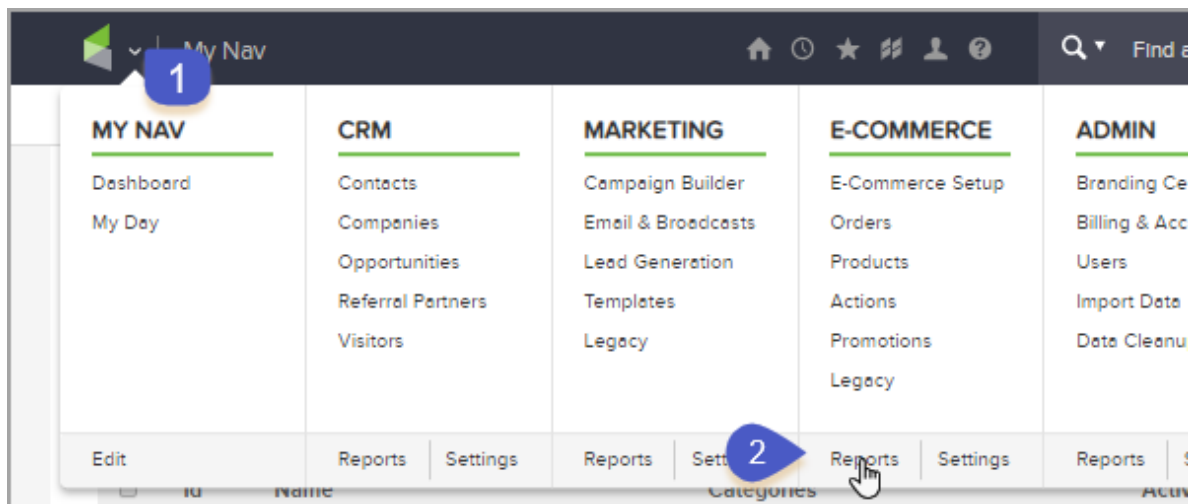


How Can I Be Notified For Failed PayPal Orders

Billing automation triggers do not currently run on failed PayPal payments. Clients can cancel payments via their PayPal account, remove their billing information, or have payments decline with no feedback into Infusionsoft for automation. To remedy this, here is how to create a report that shows failed orders for review.

Note! There isn't specific criteria for PayPal since the credit card information is stored directly within your PayPal account. This process is to locate **all** failed orders.

1. Navigate to E-Commerce > Reports



2. Click On All Sales Report

Subscription Revenue Summary	Subscription Plan Retentio
Monthly Sales Totals	Monthly Sales Totals.
Daily Sales Totals	This report shows the tota
All Sales Report	This report searches all sal
All Sales (Itemized) Report	This is an itemized report f
Monthly Receivables	This report shows all mone
Daily Receivables	This report shows all mone

3. Click on **Edit Criteria/Columns** or **New Search**

E-Commerce Setup Orders ▾ Products ▾ Actions ▾ Promotions Legal

All Sales Report

0-0 of 0 1000 per page [?](#)

Id	Sale	Name	Billing state	Promo code	Source	Return
No results to display						

4. Set Balance Due to **greater or equal** to 1 and Click OK

Invoice Id

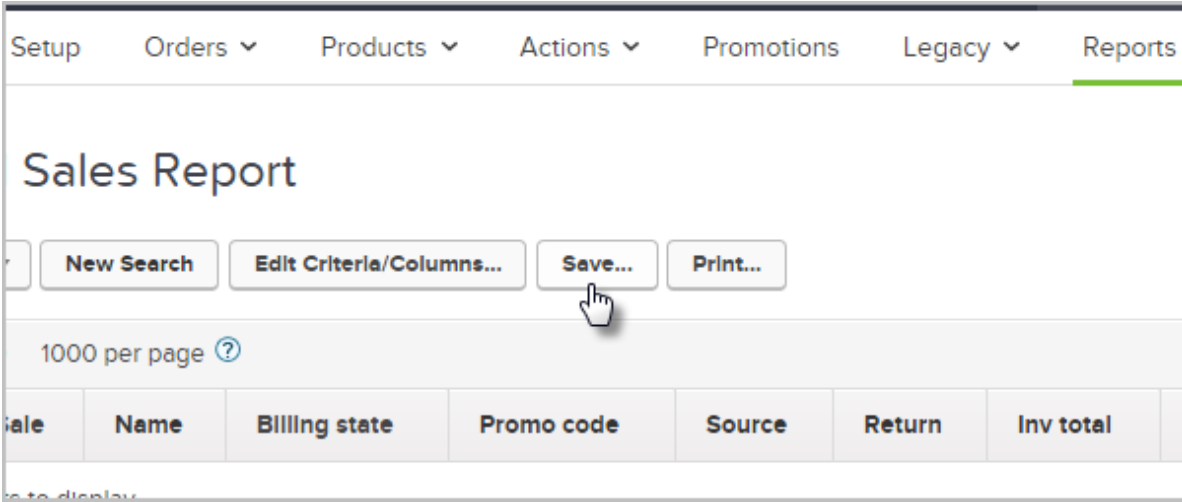
Inv Total

Date

Bal Due

5. Click OK

6. Click **Save**. Type a new name for this report and click **Save**



Pro-Tip! You can also add this report to your home page dashboard and have the report emailed to you automatically.

Follow the steps in this [Article](#) to have this new report emailed to you and other users.

