

## Retail – PayPal Payments

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**Purpose**

Follow these procedures to fulfill PayPal orders and keep customers properly informed of order status when product is in an unpaid layaway.

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**Guidelines**

For immediate assistance, call or IM a member in the eBay department to confirm funds have been received. All money requests are done throughout the day. This will help in getting funds applied to layaways, quotes and parked orders in a timelier manner.

**DO NOT APPLY FUNDS OR FINALIZE A SALE WITHOUT VERIFYING THE FUNDS HAVE BEEN RECEIVED!**

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**Subject line  
for PayPal  
email request**

Use the following subject lines for e-mail requests regarding PayPal transactions.

Subject Line	Purpose
Money Request: Order #	Use if customer needs a PayPal Request emailed to them.
Apply Funds: Order #	Use if funds have been collected but order has not been finalized.
Apply and Partial Refund: Order#	Use if we have customer's funds and customer changes order to less expensive product.
Partial Refund: Order #	Use if customer needs a partial refund off the original order usually customer care or customer satisfaction.
Refund Order: Order#	Use if customer cancels or requests a full refund

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**Layaway for  
money  
request**

Follow the steps below in order to place the order into a layaway until we have received the payment.

Step	Action
1	Place the order into a layaway status in evolve
2	Inform the customer the shipping address on the order will NEED to match the confirmed PayPal address at the time of payment
3	E-mail DTDPayPal with the subject line request and order number
4	Notate on the order PP Request issued
5	Once the order has been paid the eBay department will apply/finalize the order
6	Check back on the order in 24 hours to confirm payment has been received.

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**Contact**

Please see your manager if you have any questions.

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