PayPal Cases

Description:

A PayPal Case means there was an online order that was paid for via PayPal, and either it needs to be refunded, or an issue needs to be addressed.

Guidelines:

You will need a PayPal login, and access to the PayPal Inbox. See Jenna, Alisha, Hope and Cameron to see if you can use their login. Other than refunding, the only other issue you will see is customers claiming they didn't get their order.

Process:

STEP	ACTION
1	Log into PayPal and go to **Tools > Resolution Center** (There is usually only 1 per week)
2	Either click **View** or **Respond** and take the "Invoice ID" (FSA #) to search the order in FSA. Check the Notes tab for helpful information
3	Check the PayPal Inbox by searching the same FSA order # If no email is found, then we were never informed of the refund request
4	Take a screenshot of the FSA notes (including the order processor) and send the screenshot to Jenna. She will send it to the Customer Care manager
5	Leave your own FSA note, stating you refunded the order in PayPal
6	If no refund was needed and you clicked on Respond – then assess the situation, and message the customer back however necessary

Contact:

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