions of up to \$10,000.00 each as their account funding permits. There is no cumulative daily or periodic limit set by PayPal.

3.2.2 Transaction Timeouts

Pay.gov's timeout for completing a transaction is set to 30 minutes. The timeout includes the time a customer spends on PayPal's site while they enter their payment information.

If a customer returns to Pay.gov from PayPal after Pay.gov has timed out, the customer's session will be terminated. The customer will see an error message and their transaction will not be committed. Transaction data will not be kept by PayPal or Pay.gov and the incomplete transaction will not appear on Pay.gov reports.

The customer will then have to start their transaction over again from the beginning.

3.2.3 Partial (Split) Payments

A PayPal payment cannot be used in conjunction with another payment method in partial (split) payments. For example, if a payment will be made by splitting the amount paid between two different accounts, it cannot be split between a credit card account and a PayPal account. Splitting the payment between two different credit card accounts would be allowed.

3.2.4 Recurring Payments

Currently, customers cannot set up recurring payments through their PayPal account.

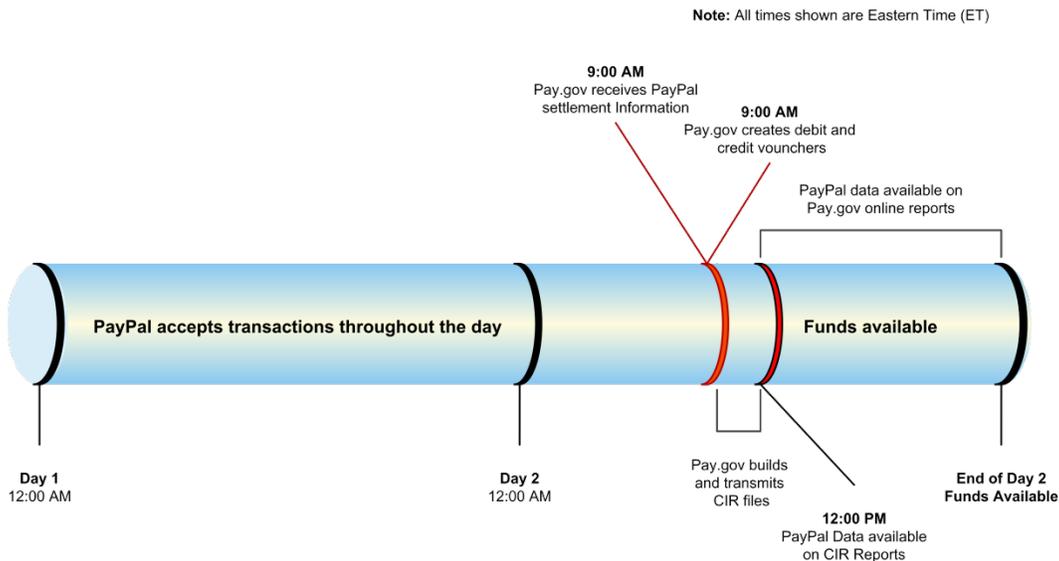
3.2.5 Deferred Payments

Currently, customers cannot use PayPal for deferred payments.

3.3 PayPal Processing Availability and Settlement

PayPal is available to agency customers twenty-four hours a day, 365 days a year.

Figure 3 PayPal processing and settlement timeline



1. The reporting period for PayPal transactions occurring during a day is from midnight AM to midnight PM.

2. As soon as a transaction is completed the customer's account is debited and the Treasury's PayPal account is credited.
3. At approximately 9:00 am on the following day PayPal transmits settlement data for the previous day's transactions to Pay.gov.
4. Pay.gov then creates the corresponding agency debit and credit vouchers.
5. After the debit and credit vouchers are completed, Pay.gov creates and transmits transaction files to the CIR and makes PayPal transaction data available to for agency viewing in Pay.gov online reports.
6. During the second day, PayPal transfers funds to the Treasury's PayPal account.
7. At approximately noon on the second day transaction data is available on CIR reports. Contact the CIR call center at cir.customersupport@clev.frb.org for details on availability.
8. Between noon and the end of the second day PayPal transaction data becomes available on Pay.gov online reports.
9. By the end of the second day transaction funds are moved from the Treasury's PayPal account and made available to agencies.

Note: The same processing and settlement schedule applies to Billing Agreement transactions and to Split Shipment (Order-Auth-Capture) transactions.

3.3.1 Settlement Exceptions

Occasionally, a transaction may be held by PayPal, for example for a fraud check. Agencies can see the reason for the delay by retrieving the PayPal Transaction Detail through the PayPal Transaction Query, the Collection Search Query or the Forms Search Query online reports.

Generally a transaction will be settled or rejected within 24 hours

4 PayPal Billing Agreements Web Service

Important! Agencies implementing the PayPal Billing Agreements option for their customers must first work with Pay.gov Agency Implementation to set up a PayPal subaccount for their application.

Agencies collecting transaction information on their own websites can provide the PayPal Billing Agreements option to their customers. This option provides customers the ability to quickly authorize payments through PayPal, without needing to sign in to their account and enter the payment.

The option is implemented by submitting the customer's PayPal payment to Pay.gov via the Billing Agreements Web Service. The agency interfaces only with Pay.gov; Pay.gov handles the interface with PayPal.

1. The agency provides a link to PayPal where customers set up a billing agreement for their PayPal Account.
2. The agency has the equivalent of a PayPal "Express Checkout" link on their cash flow application's payment page. "Express Checkout" enables customers with billing agreements to submit payment authorizations to PayPal, via Pay.gov, with a single click. They are not redirected to PayPal to sign in to their account and authorize the payment. Instead the authorization and any subsequent Force is performed in the background by the agency, Pay.gov, and PayPal systems.
3. Following the authorization, the agency must submit a Force to Pay.gov to complete the transaction. Pay.gov then communicates the Force to PayPal.

See the *Billing Agreements Web Service Technical Reference* for details.

5 PayPal Support for Split Shipments

Pay.gov supports transactions involving split shipments of merchandise (Order-Auth-Capture) when payment for an order is made through PayPal.

eCommerce regulations state that agencies can only require payment for items at the time they are shipped.

The Order-Auth-Capture option is available for:

- Pay.gov Hosted Collection Pages
- the Billing Agreements Web Service

5.1 Order-Auth-Capture Configuration

The Order-Auth-Capture option must be requested as part of the Pay.gov configuration for your cash flow application. Contact your Pay.gov Agency Implementation liaison to request the option.

5.2 Example Order-Auth-Capture Flow

Following is a high-level example flow for a split shipment.

4. A customer places an order for merchandise and uses PayPal and the payment method. The order is for three items, each costing \$10.00.
5. The dollar amount of the entire order (\$30) is authorized through PayPal. PayPal and Pay.gov record and keep track of the authorized amount.
6. On day one, the agency ships the first item in the order and submits a force for \$10 against the authorized amount. Pay.gov and PayPal subtract the forced amount from the order's authorized amount, leaving \$20.
7. On day five, the agency ships the remaining two items and submits a force for \$20 against the order's authorized amount. Because the forced amount does not exceed the authorized amount the transaction is approved and processed. The order's remaining authorized amount is reduced to zero. No additional forces can be submitted.

For a detailed Order-Auth-Capture transaction flow, see the guide or technical reference for the Pay.gov service used: the *Guide to the Forms Service*, the *Hosted Collection Pages Technical Reference*, or the *Billing Agreements Web Service Technical Reference*.

6 Shipping Address Support

Agency applications involving the purchase of merchandise may have the shipping address returned in the web service response if:

- the transaction is conducted using the Hosted Collections Pages Web Service or the Billing Agreements Web Service
- use version 2.2 of the TCSONline WSDL for Hosted Collection Pages cash flow applications
-or-
the most current version of the BillingAgreementService WSDL for PayPal billing agreement cash flow applications

and

- the payment method was PayPal

Note: The shipping address is entered by the customer in PayPal.

7 PayPal Collections Implementation

Note: Agency customers need to set up or use their own accounts with PayPal in order to use this payment method with Pay.gov.

7.1 Process

Agencies can request the PayPal payment method be added to both their public and private forms hosted on Pay.gov. Begin by contacting your Treasury Bureau of the Fiscal Service liaison to amend your Agency Configuration Template (ACT) with the correct collection configuration.

New agencies should follow the implementation steps listed in the Pay.gov Services Overview, section 24.

Agencies do not need to set up accounts with PayPal. PayPal transactions for all agencies are reported to a single Treasury account in the Collections Information Repository (CIR). CIR reports show transactions by ALC.

7.2 PayPal Billing Agreements

Additional procedures must be followed to implement the PayPal Billing Agreements option.

8. Contact your Pay.gov Agency Implementation liaison to set up a PayPal subaccount for your cash flow application.
9. Work with your Pay.gov Agency Implementation liaison and with Pay.gov Technical Support to develop the Billing Agreements Web Service on your agency's system.

For details on developing and implementing this option, request the *Billing Agreements Web Service Technical Reference* on Pay.gov's Agency Documentation website at <https://qa.pay.gov/agencydocs/index.html>.

7.3 Split Shipment Options

Contact your Pay.gov Agency Implementation to add the Order-Auth-Capture option to your cash flow application's configuration for the PayPal payment type.

8 Searching for PayPal Transactions

Use Transaction Search on the MyAgency (Agency Collections) website to search for PayPal transactions.

You are able to view transaction details, transaction history, and may be able to perform Actions such as cancel or refund.

See the *Guide to the Transaction Search* for instructions.

9 PayPal Refunds

Note: Use Transaction Search to request PayPal refunds. See the *Guide to the Transaction Search* for instructions.

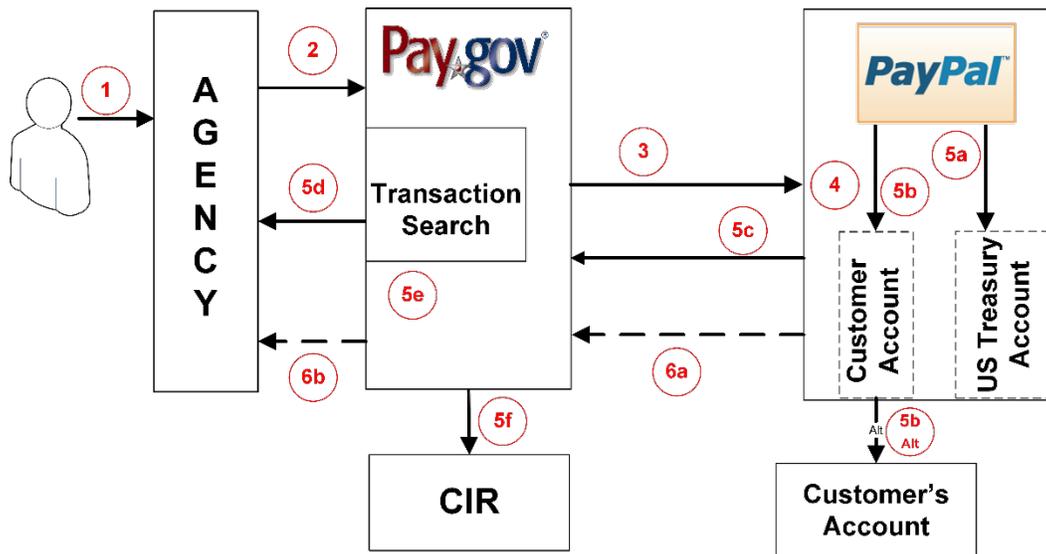
9.1 Conditions

Agencies need to be aware of the following conditions affecting PayPal refunds:

- refunds must be requested within 180 days of the transaction.
- refunds are only requests to PayPal. PayPal determines if the refund is eligible (time limit, amount) and for issuing the credit to the original payment method used.
- partial refunds may be requested.
- multiple partial refunds may be requested for the same PayPal transaction. However, the sum of all requested refunds may not exceed the total amount of the original transaction.

9.2 PayPal Refund Processing

Figure 4 PayPal refund flow



1. The customer contacts your agency to request a refund.
2. Agency personnel input and submit the request through Transaction Search.
3. Pay.gov forwards the request to PayPal.
4. PayPal processes the request
5. If the refund request is approved
 - a. PayPal debits the U.S. Treasury Account

- b. PayPal issues a credit to the account originally used for the transaction (the customer's PayPal account or their plastic card account).
 - c. PayPal notifies Pay.gov that the refund has been approved.
 - d. Pay.gov displays a confirmation.
 - e. An SF 5515 voucher is processed and issued for the refund.
 - f. The refund amount and information is sent to the CIR
6. If the refund is rejected
- a. PayPal notifies Pay.gov that the refund has been rejected.
 - b. Pay.gov displays a message stating that the refund has been rejected.

10 PayPal Disputes and Buyer Protection

All disputes are initiated through PayPal by the customer. A dispute is a case where a customer has an issue with the payment that is not just a request for a refund.

10.1 Time limits

A dispute must be resolved within 20 days, which is within the resolution time frames requirement for both plastic card and ACH

10.2 Dispute Processing

1. The customer contacts PayPal disputing a transaction.
2. PayPal records the dispute in their system.
3. PayPal puts a hold on the current day's receipts equal to the amount of the disputed transaction.
4. Pay.gov monitors the PayPal system and when a dispute is entered Pay.gov contacts the affected agency with the dispute information.
5. The agency determines whether to contest the dispute or to issue a refund.
6. If the agency authorizes a refund, Pay.gov processes the refund as described in section 8.
7. If the agency contests the dispute, Pay.gov acts a middleman to gather documentation regarding the transaction from the agency and forwards it to PayPal.
8. PayPal adjudicates the dispute.
9. If the dispute is resolved in favor of the customer, PayPal transfers the amount of the funds on hold to the customer's account.
 - a. Pay.gov issues a debit voucher (5515) for the amount of the disputed transaction.
10. If the dispute is resolved in favor of the agency, PayPal releases the funds on hold to the Treasury's PayPal account. No additional deposit ticket (credit voucher) is created for the transaction.

11 PayPal Buyer Protection

PayPal denies all Pal Buyer Protection claims filed against payments made to Government entities.

12 Pay.gov PayPal Reports

This section provides a short summary of the reports containing PayPal data.

12.1 Overview of Reports Containing PayPal Data

Note: For detailed information on accessing and interpreting reports containing PayPal data see the Agency Guide to the Reporting Service and Activity Files available on the Pay.gov documentation website at <https://qa.pay.gov/agencydocs/>.

PayPal data is included on the reports and activity file listed in Table 1. You can utilize these sources in your reconciliation process.

Access reports at <https://www.pay.gov/myagency/>.

Table 1: Reports including PayPal data

Report Name
Billing Search Query
Collections Search Download
Financial Summary Search Query
Forms Search Query
Digital Wallet Activity File
Transaction Search (see the <i>Agency Guide to Transaction Search</i>)

Your role determines the reports and details available to you.

12.2 PayPal Data

Depending on your role you may be able to view transaction details either by clicking on links in a report or via Transaction Search.

Depending on the report, PayPal data available may include:

- Pay.gov Tracking ID
- Agency Tracking ID
- Original PayPal Transaction ID
- Amount
- Date of the transaction
- Transaction Date
- Transaction Type
- Collection Status
- Classification Data
- Transaction History

Note: If an order is fulfilled in more than one shipment, each shipment will be shown as a separate Sale transaction having its own Pay.gov Tracking ID, but all shipments will share the same Agency Tracking ID.

Figure 5 Example Transaction Search results using the PayPal payment type

Pay.gov Tracking ID	Agency Tracking ID	Payment Type	Amount	Transaction Date	Payment Date	Agency	App Name	ALC + 2	Collection Status	Originating Service	Transaction Type	Actions
25Q37V67	11072016011928	PayPal	\$10.00	11/7/2016	11/8/2016	FTCDNC	944DNC	2900000101	Settled	TCSOnline	Sale	Actions
25Q393TF	11082016054856	PayPal	\$10.00	11/9/2016	11/10/2016	FTCDNC	944DNC	2900000101	Settled	TCSOnline	Sale	Actions
25Q2HIVK	20161101041710885	PayPal	\$18.00	11/1/2016	11/2/2016	FTCDNC	944MarkTCS	2900000102	Settled	TCSOnline	Sale	Actions
25Q2HIDH	20161101041826488	PayPal	\$18.00	11/1/2016		FTCDNC	944MarkTCS	2900000102	Submitted	TCSOnline	Authorization	Actions
25Q2HIVL	20161101041826488	PayPal	\$17.00	11/1/2016	11/2/2016	FTCDNC	944MarkTCS	2900000102	Settled	TCSOnline	Sale	Actions
25Q2HIVM	20161101041948607	PayPal	\$18.00	11/1/2016		FTCDNC	944MarkTCS	2900000102	Submitted	TCSOnline	Authorization	Actions
25Q2HIOI	20161101041948607	PayPal	\$17.00	11/1/2016	11/2/2016	FTCDNC	944MarkTCS	2900000102	Settled	TCSOnline	Sale	Actions
25Q37V52	20161103041713686	PayPal	\$18.00	11/3/2016	11/4/2016	FTCDNC	944MarkTCS	2900000102	Settled	TCSOnline	Sale	Actions
25Q37V53	20161103041830326	PayPal	\$18.00	11/3/2016		FTCDNC	944MarkTCS	2900000102	Submitted	TCSOnline	Authorization	Actions
25Q37U6L	20161103041830326	PayPal	\$17.00	11/3/2016	11/4/2016	FTCDNC	944MarkTCS	2900000102	Settled	TCSOnline	Sale	Actions

Figure 6 Example transaction detail

Paypal Details

Amount : \$10.00

Status : Settled
Settled Amount : \$10.00
Transaction Type : Sale
Transaction Date : November 7, 2016
Payment Date : November 8, 2016
Settlement Date : November 8, 2016

Transaction Details

Details

Pay.gov Tracking ID : 25Q37V67
Agency Tracking ID : 11072016011928
Agency Name : FTCDNC
Application Name : 944DNC
Username : Public

Paypal Information *PayPal*

Pending Reason Code :
Paypal Transaction ID : 93T39383T7985705U
Transaction Code : T0006
Transaction Code Description : Express Checkout APIs
Reason for Refund :

Custom Collection Fields

Field01 : First CCF
encrypted Field02 : Second CCF

The PayPal Transaction ID identifies the transaction in the PayPal system.

12.3 PayPal Collection Payment Status

Table 2 lists the statuses possible for a processed PayPal transaction. Some statuses may be rarely returned and not all statuses may be displayed on a specific Pay.gov report.

Table 2 PayPal transaction status codes

Status	Description
Waiting	Pay.gov is waiting for a response. Seen only in the transaction history detail. This status is momentary, only lasting for approximately one minute when the transaction is first submitted to PayPal.
Submitted	The PayPal transaction was completed successfully on Pay.gov and is awaiting settlement from PayPal.
Settled	Pay.gov has received a response from PayPal that the payment has been completed successfully.
Denied	The payment has been denied by the funding source or could not be processed.
Failed	The transaction has failed for some reason. It may need to be submitted again.
Disputed	PayPal reports that the transaction is in dispute.
Unknown	The response from PayPal is unknown.

13 PayPal Reconciliation

13.1 PayPal Voucher Numbers

Voucher (deposit ticket) numbers for PayPal transactions are assigned by Pay.gov. This differs from the voucher numbers assigned to other payment types, which are assigned by the respective settlement agent. Pay.gov assigns PayPal voucher numbers at the ALC+2 level. The voucher number assigned by Pay.gov is the same as the PayPal transaction voucher number on CIR reports.

13.1.1 Voucher Number Format

PayPal voucher numbers are six digits long and start with a number that identifies the transaction type.

- Sale (credit) voucher numbers begin with 1.
- Refund voucher numbers begin with 0.
- Dispute Initiated vouchers begin with 2.
- Dispute Resolved vouchers begin with 3.

Agencies may not request ranges or custom numbering for PayPal voucher numbers assigned to their transactions.

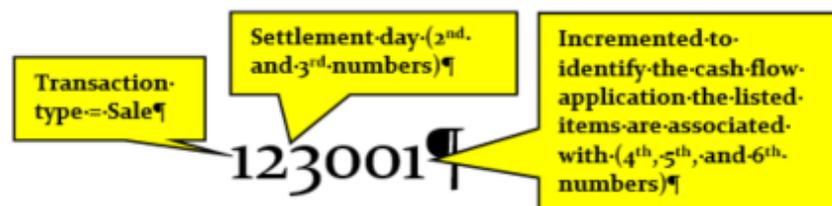
13.1.2 Sale Vouchers

The first number is always 1.

The second and third numbers are the day of settlement.

The last three numbers are incremented for a given application ID.

Examples:



If the settlement report has one cash flow application with three transactions, the numbers are:

123001, 123001, 123001

If the settlement report has two cash flow applications, the first with three transactions, and the second with five transactions, the numbers would be:

123001, 123001, 123001

123002, 123002, 123002, 123002, 123002

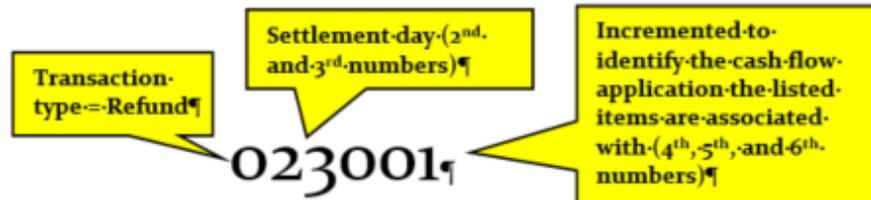
13.1.3 Refund Vouchers

The first number is always 0.

The second and third numbers are the day of settlement.

The last three numbers are incremented for a given application ID.

Examples:



If the settlement report has two cash flow applications, the first with two transactions, and the second with 3 transactions, the numbers would be:

023001, 023001

023002, 023002, 023002

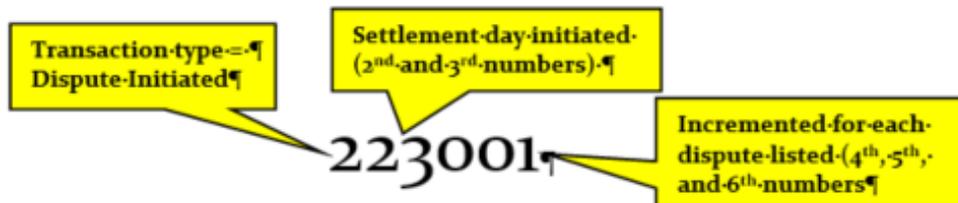
13.1.4 Dispute Initiated Vouchers

The first number is always 2.

The second and third numbers are the day of settlement.

The last three numbers are incremented for each dispute initiated listed on the voucher, without regard to the associated application.

Examples:



If there are three disputes listed they have the following numbers:

223001

223002

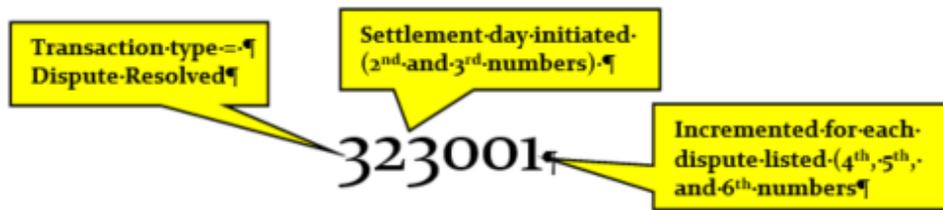
223003

13.1.5 Dispute Resolved Vouchers

The first number is always 3.

The second and third numbers are the day of settlement.

The last three numbers are incremented for each dispute resolved listed on the voucher, without regard to the associated application.

Examples:

If there are three disputes listed they have the following numbers:

323001
323002
323003

13.2 Manual Reconciliation using Online Reports

Open the Reports dashboard in the Agency Collections website

<https://pay.gov/myagency/>.

1. Select Collection Vouchers and select PayPal as the Payment Type, then generate the report.
2. Compare the following items from the Collection Voucher and your CIR reports:
 - The voucher (deposit ticket) number on the PayPal Transaction Search report should match the voucher number on the CIR report.
 - Total dollars on the PayPal Transaction Search report should match the amount field in on the CIR report.

13.3 Reconciling Pay.gov PayPal Collections with the CIR

The reconciliation process consists of comparing/balancing transaction entries on Pay.gov reports with the entries on CIR reports. All vouchers for PayPal transactions are entered in the CIR under ABA 121000248 and CAN number 010020.

Agencies should contact the CIR at CIR.customersupport@clev.frb.org to determine how to use CIR reports to compare and balance PayPal transactions entered through the Pay.gov website. Any automated reconciliation process should also be reviewed to ensure that Pay.gov entries are correctly entered into the application.

13.4 Out-of-Balance Situations

If you have questions regarding report balancing, or you encounter a situation where you believe you are out of balance, please contact Pay.gov Customer Support. Contact information for Customer Support is listed in section 15.

14 Impact on Other Pay.gov Services and Functions

14.1 Forms Processing

Forms processing is not affected by the addition of PayPal.

14.1.1 Form Status and Form Collections Status

A form with an associated PayPal collection will have two status categories: one detailing the processing of the form and the other indicating the state of the collection. Table 2 in section 11.3 lists the statuses possible for a processed PayPal transaction. Some statuses may be rarely returned and not all statuses may be displayed on a specific Pay.gov report.

14.2 Transaction Search

PayPal transaction information and refund requests are available in Transaction Search on the MyAgency website at <https://pay.gov/myagency/>.

14.3 Reports

PayPal transaction information, summary and details, is available from Pay.gov online reports, including the Digital Wallet Activity File.

15 Testing PayPal Collections

Agencies can use the PayPal test account listed below, or work with their Pay.gov Agency Implementation liaison to set up their own PayPal test account. Agencies can then enter test transactions.

1. In Pay.gov's QA test environment (<https://qa.pay.gov/paygov/>), enter a test transaction in your Pay.gov Form Service or Hosted Collection Page cash flow application.
2. Submit the transaction.
3. Select PayPal on the Pay.gov payment page.
4. After the browser is redirected to PayPal sign in to the agency test account set up by your Pay.gov liaison, or to a test account listed below.
5. Select or enter any required data and then click continue.
6. On the Pay.gov confirmation page submit the payment.
7. The transaction will be processed in the Pay.gov and PayPal test environments.
8. After noon on the next day, the test transaction(s) will be included on reports retrieved from the Pay.gov QA test environment. Agencies can then review the reports to reconcile their test transactions. See section 7 for report descriptions.

Note: Transactions entered in the Pay.gov QA test environment will not appear on CIR reports.

See the *Billing Agreements Web Service Technical Reference* for instructions on how to conduct tests of that service with PayPal.

15.1 PayPal Test Accounts

Account	Password
AgencyTest01@clev.frb.org	PaygovTest01
AgencyTest02@clev.frb.org	PaygovTest02
AgencyTest03@clev.frb.org	PaygovTest03
AgencyTest04@clev.frb.org	PaygovTest04

Note: The same test accounts can be used to test split shipments (Order-Auth-Capture) transactions. See the relevant guide or technical reference for an explanation of how and Order-Auth-Capture transaction works for your cash flow application: *Agency Guide to the Forms Service, Hosted Collection Pages Technical Reference*, or the *Billing Agreements Web Service Technical Reference*.

16 Known Issues

None.

17 Customer Support

17.1 Pay.gov Contact Information

Hours: 7:00 am to 7:00 pm Eastern Time
Monday through Friday, Closed Bank Holidays

Phone: (800) 624-1373, Option 2

Email address: pay.gov.clev@clev.frb.org

17.2 CIR Contact Information

For questions or additional information regarding the Collections Information Repository (CIR) reports or schedules, contact CIR at

Hours: 7:00 am to 7:00 pm Eastern Time
Monday through Friday, Closed Bank Holidays

Phone: (800) 624-1373, Option 2

Email address: cir.customersupport@clev.frb.org